



THE SERVICE DESK OF THE SCALTEL SERVICE CONTROL STATION INSTRUCTIONS AND INFORMATION

1. INTRODUCTION

The Service Desk of the service control station offers you a quick overview of your service cases and allows you to easily track them. It may be accessed online so that you may open trouble tickets and service requests and track open requests **at any time**.



2. LOGIN

The login area is on the SCALTEL website (www.scaltel.de). To log on, enter your user name and password. For an optimum connection with your customer portal we recommend to use either the Microsoft Internet Explorer or Mozilla Firefox as browsers.

Before you first access the service desk you must request your access information (login and password) by contacting the SCALTEL salesperson or sending an email to serviceleitstelle@scal.tel.de, indicating "SLS-Login" as a reference. You will then receive an email with your personal access information.

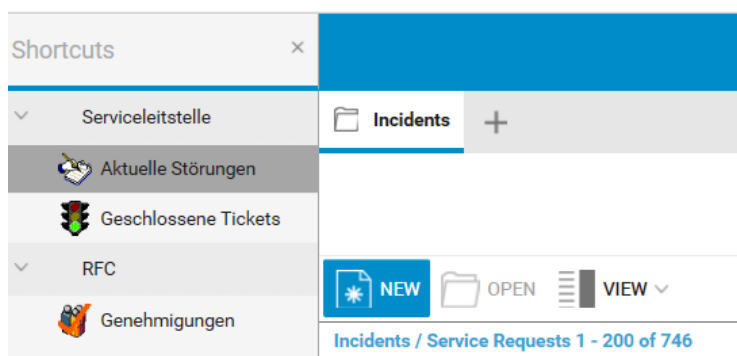
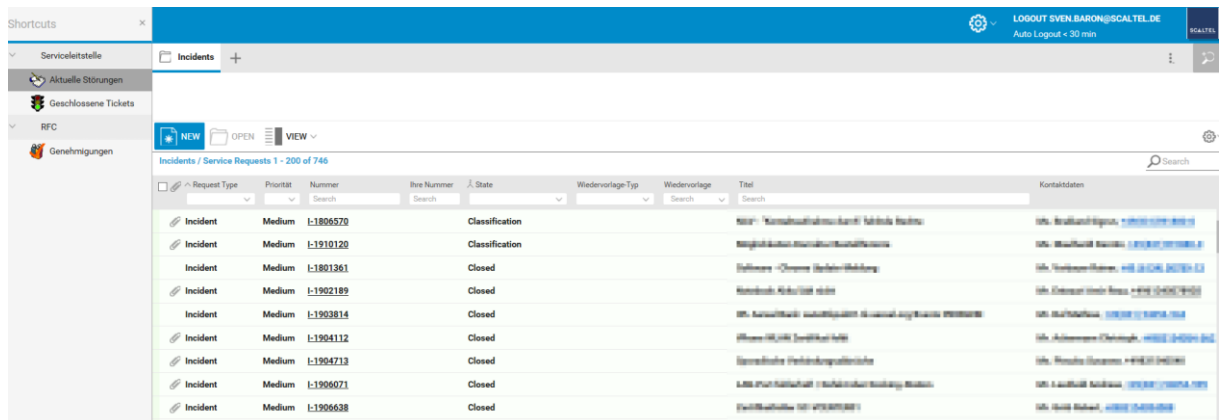
OMNITRACKER Web Gateway

Login
John Doe

Password
.....

LOGIN

3. OVERVIEW AND STRUCTURE OF INCIDENTS AND SERVICE REQUESTS



- The field in the middle gives an **overview** of all your company's Incidents and Service Requests.
- The **switch (new)** serves to start a new ticket.
- The **navigation area on the left** allows you to switch between Currently Open (Aktuelle Störungen) and already Closed Tickets (Geschlossene Tickets).

4. WORKING WITH THE SERVICE DESK

▪ Creating a new request

To create a new request, press button **New**.



The screenshot shows the 'Create new request' form. A red dashed box highlights the following fields: Request type (set to Incident), Reporting company (SCALTEL AG), Reporting location (DE-87448 Waltenhofen - Buchenberger Str. 18 18 - (SCALTEL AG)), Category (CAT-0924: Categories\Cisco (Netze)), Impact (Medium), and Urgency (Normal). Other fields like Reporting person, SLA contract, Title, Priority, and Ihre Incident Numm... are also visible.

To properly start a request, **all fields marked in red** have to be filled in:

- Request Type: Incident or Service Request --> Change Work Time Required < 4 hours
- Reporting company, Reporting person, Reporting location
- Title: Meaningful description of the trouble/change
- Category: Selection of manufacturer or technology --> if unsure select only the manufacturer
- Impact, Urgency: Depending on the severity of the trouble you may determine the degree of urgency yourself.

- **Examples of severity and urgency:**

Auswirkung/ Severity	Dringlichkeit/ Urgency	Priorität/ Priority	When?	
			LAN	WAN
LOW	LOW	LOW	Service requests; incidents without any impact	Service requests, incidents without any impact
MEDIUM	MEDIUM	MEDIUM	Service requests that are urgent. Incidents such as redundancy loss, individual users concerned. Tickets that were downgraded for observation from earlier „Very high“ or „High“.	Service requests that are urgent. Incidents such as redundancy loss; individual applications are concerned that are not permanently used. Tickets that were downgraded for observation from earlier „Very high“ or „High“.
HIGH	HIGH	HIGH	Trouble that has an impact on 3 - 50% of the users.	Trouble concerns highly used applications; sporadic failures one after another
EXTREME	IMMEDIATE	VERY HIGH	More than 50% of the network is down; core components are involved	No more contact to the outside possible

IPT	RIFU
Service requests; incidents without any impact	Service requests; incidents without any impact
Service requests that are urgent. Incidents such as redundancy loss, 1 to 3 telephones are concerned which are infrequently used. Tickets that were downgraded for observation from earlier „Very high“ or „High“.	Service requests that are urgent. Incidents which currently do not have a link loss. Redundancy loss. Tickets that were downgraded for observation from earlier „Very high“ or „High“
Issue concerns 3 to 50% of the telephones	Loss of management access; sporadic failures one after another
No telephony available	Link down

- **Creating a new ticket - (Description):**

Enter the Description of the incident or the Change request here.

The image shows a software interface with two tabs: 'General' (selected) and 'Affected CIs'. Below the tabs, there is a 'Description:' label. To the right of this label is a large, empty text input area with a dashed green border. Inside the input area, the text 'enter new text here...' is visible as a placeholder.

- **Processing service cases**

The processing mode gives you a number of tabs that inform you and that you may edit. The tab **General** contains descriptions of the tickets and possible solution paths. **KIs** are configuration items and show all components that are being serviced. With them, you may indicate which components are involved in the trouble. Under the tab **Emails** all emails are filed. The tab **Attachments** lists all attached files. The tab **Comments** contains the individual work steps of the service technicians.

- **Managing tickets - Tab (General)**

- Shows a previously opened ticket
- The description may not be changed any more
- Information is exchanged under tab Comments

OK APPLY CANCEL

Navigation

Overview

Description/Sol...

Number: I-1910000

Your Ticketnumber:

Reporting Person: M. Bech Robert, HREIICHORAS

Reporting location: BE-BH487renthelchen - Buchenberg 10: 10 10 - (DUALTEL.M)

Title: Berechtigungen fehlen NAV - Projekt Kalkulation

Source: Email

Urgency: Normal

Priority: Medium

Resubmission Date:

General

Cls

Customer Survey

Emails

Attachments

Comments

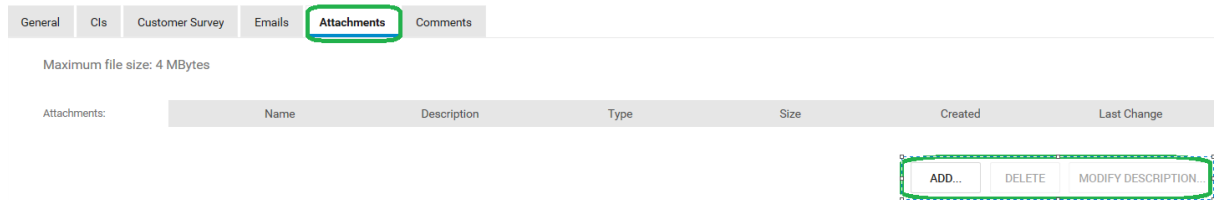
Category: CAT-1003: Categories\DynamicsNAV - Objekt- & Projektverwaltung

Description/Solution:

Description: Key User: Smalderij / Key User: Smalderij, J. / Title: Standard: Standard M / System: CRM / ERP: Systeme/CRM / File: Vorgaben/Verrechnung / Date: / Source/Title:

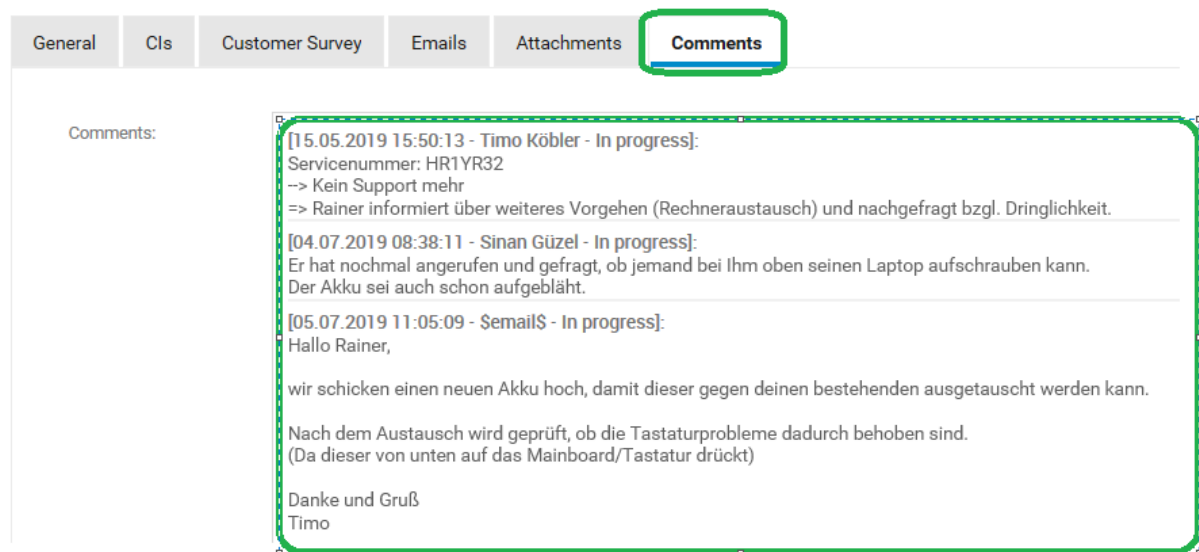
Managing tickets - Tab "Attachments"

Here you may attach files of all kinds (hand sketches, PDFs, sniffer logs, logs, configurations, plans etc.)



Managing tickets - Tab Comments

- Here the Scaltel staff enter all current comments during ticket processing.
- Customers may also enter comments here.
- Sorting is done from the top to the bottom, from old to new.



Sending emails

Emails are sent automatically if:

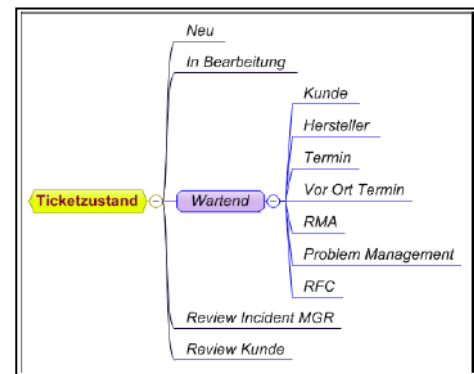
- you open an incident ticket or service inquiry
- the status of the ticket changes (e.g. "Waiting for customer")
- if the resubmission date has been exceeded

In addition, reminder emails are sent if the inquiry was closed and an evaluation is still outstanding or the order is to be closed.

▪ Ticket statuses

Number:	I-1804763		
Your Ticketnumber:			
Reporting Person:	Mr. Gomer Alexander, +49(6134) 5078942		
Reporting location:	DE-55252 Mainz-Kastel - Anna-Birle-Str. 2 - (SCALTEL AG)	Reporting company:	SCALTEL AG (14633, VIP-Customer: No)
Title:	Wissenstransfer Collaboration (Basic) - C4B		
Source:	Call	State:	Waiting
Urgency:	Normal	Impact:	Medium
Priority:	Medium	Request Type:	Service Request
Resubmission Date:	31.07.2019	WV-Typ:	Termin

- **Neu (New):** Has been newly opened.
- **In Bearbeitung (Processing):** Is currently being processed.
- **Wartend (Waiting):** Depending on the resubmission type, waiting until previously determined resubmission date is reached.
- **Review Incident Manager:** The current ticket was closed by the technician, a second instance checks it for completeness of organisational items.
- **Review Kunde (Review customer):** The ticket has been released for evaluation and closure of ticket.



▪ Ticket closure and customer survey

Status: Abgeschlossen (Closed)
Abgeschlossen (Closed)
Reopened
Review Kunde (Review customer)

Kundenbefragung (Customer survey)

Hinweise (Notes)

You may reset the status of this case to “reopened” at any time. Otherwise, we ask you to set its status to “Closed”.

To open a new case (ticket) at the service control station of Scatel AG, we ask you to answer the following three questions for a quality survey.

If the rating “inadequate” (5) was awarded, we ask you to give us a short statement so as to enable the service control station to quickly remedy these deficiencies.

You are also welcome to enter any suggestions or wishes to improve the system of the Scatel AG service control station.

Fragenkatalog (Questionnaire)

Question 1: How was the performance in terms of timely processing?

Rating question 1: very good (1)

Question 2: How do you rate the responsiveness of our service control station?

Rating question 2: good (2)

Question 3: How do you rate the competence of the staff of our service control station? (Were you satisfied with the information content?)

Rating question 3: good (2)

Comments:

- Ticket closure is done by the customer. To close a service case, it is necessary to evaluate it. Go to the field “Status” and set the service case to “closed”. After that, please answer the questions in the questionnaire. It is also possible to give a comment. **If you do not close the service case, it will be closed automatically after two weeks and remain unevaluated.**
- The evaluation of a service case is especially important because it serves to continuously improve and update our service control station. For every “inadequate” (5) rating, a separate process is initiated, as such a rating is interpreted as an indirect complaint. The Improvement Management will take the matter up and look at the cause of the complaint. If necessary, the customer will subsequently be contacted again.

5. RFC (REQUEST FOR CHANGE)

RFC		Ordner		Nummer	Titel	Zustand	Verantwortlich
Genehmigungen		Genehmigung		AVP-120657	Änderung der Kategorie	Genehmigt	Superuser
		Genehmigung		AVP-120723	OT - Zugang f. Pre-/Sales	Genehmigt	Sebastian Weihele

- The Service Control Station takes over request for changes, so-called service inquiries, that cover a total of > 4 hours.
- They are processed in a separate process.
- Before changes are made in your network, they have to be planned carefully and approved by you.
- Approval of these changes is also given on the Web Portal.

▪ RFC overview - change approval

Nummer (number):	AVP-110380		
Genehmiger (Approved by):	Customer:		
Titel (Title):	Performance issues with new IP range		
Zugeordneter RFC (Allocated RFC):	RFC-110378: Performance issues with new IP		
Priorität (Priority):	Medium	Status:	Genehmigung ausstehend (Waiting for approval)
		Verantwortlich (Responsible):	Genehmigt (Approved)
			Genehmigung ausstehend (Waiting for approval)
			Nicht genehmigt (Approval denied)

- Approval may be achieved by changing the status.
- RFCs which do not get an approval should be commented on.

6. DEFINITION OF TERMS

Incident:	Term from the ITIL world, describes trouble or a case or ticket
KIs:	Term from the ITIL world, corresponds with components
Service inquiries:	Also "service requests" or "changes"; plannable changes with a total time expenditure of 4 hours, which are mostly realised by remote calling.

7. BENEFITS OF USING THE WEB PORTAL

- Fast processing because the ticket is, after being accepted, immediately assigned to the technology owner.
- Direct insight into the ticket course (Action plans, Comments, Solutions, Responsibilities)
- Total overview over all open and closed tickets
- Option to attach Important Documents
- Inserting/viewing non-deletable Documents
- Direct influence on SLAs (Contractual Agreements)
- A fixed escalation process is stored