IMPROVEMENT STARTS
WITH EMPATHY

Instruction Manual
Service-Portal V2

way 2 CONNECT

Legend

1 Introduction

Way2connect has a service portal for its customers. In this portal users can share questions and comments with our service desk as easily and efficiently as possible.

We have made a new version based on feedback we received. The main purpose of this version is to make the portal even easier to use. The interface has been simplified and with a number of standard questions you can, for example, easily determine the priority of your request or issue.

In our portal you will also be informed about the status of your tickets and there is a more transparent workflow in handling them.
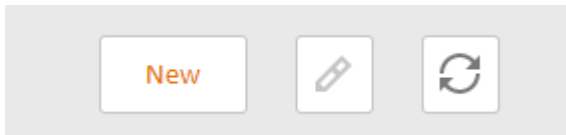
To explain the workings of this tool, Way2connect has created this "Instruction Manual Service Portal version 2" for you.

2 New Ticket

2.1 Create a new issue or request

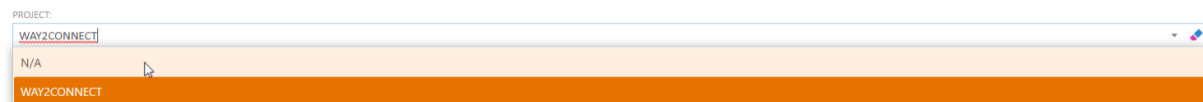To create a new issue or request, a "New" button is displayed in the top right of the screen.

1 Press the "New" button.

This screen will appear:

2 Choose the correct project

3 Enter your reference

4 Choose "Issue" or "Request"

TYPE:

Issue	▾ ✎
N/A	
Issue	
Request	

Note: With a new issue 2 additional questions are asked

"Issue": Make a choice at question 1

PRIORITEIT VRAAG 1:

N/A	▾ ✎
N/A	
Kritische functionaliteit binnen de applicatie is niet beschikbaar, het proces loopt vast, facturatie loopt gevaar	
Niet kritisch functionaliteit is niet beschikbaar	

"Issue": Make a choice at question 2

PRIORITEIT VRAAG 2:

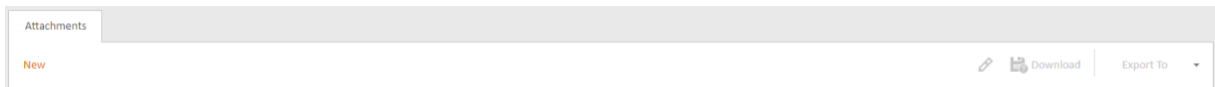| N/A | ▾ ✎ |
N/A	
Er is echter een workaround beschikbaar	
Er is geen workaround beschikbaar	

5 Enter the subject (a brief explanation of the issue or request)

SUBJECT:

6 Write a detailed explanation of the issue or request
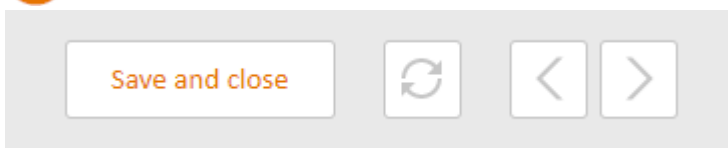
EXPLANATION:

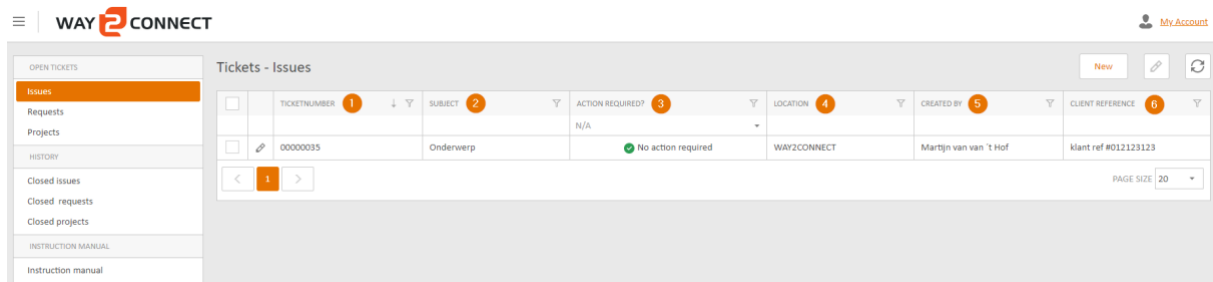**7** Optionally add an attachment to the issue or request

Attachments				
New		🖉	🖫 Download	Export To ▼

Press the button "New"

8 Press save and close

Save and close   ⟳   <   >

3 Overviews

3.1 Tickets – Issues

(image 2 – Issue overview)

1. Ticketnumber

Each issue is automatically assigned a unique ticket number that is used to communicate with you during the work until it is finished.

2. Subject

The subject is chosen by you. This is a brief description of the issue.

3. Action required

It is indicated here whether action must be taken by you or the Way2connect support desk.

4. Location

The project name makes it clear under which project the issue is registered.

5. Created by

The name of the person who created the issue.

6. Client reference

Here you can provide a Client reference which is used internally at your organization.

3.2 Tickets – Requests

(Image 3 – Request overview)

1. Ticketnumber

Each request is automatically assigned a unique ticket number that is used to communicate with you during the work until the it is finished.

2. Subject

The subject is chosen by the you. This is a brief description of the issue.

3. Project number

This indicates under which project the request will be held.

4. Action required

It is indicated here whether action must be taken by the you or the Way2connect support desk.

5. Location

The project name makes it clear under which project the issue is registered.
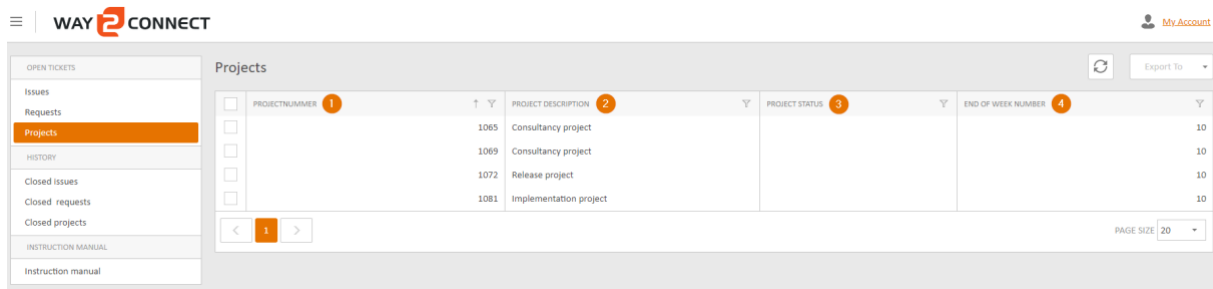
6. Created by

The name of the person who created the issue.

7. Client reference

Here you can provide a Client reference which is used internally at your organization.

3.3 Projects

(Image 4 – Projects overview)

1. Start date

Each "delivery" project has a start date when the request work will start.

2. Start week number

Week number in which the projects start.

3. End date

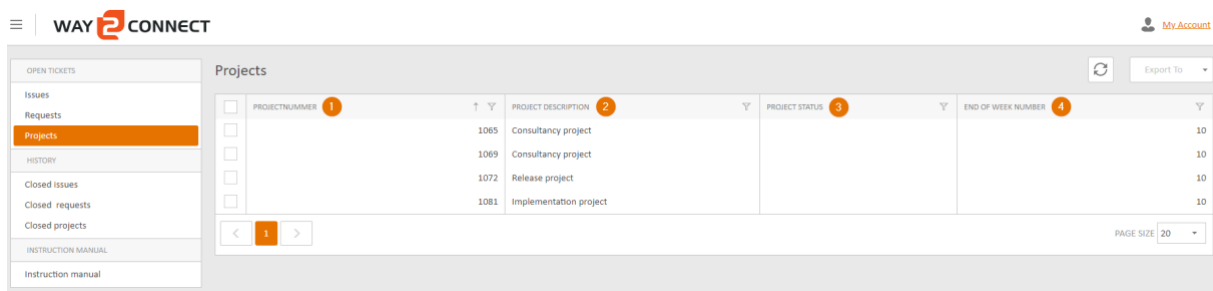Each "delivery" project has an end date where the requested work will be finished.

4. End of week number

Week number in which the project ends.

3.3.1 Project content

As soon as a request has been estimated and approved by you, a project will be created with reference to the quotation.

(Image 5 – Project / quotation)

3.3.2 Tickets

The tickets that are included in the project are shown in the overview.

TICKETS		
		Export To ▾

☐	TICKETNUMBER ↑ ▽	SUBJECT ▽	CLIENT REFERENCE ▽
☐	00028775	Bij camera's met meer dat 12 Megapixels out of memory op attachtment	
☐	00031389	Workorder keuze menu	
☐	00031449	Nieuw telefoon2 veld aanmaken	Tel2 veld contact

‹ **1** › PAGE SIZE 20 ▾

(Image 7 – Project tickets)

4 Menu
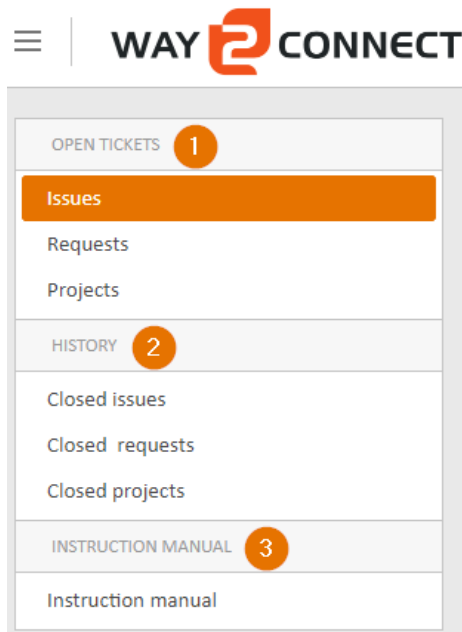
(Image 1 – Menu)

The menu is subdivided into 3 parts:

        1. Open Tickets
        2. History
        Instruction Manual

4.1.1 Open Tickets

Here you will find current / open items that have been created by you, that are being processed and have not yet been closed. These consist of 3 types:

- Issues
- Requests
- Projects

4.1.1.1   Issues

An issue is a problem in the software that needs to be solved.

4.1.1.2   Requests

A request is a requested modification of the software.

4.1.1.3   Projects

Provides an overview of planned issues and request with a start and end date to go live.

4.1.2 History

Here you will find the history of closed cases that are no longer being processed.

- Closed Issues
- Closed Requests
- Closed Projecten

4.1.2.1   Closed Issues
Overview of closed issues

4.1.2.2   Closed Requests
Overview of closed requests

4.1.2.3   Closed Projects
Overview of completed and closed issues and request within a project.

4.1.3 Instruction Manual

Here you will find the instruction manual for the service portal