



interaction  
platforms

# **Service Desk NODA Interaction Platforms User Manual**

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## System general description

User Manual describes main interfaces and functional opportunities of NODA Service Desk (herein after SD) informational system.

SD is main tool to apply and manage Issues in NODA Interaction Platforms Service Center.

Each partner's authorized representative have individual access to SD.

Please send e-mail to [support@nodacontact.com](mailto:support@nodacontact.com) to get an access settings. Specify full company name, representative's first and last name, position and contact information (e-mail, phone numbers, skype id).

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## Sign in

To sign in in the SD please go to <http://sd.nodacontact.com>, fill in Login (your e-mail) and Password and click on "Log in" button.

Send e-mail to [support@nodacontact.com](mailto:support@nodacontact.com) to reset password if you forgot it.



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## User workplace

User workplace consists of two main parts: Navigation panel and Workplace.

Use Favorites bar if you need to open Help, Set page as favorite or homepage.



Click on the NODA logo if you need to go to homepage.

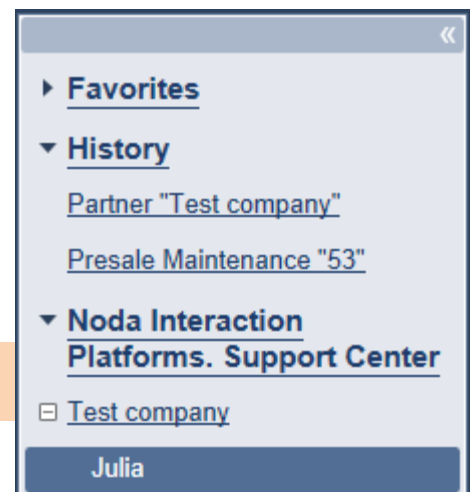
Navigation panel consist of three parts:

- Favorites
- History
- Current position

Click on the title to unfold content.

Navigation panel can be hidden. Click "«" sign to hide it.

Workplace is different according to chosen link (Company or User).



Company workplace consists of four tabs:

- Issues Tab shows all company's Issues. You can manage view, sort, filter, export to xls-file, open archive Issues and refresh by the Control panel.

[not specified] Save view Sort... Filter... Export View archive Refresh

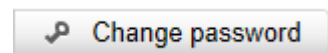
- Partner profile Tab contains information about Partner (Title, Alternative Title, Phone numbers, E-mail, Address and registered Representatives).
- Clients Tab contains information about current clients.
- Agreements Tab contains information about current agreements and allows to overlook archive agreements.

User workplace consists of two tabs:

- Issues Tab is the same as Company workplace Tab but includes only User's Issues;
- Profile Tab contains information about User (Partner, Name, Position, Login, Phone numbers, E-mail, Skype ID and picture).

## Reset password


Click on the “Change password” button to reset current password.




Send e-mail to [support@nodacontact.com](mailto:support@nodacontact.com) to reset password if you forgot it.

## Edit personal information

To edit personal information in User workplace go to the “Profile” Tab.

 Click on “Edit” link up to general information to change Position and Skype ID.

Click on the “Edit” link up to User's image to upload new picture.

 Press “Save” button to apply changes.

**Attribute editing**

Position

Skype ID

Save Cancel

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# Issues Managing

System allows to create, view, edit, export, comment, leave response, close, and reopen Issues.

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## Issue creation

Only one problem should be stated in one task. Please don't make both multitask Issue and multiissue task for clear identification of Issue. Create new Issue if you've got a new questions while solving previous.

To create new Issue:



- click "+Add" button to add new Issue in Control panel;
- choose service according to the table below:

Service	Description
Presale Maintenance	Presale process maintenance. Include: <ul style="list-style-type: none"><li>• providing POC;</li><li>• system functionality consultations;</li><li>• software and hardware maintenance requirements preparation</li></ul>
Production support	System implementation and support on the client's installations.  Service is available only if technical support contract is active
Emergency support	Emergency incident solving. Issue will be resolved within 4 hours according to incident priority.  Upon the Partner company request, bill for the provided services will be stated. Emergency support request registration automatically confirm Partner agreement for works by the Contractor under additional bill

- choose Client if required;
- choose Issue type according to the table below:

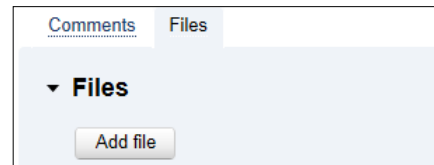
Service	Issue type	Description
Presale Maintenance	Consultation	Default value
Production support	Incident – priority III	Inoperative one are several system functions. No data in reports, no voice records, e.g. System element's malfunction is noticeable but main part of business-processes is performing
	Incident – priority IV	Inoperative one are several system functions. System element's malfunction is not noticeable or not significantly affect to the business-processes

Service	Issue type	Description
	Software fault	Bug in the software
	Consultation	System's functionality consultation
	Custom enhancement	Setting up the System. Include installation, update, configuring projects, ivr-scripts, reports, external system integration, connection to the telecom provider
Emergency support	Incident – priority I	System is completely unavailable. No opportunity for inbound and outbound services.
	Incident – priority II	Main part of system functions is unavailable or significant reduction in overall system performance

- fill a description.

User should provide next information during Issue creation:

- all identifications such as workplace IP-address, login of contact-center employee (agent or supervisor), project ID, object links;
  - system behavior (nontypical or unstable) full description;
  - time and date of Issue statement or system nonstandard system behavior;
  - what actions could affect the system (if they were made);
  - workplace screen shot in case of issue occurs in employee's workplace;
- click to “Save” button;
  - if you need to add any attachment, go to Issue and open “Files” Tab. This field allows you to attach any file.



## Overview Issue status

To view (open) Issue:

- click on Noda logo (top left corner);
- in open page choose Issue and click on it.

**Production Support "56"**

[Edit](#)

Description: test  
Issue type: Consultation

**Comments** [Files](#)

**▼ Comments**  
[Add comment](#)

**▼ General information**

Representative/Partner: Julia/Test company  
Agreement:  
Client: Our first client  
Issue type: Consultation

**▼ State information**

State: ● New  
Deadline: 03.07.2013 15:54  
Creation date: 25.06.2013 15:54  
Responsible: Maria Vetoshkina

System has next issue's statuses:

- **New** – the first status;
- **Processing** – an issue was distributed to engineer;
- **Resolved** – issue resolved. It will be automatically closed if User will not reopen it during 5 days;
- **Reopened** – the issue was resolved and reopened by User (use if issue was not fully resolved);
- **Closed** – closed issue;
- **Waiting for response** – waiting response from User. Please live a comment to technical support.

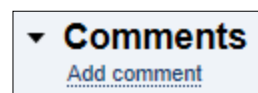
The system sends e-mail notifications after all changes. Don't answer to this letters and use Service Desk Interface to overview it.

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## ***Add comment***

To *comment* Issue:

- open Issue;
- click "Add comment" link
- in open window fill in field and click "Save" button.

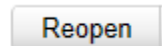


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## ***Reopen closed Issue***

To *reopen* Issue:

- open Issue;
- check up comments and click on the "Reopen" button if issue is not resolved.



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## ***Close Issue***

To *close* Issue:

- open Issue;
- check up comments and click on the "Close" button if problem resolved.

