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# **1.0 Creation Step**

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#### Support Requests

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#### Support Requests

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#### ✓ Request Description

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#### Support Requests

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#### ✓ Request Description

Please provide as much detail for the description as possible. Paste any applicable screen shots below or attach them directly to the record. Ex: Error or Alert messages, forms, workflows or logs, etc.

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#### Support Requests

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> Record Information	STEP 11/14 ×	
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	Click <b>Next</b> to proceed	







#### Support Requests

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Rose Test for Whatfix Flow	High
Request Type *	Business Process *
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# ✓ Request Details

Support Requests

Title \*

Rose Test for Whatfix Flow

Request Type \*

System Errors

Requested By \*

-🗵 😣 Rose Heinlein •

## **Workflow Action Details**

✓ Action Details

Workflow Actions *	Send For
Submit Request 🔹	Assign Request
То	, ,
Cheryl DeGraff;Company Administrator;Jie Huang;Kary	/nn Reed;Kyle Pickett;Lim

Start typing for suggestions...

#### ✓ Due Date Details

Task Due Date

CC



#### Task Due Date is not available

**STEP 13/14** Click Send Cancel

#### ➤ Request Description

Please provide as much detail for the description as possible. Paste any a Ex: Error or Alert messages, forms, workflows or logs, etc.

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Support Requests

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# 2.0 Requester Review Step

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#### Support Requests

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Rose Heinlein		
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Title	Priority	
Rose Test for Whatfix Flow	High	:
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System Errors	Other	
Requested By	Browser	
Rose Heinlein	Google Chrome - PC	

#### ✓ Request Description

Please provide as much detail for the description as possible. Please be sure to attach any applicable screen shots. Ex: Error or Alert messages, forms, workflows or logs, etc.

#### Description

This is a test of the Whatfix flow for Support Requests

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	STEP 2/10 Click <b>Accept</b>	× <u>Accept</u> Decline = •
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#### Support Requests

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#### ✓ Request Description

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Assigned To	Review the <b>Request Description</b>	
Rose Heinlein	<b>Note:</b> This field is not editable, and is for review only.	

Assigned to	Review the Request Description	
Rose Heinlein	<b>Note:</b> This field is not editable, and is for review only.	
Disposition	Click <b>Next</b> to proceed	
Resolved		

#### ✓ Request Resolution

Request Resolution

Resolved

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#### Support Requests

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#### Support Requests

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#### Support Requests

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## Support Requests

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#### Support Requests

#### ✓ Request Description

Please provide as much detail for the description as possible. Please be s messages, forms, workflows or logs, etc.

#### Description

This is a test of the Whatfix flow for Support Requests

#### ➤ Assignment Details

Assigned To

Rose Heinlein

Disposition

Resolved

#### ✓ Request Resolution

**Request Resolution** 

Testing for Whatfix flow

#### > Record Information

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STEP 9/10 × Select the applicable Workflow Action:		
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#### Support Requests

#### ➤ Request Description

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#### Description

This is a test of the Whatfix flow for Support Requests

## **Workflow Action Details**

#### ✓ Action Details

Workflow Actions *	Send For
Request Completed 🗸	End
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Start typing for suggestions...

#### ✓ Assignment Details

Assigned To

Rose Heinlein

Disposition

Resolved

#### ✓ Request Resolution

**Request Resolution** 

Testing for Whatfix flow

#### > Record Information

Click Send Cancel

**STEP 10/10** 

