

YOUR SMART SERVICE AND TICKETING APPLICATION

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All information in this user manual is current at the time of publication. However, ITHENA reserves the right to make changes at any time so that our policy of continual product improvements may be carried out.

MANUAL OVERVIEW

This User Guide describes the using of iSERV's web application for a user. This web application gives a user the flexibility to create a new ticket, check their status and refer to documents as part of information sharing. The application consists of following menus:

- **Open a New Ticket-** This tab allows one to open a new ticket or access all the tickets. One can associate an equipment against which a ticket is being raised.
- **Check Ticket Status-** The tab allows one to access the tickets either using a combination of email address and ticket number or directly using the login credentials. Once accessed, it displays a list of tickets created, their details and Status.

Simply follow the **clickable navigation from the below Table of Contents** section for quick and easy access to comprehensive information on how to effectively use iSERV for self-servicing and keep a track of issues and fixes to ensure that there are no blockades restricting you to accomplish your business goals. For the latest information about iSERV, visit <https://www.iserv.ai/>

			
Performance Monitoring	Predictive Maintenance	Service Apps iOS & Android	Back Office Service Portal
Connectivity Data Collection & Visualization Predictive Outcomes	Reduce field service cost Mitigate Machine Failure Risk Avoid Unexpected Downtime	Self-guided Content Ticket Management <u>Realtime</u> Collaboration with AR/VR	Ticket & Service Request Management Customer On boarding Knowledge Base & Content Management

Being a web based portal, iSERV is easy to access, doesn't need separate installation, and just needs a browser (latest versions of Microsoft Edge, Google Chrome or Mozilla Firefox) with strong internet connectivity.

Table of Contents

1. INTRODUCTION	4
2. TUTORIAL	4
3. OPEN A NEW TICKET	4
4. CHECK TICKET STATUS	5
4.1. Using Email Address & Ticket Number	5
4.2. With User Account	6
5. DOCUMENTS	7

1. INTRODUCTION

iSERV is a support ticket system. It comprises of a web portal and a service mobile app that has integration with Vuforia Chalk for Augmented Reality based remote assistance. iSERV seamlessly routes inquiries created via email, web-forms and phone calls into a simple, easy-to-use, multi-user, web-based customer support platform. The AR powered remote assistance brings technicians and multiple experts together for real-time problem-solving and collaboration.

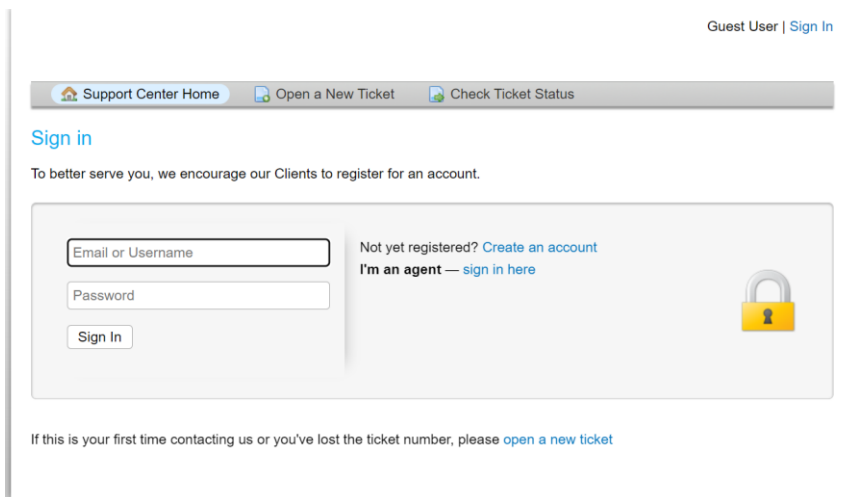
The web based service portal basically allows configuring iSERV to an organization's specific needs so that it seamlessly integrates inquiries created via email as well as via phone app, and web-based forms into a simple easy-to-use multi-user web interface.

2. TUTORIAL

USER PORTAL

3. OPEN A NEW TICKET

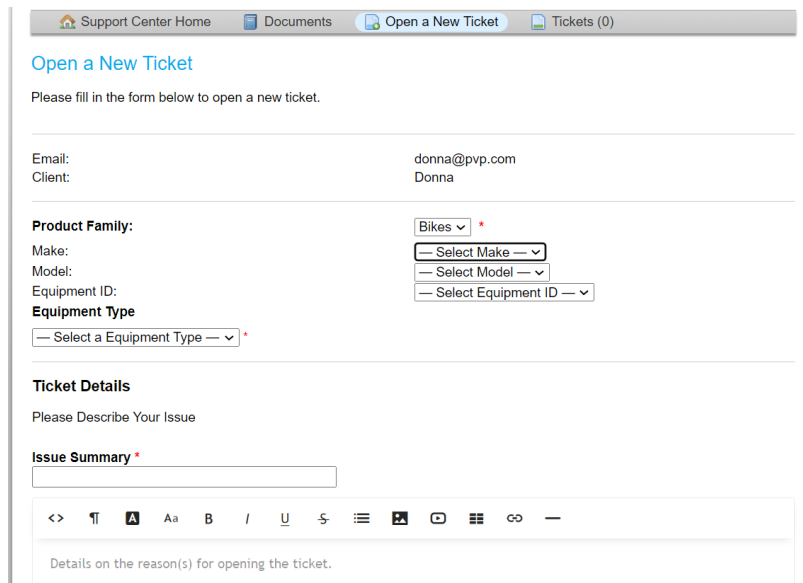
To open a new ticket or access all the tickets, you will need to visit the main page of the user portal page of the help desk.



The screenshot shows the 'Sign in' page of the iSERV User Portal. At the top right, it says 'Guest User | [Sign In](#)'. Below this is a navigation bar with three buttons: 'Support Center Home', 'Open a New Ticket', and 'Check Ticket Status'. The main heading is 'Sign in'. Below the heading, it says 'To better serve you, we encourage our Clients to register for an account.' There is a sign-in form with two input fields: 'Email or Username' and 'Password', followed by a 'Sign In' button. To the right of the form, there is a link 'Not yet registered? [Create an account](#)' and another link 'I'm an agent — [sign in here](#)'. A yellow padlock icon is also present. At the bottom, it says 'If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)'.

Once you have arrived at that page, click on “Open a New Ticket”.

When you click the button, you will be redirected to a blank ticket form, where you can share the required contact detail fields for the ticket, i.e., email address, the name of the ticket owner, phone number, etc.



In addition, you will see Equipment related fields. By choosing a Product Family and other details, you are able to direct and streamline the information you are submitting to the help desk.

Select the appropriate equipment relating to the issue that you are experiencing. Make a brief description in the Issue Summary - think of this like the subject line of an email. Share as much detail as you would like in the body of the message. Use the HTML Rich Text toolbar to format your message, upload and share photos and videos, and attach hyperlinks. When you have completed filling out your ticket, be sure to click the “Create Ticket” button.

Once you have successfully created the ticket, you will be directed to a confirmation of the ticket request being created.

SUPPORT CENTER

Support Ticket System

Guest User | [Sign In](#)

[Support Center Home](#) [Open a New Ticket](#) [Check Ticket Status](#)

✓ Support ticket request created

Aaron Sibley,

Thank you for contacting us.

A support ticket request has been created and a representative will be getting back to you shortly if necessary.

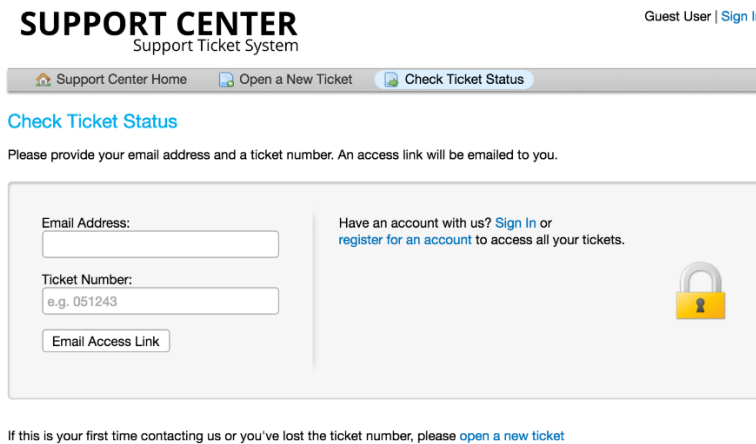
Support Team

4. CHECK TICKET STATUS

4.1. Using Email Address & Ticket Number

To check a ticket status, visit the main page of the help desk just as when you opened the ticket. You will select click “Check Ticket Status” buttons.

You will be redirected to the check ticket status page where you can access the ticket status information.



SUPPORT CENTER
Support Ticket System

Guest User | [Sign In](#)

[Support Center Home](#) [Open a New Ticket](#) [Check Ticket Status](#)

Check Ticket Status

Please provide your email address and a ticket number. An access link will be emailed to you.


Email Address:

Ticket Number:

e.g. 051243

Email Access Link

Have an account with us? [Sign In](#) or [register for an account](#) to access all your tickets.

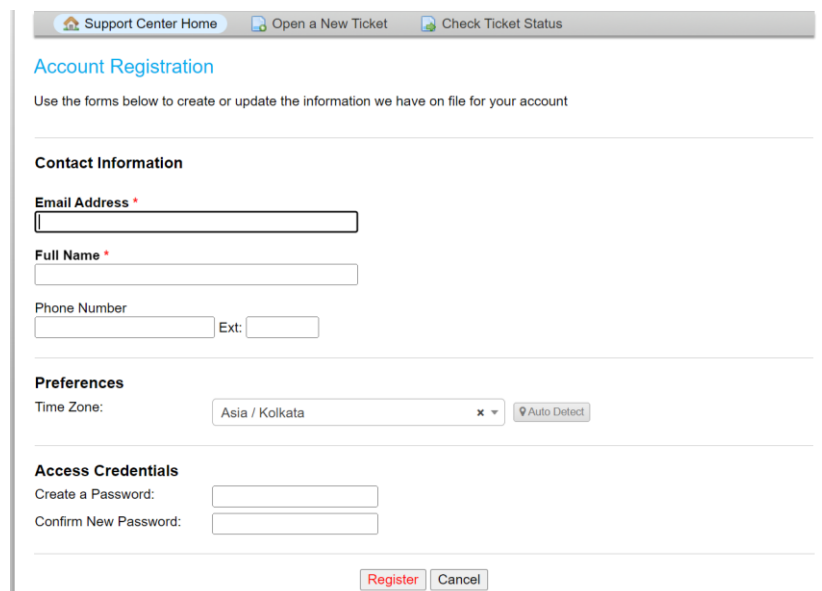


If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

Once Email and Ticket Number details are provided, the email address associated with the user account will receive an access link to the ticket thread.

4.2. With User Account

Another way to check the status of a ticket is to log in directly to the system to access all of your tickets. In order to do this, you will need to create a user account by clicking on register for an account.



[Support Center Home](#) [Open a New Ticket](#) [Check Ticket Status](#)

Account Registration

Use the forms below to create or update the information we have on file for your account

Contact Information

Email Address *

Full Name *

Phone Number Ext:

Preferences

Time Zone:

Access Credentials

Create a Password:

Confirm New Password:

Once you have completed the registration process, you will need to follow the email link that you receive to confirm the account.

To login, simply visit the main portal for the help desk and enter the credentials that you registered with.

The benefit of creating a user account is that all tickets associated with your account will be listed in the ticket queue.

Maintenance Engineer | [Profile](#) | [Tickets \(11\)](#) - [Sign Out](#)

[Support Center Home](#) [Documents](#) [Open a New Ticket](#) [Tickets \(11\)](#)

Help Topic: [All Help Topics](#)

[Tickets](#) [Open \(8\)](#) | [Closed \(3\)](#)

Showing 1 - 8 of 8 Open Tickets

Ticket #	Create Date	Status	Subject	Department
377592	08/03/2022	Open	This ticket is created during webinar	Maintenance
453862	08/03/2022	Open	My beading machine is down	Support
649617	08/02/2022	Open	VP trial	IoT
896429	08/02/2022	Open	Strander is down	Support
461524	06/08/2022	Open	Testing crusher Unit	Support
963439	06/08/2022	Open	Crusher Unit Info	Support
780266	06/08/2022	Open	Turbines not working properly	Maintenance
269281	06/08/2022	Open	Problem with Turbine	Maintenance

Page: [1]


5. DOCUMENTS

Documents are a convenient way for the support team to share information. By pre-populating articles, clients are able to help themselves with more common issues that arise to reduce wait time and make happy customers. Documents may be posted on the main page of the help desk or you may be required to login for access to them.

Donna | [Profile](#) | [Tickets \(0\)](#) - [Sign Out](#)

[Support Center Home](#) [Documents](#) [Open a New Ticket](#) [Tickets \(0\)](#)

Click on the category to browse FAQs.

 [Brochures \(5\)](#)

Brochures

[User Manual for all bajaj bikes](#)

Documents articles can be located by following the article links at the bottom of the main page or by clicking on the “Documents” button at the top of the page.