



DESCARTES DOCUMENT TYPE

# Contacting Descartes Service Desk

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## ABOUT DESCARTES SERVICE DESK

At Descartes, our customer's satisfaction is our primary measure of success. Descartes' Service Desk and Expertise Centers are a critical component to ensuring our customers' needs are met.

To achieve the highest level of satisfaction, we strive daily to give our customers prompt and accurate responses, delivered in a friendly and courteous manner, while also identifying how they may improve their business practices through additional training and Descartes services.

We help our customers to achieve:

- Network availability
- Stability with new technology
- Operational efficiency
- Service continuity

Every customer inquiry is professionally tracked from the time contact is initiated until a resolution is reached. Based on the priority of a case, Descartes' Expertise Centers escalate customer issues within our organization to ensure mission-critical problems receive a quick resolution.

## CONTACTING DESCARTES SERVICE DESK

### SERVICE DESK PORTAL

The *Descartes Service Desk Portal*, driven by SAP, is the first stop for all customers seeking answers to their questions about Descartes products and services. From this single point, 24 hours a day, 7 days a week, customers may open a new ticket and check on the status of an existing ticket. Tickets opened via the Portal will be answered by the appropriate Expertise Centre in accordance with the SLA for the product referenced.

Additionally, customers seeking a Do-It-Yourself solution may also turn to the Portal. Common reference guides and Frequently Asked Questions pages will be hosted within the Portal for those times when a user is seeking out a quick answer to a problem.

#### *Access to the Portal*

Access to the portal is gained through the following URL address:

**<https://servicedesk.descartes.com>**

If the customer has previously contacted the Support Center they will automatically gain access to the portal using the following login credentials:

The screenshot shows the login interface for the Descartes Service Desk Portal. It features a 'Welcome' header, a 'User ID' text box, a 'Password' text box, and a 'Language' dropdown menu set to 'English'. Below these fields are 'Log On' and 'Change Password' buttons. Two blue callout boxes with red arrows point to the input fields: one for 'User ID: This is your email address' and another for 'Password: Welcome1 (This is a case sensitive password which you will be prompted to change when you first login)'.

If a new user ID is required or the customer experiences difficulties they should send an email to the service desk ([servicedesk@descartes.com](mailto:servicedesk@descartes.com)).

## WHAT TO KNOW BEFORE YOU CONTACT THE SERVICE DESK

To make a timely and complete diagnosis and resolution, customers should come armed with some key pieces of information when they contact the Service Desk. This information will ensure that the customer's question is delivered to the appropriate Expertise Centre and will help the Service Desk Representative provide the correct solution.

- What is your contact information?
- What Descartes product are you using (including its version, if possible)?
- What URL, user name and password are you using if logging onto a Descartes hosted site?
- What is the exact nature of the problem?
- Is it repeatable or random?
- What is the relevant reference data (House Bill, Master Bill, Vessel, and Voyage Number) associated with the problem?
- What is the exact wording of the error message?
- What steps are taken to encounter the problem?
- What steps have been taken already to resolve the problem?
- What other information may be helpful? Have any changes been made to your environment (system maintenance, new software, software or OS upgrades)?
- Wherever possible save error messages and screenshots to a file or document and email them to us.

## GUIDELINES TO USING THE PORTAL

The services available to the customer through the portal include:

- Creation of a New Service Requests
- Attachment of Documents
- Search/view/amend/printing Existing Service Requests
- Knowledge Base & FAQs (coming soon)

**Service Requests are events which are not part of the standard operation of a service and which cause, or may cause, an interruption to, or a reduction in, the quality of that service.**

Service requests may also be used for requesting new enhancements.

## CREATION OF A NEW SERVICE REQUEST

The screenshot shows the 'Request' tab selected in the top navigation bar. The main content area is titled 'DSG-Service Request'. Below the title, there is a section for user information and a form for creating a request. The form includes the following fields:

- Company \***: A dropdown menu with 'A.D. Rutherford' selected.
- Priority \***: A dropdown menu with '\*\* Choose \*\*' selected.
- Your first name**: A text input field.
- Subject**: A text input field.
- Issue categorization**: A dropdown menu with '\*\* Choose \*\*' selected.
- Issue**: A dropdown menu with '\*\* Choose \*\*' selected.
- Problem Description \***: A large text area for entering the details of the issue.

At the bottom of the form, there is an 'Attachment' section with a checkbox and a 'Submit' button (highlighted with a red box) and a 'Cancel' button.

A blue callout box on the right side of the form contains the following instructions:

- Select the "Request" tab
- Select the "DSG-Service Request" option
- Complete and "Submit"

**Company:** This will be filled in automatically

**Priority:** Options are as follows:

- **Low:** impact of one user/urgency: low
- **Medium:** impact of few users/urgency: medium
- **High:** impact of more users/urgency: high
- **Very High:** impact of all users/urgency: critical

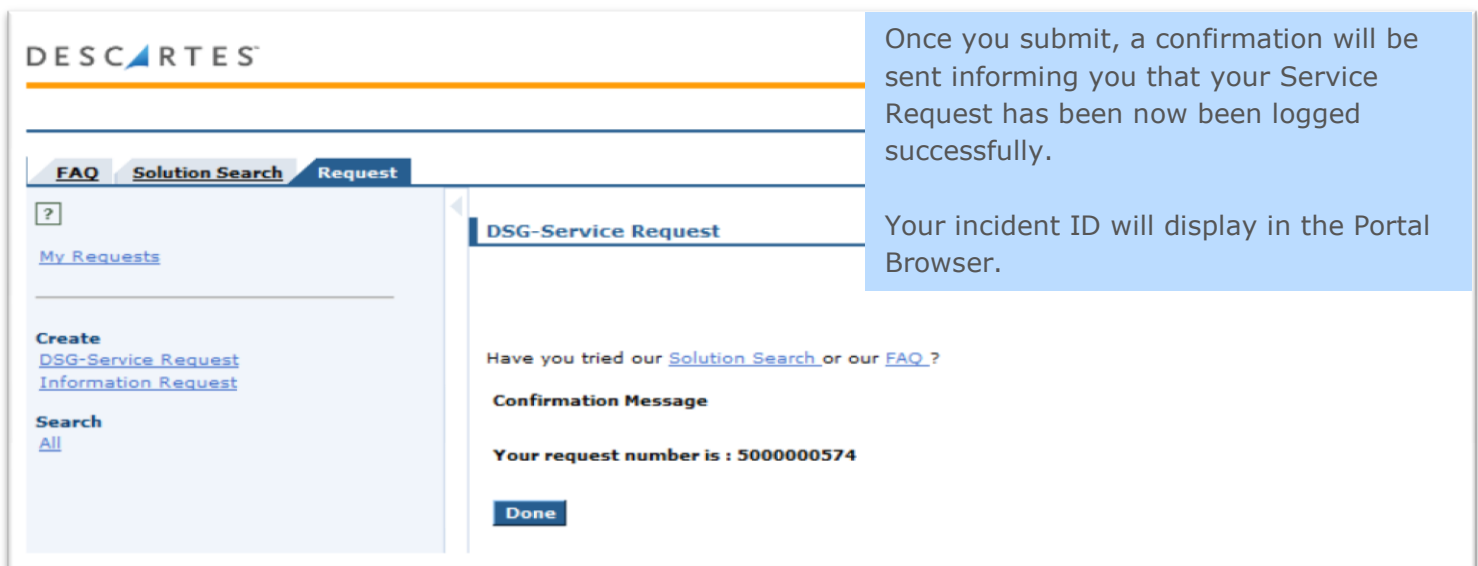
**Subject:** Title of the issue (because this field is limited to 40 characters, we ask you to put in a concise description here)

**Issue categorization:** Select the product related to the issue

**Problem description:** Describe your issue and possibly the steps that you have already executed to identify or resolve the issue.

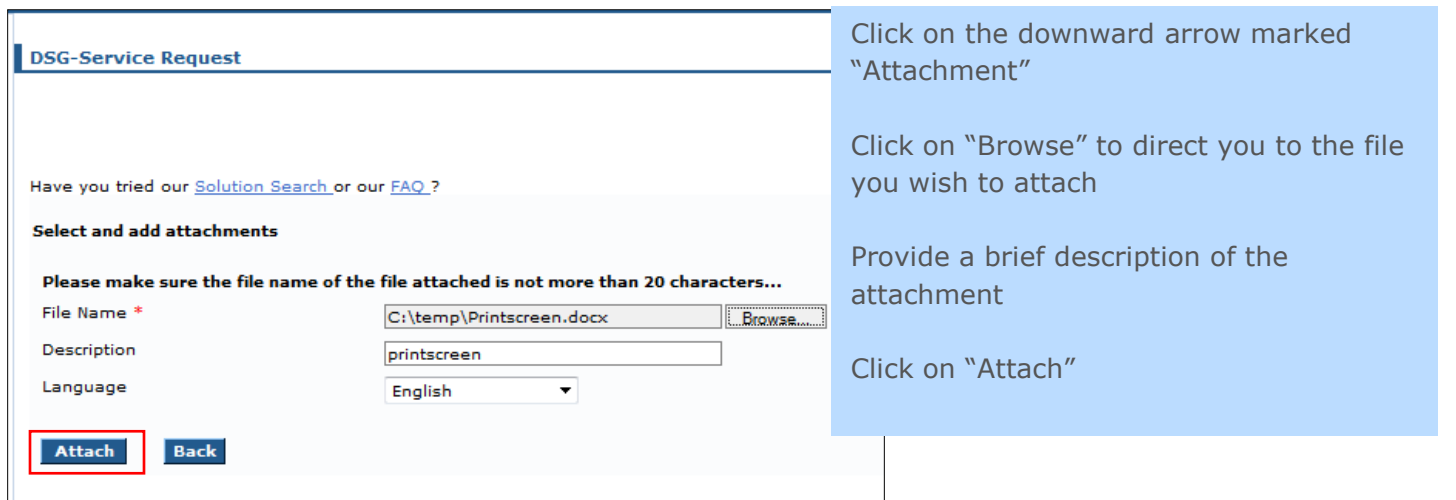
**Attachment:** You can add an attachment, e.g. a print screen, to your Service Request. A Visual such as a print screen is typically helpful and may lead to a faster resolution.

See below for further information on 'Attaching a Document'



The screenshot shows the Descartes Service Request portal. The main content area displays a confirmation message: "Have you tried our [Solution Search](#) or our [FAQ](#)?" followed by "Confirmation Message" and "Your request number is : 5000000574". A "Done" button is visible at the bottom. A blue callout box on the right contains the text: "Once you submit, a confirmation will be sent informing you that your Service Request has been now been logged successfully. Your incident ID will display in the Portal Browser."

## ATTACHING A DOCUMENT



The screenshot shows the "DSG-Service Request" page with the "Select and add attachments" section. It includes a "File Name" field with the value "C:\temp\Printscreen.docx" and a "Browse..." button. The "Description" field contains "printscreen" and the "Language" dropdown is set to "English". A red box highlights the "Attach" button. A blue callout box on the right contains the text: "Click on the downward arrow marked 'Attachment'", "Click on 'Browse' to direct you to the file you wish to attach", "Provide a brief description of the attachment", and "Click on 'Attach'".



## SEARCH FOR EXISTING SERVICE REQUESTS

When you search for existing service requests you have multiple options/combinations:

- My Requests: all incidents logged by you alone
- Company's Requests: all incidents created by yourself and your colleagues.
- Between mm/dd/yy and mm/dd/yy: where creation date is between a particular date range.

You can also search for a specific ticket by Request Number by selecting “In Transaction Number”: and entering the request number of the incident

### UPDATING AN EXISTING SERVICE REQUEST

Following the directions above, select the incident you would like to update

**My Requests**

Last 15 request(s) are displayed

Click a request link to get more information.  
Click a column header to sort the list

Results: 15 Hits

Request Type	Date	Number	Description	Priority	Status
DSG-Service Request	1/9/12	5000000202	training	Very high	New
DSG-Service Request	1/9/12	5000000199	julie test	Very high	New
DSG-Service Request	1/9/12	5000000192	jan 09 test	Low	New
DSG-Service Request	1/9/12	5000000195	manual creation		New
DSG-Service Request	1/9/12	5000000191	jan 09 test	Very high	Closed and Resolved
Information Request	12/12/11	5000000002	portal 12/12/2011	Medium	New
DSG-Service Request	1/5/12	5000000177	status udpate	Very high	In Process
DSG-Service Request	1/5/12	5000000176	prep for status update	Very high	New
DSG-Service Request	1/4/12	5000000157	hack	Very high	New
DSG-Service Request	12/27/11	5000000097	testing account identification/incident	Low	Closed and Resolved
DSG-Service Request	1/4/12	5000000156	Test to see if contact can see all tix	Low	New
Information Request	1/3/12	5000000146	tea is cold	Medium	In Process
DSG-Service Request	12/27/11	5000000099	service team	Medium	Closed - Unresolved
DSG-Service Request	12/27/11	5000000096			New
DSG-Service Request	12/27/11	5000000095	dec 27	Very high	Pending Customer Action

Request No.: 5000000202  
 Company:   
 Status: New

**Text History:**

\*\*\* Problem Description \*\*\*  
 Jan 9, 2012 3:02:58 PM EST .bekic

Status: Same Status

**Additional Note:**

this is getting urgent, my colleague has the same issue

**Attachment**

Submit Back

Submit

Complete the details in 'Additional Note' and click 'Submit'

## PRINTING THE CONTENTS OF A SERVICE REQUEST

<b>Request No.:</b>	5000000002
<b>Company:</b>	Omnit
<b>Subject:</b>	portal 12/12/2011
<b>Creation Date:</b>	Dec 12, 2011
<b>Status:</b>	New

**Problem Description:**

This is a test to see where my info request is sent

**Text History:**

\*\*\* Problem Description \*\*\*  
Jan 12, 2012 7:58:57 AM EST ,bekic

**Update** **Print** **Back**

Select and use the Print option displayed in view mode.

## QUESTIONS AND REMARKS

If you have questions, remarks or problems regarding the Descartes Customer Portal please do not hesitate to contact the Descartes Service Desk via email at [servicedesk@descartes.com](mailto:servicedesk@descartes.com) or by phone (North America: 877 786 9339, Outside North America: +800 7866 3390, EMEA: +32 3-303-11-11)

## ALTERNATIVE METHODS OF CONTACTING THE SERVICE DESK

### **Email:**

Messages delivered to the Service Desk Mailbox ([servicedesk@descartes.com](mailto:servicedesk@descartes.com)) will be recorded by the Service Desk Portal, acknowledged to the customer with a Ticket number and then distributed to the appropriate Expertise Centre for resolution. Customers can check on the progress of these Tickets toward resolution any time in the Portal. Customers will be notified of resolution by email, within the defined SLA for their service.

*N.B. There is no prioritization made for service requests raised via email which may result in a delay to resolution. We would therefore advise to use the portal directly ensure that the appropriate prioritization has been given.*

### **Telephone:**

Customers can call the Service Desk, per their SLA, on ([North America: 877 786 9339](tel:8777869339), [Outside North America: +800 7866 3390](tel:+18007866339), [EMEA: +32 3-303-11-11](tel:+3233031111)) and select the appropriate option of the phone tree to gain access to their Expertise Center. Customers should come prepared with details and their existing Ticket. For new questions, customers will be provided a Ticket number at time of call, which they can track through the Customer Support Portal. If requested, customers will receive a response by phone during normal Hours of Operation.

## FREQUENTLY ASKED QUESTIONS

### PORTAL

*What are the password rules? Is there a minimum number of characters and should there be a mixture of letters, numbers and special characters?*

The only requirement is a minimum of 6 characters. This does not have to be a combination of characters/numerals. Only one password change is allowed per day. If you need assistance with a password reset you should call or email the service desk (servicedesk@descartes.com).

*Will I be able to access historic incidents/service requests even when they have been closed?*

Incidents raised prior to 'Go Live' date or created on any previous portal will not be available via the new and improved portal. Should you need assistance with previously raised service requests, please email the service desk (servicedesk@descartes.com).

*There is an option to search for ALL service requests across the company. Are there restrictions dependent upon administrative rights?*

No, there are no restrictions based on administrative rights.

*If I raise an incident via the telephone or via email, will this be automatically entered into the portal for me to track?*

Yes, the incident will be automatically entered into the portal for you to track.

There is no prioritization made for service requests raised via email which may result in a delay to resolution. We would therefore strongly advise to use the portal directly to ensure that the appropriate prioritization has been given.

Note also that if you submit a request via email, the body of your email does not get carried over to the portal notes.

*Is there a limit to the number or size of attachments I can send?*

There is a 600K limit on portal/email attachments.

## Contacting Descartes Service Desk

*If I wish to request an enhancement, should I do this via the Portal?*

We advise that you document your enhancement requests via a service request. Your expertise center will forward on the request to development for further investigation

*Who do I contact if I require additional user logins?*

Please contact the service desk either via phone or email (servicedesk@descartes.com). They will be able to provide you a userID and password.

*Who do I contact if I am experiencing any difficulties?*

Please contact the service desk either via phone or email (servicedesk@descartes.com).

*There is an FAQ section but I couldn't find any information. What am I doing wrong?*

You haven't done anything wrong. The portal is currently in its first phase and the FAQ section is planned for the future.

*What is the solution search?*

Solution Search is not active at this time. It is for future use and you will be notified once it is activated.

*My type of issue is not listed. What should I do?*

Select the most appropriate categorization listed and ensure you provide a detailed description of the request in the free text description box. Your request will be routed to the correct service team based on the information you have provided

*How do I attach a screen shot?*

If you would like to attach a screen shot via the portal please upload it as an attachment. If you would like to send a screen shot via email, you may leave it in the body of the email.

*I have sent a request for Information. How can I change that to a High priority?*

Please update the incident and ask the service agent to adjust the priority.

*I only want to search for open requests. How can I do this?*

During the first phase, this functionality is not possible but it has been scheduled for the future.

*Why do I only see My requests and not all of the requests for the company?*

On the search criteria screen make sure you select Company's Requests so that you see all incidents created by yourself and your colleagues. My Requests only shows all incidents logged by you alone.

## EMAIL

*Previously I have used a 'product specific' email address. Does the servicedesk@descartes.com email address replace this?*

Yes, the new "servicedesk" address replaces these retired product specific email addresses.

*Previously I have used 'customersupport@descartes.com' email address. Can this still be used?*

No, this address has now been retired and cannot be used for new incidents.

*If I raise an incident via email, will this be automatically entered into the portal for me to track?*

Yes, the incident will be automatically entered into the portal for you to track.

There is no prioritization made for service requests raised via email which may result in a delay to resolution. We would therefore strongly advise to use the portal directly to ensure that the appropriate prioritization has been given.

Note also that if you submit a request via email, the body of your email does not get carried over to the portal notes.

## TELEPHONE

*I currently use a different telephone number to access the service desk. Should I continue to do this?*

Until you are given notification to retire this existing number you may continue using the current number

*If I raise an incident via the telephone, will this be automatically entered into the portal for me to track?*

As soon as the service desk enters the incident into the system it will be made available on the portal in real time.