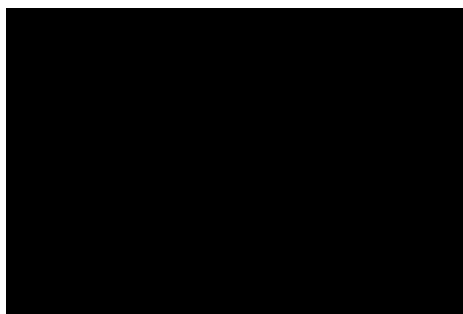


CW Customer Support Portal / Help Desk

Brent Young



Background Story

- **~2005 - Plant Performance starts using Test Track Pro (Bug Tracking Software) - Now Called Helix.**
 - Due to limitation of Software and Cyber, System Hosted Internally, no access outside CW network.
- **~2010 - Some specific data loaded into external portal, but was textual and read-only.**
 - Portal removed in 2016 due to lack of use.
- **2018 – During Symposium, receive request for online system:**
 - Submit tickets, help files, documentation, etc...
 - Researched Helix to see if it could support, cannot.

Background Story Continue.

- **2019 – Plant Perf and Info Solutions developers merge under a common management structure.**
 - Info Solutions was / is using a tool called Manage Engine to support help desk type functions.
- **2020 – Plant Starts using Manage Engine for our Customer Support Portal**

What is Manage Engine?

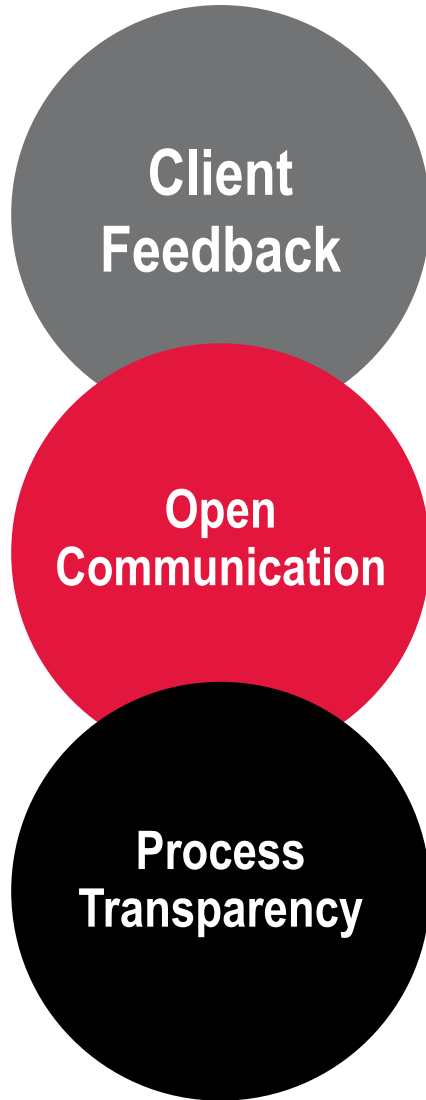
- **ManageEngine** is comprehensive IT help desk software that combines asset management and help desk functionalities in a single platform. It is designed to help users get complete visibility of IT issues and **manage** them accordingly in the most efficient manner possible.
 - Hosted on the Cloud
 - Security is verified annually
 - Lots and Lots of features
 - 45 Million users worldwide

How will CW Use Manage Engine?

- Request tracker/issue resolution site
- Similar to IT and HR Helpdesks most are familiar with.
- Lets customers submit and track tickets through the portal or with just an email.
 - Four admins will have accounts
 - Will receive issues from customers
 - Issues Transferred into Helix so that we follow our SOP to resolve, test, document, issue resolution.

NOT A REPLACEMENT FOR HELIX

Why use ManageEngine/SCP?



- Addresses client concerns
- Shows clients their feedback matters
- Breaks down communication bottleneck
- Documents customer requests/issue-related correspondence
- Helpful docs are available while waiting
- Allows customers to participate in issue tracking:
 - Submit tickets
 - Ask questions
 - Monitor Progress
 - Approve solutions

CW Manage Engine Admins

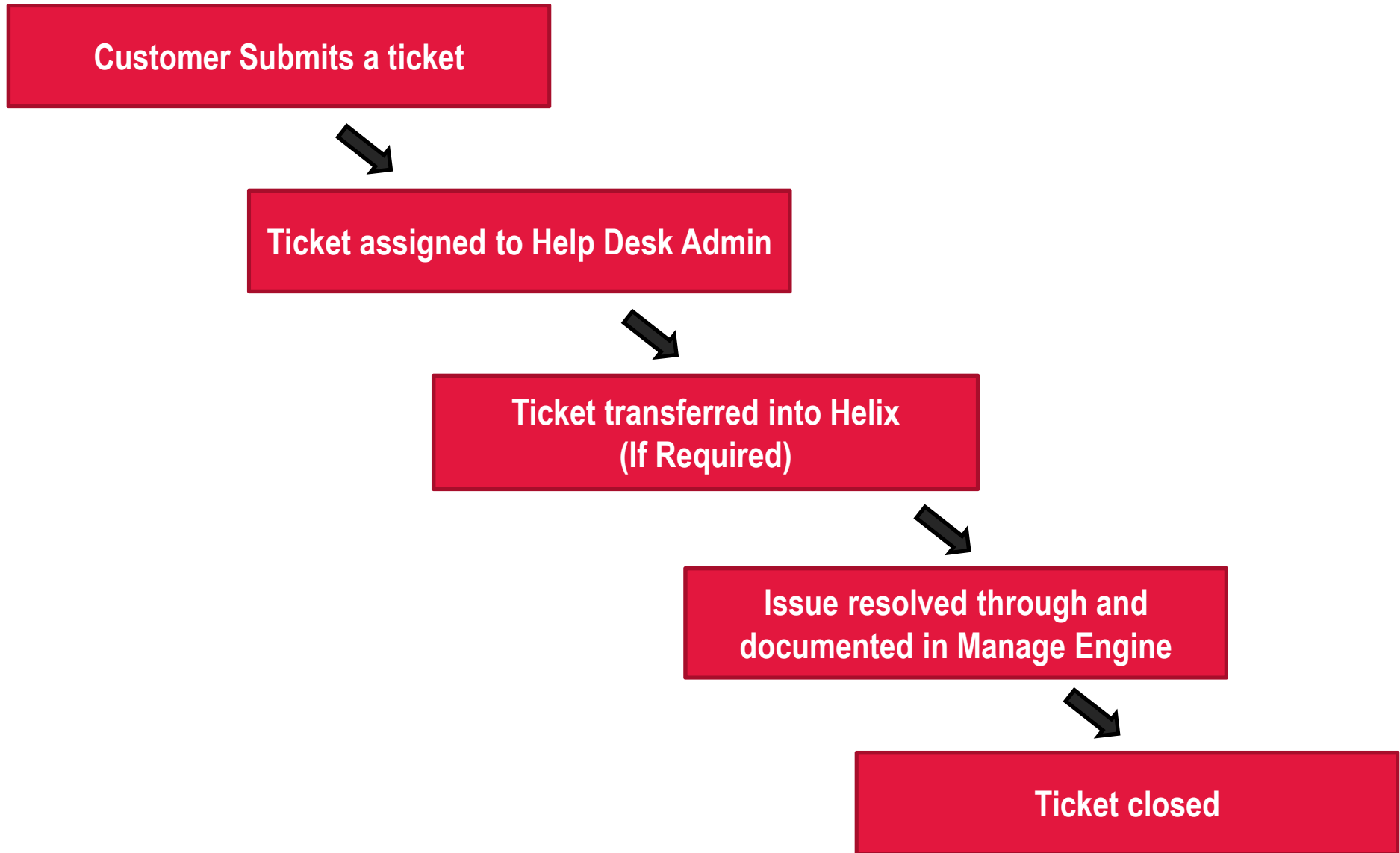
ADMIN

- **Jessica Salmon**
 - JSalmon@CurtissWright.com
- **Brooklyn Olson**
 - V_BOlson@CurtissWright.com
- **Nancy Bullock**
 - NBullock@CurtissWright.com
- **Kathy Katainen**
 - KKatainen@CurtissWright.com

DESCRIPTION

- **Receives and processes tickets**
- **Corresponds with customer**
- **Main site users**
- **Translates Manage Engine Issues into Helix Issues**

Process Overview



Portal Tour

<http://www.cwnsupport.com/portal/plant>

The screenshot displays the Curtiss-Wright support portal dashboard. The top navigation bar includes the Curtiss-Wright logo and menu items: Home, Requests, Solutions, Contracts, Accounts, Contacts, Admin, Reports, and Dashboards. Below the navigation bar is a search bar and a 'Log a Call' button. The main content area is titled 'Home - Dashboard' and features three tabs: 'My View', 'Support Team', and 'Scheduler'. The 'My View' tab is active, showing two summary cards. The first card, 'Requests Summary', lists 'Requests Overdue' (0), 'Requests Due Today' (0), and 'Pending Requests' (0). The second card, 'My Requests Summary - All Business Units', also lists 'Requests Overdue' (0), 'Requests Due Today' (0), and 'Pending Requests' (0). Each item is accompanied by a small icon representing its status.

Category	Count
Requests Overdue	0
Requests Due Today	0
Pending Requests	0

What else would be Nice to have?

???

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**CURTISS -
WRIGHT**