EXTERNAL

Sinch Digital Interconnect

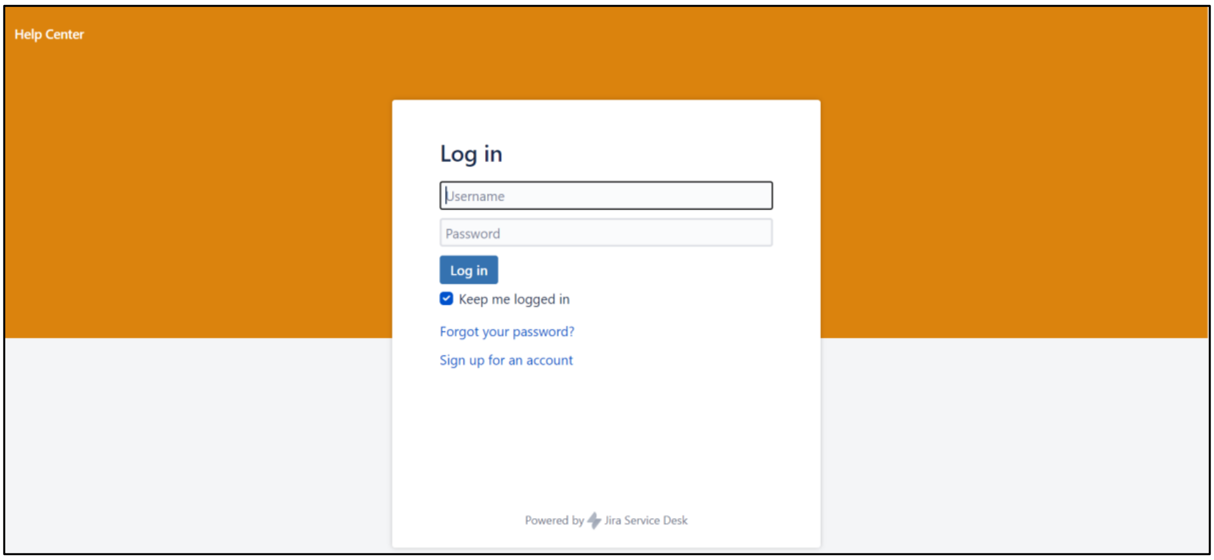
Jira Service Desk Trouble Ticket Portal Guide for Operator Services

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

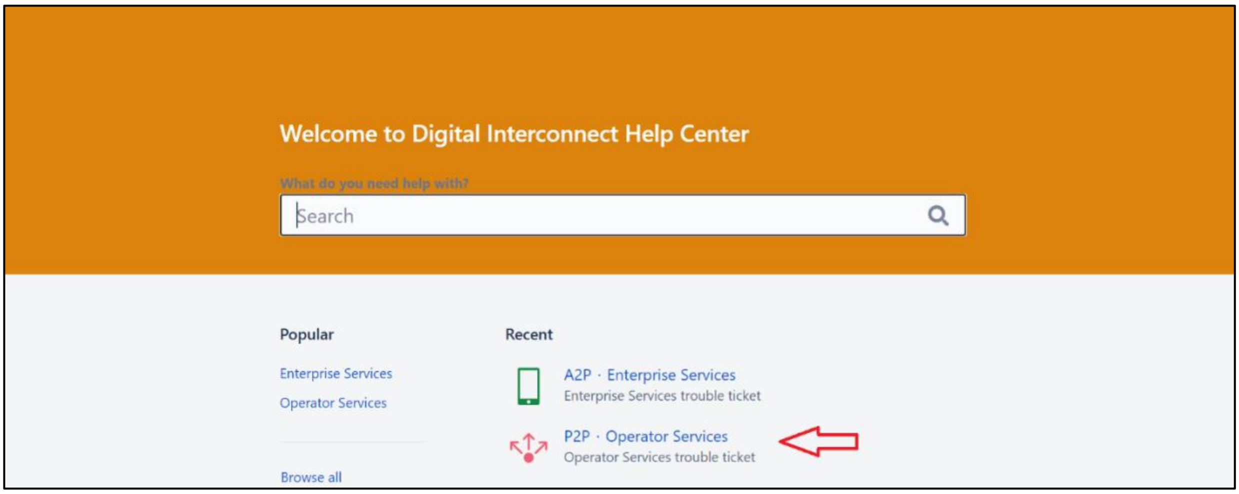
The Log in page is displayed:



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

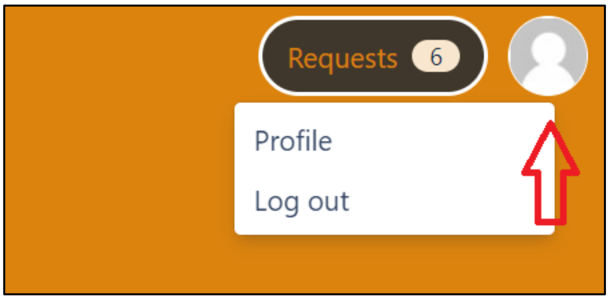
Enter your log in credentials. Click **Log in**.

The Welcome page is displayed.

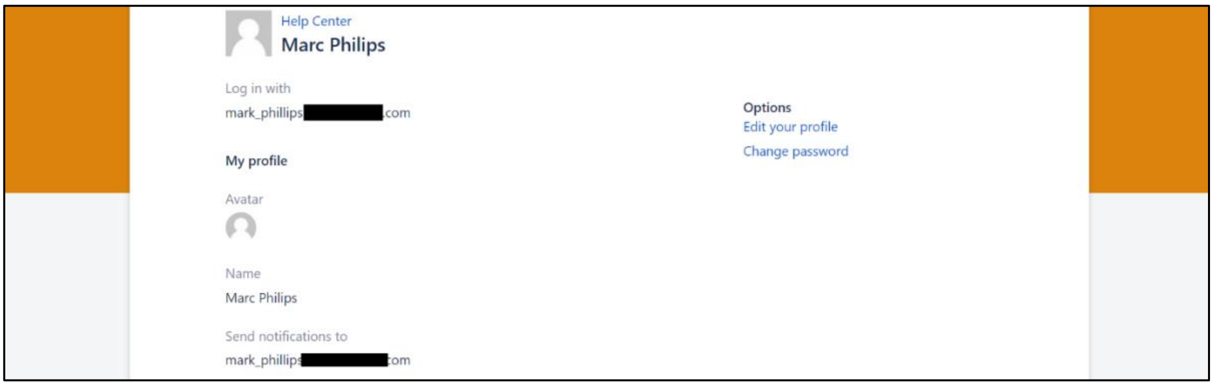


Profile options

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:



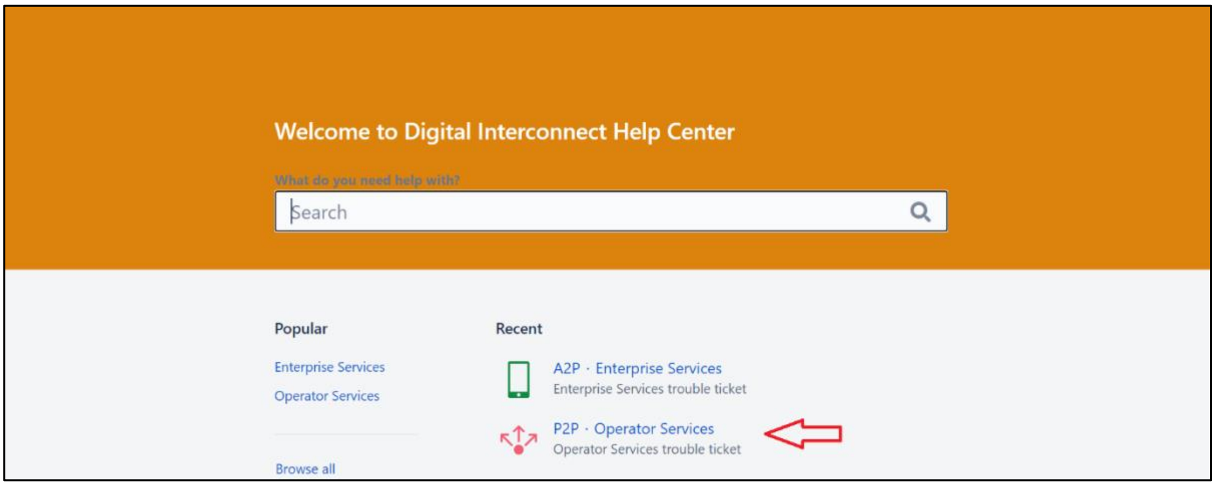
This allows you to configure your profile, change your password, time zones, language and avatar image.

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.

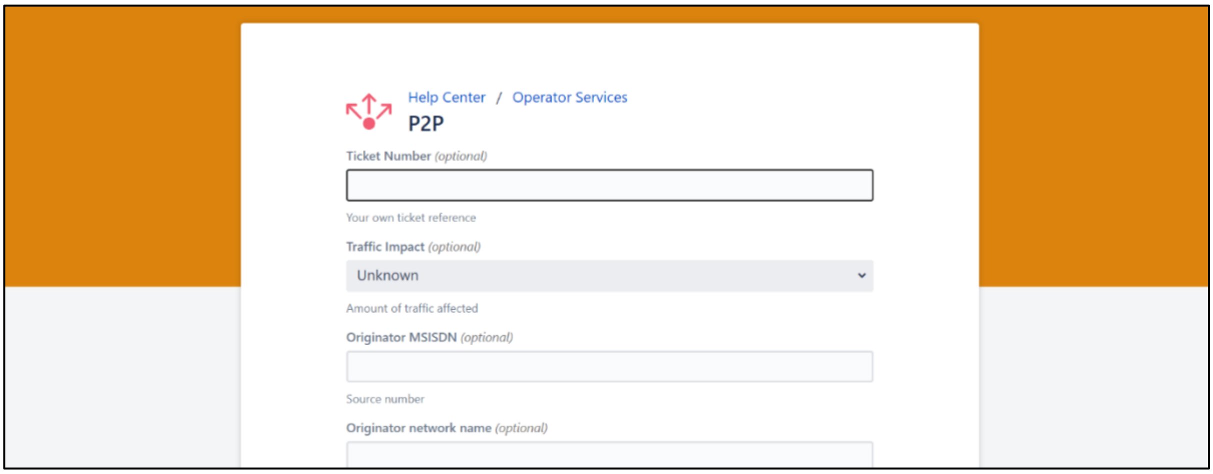
Creating a new ticket

To create a new ticket:

1. Click on raise a new request, click **P2P - Operator Services**.



2. The P2P Ticket form is displayed:



The form contains the following fields:

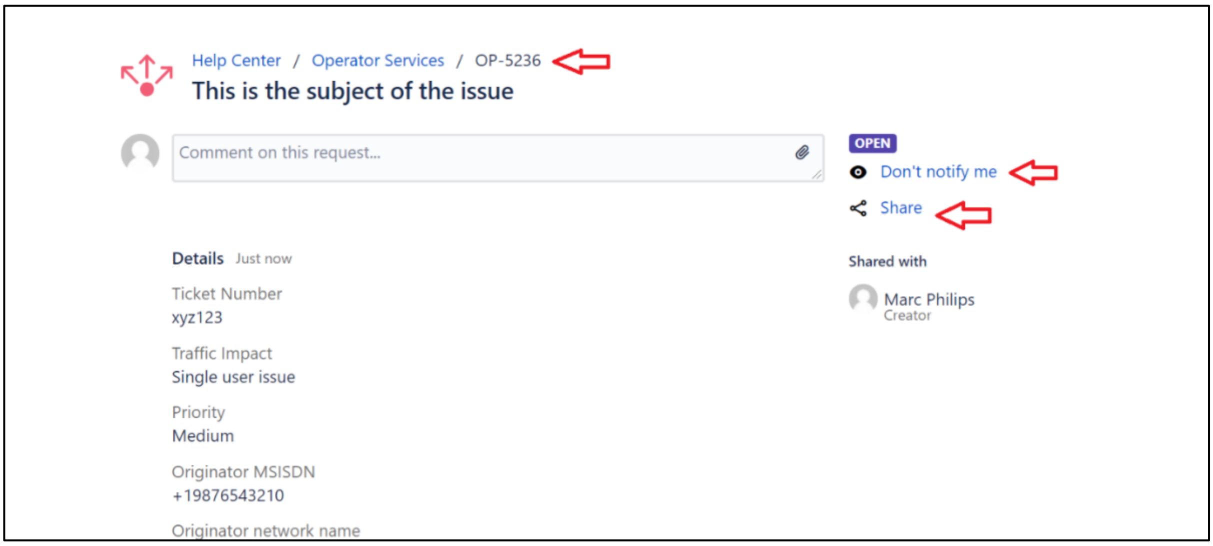
Ticket Number (optional)	Your own ticket reference, if applicable
Traffic impact	Select one of the options: • Unknown (default) • Single User Issue • Less than 5% of total traffic impacted • Between 5% and 20% of total traffic impacted • More than 20% of total traffic impacted.
Priority	The ticket priority.

Issue Description (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.
Issue Description (mandatory)	Ensure you include a 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.
Attachments	Attach any additional material you feel is relevant to helping troubleshoot the issue.
Customer Logs (mandatory)	This is a mandatory field but state N/A if logs cannot be provided at this time.

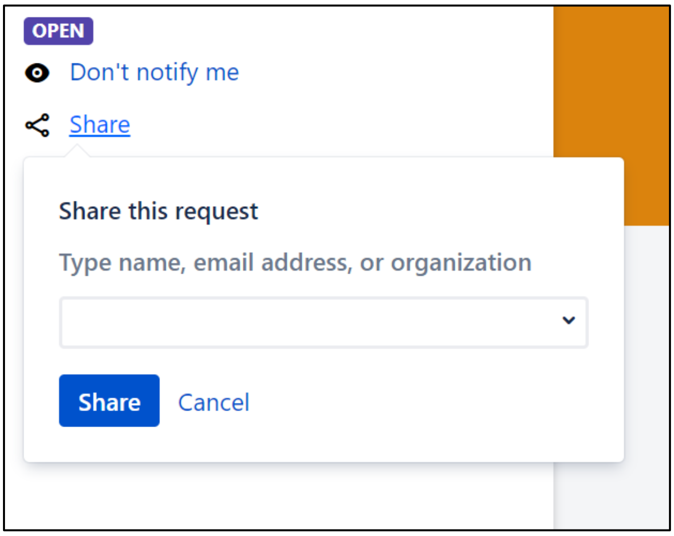
Once completed, click **Create**.

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).

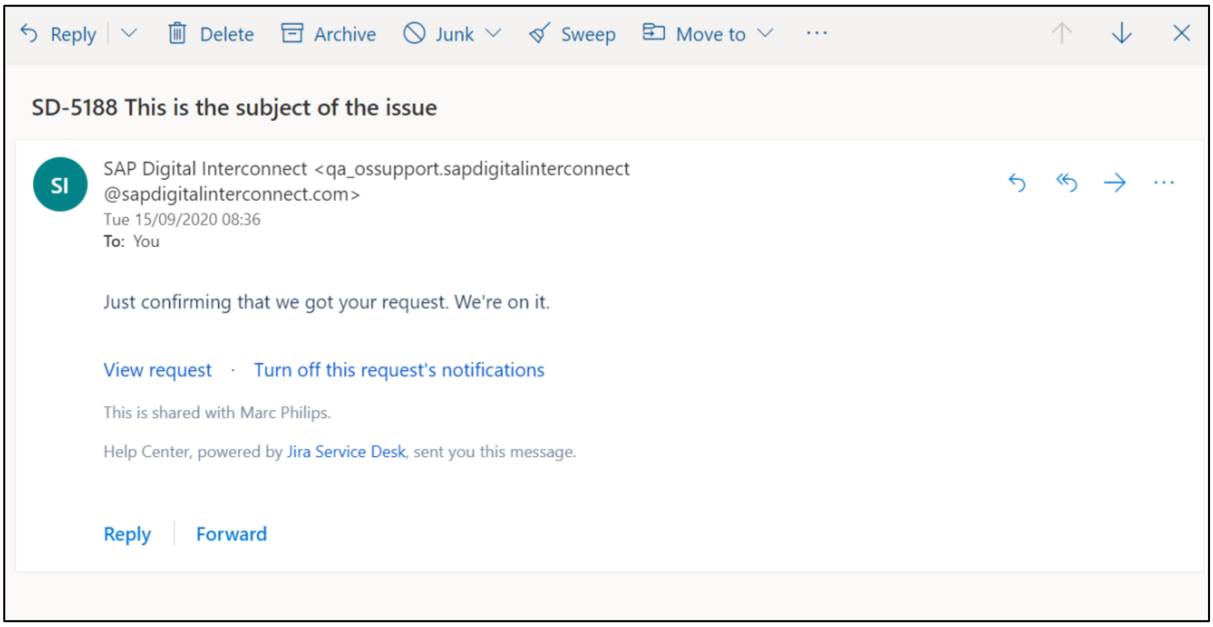
The ticketing system also sends an email to the author to confirm the details but note that you can disable further notifications for your ticket by clicking the **Don't notify me** link (second red arrow). You can also include additional colleagues as watchers on ticket if necessary, by clicking the 'share' link and adding their details:



Clicking on the share link will display the following pop-up and allows you to add additional colleagues to your ticket:

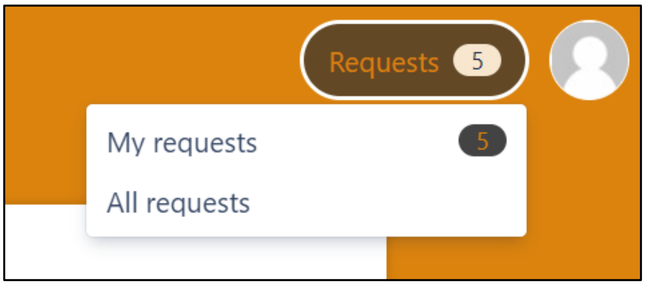


3. The email notification to your inbox will resemble the following example.



Viewing existing tickets

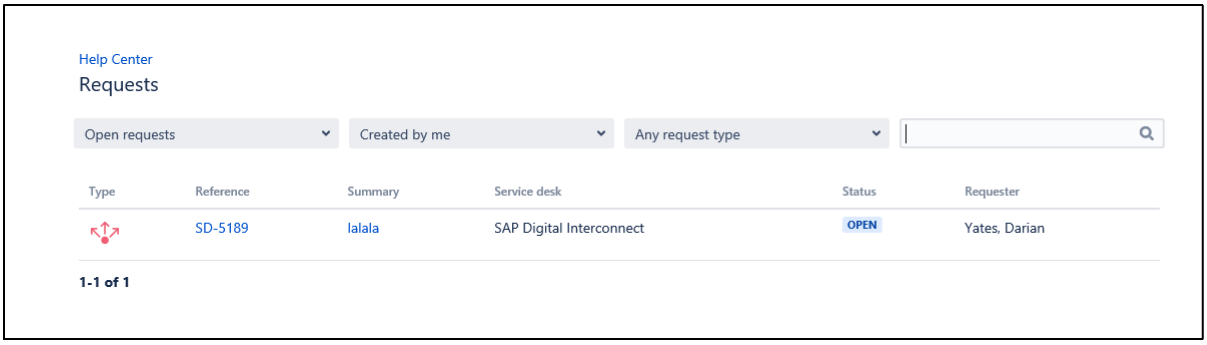
Click the **Requests** option at the top of the window - the following sub-menu is displayed:



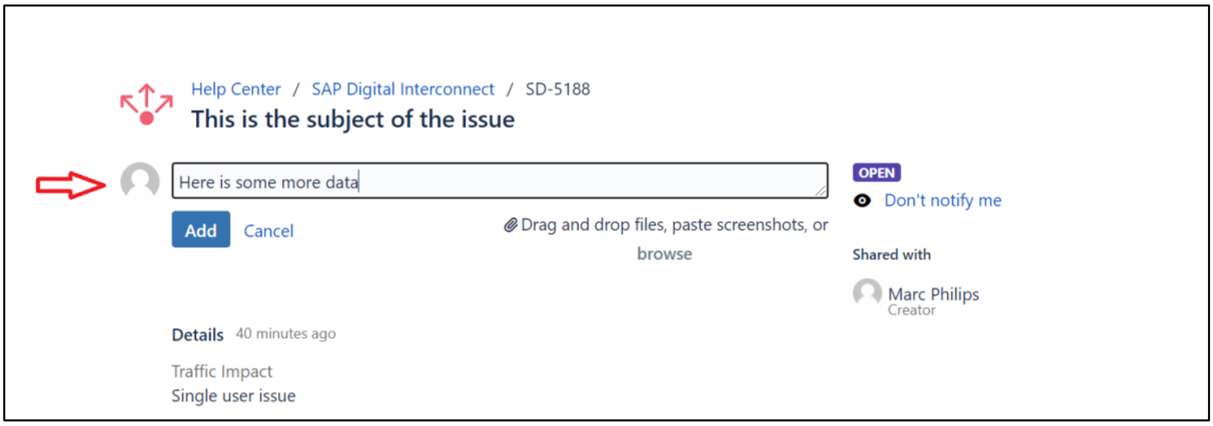
Click **My requests** to view the new ticket and any other active tickets you are currently working on. Clicking **All requests** allows you to view all tickets related to your organization.

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 **key** (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 provide any further updates or information.

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, but you can still update the ticket with further comment.

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)