



SIAV Jira Service Desk

Introduction to the Customers' Service Desk

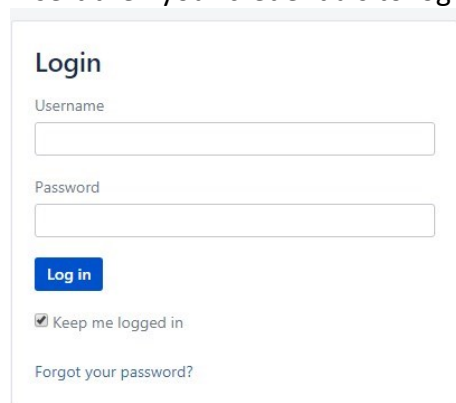
With the "Customer's Service Desk " you can directly open tickets to Siav Assistance.

The Desk can be reached from the following address:

<https://jira.siav.it/servicedesk>

WARNING: Internet Explorer is not supported

Insert then your credentials to log on to the system.



Login

Username

Password

Log in

☒ Keep me logged in

[Forgot your password?](#)

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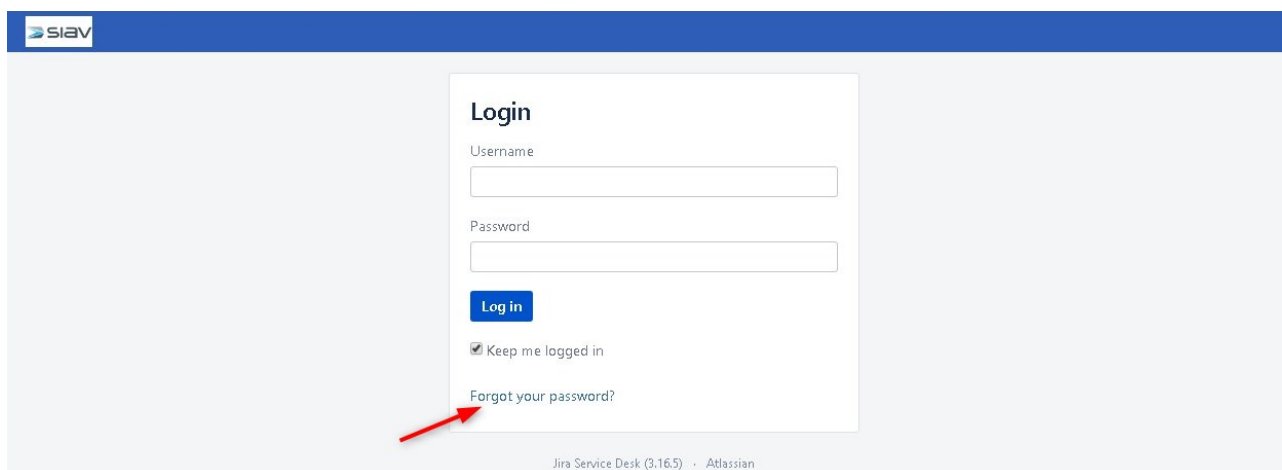
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1 Application and Access

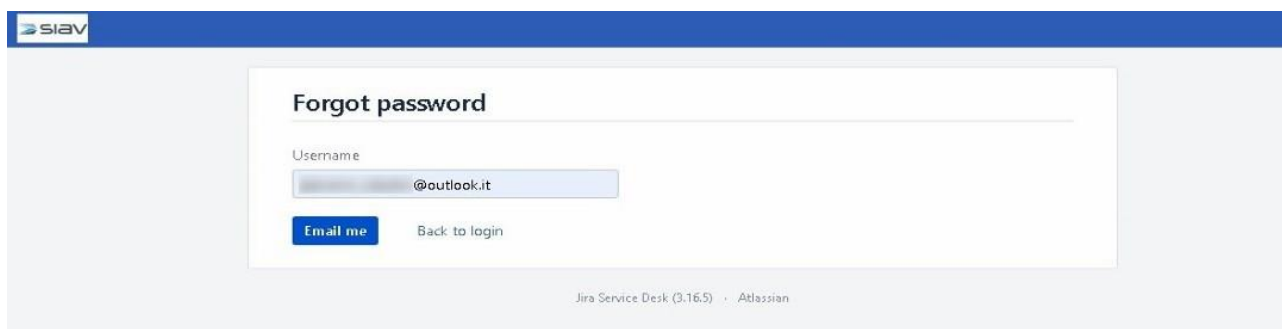
Access to the Desk is reserved for authorized users only. The access authorization is communicated via email by SIAV.

Upon receipt of the communication from SIAV of access authorization, proceed as follows:

- 1) Open the Desk clicking the URL: <https://jira.siaav.it/servicedesk>
- 2) Click “Forgot your password”



- 3) Fill the “USERNAME” field entering your e-mail address (that is the address where you received the invitation from SIAV)



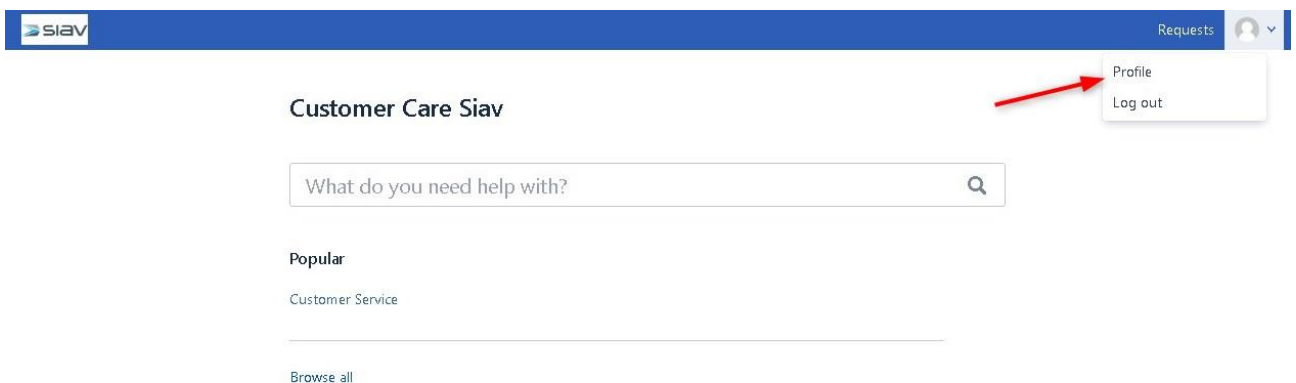
- 4) You will receive a new Email with a link for entering your password



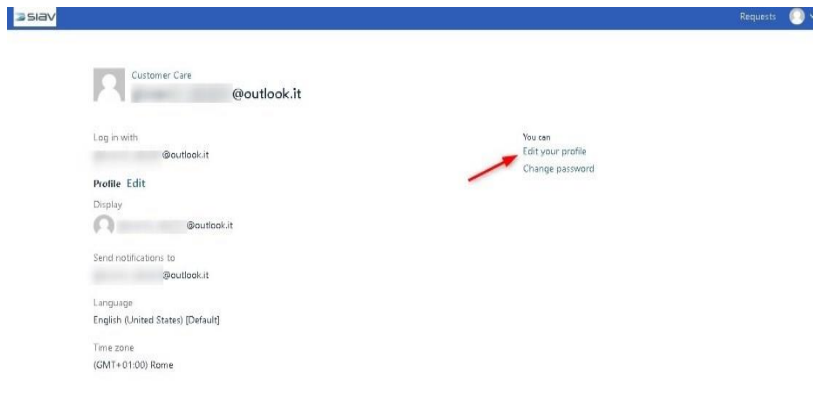
- 5) Enter then your password (**WARNING:** the set password will be used for future accesses to the Desk. However, you can change it again opening the user preferences)



- 6) Gain then a new access to the Desk (<https://jira.siav.it/servicedesk>) using:
 Username: [your email address]
 Password: [la password set as at point 5]
 7) Once logged in, go to the top right menu “Profile”

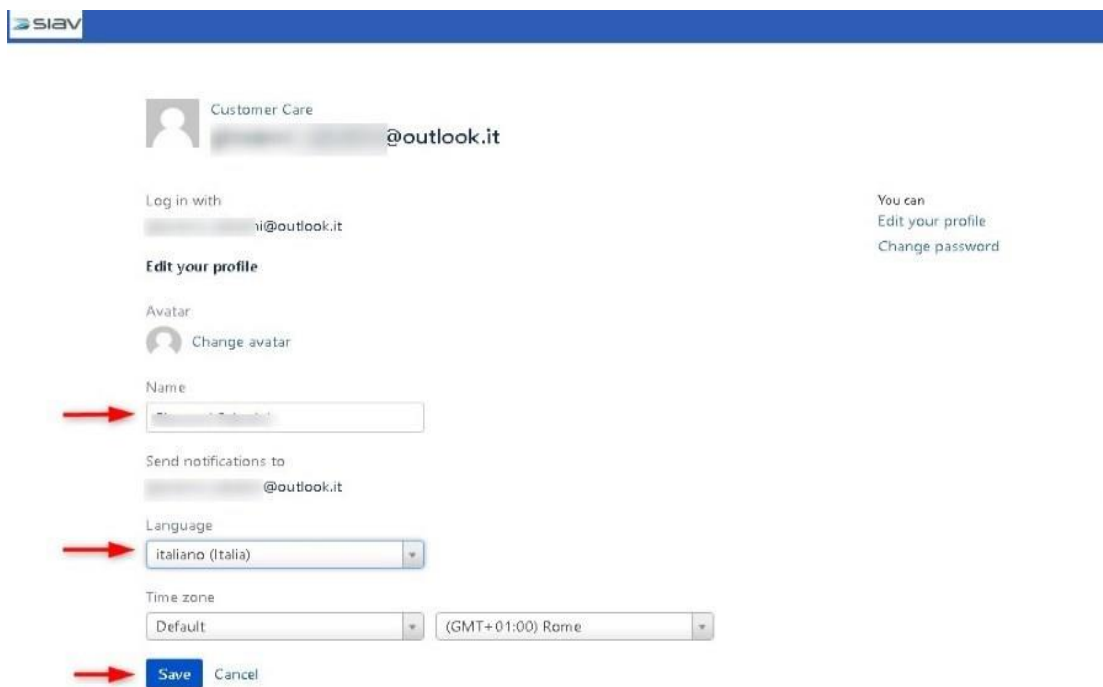


8) Click then “Edit your profile”



9) Here you can modify the values

- Name (= e.g. John Smith)
- Language (= language of the Desk, default English)

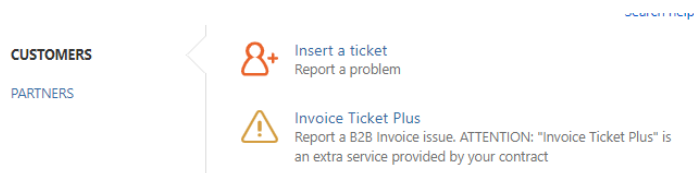


2 Opening tickets

In the home page, after login, you can open the following types of requests:

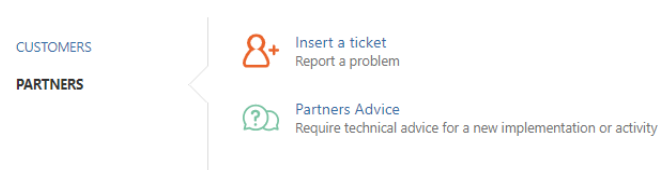
➤ CUSTOMERS

- Insert a ticket
- Invoice Ticket Plus



➤ PARTNER

- Insert a ticket
- Partners Advice



2.1 Insert a ticket

This function allows the opening of an ordinary service ticket for malfunctions on SIAV products and/or services in use.

The following form will be displayed for creating a new report:

Customer Care / Customer Service
Insert a ticket

Contract

REQUIRED
 ATTENTION: if no value appears, press F5.

Product

REQUIRED

Title

Please enter a title and/or the request reference ID from your personal Trouble Ticketing System

Description

Describe the problem in detail

Attachments (optional)

Add files to help describing the problem (log, screenshots, etc.)

Share with ACME_Test ▾

Fill in the fields according to the following instructions:

TITLE

Write a short title to identify the request (e.g. "Application access problem", "Import invoices not working", etc...)

CONTRACT

Select from the drop-down list the proper AGREEMENT for the request.
 For further info see [Choosing the AGREEMENT](#).

PRODUCT

Select from the drop-down list the PRODUCT the report refers to (e.g. Archiflow, Virgilio, etc...).

DESCRIPTION

Describe the problem here, trying to indicate in as much detail as possible its extension (e.g. number of impacted users) and its extent (e.g. slowed down or totally inaccessible functionality).

ATTACHMENTS

Attach any useful files to the analysis of the problem. It is strongly recommended to always attach at least one screenshot of the detected application error.

CONDIVISA CON ** (SHARED WITH ***)**

For further info see [Internal sharing of TICKETS](#).

2.2 Invoice Ticket Plus

WARNING: the service “Invoice Ticket Plus” is an EXTRA service provided in the Agreement

With this function you can open a ticket using the "Invoice Ticket Plus" service. For more information see your "Application Management Services Guide" document.

To fill in the request follow the specifications described in [Insert a ticket](#).

2.3 Fast Ticket

WARNING: the service “Fast Support” is an EXTRA service provided in the Agreement

With this function you can open a ticket using the "Fast Support" service. For more information see your "Application Management Services Guide" document.

To fill in the request follow the specifications described in [Insert a ticket](#).

2.4 Partners Advice

With this function you can open a request for consultancy about the performance of activities and implementations by SIAV Partners.

3 List of OPEN/CLOSED tickets

To see the list of open/closed alerts, expand the menu item "Requests" in the top right corner, then click “Extended my request”.



Here you will see the list of the open and closed tickets for your company.

Requests

All requests Save as

Columns Chiave X Riapologo X Stato X Gravità X Reporter X Organizations X Aggiornato X Risolto X Add new column

Service Desk all Request Type all Organization all Status all Search

1-1 of 1 (2)

Chiave	Riapologo	Stato	Gravità	Reporter	Organizations	Aggiornato	Risolto
CS-109	Errore in fase di accesso all'applicativo	IN ATTESA DELLA REGISTRAZIONE		Siav Test User	ACME	04/09/19 3:49 PM	

View 25 40 80 Previous 1 Next

In section “COLUMNS” you can specify the columns to be displayed.

Columns

Key x Summary x Status x Gravità x Reporter x Organizations x Updated x Resolved x Add new

Below is a brief description of the main fields that can be displayed:

<u>KEY</u>	unique identification code of the report
<u>SUMMARY</u>	“TITLE” of the report
<u>STATUS</u>	for further info see Progress of the TICKET
<u>GRAVITA' (SEVERITY)</u>	severity assigned to the report. For more information please consult your "Application Management Services Guide" document.
<u>REPORTER</u>	user entering the report.

4 Viewing a TICKET

Viewing a report lets you view the ticket progress, and add any comments / attachments.

Customer Care / Customer Service / CS-6493

Errore velocis -2005

Comment on this request...

IN REGISTRAZIONE

- Get notifications
- Share
- Cancel request

Shared with

- ACME_Test Remove

Details Just now

Cliente

ACME_Test

Description

The following error appears when I try to access:

"Errore velocis -2005"

Contratto

ACME_Test - TEST

Prodotto

Archiflow

4.1 Commenting or adding attachments to open tickets

To insert a comment in a previously opened ticket, or add any attachments (e.g. screenshots, logs, etc...), simply fill in the text field visible when consulting the report.

The text of the comment will be notified to Siav Customer Care staff.



5 Choosing the CONTRACT

The "Agreements" represent the services stipulated with SIAV.

There are 4 types of agreements, identifiable by their names:

[Company_Name] – Servizi AM = contract referring to the use of software installed locally in your environment/server (e.g. Archiflow, Scanbatch, Virgilio, etc.)

[Company_Name] – Servizi SaaS = contract relating to the use of software installed in the Cloud at the SIAV SaaS service center (Archiflow)

[Company_Name] – Servizi DSO/DMO = contract referring to the use of SIAV services in Outsourcing (e.g. Preservation, Posting, B2B, etc...)

[Company_Name] – Servizi Partner = contract for SIAV Partners

6 Internal sharing of TICKETS

When creating a ticket you can specify, at the bottom, its sharing.

 Share with ACME_Test ▾

Private request

Share with ACME_Test

A ticket can be:

- PRIVATE REQUEST
- REQUEST SHARED WITH [COMPANY_XYZ]

6.1 Private request

With this choice, only the user who created the ticket can view it in the list (see [List of OPEN/CLOSED tickets](#)).

6.2 Request shared with [COMPANY_XYZ]

With this choice the created ticket will be made visible to all users with access to the Customer Portal and belonging to the selected company.

The ticket will be then visible in the [List of OPEN/CLOSED tickets](#) for all the involved users.

7 Progress of the TICKET

The progress of a ticket goes through various processing states.

Below is a brief summary of the possible progress states of a ticket:

IN REGISTRAZIONE (ON REGISTRATION):

The ticket has been created via the procedure in the Portal. It must then be pre-analyzed by CUSTOMER CARE staff for the identification of the appropriate severity.

REGISTRATO (REGISTERED)

The ticket has been registered by CUSTOMER CARE staff, with the application of the appropriate severity code.

NECESSARIE INFO DA CLIENTE (INFO FROM CUSTOMER REQUIRED):

The CUSTOMER CARE staff is waiting for feedback from the customer if more information is required for the classification of the severity of the ticket, or for the carrying out of the analysis of the solution (e.g. explanatory screenshots).

IN CARICO A SIAV (IN CHARGE TO SIAV):

The ticket has been taken over by a CUSTOMER CARE operator to process and resolve the request.

CORREZIONE ANOMALIA SW (SW ANOMALY CORRECTION):

The analysis of the ticket has highlighted a problem related to an anomaly of the product, which must therefore be analyzed and resolved by the SIAV Software Laboratory.

INCIDENT GESTITO (INCIDENT RESOLVED)

Functions involved in the incident have been restored, they can be used again.
An investigation is ongoing to find out the causes of the problem.

RISOLTO (RESOLVED)

The ticket has been resolved.

ARCHIVIATO (ARCHIVED)

The ticket was resolved more than 15 days ago.

ANNULLATO (CANCELLED)

The ticket is cancelled because it was opened improperly or because the request is revoked.



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