

USER GUIDE

Service Request

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

Managing Service Requests

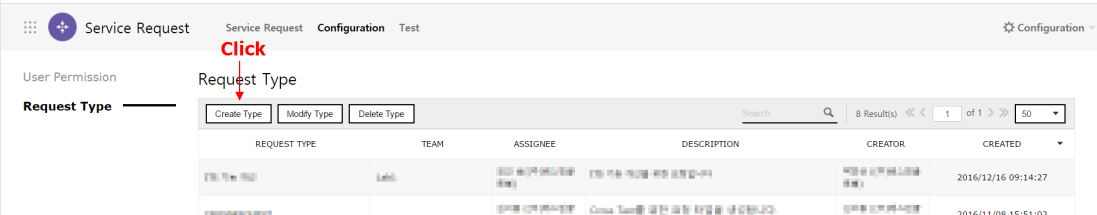
Following is how to manage service requests with Service Request Service.

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 shows 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' 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

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

Assignee

Description

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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.

Service Request Service Request Configuration Test Configuration

User Permission

Request Type

Create Type Modify Type Delete Type
Search 9 Result(s) << 1 of 1 >> 50

REQUEST TYPE	TEAM	ASSIGNEE	DESCRIPTION	CREATOR	CREATED
New Request Type		Susan Park (김수진)	New Request Type	Hyunsoo Kim (김현수)	2017/02/24 09:53:50
이름 변경하기	테스트팀	이름 변경 담당자 (이름변경담당자)	이름 변경 하기 위한 테스트용입니다.	이름변경 담당자 (이름변경담당자)	2016/12/16 09:14:27
이메일주소 수정		이메일 주소관리 담당자 (이메일주소관리담당자)	이메일 주소 변경 하기 위한 테스트용입니다.	이메일 주소관리 담당자 (이메일주소관리담당자)	2016/11/08 15:51:02
이메일주소 관리 권한을 다른 팀에게 넘기	이메일 주소관리 팀	이메일 주소관리 담당자 (이메일주소관리담당자)	A. Admin Request (이메일주소관리담당자)	hyunsoo.admin@cyberteam.co.kr	2016/07/13 16:04:53

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)

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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-	ITS 기능 개선	ITS/ASHH 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

Search

2 Assignee

Search

3 Title

4 Watcher

Search

5 Description

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6 Attachment

Add Files

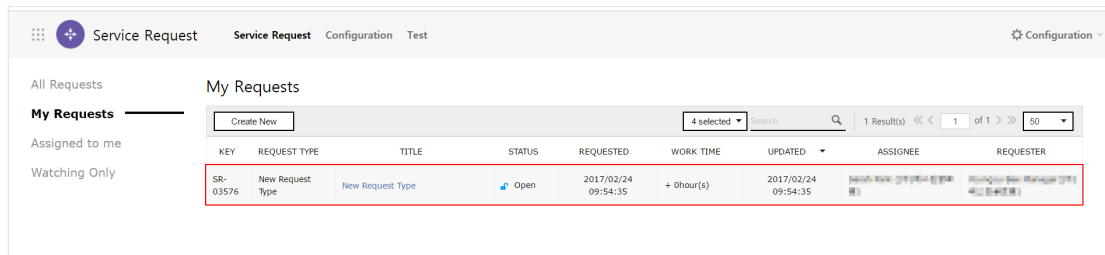
* The maximum file size allowed is 10MB.

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.



The screenshot shows the 'My Requests' pane with a table of requests. The table has columns: KEY, REQUEST TYPE, TITLE, STATUS, REQUESTED, WORK TIME, UPDATED, ASSIGNEE, and REQUESTER. The first row is highlighted with a red border.

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	[User Avatar]	[User Avatar]

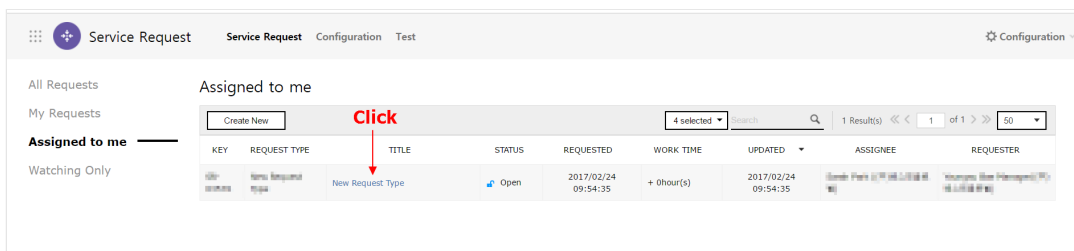
3. Service Requests to Me

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.

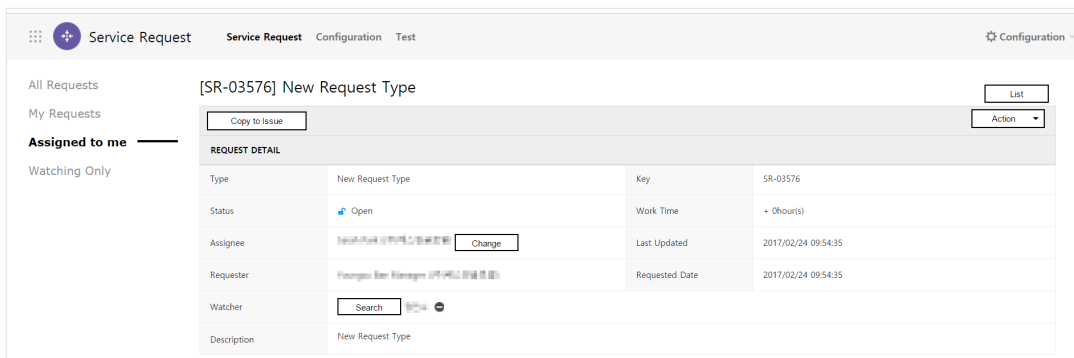
1) On the “Assign to Me” pane, check the list of service requests which have been submitted to you. You can click a requested service to check its details.



The screenshot shows the 'Assigned to me' pane with a table of requests assigned to the user. A red arrow points to the 'New Request Type' link in the table.

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	[User Avatar]	[User Avatar]

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



The screenshot shows the details page for a service request (SR-03576). The page has a header with the title '[SR-03576] New Request Type' and buttons for 'List' and 'Action'. Below the header is a table with request details.

REQUEST DETAIL	
Type	New Request Type
Status	Open
Assignee	[User Avatar] Change
Requester	[User Avatar]
Watcher	Search
Description	New Request Type

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 'Project' dropdown menu is open, showing a list of projects. A red arrow points to the dropdown with the text 'Select Project'.

The 'Create Issue' form includes the following fields:

- Project *
- Issue Title *
- Issue Type *
- Assignee *
- Priority *
- Start Date *
- Due Date *
- Estimate Time
- Watcher
- Related Issues

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'

2) Click the [OK] button of the drop-down menu.

3) You can check the search result with the selected condition on the Service Request list.

All Requests								
Create New		In-Progress		Search		5 Result(s) << < 1 of 1 >> 50		
KEY	REQUEST TYPE	TITLE	STATUS	REQUESTED	WORK TIME	UPDATED	ASSIGNEE	REQUESTER
001-000001	Request Request	Request Request Type	In-Progress	2017/02/24 09:54:35	+ 1hour(s)	2017/02/24 10:47:14	Requester Name (Requester Name)	Requester Name (Requester Name)
001-000002	Request Request	Request Request Type	In-Progress	2017/02/14 16:50:47	+ 9days 18hour(s)	2017/02/14 16:51:36	Requester Name (Requester Name)	Requester Name (Requester Name)
001-000003	Request Request	Request Request Type	In-Progress	2016/11/21 14:28:02	+ 94days 20hour(s)	2016/11/21 14:33:41	Requester Name (Requester Name)	Requester Name (Requester Name)
001-000004	Request Request	Request Request Type	In-Progress	2016/11/18 12:44:18	+ 97days 22hour(s)	2016/11/18 12:47:12	Requester Name (Requester Name)	Requester Name (Requester Name)
001-000005	Request Request	Request Request Type	In-Progress	2016/10/26 20:09:53	+ 120days 15hour(s)	2016/11/08 13:55:16	Requester Name (Requester Name)	Requester Name (Requester Name)

4.2 Searching by Keywords

1) Enter a keyword you want to search on the search box and click [Search] button or press [Enter].

2) The results which title is identical to the keyword will be shown on the list. Texts identical to the keyword will be highlighted.

All Requests

Create New




5 selected

Watching

1 Result(s)

1 of 1

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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	