



Dealio Support / ServiceNow

Quick Reference Guide

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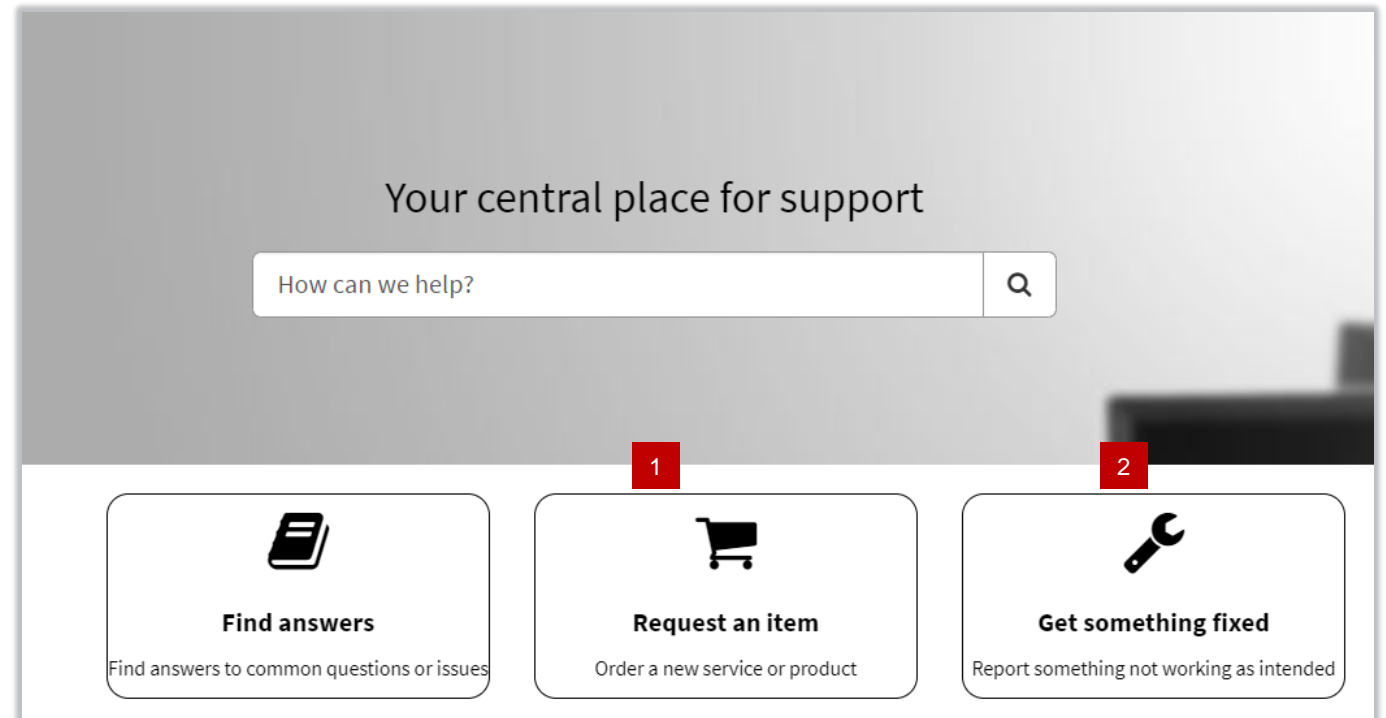
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Overview

Click on the following link to access the ServiceNow portal <https://jll.service-now.com/sp>.

1. To request new access, change your exiting access, or if you have general inquires, click on the **"Request an item"** tile to raise a request ticket.
2. If Dealio is not functioning as expected, click on **"Get something fixed"** tile to raise an incident ticket.

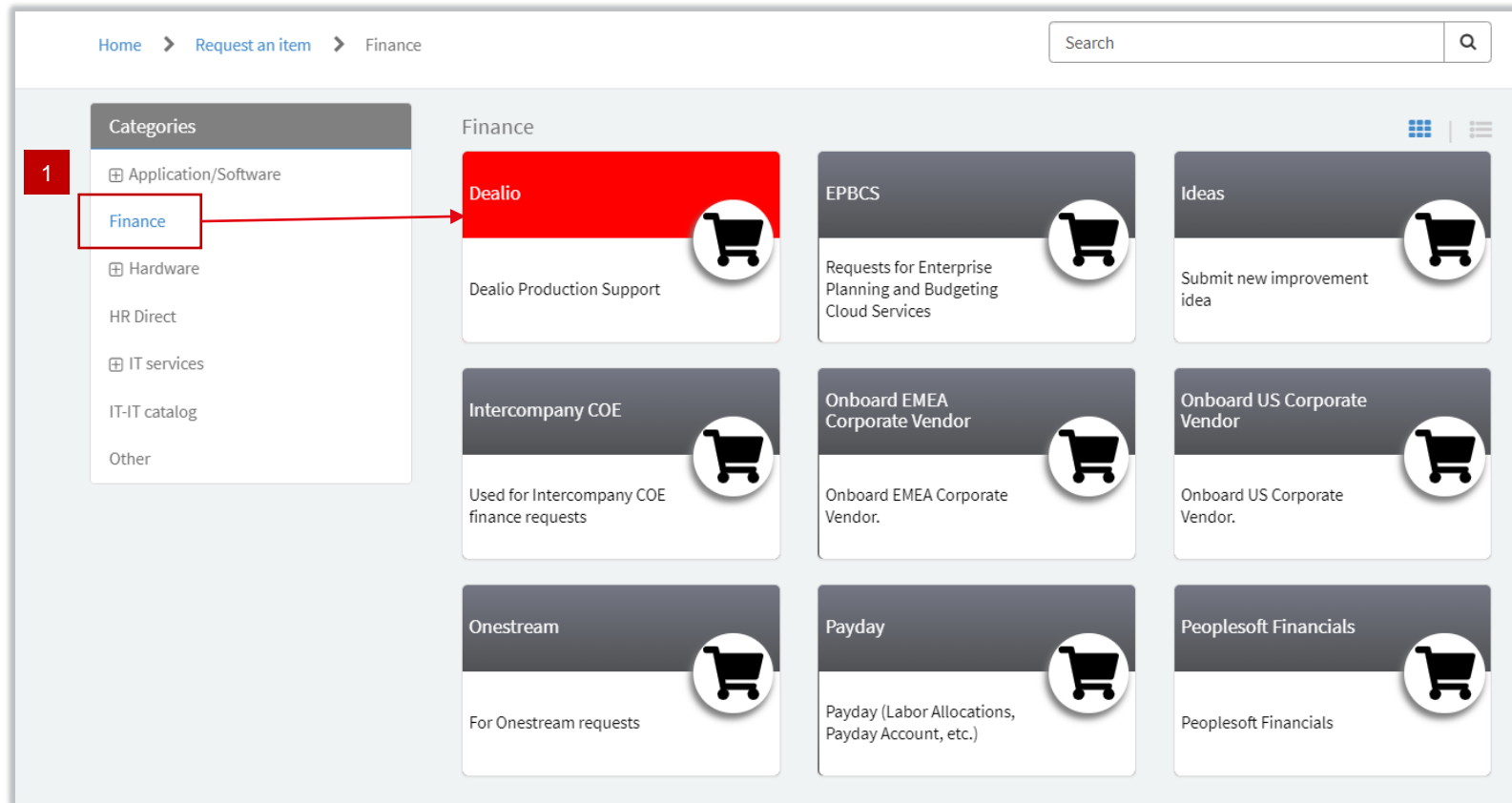


Dealio Support / ServiceNow



Request an item

1. Navigate to [Finance](#) > [Dealio](#)



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2. By default, the name of the person completing the ticket will appear in the *Requested For field.
3. Choose one of the following options:
 - Access to Dealio*
 - New Improvement / Idea
 - Training Resources
 - General Inquiries
4. Complete the rest of the form.
***Note:** Additional fields/dropdowns will appear based on the selection made in step 3.
5. Click **Order Now**.
A request number (REQXXXXXXX) will be generated, and you will receive a notification via email that the ticket has been raised

The screenshot shows the 'Dealio' form in the ServiceNow interface. The breadcrumb trail at the top reads 'Home > Request an item > Finance > Dealio'. A search bar labeled 'Search Catalog' is in the top right. The form title is 'Dealio' with a sub-header 'Dealio Production Support'. Below this is a message: 'To report an issue with your existing access (i.e. login issue, error message, etc.) click on the following link to complete the incident form.' followed by a URL. The form fields are as follows:

- Field 2: '* Requested For' with a dropdown menu showing 'Tanya Watkins'.
- Field 3: 'Please select an area of focus' with a dropdown menu showing '-- None --'.
- Field 4: A section titled 'Additional Information' with a sub-header 'Additional Comments or Details' and a large text area.
- Field 5: A blue button labeled 'Order Now'.

Additional fields include 'Please provide best contact number (if needed)' and 'Paste the screenshot in this box:'. There is also an 'Add attachments' link with a paperclip icon.

*** Note:** New employees in the Americas region who are allocated to the following business lines are automatically granted access to Dealio 48 hours after their labor allocation has been setup in Workday and PeopleSoft.

(1) Brokerage, (2) Capital Markets, (3) Retail, and (4) Corporate Solutions/JLL Work Dynamics (transaction business only).

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Get something fixed

1. By default, the name of the person completing the ticket will appear in the ***Affected User** field.
2. Select **"Application"** from the dropdown.
3. Enter **"Dealio"** in the dropdown.
4. Select one of the following areas of focus:
 - Capforce to Dealio Interface
 - Commissions
 - Deal tabs
 - Dealio Access Issue
 - Dealio System Performance
 - Dealio/PeopleSoft Interface
 - Reporting Issue
 - Other
5. Complete the rest of the form.
***Note:** Additional fields/dropdowns will appear based on the selection made in step 4.
6. Click on **Submit**.
An incident number (INCXXXXXXX) will be generated, and you will receive a notification via email that the ticket has been raised.

Home > Get something fixed

Search Catalog

Get something fixed

Report an issue

1 *Affected User
Tanya Watkins

2 *What area are you having an issue with?
Application

3 *Please select application from list or choose Other
Dealio

4 *Select focus area
-- None --

5 Paste the screenshot in this box: [] Add attachments

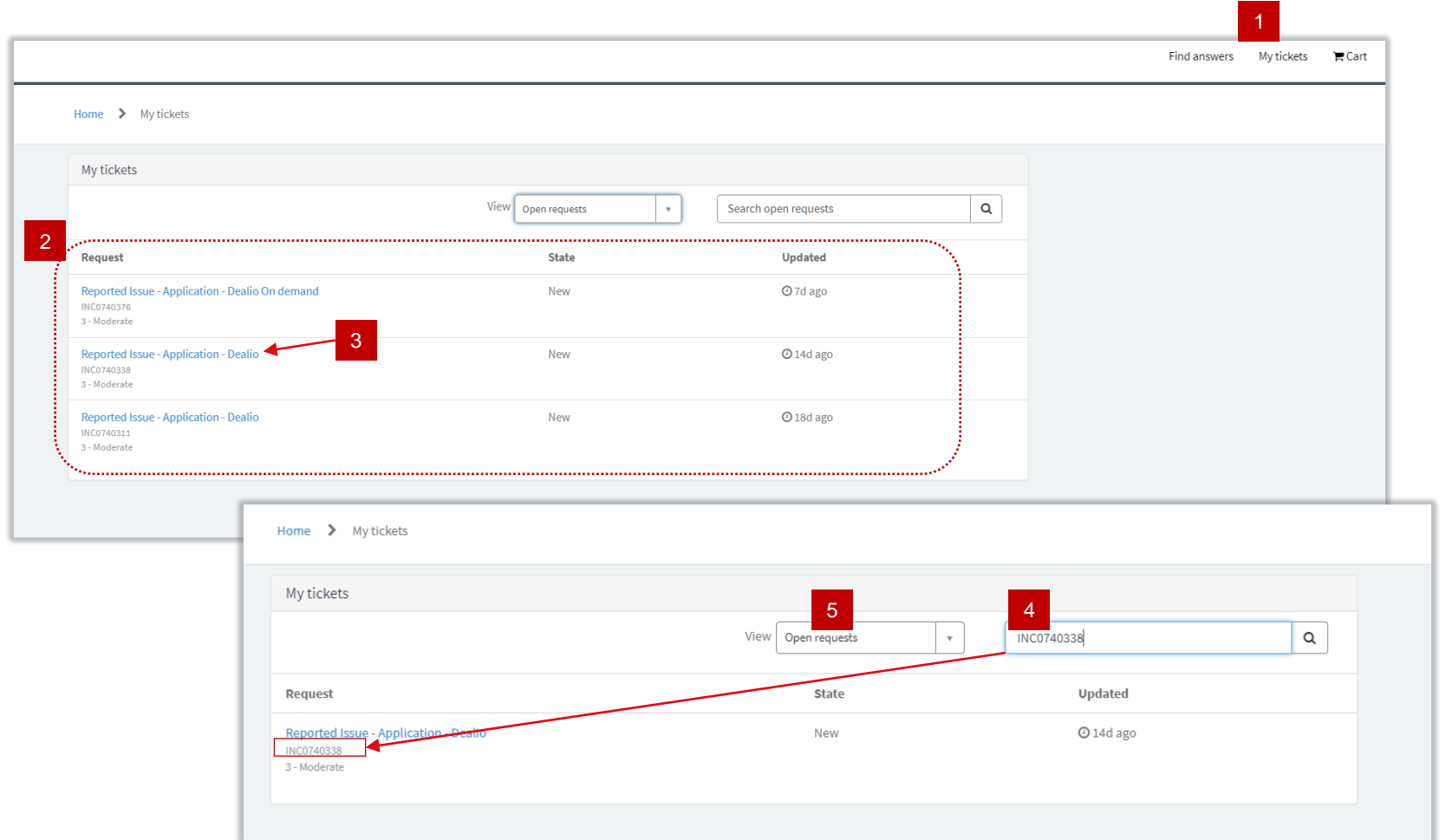
6 Submit

Required information
Select focus area

Check ticket Status

To check the status of your ticket:

1. Click on the **"My tickets"** link located at the top of your screen.
2. By default, a list of open tickets, state and days of last update will appear on your screen.
3. Click on the ticket link in the **Request** column.
4. Or search for open tickets by entering the request or incident number and click on the ticket link. (**Note: This number can be found on the email notification.*)
5. To view closed tickets, select **"closed requests"** from the **View** dropdown.



The top screenshot shows the 'My tickets' page with a table of open tickets. A red box labeled '2' highlights the table. A red box labeled '3' points to a ticket link in the 'Request' column. The bottom screenshot shows the same page with a search bar. A red box labeled '4' points to the search bar. A red box labeled '5' points to the 'View' dropdown menu. A red box labeled '6' points to the ticket link in the 'Request' column.

Request	State	Updated
Reported Issue - Application - Dealio On demand INC0740376 3 - Moderate	New	7d ago
Reported Issue - Application - Dealio INC0740338 3 - Moderate	New	14d ago
Reported Issue - Application - Dealio INC0740311 3 - Moderate	New	18d ago

Request	State	Updated
Reported Issue - Application - Dealio INC0740338 3 - Moderate	New	14d ago

Communicate with Dealio Support

1. Go to the email notification that you received when the incident ticket or request ticket was raised.
2. Click on **"Take me to the Incident"** link.

Hello,

An Incident has been assigned to your group AM-J-DEALIO. Please click the red button below to review and take action.

Please do not forward or send a new email on this topic, as our automated system may create a new ticket. You may reply to this message or view the Incident status by clicking on the button below.

2

Take me to the Incident

INC0740338 : Reported Issue - Application - Dealio

Additional details:
Caller = **Tanya Watkins**
Category =
Sub category =
Business service = Dealio
Configuration item =
State = New
Priority = 3 - Moderate
Assigned to =
Assignment group = AM-J-DEALIO
Opened on = 2021-05-18 15:49:23
Description = Affected user region : AM What area are you having an issue with? : Application Please provide best contact number (if needed) : 7472343552 Please provide URL of site if applicable : <https://delphilil.am.joneslanglasalle.com/apps/dealioprod/DealEditor.aspx> Please describe your issue : I am only able to view the "General Deal Info" tab. After entering a Base Commission, the Forecast Date Details does not auto-populate. Unable to search Bill-To or Sold-To Customers.

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Communicate with Dealio Support

3. Click on the [ticket link](#).
4. Enter a message.
5. Drag/drop attachment (*if applicable*)
6. Click **Send**.
***Note:** Your message is sent directly to the Dealio Support team.
7. Replies from Dealio support will appear in the conversation section.

The image shows two overlapping screenshots of the Dealio Support interface. The background screenshot displays a 'My tickets' list with three entries, each labeled 'Reported Issue - Application - Dealio'. A red box with the number '3' highlights the first entry. The foreground screenshot shows the 'Ticket Form' for a specific ticket. A red box with the number '4' highlights the 'Type your message here...' text input field. A red box with the number '6' highlights the 'Send' button. A red box with the number '7' highlights a conversation bubble from 'Tanya Watkins' with a 'Start' button. A red box with the number '5' highlights the 'Attachments' section at the bottom, which includes a 'Drop files here' area.