



Memo

Date: September 7, 2021

To: Clergy, men and women religious, parish communicators and staff, parish business managers, chancery staff, principals and presidents

From: Angelique M. Richardson, director, Office of Archives and Records

Re: Office of Archives and Records new ticketing system

We are happy to announce that the Office of Archives and Records has updated our previous ticketing system (Kayako) to a new ticketing system (Zendesk) in order to improve end user experience.

Our previous ticketing system (Kayako) had been having intermittent issues for the last several months and, with the assistance of the Office of Information Technology, we were able to move seamlessly to the new system (Zendesk) at the end of August.

The best news is that nothing changes on your end! You can still reach our department via records@archatl.com or archives@archatl.com and the email you send automatically opens a ticket within our new ticketing system.

Therefore, if you have any records management related questions or forms to submit, such as retention/how long to keep information, records disposition, managing your shared drives, etc., you can email us at records@archatl.com.

Alternatively, if you have any archives related questions or forms to submit, such as archives donations, sacramental records questions, historical research, etc., you can email us at archives@archatl.com.