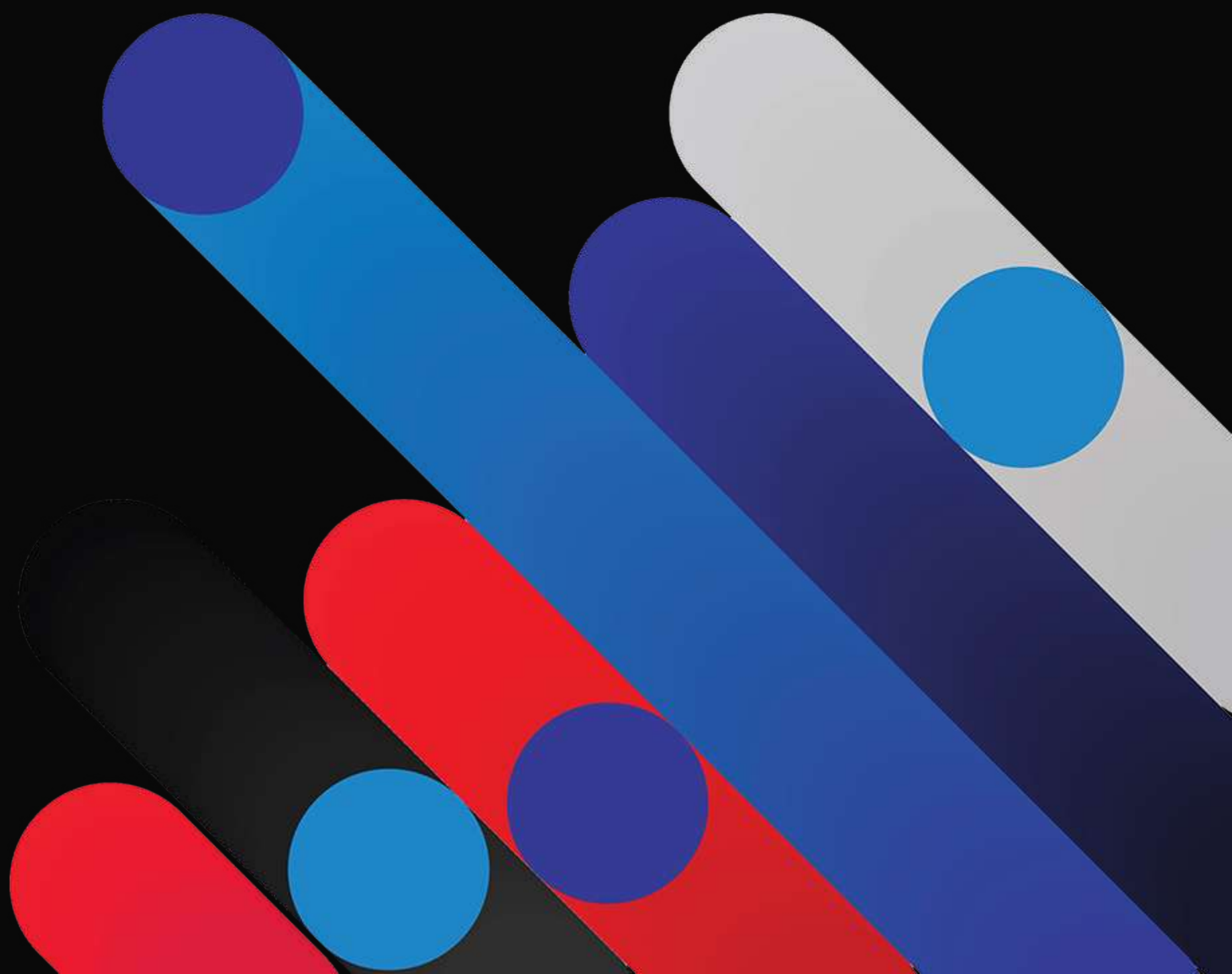


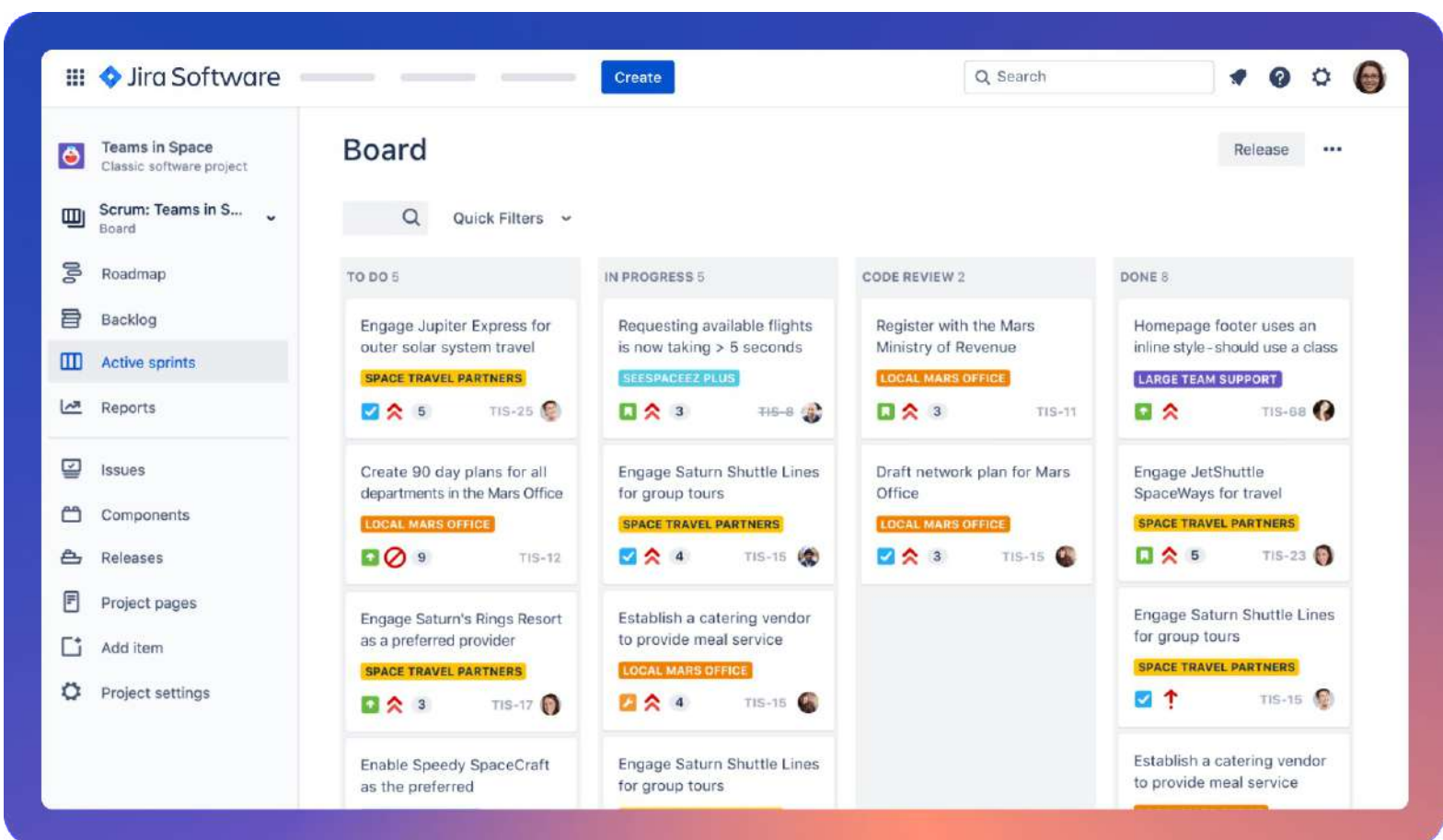


JIRA Client Onboarding Guide



What is JIRA Help Desk?

The Jira Help Desk is reliable help desk software offered by Atlassian and serves as a place where you can report bugs, contact for help and request new changes. The efficient UI ensures you can access exactly what you want. It comes with an intuitive design, simple instructions, and natural language.



[Sample image for reference only]

Customers can send requests by email or a customizable help center. The Jira Help Desk makes it easier to categorize service requests, incidents, problems, and changes by organizing and prioritizing these requests in a single place.

02

Why use JIRA Help Desk?



- Raise tickets under different categories



- A highly organized automated process that increases efficiency and transparency in service requests



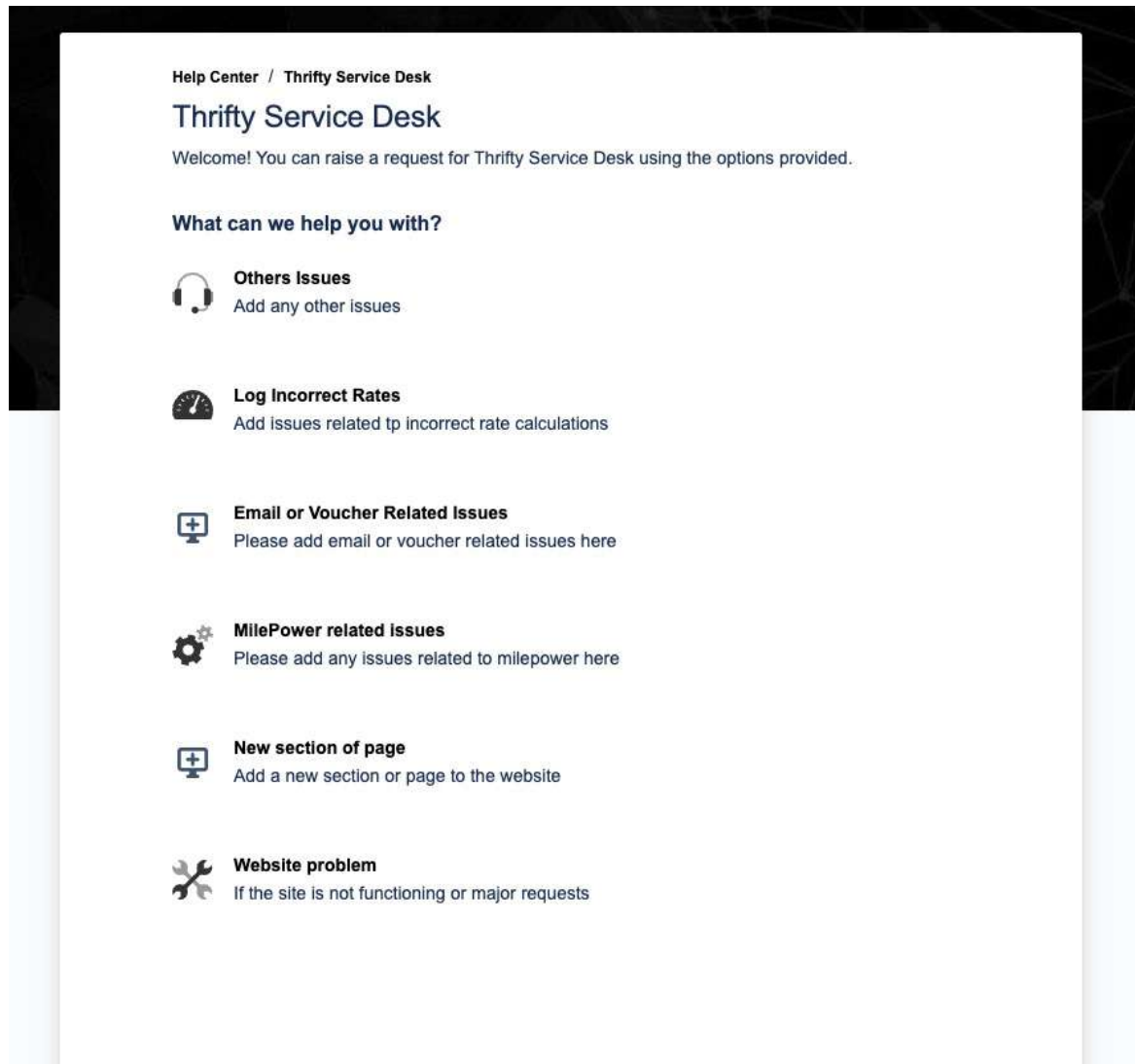
- Automatic assignment of different tasks



- Eliminated unnecessary email threads

03

How to log an issue with JIRA Help Desk?



[Sample image for reference only]

1.

Visit the JIRA Help Desk portal link assigned to you in your web browser.

2.

Select only one type of request the issue can be categorized into.

3.

Add the required information in the following format.

4.

Under description.

- Describe the bug
- Desktop (please complete the following information):
- OS:
- Browser:
- Under attachment
- Additional context and screenshots

5.

Submit the ticket.



04

How do I ensure issues are accurately described?

To ensure the issue is communicated accurately, please add in the following points in the ticket

Describe the bug



Steps on how to reproduce it [optional]



If on a specific device, please mention device

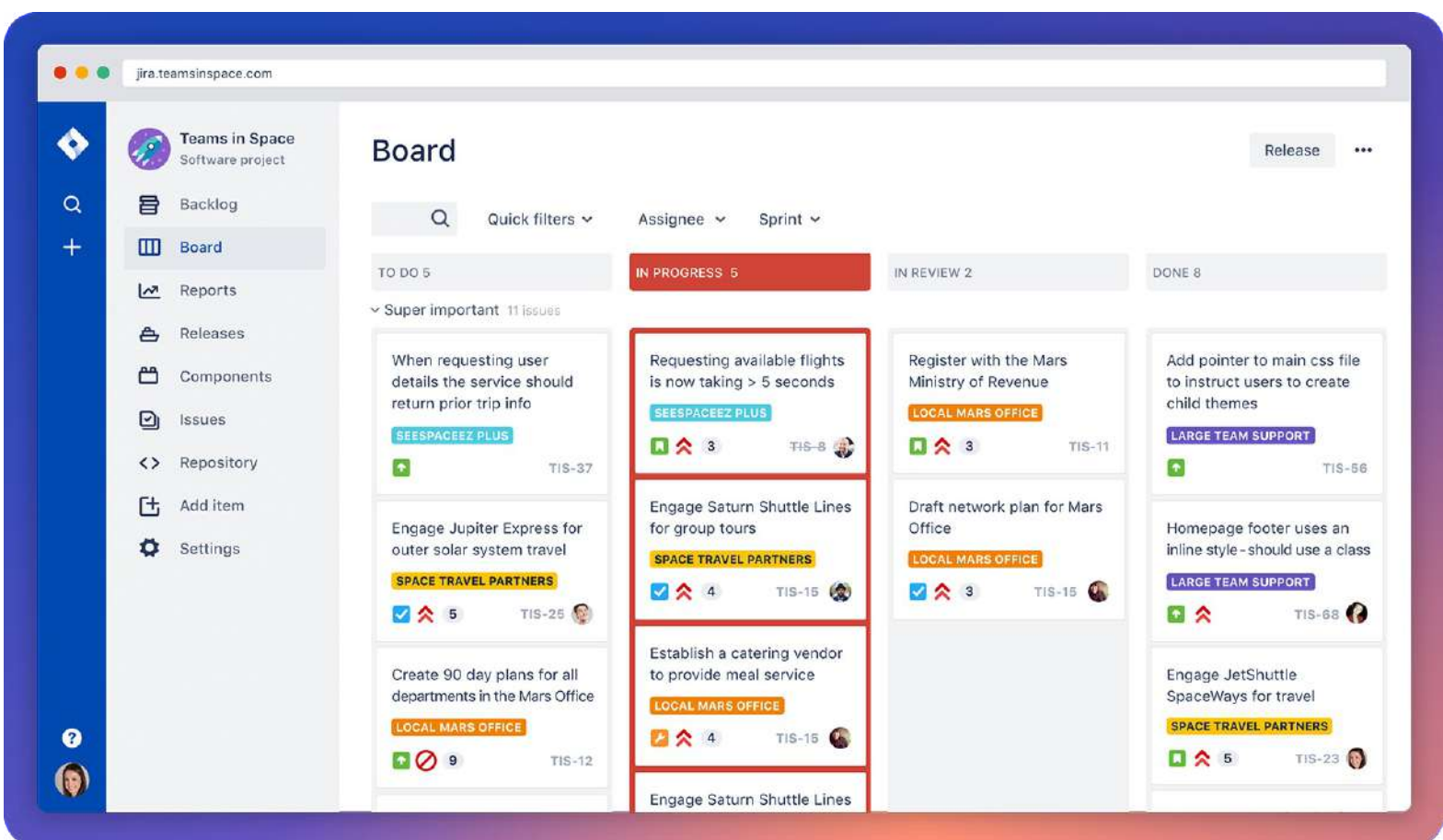


Recommend action to be taken if any



What happens after I submit a ticket on JIRA Helpdesk?

Service engineers work on customer requests. These requests are tracked as issues in a queue. Issue progress is set up by a workflow that can include steps like “In progress” or “Needs approval”.



[Sample image for reference only]

Once an issue has been received, you will receive a confirmation email that the ticket has been received and that the team is working on it. And once resolved, you will receive an email notification to review.

Contact

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About GTECH

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