



## Jira Usage – Partners

# Introduction and Objectives

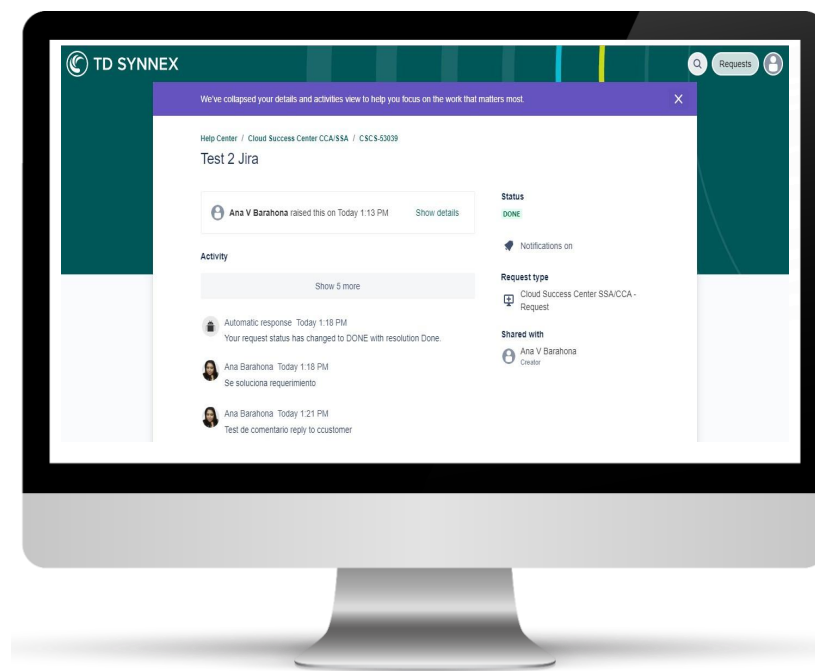
As part of the process standardization at TD SYNnex, all our communication channels for Cloud support will be concentrated in a single tool: **Jira**.

Through Jira, it is possible to:

- ✓ Offer excellent service
- ✓ Increase visibility

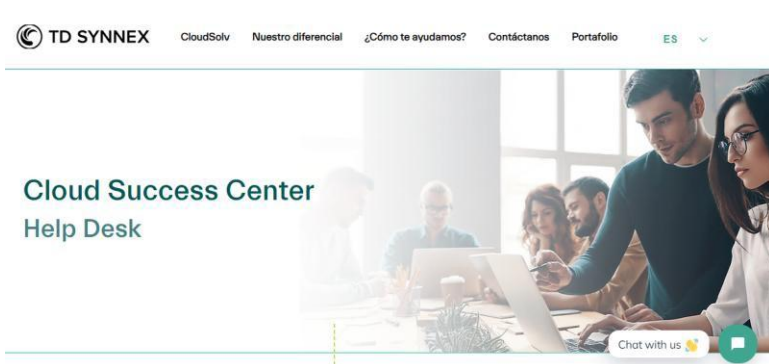
Objectives:

- 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



**¿No has encontrado lo que buscabas?**

¡No te preocupes! Carga tus datos y el detalle del caso para que nuestro equipo pueda ayudarte a la brevedad.

Crear Caso de Soporte LAC

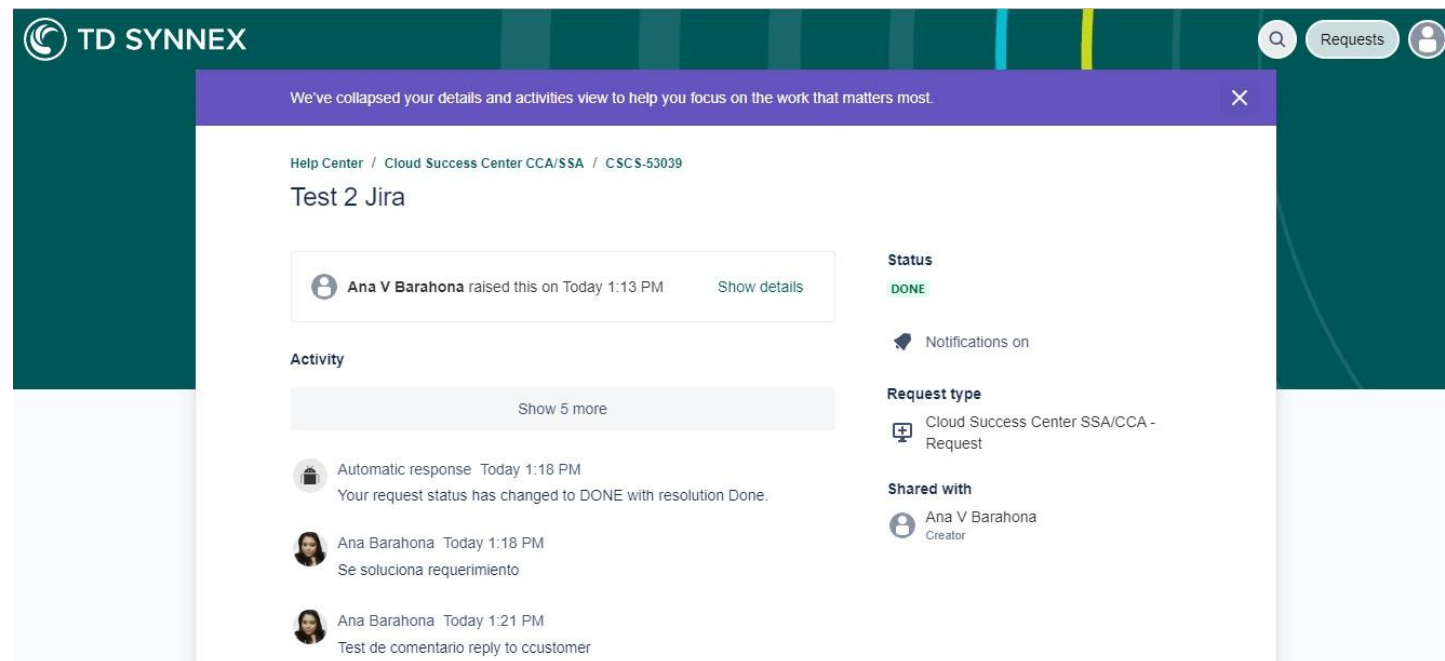
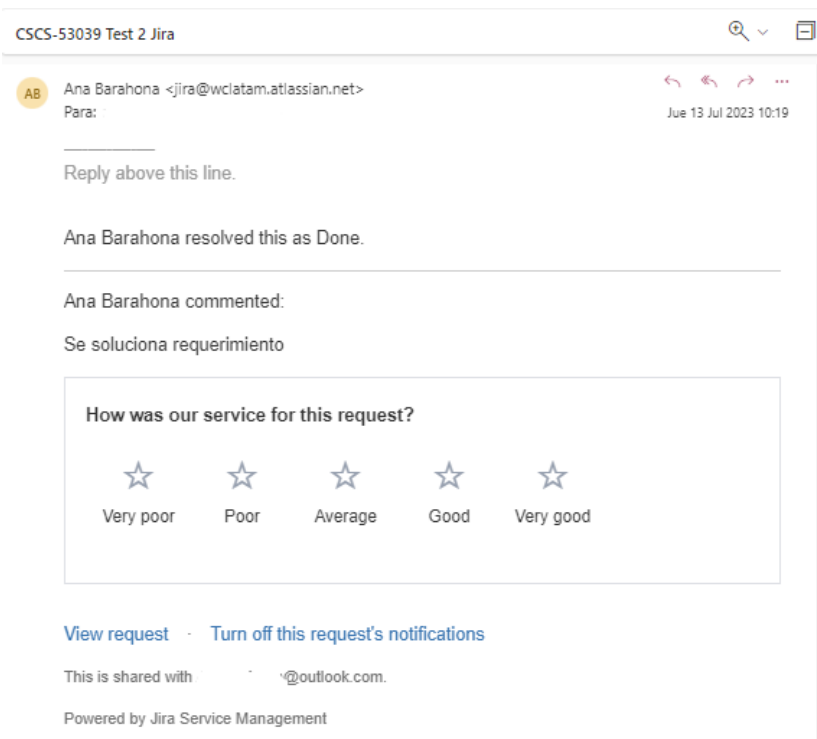
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Chat with us



# Ticket Response

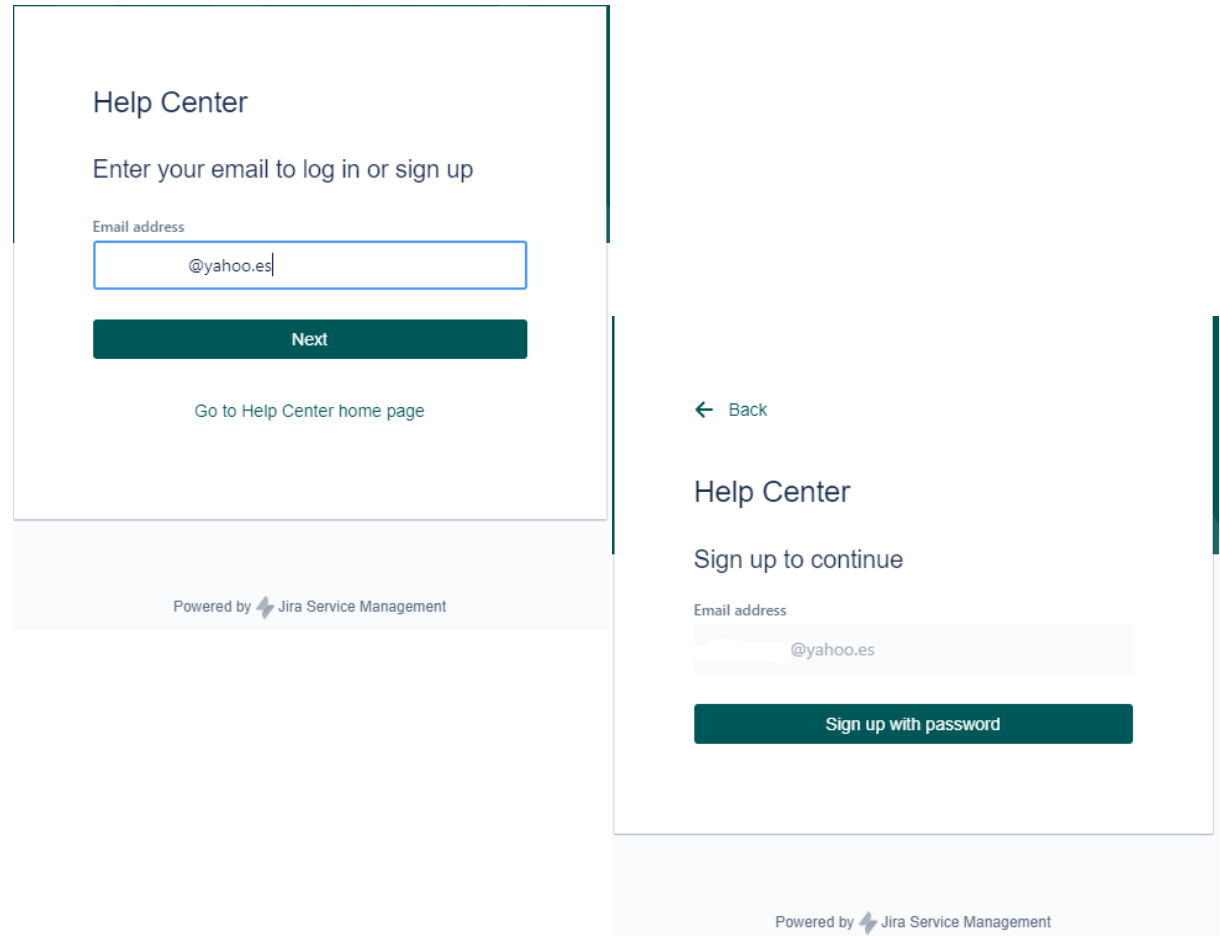
- Responses can be viewed via email
- Also through the platform itself by registering on it



# 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

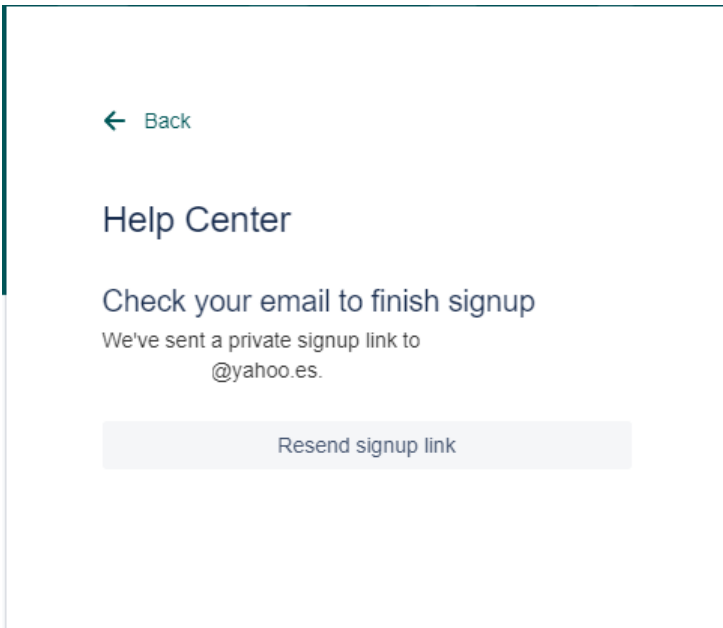
Continue to next slide



The image displays two sequential screenshots of the Jira Help Center interface. The left screenshot shows the initial login prompt: 'Help Center' followed by 'Enter your email to log in or sign up'. Below this is an 'Email address' input field containing '@yahoo.es' and a dark green 'Next' button. A link 'Go to Help Center home page' is positioned below the button. The right screenshot shows the next step: a 'Back' link, followed by 'Help Center' and 'Sign up to continue'. It features an 'Email address' input field with '@yahoo.es' and a dark green 'Sign up with password' button. Both screenshots have a footer that reads 'Powered by Jira Service Management'.

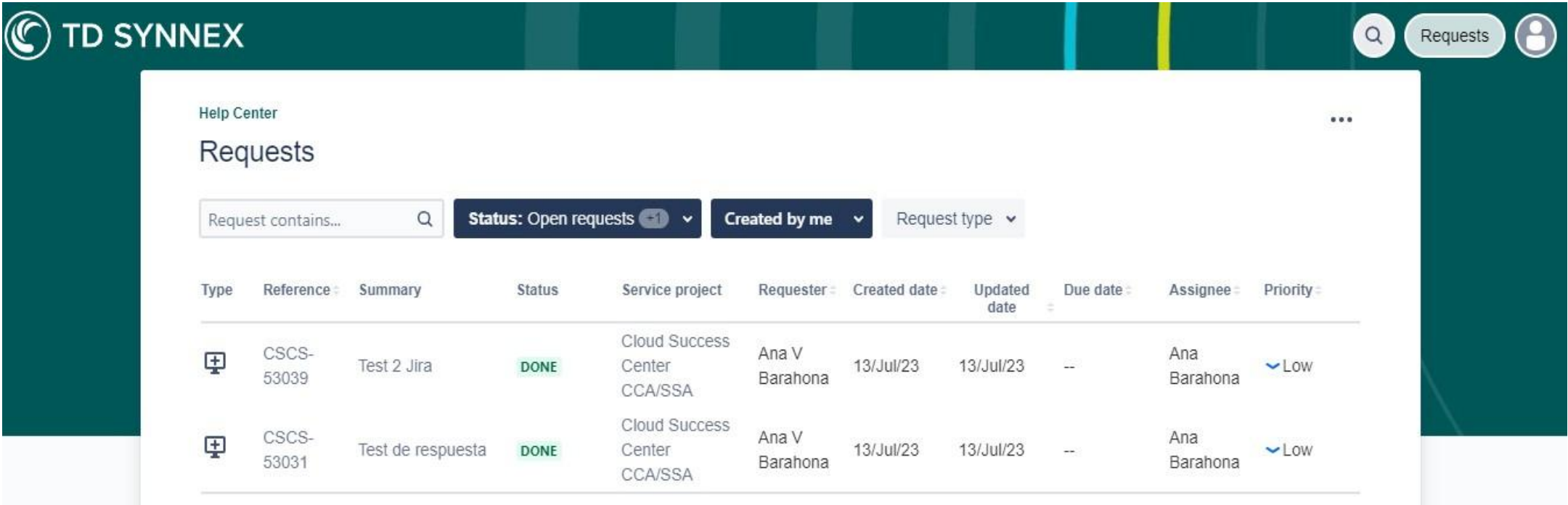
# Jira Login

- 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.



The screenshot shows the 'Requests' page in the TD SYNnex Help Center. The page has a dark teal header with the TD SYNnex logo on the left and a search bar, 'Requests' button, and user profile icon on the right. Below the header, the 'Requests' section is displayed with a search bar and filter buttons. The filters are: 'Status: Open requests +1', 'Created by me', and 'Request type'. Below the filters is a table with the following columns: Type, Reference, Summary, Status, Service project, Requester, Created date, Updated date, Due date, Assignee, and Priority. There are two rows of data in the table.

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