APPVANCE
SERVICE DESK MANAGEMENT
GUIDELINE

This document serves as a guide for understanding the different types of tickets in the Jira Service Desk, ensuring a structured and efficient approach to addressing our AIQ Users' needs, improving software capabilities, and resolving technical issues.

REQUEST TYPES IN APPVANCE SUPPORT (SD TYPES)

1. **Technical Support tickets** are raised when AIQ Users encounter difficulties or require assistance or any third-party software used/required by our platform. Those tickets are not necessarily related to bugs but can include issues such as configuration problems, user errors, or questions about functionality.
   - Technical support tickets involve providing guidance, troubleshooting steps, or clarifications to help users overcome challenges and effectively use the software.
2. **New feature tickets** are raised when users request the addition of a new capability, enhancement, or functionality to AIQ, or any third-party software used/required by our platform. These tickets focus on expanding the software's capabilities or improving user experience.
   - New feature tickets involve gathering requirements, analyzing feasibility, designing, and developing the new functionality, and ultimately integrating it into the software.

3. **A BUG ticket** is created when a malfunction, error, or unexpected behavior is found in AIQ. These tickets focus on resolving problems and restoring the proper functionality of the software.
   - Bug tickets often require troubleshooting, debugging, and code fixes to address the underlying issue.

TICKET CREATION FOR APPVANCE SUPPORT

To create a new case with Appvance Support, please use the following template:

1. A Brief Explanation of the scenario/situation:
   - Example: "AIQ is not recoding an accessor in my application appvance.ai This occurs consistently across different modules."
2. How Many Users Are Affected?
   - Example: "This issue is affecting our testing cycle for Sprint 15, only 2 users are able to replicate the scenario."
3. Steps to Replicate the Problem:
   - Example:
     i. To replicate the problem:
        - Log in to AIQ.
        - Navigate to the Web Designer section.
        - Record and go to appvance.ai
        - Click on the "x" OPTION
        - Observe that the accessor is not detected
     ii. Expected result: The correct accessor is "id:textbox1"
     iii. Screenshot
4. Current AIQ Build and Browser: [Please check the next sections to know how the version, logs and more]
   - Example: AIQ: 4.10.7.1255
   - Browser: Google Chrome Version 98.0.4758.102 (64-bit)"
5. Screenshots, Output Logs & Any Other Useful Information
   - Example: "Attached are screenshots illustrating the recording of the application. Additionally, I've included the output logs generated during the occurrence of the issue for your review and the script used as well."

HOW TO KNOW YOUR BROWSER VERSION

1. Chrome https://support.google.com/chrome/a/answer/10025748?hl=en
2. Mozilla https://support.mozilla.org/en-US/kb/find-what-version-firefox-you-are-using
3. Edge https://support.microsoft.com/en-us/microsoft-edge/find-out-which-version-of-microsoft-edge-you-have-c726bee8-c42e-e472-e954-4cf5123497eb
4. Safari https://support.apple.com/en-us/HT204416

Version 1.0

HOW TO OBTAIN AIQ BUILD AND VERSION

1. Login to AIQ.
2. Click on Home and in the bottom middle side you will find the AIQ version and build.
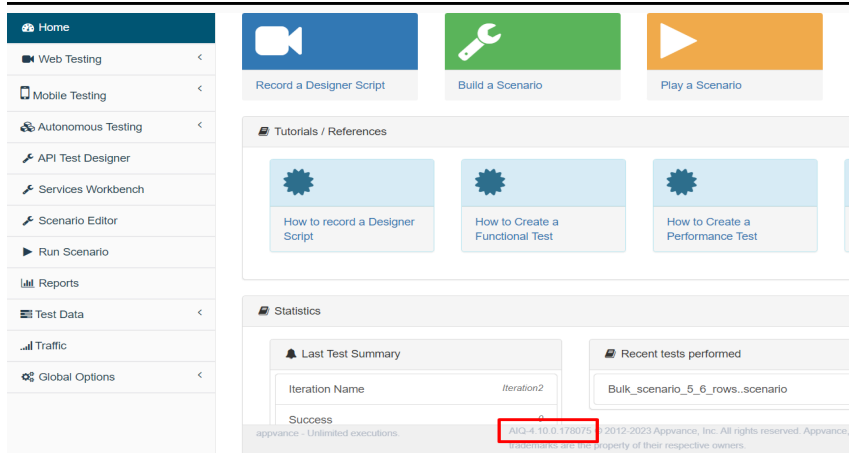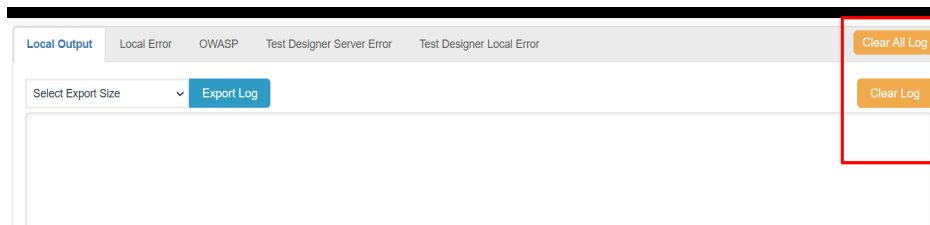

HOW TO OBTAIN LOGS

1. Login to AIQ.
2. On the left side, you will the menu. Please select Global Options -> Output Log
3. There are multiple types of Logs: Local Output, Local Error, OWASP, Test Designer Server Error, and Test Designer Local Error.
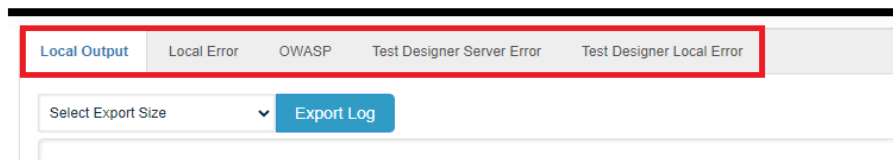
Depending on the issue, there is one or another log may be required. Please select the one you require, and click on clear logs.

4. Do a test trying to replicate the behavior described.
5. Go back to the logs section. And click on "Export Log and save it in your desired location.

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