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| Title:    | <b>User Manual</b>        |       |          |
| Version   | 0.1                       | Date: | 30/10/13 |
| Author    | Eduardo Alonso            |       |          |

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# User Manual

# ZenDesk Quobis



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## Content index

|                                     |    |
|-------------------------------------|----|
| 1.-Introduction.....                | 3  |
| 2.-Access to Helpdesk platform..... | 3  |
| 3.-Creation of Tickets.....         | 6  |
| 4.-Management of tickets.....       | 8  |
| 5.-Search tickets.....              | 12 |
| 6.-Edit profile.....                | 13 |
| 7.-Tickets by email.....            | 14 |

## Illustrations index

|  |    |
|--|----|
| Illustration 1: Web Portal.....                  | 3  |
| Illustration 2: Login.....                       | 4  |
| Illustration 3: My activities.....               | 4  |
| Illustration 4: My activities.....               | 5  |
| Illustration 5: Creation of ticket.....          | 6  |
| Illustration 6: Test Ticket.....                 | 7  |
| Illustration 7: Creation of ticket.....          | 8  |
| Illustration 8: Test ticket.....                 | 9  |
| Illustration 9: Update of ticket.....            | 10 |
| Illustration 10: Conversation of the ticket..... | 11 |
| Illustration 11: Search of tickets .....         | 12 |
| Illustration 12: Edit profile.....               | 13 |

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|           |                           |       |          |
|-----------|---------------------------|-------|----------|
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## 1.- Introduction

This document aims to help user for handling the support system of Quobis Networks company. This user guide doesn't try to be a reference manual to ask all the possible options deeply, this manual is a fast guide for using this platform, its focus is explaining the more common tasks.

Our support platform is a software via web where the user will be able to manage incidents and breakdowns of equipment quickly and intuitively.

## 2.- Access to Helpdesk platform

The access to Helpdesk platform is very easy. The user will have to open a browser and enter the following address:

<http://support.quobis.com/hc/es>

When the user access to the previous page, the user will be able to see help forums. The user can also login pressing the button "Login in". The user will be able to ask user and password:



**Illustration 1: Web Portal**

If the user press the button "Login In", the user will be able to access to the following screen where the user will enter the access credential:

|           |                           |       |          |
|-----------|---------------------------|-------|----------|
| Document: | <b>Technical Document</b> |       |          |
| Title:    | <b>User Manual</b>        |       |          |
| Version   | 0.1                       | Date: | 30/10/13 |
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**Illustration 2: Login**

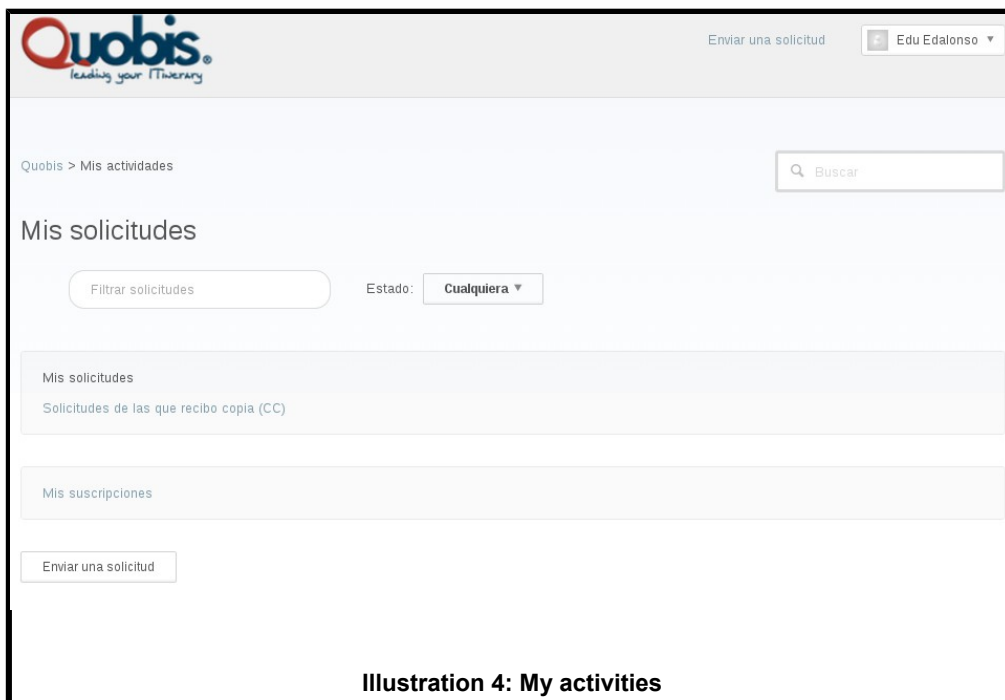
When the user enter this information, the user will be able to see the following screen, where the user must display the menu that appear on the top. The user will have to click the buttons user name and "My activities":



**Illustration 3: My activities**

The screen of "My activities" shows the following fields:

|           |                           |       |          |
|-----------|---------------------------|-------|----------|
| Document: | <b>Technical Document</b> |       |          |
| Title:    | <b>User Manual</b>        |       |          |
| Version   | 0.1                       | Date: | 30/10/13 |
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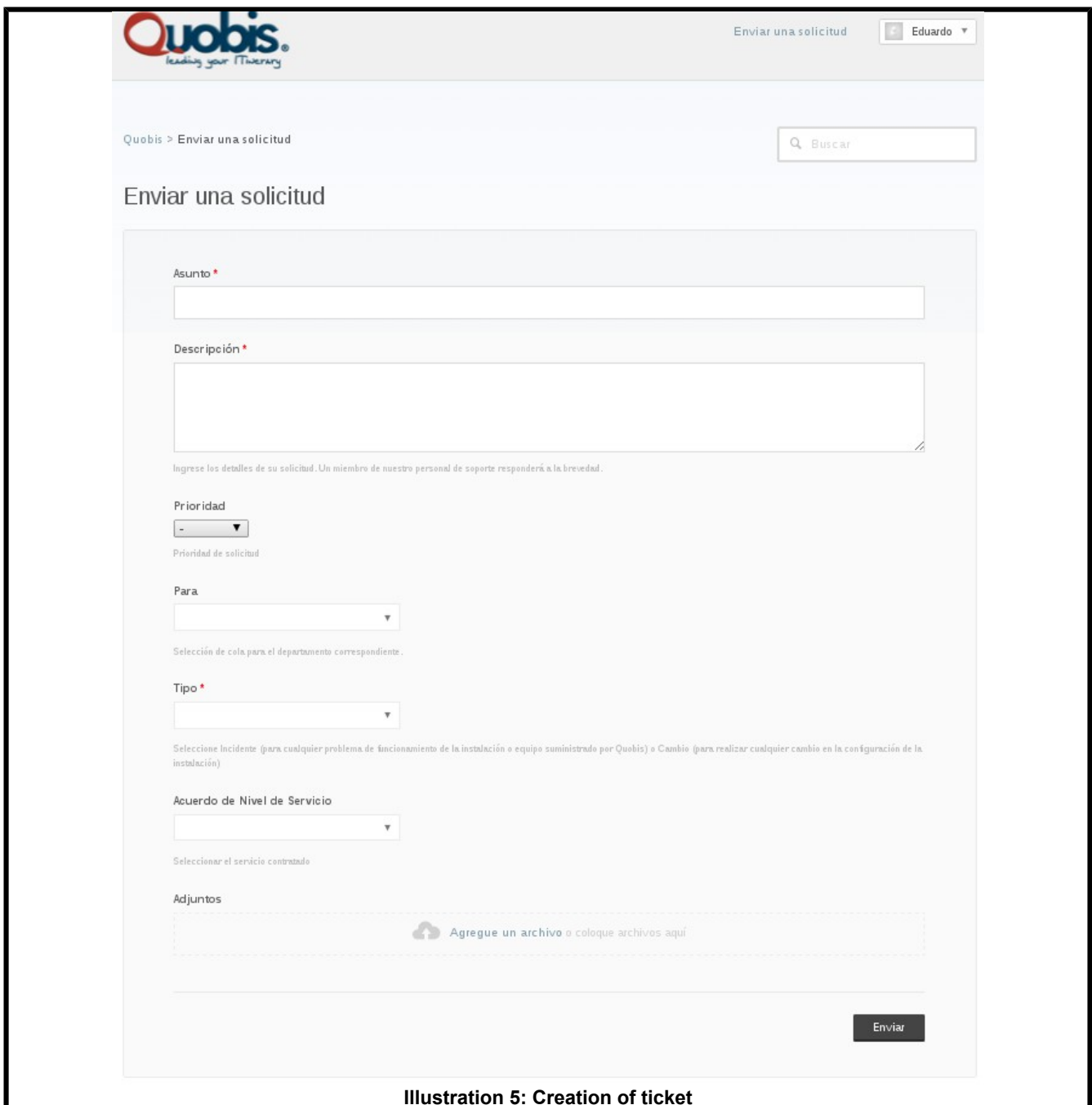
**Illustration 4: My activities**

- **Filter requests:** paragraph 6.
- **My requests:** paragraph 4.
- **Send requests:** paragraph 3.
- **Requests with copy:** paragraph 3.

|           |                    |       |          |
|-----------|--------------------|-------|----------|
| Document: | Technical Document |       |          |
| Title:    | User Manual        |       |          |
| Version   | 0.1                | Date: | 30/10/13 |
| Author    | Eduardo Alonso     |       |          |

### 3.- Creation of Tickets

The main action performed by the customer is the opening of tickets related with incidents and breakdowns of equipment. For this, the user will access to the screen shown in the previous illustration, the user will have to select the option "Send a request". When the customer detect some incident or breakdown in the equipment supplied by Quobis, the user must access to the option commented previously. When the user performs this action, the user will be able to see the following screen:



The screenshot shows the 'Enviar una solicitud' form in the Quobis user interface. At the top, there is a search bar and a user profile dropdown for 'Eduardo'. The form title is 'Enviar una solicitud'. The main form area contains several sections:

- Asunto \***: A text input field for the subject of the request.
- Descripción \***: A larger text area for describing the issue.
- Prioridad**: A dropdown menu for selecting the priority of the request.
- Para**: A dropdown menu for selecting the department.
- Tipo \***: A dropdown menu for selecting the type of request (Incidente or Cambio).
- Acuerdo de Nivel de Servicio**: A dropdown menu for selecting the service level agreement.
- Adjuntos**: A section for uploading files, with a dashed box and the text 'Agregue un archivo o coloque archivos aquí'.

An 'Enviar' button is located at the bottom right of the form.

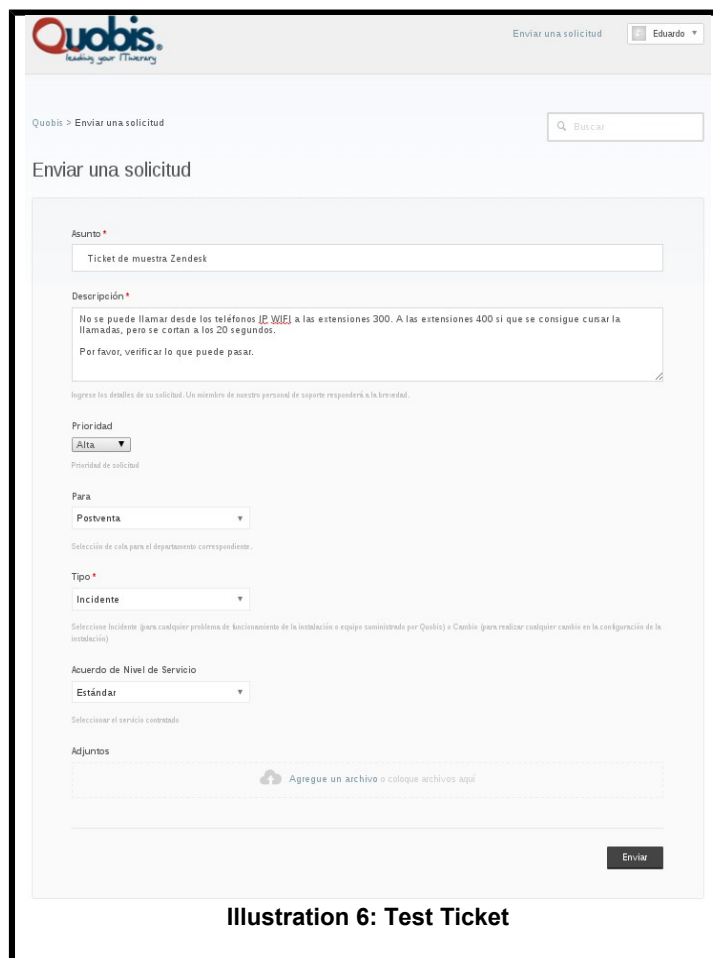
Illustration 5: Creation of ticket

|           |                    |       |          |
|-----------|--------------------|-------|----------|
| Document: | Technical Document |       |          |
| Title:    | User Manual        |       |          |
| Version   | 0.1                | Date: | 30/10/13 |
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When the user create a ticket, the user must complete the following fields:

- **Type:** Select Incident (problems with operation or installation of equipment supplied by Quobis) or Change (change the configuration of the installation).
- **To:** Select the queue of department.
- **Service:** Select the kind of contract.
- **SLA (Service Level Agreement):** Select the kind of SLA contracted.
- **Subject:** Title about incident or change.
- **Description:** Brief description about the incident or change requested.
- **Attach:** Select a file if you want to attach screenshots or logs that they can help to solve the incident. It is not necessary to attach a file to create the ticket, it is a additional parameter.
- **Priority:** Select a value between low, normal, high and urgent according to urgency of the incident or change.

When the user had completed these fields, the user will have to press the button "Send". Below, you can see an example of a ticket:



The screenshot shows the 'Enviar una solicitud' form in the Quobis system. The form is titled 'Enviar una solicitud' and includes a search bar. The main form area contains the following fields:

- Asunto \***: Ticket de muestra Zendesk
- Descripción \***: No se puede llamar desde los teléfonos [E.WOE] a las extensiones 300. A las extensiones 400 si que se consigue cusar la llamadas, pero se cortan a los 20 segundos. Por favor, verificar lo que puede pasar.
- Prioridad**: Alta
- Para**: Postventa
- Tipo \***: Incidente
- Acuerdo de Nivel de Servicio**: Estándar
- Adjuntos**: Agregar un archivo o coloque archivos aquí

An 'Enviar' button is located at the bottom right of the form.

Illustration 6: Test Ticket

|           |                    |       |          |
|-----------|--------------------|-------|----------|
| Document: | Technical Document |       |          |
| Title:    | User Manual        |       |          |
| Version   | 0.1                | Date: | 30/10/13 |
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When the ticket had been created, the user will see the following screen:

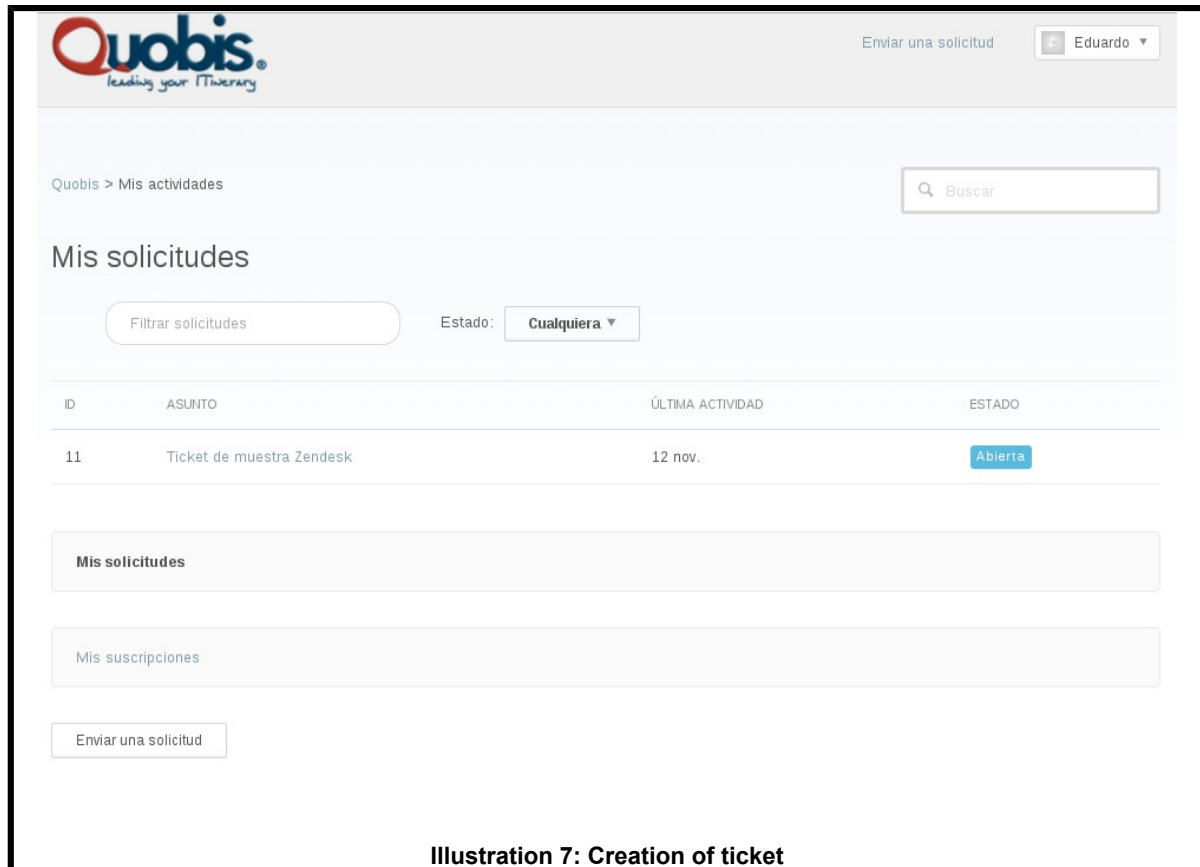


Illustration 7: Creation of ticket

## 4.- Management of tickets

The user will have to press "My requests" to see the evolution about the ticket in the main page. When the user had pressed over this link, the customer will be able to filter the incidents between the following status: any, open, answered and solved: the option any shows the list of tickets with any status, the option open shows the list of tickets not solved and not answered and the option solved shows the list of tickets that had been solved. In the following example, the customer has created a ticket that hadn't been solved, the user will be able to see it in All and Open. The default screen that appears after the creation of a ticket is Open status (illustration 7). The user also will be able to filter the tickets by text included in the description or subject field. The user also can filter by technician assigned.

The fields displayed for each ticket in My Tickets are:

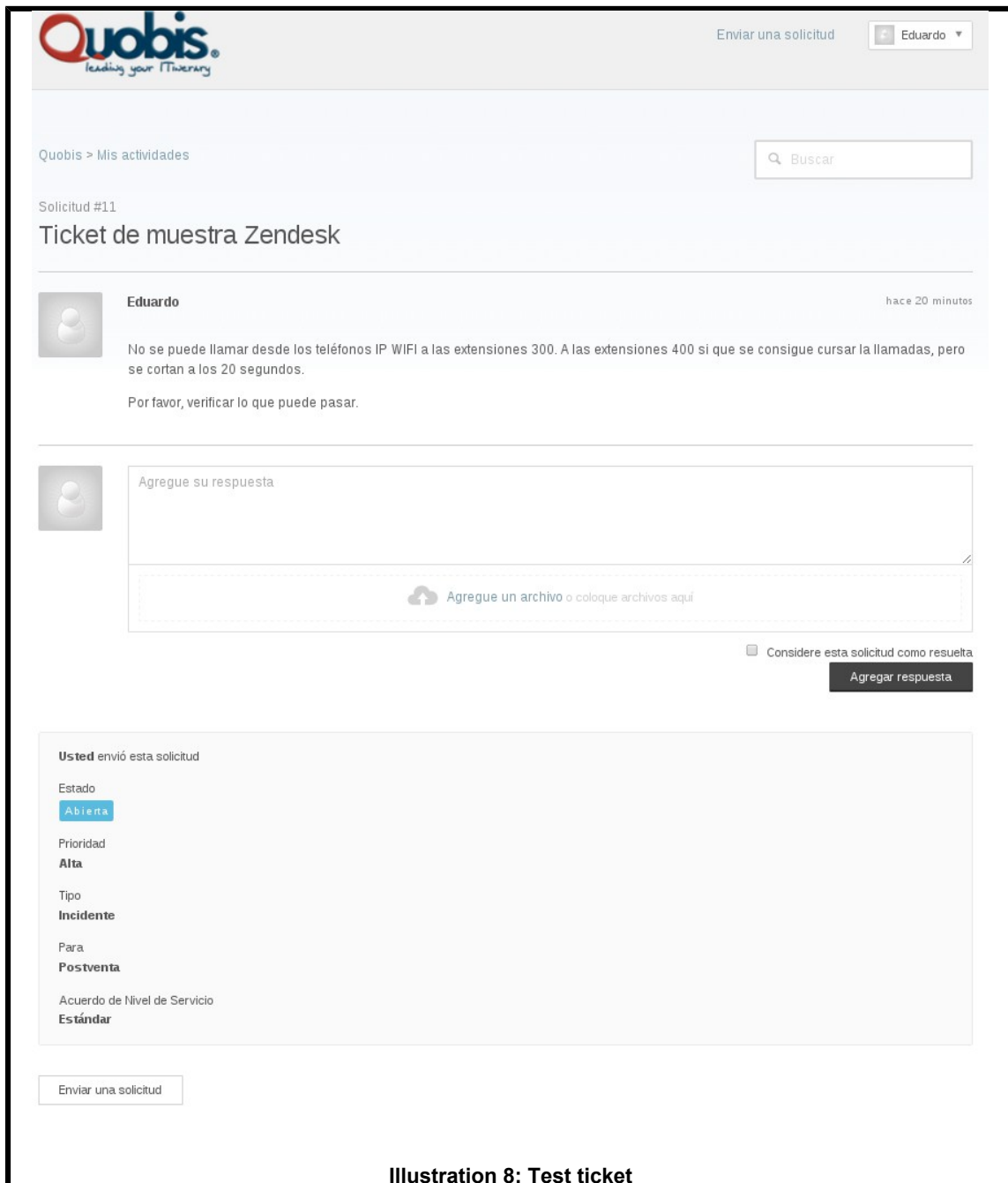
- **Number of ticket:** number of the ticket.
- **Subject:** title of the ticket.



|           |                           |       |          |
|-----------|---------------------------|-------|----------|
| Document: | <b>Technical Document</b> |       |          |
| Title:    | <b>User Manual</b>        |       |          |
| Version   | 0.1                       | Date: | 30/10/13 |
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- **Last activity:** Last update with information of status or comments.
- **Status:**
  - **Open:** The ticket has not assigned to none technician.
  - **Answered:** The ticket was assigned to a technician and this technician is working on it. It is possible that the technician requests some information to keep on working in this incident or change. If this ticket is not answered, it will be closed automatically after 3 days.
  - **Solved:** The ticket is closed.

Below, a test ticket is shown:




Quobis Enviar una solicitud Eduardo ▾

Quobis > Mis actividades Buscar

Solicitud #11

### Ticket de muestra Zendesk

---




**Eduardo**

hace 20 minutos


No se puede llamar desde los teléfonos IP WIFI a las extensiones 300. A las extensiones 400 si que se consigue cursar la llamadas, pero se cortan a los 20 segundos.

Por favor, verificar lo que puede pasar.

---



Agregue su respuesta

 Agregue un archivo o coloque archivos aquí

Considere esta solicitud como resuelta

**Agregar respuesta**

---

**Usted** envió esta solicitud

Estado  
**Abierta**

Prioridad  
**Alta**

Tipo  
**Incidente**

Para  
**Postventa**

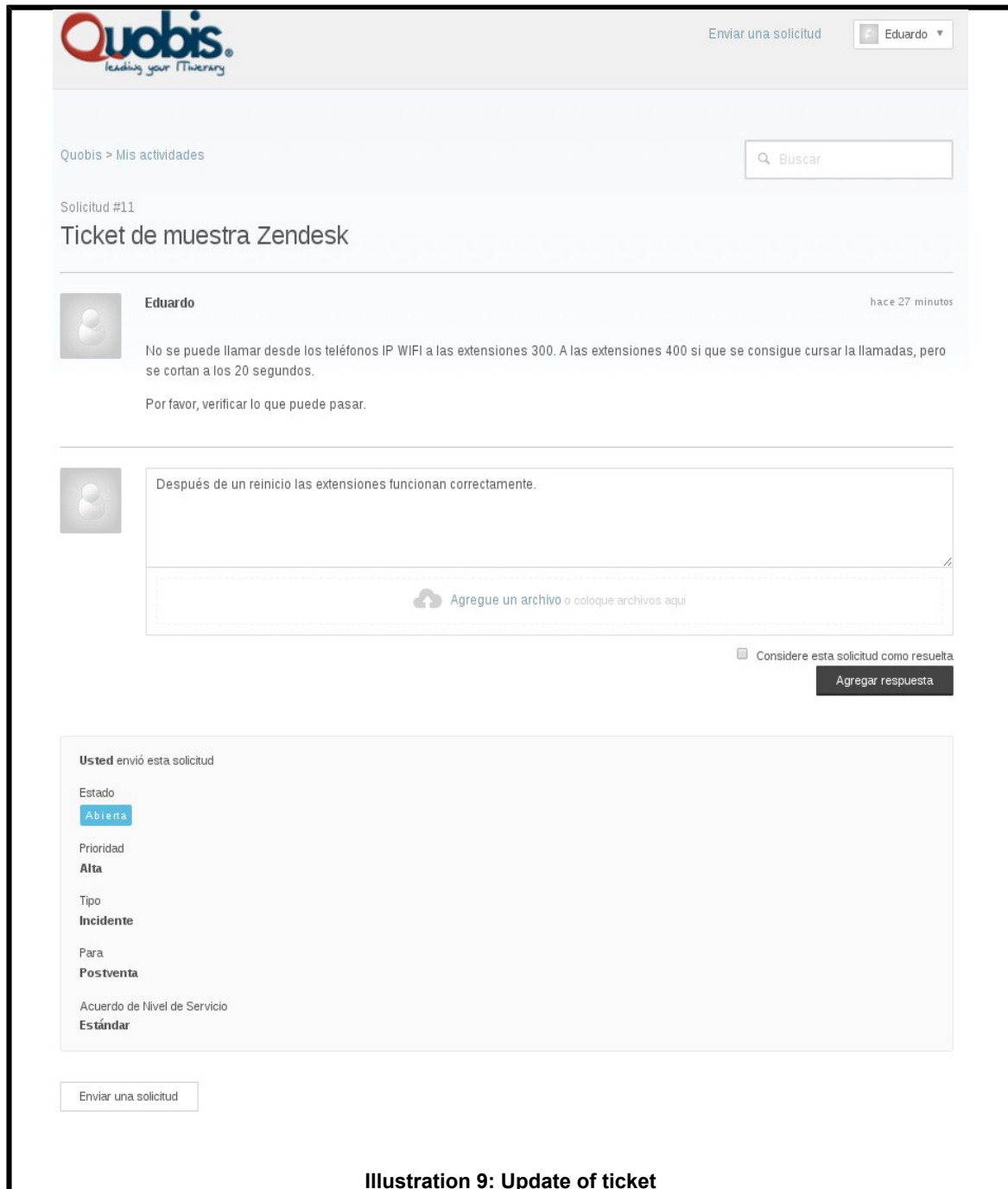
Acuerdo de Nivel de Servicio  
**Estándar**

[Enviar una solicitud](#)

**Illustration 8: Test ticket**

|           |                           |       |          |
|-----------|---------------------------|-------|----------|
| Document: | <b>Technical Document</b> |       |          |
| Title:    | <b>User Manual</b>        |       |          |
| Version   | 0.1                       | Date: | 30/10/13 |
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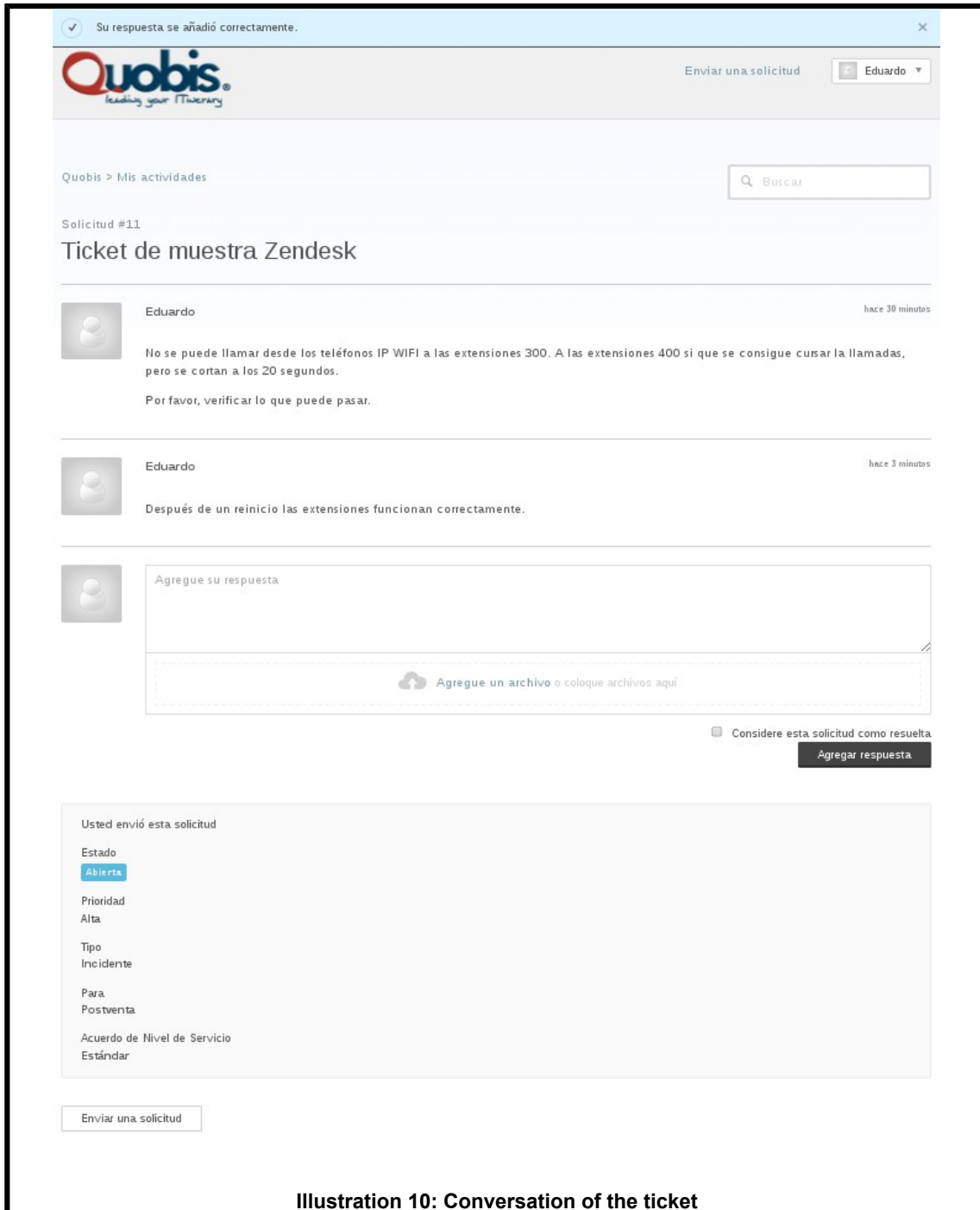
The evolution of the incident can be seen in the following page. If the user want to attach information, add a comment or respond to an agent, the user will have to write the comment in the window "Add your response". The user also can attach files if it is necessary. Finally, the user will click in the button "Add response". This is shown in the following image:



**Illustration 9: Update of ticket**

When the user has clicked the button "Send", the comment will be displayed when opening the ticket, where all the comments will appear (agent and customer), as seen in the following image:

|           |                    |       |          |
|-----------|--------------------|-------|----------|
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Su respuesta se añadió correctamente.

Quobis leading your ITinerary Enviar una solicitud Eduardo

Quobis > Mis actividades

Solicitud #11  
Ticket de muestra Zendesk

**Eduardo** hace 30 minutos  
No se puede llamar desde los teléfonos IP WIFI a las extensiones 300. A las extensiones 400 si que se consigue cursar la llamadas, pero se cortan a los 20 segundos.  
Por favor, verificar lo que puede pasar.

**Eduardo** hace 3 minutos  
Después de un reinicio las extensiones funcionan correctamente.

Agregue su respuesta

Considere esta solicitud como resuelta **Agregar respuesta**

Usted envió esta solicitud

Estado: **Abierta**

Prioridad: Alta

Tipo: Incidente

Para: Postventa

Acuerdo de Nivel de Servicio: Estándar

Enviar una solicitud

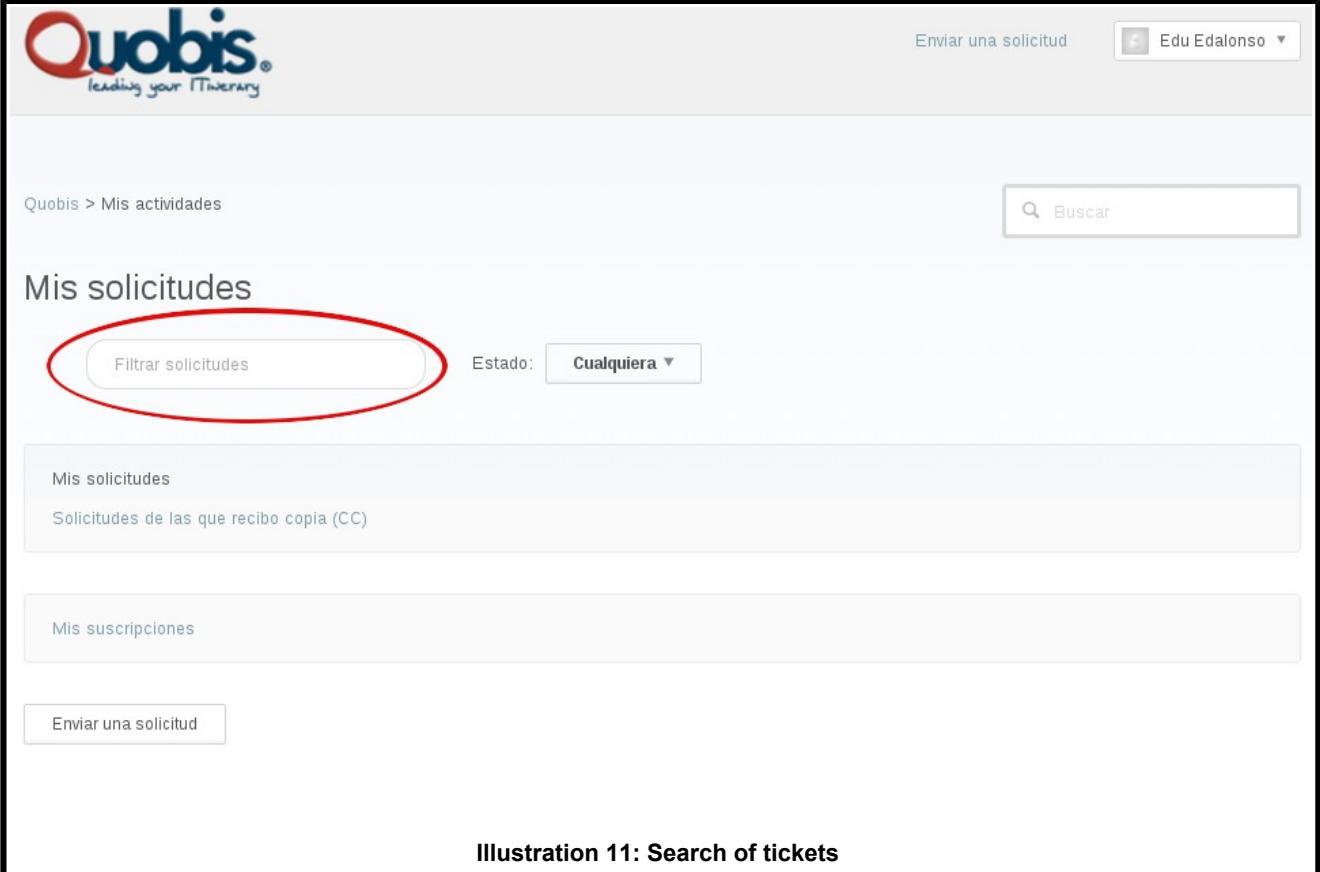
**Illustration 10: Conversation of the ticket**

Finally, the user will have to click user name to logout. The user will be able to see a displayed on the top of the page with the option "Exit".

|           |                    |       |          |
|-----------|--------------------|-------|----------|
| Document: | Technical Document |       |          |
| Title:    | User Manual        |       |          |
| Version   | 0.1                | Date: | 30/10/13 |
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## 5.- Search tickets

This tool is used to search a ticket easily. The user will have to introduce the text of ticket that it is necessary to search.



The screenshot shows the Quobis user interface. At the top left is the Quobis logo with the tagline "leading your ITinerary". To the right, there is a link "Enviar una solicitud" and a user profile dropdown for "Edu Edalonso". Below the logo, the breadcrumb "Quobis > Mis actividades" is visible. A search bar with a magnifying glass icon and the text "Buscar" is located in the top right. The main heading is "Mis solicitudes". Below this heading, there is a filter button labeled "Filtrar solicitudes" which is circled in red. To its right is a dropdown menu for "Estado:" with the selected option "Cualquiera". Below the filter and dropdown, there are three sections: "Mis solicitudes" (containing "Solicitudes de las que recibo copia (CC)"), "Mis suscripciones", and a button "Enviar una solicitud".

Illustration 11: Search of tickets

|           |                    |       |          |
|-----------|--------------------|-------|----------|
| Document: | Technical Document |       |          |
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## 6.- Edit profile

Some basic preferences about the user profile will be selected in this section. The customer can use the option "Edit profile" to modify the name, the avatar, the telephone and the time zone:

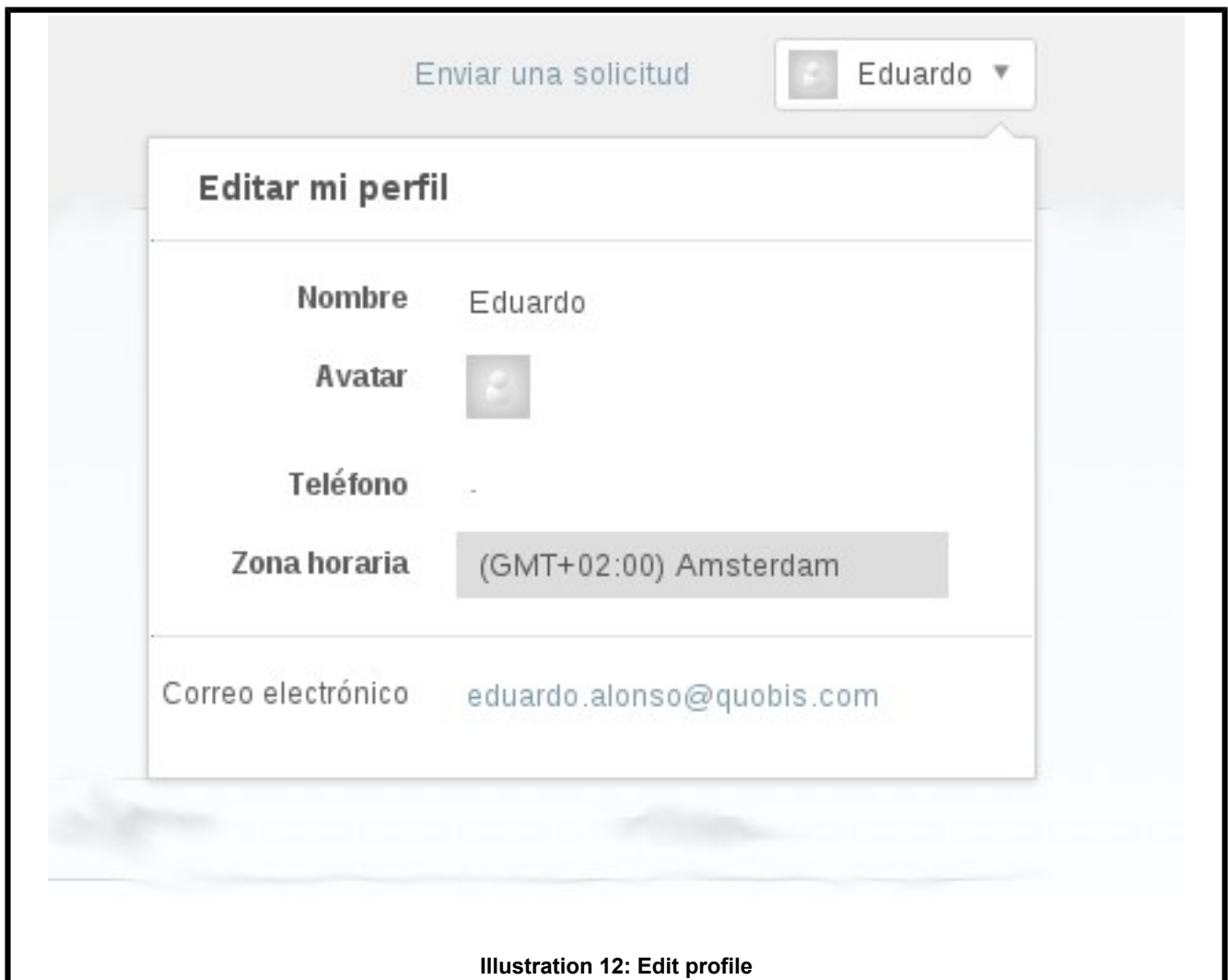


Illustration 12: Edit profile

- **Name:** this field let change the user name.
- **Avatar:** this option let add an image that identify to user.
- **Telephone:** this field let change the telephone of user.
- **Time zone:** this option let adapt the time zone to create and solve tickets for each user.



|           |                           |       |          |
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## 7.- Tickets by email

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The second method used for opening tickets is performed using the email. The customer will have to send an email to the following email address: [support@quobissupport.zendesk.com](mailto:support@quobissupport.zendesk.com)

When the customer send an email to the email address indicated, a ticket will be created automatically. This ticket will be assigned to a technician. If this user is not exist in our platform, two alternatives will occur:

- The email of the customer is not accepted by the support platform, so the ticket will be deleted and any technician won't process this request.
- The user will receive via email the instructions to create the user in our platform. So, the user will be able to create a ticket with information about the incident or change.