HappyFox Support Request Portal

Employee quick reference guide for requesting Corporate Operations assistance

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HappyFox Overview

HappyFox is Anser's internal support request portal that provides employees with an easy and organized way to request assistance from the Corporate Operations team. Instead of emailing many different departments, you can manage all your requests in one place. As we continue to grow, HappyFox helps to ensure a consistent and measurable quality of internal support is provided across the organization.

Currently, you can request assistance from these categories. Additional categories will be added over time.

- Benefits

- Deltek Vision

- Federal [Contracts, Finance, Office Admin (Falls Church, VA) Security, Strategic Growth]

- Human Resources

- Innovation

- IT

- Marketing

- Payroll

- Talent Acquisition

Benefits

Greater Accountability

Check the status of your requests at any time, including whether the department assigned to your request needs more information to better assist you, thereby creating a partnership that allows issues to be resolved quickly and effectively. You will also receive an email whenever there is new activity for one of your requests, so you don't have to worry about ever missing an update.

Enhanced Organization

No more worrying about your email getting buried in someone's inbox! Once your request is created, it will be visible to all team members within the department from which you are seeking assistance. Not sure who to contact for assistance? We'll route your request to the department that is best suited to help you.
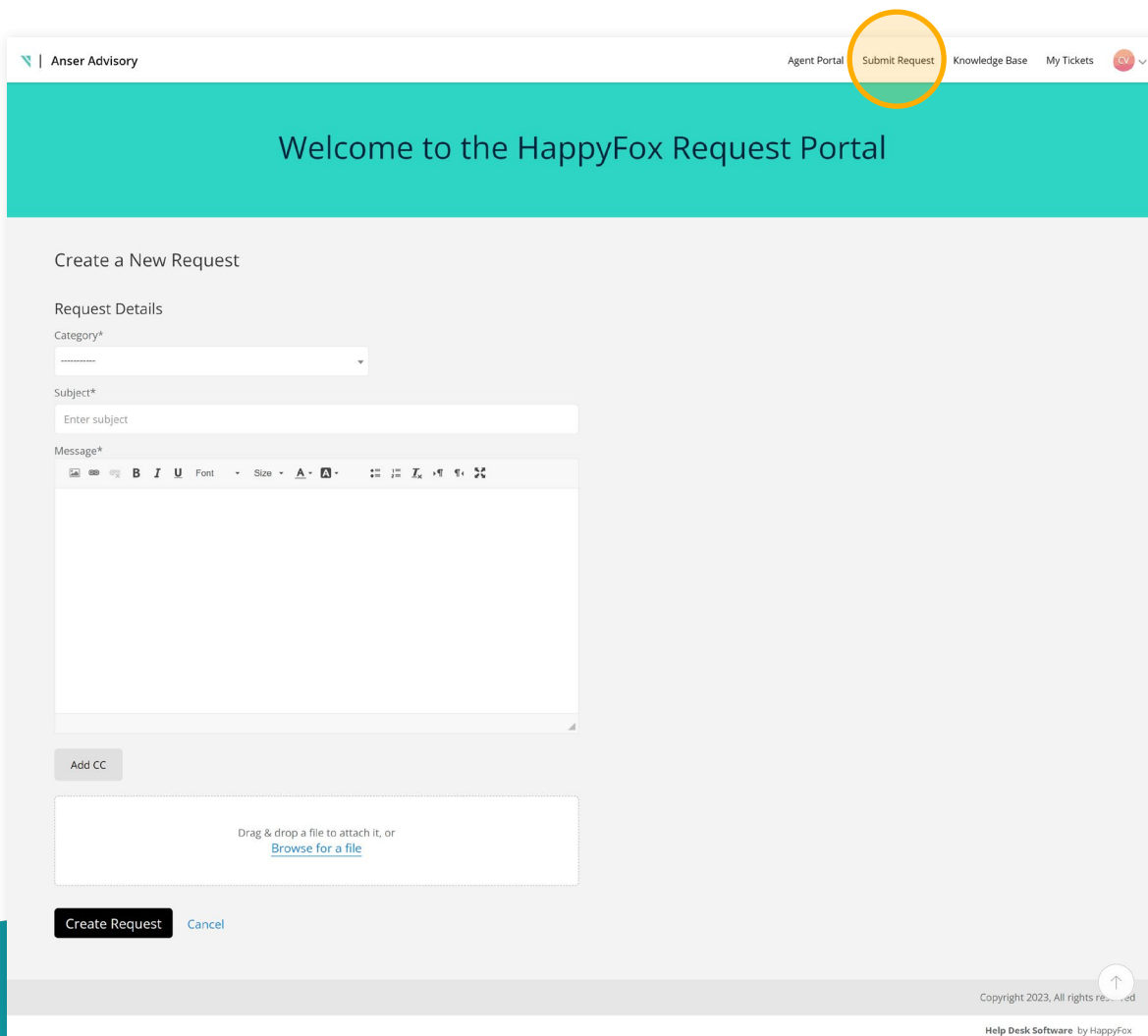
Increased Transparency

HappyFox centralizes all your requests in a simple-to-use dashboard, and it maintains a digital paper trail for all activity associated with each request. Access and view your requests, track progress on individual requests, read and write messages, and save attachment files directly in the portal.

How to create a new request

To create a new request in HappyFox, do the following:

1. Go to **help.anseradvisory.com/new** and log in via single sign-on.

2. If you do not see the Create a New Request page, click on **Submit Request** at the top of the screen. *(Steps continued on next page)*
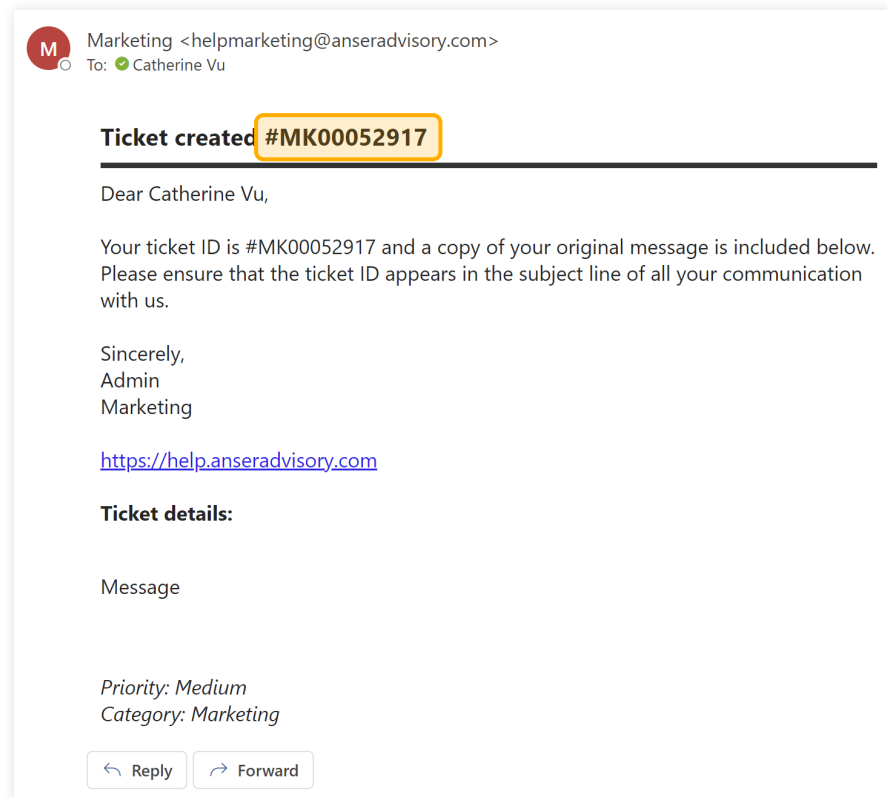
3. Next to **Request Details,** click the drop-down arrow for **Category** and select the relevant department.

4. A new box will appear for you to select the **Request Type**. If you are unsure what to pick, select **Other** from the list.

5. Next to **Subject**, enter a few keywords to quickly summarize your request.

6. Next to **Message**, describe your issue in detail. Provide any relevant information, including website links and screenshot images, that may be helpful to the team member who will take your request.

7. To copy someone, click **Add CC** and type their email in the text box that appears. These individuals will receive all updates related to your request via email.

8. The last section of the form is where you can attach files via drag + drop or by selecting **Browse for a file**.

9. When you are ready to submit, click **Create Request**.

Create a New Request

Request Details

Category*

Marketing ③

Marketing Type*

--------- ④

Subject*

Enter subject ⑤

Message*

⑥

Add CC ⑦

⑧ Drag & drop a file to attach it, or
Browse for a file

⑨ Create Request   Cancel

After your request is created, you will receive a copy of your request via email. If you have trouble locating a particular request in HappyFox, you can search for the request # provided in the email.

M Marketing <helpmarketing@anseradvisory.com>
To: ✔ Catherine Vu

Ticket created **#MK00052917**

Dear Catherine Vu,

Your ticket ID is #MK00052917 and a copy of your original message is included below. Please ensure that the ticket ID appears in the subject line of all your communication with us.

Sincerely,
Admin
Marketing

https://help.anseradvisory.com

Ticket details:

Message

Priority: Medium
Category: Marketing

↩ Reply   ➔ Forward

How to check the status of a request
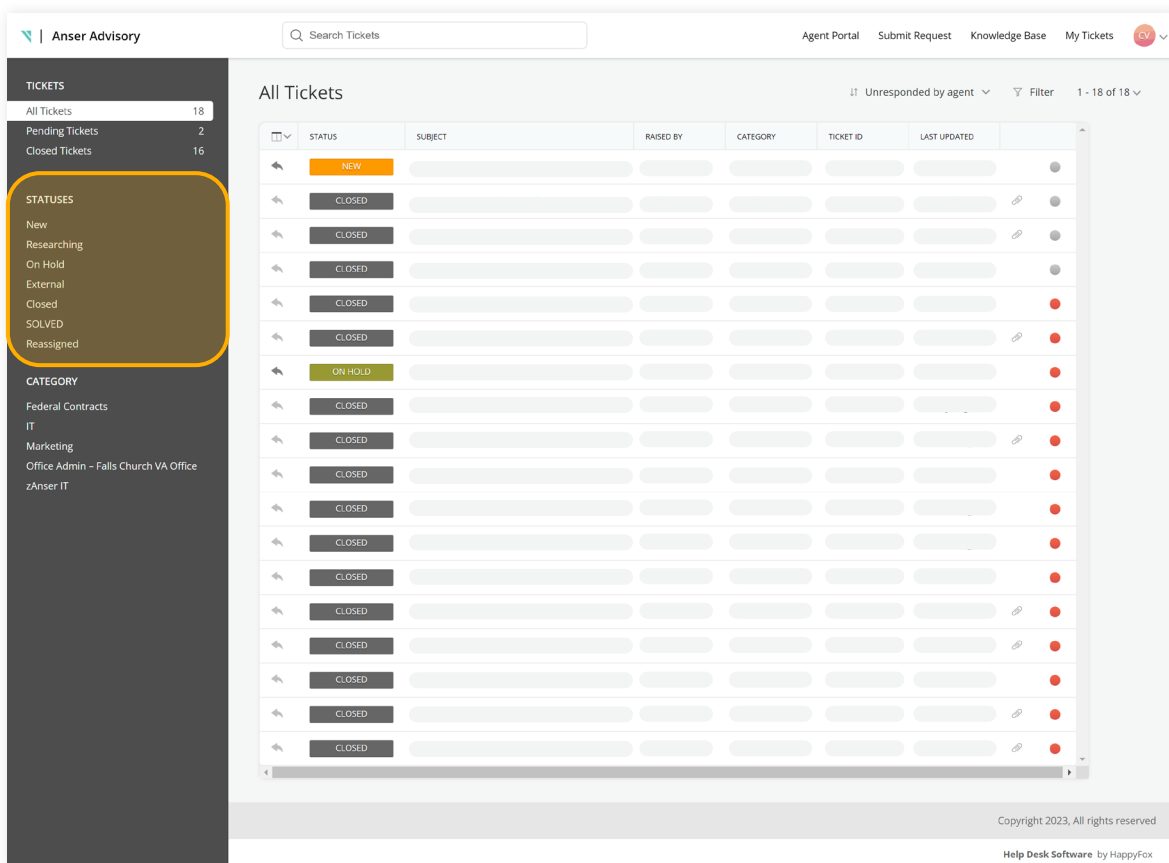
To track the progress for any of your requests, do the following:

1. Log into HappyFox at help.anseradvisory.com via single sign on.

2. Click on **My Tickets** at the top of the screen to see all of your requests.
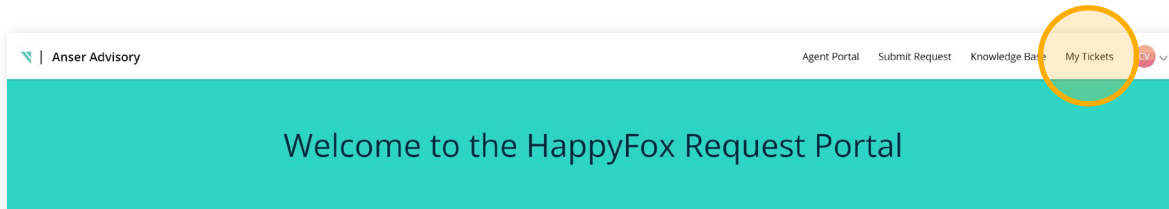
3. In the navigational sidebar, you can view a pared-down list of your requests by using the filtering options under **Statuses***.

How to view all activity and information for a request

When you select a specific request, you can view the following details:

- **Raised by** – The name of the person who created the request.

- **Priority** – The urgency level of the request. The default setting is medium.

- **Category** – The department assigned to resolve your request.

- **Updates** – Displays all activity and replies related to a request.

- **Ticket Information** – Displays additional details about the request. The amount of information shown depends on the request type selected.
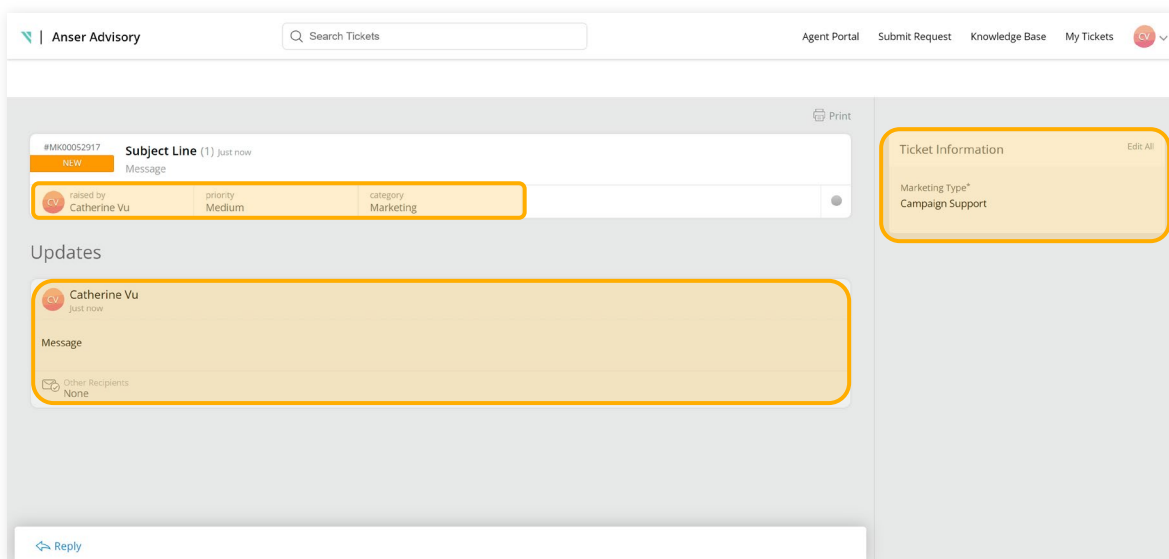
How to reply to a request

To add a new reply to a request, do the following:

1. At the bottom of the request you want to respond to, click **↩Reply** to pull up the message panel.

2. Enter your message, then click **Send Reply**.
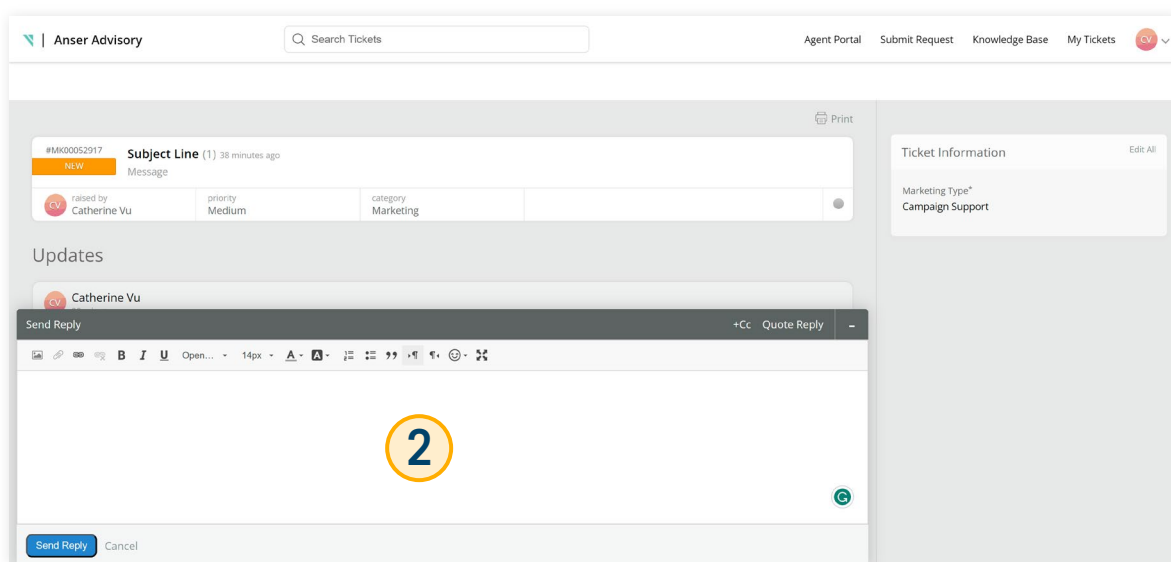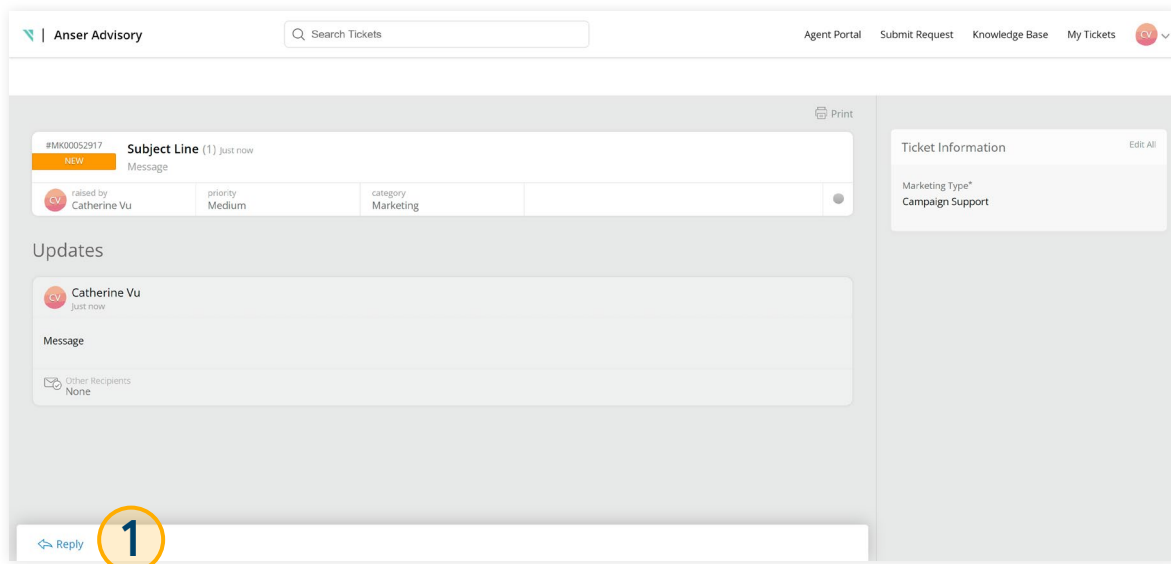
Satisfaction Survey

Once a request is completed and closed out, you will receive a satisfaction survey via email. The survey is optional, however, your feedback is important to us and lets us know if we need to make improvements.

- Open the email and select Satisfied or Unsatisfied to let us know if you are happy with the level of support you received for your request.

M

Marketing <helpmarketing@anseradvisory.com>
To: ✓ Catherine Vu

Dear Catherine Vu,

How would you rate the support you received?

Satisfied   Unsatisfied

#MK00052917
Marketing

"FEEDBACK IS THE BREAKFAST OF CHAMPIONS."
-KEN BLANCHARD

↩ Reply   ↪ Forward

What does each status mean?

The status displayed next to a request indicates where the request is in the ticket lifecycle. In other words, it lets you know what progress is being made on your request.

new	The default status for newly created requests when they are first submitted into HappyFox.
researching	Your request is being worked on.
on hold	The department needs more information from you in order to proceed. Please respond in a timely manner to avoid additional delays.
external	The department working on your request is waiting on additional information outside of Anser's direct control.
closed	Your request was resolved and closed out.
solved	Your request was resolved. It will be automatically closed if no further responses are received.
reassigned	Your request was assigned to an external party who will follow up directly with you.

Need more support?

Send additional questions not answered in this guide to help@anseradvisory.com.

ANSER
ADVISORY