

Zero Exchange Service desk Guide – version 2021-06-18 v3

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Customer ticketing portal

Community page for end users to register their stuck TX issues in the ticketing system:

<https://0.masternode.io/docs/sd/sd001>

The customer has explanations about the resolution process and time, and can first try to troubleshoot before confirming it may be a stuck transaction.

The end of this page leads to <https://0exchange.atlassian.net/servicedesk/customer/portals> (which is the actual customer ticketing portal).

Service desk agent ticketing portal/accessing a ticket opened from Telegram

Common credentials for all service desk agents

Check dedicated webpage.

>> To log in on the ticketing management portal

>> To open the ticket detail from a URL in the Telegram notification channel

>> Do not communicate these credentials outside of the community mods/core team!

Direct URL for new incidents queues

<https://0exchange.atlassian.net/jira/servicedesk/projects/ZEH/section/incidents/custom/51>

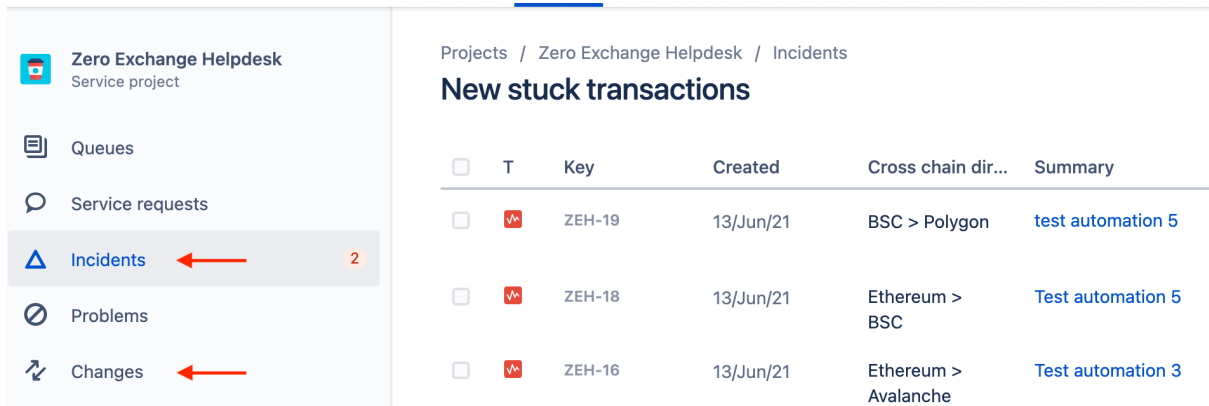
Invite for the Telegram notification channel of new stuck TX tickets

Channel with the new stuck TX registered by the ticketing system:

https://t.me/joinchat/Ts7NBUAKK_JiZDQ0

Ticket types and workflow

Ticket types and categories



The screenshot shows the Zero Exchange Helpdesk interface. On the left sidebar, the 'Incidents' category is selected, indicated by a red arrow and a red '2' badge. The main panel displays a list of 'New stuck transactions' under the breadcrumb 'Projects / Zero Exchange Helpdesk / Incidents'.

<input type="checkbox"/>	T	Key	Created	Cross chain dir...	Summary
<input type="checkbox"/>		ZEH-19	13/Jun/21	BSC > Polygon	test automation 5
<input type="checkbox"/>		ZEH-18	13/Jun/21	Ethereum > BSC	Test automation 5
<input type="checkbox"/>		ZEH-16	13/Jun/21	Ethereum > Avalanche	Test automation 3

There are 4 types of tickets grouped under two categories. Each ticket has its specific fields (mandatory or optional) to be filled in by the user.

The user has to fill in an email address to be able to register the ticket: System doesn't check if it's a fake one or not, ticket will be registered anyway.

Category "Incidents":

- Stuck transaction
- Bug report

Grouped under "Incidents" for the service desk agent (customer sees "Issue or bug registration")

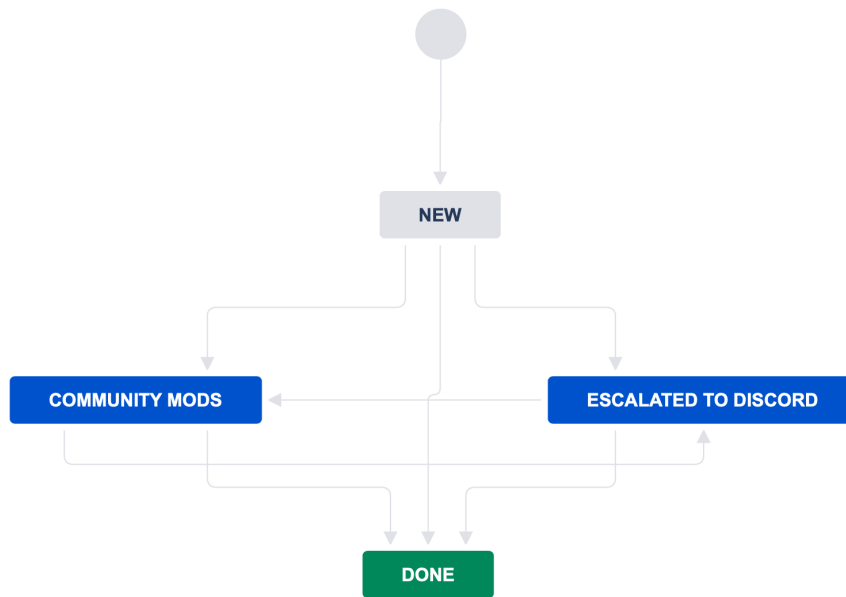
Category "Changes":

- UI improvement
- Feature suggestion

Grouped under "Changes" for the service desk agent (customer sees "Improvement or feature suggestion").

I'm using a free plan for this software, it seems I can't delete the other categories imposed on the interface, nor rename any of them to anything else.

Tickets workflow



All the ticket types follow the same workflow, with the following states:

- "New": Ticket created, and no one (community mod or dev team) has yet acknowledged/processed it
- "Community mods": Ticket picked up by a community mod for 1st evaluation
- "Escalated to Discord": To trigger sending a mail notification to the dev team with failed cross chain details
- "Done": Ticket closed

The customer receives a mail after some state changes, but they won't see the exact status name like the service desk agent:

- For all ticket types except stuck transactions, customer will only see "New" and "Registered" as state
- For a stuck transaction, customer will see "New", "Registered" and "Closed"

Automation for stuck transaction tickets not closed after 7 days


Idea is not to exchange/communicate information at the moment with the users through the ticketing system: They register their tickets and they have to go to the Telegram main chat if they want additional information.


Tickets regarding stuck transactions will be automatically closed after 7 days regardless of their state. Assumption is by then, the issue has been resolved.

Configured queues for the service desk agents

Queues contains type of incidents or suggestions, filtered on their state for quick access and overview.

Category Incident

 **Zero Exchange Helpdesk**
Service project

 Back to project

Incidents

STARRED

New stuck transactions 5 (1)

Community mods stuck transactions 0 (2)

Discord stuck transactions 0 (3)

TEAM PRIORITY

Closed stuck transactions 7 (4)

New reported bugs 1 (5)


Ongoing reported bugs 2 (6)

Closed reported bugs 7 (7)

MAJOR INCIDENTS






Ongoing 2

Past

 Give feedback

Projects / Zero Exchange Helpdesk / Incidents

New stuck transactions

<input type="checkbox"/>	T	Key	Created	Cross chain dir...	Summary
<input type="checkbox"/>		ZEH-19	13/Jun/21	BSC > Polygon	test automation 5
<input type="checkbox"/>		ZEH-18	13/Jun/21	Ethereum > BSC	Test automation 5
<input type="checkbox"/>		ZEH-16	13/Jun/21	Ethereum > Avalanche	Test automation 3
<input type="checkbox"/>		ZEH-15	13/Jun/21	BSC > Ethereum	Test automation 2
<input type="checkbox"/>		ZEH-14	13/Jun/21	BSC > Polygon	Test automation 1

I'm using a free plan for this software, it seems I can't delete/rename "Team priority" or disable the feature "Major Incidents", which we won't use for the moment.


There are separate queues for each type of ticket of this category (stuck transaction, bug report), filtered on their state.


Queues:

1. "New stuck transactions": New tickets registered by the customer, in state "New"
2. "Community mods stuck transactions": New tickets acknowledged by the community mods and who changed the state to "Community mods"
3. "Discord mods stuck transactions": Tickets escalated by the community mods to the dev team, state changed to "Escalated to discord".
4. "Closed stuck transactions": Stuck transaction closed (changed to status "Done") manually or automatically by the system 7 days after ticket creation

5. "New reported bug": New bug registered by the customer, in state "New"
6. "Ongoing reported bugs: Bugs in state "Community mods" or "Escalated to Discord"
7. "Closed reported bugs: Bugs in state "Done"

Category Changes


Zero Exchange Helpdesk
 Service project

 Back to project

Changes


STARRED
 Select the star icon next to your queues to add them here.

TEAM PRIORITY

New UI improvement/features sugg... 1 (1)

Ongoing UI improvement/features s... 3 (2)

Closed/Registered UI improvement/... 0 (3)

 Give feedback

Projects / Zero Exchange Helpdesk / Changes
Ongoing UI improvement/features suggestions

<input type="checkbox"/>	T	Key	Created	Summary
<input type="checkbox"/>	+	ZEH-9	12/Jun/21	test geature
<input type="checkbox"/>	+	ZEH-6	10/Jun/21	Test 2
<input type="checkbox"/>	+	ZEH-5	10/Jun/21	Test 101

The 2 ticket types (UI improvement, feature suggestion) are in the same queues, only being filtered on their state.

Queues:

- "New UI improvement/feature suggestions": Tickets in state "New"
- "Ongoing UI improvement/features suggestions": Tickets in state "Community mods" or "Escalated to "Discord"
- "Closed/registered UI improvement/features suggestions": Tickets in state "Done"

Work process for the service desk

A ticket detail can also be directly accessed from the Telegram notification channel.

Stuck transaction ticket

1. Check the queue "New stuck transactions"

T	Key	Created	Cross chain dir...	Summary
<input type="checkbox"/>	ZEH-19	13/Jun/21	BSC > Polygon	test automation 5
<input type="checkbox"/>	ZEH-18	13/Jun/21	Ethereum > BSC	Test automation 5
<input type="checkbox"/>	ZEH-16	13/Jun/21	Ethereum > Avalanche	Test automation 3
<input type="checkbox"/>	ZEH-15	13/Jun/21	BSC > Ethereum	Test automation 2
<input type="checkbox"/>	ZEH-14	13/Jun/21	BSC > Polygon	Test automation 1

2. List of stuck transactions in status "New", not processed by anyone: Columns inform about type of incident (in this case, only stuck transactions, identified with its specific icon), creation date, cross-chain direction, reporter (= email entered by the customer), state, etc.

Clicking on the Key or Summary opens the ticket details:

Projects / Zero Exchange Helpdesk / Incidents

New stuck transactions

<input type="checkbox"/>	T	Key	Created	Cross chain dir...	Summary	Reporter	Telegram handle	Status
<input type="checkbox"/>		ZEH-19	13/Jun/21	BSC > Polygon	test automation 5	duty_free@hotmail.com	sqDsqd	NEW
<input type="checkbox"/>		ZEH-16	13/Jun/21	Ethereum > Avalanche	Test automation 3	duty_free@hotmail.com	Test automation 3	NEW
<input type="checkbox"/>		ZEH-15	13/Jun/21	BSC > Ethereum	Test automation 2	duty_free@hotmail.com	Test automation 2	NEW
<input type="checkbox"/>		ZEH-14	13/Jun/21	BSC > Polygon	Test automation 1	duty_free@hotmail.com	Test automation 1	NEW

3. You can check the stuck TX ID, cross-chain direction, etc information as entered by the user. Change the state to "Community mods" (top right) so that another mod doesn't look at the same ticket at the same time thinking that no one else has/is looking at it.

Back ZEH-19

test automation 5

Create major incident Link issue

duty_free@hotmail.com raised this request via Anonymous Portal [Hide details](#)
[View request in portal](#)

Telegram handle	Abracadabra
Cross chain direction	BSC > Polygon
Cross chained token	ZERO
Transaction detail	https://bscscan.com/address/0xb8f7166496996a7da21cf1fb04d9...

Activity
 Show: **Comments** History Work log Newest first

[Add internal note](#) / [Reply to customer](#)

Pro tip: press **M** to comment

New

YOUR PINNED FIELDS
 Click on the next to a field label to start pinning.

SLAs
 8h Time to first response within 8h
 24h Time to resolution within 24h

Assignee Unassigned

Reporter duty_free@hotmail.com

Request Type Transaction stuck after a cross chain

Email None

Priority Medium

Automation Rule executions

- When the state is changed to "Community mods", the ticket is moved automatically to the queue "Community mod stuck transactions"

Zero Exchange Helpdesk
 Service project

Back to project

Incidents

STARRED

New stuck transactions 5 (1)

Community mods stuck transactions 0 (2)

Discord stuck transactions 0 (3)

TEAM PRIORITY

Closed stuck transactions 7 (4)

New reported bugs 1 (5)

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Closed reported bugs 7 (7)

MAJOR INCIDENTS

Ongoing 2

Past

Give feedback

Projects / Zero Exchange Helpdesk / Incidents

New stuck transactions


<input type="checkbox"/>	T	Key	Created	Cross chain dir...	Summary
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<input type="checkbox"/>		ZEH-18	13/Jun/21	Ethereum > BSC	Test automation 5
<input type="checkbox"/>		ZEH-16	13/Jun/21	Ethereum > Avalanche	Test automation 3
<input type="checkbox"/>		ZEH-15	13/Jun/21	BSC > Ethereum	Test automation 2
<input type="checkbox"/>		ZEH-14	13/Jun/21	BSC > Polygon	Test automation 1


Copy the stuck tx details in the Google sheet + message in Discord as usual.

- Closing the ticket: In the queues "Community mods" change the state to "Done" manually if you had a contact with the user who confirmed that the issue was resolved. Or wait for the system to close it automatically 7 days after ticket creation regardless of its state.

Bug report ticket

Queues 5 > 7:

 **Zero Exchange Helpdesk**
Service project

 Back to project

Incidents

STARRED

New stuck transactions 5 (1)

Community mods stuck transactions 0 (2)

Discord stuck transactions 0 (3)

TEAM PRIORITY

Closed stuck transactions 7 (4)

New reported bugs 1 (5)


Ongoing reported bugs 2 (6)

Closed reported bugs 7 (7)

MAJOR INCIDENTS






Ongoing 2

Past

 Give feedback

Projects / Zero Exchange Helpdesk / Incidents

New stuck transactions


<input type="checkbox"/>	T	Key	Created	Cross chain dir...	Summary
<input type="checkbox"/>		ZEH-19	13/Jun/21	BSC > Polygon	test automation 5
<input type="checkbox"/>		ZEH-18	13/Jun/21	Ethereum > BSC	Test automation 5
<input type="checkbox"/>		ZEH-16	13/Jun/21	Ethereum > Avalanche	Test automation 3
<input type="checkbox"/>		ZEH-15	13/Jun/21	BSC > Ethereum	Test automation 2
<input type="checkbox"/>		ZEH-14	13/Jun/21	BSC > Polygon	Test automation 1

Same state and workflow as for stuck transactions, except:

- More relaxed follow-up: After you have decided what to do with the ticket (inform in Discord or not for example), change the state to "Done". User will only see "New" and "Registered" as states of a bug report

UI improvement or feature request ticket

Click on "Back to project" to come back to the main page:

 **Zero Exchange Helpdesk**
Service project

← Back to project

Incidents

STARRED

New stuck transactions

5

Community mods stuck transactions

0

Discord stuck transactions v1

0

TEAM PRIORITY

Closed stuck transactions

7

New reported bugs

Ongoing reported bugs

Closed reported bugs

MAJOR INCIDENTS

Ongoing

Past


Give feedback

Projects / Zero Exchange Helpdesk / Incidents

New stuck transactions

<input type="checkbox"/>	T	Key	Created
<input type="checkbox"/>		ZEH-19	13/Jun/21
<input type="checkbox"/>		ZEH-18	13/Jun/21
<input type="checkbox"/>		ZEH-16	13/Jun/21
<input type="checkbox"/>		ZEH-15	13/Jun/21
<input type="checkbox"/>		ZEH-14	13/Jun/21

Go to "Changes":

 **Zero Exchange Helpdesk**
Service project

Queues

Service requests

▲ Incidents




2

Problems


↻ Changes


Projects / Zero Exchange Helpdesk / Incidents

New stuck transactions

<input type="checkbox"/>	T	Key	Created	Cross chain dir...	Summary
<input type="checkbox"/>		ZEH-19	13/Jun/21	BSC > Polygon	test automation 5
<input type="checkbox"/>		ZEH-18	13/Jun/21	Ethereum > BSC	Test automation 5
<input type="checkbox"/>		ZEH-16	13/Jun/21	Ethereum > Avalanche	Test automation 3

3 queues:

 **Zero Exchange Helpdesk**
Service project

 Back to project

Changes


STARRED
Select the star icon next to your queues to add them here.

TEAM PRIORITY

New UI improvement/features sugg... 1

Ongoing UI improvement/features s... 3

Closed/Registered UI improvement/... 0

 Give feedback

Projects / Zero Exchange Helpdesk / Changes

Ongoing UI improvement/features suggestions

<input type="checkbox"/>	T	Key	Created	Summary
<input type="checkbox"/>	+	ZEH-9	12/Jun/21	test geature
<input type="checkbox"/>	+	ZEH-6	10/Jun/21	Test 2
<input type="checkbox"/>	+	ZEH-5	10/Jun/21	Test 101

(1)

(2)

(3)

The working process is the same as for bug report tickets.