Softbrick Service Desk Manual

for customers

Document version: 1.2

Author: Softbrick BV
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Contents

Versions

The following version(s) of the document have been created. The Changes section lists the changes made to each version.

Version	Date	Author	Changes
1.0	21-8-2015	J. Kraaijeveld	Initial version
1.1	28-11-2016	C. van Willigen	Document expansion
1.2	30-11-2016	C. van Willigen	Document change

1. INTRODUCTION

In April 2015, Softbrick started using a new portal for the Service Desk. To offer you the best service, we ask that you submit your support requests or incidents via this portal. When creating a Support Call, we ask that you make the description of your request as detailed as possible and to include screenshots if necessary.

Up to and including January 2017, you will still be able to submit your support request via e-mail. After that, this will no longer be possible.
You will still be able to submit your request over the phone. Unfortunately, with this option we will not be able to indicate an exact response time. You can use the portal to monitor the latest changes in your support request. Here, you will be able to see the response time as well as the status of your request.
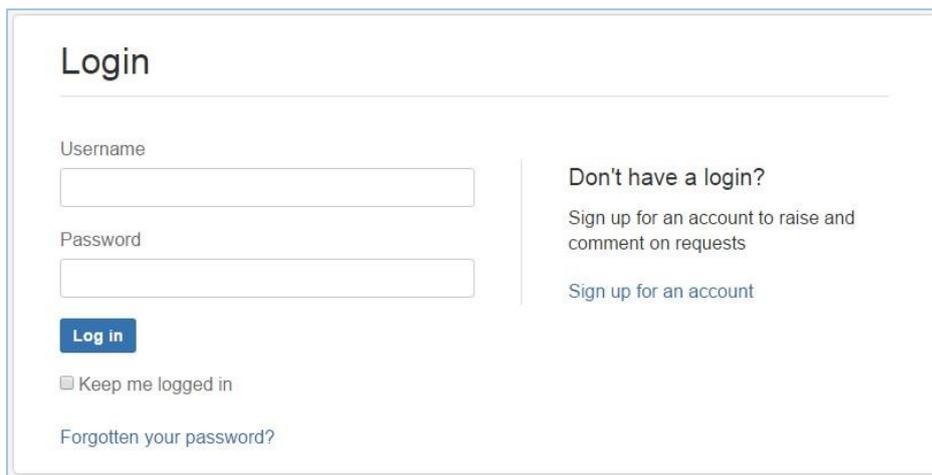
2. SOFTBRICK SERVICE DESK WEBSITE

If you have any questions or problems, please report them at http://softbrick.support.
The Softbrick Service Desk is also available on the Softbrick website: http://www.softbrick.nl/service-desk/.

2.1 Register

If you do not yet have log-in details, you can create them directly with the **Sign up for an account** option. Please use your work e-mail address with your first and last name.

You may have recently received an e-mail with the subject '[JIRA] Welcome to Softbrick Service Desk'. This means you have been invited to use the portal.
Click on the link in said e-mail, and all you will have to do is enter a password after which you can log in. In that case, your username will be your work e-mail address.
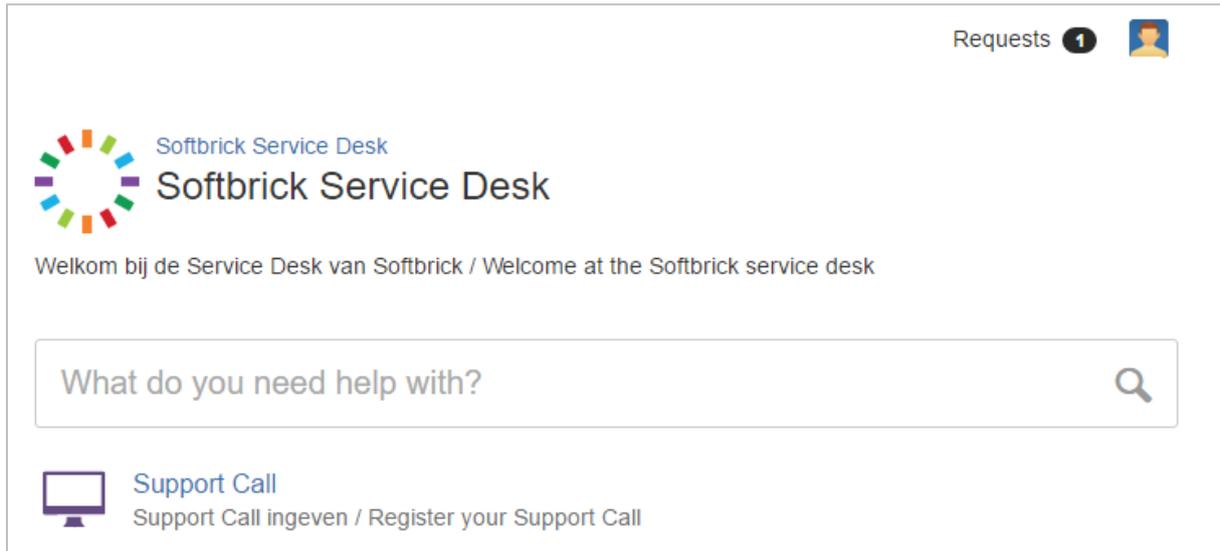
2.2 Log in

If you already have log-in details, you can use them to log in.

If you have forgotten your password, you can use the following link to generate a new password. This new password will be sent to your e-mail address.
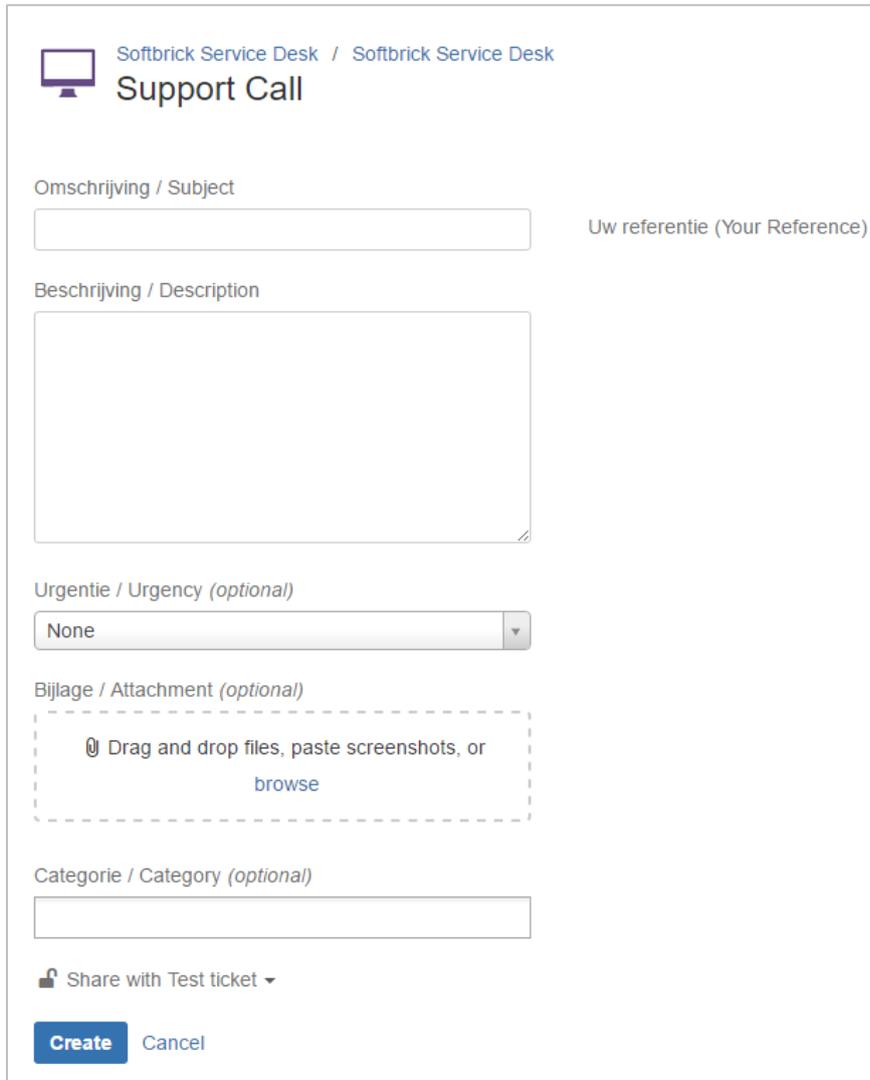https://softbrick.atlassian.net/servicedesk/customer/portal/4/user/login?destination=portal%2F4

Once you have logged in, you will see this window:

3. CREATE A TICKET

To enter a request or incident, click on **Support Call**. The following window will appear:

Subject
Here you can enter a brief, clear description of your request or incident.
For the subject, please do not only enter the word *'Request'* or *'Problem'*.
The subject is used as a reference in the ticket. It is therefore important to enter a clear subject.

Description
In this field, you can explain the problem or your request.

Urgency
In the *Urgency* field, you can indicate your request in terms of urgency.

Please note: for us, the level of urgency you indicate is an indication of the response time with which we will process your request.
This does <u>not</u> mean you will automatically be helped first, or that you can expect a problem to be processed more quickly. Every individual ticket is evaluated on urgency and on the impact of the problem.

Attachment
If you wish to add one or more attachments (such as a screenshot of the incident), you can do so in the *Attachment* field.

Please note: if you wish to add multiple screenshots to your request or incident, we ask that you provide clear references to the titles of these screenshots in the *Description* field. This makes it easier for us to connect your request or incident to the accompanying screenshots.

Category
If your request pertains to a specific part of our package, such as e.g. staff imports or the payroll interface, you can enter that here. You may select more than one pre-defined category.

Share with your company name/Private Request*
The final step in creating a ticket is choosing whether to create this ticket under your personal title or on behalf of your company.

You can now define companies and link people to a company. This will allow you to share your request with your colleagues automatically. Those people do have to have a JIRA account.

If you have a new colleague who works with JIRA and cannot see your tickets yet, please let us know!

*The option to create the ticket on behalf of your company is automatically selected.

3.1 View created tickets
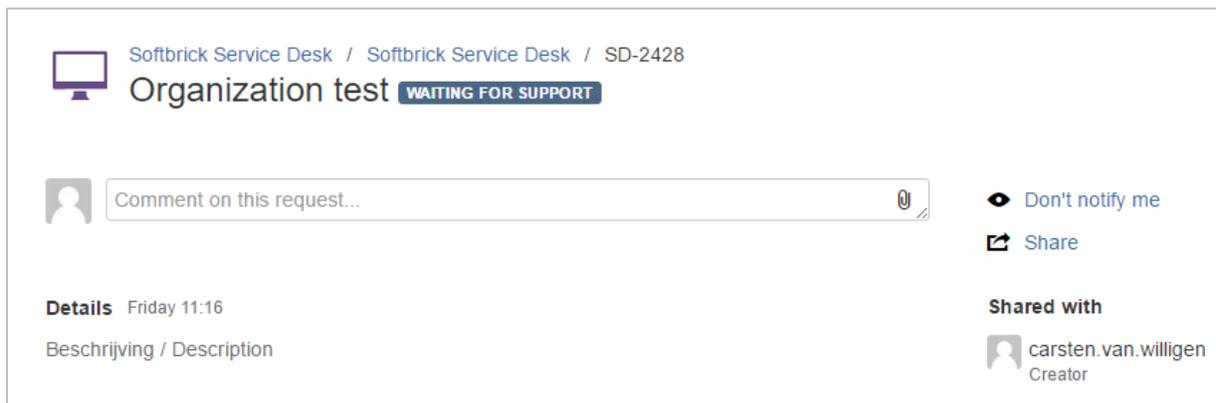Once your request has been submitted, you will be automatically redirected to the created ticket.

3.2 Allow people to participate in a ticket
You may 'add' people to a ticket, so that they can also view the incident and the correspondence surrounding it and respond if necessary.
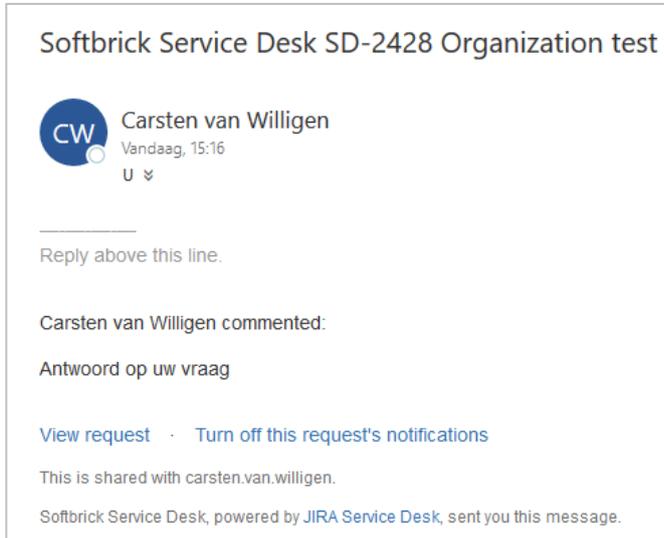
To do so, use the **Share** button on the right. You can then enter your colleague's e-mail address or username.

3.3   Respond to an existing case

If you received an e-mail with the subject: **'***Softbrick Service Desk SD-XXXX Subject of your request'***, that means a change was made to that ticket.
The e-mail contains further details on what kind of change was made.

From that e-mail, you can then click on **View request** to go to the web page where you can view the request and respond if necessary.
See Chapter 5 for the different types of requests.

3.4   View tickets and status of your submitted tickets

If you wish to view all your open tickets, you can do so by clicking on **Requests** at the top right corner > **My requests**.

The following window will appear:

If you wish to view closed requests, click on the drop-down menu **Open requests** > **Any Status**.

3.5   View tickets and status of tickets submitted by the company

If you wish to view all of your company's open tickets, you can do so by clicking on **Requests** at the top right and then on **Your company**.
From here, this window will appear:

3.6 Approve or decline a ticket

When Softbrick responds to a ticket with a solution, we change the status to **_Waiting for Customer approval_**.
You are then sent an e-mail that may look like this:

a
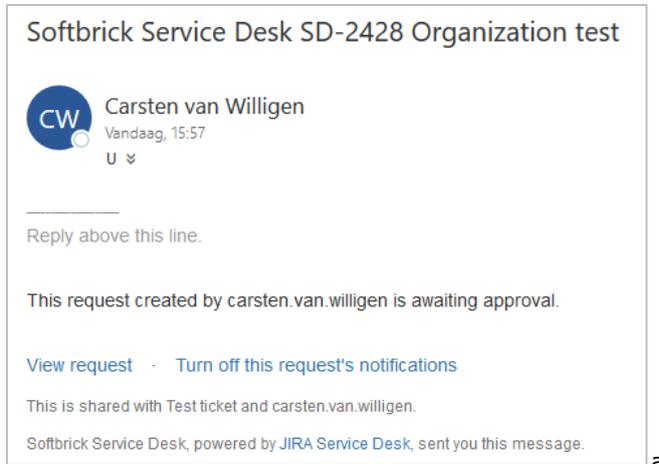
In the e-mail, click on **_View request_** to add extra functionalities to the ticket:
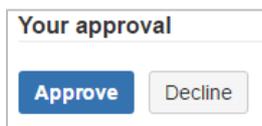
Click on **_Approve_** to approve and definitively close the request.
Click on **_Decline_** to reject the offered solution. To continue processing this ticket, we will need additional information and the reason for rejection. We will then re-process your request.

If tickets still require approval, you can also access them via **_Requests_** at the top right corner:
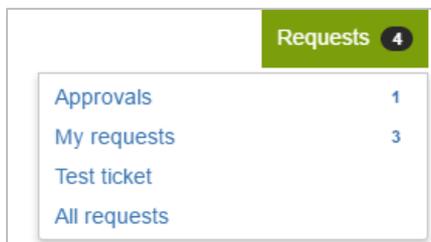
3.7 Satisfaction

Once you have approved a ticket, the ticket will be definitively closed. You will then receive an e-mail with a request asking you to participate in a customer satisfaction survey.

4. EDIT PROFILE

At the top right corner of the page, you will see an avatar/personal image for your profile. Click on that image to edit your profile.

4.1 Change password
In your profile, you can change your password. To do so, click on **Change password**.

4.2 Change name, language and time zone
In your profile, you can change your name, language and time zone. To do so, click on **Edit**.

5. STATUS OVERVIEW AND WHICH ACTIONS TO EXPECT

Below is an overview of the different statuses with accompanying descriptions and which follow-up actions to expect with each status:

Status	Action
Assigned to Consultant	If a request comes in of which the tasks do not fall under the support contract, it will be forwarded to a consultant.
Assigned to Development	If the request cannot be answered or solved by the support staff, it will be forwarded to the development department. They will then look into the request.
On Hold	Ticket is on hold until further notice.
Resolved	Once you have approved the problem, it will be given the status 'Resolved'.
Waiting for Customer	Once we have responded to your ticket, the status will change to 'Waiting for customer'.
Waiting for Customer Approval	Once we have responded to your ticket with a possible solution, the status will change to 'Waiting for customer approval'. Now all you have to do is approve or decline the ticket. If you decline the ticket, the status will automatically change to 'Waiting for Support'.
Waiting for Support	The request is being processed by the Service Desk. This is also the standard status of the ticket when it is created.
Waiting for Third Party	It may occur that we find out the problem was caused by a third party after researching the ticket. If this turns out to be the case, depending on the party, we will contact them to further research and solve the problem if possible.

6. PRIORITIES

Priorities are processed in chronological order. In doing so, we consider the priority indicated by the user when it came in.

Prio 1   'System down'. The entire system or Softbrick application is not working.
or A malfunction blocking payroll processing.

Prio 2   Problems with or malfunctions in the functionality disrupting daily operations.

Prio 3   Questions, problems or malfunctions that do not pose a strong threat to daily processing.

Prio 4   Questions, problems or malfunctions that have to be solved but do not have a deadline.

7. SLA

It is important for you as well as for us to know when you can expect a response or solution. See the response and solution times below:

		Response time	**Solution time**
Urgent	(Prio 1)	< 1 work hour	< 1 work day
High	(Prio 2)	< 1 work day	< 3 work days
Medium	(Prio 3)	< 2 work days	< 5 work days
Low	(Prio 4)	< 2 work days	In consultation

Please note:

- Temporary work-arounds are seen as provisional solutions.
- The required times do not apply to custom service.
- Your firm may have deviations within the SLA contract. This will have been agreed with your company in advance, in writing.
- Hardware support (clocks, clients, servers etc.) is not included in the support contract.