Logging a Support Request with Ubisense Product Support

Version: 1.0

Quick start for registered users...

Access your Portal

- Go to *https://ubisense.atlassian.net/servicedesk* and log in. Click the link for your dedicated portal.

Log an Issue

1. Click one of :

   - *Production Incident* – for situations where the **production system** is down or severely limited

   - *Problem Report* – to report incorrect or unexpected behavior

   - *Service Request* – for general questions about the system

2. Add a summary and longer description. Click **Send**.

Review an Issue

The number of open issues is shown to the left of the **Requests** button.

1. Click **Requests** to view a list of your issues.

2. Click the reference of an issue to display its details.

3. Click in the **Add a comment** box to enter additional information.

How to Raise Ubisense Support Tickets

Use this guide to learn how to:

- Register to access to your Ubisense Support Portal

- Create and update support tickets

Ubisense uses Jira Service Management to manage support tickets. If you have a suitable support contract, you will have a dedicated 'Support Portal' in Jira to use when logging a support ticket.

From your Support Portal, you can create support requests and view current and previous requests you or your colleagues created. You can respond to questions and instructions from Ubisense Product Support, provide additional information at any time through the portal, and check on the status of your issues. You can also use the portal to update personal details such as your display name and password.

Only users who have registered to use the site can log in to submit issues and receive support. There is no limit to the number of users who can be registered.

> ℹ Always use your dedicated support portal to manage support requests. Do not email individual support agents directly. They can only respond to issues logged in Jira.

Registering for Support

To register for support, you must:

1. Create an account on Jira Service Management.

2. Request access to your support portal.

Signing up to Jira Service Management

If you haven't logged in to Jira before:

1. Go to *https://ubisense.atlassian.net/servicedesk*.

2. In the dialog, enter your email and click **Next**. Then click **Sign up with password**.
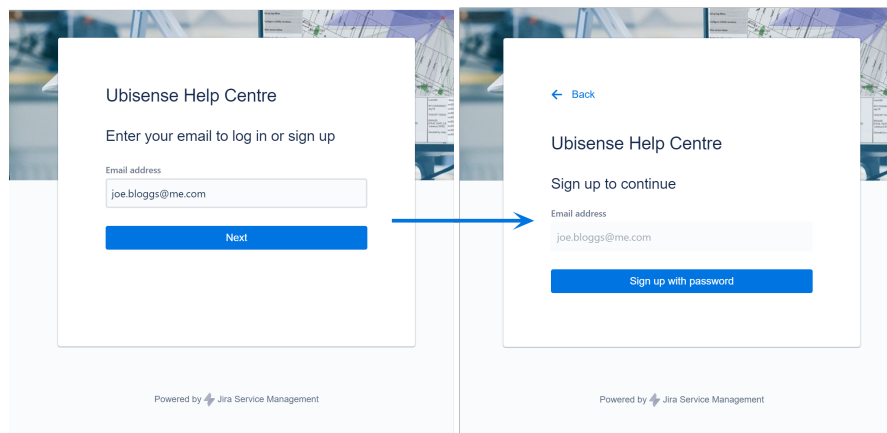
3. Ubisense Support Center (jira@ubsiense.atlassian.net) will send a confirmation email. Click the **Sign up** button.
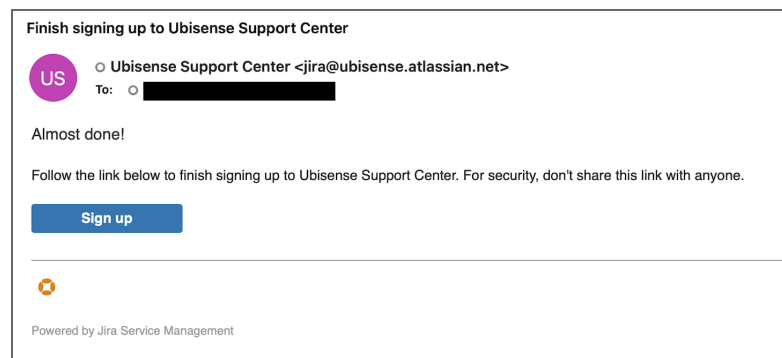
4. Jira opens in your browser and you are asked to set a password.

   You can now use your email and this password to log in into Jira.

If you already have a Jira account:

- Go to *https://ubisense.atlassian.net/servicedesk* and log in with your existing credentials.

Requesting Access to Your Support Portal

1. Go to *https://ubisense.atlassian.net/servicedesk* which immediately opens a login page.

2. Log in using your email and password and the default Ubisense Support portal displays.
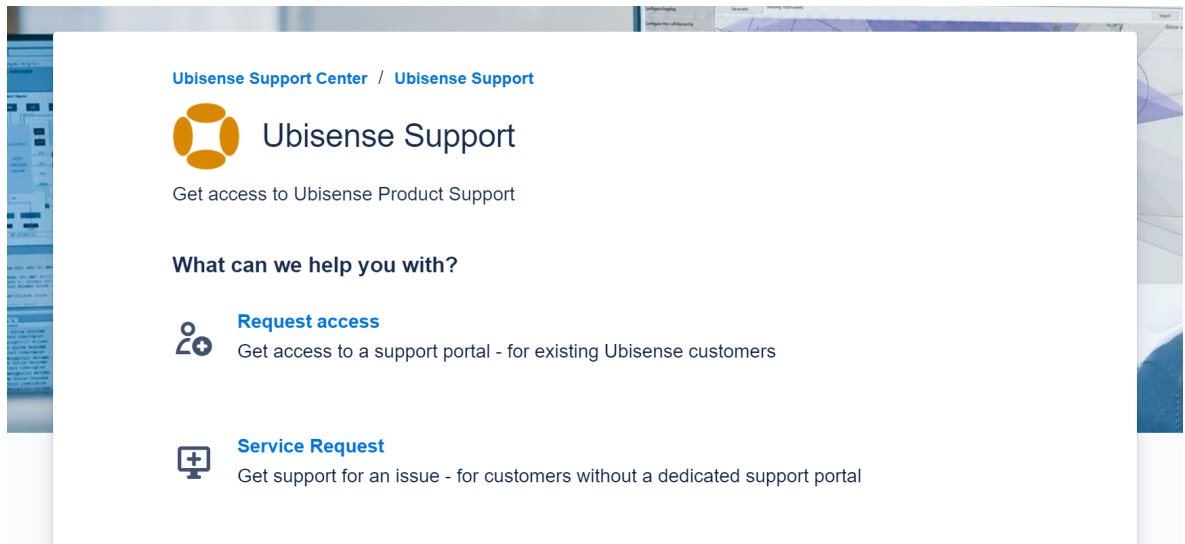
3. Click **Request access**.

4. You must now enter details to identify yourself and to indicate which support portal you need access to.

Ubisense needs to know your company's name, your division (if relevant), and your reason for requesting access. Ubisense needs this information to ensure that only genuine users are granted access and may request additional identifying information if needed. When your details have been checked, you will receive an email from Jira to confirm access has been enabled.

Requesting Access for Other Users

As a registered user, you can request access to the portal on behalf of your colleagues. Send Ubisense the names and email addresses of the people who need access. If they do not have Jira

account, they will be sent an invitation to sign up (described in *Signing up to Jira Service Management*).

Using your Support Portal

Opening the Support Portal

To access your support portal, go to *https://ubisense.atlassian.net/servicedesk* and log in. You will see links to:

- The general Ubisense Support portal
- Your dedicated support portal

For example, the screen shot below shows links to Ubisense Support and an example company, "SUPA":
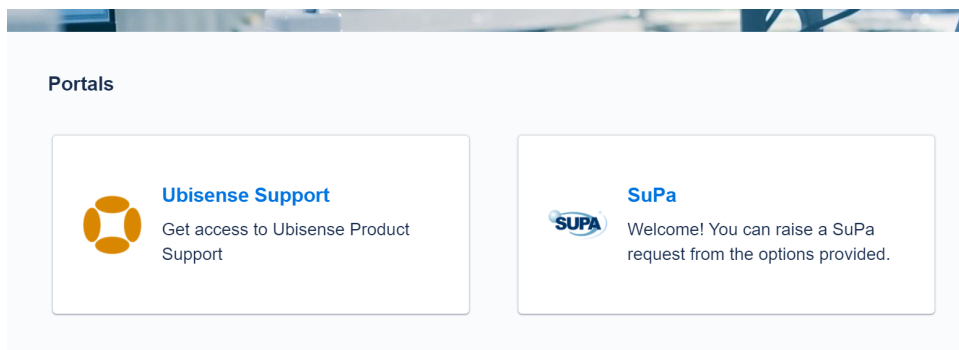
Click the link to open your support portal. You will see a page like the one for SUPA, below.
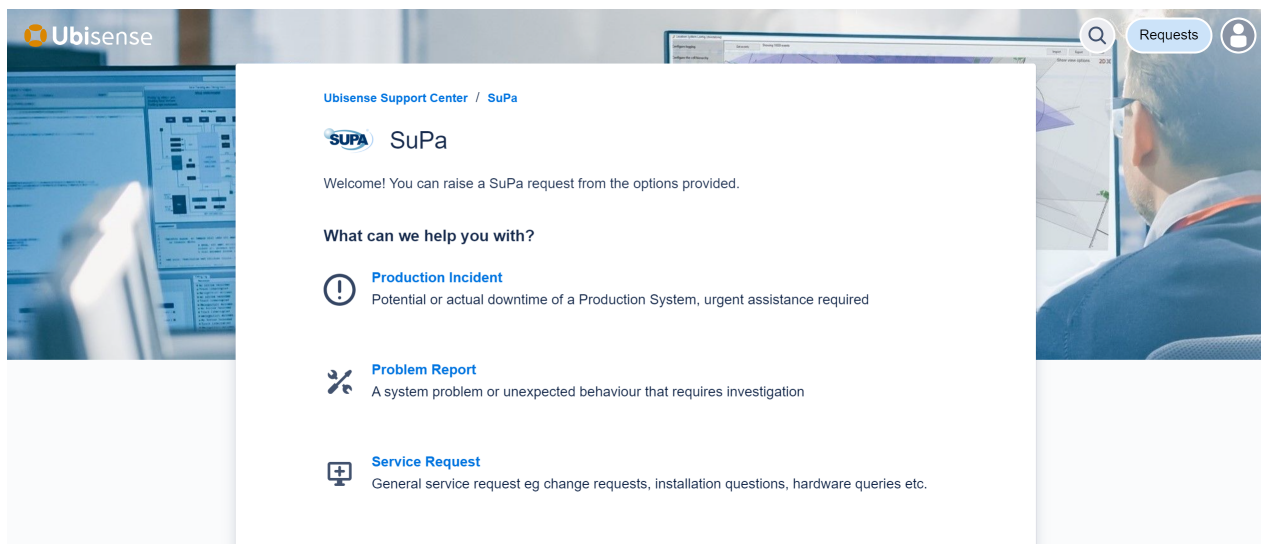
You can bookmark this page to access it directly in future.

Creating a Support Request

To report a new issue and create a support request, click one of three links as appropriate:

- *Production Incident* – for situations where the ***production system*** is down or severely limited

- *Problem Report* – to report incorrect or unexpected behavior

- *Service Request* – for general questions about the system

For example, to create a Problem Report, click the **Problem Report** link to open a form where you can provide details of the problem.

Provide a one-line Summary of the issue and add other details in the Description.

As you type into the Description field it will expand. You can use the formatting tools to add such things as bullet points, tables, links and highlighted text boxes. For unformatted text, such as log or console text, you can insert a plain text box using the '<>' format option.
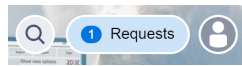
You can also attach screen shots and other files by dragging them into the attachments box.

You can give the issue a priority. Once set, you cannot change this.

When you have entered all the details, click **Send**.

Reviewing and Updating Issues

From the Support Portal, click **Requests** (in the top right-hand corner):

 The number to the left of **Requests** is the number of open issues.

When you click **Requests**, a list of issues displays:

When you open the list, it shows all currently open issues that you reported. You can change what you see listed using the filters described below.

For each issue, the following information is shown:

- Type – an icon reflecting whether the issue is a Production Incident, Problem Report or Service Request

- Reference – this is the issue ID or ticket number in Jira

- Summary – the one line entry when the issue was created

- Status – starts with *Open* and progresses through different values until the issue is *Resolved*

- Requester – the display name of the user who created the issue

- Priority – the priority that the issue was created with. After creation, priority can only be changed by Ubisense Product Support

At the top of the page are three menus to filter issues: by Status, name of the user who created the case, and Request type.

To see more information or add more details to an issue, click the reference to open the issue's details. For example, clicking **SUPA-3** in our example, displays:
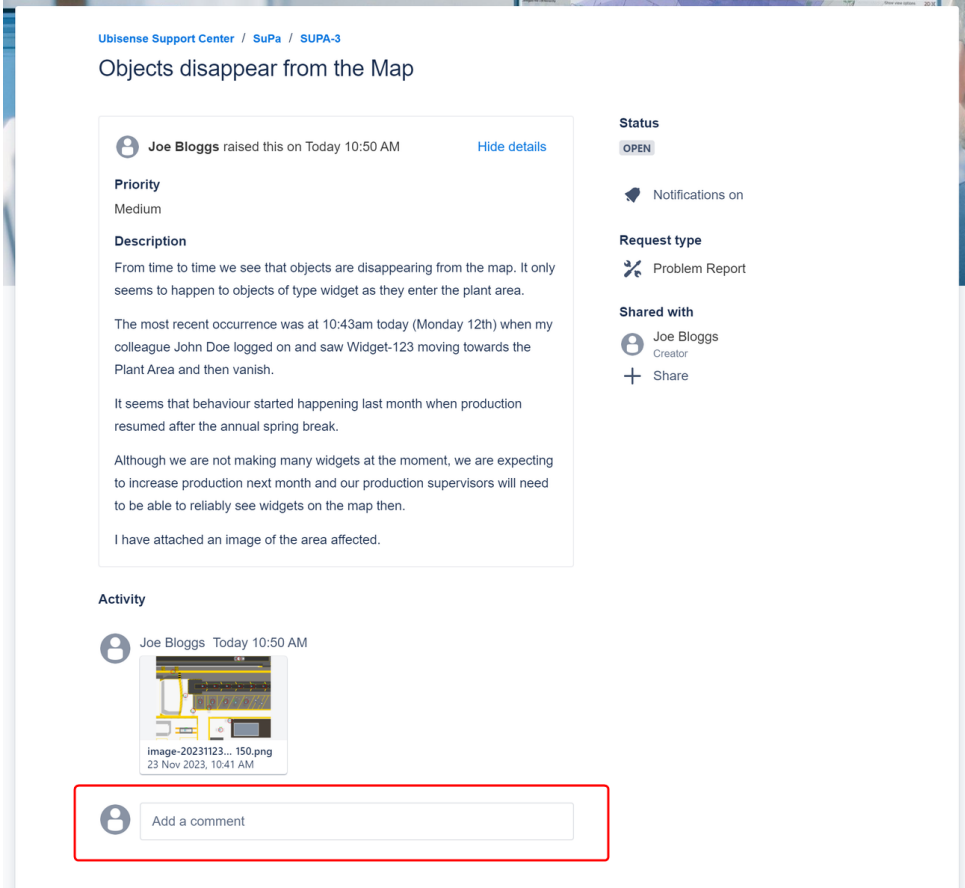
To add more information or attachments, click in the **Add a comment** box and start typing.

Sharing Issues with Colleagues

You can share an issue with colleagues so they can get notifications and contribute more information. Open an issue and click **+ Share**.
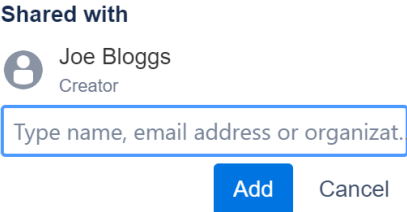
Enter the name or email address of specific colleagues into the text box. You can also type in the name of your organization to share with all your colleagues.

As you type, the system will offer suggestions to complete the name. Auto-completion will only work for other users who are in the same organization as you. (An organization is a set of users who belong to the same company or department. They are created and managed by Ubisense Product Support.)

Click **Add** to save the emails you added. When you add colleagues to an issue, a notification is sent to them.

Receiving Notifications

Notifications are emailed:

- Any time a support agent updates a support issue

- When an issue is resolved

Notifications are sent to:

- The user who reported the issue

- Users with whom the issue is shared

If the issue is shared with an organization, then all members of the organization are notified.

Notifications are also sent to users when an issue is first shared with them.

Notifications come from *jira@ubisense.atlassian.net* with the support agent's name displayed. The agent's own email address is never used.

Automatic Closure Policy

Issues are not permitted to remain open forever. When an agent makes a comment including a suggestion or request for more information, the status of the issue becomes 'Waiting for Customer'. If you do not respond within 21 days of this status being applied, the issue will be closed.

Requesting Support by Email

Ubisense recommends you always log in to your support portal to raise and manage support tickets. However, there may be times when you cannot do this. If your account manager has provided you with an email address to send requests for support, you can work this way instead of using the portal.

The email address you use takes the form:

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<project code>@ubisense.atlassian.net
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The project code is used to identify your portal and is used as the prefix of your issue references. For example, if your project code were SUPA, support tickets will have a reference such as SUPA-3, and, where email support is enabled, you can report an issue by sending an email to supa@ubisense.atlassian.net.

It is better to use your support portal because:

- There are often problems with email attachments.
- There can be problems with the way mail servers recognize junk email.
- Support by email often turns into long trails of text rather than a series of updates.

Opening a Support Ticket by Email

You can only log Problem Reports by email. To report Production Incidents or raise general Service Requests, you must log on to the portal.

To open a new Problem Report, send an email to your support email (e.g. supa@ubisense.atlassian.net). The subject of the email you send becomes the summary of the issue, and the content of the email becomes the description.

If you open a case using email, you can access it later using your portal (see *Reviewing and Updating Issues*).

Updating a Support Ticket by Email

To update a ticket, send an email to your support email (e.g. supa@ubisense.atlassian.net).

You must put the reference of the issue (e.g. SUPA-3) at the start of the email's subject.