# Information Technology

## User Manual

## Request a Support Ticket
## IT-UM-005

| Last Update | 2014-01-15 |
| --- | --- |
| Version | 2014-01-15 |
| Code | |

**Version History**
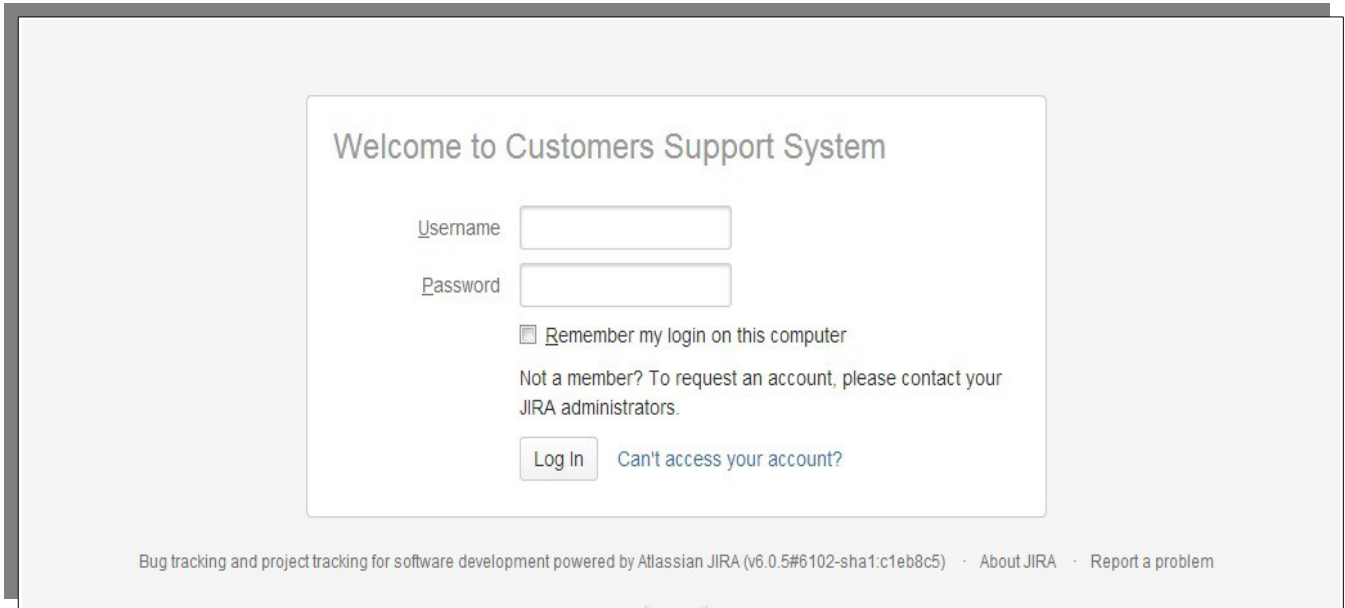
| Date | Author | Change Summary | Modified Sections |
|---|---|---|---|
| 2014-01-15 | Luis Pérez | All | All |
| 2014-01-15 | Marcos Castro | All | All |
| 2014-01-15 | Cristina Hernández | All | All |
| 2014-01-15 | Luis Gerardo Ávila | All | All |
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# Table of Contents

# 1. Log in

- Go to: *http://jira.avantica.net*

- Type your username and your password to log in.

Welcome to Customers Support System

Username

Password

☐ Remember my login on this computer

Not a member? To request an account, please contact your JIRA administrators.
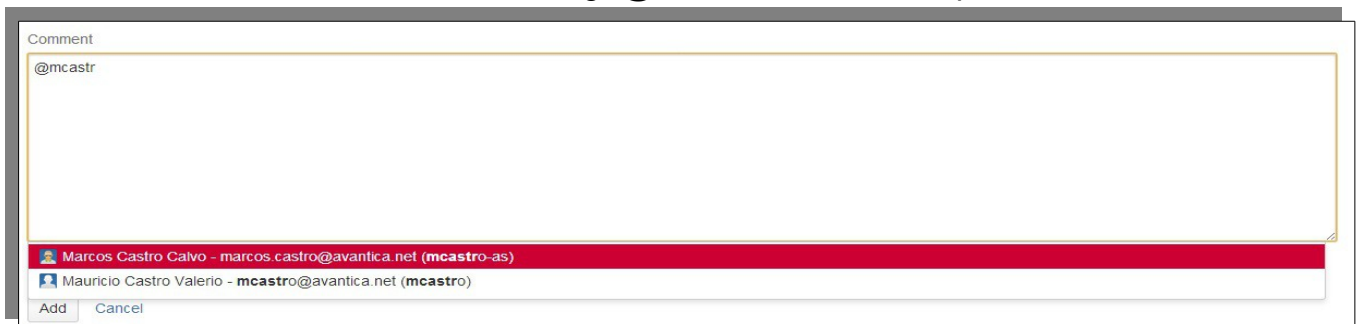
Log In    Can't access your account?

Bug tracking and project tracking for software development powered by Atlassian JIRA (v6.0.5#6102-sha1:c1eb8c5)   ·   About JIRA   ·   Report a problem

## 2. Create Issues

- At the top of the Screen press on **Create Issue** to open the "Create Issue Screen".



- In the "**Create Issue Screen**":

1. Choose the "**Department**" in which you want to create the issue.

2. Choose the "**Issue Type**".

3. Choose the "**Project / Department**" (Project in which you are currently working on or Department you belong to, for example Human Resources, Administrative, IT, etc.). Most projects or departments will be available in the list so look carefully. If your area / project is not listed choose "**None**" in this box.

4. Write a "**Summary**" and a "**Description**" for the issue.

5. Choose the "**Priority**" according with your problem. Please notice that priorities have specific characteristics.

6. If you want to, or the issue requires it, you can attach files.

7. The fields for "Suscribers" works as fields to add the PM or any other person that you want to notify about your issue. All suscribes will be notified about this issue and its status. The suscribers can ONLY comment on the ticket. Also, as users we can "tag" another user in our comments using "**@username**"; for example:

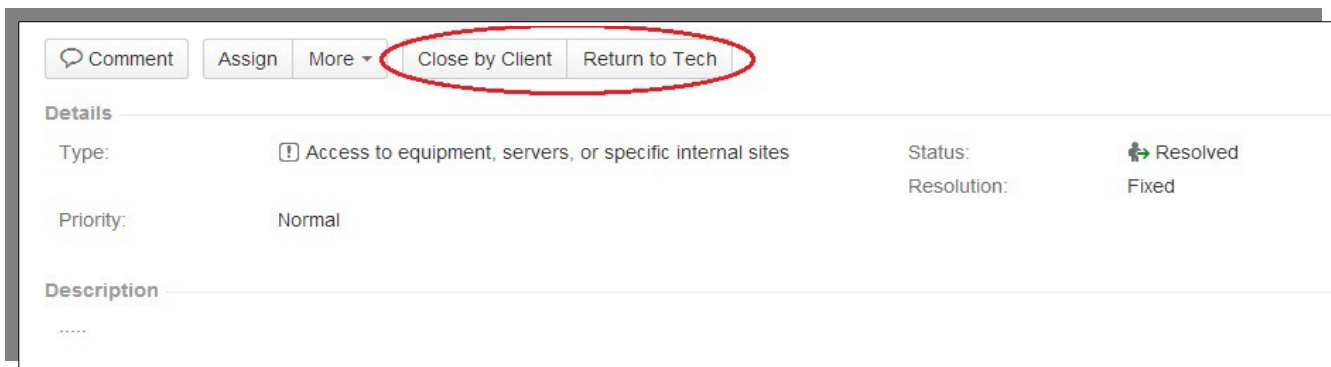8. Once you have completed all the information, press the "**Create**" button to generate the issue.

## 3. Inside the Issue - Please notice that in the upper portion of the ticket the buttons that appear will indicate what possible actions can be taken according to the workflow.

- When a ticket is entered, its state is automatically set to "Open".

- When support starts handling the issue its state changes to "In Progress".

- If the person that is attending the ticket needs additional information, he/she will request it to the user. Here, the user will give the information requested and will press the "Return to Tech" button.
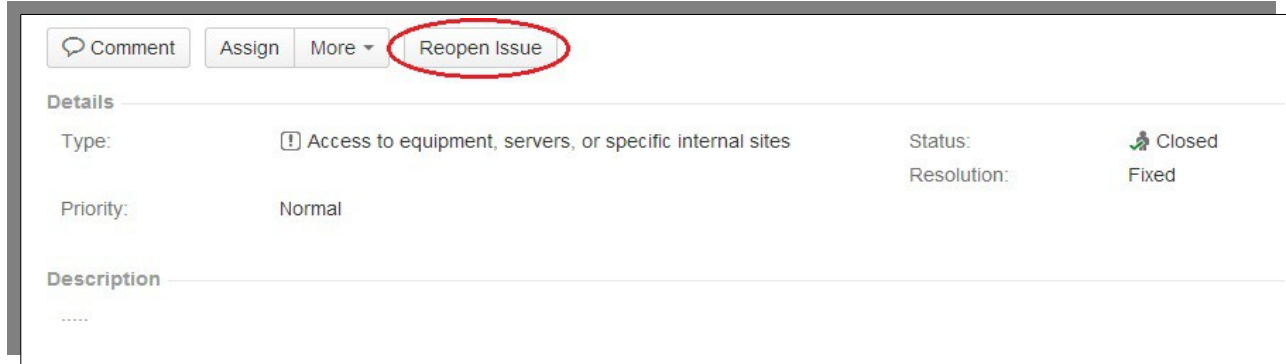


- If the ticket was resolved, the "Close by Client" button will be available for the user validates the ticket and proceed to close it. If the problem persists, the "Return to Tech" button will allow to user return the ticket to staff.

- In case of need to re-open a ticket, the "Reopen" button will be available once the ticket was resolved and closed.

# 4. Annexes

## 4.1 Workflow

- The Workflow is the lifecycle of the issue entered, its default status is "Open".

- The Workflow has transitions that only the staff of the department can execute, such "Start Progress", "Assign", etc.

- Also, the Workflow has another transitions that the reporter (user) can execute when the staff attend his issue. ("Return to Tech", "Close by Client" and "Reopen").

- The picture below shows the Workflow that the issues will follow in their lifecycle, and the transitions that can be executed by the staff and which ones by the reporters.