

SSP Customer Service Desk Portal Help Guide

Overview and incidents guide v1.0

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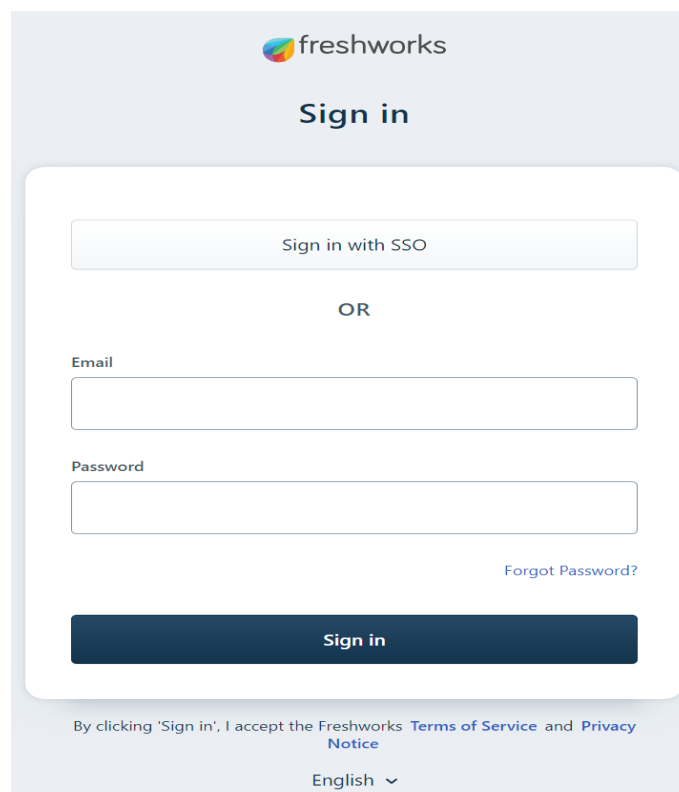
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Introduction

The SSP customer service desk portal is powered by 'FreshService' from Freshworks, an IT Service Management (ITSM) tool which combines ITIL best practices and simple user experience to allow fast, effective resolution and control of incidents, service requests and change management. This document will guide you through the general user experience and how to manage tickets, raise incidents, service requests and use solution articles.

Logging In

To access our portal, you will need to enter the following URL into your browser: <https://sspservicedesk.freshservice.com/support/home> You will then be presented with the following Sign in page. Please ignore 'Sign in with SSO', and select 'Forgot Password?' if this is your first visit to the portal.



The image shows a screenshot of the Freshworks 'Sign in' page. At the top, the Freshworks logo is displayed. Below it, the text 'Sign in' is centered. There is a button labeled 'Sign in with SSO'. Below this, the word 'OR' is centered. There are two input fields: 'Email' and 'Password'. To the right of the 'Password' field is a link that says 'Forgot Password?'. At the bottom of the form is a large dark blue button labeled 'Sign in'. Below the button, there is a line of text: 'By clicking 'Sign in', I accept the Freshworks [Terms of Service](#) and [Privacy Notice](#)'. At the very bottom, there is a language selector that says 'English' with a dropdown arrow.

You will then be presented with the following screen. Please enter your email address and select 'Request reset link'.

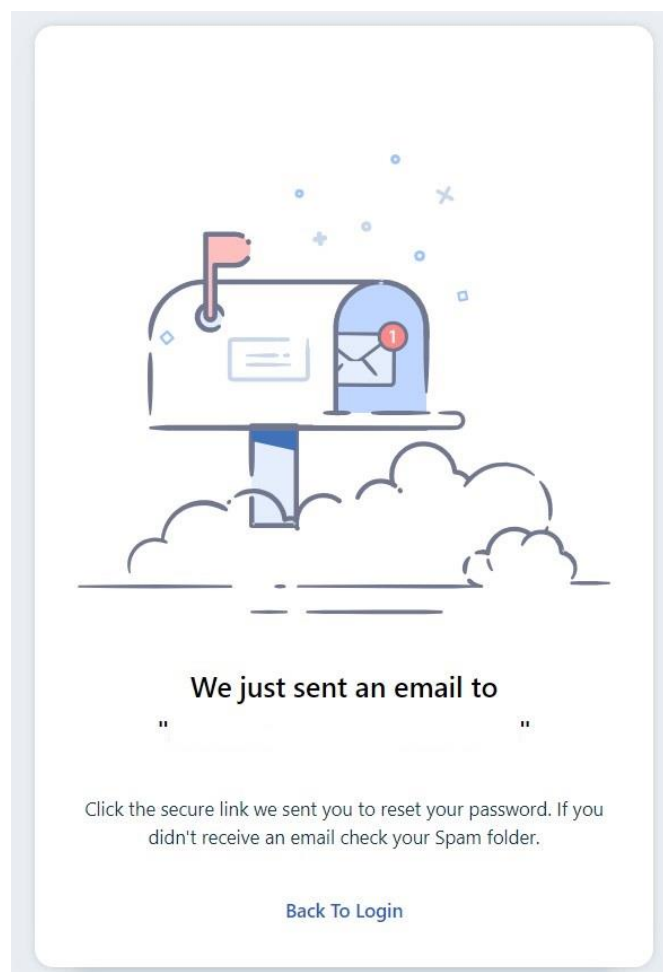
Forgot your password

Please enter the email address you'd like your password reset information sent to

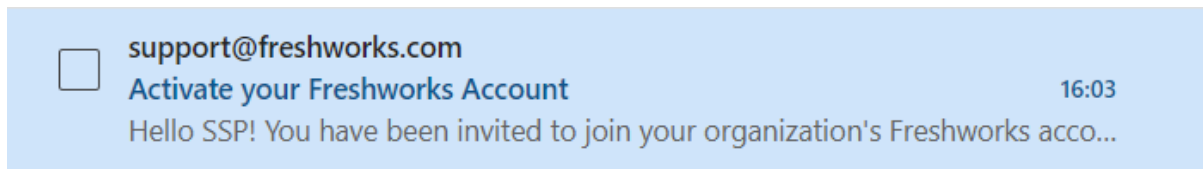
Enter email address

[Request reset link](#)

[Back To Login](#)



The following example email will be sent, please check your junk folder.



Hello SSP!

You have been invited to join your organization's Freshworks account. Click on the button below to activate your account.

Organization URL sspservicedesk.myfreshworks.com

[Activate account](#)

This link will expire at 24 January 2024, 16:03 UTC

Select the 'Activate account' option and enter the following details to reset your password.

First name *

Last name *

Enter password *

Password must

- ⊗ be between 8 and 80 characters
- ⊗ have at least one alphabet and one number
- ⊗ have at least one upper case and one lower case alphabet
- ⊗ have at least one special character

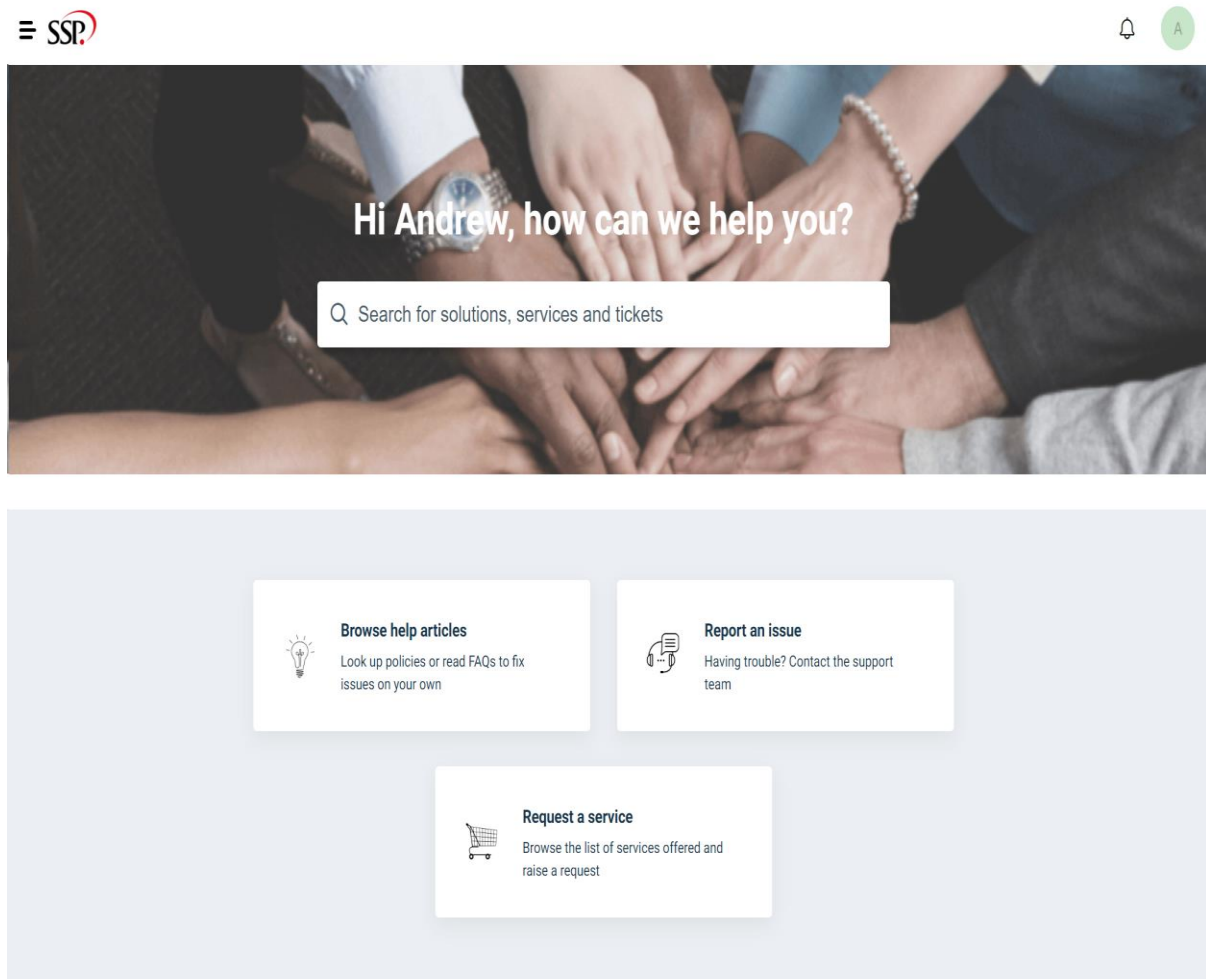
-
- not have your name or email address
 - be different from your last 5 passwords


Confirm password *

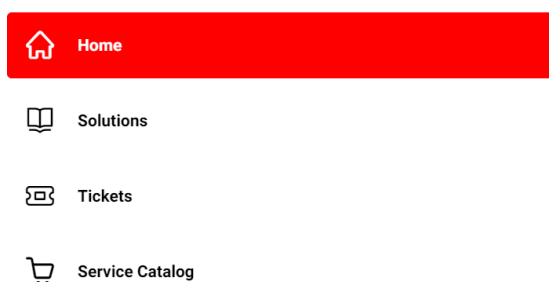
After you have successfully entered your valid credentials, you will then be granted access to the SSP portal to allow you to raise tickets, service requests and browse help articles that may help answer your questions.

The SSP Portal

Our customer service desk portal is split into tiles that can be accessed by clicking on the relevant areas you wish to navigate to as shown below.



You can also access these tiles through the  in the top left corner of the portal page that will give you the following options:



Reporting an issue

You can think of a ticket as a case-sheet that contains the entire history of an issue, right from the minute it was reported to the time it gets closed. Also, every ticket carries a unique ID number that differentiates it from the rest. Tickets are divided into two distinct categories, incidents, and service requests.

- An incident can be defined as an unplanned interruption to (or a reduction in the quality of) the service that SSP provide.
- A service request is a request from a user for information, advice, a standard change, or access to an IT service. The most common example, arguably, is the password reset request.

Incidents

When raising an incident you can click on the below tile, and you will be presented with the ticket form to allow you to enter the details of the incident you wish an SSP agent to investigate.



Report an issue

Having trouble? Contact the support team

[Home](#) > [Report an Issue](#)

Report an Issue

Requester*

Subject*

Description*

B
i
U

 [Attach a file](#) (File size < 40 MB)

Product*

This affects a*

What is the Business Impact*

Our Reference

7  ☐ I agree that I've provided all requested information*

[Cancel](#)
[Submit](#)

9 



Looking to solve your issue quickly?

Add more details to the subject to see relevant articles right here!

8 

1. Email Address (Requester)

The requester that raises the ticket will be pre-populated into this field and will not require entry.

2. Subject

The subject line should include a short description of the issue being raised. Key words entered here will trigger any relevant items in the knowledge base articles that will be shown in section 9. Note that any field that shows an * next to the field heading is a mandatory field.

Description

The description field allows the user to enter the full description of the issue including any screenshots and attachments you feel are relevant to helping the agent to triage the issue. If possible, include any replication steps as this will help the agent to identify the problem.

Attachments

Attach any files relevant to the issue that you think may be helpful to the agent like logs, screen captures, and documents.

3. Product

The product field is a dropdown and will present you with a list of SSP products that we support for your company.

4. This affects

This field is a dropdown that you can select from that will help us to prioritise your ticket. A matrix will calculate the priority of your ticket based on your selection. The following options are available and their definition.

Extent	Description
Organisation	All users at all locations within the Client's organisation are unable to use the Software for critical business functions. The ability of the Client to provide services to its business is no longer possible. There is no acceptable workaround. There is a significant legislative or financial impact. Significant reputation damage.
Department	A large number of Users but not all are affected and unable to use the core Software or a material part of the core Software. Some business processes are unavailable with no acceptable workaround. The ability of the Client to provide services to its business is impaired. There is degradation or partial loss of some functionality or performance of the Software affecting a department.
Team	Some business processes are impacted but there is an acceptable workaround. A moderate number of Users are impacted. Minor loss of operational functionality in the Software
Single user	A minimal number or single User is impacted but there is an acceptable workaround; noncritical business functions are affected

5. Business Impact

This field is a dropdown that you can select from that will help us to prioritise your ticket. A matrix will calculate the priority of your ticket based on your selection. This field works in conjunction with the “This Affects” field. The following options are available and their definition.

Category	Description
Major	The business impact caused by the Incident increases rapidly. Work that cannot be completed is highly time critical. Requires heightened and sustained end to end management focus to resolve the Incident.
High	Has the potential to result in a service outage if left unresolved. Heightened management and focus is required to resolve the Incident.
Medium	Work that cannot be completed by Users is not yet time critical. Incident may be resolved via standard Incident processes using agreed timescales.
Low	Work that cannot be completed by Users is not time critical. No scheduled completion time is required and normal work can continue until resolved. Degradation in the performance of the Development Environment or the Pre-Production Environment has occurred.


6. Reference

This field can be used to link your incident with any internal helpdesk system that you have in place like Jira, ServiceNow or any other relevant link you wish to record on the ticket.

7. Disclaimer

This is a required field and must be ticked before you can submit the ticket.

8. Submit Ticket

Once all information has been entered including all mandatory fields, you can submit the ticket. This ticket will be assigned to a designated team. You will be informed of any updates on this ticket as the requester via Email as well as through the Bell Icon on the portal page .

9. Knowledge Articles

When you start entering key words into the Subject line of the ticket, any existing articles that have been created and match on some of your key words will be presented in this area.

Service Request

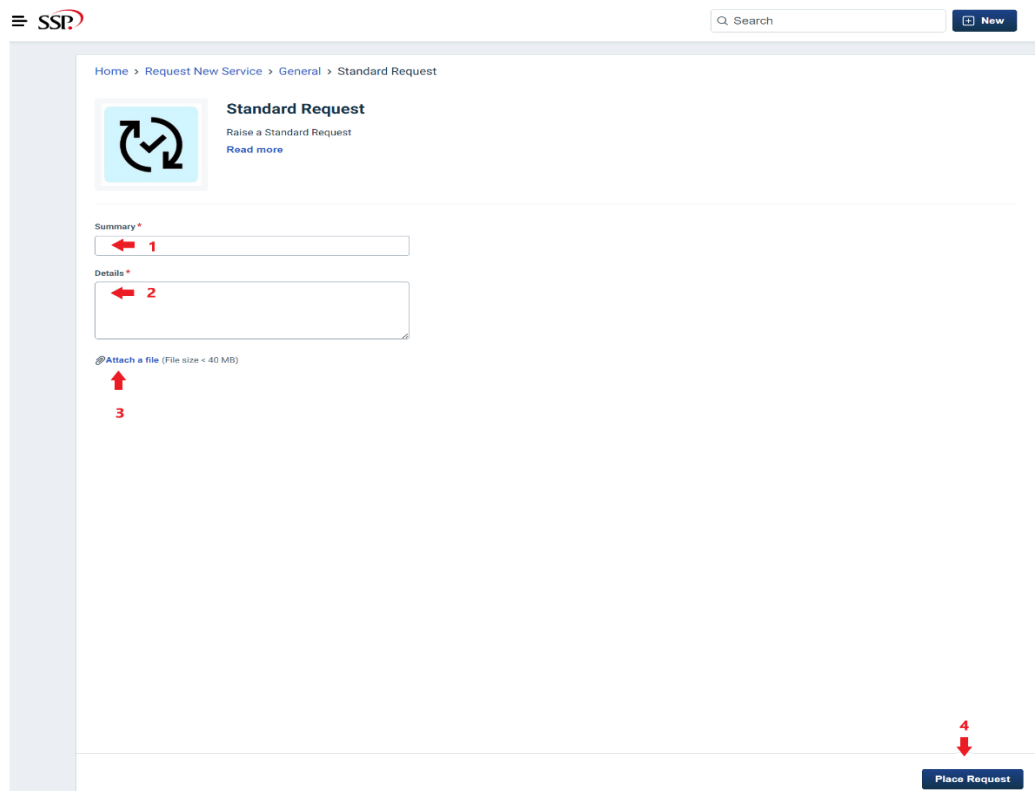
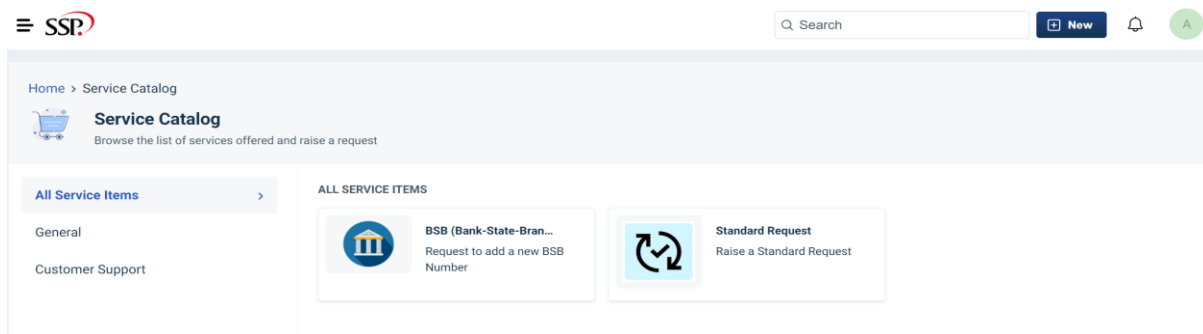
A service requests is used for advice or guidance for the use of hosted software, requests for training, consultancy or other services; password reset; and provision of status information on requests in the system.

When raising a service request with the helpdesk you can click on the below tile, and you will be presented with more tiles specific to your company.



Request a service

Browse the list of services offered and raise a request



1. Summary

Enter the summary of the service request you are raising; this should be brief and descriptive.

2. Detail

The detail of the service request should contain as much relevant information as possible about the service you wish for the agent to perform.

3. Attach a file

Attach and document relevant to the service request. Please note there is a limitation of 40 MB per attachment.

4. Place Request

When you are happy that all details have been entered you can place the request. The request will be sent to the appropriate team to be actioned. Remember that all fields on the form that have a * are considered mandatory and will need to be filled prior to placing the request.

Solution Articles

To access a list of available solution articles you can select the Browse Help Article tile as shown below.




Browse help articles

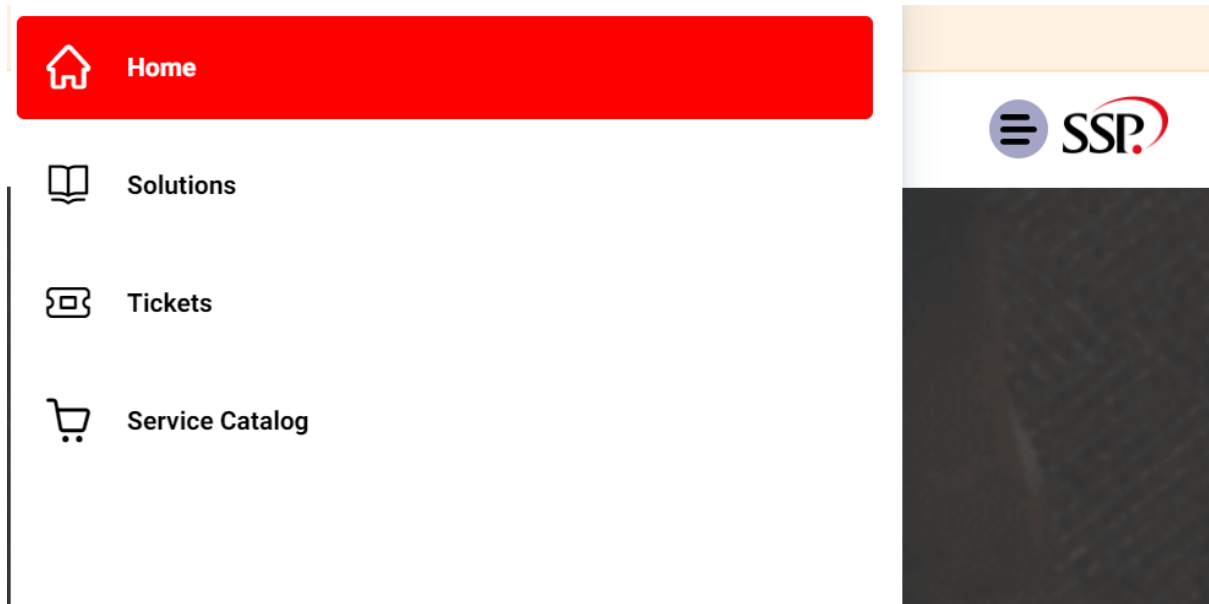
Look up policies or read FAQs to fix issues on your own

Think of solution articles as a knowledge base to help you better understand processes used on a daily basis. The number of articles available will initially be small as this is a new system but will grow over time and allow the requester to eventually self-service some regular questions that consistently occur for a service provided by SSP. An example may be how to add a claim in your system and can include screen shots and formatted text that can be viewed in your HTML browser.

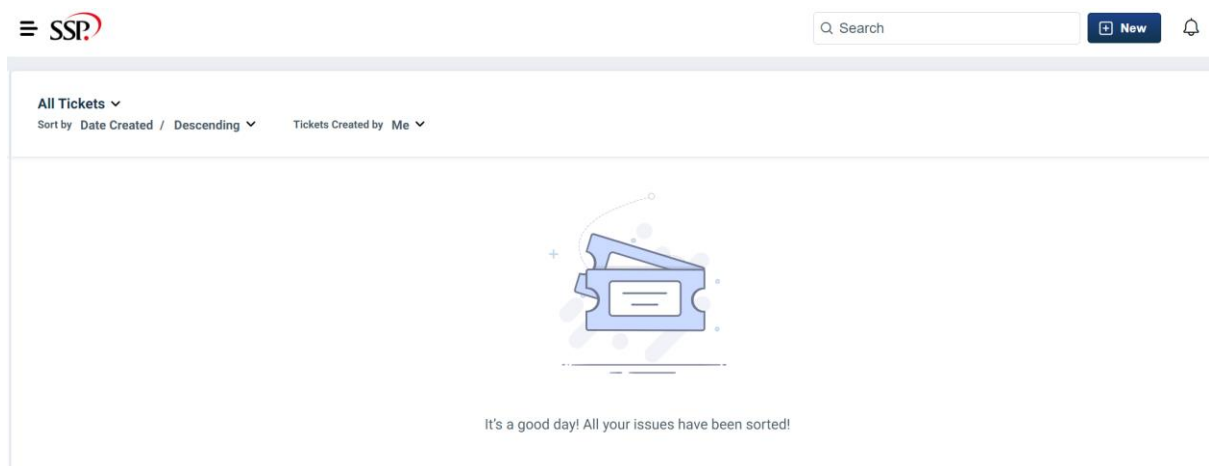
Viewing Tickets

To access tickets created by you or one of your team members, you can do the following:

Select the  symbol and then click on Tickets in the side menu as shown below.

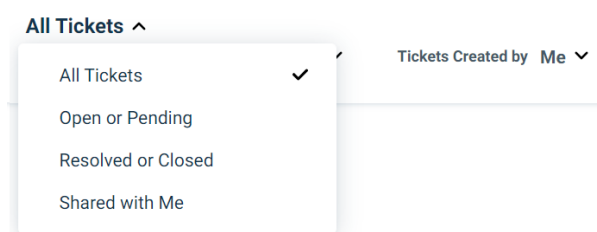


You will then be presented with a default list of your open tickets as shown below:

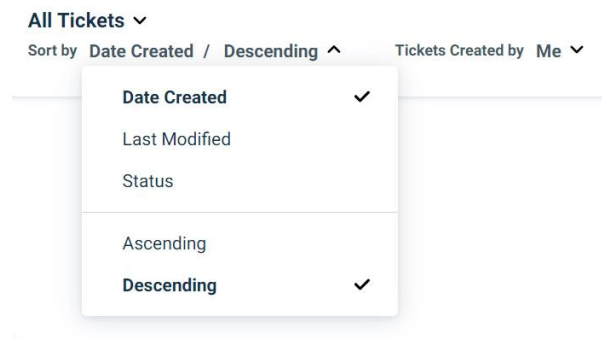


Filtering

To change the view and list of tickets being displayed you have three filter options. The first is a drop-down menu from the All Tickets:



Once you have selected the type of tickets you wish to view, you can then filter further by clicking on the **Sort by** drop-down.



The last filter allows you to select whether you want to view tickets you are working on OR tickets raised by other members of your team.

