

CS Ticketing

User Manual

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Version 1.0



Version History

Date	Version	Description	Author
May 7,2013	1.0	First Draft	Vijaysagar Reddy

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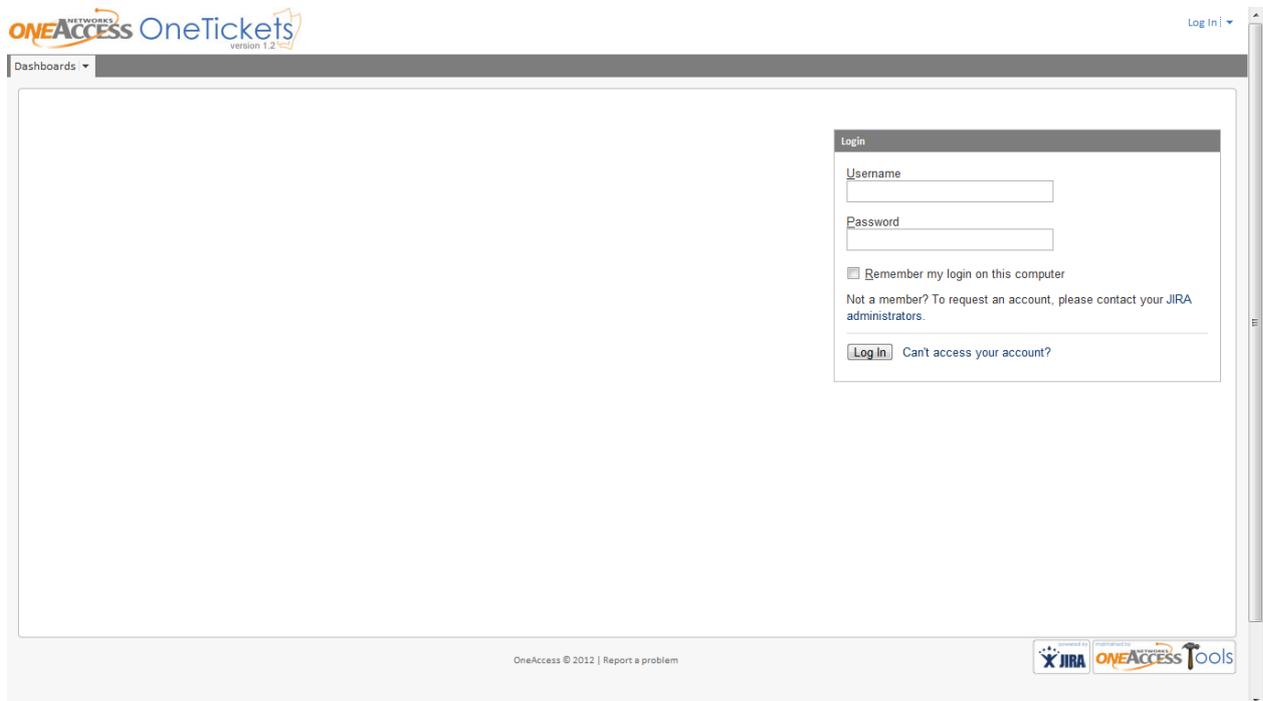
1 Introduction

This manual is intended for users of the OneAccess OneTickets CCS (Central Customer Support) Projects. In the chapters below it explains the different elements of a ticket, the workflows scheme, the permission settings and user profiles. It graphically elicits the various options/features that a user has to interact with the system.

Administration of OneTickets is not covered by this document. Administration is currently taken care of by the OneAccess Tools Team.

2 Ticket Fields

Login to the Jira by typing the '<http://oab1jira/secure/Dashboard.jspa>' url in the address bar and the user will get the following page.



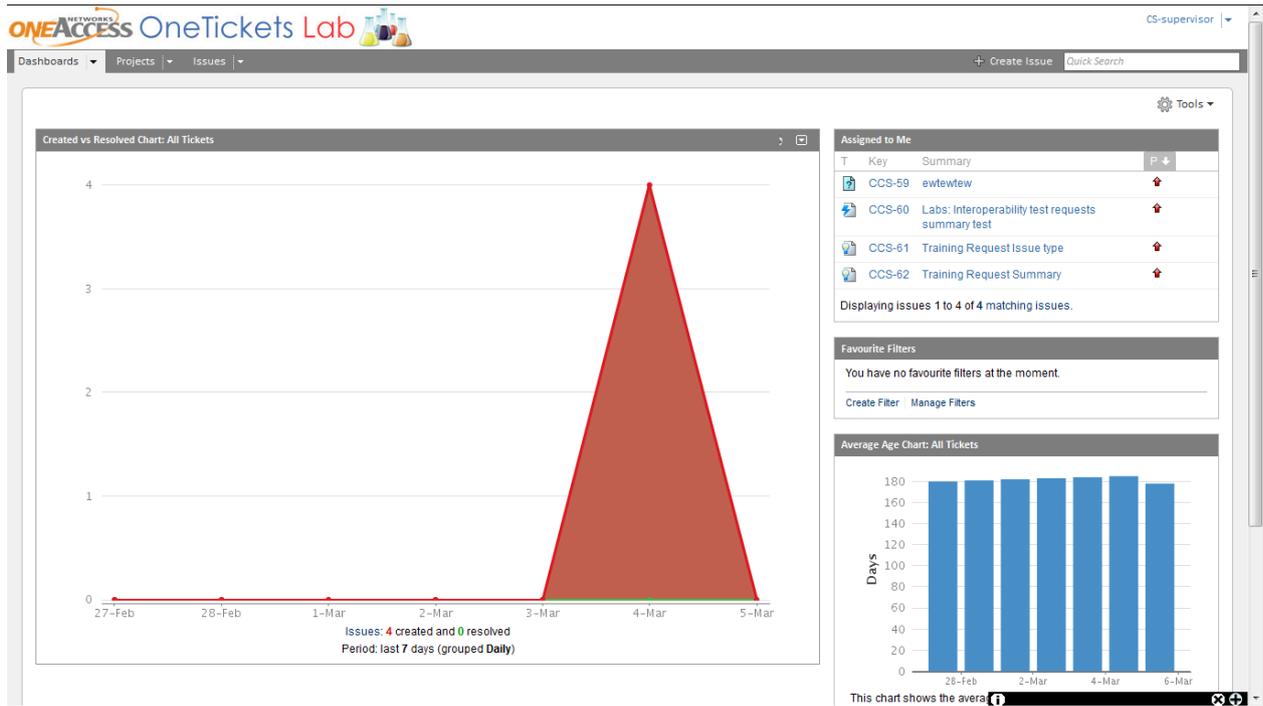
The screenshot shows the login interface for OneAccess OneTickets. At the top left is the logo for OneAccess Networks OneTickets, version 1.2.1. In the top right corner, there is a 'Log In' link. Below the logo is a 'Dashboards' dropdown menu. The main content area contains a 'Login' form with the following elements:

- Username input field
- Password input field
- Remember my login on this computer
- Text: Not a member? To request an account, please contact your JIRA administrators.
- Log In button
- Link: Can't access your account?

At the bottom of the page, there is a footer with the text 'OneAccess © 2012 | Report a problem' and logos for JIRA, ONEACCESS, and Tools.

Enter the Windows Username, Password (as an interface with the One Access MS Active Directory is configured with Jira) and click on the Log In button.

After successful login user will get the following page.



Field name	Description	Default value	Automated entry	Comment	Dropdown list with possible values	Format
ID	Unique number that identifies the issue	-	Y		NA	integer
Project	Number of the related project (if applicable)	-	N	Project number	N	Text field, 1-64 chars.
Requested Delivery Date Indication	An indication of the preferred date for delivery.	-	N	This is indication of the preferred date for delivery.	N	date in GMT+1
Duration	The expected duration	-	N		N	Text field, 256 chars.
Creation Date	Date of creation of the ticket, in GMT+1	-	Y		NA	date in GMT+1
Requester	Name of the reporter/requester	-	Y		NA	Valid userid
Component	The category indicating the kind of request/problem	-	N		Y	One or more component(s)

Summary	Summary of the request or issue	-	N		NA	1-254 characters to summarize the issue
Description	Field where the requester describes the details of the request.	-	N		NA	1-512 characters to explain the issue
Assignee	This is the "responsible" for the ticket.	-	N		Y (dropdown of all OA users who have an JIRA account Once assigned, the assignee cannot be removed, only replaced)	Valid userid
Status	Current status Cfr available statuses see workflow section.	-	Y		Y (only with the allowed statuses, based on role and the current status)	Any of the existing statuses.
Attachment(s)	A link to download an attachment	-	N		N	filename with a link
Customer	The customer related to the request.	-	N		Y (dropdown with the current customers, + (customer not present in list)	Dropdown
Customer Country	Country where the support has to be provided/where the support request is applicable. This is not necessarily the "main" country of the customer.	-	N	Readable country name, no abbreviation	Y (dropdown of ISO country list)	Country name cfr ISO 3166-1
OA Department	The department/cell related to the request. For internal requests mainly	-	N		Dropdown: -Sales -Pre-Sales -Sales Operations -R&D -R&D: NBO -Manufacturing -Internal EMS -Repair Center -Customer Support: Central CS -Customer Support: FT Cell -Customer Support: France CLECs Cell -Customer Support: Spain&Portugal Cell -Customer Support:	See dropdown

					Italy Cell -Customer Support: Benelux Cell -Customer Support: DT Cell -Customer Support: Germany&Switzerland Cell -Customer Support: Eastern Europe Cell -Customer Support: Hungary Cell -Customer Support: Mexico/CALA Cell -Customer Support: Singapore Cell -Customer Support: India Cell -Customer Support: Australia & NZ Cell -Other	
Location	Where should it take place	-	N		Dropdown: -Customer premises (see comments for details) -OAB -OAF -OAI -Others (see comments for details) <i>-or empty</i>	1 possible value
CPS Billable to customer	Is it billable to the customer?	-	N	Checkboxes	Radiobuttons/checkbo xes: -Yes -No -Conditional <i>-NA empty</i>	Checkboxes
CPS Optional charge reason		-	N	Text field	N	1- 256characters
CPS requested number of days	Proposed duration	-	N	Text field	N	1- 64characters
CSO cost person days [[nb]	Total number of mandays foreseen	-	N	Text field	N	1-64characters
CSO cost total person days [EUR]	Total cost for mandays	-	N	Text field	N	1-64characters
CSO cost infrastructur e [EUR]	Cost for infrastructure support	-	N	Text field	N	1-64characters
CSO cost travel expenses [EUR]	Expected travel costs (travel and accommodation)	-	N	Text field	N	1-64characters
CSO total cost	Grand total	-	N	Text field	N	1-64characters

CSO cost center	Applicable cost center	-	N	Text field	N	1-64characters
Proposed Date	A proposal for a date.	-	N		N	date in GMT+1
Nb. Of attendees	Nb. Of attendees	-	N		N	
Manuals/hand outs required in printed version	Are manuals or hand outs required in a printed version?	-	N		N	Y/N
Resources Available?	Are the necessary OA people available?	-	N		N	Checkbox
2 nd OR Approval Required (external IOT only)	Is a 2 nd OR approval by management required?	-	N		N	Checkbox
2 nd OR Approved	Has the 2 nd OR been approved by management?	-	N		N	Checkbox
OIT vendor contract signed (external IOT only)	Contractual impact and conditions are identified for the signed IOT execution. (step 5.3 of IOT process v1.3)	-	N		N	Checkbox
Contractual impact/conditions identified	Central PS and legal team perform contract review to identify for any contractual obligations or conditions defined in the contract with the vendor. (step 5.9 of IOT process v1.3)	-	N		N	Checkbox
Training Room Availability Confirmed	Is the training room booked?	-	N		N	Checkbox
Software Version	The relevant software version	-	N		Yes, List with all existing software versions + <i>Latest Version</i>	Possible value
Hardware Platform	The relevant hardware platform	-	N		N	Text field, up to 64 characters.
Reason	What is the reason of the escalation?	-	N		-Resource Shortage -Knowledge Missing -Expert Knowledge Required -Backup Required -Escalated TAC	Possible value

TAC ref	Number of the extranet ticket	-	N		N	Integer (no link is required in phase 1, however a link is very welcome)
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Next to the fields mentioned above, comments can be added **at all times**. A comment is not a field of a ticket. A list of all existing comments is shown on the ticket details screen.

All fields are not required at all times however. Cfr the overview underneath:

Field name	Training Request	Validation Testing Request	Onsite Intervention Request	Interoperability Test Request	Other
ID	Automated entry	Automated entry	Automated entry	Automated entry	Automated entry
Project	Optional	Optional	Optional	Optional	Optional
Requested Delivery Date Indication	Optional	Optional	Optional	Optional	Optional
Duration	Optional	Optional	Optional	Optional	Optional
Creation Date	Automated entry	Automated entry	Automated entry	Automated entry	Automated entry
Requester	Automated entry	Automated entry	Automated entry	Automated entry	Automated entry
Category	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Summary	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Description	Optional	Optional	Optional	Optional	Optional
Customer	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Customer Country	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Department (OA)	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Location	Optional	Optional	Onsite (always this value)	Optional	Optional
Proposed Date	Optional	Optional	Optional	Optional	Optional
CPS Billable to customer	Optional ¹	Optional ¹	Optional ¹	NA	Optional ¹
CPS Optional charge reason	Optional	Optional	Optional	NA	Optional
CPS requested number of days	Optional ¹	Optional ¹	Optional ¹	NA	Optional ¹
CSO cost person days [(nb)]	Optional ²	Optional ²	Optional ²	NA	Optional ²
CSO cost total person days [EUR]	Optional ²	Optional ²	Optional ²	NA	Optional ²
CSO cost infrastructure [EUR]	Optional ²	Optional ²	Optional ²	NA	Optional ²
CSO cost travel expenses [EUR]	Optional ²	Optional ²	Optional ²	NA	Optional ²
CSO total cost	Optional ²	Optional ²	Optional ²	NA	Optional ²
CSO cost center	Optional ²	Optional ²	Optional ²	NA	Optional ²
Nb. Of attendees	Mandatory	NA	NA	NA	NA
Manuals/hand outs required in printed version	Optional	NA	NA	NA	NA
Resources Available?	Optional	NA	NA	NA	NA
Training Room Availability Confirmed	Optional	NA	NA	NA	NA
Software Version	NA	Optional	Mandatory	Mandatory	Mandatory
Hardware Platform	Optional	Mandatory	Mandatory	Mandatory	Optional
Reason	Optional	Optional	Optional	Optional	Optional
TAC	Optional	Optional	Optional	Optional	Optional
2 nd OR Approval Required (external IOT only)	NA	NA	NA	Optional	NA

2 nd OR Approved	NA	NA	NA	Optional	NA
OIT vendor contract signed (external IOT only)	NA	NA	NA	Optional	NA
Contractual impact/conditions identified	NA	NA	NA	Optional	NA

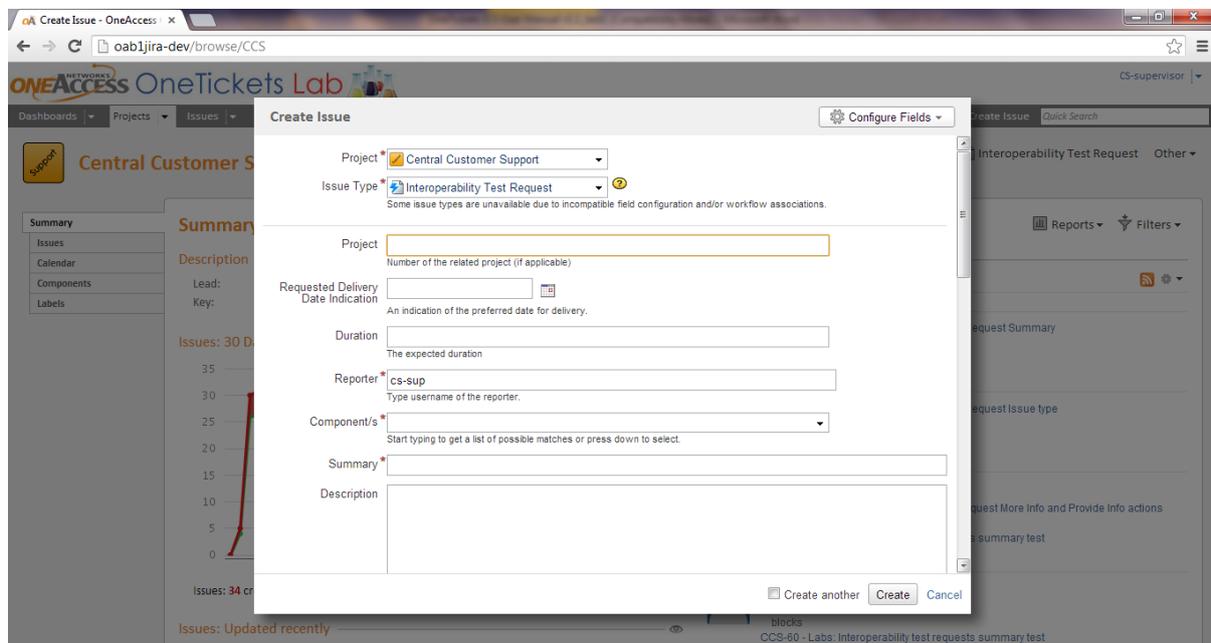
Optional¹ = must be completed before one can pass to CPS reviewed.

Optional² = must be completed before one can pass to CCS reviewed.

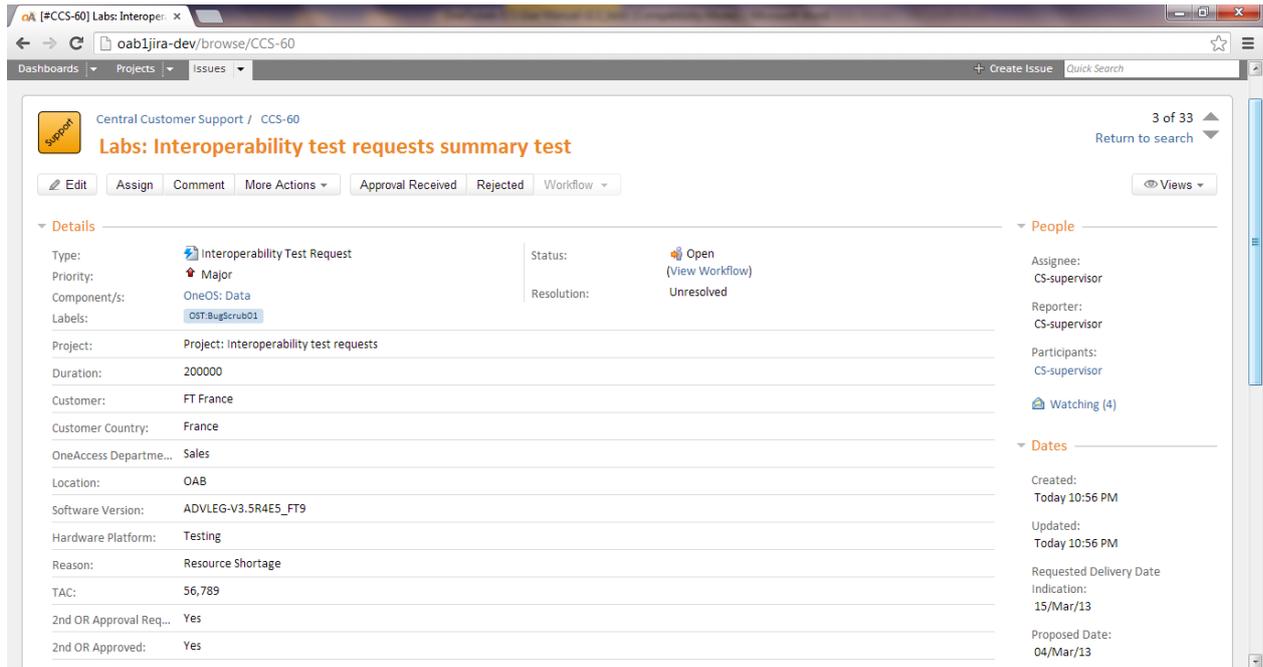
Once done with above action observes the Issue Type dropdown:

Ticket Type	Description
Training Request	A request for training to a customer or an internal training.
Validation Testing Request	A request to validate some hardware.
Onsite Intervention Request	A request for an onsite intervention. Periodic customer meetings are not dealt within the application.
Interoperability Test Request	Interoperability Test Request (IOT)
Other	Any other request

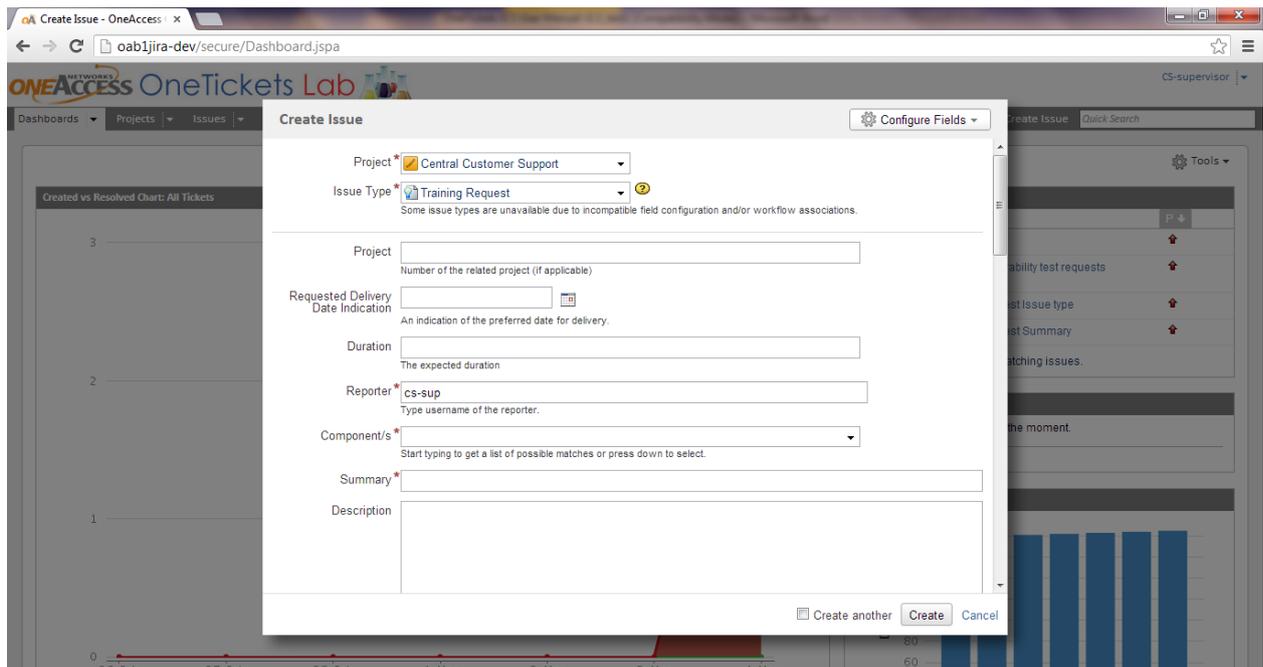
Select the Project as **Central Customer Support** & Issue type as **Interoperability Test Request** from the dropdown and click on Create button. Screenshot will appear as follows:



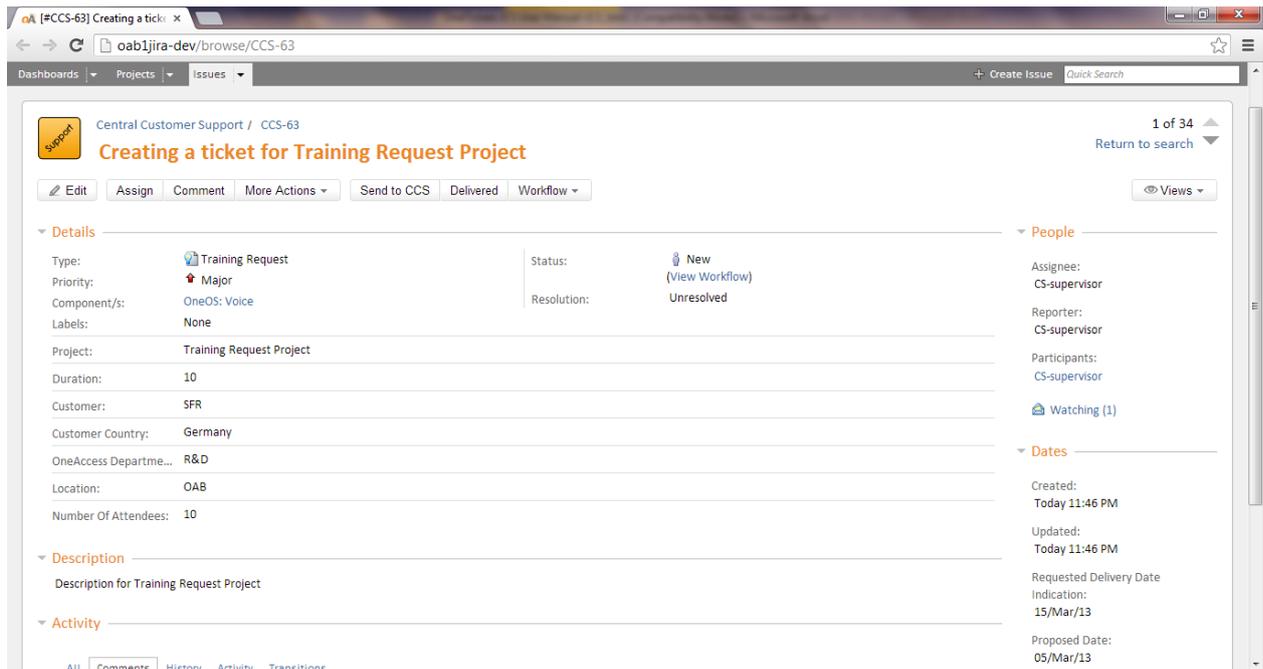
Fill all mandatory fields and click on **Create** and screen will appear as follows:



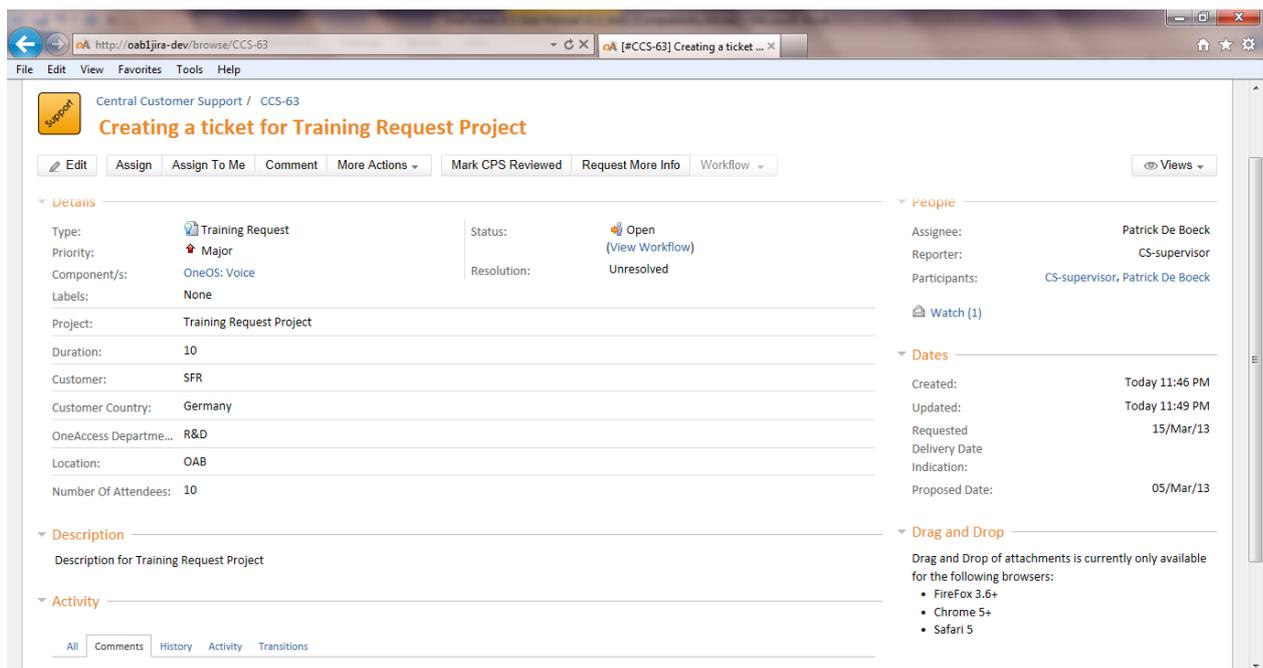
Select the Project as **Central Customer Support** & Issue type **other than Interoperability Test Request** from the dropdown and click on Create button. Screenshot will appear as follows:



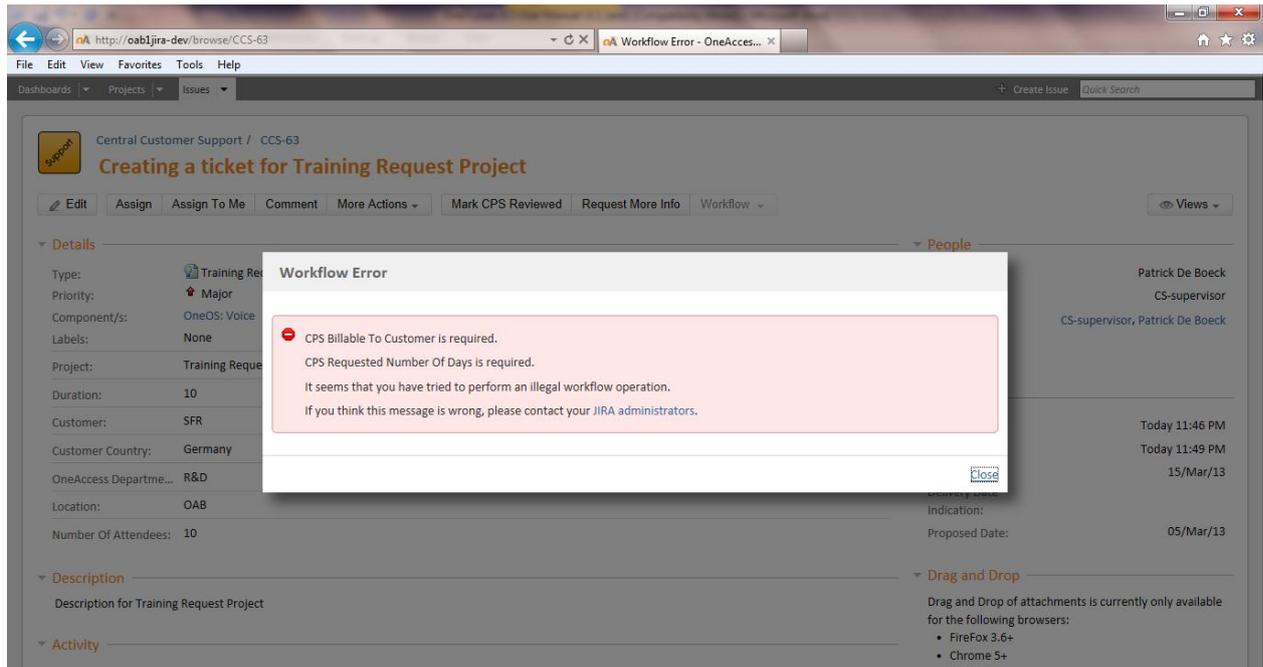
Fill all mandatory fields **without the CPS & CSO optional fields** and click on **Create**, the screen will appear as follows:



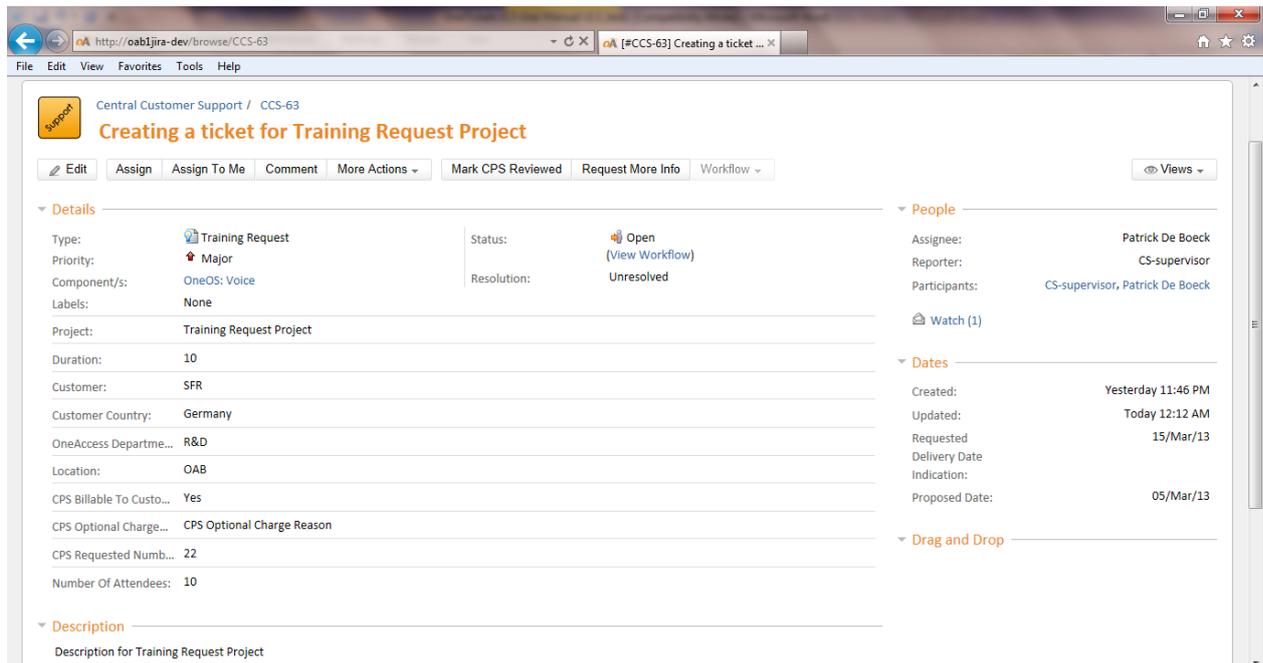
Once the Status is in the **Open** and **CS-Presales** will get the following screen.



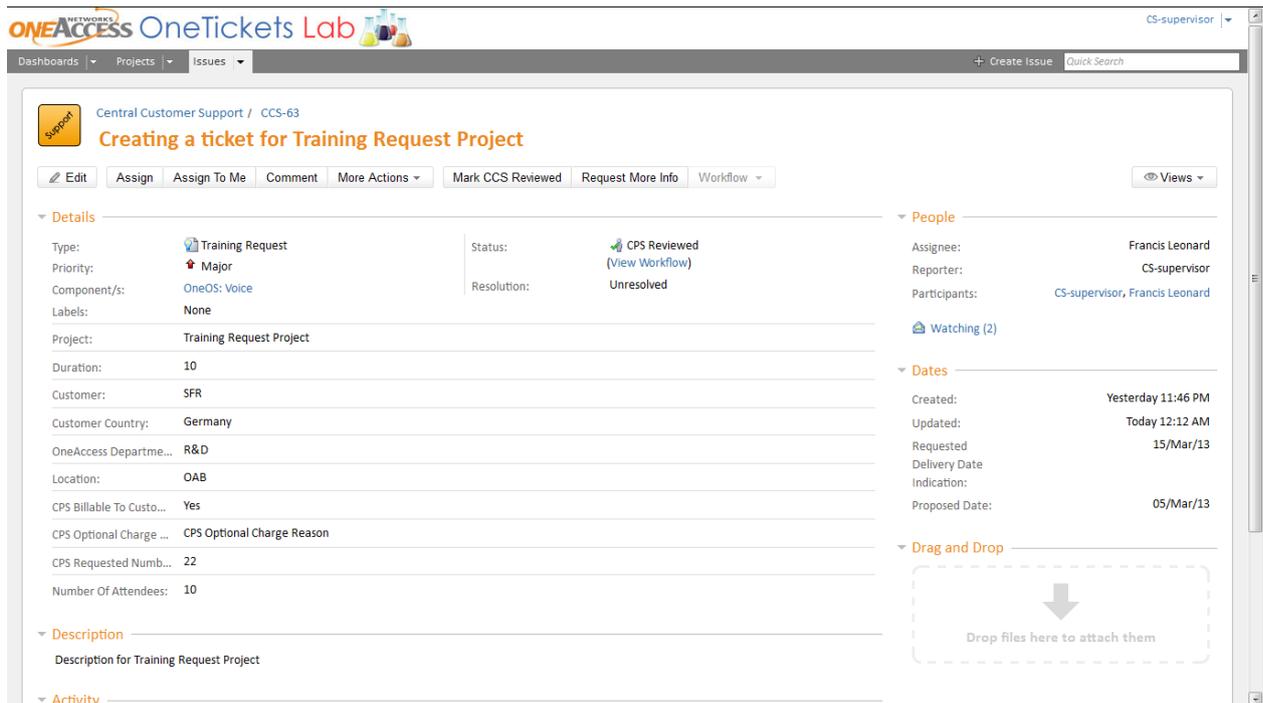
Once the **CS-Presales** clicks on the **Mark CPS Reviewed** button the following popup warning message will appear as follows:



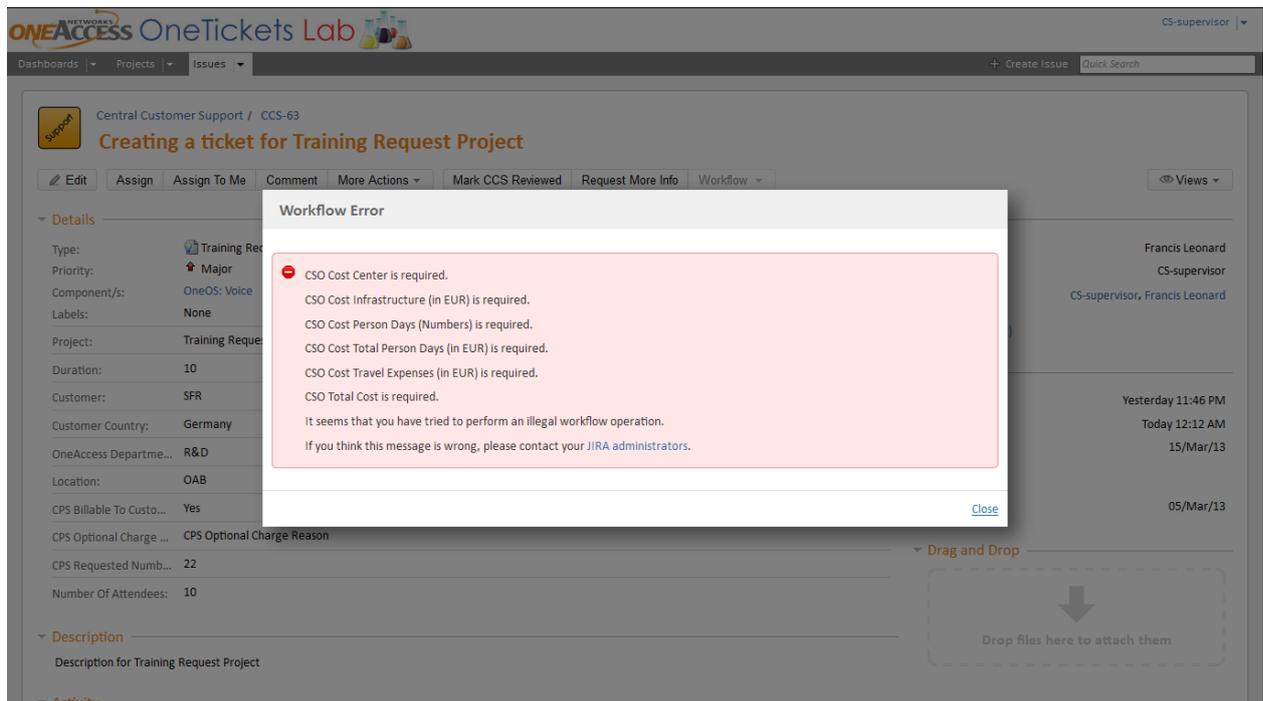
Click on the **Edit** button to fill the **CPS Billable to Customer**, **CPS Optional Charge Reason** and **CPS Requested Number of Days** fields and click on **update** button to update the ticket. After updating the values the screen will appear as follows:



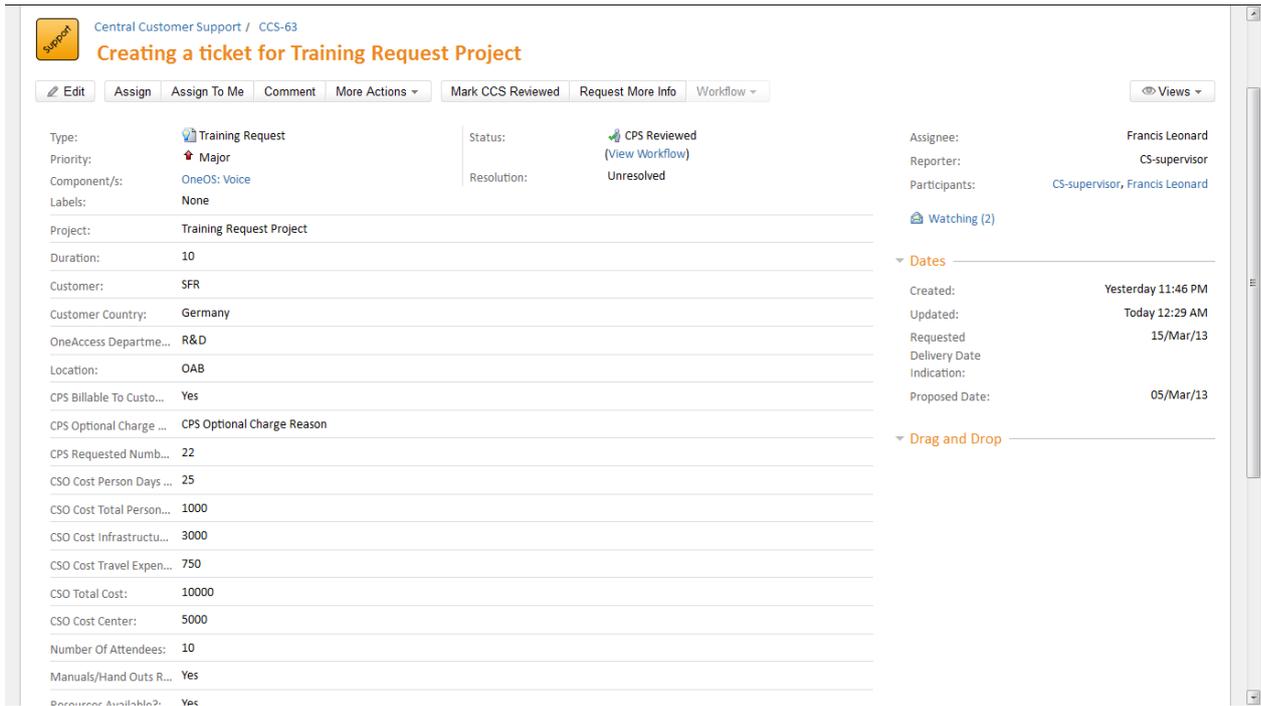
Once the **CS-Presales** is done with the **Mark CPS Reviewed** action the status will be updated to **CPS Reviewed**, and the **CS-Supervisor** is able to see the following screen



In the above page click on the **Mark CCS Reviewed** action, if user is not filled the CSO fields the following warning Workflow Error message will appear on the screen.



Click on the **Edit** button to fill CSO fields and click on **update** button to update the ticket. After updating the values screen will appear as follows:



And all other statuses will update according to the actions performed by the user.

Note: All the CSO and CPS are accepting the alphabets, number and special characters also.

2.1 Priority

Based on the type of the user need to select the value from dropdown. Default will be Major.

Name	Description	Guidelines
Blocker	Requires action asap	Given the impact, this is critical and requires action asap. Use this priority in case highest priority should be given to this request.
Critical	Severe impact	This in has a severe impact, fast resolution is required.
Major	Major impact	Normal problem
Minor	Minor impact	Minor impact, or other problem where easy workaround is present. The request can be handled with low priority.
Trivial	Trivial	The lowest priority possible. No use case identified, but the 5 priorities of JIRA will be kept as is (since shared through all JIRA projects).

Note: Priorities will not change automatically over time. The priority that has been set at the moment of creation of the ticket will be kept, until someone changes the priority manually.

Note: the description should be as generic as possible since it will be used as well for other applications of JIRA. Alternatively, one could decide not to use the default priorities and use a custom priorities field. This will be handled in the specifications document.

2.2 Component/s or Category

Users need to select the value from the dropdown based on the category.

Component	Description
-----------	-------------

TDRE	TDRE related
OneOS: Voice	OneOS Voice related
OneOS: Data	OneOS data related
TDRE: TMA	Management interface related
Other	Any other component

2.3 Summary:

It's a text field and user needs to enter the ticket summary.

2.4 Description

User need to give the details of the issue in the description field.

2.5 Assignee

User needs to select assignee from the dropdown. If user is not selecting any assignee by default it will be selected as Automatic (I.e. based on the category/category, the ticket will assigned to the category/component head)

2.6 Solution

User can enter the text in the Solution text pad.

2.7 Attachment

User can attach Files of any file type up to 500MB. To attach any file click on the Browse button, select the file which user want to upload and Click on Open button.

2.8 Linked Issues

User can link a ticket with another ticket. This workflow is action to avoid one need to duplicate the content of another ticket entirely in case the other ticket has been closed (or is only similar).

User can select the type of link from the 1st dropdown and issues can be selected from 2nd dropdown (or) user can enter the ticket numbers in the 2nd column.

Once the ticket is created successfully the page will appear as follows:

Central Customer Support / CCS-60

Labs: Interoperability test requests summary test

[Edit](#)
[Assign](#)
[Comment](#)
[More Actions](#)
[Approval Received](#)
[Rejected](#)
[Workflow](#)

OIT Vendor Contract ... Yes

Contractual Impact/C... Yes

Description

Interoperability test requests description

Attachments

Attachment Name	Size	Date
Acceptance_MailQueue_RDDeliver_Transactions.xls	15 kB	04/Mar/13 10:56 PM
Acceptance_MailQueue.xls	10 kB	04/Mar/13 10:56 PM

Issue Links

is blocked by

- CCS-54 Test1
- CCS-14 Testing the ccs IOT without the Request More Info and Provide Info actions

Activity

All | Comments | History | Activity | Transitions

There are no comments yet on this issue.

OneAccess © 2012 | Report a problem

JIRA ONEACCESS tools

2.9 Edit

1. Click on Edit button. (Any user in the CCS Group can edit any CCS ticket)
2. In the Edit Issue page edit the values and click on update button to save the changes.
3. In the Edit page Top right corner click on the **Configure Fields** dropdown where user is able to find two links **All** | **Custom**, by using Custom link user can select the fields which user want to see in the Edit Issue screen. Based on the show fields Edit Issue screen will appear.

2.10 Assign

1. Click on the Assign button.
2. In the popup select the assignee from the dropdown select the assignee from the dropdown
3. Enter the comments in comment field if required and click on Assign button

Assign

Assignee  CS-supervisor

Comment

   Viewable by All Users

Shortcut tip: Pressing a also opens this dialog box

Assign Cancel

2.11 Assign to me

Click on the Assign to me tab users should be able to assign the tickets for themselves

2.12 Add comment:

Clicking on the 'Comment' button, a user can add a comment. A comment can be added to a ticket. A comment consists of at maximum 512 ASCII characters. HTML and other formatting is not required. Comments are visible to all users who have access to the system.

Note: The user who ever commented on the ticket will get the mail notification whenever any comment is added to the ticket.

2.13 Attached file

More Actions: Attached file (More Actions => Attached file): Click on the Attach Files link, in the popup. Browse the attachment, enter the comments if required and click on attach. Files of any file type up to 500MB can be uploaded.

Attach Files

Attachment ICS ticketing specifications v1_8.doc

CS Ticketing User Manual v1.0.doc

Browse...

The maximum file upload size is 500.00 MB.

Comment

? 🔒 Viewable by All Users

Attach Cancel

Delete attachment:

An attachment can be deleted. This file can no longer be downloaded. Go to the Attachments link the ticket => Select the dropdown next to the '+' mark => Click on 'Manage Attachments' link=> In the result page click on the Delete icon => in the confirmation page click on the 'Delete' button.

In the Result page click on the Back to Issue tab => Observe the result page=> Result: Deleted attachment won't appear in the ticket.

2.14 Attach screenshot

More Actions: Attach screenshot (More Actions => Attach Screenshot): Paste the screenshot in the result page.

2.15 Watch Issue/Subscribe

More Actions: Watch Issue / Subscribe: (More Actions => Watch Issue) Click on the Watch Issue (or) Click on the Watch link as shown follows:

Support Central Customer Support / CCS-60

Labs: Interoperability test requests summary test

Edit Assign Comment More Actions Approval Received Rejected Workflow Views

Details

Type:	Interoperability Test Request	Status:	Open (View Workflow)
Priority:	Major	Resolution:	Unresolved
Component/s:	OneOS: Data		
Labels:	OST:BugScrub01		
Project:	Project: Interoperability test requests		
Duration:	200000		

People

Assignee:	CS-supervisor
Reporter:	CS-supervisor
Participants:	CS-supervisor

Watch (3)

Start watching this issue

Observe the watching icon as follows as (i.e. user who was opted for this option will get the mail notification for all changes)

Central Customer Support / CCS-60

Labs: Interoperability test requests summary test

Edit Assign Comment More Actions Approval Received Rejected Workflow Views

Details

Type:	Interoperability Test Request	Status:	Open (View Workflow)	Assignee:	CS-supervisor
Priority:	Major	Resolution:	Unresolved	Reporter:	CS-supervisor
Component/s:	OneOS: Data			Participants:	CS-supervisor
Labels:	OST:BugScrub01				
Project:	Project: Interoperability test requests				
Duration:	200000				

People

Watching (4)

Note: The user who ever clicks on the watch link on the ticket will get the mail notification and if user want to stop watching the issue user need to click on the Watching icon. Click on the digit which is present next to the Watching text i.e. digit (fox ex: 4) to see list of watchers.

2.16 Clone

More Actions: Clone :(More Actions => Clone) Clone is used to create a new ticket with the existing ticket. Users: Reporter of the existing ticket can create a new ticket by using the Clone.

Click on Clone link, in the popup change the summary if required (if required check the option to clone attachment also) and click on clone button. New ticket will be created successfully with the existing ticket fields.

2.17 Audit

Open the ticket=>Observe the 4 tabs: All, Comments, History and Activity => Click on the tab to view the history of the ticket

All: All actions performed in the ticket will appear in the all tab.

Comments: Only comments will display in the comments tab.

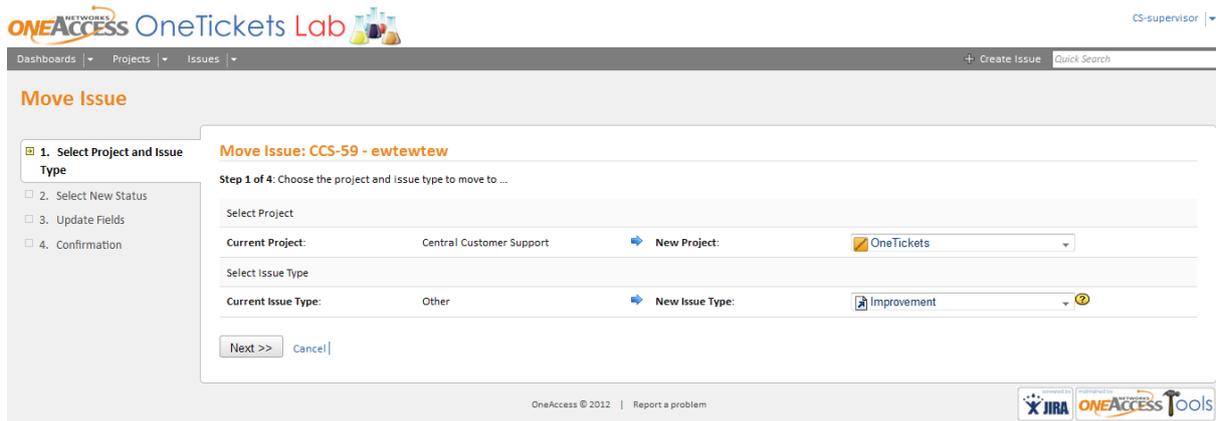
History: All the actions will be tracked in the History tab (i.e. attachments added/deleted, Issue status changes, linking, cloning and all actions will be tracked in this tab)

Activity: Which user perform which task, tasks performed by specific user will display next to them.

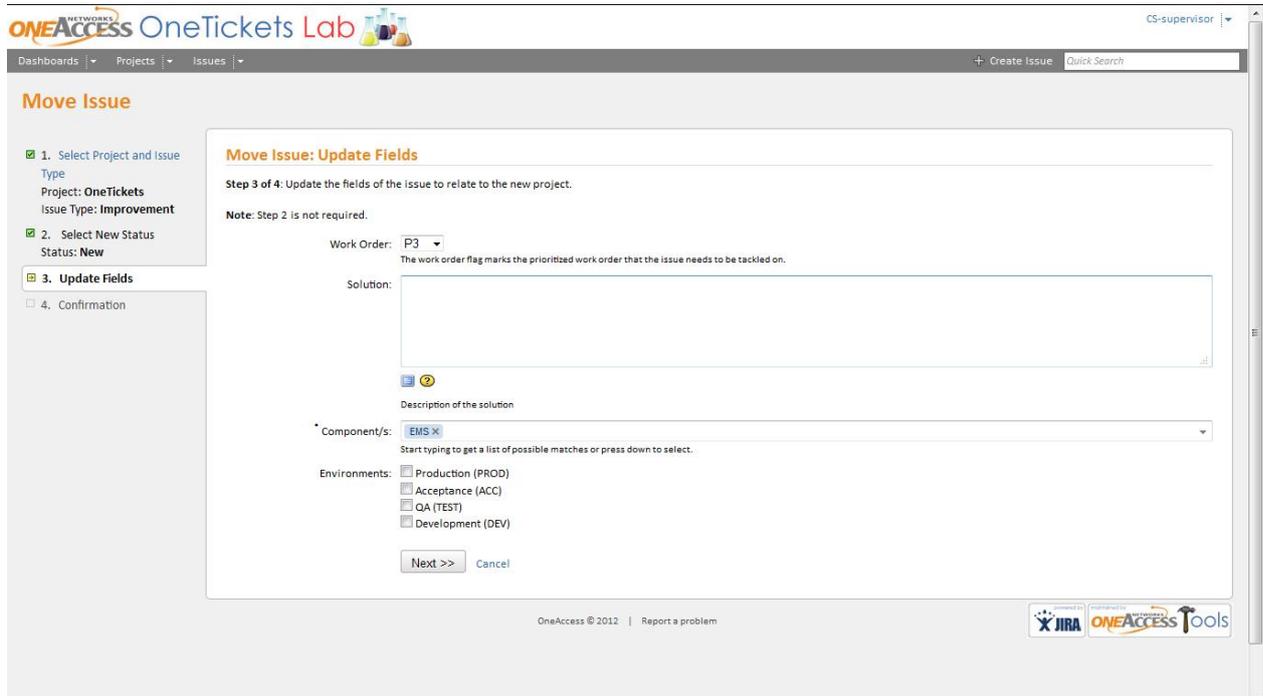
2.18 Move

Move: (More Actions => Move) => the action is mainly used to move the tickets from one project to other project.

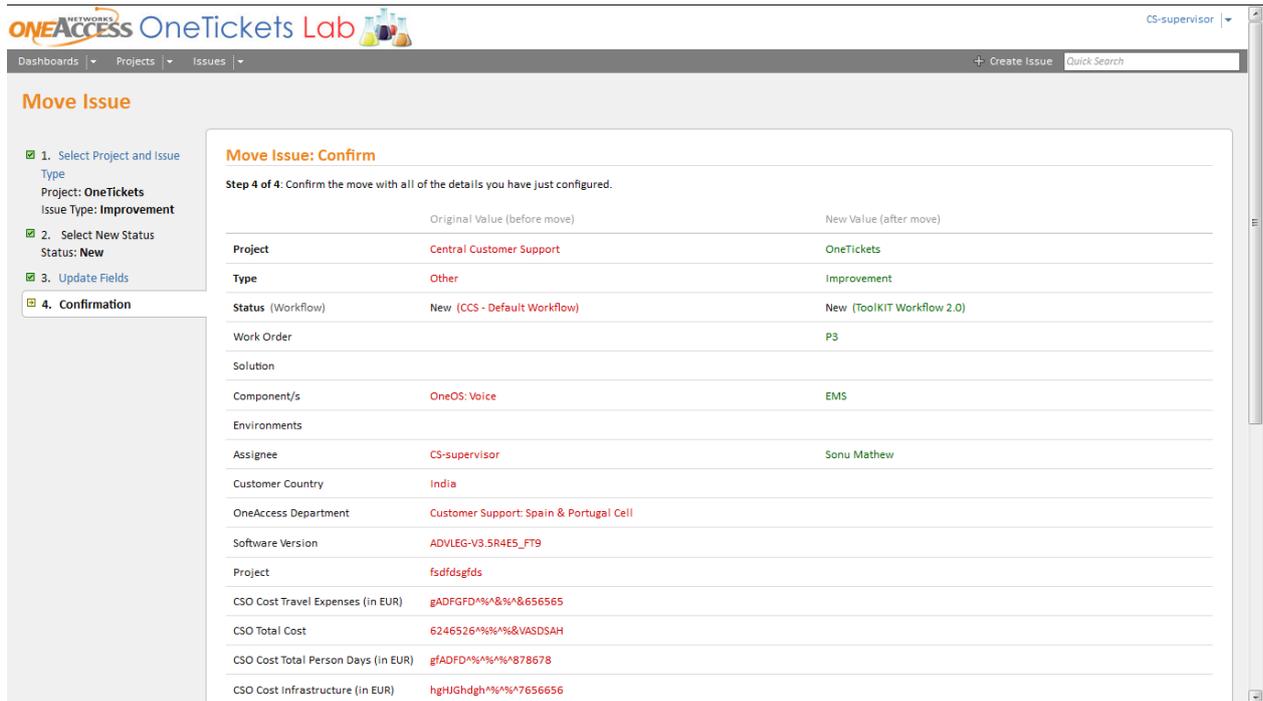
Clicking on the Move link user will direct to Move Issue page and the page appearance as follows:



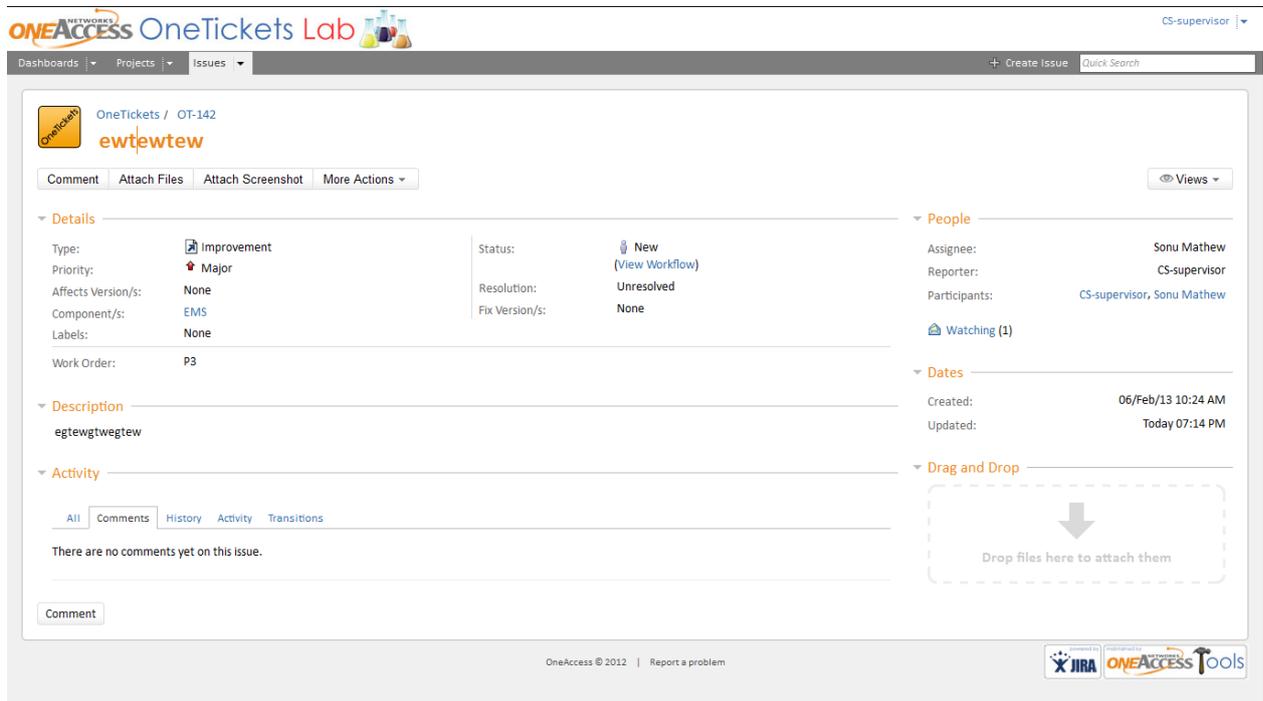
Select the New Project from the dropdown, Select New Issue type from dropdown 'Next>>'



Any user in the CCS Group can change the component from the dropdown, by clicking on the Next button it will direct to Move Issue: Confirm page and the page appearance as follows:



If confirmed click on the Move button to move the ticket from One project to other project else click on the Cancel button to go back to previous step. After clicking on the Move button the ticket will move from one project to another project and the page will appear as follows:



Note: 1. once the Move action is performed the new ticket Reporter name will changed to the user who performed the Move action and the participants list also changes based on the component/category.

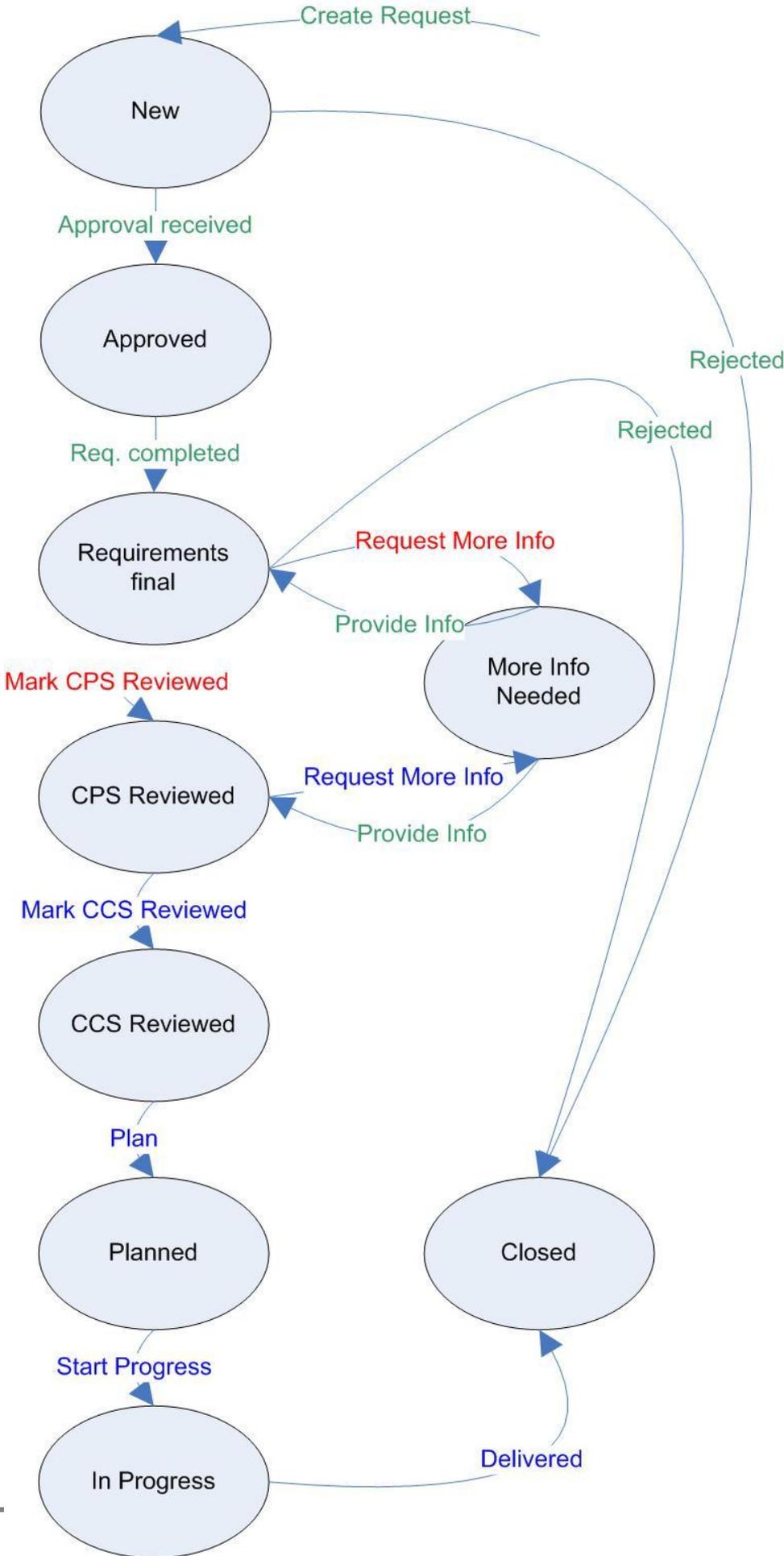
2. If any user is trying to access the old ticket with CCS user permission role he will get Permission Violation error if the Move function is happened in b/n two different projects.

3 Workflow and alter a ticket

Tickets can be logged by the any user in the CS-Group.

3.1 Workflow for Interoperability test requests (IOT)

Once the **Create Request** action is performed the status of the ticket will change to **Open**, based on that Status workflow has been updated.



3.2 Status Workflow for Interoperability test requests (IOT)

Workflow for Interoperability test requests (IOT)

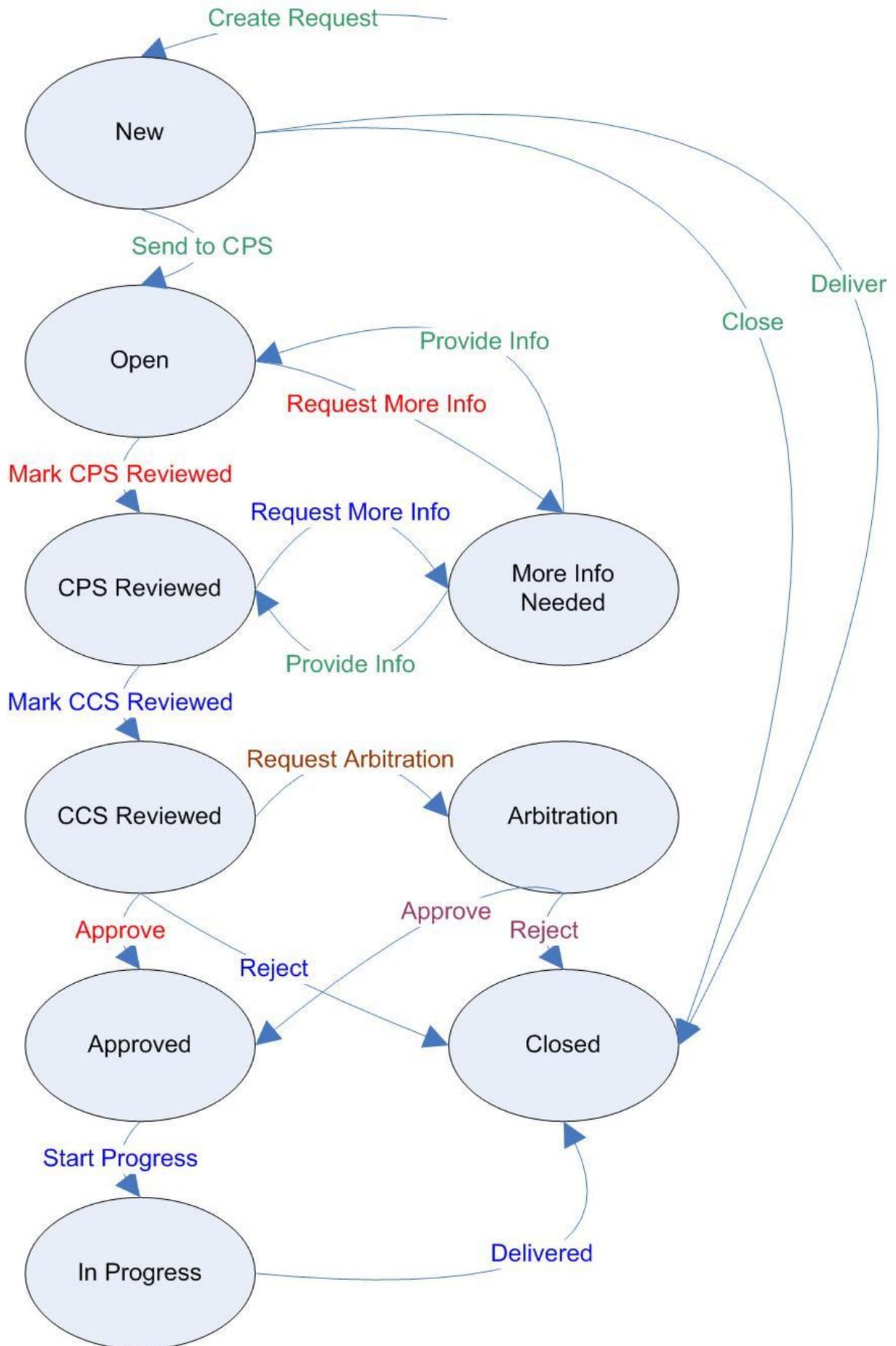
From status	Action	To Status	By	Default Assignee	Process action(~v1.3)	Description
-	Create	New	cs-supervisor cs-engineer cs-sales cs-cells cs-coo cs-pre-sales cs-prod-strat cs-prod-mgmnt	Reporter	5.1	The request is initiated.
Open	Approval Received	Approved	cs-supervisor cs-engineer cs-sales cs-cells cs-coo cs-pre-sales cs-prod-strat cs-prod-mgmnt	Reporter	5.4/5.2	IOT is approved in Product Review Meeting or via OR
Open	Rejected	Closed	cs-supervisor cs-engineer cs-sales cs-cells cs-coo cs-pre-sales cs-prod-strat cs-prod-mgmnt	Reporter	5.4/5.2	IOT is not approved in Product Review Meeting or via OR.

Approved	Req. completed	Requirements final	cs-supervisor cs-engineer cs-sales cs-cells cs-coo cs-pre-sales cs-prod-strat cs-prod-mgmt	PADEBO	5.5 & 5.6	Elicited IOT requirements including scope and tests are present.
Requirements final	Mark CPS reviewed	CPS Reviewed	cs-pre-sales	Based on component	5.7 & 5.8.a	Resource needs are consolidated, synergies are investigated.
CPS Reviewed	Mark CCS reviewed	CCS Reviewed	cs-supervisor	Actual performer of the action	5.8.b	Central CS has all info needed.
CCS Reviewed	Plan	Planned	cs-supervisor	Actual performer of the action	5.1	Draft plan is present.
Planned	Start progress	In Progress	cs-supervisor cs-engineer	Actual performer of the action	5.12	Support request is being prepared, delivered, ...
In Progress	Delivered	Closed	cs-supervisor cs-engineer	Reporter	5.13	Support request can be closed
Requirements final	Request More Info	More Pre-sales info needed	cs-pre-sales	Reporter		More info is needed.
CPS Reviewed	Request More Info	More CPS info needed	cs-supervisor cs-engineer	Reporter	-	More info is needed.

More Pre-sales info needed	Provide Info	Requirements final	cs-supervisor cs-engineer cs-sales cs-cells cs-coo cs-pre-sales cs-prod-strat cs-prod-mgmt	PADEBO	-	More info is provided.
More CPS info needed	Provide Info	CPS Reviewed	cs-supervisor cs-engineer cs-sales cs-cells cs-coo cs-pre-sales cs-prod-strat cs-prod-mgmt	Based on component	-	More info is provided.
Requirements final	Rejected	Closed	cs-supervisor	Reporter	5.11	The 2nd OR is rejected (external IOT requests only).
-	-	-	-		5.9	IOT Vendor Contract & IOT Conditions (can be attached to the ticket if needed)

-	-	-	-		5.11	The 2nd OR is approved (external IOT requests only). There is no additional workflow step for this. The approval is marked in the tickets fields. Note: the split (5.5) and merger (5.10) is not supported by the JIRA workflow.
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3.3 Workflow for all other Central Customer Support requests



3.4 Status changes all other Central Customer Support requests

From status	Action	To Status	By	Default Assignee	Process action(~ v1.2.1)	Description
-	Create	New	cs-supervisor cs-engineer cs-sales cs-cells cs-coo cs-pre-sales cs-prod-strat cs-prod-mgmt	Reporter	5.1	The request is initiated. Note: this is only added to enable metrics calculation, for requests that do not need assistance/handling by CCS, this step adds no value.
New	Send to CPS	Open	cs-supervisor cs-engineer cs-sales cs-cells cs-coo cs-pre-sales cs-prod-strat cs-prod-mgmt	PADEBO	5.3	The request is sent to CCS
New	Delivered	Closed	cs-supervisor cs-engineer cs-sales cs-cells cs-coo cs-pre-sales cs-prod-strat	Reporter	-	The request has been delivered.

			cs-prod-mgmt			
New	Close	Closed	cs-supervisor cs-engineer cs-sales cs-cells cs-coo cs-pre-sales cs-prod-strat cs-prod-mgmt	Reporter	-	The request can be closed.
Open	Request More Info	More Pre-Sales info needed	CS-Presales	Reporter	-	More info is needed.
More Pre-Sales info needed	Provide Info	Open	cs-supervisor cs-engineer cs-sales cs-cells cs-coo cs-pre-sales cs-prod-strat cs-prod-mgmt	PADEBO	5.2	More info is provided.
Open	Mark CPS reviewed	CPS Reviewed	CS-Presales	Based on component	5.4.a	Central PS in collaboration with cell completes the Customer Support Request fields.
CPS Reviewed	Request More Info	More CPS info needed	CS-supervisor CS-engineer	Reporter	-	More info is needed.
More CPS	Provide	CPS	cs-supervisor	Based on	-	More info is

info needed	Info	Reviewed	cs-engineer cs-sales cs-cells cs-coo cs-pre-sales cs-prod-strat cs-prod-mgmt	component		provided.
CPS Reviewed	Mark CCS reviewed	CCS Reviewed	CS-Supervisor	PADEBO	5.4b	Central CS updates cost evaluation and proposed solution/recommendation fields in the Customer Support Request.
CCS Reviewed	Request Arbitration	Arbitration	CS-Supervisor CS-PreSales	PHIMO	5.5	Based on non-consensus between Central PS & Central CS, this request is sent to the COO.
Arbitration	Approved	Approved	CS-supervisor CS-COO	Based on component	5.6	-
Approved	Start progress	In Progress	CS-supervisor CS-engineer	Performer of the action	-	Support request is being prepared, delivered, ...
In Progress	Delivered	Closed	CS-supervisor CS-engineer	Performer of the action	5.9	Support request can be closed
CCS Reviewed	Reject	Closed	CS-Supervisor	Reporter	5.5	Central CS disapproves the request by providing proper justification to cell.
Arbitration	Reject	Closed	CS-supervisor CS-COO	Reporter	5.6	COO rejects

CCS Reviewed	Approve	Approved	CS-Presales	Based on component	5.5 & 5.8	Central PS approves and enters tentative timelines for addressing the request.
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4 User Management

All user management related tasks can be requested by the OneAccess Helpdesk system (SysAid). Initially this setup will be present:

Group Name	Users	Description
CS-supervisor	Francis, Wodan & Sebastien	Person responsible for the assignment within CS
CS-engineer	Stijn Van Woensel; Sven Clabots; Wodan Van Acker; Youssef Rachid; Berhe Feshaye; Fabrice Codo; Francis Leonard; Hamid Lakrazbi; Jose Pacheco; Ludovic Alloy; Philippe Laboirie; Sebastien Le Gall	CCS
CS-sales	Alain Necessian; Alan Brazier; Axel Philips; Balazs Veszely; Benoit Souffree; Bertrand de Fleurieu; Bertrand Meis; Catherine Nuyts; Christine Gaultier; Christophe Peix; Daniel Nguyen; Dennis Gatens; Dmitry Kvardakov; Dominique Brossard; Emma Richardson; Eric Bonneau; Fabienne Bernard; Fabrizio Repetto; Franck Lespayandel; Gunnar Frisk; Ian Coster; Ine Venken; Inge Van de Peer; Jagadish Botlaguduru; Jan Polak; Laurent Chaudron; Lee Hardie; Monir Mousou; Patrick Cosperec; Patrick De Boeck; Peter Maschke; Philippe Durand; Philippe Moulin; Robert Godard; Rogelio Ruiz Contreras; Rudolf Demeulenaere; Sandra Mangold; Udo Abt	Sales
CS-cells	Iain Maibach; Anuraj Bhadana; Bertrand Pennachio; Cedric Legoux; Claude Dutemple; Dirk-Johann Westermann; Frederic Deyras; Guillaume Brodar; Jon Ramirez de Olano Medrano; Labass Dembele; Martin Bek; Patrick Patzelt; Peter Beckers; Stefano Di Natale; Tahir Khan; Thierry Cotellon; Thorsten Freiheit	Cells
CS-COO	Philippe Moulin	COO

CS-Presales	AbdelMajid Mechkour; Anais Hachmanian; Anuraj Bhadana; Ben Howarth; Bertrand Pennachio; Cherif Benmerad; Denis Behaghel; Dheeraj Mengu; Emmanuel Lety; Fabrice Boise; Francis Baestaens; Guillaume Brodar; Jawad El Khoury; Jean-Michel Pelletier; Jon Ramirez de Olano Medrano; Juan Manuel BRAVO Lindoro; Martin Bek; Mathieu Vanwynsberghe; Maxime Bourrel; Michael Hartlaub; Patrick De Boeck; Philippe de la Bourdonnaye; Philippe Kauffmann; Phillip Law; Roland Schmidt; Stefano Di Natale; Tahir Khan; Wim Stuyck	Entire presales team
CS-ProdStrat	Denis Behaghel; Jan Marien; Maxime Bourrel; Paul Pyck	Product Strategy team
CS-ProdMgmt	Jean-Louis Sancey; Jessica Riccio; Luc Peyrat; Paul Pyck; Yves Djedje	Product Management team

5 Reporting

Reports are currently out of scope for Phase 1. However, a user can generate KPI reports by filtering the required data, exporting it to Excel and then calculating on or aggregating the exported data.

6 General Features

6.1 Filtering

6.1.1 Search for Issues:

Go to Issues => Search for Issues: User will redirect to Issue Navigator page.

In the result page 3 tabs will appear (Summary, New and Manage) in the left pane.

Search: By default **New** tab is selected and the tab page details as follows:

New: New tab will present with Switch to 'advanced' searching. Clicking on the advanced link the text link present in the New tab the text changes as follows: Switch to simple searching. (if u have already selected for simple search user will get a link saying that History dropdown with the searched query, clicking on the searched query user will direct to Edit tab which will be created newly)

Simple Search: For New tab default search is Simple Search

Users can search the tickets based on the any of the fields which are present in the Issue Navigator=>left-pane. (Login to Jira=> Horizontal Navigation =>Search for Issues => User will direct to default Issue Navigator page.)

Issue Navigator

Summary | **New** | Manage

Switch to [advanced searching](#)

You do not currently have a search or filter selected.

Query

Summary Description
 Comments

Project

- All projects
- Central Customer Support
- Indus
- OneIntranet
- OneReports

Issue Type

- Any
- Standard Issue Types
- Bug
- Task
- Training Request

▸ Issue Attributes

▸ Dates and Times

▸ Work Ratio

▸ Custom Fields

Edit (Part of New): Clicking on the Search button, Edit tab will appear as follows:

The screenshot shows the 'Issue Navigator' on the left and a list of issues on the right. The 'Issue Navigator' has tabs for Summary, Edit, New, and Manage. It includes a search bar, a 'Query' field, and filters for Summary, Description, and Comments. The Project filter is set to 'Central Customer Support' and the Issue Type filter is set to 'Onsite Intervention Request'. The main area displays a table of issues with columns for T, Key, Summary, Assignee, Reporter, P, Status, Resolution, Created, and Updated.

T	Key	Summary	Assignee	Reporter	P	Status	Resolution	Created	Updated
CCS-63	Creating a ticket for Training Request Project	Patrick De Boeck	CS-supervisor	CS-supervisor	CCS Reviewed	Unresolved	04/Mar/13	05/Mar/13	
CCS-62	Training Request Summary		CS-supervisor	CS-supervisor	New	Unresolved	04/Mar/13	04/Mar/13	
CCS-60	Labs: Interoperability test requests summary test		CS-supervisor	CS-supervisor	Approved	Unresolved	04/Mar/13	07/Mar/13	
CCS-58	edit 3		CS-ProdMgmt	CS-ProdMgmt	More CPS Info Needed	Unresolved	05/Feb/13	05/Feb/13	
CCS-57	fvdvdbv		CS-ProdMgmt	CS-ProdMgmt	Closed	Fixed	05/Feb/13	05/Feb/13	
CCS-56	edit2		CS-ProdMgmt	CS-ProdMgmt	Closed	Fixed	05/Feb/13	05/Feb/13	
CCS-55	Edit		CS-ProdMgmt	CS-ProdMgmt	Closed	Fixed	05/Feb/13	05/Feb/13	
CCS-54	Test1		Patrick De Boeck	CS-ProdMgmt	Open	Unresolved	05/Feb/13	04/Mar/13	
CCS-53	ertertertert		CS-ProdMgmt	CS-ProdMgmt	Closed	Fixed	05/Feb/13	05/Feb/13	
CCS-52	gdfghdfbhh		CS-ProdMgmt	CS-ProdMgmt	Closed	Fixed	05/Feb/13	05/Feb/13	
CCS-51	qwdqwdqrwd		CS-ProdMgmt	CS-ProdMgmt	Closed	Fixed	05/Feb/13	05/Feb/13	
CCS-50	gvwergerg		CS-ProdMgmt	CS-ProdMgmt	Closed	Fixed	05/Feb/13	05/Feb/13	
CCS-49	dfwsdfwd		Wodan Van Acker	CS-ProdMgmt	CPS Reviewed	Unresolved	05/Feb/13	05/Feb/13	
CCS-48	tr5wetwer		CS-ProdMgmt	CS-ProdMgmt	Closed	Fixed	05/Feb/13	05/Feb/13	
CCS-47	2w12we12e		CS-ProdMgmt	CS-ProdMgmt	Closed	Fixed	05/Feb/13	05/Feb/13	
CCS-46	e21e12e		CS-ProdMgmt	CS-ProdMgmt	Closed	Fixed	05/Feb/13	05/Feb/13	

Note: Manage filters are described as part of the 6.2.2

6.1.2 Create a filter:

Clicking on Save link in the left pane the screen will appear as follows:

The screenshot shows the 'Save Current Filter' dialog box. It includes a warning message: 'Sharing with everyone will make this visible to users who are not logged in.' The dialog has fields for Name and Description, a Favourite star icon, and a Shares section with a dropdown menu set to 'Everyone' and an 'Add' button. There are 'Save' and 'Cancel' buttons at the bottom.

Enter the filter name and click on save button. The result page will appear as follows:

Issue Navigator — CCS All Issues Types

Displaying issues 1 to 50 of 60 matching issues.

T	Key	Summary	Assignee	Reporter	P	Status	Resolution	Created	Updated
CCS-63	Creating a ticket for Training Request Project	Patrick De Boeck	CS-supervisor	CS-supervisor	CCS Reviewed	Unresolved	04/Mar/13	05/Mar/13	
CCS-62	Training Request Summary	CS-supervisor	CS-supervisor	New	Unresolved	04/Mar/13	04/Mar/13		
CCS-60	Labs: Interoperability test requests summary test	CS-supervisor	CS-supervisor	Approved	Unresolved	04/Mar/13	07/Mar/13		
CCS-58	edit 3	CS-ProdMgmnt	CS-ProdMgmnt	More CPS Info Needed	Unresolved	05/Feb/13	05/Feb/13		
CCS-57	fvvdv	CS-ProdMgmnt	CS-ProdMgmnt	Closed	Fixed	05/Feb/13	05/Feb/13		
CCS-56	edit2	CS-ProdMgmnt	CS-ProdMgmnt	Closed	Fixed	05/Feb/13	05/Feb/13		
CCS-55	Edit	CS-ProdMgmnt	CS-ProdMgmnt	Closed	Fixed	05/Feb/13	05/Feb/13		
CCS-54	Test1	Patrick De Boeck	CS-ProdMgmnt	Open	Unresolved	05/Feb/13	04/Mar/13		
CCS-53	erterterter	CS-ProdMgmnt	CS-ProdMgmnt	Closed	Fixed	05/Feb/13	05/Feb/13		
CCS-52	gdfghdfbhh	CS-ProdMgmnt	CS-ProdMgmnt	Closed	Fixed	05/Feb/13	05/Feb/13		
CCS-51	qwdqwrqwd	CS-ProdMgmnt	CS-ProdMgmnt	Closed	Fixed	05/Feb/13	05/Feb/13		
CCS-50	gvwergerg	CS-ProdMgmnt	CS-ProdMgmnt	Closed	Fixed	05/Feb/13	05/Feb/13		
CCS-49	dfwdfwd	Wodan Van Acker	CS-ProdMgmnt	CPS Reviewed	Unresolved	05/Feb/13	05/Feb/13		
CCS-48	tr5wetwer	CS-ProdMgmnt	CS-ProdMgmnt	Closed	Fixed	05/Feb/13	05/Feb/13		
CCS-47	2w12we12e	CS-ProdMgmnt	CS-ProdMgmnt	Closed	Fixed	05/Feb/13	05/Feb/13		
CCS-46	e21e12e	CS-ProdMgmnt	CS-ProdMgmnt	Closed	Fixed	05/Feb/13	05/Feb/13		

6.1.3 Filter functionality

6.1.3.1 Rename or Share for filter

Click on the Rename and Share link (Operations=> Rename or Share link):

Issue Navigator — CCS All Issues Types

Edit Current Filter

Sharing with everyone will make this visible to users who are not logged in.

Name: CCS All Issues Types New

Description: Search all for Issue Types

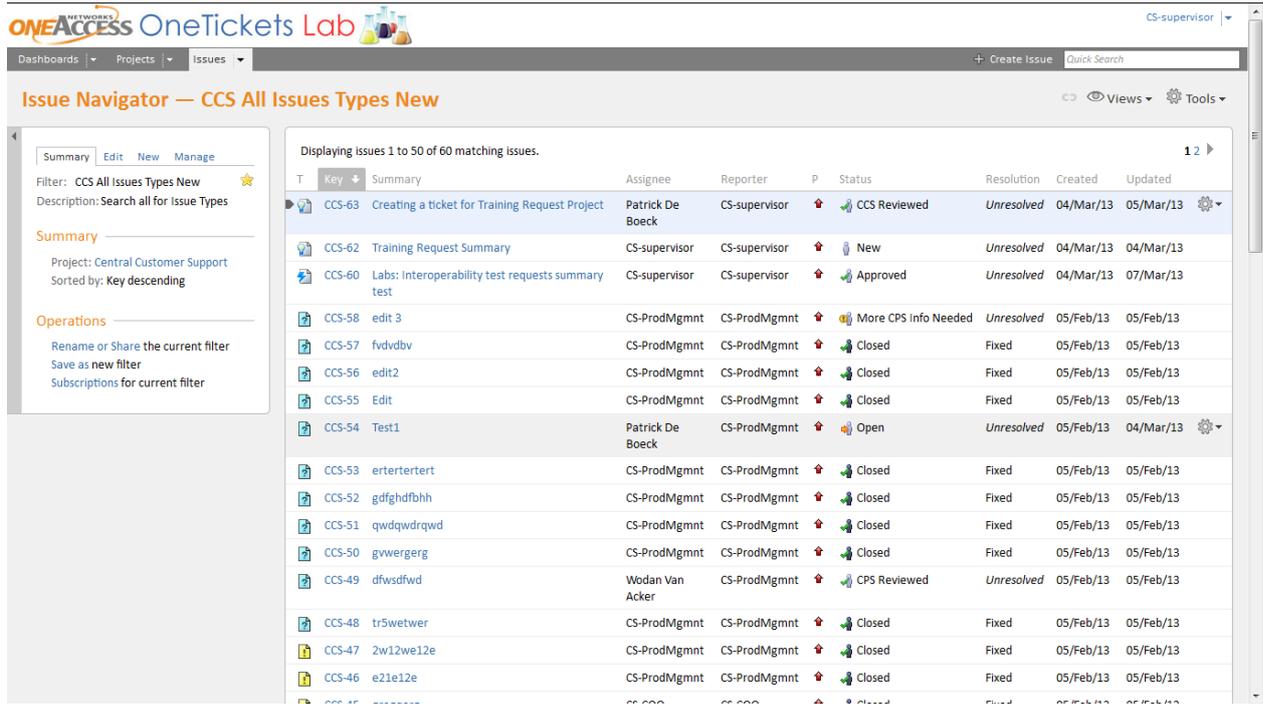
Favourite:

Shares: Not shared

Add Shares:

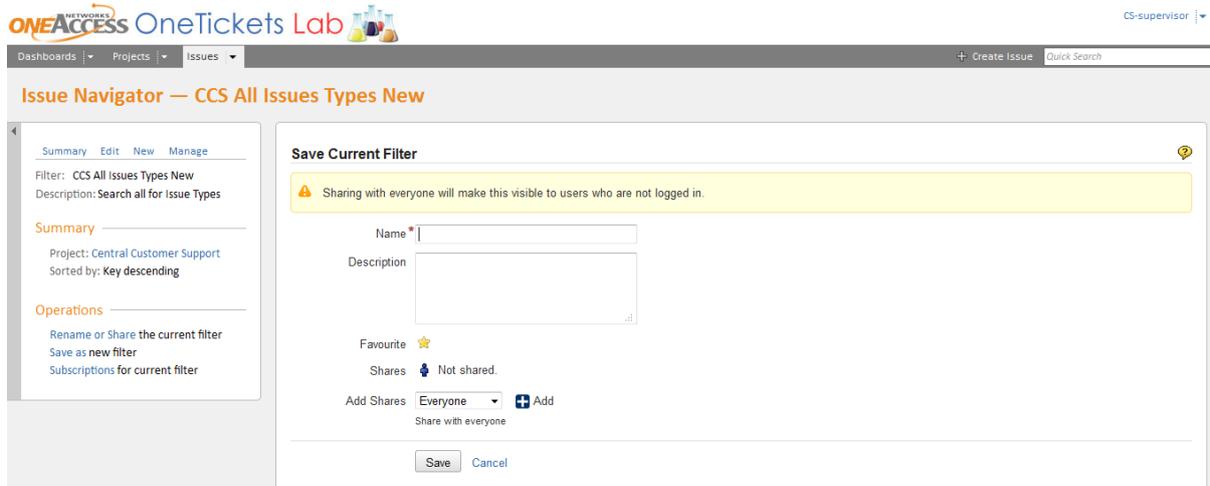
Share with everyone

Enter new Name in the Name text field and click on **Save** button.

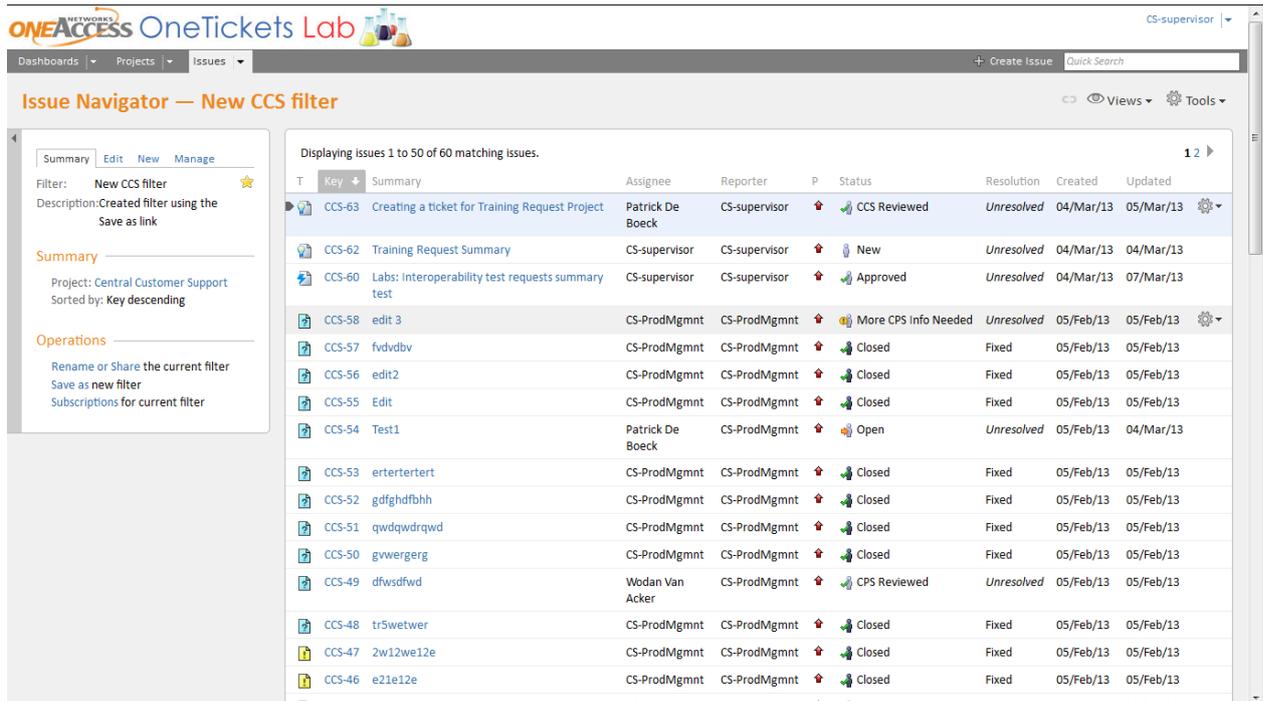


6.1.3.2 Creating a new filter from existing filter

Clicking on the **Save as new filter** link (Operations=> **Save as** link) the page will appear as follows:

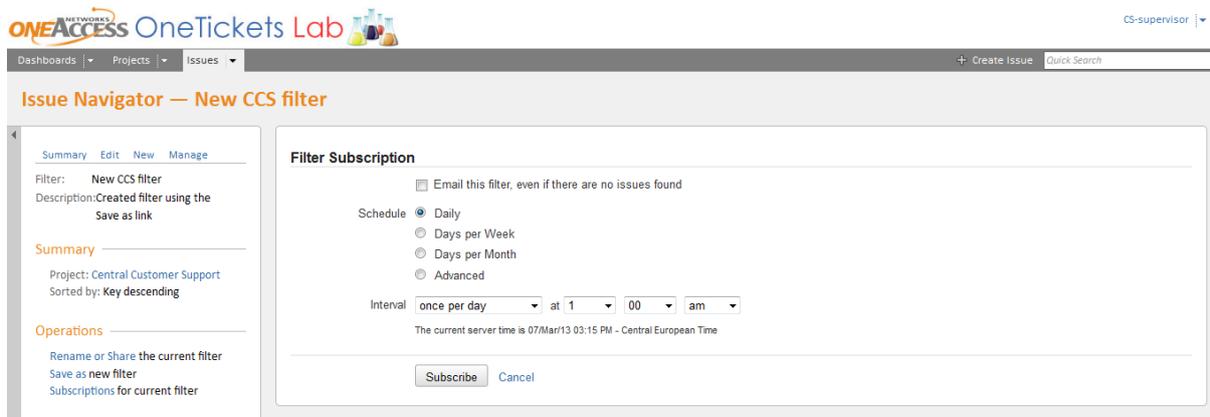


Enter the Name and Click on save button. The filter was created successfully and the result page will appear as follows:



6.1.3.3 Subscriptions for filter

Clicking on the Subscriptions link, the result page will display with 'Add Subscription' and view all filters link. Clicking on the Add Subscription link the page will appear as follows



Select the options and click on the **Subscribe** button.

6.2 Manage Filters

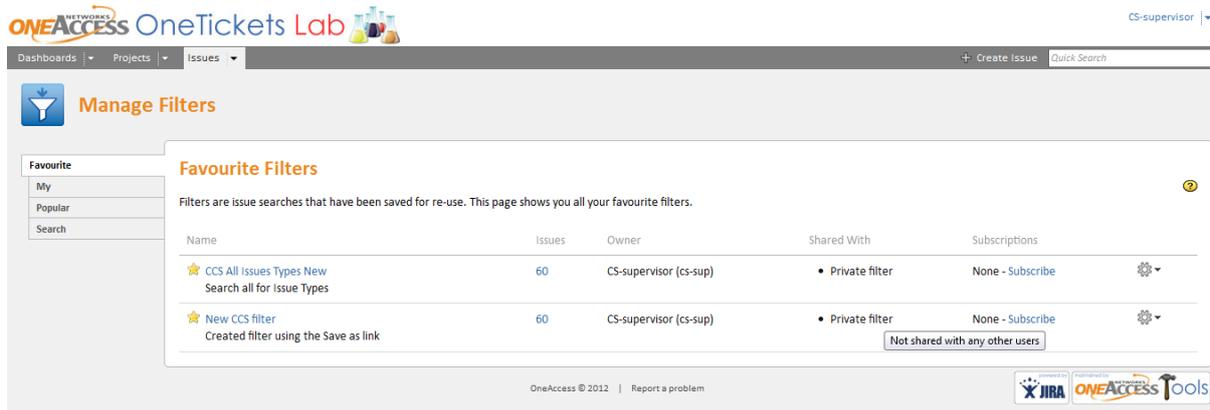
Manage filters will display with the 4 vertical tabs in the left navigation:

1. Favorite
2. My
3. Popular
4. Search.

6.2.1 Favorite Filters

Favourite filter will display the list of favorite filter saved for the present user. If favorite filters are not present it will display the message 'You have no favorite filters'. While creating filters by default

favorite filter is enabled with yellow color star and the ‘favorite filters’ list will display as follows:



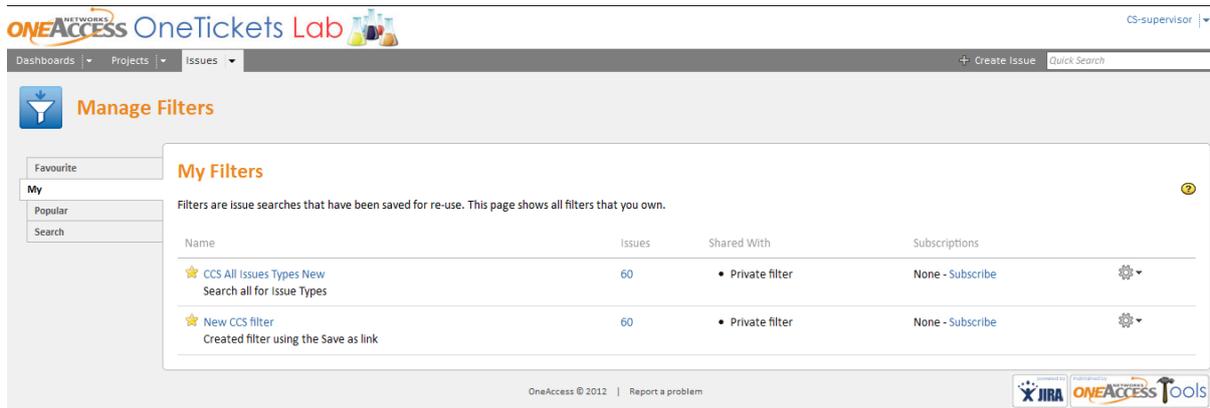
Clicking on the Edit link users will direct to edit filter page and they can edit the selected the filter name.

Clicking on the Delete link user can delete the filter even if they the filter is subscribed for the filter.

Clicking on the Column links user is able to add/delete and alter the columns.

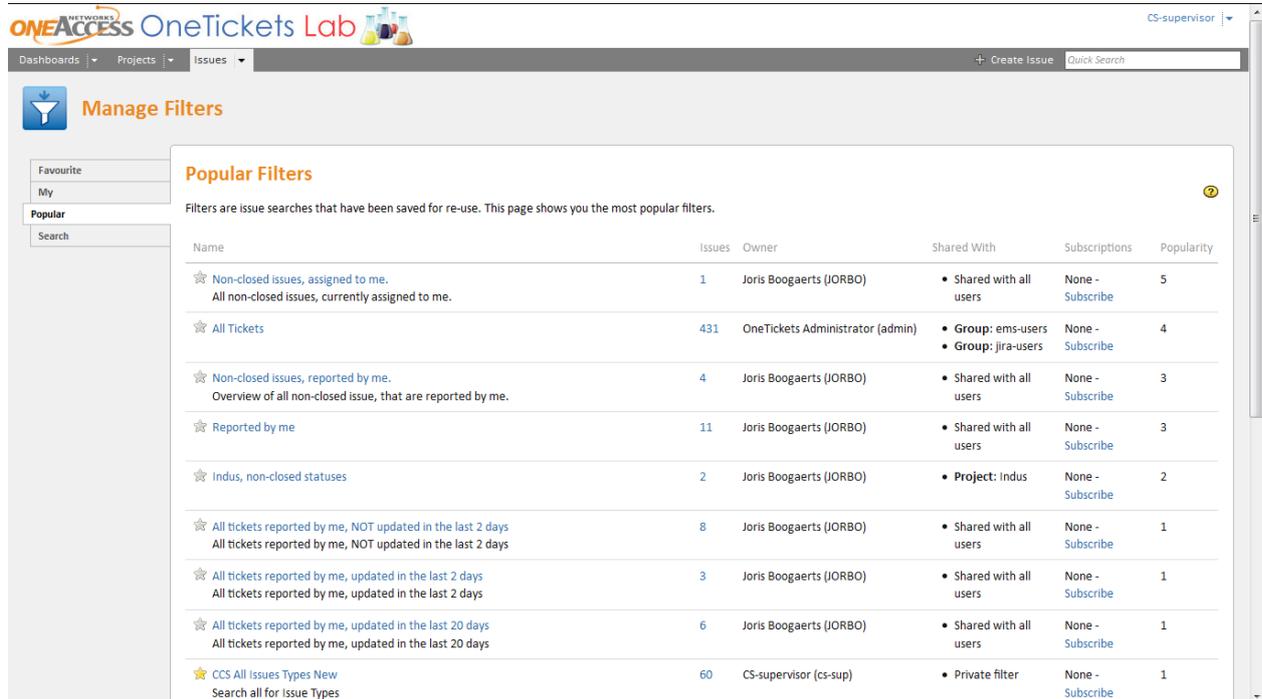
6.2.2 My Filters

Clicking on the tab in the left pane it will display the list of filters for the user.



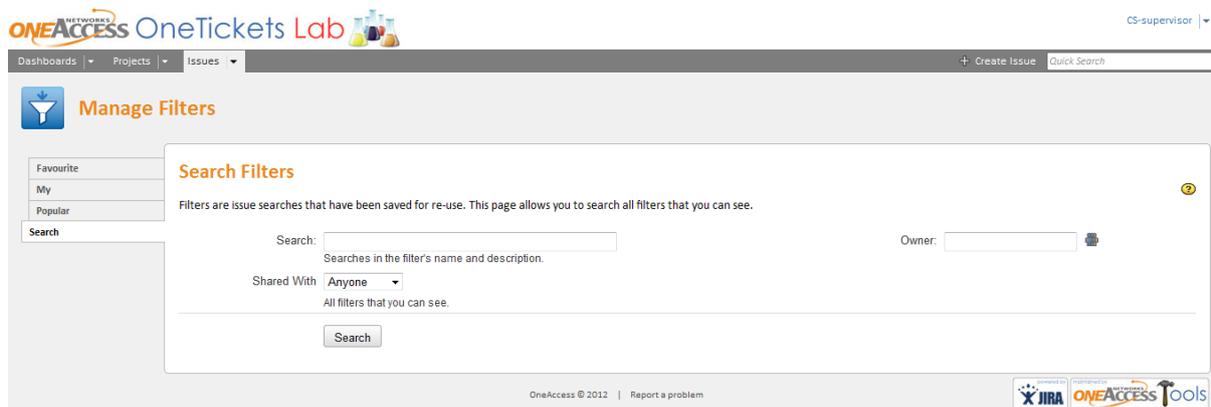
6.2.2 Popular filter

Filters are issue searches that have been saved for re-use. This page shows you the most popular filters.



6.2.3 Search filter

Login with user credentials=> Issues link/dropdown in the horizontal navigation => Manage tab/ Manage filters => Select left pane popular tab => Click on All Issues filter => User will get the all the issues



6.2.3 Search for all tickets

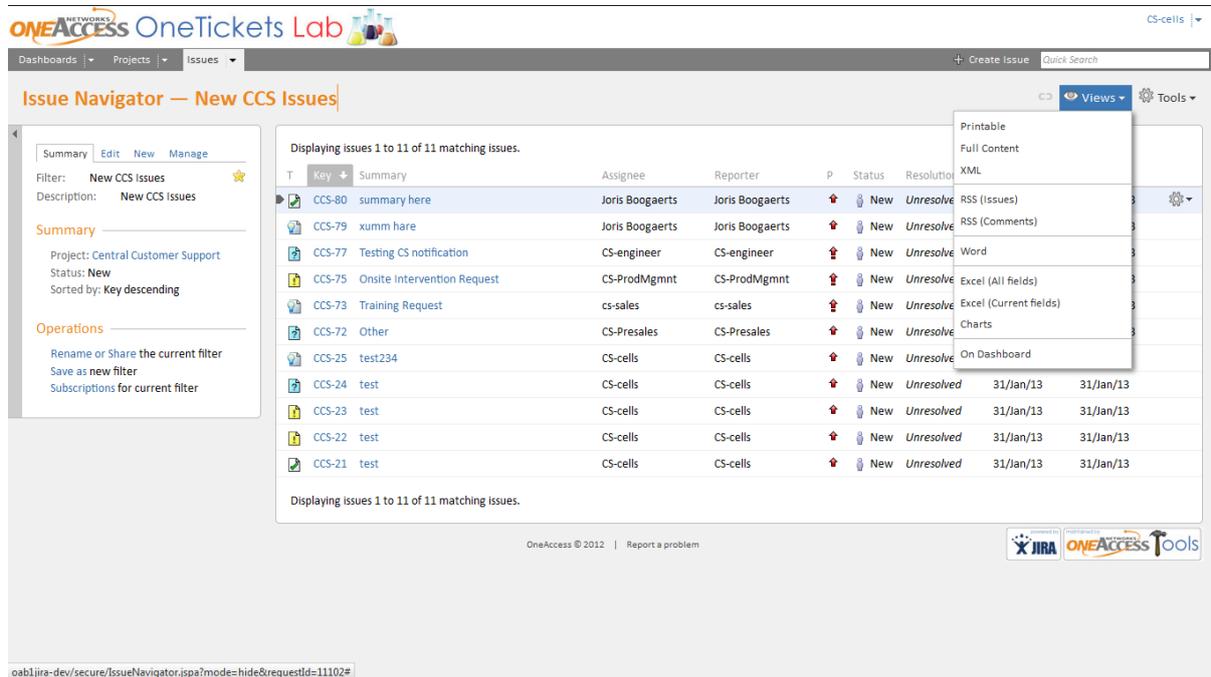
Login with user credentials=> Issues link/dropdown in the horizontal navigation => Manage tab/ Manage filters => Select left pane popular tab => Click on All Issues filter => User will get the all the issues related to that project.

6.3 Export the search results and configure the columns

Jira had provided the few options for the search results. 1. Views and 2.Tools.

6.3.1 Views

Views dropdown is having many options for the user, based on the requirement user need to select the options.



6.3.2 Tools

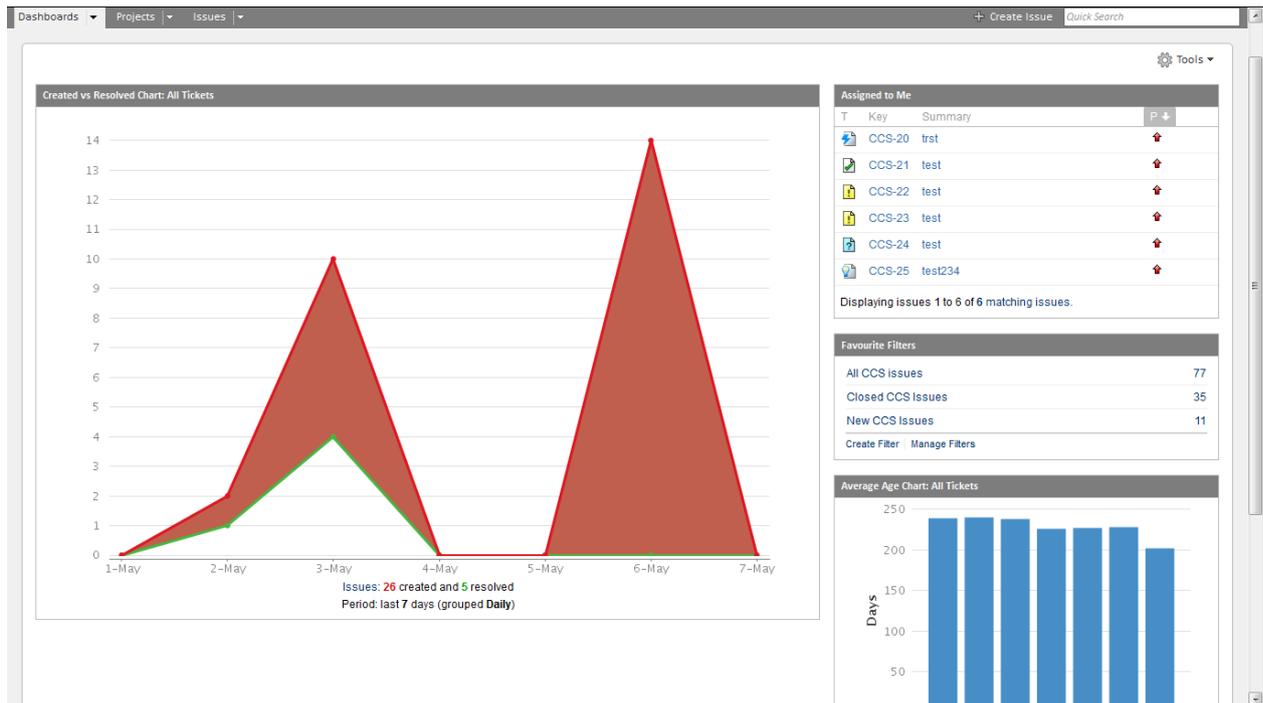
Configure option => Clicking on the Configure Columns the page will direct to Issue Navigator column as follows and user can manage add/delete and alter columns.

The table will show issue fields in order of appearance in your Issue Navigator. Note: Not all the fields below are shown in Issue Navigator for each issue (e.g. custom fields which are only per-project and/or per-issue type).

7 User Roles

CS Users

Once user logged in with credentials user will get the following default screen.

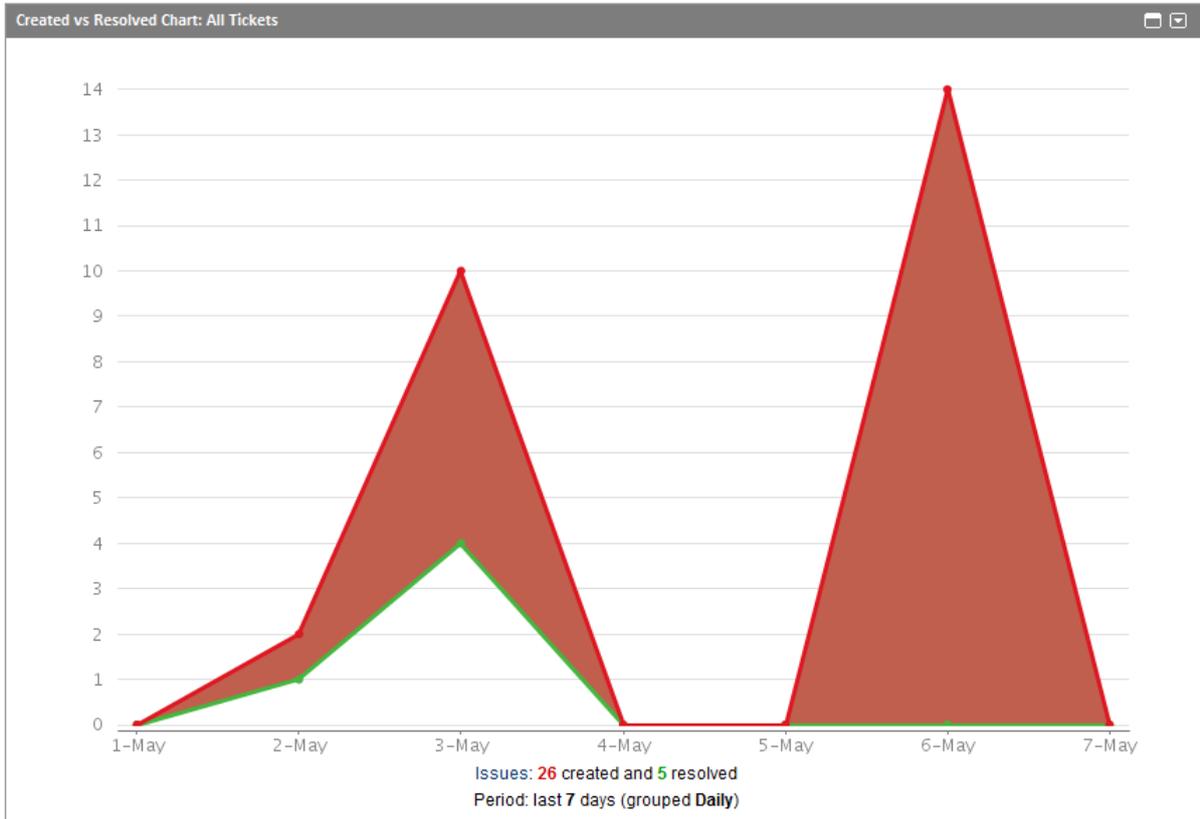


7.1. Dash Board

The Dashboard will show the Horizontal navigation bar with 3 tabs with the Create Issue link (Dashboards, Projects, Issues and Create Issue) 'Created vs. Resolved Chart: All Tickets' in the left pane and Assigned to Me, Pie Chart: All Tickets, Favorite Filters in the right pane as above.

7.1.1 Created vs. Resolved Chart: All Tickets chart

This chart will show the graphical representation of issues (Created vs. Resolved) from last 7 days.(i.e. no: of tickets created in last 7 days Vs no: tickets are not resolved in last 7 days)



7.1.2 Assigned to Me

The tickets assigned to CS user. (I.e. CS user will get the list of assigned tickets in the Dash board)

Assigned to Me				
T	Key	Summary		P ↓
	CCS-20	trst		↑
	CCS-21	test		↑
	CCS-22	test		↑
	CCS-23	test		↑
	CCS-24	test		↑
	CCS-25	test234		↑

Displaying issues 1 to 6 of 6 matching issues.

7.1.3 Favorite Filters

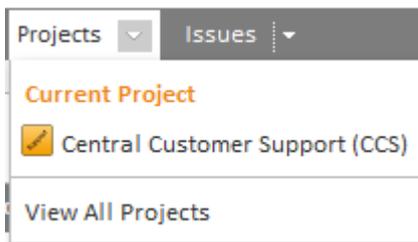
Based on the filter configuration the filters will display in the Dashboard.

Favourite Filters	
All CCS issues	77
Closed CCS Issues	35
New CCS Issues	11
Create Filter Manage Filters	

7.2 Projects

7.2.1 Summary

Clicking on the project dropdown in the horizontal navigation will display the current project related to the CS user and View All Projects will display the list of project related to the CCS user.



Clicking on the Central Customer Support (CCS) project will go the Summary page which contains the Description, Issues: 30 Day Summary and Activity Stream fields.

Summary

Lead: Sebastian Le Gall
Key: CCS

Issues: 30 Day Summary

Issues: 16 created and 5 resolved

Issues: Updated recently

- CCS-80 summary here - Yesterday 07:58 PM
- CCS-79 xumm hare - Yesterday 07:25 PM
- CCS-78 Creating a Ticket - Yesterday 12:00 PM

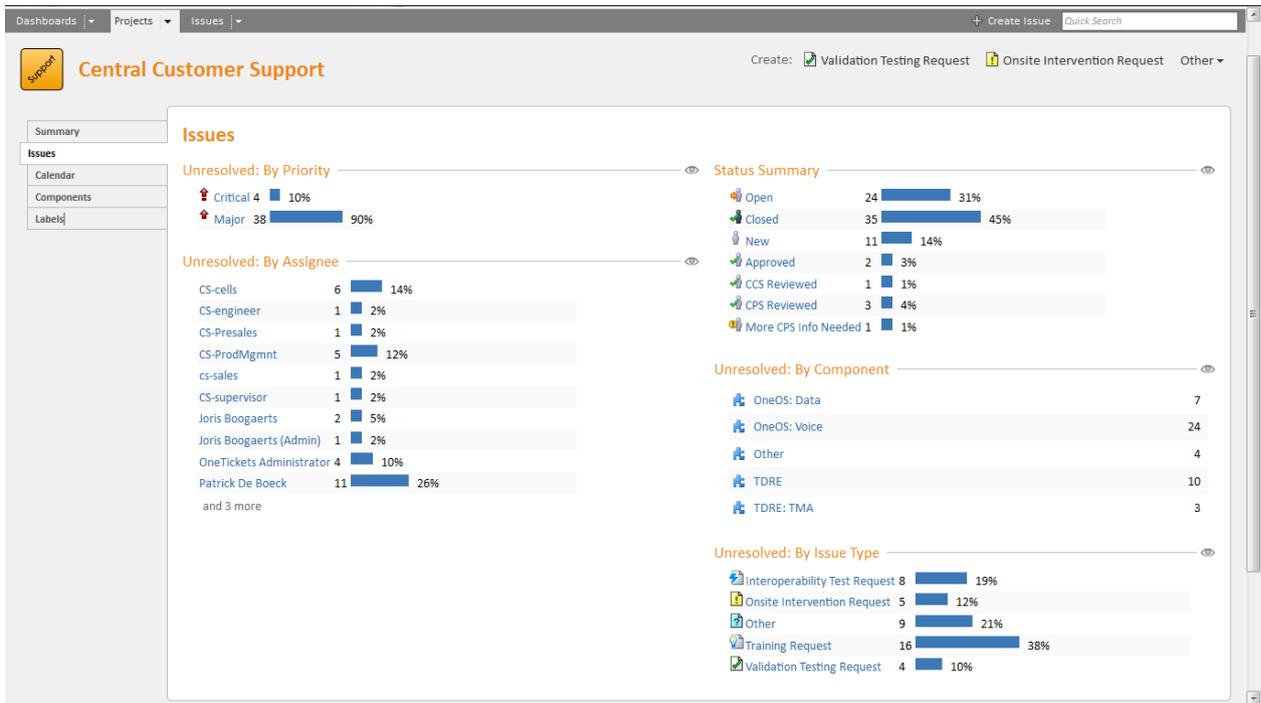
Activity Stream

- Joris Boogaerts commented on CCS-80 - summary here (comment here) - Yesterday at 07:58 PM
- Joris Boogaerts created CCS-80 - summary here - Yesterday at 07:58 PM
- Joris Boogaerts created CCS-79 - xumm hare - Yesterday at 07:25 PM
- CS-ProdMgmt commented on CCS-78 - Creating a Ticket (adding a comment) - Yesterday at 12:00 PM
- CS-ProdMgmt changed the Assignee to 'CS-ProdMgmt' on CCS-78 - Creating a Ticket - Yesterday at 12:00 PM
- cs-sales commented on CCS-78 - Creating a Ticket (adding a comment) - Yesterday at 11:55 AM
- CS-supervisor channed the status to CPS Reviewed on CCS-78 - Creating a Ticket

7.2.2 Issues

In the above page left hand navigation click on the Issues to see the various categories of the issues like Unresolved: By Priority, Unresolved: By Assignee, Status Summary, Unresolved: By Component, Unresolved: By Issue Type.

Click on the links to view the list of issues related to the particular selection.

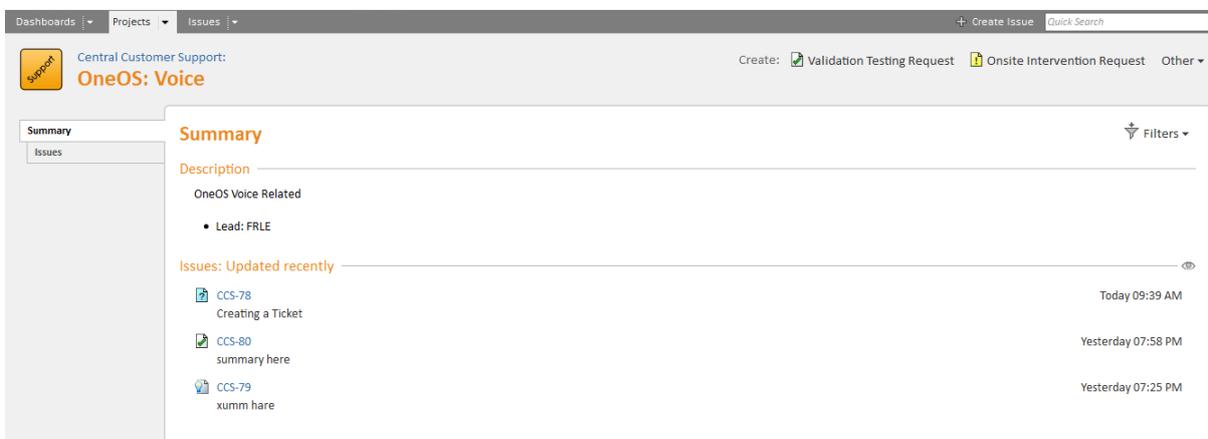


7.2.3 Components

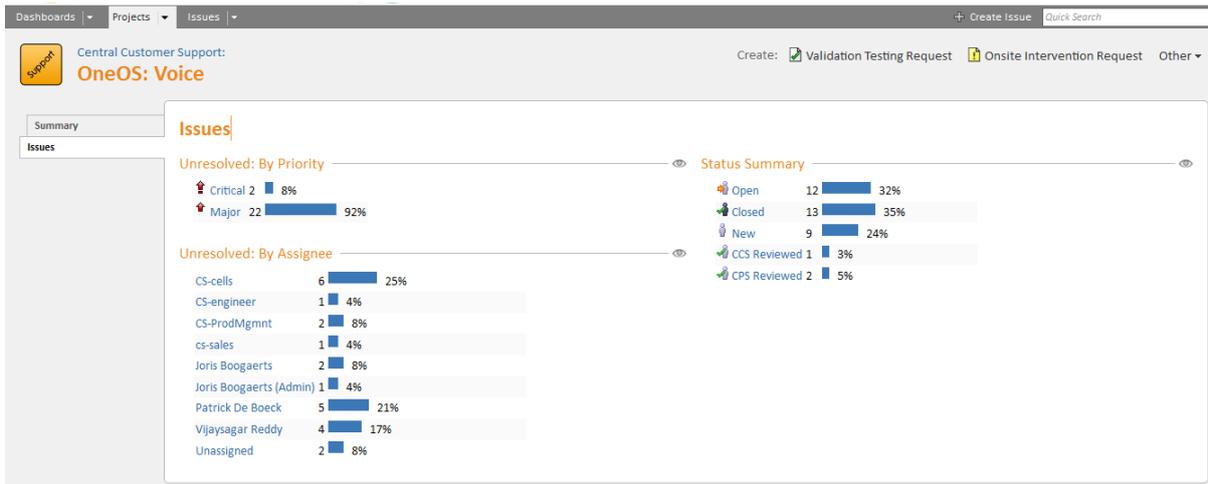
In the above page left hand navigation click on the Components to see the list of components for Central Customer Support



Click on the Component name to view the list of issues related to the component and it will display the recent updates in the page.



Click on the Issues link in the LHS, page will appear with the Unresolved: By Priority, Unresolved: By Assignee and Status Summary's as follows:

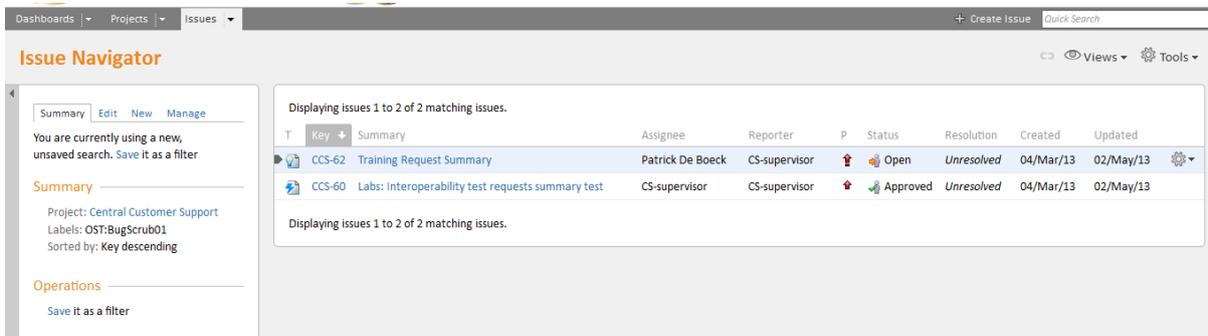


7.2.4 Labels

In the above page left hand navigation click on the Labels to see the list of labels for Central Customer Support



Clicking on the label related issues will appear on the page as follows:

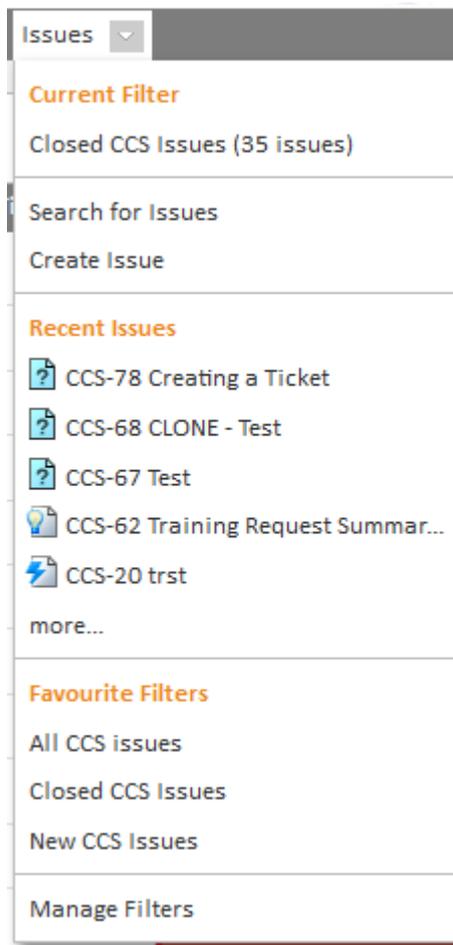


7.3 Issues

Horizontal Navigation => Issues dropdown: Users will get the dropdown with the following links

Search for Issues, Create Issue, Recent Issues list, Favourite filters list and Manage filters. For more information on filter section Refer General Features section.

Clicking on any link in the dropdown will direct to respective page. Issues dropdown link will appear as follows



7.4 Communication

For every workflow action (incl. automated assignment) and at creation time of the ticket an email will be sent to:

- The creator of the ticket
- The assignee
- Everyone who subscribed to the ticket (watcher)
- Everyone who added comments to the ticket
- Everyone who auctioned on the ticket

Search for Issues, Create Issue, Recent Issues list, Favourite filters list and Manage filters

Hence supervisors will not receive emails in all cases, however they can subscribe themselves at all times to a ticket.

The email will contain:

- A brief description of the change as subject
- A direct link to the ticket

- An overview of the changes

At creation time of the ticket an email will be sent to all ICS supervisors