

The Life Cycle of a Transport Support Request

Customer Support Tools & Procedures

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Discussion Items

- **Customer Support Electronic Reporting Tools**
 - **Cloverleaf**
 - **Electronic Reporting Form (ERF)**
 - **Warranty Report Form**
- **Customer Support Procedures & Work Flow**
- **Electronic Tracking Tools**
 - **Call Tracking Data Base**
 - **Transport Maintenance Request (TMR) Search**

Electronic Reporting Tools

- **Cloverleaf Web Site - www.cloverleaf.net**
 - **Most information open to the public**
 - **Two restricted areas**
 - **People**
 - **Support**
 - **Access available to all member agencies**
 - **Designated state rep request via e-mail to Customer Support**

Electronic Request Form (ERF)

- **Available from the Cloverleaf home page -
> Support -> ERF**
- **Contains both general & required fields**
- **Allows attachments**
 - **Screen prints**
 - **Error logs**
 - **Data files**
- **User can designate critical date**

Warranty Report Form

- **Available from the Cloverleaf home page -> Support -> Warranty Report Form**
- **Used to report problems found in first 120 days (or as modified by AASHTO)**
- **Allows attachments**
- **Automatically routed to TTF Chair & AASHTO Project Manager (Chuck Conley)**

Customer Support Procedures

- **User encounters a problem**
- **Fills out an ERF or Warranty Report form**
- **Received by entire Customer Support Team**
- **Automatic acknowledgement is sent**
- **Call Ticket entered in tracking system**
- **1st level support specialist reviews report**
 - **Provides immediate solution**
 - **May request more information (screen shots, data)**
 - **Does research & testing**

Customer Support (Continued)

- **If unable to resolve, passes to 2nd level**
 - **Systems Services Team (Implementation staff)**
 - **More extensive review & testing**
 - **Work with user on finding work-arounds**
- **If no resolution, passes to 3rd level support**
 - **Development Team**
 - **Application experts do extensive investigation**
- **If not resolved, *then becomes a TMR***
 - **Error, Enhancement or Warranty Item**

Call Tracking System

- **Clientele Customer Support Application**
- **Available on Cloverleaf -> Support**
- **View Call Ticket on-line**
- **Check status of specific Call Ticket**
- **Use “criteria” or “keyword” searches**
- **Call Ticket only “Closed” when resolved or when it becomes a TMR**

Transport Maintenance Request (TMR System)

- **SQL Database**

- **Recently revamped**
- **Numbering system is now sequential (w/o year)**
- **Allows designation of critical dates**

- **TMR Search Form**

- **Available on Cloverleaf -> Support**
- **Ability to cross-reference old & new numbers**
- **All reporting agencies are now displayed**

Priority Designation

- **Urgent - Agency is out of business**
 - **Production system (not test area)**
 - **Can't pay a contractor**
 - **Can't do a bid letting**
- **High - Important; major inconvenience**
- **Medium - A definite issue; does not stop business; can work-around**
- **Low - Nuisance to business procedures; can work-around**