



MIND SPARK TECHNOLOGIES SUPPORT USER MANUAL

Version 1.0



Version History

| VERSION HISTORY | | | | |
|-----------------|-------------|---------------|-----------------------|-------------------------|
| VERSION | APPROVED BY | REVISION DATE | DESCRIPTION OF CHANGE | AUTHOR |
| 1.0 | | Jun 01, 2020 | Initial Version | Mind Spark Technologies |
| | | | | |



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1. Introduction

Welcome to Mind Spark Technologies Support. Mind Spark Technologies Support is self-serving customer support system launched by Mind Spark Technologies. Customers can create help desk tickets and get update on their tickets or requests easily.

2. Getting Started

I. Account has already been setup

If your account has already been setup and username has been provided to you, use below link to set your password.

<https://ticket.mindsparktechnologies.com/v1/public/en/forgot-password>



Forgot Password

Enter your email address and we will send you an email with instructions to update your login credentials.

Email

SEND MAIL



II. Account Not Setup

There are two options to create ticket when your account not setup

a. Create Ticket via email

Ticket request can be sent to support email box ticket@mindsparktechnologies.com. Please ensure that you have put in appropriate subject (especially for forwarded emails) and content has clear explanation of the request or issue details. Attach any relevant documents to the email (requirements document, screen shots etc.).

If this is your first request, MST Support system automatically detects as new user and creates an account automatically. You will get a welcome email with link to reset your password. Reset your password and you are ready to start using MST Support (<https://ticket.mindsparktechnologies.com/>)



Thank You for joining!!

Hello

Your account has been successfully created.

Click on the link to set your password

<https://ticket.mindsparktechnologies.com/v1/public/en/update-credentials/>

Mind Spark Technologies Support services.

Thanks & Regards



b. Create ticket in MST Support portal

When you create a ticket for the first time in MST Support portal (<https://ticket.mindsparktechnologies.com/>) system automatically creates an account and sends email to reset your password (email content same as above).

III. Creating Ticket – Support System Vs Email Ticket

Once your account has been created, it is recommended that you login to MST Support system to create your request / ticket. This will give more customized options for you to pick (for e.g. associated projects) and reduce the time needed to reply or complete the request.

If ticket details sent in email only the basic request would be captured and you will not be able to provide all relevant details in the email.



3. Ticket Field Names and Descriptions

Below table gives details of field names requested in ticket creation and their description.

| Field Name | Description |
|----------------------------|---|
| Full Name | Enter your first name and last name (Format " Firstname Lastname") – special characters not allowed. |
| Email | Enter your email address (valid business email address) |
| Ticket Type | Select Type of Ticket (bug, change request etc.). See below Ticket Type table for details. |
| Priority | Select Priority (high, medium, low etc.) |
| Expected Delivery Date | Provide the date you expect to have the request / issue closed or product / change delivered. |
| Assigned Project / Product | Gives list of projects / products to choose from. Click to select. |
| Project / Product | Select one or more project(s) / product(s) from Assigned Projects/Products list (pick "Project: Other" or "Product : Other" if project/product not in list). Use "x" in the beginning of product/project to remove. |
| Assigned Team | Gives list of team(s) to assign to the ticket. Click to select. |
| Team | Select one or more team(s) to assign for the ticket. |
| Title Notes | Gives context sensitive notes for entering Title. |
| Title | Enter short description for the ticket, provide application/website name (if applicable) |
| Description Notes | Gives context sensitive notes for entering Detailed Description. |
| Detailed Description | Provide detailed description for the ticket include relevant documents as attachments (screenshots, examples etc.) |



Ticket Type: Use the table below to pick correct Ticket Type

| Ticket Type | Description |
|-------------------|---|
| Bug | Select Bug type to report issue with existing application / website. |
| Change Request | Select Change Request type to request change to existing application / website. |
| Content Update | Select Content Update type to update website / mobile application content. |
| General | Select General type if it does not fit any other ticket types. |
| New Feature | Select New Feature type for adding new functionality to existing application/website. |
| Support | Select Support type for ongoing support / maintenance (user enquiries/questions, routine task requests etc.). |
| Request for Quote | Select Request For Quotation type for new quote request. |

Priority: Use the table below description to assign correct Priority

| Priority | Description |
|----------|--|
| Urgent | Select Urgent priority for business critical production problems (e.g. application down). |
| High | Select High priority for intermittent production problems. |
| *Medium | Select Medium priority for normal business requests / questions / estimate requests . |
| Low | Select Low priority for cosmetic changes or improvement suggestions. |

*Medium is default priority

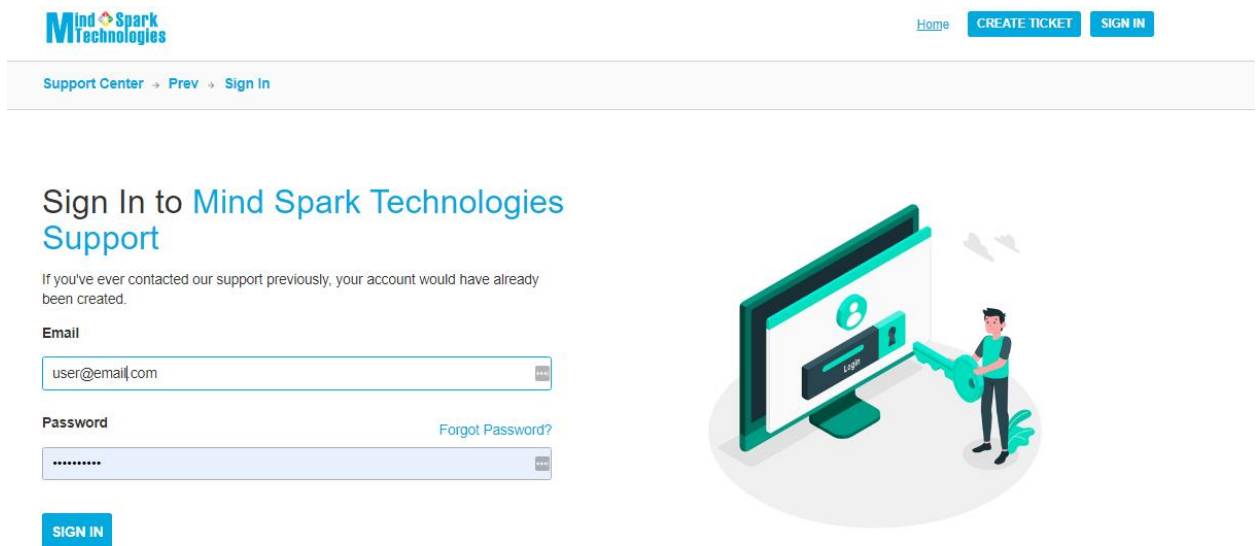
Attachments: Add any relevant documents/screenshots as attachment using “Add Attachment” button.



4. Creating Ticket – Existing User

I. Step 1: Login to MST Support System

Login to MST Support system using your email and password:



The screenshot shows the login page for the Mind Spark Technologies Support Center. At the top left is the Mind Spark Technologies logo. At the top right are links for Home, CREATE TICKET, and SIGN IN. Below the navigation bar is a breadcrumb trail: Support Center → Prev → Sign In. The main heading is "Sign In to Mind Spark Technologies Support". Below this is a note: "If you've ever contacted our support previously, your account would have already been created." The form contains two input fields: "Email" with the value "user@email.com" and "Password" with masked characters. A "Forgot Password?" link is next to the password field. A "SIGN IN" button is at the bottom left. To the right of the form is an illustration of a person holding a large key next to a computer monitor displaying a login form.



II. Step 2: Enter details and submit ticket

Sample ticket creation for logged in user below. Please see “3. Ticket Field Names and Descriptions” section above for details of fields and their description to know how to populate these fields.

Create Ticket Request

| | | |
|--|--|---|
| Ticket Type * ⓘ | Priority * ⓘ | Expected Delivery Date ⓘ |
| <input type="text" value="Change Request"/> | <input type="text" value="Medium"/> | <input type="text" value="29-05-2020"/> |
| Select Change Request type to request change to existing application / website. | Select Medium priority for normal business requests / questions / estimate requests | |
| Project/Product * ⓘ | Assigned projects/products ⓘ | |
| <input type="text" value="× Project: M Workflow"/> | <input type="text" value="Product: Testing Project: Other Product: Other"/> | |
| <i>Note: Please pick one or more project/product from assigned projects</i> | | |
| Team ⓘ | Assigned Team ⓘ | |
| <input type="text" value="× Team: Web"/> | <input type="text" value="Team: Marketing"/> | |
| <i>Note: Please pick one or more team from assigned teams</i> | | |
| Title Notes ⓘ | Title * ⓘ | |
| <input type="text" value="Give application/website and short description."/> | <input type="text" value="M Workflow: Manage Customer Screen : Change customer name"/> | |
| Description Notes ⓘ | Detailed Description ⓘ | |
| <p>Provide as many details as possible to reduce cycle time.</p> <ol style="list-style-type: none"> Affected application / screen / pages / functionality list Detailed description of the change Attach any relevant documentation that would help explain / implement the change. | <div style="border: 1px solid #ccc; padding: 5px;"> <p>File ▾ Edit ▾ View ▾ Format ▾</p> <p>↶ ↷ Formats ▾ B <i>I</i> ☰ ☷ ☹ ☺ ☻ ☼</p> <p>Please change customer name field in M Workflow - Manage Customer Screen. Customer Name should be shown as "Customer Full Name".</p> <p>I have attached screen shot of the current page and marked the filed to be changed.</p> <p>Thanks</p> <p>p</p> </div> | |
| Add Attachment | | |
| × Customer name change screenshot.docx | | |
| <i>* Required Fields</i> | | |
| CREATE TICKET | | |



5. Creating Ticket - New User

Sample screen given below. This process is same as creating ticket for existing user except for below:

1. Some ticket types not applicable – so not displayed.
2. Team information is not applicable – so not displayed.
3. User needs to pick Project: Other or Product: Other for Project/Product.

Support Center → Prev → Create Ticket Request

Create Ticket Request

Full Name * ?

Email * ?

Ticket Type * ?

Priority * ?

Expected Delivery Date * ?

Select Request for Quote type for new quote request Select Medium priority for **normal business requests / questions / estimate requests**

Project/Product * ?

Assigned projects/products * ?

Note: Please pick one or more project/product from assigned projects

Title Notes * ?

Title * ?

Description Notes * ?

Detailed Description * ?

File - Edit - View - Format -

← → Formats - **B** / *I* [List Icons]

We need to build a new website for our company XYZ. Please find attached details that include

1. Site Map
2. Existing site reference content

We require site to be responsive and work in mobile phones & iPads. Please give quote for website build and doing SEO.


Thanks and Regards

P

[Add Attachment](#)

x XYZ Website Build - Requirements.docx

* Required Fields

I'm not a robot 

CREATE TICKET




6. User Profile

Profile can be updated by users. Sample profile given below. Email cannot be changed.

Tags section gives assigned projects, products and teams.

Profile

Profile



*Upload a Profile Image (100px x 100px)
in PNG or JPG Format*

First Name

Last Name

Email

Contact Number



Company Name**Timezone**

Choose your default timezone

Password**Confirm Password****Tags :**

Project: m workflow

Team: marketting

Product: testing

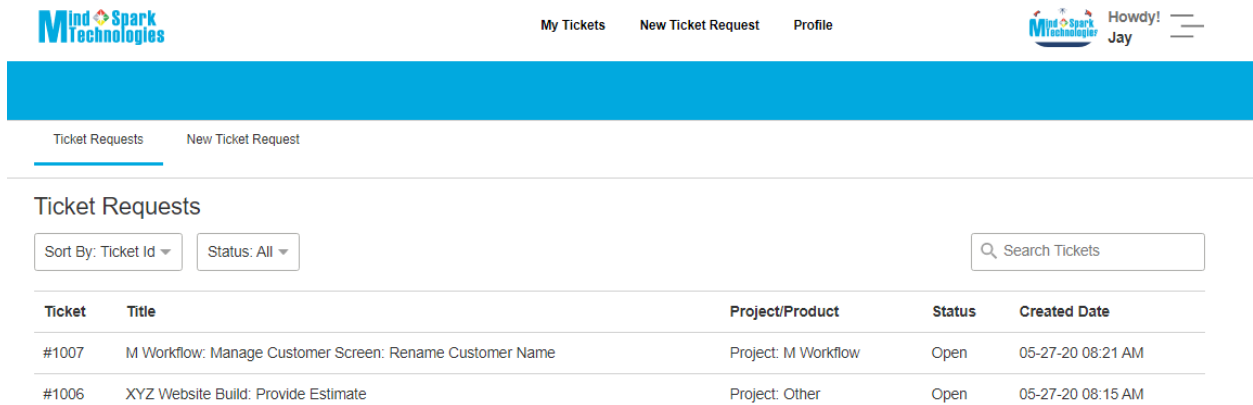
Team: web

SAVE CHANGES



7. My Tickets (Ticket Requests) page

My Tickets or Ticket Requests page list all tickets created by user. User can select a particular ticket to get more details, add reply comments or close the ticket if request has been completed.



The screenshot shows the 'My Tickets' page in the Mind Spark Technologies application. The page header includes the company logo, navigation links for 'My Tickets', 'New Ticket Request', and 'Profile', and a user profile section for 'Jay' with a 'Howdy!' greeting. Below the header, there are tabs for 'Ticket Requests' (selected) and 'New Ticket Request'. The main content area is titled 'Ticket Requests' and features a search bar and two dropdown menus for 'Sort By: Ticket Id' and 'Status: All'. A table lists two tickets with columns for Ticket ID, Title, Project/Product, Status, and Created Date.

| Ticket | Title | Project/Product | Status | Created Date |
|--------|--|---------------------|--------|-------------------|
| #1007 | M Workflow: Manage Customer Screen: Rename Customer Name | Project: M Workflow | Open | 05-27-20 08:21 AM |
| #1006 | XYZ Website Build: Provide Estimate | Project: Other | Open | 05-27-20 08:15 AM |



8. Making Changes to Tickets

User can click on ticket no, status or created date from Ticket Requests page to get to the ticket details page.

User can update details, add attachments and click Reply to “Submit” or “Submit and Close” the ticket.

TICKET INFORMATION

Total Replies
0

Timestamp
05-27-20 08:21 AM

Status
Open

Priority
High

Type
Change Request

Expected Delivery Date
29-05-2020


Collaborators

Type email to add

#1007 - M Workflow: Manage Customer Screen: Rename Customer Name


Created - 05-27-20 08:21 AM By - Jay Monroe
Project - Project: M Workflow
Team - Team: Web


05-27-20 08:21 AM - Jay Monroe created Ticket

 [im Jay Monroe](#)
Please change the "Customer Name" field to "Customer Full Name" in Manage Customer Screen of M Workflow.
Please find current screen screenshot with changes marked.





Thanks

Uploaded Files




 Jay Monroe



CC/BCC


  **B** *I* A  

Please provide update on this request.
I am attaching additional details as requested.

P Words: 13

 Add

  Submit And Closed Change additional details.docx

REPLY 



9. Notifications

User would get notifications via email whenever there is an update to the ticket. When user replies via email to a ticket, details would get added to the ticket.

I. User review and response window

When work has been completed user would get notification to complete the review within a certain period. If **no response received within that time** frame it is assumed that **user has accepted the product / change** and ticket would be closed automatically.

