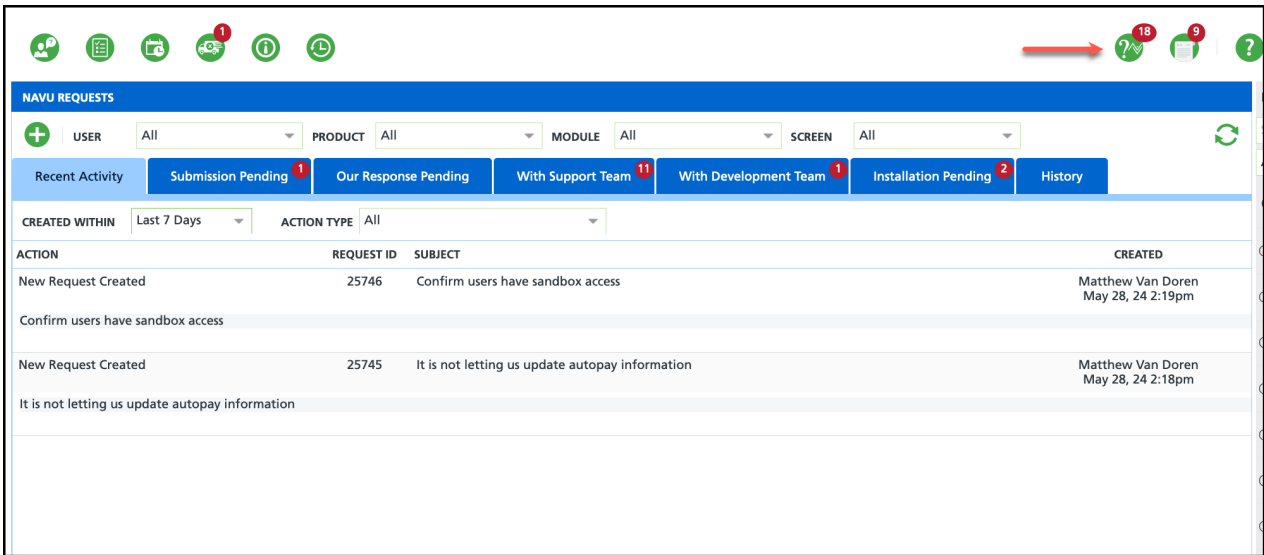


Navu Requests - Basic Fields and Functions

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Pathway: Home Screen; Navu Requests Icon

The Navu Requests tool enables users to communicate issues and requests to Navusoft. After submitting a ticket request, users can track its status within Navu Requests tab set. Additionally, any changes in the ticket's status or new notes added will trigger a popup notification for all users associated with the ticket.



Field and Tab Descriptions

| Field | Description |
|--|--|
| Green '+' Icon | Creates a new ticket request. Any user with access to Navu Requests can create a ticket request. |
| Filters (User, Product, Module, Screen) | Filter options that limit what tickets will display. |
| Recent Activity | Displays a history of ticket activity including added notes, attachments and status changes. Adjust to only view activity within the last 24 hours, 7 days, 30 days or from a manually entered date range. |
| Submission Pending | Includes ticket requests submitted by general users waiting to be reviewed and submitted to Navusoft by a Navu Request Administrator. A Navu Request Administrator is someone who has been given authorization (permission assigned to their user account) to submit tickets to Navusoft. |
| Our Response Pending | Includes tickets waiting on a response from the submitting party. Navusoft Support will place a ticket in a status of <i>Our Response Pending</i> when additional information is needed from the customer side. The ticket will not progress until a response has been received. |

| Field | Description |
|-----------------------|---|
| With Support Team | Includes tickets that have been submitted to Navusoft and are being reviewed by Navusoft Support. |
| With Development Team | Includes tickets that have been submitted to Navusoft and require work from the development team. |
| Installation Pending | Includes tickets where development work is complete and the updates are pending release in the next update. |
| History | Contains an archive of closed tickets that can be searched and reviewed. |

Notifications

The screenshot displays the Navu Requests dashboard. At the top, there are several notification icons, one of which has a red bubble with the number '13'. A red arrow points to this icon with the label 'Pop-up Notification'. Below the navigation bar, there are tabs for 'Recent Activity', 'Submission Pending', 'Our Response Pending', 'With Support Team' (with a red bubble '3'), 'With Development Team' (with a red bubble '1'), 'Installation Pending', and 'History'. A red text label 'Navu Requests with Ticket Count' is positioned to the right of the 'With Support Team' tab. The main table shows a request with ID 23917, created on Mar 21, 2024 at 10:33am, with the type 'Product Improvement Suggest' and user 'Matthew Van Doren'. A pop-up window titled 'NAVU REQUEST 23917 - MATTHEW VAN DOREN ON MAR 21, 2024 10:33 AM - WITH DEVELOPMENT TEAM' is open, showing the request details and activity log. The activity log shows two entries: 'Development Status changed from Navusoft Reviewing to In Development (Thu, 25 Apr 2024 at 2:19 pm)' and 'Customer Success Status changed from New to Navusoft Reviewing (Thu, 21 Mar 2024 at 10:33 am)'. The 'Details' tab is highlighted in the pop-up window.

Pop-up Notifications

Whenever there is activity on a ticket, a pop-up notification is displayed for its associated users. Activity details can be further reviewed in the Details tab when the ticket is opened.

Navu Requests

A bubble displays above the Navu Requests icon indicating how many ticket requests are currently open. **General users** can only see their open ticket count. **Administrative users** will see an open ticket count for all users combined.