



IMPROVEMENT STARTS  
WITH EMPATHY

## Instruction Manual Service-Portal V2

WAY  CONNECT

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# 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.

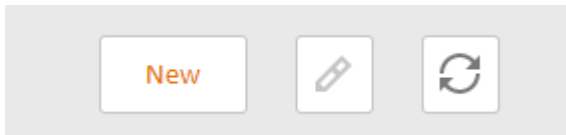
To explain the workings of this tool, Way2connect has created this “Instruction Manual Service Portal version 2” for you.

## 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.

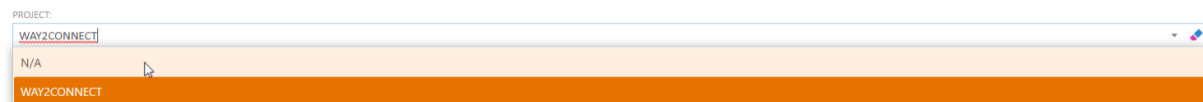
- 1 Press the "New" button.



This screen will appear:

A screenshot of the 'Create ticket' form in the WAY2CONNECT service portal. The page has a header with the WAY2CONNECT logo and a 'My Account' link. On the left, there is a sidebar menu with categories like 'OPEN TICKETS' (Issues, Requests, Projects), 'HISTORY' (Closed issues, Closed requests, Closed projects), and 'INSTRUCTION MANUAL'. The main content area is titled 'Create ticket' and contains a 'TICKET DETAILS' section with fields for PROJECT (WAY2CONNECT), CREATED BY (Martijn van van 't Hof), CLIENT REFERENCE, TYPE (N/A), SUBJECT, and EXPLANATION. A 'Save and close' button is visible in the top right corner of the form area.

- 2 Choose the correct project

A close-up of the 'PROJECT' dropdown menu. The menu is open, showing three options: 'WAY2CONNECT' (highlighted in orange), 'N/A', and 'WAY2CONNECT'.

- 3 Enter your reference

A close-up of the 'CLIENT REFERENCE' input field, which is currently empty.

## 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

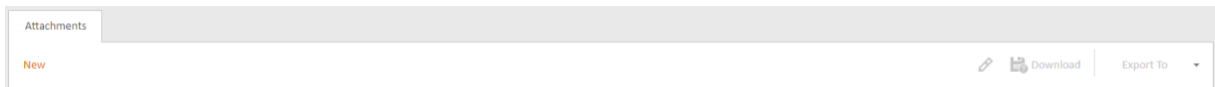
## 5 Enter the subject (a brief explanation of the issue or request)

SUBJECT:

## 6 Write a detailed explanation of the issue or request

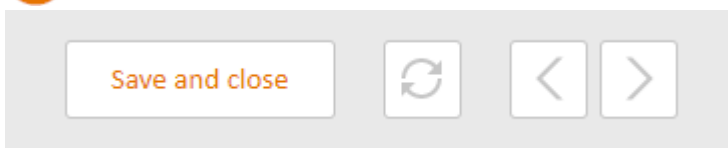
EXPLANATION:

7 Optionally add an attachment to the issue or request



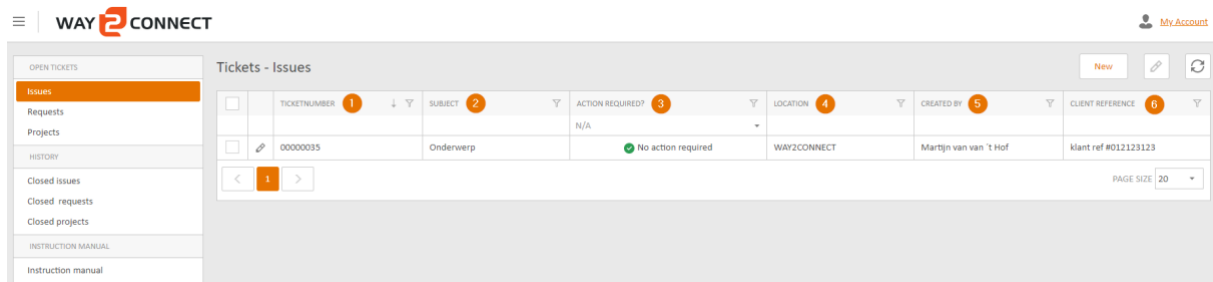
Press the button "New"

8 Press save and close



## 3 Overviews

### 3.1 Tickets – Issues



TICKETNUMBER	SUBJECT	ACTION REQUIRED?	LOCATION	CREATED BY	CLIENT REFERENCE
00000035	Onderwerp	No action required	WAY2CONNECT	Martijn van van 't Hof	klant ref #012123123

(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

TICKETNUMBER	SUBJECT	PROJECT NUMBER	ACTION REQUIRED?	LOCATION	CREATED BY	CLIENT REFERENCE
00031449	Nieuw telefoon2 veld aanmaken	001	No action required	WAY2CONNECT	Connor Stoop	Tel2 veld contact
00031389	Workorder keuze menu	001	No action required	WAY2CONNECT	Maikel Jaspers	
00030803	Lengte en breedte graden tonen	006	No action required	WAY2CONNECT	Maikel Jaspers	
00028775	Bij camera's met meer dan 12 Megapiëls out of memory op attachment	001	No action required	WAY2CONNECT	Leo Broos	
00000031	km van tot		No action required	WAY2CONNECT	Martijn van van 't Hof	

(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

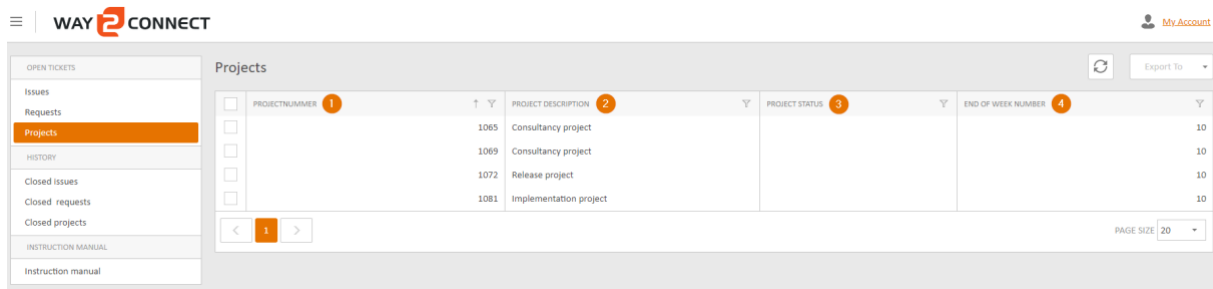
The name of the person who created the issue.

### 7. Client reference

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



### 3.3 Projects



PROJECTNUMBER	PROJECT DESCRIPTION	PROJECT STATUS	END OF WEEK NUMBER
1065	Consultancy project		10
1069	Consultancy project		10
1072	Release project		10
1081	Implementation project		10

(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

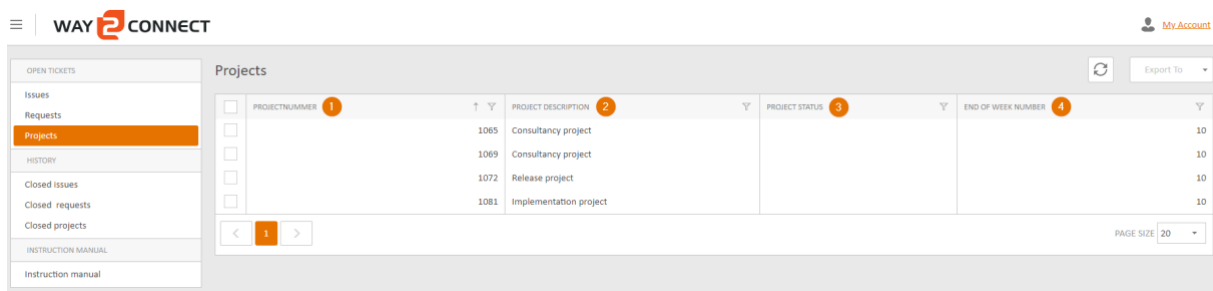
Each "delivery" project has an end date where the requested work will be finished.

#### 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.



PROJECTNUMBER	PROJECT DESCRIPTION	PROJECT STATUS	END OF WEEK NUMBER
1065	Consultancy project		10
1069	Consultancy project		10
1072	Release project		10
1081	Implementation project		10

(Image 5 – Project / quotation)

### 3.3.2 Tickets

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

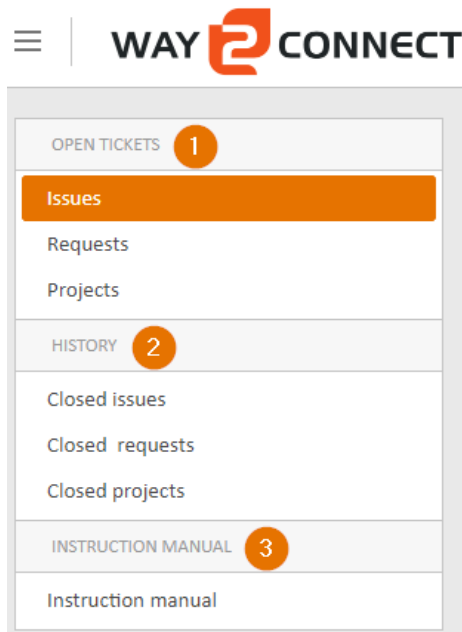
TICKETS			
Export To ▾			
<input type="checkbox"/>	TICKETNUMBER ↑ ▾	SUBJECT ▾	CLIENT REFERENCE ▾
<input type="checkbox"/>	00028775	Bij camera's met meer dan 12 Megapixels out of memory op attachment	
<input type="checkbox"/>	00031389	Workorder keuze menu	
<input type="checkbox"/>	00031449	Nieuw telefoon2 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