



BESPIN GLOBAL



**BSP User Manual**

# **Service Request**



**BESPIN GLOBAL**



# USER GUIDE

## Service Request

You can quickly respond to any service request in accordance with relevant procedure after it is recorded.

## Managing Service Requests

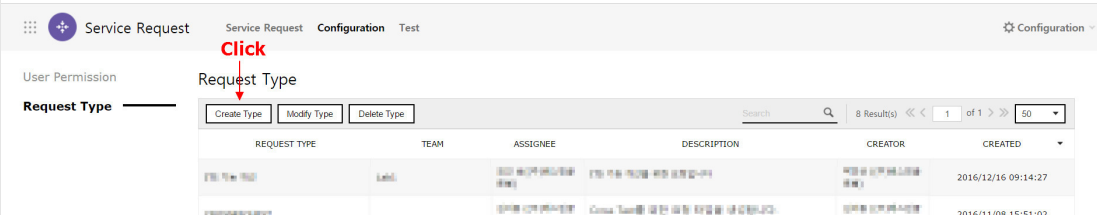
Following is how to manage service requests with Service Request Service.

### 1. Managing Service Requests

Service Request - Configuration - Request Type

You can in advance designate the Assignee and write description of an issue which may be requested.

1) Click the [Create Type] button. Or, click the [Modify Type] button to edit pre-existed service requests.



The screenshot displays the 'Request Type' configuration page. At the top, there are tabs for 'Service Request', 'Configuration', and 'Test'. The 'Configuration' tab is active. Below the tabs, there are buttons for 'Create Type', 'Modify Type', and 'Delete Type'. A red arrow points to the 'Create Type' button with the word 'Click' written above it. Below the buttons is a table with the following columns: REQUEST TYPE, TEAM, ASSIGNEE, DESCRIPTION, CREATOR, and CREATED. The table contains two rows of data.

REQUEST TYPE	TEAM	ASSIGNEE	DESCRIPTION	CREATOR	CREATED
Request Type	Team	Assignee	Description	Creator	2016/12/16 09:14:27
Request Type	Team	Assignee	Description	Creator	2016/11/08 15:51:02

2) On the "Create Request Type" pane, enter the information about a service request you want to newly add to.

Create Request Type

Request Type

Available

Search

X Delete

^ Up

v Down

Assignee

<input type="checkbox"/>	NAME	TITLE	COMPANY	TEAM

Description

Font Family

Font Sizes

B

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A

X<sup>1</sup>

X<sub>2</sub>

<>

Cancel

Submit

No	Name	Required	Description
①	Request Type	Required	Enter the name of a service request you want to newly create.
②	Assignee	Required	You can designate the primary Assignee of a service request. Multiple Assignees may be designated. The person on the top of Assignee list is to be designated as the primary Assignee.
③	Description	.	Write description about a service request.

3) Click the [Submit] button to save entries. Then the Request Type list shows that a new service request has been added.

[illegible]

## 2. Requesting Service

## Service Request - All Request, My Requests

You can make a new service request to the other member.

1) On the “All Request” pane, click the [Create New] button.

Service Request

Service Request

Configuration

Test

Configuration

All Requests

My Requests

Assigned to me

Watching Only

Click

Create New

All Requests

4 selected

Search

27 Result(s)

<<

<

1

>

>>

50

KEY	REQUEST TYPE	TITLE	STATUS	REQUESTED	WORK TIME	UPDATED	ASSIGNEE	REQUESTER
SR-03576	New Request Type	New Request Type	Open	2017/02/24 09:54:35	+ 0hour(s)	2017/02/24 09:54:35		
SR-	ITIS 기능 개선	ITIS/ATHH 기능개선	Open	2017/02/23	+ 19hour(s)	2017/02/23		

2) On the "New Service Request" pane, enter details of a service which is to be requested.

## New Service Request

Cancel

Submit

### REQUEST INFORMATION

1 Request Type	<input type="text"/> <div>Search</div>
2 Assignee	<input type="text"/> <div>Search</div>
3 Title	<input type="text"/>
4 Watcher	<input type="text"/> <div>Search</div>
5 Description	<div> <div> <div> <div>↶</div> <div>↷</div> </div> <div>Font Family ▾</div> <div>Font Sizes ▾</div> <div> <div>B</div> <div>U</div> <div>I</div> <div>S</div> <div>A ▾</div> <div>A ▾</div> <div>x<sup>2</sup></div> <div>x<sub>2</sub></div> </div> <div> <div>☰</div> <div>☷</div> <div>🔗</div> <div>⚙️</div> <div>☰</div> <div>☷</div> <div>☰</div> <div>☷</div> <div>☰</div> <div>☷</div> <div>📊</div> <div>🖼️</div> <div>&lt;&gt;</div> <div>👁️</div> <div>🖨️</div> </div> </div> </div>
6 Attachment	<div>Add Files</div> <div>* The maximum file size allowed is 10MB.</div>

Cancel

Submit

No	Name	Required	Description
①	Request Type	Required	Select the type of a service you want to request. If you click the [Search] button, the list of issues available to be requested will be shown. Then select one you want to request.
②	Assignee	Required	Select the Assignee you want to request service. Its default value is the person designated on Request Type. You can click the [Search] button to change the Assignee.
③	Title	Required	Enter the title of a service you want to request.
④	Watcher	.	Designate a Watcher of a service which is to be requested. By clicking the [Search] button, you can designate multiple Watchers. Watchers receive a notification via e-mail if the service request has been changed.
⑤	Description	.	Write description about a service request.
⑥	Attachment	.	You can upload a file related to a service request. Multiple files may be uploaded.

3) Click the [Submit] button to submit the service request. On the “My Requests” pane, you can see the list of services you have requested. Also, the Assignee of a new service request will receive a notification for the submission via e-mail.

### 3. Service Requests to Me

#### 3.1 Service Request Assigned to You

Service Request - Assign to me

You can check the list of services which others have requested to you and can process them.

1) On the “Assign to Me” pane, check the list of service requests which have been submitted to you. You can click a requested service to check its details.

2) Check details of a requested service and process the service request.

#### 3.2 Service Request for which You Are to Be Notified

Service Request - Watching Only

You can check content of a service request for which you are designated as a Watcher.

1) On the “Watching Only” pane, you can check a service request for which you are designated as a Watcher. Click it to check its details.

Service Request

Service Request

Configuration

Test

Configuration

All Requests

My Requests

Assigned to me

Watching Only

Watching Only

Create New

Click

4 selected

Search

1 Results(s)

1

of 1

50

KEY	REQUEST TYPE	TITLE	STATUS	REQUESTED	WORK TIME	UPDATED	ASSIGNEE	REQUESTER
		Watching Only Request #5	Open	2017/02/24 11:10:09	+ 0hour(s)	2017/02/24 11:10:09		
		Watching Only Request #4	Open	2017/02/24 11:10:09	+ 0hour(s)	2017/02/24 11:10:09		
		Watching Only Request #3	Open	2017/02/24 11:10:09	+ 0hour(s)	2017/02/24 11:10:09		
		Watching Only Request #2	Open	2017/02/24 11:10:09	+ 0hour(s)	2017/02/24 11:10:09		
		Watching Only Request #1	Open	2017/02/24 11:10:09	+ 0hour(s)	2017/02/24 11:10:09		

2) You can check details of a service request for which you are designated as a Watcher.

Service Request

Service Request

Configuration

Test

Configuration

All Requests

My Requests

Assigned to me

Watching Only

[SR-03577] Watching Only Request

List

Copy to Issue

REQUEST DETAIL

Type	ITS 기능 개선	Key	SR-03577
Status	Open	Work Time	+ 0hour(s)
Assignee		Last Updated	2017/02/24 11:10:09
Requester		Requested Date	2017/02/24 11:10:09
Watcher			
Description	Watching Only Request		

3.3 Recording Process Status of Service

You can record process status of a service. When process status is changed, a notification will be sent to the Assignee and Watcher via e-mail.

1) Click the [Action] button to change process status of a requested service.

Service Request

Service Request

Configuration

Test

Configuration

All Requests

My Requests

Assigned to me

Watching Only

[SR-03576] New Request Type

List

Copy to Issue

Click

Action

Reject

Start

REQUEST DETAIL

Type	New Request Type	Key	SR-03576
Status	Open	Work Time	+ 0hour(s)
Assignee		Last Updated	2017/02/24 09:54:35
Requester		Requested Date	2017/02/24 09:54:35
Watcher			
Description	New Request Type		

Status	Description
Open	Means that a service request has been submitted, but its issue does not begin to be undertaken yet.
In-progress	Means that the Assignee is dealing with a requested service.
Resolve	Means that the Assignee has fulfilled the process for a requested service.
Reject	Means that the Assignee has rejected the process for a requested service.

2) On the “Status” item, you can check that status of the service has been changed.

The screenshot shows the 'Service Request' interface. On the left, there is a sidebar with 'All Requests', 'My Requests', 'Assigned to me', and 'Watching Only'. The main area displays a request titled '[SR-03576] New Request Type'. Below the title, there is a 'Copy to Issue' button and an 'Action' dropdown. The 'REQUEST DETAIL' table shows the following information:

Type	New Request Type	Key	SR-03576
Status	In-Progress	Work Time	+ 0hour(s)
Assignee	Search	Last Updated	2017/02/24 10:47:14
Requester	Youngsoo Kim Manager	Requested Date	2017/02/24 09:54:35
Watcher	Search		
Description	New Request Type		

### 3.4 Recording Requested Service as Issue History

You can copy a requested service into Project Service in order to keep it as Issue History of the Project/Team.

1) Click the [Copy to Issue] button.

This screenshot is identical to the previous one, but with a red arrow pointing to the 'Copy to Issue' button and the word 'Click' written in red above it.

2) Content of a requested service is copied to the “Create Issue” pane of Project Service. When you register this issue, you can select the project/team on which this issue is to be registered.

The screenshot shows the 'Project' interface with the 'Create Issue' pane. The pane contains fields for 'Project \*', 'Issue Title \*', 'Issue Type \*', 'Assignee \*', 'Priority \*', 'Start Date \*', 'Due Date \*', 'Estimate Time', 'Watcher', and 'Related Issues'. A red arrow points to the 'Select project' dropdown menu, which is open and shows a list of projects. The word 'Select Project' is written in red next to the arrow.

## 4. Searching Service Request History

You can search the Service Request and its details you want to check by setting conditions and entering keywords.

### 4.1 Searching by Conditions

Service Request



Select 'Status'

All Requests								
Create New		Select Status		Search		34 Result(s) << 1 of 1 >> 50		
KEY	REQUEST TYPE	TITLE	STATUS	REQUESTED	UPDATED	ASSIGNEE	REQUESTER	
REQ-000001	New Request Type	Requesting body Request	Open	2017/02/24 11:10:09	2017/02/24 11:10:09	Requester Name (Requester Name)	Requester Name (Requester Name)	
REQ-000002	New Request Type	New Request Type	In-Progress	2017/02/24 09:54:35	2017/02/24 10:47:14	Requester Name (Requester Name)	Requester Name (Requester Name)	
REQ-000003	New Request Type	Requesting body Request	Open	2017/02/23 14:58:47	2017/02/23 14:58:47	Requester Name (Requester Name)	Requester Name (Requester Name)	
REQ-000004	New Request Type	Requesting body Request	Open	2017/02/23 14:57:00	2017/02/23 14:57:00	Requester Name (Requester Name)	Requester Name (Requester Name)	

**All Requests**

Create New

In-Progress Search 34 Result(s) 1 of 1 50

KEY	REQUEST TYPE	TITLE	STATUS	REQUESTED	UPDATED	ASSIGNEE	REQUESTER
...	...	...	Open	2017/02/24 11:10:09	2017/02/24 11:10:09	...	...
...	...	...	In-Progress	2017/02/24 09:54:35	2017/02/24 10:47:14	...	...
...	...	...	Open	2017/02/23 14:58:47	2017/02/23 14:58:47	...	...
...	...	...	Open	2017/02/23 14:57:00	2017/02/23 14:57:00	...	...

Click

All Requests								
<button>Create New</button>				In-Progress ▾	Search 🔍	5 Result(s) << < 1 of 1 >> 50 ▾		
KEY	REQUEST TYPE	TITLE	STATUS	REQUESTED	WORK TIME	UPDATED ▾	ASSIGNEE	REQUESTER
R01-000001	New Request	New Request Title	In-Progress ▶	2017/02/24 09:54:35	+ 1hour(s)	2017/02/24 10:47:14	김민준 [민준.김@naver.com]	홍길동 [길동.홍@gmail.com]
R01-000002	Change Request	이메일 주소 변경하기	In-Progress ▶	2017/02/14 16:50:47	+ 9days 18hour(s)	2017/02/14 16:51:36	김민준 [민준.김@naver.com]	홍길동 [길동.홍@gmail.com]
R01-000003	Change Request	새로운 기능 추가 요청	In-Progress ▶	2016/11/21 14:28:02	+ 94days 20hour(s)	2016/11/21 14:33:41	김민준 [민준.김@naver.com]	홍길동 [길동.홍@gmail.com]
R01-000004	New Request	새로운 서비스 신청	In-Progress ▶	2016/11/18 12:44:18	+ 97days 22hour(s)	2016/11/18 12:47:12	김민준 [민준.김@naver.com]	홍길동 [길동.홍@gmail.com]
R01-000005	New Request	새로운 서비스 신청	In-Progress ▶	2016/10/26 20:09:53	+ 120days 15hour(s)	2016/11/08 13:55:16	김민준 [민준.김@naver.com]	홍길동 [길동.홍@gmail.com]

## Service Request

All Requests

Create New 5 selected Watching 34 Result(s) 1 of 1 50




KEY	REQUEST TYPE	TITLE	STATUS	REQUESTED	WORK TIME	UPDATED	ASSIGNEE	REQUESTER
...	...	...	Open	2017/02/24 11:10:09	+ 0hour(s)	2017/02/24 11:10:09	...	...

Create New

5 selected

Watching

1 Result(s) << < 1 of 1 >> 50

KEY	REQUEST TYPE	TITLE	STATUS	REQUESTED	WORK TIME	UPDATED	ASSIGNEE	REQUESTER
		Watching Only Request	 Open	2017/02/24 11:10:09	+ 0hour(s)	2017/02/24 11:10:09	