



EuroGEO Showcases: Applications Powered by Europe

Help Desk Tutorial for users

Eleni Christia & Mirka Rossi
National Observatory of Athens



Visit @ <https://e-shape.helpdesk.crowdapps.net/>

About e-shape Help Desk

The e-shape Help Desk is a key tool for linking users with the pilot teams and to insure efficient and fruitful exchanges between “clients and service providers”. With our dedicated helpdesk we aim to please and strive to provide our users with quality service and support EO communities.

Our main goal is to answer questions, resolve support issues of users, establish credibility and nurture relationships. e-shape support service will help the user to overcome the obstacles that may appear for each phase: initial uptake, integration, operation usage.

One of the most important objectives is to be timely and helpful therefore, we aim to provide feedback on your request within 48 hours.

We welcome your comments, suggestions and details of satisfaction or dissatisfaction about the service you have experienced when contacting us or using any of our services.

[Learn more](#)





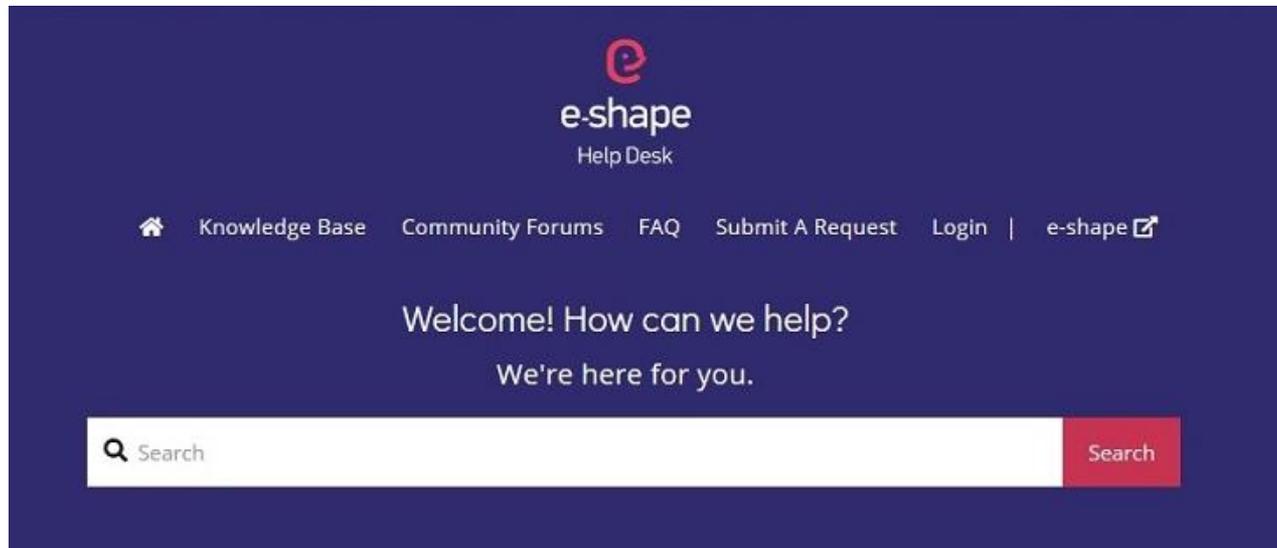
e-shape Help Desk includes four main sections:

Knowledge base: an informational section, which also serves as a library, providing more extensive information and small articles. For the time being, we included content from e-shape website.

Community Forums: are public forums where registered users can discuss anything they want as long as it is relevant to the specific forum's or subforum's category description.

Frequently Asked Questions: serves mainly as an informational section where anyone can find short answers to common questions regarding the e-shape project and platform.

Submit a request section: the place where users come to connect directly with the moderators. A visitor must fill in the request form in order to contact for any issue.





Request Form

Step 1.

The main user visits the platform's landing page in order to submit a request. The request form is available after clicking on the "Submit a Request" button integrated with the web site.

Step 2.

The main user is redirected to the request form, where any request can be submitted with the option to also attach files. After the submission the main user is informed by email for the success delivery of his/her request and at the same time the administrators are notified by email in order to monitor the request.

The screenshot shows the 'Submit a Request' page of the e-shape Help Desk. The page has a dark blue header with the e-shape logo and 'Help Desk' text. Below the header is a navigation bar with links for 'Knowledge Base', 'Community Forums', 'FAQ', 'Submit A Request' (highlighted in red), 'Login', and 'e-shape' with an external link icon. The main content area is titled 'Submit a Request' and contains a 'Request Form' with the following fields:

- Your name ***: A text input field.
- Your e-mail ***: A text input field containing the placeholder 'email@example.com'.
- Subject ***: A text input field.
- Your affiliation ***: A dropdown menu with 'Other' selected.



Ticket/Submit a request:

The form is simple to fill in and includes main data fields such as: Name, e-mail, Subject, Affiliation, the topic of the visitor's request which is presented in the form of a drop down list and categorized into the 7 Showcases and 27 pilots, including main categories such as Sustainability Booster, Co-design and Capacity Building.

1. Ticket creation

A user creates a ticket (open question or drop-down list) and the Help Desk software will automatically create a ticket or open a case on the user.

2. Help Desk communication module activation

The Help Desk administrator is notified of all new tickets and is responsible to distribute the "open question" request accordingly (moderators). In case the user selects from the drop-down list, the moderator(pilots, SC, WP leaders) of the case will claim responsibility for the ticket and be assigned to it automatically.



Ticket/Submit a request:

3. Ticket Resolution

The ticket is updated by the moderator based on the information provided by the user. The administrators can also tag other team members on the ticket if it needs to be escalated or requires a specialist response.

4. Ticket Closure & Contact Renewal

Once the issue or query is resolved, the person in charge (administrators, pilots, SC, WP leaders) of the ticket will close it.

Registered users can monitor their requests in order to follow up and track the progress of their case as it moves through the different stages of support and they will receive regular updates on the status of their request.

Registered users will be kept in the loop throughout the life cycle of the ticket and not just when it is resolved.



Ticket/Submit a request:

Your name *

Eleni Christia

1

Your e-mail *

- Researcher
- Institution Member
- Association Member
- Municipality Officer
- University Member
- Social Cooperative of Limited Liability**
- Civil non-profit organization
- Central Government Authority
- Other

Institution Member

Which organisation are you affiliated with? *

NOA

Your e-mail *

elenhchristia@yahoo.gr

2

Subject *

e-shape Help Desk

- S3: The Renewable Energy
 - Pilot 3.1 nextSENSE: solar energy nowcasting and short-term forecasting system
 - Pilot 3.2 High photovoltaic penetration at urban scale**
 - Pilot 3.3 Merging offshore wind products
- S4: The myEcosystem
 - Pilot 4.1 mySPACE
 - Pilot 4.2 mySITE
- General

How can we help you? *





Ticket/Submit a request:

e-shape
Help Desk

Home Knowledge Base Community Forums FAQ Submit A Request Login | e-shape

Your request has been submitted Home > You request has been submitted

Your request has been saved!

Delete Respond Quick Steps Move Tags Editing Zoom

Δευ 27/1/2020 3:28 μμ
e-shape Help Desk Team <noreply@helpdesk.e-shape.eu>
Request Submission

To mrossi@noa.gr

Dear mrossi,

A new request has been successfully submitted. You can view the request here:
<https://helpdesk.e-shape.eu/request/e-shape-help-desk/?rid=OWZkMTY1YWwMwQ3YmZkZmEyYzZmOTE0MmZhNWFjZTc3OTRlYjNkNTQyNDg5NDg2MmNjZGUyMTU1NmZkZDRkMw>

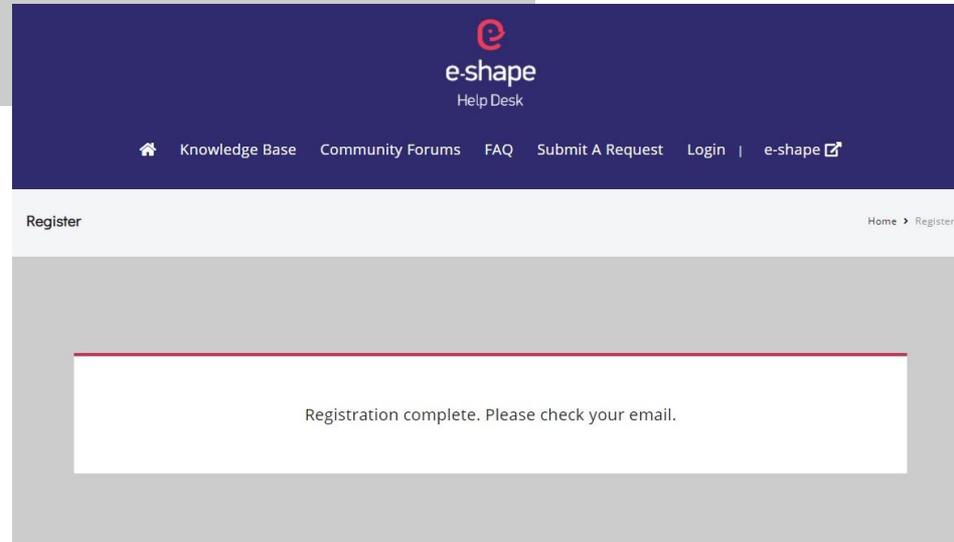
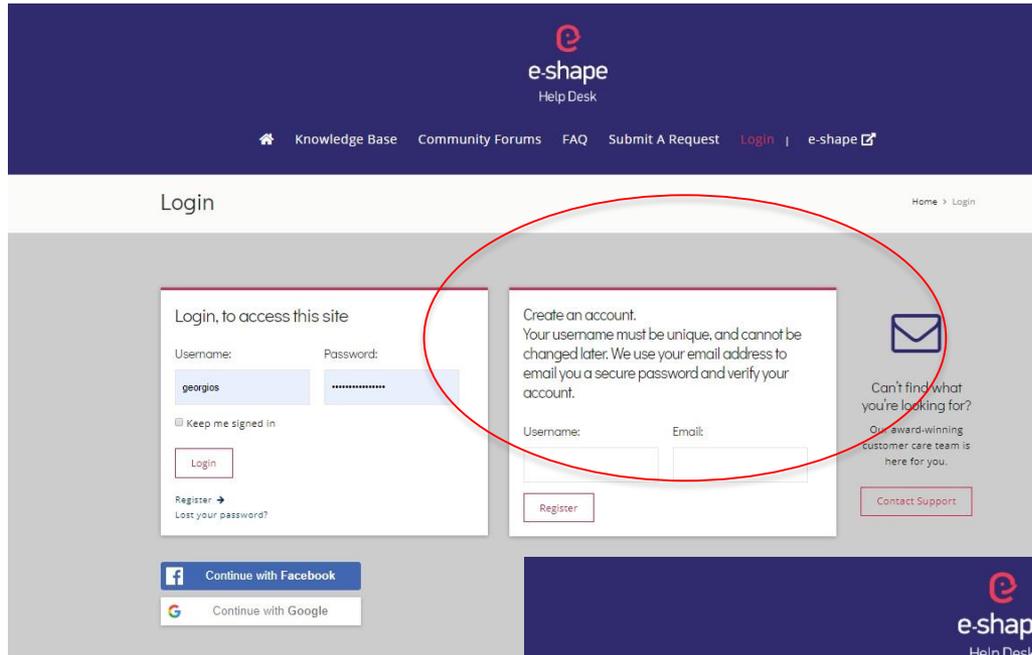
Please log in to the platform in order to assign the request to an appropriate moderator.

Kind Regards,
The e-shape Help Desk Team



Step 3. Log in account (only registered users have access to the dashboard)

All the registered users after logging in, are redirected to the Help Desk dashboard. The dashboard is adjusted with the necessary functionality, according to the moderators' role.



User's dashboard



e-shape Help Desk

Knowledge Base Community Forums FAQ Submit A Request Georgios | e-shape

My Account

Home > Forums > georgios



Profile

Forum Role: Participant
Topics Started: 0
Replies Created: 0

Profile

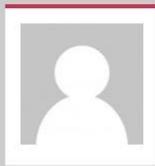


e-shape Help Desk

Knowledge Base Community Forums FAQ Submit A Request Georgios | e-shape

Requests

Home > Requests



Profile

Topics Started

Replies Created

My Requests

Filter Requests

Your submitted unresolved requests (1)

Your submitted resolved requests

Your assigned unresolved requests

Your assigned pending requests

Requests resolved by you

Assigned requests pending

Your submitted unresolved requests

Viewing all requests that you have submitted and that await resolution
1 request

e-shape pilot 1.1
georgios / 7 April 2020, 18:39 / Medium

User's request

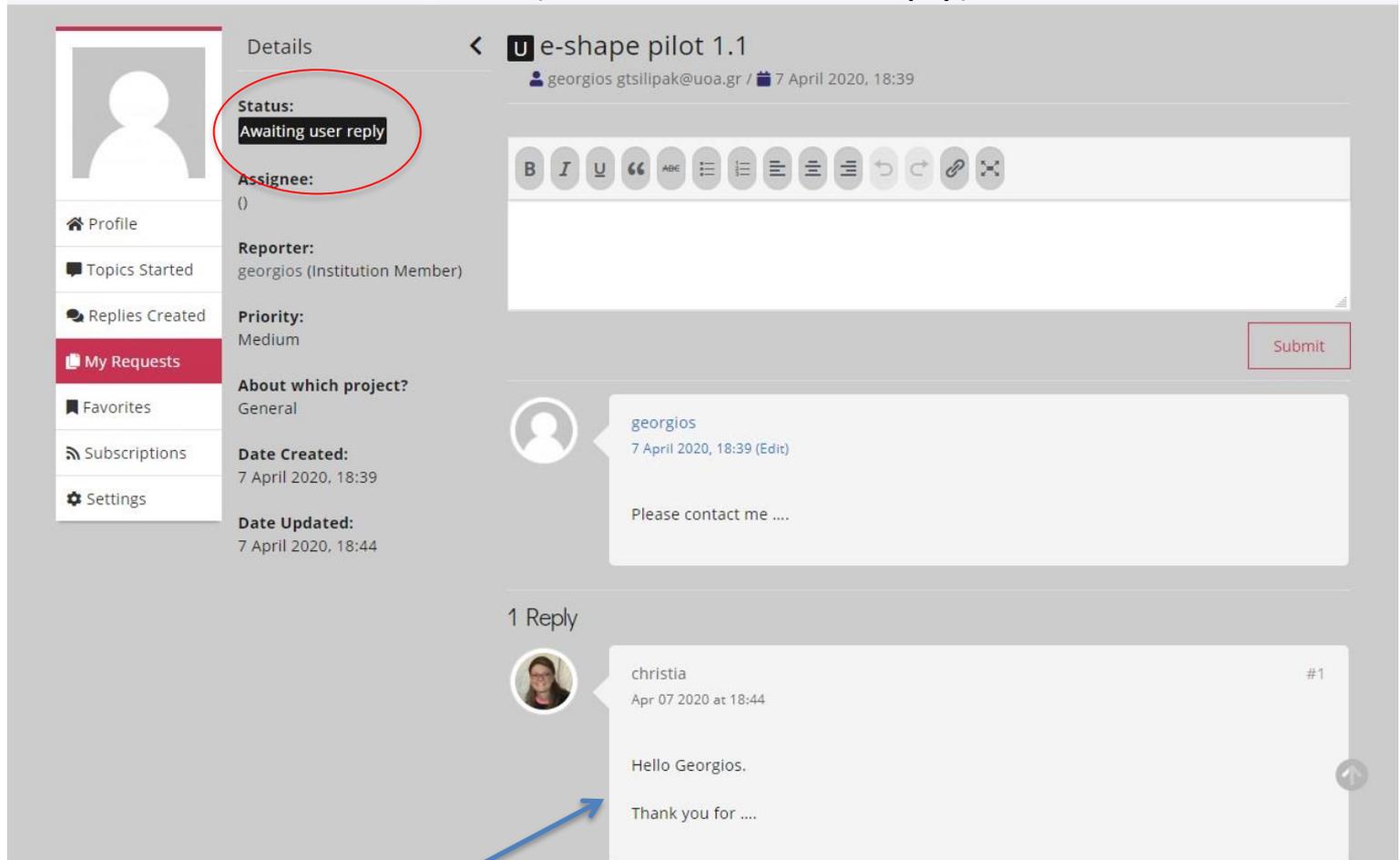


The screenshot shows the user's dashboard for 'e-shape pilot 1.1'. The top navigation bar includes 'Knowledge Base', 'Community Forums', 'FAQ', 'Submit A Request', and the user's name 'Georgios'. The main content area is divided into a left sidebar and a main panel. The sidebar contains a profile picture and a list of menu items: Profile, Topics Started, Replies Created, My Requests (highlighted), Favorites, Subscriptions, and Settings. The main panel displays the details of a request titled 'e-shape pilot 1.1' by 'georgios gtsilipak@uoa.gr' on '7 April 2020, 18:39'. The request details include: Status: Open (highlighted with a red circle and a blue arrow), Assignee: (), Reporter: georgios (Institution Member), Priority: Medium, About which project?: General, Date Created: 7 April 2020, 18:39, and Date Updated: 7 April 2020, 18:39. A rich text editor with various formatting icons is visible above a text input field. A 'Submit' button is located at the bottom right of the main panel. A chat bubble from 'georgios' is shown at the bottom, containing the text 'Please contact me'.

Status of the request

User's dashboard

Status of request changed
(after moderator's reply)



The screenshot shows a user's dashboard with a sidebar on the left and a main content area. The sidebar includes a profile picture, a 'My Requests' section (highlighted in red), and other navigation options like Profile, Topics Started, Replies Created, Favorites, Subscriptions, and Settings. The main content area displays details for a request titled 'e-shape pilot 1.1'. The 'Status' field is circled in red and contains the text 'Awaiting user reply'. Below this, the 'Assignee' is listed as '()'. The 'Reporter' is 'georgios (Institution Member)', the 'Priority' is 'Medium', and the 'About which project?' is 'General'. The 'Date Created' is '7 April 2020, 18:39' and the 'Date Updated' is '7 April 2020, 18:44'. A text input field with a 'Submit' button is visible. Below the input field, a message from 'georgios' is shown: 'Please contact me'. Underneath, a section titled '1 Reply' shows a response from 'christia' on 'Apr 07 2020 at 18:44' with the text: 'Hello Georgios. Thank you for'. A blue arrow points from the text 'Moderator's reply' at the bottom to the moderator's reply message.

Moderator's reply

Thank you!



Stay home
Stay safe
Stay in
e-shape
mode!