



EXPEDIENT Support Tracker

User Guide

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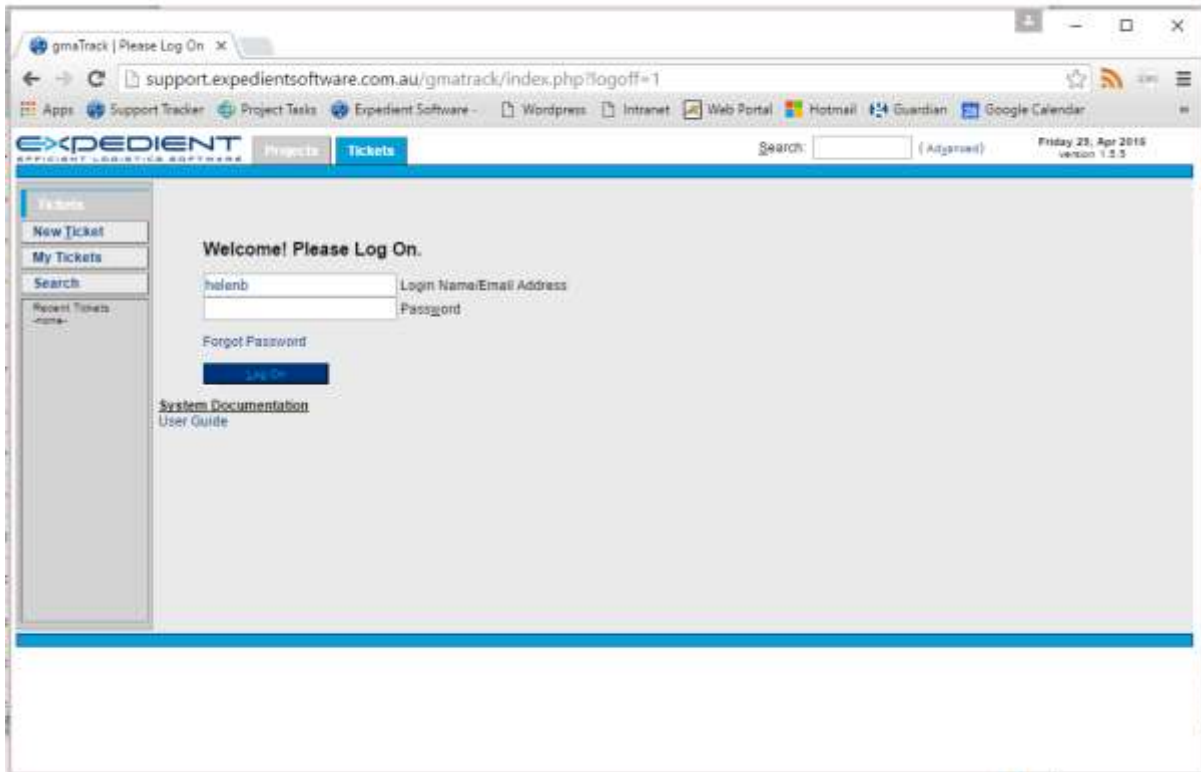
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First Time User

- a. The first requirement will be to request a user ID for your entity from Expedient Software. Please check with your IT Administrator before requesting as new user ID requests may be rejected if not authorised by your companies IT Administrator.

Email new User requests to ticket.admin@expedientsoftware.com.au

- b. Once a new user ID has been allocated. Use the new credentials in Expedient Software Tracking web page login screen where you log into the tracking system.



Viewing Tickets

- c. Upon successful login you will be taken to the below page. This page is designed to show the tickets that have been created by YOU that are still open. As this is the first login no tickets will be displayed.

Note: Access levels exist with the Support Tracker. This level access can only be changed by the

Administrator at GMA.

Level 1: Can only view your own tickets

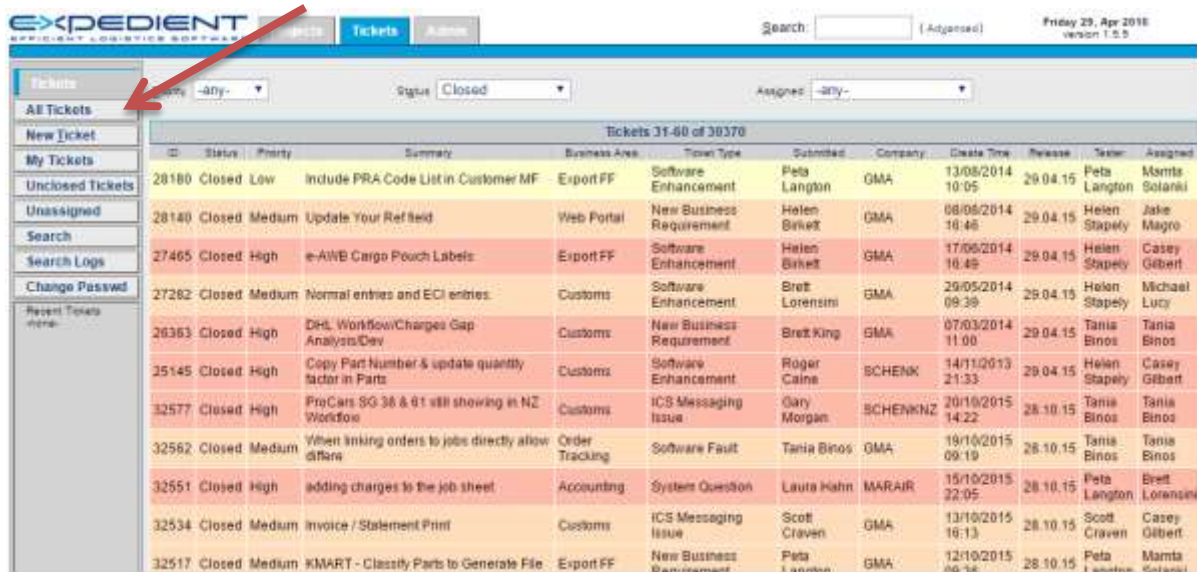
Level 2: Can view all company's tickets in the system

This screen allows users to view their tickets and the status of their tickets along with who has been assigned the ticket. It also allows managers with Level 2 access to view a range of ticket related events such as all of the outstanding tickets across the company and the number of tickets closed for a particular week.

Level 1 Access Screen (does not display ALL TICKETS link)



Level 2 Access Screen (Displays ALL TICKETS link)



- d. Under the top green bar you will see some pull down boxes. These are filter options and by default they are set to show every ticket that is open. Once you have some tickets you will be able to see how they work. When you log out of the system, the settings return to the default for your next login.
- e. To the left of the screen we have the main menu options. These differ between user levels. Level 2 menus have an [All Tickets](#) option, which will allow them to quit out of the [My Tickets](#) view which are explained below.
 - i. [All Tickets](#) – Only for level 2 users (Managers, etc). This allows them to see all tickets created for the company regardless of who logged the support ticket.
 - ii. [New Tickets](#) – Link to the ticket creation screen.
 - iii. [My Tickets](#) – Shows tickets created by you.
 - iv. [Search](#) – Link to the search screen.
 - v. [Change Passwd](#) – Link to change your current password.
 - vi. [Recent Tickets](#) - After you view a ticket, a quick link will appear here so that you can quickly go back into it.
 - vii. [Log Out](#) – Returns you to the login Screen.

Creating New Tickets

- a. Click on the New Ticket button.

The screenshot shows the 'New Ticket' form in the Expedient software. The form is divided into several sections: 'Ticket Information', 'Properties', and 'Description'. The 'Ticket Information' section contains pre-filled fields for Company (GMA), Ticket Status (Open), Submitted by (Helen Birkett), and Create Time (29/04/2016 13:06). The 'Properties' section includes fields for Created for (Helen Birkett), Business Area (Customs), Ticket Type (ICS Messaging Issue), Priority (Medium), Menu Option, Menu Name, Short Description, Your Ref, and Deadline (29/05/2016 13:06). The 'Description' section is a large text area for entering details. At the bottom, there is a message: 'Please Add Attachments AFTER you have created the ticket' and two buttons: 'Create' and 'Cancel'.

- b. Some information like your name and company, date and ticket status are already defined and cannot be changed.
- c. The editable fields are:

Created For: In case you aren't the user with the problem and your logging the request on behalf of them. Please indicate who the contact person will be.

Business Area: From pull down list, choose what part of the business is affected.

Ticket Type: From pull down list, choose type of problem.

Priority: From pull down list, choose the problem urgency. Please be realistic in your choice and we will change your choice if we believe it to be overstated.

Menu Option: Where possible, please add the menu option path from the main menu.

Menu Name: Where possible, add the menu name.

Short Description: Required, just like an email subject.

Your Ref: A free field to store details you may need to know.

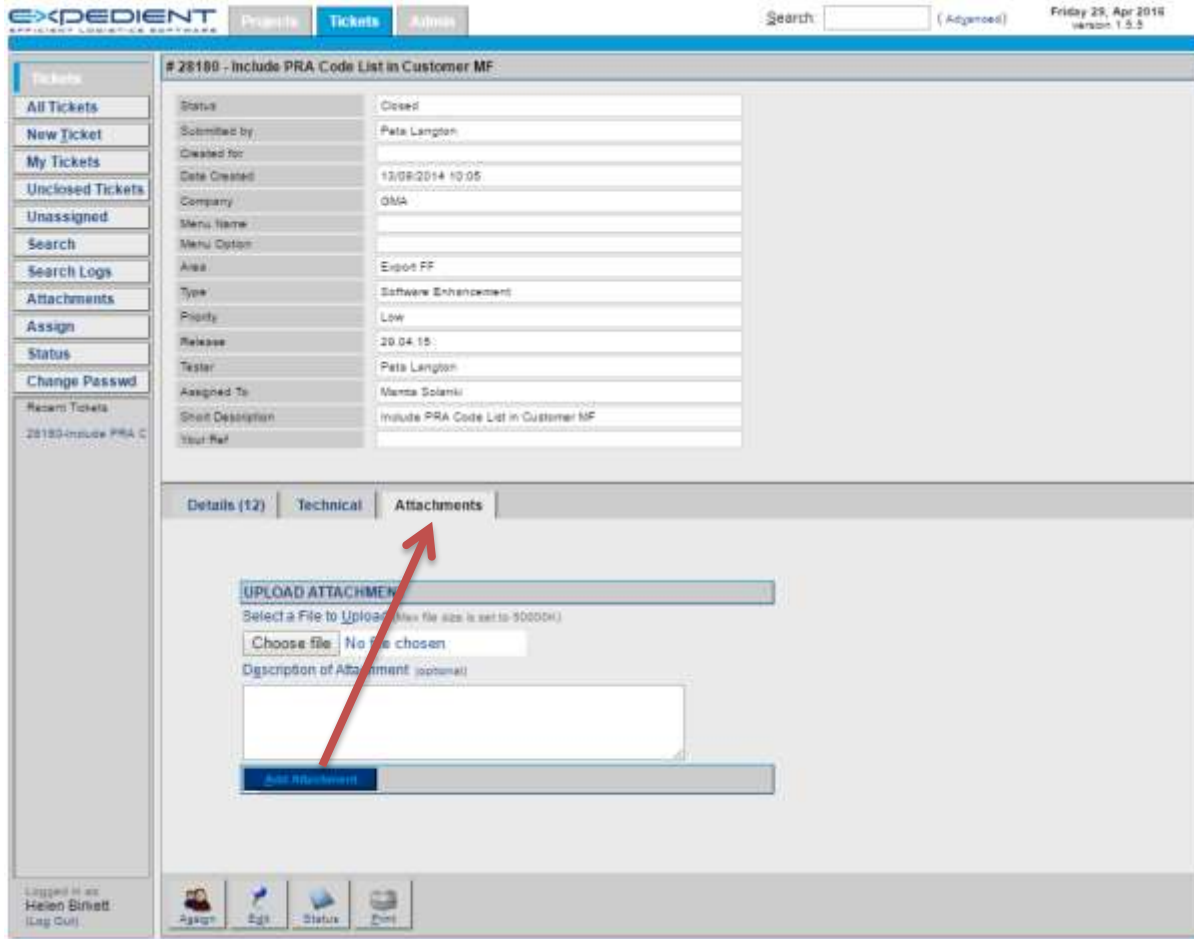
Deadline: A date the problem needs to be resolved by. Default is one month.

Details: All the information we need to know to fix the problem. The more details we have the faster we can resolve the issue.

- d. Once you have entered all the details in, click on the **Create** button. This will then create a Ticket Number for your reference, email you the ticket and then will send the GMA staff an

alert that a new ticket has been created. The GMA Administration will then assign this ticket. Users can view this ticket at any time and see the current status and who has been assigned the ticket.

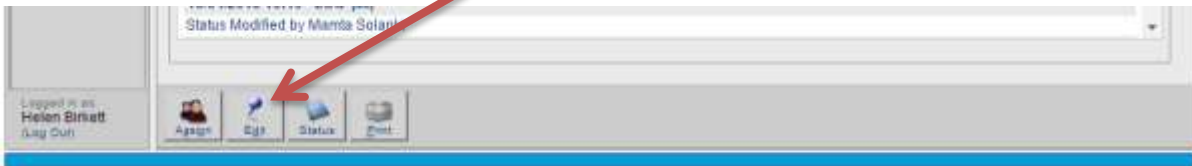
- e. Clicking on the [Cancel](#) button will take you back to the last screen you were in, no details will be saved when this button is clicked.



- f. After the [Create](#) button is selected, you will get an email for your records. The screen will then take you to the ticket summary page. Here, you can add any attachments if required.

Ticket Editing

- a. If we ask you for more information, or you need to alter something on the ticket, you need to select the ticket from the front screen. When you are in the ticket summary screen, go down to the very bottom and you will see this:



- b. The edit option will take you back into the ticket (similar to the adding ticket screen) however you will be locked out of some fields. Update the details you need and click on [Update](#) to save. [Cancel](#) will take you back to the summary screen without saving. You should note that after changing details, if you do not click on Update nothing will change.

Ticket Information	
ID*	28180
Project	0
Short Description*	Include PRA Code List in Customer MF
Status*	Closed
Company*	GMA
Assigned To*	Mamta Solanki
Properties	
Priority*	Low
Area*	Export FF
Type*	Software Enhancement
Created For	
Submitted by*	Peta Langton
Menu Option	
Menu Name	
Client Ref	
Create Time*	13/08/2014 10:03
Estimated Hours	0.00
Deadline	13/09/2014 00:03
Release	29.04.15
Tester	Peta Langton
Description	
Percent Complete	0%
Details*	<p>Include PRA Shipping Line Code in Customer Master File. This is a result from Ticket #26791.</p> <p>The BRS has been raised for this ticket and can be found via the below path: G:\Development Team\Projects\Outstanding (to be done)\Include PRA Code List in Customer Master File</p>
Billed Flag	<input type="checkbox"/>
Billing Flag	<input type="checkbox"/>
Please Add Attachments AFTER you have created the ticket	
<input type="button" value="Update"/> <input type="button" value="Cancel"/>	

Tickets

All Tickets

New Ticket

My Tickets

Unclosed Tickets

Unassigned

Search

Search Logs

Attachments

Assign

Status

Change Passwd

Recent Tickets

28180-Include PRA C

Logged in as:
Helen Birkett
(Log Out)

Ticket Print

- a. This will give you a hard copy of the ticket on your local windows printer



- b. Below is a copy of what the print out looks like.

GMATRACK SOFTWARE ENHANCEMENT REPORT

28180 - Include PRA Code List in Customer MF

Status:	Closed	Area:	Export FF
Priority:	Low	Type:	Software Enhancement
Created:	13/08/2014 10:05	Closed:	29/04/2015 10:18
Menu Name:		Menu Option:	
Company:	GMA	Your Ref:	
Created by:	Peta Langton	Assigned to:	Mamta Solanki

DESCRIPTION

Include PRA Shipping Line Code in Customer Master File.
This is a result from Ticket #26791.

The BRS has been raised for this ticket and can be found via the below path:
G:\Development Team\Projects\Outstanding (to be done)\Include PRA Code List in Customer Master File

Filename: Include PRA Code List in Customer Master File BRS V1.0

LOG

29/04/2015 10:18 CLOSED-Helen Birkett

28/04/2015 11:32 LOG-Helen Birkett:
Status Modified by Helen Stapely

22/04/2015 10:41 EDIT-Peta Langton:
Ticket edited

- Est End Date changed from [] to []

User Policy

- User access to the Web tracker system is limited to one branch represented per customer site, with an understanding that simple user errors or training issues are initially addressed internally, prior to escalation through Expedient Helpdesk
- Expedient are happy to accept 'Request for Service' Quotes through the Web Tracker System, with an understanding that the requests has been sanctioned and approved via the customers internal management process
- Expedient will endeavour to engage with our customers to resolve all open tickets, although tickets that have remained unattended, waiting for customer response, will be removed after 60 days.

- Priority – Customers are able to set the priority of new tickets in line with the following business framework:-
 1. Critical system stopped - Access to Expedient Service or system is unavailable and immediate attention is required
 2. High – (1 business day) Expedient will respond to your request within 1 day. The issue or request has serious impact to the ability of users to use the software
 3. Medium- (1-3 business days) Expedient will respond to your request within 1 to 3 days. The issue or request has minor impact to users. This would include business essential quotes and change requests
 4. Low –(3 to 5 business days) System improvements, non-urgent quotes and change requests

Please Note - Expedient have the right to amend the priority level where the requirements and impact of the open ticket, is considered outside this framework. Expedient will endeavour to respond to call tickets within the allocated timeframe, although cannot guarantee response times where the circumstances are beyond our control. Response times are only a guide and are not associated with resolution times.

- Response – Expedient will respond to open tickets business hours 8 am to 6pm Mon to Fri. Critical tickets which impact the availability of the software, where Expedient are within the control of the environment, will be actioned 24 x 7
- Rules of conduct – The Web Tracker Software is available to our customers for assist with tracking and prioritising our Helpdesk Services. Inappropriate use of the system consider harassing, abusive, threatening, harmful, vulgar, profane, obscene, excessively violent, racially, ethnically or otherwise objectionable or offensive in any way will not be accepted and user access will be removed.