



# JIRA Service Management Customer Guide

# Jira Service Management - Customer Guide

## Welcome!

Your organization has implemented/upgraded their service desk in order to provide better, faster responses to your requests. This guide will explain how to use the new service desk

## Login – Access

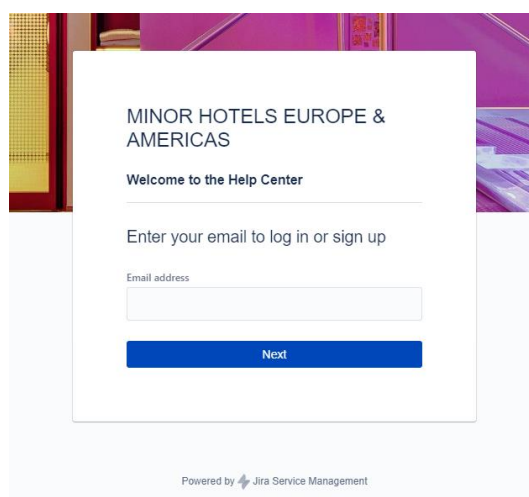
You can access to **HELP CENTER** through following URL:

[MINOR HOTELS EUROPE & AMERICAS - Jira Service Management \(atlassian.net\)](https://atlassian.net/minor-hotels-europe-america)

Furthermore, you can access using the banner in the **FOR YOUR DAILY TASK** section on the **Employee Portal**.

FOR YOUR DAILY TASKS	
<b>1-Worldwide Directory</b> Contacts within hotels and central services	<b>2-Program NH DISCOVERY &amp; CRM</b> NH DISCOVERY Campaigns Sent to Customers (promotions, offers...)
<b>3-Support Portal</b> Create and track your requests via the customer portal. In addition, NH Support Portal has a knowledge base with help articles which could help you to solve requests by yourself.  <a href="#">JIRA Service Desk: User Guide</a>	<b>4-Talent</b> Access to Learning and all Forms (TFY, MBO, 360°, Talent).
<b>5-New Brand Center</b> Make the most out of the new and enhanced Brand Center.  Discover all its features in the MHZone user guide.	<b>6-Digital Knowledge Workplace</b> Find all the Corporate Policies, Processes, Procedures & Training Material in the Business Processes section.

**Integrated authentication:** JIRA Management is integrated with our Azure so now, you have to access using your **email login**.



MINOR HOTELS EUROPE & AMERICAS

Welcome to the Help Center

Enter your email to log in or sign up

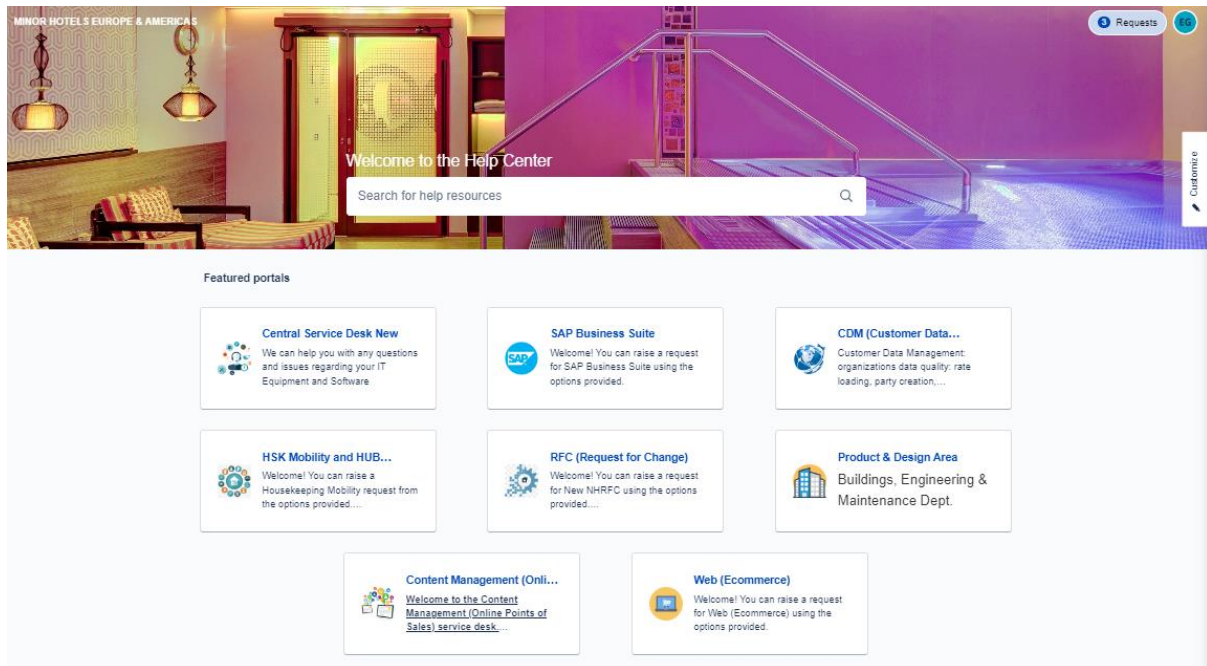
Email address

Next


Powered by Jira Service Management

**NOTE:** If you have a generic email and a nominative email account, we recommend using your nominative email account to create your tickets.

Help Center main page shows all **Service Desk Groups** whom you have access rights.




## Service Desk Groups



**Central Service Desk New**  
We can help you with any questions and issues regarding your IT Equipment and Software

### Central Service Desk


Requests and problems with your devices (Printers, workstations, laptops, keycards, etc), applications and IT services such as LDAP applications (Employee Portal, Employee Reservations, MHZone, etc ), O365 Products (Email, Outlook, Sharepoint, OneDrive, etc),



**SAP Business Suite**  
Welcome! You can raise a request for SAP Business Suite using the options provided.

### SAP Business Suite


Requests and problems in any products of our SAP Business Suite: TMSforHotel, TMSforMeetings, TMSforPay, SAP MM, SAP FI, SAP HR, etc



**CDM (Customer Data...)**  
Customer Data Management: organizations data quality: rate loading, party creation,...

### CDM: Customer Data Management

Organizations data quality: rate loading, party creation, modification, inactivation, booking tool access...



**HSK Mobility and HUB...**  
Welcome! You can raise a Housekeeping Mobility request from the options provided....

### HSK Mobility and HUB Buildings

Request and problems with Housekeeping department mobiles



#### **RFC (Request for Change)**

Welcome! You can raise a request for New NHRFC using the options provided....

#### **RFC (Request for Change)**

Proposal for an alteration to a project, product, or system. An RFC must define the reasons, objectives, and methods for the desired change. It requires approval before implementation.



#### **Product & Design Area**

Buildings, Engineering & Maintenance Dept.

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Buildings, Engineering & Maintenance Dept.



#### **Content Management (Onli...**

**Welcome to the Content Management (Online Points of Sales) service desk...**

#### **Content Management (Online Points of Sales)**

MHHG Websites, Online Travel agencies, Metasearch Websites,  
Discovery website



#### **Web (Ecommerce)**

Welcome! You can raise a request for Web (Ecommerce) using the options provided.

#### **WEB (Ecommerce)**

Request and problem with public web and APP staf, B2B, Cvent, etc

## Make a Request

1. To place a request, navigate to the [Help Center](#).
2. Select the appropriate Service Desk Portal
3. Click on the category that corresponds with your request.
4. You will see a list of request types. Select the most appropriate option. \*
5. Complete the fields on the screen, then click **Send**.



CDM (Customer Data Management)

Customer Data Management: organizations data quality: rate loading, party creation, modification, inactivation, booking tool access...

Contact us about

### Contract Loading

What can we help you with?

[Add Agency Contract](#)










To create a new contract for agency in case you cannot do it via SCO

## Summary

Party IID •

Travel Agency / Company\*

Description

Normal text ▾ | **B** *I* ... |  ▾ |   |       “ ” + ▾

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Send

Cancel

**\*IMPORTANT:** Not only IT Department provides support though JIRA Service Management.

Most company departments and some vendors have agents who are directly or indirectly involved in providing solutions to all your questions, doubts, requests, and incidents related to company applications, systems, and infrastructure.

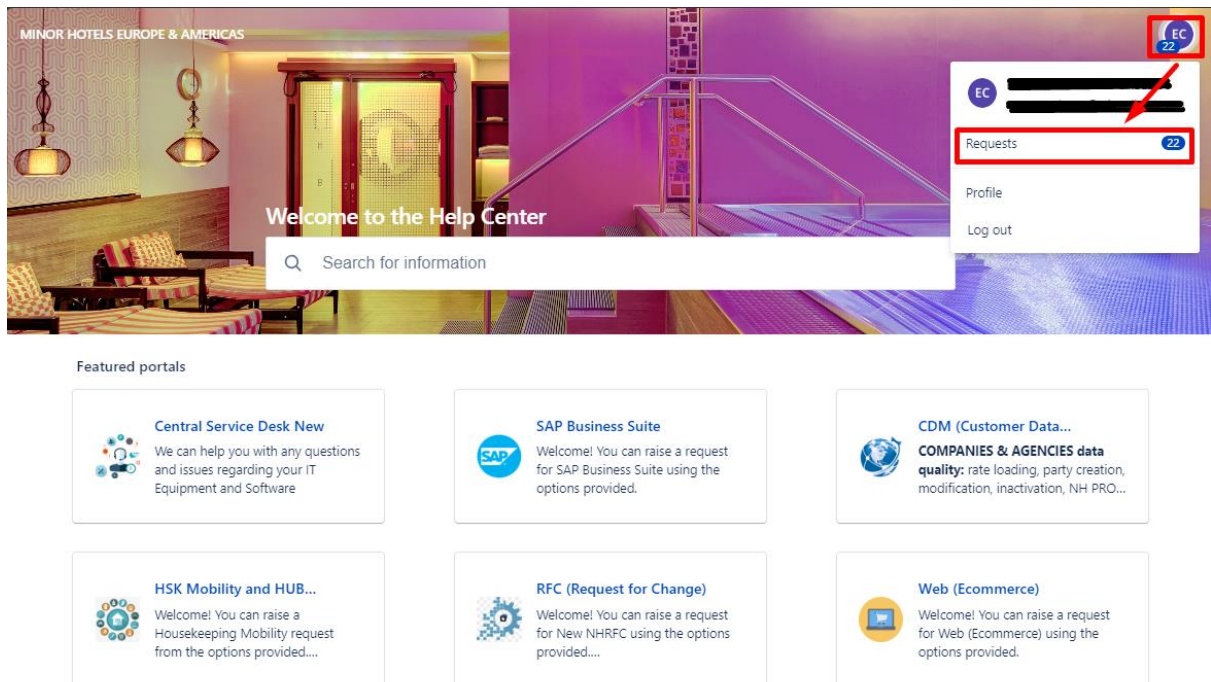
Therefore, please take your time to review all the types of requests available or use the **search bar** to find the correct category according to your topic before creating a ticket. This is important because **Jira Service Desk automatically assigns requests to different areas of the company based on the selected category**

If you select an incorrect request type, the managing of your request could experience a delay.

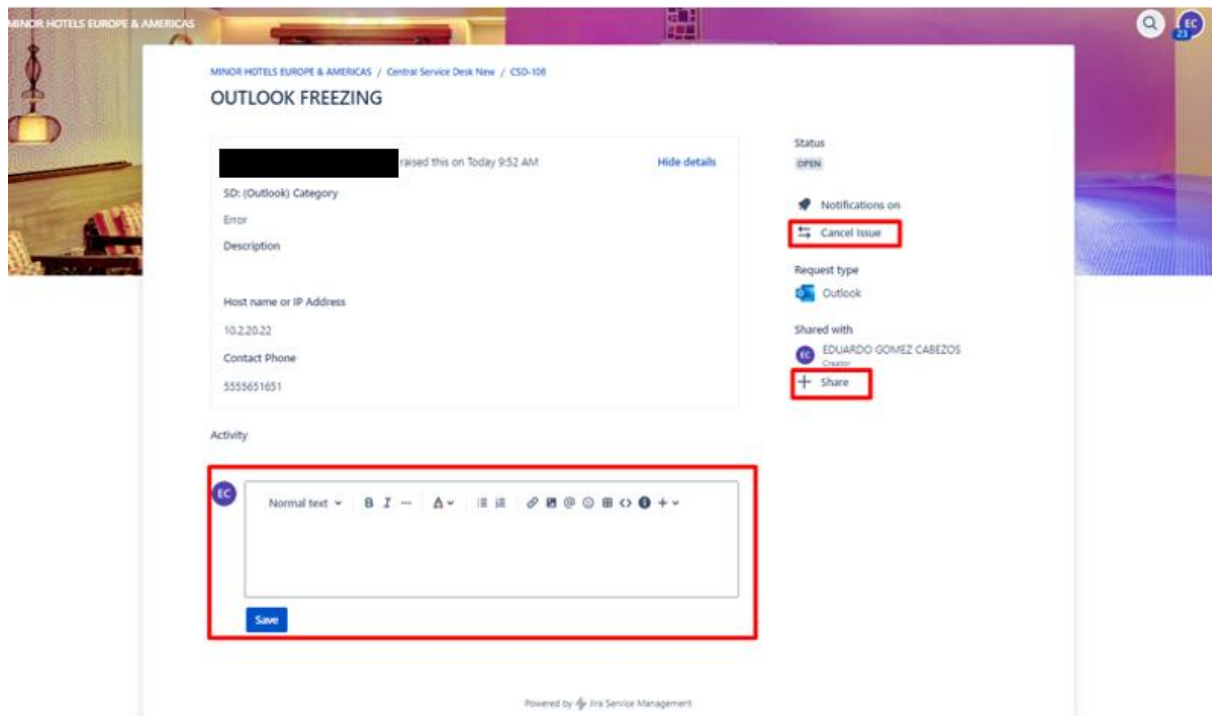
## Managing a request

There may be times when you need to add more information

1. Go to the help center.
2. You will see a counter with your total number of open requests in the upper-right corner of your screen. Click on the counter.
3. Select Requests.



4. Select the appropriate request.
5. When the request opens, you will be able to take different actions, such as sharing the request, adding comments, adding attachments, canceling the ticket, and rejecting or confirming the solution provided by the analyst.



Find requests you're participating in

Jira Service Management not only allows you to manage requests you submit. It's also a portal for participating in and approving requests submitted by others.

To view request that you are participating in:

1. Go to the help center.
2. You'll see a counter with the your total number of open requests in the upper-right corner of your screen. Select the counter.
3. Select **All**.
4. Use the filters to select **Where I am a participant**.

