energyone

Jira Service Management Customer Service Desk Portal (CSD)

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Version 1.00.00

Energy One Limited

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Contents

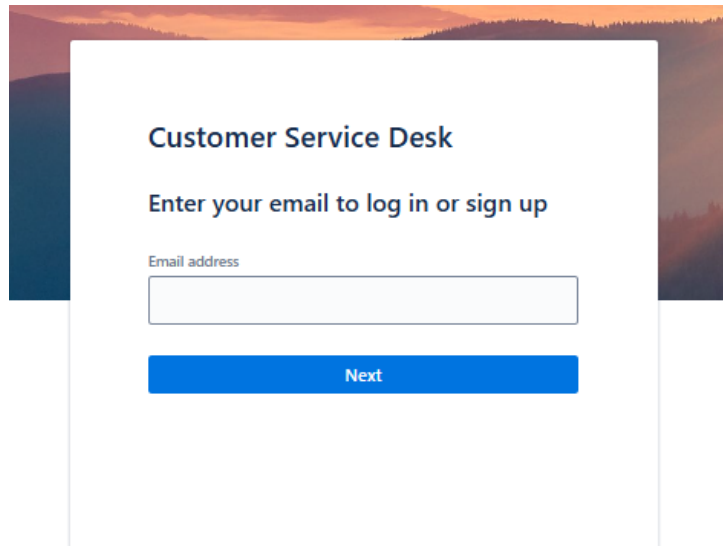# 1. Signing In

The log in screen to the Energy One Customer Service Desk (CSD) Portal will be accessible from the following link.

https://au-energyone.atlassian.net/servicedesk/

Customers can register for CSD portal access by following the steps below:

1. Entering a company email address

2. Opening the confirmation email (the sender will be **donotreply@au-energyone.atlassian.net**) and following the Sign-up link in the email.

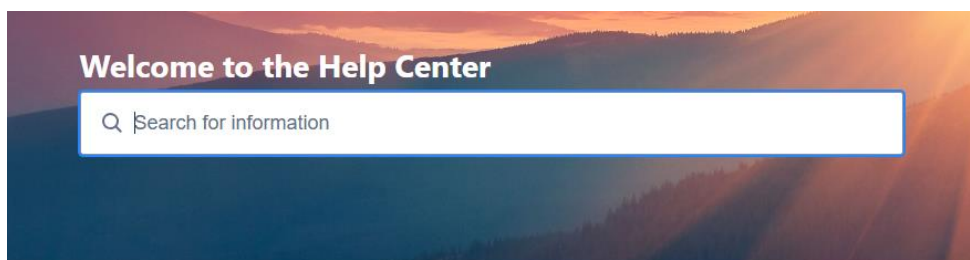Once registered, the CSD portal can be signed in to at the link:
https://au-energyone.atlassian.net/servicedesk/ in order to submit, track and respond to support requests.

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2. Password Reset

To reset a CSD password, the user needs to go to the link: https://au-energyone.atlassian.net/servicedesk/ and select the "Forgot Password" option.

3. Portal Home Page

The portal home page, which is seen once logged in, allows support requests to be created, suggestions for new product features or enhancements to be provided, task request to be submitted or questions to be asked.

To raise a support request, the steps below should be followed:

1. Select either "Support Requests" or pypIT Support Requests"

2. Complete the request form.

The fields with * asterisks are compulsory to submitting the form. The form also allows for dragging and dropping files and pasting screenshots.

Customer Service Desk / Energy One Customer Support

Energy One Customer Support

Welcome! You can raise a Energy One Customer Support request from the options provided.

What can we help you with?

> **Support Requests**
> Raise a support request for all EOL products except pypIT.

Here's how to get started:
- **Affected products**: only the products that you are entitled to are displayed. If an error occured let us know in the description.
- "**Share With**" option enable you to share this request with your organization, allowing others within it to view, follow updates and collaborate if needed.

Required fields are marked with an asterisk*

Summary*

Software - Module/Area - A short error or issue summary

Select Product

Environment*
- ☐ Production
- ☐ Non-production/testing

Priority Level*

Select...

As much detail as possible should be provided when raising requests.

> ⓘ Providing detailed information (such as replication steps) will help us resolving your request as quickly and effectively as possible.
> Thank you for helping us help you!

Description*

| Normal text ∨ | B | I | ... | ≡∨ | A∨ | ≔ | ≔ | 🔗 | ⟨⟩ | ⓘ | 🥂 | — | ABC |

> ⓘ Don't forget to include screenshots or pictures to help us better understand your request. The more details, the faster we can assist you!

Attachment

> ☁ Drop files to attach or **browse**

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There is a pull-down option "Share with", as per the example below.

Here, the support request can be shared within the organisation the User belongs to, or for only the User to have visibility of the request.
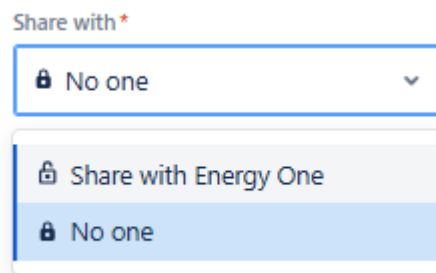

4. Request Tracking

Following the creation of a support ticket, it will be visible under "Requests".

Clicking on the profile logo in the top right corner, then selecting "Requests", gives the user the ability to view all tickets which have been created - both by the User or shared within the organization.
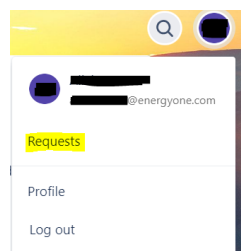
The Requests list can be filtered to show Open and Closed tickets and Created by the User or others in the organization.
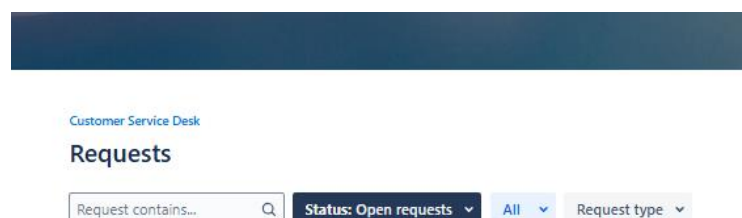
5. Updates to the Request

The User will receive notifications by email from the email address "**donotreply@au-energyone.atlassian.net**" when the status of the ticket changes or when any activity occurs. Users need to ensure this email address is whitelisted so that all notifications relating to the requests are received.

The User needs to log back into the portal to make any additional comments on the ticket.

The User can not reply to the notification email. Replying to the no reply notification email will not have any effect on the ticket.

6. Request Status

There are different statuses in the Customer Service Desk to show the stage which the request is at. Those which are most used are below:

- **Waiting for Support –** Our team will soon be working on the request

- **Waiting for Customer** - When Energy One requests information regarding the ticket, or replies to the Customer, the status of the ticket will change to "Waiting for Customer".

- **In Progress** – Our team is working on the request

- **Pending** – The ticket is on hold

- **Resolved -** Replying to the ticket will change the status back to "Waiting for Support"

- **Closed** – The ticket can't be re-opened. You need to create a new request.

- **Cancelled** – The ticket may have been raised in error.

On closure of the ticket, the request will move out of the main queue and can be found under "Closed Requests" in the Requests page.

7. Logging out

Clicking on the profile button on the right, gives the user access to their profile to make changes or to log out of the Customer Service Desk.
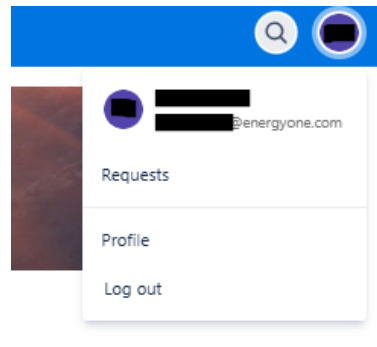
8. Questions or Issues

If a User has any questions or access issues related to the CSD portal, they can contact Energy One Support Team by completing the Contact Form on the CSD portal homepage, at the link https://au-energyone.atlassian.net/servicedesk/.