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# JIRA SERVICE DESK OVERVIEW

SEPTEMBER 18, 2019

## BrM Product Support



Please select from the options below to let us know how to best support you or call us at 888-...

## BrM Product Support



Welcome to our service options

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## **What is Jira Service Desk?**

Service Desk, a Jira project on steroids, is the replacement for the now retired PONWEB project.

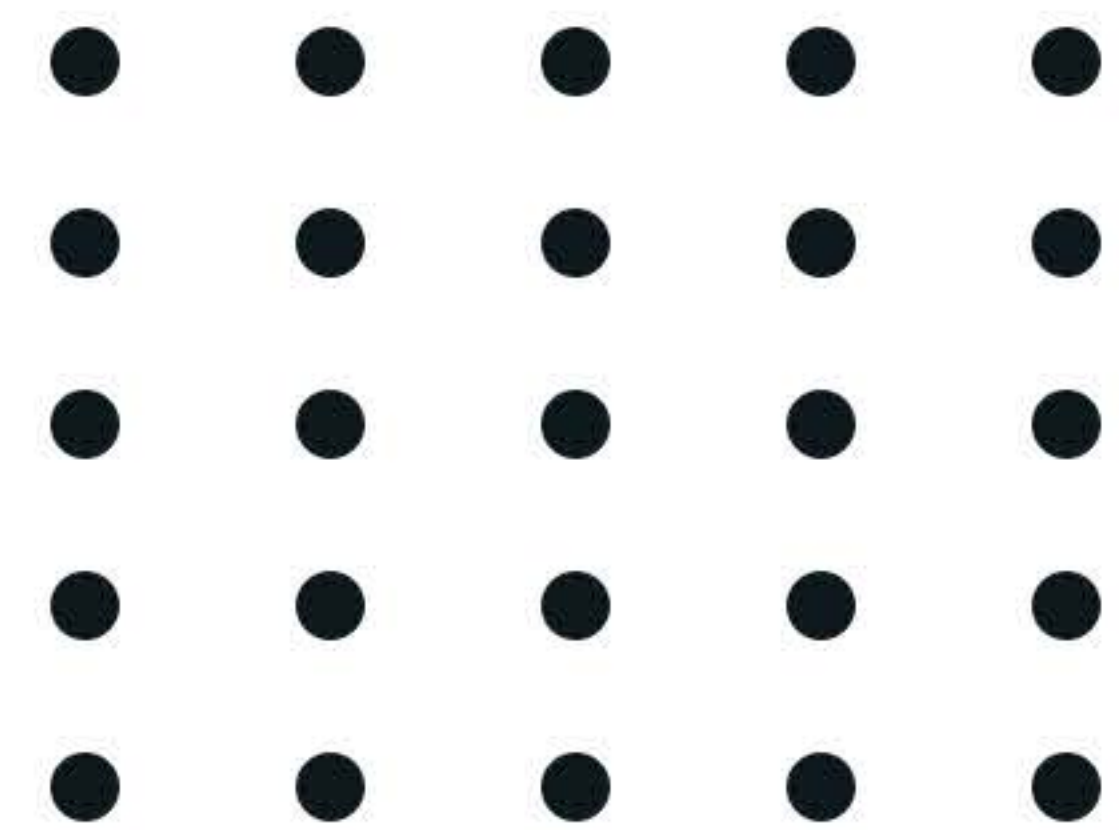
All PONWEB tickets have been migrated to Service Desk already.





## Why the change?

Migrating from a standard Jira project to a Service Desk project has many significant benefits.



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## **Reduced Jira Licensing Fees**

The current implementation of Jira is expensive. Currently, every BrM & BrDR user that has a Jira account costs roughly \$35.00/annually. By switching to Jira Service Desk each of those users are free.

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**\$35/yr**

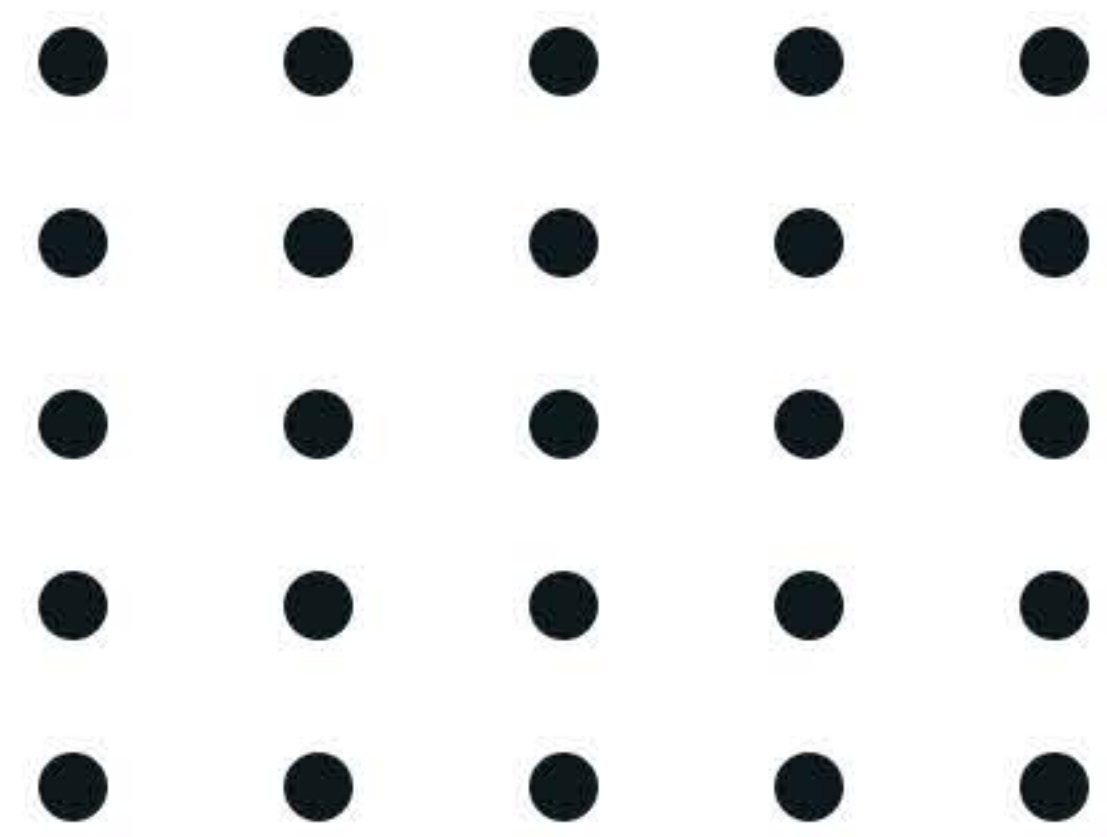


**FREE**



# Knowledge Base

By combining Jira Service Desk with Confluence, another Atlassian product, we now have the ability to create knowledge base articles to answer common end user questions.



## ODBC connection not showing in BrM

### Problem

 When trying to add an ODBC connection to BrM, no connections show up in the "ODBC Data Source:" drop-down.

### Solution

There are a few reasons why the this could be happening.

First, BrM uses 64bit ODBC connections. Make sure that the ODBC you created is in fact a 64bit ODBC. If you created a 32bit ODBC connection it will not show in BrM.

Second, if you created the ODBC while in BrM it will not be picked up. Try closing and reopening BrM then adding the ODBC.

Finally, make sure the ODBC you are looking for is the from the database type is was created in. BrM breaks up the connections by Oracle and SQL Server. If the database was created in SQL Server but you are looking under the Oracle connections it will not be found.

Did this article help?

Yes

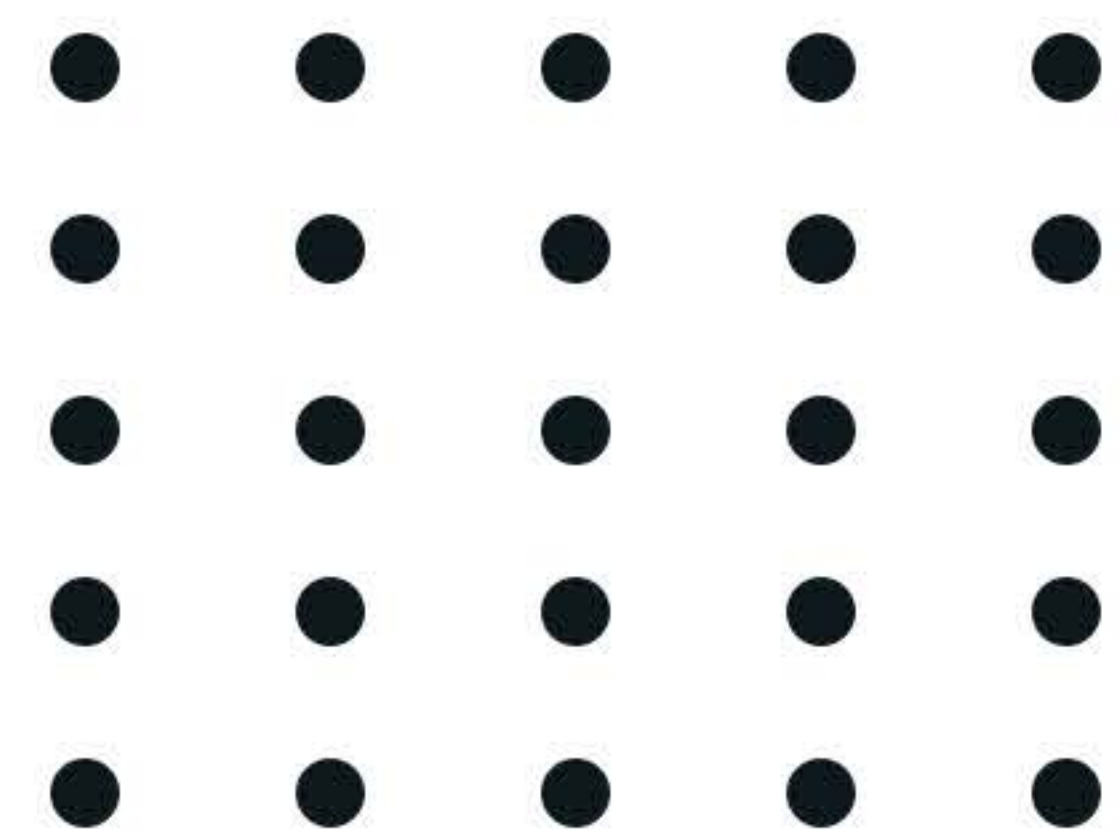
No

Need to raise a request? Contact us.



# Service Level Agreements

We're increasing our accountability. We've now established an SLA of <8 hours to first response and are driving towards quicker feedback and resolutions across the board.



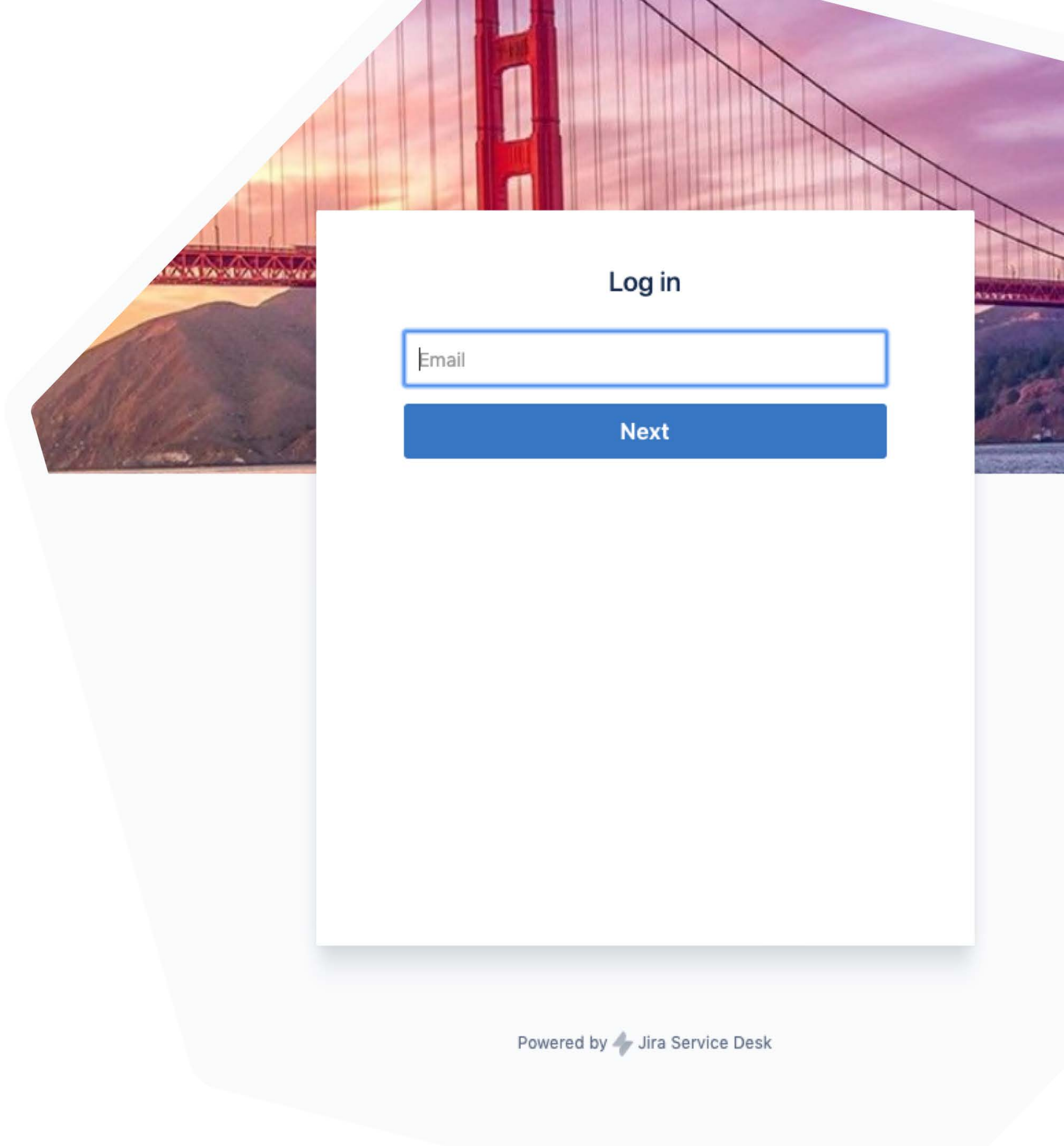
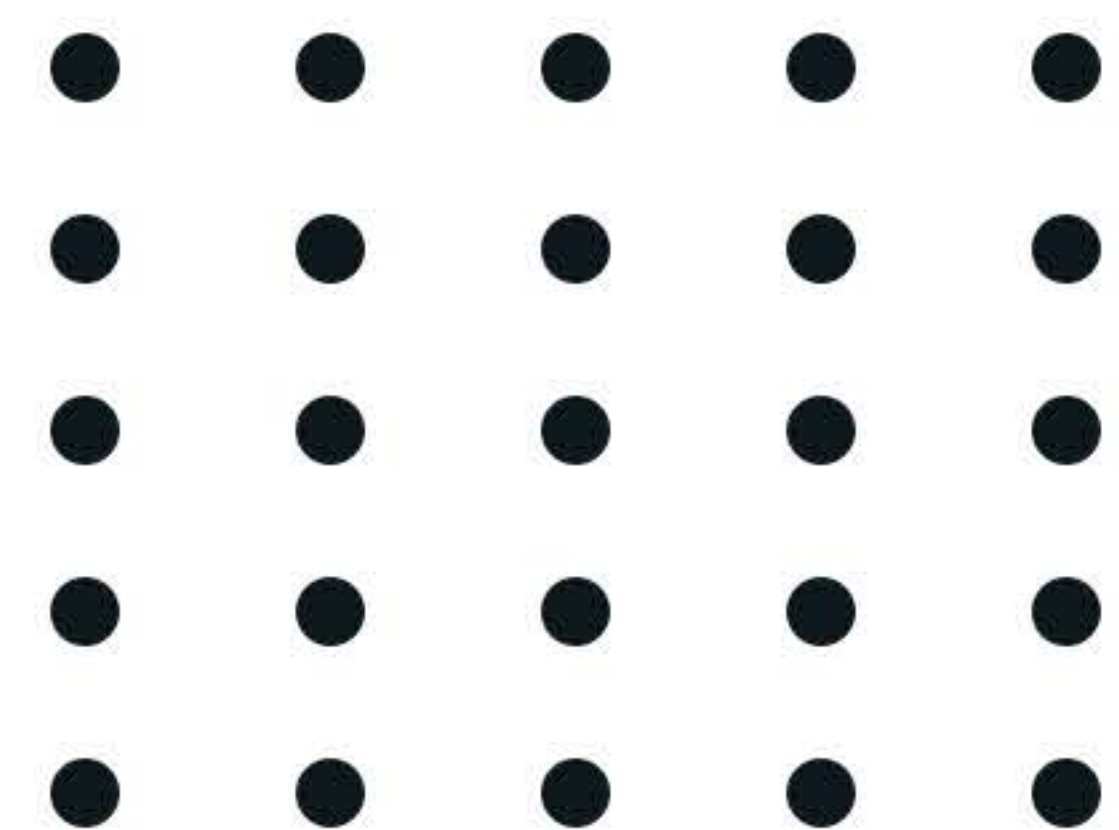
	Status	Created	First response ↑
	WAITING FOR SUPPORT	7 May 19	33m ⌚
	WAITING FOR SUPPORT	8 May 19	21m ⌚
arks	WAITING FOR SUPPORT	10 May 19	4h 21m ⌚
Levitch	WAITING FOR CUSTOMER	10 May 19	7h 40m ⌚
Martin	WAITING FOR SUPPORT	12 May 19	8h 11m ⌚
is	WAITING FOR SUPPORT	13 May 19	8h 45m ⌚
h	WAITING FOR SUPPORT	15 May 19	9h 33m ⌚
	WAITING FOR SUPPORT	21 May 19	9h 49m ⌚
	WAITING FOR CUSTOMER	24 May 19	10h 44m ⌚
	WAITING FOR SUPPORT	25 May 19	11h 11m ⌚
	WAITING FOR SUPPORT	26 May 19	12h 05m ⌚
	WAITING FOR SUPPORT	25 May 19	11h 11m ⌚



## Security & Compliance

Service Desk has a long list of data and security policies to keep our information protected:

- + Data encryption at rest
- + ISO/IEC compliance
- + SOC2 compliance
- + PCI DSS compliance
- + CSA STAR compliance



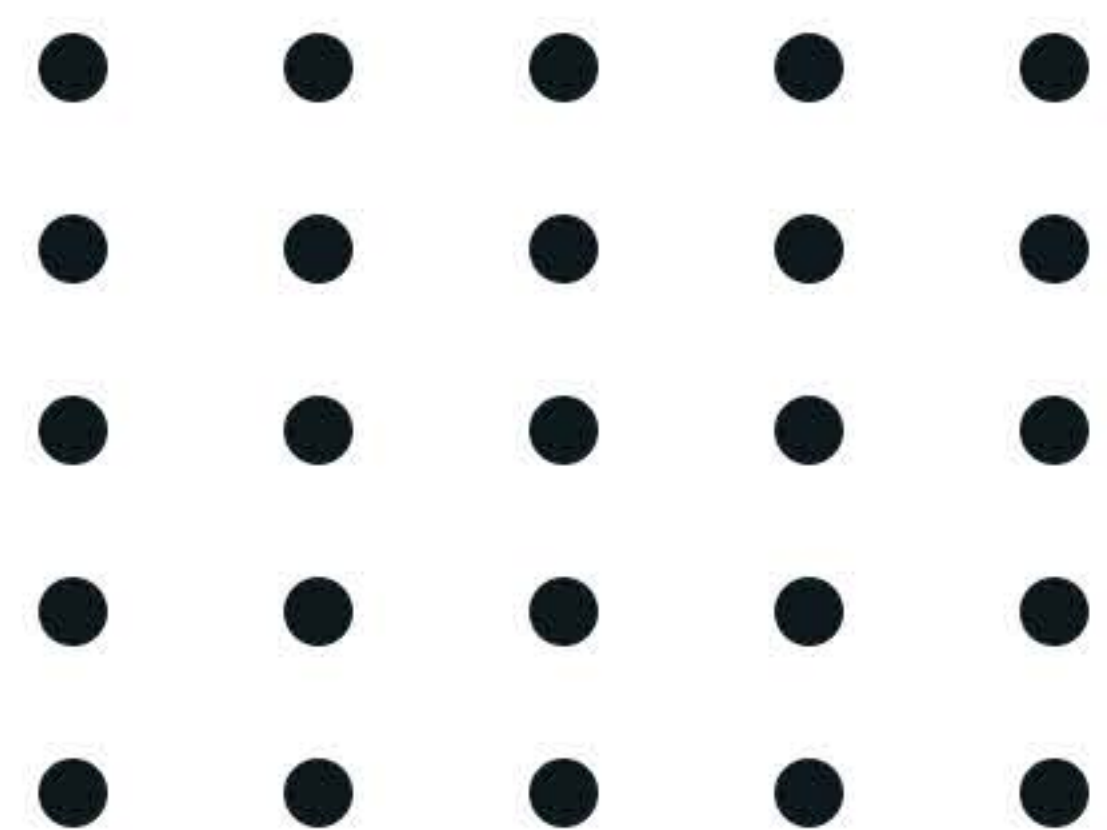
Log in

Next



## Enhanced Notifications

When an SLA is about to be breached or if a ticket is in a status for an extended amount of time, Service Desk will automatically follow-up with the appropriate party to keep things moving!



Event	Description	Status	Action
Request	When customers create requests in the portal or send an email to your email channel, your service desk sends a confirmation that their request was received.	Enabled	Edit
Request	When a comment that is visible to your customers is added to the request/issue, your service desk sends all the customers involved on the request a notification.	Enabled	Edit
Request	When a comment that is visible to your customers is edited, your service desk sends all the people involved on the request a notification.	Disabled	Edit
Request	When a request resolution field is set, your service desk notifies the reporter and all customers involved. This notification is sent to the reporter even if they have turned off notifications for a request.	Enabled	Edit
Request	When a request's resolution field is cleared, your service desk notifies all people involved.	Enabled	Edit
Request	When participants are added to a request, your service desk notifies the new participants.	Disabled	Edit
Request	When a request is shared to an organization, your service desk notifies the organization's members so they can opt-in to further updates.	Disabled	Edit
Request	When a request transitions to an approval stage of its workflow, your service desk notifies approvers that they must act on the request.	Enabled	Edit

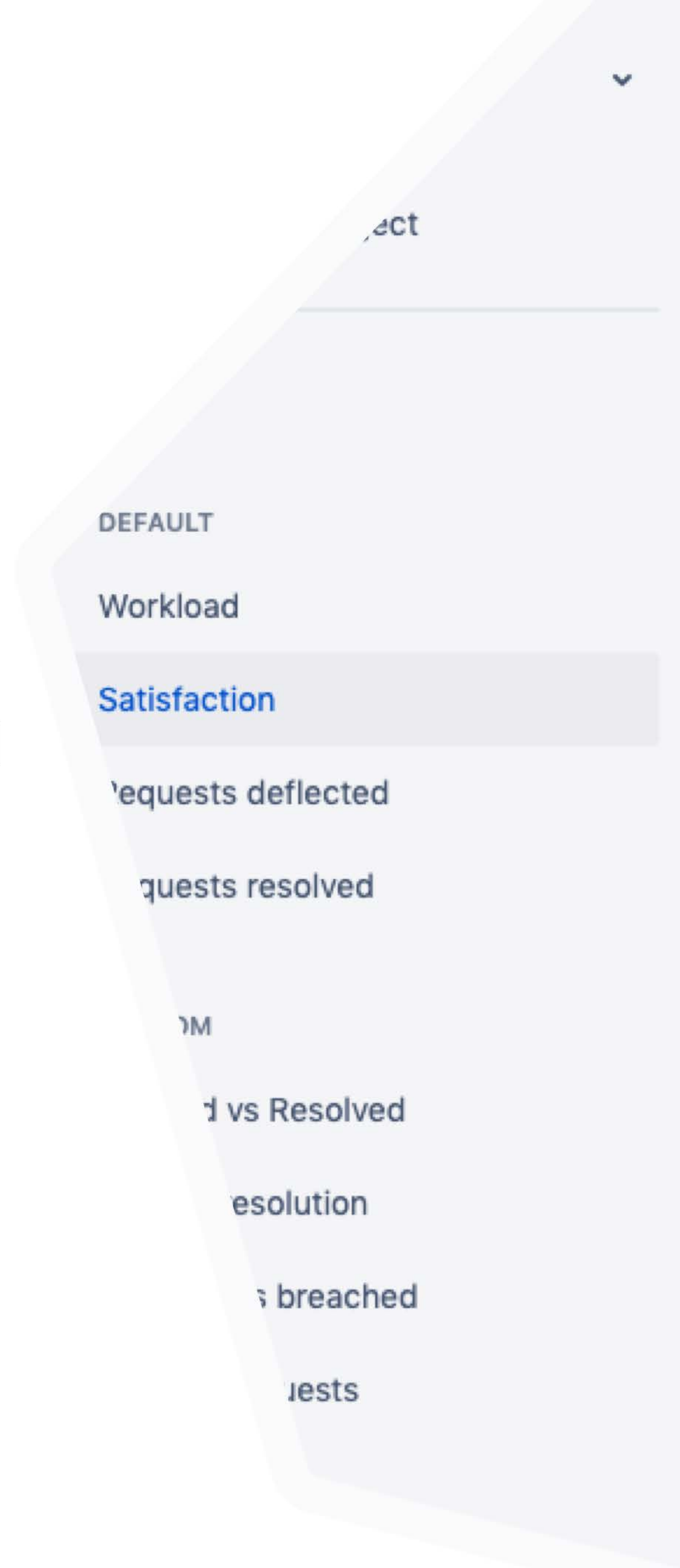
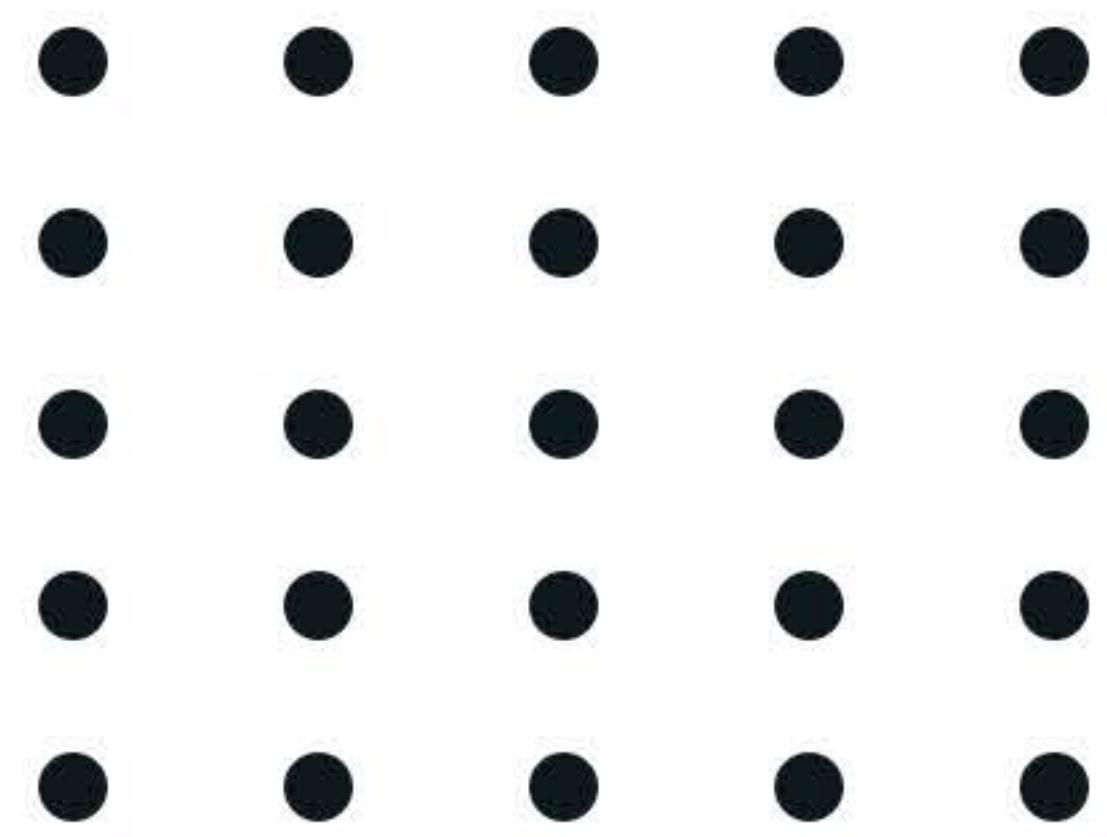




# Customer Satisfaction

Your feedback is important to us. That's why every ticket will automatically email you when it is resolved.

Be candid. If there's something that we can do better – say it!



## Customer satisfaction

Show Past year

**5.0**      **3**  
Average rating      User Reviews

### Comment

doing the screen sharing session made all the

Always great customer service ! Thank you for supporting our needs.

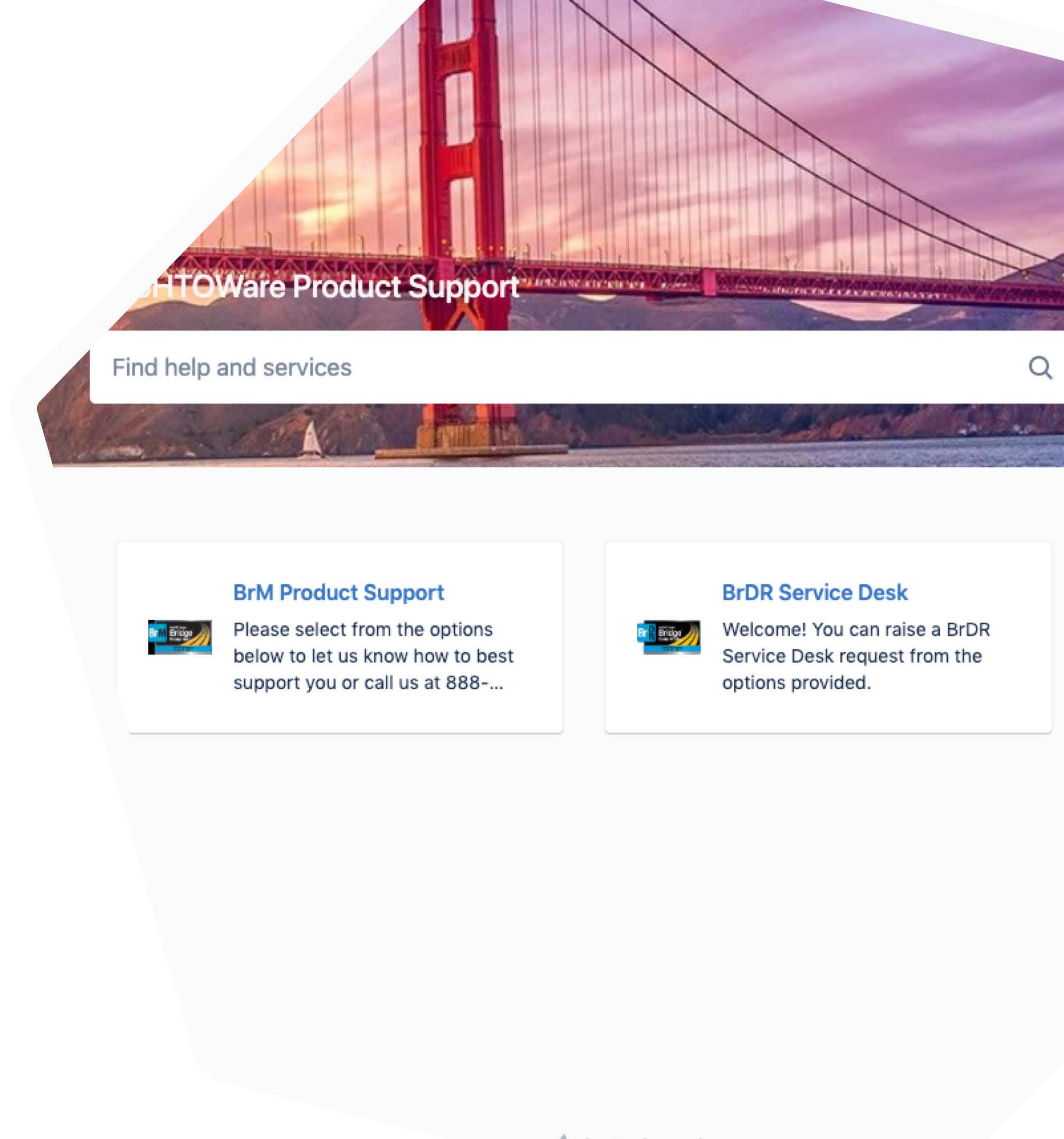
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## Joint BrM/BrDR Experience

Raise support requests for BrM and BrDR all within a single interface.

Mayvue is working with Michael Baker to get Service Desk setup for BrDR in the near future.

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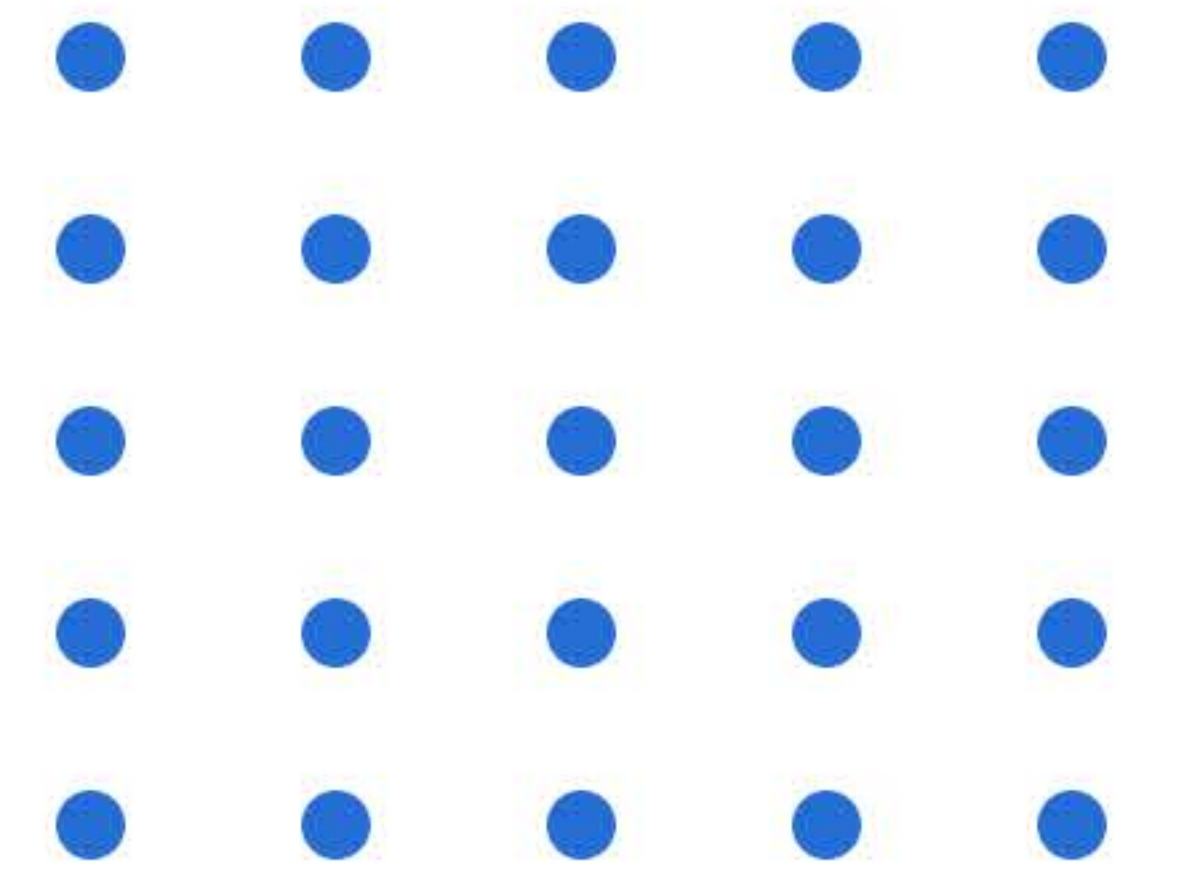


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## **How do I access the Service Desk portal?**

All BrM Jira users have been sent an email to setup their Service Desk account. Simply login to Service Desk and create a Bug, Maintenance, Enhancement, Licensing, or Question ticket.

Or you can simply email us.



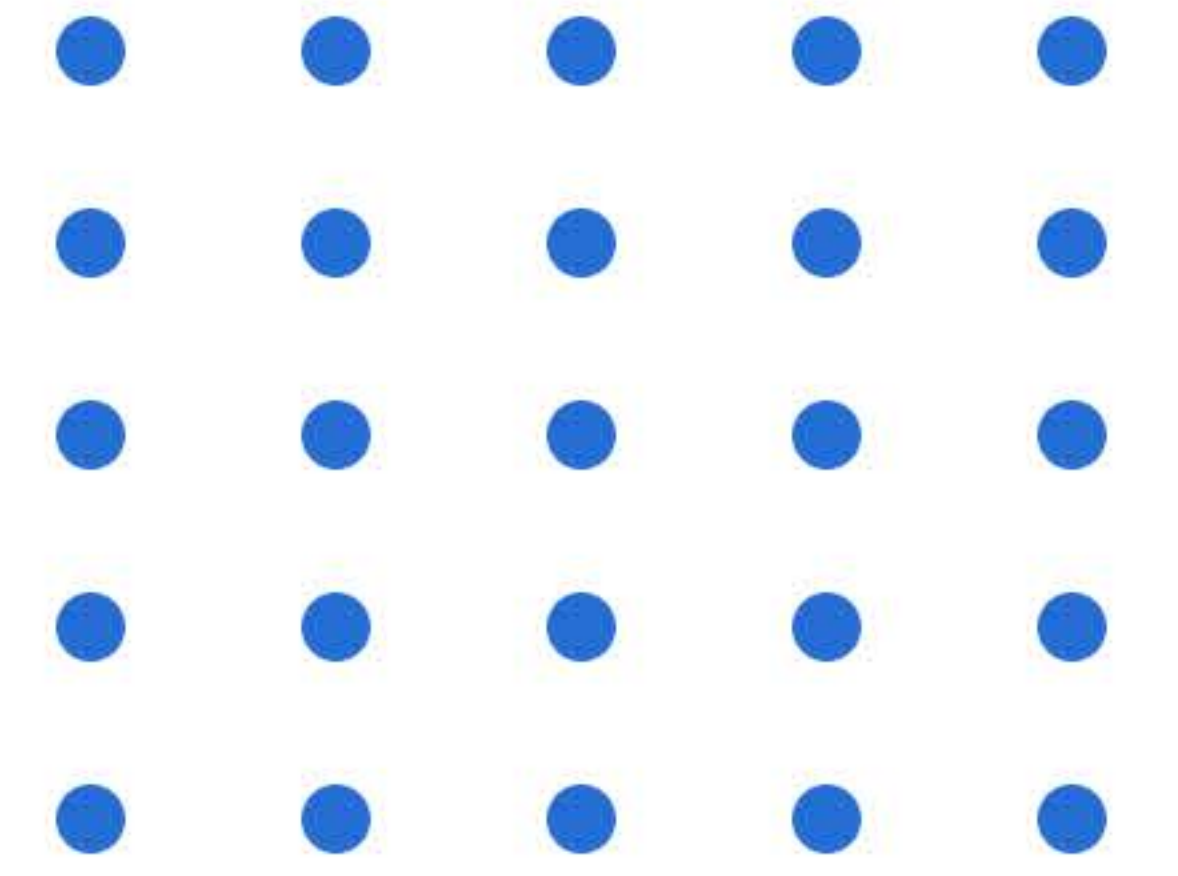
**ACCESS**

**Request support at**  
**[support.mayvue.com](https://support.mayvue.com)**

**or**  
**[brm@mayvue.com](mailto:brm@mayvue.com)**

**NOW**

- **But how do I...?**



**Now it's time  
for a 10¢ tour.**



**Questions? Comments?**

**Email me: [rob.schultz@mayvue.com](mailto:rob.schultz@mayvue.com)**