



FUSE
COLLABORATION SERVICES

Microsoft Partner

Gold Collaboration and Content
Silver Hosting
Silver Cloud Platform
Silver Application Development
Silver Midmarket Solution Provider

IT Service Desk User Guide

Version 1.2

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1 Document Version Control

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1.0	27/08/2013	Richard Emmerson	Original
1.1	02/12/2014	Dan South	Branding update
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3 Introduction

This document provides a high-level overview of Fuse Collaboration’s Service Desk aimed at end-users. No technical knowledge is assumed!

There are three ways to raise or update a support ticket with Fuse:

Online	https://servicedesk.fusecollaboration.com
Email	servicedesk@fusecollaboration.com
Phone	0845 121 7766

For all above, **you must be a registered contact within your organisation.**

4 Using the Web Portal

4.1 Overview

Fuse Collaboration Service’s Service Desk can be accessed via the following URL:

<https://servicedesk.fusecollaboration.com>

The above URL, if entered on a mobile device, will take you to a mobile version of the site.

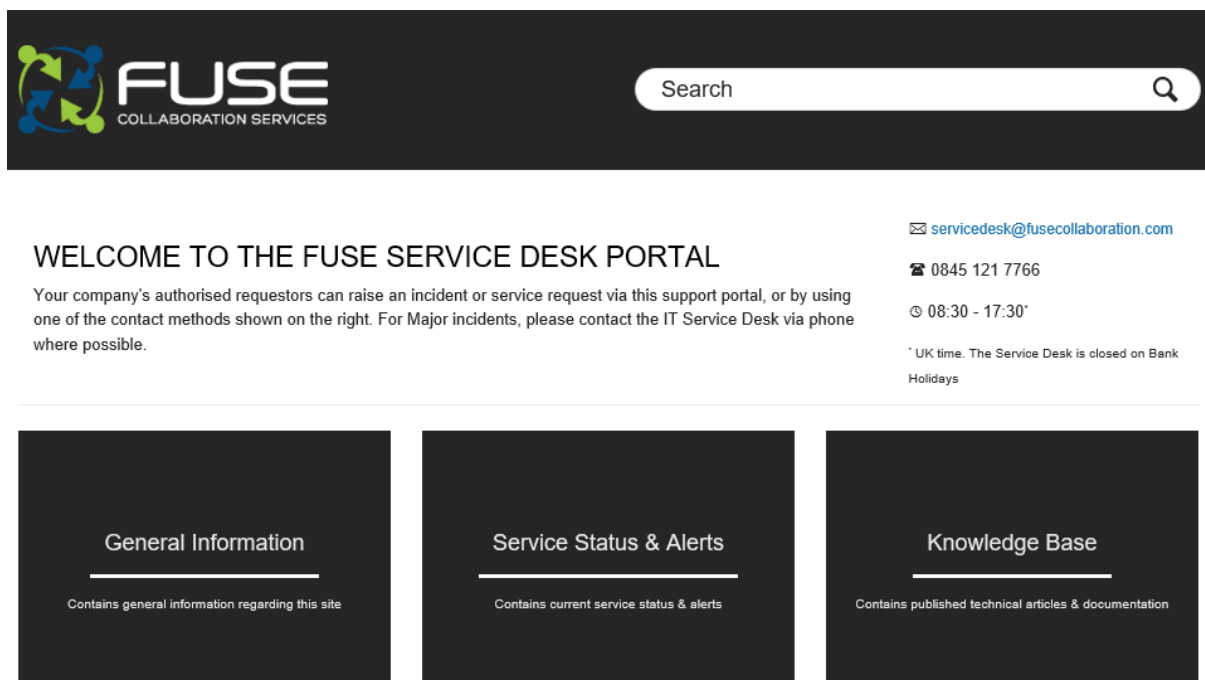


Figure 1: Public home page for all users

The home page (Figure 1) is deliberately basic. Most functions are client-specific and can be accessed once logged on. However, if there is a major issue that’s affecting multiple clients, this will be displayed on the home page (as per the above Test announcement).

To login, **you must have an account**. This will have been created by Fuse Collaboration Services at the request of your organisation’s representative. If you do not have an account you will need to ask them to raise this with Fuse.

Select the ‘Sign In’ option. You will be prompted for your email address and password. Once successfully entered you see both ‘My activities’ and ‘Submit a Request’ shown at the top right of the screen:

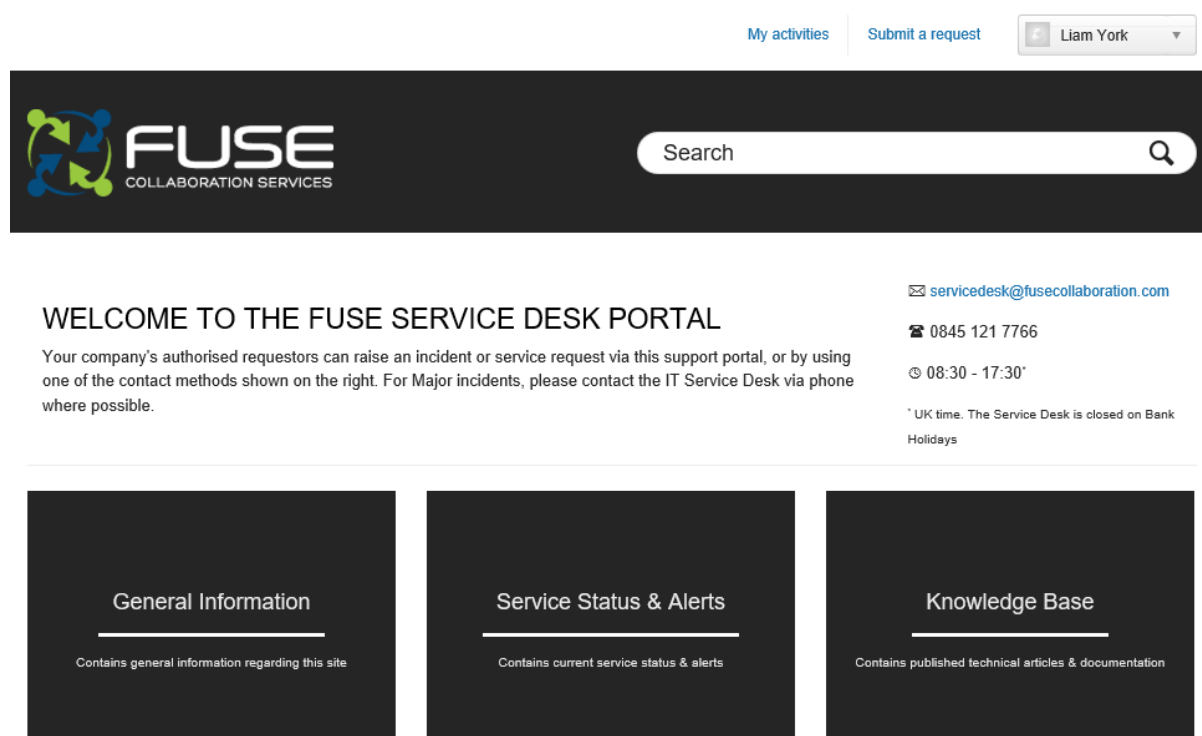


Figure 2: Home page once signed in

4.2 Checking for known issues

Before raising a support ticket, we would encourage users to check there are no known issues that are causing the problems you’re experiencing. If there are any serious issue we’re aware of that may affect you, they will be listed with the service status and alerts area (as per Figure 2).

If your issue is not listed, or is listed and you require further assistance once resolved, then continue to section 4.4.

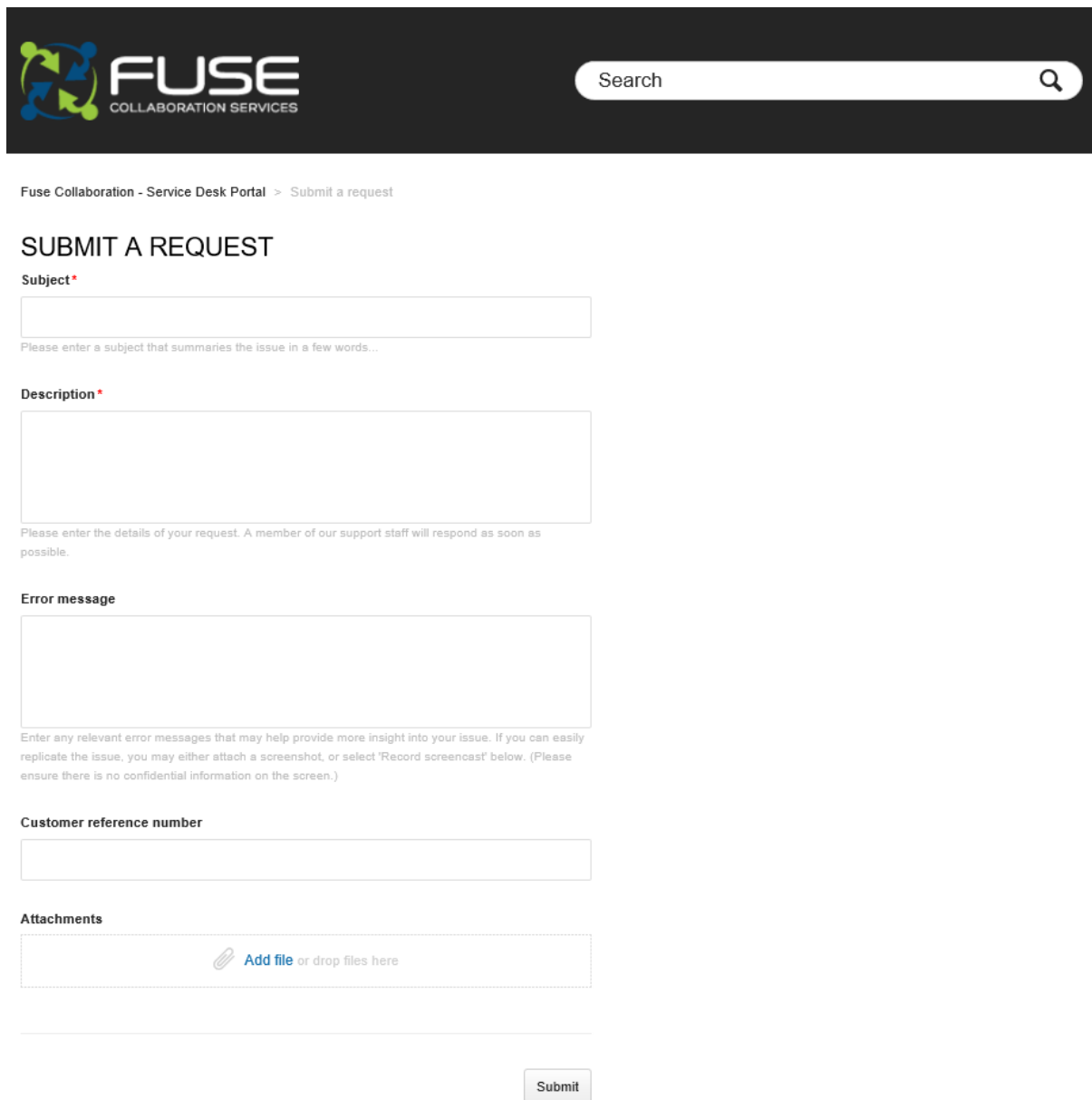
4.3 Checking the Knowledge Base

Many requests can be easily solved by the end-user with just a little bit of guidance (e.g. setting up a new phone / adding a shared calendar). If we have come across these self-help issues before, we will upload a document to the Knowledge Base, which is available by clicking on the 'Knowledge Base' button. The Knowledge Base section is below the Alerts and is divided into two sections: Company-specific articles, and Public articles. If you're unsure where to find anything, there is a search bar near the top of the page.

4.4 Submitting a request

Once you have an account, requests can also be raised by email (see *Section 5, Using email*).

Once logged in, click 'Submit a Request'. The following screen will appear:



Fuse Collaboration - Service Desk Portal > Submit a request

SUBMIT A REQUEST

Subject*

Please enter a subject that summaries the issue in a few words...

Description*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Error message

Enter any relevant error messages that may help provide more insight into your issue. If you can easily replicate the issue, you may either attach a screenshot, or select 'Record screencast' below. (Please ensure there is no confidential information on the screen.)

Customer reference number

Attachments


 [Add file](#) or drop files here

Figure 3: Submit a Request

The boxes are fairly self-explanatory, but please refer to below examples if you are unsure how to complete them.

Subject *

Unable to print

Please enter a subject that summaries the issue in a few words...

Figure 4: Subject

Description *

I am unable to print from Word, Outlook or the Internet.

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Figure 5: Description

Error message

No default printer installed

Enter any relevant error messages that may help provide more insight into your issue. If you can easily replicate the issue, you may either attach a screenshot, or select 'Record screencast' below. (Please ensure there is no confidential information on the screen.)

Figure 6: Error message

Customer reference number

INC12457

Figure 7: Customer reference number

Attaching files

You can also attach a screenshot, or other log files that may help Fuse diagnose and resolve your issue. To do so, click *Attach file* and browse to the location you saved the relevant file (screenshot, log file etc.).

Click Submit once all information has been entered. You will receive a confirmation page if successful or, if any information is missing, a red box will appear showing the information that's missing.

4.5 Checking status and adding further information

Once submitted, you can check the status of your ticket online at any time. You will be able to check the following:

- Ticket reference number.
- Ticket status.
- Agent the ticket has been assigned to.
- Priority that's been assigned to the ticket.
- Any updates either by yourself, the Fuse agent or a cc'd colleague.
- Any files that have been uploaded to your ticket by Fuse (e.g. a user guide).

You can then also add any further information to the ticket, or respond to any questions that may have been sent out to you by Fuse. Alternatively, you can respond to the emails to answer these questions.

When logged in you will see the button 'My Activities', clicking this link will take you through to a list of tickets you've created. Select the one you wish to view

To update one of your own tickets, click the desired ticket subject. You will then be presented with a screen as in *Figure 8: Ticket status information*.

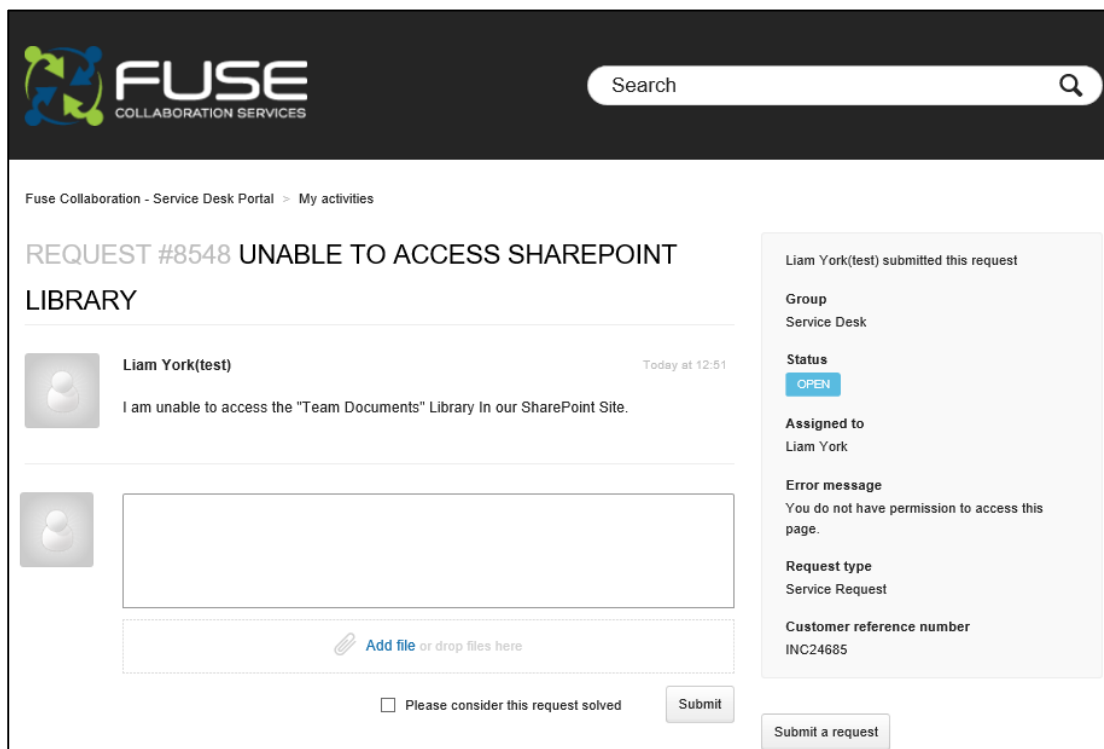


Figure 8: Ticket status information

In Figure 8, you can see the key information in the pane on the right-hand side. If you need to answer a query from Fuse, or provide further information to us, enter the details in 'Add a comment to this request' and click Submit. If you consider the request resolved (e.g. in the case of user-error!) you may tick the box 'Please consider the request resolved' (Figure 9).

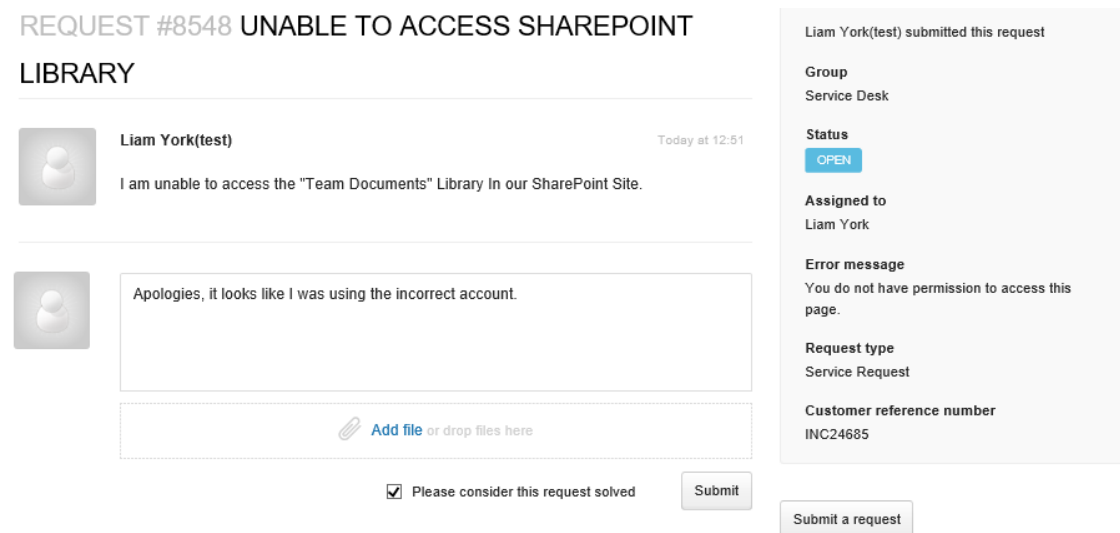


Figure 9: Adding information to existing ticket

Some users have the ability to see all tickets that have been raised within their organisation. If this is the case you will have a tab labelled 'Organisation requests'. Clicking on this will present a list of all tickets that have been submitted within your organisation. As before, you then have the ability to see the ticket details and status and provide further information/request closure.

5 Using email

As well as receiving updates to your call by email you can, if it's easier, send an email to raise a new request. Emails can be sent to:

servicedesk@fusecollaboration.com

This will work only if you are a registered user on our system.

Please ensure you supply as much information as possible within the email, including a very brief summary of the issue in the subject line. Once received by the system, it will be automatically allocated to your account and organisation.

Neither form of submission has any priority over another – all tickets come through to the same place and follow the same procedures.

If you wish a colleague to be kept informed of updates, you can add them as a cc to the email. They will then also receive any updates to the ticket.

6 Escalations

If you need to escalate a call, please ensure it has been logged in the first instance on our service desk and that you have a Fuse call reference number. Once you have that please feel free to call our service desk on 0845 121 7766 quoting your reference number and explain that you'd like to escalate the call. If you are unsure on the call classification, response time or fix times then please refer to the SLA contract via your organisation's primary representative. To escalate further please ask for the Service Desk Manager.