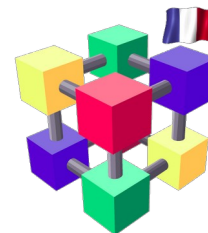




Atelier nouveau helpdesk WLCG

Journées LCG-France – 25-27 juin 2025 – CC-IN2P3
David Bouvet, Laurent Duflot

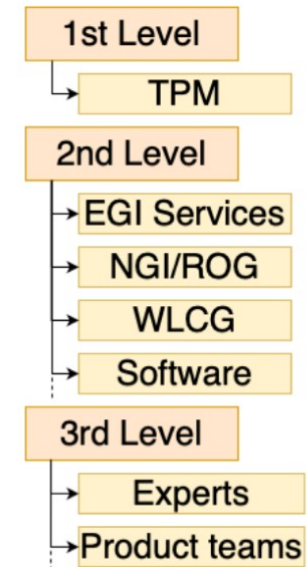


Support Units & Roles Topology

■ 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



Support Units & Roles Topology

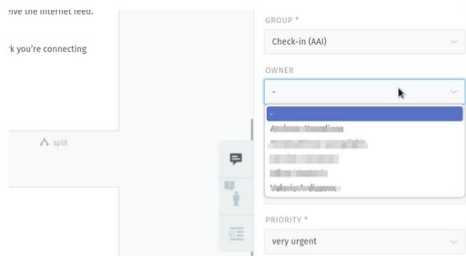
- 2 options to be notified if ticket is assigned to Support Unit
 - Mailing list connected to Support Unit → notifications sent to the Mailing list

Group settings

SITE CONTACT EMAIL

Mailing List (l... x 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.



over the internet, read.

k you're connecting

split

GROUP *

Check-in (AA)

OWNER

...

...

...

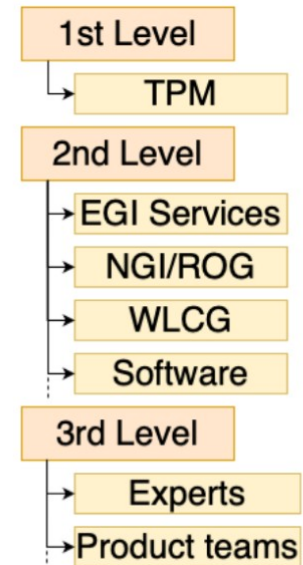
...

...

PRIORITY *

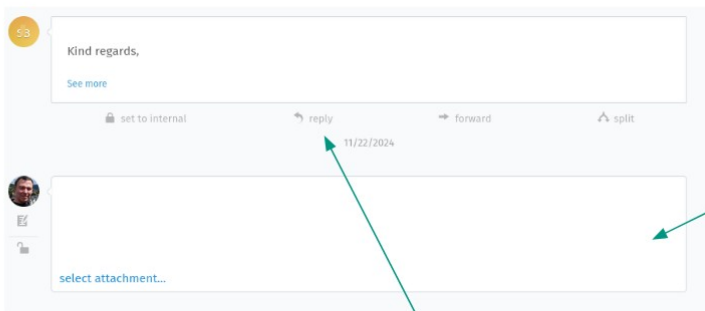
very urgent

Routing options



Ticket Management

■ Normal answer on the ticket:

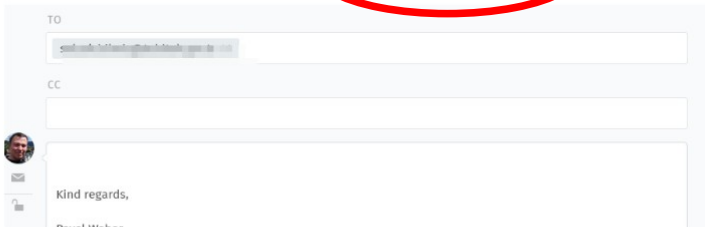


A screenshot of a ticket management interface. At the top, there's a text input field containing "Kind regards," with a "See more" link below it. Below this, there are four icons: "set to internal", "reply", "forward", and "split". The "reply" icon is highlighted with a green arrow. Below the icons, there's a date "11/22/2024". At the bottom, there's a text input field with the placeholder "select attachment...".

Note/Article

N'existe plus

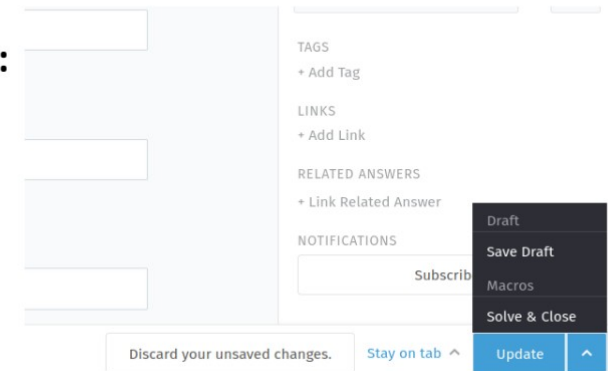
■ Answering per "reply" button to use cc to involve other experts:



A screenshot of a ticket management interface. It shows a "TO" field with a dropdown menu and a "CC" field. Below these fields, there's a text input field containing "Kind regards," and a signature "Daval Mahar".

Optional actions:

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

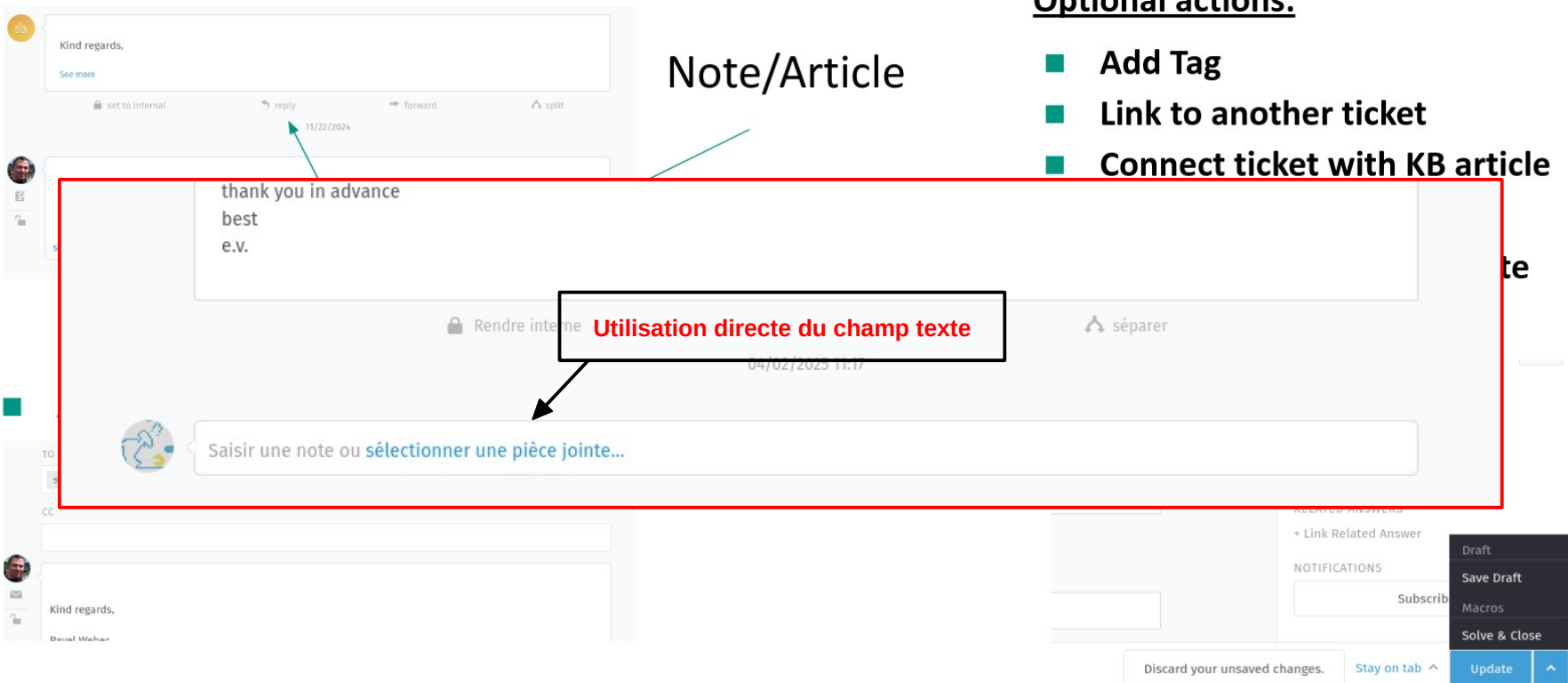


A screenshot of a ticket management interface showing a sidebar with various options. The sidebar includes sections for "TAGS" (+ Add Tag), "LINKS" (+ Add Link), "RELATED ANSWERS" (+ Link Related Answer), and "NOTIFICATIONS" (Subscrib...). At the bottom, there's a "Discard your unsaved changes." button and a "Stay on tab" button. On the right, there's a dropdown menu with options: "Draft", "Save Draft", "Macros", "Solve & Close", and "Update".



Ticket Management

■ Normal answer on the ticket:



The screenshot displays a ticket management interface. A text input field contains the message "thank you in advance best e.v.". Below this, a red box highlights the text input area, with a callout box containing the text "Utilisation directe du champ texte". To the right of the text input, a list of optional actions is shown: "Add Tag", "Link to another ticket", and "Connect ticket with KB article". The interface also shows a "Note/Article" label, a "Saisir une note ou sélectionner une pièce jointe..." prompt, and a "Discard your unsaved changes." button.

Note/Article

Utilisation directe du champ texte

Optional actions:

- Add Tag
- Link to another ticket
- Connect ticket with KB article

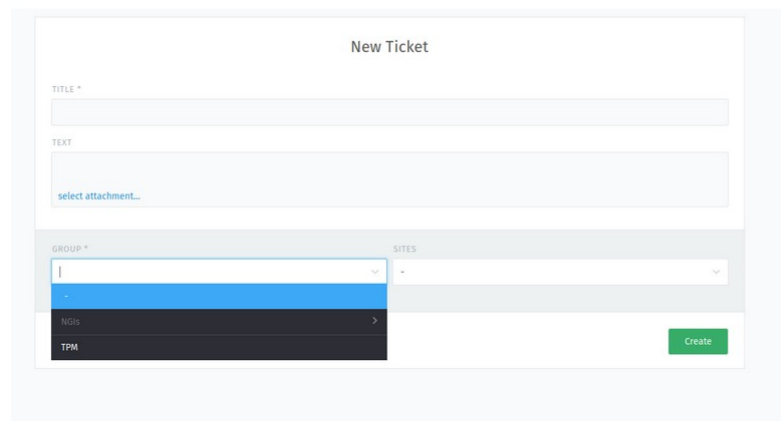
22.01.2025

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



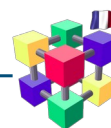
User View and Actions

- 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.



The screenshot shows a web form titled "New Ticket". It contains the following fields and elements:

- TITLE ***: A text input field.
- TEXT**: A large text area with a "select attachment..." link below it.
- GROUP ***: A dropdown menu with a search bar. The dropdown is open, showing two options: "NGIs" and "TPM".
- SITES**: A dropdown menu.
- Create**: A green button to submit the ticket.



Supporter View and actions

- Interface (Dashboard, Profile)

- Normal Ticket Submission:

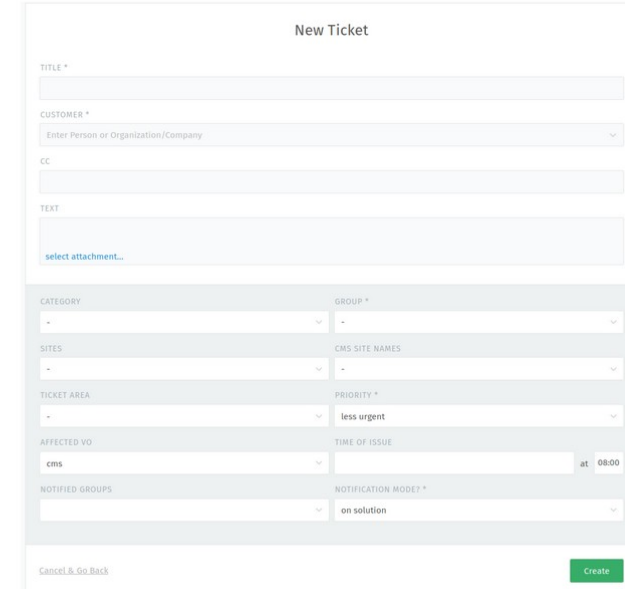
- Site
- Support units

- 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



The screenshot shows the 'New Ticket' form in the GGUS system. The form is titled 'New Ticket' and contains several input fields and dropdown menus. The fields are: TITLE * (text input), CUSTOMER * (dropdown menu with placeholder 'Enter Person or Organization/Company'), CC (text input), TEXT (text input with a 'select attachment...' link), CATEGORY * (dropdown menu), GROUP * (dropdown menu), SITES (dropdown menu), CMS SITE NAMES (dropdown menu), TICKET AREA (dropdown menu), PRIORITY * (dropdown menu with 'less urgent' selected), AFFECTED VO (dropdown menu with 'cms' selected), TIME OF ISSUE (text input with 'at 08:00'), NOTIFIED GROUPS (dropdown menu), and NOTIFICATION MODE? * (dropdown menu with 'on solution' selected). At the bottom of the form, there are two buttons: 'Cancel & Go Back' and 'Create'.

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

