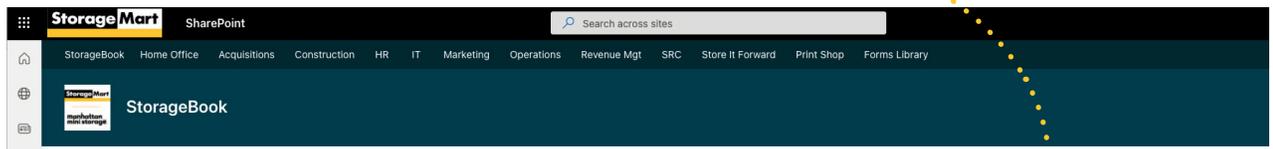


Freshservice: Maintenance Work Order Training

Great news! You will now be able to submit and track maintenance requests through StorageMart's Help Desk ticketing system, Freshservice.

This is in addition to using Help Desk for general opportunities that you use Freshservice tickets for.

1 First, on StorageBook's homepage, select "Help Desk".



Direct Link INFO:

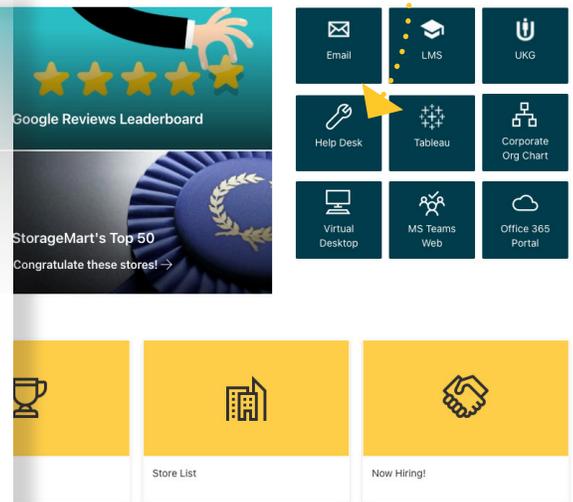
StorageBook Link:

<https://tkgstorage mart.sharepoint.com/>

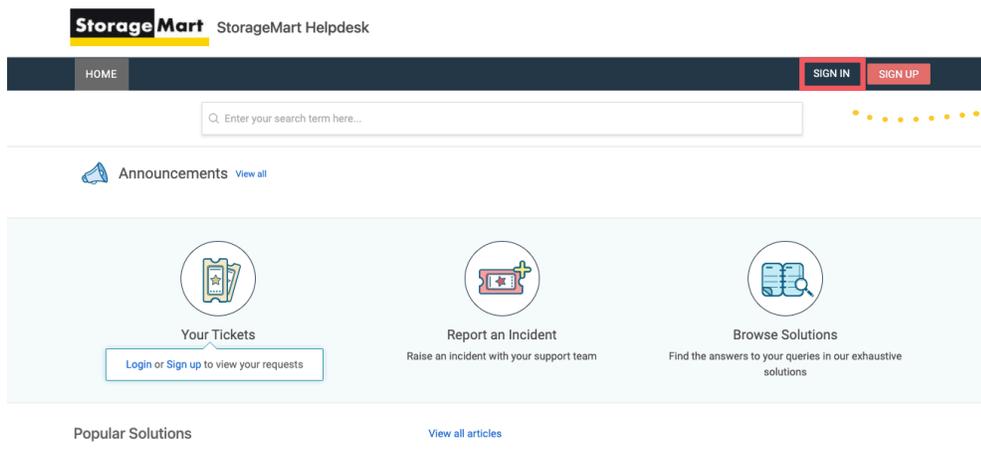
HelpDesk Link:

<https://helpdesk.storage-mart.com/support/home>

Bookmark these for later!

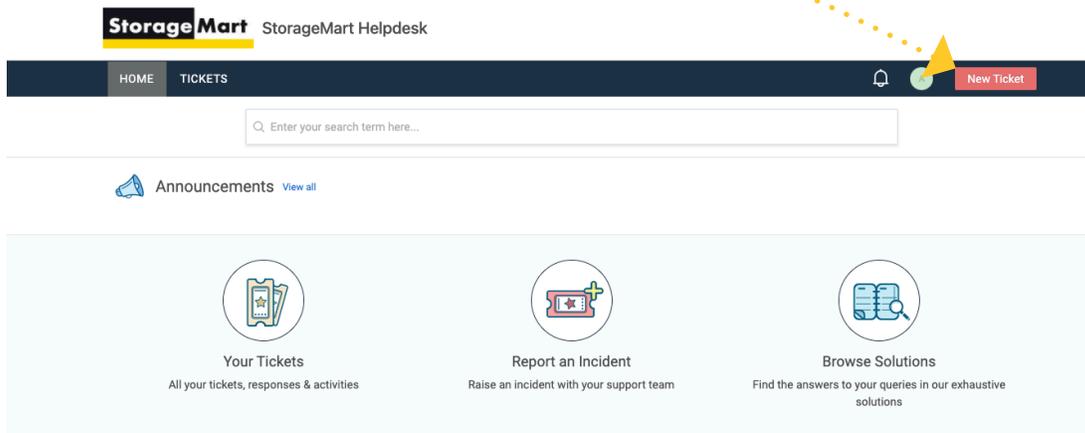


2 Next, select "Sign In".



NOTE: If you have not logged in through StorageBook you will need to sign into Help Desk using your StorageMart credentials.

3 Then, select the "New Ticket" button.



4 Now, fill out the maintenance request form.

The screenshot shows the 'Submit a ticket' form in the StorageMart Helpdesk. The form includes fields for 'Search a requester', 'Subject', 'Description', 'Urgency', 'Impact', 'Category', 'Sub-Category', 'Location (Store Number)', 'UnitNo', 'CustomerName', 'Customer Email Address', 'Customer Phone Number', 'Customer Unit Number', and 'submittedby'. The 'Category' field is highlighted with a red box and contains the value 'Maintenance'. The 'Sub-Category' dropdown menu is open, showing a list of options: 'Access Control', 'CCTV', 'Doors', 'Electrical', 'HVAC', and 'Fire Alarm'. The 'Electrical' option is selected and highlighted in blue. A 'Submit' button is located at the bottom of the form.

IMPORTANT: Use the "Site Email", when filling out the request form.

Description: Make sure that you include specific details about the maintenance issue you are having. What is the issue, how big is the issue and what is the impact, have you tried to remedy the issue with the onsite team, etc.

Category: Select the maintenance option.

Sub-Category: Select a Sub-Category to specify the type of maintenance issue. This will allow for maintenance techs to filter by a specific type of maintenance and allows for the ability to create reports (like # of plumbing tickets submitted so far this year).

All maintenance tickets, regardless of Sub-Category, will be assigned to **Anthony.Strebin@storage-mart.com** for distribution to maintenance techs.

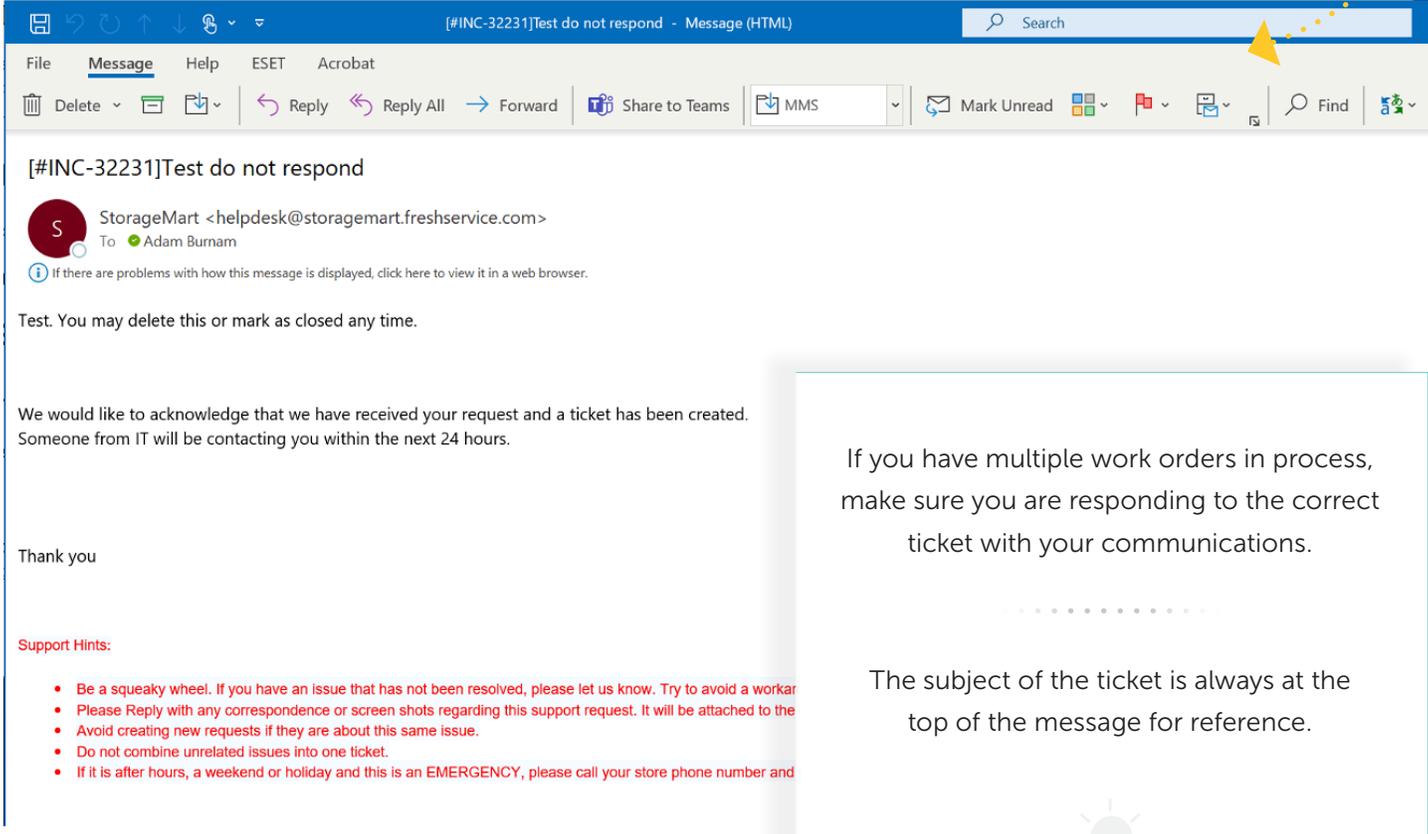
Once complete, remember to press the "Submit" button at the bottom of the form.

5 Anthony.Strebin@manhattanministorage.com will receive a notification stating that a ticket is submitted.

This will also be copied to Weyen and Alain for their reference.

6 The site who has submitted the ticket will receive the following email. This is the last step at the store level staff to initiate a maintenance work order ticket.

Any further communication regarding the maintenance work order will come as responses to this email confirmation.



The screenshot shows an email client interface. The subject line is "[#INC-32231]Test do not respond - Message (HTML)". The sender is StorageMart <helpdesk@storagemart.freshservice.com> and the recipient is Adam Burnam. The email body contains the following text:

Test. You may delete this or mark as closed any time.

We would like to acknowledge that we have received your request and a ticket has been created. Someone from IT will be contacting you within the next 24 hours.

Thank you

Support Hints:

- Be a squeaky wheel. If you have an issue that has not been resolved, please let us know. Try to avoid a workar
- Please Reply with any correspondence or screen shots regarding this support request. It will be attached to the
- Avoid creating new requests if they are about this same issue.
- Do not combine unrelated issues into one ticket.
- If it is after hours, a weekend or holiday and this is an EMERGENCY, please call your store phone number and

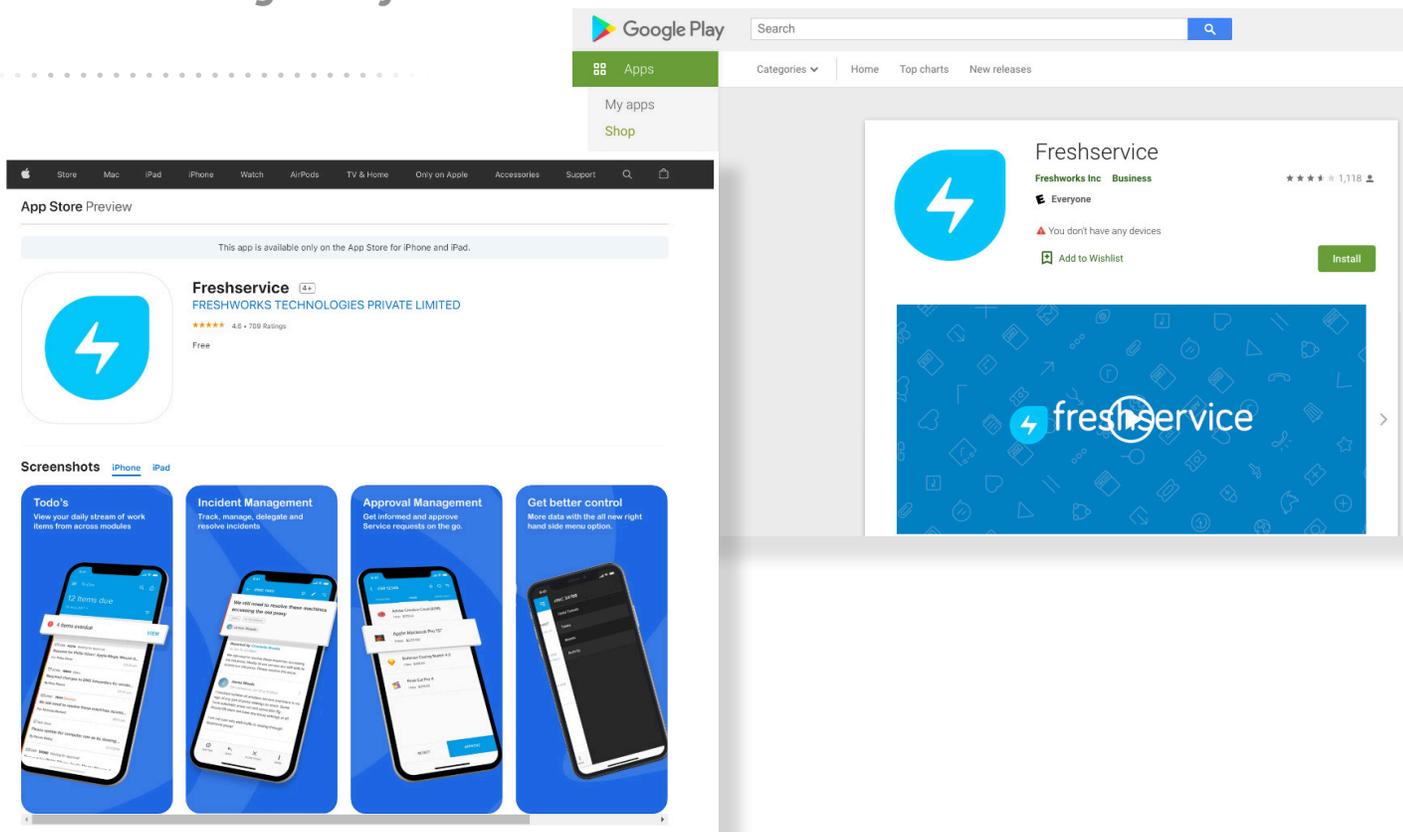
If you have multiple work orders in process, make sure you are responding to the correct ticket with your communications.

The subject of the ticket is always at the top of the message for reference.



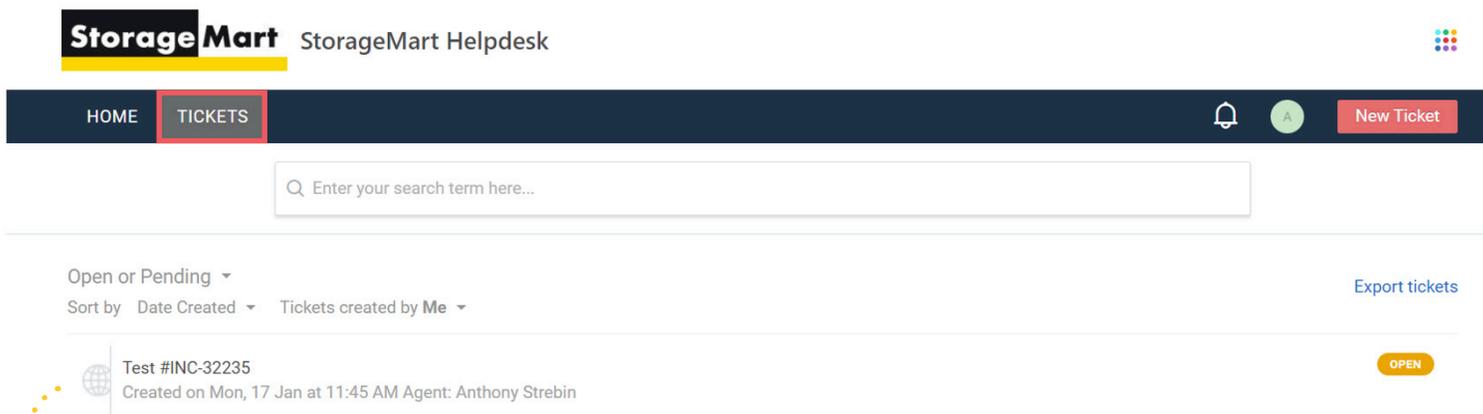
7

Now, Anthony will take over your tickets. He will also need to need to download the Freshservice App from the App Store or the Google Play Store.



8

Anthony will login through the app or on a desktop and view the open tickets through the "Tickets" tab on the top left bar.



Here, you will click on the ticket. You can then see the categories, urgency, etc.

- 9 Click the **"Assigned To"** dropdown and select the agent that you want the ticket to be assigned to.

The screenshot shows the Freshservice ticket management interface. On the left, there is a search bar and a navigation menu. The main content area displays a ticket titled "#INC-32235 Test" with a status of "Open" and a time of "since 43 seconds". The ticket is assigned to Adam Burnam. On the right, there is a sidebar titled "Agent Working on This Ticket" showing Anthony Strebin as the assigned agent. Below this, there are several dropdown menus for ticket details: Status (Submitted), Assigned to (Anthony Strebin), Department (Columbia Rentals), Urgency (Low), Impact (Low), Category (Maintenance), Sub-Category (Sprinklers), Location (Store Number) (Test), UnitNo, CustomerName, Customer Email Address, Customer Phone Number, Customer Unit Number, and submittedby. A red box highlights the "Assigned to" dropdown menu, and a yellow arrow points to the "Update" button at the bottom of the sidebar.

Select **"Update"** when you have assigned the task.

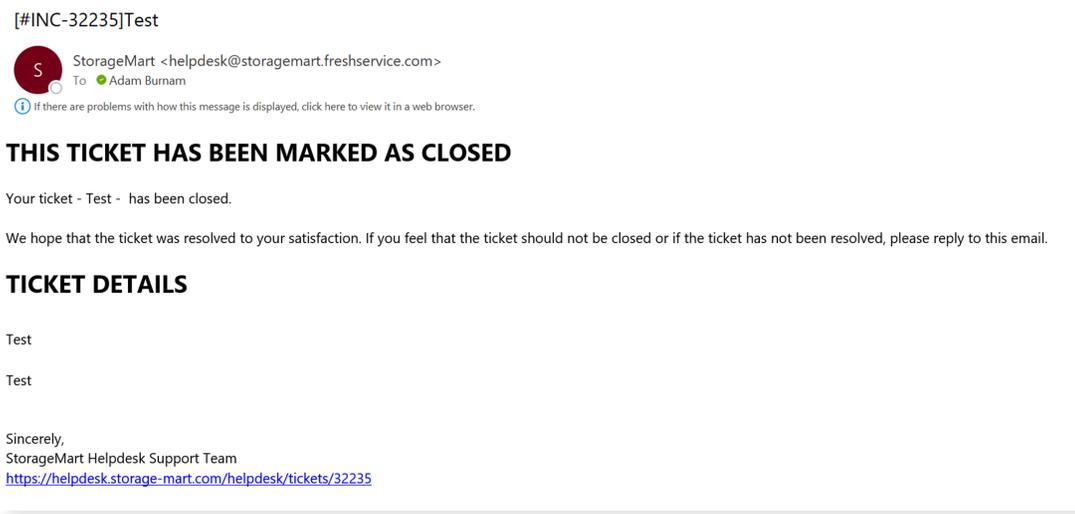
The ticket has now been re-assigned.

Here's what happens next:

1. The agent it has been assigned to will now receive a notification that a ticket has been assigned to them.
2. The agent can now login to their app or browser and see the tickets assigned to them.
3. When the agent has completed the request, they should click the option to **"Mark Ticket as Closed"**. By doing so, the person who submitted the ticket will now receive a notification email to let them know their request is resolved.

The screenshot shows the Freshservice ticket management interface. On the left, there is a search bar and a navigation menu. The main content area displays a ticket titled "#INC-32235 Test" with a status of "Open" and a time of "since 43 seconds". The ticket is assigned to Adam Burnam. On the right, there is a sidebar titled "Agent Working on This Ticket" showing Anthony Strebin as the assigned agent. Below this, there are several dropdown menus for ticket details: Status (Submitted), Assigned to (Anthony Strebin), Department (Columbia Rentals), Urgency (Low), Impact (Low), Category (Maintenance), Sub-Category (Sprinklers), Location (Store Number) (Test), UnitNo, CustomerName, Customer Email Address, Customer Phone Number, Customer Unit Number, and submittedby. A red box highlights the "MARK TICKET AS CLOSED" button in the top navigation bar.

10 Finally, this marks the end of the process. The closed notification will look like this:



Other Notes and Tips:

- Sort to help you organize tickets.
- If you ever have password issues, contact James.clapper@storage-mart.com and he should be able to reset it for you.
- Mark a ticket as pending if it is in progress.
- Take notes on the ticket.
- For reporting and ticket data, use the "Export Tickets" option.

