

How to create a service one ticket for ONELIMS ?

Useful Link

★ Service one

Who :

- the champion creates the request for the end-user (preferred option)
- the end-user creates the request and add their champion as a collaborator

How :

STEP 1 >	Connect to the home page Syensqo and click on "Syra"	
STEP 2 >	Select "I have an IT Issue" on Syra	I want something I have an IT issue Review my tickets

STEP 3 >

Fill in the form to submit an incident

1- Select the type "An Application or software program used in your daily work (e.g. Gmail, SAP, Gensuite)"

2- Once you choose the type of the issue, you will be able to select the affected application "ONE LIMS (Agilab)"

3 - Fill in the other mandatory fields (Subject, My issue is, Impact, the urgency..). Then, you submit the request

Request for  Edit

Quantity

Fanny Beusnard 1

Please clearly describe your issue so our team can assist you effectively. If possible, attach a screenshot to help us better understand the problem.

I wish to report an issue with: **(required)**

For more information, please refer to the description above.

An application or software program used in your daily work (e.g. Gmail, SAP, Gensuite) ▾

None

An application or software program used in your daily work (e.g. Gmail, SAP, Gensuite)

An IT service or infrastructure provided by IT (e.g. network access, VPN)

A piece of hardware (physical device) or equipment (e.g. computer, printer)

Affected Application (required)

Please select the Application related to your issue. If it is not listed, choose 'Other' and provide a detailed description below.

ONE LIMS (Agilab) ▾

One Lims

ONE LIMS (Agilab)

Subject (required)

Please provide a short description of your issue.

My issue is: (required)

Please describe the issue, how long it has been occurring, any steps you've taken to resolve it, whether it is recurring, and any other relevant details to help us understand your problem.

Impact (required)

Select ▾

Urgency (required)

Select ▾

Attachments

 Attach Files or drag and drop files here

Maximum file size: 5.00 MB

Maximum file count: 3

STEP 4 >

Add the Agilab expert (Marianne Labet) as collaborator

The screenshot shows a web application for reporting IT issues. The main form is titled 'Report an IT Issue' and includes fields for 'Request for' (Fanny Beusnard), 'Quantity' (1), and a description of the issue. A modal window titled 'Collaborators' is open, showing a search bar with 'labet' entered. Below the search bar, there is a 'Selected (1/20)' section with a tag for 'Marianne Labet'. The 'Results' section shows a list of potential collaborators, with 'Marianne Labet' (marianne.labet@ryensiqo.com) highlighted with a green checkmark. The background form has sections for 'Affected Application' (ONE LIMS (Agilab)), 'Subject' (required), 'My issue is: (required)', 'Impact' (required), 'Urgency' (required), and 'Attachments'.

- Once the Request is submitted, the team receive a notification to solve the problem.
- The ticket creator is notified when the problem is solved or if we need more information.