CS Ticketing

User Manual

Vijaysagar Reddy

Version 1.0



Version History

| Date | Version | Description | Author |
|------------|---------|-------------|---------------------|
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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 '<u>http://oab1jira/secure/Dashboard.jspa</u>' url in the address bar and the user will get the following page.

over Access One Tickets

| version 1.2 - 2 | |
|-------------------------------------|---|
| Dashboards 🔻 | |
| | |
| | |
| | Laufe |
| | Login |
| | Username |
| | |
| | Password |
| | |
| | |
| | Remember my login on this computer |
| | Not a member? To request an account, please contact your JIRA |
| | administrators. |
| | Log In Can't access your account? |
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| | |
| OneAccess © 2012 Report a problem | X JIRA ONEACCESS OOIS |
| | |
| | |

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.

Log In 🔻 🧂

CS-supervisor 👻 over Access One Tickets Lab Dashboards - Projects - Issues -+ Create Issue ట్టి: Tools 🔻 Created vs Resolved Chart: All Tick Assigned to Me CCS-59 ewtewtew Ŷ CCS-60 Labs: Interoperability test requests summary test Ŷ CCS-61 Training Request Issue type Ŷ CCS-62 Training Request Summary Displaying issues 1 to 4 of 4 matching issues. Favourite Filters You have no favourite filters at the moment Create Filter Manage Filters Average Age Chart: All Tickets 180 160 140 120 00 Days 80 0 27-Feb 60 28-Feb 5 – Mar 4-Mar -Ma Issues: 4 created and 0 resolved Period: last 7 days (grouped Daily) 40 20 This chart shows the average ⊗⊕ -

| Field name | Description | Default value | Automated entry | Comment | Dropdown list with possible values | Format |
|-------------------------------|--|---------------|-----------------|--|--|---------------------------|
| | Unique number | | | | | |
| ID | that identifies the issue | - | Y | | NA | integer |
| | Number of the | | | | | Tout field 1 C4 |
| Project | applicable) | - | N | Project number | N | chars. |
| Requested Delivery Date | An indication of the preferred date | | | This is indication of the preferred date for | | |
| Indication | for delivery. | - | Ν | delivery. | N | date in GMT+1 |
| Duration | The expected duration | - | N | | N | Text field, 256 chars. |
| Creation | Date of creation of the ticket, in | | | | | |
| Date | GMT+1 Name of the | - | Y | | NA | date in GMT+1 |
| Requester | reporter/requeste | - | Y | | NA | Valid userid |
| Component | The category indicating the kind of request/problem | - | N | | Y | One or more component(s) |



| SummarySummary of the request or issueIINNA1-254 characters to summarize the issueDescriptionField where the request or issueNNNA1-512 characters to echaracters to issueDescriptionrequest:-NNNA1-512 characters to issueDescriptionrequest:-NNA1-512 characters to product the super who have an URA account on the removed, only replaced)1-512 characters to characters to users who have an URA account on the removed, only replaced)1-512 characters to characters to users who have an URA account on the removed, only replaced)1-512 characters to characters to users who have an URA account on the removed, only replaced)1-512 characters to users who have an URA account on the removed, only the third1-512 characters to usersAssigneeCurrent status replaced)-N-N-Attachmenti statuses-N-NAttachmenti request is applicable. This is not meacesarily the "main" country of the support-NN-Customer request is applicable. This is not meacesarily the "main" country of the support </th |
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| -Sales Operations -R&D -R&D: NBO |
| -R&D -R&D: NBO |
| |
| -Manufacturing |
| -Internal EMS |
| -Repair Center |
| Central CS |
| -Customer Support: FT |
| Ine Cell -Customer Support: |
| related to the France CLECs Cell |
| request. For -Customer Support: |
| UA Internal requests Spain&Portugal Cell Customer Support |



| 1 | 1 | 1 | 1 | l . | Italy Call | |
|---------------|-----------------------|---|----|-------------|-----------------------|------------------|
| | | | | | Italy Cell | |
| | | | | | -Customer Support: | |
| | | | | | Benelux Cell | |
| | | | | | -Customer Support: DT | |
| | | | | | Cell | |
| | | | | | -Customer Support: | |
| | | | | | Germany&Switzerland | |
| | | | | | , Cell | |
| | | | | | -Customer Support: | |
| | | | | | Eastern Europe Cell | |
| | | | | | Customor Support: | |
| | | | | | -Customer Support: | |
| | | | | | Hungary Cell | |
| | | | | | -Customer Support: | |
| | | | | | Mexico/CALA Cell | |
| | | | | | -Customer Support: | |
| | | | | | Singapore Cell | |
| | | | | | -Customer Support: | |
| | | | | | India Cell | |
| | | | | | -Customer Support: | |
| | | | | | Australia & NZ Cell | |
| | | | | | -Other | |
| | | | | | Drondown: | |
| | | | | | -Customor promises | |
| | | | | | -customer premises | |
| | | | | | (see comments for | |
| | | | | | details) | |
| | | | | | -OAB | |
| | | | | | -OAF | |
| | | | | | -OAI | |
| | | | | | -Others (see | |
| | Where should it | | | | comments for details) | 1 possible |
| Location | take place | - | N | | -or empty | value |
| | | | | | Radiobuttons/checkbo | |
| | | | | | xes: | |
| | | | | | -Yes | |
| | | | | | -No | |
| CPS Billable | Is it hillable to the | | | | -Conditional | |
| to customer | customer? | _ | N | Checkboxes | -NA empty | Checkhoves |
| CDC Outlined | customer: | - | IN | CHECKDOXES | | CHECKDOXES |
| CPS Optional | | | | | | |
| charge | | | | | | 1- |
| reason | | - | Ν | Text field | N | 256 characters |
| CPS | | | | | | |
| requested | | | | | | |
| number of | | | | | | 1- |
| days | Proposed duration | - | N | Text field | Ν | 64 characters |
| CSO cost | | | | | | |
| person days | Total number of | | | | | |
| [(nh] | mandays foreseen | _ | N | Text field | Ν | 1-6/characters |
| | manaaystoreseen | | | | N | I Offendiaeters |
| | | | | | | |
| total person | i otal cost for | | | | | |
| days [EUR] | mandays | - | N | l ext field | N | 1-64characters |
| CSO cost | Cost for | | | | | |
| infrastructur | infrastructure | | | | | |
| e [EUR] | support | - | Ν | Text field | Ν | 1-64characters |
| CSO cost | | | | | | |
| travel | Expected travel | | | | | |
| expenses | costs (travel and | | | | | |
| [EUR] | accommodation) | - | Ν | Text field | Ν | 1-64characters |
| r==1 | | | | | | |
| CSO total | | | | | | |
| cost | Grand total | | N | Text field | N | 1-64 characters |
| CUSI | | - | IN | i ext lielu | IN | 1-04CIIdI dCLEIS |



| CSO cost | Applicable cost | | | | | |
|--------------------|-----------------------------|---|------|------------|-------------------------|----------------|
| center | center | - | N | Text field | N | 1-64characters |
| Date | A proposal for a | _ | N | | N | date in GMT+1 |
| Nb. Of | uute. | | | | | |
| attendees | Nb. Of attendees | - | N | | N | |
| Manuals/ha | | | | | | |
| nd outs | Are manuals or | | | | | |
| required in | hand outs | | | | | |
| printed | required in a | | | | | |
| version | printed version? | - | N | | N | Y/N |
| Resources | $\Omega \Delta$ neonle | | | | | |
| Available? | available? | - | N | | N | Checkbox |
| 2 nd OR | | | | | | |
| Approval | Is a 2 nd OR | | | | | |
| Required | approval by | | | | | |
| (external IOT | management | | | | | |
| only) | required? | - | Ν | | N | Checkbox |
| and on | Has the 2 ¹¹⁴ OR | | | | | |
| 2 nd OR | been approved by | | | | | |
| Approved | management? | - | N | | N | Checkbox |
| | impact and | | | | | |
| OIT vendor | conditions are | | | | | |
| contract | identified for the | | | | | |
| signed | IOT execution. | | | | | |
| (external IOT | (step 5.3 of IOT | | | | | |
| only) | process v1.3) | - | Ν | | N | Checkbox |
| | Central PS and | | | | | |
| | legal team | | | | | |
| | perform contract | | | | | |
| | for any | | | | | |
| | contractual | | | | | |
| | obligations or | | | | | |
| | conditions defined | | | | | |
| Contractual | in the contract | | | | | |
| impact/cond | with the vendor. | | | | | |
| itions | (step 5.9 of IOT | | | | | |
| identified | process v1.3) | - | N | | N | Checkbox |
| Training | | | | | | |
| Room | is the training | | | | | |
| Confirmed | room booked? | - | N | | N | Checkbox |
| commed | Toom booked: | | IN . | | Yes. List with all | CHECKBOX |
| | | | | | existing software | |
| Software | The relevant | | | | versions + Latest | |
| Version | software version | - | Ν | | Version | Possible value |
| | | | | | | |
| | | | | | | |
| | The relevant | | | | | Text field, up |
| Hardware | hardware | | | | N | to 64 |
| Platform | platform | - | IN | | IN Pocourco Shortago | characters. |
| | | | | | -Knowledge Missing | |
| | | | | | -Expert Knowledge | |
| | | | | | Required | |
| | What is the reason | | | | -Backup Required | |
| Reason | of the escalation? | - | Ν | | -Escalated TAC | Possible value |



| | | | | | Integer (no link is required in |
|---------|-----------------|---|---|---|---------------------------------------|
| | | | | | required in |
| | | | | | phase 1, |
| | | | | | however a link |
| | Number of the | | | | is very |
| TAC ref | extranet ticket | - | Ν | Ν | welcome) |

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 | Training Request | Validation Testing Request | Onsite Interventi on Request | Interopera bility Test Request | Other |
|---|----------------------------|----------------------------------|---------------------------------------|--------------------------------------|-----------------------|
| | Automated | Automated | Automated | Automated | Automated |
| ID | entry | entry | entry | entry | entry |
| Project | Optional | Optional | Optional | Optional | Optional |
| Requested Delivery Date | | | | | |
| Indication | Optional | Optional | Optional | Optional | Optional |
| Duration | Optional | Optional | Optional | Optional | Optional |
| | Automated | Automated | Automated | Automated | Automated |
| Creation Date | entry | entry | entry | entry | entry |
| | Automated | Automated | Automated | Automated | Automated |
| Requester | entry | entry | entry | entry | 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 Onsite (always this | Mandatory | Mandatory |
| Location | Optional | Optional | 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 |
| ТАС | Ontional | Ontional | Ontional | Ontional | Ontional |
| 2 nd OB Approval Required | optional | Spelona | optional | Spelona | optional |
| (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 | A request for an onsite intervention. Periodic customer meetings are not |
| Request | 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:

| oĂ Create Issue - One | Access × | | CONTRACTOR OF A DESCRIPTION OF A DESCRIPTION | | |
|-----------------------|-----------------------|---------------------------------------|---|--------------------------------|--|
| ← → C 🗋 o | ab1jira-dev/browse/CC | 5 | | | ☆ = |
| ONEACCESS | oneTicke | ts Lab 📠 | 7 | | CS-supervisor 🛛 |
| Dashboards 👻 Pr | ojects 👻 Issues 👻 | Create Issue | | 🕸 Configure Fields 👻 | Create Issue Quick Search |
| sstor Cent | ral Customer S | Project* Issue Type* | Central Customer Support | | Interoperability Test Request Other + |
| Summary | Summary | | | | E III Reports ▼ 🕈 Filters ▼ |
| Issues Calendar | Description | Project | Number of the related project (if applicable) |] | |
| Components Labels | Lead: Key: | Requested Delivery Date Indication | | | ™ → |
| | Issues: 30 Da | Duration | All inducation of the preferred date for derivery. |] | equest Summary |
| | 35 | Reporter* | The expected duration CS-SUP | | |
| | 30 — | | Type username of the reporter. | | equest issue type |
| | 25 | Component/s* | Start typing to get a list of possible matches or press down to select. | | |
| | 15 | Summary* | | | |
| | 10 | Description | | | quest More info and Provide info actions |
| | <u>ه</u> ک | | | | s summary test |
| | Issues: 34 cr | | Create a | another Create Cance | |
| | Issues: Updat | ed recently | CCS-60 - Lat | os: Interoperability test requ | ests summary test |

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



| #CCS-60] Labs: Interoper | × | NAME OF TAXABLE PARTY. | Concession, Strategy, Stra | |
|---|--|-----------------------------------|--|---|
| 🖻 🖸 🗋 oab1jira- | -dev/browse/CCS-60 | | | ۸_ ۲۷ |
| oards 🔫 Projects 🖣 | ▼ Issues ▼ | | | + Create Issue Quick Search |
| Central Custo Labs: In Z Edit Assign | omer Support / CCS-60 Iteroperability test requests su Comment More Actions - Approval Received | mmary test Rejected Workflow + | | 3 of 33 ▲ Return to search ▼ @ Views - |
| Details Type: Priority: Component/s: Labels: Project: Duration: Cutamor: | Interoperability Test Request Anjor OneOS: Data Osträugserubo1 Project: Interoperability test requests 200000 ET France | Status: Resolution: | କ୍ତୁ Open (View Workflow) Unresolved | People Assignee: CS-supervisor Reporter: CS-supervisor Participants: CS-supervisor |
| Customer Country: DneAccess Departme Location: | France Sales OAB | | | Dates Created: |
| Software Version: Hardware Platform: | ADVLEG-V3.5R4E5_FT9 Testing | | | Today 10:56 PM Updated: Today 10:56 PM |
| Reason: TAC: | Resource Shortage 56,789 Yes | | | Requested Delivery Date Indication: 15/Mar/13 |
| 2nd OR Approval Req | Yes | | | Proposed Date: 04/Mar/13 |

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:

| oA Create Issue - OneAccess + × | | | | | - 0 × |
|--|-------------------------------|---|----------------------|---------------------------|------------------|
| ← → C 🗋 oab1jira-dev/secure/Das | hboard.jspa | | | | ☆ = |
| one Access One Ticke | ts Lab 👘 | | | | CS-supervisor 🔫 |
| Dashboards 👻 Projects 👻 Issues 👻 | Create Issue | | 🔅 Configure Fields 👻 | Create Issue Quick Search | |
| Created vs Resolved Chart: All Tickets | Project* Issue Type* | Central Customer Support Cartral Customer Support Cartraining Request Come issue types are unavailable due to incompatible field configuration and/or workflow association | s. | E | ∰ Tools ¥ P ↓ |
| 3 | Project Requested Delivery | Number of the related project (if applicable) |] | ability test requests | Ŷ Ŷ Ŷ |
| 2 | Duration | An indication of the preferred date for delivery. The expected duration | | st Summary | Ŷ |
| | Reporter* Component/s* | cs-sup Type usemane of the reporter. Start typing to get a list of possible matches or press down to select. | • | the moment. | |
| 1 | Summary * Description | | | | |
| 0 | | Create | another Create Cance | el | |

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



| -> C D oab1iira | day/browse/CCS-63 | | | _^. |
|---|--|------------------------|--------------------------------------|---|
| boards - Projects | Issues - | | | + Create Issue Quick Search |
| Central Custo Creating | mer Support / CCS-63 g a ticket for Training Request Proj Comment More Actions - Send to CCS Delivered | ect Workflow - | | 1 of 34 ▲ Return to search ▼ © Views ▼ |
| Details Type: Priority: Component/s: Labels: Project: Duration: Customer: | Training Request Major OneOS: Voice None Training Request Project 10 SFR Company | Status: Resolution: | New (View Workflow) Unresolved | ✓ People Assignee: CS-supervisor Reporter: CS-supervisor Participants: CS-supervisor ▲ Watching (1) |
| OneAccess Departme | R&D OAB | | | Created: Troday 11/46 PM |
| Number Of Attendees: Description Description for Trainin | 10 g Request Project | | | Updated: Today 11:46 PM Requested Delivery Date Indication: 15/Mar/13 |
| Accordy | | | | Proposed Date: |

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

| Central Custor | Tools Help mer Support / CCS-63 | st Project | | |
|--|--|---|---|---|
| ∠ Edit Assign | Assign To Me Comment More Actions + | Mark CPS Reviewed Request More Info Workflow - | | |
| Details Type: Proiority: Component/s: Labels: Project: Duration: | Training Request Major OneOS: Voice None Training Request Project 10 | Status: 🍓 Open (View Workflow) Resolution: Unresolved | People Assignee: Reporter: Participants: CC Assignee: Vatch (1) Dates | Patrick De Boeck CS-supervisor S-supervisor, Patrick De Boeck |
| Customer: Customer Country: DneAccess Departme Location: | SFR Germany R&D OAB | | Created: Updated: Requested Delivery Date Indication: | Today 11:46 PM Today 11:49 PM 15/Mar/13 |
| Jumber Of Attendees: Description Description for Training Activity | 10 g Request Project | | Proposed Date: | US/Mar/13 |

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

| | Contraction of the local division of the loc | state of the local division of the local div | | |
|--|--|--|---|---|
| A http://oab1jira- | -dev/browse/CCS-6 | - ℃ × aA Workflow Error - OneAcces × | | 合 🕁 |
| ile Edit View Favorites | Tools Help | | | |
| Dashboards 🔻 Projects 🔻 | Issues 💌 | | + Create Issu | e Quick Search |
| Central Custo Sector | omer Support / (g a ticket 1 | ics.63 for Training Request Project | | |
| | Assign To Me | Comment More Actions + Mark CPS Reviewed Request More Info Workflow + | | ⊚ Views → |
| ✓ Details ——— | | | - • People | |
| Type: | Training Red | Workflow Error | | Patrick De Boeck |
| Priority: | Major | | | CS-supervisor |
| Component/s: | OneOS: Voice | | | CS-supervisor, Patrick De Boeck |
| Labels: | None | CPS Billable To Customer is required. | | |
| Project: | Training Reque | CPS Requested Number Of Days is required. | | |
| Duration: | 10 | It seems that you have tried to perform an illegal workflow operation. | | |
| Customer: | SFR | If you think this message is wrong, please contact your JIRA administrators. | | Today 11:46 PM |
| Customer Country: | Germany | | | Today 11:49 PM |
| OneAccess Departme. | R&D | | Close | 15/Mar/13 |
| Location: | OAB | | Indication: | |
| Number Of Attendees | : 10 | | Proposed Date: | 05/Mar/13 |
| Description ———————————————————————————————————— | | | — 🔹 Drag and Drop —— | |
| Description for Trainir | ng Request Project | | Drag and Drop of attachm for the following browser • FireFox 3.6+ | ients is currently only available s: |
| Activity | | | Chrome 5+ | |

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:

| Creating | g a ticket for Training Request Pro | oject | | |
|-----------------------|---|---|-----------------------------------|---------------------------------|
| Edit Assign | Assign To Me Comment More Actions - Mark | CPS Reviewed Request More Info Workflow - | | ⊚ Views → |
| etails | | | People | |
| ype: riority: | Training Request Major DenOC: Major DenO | atus: 📲 Open (View Workflow) solution: Unresolved | Assignee: Reporter: | Patrick De Boec CS-supervisc |
| omponent/s: abels: | None | | Participants: | CS-supervisor, Patrick De Boec |
| roject: | Training Request Project | | es watch (1) | |
| uration: | 10 | | Dates | |
| ustomer: | SFR | | Created: | Yesterday 11:46 PM |
| ustomer Country: | Germany | | Updated: | Today 12:12 AM |
| neAccess Departme | R&D | | Requested | 15/Mar/1 |
| ocation: | OAB | | Indication: | |
| PS Billable To Custo | Yes | | Proposed Date: | 05/Mar/1 |
| PS Optional Charge | CPS Optional Charge Reason | | | |
| PS Requested Numb | 22 | | Drag and Drop | |
| | 10 | | | |

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

| ards + Project | V Issues V | + Create II | ssue Quick Search |
|----------------------|---|-----------------------------------|--------------------------------|
| ····· · | | | |
| Central Cu | stomer Support / CCS-63 | | |
| 👛 Creat | ng a ticket for Training Request Project | | |
| 2 Edit Assign | Assign To Me Comment More Actions - Mark CCS Reviewed Request More Info | Workflow - | |
| Details | | People | |
| Type: | Training Request Status: | wed Assignee: | Francis Leonard |
| Priority: | ▲ Major (View Workflor) | w) Reporter: | CS-supervisor |
| Component/s: | OneOS: Voice Resolution: Unresolved | Participants: | CS-supervisor, Francis Leonard |
| Labels: | None | (h) Motobing (2) | |
| Project: | Training Request Project | ≥ watching (2) | |
| Duration: | 10 | ▼ Dates | |
| Customer: | SFR | Created: | Yesterday 11:46 PM |
| Customer Country: | Germany | Updated: | Today 12:12 AM |
| OneAccess Departr | ie R&D | Requested | 15/Mar/13 |
| Location: | OAB | Delivery Date | |
| CPS Billable To Cust | Yes | Proposed Date: | 05/Mar/13 |
| CPS Optional Charg | CPS Optional Charge Reason | | |
| CPS Requested Nun | h 22 | Drag and Drop | |
| Number Of Attende | ac: 10 | | |
| Number Of Attenue | c3, xv | | ↓ |
| Description — | | Drop files | here to attach them |
| Description for Tra | ning Request Project | | |

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.

| ONEACCESS Or | neTicket | s Lab 🏰 | | CS-supervisor 🚽 |
|--|---|--|-----------------|--|
| Dashboards 👻 Projects 👻 | Issues 👻 | | + Create Issu | e Quick Search |
| Central Custo Creating | mer Support / CCS g a ticket fo Assign To Me Co | -63 r Training Request Project mment More Actions - Mark CCS Reviewed Request More Info Workflow - Workflow Error | | |
| Type: Priority: Component/s: Labels: Project: Duration: | Training Rec Training Rec Training Reques | CSO Cost Center is required. CSO Cost Infrastructure (in EUR) is required. CSO Cost Person Days (Numbers) is required. CSO Cost Total Person Days (in EUR) is required. CSO Cost Travel Expenses (in EUR) is required. | | Francis Leonard CS-supervisor CS-supervisor, Francis Leonard |
| Customer: | SFR | CSO Total Cost is required. | | Yesterday 11:46 PM |
| Customer Country: OneAccess Departme | Germany R&D | it seems that you have tried to perform an illegal workflow operation. If you think this message is wrong, please contact your JIRA administrators. | | Today 12:12 AM 15/Mar/13 |
| Location: | OAB | | | |
| CPS Billable To Custo | Yes | | Close | 05/Mar/13 |
| CPS Optional Charge | CPS Optional Charg | e Reason | T Drag and Drop | |
| CPS Requested Numb | 22 | | | |
| Number Of Attendees: Description Description for Training | 10 g Request Project | | | |

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:



| Image Request Status: Image Request Asignee: Francis Leonard View Workflow) OneOS: Voice Resolution: Unresolved Reporter: CS-supervisor, Francis Leonard Asignee: Francis Leonard Reporter: CS-supervisor, Francis Leonard Ouration: 0 Serverson Serverson Requested Null Asignee: Serverson OneAccess Departine: RRA Serverson Serverson Serverson Serverson Spiellable To Custon: Serverson Serverson Serverson Serverson Serverson Serverson | Np: Naining Requist Statis: Op Reviewed (New Workflow) Asignee: Francis Leonari Reporte: Asignee: Francis Leonari Reporte: C5-superviso: Omoonent/se table: Non Non Participants: C5-superviso: C5-superviso: <td< th=""><th>Image of training Request Status: Image of training Request Assigne:: Francis Leonard Priority: Image of training Request Resolution: Unresolved Reporter:: CS-supervisor Project: Training Request Project Image of t</th><th>2 Edit Assign</th><th>Assign To Me Comment More Actions -</th><th>Mark CCS Reviewed Request More Info Workflow ~</th><th></th><th></th></td<> | Image of training Request Status: Image of training Request Assigne:: Francis Leonard Priority: Image of training Request Resolution: Unresolved Reporter:: CS-supervisor Project: Training Request Project Image of t | 2 Edit Assign | Assign To Me Comment More Actions - | Mark CCS Reviewed Request More Info Workflow ~ | | |
|--|---|--|---|---|--|---|--|
| Custom of a final structure Pates Duration i 10 Created: Yesterday 11:46 PM Customer Country: Germany Created: Yesterday 11:46 PM DeneAccess Departme R&D Created: Yesterday 11:46 PM DeneAccess Departme R&D Requested 15/Mar/13 DeneAccess Departme R&D Created: Yesterday 11:46 PM DeneAccess Departme R&D Requested 15/Mar/13 Delevery Date Indication: Delevery Date Indication: DPS Billable To Custo Yes Proposed Date: 05/Mar/13 CPS Requested Numb 22 Created: Yes Prog and Drop SO Cost Toral Person 1000 1000 SO Cost Torale Cost S | Customer Io Dates Customer SFR Created: Vesterday 11:46 PA Customer Germany Updated: Today 12:29 AN OneAccess Departume R&D Created: Vesterday 11:46 PA OneAccess Departume R&D Updated: Today 12:29 AN OneAccess Departume R&D Delivery Date Indication: Created: Vesterday 11:46 PA Delivery Date Indication: Coration: OB OB OB OB OB Coration: Vesterday 12:29 AN Delivery Date Indication: Delivery Date Indication: Delivery Date Indication: Delivery Date Indication: OB OB <t< th=""><th>Duration: 10 Created: Yesterday 11:46 PM Customer: 6ermany Created: Yesterday 11:46 PM DineAccess Departme. R&D Created: Yesterday 11:46 PM DineAccess Departme. R&D Dale Today 12:29 AM Coatton: OAB Delivery Date Indication: CPS Dillable To Custom Yes Proposed Date: 05/Mar/13 CPS Optional Charge Reason Proposed Date: 05/Mar/13 CSC Oct Travel Expen. 22 So Cost Total Person. Pool CSC Oct Travel Expen. 50 So Cost Total Person. Pool CSC Oct Travel Expen. 500 So Cost Total Person. So Cost Total Person. Stor Cost Create: 500 So Cost Total Person. So Cost Total Person.</th><th>Type: Priority: Component/s: Labels: Proiect:</th><th>☆ Training Request ☆ Major OneOS: Voice None Training Request Project</th><th>Status:</th><th>Assignee: Reporter: Participants: Mutching (2)</th><th>Francis Leonard CS-supervisor CS-supervisor, Francis Leonard</th></t<> | Duration: 10 Created: Yesterday 11:46 PM Customer: 6ermany Created: Yesterday 11:46 PM DineAccess Departme. R&D Created: Yesterday 11:46 PM DineAccess Departme. R&D Dale Today 12:29 AM Coatton: OAB Delivery Date Indication: CPS Dillable To Custom Yes Proposed Date: 05/Mar/13 CPS Optional Charge Reason Proposed Date: 05/Mar/13 CSC Oct Travel Expen. 22 So Cost Total Person. Pool CSC Oct Travel Expen. 50 So Cost Total Person. Pool CSC Oct Travel Expen. 500 So Cost Total Person. So Cost Total Person. Stor Cost Create: 500 So Cost Total Person. | Type: Priority: Component/s: Labels: Proiect: | ☆ Training Request ☆ Major OneOS: Voice None Training Request Project | Status: | Assignee: Reporter: Participants: Mutching (2) | Francis Leonard CS-supervisor CS-supervisor, Francis Leonard |
| Customer Country: Germany Updated: Today 12:29 AM DoneAccess Departme R&D Requested 15/Mar/13 Delivery Date Delivery Date Delivery Date Delivery Date CPS Deploal Charge Reason Proposed Date: 05/Mar/13 CPS Octors Total Person 25 Program date Program date CSC Octs Travel Expe 1000 1000 1000 | Customer Country Sermany Updated: Today 12:29 AA DaneAccess Departum RAD Request A Request A Sequest A | Customer Country: Germany Updated: Today 12:29 AM DoneAccess Departme. R&D Requested 15/Mar/13 Location: OB Delwery Date Indication: CPS Billable To Custo Ve Proposed Date: 05/Mar/13 CPS Optional Charge Reason Proposed Date: 05/Mar/13 CSO Cost Orbit Parson Proposed Date: 05/Mar/13 CSO Cost Orbit Parson 100 Delwery Date Indication: CSO Cost Orbit Parson 100 Delwery Date Indication: < | Duration: Customer: | 10 SFR | | ▼ Dates Created: | Yesterday 11:46 PM |
| CPS Billable To Custo Yes Proposed Date: 05/Mar/13 CPS Optional Charge Reason Proposed Date: 05/Mar/13 CPS Requested Numb 22 Prag and Drop CSO Cost Person Days 25 CSO Cost Infrastructu 3000 CSO Cost Travel Expen 70 CSO Cost Travel Expen 700 | CPS Billability Yes Proposed Date: 05/Mar/12 CPS Optional Charge CPS Optional Charge Reason Proposed Date: 05/Mar/12 CPS Requested Numb. 22 Progoad Date: 0 CSO Cost Person Darys 25 Progoad Date: 0 CSO Cost Total Person. 1000 Progoad Date: 0 CSO Cost Travel Expen. 75 1000 Progoad Date: 0 CSO Cost Cost Total Person. 1000 1000 1000 1000 CSO Cost Cost Total Expen. 1000 1000 1000 1000 CSO Cost Cost Total Expen. 1000 1000 1000 1000 CSO Cost Cost Total Expen. 1000 1000 1000 1000 CSO Cost Cost Total Expen. 1000 1000 1000 1000 CSO Cost Cost Total Expen. 1000 1000 1000 1000 CSO Cost Cost Total Expen. 1000 1000 1000 1000 CSO Cost Cost Total Expen. 1000 1000 1000 1000 CSO Cost Cost Total Expen. 1000 1000 1000 1000 | CPS Billable To Custo Yes Proposed Date: 05/Mar/13 CPS Optional Charge Accessor CPS Optional Charge Reassor Proposed Date: 05/Mar/13 CPS Requested Numb 22 CSC Cost Prison Days 25 CSC Cost Total Person 1000 CSC Cost Travel Expen 700 CSC Cost Travel Expen 750 CSC Cost Conterter: 5000 CSC Cost Cost Fravel Expen 7000 CSC Cost Cost Cost Cost Cost Cost Cost Cos | Customer Country: OneAccess Departme Location: | Germany R&D OAB | | Updated: Requested Delivery Date | Today 12:29 AM 15/Mar/13 |
| CSO Cost Person Days 25 CSO Cost Total Person 1000 CSO Cost Travel Expen 750 CSO Cost Travel Expen 1000 | CSO Cost Person Days 25 CSO Cost Total Person 1000 CSO Cost Infrastructu 3000 CSO Cost Travel Expen 750 CSO Total Cost: 10000 CSO Cost Cost Total Person 5000 | CSO Cost Person Days 25 CSO Cost Total Person 1000 CSO Cost Total Person 3000 CSO Cost Travel Expen 750 CSO Cost Cost 10000 CSO Cost Cost 5000 Number Of Attendees: 10 Manuals/Hand Outs R Yes | CPS Billable To Custo CPS Optional Charge | Yes CPS Optional Charge Reason 22 | | Proposed Date: | 05/Mar/13 |
| CSO Cost Infrastructu 3000 CSO Cost Travel Expen 750 | CSO Cost Infrastructu 300 CSO Cost Travel Expen 750 CSO Total Cost: 10000 CSO Cost Center: 500 | CSO Cost Infrastructuuu 3000 CSO Cost Travel Expen 750 CSO Total Cost: 10000 CSO Cost Corterter: 5000 Number Of Attendese: 10 Manuals/Hand Outs Ruu Yes | CSO Cost Person Days CSO Cost Total Person | 25 | | | |
| | CSO Cost Center: 5000 | CSO Totar USA: 2000 CSO Cost Center: 5000 Number Of Attendees: 10 Manuals/Hand Outs R Yes | CSO Cost Infrastructu CSO Cost Travel Expen | 3000 . 750 | | | |

And all other statues 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.

|--|



| 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:

| | | | 04/1VId1/10 |
|--|-------|--------------------|--------------------|
| IT Vendor Contract Yes | | | |
| ontractual Impact/C Yes | | | Drag and Drop |
| | | | |
| escription | | | |
| teroperability test requests description | | | Drop files here to |
| ttachments | | | attach them |
| Acceptance MailQueue RDDeliver Transactions.xls | 15 kB | 04/Mar/13 10:56 PM | |
| Acceptance_MailQueue.xls | 10 kB | 04/Mar/13 10:56 PM | |
| | | | |
| sue Links | | | |
| blocked by | | | |
| • | | û 🦂 | |
| 2 CCS-54 Test1 | | | |
| 2005-54 Test1 | | ê 🐴 | |
| 2 CCS-54 Test1 | | ÷ 4 | |
| Image: CC5-34 Test1 Image: CC5-34 Testing the ccs IOT withou the Request More Info and Provide Info actions ctivity | | € , | |
| CCS-34 Test1 CCS-34 Testing the ccs IOT withou the Request More Info and Provide Info actions Ctivity | | ¥ 4 | |
| CCS-34 Test1 CCS-34 Testing the ccs IOT withou the Request More Info and Provide Info actions Ctivity All Comments History Activity Transitions | | î d | |
| CCS-34 Test1 CCS-34 Testing the ccs IOT withou the Request More info and Provide info actions Ctivity All Comments History Activity Transitions are are no comments yet on this issue. | | Ŷ.4 | |

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 | | | |
| | | | | |
| | | | | |
| | | | | 11 |
| | | 🗏 🍞 🏾 🎦 ▾ Viewable by All Users | | |
| | | | | |
| Shortcut tip | : Pressing a | also opens this dialog box Ass | ign | Cancel |

2.11 Assign to me

Click on the Assign to me tab users should able assign the tickets for them self's

2.12 Add comment:

Clicking on the 'Comment' button user can add a comment. A comment can be added to a ticket. A comment consists of at maximum 512 ASCI 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 | | |
| | | |
| | | |
| | Image: Second Secon | .:: |
| | | |
| | 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:

| Central Custo Support Labs: In | omerSupport / CCS-60 | requests sun | nmary | test | | |
|--------------------------------------|-----------------------------------|-------------------|-------------|-----------------|---------------------------------|---------------|
| ∠ Edit Assign | Comment More Actions - | Approval Received | Rejected | Workflow - | | © Views ▼ |
| - Details | | | | | ▼ People | |
| Туре: | 원 Interoperability Test Reques | st | Status: | ┥ Open | Assignee: | CS-supervisor |
| Priority: | 🎓 Major | | | (View Workflow) | Reporter: | CS-supervisor |
| Component/s: | OneOS: Data | | Resolution: | Unresolved | Participants: | CS-supervisor |
| Labels: | OST:BugScrub01 | | | | | |
| Project: | Project: Interoperability test re | quests | | | Watch (3) | N |
| Duration: | 200000 | | | | Bates 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 Cus Labs: I | tomer Support / CCS-60 nteroperability test reque | ests summary test | t | | |
|-----------------------------|--|--------------------------|-----------------|--------------------------|---------------|
| Z Edit Assign | Comment More Actions - Approva | al Received Rejected Wor | kflow 👻 | | |
| Details | | | | People | |
| Туре: | 🛃 Interoperability Test Request | Status: | 🐳 Open | Assignee: | CS-supervisor |
| Priority: | 🍄 Major | | (View Workflow) | Reporter: | CS-supervisor |
| Component/s: | OneOS: Data | Resolution: | Unresolved | Participants: | CS-supervisor |
| Labels: | OST:BugScrub01 | | | | |
| Project: | Project: Interoperability test requests | | | Watching (4) | $\mathbf{)}$ |
| Duration: | 200000 | | | Stop watching this issue | / |

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:



CS-supervisor 👻

over Construction Construction

| Dashboards 👻 Projects 👻 Is: | sues 🛛 🕶 | | | ÷ | Create Issue Quick Search |
|--|---------------------------------|---------------------------|-------------------------|--------------|---------------------------|
| Move Issue | | | | | |
| 1. Select Project and Issue | Move Issue: CCS-59 - | ewtewtew | | | |
| Type | Step 1 of 4: Choose the project | and issue type to move to | | | |
| 2. Select New Status 3. Update Fields | Select Project | | | | |
| 4. Confirmation | Current Project: | Central Customer Support | New Project: | 💋 OneTickets | • |
| | Select Issue Type | | | | |
| | Current Issue Type: | Other | New Issue Type: | Improvement | - ² |
| | Next >> Cancel | | | | |
| | | OneAccess © | 2012 Report a problem | | |

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

| ashboards 👻 Projects 👻 I | ssues 🗧 | | + Create Issue Quick Search |
|--|---|---|-----------------------------|
| Vlove Issue | | | |
| Select Project and Issue Type Project: OneTickets Issue Type: Improvement Select New Status | Move Issue: Update Fie Step 3 of 4: Update the fields of th Note: Step 2 is not required. | ds issue to relate to the new project. | |
| Status: New | | The work order flag marks the prioritized work order that the issue needs to be tackled on. | |
| 4. Confirmation | | 2 7 Description of the solution | |
| | • Component/s: | EMS × | • |
| | | Start typing to get a list of possible matches or press down to select. | |
| | Environments: | Production (PROD) Acceptance (ACC) QA (TEST) Development (DEV) Next >> Cancel | |
| | | OneAccess © 2012 Report a problem | |

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:

| ONEACCESS OneT | ickets Lab 👪 | | | CS-supervisor 🔻 | * |
|--|---|---|-----------------------------|-----------------|---|
| Dashboards 🕶 Projects 🕶 Issu | es 🗸 | | + Create Issue Quick Search | | |
| Move Issue | | | | | |
| 1. Select Project and Issue | Move Issue: Confirm | | | | |
| Type Project: OneTickets | Step 4 of 4: Confirm the move with all of the details you have just configured. | | | | |
| 2. Select New Status | | Original Value (before move) | New Value (after move) | | Е |
| Status: New | Project | Central Customer Support | OneTickets | | |
| 3. Update Fields | Туре | Other | Improvement | | |
| 4. Confirmation | Status (Workflow) | New (CCS - Default Workflow) | New (ToolKIT Workflow 2.0) | | |
| | Work Order | | P3 | | |
| | Solution | | | | |
| | Component/s | OneOS: Voice | EMS | | |
| | Environments | | | | - |
| | Assignee | CS-supervisor | Sonu Mathew | | |
| | Customer Country | India | | | |
| | OneAccess Department | Customer Support: Spain & Portugal Cell | | | |
| | Software Version | ADVLEG-V3.5R4E5_FT9 | | | |
| | Project | fsdfdsgfds | | | |
| | CSO Cost Travel Expenses (in EUR) | gADFGFD^%^&%^&656565 | | | |
| | CSO Total Cost | 6246526^%%^%&VASDSAH | | | |
| | CSO Cost Total Person Days (in EUR) | gfADFD^%^%^%^878678 | | | |
| | CSO Cost Infrastructure (in EUR) | hgHJGhdgh^%^%^7656656 | | | - |

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:

| shboards - Projects | Issues - | | | + Create Issu | CS-supervisor Quick Search |
|--|--|--|--|--|---|
| Comment Attach f Details Type: Priority: Affects Version/s: Component/s: Labels: Work Order: Pescription | Files Attach Screenshot More Actions - | Status: Resolution: Fix Version/s: | New (View Workflow) Unresolved None | People Assignee: Reporter: Participants: Watching (1) Dates Created: | © Views - Sonu Mathew CS-supervisor CS-supervisor, Sonu Mathew 06/Feb/13 10:24 AM |
| egtewgtwegtew Activity | | | | Updated: | Today 07:14 PM |
| All Comments There are no comment Comment | History Activity Transitions | | | Drop files he | re to attach them |
| | | OneAccess | © 2012 Report a problem | k. | |

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.



ONEACCESS

3.2 Status Workflow for Interoperability test requests (IOT)

Workflow for Interoperability test requests (IOT)

| From status | Action | To Status | Ву | 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. complete d | Requirement s final | cs- supervisor cs- engineer cs-sales cs-cells cs-coo cs-pre- sales cs-prod- strat cs-prod- mgmnt | PADEBO | 5.5 & 5.6 | Elicited IOT requirement s including scope and tests are present. |
|------------------------|-----------------------|-----------------------------------|--|--|-------------|--|
| Requirement s final | Mark CPS reviewed | CPS Reviewed | cs-pre- sales | Based on compone nt | 5.7 & 5.8.a | Resource needs are consolidated , synergies are investigated. |
| CPS Reviewed | Mark CCS reviewed | CCS Reviewed | cs- supervisor | Actual performe r of the action | 5.8.b | Central CS has all info needed. |
| CCS Reviewed | Plan | Planned | cs- supervisor | Actual performe r of the action | 5.1 | Draft plan is present. |
| Planned | Start progress | In Progress | cs- supervisor cs- engineer | Actual performe r 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 |
| Requirement s 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 | Requirement s final | CS- supervisor CS- engineer cs-sales cs-cells CS-coo CS-pre- sales CS-prod- strat CS-prod- mgmnt | 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- mgmnt | Based on compone nt | - | More info is provided. |
| Requirement s 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) |

|--|

3.3 Workflow for all other Central Customer Support requests



| From | Action | То | Ву | Default | Process | Description |
|--------|---------------|--------|---------------|----------|----------|------------------------------------|
| status | | Status | | Assignee | action(~ | |
| | | | | | v1.2.1) | |
| - | Create | New | cs-supervisor | Reporter | 5.1 | The request is |
| | | | cs-engineer | | | is only added to |
| | | | cs-sales | | | enable metrics calculation, for |
| | | | cs-cells | | | requests that do not |
| | | | CS-COO | | | assistance/handling |
| | | | cs-pre-sales | | | by CCS, this step adds no value. |
| | | | cs-prod-strat | | | |
| | | | cs-prod-mgmnt | | | |
| New | Send to | Open | cs-supervisor | PADEBO | 5.3 | The request is sent |
| | CPS | | cs-engineer | | | to CCS |
| | | | cs-sales | | | |
| | | | cs-cells | | | |
| | | | CS-COO | | | |
| | | | cs-pre-sales | | | |
| | | | cs-prod-strat | | | |
| | | | cs-prod-mgmnt | | | |
| New | Deliver ed | Closed | cs-supervisor | Reporter | - | The request has been delivered |
| | | | cs-engineer | | | |
| | | | cs-sales | | | |
| | | | cs-cells | | | |
| | | | CS-COO | | | |
| | | | cs-pre-sales | | | |
| | | | cs-prod-strat | | | |

3.4 Status changes all other Central Customer Support requests



| | | | cs-prod-mgmnt | | | |
|-----------------------------------|-----------------------------|---|--|--------------------|-------|--|
| New | Close | Closed | cs-supervisor cs-engineer cs-sales cs-cells cs-coo cs-pre-sales cs-prod-strat cs-prod-mgmnt | Reporter | - | The request can be closed. |
| Open | Reques t 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-mgmnt | PADEBO | 5.2 | More info is provided. |
| Open | Mark CPS review ed | CPS Reviewe d | CS-Presales | Based on component | 5.4.a | Central PS in collaboration with cell completes the Customer Support Request fields. |
| CPS Reviewed | Reques t 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 | Info | Reviewe | cs-engineer | component | | provided |
|-----------------|--------------------------------|---------------------|------------------------------|-------------------------------|------|--|
| needed | | d | co engineer | component | | provided. |
| liceded | | ŭ | cs-sales | | | |
| | | | cs-cells | | | |
| | | | CS-COO | | | |
| | | | cs-pre-sales | | | |
| | | | cs-prod-strat | | | |
| | | | cs-prod-mgmnt | | | |
| CPS Reviewed | Mark CCS review ed | CCS Reviewe d | CS-Supervisor | PADEBO | 5.4b | Central CS updates cost evaluation and proposed solution/recommend ation fields in the Customer Support Request. |
| CCS Reviewed | Reques t Arbitra tion | Arbitrati on | CS-Supervisor CS-PreSales | ΡΗΙΜΟ | 5.5 | Based on non- consensus between Central PS & Central CS, this request is sent to the COO. |
| Arbitration | Approv e | Approve d | CS-supervisor CS-COO | Based on component | 5.6 | - |
| Approved | Start progre ss | In Progress | CS-supervisor CS-engineer | Performer of the action | - | Support request is being prepared, delivered, |
| In Progress | Deliver ed | 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 | Approv | Approve | CS-Presales | Based | on | 5.5 | & | Central PS a | approves |
|----------|--------|---------|-------------|---------|-----|-----|---|--------------|-----------|
| Reviewed | е | d | | compone | ent | 5.8 | | and enters t | tentative |
| | | | | | | | | timelines | for |
| | | | | | | | | addressing | the |
| | | | | | | | | request. | |
| | | | | | | | | | |

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 |
|---------------|---|----------------------------|
| | | Person responsible for the |
| CS-supervisor | Francis, Wodan & Sebastien | assignment within CS |
| | Stijn Van Woensel; Sven Clabots; Wodan | |
| | Van Acker; Youssef Rachid; Berhe | |
| | Feshaye; Fabrice Codo; Francis Leonard; | |
| | Hamid Lakrazbi; Jose Pacheco; Ludovic | |
| CS-engineer | Alloy; Philippe Laboirie; Sebastien Le Gall | CCS |
| | Alain Nercessian; 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 | |
| | Mouso; Patrick Cosperec; Patrick De | |
| | Boeck; Peter Maschke; Philippe Durand; | |
| | Philippe Moulin; Robert Godard; Rogelio | |
| | Ruiz Contreras; Rudolf Demeulenaere; | |
| CS-sales | Sandra Mangold; Udo Abt | Sales |
| | lain 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 | |
| CS-cells | Khan; Thierry Cotellon; Thorsten Freiheit | Cells |
| CS-COO | Philippe Moulin | соо |



| | 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; | |
|--------------|---|-------------------------|
| CS-Presales | Wim Stuyck | Entire presales team |
| CS-ProdStrat | Denis Behaghel; Jan Marien; Maxime Bourrel; Paul Pyck | Product Strategy team |
| CS-ProdMgmnt | 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.)



| Summary New Manage | |
|--|------------|
| Switch to advanced searching | |
| You do not currently have a se filter selected. | arch or |
| Search | |
| Query | |
| | 2 |
| Summary Descri | iption |
| Commente | |
| Comments | |
| Project | |
| All projects | ^ |
| Central Customer Support | = |
| Indus | |
| OneIntranet | 10000 |
| Onekeports | × |
| lssue Type | |
| Any | <u>^</u> ? |
| 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:



| NEACCESS OneTicke | ets | Lab | | | | | | | | CS-supen | visor 🔻 | ſ |
|---|-----|---------------|---|---------------------|---------------|---|-------------------------|---------------|---------------|------------|----------------------|---|
| ashboards 🕶 Projects 👻 Issues 👻 | | | | | | | | + Create Issu | e Quick Searc | :h | | ו |
| Issue Navigator | | | | | | | | | ာ ©vi | iews 👻 🛱 T | iools 🕶 | |
| Summary Edit New Manage | | Displaying is | sues 1 to 50 of 60 matching issues. | | | | | | | 1 | 2 🕨 | |
| Switch to advanced searching | т | Key 🕈 | Summary | Assignee | Reporter | Ρ | Status | Resolution | Created | Updated | | |
| You are currently using a new, unsaved search. Save it as a filter | Þ | CCS-63 | Creating a ticket for Training Request Project | Patrick De Boeck | CS-supervisor | ٢ | neviewed 🖓 CCS Reviewed | Unresolved | 04/Mar/13 | 05/Mar/13 | <i>ĭ</i> ∰: - | |
| | Q | CCS-62 | Training Request Summary | CS-supervisor | CS-supervisor | ۲ | 👸 New | Unresolved | 04/Mar/13 | 04/Mar/13 | | |
| Search | ź | CCS-60 | Labs: Interoperability test requests summary test | CS-supervisor | CS-supervisor | ٢ | n Approved | Unresolved | 04/Mar/13 | 07/Mar/13 | | |
| 2 | 3 | CCS-58 | edit 3 | CS-ProdMgmnt | CS-ProdMgmnt | Ŷ | 🚳 More CPS Info Needed | Unresolved | 05/Feb/13 | 05/Feb/13 | | |
| Summary Description | | CCS-57 | fvdvdbv | CS-ProdMgmnt | CS-ProdMgmnt | Ŷ | 🐴 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | | |
| Comments | | CCS-56 | edit2 | CS-ProdMgmnt | CS-ProdMgmnt | Ŷ | 4 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | | |
| Project | | CCS-55 | Edit | CS-ProdMgmnt | CS-ProdMgmnt | Ŷ | 🐴 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | <u>ب</u> | |
| All projects Central Customer Support E | | CCS-54 | Test1 | Patrick De Boeck | CS-ProdMgmnt | ٢ | 🦸 Open | Unresolved | 05/Feb/13 | 04/Mar/13 | | |
| Indus | 1 | CCS-53 | ertertert | CS-ProdMgmnt | CS-ProdMgmnt | ٢ | 🐴 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | | |
| OneReports + | | CCS-52 | gdfghdfbhh | CS-ProdMgmnt | CS-ProdMgmnt | Ŷ | 🗳 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | | |
| Issue Type | | CCS-51 | qwdqwdrqwd | CS-ProdMgmnt | CS-ProdMgmnt | ٢ | 📣 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | | |
| Any 🔺 🕐 | | CCS-50 | gvwergerg | CS-ProdMgmnt | CS-ProdMgmnt | Ŷ | 🐴 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | | |
| Standard Issue Types | | CCS-49 | dfwsdfwd | Wodan Van Acker | CS-ProdMgmnt | ٢ | ୶ CPS Reviewed | Unresolved | 05/Feb/13 | 05/Feb/13 | | |
| Validation Testing Request | | CCS-48 | tr5wetwer | CS-ProdMgmnt | CS-ProdMgmnt | ٢ | 🗳 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | | |
| Components / Versions | | CCS-47 | 2w12we12e | CS-ProdMgmnt | CS-ProdMgmnt | Ŷ | 🐴 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | | |
| components / versions | | CCS-46 | e21e12e | CS-ProdMgmnt | CS-ProdMgmnt | Ŷ | 📲 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | | |
| Issue Attributes ———————————————————————————————————— | | | | | | | | | | 05/51/40 | | |

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:

| over Access One Ticket | s Lab 💵 | CS-supervisor [▼ |
|---|---|--------------------------|
| Dashboards - Projects - Issues - | ÷ 0 | reate Issue Quick Search |
| Issue Navigator | | |
| Summary Edit New Manage You are currently using a new, unsaved search. New New New | Save Current Filter Sharing with everyone will make this visible to users who are not logged in. | • |
| Summary Project: Central Customer Support Sorted by: Key descending | Name * | |
| Operations Save it as a filter | Favourite | |
| | Save Cancel | |

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

+ Create Issue 🛛

CS-supervisor 👻

over Access One Tickets Lab Dashboards + Projects + Issues -

| | - | | | |
|-------|-------------|-----------|----------|------|
| Issue | Navigator - | - CCS All | Issues T | vpes |
| | | 0007.00 | | 1000 |

| I | ssue Navigator — CCS All Is | ssu | es Typ | bes | | | | | | ာ လာ Vi | ews 👻 🛱 T | ools 🕶 | |
|---|--|----------|--------------|---|---------------------|---------------|----------|------------------------|------------|-------------|------------|---------------|---|
| • | Summary Edit New Manage | D | isplaying is | sues 1 to 50 of 60 matching issues. | | | | | | | 1 | 2 🕨 | E |
| | Filter: CCS All Issues Types 🔶 | Т | Key 🔸 | Summary | Assignee | Reporter | Р | Status | Resolution | Created | Updated | | |
| | Description: Search all for Issue Types | • | CCS-63 | Creating a ticket for Training Request Project | Patrick De Boeck | CS-supervisor | Ŷ | network CCS Reviewed | Unresolved | 04/Mar/13 | 05/Mar/13 | ±000 - | |
| | Summary | ? | CCS-62 | Training Request Summary | CS-supervisor | CS-supervisor | Ŷ | 🖁 New | Unresolved | 04/Mar/13 | 04/Mar/13 | | |
| | Project: Central Customer Support Sorted by: Key descending | 5 | CCS-60 | Labs: Interoperability test requests summary test | CS-supervisor | CS-supervisor | ٩ | n Approved | Unresolved | 04/Mar/13 | 07/Mar/13 | | |
| | Operations | ? | CCS-58 | edit 3 | CS-ProdMgmnt | CS-ProdMgmnt | ٩ | 📫 More CPS Info Needed | Unresolved | 05/Feb/13 | 05/Feb/13 | | |
| | Rename or Share the current filter | ? | CCS-57 | fvdvdbv | CS-ProdMgmnt | CS-ProdMgmnt | ٩ | 🔏 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | x∰: ▼ | |
| | Save as new filter Subscriptions for current filter | ? | CCS-56 | edit2 | CS-ProdMgmnt | CS-ProdMgmnt | ٢ | 🐴 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | | |
| | | ? | CCS-55 | Edit | CS-ProdMgmnt | CS-ProdMgmnt | ٢ | 🔏 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | | |
| | | ? | CCS-54 | Test1 | Patrick De Boeck | CS-ProdMgmnt | ٢ | 🧌 Open | Unresolved | 05/Feb/13 | 04/Mar/13 | | |
| | | ? | CCS-53 | ertertert | CS-ProdMgmnt | CS-ProdMgmnt | ٢ | 🔏 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | | |
| | | ? | CCS-52 | gdfghdfbhh | CS-ProdMgmnt | CS-ProdMgmnt | ٢ | 🔏 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | | |
| | | ? | CCS-51 | qwdqwdrqwd | CS-ProdMgmnt | CS-ProdMgmnt | ٢ | 🔏 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | | |
| | | ? | CCS-50 | gvwergerg | CS-ProdMgmnt | CS-ProdMgmnt | ٢ | 🔏 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | | |
| | | ? | CCS-49 | dfwsdfwd | Wodan Van Acker | CS-ProdMgmnt | ٢ | 🚽 CPS Reviewed | Unresolved | 05/Feb/13 | 05/Feb/13 | | |
| | | ? | CCS-48 | tr5wetwer | CS-ProdMgmnt | CS-ProdMgmnt | ٢ | 🔏 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | | |
| | | | CCS-47 | 2w12we12e | CS-ProdMgmnt | CS-ProdMgmnt | ١ | 🔏 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | | |
| | | | CCS-46 | e21e12e | CS-ProdMgmnt | CS-ProdMgmnt | ٢ | 🔏 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | | |
| | | | | | ~~~~~ | ~~~~~ | A | • d | en al | or /r-5 /40 | or /r-1-40 | | - |

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):

CS-supervisor over Access One Tickets Lab Dashboards 👻 Projects 💌 Issues 💌 + Create Issue Quick Search Issue Navigator — CCS All Issues Types Summary Edit New Manage ? Edit Current Filter Filter: CCS All Issues Types Description: Search all for Issue Types A Sharing with everyone will make this visible to users who are not logged in. Summary -Name * CCS All Issues Types New Project: Central Customer Support Sorted by: Key descending Description Search all for Issue Types Operations Rename or Share the current filter Favourite 🙁 Save as new filter Subscriptions for current filter Shares 🍦 Not shared. Add Shares Everyone 🔹 🖶 Add Share with everyone Save Cancel

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

CS-supervisor 👻 🌰

over Access One Tickets Lab

| Dashboards + Projects + Issues + Create Issue Quick Scorch | | | | | | |
|---|--|------------------------------------|--|--|--|--|
| Issue Navigator — CCS All | Issues Types New | ः 👁 Views 👻 Tools 🗸 | | | | |
| Summary Edit New Manage | Displaying issues 1 to 50 of 60 matching issues. | 12 🕨 | | | | |
| Filter: CCS All Issues Types New 🚖 Description: Search all for Issue Types | T Key ◆ Summary Assignee Reporter P Status R ▶ 2 CCS-63 Creating a ticket for Training Request Project Patrick De CS-supervisor ♥ ♦ ♦ CCS Reviewed U | Resolution Created Updated | | | | |
| Summary | Boeck | Unresolved 04/Mar/13 04/Mar/13 | | | | |
| Sorted by: Key descending | CCS-60 Labs: Interoperability test requests summary CS-supervisor CS-supervisor A Approved U test | Jnresolved 04/Mar/13 07/Mar/13 | | | | |
| Operations | 👔 CCS-58 edit 3 CS-ProdMgmnt CS-ProdMgmnt 🕈 📬 More CPS Info Needed U | Jnresolved 05/Feb/13 05/Feb/13 | | | | |
| Rename or Share the current filter | 👔 CCS-57 fvdvdbv CS-ProdMgmnt CS-ProdMgmnt 🕈 🐗 Closed Fi | ixed 05/Feb/13 05/Feb/13 | | | | |
| Subscriptions for current filter | CCS-56 edit2 CS-ProdMgmnt CS-ProdMgmnt 🕈 🚜 Closed Fi | ixed 05/Feb/13 05/Feb/13 | | | | |
| | 👔 CCS-55 Edit CS-ProdMgmnt CS-ProdMgmnt 🕈 🝶 Closed Fi | Fixed 05/Feb/13 05/Feb/13 | | | | |
| | CCS-54 Test1 Patrick De CS-ProdMgmnt 🕈 🍕 Open U Boeck | Jnresolved 05/Feb/13 04/Mar/13 🎡 🔻 | | | | |
| | 👔 CCS-53 ertertertert CS-ProdMgmnt CS-ProdMgmnt 🕈 🝶 Closed Fi | ixed 05/Feb/13 05/Feb/13 | | | | |
| | 👔 CCS-52 gdfghdfbhh CS-ProdMgmnt CS-ProdMgmnt 🕈 🍶 Closed Fi | ixed 05/Feb/13 05/Feb/13 | | | | |
| | 👔 CCS-51 qwdqwdrqwd CS-ProdMgmnt CS-ProdMgmnt 🕈 📣 Closed Fi | ixed 05/Feb/13 05/Feb/13 | | | | |
| | 👔 CCS-50 gwwergerg CS-ProdMgmnt CS-ProdMgmnt 🕈 4 Closed Fi | ixed 05/Feb/13 05/Feb/13 | | | | |
| | 👔 CCS-49 dfwsdfwd Wodan Van CS-ProdMgmnt 🕈 🎝 CPS Reviewed U Acker | Jnresolved 05/Feb/13 05/Feb/13 | | | | |
| | 👔 CCS-48 tr5wetwer CS-ProdMgmnt CS-ProdMgmnt 🕈 🝶 Closed Fi | ixed 05/Feb/13 05/Feb/13 | | | | |
| | CCS-47 2w12we12e CS-ProdMgmnt CS-ProdMgmnt 🕈 🗳 Closed Fi | Fixed 05/Feb/13 05/Feb/13 | | | | |
| | CCS-46 e21e12e CS-ProdMgmnt CS-ProdMgmnt 🕈 🛁 Closed Fi | ixed 05/Feb/13 05/Feb/13 | | | | |
| | | | | | | |

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:

| over Contraction of the second | s Lab 📠 | | CS-supervisor 💌 |
|--|------------------------|---|-----------------|
| Dashboards 💌 Projects 💌 Issues 💌 | | + Create Issue Quick Search | |
| Issue Navigator — CCS All Is | sues Types New | | |
| Summary Edit New Manage | Save Current Filter | | ? |
| Filter: CCS All Issues Types New Description: Search all for Issue Types | A Sharing with everyor | ne will make this visible to users who are not logged in. | |
| Summary | Name * | | |
| Project: Central Customer Support Sorted by: Key descending | Description | | |
| Operations | | | |
| Rename or Share the current filter Save as new filter | Favourite 💈 | | |
| Subscriptions for current filter | Shares | Not shared. | |
| | Add Shares E | Everyone - Add | |
| | | Save Cancel | |

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

| over Access One Tickets Lab | | | | | | | | | | | | |
|--|-----|----------|-------------|---|---------------------|---------------|---|-------------------------|----------------|-------------|-----------|-------------------|
| Dashboards 🕶 Projects 👻 Issues 👻 | | | | | | | | | + Create Issue | Quick Searc | 'n | |
| Issue Navigator — New CC | S 1 | filt | er | | | | | | | c> ©∨i | ews 🕶 🌼 T | ools v |
| 4 Summary Edit New Manage | | Disp | playing is: | sues 1 to 50 of 60 matching issues. | | | | | | | 1 | 2 |
| Filter: New CCS filter 🔶 | | т | | Summary | Assignee | Reporter | Р | Status | Resolution | Created | Updated | |
| Description:Created filter using the Save as link | | · 🕐 | CCS-63 | Creating a ticket for Training Request Project | Patrick De Boeck | CS-supervisor | Ŷ | neviewed 🖓 CCS Reviewed | Unresolved | 04/Mar/13 | 05/Mar/13 | \$ <u>\$</u> ;.≁ |
| Summary — | | ? | CCS-62 | Training Request Summary | CS-supervisor | CS-supervisor | ٢ | 👸 New | Unresolved | 04/Mar/13 | 04/Mar/13 | |
| Project: Central Customer Support Sorted by: Key descending | | ≁ | CCS-60 | Labs: Interoperability test requests summary test | CS-supervisor | CS-supervisor | ٢ | ୶ Approved | Unresolved | 04/Mar/13 | 07/Mar/13 | |
| | | ? | CCS-58 | edit 3 | CS-ProdMgmnt | CS-ProdMgmnt | ٢ | 🐠 More CPS Info Needed | Unresolved | 05/Feb/13 | 05/Feb/13 | sģs - |
| Operations | | ? | CCS-57 | fvdvdbv | CS-ProdMgmnt | CS-ProdMgmnt | ٠ | 🗳 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | |
| Rename or Share the current filter | | ? | CCS-56 | edit2 | CS-ProdMgmnt | CS-ProdMgmnt | ۲ | 🗳 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | |
| Subscriptions for current filter | | ? | CCS-55 | Edit | CS-ProdMgmnt | CS-ProdMgmnt | ٠ | 🗳 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | |
| | | ? | CCS-54 | Test1 | Patrick De Boeck | CS-ProdMgmnt | ٢ | 🧌 Open | Unresolved | 05/Feb/13 | 04/Mar/13 | |
| | | ? | CCS-53 | ertertertert | CS-ProdMgmnt | CS-ProdMgmnt | ٢ | 🐴 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | |
| | | ? | CCS-52 | gdfghdfbhh | CS-ProdMgmnt | CS-ProdMgmnt | ٢ | 🗳 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | |
| | | ? | CCS-51 | qwdqwdrqwd | CS-ProdMgmnt | CS-ProdMgmnt | ٢ | 🐴 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | |
| | | ? | CCS-50 | gvwergerg | CS-ProdMgmnt | CS-ProdMgmnt | ٠ | 🐴 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | |
| | | ? | CCS-49 | dfwsdfwd | Wodan Van Acker | CS-ProdMgmnt | ٩ | n CPS Reviewed | Unresolved | 05/Feb/13 | 05/Feb/13 | |
| | | ? | CCS-48 | tr5wetwer | CS-ProdMgmnt | CS-ProdMgmnt | ۲ | 🐴 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | |
| | | ! | CCS-47 | 2w12we12e | CS-ProdMgmnt | CS-ProdMgmnt | ٢ | 🐴 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | |
| | | ! | CCS-46 | e21e12e | CS-ProdMgmnt | CS-ProdMgmnt | ۲ | 🐴 Closed | Fixed | 05/Feb/13 | 05/Feb/13 | |
| | | | | | | | | | | | | - |

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

| ONEACCESS OneTickets Lab | | | | | | |
|--------------------------|--|---|--|--|--|--|
| C | ashboards 💌 Projects 💌 Issues 💌 | + Create Issue Quick Search | | | | |
| | lssue Navigator — New CC | S filter | | | | |
| • | Summary Edit New Manage | Filter Subscription | | | | |
| | Filter: New CCS filter Description:Created filter using the | Email this filter, even if there are no issues found | | | | |
| | Save as link | Schedule Daily | | | | |
| | Summer | Days per Week | | | | |
| | Summary | Days per Month | | | | |
| | Project: Central Customer Support | Advanced | | | | |
| | Sorted by: Key descending | Interval once per day v at 1 v 00 v am v | | | | |
| | Operations | The current server time is 07/Mar/13 03:15 PM - Central European Time | | | | |
| | Rename or Share the current filter Save as new filter Subscriptions for current filter | Subscribe Cancel | | | | |

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:

| ONEACCESS | 🛚 OneTickets Lab 🃠 | | | | | CS-supervisor 🔻 |
|------------------|---|-----------------------------|-------------------------|------------------------------|---------------------------|---------------------|
| Dashboards 👻 Pro | ojects 👻 Issues 💌 | | | | + Create Issue Quick Sear | ch |
| Mana | age Filters | | | | | |
| Favourite | Favourite Filters | | | | | |
| My | | | | | | 3 |
| Popular | Filters are issue searches that have been saved for re-us | se. This page shows you all | your favourite filters. | | | |
| Search | Name | Issues | Owner | Shared With | Subscriptions | |
| | CCS All Issues Types New Search all for Issue Types | 60 | CS-supervisor (cs-sup) | Private filter | None - Subscribe | \$\$\$ - |
| | New CCS filter Created filter using the Save as link | 60 | CS-supervisor (cs-sup) | Private filter Not share | None - Subscribe | |
| | | OneAccess © | 2012 Report a problem | | | |

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.

| ONEACCESS C | DneTickets Lab 🛺 | | | | CS-supervisor 💌 |
|-----------------------|---|---|----------------|------------------|-----------------|
| Dashboards 👻 Projects | s 👻 Issues 💌 | | | + Create Issue | uick Search |
| Manage | e Filters | | | | |
| Favourite | My Filters | | | | 0 |
| Popular | Filters are issue searches that have been saved for re-use. | This page shows all filters that you own. | | | |
| Search | Name | Issues | Shared With | Subscriptions | |
| | CCS All Issues Types New Search all for Issue Types | 60 | Private filter | None - Subscribe | 100° - |
| | Rew CCS filter Created filter using the Save as link | 60 | Private filter | None - Subscribe | <i>1</i> 000 ▼ |
| | | OneAccess © 2012 Report a | problem | ŶIR | |



6.2.2 Popular filter

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

| ONEACCESS | OneTickets Lab | | | | | CS-supervisor | • |
|----------------------------|--|------------|----------------------------------|---|---------------------|---------------|---|
| Dashboards • Pro | ijects 💌 Issues 🔹 | | | + Create Issue | Quick Search | | ב |
| Favourite My Popular | Popular Filters Filters are issue searches that have been saved for re-use. This page shows you the most popula | r filters. | | | | 0 | |
| Search | Name | Issues | Owner | Shared With | Subscriptions | Popularity | |
| | 常 Non-closed issues, assigned to me. All non-closed issues, currently assigned to me. | 1 | Joris Boogaerts (JORBO) | Shared with all users | None - Subscribe | 5 | |
| | 會 All Tickets | 431 | OneTickets Administrator (admin) | • Group: ems-users • Group: jira-users | None - Subscribe | 4 | |
| | Non-closed issues, reported by me. Overview of all non-closed issue, that are reported by me. | 4 | Joris Boogaerts (JORBO) | Shared with all users | None - Subscribe | 3 | |
| | 🔅 Reported by me | 11 | Joris Boogaerts (JORBO) | Shared with all users | None - Subscribe | 3 | |
| | 🚖 Indus, non-closed statuses | 2 | Joris Boogaerts (JORBO) | Project: Indus | None - Subscribe | 2 | |
| | All tickets reported by me, NOT updated in the last 2 days All tickets reported by me, NOT updated in the last 2 days | 8 | Joris Boogaerts (JORBO) | Shared with all users | None - Subscribe | 1 | |
| | All tickets reported by me, updated in the last 2 days All tickets reported by me, updated in the last 2 days | 3 | Joris Boogaerts (JORBO) | Shared with all users | None - Subscribe | 1 | |
| | All tickets reported by me, updated in the last 20 days All tickets reported by me, updated in the last 20 days | 6 | Joris Boogaerts (JORBO) | Shared with all users | None - Subscribe | 1 | |
| | CCS All Issues Types New Search all for Issue Types | 60 | CS-supervisor (cs-sup) | Private filter | None - Subscribe | 1 | |

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

| ONEACCESS OI | neTickets Lab 📠 | CS-supervisor 💌 |
|-------------------------|--|-----------------|
| Dashboards 👻 Projects 🕤 | + Issues - + Create Issue Color | k Search |
| Manage F | Filters | |
| Favourite | Search Filters | |
| Mγ | | 3 |
| Popular | Filters are issue searches that have been saved for re-use. This page allows you to search all filters that you can see. | |
| Search | Search: Owner: | |
| | Searches in the filter's name and description. | |
| | Shared With Anyone - | |
| | All filters that you can see. | |
| | Search | |
| | OneAccess © 2012 Report a problem | ONEACCESS TOOIS |

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.

| oneAccess OneTicke | ets Lab 🚋 | | | | | | CS-cells 💌 |
|--|--|-----------------------------|-----------------|----------|--------------|---------------------------|-------------|
| Dashboards 🕶 Projects 🕶 Issues 🕶 | | | | | 4 | Create Issue Quick Search | |
| Issue Navigator — New CC | CS Issues | | | | | CO 🔍 Views | 🗸 🌼 Tools 🕶 |
| Summary Edit New Manage | Displaying issues 1 to 11 of 11 matching issues. | | | | | Printable Full Content | |
| Filter: New CCS Issues 🚖 | T Key + Summary | Assignee | Reporter | P Status | Resolution | XML | |
| Description: New CCS Issues | CCS-80 summary here | Joris Boogaerts | Joris Boogaerts | 🕯 🧯 Nev | v Unresolve | RSS (Issues) | 3 \$\$\$;▼ |
| Summary | CCS-79 xumm hare | Joris Boogaerts | Joris Boogaerts | 🎓 🧯 Nev | v Unresolve | RSS (Comments) | 3 |
| Project: Central Customer Support | CCS-77 Testing CS notification | CS-engineer | CS-engineer | 🛊 🧯 Nev | v Unresolve | Word | 3 |
| Status: New Sorted by: Key descending | CCS-75 Onsite Intervention Request | CS-ProdMgmnt | CS-ProdMgmnt | 🛊 🧯 Nev | v Unresolve | Excel (All fields) | 3 |
| sorted by. Ney descending | CCS-73 Training Request | cs-sales | cs-sales | 🛊 🧯 Nev | v Unresolve | Excel (Current fields) | 3 |
| Operations ——— | CCS-72 Other | CS-Presales | CS-Presales | 🕯 🧯 Nev | v Unresolve | Charts | 3 |
| Rename or Share the current filter | CCS-25 test234 | CS-cells | CS-cells | 🎓 🧯 Nev | v Unresolve | On Dashboard | |
| Save as new filter Subscriptions for current filter | CCS-24 test | CS-cells | CS-cells | 🕯 🧂 Nev | v Unresolved | d 31/Jan/13 31/Jan/1 | 13 |
| | CCS-23 test | CS-cells | CS-cells | 🎓 🧂 Nev | v Unresolved | d 31/Jan/13 31/Jan/1 | 13 |
| | CCS-22 test | CS-cells | CS-cells | 🕯 🧯 Nev | v Unresolved | d 31/Jan/13 31/Jan/1 | 13 |
| | CCS-21 test | CS-cells | CS-cells | 🎓 🧯 Nev | v Unresolved | d 31/Jan/13 31/Jan/1 | 13 |
| | Displaying issues 1 to 11 of 11 matching issues. | | | | | | |
| | OneAccess | s © 2012 Report a problem | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| oab1jira-dev/secure/IssueNavigator.jspa?mode=hide8 | e&requestId=11102# | | | | | | |

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)

| Assi | Assigned to Me | | | | | | | |
|----------|--|---------|-----------|--|--|--|--|--|
| Т | Key | Summary | P 🕈 | | | | | |
| ≁ | CCS-20 | trst | 1 | | | | | |
| | CCS-21 | test | 1 | | | | | |
| ! | CCS-22 | test | 1 | | | | | |
| ! | CCS-23 | test | 1 | | | | | |
| ? | CCS-24 | test | 1 | | | | | |
| ? | CCS-25 | test234 | \$ | | | | | |
| Disp | 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.

| Projects 🧹 Issues 👻 | | | | | |
|--------------------------------|--|--|--|--|--|
| Current Project | | | | | |
| Central Customer Support (CCS) | | | | | |
| View All Projects | | | | | |

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

| Dashboards 👻 Proje | cts 👻 Issues 👻 | | + Create Issue Quick Search |
|--------------------|---|--------------------|--|
| sstor Centra | l Customer Support | | Create: <table-cell> Validation Testing Request 👔 Onsite Intervention Request Other 🗸</table-cell> |
| Summary | Summary | | I Reports ▼ Š Filters ▼ |
| Calendar | Description | | Activity Stream |
| Components | Lead: Sebastien Le Gall | | S 🕸 🔻 |
| Labels | Key: CCS | | Yesterday |
| | Issues: 30 Day Summary | | Joris Boogaerts commented on CCS-80 - summary here |
| | 16 | | Yesterday at 07:58 PM |
| | 14 | | Joris Boogaerts created CCS-80 - summary here |
| | | | Joris Boogaerts created CCS-79 - xumm hare Westerday at 07:25 PM |
| | 2 | | CS-ProdMgmnt commented on CCS-78 - Creating a Ticket adding a comment |
| | 14-Apr 21-Apr 28-Apr 5-May Issues: 16 created and 5 resolved | | Yeslerday at 12:00 PM |
| | Issues: Updated recently | | CS-ProdMgmnt changed the Assignee to 'CS-ProdMgmnt' on CCS-78 - Creating a Ticket |
| | Summary here | Yesterday 07:58 PM | Vesterday at 12:00 PM |
| | CCS-79 xumm hare | Yesterday 07:25 PM | adding a comment |
| | CCS-78 Creating a Ticket | Yesterday 12:00 PM | 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.



Dashboards 👻 Projects 💌 Issues 👻 Create: 🖉 Validation Testing Request 🚺 Onsite Intervention Request 🛛 Other 🗸 **Central Customer Support** Summary Issues Issues Unresolved: By Priority Status Summary Calendar 24 Com 🕯 Critical 4 📕 10% 🔞 Open 31% 35 Labels Major 38 90% Closed 45% 11 14% New 8 Unresolved: By Assignee 2 3% Approved CCS Reviewed 1 📕 1% 6 14% CS-cells 3 4% A CPS Reviewed CS-engineer 1 📕 2% 📫 More CPS Info Needed 1 📕 1% CS-Presales 1 📕 2% 5 12% CS-ProdMgmnt 1 2% Unresolved: By Component cs-sales 1 2% CS-supervisor 🔥 OneOS: Data 2 5% Joris Boogaerts 🔥 OneOS: Voice 24 Joris Boogaerts (Admin) 1 📕 2% 🔥 Other 4 OneTickets Administrator 4 🔲 10% Patrick De Boeck 11 🔥 TDRE 10 and 3 more 🔥 TDRE: TMA 3 Unresolved: By Issue Type 19% Interoperability Test Request 8 Onsite Intervention Request 5
 12%
 Other 21% Training Request 16 Validation Testing Request 4 10%

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

| Summary | Components | | | | | |
|------------|----------------|-------------------------|------------------------------|--|--|--|
| Issues | | | | | | |
| Calendar | 艂 OneOS: Data | Lead: FRLE | OneOS Data Related | | | |
| Components | 🔥 OneOS: Voice | Lead: FRLE | OneOS Voice Related | | | |
| Labels | 🔥 Other | Lead: Sebastien Le Gall | Any other component | | | |
| | 🔥 TDRE | Lead: Wodan Van Acker | TDRE Related | | | |
| | 🏦 TDRE: TMA | Lead: Wodan Van Acker | Management Interface Related | | | |
| | | | | | | |

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.

| Dashboards | - Projects - | Issues 🗧 | | + Create Issue Quick Search | | | | | |
|-------------------|-----------------|---|----|-----------------------------|--------------------------|------------|------------------------|----------|--|
| support C | Central Custome | er Support: Oice | Cr | reate: | Validation Testing Reque | t 👖 Onsite | e Intervention Request | Other 🕶 | |
| Summary Issues | | Summary Description OneOS Voice Related | | | | | ੈ ¥ F | ilters 🕶 | |
| | | Lead: FRLE Issues: Updated recently | | | | | | | |
| | | CCS-78 Creating a Ticket | | | | | Today 09: | 39 AM | |
| | | CCS-80 summary here | | | | | Yesterday 07: | 58 PM | |
| | | CCS-79 xumm hare | | | | | Yesterday 07: | 25 PM | |

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:



| Dashboards - Projects | ✓ Issues ✓ | | + Create Issue Quick Search | |
|------------------------------|------------------------------|-------------|--|--------------------------|
| sand Central Custom OneOS: \ | ner Support: /oice | | Create: 🖉 Validation Testing Request 🚺 Onsite Intervention Rec | quest Other - |
| Summary Issues | Issues | | | |
| | Unresolved: By Price | prity | Status Summary | ® |
| | 🕯 Critical 2 📕 8% | | 📲 Open 12 32% | |
| | Major 22 | 92% | A Closed 13 35% | |
| | | | 🖗 New 9 24% | |
| | Unresolved: By Ass | ignee | 💿 🔺 CCS Reviewed 1 📕 3% | |
| | CS-cells | 6 25% | 🖓 CPS Reviewed 2 📕 5% | |
| | CS-engineer | 1 4% | | |
| | CS-ProdMgmnt | 2 8% | | |
| | cs-sales | 1 4% | | |
| | Joris Boogaerts | 2 8% | | |
| | Joris Boogaerts (Adm | nin) 1 📕 4% | | |
| | Patrick De Boeck | 5 21% | | |
| | Vijaysagar Reddy | 4 17% | | |
| | Unassigned | 2 8% | | |
| | | | | |

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

| Summary Issues | Labels | | | | |
|-------------------|---|--|--|--|--|
| Calendar | Heatmap - | | | | |
| Components | View: Popular Labels All Labels | | | | |
| Labels | Order: alphabetically popularity | | | | |
| | Below are the 3 most popular labels. The bigger the text, the more popular the label. Click on a label to see its associated content. OST:BugScrub01 OT3.0 Testtest_test | | | | |

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

| | | | | | | 0.0 | | | |
|--|--|------------------|---------------|---|----------------------|------------|-----------|-----------|------------------------|
| Dashboards Projects Ssues Create Issue Curck Search Curck Search | | | | | | | | | |
| Issue Navigator | | | | | | | c> © | Views 🔻 🔅 | Tools 🕶 |
| Summary Edit New Manage You are currently using a new. | Displaying issues 1 to 2 of 2 matching issues. | Assignee | Reporter | Р | Status | Resolution | Created | Updated | |
| unsaved search. Save it as a filter | CCS-62 Training Request Summary | Patrick De Boeck | CS-supervisor | Ŷ | 📫 Open | Unresolved | 04/Mar/13 | 02/May/13 | <i>\$</i> 000 - |
| Summary ——— | CCS-60 Labs: Interoperability test requests summary test | CS-supervisor | CS-supervisor | Ŷ | _{Approved} | Unresolved | 04/Mar/13 | 02/May/13 | |
| Project: Central Customer Support Labels: OST:BugScrub01 Sortad by: Key descending | Displaying issues 1 to 2 of 2 matching issues. | | | | | | | | |
| OperationsSave it as a filter | | | | | | | | | |

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



| Issues 🗸 |
|--------------------------------|
| Current Filter |
| Closed CCS Issues (35 issues) |
| Search for Issues |
| Create Issue |
| Recent Issues |
| CCS-78 Creating a Ticket |
| CCS-68 CLONE - Test |
| CCS-67 Test |
| CCS-62 Training Request Summar |
| 🔁 CCS-20 trst |
| more |
| Favourite Filters |
| All CCS issues |
| Closed CCS Issues |
| New CCS Issues |
| Manage Filters |

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