# Solving E-mail Cases

## FamilySearch Support System

For this practice exercise, go to the FamilySearch Support Training System, by clicking the icon on your desktop. You will need a user name and password to login to the FamilySearch Support Training System.

## Practice Exercise

Do the following:

1. Double-click a queue name under **My Queues** to see a list of e-mail cases.
2. Double-click a case to open it.
3. To accept the case, click the **Accept Case** button.
4. Save the case in your default queue. Click **Default** and then click **OK**.
5. Read the patron's question.
6. Find a knowledge document to solve the case.
7. If necessary, edit words in the search field to find a document.
8. Click **Response To Customer**.
9. Click **Add** to add the knowledge document to the e-mail.
10. Personalize the e-mail.
11. Proofread the e-mail before sending it.
12. Click the **Send** button and respond to the prompt.
13. Click the **Close Window** button.
14. From the **Category 1** drop-down list, select a category.
15. From the **Category 2** drop-down list, select a category.
16. Save the case.
17. Add an internal note.
18. Click the **Close Case** button.
19. From the **Resolution** drop-down list, select a resolution.
20. Click the **Close Case** button.
21. Now do a bounced e-mail.
22. Click on a queue to find a bounced e-mail.
23. In the case notes, notice that the e-mail was undeliverable.
24. Using the contact's name and address, try to call him or her or find a phone number on the Internet.
25. Try to get a new e-mail address.
26. In the View Case window, click the **Edit Patron** button.
27. Add the new information.
28. Click the **Save** button.
29. Close the **Edit Patron** window.
30. Solve the case.