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# Information Technology

User Manual

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## Request a Support Ticket IT-UM-005

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

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**Version History**

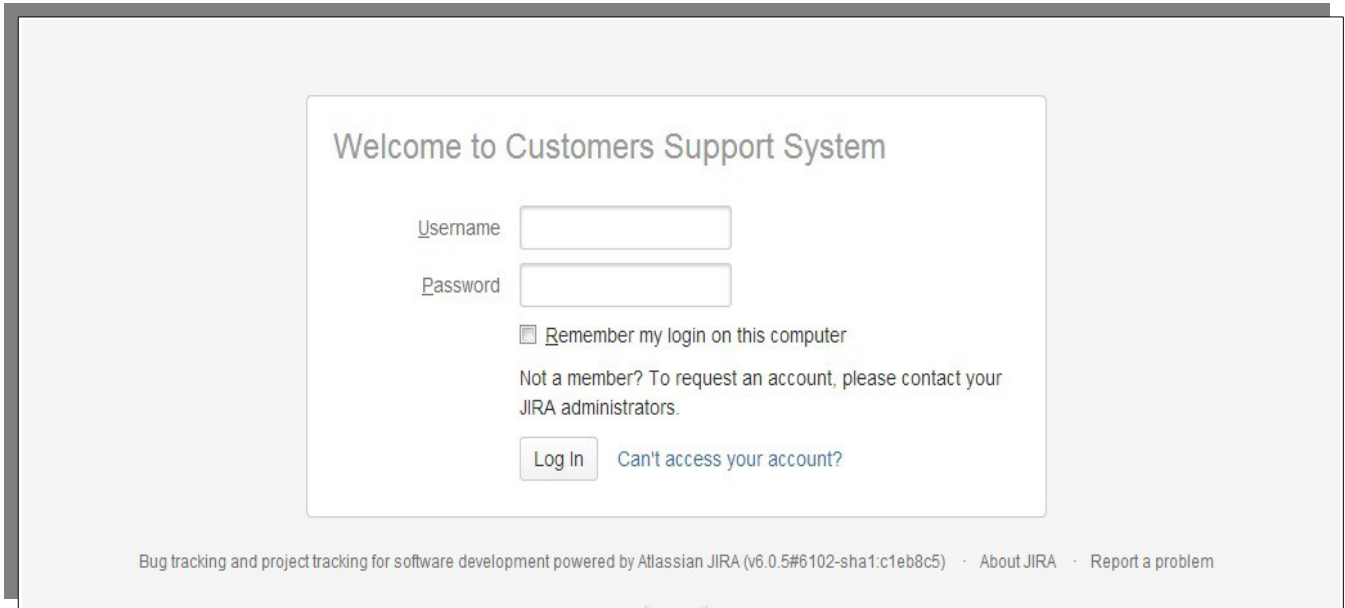
Date	Author	Change Summary	Modified Sections
2014-01-15	Luis Pérez	All	All
2014-01-15	Marcos Castro	All	All
2014-01-15	Cristina Hernández	All	All
2014-01-15	Luis Gerardo Ávila	All	All

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## 1. Log in

- Go to: <http://jira.avantica.net>
- Type your username and your password to log in.



The screenshot shows the login interface of the Jira system. It features a central white box on a light gray background. Inside the box, the title "Welcome to Customers Support System" is at the top. Below it are two input fields: "Username" and "Password". A checkbox labeled "Remember my login on this computer" is positioned below the password field. A message states: "Not a member? To request an account, please contact your JIRA administrators." At the bottom of the box are two buttons: "Log In" and "Can't access your account?". Below the white box, a footer line contains the text: "Bug tracking and project tracking for software development powered by Atlassian JIRA (v6.0.5#6102-sha1:c1eb8c5) · About JIRA · Report a problem".

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.

[Can't access your account?](#)

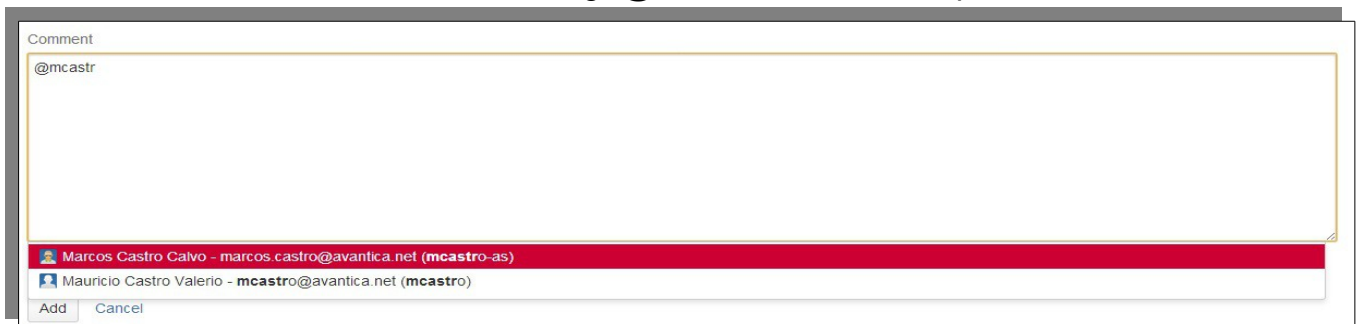
Bug tracking and project tracking for software development powered by Atlassian JIRA (v6.0.5#6102-sha1:c1eb8c5) · [About JIRA](#) · [Report a problem](#)

## 2. Create Issues

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



- In the “**Create Issue Screen**”:
  - Choose the “**Department**” in which you want to create the issue.
  - Choose the “**Issue Type**”.
  - 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.
  - Write a “**Summary**” and a “**Description**” for the issue.
  - Choose the “**Priority**” according with your problem. Please notice that priorities have specific characteristics.
  - If you want to, or the issue requires it, you can attach files.
  - The fields for “Suscribers” works as fields to add the PM or any other person that you want to notify about your issue. All suscribers 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.

Create Issue

Configure Fields

Project\* Tickets - IT - SCA 1

Issue Type\* Access to equipment, server... ? 2

Some issue types are unavailable due to incompatible field configuration and/or workflow associations.

Project / Department None 3

Summary\* 4

Description\* 4

Priority\* Normal 5

**Urgent:** One or more people CAN NOT work until this issue is solved (BLOCKER).

**High:** Issue should be solved within the next 4 hours or else one or more people will be unable to work or to comply with our customer commitments.

**Normal:** Situation causing problems but it is NOT a blocker. Must be solved as soon as possible (1 day).

**Low:** All improvements in the operation or planning of future activities. Should be solved in the next 5 working days.

Attachment Choose Files No file chosen 6

The maximum file upload size is 10.00 MB.

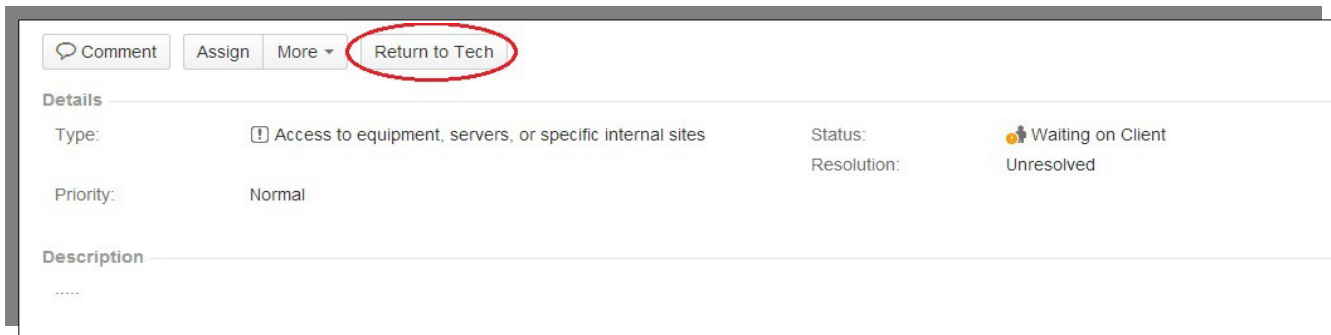
Suscriber 1 7

Start typing to get a list of possible matches

☐ Create another
 Create
 Cancel

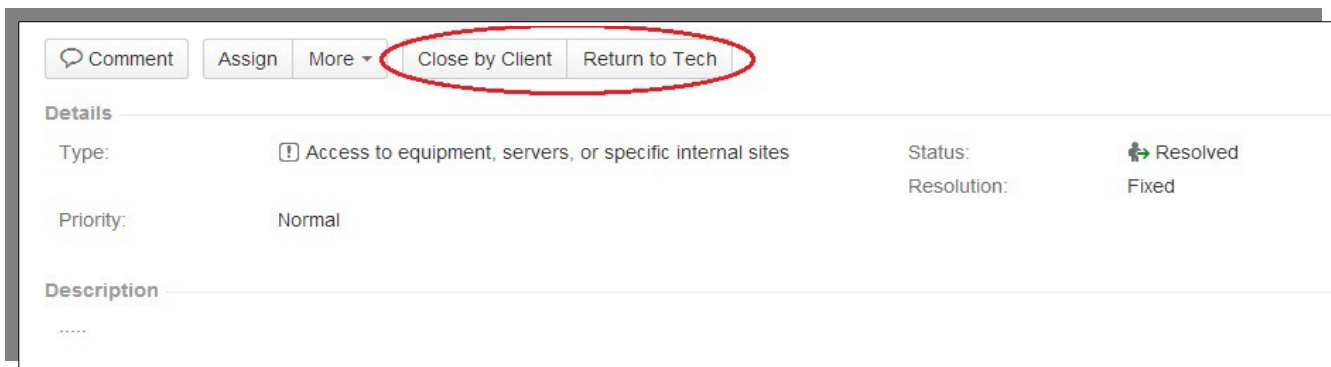
### 3. Inside the Issue - Please notice that in the upper portion of the ticket the buttons that appear will indicate what possible actions can be taken according to the workflow.

- 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.



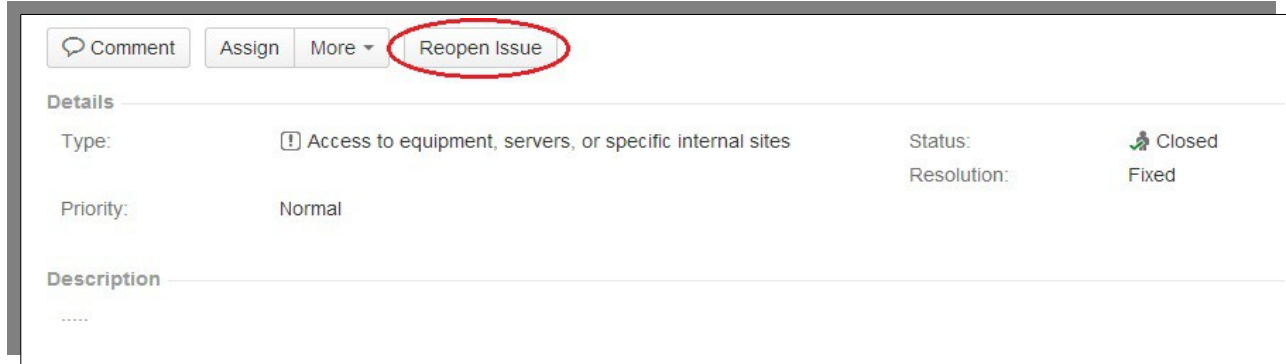
The screenshot shows a support ticket interface. At the top, there are buttons for 'Comment', 'Assign', 'More', and 'Return to Tech'. The 'Return to Tech' button is circled in red. Below the buttons, the ticket details are displayed: Type: Access to equipment, servers, or specific internal sites; Status: Waiting on Client; Priority: Normal; Resolution: Unresolved. The description field is empty.

- 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.



The screenshot shows a support ticket interface. At the top, there are buttons for 'Comment', 'Assign', 'More', 'Close by Client', and 'Return to Tech'. The 'Close by Client' and 'Return to Tech' buttons are circled in red. Below the buttons, the ticket details are displayed: Type: Access to equipment, servers, or specific internal sites; Status: Resolved; Priority: Normal; Resolution: Fixed. The description field is empty.

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



The screenshot displays a support ticket management interface. At the top, there is a horizontal bar with four buttons: 'Comment', 'Assign', 'More', and 'Reopen Issue'. The 'Reopen Issue' button is circled in red. Below this bar, the ticket details are shown. The 'Type' is 'Access to equipment, servers, or specific internal sites' with a warning icon. The 'Status' is 'Closed' with a green checkmark icon. The 'Priority' is 'Normal'. The 'Resolution' is 'Fixed'. Below the details, there is a 'Description' section with a text area containing several lines of text.

Details			
Type:	⚠ Access to equipment, servers, or specific internal sites	Status:	✅ Closed
Priority:	Normal	Resolution:	Fixed

Description

.....



## 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.

