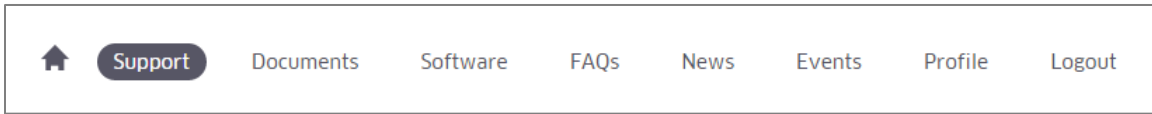
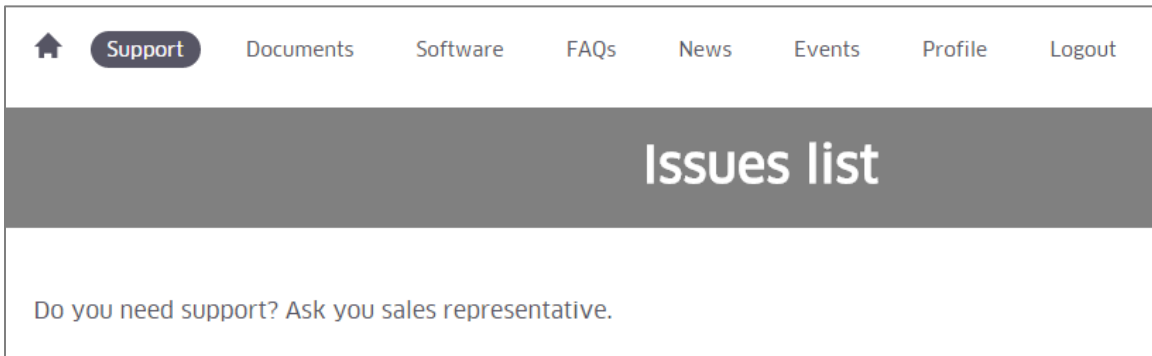


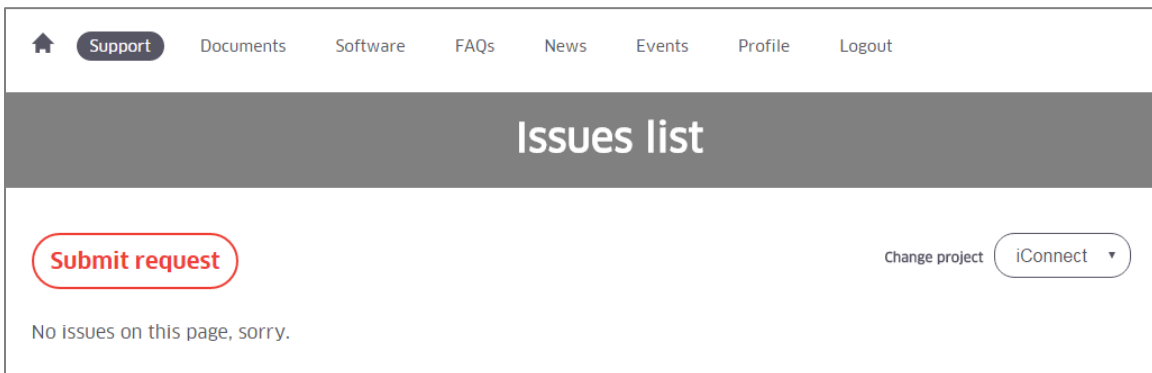
1. After user logged in, a new menu item “Support” appeared.



2. By clicking on “Support” menu item user will receive message signifying that it does not have support packages assigned yet. Therefore user should contact its sales representative to express desire to receive particular type of support.



3. After sales representative is notified and process is initiated corresponding support package will be assigned.



Opening Support section no issues will be displayed at first – this signifies that currently there were no issue created yet. On the right side there will be ability to change project / support type if multiple support types were requested.

User need to press “Submit request” button to register its first inquiry.

4. On Submit request screen user can choose project/support type it is addressing.

The screenshot shows a web application interface for submitting a request. At the top, there is a navigation bar with a home icon, a 'Support' button, and links for 'Documents', 'Software', 'FAQs', 'News', 'Events', 'Profile', and 'Logout'. Below the navigation bar is a dark grey header with the text 'Submit request' in white. The main form area contains the following elements:

- Project:** A dropdown menu with 'iConnect' selected.
- Title:** A text input field containing 'My first ticket'. Below it, a note reads: 'Please take note, that Support team take rights to change request title to more descriptive.'
- Request:** A large text area containing the text: 'I have some problem, code does not work', followed by a code block:

```
{code}
std::cout << "Hello world"
{code}
```

, and 'Please check'.
- Attachments:** A section with a 'Select file' button (circled in red) and a file name: '2016-01-20 13_02_04-Ingenico Group - Ingenico Group North America.png'. Below this, it lists 'Allowed file types: png, jpg, zip, txt, c, cpp, h, hpp, doc, docx, pdf, tar' and 'Allowed file size: 5MB'.
- Send request:** A red button with the text 'Send request' and a right-pointing arrow, with a mouse cursor hovering over it.

User needs to specify Title of its request and the description. User is allowed to add multiple attachments if needed.

5. After button Send Request is pressed, user is redirected back to issues list. In case support package was not being paid by users company, corresponding notification regarding users issue priority will be displayed.

Support Documents Software FAQs News Events Profile Logout

Issues list

Your request was successfully submitted!

[Submit request](#) Change project iConnect ▾

Key	Status	Time spent	Created	Submitter
Customer - My first ticket				
SESUPPORT-169	Open	00:00	January 21, 2016	Georgijs Samoilenko

User can click Status and Created table headers to sort issues accordingly. If there are more than 10 issues, pages will appear on the bottom of the page.

- By clicking on issue name, e.g. "Customer – My first inquiry ticket" user will get to the ticket description.

The screenshot shows a web interface for a support ticket. At the top, there is a navigation bar with a home icon, a 'Support' button, and links for 'Documents', 'Software', 'FAQs', 'News', 'Events', 'Profile', and 'Logout'. Below this is a dark grey header with the text 'SESUPPORT-169'. The main content area has a title 'Customer - My first ticket' and metadata: 'Created: January 21, 2016', 'Author: Georgijs Samoilenko', and 'Status: Open'. The ticket description reads 'I have some problem, code does not work' followed by a code block containing 'std::cout << "Hello world"'. Below the code is a 'Please check' section and an 'Attachments' section with a magnifying glass icon. A 'Write to support' section follows, with a 'Message' label and a large text input field. At the bottom, there is another 'Attachments' section with a 'Select file' button, a list of allowed file types (png, jpg, zip, txt, c, cpp, h, hpp, doc, docx, pdf, tar), an allowed file size of 5MB, and a 'Send message →' button.


As requests could be submitted by multiple authors from same company, submitters name is bind to each request.


All image attachments are converted to thumbnails which can be zoomed by clicking over.

While request status is not closed user might add more comments at any time.

At the bottom is the page users correspondence with support team is displayed.

Correspondence

 **Georgijs Samoilenko**
January 21, 2016
An error code for message displayed is C2039: 'cout is not a member of std

 **Sales engineer support team**
January 21, 2016
Try to add #include <iostream> at the top of the main.cpp

Write to support

Message

Attachments

[Select file](#)

Allowed file types: png, jpg, zip, txt, c, cpp, h, hpp, doc, docx, pdf, tar
Allowed file size: 5MB

To close issue please rate our service

Excellent Good Average Poor

You can add comment to your rating

[Send message →](#) [Rate and close →](#)

7. When request status is changed to “Waiting for customer support”, request author receives email notification with last comment and link to its issue.

Dear Georgijs Samoilenko,

Issue: Customer - My first ticket
Key: SESUPPORT-169

Issue status changed to: Waiting for Customer Response
Last comment:
Try to add #include at the top of the main.cpp

For more details please visit <https://developer.ingenico.us/support/?key=SESUPPORT-169>

Also at the bottom of issue description screen additional option to “Rate and Close” request is displayed. This gives opportunity for user to submit its feedback. Rating is visible only to higher management, not to the support team.

8. When request status is “Waiting for customer support”, user can rate and close issue, if use was resolved. Last comment can be added at the same time. If issue is not resolved, then use just continue correspondence, without clicking “Rate and close” button. Service rating score is visible only to upper management, not to support team.

To close issue please rate our service

Excellent Good Average Poor

You can add comment to your rating

[Send message →](#) [Rate and close →](#)