



[ui!]

# FreshDesk

[ui!]'s Support Helpdesk

[www.ui.city](http://www.ui.city)

Version #

# User registration and verification

**The purpose of the support helpdesk is to enable your organisation to have a ticketed process to submit and manage support requests.**

You have been nominated as the single point of contact for your organisation with the [ui!] support helpdesk - FreshDesk.

You will have been sent an email link to click on to verify your details. Once you have been verified by FreshDesk you will have access to [ui!]'s Support Helpdesk.

If you haven't received a verification email, please contact your [ui!] Project Manager.

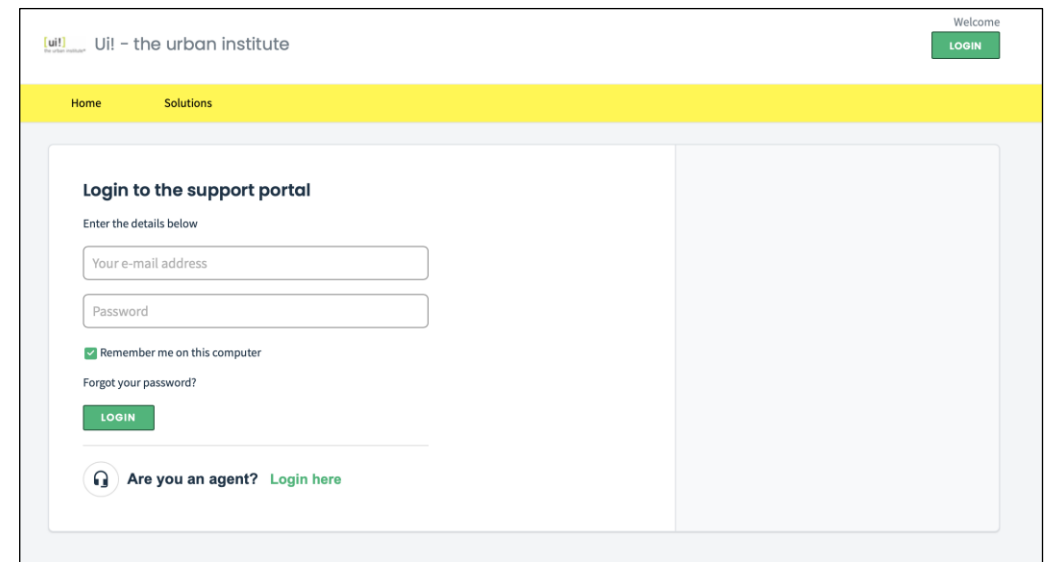
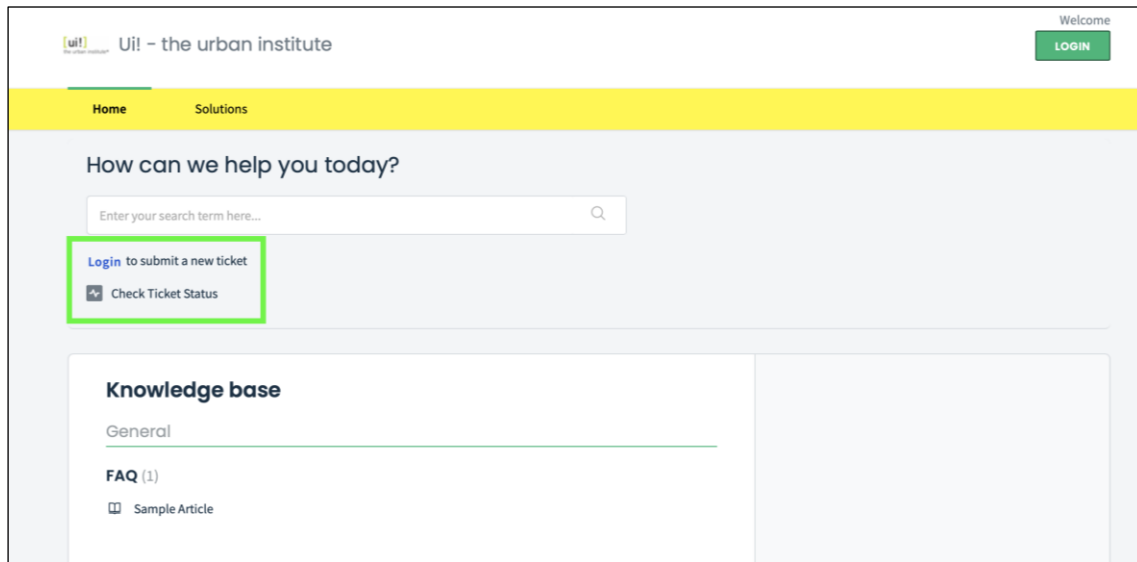
In the following slides important information is provided about:

- Accessing Freshdesk
- Creating a new support ticket
- What to use Freshdesk for
- When to contact your [ui!] Project Manager.

# Accessing FreshDesk

To log a support ticket, please follow the steps below:

- Go to <https://ui.freshdesk.com> and login using the username and password you set-up when you registered as a FreshDesk user.



# Creating a new support ticket

Select ***New Support Ticket***

The screenshot shows the Ui! website interface. At the top, there's a header with the logo 'Ui! - the urban institute' and navigation links 'Home', 'Solutions', and 'Tickets'. Below the header, a search bar is present with the placeholder text 'Enter your search term here...'. Under the search bar, there are two buttons: '+ New Support Ticket' and 'Check Ticket Status'. A green arrow points to the '+ New Support Ticket' button. Below the buttons, there's a 'Knowledge base' section with a 'General' category and a list of items including 'FAQ (1)' and 'Sample Article'.

# Creating a new support ticket

To submit a new ticket to FreshDesk the following requirements need to be met:

- Provide the validated email address as the Requestor
- Select an issue from the drop down list.
  - (See the following slide for further information)
- Provide your contact details (name, contact number & organisation name)
- Copy and paste the dashboard's URL link
- Provide a description of the issue
  - Provide as much detailed information as possible. You can also attach files – we highly recommend attaching a screenshot of the dashboard showing the issue along with a description of the steps taken that resulted in that issue (e.g. opened dashboard, selected date range and filtered on sensor type.)
- Identify the priority of the issue
  - (See the following slide for further information)

The screenshot shows the 'Submit a ticket' form in the Ui! dashboard. The form is titled 'Submit a ticket' and is located under the 'Tickets' tab. It contains the following fields and options:

- Requester Email \***: A text input field with a dropdown arrow on the right.
- What is your issue related to? \***: A dropdown menu with a blue arrow on the right.
- Your Name: \***: A text input field.
- Phone number \***: A text input field.
- Organisation/Project Name \***: A text input field.
- Dashboard Link**: A text input field.
- Description of issue (attach a screenshot if possible) \***: A rich text editor with a toolbar containing icons for bold, italic, underline, list, link, unlink, text color, background color, and a link icon.
- + Attach a file**: A blue link to attach files.
- Priority**: A dropdown menu with 'Low' selected.
- SUBMIT** and **CANCEL** buttons at the bottom.

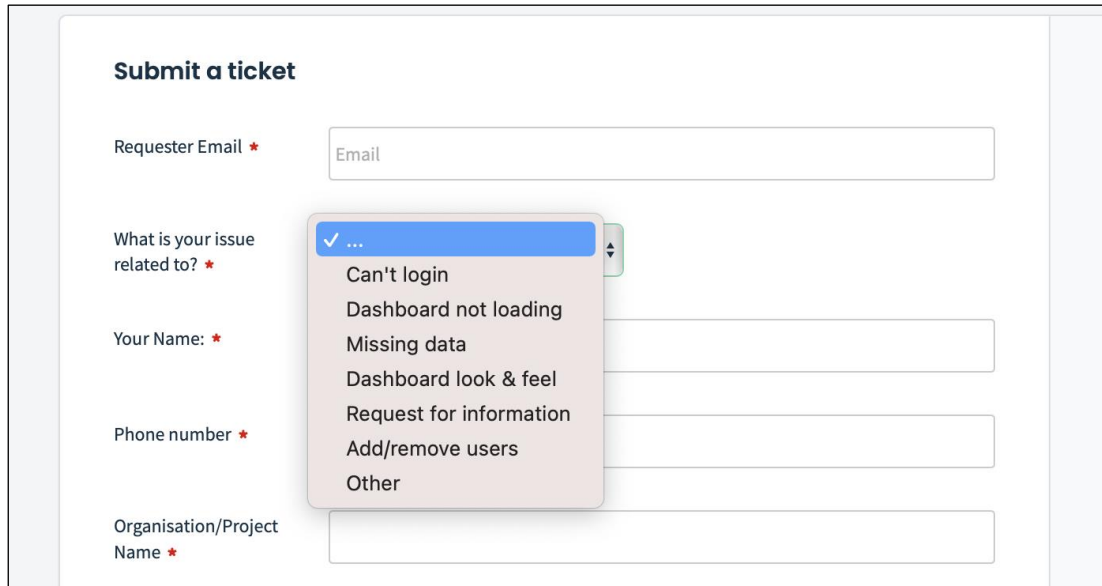
# Creating a new support ticket

## Issues

This section has a dropdown list of the types of issues that may occur.

An issue is how [ui!] identifies what the ticket relates to.

If your issue relates to something you need to discuss with your [ui!] Project Manager, they will contact you directly and the issue will be resolved outside the FreshDesk system.



The screenshot shows a 'Submit a ticket' form with the following fields and a dropdown menu:

- Submit a ticket**
- Requester Email \*** (Text input field)
- What is your issue related to? \*** (Dropdown menu with options: Can't login, Dashboard not loading, Missing data, Dashboard look & feel, Request for information, Add/remove users, Other)
- Your Name: \*** (Text input field)
- Phone number \*** (Text input field)
- Organisation/Project Name \*** (Text input field)

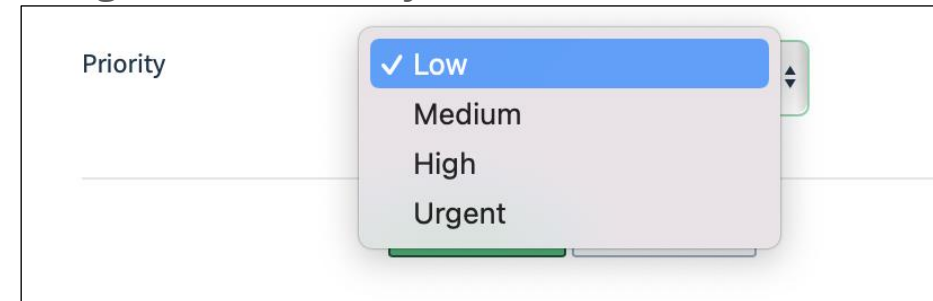
## Priority

This section has a dropdown list of the priorities available.

When selecting a priority consider the following:

- Check your [ui!] Support Package to identify the priority of the issue in that agreement and the agreed response time.
- Does the issue stop the platform from performing its purpose?
- Is there any risk to your organisation?

When thinking about these make sure all relevant information is included in the Description of your ticket (if it is an Urgent ticket – why)?



The screenshot shows a 'Priority' dropdown menu with the following options:

- Low** (Selected)
- Medium
- High
- Urgent

## What goes in FreshDesk?

- Faults, technical issues (e.g. dashboard link won't load, can't connect to server, error messages re telemetry ingestion or data visualisation, navigation issue etc).
- Add/remove users / permissioning requests.
- Request for information e.g. data sets, most recent users who have accessed the dashboard etc.



# What doesn't go in FreshDesk?

- Platform changes
  - e.g. Changing a bar graph to line graph; blue icon to red etc. These change requests should be communicated via your Project Manager.
- Updates to the Platform
  - New requests or future platform suggestions. These requests should be communicated via your Project Manager.
- Testing feedback
  - This is part of the User Acceptance Testing (UAT) process – all UAT items and feedback should be kept together as part of this process.
  - Please discuss with your Project Manager.





# Who logs tickets?

How do I know who in my organisation is authorised to submit tickets?

- The number of users registered for your organisation to access FreshDesk will be as per the support package agreed with [ui!].
- Support tickets should be input by clients (Project Manager is cc'ed on all tickets so they have visibility of what issues are arising).

## Support response

- Your organisation will have a Support Package with [ui!] which will outline Service Level Agreements (SLAs) regarding response times to support tickets.
- Once we have fixed your issue, the ticket in FreshDesk will be marked as *Resolved*.
- Please confirm that your ticket has been satisfactorily addressed by changing the ticket status from *Resolved* to *Closed*.
- If you have any problems with accessing FreshDesk or submitting a support ticket, please speak to your [ui!] Project Manager.



# Thank you!

We look forward to welcoming you to FreshDesk.

If you have any further questions, please contact your Project Manager.