

Ticketing - Helpdesk Customer User Guide

Throughout this guide, customers will discover how to navigate the platform, create and monitor tickets, and utilize the available features to efficiently address their needs and optimize their experience.

- [How to: access Helpdesk Platform](#)
- [How to: create new account](#)
- [Breakdown of key features on Helpdesk main page](#)
- [How to: see ticket details and receive an update on request status](#)
- [How to: create new Organization/add user to existing Organization](#)
- [How to: open a new request](#)
- [How to: respond to a Ticket](#)
- [How to: use attributes for advanced search](#)
- [How to: access Knowledge Base](#)
- [How to: manage User settings](#)
- [Keyboard shortcuts](#)

How to: access Helpdesk Platform

To access the customer support and ticketing platform within the DOME project, simply open a web browser and navigate to the following address: <https://ticketing.dome-marketplace.eu>
If you want to login and you are an already registered user, just click on the "LOGIN" option on the login page and enter your registered email.

image not found or type unknown
image.png

If you are not already registered, see next section "How to: create new account" in order to create your own user.

How to: create new account

To create a new user account, the customer should follow these steps:

- Open a web browser and navigate to the URL: <https://ticketing.dome-marketplace.eu>
- Click on the "**LOGIN**" option at the bottom of the login page, as you can see from the screenshot below.

image.png
Image not found or type unknown

- Click on the "Register" option following "New user?" at the bottom of the page.

image.png
Image not found or type unknown

- Fill in the necessary information for creating your account. This typically includes your email address (for users who are part of the Consortium, a company email address must be entered), username, and password. Then, click on "Create my account" button.
- After entering the required information, the system requires email verification. Check your email for a confirmation link and follow the instructions.
- Once your account is created and verified, return to the login page and log in using your newly created credentials.

image.png
Image not found or type unknown

Breakdown of key features on Helpdesk main page

Here's a breakdown of the key features within the DOME Helpdesk landing page:

- **My Open Tickets:** View a list of all tickets submitted by the Customer, with their status, priority, and last update.
- **My Closed Tickets:** View a list of all tickets (opened by the customer) that are currently in the closed status
- **Filter and Search:** Easily find specific tickets by using filters based on various parameters such as ticket ID, subject, status, etc.
- **Knowledge Base:** Users can find self-help articles directly accessing documentation repository (i.e., Bookstack).
- **Ticket Submission:** Submit new tickets with clear fields for describing your issue, selecting categories, and attaching relevant files.
- **Profile Settings:** Users can usually manage their account settings, update contact information, and change preferences.

[image.png](#) and or type unknown

How to: see ticket details and receive an update on request status

Once a ticket is submitted, customers can track its status, keeping them informed about the progress of their request. By clicking on a ticket from the list in the "Overviews" section, the user access to the specific details page. To view the details of a specific ticket, click on the "My Tickets" button in the main menu . The list will display all customer's tickets with essential details such as the ticket ID, subject, status and creation date. Click on the ticket title or ID to access the full details of a ticket.

Through the ticket details page the Customer can add question on open tickets by clicking on the text message box and typing the question.

image not found or type unknown



How to: create new Organization/add user to existing Organization

For a user, belonging to an Organization allows him to have visibility of all the tickets opened by other users within the same Organization.

In order to create a new Organization, a delegated user can proceed by opening a ticket indicating the problem "Customer support and help resources". In the body of the ticket, the user must specify the name of the Organization he wants to be created and, if applicable, the names of the users to be assigned to that Organization.

For better clarity, an example is provided in the screenshot below:

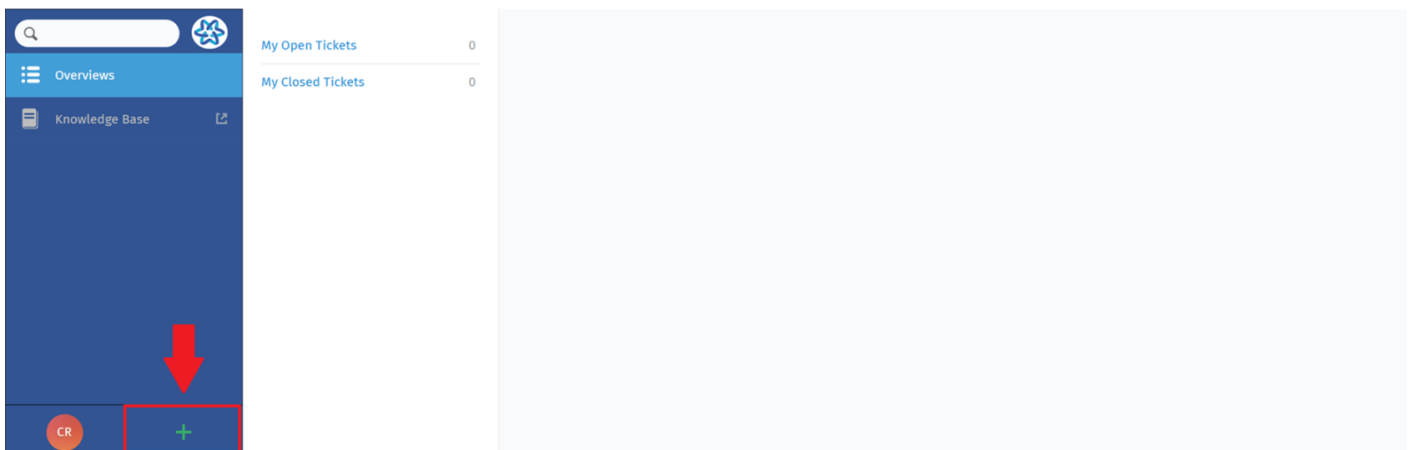
[image.png](#) or type unknown

Finally, to submit the ticket the user needs to click on "Create" button.

How to: open a new request

Creating a new ticket within the DOME project's customer support and ticketing platform is a straightforward process that allows customers to swiftly communicate their inquiries or report issues. Customers should follow these steps to initiate a new ticket:

- **Login:** ensure you are logged into the platform using your credentials. If you're a new user, refer to the "Access and Navigation" section for guidance on account creation.
- **Navigate to Ticket Creation:** locate and select the "Create New Ticket" option represented by "+" button, accessible from the main navigation menu.



- **Fill in Ticket Details:** complete the required fields, providing detailed information about your request. The process of opening a new ticket involves the customer filling out the following form, indicating in this order:
 - i. Title.
 - ii. Text (description of the issue).
 - iii. Any attached file or documents.
 - iv. Problem.
 - v. Click on "Create" button.

The image shows a 'New Ticket' form with the following fields and annotations:

- TITLE ***: A text input field containing 'Test Ticket' with a red circle 'i' next to it.
- TEXT ***: A text area containing 'Some Issues' with a red circle 'ii' next to it. Below the text area is a blue link 'select attachment...' with a red circle 'iii' next to it.
- PROBLEM ***: A dropdown menu with 'Dome Information' selected and a red circle 'iv' next to it.
- Buttons**: At the bottom left is a link 'Cancel & Go Back' and at the bottom right is a green 'Create' button with a red circle 'v' next to it.

- Upon successful submission, the Customer will receive a confirmation message (via email) and his newly created ticket will be visible within the "My Tickets" section in the "Overviews" Dashboard reachable from main page.

By following these steps, the process ensure that any concern is promptly addressed of the support team. For this reason, it is important that the customer, during the ticket creation phase, fills out the fields correctly.

How to: respond to a Ticket

Upon reaching the complete details page within the "My Tickets" section, customers will discover the "Add Comment" text-box located at the bottom (i).

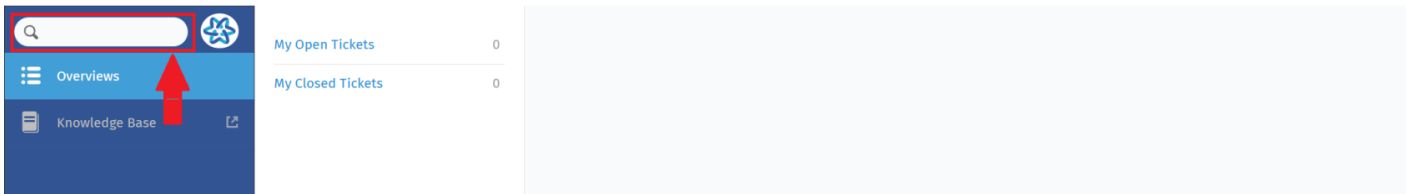
By clicking on it, the customer can insert comments (ii) or attach files (iii). In the "Activity" section you can keep track of the ticket's history and review the chronological log of actions, comments, and status changes (see blue box in the below screenshot).

All changes made on the detail page must be confirmed by clicking the "Update" button located at the bottom right of the Ticket details page (iv).

The screenshot displays a user interface for managing tickets. On the left is a dark blue sidebar with navigation options: "Overviews", "Knowledge Base", "Ticket 01", and "Ticket 02" (highlighted in orange). The main content area shows "Ticket 02" with a status of "CR" and a creation time of "4 minutes ago". Below this, a comment history section is visible, containing three entries: "Some information" (4 minutes ago), "Some more information" (3 minutes ago), and "Document uploaded" (1 minute ago). The "Document uploaded" entry includes a file named "Ticket 02.docx" (13 KB). A blue rectangular box highlights the "Some more information" and "Document uploaded" entries. At the bottom, there is a text input field with the placeholder "Enter Note or select attachment..." and a "CR" status indicator. A red arrow labeled "i" points to this input field. In the bottom right corner, there is a blue "Update" button with a red arrow labeled "iv" pointing to it. A "Stay on tab" link is also visible next to the "Update" button.

How to: use attributes for advanced search

To search for specific items in the Customer Care platform fill the search bar on the top of the left-sided panel in the main page.



You can use attributes as follow:

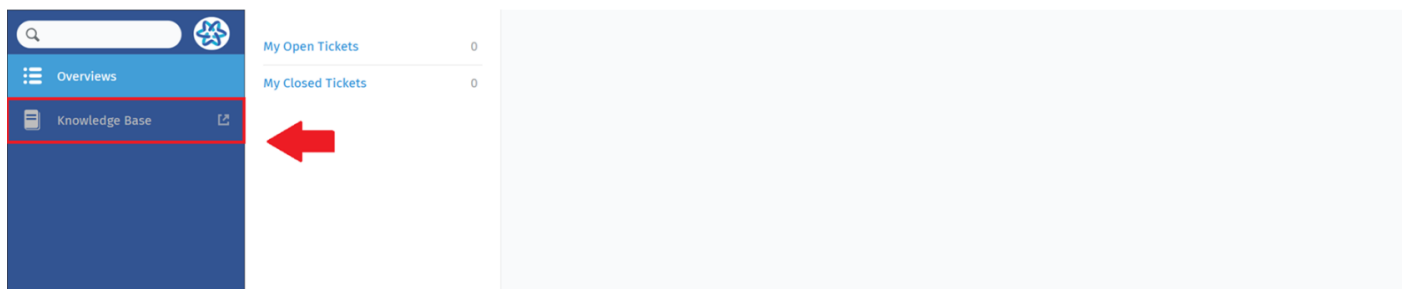
- Number: Search for a Ticketnumber (Example: number:1118566, number:11185*).
- Title: If you need to use spacings in the search phrase, use quotes. Search engine will do a AND-Search over the given words. You can also use a single keyword without quotation (Example: title:'some title', title:Printer, title: 'some ti*').
- Created_at: You can either use a simple date, a date-range or >now-xh. Please note that the date format needs to be YYYY-MM-DD (Example: created_at:2018-11-18, created_at:[2018-11-15 TO 2018-11-18], created_at:>now-1h).
- State.name: You can filter for specific ticket states (and even combine them with an OR). Please note that you need to use the english namings for states, unless you have custom ticket states defined in your instance. (Example: state.name: new, state.name:new OR open).
- Article.from: Shows all tickets that contain articles from 'xxx' (Example: article.from:'xxx').
- Article.body: Shows every ticket containing the word 'zzz' - you can also use the fuzzy operator '~' to search for similar words. The system will also allow you to use regular expressions (Example: article.body:heat, article.body:heat~).

For more details on search attributes you can into System Documentation at <https://docs.zammad.org/en/latest/install/elasticsearch/indexed-attributes.html>

How to: access Knowledge Base

Customers can always navigate directly to the Knowledge Base when they have a query. Here, they can search through existing explanatory texts, guides, and checklists.

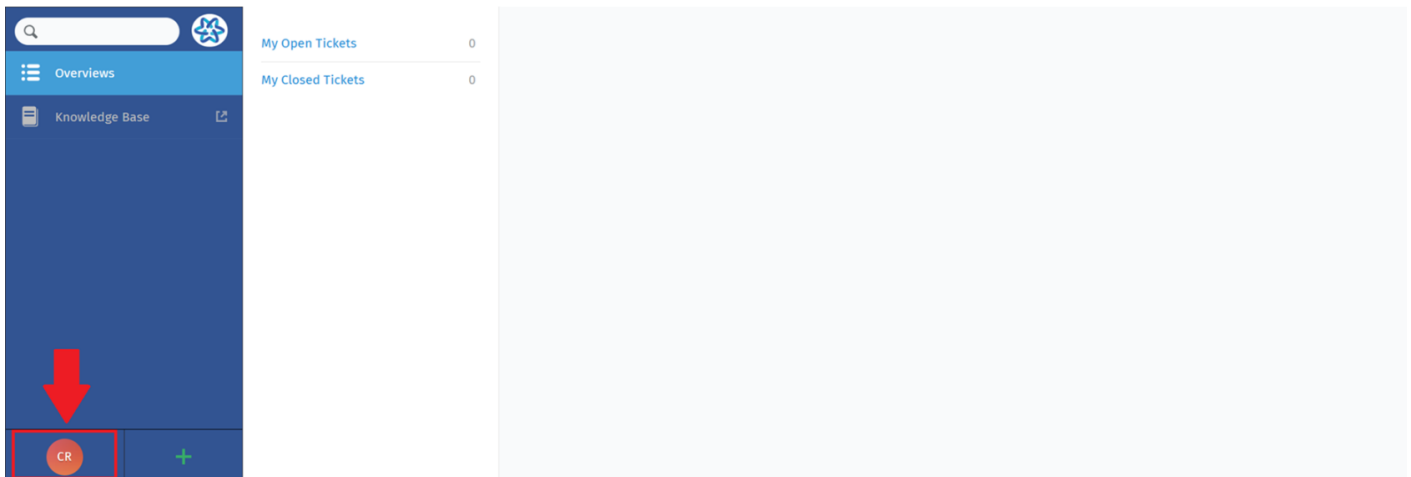
Customers can directly access the Knowledge Base by clicking on the "Knowledge Base" button on the left side of the platform's main page.



For more information on navigating the Knowledge Base repository, please refer to the document 'Navigating the Knowledgebase' (<https://knowledgebase.dome-marketplace.eu/books/navigating-the-knowledgebase>)

How to: manage User settings

Customers can reach the User Settings page by clicking on the corresponding icon (see the red square in the screenshot below) in the bottom left of the main navigation menu and selecting the "Profile" option.



By clicking on the corresponding option in the "Profile" section, Customers will be able to customize:

- **Language:** Customers can select their preferred language, to interact with the platform in the way most convenient for them.
- **Avatar:** Whether it's an image or an icon, this feature allows customers to visually represent their identity within the system.
- **Linked Accounts:** Customers can link their accounts to other platforms, simplifying the login process and providing a consistent experience across systems. This feature simplifies user interactions and account management.

Keyboard shortcuts

Below are the keyboard shortcuts for the ticketing system.

[image.png](#) and or type unknown