

epik networks

*Client Self-Service Portal Navigation*



Technology



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## Client Self-Service Portal Navigation

Epik Networks is proud to launch a new ticketing system which will help us achieve better response time while keeping yourself, the Client, better informed. This new system supports auto-escalation, prioritization, and other interesting features which allow us to serve you better.

### Logging Into Client Self-Service Portal

To log into the Client Self-Service Portal, please visit <http://support.epikip.net>. Each organization/company has one login. This will be provided to you by your Center Manager. If you are the administrator for you company, and don't have your login and/or password, please email [care@epiknetworks.com](mailto:care@epiknetworks.com).

A screenshot of the login form for the Client Self-Service Portal. The form has a grey header with the text "Client Self-Service Portal Log In". Below the header, there are two input fields: "Username:" with a text box containing "epikuser" and "Password:" with a text box containing eight dots. Below the password field is a checkbox labeled "Remember me next time." and a "Log In" button.

Figure 1

### Updating Contact Information

Once you are logged in, you will see the following:

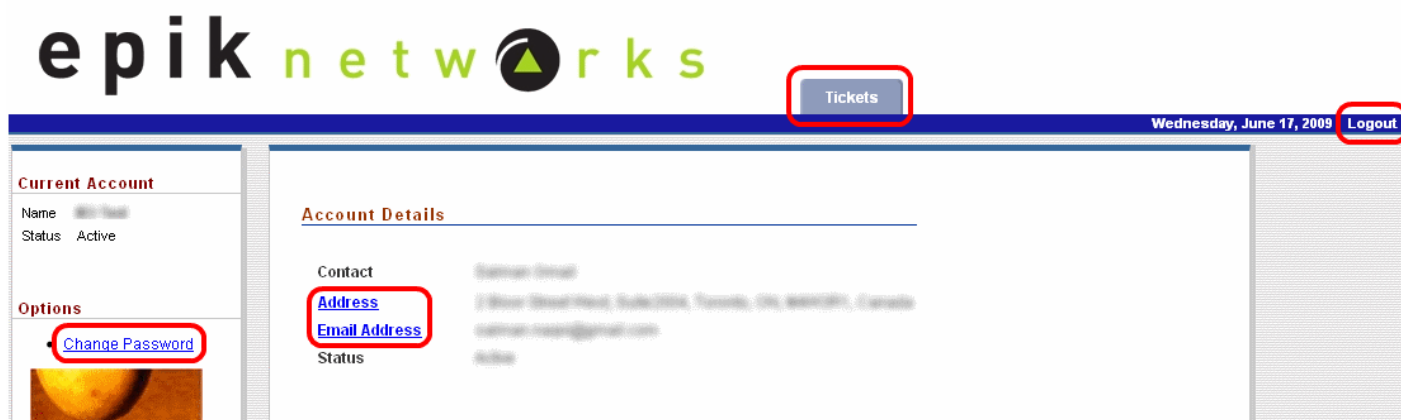


Figure 2

Here you can change the password used to log into the **Client Self-Service Portal**, change the email address where the ticket updates are sent, and change the address where the invoices are mailed. Whenever a ticket is updated by Epik Networks, the email address that appears above is the one that is notified.

You can click on **Logout** to exit the **Client Self-Service Portal**

### Viewing Existing Tickets

You can click on **Tickets** to view all open tickets.

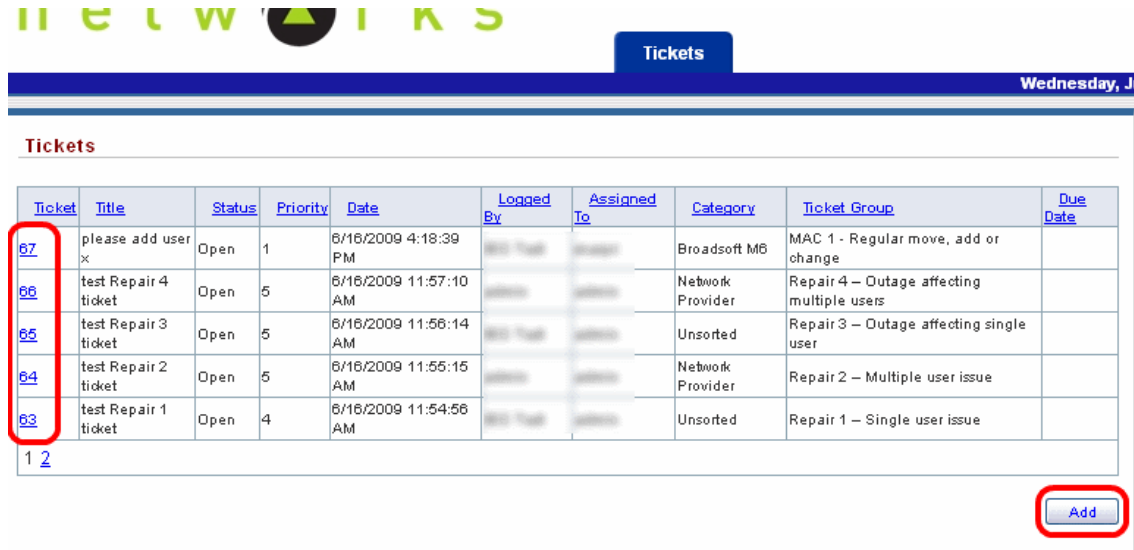


Figure 3

As illustrated in Figure 3, you can click on the ticket number to view an existing **Open** ticket, or you can click **Add** to add a **New** ticket.

The **Title** is chosen when the ticket is being created (see **Creating a Ticket**). Please use a short but descriptive title. The **Priority** of a ticket is determined by the severity/age of the ticket. You will notice that as a ticket ages, the **Priority** will increase automatically. The pace of this increase of **Priority** is outlined in the **Escalation Chart**.

In the **Status** column, you can expect to see the following statuses:

Status	Description
New	A ticket that has been opened, but no action is taken upon it. This would apply only to newly created tickets
Open	A ticket which is currently being acted upon.
Expected Delay	A ticket which will take time to complete. This would apply to port orders, cabling, installation, etc.
Closed	A ticket on which all required actions are completed.

Table 1

**Logged By** indicates the party that created the ticket, and **Assigned To** indicates the name of the technician working on the ticket.

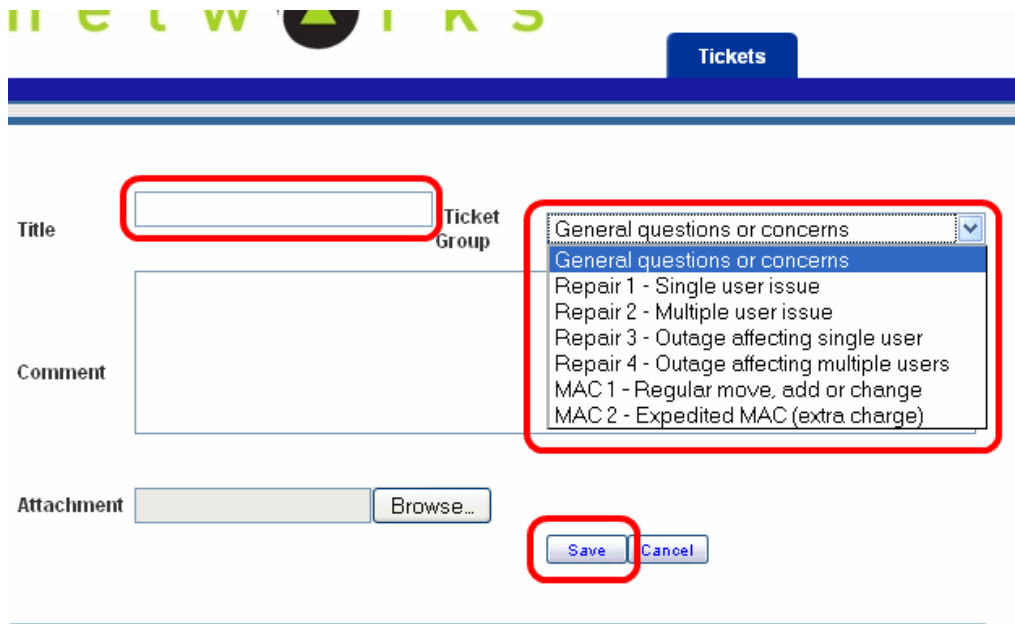
Ticket **Category** is a broad categorization that Epik uses to determine the technician that will work on the ticket. The **Category** field has no bearing on the Priority of the ticket. Don't be alarmed if you see a ticket that has **Unsorted** as its **Category** for a period of time.

**Ticket Group** however does affect the priority of the ticket. In conjunction with the **Priority** value, it determines for staff at Epik Networks which ticket needs to be completed next. Please review the **Escalation Chart** for more details.

This ticketing system auto-Escalates based on the age of the ticket and the **Ticket Group**, which mimics the **Escalation Chart** provided to you by your Centre Manager.

## Creating a Ticket

After clicking **Add** (Figure 3), the **Ticket Group** (Figure 4) is chosen at the time of ticket creation. If the issue changes, and becomes more or less severe, the **Ticket Group** can easily be modified by choosing the appropriate value in the drop down menu.



The screenshot shows the 'Tickets' section of the Epik Networks portal. The form contains the following elements:

- Title:** A text input field with a red box around it.
- Ticket Group:** A dropdown menu with a red box around it, showing a list of options: 'General questions or concerns', 'Repair 1 - Single user issue', 'Repair 2 - Multiple user issue', 'Repair 3 - Outage affecting single user', 'Repair 4 - Outage affecting multiple users', 'MAC 1 - Regular move, add or change', and 'MAC 2 - Expedited MAC (extra charge)'. The first option is currently selected.
- Comment:** A large text area for entering details.
- Attachment:** A file upload field with a 'Browse...' button.
- Buttons:** 'Save' and 'Cancel' buttons at the bottom, with a red box around the 'Save' button.

Figure 4

Choose an appropriate **Title**, the **Ticket Group** (described in the drop-down menu), input the details of the ticket in the **Comment** section, and click **Save** to create the ticket.

As soon as you click **Save**, a number of different rules are applied on the back-end to the ticket depending on the **Ticket Group** chosen, and as the ticket ages (and is not acted upon), the ticket automatically escalates as per our **Escalation Chart**.

### Modifying an Existing Ticket

Once action is taken upon the ticket, you will be notified via email, and you can choose to add further comments to the ticket, and/or modify the **Ticket Group**. One can view the **Ticket History** by clicking on the ticket number (Figure 3). This will take you to a ticket modification page (Figure 4). When making additional comments, simply fill in the **Comment** feild, (change the **Ticket Group** if applicable), and click **Save**. You will be able to view the comments you add in addition the comments added by Epik Networks' staff.

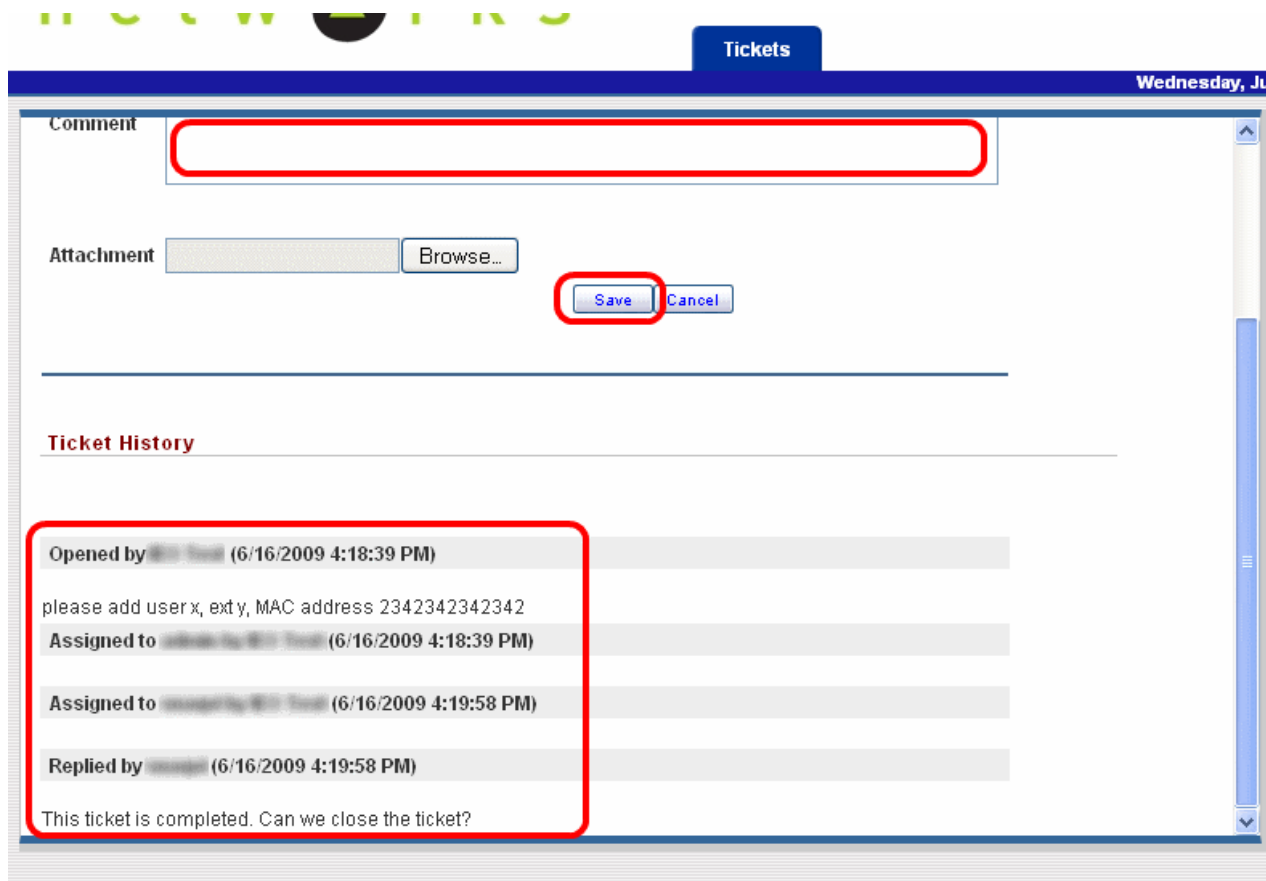


Figure 5

### Viewing Closed Tickets

Once a ticket is completed, we will apply the **Closed** status to it. After that, it will no longer appear under the **Tickets** tab, however, you can still view **Closed** tickets by clicking on **View Closed Ticket** (Figure 6).

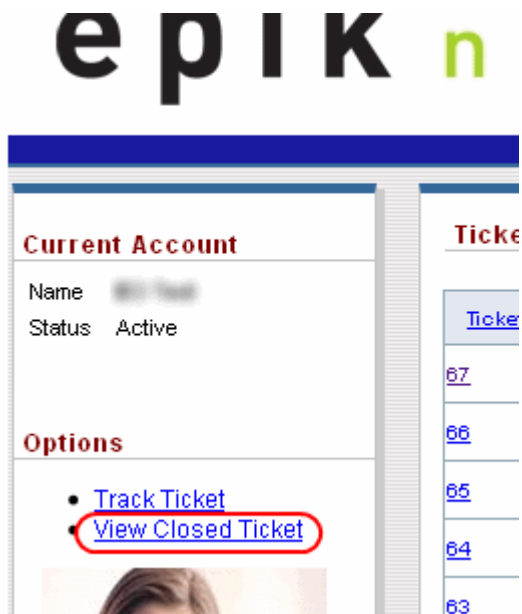


Figure 6

If a ticket is closed by us in error, and/or the issue has re-emerged, you can re-open the **Closed** ticket by simply adding a comment to it (as seen above). When a comment is added to a **Closed** ticket, you will notice that it will no longer appear in the **View Closed Ticket** section, and instead, appear as **Open**, with **Priority 5** (highest priority), under the **Tickets** tab. Hence, re-opened tickets are given highest priority.

We hope that this ticketing system is easy to use, keeps you well informed, and helps us serve you better.