

# USER DOCUMENTATION

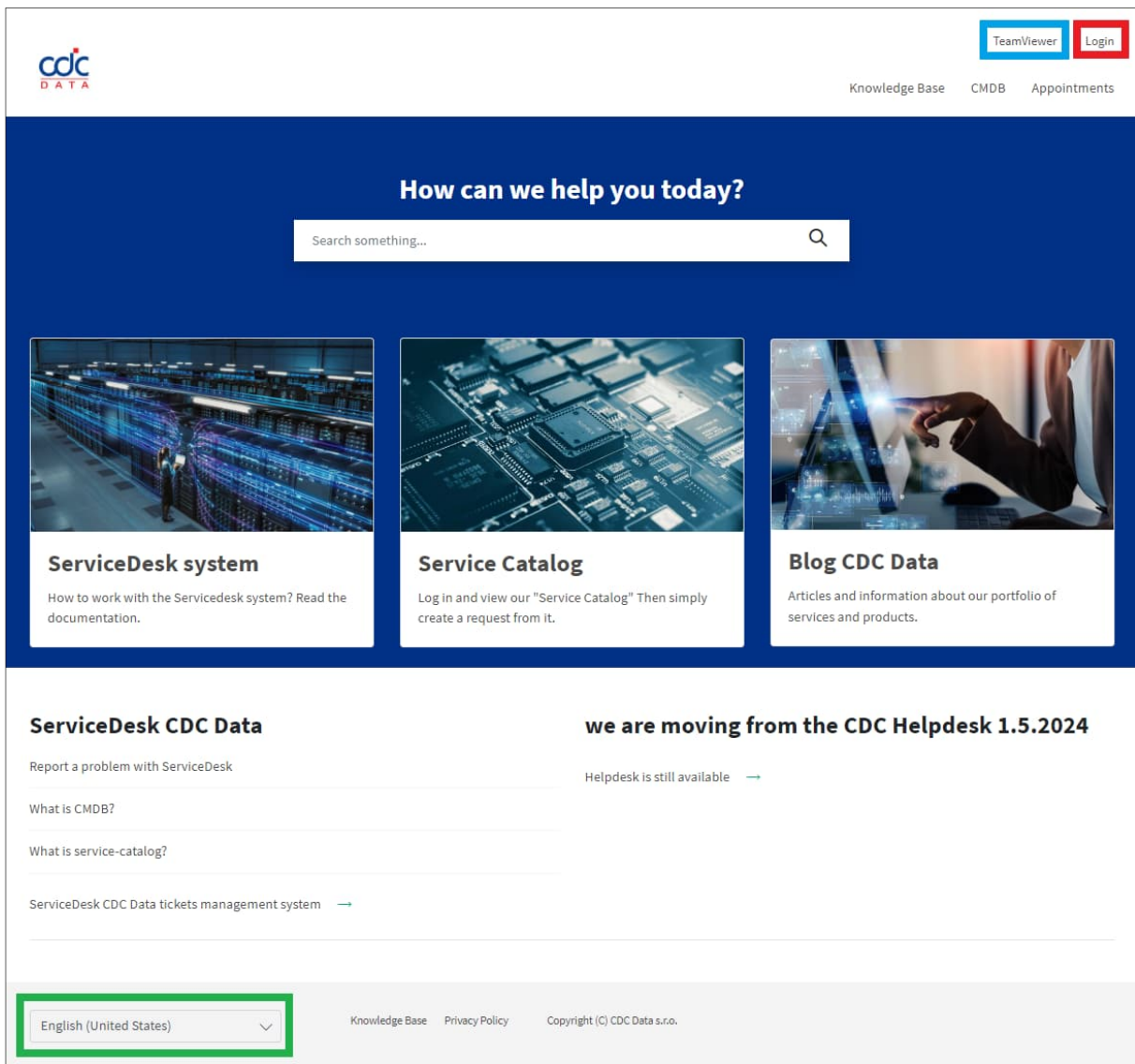
## SERVICEDesk CDC DATA

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# 1. PORTAL SERVICEDESK

CDC Data's new service system can be found at <https://servicedesk.cdc.cz>



The portal will likely change over time but, the basic functionality should be available as follows:

- To log in as a user, use the **Login** link at the top right of the page.
- The portal can be switched to **English** and/or **Czech** in the menu at the bottom left of the page..
- For remote assistance, use the **TeamViewer** application link on the top right.

After login, the function options are expanded as follows:

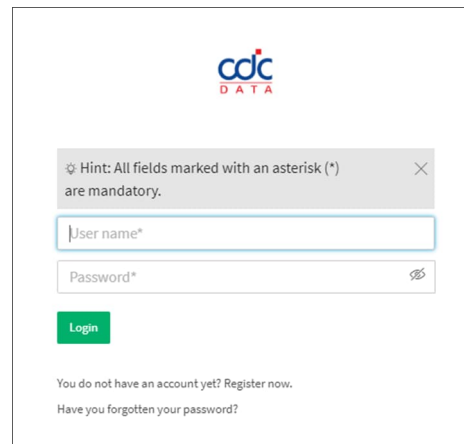


- Browse the CDC Data **Service Catalog**
- Creating a **New Ticket**
- Browsing existing User or Company **Tickets**

## 2. ACCOUNTS – CUSTOMER USER

During the transition to the new ServiceDesk system (servicedesk.cdc.cz), all accounts are migrated from the old CDC Helpdesk system (helpdesk.cdc.cz). These migrated accounts do not have a set password, so you will need to set one before logging in for the first time. ServiceDesk sends password reset instructions to the user's email.

If no account is registered, the customer can register directly. In the login window, the customer selects registration by clicking on the link "You do not have an account yet? Register now."

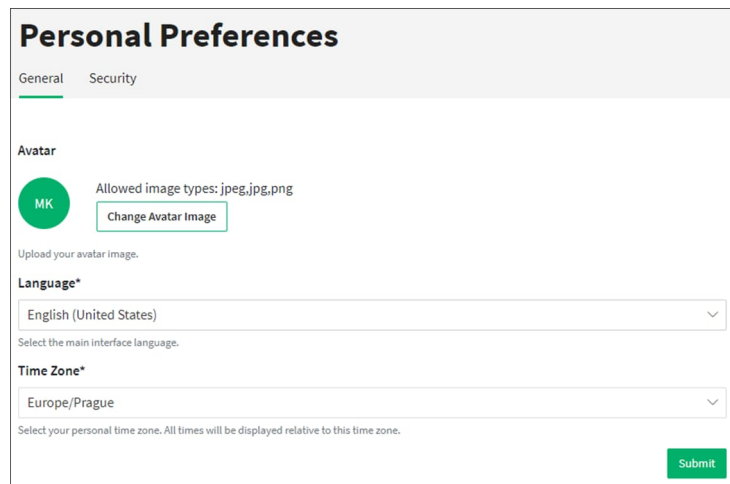


### 2.1. CUSTOMER USER PROFILE SETTINGS

Several settings can be made in the user profile.

You can select the language and time zone in the profile settings. In the security options, each user can change their password and also set a second factor for authentication.

Two-factor authentication is possible using a mobile app (e.g. Microsoft Authenticator) or email.



### 2.2. FORGOTTEN PASSWORD

The customer has the option to invoke the password recovery process on their user account. Simply click on the "Have you forgotten your password?" link in the dialogue box. The result is that an email is generated containing a link that the user uses to set a new password.

### 2.3. SETTING UP TWO-FACTOR AUTHORIZATION

When setting up two-factor authorization using the app, the user is asked for the account password and then shown the procedure for installing the app on a mobile phone and a QR code. Using the QR code, the user creates an account in the app (CDC Data ServiceDesk email address). This account repeatedly generates a six-digit code. When the wizard finishes setting up the second factor, you will be asked for this code.

If you log in again after entering your name and password, you are asked for a six-digit verification code. If you choose to have Servicedesk trust this device, the six-digit code will not be required during this time.

Another option is to have the verification code for the second factor sent to the user's email address.

## 2.4. LOGIN PROBLEM

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If you need help and our assistance, please email [servicedesk@cdc.cz](mailto:servicedesk@cdc.cz). Put the key phrase **#servicedesk** (lowercase only) in the subject line and describe your problem in the body of the message.

## 3. CREATING A TICKET

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To create a ticket from the ServiceDesk portal, the user must be logged in. Tickets can be created using the „New Ticket“ link or from the Service Catalog by clicking the appropriate service.

### 3.1. CREATING A TICKET FROM THE NEW TICKET LINK

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If the user selects "New Ticket", they must fill in all of the mandatory fields:

- Type – Change, Incident, Problem, Request (mandatory)
- Service – Selection of services (mandatory)
- To – Responsible group (mandatory)
- Subject – Short topic of the ticket (mandatory)
- Message – Written description of the request (mandatory)
- Priority – According to the impact on the functioning of the service: Very low, Low, Normal, High, Very high
  - You can add an attachment (not mandatory)
- Add Configuration Items
  - The customer can add a configuration item to the request in this form. The last line of the form offers the option "Add Affected Configuration Items". We distinguish between configuration items in two classes. Hardware for all devices and SupportKey for a contract object or one of the contract items. A list of all of the objects can be tracked in the CMDB.
  - ATTENTION! For IFS customers, please click the "Add Affected Configuration Items" menu and select the SupportKey class. Then all available contract objects from the CMDB database will be displayed under the ConfigItem# and Name search fields, see the second print screen below this paragraph. Please select one (there may be only one to select).

TeamViewer

Knowledge Base

Home > New Ticket

## Create New Ticket

**Type\***

Change ▼

Please select a type for the ticket.

**Service\***

IFS ▼

Please select a service for the ticket.

**To\***

IFS Manufacturing ▼

Please select the queue for the new ticket.  
*Queues are used to assign tickets to the responsible group of people (e. g. team, department, group).*

**Subject\***

Enter...

Please insert a title for the ticket.

**Message\***

**B I U S** | | | | | | | | | | | | | |

Format ▾ | Font ▾ | Size ▾ | ▾ | ▾ | | | | | Source |

Enter...

**Attachments**

Drop files here or click to select files

**Priority\***

3 normal

Please select the priority for the ticket.

**▼ Add Affected Configuration Items**

**Class**

SupportKey

**ConfigItem#**

(e. g. '542200\*2' or '5422000\*\*')

**Name**

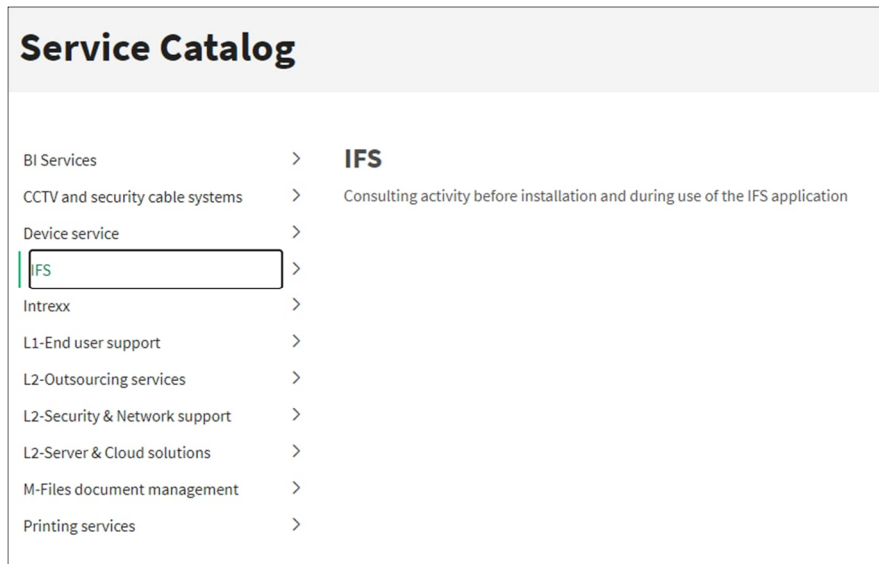
(e. g. 'Exa\*ple' or 'Nam\*\*')

Incident State	ConfigItem#	Name
<input type="checkbox"/> <b>Operational</b>	3729265_IT	CDC Data Interní stř.90
<input type="checkbox"/> <b>Operational</b>	987654321	CDC Data Podpora IFS
<input type="checkbox"/> <b>Operational</b>	999999	Režie CDC_ stř.60
<input type="checkbox"/> <b>Operational</b>	1111111111	...

**Create Ticket**

### 3.2. CREATING A TICKET USING THE SERVICE CATALOG

The Service Catalog can help the user to orientate themselves in the services provided and subsequently guide them to fill in the necessary items of the new request form. If the user decides to create a request from the service catalog, they can click on the service name and receive a partially part-filled new request form. The service name is filled in on the form. The other fields are filled in as previously.



## 4. TICKET MANAGEMENT

The customer has the option to follow the life cycle of the tickets using "My Tickets", which can be found in the top menu next to the "New Ticket" link. If there is a number above the "My Tickets" option, this indicates how many tickets of the logged-in user are in the "open" or "new" status.

In the "Ticket List" view, it is possible to see:

"My Tickets" - tickets created by the logged-in customer representative

or

"Company Tickets" - tickets created by all users of the customer.

In the Ticket lists it is possible to filter the view by

- All Tickets
- Open Tickets
- Closed Tickets

All outputs can be searched. All reports can be exported.

### 4.1. TICKET DETAIL

Clicking on the selected request will take the user to the detail view. In this view, the user has the option to respond to the ticket. All of the set parameters of the ticket can be seen.

- State
- Ticket Number
- Queue
- Type
- Priority



- Service
- SLA
- Owner – Current solver
- Responsible – The person responsible for solving (The Solver)
- A CMDB Configuration Item Object should always be attached to the ticket

## 4.2. NOTIFICATION OF TICKETS

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Individual request notifications can be found under the bell icon next to the user's name.



If there is a green dot next to the bell, the currently logged-in user has an unread notification. Click on the bell to read all notifications.



If there is no green dot next to the bell, you have no unread notifications.

## 5. OTHER FUNCTIONS

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Other options available from the menu after the user logs into the portal:

### 5.1. CMDB

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Shows all configuration items that are defined for the customer. The list can be filtered by class (Hardware, SupportKey). After selecting a configuration item, detailed information is given.

### 5.2. APPOINTMENTS

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The Solver can define a time in the calendar reserved for the customer, who can then track it using the "Appointments" function. They can track their personal appointments or the appointments of the entire company and then filter them by date.

### 5.3. KNOWLEDGE BASE

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We will create a knowledge base for recurring tickets and problems. After login, it will then be possible to use the text box "How can we help you today?" or browse directly through the categories of the knowledge base.

If you fill out a new ticket form and there is a match with an article in the knowledge base, you will be offered the relevant article.

### 5.4. TEAMVIEWER

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The Solver can ask the customer for access to their desktop. For this purpose, the TeamViewer client can be downloaded and launched using the link in the top menu of the customer portal. This action will redirect to <http://www.teamviewer.com> (a new tab will open) and from there, the modified client with the CDC Data logo will be downloaded.