

How to Submit a Support Request to ABS:

The new Automated Business Solutions Support site (<http://help.abs-pa.com>) requires user to submit request for technical support using the following protocol. This will insure your request is registered, tracked by ABS and you receive the technical support you need.

Step 1: Send an email to support@abs-pa.com

To create a support service ticket requesting assistance with an ABS product email "support@abs-pa.com"

Subject: PtMS for Windows Reporting: Need to locate a report that lists users who entered service request by date of entry

Body Text Variable Width

Please let me know where I can locate a report that iwill list each PtMS users and the Service Request entered by user by date.

Thank you,

Identify the product in the subject and describe the problem in the email message.

Step 2: You will receive an email acknowledging your support request.

Subject: re: [342-1221F9EE-86DC] PtMS for Windows Reporting: Need to locate a report that lists users who entered service request by date of entry

From: Abs-PA Support

Reply-To: Abs-PA Support

Date: 8:35 PM

To: abs@abs-pa.com

Your support request will be assigned a ticket number for tracking and you will receive an email to acknowledge receipt of your support request. You will then be contacted by ABS to provide you with assistance

Your ticket has been received and has been assigned a ticket number of [342-1221F9EE-86DC]. Please keep this ticket number for your records and include it in the subject (including brackets) of all future emails regarding this issue.

Step 3: You will receive an email, phone call or both to provide you with the assistance you have requested.

Subject: [342-1221F9EE-86DC] PtMS for Windows Reporting: Need to locate a report that lists users who entered service request by date of entry

From: Abs-PA Support

Reply-To: Abs-PA Support

Date: 8:53 PM

To: abs@abs-pa.com

A response from ABS technical support to your reporting question

The report you are looking for is in the PtMS Explorer Scheduling folder. >From the PtMS Menu select Reports/Scheduling/Report Explorer. Next click on the Scheduling folder to list all the reports in this folder. Then select the report "Service Request by User Detail" or "Service Request by User Summary". Try both to decide which format you prefer. The report selection options are easy - date, agency, provider, etc. Send us back an email to confirm this worked for you.

Sincerely,
Steve Pellegrini
Abs Support Department
AutoMated Business Solutions