



# 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.

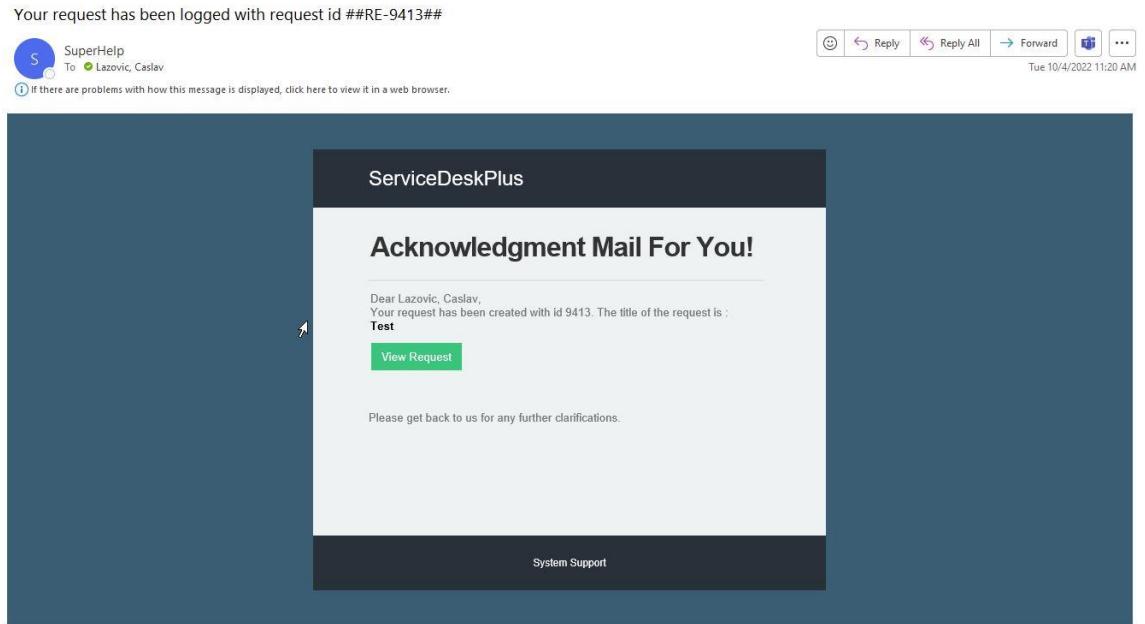
## Creating requests.

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

### ***First method:***

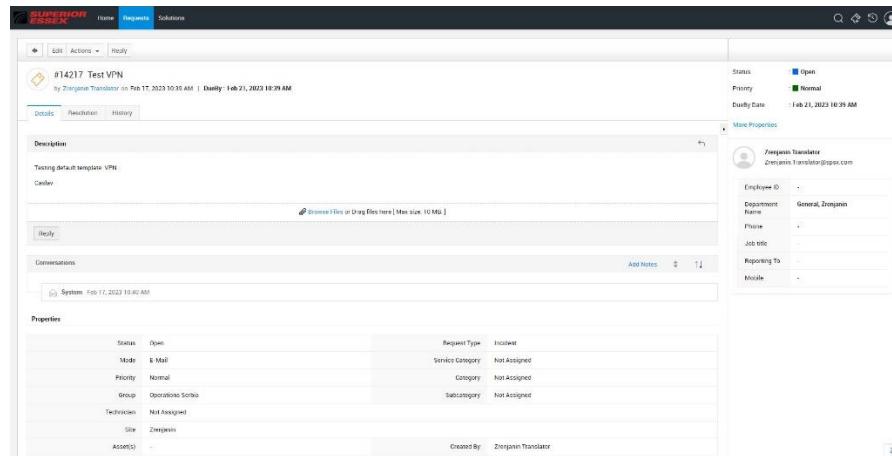
Users can create requests (tickets) by sending emails to the [superhelp@spsx.com](mailto:superhelp@spsx.com) email address.

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.:

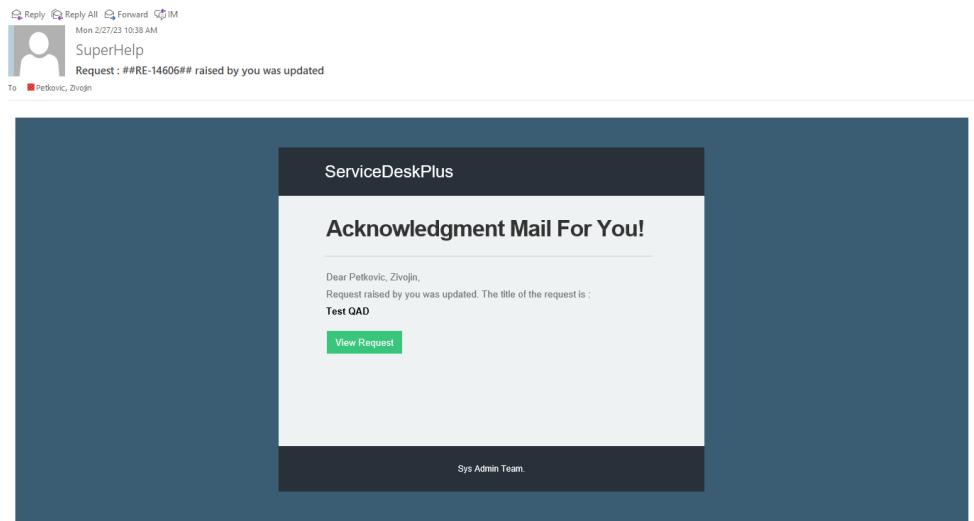
office, mail, account, laptop, computer, printer, folder, internet, software, install, štampač, telefon, vpn, Hardware, and program.

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.

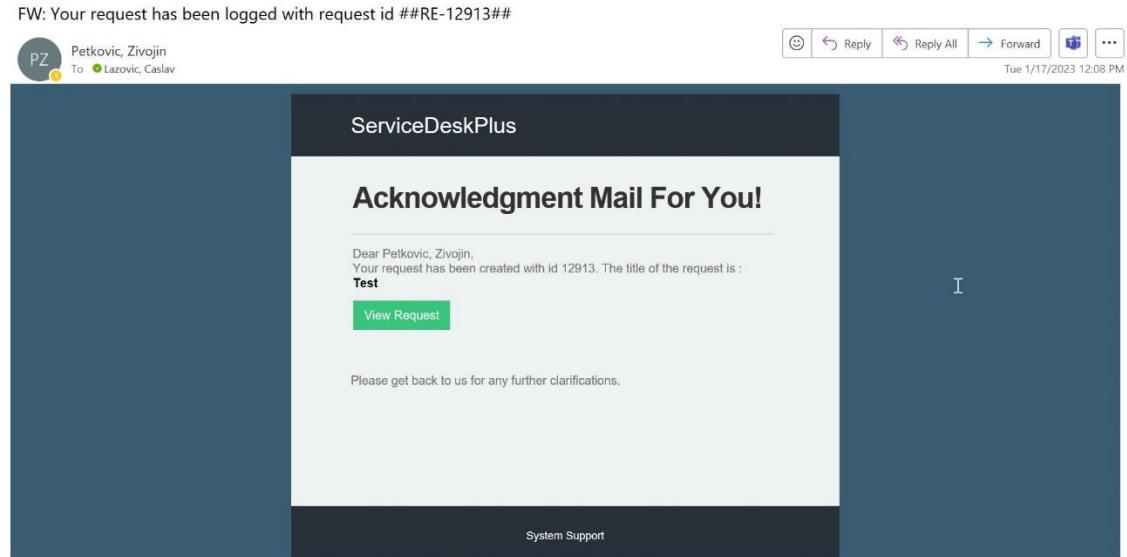
When the request is assigned to the technician, the requester will get an email notification:



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.

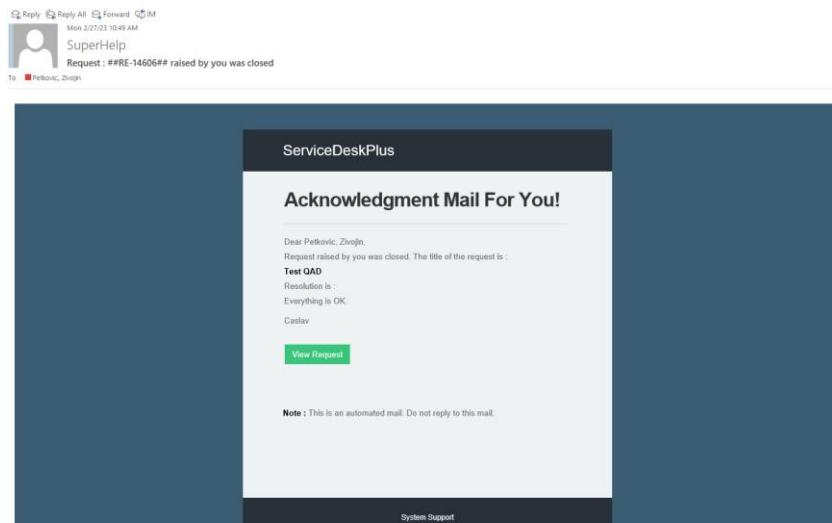
If technicians reply to the user's request, to get some more information about the user's problem, the user will get a mail notification.



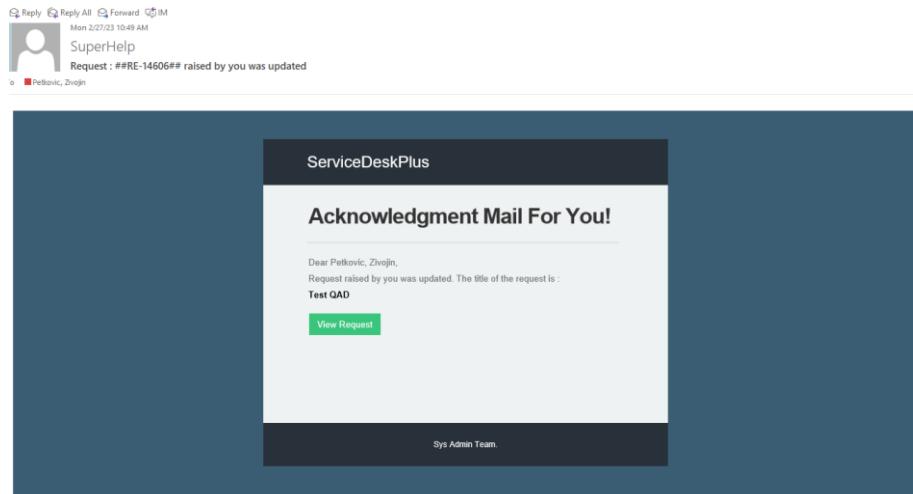
To respond to a technician query, the user can reply to this mail or can use the View Request button and reply on the ServiceDesk+ (SuperHelp) portal.

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](mailto:superhelp@spsx.com) with the same subject as the closed request.

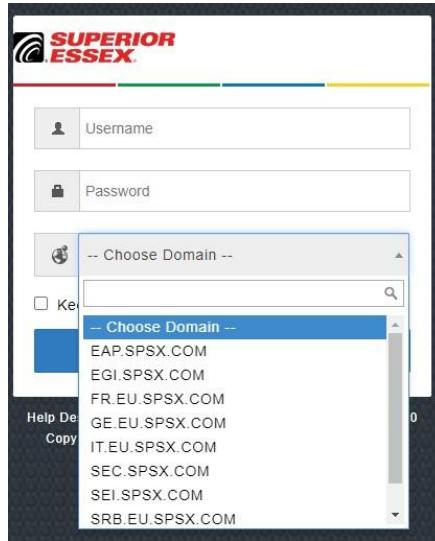
## **Second method:**

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.

A screenshot of the ServiceDesk+ home page. At the top, there's a navigation bar with the Superior Essex logo, 'Home', 'Requests', and 'Solutions'. Below that is a banner with the text 'How can we help you?' and three buttons: 'I am facing an Issue' (red), 'I need a new Service' (green), and 'I am looking for a Solution' (grey). There's also a search bar labeled 'Search templates ...'. The main area is titled 'Service Categories' and contains six cards: 'Hardware' (icon of wrench and screwdriver), 'Software' (icon of a computer monitor), 'Email/Outlook' (icon of an envelope with a 'Gmail' logo), 'MS Office' (icon of Microsoft Office icons), 'Password Reset/Unlock Account' (icon of a document with a lock), and 'Printers/Scanners/Copiers' (icon of two people). Each card has a small description below it.

## Portal organization

### Top menu

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).

A screenshot of the ServiceDesk+ Home page. At the top, there is a banner with the text "How can we help you?" and three buttons: "I am facing an Issue" (red icon), "I need a new Service" (green icon), and "I am looking for a Solution" (blue icon). Below this is a "Service Categories" section with six categories: "Hardware" (icon of wrench and screwdriver), "Software" (icon of a computer monitor), "Email/Outlook" (icon of an envelope), "MS Office" (icon of Microsoft Office applications), "Password Reset/Unlock Account" (icon of a lock), and "Printers/Scanners/Copiers" (icon of two people). Each category has a small description below it.

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.

The screenshot shows the 'Add request' interface for the 'Email/Outlook Issues' template. At the top, there's a navigation bar with 'SUPERIOR ESSEX' logo, 'Home', 'Requests' (which is selected), and 'Solutions'. On the right side of the header are icons for search, refresh, and user profile. Below the header, the main form area has a title 'Add request' and a 'Template' dropdown set to 'Email/Outlook Issues'. The form is divided into several sections:

- Requester:** 'Requester' field is filled with 'Zrenjanin Translator'. The 'on behalf of' field is a dropdown menu showing '--Select--'.
- Request:** 'Subject' field is filled with 'Email/Outlook Issues'.
- Request Details:** 'Email/Outlook Issues List' dropdown is set to 'Not Specified'.
- Additional Information:** A rich text editor with a toolbar. The placeholder text says 'Please provide any additional information here (ex. screenshots, error message etc.)'.
- Site:** 'Zrenjanin'.
- Attachments:** A section with a 'Browse Files' button and a note about file size limit (Max size: 10 MB).

At the bottom of the form are buttons for 'Add request', 'Reset', and 'Cancel'.

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.

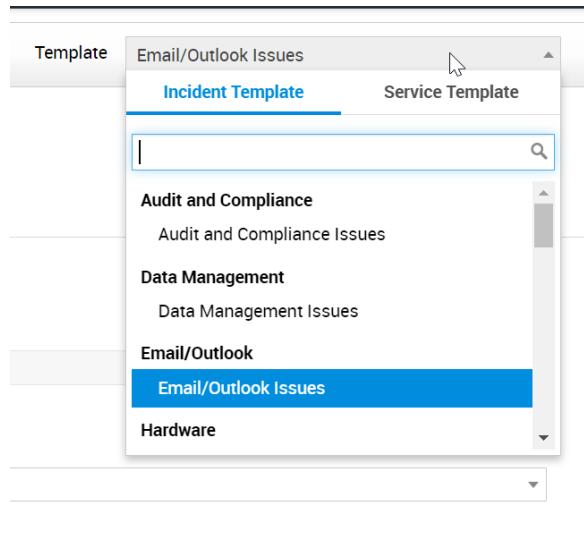
Also, a user can raise requests on behalf of another user by choosing a user in the *on behalf of* list.

This screenshot shows the same 'Add request' form, but the 'on behalf of' dropdown is now open, displaying a list of user names:

- Aleksandar Baba
- Aleksandra Filipas
- Barten, Ivana
- Cibaric, Maja
- Cikos, Darko
- Clerdzic, Igor
- Darjan Berta

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.

A screenshot of the 'All My Requests' page. The header includes the 'SUPERIOR ESSEX' logo, 'Home', 'Requests' (which is selected), and 'Solutions'. Below the header is a search bar and a table with columns: ID, Subject, Requester Name, Assigned To, DueBy, Status, Created Date, Site, and On-Behalf-Of. Three rows of data are listed:

ID	Subject	Requester Name	Assigned To	DueBy	Status	Created Date	Site	On-Behalf-Of
14782	Test VPN	Zrenjanin Translator	Lazovic, Caslav	Mar 6, 2023 12:29 ...	Closed	Mar 2, 2023 12:29 ...	Zrenjanin	-
14535	QAD Issues: Other - I will list in d...	Zrenjanin Translator	Lazovic, Caslav	Feb 28, 2023 11:16...	Closed	Feb 24, 2023 11:16...	Zrenjanin	-
14218	Email/Outlook Issues: Other	Zrenjanin Translator	Lazovic, Caslav	Feb 21, 2023 11:08...	Closed	Feb 17, 2023 11:08...	Zrenjanin	-

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

A screenshot of the 'My Pending Requests' page. The header includes the 'SUPERIOR ESSEX' logo, 'Home', 'Requests' (selected), and 'Solutions'. Below the header is a search bar and a table with columns: ID, Subject, Requester Name, Assigned To, DueBy, Status, Created Date, Site, and On-Behalf-Of. One row of data is listed:

ID	Subject	Requester Name	Assigned To	DueBy	Status	Created Date	Site	On-Behalf-Of
14217	Test VPN	Zrenjanin Translator	Unassigned	Feb 21, 2023 10:39...	Open	Feb 17, 2023 10:39...	Zrenjanin	-

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

A screenshot of the 'My Pending Requests' page with four numbered arrows (a, b, c, d) pointing to specific menu items in the top left corner:

- a points to the 'My Pending Requests...' dropdown menu.
- b points to the '+ New' button.
- c points to the search icon.
- d points to the refresh/circular arrow icon.

### a. Filtering tool

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

The screenshot shows a web-based ticket management system interface. At the top, there's a navigation bar with 'SUPERIOR ESSEX' logo, 'Home', 'Requests' (which is the active tab), and 'Solutions'. On the right side of the header are icons for search, refresh, and user profile. Below the header is a search bar labeled 'Search Filter' and a table titled 'All My Requests'. The table has columns: ID, Requester Name, Assigned To, DueBy, Status, Created Date, Site, and On-Behalf-Of. There are three rows of data. On the left side of the main content area, there's a sidebar with a tree view of request categories: 'My Open Requests', 'My Requests On Hold', 'My Overdue Requests', 'My Pending Requests', 'My Completed Requests', and 'My Closed Requests'. Below this tree view is a list of filters: 'All', 'Incident', 'Service', and 'Archived'. The 'All' filter is currently selected.

### b. New request creation tool

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

The screenshot shows the 'Add request' form. At the top, it says 'Add request' and 'Template: Default Request'. The form has several sections: 'Requester' (set to 'Zrenjanin Translator'), 'on behalf of' (dropdown menu showing '--Select--'), 'Status' (set to 'Open'), 'Mode' (set to 'E-Mail'), 'Priority' (set to 'Normal'), 'Group' (set to 'SCG Support'), 'Technician' (set to 'Not Specified'), 'Request Type' (set to 'Incident'), 'Service Category' (set to 'Not Specified'), and 'Subject' (empty input field). Below these, there's a 'Description' section with a rich text editor. Underneath the rich text editor, there's a 'Site' field set to 'Zrenjanin'. At the bottom of the form are sections for 'Attachments' (with a 'Browse Files' button) and 'Attachments' (with a 'Browse Files' button). At the very bottom are buttons for 'Add request', 'Reset', and 'Cancel'.

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.

ID	Subject	Requester Name	Assigned To	DueBy	Status	Created Date	Site	On-Behalf-Of
14782	Test VPN	Zrenjanin Translator	Lazovic, Caslav	Mar 6, 2023 12:29 ...	Closed	Mar 2, 2023 12:29 ...	Zrenjanin	-
14535	QAD Issues: Other - I will list in d...	Zrenjanin Translator	Lazovic, Caslav	Feb 28, 2023 11:16...	Closed	Feb 24, 2023 11:16...	Zrenjanin	-
14218	Email/Outlook Issues: Other	Zrenjanin Translator	Lazovic, Caslav	Feb 21, 2023 11:08...	Closed	Feb 17, 2023 11:08...	Zrenjanin	-

### d. Add/Remove Columns tool

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

ID	Subject	DueBy	Status	Created Date	Site	On-Behalf-Of
14782	Test VPN	Mar 6, 2023 12:29 ...	Closed	Mar 2, 2023 12:29 ...	Zrenjanin	-
14535	QAD Issues: Other - I will list in d...	Feb 28, 2023 11:16...	Closed	Feb 24, 2023 11:16...	Zrenjanin	-
14218	Email/Outlook Issues: Other	Feb 21, 2023 11:08...	Closed	Feb 17, 2023 11:08...	Zrenjanin	-

Add / Remove Columns

- ID
- Subject
- Requester Name
- Assigned To
- DueBy
- Status
- Created Date
- Site
- On-Behalf-Of

Save Cancel

## 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.

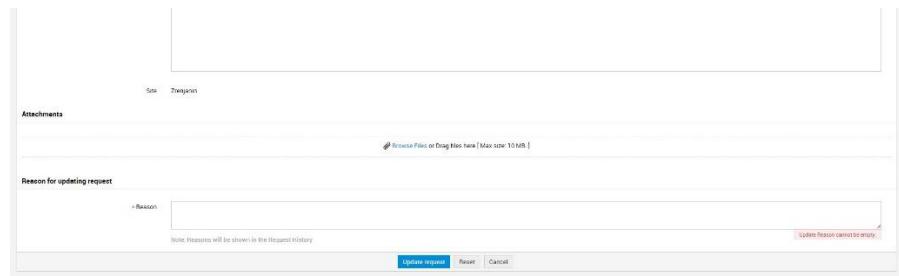
The screenshot shows a detailed view of a request. At the top, it displays the request ID (#14217) and subject ('Test VPN'). It shows the status as 'Open', priority as 'Normal', and due date as 'Feb 21, 2023 10:39 AM'. The main area contains the request description ('Testing default template: VPN edit') and a file attachment section ('Browse files or drag files here [Max size: 10 MB]'). Below this is a 'Conversations' section with a message from 'System' and 'Lazovic, Caslav'. A sidebar on the right provides more properties for the request, including employee details like 'Zrenjanin Translator' and 'Employee ID', and system details like 'Department Name' and 'Reporting To'.

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



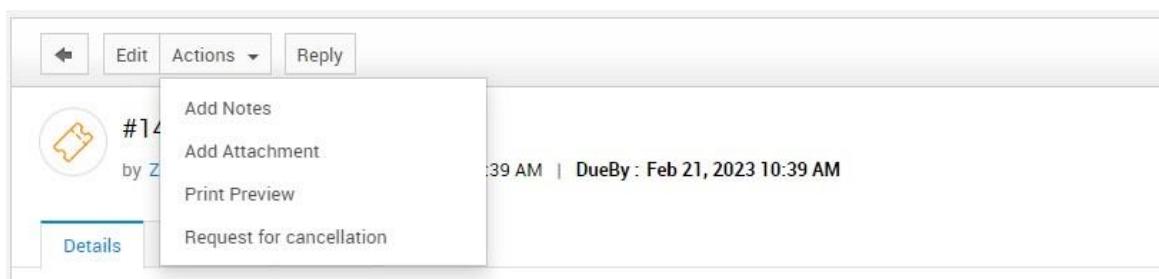
a. Edit button

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.



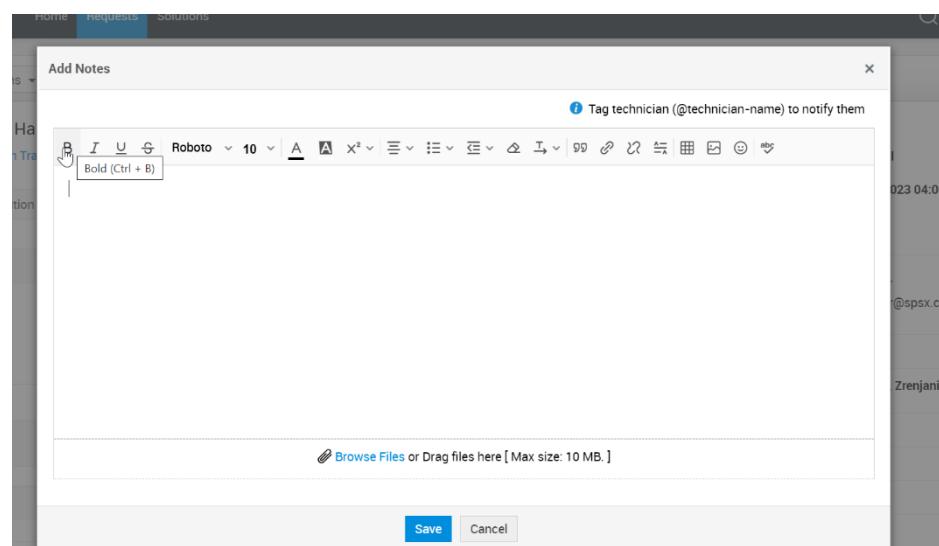
b. Action button

Using this button users are accessing a set of tools.

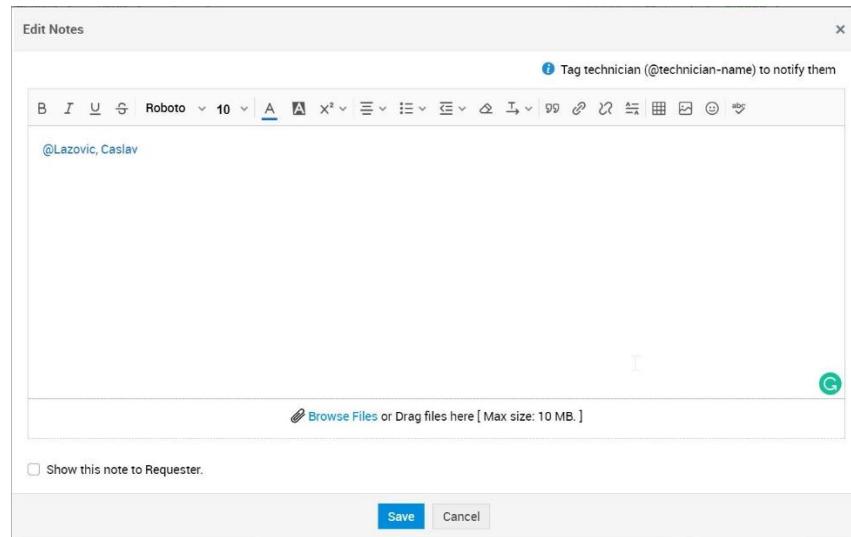


### Add Notes

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



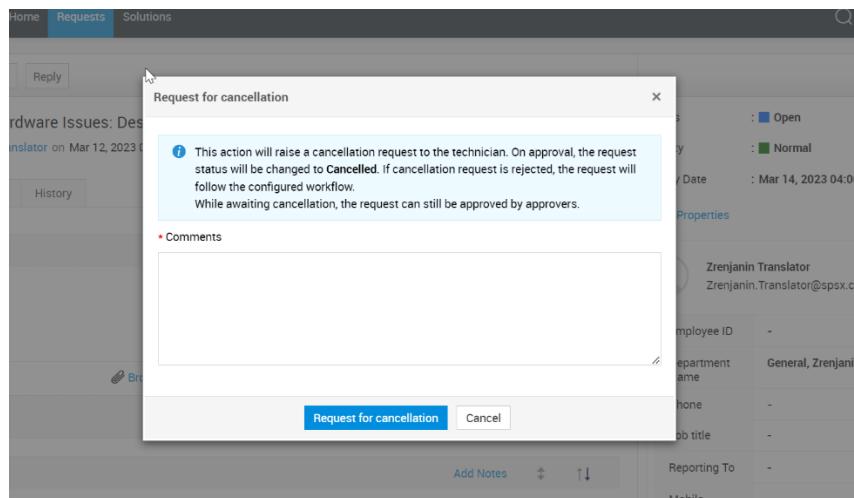
The user can send a message to the technicians or supervisor by tagging them (@tecnicina\_name) in the notes



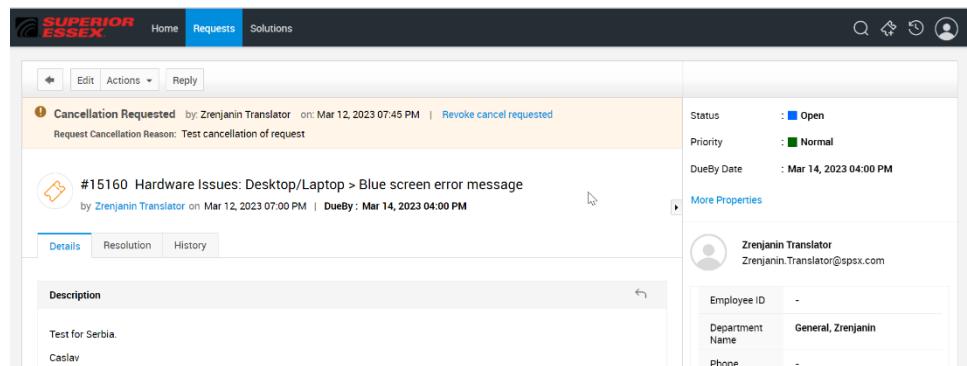
The technician tagged in the note will receive mail about that.

## 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.

#14535 QAD Issues: Other - I will list in description  
by Zrenjanin Translator on Feb 24, 2023 11:16 AM | DueBy : Feb 28, 2023 11:16 AM

Status : Closed  
Priority : Normal  
DueBy Date : Feb 28, 2023 11:16 AM

Employee ID : -  
Department Name : General, Zrenjanin  
Phone : -  
Job title : -  
Reporting To : -  
Mobile : -

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

#14535 QAD Issues: Other - I will list in description  
by Zrenjanin Translator on Feb 24, 2023 11:16 AM | DueBy : Feb 28, 2023 11:16 AM

Status : Closed  
Priority : Normal  
DueBy Date : Feb 28, 2023 11:16 AM

Employee ID : -  
Department Name : General, Zrenjanin  
Phone : -  
Job title : -  
Reporting To : -  
Mobile : -

Date	Action	Details
Feb 24, 2023	Created	by Zrenjanin Translator From Host/IP Address : 10.5.91.28
12:01 PM	Updated	by Dabic, Igor Technician : Lazovic, Caslav
01:14 PM	Seen	by Lazovic, Caslav ISREAD changed from false to true
01:15 PM	Closed	by Lazovic, Caslav Status changed from Open to Closed Subcategory : Device Resolution : Click Here

### 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.

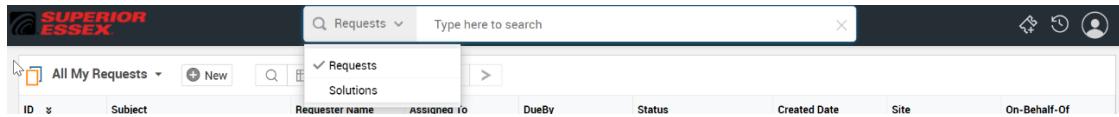
All Solutions  
General  
Hardware  
Network  
Softwares

ID	Title	Views	Created On	Created By
No solutions available				

But this page is still under construction.

#### 4. Search

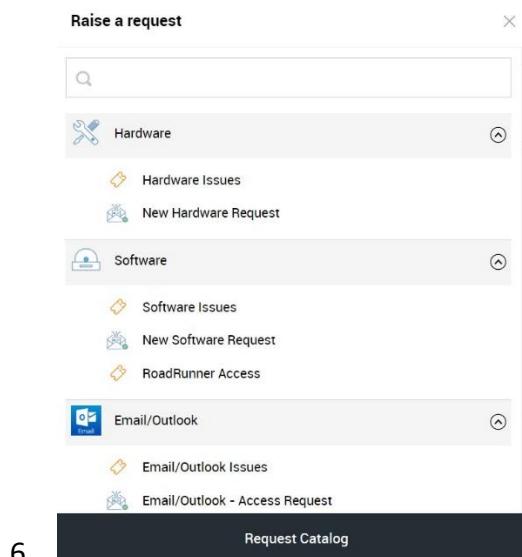
The user can use this tool for searching for requests or solutions.



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.

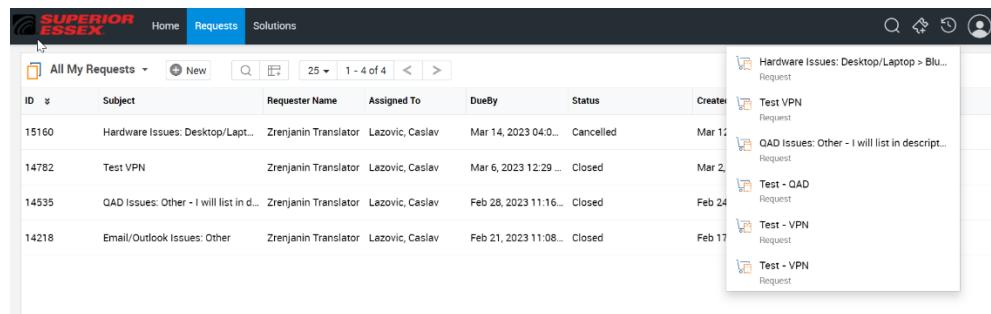


6.

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

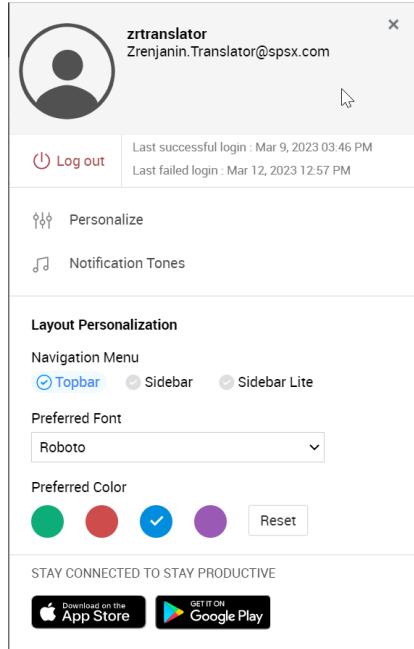
#### 6. Recent Items

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.

A screenshot of the ServiceDesk+ Personalize settings page. It has a header labeled 'Personalize'. Below it are four input fields: 'Choose language' (set to 'Browser default'), 'Select Time Zone' (set to '(GMT-5:00) Eastern Standard Time(America/New\_York)'), 'Set Date format' (set to '2023.03.12'), and 'Set Time Format' (set to '12/03/2023 05:02 PM'). At the bottom is a blue 'Save' button.

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**