

Stellar-OB-004-Freshdesk-FAQ

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You can log in to Freshdesk using the below Link:

<https://sbs-support.solvay.com/support/login>.

Freshdesk allows SSO (single signon) i.e. if you are logged into Solvay Email then you will automatically login into the Freshdesk Portal.

Ticket Priorities in Freshdesk can be categorised as:

P1 & P2 -Urgent

P3-High

P4-Medium

P5-Low

Open

Pending

Need for more information

Waiting on third Party

Transferred

Transferred to CM

Resolved

Activities before Closure

Closed

CGI will be referring to a tool called "Watch" for SLA deliverable's.

We can transfer to right group if we have knowledge to assess the ticket and reassign. This can be done by changing the status to transferred and assigning to right group by selecting group name under Group field.

If we are unable to assess which group the ticket should be transferred, then we will send back the ticket to L0.

Yes we can refer training materials of Freshdesk and also you can reach out to CGI Freshdesk Expert Group.

Confluence is a Knowledge management wiki, which allows users to share various articles, processes, procedures, FAQ's, blogs etc.

Freshdesk like a ticketing tool used by Solvay to view, track and resolve tickets.

Yes, we can use canned response and we can also attach an article to the ticket. So that user can go through the article and find the solution.

Agent Portal will be used by CGI L1, L2, L3 teams to view, track and resolve tickets.

Customer Portal is used to report any incident or create a new ticket.

You have to use Agent Portal to view or track the tickets assigned to you.

Customer Portal's used to create a new ticket in SOLVAY and you will be given access to it.

You can report this incident with your Stream lead / Dispatcher.

Reach out to Freshdesk Support Team.

No.

Any browser, Chrome is recommend.

Freshdesk allows SSO (single signon) i.e. if you are logged into Solvay Email then you can automatically login into the Freshdesk Portal. Still if you are not able to login you can raise a ticket with error screen shot to Freshdesk support team.

You can see directly in your Solvay Inbox.

If there comes a scenario in which a existing tickets needs more information we can ask for a new ticket to differentiate the Functionality.

If we want to group tickets based on some criteria on same subject we can categorise the tickets under Parent and Child.

There is no change in the priority of any of the tickets and is handled independently.

If some tickets come with similar issues to be handled we can merge them into one ticket.

Say for eg. if Ticket 1, Ticket 2, Ticket 3 are there in Queue we can merge and make Ticket 2 as main ticket.

The priority will be determined from the main ticket.

Yes it is available on both IOS and android market. We can login using Solvay credential.

Tickets will always get assigned to group first and Dispatcher will also assign to Agent.

A stream lead supervises the activities in his stream.

An agent works on the ticket to resolve it or if the resolution is not found he passes it to next level.

A dispatcher dispatches the ticket to agents in their respective groups.

Domain is specific to skill e.g. SAP Module or any specific process.

Stream consists of various modules.

It is the responsibility to fill in all the details before sending to CGI, If any information is missing then ticket can be sent back to L0 requesting more details.

We can send ticket back to user by keeping status as "Need for more information" if the ticket content is in English.

If ticket content needs any language translations then we need to send it back to L0. They will translate and contact users.

It is handled in SAP Solution Manager (SOLMAN) when a incident is linked to change management.

The ticket can be moved to any stream if we are sure about it and communicate by an email to the concerned group/person.

We can reassign the ticket to another agent by informing in a mail to dispatcher and the agent.

If the ticket is resolved and does not need any language translation then we can go ahead and resolve the ticket.

If the ticket needs language translation, then we will transfer the ticket to L0 team by keeping the status as "Activities before closure".

Below are the Groups available for CGI :

1. IS-CGI-L1-SAP
2. IS-CGI-L1-NONSAP
3. IS-CGI-L1-AM
4. IS-CGI-L2-I&P
5. IS-CGI-L3-I&P
6. IS-CGI-L2-OTC
7. IS-CGI-L3-OTC
8. IS-CGI-L2-PTP
9. IS-CGI-L3-PTP
10. IS-CGI-L2-RTR
11. IS-CGI-L3-RTR
12. IS-CGI-L2-Techno
13. IS-CGI-L3-Techno