

Jira Service Management

QUICK GUIDE

DTS



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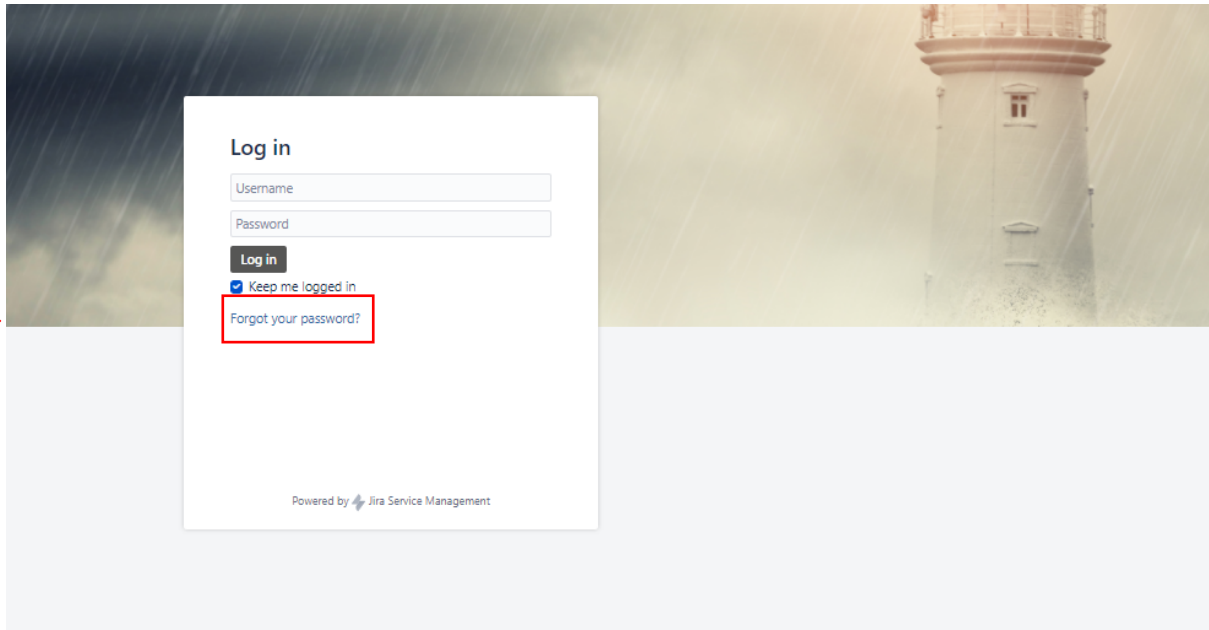
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Login to the customer portal

You can access the Jira Service Management customer portal via the URL <https://support.dts.de>.

The username is your e-mail address; to create your password, please click the „Forgot your password?“ button, enter your email address again and follow the password creation process that you will receive by e-mail.

Then you can log in to the customer portal at any time using your username and password.



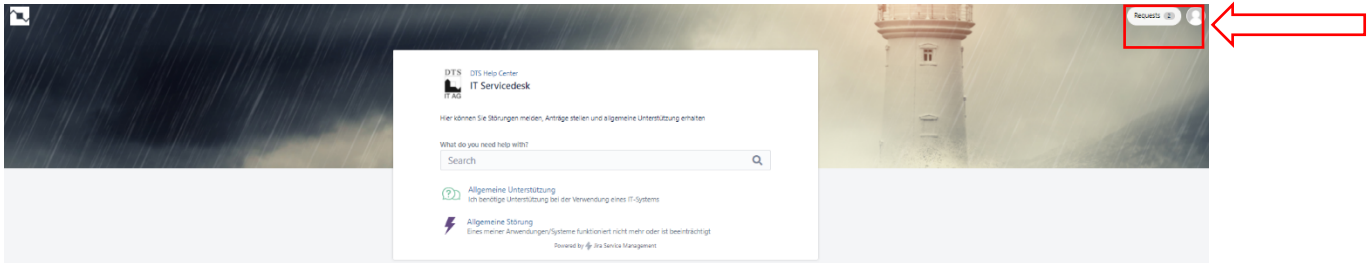
Access 1: Accessing the Remote Support Tool

The Remote Support Tool will be available to you via the Jira Service Management Customer Portal link. You can reach it via the sublink in the upper left corner of the portal.



Access 2: View all tickets

You can display your tickets via the tab at the top right. The number displayed is the number of your open tickets. Closed tickets can also be viewed.



My Tickets:

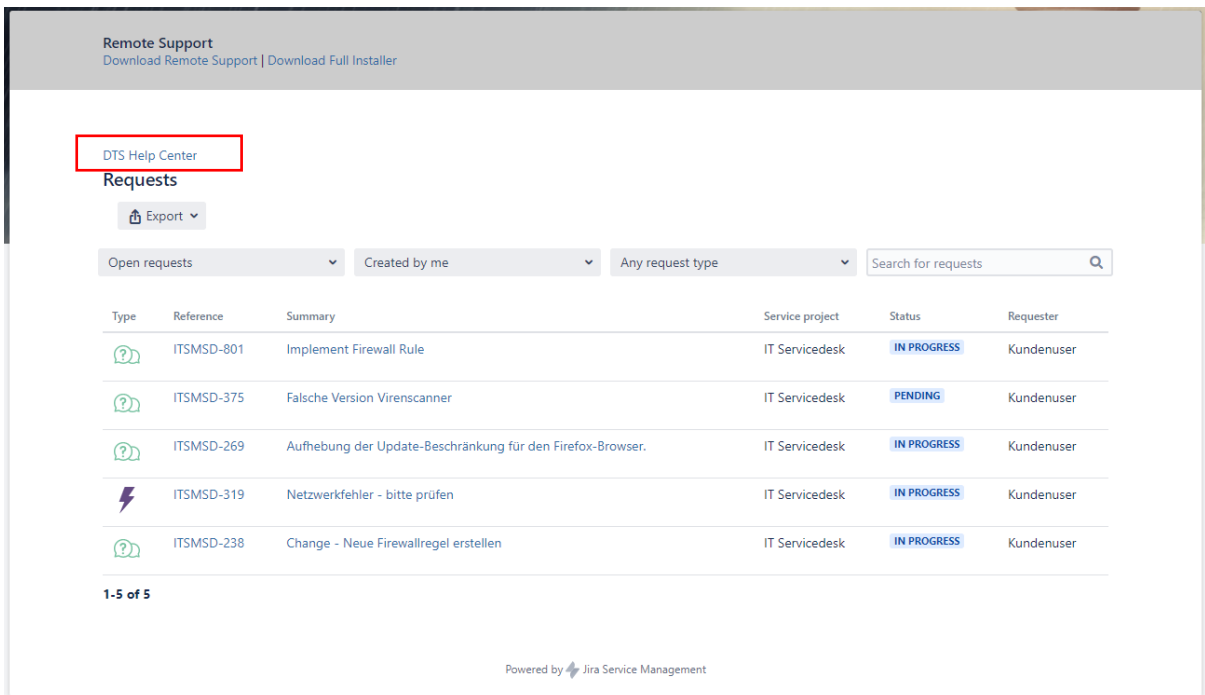
You can filter your tickets and display open, closed or all tickets.

Furthermore, you have the option to narrow down your view according to whether you have created or are participating in a ticket.

Finally, the display can be filtered according to the transaction types.

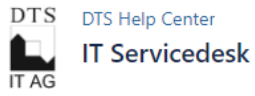
A search field is available and the function to export the view and all tickets into CSV format.

Via DTS Help Center you can access the start page and create a new procedure.



Step 1: Create a process

On the start page, you raise an Incident or create a support issue.



DTS Help Center
IT Servicedesk

Here you can raise requests and submit incidents




General support
I need assistance with the use of an IT system



General Incident
One of my applications/systems no longer works or is impaired


Step 1.1: General Support

In the mask you can enter the subject and a summary as well as an attachment. The last two fields are optional. If you are able to provide as much information as possible, the colleagues are able to verify your request easier.

 [DTS Help Center](#) / [IT Servicedesk](#)

General support

Raise this request on behalf of



 DTS Support ▼

Communication Language *(optional)*


English ▼

How can we support you?

Detailed description of your request *(optional)*

Aa ▼ | **B** *I* ... | ☰ ▼ |   **+** ▼

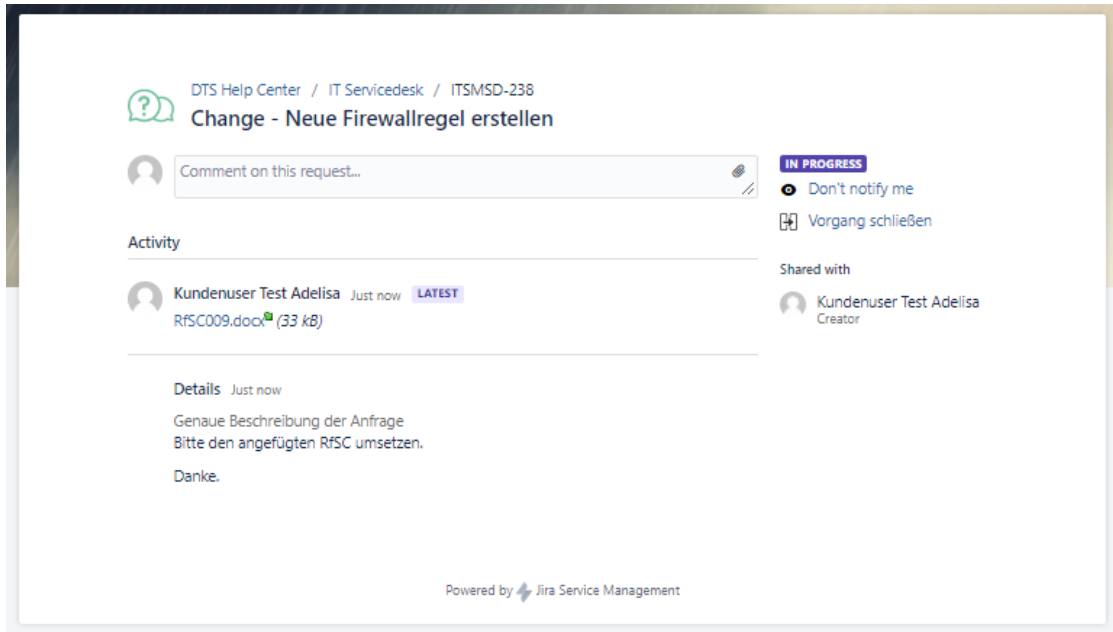
Attachment *(optional)*

 Drag and drop files, paste screenshots, or
browse

Create [Cancel](#)

After you have created a case, the following view appears. You can view the ticket number, add a comment, view the agent's comments, view the status, turn off or set the notification, close the case and share the case.

For more information on these functions, see the following chapters.

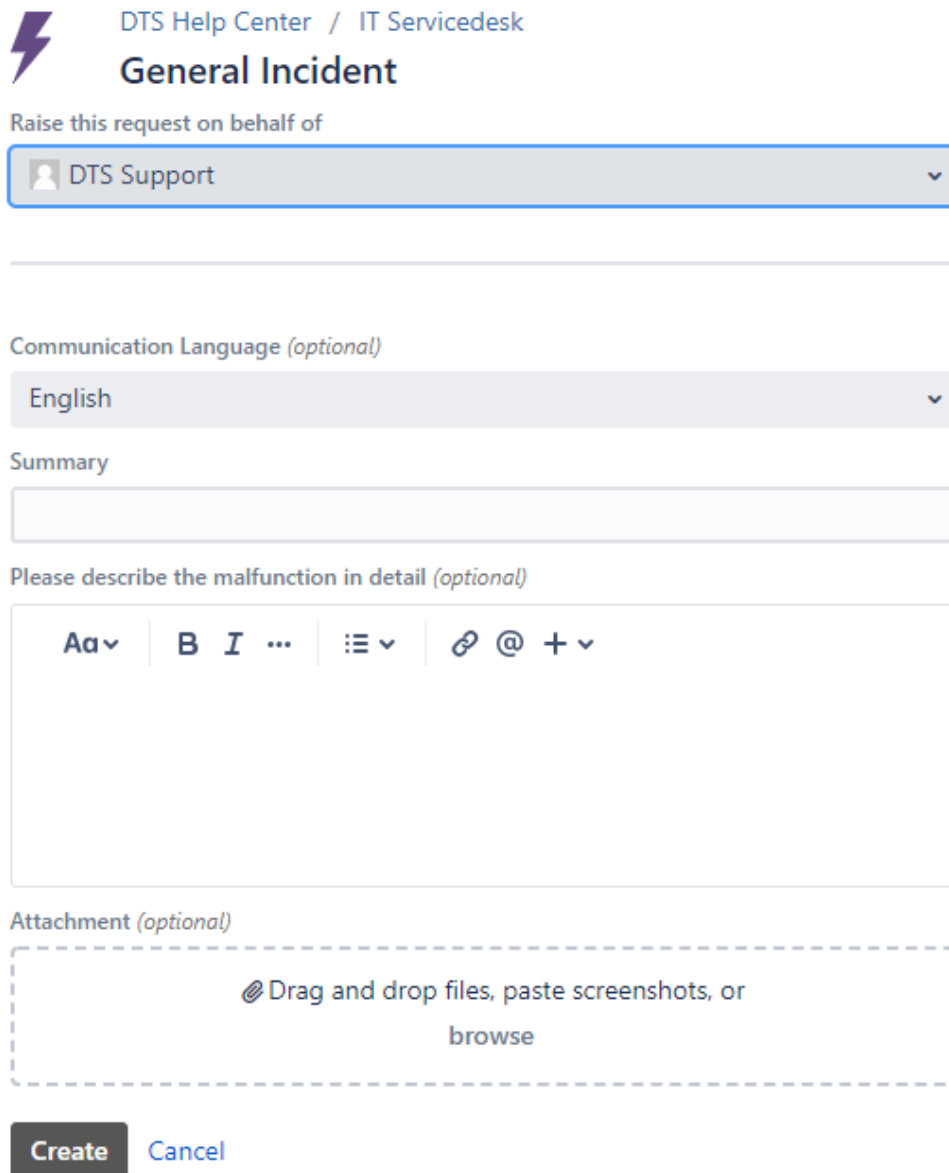


The screenshot shows a Jira ticket interface. At the top, the breadcrumb path is 'DTS Help Center / IT Servicedesk / ITSMSD-238'. The ticket title is 'Change - Neue Firewallregel erstellen'. Below the title is a comment input field with the placeholder text 'Comment on this request...'. To the right of the input field, there is a status indicator 'IN PROGRESS' and two options: 'Don't notify me' (with an eye icon) and 'Vorgang schließen' (with a close icon). Below the input field is the 'Activity' section, which shows a comment from 'Kundenuser Test Adelisa' posted 'Just now' and marked as 'LATEST'. The comment content is 'RfSC009.docx (33 kB)'. To the right of the activity, there is a 'Shared with' section showing 'Kundenuser Test Adelisa' as the 'Creator'. Below the activity is the 'Details' section, which is also 'Just now' and contains the text: 'Genauere Beschreibung der Anfrage', 'Bitte den angefügten RfSC umsetzen.', and 'Danke.'. At the bottom of the page, it says 'Powered by Jira Service Management'.

Step 1.2: General Incident

An incident is reported as soon as a service interruption occurs or can be prevented.

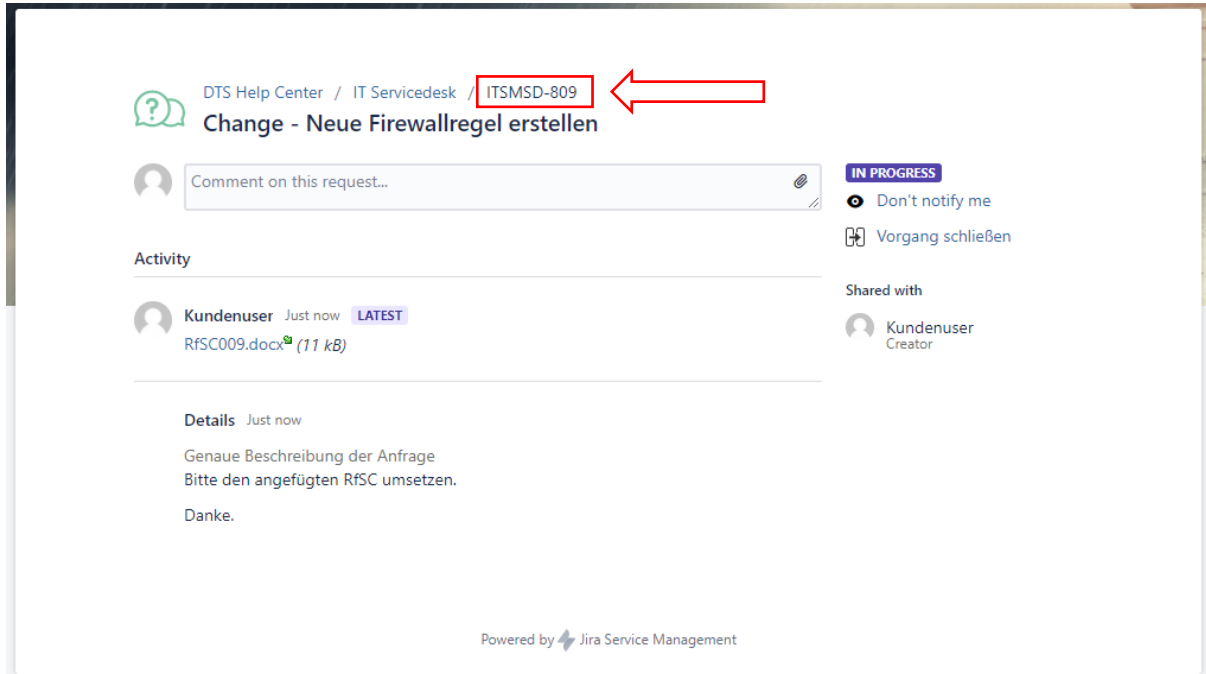
The same fields as described above for General Support appear in the mask.



The screenshot shows the 'General Incident' form in the DTS Help Center. At the top left is a lightning bolt icon. The breadcrumb 'DTS Help Center / IT Servicedesk' is followed by the title 'General Incident'. Below this is a dropdown menu for 'Raise this request on behalf of' with 'DTS Support' selected. A horizontal line separates this from the 'Communication Language (optional)' dropdown, which is set to 'English'. Below that is a 'Summary' text input field. The next section is 'Please describe the malfunction in detail (optional)', which contains a rich text editor with a toolbar showing options for text color (Aa), bold (B), italic (I), list (☰), link (🔗), mention (@), and insert (+). At the bottom is an 'Attachment (optional)' area with a dashed border and the text 'Drag and drop files, paste screenshots, or browse'. At the very bottom are two buttons: 'Create' (dark grey) and 'Cancel' (blue).

Step 2: View the Ticket Number

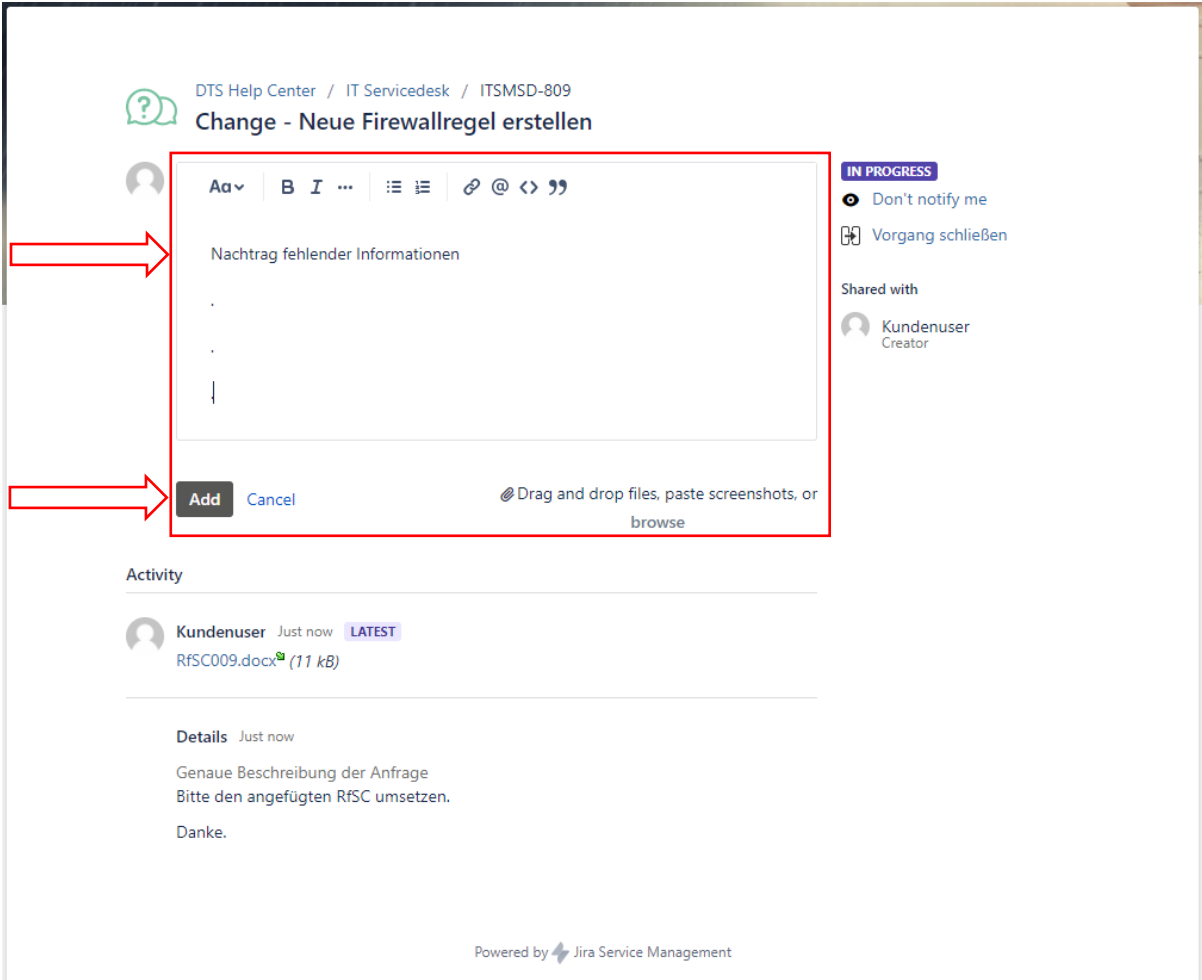
After creating a process the ticket number appears above the title.



The screenshot displays a Jira ticket interface. At the top left, there is a breadcrumb trail: "DTS Help Center / IT Servicedesk / ITSMSD-809". The ticket number "ITSMSD-809" is enclosed in a red rectangular box, and a red arrow points from the right side of this box towards the left. Below the breadcrumb, the ticket title is "Change - Neue Firewallregel erstellen". Underneath the title is a comment input field with the placeholder text "Comment on this request...". To the right of the input field, there is a status indicator "IN PROGRESS" and two options: "Don't notify me" and "Vorgang schließen". Below the input field, there is an "Activity" section. The first activity is from "Kundenuser" (Just now, LATEST), showing a document attachment "RfSC009.docx" (11 kB). To the right of the activity, it says "Shared with Kundenuser Creator". Below the activity, there is a "Details" section (Just now) with the text: "Genauere Beschreibung der Anfrage", "Bitte den angefügten RfSC umsetzen.", and "Danke.". At the bottom center, it says "Powered by Jira Service Management".

Step 3: Adding a comment as a Note:

As soon as you click on the text field, you can write a comment. You have the option to format your comment and attach files.



The screenshot shows a Jira issue page for "Change - Neue Firewallregel erstellen" (ITSM-809). The issue status is "IN PROGRESS". The comment field is active, showing the text "Nachtrag fehlender Informationen" and a rich text editor toolbar. Two red arrows point to the text field and the "Add" button. The activity section shows a comment from "Kundenuser" (Just now, LATEST) with an attached file "RfSC009.docx" (11 kB). The details section shows the description: "Genauere Beschreibung der Anfrage. Bitte den angefügten RfSC umsetzen. Danke." The footer indicates "Powered by Jira Service Management".

DTS Help Center / IT Servicedesk / ITSM-809
Change - Neue Firewallregel erstellen

IN PROGRESS
Don't notify me
Vorgang schließen

Shared with
Kundenuser
Creator

Nachtrag fehlender Informationen

Add Cancel Drag and drop files, paste screenshots, or browse

Activity

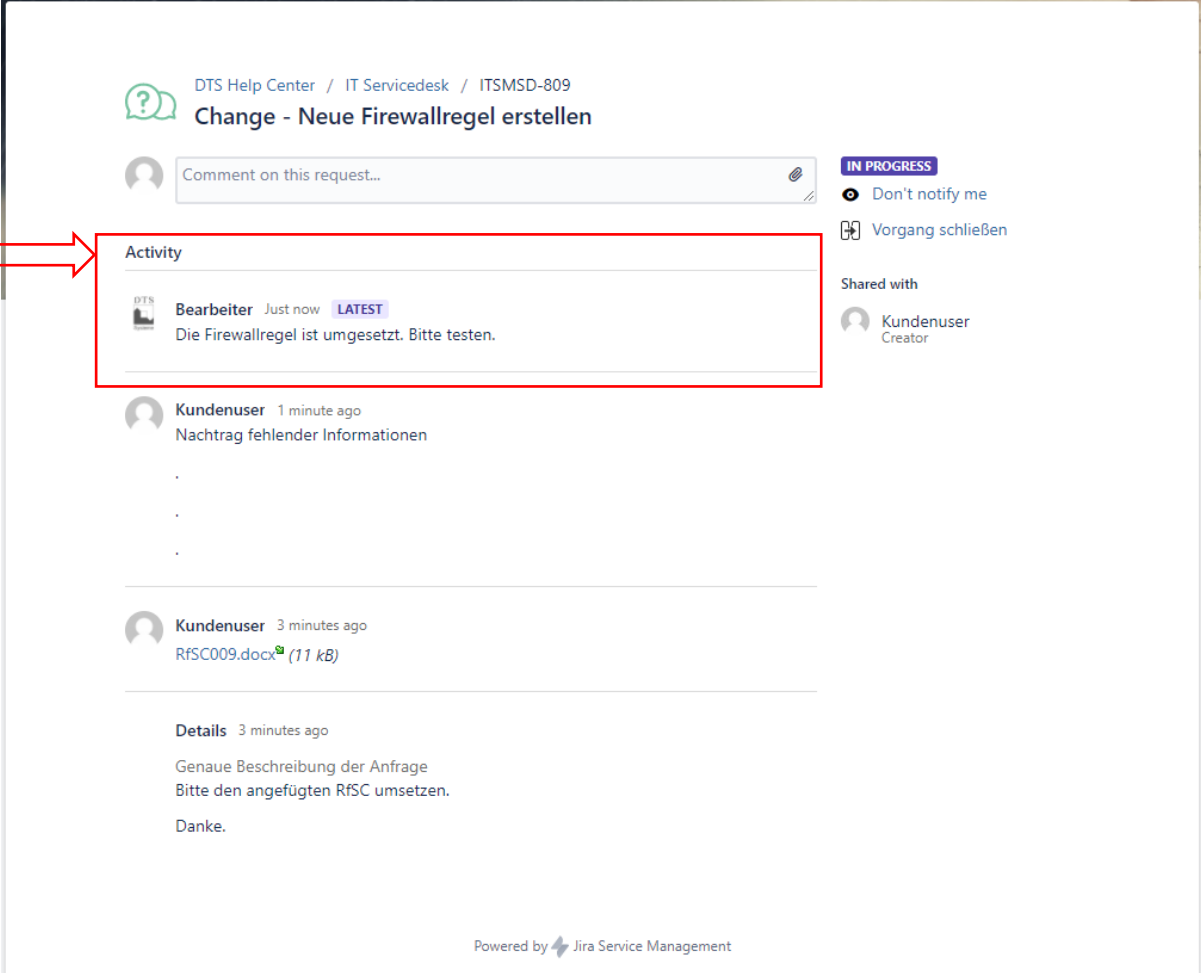
Kundenuser Just now **LATEST**
RfSC009.docx (11 kB)

Details Just now
Genauere Beschreibung der Anfrage
Bitte den angefügten RfSC umsetzen.
Danke.

Powered by Jira Service Management

Step 4: Viewing the Ticket Processing

If the ticket is updated by the agent, an activity appears in your display. It is visible when the messages are published. The latest entry appears at the top.



The screenshot displays a Jira ticket interface. At the top, the breadcrumb navigation reads "DTS Help Center / IT Servicedesk / ITMSMD-809". The ticket title is "Change - Neue Firewallregel erstellen". Below the title is a comment input field with the placeholder text "Comment on this request...". To the right of the input field, there is a status indicator "IN PROGRESS" and two options: "Don't notify me" and "Vorgang schließen".

The "Activity" section is highlighted with a red box and a red arrow pointing to it from the left. The activity list shows:

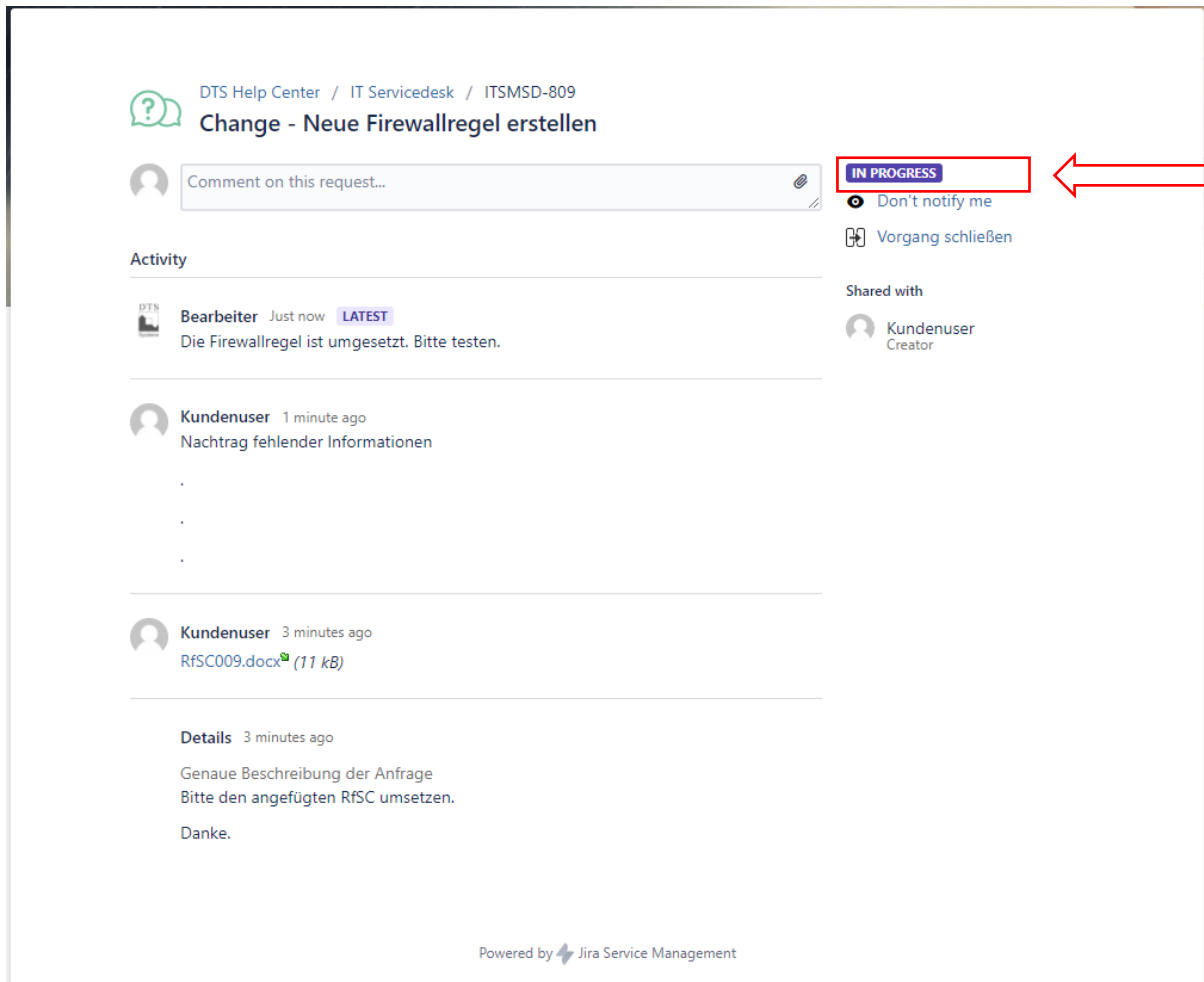
- Bearbeiter** Just now **LATEST**
Die Firewallregel ist umgesetzt. Bitte testen.
- Kundenuser** 1 minute ago
Nachtrag fehlender Informationen
- Kundenuser** 3 minutes ago
RfSC009.docx (11 kB)

Below the activity list, there is a "Details" section with the text: "Genauere Beschreibung der Anfrage", "Bitte den angefügten RfSC umsetzen.", and "Danke.".

At the bottom of the page, it says "Powered by Jira Service Management".

Step 5: Viewing the Ticket Status:

In the ticket view, you will see the status display on the right. A ticket is opened in the status in progress.

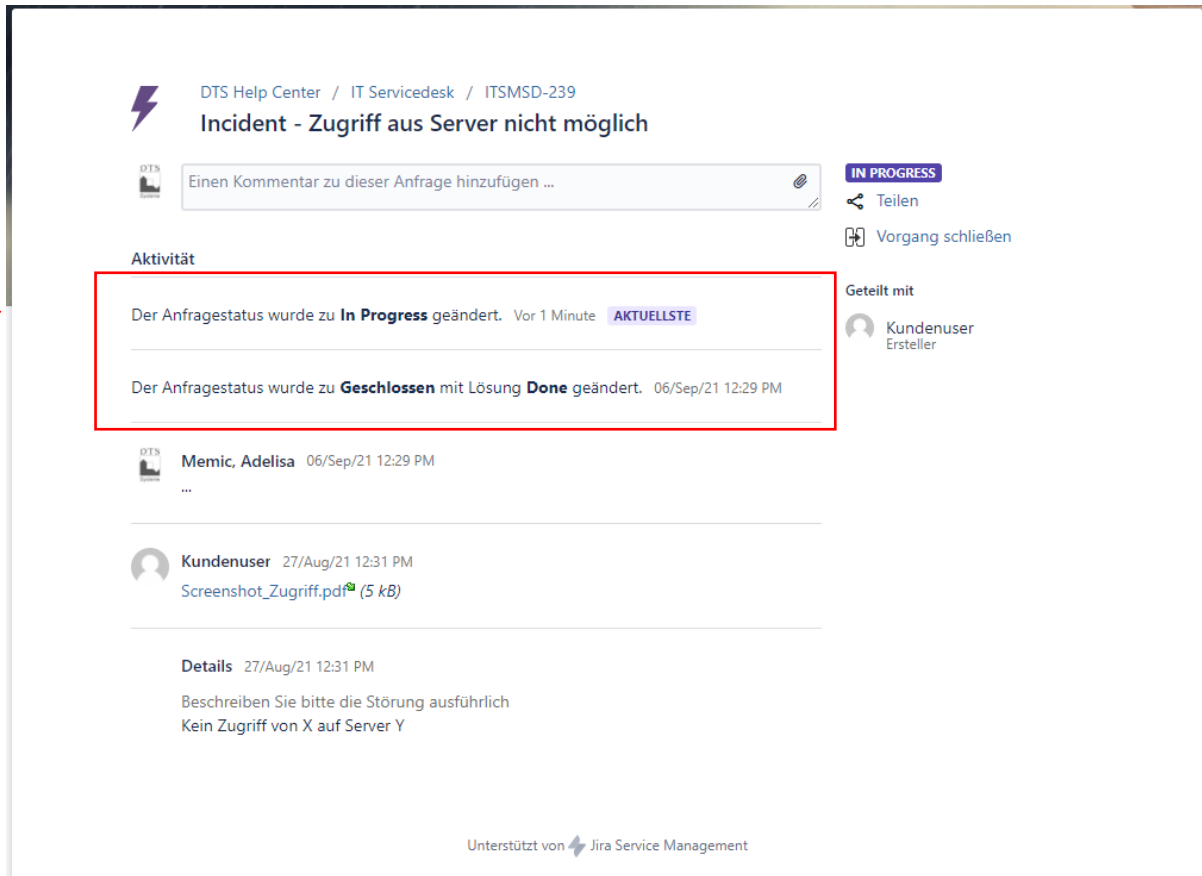


There are four statuses: in progress, pending, resolved and closed. If a ticket is newly created or in progress, the status is in progress. If it is waiting for your feedback, internal clarification or a date, it is pending. After successful resolution, it is resolved and can be reopened, if the issue is not solved oin fact. After seven days, a ticket is transferred to the status closed and remains closed forever. If you close your ticket on your own, it will go directly to the status closed. You will learn how to close a ticket in step 8.

Type	Reference	Summary	Service project	Status	Requester
	ITMSMD-239	Incident - Zugriff aus Server nicht möglich	IT Servicedesk	CLOSED	Kundenuser
	ITMSMD-375	Falsche Version Virenschanner	IT Servicedesk	PENDING	Kundenuser
	ITMSMD-70	need updates	IT Servicedesk	RESOLVED	Kundenuser
	ITMSMD-269	Aufhebung der Update-Beschränkung für den Firefox-Browser.	IT Servicedesk	IN PROGRESS	Kundenuser

Step 6: Viewing the Status Change

If the ticket status is changed, this activity appears in ticket view



The screenshot displays a Jira ticket interface for an incident. At the top, the breadcrumb path is "DTS Help Center / IT Servicedesk / ITSMSD-239". The incident title is "Incident - Zugriff aus Server nicht möglich". The current status is "IN PROGRESS". A comment input field is visible with the placeholder text "Einen Kommentar zu dieser Anfrage hinzufügen ...".

The "Aktivität" (Activity) section is highlighted with a red box. It contains two entries:

- The first entry states: "Der Anfragestatus wurde zu **In Progress** geändert. Vor 1 Minute **AKTUELLESTE**". A red arrow points to this entry from the left.
- The second entry states: "Der Anfragestatus wurde zu **Geschlossen** mit Lösung **Done** geändert. 06/Sep/21 12:29 PM".

Below the activity section, there are two user comments:

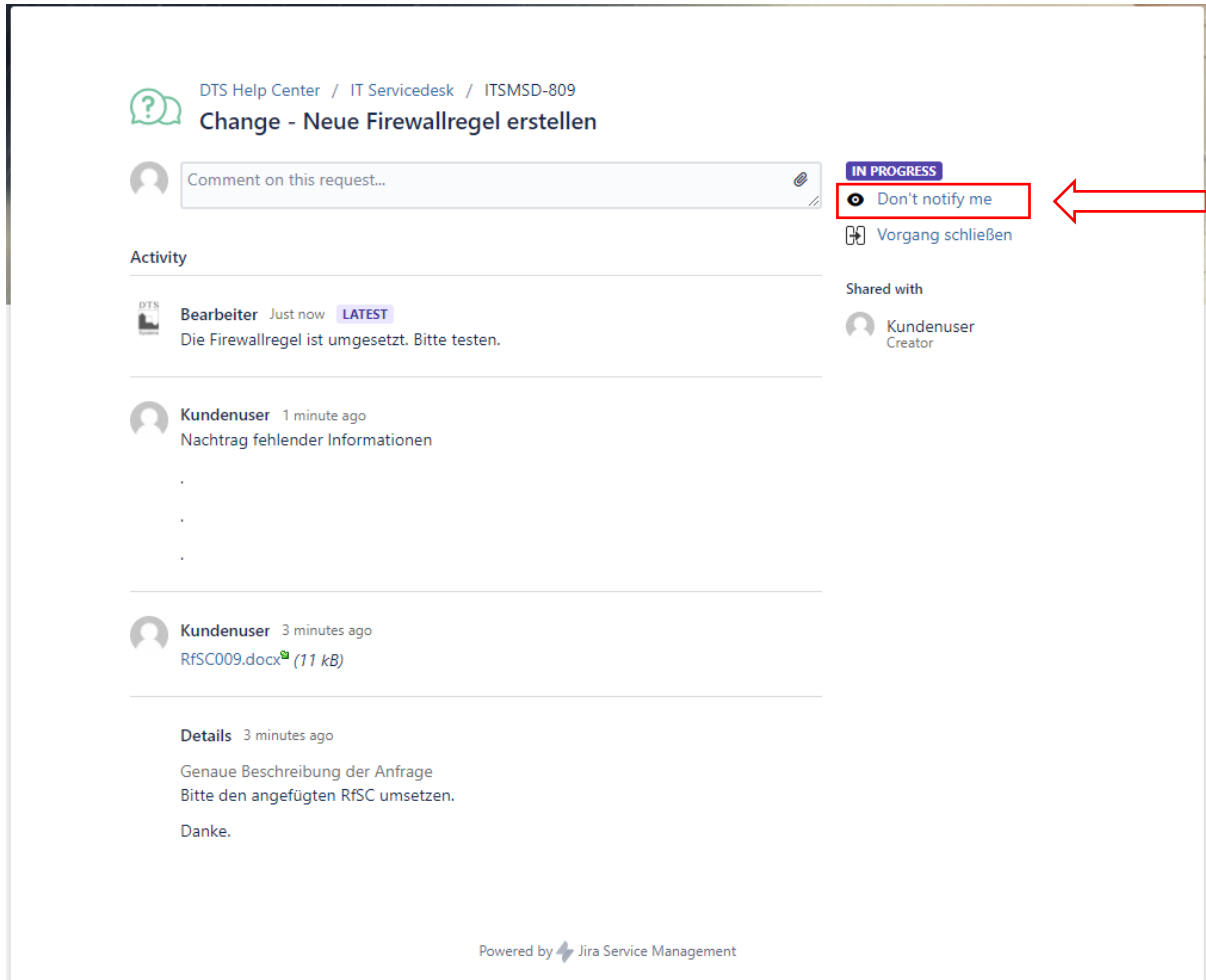
- A comment from "Memic, Adelisa" dated "06/Sep/21 12:29 PM".
- A comment from "Kundenuser" dated "27/Aug/21 12:31 PM" with an attached file "Screenshot_Zugriff.pdf (5 kB)".

The "Details" section shows the text: "Beschreiben Sie bitte die Störung ausführlich" and "Kein Zugriff von X auf Server Y".

At the bottom of the page, it says "Unterstützt von Jira Service Management".

Step 7: Turning off Ticket Notification:

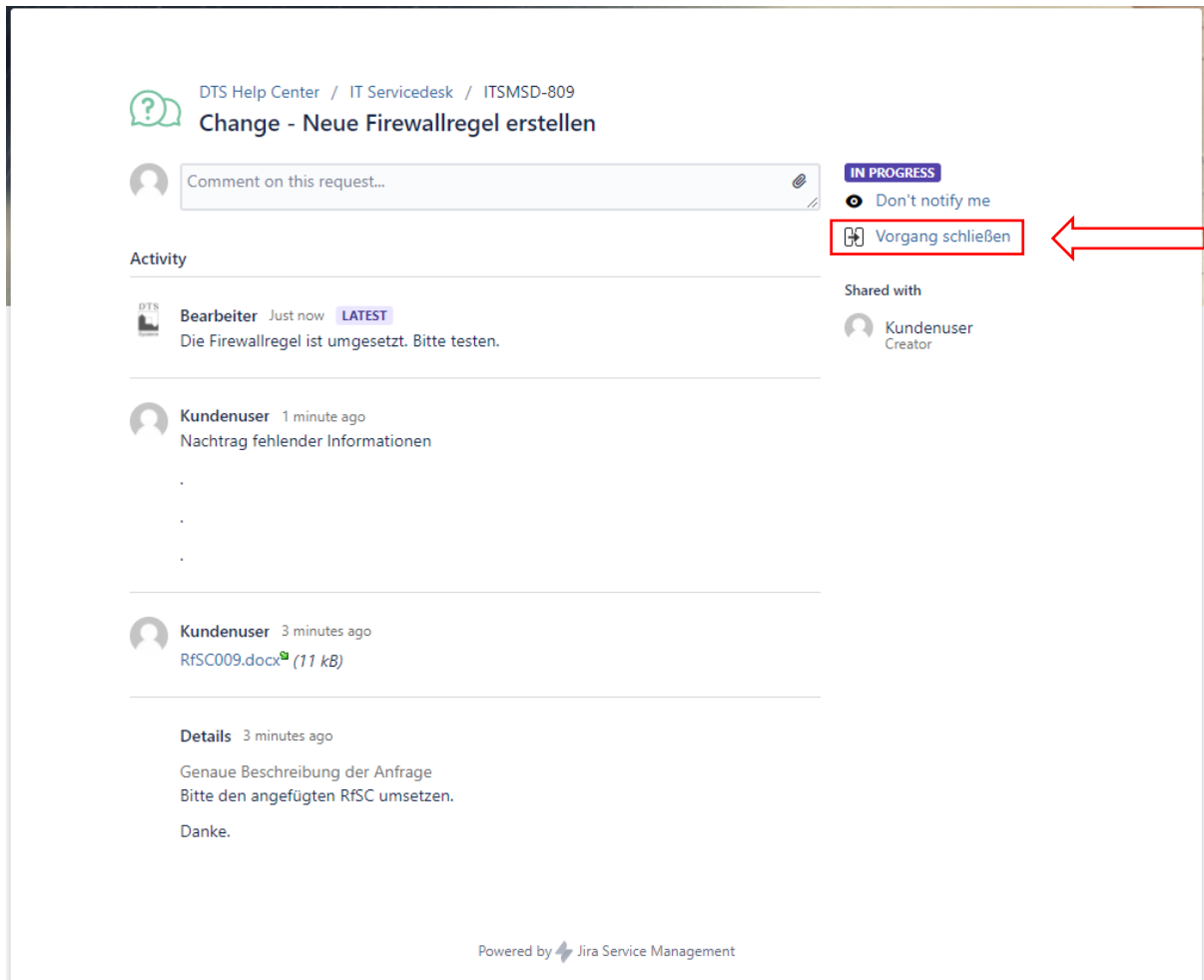
If you do not want to receive information about the ticket, you can turn off the notification and turn it back on at any time.



The screenshot shows a Jira ticket interface for a request titled "Change - Neue Firewallregel erstellen" (Change - Create new firewall rule). The ticket is in the "IN PROGRESS" state. A red box highlights the "Don't notify me" option, with a red arrow pointing to it from the right. Below this, there is a "Vorgang schließen" (Close incident) button. The "Activity" section shows a list of updates: a worker ("Bearbeiter") just now marked as "LATEST" stating "Die Firewallregel ist umgesetzt. Bitte testen." (The firewall rule is implemented. Please test.); a customer ("Kundenuser") 1 minute ago stating "Nachtrag fehlender Informationen" (Supplement of missing information); and another customer ("Kundenuser") 3 minutes ago attaching a document "RfSC009.docx" (11 kB). The "Details" section shows the request description: "Genauere Beschreibung der Anfrage" (More detailed description of the request), "Bitte den angefügten RfSC umsetzen." (Please implement the attached RfSC), and "Danke." (Thank you.). The footer indicates "Powered by Jira Service Management".

Step 8: Closing the Operation

A process can be closed at any time and receives the status closed



The screenshot shows a Jira request page for a change operation. At the top, the breadcrumb path is "DTS Help Center / IT Servicedesk / ITMSMD-809". The request title is "Change - Neue Firewallregel erstellen". The status is "IN PROGRESS". Below the title is a comment input field with the placeholder "Comment on this request...". To the right of the input field are two buttons: "Don't notify me" and "Vorgang schließen". The "Vorgang schließen" button is highlighted with a red rectangular box, and a red arrow points to it from the right. Below the input field is the "Activity" section, which contains three entries: 1. A worker ("Bearbeiter") just now, with the status "LATEST", stating "Die Firewallregel ist umgesetzt. Bitte testen." 2. A customer ("Kundenuser") 1 minute ago, stating "Nachtrag fehlender Informationen" followed by three bullet points. 3. A customer ("Kundenuser") 3 minutes ago, attaching a document "RfSC009.docx" (11 kB). Below the activity is the "Details" section, dated "3 minutes ago", containing the text: "Genauere Beschreibung der Anfrage", "Bitte den angefügten RfSC umsetzen.", and "Danke." At the bottom right, it says "Shared with Kundenuser Creator". At the very bottom, it says "Powered by Jira Service Management".