

Common Canned Responses



Topic	Ideal Canned Response
Request to add a user to an application	Dear {{TICKET_CUSTOMER}}, All applications are synchronized with Skyward. We do not add/delete any application, teacher or student account manually. If you don't have the course, or students on your Syward roster,you will not have access to most of the applications. Please contact The Campus Dean of Academics or Assistant Principal to resolve this issue.
Vendor request	Dear {{TICKET_CUSTOMER}}, Thank you for reaching out to us. We will send this request to the vendor. We will let you know when this issue has been solved. Thank you for your attention and collaboration.
Help Desk Logos for email signatures	 

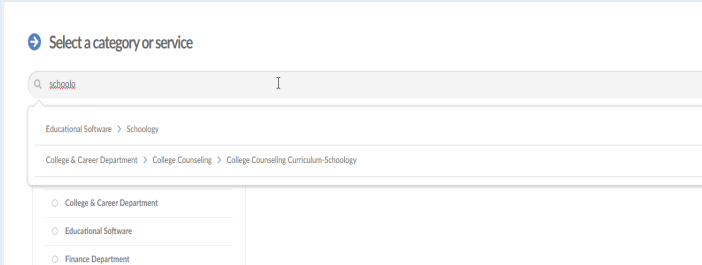


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No answer- Inactive	I'm reaching out about this ticket, it's been ____ days since I haven't heard from you, so I wanted to let you know we will close it.
Help desk new agent:	Please open a new one if you need any further assistance. Thanks again for working with us! Dear new Agent, Please, make sure you watch the following required training videos to know how to review guidelines and handle requests/tickets in the HPS Help Desk System. https://www.youtube.com/watch?v=W46f7vy6znU https://www.youtube.com/watch?v=1fmigASciE8 Here, there are more helpful resources: https://www.itspot.harmonytexas.org/helpdesk https://docs.google.com/spreadsheets/d/10bt-tgxqoJkFdrBw2rqxrrSXS0vgRFXulC7fyzu5_nl/edit#gid=2048832163
Choosing the right category to create a ticket	Hello, Please make sure to create a ticket in the right category, so the right agent will see your request. Always use the search field to find it inside the "create a ticket" - start typing the application name, and the option will populate. To see all the categories available, click on the link: Helpdesk

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HelpDesk:	Please be informed that the HelpDesk is decentralized. You must create one ticket for each application, different agents will help you Please click here to see the categories served by the Help desk.
General: Issue resolved	Hello, Good News, I just heard from the software engineers that they found a bug on the system that was responsible for the issue. It has been fixed, please wait until tomorrow as the synchronization is done in the evening to have everything back working. Thanks for your patience in this process.
General: Issue still needs resolving	We apologize for the inconvenience with the issue you have described. We understand your situation. We've got our engineers working on this as we speak, and we will keep you posted when this problem has been resolved.

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