

JIRA Services Desk

User guide for CDM request

(2019)



LOGIN & ACCESS	3
CREATING REQUESTS	4
Add agency contract.....	6
Add room type.....	6
Add seasons	7
Assignment	7
Booking Tool	7
Commissions.....	8
Connectivity Incidences	9
Contract extension	9
GDS Rate loading.....	9
Inactive previous contract.....	10
Incidences	10
Modify existing contract rates	10
Other.....	10
Party Management	11
Creation:	11
Modification:	13
Hierarchy:	13
Active:	14
Inactive:	14
Notice and alerts:	14
Public contract	15
Rate loading	15
Remove BPC Rate loading	17
SCO doubts and issue	17
MANAGING REQUESTS	18
➤ Share:.....	18
➤ Add comments:	19
➤ Add Attachment:	19
➤ Cancel Issue:	19
➤ Don't notify me:.....	20
➤ Remove:.....	20

How to use JIRA to create tickets:

LOGIN & ACCESS

You can access the NH Support Portal through following URL:

<https://nhservicedesk.nh-hotels.com/servicedesk/customer/portals>

which is available in your **Favorites of the Internet Explorer**.

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

FOR YOUR DAILY TASKS

Brandcenter All NH Resources (templates, photos, logos, etc.) and how to use them.	Business Processes (NH Digital Knowledge Workplace) Find all the Corporate Policies, Processes, Procedures & Training material
CRM & NH Rewards NH Rewards Materials and Campaigns Sent to Customers (promotions, offers...) NH Rewards Booster Acquisition Plan 2017	NH Support Portal 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.
NH Worldwide Directory Contacts within hotels and central services	Quality focus The constant improvement and excellence of quality

Integrated authentication: JIRA is integrated with Active Directory of NH Hotel Group so you can access using your Windows login and/or your email credentials (user without domain @nh-hotels.com)

Welcome to NH Service Desk

Username

e.gomezcabezos

Password

.....

☐ Remember my login on this computer

Not a member? To request an account, please contact your JIRA administrators.

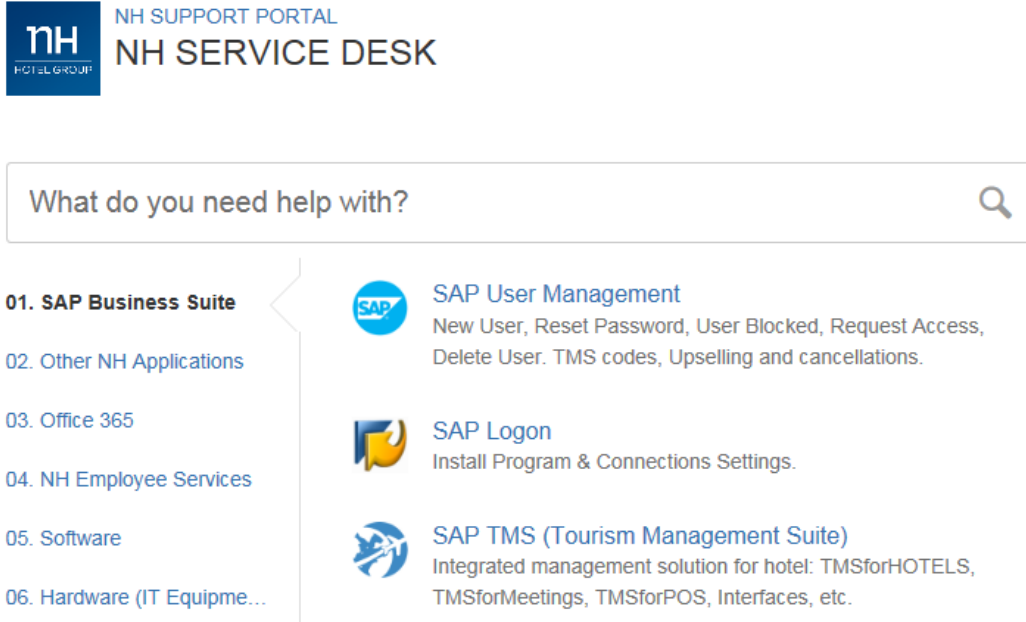
Log In

Can't access your account?

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

CREATING REQUESTS

You can too see all categories available clicking over link [NH SERVICE DESK](#) and the whole Category Tree will be shown.




The screenshot shows the NH Support Portal NH Service Desk interface. At the top, there is a search bar with the placeholder text "What do you need help with?". Below the search bar, there is a list of categories on the left and a list of specific requests on the right. The categories on the left are: 01. SAP Business Suite, 02. Other NH Applications, 03. Office 365, 04. NH Employee Services, 05. Software, and 06. Hardware (IT Equipme...). The specific requests on the right are: SAP User Management (New User, Reset Password, User Blocked, Request Access, Delete User. TMS codes, Upselling and cancellations.), SAP Logon (Install Program & Connections Settings.), and SAP TMS (Tourism Management Suite) (Integrated management solution for hotel: TMSforHOTELS, TMSforMeetings, TMSforPOS, Interfaces, etc.).



Please, before you create a new request, **take your time and review the whole category tree.**

For any request you need to send to CDM department you should select **CDM category** .



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

Once you click on CDM category a new window will be opened with the different subcategories.

- **Add agency contract** → when your negotiation have more than one agency with different condition (invoice method or %), a new agency has enter in the negotiation and at the moment for HRS
- **Add room type** → When you need to load a room type that cannot be loaded with the SCO (singles, triples or room types do not included in the mapping table)
- **Add season** → to load season in the seasonal hotels. Remind that you need to create the contract for the entire year and we will load the seasons (you always need to send the hotel, season and prices per season)

- **Assignment** → When you need to assign any account to your portfolio or to another user. Remind that any assignment will be made, if do not follow the process/rules.
 - The **Portfolios** are **frozen during the whole year**
 - The only **assignments allowed** are:
 - Isolated cases of **wrong/missing assignments**: previous DBD confirmation
 - **New Business** Assignations (via excel files shared on SharePoint as we are currently doing)
 - Requests coming from the Lead management team.
- **Booking tool** → to request access to NH web. To create access to the B2B web (Companies/Agencies). Nothing to be with BPC that will always have the access to the booking tool included, when the rate loading is requested.
- **Commission** → when you need modify commission, add tactical commission or change any commission either in the PID profile or in the contract.
- **Connectivity incidences** → when you have any discrepancy of rates between TMS and GDS and when you received audits for that reason.
- **Contract extension** → when you need to extend the En date validity in a contract because the account will have the same rates and condition that the existing contract.
- **GDS Rate loading** → to request GDS rate loading once you have created the TMS contracts. Remind that you need to add the contracts ID (acronyms) and the RLI, if you have the template you can also include it.
- **Inactive previous contract** → when you create a new contract and you have the old one active with the three months of courtesy, you need to request to cancel the old one in order to do not overlapping contracts.
- **Incidences** → only to request incidences in TMS. In case of GDS incidences you need to create the JIRA using the Connectivity incidences category.
- **Modify existing contract rates** → when a contract is already existing and you have renegotiated a new rate.
- **Other** → ONLY use when you need to create any ticket that is not related to the existing categories. Please before creating as other, check all the existing categories
- **Party management** → Creation, modification, hierarchy, activation/inactivation of a party or branch, (activation of inactive parties only should be made in order to administration department can closed the invoices created with a wrong party).
- **Public contract** → to request add or remove public rates in PUBLIC Contracts.
- **Rate Loading** → to request the contract creation for all the segment that cannot be created with the SCO (CREW, FIT, BARTER, FLASH....)

- **Remove BPC** → when you have negotiated a fixed rates for an account belonging to BPC program, you need to request to remove the BPC contract. Remind that in that case if you do not request the assignation of the account, the account will be assigned to UNMANAGED user
- **SCO doubts and issue** → in case you have any doubt or issue regarding the SCO operation.



In case you need to use more than one categories you can create the ticket in one category and inform in that ticket all you need (GDS rate loading, cancel previous year contract, remove BPC....)

Depending on the subcategory selected the template could show more or less fields. Some fields are mandatory and others only optional.

Create

Once the fields required have been completed, click button and the request will be recorded.

Here you have all the fields showed in the different subcategories:

Add agency contract

Summary: Company or agency name affected + a brief outline of the issue

Party ID:

Company / Travel Agency Name:

Description (optional): A detailed explanation of the issue. For a correct management of the ticket, it is very important to provide a useful information of the incidence. Besides, you can copy screen captures in this field.

Please remind to add always the Contract ID created

Attachment (optional): : It serves to attach files and images (GIFs, JPGs, PNGs.) to the request.

Click clip icon and select file or files that you want to add to the request or simply drag and drop a file onto the issue.

Add room type

Summary: Company or agency name affected + a brief outline of the issue

Party ID:

Company / Travel Agency Name:

Description (optional): A detailed explanation of the issue. For a correct management of the ticket, it is very important to provide a useful information of the incidence. Besides, you can copy screen captures in this field.

Please remind to add always the Contract ID created

Attachment (optional): : It serves to attach files and images (GIFs, JPGs, PNGs.) to the request.

Click clip icon and select file or files that you want to add to the request or simply drag and drop a file onto the issue.

Add seasons

Summary: Company or agency name affected + a brief outline of the issue

Party ID:

Company / Travel Agency Name:

Description (optional): A detailed explanation of the issue. For a correct management of the ticket, it is very important to provide a useful information of the incidence. Besides, you can copy screen captures in this field.

Please remind to add always the Contract ID created

Attached the hotels, season as rates per season

Attachment (optional): : It serves to attach files and images (GIFs, JPGs, PNGs.) to the request.

Click clip icon and select file or files that you want to add to the request or simply drag and drop a file onto the issue.

Assignment

Summary: Company or agency name affected + a brief outline of the issue

Party ID:

Company / Travel Agency Name:

Branch ID:

Current Account Handler:

New Account Handler:

Description (optional): A detailed explanation of the issue. For a correct management of the ticket, it is very important to provide a useful information of the incidence. Besides, you can copy screen captures in this field.

Attachment (optional): : It serves to attach files and images (GIFs, JPGs, PNGs.) to the request.

Click clip icon and select file or files that you want to add to the request or simply drag and drop a file onto the issue.

Booking Tool

Subcategory Access:

- Company Access

Summary: Company or agency name affected + a brief outline of the issue

Party ID:

Company/Travel Agency Name:

Contact Name:

Contact email:

Contact Phone (optional):

Contact Job title:

Contact department:

Type of access:

- **Standard:** the contact will receive their one password to access
- **Closed Consumer Group (CCG):** The CCG allows clients to access to the negotiated rates through an URL without introduce the user and password
The use of the CCG should be restricted to Tu perteneces, Te lo mereces and Airlines and the CCG Standard to specific cases, because the client should access using the personal user and password.

Description (optional): A detailed explanation of the issue. For a correct management of the ticket, it is very important to provide a useful information of the incidence. Besides, you can copy screen captures in this field.

Attachment (optional): : It serves to attach files and images (GIFs, JPGs, PNGs.) to the request. Click clip icon and select file or files that you want to add to the request or simply drag and drop a file onto the issue.

- **Agency Access:**

Summary: Company or agency name affected + a brief outline of the issue

Party ID:

Company/Travel Agency Name:

Contact Name:

Contact email:

Contact Phone (optional):

Contact Job title:

Contact department:

Type of access:

- Standard
- Closed Consumer Group (CCG)

Accounts to book (optional): if the agency is booking for a company/es you need to include here the party/es of the companies.

Description (optional): A detailed explanation of the issue. For a correct management of the ticket, it is very important to provide a useful information of the incidence. Besides, you can copy screen captures in this field.

Attachment (optional): : It serves to attach files and images (GIFs, JPGs, PNGs.) to the request. Click clip icon and select file or files that you want to add to the request or simply drag and drop a file onto the issue.

Commissions

Summary: Company or agency name affected + a brief outline of the issue

Party ID:

Company / Travel Agency Name :

Description (optional): A detailed explanation of the issue. For a correct management of the ticket, it is very important to provide a useful information of the incidence. Besides, you can copy screen captures in this field.

Attachment (optional): : It serves to attach files and images (GIFs, JPGs, PNGs.) to the request. Click clip icon and select file or files that you want to add to the request or simply drag and drop a file onto the issue.

For tactical commissions please use this template:



COMMISSIONS

Connectivity Incidences

Summary: Company or agency name affected + a brief outline of the issue

Party ID:

Company / Travel Agency Name :

Contract ID:

PMS code: this should be the TRUST/PH rate code until the migration of SYNXIS is finished that will be PMS code.

Description (optional): A detailed explanation of the issue. For a correct management of the ticket, it is very important to provide a useful information of the incidence. Besides, you can copy screen captures in this field.

Attachment (optional): : It serves to attach files and images (GIFs, JPGs, PNGs.) to the request.

Click clip icon and select file or files that you want to add to the request or simply drag and drop a file onto the issue.

Contract extension

Summary: Company or agency name affected + a brief outline of the issue

Party ID:

Company / Travel Agency Name:

Description (optional): A detailed explanation of the issue. For a correct management of the ticket, it is very important to provide a useful information of the incidence. Besides, you can copy screen captures in this field.

Please remind to add always the Contract ID created

Attachment (optional): : It serves to attach files and images (GIFs, JPGs, PNGs.) to the request.

Click clip icon and select file or files that you want to add to the request or simply drag and drop a file onto the issue.

GDS Rate loading

Summary: Company or agency name affected + a brief outline of the issue

Party ID:

Company / Travel Agency Name:

OCR mealplan:

Description (optional): A detailed explanation of the issue. For a correct management of the ticket, it is very important to provide a useful information of the incidence. Besides, you can copy screen captures in this field.

Please remind to add always the Contract ID created

Attachment (optional): : It serves to attach files and images (GIFs, JPGs, PNGs.) to the request.

Click clip icon and select file or files that you want to add to the request or simply drag and drop a file onto the issue.

Inactive previous contract

Summary: Company or agency name affected + a brief outline of the issue

Party ID:

Company / Travel Agency Name:

Description (optional): A detailed explanation of the issue. For a correct management of the ticket, it is very important to provide a useful information of the incidence. Besides, you can copy screen captures in this field.

Please remind to add always the Contract ID created

Attachment (optional): : It serves to attach files and images (GIFs, JPGs, PNGs.) to the request.

Click clip icon and select file or files that you want to add to the request or simply drag and drop a file onto the issue.

Incidences

Summary: Company or agency name affected + a brief outline of the issue (in case the incidence comes from an audit, please indicate GDS AUDIT)

Party ID:

Company / Travel Agency Name:

Description (optional): A detailed explanation of the issue. For a correct management of the ticket, it is very important to provide a useful information of the incidence. Besides, you can copy screen captures in this field.

Attachment (optional): : It serves to attach files and images (GIFs, JPGs, PNGs.) to the request.

Click clip icon and select file or files that you want to add to the request or simply drag and drop a file onto the issue.

Modify existing contract rates

Summary: Company or agency name affected + a brief outline of the issue

Party ID:

Company / Travel Agency Name:

Description (optional): A detailed explanation of the issue. For a correct management of the ticket, it is very important to provide a useful information of the incidence. Besides, you can copy screen captures in this field.

Please remind to add always the Contract ID created

Attachment (optional): : It serves to attach files and images (GIFs, JPGs, PNGs.) to the request.

Click clip icon and select file or files that you want to add to the request or simply drag and drop a file onto the issue.

Other

Summary: Company or agency name affected + a brief outline of the issue

Party ID:

Company / Travel Agency Name:

Description (optional): A detailed explanation of the issue. For a correct management of the ticket, it is very important to provide a useful information of the incidence. Besides, you can copy screen captures in this field.

Attachment (optional): : It serves to attach files and images (GIFs, JPGs, PNGs.) to the request.

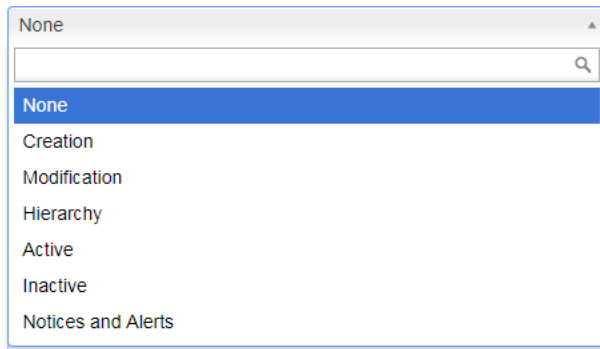
Click clip icon and select file or files that you want to add to the request or simply drag and drop a file onto the issue.

Party Management

This category will be selected when you need to do any of the following action:

Subcategory:

Subcategory CDM (Party Management)



Creation:

You need to inform all the fields needed for a PID creation

Summary : Company or agency name affected + a brief outline of the issue

Company/Travel Agency Name: to inform the organization name

Customer type:

- Company
- Agency

Customer type Company:

- Airlines
 - Customer Type Company Airline
 - Crew
 - Layover
 - Cargo
- Corporate Accounts
 - Customer Type Company Corporate Accounts
 - Key (> 1.000 employees)
 - Large (250 – 1.000 employees)
 - Small & Medium (< employees)
 - Self-employees

Customer type Agency:

- Distribution
 - Customer Type Agency Distribution
 - Agency
 - Consortia
 - Incoming
 - OTA
 - Self-employed

- TMC
- Tour operator
- Wholesaler
- MICE
 - Customer Type Agency MICE
 - Corporate Event Organizer (specialist)
 - Event Division
 - Event Organizer (Different kind Business)
 - Incentive House
 - MICE Agency
 - MICE Consortia
 - OTA
 - PCO (Professional Congress Organizer)
 - Sport Event Organizer
 - Training Specialist

Fiscal Code: mandatory for the following countries:

Country	Document Name	FORMATS	# charaters
ARGENTINA	CUIT (Código único de identificación tributaria)	30546689979	11
BELGIUM	CBE (Enterprise Number)	433666709	9
CHILE	RUT (Rol Único Tributario)	78784800-1	8-1
COLOMBIA	NIT (Número de identificación tributaria)	8909990576	10
FRANCE	SIRET	41749842500012	14
ITALY	CODICE FISCALE (TAX1)	1037050422	11
	PARTITA IVA (TAX2)	2253210237	11
MEXICO	RFC (Registro federal de contribuyentes)	SSE850429T96 // CAR82030127A	12 (alphanumeric)
NETHERLANDS	BTW	801438081	9
	KVK (Kamer van Koophandel)	17047664	8
POLAND	NIP (numeru identyfikacji podatkowej)	525-10-32-201	3-2-2-3
PORTUGAL	CIF	506618897	9
SLOVAKIA	IČ DPH (Identifikačné číslo pre daň z pridanej hodnoty)	SK2023580108 / 2023580108	SK10 10
	DIC (TAX1)		
	ICO Number	35839121	8
SPAIN	CIF (código de identificación fiscal)	A58644303	L8
SWITZERLAND	UID	CHE116293044	LLL9
VENEZUELA	RIF (Registro de identificación fiscal)	J-29788829-2	L-8-1

Fiscal Code 2 (optional) : only for that countries that need it.

Sic code: to inform the activity of the organization. (Select from the list)

GIRO: only for Chilean accounts

Customer Global Potential K (optional):

Customer Annual Revenue (optional):

Customer Total Employees (optional):

Branch Name (optional):

IATA: this field will be available just for agencies.

Branch classification:

- Corporate
- Inplant
- Leisure
- MICE
- Outplant
- Sport team
- Travel Industry
- TTOO

Branch email (optional):

Street:

Postal Code:

Customer City:

Customer region (optional):

Customer Country:

Billing use:

- ☐ Bill to
- ☐ Office

Contact name: First name and Last name

Contact email: It should be corporate email.

Contact Phone (optional):

Contact Job title (optional):

Contact department (optional):

Description: A detailed explanation of the issue. For a correct management of the ticket, it is very important to provide a useful information of the incidence. Besides, you can copy screen captures in this field.

Attachment (optional): : It serves to attach files and images (GIFs, JPGs, PNGs.) to the request.

Click clip icon and select file or files that you want to add to the request or simply drag and drop a file onto the issue.

Modification:

You have the same fields than in "Creation". You need inform just the fields that need to be changed with the new information. The PID affected is mandatory to make any change.

Hierarchy:

Summary: Company or agency name affected + a brief outline of the issue

Mother Party ID: to inform the party that should be the mother

Party ID: to inform the party or parties that belongs to the Mother PID inform above

Description (optional): it will be use in case you need to make any clarification

Attachment (optional): you can attach a list of parties

Active:

To active parties if has been inactive by error. This option will be mainly used by administration department in order they can closed the invoices created with a wrong party.

Summary: Company or agency name affected + a brief outline of the issue

Party ID:

Company/Travel Agency Name:

Description: A detailed explanation of the issue. For a correct management of the ticket, it is very important to provide a useful information of the incidence. Besides, you can copy screen captures in this field.

Attachment (optional): you can attach a list of parties.

Inactive:

To inactive parties that should not be in the system.

Summary: Company or agency name affected + a brief outline of the issue

Party ID:

Company/Travel Agency Name:

Inactivation reason:

- Duplicate
 - o Correct PID: in case the reason of the inactivation is duplicate you must inform the correct PID in order to transfer the production.
- Error
- Insolvent
- Merge
- Request individual
- Closed

Description (optional): A detailed explanation of the issue. For a correct management of the ticket, it is very important to provide a useful information of the incidence. Besides, you can copy screen captures in this field.

Attachment (optional): you can attach a list of parties

Notice and alerts:

It will be used if you need to inform something to the hotel or the person who check the PID

Summary: Company or agency name affected + a brief outline of the issue

Party ID:

Company/Travel Agency Name:

Type Notices and Alerts:

- Ask for prepayment
- Do not accept booking
- CRM Remarks

Application level:

- Chain
- Hotel

Description (optional): A detailed explanation of the issue. For a correct management of the ticket, it is very important to provide a useful information of the incidence. Besides, you can copy screen captures in this field.

Attachment (optional): : It serves to attach files and images (GIFs, JPGs, PNGs.) to the request.

Click clip icon and select file or files that you want to add to the request or simply drag and drop a file onto the issue.

Public contract

Summary: Company or agency name affected + a brief outline of the issue

Party ID:

Company / Travel Agency Name:

Description (optional): A detailed explanation of the issue. For a correct management of the ticket, it is very important to provide a useful information of the incidence. Besides, you can copy screen captures in this field.

Attachment (optional): : It serves to attach files and images (GIFs, JPGs, PNGs.) to the request.

Click clip icon and select file or files that you want to add to the request or simply drag and drop a file onto the issue.






Rate loading

This subcategory will be selected when you need the contract creation. And in all cases you must attach the rate loading template for each type of subcategory.

For Lanyon request, you must to include:

- Template + RLI (Rate Loading Instruction) whenever you need to load in GDS
- Share the ticket with all Lanyon coordinators
 - o Lanyon NH (HQ)
 - o Lanyon SPAIN
 - o Lanyon ITALY
 - o Lanyon CE
 - o Lanyon BENELUX
 - o Lanyon AMERICA

Subcategory: to indicate which type of negotiation is:

- BPC → you need to attach the BCP template =  **BPC**
- Corporate → you need to attach the Lanyon or Standard template =  **LANYON** -  **RATE LOADING**
BENELUX should attach the pdf for corporate negotiations
- Consortia → you need to attach the Consortia template =  **CONSORTIA**
- FIT → you need to attached to FIT_ITO/ OTO template =  **FIT ITO/OTO**



or the NEGOTIATED FIT template = **FIT NEGOTIATED**

- Crew → you need to attach the Rate loading template (it is the same as Corporate)



- BARTER → you need to attach the BARTER template = **BARTER**



- Flash → you need to attach the FLASH template = **FLASH**



- Regular Guest → you need to attach the REGULAR GUEST template = **REGULAR GUEST**

Summary: Company or agency name affected + a brief outline of the issue

Party ID: to inform the organization PID. This information is mandatory as it help us to find the account where the rate need to be loaded.

Company/Travel Agency Name: to inform the organization name.

Type of rate loading request:

- ✓ New request
- ✓ Update previous request

GDS:


- **Yes:** if need to be also loaded in GDS system
- **No:** if do not need to be loaded in GDS system

Description: A detailed explanation of the issue. For a correct management of the ticket, it is very important to provide a useful information of the incidence. Besides, you can copy screen captures in this field.

Attachment: It serves to attach files and images (GIFs, JPGs, PNGs.) to the request.

Click clip icon and select file or files that you want to add to the request or simply drag and drop a file onto the issue.

Attachment (optional)

 Drag and drop files, paste screenshots, or [browse](#)



Maximum size for attachment is 10Mb

Remove BPC Rate loading

Summary: Company or agency name affected + a brief outline of the issue

Party ID:

Company / Travel Agency Name:

Description (optional): A detailed explanation of the issue. For a correct management of the ticket, it is very important to provide a useful information of the incidence. Besides, you can copy screen captures in this field.

Please remind to add always the Contract ID created

Attachment (optional): : It serves to attach files and images (GIFs, JPGs, PNGs.) to the request.

Click clip icon and select file or files that you want to add to the request or simply drag and drop a file onto the issue.

SCO doubts and issue

Summary: Company or agency name affected + a brief outline of the issue

Party ID:

Company / Travel Agency Name:

Description (optional): A detailed explanation of the issue. For a correct management of the ticket, it is very important to provide a useful information of the incidence. Besides, you can copy screen captures in this field.

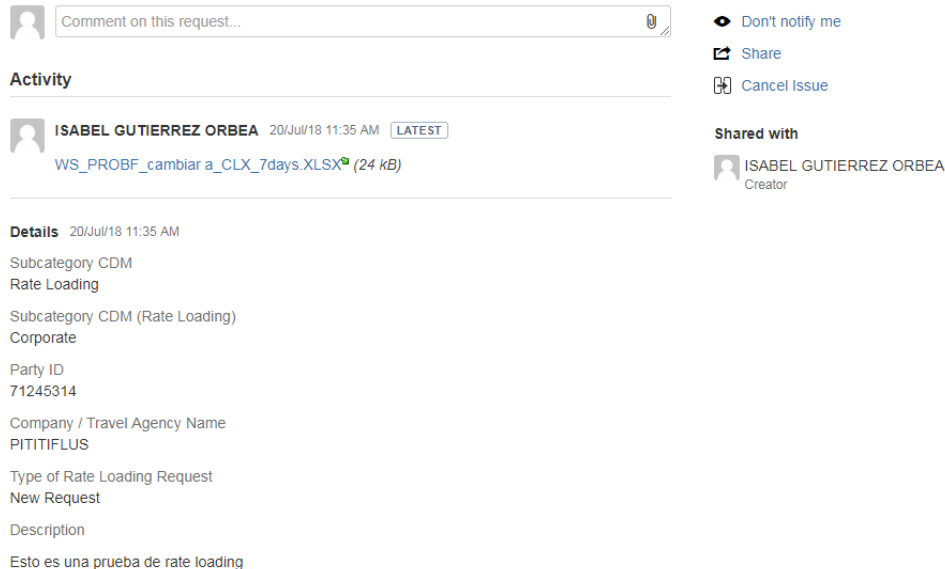
Please remind to add always the Contract ID created

Attachment (optional): : It serves to attach files and images (GIFs, JPGs, PNGs.) to the request.

Click clip icon and select file or files that you want to add to the request or simply drag and drop a file onto the issue.

MANAGING REQUESTS

Once you have created the ticket you will be able to take different actions as editing information, adding comments, adding attachments, cancel the ticket and reject or confirm the solution provided by the NH analyst.



Comment on this request...

Activity

ISABEL GUTIERREZ ORBEA 20/Jul/18 11:35 AM **LATEST**

WS_PROBF_cambiar a_CLX_7days.XLSX (24 kB)

Shared with

ISABEL GUTIERREZ ORBEA
Creator

Details 20/Jul/18 11:35 AM

Subcategory CDM
Rate Loading

Subcategory CDM (Rate Loading)
Corporate



Party ID
71245314

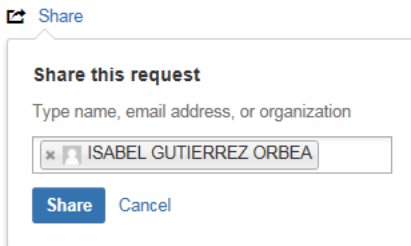
Company / Travel Agency Name
PITITIFLUS

Type of Rate Loading Request
New Request

Description
Esto es una prueba de rate loading


- **Share:** If you want that other people are informed about the activity of your request, you can add them. People involved will be able to see the request, add comments and attachments.

Click on  **Share** search and select the person and click on 



Share this request

Type name, email address, or organization

 ISABEL GUTIERREZ ORBEA

Share **Cancel**

Once you share your request with another people, they will receive an email informing that they have been added as participant, and each time the request has any change or comment they will be informed via email.

From that same email they will be able to enter in the request by clicking the request number



NHSD-267477 Mail generico RFP

ISABEL GUTIERREZ ORBEA added you as a participant – In progress

ISABEL GUTIERREZ ORBEA added you as a participant.

NH SERVICE DESK

Corporate Information Technology

NH | HOTEL GROUP | **NH** HOTELS | **NH COLLECTION** HOTELS | **nhow** HOTELS | **Hesperia** RESORTS

- **Add comments:** is used to complete the request information. This action is available for customers and NH analysts, so all comments added can be seen by all people involved in the ticket. Furthermore, the system will automatically send an email with the comment to all people involved.

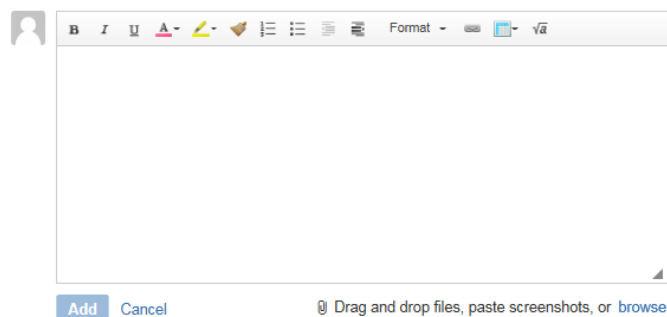
Comment on this request... 

- **Add Attachment:** You can add files and images to any ticket once this one was created just by clicking on the clip icon.

Comment on this request... 

Drag and drop a file onto the issue, and select Add.

You will then have the option to add a comment with more information about the attachment.

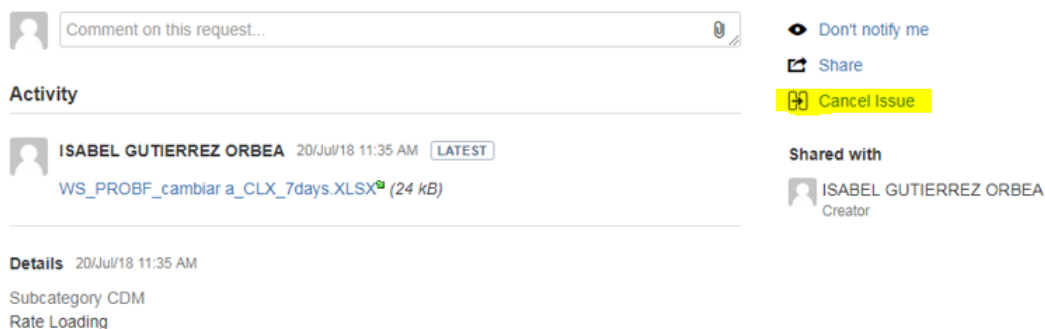



Acceptable file formats, characters, and sizes:

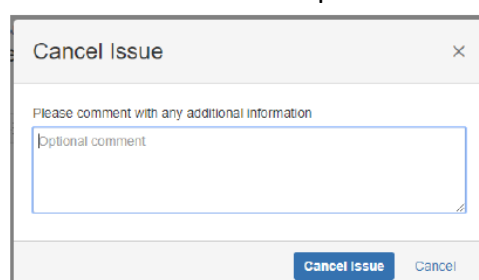
- File formats: GIFs, JPGs, PNGs
- A valid file name cannot contain any of these characters: '\', '/', '\'', '%', ':', '\$', '?', '*'.
- The maximum size of any one file is 10MB

- **Cancel Issue:** It serves to cancel the ticket if the issue is already fixed or the assistance is not necessary anymore.

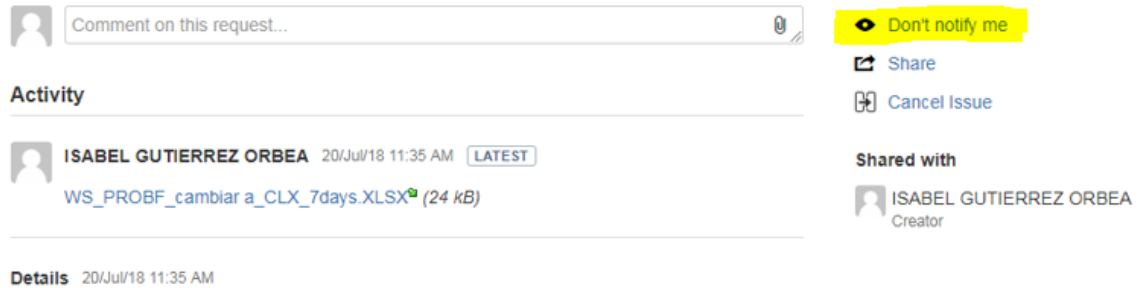
Click "Cancel Issue" and the cancel screen appears in the workspace.



Type the reason for the cancellation of the request and click Cancel Issue button



- **Don't notify me:** if you do not want to receive notification for this ticket. Once you click on this option you will not be able to receive any email unless the creator share the ticket again with you.



Comment on this request...

Activity

ISABEL GUTIERREZ ORBEA 20/Jul/18 11:35 AM **LATEST**
WS_PROBF_cambiar a_CLX_7days.XLSX (24 kB)

Details 20/Jul/18 11:35 AM

Don't notify me

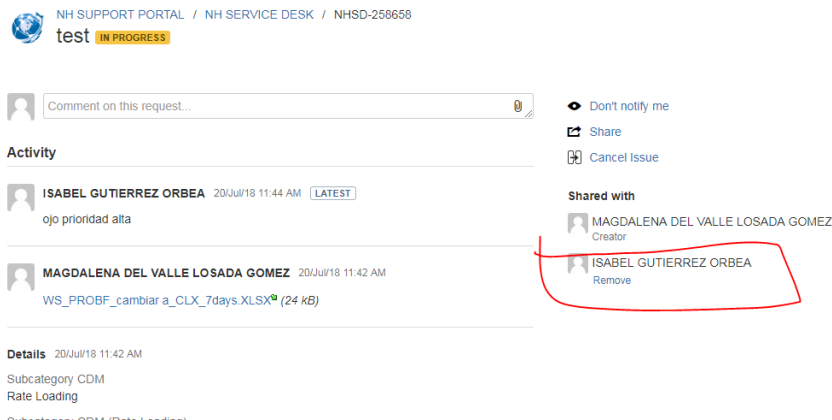
Share

Cancel Issue

Shared with

ISABEL GUTIERREZ ORBEA
Creator

- **Remove:** if you do not want to be in the ticket you can remove your name by clicking on Remove. Once you have removed yourself from the incidence, you will not be able to see it even searching by number.



NH SUPPORT PORTAL / NH SERVICE DESK / NHSD-258658
test **IN PROGRESS**

Comment on this request...

Activity

ISABEL GUTIERREZ ORBEA 20/Jul/18 11:44 AM **LATEST**
ojo prioridad alta

MAGDALENA DEL VALLE LOSADA GOMEZ 20/Jul/18 11:42 AM
WS_PROBF_cambiar a_CLX_7days.XLSX (24 kB)

Details 20/Jul/18 11:42 AM
Subcategory CDM
Rate Loading

Don't notify me

Share

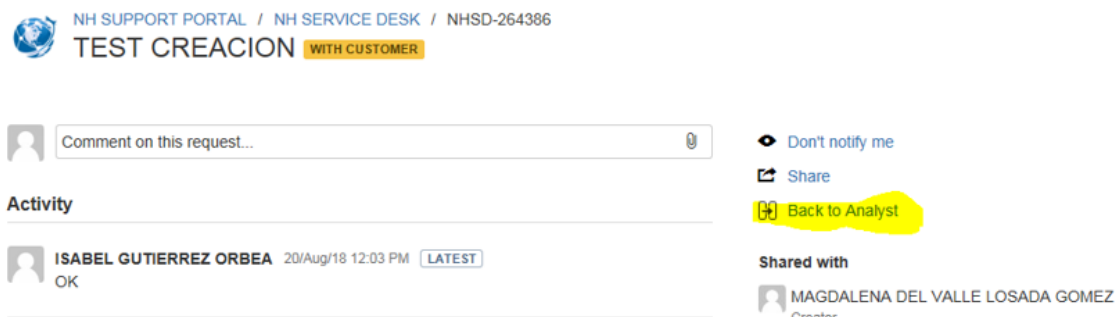
Cancel Issue

Shared with

MAGDALENA DEL VALLE LOSADA GOMEZ
Creator

ISABEL GUTIERREZ ORBEA
Remove

- **Back to Analyst:** is only available when the request is in status “With Customer” that it will appear if the analyst needs more information to manage the request.



NH SUPPORT PORTAL / NH SERVICE DESK / NHSD-264386
TEST CREACION **WITH CUSTOMER**

Comment on this request...

Activity

ISABEL GUTIERREZ ORBEA 20/Aug/18 12:03 PM **LATEST**
OK

Don't notify me

Share

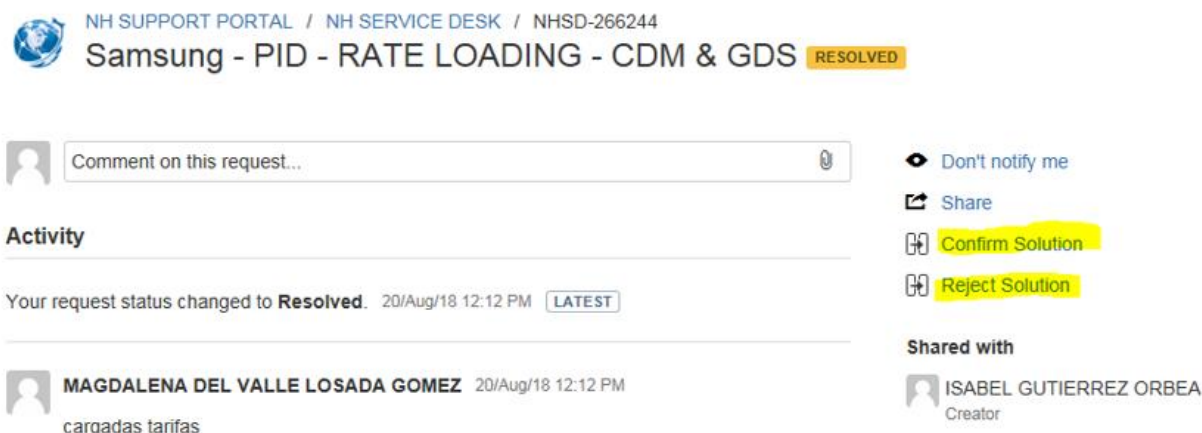
Back to Analyst

Shared with

MAGDALENA DEL VALLE LOSADA GOMEZ
Creator

To answer the analyst you need to click on “Back to Analyst”, add the information or do the action required by the Analyst. Once you execute the action **Back to Analyst**, the request will change to status IN PROGRESS and the NH analyst will continue to manage the request.

- **Reject or confirm a solution:** these options are only available when the ticket is in status “RESOLVED”



If you are **not satisfied** with the solution provided by the NH analyst, click “Reject Solution”, type the reason why you are not satisfied with the solution provided and click **Reject Solution** button.

Reject Solution

Please comment with any additional information

Reject Solution Cancel

The ticket will change to status “IN PROGRESS” and it will be assigned to the Analyst again.



The requests in status RESOLVED will be **automatically closed after 5 days** if you do not confirm or reject the solution provided.

If you are **satisfied** with the solution provided by the Analyst, execute “Confirm Solution” action, type a comment (not mandatory) and click **Confirm Solution** button.

Confirm Solution

Please comment with any additional information

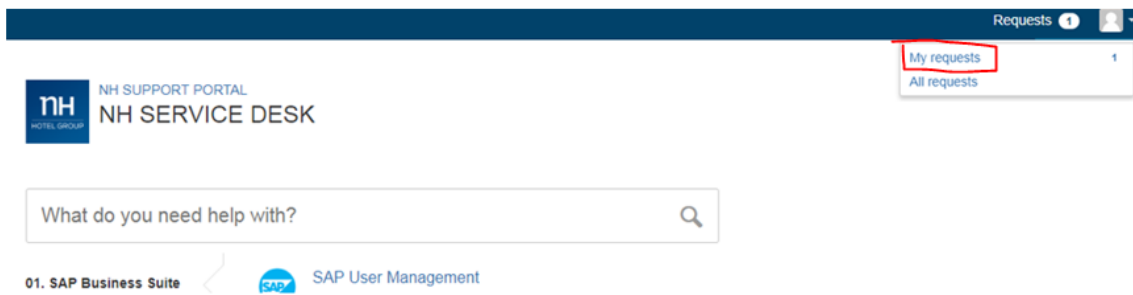
Confirm Solution Cancel

The request will change to status CLOSED



The requests in status CLOSED **can't be reopened** and you must create a new request if the issue persists or it reproduces again after the request has been closed..

If you want to access to the issues created by yourself or the ones you are as participant click on “My request”



In the new window you will be able to filter by:

Request:

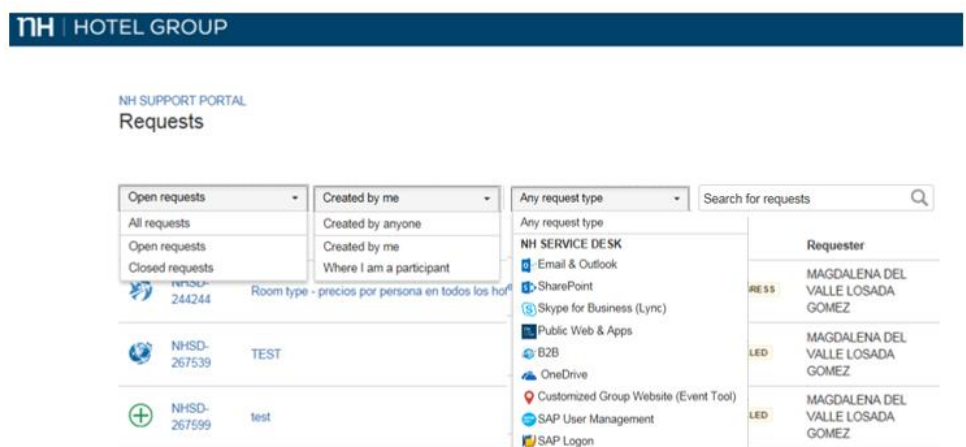
- All request
- Open request
- Closed request

Created by:

- Created by anyone
- Created by me
- Where I am a participant

Any request type:

Search for request:



Once you have filter what you need, you can see the status of the request

Type	Reference	Summary	Service desk	Status	Requester
	NHSD-258658	test	NH SERVICE DESK	IN PROGRESS	MAGDALENA DEL VALLE LOSADA GOMEZ
	NHSD-258654	test rate loading	NH SERVICE DESK	IN PROGRESS	ISABEL GUTIERREZ ORBEA