



Jazz Semiconductor Customer Helpticket Manual

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01	Initial Issue of Document	03/24/04
02	Added document and revision number to the heading of each page Updated all snapshots. Added instructions for adding contacts to Customer CC list Added snapshots to the "Add Attachment" and "HelpTicket Priority" sections	09/08/04
03	Fixed links, updated attachments	06/24/08



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Introduction

HelpTicket provides a common interface to enter requests, problems or questions for Jazz customer support. Tickets are routed internally to the appropriate support personnel. Customers will receive email updates when changes occur in their specific help ticket request.

The HelpTicket application resides on the EBIZZ web server. It may be accessed at the URL:
<https://online.jazzsemi.com/>.



HelpTicket

Authentication

The HelpTicket application requires user authentication. When accessing the EBIZZ server initially, a login dialog will appear (pictured below).

Jazz Semiconductor eBusiness

Username

Password

☐ enable auto login

Login

[Forgot Password?](#)

If you are unsure of what your username is, click on the [Forgot Password](#) option on the login page. From this screen, you may reset your password. If you are unsure of your userid, you may request it by email from this same page.



How to Enter a New Ticket

To enter a new ticket, choose the *Create New Ticket* option from the left-hand menu. The create screen is pictured below:

Jazz Semiconductor: Help Ticket

Request Title

Organization

Category

Sub Category

Priority

☐ High ☒ Medium ☐ Low

Detail Description

Enter Request

Attach File

Browse...

File Description



Field Descriptions

The following section describes the available helpticket fields. Please note that all of these fields must be completed in order to enter a help request.

Request Title

The request title will be used in summary reports and searching operations in the HelpDesk system.

Organization, Category & Subcategory

This field will assist in routing the tickets to the appropriate support function in Jazz. There are currently five organizations defined: eBizz, Engineering, Quality, Sales, and Supply Chain.

Organization	
Category	EBIZZ ENGINEERING QUALITY SALES SUPPLY CHAIN
Sub Category	
Process	
Priority	

After selecting the appropriate top-level organization, the Category menu will be populated with applicable options.

Organization	ENGINEERING
Category	AMS DESIGN KIT ASIC DESIGN KIT DESIGN & LAYOUT SERVICES DEVICE GENERAL MASK CAD MODELING PHYSICAL VERIFICATION PROCESS RELIABILITY / PCM
Sub Category	
Process	
Priority	
Detail Description	



In a similar fashion, the Sub Category menu will dynamically provide further options.

Organization	ENGINEERING
Category	DEVICE
Sub Category	CAPACITOR
Process	CAPACITOR
Priority	DIODE
Detail Description	INDUCTOR
	INTERCONNECT
	MOSFET
	NPN
	PNP
	RESISTOR
	VARACTOR
	OTHER

Priority

The priority of a ticket can be set to high, medium or low. This provides the customers with a method of prioritizing multiple tickets they have entered into the system.

Request Title	
Company*	
Organization	ENGINEERING
Category	DEVICE
Sub Category	DIODE
Process	N/A
Priority	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low



Detail Description

Any additional specific information may be entered into the detail description field. The detail description is searchable within the HelpDesk system.

Priority ☐ High ☒ Medium ☐ Low

Detail Description

ECD (mm/dd/yyyy)*

Override Ticket Routing* ☒

Attach File

A file may be attached with the ticket. If additional files are required, they may be attached after the ticket has been created.

Attach File

File Description

**Only Internal Jazz Users can see these fields*

Enter Request

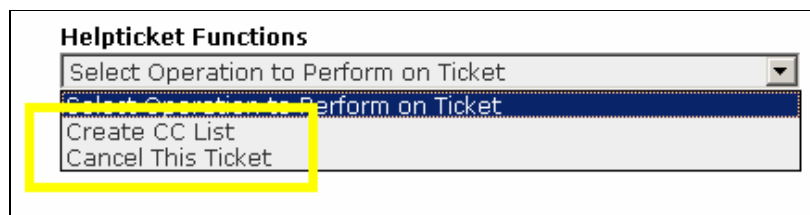
Once the appropriate fields are completed, click on the "Enter Request" button to submit the help ticket.



Creating a CC List

The Jazz Helpticket system allows ticket initiators to create a customized email notification CC list. This list may include any user from your company that holds a valid eBizz account. Members of this cc list will be copied on all email communications related to the ticket, including comments, acknowledgements, or hold notifications.

A CC list may be added only after the ticket has been created. To create this list navigate to the ticket page and select the "Create CC List" option from the Helpticket Functions drop down menu as shown below.



This action will load the Create CC list page.

To add users to the CC List:

- Click on the "Email Address" drop down menu and select a user you wish to add
- Click on the "Add" button.
- Add additional users following the steps above
- When you are finished, click on the "Save Changes" button

To remove users from the CC list:

- Click on the user you wish to remove from the CC list member grey box
- Click on the "Remove User" Button
- Remove additional users following the steps above
- When you are finished, click on the "Save Changes" button



Create CC List

Email Address

Distribution List

jane.anderson@abc.com

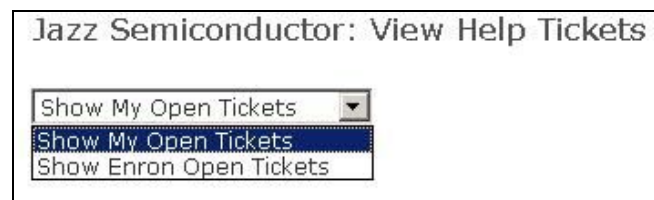


View Open Tickets

The *View Open Tickets* option will display a report of all open tickets which have been submitted under your account.

#	Description	Initiator	Pri	Status	Org	Category	Sub Ctg	Created	ECD
1050	Push Out 16 Lots to 4/5/0...		H	INWORK	S/C	LOGISTICS	SHIPPING	03/19/04	03/25/04
964	Johnny NEEDS A PASSWORD		M	ASSIGNED	EBIZZ	NEW ACCOUNT	N/A	03/10/04	TBD
998	establish ebizz account f...		M	COMPLETED	EBIZZ	NEW ACCOUNT	CREATE	03/12/04	03/13/04
1044	FSRF SuperIC-123456		M	ASSIGNED	ENG	GENERAL	N/A	03/10/04	TBD
785	I would like the lot# for...		H	INWORK	EBIZZ	HELPTICKET	N/A	02/18/04	02/20/04
753	Present updated AMS desig...		H	INWORK	ENG	AMS DESIGN K...	OTHER	02/12/04	03/22/04
720	When will the standard cell...		M	INWORK	ENG	ASIC DESIGN ...	LIBRARY - GE..	02/05/04	03/02/04
709	Application notes request		M	INWORK	ENG	DEVICE	OTHER	02/04/04	06/22/04
599	Set up meeting to discuss...		M	ASSIGNED	ENG	GENERAL	N/A	01/22/04	TBD
535	Help Ticket Statistics		M	INWORK	EBIZZ	HELPTICKET	N/A	01/06/04	03/29/04
346	Reliability Reports		M	INWORK	EBIZZ	FILE EXCHANG...	N/A	11/17/03	03/02/04

In addition to displaying tickets opened under your account, you may view tickets initiated by the users of your company by selecting the *Show Company Open Tickets* through the drop down menu, located in the top right of the page. This option is also available in the *View Closed Tickets* page. The snapshot below shows this drop down menu for the example company "Enron".





To view detailed information for a particular ticket, click on the description link. A detailed view will be presented.

Jazz Semiconductor: View Help Tickets

Ticket Details

Title	Test demo ticket
Ticket Number	94
Status	ASSIGNED
Priority	Medium
Organization	ENGINEERING
Category	DEVICE
Subcategory	RESISTOR
Create Time	06/23/2003 12:29
ECD	06/30/2003
Customer ID	Keith Sato
Company	
Assigned	Wei Shi

HelpTicket Functions

Select Operation to Perform on Ticket

Ticket History

Time	State	Performed
06/23/2003 12:29	CREATED	sato
06/23/2003 12:29	ASSIGNED	helpdesk

Detailed Description: this is a test description.

View Closed Tickets

The *View Closed Tickets* option will display a report of all closed tickets which have been submitted under your account and if selected, by any member of your company.



Ticket Search

The ticket search function is provided for helpdesk users to find tickets based on number, classification or text keyword. The search form is displayed below.

Jazz Semiconductor: Helpticket: Search Tickets

Ticket Number

Enter Keywords (distinguish multiple words with a space)


Retrieve tickets with ☒ any ☐ all of the keywords

Note: Search may be performed by entering ticket number, or supplying keywords. The title, detailed description and comments are searched in a keyword query. An entered ticket number takes precedence over all keywords.

For searches by number, all other fields will be ignored.

Pictured below is a sample output of a search for the keywords eBizz and account.

Jazz Semiconductor: Helpdesk: Search Tickets



Search Results: */*/*, Keywords: ebizz account

Ticket Number	Title	Detail Description
242	File Exchange Access	Please add File Exchange access to the accounts of these eBiz users from Super Integrated Circuits: Johnny Thomas (johnnt@superic.com), Freddy Croager (freddyc@superic.com)
359	add "log back into ebizz" link to goodbye.jsp	add "log back into ebizz" link to goodbye.jsp.
629	Request e-bizz account	Is there a maximum number of ebizz accounts that can be requested by a company? If not please, create one for Logan Peterson
478	compatible browser disclaimer	Please add a website minimum requirements disclaimer to the site. The eBizz site does not support Netscape 4.x.
513	Need access to Foundry Service Request Forms	Please provide access to the FSRF form



Appendix

Help Ticket Flow Diagram

