Introduction to Supportal

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What is Supportal?

Since October 2015 is the support portal for Innovative (Virtua) customers and since January 2016 for (Sierra/Millennium) customers:

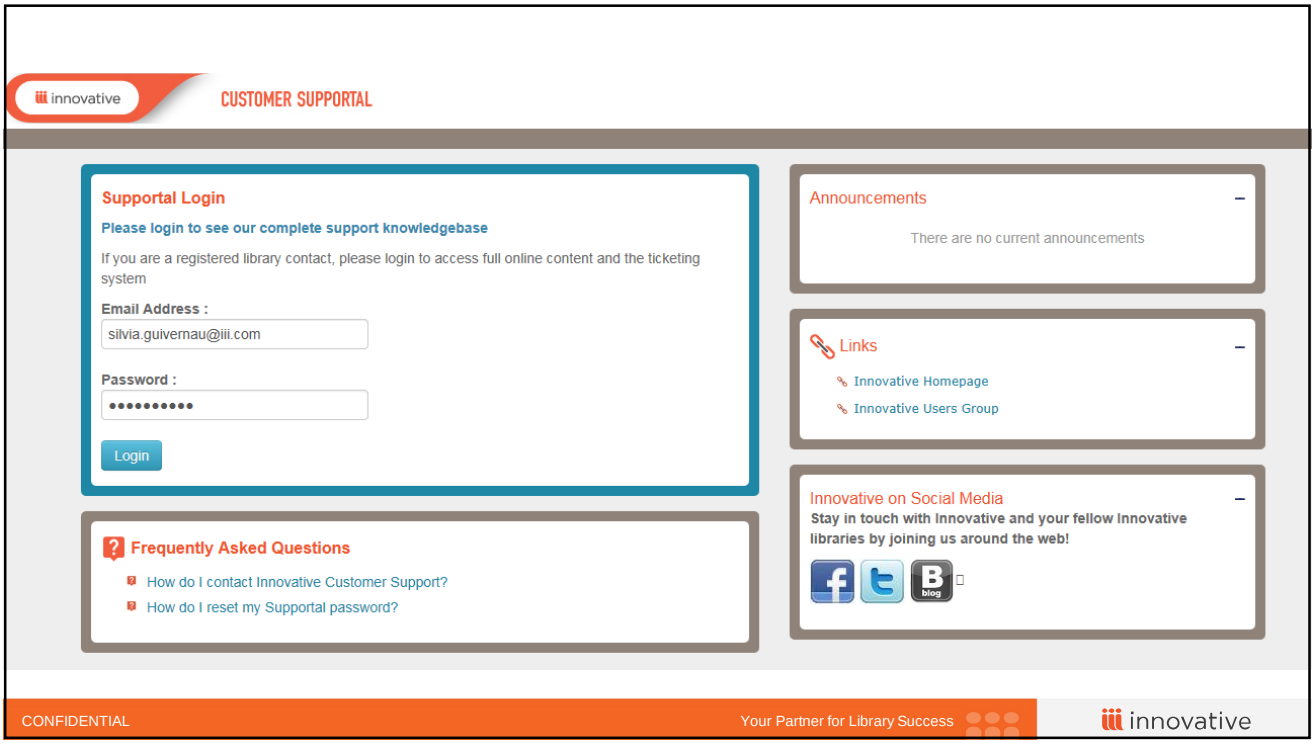
- Knowledge Base
  - It stores answers provided to customers³questions/requests. You can pre-select by product: Millennium, Sierra or Virtua.
- Ticket Management
  - Create, update tickets and also view closed tickets.
- Contacts Management
  - Add new contacts and update existing ones. These functionalities are controlled by user roles.
- Forums
  - Coming soon

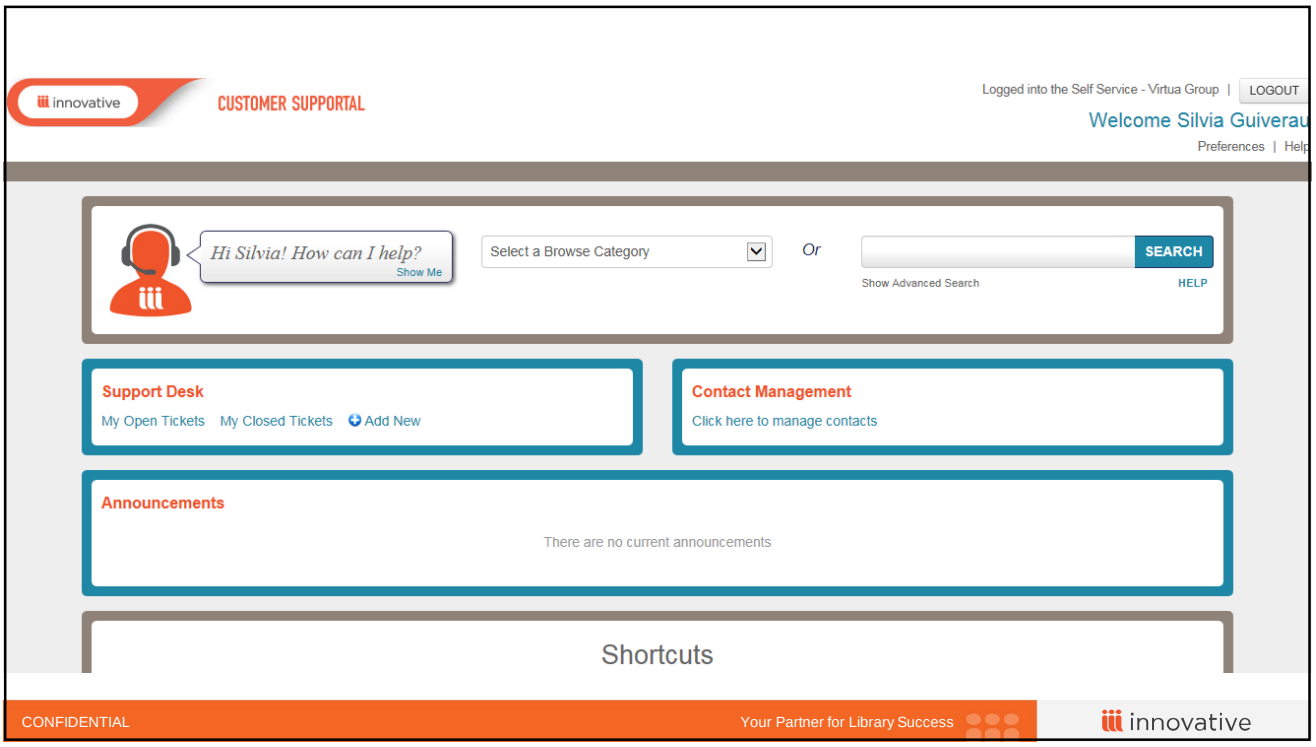
How to access: support.iii.com

- Each registered contact can access, using their email address and provided password.

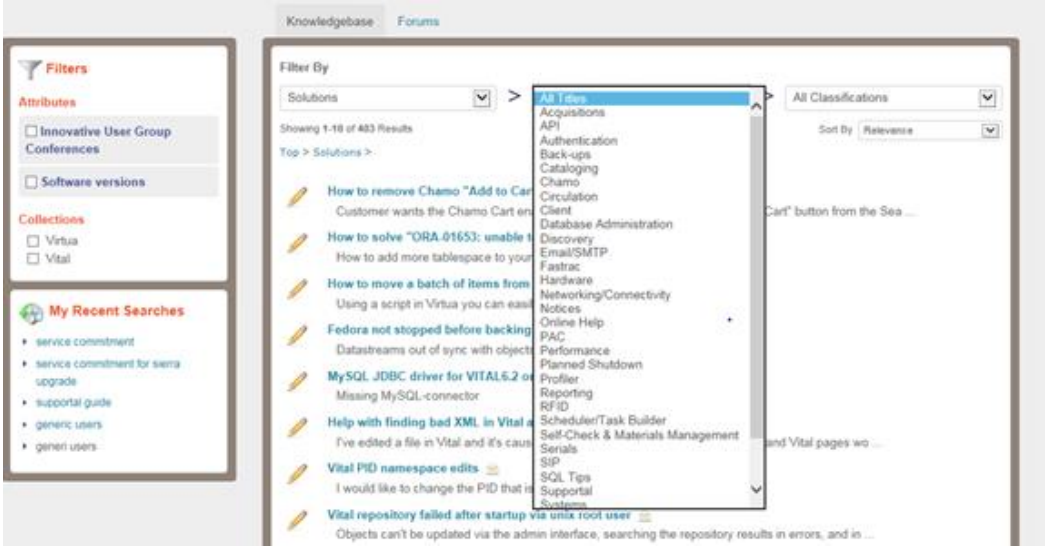
Permissions (Roles):

- **Administrator**: can modify all tickets and all contacts and create new contacts.
- **Regular**: can modify their own tickets and their own contact.
- **Limited**: Has no access to tickets or contacts.

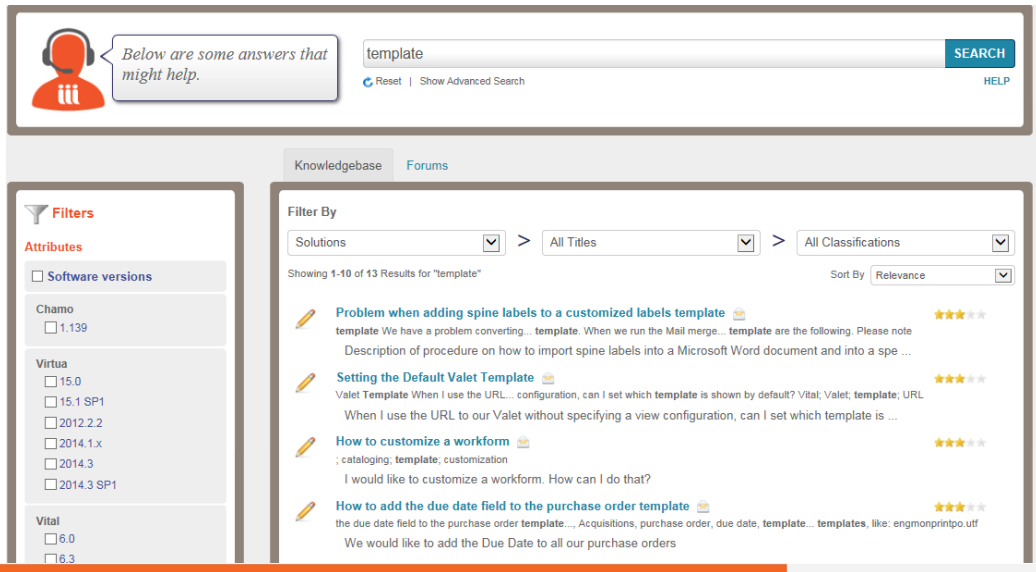




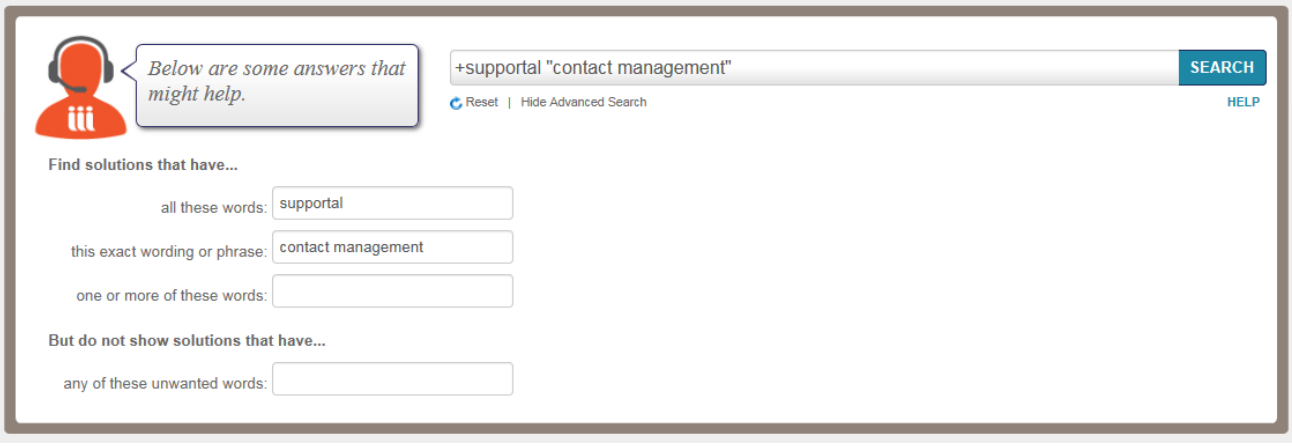
How to search the Knowledge Base: search by category



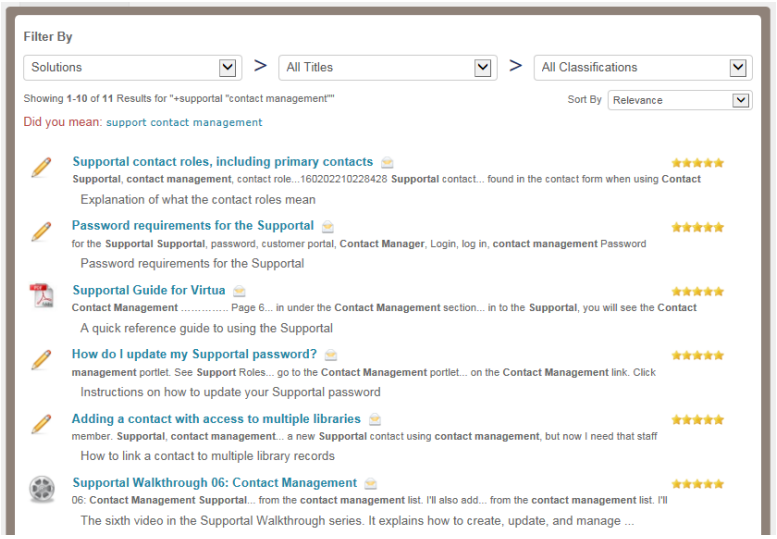
How to search the Knowledge Base: search by keyword



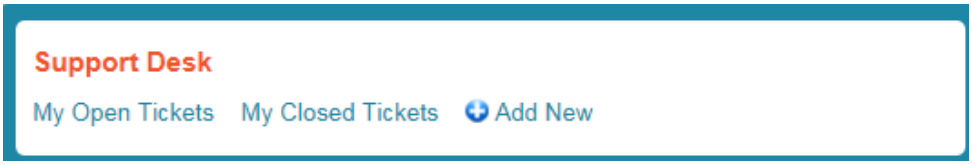
How to search the Knowledge Base: advanced search (1)



How to search the Knowledge Base: advanced search (2)



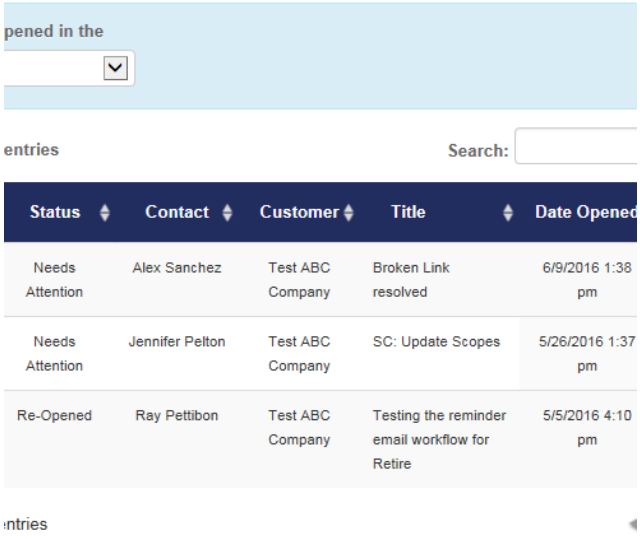
Helpdesk: tickets management



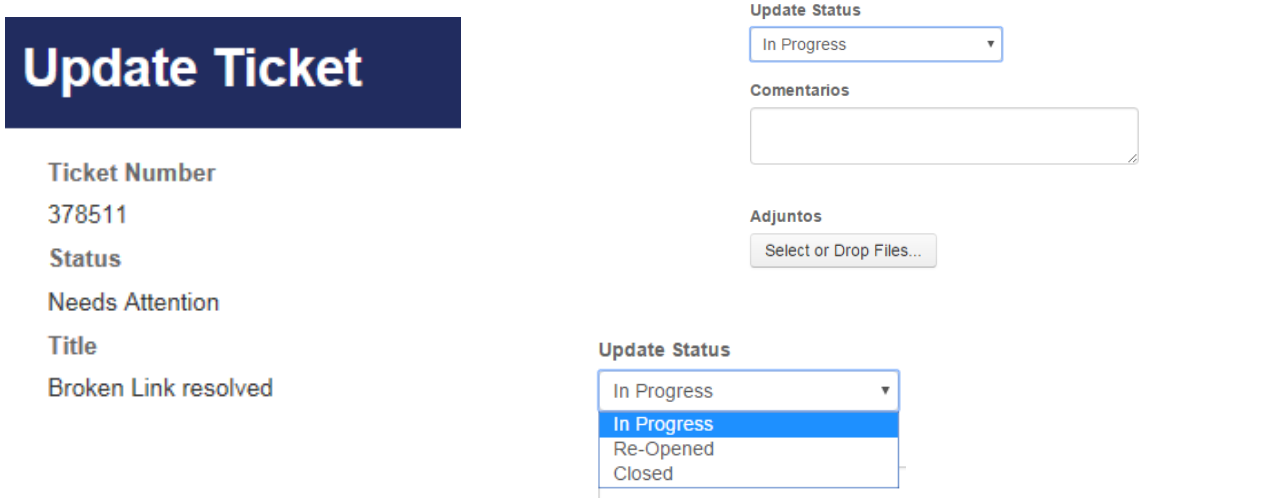
- My open tickets
  - see current status, update ticket or claim ticket
- My closed tickets
  - See current status and reopen if not resolved.
- Add new ticket

Ticket management: open and closed tickets

- Filter by date; last 60 days as default (from opening date).
  - Other options are:
    - Last 120
    - Last year
    - All open tickets
- Limit search by title keyword
- Show 10, 25, 50 or 100 entries

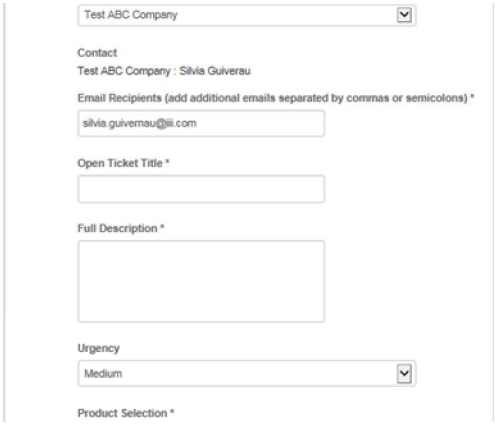


Ticket management : update, claim, close and re-open a ticket

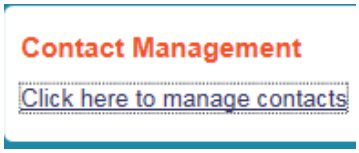


Ticket management: Open ticket

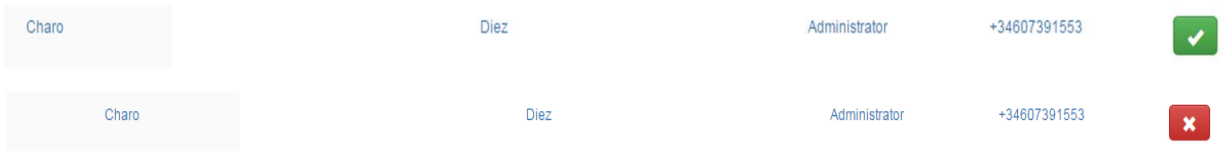
- Customer name and contact are there by default
- Brief but meaningful title
- Description: detailed information with examples, steps to reproduce, logins…
- Urgency: medium by default
- Product selection: select a product, 2-3 levels are compulsory
- Attachments (select or drop files)
- You can also add a ticket from a Solution



Contact management

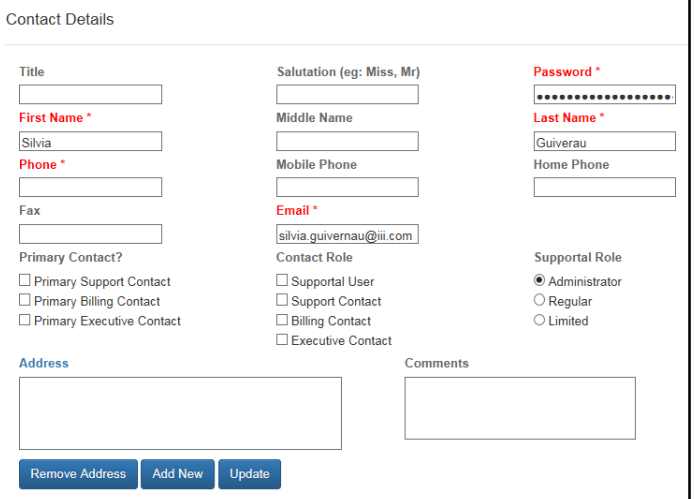


- Contacts can not be deleted, they can only be disabled

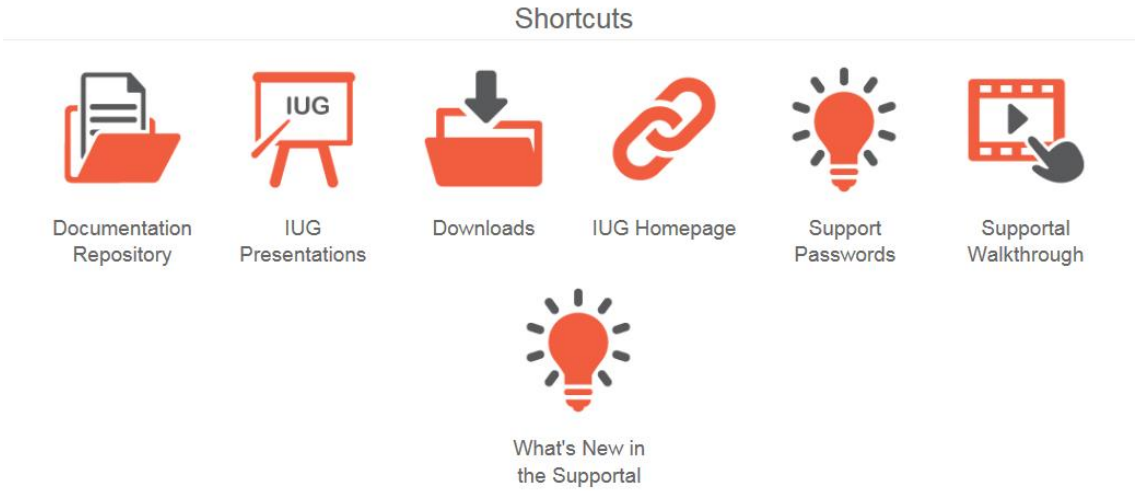


Contact management

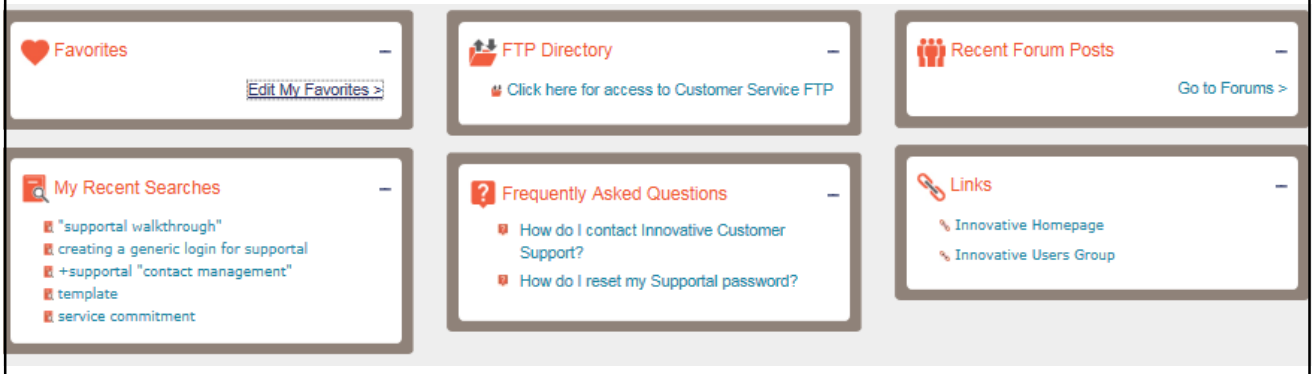
- Supportal user: Can see tickets of all contacts and add new ones
- Support contact: will receive Innovative communications
- Primary contact: only one by type
- Password: 15 characters max. and can not contain [<>%()]



Shortcuts



And more…



Thank you!