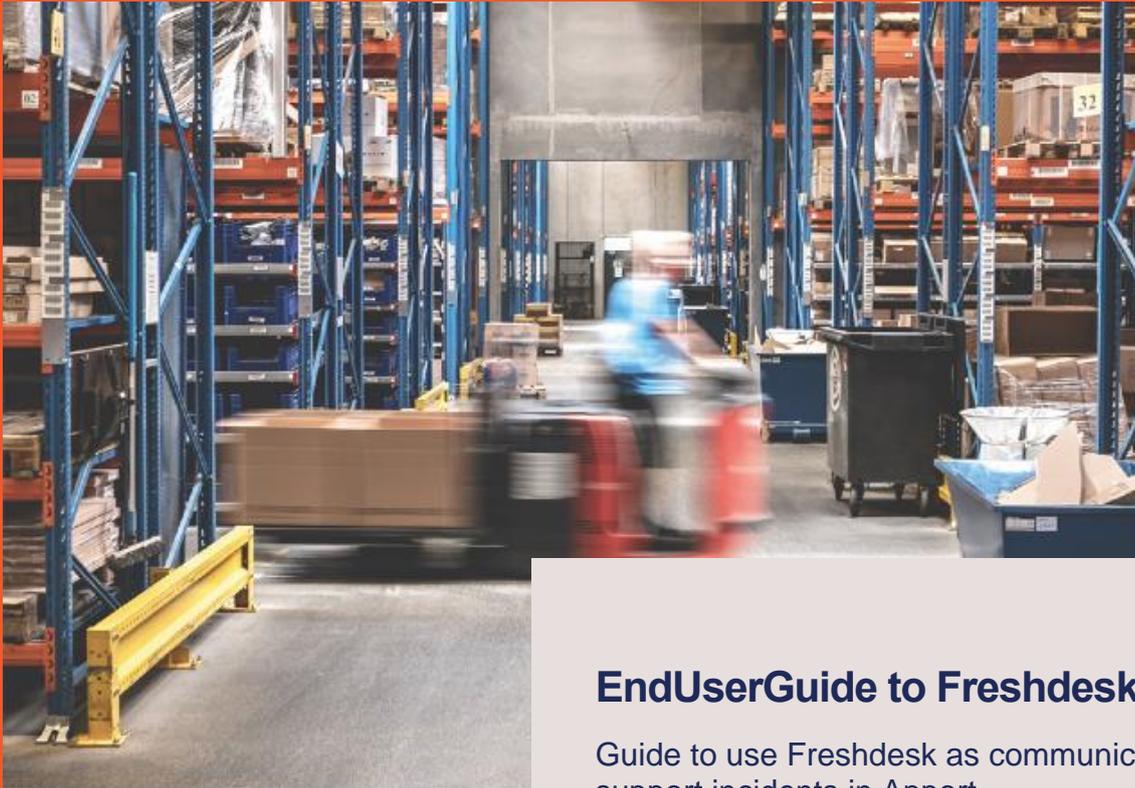


Apport.

People over systems.
Process over technology.
Results above all.



EndUserGuide to Freshdesk

Guide to use Freshdesk as communication tool for support incidents in Apport.
Rev. 01

Bent Schierff

Apport Systems A/S
18-03-2019



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1. Revisions

Rev.	Dato	Initialer	Beskrivelse
01	24-05-2019	BES	First version

Document filename: EndUserGuide TimelogToFreshdesk 2019 EN.docx

2. Purpose with this document

This guide introduces you to the tool Freshdesk.

Freshdesk is used as a communication tool, between the customer and Apport Support. Freshdesk will replace the previous tool "Timelog".

Freshdesk enables you to use both the web portal, and standard mail as communication channels.

3. Transfer of historical data

Your history from Timelog incidents has been transferred from Timelog to Freshdesk, where it was possible. Attached files will not be transferred, but will be archived internally in Apport.

All active users has been transferred to Freshdesk, with the basic data that was accessible in Timelog.

First time you log onto Freshdesk, you will need to push "Forgot password", which will lead you to get a new password for Freshdesk – see section 7.1

In Freshdesk, all users has individual passwords. Your username is your e-mail address.

4. Create additional users in Freshdesk

The first 14 days after Freshdesk go-live, you can add additional users to Freshdesk.

Your company domain is whitelisted in 14 days, where all users are able to send a mail to

support@apportsystems.com

This will result in a user creation in Freshdesk, and this user can from then use Freshdesk like all other users from your company.

After 14 days, we will disable the whitelisting of your domain in Freshdesk.

From that time, you will have to contact us from a registered user, to add new users to your account.

5. Ways to contact Apport Support

You can contact Apport Support by these channels:

- Create a ticket on the website <https://apportsystems.freshdesk.com>
- Send a mail to support@apportsystems.com
- Call us on our support hotline +45 7244 9950 (important on production stop)

!! Do not use personal e-mail addresses for support tickets !!

6. Logon to Freshdesk for new users

If you have not used Freshdesk in the past, and not has been created as user in Timelog, you will need to register with Freshdesk.

In below example, we suppose you have a mail address on the same domain as your colleagues already registered (example YOURNAME@fCOMPANYNAME.com).

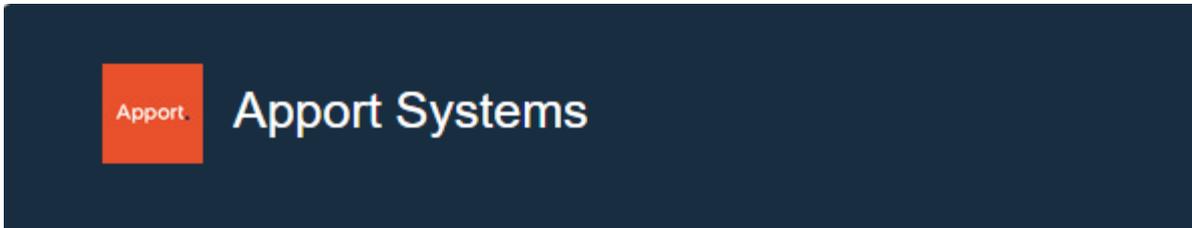
Open <https://apportsystems.freshdesk.com/support/login> and type your full name and e-mail address:

The screenshot shows the Apport Systems support portal interface. At the top left, there is a logo for Apport Systems. On the top right, it says 'Welcome Bent Schierff' with links for 'Agent Portal', 'Edit profile', and 'Sign out'. Below this is a navigation bar with 'Home' and 'Tickets'. The main content area is split into two columns. The left column is titled 'Login to the support portal' and contains a form with fields for 'Your e-mail address' and 'Password', a 'Remember me on this computer' checkbox (checked), a 'Forgot your password?' link, and a 'LOGIN' button. Below the login form is a link to '...or Submit a new ticket' and a 'NEW SUPPORT TICKET' button. The right column is titled 'Sign up' and contains a 'SIGN UP WITH US' button and a paragraph explaining that signing up provides complete access to the self-service portal and allows users to raise support tickets and track their status.

This will result in in a mail sent to you, where you will be asked to confirm your account
Click on the link in the mail. This will forward you to a webpage, where you can type your new password.

Your password should follow below rules:

- Minimum 8 characters
- Must not contain username



Activate Your Account

Please confirm your details and set a password for your account

Fulde navn *

Fresh5

Enter Password *

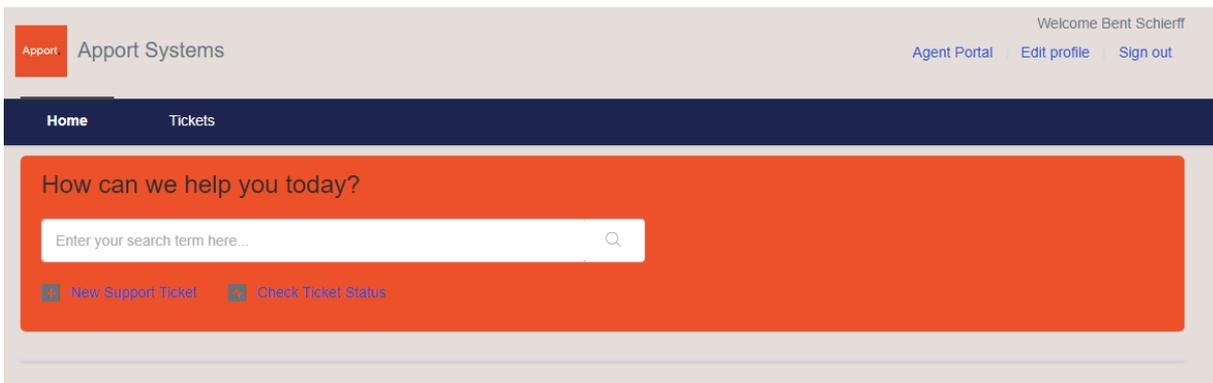
.....

Retype Password *

.....|

ACTIVATE AND LOG IN

When you hit "Activate and log in", you are logged in to the portal.



7. Login to Freshdesk for previous Timelog users

If you were created as a user in Timelog, you are already created as a user in Freshdesk
All you need is a new password

Open <https://apportsystems.freshdesk.com/support/login> og tryk på "glemt dit password?"

The screenshot shows the Apport Systems support portal interface. At the top, there is a navigation bar with the Apport logo and 'Apport Systems' on the left, and 'Welcome Bent Schierff', 'Agent Portal', 'Edit profile', and 'Sign out' on the right. Below this is a dark blue header with 'Home' and 'Tickets' links. The main content area is divided into two columns. The left column is titled 'Login to the support portal' and contains a form with the following elements: 'Enter the details below', a text input for 'Your e-mail address', a text input for 'Password', a checked checkbox for 'Remember me on this computer', a link for 'Forgot your password?', and a 'LOGIN' button. Below the form is a link for '...or Submit a new ticket' and a 'NEW SUPPORT TICKET' button. The right column is titled 'Sign up' and contains a 'SIGN UP WITH US' button and a paragraph of text: 'Once you sign up, you will have complete access to our self service portal and you can use your account to raise support tickets and track their status.'

Type in your mail address, and hit "Reset my password":

The screenshot shows the Apport Systems user portal. At the top left, there is the Apport logo and the text 'Apport Systems'. At the top right, it says 'Welcome Bent Schierff' with links for 'Agent Portal', 'Edit profile', and 'Sign out'. Below this is a dark blue navigation bar with 'Home' and 'Tickets' links. The main content area is split into two columns. The left column is titled 'Forgot Password' and contains the text: 'Give us your email address and instructions to reset your password will be emailed to you.' Below this is a text input field labeled 'Your e-mail address'. There are two buttons: 'CANCEL' and 'RESET MY PASSWORD'. Below the buttons, it says '...or Submit a new ticket' with a 'NEW SUPPORT TICKET' button. The right column is titled 'Sign up' and contains a 'SIGN UP WITH US' button. Below the button, it says: 'Once you sign up, you will have complete access to our self service portal and you can use your account to raise support tickets and track their status.'

This will result in in a mail sent to you, where you will be able to reset your password
Click on the link in the mail. This will forward you to a webpage, where you can type your new password.

Your password should follow below rules:

- Minimum 8 characters
- Must not contain username

Type your new password and hit "Update & Log in"

Apport Systems

Change Password

Enter Password *

Retype Password *

UPDATE & LOG IN

Apport Systems Welcome Bent Schierff

[Agent Portal](#) | [Edit profile](#) | [Sign out](#)

Home Tickets

How can we help you today?

Enter your search term here...

[New Support Ticket](#) [Check Ticket Status](#)

8. Edit your profile

It is possible to modify your profile, by hitting "Edit your profile" Here you can choose language, and add a picture if you like. Here is also the option to change password.

Apport Systems

Velkommen Fresh5
[Rediger profil](#) [Log ud](#)

Hjem
Supportsager

Manage your profile

F

Fulde navn *

Titel

E-mail

Mobiltelefon

Arbejdstelefon

Firma

Tidszone

Sprog

Adresse

Fresh5

fresh5@bentschierff.dk

Bentschierff.dk

(GMT+01:00) Copenhagen

Danish

Skift kodeord

Nuværende kodeord *

Nyt kodeord *

Bekræft kodeord *

SKIFT KODEORD

GEM ÆNDRINGER

ANNULLER

SKIFT BILLED

Et profilbillede af personen; det er bedst, hvis billedet har samme længde og højde

9. Create a ticket for Apport Support

As mentioned, there is different opportunities to create a ticket for Apport Support. The easiest way is, to just send a mail to support@apportsystems.com

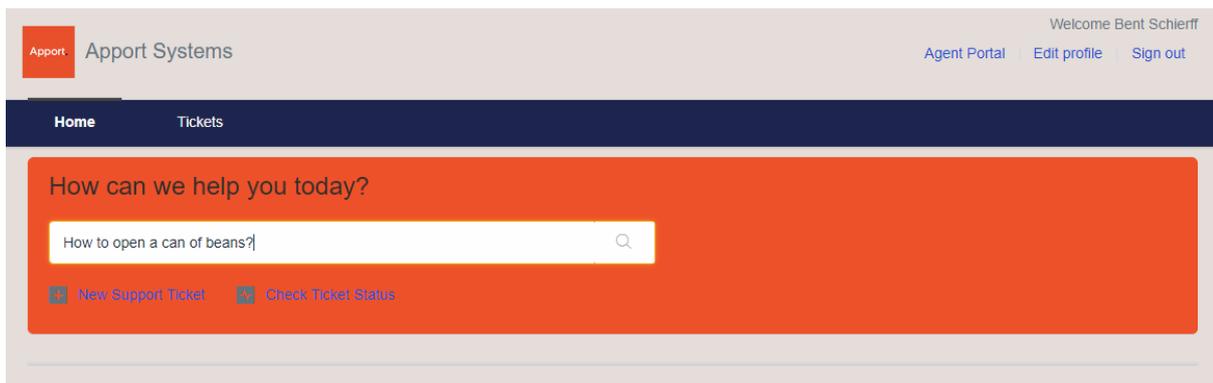
The mail will automatically be converted to a ticket in Freshdesk. From that point, you will be able to see the ticket in the Freshdesk portal. If you add pictures or files to the ticket, these will also be updated in the post in the ticket. Please note, that there is a size limitation of 15 MB for attached files per incident.

You can also create a ticket in the web portal <https://apportsystems.freshdesk.com>

Here you will get the advantage, that previous tickets may already have answered your question, so you don't have to contact support to get the same answer.

By using the text search, you will be presented for previous incidents that had similar pattern as your question.

If you don't get a useable result, you can create a new ticket directly from the portal.



To open a new ticket, hit "New Support ticket".

Requester: Mail address to requester. Responses to the ticket will be sent to requester

Add CC: You can add CC, which will receive all responses to the ticket.

Subject: The subject

Description: Detailed description of the issue. Please ensure we have important details of the problems, ie. Time of occurrence, process and step being used, workername, what was expected etc. Add pictures or screendumps of the problem, is often a big help for fast resolution.

Impact: The impact for this issue, compared to the other issues currently open for your company. This will be used to prioritize your tickets.

The screenshot shows the 'Submit a ticket' form in the Apport Systems interface. The form is located on the left side of the page, with a navigation bar at the top containing 'Home' and 'Tickets'. The form fields are as follows:

- Requester ***: A text input field containing the email address 'bes@apportsystems.com'. Below the field is a link labeled 'Add cc'.
- Subject ***: An empty text input field.
- Description ***: A rich text editor with a toolbar containing icons for bold (B), italic (I), underline (U), bulleted list, numbered list, text color, background color, link, unlink, and image. Below the editor is a link labeled '+ Attach a file'.
- Impact**: A dropdown menu with a downward arrow and the text '...'.

At the bottom of the form, there are two buttons: 'SUBMIT' and 'CANCEL'.

The ticket is now created, and can be seen on the tab ""Tickets".

Requester has also received a mail with the ticket details. If you reply to this mail, the reply will be updated in the ticket in Freshdesk

You can see both active and resolved tickets, by clicking "Open or Pending". If you click the ticket number or Open, you can see the ticket details and history.

The screenshot displays the Apport Systems agent portal interface. At the top, there is a header with the Apport logo and 'Apport Systems' on the left, and a user greeting 'Welcome Bent Schierff' with links for 'Agent Portal', 'Edit profile', and 'Sign out' on the right. Below the header is a navigation bar with 'Home' and 'Tickets' tabs. A search bar is present with the placeholder text 'Enter your search term here...'. To the right of the search bar are two buttons: '+ New Support Ticket' and 'Check Ticket Status'. The main content area shows a filter dropdown set to 'Open or Pending' and a sorting option 'Sorted by Date Created'. An 'Export tickets' link is located in the top right corner of the list. A single ticket is listed with the title 'Test #228' and a subtext 'Created on Fri, 24 May at 1:08 PM Agent: Bent Schierff'. An 'Open' button is positioned to the right of the ticket entry.

On the ticket, you can see which agent is assigned to the ticket.
 You can also change the impact on the ticket.
 On the 3 buttons, you can:

- Respond to the ticket
- Close the ticket
- Add CC to the ticket

The screenshot displays the Apport Systems interface. At the top, there's a navigation bar with 'Home' and 'Tickets' tabs. A search bar and buttons for 'New Support Ticket' and 'Check Ticket Status' are also visible. The main content area shows a ticket titled '#170 Ordre kan ikke frigives' reported by 'Fresh5'. A response from 'Bent Schierff' is shown, stating that the order is fulfilled. On the right, a sidebar provides 'Agent Working on This Ticket' (Bent Schierff, Service Manager) and 'Ticket details' including 'Impact' (Medium impact), 'Status' (Open), and 'Assigned to' (Bent Schierff). An 'UPDATE' button is located at the bottom of the sidebar.

Apport Support will resolve the ticket, when the supporter consider that a final response has been given. The ticket will remain in status resolved for 48 hours, where it can be re-opened by responding to the ticket. After this, it will be closed automatically, and should not be re-opened.

Apport Systems

Velkommen Fresh5
[Rediger profil](#) [Log ud](#)

Hjem
Supportsager

🔍 Søg med enkeltord eller spørgsmål
+ Ny Supportsager
+ Tjek Support Sags Status

Hjem / Tickets list

Løst Siden 16 seconds

#170 Ordre kan ikke frigives

F

Fresh5, anmeldt 5 minutter siden

Jeg kan ikke frigive ordre 8888. Jeg har forsøgt klokken 10:15
Kan i se hvorfor?

↶ ↷ 👤

Bent Schierff, sagde få sekunder siden

Hi Fresh5,

Det skyldes at en vare manglede opfyldning. Den er nu opfyldt, og ordren er frigivet.

Ticket: <https://apportsystems.freshdesk.com/helpdesk/tickets/170>

Med venlig hilsen / Kind regards

Bent Schierff
 Service Manager
[+45 4177 3574](tel:+4541773574)
 Apport Systems A/S
 Sletten 20, DK-8543 Hornslet

<https://apportsyste...>

[in](#) [Denmark](#) | [Sweden](#) | [Norway](#)

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 You can read our privacy policy here: [Danish](#) / [English](#)

F

Fresh5

Click here to reply to this ticket

Medarbejder på denne supportsag

Bent Schierff
Service Manager

Satisfaction Rating

How would you rate the support you have recieved in this ticket?

- Extremely satisfied
- Mostly satisfied
- Neither satisfied nor dissatisfied
- Mostly dissatisfied
- Extremely dissatisfied

Sags detaljer

Impact

Medium impact

Status

Løst

Assigned to

Bent Schierff

OPDATÉR

Apport Systems A/S
 Sletten 20
 DK-8543 Hornslet

(+45) 7244 9944
info@apportsystems.com
 CVR: 25 44 80 73

Side 15 af 16

When the ticket is resolved, we would appreciate if you would rate the support you received in the ticket. This can be done by selecting a statement under “Satisfaction Rating”

The screenshot displays a support ticket interface. At the top left, there is a breadcrumb "Home / Tickets list" and a yellow status bar indicating "Resolved since 30 seconds". The ticket title is "#170 Ordre kan ikke frigives". A message from "Fresh5" (reported a month ago) asks for an order to be released. A response from "Bent Schierff" (Service Manager) explains that the order is fulfilled. On the right, a "Satisfaction Rating" panel asks for a rating and provides five options: Extremely satisfied, Mostly satisfied, Neither satisfied nor dissatisfied, Mostly dissatisfied, and Extremely dissatisfied. A "CANCEL" button is also present.