Helpdesk Guidelines for Support Ticket Submission

Version: 1.0 (2020)

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1. Introduction

The main goal of this instruction document is to help the users of Cyberlogic e-Tourism Platform to report an issue, ask a question, request for clarifications or assistance regarding Cyberlogic software to the company's Helpdesk.

All reported issues are called "Support Tickets" and they have the form of a conversation thread, where clarifications may be requested before a solution / response is provided from the Helpdesk agents.
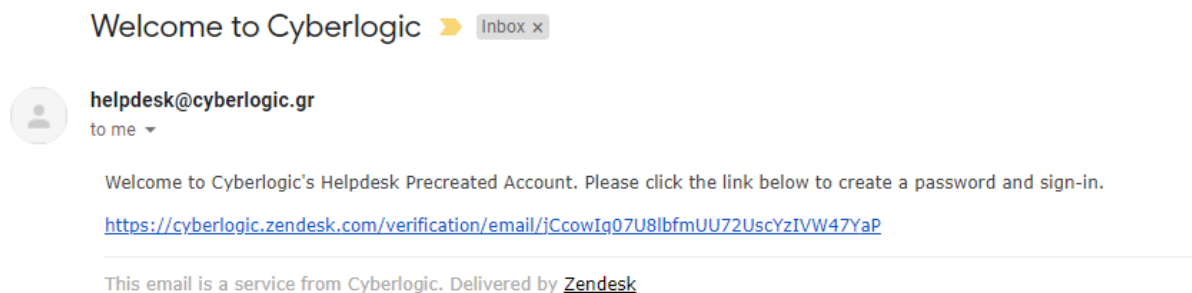
Each support ticket receives a Ticket Id created which is used as a reference for each topic between the two parts (client users and Cyberlogic Helpdesk).

There are two possible ways to create a Helpdesk Support Ticket, shown hereafter:

1. Create a Support Ticket automatically by sending an Email to helpdesk@cyberlogic.gr
2. Create a Support Ticket directly via Cyberlogic's Support Portal

2. Submit a Support Ticket to Helpdesk by Email

The easiest way to create a support ticket would be by sending an Email to helpdesk@cyberlogic.gr, which will create automatically a Helpdesk Ticket. If this is the first time Helpdesk is receiving a ticket from the sender email, a Helpdesk agent will make sure to create an account for this new user.

Welcome to Cyberlogic 📩 Inbox ✕

👤 **helpdesk@cyberlogic.gr**
to me ▾

Welcome to Cyberlogic's Helpdesk Precreated Account. Please click the link below to create a password and sign-in.

https://cyberlogic.zendesk.com/verification/email/jCcowIq07U8lbfmUU72UscYzIVW47YaP

This email is a service from Cyberlogic. Delivered by Zendesk

As soon as an account has been created for a user, he/she will receive a link to create a password and sign-in to Helpdesk Portal directly; The password needs to be at least 5 characters and different from the email address.

From now on, the user can log in into Helpdesk Portal to create new tickets or overview the status of the existing ones requested by him/her. However, the procedure is still considered valid even if the user keeps sending all his requests by email to heldpesk@cyberlogic.gr (it is not obligatory to log in into the Helpdesk Portal).

In order to consider a ticket request as valid, the following conditions are required:

1. **Subject**: make sure the Subject describes the issue / question to be submitted

2. **Description**: A detailed description of the issue / question submitted, including information like

     i. What exactly is the issue / question?

     ii. When is it encountered?

     iii. The exact procedure followed / a scenario for the Helpdesk agents to check and reproduce the issue, or a path leading to the application form where the issue occurs.

     iv. Detailed Example(s)

     v. Any further information that might be helpful for full understanding of the subject.

3. **Attachments**: the user should attach screenshots of the procedure followed, the error encountered, or any other information that can assist the Helpdesk understand the issue and reproduce it faster. If any screenshots are attached, they should be large enough to include the whole screen (including the version of the application if possible), with clear resolution. Furthermore, the user can attach any files that can be used for the reproduction of the issue, such as an import file, an xml request /response, a document, etc. The maximum size of the

files via email, are usually max 10MB per file; if the attachment cannot be sent via email, the users can also compress the files, or send via 3rd party applications (wetransfer, dropbox, etc). For instructions on how to create screenshots, please see the respective paragraph in this document.

In General, the ticket request should be as detailed as possible to allow the Helpdesk agents to check the issue/task sufficiently, otherwise further delay may occur due to asking for clarifications from the requester/user.

Support tickets that do not satisfy any of the above conditions will be rejected by the helpdesk.

YouTube link of a sample submission of a Support ticket by Email: https://youtu.be/JXEe9zNG2Bg

3. Submit a Support Ticket via Helpdesk Portal

1. The users can reach the Helpdesk Portal directly from the link: https://cyberlogic.zendesk.com or via Cyberlogic's Website: https://www.cyberlogic.gr/en/home/ at Support Menu > Cyberlogic Helpdesk (see below)

Cyberlogic e-Tourism Platform

2. Sign in to Cyberlogic Helpdesk Portal by using the user credentials (remember the user account is created by the Helpdesk Agents; you should receive one email with a link to follow and create a password for your account once it is created, please check the previous paragraph).

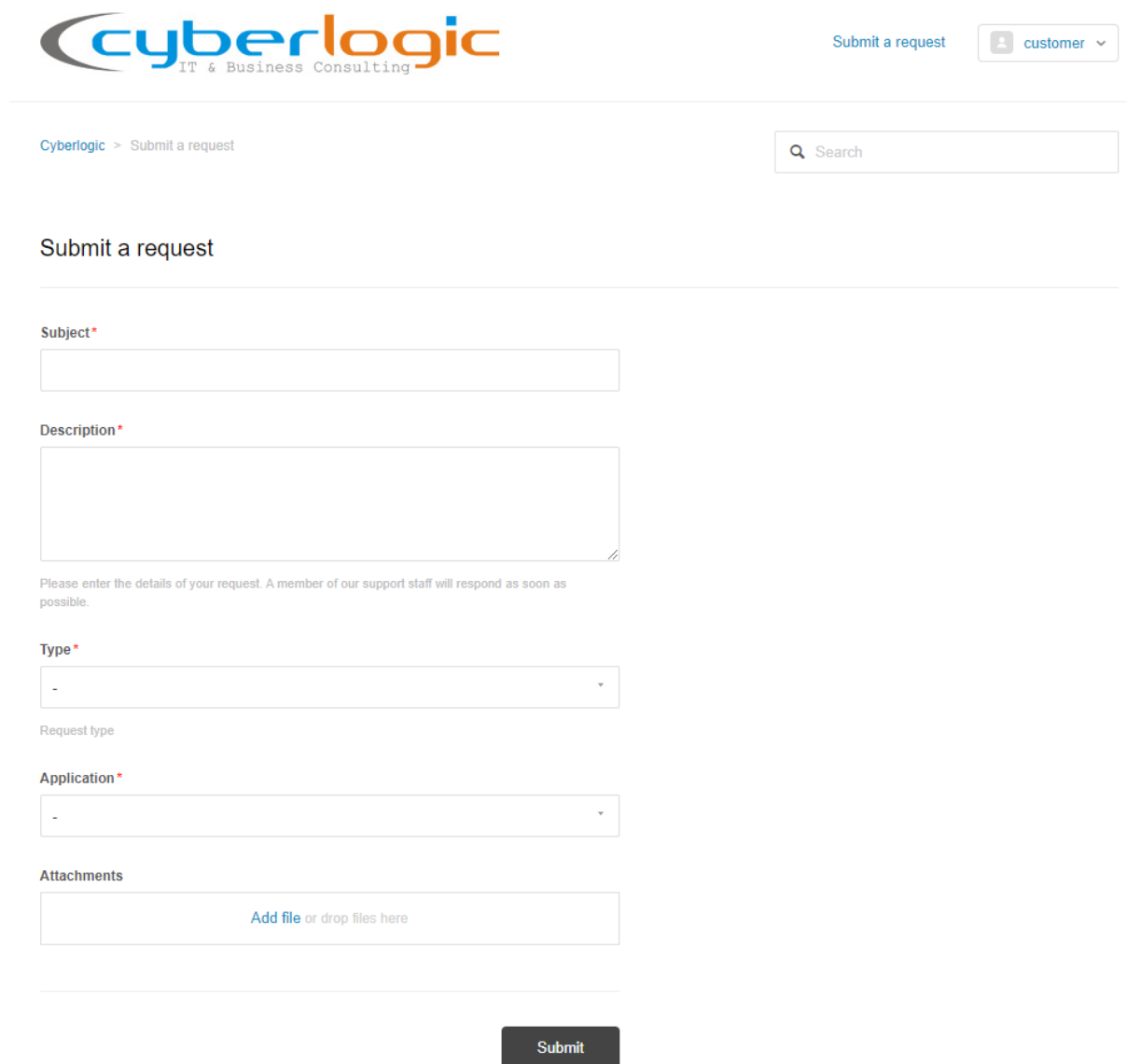3. Click on "Submit a request" to create a new ticket request:

4. Please fill in the below form:

- **Subject**: make sure the Subject describes fully the issue / question to be submitted

- **Description**: A detailed description of the issue / question submitted, including information like

  ➢ What exactly is the issue / question?

  ➢ When is it encountered?

  ➢ the exact procedure followed / a scenario for the Helpdesk agents to check and reproduce the issue, or a path leading to the form that regards the issue.

  ➢ Detailed Example(s)

  ➢ Any further information that might be helpful for full understanding of the subject.

- **Type**: the user can select from a dropdown list of options the nature of the request

  ➢ Question: a question or clarification on functions of the system

  ➢ Incident: an incident/issue that needs to be examined; normally this is an issue that is encountered under certain conditions

  ➢ Problem: an issue that needs to be solved because it is causing obstacles to everyday work

  ➢ Task: a development or specific action requested

- **Application**: the category of the subject chosen for a list of available options (Contracts, Excursions, Transfers, Reports, Invoicing, etc)

- **Attachments**: the user should attach screenshots of the procedure followed, the error encountered, or any other information that can assist the Helpdesk understand the issue and reproduce it faster. If any screenshots are attached, they should be large enough to include the whole screen (including the version of the application if possible), with clear resolution. Furthermore, the user can attach any files that can be used for the reproduction of the issue, such as an import file, an xml request /response, a document, etc. The maximum size of the files is enough for most cases (more than 15MB per file), but if the attachment cannot be sent via the Helpdesk platform, the users can also compress the files, or send via 3rd party applications (wetransfer, dropbox, etc). For instructions on how to create screenshots, please see the respective paragraph in this document.

In General, the ticket request should be as detailed as possible to allow the Helpdesk agents to check the issue/task easily, otherwise further delay may occur due to asking for clarifications from the requester/user.

When ready, please click on Submit and wait until the request is sent.

YouTube link of a sample submission of a Support ticket via Helpdesk Portal: https://youtu.be/zHpyBN63Wi8

## 4. Instructions on how to create screenshots on Windows

There are pre-installed applications in Microsoft Windows Operational System to help the users easily create screenshots, including "Snipping Tool", "Snip & Sketch" and Print Screen option (which exists in all keyboards). In detail:

Snipping Tool

Click on the Windows button on the taskbar of your desktop, and type "snip" to view the available options on your computer:
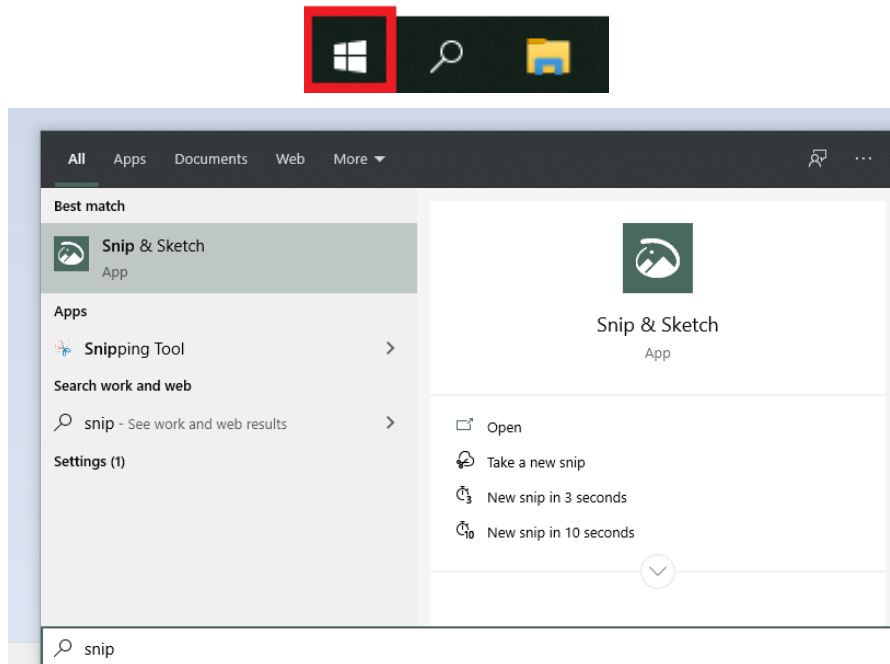
If you select the Snipping Tool, the below window will appear; by clicking on new, you will be able to select the part of the screen you wish to capture in a screenshot.
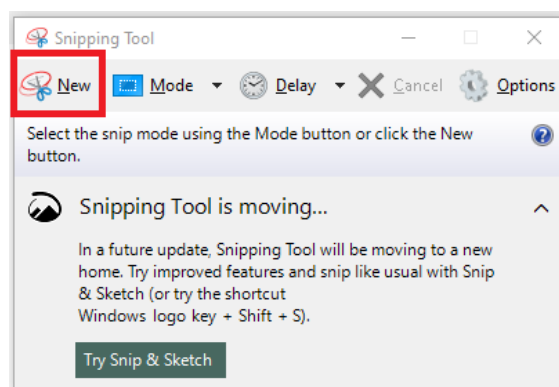
 After you have selected the frame you wish to capture, you can click on the menu File > Save As to save the image on your computer, in order to include it later in an email or Helpdesk request ticket:
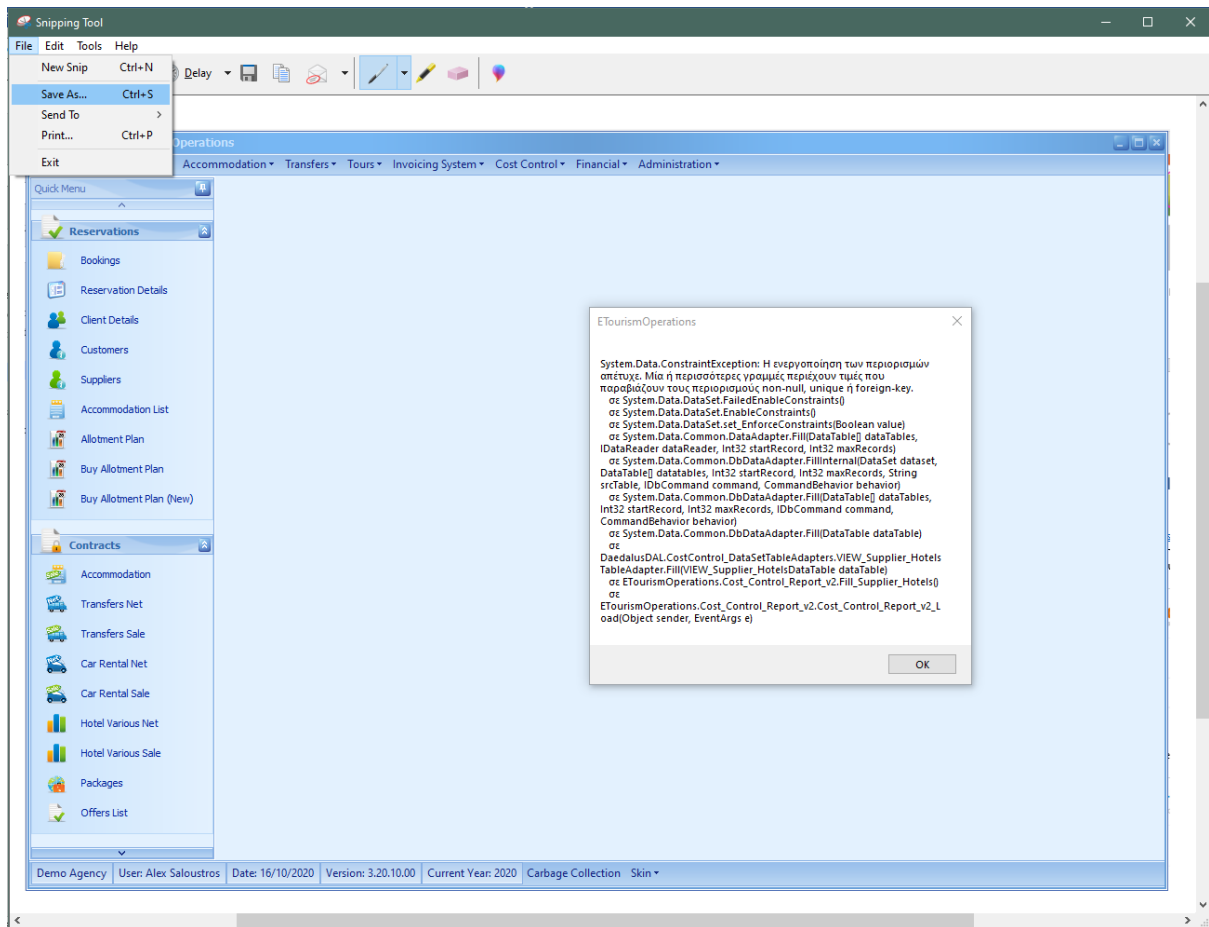
depending on the windows version, the above might be slightly different, however you can always check the respective Windows Help articles for the specific Windows Edition:

https://support.microsoft.com/en-us/windows/use-snipping-tool-to-capture-screenshots-00246869-1843-655f-f220-97299b865f6b
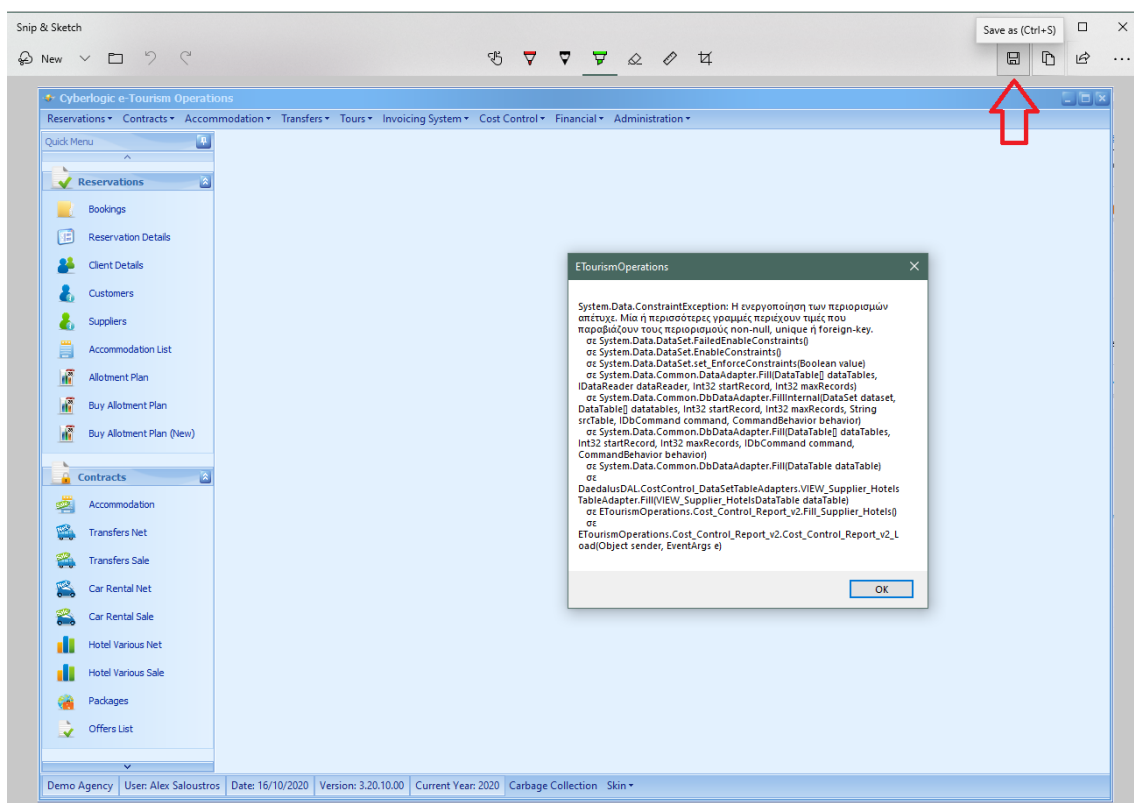
Snip & Sketch Tool

https://www.microsoft.com/en-us/p/snip-sketch/9mz95kl8mr0l?activetab=pivot:overviewtab

Clicking on the Snip & Sketch tool, a similar window will appear, where clicking the New button will allow the user to select the part of the screen he wishes to capture in an image.
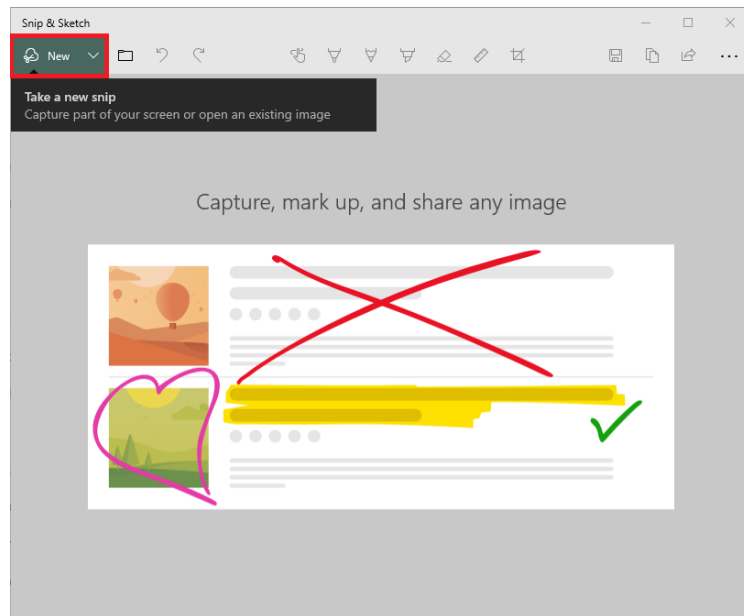
When the frame is selected, the save button will allow the user to save the image.


Print Screen Tool

An alternative is to use the usual Print Screen tool that exists in all keyboards; make sure the screen is showing the frame you wish to capture, and press the Print Screen (or PrntScn) button on your keyboard. In order to save this image, please open the Windows Paint app and paste the image that is captured by print screen. After the image is saved on your computer you can use it for ticket attachment.

5. Helpdesk Portal Account Features

Helpdesk Account log in: https://cyberlogic.zendesk.com

The helpdesk application interface enables the user to monitor & manage his/her user account and support tickets online.

When logged in, the user can click on Customer > My activities (see below) to overview the requests made by him/her and their current status.
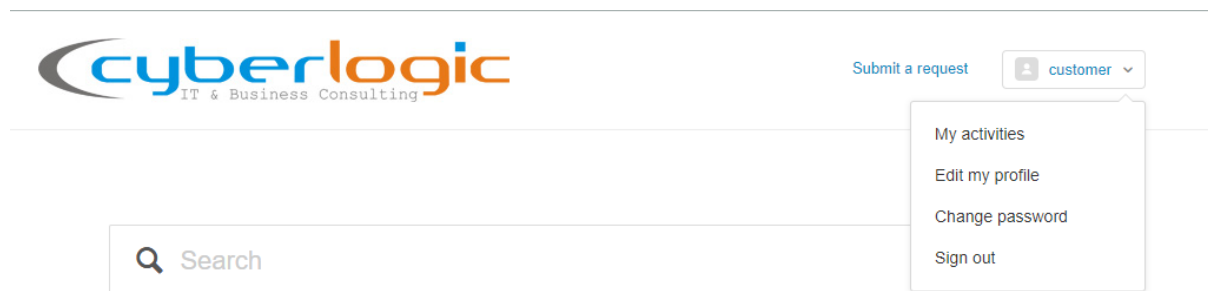
To filter, one can search by request titles/ body text or by ticket status.