Ticketing Tool User Guide

Cloud Support Services (CSS)

CSS Ticketing Tool User Guide

- Access the Ticketing Tool (ITSM)
- Open an Incident Request (IR)
- Monitor the Incident Request

TechData

Access to CSS Ticketing Tool (ITSM):

ITSM Link: https://quatrro.symphonysummit.com

Login Screen:

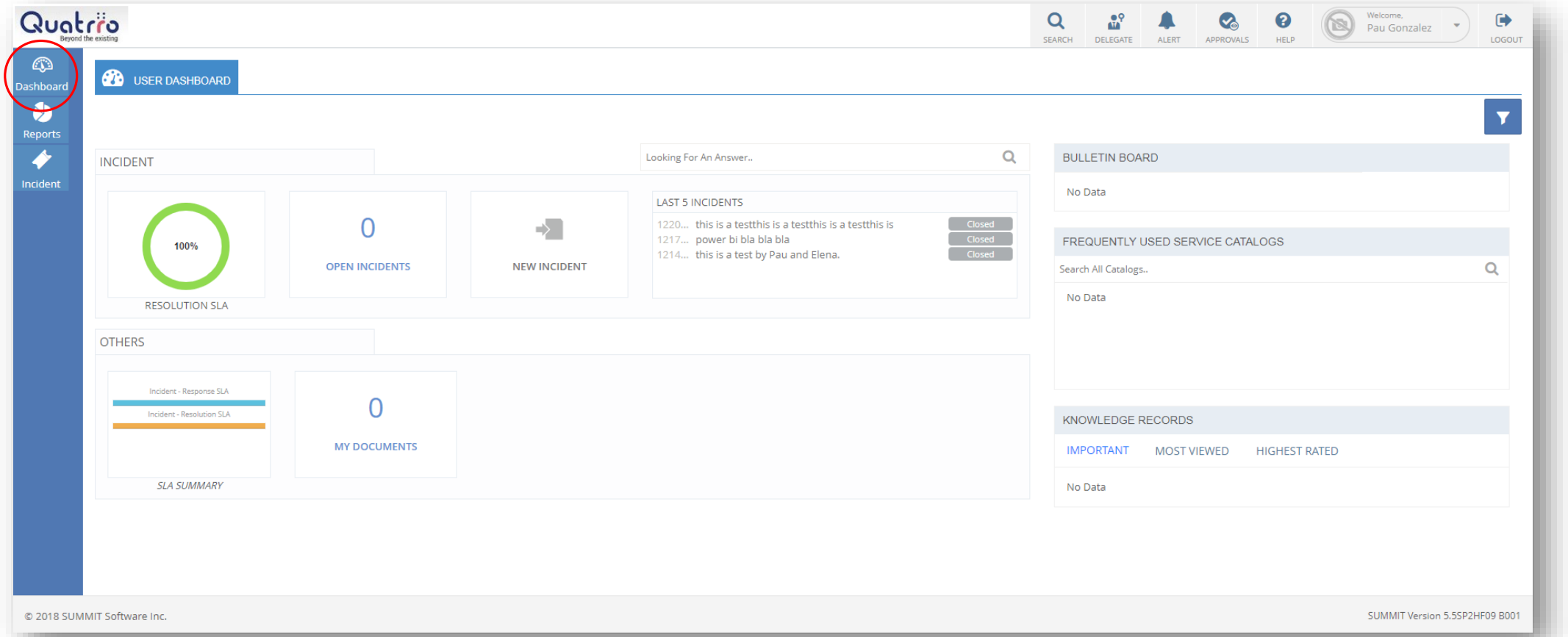
- For the **first login** into the CSS Ticketing Tool (ITSM) use the credentials*, username and temporary password, provided to you in the getting started email you received when purchasing your CSS plan. If you cannot find the email with the credentials, contact the CSS helpdesk by phone, email or live chat to request new ones.

- To **request an additional user** for your organisation or your end user(s) if you are a reseller, log an "Access Request" ticket by selecting that category and providing the following data of the new user:
  - Full company name
  - Email address
  - Phone number

*NOTE: Those are your unique and personal credentials, please do not share them with anyone else. Request an additional user instead.

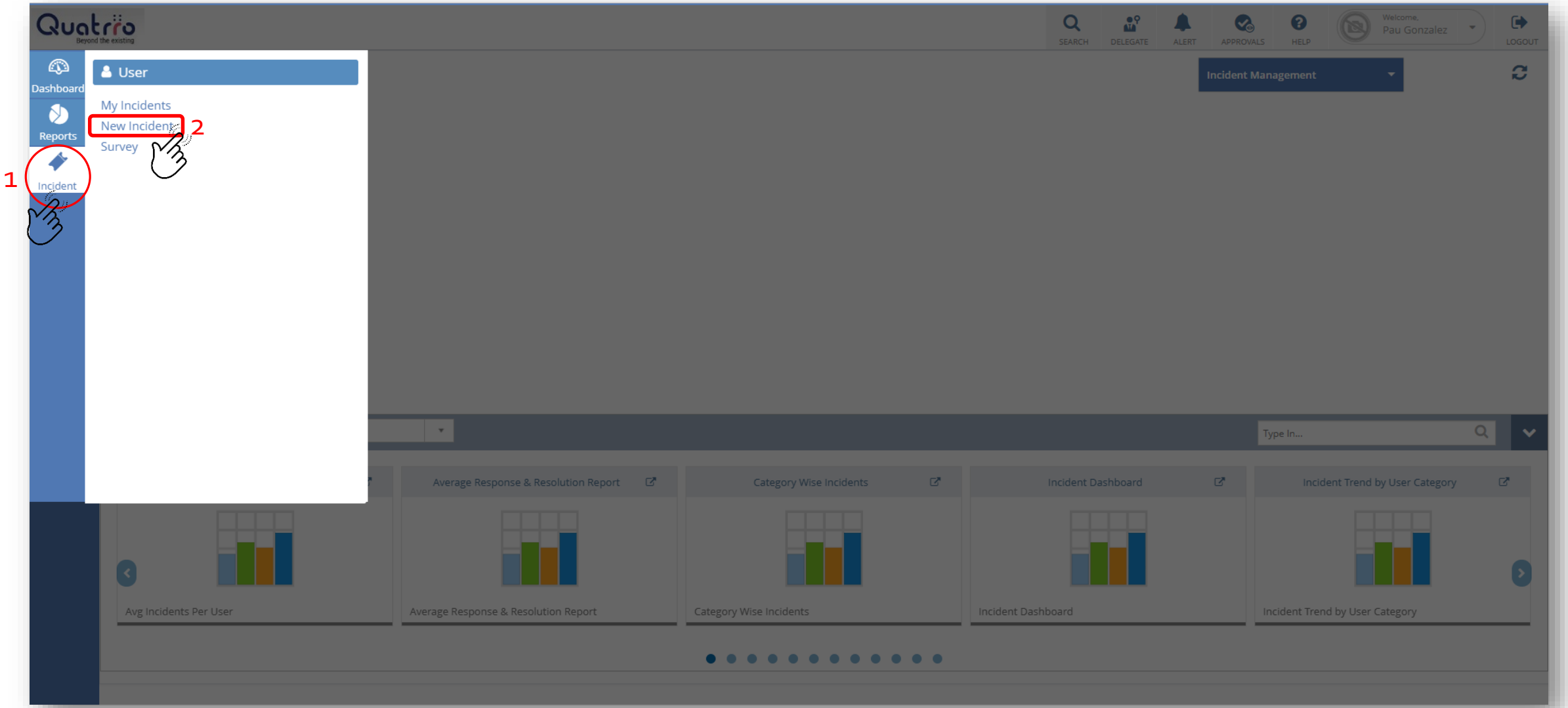
Tool Dashboard:

This is the Ticketing Tool's main screen. By default you are presented with the *User Dashboard*, where you will find all the relevant details of your activity within the Ticketing Tool.



Open an Incident Requests (IR):

Select *Incident* from the left side menu AND *New Incident* to prompt the Logging Ticket page.



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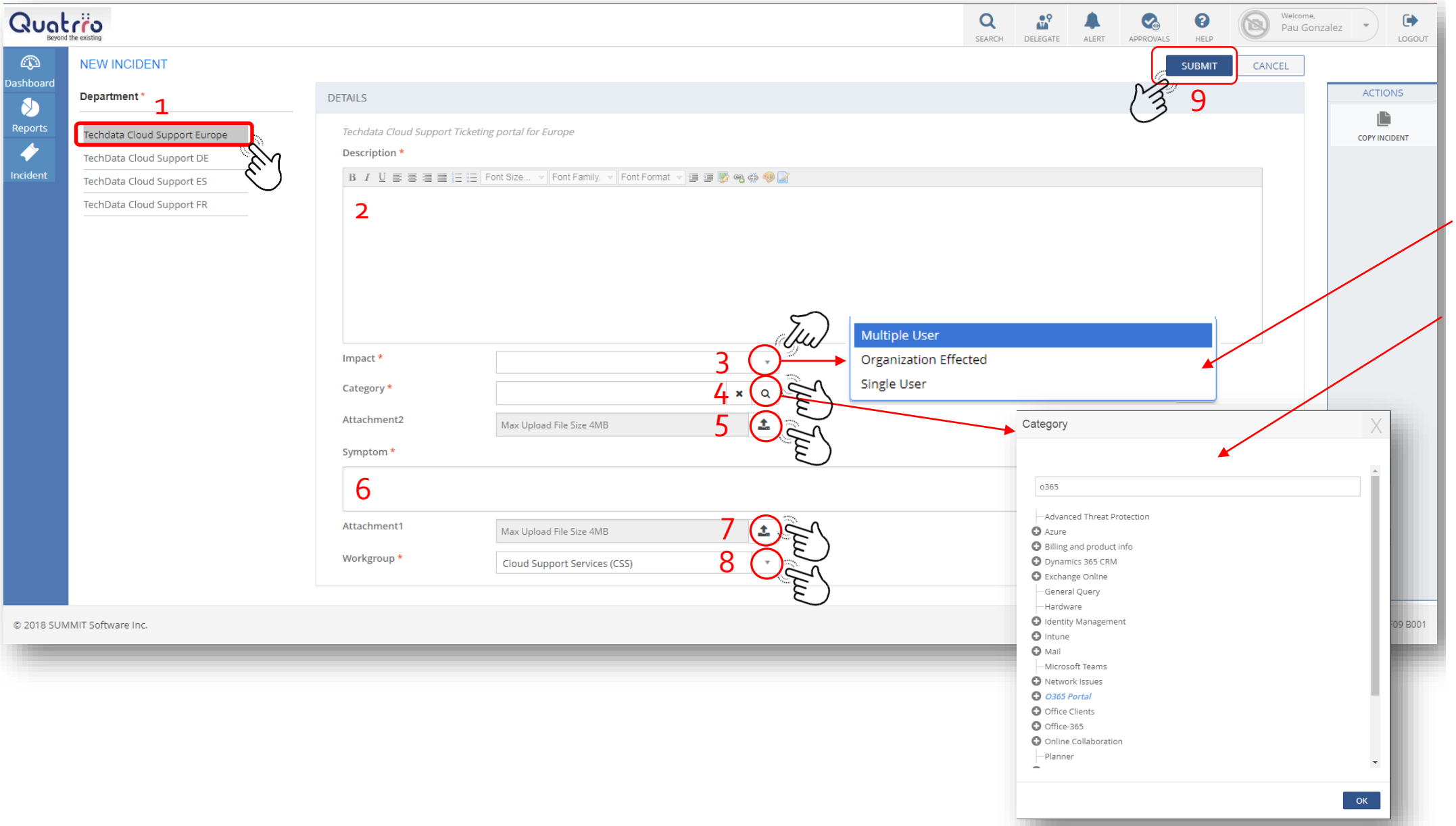


1. **Department*:** always choose *TechData Cloud Support Europe*

2. **Description*** : write a detailed description of the issue you are facing. (minimum 20 characters long)

3. **Impact*:** Choose from the drop down menu and select the option that fits your case:
- Multiple User
- Organization Effected
- Single User

4. **Category*:** Click on the search icon and select from the drop down menu the most appropriate option for your issue.

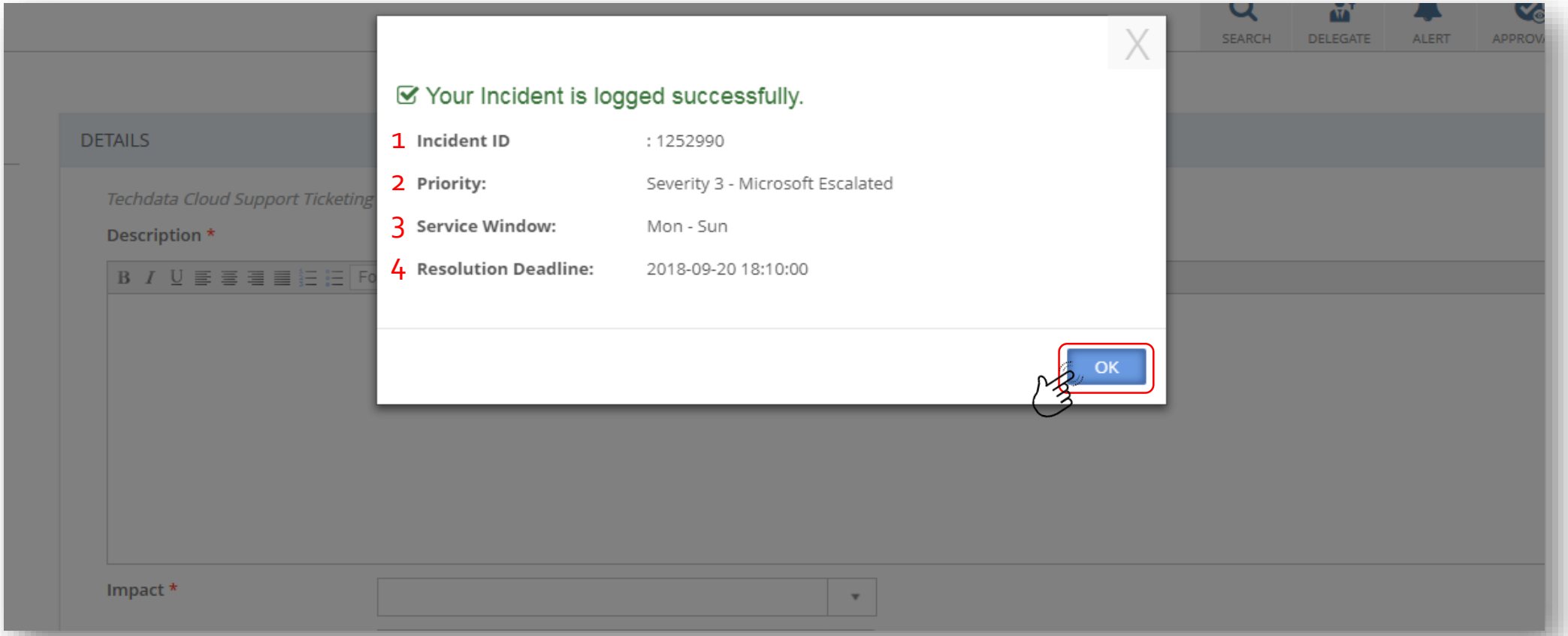
5. and **7**. **Attachments*:** Click on the upload option if you want to upload an attachment.
(Max upload file size is 4MB.)

6. **Symptom*:** write a brief summary of the issue, based on the description field (**2**).

8. **Workgroup*:** Make sure that *Cloud Support Services (CSS)* is selected from the drop down menu.

9.Click on **SUBMIT**.

Once the Incident Request has been submitted successfully, you will be shown the ticket summary.



1. **Incident ID:** This is a unique number identifying your incident. Refer to it when contacting the engineers.

2. **Priority:** the system will assign Priority 3 by default, but the Priority will be defined by the engineers after the initial investigation of the issue.

3. **Service Window:** CSS helpdesk operate 24/7/365

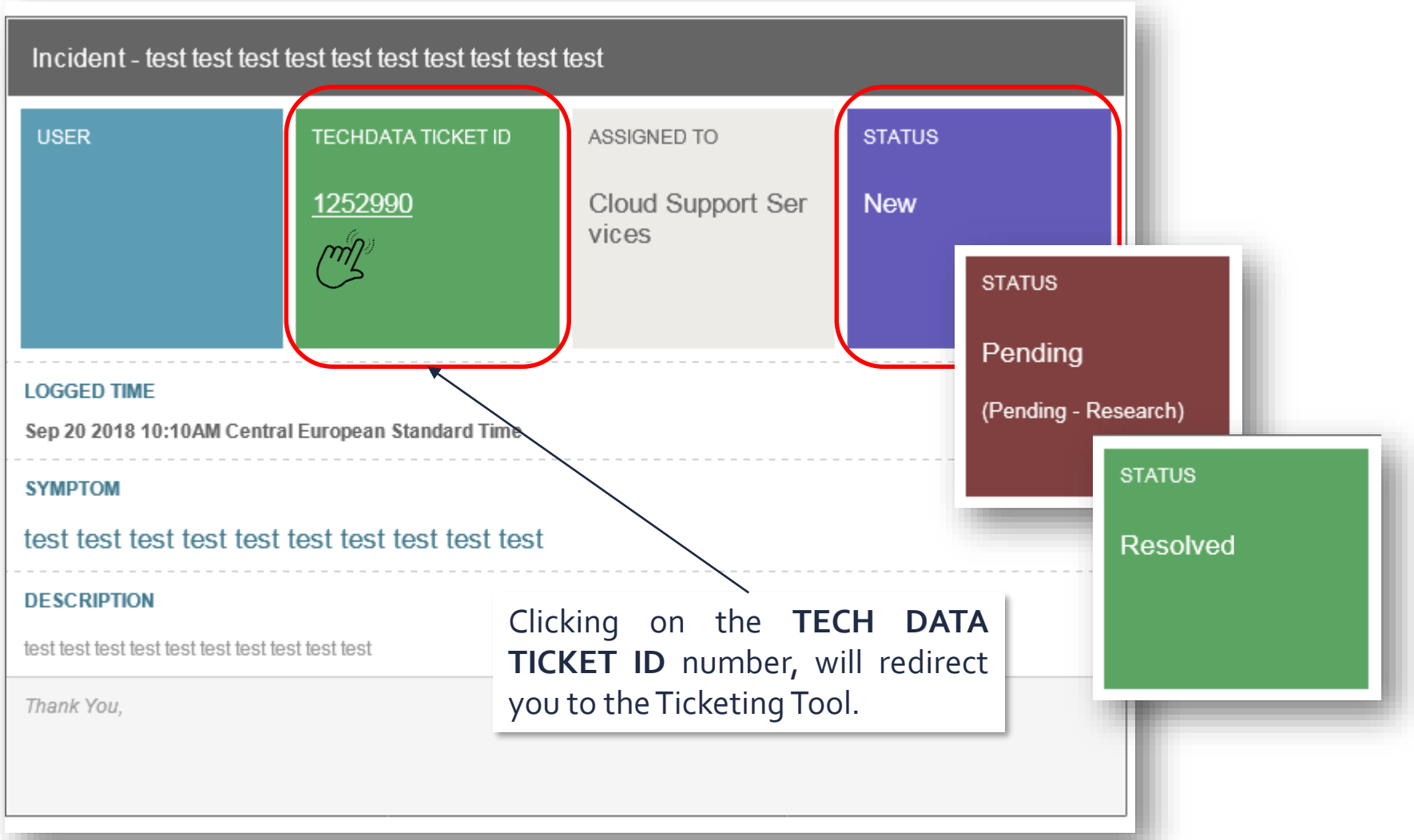
4. **Resolution Deadline:** the one set by default is only estimated.

NOTE that Resolution times are set with the customer based on the issue reported and system complexity. Resolution timelines cannot be guaranteed as each issue and system architecture may be different based on customer needs, industry and product usage.

Click **OK** to finalise the procedure.

Confirmation Email

Once the Incident Request has been submitted, you will receive the confirmation email with IR's summary and other important information such as the TECH DATA TICKET ID. This ID is the unique reference number for the issue submitted, please refer to it when you contact the CSS helpdesk for the same issue.

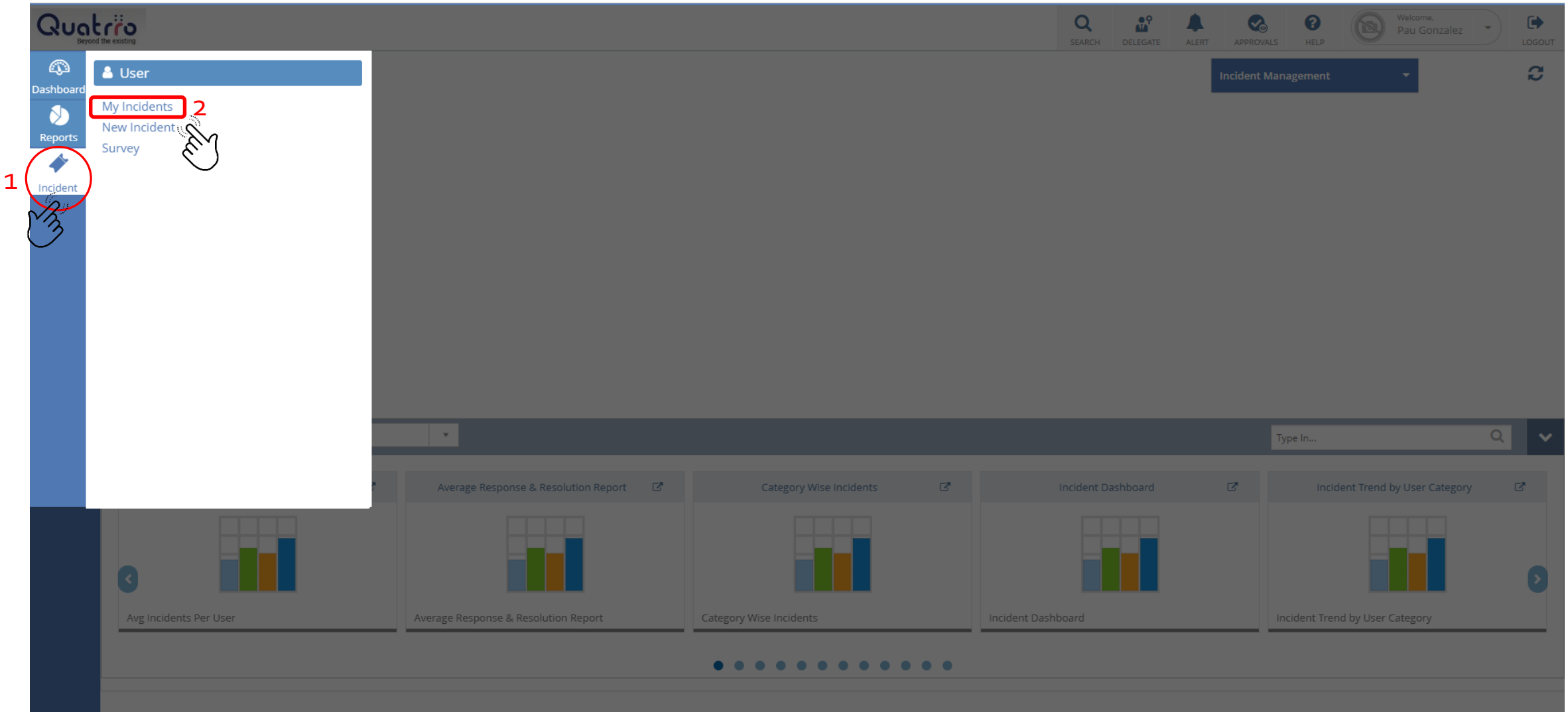


IR STATUS:
Whenever your Incident Request (IR) is updated you will receive an email with the changes to its status. You can follow up these changes through the Ticketing Tool (see HERE)

- **New**: the IR has been opened and is on the Incident Queue
- **Pending**: the Incident Request has been assigned to an engineer and the analysis is in progress. The customer has been contacted and the engineer(s) is already working on the issue resolution.
- **Resolved**: the Incident has been resolved and the confirmation request sent to the customer together with the Satisfaction Survey.

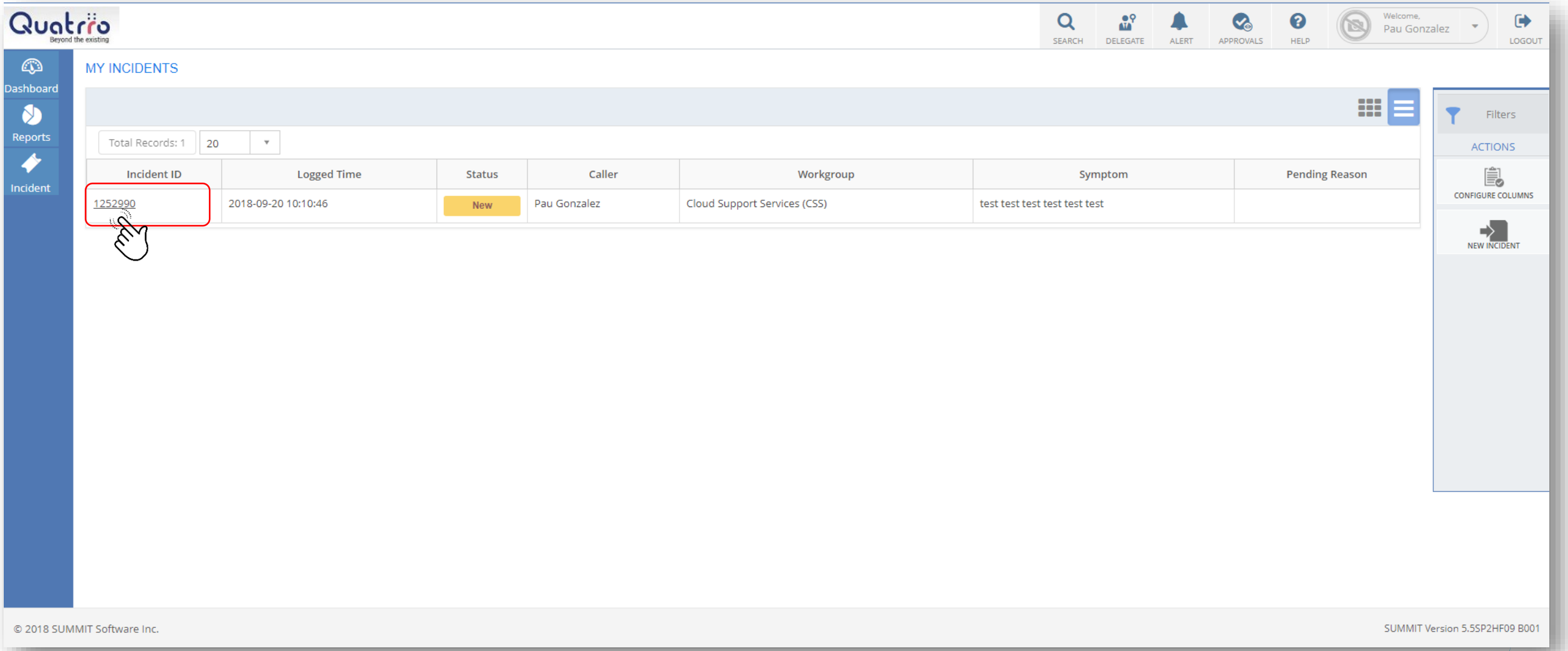
Monitor the open Incident Request:

How do I see my incident log ?



Monitor the open Incident Request:

Click on the Incident ID to see your Incident Request* details.



*NOTE: Only open IRs will be visible on this page.

Monitor the open Incident Request:

Here you can see all your Incident Request* details and edit the request if needed.

Quatrro

SEARCH DELEGATE ALERT APPROVALS HELP Welcome, LOGOUT

Dashboard
Reports
Incident

INCIDENT ID - 1256698

SUBMIT CANCEL

DETAILS

Category	Cloud Support Services (CSS)	Classification	
Category	Azure\Backup	Priority	P3
Impact		Analyst	
Urgency	Organization Effected	Department	Techdata Cloud Support Europe
Log Time	2018-10-11 14:58:09	Status	New
Source	Nil	Service Window	Mon - Sun
Response Deadline	2018-10-11 15:18:09	Response Time	
Resolution Deadline	2018-10-11 20:58:09	Resolution Time	

SYMPTOM

test test test test

DESCRIPTION

test test test test test test test test test test test test

SOLUTION

Attachments

No Attachments

New Attachment

Max Upload File Size 4MB

Additional Information *

Provide Additional Information About Your Incident...

ACTIONS

CHAT HISTORY

https://quatrro.symphonysummit.com/MDLIncidentMgmt/UserDefault.aspx

EDIT the Incident Request:

From this page you can add additional Information and/or add attachments when necessary

TechData

Thank you for choosing Tech Data!

Cloud Support Services (CSS)

For more information:
CSS Email: tdcloudhelpdesk@techdata.com
CSS Live Chat: https://www.quatrrobss.com/LiveChat.html