



# Smartsheet **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.

# Status View App

February 21, 2018

## Overview

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### 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.

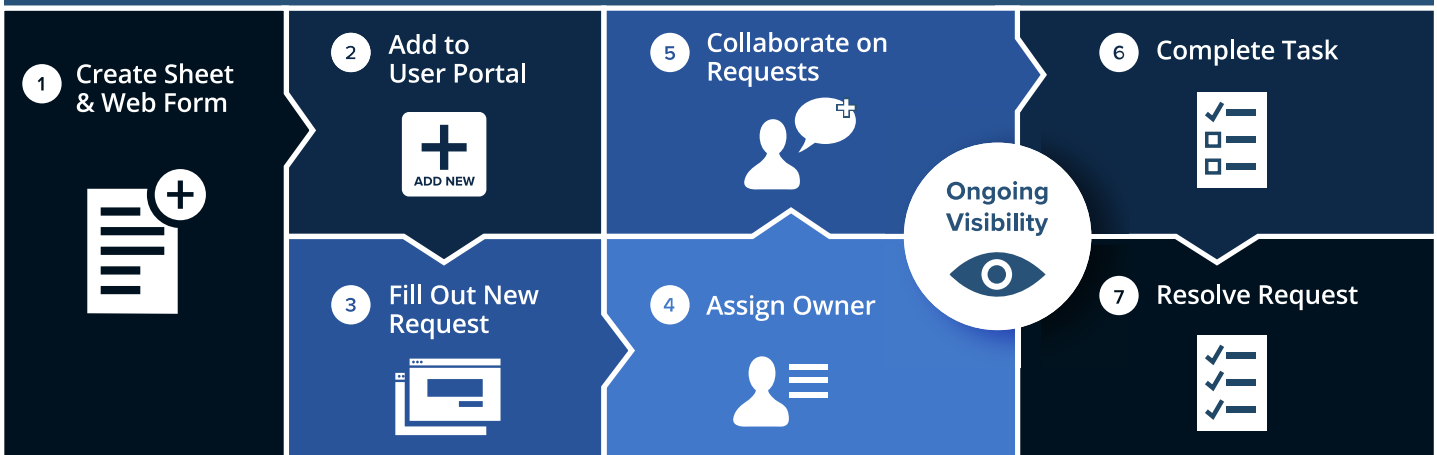
### Complete the Process

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



*continued...*

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### 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.

ID	Requested Date	Targeted Completion	Status	RYG	Assignee	Requester	Request Details	Request Title	Requester Function	Prio
B2477	10/07/2015		Inbound	●		Tyler Marquardt	Need to check current Black Friday Inventory levels for OR stores.	Inventory Check	Marketing	!
B2476	09/30/2015	09/30/2015	Inbound	●	Jess Smart	Tyler Marquardt	Pull a margin report for last quarter on all stores.	Margin Report	Marketing	↓
B2474	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	

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.	SB224
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.	SB223

### 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.

### 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.

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