

March 29, 2022

ACCSES NJ is pleased to announce the launch of our new **Helpdesk/Incident** ticketing system through our partnership with Object Builders. The service will be available starting April 4<sup>th</sup> on our website. You will not need a login to ACCSESNJ.org to submit tickets through this system. As always, an email option is open to all our clients as well. Please use the new system to report any needs or report service issues. ACCSES NJ is implementing this enhancement to support our efforts and desire to provide high-quality service to you promptly. Customer service is a driving force for ACCSES NJ, and we hope this new process adds value to our clients.

We hope the new ticket system will be a welcomed tool to assist you in getting your requests and incident needs met quickly.

Should you have any questions, please contact us, and we will respond to you as soon as possible. All our training videos are also available at <https://accsesnj.org/training/>

#### Submitting a Customer Care Ticket Via Online (Preferred)(Video Link Below)

In this video, we discuss how to submit a customer care ticket online from AccsesNJ's website (<https://accsesnj.org>) and navigate to the Resources Tab and Clicking on Customer Care. We take you through the entire life cycle of a customer ticket, from opening, to communicating with your assigned agent, closing the ticket, and submitting a survey on your experience.

Short Version Link

[https://drive.google.com/file/d/1ajSH\\_QOtSCPL4btW9pS3Lm28hWlzi01R/view?usp=sharing](https://drive.google.com/file/d/1ajSH_QOtSCPL4btW9pS3Lm28hWlzi01R/view?usp=sharing)

Complete Training Video Link

[https://drive.google.com/file/d/1AnM9XE2BOXDh5\\_9t1a-fnxTOJNHULene/view?usp=sharing](https://drive.google.com/file/d/1AnM9XE2BOXDh5_9t1a-fnxTOJNHULene/view?usp=sharing)

### Submitting a Customer Care Ticket Via Email(Video Link Below)

In this video we discuss how to submit a customer care ticket via email. We take you through the entire life cycle of a customer ticket from opening, to communicating with your assigned agent, to closing the ticket and submitting a survey on your experience. The support email is [support@accsesnj.org](mailto:support@accsesnj.org)

### Short Version Link

<https://drive.google.com/file/d/1HM7ODQd6jTp2WIfGd-ZMSq3INh6lKWjV/view?usp=sharing>

### Complete Training Video Link

<https://drive.google.com/file/d/1KL0mS5ivBaFCLqVCHq6n9p3lohMa53c7/view?usp=sharing>

### What happens when a ticket is closed

<https://drive.google.com/file/d/1dqYHHoozmAgznpSIzlqms1UIMZyaUaF/view?usp=sharing>

### How to submit a Customer Survey

<https://drive.google.com/file/d/1ISJR1BJYhrRtNyt0b0ZTnrGnEPnMQV6s/view?usp=sharing>

Thank you,

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