EtailSolutions

Etail Solutions - Help Center / Etail Solutions Help Center / Jira Issues

Jira Issues

Accessing the Help Center

Go to https://etailsolutionsllc.atlassian.net/servicedesk/customer/portals and log in with Help Center Login Details (NOTE: This is NOT your EVP login credentials; An email would have been sent to create this account). If you experience issues accessing the Help Center, please contact your Operational Specialist via email.

Jira Issue Submission

Outside of in-person meetings, Jira Issues will be the primary mechanism for engaging with the Etail Team. Jira Issues are used to raise awareness for a range of topics (outlined below). It is essential to select the correct type of issue so that the appropriate Etail resource is notified.

- User or Password Issues
  - Creating a New Login
  - Providing Password Issue Support
- Create a Work Request or Project
  - Requesting an EVP Resource to execute a specific task.
  - Requesting an EVP Resource review/scope a project.
- Open a Problem Issue
  - Requesting an EVP Resource review unexpected system behavior.
- Request a New Report
  - When a New Report is needed (either as a Data Source in EVP or exported to an external system).
- Request a New Feature
  - Use this request type when you need additional functionality to address a business scenario not currently supported by existing functionality.
- Billing
  - Raise any concerns with billing via this type of Issue

Open a Problem Issue

When submitting a problem, it is essential to include as much information as possible. This consists of any SKU or Order numbers, actions that cause an error message to occur, and the expected behavior. It is also critical to set the "Business Impact" field

Did this article help?　👍 Yes　👎 No

Need to raise a request? Contact us.　›