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VERSION 1.3



# QuandaGo Service Desk

Explanation for how to use the Service Desk



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## General

This document has been put together as a support guide for QuandaGo Service Desk users. Our Service Desk handles all issues in the management phase (after a project, in accordance with SLA). There is no other channel where issues exist apart from this Service Desk.

(Issue types: incidents, problems, changes, questions, security incidents.)

You can access the Service Desk portal at: <https://servicedesk.quandago.com>

There is also a phone number you can call to reach the Service Desk. That phone number should only be used to get information about logged tickets in the Service Desk and for reporting P1 incidents.

The Service Desk always displays the current status of issues. QuandaGo actively communicates outside of the Service Desk as soon as a ticket cannot be handled within the SLA.

The Service Desk can be reached on weekdays from 8:30 am to 5:30 pm by calling 073 623 40 97.

On weekdays from 5:30 pm to 8:30 am and on weekends/holidays, the Service Desk is available at a separate, 24/7 phone number. That phone number will be provided depending on what is provided under your SLA.

Disruptions to the platform are actively reported on the Status Page, which is available at: <https://status.quandago.com>

Notifications and updates are sent via the Status Page to everyone who has registered to receive notifications.

## Registering

To start the QuandaGo Service Desk, please visit:  
<https://servicedesk.quandago.com>

You can then log in with your username (e-mail address) and the password you have chosen. You can request an account by submitting a ticket (Question type) or by calling the Service Desk number.

The Status page requires a separate login. You can request an account at <https://status.quandago.com>. The application is manually reviewed for customer relationship and system relevance.

The client is responsible for user management. QuandaGo puts employees who are no longer employed or no longer authorized on inactive status at the client's request.



## Creating a ticket

Once you have logged in to the Service Desk, you can report different types of issues by clicking on one of the lines:



How can we help you?

 **Question**

 **Incident**

 **Change**

 **Problem**

 **Security**

The definitions of each issue type are outlined below, which will help you decide which type of issue to report:

- **Incident**  
Disruption in the system or system operation
- **Chang**  
Request for the implementation of a change/expansion
- **Question**  
Question about using the system
- **Problem:**  
Disruption in the system that is not reproducible
- **Security**  
Security incident reporting, e.g. a data breach

Clicking on one of the lines will display an entry form:

## Question/Incident/Change/Problem

- **Summary**

Provide a brief description of the issue here.

- **Priority**

We use the following definitions to determine the priority of an issue:

### **Priority 1**

Is a service disruption that prevents critical business processes and/or functionalities from running and for which there is no temporary solution available.

Examples:

- Total unavailability of service at one or more locations;
- 20% or more of telephony calls cannot connect.

### **Priority 2**

Is a service disruption where critical business processes and/or functionalities can only run with a difficult or complicated workaround (with high error sensitivity, additional capacity is required to keep the process or functionality running). Non-critical business processes and/or functionalities cannot be run and there is no temporary solution available.

Examples:

- Unavailability of a channel (except telephony);
- Fewer than 20% of telephony calls cannot connect.

### **Priority 3**

Is a service disruption where critical business processes and/or functionalities still run with a workaround. Non-critical business processes and/or functionalities can only be run with a difficult or complicated workaround (with high error sensitivity, additional capacity is required to keep the process or functionality running).

Examples:

- 1% of telephony calls cannot connect.
- Unavailability of reports or management portals

### **Priority 4**

Is a service disruption where non-critical business processes and/or functionalities can run with a workable solution.

Examples:

- Reduced functionality of a non-critical service
- Questions related to service operation

- **System**  
The QuandaGo module to which the issue relates.
- **Environment**  
The environment (Development, Test, Acceptance, Education, or Production) where the issue has occurred.
- **Description**  
Please provide a full description of the question, incident, or desired change here.
- **Reproduction pathway**  
Describe here the steps necessary to cause the issue to occur (including test dates if necessary).
- **Attachment**  
Attachments can be added to the ticket here by dragging and dropping them into the area or by uploading them with the browse button.

*If you are attaching a screenshot to the ticket, please take a screenshot of the entire screen.*

## Security

You will be asked additional questions when reporting a security incident. Because the questions in this form are self-explanatory, we will not comment on them here.

If there are any questions about the form to be filled out, you can always call the Service Desk.

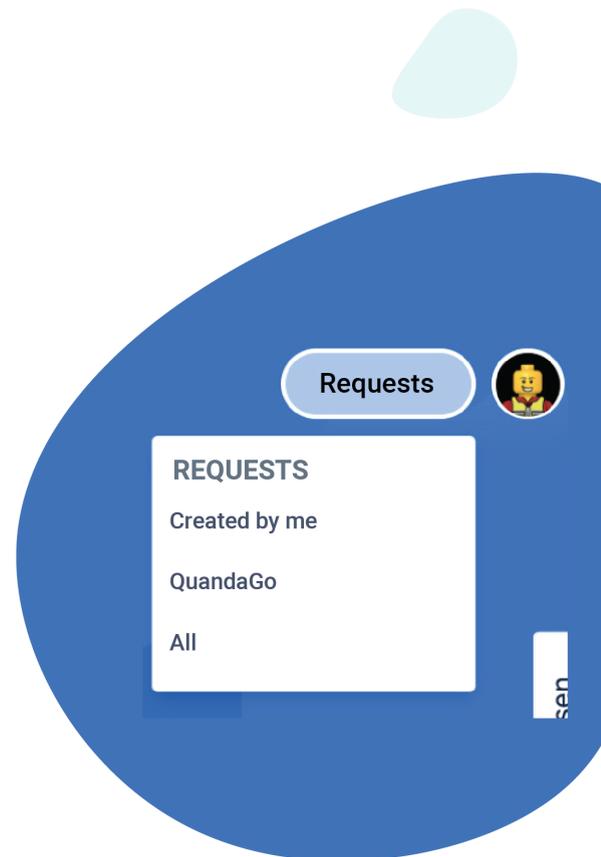
After completing the form, click Submit to submit the ticket. A confirmation e-mail will be sent to you.

# Tickets

## Overview

When you click "requests" at the top right of the screen, you will see a menu that you can use to choose which submitted tickets should be displayed:

- **Created by me**  
The tickets created by the logged in person.
- **QuandaGo**  
This is the name of the logged-in user's organization.  
All tickets visible to that organization.
- **All**  
All tickets that the user has permission to view.



## Ticket

When one of the tickets from the list is selected, the current status of this ticket will be displayed, as well as the amount of time that is still open according to the SLA arrangements. All of this information will be displayed on the right side of the screen:

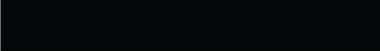
### Status

INTAKE

### Application type

 Incident

### Shared with

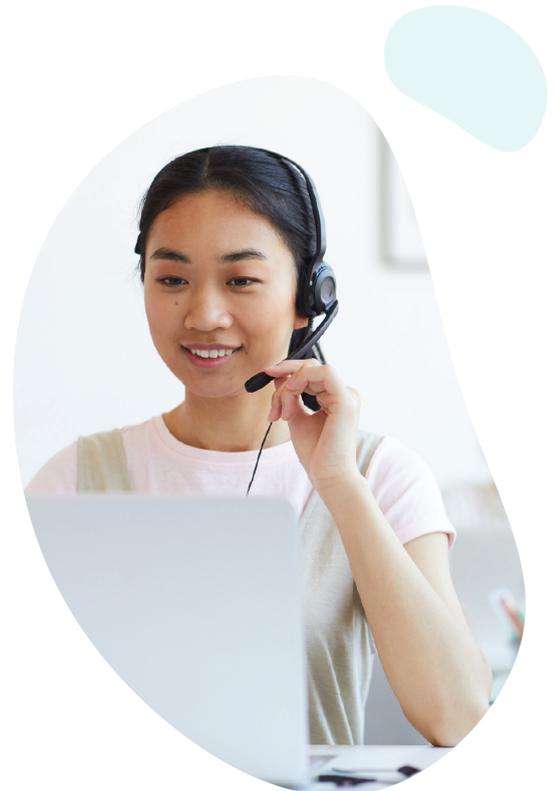
   
   
 + Share

### SLAs

234:21  Solution time within 250h

When a ticket's status is "Waiting for information" or "Waiting for customer", we are waiting for a response from the person who submitted ticket (and the clock pauses). Once a comment has been added in the text field at the bottom of the screen, you can click the "Add response" button to reassign the ticket to QuandaGo. We only receive a notification when that action has been, at which point the ticket will actually be assigned to us.

**Always check that to make sure you have selected the right person to handle the ticket!**



## Closing tickets

Once a ticket's status has been set to "Resolved" by QuandaGo, there are three possible follow-up actions. These are clickable under the status display (top right of the screen).

- Close/Accept**  
 The ticket can be closed definitively, the solution/delivery is approved.
- Rework**  
 The issue has not yet been resolved and/or the delivered change was not delivered to specification; needs to be revisited by QuandaGo.
- Question**  
 The solution is fine, but there are still questions.



### Status

SOLVED

 Notifications on

 Close/Accept

 Rework

 Question

In the SLR, KPIs are only reported on closed tickets, not on resolved tickets.

# SLA clocks

## Timers

SLA clocks have been set up for all tickets, and depending on the SLA (Bronze, Silver, Gold, Custom), each ticket is immediately allocated a certain response time and/or resolution time. The clocks indicate the number of remaining working hours for that ticket. Working hours are on weekdays from 8:30 am to 5:30 pm.

The response and/or resolution times for incidents, problems, changes, questions, and security incidents are outlined in the SLA.

### Response Time

The Response Time timer indicates the timeframe within which you can expect a response from QuandaGo. Within that timeframe, an intake of the report will be done and information will be provided regarding whether the reported issue is attributable to the QuandaGo platform (reproduction), whether the correct issue type has been selected, whether the priority matches the definitions, whether the supplied information is complete, etc.

The timer starts when the ticket is created and stops when QuandaGo provides a response.

### Solution Time

This timer specifies the time within which a ticket must be resolved according to SLA.

This timer starts when the ticket is created and stops when the solution provided by QuandaGo has been accepted (Closed status). Please note that once the status is set to Resolved, the ticket must be set to Closed after acceptance by the customer!

### RFC Delivery

This timer indicates the agreed time within which the estimate, risks and impact of the change must be delivered.

This time starts when the ticket is created and stops once the estimate is provided for acceptance (Wait for agreement).

## Pausing the timers

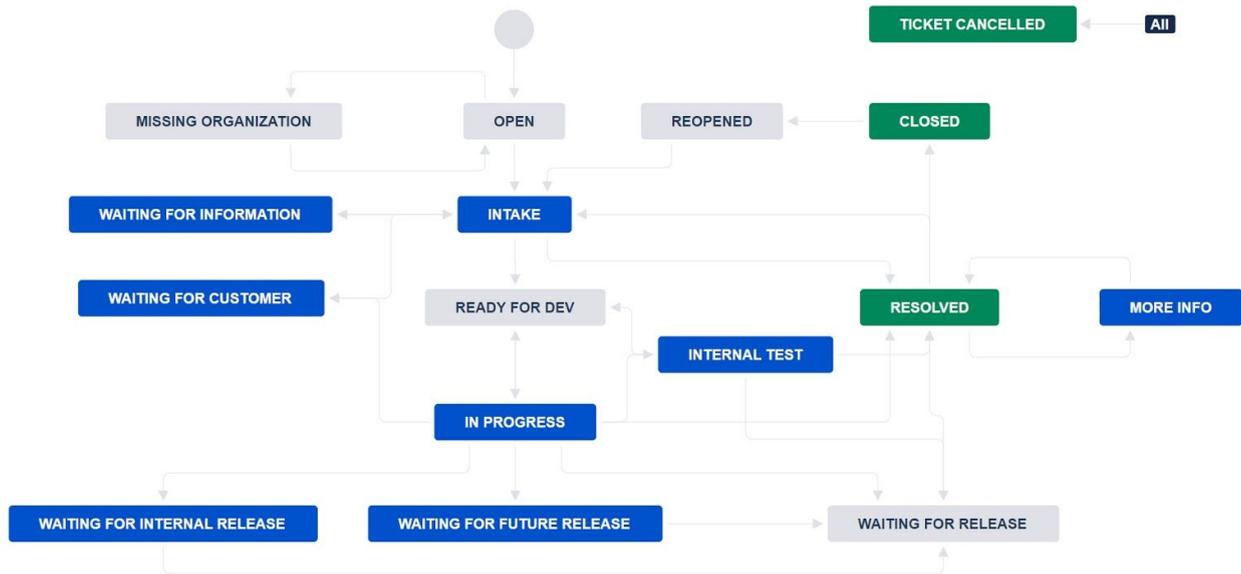
The clocks only run within the support window agreed in the SLA. By default, that is weekdays from 8:30 am to 5:30 pm. They will be paused outside of those times.

A clock will also pause when a ticket is assigned to the customer for more information or for approval. That is why it's also important to click the "Add response" button after providing a response (see above).



# Workflows

Incident types, question, problem, security incident:



Change Type (realization via invoice or hourly bill, customer agreement in workflow):



## Contact

	Where?	Phone
Service desk on weekdays (8:30 am - 5:30 pm)	servicedesk.quandago.com	+31 (0)73 62 34 097
Service desk during extended service window (out of office hours, SLA agreements)	servicedesk.quandago.com	See DAP
Support Consultant		See DAP
Service Manager		See DAP
Head of Professional Services		See DAP

## Escalations

Weekdays 08.30 - 17.30	Customer	QuandaGo
1	Key User	+31 (0)73 62 34 097
2	Administrator/Team Leader	Support Consultant
3	Service Manager	Service Manager
4		Head of Professional Services

Outside office hours	Customer	QuandaGo
1	Key User	See DAP
2	Service Manager	Head of Professional Services
3		Security Incident Manager
4		Security Officer

To ensure the best possible accessibility, please also use the 073 numbers for escalations and ask the reception desk for the relevant person. Alternatively, you can contact them directly using the 06 numbers.

**If no one answers, please send a WhatsApp or text message.**