

- T202106201 - Home
- Tasks
- Drafts
- Notifications
- Directory
- Support
- General
- Construction Phase
- Field
 - E&S Site Inspection
 - Inspector Daily R...
 - Progress Meeting
 - Project Diary
 - Quantity Adjustm...
 - Source Document
 - eTicketing
 - Contract Administrati...
 - Construction General
- Document Manager
- Reports
- Admin

DelDOT > DOTS > T202106201

Support Requests

+ Create Actions View: All Records

Record No.	Business Process	Title	Request Type	Requested By	Priority	Assigned To	Assigned Date	Status	Disposit...	UCR Created	Creator	Creation Date	Project Name
SR-0001	Other	Rose Test for Whatfix F...	System Errors	Rose Heinlein	High	Rose Heinlein	05/30/2023	Completed	Resolved		Rose Heinlein	05/30/20...	Pavement & Reha...



Unifier Support Request Business Process

Total: 1

1.0 Creation Step



- T202106201 - Home
- Tasks
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DelDOT > DOTS > T202106201

Support Requests

+ Create Actions View: All Records

STEP 1/14

Click **Support**

Request Type	Requested By	Priority	Assigned To	Assigned Date	Status	Disposit...	UCR Created	Creator	Creation Date	Project Name
System Errors	Rose Heinlein	High	Rose Heinlein	05/30/2023	Completed	Resolved		Rose Heinlein	05/30/20...	Pavement & Reha..

Total: 1



- T202106201 - Home
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DelDOT > DOTS > T202106201

Support Requests

+ Create Actions View: All Records

Record No.	Business Process	Title	Request Type	Requested By	Priority	Assigned To	Assigned Date	Status	Disposit...	UCR Created	Creator	Creation Date	Project Name
STEP 2/14		st for Whatfix F...	System Errors	Rose Heinlein	High	Rose Heinlein	05/30/2023	Completed	Resolved		Rose Heinlein	05/30/20...	Pavement & Reha..

Click **Support Requests**

Total: 1



- T202106201 - Home
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- Construction General
- Document Manager
- Reports
- Admin

DelDOT > DOTS > T202106201

Support Requests

+ Create
Actions
View: All Records
✎
↺
🖨
🔍
☰
?

STEP 3/14

Click **Create**

Process	Title	Request Type	Requested By	Priority	Assigned To	Assigned Date	Status	Disposit...	UCR Created	Creator	Creation Date	Project Name
	Rose Test for Whatfix F...	System Errors	Rose Heinlein	High	Rose Heinlein	05/30/2023	Completed	Resolved		Rose Heinlein	05/30/20...	Pavement & Reha..

Total: 1



Create New Support Requests

Send Save ☰

Support Requests

Request Details

Title * Required

Request Type * Required

Requested By * Required

Browser Required

STEP 4/14

Enter the **Title**

Click **Next** to proceed

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.

Description *

Paragraph | **B** *I* U ~~S~~ **A** | | | x₂ x² ” ‹› | *I*_x ↺ ↻

Type here...

Record Information

Attachments **Comments** Linked Records Linked Mail ☰

☑

Information
No Attachments.



Create New Support Requests

Send Save ☰

Support Requests

Attachments Comments Linked Records Linked Mail

Request Details

Title * Required

Request Type * Select Required

Requested By * Type a User Name... Required

Priority * Select Required

Business Process * Select Required

Browser Select

STEP 5/14

Select the **Priority**

Click **Next** to proceed

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.

Description *

Paragraph | **B** **I** **U** **S** **A** **X** | **☰** **☰** **☰** **☰** | **☰** **☰** **☰** **☰** | **🔗** **📄** **📷** | **x₂** **x²** **”** **⌂** | **I_x** **↻** **🔄**

Type here...

> Record Information

i

Information

No Attachments.



Create New Support Requests

Send Save ☰

Support Requests

Request Details

Title * Required

Priority * Required

Request Type * Required

Requested By * Required

STEP 6/14 ✕

Select the **Request Type**

Click **Next** to proceed

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.

Description *

Paragraph | **B** *I* U ~~S~~ **A** | | | x_2 x^2 " " < > | *I*

Type here...

Record Information

Attachments Comments Linked Records Linked Mail ☰

▼

Information
No Attachments.



Create New Support Requests

Send Save ☰

Support Requests

Request Details

Title * Required

Request Type * Required

Requested By * Required

Priority * Required

Business Process * Required

Browser

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.

Description *

Paragraph | **B** *I* U ~~S~~ **A** | | | x₂ x² ” ‹ › | *I_x* ↻ ↺

Type here...

Record Information

Attachments Comments Linked Records Linked Mail

☰

STEP 7/14 ×

Select the **Business Process** associated with the support request

*Click **Next** to proceed*

Information
No Attachments.



Create New Support Requests

Send Save ☰

Support Requests


Request Details

Title * Required

Priority * Required

Request Type * Required

Business Process * Required

Requested By * Required 

STEP 8/14 ×

Type the **Requestor's Name** or select from the **Record Picker** icon

Click **Next** to proceed

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.


Description *


Paragraph | **B** *I* U | | | | x₂ x² " " < > |

Type here...

> Record Information

Attachments Comments Linked Records Linked Mail ☰

 ▼



Information
No Attachments.



Create New Support Requests

Send Save ☰

Support Requests

Request Details

Title * Required

Request Type * Select Required

Requested By * Type a User Name... Required

Priority * Select Required

Business Process * Select Required

Browser Select

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.

Description *

Paragraph | **B** *I* U ~~S~~ **A** | | | | x₂ x² " " < /> |

Type here...

> Record Information

Attachments Comments Linked Records Linked Mail ☰

STEP 10/14 ×

Select the **Web Browser** being used

*Click **Next** to proceed*

Information
No Attachments.



Create New Support Requests

Send Save ☰

Support Requests

Request Details

Title * Required

Priority * Required

Request Type * Required

Business Process * Required

Requested By * Required

Browser

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.

Description *

Paragraph | **B** *I* U ~~S~~ **A** | | | | x₂ x² ” ‹› | *I*_x ↺ ↻

Type here...

Record Information

STEP 11/14 ×

Provide a **detailed description** for the support request

Click **Next** to proceed

Attachments Comments Linked Records Linked Mail ☰

☑

Information
No Attachments.



Create New Support Requests

Support Requests

Request Details

Title *

Priority *

Request Type *

Business Process *

Requested By *

Browser

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.

Description *

Paragraph **B** **I** **U** **☒** **A** **🔗** | **☰** **☰** **☰** **☰** | **🔗** **📅** **🖼️** | **x₂** **x²** **”** **</>** | **T_x** **↺** **↻**

This is a test of the Whatfix flow for Support Requests

Record Information

STEP 12/14 ✕

Click **Send**

[Send](#) [Save](#)

Attachments | [Comments](#) | [Linked Records](#) | [Linked Mail](#)



Information
No Attachments.



Create New Support Requests

Support Requests

Send Save

Attachments Linked Records Linked Mail

Request Details

Title *
Rose Test for Whatfix Flow

Request Type *
System Errors

Requested By *
Rose Heinlein

Request Description

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

Description *
Paragraph

This is a test of the Whatfix flow for Support Requests

Record Information

Workflow Action Details

Action Details

Workflow Actions *
Submit Request Send For
Assign Request

To
Cheryl DeGraff;Company Administrator;Jie Huang;Karynn Reed;Kyle Pickett;Lim...
CC

Due Date Details

Task Due Date

Task Due Date is not available

Information
No Attachments.

STEP 13/14
Click **Send**

Cancel **Send**



Create New Support Requests

Send Save ☰

Support Requests

Request Details

Title *

Priority *

Request Type *

Business Process *

Requested By * ✕

Browser

Request Description


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

Description *

Record Information

Attachments Comments Linked Records Linked Mail ☰


Notification ✕

 SR-0001 has been created successfully.

OK

STEP 14/14 ✕

Click **OK**



Information
No Attachments.



Create New Support Requests

Send Save ☰

Support Requests

Request Details

Title *

Priority *

Request Type *

Business Process *

Requested By * ✉ ✕

Browser

Request Description

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

Description * Paragraph **B** *I* U ~~S~~ A x_2 x^2

This is a test of the Whatfix flow for Support Requests

Record Information

Attachments Comments Linked Records Linked Mail ☰

☰

Notification ✕

SR-0001 has been created successfully.

OK

Information
No Attachments.



2.0 Requester Review Step

ORACLE Primavera Unifier (TEST) RH Rose Heinlein

T202106201 T202106201 T202106201 T202106201 +

DelDOT > DOTS > T202106201

Support Requests

+ Create Actions View: All Records

Record No.	Business Process	Title	Request Type	Requested by	Priority	Assigned To	Assigned Date	Status	Disposit...	UCR Create
SR-0001	Other	Rose Test for Whatfix F...	System Errors	Rose Heinlein	High	Rose Heinlein	05/30/2023	Requestor_Review	Resolved	

Total: 1

STEP 1/10

Double-click the applicable **Support Request**

Note: The status of the record will be **Requestor_Review**



Support Requests

Support Requests

STEP 2/10

Click **Accept**

[Accept](#) [Decline](#)



Task Details

From

Rose Heinlein

To

Rose Heinlein

Sent For

Requestor Confirmation

Attachments

Comments

Linked Records

Linked Mail

Workflow Prog



Request Details

Title

Rose Test for Whatfix Flow

Priority

High

Request Type

System Errors

Business Process

Other

Requested By

Rose Heinlein

Browser

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*



Information
No Attachments.

Support Requests

Send Save



Support Requests

Request Details

Title

Rose Test for Whatfix Flow

Priority

High

Request Type

System Errors

Business Process

Other

Requested By

Rose Heinlein

Browser

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*

Assignment Details

Assigned To

Rose Heinlein

Disposition

Resolved

STEP 3/10



Review the **Request Description**

Note: This field is not editable, and is for review only.

Click **Next** to proceed

Request Resolution

Request Resolution

Resolved

Attachments

Comments

Linked Records

Linked Mail

Workflow Progress

Audit Log



Information
No Attachments.



Support Requests

Send Save

Support Requests

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*

Assignment Details

Assigned To

Rose Heinlein

Assigned Date

05/30/2023

Disposition

Resolved

UCR Needed?

No

Request Resolution

Request Resolution

Testing for Whatfix flow

Record Information

Attachments Comments Linked Records Linked Mail Workflow Prog >



Information
No Attachments.

STEP 3/10 ×

Review **Request Resolution**

Click **Next** to proceed



Support Requests

Send Save

Support Requests

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*

Assignment Details

Assigned To	Assigned Date
Rose Heinlein	05/30/2023
Disposition	UCR Needed?
Resolved	No

Request Resolution

Request Resolution
Testing for Whatfix flow

Record Information

- Attachments
- Comments
- Linked Records
- Linked Mail
- Workflow Prog

STEP 4/10

Click **Comments** to review comments left by the Unfier Team



Information
No Attachments.



Support Requests

Send Save

Support Requests

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*

Assignment Details

Assigned To

Rose Heinlein

Assigned Date

05/30/2023

Disposition

Resolved

UCR Needed?

No

Request Resolution

Request Resolution

Testing for Whatfix flow

Record Information

Attachments Comments Linked Records Linked Mail Workflow F >

Empty comment input area



Clear Post

Posted by:

Show All

STEP 7/10

Enter a **Comment**, if additional information is needed

Click **Next** to proceed

Rose Heinlein Delaware Department of Transportation 05/30/2023 11:15 AM comment





Support Requests

Send Save ☰

Support Requests

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*

Assignment Details

Assigned To	Assigned Date
<input type="text" value="Rose Heinlein"/>	<input type="text" value="05/30/2023"/>
Disposition	UCR Needed?
<input type="text" value="Resolved"/>	<input type="text" value="No"/>

Request Resolution

Request Resolution

Record Information

Attachments Comments ☰ Linked Records Linked Mail Workflow F > ☰

Posted by:

Rose Heinlein Delaware Department of Transportation ✎ 05/30/2023 11:15 AM
comment

STEP 5/10 ×

Review Comments

Click **Next** to proceed



Support Requests

Support Requests

STEP 8/10 ×

Click **Send**

[Send](#) [Save](#) ☰

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*

Assignment Details

Assigned To

Rose Heinlein

Assigned Date

05/30/2023

Disposition

Resolved

UCR Needed?

No

Request Resolution

Request Resolution

Testing for Whatfix flow

Record Information

[Attachments](#) [Comments](#) [Linked Records](#) [Linked Mail](#) [Workflow Prog](#) > ⌂

▼



Information
No Attachments.



Support Requests

Support Requests

Request Description

Please provide as much detail for the description as possible. Please be specific in your 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

Workflow Action Details

Action Details

Workflow Actions *

Select

Send For

STEP 9/10

Select the applicable **Workflow Action**:

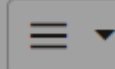
- Request Completed
- Request Unresolved

Click **Next** to proceed

Cancel

Send

Send Save



Attachments

Linked Records

Linked Mail

Workflow F



Clear

Post

All

ware Department of Transportation

05/30/2023 11:15 AM



Support Requests

Support Requests

Request Description

Please provide as much detail for the description as possible. Please be specific in your 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

Workflow Action Details



Action Details

Workflow Actions *

Request Completed

Send For

End

CC

Start typing for suggestions...



Clear

Post

ware Department of Transportation

05/30/2023 11:15 AM

STEP 10/10

Click **Send**

Cancel

Send