⚡ Jira Service Management

QUICK GUIDE

DTS

Inhalt

Login to the customer portal

You can access the Jira Service Management customer portal via the URL https://support.dts.de.

The username is your e-mail address; to create your password, please click the „Forgot your password?" button, enter your email address again and follow the password creation process that you will receive by e-mail.

Then you can log in to the customer portal at any time using your username and password.
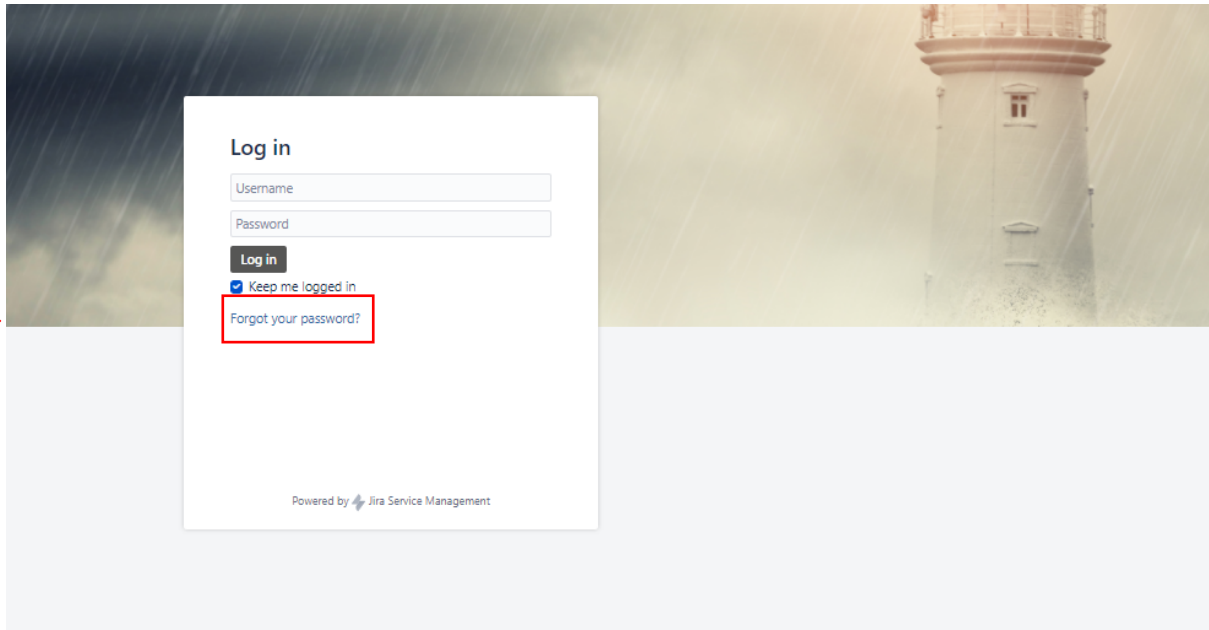
Access 1: Accessing the Remote Support Tool

The Remote Support Tool will be available to you via the Jira Service Management Customer Portal link. You can reach it via the sublink in the upper left corner of the portal.

Access 2: View all tickets

You can display your tickets via the tab at the top right. The number displayed is the number of your open tickets. Closed tickets can also be viewed.
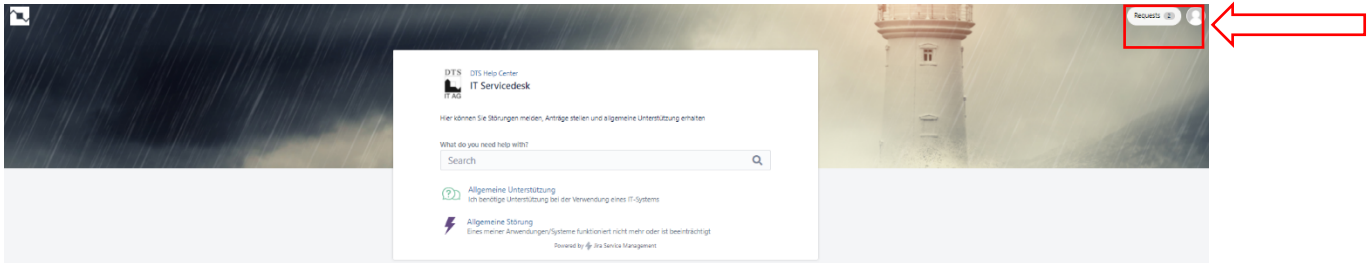

My Tickets:

You can filter your tickets and display open, closed or all tickets.

Furthermore, you have the option to narrow down your view according to whether you have created or are participating in a ticket.

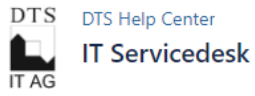Finally, the display can be filtered according to the transaction types.

A search field is available and the function to export the view and all tickets into CSV format.

Via DTS Help Center you can access the start page and create a new procedure.
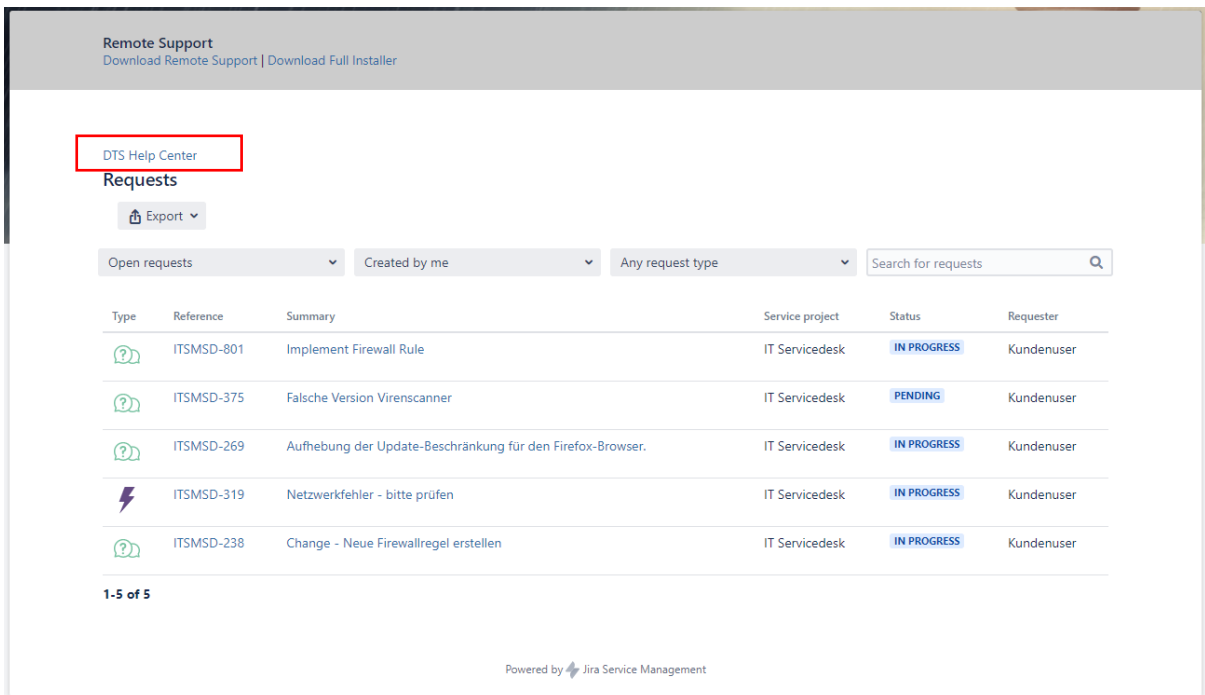
Step 1: Create a process

On the start page, you raise an Incidetn or create a support issue.

Step 1.1: General Support

In the mask you can enter the subject and a summary as well as an attachment. The last two fields are optional. If you are able to provide as much information as possible, the colleagues are able to verify your request easier.

Process created:
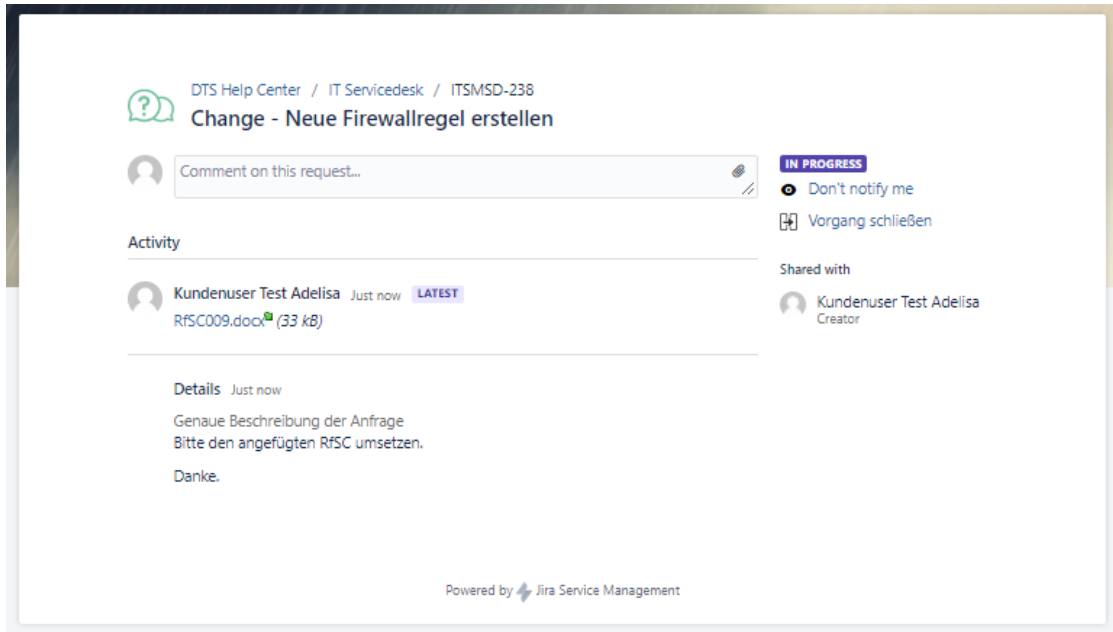
After you have created a case, the following view appears. You can view the ticket number, add a comment, view the agent's comments, view the status, turn off or set the notification, close the case and share the case.

For more information on these functions, see the following chapters.

Step 1.2: General Incident

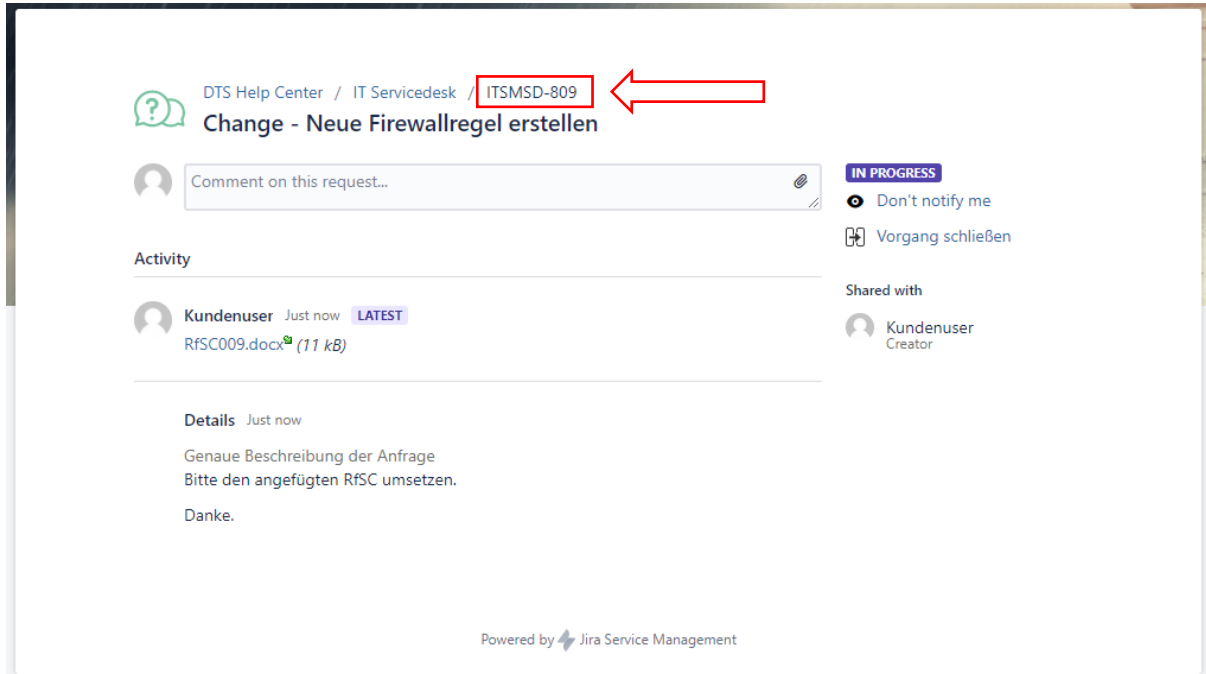An incident is reported as soon as a service interruption occurs or can be prevented.

The same fields as described above for General Support appear in the mask.

Step 2: View the Ticket Number

After creating a process the ticket number appears above the title.

Step 3: Adding a comment as a Note:

As soon as you click on the text field, you can write a comment. You have the option to format your comment and attach files.

Step 4: Viewing the Ticket Processing

If the ticket is updated by the agent, an activity appears in your display. It is visible when the messages are published. The latest entry appears at the top.

Step 5: Viewing the Ticket Status:

In the ticket view, you will see the status display on the right. A ticket is opened in the status in progress.
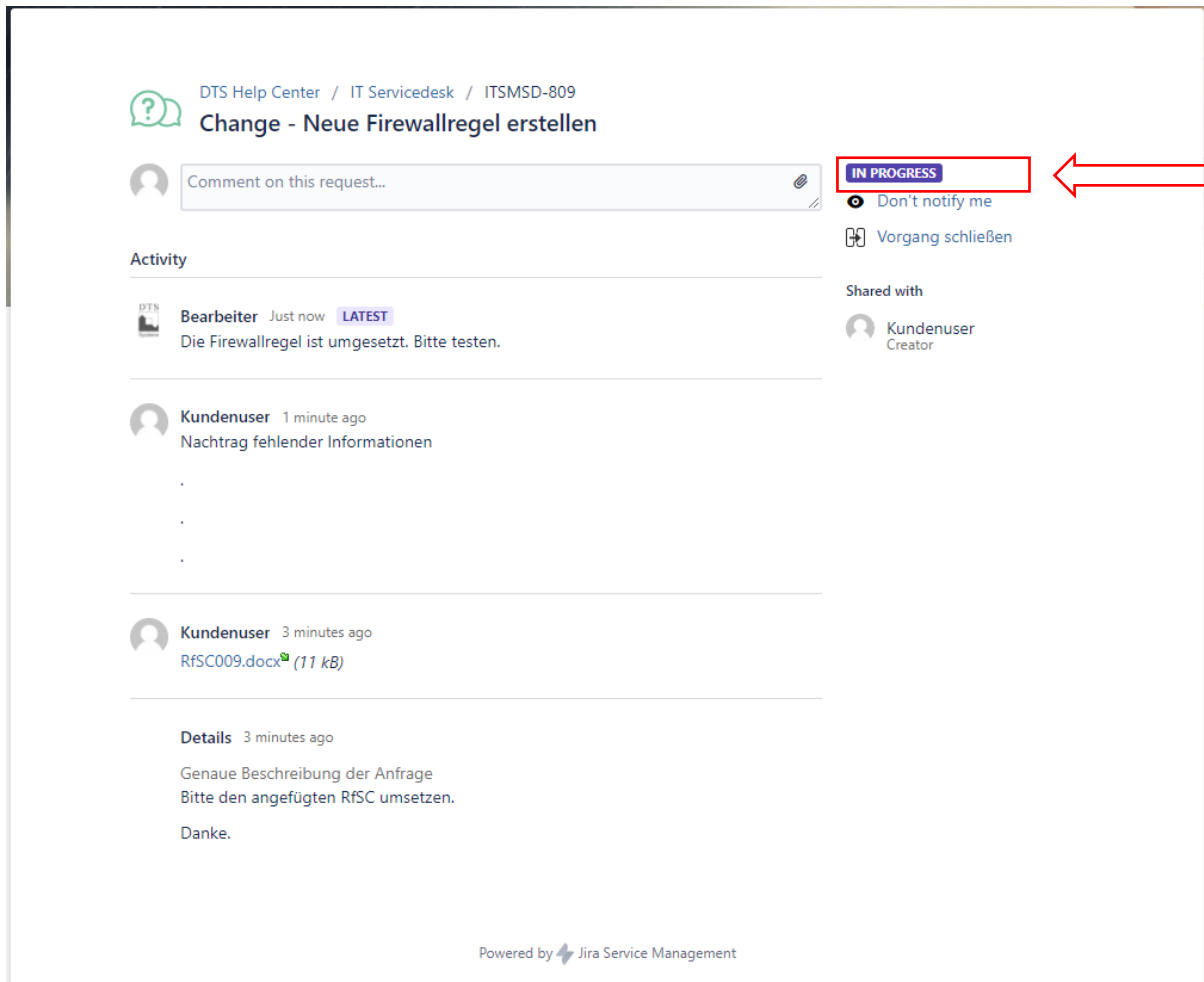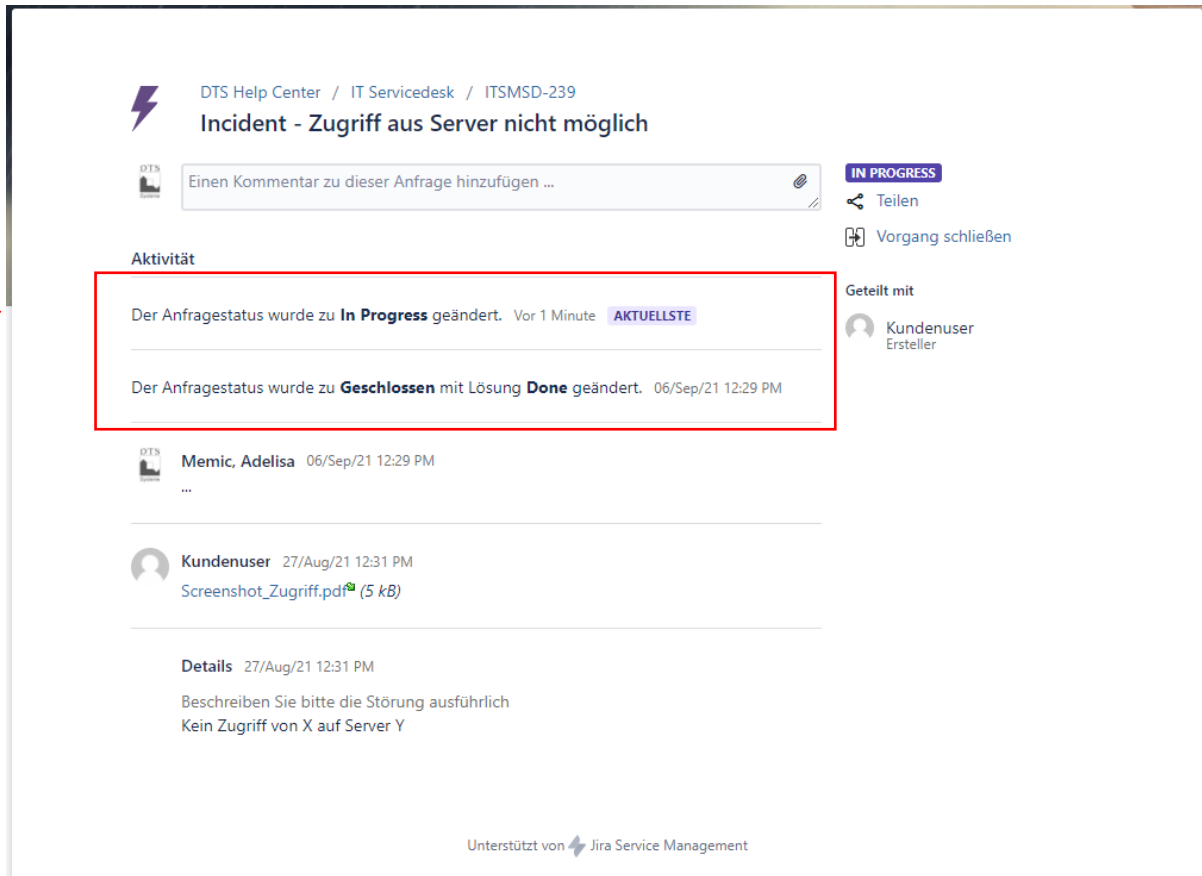

There are four statuses: in progress, pending, resolved and closed. If a ticket is newly created or in progress, the status is in progress. If it is waiting for your feedback, internal clarification or a date, it is pending. After successful resolution, it is resolved and can be reopened, if the issue is not solved oin fact. After seven days, a ticket is transferred to the status closed and remains closed forever. If you close your ticket on your own, it will go directly to the status closed. You will learn how to close a ticket in step 8.

Type	Reference	Summary	Service project	Status	Requester
⚡	ITSMSD-239	Incident - Zugriff aus Server nicht möglich	IT Servicedesk	CLOSED	Kundenuser
⍰	ITSMSD-375	Falsche Version Virenscanner	IT Servicedesk	PENDING	Kundenuser
⍰	ITSMSD-70	need updates	IT Servicedesk	RESOLVED	Kundenuser
⍰	ITSMSD-269	Aufhebung der Update-Beschränkung für den Firefox-Browser.	IT Servicedesk	IN PROGRESS	Kundenuser

Step 6: Viewing the Status Change

If the ticket status is changed, this activity appears in ticket view

Step 7: Turning off Ticket Notification:

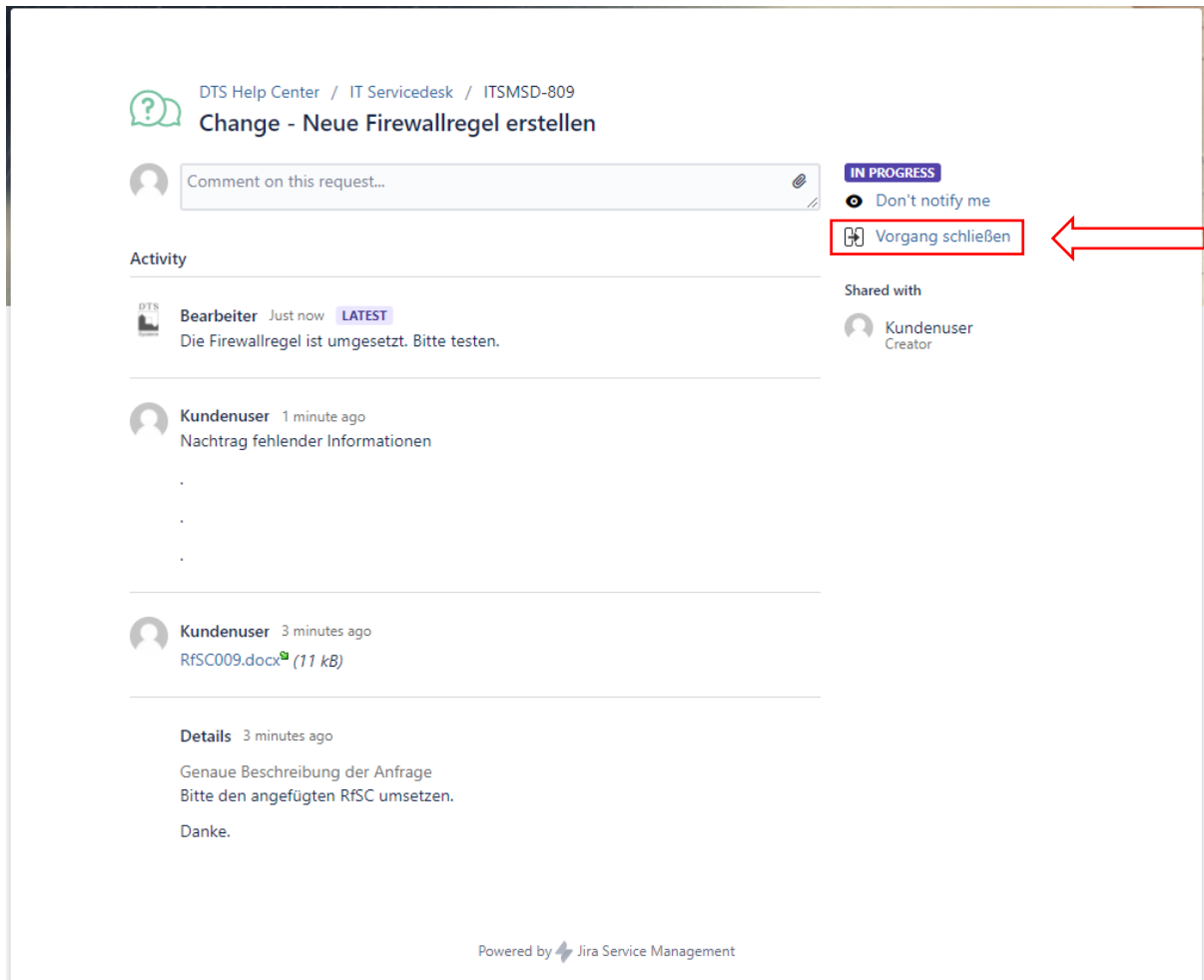If you do not want to receive information about the ticket, you can turn off the notification and turn it back on at any time.

Step 8: Closing the Operation

A process can be closed at any time and receives the status closed