

## Support

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This document is intended to give users an overview of opening a new support case (ticket) with Phase3 Solutions.

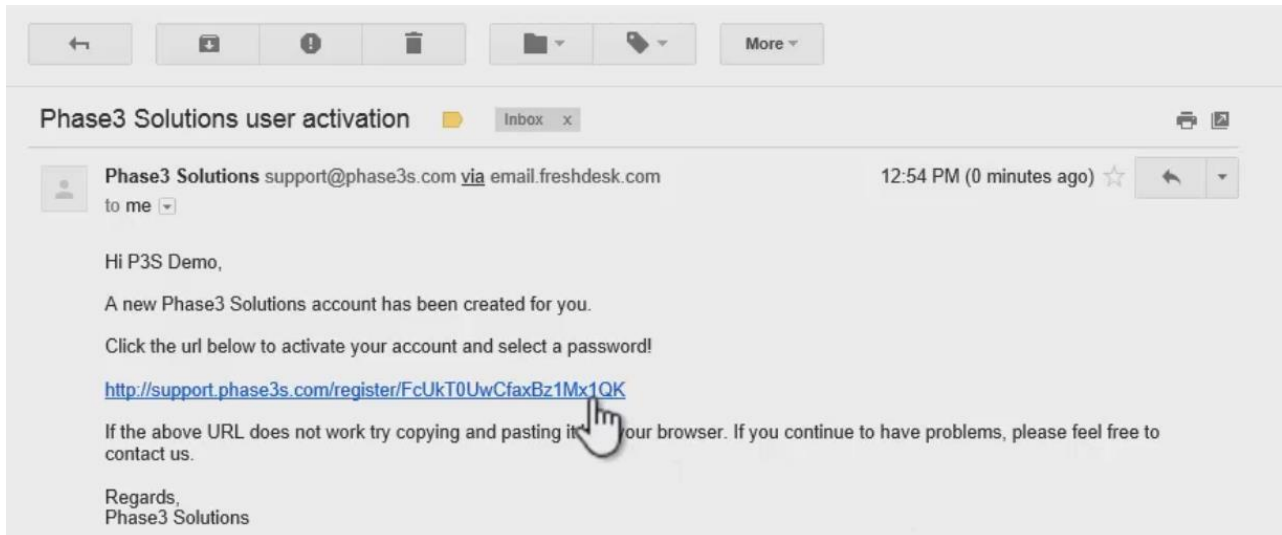
This document will outline the steps involved with creating, interacting and completing tickets raised with our Solution Architects via the Phase3 Solutions ticketing system.

Revision History:

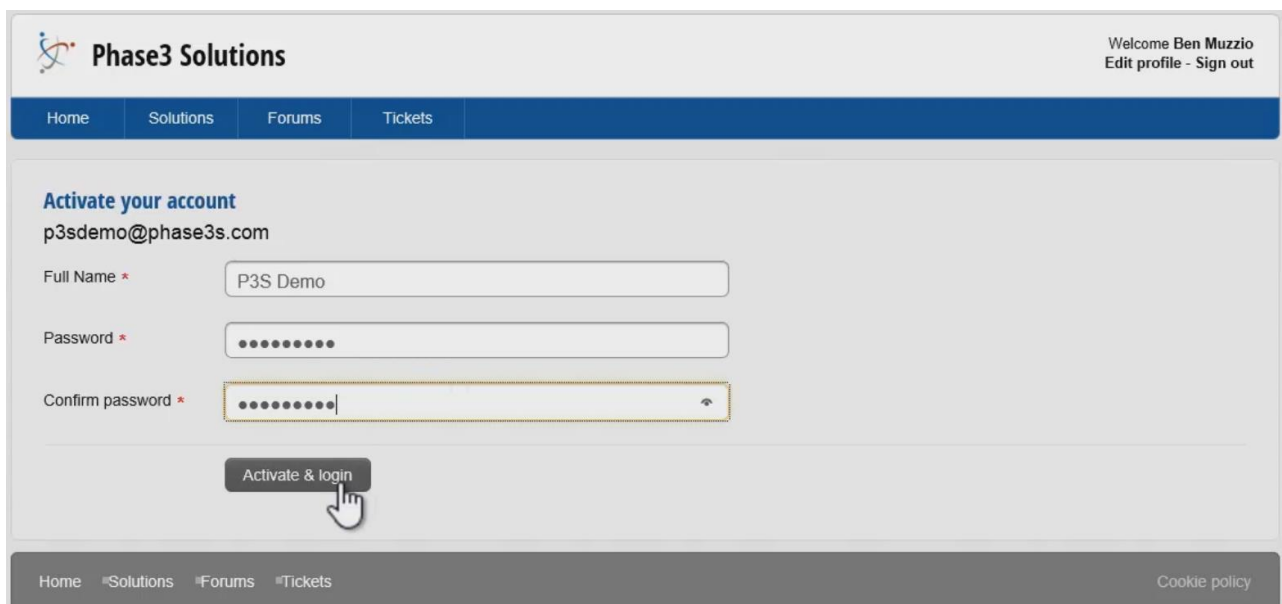
<u>Date</u>	<u>Author</u>	<u>Revision</u>
3/1/2013	TB	Initial Document Creation
8/7/2013	TB	Update to screenshots

## 1. Creating/Verifying Your Account

Once you have been entered in the support system, you will receive a welcome email with a link to verify your account and set your initial password.

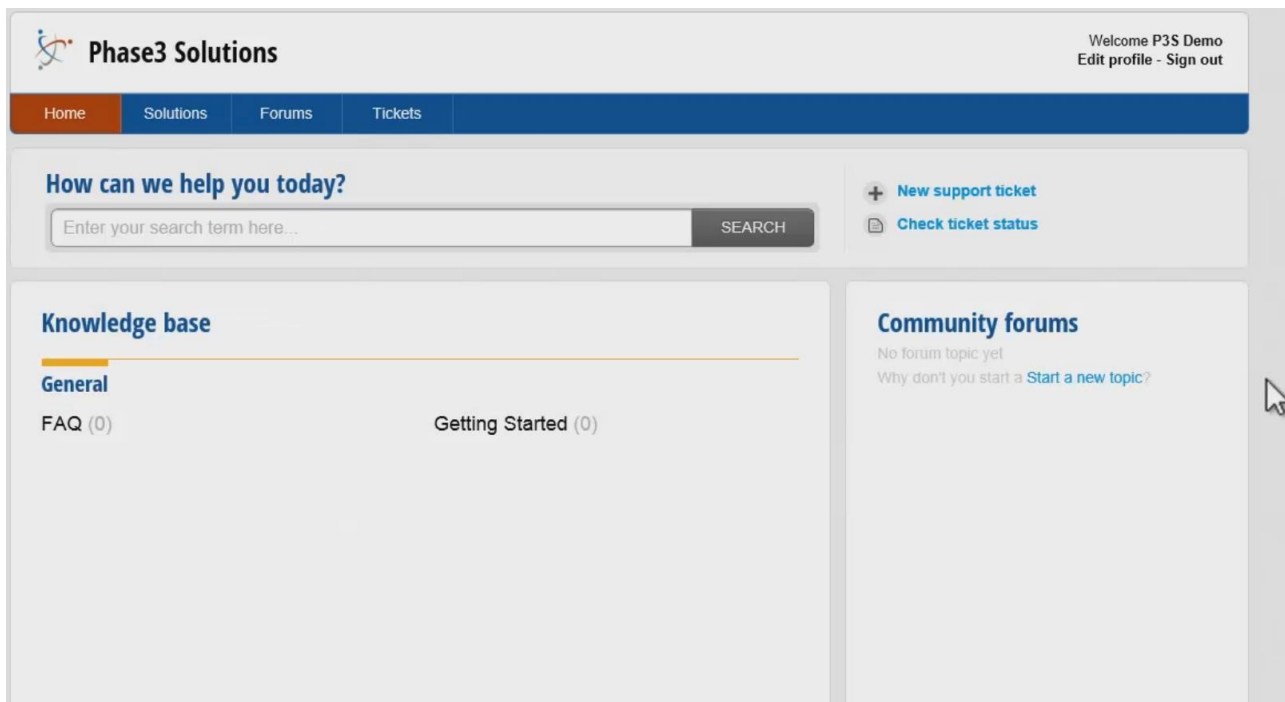


Clicking the link will bring you to the account verification page.



The screenshot shows the Phase3 Solutions website header with the logo and 'Welcome Ben Muzzio Edit profile - Sign out'. A navigation bar contains 'Home', 'Solutions', 'Forums', and 'Tickets'. The main content area is titled 'Activate your account' for user 'p3sdemo@phase3s.com'. It contains three input fields: 'Full Name \*' with 'P3S Demo', 'Password \*' with masked characters, and 'Confirm password \*' with masked characters and a toggle icon. Below the fields is an 'Activate & login' button with a hand cursor. The footer contains 'Home', 'Solutions', 'Forums', 'Tickets', and a 'Cookie policy' link.

Once you have set your initial password, you will be able to initiate new tickets via email and will also have access to the support portal to see your existing tickets and open new ones.

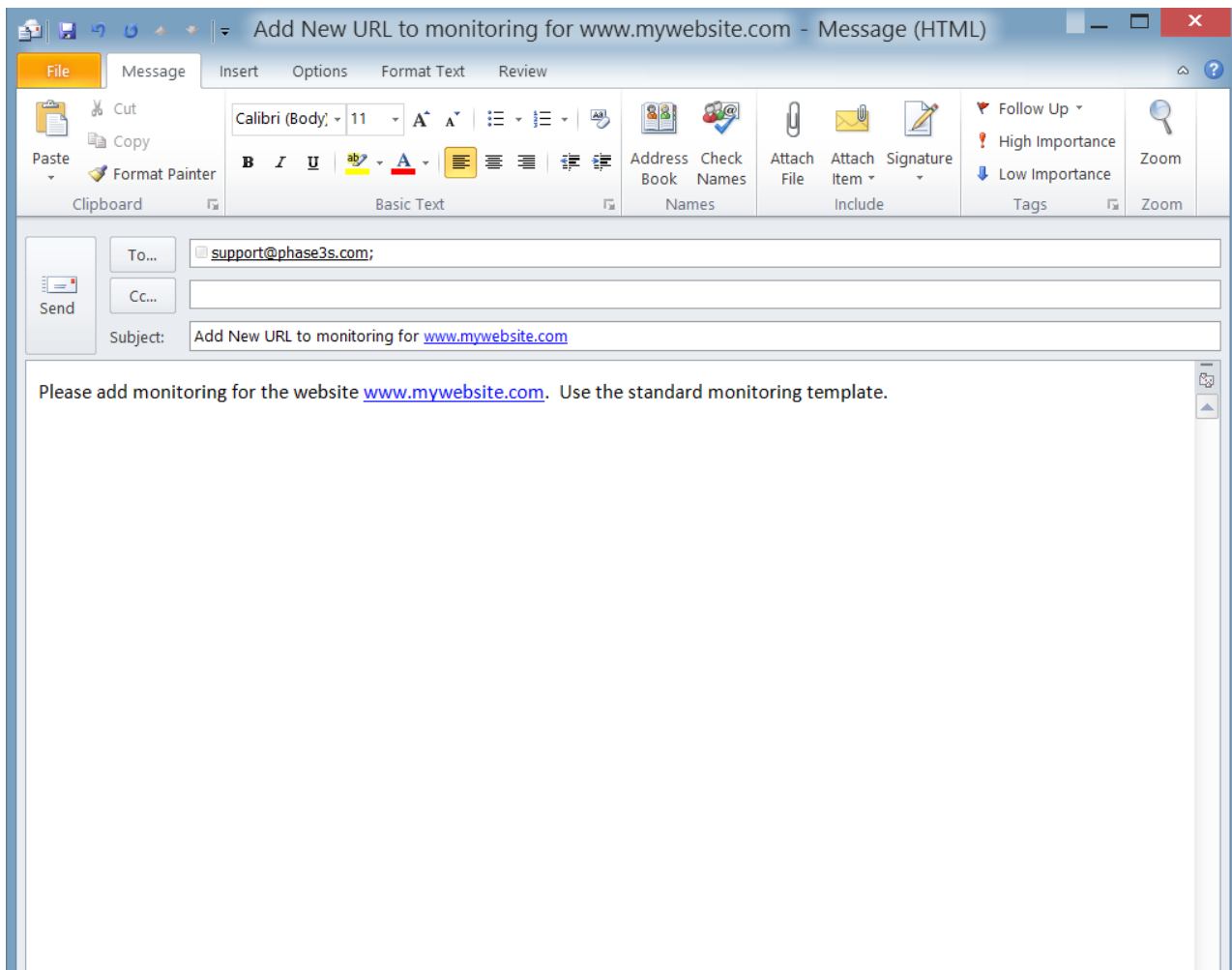
A screenshot of the Phase3 Solutions support portal. The header includes the company logo and name, a user greeting 'Welcome P3S Demo', and links for 'Edit profile' and 'Sign out'. A navigation bar contains 'Home', 'Solutions', 'Forums', and 'Tickets'. Below this is a search section titled 'How can we help you today?' with a search input field and a 'SEARCH' button. To the right of the search bar are links for '+ New support ticket' and 'Check ticket status'. The main content area is divided into two columns. The left column, titled 'Knowledge base', has a sub-section 'General' with links for 'FAQ (0)' and 'Getting Started (0)'. The right column, titled 'Community forums', states 'No forum topic yet' and includes a link 'Start a new topic?'.

## 2. Creating New Tickets

Once your account has been activated, tickets can be created via two methods.

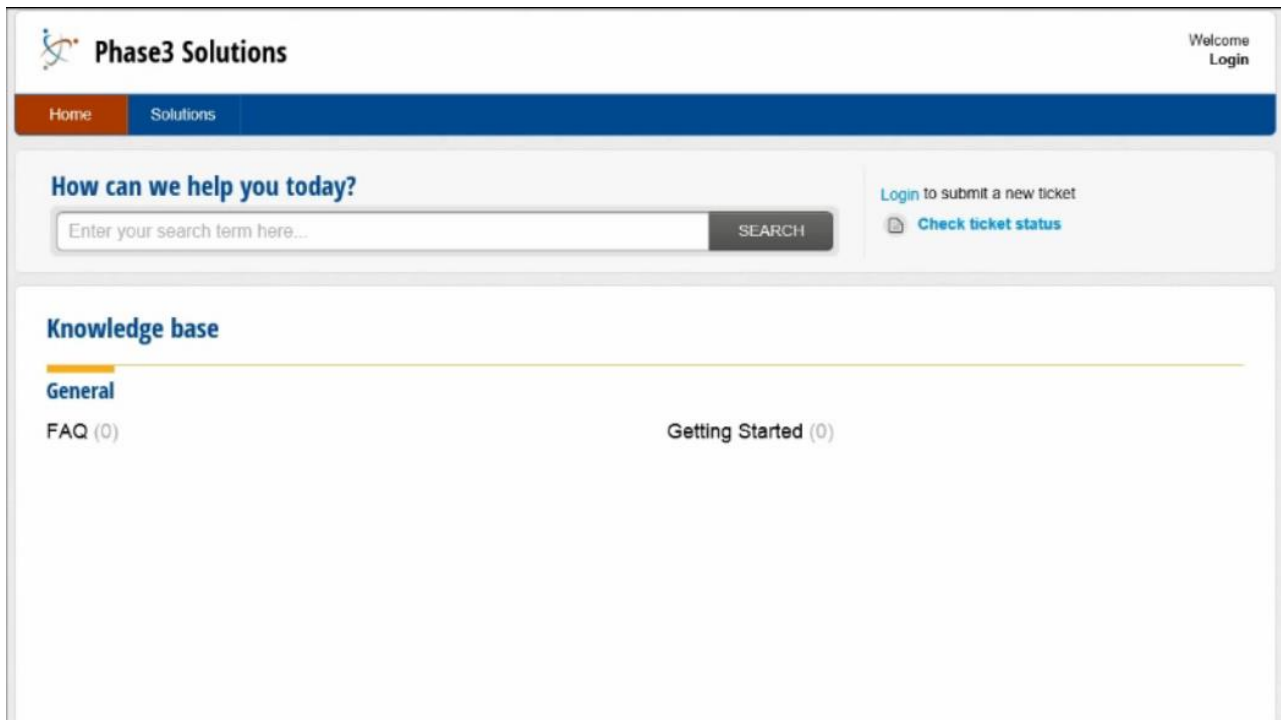
1. Sending an email to [support@phase3s.com](mailto:support@phase3s.com)
2. Logging into the portal and creating a ticket

Submitting a ticket via email is the most popular as it is the easiest and most direct method:

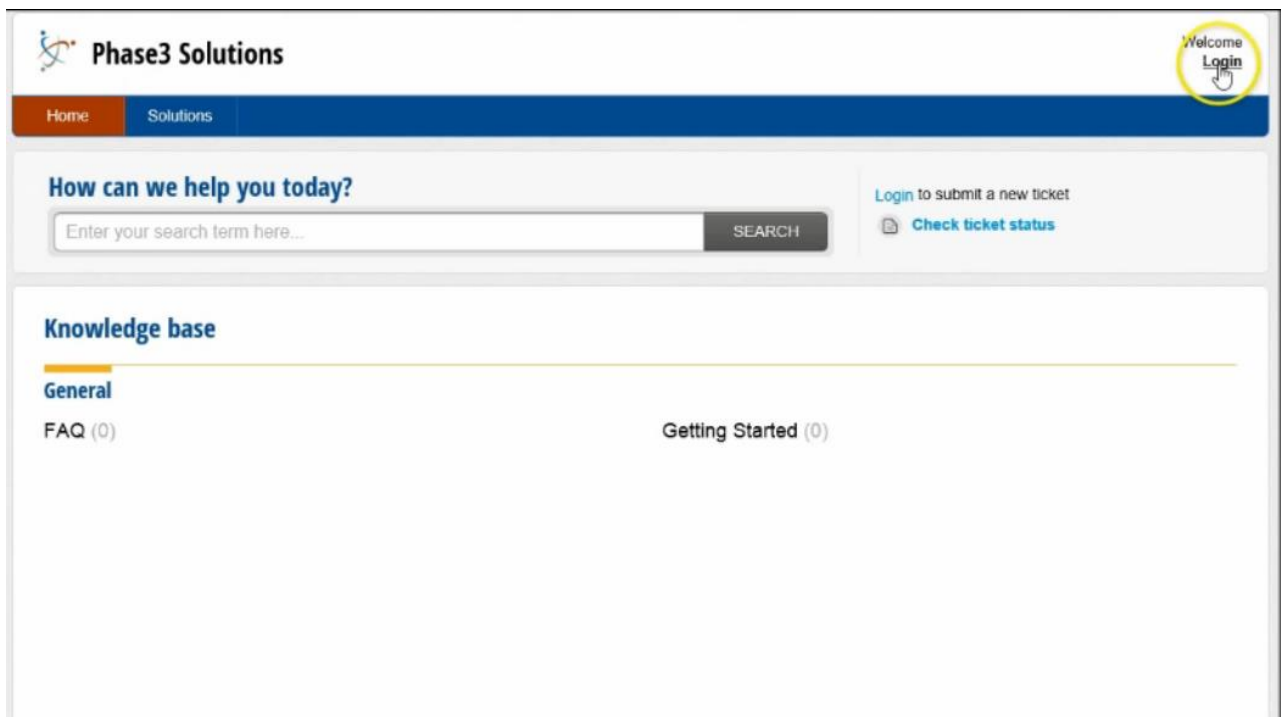


Opening a ticket from the support portal is also simple and gives you easy access to past and current pending tickets.


Accessing the portal:  
Point your web browser to <http://support.phase3s.com>



Once at the initial welcome screen, select the "Login" link at the top right



Enter your login details

 **Phase3 Solutions**

Welcome  
**Login**

[Home](#) [Solutions](#)


### Login to the support portal

Enter the login details you gave when you registered with us


☐ Remember me on this computer  
[forgot your password?](#)

LOGIN

### ...or login using

 Google

Once you have logged in, you will be at the "Home" screen of the portal. By clicking on the "Tickets" tab at the top, you will be shown any tickets that are currently pending for your user account. If this is the first time you are logging in, there will be nothing listed here.

 **Phase3 Solutions**

Welcome P3S Demo  
[Edit profile](#) - [Sign out](#)

[Home](#) [Solutions](#) [Forums](#) [Tickets](#)

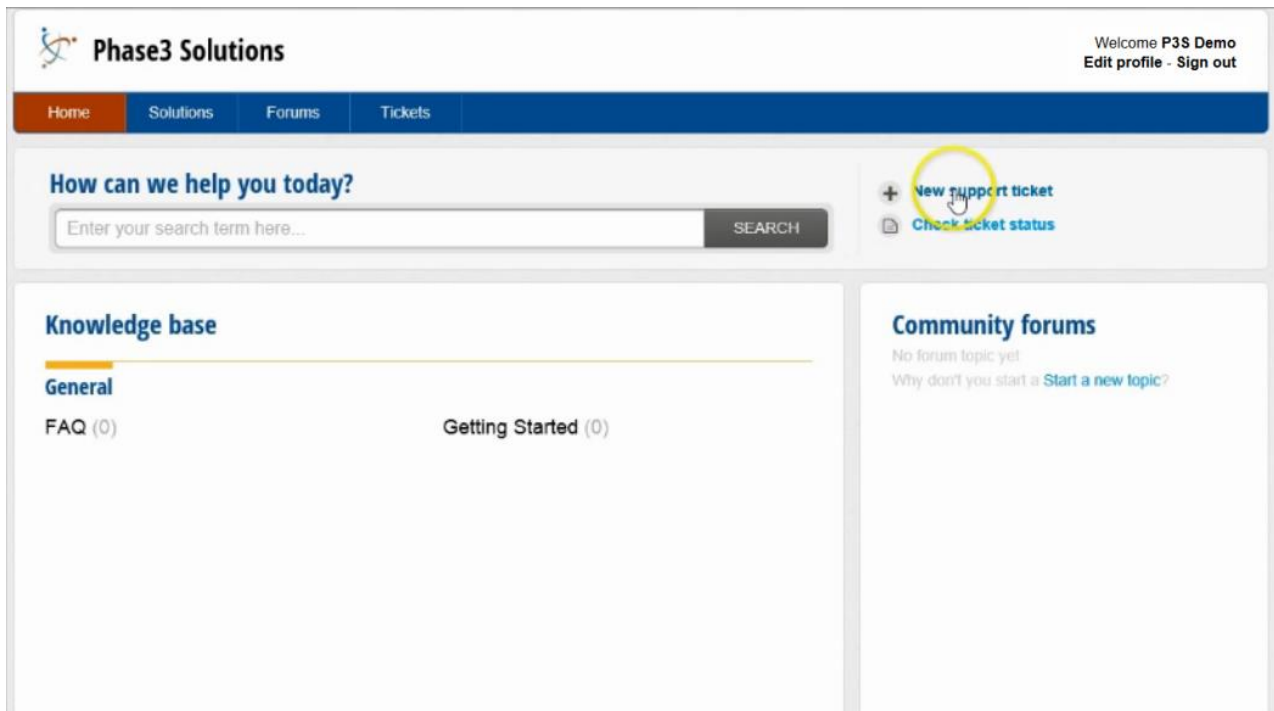
### How can we help you today?

SEARCH

[+ New support ticket](#)  
[Check ticket status](#)

All Tickets ▾  
Sorted by Date Created ▾  
You don't have any tickets in current view

To create a new ticket from the portal, click on the "New Ticket" link at the top right of the screen.

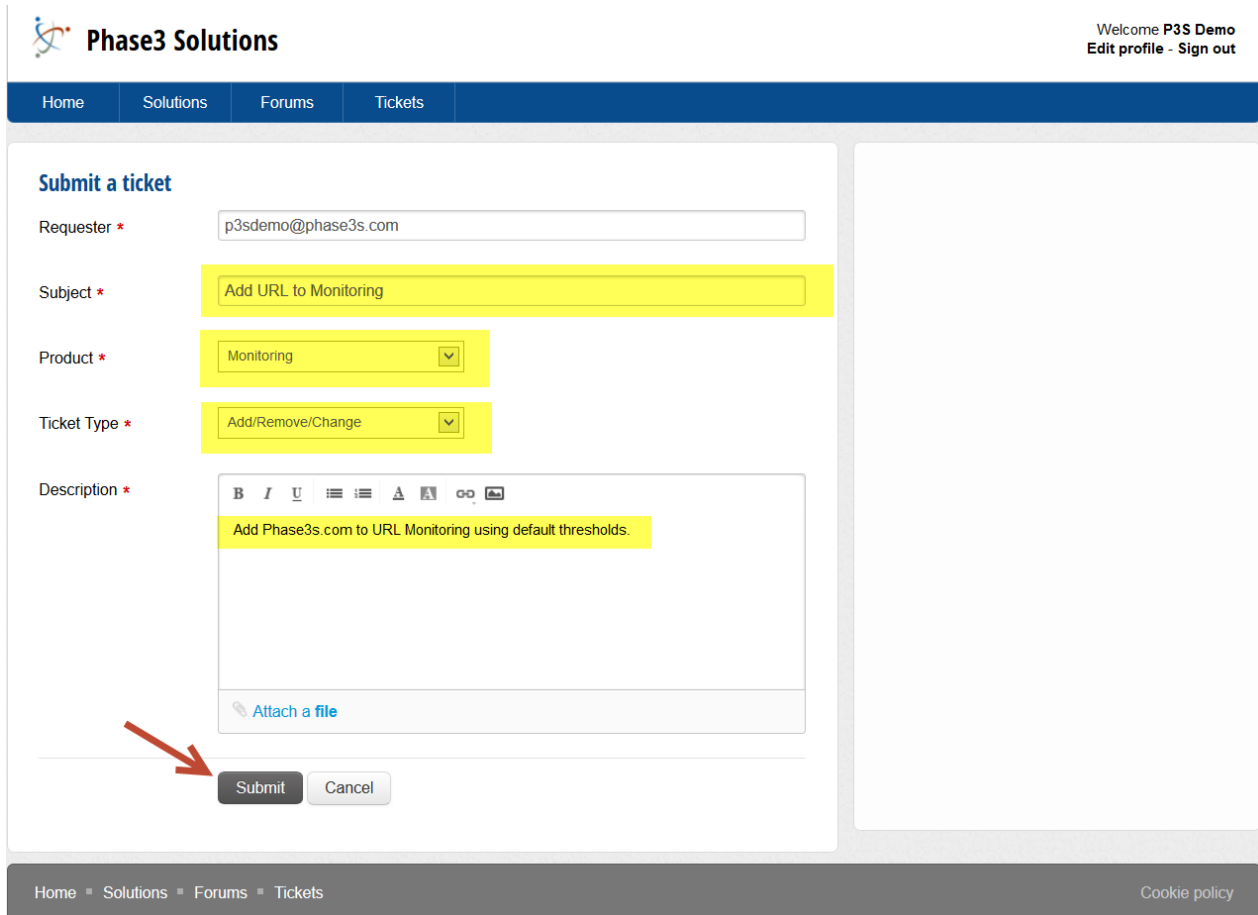


Enter the appropriate information and click on the "Submit" button at the bottom.



Fields:

- Subject -- Brief description of the ticket
- Product -- Select the type of ticket this request is for (Monitoring or Service Desk)
- Ticket Type -- Add/Remove/Change or Question.
- Description -- Detailed information about the ticket (try to be as detailed as possible to help avoid any requests for additional information).



Phase3 Solutions

Welcome P3S Demo  
Edit profile - Sign out

Home Solutions Forums Tickets

### Submit a ticket

Requester \*

Subject \*

Product \*

Ticket Type \*

Description \* 

**B I U**

Add Phase3s.com to URL Monitoring using default thresholds.


[Attach a file](#)

[Submit](#) [Cancel](#)

Home Solutions Forums Tickets

[Cookie policy](#)

This will bring you back to the ticketing portal where you will see your new and any pending tickets.


**Phase3 Solutions**

Welcome P3S Demo  
Edit profile - Sign out


Home
Solutions
Forums
**Tickets**

**How can we help you today?**

+ New support ticket  
Check ticket status

All Tickets ▾  
Sorted by Date Created ▾

Export tickets


[Add URL to Monitoring #1547](#)  
Created on Mon, Aug 5 at 1:00 PM Agent: Ben Muzzio


BEING PROCESSED

Add Phase3s.com to URL Monitoring using default thresholds.

With either method of ticket creation, you will receive a notification via email that your ticket has been successfully submitted.

←
📁
⚠️
🗑️
📁
🏷️
More ▾

Ticket Received - [#1547] Add URL to Monitoring Inbox x


**Phase3 Solutions** support@phase3s.com via email.freshdesk.com  
to me ▾

1:00 PM (5 minutes ago) ☆

Dear P3S Demo,

We would like to acknowledge that we have received your request and a ticket has been created with Ticket ID - 1547.  
A support representative will be reviewing your request and will send you a personal response.(usually within 24 hours).

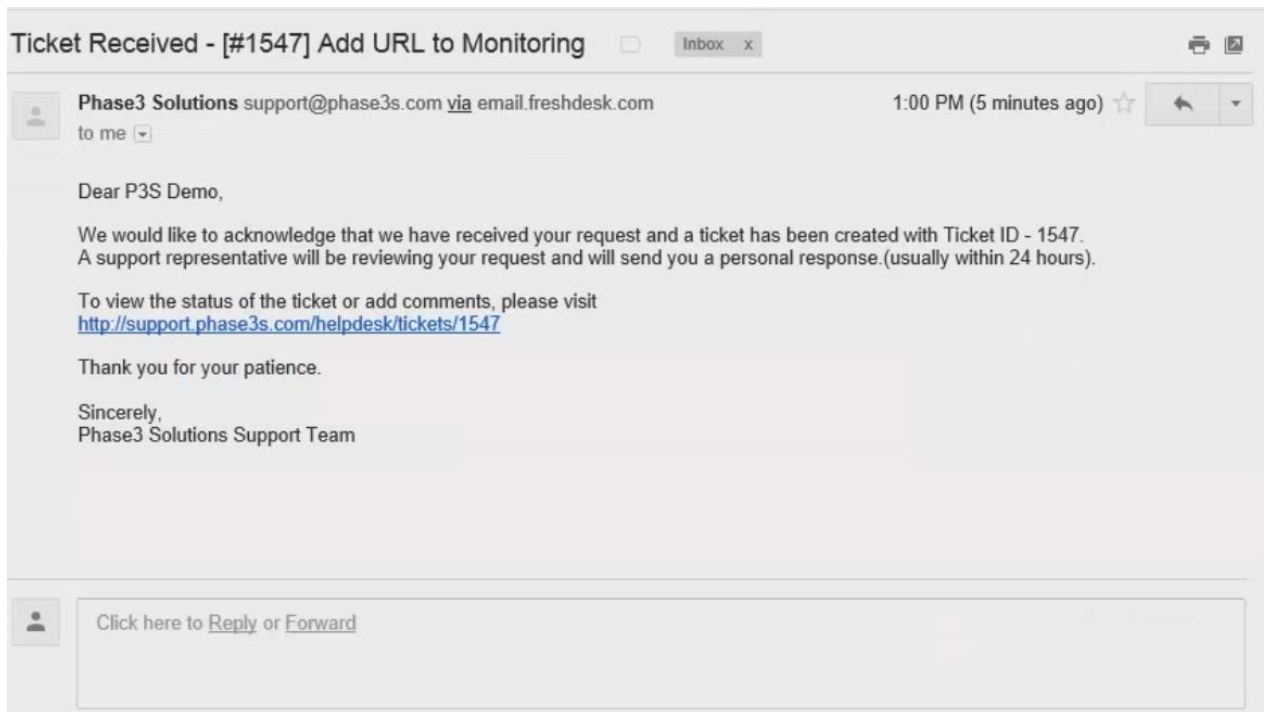
To view the status of the ticket or add comments, please visit  
<http://support.phase3s.com/helpdesk/tickets/1547>

Thank you for your patience.

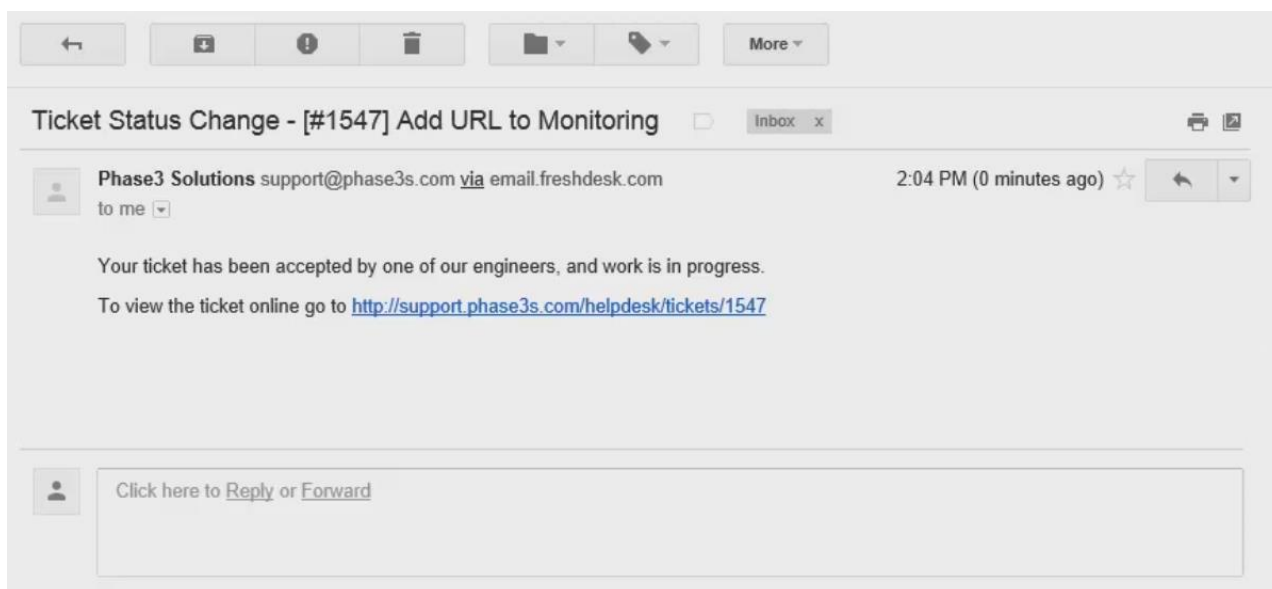
Sincerely,  
Phase3 Solutions Support Team

### 3. Notifications and Updates

Once you have created your ticket, a confirmation email will be sent which will give you a link to the ticket in our support portal and a ticket number.



When one of our engineers begins working on your issue, you will also be notified





During the course of the work being performed, our engineers may need to request additional information. These will be sent to you via email as notes to the ticket you submitted.

A row of icons for email navigation: back, forward, search, delete, folder, tag, and a 'More' dropdown menu.

**Re: [#1547] Add URL to Monitoring** Inbox x

**Phase3 Solutions** support@phase3s.com via email.freshdesk.com 2:08 PM (0 minutes ago)

to me

Hi P3S Demo,  
Ticket: <http://support.phase3s.com/helpdesk/tickets/1547>

The website [phase3s.com](http://phase3s.com) is currently responding at an average that is above the 3000ms default threshold. We would recommend increasing the threshold to 5000ms is that okay?

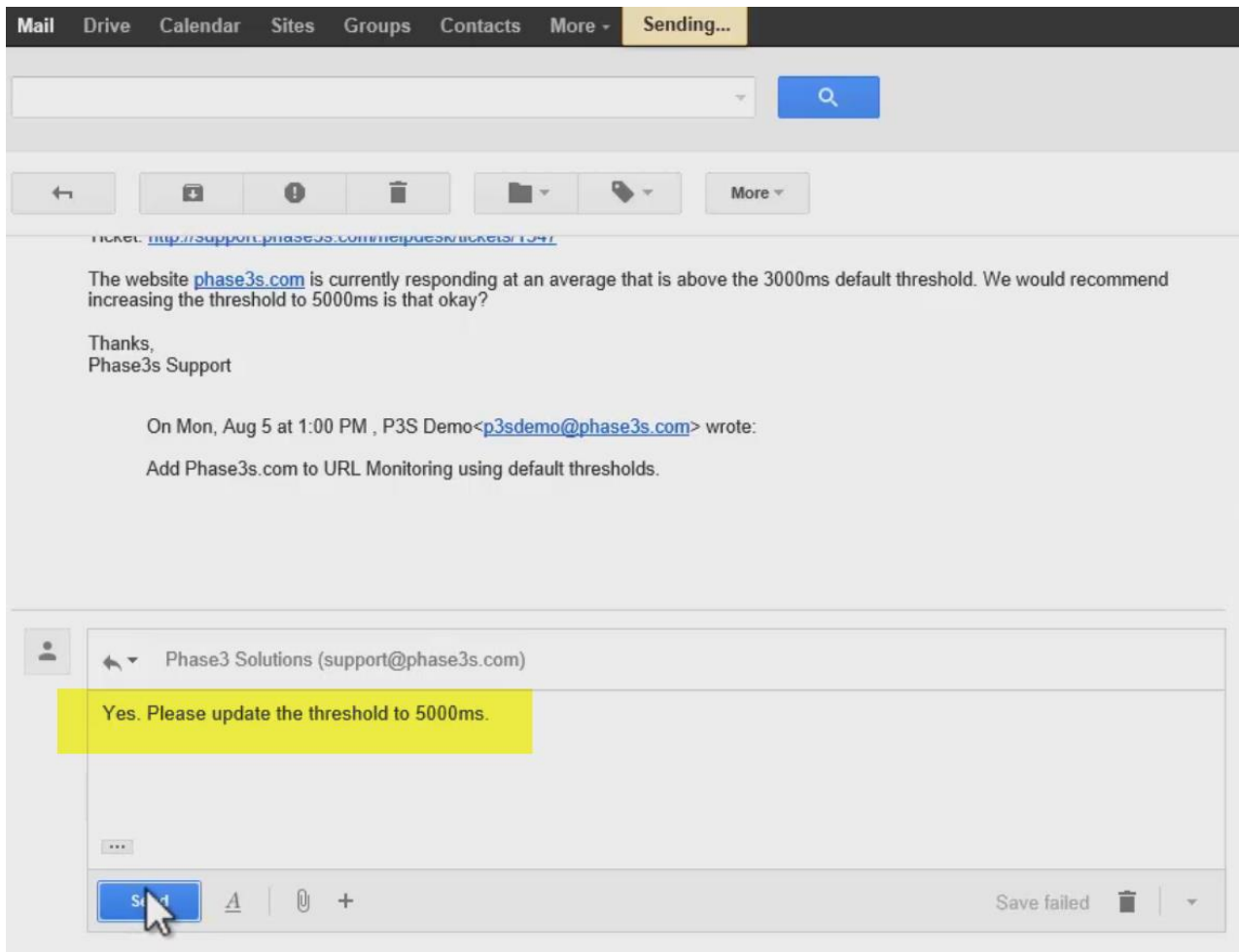
Thanks,  
Phase3s Support

On Mon, Aug 5 at 1:00 PM , P3S Demo<[p3sdemo@phase3s.com](mailto:p3sdemo@phase3s.com)> wrote:

Add Phase3s.com to URL Monitoring using default thresholds.

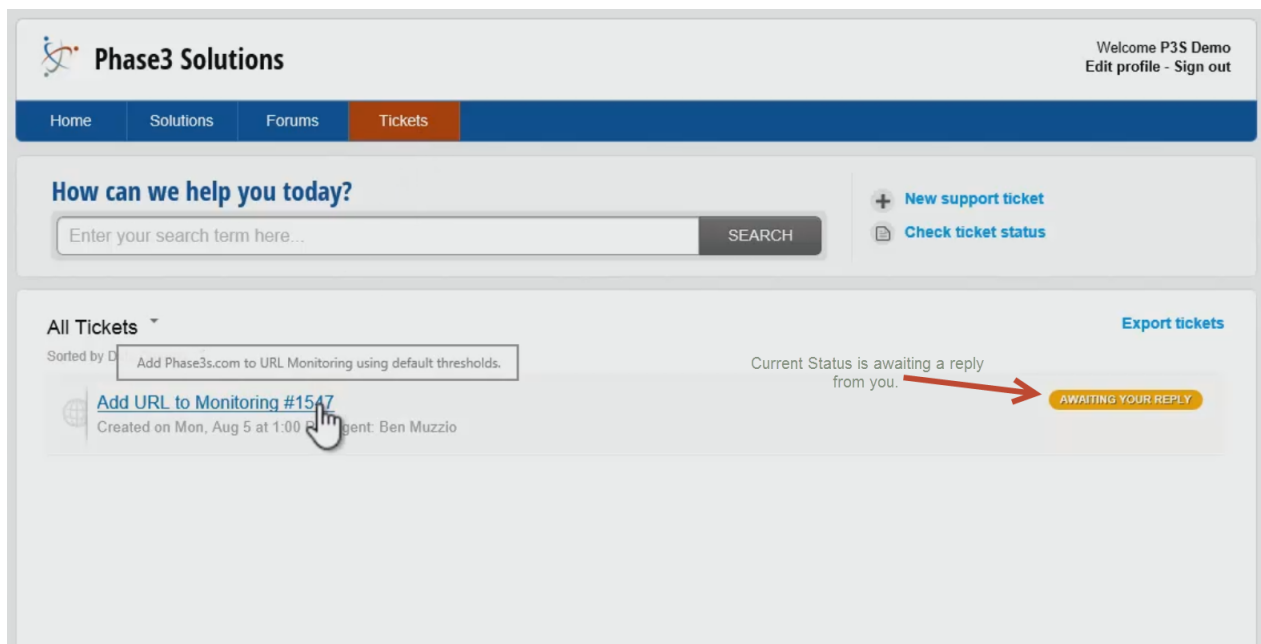
Click here to [Reply](#) or [Forward](#)

Replying to this email or any of the subsequent notifications, will be added as a comment to your existing ticket.



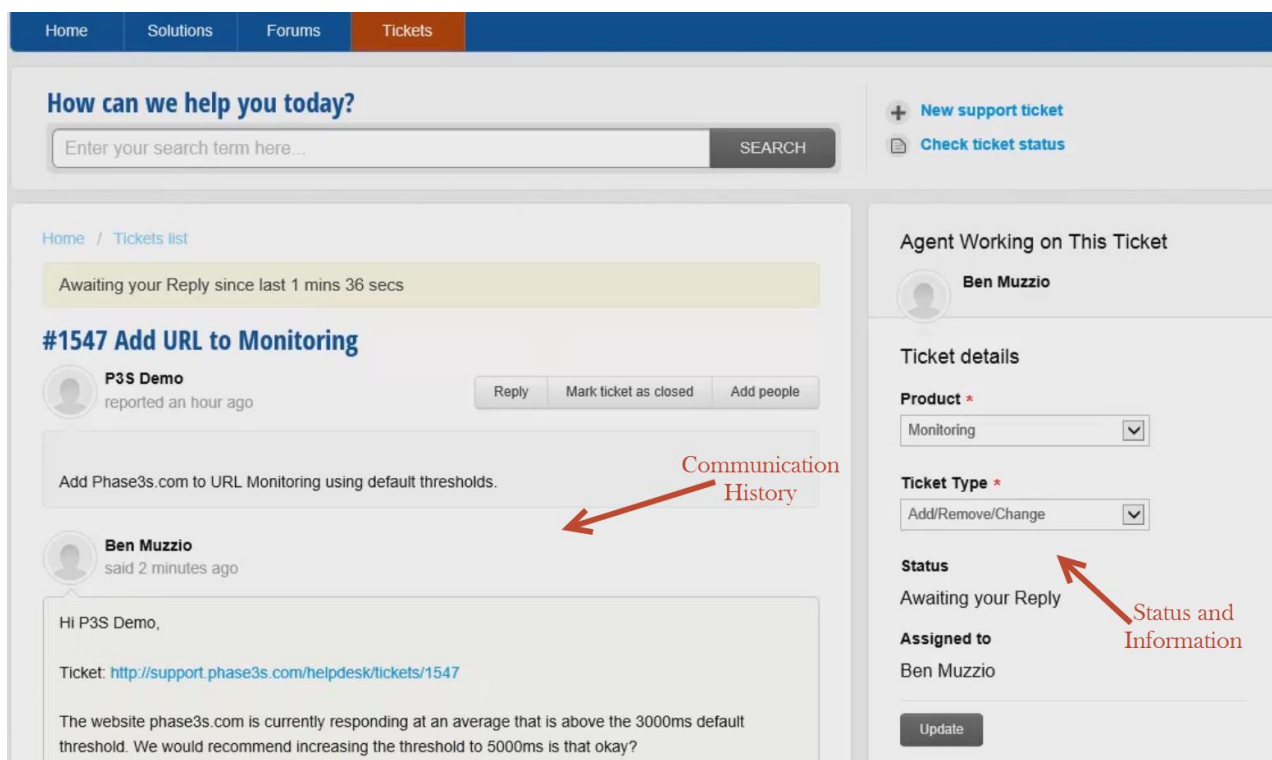
If you prefer, you can also use the online portal to interact with the solution engineers.

Once logged in and after selecting the "Tickets" area, you will see your ticket(s) that is being worked on.



The screenshot shows the Phase3 Solutions web interface. At the top, there's a navigation bar with 'Home', 'Solutions', 'Forums', and 'Tickets' (highlighted). Below the navigation bar, there's a search bar with the text 'How can we help you today?' and a 'SEARCH' button. To the right of the search bar, there are links for '+ New support ticket' and 'Check ticket status'. Below the search bar, there's a section titled 'All Tickets' with a dropdown menu. A ticket titled 'Add URL to Monitoring #1547' is highlighted, with a red arrow pointing to it. The ticket description is 'Add Phase3s.com to URL Monitoring using default thresholds.' and it was created on 'Mon, Aug 5 at 1:00 PM' by 'Agent: Ben Muzzio'. To the right of the ticket, there's a status indicator 'Current Status is awaiting a reply from you.' and a yellow button labeled 'AWAITING YOUR REPLY'.

Selecting the link to your ticket will open the full status screen for that issue



The screenshot shows the full status screen for ticket #1547. The page has a navigation bar with 'Home', 'Solutions', 'Forums', and 'Tickets' (highlighted). Below the navigation bar, there's a search bar with the text 'How can we help you today?' and a 'SEARCH' button. To the right of the search bar, there are links for '+ New support ticket' and 'Check ticket status'. Below the search bar, there's a section titled 'Home / Tickets list' with a yellow banner that says 'Awaiting your Reply since last 1 mins 36 secs'. The ticket title is '#1547 Add URL to Monitoring'. The ticket was reported by 'P3S Demo' an hour ago. Below the ticket title, there's a communication history section with a message from 'Ben Muzzio' saying 'Hi P3S Demo, Ticket: <http://support.phase3s.com/helpdesk/tickets/1547>. The website phase3s.com is currently responding at an average that is above the 3000ms default threshold. We would recommend increasing the threshold to 5000ms is that okay?'. To the right of the communication history, there's a section titled 'Agent Working on This Ticket' with a profile picture of 'Ben Muzzio'. Below this, there's a 'Ticket details' section with fields for 'Product' (Monitoring), 'Ticket Type' (Add/Remove/Change), 'Status' (Awaiting your Reply), and 'Assigned to' (Ben Muzzio). A red arrow points to the 'Status' field with the text 'Status and Information'. Another red arrow points to the communication history with the text 'Communication History'.

This view will give you all of the information to date on what has been done with your request. The right-hand pane will show you status information as well as who is working on your request. Scroll down to the bottom part of the screen to add any comments.

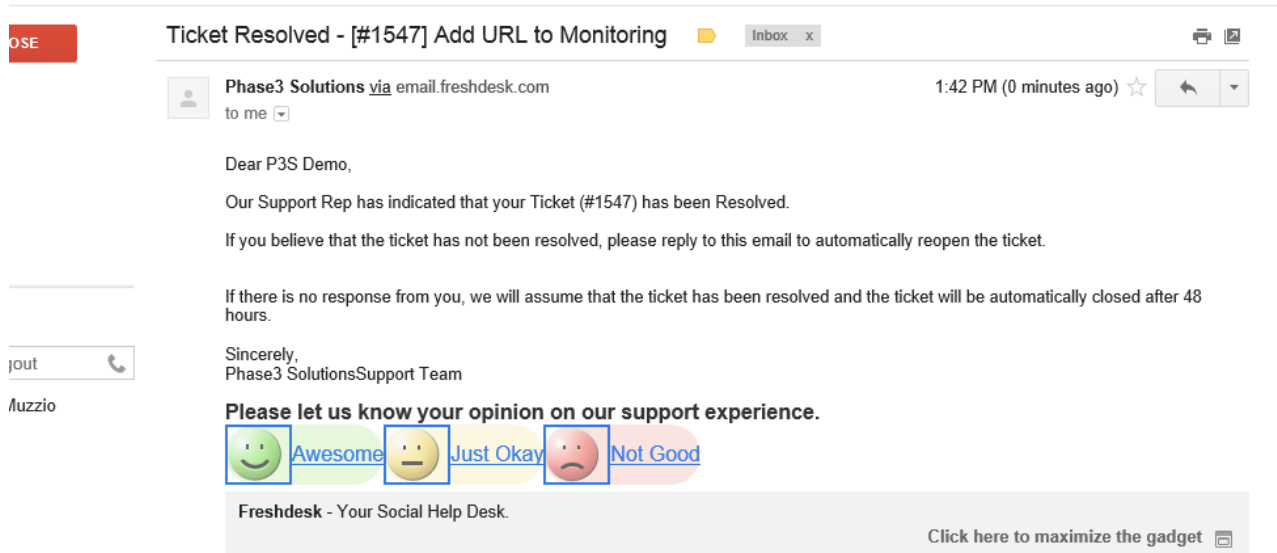


The screenshot displays a ticket management interface. At the top, a message states: "The website phase3s.com is currently responding at an average that is above the 3000ms default threshold. We would recommend increasing the threshold to 5000ms is that okay?". Below this, a response from "P3S Demo" is shown, containing the text "Yes. Please update the threshold to 5000ms." and a "Browse..." button. A "Reply" button is highlighted with a mouse cursor. To the right, a large "Update" button is visible.

Next, we will move on to when tickets are resolved and closed.

## 4. Resolving and Closing Tickets

When your issues has been completed, the engineer will then put your ticket into a "resolved" status. The ticket will remain in this status for 48 hours when it will automatically close.



The screenshot shows an email interface with a red 'CLOSE' button in the top left. The email title is 'Ticket Resolved - [#1547] Add URL to Monitoring'. The sender is 'Phase3 Solutions via email.freshdesk.com' and the recipient is 'to me'. The time is '1:42 PM (0 minutes ago)'. The email body starts with 'Dear P3S Demo,' followed by 'Our Support Rep has indicated that your Ticket (#1547) has been Resolved.' and 'If you believe that the ticket has not been resolved, please reply to this email to automatically reopen the ticket.' Below this, it says 'If there is no response from you, we will assume that the ticket has been resolved and the ticket will be automatically closed after 48 hours.' The email is signed 'Sincerely, Phase3 SolutionsSupport Team'. At the bottom, there is a feedback section titled 'Please let us know your opinion on our support experience.' with three buttons: 'Awesome' (green smiley face), 'Just Okay' (yellow neutral face), and 'Not Good' (red sad face). The footer of the email says 'Freshdesk - Your Social Help Desk.' and 'Click here to maximize the gadget'.

If the issue is not resolved, all you need to do is reply to this email and the issue will automatically re-open and the engineer will be notified.

**\*\*Note\*\***

Any reply at all to this email will re-open the ticket.

One final note:

Your opinion is very important to us, so please give us your feedback on the support level provided by clicking the links at the bottom of the email.