Miso Support Desk User Guide

Making light work of hard data.

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Introduction

Welcome to Miso Support!

If you're new to Miso Support and want a quick overview of what it's all about, this is the guide for you. Available 24/7, the support desk is a fast and way to report any issues you may be having with your software/solution.

This document will aim to provide you with all of the necessary information regarding the support process. Here we cover the basics of the Support Desk, like creating your account, submitting a ticket and some Frequently Asked Questions.

This guide is fairly short, but hopefully it answers any questions you may have. If you feel like you need more assistance, contact the Support Team by phone on 0121 232 8000. They're available to help resolve your issue during our business hours (9:00 - 17:00), Monday to Friday.

1. Support guide

1.1 Getting started

Technical support is accessed online via the Miso JIRA Service Desk.

Once a user account has been created for you by a member of our team, you will receive an email confirmation with a link to complete the registration

Your account will be assigned to the project name which your organisation has purchased a support contract for.

To register as a user, simply follow the link in your confirmation email and choose a password to complete the form. (Figure 1.0)
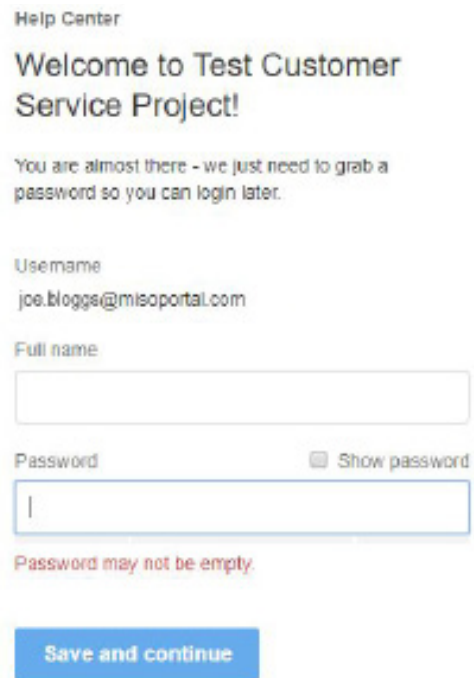

Figure 1.0 Initial customer registration form.

1.2 How do I change my password?

If at any point you wish to change your password, you can do so in the "Profile" section of the Service Desk (see Figure 2.1).
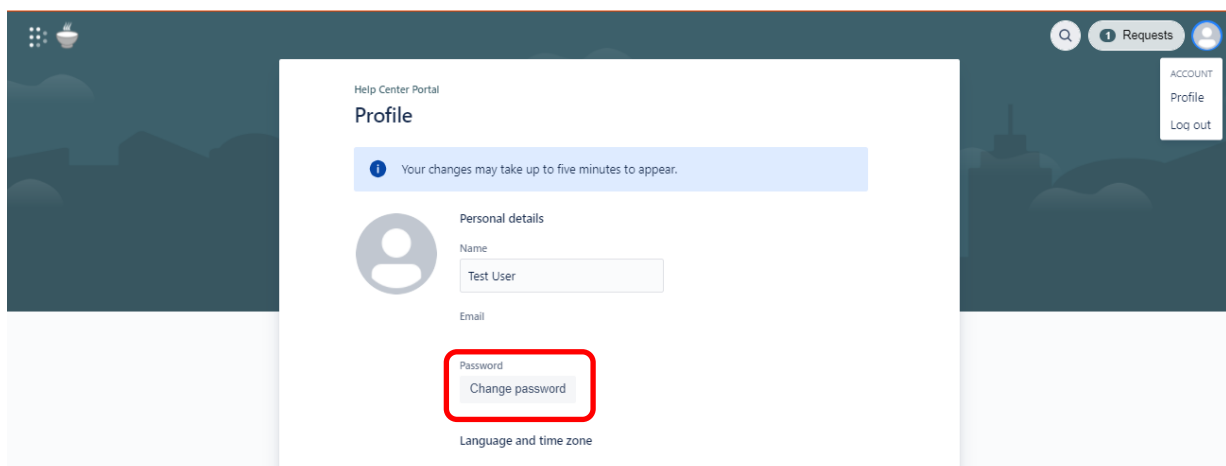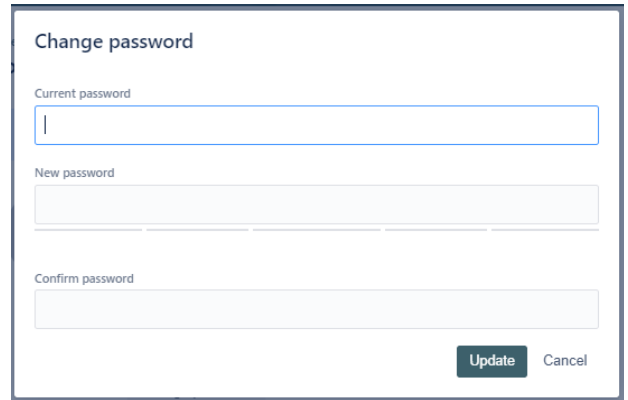

Figure 2.1 Profile screen

1. Click the avatar icon in the top-right hand corner of the screen and select "Profile".
2. Click "Change password".
3. You will then be greeted by a "Change password" popup window. (Figure 2.2)
4. Type your current and new passwords in the relevant fields

You can now log back into the Service Desk using your new password.

Figure 2.2 Changing your password.

1.3 How do I raise a support request?

Once you have logged in to the Service Desk, you will be greeted by the screen as shown below (Figure 3.1).

From here, you should select the category which best suits your request in order for us to be able to assist you quickly and accurately.
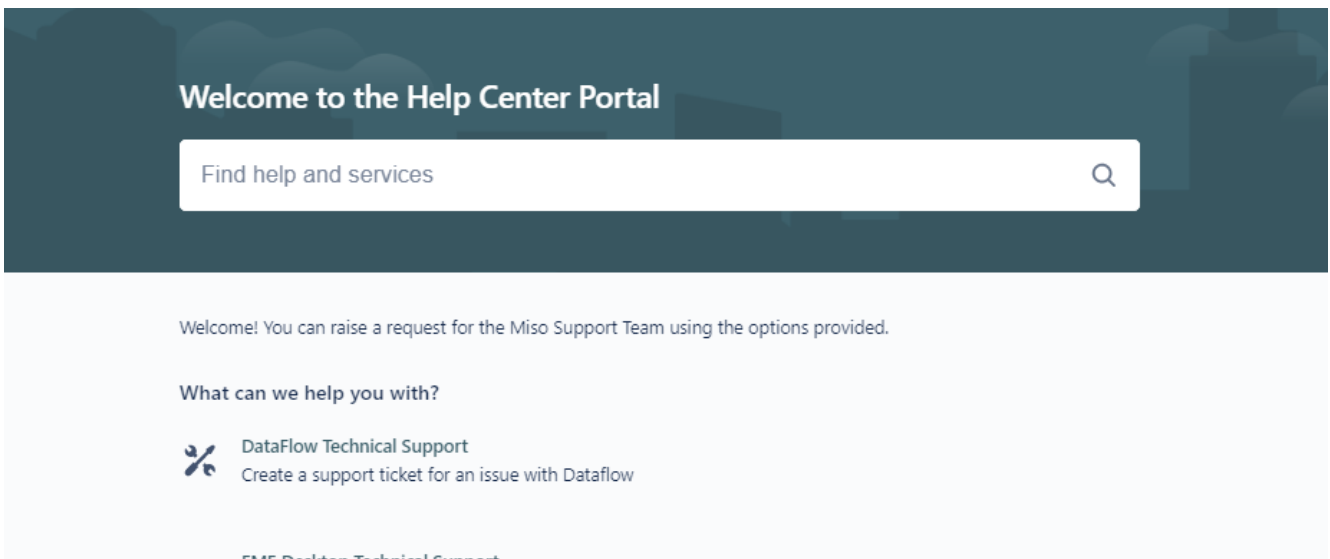
Figure 3.1 Customer homescreen view – raising a request in the category of "FME Desktop Technical Support".
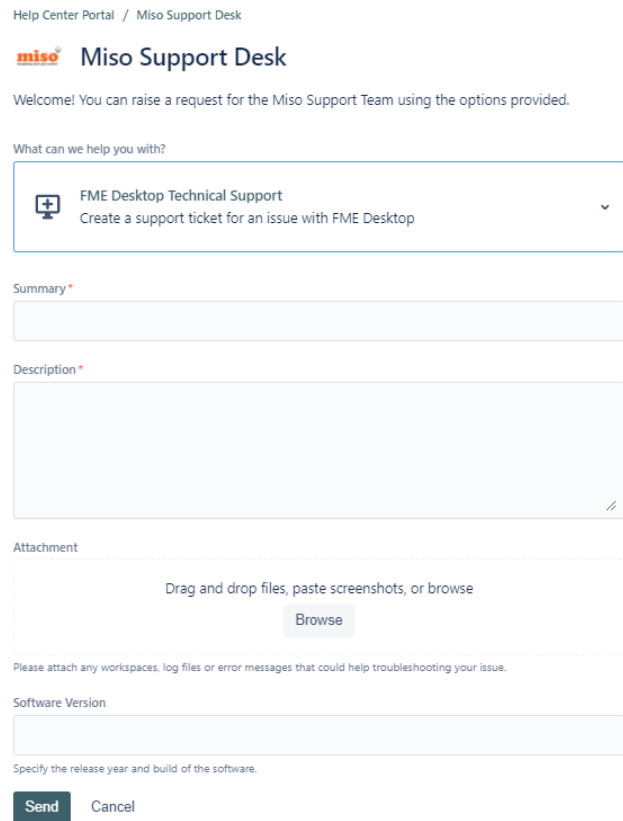
For this example, we will raise a request in the category of "FME Desktop Technical Support" – this should be selected for queries on installation, configuration, and other technical troubleshooting.

As a registered user of the miso JIRA Service Desk, you are also able to raise FME Desktop Technical Support requests via email (see section 2.1 of the FAQs section).

After selecting "FME Desktop Technical Support" as the category, you will be directed to the request form screen as below in Figure 3.2.

Complete all fields (with the exception of the "Components/Products" field) of the form to provide our support team with the most information that you possibly can.

1. Provide a brief description of the issue in the "Summary" field.

2. Provide all the necessary details and steps to reproduce the issue in the "Description" field.

3. Attach supporting files
 (e.g. Log files, screenshots etc.)

4. Select the software version that you're are using.

Help Center Portal / Miso Support Desk

miso Miso Support Desk

Welcome! You can raise a request for the Miso Support Team using the options provided.

What can we help you with?

> FME Desktop Technical Support
> Create a support ticket for an issue with FME Desktop

Summary *

Description *

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Please attach any workspaces, log files or error messages that could help troubleshooting your issue.

Software Version

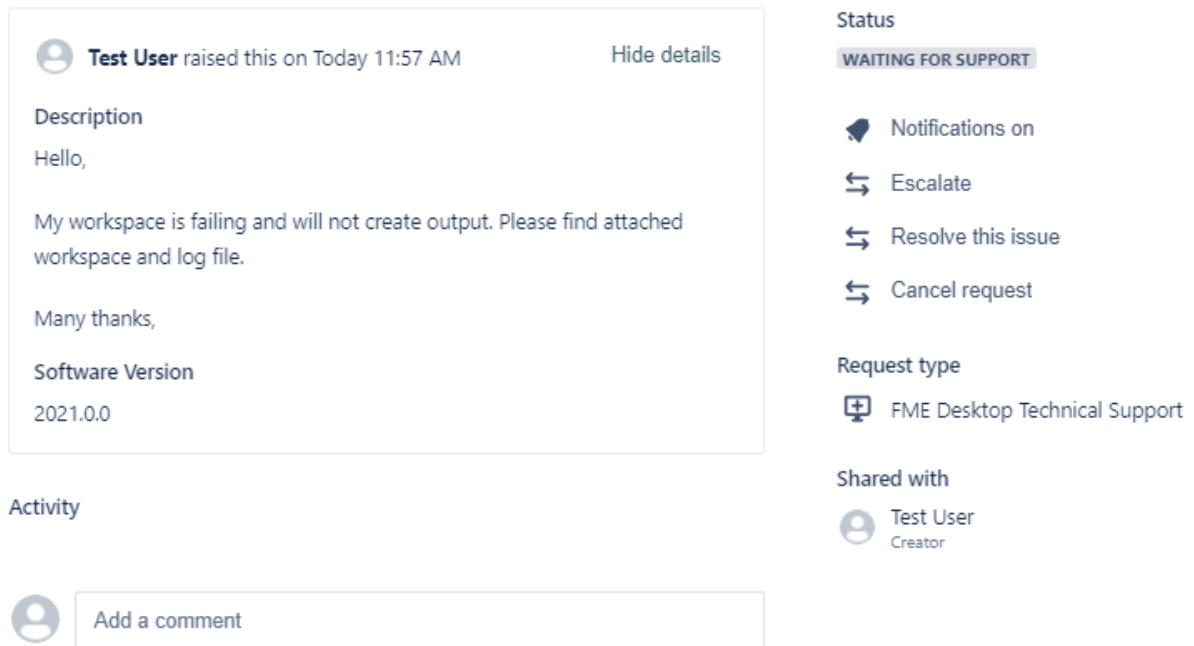Specify the release year and build of the software.

Send   Cancel

Figure 3.2 Customer request form view.

Hit the "Send" button, and let us begin to work with you to get your request resolved.

Once the request has been created on our Service Desk, you will be redirected to the request screen. On this screen, you will be able to respond to your request:

1. Comment on your request by simply inputting text into the "Add a Comment Field".
2. Toggle notification preferences (turn email notification of request activity on/off).
3. Share your request with other members of your organisation.
4. Escalate the request, letting the team know that a resolution is needed urgently.
5. Resolve the issue. When you are happy that the request has been fully resolved, let us know and we can close the request.
6. Cancel the request if you no longer require the assistance of the support team.

Figure 3.3 Request screen.
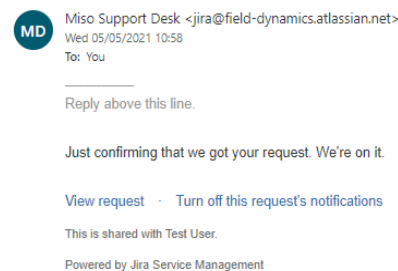
Once your request has been raised on the Service Desk, you will receive an email notification to confirm that this part of the process has been successful.

You may now log-out of the Service Desk and allow our team to respond to you.

As a default, you will receive email notifications each time your request is responded to, or its status changes. If you do not wish to receive notifications, you can turn them off in the email notification itself (e.g. Figure 3.3), or on the request screen (as in Figure 3.4). We think that they're rather helpful, so we recommend that you keep them turned on.

Figure 3.4 Request confirmation email notification.

1.4 I have an Enterprise Level Agreement or Enterprise Subscription Agreement with miso. How do I request FME licence against this?

To request a new asset under an existing ESA or ELA contract you will need to create a support ticket. Please include the following information within the support ticket, based on the product and licence type.

Product & Licence Type	Information Required	Detail
FME Desktop	Software Edition	2019/2020/2021, etc.
	Software Version	Professional/ ESRI/ Database/ Smallworld
	Registration Key	A unique 10-digit numeric code created with each FME Desktop installation. This can be found within the FME Licencing Assistant.
	Quantity	How many licences
FME Desktop - Floating	Software Edition	2019/2020/2021, etc.
	Software Version	Professional/ ESRI/ Database/ Smallworld
	Licence Type	Production/Staging/Development
	Host Name	Host name for the licencing server. This is contained within the hosted.txt file generated once the Flex Licencing Manager is installed.
	Host ID	Host ID for the licencing server. This is contained within the hosted.txt file generated once the Flex Licencing Manager is installed.
	Quantity	How many base licences
	No. of Concurrent Licences	How many additional concurrent licences will be attached to the base licences.
FME Server - Engines	Software Edition	2019/2020/2021, etc.
	Licence Type	Production/Staging/Development
	Quantity	How many licences
	Number of Engines	How many server engines allocated to each licence.
FME Server - Engine Credits	Software Edition	2019/2020/2021, etc.
	Licence Type	Production/Staging/Development
	Quantity	How many licences
	Number of Engine Hours	How many processing hours are needed against each licence.

If you wish to add additional users to an existing Floating Desktop holding or additional engines to an existing FME Server, please include the details of the existing asset.

1.5 Managing existing support requests

When your request has been allocated to a member of our support team, they are able to view it and respond appropriately. When they respond, you will receive an email notification similar to Figure 4.1 below. If you have turned-off email notifications, you will need to log-in to the Service Desk intermittently to view progress on your request.

In order to respond back to our team, you have two options. You can either:

1. Reply to the email and your request will be updated automatically with your comments.

2. Click "View Request", and this will link to the existing request open on Service Desk for you to update.
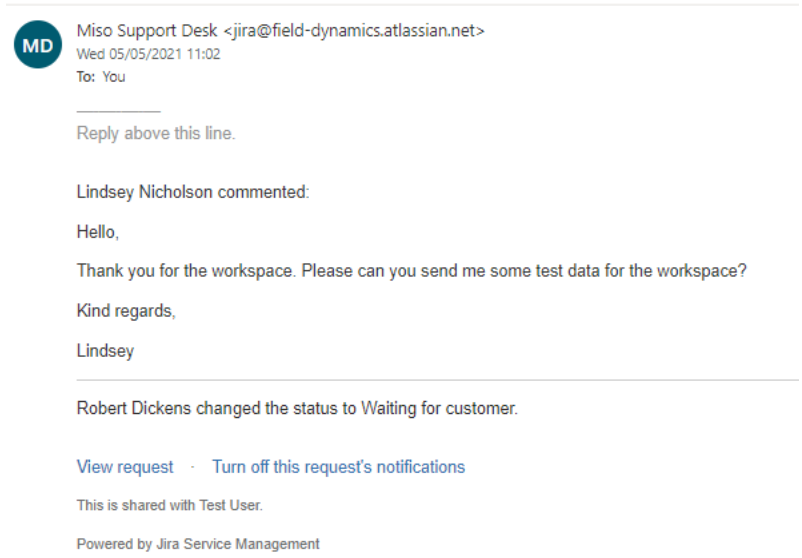
Figure 5.1 Email notification of request response.

1.6 How do I view and edit existing support requests online?

Once logged-into Service Desk, on the top banner you will see the word "Requests" followed by a number (this refers to the number of requests you currently have open). Clicking this reveals a drop-down menu (see Figure 6.1).

Select "My Requests" to view all of your open requests.

Click into a single request to view its request screen and update the request from there, as in Figure 3.3.

Figure 6.1 Requests drop-down menu.

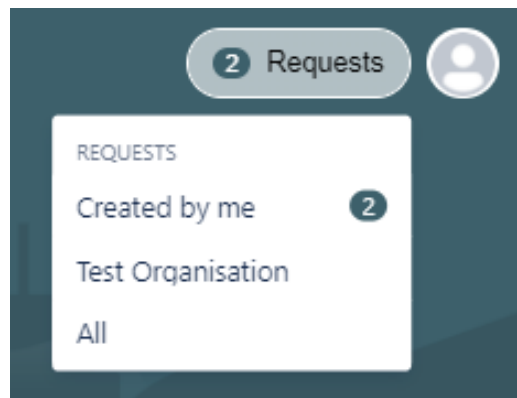## 1.7 How do I close resolved requests online?

If you are happy with the support that our team have given you and the issue is resolved, you can either:

1. Notify the support team of the good news by responding to the request that you deem resolved. The support team will then resolve the request from their side.

OR

2. Resolve the issue yourself by opening the request online. After logging-in, navigate to the request you deem as resolved, and select "Resolve this Issue" (see Figure 7.1). A window will then appear asking for you to supply a brief comment on why you believe that the request is now resolved (see Figure 7.2). This is completely optional.
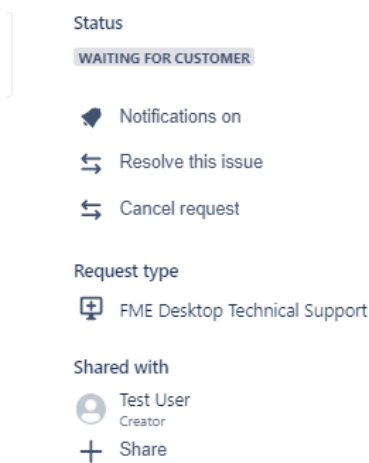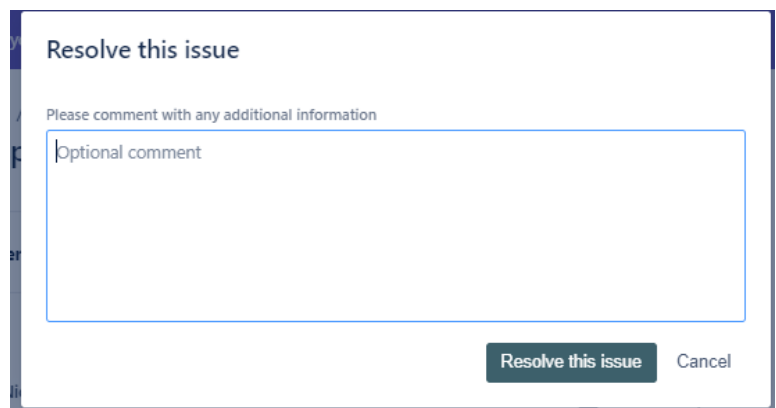

Figure 7.2: Customer resolution optional comment

Figure 7.1: Requests drop-down menu

1.8 What happens after a request is resolved?

Once a request has been marked as resolved, either by you or the Miso Support Team, it will disappear from your "My Requests" page. However, if you need to view the resolved request and comment on it at any time (e.g. to ask the support team to re-open the request). Begin by following the steps in section 1.6 of this User Guide. Then, toggle the drop-down menu on the left of the page to read "Any Status".

You will now be able to view tickets of all statuses (see Figure 8.1).
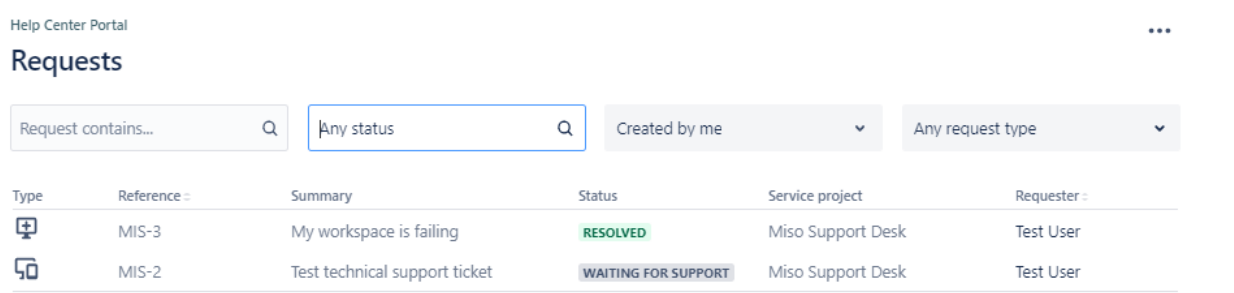

Figure 8.1: "My Requests" page displaying tickets of all statuses.
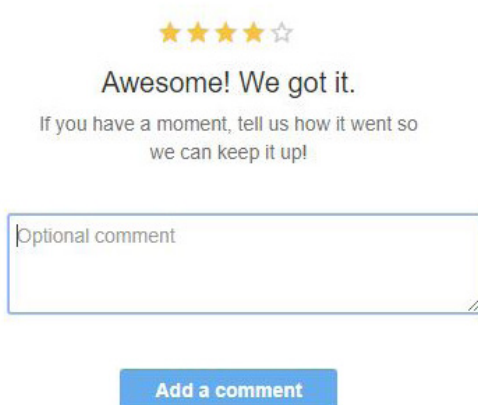
Shortly after a request is marked as resolved, the person who submitted the request will be notified via email. Included in this email notification is the chance to feedback to the support team on your thoughts. We take your feedback seriously, and all comments and ratings are viewable to our staff when studying our support performance reports.

Firstly, rate the service you've received out of 5 stars in the email notification (see Figure 8.2).

Figure 8.2: Support service rating

Figure 8.3: Optional feedback comment form.

You will then be directed to a web browser window to leave a comment. This stage is optional. (See Figure 8.3).

2. FAQs

2.1 Can I raise a support request via email?

Yes. Rather than following the steps in section 1 of this document, you can alternatively submit a ticket by sending an email to: misosupport@field-dynamics.atlassian.net. Use the subject line to provide a brief description of the issue and the body of your email to further describe the problem. Emails should not be sent to individual members of staff, as a response cannot be guaranteed.

2.2 What should I expect after raising a support request?

Once a request has been submitted successfully, you will receive an email notification which confirms this. The email notification will be automatically sent to the email address that was used when registering your account on the Service Desk. It is prudent to check with your Systems Administrator that these automatically generated emails can be accepted by your email package. Automated emails will be sent from the email address: misosupport@field-dynamics.atlassian.net.

2.3 What are support's opening hours?

Our opening hours are Monday to Friday 09:00 - 17:00, excluding English Bank Holidays.

2.4 When can I raise a support request?

Support requests can be logged on the Service Desk at any time. However, our support team will only be available to respond to them during our opening hours i.e. between Mondays and Fridays 09:00 - 17:00, excluding English bank holidays.

2.5 How do I escalate a request?

If a request you have raised on the Service Desk requires a more prompt response and you want a member of our support team to look into the request as a matter of urgency, you can escalate the request in the request screen (see Figure 3.3). An email notification will then get sent to the Service Desk Administrator here at Field Dynamics which will prompt them to get a member of the support team looking at your request straight away.

2.6 Can other users within my organisation view requests that I submit?

Yes. When submitting your request, choose to "Share with [my organisation]", and all user accounts set-up for your project will be able to view, comment on, and edit your request. If you wish to privately submit a request, please select this when raising your request.

You can share your request with other people at any time from within the request screen by clicking "Share" and entering an email address of the desired person (see Figure 8.1). They do not have to have a Service Desk user account for you to share your request with them.
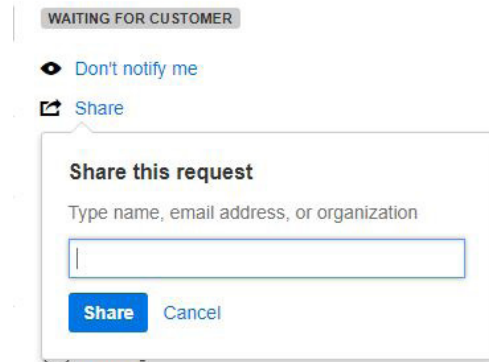

Figure 8.1: Sharing request from the request screen.

2.7 Can I transfer unused request allowance from an expired contract to a new contract?

No. If you are under a contract with a set date of expiry, any unused requests automatically expire upon that date.

2.8 What is not included in support?

Support will vary with each contract; however, support generally does not include the following:

• Hardware

• Diagnosis or support of third party products and software that are not sold by Miso, or for which a support package has not been purchased.

• Training and Consultancy. These are to be treated as separate services. If you require training or consultancy, please contact your account manager or our sales team (on 0121 232 8000) for more information.

• Remote Access. We do not provide remote access as part of our support service, but remote access is available by some software manufacturers when required.

• Problems caused by damaged software or use or modification of software, not as provided in the software documentation.

2.9 Does support include software upgrades?

No, customers are responsible for downloading upgraded software from the Internet. Support does include any help and advice the customer may require relating to the installation and implementation of new official releases.

2.10 What happens if I do not have a support contract?

If you do not have a support contract, you will need to purchase one in order to access the Miso Support Desk. To open a conversation on this topic, please contact your account manager, or call our sales team on 0121 232 8000.

2.11 Can I reopen a resolved request?

Yes, follow the steps in section 1.8 of this User Guide to view your resolved requests. Open the request you wish to reopen by selecting it before adding a comment/response asking us to reopen the request. We will then change the status of the request, allowing support to continue on the issue.

2.12 What happens if I can't log-in to the support desk?

If you can't log-in to the support desk and have attempted to reset your password using the link on the log-in page without success, please contact the support team on 0121 232 8000 with your issue. A member of the team will be happy to help you verify your credentials.

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