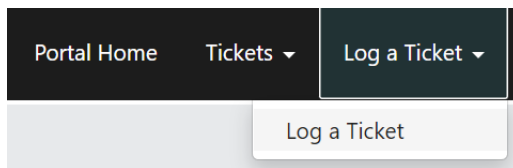


Nasstar Service Portal – How to guide

Service Portal: <https://nasstar.service-now.com/serviceportal>

Log a Ticket

Select 'Log a Ticket' from the top navigation menu or the icon on the 'Home' screen.



Complete the relevant 'Contact Information' and 'Details'

What would you like to request?

Depending on the services we provide to you, you may see 1 or both of the following options:

- Request – A service request
- Issue – A service affecting issue

Impact & Urgency

What is the impact of the request/issue, how urgent is it?

1. High
2. Medium
3. Low

Ticket Title

Please give your ticket a meaningful title. For example, 'All phone users unable to login'

Full Description

Please provide us with as much information as possible so we can assess your request effectively, include service details, access times/dates, site contacts, error messages etc.

Attachments

You can also add attachments to your tickets by selecting 'Add attachments'



When you have completed your ticket request simply 'Submit'



Please ensure that if you have a priority 1 (P1) incident, that you contact the Service Desk via telephone to ensure that the correct detail is captured and so we can progress your ticket straight away.

Change Requests

Select 'Catalogue' from the 'Home' screen



Catalogue

[Raise a Request](#)

Catalogue request

If you have a change catalogue you can select the relevant catalogue and choose the appropriate change request.

Home > All Catalogs > Telephony

Categories

- Other Generic Request
- Telephony**

Telephony		
Agent Desktop CMA (Fines... Agent Desktop CMA (Finesse)	Base Telephony Base Telephony	Calabrio Call Recording Calabrio Call Recording
View Details	View Details	View Details
Calabrio Desktop Analytics Calabrio Desktop Analytics	Calabrio Quality Managem... Calabrio Quality Management	Centralised SIP Trunking Centralised SIP Trunking
View Details	View Details	View Details

Select the desired catalogue request type, if Self Service is available for the selected request, you will be presented with an option to access the self-service tool to complete the change yourself, alternatively request that we complete the change for you by selecting 'Request Change'

[Request Change](#)

You will then be able to complete the request with the details of your requirement including adding attachments if required. Once complete, select 'Order Now'

[Order Now](#)

Off-catalogue requests

Select 'Catalogue' > 'Other Generic Request' and complete the request with the details of your requirement including adding attachments if required. Once complete, select 'Order Now'

Categories

- Other Generic Request**
- Telephony

Other Generic Request

- Generic Service Request**
Generic Request

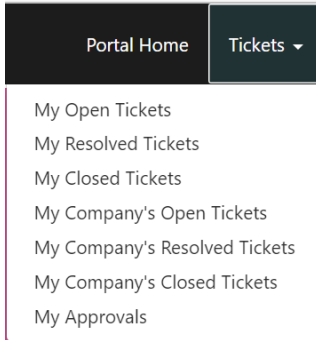
[View Details](#)

Please note that once your request has been reviewed by the Nasstar Change Control team, a change request will be raised in our systems and the original service request will be closed.

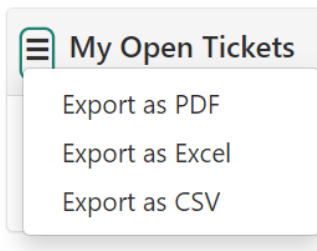
Managing Tickets

View Tickets

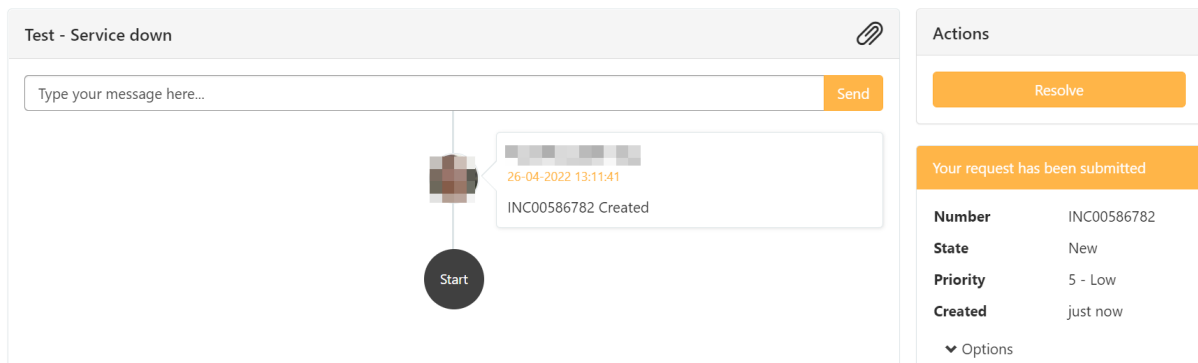
From 'Tickets' in the top navigation menu, you can select various ticket view filters.



Once you are in a specific ticket view, you can export the detail by selecting the hamburger menu icon and choosing the required format to export.

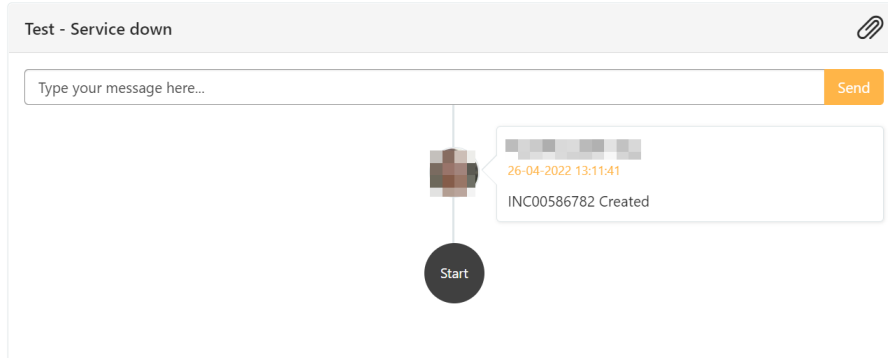


Once you have selected a ticket you can see the status, view and add updates, you can view and add attachments and even mark the ticket as resolved.



Adding an update

Enter your update and press 'Send'



The screenshot shows a chat window titled "Test - Service down" with a paperclip icon in the top right corner. Below the title bar is a text input field with the placeholder "Type your message here..." and an orange "Send" button to its right. In the chat area, a message bubble is shown with a blurred profile picture on the left, a timestamp "26-04-2022 13:11:41" in orange, and the text "INC00586782 Created". Below the message bubble is a dark circular button labeled "Start".

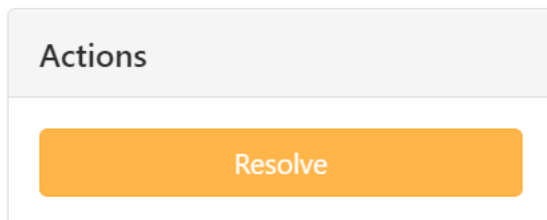
Adding an attachment

Select the paper clip icon to add attachments to your ticket.



Marking a ticket resolved

Under 'Actions' select 'Resolve'



The screenshot shows a grey header box labeled "Actions". Below the header is a large orange button with the text "Resolve" centered on it.