

# User Manual



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## Customer Helpdesk

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# 1 Information on the Document

## 1.1 Project Survey

<b>Document-Title</b>	User Manual
<b>Document-Subtitle</b>	Customer Helpdesk
<b>Author / Owner</b>	SAP AG Dornierstraße 3 88677 Markdorf
<b>Bereich</b>	SAP Helpdesk
<b>Version</b>	1.4
<b>Datum</b>	20.07.2011
<b>Status</b>	Released

## 1.2 Version Management

Version	Author, Date	Chapter	Description
1.0	M.Veit; 14.11.2007	All	Creation of document
1.1	MiFr; 07.03.2008	3.2; 3.3	
1.2	MiFr; 30.04.2009	3.3	
1.3	P.Haller, 5.6.2009	4.3.7 4.4	Created Created
1.4	D054722 20.07.2011	All	New Release

## 2 Introduction

Welcome to the User Manual of SAP ECS Helpdesk. The helpdesk system is based on the program JIRA of the company Atlassian. This document will help you become familiar with the usage of the program and provides detailed information about the functionality you need to:

- create issues
- send issues to SAP
- answer queries
- read provided answers

The helpdesk should simplify and improve the communication between you and SAP. According to the contracts closed between you and SAP you may create issues containing:

- errors
- general requests
- change requests
- improvement suggestions

SAP will provide an answer or a solution for your issue via the helpdesk system.

## 3 Handling of the Program

This chapter describes the general handling of the program.

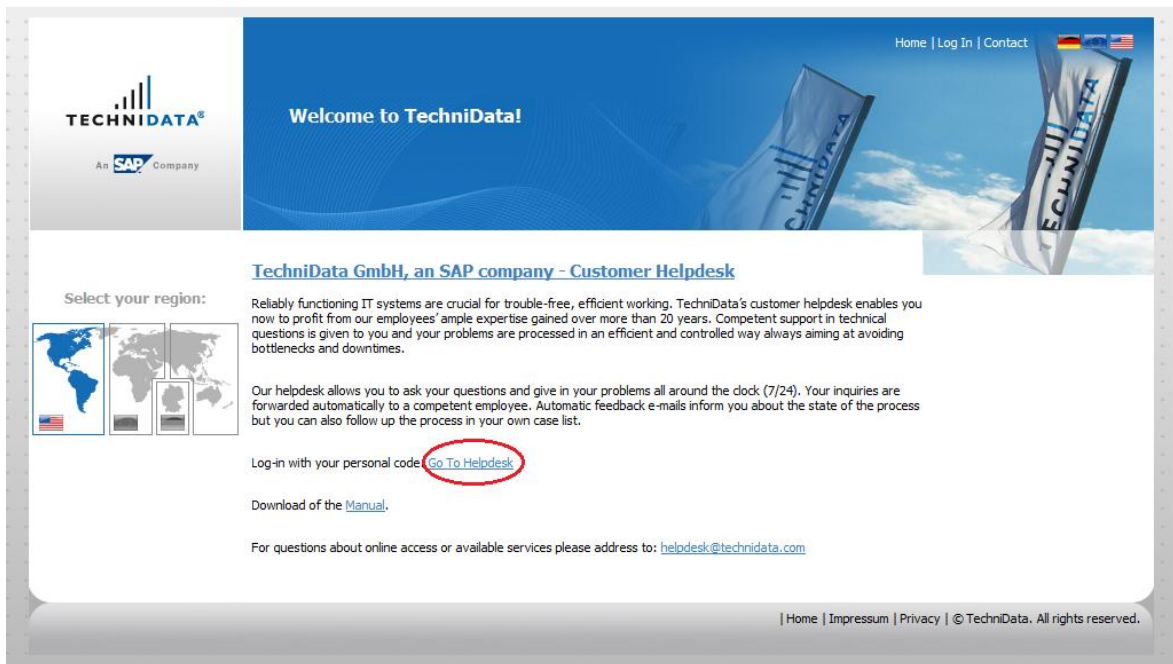
### 3.1 Preface

In this subchapter you will find general information on how to use the program. Our helpdesk is a so-called web application. This means that it is not necessary to install it on your local computer; you can just run it by using your web browser (Microsoft Internet Explorer, Firefox, Opera etc.).

For entering the helpdesk use the web address <http://support.technidata.de/us.htm>

Please keep in mind the following points:

- Always use the navigation controls of the helpdesk instead of those supplied by the web browser like back, forward etc.
- You may exchange data with other programs by using the standard functionality of the windows clipboard.
- After entering information in a screen mask always press the appropriate button to save the information (e.g. the button Create while creating a new issue), before you switch to another screen mask.
- There is a timeout mechanism: if you don't use the helpdesk for more than approximately 20 minutes you will be logged off automatically and unsaved data will be lost.



### 3.2 Log In

For entering the helpdesk use the web address <http://support.technidata.de/us.htm>  
To use the program you need to login first. Select **Go to Helpdesk** to Log In.

Please enter your user name and password now and commit your entries with the Log In-Button. Please take care of the following log in rules:

- Username: the username usually consists of the last name and the first letter of the first name.  
Example:  
User ID: smithj
- The password is case sensitive.

Login

Username

Password

☐ Remember my login on this computer

Not a member? Contact an Administrator to request an account.

Log In

[Can't access your account?](#)

### 3.3 Reset Your Password

Login

Username

Password

☐ Remember my login on this computer

Not a member? Contact an Administrator to request an account.

Log In

Can't access your account?

Can't access your account?

If you can't access JIRA, fill in this form and an email will be sent to you with the details to access your account again.

Which did you forget

☒ Password

☐ Username

Enter your username

\*

doej

Send

Cancel


A reset password link has been sent to you via email.

You can follow that link and select a new password.

If it does not arrive, contact one of the administrators.


### 3.4 Changing Personal Password

You can change your password for the helpdesk within your profile. Use the profile link from the right upper corner to get access.


**Profile: John Doe (CUST)**

**Summary**  
 Activity

**Summary**  
**Details**

Avatar: 

Full Name: John Doe (CUST)

Password: [Change Password](#)

Remember My Login: [Clear All Tokens](#)

**Preferences**

Page Size: 50  
 Email Type: HTML  
 Language: English (United States) [Default]  
 Own Changes: Do not notify me  
 Filter & Dashboard: Private  
 Sharing:  
 Keyboard shortcuts: Enabled  
 Navigator: [View Navigator Columns](#)  
 Columns:

**Change Password**

Current Password \*

New Password \*

Confirm Password \*

Update

Cancel

## 4 Program Functions

This chapter describes the application of the program.

## 4.1 Preface

This subchapter describes some basics, e.g. necessary items in conjunction with helpdesk and workflow.

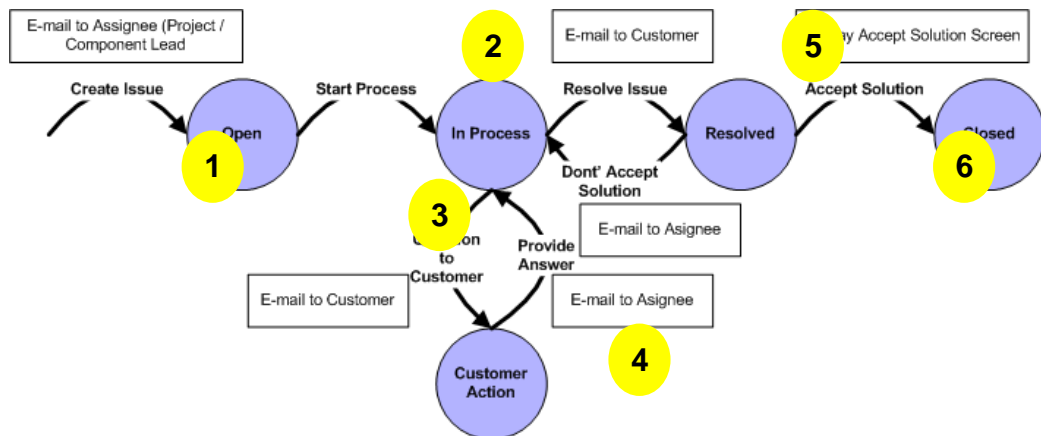
### 4.1.1 Definitions

<b>Issue</b>	Every contact via helpdesk with SAP is an issue. There are several types of issues: Bug, Improvement, and so on. All issues types will be described later in this document.
<b>Priority</b>	When creating an issue you have to select a priority to indicate the importance.
<b>Status</b>	<p>Each issue has a status, which indicates where the issue currently is in its life-cycle ('workflow'). The available statuses are:</p> <ul style="list-style-type: none"><li>• <b>Open</b>, new issue, ready for the assignee to start work on it.</li><li>• <b>In Progress</b>, This issue is being actively worked on at the moment by the assignee</li><li>• <b>Question asked</b>, There is a question from SAP because the Customer hasn't provided sufficient information to start working on the issue</li><li>• <b>Answer provided</b>, A question from SAP was answered by the Customer</li><li>• <b>Resolved</b> A solution was provided by the helpdesk team</li><li>• <b>Closed</b> This issue has been completed</li></ul>
<b>Project</b>	SAP created projects for the different kinds of customer services. A project is a collection of issues which belong to a topic.
<b>Component</b>	A component is a logical grouping of issues within a project and represents a sub topic.

### 4.1.2 Workflow

Workflow is the movement of an issue through various statuses during its lifecycle. The workflow starts with the creation of an issue and ends by accepting the provided solution from SAP. In between the exchange of communication – e.g. questions and answers – proceeds via helpdesk. Every change of status will be announced by email.





#### Workflow example:

1. You create a new issue. SAP will be informed by email.
2. SAP checks the issue. If all necessary information exists, SAP starts working on the issue.
3. In case of your request is not clear or the information you provided is insufficient, you will get a query/question from SAP. Additionally you will be informed about the query by email.
4. You answer the query.
5. SAP provides a solution and you will get an e-mail that the solution is available.
6. You check the solution and if it is acceptable you can close the issue and the workflow ends.

## 4.2 The Dashboard of the Helpdesk




The dashboard is the so called Homepage and provides an overview of all functionalities. The left side shows the supported topics and services. The right side shows your individual filters. Filters are saved search activities.

Topics and services (Projects)


Search filters




By selecting a topic or service (project) you will get detailed information about it.

**Projects**

 **Content as a Service - Customer Helpdesk** (CAASCUST)  

**SAP** John Doe (CUST) | Quick Search

Dashboards | Projects | Issues |  Create

 **Content as a Service - Customer Helpdesk** Create:  Missing Data and Documents  Other Other

**Summary**

Issues

Components

Labels




**Summary**

**Description**

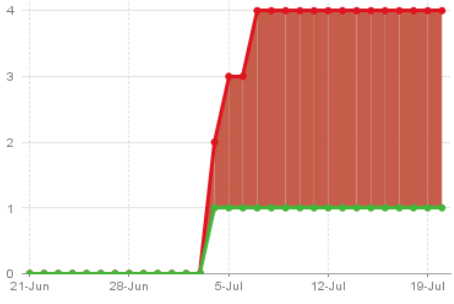
URL: <http://sap.com>



Key: CAASCUST

**Issues: Due**

-  CAASCUST-126 test2
-  CAASCUST-129 test3
-  CAASCUST-134 test4










**Issues: 30 Day Summary**




Issues:  created and  resolved

**Activity Stream**

July 07

-  John Doe (CUST) started progress on CAASCUST-134 (test4) saying: xfgcgg
-  Jane Doe (DEV) resolved CAASCUST-134 (test4) saying: bla gelöst
-  Jane Doe (DEV) changed the Assignee to 'Peter Harsch (DEV)' on CAASCUST-134 (test4)
-  Jane Doe (DEV) started progress on CAASCUST-134 (test4) saying: zldruzd
-  Jane Doe (DEV) changed the Assignee to 'Peter Harsch (DEV)' on CAASCUST-134 (test4)
-  John Doe (CUST) created CAASCUST-134 (test4)
-  Jane Doe (DEV) started progress on CAASCUST-126 (test2)
-  Jane Doe (DEV) resolved CAASCUST-126 (test2) saying: bla
-  Jane Doe (DEV) changed the Assignee to 'Peter Harsch (DEV)' on CAASCUST-126 (test2)


July 05

-  Jane Doe (DEV) changed the Assignee to 'Peter Harsch (DEV)' on CAASCUST-129 (test3)

By selecting “Create New/Manage Filter” you may create your own filters when necessary.

Favorite Filters	
Closed Issues / geschlossene Vorgänge	2
Provide answer / Rückfragen beantworten	0
Reported by me / von mir erstellte Vorgänge	3
Resolved Issues / Lösung bereitgestellt	0
Create Filter	Manage Filters




John Doe (CUST) | Quick Search

Dashboards | Projects | Issues
Create Issue

### Issue Navigator

Summary **New** Manage

Switch to [advanced](#) searching

You do not currently have a search or filter selected.

Search

Query

☒ Summary
 ☒ Description
 ☐ Comments
 ☐ Environment

Project

All projects  
 Content as a Service - Cus

Issue Type

Any  
 Standard Issue Types  
 Safety Data Sheet or label  
 Technical infrastructure and  
 Other

Components / Versions  
 Issue Attributes  
 Dates and Times  
 Work Ratio  
 Custom Fields

Search

The Issue Navigator allows you to browse all the issues in the system. Filters allow you to limit the issues that you see.

Using the panel on the left, you can create and edit new filters.

## 4.3 Work with Issues

### 4.3.1 General Information about Issues

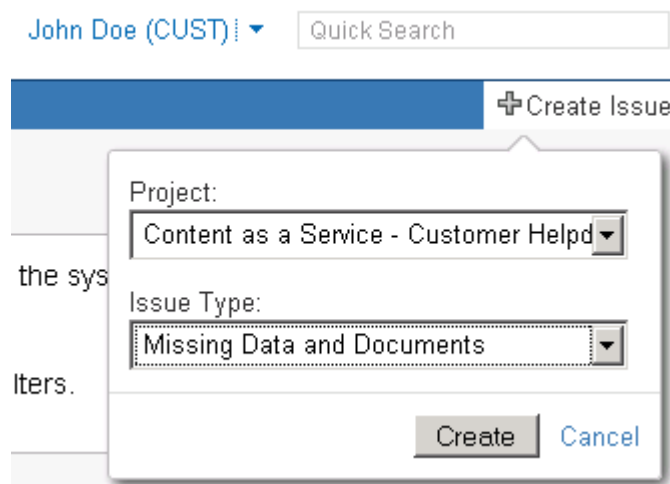
An issue has multiple attributes like key, type, status, priority, assignee and reporter. To change data of an issue several operations can be performed like attach file or screenshot. To change the status of an issue several workflow operations can be performed i.e. like close.

### 4.3.2 Creating Issues






This subchapter describes how to create and follow up an issue. To create a new issue, select **CREATE NEW ISSUE** in the primary menu of the homepage.



In the windows Create Issue – Step 1 choose the topic or service (project) and the type of issue.



Choose the best fitting type of issue. Please note that the issue types depend on the project:

-  **Bug** A problem which impairs or prevents the functions of the product.
-  **Change Request** A change that alters a specific behavior.
-  **Improvement** An improvement or enhancement to an existing feature or task
-  **Missing Data and Documents**
-  **New Feature** A new feature of the product which has yet to be developed.



**Other**

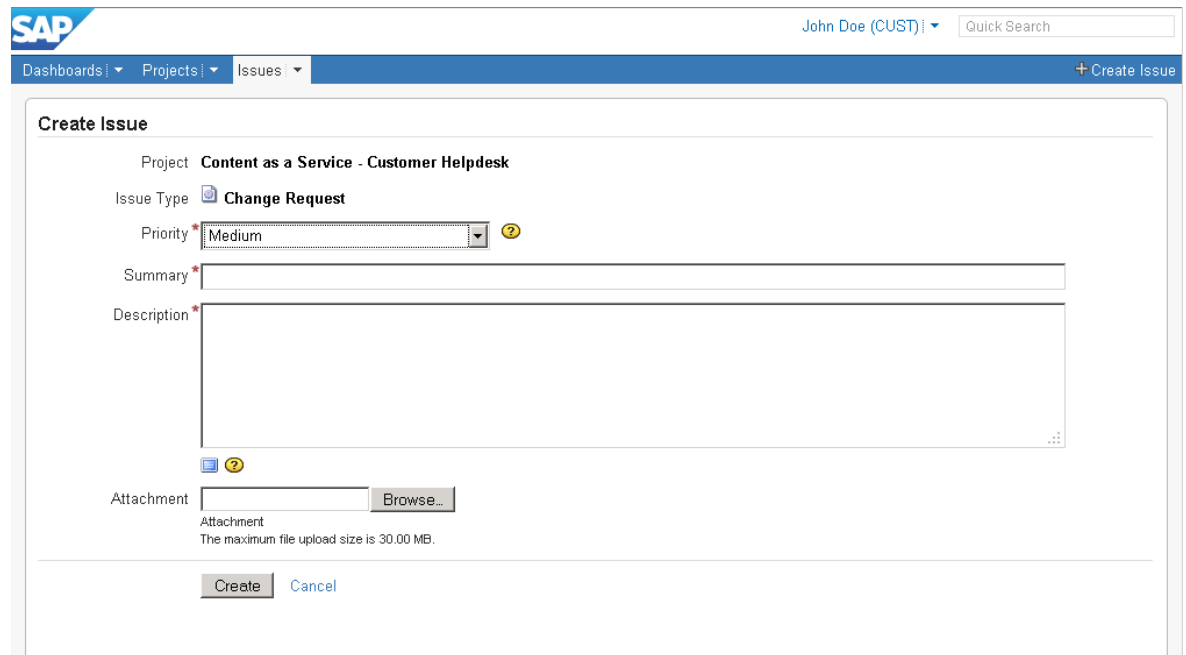


**Safety Data Sheet or label incorrect**



**Technical infrastructure and tools**

Click Next and enter detailed information about your problem in the windows Create Issue – Step 2. Note: fields marked with an asterisk (\*) are mandatory.



1. Choose the priority of your issue.



**Blocker**

Blocks development and/or testing work, production could not run



**High**

Serious faults or very urgent inquiries



**Medium**

Default Priority



**Low**

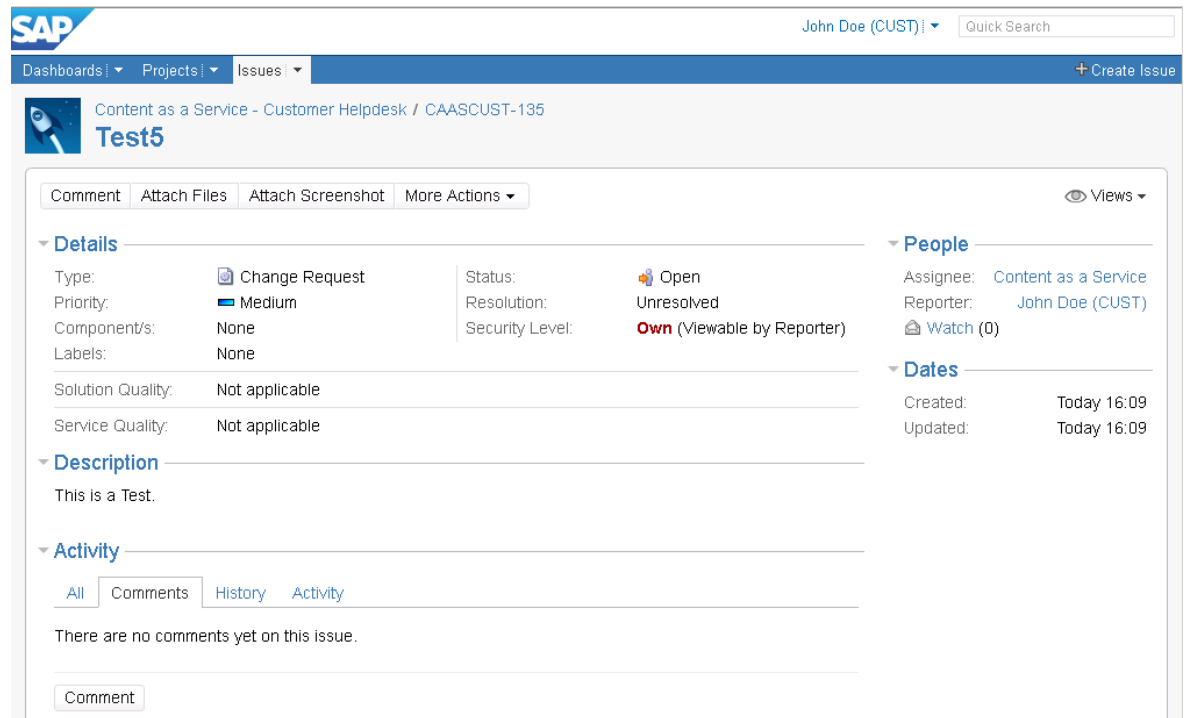
Cosmetic changes, non-committal suggestions etc.

2. Then choose a component regarding your enquiry. If you're not sure what to select choose UNKNOWN.
3. Enter a short summary about your issue in German or English.
4. If possible select an affected product version. If you're not sure what to select choose UNKNOWN
5. Please, provide then detailed information about your issue in German or English.
6. Under additional information you can
  - mark the content of your issue as confidential
  - make the issue visible to other colleagues of your company
  - add attachments which help to understand your issue

Please provide as much information as you can about the topic: a detailed description, related substance names and numbers, vendor name, the kind of software you use, screen-shots, and additional files with more information. This will speed up the processing time of your issue enormous.

After completing all mandatory fields, send your issue to SAP by using the button “Create”. The person in charge at SAP will be informed by email.

The helpdesk switches to the window issue details view. You can access this window at any time if you want to inform yourself about the status of your issue.

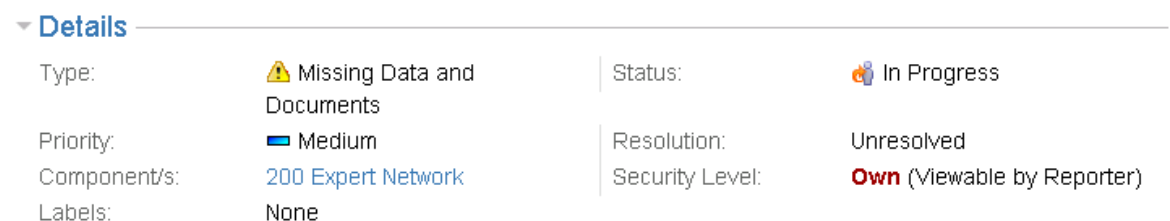


The screenshot shows the SAP Customer Helpdesk interface for an issue titled 'Test5'. The user 'John Doe (CUST)' is logged in. The navigation bar includes 'Dashboards', 'Projects', and 'Issues'. The issue details are as follows:

Details		People	
Type:	Change Request	Assignee:	Content as a Service
Priority:	Medium	Reporter:	John Doe (CUST)
Component/s:	None	Watch (0)	
Labels:	None		
Status:	Open		
Resolution:	Unresolved		
Security Level:	Own (Viewable by Reporter)		
Solution Quality:	Not applicable		
Service Quality:	Not applicable		
Description		Dates	
This is a Test.		Created:	Today 16:09
		Updated:	Today 16:09
Activity			
<a href="#">All</a> <a href="#">Comments</a> <a href="#">History</a> <a href="#">Activity</a>			
There are no comments yet on this issue.			
<input type="button" value="Comment"/>			

#### 4.3.3 The Issue Details View

The section **Details** provides primary information about an issue and the actual status.



The screenshot shows the 'Details' section of the issue details view. The information is as follows:

Type:	Missing Data and Documents	Status:	In Progress
Priority:	Medium	Resolution:	Unresolved
Component/s:	200 Expert Network	Security Level:	Own (Viewable by Reporter)
Labels:	None		

A menu bar provides actions which can be executed on your issue. The action list will change in conjunction with the issue status.

Comment
Attach Files
Attach Screenshot
More Actions ▾

Watch Issue

### Details

Provide additional information for your issue at any time via.

- **Attach Files**
- **Attach Screenshot**
- **Comment**

#### 4.3.4 Checking Inter Active the Status of an Issue

Start at the helpdesk dashboard and choose a previously saved filter.

Favorite Filters	
Closed Issues / geschlossene Vorgänge	2
Provide answer / Rückfragen beantworten	0
Reported by me / von mir erstellte Vorgänge	3
Resolved Issues / Lösung bereitgestellt	0
<a href="#">Create Filter</a> <a href="#">Manage Filters</a>	

Search for test issues										
Displaying issues 1 to 3 of 3 matching issues.										
T	Key	Summary	Assignee	Reporter	P	Status	Resolution	Created	Updated	Due
	CAASCUST-129	test3	Jane Doe (DEV)	John Doe (CUST)		Open	Unresolved	05/Jul/2011	05/Jul/2011	
	CAASCUST-125	test	Jane Doe (DEV)	John Doe (CUST)		Closed	Fixed	04/Jul/2011	04/Jul/2011	
	CAASCUST-135	Test5	Content as a Service	John Doe (CUST)		Open	Unresolved	20/Jul/2011	20/Jul/2011	
Displaying issues 1 to 3 of 3 matching issues.										

Link to issue details

#### 4.3.5 Helpdesk has a Question about an Issue

If SAP needs more information about an issue or if there are questions about it, you will get an email. Via the link in the headline of the mail you will reach the helpdesk log in, where you can answer the query.

Optionally you can provide an answer manually. The filter “Provide answer / Rückfragen beantworten” available on the dashboard indicates that a question was sent from the helpdesk. Click on the filter to see the issue list where answers have to be provided by you. Open then the issue by selecting the issue key.

### Favorite Filters

Closed Issues / geschlossene Vorgänge	2
Provide answer / Rückfragen beantworten	2
Reported by me / von mir erstellte Vorgänge	3
Resolved Issues / Lösung bereitgestellt	0

[Create Filter](#)
[Manage Filters](#)

Displaying issues 1 to 1 of 1 matching issues.

T	Key	Summary	Assignee	Reporter	P	Status	Res
	CAASCUST-134	test4	Jane Doe (DEV)	John Doe (CUST)		Question asked	Unr

Displaying issues 1 to 1 of 1 matching issues.

Content as a Service - Customer Helpdesk / CAASCUST-134

## test4

[Comment](#)
[Attach Files](#)
[Attach Screenshot](#)
[More Actions](#)

[Provide Answer](#)
[Workflow](#)

Select the Workflow activity **Provide Answer**. A new screen appears where you have to enter the answer in the description field in German or English. Finally you must press the button **Provide Answer**. The person in charge at SAP will be informed by email.

### Provide Answer

Attachment

[Browse...](#)

Attachment

The maximum file upload size is 30.00 MB.

Comment

This was a test

Viewable by All Users

[Provide Answer](#)
[Cancel](#)

Shortcut tip: Pressing period (.) can also be used to open this dialog box

#### 4.3.6 Helpdesk Provides a Solution

You will get an email as soon as a resolution is provided. There are different kinds of resolutions as shown below:






<b>Fixed</b>	A fix for this issue has been implemented
<b>Won't Fix</b>	This issue will not be fixed, e.g. it may no longer be relevant.
<b>Duplicate</b>	The problem is a duplicate of an existing issue.
<b>Incomplete</b>	There is not enough information to work on this issue or it is only possible to provide a resolution for a part of the problem
<b>Cannot Reproduce</b>	This issue could not be reproduced at this time, or not enough information was available to reproduce the issue. If more information becomes available, please reopen the issue.

Favorite Filters	
Closed Issues / geschlossene Vorgänge	2
Provide answer / Rückfragen beantworten	2
Reported by me / von mir erstellte Vorgänge	3
<b>Resolved Issues / Lösung bereitgestellt</b>	<b>3</b>
<a href="#">Create Filter</a>   <a href="#">Manage Filters</a>	

Optionally you can check the provided solution manually. The filter “Resolved Issues” available on the dashboard indicates that a solution was sent from the helpdesk. Click on the filter to see the issue list where a solution was provided to you. Open then the issue by selecting the issue key to check the provided solution.

#### Issue status

Details		
Type:	 Missing Data and Documents	Status:  <b>Resolved</b>
Priority:	 Medium	Resolution: Fixed
Component/s:	200 Expert Network	Security Level: <b>Own</b> (Viewable by Reporter)
Labels:	None	

The provided solution can be found under Comments

## ▼ Activity

All Comments History Activity

- ▶  Jane Doe (DEV) added a comment - 07/Jul/2011 13:03
- ▶  Jane Doe (DEV) added a comment - 07/Jul/2011 13:05
- ▶  John Doe (CUST) added a comment - 07/Jul/2011 13:07
- ▶  Jane Doe (DEV) added a comment - 20/Jul/2011 16:21
- ▶  John Doe (CUST) added a comment - 20/Jul/2011 16:27
- ▶  Jane Doe (DEV) added a comment - 20/Jul/2011 16:32  
Will be fixed with the next update.

Finally, you must accept or deny the provided solution by selecting the corresponding workflow action.

Accept Solution Refuse Solution

- **Refuse Solution**

If you don't accept the solution the issues will be set into the status processing again and the person in charge at SAP will be informed by email.

**Please add always an additional comment explaining why you don't accept the solution!**

- **Accept Solution**

The lifecycle of an issue normally ends with that answer. When you accept the solution you have the possibility to give us a short feedback about the quality of the helpdesk service or provided solution.

### Accept Solution

Solution Quality

Service Quality

Comment

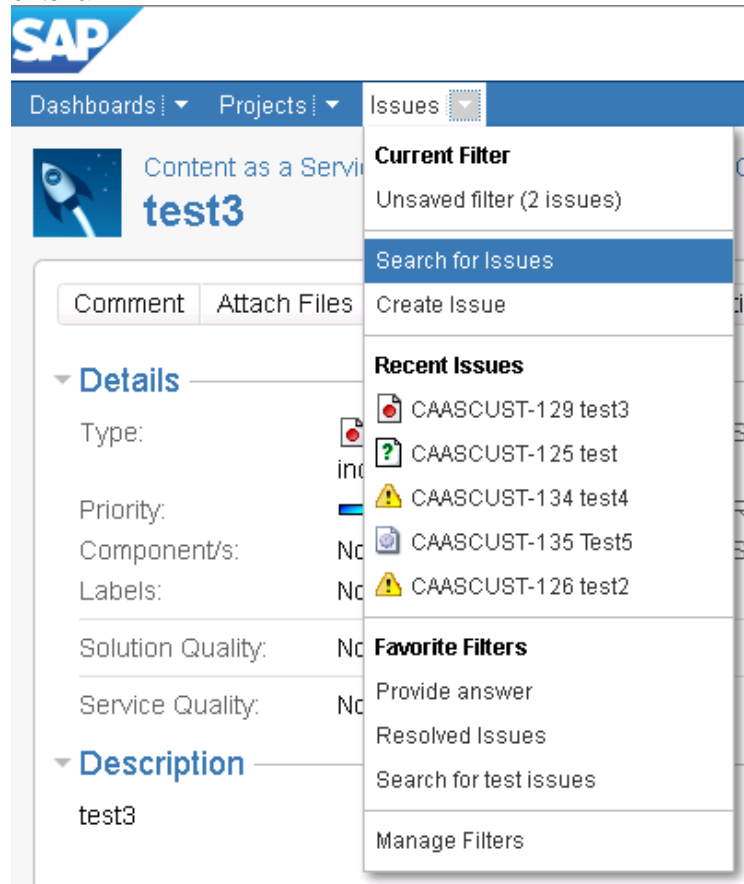
   Viewable by All Users

Shortcut tip: Pressing period (.) can also be used to open this dialog box


Accept Solution Cancel

#### 4.3.7 Find Issues

By using the menu item **Search for Issues** you can search issues on the basis of several criteria.



Choose the best fitting criteria for your search. The criteria depend on the project. The following flash asks you to update the list of criteria.

 Project or Issue Type changed.  
**Refresh search** to update form fields.

Update the list by using the link. Afterwards click on the button **Search**.

You will get a hit list with all issues regarding the chosen criteria.

You can save the search criteria as a filter. All filters will be shown on your homepage for quick access.

## Issue Navigator

[Summary](#) | [Edit](#) | [New](#) | [Manage](#)

Switch to [advanced](#) searching

You are currently using a new, unsaved search. [Save](#) it as a filter

---

**Search**

Query

☒ Summary    ☒ Description  
☐ Comments    ☐ Environment

Project

All projects

Content as a Service - Cus

Issue Type

Any

Standard Issue Types

Safety Data Sheet or label

Technical infrastructure and

Other

Displaying issues 1 to 1 of 1 matching issues.

T	Key	Summary
	CAASCUST-129	test3

Displaying issues 1 to 1 of 1 matching issues.

Direct access to an issue from Email program

When you receive an email about a change done to the request you can access directly to the request when you click on headline of the request that will be shown with the email that you received.

## 4.4 General Functions

Maybe you want to customize the helpdesk system regarding the interface language or your profile. If you want to stop working with the helpdesk you need to log out. These functions are described below.

- **Language:** Click on the link Profile in the upper right corner near your user name. Then click on the action Edit preferences (Pencil-Icon).
- **Edit Details:** Click on the link Profile in the upper right corner near your user name. Then click on the action Edit details. You may change your long name and your email address. Please don't delete the company name within the long name.
- **Log out:** Click on the link Log out in the upper right corner near your user name

## 4.5 Complete Documentation of the Jira Program

The complete documentation with much more details on the JIRA program can be opened via the help link, available on the top right hand side.

