



Jira Usage – Partners

Introduction and Objectives

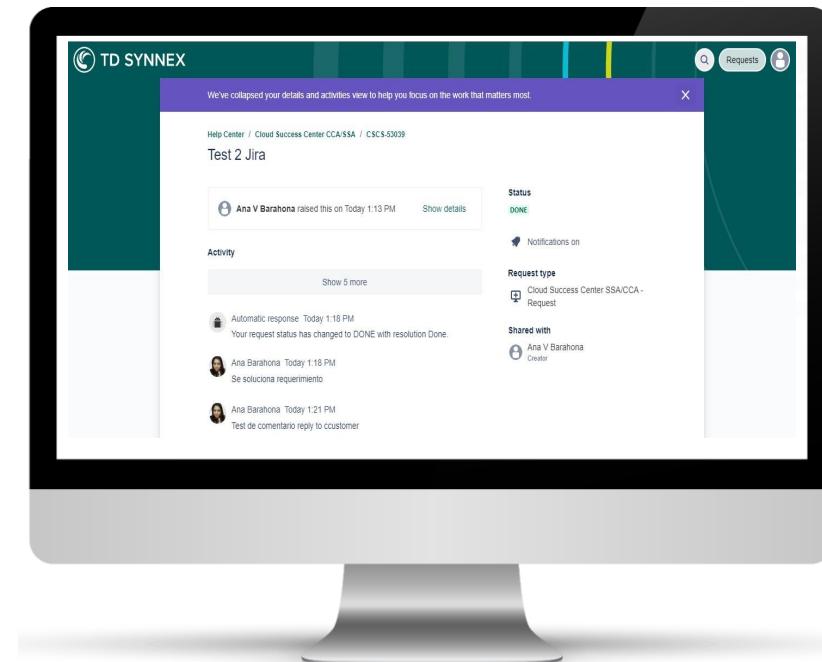
As part of the process standardization at TD SYNNEX, all our communication channels for Cloud support will be concentrated in a single tool: **Jira**.

Through Jira, it is possible to:

- ✓ Offer excellent service
- ✓ Increase visibility

Objectives:

- Unify the contact center
- Visibility for all stakeholders in each of the processes.



Ticket Creation

- Go to: <https://wclatam.atlassian.net/servicedesk/customer/portal/94>
- You will receive an automatic reply email with a Jira ticket number CSCS-00000
- You will be able to track the solution from beginning to end, both by receiving updates in your email inbox and from the Jira platform



Ticket Response

- Responses can be viewed via email
- Also through the platform itself by registering on it

CSCS-53039 Test 2 Jira

Replies (8) Ana Barahona <jira@wclatam.atlassian.net> Para: Jue 13 Jul 2023 10:19

Reply above this line.

Ana Barahona resolved this as Done.

Ana Barahona commented:

Se soluciona requerimiento

How was our service for this request?

☆☆☆☆☆

Very poor Poor Average Good Very good

[View request](#) · [Turn off this request's notifications](#)

This is shared with [\[redacted\]@outlook.com](#).

Powered by Jira Service Management

TD SYNNEX

We've collapsed your details and activities view to help you focus on the work that matters most. [X](#)

Help Center / Cloud Success Center CCA/SSA / CSCS-53039

Test 2 Jira

 Ana V Barahona raised this on Today 1:13 PM [Show details](#)

Status DONE

 Notifications on

Request type Cloud Success Center SSA/CCA - Request

Shared with Ana V Barahona Creator

Activity

Show 5 more

 Automatic response Today 1:18 PM
Your request status has changed to DONE with resolution Done.

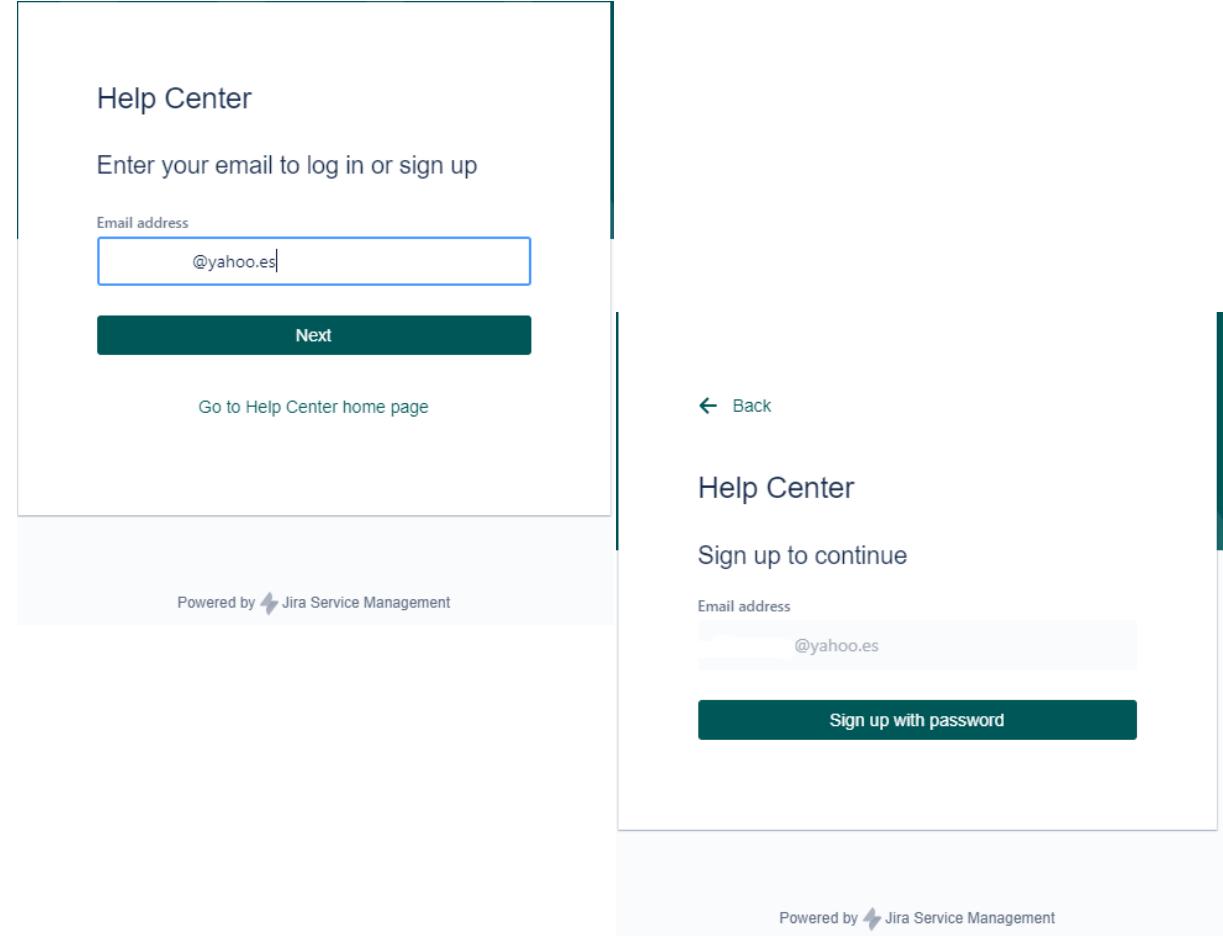
 Ana Barahona Today 1:18 PM
Se soluciona requerimiento

 Ana Barahona Today 1:21 PM
Test de comentario reply to ccustomer

Jira Login

- To log in to Jira, upon receiving the first response to your ticket, you will be asked to create a user
- Then you will need to create a password
- Once the password is created, you will receive the final steps by email

Continue to next slide



Help Center

Enter your email to log in or sign up

Email address

@yahoo.es

Next

Go to Help Center home page

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← Back

Help Center

Sign up to continue

Email address

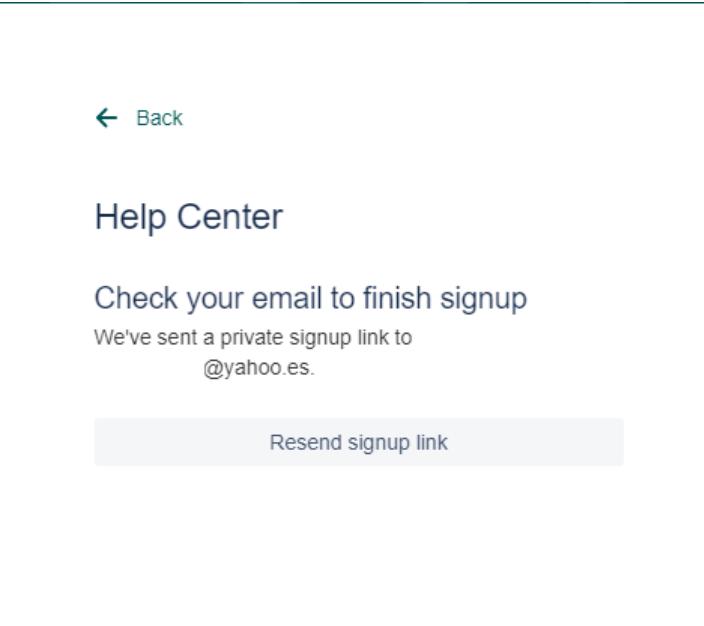
@yahoo.es

Sign up with password

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Jira Login

- Complete the login from the email
- Go to your Jira ticket view



Back

Help Center

Check your email to finish signup

We've sent a private signup link to
@yahoo.es.

Resend signup link



Finish signing up to Help Center

Yahoo/Inbox

Help Center <jira@wclatam.atlassian.net>

To: @yahoo.es

Thu, Jul 13 at 7:30 PM

Almost done!

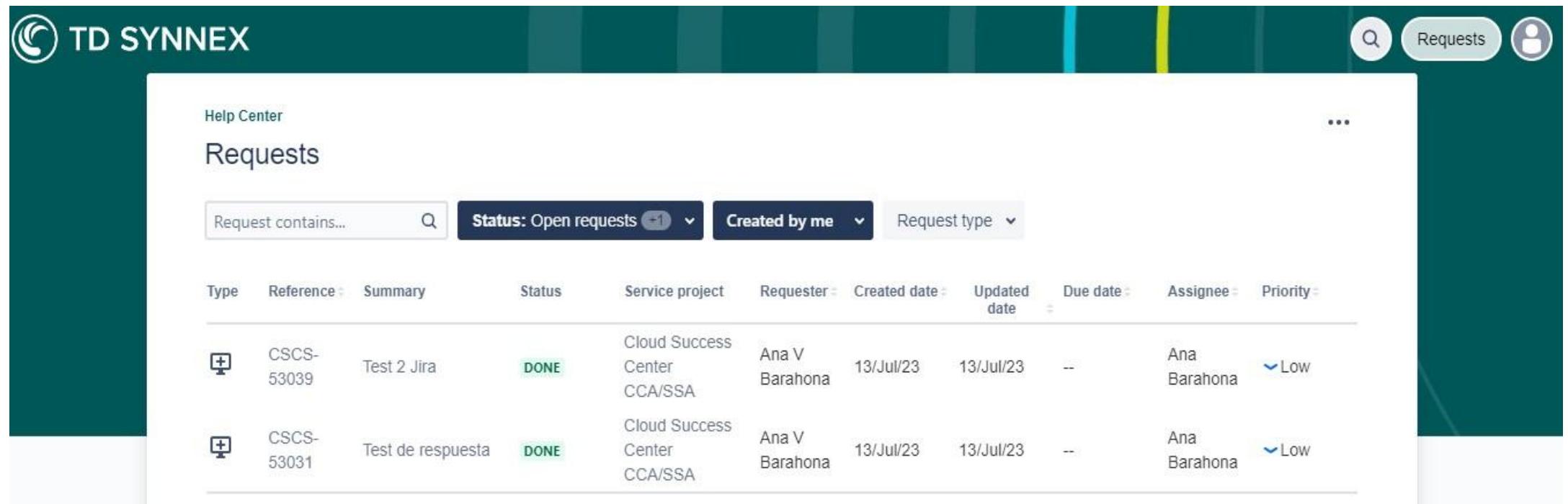
Follow the link below to finish signing up to Help Center. For security, don't share this link with anyone.

[Sign up](#)

Powered by Jira Service Management

Jira Tracking

Once registered on the platform, you have access to view all the tickets you have opened, access them, and review each of the steps taken to progress towards resolution or its final response and solution.



The screenshot shows the TD SYNNEX Jira Tracking interface. The top navigation bar includes the TD SYNNEX logo, a search icon, a 'Requests' button, and a user profile icon. The main page is titled 'Help Center' and 'Requests'. It features a search bar with 'Request contains...' and a dropdown for 'Status: Open requests +1'. Other dropdowns include 'Created by me' and 'Request type'. A table lists two requests:

Type	Reference	Summary	Status	Service project	Requester	Created date	Updated date	Due date	Assignee	Priority
IT	CSCS-53039	Test 2 Jira	DONE	Cloud Success Center CCA/SSA	Ana V Barahona	13/Jul/23	13/Jul/23	--	Ana Barahona	Low
IT	CSCS-53031	Test de respuesta	DONE	Cloud Success Center CCA/SSA	Ana V Barahona	13/Jul/23	13/Jul/23	--	Ana Barahona	Low