



Uso do Jira – Parceiros

Introdução e Objetivos

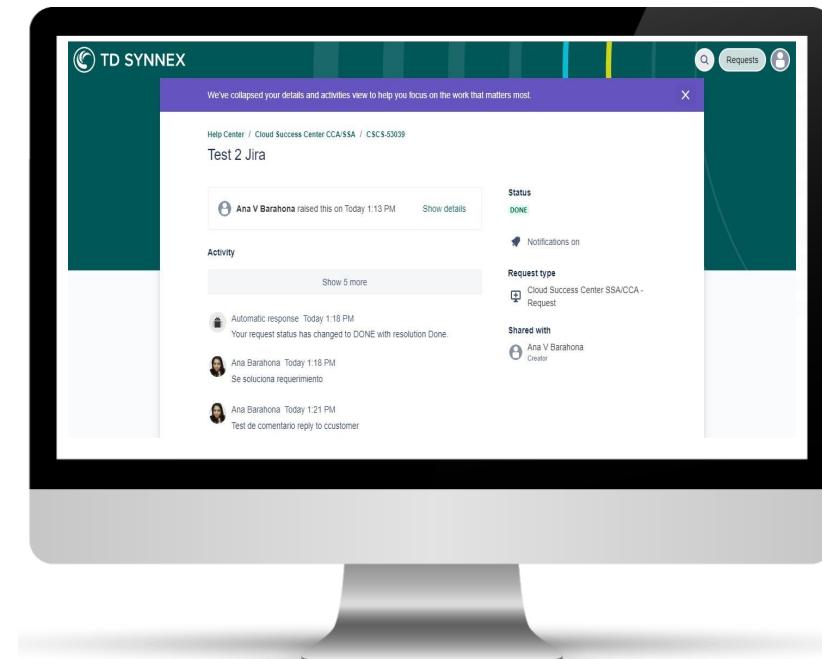
Como parte da padronização de processos na TD SYNNEX, todos os nossos canais de comunicação para suporte Cloud serão concentrados em uma única ferramenta: **Jira**.

Através do Jira, é possível:

- ✓ Oferecer um serviço excelente
- ✓ Aumentar a visibilidade

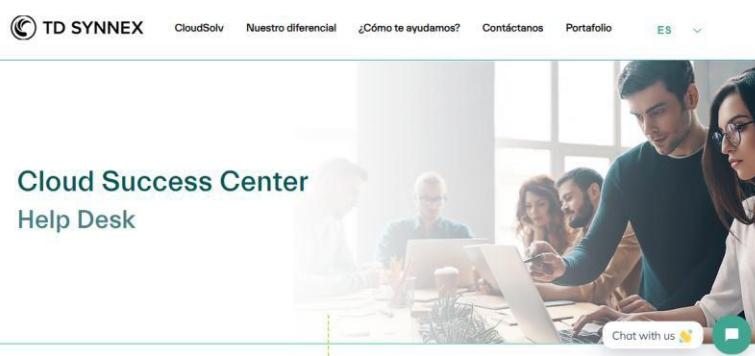
Objetivos:

- Unificar o centro de contatos
- Visibilidade para todos os atores em cada um dos processos.



Criação de Tickets

- Acesse: <https://wclatam.atlassian.net/servicedesk/customer/portal/94>
- Você receberá um e-mail de resposta automática com um número de ticket do Jira “CSCS-00000”
- Você poderá acompanhar do início ao fim a solução, tanto recebendo atualizações na sua caixa de e-mail, quanto pela plataforma do Jira



¿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](#)

[Crear Caso de Soporte Brazil](#)

Chat with us 

Resposta de Ticket

- As respostas podem ser visualizadas por meio de e-mail
- Também através da mesma plataforma Jira, registrando-se nela

CSCS-53039 Test 2 Jira

A8 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 [@outlook.com](#).

Powered by Jira Service Management

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.

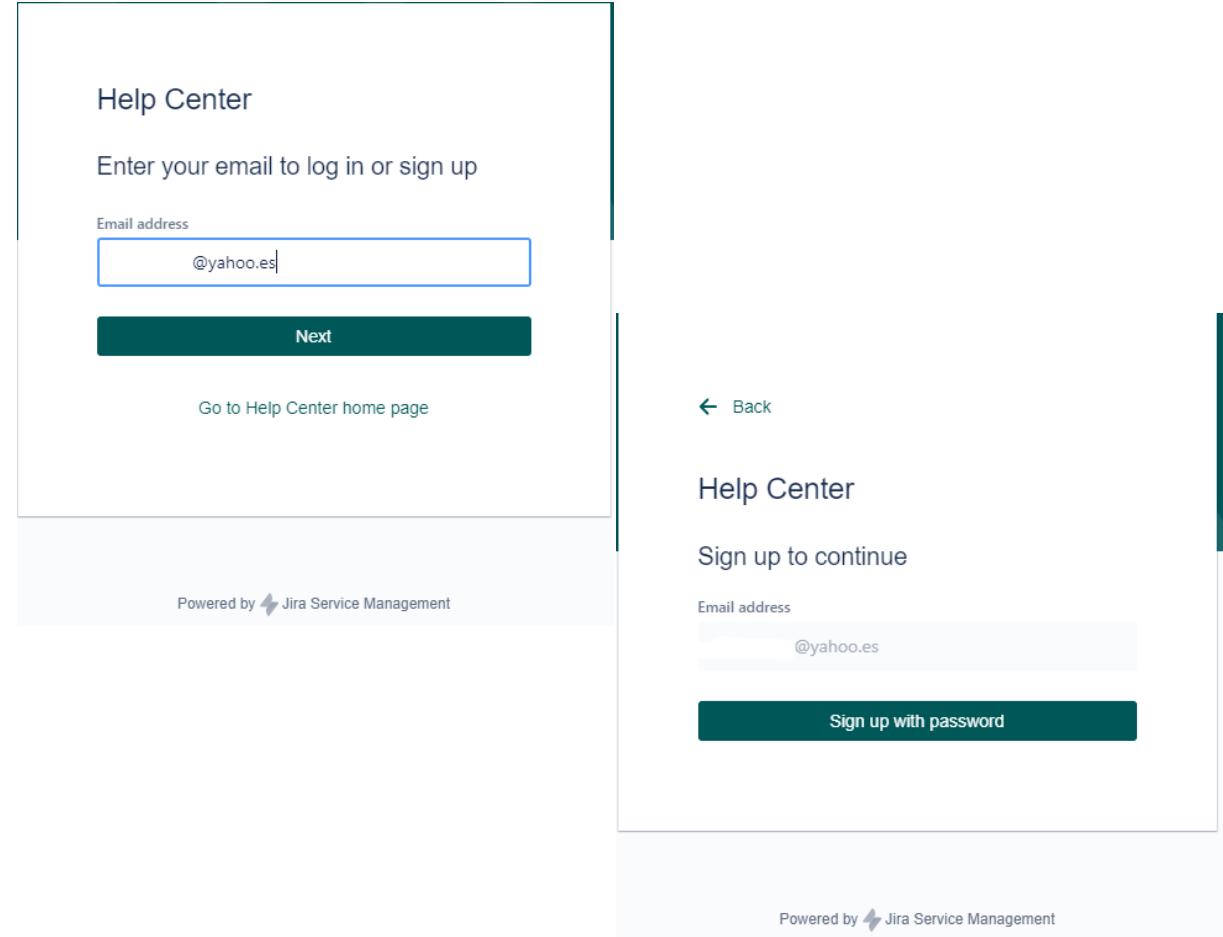
Ana Barahona Today 1:18 PM
Se soluciona requerimiento

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

Acesso ao Jira

- Para acessar o Jira, no momento de receber a primeira resposta do seu ticket, será solicitado que você crie um usuário
- Depois você deverá criar uma senha
- Uma vez criada a senha, você receberá os passos finais por e-mail

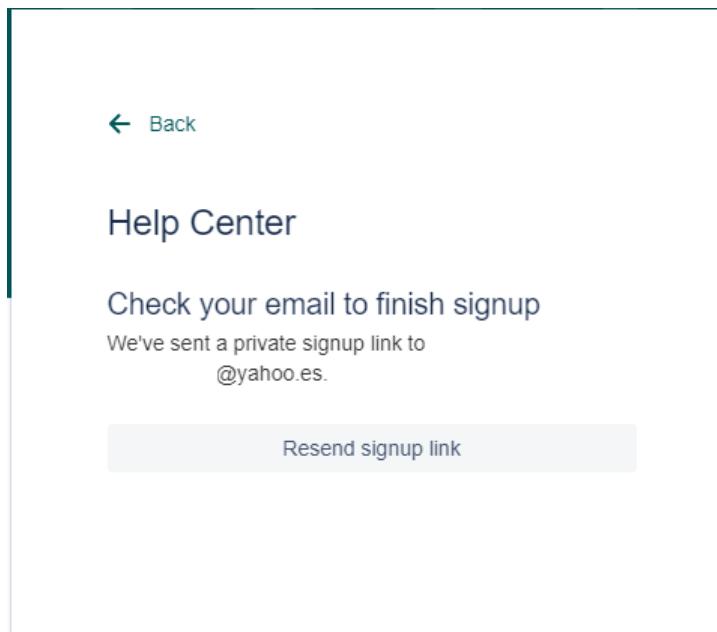
Continue na próxima lâmina



The image displays two screenshots of the Jira Service Management sign-up process. The left screenshot shows the initial step: "Help Center" with the sub-instruction "Enter your email to log in or sign up". An input field contains the email "@yahoo.es". A large green "Next" button is below it. Below the button is a link "Go to Help Center home page". The right screenshot shows the continuation step: "Help Center" with the sub-instruction "Sign up to continue". It also has an input field for the email "@yahoo.es" and a large green "Sign up with password" button. Both screenshots include a "Back" button and a "Powered by Jira Service Management" footer.

Acesso ao Jira

- A partir do e-mail, complete o acesso
- Acesse o Jira para visualizar seus tickets



The screenshot shows a web browser window with a white background. At the top left is a back button labeled "Back". Below it is the "Help Center" logo. The main content area has a light gray background and displays the following text:

Check your email to finish signup
We've sent a private signup link to
@yahoo.es.

Resend signup link



The screenshot shows an email inbox with a white background. At the top right are icons for "Yahoo/Inbox" and a star. The main message is from "Help Center <jira@wclatam.atlassian.net>" to "@yahoo.es" at "Thu, Jul 13 at 7:30 PM". The subject is "Finish signing up to Help Center". The message body contains the following text:

Almost done!

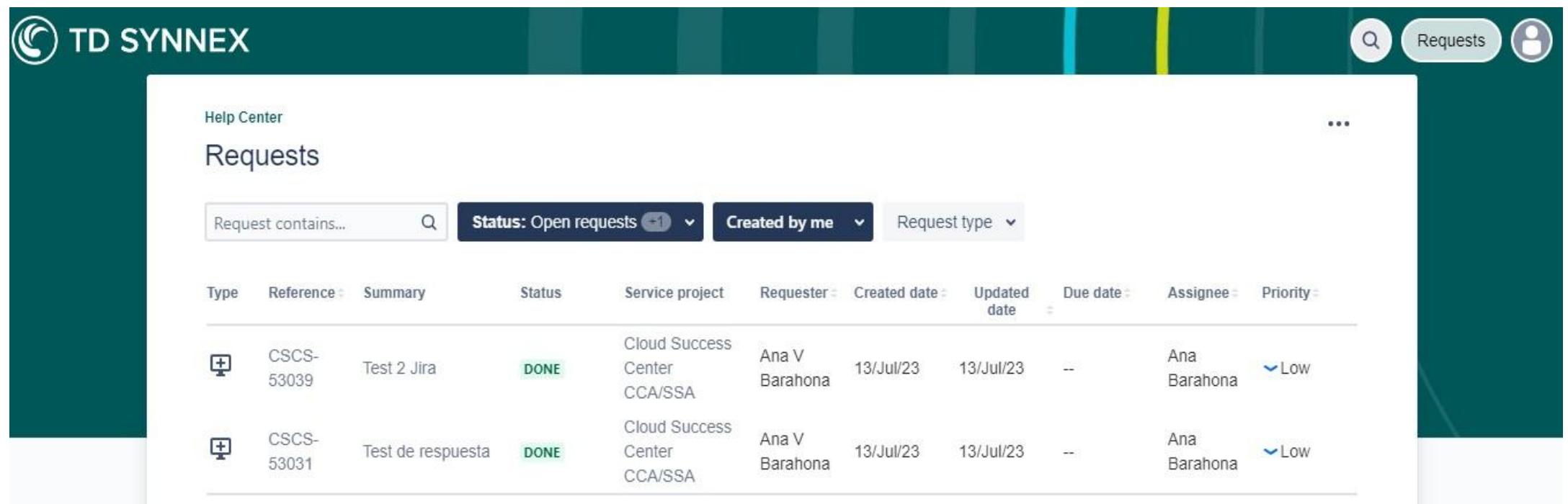
Follow the link below to finish signing up to Help Center. For security, don't share this link with anyone.

[Sign up](#)

Powered by Jira Service Management

Acompanhamento de tickets no Jira

Uma vez registrado na plataforma, você tem acesso para ver todos os tickets que abriu, entrar neles e revisar cada uma das etapas realizadas para avançar na resolução ou na resposta final e solução do mesmo.



The screenshot shows the TD SYNNEX Help Center interface with the 'Requests' page open. The top navigation bar includes the TD SYNNEX logo, a search icon, a 'Requests' button, and a user profile icon. Below the header, the page title is 'Help Center Requests'. There are search filters for 'Request contains...' and dropdowns for 'Status: Open requests', 'Created by me', and 'Request type'. A table lists two tickets:

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