

Practice Case Scenarios

Which questions would you need to ask to make a workable case?

1	govDelivery	<ol style="list-style-type: none"> 1. I am locked out. 2. I cannot see a draft bulletin that another administrator created. 3. How do I upload subscribers into my topic? 4. I need help formatting my advanced bulletin template. 5. There's an error in the bulletin I sent out - can I recall it? 6. I am receiving too many (test) emails from Granicus.
2	govMeetings (general)	<ol style="list-style-type: none"> 1. A file is not showing up on our agenda. 2. I'm trying to add a user and it keeps saying that the user already exists, but I can't find them in the system. 3. A council member is not appearing in the roll call. 4. The agenda packet is missing items/duplicating items.
3	MeMa/LiMa	<ol style="list-style-type: none"> 1. There is no sound on the video. 2. Error message: Flash video not found. 3. The links to our agendas / videos are not secure. 4. No one can view our live meeting.
4	Novus	<ol style="list-style-type: none"> 1. My agenda has been restitching for hours. 2. The Granicus won't let me close my meeting and push to minutes. 3. I can't find an item. 4. We have a new council member. Can you update their name on the template?
5	IQM2	<ol style="list-style-type: none"> 1. How do I add an attachment to an item in MinuteTraq? 2. I need to add/remove a user. 3. I need a new template/change a template. 4. I need to speak to (Mel, Cay)
6	govAccess (Vision and Civica)	<ol style="list-style-type: none"> 1. Why does the content I just created not appear? 2. How do I change the settings on a widget? 3. Why are enotifications not being sent? 4. How do I change the navigation menu on this page?
7	govRecords	<ol style="list-style-type: none"> 1. I am not able to search for records, why? 2. I didn't receive my confirmation email. 3. I can only preview documents. How can I download them? 4. I'm a law office administrator and we were charged for something at your company last month for \$100. What is this for?
8	govService	<ol style="list-style-type: none"> 1. I am not able to view open tasks in CaseViewer. 2. I have a case that has been assigned to the wrong admin group. 3. I'm getting an error message when I log in. 4. All of our payment integrations appear to have stopped running.
9	Host Compliance	<ol style="list-style-type: none"> 1. The CAN/Parcel number does not match the property. 2. We're having issues with Stripe. 3. I'm trying to pay my TOT/HOT taxes. 4. My neighbor is noisy and their yard is a disgrace to the community.