I have a question about Ohio Marketplace

The OSS Contact Center receives calls regarding Ohio Marketplace eCatalog.

Ohio Marketplace eCatalog is a web-based shopping experience that provides an easy-to-use shopping cart style environment for the State of Ohio to purchase goods and services from various vendors. Ohio Marketplace eCatalog impacts two main areas of the purchase order lifecycle - the "create requisition" process and the "dispatch" process.

Click **here** ◀? to learn about the two primary user roles exist within Ohio Marketplace eCatalog: the "Requisitioner" and the "Shopper."

Click **here** ◀? to view the Ohio Marketplace eCatalog "buzzwords."

Contact Center Actions

Click here to view call handing audit points.

Assist the customer by completing the steps below:
1. **Confirm** customer's needs.
2. **Ask** probing questions.
    a. Ask the caller if there are issues with the functionality of the Ohio Marketplace eCatalog.
        i. Ensure that the caller is using Internet Explorer 8 or Mozilla Firefox web browser. (Ohio Marketplace eCatalog is not compatible with Internet Explorer 9 or 10).
    b. Ask the caller if they have completed the Ohio Marketplace eCatalog web-based training (WBT).
        i. The WBT provides an overview and high-level demonstration of the Ohio Marketplace eCatalog.
        ii. If the caller has not completed the training, advise the caller to go to www.MyOhio.gov > Career Resources > All Learning (ELM) > All Learning Transcript page > Click Launch button for the "OMP Ohio Marketplace eCatalog Overview."
3. **Create** a case in CRM.
    a. Select "DAS01" **Business Unit**.
    b. Select "GSD Ohio Marketplace eCatalog" **Provider Group**.
    c. Select "James Yagodich" in the **Assigned To** field.
    d. Click the **Save Case** button. The case routes to the chosen provider group.

   Refer to the "Creating CRM Cases" topic for further assistance in creating the case.