

JIRA

TICKETS MANAGEMENT

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Confidential – intended only for recipient



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| **JIRA**

Etrel is using Jira software for support tickets and to organize tasks among the development and support team. Jira allows you as our customer to report any issues and questions you may encounter when using any of the Etrel products. You are welcome to submit also any suggestions on what can be improved or on potential features you find lacking. Our support and development team will help you solve your tickets and Jira software will allow you to follow the whole process from when you issue the ticket until the ticket is resolved.

From Etrel's point of view Jira is important as it allows us to keep the database of all tickets received and solved together with all the messages exchanged for future reference.

REGISTRATION

Once you become a user of our software or hardware we will send you an email with the registration link so you can become a user in etrel's Jira environment.

Important: If you didn't receive an email with the registration link, send us an email to support@etrel.com

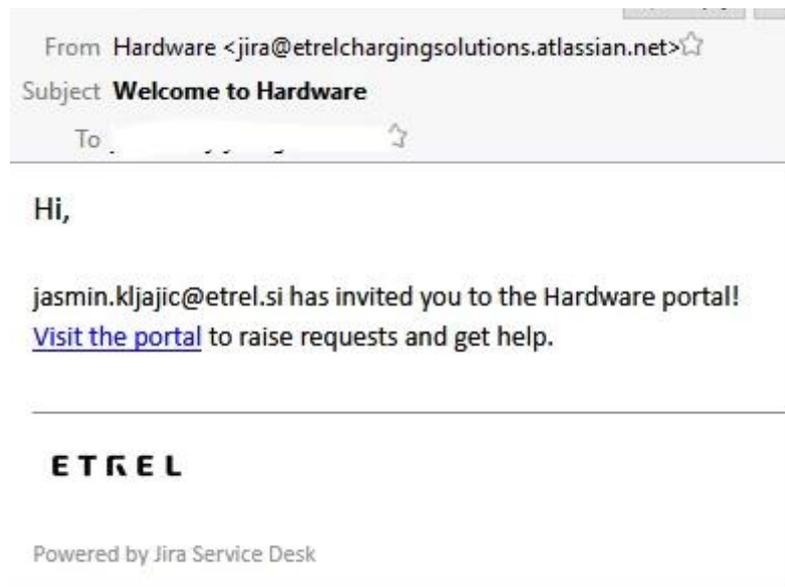


Figure 1: Registration email

When you click the link you will be redirected to the entry site with the registration form like the one shown below.

ETREL

Welcome to Hardware!

You are almost there - we just need to grab a password so you can login later.

Email
.....

Full name

Password Show password

[Save and continue](#)

Figure 2: Registration form

After successful registration you will be able to raise tickets and read all the articles or guides that are published on Jira Wiki.

Changing account information

You are able to change account information by selecting the icon in the top right corner and clicking on "Profile".

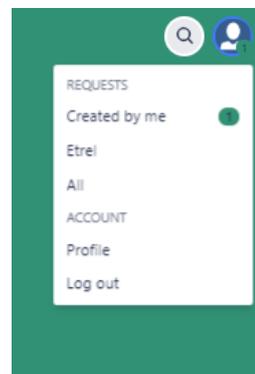


Figure 3: Profile icon

New window will open where you are able to change password, edit account details (name and email) and change preferences (language and time zone).

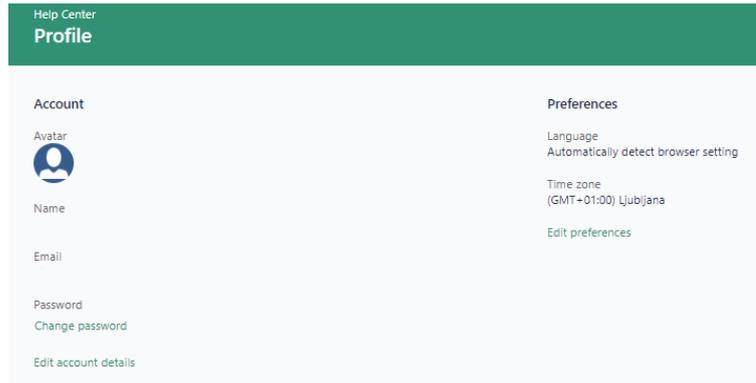


Figure 4: Account settings

Help centre home screen possibilities

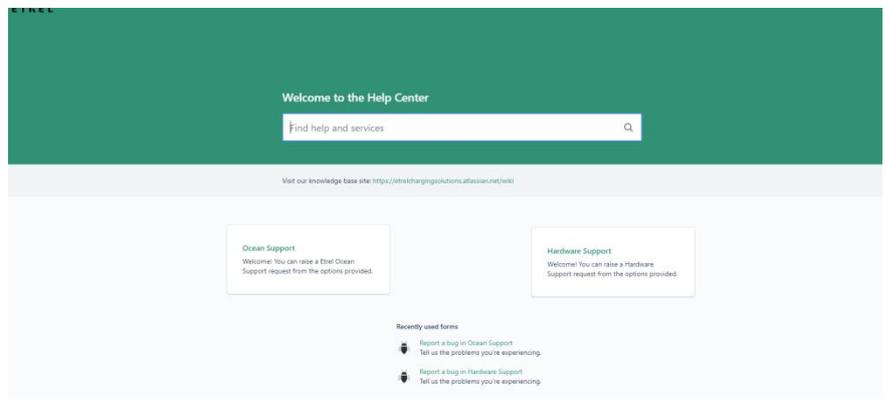


Figure 5: Jira help centre

From the menu you are able to choose Ocean or Hardware support which will open a new form through which you are able to create a new ticket. By pressing the Wiki link you will be directed to Etrel's knowledge base with our guides and FAQ which will help you with your issue.

2 | WIKI PORTAL

You can connect to Etrel's Wiki portal by visiting the following link: <https://etrelchargingsolutions.atlassian.net/wiki>. Wiki Knowledge base is divided in three groups: Hardware, Software, and Sales & Marketing.

Each group can consist of multiple subgroups each covering their respective product groups. Knowledge base breakdown can be seen on the figure below.

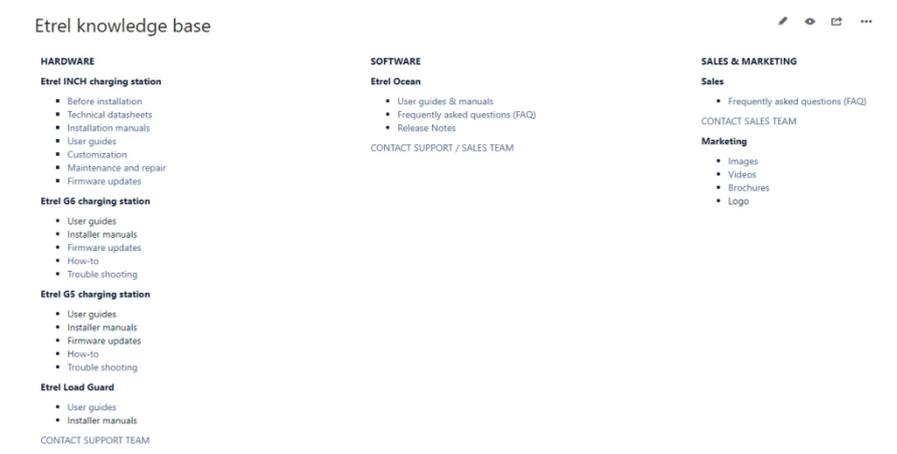


Figure 6: Etrel's knowledge base

In each groups you can find various resources: FAQs, articles, guides, user manuals, new firmware versions, and technical documentation which can help you with your operation.

It is recommended that you first read the relevant documents before issuing questions to the support staff. Many of your problems and questions have already been answered in the Wiki's documents.

3 | ISSUING AND MANAGING SUPPORT TICKETS

When creating a new ticket you need to choose whether ticket is about Etrel Ocean or Etrel hardware (charging stations G5, G6, Etrel Inch or Load guard). You can do this by selecting the proper option.

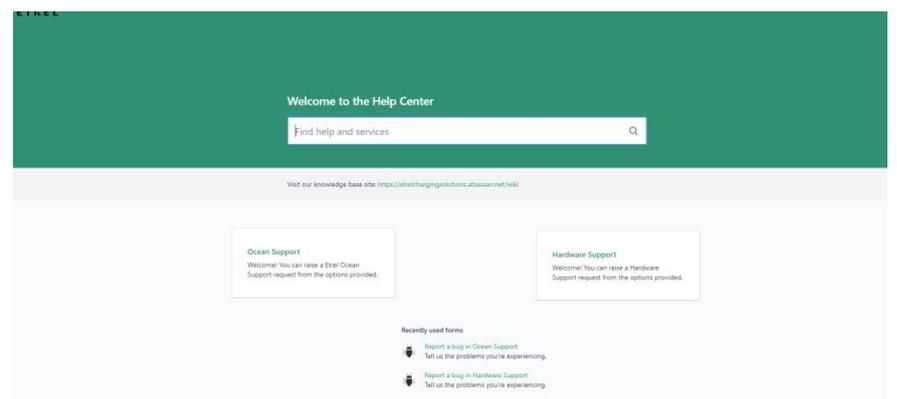


Figure 7: Jira's help desk home page

ETREL OCEAN TICKETS

Pressing the Ocean support button will open new form where you will insert problems you are experiencing while using Ocean system or question and suggestions you have. First and only option

presented to you when form is opened is option to choose what type of ticket you will open. You can choose between:

- Bug,
- New feature, or
- Question.

[Help Center](#) / [Ocean Support](#)

Ocean Support

Welcome! You can raise a Etrel Ocean Support request from the options provided.

What can we help you with?

Figure 8: Choose the type of Ocean support ticket

Depending on the ticket type, the form differs a little bit and also the workflow of ticket management is a little bit different.

Bug

To report a bug in Jira you have to fill all the required fields.

Help Center / Ocean Support

Ocean Support

Welcome! You can raise a Etrel Ocean Support request from the options provided.

What can we help you with?

Report a bug

Summary*

A brief summary used as a title

Category*

Application

In case of Android or iOS application, please write: Android/iOS and version

Priority*

Low

Environment*

Production

Description*

Also include what are expected results

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Share with*

Share with Etrel

Send

Figure 9: Fields to describe bug in the Ocean system

Field name	Description
Summary	Write in key phrases about the issue you are experiencing. Treat is as a title. You can write a longer description in the Description field.
Category	Category is divided in two fields. In the first field you choose in which part of the Ocean system you have experienced an issue. You will be able to choose the second field once the first is filled and in it you can specify more precisely where bug occurred.

<p>Application</p>	<p>If the bug is related to EV driver interface insert here which native application you are using (Android or iOS) and also version of application.</p>
<p>Priority</p>	<p>Choose the priority level. Etrel can change the priority level if we consider that the bug is more or less important. You will be notified if and why priority was changed.</p> <p>If you believe that priority should be higher from what is set by Etrel you can communicate this back to the support.</p>
<p>Environment</p>	<p>Define whether bug is part of production or staging environment.</p>
<p>Description</p>	<p>Write a longer description where you specify when you noticed the bug, what were you trying to achieve and anything else that might help us reproduce the bug and solve the issue. Please include as many screenshots, logs, and other files that might help us solve the issue.</p>
<p>Attachment</p>	<p>You can attach files by dropping them in the bracket intended or by searching for them on your device. You can also include them in the description filed. They will be automatically added to this section.</p>
<p>Share with</p>	<p>“Share with” option allows you to share this ticket with your own organization. For example if your company has multiple people that are able to report tickets you can allow them to see the tickets and participate</p>

	in the discussion with Etrel's support personnel.
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Once you are done filling in all the required fields click on the Send button to report the ticket to the Jira.

New feature

If you think a new feature is needed in the Ocean system let us know by choosing the Suggest new feature in the "What can we help you with?" field.

The screenshot shows the 'Ocean Support' form. At the top, it says 'Help Center / Ocean Support' and 'Ocean Support'. Below that, it says 'Welcome! You can raise a Etrel Ocean Support request from the options provided.' The form has several fields: 'What can we help you with?' with a dropdown menu set to 'Suggest a new feature'; 'Summary*' with a text input field and a note 'A brief summary used as a title'; 'Category*' with two dropdown menus; 'Application' with a text input field and a note 'In case of Android or iOS application, please write: Android/iOS and version'; 'Description*' with a large text area; 'Attachment' with a dashed box containing the text 'Drag and drop files, paste screenshots, or browse' and a 'Browse' button; 'Share with*' with a dropdown menu set to 'Share with Etrel'; and a green 'Send' button at the bottom.

Figure 10: Ocean system suggest new feature ticket form

Field name	Description
Summary	Write in key phrases about the issue you are experiencing. Treat is as a title. You can write a longer description in the Description field.

<p>Category</p>	<p>Category is divided in two fields. In first field you choose for which part of the Ocean system you wish to request a new feature. You will be able to choose the second field once the first is filled and in it you can specify more precisely to which part of Ocean this feature would be related.</p>
<p>Application</p>	<p>If the feature is related to EV driver interface insert here which native application you are using (Android or IOS) and also version of application.</p>
<p>Description</p>	<p>Write a longer description where you specify what kind of a feature you would like to see be developed for the Ocean system.</p>
<p>Attachment</p>	<p>You can attach files by dropping them in the bracket intended or by searching for them on your device. You can also include them in the description filed. They will be automatically added to this section.</p>
<p>Share with</p>	<p>“Share with” option allows you to share this ticket with your own organization. For example if your company has multiple people that are able to report tickets you can allow them to see the tickets and participate in the discussion with Etrel’s support personnel.</p>

Once all the required fields are filled click on the “Send” button to report the ticket.

Question

Choose Question in the “What can we help you with?” field to answer support question how to do certain thing in Ocean or if you have a general question regarding the system.

Help Center / Ocean Support

Ocean Support

Welcome! You can raise a Etrel Ocean Support request from the options provided.

What can we help you with?

Question

Summary*

A brief summary used as a title

Category*

Application

In case of Android or iOS application, please write: Android/iOS and version

Description*

Attachment

Drag and drop files, paste screenshots, or browse

Share with*

Figure 11: Ocean system question form

Field name	Description
Summary	Write in key phrases about the question. Treat is as a title. You can write a longer description in the Description field.
Category	Category is divided in two fields. In the first field you choose to which part of the Ocean system your question is related. You will be able to choose the second field once the first is filled and in it you can specify more precisely to which part of Ocean this question is related.
Application	If the question is related to EV driver interface insert here which native application you

	are using (Android or iOS) and also version of application.
Description	Write a longer description about what you want to know or what kind of difficulties you are experiencing with the Ocean system.
Attachment	You can attach files by dropping them in the bracket intended or by searching for them on your device. You can also include them in the description filed. They will be automatically added to this section.
Share with	“Share with” option allows you to share this ticket with your own organization. For example if your company has multiple people that are able to report tickets you can allow them to see the tickets and participate in the discussion with the Etrel’s support personnel.

Click on “Send” to share question with Etrel’s support.

ETREL HARDWARE TICKETS

Pressing the Hardware Support button will open new form where you will raise issues you may be experiencing while using Etrel’s hardware or any question and suggestion that you have. First option presented to you when the form is opened is the option to choose what type of ticket you will open. You can choose between:

- Bug,
- Question, or
- New feature.

Bug

To report bug you experienced using Etrel’s hardware to Jira you have to fill all the required fields.

Help Center / Hardware Support

Hardware Support

Welcome! You can raise a Hardware Support request from the options provided.

What can we help you with?

Report a bug

<https://etrelchargingsolutions.atlassian.net/wiki/spaces/Home/overview?mode=global>

Summary*

A brief summary used as a title

Device type*

Serial number*

Topic*

Priority

Low

Description*

Please provide details of the problems you are having.

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Share with*

Share with Etrel

Send

Figure 12: Hardware ticket bug report form

Field name	Description
Summary	Write in key phrases about the question. Treat is as a title. You can write a longer description in the Description field.
Device type	Select the device you were using when you experienced bug.
Serial number	Write in a serial number of the device used. You can find it printed on the sticker which is located on the device or on the

	device's web interface if you are able to access it.
Topic	Choose the topic to which bug is related to or during which operation you noticed it.
Priority	<p>Choose the priority level. Etrel can change the priority level if we consider that the bug is more or less important. You will be notified if and why priority was changed.</p> <p>If you believe that priority should be higher from what is set by Etrel you can communicate this back to the support.</p>
Description	Write a longer description where you specify when you noticed the bug, what were you trying to achieve and anything else that might help us reproduce the bug and solve the issue. Please include as many screenshots, logs and files that might help us solve the issue.
Attachment	You can attach files by dropping them in the bracket intended or by searching for them on your device. You can also include them in the description filed. They will be automatically added to this section.
Share with	Share with option allows you to share this ticket with your own organization. For example if your company has multiple people that are able to report ticket you can allow them to see the tickets and participate in the discussion with the Etrel's support personnel.

By clicking on the “Send” button you will report the ticket to the Jira.

Question

If you have question regarding the hardware select Question in the “What can we help you with?” and fill in the require fields.

[Help Center](#) / [Hardware Support](#)

Hardware Support

Welcome! You can raise a Hardware Support request from the options provided.

What can we help you with?

Question

<https://etreichargingsolutions.atlassian.net/wiki/spaces/Home/overview?mode=global>

Summary*

A brief summary used as a title

Device type*

Serial number*

Topic*

Priority

Low

Description*

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Share with*

Share with Etrel

Send

Figure 13: Hardware ticket question report form

Field name	Description
Summary	Write in key phrases about the question. Treat it as a title. You can write longer description in the Description field.
Device type	Select the device you have a question about.
Serial number	Write in serial number of the device you have a question about. You can find serial number printed on the sticker which is located on the device or on the device's web interface if you are able to access it.
Topic	Choose the topic to which question is related to.
Priority	<p>Choose the priority level. Etrel can change the priority level if we consider that bug is more or less important. You will be notified if and why priority was changed.</p> <p>If you believe that priority should be higher from what is set by Etrel you can communicate this to support.</p>
Description	Write a longer description about what you want to know or what kind of difficulties you are experiencing with the Etrel's hardware.
Attachment	You can attach files by dropping them in the bracket intended or by searching for them on your computer. You can also include them in the description filed. They will be

	automatically added to this section.
Share with	“Share with” option allows you to share this ticket with your own organization. For example if your company has multiple people that are able to report ticket you can allow them to see the tickets and participate in the discussion with the Etre’s support personnel.

By clicking on the “Send” button you are able to send the ticket to Jira so support can look into it.

New feature

By selecting Suggest new feature in the “What can we help you with?” you are able to fill the required fields with as much information as possible about new feature you want included in particular device.

Help Center / Hardware Support

Hardware Support

Welcome! You can raise a Hardware Support request from the options provided.

What can we help you with?

Suggest a new feature

<https://etrelchargingsolutions.atlassian.net/wiki/spaces/Home/overview?mode=global>

Summary*

A brief summary used as a title

Device type*

Serial number

Topic*

Description

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Share with*

Share with Etrel

Send

Figure 14: Hardware new feature ticket report form

Field name	Description
Summary	Write in key phrases about the question. Treat is as a title. You can write longer description in the Description field.
Device type	Select the device for which you want new feature developed.

<p>Serial number</p>	<p>Write in a serial number of the device you have a want new feature developed for. You can find it printed on the sticker which is located on the device or on the device's web interface if you are able to access it.</p>
<p>Topic</p>	<p>Choose the topic to which new feature is related to.</p>
<p>Description</p>	<p>Write a longer description about new feature you want developed.</p>
<p>Attachment</p>	<p>You can attach files by dropping them in the bracket intended or by searching for them on your computer. You can also include them in the description filed. They will be automatically added to this section.</p>
<p>Share with</p>	<p>“Share with” option allows you to share this ticket with your own organization. For example if your company has multiple people that are able to report ticket you can allow them to see the tickets and participate in the discussion with the Etrell's support personnel.</p>

By clicking on the “Send” button you will report the ticket to Jira so our support team can examine it.

MANAGING TICKETS AND THEIR WORKFLOW

In order to see created tickets and their status select the icon in the top right corner.

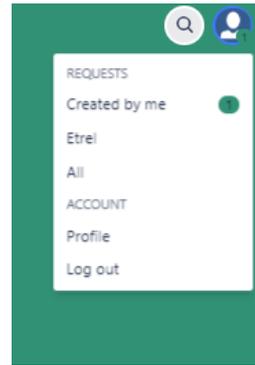


Figure 15: Profile icon

You can check tickets created by you, tickets created by other personnel of your company (e.g. Etrel), or all the tickets either created by you or other people in your company.

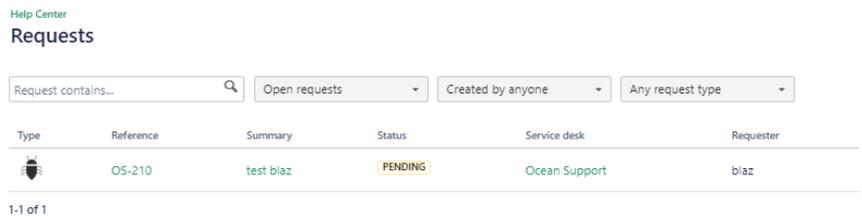


Figure 16: List of all tickets created

You are able to sort tickets based on whether they are still open or closed, by the creator (you or your company) and by the request type (question, new feature or question).

Pressing on the Reference number or on the Summary you will be redirected to the ticket window where you will see current status of the ticket and comments by the support team. You are able to write any additional information or answer to questions from Etrel's support.

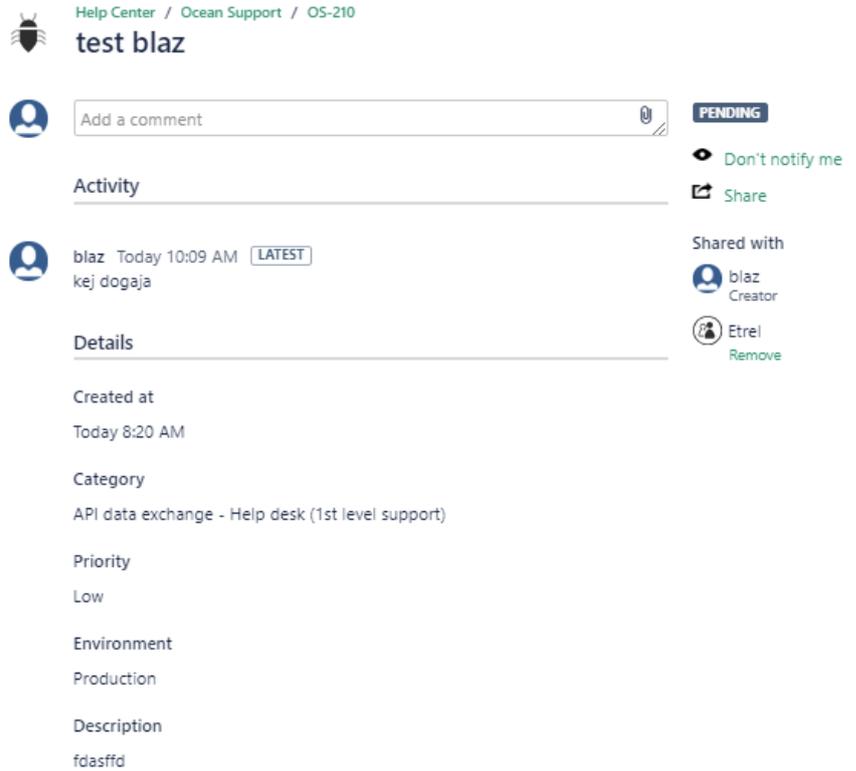


Figure 17: Support ticket view

Every time status of the ticket changes or comment is added you will be notified by email. You can remove notifications from each ticket if you don't want to be notified anymore by clicking on the "Don't notify me" button in the top right corner.

You can also request notifications for tickets created by your organizations where you are not reporter. You can simply click on such ticket and click on "Start watching this issue".

Status workflow

When you create a new ticket first status regarding of the type of ticket will be "Pending". You can see this in the picture above. After Etrel's support sees it and starts working with it status will be changed to "In progress".

After ticket goes into "In progress" status workflow differs depending on the ticket type.

Bug and question workflow

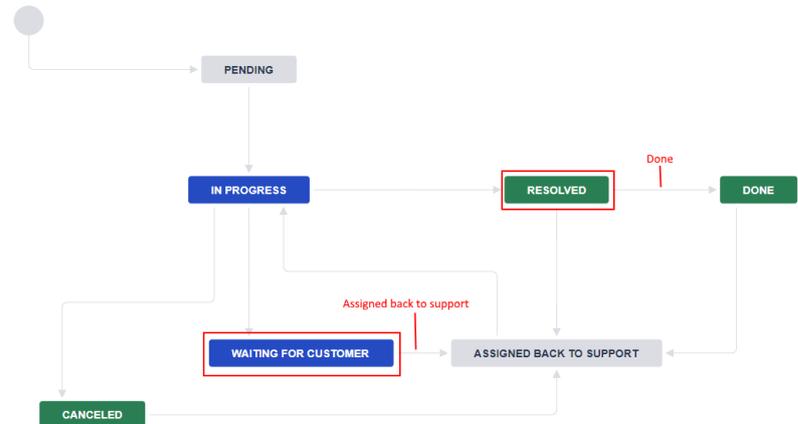


Figure 18: Bug (Ocean) and question (Ocean, hardware) workflow

Workflow presented above is used for Ocean software when you report a bug or ask a question and for questions regarding the hardware. After every status that is marked with a red square, ticket reporter action is required.

When ticket goes into “In progress” status Etrel’s support can either move it into “Cancelled”, “Resolved” or “Waiting for customer”. “Cancelled” status will only be used if Etrel decides that the issue described is not a bug. In this first action Etrel will also decide the priority of issue and whether this is a bug or a new feature. You will be notified by Etrel actions. In case Etrel changes bug to feature you will be notified by sales department what costs of such feature would be.

If the bug is resolved the status will be changed to “Resolved”. This only means that the bug is fixed in the development version. You will be able to test the bug after the new software is released. Etrel will notify you in the comments when this happens. Here you will be able to test that the bug was removed and change the status of ticket to “Done” or to “Assigned back to support” if the issue was not fixed. If you don’t mark it as “Done” for 14 days after the bug fix was deployed to production the ticket will be marked as “Done” by Etrel’s support.

If there is lack of information or if Support requires some action from the customer, status will be changed to “Waiting for customer” after which you are able to assign the ticket status “Assigned back to support” to continue or restart with the ticket progress. If this is not done the ticket won’t be treated by the support.

Ocean and hardware new feature workflow

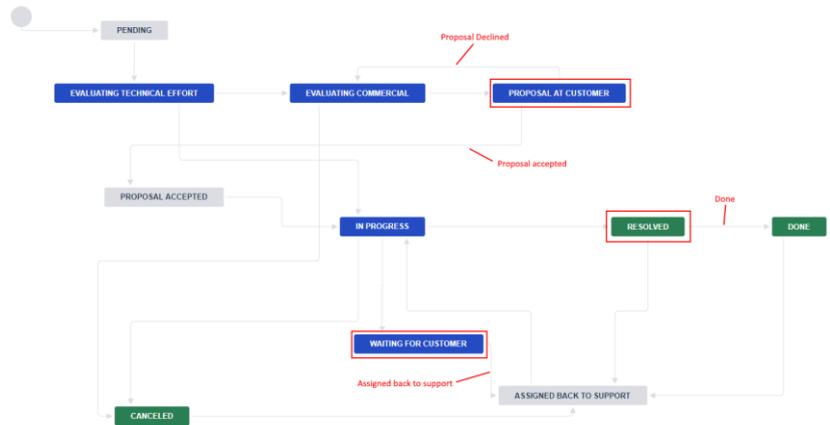


Figure 19: Ocean and hardware new feature workflow

Workflow presented above is used for Ocean software and hardware when you report a ticket for new feature. After every status that is marked with a red square, ticket reporter action is required.

After pending status, support together with developers will evaluate technical effort required to develop a new feature. If Etrel considers feature necessary for normal operation ticket will be moved directly to “In progress” without the involvement of Sales department.

If the feature will require more time to be developed and if it is specific for particular operator from “Evaluating technical effort” status will be moved to “Evaluating commercial” where Sales department will prepare a new proposal that will be attached to the ticket so that ticket creator will be able to assess it. If the deal is met the ticket status will be changed to “In progress” otherwise the ticket will be cancelled.

After that ticket status can either be moved to “Cancelled”, “Waiting in progress” if ticket creator response is needed, or “Resolved” if feature was developed; after this, the ticket creator needs to test it and set the status to “Done” or “Assigned back to support” if the feature is not finished yet.

Hardware bug workflow



Figure 20: Hardware bug workflow

Workflow presented above is used for hardware bug report. After every status that is marked with a red square, ticket reporter action is required.

“In progress” status is the first one that will be used when supports starts dealing with the issue. Support can change the status to “Cancelled” if there is no issue found, “Resolved” if bug is fixed after which reporter needs to mark the ticket as “Done”; in case supports needs more information, status will be changed to “Waiting for customer”, in case a bigger problem is found that can’t be fixed remotely status will be changed to either “Send to Etrel service” if the warranty is still valid or to “Evaluating commercial” where Sales team will calculate costs and send a pdf offer to reporter. In the case when reporter accepts the offer or if the warranty is valid they will need to send the device back to Etrel for repair.

If the charging station is sent to Etrel, ticket will be updated during the whole process when the station is on the service floor (statuses will include: “Charger was sent to service”, “Charger pending on service”, “Service in progress” and “Service finished, waiting for shipment”). Once the charging station is shipped back “Charger shipped from service” status will be changed to “Resolved” and reporter can mark it as “Done” once the charging station is received. Alternatively, the statuses can go through “Installation pending”, “Installation execution”, “Installation finished” and only after that to “Resolved”.

AUTOMATIC TICKET MANAGEMENT

When you open new ticket in **Hardware Service** you will get automatic response with data related to your ticket .

Ticket notifications

- When status changes to **Waiting for customer response**: when ticket is transitioned, because we need some additional information, confirmation or any other response from your side, you will get automatic email to your email address that ticket is waiting for your response
- When status is **Waiting for customer** and ticket is 30 days or more in this status: purpose of this rule is to notify you about opened ticket that can't be resolved without your input
- When status is **Charger shipped from service**: when we service and ship your charging station we move ticket to above status, and you will get notified when we shipped it.

Closing tickets:

- Tickets in status **Waiting for customer** will be automatically closed after 42 days of inactivity
- Tickets in status **Charger shipped from service** will be automatically closed after 30 days.