



Viewing Service Ticket Information

When providers, claimants, billing agents, or other personnel contact the Call Center with inquiries, a service ticket is generated.


Service tickets dated between *April 27, 2020*, and *April 25, 2025*, were created in the Salesforce platform, and are recorded numerically. *Beginning April 28, 2025*, all new tickets are created in **Atrezzo**, the Call Center's updated communication system, and are recorded alphanumerically.

Call Center agents record the details of each interaction within the service ticket. Through an integration between Salesforce, Atrezzo, and the Workers' Compensation Medical Bill Processing (WCMBP) System, both Department of Labor (DOL) and Acentra Health users have view-only access to these tickets, enabling them to better understand customer needs and improve service quality.


DOL Staff can only access the Service Ticket List using the **DOL Call Center View Only** profile.



1. Log in to the WCMBP System and select **DOL Call Center View Only** from the **Profile** drop-down list and select **Go**.

Welcome to the Workers' Compensation Medical Bill Process System

eCAMSTM
HCE 

Select a profile to use during this session:

Profile:  *

Favorite:  



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- From the **My Inbox** page, select the **Admin** tab, then select **Service Ticket List**.

The screenshot shows the eCAMS HCE interface. At the top, there is a navigation bar with 'My Inbox' and 'Admin' tabs. The 'Admin' tab is selected, and a dropdown menu is open, showing 'CALL CENTER' and 'USER MAINTENANCE' sections. Under 'CALL CENTER', 'Service Ticket List' is highlighted. Below the navigation bar, there is a 'My Reminders' section with a table of reminders. The table has columns for 'Alert Type', 'Alert Message', 'Alert Date', 'Alert Expiration Date', and 'Read'. The table is currently empty, and a message 'No Records Found!' is displayed at the bottom.

The **Service Ticket List** page displays all the service tickets received from *April 27th, 2020*, to the *present*. Service tickets are updated in the WCMBP System at the end of each day. New service tickets and updates to existing service tickets are not available for viewing until the next day. The search results show columns for **Service Ticket Number**, **Program**, **OWCP Provider ID**, **Claimant ID**, **Caller Phone Number**, **Status**, **Service Request Area**, **Service Request Sub Area**, **Date Opened**, and **Date Closed**.

The screenshot shows the 'Service Ticket List' page. At the top, there is a navigation bar with 'MyInbox' and 'Service Ticket List' tabs. The 'Service Ticket List' tab is selected. Below the navigation bar, there is a 'Service Ticket List' section with a table of service tickets. The table has columns for 'Service Ticket Number', 'Program', 'OWCP Provider ID', 'Claimant ID', 'Caller Phone Number', 'Status', 'Service Request Area', 'Service Request Sub Area', 'Date Opened', and 'Date Closed'. The table is currently empty, and a message 'No Records Found!' is displayed at the bottom.



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3. Use the **Filter By** option to filter data using any of the criteria in the drop-down list.

Note: DOL Staff can filter searches by **Claimant Name** and **Provider Name** even though the respective columns are not visible in search results prior to conducting a search.

The screenshot shows the 'Service Ticket List' interface. On the left, there is a 'Filter By' dropdown menu that is open, displaying a list of filter criteria: Caller Phone Number, Claimant ID, Claimant Name, Date Closed, Date Opened, OWCP Provider ID, Program, Provider Name, Service Request Area, Service Request Sub Area, Service Ticket Number, and Status. The 'Claimant Name' option is highlighted. To the right of the dropdown, there are search fields with 'And' connectors and a 'Go' button. Below the search fields, there is a table with columns: OWCP Provider ID, Claimant ID, Caller Phone Number, Status, Service Request Area, and Service Request Sub Area. The table is currently empty, and a red message 'No Records Found!' is displayed below the table headers.

4. Multiple filters may be applied to generate more targeted results. To apply multiple filters, enter values in the search fields listed after the word “And,” then select **Go**.

Note: For service ticket numbers created on or after *April 28, 2025*, prefix the service number with an “A” to indicate that it originates from the **Atrezzo** platform.

The screenshot shows the 'Service Ticket List' interface with multiple filters applied. The 'Filter By' dropdown is set to 'Claimant Name'. There are two search fields with 'And' connectors. The first search field has a red box around it, and the second search field has a red box around it. The 'Go' button is highlighted with a red box. Below the search fields, there is a table with columns: Service Ticket Number, Program, OWCP Provider ID, Claimant ID, Caller Phone Number, Status, Service Request Area, Service Request Sub Area, Date Opened, and Date Closed. The table is currently empty, and a red message 'No Records Found!' is displayed below the table headers.



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The associated search results will display. If **Claimant Name** or **Provider Name** is used as a search filter, a new column for **Claimant Name** or **Provider Name** will appear in the search results.

MyInbox > Service Ticket List

Close

Service Ticket List

Filter By : Claimant Name * And Date Opened All Go Clear Filter Save Filter My Filters

Service Ticket Number	Program	OWCP Provider ID	Claimant ID	Caller Phone Number	Status	Service Request Area	Service Request Sub Area	Date Opened	Date Closed	Claimant Name
A1305396	DFEC				Closed	02-Authorization	02-01-Status	05/06/2025	05/06/2025	
A1306343	DFEC				Closed	01-Billing	01-01-Status	05/06/2025	05/06/2025	
A1307353	DFEC				IVR Self Service	01-Billing	01-01-Status	05/06/2025	05/06/2025	

5. Select the **Service Ticket Number** link.

Note: The **OWCP Provider ID** and **Claimant ID** columns also contain links to view additional details about each.

Service Ticket List

Filter By : Claimant Name * And Date Opened All Go Clear Filter Save Filter My Filters

Service Ticket Number	Program	OWCP Provider ID	Claimant ID	Caller Phone Number	Status	Service Request Area	Service Request Sub Area	Date Opened	Date Closed	Claimant Name
A1305396	DFEC				Closed	02-Authorization	02-01-Status	05/06/2025	05/06/2025	
03245807	DFEC				Closed	03-Eligibility	03-02-Check Eligibility	05/06/2025	05/06/2025	



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The top half of the **Service Ticket Details** page displays the following information:

- **Service Ticket Number**
- **Program**
- **Service Ticket Area**
- **Service Ticket Sub-Area**
- **Caller Type**
- **Caller Phone Number**
- **OWCP Provider ID**
- **Claimant ID**
- **Provider Name**
- **Claimant Name**

Note: The **Service Ticket List** page is read-only and WCMBP users will not be able to make changes to any fields.

Home > [MyInbox](#) > [Service Ticket List](#)

Close



Service Ticket Details



Service Ticket Number: A1305396

Program : DFEC

Service Ticket Area: 02-Authorization

Service Ticket Sub-Area: 02-01-Status

Caller Type: Provider

Caller Phone Number:

OWCP Provider ID:

Claimant ID:

Provider Name:

Claimant Name:



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The bottom of the screen displays the following information about the ticket:

- **Ticket Subject:** short description of ticket
- **Ticket Description:** detailed description of ticket
- **Priority:** the priority of the ticket can be set to urgent, medium, high, or low. If a ticket is marked urgent, the **Escalation Reason** will be mentioned
- **Status:** indicates whether the ticket is open or closed
- **Date Opened:** date the call was received
- **Date Closed:** date the ticket was closed
- **Closure Notes:** detailed notes of the interaction

Ticket Subject:	02-01-Advised authorization has not been received	Ticket Description:	
Priority:	Medium	Date Opened:	05/06/2025 07:07:00
Status:	Closed	Date Closed:	05/06/2025 07:10:00
Service Request Origin:	Phone	Service Request Owner:	Phone Read
Escalation Reason:			
Closure Notes:	<p>Customer name: [REDACTED] [REDACTED] Received Date: [REDACTED] Authorization: [REDACTED] Authorization status: [REDACTED] Date/Time: 05/06/2025 10:10</p>		