Consat Telematics Solution

Jira User Manual, Basic Customer Functionality

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Consat Jira User Manual, Basic Customer Functionality

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1 Creating a Jira Account

There are two ways to get access to your Consat Support Jira Portal: Either you get an invite to your portal and create an account through that invitation, or you first create a Jira account and Consat will then connect this to your portal. These two ways are described below.

1.1 Invitation to Create Account

With an invitation mail, your new Jira account for your portal is only a few clicks away.

1. Access the Jira portal with the link in the invitation.

Welcome!	
You've been invited to Consat Telematics System Support portal. You can use this to requests and get help. To finish setting up your account, simply click on yo <mark>ur <u>sign-up link</u>.</mark>	raise

2. Enter your full name and a (preferably strong) password.

Consat Telematics Support
Sign up to continue
Email address
۹ <u>ـــــــــــــــــــــــ</u> ۹
Full name
Password
By clicking <i>Sign up</i> , you agree to the Privacy Policy and this Notice and Disclaimer.
Sign up

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3. Click on Sign Up - you're in!

Sign up to o	continue	
Email address		
L		
Full name		
Test Testpersor	n	
Password		
•••••	•••••	(
	Very strong	
By clicking Sign	up, you agree to the P	rivacy Policy an
this Notice and	Disclaimer.	
	Sign up	

1.2 Create a Jira Account

You can also create an account without an invitation. Consat Telematics Support then connects this account to your company.

- 1. Access this URL: <u>https://consat-telematics.atlassian.net/servicedesk/customer/portals</u>
- 2. Enter your mail address and click "Next". (Your domain must be approved for access.)



3. Enter your full name, choose a (good) password, click "Sign up".

Consat Telematics Support	
Sign up to continue dinepost@exempet.com Email address	
jesper@disertus.se	
Testname McTest	
Choose a password	
Very strong	
By clicking Sign up, you agree to the Privacy Policy and this Notice and Disclaimer.	
Sign up	

4. Click on "Sign up" in the confirmation dialogue.



5. You are now ready to log on to Jira.

Note: To connect your account to your organization in Jira, please contact your Consat Telematics Support representative and ask to be connected to your company or organization.

2 Report an Issue or Ask a Question

2.1 Classification, Priority

First, you must decide if your problem is an issue to be reported, a Cyber Security Issue, or a "simple" question:

- Issue: A problem with your system that you want us to fix.
- **Cyber Security Issue:** A problem that jeopardizes the cybersecurity of the system, making it potentially vulnerable to a hacker attack. If an attack has already occurred, describe the event and its effects.
- **Question:** Things outside the above-mentioned categories.

You also need to decide the issue priority - how urgent your issue is.

• Please note that your contract may contain a more specific definition of priority levels.

Priority	Impact/Urgency
P 1 (A)	Multiple critical business functions unavailable , problem affects whole fleet, no workaround possible.
P 2 (B)	Some critical business functions unavailable , problem affects parts of the fleet, no workaround possible.
Р 3 (В)	Some important (but not critical) business functions unavailable. Temporary workaround possible.
P 4 (C)	Non-critical business functions unavailable. Does not affect productivity. Workaround possible.

Note: You can also create a Jira ticket by sending an email to: <u>support.jira@consat.se</u>

2.2 Workflow: Issues, Questions

As a created issue is handled and processed it will be labelled with a "status".

The issue's Status is a label that indicates what is expected to happen (Waiting for Support, Wating for Customer), what is now happening (In Progress, On Hold), or what has happened to the issue (Resolved, Closed).

Use the status (and the comments) to see if you, the customer, or Consat, is to do anything regarding the issue before it can be processed further.

The status is changed as the issue progresses. Basic workflow states from top to bottom (not all issues go through all these states, of course):



If an issue is active and ongoing it is possible to set it to "Resolved" if you are happy with the solution, or "Cancelled" if it for some reason doesn't need to be handled. See chapter 6.

If an issue has status Resolved it is still possible to reopen it, which will set the status to "Waiting for Support". It is also possible to set status to Closed. See chapter 7.

2.3 Report Issue, Ask Question, Step By Step

1. Click on "Report an issue" / "Report a Cyber Security Issue"/"Questions".

Veceme to the format of a second
Salah tu Musual Report Report 9
Notional for can use a request for Canad Valendia using the options precided. What can use help you with ¹
Angent on some Inter the sound from some three sound for the sound for the sound for the sound form Inter the sound format format Inter the sound format format format
Territoria and us proceedings
⁴⁴ The out of change of the set of a change project and the to impact a change or two functionality.

2. Enter Summary and Description

Consat Telema	atics System Support		1
Welcomel You can raise	a request for Conset Telematics using the c	ntions provided	
welcomer fou can faise	a request for Consat relemance using the c	iptions provided.	
What can we help you with	?		-
Let us know if	something isn't working properly!	~	
	2, , ,		
-			
Summary*			
	•		
Description			_
Normal text 👻			

In the summary section, enter a clear and concise (short) summary of the issue.

Then describe the issue in detail. Feel free to repeat the summary and add any information on background, a problem description, if/how you have tried to solve the problem, and how you would like things to work. (You will be able to add images, etc. in the next step.)

3. Attach Files/images, etc...



Drag and drop screenshots, images, log files, etc. To accompany your description.

4. Select group/organization to share request with.

🌢 No one 🏹 📊	
Share with VYJONTIC	Depending on your organisational structure share your Issue/request with your own group members or other groups
Share with .se	Note: Avoid the "No one" and your own
No one	domain items in the menu.

5. Tag Issue with Priority and Further System information.



Depending on your choice, extra sections are added for including diagnostics, tool/report specification, etc.

6. Send request.



3 Request a Change

If you want us to add new functionality, make changes to existing functions or if you want something else outside the scope of the SLA, you can request a change.

3.1 Workflow, Change Requests

As a request is handled and processed it will be labelled with a "status".

The Status is a label that indicates what is expected to happen (Awaiting Customer Approval, Awaiting Implementation), what is now happening (Review, Planning), or what has happened to the request (Completed).

Use the status (and the comments) to see if you, the customer, or Consat, is to do anything regarding the request before it can be processed further.

The status is changed as the request progresses. Workflow states from top to bottom:

Review

Request Created

When a change request has entered into JIRA, either by support, the project or the customer, the following will take place:

- 1. The change request will initially get the status **Review.** A project manager/account manager will be assigned to the ticket.
- 2. The change request will be analysed by Consat. (Goals, function, requested time/sprint, budget constraints etc.)
- 3. Internal Authorization: The change request will now either be:
 - a) **Rejected.** The project manager/account manager will report back to the customer with an explanation of why the request has been rejected.
 - b) Accepted. Moves on to Preliminary Planning, estimated for offer: Including details such as cost, estimated time frame for delivery, validity period of the offer, etc.
- 4. If the change request has been accepted as a base for an offer, the project manager/account manager will **send the offer to the customer**.

The status of the JIRA ticket will then be changed to **Awaiting customer approval**

Awaiting customer approval

- 1. The customer will get a notification that the status of their change request has been changed to **Awaiting customer approval**
- 2. The customer now has a set number of days to reply to the offer with a customer order.
- 3. Customer action:
 - a) If the customer no longer is interested in the change request, he/she shall inform the project manager/account manager to cancel the offer.

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The status will be changed to **Cancelled.** Note that this step is irreversible.

- b) If the customer does not respond within the set deadline (e.g. 30 days) the project manager/account manager will send a reminder to the customer.
- c) The customer accepts the offer and sends a customer order.
- 4. The project manager/account manager changes the status of the change request to **Planning**.

Planning

- 1. The product owner plans the customer order in the sprint plan.
- 2. When the customer order is planned in the sprint plan, the product owner changes the status of the change request to **Awaiting implementation**.

Awaiting implementation

- 1. The request is under development.
- 2. When the change request has been developed, the status of the change request is changed to **Completed.**

Completed

- 1. The PM/AM will inform the customer about the implementation
- 2. An invoice will be sent to the customer.

3.2 Change Request, Step By Step

1. Click on "Request a Change".

	Wetcome to the Constant Journality Fields Constant
	Sena to Alasced Region Report - 9
	Wagand has can save a sequel the Const Menatics and the optices prevaid.
	What can we help you with?
	Import an income Instantian and the service property.
	Up Support - Cyber Security Se
	Geneticse Acts us poor questioned
	$\frac{1}{2} = \frac{1}{2} \log \ln t$ is change $\Phi^{\rm m}$. Prove it so a boso $F_{\rm post}$ would be to request a change or new functionality (
L	

2. Do you want to change an existing function? Then select "Request a change".

Would you like us to add functionality? Then select "New functionality".



3. Enter a Summary and Description



In the summary section, enter a clear and concise (short) summary of the issue.

Then describe the issue in detail. Feel free to repeat the summary and add any information on background, a problem description, and how you would like things to work.

(You will be able to add images, etc. in a following step.)

4. Chose how urgent the request is (high/medium/low), compared to your other requests. This can easily be changed later.

Urgency	1
	*

5. Attach Files/images, etc...

Drag and drop files, paste screenshots, or browse	Drag and drop screenshots, ima
Browse	To accompany your description

6. Select the reason for the requested work.

7. Send request.



4 View Requests, Add Information

1. Access Requests



2. Filter and View Request List



To manage the potentially long request list, use the filters to view only requests of interest to you.

The free text filter allows you to find specific requests with summaries/descriptions matching the filter text (remember this when entering summaries, etc.)

3. View, add information to a request/reported issue

Request	contains	Q. Status: Open requests v Created	by me V Request	type 👻		
Туре	Reference :	Summary	Status	Service project	Requester	
Ţ	CTSS-89	nu testar jag att skapa ett ärende åt en annan	WAITING FOR SUPPORT	Consat Telematics System Support	Jesper Test	Click on an issue list to edit/add
Φ	CTSS-88	testar att lägga in i VYJONTIC-org.	WAITING FOR SUPPORT	Consat Telematics System Support	Jesper Test	information. (Se previous chapte
Φ	CTSS-62	test två, nu med automation	WAITING FOR SUPPORT	Consat Telematics System Support	Jesper Test	
Ţ	CTSS-60	test after creating second testuser for disertus.se domain	WAITING FOR SUPPORT	Consat Telematics System Support	Jesper Test	

5 Extended View: Advanced Request Report

You also have access to an extended view, with more information in the list of issues, and the possibility to export the list in Excel format.

Reach it from the portal by clicking "Switch to Advanced Request Report"

	Consult Telematics Support / Consult Telematics System Support
	Consat Telematics System Support
	Welcome! You can raise a request for Consat Telematics using the options provided.
and the man	Switch to Advanced Requests Report ->
ing the	What can we help you with?
	Report an Issue Let us know if something ten? working property!

...Or you can access it from your list of issues:

CONSAT Presset	Consat Toto Reque	matics Support ests	1 1 1 1	-			
	Switch	o Advanced Request:	Report →				
	Type	Reference : TJJ-2	Summary test advanced portal	Status WAITING FOR SUPPORT	Service project Test JSM	Requester : Jesper Nihlén	

The Advanced Requests Report extended list of issues looks like this:

C https://consat-telematics.atlassian.net/servicedesk/customer/portal/3			A® ☆	0 ☆ @	😪 🕼 ··· 🏹
☆ Saved views 👻	Advanced Requests Report	Created vs Resolved			÷
Consat Telematics System v Customer Request Status: All v Reported by anyone v	Request Type: All 👻 Contains text	Search More filters Clear all filters		∰ Export 👻 😂 I	Aanage Columns
Reference : Summary :	Issue class I Responsible Team	s : Organizations Status :	Reporter :	Updated :	1-20 of 14645 🔇
CTSS-14909 testar att skapa intern jira	MU Support No	ordic Consat Jour CANCELED	Jesper Nihlén	2024-03-19	2024-03-19

Export your list of issues (Excel format).

6 Resolve or Cancel Issue In Progress

- When you consider an open issue resolved/fixed, Click "Resolve this issue" in the Status section.
- The issue/request can also be cancelled if it is not valid.

B Jesper Nihlen raised this on Today 10:39 AM	Hide details	IN PROGRESS	Click Resolve
Description			
Description of test issue		Notifications on	
J System	OPEN FOR EDITS	Cancel request	To cancel the issue/request, c
System Classification		Request type Report an issue	Cancel request
Issue class*		Sha ed with	
P4 (C)	v	Creator	
		(a) disertus test	
System		+ Share	
Select	×	Priority	
		× P4 (C)	
	Cancer Save Submit		
Activity	1736		9.18
Activity Desper Nihlen Today 10:44 AM testing Const Relematics Support / Const Relematics System Support / CTSS test issue Const Relematics Support / Const Relematics System Support / CTSS	1756 Höde detaik		© (®
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Activity	trad	Sure EXCAUSE P Refications on	
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Activity	TS36	Stars ESSOURS ESSOURS Notifications on Cose Cose Report Report an issue Cose Report an issue Cose	
Activity	17366	States associeté associeté Cose	

7 Close or Un-resolve (back) Resolved Issue

- Resolved issues can be closed and "filed away". (The issue can then not be reopened again).
- Resolved issues can also be "un-resolved" and reopened (changed to Waiting for Support state).

B Jesper Nihlen raised this on Today 10:39 AM	Hide details	Status RESOLVED	Click Close" to clo a resolved issue.
Description		Notifications on	
Description of test issue		S Close	122
I System	OPEN FOR EDITS ···· A	S Reopen	
		Report an issue	Click Reopen" to o
System Classification		T input on the c	closed issue.
Issue class *		Shared with	
P4 (C)	~	Greator	
		disertus test	
System		+ Share	
Select	v	Reports	
	Cancel Save Submit	S14(0)	