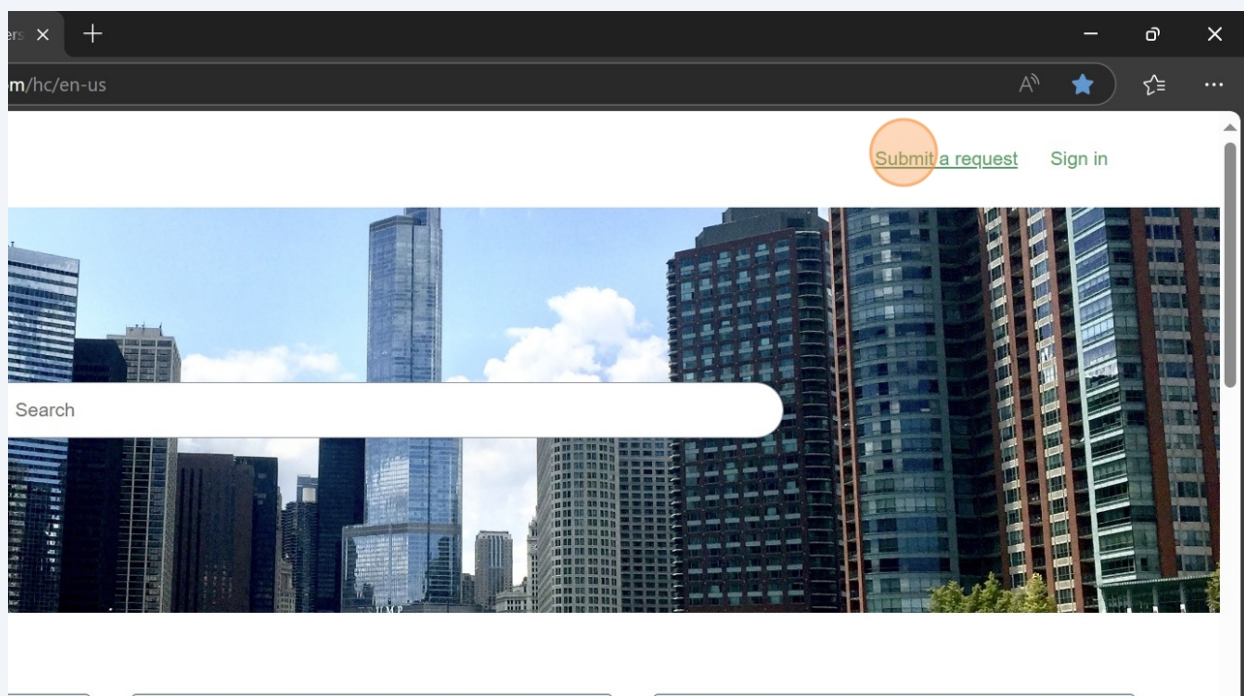


How To Submit A Support Request Through The Zen Desk Form

A step-by-step process for agencies to submit a support request through the Chicago Cook Workforce Partnership Zen Desk. This process also emphasizes the importance of providing specific details for data corrections and highlights critical fields to complete for accurate submissions. By following this guide, users can streamline their workflow and ensure their requests are properly documented and addressed.

1

Go To ZenDesk Website (<https://workforceboard.zendesk.com/>) & click on "Submit A Request"



2 Enter Your Email Address

Chicago Cook Workforce Partnership > Submit a request

Submit a request

Fields marked with an asterisk (*) are required.

Your email address*

Client or Employer's Full Name *
If not applicable, type N/A

Agency Name *
Select a location so your request can be assigned to the proper team member.

3 Enter Client or Employer's Full Name

Submit a request

Fields marked with an asterisk (*) are required.

Your email address*

Client or Employer's Full Name *
If not applicable, type N/A

Agency Name *
Select a location so your request can be assigned to the proper team member.

Workforce
Please enter your name.

Saved info

ehorn@chicookworks.org

IL · Eric B. Horn

ericbhorn@gmail.com

IL · Eric B. Horn

ehorn@chicookworks.org

IL · Eric B. Horn

ehorn@chicookworks.org

ehorn@chicookworks.org

Manage personal info

4 Click the dropdown menu to select Your "Agency Name "

Agency Name *

Select a location so your request can be assigned to the proper team member.

-

CFL Workforce & Community Initiative

Chinese American Service League (CASL)

ConstructionWorks-Chicago Women in Trades

DCEO

DESI Washington Heights Workforce Center

Elgin Community College

Greater West Town Project

Howard Area Community Center

Instituto del Progreso Latino

Jewish Child & Family Services

LaGrange Area Dept of Special Education (LADSE)

Enter the details of your request. Be as specific as possible. Example: --For data corrections, provide

5 Enter "Workforce Staff Name" (Requestors Name)

If not applicable, type N/A

Eric B. Horn

Agency Name *

Select a location so your request can be assigned to the proper team member.

DESI Washington Heights Workforce Center

▼

Workforce Staff Name*

Please enter your name.

Customer State ID# *

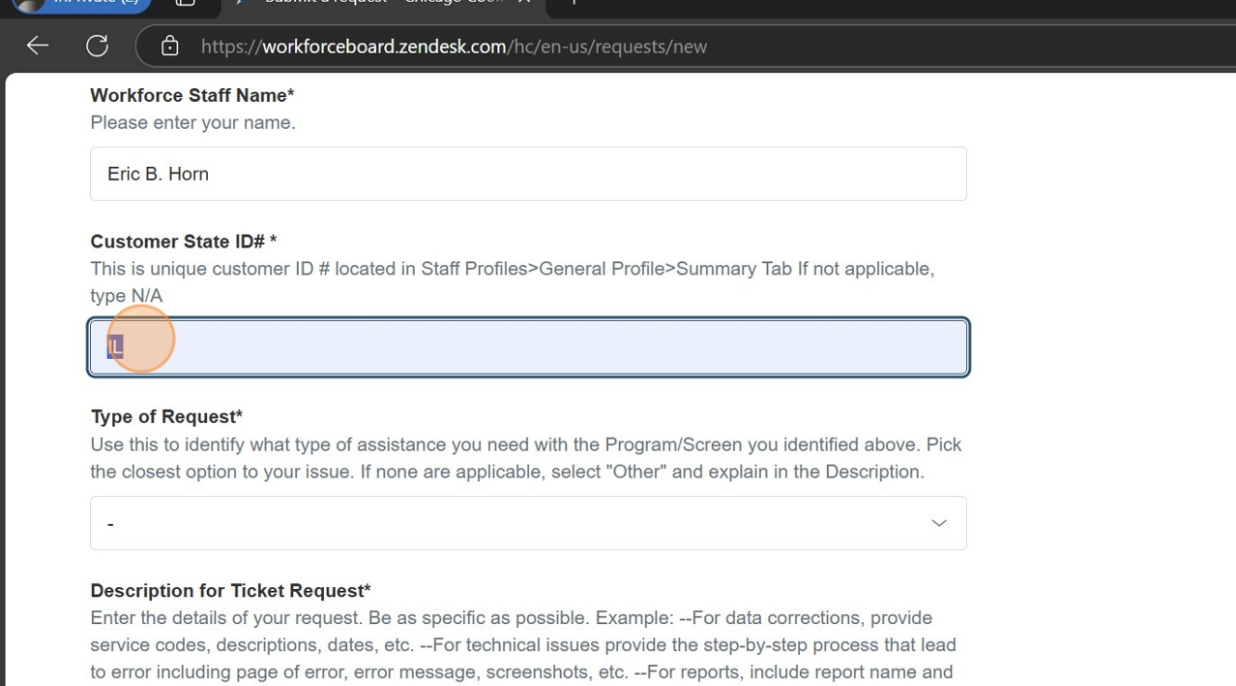
This is unique customer ID # located in Staff Profiles>General Profile>Summary Tab If not applicable, type N/A

IL

Type of Request*

Use this to identify what type of assistance you need with the Program/Screen you identified above. Pick the closest option to your issue. If none are applicable, select "Other" and explain in the Description.

6 Enter "Customer State ID# "



The screenshot shows a web browser window with the URL <https://workforceboard.zendesk.com/hc/en-us/requests/new>. The form has two main sections. The first section, "Workforce Staff Name*", has a subtext "Please enter your name." and a text input field containing "Eric B. Horn". The second section, "Customer State ID# *", has a subtext "This is unique customer ID # located in Staff Profiles>General Profile>Summary Tab If not applicable, type N/A". Below this subtext is a text input field that is highlighted with a blue border and contains a small icon of a document with a red 'X'.

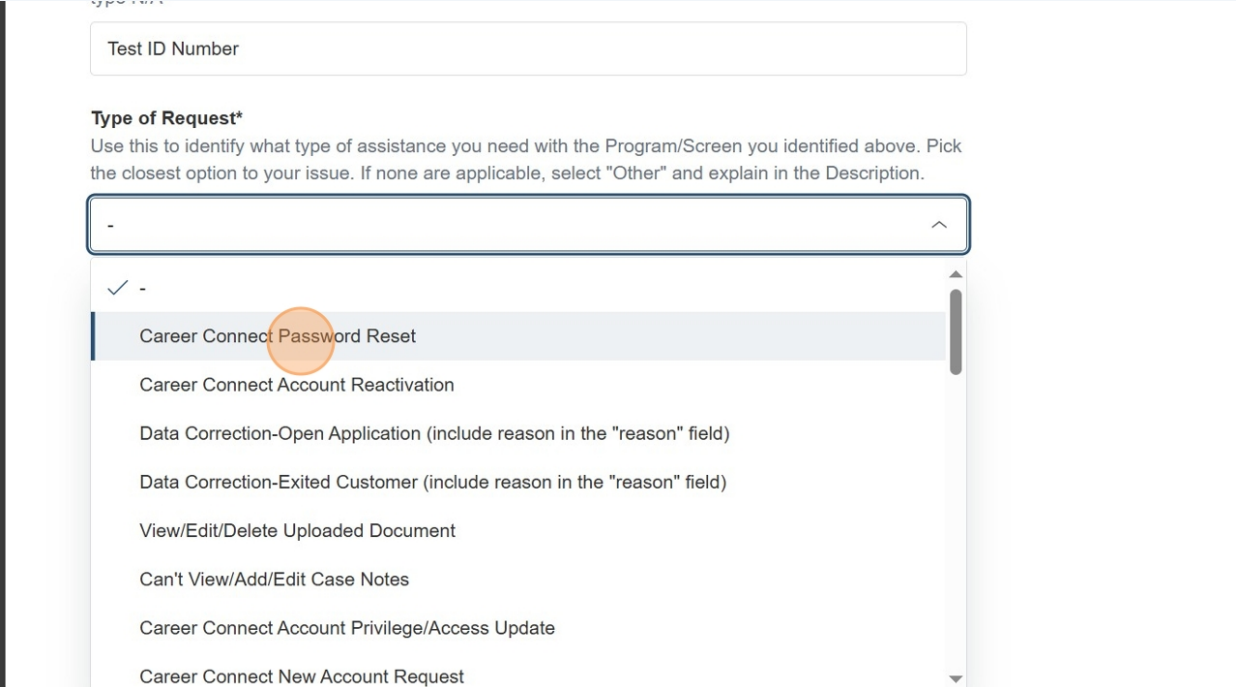
Workforce Staff Name*
Please enter your name.

Eric B. Horn

Customer State ID# *
This is unique customer ID # located in Staff Profiles>General Profile>Summary Tab If not applicable, type N/A

-

7 Click dropdown menu and select "Type of Request"



The screenshot shows the "Type of Request*" section of the form. It has a subtext "Use this to identify what type of assistance you need with the Program/Screen you identified above. Pick the closest option to your issue. If none are applicable, select "Other" and explain in the Description." Below this subtext is a dropdown menu. The dropdown menu is open, showing a list of options. The first option is "Career Connect Password Reset", which is highlighted with a blue background and a checkmark icon. Other options include "Career Connect Account Reactivation", "Data Correction-Open Application (include reason in the "reason" field)", "Data Correction-Exited Customer (include reason in the "reason" field)", "View/Edit/Delete Uploaded Document", "Can't View/Add/Edit Case Notes", "Career Connect Account Privilege/Access Update", and "Career Connect New Account Request".

Type of Request*
Use this to identify what type of assistance you need with the Program/Screen you identified above. Pick the closest option to your issue. If none are applicable, select "Other" and explain in the Description.

-

- ✓ -
- Career Connect Password Reset
- Career Connect Account Reactivation
- Data Correction-Open Application (include reason in the "reason" field)
- Data Correction-Exited Customer (include reason in the "reason" field)
- View/Edit/Delete Uploaded Document
- Can't View/Add/Edit Case Notes
- Career Connect Account Privilege/Access Update
- Career Connect New Account Request

8

Fill out all relevant information in the "Description For Ticket Request" section

Description for Ticket Request*

Enter the details of your request. Be as specific as possible. Example: --For data corrections, provide service codes, descriptions, dates, etc. --For technical issues provide the step-by-step process that lead to error including page of error, error message, screenshots, etc. --For reports, include report name and filters used.

Paragraph ▾ B I     99  

**Attachments**

Choose a file or drag and drop here

9

Attach any relevant files associated with the request and Click Submit

Test ticket Description Request

Attachments

Choose a file or drag and drop here



Submit

Chicago Cook Workforce Partnership