Support Portal-User Manual

Step by Step Guide

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1. Log In Page

Support Portal address: https://support.noventiq.com/

The login page is the entry point for users to access the Noventiq support portal. Users will need to log in here to view the support portal home page.

Steps to Log In:

1. **Enter Email Address:**
    - Locate the "Email" field on the login page.
    - Type your email address in the provided field.
2. **Enter Password:**
    - Locate the "Password" field below the email field.
    - Type your password in the provided field.
3. **Forgot Password:**
    - If you have forgotten your password, click on the "Forgot password?" link below the password field. Follow the instructions to reset your password.
    - **Azure-authentication:** If you used to log-in by Azure authentication before, please, use “Forgot password’ icon and create a new password. Support Portal requires separate account.

4. **Select Language:**
    - Use the "Language" dropdown menu to select your preferred language for the portal.
5. **Remember Me:**
    - Check the "Remember me" checkbox if you want the portal to remember your login details for future visits.
6. **Log In:**
    - Click the "Log in" button to access the support portal home page.

2. Home Page

The home page is the main dashboard for users after logging into the Noventiq support portal. It provides an overview of active services, open tickets, and change requests for the logged-in user.

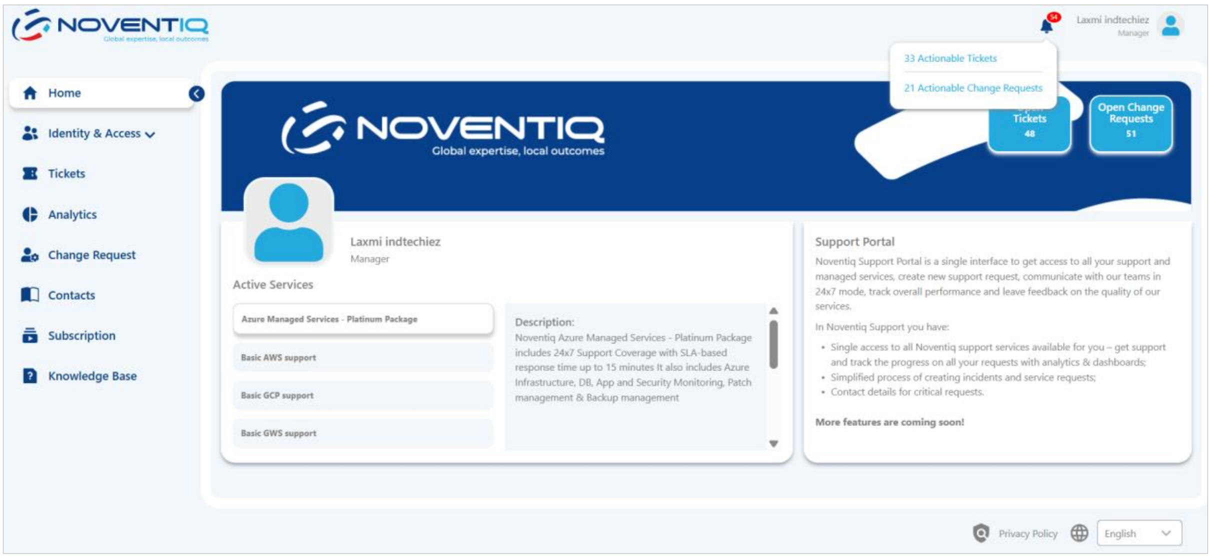
Steps to Navigate the Home Page:

1. **Side Menu:**
    - The side menu is located on the left side of the screen and contains options such as Home, Tickets, Analytics, Change Requests, Self Service, Contacts, Subscription, and Knowledge Base.
    - Each menu item has an icon next to it.
    - You can expand or collapse the side menu by clicking on the menu icon.
2. **Top Section:**
    - At the top of the page, you will see the number of open tickets and change requests for your account.
    - For example, the number of open tickets is displayed as "15" and change requests as "7".
3. **Main Content Area:**

- This section displays your profile information, including your name (e.g., John Doe) and title (e.g., Senior Technical Executive).
- It also lists your active services with details such as service name and expiry date. For example:
    - Consulting Services: Expiry Date: 12 Dec 2024
    - Azure Managed Services – Gold: Expiry Date: 12 Dec 2024
    - Azure Managed Services – Platinum: Expiry Date: 12 Dec 2024

4. **Description Section:**
    - When you click on any active service, a description of that service will be displayed in this section.
    - This allows you to view detailed information about each service you are subscribed to.
5. **Support Portal Information:**
    - The home page also provides information about what the Noventiq Support Portal offers to users, ensuring you are aware of the available resources and services.

3. Notifications bar



Steps for Viewing Notifications

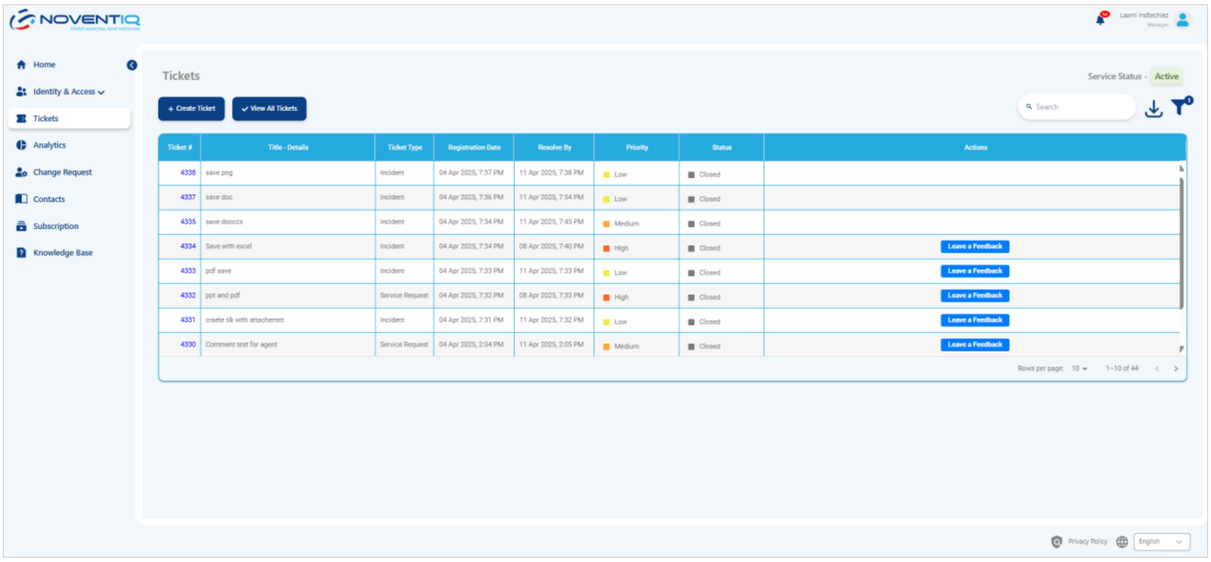
1. **Locate the Bell Icon:**
    - At the top of the home page, find the bell icon which represents notifications.
2. **Click on the Bell Icon:**
    - Click on the bell icon to open the notifications dropdown.
3. **View Actionable Tickets:**

- In the dropdown, you will see a section labeled "Actionable Tickets" with a number next to it indicating the count of actionable tickets.

4. **View Change Requests:**
    - Below the "Actionable Tickets" section, there is another section labeled "Change Requests" with a number indicating the count of actionable change requests.

4. Notifications – Ticket List Page

The tickets list page is accessed by clicking on the actionable tickets from the notifications dropdown. This page displays a list of tickets that require user actions, allowing users to manage and act on their support or service requests efficiently.



Steps for Viewing and Managing Actionable Tickets:

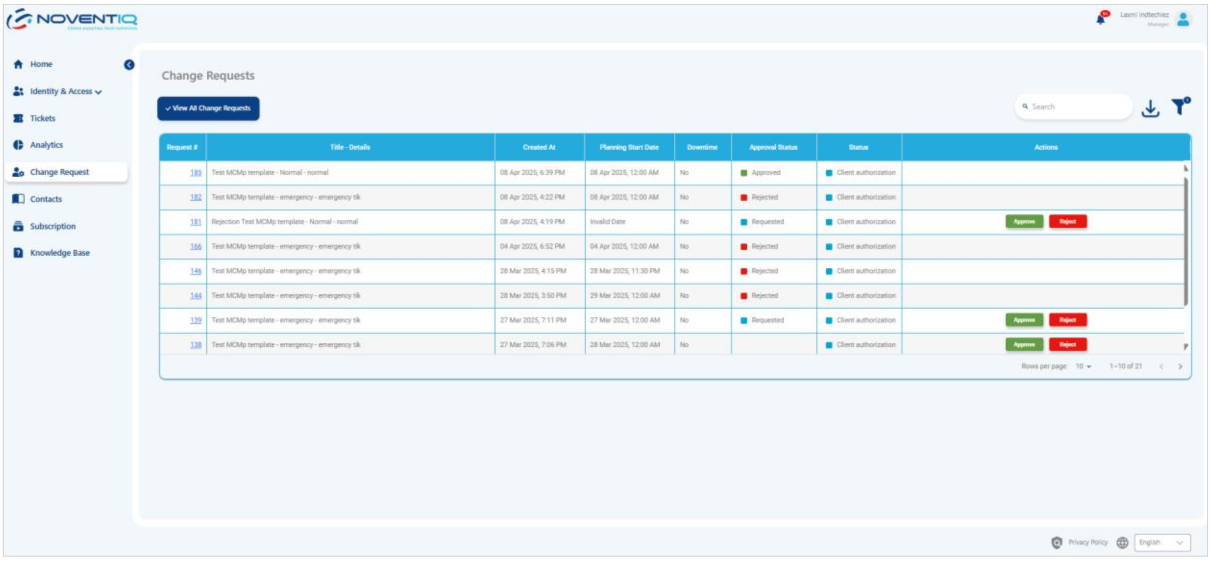
1. **Click on the Bell Icon:**
    - At the top of the home page, click on the bell icon to open the notifications dropdown.
2. **Select Actionable Tickets:**
    - In the dropdown, click on the "Actionable Tickets" section to view the list of tickets that require your actions.
3. **View the List of Tickets:**
    - A list of tickets will be displayed, showing details such as Ticket ID, Title, Details, Ticket Type, Registration Date, Resolve By date, Priority, Status, and Actions.
4. **Create a New Ticket:**
    - To create a new ticket, click on the "Create Ticket" button. This will open a new ticket pop-up form where you can enter the necessary details and submit the ticket.
5. **View All Tickets:**

- To view the complete list of all tickets, click on the "View All Tickets" button. This will direct you to a page displaying all the tickets.

6. **Perform Actions on Tickets:**
   - Each row in the table has actionable buttons under the "Actions" column. Click on these buttons to be directed to the ticket details page, where you can perform the appropriate actions required for each ticket.

5. Notifications – Change Requests List Page

The change requests list page is accessed by clicking on the actionable change requests from the notifications dropdown. This page displays a list of change requests that require user actions, allowing users to manage and act on their change requests efficiently.



Steps for Viewing and Managing Actionable Change Requests:

1. **Click on the Bell Icon:**
   - At the top of the home page, click on the bell icon to open the notifications dropdown.

2. **Select Actionable Change Requests:**
   - In the dropdown, click on the "Actionable Change Requests" section to view the list of change requests that require your actions.

3. **View the List of Change Requests:**
   - A list of change requests will be displayed, showing details such as Request #, Title / Details, Created At, Planning Start Date, Downtime, Approval Status, Status, and Actions.

4. **View All Change Requests:**
   - To view the complete list of all change requests, click on the "View All Change Requests" button. This will direct you to a page displaying all the change requests.

5. **Approve or Reject Change Requests:**

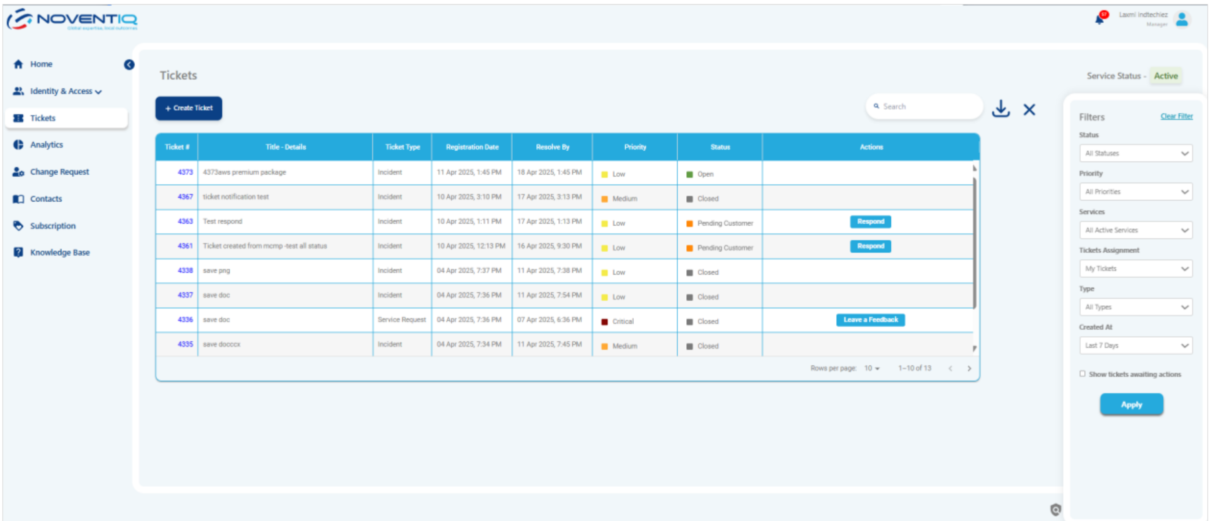
- Each row in the table has buttons under the "Actions" column labeled "Approve" and "Reject." Clicking on these buttons will open a pop-up form where you can perform the appropriate actions.

6. **View Change Request Details:**

    - Clicking on any change request from the table will open the details page of that specific change request, allowing you to view and manage the request in detail.

6. Tickets List Page

This page displays a comprehensive list of all tickets, allowing users to manage and view their incidents or service requests efficiently.



Steps for Viewing and Managing Tickets:

1. **Accessing the Tickets List Page:**

    - You can reach the tickets list page by either clicking on the "Tickets" menu option from the side menu or by clicking the "View All Tickets" button from the actionable tickets list page.

2. **Viewing the List of Tickets:**

    - The page displays a table listing various tickets with columns for Ticket #, Title, Details, Ticket Type, Registration Date, Resolve By date, Priority, Status, and Actions. Please, note that by default it shows ticket from the last 7 days. If you would like to see more use “Filter” icon

    - Each row represents an individual ticket with specific details filled in each column. For example:

        - Ticket ID: #CST0046

        - Title - Details: Test Ticket

        - Ticket Type: Service Request

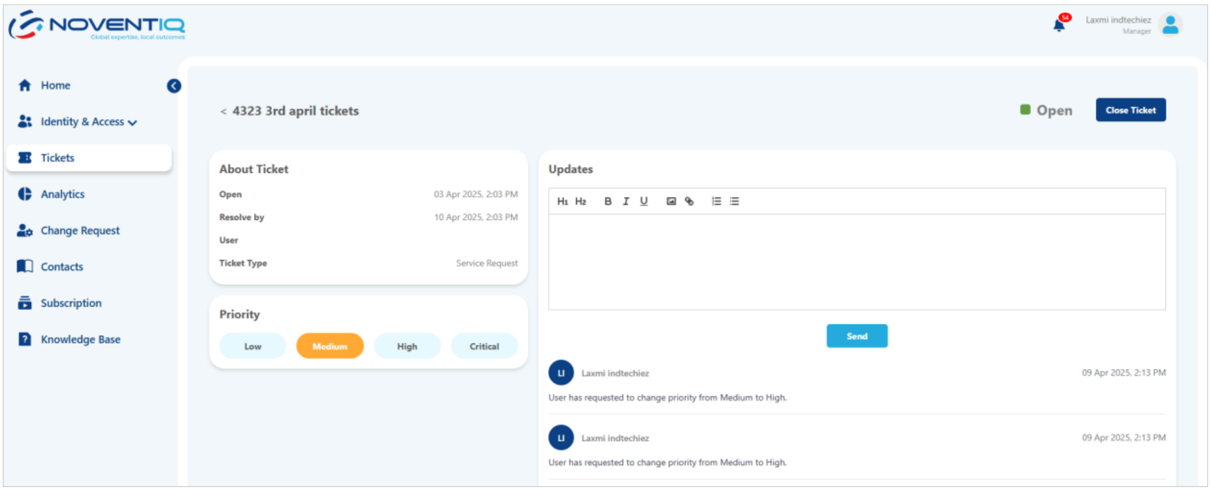
        - Registration Date: 16 Mar 2023 05:00 PM

- Reporter By: Admin
- Priority: Medium
- Status: Open.

3. **Creating a New Ticket:**
   - To create a new ticket, click on the "Create Ticket" button located at the top left of the table. This will open a new ticket pop-up form where you can enter the necessary details and submit the ticket.
4. **Viewing Ticket Details:**
   - Clicking on any ticket from the list will direct you to the details page of that specific ticket. This allows you to view more information and perform actions related to that ticket.
5. **Using the Filter Section:**
   - The filter section can be opened by clicking on the filter icon and closed by clicking the cross icon.
   - Once the user directs to tickets list page, user will be able to view the list of tickets that were raised in the last 7 days.
   - The "Created At" filter also has the option to select a particular time period or custom dates, allowing you to filter tickets based on specific time frames.
   - Filter Options: Status, Priority, Services, Tickets Assignment , Type, Created At
   - User can click on the check box to view the list of tickets which are awaiting actions.

7. Tickets Details Page

The tickets detail page provides comprehensive information about a specific ticket, allowing users to view details, updates, and perform actions such as closing the ticket.



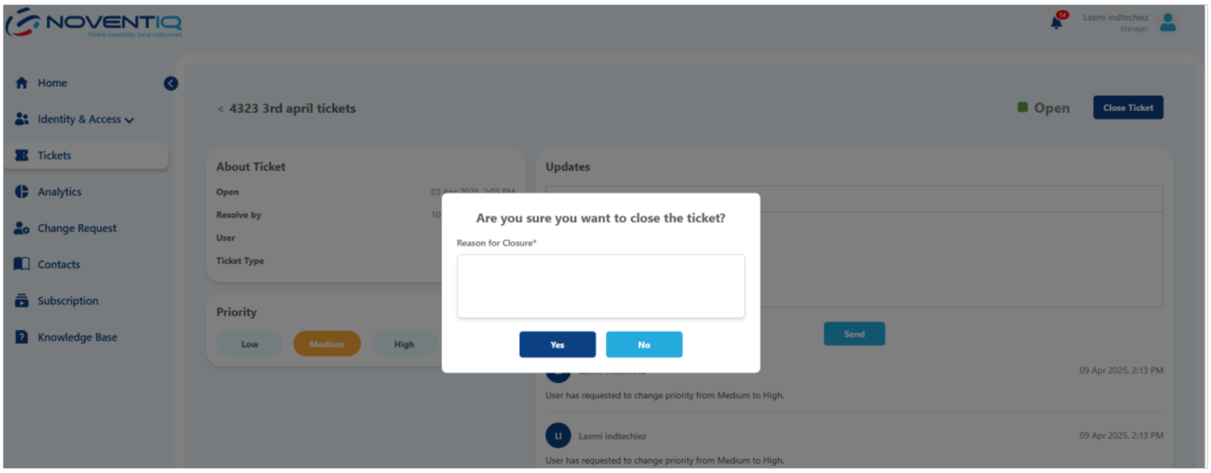
1. **Header:**

- The header includes the logo "NOVENTIQ" on the left and user-related icons on the right.

2. **Ticket Information:**
    - The page is titled with the ticket ID and title, for example, "420079 Test P2."
    - About Ticket Section:
        - Open Date: Displays the date and time when the ticket was opened, e.g., 6/25/2024, 8:00 PM.
        - Due Date: Displays the due date and time for resolving the ticket, e.g., 6/25/2024, 9:00 PM.
        - User: Shows the user associated with the ticket, e.g., AWS Support.
        - Ticket Type: Indicates the type of ticket, e.g., Incident.
3. **Priority Levels:**
    - Users can change the priority level of the ticket. The available options are:
        - Low
        - Medium (selected)
        - High
        - Critical
4. **Updates Section:**
    - This section displays updates related to the ticket. For example:
        - An email update stating: "This email originated from outside of our organization. Do not click links or open attachments unless you recognize the sender and know the content is safe."
        - Responses from Noventiq Support and other users reiterating the same caution.
5. **Close Ticket Button:**
    - There is a "Close Ticket" button on the page. Clicking this button will open a pop-up form where you can provide the necessary details to close the ticket.
6. **User Information:**
    - The top right corner of the page displays user information, including a profile picture, name (e.g., John Doe), and role (e.g., Senior Technical Advisor).

8. Close Ticket

The close ticket pop-up is a confirmation window that appears when a user attempts to close a ticket. It prompts the user to confirm their action and provide a reason for closing the ticket.

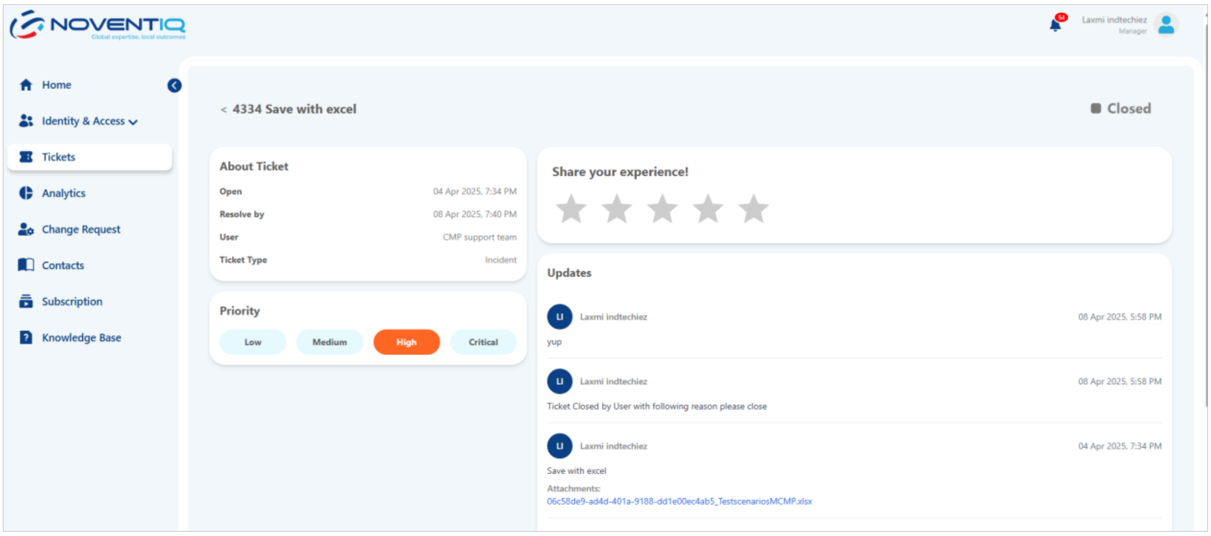


Steps for Closing a Ticket:

1. **Initiate Ticket Closure:**
    - On the tickets detail page, click the "Close Ticket" button to initiate the ticket closure process.
2. **Close Ticket Pop-Up:**
    - A pop-up window will appear with the message "Are you sure you want to close the ticket?".
3. **Provide Reason for Closure:**
    - There is a text box labeled "Reason for closure*" where you must input your reason for closing the ticket.
4. **Confirm or Cancel Closure:**
    - To confirm the closure, click the "Yes" button in dark blue[^i^].
    - If you decide not to close the ticket, click the "No" button in light blue to cancel the action.

9. Customer Satisfaction

The customer satisfaction screen appears when a ticket is closed. It allows users to provide feedback on their experience by clicking on star icons, which opens a customer satisfaction pop-up for detailed review.

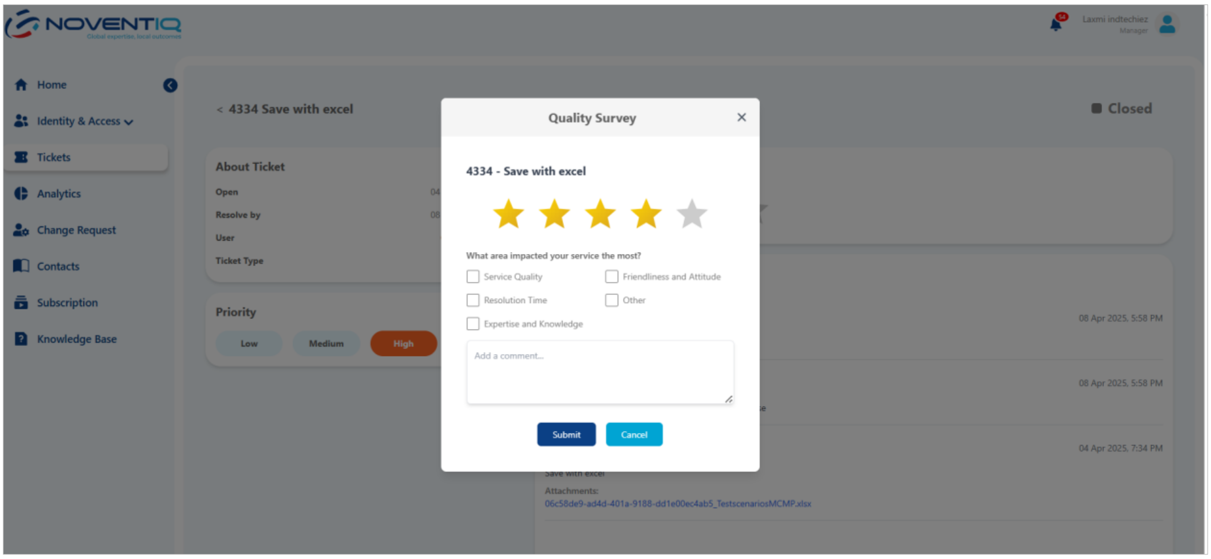


Detailed View of the Customer Satisfaction Screen:

1. **Ticket Information:**
   - Displays details such as Ticket ID (e.g., 420079 Test P2), Open Date (e.g., 6/25/2024, 8:00 PM), Resolve By Date (e.g., 6/25/2024, 8:00 PM), User (e.g., AWS Support), and Ticket Type (e.g., Incident).
2. **Priority Section:**
   - Shows priority levels with colored buttons labeled Low, Medium, High, and Critical.
3. **Customer Satisfaction Section:**
   - A prompt asking users to "Share your experience!" followed by five star icons for rating.
4. **Updates Section:**
   - Contains updates related to the ticket, such as responses from Noventiq Support and other users.
5. **User Profile:**
   - Displays user information in the top right corner, including a profile picture, name (e.g., John Doe), and role (e.g., Senior Director of Technology).

10. Customer Satisfaction Pop Up

The customer satisfaction pop-up appears when a user provides a star rating on the customer satisfaction screen after closing a ticket. This pop-up allows users to give detailed feedback about their experience.



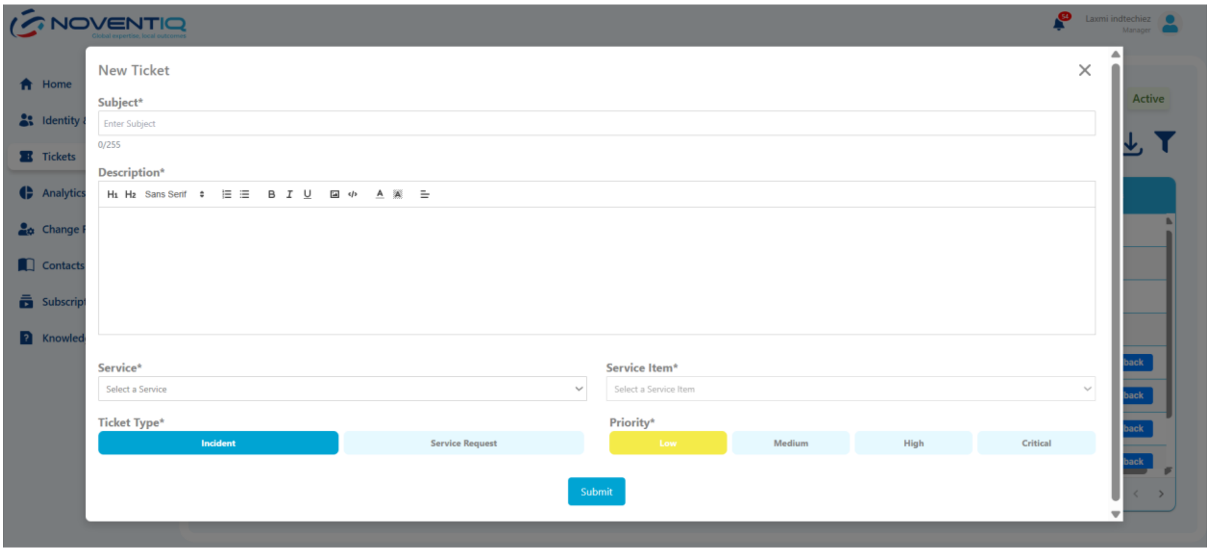
Steps for Providing Detailed Feedback:

1. **Accessing the Customer Satisfaction Pop-Up:**
    - After clicking on the star icons on the ticket details screen, the customer satisfaction pop-up will appear.
2. **Quality Survey:**
    - The pop-up is titled "Quality Survey!" and includes the ticket identifier (e.g., "#420079 Test P2").
3. **Star Rating:**
    - The pop-up displays the star rating you selected, with the corresponding stars highlighted in yellow.
4. **Impact Area Selection:**
    - Below the star rating, there is a question: "What area impacted your experience the most?"
    - You can select one or more checkboxes from the following options:
        - Service Quality
        - Friendliness & Attitude
        - Resolution Time
        - Other
        - Expertise & Knowledge
5. **Additional Comments:**
    - There is a text box where you can provide additional comments about your experience.
6. **Submitting Feedback:**

- To submit your feedback, click the "Submit" button at the bottom of the pop-up.
- If you decide not to submit feedback, click the "Cancel" button to close the pop-up without saving your input.

11. New Ticket Pop Up

The new ticket pop-up appears when a user clicks on the "Create Ticket" button. This form allows users to enter the necessary details to create a new support ticket.



Steps for Creating a New Ticket:

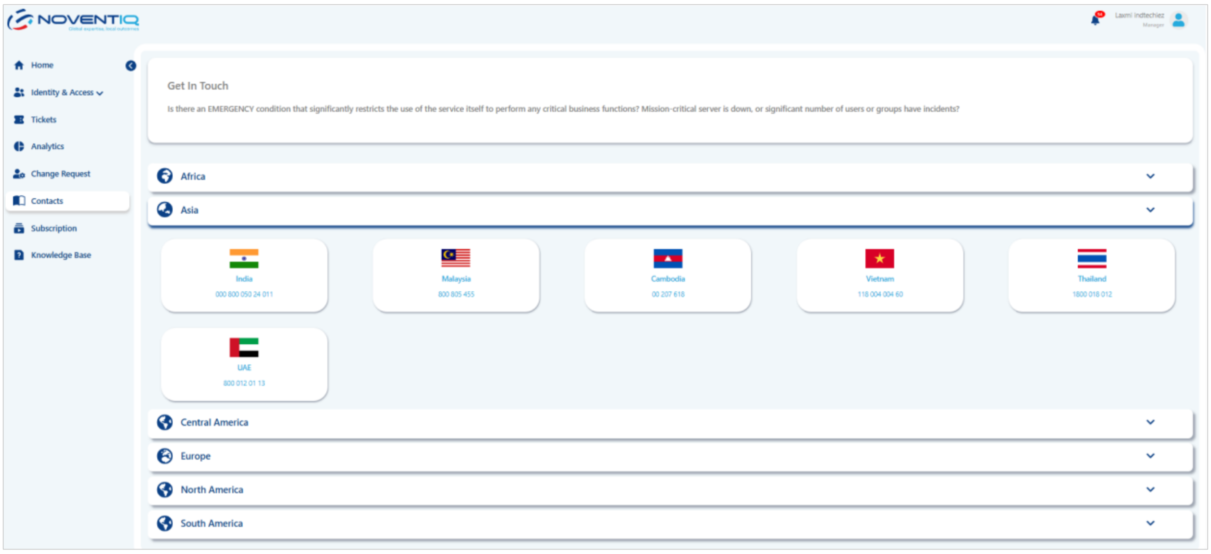
1. **Accessing the New Ticket Pop-Up:**
    - Click on the "Create Ticket" button located at the top left of the tickets list page. This will open the new ticket pop-up form.
2. **Filling Out the New Ticket Form:**
    - Subject: Enter the subject of the ticket in the "Enter Subject" text input field.
    - Description: Type a detailed message in the "Type a message" text area. You can use the formatting options provided to enhance your description.
    - Service: Select the relevant service from the "All Active Services" dropdown menu.
    - Service Item: Choose the specific service item from the "Service Item" dropdown menu.
    - Ticket Type: Select the type of ticket from the available options:
        - Ticket
        - Service Request
    - Priority: Choose the priority level for the ticket from the following options:
        - Low
        - Medium

- High
- Critical

3. **Submitting the Ticket:**
   - Once all the required fields are filled out, click the "Submit" button at the bottom of the form to create the new ticket.

12. Contacts Page

The contacts page provides users with important contact information for different regions around the world. It is designed to help users get in touch with support teams based on their geographical location.



Steps for Accessing and Using the Contacts Page:

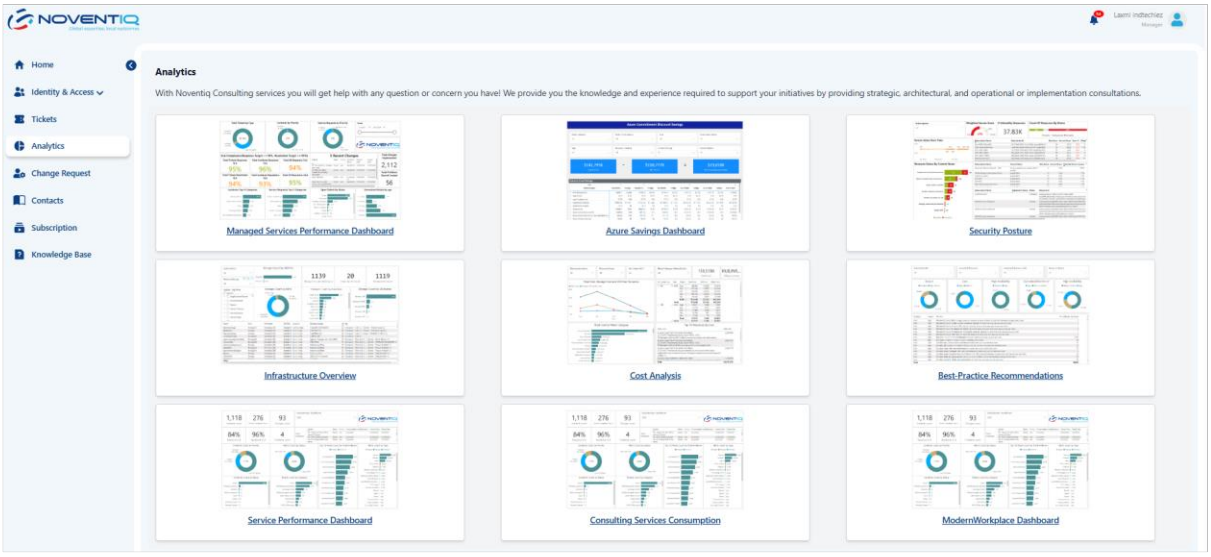
1. **Accessing the Contacts Page:**
   - Click on the "Contacts" option from the side menu. This will open the contacts page.
2. **Get in Touch Section:**
   - At the top of the page, there is a section titled "Get in touch!" with a message about contacting support in case of an emergency condition that significantly restricts the use of services or affects business functions.
3. **Regional Contact Information:**
   - Below the "Get in touch!" section, there are expandable menus for different regions: Europe, Africa, Asia, North America, and South America.
   - Click on a region to expand and view the contact information for that region. For example, the Asia section is expanded and displays contact information for four countries:
     - India: 000 050 24 011
     - Malaysia: 000 050 24 011

- Cambodia: 000 050 24 011
- Vietnam: 000 050 24 011.

4. **User Profile:**
   - The top right corner of the page displays a user profile icon with the user's name next to it.

13. Analytics Page

The Analytics page provides a centralised location for accessing various analytical tools and reports. Users can click on any of the dashboards to view detailed analytics related to different aspects of performance and security in an IT environment.



Steps to Navigate the Analytics Page:

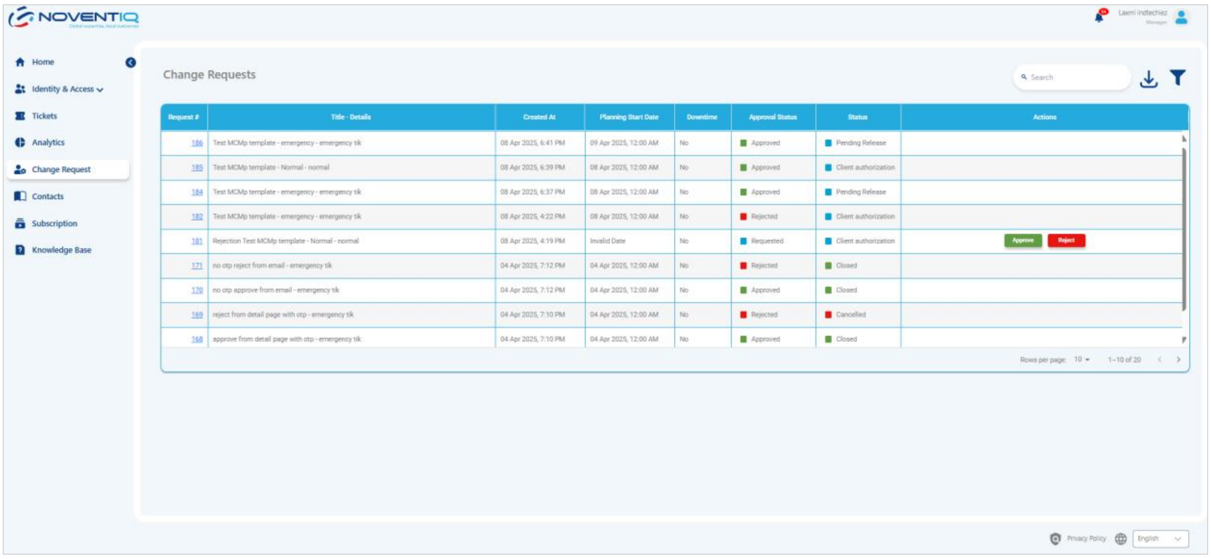
1. **Accessing the Analytics Page:**
   - Click on the "Analytics" option from the side menu. This will open the Analytics page.
2. **Viewing Dashboards:**
   - In the main content area, you will see eight different dashboards. Each one is represented by a thumbnail that displays data visualisations.
3. **Main Content Area:**
   - The main content area displays nine different dashboards that users can click on to view detailed analytics. The dashboards are:
     1. Managed Services Performance Dashboard
     2. Azure Sentinel Dashboard
     3. Security Posture
     4. Infrastructure Overview
     5. Cost Analysis

6. Best Practice Recommendations
7. Service Performance Dashboard
8. Consumer Service Consumption
9. Modern Workplace Dashboard

4. **Selecting a Dashboard:**
    - Click on any of the dashboards to be directed to the detail page of that specific dashboard. Here, you can view detailed analytics and reports related to the selected dashboard.

14. Change Requests Page

The Change Requests page allows users to manage and act on their change requests efficiently. This page can be accessed from the side menu or from the "View All Change Requests" option on the change requests notifications page.



Steps to Navigate the Change Requests Page:

1. **Accessing the Change Requests Page:**
    - Click on the "Change Requests" option from the side menu or select "View All Change Requests" from the change requests notifications page. This will open the Change Requests page.
2. **Viewing the List of Change Requests:**
    - The main content area displays a table listing various change requests with details such as Request ID, Title, Details, Created At date and time, Planning Start Date, Downtime required, Approval Status, and Actions.
3. **Viewing the Filter options:**
    - Click on ‘Filter’ icon to open the filter sections & content for the filter such as Status, Services, Downtime, and Created At will be visible

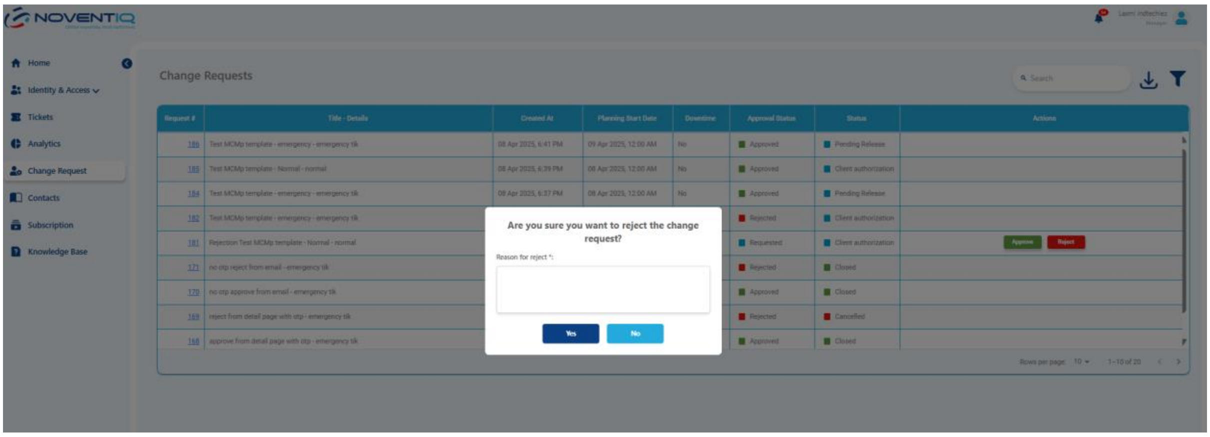
- Click on ‘Close’ icon to close the filter section.

4. **Approving or Rejecting a Change Request:**

    - To approve a change request, click the "Approve" button in the corresponding row. This will open a pop-up form where you can confirm the approval.
    - To reject a change request, click the "Reject" button in the corresponding row. This will open a pop-up form where you can confirm the rejection.

15. Reject Change Requests

The reject change request pop-up is a confirmation window that appears when a user clicks on the reject button for a change request. It prompts the user to confirm their action and provide a reason for rejecting the change request.



Steps for Rejecting a Change Request:

1. **Initiate Rejection:**

    - On the Change Requests list page, locate the change request or go to detail page of that Change request you wish to reject.
    - Click the "Reject" button in the corresponding row under the "Actions" column or from the Change request detail page.

2. **Reject Change Request Pop-Up:**

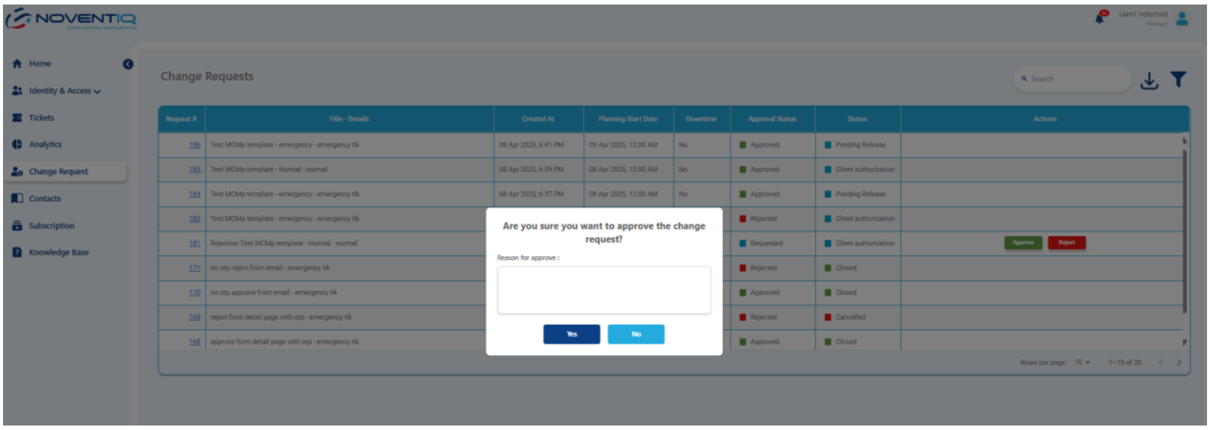
    - A pop-up window will appear with the message "Are you sure you want to reject the change request?".
    - There is a text field labeled "Reason for reject*:" where you must input your reason for rejecting the change request.

3. **Confirm or Cancel Rejection:**

    - To confirm the rejection, click the "Yes" button.
    - If you decide not to reject the change request, click the "No" button to cancel the action.

16. Approve Change Requests

The approve change request pop-up is a confirmation window that appears when a user clicks on the approve button for a change request. It prompts the user to confirm their action and optionally provide a reason for approving the change request.

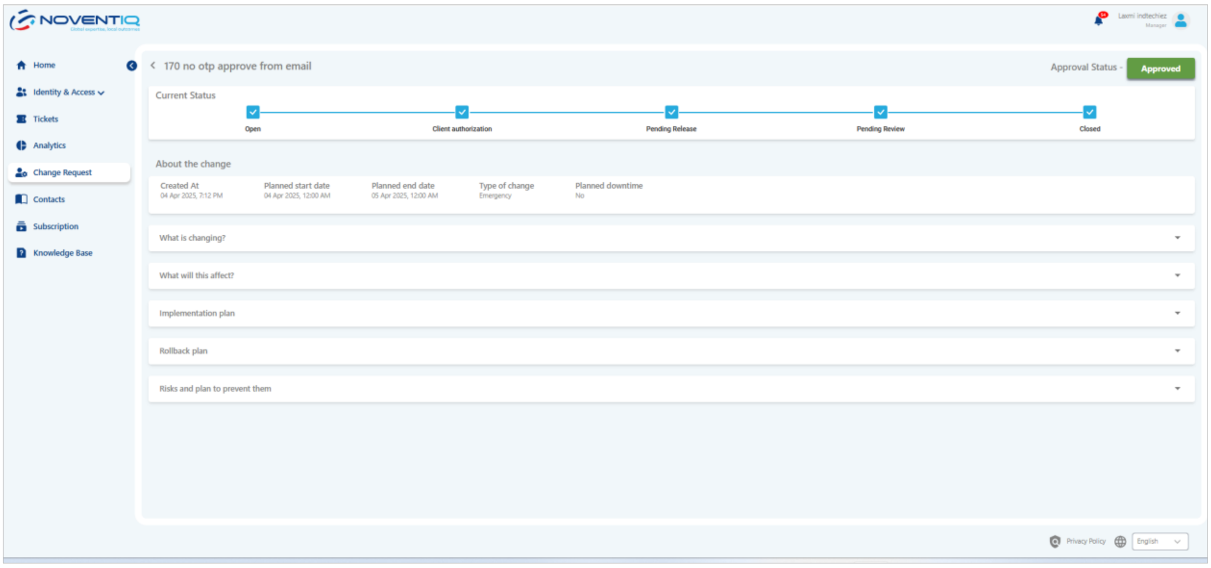


Steps for Approving a Change Request:

1. **Initiate Approval:**
   - On the Change Requests list page, locate the change request or go to detail page of that Change request you wish to approve.
   - Click the "Approve" button in the corresponding row under the "Actions" column or from the Change request detail page.
2. **Approve Change Request Pop-Up:**
   - A pop-up window will appear with the message "Are you sure you want to approve the change request?".
   - There is a text field labeled "Reason for approve:" where you can optionally input your reason for approving the change request.
3. **Confirm or Cancel Approval:**
   - To confirm the approval, click the "Yes" button.
   - If you decide not to approve the change request, click the "No" button to cancel the action.

17. Change Request Detail Page

The Change Request (CR) detail page provides comprehensive information about a specific change request. It allows users to view the current status, detailed information, and various plans associated with the change request. The approval status will be displayed as "Approved" or "Rejected" if the CR has been processed, or "Not Requested" if the approval has not been initiated yet.

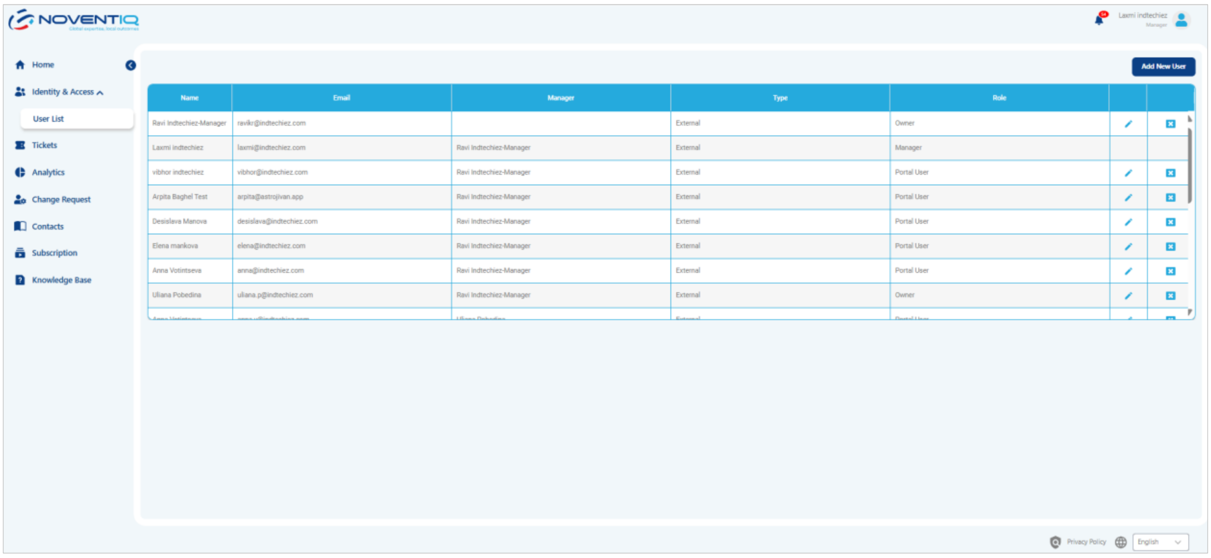


Steps to Navigate the Change Request Detail Page:

1. **Accessing the Change Request Detail Page:**
   - Click on any change request from the list on the Change Requests page. This will open the detail page for that specific change request.
2. **Viewing the Approval Status:**
   - The current approval status will be displayed at the top of the page. If the change request is approved or rejected, it will show "Approved" or "Rejected" respectively. If the approval is not requested yet, it will show "Not Requested".
3. **Current Status:**
   - A progress bar at the top indicates different stages of the change request process: For Eg: Open, Planning, Awaiting Approval, Client Authorization, Pending Release, Releasing Now, and Closed.
4. **Reviewing Detailed Information:**
   - Review the detailed information provided in the "About the Change" section, including creation date, planned start and end dates, type of change, and planned downtime.
5. **Exploring Additional Sections:**
   - Expand the additional sections to view more details about what the change will affect, the implementation plan, rollback plan, and risks and plans to prevent them.

18. Users List Page

The User List page allows administrators to manage user accounts within the system. This page can be accessed by clicking on the "Identity & access" option from the side menu and then selecting the "User list" option from the sub-menu.

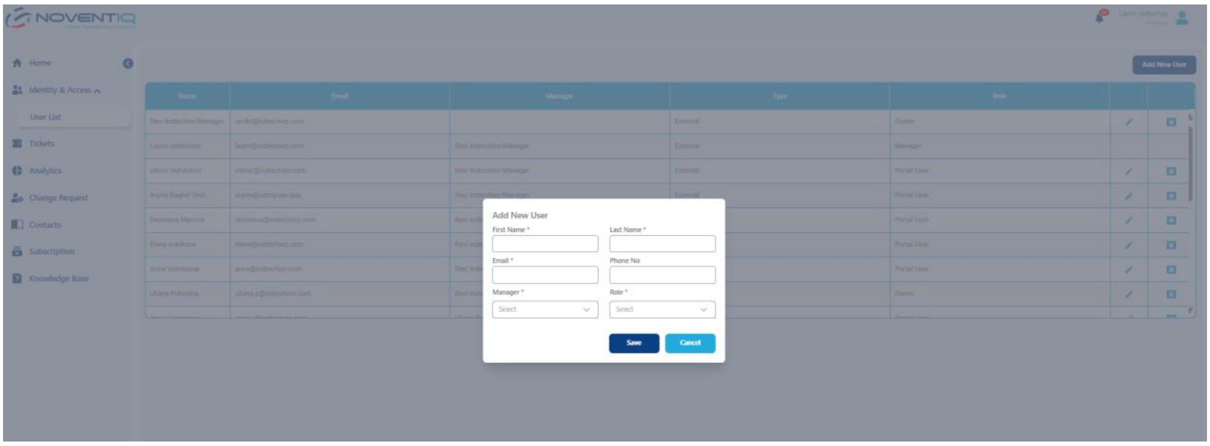


Steps to Navigate the User List Page:

1. **Accessing the User List Page:**
    - Click on the "Identity & access" option from the side menu.
    - Select the "User list" option from the sub-menu. This will open the User List page.
2. **Viewing the List of Users:**
    - The main content area displays a table listing various users with details such as Name, Email, Manager, Type, Role, Accessible Companies, and Home Page.
3. **Add New User**
    - To create a new user, click the ‘Add New User’ button. This will open a form where you can add the user's details to create a new user.
4. **Editing a User:**
    - To edit a user, click the pencil icon in the corresponding row. This will open a form where you can update the user's details.
5. **Deleting a User:**
    - To delete a user, click the trash icon in the corresponding row. This will prompt a confirmation to delete the user. If you delete a user his data will still be saved in system database (all tickets history etc.) and if you decide to create the same user again you will need to contact Support team.

19. Add New User

The create new user pop-up is a form that allows users to input details for creating a new user account. This form is accessed from the User List page.

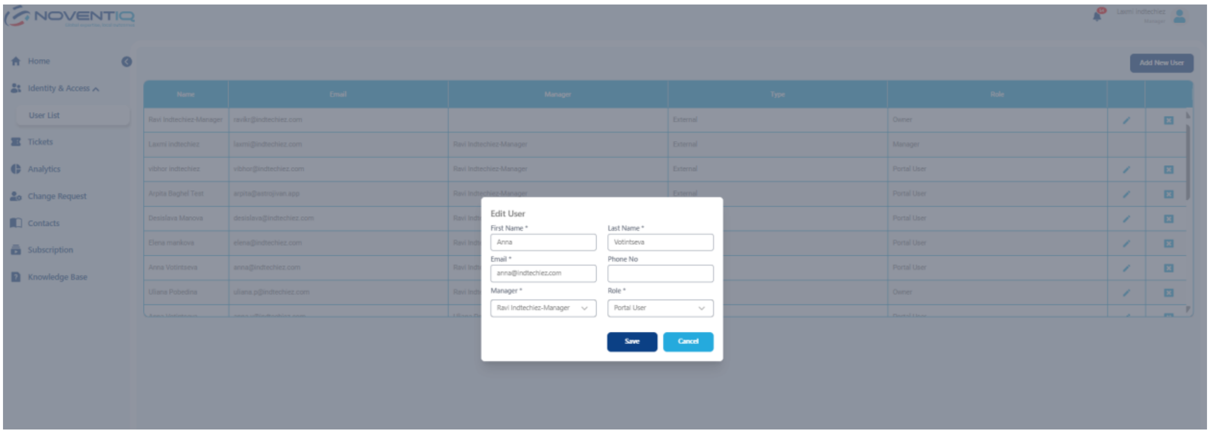


Steps to Create a New User:

1. **Accessing the Add New User Pop-Up:**
    - On the User List page, click the option to add a new user. This will open the add new user pop-up form.
2. **Filling Out the Form:**
    - Enter the first name of the new user in the "First Name *" field.
    - Enter the last name of the new user in the "Last Name *" field.
    - Enter the email address of the new user in the "Email *" field.
    - Optionally, enter the phone number of the new user in the "Phone No" field.
    - Select the role assigned to the new user from the "Role" dropdown menu.
    - Select the manager of the new user from the "Manager" dropdown menu.
3. **Saving or Cancelling:**
    - To save the new user details and create the user account, click the "Save" button.
    - To cancel the action and close the pop-up without saving any information, click the "Cancel" button.

20. Edit/Manage New User

The "Edit User" form allows you to update the details of an existing user.



Steps to Edit a User:

1. **Edit a User:**
    - **First Name***: Enter the user's first name. This field is mandatory.
    - **Last Name***: Enter the user's last name. This field is mandatory.
    - **Email***: Enter the user's email address. This field is mandatory. Ensure the email format is correct (e.g., user@example.com).
    - **Phone No**: Enter the user's phone number. This field is optional.
    - **Manager**: Select the user's manager from the dropdown menu. This field is optional.
    - **Role***: Select the user's role from the dropdown menu. This field is mandatory. Available roles include Owner, Admin, and User.
2. **Saving or Cancelling:**
    - **Save**: Click this button to save the changes made to the user's details.
    - **Cancel**: Click this button to discard any changes and return to the previous screen.