

# FAQ SyRa

## Welcome to the SyRa FAQ Hub!

Here you'll find answers to the most frequently asked questions about the SyRA platform and the ITSM Tools. This centralized resource is designed to streamline your experience and provide quick solutions .

**Need more help?** Don't hesitate to reach out to our **support team**

## Will SyRa replace Service One? Will BMC Helix still be in use?

Yes, SyRa will replace Service One.

BMC Helix is the solution behind SyRA/ServiceOne and will be used with SyRA as well.

On August 30th, Syensqo will have its own IT/ESM platform, end-users can connect to SyRA platform only, while the IT community will be able to use SmartIT and Business Workflows for GBS. All the new links and information to connect will be shared in details in an upcoming communication before the go-live.

## Will we still have access to old (historical) tickets from Service One in SyRa?

Yes historical tickets will be available on demand and in read only. The process to request access will be described and shared with all endusers

## How do I escalate a ticket in SyRa if it's not progressing or is critical?

As soon as a user adds a note to a ticket, it will be flagged for the HelpDesk or Assigned support group attention. The attention flag will also be automatically used as soon as that the SLAs are breached

## Will users be able to see ticket progress or SLA status?

Yes, SyRa will include a progress bar and SLA visibility to reduce confusion

## Can users favorite or mark frequently used requests?

Yes. As shown during the demo, and also explained in the Service Catalog tutorial (LINK), SyRA offers the possibility to flag a request as favorite, which will then appear in your homepage, allowing for a custom homepage for the user, to ensure efficiency

## Will the help desk open a new ticket if the user opens the wrong one?

Yes, we aim our processes to be User Centric, so the HelpDesk will open the right ticket and/or redirect the existing one on your behalf without requiring additional action from your end

## How will live chat work? Will users be able to talk directly to an agent ?

Yes, a live chat link is available on the SyRA platform through the "GBS & IT Contacts" page which will allow to talk directly with an IT agent

## Can we clone existing tickets for fast re-creation?

Yes, you can go to your active or past tickets and click on the "Request Again" button which will create a new ticket that is already prefilled with the same information you provided in the previous one

## Will agents be penalized if tickets are reopened close to SLA breach ?

When a ticket is reopened, the SLA timer restarts from the moment of reopening, which increases the risk of exceeding the SLA and causing a breach. It's therefore essential to ensure the issue is fully resolved before closing the ticket.

Additionally, some SLA frameworks include an objective related to the ticket reopening rate, aiming to keep it as low as possible. A high reopening rate may indicate insufficient quality in the initial resolution.

## If my issue is not listed under the drop down list in the incident request, how do I submit?

There is a possibility to choose the "other" option in each drop down list. However, please ensure your issue is indeed not available in the dropdown list before selecting "Other" and provide a detailed description of your issue in the free field. This will help ensure that the agent can provide the proper support you need as efficiently as possible.

## Is the system searchable in languages other than English?

English is the default, but support for additional languages is being evaluated

## Can users see who the ticket is assigned to (installer, approver, etc.)?

The full detailed view of the tickets assignment is visible on the IT view of SyRA (BMC Helix SmartIT)

## Can I view backend tasks related to tickets (as in BMC Helix)?

The full detailed view of the tasks related to the tickets is visible on the IT view of SyRA (BMC Helix SmartIT)

## Can I view others' tickets in SyRa (as I currently can in Helix)?

This will be controlled depending on the permissions you have, but of course visibility can be enabled where needed.

## Can third-party users (e.g. external warehouses) raise tickets in SyRa?

It depends on the contract put in place with the supplier. If the contract states that the service provider should use Syensqo tools, then yes. Otherwise, in some cases, interfaces are setup between SyRA and the service provider's tools

**Can users report incidents affecting multiple users at once?**

Yes, as shown during the demo, and also explained in the tutorials ([LINK](#)), you can report incidents on behalf of other users, and other collaborators. There is also the option to select whether the issue is only impacting you, or multiple users. This will also allow for proper prioritisation, based on impact and urgency.

**Is there a Help button or support chat on the homepage?**

Yes, a live chat link is available on the SyRA platform through the "GBS & IT Contacts" page which will allow to talk directly with an IT agent. You can also find in the same page all the contact info you need to be able to reach out to the right agents

**Will there be a knowledge base or description of services in the catalog?**

Yes, each catalog item will include a description to help guide your selection. The Knowledge Base have also been reviewed to provide detailed articles for most of the services, and will keep being updated in a continuous improvement approach.

**How will approvals be handled in SyRa?**

Approvals will be handled as designed by Syensqo's service owners. Approvals will respect the workflows and approval steps configured according to the design