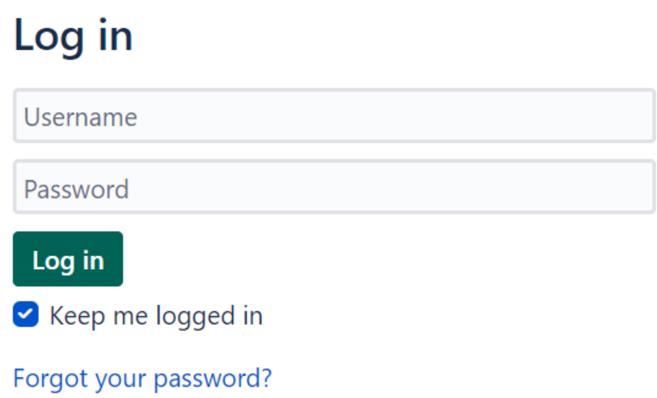
eBrokerage

Raising a Support Request

This guide is designed to detail the process of raising a support call using the SystemC JIRA Customer Portal

Accessing the portal

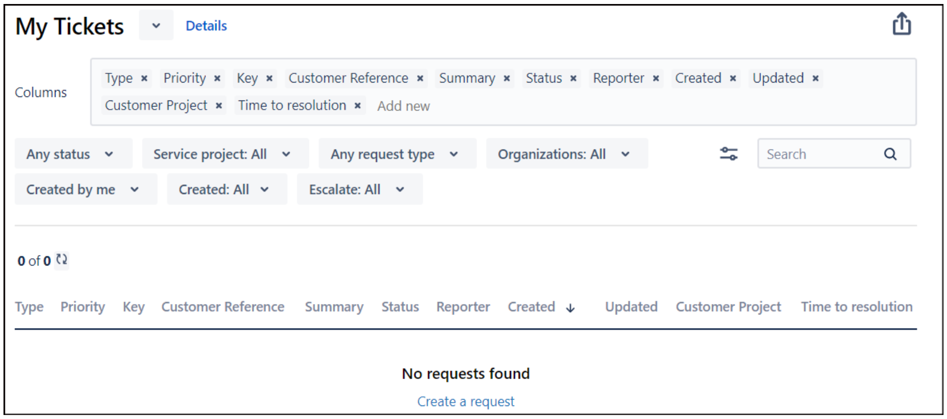
Go to the log in page for the System C portal. You will be prompted to enter your username and password details and click the Log in button.



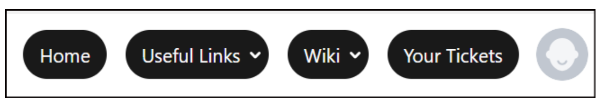
If you do not have an account for the portal then complete this form to request access.

eBrokerage

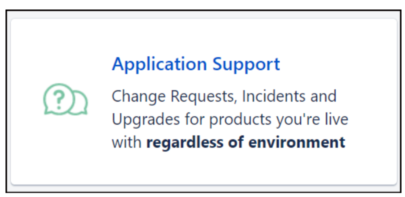
Once logged into the portal you will be taken to the My Tickets page which will show your existing tickets. See Managing existing requests section below.



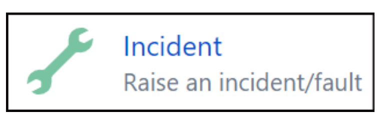
To raise a new request click on Home at the top (or click on Create a request at the bottom of the screen)



Then Application Support

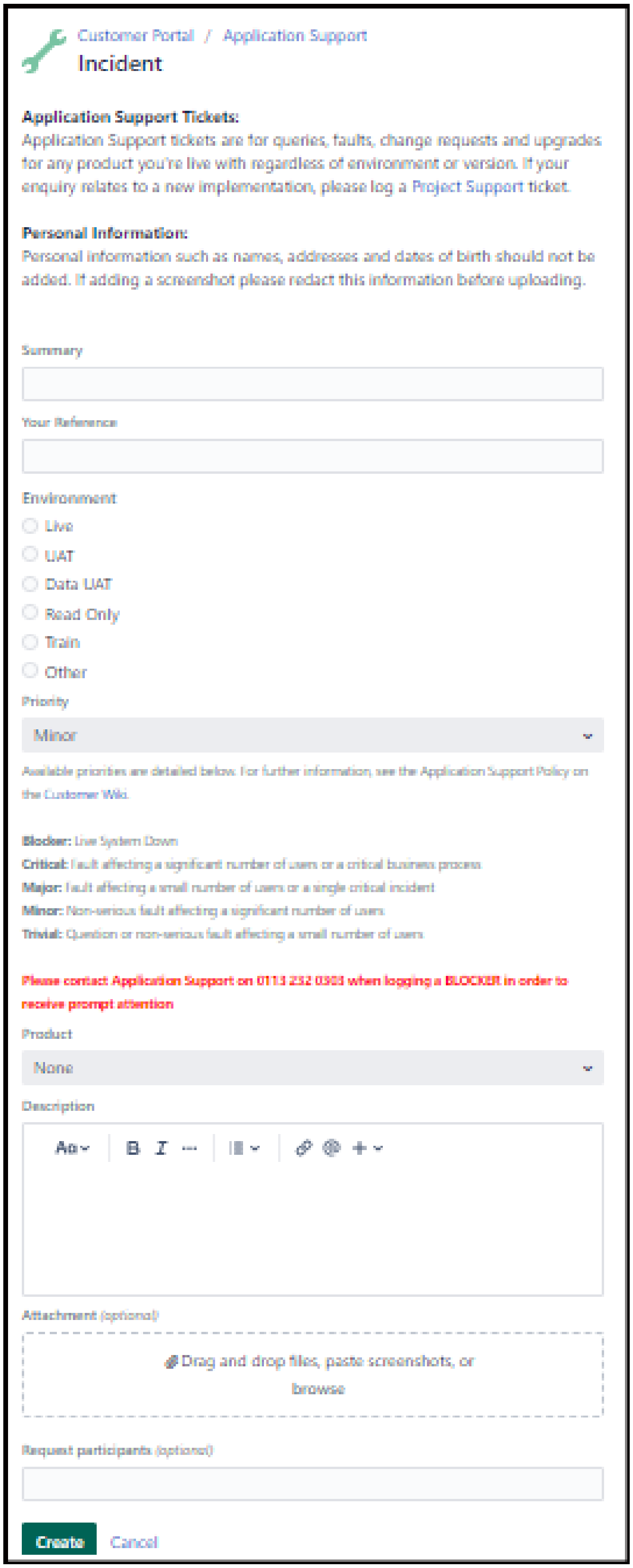


Then Incident



Complete the boxes:
'Summary' - provide a brief summary of the issue.
'Your Reference' – type n/a
'Environment' – select Live
'Priority' – leave as Minor
'Product' – select eBrokerage Supplier
'Description' - explain the issue in as much details as needed, if about a specific page then please provide the URL.
'Attachment' - you can add attachments or screenshots, please ensure they do not contain any sensitive information.
Once you have filled in the required information, click the 'Create' button at the bottom of the form.

eBrokerage


Customer Portal / Application Support

Incident

Application Support Tickets:
Application Support tickets are for queries, faults, change requests and upgrades for any product you're live with regardless of environment or version. If your enquiry relates to a new implementation, please log a Project Support ticket.

Personal Information:
Personal information such as names, addresses and dates of birth should not be added. If adding a screenshot please redact this information before uploading.

Summary

Your Reference

Environment
- Live
- UAT
- Data UAT
- Read Only
- Train
- Other

Priority

Minor

Available priorities are detailed below. For further information, see the Application Support Policy on the Customer Wiki.

Blocker: Live System Down
Critical: Fault affecting a significant number of users or a critical business process
Major: Fault affecting a small number of users or a single critical incident
Minor: Non-serious fault affecting a significant number of users
Trivial: Question or non-serious fault affecting a small number of users

Please contact Application Support on 0113 232 0303 when logging a BLOCKER in order to receive prompt attention

Product

None

Description

Aa B I ··· +

Attachment (optional)

Drag and drop files, paste screenshots, or browse

Request participants (optional)

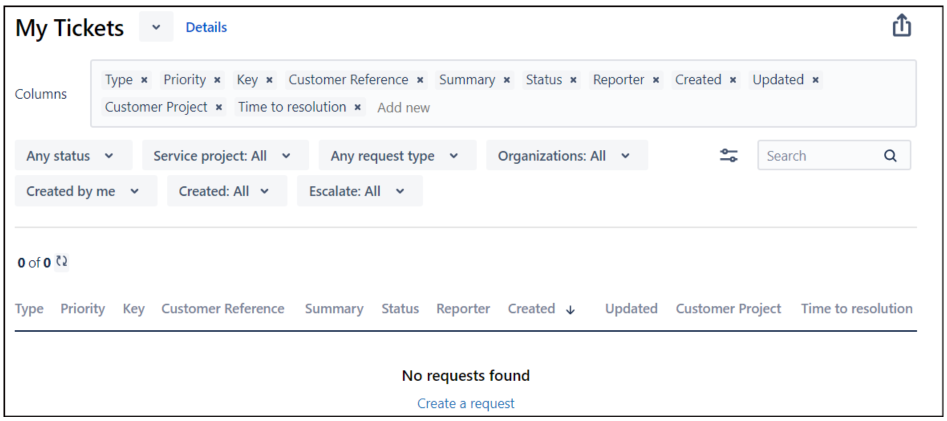
Create Cancel

Managing existing requests (tickets)

At the top right-hand corner of the portal homepage is the ‘Your Tickets’ button. This will open a filtered view of all your existing requests. You can change the filters to include tickets that have been shared with you.

When you create a new ticket, it is dropped into SystemC’s triage queue and then will be assigned to a member of their team.

The Key column is the ticket reference and the Status column shows the current position.

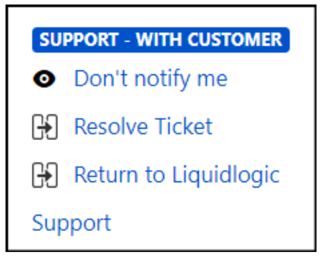


If you click on the ticket reference it will show you more information, including the SystemC employee it has been assigned to.

Ticket comments and transitions

Once the ticket has been picked up, it will be investigated by the assignee and a comment will be added, and then the status will be changed.

Once the ticket has been commented on and passed back to ‘Support – With Customer’, you can now add a comment and Return to Liquidlogic Support.



SystemC assignees will get an email when you pass it back to the support team. Please remember to Return to Liquidlogic Support for it to show in their active work queues.

If you believe that the issue has been resolved you can click on Resolve ticket on the right hand side.

SUPPORT - WITH LIQUIDLOGIC
Don't notify me
Resolve Ticket

Once the SystemC assignee believe the issue is resolved they will mark the ticket as 'Support – Resolved'.

If you believe there is still a problem then use the 'Reject Resolution' button, and detail why there is still an issue.

If you are happy the issue is resolved use the 'Accept Resolution' button, and add a comment if you wish.

SUPPORT - RESOLVED
Don't notify me
Reject Resolution
Accept Resolution

If you don't respond at this point, the ticket will close automatically in due course.

SUPPORT - CLOSED
Don't notify me

The ticket will show as 'Support – Closed' on your My Tickets page.

Type	Priority	Key	Customer Reference	Summary	Status	Reporter	Created ↓	Updated	Customer Project	Time to resolution
		SDR-647709	n/a	A summary of the issue	SUPPORT - CLOSED	slprovider999	26/Feb/24 9:34 AM	26/Feb/24 11:59 AM		73:35 ✓

Your profile

In the top right hand corner of the portal you can edit your profile if you desire.

Click on the head button

And choose Profile

Click Edit your profile on the right, and you can change your name and add an avatar (profile picture).

Click Save.

You can also change your password on this screen.