

**arcos**<sup>®</sup>  
2019 Conference

And the OSCAR goes to...  
Maximizing your Support Experience & Trending



Presented by

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RESPOND. RESTORE. REPORT.

# OSCAR Portal

Quick links for information

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- What's New?
- Production Schedule
- Tutorials
- Configuration Changes

[What's New - Click Here!](#)

[Production Schedule](#)

[Tutorials - Videos - Help Tools](#)

[Estimate the Cost for Configuration Changes](#)

# My requests:

Navigating and reviewing your content

The screenshot shows the Arcos user interface. At the top left is the Arcos logo. To the right, it says 'Community' followed by a user profile icon and the name 'Brittany Rausch'. Below this is a navigation bar with three tabs: 'Requests' (which is underlined), 'Contributions', and 'Following'. The main heading is 'My requests'. Below the heading is another navigation bar with three tabs: 'My requests' (underlined), 'Requests I'm CC'd on', and 'Organization requests'. At the bottom of the page, there is a search bar with a magnifying glass icon and the text 'Search requests'. To the right of the search bar is a 'Status:' dropdown menu with 'Any' selected.

# Organization Requests

Do you have any “sister companies”?

- OSCAR Users have the ability to view their Organization (company) requests in one centralized location
- Search for specific requests
- Search for specific statuses (Open, Awaiting your reply, Solved)
- Follow your Organization
- Follow your “sister companies” (if applicable)

The screenshot displays the OSCAR user interface. At the top, there is a navigation bar with three tabs: 'Requests', 'Contributions', and 'Following'. Below this, the main heading is 'My requests'. Underneath, there are three sub-tabs: 'My requests', 'Requests I'm CC'd on', and 'Organization requests', with the latter being the active tab. A search bar is present with the placeholder text 'Search requests'. To the right of the search bar, there are two filter sections: 'Organization:' with a dropdown menu showing 'ARCOS LLC' and a 'Follow' button, and 'Status:' with a dropdown menu showing 'Any'.


# Submitting a Ticket

The key is in the details – don't leave those out!

- Subject and Description are very important
- Creating a good Subject for your ticket not only helps Support, but it will help you and your colleagues when researching past requests
- Using the Description box to provide as much information as possible will help eliminate the “back and forth” between you and Support and start an investigation quicker (a difference of 10 to 40 minutes with 30 minutes of back and forth)

Subject \*


Description \*



Please enter the details of your request. A member of our support staff will respond as soon as possible.

Subject \*

Description \*



Please enter the details of your request. A member of our support staff will respond as soon as possible.

## Submitting a Ticket

Continued...

- Open
- Awaiting your reply
- Solved
- Auto-Close due to Inactivity

# HIGH PRIORITY!

- Please CALL ARCOS Support in the event of an Emergency
- If after hours and high priority, calling is the best form of communication

# OSCAR Users

You've got 'em, so lets use 'em!

- Decreases “Non-Contact” tickets
- Point of Contact for Employees
- Less confusion
- Internal Subject Matter Experts (SME)
- Notifications – ARCOS is doing WHAT?! When?
- Access to the OSCAR Portal AND previous ticket history

# Non-Contact Requesting Assistance

I need help!

## Request for Username

- ARCOS Support does NOT set up new employees in the web or mobile application
- Refer caller back to their supervisor or internal company help desk

## Requests to generate/reset passwords and PINs

- ARCOS Support does NOT reset passwords or PINs
- Refer caller back to their supervisor or internal company help desk

## Need Company URL / Code

- Provide proper company URL
- Provide proper company code (Inbound vs. Mobile)

## Callout related inquiries

- Refer caller back to their supervisor or internal company help desk



# Loader Questions

## Where is my file?

Issue: My file didn't load.

### Reasons

- No File Found
- Input file is older than 6.75 days
- Other Failures/Warnings

### How can I upload my file?

- ARCOS Support will NOT upload a file for you or run the automatic process outside of the scheduled time
- Load files anytime using the Manual Loader or REST API

# Investigating Employee Changes

## Reviewing LogTrace

### Employee Status Change Report

- Check what was changed on their profile
- Review Schedule changes
- See OT hour adjustments
- Establish who changed an employees information
- Investigate bad login attempts and password resets
- Identify how the employee is accessing ARCOS: Web/Mobile

# Employee Overtime Isn't Correct

Where can I look for more information?

Frequently reported OT issues:

- We loaded OT hours today but our employees didn't update. Our file says it loaded successfully...?
- Our rosters are displaying incorrect OT hours for some employees. Why?
- OT was correct yesterday but is incorrect today. What happened?

Where to check for answers:

- View OTI Load Results
  - What is the effective date? Is it after your Selected Roster date?
- Employee LogTrace
  - Has anyone made changes to their OT?
- List Maintenance OT Pages (OT Apply, OT Mass Entry, etc.)
  - Are there any entries that are incorrect?
- Reports (Daily OT Summary, Individual Summary Report, etc.)
  - Is there any unexpected OT activity?

# Employee Not Called

How can I research this issue?

Reviewing the Callout Detail Report

- Is the employee on any of the sub-callouts?
- Was the employee manually bypassed?
- Check the Not Attempted table
- Was ARCOS able to reach the employee's device?
- Have you checked callout rules? Roster preferences?

# ARCOS Accessibility

Why do I have access and my co-worker doesn't?

## Security Access

- Are you in the same security group?
- Review the Security Group Detail page Security Group Matrix for differences in security settings.

## Location Access

- Do you have the same location access group?
- Review the Location Access Group Admin page for differences in location settings

## Mobile/Web Access

- Do you have a profile setup in PROD/QA?
- Does your security group give you access to the website or mobile app?

## How can I fix my access?

- ARCOS Support does add employees or change security/location groups, even for OSCAR contacts.
- Refer to another internal ARCOS Administrator

# Q&A

Are there any questions?

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