• SUBMITTING TICKETS TO SUPPORT



jobestechsupport.zendesk.com

The purpose of this document is to guide Users on how to submit Bugs, Enhancement Requests and Questions to the Support team. Please use the outline below when submitting tickets and complete all required fields as best as possible. Documenting the User's experience prior to submitting the ticket will help the Support team work more quickly and efficiently.

JOBES TECH TEMPLATE FOR SUBMITTING TICKETS TO DEVELOPMENT

ACCESS THE HELP CENTER PORTAL

The Help Center is designed to provide end-users with a complete self-service support option. Asking questions about the service or product, suggesting enhancement requests and reporting bugs can all be done using the same Submit a Request > Support Ticket form. The Help Center Portal is accessed by navigating to Jobestechsupport.zendesk.com in any web browser.

SUBMITTING A TICKET

Submitting a Ticket via email

To submit a ticket via email, send an email to support@jobestechsupport.zendesk.com and include all details noted below in the ticket outline.

Submitting a Ticket from within the Help Center

- Navigate to Jobestechsupport.zendesk.com.
- Click on Submit a request at the top of the page.
- Enter a Subject and Description of the request. Details on what should be included in the Ticket description is listed below.
- Add any attachments to help the Support Team visualize the request. This can be a screenshot of an error or a mock-up for an enhancement request. File size limits are 20MB.
- Click Submit.

Updating a support request by email

End-users can update existing support Ticket with a comment by email.

- The Ticket ID must be referenced at the top of the body of the email, using proper syntax (#id ticketnumber), in plain text. For example: #id 1234.
- Leave one line blank after the Ticket ID then enter the comment you wish to communicate.
- Send the email.

Updating a support request in My Activities within the Help Center

Any support requests that are not yet closed can be updated.

- Click on your profile icon in the upper-right of any Help Center page and click on My Activities. This will display all requests you have previously submitted.

- Click the link for the request you want to update.
- Add a comment to update the request.
- Click Submit.
- My Activities can be used to track and search requests as well. Just click on the request to view its details.

Marking a request as Solved

- Click on your profile icon in the upper-right of any Help Center page and click on My Activities.
- Click the title of an Open request to open it.
- Select the option on the lower side of the request to mark it as Solved.
- Enter any comment you want in the reply and click Add Reply.

Include the below details when submitting Tickets to Support:

1. Feature

- Where is the issue taking place within the application? Logged in on the web or mobile device (android or iOS)?

2. Summary

- Concise and small issue description

3. Description

- Preconditions: Any conditions which might be needed to reach the bug
- Browser type, device type, time of day, etc
- Steps to reproduce: Step by step outline to reach the bug
- Expected result: What is supposed to happen?
- Actual result: What is the actual result happening on screen?

4. Visual proof (provide what you can)

- Screenshots, videos, text, user details (actual user, test account)

5. Severity/Priority

- **Critical:** System down. Serious disruption of functionality.
- **Highest:** Issues that block the User workflow and there is no workaround. Spelling mistakes, UI issues and anything which will not look proper to the end User.
- **High:** Issues which have a workaround but need to be fixed as soon as the HIGHEST priority issues get fixed.
- **Medium:** Issues which can wait but need to be resolved within the next few sprint cycles and do not impact the User workflow.
- **Low:** Issues which only happen after a lot of steps, do not impact the User workflow and occur inconsistently.
- **Lowest:** Issues which can wait for a long time and do not get noticed during the User workflow.