HOW TO USE: MARKETING TICKET APP

ACCESSING THE APP

Begin by navigating to the Marketing & Business Development home page and click the 'Submit a Marketing Ticket' button to access the app.


'Submit a Ticket' button from BD & Marketing SharePoint homepage

SUBMITTING A MARKETING REQUEST

On the app home page, select the 'Log in as a User' button.

Fill out the required fields in the submission form, providing detailed information about your marketing request. Include essential details such as desired deliverables, any specific requirements, and deadlines.

Attach any relevant files or assets, such as design specs, content drafts, or supporting documents, to provide additional context for your request.
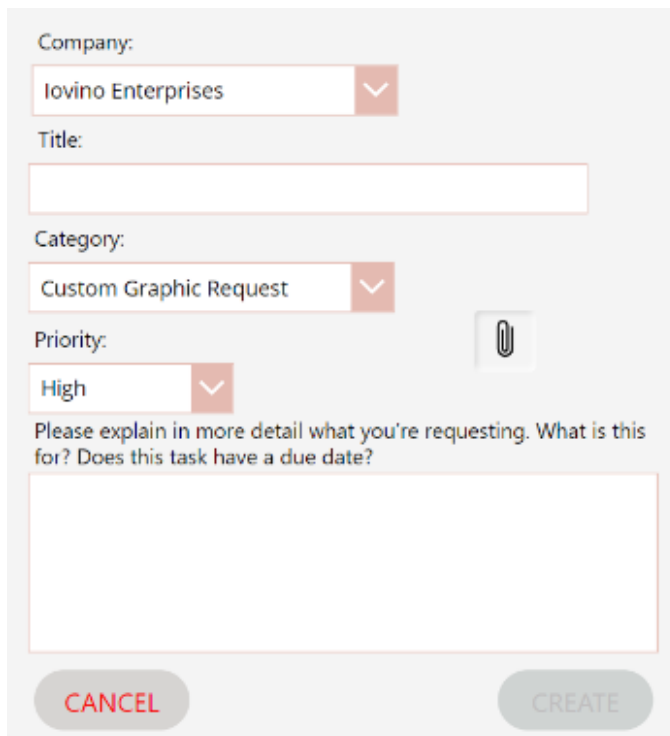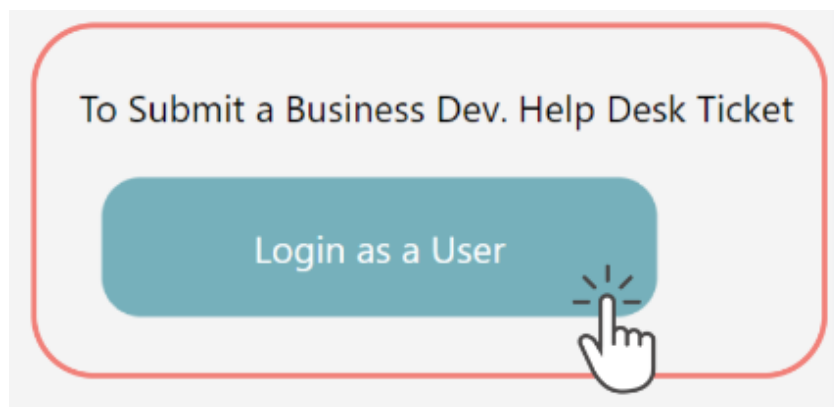

Button on the Marketing Ticket App homepage to prompt the creation of a new ticket

PROGRESS AND DELIVERY

After submitting your request, you will receive a confirmation notification acknowledging receipt.

A member of the Iovino Business Development & Marketing team will be assigned to your ticket and promptly begin working on the request and updating the ticket as needed.

If additional information or clarification is needed for your request, you may receive emails from the assigned team member seeking further details.

Company:
Iovino Enterprises

Title:

Category:
Custom Graphic Request

Priority:
High

Please explain in more detail what you're requesting. What is this for? Does this task have a due date?

CANCEL   CREATE

Preview of a blank ticket request form

CLOSING THE REQUEST

Once your request is completed, you will receive an email indicating that the deliverables are ready for review and approval.

Once you are satisfied with the final deliverables and have provided any final comments, please confirm closure to conclude the request process.

Hello,

Please see the attached photos regarding your request for a custom project badge!

Please let us know if you have any edits in mind, or if this is ok to finalize.

Thanks,

Example of email containing ticket request item, details as needed, and approval or further edits questions

EMAPLES OF COMPLETED MARKETING REQUESTS

caption of marketing example

caption of marketing example

caption of marketing example