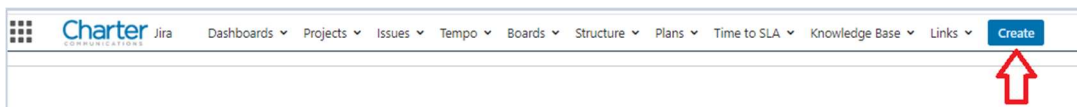
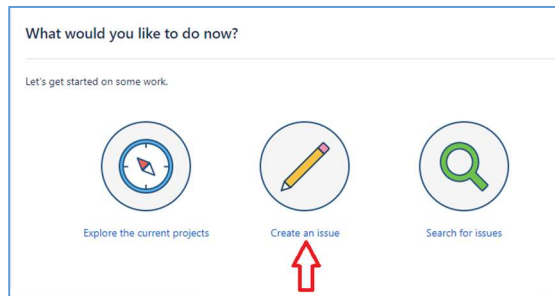


## JIRA Ticket Creation for CSG Billing Ops

All new requests for teams that fall under the following Task Sources in TMS will need to be submitted via [JIRA](#)

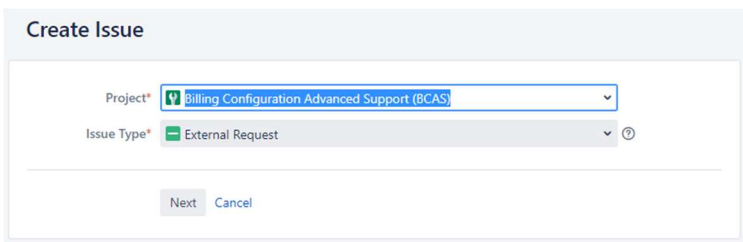
- Change Control - Billing OPS
  - Tax Support - Billing OPS
  - Billing Ops - Back Office Support - Configuration
  - Collections Support - Billing OPS
  - CSG Corp Tax - Billing OPS
  - CSG Quality Assurance - Billing OPS (Joyce and Laura on the QA team)
- 

1. After opening JIRA, select “Create an issue”



2. Select the following options, then click “Next”

- Project = Billing Configuration Advanced Support (BCAS)
  - The “Project” box is also searchable. Typing “BCAS” will locate the correct group
- Issue Type = External Request

The image shows the "Create Issue" form in JIRA. It has two dropdown menus: "Project" and "Issue Type". The "Project" dropdown is set to "Billing Configuration Advanced Support (BCAS)" and the "Issue Type" dropdown is set to "External Request". Below the dropdowns are "Next" and "Cancel" buttons.

3. Fill out the following information (if the option is not mentioned below, it can be left with its default selection/info)

(Full Size Ticket Sample on page 3)

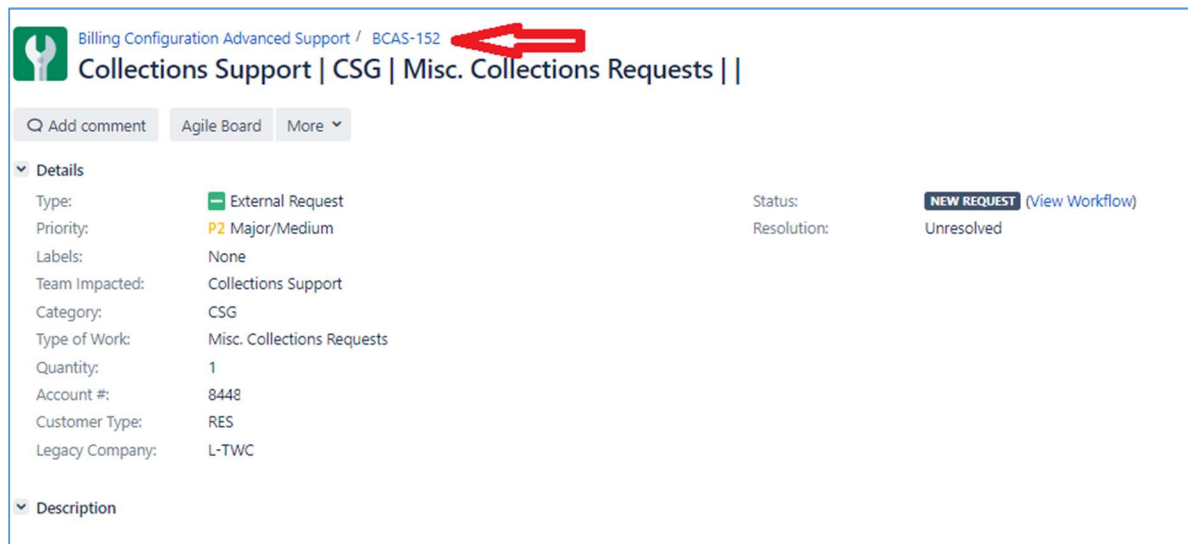
- **Team Impacted** = Collections Support
- **Priority** = P2 Major/Medium
- **Category** = CSG
- **Type of Work** = Option closest to issue
  - Misc. Collections Request if none match
- **Quantity** = 1
  - Possible testing for multi-account issues in the future
- **Account #**
- **Customer Type** = RES
- **Legacy Company** = TWC/ CHTR / BOTH
- **Description** = Detailed description of the issue
- **Target Completion Date** = Today's Date + 2 biz days

\*TMS ID, BDS #, BRF and attachments can be entered into their respective fields if available\*

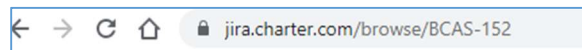
4. Select “Create”

- If a required field is forgotten, JIRA will prompt to have that field filled out

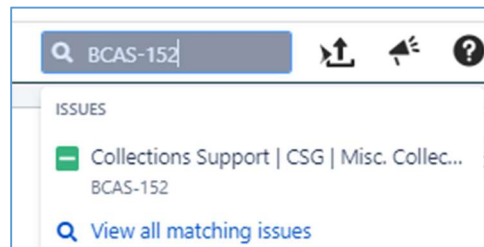
5. Ticket is created, and the ticket number is located at the top of the request, in this sample, the ticket number is “BCAS-152”. The URL also shows the ticket number.



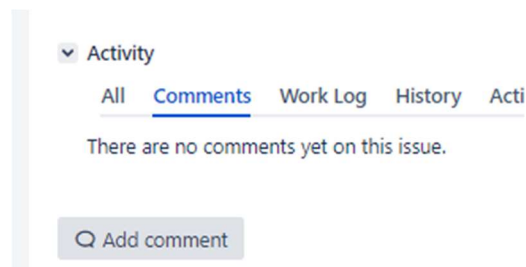
- The URL can be copied and does link directly to the ticket



- Example of searching for a ticket within JIRA



- Updating notes can be done at the bottom of the ticket. Select the “Comments” section and “Add Comment”



# Create Issue

Project **Billing Configuration Advanced Support**

Issue Type **External Request**

Team Impacted\* ☐ Back Office Support  
☒ Collections Support  
☐ Tax Support

Summary\* Summary will autopopulate with field options selected.

Title of JIRA Issue. Enter enough details for easy recognition but keep it concise.

Assigned Team Members

Start typing to get a list of possible matches.

Assigned Validator

Priority\* **P2** Major/Medium

Category\* CSG

Type of Work\* Misc. Collections Requests

Quantity\* 1

If this request applies to multiple accounts, please list the number of accounts that are impacted.

Account # 8448

This field is required to be populated for 'Non Pay Order Entry Issues & Non Pay Order Completion Issues. If multiple account numbers are impacted, please attach a list of account numbers to the issue.

Customer Type RES

Legacy Company ☒ L-TWC

☐ L-CHTR

☐ BOTH

Selection is required for 'Collection Parameter Changes' & 'TDM Test Account Support' request types.

Environment None

Selection is required only for Service Code Requests. Note: Requests for lower & production environments require separate tickets.

Description

Style

B I U A A U

Link

Unlink

List

Unlist

Image

More

Fullscreen

**Description of Issue**

Visual

Text

Target Completion\*

Date Use the d/MMM/yy date format

Customer Name

Please populate customer's first & last name(s). This field is required to be populated for 'Non Pay Order Entry Issues & Non Pay Order Completion Issues.

TMS ID

List any applicable TMS Ticket ID's associated with this issue.

Epic Link

Choose an epic to assign this issue to.

BDS #

Use this field to list any BDS #(s) associated with this issue.

Supporting Documents Received

BRF

Use this field to list any BRF(s) associated with this issue.

Attachment

Drop files to attach, or browse.

Create Cancel