Workflow for answering questions!

When you answer a question, the process is basically the same, except for the last step:

Instead of hitting Answer to send a reply to a ticket, you now have a Submit pull down menu. Please choose Submit as Closed. That will remove it from the Open Ticket Dashboard.

1. Check to see if there's already an answer in the system!

2. If there is no answer to copy or link to, type the answer here.

3. After typing an answer, use the pull down menus to record the transaction in Reference Analytics.

4. Submit as Closed, unless there is some kind of follow-up required for the transaction to be complete. Submitting as closed moves it from the dashboard. It will re-appear as New again if the patron replies back.

Having trouble with something in LibAnswers?
Contact Jamie (x8598) or Amy @ Amy.Norman@tulsacc.edu with any questions!

Important:

1) Please remember to log into chat whenever you can!
2) Summer chat hours: Mon - Thurs: 8am - 8pm Friday: 8am - 12pm
3) Try to re-use answers that are already in the system! For SMS and email/system tickets, you can see possible answers under Reuse (right side of screen); for chat, always have the public view of AskUs open, so you can just copy the link. If you consistently follow this practice, it will be easier for you and a faster answer for the patron!

Editors’ Corner

We’ll have a slightly different workflow beginning later this summer. Stay tuned for more details!

Does your team need V2 training? If so, please contact Jamie to set it up!