ESSEX FURUKAWA

ManageEngine
ServiceDesk Plus

User manual

Incident Management service for the Zrenjanin site

Ver. 1.0

March 2023

ServiceDesk Plus or SuperHelp is ManageEngine's ticketing service, incident management service. This is our new ticketing service, request service and it will replace the existing Clarilog service.

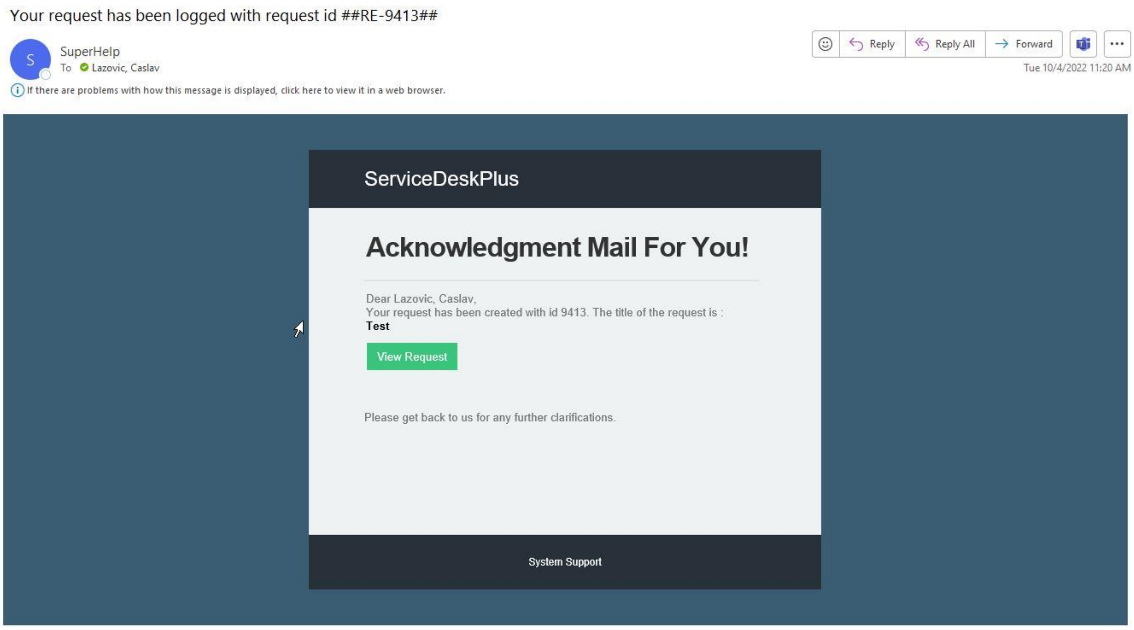
Creating requests.

For creating tickets (requests) user can use two methods: sending emails to superhelp@spsx.com e-mail address or using ServiceDesk Plus https://superhelp.spsx.com/

First method:

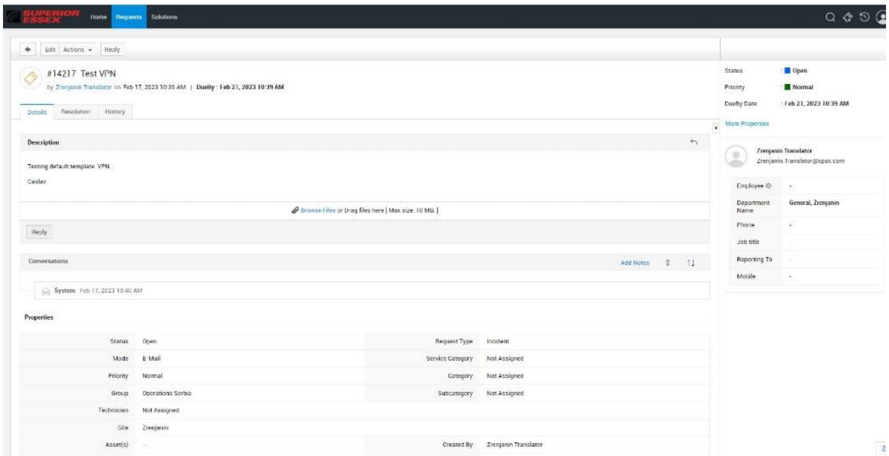
Users can create requests (tickets) by sending emails to the superhelp@spsx.com email address.

After receiving mail, the system creates a ticket and assigns a unique request number to it. The user is receiving an email response about request creation.



Users can use mail to send documents or images related to issues they need help with. As they are doing during regular communication by mail.

Detailed information about his requests user can get by pressing the **View Request** button. By pressing that button user will open his request on the SuperHelp portal.



There he can get full information about the status of his requests.

ServiceDesk+ (SuperHelp) organizes users according to site affiliation. Each site has its own support groups. Support groups contain technicians who are tasked with providing support to users in resolving their requests.

European sites are: Zrenjanin, Quattordio, Meyzieu, Castleford, Bad Arolsen, and Bramsche. Support groups in charge of the Zrenjanin site are Applications Serbia and Operations Serbia.

User requests are automatically assigned to those groups.

The group Assignments for Operations Serbia group is if the user’s e-mail contains one of these words in the subject, mail body, or in the request description.:

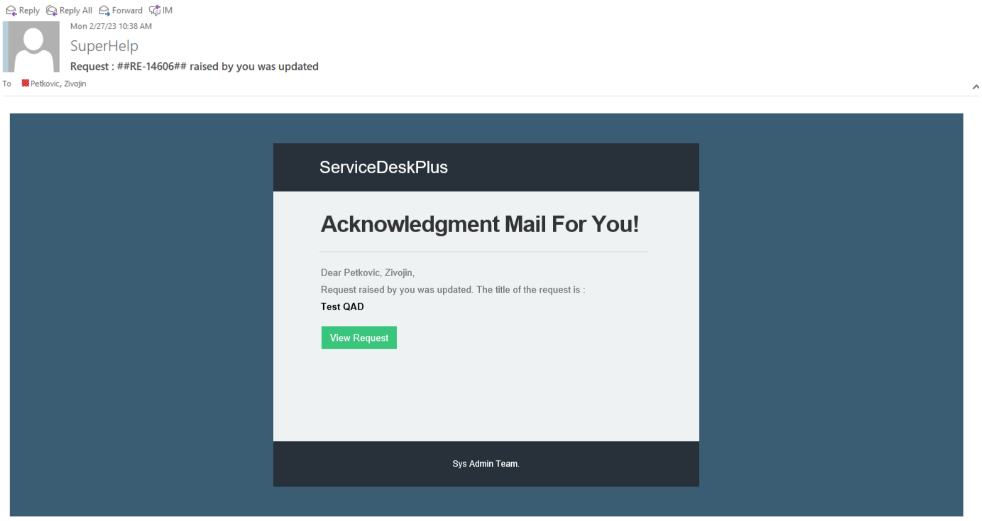
office, mail, account, laptop, computer, printer, folder, internet, software, install, štampač, telefon, vpn, Hardware, and program.

The system for word checking in e-mails or requests is not case-sensitive.

If the e-mail or request doesn’t contain any of those words, requests will be assigned to the Applications Serbia group.

In case of the wrong group association, technicians or supervisor will assign the request to the appropriate group.

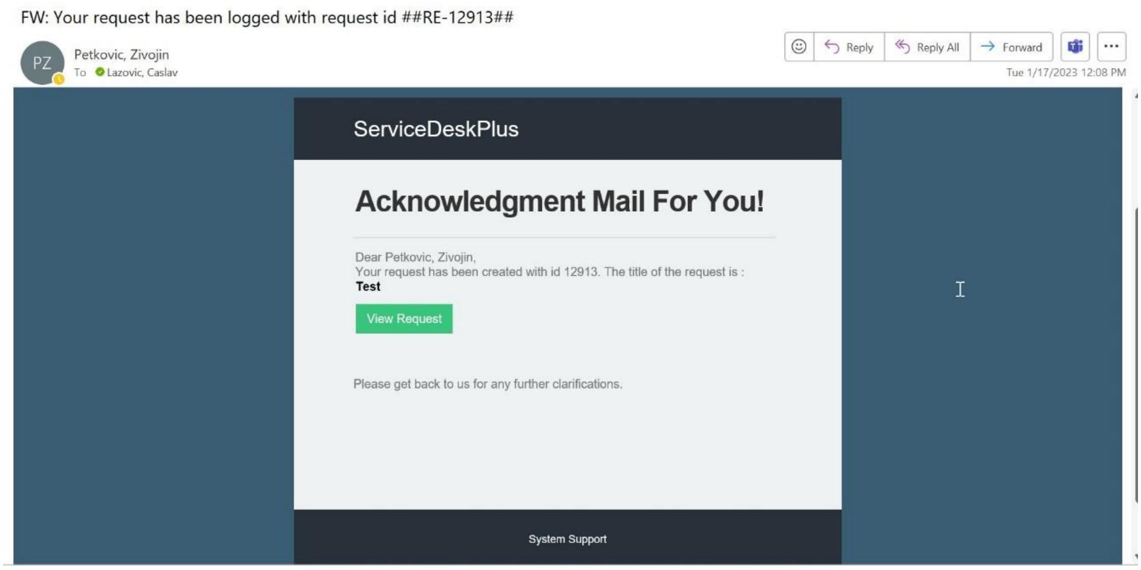
When the request is assigned to the technician, the requester will get an email notification:



The user is getting information that the status of his request is updated. For detailed information about the status of his request, the user must go to the ServiceDesk+ (SuperHelp) portal.

In case the request is not assigned to any technician, after one day the supervisor will be notified and the request will be assigned to the appropriate technician.

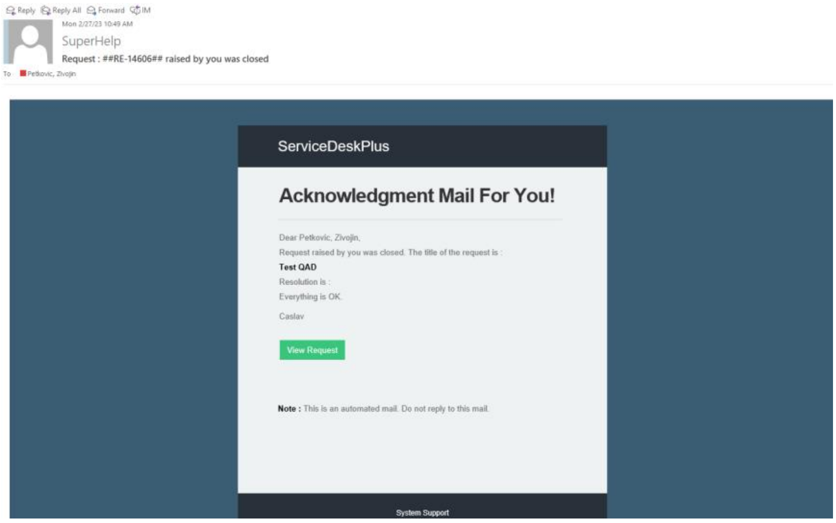
If technicians reply to the user's request, to get some more information about the user's problem, the user will get a mail notification.



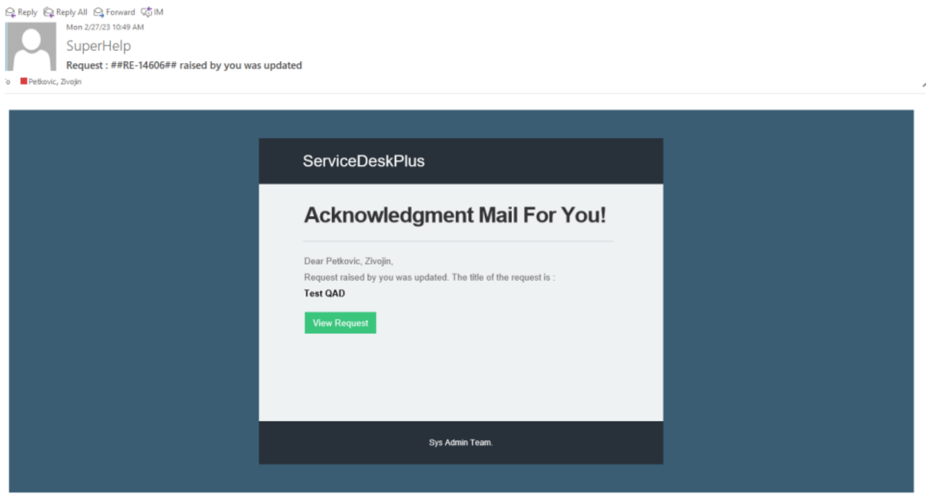
To respond to a technician query, the user can reply to this mail or can use the View Request button and reply on the ServiceDesk+ (SuperHelp) portal.

When the issue in the user request is resolved by technicians, the user will get two mail notifications.

In the first mail, the user will be informed that the request is closed and he will get information from the technician about what was done from his side.



Second mail is just a notification from the system.



During e-mail conversations, the user and technicians can include other counterparties in the e-mail cc field.

Request Escalation

In case of request escalation need user can include other participants in the e-mail conversation.

Re-Open Request

After the request is closed, the user can re-open the request by replying to any mail received during the request life cycle or sending new mail to superhelp@spsx.com with the same subject as the closed request.

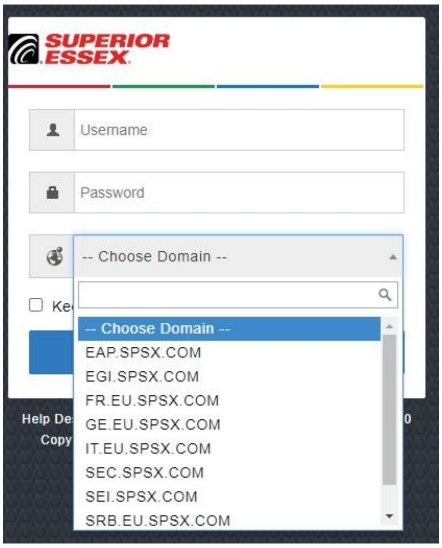
Second method:

Users can also create requests (tickets) using the ServiceDesk+ portal.

The users can access Essex Furukawa’s ServiceDesk Plus – SuperHelp portal by following the link:

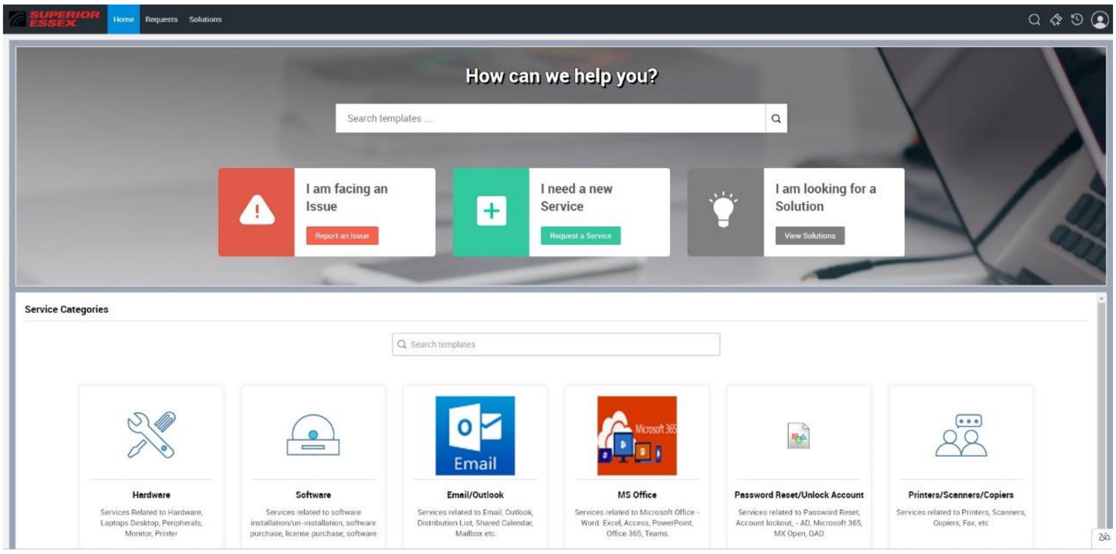
https://superhelp.spsx.com/

To access all functionalities of ServiceDesk Plus first you must log in:



For login, you use your AD credentials and must choose an appropriate domain for your account. For users on the Zrenjanijn site, they need to select the srb.eu.spsx.com domain.

After successfully logging user is redirected to the home page.



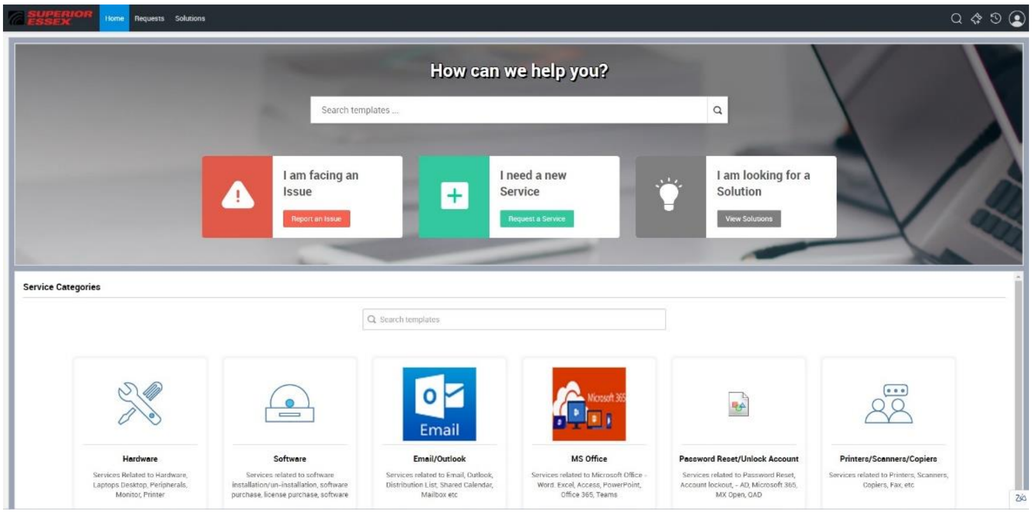
Portal organization

Top manu

On every pages on ServiceDesk+ - SuperHelp portal users can see this menu. Menu are very simple and have just a few links.

1. **Home page**

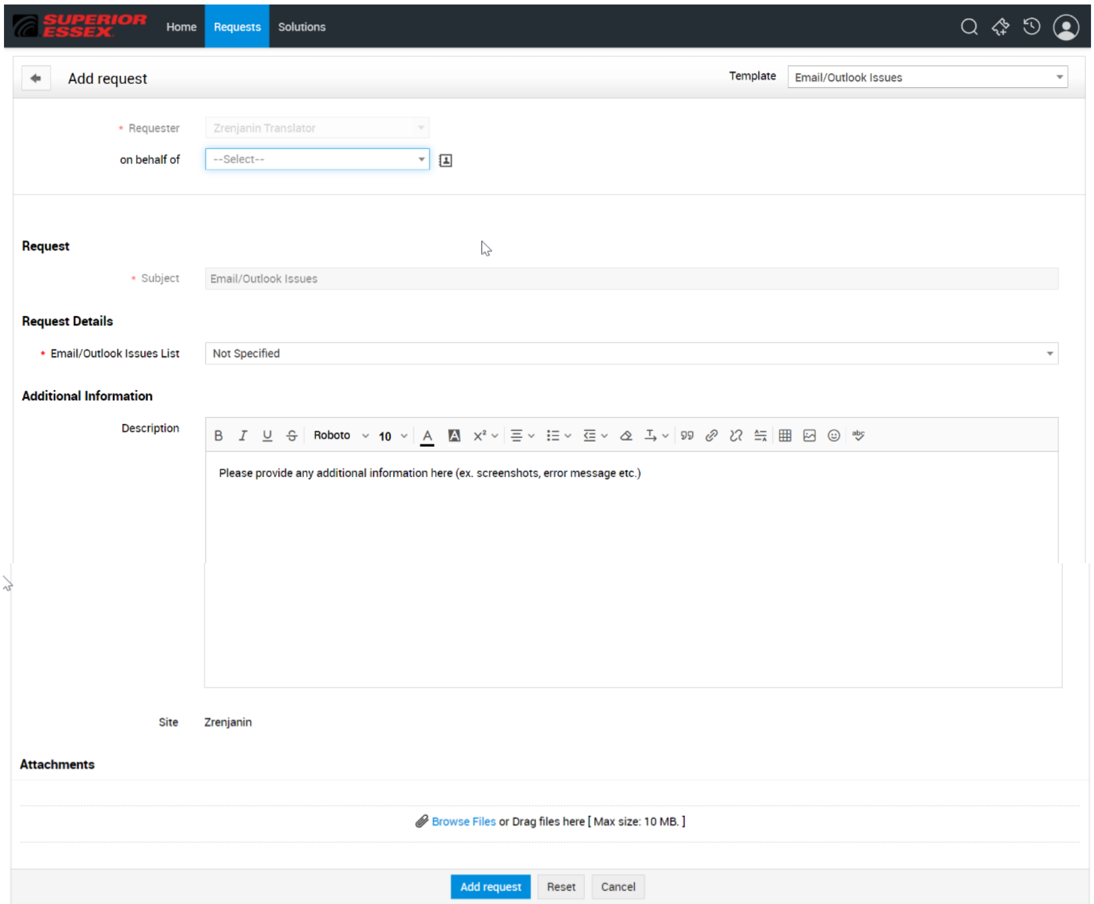
On this page, users can search and choose a template that best suits for problem for which they want to raise a request(ticket).



For example, if the user has a problem with hardware he will choose the Hardware template, or if he has a mail problem, he will choose Email/Outlook template.

After selecting the appropriate template request creation page will open. The look of the open request creation page depends on the selected template.

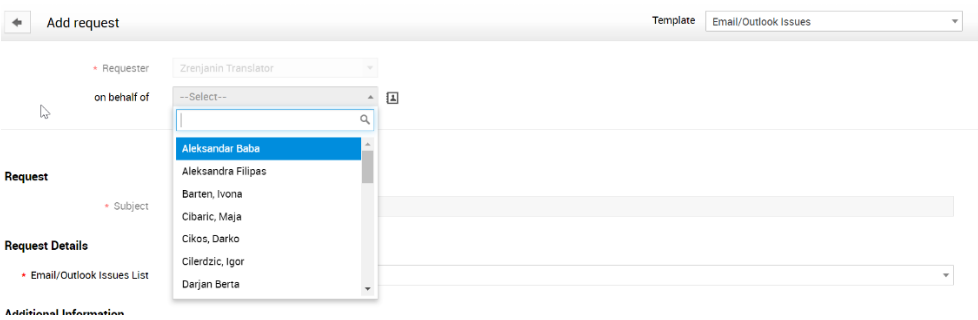
In this example, we are using the Email/Outlook template.



Users need to fill few fields and give as much data as they can to help the technicians to resolve the problem that the user has. Some of the fields are mandatory and they are marked with a red star, like * Email/Outlook Issues List in this example. Fields that are grey are disabled and cannot be filled in by users, like Subject in this example.

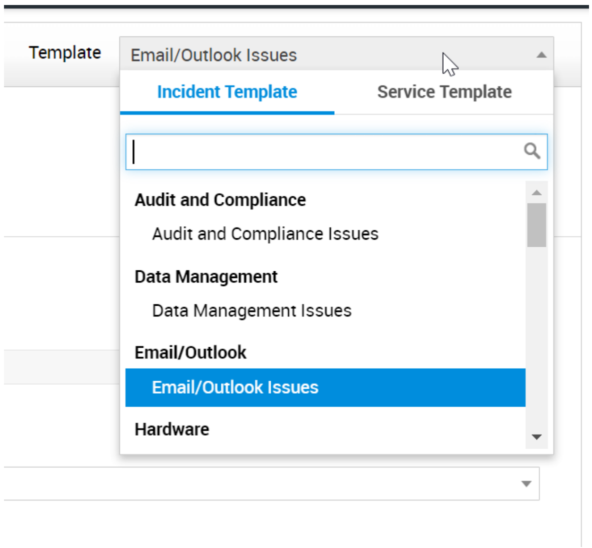
Users can attach documents or pictures to their requests by clicking the link Browse Files in the Attachment section.

Also, a user can raise requests on behalf of another user by choosing a user in the *on behalf of* list.



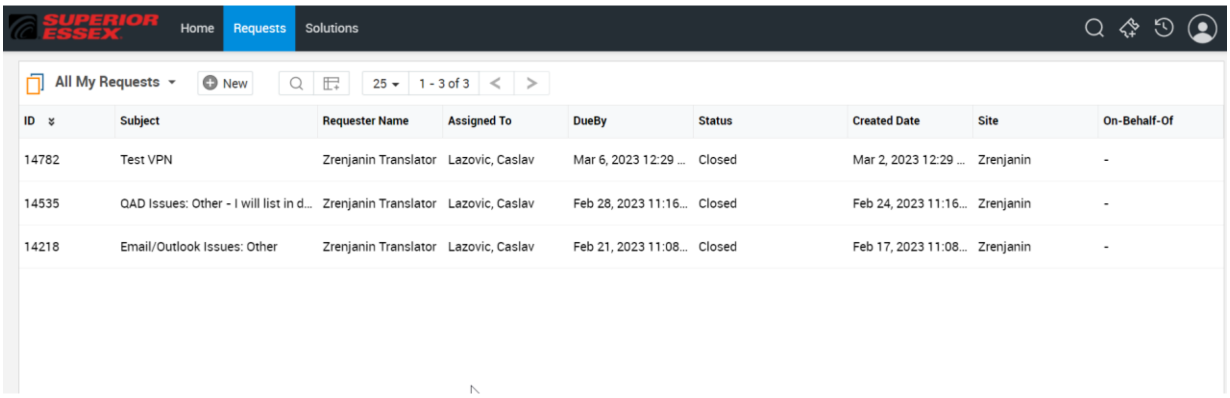
Users can only raise requests for users from their site. Users from Serbia can only raise requests only for users from Serbia.

During request creation, the user can change the request template by choosing another template from the template list

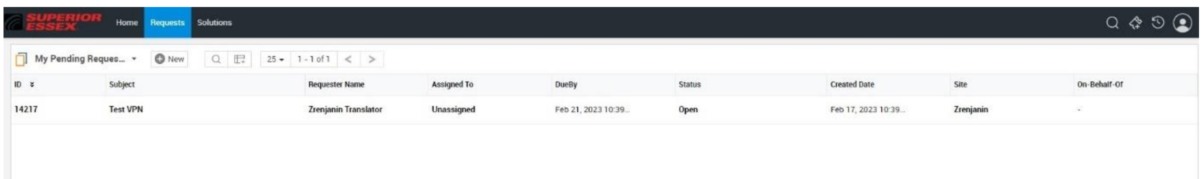


2. Requests page

On this page, users can find all their requests and check the request status.



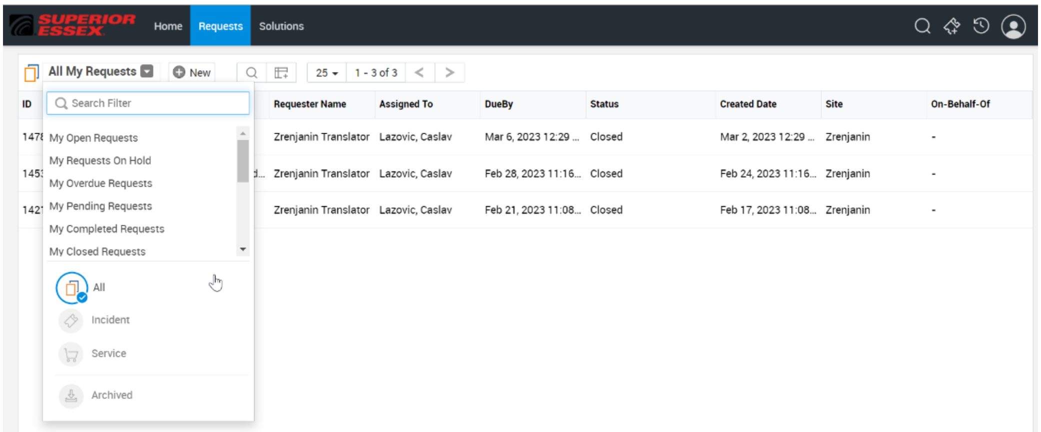
If the request is in bold that means that no technician is assigned to this request.



On this page, there is a menu with helpful tools.

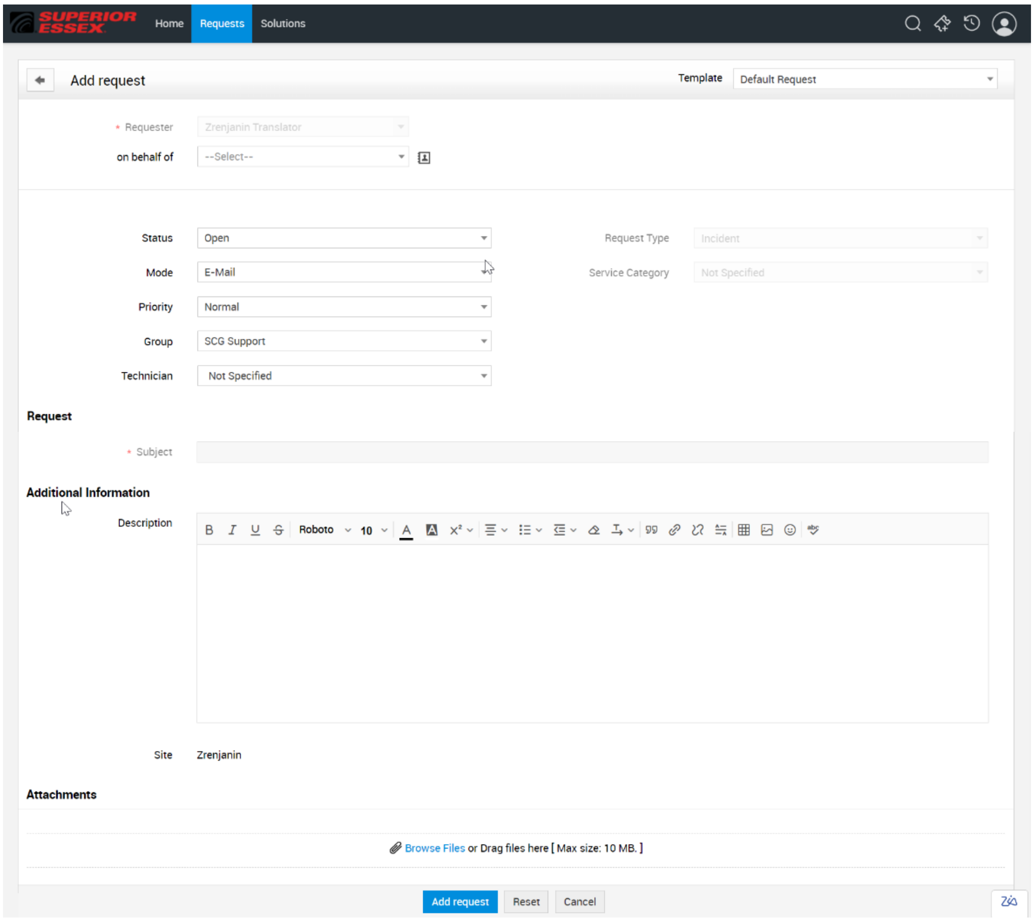
a. Filtering tool

Users can filter what tickets they want to see: My open Requests, and My Closed Requests, or other.



b. New request creation tool

Users can create requests for themselves or on behalf of some other users.

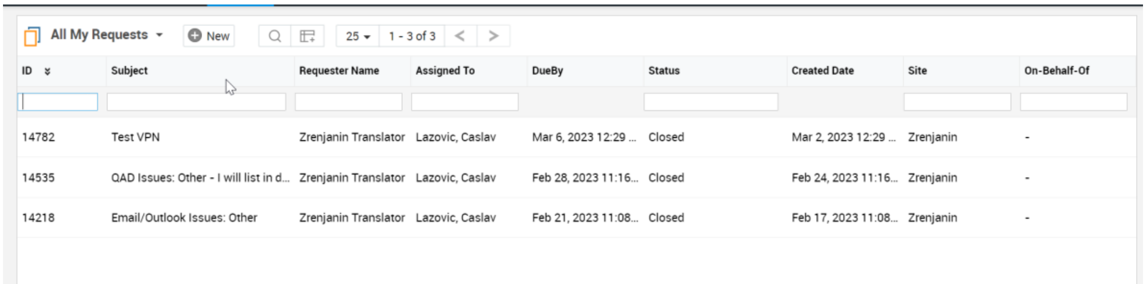


Using this tool user use the default template for creating requests. Also, the user can choose one of the custom templates from the template drop-down list.

If the user uses the default template he must use particular words for assigning requests to the appropriate support group, as when creating a request using mail.

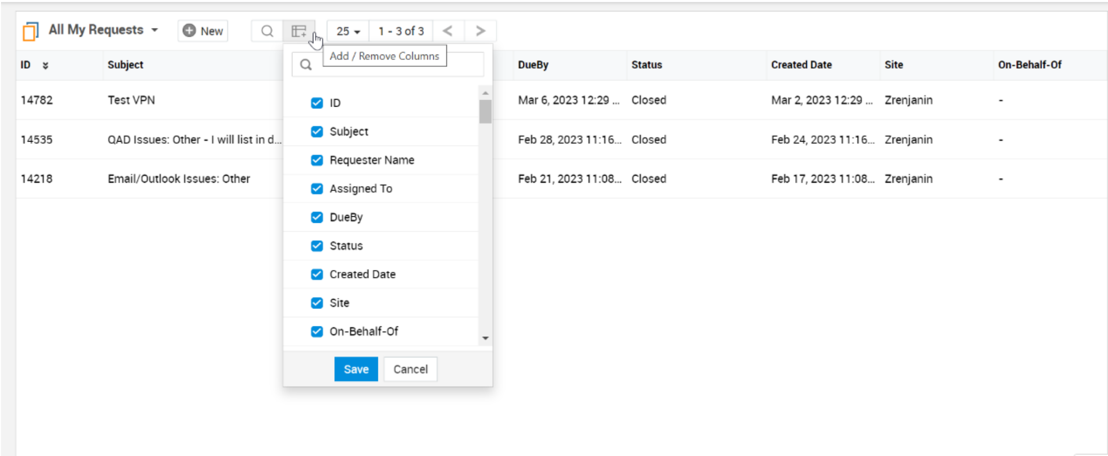
c. Search tool

User can search request by ID, Subject, Requester Name, Assigned To, Status, Site, On-Behalf-of.



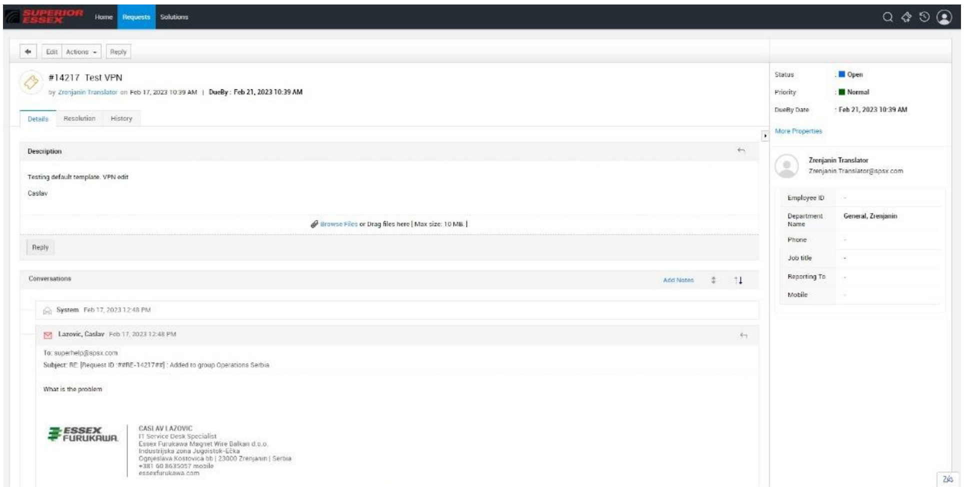
d. Add/Remove Columns tool

With this tool, users can customize the table of their requests by adding or removing columns



Request page

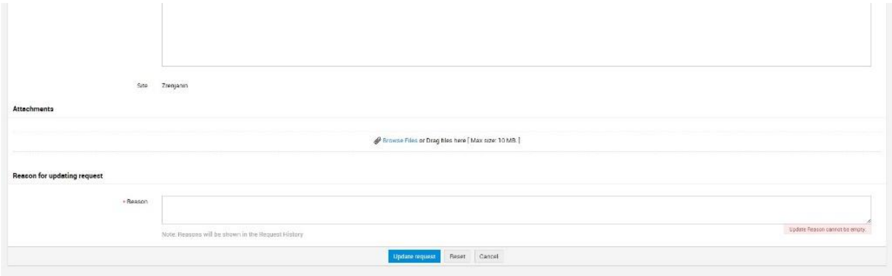
By clicking on a request in the request table, the user can see the details of his request. There, the user can see which technician is in charge of their request, make changes to the request, cancel the request, or respond to the technician.



On this page, the user can use the tools from the menu to manage his request.

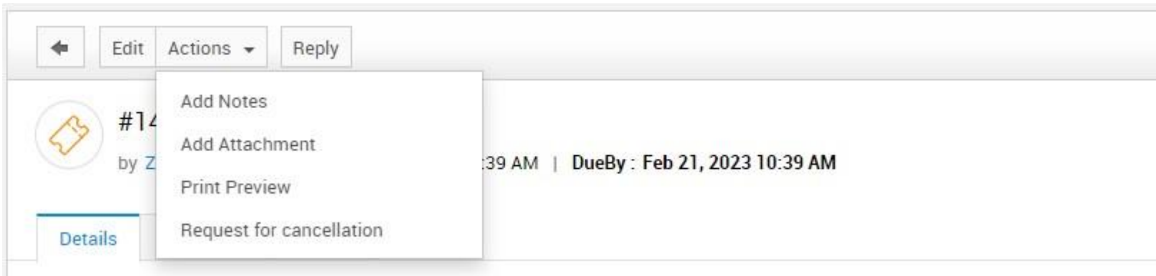
a. Edit button

Using this button user can make changes to his request. By clicking this button request template is opening and the user can make changes to his request. But the user must fill in the newly created field *Reason in the Reason for updating request in the section.



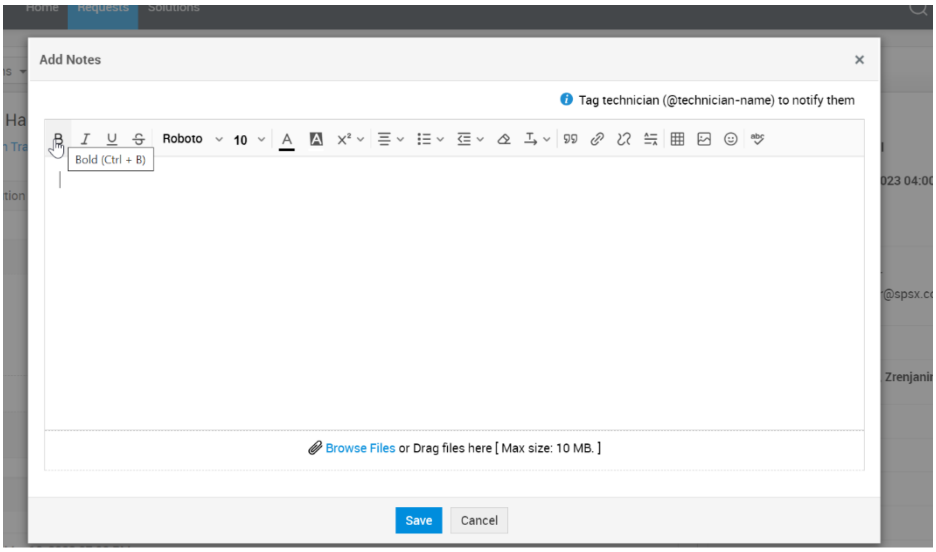
b. Action button

Using this button users are accessing a set of tools.

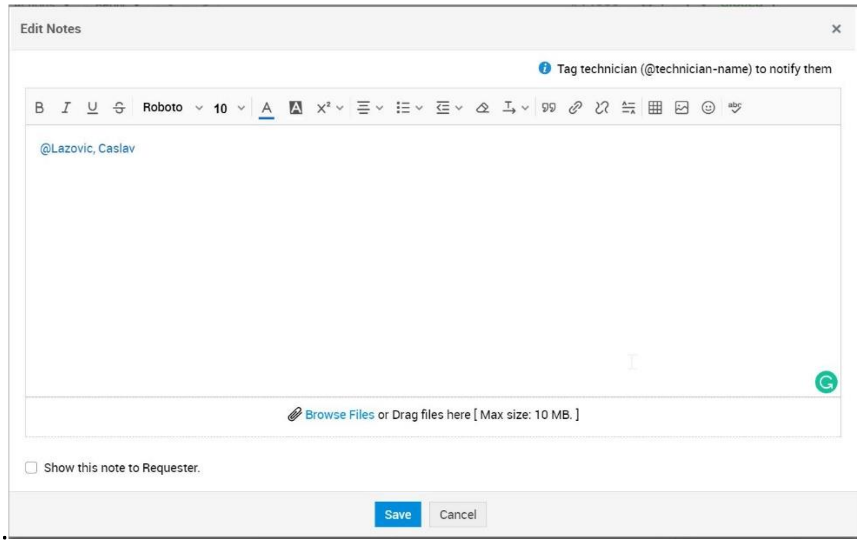


Add Notes

Sometimes it is very useful to write some notes about your request and give some explanation to the technician.



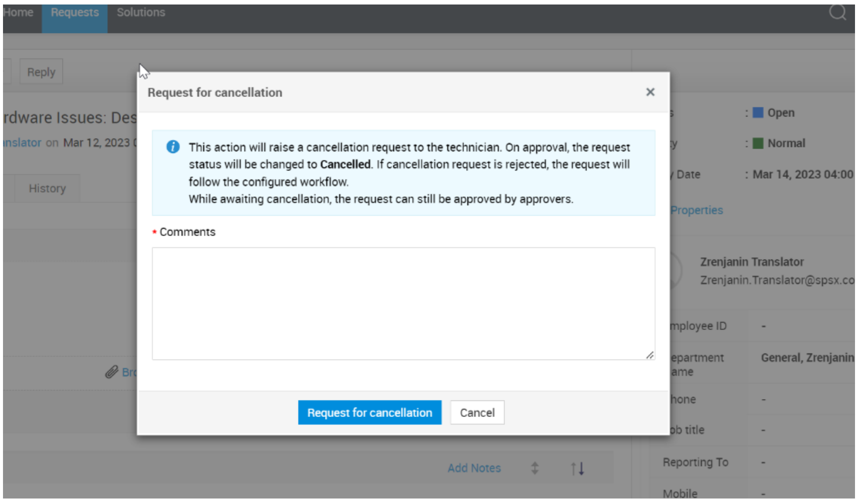
The user can send a message to the technicians or supervisor by tagging them (@tecnicina_name) in the notes



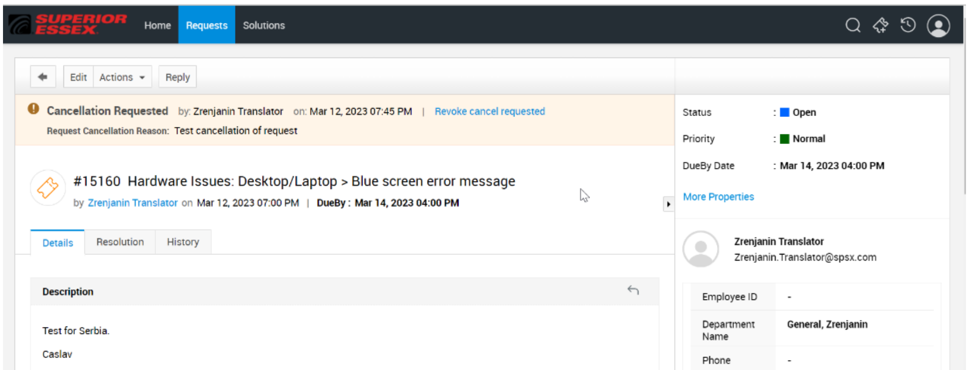
The technician tagged in the note will receive mail about that.

Request for cancellation

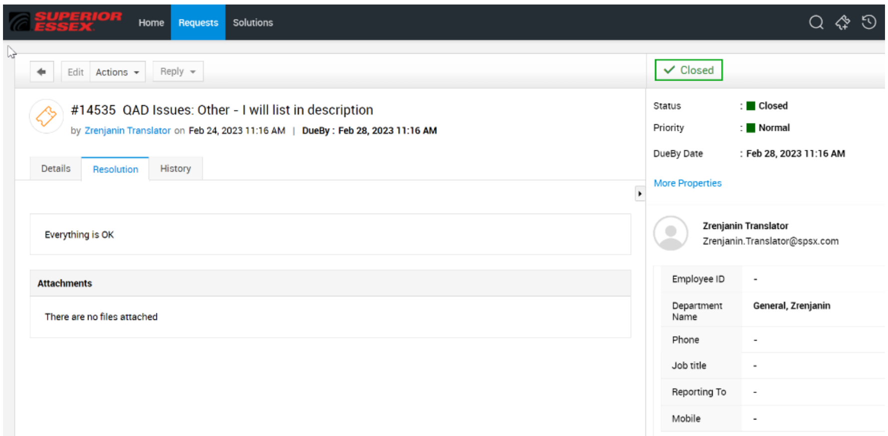
Using this tool, the user can send a request for cancellation of his request.



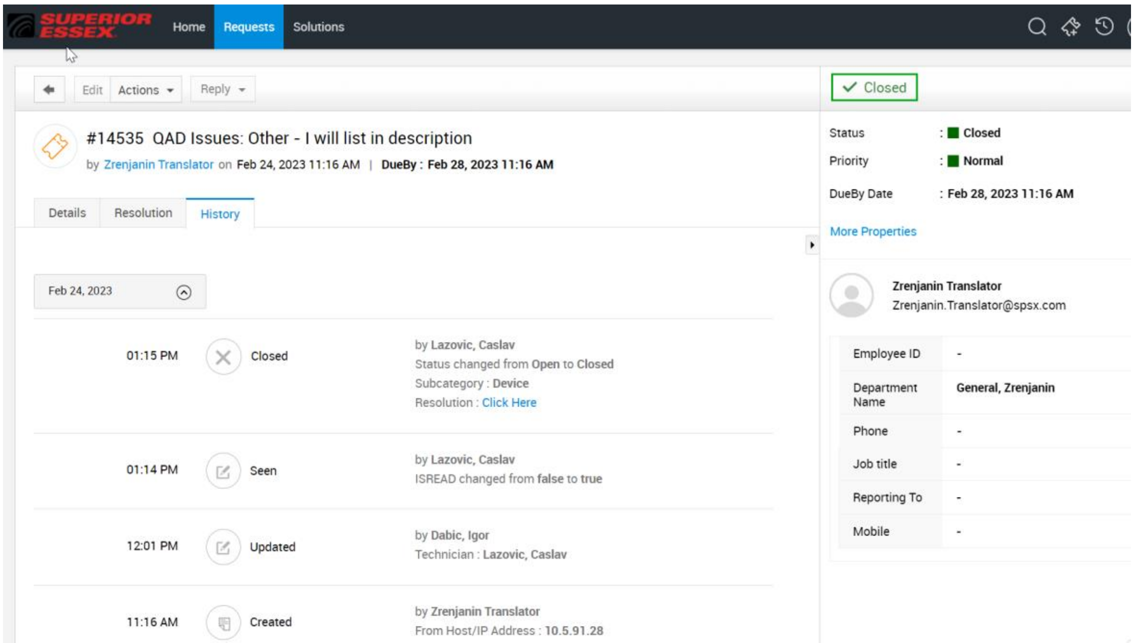
While the user is waiting for cancellation approval from the technician user can revoke the request cancellation.



On the Resolution tab of the request page, the user can see detailed information about the steps which was needed to be done to fulfill the request.

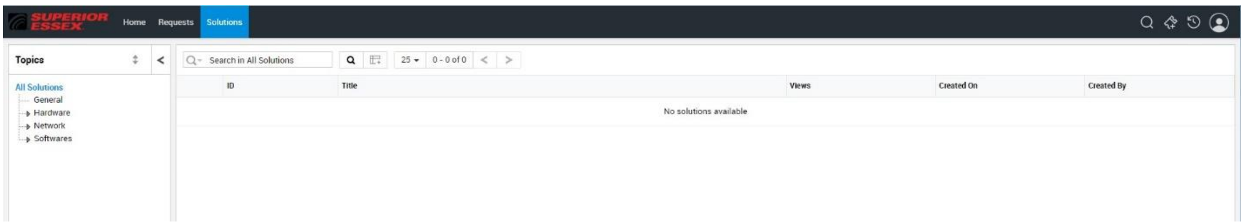


On the History tab, the user can follow the life cycle of his request.



3. Solutions page

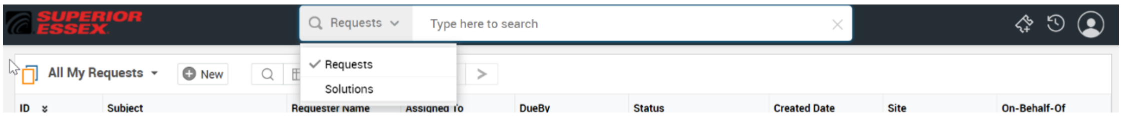
The purpose of this page is to give users a place where they can find some suggestions and suggestions on how they can solve their problems.



But this page is still under construction.

4. Search

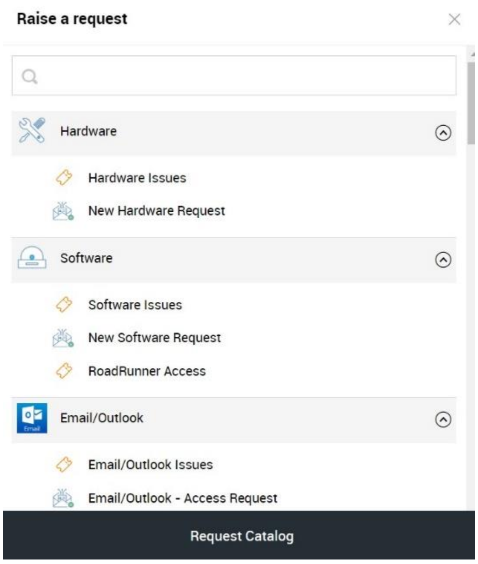
The user can use this tool for searching for requests or solutions.



But users can search requests only by request ID.

5. New Request

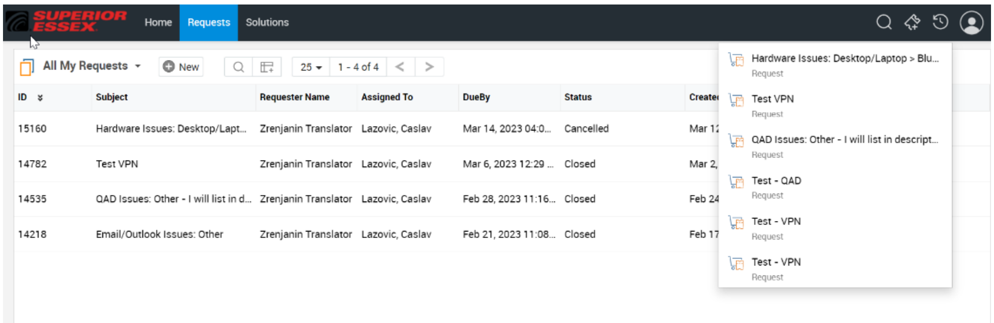
With this tool, the user can Raise a request. The user can choose different templates to create requests.

6. 

By choosing Request Catalog the user will be sent to the Home page.

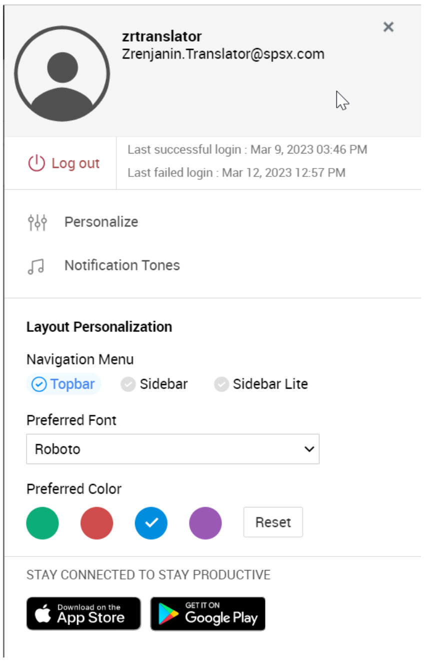
6. Recent Items

With these tools, a user can see a list of requests they have recently viewed.

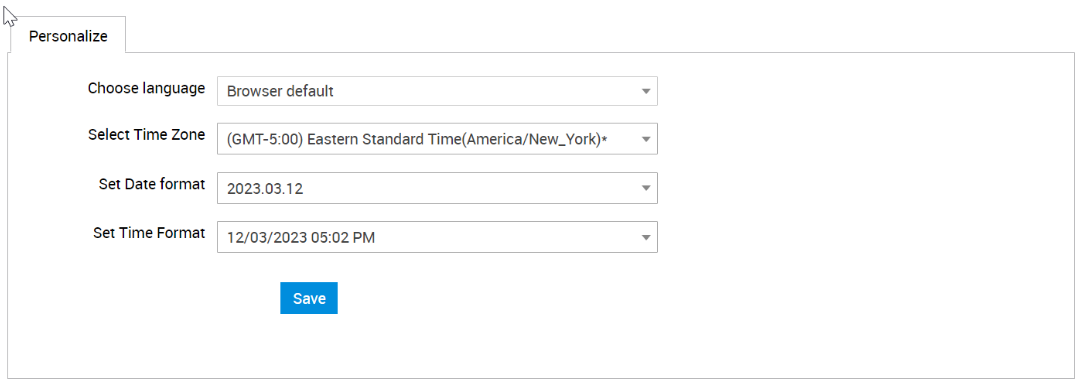


7. **User profile**

Using this tool users can customize the ServiceDesk+ page look (change color, font, and notification Tones).



On the Personalize page users can change the time zone, date/time format, and language.



Through the portal, the user can't reopen requests, only can create new ones.

The user can use mail and a portal method for managing his requests simultaneously.

Dear Colleagues freely use our new ServiceDesk+ ticketing system. Don't be afraid, you cannot make mistakes. If you have any problem or question about using this system, please do not hesitate to contact us. We are here to help and support your work.

YOUR ESSEX FURUKAWA IT TEAM