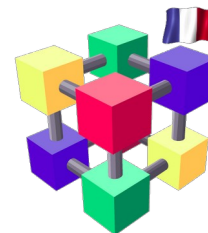# Atelier nouveau helpdesk WLCG

Journées LCG-France – 25-27 juin 2025 – CC-IN2P3
David Bouvet, Laurent Duflot
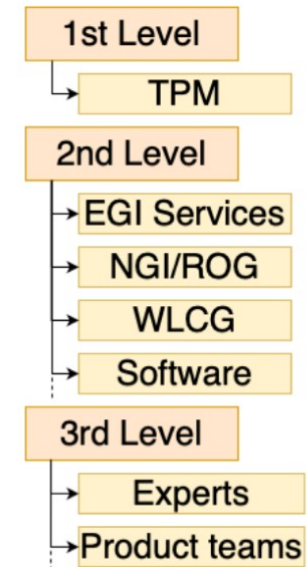
Support Units & Roles Topology

- **Roles**
  - **User: default role for everyone**
    - Submit tickets
    - View only own submitted tickets
  - **GGUS User:** sees everything but can't update tickets.
  - **Supporter role: Common**
    - Full read & write access to all tickets
    - For Support staff for managing tickets
  - **GGUS Expert:** submit new tickets to 3d level and product teams
    - Advanced support staff to manage escalations to expert teams
  - **Mini-Admins:**
    - Grant particular roles e.g. VO role for other users
  - Special roles: **{VO}, TPM, TEAM, Multisites, ALARM**
    - **Manage special workflows**
    - {VO} - adds convenient views related to VO

- **Routing options**

1st Level	
	TPM
2nd Level	
	EGI Services
	NGI/ROG
	WLCG
	Software
3rd Level	
	Experts
	Product teams

22.01.2025　　　　　Pavel Weber - New EGI helpdesk - GGUS. Training session.
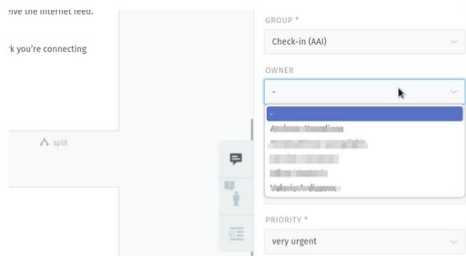
2

Support Units & Roles Topology

- **2 options to be notified if ticket is assigned to Support Unit**
  - **Mailling list connected to Support Unit → notifications sent to the Mailing list**

    Group settings

    SITE CONTACT EMAIL

    | Mailing List (lc████████████edu) ✕ | Search... |

  - **Membership in the Support Unit (optional)**
    - **Notifications are sent to the personal email of Supporter.**
    - **Advantage: 1. supporters can manage notifications.**
    - **Advantage: 2. supporters can be assigned to the tickets.**

Routing options

- 1st Level
  - TPM
- 2nd Level
  - EGI Services
  - NGI/ROG
  - WLCG
  - Software
- 3rd Level
  - Experts
  - Product teams

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Ticket Management

- **Normal answer on the ticket:**

Note/Article

Optional actions:

- **Add Tag**
- **Link to another ticket**
- **Connect ticket with KB article**
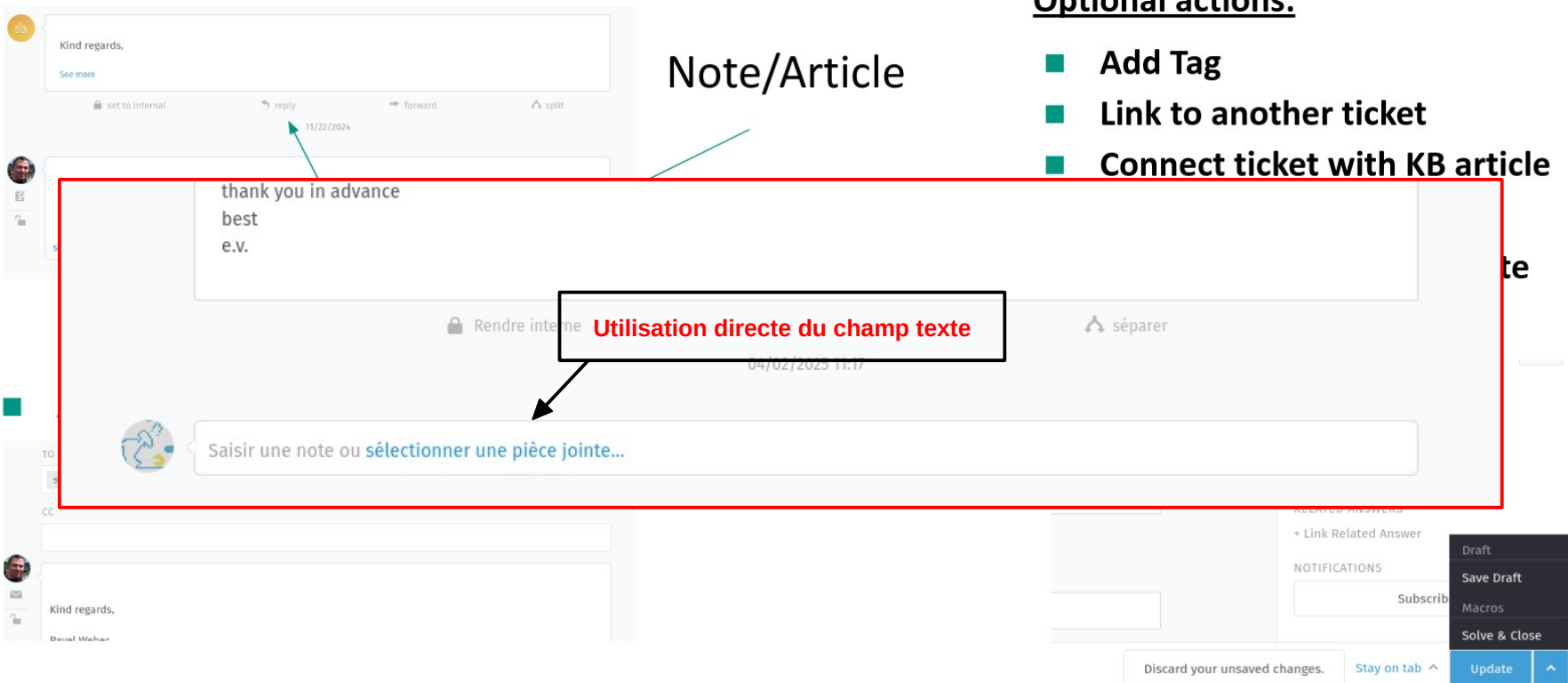- **Save draft for later reply**
- **Solve&Close OR just Update**

N'existe plus

- **Answering per "reply" button to use cc to involve other experts:**

TAGS
+ Add Tag

LINKS
+ Add Link

RELATED ANSWERS
+ Link Related Answer

NOTIFICATIONS

Draft
Save Draft
Macros
Solve & Close

Discard your unsaved changes.   Stay on tab ^   Update ^

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Ticket Management

- **Normal answer on the ticket:**

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Optional actions:

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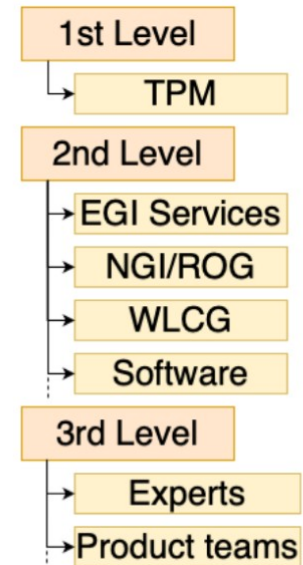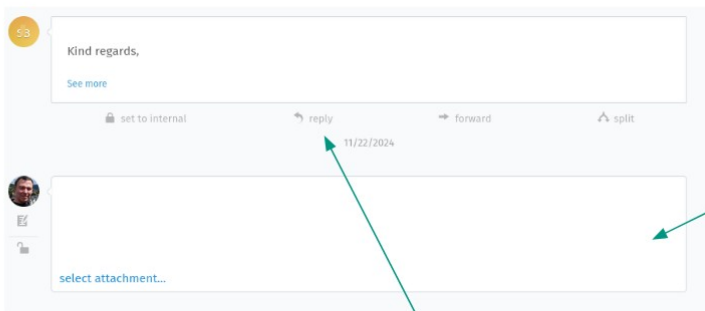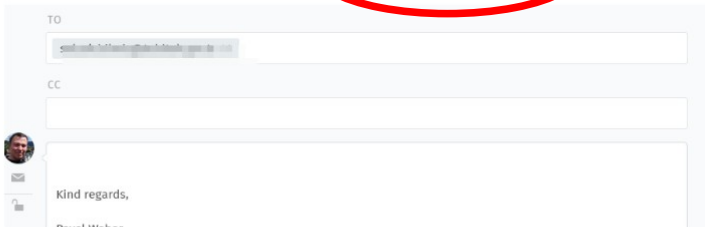
Kind regards,
See more

🔒 set to internal   ↩ reply   → forward   ⋀ split

11/22/2024

thank you in advance
best
e.v.

🔒 Rendre interne   **Utilisation directe du champ texte**   ⋀ séparer

04/02/2025 11:17

Saisir une note ou sélectionner une pièce jointe...

TO

CC

Kind regards,

Pavel Weber

RELATED ANSWERS
+ Link Related Answer
NOTIFICATIONS
Subscrib

Draft
Save Draft
Macros
Solve & Close

Discard your unsaved changes.   Stay on tab ⌃   Update ⌃
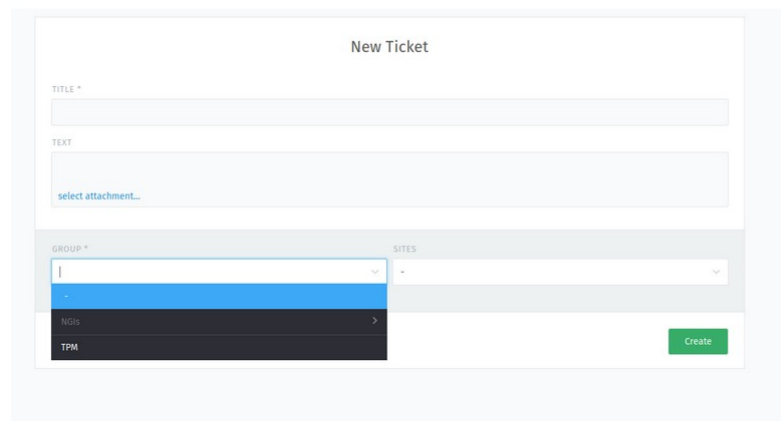
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User View and Actions

- Interface (Dashboard, Profile)
- Ticket Submission to:
  - TPM
  - Sites
- Expected result:

1. The notification mail is submitted to the Contact list of the site.
2. The notification mail is submitted to the NGI mailing list.
3. The notification mail is submitted to the user who created the ticket.

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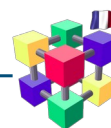
Supporter View and actions

- Interface (Dashboard, Profile)
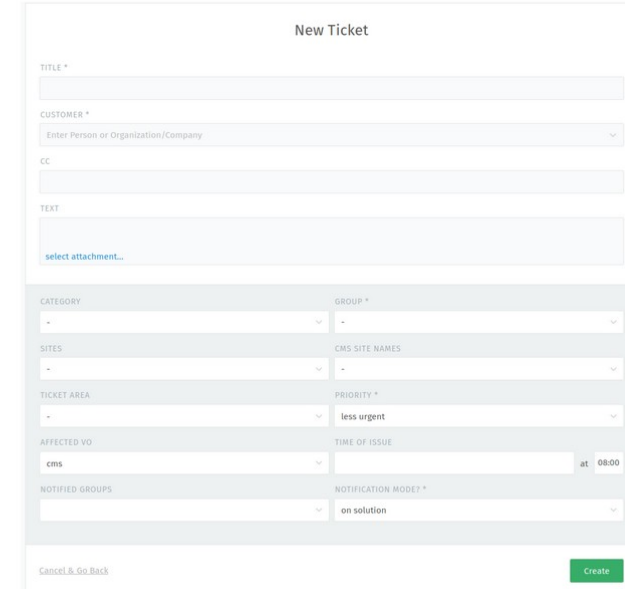- Normal Ticket Submission:
    - Site
    - Support units
- Expected result:

  1. The notification mail is submitted to the Contact list of the site.
  2. The notification mail is submitted to the NGI mailing list.
  3. The notification mail is submitted to the user who created the ticket.

- Hints:
    - Use subscribe button to be notified on any ticket you like
    - Use @@ in the text to involve/subscribe any other agent in the ticket

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Recherche ticket

- Tous les tickets français ouverts :

    group.name:NGI_FRANCE and state.name:(NOT 'solved NOT 'unsolved')

- Tous les tickets ouverts d'un site :

    wlcg_sites:GRIF and state.name:(NOT 'solved' NOT 'unsolved')

- Tous les tickets d'une VO :

    vo_support:cms