Sinch Digital Interconnect

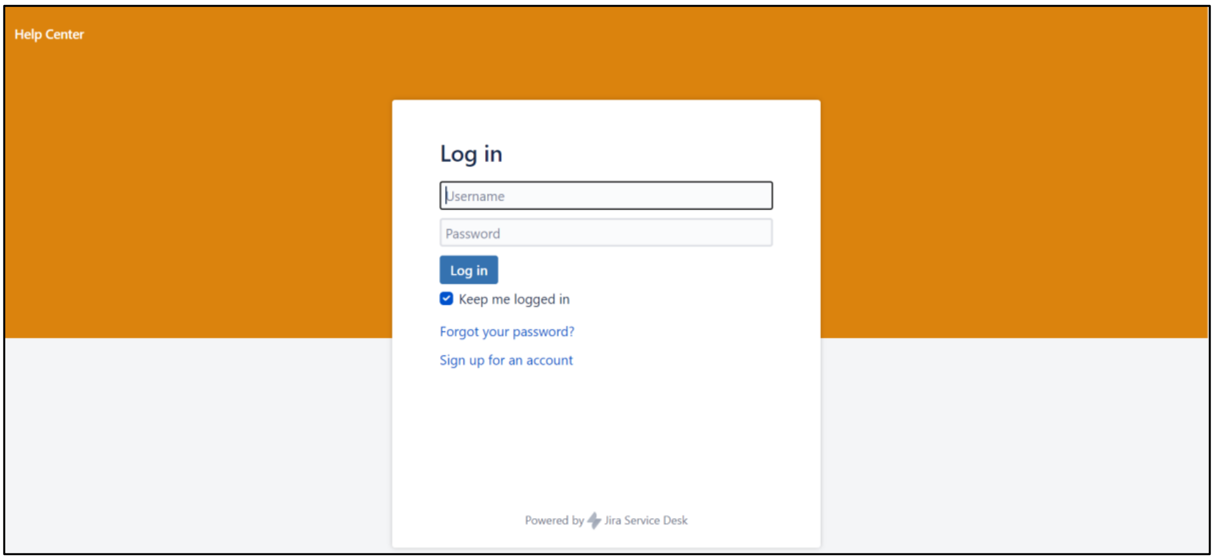
Jira Service Desk Trouble Ticket Portal Guide for Enterprise Services

This document describes how to create a ticket using the Jira Service Desk Ticket Portal.

LOGGING IN TO THE JIRA SERVICE DESK TICKET PORTAL

Access the portal using the following URL:
https://jira.digitalinterconnect.com/servicedesk/customer/portal/1/create/1

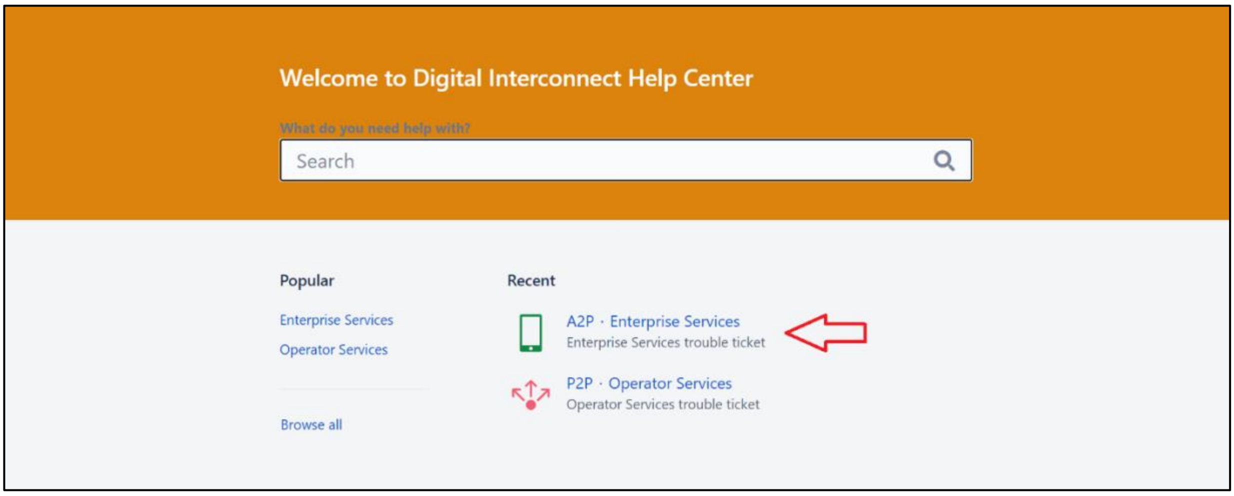
The Log in page is displayed:



NOTE: If you haven't already registered in response to an earlier ticket you were participating in, you can click on the 'Signup for an account' link from the landing page:
https://jira.digitalinterconnect.com/servicedesk/customer/portal/1/user/signup

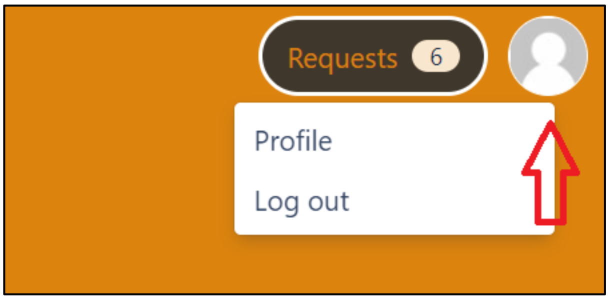
Enter your log in credentials. Click **Log in**.

The Welcome page is displayed.

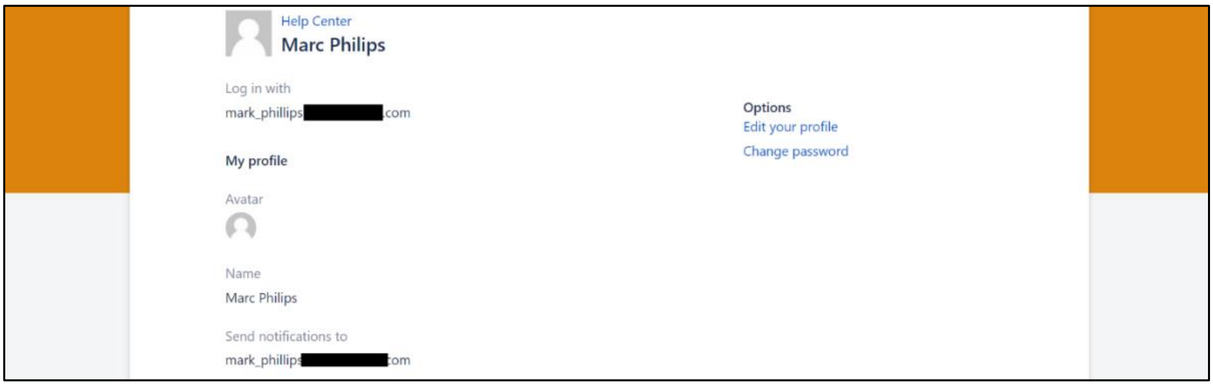


Profile options

Click on the person icon in the top right corner of the window - the following sub-menu is displayed:



Select the **Profile** option. Your profile page is displayed:



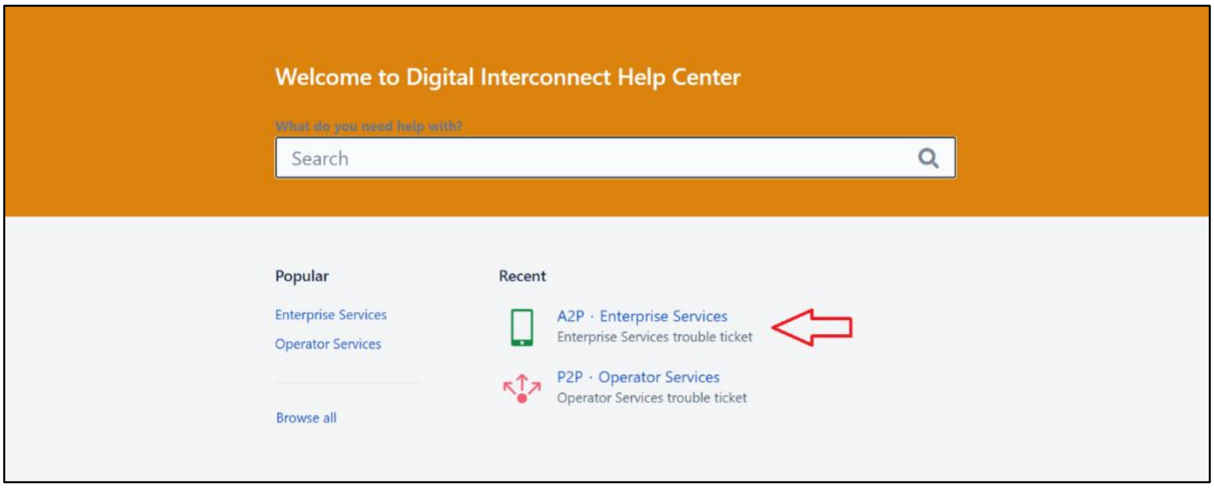
This allows you to configure your profile, change your password, time zones, language and avatar image.

NOTE: If you change the language, the labels will change, but some of the data field drop down values and ticket status codes will remain in English.

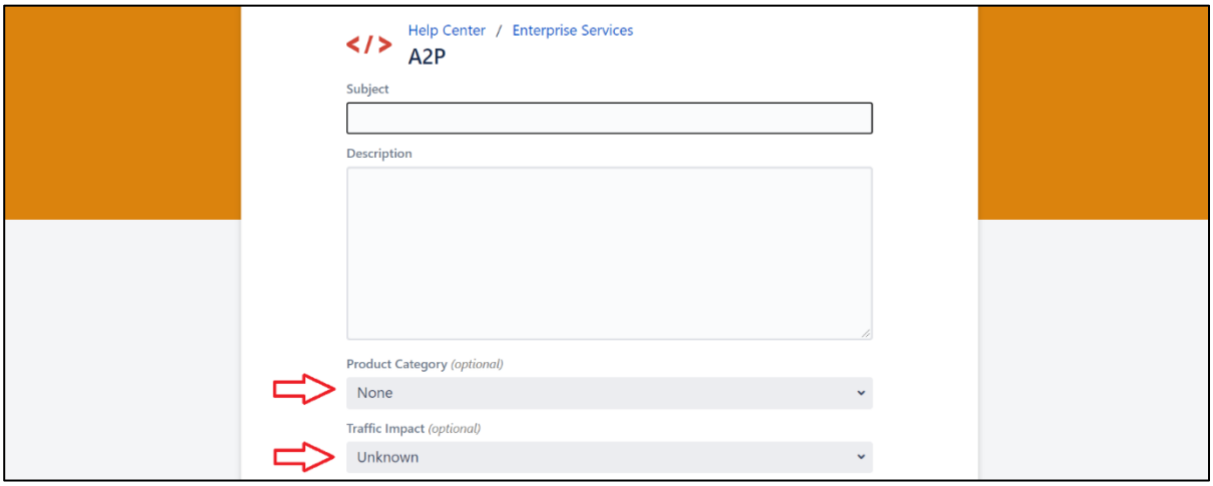
Creating a new ticket

To create a new ticket:

1. Click on raise a new request, click **A2P - Enterprise Services**.



2. The A2P Ticket form is displayed:



The form contains the following fields:

Subject (mandatory)	To help us process your ticket expediently, please ensure you enter a meaningful and descriptive entry for you ticket in the Subject field of the ticket form. For example: Account Enquiry, <*Account name*>, <*Brief Description of Issue*> For example: Account Enquiry, ACCOUNT_NAME, Additional account required.
Description (mandatory)	Ensure you include the following information in the Description field of the ticket form: Details of requester i.e. name, company, email address. Detailed description of the problem including the steps that caused the problem or where applicable the steps that can be taken to reproduce the problem. Where applicable attach any screenshots or print-screens of the issue.

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Product Category	Select one of the options: • Authentication 365 • Contact Center 365 • E-mail 365 • ES (Enterprise Service) SMS • Intelligent Notification 365 • IoT 365 • Live Link 365 • Message Manager • MMS (Enterprise Service) • People Connect 365 • Recipient Management Service • Report Manager • Social Channels 365
Traffic impact	Select one of the options: • Unknown • Single User Issue • Less than 5% of total traffic impacted • Between 5% and 20% of total traffic impacted • More than 20% of total traffic impacted.
Hub Account	Specify the name of the Hub account affected by this issue.
Timeline of issue (from/to)	Time of occurrence(s) of issue and time zone.
Attachments	Attach any additional material you feel is relevant to helping troubleshoot the issue.

Once completed, click on **Create**.

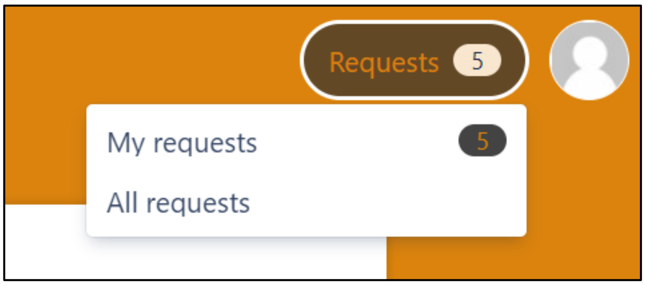
NOTE: The portal will then display a summary screen with the details provided as well as a unique ticket reference or **key** for this incident (first red arrow).

The ticketing system also sends an email to the author to confirm the details entered but note that you can disable further notifications for your ticket by clicking the **Don't notify me** link (second red arrow).

3. The email notification to your inbox will resemble the following example:

Viewing existing tickets

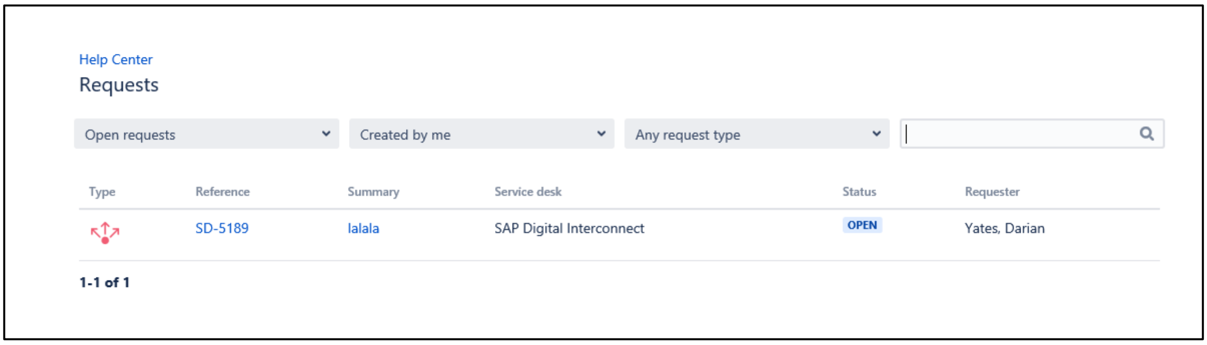
Click the **Requests** option at the top of the window - the following sub-menu is displayed:



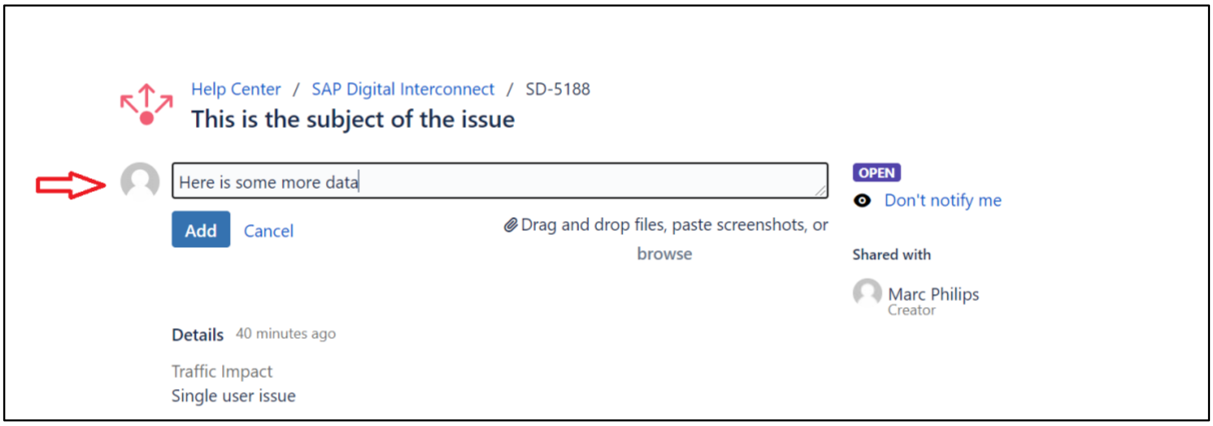
Click **My requests** to view the new ticket and any other active tickets you are currently working on. Clicking **All requests** allows you to view all tickets related to your organization.

Viewing and updating tickets

Click **Requests → My requests** to display the new ticket and any other tickets you are currently working through the Customer Support teams:



1. Click on the reference number of the ticket you want to view or update.
2. Click on the input box and add your additional update, attachment or response. Note that you are instructed how to upload images or traces if required.



Click the **Add** button to complete and finalise your update.

3. In this example you will notice that the ticket is still in an OPEN state, meaning that the Customer Support team has not provided an initial response yet:

TICKET STATUSES

The following status fields are used in the ticket:

OPEN	New ticket created, awaiting triage
WORK IN PROGRESS	Ticket triage is in progress by Customer Support
CUSTOMER ACTION	Customer data needed to progress ticket
ESCALATED TO L2	Internal escalation to next level, for example, Level 2
COMPLETED	Ticket has been actioned and returned by the next level team
ESCALATED EXTERNAL	Ticket has been escalated to a peer or partner
SOLUTION PROVIDED	The Customer Support team has provided a resolution to the issue
CLOSED	Issue has been confirmed and closed
REOPEN	Issue has recurred or not resolved (< 48hrs)