



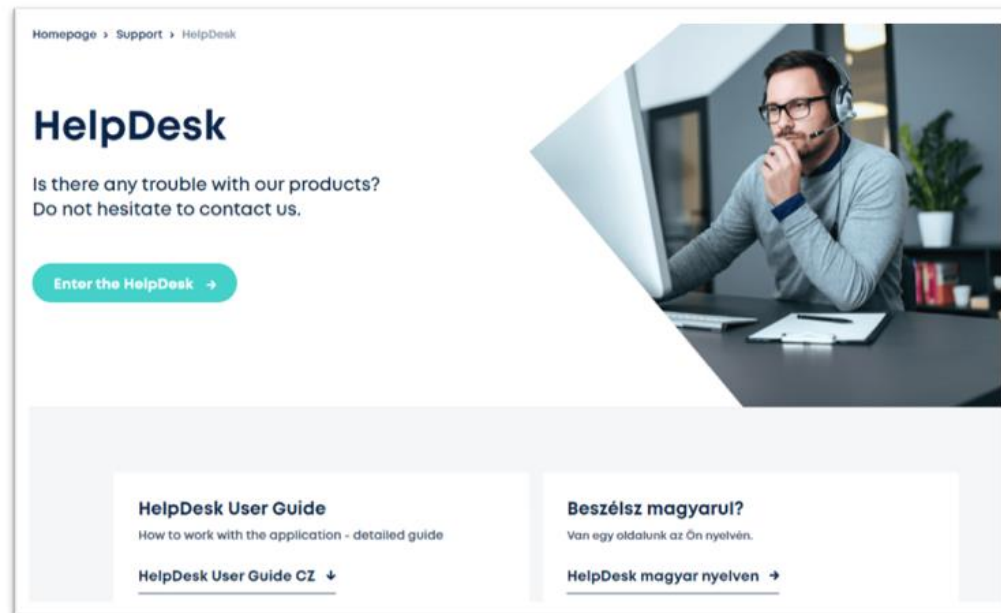
HelpDesk Guide

Business Unit Incadea&OneCore

Your Support Team of Solitea, a.s.

Access

HelpDesk is accessed through [HELPDESK - Solitea a.s.](#) - option „**Login for customers**“:



HelpDesk Login

To log into the system, enter „**User name**“ and „**Password**“ that you have previously received from us:

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Logout successful.

Login

[Forgot password?](#)

Welcome Screen

A welcome screen appears immediately after login together with an overview of your tickets. This overview contains:

Solitea, a.s.											
Tickets		FAQ				Preferences		Logout Eng Hana Otáhalová			
All (2091) Open (1) Closed (2090)											
TICKET#	TYPE	TITLE	PRIORITY	STATE	CUSTOMERNAME	OWNER	QUEUE	SUB-WAITING STATUS	CUSTOMER DELIVERY...	APPROVED HRS. FOR...	TC
79011164	Service request	TEST -	2-Medium	3-Waiting	(API user Libor Šrotiř)	Hana Otáhalová	Support::NAV Osta...	Waiting for cus[...]	31/03/2021	2	0

TICKET – Ticket number

TYPE – Ticket type (Incident, Change request, Service request)

TITLE – Subject/Brief description

PRIORITY – Priority level of a request (Low, Medium, High, Hot-Spot)

STATE – Ticket status (New, In Progress, Waiting, Resolved, Closed)

CUSTOMER NAME – Name of the user, who created the ticket

Welcome Screen

OWNER – Owner of the ticket (employee of Solitea, a.s.)

QUEUE – Queue, in which the ticket belongs in the system (Sales, Purchase, Finance...)

SUB-WAITING STATUS – Sub-status for tickets in „WAITING“ state

CUSTOMER DELIVERY DATE – Delivery date of the ticket to the customer

APPROVED HRS. FOR INVOICING – Hours approved by the customer

TOTAL NUMBERS OF BILLABLE HRS. – Total hours approved by the customer for invoicing

INVOICED – Tickets invoiced have index „Checked“

INVOICED DATE – Date of invoicing

DATUM RELEASE – Scheduled date, when the ticket will be put in customer's production DB

AGE – Age of a ticket

CREATED – Date of the ticket creation

Bookmark „Tickets“

New Ticket – creates a new ticket – a form for creation of a ticket appears – see WORKING WITH HELPDESK

My Tickets – overview of all tickets assigned to logged user

Company Tickets – overview of all tickets of all owners in your company

Search – features for searching for tickets by filters

The screenshot shows the Solitea helpdesk interface. At the top left, the company name "Solitea, a.s." is displayed. Below it, there is a navigation menu with the following items: "Tickets. (m)", "Tickets", "FAQ", "New Ticket", "My Tickets", "Company Tickets", and "Search". The "Tickets" item is highlighted with a red circle. Below the navigation menu, there is a summary bar showing "Open (1) | Closed (2092)". Below this, there is a table of tickets with the following columns: TYPE, TITLE, PRIORITY, STATE, CUSTOMERNAME, OWNER, QUEUE, and SUB-WAITING STATUS. The first row of the table contains the following data: "Service request", "TEST -", "2-Medium", "3-Waiting", "(API user Libor Šrotiř)", "Hana Otáhalová", "Support::NAV Osta...", and "Waiting for cus[...]".

TYPE	TITLE	PRIORITY	STATE	CUSTOMERNAME	OWNER	QUEUE	SUB-WAITING STATUS
Service request	TEST -	2-Medium	3-Waiting	(API user Libor Šrotiř)	Hana Otáhalová	Support::NAV Osta...	Waiting for cus[...]

Bookmark „Preferences“

Solitea, a.s.

Tickets | FAQ | Preferences | Logout Eng Hana Otáhalová

Interface language
Select the main interface language.

Language:

Number of displayed tickets
Select how many tickets should be shown in overviews by default.

Tickets per page:

Ticket overview
Select after which period ticket overviews should refresh automatically.

Refresh interval:

Change password
Set a new password by filling in your current password and a new one.

Current password:

New password:

Verify password:

Interface language – choose a language of the Helpdesk system interface

Number of displayed tickets – number of tickets that will be shown in the ticket overview

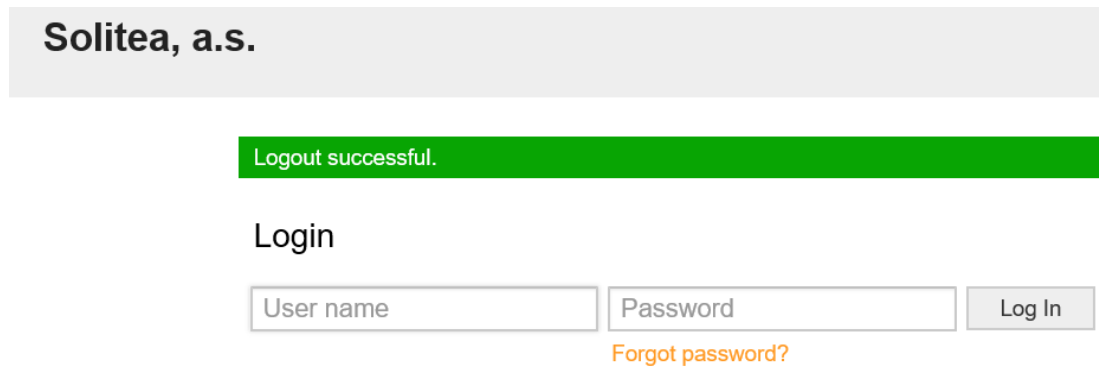
Ticket overview – ticket state update will be done automatically in the set interval

Change password – change your Helpdesk system password in this section

Bookmark „Logout“



When you click the "**Logout**" button, you log out of the HelpDesk

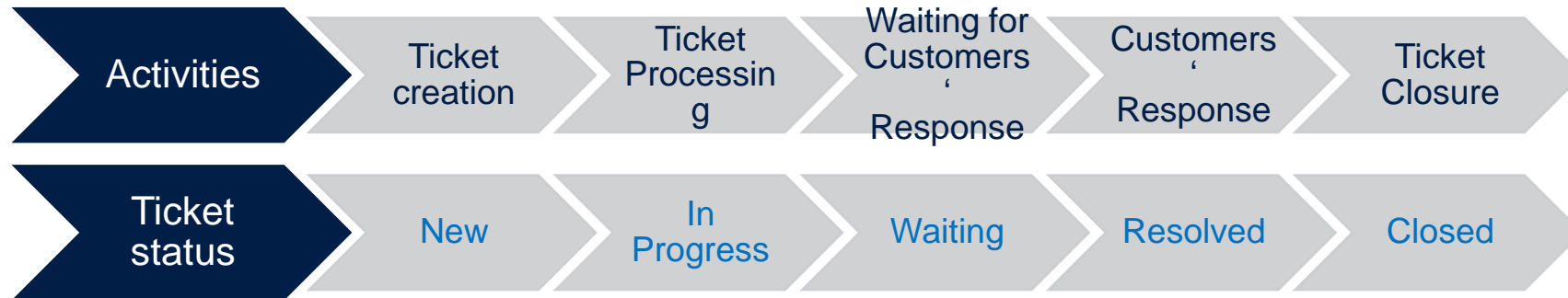


Working with HelpDesk



Ticket Lifecycle

„INCIDENT“ ticket type:



„SERVIS REQUEST“ and „CHANGE REQUEST“ ticket types:



Status New

CREATING NEW TICKET VIA HELPDESK:

- New ticket is created by clicking on a tab „Tickets“ → „New Ticket“. Form appears:
- In order to create a ticket it is necessary to fill in all the required fields:

Type

To (Product/Module)

Subject (Title)

Text (Description)

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Create new Ticket. (n)

New Ticket

My Tickets **n (1)** | Closed (2092)

Company Tickets

Search

TYPE	TITLE	PRIORITY	STATE	CUSTOMERNAME	OWNER
Service request	TEST -	2-Medium	3-Waiting	(API user Libor Šrotiř)	Hana Otáhalová

All fields marked with an asterisk (*) are mandatory.

*Type:

* To:

* Subject:

* Text:

B I U S |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Status New

CREATING NEW TICKET VIA E-MAIL :

It is possible to create a ticket also by sending an email to: helpdesk.api@solitea.cz :

Ticket created this way is always „**Unclassified**“ with „**Medium**“ priority

Email sent to a specific employee of our company is not considered as a registered request

In case you want to reply to an existing ticket, always must be following text in the subject: [**Ticket#79xxxxxx**]

Poslat = Sent

Komu = To

Kopie = Copy

Předmět = Subject

	Komu	<input type="text" value="helpdesk.api@solitea.cz"/>
Poslat	Kopie	
	Předmět	[Ticket#79000001]

Status Waiting

Tickets marked with this state require your attention and interaction, you have to give us some feedback!

→ **Tickets in „Waiting“ status are divided into following sub-states:**

Waiting for more details – ticket is waiting for more specifications from the customer

Waiting for customer test – ticket is resolved and waiting for approval or any comments from the customer


Waiting for estimation approval – ticket is waiting for time estimation approval from the customer

Waiting for 3rd side – ticket is waiting for third-party response

On hold – solving of ticket is postponed and waiting for the new realization date from the customer

Status Waiting – Customer's Reply

Select the ticket from the list of all tickets and click on it:


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Tickets | FAQ Preferences | Logout Eng Hana Otáhalová

All (2093) | **Open (1)** | Closed (2092)

TICKET#	TYPE	TITLE	PRIORITY	STATE	CUSTOMERNAME	OWNER	QUEUE	SUB-WAITING STATUS	CUSTOMER DELIVERY...	APPROVED HRS. FOR...	TOTAL NUMBER OF B...	RELEASE DATE	INVOICED
79011164	Service request	TEST -	2-Medium	3-Waiting	(API user Libor Šrotiř)	Hana Otáhalová	Support.:NAV Osta...	Waiting for cus[...]	31/03/2021	2	0		Unchecked

A form with important information of the ticket appears on the right side of the screen, click „Reply“:

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Tickets | FAQ Preferences | Logout Eng Hana Otáhalová

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TEST

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API user Libor Šrotiř – TEST	03/08/2017
AXIOM PROVIS - Help Desk – TEST	03/08/2017
Libor Šrotiř – TEST	03/08/2017
Libor Šrotiř – Āekající na zázakzníka / Waiting for customer	07/03/2018
AXIOM PROVIS - Help Desk – Āekající - TEST	07/03/2018
AXIOM PROVIS - Help Desk – Probihající - TEST	05/11/2018
David Pecivál – Āekající na zázakzníka / Waiting for customer	05/11/2018
AXIOM PROVIS - Help Desk – In-Progress - TEST	07/05/2019
CZ Hana Otáhalová – TEST	17/10/2019
Hana Otáhalová – Uzavřeno / Closed	17/10/2019
AXIOM PROVIS - Help Desk – Resolved - TEST	17/10/2019
Help Desk - Solitea API – Waiting for test - TEST	17/03/2021

[Reply](#)

Information

Ticket#: 79011164
Type: Service request
State: 3-Waiting
Priority: 2-Medium
Queue: Support.:NAV Ostatní / Others
Owner: Hana Otáhalová
Approved hrs. for invoicing:
Total number of billable hrs.:

Status Waiting – Customer’s Reply

Clicking on the „Reply“ button, a form for your reaction appears. Write your text and click on the „Submit“ button:

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Tickets | FAQ

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TEST

API user Libor Šrotiř – TEST
AXIOM PROVIS - Help Desk – TEST
Libor Šrotiř – TEST
Libor Šrotiř – Āekající na zřkazníka / Waiting for customer
AXIOM PROVIS - Help Desk – Āekající - TEST
AXIOM PROVIS - Help Desk – Probíhající - TEST
David Pecivřl – Āekající na zřkazníka / Waiting for customer
AXIOM PROVIS - Help Desk – In-Progress - TEST
CZ Hana Otřhalovř – TEST
Hana Otřhalovř – Uzavřeno / Closed
AXIOM PROVIS - Help Desk – Resolved - TEST
Help Desk - Solitea API – Waiting for test - TEST

Subject: Re: TEST

* Text:

B I U S | |

Format | Font | Size | | | |

This field is required.

Attachment:

Next state:

Priority:

or

Search – Search Options and Ticket Filtering

You can search and filter your tickets using various criteria in this tab.

Chosen criteria might be saved and then used anytime you need them.

The screenshot displays a web-based search interface for tickets. At the top, there are buttons for 'Vybrat', 'Vymazat', and 'Vyhledat'. Below these are input fields for 'Ticket#', 'ID zákazníka', and 'Fulltextové vyhledávání (např. "John" nebo "WIII")'. The search criteria section includes fields for 'Od', 'Komu', 'Kopie', 'Předmět', and 'Text'. There are also checkboxes and dropdown menus for 'Sub-statusy čekající', 'Datum vyřešení požadavku (předpo)', 'Datum vyřešení požadavku (mezi)', 'Hodiny schválené pro fakturaci (e.g. Text or Text)', 'Celkový počet za hodinu (e.g. Text or Text)', 'Datum Release (předpo)', and 'Datum Release (mezi)'. The 'Přílohy' section has a field for 'Název přílohy'. The 'Služby' and 'Typy' sections have input fields. The 'Priorita' and 'Stav' sections have input fields. The 'Časové omezení' section has radio buttons for 'Vše', 'Pouze požadavky vytvořené během posledních ... 1 den(dni)', and 'Pouze požadavky vytvořené mezi 14/02/2016 a 15/03/2016'. The 'Uložit vyhledávání jako šablonu?' section has a checkbox for 'Uložit jako šablonu?' and a field for 'Název šablony'. At the bottom, there are buttons for 'Vyhledat', 'Výstup do', and 'Normální'.

Search – Excel Export

Search results might be exported into following formats:

CSV – system exports a list of tickets in CSV format

Excel – system exports a list of tickets in MS EXCEL format

Normal – system views a list of tickets in the web browser

Print – system sends a list of tickets on your printer

Save search as template?

Save as Template? CSV

Template Name Excel

Normal

Print

Search Output to

Číslo tiketu	Stav	Vytvořeno	Uzavřeno	Slav	Priorita	Zamknout	ID zákazníka	Customer Realname	Od	Pro
1	Stav	25 m	2016-03-16 15:24:03	3-Čekající	2-Medium	zamčeno	API	API user Martin Hnilicka	"API user Martin Hnilicka" <hnilicki.tee	PF
2	79004425	1 d 23 h	2016-03-14 16:23:44	2016-03-14 16:26:02	4-Vyřešený	2-Medium	nezamčeno	API	API user Martin Hnilicka	"API user Martin Hnilicka" <hnilicki.tee
3	79004424	1 d 23 h	2016-03-14 16:23:14	2016-03-14 16:24:09	4-Vyřešený	2-Medium	nezamčeno	API	API user Martin Hnilicka	"API user Martin Hnilicka" <hnilicki.tee
4	79004423	6 d 23 h	2016-03-09 15:52:22	2016-03-09 15:52:38	4-Vyřešený	2-Medium	nezamčeno	API	API user Martin Hnilicka	"API user Martin Hnilicka" <hnilicki.tee
5	79004422	7 d 0 h	2016-03-09 15:33:27	2016-03-09 15:33:47	4-Vyřešený	2-Medium	nezamčeno	API	API user Martin Hnilicka	"API user Martin Hnilicka" <hnilicki.tee
6	79004421	7 d 0 h	2016-03-09 15:24:26	2016-03-09 15:24:55	4-Vyřešený	2-Medium	nezamčeno	API	API user Martin Hnilicka	"API user Martin Hnilicka" <hnilicki.tee
7	79004420	7 d 2 h	2016-03-09 13:42:17	2016-03-09 13:42:35	4-Vyřešený	2-Medium	nezamčeno	API	API user Martin Hnilicka	"API user Martin Hnilicka" <hnilicki.tee
8	79004419	7 d 2 h	2016-03-09 13:39:01	2016-03-09 13:39:21	4-Vyřešený	2-Medium	nezamčeno	API	API user Martin Hnilicka	"API user Martin Hnilicka" <hnilicki.tee
9	79004418	7 d 2 h	2016-03-09 13:30:45	2016-03-09 13:31:20	4-Vyřešený	2-Medium	nezamčeno	API	API user Martin Hnilicka	"API user Martin Hnilicka" <hnilicki.tee
10	79004417	7 d 3 h	2016-03-09 12:17:59	2016-03-09 12:18:24	5-Uzavřeny	2-Medium	nezamčeno	API	API user Martin Hnilicka	"API user Martin Hnilicka" <hnilicki.klj
11	79004416	7 d 3 h	2016-03-09 12:14:00	2016-03-09 12:14:41	5-Uzavřeny	2-Medium	nezamčeno	API	API user Martin Hnilicka	"API user Martin Hnilicka" <hnilicki.klj
12	79004415	7 d 3 h	2016-03-09 12:09:54	2016-03-09 12:10:22	5-Uzavřeny	2-Medium	nezamčeno	API	API user Martin Hnilicka	"API user Martin Hnilicka" <hnilicki.klj
13	79004414	7 d 19 h	2016-03-08 20:14:17	2016-03-08 20:15:15	5-Uzavřeny	2-Medium	nezamčeno	API	API user Martin Hnilicka	"API user Martin Hnilicka" <hnilicki.em
14	79004413	7 d 19 h	2016-03-08 20:04:49	2016-03-08 20:05:39	4-Vyřešený	2-Medium	nezamčeno	API	API user Martin Hnilicka	"API user Martin Hnilicka" <hnilicki.em
15	79004412	7 d 19 h	2016-03-08 19:59:17	2016-03-08 20:00:07	4-Vyřešený	2-Medium	nezamčeno	API	API user Martin Hnilicka	"API user Martin Hnilicka" <hnilicki.em
16	79004411	7 d 19 h	2016-03-08 19:55:44	2016-03-08 19:56:16	4-Vyřešený	2-Medium	nezamčeno	API	API user Martin Hnilicka	"API user Martin Hnilicka" <hnilicki.em
17	79004410	7 d 19 h	2016-03-08 19:45:53	2016-03-08 19:46:41	4-Vyřešený	2-Medium	nezamčeno	API	API user Martin Hnilicka	"API user Martin Hnilicka" <hnilicki.tee
18	79004409	7 d 22 h	2016-03-08 16:59:04	2016-03-08 16:59:36	5-Uzavřeny	2-Medium	nezamčeno	API	API user Martin Hnilicka	"API user Martin Hnilicka" <hnilicki.tee
19	79004408	7 d 23 h	2016-03-08 16:31:05	2016-03-08 16:31:58	5-Uzavřeny	2-Medium	nezamčeno	API	API user Martin Hnilicka	"API user Martin Hnilicka" <hnilicki.tee
20	79004407	7 d 23 h	2016-03-08 15:49:28	2016-03-15 10:42:56	5-Uzavřeny	2-Medium	zamčeno	API	API user Martin Hnilicka	"API user Martin Hnilicka" <hnilicki.tee
21	79004406	8 d 0 h	2016-03-08 15:36:53	2016-03-08 15:37:17	4-Vyřešený	2-Medium	nezamčeno	API	API user Martin Hnilicka	"API user Martin Hnilicka" <hnilicki.tee
22	79004405	8 d 0 h	2016-03-08 15:36:42	2016-03-08 15:38:53	4-Vyřešený	2-Medium	nezamčeno	API	API user Martin Hnilicka	"API user Martin Hnilicka" <hnilicki.kla
23	79004404	8 d 1 h	2016-03-08 14:16:30	2016-03-08 14:16:56	4-Vyřešený	2-Medium	nezamčeno	API	API user Martin Hnilicka	"API user Martin Hnilicka" <hnilicki.tee
24	79004403	8 d 1 h	2016-03-08 14:13:09	2016-03-08 14:13:29	4-Vyřešený	2-Medium	nezamčeno	API	API user Martin Hnilicka	"API user Martin Hnilicka" <hnilicki.tee

We are looking forward to our cooperation

Thank you



Solitea