



# Status View App

**Streamline your request queue and give end users ongoing visibility into request status.**

The process of collecting requests and reporting on status adds needless burden staying up to date on request activity for both end user and admin. Smartsheet's StatusView application enhances the power of Smartsheet's flexible design and web form capabilities to enable a seamless request / ticketing process.

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## Overview

### Visibility & Transparency

Give users personalized portals that display their request information. Users see status updates, who is working on the requests, and can reopen tickets with ease.

### Adaptable System

Easily iterate request processes using StatusView and Smartsheet. The flexibility of the system allows for real-time adjustments, no developer required.

### Complete the Process

Create a request management process with StatusView and Smartsheet. End users submit and track requests, while administrators manage how work gets done and track key metrics in Smartsheet.

### Standardized Intake

Ensure a consistent request process by standardizing intake channels, capturing communications, and creating automatic escalation protocols.

## Take Control of Your Request Process



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## Overview

### BI Request Management

Allow users to easily submit requests to analyze sales numbers, customer data, and general business performance. End users can get real time visual status updates all from their request portals.

The screenshot shows the 'BI Requests' interface. It includes a 'Steps' section with three numbered instructions: 1. Submit the request, 2. Request will be assigned and a target completion date will be determined, 3. Track the status of open requests in your existing Status View Dashboard. Below this is a 'Thank!' message from 'The BI Team' and a 'Create New' button. The main section is titled 'Open Tickets (4)' and contains a table with columns: ID, Requested Date, Targeted Completion, Status, RYG, Assignee, Requester, Request Details, Request Title, Requester Function, and Prio.

ID	Requested Date	Targeted Completion	Status	RYG	Assignee	Requester	Request Details	Request Title	Requester Function	Prio
B12477	10/07/2015		Inbound	●		Tyler Marquardt	Need to check current Black Friday Inventory levels for DR stores.	Inventory Check	Marketing	!
B12476	09/30/2015	09/30/2015	Inbound		Jess Smart	Tyler Marquardt	Pull a margin report for last quarter on all stores.	Margin Report	Marketing	↓
B12474	10/14/2015	10/12/2015	In Progress	●	Jess Smart	Tyler Marquardt	Need a report on holiday season profitability. Please pull a report on all sales that contain a holiday tag, also include items still in inventory.	Sales Report	Marketing	

### Sales Suggestion Box

Improve the process for collecting ideas to improve sales effectiveness and job satisfaction. End users and admins can attach files and discuss on suggested improvements.

The screenshot shows the 'Sales Suggestion Box' interface. It includes an introductory text: 'Team, to drive continuous improvement by easily collecting your great ideas, please fill out this form to send your suggestions or ideas on what could deliver benefit or reduce pain towards increasing our sales effectiveness and job satisfaction.' Below this is another 'Create New' button. The main section is titled 'Open Tickets (3)' and contains a table with columns: Your Name, Date actioned, Action sent to?, Status, Suggestion/Idea, and Ticket Number. An 'Attachments' window is open, showing a file named 'Content Pitch.pptx' (4802 Kb) uploaded by Tyler Marquardt on November 5th, 2015.

Your Name	Date actioned	Action sent to?	Status	Suggestion/Idea	Ticket Number
Tyler Marquardt	10/28/2015	Alex Brito	Under Review	Improve the qualified lead process, marketing sends over leads, but often not properly tracked / categorized.	58224
Tyler Marquardt	10/25/2015	Shari Wise	Submitted	Streamline account activation emails. New customers get an email from their account rep, an onboarding email, and one from marketing.	58223

### IT Requests

Smartsheet's StatusView app allows admins to set up complete IT portals. Users have first hand access to help content, as well as a way to submit a new ticket if needed.

The screenshot shows the 'Internal Help Desk' interface. It includes a message: 'Please review the help resources available before submitting a new IT request.' Below this is a 'Create New' button. The main section is titled 'Open Tickets (2)' and contains a table with columns: Urgent, ID, Requested Date, Targeted Completion, Status, Assignee, Requester, Issue, Details, and Created.

Urgent	ID	Requested Date	Targeted Completion	Status	Assignee	Requester	Issue	Details	Created
!	IT3212	01/07/2016	01/07/2016	In Progress	Jess Smart	Tyler Marquardt	Forgot password	I can't seem to get into my account and need a password reset	2015-11-05T23:24:26Z
	IT3213	01/21/2016	01/22/2016	In Progress	Shari Wise	Tyler Marquardt	Printer is out of toner	13 floor printer is out of black toner, please replace	2015-11-05T23:24:26Z