

Helpdesk Support Request

Helpdesk Request Form

Name

*

Email

*

Operating System

What software is affected?

This is a:

New Problem
Existing Problem

Please provide a brief description of the problem, from the user's point of view.

How urgent is this problem?

Not very urgent
Somewhat urgent
Urgent
Emergency

This work is:

Low Priority
Medium Priority
High Priority

(please provide supporting factors for the priority above)

What is the expected delivery date for the needed work?



What type of work is required (such as wireframes, usability testing, icon creation, etc)?

What formats are needed (in the case of visual deliverables, such as icons, PDFs, mockups, etc)?

Is this currently in a project plan?

Yes
No

Who is the main point of contact?

Project Owner
RE
Dev
Other

If other, please specify who:

What is your meeting availability (a meeting may be required for further explanation)?

Who is the target user? (doctor, reception, etc)

What initial research or analysis (if any) have you conducted? (user scenarios, etc.)

Please describe the workflow process by which the user accesses the needed work. If necessary, you may include screenshots or diagrams.

Are there any constraints involved with the request? If so please list them:

Is there currently a design guide? Yes
No
Unsure

Add Attachments Here

Are there centralized resources such as requirements, research, screenshots, wireframes, etc? (please share links)

Submit

Code

```
<ac:structured-macro ac:macro-id="39ee0135-2f4e-4931-af79-a506b18bb849" ac:name="confiform" ac:schema-version="1">
  <ac:parameter ac:name="formName">uxrequestform1</ac:parameter>
  <ac:parameter ac:name="secureStorage">true</ac:parameter>
  <ac:parameter ac:name="saveButtonLabel">Submit</ac:parameter>
  <ac:parameter ac:name="registrationFormTitle">Helpdesk Request Form</ac:parameter>
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        <ac:parameter ac:name="fieldLabel">Operating System</ac:parameter>
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        <ac:parameter ac:name="fieldName">Application2</ac:parameter>
        <ac:parameter ac:name="fieldLabel">What software is affected?</ac:parameter>
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```

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definition" ac:schema-version="1">
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  <ac:parameter ac:name="values">>false[newproject=New Problem|existingproject=Existing Problem|]</ac:
parameter>
  <ac:parameter ac:name="type">radio_group</ac:parameter>
</ac:structured-macro>
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definition" ac:schema-version="1">
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    <ac:parameter ac:name="fieldLabel">Please provide a brief description of the problem, from the user's
point of view.</ac:parameter>
    <ac:parameter ac:name="type">textarea</ac:parameter>
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</p>
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definition" ac:schema-version="1">
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    <ac:parameter ac:name="fieldLabel">How urgent is this problem?</ac:parameter>
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urgent|large=Urgent|epic=Emergency|]</ac:parameter>
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    <ac:parameter ac:name="fieldName">Priority</ac:parameter>
    <ac:parameter ac:name="fieldLabel">This work is:</ac:parameter>
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Priority|highpriority=High Priority|]</ac:parameter>
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parameter>
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parameter>
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testing, icon creation, etc)?</ac:parameter>
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    <ac:parameter ac:name="fieldName">Formats</ac:parameter>
    <ac:parameter ac:name="fieldLabel">What formats are needed (in the case of visual deliverables, such as
icons, PDFs, mockups, etc)?</ac:parameter>
    <ac:parameter ac:name="type">text</ac:parameter>

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    </ac:structured-macro>
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        <ac:parameter ac:name="fieldName">Projectplan</ac:parameter>
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parameter>
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definition" ac:schema-version="1">
        <ac:parameter ac:name="fieldName">ifother</ac:parameter>
        <ac:parameter ac:name="fieldLabel">If other, please specify who:</ac:parameter>
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further explanation)?</ac:parameter>
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        <ac:parameter ac:name="fieldName">Target</ac:parameter>
        <ac:parameter ac:name="fieldLabel">Who is the target user? (doctor, reception, etc)</ac:parameter>
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        <ac:parameter ac:name="fieldLabel">What initial research or analysis (if any) have you conducted? (user
scenarios, etc.)</ac:parameter>
        <ac:parameter ac:name="type">text</ac:parameter>
    </ac:structured-macro>
</p>
<p>
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definition" ac:schema-version="1">
        <ac:parameter ac:name="fieldName">Workflow</ac:parameter>
        <ac:parameter ac:name="fieldLabel">Please describe the workflow process by which the user accesses the
needed work. If necessary, you may include screenshots or diagrams.</ac:parameter>
        <ac:parameter ac:name="type">textarea</ac:parameter>
    </ac:structured-macro>
</p>
<p>
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definition" ac:schema-version="1">
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        <ac:parameter ac:name="fieldLabel">Are there any constraints involved with the request? If so please
list them:</ac:parameter>
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    </ac:structured-macro>

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    </ac:structured-macro>
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        <ac:parameter ac:name="fieldLabel">Is there currently a design guide?</ac:parameter>
        <ac:parameter ac:name="values">>false[yes=Yes|no=No|unsure=Unsure|]</ac:parameter>
        <ac:parameter ac:name="type">radio_group</ac:parameter>
    </ac:structured-macro>
</p>
<p>
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definition" ac:schema-version="1">
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        <ac:parameter ac:name="fieldLabel">Add Attachments Here</ac:parameter>
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definition" ac:schema-version="1">
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        <ac:parameter ac:name="fieldLabel">Are there centralized resources such as requirements, research,
screenshots, wireframes, etc? (please share links)</ac:parameter>
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        <ac:parameter ac:name="embedded">>true</ac:parameter>
        <ac:rich-text-body>
            <p> </p>
        </ac:rich-text-body>
    </ac:structured-macro>
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version="1">
        <ac:parameter ac:name="action">Create Page</ac:parameter>
        <ac:parameter ac:name="extras">38931553</ac:parameter>
        <ac:parameter ac:name="event">onCreated</ac:parameter>
        <ac:parameter ac:name="title">[entry.dateCreatedFormatted] | [entry.Application]</ac:parameter>
        <ac:parameter ac:name="resultName">pageCreate</ac:parameter>
        <ac:rich-text-body>
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schema-version="1">
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                        <colgroup>
                            <col style="width: 74.7053%;"/>
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                                <td>
                                    <div class="content-wrapper">
                                        <h1>Description</h1>
                                        <p>
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                                            </ac:structured-macro>
                                        </p>
                                        <p> </p>
                                        <hr/>
                                        <h1>Details</h1>
                                        <h2>Which application are you needing assistance with?</h2>
                                        <p>
                                            <ac:structured-macro ac:macro-id="f3407aaf-1a35-4a87-b88b-791ce8fec22d" ac:name="

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confiorm-field" ac:schema-version="1">
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</p>
<h2>What screens are affected by this needed work?</h2>
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    </ac:structured-macro>
</p>
<h2>What are their end goals in using the needed work?</h2>
<p>
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<h2>What formats are needed (in the case of visual deliverables, such as icons, PDFs,
mockups, etc)? </h2>
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<h2>Who is the target user? (doctor, reception, etc)</h2>
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<h2>What initial research or analysis (if any) have you conducted? (user scenarios, etc.)<
/h2>
<p>
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    <ac:parameter ac:name="fieldName">Research</ac:parameter>
    </ac:structured-macro>
</p>
<h2>Please describe the workflow process by which the user accesses the needed work. If
necessary, you may include screenshots or diagrams.</h2>
<p>
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</p>
<h2>Are there any constraints involved with the request?</h2>
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    <ac:parameter ac:name="fieldName">Constraints</ac:parameter>
    </ac:structured-macro>
</p>
<h2>Is there currently a design guide?</h2>
<p>
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    <ac:parameter ac:name="fieldName">Designguide</ac:parameter>
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</p>
<h2>Are there centralized resources such as requirements, research, screenshots,

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```
</tr>
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  <th>Type of Work</th>
  <td>
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        <ac:parameter ac:name="fieldName">Workrequired</ac:parameter>
      </ac:structured-macro>
    </div>
  </td>
</tr>
<tr>
  <th class="highlight-blue" colspan="2" data-highlight-colour="blue">Contacts</th>
</tr>
<tr>
  <th colspan="1">Requestor/email</th>
  <td colspan="1">
    <div class="content-wrapper">
      <p>
        <ac:structured-macro ac:macro-id="272e3275-63cf-47c2-989b-27a918163bd2" ac:name="conform-field" ac:schema-version="1">
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        </ac:structured-macro> | <ac:structured-macro ac:macro-id="571671a2-f916-41e8-a5b1-4284dcfac8f0" ac:name="conform-field" ac:schema-version="1">
          <ac:parameter ac:name="fieldName">Email</ac:parameter>
        </ac:structured-macro>
      </p>
    </div>
  </td>
</tr>
<tr>
  <th colspan="1">Main Point of Contact</th>
  <td colspan="1">
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    </ac:structured-macro>
  </td>
</tr>
<tr>
  <th colspan="1">Other Contact(s)</th>
  <td colspan="1">
    <div class="content-wrapper">
      <p>
        <ac:structured-macro ac:macro-id="70480dd6-3d5b-4f9c-8e4f-34c6b89424b8" ac:name="conform-field" ac:schema-version="1">
          <ac:parameter ac:name="fieldName">ifother</ac:parameter>
        </ac:structured-macro>
      </p>
    </div>
  </td>
</tr>
<tr>
  <th colspan="1">UX Contact(s)</th>
  <td colspan="1">
    <div class="content-wrapper">
      <p>
        <ac:placeholder>Requestor (Use @ if possible) | Role </ac:placeholder>
      </p>
    </div>
  </td>
</tr>
</tbody>
</table>
<h1>Attachments</h1>
<p>
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```

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        <ac:parameter ac:name="fieldName">Attachment</ac:parameter>
    </ac:structured-macro>
</p>
<table class="relative-table wrapped" style="width: 100.0%;">
    <tbody>
        <tr>
            <th class="highlight-blue" colspan="2" data-highlight-colour="blue"> </th>
        </tr>
    </tbody>
</table>
</div>
</td>
</tr>
</tbody>
</table>
</div>
</td>
</tr>
</tbody>
</table>
</ac:rich-text-body>
</ac:structured-macro>
<ac:structured-macro ac:macro-id="8b848172-dd44-4054-b5e2-ae64ea895f81" ac:name="confiorm-ifttt" ac:
schema-version="1">
    <ac:parameter ac:name="action">Send Email</ac:parameter>
    <ac:parameter ac:name="event">onCreated</ac:parameter>
    <ac:parameter ac:name="title">UX Ask Form Submitted</ac:parameter>
    <ac:parameter ac:name="who">eholden@nextgen.com, mpilkey@nextgen.com</ac:parameter>
    <ac:rich-text-body>
        <p> </p>
    </ac:rich-text-body>
</ac:structured-macro>
</ac:rich-text-body>
</ac:structured-macro>
<p> </p>
<p> </p>
</ac:rich-text-body>
</ac:structured-macro>

```