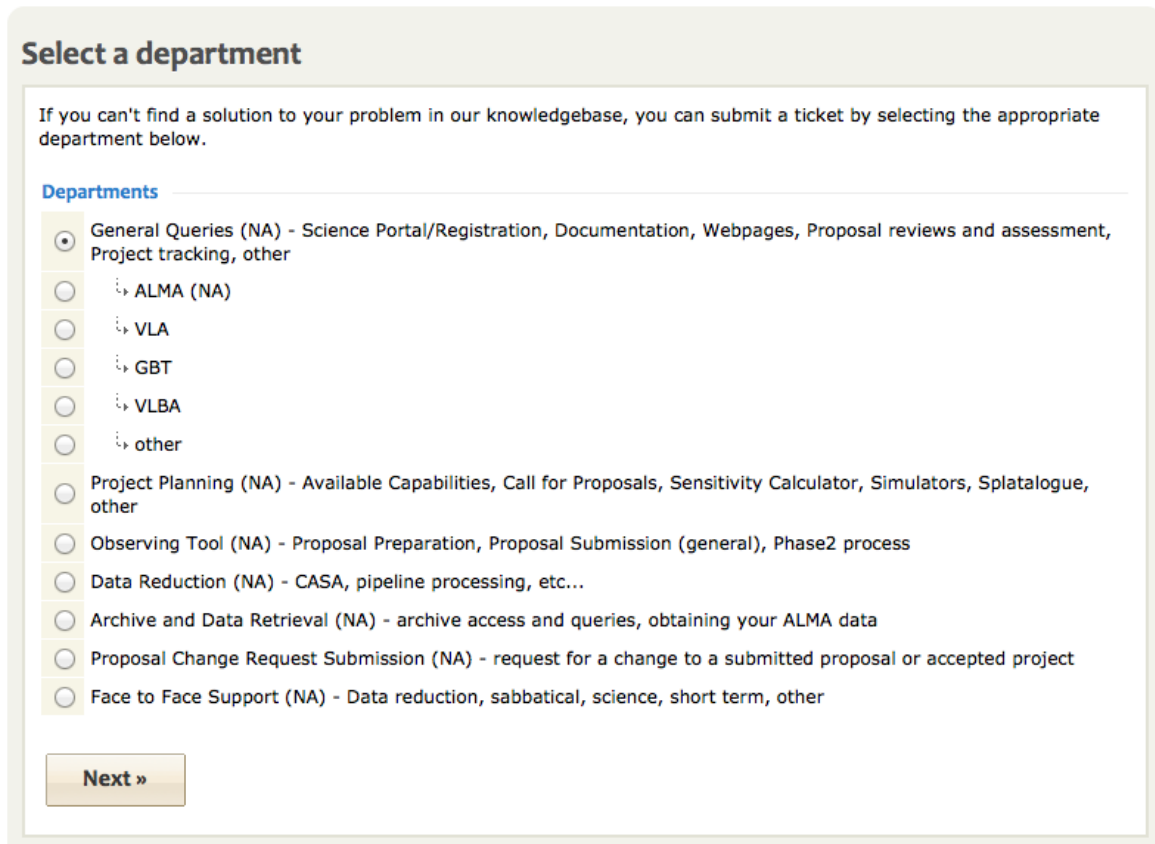


Kayako's native dept/sub-dept interface

- Kayako's native department/sub-department structure allows for ticket submission in both the department and sub-department. *This is not what we want.*
- This is an example of sub-departments in General Queries.
- Notice that both the top-level department and all sub-departments can be selected for ticket submission.
- Also, all sub-depts are visible all the time. When we add in all 21+ proposed sub-depts, it will be overwhelming.



Select a department

If you can't find a solution to your problem in our knowledgebase, you can submit a ticket by selecting the appropriate department below.

Departments

- General Queries (NA) - Science Portal/Registration, Documentation, Webpages, Proposal reviews and assessment, Project tracking, other
- ALMA (NA)
- VLA
- GBT
- VLBA
- other
- Project Planning (NA) - Available Capabilities, Call for Proposals, Sensitivity Calculator, Simulators, Splatologue, other
- Observing Tool (NA) - Proposal Preparation, Proposal Submission (general), Phase2 process
- Data Reduction (NA) - CASA, pipeline processing, etc...
- Archive and Data Retrieval (NA) - archive access and queries, obtaining your ALMA data
- Proposal Change Request Submission (NA) - request for a change to a submitted proposal or accepted project
- Face to Face Support (NA) - Data reduction, sabbatical, science, short term, other

Next »

Integrated Helpdesk Linked-Account User Interface Mockup

- I am proposing that we overlay a custom set of department “groups” that effectively organize departments in the user interface only. Staff interface will be unaffected.
- The groups are the new departments that we defined in the current requirements draft: General Queries, Proposing, Observing, etc.
- Within each group, the user can select a department.
- By using this custom interface, we avoid limitations of Kayako’s department/sub-department structure, and we open up the possibility of further reducing the required changes in EA/EU departments.

Proposed group / department structure

- What I'm proposing is a change at the User Interface (UI) level.
- Table is taken from draft v0.4, section 5, but modified.
- Sub-sub-departments (not possible in Kayako) have been merged with departments.
- Bonus: By adding this group structure in the UI, we allow for the possibility of including the same department in multiple groups, which may avoid the necessity of changing existing department structure for EA/EU.
- Names may need fine tuning.
- Screenshot examples follow...

UI Group	UI Department Name*
General Queries	ALMA (EA/EU/NA)
	VLA
	VLBA
	GBT
	other
Proposing	ALMA (EA/EU/NA)
	ALMA Proposal Change Request (EA/EU/NA)
	VLA/GBT/VLBA
	NRAO Proposal Review
Observing	ALMA (EA/EU/NA)
	VLA
	VLBA
Data Reduction	GBT
	CASA (NRAO/EA/EU/NA)
	ALMA pipeline (EA/EU/NA)
	VLA pipeline
	GBT data processing
Archive and Data Retrieval	AIPS
	ALMA Science Archive (EA/EU/NA)
Visitor Support	NRAO Archive
	ALMA (EA/EU/NA)
	NRAO-GB
	NRAO-NM

* The actual name of the department may differ. This is the name that I propose we display to the user on the Submit a Ticket page.

Current ALMA (NA) Helpdesk “Submit a Ticket” page

Atacama Large Millimeter/submillimeter Array
In search of our Cosmic Origins

<< Science Portal | Dashboard | View Tickets | **Submit a Ticket** | Knowledgebase | News | English (U.S.)

Account
My Profile
Preferences
Logout

Live Chat Software by Kayako

Please type your search query here **SEARCH**

Select a department

If you can't find a solution to your problem in our knowledgebase, you can submit a ticket by selecting the appropriate department below.

Departments

- General Queries (NA) - Science Portal/Registration, Documentation, Webpages, Proposal reviews and assessment, Project tracking, other
- Project Planning (NA) - Available Capabilities, Call for Proposals, Sensitivity Calculator, Simulators, Splatalogue, other
- Observing Tool (NA) - Proposal Preparation, Proposal Submission (general), Phase2 process
- Data Reduction (NA) - CASA, pipeline processing, etc...
- Archive and Data Retrieval (NA) - archive access and queries, obtaining your ALMA data
- Proposal Change Request Submission (NA) - request for a change to a submitted proposal or accepted project
- Face to Face Support (NA) - Data reduction, sabbatical, science, short term, other

Next »

Help Desk Software by Kayako Resolve

ALMA-NRAO Linked-account “Submit a Ticket” page

← Display both logos, scaled properly to make them look nice. →

NRAO National Radio Astronomy Observatory

ALMA Atacama Large Millimeter/submillimeter Array
In search of our Cosmic Origins

<< Science Portal | Dashboard | View Tickets | **Submit a Ticket** | Knowledgebase | News | English (U.S.)

Account
My Profile
Preferences
Logout

Live Chat Software by Kayako

Please type your search query here **SEARCH**

Select a department

If you can't find a solution to your problem in our knowledgebase, you can submit a ticket by selecting the appropriate department below.

Departments

- General Queries - *description*
- Proposing - *description*
- Observing - *description*
- Data Reduction - *description*
- Archive and Data Retrieval - *description*
- Visitor Support - *description*

Next >

New page shows dept. “groups”. Each can be selected by radio button or clicking text.

Next button is not yet selectable.

“Submit a Ticket” page: selecting department “group” reveals departments

The screenshot shows the NRAO website's "Submit a Ticket" page. At the top, there is a navigation bar with links for Science Portal, Dashboard, View Tickets, Submit a Ticket, Knowledgebase, and News. A search bar is located below the navigation bar. The main content area is titled "Select a department" and contains a list of department options. A blue bracket on the left side of the page indicates that when a group is selected, the departments are unhidden. A note next to the department list explains that the shortened names are used to avoid repeating "General Queries" 5 times. A blue bracket at the bottom indicates that the "Next" button is not yet selectable.

Account

- My Profile
- Preferences
- Logout

Live Chat Software by Kayako

Please type your search query here **SEARCH**

Select a department

If you can't find a solution to your problem in our knowledgebase, you can submit a ticket by selecting the appropriate department below.

Departments

- General Queries - *description*
 - ALMA (NA)
 - VLA
 - VLBA
 - GBT
 - other
- Proposing - *description*
- Observing - *description*
- DataReduction - *description*
- Archive and Data Retrieval - *description*
- Visitor Support - *description*

Note: these correspond to actual departments, but may use shortened names here to avoid repeating “General Queries” 5 times (i.e. “General Queries ALMA (NA)”, “General Queries VLA”, “General Queries VLBA”, etc.)

Next »

When group is selected, departments are unhidden.

Next button is not yet selectable.

“Submit a Ticket” page: selecting department activates “Next” button

The screenshot shows the NRAO website's "Submit a Ticket" page. At the top, the NRAO logo and name are on the left, and the ALMA logo with the text "Atacama Large Millimeter/submillimeter Array" is on the right. Below this is a navigation bar with links for "Science Portal", "Dashboard", "View Tickets", "Submit a Ticket", "Knowledgebase", and "News", along with a language selector for "English (U.S.)".

On the left side, there is an "Account" menu with options for "My Profile", "Preferences", and "Logout". Below this is a "Live Chat Software by Kayako" link.

The main content area features a search bar with the placeholder text "Please type your search query here" and a "SEARCH" button. Below the search bar is a section titled "Select a department".

Under "Select a department", there is a message: "If you can't find a solution to your problem in our knowledgebase, you can submit a ticket by selecting the appropriate department below." Below this message is a list of departments with radio buttons:

- General Queries - *description*
- ALMA (NA)
- VLA
- VLBA
- GBT
- other
- Proposing - *description*
- Observing - *description*
- DataReduction - *description*
- Archive and Data Retrieval - *description*
- Visitor Support - *description*

A blue arrow points from the text "When department is selected, next button becomes selectable." to the "VLA" radio button. Another blue bracket points from the text "Next button is now selectable." to the "Next »" button at the bottom of the department selection area.

“Submit a Ticket” page: change department group selection



National Radio Astronomy Observatory



Atacama Large Millimeter/submillimeter Array
In search of our Cosmic Origins

<< Science Portal

Dashboard

View Tickets

Submit a Ticket

Knowledgebase

News

English (U.S.)

Account

My Profile

Preferences

Logout

Live Chat Software by Kayako

Please type your search query here

SEARCH

Select a department

If you can't find a solution to your problem in our knowledgebase, you can submit a ticket by selecting the appropriate department below.

Departments

General Queries - *description*

Proposing - *description*

Observing - *description*

ALMA (NA)

VLA

VLBA

GBT

DataReduction - *description*

Archive and Data Retrieval - *description*

Visitor Support - *description*

When a different group is selected, the previously displayed departments are again hidden, and the new departments are revealed. Previous department selection is reset and the Next button is deactivated.

Next button is again not selectable.

Next »

“Submit a Ticket” page: select department

The screenshot shows the NRAO website's "Submit a Ticket" page. At the top left is the NRAO logo and name. At the top right is the ALMA logo and the text "Atacama Large Millimeter/submillimeter Array In search of our Cosmic Origins". Below the header is a navigation bar with links: "<< Science Portal", "Dashboard", "View Tickets", "Submit a Ticket", "Knowledgebase", "News", and a language dropdown set to "English (U.S.)". On the left side, there is an "Account" menu with options: "My Profile", "Preferences", and "Logout". Below the account menu is a "Live Chat Software by Kayako" button. The main content area features a search bar with the placeholder text "Please type your search query here" and a "SEARCH" button. Below the search bar is a section titled "Select a department". This section contains the text: "If you can't find a solution to your problem in our knowledgebase, you can submit a ticket by selecting the appropriate department below." Underneath, there is a list of departments with radio buttons: "General Queries - description", "Proposing - description", "Observing - description" (which is selected), "ALMA (NA)", "VLA", "VLBA", "GBT" (which is also selected and indicated by a blue arrow labeled "Selection made"), "DataReduction - description", "Archive and Data Retrieval - description", and "Visitor Support - description". At the bottom of this section is a "Next »" button. A blue bracket on the left side of the "Next »" button is accompanied by the text "Next button now selectable."

NRAO National Radio Astronomy Observatory

Atacama Large Millimeter/submillimeter Array
In search of our Cosmic Origins

<< Science Portal Dashboard View Tickets Submit a Ticket Knowledgebase News English (U.S.)

Account

- My Profile
- Preferences
- Logout

Live Chat Software by Kayako

Please type your search query here SEARCH

Select a department

If you can't find a solution to your problem in our knowledgebase, you can submit a ticket by selecting the appropriate department below.

Departments

- General Queries - *description*
- Proposing - *description*
- Observing - *description*
 - ALMA (NA)
 - VLA
 - VLBA
 - GBT ← Selection made
- DataReduction - *description*
- Archive and Data Retrieval - *description*
- VisitorSupport - *description*

Next »

Next button now selectable.

Custom fields unchanged

- The custom fields for each department will remain unchanged.

Your ticket details

Enter your ticket details below. If you are reporting a problem, please remember to provide as much information that is relevant to the issue as possible.

General Information

General

Sub-categories:

- Science Portal/Registration
- Documentation
- Webpages
- Proposal reviews and assessment (science and technical)
- Project tracking
- Other

Please specify areas of concern

Message Details

Subject

Example custom fields