



# How to work with helpdesk

Version: 1.3

Date: 24.01.2022

# How you can contact us



- **Online**

- using JIRA Service Desk
  - <https://ngretail.atlassian.net/servicedesk/customer/portals>
- From the website
  - [www.ngretail.cz](http://www.ngretail.cz) - Customer Login section



- **Email**

- [helpdesk@ngretail.cz](mailto:helpdesk@ngretail.cz)
- Temporarily a [helpdesk@sunseed.cz](mailto:helpdesk@sunseed.cz)



- **By phone at:**

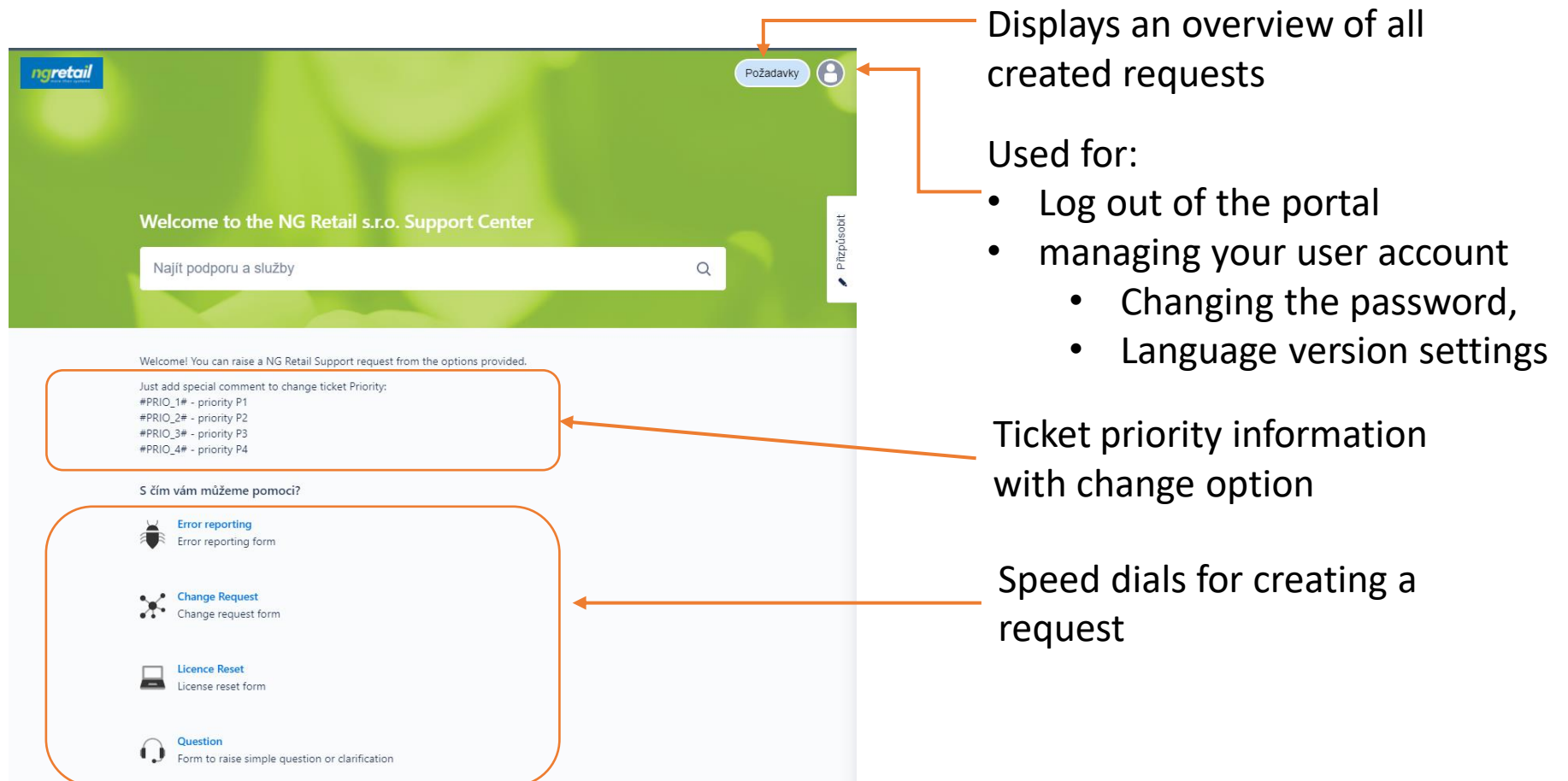
- +420 724 000 622

# First login

- To log in to the customer portal for the first time, you will receive an invitation email from us. Based on this email you will create an "account"
- The number of customer accounts is not limited
- Please do not create group accounts - we aren't then able to identify the source of the request
- To create more accounts, just create a request or send an email to [helpdesk@ngretail.cz](mailto:helpdesk@ngretail.cz)

# Main screen

- After logging in, the basic screen will be displayed



The screenshot shows the main interface of the NG Retail Support Center. At the top left is the 'ngretail' logo. In the top right corner, there is a 'Požadavky' button and a user profile icon. Below the header is a search bar with the text 'Najít podporu a služby' and a magnifying glass icon. The main content area features a welcome message and a list of options for raising support requests. Annotations with orange arrows point to specific elements: one points to the 'Požadavky' button, another to the user profile icon, a third to a text box containing priority codes, and a fourth to a rounded rectangle containing four speed dial options.

Požadavky

Welcome to the NG Retail s.r.o. Support Center

Najít podporu a služby

Welcome! You can raise a NG Retail Support request from the options provided.

Just add special comment to change ticket Priority:  
#PRIO\_1# - priority P1  
#PRIO\_2# - priority P2  
#PRIO\_3# - priority P3  
#PRIO\_4# - priority P4

S čím vám můžeme pomoci?

- Error reporting**  
Error reporting form
- Change Request**  
Change request form
- Licence Reset**  
License reset form
- Question**  
Form to raise simple question or clarification

Plížešobit

Displays an overview of all created requests

Used for:

- Log out of the portal
- managing your user account
  - Changing the password,
  - Language version settings

Ticket priority information with change option

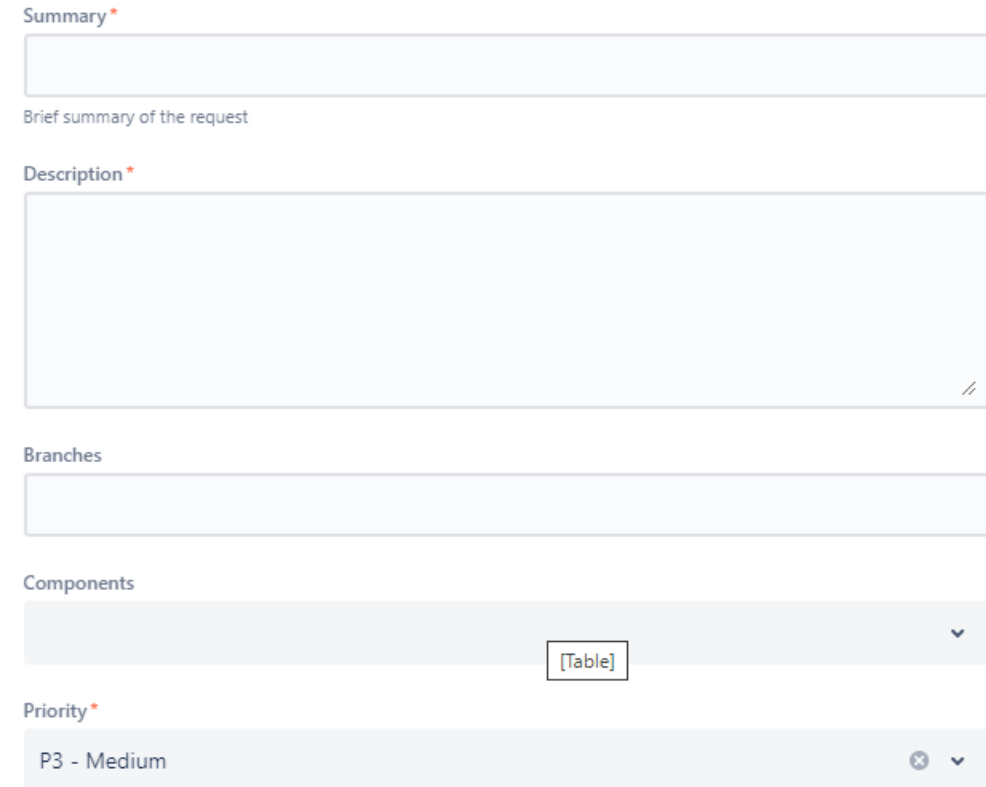
Speed dials for creating a request

# Work in the customer portal

## Creating a request

To create a ticket correctly, it is necessary to fill in the required fields, which are marked with an asterisk:

- Request Name \*
- Description (problem description) \*
- Stores (store / cash register designation)
- Components (specification of application type)
- Priority (nproposal Priority) \*



The screenshot shows a form with the following fields:

- Summary \***: A text input field with the placeholder text "Brief summary of the request".
- Description \***: A large text area for the problem description.
- Branches**: A text input field for store or cash register designation.
- Components**: A dropdown menu with a "[Table]" button and a downward arrow.
- Priority \***: A dropdown menu with "P3 - Medium" selected and a downward arrow.

Blue arrows from the list on the left point to the asterisks on the Summary, Description, and Priority fields.

# Work in the customer portal

## Working with a request

After creating a request, you will enter it automatically and you can monitor its status.

In this section you will find basic information about the request.

- Who founded it
- when
- Description
- priority

The "activity" section is used for communication between the solver and the client

Support Center NG Retail / NG Retail Service desk / SUPP-110

TRAF2101 - změna párovací procedury

Activity

Automatic response Monday 4:39 PM  
Your request status has changed to Request validation.

Automatic response Monday 4:40 PM  
Your request status has changed to We are solving the request.

Automatic response Monday 4:40 PM  
Your request status has changed to We have sent the offer.

Automatic response Monday 4:40 PM  
Your request status has changed to We are solving the request.

Add a comment

Status

WE ARE SOLVING THE REQUEST

Notifications off

Request type

Change Request

Shared with

Jiří Hegmon  
Creator

TRAFICON

+ Share

Fields

Assignee Jiří Hegmon

Work Type

Offer

Displays the status of the request

If you do not wish to receive emails about updates to the request, you can turn it off by clicking on the field

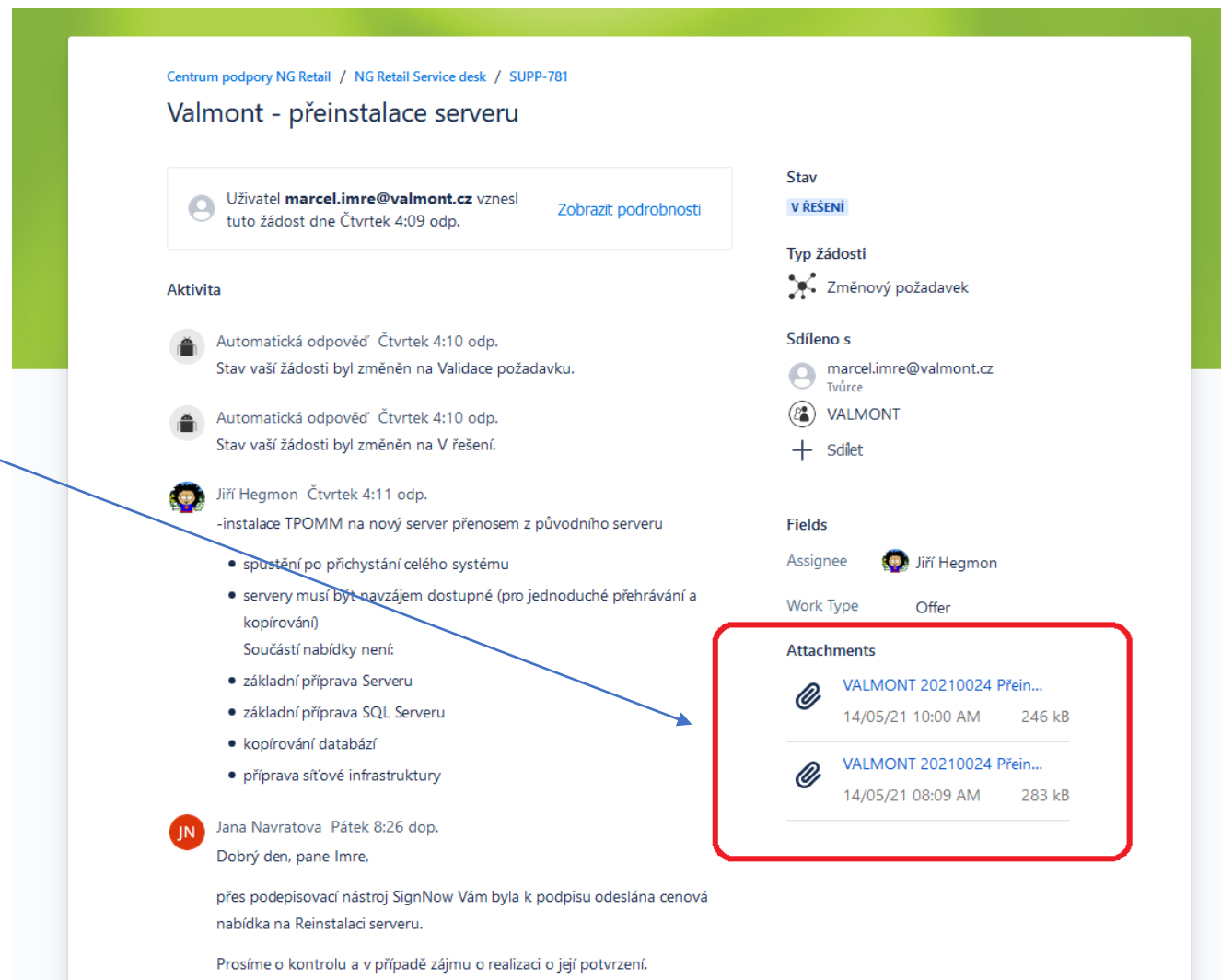
Only you or all members of your company can track the request

Displays the type of work (error, offer, ..)

# Work in the customer portal

## Ticket attachments

It's possible to attach any attachment to each ticket, for example a picture with a description of the error, etc.



Centrum podpory NG Retail / NG Retail Service desk / SUPP-781

### Valmont - přeinstalace serveru

Uživatel **marcel.imre@valmont.cz** vznesl tuto žádost dne Čtvrtek 4:09 odp. [Zobrazit podrobnosti](#)



**Stav**  
V ŘEŠENÍ

**Typ žádosti**  
Změnový požadavek

**Sdíleno s**  
marcel.imre@valmont.cz  
Tvůrce  
VALMONT  
+ Sdílet

**Fields**  
Assignee Jiří Hegmon  
Work Type Offer

**Attachments**

	VALMONT 20210024 Přein...	14/05/21 10:00 AM	246 kB
	VALMONT 20210024 Přein...	14/05/21 08:09 AM	283 kB

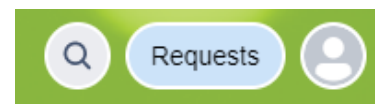
**Aktivita**

- Automatická odpověď Čtvrtek 4:10 odp.  
Stav vaší žádosti byl změněn na Validace požadavku.
- Automatická odpověď Čtvrtek 4:10 odp.  
Stav vaší žádosti byl změněn na V řešení.
- Jiří Hegmon Čtvrtek 4:11 odp.  
-instalace TPOMM na nový server přenosem z původního serveru
  - spuštění po přichystání celého systému
  - servery musí být navzájem dostupné (pro jednoduché přehrávání a kopírování)  
Součástí nabídky není:
    - základní příprava Serveru
    - základní příprava SQL Serveru
    - kopírování databází
    - příprava síťové infrastruktury
- Jana Navratova Pátek 8:26 dop.  
Dobrý den, pane Imre,  
  
přes podepisovací nástroj SignNow Vám byla k podpisu odeslána cenová nabídka na Reinstalaci serveru.  
  
Prosíme o kontrolu a v případě zájmu o realizaci o její potvrzení.

# Work in the customer portal

## Overview of requirements

The report automatically displays all open requests  
You can adjust the display using preset filters








Support Center NG Retail



### Requests

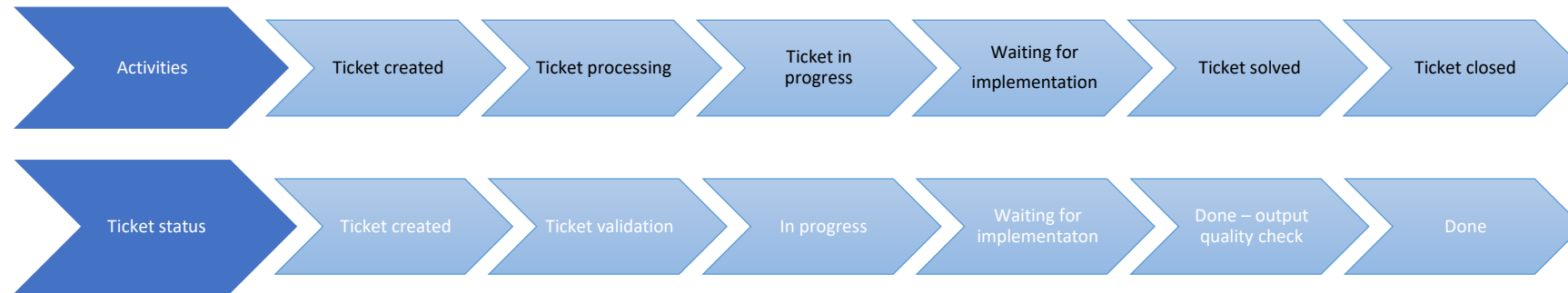
Request contains...   Open requests  Created by anyone  Any request type

Type	Reference	Summary	Status	Service project	Requester
	SUPP-157	EAN balení doplnit na kartu	WE ARE SOLVING THE R...	NG Retail Service desk	IT Traficon
	SUPP-155	Špatný přesun	DONE - OUTPUT REVIEW	NG Retail Service desk	IT Traficon
	SUPP-126	Traficon - EET problém s komunikací na BO po nasazení nového agenta od DN	WE ARE SOLVING THE R...	NG Retail Service desk	Petr Dědeček
	SUPP-111	TRAF2103 - report promocií	WE ARE SOLVING THE R...	NG Retail Service desk	Petr Dědeček
	SUPP-110	TRAF2101 - změna párovací procedury	WE ARE SOLVING THE R...	NG Retail Service desk	Jiří Hegmon

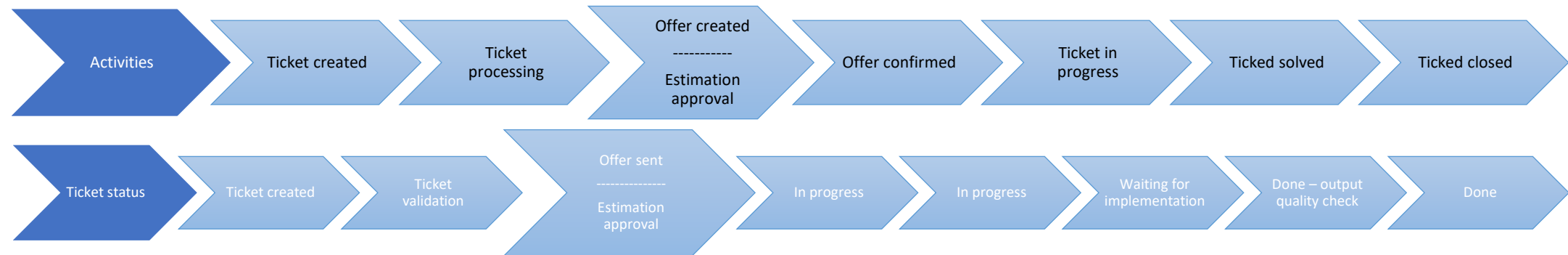


# Requirement life cycle

## Ticket type "Incident"



## Ticket type "Service request" And "Change request"



# Special status - Request created

This state indicates a request that is based on:

- Using the portal
- By phone using the operator
- By sending an email to [helpdesk@ngretail.cz](mailto:helpdesk@ngretail.cz)
  - A request created in this way always has the type "email request" set with priority "P3 - Medium"
  - Mail sent to a specific employee of our company cannot be considered a registered request

# Special condition - We need information from the customer

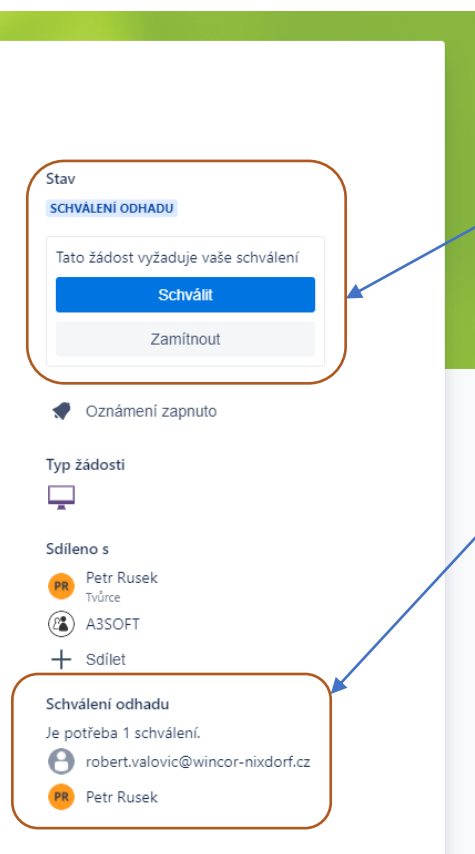


This condition indicates requirements that you must pay attention to because they require your interaction!

- Addition of information
- Approval of the labor estimate
- Approval of the resolution of the request

# Special ticket status – Estimation approval

By setting this status for the ticket, approval is required, eg: work / modifications



If ticket is set to this state, the option to approve or reject is displayed.

The feature will be displayed **only to users** who require approval.

Other users should only see information who can make the approval.

# Ticket re-open

Condition for automatic ticket re-open:

- Ticket is in Finished status
- Customer add notes
- System automatically change ticket status to – Ticket Validation

Next steps continue based on standard pre-defined ticket lifecycle.

# Ticket priority change

Change can be performed by Customer based on insert special text into notes:

- Customer add note in following form:
  - “#PRIO\_1#” for priority P1
  - “#PRIO\_2#” for priority P2
  - “#PRIO\_3#” for priority P3
  - “#PRIO\_4#” for priority P4
- System setup priority based on mentioned input automatically
- We recommend “Refresh page” for correct ticket view

# Thanks for cooperation!



We appreciate your cooperation and believe in our new helpdesk system we will be able to provide even better services.