Customer Self Service Redesign – Version 1.7 – Blueprints
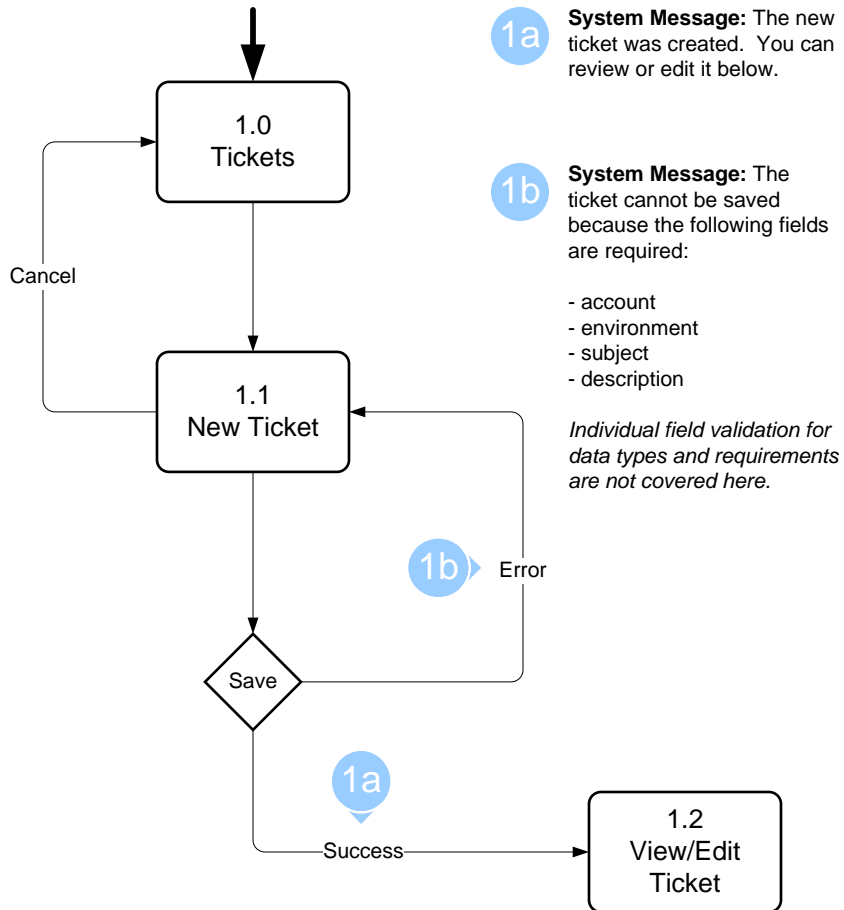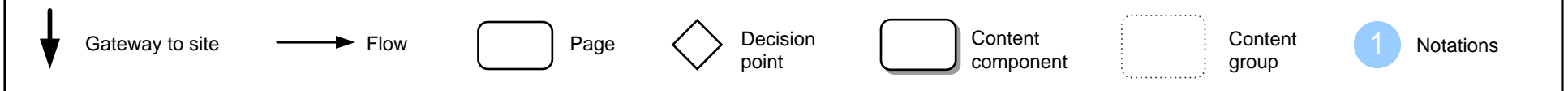
Create a New Ticket

1.0 Tickets

Cancel

1.1 New Ticket

Save

Success

1.2 View/Edit Ticket

1a System Message: The new ticket was created. You can review or edit it below.

1b System Message: The ticket cannot be saved because the following fields are required:

- account
- environment
- subject
- description

Individual field validation for data types and requirements are not covered here.

1b ▶ Error

1a

View or Edit a Ticket

1.0 Tickets

1.1 New Ticket

2.1.4 View Contact

Cancel

Pass

Security Check

2a ▶ Fail

1.2 View/Edit Ticket

1c ▶ Success

Error ◀ **1d**

Save

1c System Message: The ticket was updated.

1d System Message: The ticket cannot be saved because of a system error. Please try again.

2a System Message: You do not have permission to view this ticket.

Legend

↓ Gateway to site	→ Flow	▭ Page	◇ Decision point	▭ Content component	⬚ Content group

1 Notations

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Find a Ticket by ID

1.0
Tickets

1.2
View/Edit
Ticket

Ticket #
Input Box

1e Error

Go

Success
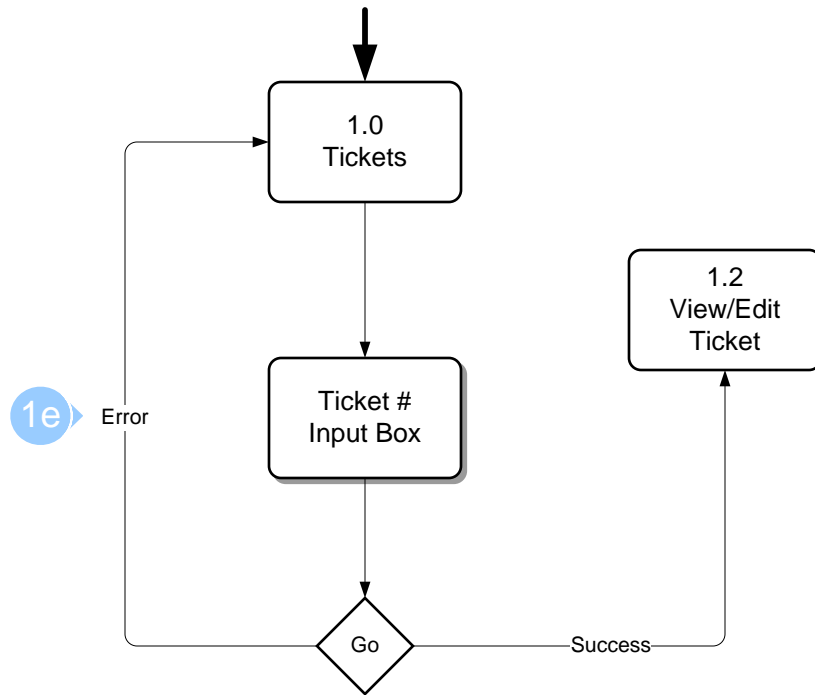
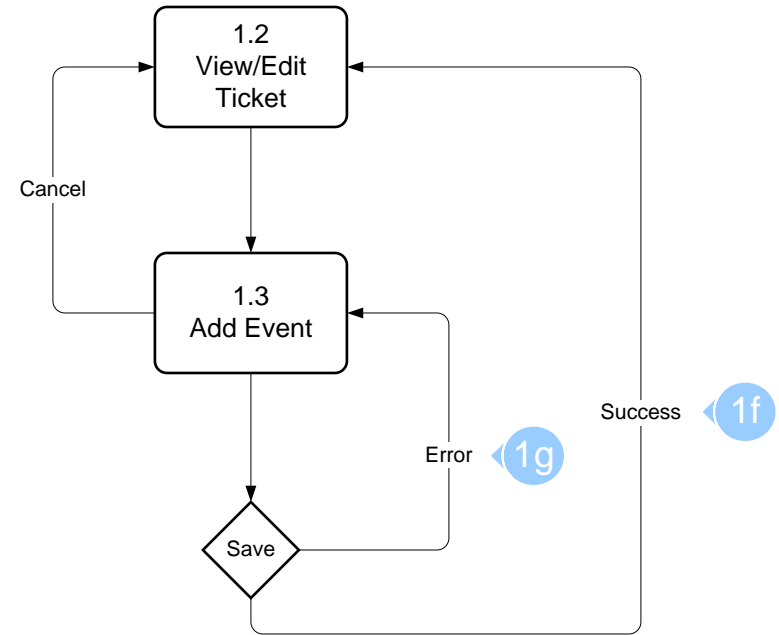**1e** **System Message if ID is Invalid:** A ticket with that ID does not exist. Please check the ID and try again.

System Message if User Does not have Permissions: You do not have permission to access that ticket ID.
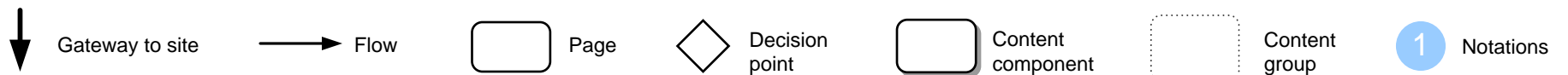
Add an Event to a Ticket

1.2
View/Edit
Ticket

Cancel

1.3
Add Event

Success **1f**

Error **1g**

Save

1f **System Message:** A new event was added to this ticket.

Ticket view updates to display new event.

1g **System Message:** The event cannot be saved because the following field is required:

- event subject

Legend

↓ Gateway to site	→ Flow	▭ Page	◇ Decision point	▭ Content component	⬚ Content group	**1** Notations

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Add an Attachment (Enhanced)

```
┌──────────┐   ┌──────────┐   ┌──────────┐
│   1.1    │   │   1.3    │   │   2.1    │
│New Ticket│   │Add Event │   │View/Edit │
│          │   │          │   │ Account  │
└──────────┘   └──────────┘   └──────────┘
```

Add Attachment

1h ▷ Success   Error ◁ **1i**

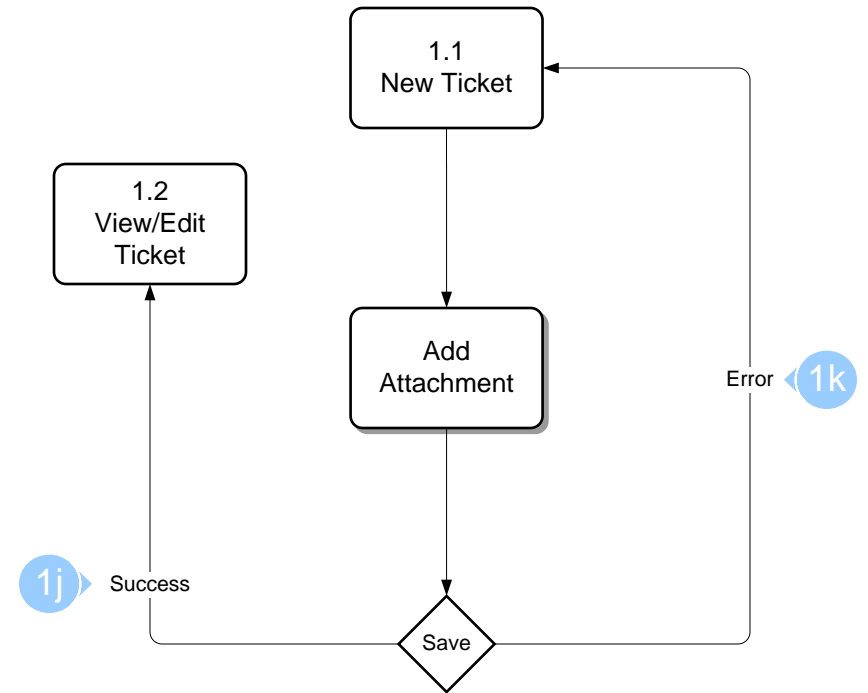**File Size Check** (decision point)
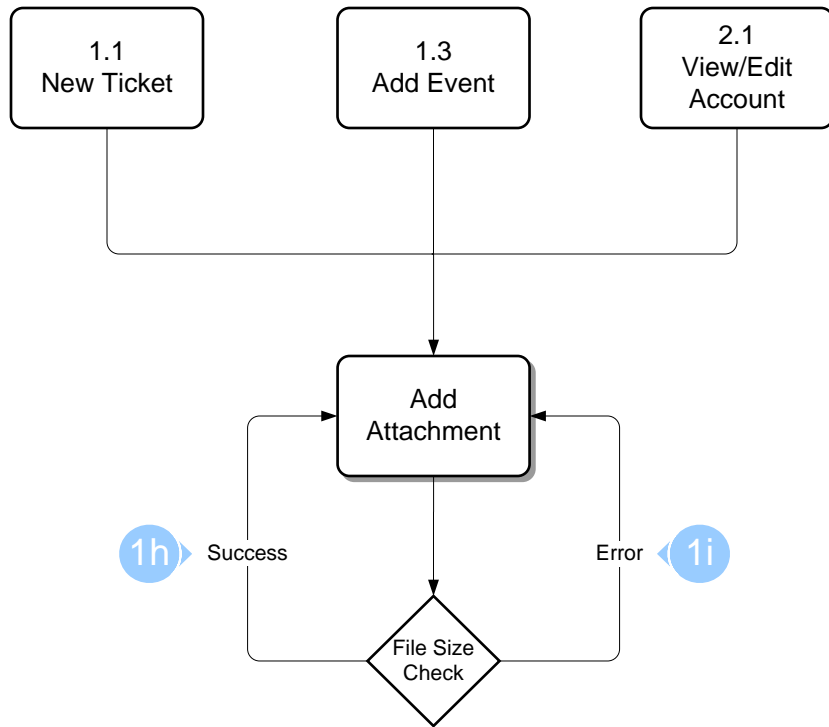
System Message for Each File: *Display the file name with extension and size in MB and provide option to remove or delete attachment.*

1h **System Message for Files 25MB or Less:** *Show success indicator.*

File uploads to server automatically.

1i **System Message for Files Greater than 25MB:** File could not be attached. Files must be fewer than 25MB in size.

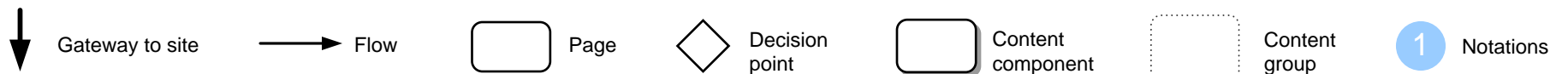## Add an Attachment to a Ticket (Fallback)

```
┌──────────┐            ┌──────────┐
│   1.1    │            │   1.2    │
│New Ticket│            │View/Edit │
│          │            │  Ticket  │
└──────────┘            └──────────┘
```

Add Attachment

Error ◁ **1k**

1j ▷ Success

Save (decision point)

System Message for Each File: *Display the file name with extension and provide option to remove or delete attachment.*

1j **System Message for Files 25MB or Less:** The new ticket was created. You can review or edit it below.
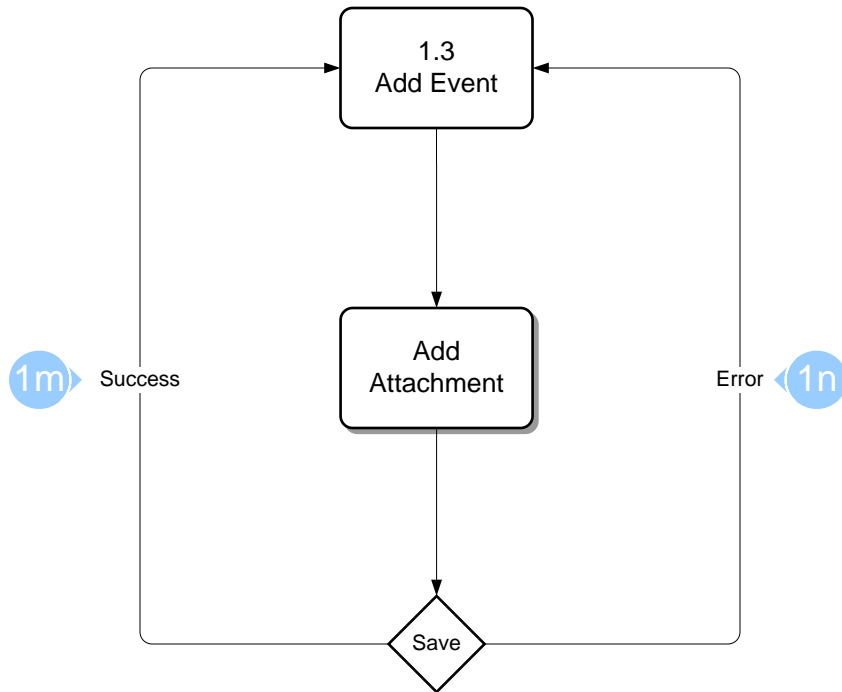
1k **System Message for files greater than 25MB:** The ticket could not be saved because one or more attachments exceeds 25MB in size. Please remove the file(s) and try saving again.

Legend

↓ Gateway to site	→ Flow	▭ Page	◇ Decision point	▭ Content component	⬚ Content group

1 Notations

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Add an Attachment to an Event (Fallback)

1.3
Add Event

1m Success

Add
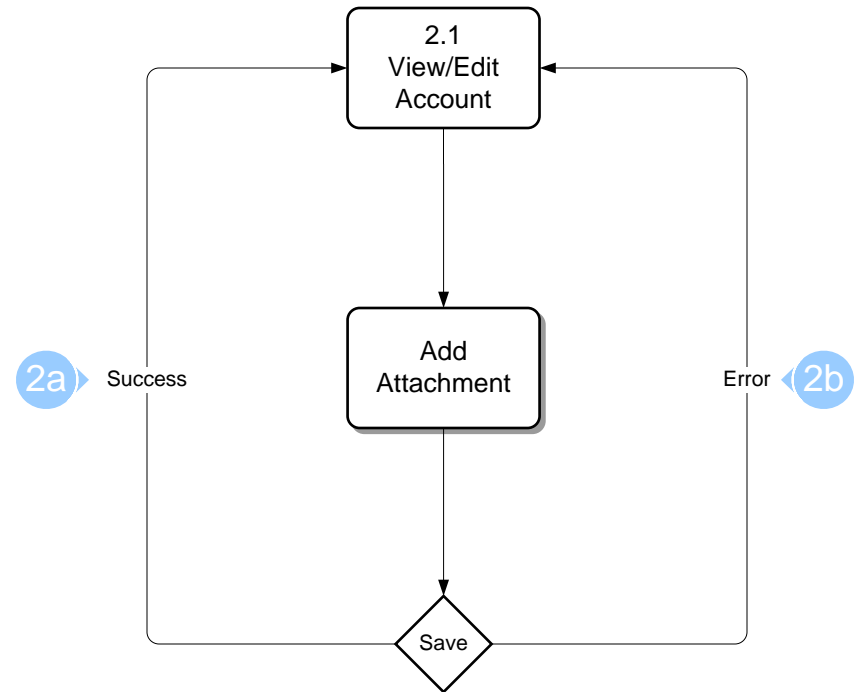Attachment

Error **1n**

Save

System Message for Each File: *Display the file name with extension and provide option to remove or delete attachment.*

1m **System Message for Files 25MB or Less:** The new event was added to the ticket.

1n **System Message for Files Greater than 25MB:** The event could not be saved because one or more attachments exceeds 25MB in size. Please remove the file(s) and try saving again.
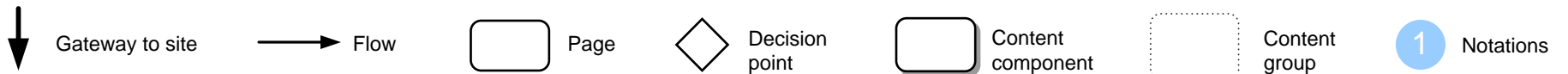
Add an Attachment to an Account (Fallback)

2.1
View/Edit
Account

2a Success

Add
Attachment

Error **2b**

Save

System Message for Each File: *Display the file name with extension and provide option to remove or delete attachment.*

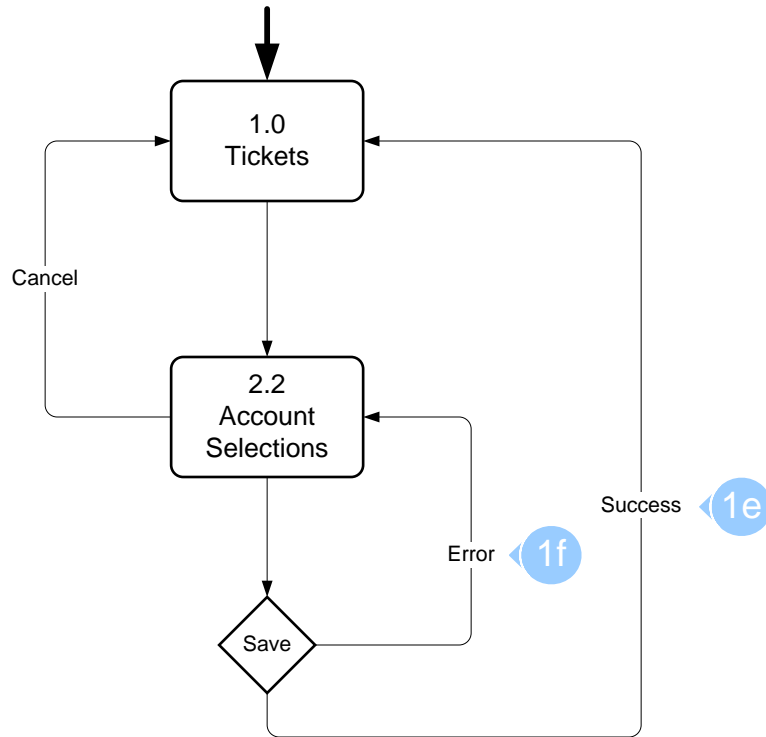**2a** **System Message for Files 25MB or Less:** The new attachment was added to the account.

2b **System Message for Files Greater than 25MB:** The account could not be saved because one or more attachments exceeds 25MB in size. Please remove the file(s) and try saving again.

Legend

↓ Gateway to site | → Flow | ☐ Page | ◇ Decision point | ☐ Content component | ⬚ Content group | **1** Notations

Customer Self Service Redesign – Version 1.7 – Blueprints

Change Account Selections from Ticket List

- 1.0 Tickets
- Cancel
- 2.2 Account Selections
- Success **1e**
- Error **1f**
- Save

1e **System Message:** Your account selections were updated.

Tickets list updates to display tickets for selected accounts only.

1f **System Message:** You must select at least one account.

Change Account Selections from Accounts List

- 2.0 Accounts
- Cancel
- Accounts List (check boxes)
- Success **1e**
- Error **1f**
- Save
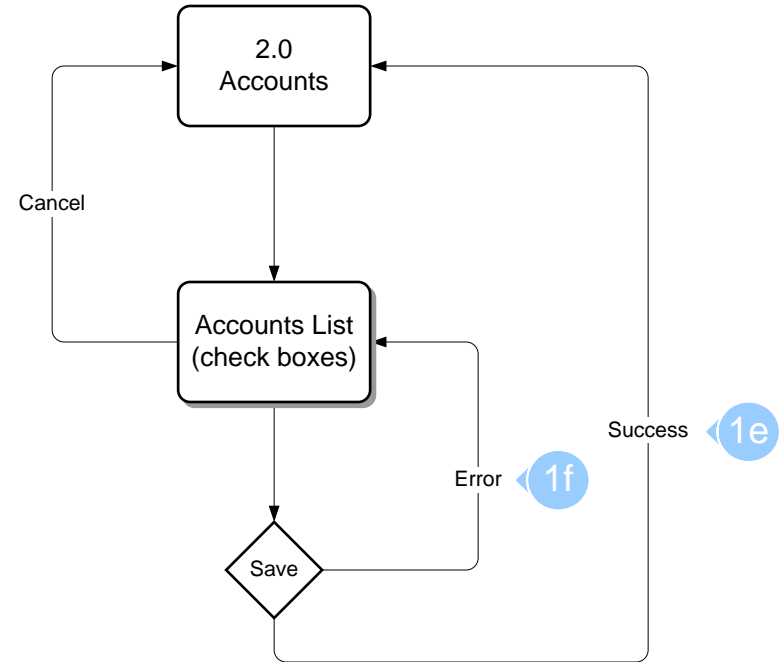
1e **System Message:** Your account selections were updated.

1f **System Message:** You must select at least one account.

Legend

↓ Gateway to site	→ Flow	▢ Page	◇ Decision point	▢ Content component	⬚ Content group	① Notations
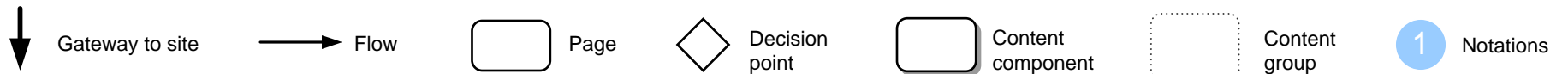
Customer Self Service Redesign – Version 1.7 – Blueprints

View or Edit an Account

2.0 Accounts

2.1.4 View Contact

2d ▶ Fail

Security Check

Pass

Cancel

2.1 View/Edit Account
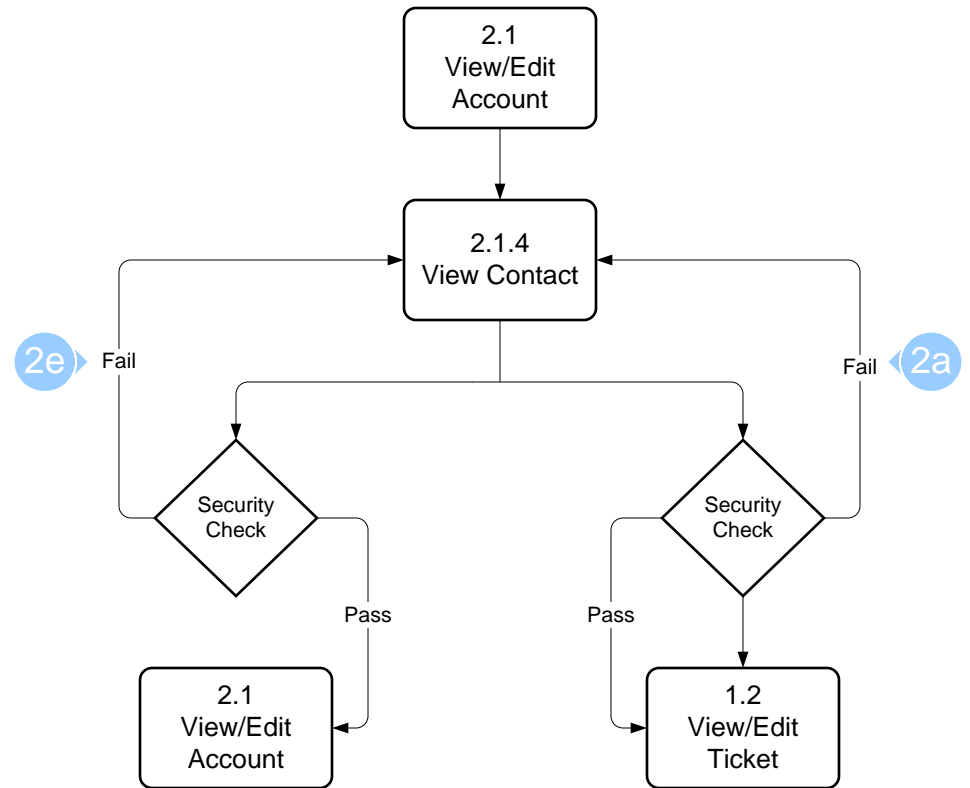
2b ▶ Success

2c ◀ Error
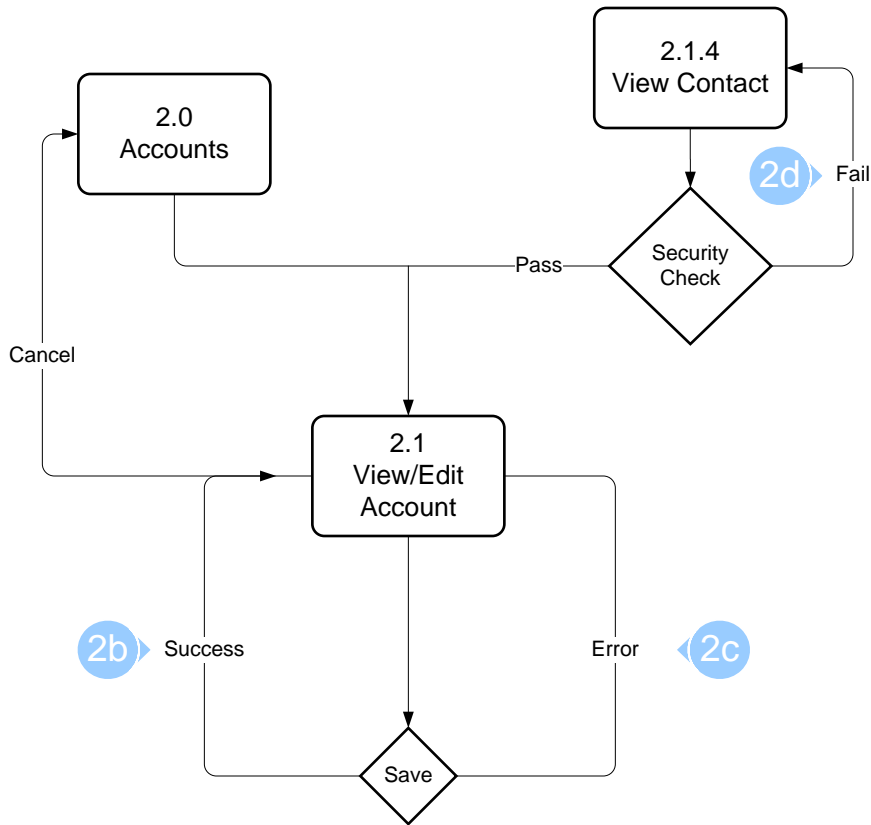
Save

2b **System Message:** The account was updated.

2c **System Message:** The account cannot be saved because of a system error. Please try again.

2d **System Message:** You do not have permission to view this account.

View a Contact

2.1 View/Edit Account

2.1.4 View Contact

2e ▶ Fail

Fail ◀ **2a**

Security Check

Security Check
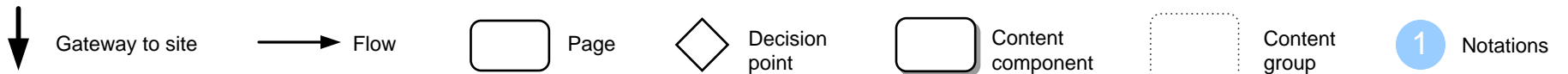
Pass

Pass

2.1 View/Edit Account

1.2 View/Edit Ticket

2e **System Message:** You do not have permission to view this account.

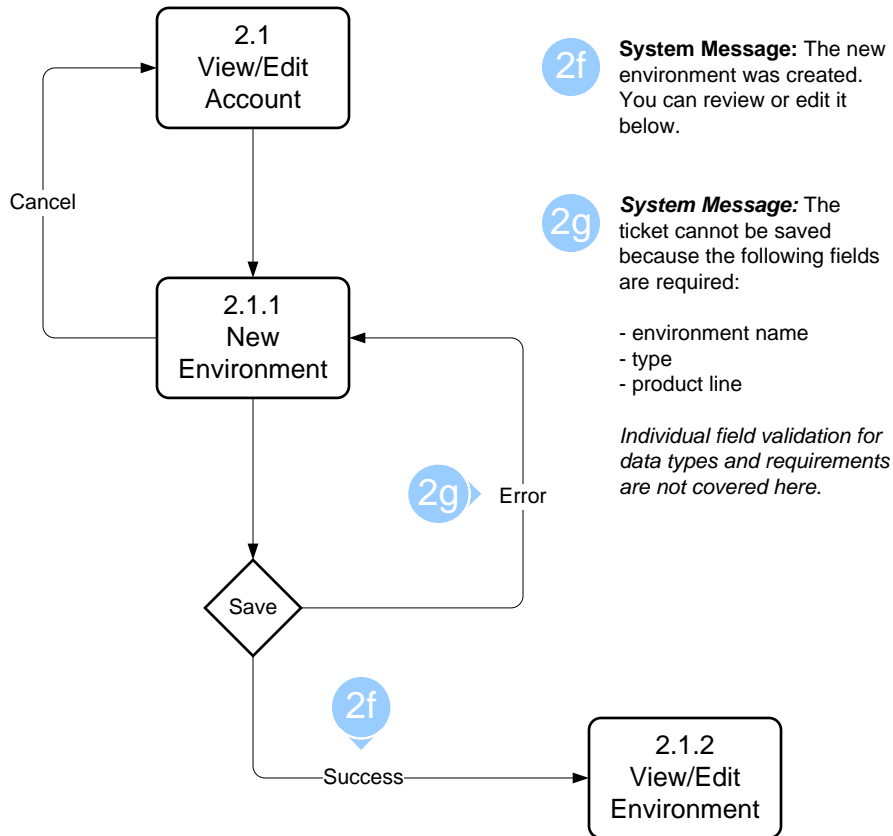**2a** **System Message:** You do not have permission to view this ticket.
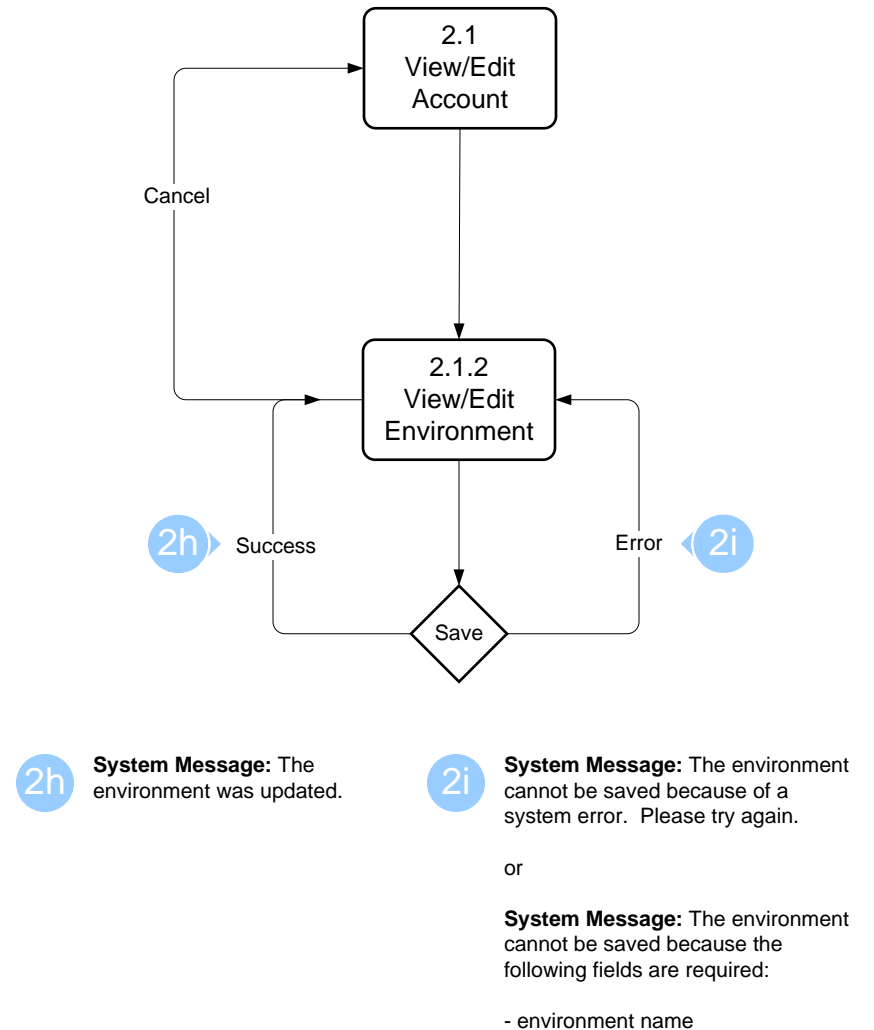
Legend

| ↓ Gateway to site | → Flow | ▭ Page | ◇ Decision point | ▢ Content component | ⬚ Content group | ① Notations |

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Create a New Environment

2.1
View/Edit
Account

Cancel

2.1.1
New
Environment

Save

2g Error

2f Success

2.1.2
View/Edit
Environment

2f **System Message:** The new environment was created. You can review or edit it below.

2g *System Message:* The ticket cannot be saved because the following fields are required:

- environment name
- type
- product line

Individual field validation for data types and requirements are not covered here.

View or Edit an Environment

2.1
View/Edit
Account

Cancel

2.1.2
View/Edit
Environment

2h Success

Error **2i**

Save

2h **System Message:** The environment was updated.

2i **System Message:** The environment cannot be saved because of a system error. Please try again.

or

System Message: The environment cannot be saved because the following fields are required:

- environment name

Legend

↓ Gateway to site	→ Flow	▢ Page	◇ Decision point	▢ Content component	⬚ Content group	① Notations