



JIRA – cubus Support System

Katharina Laudien

Support @ cubus

History

- Support team
 - Simone Grimm-Haasis
 - Bastian Schäfer
 - Thomas Gerblich
 - Katharina Laudien
 - Separated into Front-End and Back-End Support
- Actual tool
 - Outlook and VBA based
 - Since 2004
 - Easy, flexible and easy to customize according to process changes



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Actual tool



Support bei cubus

Decision Process

- Reasons for a new tool
 - Keep strengths
 - Tackle weaknesses
 - Provide additional value for customers and partners
- Process
 - Requirement analysis
 - Possible tool overview
 - POC
 - Decision

 **JIRA Service Desk**

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New support tool



Status overview

Status	Description
OPEN	Request created but not yet reviewed by cubus
IN PROGRESS	Request was assigned to a support employee
WAITING FOR INFORMATION	cubus requested additional information from customer and is waiting for your feedback
RESOLVED	Solution was proposed to customer
CLOSED	Solution / Answer was accepted
PENDING	Awaits feedback from customer which may take longer e.g. customer needs time to check proposed solution
REOPENED	Closed request was opened again because solution is not working yet as assumed before
DEVELOPMENT WORKING	Classified as bug, development is working on a fix / release
DECLINED	Question: proposed answer was declined by the customer License: license request was declined by cubus e.g. not matching to purchase order
DONE	License was created and provided to customer
WAITING FOR INTERNAL APPROVAL	License request needs internal confirmation

New support tool

Phases



Implementation

Finished Dec. 17



Parallel usage

Finished End of May 18



Go Live

June 18

 Outlook

Introduction Phase

- Summary of the new features
 - Access to the new portal (<https://support.cubus.eu/portal>)
 - Create requests in three predefined categories
 - Update existing requests
 - Check old requests
 - Access to the new Knowledge Base (<https://confluence.cubus.eu>)
 - Company wide access to requests
- Go-Live **June 1st**
 - Integration and synchronization to existing CRM system
 - Automatic invitation via E-Mail
 - No migration of old requests

Introduction Phase

Invitation E-Mail

