BPM Support - User Manual

[Support Requests]

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Reference Documents

Document Type	Document Version	Links To the Document
Workflow		

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Introduction

This document will guide the user on how users can access the Solvay Support application and raise tickets to freshdesk in newly designed tool. Also this document will guide them about the features of Solvay support tools and how they can utilize the same in their day to day business needs.

Scope

- Walkthrough of the Solvay Support Application.

Assumptions

- All the appropriate access has to be provided to the users prior to sharing this Guide.
- Users going through this training document are well aware of these workflows.

Definition, acronyms and abbreviation

Terms	Definition

BPM	Business Process Management

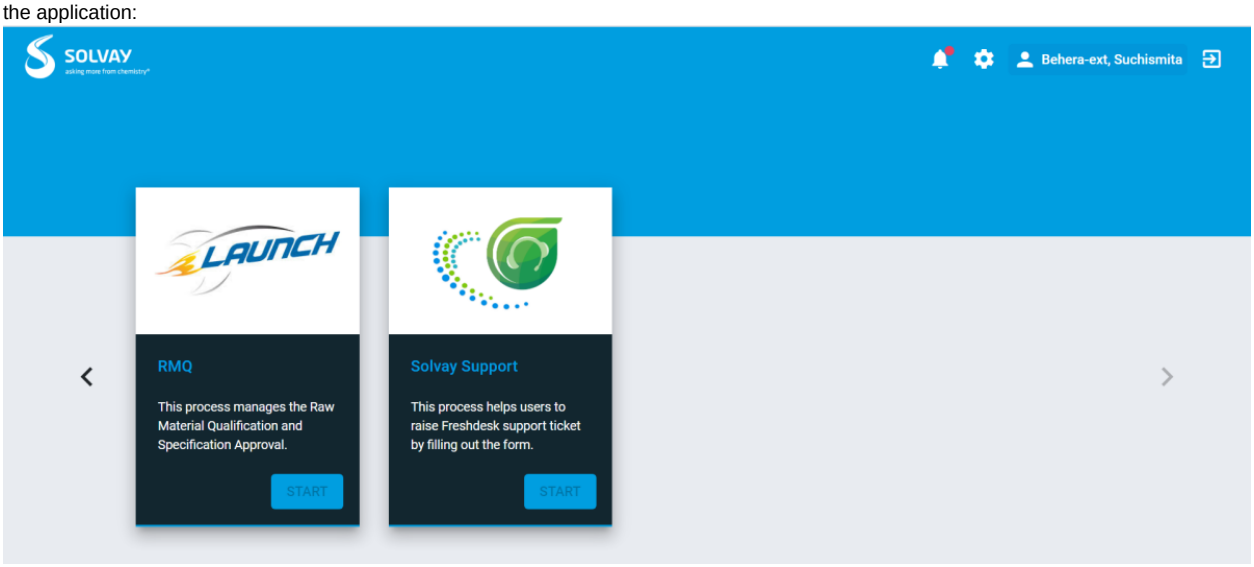
Training Details

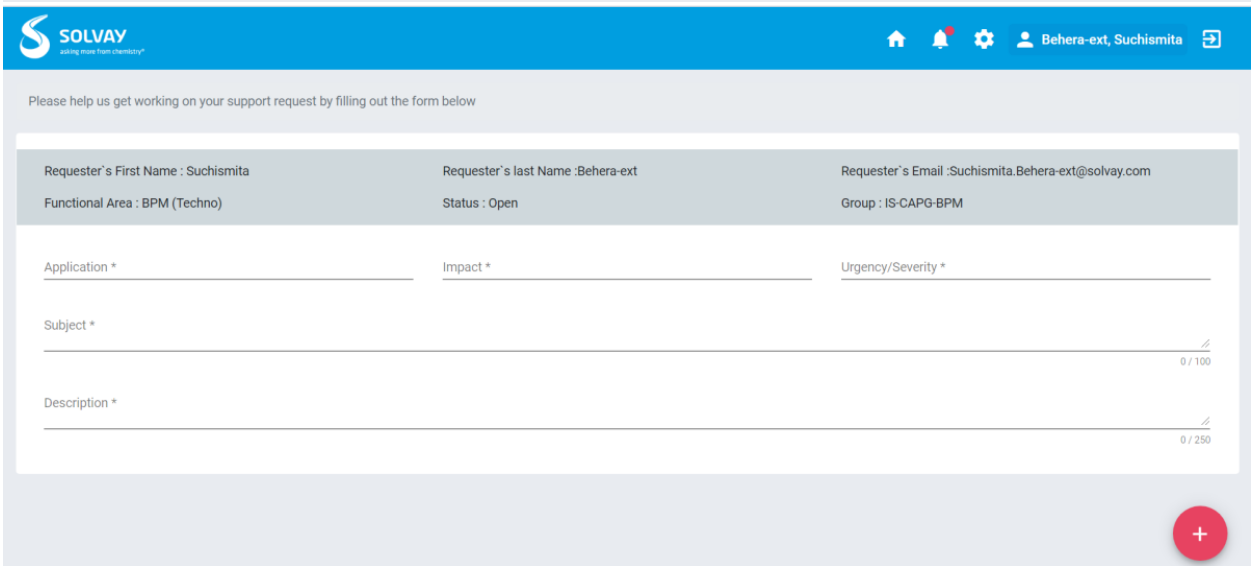
Application URLs

You can access the application by hitting the below URLs in your CHROME browser:
To access **Test** Environment: http://bpmsim.solvay.com
To access **Live** Environment: http://bpm.solvay.com
Please Note: That you need not to provide any username and password while accessing the application. The application has a 'Single Sign On' feature. Which will enable the user to login in automatically once the URL is used on the browser within Solvay Intranet.

Basic Information about Application

As soon as user hits the URL in browser he will be getting the below screen, by clicking on start button of the Solvay Support the user will be redirected to the application:





Application Features

Below listed are the features of this application that user can utilize:

- Ticket creation for the concerned application.
- Single Sign on feature.

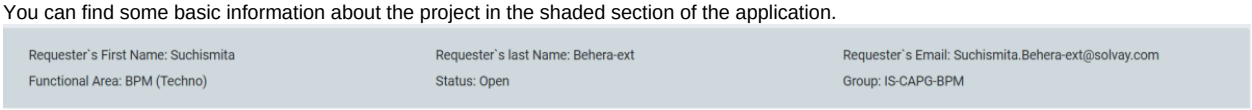
Notifications

Below are the scenarios and list of Notification that system will send to the appropriate users automatically:

S No	Notification	To Whom
1	Ticket Initiation	To all concerned technical team
2	Ticket Updates	To the user and concerned technical team

Identifying the basic information in Header Section

You can find some basic information about the project in the shaded section of the application.



The header will contain below details:

- **Requester's First Name** – This is the current logged in user's first name.
- **Requester's Last Name** – Displays Last Name of logged in user.
- **Requester's Email** – Displays email of the user.
- **Functional Area**– Displays functional area of user.
- **Status** – Displays the current status of ticket.
- **Group** – Displays the group to which the ticket will be raised

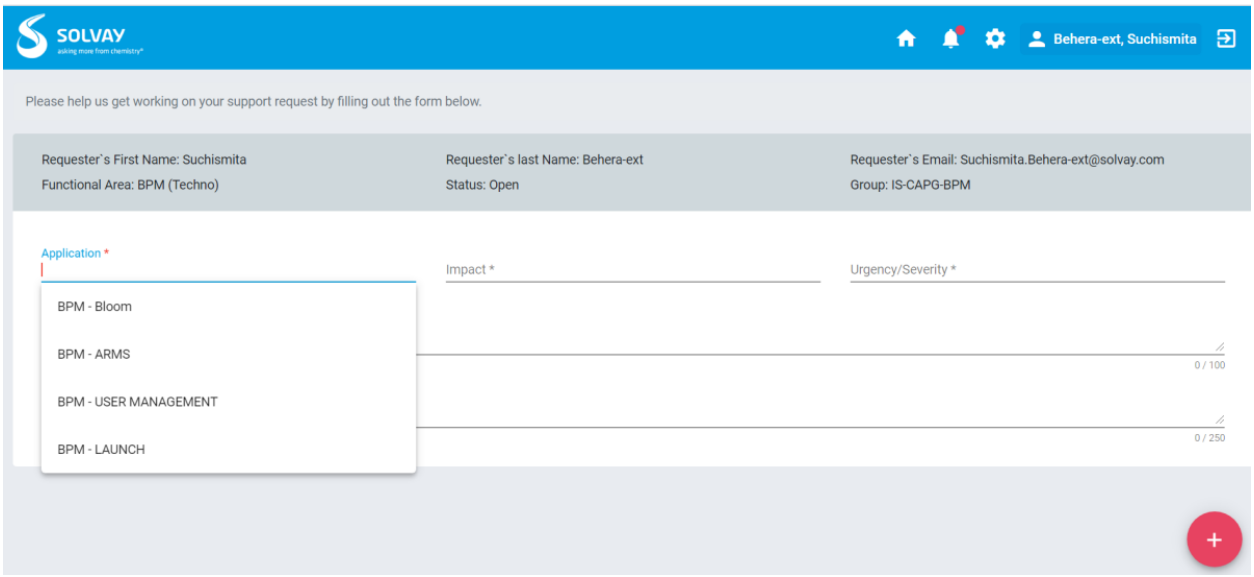
Basic lookouts to complete the task

- Fill all the fields that contains "*" marks stating Mandatory fields. (displaying additional warning message in red)
- Put the attachment (if any).
- Only one file can be attached at one time.
- Once all the details are filled in the screen, then only your 'submit' button will be enabled.

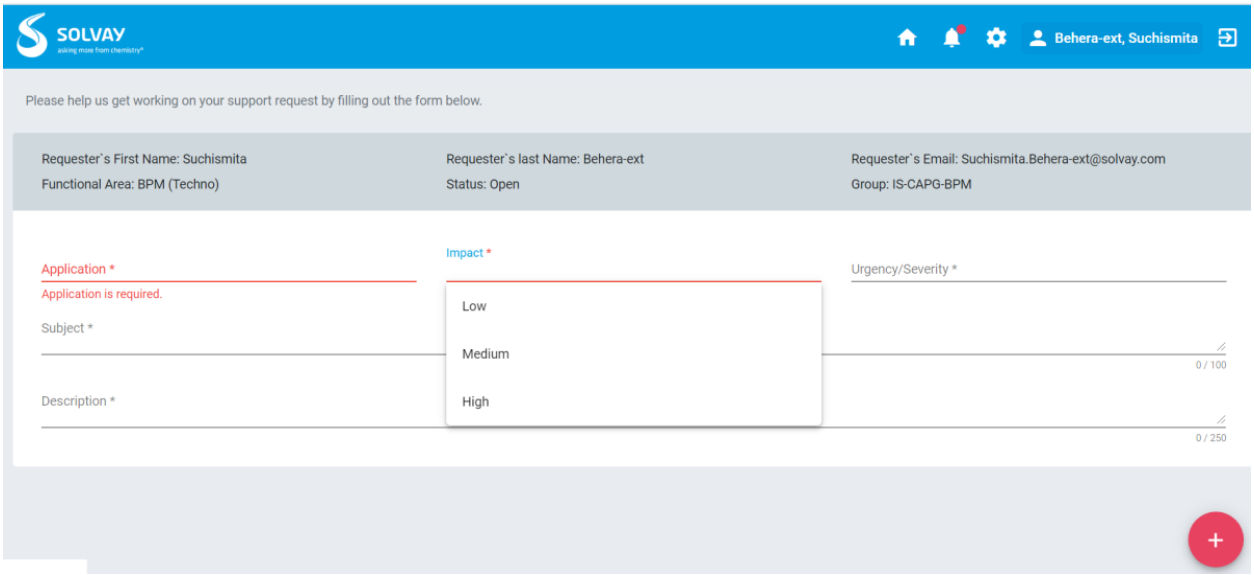
Solvay Support Workflow walkthrough

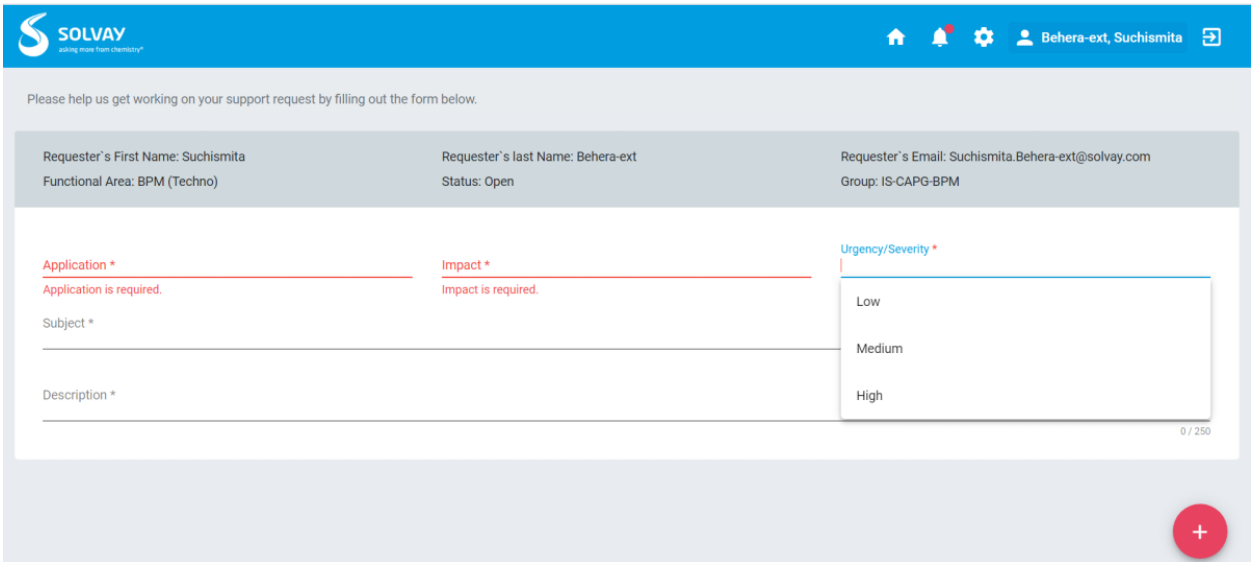
Below section will guide you on how to access and proceed with end to end flow for Solvay Support process:

- ***Application Selection***: User needs to select the application name from dropdown, in which he wants to raise a ticket.

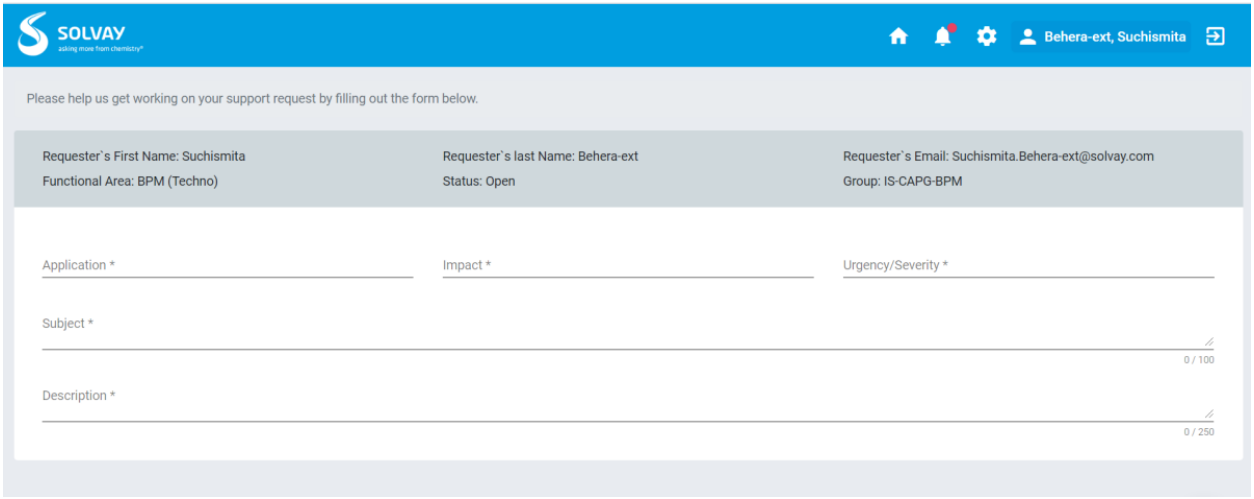


- ***Impact and Urgency:*** User needs to select the impact of ticket on application and the urgency of the ticket from the shown drop downs.





- ***Subject and Description:*** User needs fill the subject and description in the fields as per the requirement.



- **Reset button**: As soon as user clicks on 'Reset' button, all the fields in the form will be reset,and user can fill the requirements again.

- **Attachments (if any)**: As soon as user clicks on 'Submit' button, the ticket will be created in the freshdesk and it will display one success.

- **Submit**: As soon as user clicks on 'Submit' button after filling all the mandatory fields, the ticket will be created in the freshdesk and it will display one success.

- **Successful Ticket Creation**: As soon as user clicks on 'Submit' button, the ticket will be created in the freshdesk and it will display one success.
- **Notifications**: As soon as a new request gets created system will send a notification with ticket subject to the concerned team.

Security

Permissions

User needs permission to access to the bpm.solvay.com or bpmsim.solvay.com for access to application

Error handling & contact support

- In case the user is facing any issues while accessing the application, they may perform any if the below activities to trigger a support request:
  - *Email to Freshdesk support:*
    - Send an email to '*IS-CAPG-BPM@solvaysbs.freshdesk.com*'
    - Provide all the details of the issue i.e. Task Name, Project Name, Issue details etc
    - If possible a snippet would help the support team rectify the issue in the shortest period of time.
  - *Open a ticket manually via Freshdesk:*
    - Login to Freshdesk Tool URL - https://sbs-support.solvay.com
    - Choose an option to create a new ticket, and chose the below options:

Type *	IS Request
Subtype *	Support
Functional Area *	BPM (Techno)
IS-Process	IS Techno
IS-Subprocess	ERP Integration
IS-Category	BPM
Application *	BPM - Other