AC SERVICE PORTAL

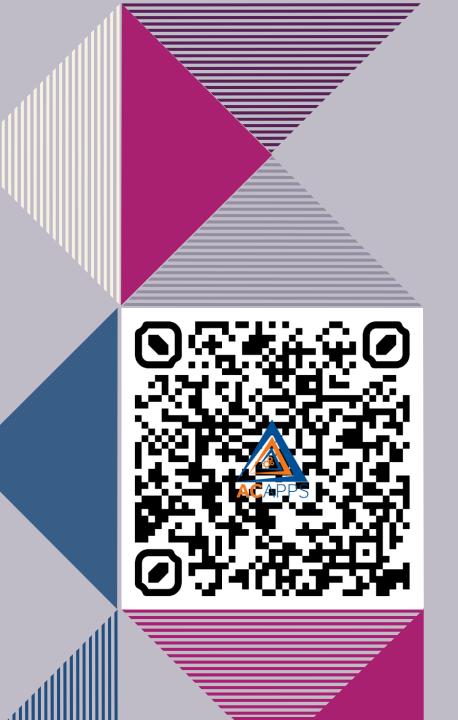Information and Communication Technology

WHAT IS **AC SERVICE PORTAL**?

The new AC official service management software that will replace the Kaseya ticketing tool

- **Service Requests** – Email Creation, Zoom Support, etc.
- **Incidents** – Laptop Issues, Wifi Connection, etc.
- Other Service Management Processes – Changes, Problems, etc.

freshservice

HOW CAN I USE **AC SERVICE PORTAL**?

https://acserviceportal.freshservice.com/

LOGIN

Microsoft SSO Login same as other AC Apps like AC Portal and AC Zoom App
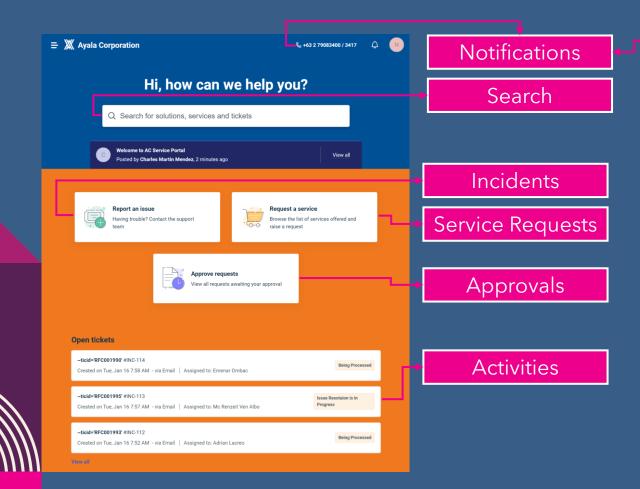
ACCESSIBILITY

Can be used inside or outside the AC network

DEVICES

Supports laptops and mobile phones

CHANNELS

Users can raise requests/issues through **browser**, **mobile app**, **MS Teams Chatbot**

HOME PAGE

Notifications

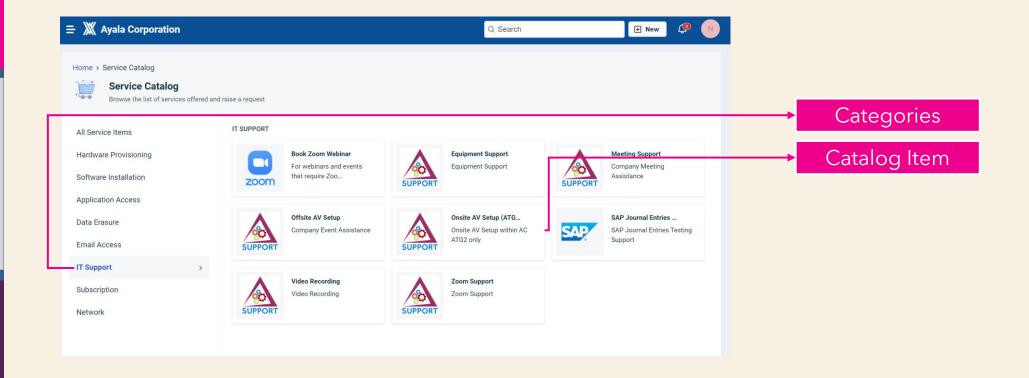Search

Incidents

Service Requests

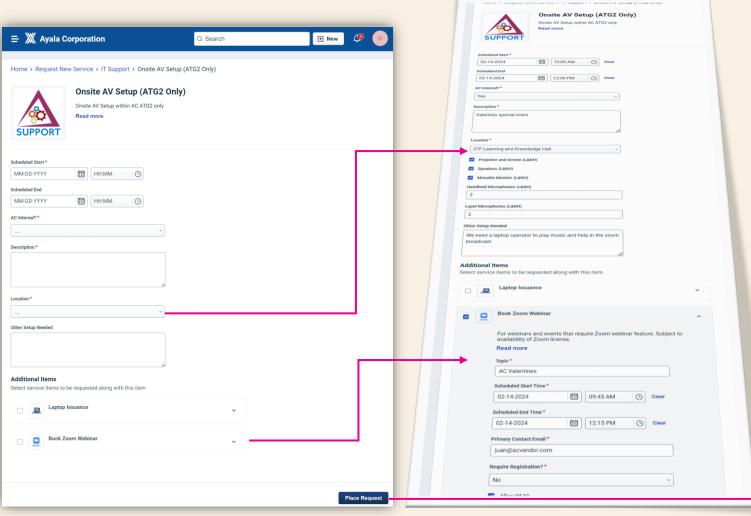Approvals

Activities

REPORT AN ISSUE

REPORT AN ISSUE

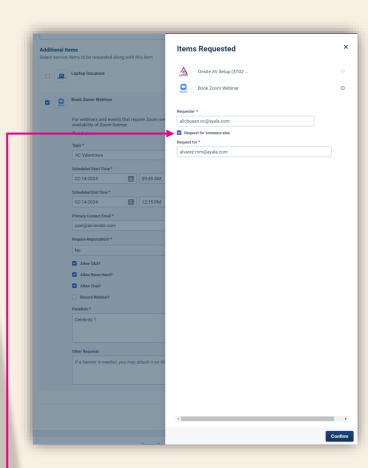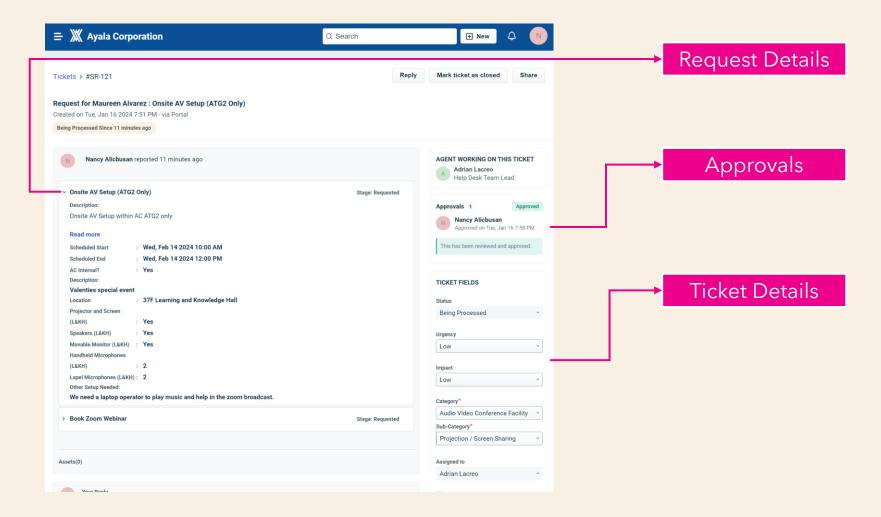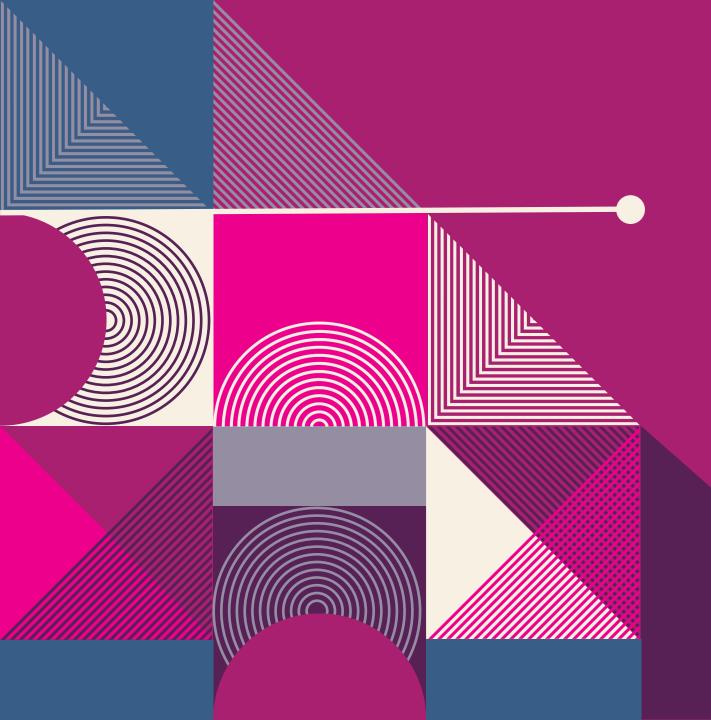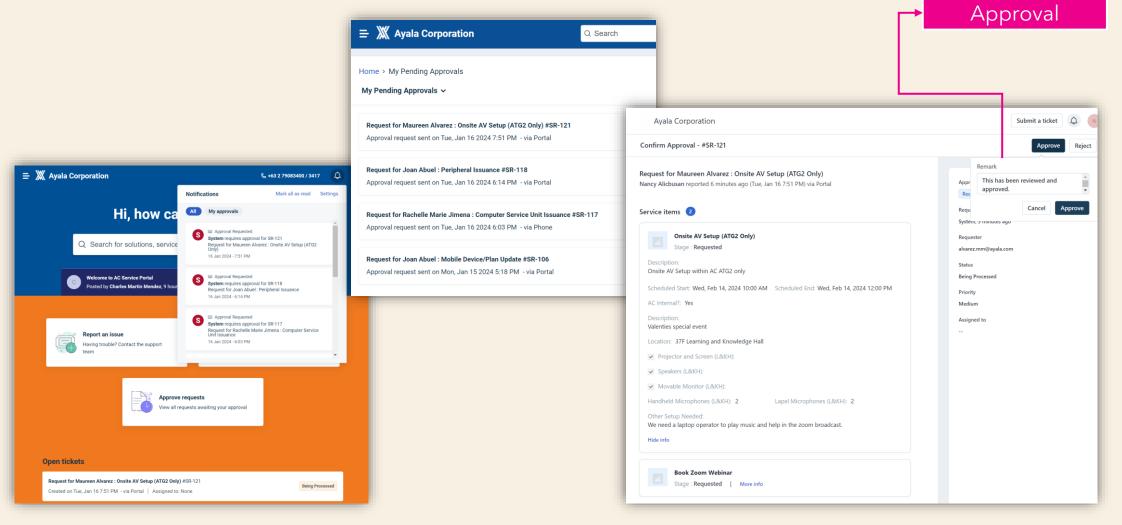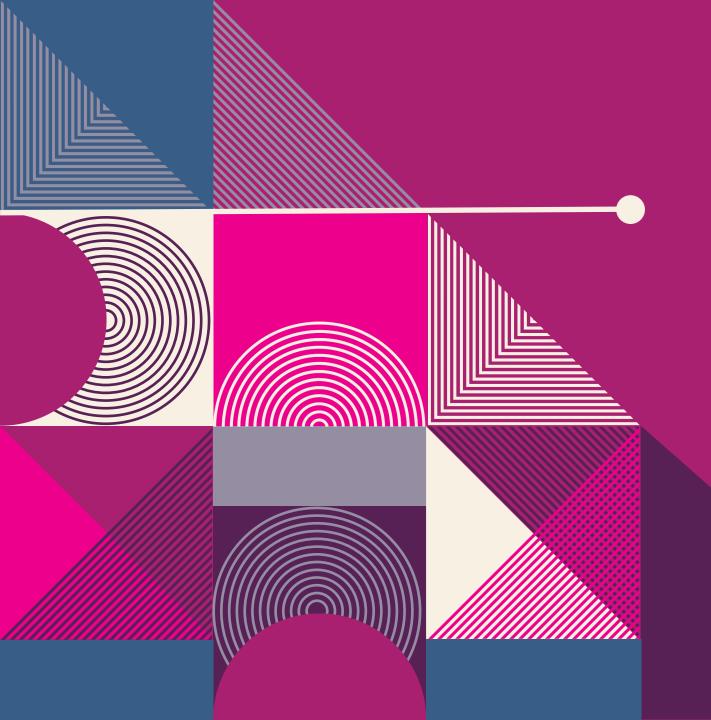# REQUEST A SERVICE

REQUEST A SERVICE

REQUEST A SERVICE

REQUEST A SERVICE

APPROVE A REQUEST

APPROVE A REQUEST

MOBILE APP

MOBILE APP

GOOGLE PLAY STORE

APPLE APP STORE

SERVICE BOT
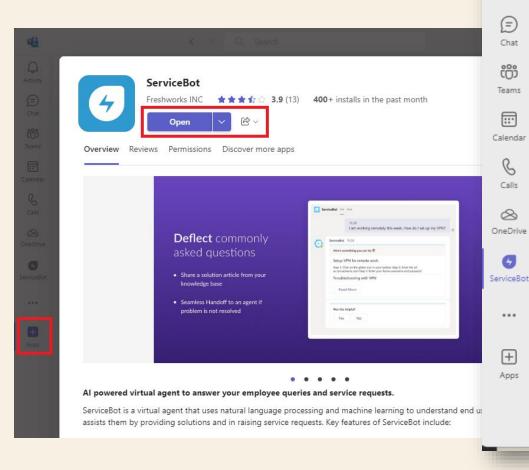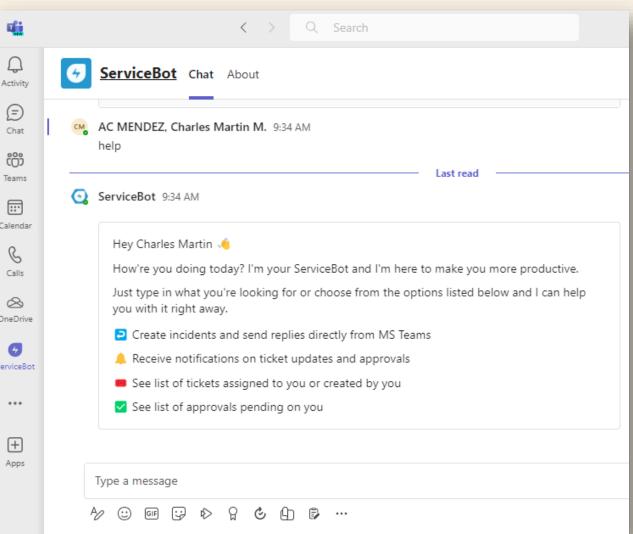## MICROSOFT TEAMS

SERVICEBOT
MICROSOFT TEAMS

QUESTIONS?

THANK YOU

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Information and Communications Technology

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