BCS Business Consulting Services Kft.

„MANTIS” Ticketing System

User guide

v1.1

Budapest, 2020

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1. Overview

Mantis is compatible and can be opened with most of the web browser (e.g.: Internet Explorer, Mozilla Firefox, Google Chrome) at http://helpdesk.bcsconsult.hu/login_page.php

1.1 Login page

The login page is available only in Hungarian language. Please use the following explanation table.

Belépés: Login

Felhasználónév: Username

Jelszó: Password

Regisztráció: Registration

Elfelejtette a jelszavat?: Forgot your Password?

1.2 The Menu

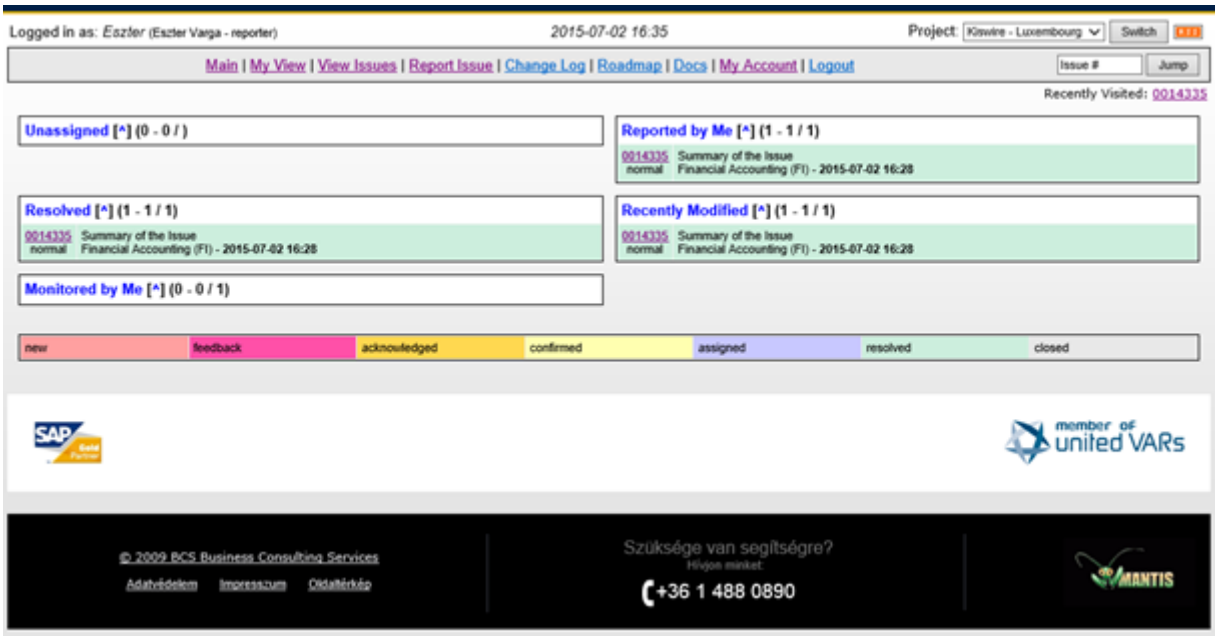
The Menu is always available on the top of the page.

1.2.1 Main

This area shows the actual News of BCS like planned closing hours or any update on the system.

1.2.2 My View

This is a high-level summary of issues of the particular user. The colours of the Issues reflect the statuses.



Areas:

Unassigned:

The Issues are assigned to the Consultant by default.

If there is an Issue in this area, please contact the Support Coordinator of BCS!

Resolved:

The solution or answers from the Consultants are accepted by the Customer's contacts. These Issues could not be modified by the Customers, only BCS can close (sometimes re-open) these.

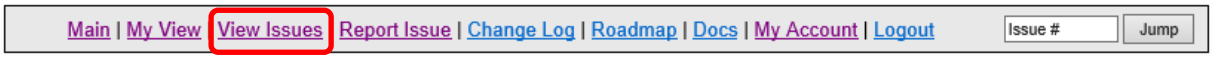
Monitored by Me:

These Issues are reported by another user from the Customer, and monitored by you. You receive an email notification if any change occurs on these Issues.

Reported by Me:
These are open Issues which are reported by you.

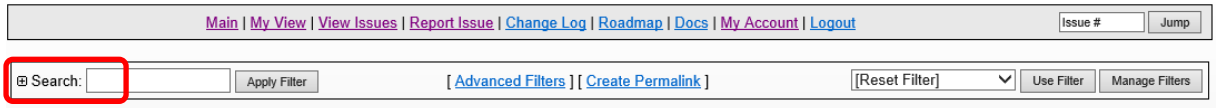
Recently Modified:
These are Issues of your Company which are modified lately. Maximum number of these items is 50. You can see the closed Issues here too.

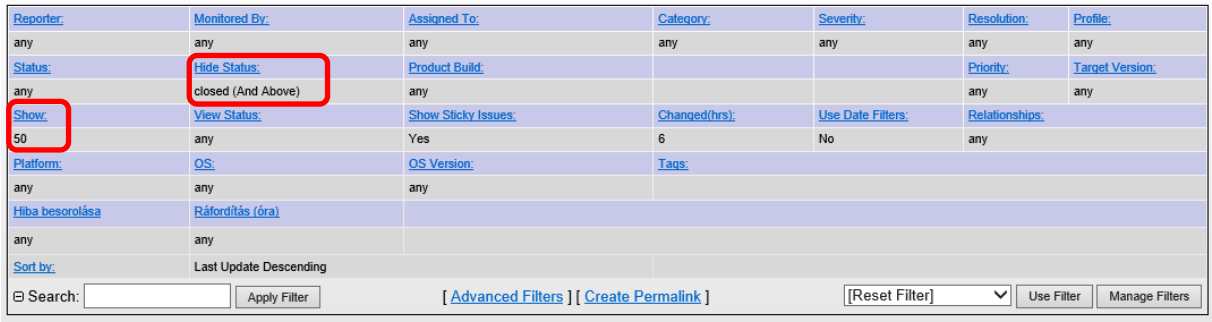
1.2.3 View Issues



This powerful screen allows you to quickly find and work with multiple issues.

The search criteria fields can be opened and closed with the „[+]" / „[–]" icons next to Search field.





The default parameters are the followings:

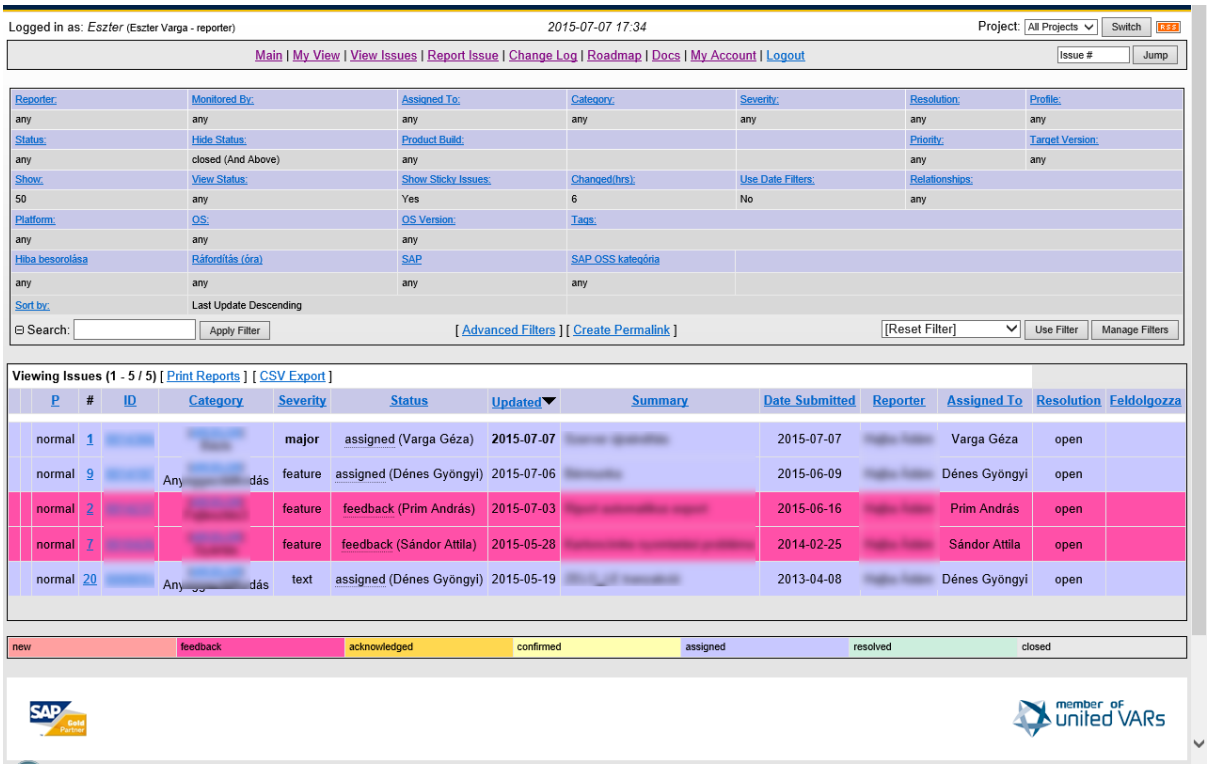
Hide Status: closed (And Above)

Show: 50 (you will see maximum 50 items on 1 screen)

Changed(hrs): 6 (the date will show in bold under Updated in the table below if the Issue has been changed within this period)

Show Sticky Issues: Yes (we do not use this function)

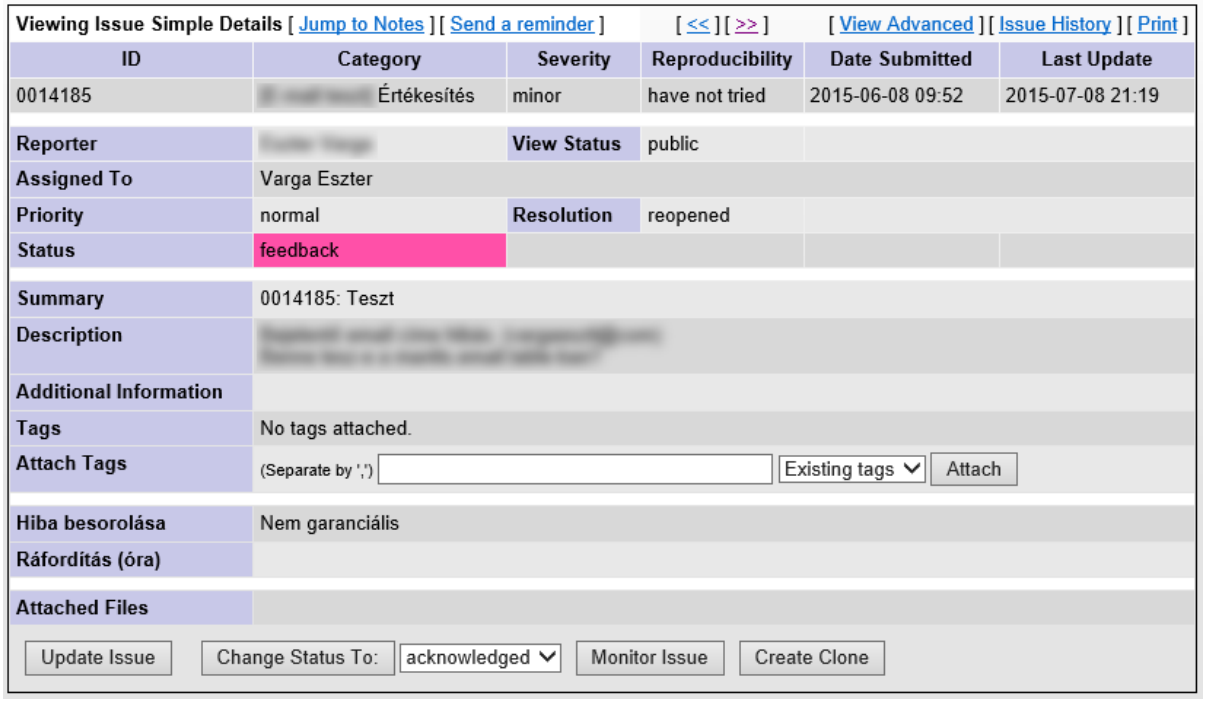
The result of the search will be listed below the search criteria.



You can open the Issue if you click on the link under the ID row. You can also jump into an individual Issue if you enter the ID into Issue # field and press Jump.

The details of the Issue are detailed in 5 main blocks:

1.2.3.1 Viewing Issue Simple or Advanced Details



There are 2 special fields on this screen in Hungarian language. The explanations of these are the following:

Hiba besorolása: Classification of error. The potential values are the followings:

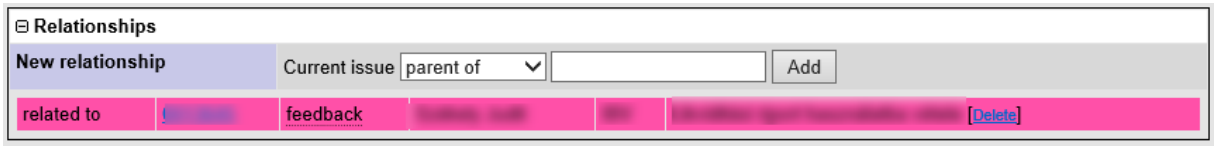
Nem garanciális – out of warranty

Garanciális – under warranty

Fejlesztés – development

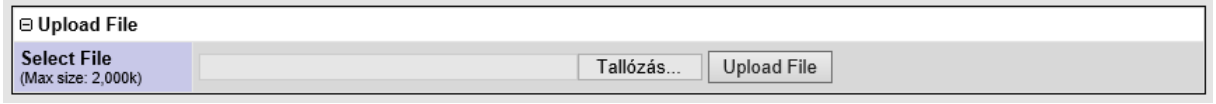
Ráfordítás (óra): time expense of the Consultant (in hours).

1.2.3.2 Relationship



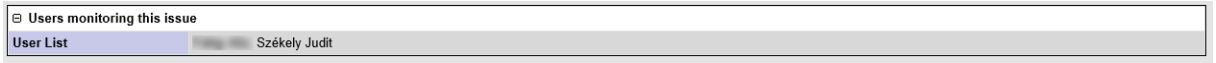
Only the Updater can link another Issue to the current one. The usage of this function depends on the contractual conditions with the Customer.

1.2.3.3 Upload File



It is possible to upload any file at any time. The previously attached files are in the Viewing Issue Simple or Advanced Details block.

1.2.3.4 Users monitoring this issue



You can add yourself or somebody else to this list which defines for the system who will receive a reminder on the issue in e-mail. The steps are described in Chapters 2.4 and 2.5.

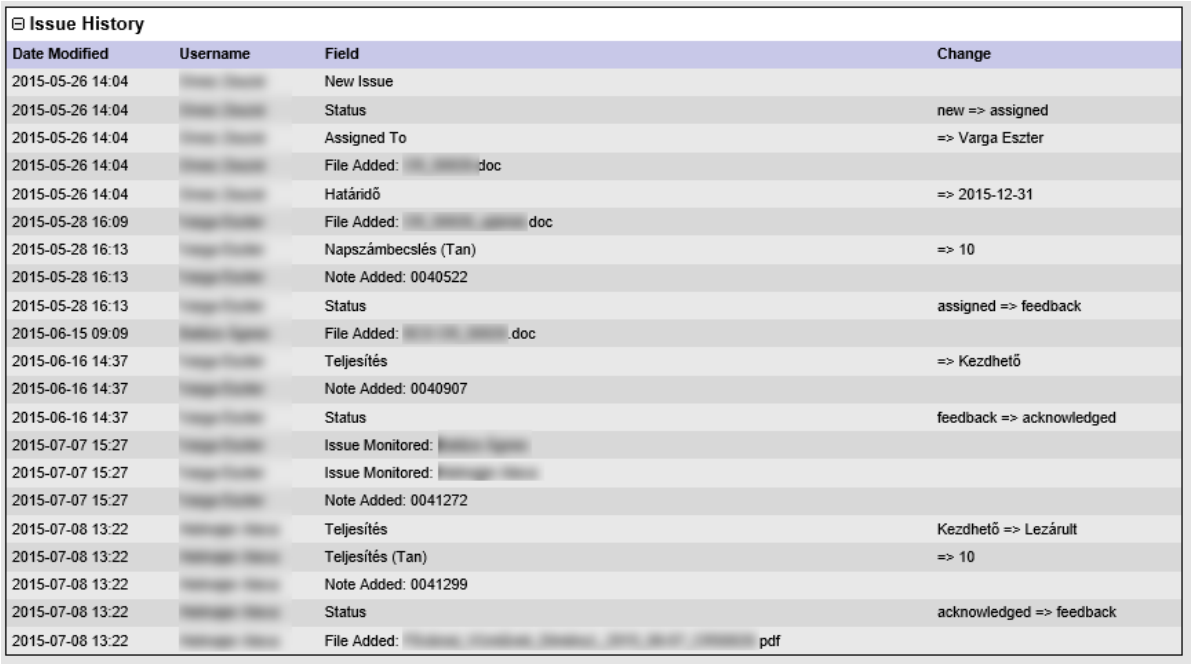
This area could be left empty.

1.2.3.5 Notes

All comments are stored in this block with the name of the creator of the note and the date when it was posted. There are 2 ways to add Note to the Issue, either with status change or with sending reminder. These are described chapters 2.3 and 2.5.

1.2.3.6 Issue History

The system tracks all modifications made to the Issue. This includes every event from the date of creation, till the issue is closed. For each change, the system will record a time stamp, user name of who made the change, and a field of what changed, including the old value and the new value.



Issue History

Date Modified	Username	Field	Change
2015-05-26 14:04		New Issue	
2015-05-26 14:04		Status	new => assigned
2015-05-26 14:04		Assigned To	=> Varga Eszter
2015-05-26 14:04		File Added: doc	
2015-05-26 14:04		Határidő	=> 2015-12-31
2015-05-28 16:09		File Added: doc	
2015-05-28 16:13		Napszámbecslés (Tan)	=> 10
2015-05-28 16:13		Note Added: 0040522	
2015-05-28 16:13		Status	assigned => feedback
2015-06-15 09:09		File Added: .doc	
2015-06-16 14:37		Teljesítés	=> Kezdhető
2015-06-16 14:37		Note Added: 0040907	
2015-06-16 14:37		Status	feedback => acknowledged
2015-07-07 15:27		Issue Monitored:	
2015-07-07 15:27		Issue Monitored:	
2015-07-07 15:27		Note Added: 0041272	
2015-07-08 13:22		Teljesítés	Kezdhető => Lezárult
2015-07-08 13:22		Teljesítés (Tan)	=> 10
2015-07-08 13:22		Note Added: 0041299	
2015-07-08 13:22		Status	acknowledged => feedback
2015-07-08 13:22		File Added: pdf	

1.2.4 Docs

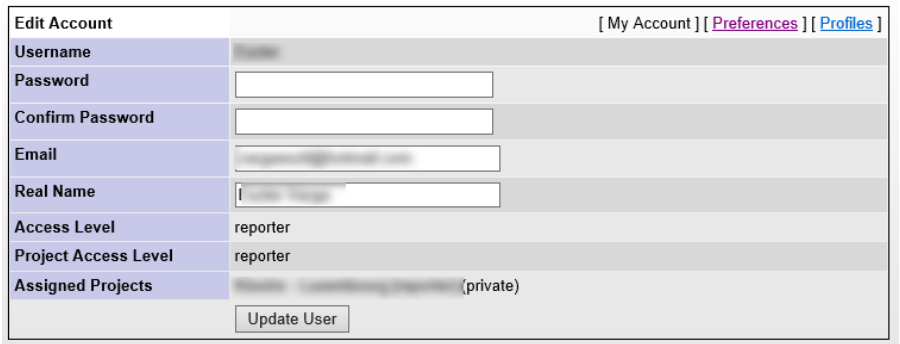
Documentation is uploaded by BCS. Currently only the User Manual is uploaded.

1.2.5 My Account

This page provides access for user alterable parameters for the system. These selections are user specific.

It also shows the user's access levels on the current and other projects.

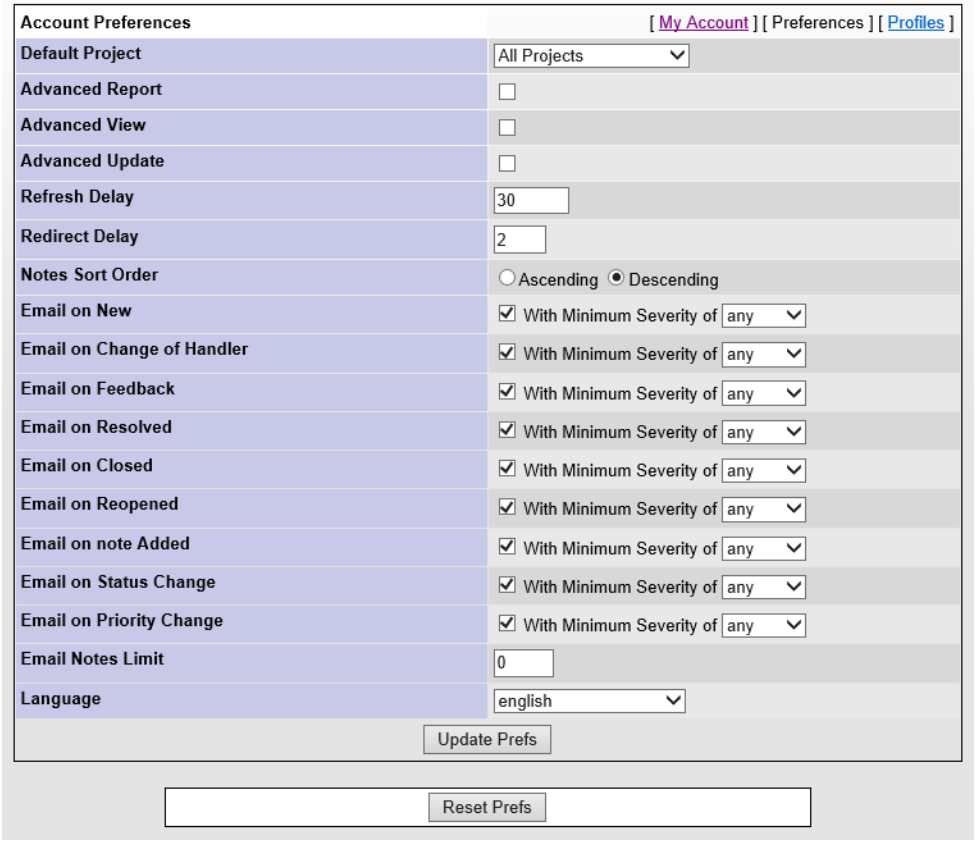
- My Account: This allows you to change your password, screen name (Real name), and e-mail address.



Edit Account [My Account] [Preferences] [Profiles]

Username	
Password	
Confirm Password	
Email	
Real Name	
Access Level	reporter
Project Access Level	reporter
Assigned Projects	(private)
	Update User

- Preferences: a page to define the cases and the limit of the severity for the e-mail notifications or to change the language setting.



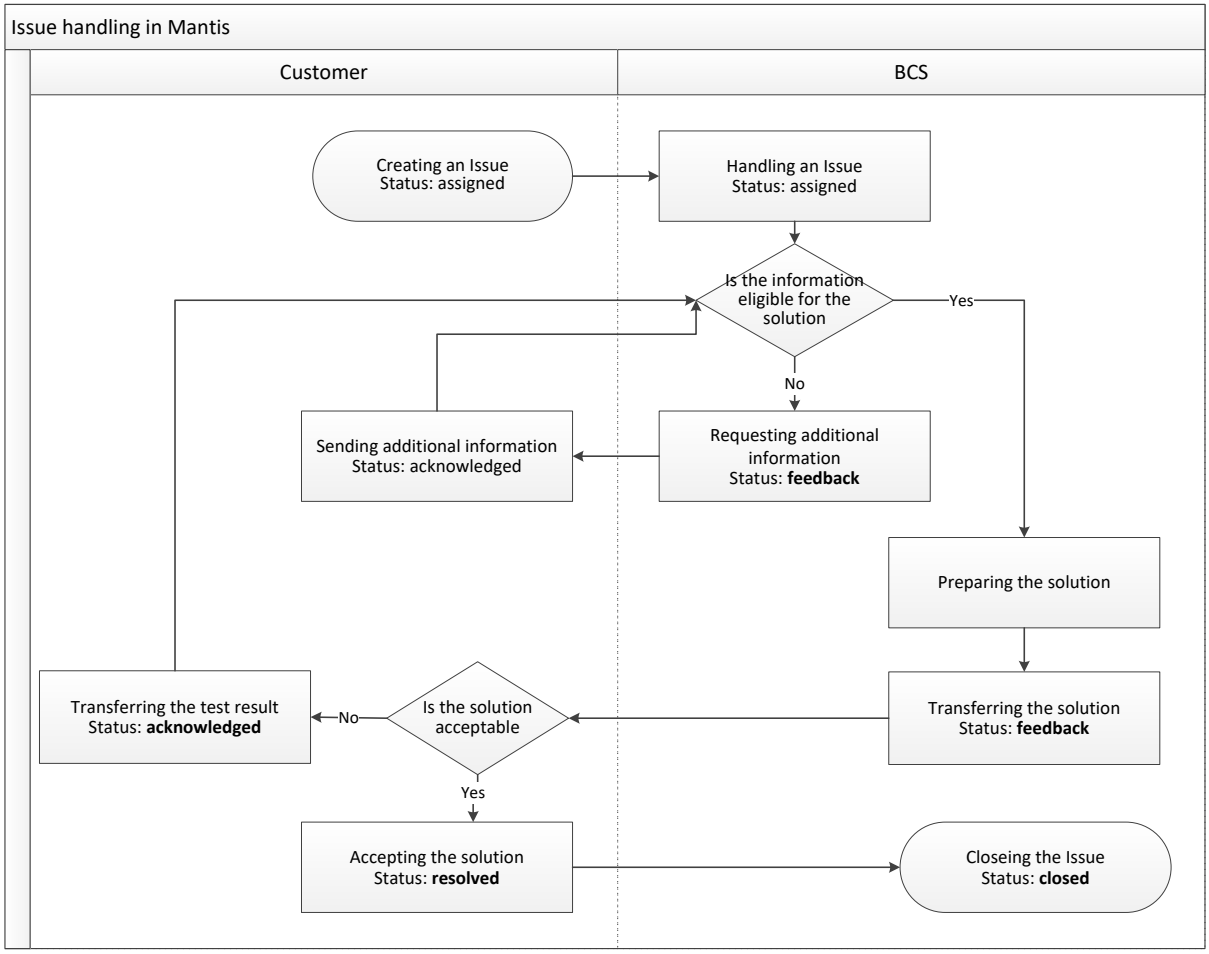
- Profiles: it is possible to save your System details here and load it during the issue creation. We do not use this function.

2. Issue handling

2.1 General

2.1.1 Process flow and statuses

The process flow and the required statuses are described in the following picture:



The system uses individual colours for the statuses. In the picture below you can see the statuses with colours and the responsible parties on these statuses.

Assigned to BCS's Consultant

Status	Responnible party
assigned	BCS

Feedback sent by the Customer

Status	Responnible party
acknowledged	BCS

Solution accepted by the Customer

Status	Responnible party
resolved	BCS

BCS's Consultant is waiting for a feedback from the Customer

Status	Responnible party
feedback	Customer

Closed Issue

Status	Responnible party
closed	BCS

2.1.2 Automatic assignment

Issues will be assigned to particular Consultants automatically based on the chosen Category. The mapping is set up by BCS for each Customer.

2.1.3 Automatic email notification

Mantis sends an e-mail on Issue related events. There is a direct link to the Issue in this e-mail. For each new event, an e-mail is sent to:

- the reporter
- the handler (or the one to whom it was Assigned to)
- anyone monitoring the issue
- anyone who has ever added a note the Issue

The notifications are the followings:

- The following issue has been SUBMITTED.

  This message will be sent to the reporter and to the Consultant assigned automatically.

- The following issue has been ASSIGNED.

  When the Issue has to be transferred to a different Consultant, you'll receive the notification about this. There is no e-mail notification about the automatic assignment, it is part of the submission.

- The following issue requires your FEEDBACK.
- The following issue has been ACKNOWLEDGED.
- A NOTE has been added to this issue.
- The following issue has been UPDATED.
- The following issue has been RESOLVED.
- The following issue has been CLOSED.
- The following issue has been REOPENED.

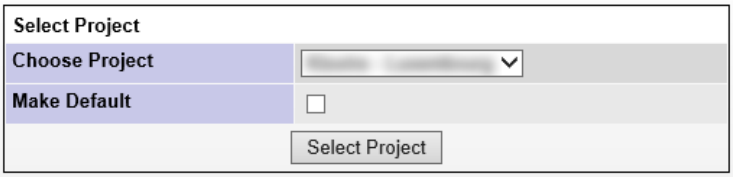
If there is a new Note during the change of the status you will receive a notification only about the change of the status.

- On YYYY-MM-DD hh:mm, X Y sent you this reminder about: …..

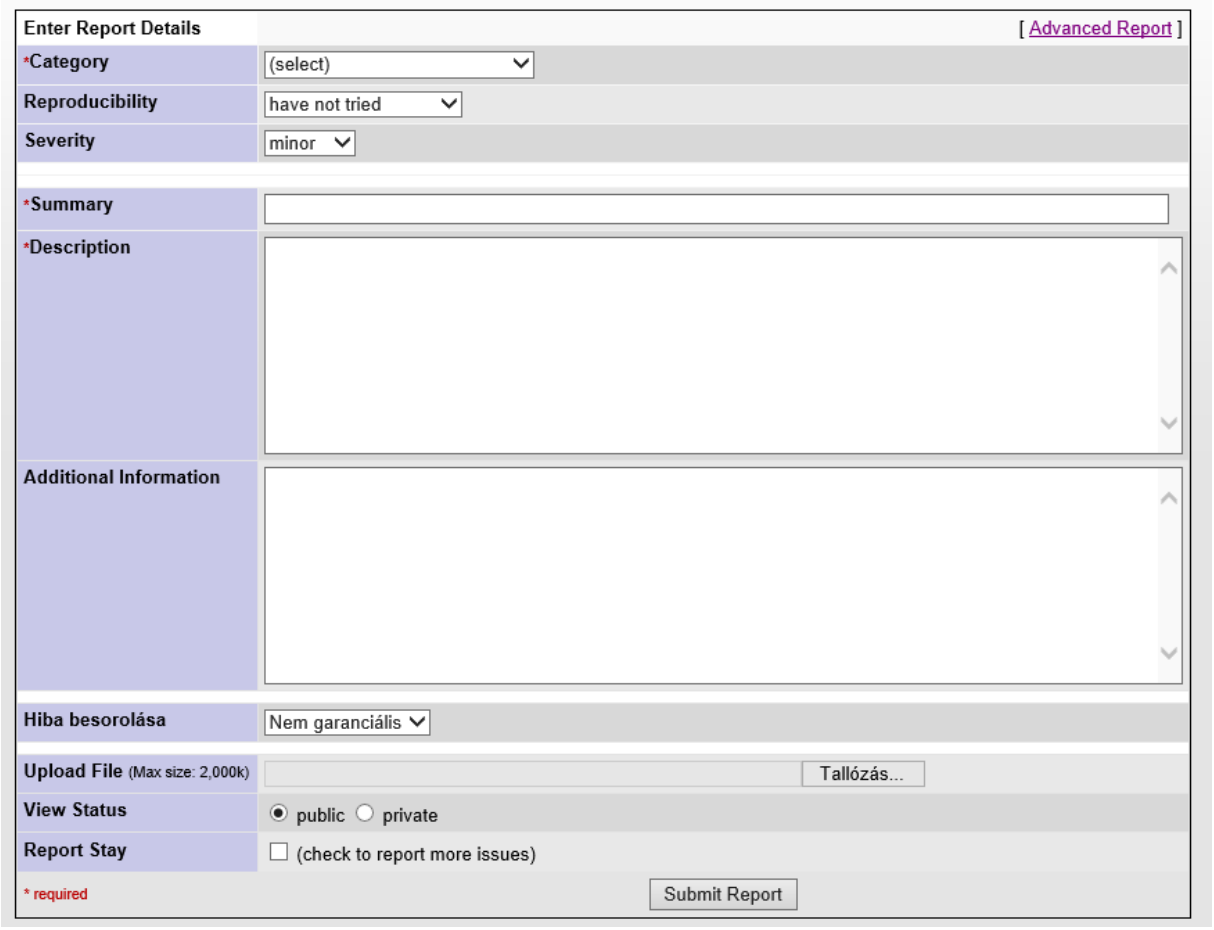
  You'll receive an e-mail notification when another user sends a reminder to you about the Issue. In this case the text of the message will also be in the e-mail notification.
  Please do not reply for this email! The mailbox hasn't been monitored regularly.

2.2 Report an Issue

To report an Issue to the Consultant of BCS, click on the Report Issue from the Menu. First, you have to select your Project. Usually one Customer has one Project.

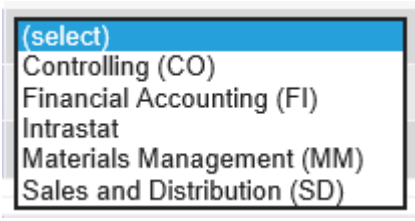
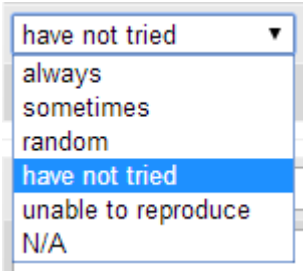
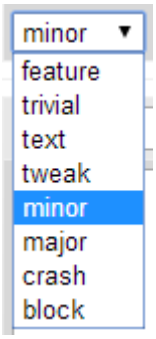


On the next page, fill out the mandatory fields marked with red star.



Mantis allows you to fill out an Advanced form, but it is not necessary in our support.

Available fields:

Category: (mandatory field): The list is set up by BCS for each Customer's Projects. Each Category will be assigned to the dedicated Consultant.	
Reproducibility: Pick one value from the list. This information can help Consultants to identify the problem. You may also add additional information in the Description field.	
Severity: Pickup one value from the list.	
Summary: (Mandatory field)	Free text field. Short description of the Issue. Please use an individual one for each Issue.
Description: (Mandatory field)	Free text field. You can describe the problem or request here. Recommended to add SAP transaction, input parameters etc.
Additional Information:	Similar to the Description field. Not mandatory to fill out.
Hiba besorolása (means **Error classification**) Available only with 'updater' (or higher) access level Pick one value from the list.	Usable values: Nem garanciális: means out of warranty Garanciális: means under warranty Fejlesztés: means development – used for special modification requests
Upload File (Max file size: 2,000 Kbytes):	Recommended to attach a screenshot of the error message or any documents which clarify your request. (DOC, XLS, JPG, etc.)

View Status: (Default value is 'public')	◉ public ○ private 'public' means that all the team members eligible to see the Issue. If it is private, only the reporter and the assigned Consultant will see the Issue. Please avoid the private Issues.
Report Stay: (it is blank by default)	☐

Please note!

If you click on Submit Report button without filling in all mandatory fields then all of the previously typed values will be lost and the process has to be restarted from the beginning.

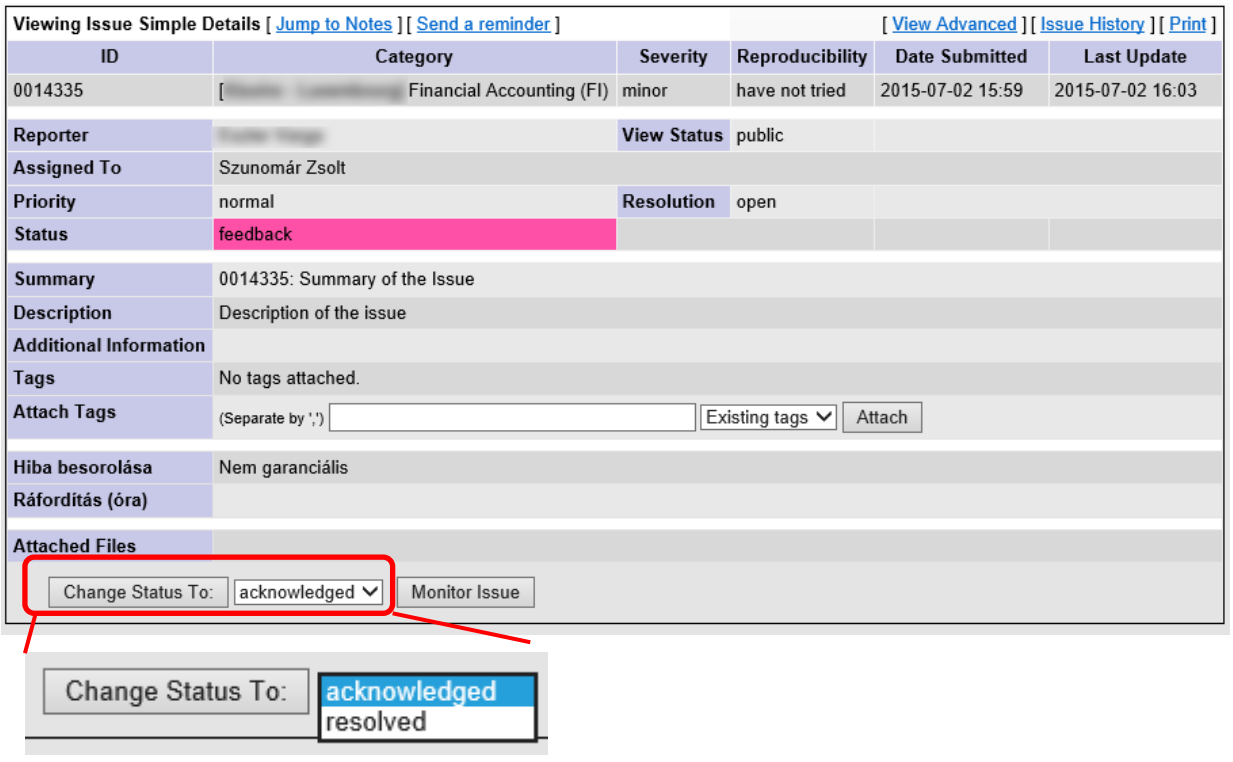
The system will send an e-mail notification about the creation to the reporter and also to the assigned Consultant.

2.3 Give a feedback

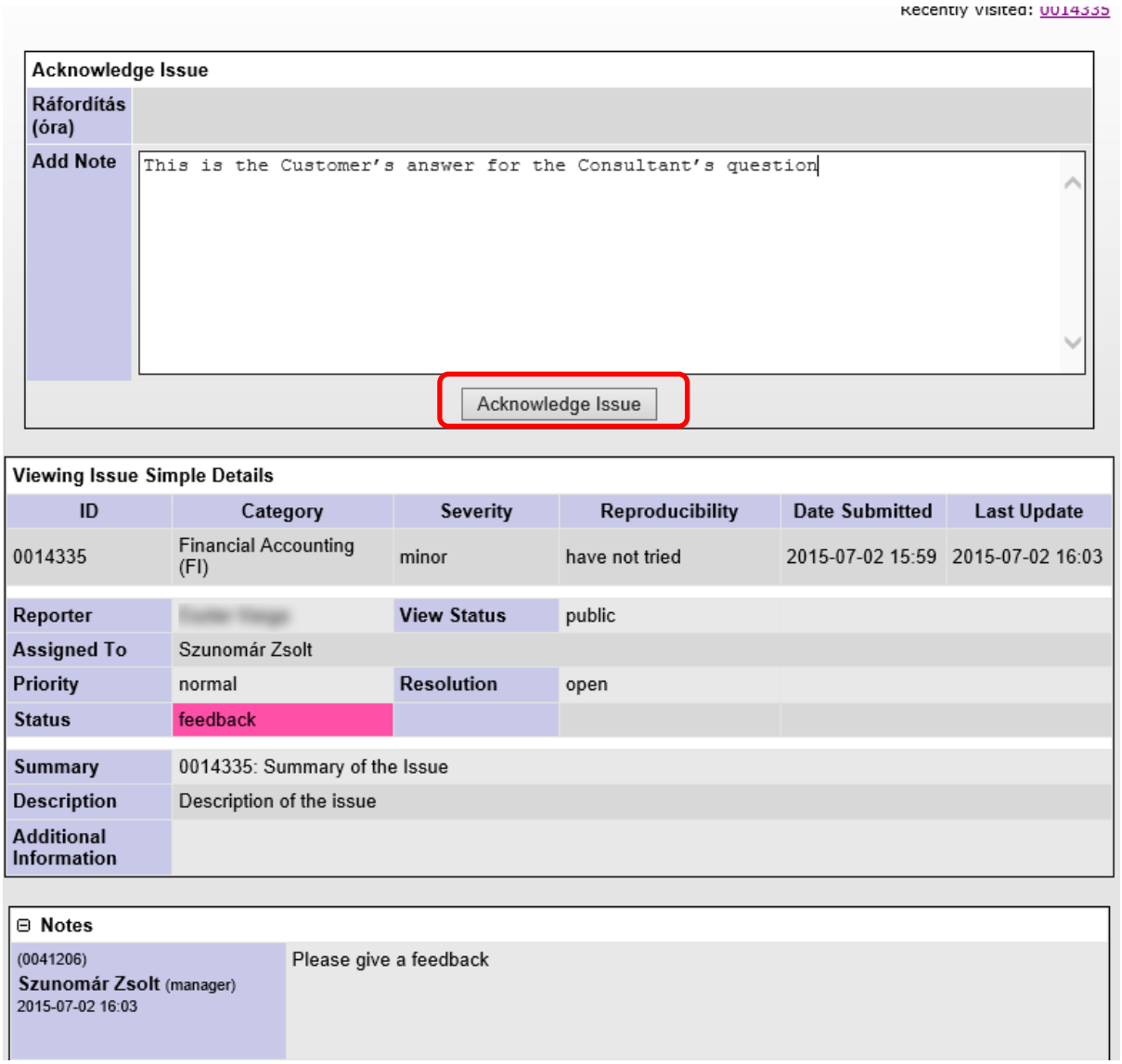
If you have received an e-mail notification with the message: 'The following issue requires your FEEDBACK.' open the Issue and read the Note from the Consultant.

2.3.1 Send additional information

If the Consultant needs any additional information from you, select 'acknowledged' from the list next to the 'Change Status To' button and press it.

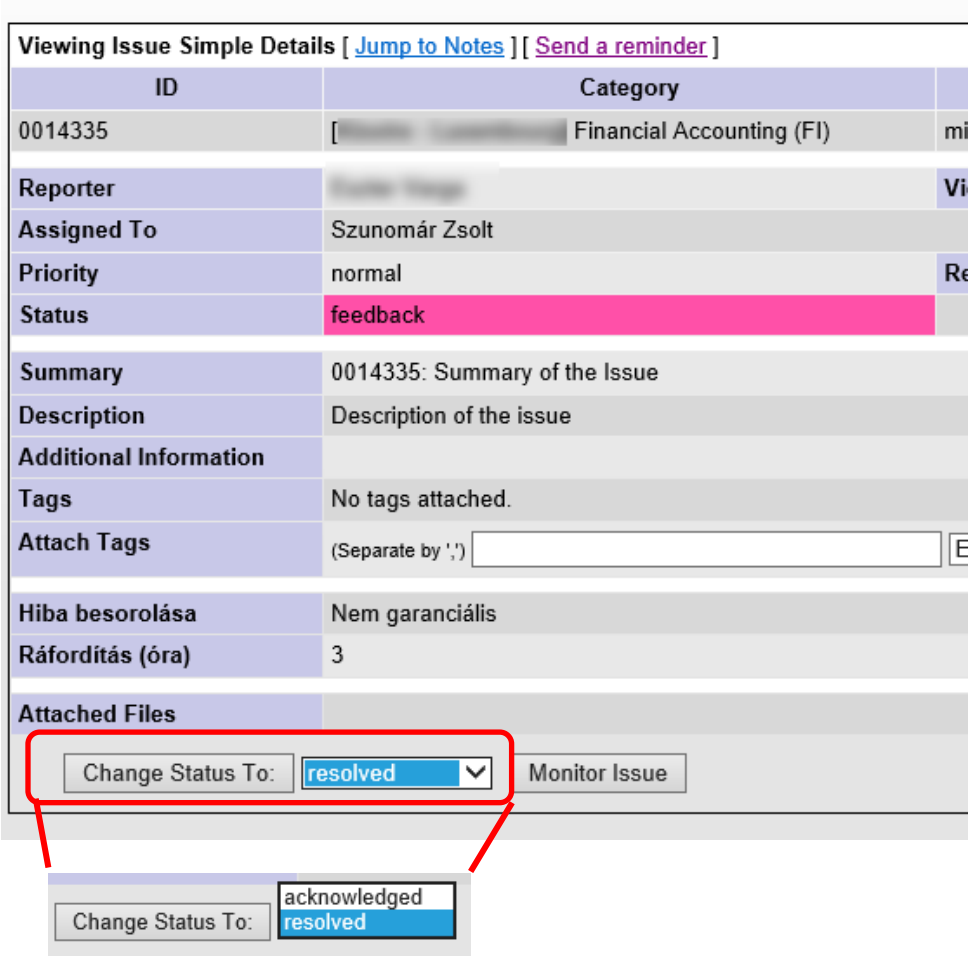


On the next screen you may write your feedback to the Consultant. Under the text field, you can see the details of the Issue and also the previous Notes so you can easily reflect on these.

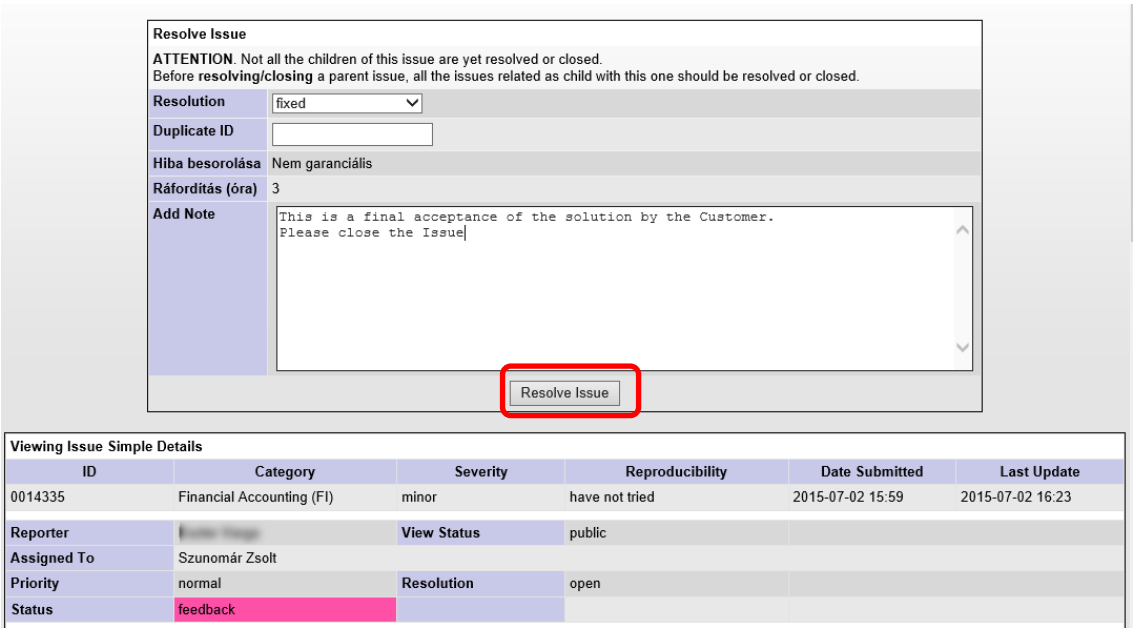


2.3.2 Accept the solution

If the Consultant gives a solution to the problem or request and you accepted it, select 'resolved' from the list next to the 'Change Status To' button and confirm it.



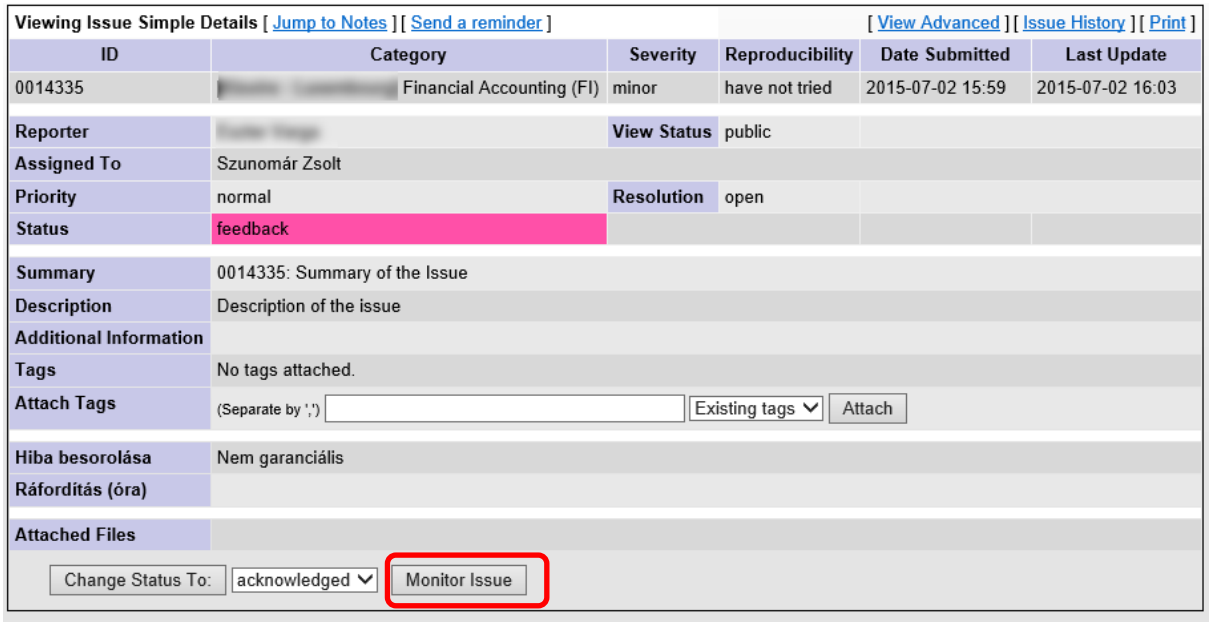
You can also add Note during the acceptance phase:



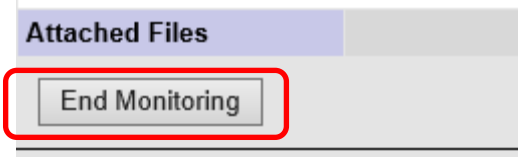
There should be a warning during the acceptance like in the picture above. Please ignore this. It is part of the internal processes of BCS.
The System will send an e-mail notification about the status change to the reporter (except if the user has previously changed it in the Preferences), the handler and also to the users who were monitoring the Issue.

2.4 Monitor Issue

The Monitor Issue feature allows you to subscribe to certain issues and hence get copied on all notification e-mails sent out regarding these issues. Sending a reminder to another user about an issue can add this issue to the user's list of monitored issues. Users who reported the issue or are assigned to the issue typically don't need to monitor the issue to get the notifications. This is because by default they get notified on changes related to the issue anyway.



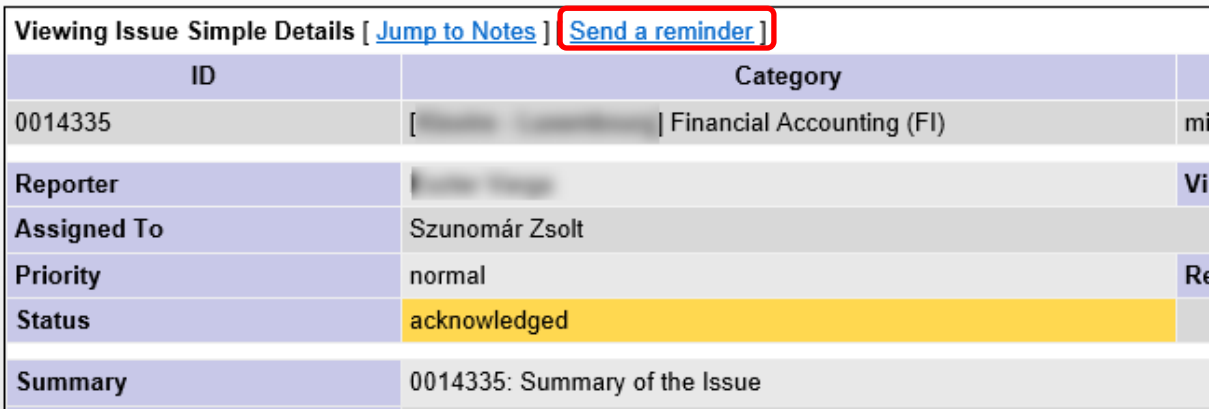
In the future these users will receive e-mail notifications about the events of the Issue until they unsubscribe from the Issue (by using the End Monitoring button).



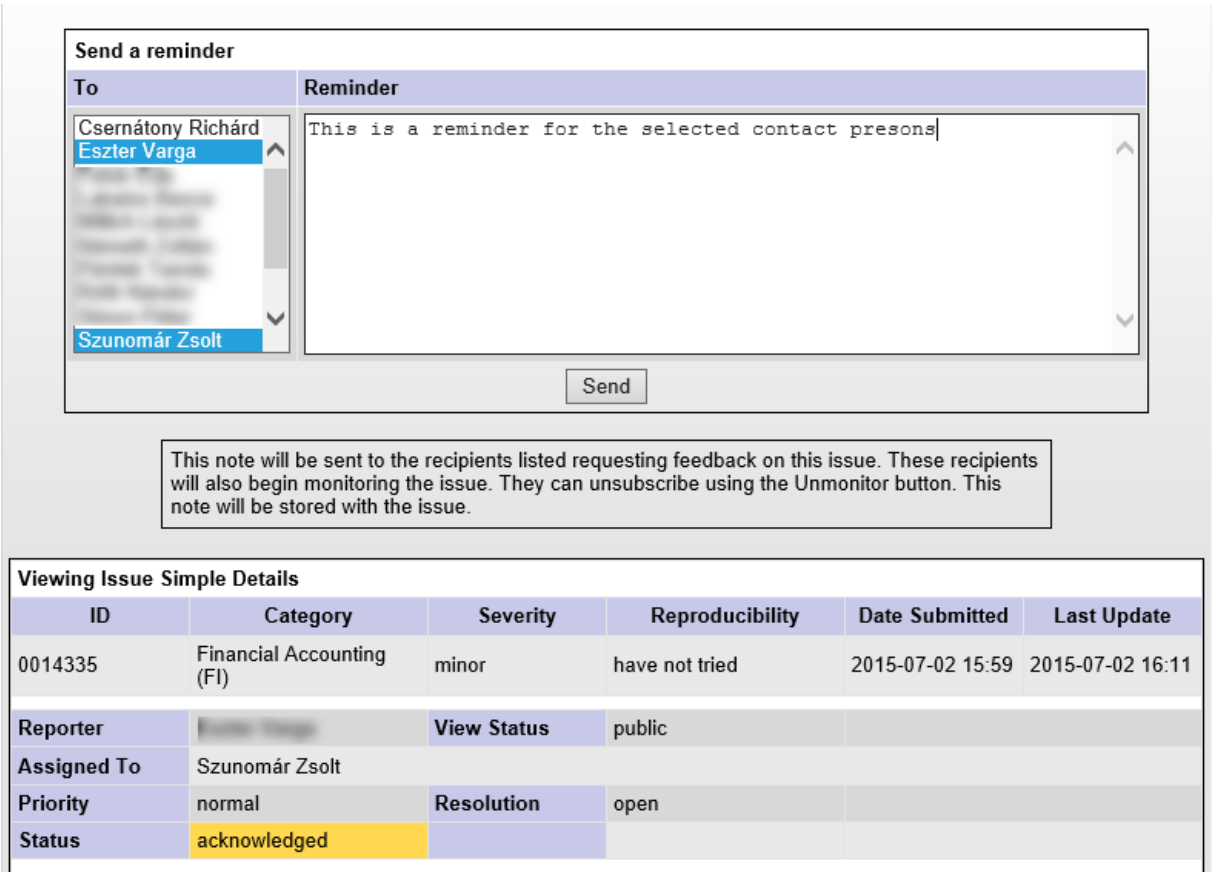
2.5 Send a reminder

Sending reminder is a feature where you can notify or remind other users about the Issue. With this function the status will not change and the responsible party (Customer or BCS) will remains the same.
BCS use this function to involve/invite other Consultants or developers to the issue.

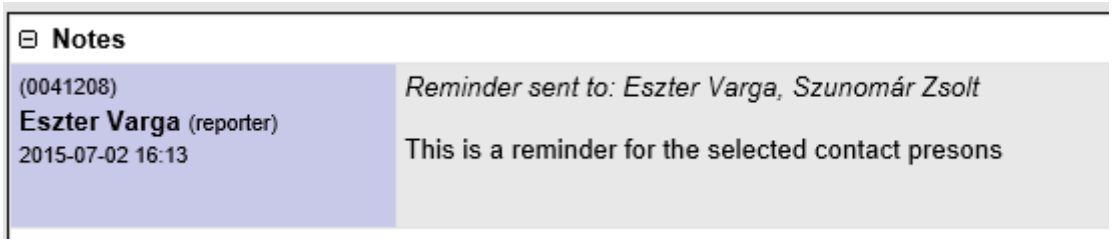
The function should be started from the Viewing Issue Simple/Advanced Details block (top of the Issue page).



On the next page you can type your message and select the name of the recipient at the left site. Keep CTRL button pressed while clicking to select more than one name. If you would like to send a reminder to somebody else who is not on the list, please contact the Support Coordinator of BCS.



The note you just sent will be on the list of the Notes of the Issue and there will be the name of the recipients.



Please note! Only the recipients will receive an e-mail notification about this new Note.
In the future these users will receive the e-mail notifications about the events of the Issue until they unsubscribe from the Issue (by using the End Monitoring button).