Service Desk system (for clients)

User Guide
ELTEX Enterprise LLC

Dear client, you have been granted access to the requisition tracking system of ELTEX Enterprise LLC. Access details are sent to the email address.

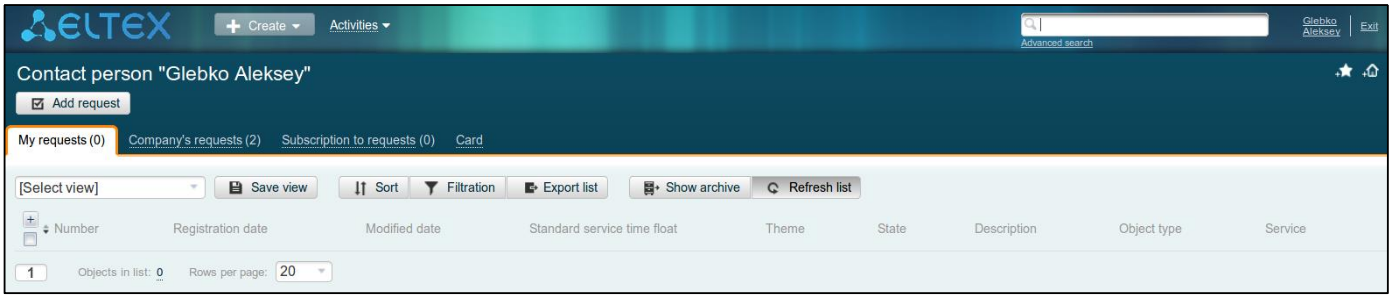
1 BEFORE GETTING STARTED

1.1. The Service Desk system of ELTEX Enterprise LLC is available at https://servicedesk.eltex-co.ru, which will open the following window:

Enter login and password sent to you by e-mail, and click the "Login" button.

For security reasons, the period of authorized stay in the system is limited to 24 hours, after that you will need to log in again.

1.2. Your personal account will open.



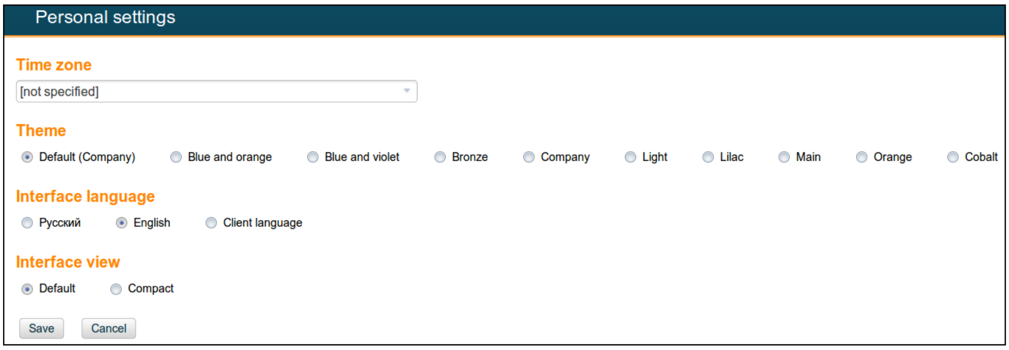
Before you start, change your personal settings. To do this, click on the link with your name and surname:

The personal settings menu will open, set the following parameters:

– your time zone;

– interface theme – a color palette that suits your taste;

– interface language is "English" (by default, set your interface language).



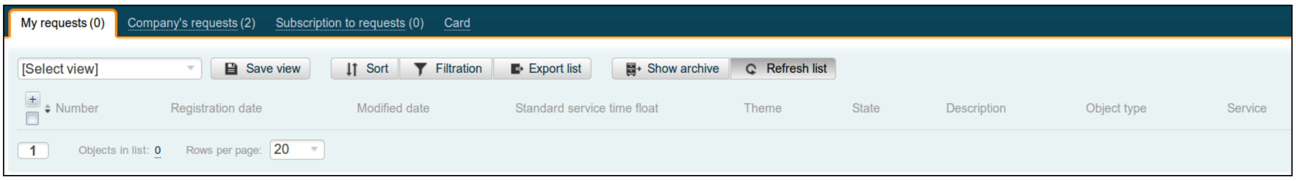
To save the settings, click "Save".

Go to the "Card" section, where, for security reasons change the password - click "Change Password" link in the "Personal Information" section.

2 DESCRIPTION OF INTERFACE TABS

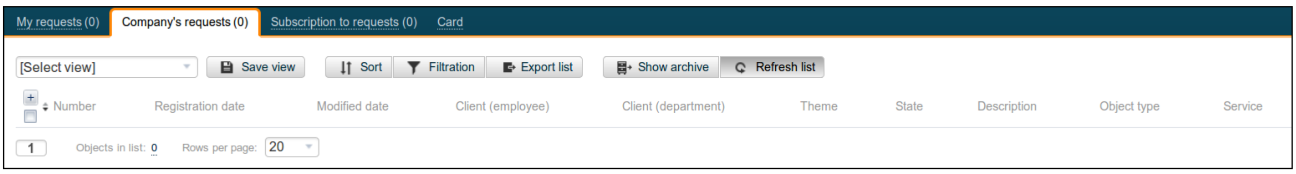
2.1. "My requests" Tab

This tab displays the requests entered by you:



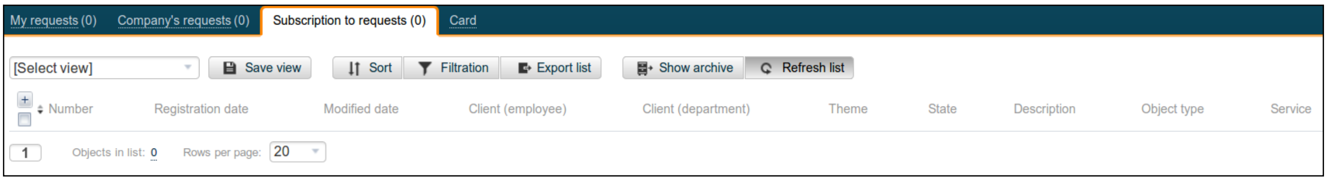
2.2. "Company's Requests" Tab

This tab displays the requests entered by all employees of your company:



2.3. "Subscription to Requests" Tab

This tab shows the requests you subscribe to:



2.4. "Card" Tab

This tab displays your contact information, provides setting for requests notifications, also provides a link to the current guidelines for the use of the system, and describes all the services available to you:

In the Personal Information you may add your cell phone number, change your password and upload a photo. “Subscription to all my SLA requests” setting allows to notificate you about all changes made of all requests linked to your agreements.

3 USE OF THE SERVICE DESK CUSTOMER SUPPORT SYSTEM

3.1. Creating a request (Created via the portal)

To create a request, click "Add request":

It is not allowed to describe several issues in the same request. One request per one issue.

Fill in the open request form:

– Agreement / Service: select a service you make a request for, within the scope of your service agreement. The list of services provided under the agreement and their description can be found in the “Card” tab;

If you do not select a service under the agreement, you will not be able to select the type of request and set the priority!

– Request type: specify the request type. Depending on the selected service, the request may be of the following types:

- **Request** - for consultation on any issue;
- **Incident** - if there is an issue in operation of the equipment;
- **Service request** - for remote connection of a service center employee to the system, software update or device configuration, remote logging.

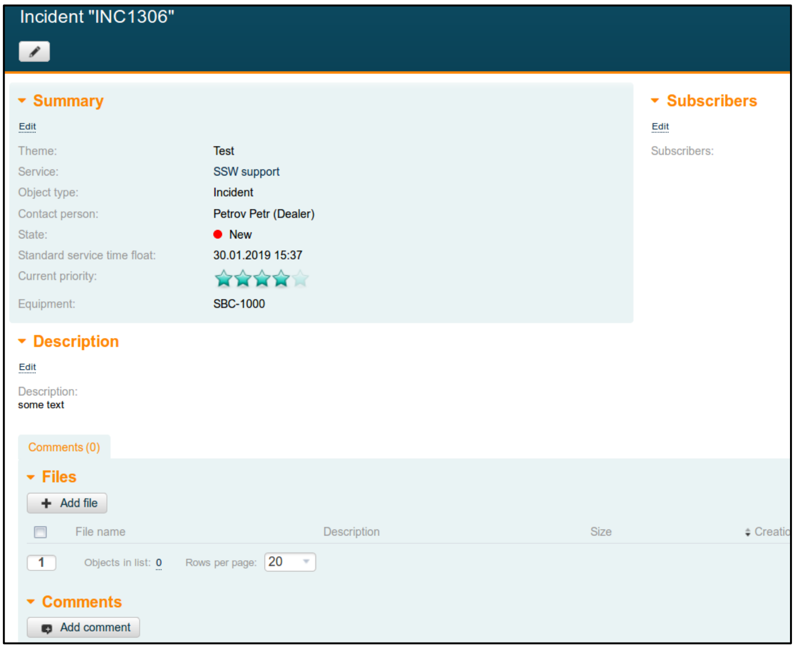
– Equipment: select one or more devices related to your matter / issue;
– Subject: enter a brief description of a matter / issue;
– Description: describe the essence of a matter / issue in detail;
– Current priority: set a priority of the request according to the rule:

- **Critical** – the equipment or system is completely inoperable, or there was an urgent serious problem that causes significant restrictions in the operation and maintenance of equipment or system;
- **High** – the inoperability of one or more functions of the equipment or system, affecting the quality of the service, or if there is a significant decrease in the performance of the equipment or system;
- **Normal** – the inoperability of one or more functions of the equipment or system, in general, does not affect the quality of service provision;
- **Minimum (may not be in your SLA)** – consultation on functionality of the equipment or system, installation of updates and other services that require planning and prior approval of deadlines.

– "Add file" button: if necessary, attach files with logs on the issue, etc.;
– Subscribers: specify the employees of your company who will receive notifications on this request.

After filling in all the fields, click the "Save" button at the bottom of the form.

After creating a request, you can edit it by clicking the button at the top of the form, or the "Edit" link in the corresponding section. You can also add a file or comment on the task by clicking the appropriate button "Add file" or "Add comment":



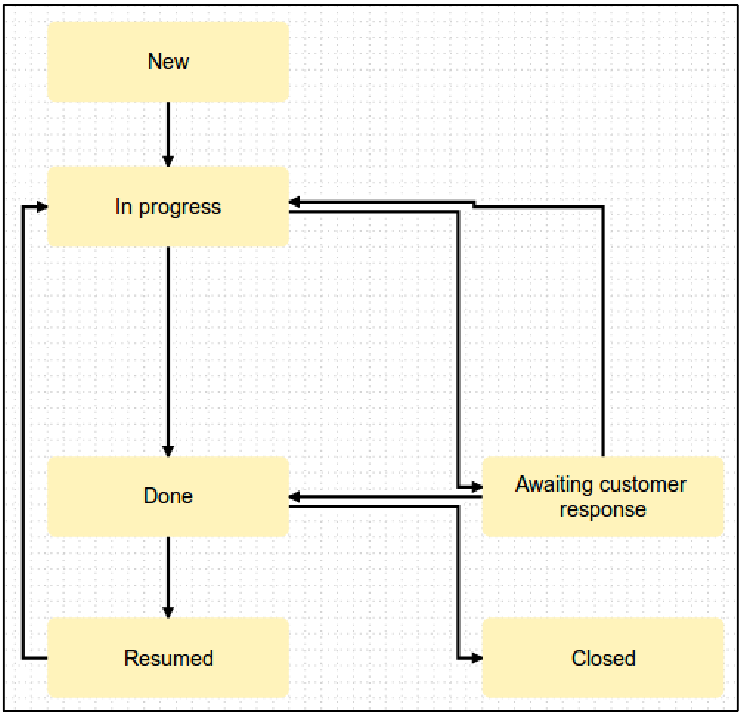
3.2. Working with the "Request" request type

Statuses:

– New – the status is established to the request immediately after it is entered by the customer;

- In progress – the technical support engineer proceeds the request;
- Awaiting customer response – the engineer is waiting for the additional data requested from the customer;
- Done – the technical support engineer finished the work on the request;
- Resumed – request reopened by the customer;
- Closed – request is closed.

Request Life Cycle Chart:



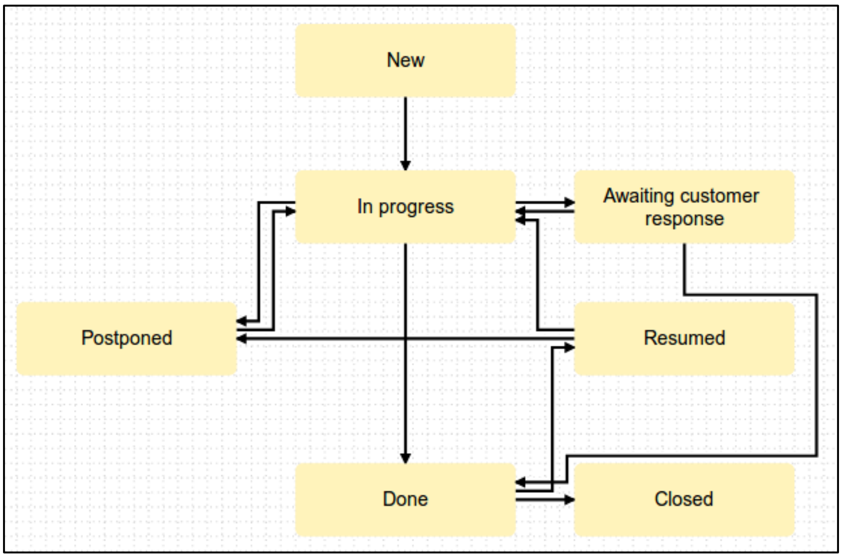
After the customer has made a request (New), the technical support engineer proceeds it (In progress) and performs work on it. If the engineer does not have enough data provided by the customer, he may request additional data from him/her (Awaiting customer response), upon receipt of which he must resume proceeding the request (In progress). After the technical support engineer has completed the work on the request (Done), the customer can close the request (Closed) if he/she is satisfied with the solution, or re-open the request (Resumed) if he/she is not satisfied. In the case of re-opening the request, the technical support engineer starts proceeding it (In progress) again. If there is no feedback from the customer in the “Awaiting customer response” status within one or two months, the technical support engineer may close the request (Closed), having it transferred to the “Done” status.

3.3. Work on "Incident" and "Service Request" request types

Statuses:

- New – the status is established to the request immediately after it is entered by the customer;
- In progress – the technical support engineer proceeds the request;
- Awaiting customer response – the engineer is waiting for the additional data requested from the customer;
- Done – the technical support engineer finished the work on the request;
- Resumed – request reopened by the customer;
- Postponed – work on the request is suspended (for example, due to the lack of access to the customer system);
- Closed – request is closed.

Request Life Cycle Chart:

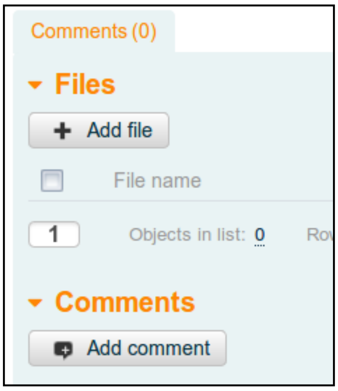


After the customer has made a request (New), the technical support engineer proceeds it (In progress) and performs work on it. If the engineer does not have enough data provided by the customer, he may request additional data from him/her (Awaiting customer response), upon receipt of which he must resume proceeding the request (In progress). After the technical support engineer has completed the work on the request (Done), the customer can close the request (Closed) if he/she is satisfied with the solution, or re-open the request (Resumed) if he/she is not satisfied. After re-opening the request, the technical support engineer starts proceeding it again (In progress). If for some reason it is impossible to perform work (there is no remote access to the system, a software version with a fixed issue is expected), the technical support engineer may suspend the work on the request (Delayed). In case of suspension of work on the request, the technical support engineer shall indicate the date / time until which the request is suspended. If there is no feedback from the customer in the "Awaiting customer response" status within one or two months, the technical support engineer may close the request (Closed), having it transferred to the "Done" status.

3.4. Adding Comments and Files

3.4.1. Via the portal

In the Comments section you may add a comment by clicking the "Add Comment" button, or attach a file to the task by clicking the "Add File" button



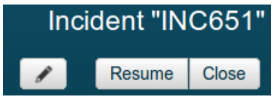
3.4.2. By e-mail

After any update on the request, you will receive a letter by e-mail. If you want to add a comment, just reply to this letter WITHOUT CHANGING THE SUBJECT of the letter. If necessary, send a file, attach it to the letter.

3.5. Change of request status

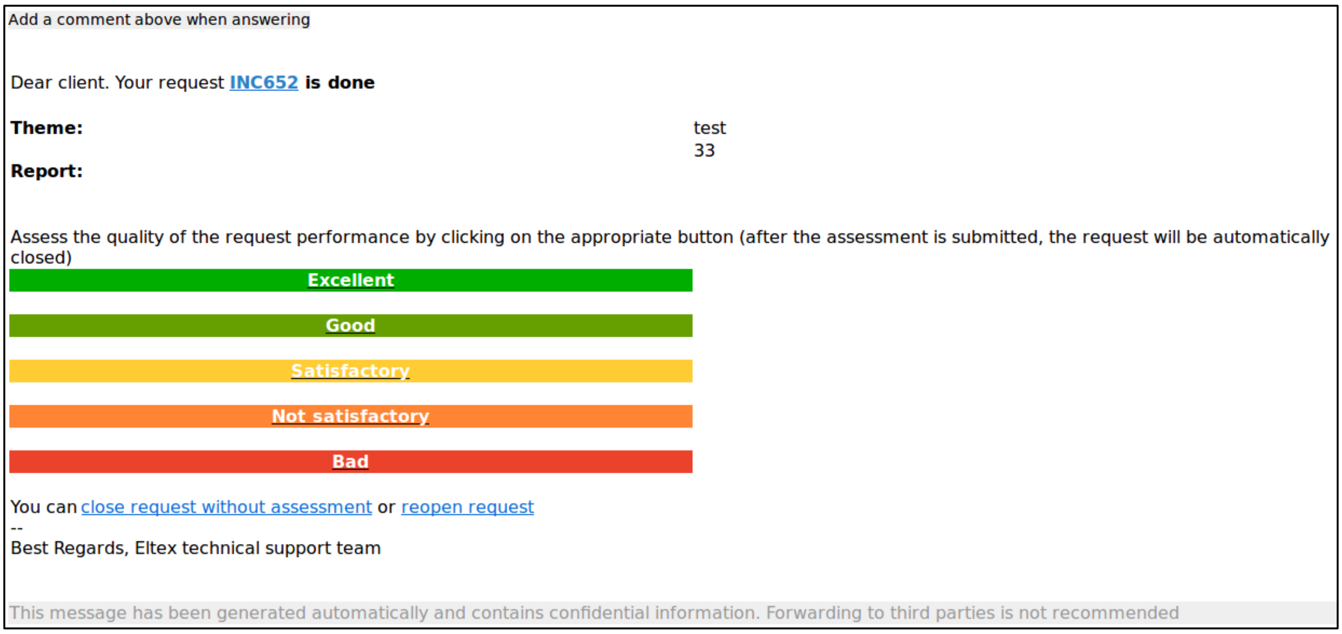
3.5.1. Via the portal

To change the request status, use "Resume" and "Close" buttons located on the top panel of the interface:



3.5.2. By e-mail

After the service center engineer completes work on the request, you will receive a letter by e-mail, from which you may immediately close or resume the request by clicking on the appropriate link. If you want to rate the quality of work of an engineer on your request, click one of the evaluation links, in this case the request will close automatically:



Add a comment above when answering

Dear client. Your request INC652 **is done**

Theme: test

Report: 33

Assess the quality of the request performance by clicking on the appropriate button (after the assessment is submitted, the request will be automatically closed)

Excellent

Good

Satisfactory

Not satisfactory

Bad

You can close request without assessment or reopen request

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Best Regards, Eltex technical support team

This message has been generated automatically and contains confidential information. Forwarding to third parties is not recommended