Intraway
AMAZING DELIVERY

CUSTOMER SUPPORT

User Guide

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Document Control

Summary of Changes

Version	Nature of Change	Date
1.0	Initial Version	09/28/2020

Document Review Plans

This document will be reviewed and updated, if necessary, as defined below:

- As required to correct or enhance information content
- Following changes to the quality standards
- Following any organizational changes or restructuring
- Following a periodical review

Preface

Purpose

The purpose of this document is to provide an overview of the Jira Service Desk application used by the support team to manage incidents and requirements related to Intraway products.

This document includes a detailed guide for each of the main activities that a user must execute from creating an issue to reporting an incident or request until it is closed in the application.

The content of this document is based on the standard business processes and flows used by the Intraway support team.

Audience

This document should be used by:

- Client Users responsible for the operation and maintenance of the solution
- Project Managers responsible for leading an implementation project
- Technical Consultants responsible for configuring the flows and connectors in the application
- Testing Analysts responsible for executing the internal testing and supporting the User Acceptance Testing

1 General information

This chapter provides an overview of the Jira Service Desk application used by Intraway to support its customers.

1.1 System Information

JIRA is an Incident Management Tool developed by Atlassian Inc. and used for Project Management, Bug Tracking, Issue Tracking, and Workflow. JIRA is based on the following three concepts – Project, Issue, and Workflow.

JIRA Service Desk combines the productivity and power of the JIRA platform with an intuitive user experience that allows service teams to focus on the customer.

Intraway customers can report an incident or request a service related to Intraway products and solutions by creating issues in the Jira Service desk application.

1.2 Authorized Users

Jira Service Desk application is available to clients with a current product support contract and partners in the Intraway Partner Program. Any employee of a client or partner needs a valid username and password to enter the application.

1.3 Points of Contact

For additional information, please contact the Intraway Support Team at:
support@intraway.com

2 System Access

This chapter provides a summary of the actions required to create a user, change the password, and delete a user of the Jira Service Desk application.

2.1 Create a User

Once the partner and Intraway sign the formal agreement, the Intraway Partner Network manager will request the creation of a user for the partner responsible for maintaining the commercial relationship with Intraway. All the additional users must be requested through a Service Request to Intraway Support Team. The Intraway IT Administrator will create all new users required for any partner consultant to access Jira Service Desk.

Follow the steps listed below to create the Service Request.

- Open an internet browser and go to the Intraway Support login page: https://servicedesk.intraway.com
- Fill in your username and password
- Click the Login button
- Click Report Request section
- Click Service Request option
- Write "Create Jira Service Desk User" in the summary field
- Provide the full name and email address of the partner consultant(s) in the description field
- Click the create button to report the request

2.2 Change the Password

All users can change the password if the current password has been forgotten or needs to be changed for any other reason. Follow the steps listed below to change the password.

- Open an internet browser and go to the Intraway Support login page: https://servicedesk.intraway.com
- Click the "Forgot your password?" link
- Type your username and click the "Email me" button
- Check your email and follow the instructions
- Click on the link provided in the email to reset your password

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2.3 Delete a User

When an employee leaves the company or is no longer necessary to access the application, you must request the deletion of the user through a Service Request to the Intraway Support Team.

Follow the steps listed below to create the Service Request.

- Open an internet browser and go to the Intraway Support login page: https://servicedesk.intraway.com
- Fill in your username and password
- Click the Login button
- Click Report Request section
- Click Service Request option
- Write "Delete Jira Service Desk User" in the summary field
- Provide the full name and email address of the partner consultant in the description field
- Click the create button to report the request

3 Main Activities

This chapter provides a summary of the tasks that a customer must perform during the incident and request management processes from the issue creation to its closing in the Jira Service Desk application.

3.1 Report an Incident

Every incident has to be reported to the Intraway Support Team as an issue in the application Jira Service Desk.

Follow the steps listed below to report an incident.

- Log in with your username and password
- Click "Incident" from the Report Incident section
- Fill a brief one-line description of the incident in the Summary field
- Complete a detailed explanation of the incident in the Description field
- Select the environment where the incident occurred
- Select a percentage range of activations affected, if the incident occurred in a production environment
- Select a percentage range of management affected, if the incident occurred in a production environment
- Select a percentage range of clients operations affected, if the incident occurred in a production environment
- Confirm if there were changes to the platform
- Provide a full description of the changes, if applicable
- Attach documents to provide more details of the incident, if necessary
- Provide an alternative contact email, if applicable
- Click the Create button to report the incident

The incident will be created with the status "new" and an issue number will be provided.

You will receive a notification by email from the mailbox support@intraway.com including the issue number and brief description in the subject line.

3.2 Report a Request

Every service request has to be reported to the Intraway Support Team as an issue in the application Jira Service Desk.

Follow the steps listed below to report a service request.

- Log in with your username and password
- Click Report Request section
- Click on the type of request you need
- Fill a brief one-line description of the request in the Summary field
- Provide a detailed explanation of the request in the Description field
- Click the Create button to report the request

The request will be created with the status "new" and an issue number will be provided.

You will receive a notification by email from the mailbox support@intraway.com including the issue number and brief description in the subject line.

3.3 Review the Status

Follow the steps listed below to review the status of any issue.

- Log in with your username and password
- Click the Requests icon in the upper right corner
- Click on "My Requests" option
- Click any issue from the list to review status and activity

3.4 Update an Issue

The Intraway Support Team can request any of the following actions when necessary: complete the information, prepare a solution, test a solution, correct a solution, or implement a solution.

You will receive a notification by email from the mailbox support@intraway.com including the issue number and brief description in the subject line.

Follow the steps listed below to update an issue.

- Open the email received from the Support team and proceed with the action requested
- Gather all the additional information requested by the Support Team and provide it in the issue, if complete information is required
- Prepare the solution with the information provided by Support and confirm in the issue when it is ready, if prepare a solution is required
- Test the solution prepared by your team or provided by Support, and confirm in the issue if it functioned correctly, if test a solution is required
- Correct the solution prepared by your team with the information provided by Support and confirm in the issue when it is ready, if correct a solution is required
- Implement the solution in the production environment and confirm in the issue if it functioned correctly, if implement a solution is required
- Click on the "View request" link
- Click inside the Comment field and fill in your comments
- Add attachments, if necessary
- Click the Add button to send the comment

3.5 Validate and Close an Issue

The Intraway Support Team will change the issue status to "Resolved" and request to validate the solution provided for your incident or service request.

You will receive a notification by email from the mailbox support@intraway.com including the issue number and brief description in the subject line.

Follow the steps listed below to validate an issue.

- Open the email received from the Support Team and proceed with the action requested
- Click the "View request" link
- Add a comment to review the action executed
- Add attachments, if necessary
- Click the Add button to send the comment
- Click "Resolution Accepted" to close the issue
- Click "Reopen" to reject the solution, if necessary

3.6 Complete the Customer Support Survey

The Intraway Support Team will request to evaluate the service provided for your incident or service request.

You will receive a notification by email from the mailbox support@intraway.com including the issue number and brief description in the subject line.

Follow the steps listed below to update an issue.

- Open the email received from the Support Team and proceed to evaluate the service received
- Rate the service received

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