

JIRA Service Desk – The Ticket System with SEAL Systems

**Simple, secure and
always quickly
informed**

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1 Introduction

JIRA Service Desk (short **JSD**) is the ticket system used by SEAL Systems. Each customer request is recorded and processed as a ticket in JSD. In this documentation, we explain the usage and the most important steps from the customer's point of view.

One Package – The Big Advantage

The main advantage of JSD is that all parties involved can see the current status of your request at any time. All data, files, information and ultimately the solution to your problem are combined in one package as a ticket. The ticket is never deleted, but only closed ("Closed"/"Resolved"). Therefore, it is also possible to search for old cases in order to apply a solution again if necessary.

The Usage – Easy and Simple

JSD is easy, simple and fast to use. You no longer have to worry about anything. Automatic workflows support you in the communication and control of your requests and in the cooperation with SEAL Systems.

The Organization – Only the Tickets of Your Company

The ticket is created for the specific organization ("Customer Token"/"Company"). This ensures that you can only view and edit tickets created with a JSD user assigned to your organization.

Private Request – Intended for You Only

Although the ticket is created for the specific organization ("Customer Token"/"Company"), you can still use the "Private Request" function to create a ticket that can only be viewed and processed by you.

Automatic E-Mail – Always Informed About Changes

New comments or a status change will automatically trigger e-mails providing a link to your ticket. This way, you are always informed about the current status. Via the JSD user itself, you specify to which e-mail address the notifications are sent.

2 Requirements

Internet and Web Browser

The JSD portal is accessed via a Web browser. Therefore, a working Internet access and a Web browser are required. You can choose any Web browser, for example, Internet Explorer, Mozilla Firefox, Google Chrome or Safari.

Since JSD is based on Java, the execution of Java scripts has to be allowed in the Web browser. However, this is normally preset.

3 Let's go! This Is How JSD Works!

If the requirements are fulfilled, you can use JSD immediately. In the following sections, we show you to the single functions and steps with a sample user:

<i>JSD user name</i>	<i>Max.Mustermann@musterfirma-JSD.de</i>
<i>E-mail contact</i>	<i>Max.Mustermann@muster-firma.de</i>
<i>Company/Domaine</i>	<i>Muster Firma JSD / musterfirma-JSD.de</i>

JSD User - Everything Remains as It Was

You know and use the previous Jira software? Very nice, for you almost everything remains the same! During the implementation of JSD at SEAL Systems, the previously used Jira software accesses including the login data were transferred.

New JSD User - We Already Know Each Other

Your company is already a SEAL Systems customer and has at least one Jira software access? Perfect! Just send an e-mail (The sender address will be used for the JSD user) to support@sealsystems.de.

New JSD User - We Are Just Getting to Know Each Other

Your company is a new customer? Then you will receive all the required information when concluding a maintenance contract.

JSD Login

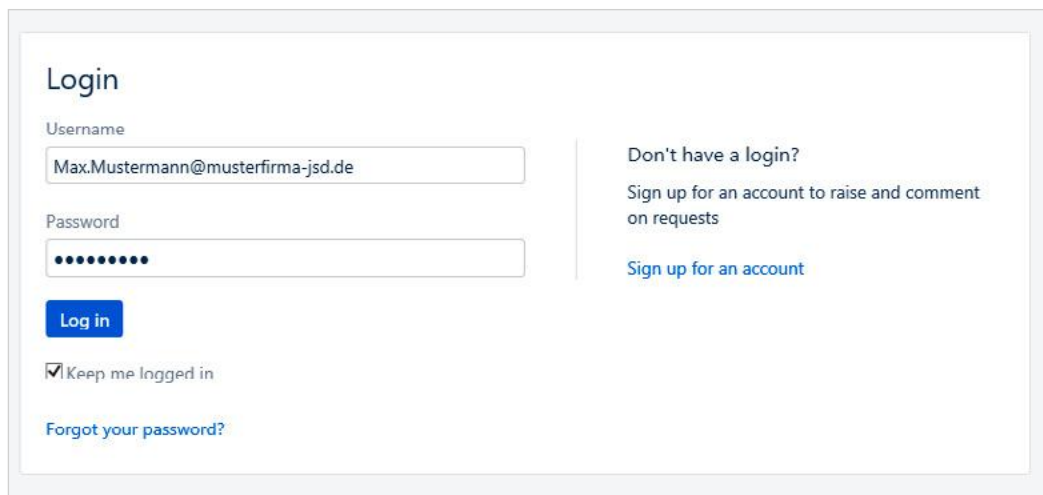
Enter the Link to the JSD Portal in the Web Browser

Start a Web-Browser and enter the link to the JSD Portal:

<https://jira.sealsystems.de/jira/servicedesk/customer/portal/1>

Login

Specify your personal login data in the "Login" area:



The screenshot shows a login form titled "Login". It contains two input fields: "Username" with the value "Max.Mustermann@musterfirma-jsd.de" and "Password" with masked characters. Below the password field is a blue "Log in" button. There is a checkbox labeled "Keep me logged in" which is checked. A link "Forgot your password?" is located below the checkbox. To the right of the input fields, there is a section titled "Don't have a login?" with the text "Sign up for an account to raise and comment on requests" and a blue link "Sign up for an account".

- Username
 - E-mail address (new) or your existent Jira username
- Password
 - Your password

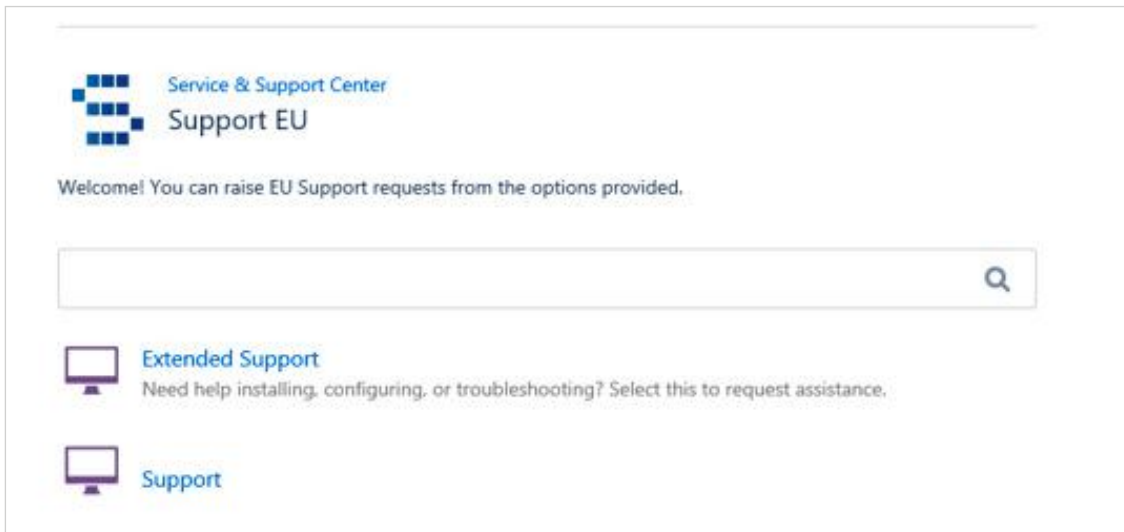
Optional:

„Keep me logged in“ - If you check this box, the login data will be saved and used for the next login to the JSD portal.

After clicking "Log In" you will be logged into the JSD portal.

The Service & Support Center - Your Personal Home Page

After logging into the JSD portal, you will land in the Service & Support Center. Here, you can create a new request:



Support – The Fast Line to Help

Via "Support", you go directly to the ticket creation for all topics covered by the maintenance contract.

Extended Support – If It May Be a Little More

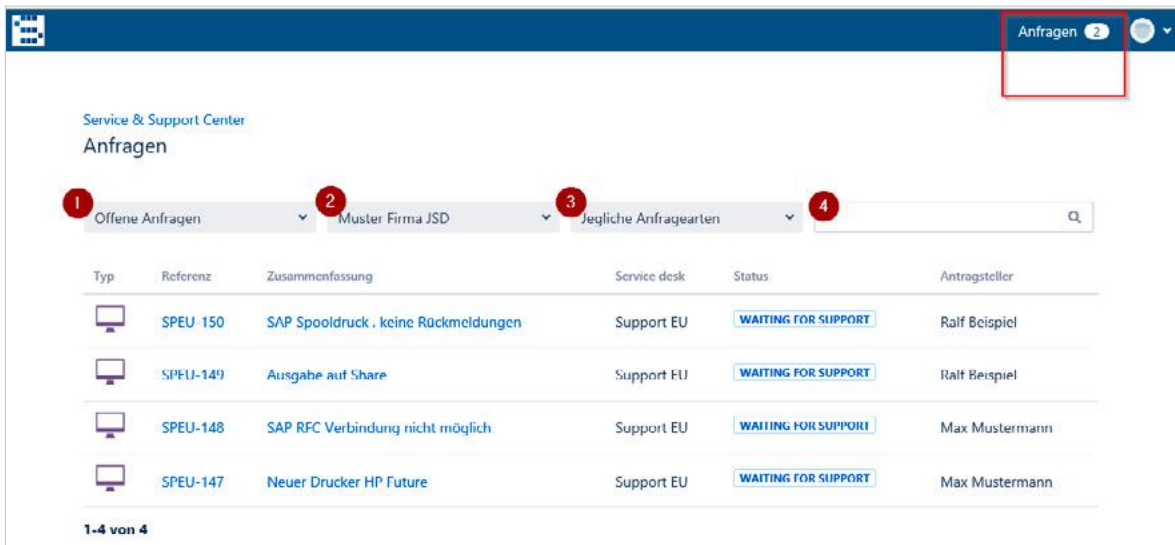
Do you need help or support for topics not covered by the maintenance contract? Or do you have new requirements? Then, the "Extended Support" is available to you.

Requests - Overview of All Requests (Tickets)

To the left of the avatar you will get to the overview page. Here, you see all the requests available to you.

You can use the filter options to limit the hit list appropriately (points 1 to 3) and trigger a free text search via the search window (point 4).

Tip for the free text search: In the search window, you can also search for a ticket transferred from Jira. To do this, simply enter the ticket number from the Jira software, for example, "SUE-777".



The Avatar/User Button – Open the Profile

You can use the avatar or user button to customize your profile, set a new password, or log out from the JSD portal.

Log Out – and Goodbye

When you have finished working in the JSD portal, log out via "Log Out". If you "only" close the Web browser without logging out first, you will remain logged into the JSD portal.

Profile – This Is My Data

In the profile, you can customize all personal data like the password, the menu language or the time zone. For more information, refer to [Tipps & Tricks](#).

Support and Extended Support - Create a Ticket

To create a ticket, use the Service & Support Center. Here, the "Support" and "Extended Support" areas take you directly to the dialog where you can create the ticket.


Support

The request is covered by the maintenance contract.

Extended Support

The request is not covered by the maintenance contract. Examples of this are 1st level support, support with the import of packages, support with master data and configuration maintenance, new requests, suggestions and new requirements.

The dialog for creating the ticket will be opened. Except for the optional attachments, all fields are mandatory. But don't be afraid, there are only four of them.



Service & Support Center / Support EU
Support

1 Summary


2 Description

3 Category

Category 3 ▼

4 Component(s)

Attachment (optional)

 Drag and drop files, paste screenshots, or
[browse](#)

5 Share with Muster Firma JSD ▼

6

Category 1: The software is not completely executable and/or data corruption occurs. This malfunction affects all users of the software.
 Reaction time: 2 hours; Processing time: Continuous with highest priority - 8h; Feedback: Continuous

Category 2: Individual functions of the software work incorrectly or not at all. The functionalities required for day-to-day operations are not available in full or in part. This disruption affects >50% of software users.
 Reaction time: 4 hours; Processing time: Continuous - 16h; Feedback: After 1 working day

Category 3: One or more functions of the software do not work; there is no significant impairment of day-to-day business. For the user, there are workarounds.
 Reaction time: 8 hours; Processing time: 4 working days; Feedback: After 2 working days

Category 4: This is a non-critical error case, configuration requests, extension requests or consultation.
 Response time: 2 working days; Processing time: With next release or after arrangement;
 Confirmation: By arrangement

- 1 The subject**
- 2 The description of the request**
- 3 The category of the request**
- 4 Which components are used?**
- 5 „Private request“ or sharing with the company? (Sharing is default)**
- 6 After clicking „Create“, the ticket will be created**

Summary – What Is It About?

This is the subject line with a short information what the request is about.

Description – What Exactly Is It About?

Please, enter here as detailed as possible what your request consists of. Nothing is irrelevant, better too much information than too little.

Category – Is It Urgent?

The category describes the impact of the topic on your business processes. Here, you indicate how urgent your request is, i. e. how severe the impact is on your productive business processes. Please use the Category 1 and Category 2 really only in case of emergency, because here the emergency management is triggered at SEAL Systems.

- **Category 1 „Nothing Works Anymore“**

The software is no longer usable and/or data is corrupt. All users are affected by this problem. The productive system stands still.

- **Category 2 “50 % + Stands Still”**

Some functions required for the daily business are partially or completely unusable. Over 50% of the users are affected by this problem. The daily business has been severely impacted.

- **Category 3 “Annoying ... But We Know How to Help Ourselves”**

One or more functions of the software are no longer usable. However, the daily business has not been significantly affected. Users affected by the problem use a workaround.

- **Category 4 “Would Be Nice if It Works”**

Non-critical problems, problems in the test or quality system, requests or suggestions, as well as update requests and requests for advice.

Component(s) – Which Component(s) Is/Are Affected?

Where is the problem? Please select at least one component. The selection is simplified by hit lists.

Attachment – Data, Images & Co

Give us as much information and data as possible, here is the collection pot as "Attachment" (log files, erroneous orders, screenshots, etc.)

The Lock – Who May See the Ticket?

Via this function, you can declare the ticket as a "private request" or as a "request with the organization". In the private request only you and SEAL Systems see the ticket, other users of your company do not see the ticket.



Create – The Ticket Is Created and Off to SEAL Systems

After clicking "Create", the ticket is saved and assigned a unique number (ticket ID). At the same time, SEAL Systems is informed about the ticket and the processing starts.

Edit the Ticket

You can edit a ticket at any time. This is necessary, for example, if you want to enter more information or if the ticket gets the status "Waiting for customer" and now it is your turn. All status changes as well as comments will be communicated to you via e-mail. You always stay up to date.

Open the Ticket

To do so, click on the desired ticket in your request overview.

Service & Support Center
Anfragen

Offene Anfragen | Muster Firma JSD | Jegliche Anfragearten

Typ	Referenz	Zusammenfassung	Service desk	Status	Antragsteller
	SPEU-150	SAP Spooldruck . keine Rückmeldungen	Support EU	WAITING FOR SUPPORT	Ralf Beispiel
	SPEU-149	Ausgabe auf Share	Support EU	WAITING FOR SUPPORT	Ralf Beispiel
	SPEU-140	SAP RFC Verbindung nicht möglich	Support EU	WAITING FOR SUPPORT	Max Mustermann
	SPEU-147	Neuer Drucker HP Future	Support EU	WAITING FOR SUPPORT	Max Mustermann

1-4 von 4

The ticket will be opened

Service & Support Center / Support EU / SPEU-150
SAP Spooldruck . keine Rückmeldungen **WAITING FOR SUPPORT**

1

Hinzufügen Abbrechen

2 Dateien ziehen und ablegen, Screenshots einfügen, oder durchsuchen

3 Dieses Problem beheben

4 Cancel request

5 Escalate

Details Vor 1 Stunde

Description
Bei unserem SAP Spooldruck werden die Dokumente zwar ausgegeben, es kommt aber keine Rückmeldung in SAP an

Category
Category 3

Component(s)
BCXOM. P5 - PLOSSYS (netdome)

Geteilt mit

- Ralf Beispiel Ersteller
- Muster Firma JSD Entfernen

Comment – Comment or Reply to the Ticket

Use the comment line at the top to write a comment concerning your ticket. With each new comment, the status of the ticket automatically changes to "Waiting for Support". This means for you: SEAL Systems is on the move.

All Done – Close the Ticket

On the right side, you have two options to close a ticket:

- **Solve the problem:**

The package that has been installed has helped? The proposed configuration has worked? The request is done? Great! Via „Dieses Problem beheben“, the ticket is closed.

- **Cancel request:**

The request was made by mistake? The subject is no longer comprehensible? Via „Cancel request“, the request is stopped and the ticket is closed.

Escalate – In Case of Emergency! Now, It Has to Go Fast!

Via the "Escalate" option, you can escalate the ticket at SEAL Systems. This means that the support team has to act quickly, as the problem has become more urgent. The category of the request is automatically set to "Category 1" and the status is set to "Waiting for support".

Please consider beforehand if an escalation is really the right way, because in this case the emergency management will be triggered at SEAL Systems! Perhaps, a comment without escalation is also sufficient?

Create and Edit a Ticket Via E-Mail – Simply Practical

You can also create and edit tickets via email and without a password:

To create a ticket, just send an e-mail (subject = Summary, text = Description) to support@sealsystems.de. You will be informed about the current status by e-mail during the processing and you can interact considering the subject (ticket ID in the reply). Please, make sure that the ticket ID remains in the subject! Otherwise, the e-mail cannot be assigned to the ticket.

Hint: Via the link provided in the e-mail, you can log in to the JSD portal at any time and continue working there. You can switch between the two ways e-mail and JSD portal as you like.

Tips und Tricks

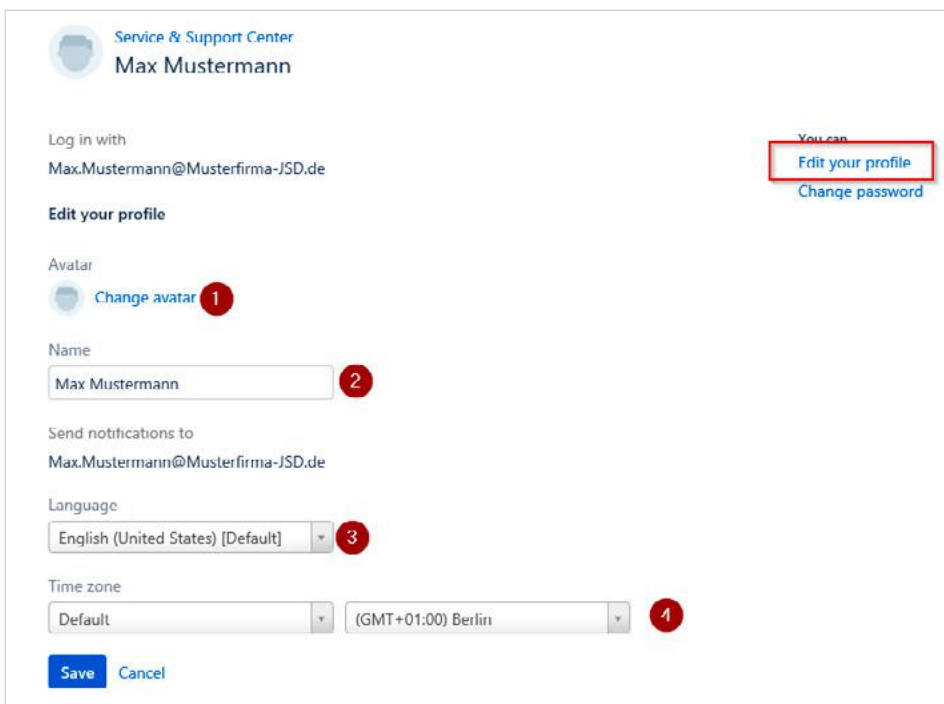
Profile

In your profile, you manage your personal data and password

Change Name, Language or Time Zone

You want the menu provided in another language? Or you work in a different time zone?

No problem: "Edit your profile":



Service & Support Center
Max Mustermann

Log in with
Max.Mustermann@Musterfirma-JSD.de

You can
[Edit your profile](#)
[Change password](#)

Edit your profile

Avatar
[Change avatar](#) 1

Name
Max Mustermann 2

Send notifications to
Max.Mustermann@Musterfirma-JSD.de

Language
English (United States) [Default] 3

Time zone
Default (GMT+01:00) Berlin 4

[Save](#) [Cancel](#)

- 1 Icon or image as avatar
- 2 Display Name
- 3 Menu language in JSD
- 4 „Your“ time zone

Password

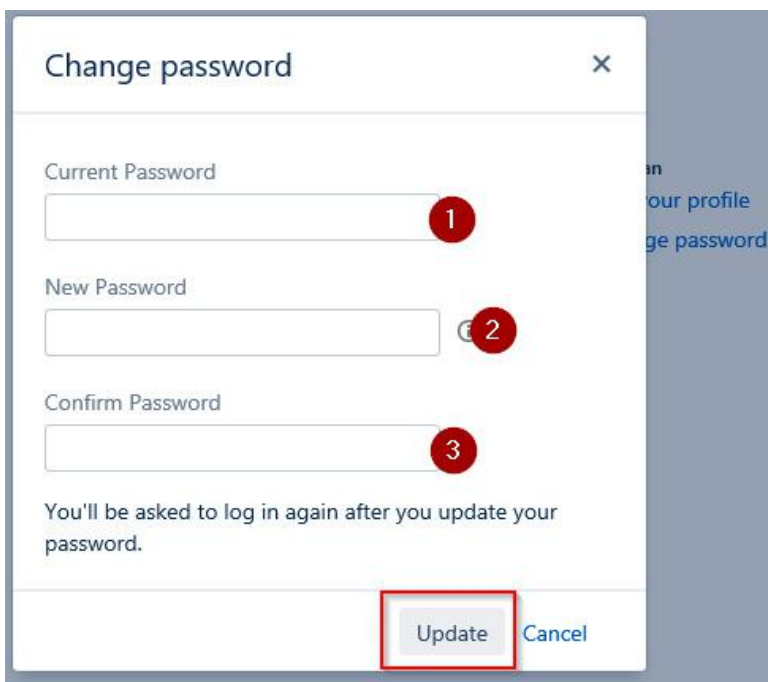
Conventions for the Password - Not So Simple

Security is a top priority with JSD. Therefore, the following conventions apply to the password:

- At least 8 characters
- Three out of the following character specifications have to be included:
 - Upper case letter
 - Lower case letter
 - Digit
 - Special character

Change the Password, Current Password Is Known

In the profile, click "Change Password". In the following dialog, you can specify the new password for the JSD login.



Change password

Current Password 1

New Password 2

Confirm Password 3

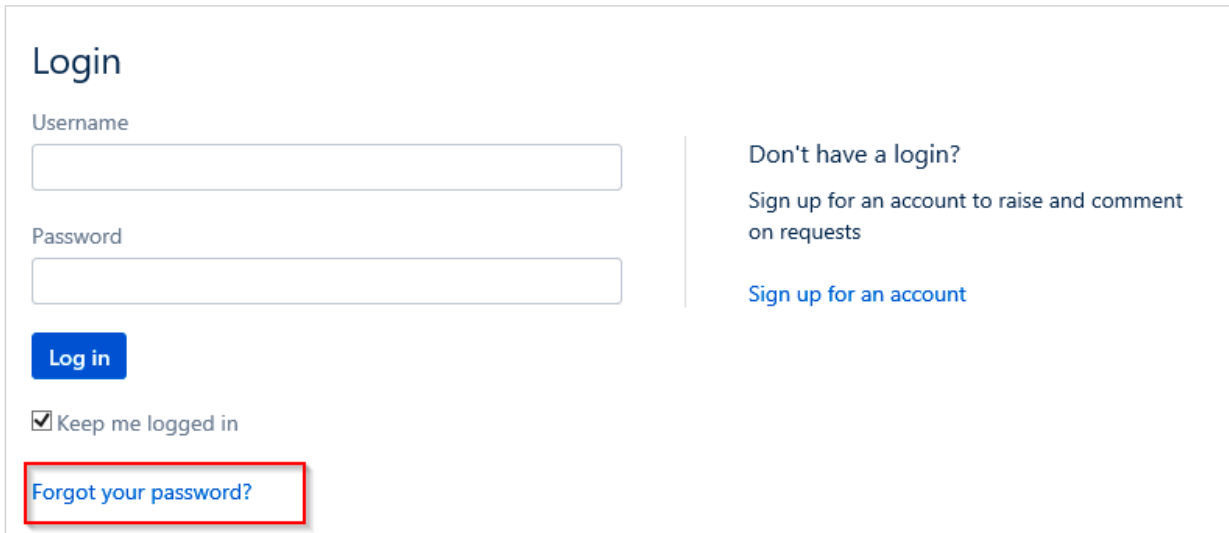
You'll be asked to log in again after you update your password.

Update Cancel

By clicking "Update", the new password is active.

Forgot the Password

In the Web browser, call the JSD portal. On the login page, use the „Forgot your password?“ option.



Login

Username

Password

Log in

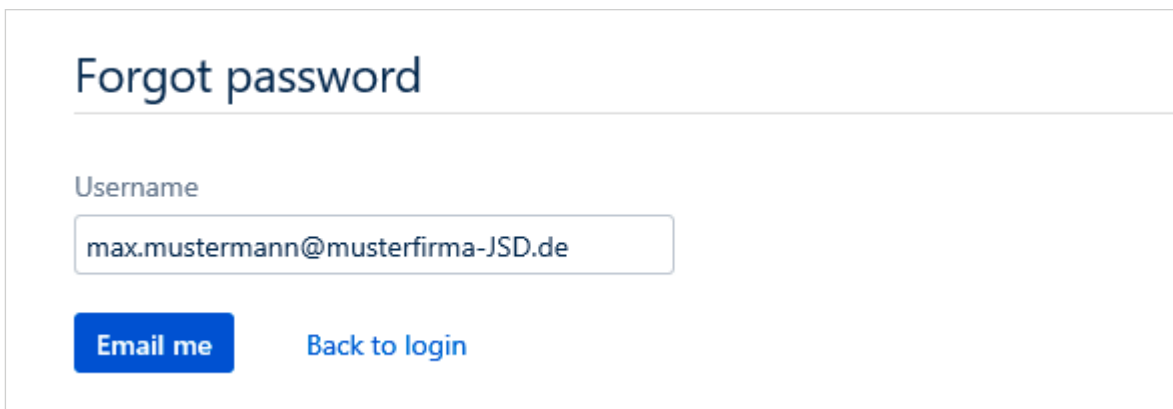
Keep me logged in

[Forgot your password?](#)

Don't have a login?
Sign up for an account to raise and comment on requests

[Sign up for an account](#)

In the following dialog, specify your JSD user name (usually your e-mail address):



Forgot password

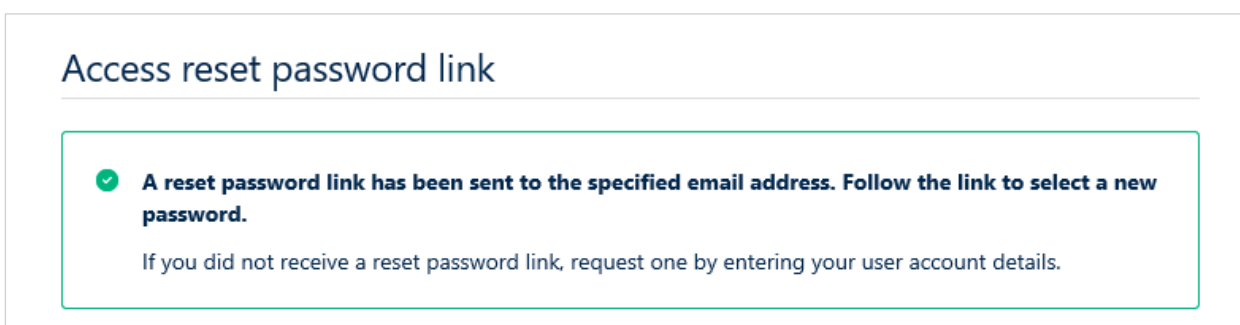
Username

max.mustermann@musterfirma-JSD.de

Email me

[Back to login](#)

After clicking "E-Mail me", you receive an e-mail providing a link for setting a new password.



Access reset password link

✔ A reset password link has been sent to the specified email address. Follow the link to select a new password.

If you did not receive a reset password link, request one by entering your user account details.

Automatic E-Mail Notifications

Share the Solution With Multiple Contacts

By default, all requests (tickets) are shared with the company, but other company employees do not receive notifications about them. Thus, even if the initiator is absent, all tickets are accessible.

You can change this on the right side in the request and add an employee of your company via "Share this request". This person will then also receive notifications.

In the example below, "Max Mustermann" is the creator and shares the request with "Ralf Beispiel":



The screenshot shows a JIRA ticket interface. At the top, the breadcrumb is "Service & Support Center / Support EU / SPEU-148". The ticket title is "SAP RFC Verbindung nicht möglich" with a status of "WAITING FOR SUPPORT". Below the title is a comment input field with the placeholder "Einen Kommentar zu dieser Anfrage hinzufügen...". To the right of the comment field are options for "Keine Benachrichtigung" and "Teilen". Below these is a section titled "Diese Anfrage teilen" with the instruction "Geben Sie Name, E-Mail-Adresse oder Firma ein". A search input field contains the letter "r", and a dropdown menu shows a suggestion for "Ralf Beispiel" with the email address "Ralf.Beispiel@Musterfirma-JSD.de". Below the dropdown, the user "Muster Firma JSD" is listed with an "Entfernen" button.

Subscribe to Notifications

Any employee of your company can subscribe to notifications about a request by going to the request and turning on the notifications via "Receive notifications".



The screenshot shows a JIRA Service Desk ticket page. At the top, the breadcrumb navigation reads "Service & Support Center / Support EU / SPEU-148". The ticket title is "SAP RFC Verbindung nicht möglich" with a status badge "WAITING FOR SUPPORT". Below the title is a comment input field with the placeholder text "Einen Kommentar zu dieser Anfrage hinzufügen...". To the right of the input field are several action buttons: "Benachrichtigungen erhalten" (highlighted with a mouse cursor), "Teilen", "Dieses Problem beheben", "Cancel request", and "Escalate". Below the input field, the "Details" section shows the date and time "15/Mär/21 11:07 AM", the description "Die SAP RFC Verbindung kann nicht aufgebaut werden.", the category "Category 2", and the component "SAP DDD". On the right side, under "Geteilt mit", there are three user entries: "Max Mustermann" (Ersteller), "Ralf Beispiel" (Entfernen), and "Muster Firma JSD" (Entfernen).

Be Notified With Every Ticket

Contact your SEAL Systems contact in order that your user is added in the customer master record (Customer Record) at "Automatic Request Participants".

JSD E-Mails Do Not Arrive

If you do not receive JSD e-mails, check the permissions in your mailbox. After they are automatic emails, they are often rejected by the spam filter. Then allow the JSD e-mail address.

**Any questions?
Then get in touch with the Jira Service Desk!**

<https://jira.sealsystems.de/jira/servicedesk/>

Tell us about your problem – Heiko Lochner and his team
will be happy to help you!



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