

HelpDesk



USER
MANUAL

QUICK USER MANUAL

1 Request for Registration

To gain access to the HelpDesk application, ask your business partner in the Telegrafia company.

2 Creating an account and sending access data

After creating an account in the HelpDesk application, you receive access data to your e-mail box:
User name and **password**

3 HelpDesk web page

The HelpDesk application can be found directly at <https://portal.telegrafia.sk/helpdesk/> or via a link on our website www.telegrafia.eu

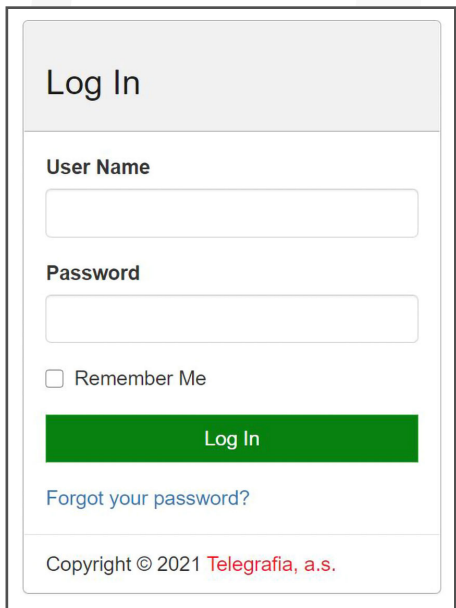
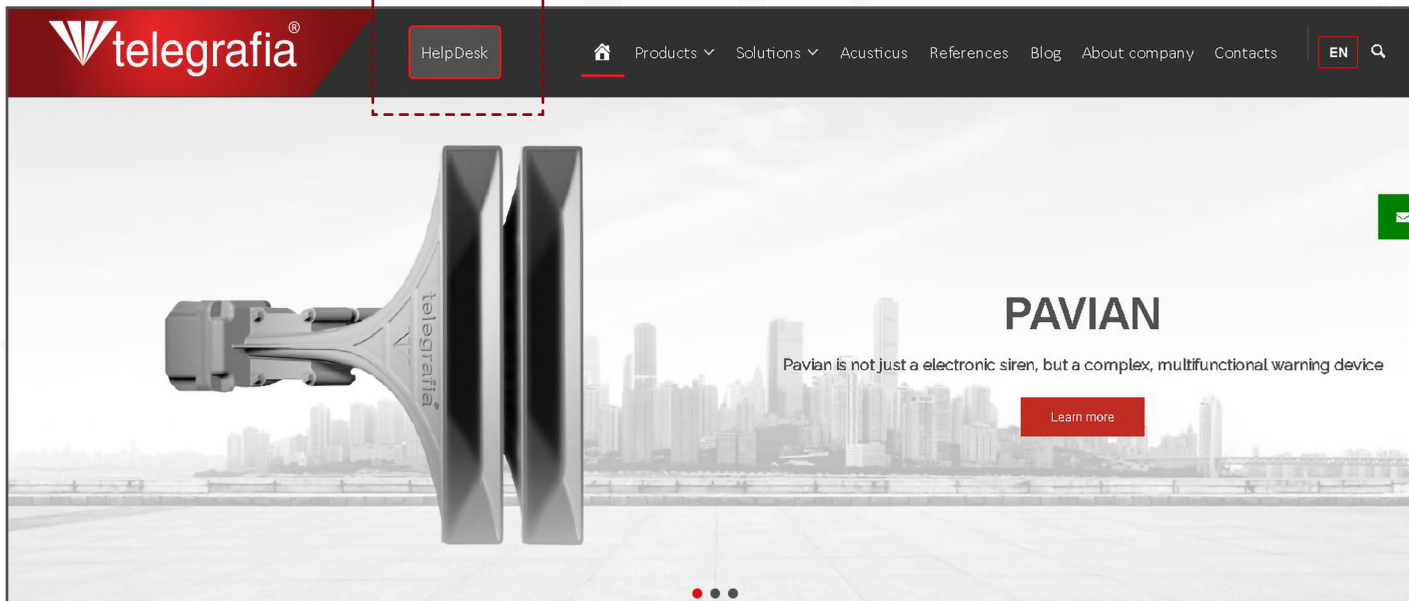
Dear {USER_NAME},

Registration to helpdesk application was successful.
Your password is: {PASSWORD}
We strongly recommend to change this generated password in user settings.

This mail was generated automatically, please do not reply.
Helpdesk Telegrafia

4 Login to the HelpDesk application

To log in, enter the login details from the registration e-mail.



The screenshot shows the 'Log In' form. It includes input fields for 'User Name' and 'Password', a 'Remember Me' checkbox, a green 'Log In' button, and a link for 'Forgot your password?'. The footer of the form contains the text 'Copyright © 2021 Telegrafia, a.s.'.

6 Adding a request/ticket

5 Data settings and activation of notifications/alerts

Switch language

telegrafia

Home / Requests Overview

Filters

Requests

Reload + Add

Show 25 entries

| ID | Customer | Subject | Date | State | Type | Assignee | Priority | Requester |
|----------------------------|----------|---------|------|-------|------|----------|----------|-----------|
| No data available in table | | | | | | | | |

Showing 0 to 0 of 0 entries

Previous Next

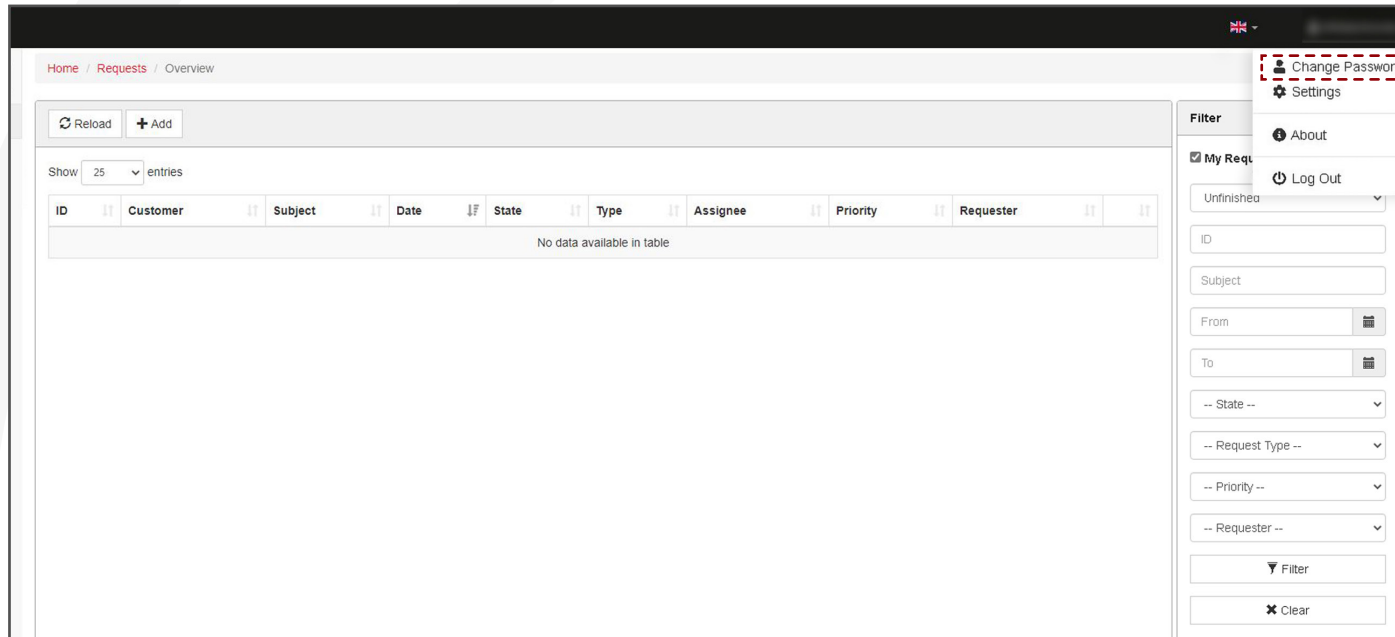
Filter

- My Requests
- Unfinished
- ID
- Subject
- From
- To
- State --
- Request Type --
- Priority --
- Requester --

Filter

Clear

HelpDesk



5 Data settings and activation of notifications/alerts

We recommend you change your password after you log in for the first time and activate your e-mail notifications (to follow what someone writes/adds to a discussion)

Change password

Home / Profile

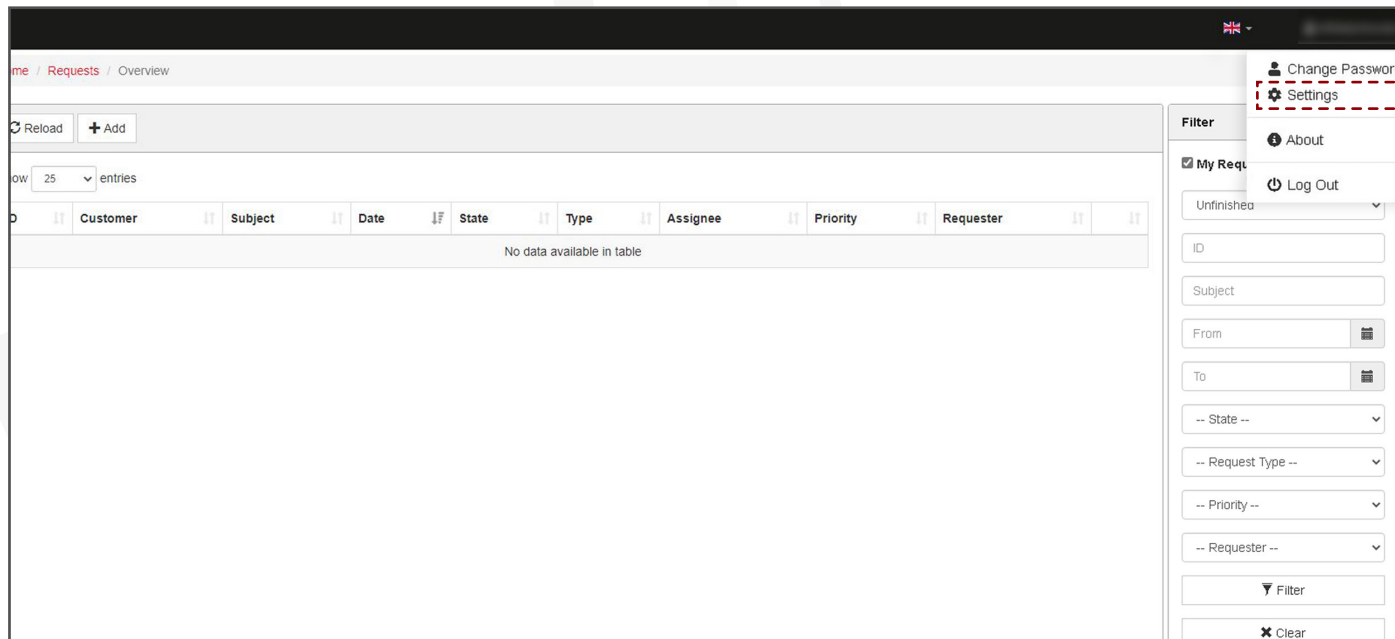
Back Change Password

User Name

Old Password

New Password

Confirm Password



Activation e-mail notification

Home / Profile

Back Save

User Name

Name

Email

Job

Groups

Signature

Language

en sk

Email notifications:

| Action |
|--|
| <input checked="" type="checkbox"/> Add a file |
| <input checked="" type="checkbox"/> Add a post |

B I U 14 A

HelpDesk

6 Adding a request/ticket

To add a new request, choose from 3 options:

External requirements | Internal requirements

1 New information

2 Complaint of devices / modules

3 Complaint of system

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Home / Requests / Overview

Q Filters

Requests

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| ID | Customer | Subject | Date | State | Type | Assignee | Priority | Requester |
|----------------------------|----------|---------|------|-------|------|----------|----------|-----------|
| No data available in table | | | | | | | | |

Filter

My Requests

Unfinished

ID

Subject

From

To

-- State --

-- Request Type --

-- Priority --

-- Requester --

Filter

Clear

6/1

New information

To obtain more information.

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Home / Requests / Detail

Filters

Requests

Back Save

Type: New Information

Customer: [Dropdown]

Customer Contact: [Dropdown]

Requester: [Dropdown]

Subject: [Text Area]

Description: [Text Area]

Priority: [Dropdown]

6/2

Complaint about a device/module

To report a complaint about a device/module failure.

- It is essential to fill the serial number of a device/module in the form. The number of the relevant purchase order is optional but not essential.
- After starting to write the serial number, the system automatically generates and offers the serial numbers of the devices/modules you have purchased. Choose the serial number of the problematic device. The system automatically completes further information about the device/module.
- It is possible to add more serial numbers of devices/modules by clicking on the + button.

← Back Save

Type: Complaint of devices / modules Customer: Cambodia Brewery Limited (CBL)

Order NO: [Red dashed box 'a']

+ Device Serial Number Failure description

1 [Red dashed box 'b']

[Red dashed box 'c']

Subject: 100569 - Gibon3 1200W,BPC,IP54,BAS,SH8,AC2
100568 - Gibon3 1800W,BNC,IP54,BAS,SH12,AC2

Description

Priority: Low

Add Attachment

6/3

Complaint about a system

To report a complaint about an unspecified system failure. It is essential to fill the number of the relevant purchase order in the form. The system automatically generates and offers the numbers of your purchase orders.

← Back Save

Type: Complaint of system Customer: Cambodia Brewery L

Order NO: [Red dashed box 'a']

[Red dashed box 'b']

Subject

Description

Priority: Low

Add Attachment



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