# Zalaris Helpdesk

Introduction

Zalaris Helpdesk is a secure, user-friendly online portal, designed to give customers greater control, visibility, and possibility to submit tickets to Zalaris Support Desk with the click of a button. Key benefits of the new cloud-based self-service portal include Enhanced Transparency and Streamlined Support!

How to access?

Zalaris Helpdesk is situated on the right side of the front panel in Zalaris PeopleHub portal under Home section.
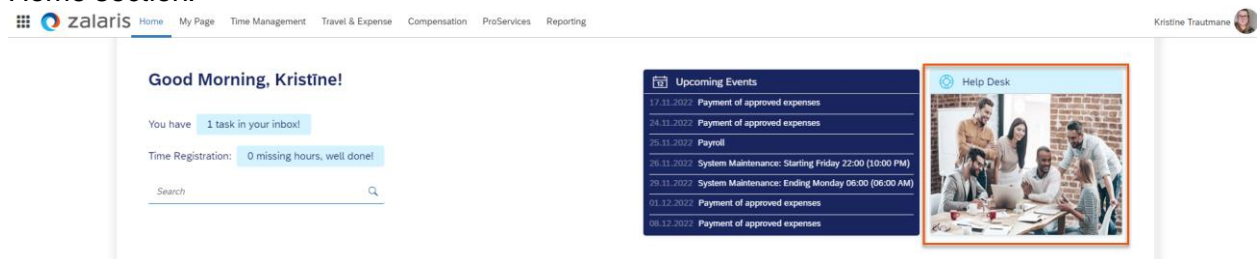
How to use?

Helpdesk is based on the profile approach. When users open the Helpdesk – they will automatically be in their Self-Service profile and will be acting on their own behalf. If users will be part of any of the On Behalf Of groups [OBO] – they will be able to choose the OBO contacts from the drop-down list on the left upper corner. After choosing OBO profile – they will be able to act on behalf of particular OBO contact – Submit new tickets, see already existing tickets which they or any of the other members of this OBO contact has submitted.
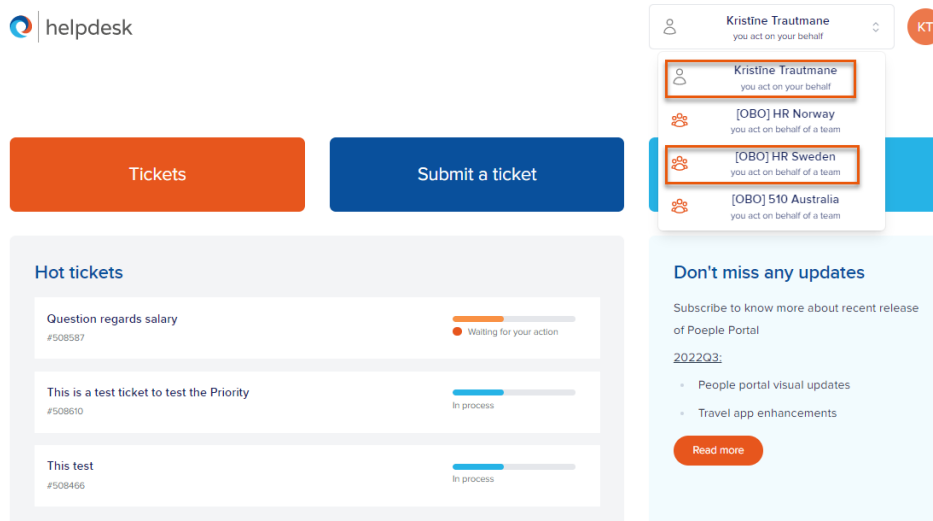
Helpdesk landing page

Helpdesk landing page contains of the following services:
1. Profiles on which user is acting
2. Tickets
3. Submit a ticket
4. Knowledge base
5. Hot tickets
6. News regards latest Helpdesk releases

Tickets

In the Tickets page – users will be able to see overview of all the tickets which they have submitted. Tickets overview includes Tickets subject and Ticket nr, Status, Priority, Date of creation and time stamp when the ticket was modified last. Submit a new ticket option is available at the top of the overview.

Other features available for **Tickets**:

It`s possible to re-arrange ticket order in each column by the parameters: ticket nr., priority, date and last modified time in growing or descending order. As well by status - Submitted, In Progress, Resolved and Closed tickets or Closed, Resolved, In Progress and Submitted – this is done by clicking on the column name by which the tickets should be sorted.

Helpdesk offers ticket filtering by priority and status. Users can mark either one or several priorities and statuses which they want to filter the tickets by.

In addition to filtering, ticket can be searched by keywords. Keywords in ticket title, description, comments or attachment title can all be subject for ticket search.

In ticket overview page 10 tickets are displayed by default – to see all remaining tickets users should press on the *Show more* button on the right bottom side of the page. When the *Show more* button have been pressed for the first time users can press on the Enter which would act the same as pressing on the Show more button. It will procced with loading and displaying next 10 tickets in the list.

Test test #506242		Resolved	Medium	8/24/2022, 2:22 PM	4 days ago
Test #508302		Closed	Medium	10/28/2022, 1:54 PM	4 days ago
This test #508466		In process	Medium	11/5/2022, 9:23 PM	7 days ago
- Empty subject - #508359		Closed	Medium	10/31/2022, 2:08 PM	9 days ago
This is a test ticket #508234		Submitted	Medium	10/26/2022, 12:10 PM	14 days ago

Show more

Showing 10 of 75

Submit a ticket
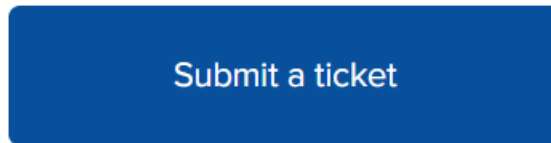
To submit a new ticket users should provide Tickets subject and Description. Both are mandatory fields.

Other features available for **Submit a ticket**:

Draft section has been introduced to Helpdesk – when users start to type either in the Subject or ticket Description field on the left side of the page draft section will appear. Status Live will indicate which draft section is used right now. It is possible to delete any unnecessary drafts from the draft list by pressing on the bin icon.

Rich text editor is available in Helpdesk. Format options which are available: Bold, italic, underline, and strikethrough, text color, highlight color, numbered lists and bulleted lists, images.

When either ticket Subject or Description is provided – Attachment section will appear under the Description field. Users can upload the files by pressing within the dashed line for attachments – it will open the File Explorer so that users can choose the file which they want to add to the ticket. Drag and drop option is available as well. Limit of the attachments size are up to 10 mb. Allowed file formats are: jpg, jpeg, png, gif, xml, text/plain, pdf, zip, MS Word, MS Excel, MS PowerPoint, Outlook

To submit a ticket – Submit button should be pressed. If users have changed their mind and do not want to submit a ticket – they can use Reset button which would remove all the provided content and delete the draft for this ticket.

After submitting the ticket – ticket overview page will be displayed.

Ticket overview page

Ticket overview page incudes:
1. ticket subject
2. description
3. activity list

4. comment field
5. ticket details
6. timeline
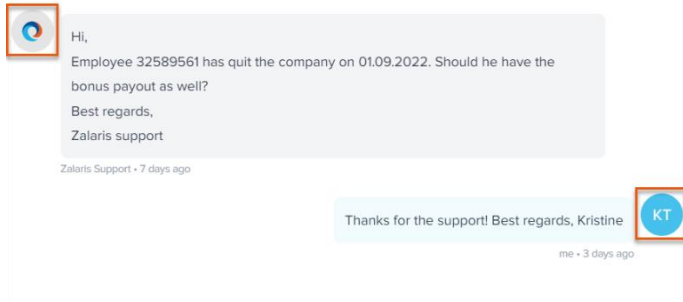

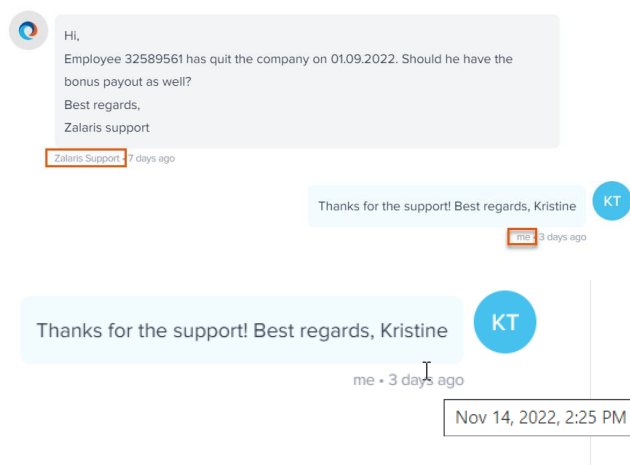Other features available for **Ticket overview page**:

Action button offers to Refresh the ticket or Mark ticket as resolved.

Attachment can be added to the comment by pressing on the paper pin symbol to open File explorer or Drag and drop function.

If the comment is longer then 1-2 sentences or users want to use Rich text editor – comment field can be expanded.

Hi,

Employee 32589561 has quit the company on 01.09.2022. Should he have the bonus payout as well?

Best regards,
Zalaris support

Zalaris Support • 7 days ago

Thanks for the support! Best regards, Kristine   KT

me • 3 days ago

All the comments which will be added by user will be displayed on the right side of the activity list and all the comments which have been added by the Zalaris support will be displayed on the left side of the activity list. Users initial will be displayed in avatar next to comments and Zalaris logo will be displayed in Support avatar.

Hi,

Employee 32589561 has quit the company on 01.09.2022. Should he have the bonus payout as well?

Best regards,
Zalaris support

Zalaris Support • 7 days ago

Thanks for the support! Best regards, Kristine   KT

me • 3 days ago

Under each comment there will be written who has added the comment – either me as indication that users him/herself have been added the comment or Zalaris Support if the comment has been added by the Zalaris support.

Thanks for the support! Best regards, Kristine   KT

me • 3 days ago

Nov 14, 2022, 2:25 PM

Time stamp of how long back the comment have been added. If users will want to see exact date and time when the comment has been added – they need to move cursor on the time which is displayed as default and additional window will appear with date and time details

\# 508610

Updated 24 minutes ago

Reported by me
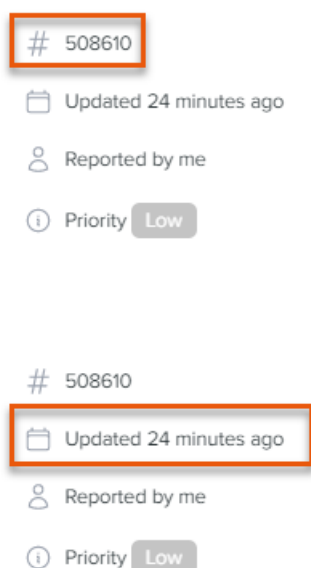
Priority Low

Ticket number is displayed next to the dash signed. Users can easily copy the ticket nr. just pressing on it with cursor.

\# 508610

Updated 24 minutes ago

Reported by me

Priority Low

Updated will include time stamp when the ticket has been updated last.

508610

📅 Updated 24 minutes ago

👤 Reported by me

ⓘ Priority Low

Reported by displays who has submitted the tickets. If user is acting on himself – it will be displayed that tickets has been *Reported by me.*

508610

📅 Updated 24 minutes ago

👤 Reported by me

ⓘ Priority Low

Priority includes four different priority levels: Low, Medium, High and Highest. Each priority has it`s own color tag.

Status

In process

Four different statuses are possible:
Submitted – when the ticket has been submitted and not yet processed
*In process* – when Zalaris support work on ticket and it hasn`t been yet resolved
Resolved – when the ticket has been resolved by Zalaris support or user himself. Tickets which have been resolved can be re-opened in the next five days after resolution. Tickets can be re-opened by commenting on the ticket. The status will be automatically changed to ticket in process.
Closed – 5 days after tickets have been in status resolved – they automatically are set to status closed. Such tickets cannot be re-opened by commenting on them. If users want to re-open already closed tickets – they need to submit a new ticket and refer to already existing tickets nr.
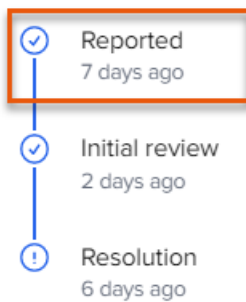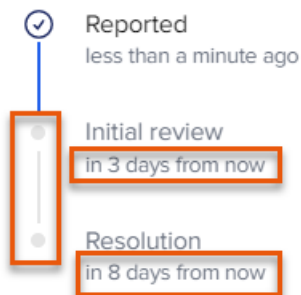
Timeline

Reported
less than a minute ago

Initial review
in 3 days from now

Resolution
in 8 days from now
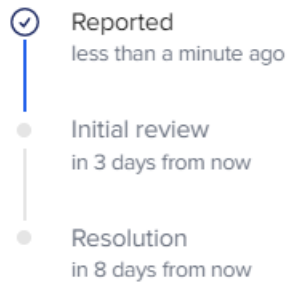
Ticket timeline includes the actions and time when ticket should be or actually are moved to the next stage.
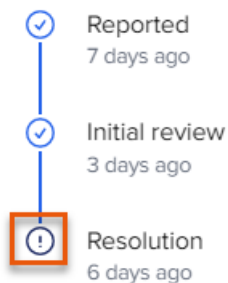
Timeline

Reported
7 days ago

Initial review
2 days ago

Resolution
6 days ago

Status *Reported* displays when the ticket was submitted.

Timeline

Reported
less than a minute ago

Initial review
in 3 days from now

Resolution
in 8 days from now

Initial review and Resolution time if it is not check marked – indicates the deadline of SLA when this action should be done.

Timeline

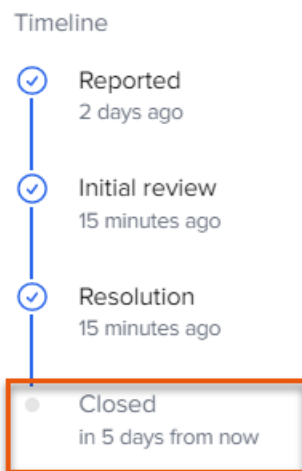Reported
7 days ago

Initial review
3 days ago

Resolution
6 days ago

If timeline displays exclamation mark next to any of the action stages – it means that SLA deadline has been breached and the time which is displayed still shows when the SLA deadline was meant to be fulfilled.

Timeline

Reported
7 days ago

Initial review
3 days ago

Resolution
6 days ago
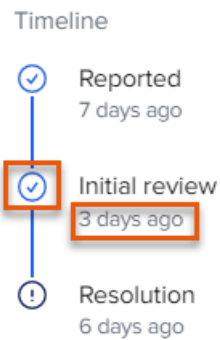
If it the action has happened already (such as Initial review, Ticket Resolution or Closure) – it will be marked with checkmark and the timestamp will show the actual time when it has happened (and not anymore, the SLA deadline).

Timeline

Reported
2 days ago

Initial review
15 minutes ago

Resolution
15 minutes ago

Closed
in 5 days from now

Status *Closed* will appear in timeline after the ticket will be set to status Resolved.

Knowledge base

Knowledge base

Knowledge base offers users to get to know Helpdesk. It consists of Helpdesk user guide – overview and different tips and tricks how to fully use Helpdesk offered functionalities.

Hot tickets

Hot tickets are the overview of the 3 tickets which have been updated last. If any of the tickets are waiting for the action – it will be displayed at the top of the list (and marked orange), then all tickets with status In Progress and Submitted will be listed and lastly Resolved and Closed tickets which has been last update