SUP

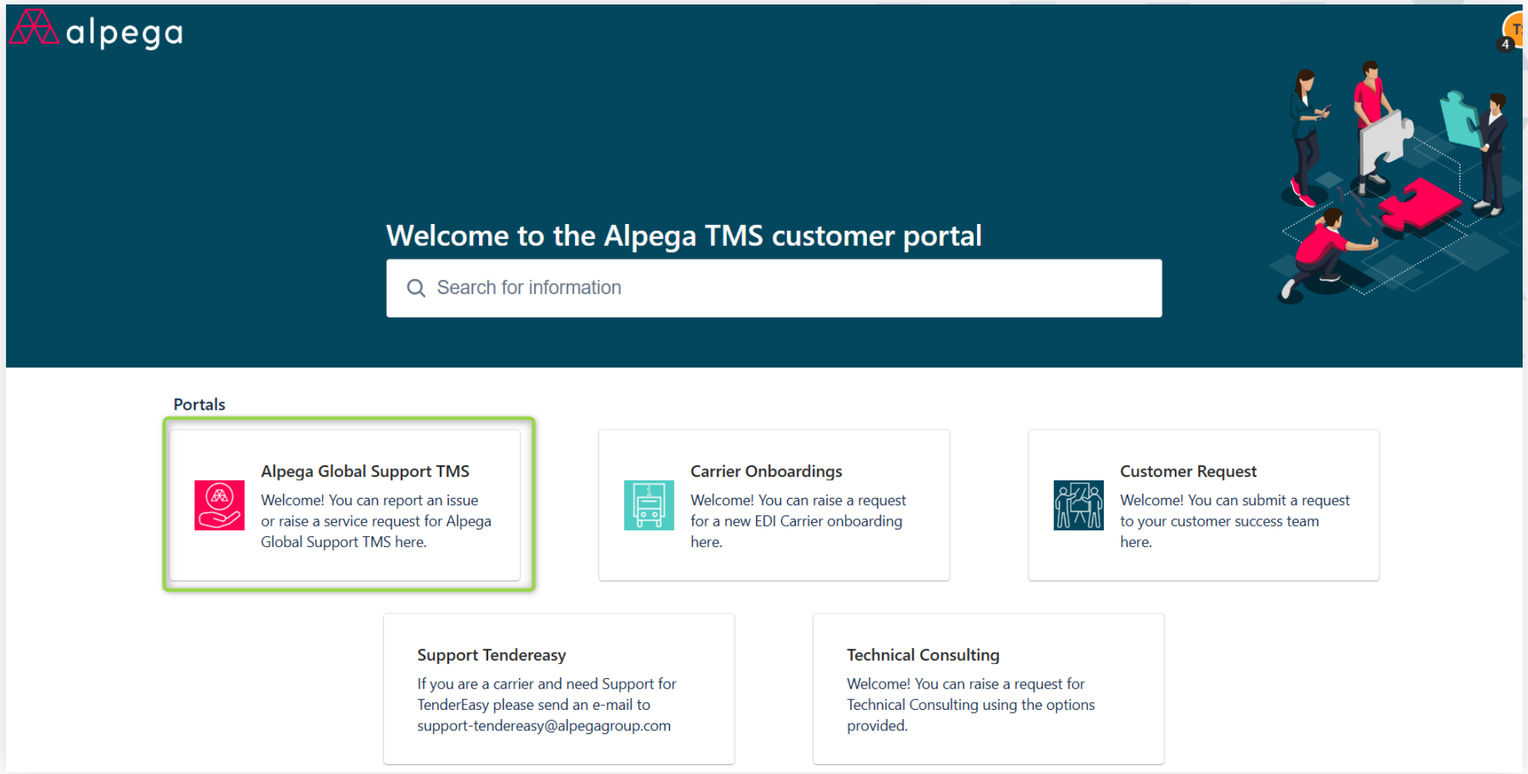
In this guide, we explain how to create Global Support Request Tickets using the Alpega JIRA Service Management portal.

alpega

PROJECT SELECTION

To begin, open the **Customer Portal** in your browser at alpegagroup.atlassian.net and log in with your registered email address.

Once you've successfully logged in, click on the ***'Alpega Customer Request'*** portal to proceed.



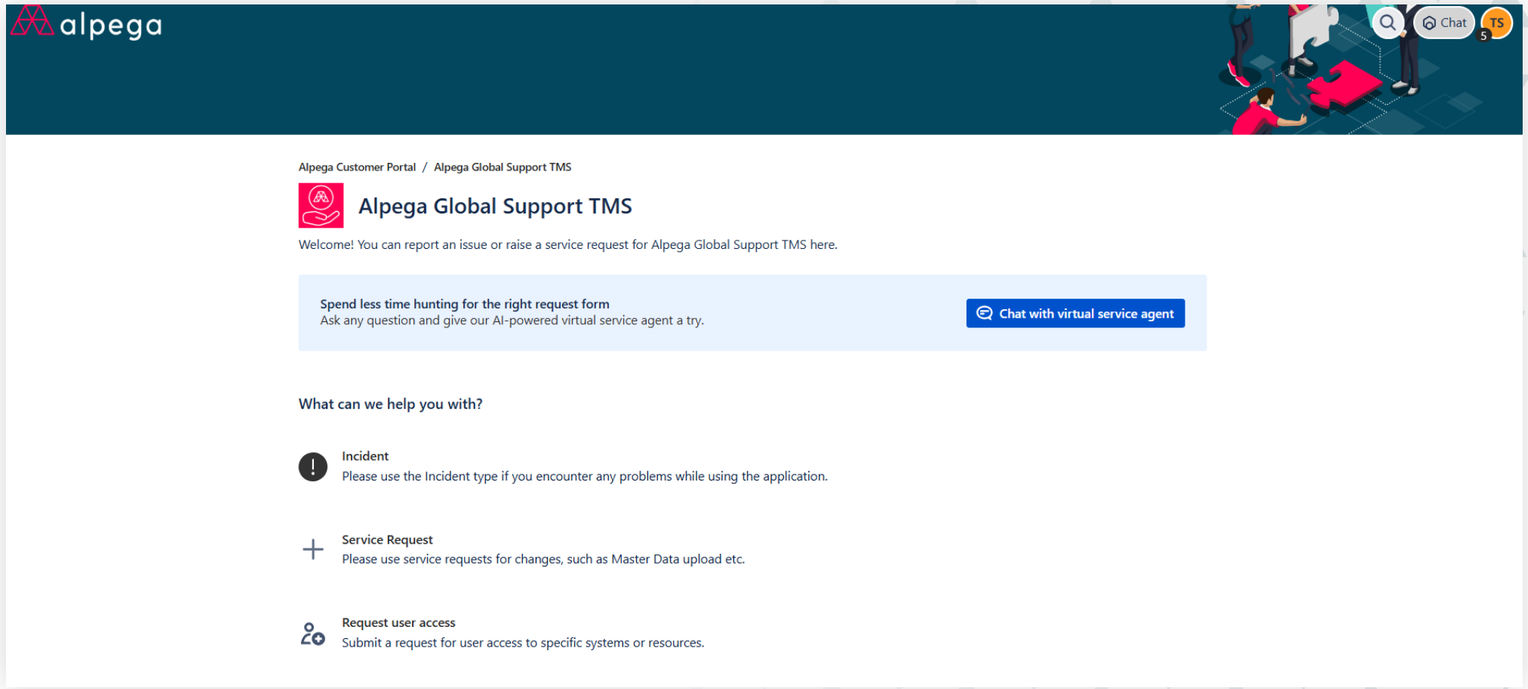
REQUEST TYPE

First, you'll select your Ticket Type:

- **Incident:** To report a broken system or functionality.
- **Service Request:** For general questions, tasks, or changes.
- **Request User Access:** For requests related to user access.

Upon selecting your request type, the form will expand to display several fields, many of which are marked with an asterisk (*) indicating they are required.

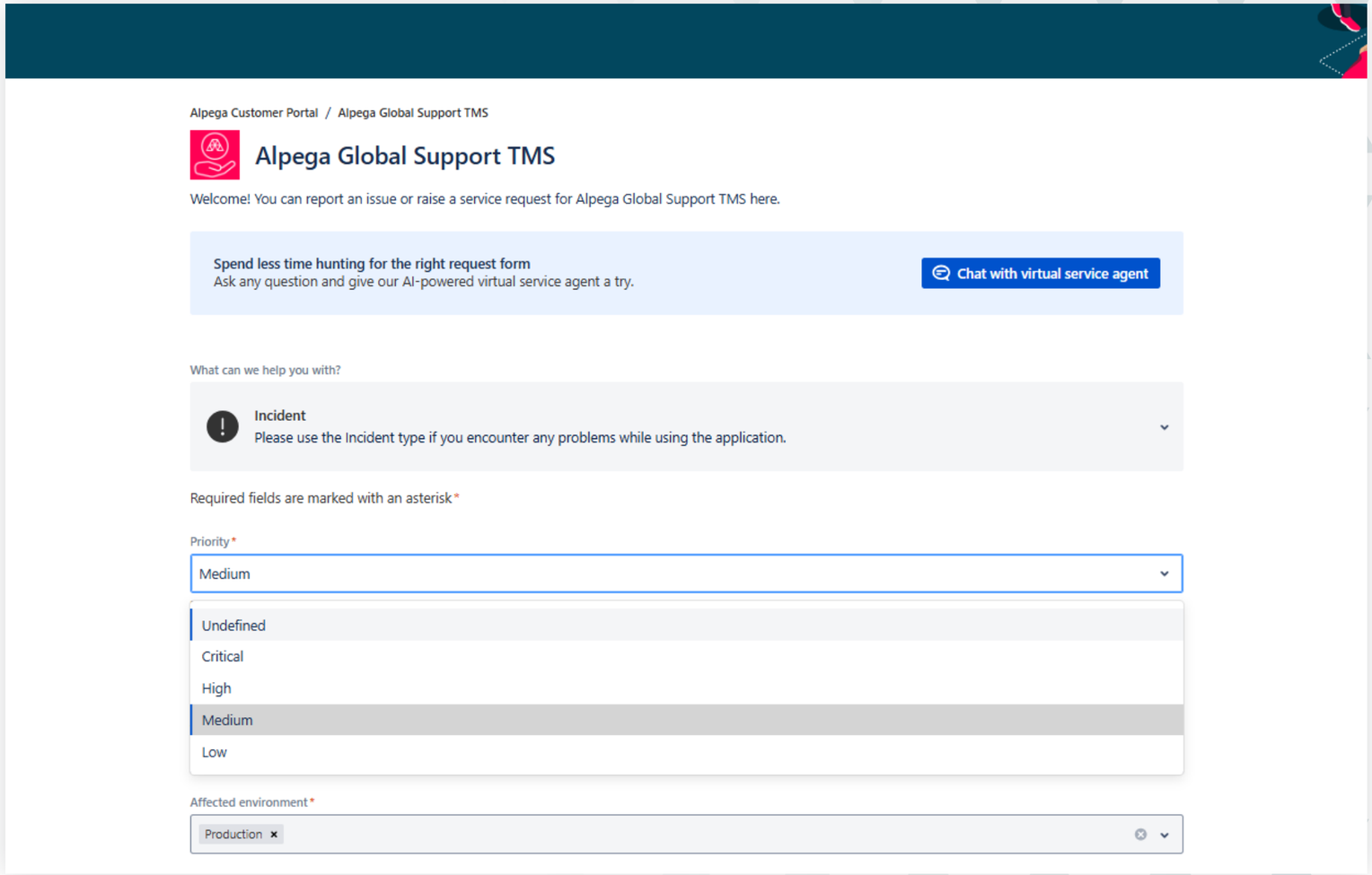
While these are required, we strongly encourage you to utilize all available fields to provide comprehensive information.



PRIORITY

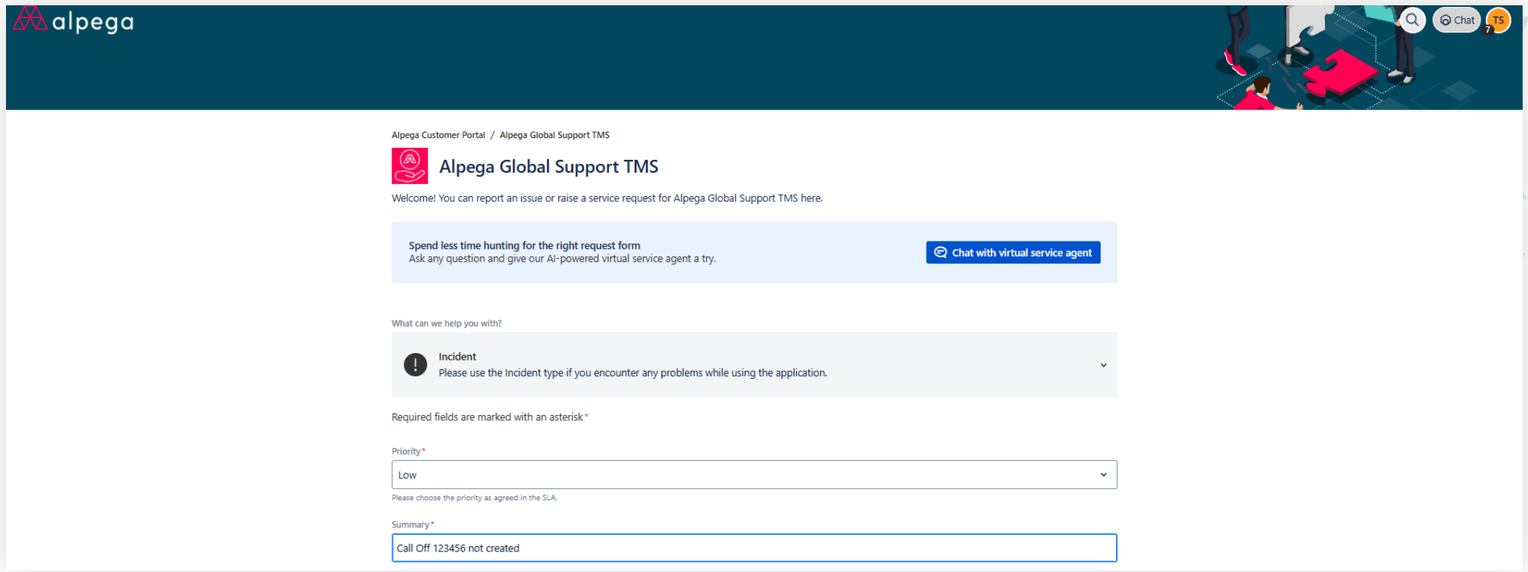
Next, set your ticket's ***'Priority'*** – this guides our team based on your request's business importance. Providing accurate priority helps ensure your issue is directed to the correct team and resolved as quickly as possible.

- **Critical:** The system is not responding at all, causing a complete halt to operations.
- **High:** Important functions are unavailable, though a workaround might exist, and many users are affected.
- **Medium:** This typically indicates a one-time issue affecting a single user, such as a call-off, slot, or EDI message.
- **Low:** For less impactful items or general inquiries.



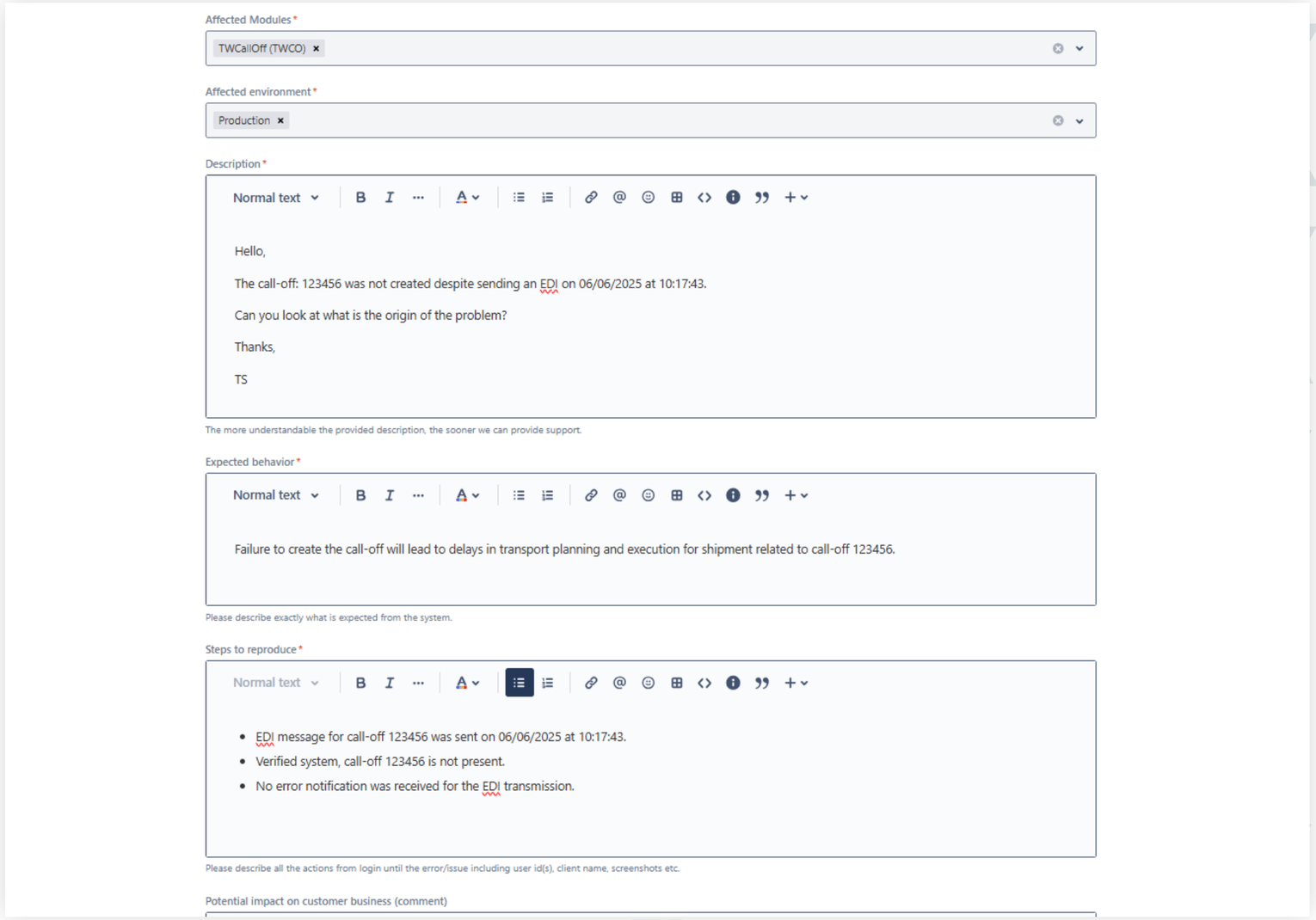
SUMMARY

Next, you'll provide a concise Summary for your ticket. This field is often labeled as ***'What can we help you with?'*** and serves as the title or a brief description of your request. Aim for clarity so the Customer team can quickly understand the essence of your issue.



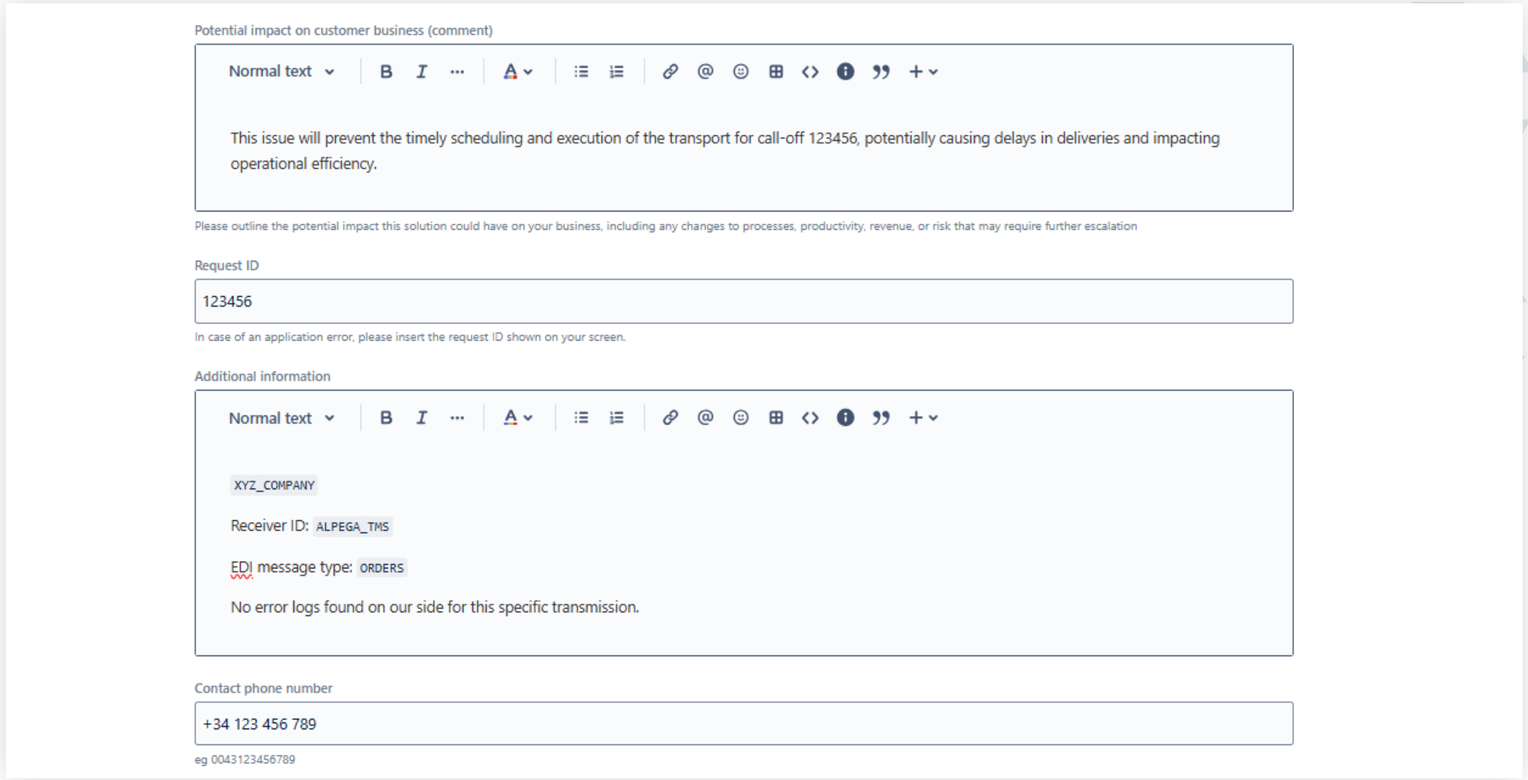
DESCRIPTION

- **Affected Modules:** Specify the affected modules to indicate the precise system or application impacted by the issue.
- **Affected Environment:** Clarify if the issue occurred in our Production or Demo environment.
- **Potential Impact:** Describe the urgency of this issue for your business operations.
- **Description:** Provide all relevant details, including user IDs, timestamps, and any related data that might assist our team.
- **Expected Behavior:** Explain how the system should ideally be functioning.
- **Steps to Reproduce:** List every action you took, in clear sequential order, that led to the problem or error. This crucial step enables our team to replicate and quickly identify the root cause.



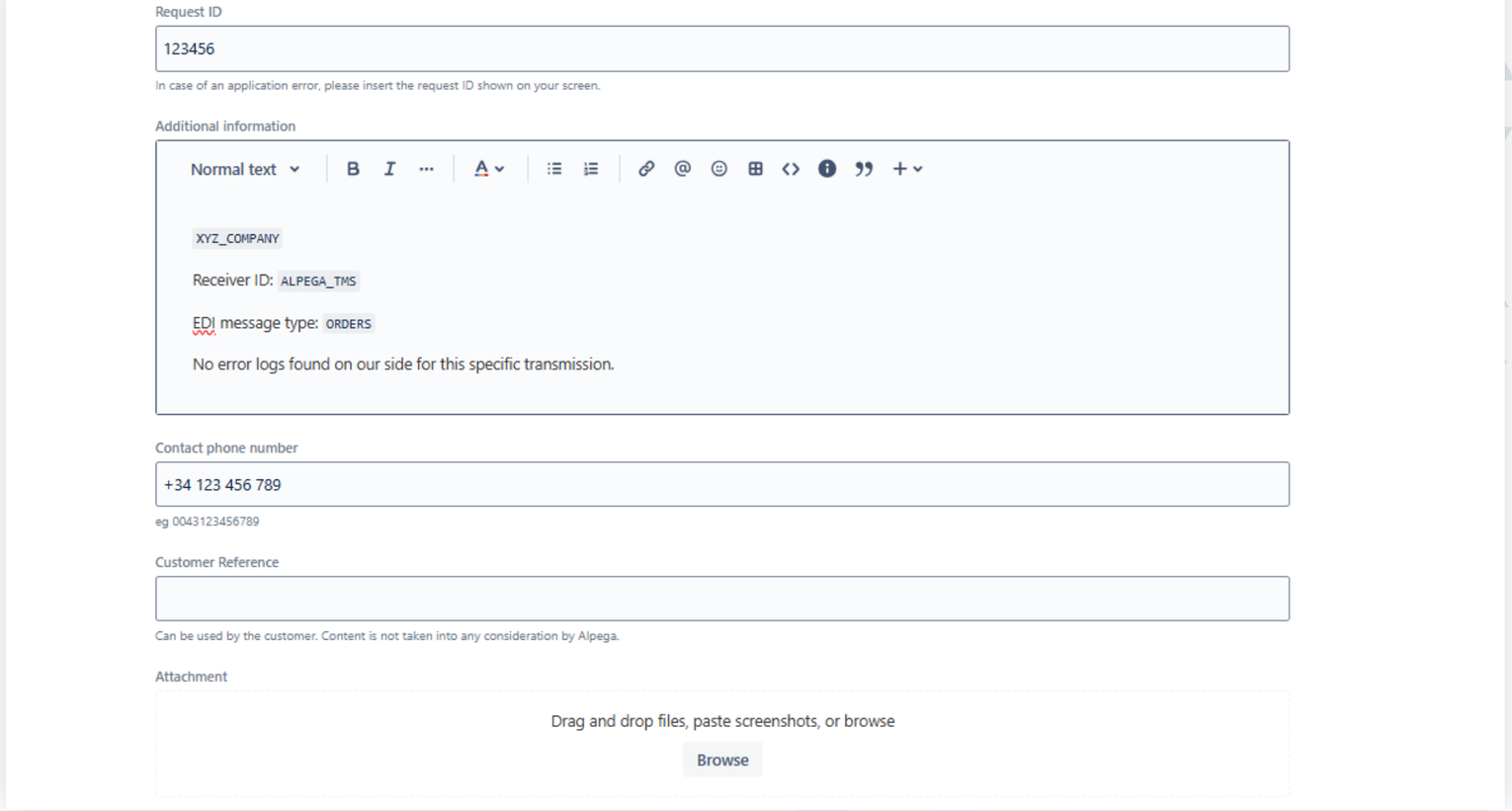
ADDITIONAL FIELDS

- **Potential Impact on Customer Business:** Outline how this issue or its resolution could affect your business processes, productivity, or revenue.
- **Request ID:** Log any ID related to the issue in the Request ID field.
- **Additional Information:** Add any extra details, context, or background relevant to your request. This helps our team understand the problem more quickly.
- **Contact Phone Number:** Provide a phone number where you can be reached for urgent questions or immediate follow-up. This significantly speeds up the resolution process.



ADDITIONAL FIELDS

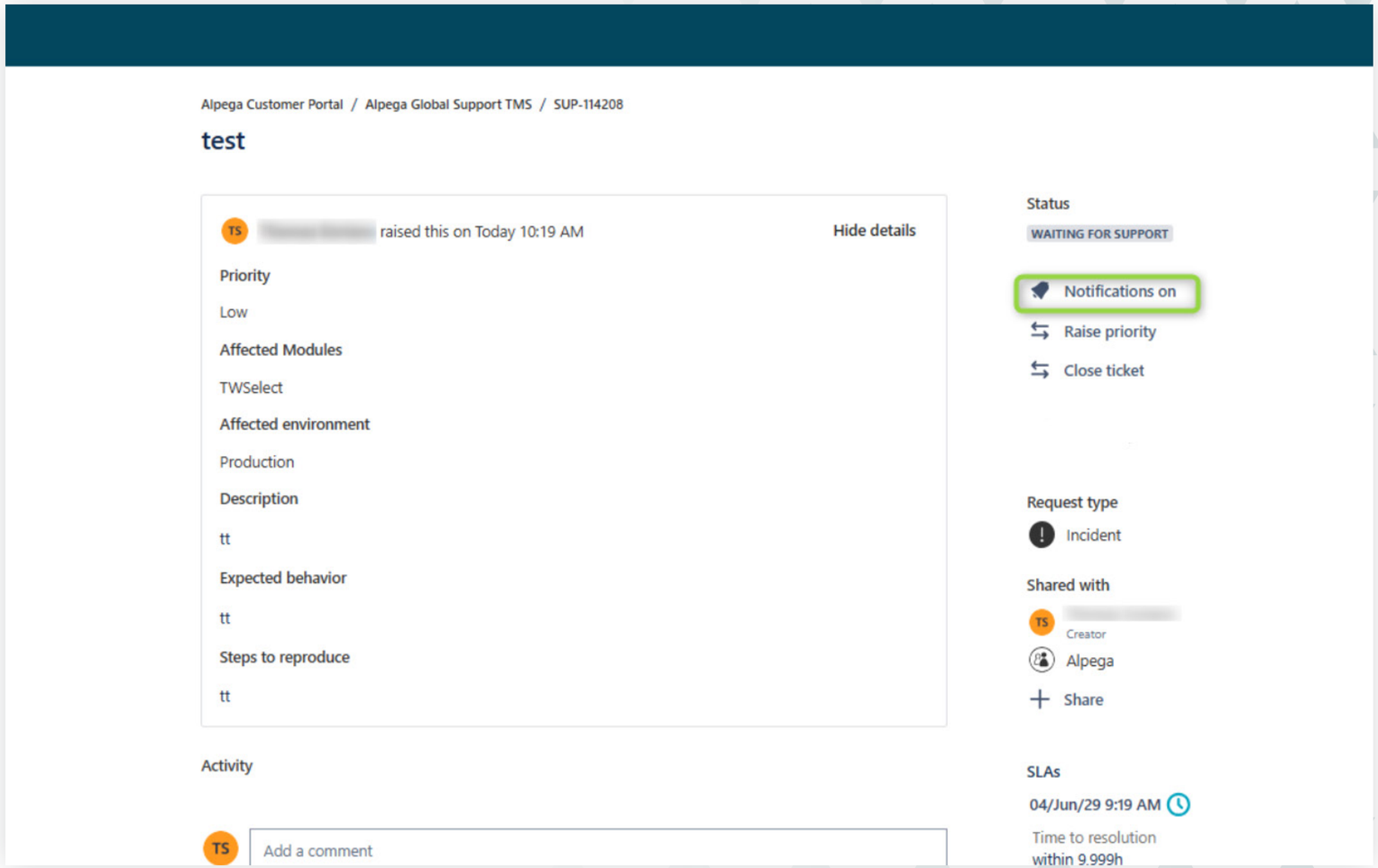
- **Customer Reference:** This field is available for your internal tracking purposes, but its content is not taken into consideration by Alpega.
- **Attachment:** Drag and drop files in this field or click to add relevant screenshots, logs, or documents that can help the support team understand your issue.



REQUEST TRACKING

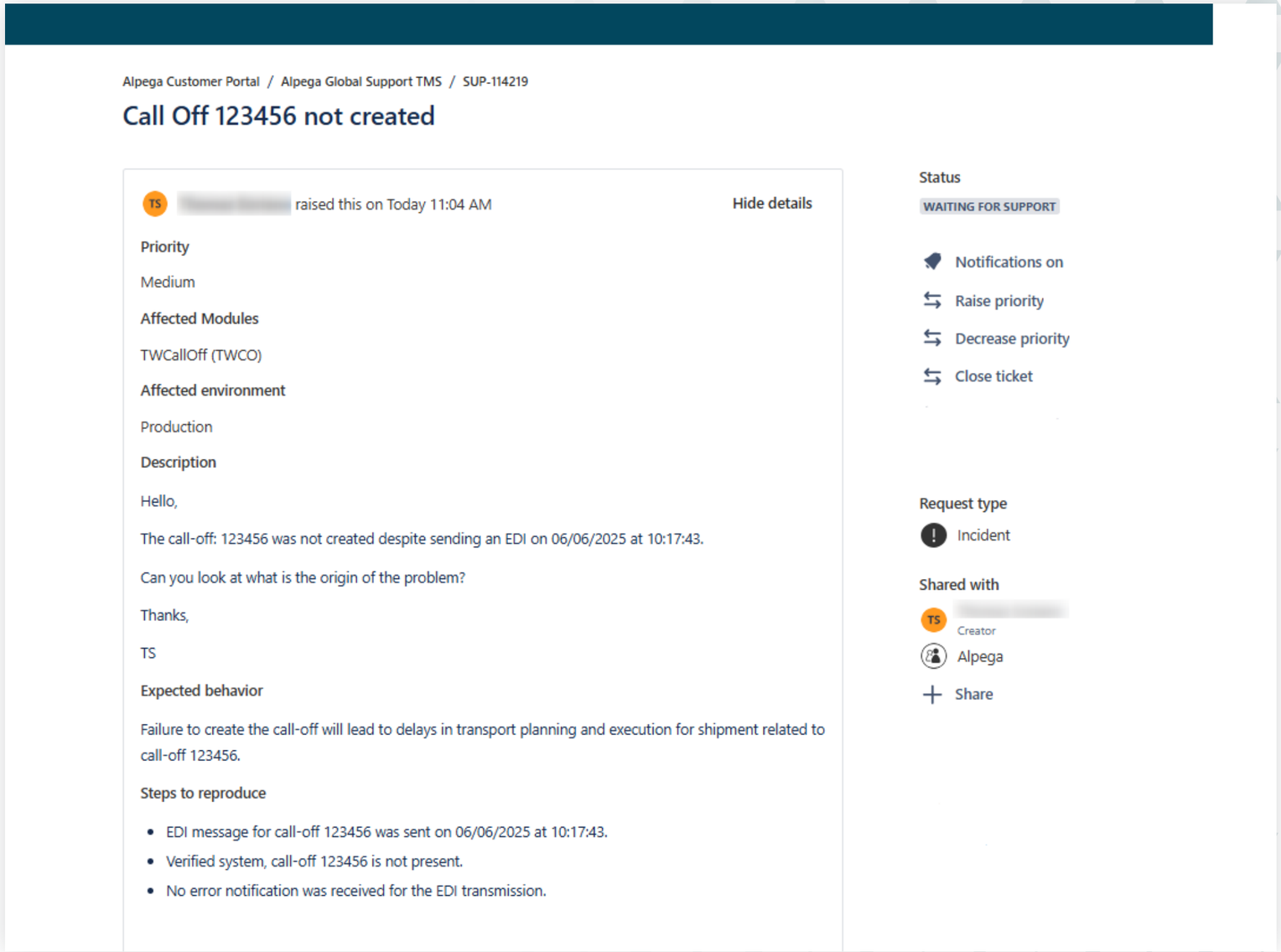
Once you've created your request or ticket, here's how you can effectively manage its progress and communicate with the Support team.

- **Notifications:** Please note that notifications are automatically activated upon ticket creation for the person who submitted it. You will receive an email every time a comment is added or if there is an update on your ticket, making it the easiest way to keep tabs on progress.



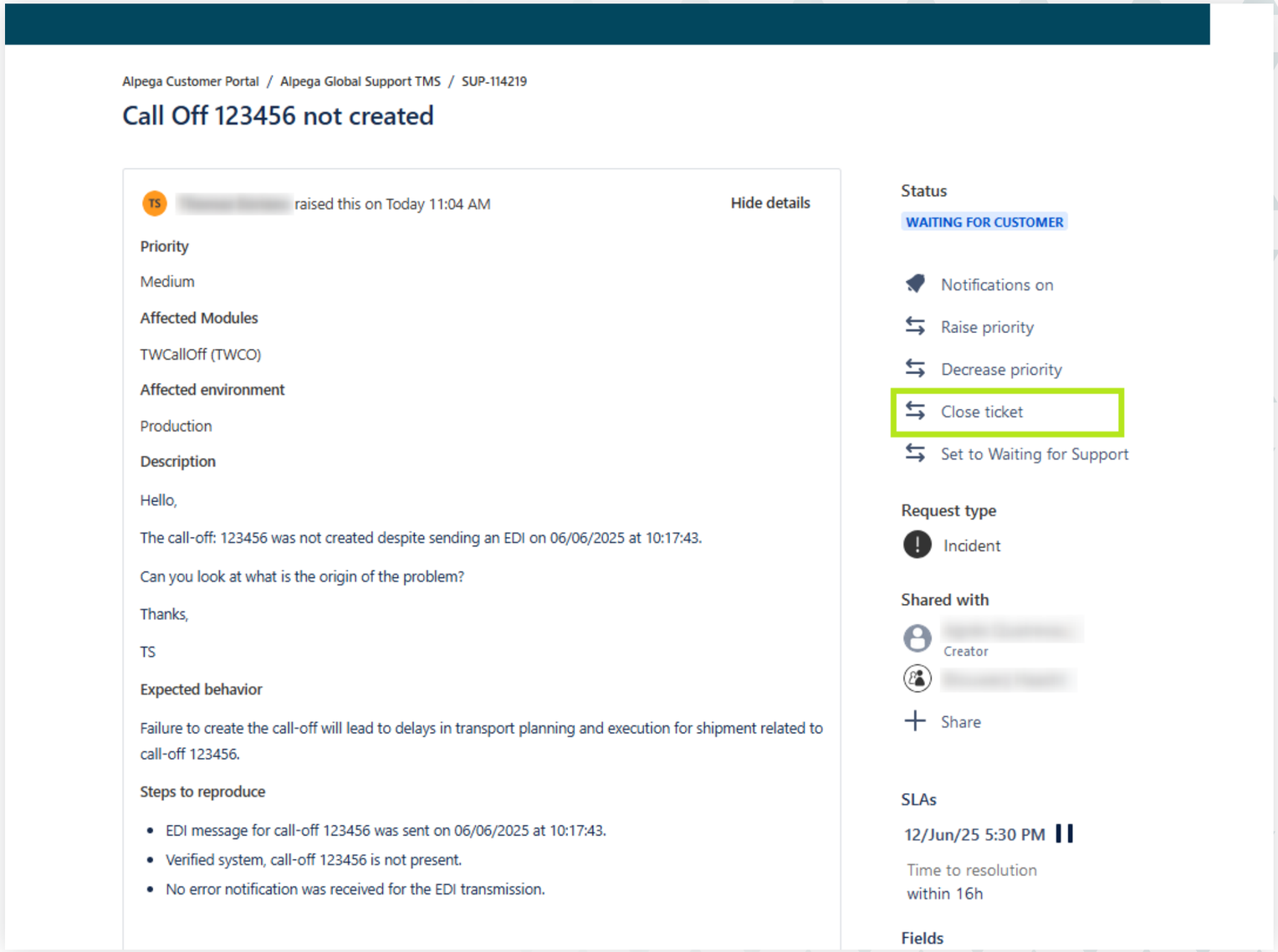
REQUEST TRACKING

- **Raise/Decrease Priority:** If your issue suddenly becomes more critical, you have the ability to raise its priority directly within the ticket. Simply click and select a higher level. Conversely, if the problem becomes less critical, you can also decrease priority.



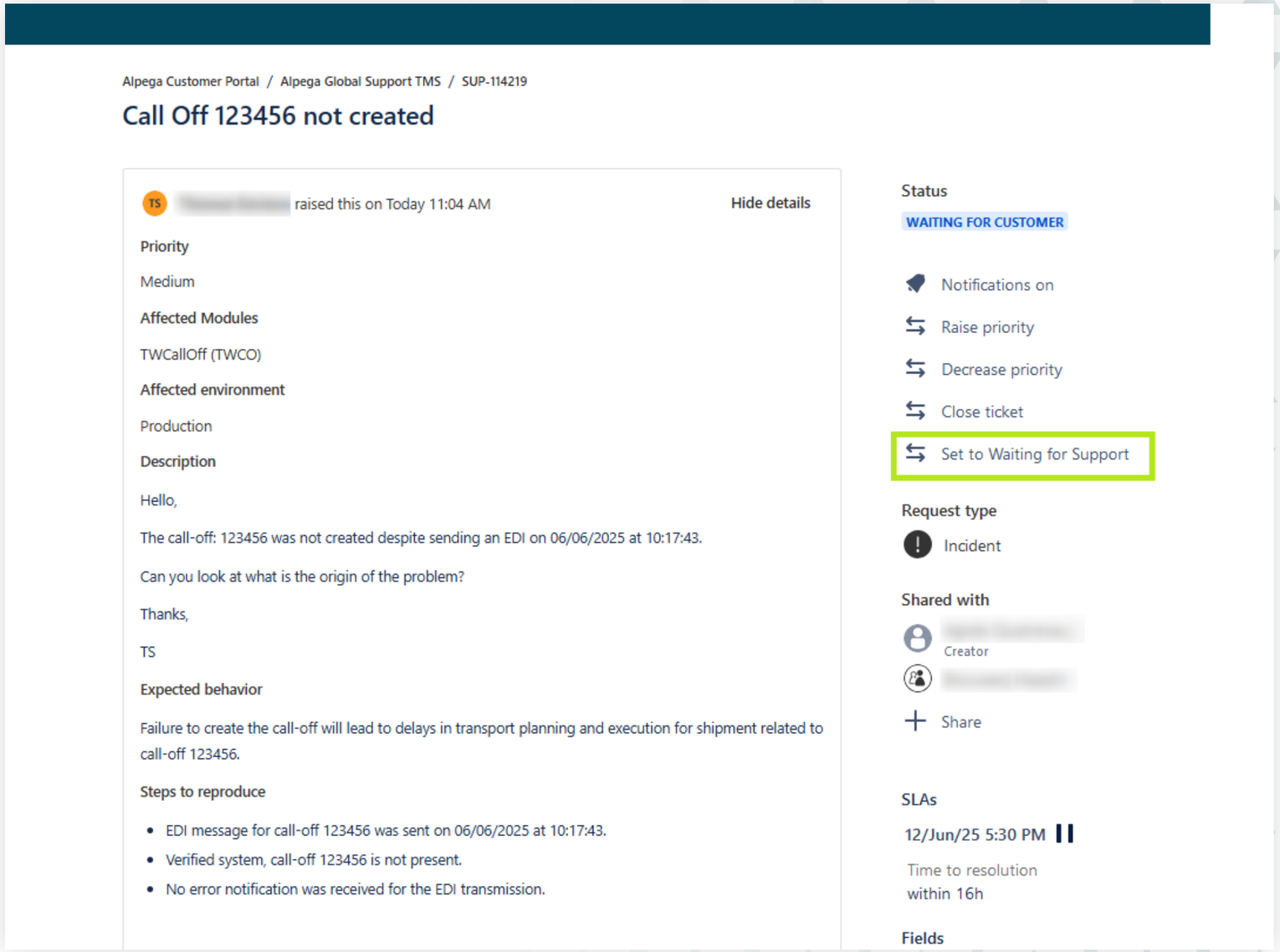
REQUEST TRACKING

- **Close Ticket:** Sometimes, you might create a ticket by mistake or resolve the issue yourself before IT gets to it. In these cases, you can simply close the ticket yourself. This helps keep our system clean and ensures our team focuses on active issues.



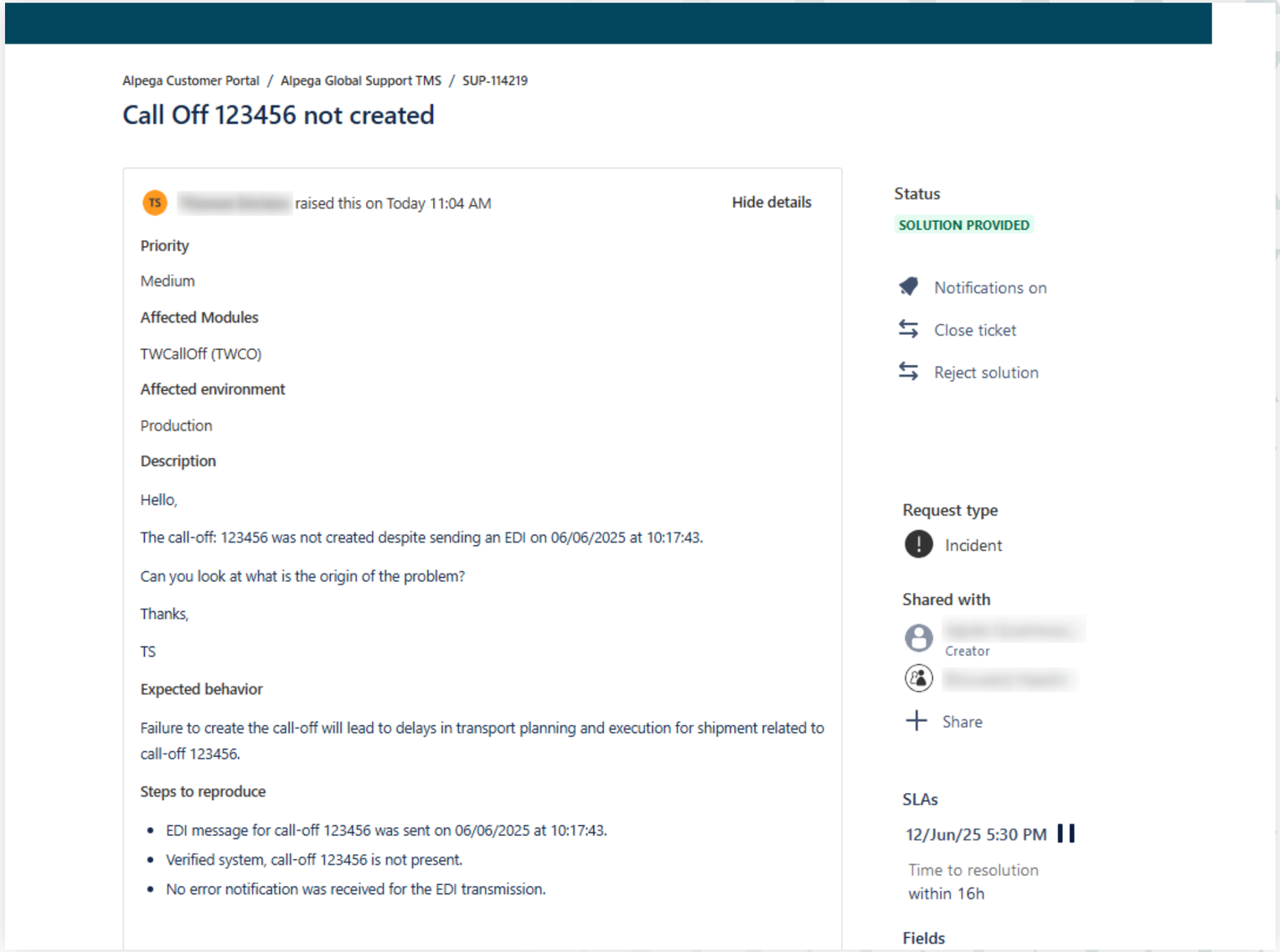
REQUEST TRACKING

- **Send Ticket Back to Support:** When our team needs more information from you, your ticket's status will change to ***'Waiting for Customer'***. As soon as you've provided a response, it's crucial to click the ***'Send ticket back to us'*** button. If you don't, we won't see it immediately in our active dashboard, and your resolution time might increase.



REQUEST FILTERS

- **Close Ticket:** When your issue has been resolved and you are satisfied with the solution provided, please take a moment to close the ticket. This confirms that the problem is fixed and helps us track successful resolutions.
- **Reopen Ticket:** If the solution provided isn't satisfactory, or the problem resurfaces, you have 7 calendar days to reopen the ticket by clicking the ***'Reject Solution'*** button. Be aware though, after 7 days, the ticket will automatically close permanently and cannot be opened.



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