

# Online Ticket Systems

---

*Joyce Fosdick, Keystone SMILES AmeriCorps (Knox, PA)*

**Joyce:** They would click the ticket button off our website and then they would ask the question or the problem. That ticket in return goes to the one host site and an administrator, which would be the director, reads the question, responds to the question. That response goes back to the originator of the concern, and then I can assign it to a staff member who has expertise in it. Then that message goes out to all the AmeriCorps staff so that they know a global perspective of what the issues and concerns are within the program. And then once the person who's assigned to that task completes it, they close the ticket, and then a response goes out to everyone as well, "Ticket is closed." It keeps a running list of all the issues and concerns so that at any time you can go in and view the ticket or use it as a reference. That's one of my most favorite technology pieces.