

Navigating SNOMED International Support: Freshdesk vs. CRS

This guide explains the difference between Freshdesk and CRS, two systems used for submitting requests to SNOMED International. Knowing which system to use will help you get the right help quickly.

Freshdesk: Your Go-To for Support and Communication

Think of Freshdesk as your general help desk for anything related to SNOMED International.

- What is Freshdesk for?
 - It's the main place to ask questions, report issues, and get support about SNOMED International products and services.
 - It helps SNOMED International track and solve your problems efficiently.
 - Use it for general inquiries or when you need clarification.
 - It's also used for discussions that aren't about changing the content of SNOMED CT.
- Who uses Freshdesk?
 - **SNOMED International Members:** For technical help, general questions, and access requests.
 - **Implementers:** For help putting SNOMED CT into practice.
 - **External Users:** Including researchers and developers who need information or support.
 - **SNOMED International Staff:** To manage and respond to your support requests.
- How does Freshdesk work?
 - You submit a "ticket" through the Freshdesk website or by emailing info@snomed.org or other SNOMED mailing list.
 - Your ticket is sent to the right person or team who can help.
 - They'll work with you to solve the problem and keep you updated.
 - Once the issue is resolved, the ticket is closed.
 - For a detailed look at this process, see the diagram: <https://ihtsdo.freshdesk.com/a/solutions/articles/4000050233?portalId=63275>

CRS (Content Request System): For Changes to SNOMED CT

CRS is specifically for suggesting changes to the actual content of SNOMED CT.

- What is CRS for?
 - It's for requesting additions, changes, or removal of content within SNOMED CT.
 - It provides a clear process for suggesting, reviewing, and making these content changes.
 - It ensures that all changes are tracked and transparent.
- Who uses CRS?
 - **SNOMED International Members:** To submit and track requests to change SNOMED CT content.
 - **Editors:** SNOMED International staff who review these requests.
 - **Subject Matter Experts (SMEs):** People with special knowledge who give advice on content changes.
 - **Technical Teams:** Who make the approved changes to SNOMED CT.
- How does CRS work?
 - You submit a request to change content through the CRS website.
 - The request is reviewed by editors and experts.
 - The request is then accepted, rejected, or you might be asked for more information.
 - If approved, the changes are made to SNOMED CT.
 - You'll be told the outcome of your request.
 - For a detailed look at this process, see:
<https://www.snomed.org/change-or-add>

Key Differences: Freshdesk vs. CRS

Feature	Freshdesk	CRS
What it's for	General support, questions, communication	Requests to change SNOMED CT content
Interaction	Direct conversation with support staff	Formal review and approval process for content changes

Purpose	To solve problems and provide information	To maintain and update SNOMED CT content
Process Focus	Issue resolution and information delivery	Content change management and governance
Content Scope	Broad support and usage inquiries	Specific changes to SNOMED CT terminology and structure
Access & Tracking	Web-based, user account, request tracking	Web-based, user account, request tracking

Note: While both systems are web-based, require a user account, and provide request tracking, the *purpose* and *nature* of the tracked requests are fundamentally different (support vs. content change).

In simple terms:

- Use **Freshdesk** if you have a problem, question, or need help using SNOMED International products.
- Use **CRS** if you want to suggest a change to the actual SNOMED CT content.

Link to the workflow diagram (note, the links for workflow in the diagram only work on Confluence. All the rest are the same to the diagram below.)

<https://confluence.ihtsdotools.org/display/IAP/Workflow+for+Freshdesk+and+CRS>

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