March 2, 2019.mobile.phone

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Topics Discussed

Armor Ticketing System

Armor Ticketing System   UPDATE

The **Armor Ticketing System** has been updated to provide a variety of support-related enhancements. With the updated ticketing system, you can expect fewer, yet more meaningful emails, along with faster ticket routing and better ticket categorization.

Additionally, with this release:

- Previously closed tickets were officially archived within AMP.
- Open or unresolved tickets were upgraded to the updated ticketing platform.
- Organizations (Admin, Technical, Billing, and Security) have been established in AMP, to help manage ticket notifications.

FAQs

In short, what has changed?
Armor's support ticket process has been updated to accommodate the launch of Armor's new ticketing platform. This update helps Armor to offer a more robust ticketing service. With this release:

- You can add multiple users to a ticket with one click, as opposed to adding each user individually.
- You can select from a list of default ticket types that will direct your ticket to the correct team at Armor.

To accommodate this release, were my tickets moved?
Internally, yes. All tickets (open or closed) were moved from the previous ticketing system to a new ticketing platform; however, these tickets are still accessible from the **View Archived Tickets** section of AMP. All open tickets have been recreated in the new ticketing system, where you will continue to work with Armor to resolve the issue. Tickets that have been archived cannot be reopened or modified, but you can read and access attached information within the ticket.

How will my tickets be migrated over?
Tickets that were closed before March 2, 2019, will be archived. Open or unresolved tickets will be migrated over to the new ticketing platform.

Can I access migrated closed tickets?
Yes, your closed tickets will be accessible in the newly created **View Archived Tickets** screen. You can read these closed tickets; however, you cannot reopen or modify these tickets.

Can I still access attached files from an "archived ticket," such as an attached file with logs?
Yes.

How long will migrated tickets be retained?
Armor will maintain a ticket history of 13 months. You can request this data to be pulled from Armor before March 2020 through a support ticket.

How will my interaction with tickets change?
At a high-level, Armor support tickets are no longer stored and managed in AMP; they are stored and managed within the new ticketing system. As a result, when you click an open or unresolved ticket from AMP, you will be presented with a new window to view the ticket details in the new ticketing system.

Can I add specific users to a ticket?
Yes. After you create a ticket, you have the ability to share a ticket with specific users and / or organizations. When a support ticket is shared with an individual user, the user will automatically receive an email notification, and will receive ongoing updates for the ticket. When a support ticket is shared with an organization, all users within the organization will receive an initial email notification for the ticket; individual users can then subscribe to to all future notifications for that particular ticket by clicking the **Get notifications** link in the ticket itself.

I am being prompted to login when I attempt to view my ticket using the View Request link in my email notification. What username and password should I use?
If you are not currently logged into the Armor Management Portal (AMP), you will be prompted to complete the login process. You should use the same username and password that you enter when logging into AMP, including your multi-factor authentication.

How do I turn off ticket notifications?
You can turn off notifications for a specific ticket by clicking the **Turn off this request's notifications** link in the email notification that you received when you created the ticket. Or, you can click the **Don't notify me** link in the ticket itself.

Can I close my own ticket in the new ticketing system?
In the new ticketing system, tickets are updated and closed by Armor Support. You do not have the ability to close a ticket in the new ticketing system; however, you can leave a comment on the ticket to request closure.

Can I reopen a ticket in the new ticketing system?
A ticket cannot be reopened in the new ticketing system. Once a ticket has been closed, if the issue still persists, Armor Support recommends that you open a new ticket. Within the ticket description, include the old ticket number for reference.

To learn more about the **Tickets** screen, including how to send a support ticket, see Armor Support.