



# How to Use the Service Desk

Voice of the Machine, SensoNODE, and SensoControl

https://phscout.atlassian.net/servicedesk/customer/portal/2











The information contained within provides step-by-step guidance to complete most functions within the Voice of the Machine, SensoNODE, & SensoControl service desk.

Submitting requests using the service notifies the service desk team. Notifying a team of instead of using direct contact methods (phone, text message, email, instant message, etc.) ensures a timely response from qualified individuals. Requests submitted using direct contact methods do not qualify for the Diversified Technology business unit's service level agreement. All requests submitted using the service desk are measured and evaluated to meet this business unit's service level agreement. Terms of this busines unit's service level agreement are subject to change without notice.

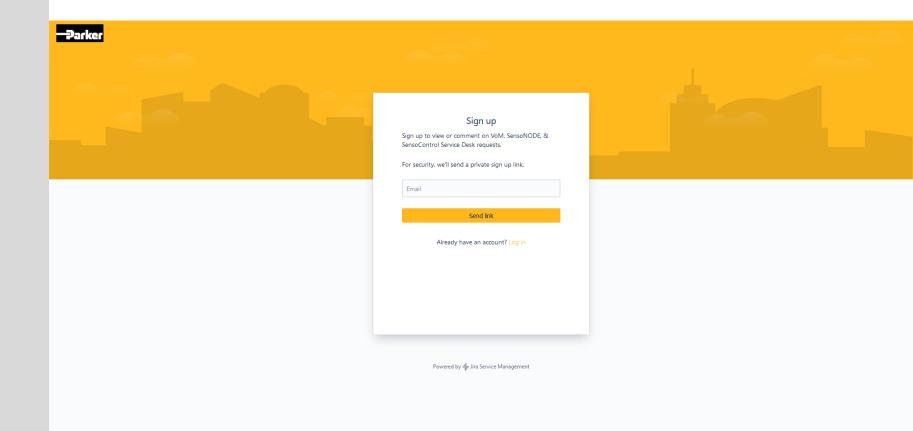
The service desk hours of normal operation are Monday through Friday, 8:00AM – 5:00PM Central Standard Time or Central Daylight Savings Time, as applicable. The service desk does not operate on the following holidays within the United States of America (New Year's Day, Memorial Day, Fourth of July, Labor Day, the day before Thanksgiving, Thanksgiving Day, Christmas Eve, Christmas Day, and New Year's Eve), as each is observed by Parker Hannifin Corporation.

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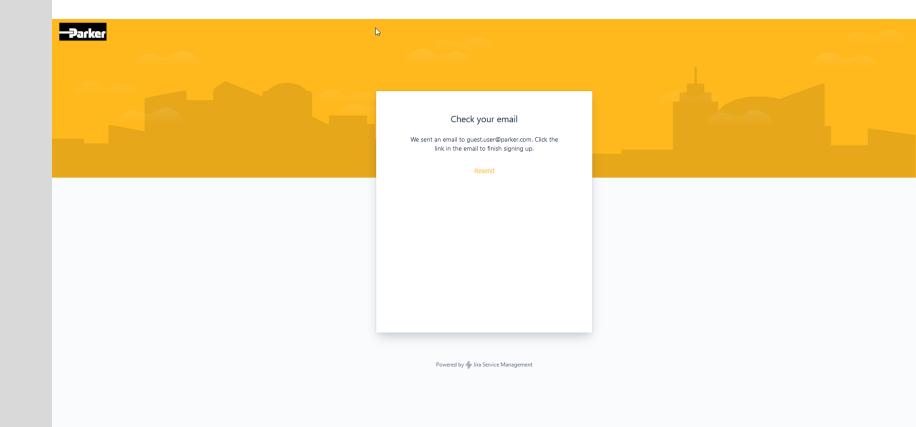
#### How to Login – New User

- 1. Navigate to the **Service Desk**
- Input email address
- 3. Click **Send link**



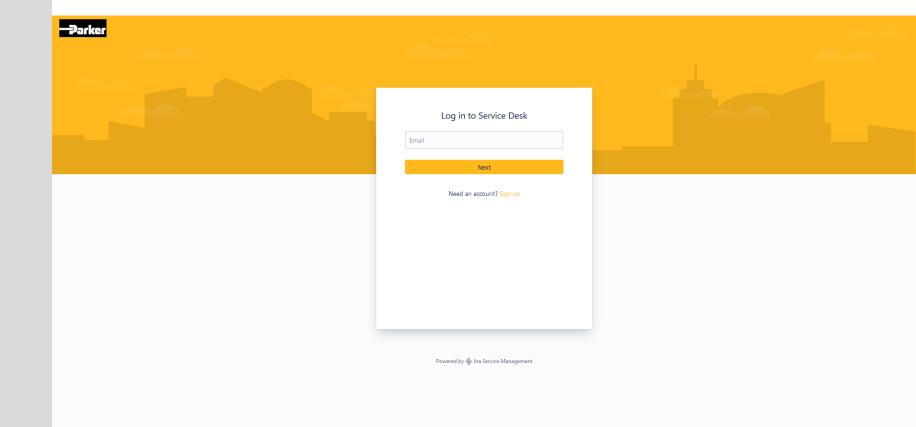
#### <u>How to Login – New User</u>

- Check email inbox for confirmation email
- Click link in email to complete new user setup



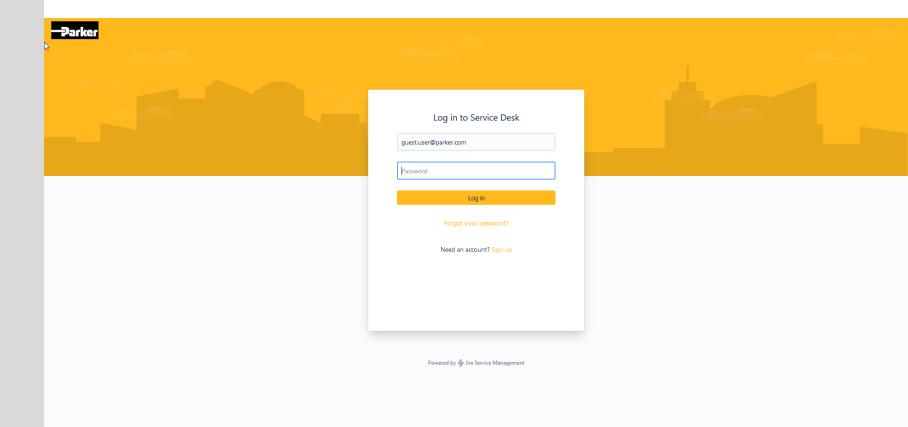
#### How to Login – Existing User

- 1. Navigate to the **Service Desk**
- 2. Input *Email*
- 3. Click **Nex**t



### How to Login – Existing User

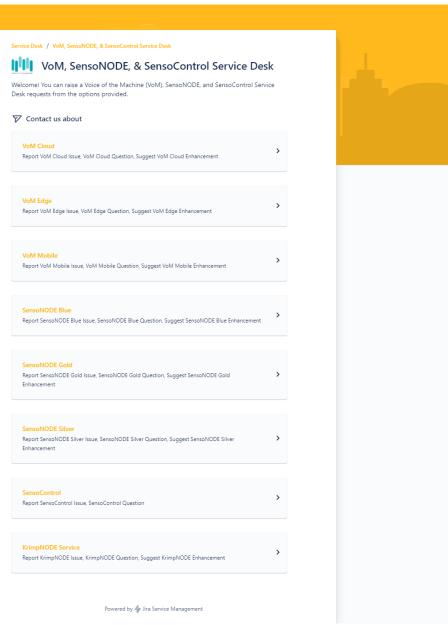
- Input Password
- 2. Click **Log** in





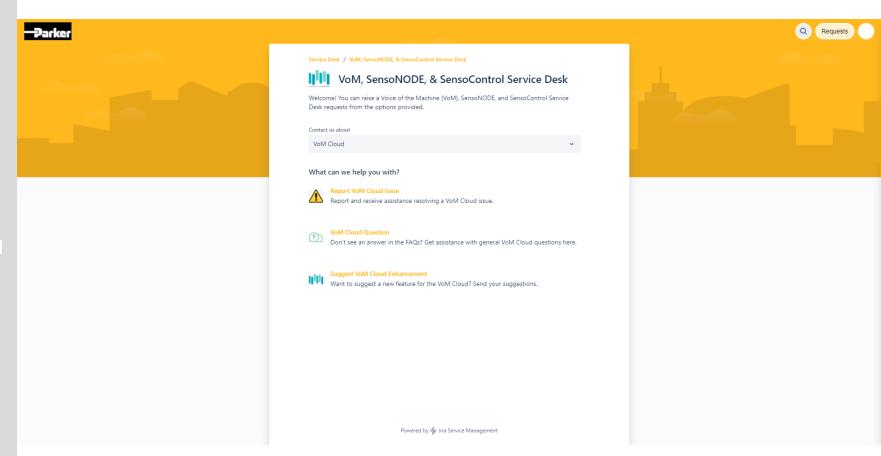


1. Click the relevant product based on your current inquiry



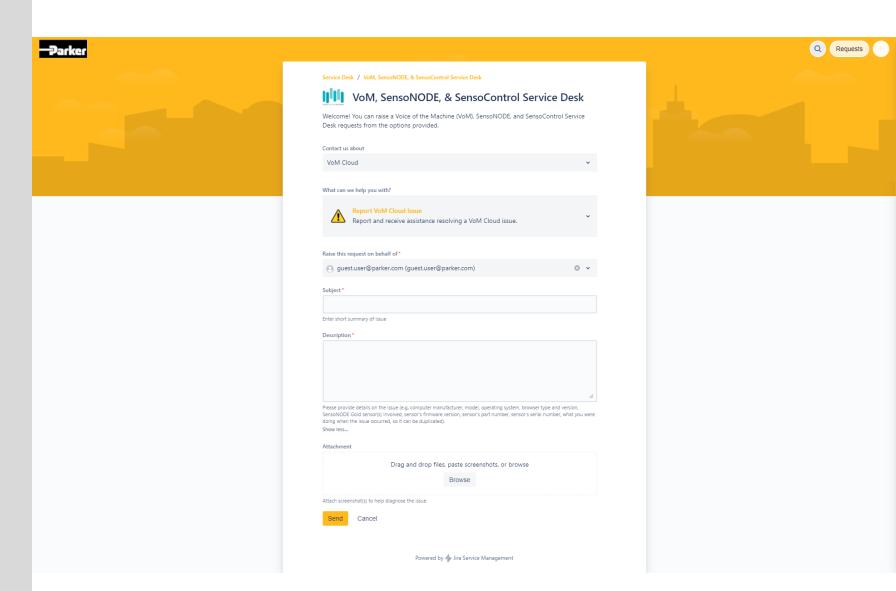
### <u>Select a Type of Support</u>

- Click the relevant type of issue based on your current inquiry
  - a. Issue
    - Inquire about a current problem being experienced
  - b. Question
    - Ask a question
  - c. Enhancement
    - Submit an enhancement request



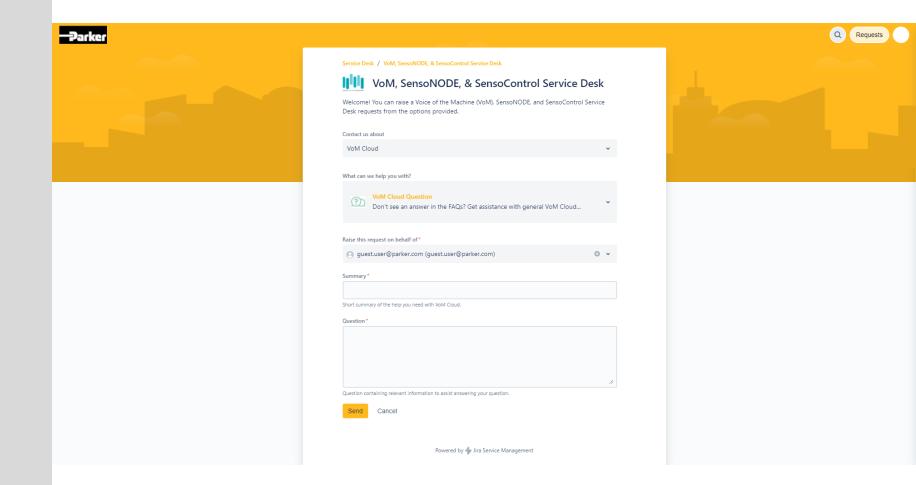
#### Report an Issue

- Inquire about a current problem being experienced
- Input a <u>Subject</u>
- 2. Input a **Description**
- 3. Add an **Attachment** (optional)
- Click Send



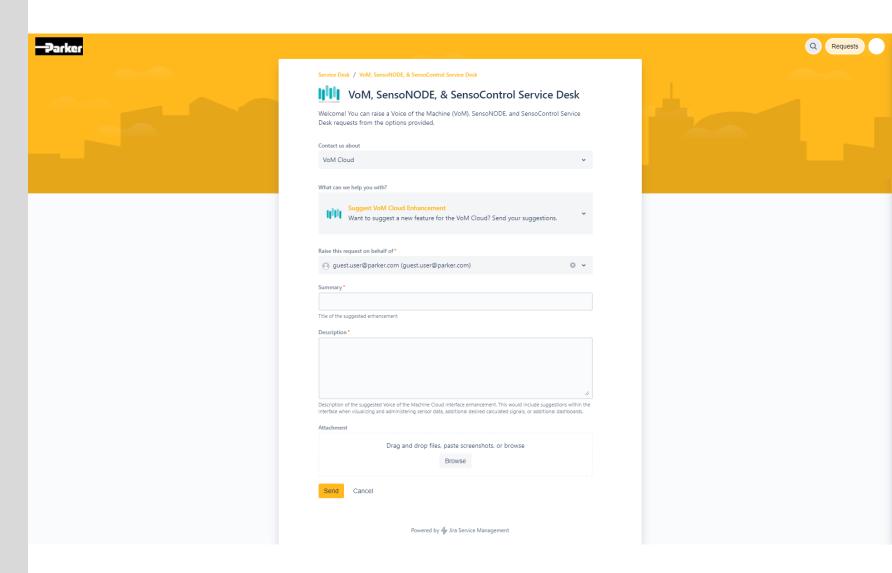
#### Submit a Question

- Ask a question
- Input a <u>Summary</u>
- 2. Input a **Question**
- 3. Click **Senc**



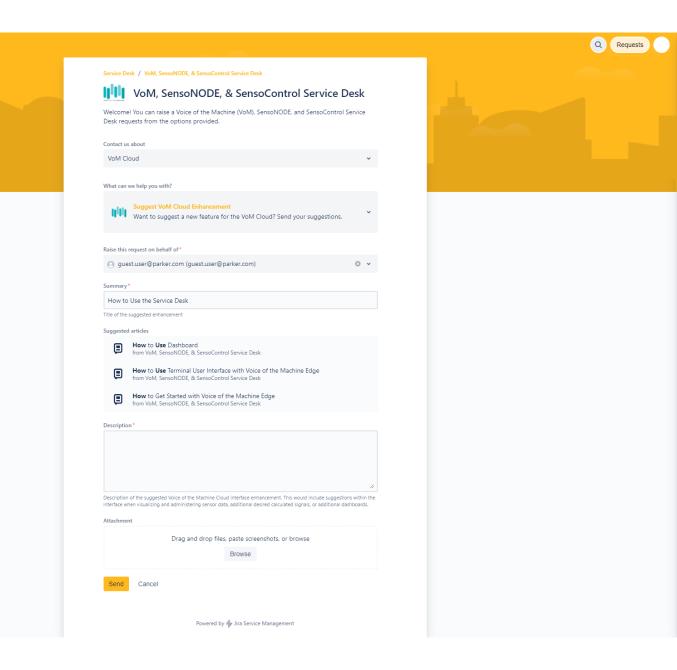
#### Submit an Enhancement

- Submit an enhancement request
- Input a <u>Summary</u>
- 2. Input a **Description**
- 3. Add an **Attachment** (optional)
- 4. Click **Senc**



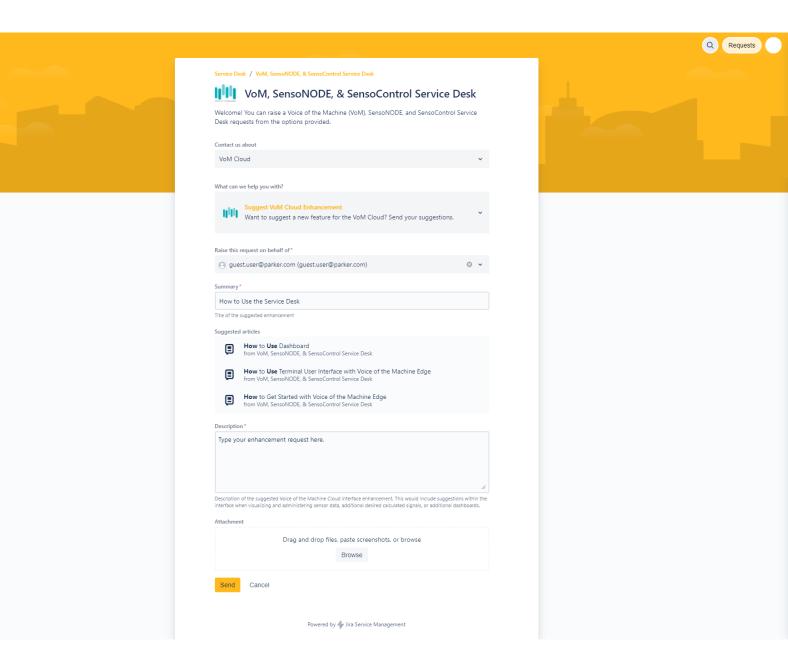
### Input a Summary

- 1. Input concise **Summary**
- Automatic suggestions will display below the **Summary** field
- These suggestions link to an existing knowledgebase document
- Please read the suggestions to determine if your topic has already been documented



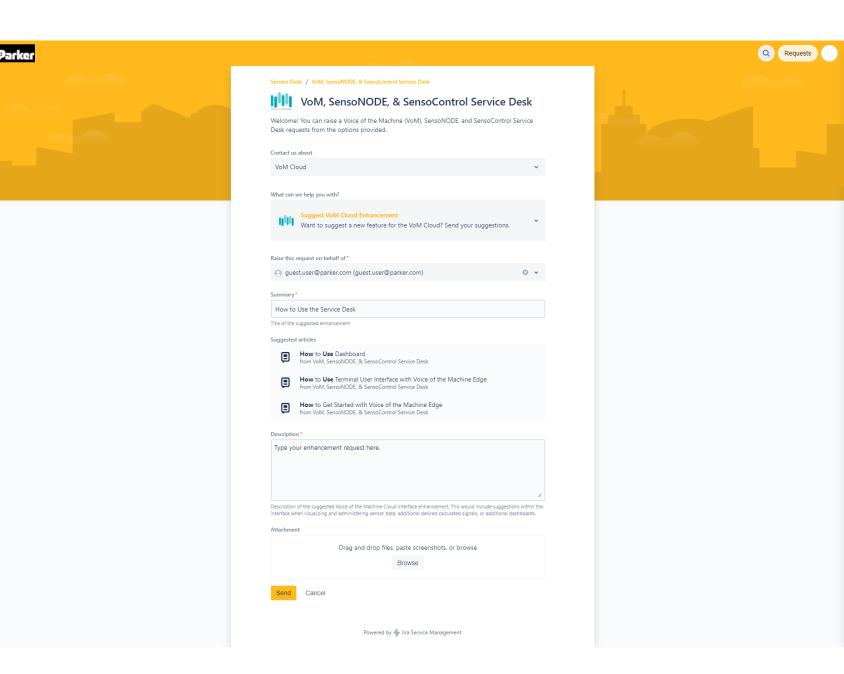
### Input a Description

- Input a detailed Description
- Helpful information to include in the **Description** is detailed below the **Description** field
- Including as much of this information as possible will assist the service desk team in answering the inquiry



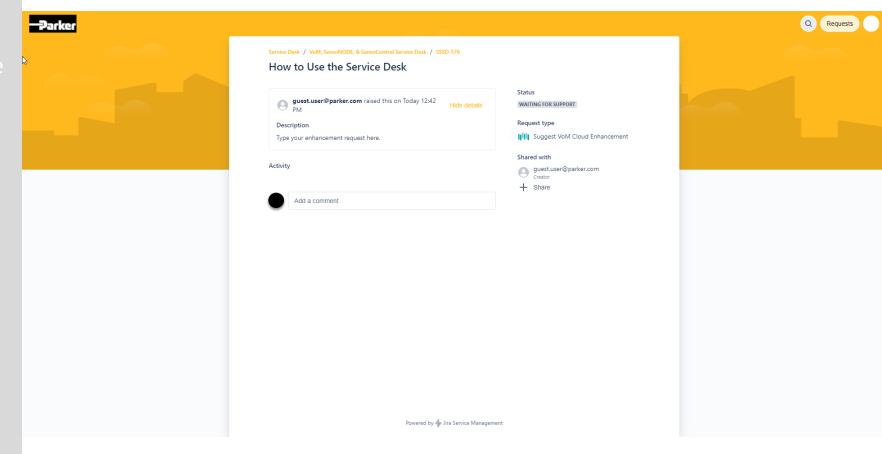
#### Add an Attachment

- Click Browse
- Navigate to the relevant file location
- Select the desired file
- 4. Click **Ope**n
- Including images, videos, other visual aids, data sets, and any relevant additional information can be very useful to the service desk team in responding to the inquiry



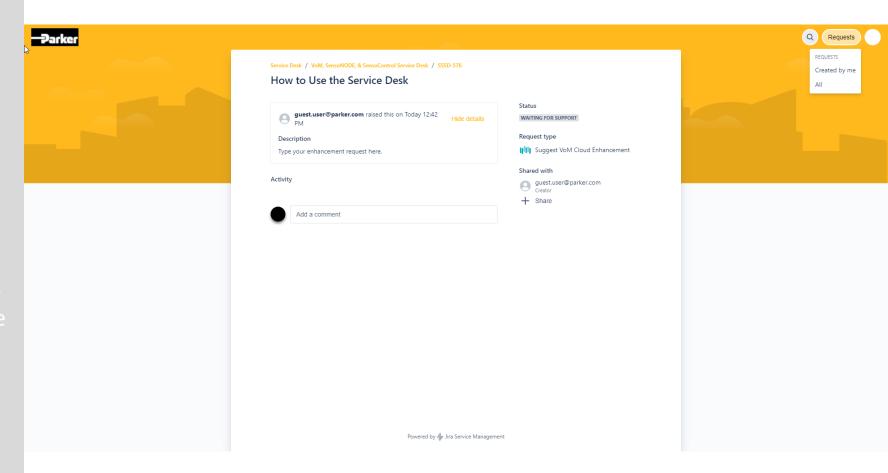
## Successfully Submitting an Issue / Question / Enhancement

- A summary page will display once an issue / question / enhancement has been successfully submitted
- The summary displays the following information:
  - Summary
  - Submitter
  - Submission time
  - Description
  - Previous communication
  - Status
  - Sharing capability
  - Ability to add new comments



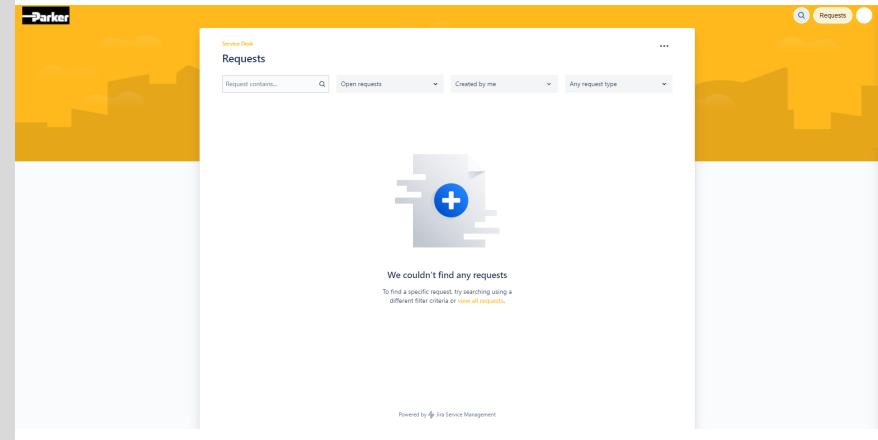
#### View All Submitted Requests

- 1. Click Requests
- Click Created by me to see requests you have submitted
- 3. Click All to see requests you have submitted and requests that have been shared with you



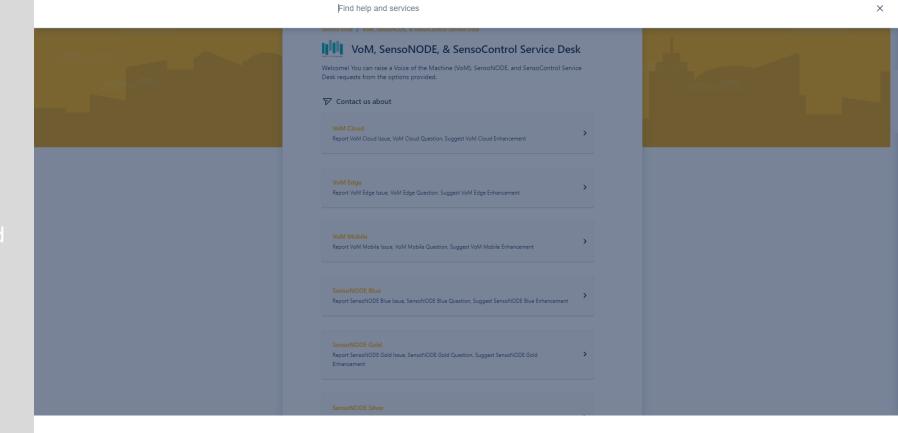
#### <u>View All Submitted Request</u>

- 1. Search by keyword(s)
- Filter by request status:
  - Any
  - Open
  - Closed
  - Waiting for Parker Support
  - Resolved
  - Waiting for Customer (you)
- 3. Filter by request creator
  - Anyone
  - You
  - You (as a participant)
- Filter by request product and type
  - VoM Cloud Issue
  - VoM Cloud Question
  - VoM Cloud Enhancement
  - SensoNODE Gold Issue
  - SensoNODF Gold Question
  - SensoNODE Gold Enhancement
  - Etc.



#### <u>Use the Search Function</u>

- 1. Click search icon
- Click Find help and services field



### <u>Using the Search Function</u>

- Input search query
- Automatic suggestions will display below the Find help and services field
- These suggestions link to an existing knowledgebase document
- Please read the suggestions to determine if your topic has already been documented

How to Use Dashboard from VoM, SensoNODE, & SensoControl Service Desk

How to Use Terminal User Interface with Voice of the Machine Edge from VoM, SensoNODE, & SensoControl Service Desk

How to Get Started with Voice of the Machine Edge from VoM, SensoNODE, & SensoControl Service Desk

SEND A REQUEST ABOUT

Report VoM Cloud Issue to VoM, SensoNODE, & SensoControl Service Desk

SensoNODE Gold Question to VoM, SensoNODE, & SensoControl Service Desk

SensoControl Question to VoM, SensoNODE, & SensoControl Service Desk

WoM Edge Question to VoM, SensoNODE, & SensoControl Service Desk

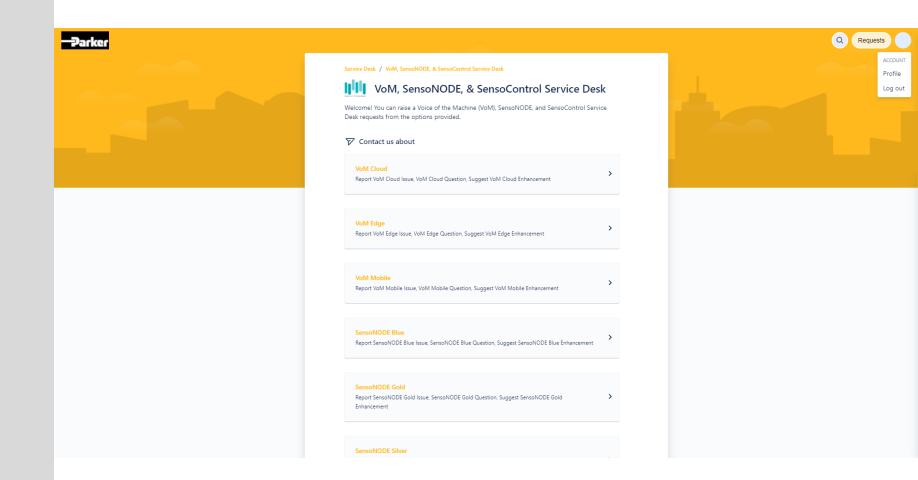
WoM Edge Question to VoM, SensoNODE, & SensoControl Service Desk

Report SensoControl Service Desk

How to Use the Service Desk

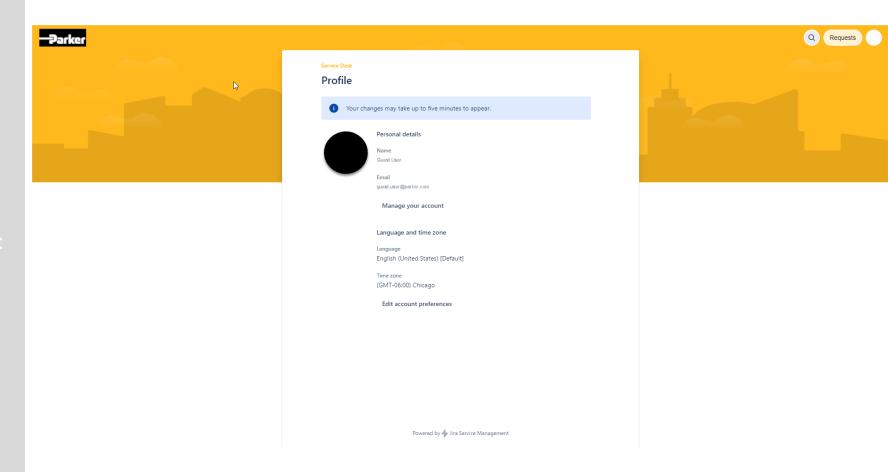
#### View User Account Profile

- Click profile image / avatar
- 2. Click **Profile**



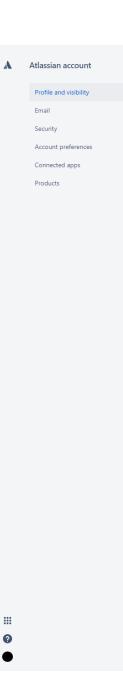
#### <u>View User Account Profile</u>

- Click <u>Manage your account</u> to view / edit / delete your profile details
- Click <u>Edit account preferences</u> to view / edit / delete the following:
  - Language
  - Time zone
  - Delete Account



### <u> Manage Your Account Profile</u>

- Click on respective field to add / edit / delete the following:
  - Profile image
  - Profile image visibility
  - Full name
  - Public name
  - Job title
  - Department
  - Organization
  - Based in (location)
  - Local time (time zone)
  - Contact (information visibility



#### Profile and visibility

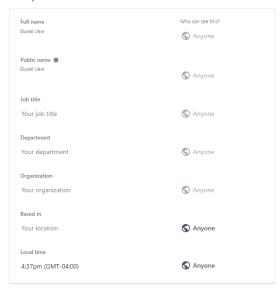
Manage your personal information, and control which information other people see and apps may access.

Learn more about your profile and visibility or view our privacy policy.

#### Profile photo and header image



#### About you

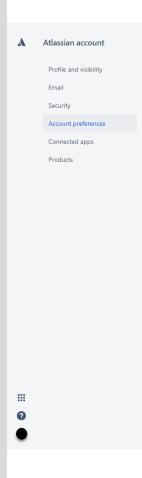


#### Contact



#### **Edit Your Account Preferences**

- Click Account preferences
- Click on respective field to add / edit / delete the following:
  - Language
  - Time zone
- Click Delete account to permanently delete your persona data and remove your access to the service desk



Account preferences

Control settings related to your account.

Language & Region

Changes to your language and timezone will be reflected across Confluence. Jira and directory. Update your language and timezone for other products from your product settings.

Language

English (US)

Time zone

Your time zone

Delete your account

When you delete your account, you lose access to Atlassian account services, and we permanently delete your personal data. You can cancel the deletion within 14 days.

This page is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.

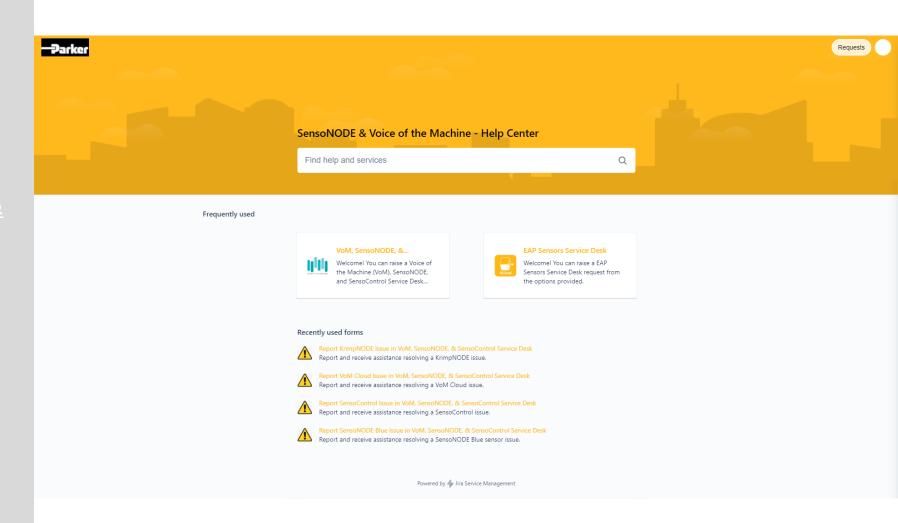
Delete account

Learn more C



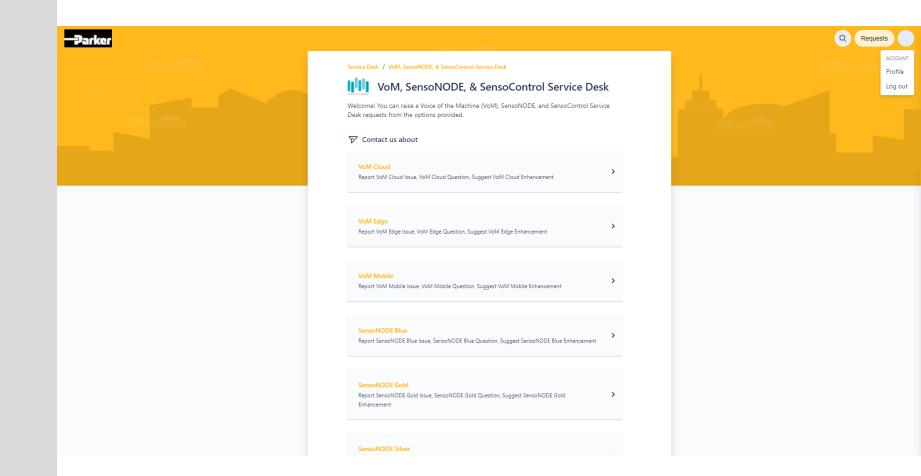
## Navigate to the VoM, SensoNODE, & SensoControl Service Desk

1. Click panel titled **VoM SensoNODE**, & ...



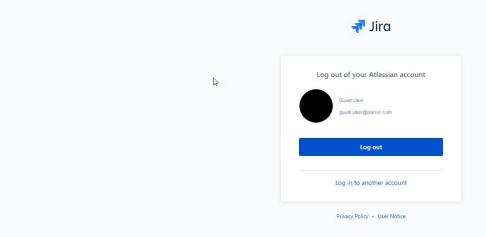
### How to Log Out

- Click profile image / avatar
- 2. Click Log out



### How to Log Out

### Click Log out









## Return to Beginning