Jira Service Management (JSM) Manual

Introduction

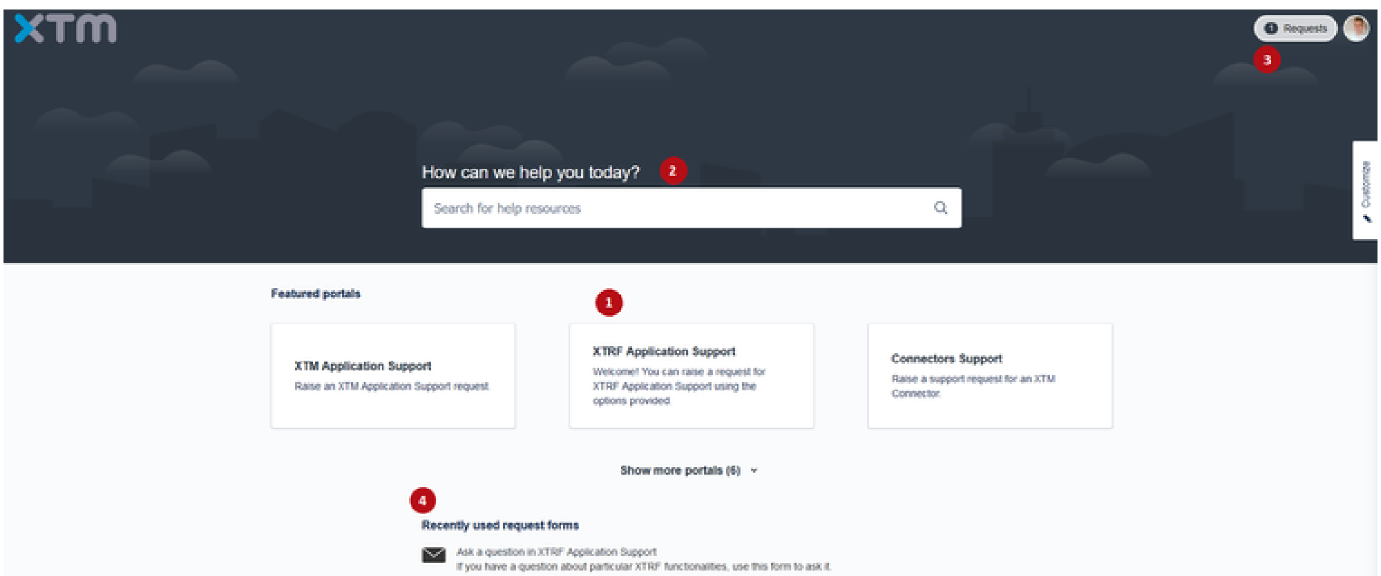
The Jira Service Management (JSM) system provides you with a way to communicate with the XTRF Support team via a dedicated Customer Portal. You are highly encouraged to use the Portal if you have with any issues or questions.

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

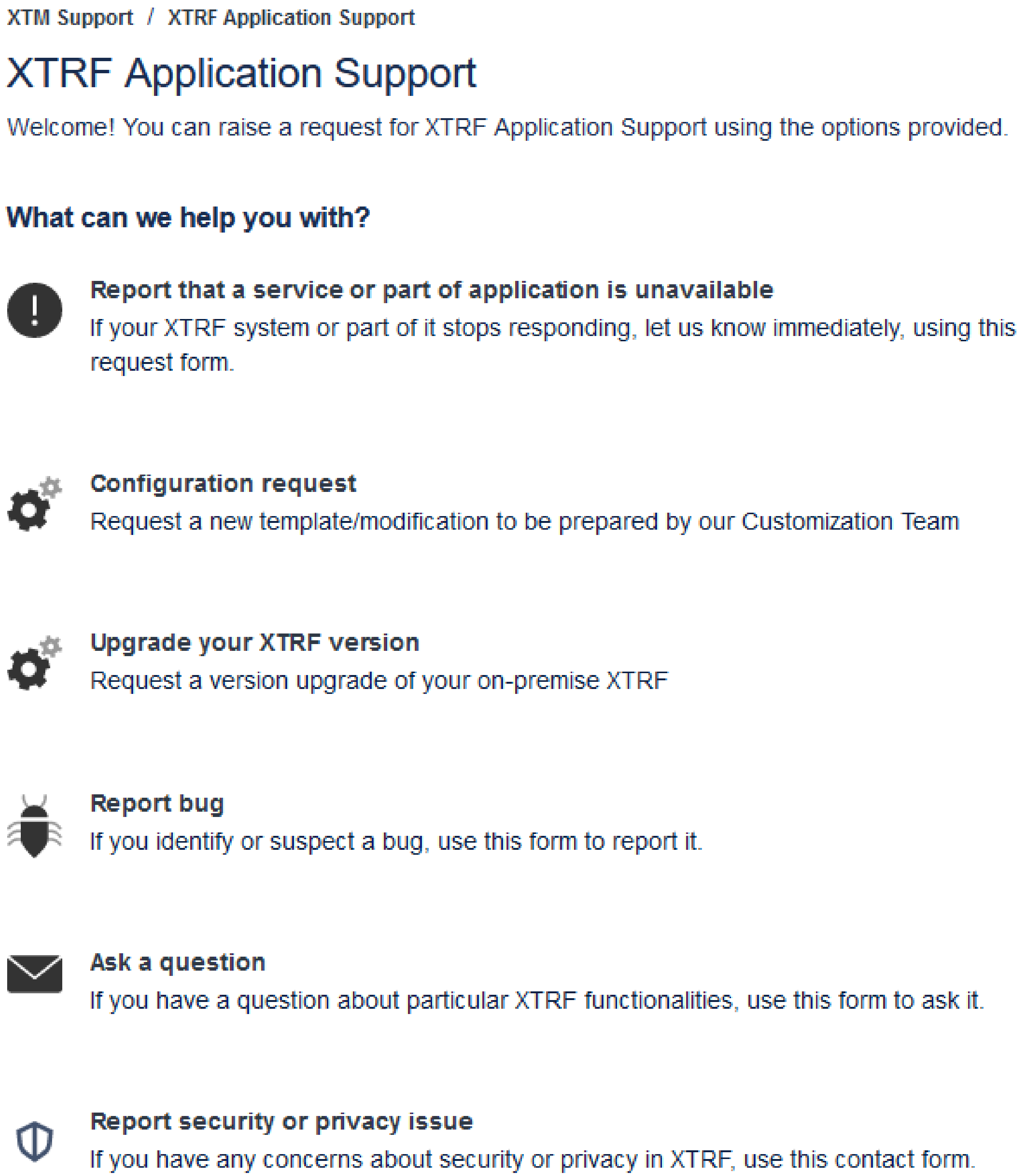
- find articles in our Knowledge Base.
- search for ticket request forms without having to click through products and categories.

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** In this section you can view your most recent activity in the Customer Portal. You can also access your frequent requests quickly here.

Available XTRF Application Support forms

In the **XTRF 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.



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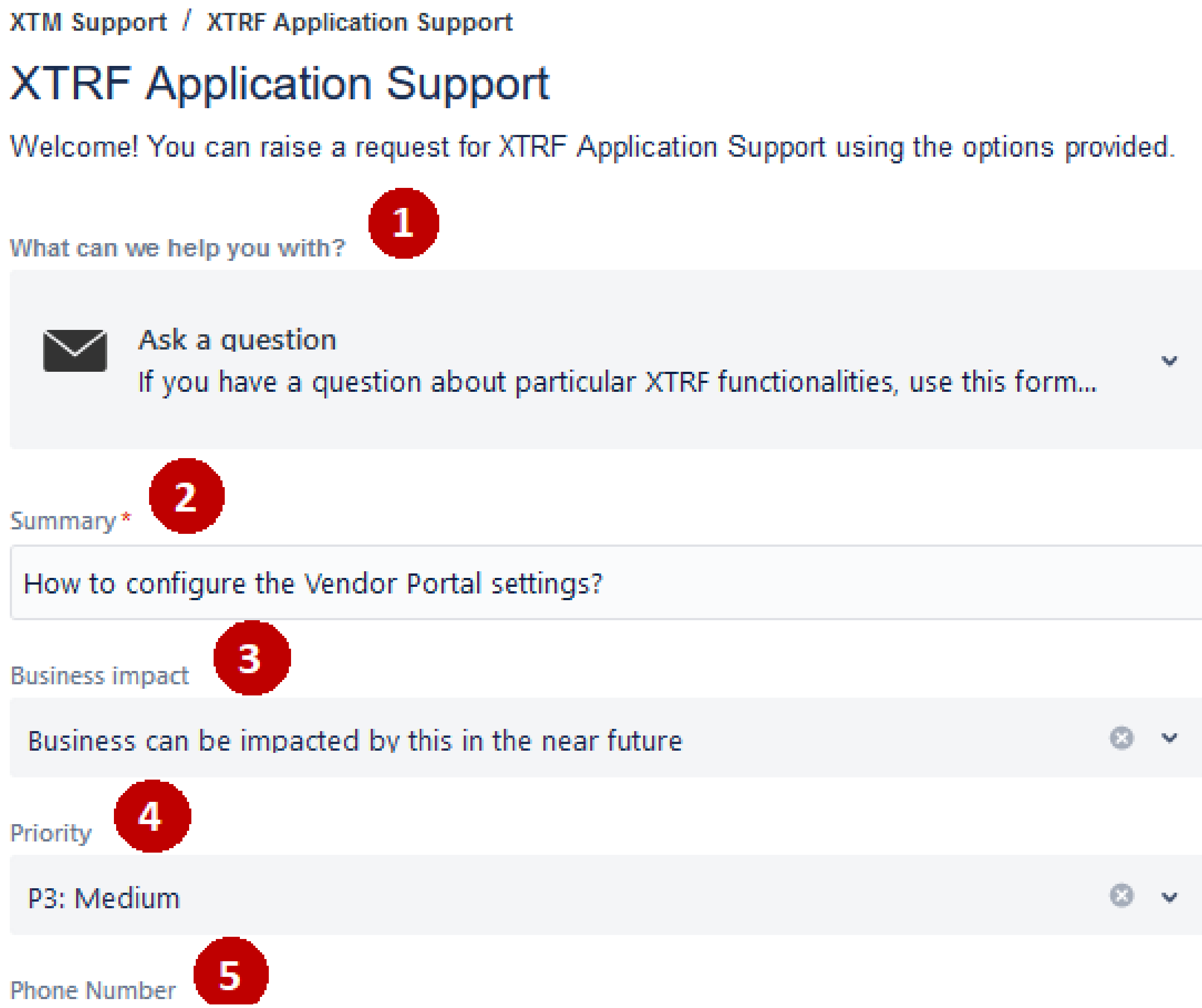
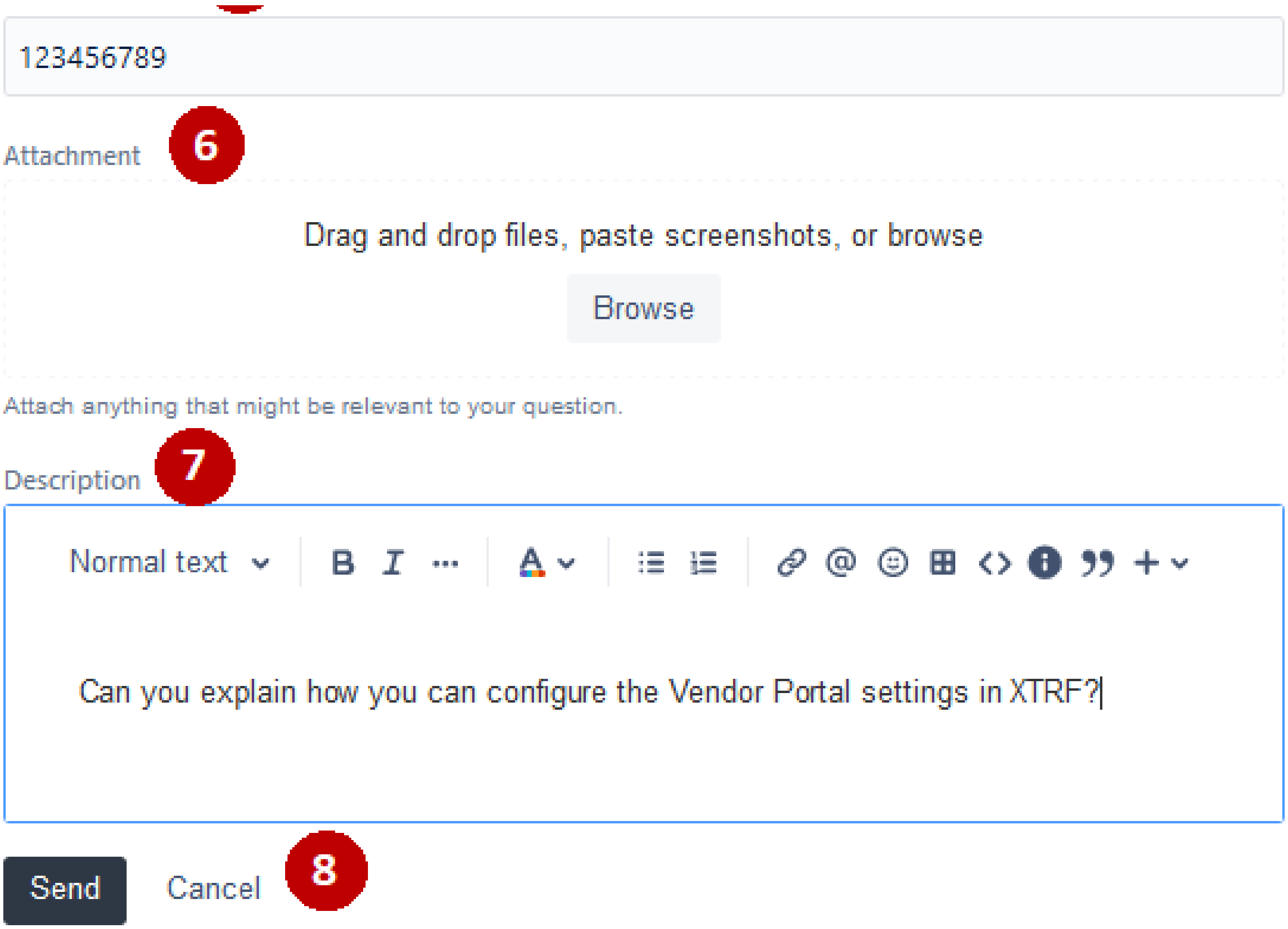
Sample XTRF Application Support request form

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

1. **What can we help you with?** From this dropdown, you can select the relevant request form according to your issue type.
2. **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.
3. **Business impact** Specify the level of urgency that you consider appropriate, according to your current business operation standpoint.
4. **Priority** Set a relevant priority for your issue.
5. **Phone Number** enter your phone number in this field so that the XTRF Support team can contact you.
6. **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.
7. **Description** Describe the issue/request in more detail. In the case of a more complex problem, provide a scenario, elaborate on proposed solutions, etc.
8. Finally, click the **Send** button to finish creating your issue/request.

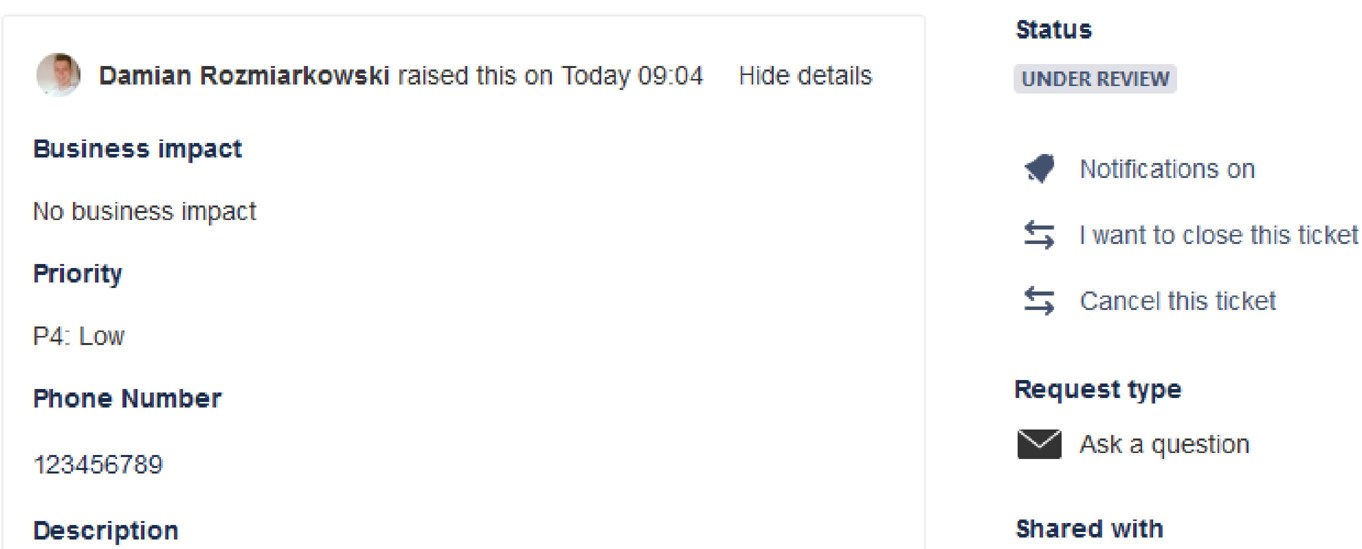




Requests view

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 XTRF 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 XTRF 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.



This is a TEST JSM issue. Please ignore.

Damian Rozmiarkowski
Creator

Share

Activity

Add a comment

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Frequently Asked Questions (FAQ)

When can I escalate my issue?

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

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 XTRF 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.

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. 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 an issue/request lifecycle like?

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 XTRF 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. When the development process is complete, the assigned agent will mark the issue/request as **READY TO BE DELIVERED** and an XTRF update action will be scheduled soon after.

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 only 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 fiels 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.