

SERVICE DESK



Getting Started Guide

Overview

The Calnex Service Desk helps ensure that Calnex customers receive the best possible support in a timely manner.

As a Calnex Customer, you can raise service requests for product questions or questions regarding, for example, ITU-T or other standards. Service requests can, of course, be raised for potential product defects and to suggest enhancements.

When you raise a service request, the local Calnex Application Engineer will be notified and is initially responsible for ensuring that the request is answered. If second level support is required, the request will be passed to the Calnex Support Team who will then work directly with you to reach a resolution.

In some instances, where a service request relates to a product defect or is a request for additional functionality, then the request will be forwarded to the Calnex Development Team for consideration as part of future product releases.

Customer Accounts

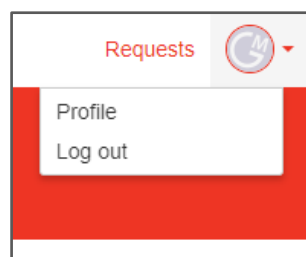
Each user of the Calnex Service Desk must have an account. If you do not have an account, please contact support@calnexsol.com.

When an account is added to the Service Desk, you will receive a welcome email that will contain a link to the Service Desk portal.

The first time you visit the portal, the welcome page will be displayed and you will need to enter your full name and a password.

After entering the required information, you will be taken to the portal page (see Submitting Requests below). This page includes a search box (which is not currently functional) and links to the various support request forms.

Clicking your avatar in the top right-hand corner of the Service Desk page will display an option to change your profile settings or to log out.



Profile settings that can be changed are:

- Name
- Password
- Language
- Time Zone

Accessing the Service Desk

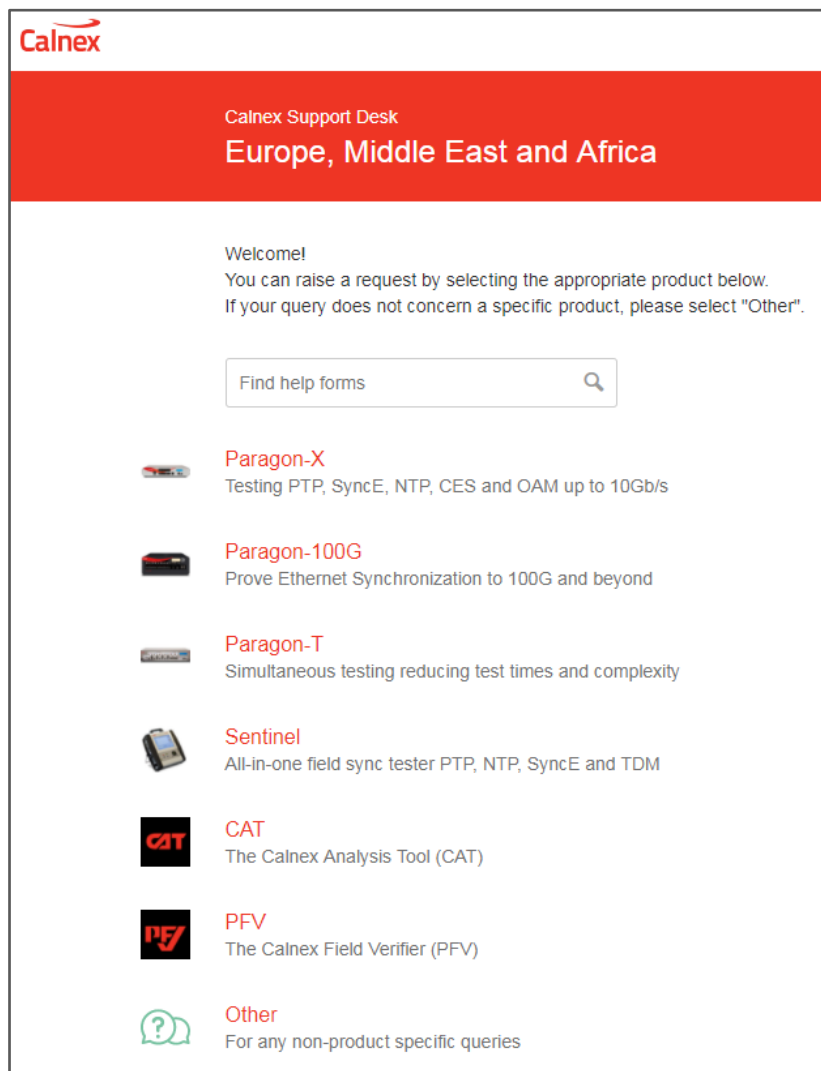
The URL for the Calnex Service Desk portal is:

<https://calnexsolutions.atlassian.net/servicedesk/customer/portals>

The Service Desk is arranged by regions; you will only be able to access the region in which your account has been created.

Submitting Requests

To create a new request from the portal, you must first select a Product. If the request is not product-specific, then select **Other**:










Calnex

Calnex Support Desk
Europe, Middle East and Africa

Welcome!
You can raise a request by selecting the appropriate product below.
If your query does not concern a specific product, please select "Other".

Find help forms

-  **Paragon-X**
Testing PTP, SyncE, NTP, CES and OAM up to 10Gb/s
-  **Paragon-100G**
Prove Ethernet Synchronization to 100G and beyond
-  **Paragon-T**
Simultaneous testing reducing test times and complexity
-  **Sentinel**
All-in-one field sync tester PTP, NTP, SyncE and TDM
-  **CAT**
The Calnex Analysis Tool (CAT)
-  **PFV**
The Calnex Field Verifier (PFV)
-  **Other**
For any non-product specific queries

You will then be presented with a form in which to enter details of your request:

The screenshot shows the Calnex support request form for Paragon-X. The form is titled "Paragon-X" and is part of the "Calnex Support Desk / Europe, Middle East and ...". The form includes the following fields:

- Summary:** A single-line text input field.
- Description:** A multi-line text input field.
- Serial Number:** A single-line text input field.
- Software Version (optional):** A dropdown menu with "None" selected.
- Attachment (optional):** A dashed box containing a "Drag and drop files, paste screenshots, or browse" instruction and a "browse" link.
- Share with <Organisation>:** A dropdown menu with a callout box showing options for "Private request" and "Share with <Organisation>".

At the bottom of the form, there are "Create" and "Cancel" buttons. A "Requests 1" notification is visible in the top right corner.

Complete the fields on the form and click the **Create** button at the bottom of the page. *Summary*, *Description* and *Serial Number* (for hardware products) are compulsory fields.

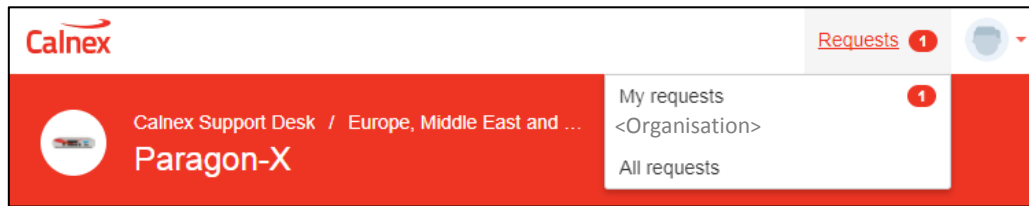
You can choose to make this request private or one that will be shared by all users in your organisation. Note that all requests (even when marked as **Private**) will be shared amongst Calnex personnel and may also be copied to your local sales partner.

After clicking the **Create** button, your request will be submitted and a confirmation will be emailed to you.

Note: In order to efficiently manage and track requests, please raise only 1 topic for each request. If you have a number of questions or issues to raise, you should create multiple requests, one for each item.

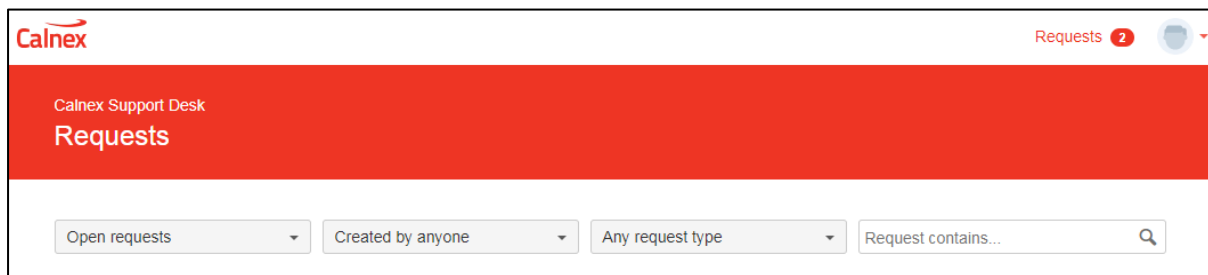
Viewing Requests

The top right-hand corner of the Service Desk page contains a **Requests** link:

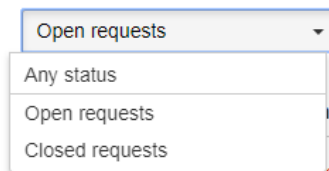


- **My requests:** All support requests you have raised.
- **<Organisation>:** All requests made by anyone in your organisation.
- **All requests:** All requests that have been shared with you.

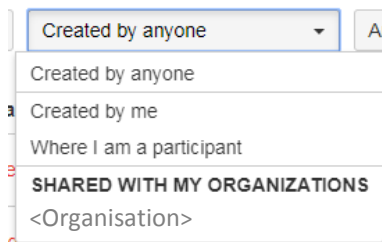
Results can be filtered based on several criteria:



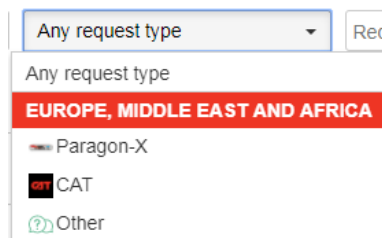
Request status:



Created by:



Request type:



Request contains: Search for a specific string in the requests

You will then see a list of your requests that match the filters:

Calnex Support Desk
Requests

Open requests Created by me Any request type

Request contains...

Type	Reference	Summary	Service desk	Status	Requester
	CSEMEA-26	Need help setting up Sentinel	Europe, Middle East and Africa	WAITING FOR SUPPORT	A Customer
	CSEMEA-21	Default value of current UTC offset is still 36	Europe, Middle East and Africa	PASSED TO DEVELOPMENT	A Customer
	CSEMEA-22	PTP - PTP Noise Transfer Script	Europe, Middle East and Africa	WAITING FOR CUSTOMER	A Customer
	CSEMEA-23	How does the leap second process work?	Europe, Middle East and Africa	IN PROGRESS	A Customer

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From your list of requests, you can click on any of them to see full details (see Working with Requests below).

Request Status

Each request can be in one of the following states:

State	Description
WAITING FOR SUPPORT	The request is waiting for a Calnex engineer to begin working on it
WAITING FOR CUSTOMER	The request cannot be progressed without more information. You should supply this by adding comments and / or attachments to the request. Alternatively, you can use the Respond to support action (see Working with Requests below).
IN PROGRESS	A Calnex engineer is working on the request
RESOLVED	Calnex believe that the request has been resolved. You can then Close the request (if you are happy with the resolution) or can return it to Calnex using the Not Resolved action (see Working with Requests below). Note: Calnex will automatically close the request after some time if you have not responded.
PASSED TO DEVELOPMENT	The request has been identified as a defect or as an enhancement request. It has been passed to development to consider for future releases. Note: Since the request requires development work to resolve, this work will need to be planned into the Product release cycle. The request may remain in the PASSED TO DEVELOPMENT state for many months.
CLOSED	The request has been resolved and no further action is required

Working with Requests

The detailed view for each request shows the following:

The screenshot shows a support request interface for Calnex. At the top, the Calnex logo is on the left, and 'Requests 4' with a dropdown arrow is on the right. Below this is a red header bar with the text 'Calnex Support Desk / Europe, Middle East and ... / CSEMEA-25' and the request title 'BC G.8275.1 test found unexpected PDelayResp FollowUp'. Below the header is a comment input field with the placeholder 'Add a comment'. The main content is divided into three sections: 'Activity', 'Details', and 'Shared with'. The 'Activity' section shows a timeline of events: an automatic response at 4:10 PM stating the status changed to 'Waiting for customer', a message from Kevin Godfrey at 4:10 PM asking for instrument settings files, and a message from 'A Customer' at 4:05 PM with an attached file 'G.8275.1_test_results.clxz (2 kB)'. The 'Details' section shows the request was created at 4:05 PM, with a description of the issue and a screenshot of a ParagonX settings file. The 'Shared with' section shows the request is shared with 'A Customer' (Creator) and '<Organisation>' (Remove). On the right side, there are several annotations with arrows pointing to specific elements: 'State' points to the 'WAITING FOR CUSTOMER' status; 'Actions (based on State)' points to a menu containing 'Don't notify me', 'Share', 'Close', and 'Respond to support'; 'Sharing' points to the 'Shared with' section; 'History' points to the activity timeline; and 'Original request details' points to the 'Details' section.

A comment or attachment can be added to a request at any time. To attach a file, simply drag it onto your browser window and it will be uploaded.

When a comment or attachment is added, a notification email will be sent to the appropriate addresses. Email will be sent to Calnex engineers, others in your organisation (if the request has been shared) and may also be sent to your Calnex Sales Partner.

In addition, there are several actions that you can perform on the request. Three of these are always available:

- **Don't notify me / Get notifications:** toggle between these options depending on whether you want to receive email notifications of changes to the request.

- **Share:** Give someone else within your organisation access to your request.
- **Close:** You can close your request at any time.

Other actions are also possible when the request is in a specific state:

- **Respond to support:** Available in the **WAITING FOR CUSTOMER** state (when Calnex Support require more information from you)
- **Not Resolved:** Available in the **RESOLVED** state (Calnex Support believe that the request has been resolved). The **Not Resolved** action allows you to indicate that you do not believe your request has been resolved and the request will return to **WAITING FOR SUPPORT**.
- **Re-Open:** Available in the **CLOSED** state.

Tracking Progress

Unless you decide not to receive notifications, you will receive email whenever there is a significant change to your request.

You can also view progress using the portal. All changes to the request are logged and visible in the detailed view of the request.



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