

Connecting Every Dimension of Health and Human Services

# **FASAMS Requirements Document**

# Allow users to submit a ticket from the Portal WI 8355

Created by: Jesse Lindsey

Dated: 09/13/2019



# CONTENTS

Gene	ral	3
Ve	rsion Control	3
Sta	keholders	3
Su	oporting Documents and References	3
Te	rms and Definitions	3
Scop	2	3
Ini	tial Request & Assumptions	3
	Business Statement	3
:	Scope Definition	3
Exi	sting Functionality	4
:	Screenshot:	4
Pro	pposed Functionality	4
Ini	tial Estimate/ Quote History	4
Requ	irements	4
1.	Outlined 'Contact Support' icon added to top banner of portal	4
2.	New Ticket Template w/ text box and Attachment Upload	5
3	Support Ticket tile	7
4	New Permissions	9



# GENERAL

#### **VERSION CONTROL**

Date	Version	Author(s)	Brief Description of Change
09/13/2019	1.0	Jesse Lindsey	Initial document creation
09/23/2019	1.1	Jesse Lindsey	Update doc
09/26/2019	1.2	Jesse Lindsey	Update after review with dev team
10/3/2019	1.3	Jesse Lindsey	Updated with Final Estimate
10/4/2019	1.4	Jesse Lindsey	Update with Workspace after discussion with dev team

#### **STAKEHOLDERS**

Role	Name
FEI Implementation Manager	Jesse Lindsey
FEI Account Manager	Kory Schnoor
FEI Product Manager	Jessica Knott
DCF SAMH Project Director	Nathan McPherson
DCF SAMH Project Sponsor	
DCF Business Analyst	Gregory Nix / Victor Gaines

#### **SUPPORTING DOCUMENTS AND REFERENCES**

- <u>Submit Ticket template</u>
- <u>Submitted ticket example</u>

#### **TERMS AND DEFINITIONS**

Terms	Description

# **SCOPE**

#### **INITIAL REQUEST & ASSUMPTIONS**

#### **Business Statement**

Users need an option within FASAMS to submit a support issue. Use of an external email address is not sufficient.

#### Scope Definition

The scope of this enhancement is to modify FASAMS to allow the user to submit a support issue from within FASAMS. In general, the requirements are:

- Provide an option within FASAMS for the user to select when they need to submit a support issue.
- Ideally, a data entry form would display the following fields for user input:
  - Username pre-populated
  - User email address pre-populated



- Submitting Entity associated with User pre-populated
- Date/Time pre-populated
- Browser pre-populated
- URL from page pre-populated
- Briefly description of issue text box
- Attach a screenshot

#### **EXISTING FUNCTIONALITY**

Currently there is no way for an end user to submit a support ticket from inside the FASMAS system.

#### Screenshot:

FASAMS -	• Test 1.2.0				jesse.lin	dsey :
Administration	Configuration	Submission	Reports			
					Ŧ	Upload
Jobs				Search	Q	C
						-

#### **PROPOSED FUNCTIONALITY**

The end user will have the ability to click on the Submit a Support Ticket icon in the top ribbon of the system which will open a new window. The new window will have many pre-populated fields as well as a text box to describe the issue and the ability to attach a screenshot.

#### **INITIAL ESTIMATE/ QUOTE HISTORY**

Phase/ Quote Date	Item(s)	Description	Estimate/ Quote
5/9/2019	8355	Initial Estimate	180 - 375
10/3/2019	8355	Final Estimate	Final Estimate: Analysis - 40 Development - 52 Testing - 60 AM/PM - 18 <b>Total: 170</b>

# REQUIREMENTS

### 1. OUTLINED 'CONTACT SUPPORT' ICON ADDED TO TOP BANNER OF PORTAL

FASAMS -	Test 1.2.0		Submit a Support ticket			jesse.lindsey
Administration	Configuration	Submission	Reports			
						Tupload
Jobs					Search	<u>ର</u> ୯



Req. ID	Requirement	Ref. ID	Dev	QA
1.1	Add Outlined 'Contact Support' icon to top right of FASAMS top banner			
1.2	<ul> <li>Add Tooltip</li> <li>The tooltip displays when the mouse cursor hovers over the email icon</li> <li>Tooltip will say "Submit a Support Ticket"</li> </ul>			
1.3	<ul> <li>Clicking on the email icon opens a new window with the Support Ticket Email template filled out with the correct data for the FASAMS user</li> <li>New Ticket Email described in requirement 2.1 – 2.2</li> </ul>			
1.4	New permission <ul> <li>See requirement 4.2</li> </ul>			

### 2. NEW TICKET TEMPLATE W/ TEXT BOX AND ATTACHMENT UPLOAD



#### Support Ticket Submission

Support Ticket email: DCF.Support@myfifamilies.com

NOTE: Do not include Protected Personal Information in this support ticket.

Please complete this form to submit a support ticket. Once submitted, the ticket will be reviewed by DCF staff and routed the correct group to resolve the issue. Upon resolution you will be emailed notification that the issue has been resolved and will be asked to verify and confirm. Thank you for submitting your ticket. Please provide as much information as possible on the below sections:

- Username: <user.name> -- auto-populated in form
- User Email Address: <Email address> auto-populated in form
- · Submitting Entity associated with user: <all SEs associated with user> -- auto-populated in form
  - Big Bend Behavioral
     SE 5
  - Central Florida Cares
     SE 6
  - Central Florida Behavioral
     SE 7
  - SE 4
     SE 8
- · Date and Time: <date time Submit Ticket button was clicked> -- auto-populated in form
- Browser: <browser used> -- auto-populated in form
- · URL: <web address when support button is clicked> -- auto-populated from browser
- Briefly describe the issue:



- · Attach a screenshot. NOTE: Do not send files containing PHI in a support ticket
  - Upload Attachment button here

# Submit

FEI Systems | 9755 Patuxent Woods Dr | Suite 300 | Columbia, Maryland 21046 tel: (443) 270-5100 fax: (410) 715-6538 | www.FEIsystems.com Page 5



#### Sample support ticket:

From: eric.roth@feisystems.com Sent: Thursday, October 10, 2019 9:40 To: Ryan Yang <<u>Ryan.Yang@feisystems.com</u>> Subject: FASAMS Notification: Support Ticket

Hello,

A support ticket has been submitted. User: admin User Email: eric.roth@feisystems.com Submitting Entity associated with user: FEi Test Submitter, Florida State Hospital - Civil, Northeast Florida State Hospital, North Florida Evaluation Treatment Center, South Florida Evaluation Treatment Center, South Florida State Hospital, Treasure Coast Forensic Treatment Center, West Florida Community Care Center, Big Bend Community Based Care (BBCBC), Central Florida Cares Health System (CFCHS), Lutheran Services Florida (LSF), Southeast Florida Behavioral Health Network (SEFBHN), Broward Behavioral Health Coalition (BBHC), Central Florida Behavioral Health Network (CFBHN), South Florida Behavioral Health Network (SFBHN), Automation Testing, Developer Test

Date and Time: 10/10/2019 1:39:10 PM Browser: Chrome 77.0.3865.90 URL: <u>https://localhost:44349/administration</u> BrieflyDescription:

Thanks! FASAMS

Email - ryan.yang@feisystems.com

Req. ID	Requirement	Ref. ID	Dev	QA
2.1	<ul> <li>New Ticket header</li> <li>Header will display the following:</li> <li>Title will be "Support Ticket Submission" <ul> <li>Bold and centered</li> </ul> </li> <li>Under title will show: <ul> <li>"Support Ticket Email: <populates "support="" 3.4<="" address="" described="" email="" email"="" from="" in="" li="" of="" requirement="" section="" the="" ticket="" workspace"=""> <li>"NOTE: Do not include Protected Personal Information in this support ticket."</li> </populates></li></ul> </li> </ul>	В		
2.2	<ul> <li>New Ticket body</li> <li>Message to Users section: <populates "message="" "support="" 3.4="" <ul="" defined="" from="" in="" of="" requirement="" section="" the="" ticket="" to="" users"="" workspace"=""> <li>Will be centered and at the top of the body of the email form</li> </populates></li></ul> <li>Automatically populated information section: this section cannot be edited by the end user         <ul> <li>"Username" – <automatically fasams="" from="" populated=""></automatically></li> <li>"User email address" – <automatically fasams="" from="" populated=""></automatically></li> <li>"Submitting Entity associated with User" – <automatically fasams="" from="" populated=""></automatically></li> </ul> </li>	C		



Req. ID	Requirement	Ref. ID	Dev	QA
	<ul> <li>This will show all submitting entities associated with the user         <ul> <li>"Date/Time" – <automatically fasams="" from="" populated=""></automatically></li> <li>"Browser" – <automatically browser="" data="" from="" populated=""></automatically></li> <li>"URL" <automatically browser="" from="" populated=""></automatically></li> </ul> </li> <li>User populated information section: this section is edited by the user         <ul> <li>Display: "Briefly describe of issue"</li> <li>Textbox is shown under the above display label</li> <li>Textbox will have a maximum of 1000 characters</li> <li>Display: "Attach a screenshot."                 <ul></ul></li></ul></li></ul>			
2.3	<ul> <li>Non-visible portion of the email</li> <li>This will include technical information not visible to the end user that will specifically be useful when analyzing the issue</li> <li>FEI dev team is identifying pertinent information to include in this section</li> </ul>			
2.4	<ul> <li>Email origin</li> <li>When this email is sent, the receiver of the email should see that it came from the User's email address         <ul> <li>Note to DCF: this allows the user to receive automatic replies from the FootPrints</li> </ul> </li> </ul>	J		

### **3** SUPPORT TICKET TILE

Support Ticket

Jupport Ticket Email: DCF.Helpdesk@myflfamilies.com

# Message to Users:

system

Please complete this form to submit a support ticket. Once submitted, the ticket will be reviewed by DCF staff and routed the correct group to resolve the issue. Upon resolution you will be emailed notification that the issue





Draft

Insert text here ...

FASAMS 12	Configuration	Submission	Reports	
< Back Support	rt Ticket Workspa	ace		
G	ort Ticket Email .Helpdesk@myflfa	amilies.com		
	sage to Users			
Activ	DCF staff and notification th	routed the correct group nat the issue has been res	support ticket. Once submitted, the ticket will be reviewed by to resolve the issue. Upon resolution you will be emailed olved and will be asked to verify and confirm. Thank you for as much information as possible on the below sections:	

Page 8

Activate

0/1000

Requirement Req. Ref. Dev QA ID ID Create "Support Ticket" tile on Administration tab 3.1 3.2 **Top Banner** Tile name is "Support Ticket" Left aligned D 'Edit' Icon added **Right aligned** 0 When the icon is clicked the Support Ticket Workspace page will open 0 Requirements for Support Ticket Workspace in 3.4.1.1 – 3.4.1.2 3.3 Support Ticket tile sections: "Support Ticket Email" section Ε Section title is "Support Ticket Email" 0 Populated from the "Support Ticket Email" section on the Support Ticket 0 Workspace . Requirements in 3.4.1.1 Non-editable 0 Note for DCF: For viewing purposes only F "Message to Users" section Section title is "Message to Users" 0 0 Populated from the "Message to Users" section on the Support Ticket Workspace Requirements in 3.4.1.2 Non-editable 0 Note for DCF: For viewing purposes only 3.4 Support Ticket Workspace Workspace sections: 3.4.1 3.4.1.1 "Support Ticket Email" section G Section title is "Support Ticket Email" 0 0 Support tickets generated from the portal will be sent to the email address in this section



Req. ID	Requirement		Ref. ID	Dev	QA
	0 0 0	<ul> <li>Once edited, email will automatically be saved once correct email structure is typed</li> <li>Note: If email is partially deleted or not in the correct structure, then email will not save, and previously saved email will remain in DB and on UI</li> <li>The email address in this section will display in the header, under the title, of the Support Ticket Submission email – described in requirement 2.1</li> <li>Users with the "Edit Support Ticket Configuration" permission can update the email address of this section</li> <li>"Edit Support Ticket Configuration" permission described in requirement 4.1</li> </ul>			
3.4.1.2	• "Messa 0 0	<ul> <li>ge to Users" section</li> <li>Section title is "Message to Users"</li> <li>"Active" text area <ul> <li>Non-editable textbox</li> <li>Shows the current active Message to Users, if applicable</li> <li>If there is no active message the text box should appear blank</li> <li>The message in this section display at the center-top of the body of the Support Ticket Submission email – described in requirement 2.2</li> </ul> </li> <li>"Draft" text area <ul> <li>Allows user to draft a new Message to Users that will be automatically be saved for later use.</li> <li>Text area is scrollable</li> <li>Character limit is 1000 characters</li> <li>This section with have an "Activate" button and once clicked will: <ul> <li>Activate the current Draft so it in the "Active" textbox;</li> <li>Clear the "Draft" text area</li> </ul> </li> <li>Users with the "Edit Support Ticket Configuration" permission can make changes to this section</li> <li>"Edit Support Ticket Configuration" permission described in requirement 4.1</li> </ul> </li> </ul>	H		

### **4 NEW PERMISSIONS**

Req. ID	Requirement	Ref. ID	Dev	QA
4.:	Create new permission: "Edit Support Ticket Configuration"			
	<ul> <li>Users with this permission can edit the "Support Ticket" tile on the Administrative tab</li> </ul>			
4.2	Create new permission: "Allow Support Ticket Submission"			
	<ul> <li>Allows roles with this permission to see the support ticket icon in the top banner</li> </ul>			
4.3	Create new permission: "View Support Ticket Configuration"			
	Users with this permission can view the "Support Ticket" tile on the Administration tab			