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## Descartes and Freshservice presentation

2019

# Descartes Nordic Support – Introduction

- 8 People in the Nordic support team + two open position.
- We use an Incident Management System called Freshservice.

How to contact Descartes support?



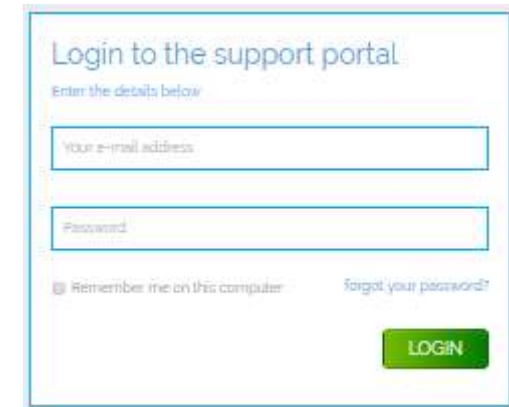
# How to use the Freshservice portal?

Create account: <https://servicedesk.descartes.com/support/signup>

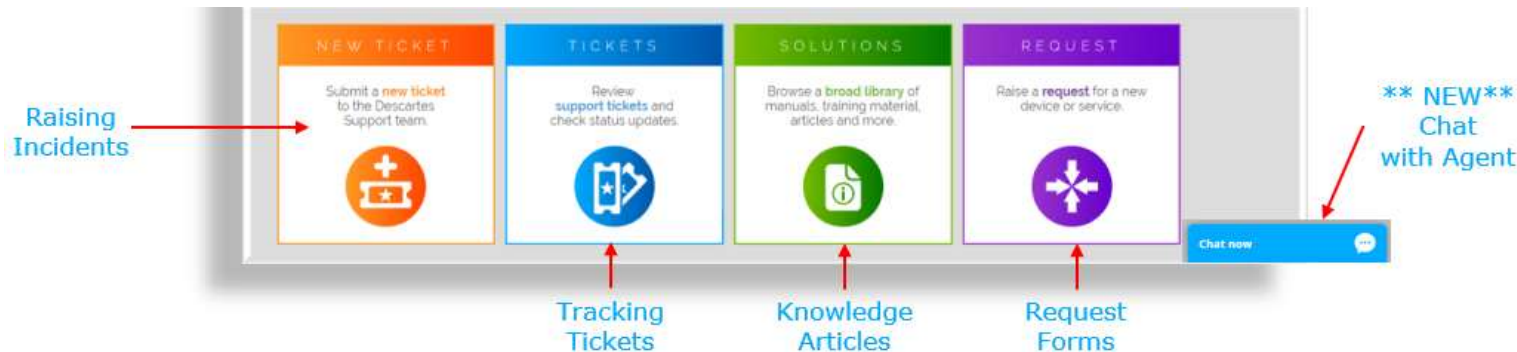
Login to the portal: <https://servicedesk.descartes.com/support/login>

## What benefits is it to use the portal?

- Easily track ticket progress
- Set priority for tickets you create.
- Keep track of your colleagues tickets.
- Easy to use contact form – attach pictures, documents etc.
- Knowledge base – solution might already exist on the portal.
- See notifications – outages, Customs information, planned maintenance etc.



The screenshot shows the 'Login to the support portal' interface. It includes a title, a subtitle 'Enter the details below', and two input fields for 'Your e-mail address' and 'Password'. Below the fields are checkboxes for 'Remember me on this computer' and a link for 'forgot your password?'. A green 'LOGIN' button is positioned at the bottom right.



# TARGET RESPONSE & RESOLUTION TIMES

SEVERITY LEVEL	DEFINITION	PRIORITY
Level 1 – Critical	The complete or partial failure of the system or part of the system resulting in service unavailability or mission-critical business processes with no immediately available workaround	Very High
Level 2 – High	The partial failure of the system or part of the system resulting in reduced overall service availability (performance degradation) for users.	High
Level 3 – Medium	A system requires an intervention but the operation can continue without the change being implemented.	Medium
Level 4 – Low	All questions or requests of information on the use of the service.	Low

- Priority can only be set if you use the portal.  
All tickets that are sent in by mail will be set to "low" automatically.
- Set correct priority.  
If correct priority is set Descartes support can provide All Customers with better services.

Descartes follow up incidents each month in order to see that correct priority is used. This to increase our service and to follow the service level agreement (SLA).

Severity	Resolution Time
Level 1	12 hours
Level 2	48 hours
Level 3-4	5 days

# When creating a Incident – what to include?

When you locate an issue in the application Descartes want to know about it. The issue can be of various things like application-, report-, user related- and/or 3:rd party issue. In order for us to give you the best possible service and to solve it within the SLA. We want you to give us as much information that you can when you raise a ticket towards support.



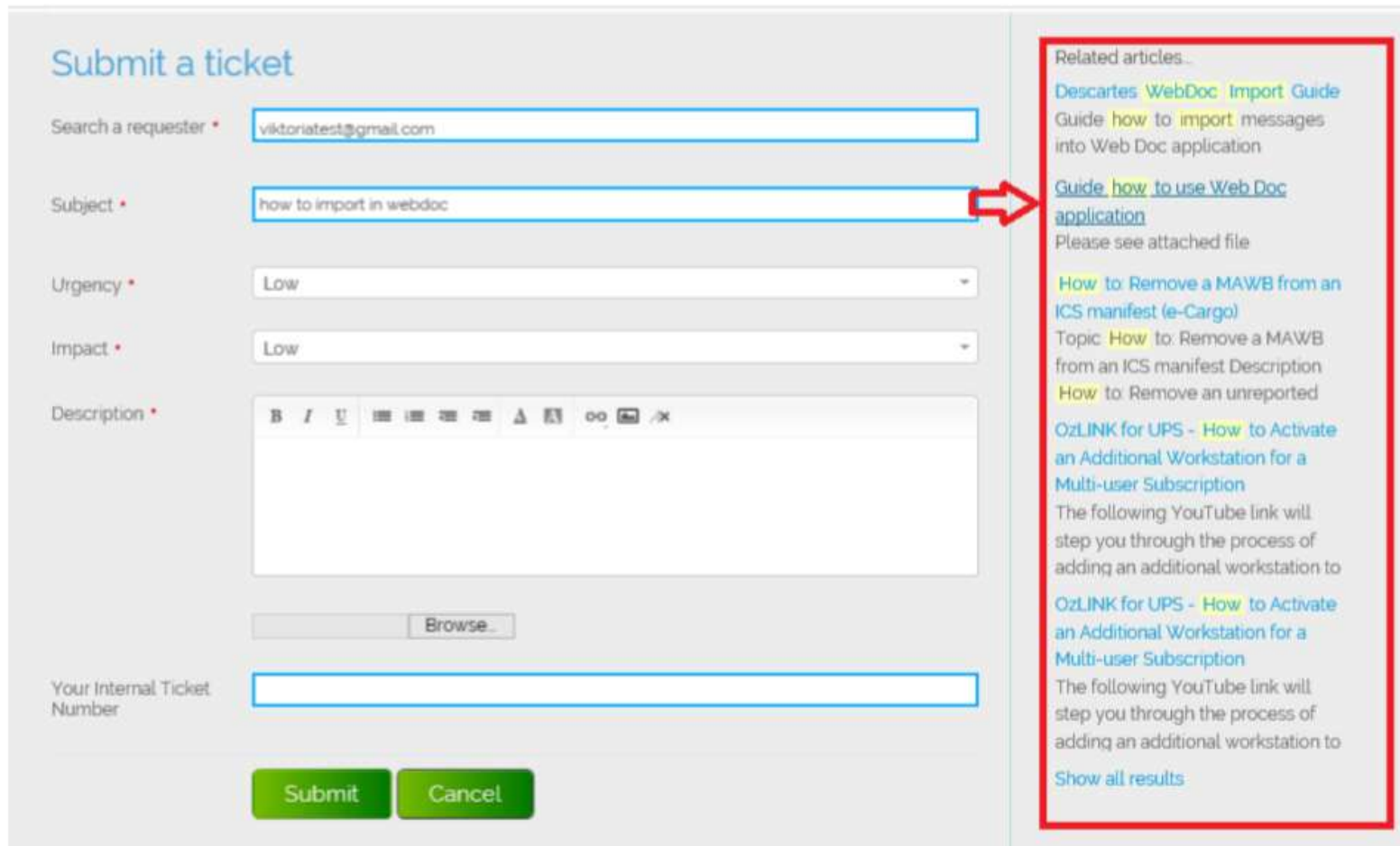
## Please include following;

- Example reference (declarations id) so we can replicate the issue.  
*Are the error on several declarations?*
- Date/time when you first saw the issue.
- Attach picture (works great if you use portal – even inline images) that shows the error.
- Detailed description of what the issue is.
- Set correct priority for the SLA!

We appreciate if you could take the time to include at least the above things (more if possible). This will help us and yourself to solve the potential issue quicker. Even if you need to take a few minutes extra to leave us a detailed report. This is much appreciated – in the end, both you as a customer and Descartes saves time and work better together!


# Submit a ticket from the portal

After entering **subject** details, all related solutions are shown on the right. This way you can find the appropriate solution for the problem without the need to submit the ticket.



**Submit a ticket**

Search a requester •

Subject •  

Urgency •

Impact •

Description • 

**B** **I** **U**

Your Internal Ticket Number

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Guide [how to import](#) messages into Web Doc application

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Please see attached file

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# Internal process to solve incident/requests

After customer has raised a ticket.



1. Raise a ticket through the portal and receive a ticket id instantly. Mail instead? Send to [servicedesk@descartes.com](mailto:servicedesk@descartes.com) *If critical incident (priority 1) please always call and inform us that you created a critical incident. Call: +46406363870 press 2 then % for the product you are using in Descartes (or +800 7866 3390 - Click 3 and then 7). When we answer, please give us the ticket id that you have sent in to us. We will immediately look into the issue and solve it ASAP.*
2. First line support will check the ticket within 30 minutes (during office hours).  
*Majority of cases are being solved in this step. But if the case it's more complex, second line support will look into the issue.*
3. If the case has not been solved in second step we will escalate the ticket towards Professional services / R&D. *When a ticket gets to this step the first priority is to find a workaround for the customer. Second is to find a permanent solution to the issue and have it added to the next available release for the application.*

**Questions?**

Questions?