

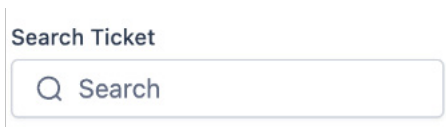
N-Wave Self Service Ticket Portal

N-Wave customers have a new resource available to help track actions and information related to service tickets submitted via N-Wave's Network Operations Center (NOC). The **N-Wave Self Service Ticket Portal** gives enhanced visibility by offering an easy way for customers to search tickets, determine their status and see a detailed overview of the progress being made on the ticket request. Engagement is key when it comes to quality customer service! In an effort to provide a more collaborative experience for customers, the tool also allows customers to offer comments on tickets with the assigned representative servicing it from the N-Wave NOC.

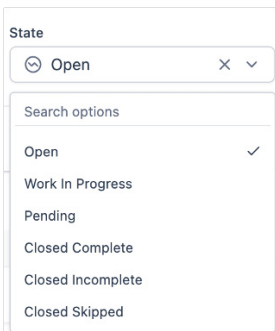
To access the **N-Wave Self Service Ticket Portal**, customers log in and select from the following options to locate a service ticket:

1. Log in: tickets.nwave.noaa.gov

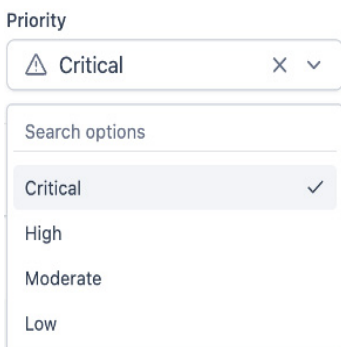
2. Select **"Search Ticket"**

A screenshot of the 'Search Ticket' section of the portal. It features a text input field with a magnifying glass icon and the word 'Search' inside it.

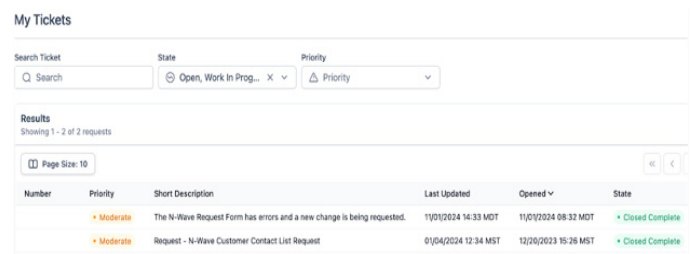
3. Select **"State"** and choose from one or all of the options from the drop-down list:

A screenshot of the 'State' dropdown menu. The menu is open, showing a list of options: Open, Work In Progress, Pending, Closed Complete, Closed Incomplete, and Closed Skipped. The 'Open' option is selected, indicated by a checkmark.

4. Select **"Priority"** and select from one or all of the drop-down options:

A screenshot of the 'Priority' dropdown menu. The menu is open, showing a list of options: Critical, High, Moderate, and Low. The 'Critical' option is selected, indicated by a checkmark.

5. Based on the options selected from steps #2-4, a list of tickets will be displayed.



My Tickets

Search Ticket: [Search] State: [Open, Work In Prog... X] Priority: [Priority]

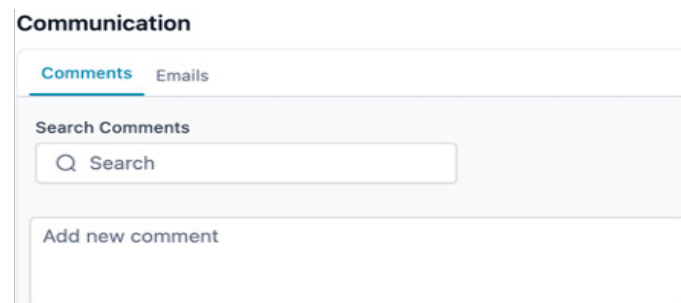
Results: Showing 1 - 2 of 2 requests

Page Size: 10

Number	Priority	Short Description	Last Updated	Opened	State
	Moderate	The N-Wave Request Form has errors and a new change is being requested.	11/01/2024 14:33 MDT	11/01/2024 08:32 MDT	Closed Complete
	Moderate	Request - N-Wave Customer Contact List Request	01/04/2024 12:34 MST	12/20/2023 10:28 MST	Closed Complete

6. A **"Summary"** section is then displayed with details about the ticket request.

The **"Communication"** section is shown next and is where you can add or search for a comment under the **"Comment"** tab. Or, select the **"Emails"** tab and see all email communications with the N-Wave NOC about that ticket.



Communication

Comments | Emails

Search Comments: [Search]

Add new comment



Need Help?

To report a problem or request support, contact the N-Wave Network Operations Center (NOC):

Phone: (812) 856-7477

Email: nwave-noc@noaa.gov

N-Wave Website: nwave.noaa.gov