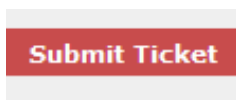


Das Einreichen eines Tickets

Dieses Dokument wird Ihnen zeigen wie Sie ein Problem Ticket einreichen können

Zum Start klicken Sie entweder auf das Submit Ticket in der oberen Menüliste oder das Submit Ticket auf dem Scapa intranet.

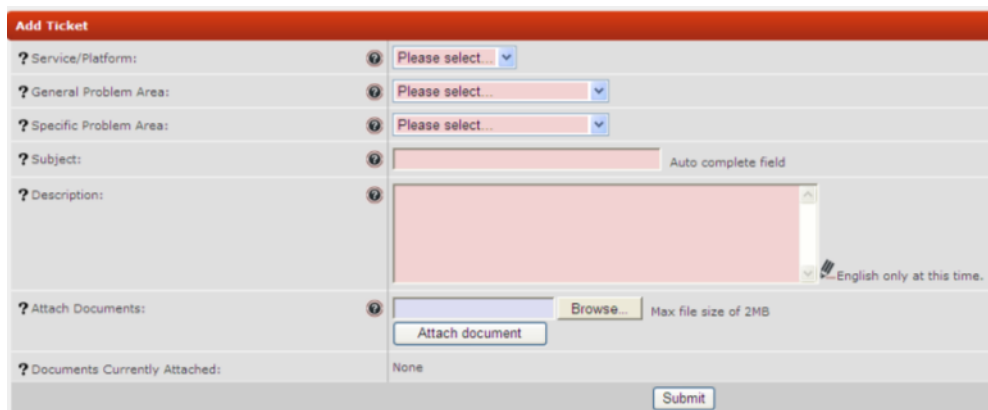


Submit Ticket

Submit a ticket to one of the IT/Intranet/SAP support teams.

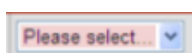
Ein Ticket zu einem IT/Intranet/SAP Support Team senden

Eine von diesen Optionen bringt Sie zu diesem Bildschirm

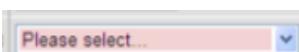
A screenshot of the "Add Ticket" form. It has a red header bar with the text "Add Ticket". Below it are several fields: "Service/Platform:" with a dropdown menu showing "Please select..."; "General Problem Area:" with a dropdown menu showing "Please select..."; "Specific Problem Area:" with a dropdown menu showing "Please select..."; "Subject:" with a text input field and a label "Auto complete field"; "Description:" with a large text area and a label "English only at this time."; "Attach Documents:" with a "Browse..." button and a label "Max file size of 2MB"; and "Documents Currently Attached:" with the text "None". At the bottom right is a "Submit" button.

So füllen Sie das Formular aus

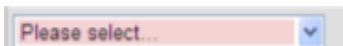
1. Wählen Sie einen Dienst

A dropdown menu with the text "Please select..." and a blue arrow pointing down.

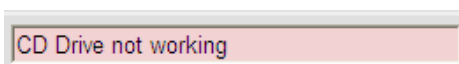
2. Wählen Sie aus; allgemeiner Problem Bereich

A dropdown menu with the text "Please select..." and a blue arrow pointing down.

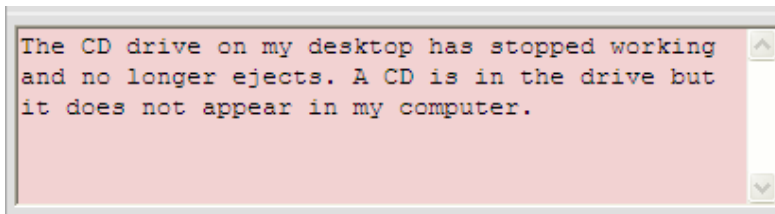
3. Wählen Sie aus; bestimmten Problem Bereich

A dropdown menu with the text "Please select..." and a blue arrow pointing down.

4. Geben Sie das Problem ein. Wenn das Problem auf der Themen Index zu finden ist, wählen Sie es aus, ansonsten weiter mit dem nächsten Schritt

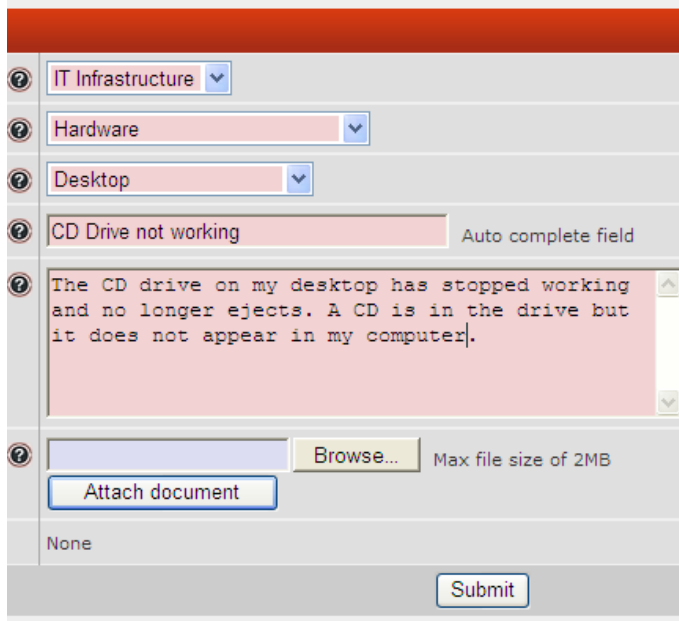
A text input field containing the text "CD Drive not working".

5. Geben Sie eine genau Beschreibung des Problems ein.



The CD drive on my desktop has stopped working and no longer ejects. A CD is in the drive but it does not appear in my computer.

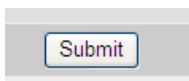
6. Sobald das Formular komplett ist, sollte es so aussehen



The screenshot shows a complete IT support form with the following fields and options:

- IT Infrastructure:** A dropdown menu with "IT Infrastructure" selected.
- Hardware:** A dropdown menu with "Hardware" selected.
- Desktop:** A dropdown menu with "Desktop" selected.
- CD Drive not working:** A text input field with "CD Drive not working" entered. To the right of the field is the text "Auto complete field".
- Description:** A large text area containing the text: "The CD drive on my desktop has stopped working and no longer ejects. A CD is in the drive but it does not appear in my computer[.".
- Attach document:** A button labeled "Attach document" next to a "Browse..." button. To the right of the "Browse..." button is the text "Max file size of 2MB".
- None:** A text input field with "None" entered.
- Submit:** A button labeled "Submit" at the bottom right of the form.

7. Klicken Sie auf Submit um den Vorgang abzuschliessen



Submit