

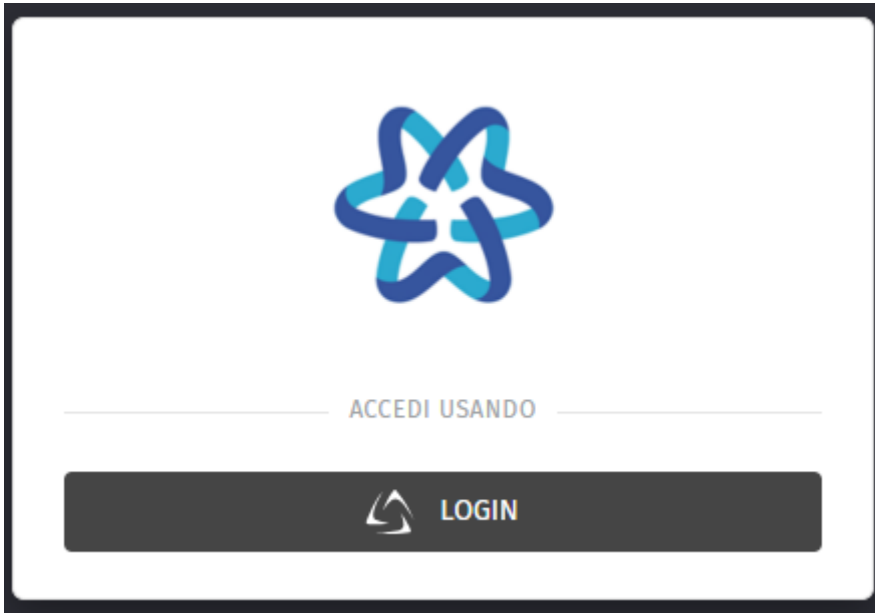
Ticketing - Helpdesk Customer User Guide

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.

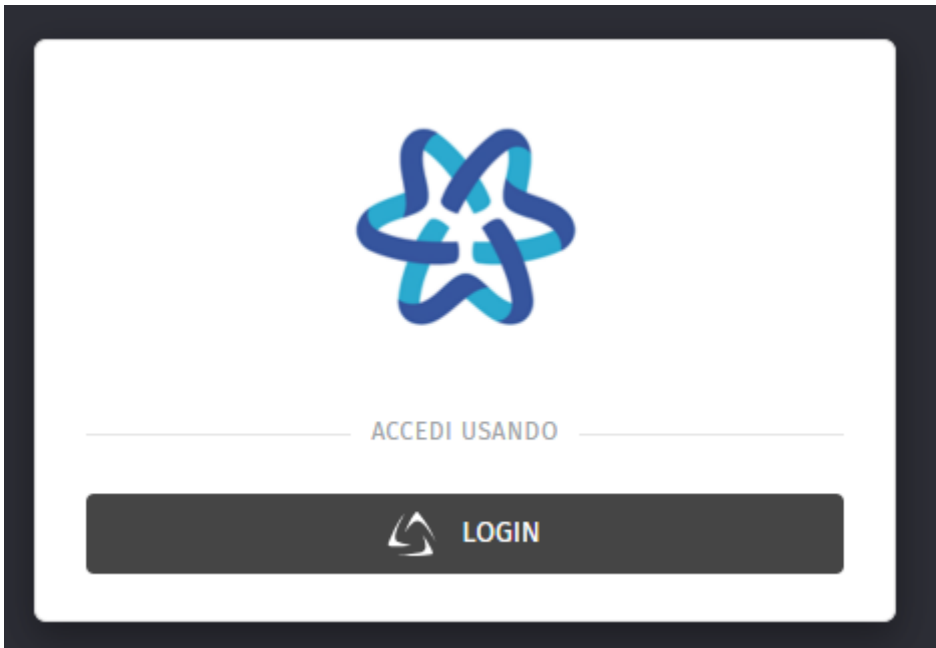


If you are not already registered, see next section "How to: create new account" in order to create your own user.

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.



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

Sign in to your account

Username or email

Password



☐ Remember me

[Forgot Password?](#)

Sign In

New user? [Register](#)

- 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.

Breakdown of key features on Helpdesk main page

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

- **My Tickets:** View a list of all your submitted tickets, with their status, priority, and last update.
- **My Organization Tickets:** View a list of all tickets by users belonging to same Organization, with related info.
- **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.

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.

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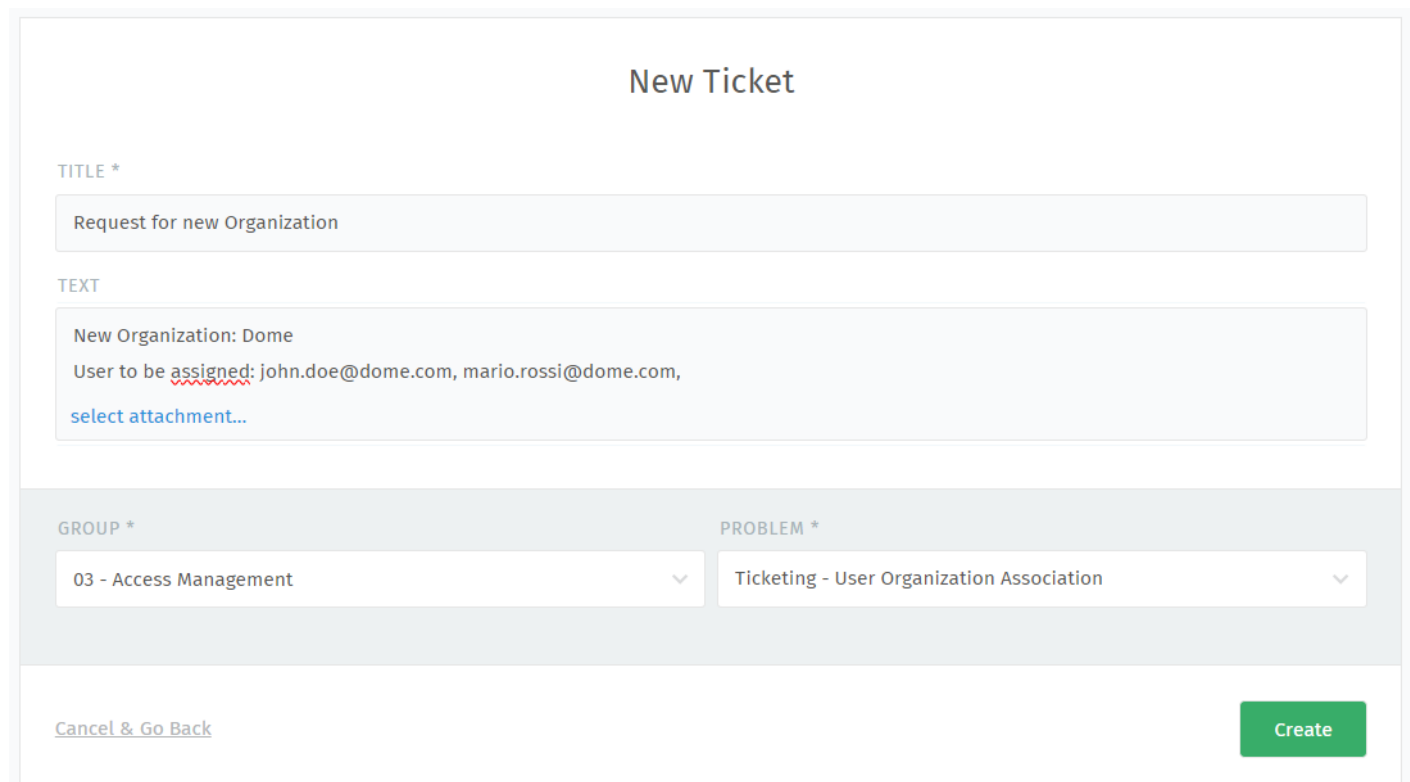


How to: create new Organization/add user to existing Organization

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 with the "03 - Access Management" group and indicating the corresponding problem "Ticketing - User Organization Association." 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:



The screenshot displays a 'New Ticket' form with the following sections:

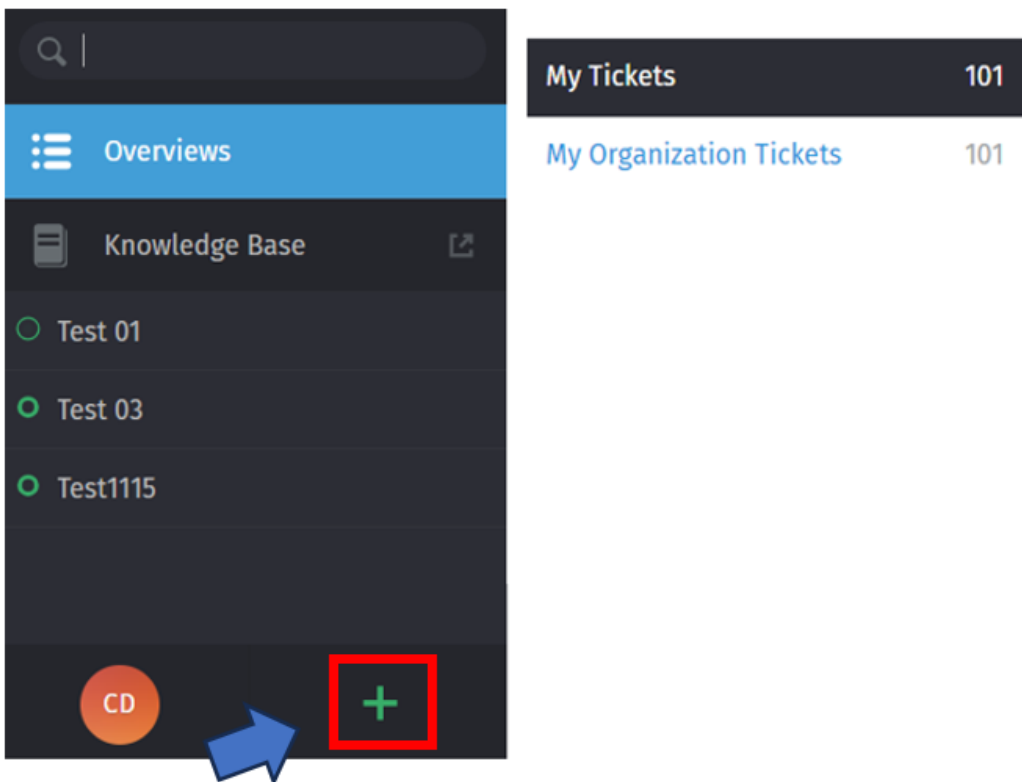
- TITLE ***: A text input field containing 'Request for new Organization'.
- TEXT**: A text area containing 'New Organization: Dome' and 'User to be assigned: john.doe@dome.com, mario.rossi@dome.com,'. Below the text area is a blue link labeled 'select attachment...'.
- GROUP ***: A dropdown menu showing '03 - Access Management'.
- PROBLEM ***: A dropdown menu showing 'Ticketing - User Organization Association'.
- Buttons**: A green 'Create' button and a blue 'Cancel & Go Back' link.

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. Group membership,
 - v. Problem (subgroup that best categorizes their request,
 - vi. Click on "Create" button.

New Ticket

TITLE *

Test ticket

i

TEXT

Some issues

select attachment...

ii

iii

GROUP *

05 - Customer Service Tools

iv

PROBLEM *

Ticketing - Generic issue

v

[Cancel & Go Back](#)

vi

Create

- 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.

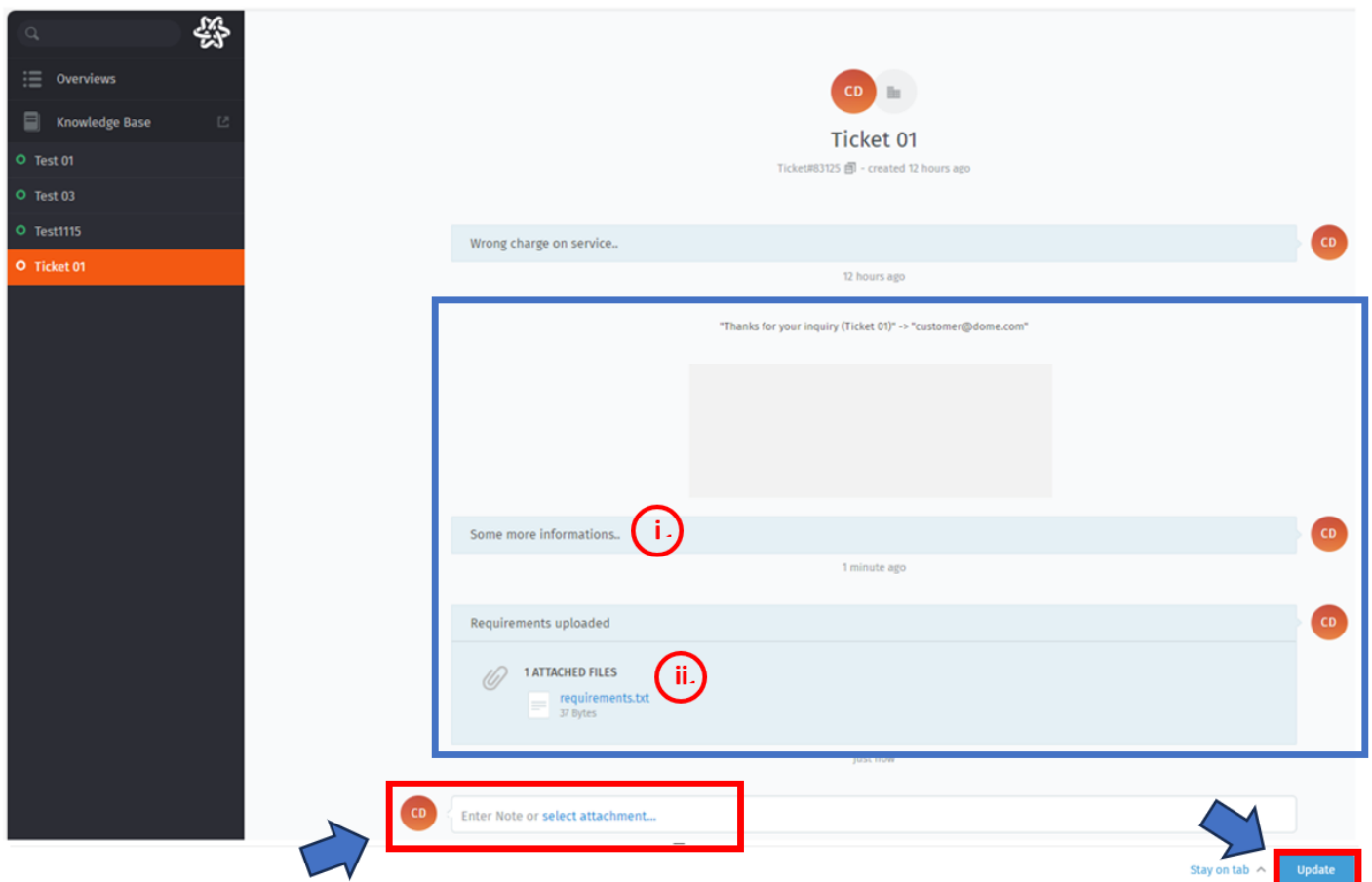
By following these steps, the process ensure that any concern is promptly addressed by specific Group of the support team. For this reason, it is important that the customer, during the ticket creation phase, fills out the fields correctly.

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.

By clicking on it, the customer is allowed to either attach comments (i) or files (ii). 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.



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~).

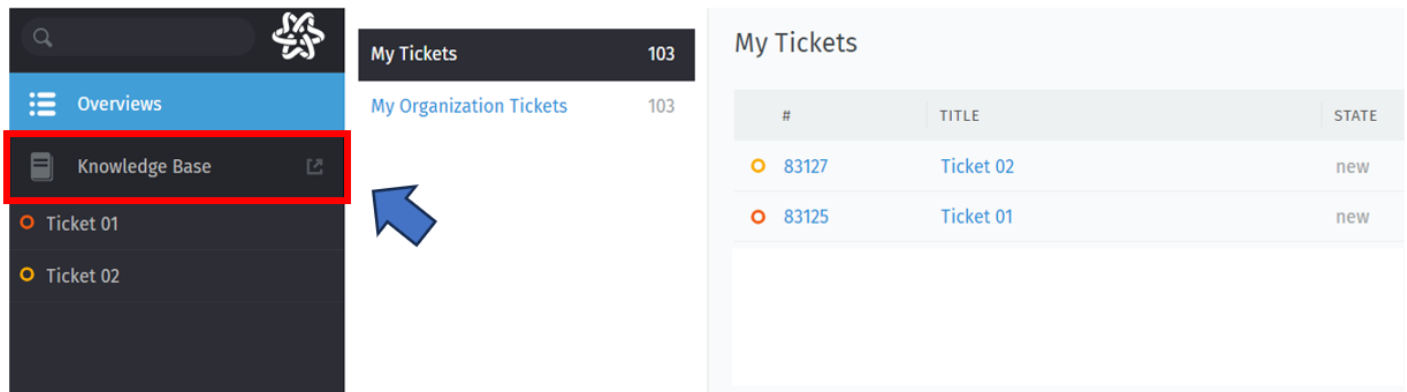
For more details on search attributes you can into System Documentation at

<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.

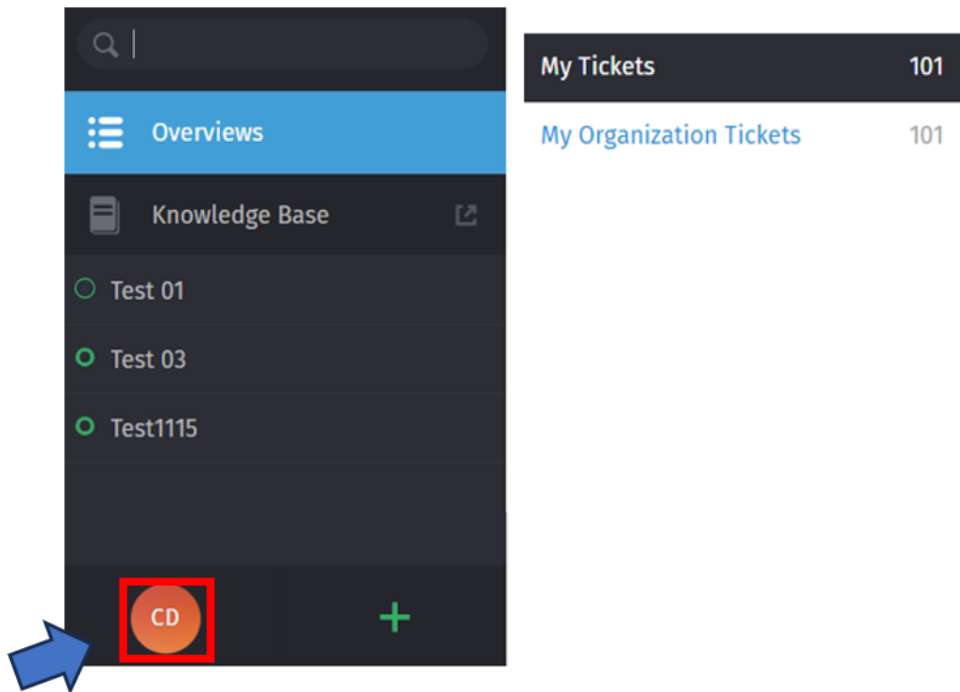
Customers can directly access the Knowledge Base by clicking on the "Knowledge Base" button on the left side of the platform's main page.



For more information on navigating the Knowledge Base repository, please refer to the document '*How to: navigate the platform knowledge base*'

How to: manage User settings

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



By clicking on the corresponding option in the "Profile" section Customers can customise:

- **Appearance:** Customers can effortlessly customize the appearance settings, allowing them to choose a color scheme and layout that aligns with their preferences.
- **Language:** Customers can select their preferred language, ensuring that they can interact with the platform in a way that is most comfortable for them.
- **Avatar:** Whether it's a picture or an icon, this feature allows customers to visually represent their identity within the system.
- **Linked Accounts:** Customers can connect their accounts with other platforms, streamlining the login process and providing a cohesive experience across various systems. This feature adds convenience to user interactions and simplifies account management.

Keyboard shortcuts

Below are the keyboard shortcuts for the ticketing system.

Keyboard Shortcuts

Navigation

Used anywhere

shift	ctrl	d	Dashboard
shift	ctrl	o	Overviews
shift	ctrl	s	Search
shift	ctrl	a	Notifications
shift	ctrl	n	New Ticket
shift	ctrl	e	Logout
shift	ctrl	h	List of shortcuts
shift	ctrl	w	Close current tab
shift	ctrl	tab	Show next tab
shift	ctrl	shift+tab	Show previous tab
shift	ctrl	return	Confirm/submit dialog

Used in lists (views and results)

▲	▼	Move up and down
◀	▶	Move left and right
enter		Select item

Used in object views

shift	ctrl	.	Copy current object number (e. g. Ticket#) to clipboard
shift	ctrl	2xadd object title
shift	ctrl	3xadd object link URL

Translations

Used anywhere (admin only)

shift	ctrl	t	Enable/disable inline translations
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Appearance

Used anywhere

d	Toggle dark mode
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Tickets

Used when viewing a Ticket

shift	ctrl	m	Open note box
shift	ctrl	g	Reply to last article
shift	ctrl	j	Set article to internal/public
shift	ctrl	c	Update as closed
shift	ctrl	◀ ▶	Navigate through article

Used when composing a Ticket article

::	Inserts text module
??	Inserts knowledge base answer
@@	Inserts a mention for a user

Text editing

Used when composing a text

ctrl	u	Format as <u>underlined</u>	
ctrl	b	Format as bold	
ctrl	i	Format as <i>italic</i>	
ctrl	s	Format as strikethrough	
ctrl	v	Paste from clipboard	
ctrl	shift	v	Paste from clipboard (plain text)
shift	ctrl	f	Removes the formatting
shift	ctrl	y	...of whole text area
shift	ctrl	z	Inserts a horizontal rule
shift	ctrl	l	Format as unordered list
shift	ctrl	k	Format as ordered list
shift	ctrl	1	Format as h1 heading
shift	ctrl	2	Format as h2 heading
shift	ctrl	3	Format as h3 heading
shift	ctrl	x	Removes any hyperlink