

VIVÉ Reference Guide – Ticketing Module

VIVÉ is a customized client management system designed by NYC Aging. This system supports NYC Aging contractors in managing their client interactions and reporting on services provided. This reference guide provides instructions on creating a support ticket.

Like most software, users run into various issues, have questions, or request additional features. In VIVÉ, support requests are created in the **Ticketing Module** and an agent responds in a timely manner to address the user’s ticket.

Support Tickets

As challenges arise, whether it is a system functionality, policy & procedure, IT, or a program related issue, you can submit a support ticket and get your issues resolved through the **Ticketing Module** tab in **Program Tools**.

To submit a support ticket:

Step 1: From the Top Menu, click on **Program Tools**.

Step 2: Select the **Ticketing Module** tab.

Step 3: Select the **New Ticket** button located at the top right corner.

NYC Department for the Aging

VIVÉ

Client Search

Referral Queue

Program Tools

More

20+ Jamie Foronda

Logged in user is Jamie Foronda and working in Friendly Visiting - RAIN - CMA program.

Event Profile

Monthly Unit Summary

CMA Waitlist

Survey Invitation Links

Client Notifications

Blank Forms

Ticketing Module

Tickets (53)

New Ticket

Ticket #	Category	Sub Category	Created Date	Resolution Status
1 T-000215	System Functionality	Issue	05/12/25	No Action Required
2 T-000214	System Functionality	Question	05/12/25	Resolved
3 T-000213	System Functionality	Question	05/09/25	Resolved
4 T-000210	System Functionality	Issue	05/09/25	Resolved
5 T-000208	System Functionality	Question	05/08/25	Resolved

Showing 1 of 11 Page(s)

<< First

< Previous

Next >

Last >>

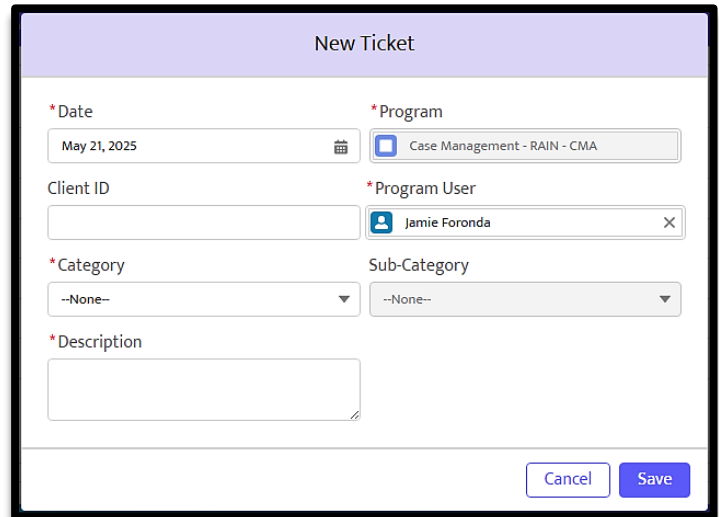
Total Records: 53

VIVÉ Knowledge Base – Ticketing Module

Step 4: Complete the **New Ticket** form. Providing specific details about the issue in the Description makes it easier for the agent to resolve your ticket.

Step 5: Review all information before selecting **Save**.

NOTE: You will receive automatic emails to keep you updated on the progress of your ticket.



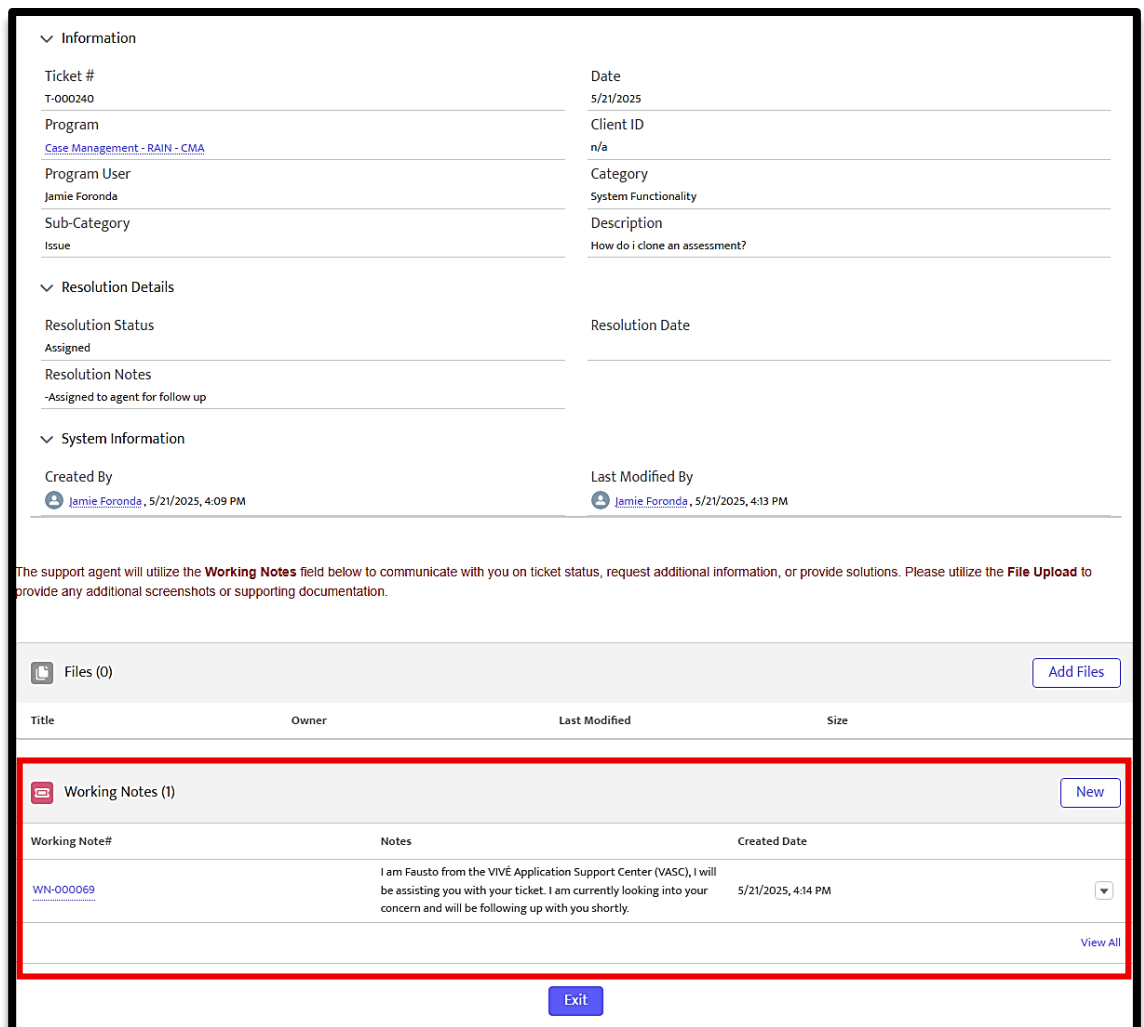
The 'New Ticket' form is a web-based interface for creating a new support ticket. It features a light purple header with the title 'New Ticket'. The form is organized into two columns. The left column contains fields for '* Date' (a date picker set to 'May 21, 2025'), 'Client ID' (a text input), '* Category' (a dropdown menu set to '--None--'), and '* Description' (a large text area). The right column contains fields for '* Program' (a dropdown menu set to 'Case Management - RAIN - CMA'), '* Program User' (a dropdown menu set to 'Jamie Foronda'), and 'Sub-Category' (a dropdown menu set to '--None--'). At the bottom right, there are two buttons: 'Cancel' and 'Save'.

Step 6: You can add a screenshot/file by clicking **Add Files** located at the bottom of the form. This helps the agent better understand the issue in the description.

Step 7: A message from an agent acknowledging receipt of the ticket appears at the bottom of the form in the **Working Notes** section. The Working Notes section tracks the discussion as we resolve the issue. This information is stored for future reference.

Click the back arrow to return the support ticket details.

Step 8: After reviewing the ticket, the agent may respond with a recommended resolution, provide an update on escalation, or ask for additional information.



The 'Ticket details' view is a comprehensive overview of a support ticket. It is divided into several sections. The 'Information' section at the top displays key details: Ticket # (T-000240), Date (5/21/2025), Program (Case Management - RAIN - CMA), Program User (Jamie Foronda), Sub-Category (Issue), and Description (How do i clone an assessment?). Below this is the 'Resolution Details' section, showing Resolution Status (Assigned) and Resolution Date. The 'System Information' section at the bottom shows Created By (Jamie Foronda, 5/21/2025, 4:09 PM) and Last Modified By (Jamie Foronda, 5/21/2025, 4:13 PM). A message states: 'The support agent will utilize the Working Notes field below to communicate with you on ticket status, request additional information, or provide solutions. Please utilize the File Upload to provide any additional screenshots or supporting documentation.' Below this is a 'Files (0)' section with an 'Add Files' button. The 'Working Notes (1)' section is highlighted with a red border and contains a table with one entry: Working Note# (WN-000069), Notes (I am Fausto from the VIVÉ Application Support Center (VASC), I will be assisting you with your ticket. I am currently looking into your concern and will be following up with you shortly.), and Created Date (5/21/2025, 4:14 PM). An 'Exit' button is located at the bottom right.

Working Note#	Notes	Created Date
WN-000069	I am Fausto from the VIVÉ Application Support Center (VASC), I will be assisting you with your ticket. I am currently looking into your concern and will be following up with you shortly.	5/21/2025, 4:14 PM

VIVÉ Knowledge Base – Ticketing Module

Update your agent and update him/her. Let them know if your issue has been addressed, provide the requested information, or confirm receipt of the message.

Step 9: Click the pencil icon in the **Resolution Status** field. Then click the down-facing arrow and select **Updated** after sending a message to the agent. Click **Save** at the bottom of the form.

Your support ticket is closed by the agent.



The screenshot shows a form titled "Resolution Details" with a dropdown menu for "Resolution Status" set to "Updated" and a "Resolution Date" field showing "5/21/2025". Below these fields is a "Resolution Notes" section.

Access Assistance with VIVÉ and the VIVÉ Knowledge Base

- [VIVÉ Knowledge Base](#) contains reference guides, short videos and recorded trainings.
- If you have any questions, please contact the [VIVÉ Application Support Center](#) by submitting a ticket through the [Ticketing Module](#) under **Program Tools**.

[Return to VIVÉ Knowledge Base](#)