

# Jira Service Management

QUICK GUIDE

DTS



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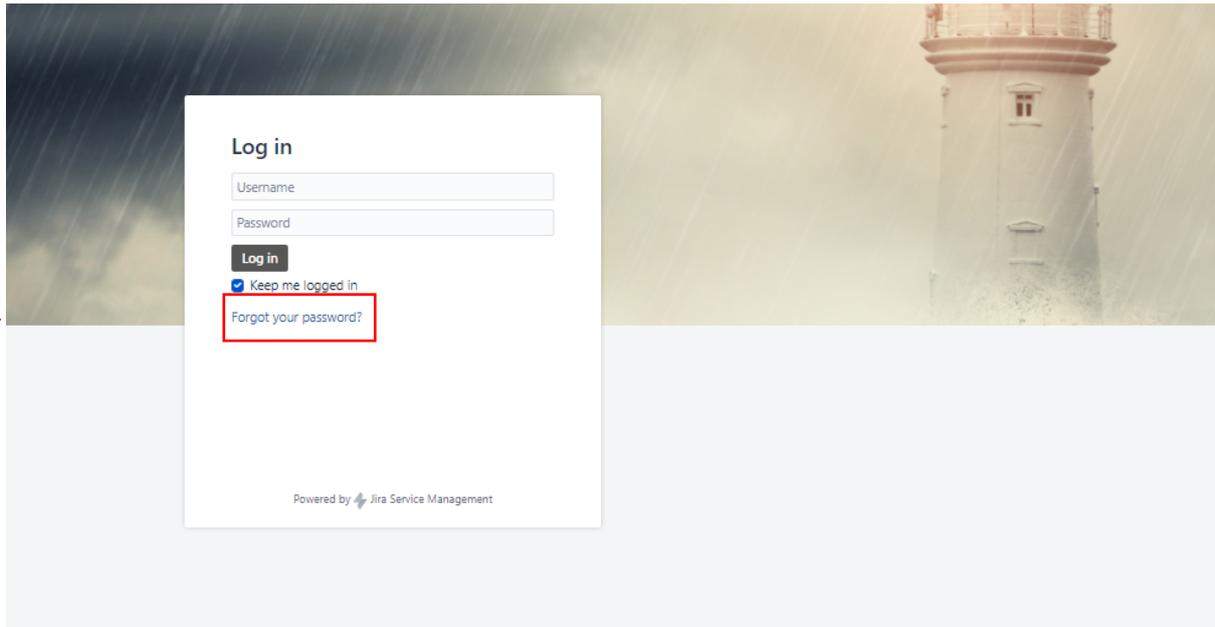
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## Login to the customer portal

You can access the Jira Service Management customer portal via the URL <https://support.dts.de>.

The username is your e-mail address; to create your password, please click the „Forgot your password?“ button, enter your email address again and follow the password creation process that you will receive by e-mail.

Then you can log in to the customer portal at any time using your username and password.



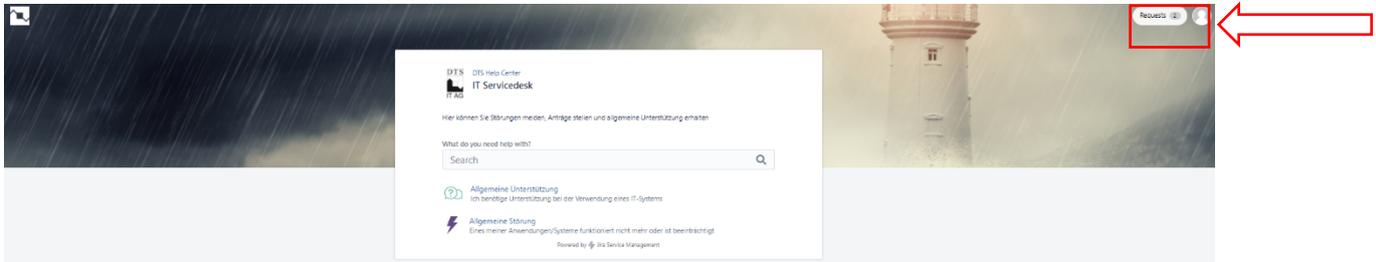
## Access 1: Accessing the Remote Support Tool

The Remote Support Tool will be available to you via the Jira Service Management Customer Portal link. You can reach it via the sublink in the upper left corner of the portal.



## Access 2: View all tickets

You can display your tickets via the tab at the top right. The number displayed is the number of your open tickets. Closed tickets can also be viewed.



## My Tickets:

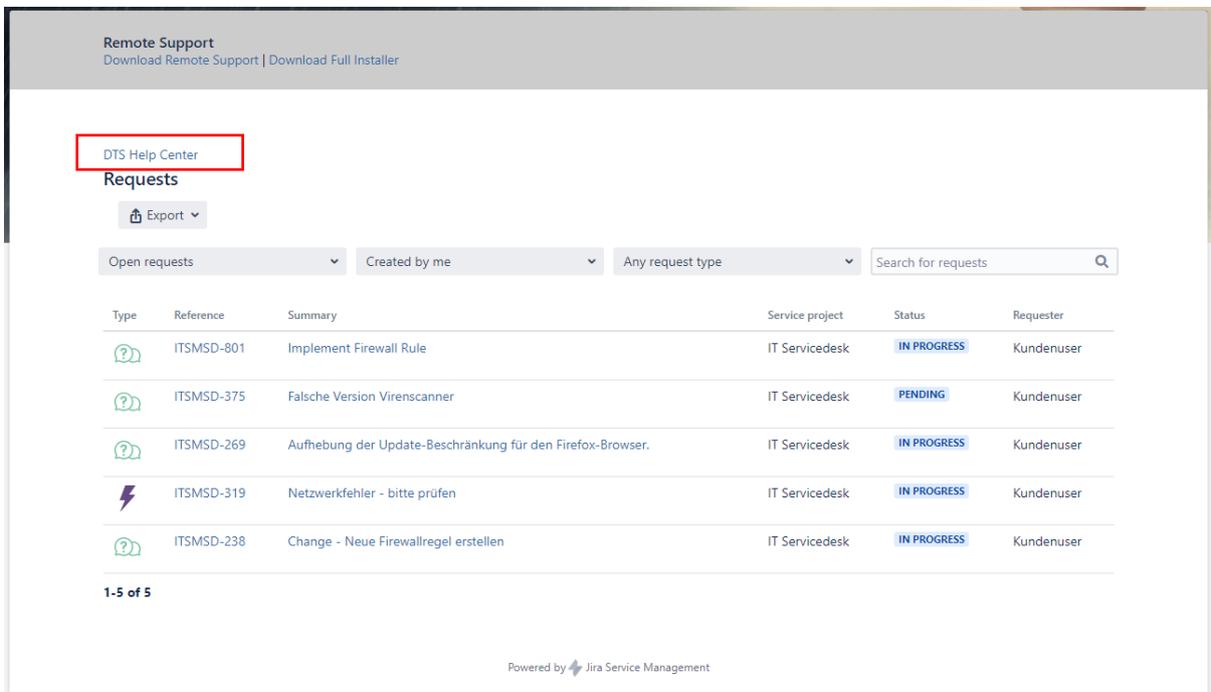
You can filter your tickets and display open, closed or all tickets.

Furthermore, you have the option to narrow down your view according to whether you have created or are participating in a ticket.

Finally, the display can be filtered according to the transaction types.

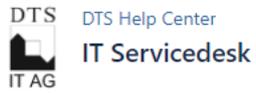
A search field is available and the function to export the view and all tickets into CSV format.

Via DTS Help Center you can access the start page and create a new procedure.



## Step 1: Create a process

On the start page, you raise an Incident or create a support issue.



DTS Help Center  
**IT Servicedesk**

Here you can raise requests and submit incidents



**General support**  
I need assistance with the use of an IT system



**General Incident**  
One of my applications/systems no longer works or is impaired

## Step 1.1: General Support

In the mask you can enter the subject and a summary as well as an attachment. The last two fields are optional. If you are able to provide as much information as possible, the colleagues are able to verify your request easier.

 [DTS Help Center](#) / [IT Servicedesk](#)

### General support

Raise this request on behalf of

 DTS Support ▼

---

Communication Language *(optional)*

English ▼

How can we support you?

Detailed description of your request *(optional)*

**Aa** ▼ | **B** *I* ... | ☰ ▼ |   + ▼

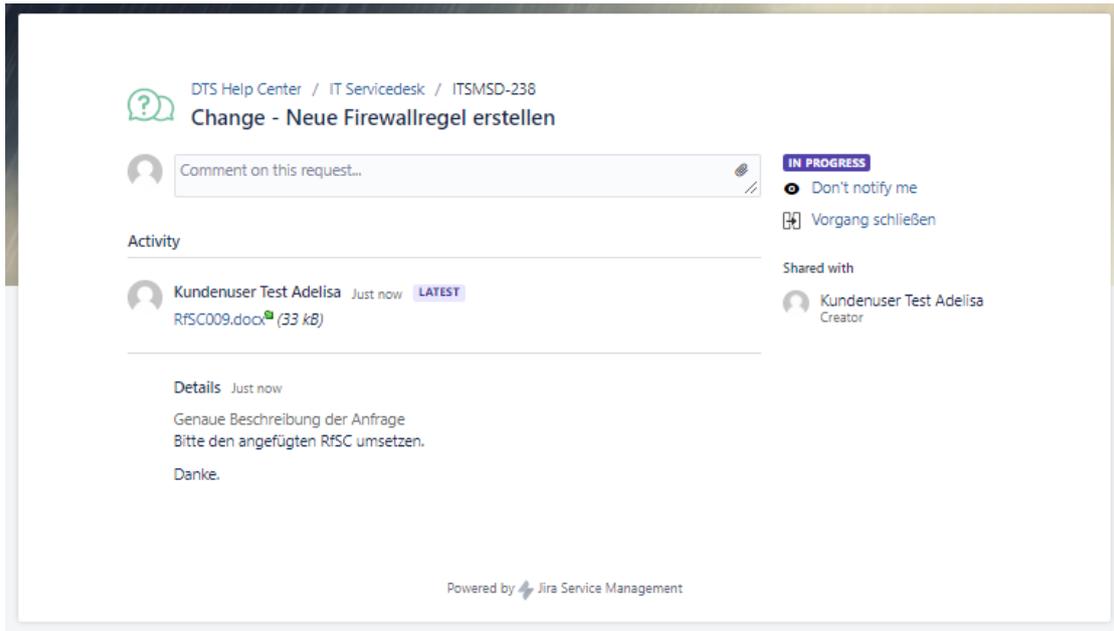
Attachment *(optional)*

 Drag and drop files, paste screenshots, or  
browse

**Create** [Cancel](#)

After you have created a case, the following view appears. You can view the ticket number, add a comment, view the agent's comments, view the status, turn off or set the notification, close the case and share the case.

For more information on these functions, see the following chapters.

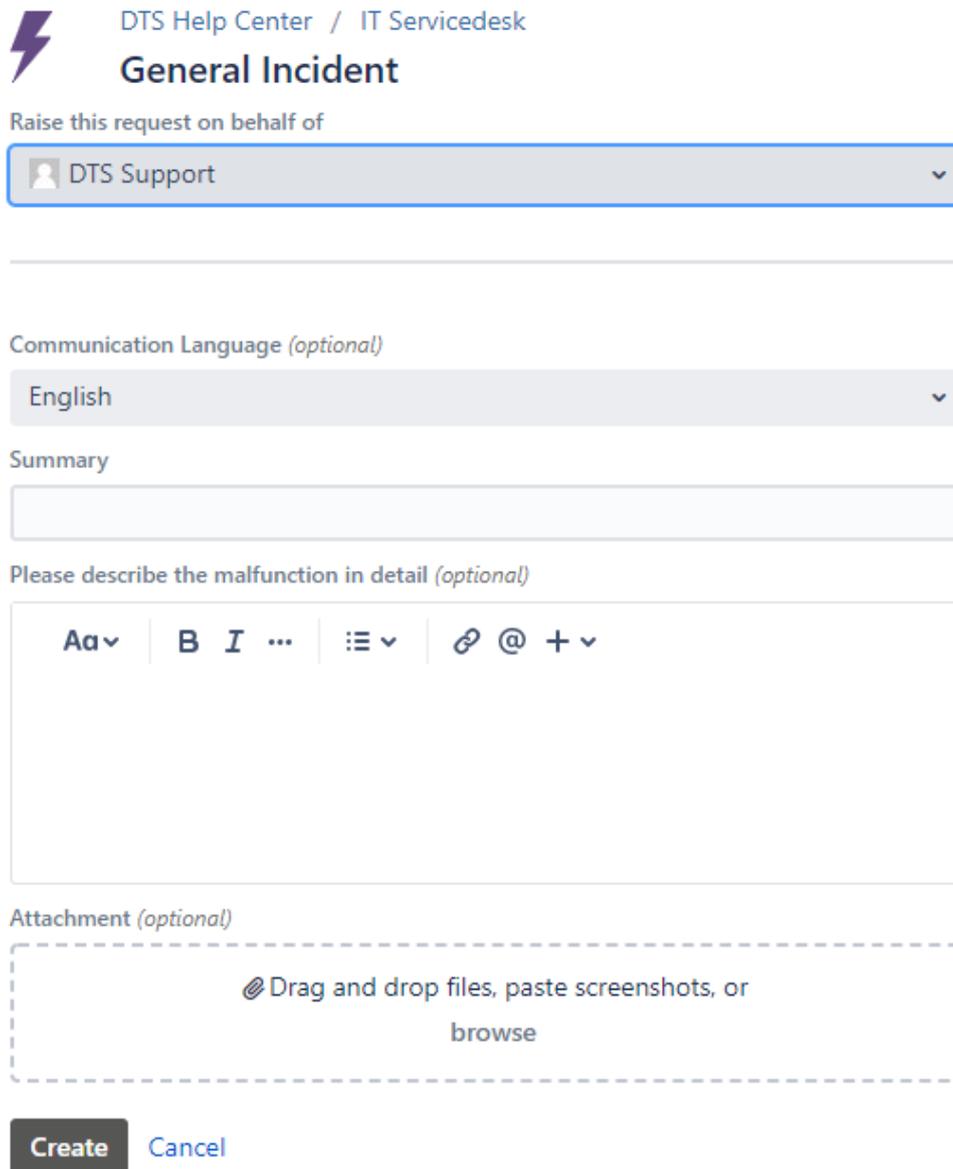


The screenshot shows a Jira ticket interface. At the top, the breadcrumb navigation reads 'DTS Help Center / IT Servicedesk / ITSM5D-238'. The ticket title is 'Change - Neue Firewallregel erstellen'. Below the title is a comment input field with the placeholder text 'Comment on this request...'. To the right of the input field, there is a status indicator 'IN PROGRESS' and two options: 'Don't notify me' (with an eye icon) and 'Vorgang schließen' (with a close icon). Below the input field is the 'Activity' section, which shows a comment from 'Kundenuser Test Adalisa' posted 'Just now' and marked as 'LATEST'. The comment content is 'RfSC009.docx (33 kB)'. To the right of the activity, the 'Shared with' section shows 'Kundenuser Test Adalisa' as the 'Creator'. Below the activity is the 'Details' section, which is also marked as 'Just now'. The details text reads: 'Genauere Beschreibung der Anfrage', 'Bitte den angefügten RfSC umsetzen.', and 'Danke.'. At the bottom of the page, it says 'Powered by Jira Service Management'.

## Step 1.2: General Incident

An incident is reported as soon as a service interruption occurs or can be prevented.

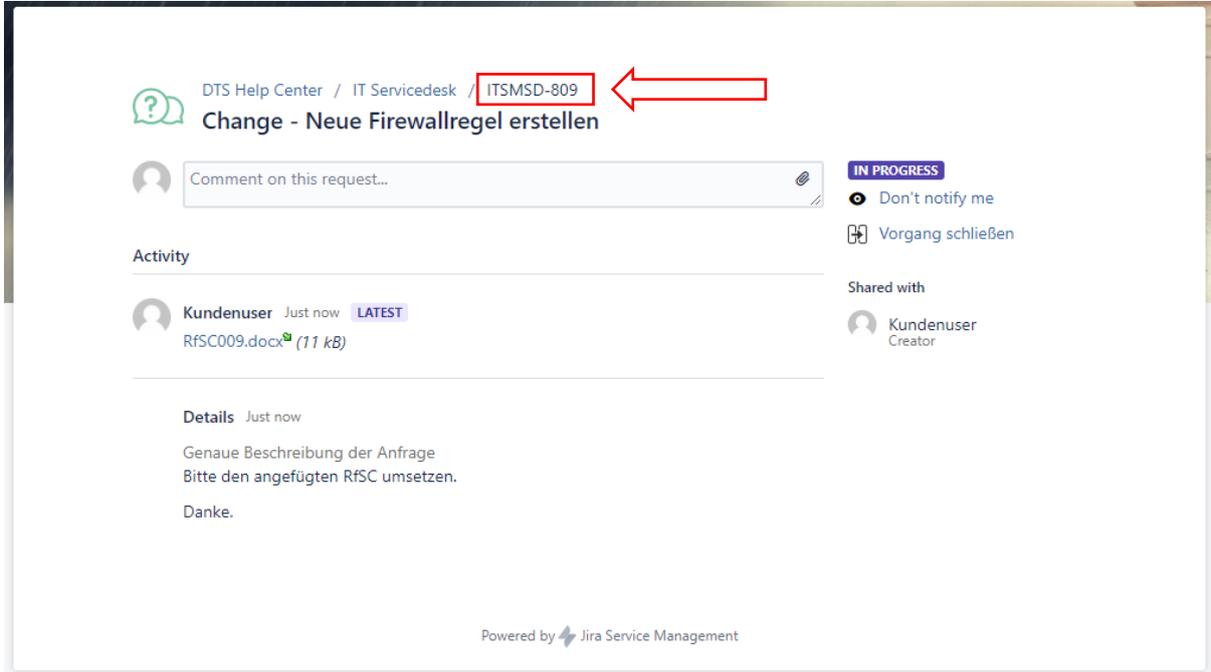
The same fields as described above for General Support appear in the mask.



The screenshot shows the 'General Incident' form in the DTS Help Center. At the top left is a lightning bolt icon. The breadcrumb 'DTS Help Center / IT Servicedesk' is followed by the title 'General Incident'. Below this is a dropdown menu for 'Raise this request on behalf of' with 'DTS Support' selected. A horizontal line separates this from the 'Communication Language (optional)' dropdown, which is set to 'English'. Below that is a 'Summary' text input field. The next section is 'Please describe the malfunction in detail (optional)', which contains a rich text editor with a toolbar showing options for text color (Aa), bold (B), italic (I), list (☰), link (🔗), mention (@), and insert (+). At the bottom is an 'Attachment (optional)' area with a dashed border and the text 'Drag and drop files, paste screenshots, or browse'. At the very bottom are two buttons: 'Create' (dark grey) and 'Cancel' (blue).

## Step 2: View the Ticket Number

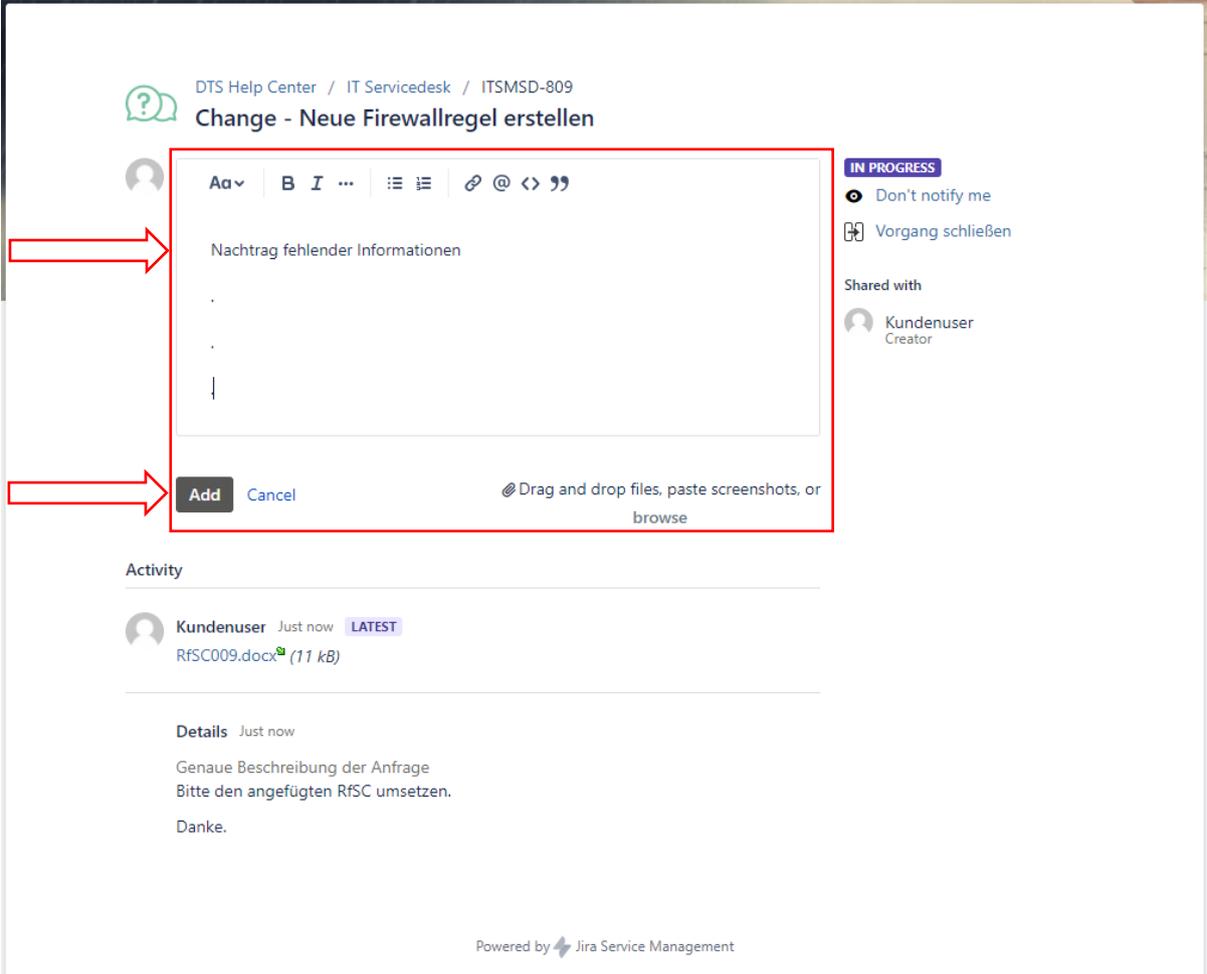
After creating a process the ticket number appears above the title.



The screenshot displays a Jira ticket interface. At the top, the breadcrumb navigation shows 'DTS Help Center / IT Servicedesk / ITSMSD-809', with the ticket ID 'ITSMSD-809' highlighted by a red rectangular box and a red arrow pointing to it from the right. Below the breadcrumb is the ticket title 'Change - Neue Firewallregel erstellen'. Underneath the title is a comment input field with the placeholder text 'Comment on this request...'. To the right of the input field, there is a status indicator 'IN PROGRESS' and two options: 'Don't notify me' and 'Vorgang schließen'. Below the input field is the 'Activity' section, which shows a recent update from 'Kundenuser' 'Just now' with a 'LATEST' tag. The update includes a document attachment 'RfSC009.docx (11 kB)'. To the right of the activity, the 'Shared with' section shows 'Kundenuser Creator'. At the bottom of the activity section, there is a 'Details' section with the text: 'Genauere Beschreibung der Anfrage', 'Bitte den angefügten RfSC umsetzen.', and 'Danke.'. At the very bottom of the page, it says 'Powered by Jira Service Management'.

### Step 3: Adding a comment as a Note:

As soon as you click on the text field, you can write a comment. You have the option to format your comment and attach files.



The screenshot displays a Jira issue page for a change request titled "Change - Neue Firewallregel erstellen" (Change - Create new firewall rule). The breadcrumb trail is "DTS Help Center / IT Servicedesk / ITSM-809". The issue status is "IN PROGRESS".

The main content area shows a comment input field with the text "Nachtrag fehlender Informationen" (Supplement of missing information). The input field is highlighted with a red border, and two red arrows point to it from the left. Below the input field are "Add" and "Cancel" buttons, also highlighted with a red border and a red arrow pointing to the "Add" button. To the right of the input field, there is a text area with the instruction "Drag and drop files, paste screenshots, or browse".

On the right side of the page, there are several options: "Don't notify me" (with a notification bell icon), "Vorgang schließen" (Close process, with a close icon), and "Shared with" (Kundenuser, Creator).

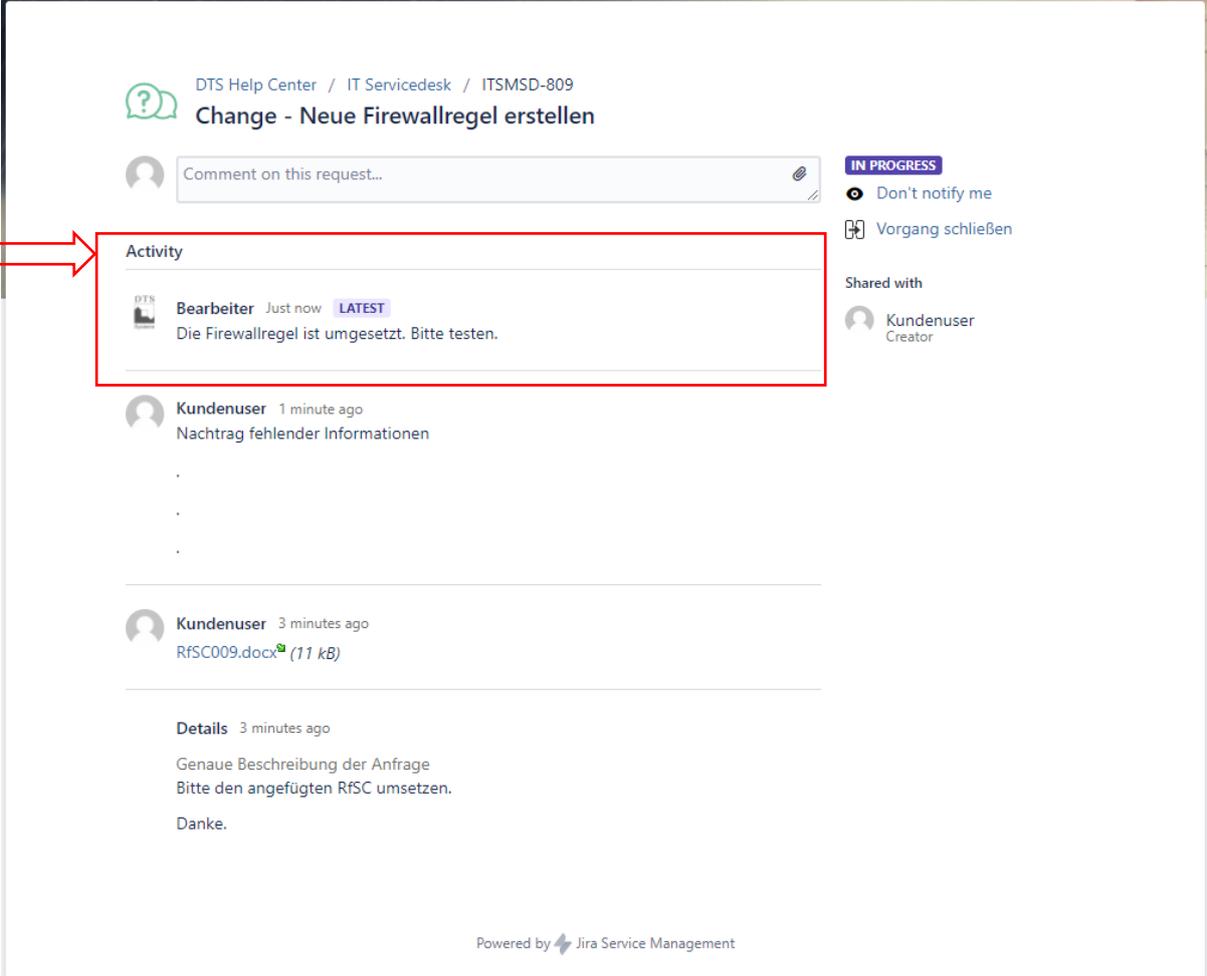
The "Activity" section shows a comment from "Kundenuser" (Customer user) posted "Just now" (LATEST). The comment text is "RfSC009.docx (11 kB)".

The "Details" section shows the following text: "Genauere Beschreibung der Anfrage" (More detailed description of the request), "Bitte den angefügten RfSC umsetzen." (Please implement the attached RfSC), and "Danke." (Thank you).

At the bottom of the page, it says "Powered by Jira Service Management".

## Step 4: Viewing the Ticket Processing

If the ticket is updated by the agent, an activity appears in your display. It is visible when the messages are published. The latest entry appears at the top.



The screenshot displays a Jira ticket interface for a 'Change' request titled 'Change - Neue Firewallregel erstellen' (ID: ITSMSD-809). The ticket status is 'IN PROGRESS'. A comment box at the top allows users to 'Comment on this request...'. The 'Activity' section, highlighted with a red box and a red arrow, shows the most recent update: 'Bearbeiter Just now LATEST Die Firewallregel ist umgesetzt. Bitte testen.' Below this, a customer comment from 'Kundenuser' (1 minute ago) states 'Nachtrag fehlender Informationen'. Another customer comment (3 minutes ago) includes a document attachment 'RfSC009.docx (11 kB)'. A 'Details' section (3 minutes ago) provides a description: 'Genauere Beschreibung der Anfrage Bitte den angefügten RfSC umsetzen. Danke.' The page footer indicates it is 'Powered by Jira Service Management'.

DTS Help Center / IT Servicedesk / ITSMSD-809  
**Change - Neue Firewallregel erstellen**

Comment on this request...

**IN PROGRESS**  
Don't notify me  
Vorgang schließen

Shared with  
Kundenuser  
Creator

**Activity**

**Bearbeiter** Just now **LATEST**  
Die Firewallregel ist umgesetzt. Bitte testen.

**Kundenuser** 1 minute ago  
Nachtrag fehlender Informationen

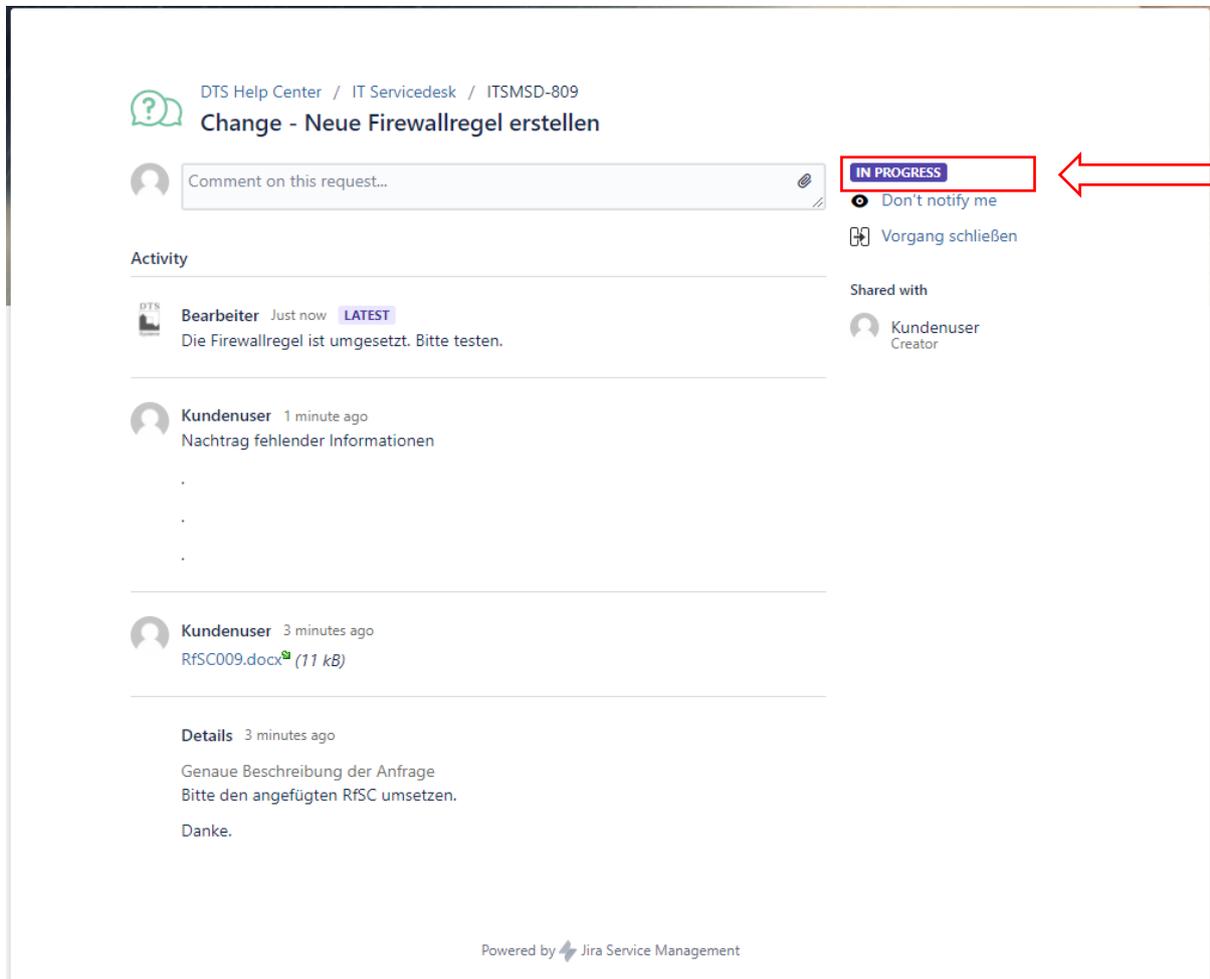
**Kundenuser** 3 minutes ago  
RfSC009.docx (11 kB)

**Details** 3 minutes ago  
Genauere Beschreibung der Anfrage  
Bitte den angefügten RfSC umsetzen.  
Danke.

Powered by Jira Service Management

## Step 5: Viewing the Ticket Status:

In the ticket view, you will see the status display on the right. A ticket is opened in the status in progress.

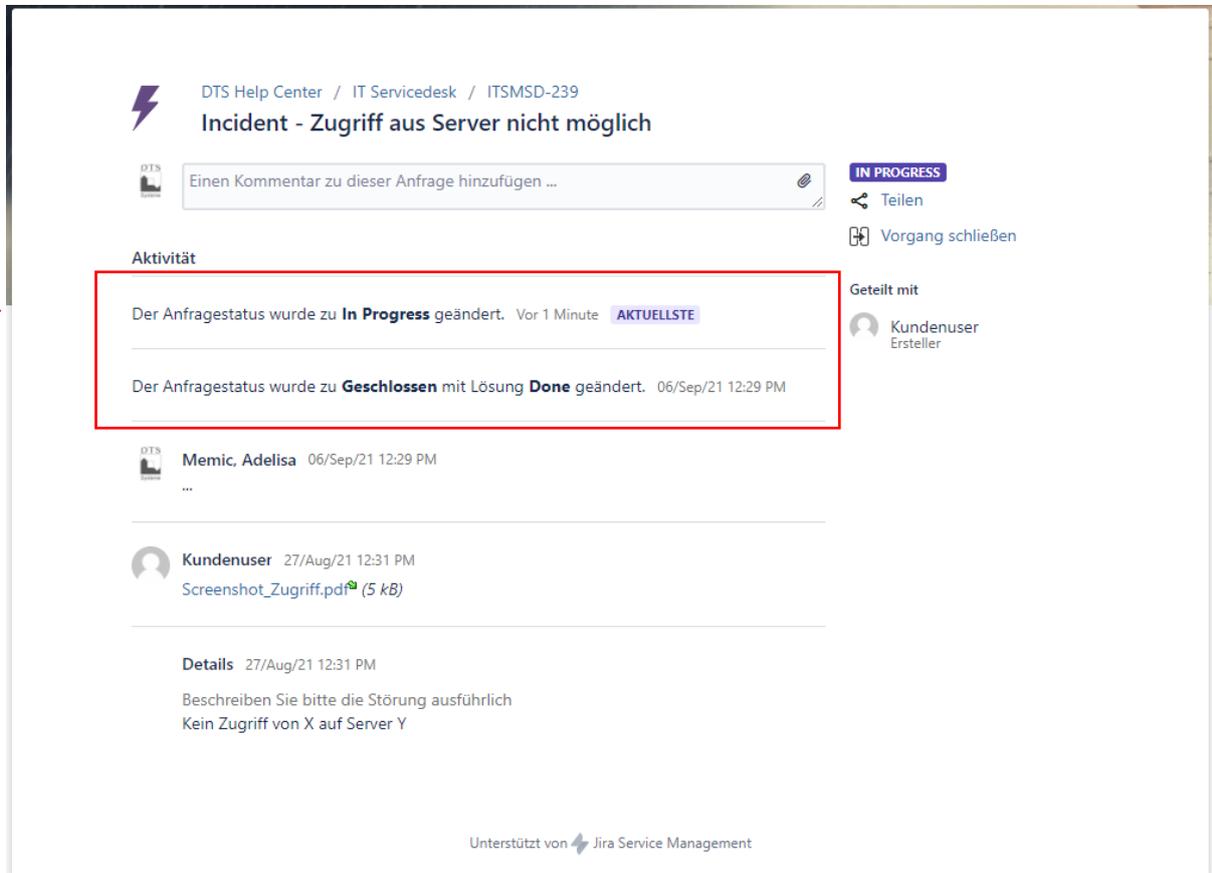


There are four statuses: in progress, pending, resolved and closed. If a ticket is newly created or in progress, the status is in progress. If it is waiting for your feedback, internal clarification or a date, it is pending. After successful resolution, it is resolved and can be reopened, if the issue is not solved oin fact. After seven days, a ticket is transferred to the status closed and remains closed forever. If you close your ticket on your own, it will go directly to the status closed. You will learn how to close a ticket in step 8.

Type	Reference	Summary	Service project	Status	Requester
	ITMSMD-239	Incident - Zugriff aus Server nicht möglich	IT Servicedesk	CLOSED	Kundenuser
	ITMSMD-375	Falsche Version Virenschanner	IT Servicedesk	PENDING	Kundenuser
	ITMSMD-70	need updates	IT Servicedesk	RESOLVED	Kundenuser
	ITMSMD-269	Aufhebung der Update-Beschränkung für den Firefox-Browser.	IT Servicedesk	IN PROGRESS	Kundenuser

## Step 6: Viewing the Status Change

If the ticket status is changed, this activity appears in ticket view



DTS Help Center / IT Servicedesk / ITSMSD-239

### Incident - Zugriff aus Server nicht möglich

Einen Kommentar zu dieser Anfrage hinzufügen ...

**IN PROGRESS**

Teilen

Vorgang schließen

**Aktivität**

Der Anfragestatus wurde zu **In Progress** geändert. Vor 1 Minute **AKTUELLESTE**

Der Anfragestatus wurde zu **Geschlossen** mit Lösung **Done** geändert. 06/Sep/21 12:29 PM

**Memic, Adelisa** 06/Sep/21 12:29 PM

...

**Kundenuser** 27/Aug/21 12:31 PM

Screenshot\_Zugriff.pdf (5 kB)

**Details** 27/Aug/21 12:31 PM

Beschreiben Sie bitte die Störung ausführlich  
Kein Zugriff von X auf Server Y

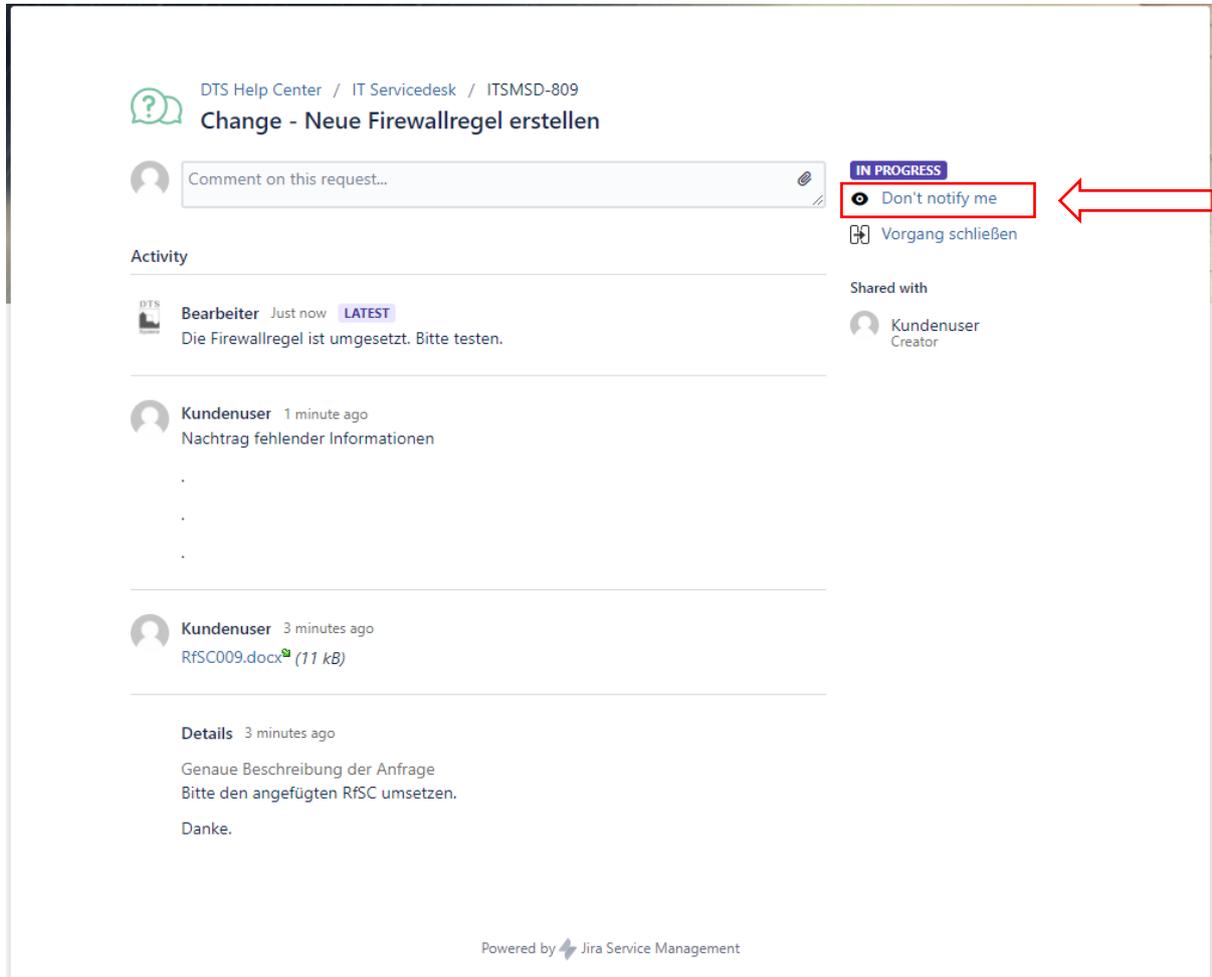
Geteilt mit

**Kundenuser**  
Ersteller

Unterstützt von Jira Service Management

## Step 7: Turning off Ticket Notification:

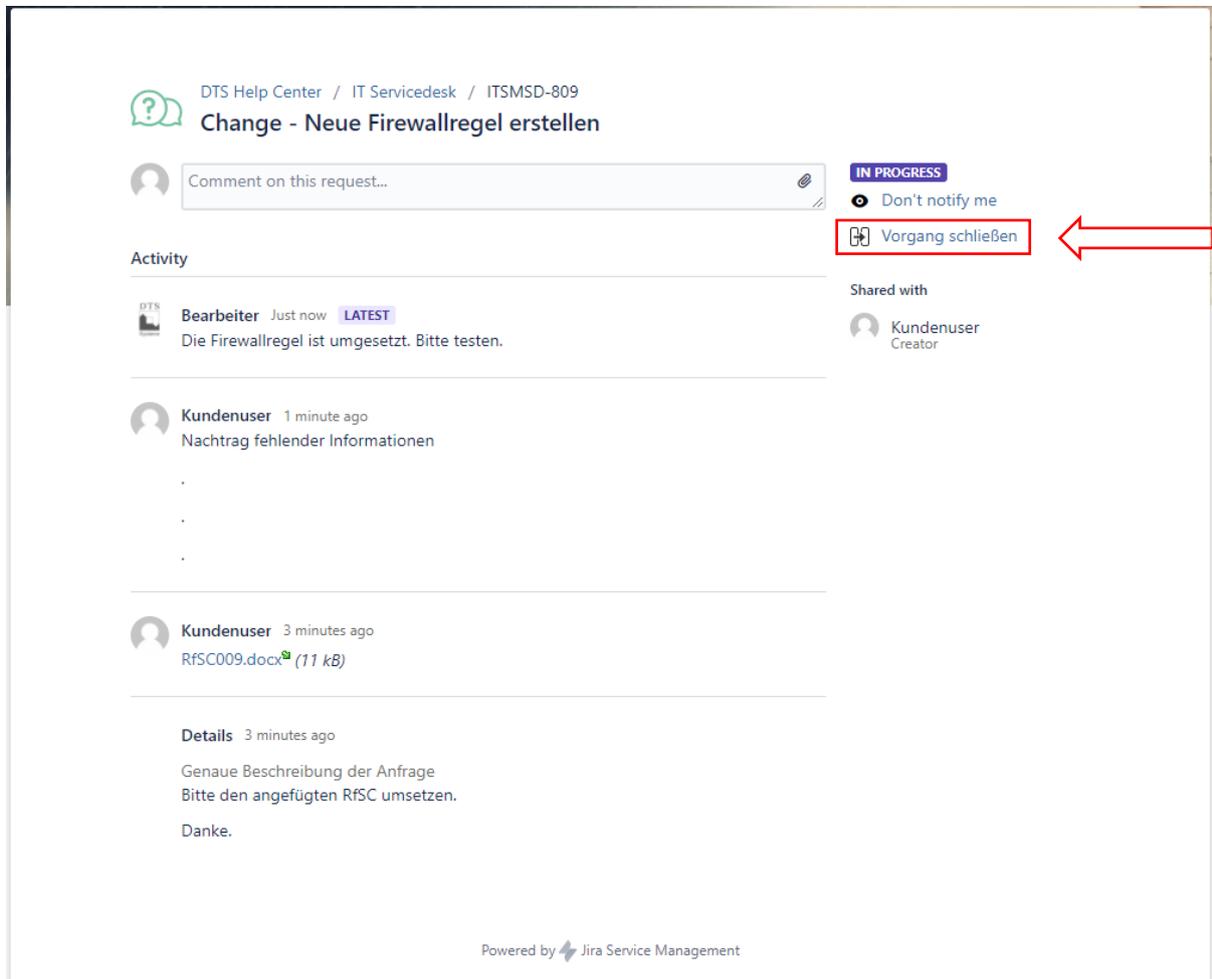
If you do not want to receive information about the ticket, you can turn off the notification and turn it back on at any time.



The screenshot shows a Jira ticket interface for a 'Change' request titled 'Change - Neue Firewallregel erstellen'. The ticket is in the 'IN PROGRESS' state. A red box highlights the 'Don't notify me' option, with a red arrow pointing to it from the right. Below this, there is a 'Vorgang schließen' button. The 'Activity' section shows three entries: a worker's update 'Die Firewallregel ist umgesetzt. Bitte testen.', a customer's comment 'Nachtrag fehlender Informationen', and a customer's attachment 'RfSC009.docx (11 kB)'. The 'Details' section contains the text: 'Genauere Beschreibung der Anfrage', 'Bitte den angefügten RfSC umsetzen.', and 'Danke.'.

## Step 8: Closing the Operation

A process can be closed at any time and receives the status closed



The screenshot displays a Jira request interface. At the top, the breadcrumb path is 'DTS Help Center / IT Servicedesk / ITMSMD-809'. The request title is 'Change - Neue Firewallregel erstellen'. A comment input field is visible with the placeholder text 'Comment on this request...'. The status is 'IN PROGRESS'. A red box highlights the 'Vorgang schließen' button, with a red arrow pointing to it from the right. Below the input field, the 'Activity' section shows three entries: a worker's update 'Die Firewallregel ist umgesetzt. Bitte testen.', a customer's comment 'Nachtrag fehlender Informationen', and a customer's attachment 'RfSC009.docx (11 kB)'. The 'Details' section contains the text: 'Genauere Beschreibung der Anfrage', 'Bitte den angefügten RfSC umsetzen.', and 'Danke.'. The bottom of the page features the text 'Powered by Jira Service Management'.