User guide

Pelikan Group ticketing system.

Welcome to Pelikan Group Web Maintenance ticketing system. We provide this guide to explain how the system works and how to get help if needed.

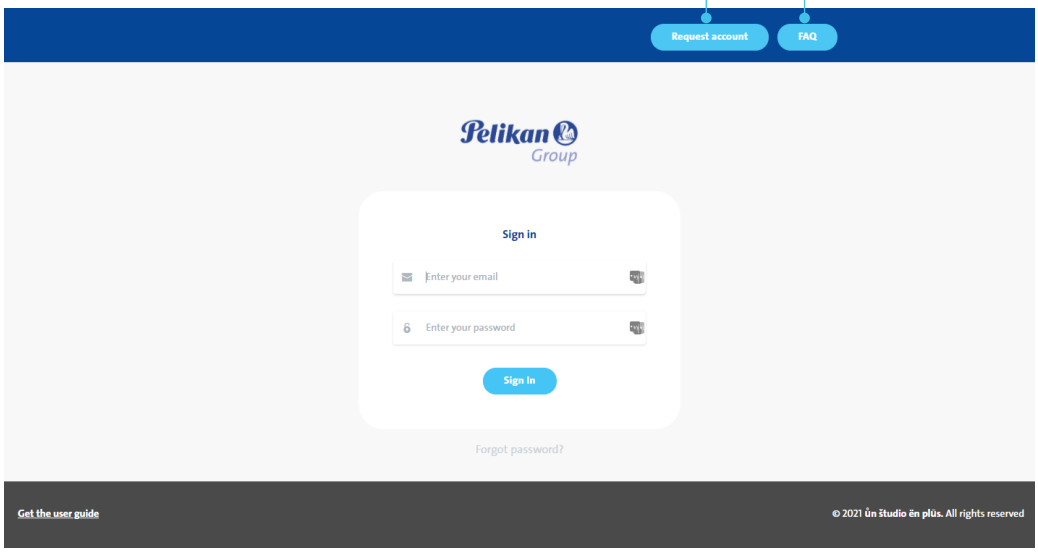
First steps.

Visit https://tickets.srvpelikan.com/login this is the login page to the system.

At the top, you'll find two buttons:

Request account - that leads you to a subscription form. The Brand Manager will recieve your request and activate your account.

FAQ - This will take you to the list of most common questions regarding the system.



At the bottom, you can find a link to download this same guide.

Please use your credentials to sign in.

The system will present you the “Review my tickets” page.

This page displays the complete list of requests you have created; You may arrange the list by any of the columns and increase the number of tickets listed. At the end of every list item, you can find an icon, to quickly cancel the request. The system will prompt you to confirm this action.

The search field above the list can filter it, for example, if you type “new” the list will display any item containing that term. This list can be exported to CVS or Excel and Printed as well.

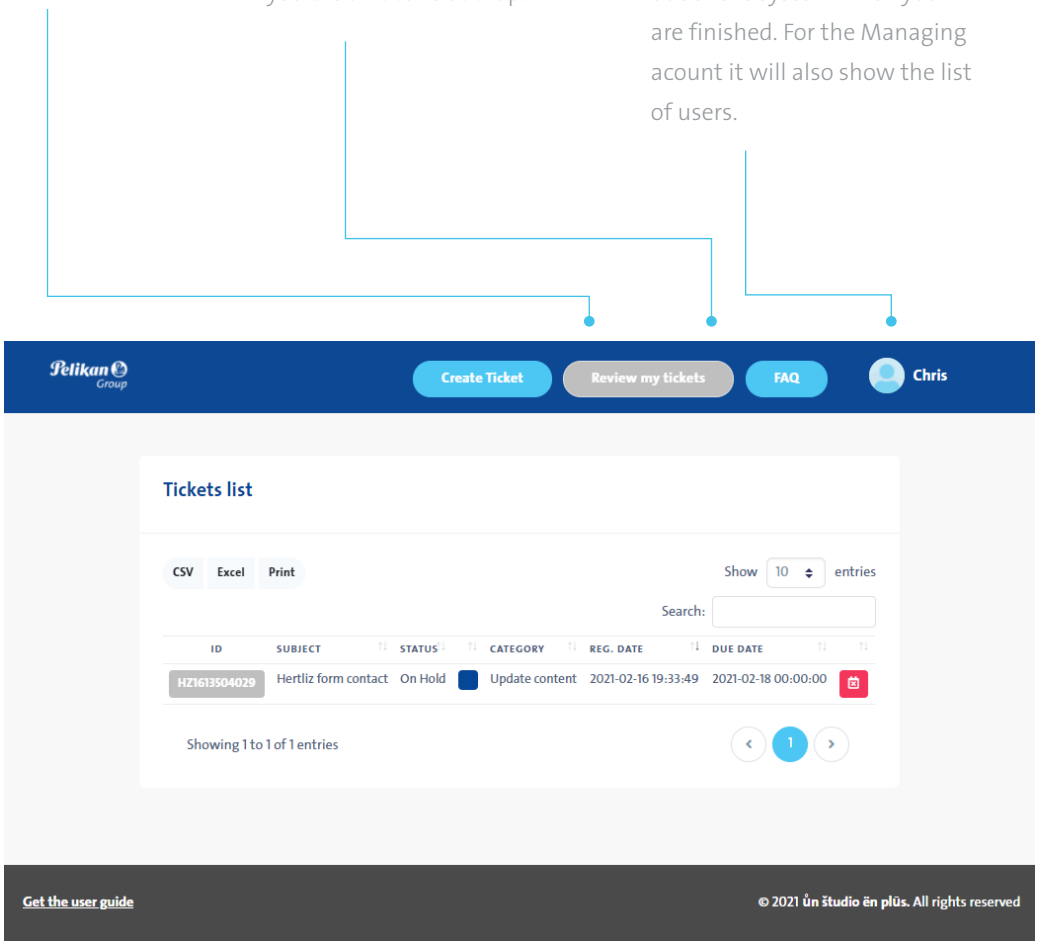
For the Managing account this view will contain ALL tickets opened by any user.

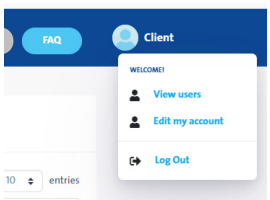
At the top you will find a fixed menu with the buttons:

Create a ticket
This will take you to the form for creating a ticket.

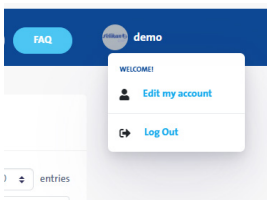
Review my tickets (unactive)
This will take you to your list of requests or those where you are an active backup.

User
Where you can manage your account information or sign-out of the system when you are finished. For the Managing acount it will also show the list of users.





Managing account.



Client account.

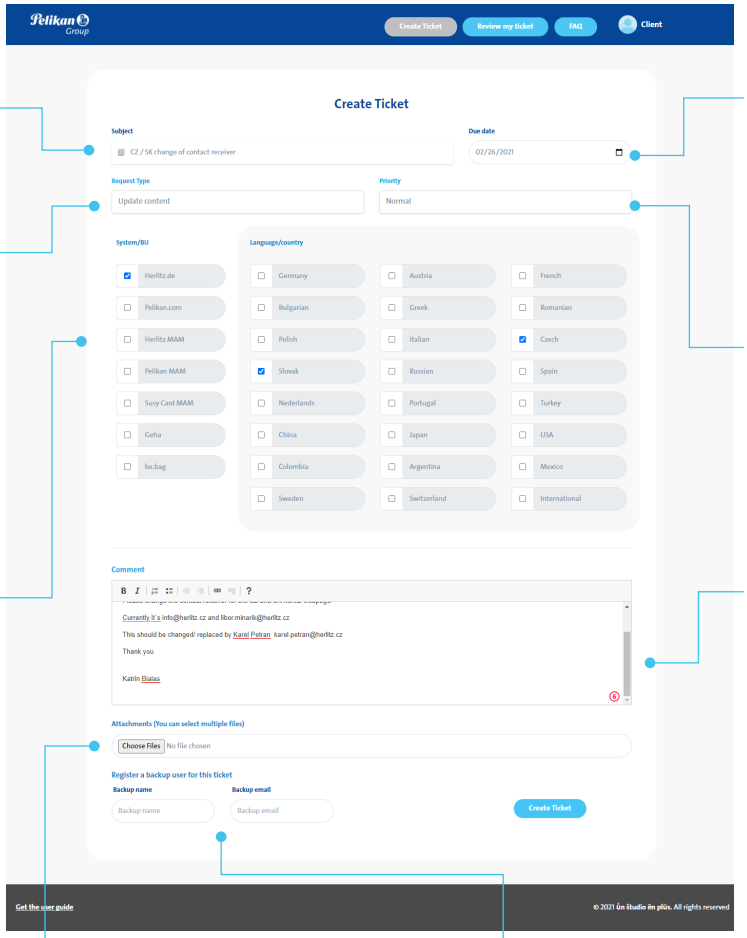
Filling a ticket.

These are the basic fields to file a ticket in the system.

Subject - this field should have a short description of the task needed.

Request type - this is a drop-down menu with the most usual web maintenance jobs, please select the one that applies to your request.

System/BU & Language/ Country - this selector allows more than one option and indicates the Business unit/ system and the languages or countries where the support is needed.



Due date - To indicate when the change needs to be live/ available on the web page or system.

Priority - this and due date fields set the order our support team will take to solve the request. Most requests fall under normal category.

Description - Here you can write your request details.

Attachements - Here you can attach a file if needed. This file should not exceed 10 MB.

Backup name and email - these fields are to set an alternate contact for the ticket if the original requester is on leave. If you need the system notifications sent to your backup as well activate the checkbox “Send alert to backup user?”.

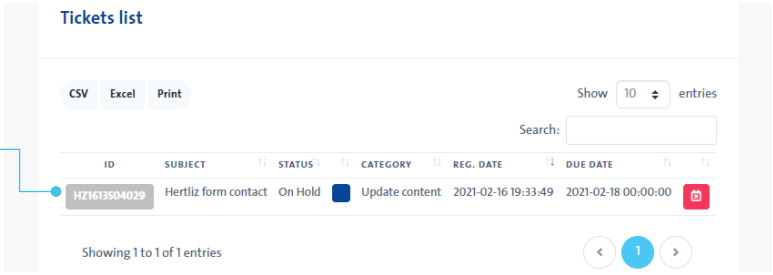
When choosing a priority, please consider the following conditions:

- **Urgent:** used for the critical request, meaning that they negatively impact Pelikan’s Group reputation or earnings. For example, incorrect prices. The turn around time (TAT) is eight natural hours.
- **Hight:** for a request that needs to be resolve within two working days.
- **Normal:** for the majority of tasks. It’s TAT is one to two business weeks.
- **Low:** for tasks with long or anticipated preparation within three or more weeks. Typically applies to new product launches or product assortment updates.

After submitting your ticket, the system will take you back to “Review my tickets” page.

Reviewing a ticket.

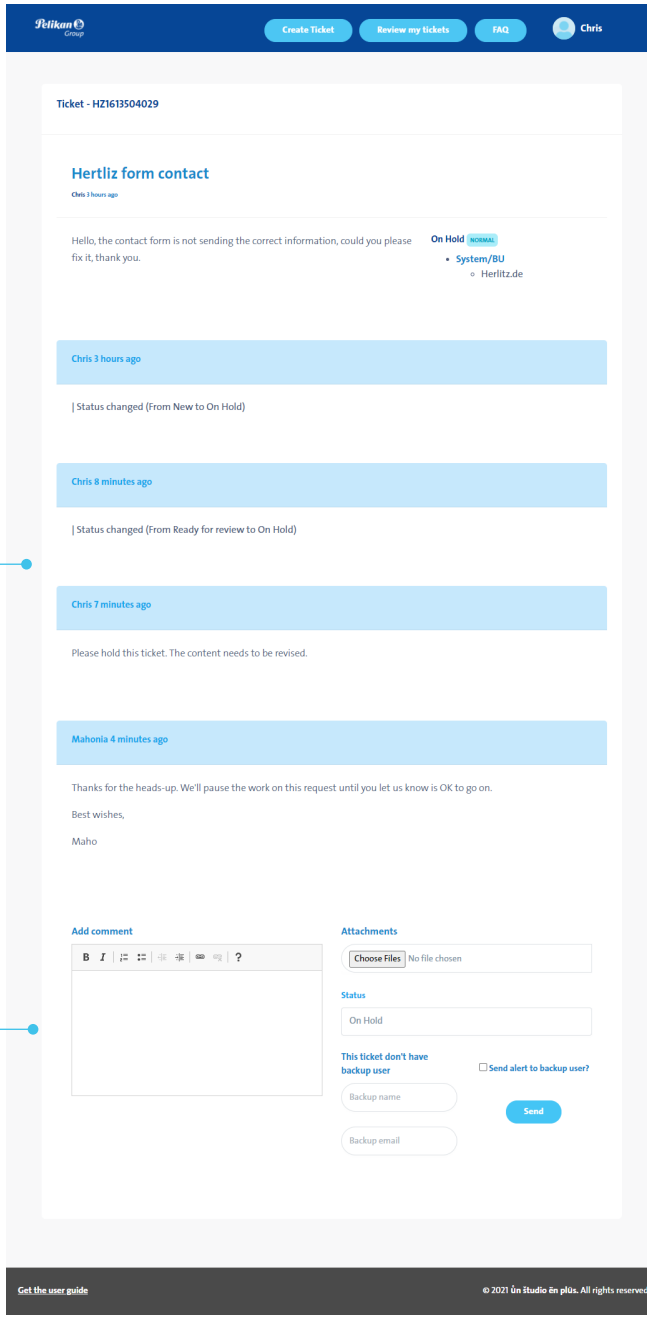
You can review your request details/history by clicking on any ticket number from the list.



In this view, you can read your agent replies.

Add comments yourself inside the box “Add comment” and send the changes.

Whenever your Agent updates the status and or comments in a ticket, you’ll receive an email notification.



If you would like further support or have suggestions/improvements for the system please reach out to our digital support team: digital.services@unstudioenplus.com