Jira Service Management (JSM) Manual – XTM Application Support

Introduction

The Jira Service Management (JSM) system provides you with a way to communicate with the XTM International Support team via a dedicated Customer Portal. You are highly encouraged to use the Portal if you have with any issues or questions.

Note that we have temporarily discontinued our support email service, to deliver the best possible customer experience and speed up resolution of your issues.

- **Link to the Portal:** https://xtm-cloud.atlassian.net/servicedesk/customer/portals

Customer Portal

Main view
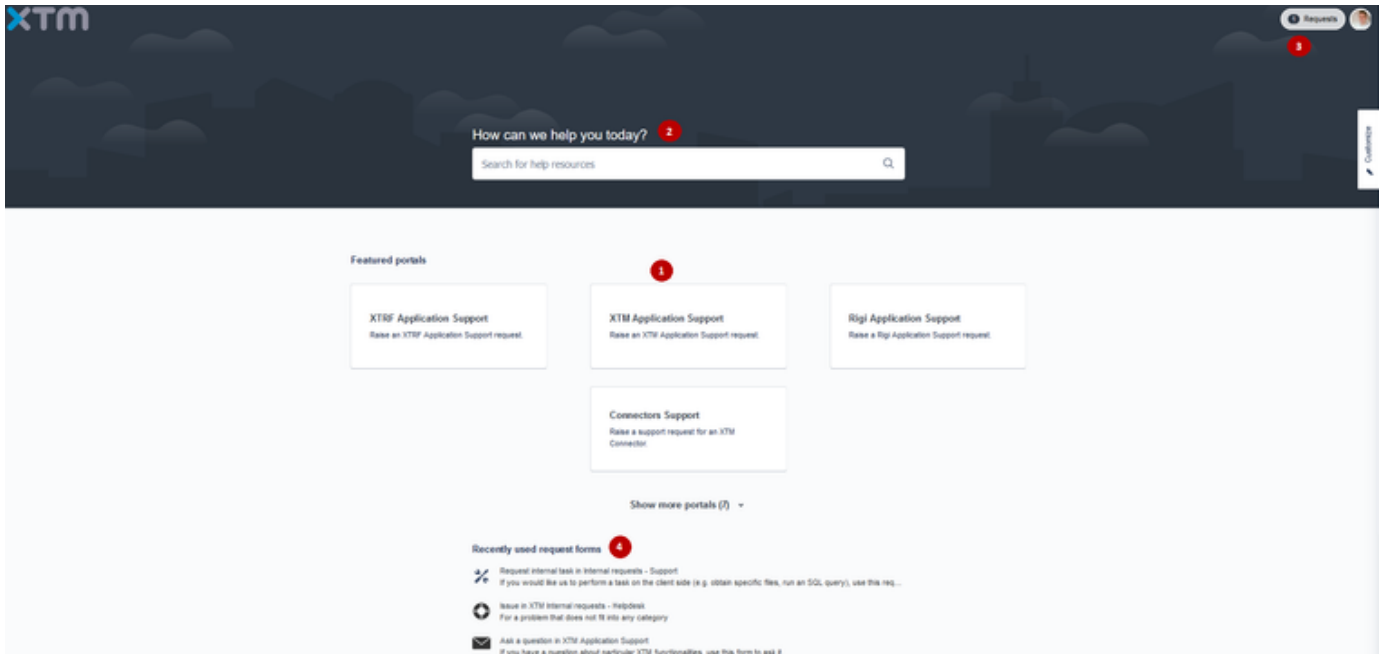
1. **XTM Application Support** Select this tile to create a JSM issue and send it to the XTM Support team, whenever you encounter any problem with your XTM application.
2. **Search bar** Use this to:

- find articles in our Knowledge Base.
- search for ticket request forms without having to click through products and categories.

1. **Requests** This section contains a list of previous JSM issues created by you, your organization or other co-workers.
2. **Recently used request forms** This section contains a list of JSM request forms that you (or your co-workers) have used recently.

Available XTM Application Support forms

In the **XTM Application Support** Product, you have a few request forms to choose from, depending on the type of issue you are bringing up. The labels are self-explanatory.

XTM Application Support

Raise an XTM Application Support request.

▽ Contact us about

A standard request
Request SSO, Request assistance, Feature or enhancement request, Configuration request ⟩

An issue in the application
Report an issue relating to analysis, Report bug, Report Workbench issue ⟩

Severe problems with the application
Report performance issue, Report security or privacy issue, Report that a service or part of application is unavailable ⟩

A question or request for other actions
Ask a question, Other technical requests ⟩

Performing an update/upgrade
Update my XTM Portal, Request a small maintenance, Update your XTM Suite, Update your operating system, Update your system, Upgrade your XTM version ⟩

Data migration
Ask a question about data migration, Request data migration ⟩

Sample XTM Application Support request form

Let's take a look at one of the available request forms (**A question or request for other actions Ask a question**) and see what information you should provide to the XTM Support team:

1. **What can we help you with?** From this dropdown, you can select the relevant request form according to your issue type.

XTM Application Support

Raise an XTM Application Support request.

Contact us about

A question or request for other actions ⌄

What can we help you with?

✉ Ask a question
If you have a question about particular XTM functionalities, use this form to ask it. ⌄

1. **Raise this request on behalf of** Provide the email address of a contact person on behalf of whom you want to raise this request.

Raise this request on behalf of *

Enter name or email...

1. **Summary** Give your issue a suitable name in the Summary field, so the title/summary will indicate what has happened correctly. Just enter one sentence, which should contain the most important information about the issue.

Summary *

1. **Business impact** Specify the level of urgency that you consider appropriate, according to your current business operation standpoint.

Business impact

1. **Priority** Set a relevant priority for your issue.

Priority

P4: Low

1. **Attachment** If you have any screenshots or files that can help us identify the nature of your issue/request even more easily, please provide them with this form.

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Attach anything that might be relevant to your question.

1. **Would you like to help us locate your account?** Decide whether or not you would like us to help you locate the server that hosts your account.

Would you like to help us locate your account?

No

1. **Is this a question relating to a project?** Specify whether or not your question is related to a particular project in the XTM Cloud UI.

Is this a question relating to a project?

No

1. **Is this a question relating to subcontracted work?** Specify whether or not your question is related to a subcontracted work (one of your LSPs).

Is this a question relating to subcontracted work?

Select the correct option to enable us to help you more quickly.

No

1. **Which part of XTM is this question relating to?** Tell us what part of XTM your request is about so that we can put you in touch with the appropriate expert quickly.

Which part of XTM is this question relating to? *

Tell us what part of XTM your request is about so that we can put you in touch with the appropriate expert quickly.

Select...

1. **Ask your question here** Describe your issue in more detail. In the case of a more complex problem, provide a scenario, elaborate on proposed solutions, etc.

1. Finally, click the **Send** button to finish creating your issue/request.

Requests view

Click on the **Requests** button, in the top right-hand corner of the **Customer Portal** screen. You will see a list of issues/requests created by you, your organization or other co-workers. When you click on a particular item, you will see its details. The two most important characteristics here are:

*   **Status** Shows you the current progress of your issue/request on the XTM Support team side. For example, an example issue presented in the screenshot below has the status **UNDER REVIEW**, which means that the issue is in currently being analyzed by the XTM Support team.
*   **Activity** In this section, you can see all the activities performed and comments made, in relation to this issue/request. You can add comments yourself, in the **Add a comment** box.

Share with option: a user can use this option to invite their associates to participate in a given request. These participants will then receive notifications for the selected ticket and will be able to post their messages.

Damian Rozmiarkowski raised this on Today 09:04   Hide details

Business impact

No business impact

Priority

P4: Low

Phone Number

123456789

Description

This is a TEST JSM issue. Please ignore.

Status

UNDER REVIEW

🔔 Notifications on

⇆ I want to close this ticket

⇆ Cancel this ticket

Request type

✉ Ask a question

Shared with

Damian Rozmiarkowski
Creator

+ Share

Activity

Add a comment

Powered by ⚡ Jira Service Management

Frequently Asked Questions (FAQ)

What does "escalate a ticket" mean?

Escalation is a means for you to inform us that the priority of an issue/request that you have submitted has just changed and is different than initially reported. The XTM Support team will do its best to include your escalation and feedback in the issue processing flow. However, we reserve the right to adhere to the official SLA agreement at peak times.

When can I escalate my issue?

Currently, escalation is only available if a particular issue/request is pending on the XTM side and the case has not been closed or otherwise resolved.

How does issue/request-sharing work?

If you are a requester belonging to an organization that already has a presence in our ticketing system, and access your issue/request's **Share** section, you can search through people in your organization and select specific collaborators, for an issue/request. If you want to make your issue /request available to everyone in your organization, instead of a specific user, enter the organization name. However, if you are not a part of an organization, or simply want to invite a specific person, whom you know, to collaborate on a case with you, you can simply enter the appropriate user email address in the **Share** box. The system will then send an invitation to the appropriate person.

What is involved in an issue/request lifecycle?

After you create your issue/request, it immediately lands in the Support Management's ticket list, where it goes through layers of verification, just to make sure you are connected with the best expert in a particular field. After the issue/request has undergone initial processing, the assigned agent analyzes it. If resolution requires input from internal XTM teams (such as Development), the issue/request is escalated. If we are fixing a bug you have reported, the necessary development work is carried out.

However, if your issue/request is not a bug report, we will set it to **WAITING FOR YOUR APPROVAL** status. The system will wait for a couple of days and then close the issue/request automatically.

How do I reopen a closed issue/request?

If your issue/request is closed, you just need to write in it. The system will automatically create a new issue/request, with you as the requester, and Support Management will expedite the issue/request through internal channels.

Do I have to fill in the issue/request form fields?

NO, you do not. However, each field invites you to share some details that can be crucial to solving the reported case quickly and efficiently, so we recommend that you enter as much information as you can. Depending on the case, the assigned agent might request some additional information from you, if you do not provide all the information that is needed.

Why can I only set the priority for some issues/requests?

We recognize the intrinsic urgency of some cases such as *a server is unavailable* and will always mark these types of issue/request as *Urgent/Severe*. On the other hand, there are some types of issues/requests that will require your input, to help us understand their priority and business impact; we have provided appropriate fields for you to enter information in, to cover these cases.

I cannot format the text in my issues/requests

This is a feature we are now looking into introducing, to improve your user experience.

I cannot insert inline images in my issues/requests

Regrettably, this is a limitation of the ticketing tool, but our engineers are looking into finding a solution to it.

What is the file upload size limit?

The current maximum upload file size limit is 24 MB.