User Manual

Customer Helpdesk

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1 Information on the Document

1.1 Project Survey

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

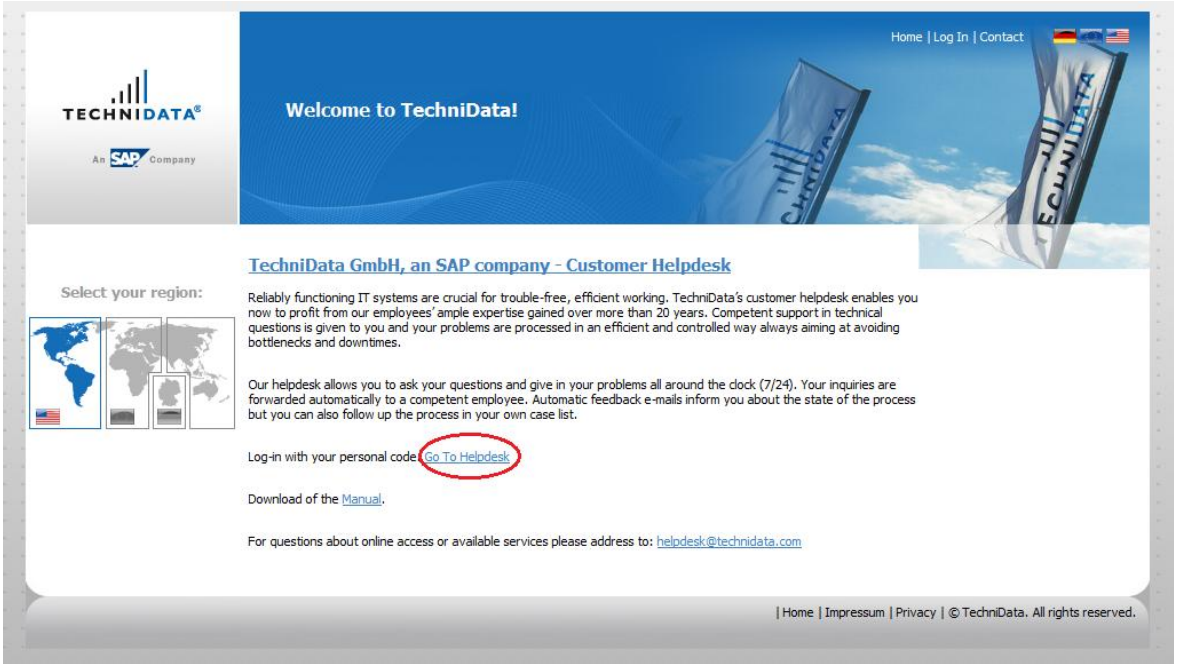
3.1 Preface

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.

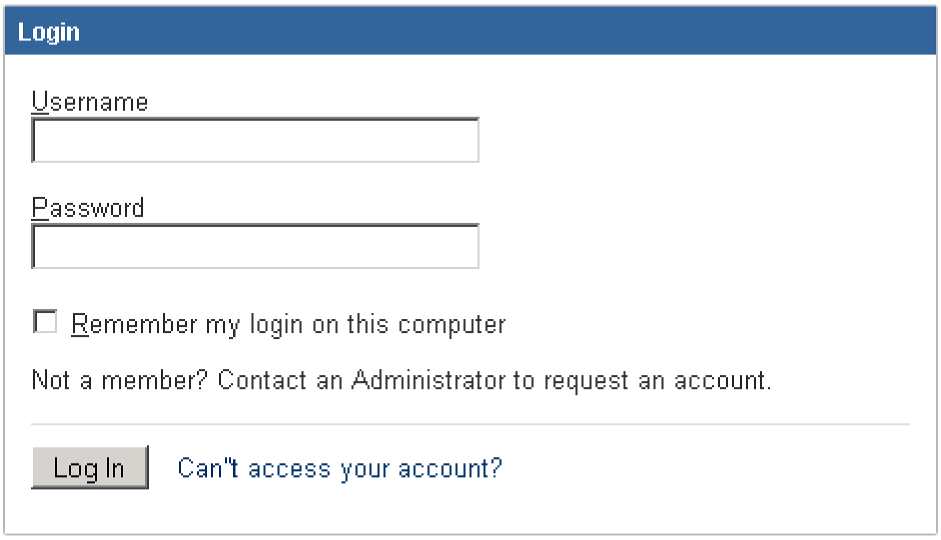


3.2 Log In

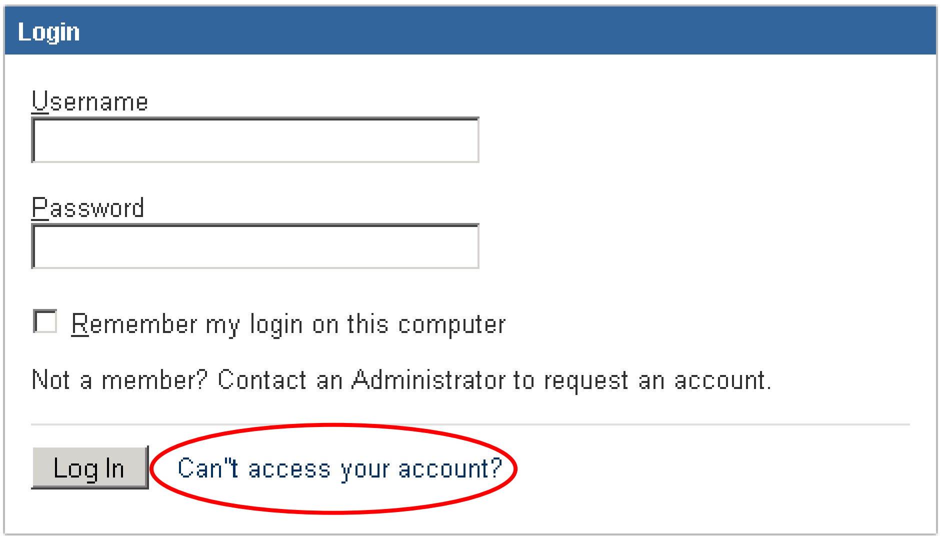
For entering the helpdesk use the web address **http://support.technidata.de/us.htm**
To use the program you need to login first. Select ***Go to Helpdesk*** to Log In.

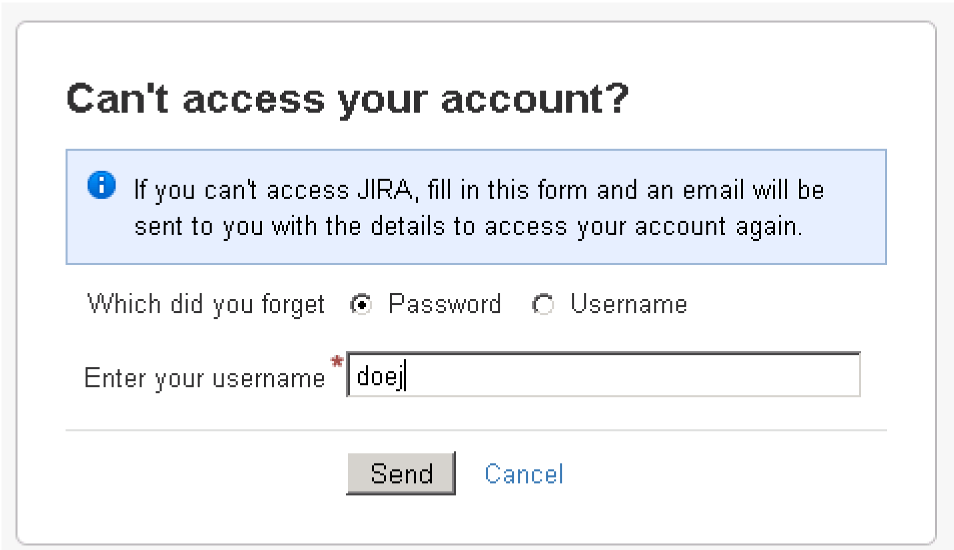
Please enter your user name and password now and commit your entries with the Log In-Button. Please take care of the following log in rules:

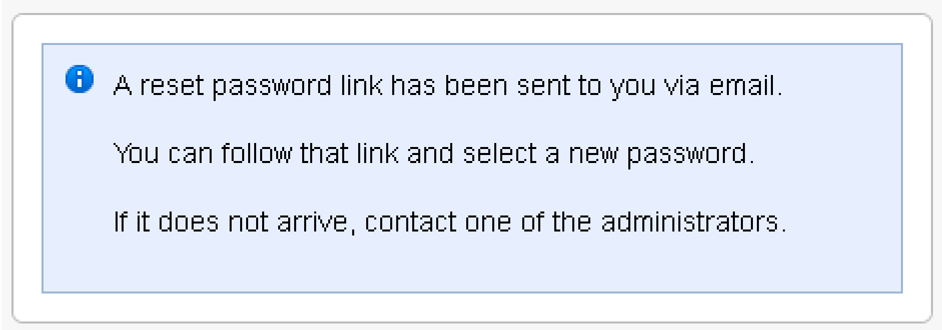
- Username: the username usually consists of the last name and the first letter of the first name.
  Example:
  User ID: smithj
- The password is case sensitive.



3.3 Reset Your Password

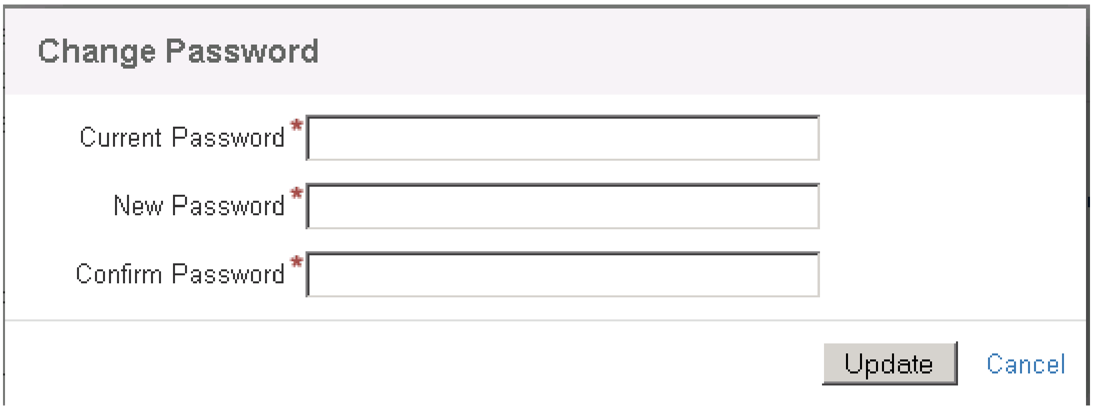






3.4 Changing Personal Password

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



4 Program Functions

This chapter describes the application of the program.

4.1 Preface

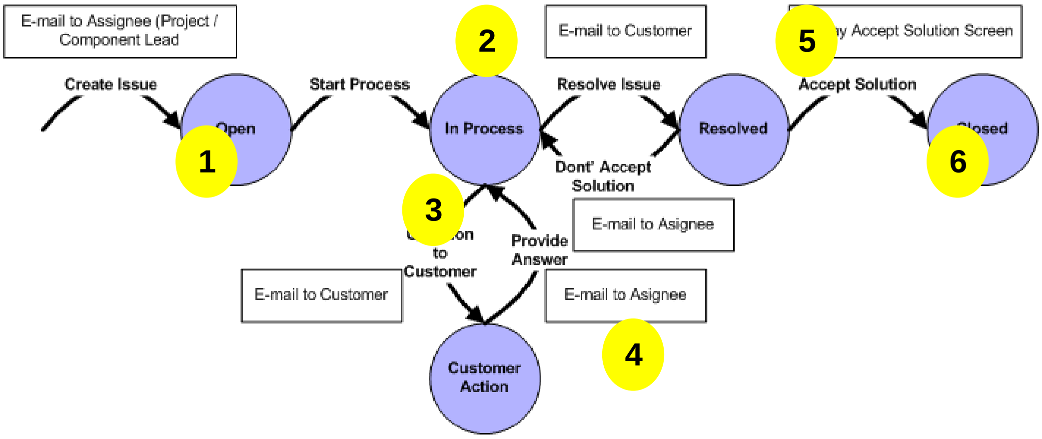
This subchapter describes some basics, e.g. necessary items in conjunction with helpdesk and workflow.

4.1.1 Definitions

Issue	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.
Priority	When creating an issue you have to select a priority to indicate the importance.
Status	Each issue has a status, which indicates where the issue currently is in its life-cycle ('workflow'). The available statuses are: • **Open,** new issue, ready for the assignee to start work on it. • **In Progress,** This issue is being actively worked on at the moment by the assignee • **Question asked,** There is a question from SAP because the Customer hasn't provided sufficient information to start working on the issue • **Answer provided**, A question from SAP was answered by the Customer • **Resolved** A solution was provided by the helpdesk team • **Closed** This issue has been completed
Project	SAP created projects for the different kinds of customer services. A project is a collection of issues which belong to a topic.
Component	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.

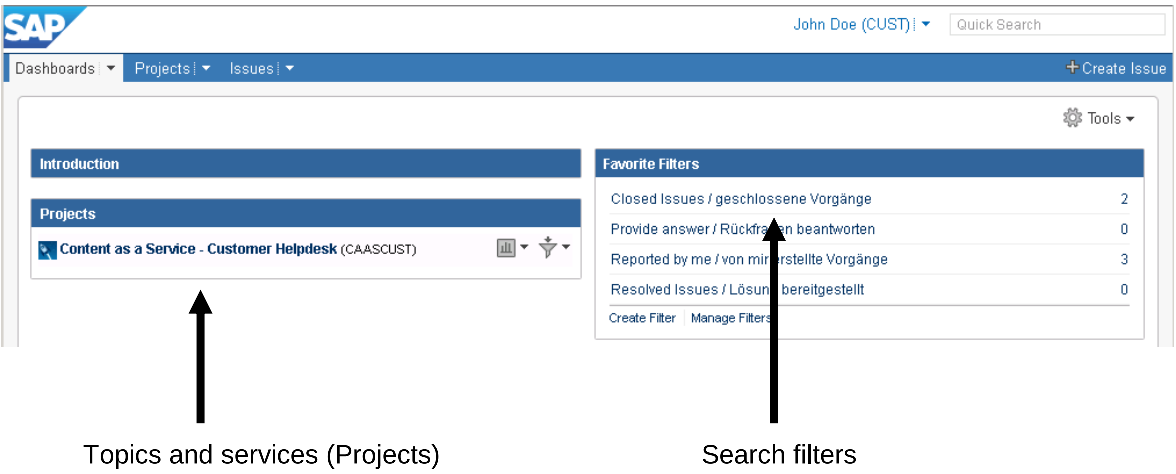


Workflow example:

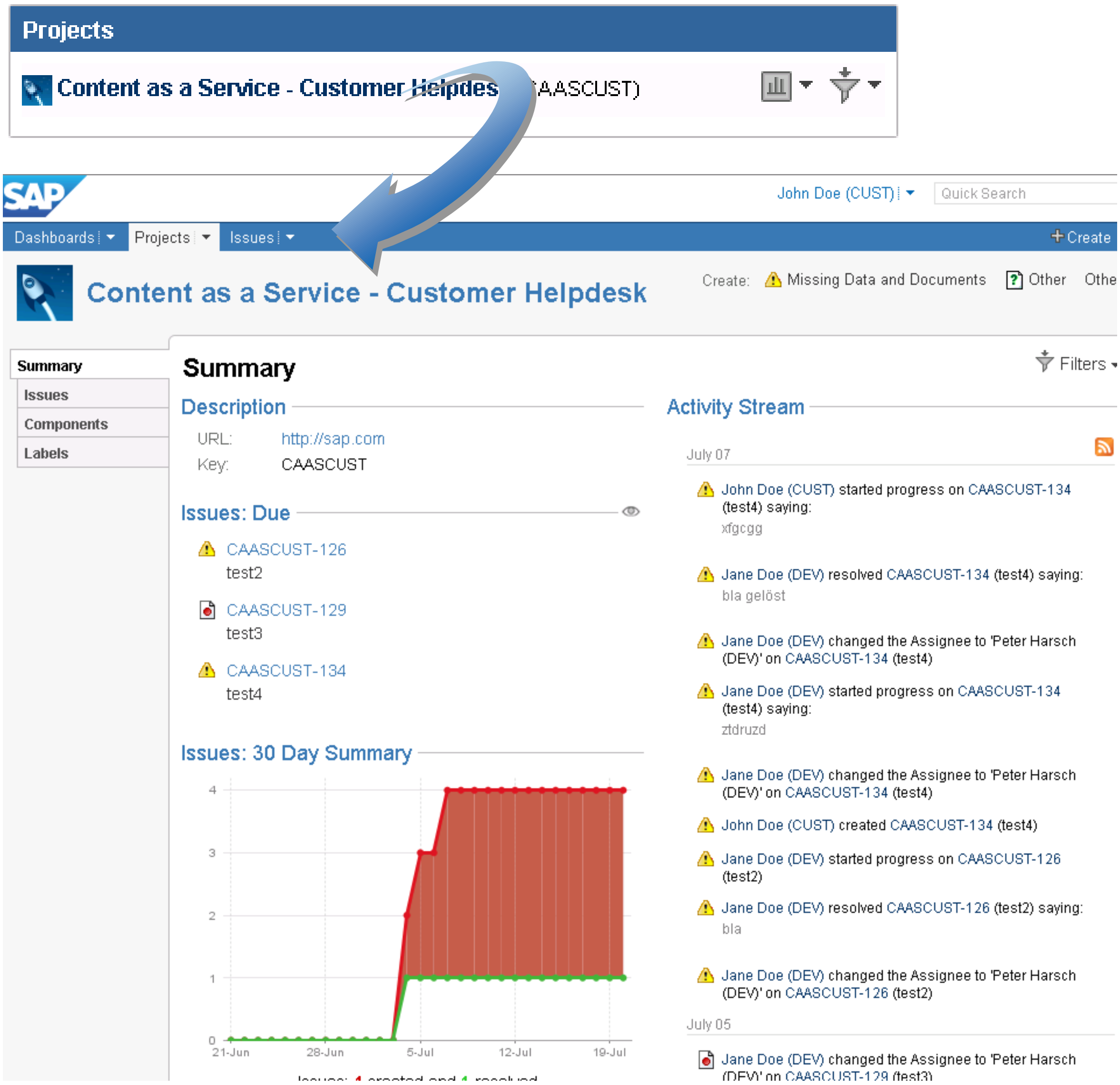
1. You create a new issue. SAP will be informed by email.
2. SAP checks the issue. If all necessary information exists, SAP starts working on the issue.
3. In case of your request is not clear or the information you provided is insufficient, you will get a query/question from SAP. Additionally you will 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

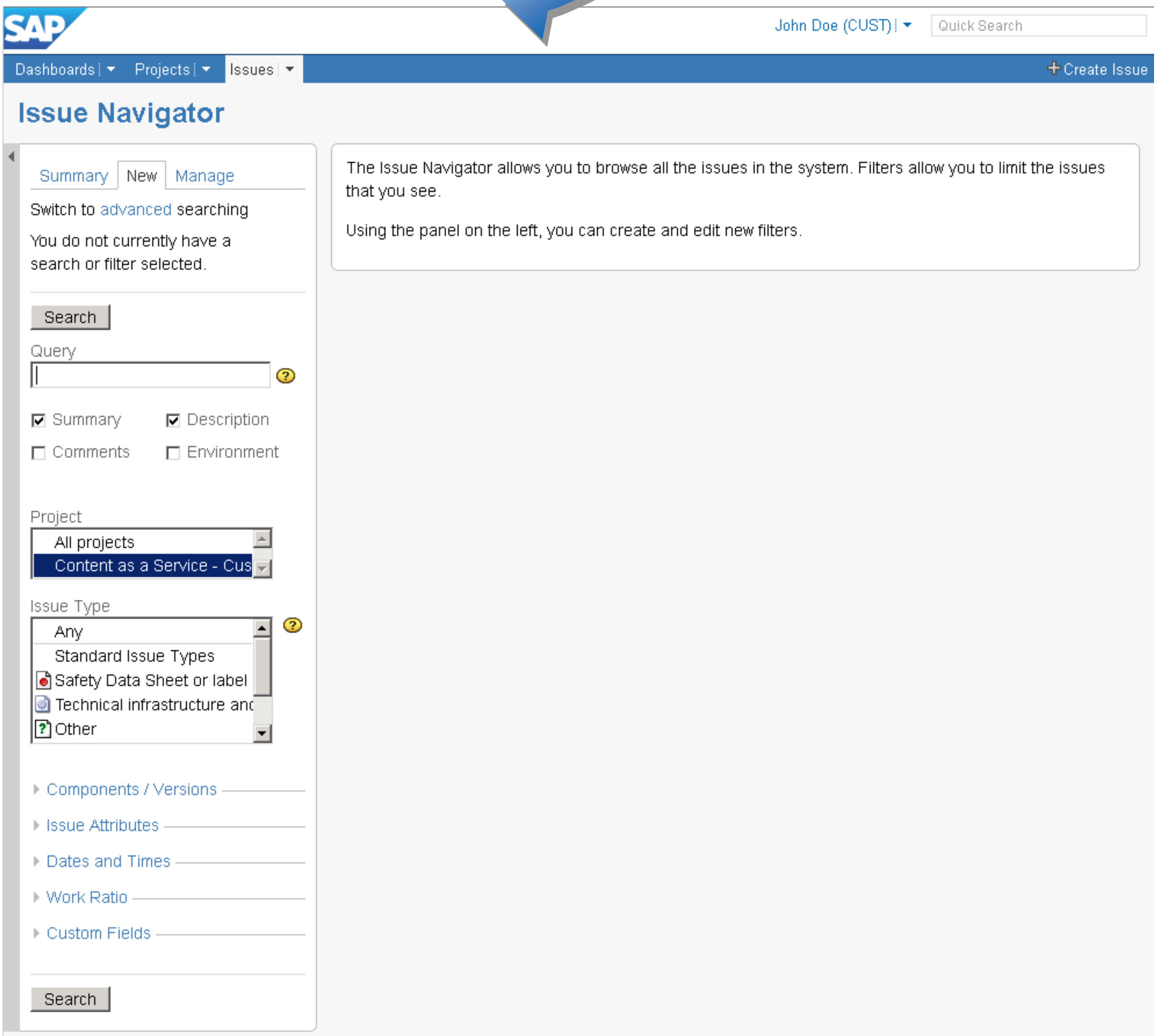
The dashboard is the so called Homepage and provides an overview of all functionalities. The left side shows the supported topics and services. The right side shows your individual filters. Filters are saved search activities.



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


Projects
Content as a Service - Customer Helpdes (CAASCUST)
John Doe (CUST)
Quick Search
Dashboards
Projects
Issues
Create
Content as a Service - Customer Helpdesk
Create: Missing Data and Documents Other Othe
Summary
Issues
Components
Labels
Summary
Filters
Description
URL: http://sap.com
Key: CAASCUST
Issues: Due
CAASCUST-126
test2
CAASCUST-129
test3
CAASCUST-134
test4
Issues: 30 Day Summary
21-Jun
28-Jun
5-Jul
12-Jul
19-Jul
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:
ztdruzd
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

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



4.3 Work with Issues

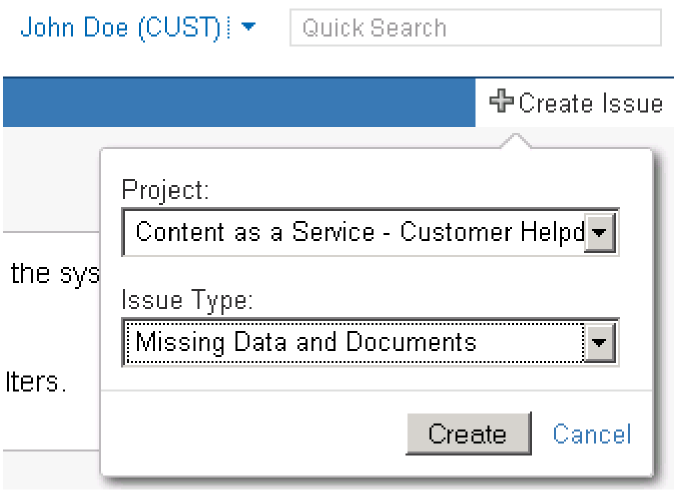
4.3.1 General Information about Issues

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

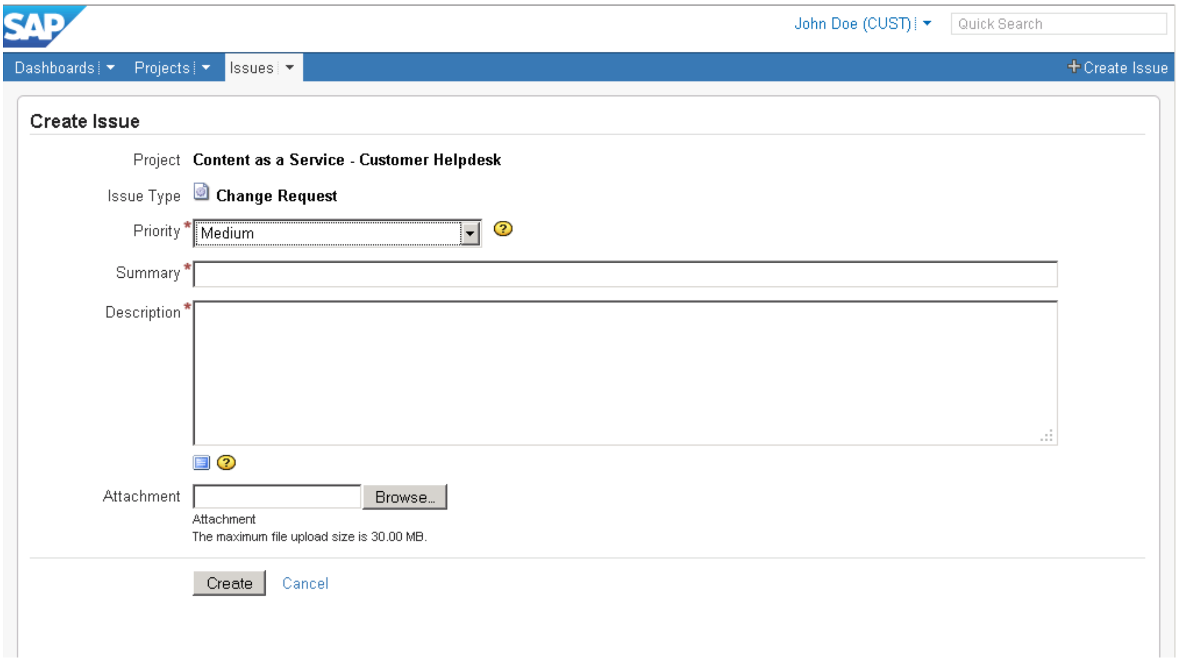
New Feature A new feature of the product which has yet to be developed.

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.

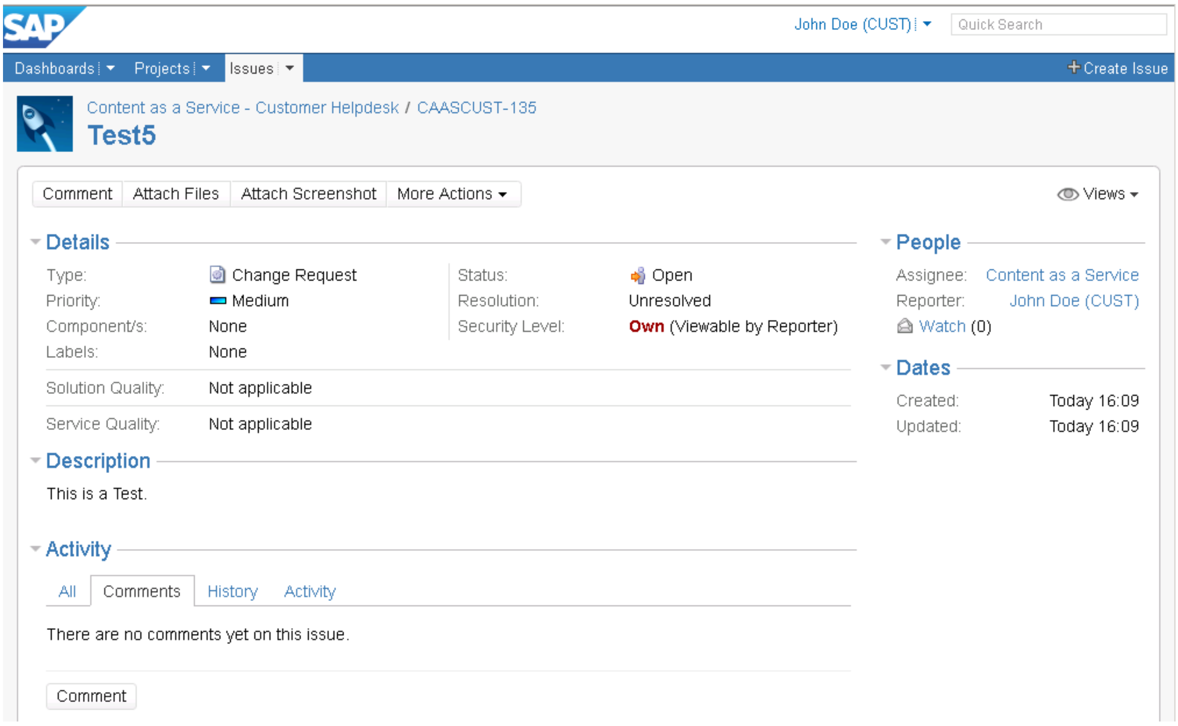
Blocker	Blocks development and/or testing work, production could not run
High	Serious faults or very urgent inquiries
Medium	Default Priority
Low	Cosmetic changes, non-committal suggestions etc.

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.

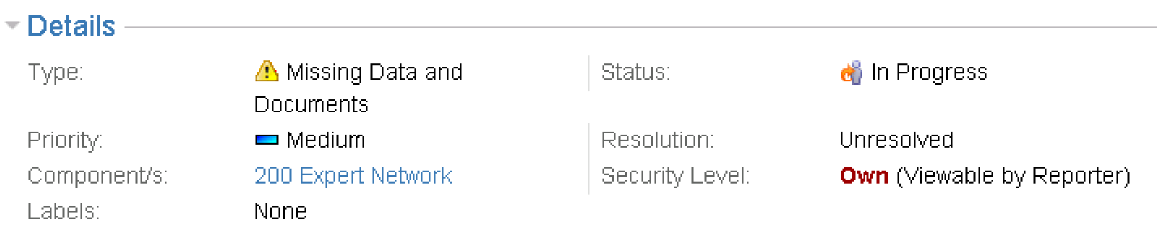
After completing all mandatory fields, send your issue to SAP by using the button **“Create”**. The person in charge at SAP will be informed by email.

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.

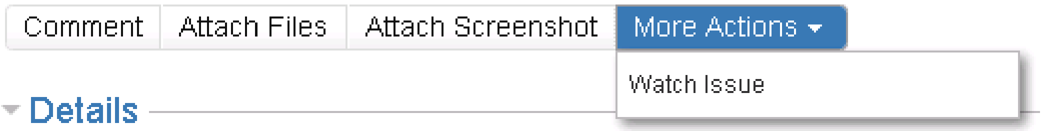


4.3.3 The Issue Details View

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



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

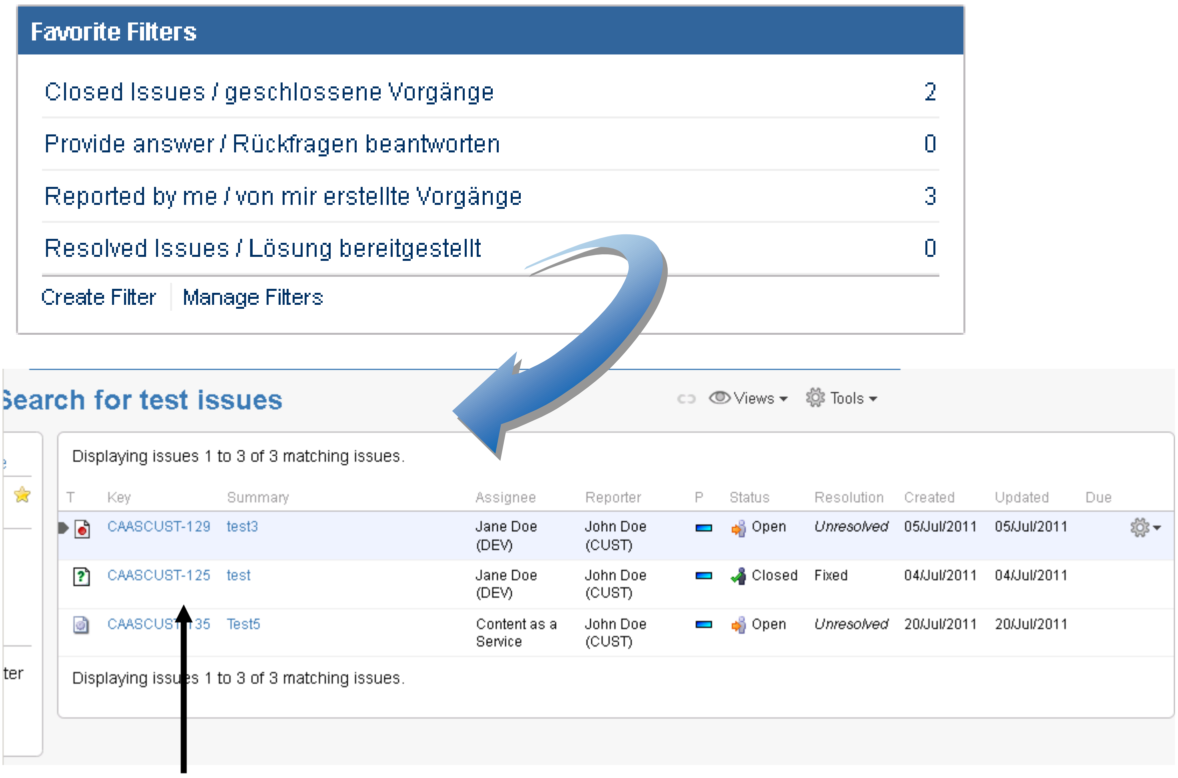


Provide additional information for your issue at any time via.

- **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.

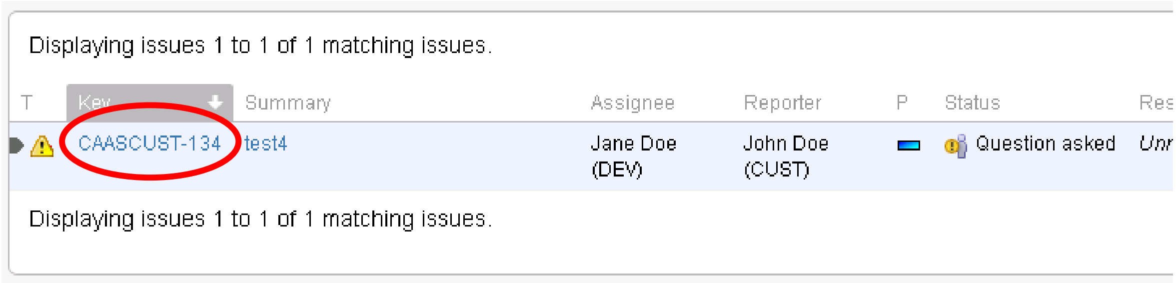


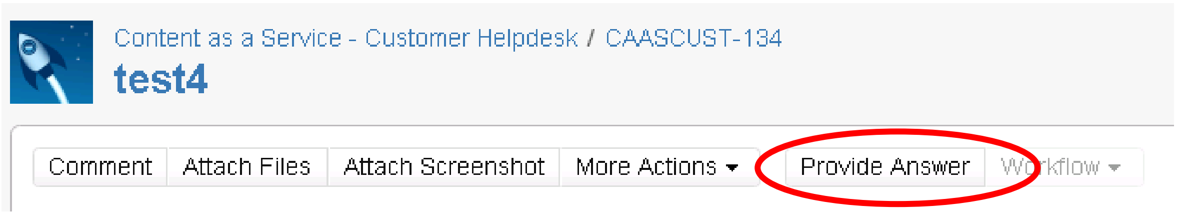
Link to issue details

4.3.5 Helpdesk has a Question about an Issue

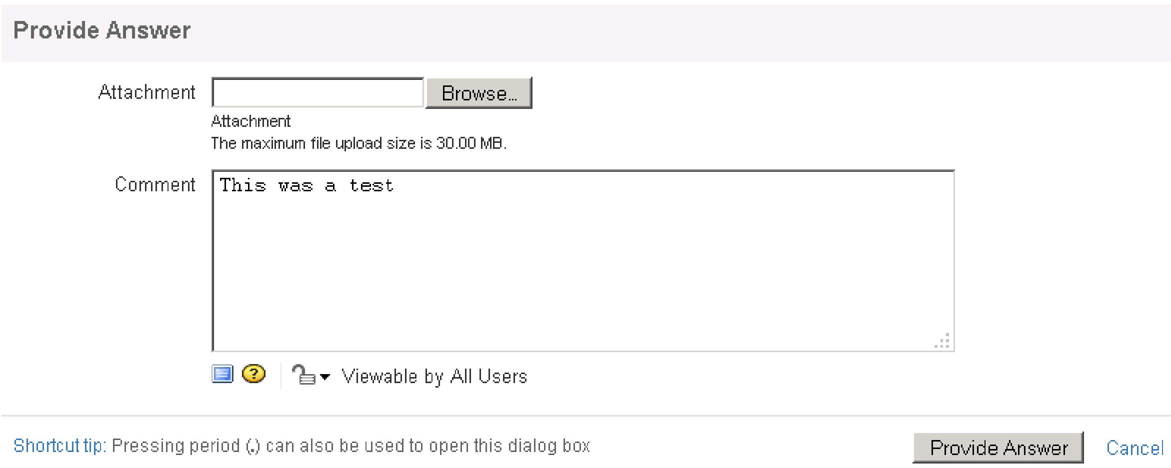
If SAP needs more information about an issue or if there are questions about it, you will get an email. Via the link in the headline of the mail you will reach the helpdesk log in, where you can answer the query.

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.





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.



4.3.6 Helpdesk Provides a Solution

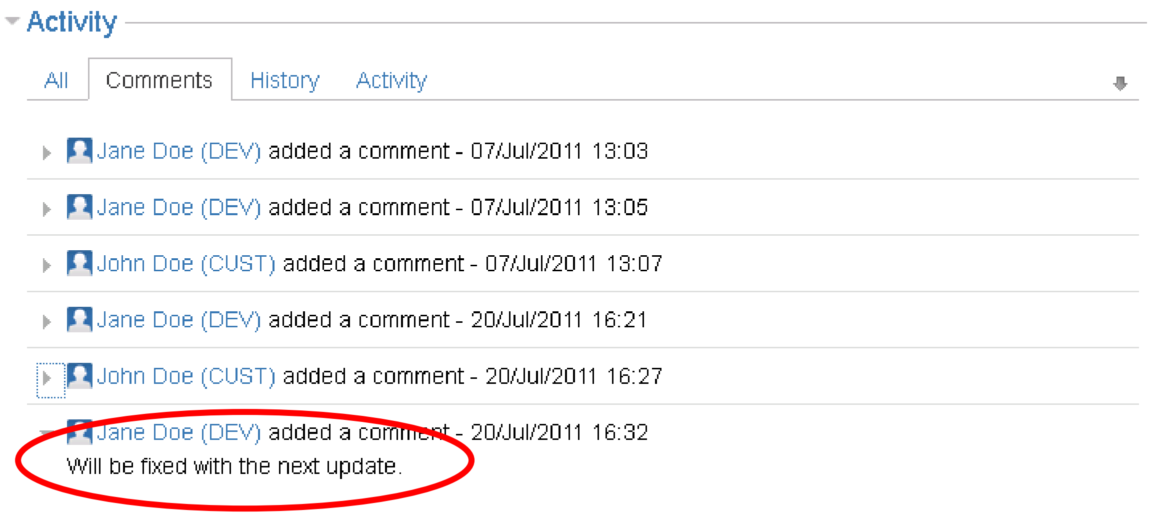
You will get an email as soon as a resolution is provided. There are different kinds of resolutions as shown below:

Fixed	A fix for this issue has been implemented
Won't Fix	This issue will not be fixed, e.g. it may no longer be relevant.
Duplicate	The problem is a duplicate of an existing issue.
Incomplete	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
Cannot Reproduce	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.

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

The provided solution can be found under Comments

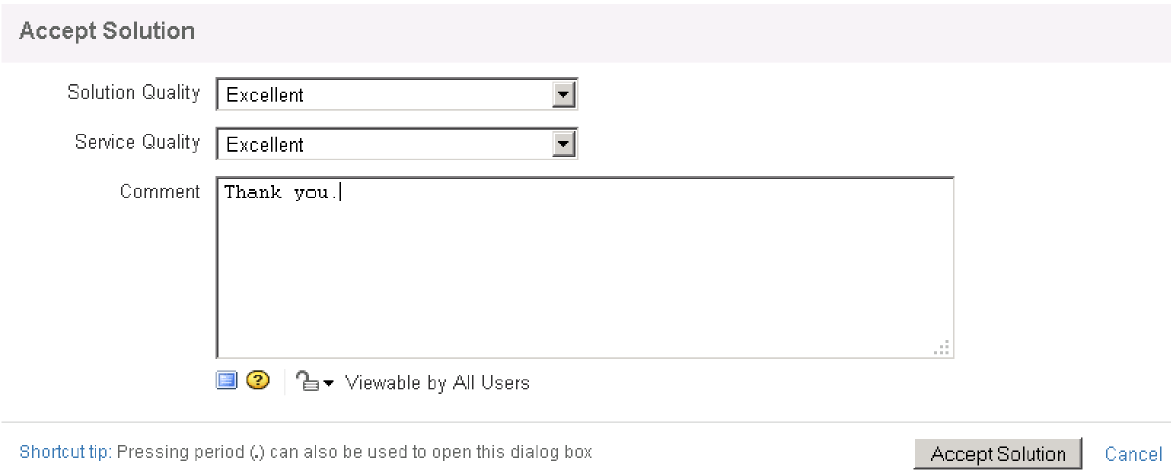


Finally, you must accept or deny the provided solution by selecting the corresponding workflow action.

- **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.

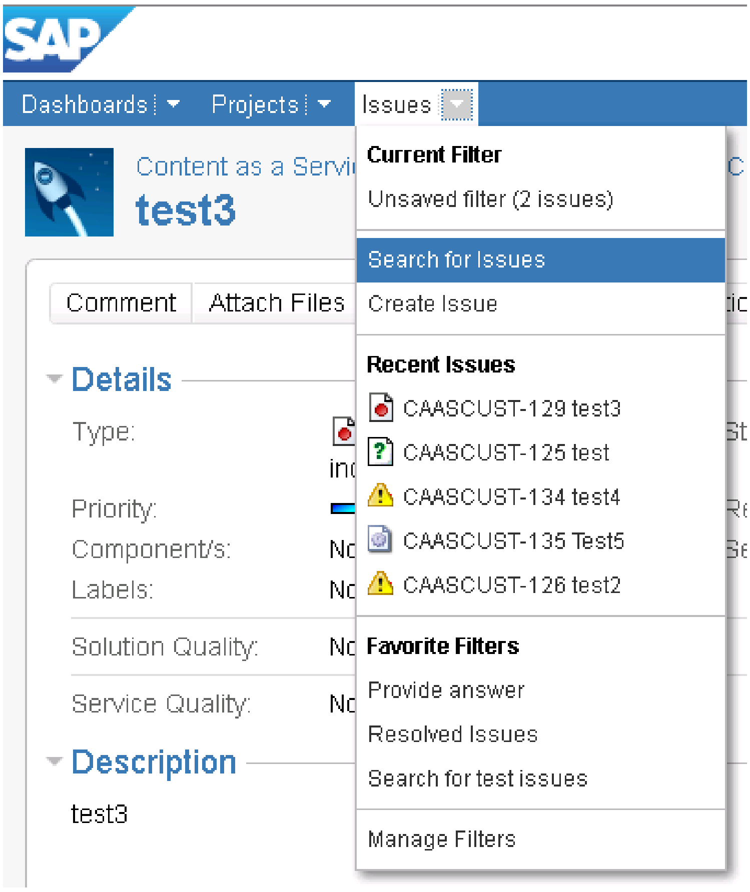
  Please add always an additional comment explaining why you don't accept the solution!

- **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.

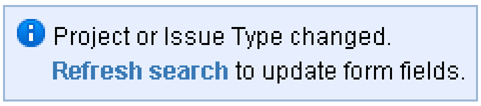


4.3.7 Find Issues

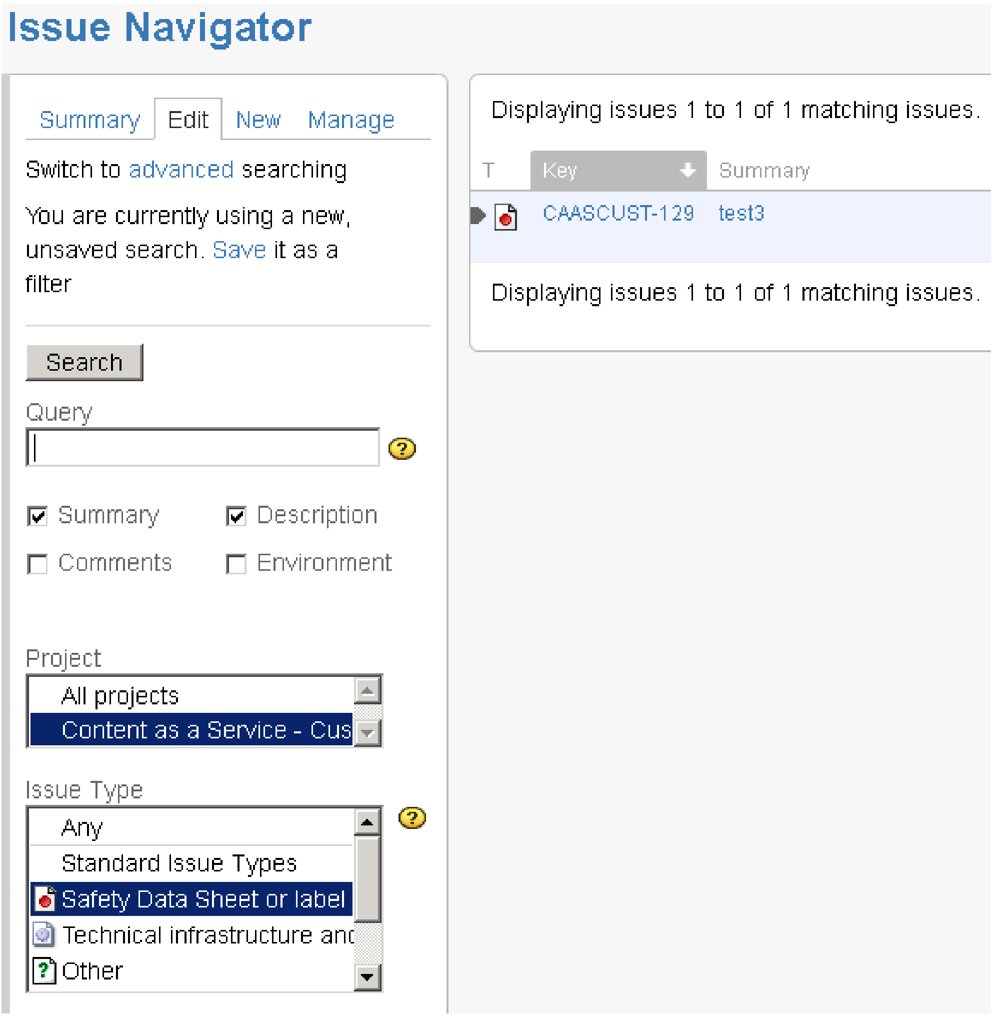
By using the menu item ***Search for Issues*** you can search issues on the basis of several criteria.



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.



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.



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.