SKILLS WORKFLOW
Support Model

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Agenda

Optimize every corner of your agency

Transform your agency. Make it an oasis of creativity and champion of productivity. Why use people to do tedious work software can do? Let computers do repetitive tasks and predict problems. Then, leverage human judgement to make the best decisions.

1. Ticketing System

Support via Ticketing System

Resources available 24/7, speaking local language

Support team available 24/7 under SLA

Local support speaking local Language

Doubts, issues, enhancements tickets logged

Chat, Notifications, Approvals
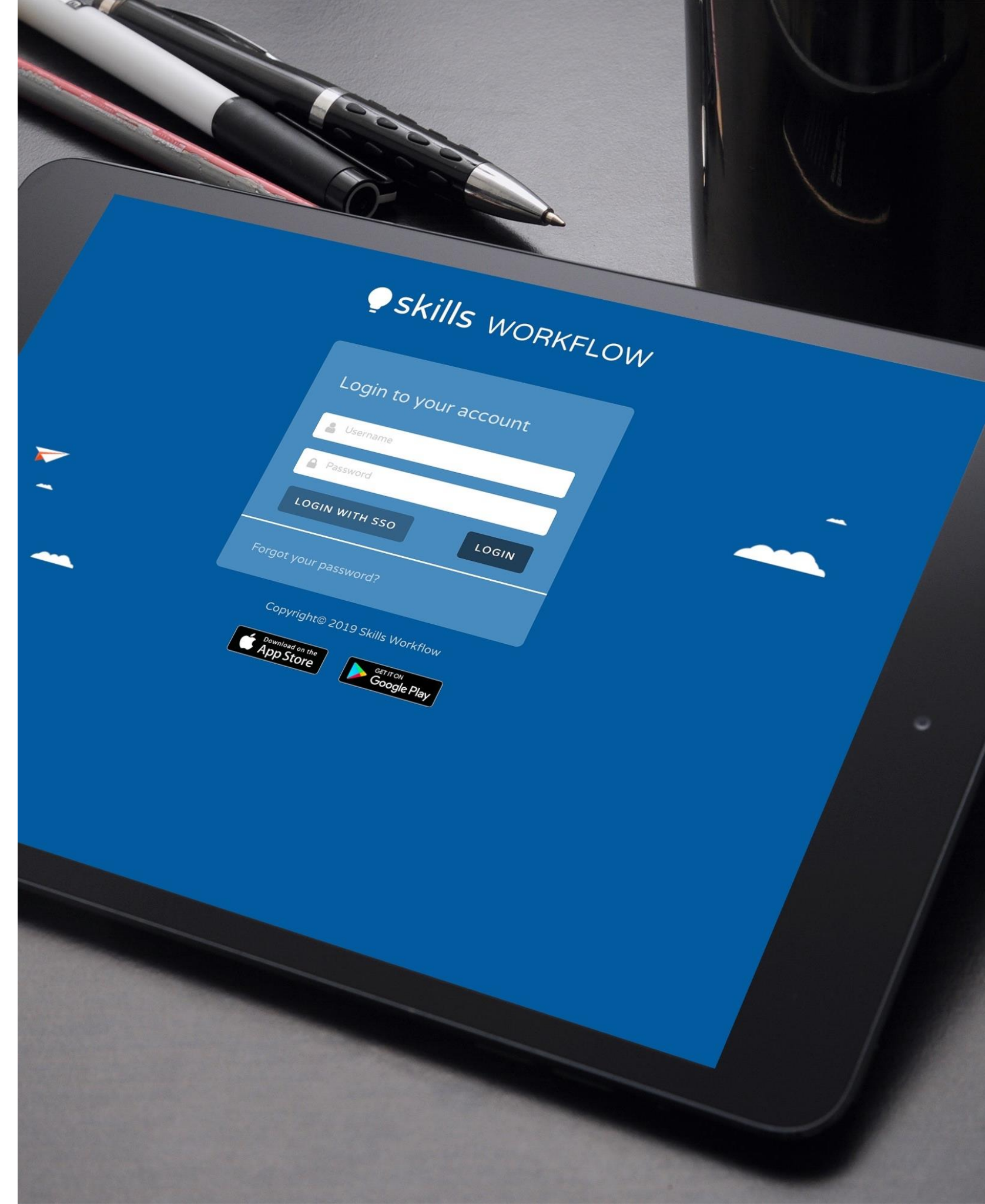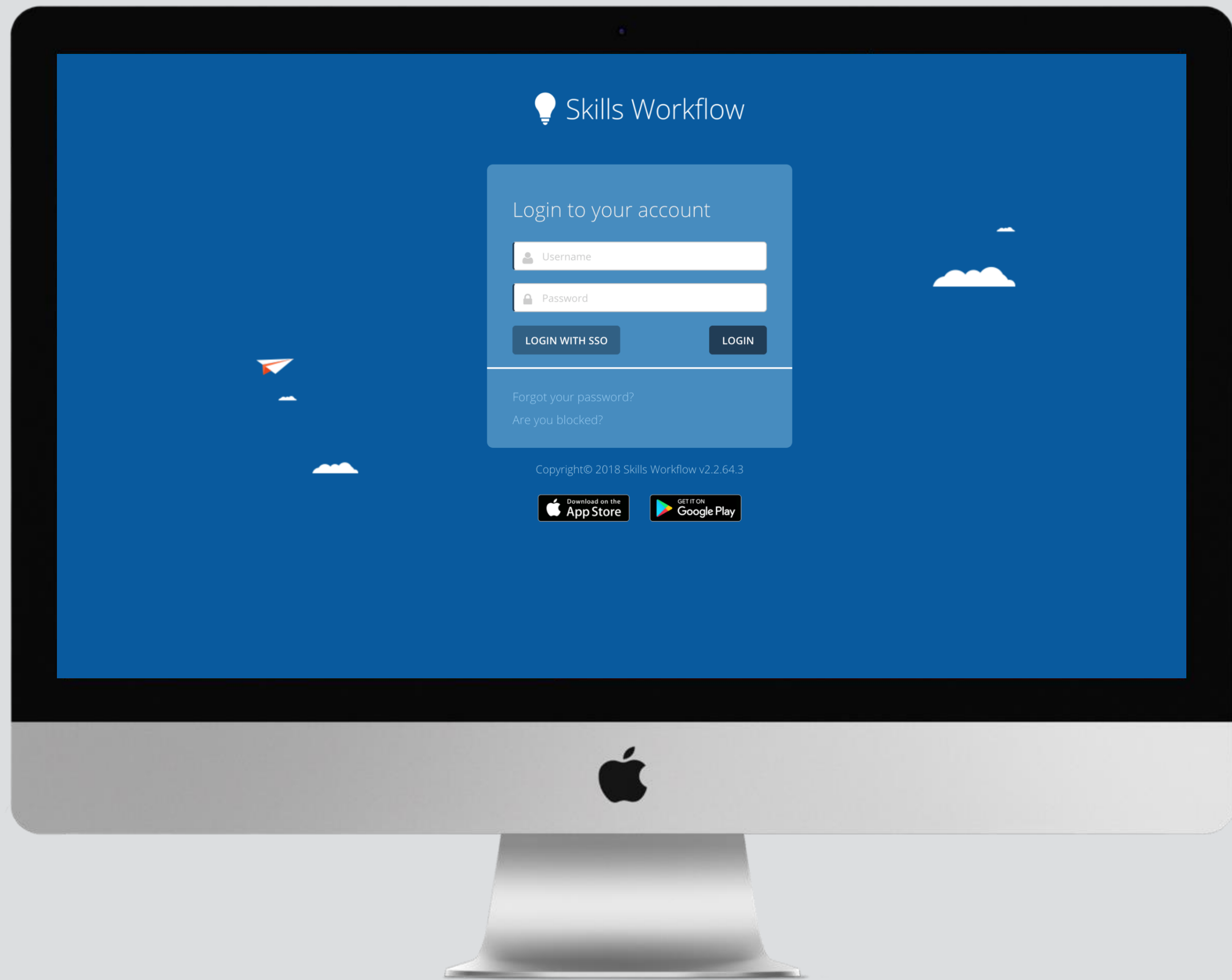
Report and Dashboards Online

Online Help Center available to everyone

Change Requests and UAT's (SOX)

Always online to fulfill your every need: 24/7, local, either chatting or issuing tickets, following up on requests, you name it. Lost or with no idea on where to take your client for dinner? Just call our Helpdesk center! Surely someone will help you decide on what to wear...

Skills Workflow

Login to your account

👤 Username

🔒 Password

LOGIN WITH SSO   LOGIN

Forgot your password?
Are you blocked?

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Download on the App Store   GET IT ON Google Play

https://helpdesk.skillsworkflow.com

Log into the ticketing system using the Skills Workflow native login. Username is received via email and password must be defined when logging in for the first time.
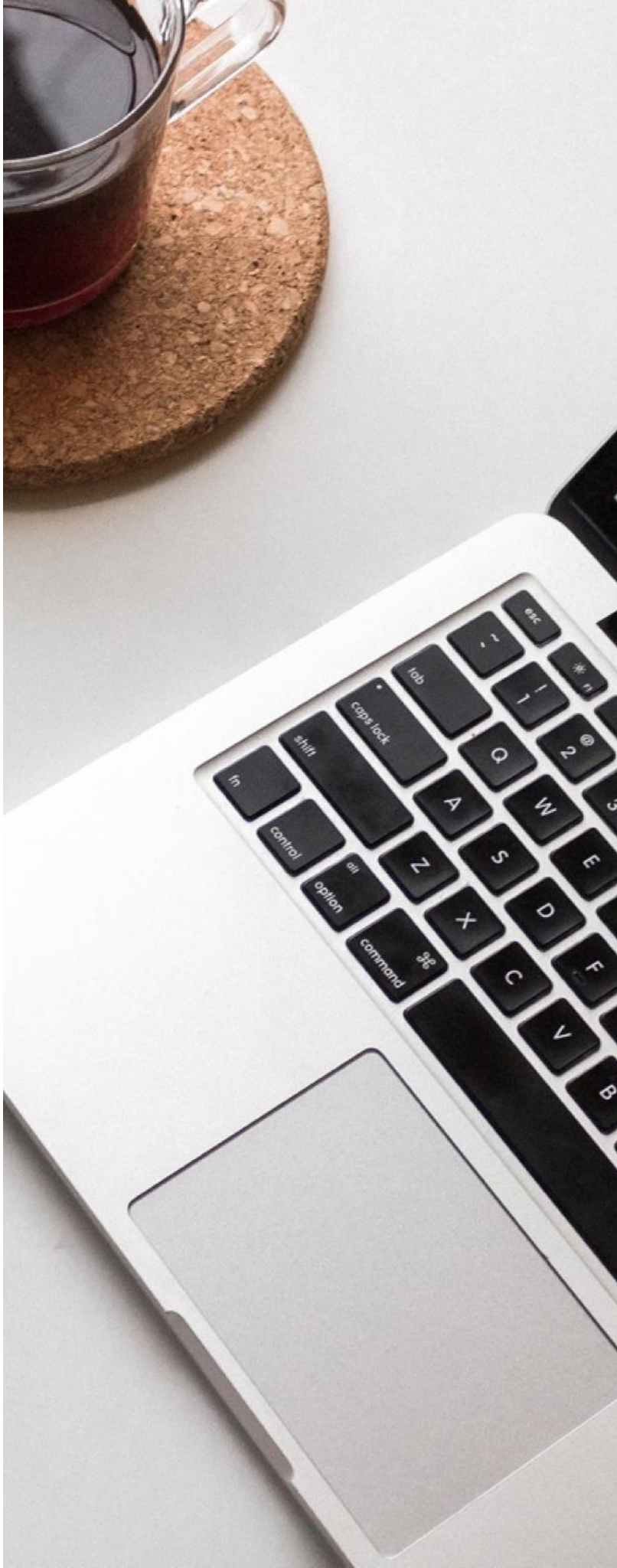
2. Service Level Agreement

Service Level Agreement

Response Level and Resolution time

Priority	Definition	Response Level	Workaround Time	Resolution Time	Service Level
P1	**Urgent:** The Hosted Service on the production system is not accessible or operational.	1 hour	1 day	2 days	95%
P2	**Important:** The Hosted Service on the production system is operational but experiencing a major functional loss that impedes transations from being completed; or the development/test system is not accessible operational.	2 hours	3 days	5 days	95%
P3	**Necessary:** The Hosted Service on the production system is experiencing a functional loss that does not significantly impede transactions from being completed but that affects performance or user quality; or the development/test system is experience a major functional loss that impedes transactions from being completed.	4 hours	5 days	Next scheduled release	95%
P4	**Minor:** the Hosted Service has a cosmetic or other minor error that does not affect its performance or functionality; or Customer questions regarding use of the Hosted Service.	1 day		Next scheduled release	95%
P5	**Enhancement Request:** Request for a new feature that does not currently exist in the Hosted Service.	1 day		Unscheduled future release	95%

Service Level Agreement

Ticket Escalation model

1 **Ticket System**
User logs ticket

2 **Local Support**
Key users, IT responsible, local Skills Workflow support (if available)

3 **Remote Support**
Central Helpdesk in case local support does not exist

4 **Client/Regional Manager**
In case central Helpdesk and Local support are not able to resolve

5 **Global Accounts Manager**
In case client/regional manager is not able to resolve

3. Process Flows

Client Projects

Discovery & GAP Analysis, Deployment, Ongoing Support

1

Discovery & GAP Analysis

Project that holds all items identified as GAPs during the Discovery phase.
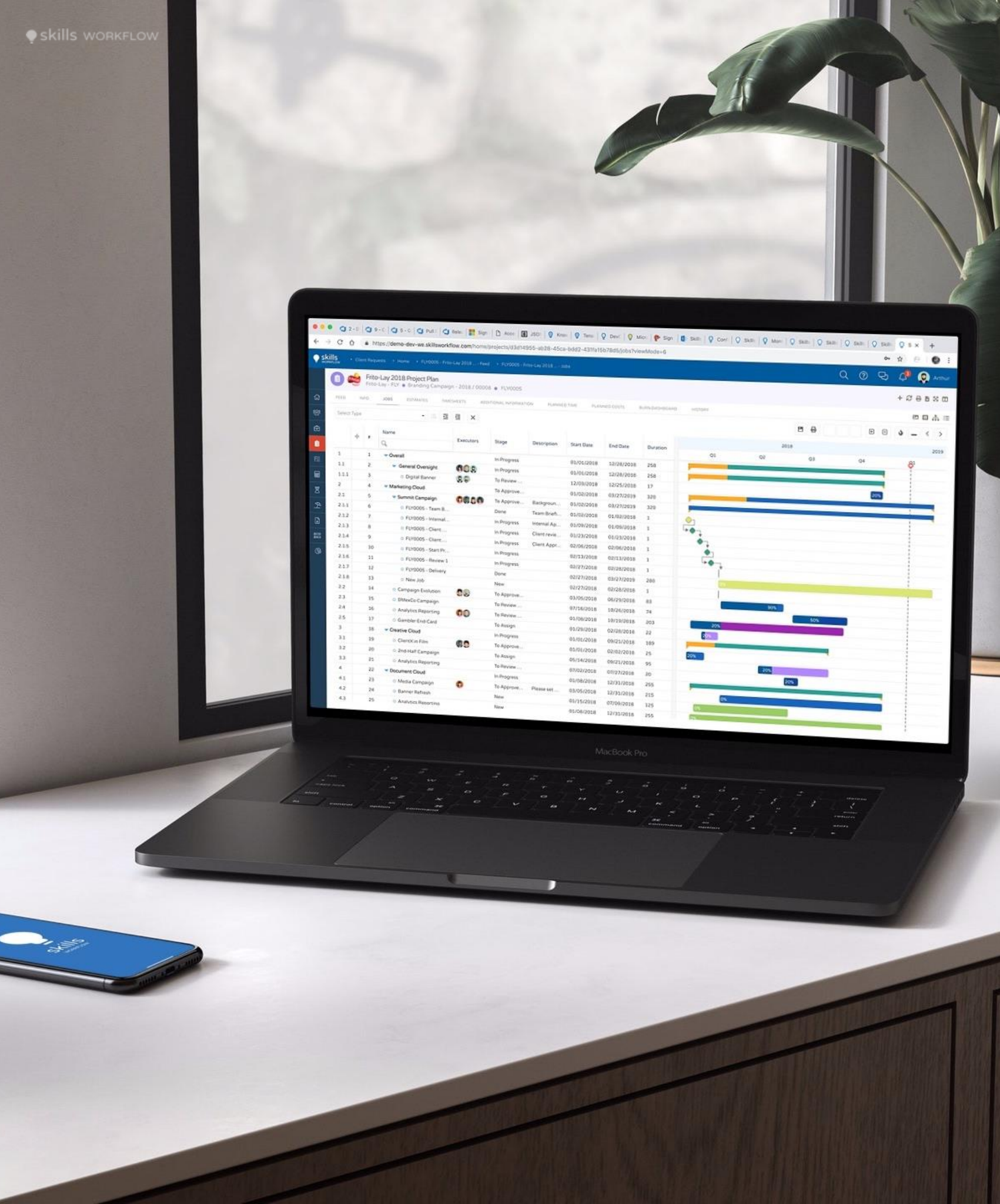
2

Deployment

Project that holds all the tickets (including deployment check-list items) for the deployment phase (one time) of a company.

3

Ongoing Support

All support tickets (after deployment) are registered in the Ongoing Support project. It includes user doubts, errors and enhancement requests.

Ticket handling per Type

Doubt / Change Request

Ticket is Logged

- Ticket is created by user or support
- User provides detailed information
- Supporting evidences are attached

Ticket is Closed

- User closes ticket
- Ticket is closed automatically if no reply for 15 days

TICKET IS LOGGED   SUPPORT REPLIES   TICKET IS CLOSED

Support Replies

- Via ticketing system
- Email notification is auto generated
- Other channels used if needed (MS Teams, Phone, Email, etc.)

Ticket handling per Type

Error in the System

Ticket is Logged

- Ticket is created by user in the helpdesk
- User provides detailed information
- Supporting evidences are attached

Development Handles

- Ticket follows development lifecycle
- Resolution according to SLA

TICKET IS LOGGED   SUPPORT HANDLES   DEVELOPMENT HANDLES   TICKET IS CLOSED

Support Handles

- Provides workaround
- Ticket routed for development
- User updated via ticket

Ticket is Closed

- User closes ticket
- Ticket is closed automatically if no reply for 15 days

Ticket handling per Type

Error on an Integration

Ticket is Logged

- Ticket is created by user in the helpdesk
- User provides detailed information
- Supporting evidences are attached

Development Handles

- Third party creates own ticket
- Ticket follows development lifecycle
- Resolution according to SLA

TICKET IS LOGGED　　SUPPORT HANDLES　　DEVELOPMENT HANDLES　　TICKET IS CLOSED

Support Handles

- Provides workaround
- Reaches out to third party
- User updated via ticket

Ticket is Closed

- User closes ticket
- Ticket is closed automatically if no reply for 15 days

Ticket handling per Type

Enhancement Request
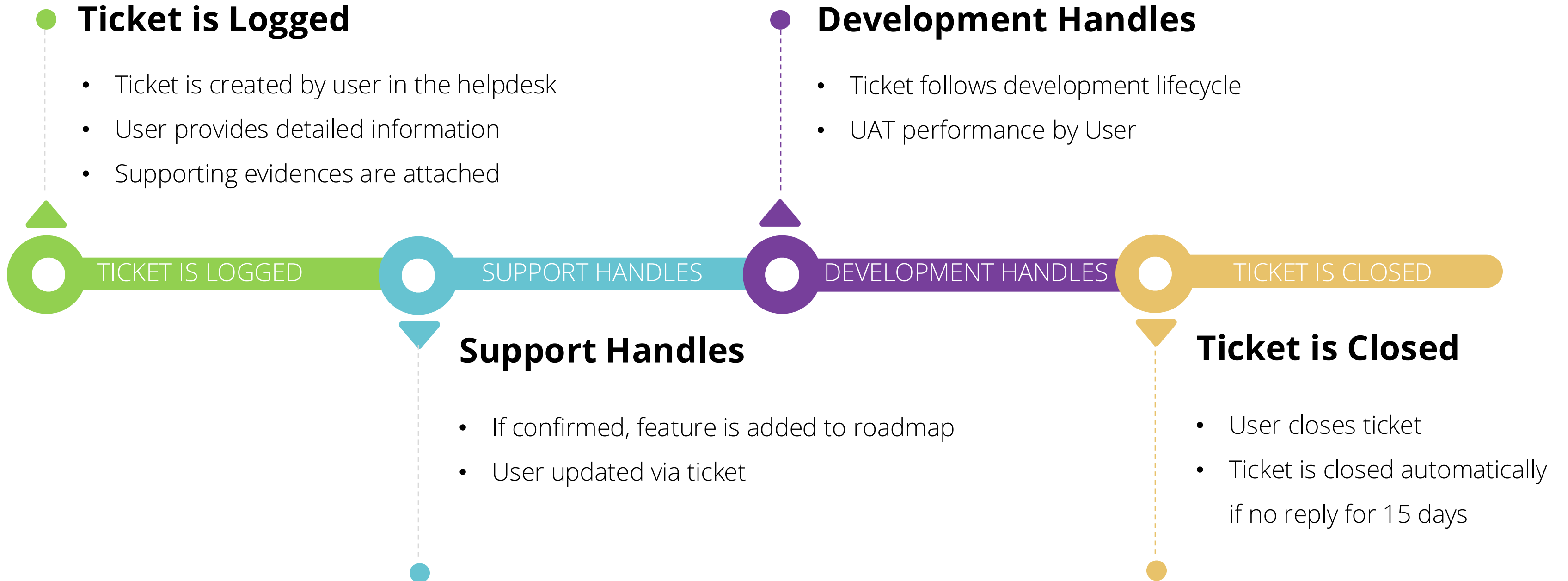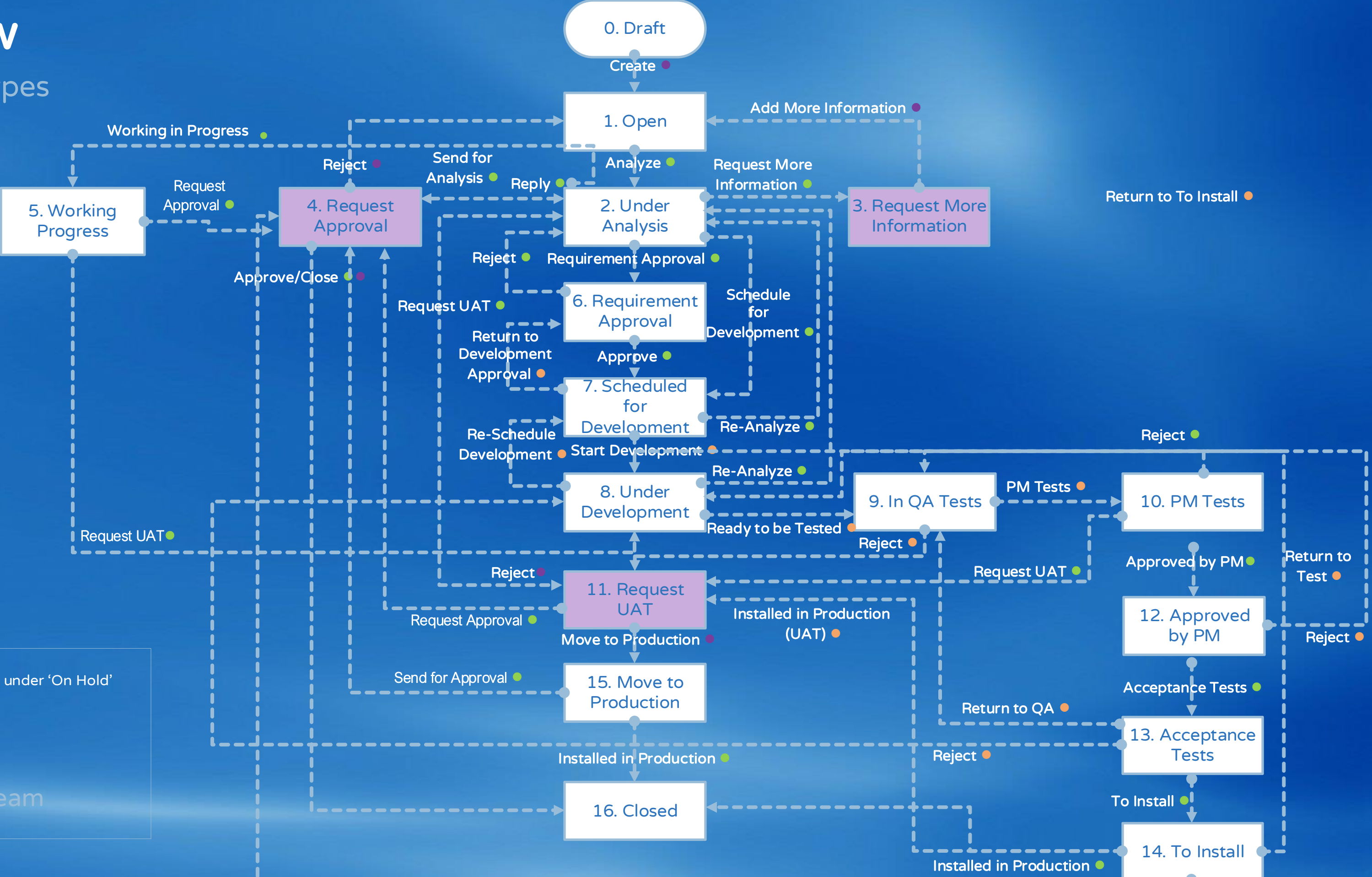
Ticket is Logged

- Ticket is created by user in the helpdesk
- User provides detailed information
- Supporting evidences are attached

Development Handles

- Ticket follows development lifecycle
- UAT performance by User

TICKET IS LOGGED   SUPPORT HANDLES   DEVELOPMENT HANDLES   TICKET IS CLOSED

Support Handles

- If confirmed, feature is added to roadmap
- User updated via ticket

Ticket is Closed

- User closes ticket
- Ticket is closed automatically if no reply for 15 days

Workflow

Ticket Stages

1 **Open**
Ticket issued by user

2 **Under Analysis**
Being addressed by Support

3 **Request More Information**
Requested more info from client

4 **Request Approval**
Waiting for Client Approval

5 **Working in Progress**
Ticket in Progress by Support

6 **Requirement Approval**
Waiting for Client Approval or Internal Approval*

7 **Schedule for Development**
Feature is being Scheduled for Development*

8 **Under Development**
Feature being developed*

Workflow

Ticket Stages

9 **In QA Tests**
Being addressed by QA*

10 **PM Tests**
Being addressed by PM*

11 **Request UAT**
Requested UAT from client

12 **Approved by PM**
Tests Approved by PM*

13 **Acceptance Tests**
All tests done successfully and accepted *

14 **To Install**
Pending installation by DevOps*

15 **Move to Production**
UAT approved by user and will be moved to production**

16 **Closed**
Approved and closed by user

* Stages used only for tickets that need development

** Stages used only if SOX compliance is required

Ticket Types

Categories of Tickets that can be created by the User

1 **Doubt**
Whenever a User doesn't know how something works.
e.g. "Why can't a User not be assigned to this Task?"

2 **Change Request**
When the Company needs a change in the system's behavior.
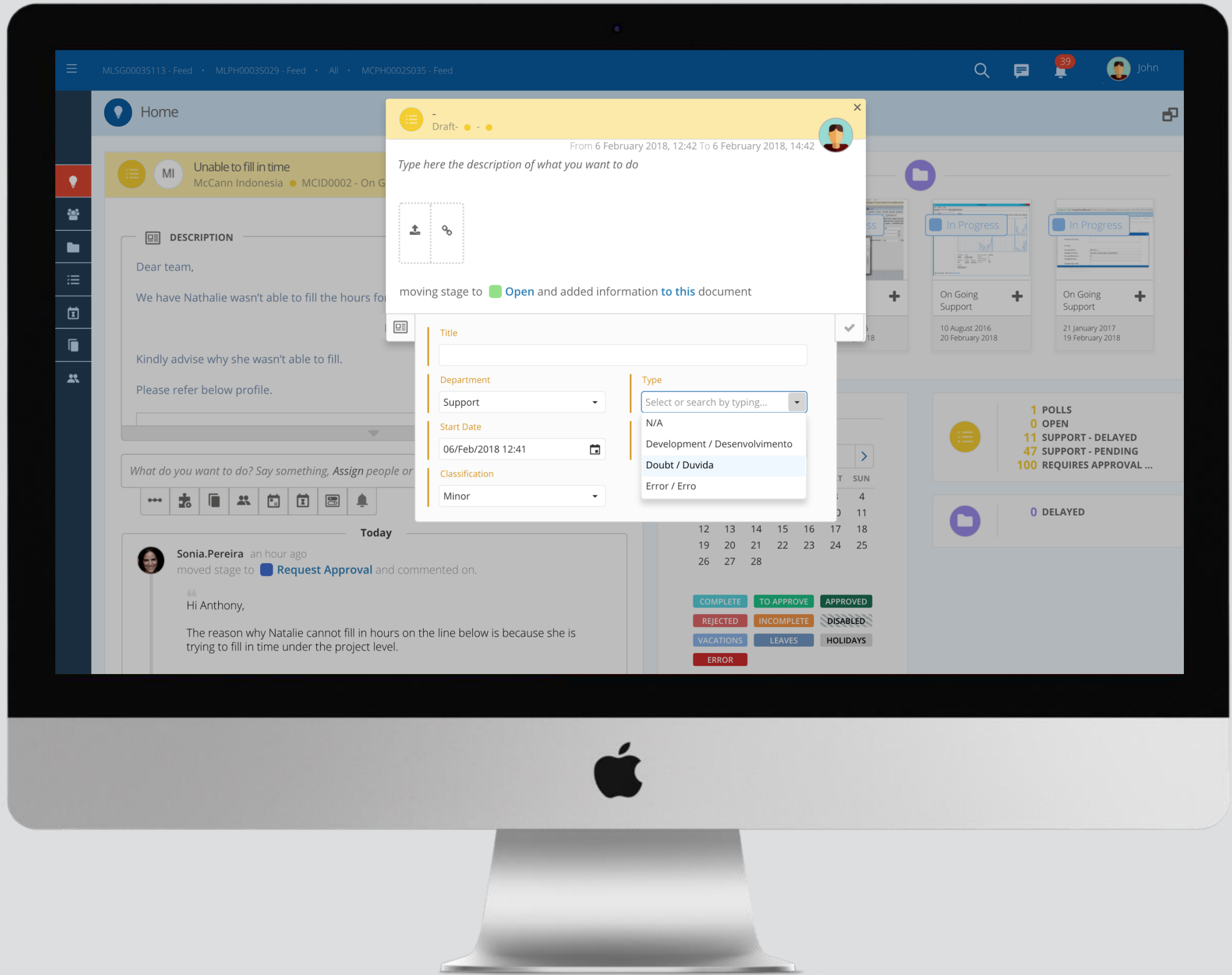e.g. "Add an additional step to the Workflow for this Type."

3 **Error**
When there is a misbehavior in an existing feature or message.
e.g. "Now, when I copy an Estimate, the Owner is missing."

4 **Enhancement Request**
Request for a new feature or inexistent behavior.
e.g. "Add support to annotate on html files."

4. How to Create a Ticket?

Submit New Ticket

Tickets are created just like any other job, under the correct Project. A clear Title is given to the ticket, the Type is selected from a dropdown and Start, and End dates are suggested. Don't forget to provide as much information as possible by adding a Detailed description and any supporting Evidences. If the ticket is created directly from the homepage then some of the information is pre-populated for you.

Real Time Updates and Notifications

Every time something changes on a ticket, you get notified in real time in the system and via email. Check your notifications and navigate through the different lists to see all active tickets per stage, deadline, type, or any other criteria. All this can also be done on the go by using our mobile app.
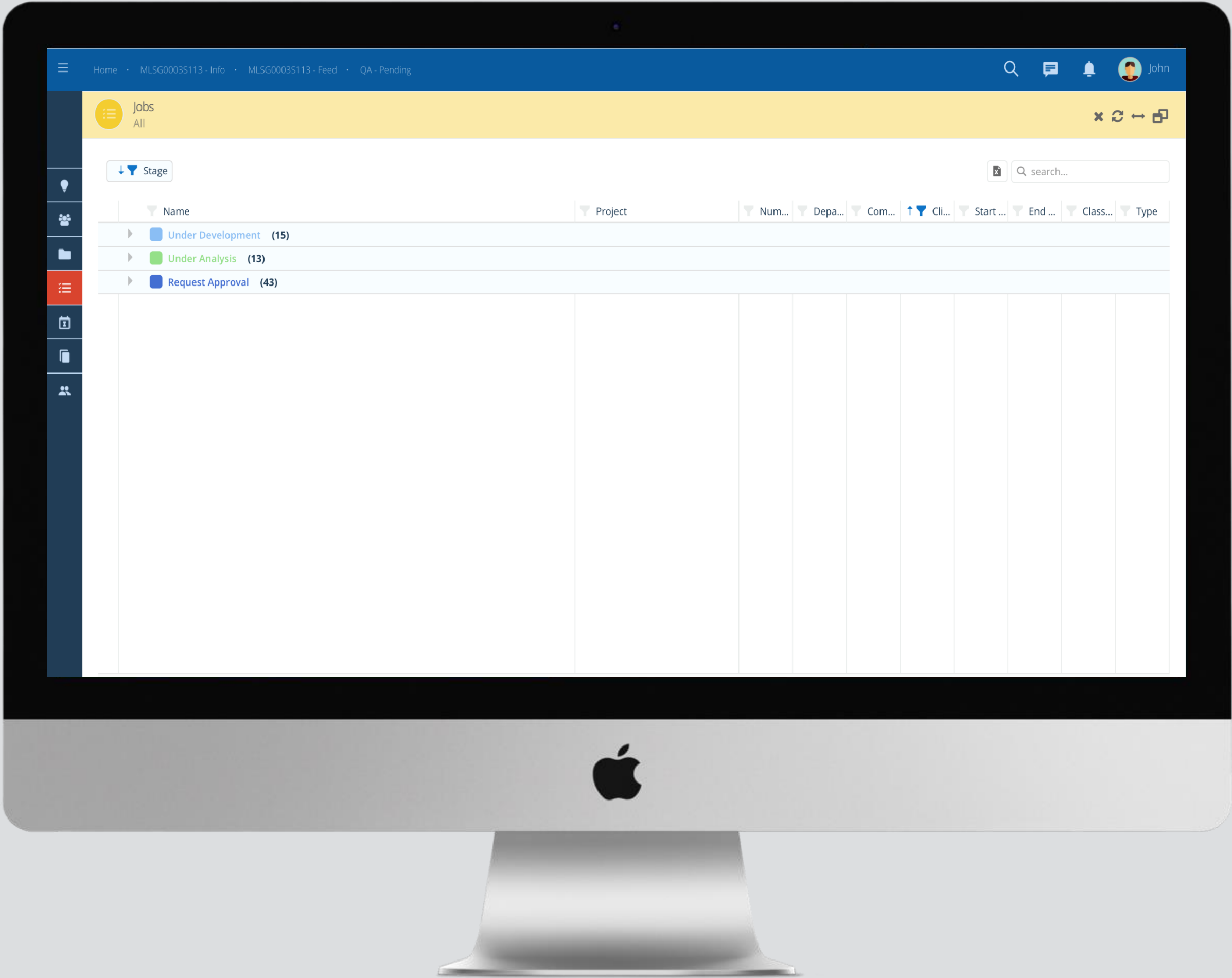
Thank You

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