

Sun Microsystems Service Support Request Camtasia Script

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Project Name:	SSMSC-Service Requests
Type:	Camtasia Script
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For:	JoAnn Adolph, Services Relationship Marketing Manager, Sun Microsystems
Running Time:	≈3:30
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Copy Reviewers:	<input type="checkbox"/>

Scene	Graphics	Script
Actor note:		
1	“SunSpectrum Member Support--Login Page”	The following will show you how to create and submit a service request from the Support Tab. Begin by logging in at Sun dot com slash support.
2	“SunSpectrum Member Support Center—Support Tab”	From the support tab, select your request type. For non-technical issues related to contracts, sales and product updates, click Customer Inquiry. For technical issues that require Sun Services to resolve, click Customer Support.
3	“SunSpectrum Member Support—Account Tab-Create a Service Request—Identify Problem.”	The service request creation process follows a five-step workflow. This screen is Step 1. Here, you’ll identify the product and enter a summary of the problem. The flashlight to the right of <u>any</u> data entry field, allows you to search for the relevant information. Note that if you started this process from the Global Search Tab, the product will be pre-populated. To submit the “Problem Type”, simply use the same procedure. Next, provide a one-sentence description of the issue. You can match your company’s internal help desk number with this service request, by entering it here. Now, designate the urgency of your request and move on to Step 2.
4	Create Service Request: Problem Details	In this Step, you’ll describe the problem in greater detail. You will want to include sufficient detail, so that

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		<p>we can zero in on your issue.</p> <p>The questions asked will vary depending on the Problem Type you have selected.</p> <p>Note that the information you enter will be used to search Sun’s knowledge base. And it will provide the starting point for Sun personnel to address the problem.</p> <p>If you want to attach a relevant document, you can do so here.</p>
	<p>“Create Service Request: Suggested Solutions”</p>	<p>The next Step lists possible solutions to your issue. If no results are listed, simply move on by clicking “Next”.</p> <p>In this example, multiple knowledge articles are available for your review. Note that choosing to review an article, does <u>not</u> interrupt the service request process.</p> <p>Review as many articles as you like, and feel free to try the remedies they suggest.</p> <p>If the article helps resolve your issue you can terminate the process. Just choose “Yes” under the “Usefulness of Solution” heading, at the bottom of the page.</p> <p>If not, you can return to the workflow, by choosing the “No” button.</p>
	<p>“Create Service Request: Contact Information”</p>	<p>It’s clear by now, that a Sun services specialist will need to contact you. This step in the process, allows you to tell us <u>how</u> you want to be contacted.</p> <p>And to let us know what language you want to use.</p> <p>If you want additional people from your company to participate in the resolution of this issue, use the “Add Contacts” button.</p> <p>Please ensure that the correct “installed at” address is displayed for the product you have selected.</p> <p>When you’re finished, move on to the final step. [click “Next”]</p>
	<p>“Create Service Request: Review”</p>	<p>Now review the service request information. If you need to make a change, select “Previous” to go back to earlier Steps.</p> <p>Otherwise, submit your request. [click “Submit”]</p>
	<p>“Confirmation: Service Request Created:”</p>	<p>The Confirmation page includes the identifying number of your new service request ticket.</p>

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		<p>We recommend that you email a copy to yourself for your records. [click “Email to me”]</p> <p>You also have the option to save it as a template for future use.</p>
5	“Create Service Request Template”	Enter a name and adjust any other relevant data to suit your needs.
6	“Confirmation: Service Request Created:”	<p>You’ve now completed your first service request and it will appear on your home page.</p> <p>You can review the status of your service request at any time by choosing it from the Sun Service Request Channel.</p>

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