

Jira Service Desk Trouble Ticket Portal Guide for Operator Services

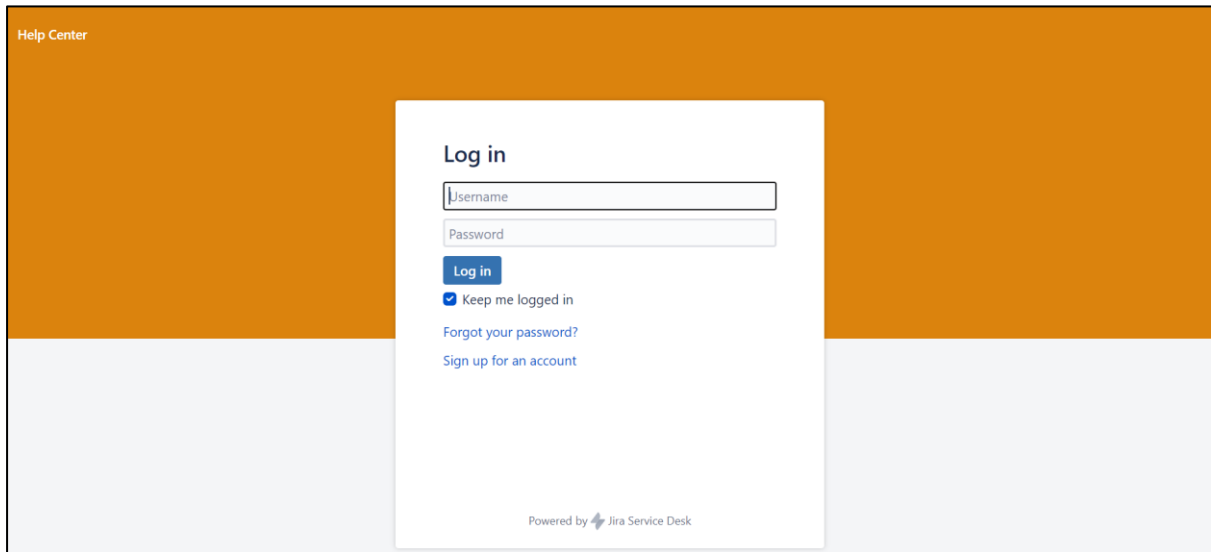
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LOGIN

Login to the Jira Ticket portal at:

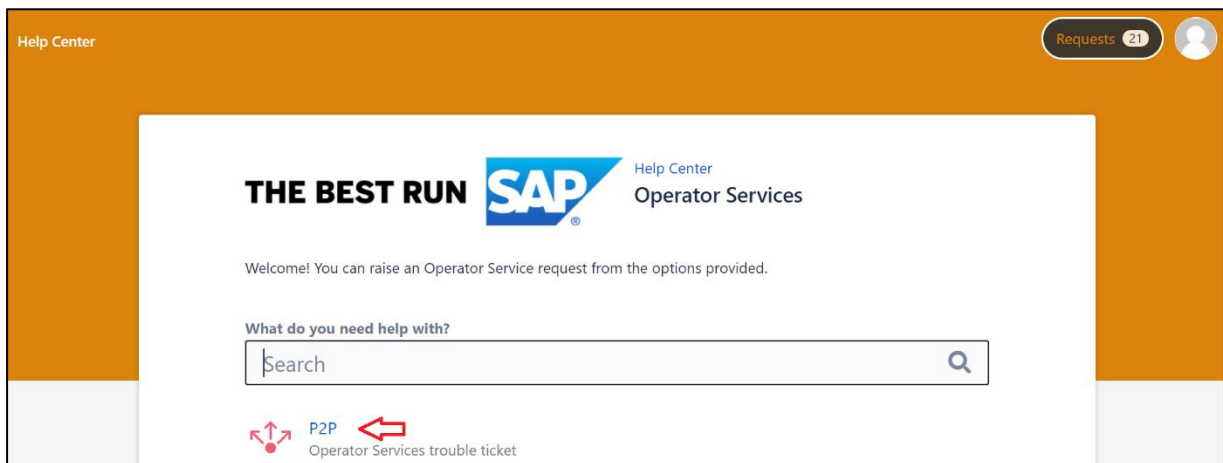
<https://jira.digitalinterconnect.com/servicedesk/customer/portal/3/create/5>



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:

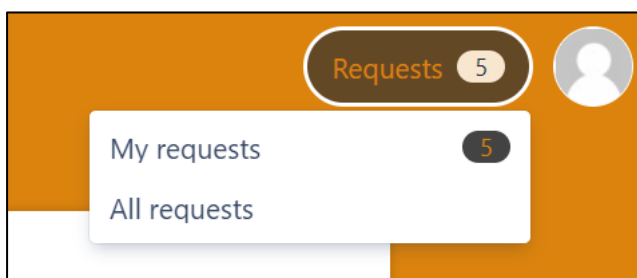
<https://jira.digitalinterconnect.com/servicedesk/customer/portal/3/user/signup>

Once logged in, you will see the following screen, where you should click on the P2P link (red arrow).



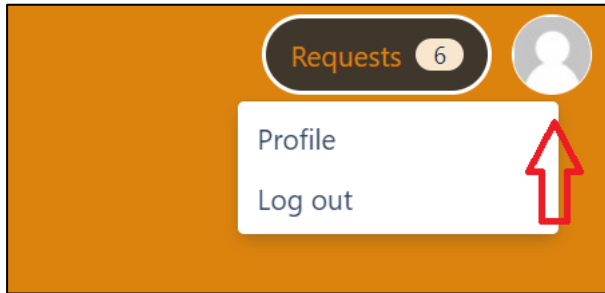
or view your, or your organisations', existing requests by clicking the **Requests** button in the top right corner next to the profile icon.

Requests button sub-menu:

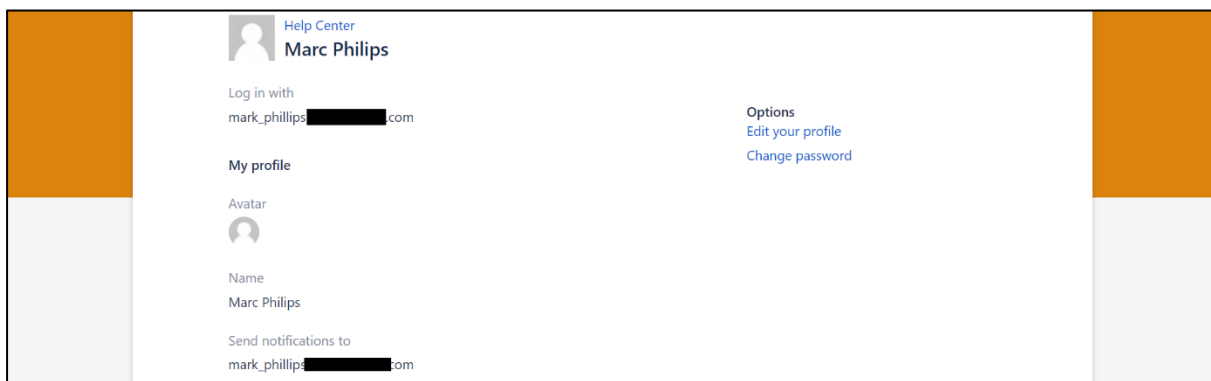


Profile options

Click on the person icon in the top right corner:



Apart from the logout option, this also allows you to configure your profile, change your password, time zones, language and avatar image.



CREATE A NEW TICKET

1. To raise a new request, click **P2P**:

2. The ticket form is displayed:

The form contains the following fields:

Ticket number	(Mandatory) Your own ticket reference, if applicable
Traffic impact	Select from one of the following: <ul style="list-style-type: none"> • 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 <p>If you choose Single User Issue from the traffic impact drop down, the following four mandatory fields will be displayed:</p> <ul style="list-style-type: none"> • Originating Address • Originating Network • Destination Address • Destination Network.

Priority	Specify a priority for the ticket.
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.
Description	(Mandatory) Ensure you include the following information in the Description field of the ticket form: <ul style="list-style-type: none"> • 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.
Attachments	Where applicable attach any screenshots or print-screens of the issue.
Customer Logs	(Mandatory) State N/A if logs cannot be provided at this time.

Once the form is completed, click on **Create**.

Additional Comments (optional)

Create Cancel

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).

Help Center / Operator Services / OP-5236

This is the subject of the issue

Comment on this request...

OPEN Don't notify me Share

Shared with Marc Philips Creator

Details Just now

Ticket Number xyz123

Traffic Impact Single user issue

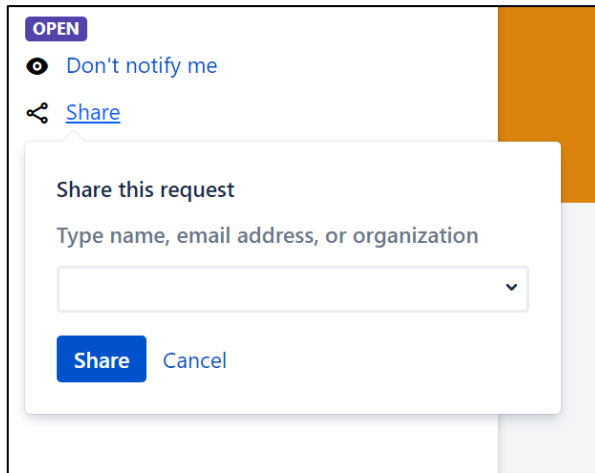
Priority Medium

Originator MSISDN +19876543210

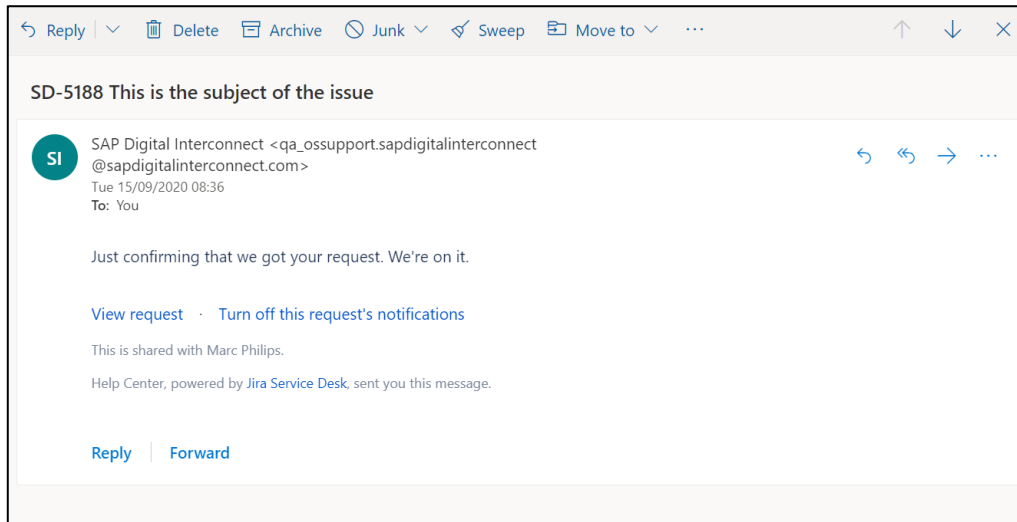
Originator network name

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. The following pop-up is displayed, which allows you to add additional colleagues to your ticket:

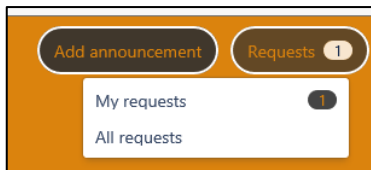


3. The email notification to your inbox will resemble the following example.

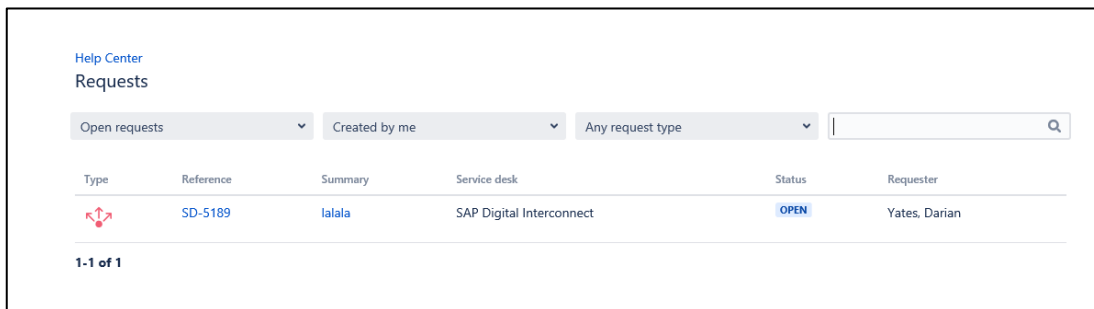


VIEWING AND UPDATING TICKETS

Click **Requests** and then click the **My requests** option from the submenu:

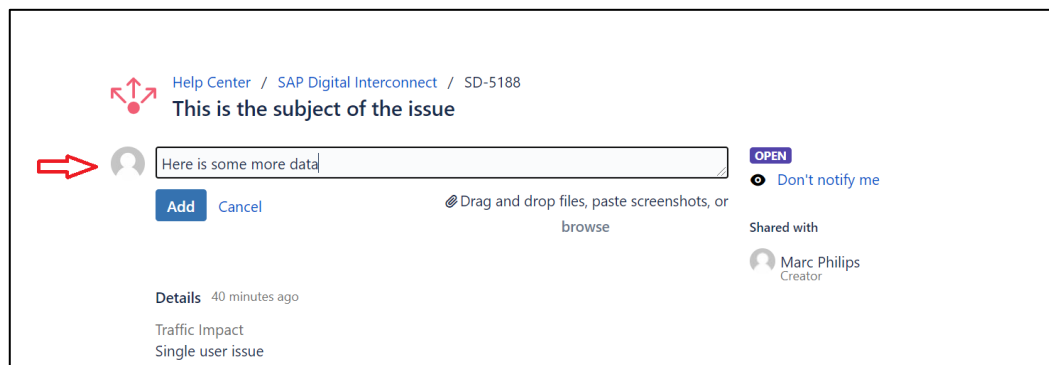


The new ticket and any other tickets, you are currently working on through the Customer Support teams are displayed:

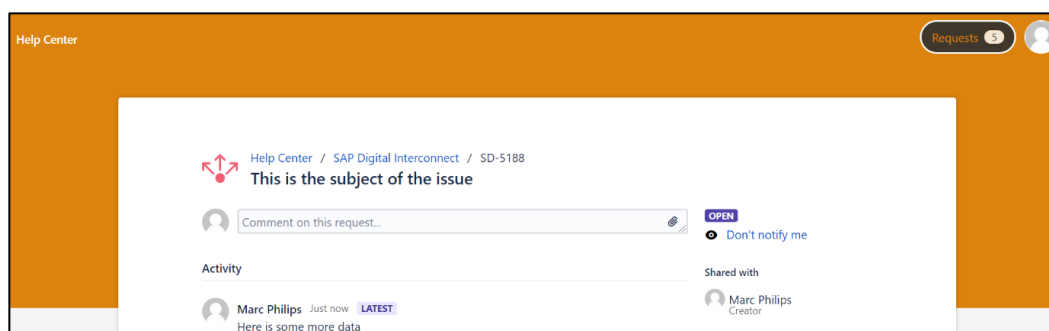


To view or update a ticket:

1. Click on the **key** for the ticket you want to view or update.
2. Click on the input box and add your additional update or response. Note that you are instructed how to upload images or traces if required.



3. Click the **Add** button to provide any further updates or information.



4. In this example you will notice that the ticket is still in an OPEN state, so the Customer Support team has not provided an initial response yet, but you can still update the ticket with further comment.

TICKET STATUS VALUES

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, e.g. 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)