Support Model [1]

May 4, 2024 by Melanie Jones [2]

Not sure if you have access to complete a task? Find out which roles have access to complete which tasks - and those you must request.

Access: User / Super User / eComm Specialist

Within eComm, there are three different types of roles which directly correlates to the level of access granted [3] and the training received. For those tasks that a role can't complete, a request should be submitted to the next level of support.

- Users always go to their eComm specialist who will elevate accordingly.
- Super Users always work with their eComm specialist who will address (or escalate) accordingly.
- eComm specialists always submit a ticket to the System office which will be addressed (or escalated) accordingly.

View Access Document [3]
1. Do you have access to complete the task?
   - Yes
   - No
     - I Don’t Know

2. Do you know how to complete the task?
   - Yes
     - Can you find a how-to on the Wiki? cu.edu/ecommerce/wiki-index
   - No
     - Do you have access? Confirm at: cu.edu/ecommerce/support-model

   - Yes
     - Ask eComm specialist
   - No
     - Can eComm specialists help? Chat

   - Yes
     - Ask eComm specialist
   - No
     - Are you sure you want to speak to a specialist?

   - Yes
     - Ask eComm specialist
   - No
     - Can I help you? Use Chat
Related Wikis

- Cvent Academy [4]

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Support Model

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