

ATS ITSM – Customer User Guide

ATS ITSM Customer User Guide

Version 2.0



Industrial Internet of Things

www.ats-global.com

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1/ Registration process for logging onto ATS portal

Please open the link https://support.ats-global.com/ and follow instructions and screenshots below:

Press the Sign in now:



Enter your email address and press **Send verification code** button:

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You will receive Verification code to your email from ATS.

ATS Global B.V. - B2C account email verification code Inbox×

Microsoft on behalf of ATS Global B.V. - B2C <msonlineservicesteam@microsoftonline.com> to me -

15,





Copy your unique Verification code to Registration form and press Verify code button:





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Fill all required details:

Press Create button:

This information is required.

Email Address

Send verification code

This information is required.

New Password

This information is required.

Confirm New Password

This information is required.

Given Name

This information is required.

Surname

This information is required.

Company_Name

Job Title

Street Address

This information is required.

City

This information is required.

State/Province



intry/RegionThis information is required.	
Country/Region	~
Postal Code	
Display Name	

You have now access to Support portal:

-	15					Q	පි	¢	ഹ	0	
New Inc	New Incident Ident	Open Incidents	Open Incidents	My Assets	My.	Assets					,
		♥ Welco Start a ne Search And Log Is	me,Test w issue or re sue/Requests	Tester7 quest here:							



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2/ How to log new incident

1. Click on **MENU** option on your homepage.



2. Choose Incident option at the panel on the left side.





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Now choose option: New incident 3.

AIS	<u> </u>				
🕼 Dashboard	🛔 User				
🔶 Incident	My Incidents	Open Incidents	Open Incidents	My Assets	My Assets
	New Incident				
				V.S.	T DAY
					X MAKI
			Welcome, Test 7	lester8	
			Start a new issue or re	quest here:	
			Search And Log Issue/Requests		+
			VI MAR	T BA NORT	

4. Please fill all information needed.

Dashboard	New Incident					
Incident	Department *		Details			1 Reco
			Customer Support Portal			
		1.	Contract		v	
		2.	Phone number *			
		з.	Symptom *			
			MES system doesn't work. Error r	nessage appared.		
		4.	Description *			
				nt Size 🔻 Font Family. 🔻 Font Format 👻 🚍 👼 🙉 🐗	s 🔕 😭	
			MES system doesn't work, it took	too much time to load. Now there is an error message P	lease see the screenshot in the attachement.	
		5.	Urgency	Medium	¥	
		6.	Impact	Minor	▼	
			Priority	Priority 3	Ŧ	
		7.	Attachments	Image 1.png	<u>*</u>	

- 1. Select correct Contract company you are creating this incident for.
- 2. Add phone number of the end user, in case our engineers will need more information about this issue
- 3. Add short description of the issue at least 20 characters long.
- 4. Add detailed description of the issue.
- 5. Select correct Urgency
- 6. Select correct Impact, both those values will affect final Priority of the issue: a. Priority 3 - not urgent



- b. **Priority 2** urgent, but the issue is not affecting production and can wait until next business day
- c. Priority 1 very urgent, production is stopped
- 7. Click on the arrow next to the "Max upload file size 4 MB" and select attachment you want to add to this incident
- 5. After you've added all information needed, please click on **Submit** button in the left bottom corner.

Description *		
B I U ≡ ≡ ≡ ≡ Ξ Ξ Ξ For	nt Size 🔻 Font Family. 👻 Font Format 🔻 🚍 👺 🤫 🐝 🤅	🧐 📓
MES system doesn't work, it took	too much time to load. Now theer is an error message. See	the screenshot in the attachement.
Urgency	Medium	v
Impact	Minor	Y
Driority		
riony	Priority 3	Y
Attachments	Max Upload File Size 4MB	<u>±</u>

- 6. After you click on Submit button, this window with incident number, Priority, Service Window and Resolution Deadline appears. It means that it has been done successfully and our engineers can start investigating it.

			X				
Your Incident is log	ged si	uccessfully.					
Incident ID:	2984						
Priority:	Prior	ity 3					
Service Window:	24X7	24X7 Support					
Resolution Deadline:	2020	-04-20 02:52:00					
VIEW DASHBO	ARD	VIEW MY INCIDENTS	LOG NEW INCIDENT				

7. After logging a new incident you should receive a notification about this incident into your mailbox.

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- 8. You'll receive another notifications in this following cases:
 - a. incident has been suspended
 - b. incident has been updated by analyst
 - c. incident has been closed

3/ How to view created incident

If you've created an incident, you can also view it (and also all other incidents you've already created) through My incidents option.

1. To do it, click on **MENU** on your homepage.



2. Then choose Incident on the left panel.





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3. Click on My incidents

Dashboard	🌡 User				N . M
rident	My Incidents New Incident	-	Open Incidents	Open incidents	My Assets
			++		
				Welcome,Test	Tester8
			M.	Start a new ISSUE OF	equest here.
				AL .	KAR

4. Now you can see the list of your incidents.

My Incidents						
Records Per Page 20	× 1-	1 of 1				
2984	2020-04-19 18:52:29	In-Progress	Test Tester8	ATS Service Desk	MES system doesn't work. Erro	



5. You can also filter which incidents will show in this table. To do it, click on **Filters** icon on right side.

My	Records Per Page 20	* 1-1	l of 1				-	
	Incident ID	Logged Time 2020-04-19 18:52:29	Status (In-Progress	Caller Test Tester8	Workgroup ATS Service Desk	Symptom MES system doesn't work. Erro	Pending Reason	•

6. Specify filter criteria of Incidents shown. And then click on Submit button on the bottom right.

There are three options for you.

- 1. Incident ID type incident numbers (for example from 100 to 200)
- Status you can choose from Opened, In Progress, Pending, Resolved and Closed, or you can select to show all Statuses
- 3. Log Time select a date via From and To options (for example from 2020-04-06 to 2020-04-19)

Department	Customer Sup	port Portal	t Portal 🔻		Open			Ŧ
Incident ID	From	То		Log Time	From	#	То	Ê

7. Also you can change displaying the incident from **Tile** to **Tabular view**. To do it, click on the option you prefer.

Incident ID Logged Time Status Caller Workgroup Symptom Pending Inacion 2884 2020-04-19 18:52:29 Im-Progress Test Tester8 ATS Service Desk MES system doesn't work. Erro	y Incidents Records Per Page 20	v 1-	1 of 1			-	
2324 2020-04-19 18:52:29 (In-Progress Test Tester 8 ATS Service Desk MES system doesn't work. Erro	Incident ID						Pending Reason
	2984	2020-04-19 18:52:29	In-Progress	Test Tester8	ATS Service Desk	MES system doesn't work. Erro	





4/ How to update your incident

To update already created incident, you have to select it in My incidents.

8. To do it, click on **MENU** on your homepage.



9. Then choose Incident on the left panel.





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10. Click on My incidents

Dashboard	🛔 User		Open Incidents	2
 Incident 	My Incidents New Incident	Open Incidents	X	My Assets
		ALL		SA LINES
			Welcome,Test	Tester8
		and I and	Start a new issue or	request here:
		1	Search And Log Issue/Requests	7. 84.94
				V210

11. Click on Incident ID of incident you want to update.

My Incidents						
						=
Records Per Page 20	× 1-	1 of 1				
Incident ID						
2984	2020-04-19 18:52:29	In-Progress	Test Tester8	ATS Service Desk	MES system doesn't work. Erro	
2984	2020-04-19 18:52:29	In-Progress	Test Tester8	ATS Service Desk	MES system doesn't work. Erro	

- 12. Now there is an overview of the incident. You can do several options.
 - 1. **Cancel the incident**. To do it, click on the icon in the top right corner, fill in the cancelation remarks and click on Submit button.

Incident ID : 2984				
Details				
Department	Customer Support Portal	Log Time	2020-04-19 18:52:29	\cup
Status	In-Progress	Priority	Priority 3	
Impact	Minor	Source	Nil	
Urgency	Medium	Classification	Incident	
Service Window	24X7 Support	Category	Software	
Response Deadline	2020-04-19 20:52:29	Workgroup	ATS Service Desk	
Response Time	2020-04-19 18:52:29	Analyst	Patrik Spacil	
Resolution Deadline	2020-04-20 02:52:29	Resolution Time		



2. **Remove attachment**. In case you've added wrong attachment check the Remove checkbox and Submit it.

Incident ID : 2984					
Details					0
Department	Customer Support Portal	Log Time	2020-04-19 18:52:29		
Status	In-Progress	Priority	Priority 3		
Impact	Minor	Source	Nil		
Urgency	Medium	Classification	Incident		
Service Window	24X7 Support	Category	Software		
Response Deadline	2020-04-19 20:52:29	Workgroup	ATS Service Desk		
Response Time	2020-04-19 18:52:29	Analyst	Patrik Spacil		
Resolution Deadline	2020-04-20 02:52:29	Resolution Time			
Contract		Incident Follow-up			
Symptom		Attachments			
MES system doesn't work. Erro	or message appeared.	Image 1.png	2020-04-19 18:52:29		
Description		New Attachment			
MES system doesn't work, it to	ook to much time to load. Now there is an error message. See the screenshot in the attachment.	Max Upload File Size 4MB		<u>*</u>	
Solution		Additional Information *	- Instance		
		Provide Additional Information About You	r incident		

3. Add new attachment. Click on the icon next to the "Max update file size 4MB" and select a new attachment. Then click on Submit button.

Incident ID : 2984					
Details					e
Department	Customer Support Portal	Log Time	2020-04-19 18:52:29		
Status	In-Progress	Priority	Priority 3		
Impact	Minor	Source	Nil		
Urgency	Medium	Classification	Incident		
Service Window	24X7 Support	Category	Software		
Response Deadline	2020-04-19 20:52:29	Workgroup	ATS Service Desk		
Response Time	2020-04-19 18:52:29	Analyst	Patrik Spacil		
Resolution Deadline	2020-04-20 02:52:29	Resolution Time			
Contract		Incident Follow-up			
		Attachments			
Symptom				Remove	
MES system doesn't work. Error	r message appeared.	Image 1.png	2020-04-19 18:52:29		
Description		New Attachment			
MES system doesn't work, it too	ok to much time to load. Now there is an error message. See the screenshot in the attachment	Max Upload File Size 4MB		± 💙	•
Solution		Additional information *			
		Provide Additional Information About Yo	ur Incident		

4. Add additional information about your incident. Write any additional information you need and confirm it by clicking on Submit button.



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Attachments		
Image 1.png	2020-04-19 18:52:29	
New Attachment		
Max Upload File Size 4MB		1
Additional Information * Two hours ago a new error message appeared. I've	added a new attachement to this inc	ident.
Test Tester8 Attachment: Added: Image 1.png		O 2020-04-19 18:52:29

Image 1.png	2020-04-19 18:52:29		
image 2.png	2020-04-19 20:31:42		
New Attachment			
Max Upload File Size 4MB			1
Additional Information *			
Test Tester8 Attachment: Added: image 2.png			
Test Tester8 Attachment: Added: image 2.png Test Tester8 New attachment.		 ⊘ 2020-04-19 20:31:42 ⊘ 2020-04-19 20:31:42 	
Image: Second system Test Tester8 Attachment: Added: image 2.png Image: Second system <	appeared. I've added a new attachemer	© 2020-04-19 20:31:42 © 2020-04-19 20:31:42 © 2020-04-19 20:30:55 nt to this incident.	



Now you can see that after submitting there are new records below Additional information table. Don't forget to always **Submit** all changes done in the incident.