HP NGOSS Software

Incident & Problem Management Extension

VIP Customer Self Service User Guide

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Contents

Preface

This guide introduces how to use the VIP Customer Self Service in HP NGOSS Incident & Problem Management Extension.

Intended Audience

Prior knowledge of Service Manager and related knowledge is required.

Software Versions

The software versions referred to in this document are as follows:

IPM	Operation system
1.0	Server: Windows2003/2008 Client: Windows XP, Vista, Windows 7

Service Manager Version: 7.11/9.20

Support

Please visit our HP Software Web site at: http://www.hp.com/go/hpsoftwaresupport for contact information, and details about HP Software products, services and support.

- Troubleshooting information
- Patches and updates
- Problem reporting
- Training information
- Support program information

Chapter 1
Overview

1.1 Purpose

We need to ensure that the VIP customers are created within the SM so that they can access their accounts and manage the support. In this module, they can.

1) Search knowledgebase before logging call.
2) Submit a request.
3) View the VIP customer's ordered services.
4) View open requests.

For the administrator, he can customize the self-service interface as well.

1) Change the menu record.
2) Change the forms.

1.2 Access VIP Customer Self Service

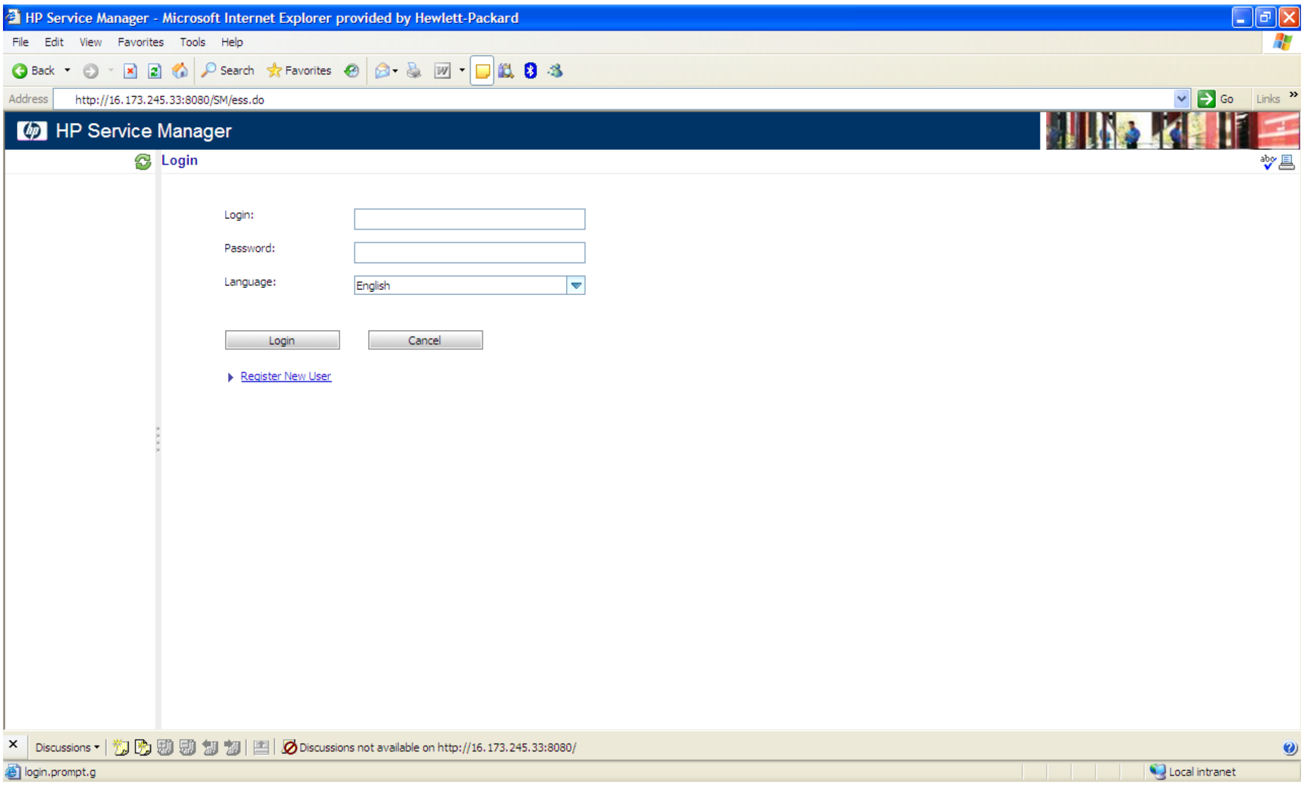
You can refer to the following address to access VIP customer Self-Service.

http://server_name:port_number/SM/ess.do

Chapter 2
VIP Customer Self Service

2.1 Log on as a VIP Customer self-service user

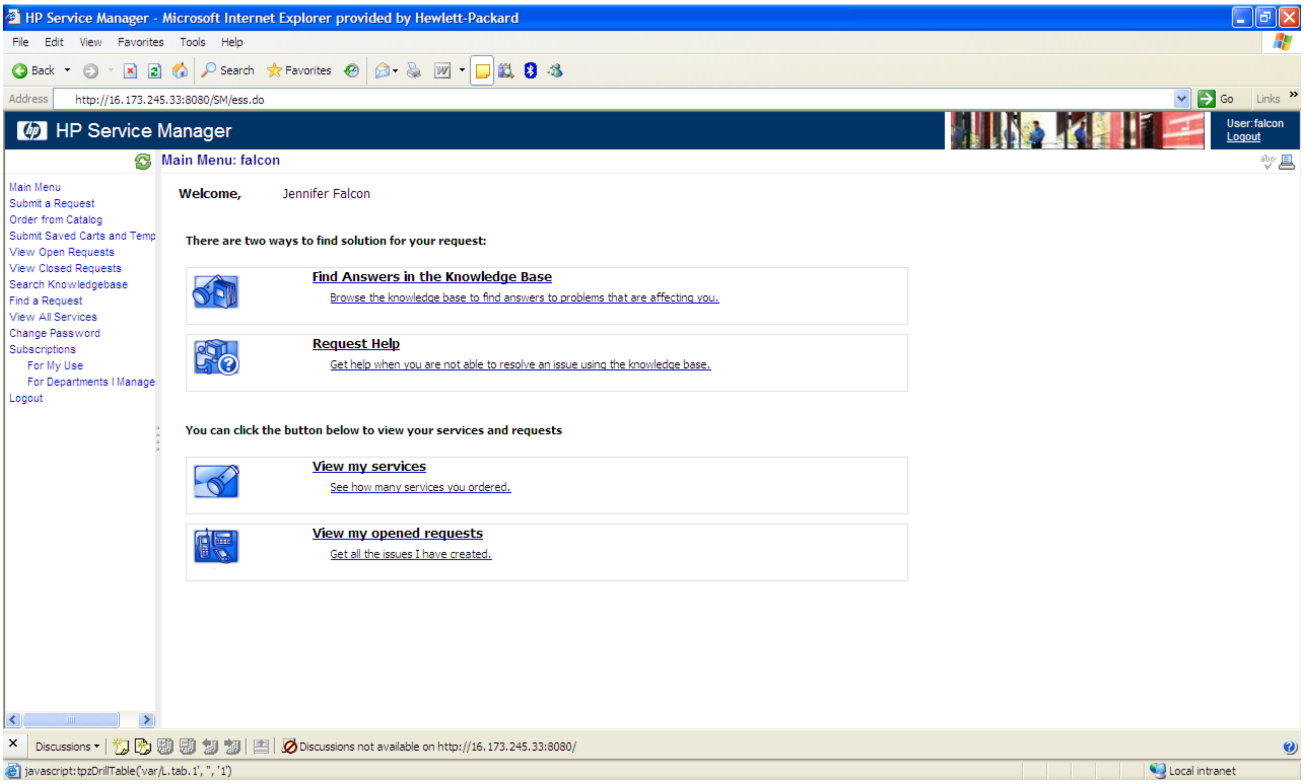
1. Type the self-service URL in your browser's address field.(please refer to section 1-2.)



2. Type your self-service user Name and Password.

3. Click Login.

4. You will see the main page as below.

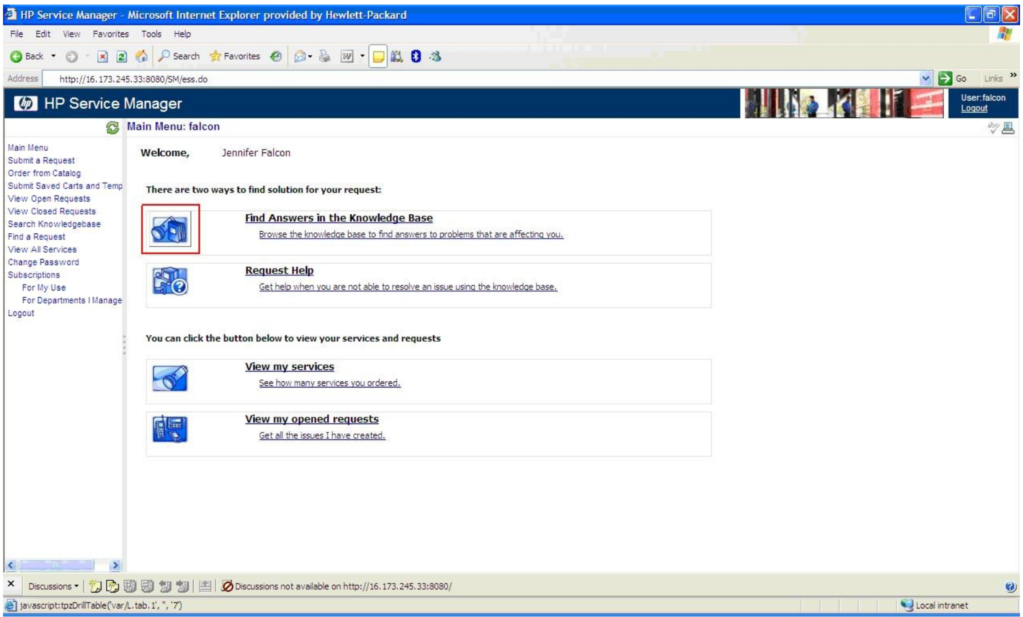


2.2 Search Knowledgebase

You can search knowledge bases to determine if your current issue matches any existing incidents or problems with known solutions or workarounds. Using an existing solution or workaround can accelerate helping you solve the issue you meet.

To search the knowledge base:

1. Click the button in the main page as below. Or you can click menu "Search Knowledgebase".



2. Type the key words or phrases you want to search for.

3. Click **Search**.

Service Manager returns a list of documents matching your search request. If there are no results, type a new search string for your search or use Advanced Search to specify additional search criteria.

Tip: You can use the key words in your search results as additional search parameters in an advanced search.

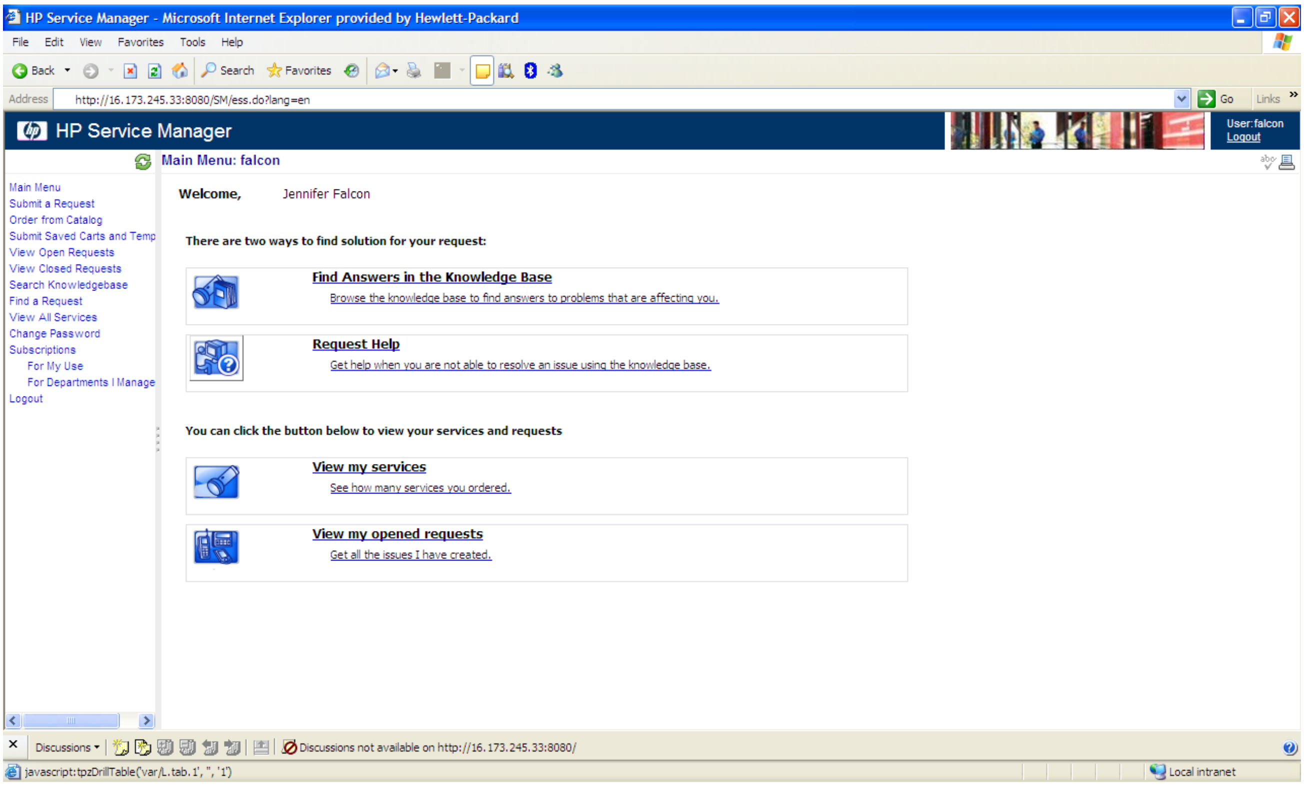
4. Click the document title or identifier to open it.

2.3 Submit a request

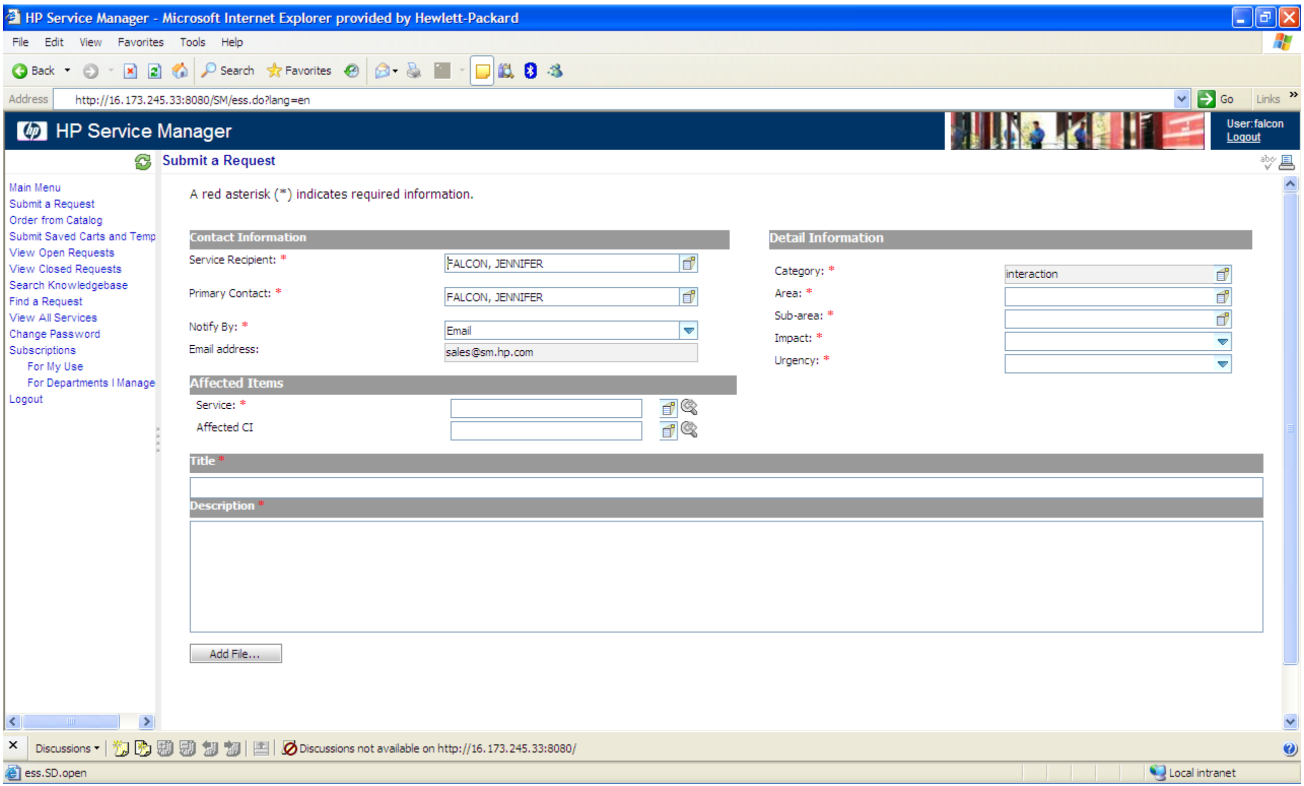
If you cannot find an existing solution to your incident or problem in the Knowledgebase, you can create a self-service request for a Service Desk Agent to resolve.

To create a self-service request:

1. Click **Submit a Request**.



2. In the Submit a Request window, verify the Service Recipient and Primary Contact fields.



3. Select your notification preferences in the Notify By field.
4. Select the Urgency of your issue.
5. Select the Area, Sub-area of your issue.
6. Type a Title and Description for your issue.
7. Click **Add File** to add any relevant attachments.

   Click **Browse** to locate your attachment.

   Select the file to add.

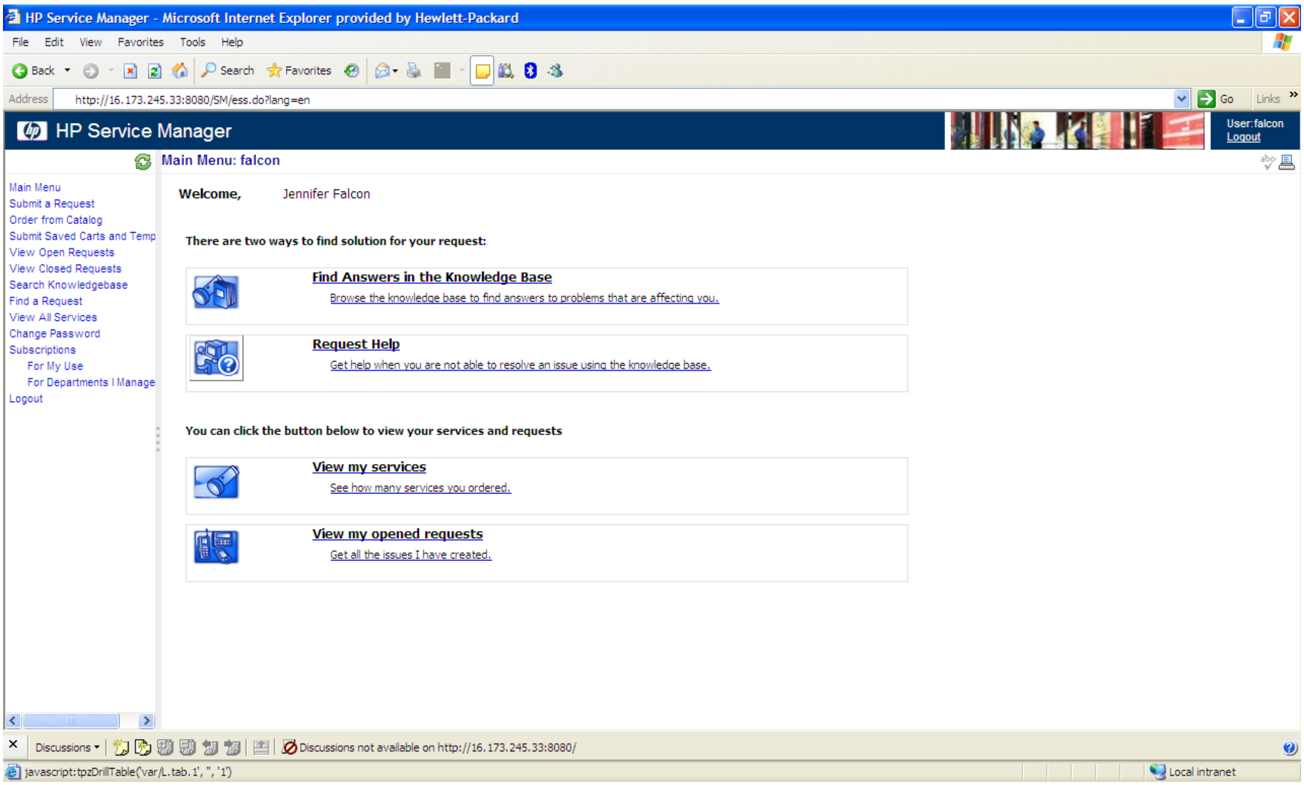
   Click **OK**.
8. Click **Submit**.

2.4 View my services

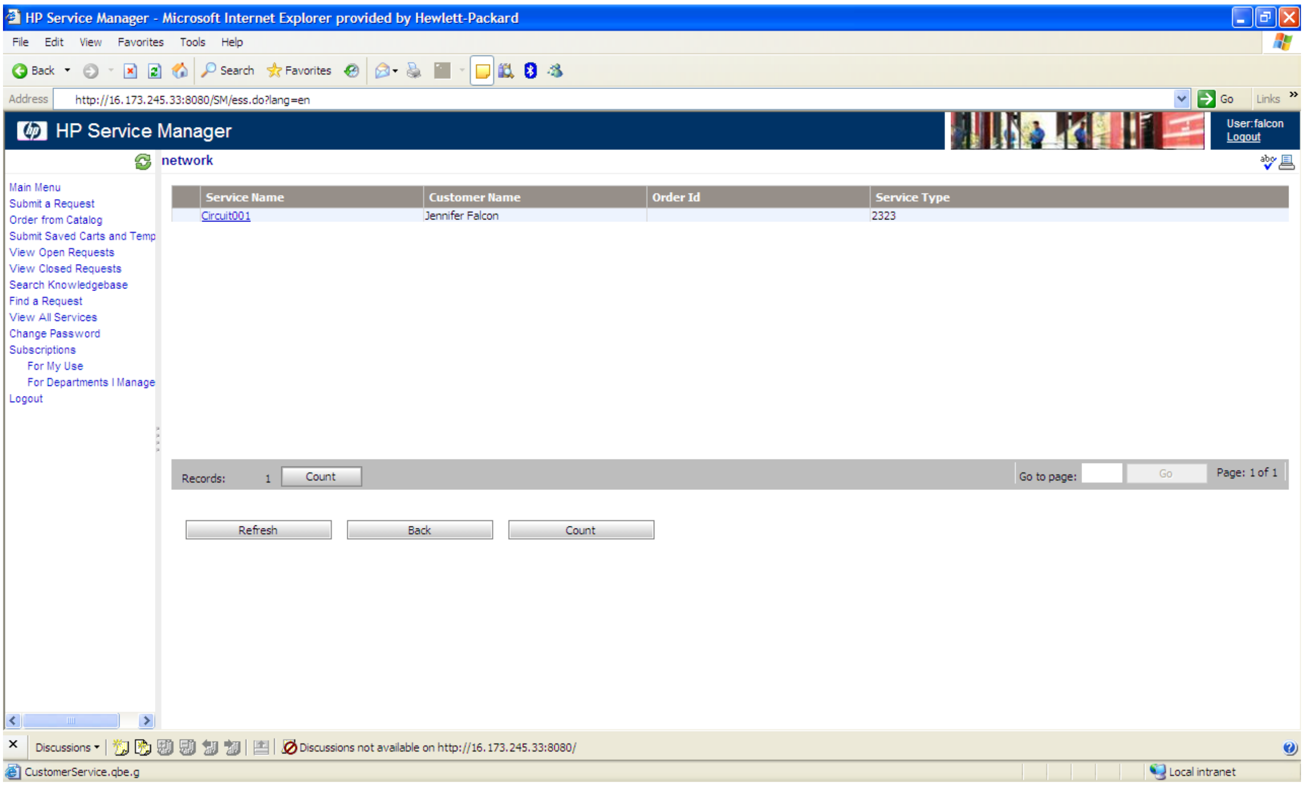
If you want to view how many services you ordered. You can find your relevant services in self service.

To view my services:

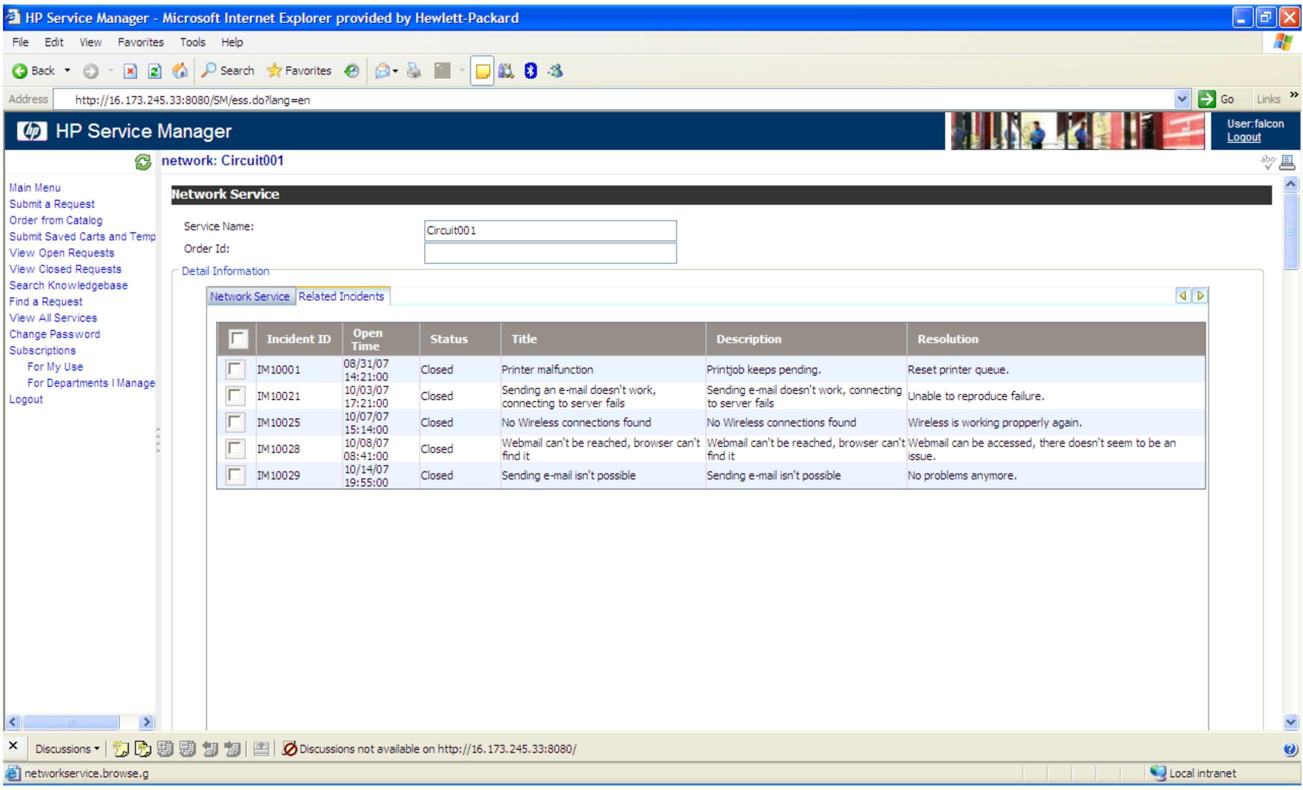
1. Click **View my services**.



2. You can see your services as below.



3. If you want to see the detail of service. You can click the service name. The system will return the relevant information of your selected service including the basic information and service related incidents.



2.5 View open requests

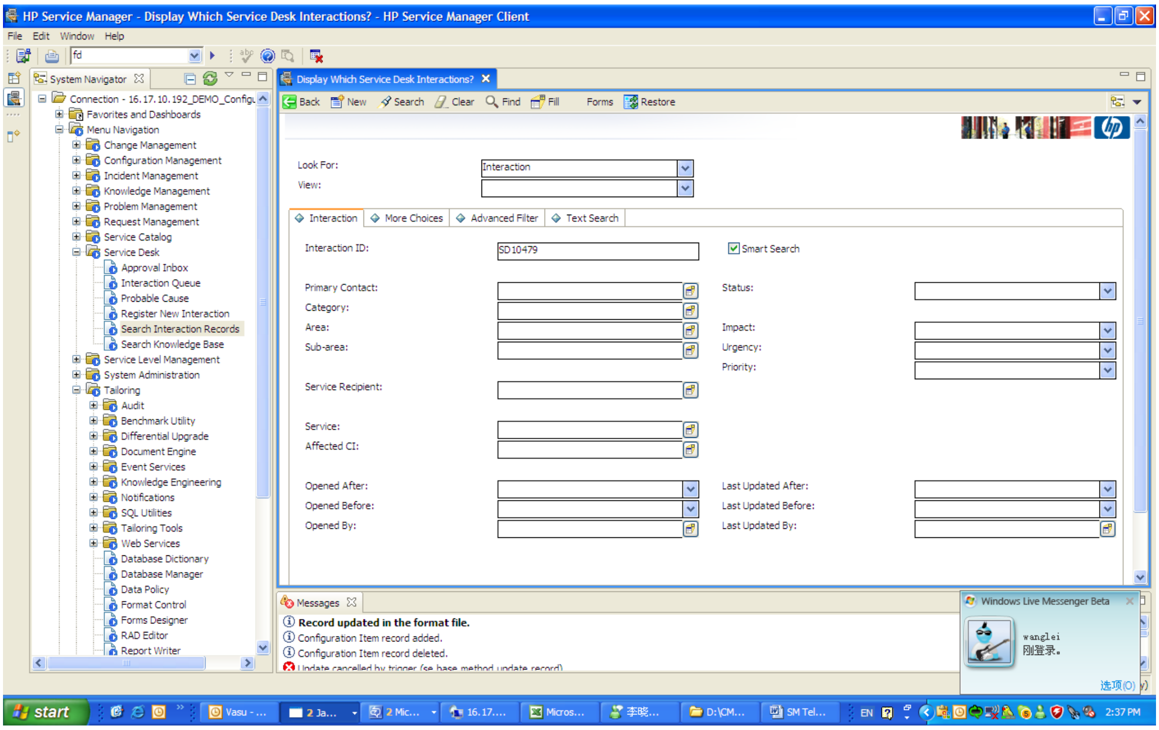
You can view your service requests to view the status of any outstanding interactions or to view a list of all your past requests.

To view a self-service request:

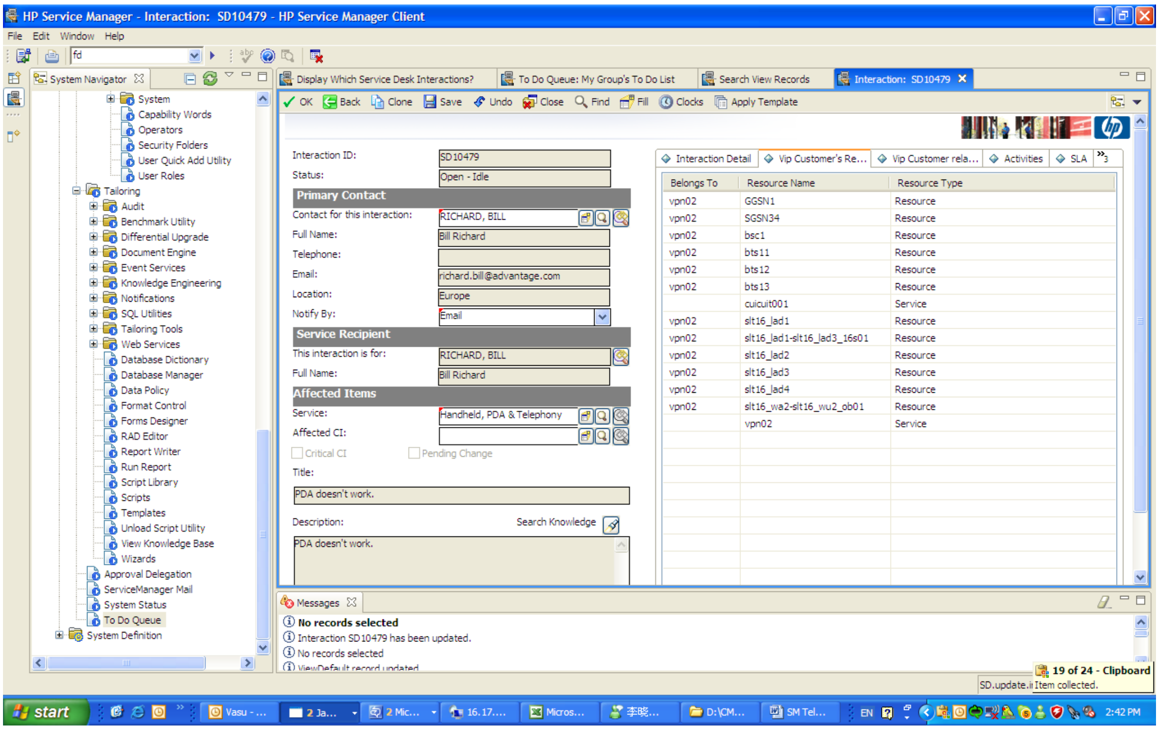
1. Click **View Open Requests**. Service Desk displays a table of open requests and the status of each.
2. Select the Service Desk interaction record you want to view.
3. Click **Back** to return to the list of service requests.

2.6 SD handle with VIP's request

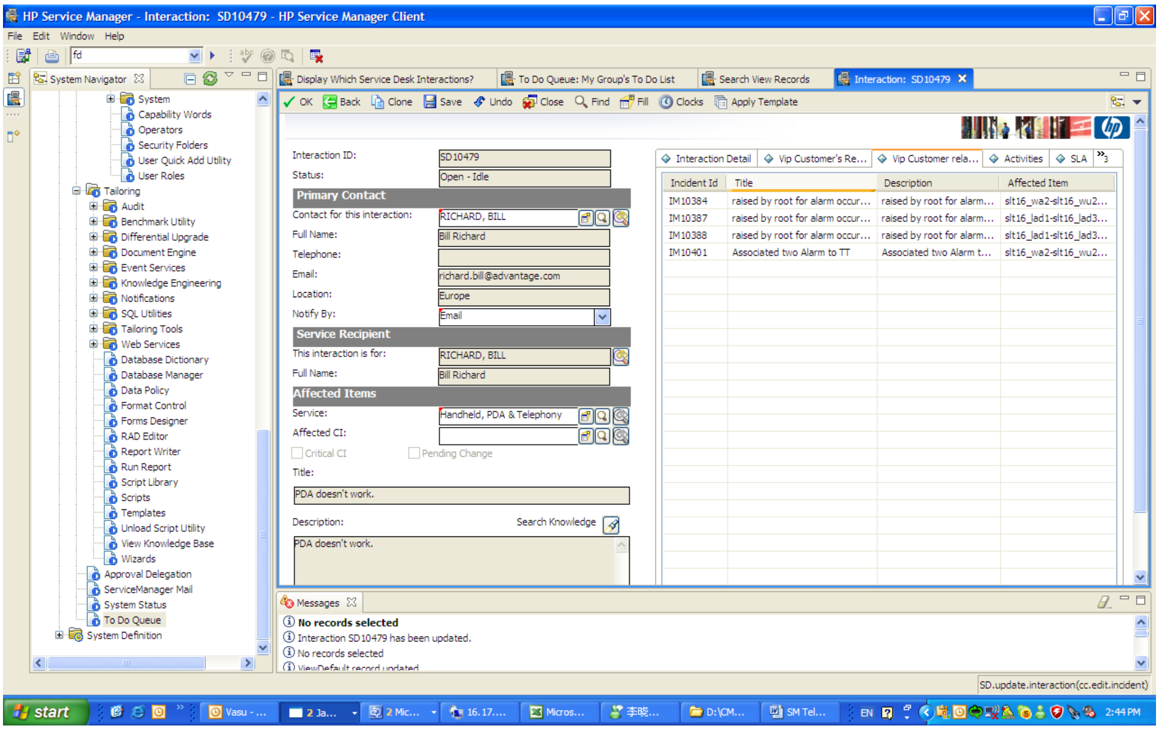
1. The operator of Service Desk can search the interaction VIP created.



2. Fill the interaction ID then click “Search” button.



3. The operator can see the relevant VIP customer’s resources. Select VIP customer related incidents tab. You will see the VIP customer related incidents related to these resources as below.



Chapter 3
Customize the self-service interface

3.1 Change the menu record

The self-service menu record contains option numbers, descriptions, and the RAD application called by the option. If you change the contents of the menu record, especially the options, change the corresponding forms to match.

To change the menu record:

1. Click **Tailoring** >**Database Manager**.
2. In the **Form** field, type menu.
3. Click **Search**.
4. Double-click the **menu** form.
5. In the **Menu Name** field, type ESSSM.
6. Click **Search** to display the self-service menu record.
7. If you make changes, click **Save**.

3.2 Change the forms

The self-service menu record contains option numbers that correspond to the Button ID on the form. If you changed the options in the menu record, the Button ID on the form must match the associated option number in the menu record.

To change the forms:

1. Click **Tailoring** >**Forms Designer**.
2. In the **Form** field, type menu.gui.ess.SD.
3. Click **Search**.
4. Click **Design**.
5. If you make changes, click **OK**.