



A.E. PROGNOSYS SOLUTIONS LTD

**PROGNOSYS SUPPORT TICKETING
SYSTEM MANUAL**

BUGNET

February 12

*This manual contains 11 pages
Support Ticketing System Manual*

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Revision History

Name	Date	Reason for Changes	Version
Constantinos Constantinou	07/02/2012	Document Creation	V1.0.0

1 Introduction

1.1 Purpose

This short manual explains how to use the Prognosys Support Ticketing System, powered by BugNet. You will find the relevant details on how to log in, create new support tickets, and view and edit existing tickets.

1.2 Working Hours

The Client Support Department will handle tickets within the normal office hours, as per the table below:

Normal Office Hours are Monday	08:00 – 17:00
Tuesday	08:00 – 17:00
Wednesday	08:00 – 14:00
Thursday	08:00 – 17:00
Friday	08:00 – 17:00

Public Holidays and weekends are not considered as normal working hours.

2 Chapter 2

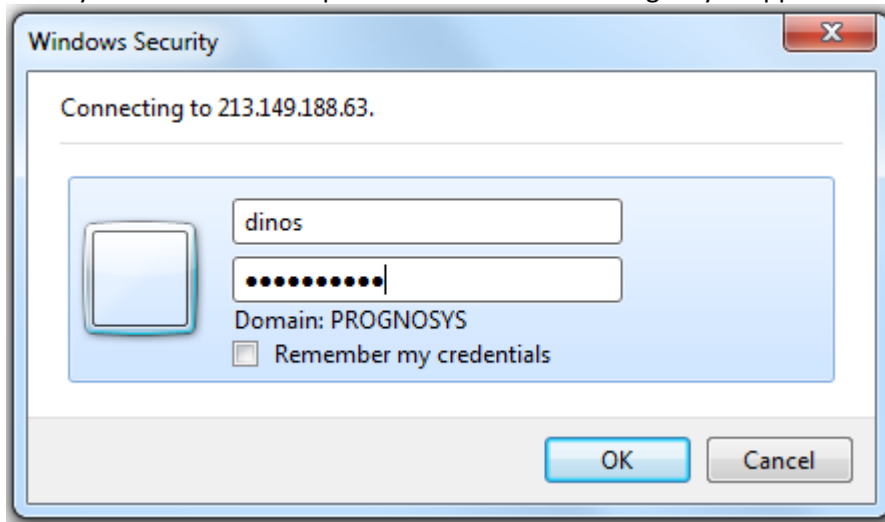
2.1 Section 2.1 – Logging In

In your Web Browser, please enter the following URL Address:

<http://213.149.188.63:8080/support.html>

Click on the Web-Based Support Tracking Tool link to connect to our support portal.

Enter your user name and password to access the Prognosis Support Ticketing System:



Upon verification of your credentials, you will see the Welcome Page. To enter a new ticket or review the status of existing tickets, click on the Support Project Title (in this case, TEST PROJECT). You may also move your mouse cursor over the Quick Links/Filters link, which will open the project shortcuts shown below.

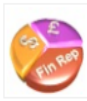
Constantinos Constantinou

Prognosys Support Issues Tracking Tool

Home Search My Issues

Home

Prognosys Support Issues Tracking Tool
Welcome to Prognosys Support Issues Tracking Tool

 **TEST PROJECT (TEST)** ← Support Project Title
Managed By administrator Quick Links / Filters ▾ ← Quick - Links
Client Support for TEST BANK
0 open issues Next mil

Quick Links	Filters
<ul style="list-style-type: none">Project SummaryQueriesChange LogRoadmapNew Issue	<ul style="list-style-type: none">AllCreated RecentlyUpdated RecentlyAssigned to me

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Clicking on the Support Project Title or the Project Summary quick-link will take you to the project summary page.

2.2 Section 2.2 – The Project Summary Page

The Menu toolbar

TEST PROJECT (TEST)

Milestone (open issues)	Category (open issues)	Assignee (open issues)	Status
<ul style="list-style-type: none"> First 0 (0%) Second 0 (0%) Third 0 (0%) Unscheduled 0 	<ul style="list-style-type: none"> Other 0 Report Specific 0 Other Reports 0 RSL Totals 0 Return on Non-Performing Loans 0 Special Government Titles 0 Statistical Verification Tools 0 VIAT Return 0 Statistical Reports 0 Monthly Balance Sheet 0 Monthly Flows Statistics 0 Monthly Interest Rates 0 Monthly Statement Of Minimum Res.. 0 Supervision 0 Analysis by Country 0 Daily Report of Deposits and Len.. 0 Deposit Protection Customer Deta.. 0 Deposit Protection Scheme 0 Deposit Protection Scheme Summar.. 0 Financial Soundness Indicators 0 Finrep 0 Finrep Consolidated Report 0 Macro-Prudential Return 0 New or Additional Credit Facilit.. 0 	<ul style="list-style-type: none"> Unassigned 0 	<ul style="list-style-type: none"> New 0 (0%) In progress with Prognosys Support Team 0 (0%) In progress with Client 0 (0%) Resolved 0 (0%) In progress with Prognosys Development Team 0 (0%) <p>Priority</p> <ul style="list-style-type: none"> High 0 Medium 0 Low 0 <p>Type</p> <ul style="list-style-type: none"> Bug 0 New Feature 0 General Help 0 Meeting Request 0 Specifications/Mapping Change 0

In the **Menu toolbar**, you can see the following links:

Home: Takes you to the Welcome Screen

Project: Takes you to the Roadmap or Change Log summary pages, where you can see all issues opened so far.

Search: Allows you to search through the issues entered in the Ticketing System using key words.

Issues: Shows a summary of open issues. You can select to see issues related to you or other users.

Queries: Allows you to search through the issues entered so far using more advanced search criteria.

New Issue: Takes you to the new issue page.

My Issues: Displays a Summary page of all issues related to you.

The project summary also displays the open issues broken down by different categories:

Milestone: Displays the number of open issues broken down by Milestone (version).

Category: Displays the number of open issues broken down by Category (i.e. Report Related, System Related, Other).

Assignee: Displays the number of open issues broken down by the person handling them.

Status: Displays the number of open issues broken down by Status (i.e. Open, In Progress with Prognosys, In Progress with Client, In Progress with Prognosys Development Team, Resolved).

Priority: Displays the number of open issues broken down by Priority (i.e. High, Medium, Low).

Type: Displays the number of open issues broken down by Type (Bug, New Feature, General Help, Meeting Request, Specification/Mapping Change).

Clicking on any of the above categories will take you to the list of relevant open issues. You can access the list of issues from the Issues shortcut from the Menu toolbar.



Prognosys Support Issues Tracking Tool

Home Project Search Issues Queries New Issue My Issues

[Home](#) > [Issues](#)

View Issues:

Id	Title
TEST-16	TEST

Show rows: 1 - 1 of 1

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Click on the ticket Title to open the ticket and see the details entered (refer to section 2.4).

2.3 Section 2.3 – Submitting a new ticket

You can create a new ticket from:

- The Welcome Screen. Move your mouse cursor over the quick links, and select the New Issue option.
- The Project Summary Page. Click on the New Issue link from the Menu.

The screenshot shows the 'New Issue' form in the BugNet system. The form is titled 'TEST ISSUE' and includes the following fields:

- Status:** -- Select Status --
- Priority:** Medium
- Assigned To:** -- Select User --
- Category:** -- Monthly Balance Sheet
- Type:** General Help
- Milestone:** First
- Resolution:** -- Select Resolution --
- Owned By:** Constantinos Constantinou
- Affected Milestone:** -- Select Milestone --
- Private:**
- Due Date:** 2/11/2012
- Percent Complete:** 0%
- Estimation:** (hrs)

The description field contains the text 'ISSUE DESCRIPTION GOES HERE'.

Mandatory Fields:

- **Issue Title:** Enter a short Title for the ticket
- **Description:** Enter the problem or request details.

Optional Fields:

- **Priority:** You may select a priority value, from High, Medium and Low.
- **Category:** You can assign a category, based on what the problem or request is about:
 - Report Specific – you may select the specific report
 - System Specific – if the ticket is related to system functionality besides a report
 - Other – Anything else that does not fall in the Report or System specific categories
- **Type:** You may assign a ticket type from:
 - Bug: if you want to report a bug in the report or system functionality
 - New Feature: if you want to request the addition of a new functionality
 - Meeting Request: if you want to request a meeting with one of our representatives

- Specifications/Mapping Change: if you want to request a specification change in the processing of your reports (NB: please also attach the relevant Change Request Form)
- General Help: if you need help running a report, resolving a problem, troubleshooting an error, etc.
- Due date: Select a date by which you would ideally need to have the ticket resolved.
- Attachments: You may upload a file (such as a change request form or a screenshot). Please note that the maximum attachment size is **10 MB**.

To submit the ticket, press the **Save** or **Save & Return** buttons.

Once a ticket is submitted, you will receive an email notification with the summary of your entry. The Client support department will also receive a notification. You will be notified by email for any other changes in the status of a ticket. Please log in the Support Ticketing System if you want to view or edit a submitted ticket.

2.4 Section 2.4 – Viewing existing tickets

General Help TEST-16 Cancel

1 TEST
voted

Created by Constantinos Constantinou on 2/6/2012 4:26 PM Last Updated by Constantinos Constantinou on 2/6/2012 4:26 PM

Status:	New	Owned By:	Constantinos Constantinou
Priority:	High	Affected Milestone:	First
Assigned To:	Client Support	Private:	<input type="checkbox"/>
Category:	Monthly Balance Sheet	Due Date:	2/9/2012
Type:	General Help	Percent Complete:	%
Milestone:	First	Estimation:	(hrs)
Resolution:	Select Resolution	Logged:	0 (hrs)

Description
THIS IS A TEST ISSUE

[Comments \(0\)](#) |
 [Attachments \(0\)](#) |
 [History \(0\)](#) |
 [Notifications \(2\)](#) |
 [Sub Issues \(0\)](#) |
 [Parent Issues \(0\)](#) |
 [Related Issues \(0\)](#) |
 [Revisions \(0\)](#) |
 [Time Tracking \(0\)](#)

There are no comments for this issue.

Leave a comment

B **I** **U** **L** **Q** **W** **Y**

From the Issues page, you can see the list of currently open support tickets. Click on the title of a ticket to open it. The top part of the page displays the details entered when the ticket was opened. The bottom part of the page displays a list of shortcuts which allow you to:

- Add comments or read comments entered by the Support Team.
- Attach files or download files attached by the Support Team for you (max attachment size is 10MB).
- View the ticket history (i.e. changes in the ticket status as work is being performed).
- View the users receiving email notifications for the current ticket
- See if the ticket has been broken down to parts (Sub Issues)
- See if the ticket belongs to a more generic ticket (Parent Issues)
- See if the ticket is related to another open ticket (Related Issues)
- View ticket revisions
- View time spent by Support Team on the Current Ticket (Time Tracking)