

GoldSeal Support

Using the Service Desk Ticketing System



Table of Contents

1.	Table of Contents.....	1
2.	Service Ticketing System.....	2
2.1.	Accessing the System.....	2
2.2.	The Home Screen.....	4
2.3.	Changing My Information and Password.....	4
2.4.	Viewing My Contracts.....	5
2.5.	Adding a Support Ticket.....	8
2.6.	Viewing and Updating a Support Ticket.....	11
2.7.	Viewing My Downloads.....	13
2.8.	Creating Reports.....	13
2.9.	Viewing Announcements.....	15
3.	Associated Documents.....	15
4.	Document Approval.....	15
5.	Document Distribution.....	15
6.	Document Revision History.....	15

2. Service Ticketing System

2.1 Compare Avaya Support with GoldSeal

URL

The GoldSeal Service Desk Ticketing system may be accessed by going to the following URL:

<https://Help.GoldSeal.Support>

Service Desk

The Service Desk may be contacted at 1-877-446-5373. Please have your contract number available when calling.

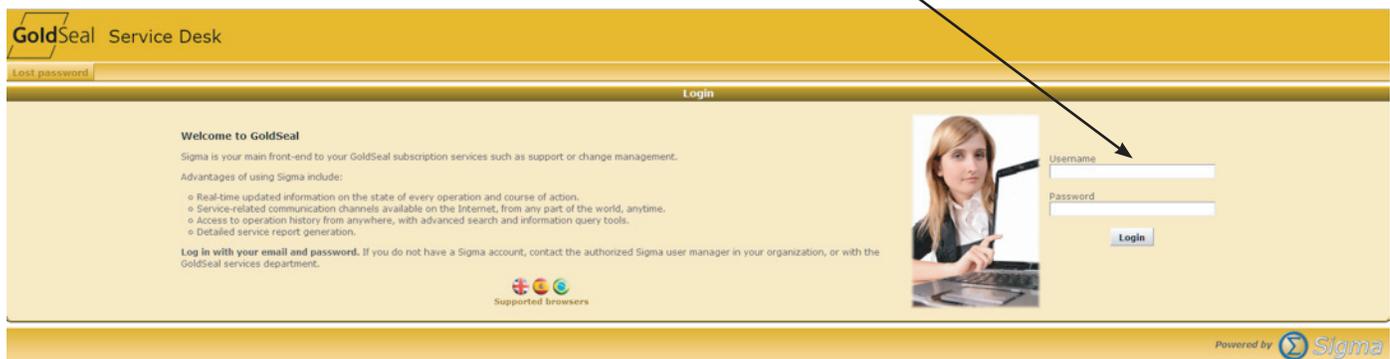
Supported Browsers

The following browsers are support for Windows, Linux, Mac, Andriod, iOS and Blackberry:

- Chrome/Chromium 10+
- Firefox 16+
- Opera 12+ / Opera Mobile
- Safari 5+
- Internet Explorer / Edge 11+
- Blackberry OS 7+

Service Desk

1. Enter your username in the box provided. Your username is your email address.
2. Enter your password in the box provided.
3. Click the Login button:



GoldSeal Service Desk

Lost password Login

Welcome to GoldSeal
Sigma is your main front-end to your GoldSeal subscription services such as support or change management.

Advantages of using Sigma include:

- Real-time updated information on the state of every operation and course of action.
- Service-related communication channels available on the Internet, from any part of the world, anytime.
- Access to operation history from anywhere, with advanced search and information query tools.
- Detailed service report generation.

Log in with your email and password. If you do not have a Sigma account, contact the authorized Sigma user manager in your organization, or with the GoldSeal services department.

Supported browsers

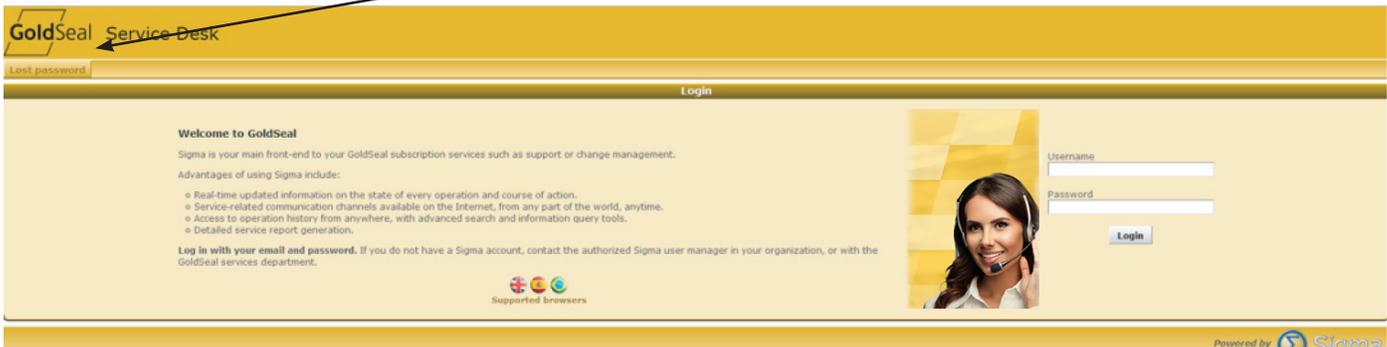
Powered by Sigma

Retrieving Forgotten Password

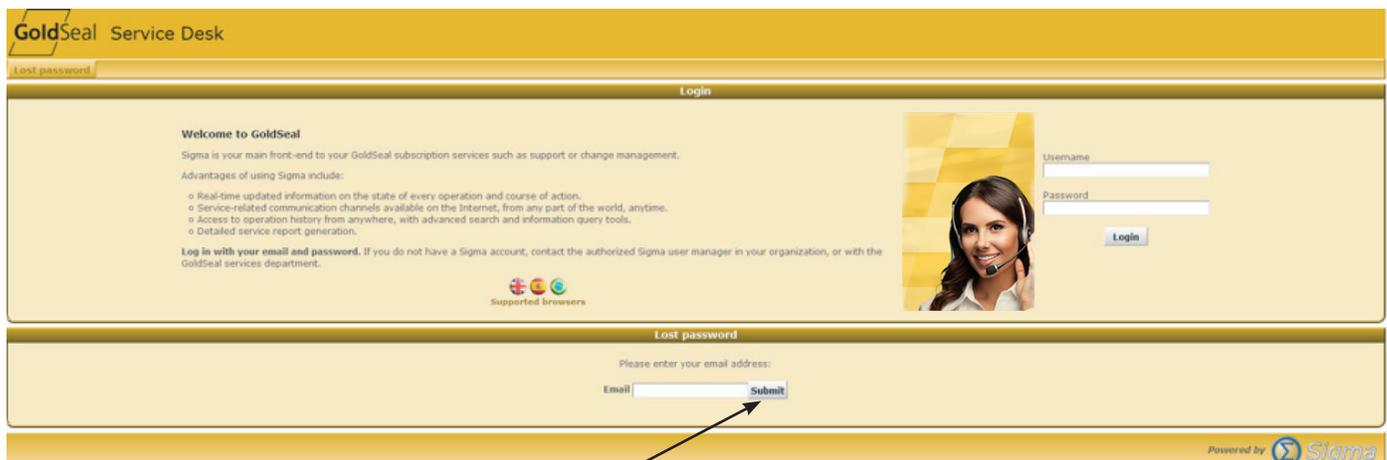
If you have forgotten your password, use the Lost Password button on the upper left portion of the login page or you may contact the Service Desk to have it reset.

To retrieve your lost password:

1. Click the Lost Password button.



2. Enter your email address in the box provided.

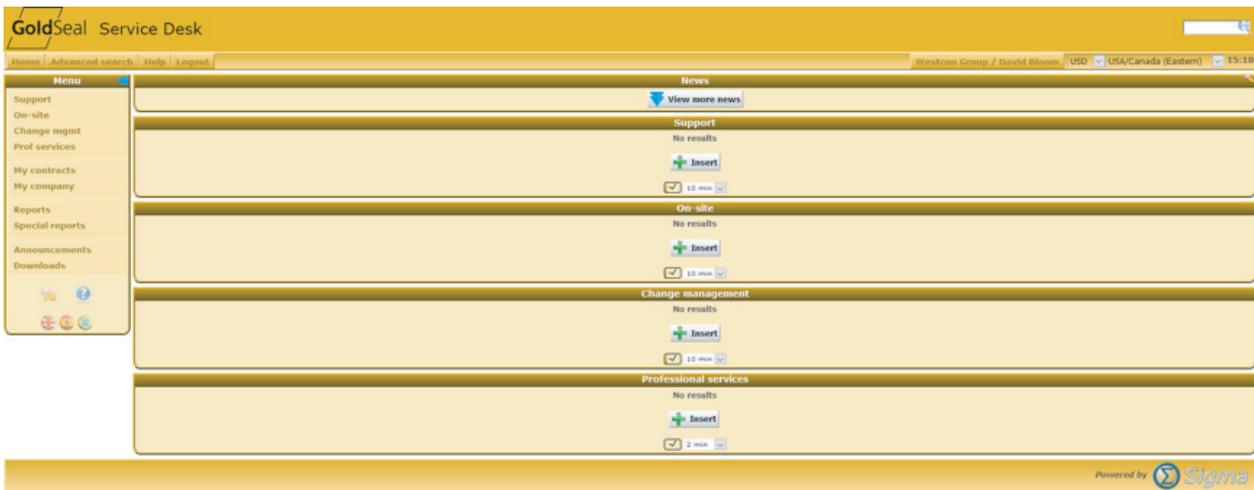


3. Click Submit.
4. A temporary password will be emailed to you.

2.2 The Home Screen

After logging in, you will be presented with the home screen. On this screen you will be shown a list of all of the tickets opened for your contracts.

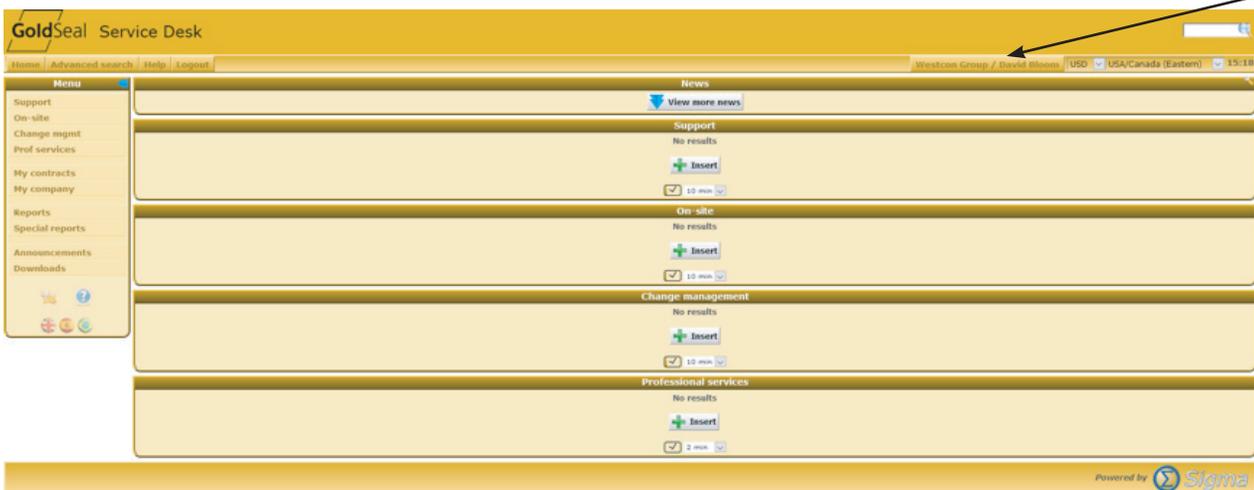
Important: You will only be able to see tickets for contracts for which you have permission to view. If you do not see a ticket, contact the Service Desk to be added to the contract.



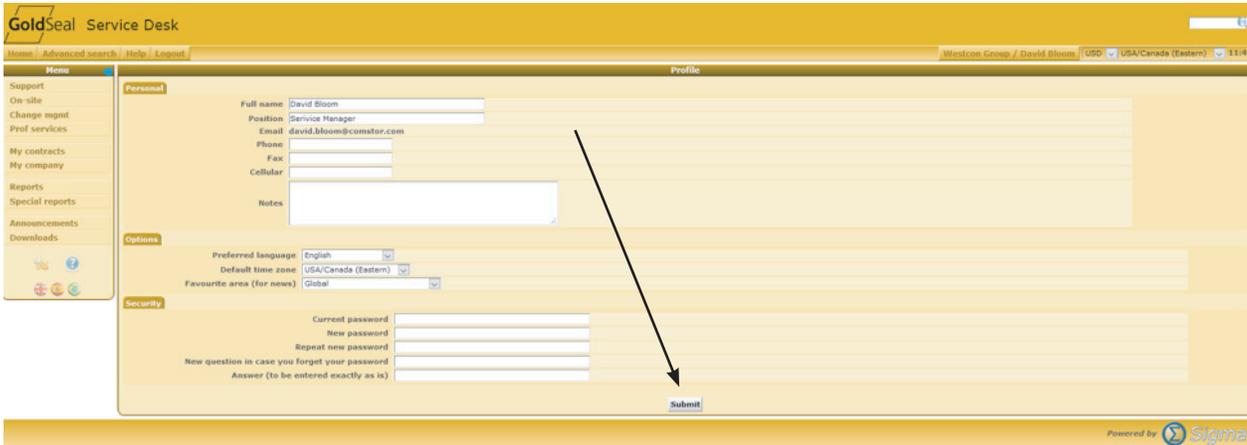
At any time, you may click the Home button on the top menu to return to the home screen.

2.3 Changing My Information and Password

You may change your information or password by clicking on your name in the top menu bar.



Edit your information then click Submit Button.



2.4 Viewing My Contracts

You may view your contract details including coverage hours, covered items and usage.

Important: You will only be able to see contracts for which you have permission to view. If you do not see a contract, contact the Service Desk to be added to the contract.

If you have multiple contracts, you will be presented with a list from which to select the contract; otherwise, you will be taken directly to the contract.

1. On the menu on the left side of the screen, click My Contracts.
2. Select the contract to view from the list.



The contract is divided into three sections: **Contract Header**, **Contract Period**, and **Contract Items**.

Contract Header

The Contract Header contains general information about the contract.



Number	Name	Contract type	Sign up date	Start date	Expiration date
Contract					
Number	Name: NA Westcon Internal Support		Expiration date		
	Contract type: GoldSeal Unlimited		Change log		
Active contract					
End user	End user main contact		Tickets		
Partner: Westcon Group	Partner main contact		Support		
Sales team: NA Services	GoldSeal salesperson		On-site		
Sold by office: Chicago			Tech team: North America Support General		
Valid within: NA			Technical supervisor: Michael Brodbeck		
Preferred language: English			Cancellation date: -		
Sign up date: 2015-06-03					
Description					
Support provided to westcon offices and personnel. use this contract when supporting any internal request regardless of manufacturer.					
Files					

Number: Your contract number.

End User: Your company.

Partner: The company that sold the contract. You may have contracts from multiple partners.

Valid Within: The geographic region where support is offered.

Tech Team: The GoldSeal Service Desk team responsible for supporting you.

Technical Supervisor: Your first point of escalation regarding this contract.

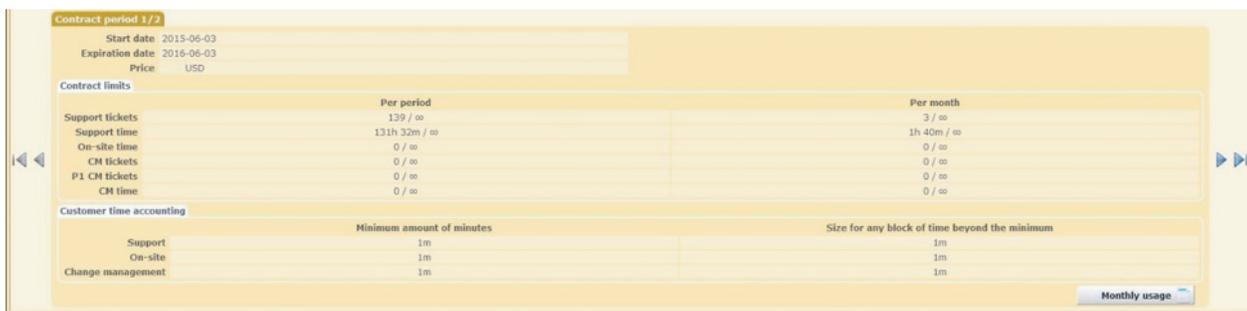
Sign Up Date: The date the contract was created. This is not the contract period.

Description: Notes about the contract

Files: Files related to the contract. These will be general files not files associated to a ticket.

Contract Period

The Contract Period shows the support dates for the current contract period. You may use the VCR buttons to view expired or future contract periods.



Contract period 1/2			
Start date	2015-06-03		
Expiration date	2016-06-03		
Price	USD		
Contract limits			
	Per period	Per month	
Support tickets	139 / ∞	3 / ∞	
Support time	131h 32m / ∞	1h 40m / ∞	
On-site time	0 / ∞	0 / ∞	
CM tickets	0 / ∞	0 / ∞	
P1 CM tickets	0 / ∞	0 / ∞	
CM time	0 / ∞	0 / ∞	
Customer time accounting			
	Minimum amount of minutes	Size for any block of time beyond the minimum	
Support	1m	1m	
On-site	1m	1m	
Change management	1m	1m	
Monthly usage			

Start Date: The first date that you will be able to receive support under the contract.

Expiration Date: The last date you will be able to receive support under the contract.

Contract Limits: Shows the number of tickets or time for each type of support and the limits (if any) under the contract. For example, 139/∞ means that there have been 139 tickets created and that you are entitled to an unlimited number of tickets.

Note: Per period means the number during the current contract period. Per month means the number during the current month. Some contracts will have limits for the term of the contracts and some will have limits that reset at the beginning of each natural month.

Note: Customer Time Accounting defines how time will be deducted from block of time contracts. Contact the Service Desk for details about how time is used.

Contract Items

Contract items are the individual items that will be supported under the contract. You may have one or many items on the contract.



Active: The item will be supported during the contract period. Some items may be supported in past or future periods but not the current period.

Vendor: The manufacturer of the item.

Prod SKU: The manufacturer's part number for the item.

Name: The description of the item.

Software: The current software installed in the item. (if applicable)

Serial #: The serial number of the item, There may be an old serial # listed of the item had been replaced.

MAC: The MAC address of the item. (if applicable)

Vendor Contract: The manufacturer's support contract information. (if applicable)

SLA: The support hours and type of support for the item. The available support options will be highlighted in gold.

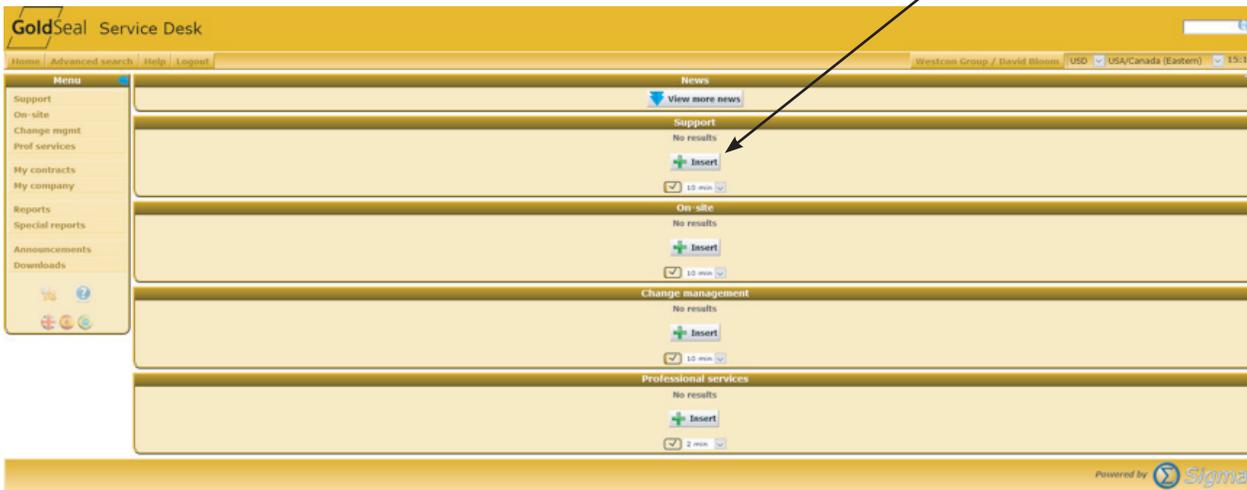
Tickets Icon:  Click this icon to view tickets opened for this item.

Notes Icon:  Hover over this icon to see notes about the item.

2.5 Adding a Support Ticket

There are multiple ways of adding a new support ticket:

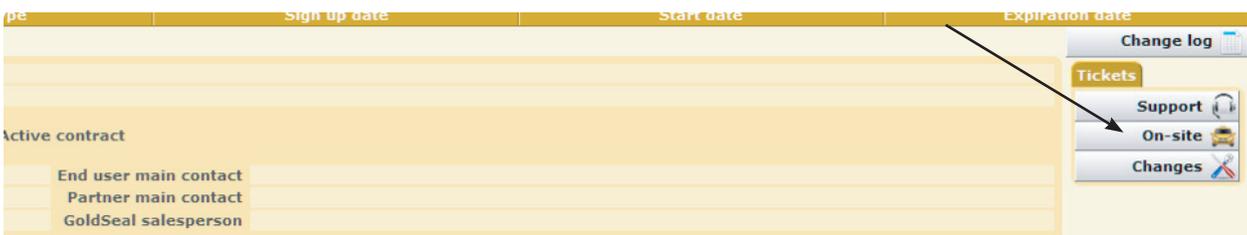
- Click the Insert button on the Home screen.



- Click the Support button on the menu, then click the Insert button.



- Click the Support button on a contract.



To add a new support ticket:

1. Use one of the methods described above to insert a new ticket.
2. Select a vendor from the list provided. Your list may be different. The system will only present vendors identified on your contracts.

New support ticket
Choose a vendor

Avaya Generic Polycom

Cancel

3. Select a covered item from the list presented by clicking on the Device Name. If you don't find your item in the list, please call the Service Desk for assistance.

New support ticket
Choose item

Device name	Serial number	MAC address	Vendor contract code
*Anonymous Avaya David Bloom's Phone			

Back The item is not here

4. Confirm that the correct item and contract was selected then click OK.

New support ticket
Confirm selection

Contract
Number 9... Name NA Westcon Internal Support
Contract type GoldSeal Unlimited

Active contract

End user End user main contact
Partner Westcon Group Partner main contact
Sales team NA Services GoldSeal salesperson

Sold by office Chicago Tech team North America Support General
Valid within NA Technical supervisor Michael Brodbeck
Preferred language English

Sign up date 2015-06-03 Cancellation date --

Description
Support provided to Westcon offices and personnel. Use this contract when supporting any internal request regardless of manufacturer.

David Bloom's Phone Active ✓

Vendor Avaya Serial # 06000000000000000000000000000000 Vendor contract
Prod SKU 200506209 MAC 00:07:00:00:00:00:00:00 Contract code

Name Avaya IP Phone 9650D SLA NA Std 24x7
Software Hs96xxua3_2_2A.bin Sup Chg 25
Ons Mon
RMA CSI

Support

Schedule 24x7
Response time
P1 1 real hours
P2 2 real hours
P3 4 real hours
P4 8 real hours

Back OK

5. The Insert Support Ticket window will appear. Complete as much information as possible then click OK to save.

Insert support ticket

Number: New support ticket

Contract: a---

Item: David Bloom's Phone  

Customer ref:

Priority: P3 Normal

- P1 Critical priority is used for critical failures with total service unavailability.
- P2 High priority is used for grave failures with important service impact.
- P3 Normal priority is used for failures with partial service impact.
- P4 Low priority is used for questions or failures without major service disturbances.

State: Waiting

Subject:

Category: Operation

Fault type raised:

CC customer:  These addresses will receive a copy of the actions for which customers are notified.

Language: English

Symptoms:

Context:

Files: No files selected.

Tip for file uploads:
 • For screenshots, the correct format is PNG.
 • The best archivers are tar+xxz and 7-Zip. These formats, or tar+zip for comfort, are preferred over zip.
 • Please avoid uploading uncompressed or BMP files.

Item: This is the item you previously selected. If you need to change it, click the purple crayon  by the item.

Customer Ref: If you have a ticket number from your ticketing system, enter it here. We are able to cross reference to your ticket number.

Priority: Select the priority using the descriptions provided. For P1 critical issues, please call the Service Desk after creating the ticket.

Subject: Enter a short description of the issue: for example, "Telephone Not Working."

Category: Select the category for the issue. Use the following descriptions to determine the correct category:

- Installation – Moves/Add/Changes
- License – License issues /Changes/Additions
- Integration – Trying to get products of different types working together
- Operation – The majority of the calls – not operating correctly
- Update – Patches and Updates
- Migration – Upgrades / Moving to another System
- Features – Implementing features and training
- RMA – RMAs
- Bug – A true bug in hardware or software
- Alert – Do not use, this if for automated monitoring
- Verified Alert – Do not use

Fault Type Raised: If the system has provided a fault or error code, enter it here.

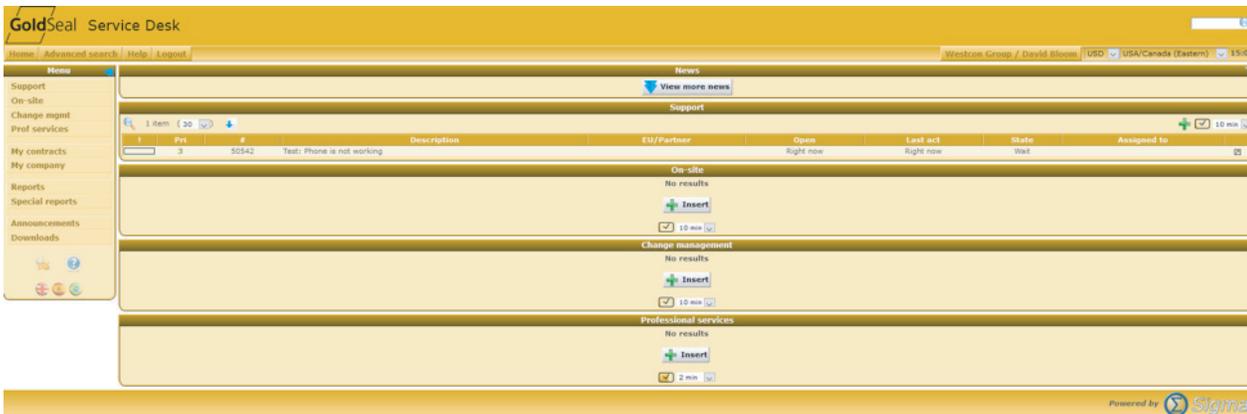
CC Customer: Click the green insert button (cross) to add additional people from your company to be included in communications.

Symptoms: In your own words, explain the problem you are experiencing. Please provide as much detail as possible.

Context: Context is defined as the circumstances that form the setting for an event, statement, or idea, and in terms of which it can be fully understood and assessed. Context is not a description of the problem, it is other relevant information.

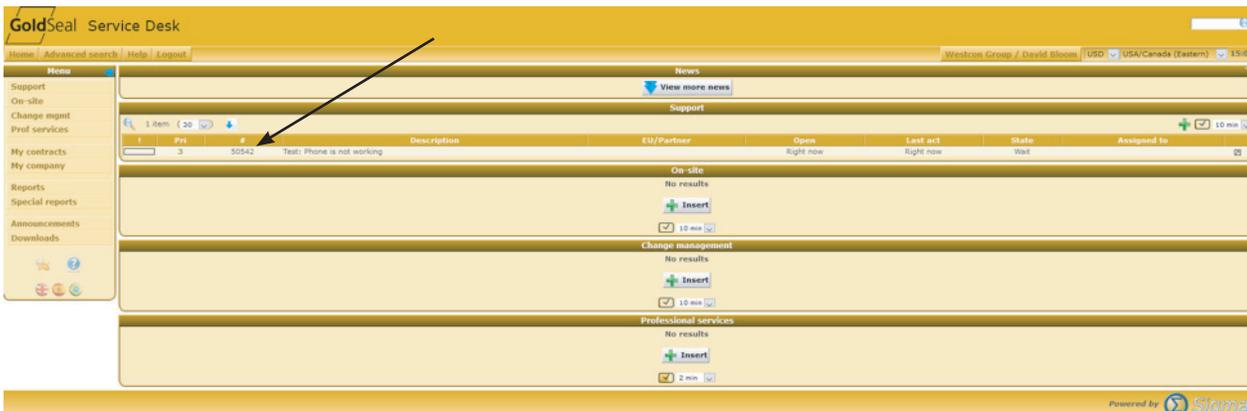
Files: Attached any files that would assist in troubleshooting the issue. These are typically traces or screen shots.

The new ticket will now appear on your Home screen and GoldSeal engineers will begin working to resolve the issue.



2.6 Viewing and Updating a Support Ticket

Click on one of the tickets on your Home screen to view the activity performed by GoldSeal engineers. You may also add additional information to a ticket.



The ticket will open.

The screenshot displays a support ticket interface. Key sections include:

- Ticket data:** Subject: Test: Phone is not working. Contract: NA Weston Internal Support. State: Waiting.
- Contacts:** Main contact: David Bloom.
- Items:** David Bloom's Phone. Vendor: Avaya.
- Dates:** Open: 2016-09-12 15:01:01. Service: 24*7. Resolution: 4h. Closure: SLA.
- Symptoms:** The phone is on but will not make calls.
- Context:** The network switch was just replaced.
- Actions:** A table showing one action: 'Ticket opened' at '2016-09-12 15:01:01' by 'David Bloom - Other/ User Role Weston' with a 'New state' of 'Waiting'.

In the middle section of the ticket, you will find the Assigned To engineer, the date/time he began working on the issue, the diagnosis and resolution.

In the bottom section, under Actions you will find the log of the actions the engineer has performed to resolve the issue. You may add additional information by clicking New Action.

1. Click New Action.
2. Select a Type from the list provided. Generally, you will only be able to select a Customer Interaction.

The 'Insert action' dialog box is shown with the following fields:

- Support ticket:** Selected.
- Type:** A dropdown menu.
- Buttons:** OK (green checkmark) and Cancel (red X).

3. Enter your notes and attach files then click OK.

The 'Insert action' dialog box is shown with the following fields:

- Support ticket:** Selected.
- Type:** Customer interaction (dropdown).
- New state:** Waiting (dropdown).
- Description:** I have discovered the following additional information... (text area).
- Files:** Browse... No files selected. (button and text).
- Buttons:** OK (green checkmark) and Cancel (red X).

4. The new information will be added to the actions on the ticket.

Time	Type	Originator	New state
2016-05-12 15:30:23	Customer interaction	David Bloom - Other User Role Weston	Waiting
I have discovered the following additional information...			
2016-05-12 15:01:03	Opening	David Bloom - Other User Role Weston	Waiting
Ticket opened			

Using the online ticketing system is a fast and accurate method to open new tickets; however, you may always call the Service Desk directly at 1-877-466-5373.

2.7 Viewing My Downloads

The Downloads section allows GoldSeal engineers to provide files for you to download. Files may apply to multiple customers, such as everyone using a specific manufacturers system, or just to your company.

1. On the menu on the left side of the screen, click Downloads.
2. Downloads are separated into Categories. Scroll down until you find the category.
3. Click on the file name to download the file to your computer.

2.8 Creating Reports

The Reports system allows you to generate reports about your contracts and tickets. You may view the reports online or export them to a variety of formats.

Note: For detailed information about the reports and how to use them, contact the Service Desk.

1. On the menu on the left side of the screen, click Reports.

2. The Reports menu will be presented.



3. Click on the name of the Report you would like to view.

4. Enter filter criteria to limit the information returned. Leave all fields at the default values to select all available information.

Note: The available filter criteria is different for each report.



5. Click the magnifying glass to run the report.

6. Click the paper icon to download the report.



2.9 Viewing Announcements

Announcements provide a method for the GoldSeal Service Desk to communicate important information about your service. Some announcements will pop up in a new window after you log in. You may view all announcements in the announcements section of the site.

1. On the menu on the left side of the screen, click Announcements.



Definitions

Terms	Definition
End User	The company entitled to support under a contract
Partner	The company that sold the support contract
Service Desk	The GoldSeal organization that provides support for contracts
Contract Period	The dates during which support may be obtained for a contract
Contract Items	Items/devices that may be supported
Technical Supervisor	The first point of escalation for support issues
Tech Team	The GoldSeal engineering team responsible for providing support for a contract
Home Screen	Also called Landing Page or Dashboard. The first page presented after logging into the system.

3. Associated Documents

GoldSeal Service Definitions

4. Document Approval

This document has been approved by the Sr. Director, Services

5. Document Distribution

This document is distributed to www.goldseal.support

6. Document Revision History

Number	Effective Date	Revision History	Author
1.0	5/11/16	Initial Draft	David Bloom