

# Transcript: How to Submit a Customer Service Request.

## Slide 1

PDREP Product Data Reporting and Evaluation Program - How to submit a CSR Training Video

## Slide 2

### Agenda

1. Link to PDREP <https://www.pdrep.csd.disa.mil/#>
2. CSR Title.
3. CSR Category.
4. CSR Module.
5. CSR Description.

Begin demonstration video.

On screen: Image of PDREP application consent page.

Welcome to the Product Data Reporting and Evaluation Program - Automated Information System (PDREP-AIS) Training Videos.

This video explains how to submit a Customer Service Request (CSR).

PDREP welcomes feedback to improve web pages or report issues. To submit a customer service request, first log in to the PDREP-AIS.

Once logged in, locate the help link located in the top left.

A fly-out menu will appear. This menu offers other avenues of instruction or actions the user can take which may resolve their issue prior to submitting a CSR. The user can contact the helpdesk, view the user guide for the specific module, or view FAQs to see if their issue has already been identified or addressed.

If none of these resolve the issue and the user needs to submit a CSR, then select “Suggest a change to software or report a problem with the web site”.

On screen: Customer Service Request form page.

Fill out all mandatory fields indicated by (M). This is needed to complete the submission.

Under Title enter a title for the request.

For this example we will be entering CSR Training Videos.

Under Category the options are:

1. Software Change Request for Application-
  - Select this option to suggest a change or enhancement to a PDREP application software, like Product Quality Deficiency Reports (PQDR).
2. Software Change Request for Database-
  - Select this option when making a request about a specific issue suspected to be within the PDREP-AIS database.

3. Software Change Request for Server/Network-
  - Select this option when making a request that will likely require a change to a server or networking issue.
4. Help Desk-
  - Select this option to provide feedback, comment, suggestion, or request for assistance not requiring any changes to the system as described above.
5. And Other-
  - Select this option if none of the above options fit your issue. Don't worry a PDREP Administrator will update the selection, if needed to better categorize the selection.

For this example, "Other" is selected.

Next select a module from the Module Drop Down list.

If you do not see an option that applies specifically to your Customer Service Request, then select "PDREP OTHER". For this example CSR is selected.

In the Description Box you will need to add a description of your issue or request. Training Videos for How to submit a CSR in PDREP AIS will be used for this example. (You will not be able to update this after submittal, once a CSR is being worked by a PDREP Administrator.)

If an attachment needs to be uploaded, select add attachment button (Refer to the How to Upload an attachment video).

Once all mandatory fields are filled out and attachments uploaded, click the "Save" button to save and submit your CSR for review. You should be taken to the confirmation PDREP Message screen.

On screen: CSR confirmation page showing CSR number for tracking.

That completes this training video on how to submit a CSR in PDREP AIS.

End Slide

Thank you for watching How to Submit a CSR Training Video.