Personalized E-mail Notifications
Customer, Provider Group/Agent Assignments and Case Updates

Policy Name: ASU Customer Receipt
Template Package Name: ASU Create Case
Template Name: ASU Create Case

From: support@asu.edu
To: Elizabeth Tezner
Sent: Tue 12/23/2008 1:47 PM
Subject: Reference # 325733 for TEST - HR Notifications

Dear Elizabeth,

Thank you for contacting Human Resources pertaining to the problem you reported on 2008-12-23. Please accept our apologies for the inconvenience this may have caused you. The following information has been provided for your records. Please use reference number # 325733 for your future correspondence.

Reference # 325733

Problem Summary: TEST - HR Notifications
Problem Description: Please Ignore!

Regards.

HR Employee Service Center
Human Resources
480/968-2701
HRESG@asu.edu
http://www.asu.edu/hr/askhr
Case #325733 has been assigned for TEST - HR Notifications - Message (Plain Text)

From: support@asu.edu
To: Elizabeth Tetzner
Subject: Case #325733 has been assigned for TEST - HR Notifications

Your support area, HR Employee Service Center has been identified as a resource to resolve this customer request. Please respond to Case # 325733 for Elizabeth Tetzner as soon as you can so the Human Resources can resolve their request.

Case ID: 325733
Case Status: Open - New Case
Problem Summary: TEST - HR Notifications

Problem Description: Please Ignore!
Category: PeopleSoft
Type: CRM Test
Detail:
Priority: Critical

When opening the case, please check the current 'Assigned To' information as this may have changed after this e-mail was sent.

Thank you!

Human Resources
Support Case # 325733 has been assigned for TEST - HR Notifications - Message (Plain Text)

From: support@asu.edu
To: Elizabeth Tetzner
Subject: Support Case # 325733 has been assigned for TEST - HR Notifications

This notification is to inform you that case # 325733 for Elizabeth Tetzner has been assigned to you.

Case ID: 325733
Case Status: Open - New Case
Provider Group: HR Employee Service Center
Agent: Elizabeth Tetzner

Problem Summary: TEST - HR Notifications

Problem Description: Please Ignore!
Category: PeopleSoft
Type: CRM Test
Detail:
Priority: Critical

When opening the case, please check the current 'Assigned To' information as this may have changed after this email was sent.

Thank you!

Human Resources
https://cm.oasis.asu.edu/cgi/cm/employee/callcenter/rc_case_map?browser=cmrc_case&business_unit=hr&case_id=325733&disp_tmpl_id=rc_support
Support case #325733 has been updated by customer - TEST - HR Notifications - Message...

Extra line breaks in this message were removed.

From: support@asu.edu                         Sent: Tue 12/23/2008 1:55 PM
To: Elizabeth Tetzner
Cc:
Subject: Support case #325733 has been updated by customer - TEST - HR Notifications

This notification is to inform you that case #325733 for Elizabeth Tetzner has been updated with a new note.

Case ID: 325733
Case Status: Open - New Case
Provider Group: HR Employee Service Center
Agent: Elizabeth Tetzner
Problem Summary: TEST - HR Notifications Problem Description: Please Ignore!
Category: PeopleSoft
Type: CRM Test
Detail:
Priority: Critical

When opening the case, please check the current 'Assigned To' information as this may have changed after this email was sent.

Thank you.

Extra line breaks in this message were removed.

From: support@asu.edu
To: Elizabeth Tetzner
Cc: 
Subject: Customer Has Requested Contact for Case 325733

A customer has requested to be contacted regarding the following Case:

Case ID: 325733
Customer: Elizabeth Tetzner

Case Provider Group HR Employee Service Center Case Priority: Critical Case Status: Open - New Case Case Summary: TEST - HR Notifications

Human Resources
Case Closure Notifications with link to Survey

Setup is required for each business unit

**BLACK & RED text in notification is hard-coded**

**BLUE text is solution entered in case upon closure**

**GREEN text can be modified by Data Administrator when setup is done**

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**Modified Provider Group Assignment Notification**

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As of 2009-01-08 work was completed on your request that was placed on 2009-01-08. The request has this description:

Test - Case Closure/Survey Notification

The person who closed the work request entered this information

Test - Case Closure/Survey Notification - Completed. *(Solution from case)*

Your support case has been resolved. If you are still experiencing difficulty, please call us at (480) 965-6500 or send an email to helpdesk@asu.edu to re-open the case.

Your opinion matters to us, we appreciate your taking the time to let us know how well we are meeting your expectations. The link to our survey is below.

Thank you,

Arizona State University
Human Resource Office
(480) 965-2701
www.asu.edu/hr/askhr

[Click here to take a quick survey.](#)

*(Hard-coded somewhere and needs to be removed!)*

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Your support area, CRMCC - CRM Technical Team has been identified as a resource to resolve this customer request. Please respond to Case # 425495 at your earliest convenience so the University Tech Organizations can resolve their request.

Case ID: 425495
Case Status: Open - New Case
Problem Summary: Problem opening attachments in CRM.

Problem Description: A blank screen comes up for 1 second and then disappears.
Category:
Type:
Detail:
Priority: Standard

When opening the case, please check the current 'Assignment' information as this may have changed after this e-mail was sent.

Thank you!

University Tech Organizations