Published on *University of Colorado* (https://www.cu.edu)

eComm Help Ticket [1]

August 26, 2024 by melanie.jones@cu.edu [2]

The eComm Help Ticket is a robust resource designed specifically for eComm and is constantly updated. Check out an overview of the process (including a peek of the back end), benefits to those requesting help and those providing support, plus common missteps to avoid.

The help ticket compliments the eComm wiki index [3], which has a tab devoted to each application within eComm's suite of tools.

The video above reviews a slide deck [4] in greater detail. Feel free to share either resource to encourage tickets to be submitted for all help requests.

Slide Deck [4]

Users supported by campus eComm Specialists [5] might have a different protocol for requesting help.

Find the preferred process below, based on where you work and who you are supported by:

CU Advancement

Support: Serwaa Adu-Tutu | Maddie Taylor

Need help? You might find what you're looking for in the eComm wiki index [3] with a tab devoted to each application within eComm's suite of tools.

For additional support, submit a request via Service Cloud [6]. Please allow 5-7 business days for all requests.

CU Anschutz

Support: Kelly Miller | Hannah Schlueter

Need help? You might find what you're looking for in the eComm wiki index [3] with a tab devoted to each application within eComm's suite of tools.

If you need additional support, submit a help ticket [7] to request assistance from an eComm Specialist. While we strive to fulfill service requests as quickly as possible, given high campus demand, we cannot guarantee fulfillment outside the timelines provided in the ticket form.

CU Boulder Advancement

Support: Tom Needy | Thomas Sloan

Need help? You might find what you're looking for in the eComm wiki index [3] with a tab devoted to each application within eComm's suite of tools.

If you need additional support, please submit your request through Asana [8]. We will be in touch within 24-72 business hours on your requests.

CU Boulder (Strategic Relations)

Support: Lissa Cordova | Nicole Janosi | Rainer Lolly

Need help? You might find what you're looking for in the eComm wiki index [3] with a tab devoted to each application within eComm's suite of tools.

Please submit support requests to ecomm-bug@colorado.edu [9]. Our typical turnaround time during normal business hours is three business days. **If you need something in less than three business days, please mark your request as "urgent" and note the date needed in the subject line.** This helps us to prioritize requests accordingly.

Requests for Administrative eMemos can be made via the Administrative eMemo submission form [10]. Please allow two business days for processing.

CU Denver

Support: Emilia Covault

Need help? You might find what you're looking for in the eComm wiki index [3] with a tab devoted to each application within eComm's suite of tools.

If you need additional support from an eComm Specialist, submit a help ticket [11]. Please only select a deadline within 24-48 hours for urgent requests.

UCCS

Support: Kayla Boyer

Need Help? Remember that you can always reach out to your UCCS eComm team [12], find resources on the UCCS eComm Program website [13], or visit the CU eComm Wiki index [14] with tabs devoted to each application within eComm's suite of tools.

If you need additional, non-urgent support, submit a help ticket [15] to your UCCS eComm team.

CU System

Support: Lauren Galena | Mel Jones

Need help? You might find what you're looking for in the eComm wiki index [3] with a tab devoted to each application within eComm's suite of tools.

If you need additional support from an eComm Specialist, submit a help ticket [11]. Please only select a deadline within 24-48 hours for urgent requests.

Related Wiki Posts

- New User Training | Marketing Cloud [16]
- New User Training | Salesforce [17]
- New User Training | Intro & CAN-SPAM [18]
- Where can I complete the short verification quiz? [19]
- How can I get Cvent certified? [20]
- Does Cvent offer training and support resources? [21]
- Intermediate Cvent Flex Training [22]

Send email when Published:
No

Source URL:https://www.cu.edu/blog/ecomm-wiki/ecomm-help-ticket

Links
[1] https://www.cu.edu/blog/ecomm-wiki/ecomm-help-ticket [2] https://www.cu.edu/blog/ecomm-wiki/author/145641 [3] https://www.cu.edu/blog/ecomm-wiki/need-help-start-here
[4] https://docs.google.com/presentation/d/1iGkjzbv__E_WUknCcrDAt_txiOODELiHDuL3A95Gx_U/edit?usp=sharing
[5] https://www.cu.edu/ecomm/strategy/ecomm-specialists
[6] https://forms.monday.com/forms/bcb01c479b40023f27c393cac374e2ec?r=use1
[7] https://www.cuanschutz.edu/offices/communications/strategic-electronic-communications/ecomm-service-request [8] https://form.asana.com/?k=j8d2TSIrP-TRbx3KmyD7Ww&d=221372384534556
[9] mailto:ecomm-bug@colorado.edu [10] https://www.colorado.edu/today/content/submit-administrative-ememo [11] https://www.cu.edu/ecomm/submit-help-ticket [12] mailto:ecomm@uccs.edu
[13] https://advancement.uccs.edu/offices/marketing/ecomm [14] https://www.cu.edu/blog/ecomm-wiki
[15] https://form.asana.com/?k=ugKpWqxRFB6E-IdVIr1gGA&d=953891935980033
[16] https://www.cu.edu/blog/ecomm-wiki/new-user-training-marketing-cloud-old2
[17] https://www.cu.edu/blog/ecomm-wiki/new-user-training-salesforce [18] https://www.cu.edu/blog/ecomm-wiki/can-spam-new-user-training [19] https://www.cu.edu/ecomm/access-training/post-training-verification [20] https://www.cu.edu/blog/ecomm-wiki/cvent-certification
[21] https://www.cu.edu/blog/ecomm-wiki/cvent-support-and-resources [22] https://www.cu.edu/blog/ecomm-wiki/cvent-additional-training