Product Brief

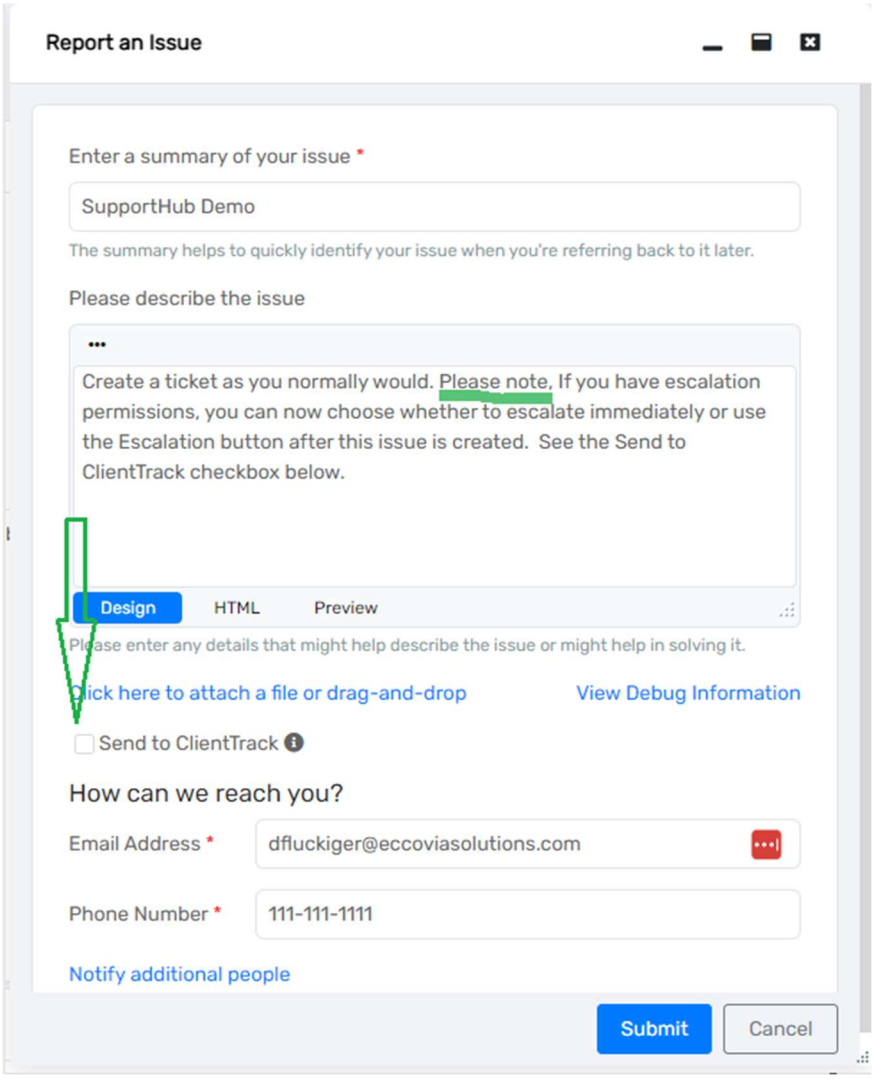
Send to ClientTrack: New Option for Support Tickets

Tickets created in ClientTrack being escalated to Eccovia Support

August 9, 2023

CLIENTTRACK ENHANCEMENT: An enhancement was added to allow Client Authorized Users (CAU), typically Sys Admins, to create ClientTrack issues/tickets without those issues being immediately escalated up and creating the OPs ticket for Eccovia Support.

There is a new option presented as a check box to 'Send to ClientTrack'. This is located just above the 'How can we reach you' section. The box is defaulted to unchecked. When the box is checked the ticket will go directly to Eccovia Support. If the CAU is not ready for the ticket to be escalated, this check box can be left blank to allow the CAU the opportunity to work on the issue before it gets sent to Eccovia Support.


Report an Issue
Enter a summary of your issue *
SupportHub Demo
The summary helps to quickly identify your issue when you're referring back to it later.
Please describe the issue
Create a ticket as you normally would. Please note, If you have escalation permissions, you can now choose whether to escalate immediately or use the Escalation button after this issue is created. See the Send to ClientTrack checkbox below.
Design
HTML
Preview
Please enter any details that might help describe the issue or might help in solving it.
Click here to attach a file or drag-and-drop
View Debug Information
Send to ClientTrack
How can we reach you?
Email Address *
dfluckiger@eccoviasolutions.com
Phone Number *
111-111-1111
Notify additional people
Submit
Cancel

About Eccovia

Eccovia provides industry-leading software platforms for case management and community care coordination for state agencies, community-based providers, and other human-service entities. The platforms help caseworkers and care providers collaborate across physical, behavioral, economic, and social determining factors that impact individual and community health outcomes.

Eccovia.com | 801.451.2885 | 2150 Parkway Blvd Suite A-101, Salt Lake City, UT 84119