Nextsense Support System

Customer manual

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Introduction

The Nextsense support system is a web-based ticketing system that brings together, in one place, the Nextsense customers and its employees. Its function, primary, is to provide an easy and simple communication and prompt resolution of the problems that have aroused during the project development. The system assists in an efficient fulfilment of the customer needs and demands.

With help of this customer manual we will try, in simple and clear way, to introduce you in the process of submitting tickets and tracking the status of submitted tickets in every moment, aiming for further use of the benefits it is offering.

A customer in the system can be logged into one of two roles: client or client project administrator. The system also includes email notifications for notifying users whenever is created a new ticket, when a comment is written on a ticket and when a document is attached to a ticket. Additionally there are provided email notifications when a user is assigned a role, when he is removed from a project, and notifications relating to the lease possessed by a particular customer.

Accessing the system

Open a web browser and enter the address https://support.nextsense.com to open the Nextsense support system page.

Note:

The Nextsense Support System may be accessed using the following Internet browsers:

- Google Chrome
- Internet Explorer (we recommend **the last two versions**)
- Mozilla Firefox

Logging in

Enter the address previously mentioned and the Login screen of the Nextsense Support System page appears. Enter your login details and click Login (see Figure 1):

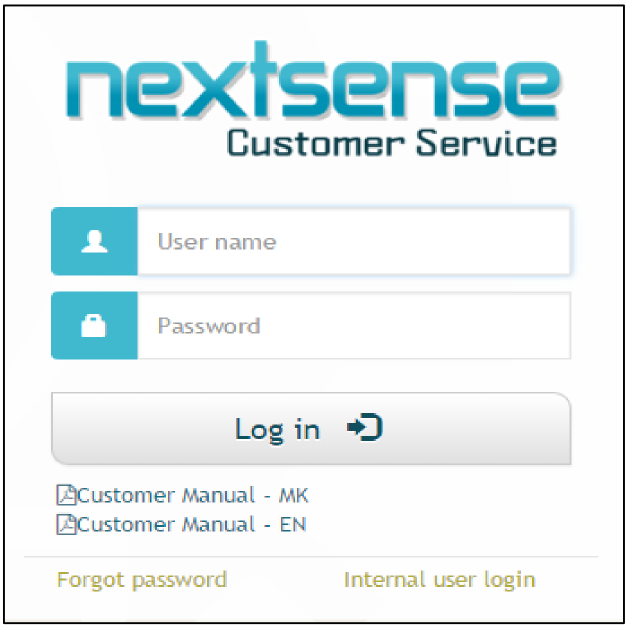


Figure1. Log in form

I forgot my password!

Click Forgot password and enter your e-mail address in order to reset your current password (see Figure 2).

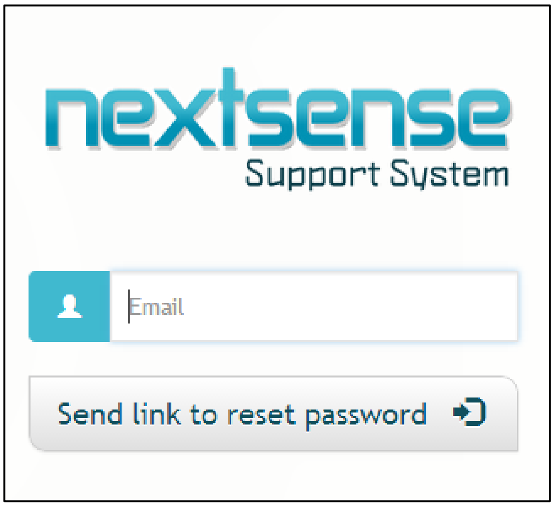


Figure2. Password resetting form

Click the Send link to reset password button and the following message will appear:

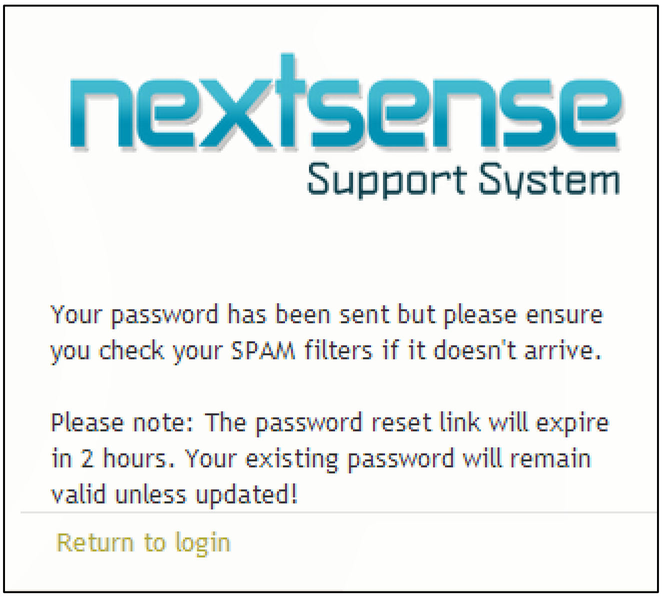


Figure3. Password changing message

Follow the instructions that have been sent to your e-mail address. You can be redirected to the log in page by clicking **"Return to login"**.

Editing user profile

Submitted tickets

The Nextsense Support System home page gives you an overview of all your submitted tickets, tasks, history of the submitted tickets, and also, possibility to create a new ticket, as shown in Figure 4.

Click the button to control the view of the tickets, tasks and history i.e. you can choose between cubes or list form of view.

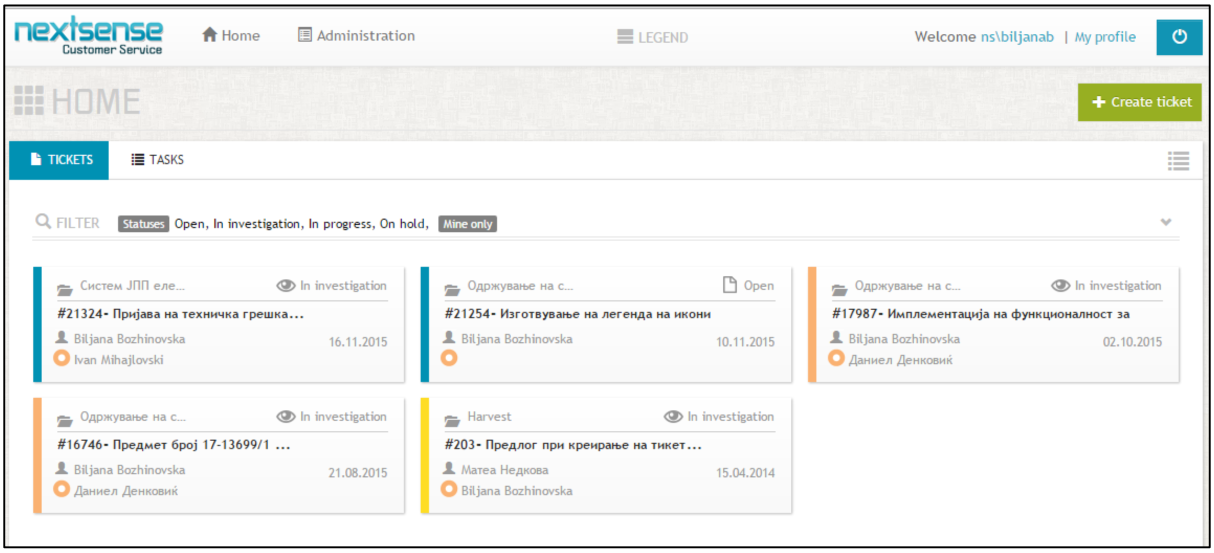


Figure4. Home page

Changing password

When logging into the system for the first time, you should use the password created by your super administrator. Go to **"Click to change password"** i.e. click your username to change your current password.

Figure5. Password changing link

Fill in the required fields:

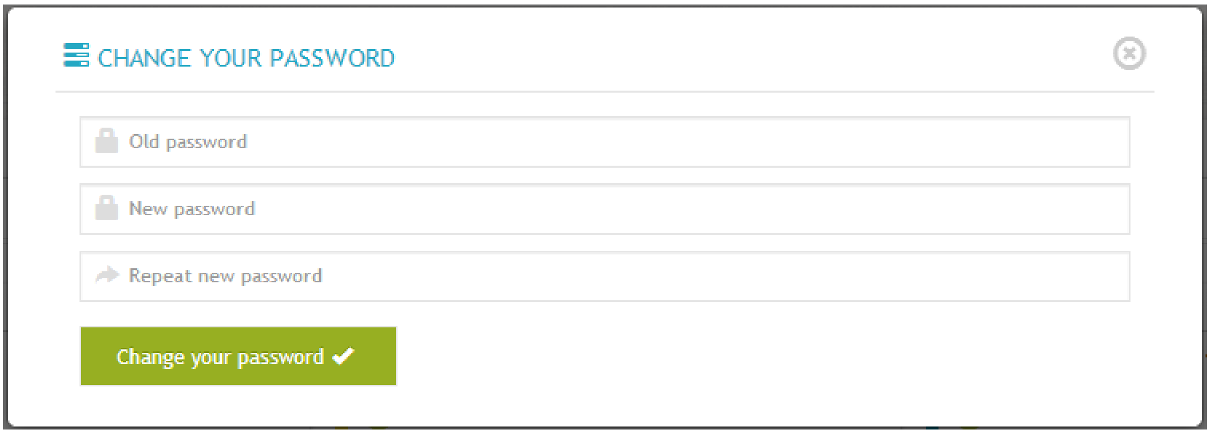


Figure6. Password changing form

Click the "Change your password ✔" button to change the current password successfully.

Editing profile

Go to "My profile" which is at the upper right corner (see Figure 7) and you have the ability to change the value in the following fields:

- Full name
- Mobile phone
- Language
- Notes
- Email
- Business phone
- Password

Figure7. My profile

You can make the change by clicking in the field you want to edit and change the value. Click outside of the edit form to update the changes successfully.

Figure8. Editable field

Changing the password also can be done by clicking **"Change password"** and filling in the fields of the form (See Figure 9) similar as that one above.

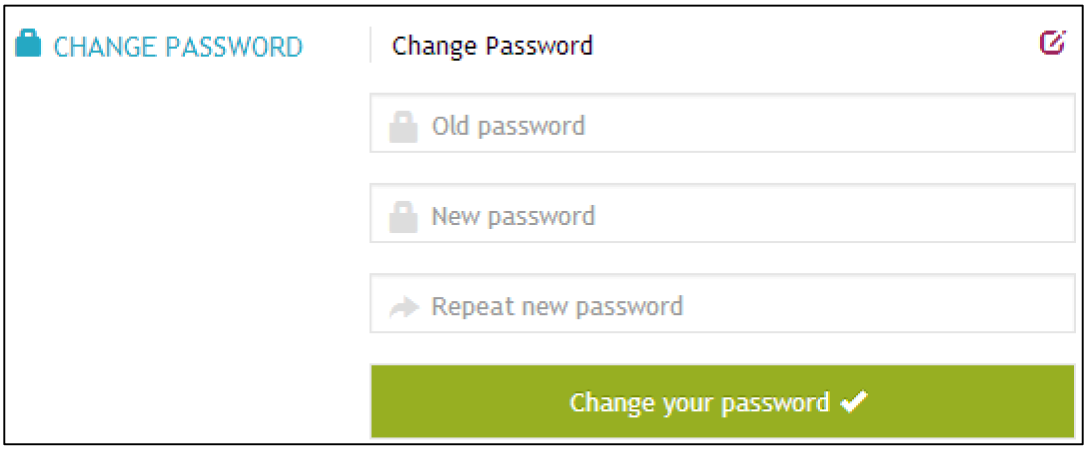


Figure9. Password changing form

Logging Out

Always click the Logout button to securely leave the Nextsense Support System.

Roles

There are two different types of users:

1. Client project administrator and
2. Client user

Client admin user

The account of the Client admin user is created by the Nextsense administrator. Client admin user has the ability to:

- Create tickets for the project/s where the client user admin is assigned to;
- Create new users within a project.

Creating users

Click the New employee button which is at the upper right corner of the "Administration" menu, then click on "Employees" tab and form for creating new employees will appear (see Figure 10):

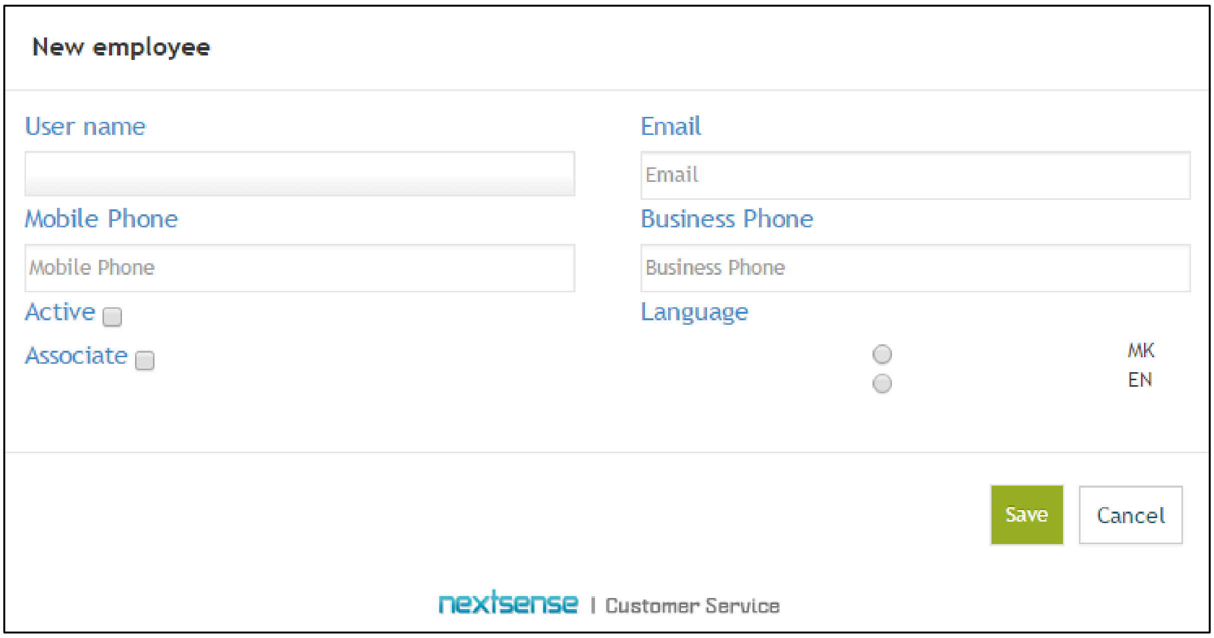


Figure10. Creating new employee form

Fill in the following fields:

- Username
- Email
- Mobile Phone
- Business Phone
- Active
- Language
- Associate

You can activate the created user by checking the box **"Active".** Fill in the fields and click **"Save".** If is successfully created, the user will be listed in the list of employees.

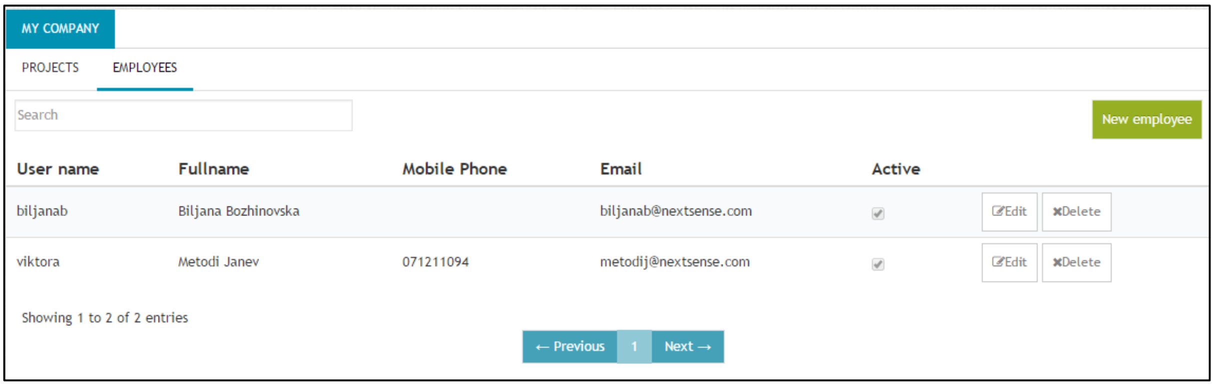


Figure11. List of users

Click **"Cancel"** to cancel the action of creating a new user.

For editing and deleting an employee, use the "Edit" and "Delete" buttons, respectively.

Assigning user to specific project

Open the tab where all projects are listed, click on 

button, click on "Internal users" and the list as shown in the Figure 12 will appear.

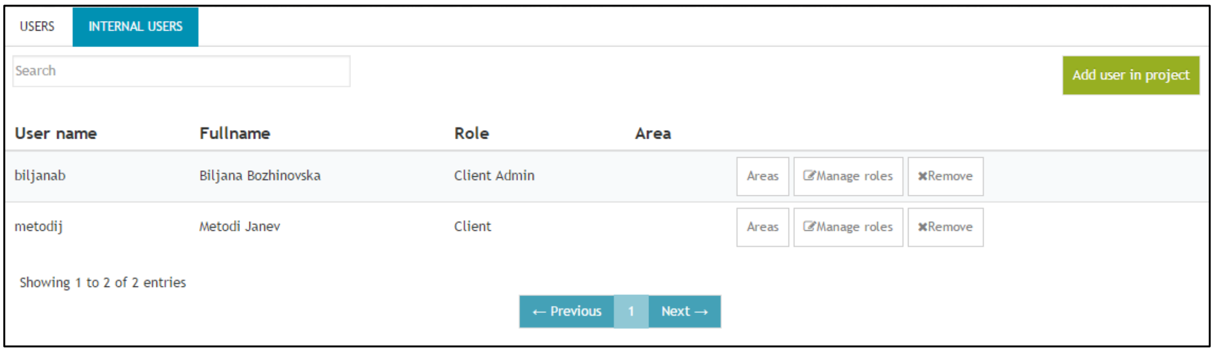


Figure12. List of users within a project

When you click the 

button**, a** form as shown in the Figure 13 will appear:

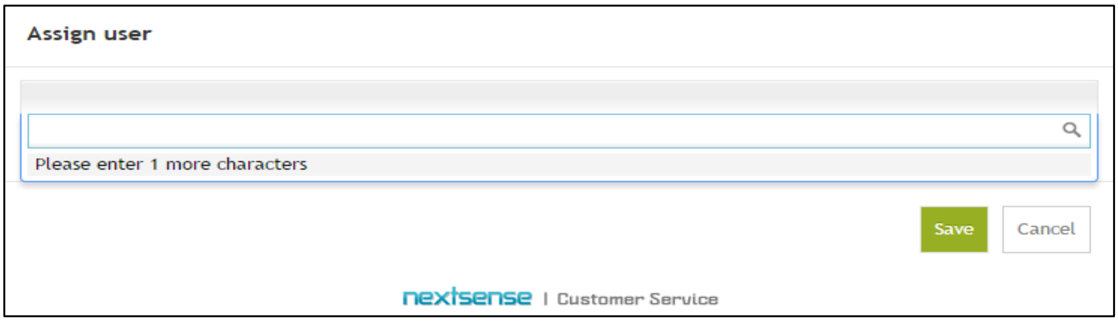


Figure13. Assign user

Select a user and then click "Save" to save the changes.

To set a responsible person for an area click the "Area" button, and for managing roles click the "Manage roles" button.

To remove a user from project use the "Remove" button.

Client user

The user account of the Client user is created by the client admin user. Client user has the ability to:

- Create new tickets for the project/s where the client user is assigned to.

Creating new ticket

Go to home page and click the + Create new ticket button to create new ticket. Fill in the required fields in the form that appears:

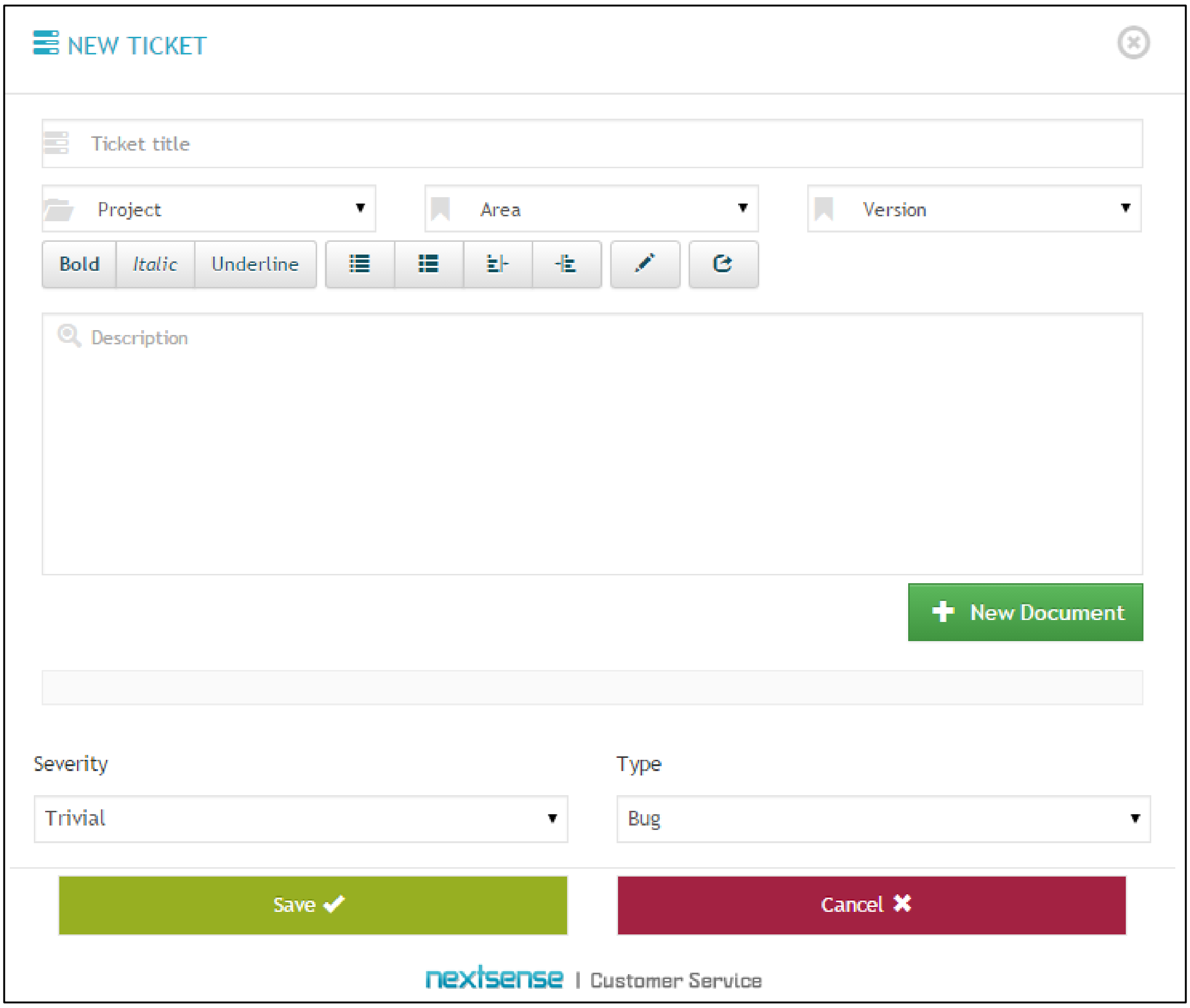
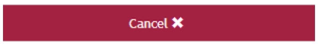


Figure14. Ticket creating form

In the description field you can add screenshot with copy-paste, instead of saving it like a picture and the attaching it. You can use the “New Document” button to add one or more files at one time.

Click the 

button to submit the ticket.

Click the 

button to cancel da action.

Filtering

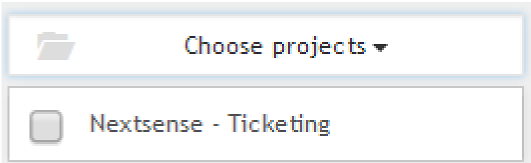
Go to **“Tickets”** tab and then click **“Filter”** to open the form for searching tickets.

Figure15. Filtering

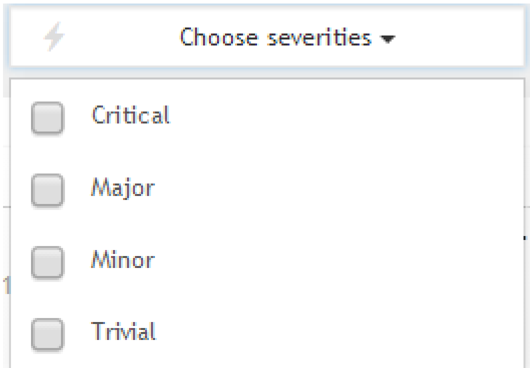
The users have ability to filter their search results. They can:

- Search tickets created from yesterday, last week or last month:

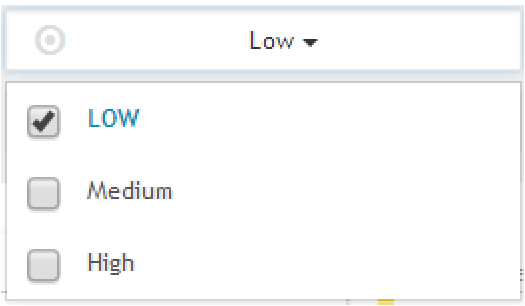
- Search tickets created for specific project:



- Search tickets by severity:



- Search tickets by priority:



- Type a word in the search box:

- Search tickets created by you:

Click the  button to clear all the filters.

Ticket details

Click on specific ticket to see the details for it. Click **"View more"**, i.e. the button to see the ticket description.

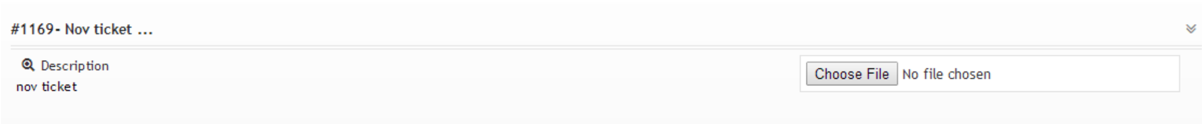


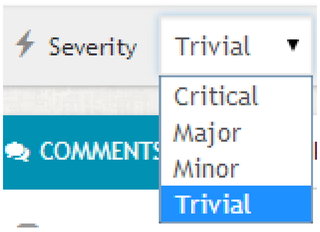
Figure16. Ticket description

You can attach document together with the description of the ticket by clicking the **"Choose file"** button and browsing the document you want to attach:

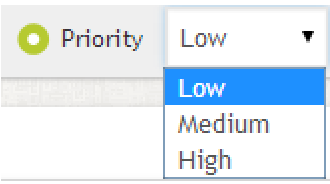
Roles - Client admin and Client (created ticket by some of this users)

Client admin user or Client user, except they can view the detailed description of the ticket and attach a document, also can:

a) Change the severity of the ticket:



b) Change the priority of the ticket:



c) Change the status of the ticket as shown in the table below:

From	To
Investigation	OnHold
InProgress	OnHold
Resolved	Closed
Resolved	Open
Invalid	Investigation

Ticket comments

Go to “**Comments”** tab to leave comment for a ticket. Put some text in the box and click the **“Comment”** button to leave a comment.

You can also put a screenshot as a comment, with copy-paste instead of saving the picture and then attaching it.

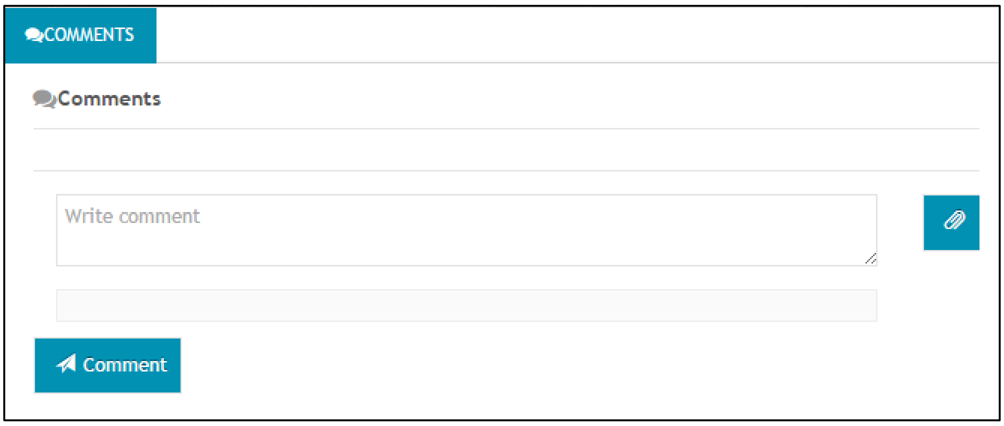


Figure17. Ticket comment

Reviewing ticket history

All actions that have been taken for a ticket can be reviewed in the field **“History”.** The history of actions performed on the ticket is divided by date. Click on the date or the button to see the actions performed on that date.

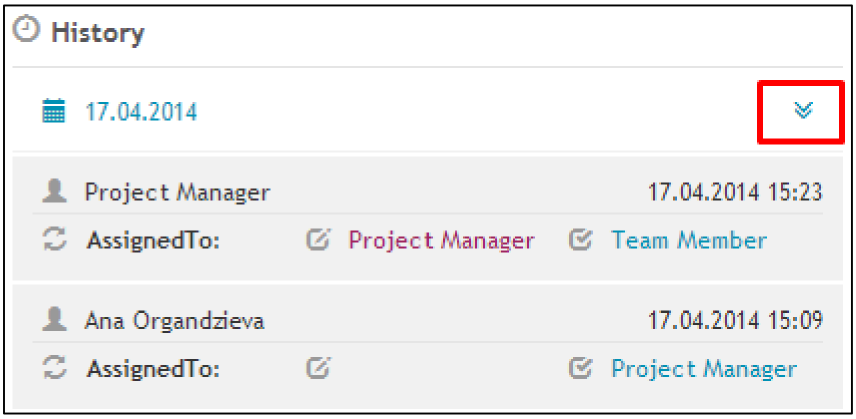


Figure18. Ticket history