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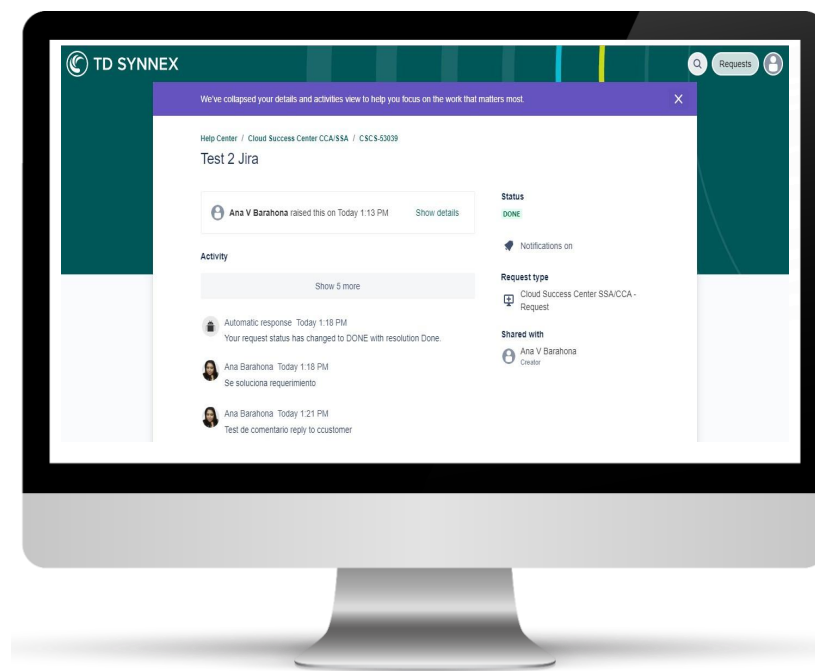
- Go to: https://wclatam.atlassian.net/servicedesk/customer/portal/94
- You will receive an automatic reply email with a Jira ticket number CSCS-00000
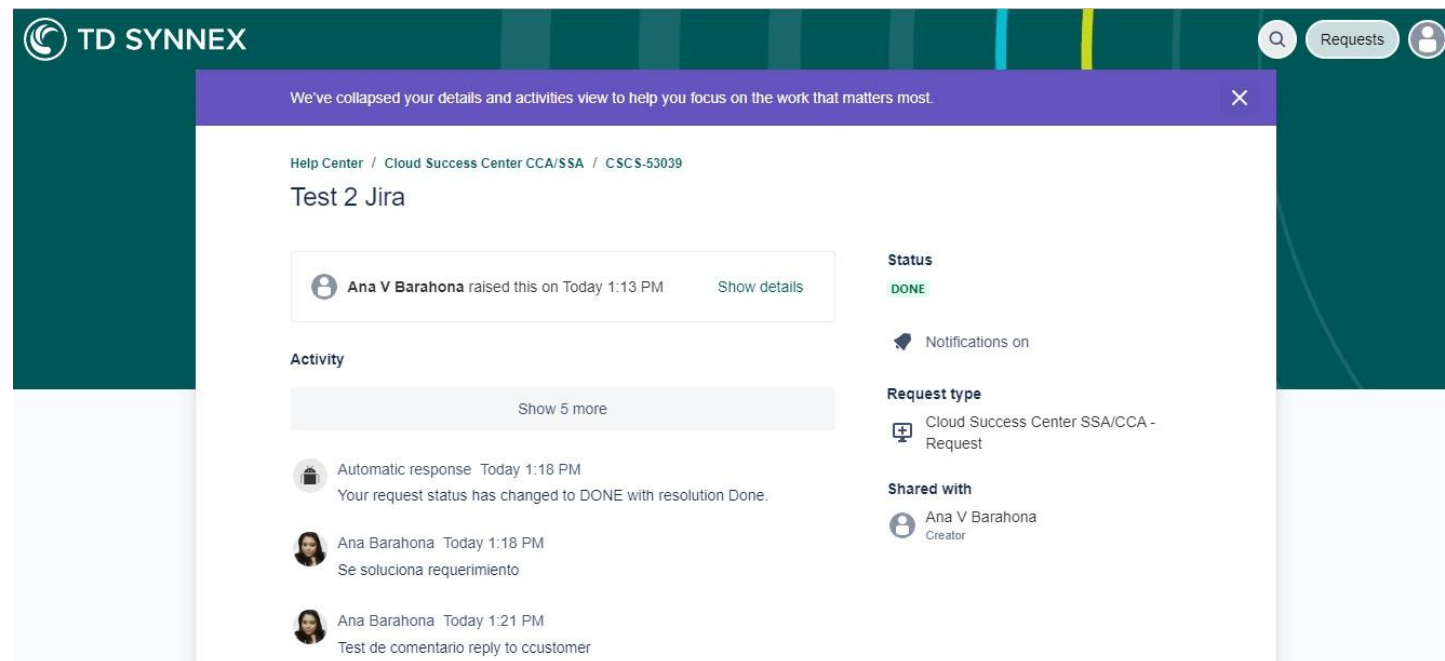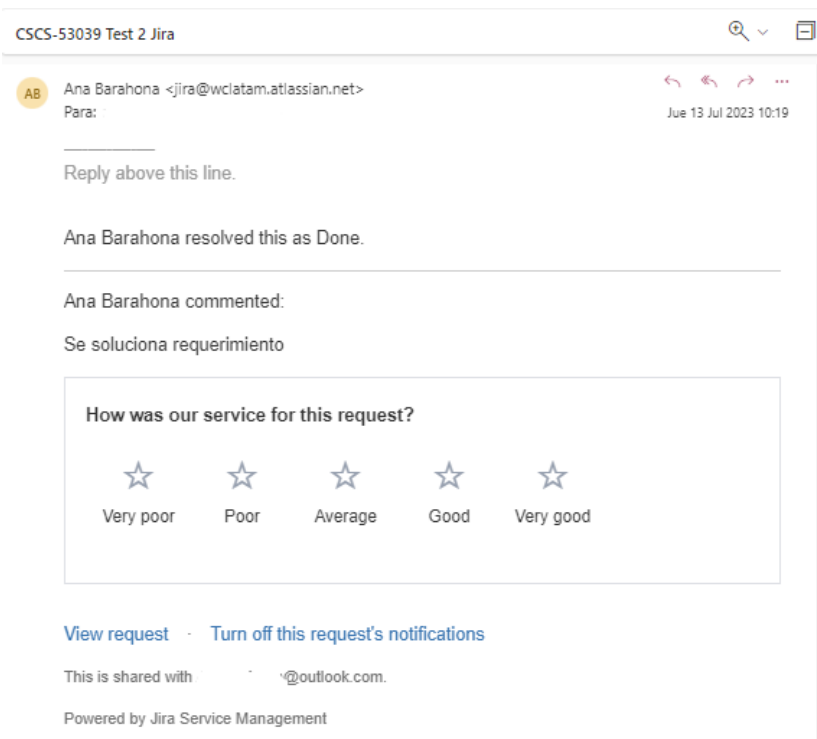- You will be able to track the solution from beginning to end, both by receiving updates in your email inbox and from the Jira platform
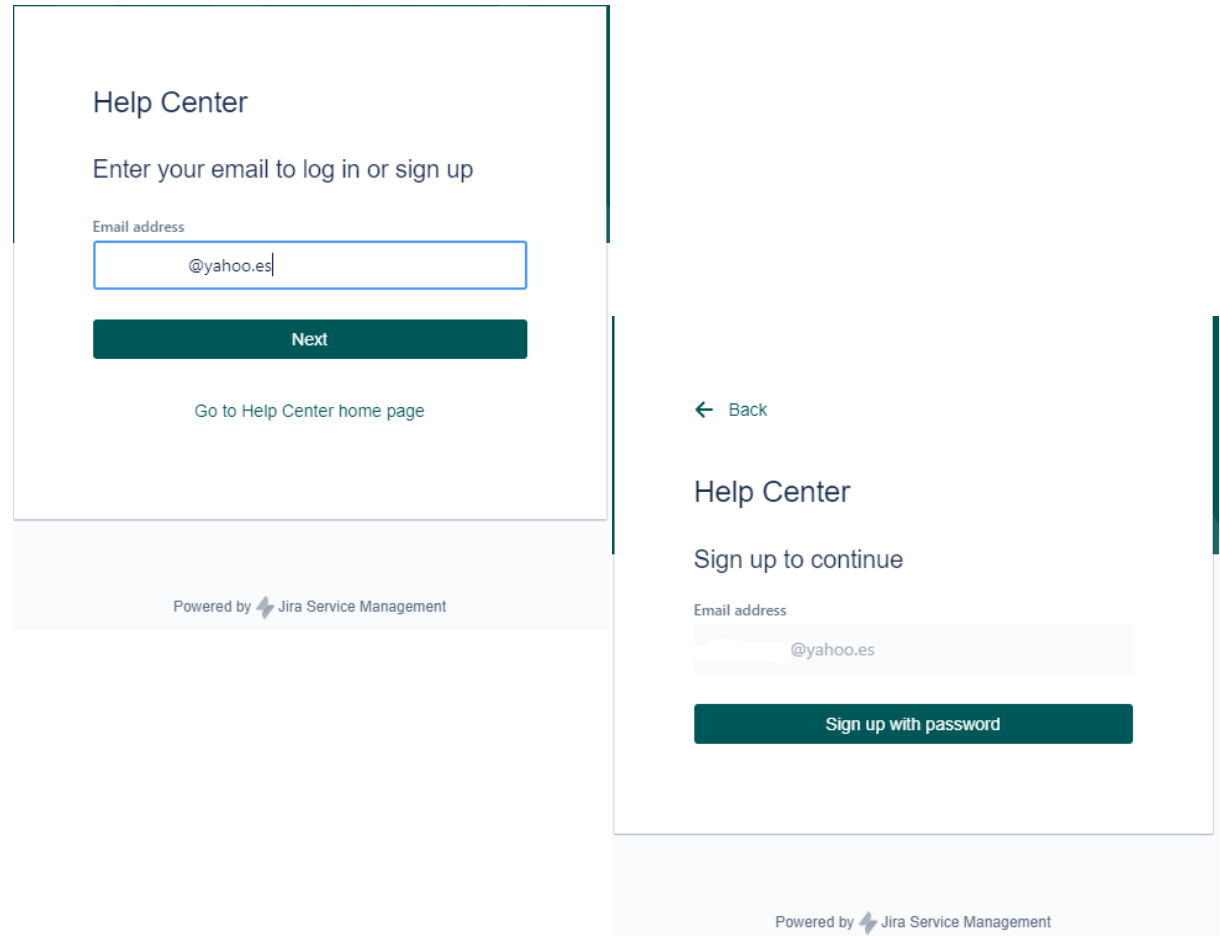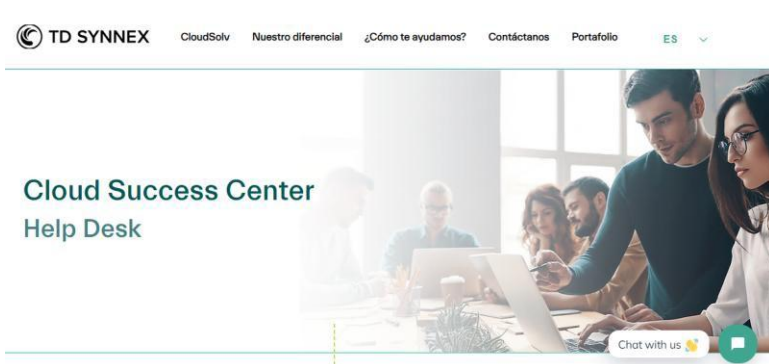
Ticket Response

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

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

TD SYNNEX

Help Center

Enter your email to log in or sign up

Email address

@yahoo.es

Next

Go to Help Center home page

Powered by Jira Service Management

← Back

Help Center

Sign up to continue

Email address

@yahoo.es

Sign up with password
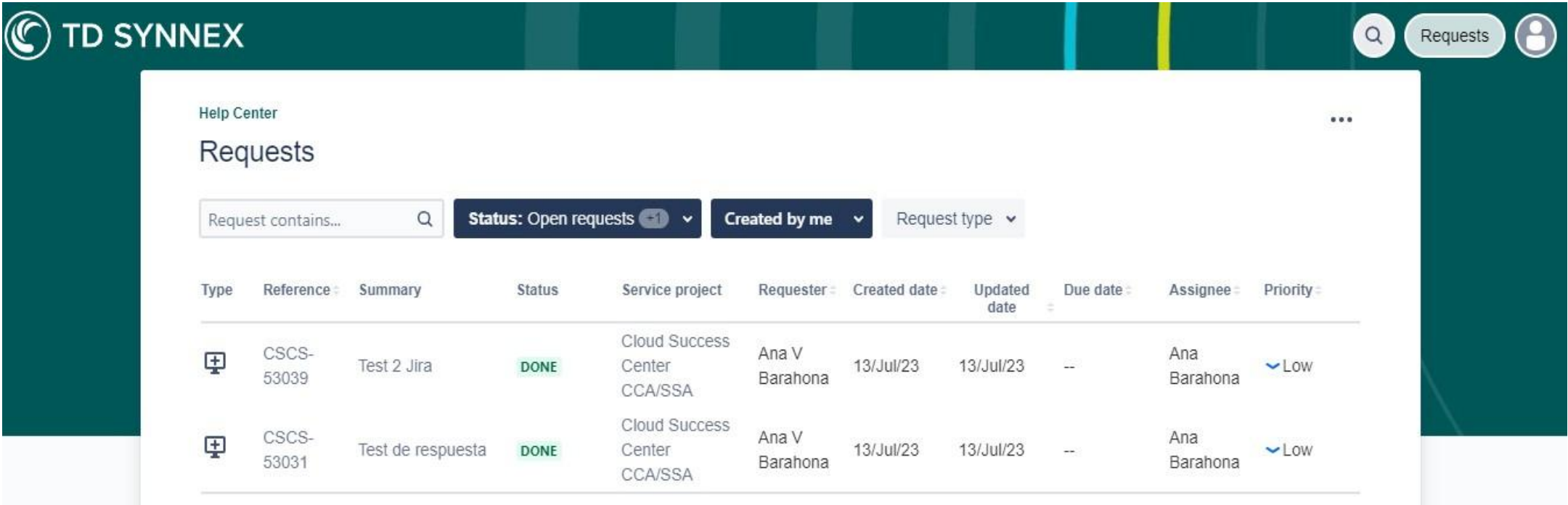
Powered by Jira Service Management

Jira Login

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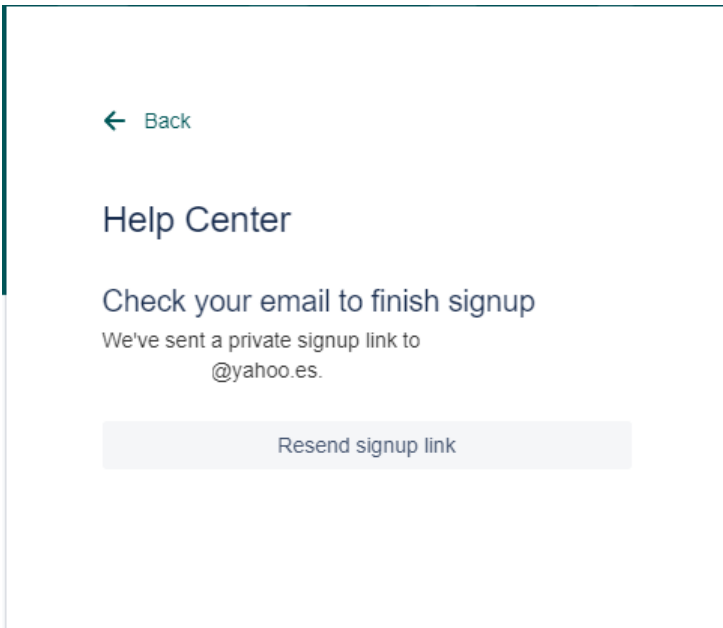
Jira Tracking

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.