



Customer Technical Support “CTS”

User's Guide

Feb 2009

Copyright

© 2009 Mobixell Networks

Notice

This document is the property of Mobixell Networks. Any disclosure, reproduction or transmission to unauthorized parties without the prior written permission of Mobixell Networks is prohibited.

Trademark List

Mobixell	Mobixell is the trademark or registered trademark of Mobixell Networks. All other product or service names mentioned in this manual are trademarks of their respective companies.
RMSC	Rich Media Service Center is the trademark or registered trademark of Mobixell Networks. All other product or service names mentioned in this manual are trademarks of their respective companies.
Phone:	+972 9 776 0111
Fax:	+972 9 740 7373
Support email:	support@mobixell.com
Information:	info@mobixell.com

Publication #:

Contents

1	<i>Introduction</i>	1-4
1.1	The CTS process	1-4
2	<i>System Access</i>	2-5
2.1	Initial Access	2-5
3	<i>New Ticket Insertion</i>	3-6
3.1	General	3-6
3.2	Ticket Preparation	3-6
3.3	Ticket Submission	3-8
3.4	Additional Information	3-8
4	<i>Queries</i>	4-9
5	<i>Reports</i>	5-11
6	<i>Glossary</i>	6-14

Figures

Figure 1	Initial Access Screen.....	2-5
Figure 2	Entering A Ticket form.....	3-7
Figure 3	Commit Ticket Report.....	3-8
Figure 4	Additional Ticket Information.....	3-8
Figure 5	Browse Tab.....	4-9
Figure 6	Query Form.....	4-9
Figure 7	Search Form.....	4-10
Figure 8	Submitting a Query ("Search").....	4-10
Figure 9	Actions and Reports selection.....	5-11
Figure 10	Reports main page.....	5-11
Figure 11	Generate Graphical Report form.....	5-12
Figure 12	Sample Status Report (Bars).....	5-13
Figure 13	Sample Status Report (Table).....	5-13
Figure 14	Sample Status Report (Pie Chart).....	5-13

1 Introduction

Mobixell Networks web-portal based system for Customer Technical Support (and the Call Tracking System) is the CTS system.

The CTS enables a globally available remote entry and follow-up of support-tickets (incidents), on a 24x7 basis. The system permits a web interface for opening, tracking and managing of tickets. CTS support calls ("tickets") are automatically managed by the system. These tickets are made available by the system not only to the calling party and to Mobixell's Customer Support, but also to other Mobixell involved parties such as R&D and QA.

Once tickets are opened, automated email generation is used by the CTS to “push” emails re ticket updates and various other announcements

This guide is intended for technical support personnel dealing with Mobixell Networks products. Users must be pre-authorized to use the system, and must gain access rights by means of a username & password combination.

1.1 The CTS process

The following chapters describe the CTS process.

Support calls may be generated either by a Mobixell customer, whether an Integrator, an Operator, or an OEM Partner, as well as by internal Mobixell personnel. The generated entries are then directed to Customer Support and if needed further on to Mobixell's R&D.

Mobixell's Support group may communicate with Mobixell's customers through the CTS system. Once the CTS internal support process generates a support call, it reroutes the call back to the customer through the CTS. This process may in turn initiate an internal support call to R&D. Internal support calls are managed by an internal bug-tracking tool.

2 System Access

2.1 Initial Access

The CTS is accessible via Mobixell's official web-site

<http://www.mobixell.com/customer-support/>

Resulting in:

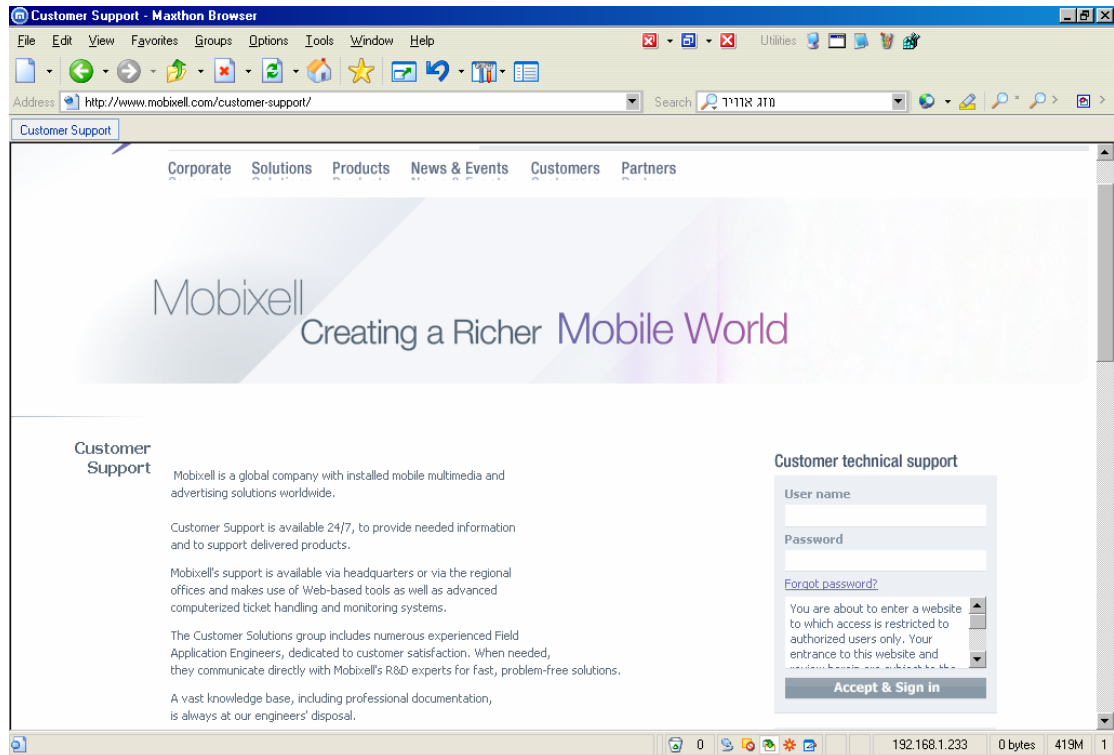


Figure 1 Initial Access Screen

User login:

E-mail address: John.Doe@Acme.co.il

Password: yyy (Please contact Mobixell Networks for your Password)

Upon login the user will be directed to the "CTS Main Page" that carries several Tabs:

- Home
- New
- Browse
- Actions
- Search

It also carries a text box marked "Find Issue" as well as a "?" tab for QuickSearch assistance

3 New Ticket Insertion

3.1 General

Tickets are generated for each “call” inserted by the user. They carry an individual ID and priority, which can be used for ticket tracking and classification. Once a Ticket is opened, a notification of ticket opening (Ticket identification number included) is sent via an email.

Ticket’s priority may be escalated (based on response time).

Tickets are private (kept per Customer, in a confidential manner which separates between customers and does not permit viewing across Customers).

3.2 Ticket Preparation

Customers are able to open, track, close, or reopen tickets:

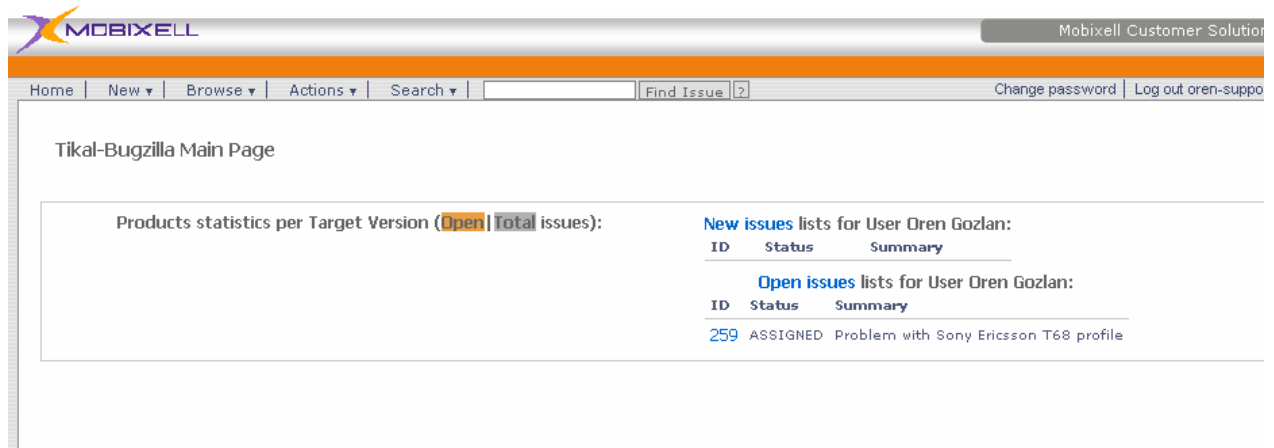


Figure 3 Main Page & New Ticket Entry

In order to enter a ticket, the Tab "New" must be clicked:

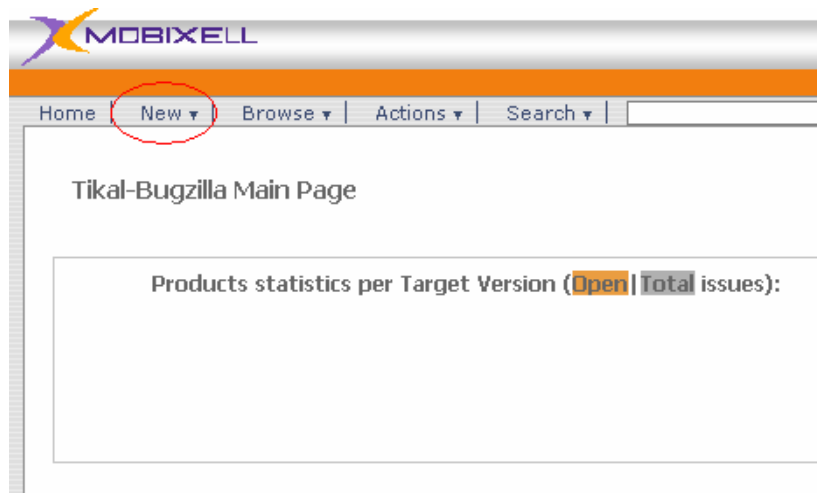
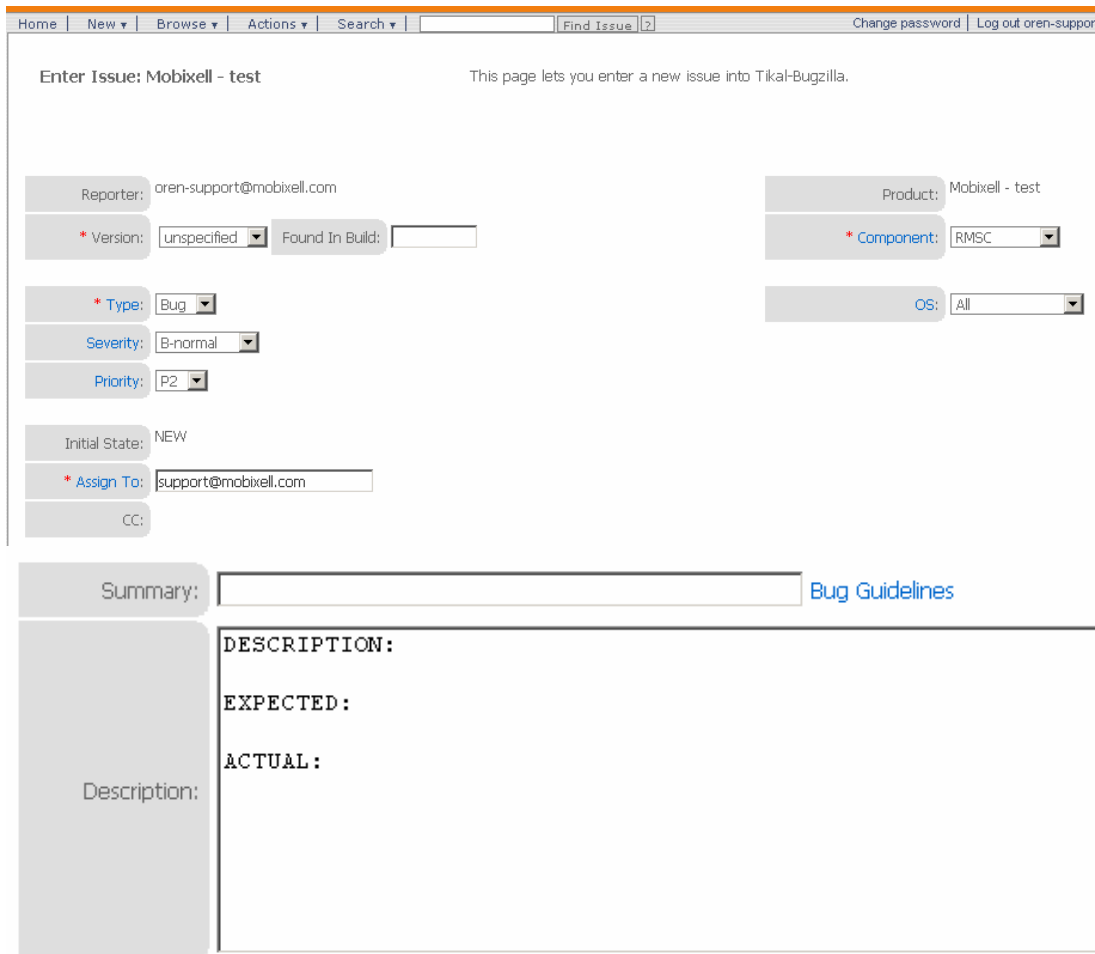


Figure 4 Enter a new Ticket

At this point a drop-down list appears holding the list of accessible accounts relevant to the user opening this new ticket. One has to select the relevant account in order to get to the new ticket form.

The following form appears and must be completed:



Home | New ▾ | Browse ▾ | Actions ▾ | Search ▾ | | Find Issue | 2 | Change password | Log out oren-supp

Enter Issue: Mobixell - test This page lets you enter a new issue into Tika-Bugzilla.

Reporter: oren-support@mobixell.com Product: Mobixell - test

* Version: Found In Build: * Component:

* Type: OS:

Severity:

Priority:

Initial State: NEW

* Assign To:

CC:

Summary: [Bug Guidelines](#)

Description:

DESCRIPTION:

EXPECTED :

ACTUAL :

Figure 2 Entering A Ticket form

All relevant data for the new ticket is expected to be inserted into this form. For example, the "Description" box is intended for the User to fill in the detailed description of the problem, including the description of the expected behavior vs. the actual behavior. Information regarding reproducibility and steps to reproduce the problem are highly important.

The User is also expected to include

- Component – selected out of the drop-down list,
- Version - selected out of the drop-down list (Build number, if known, can be filled into the special box prepared for that purpose)
- OS - – selected out of the drop-down list
- Type, Severity and Priority classifications

Please note that attachments (e.g. logs, TCP dumps, transcoding source & result files) should be added to the ticket once it is submitted (Committed) – see 3.4 below.

3.3 Ticket Submission

Upon insertion of all the relevant data on this "Enter A Ticket" screen, the ticket is submitted by clicking the "Commit" bar.



Figure 3 Commit Ticket Report

3.4 Additional Information

Once the ticket is submitted, additional information can be inserted, such as attachments (e.g. logs, TCP dumps, transcoding source & result files), as can be seen in the form below:

Additional Bug Information

Summary:

Description: DESCRIPTION: EXPECTED: ACTUAL:

Customers: [Edit](#)

CRM Id [Edit](#)

Orig. Est.	Current Est.	Hours Worked	Hours Left	%Complete	Gain
<input type="text" value="0.0"/>	0.0	0.0 + <input type="text" value="0"/>	<input type="text" value="0.0"/>	0	0.0

Deadline: [Edit](#) (YYYY-MM-DD)

Attachment	Type	Created	Size	Actions
sample attache	image/jpeg	2007-07-03 13:38	47.59 KB	Edit

[Create a New Attachment](#) (proposed patch, testcase, etc.) [View All](#)

Issue 1474 depends on: [Show dependency tree](#)

Issue 1474 blocks: [Show dependency graph](#)

Additional Comments:

Bug status Change

Leave as RESOLVED FIXED

Forward bug to:

Reopen issue changing resolution to:

Mark issue as VERIFIED

Mark issue as CLOSED

Attach issue as a subtask to issue # (ignore common fields validation)

(Do not send mail)

Figure 4 Additional Ticket Information

This additional information is submitted by pressing the "Commit" bar

4 Queries

The CTS permits a large variety of queries based on numerous parameters:

In the main page, one selects the “Browse” option:

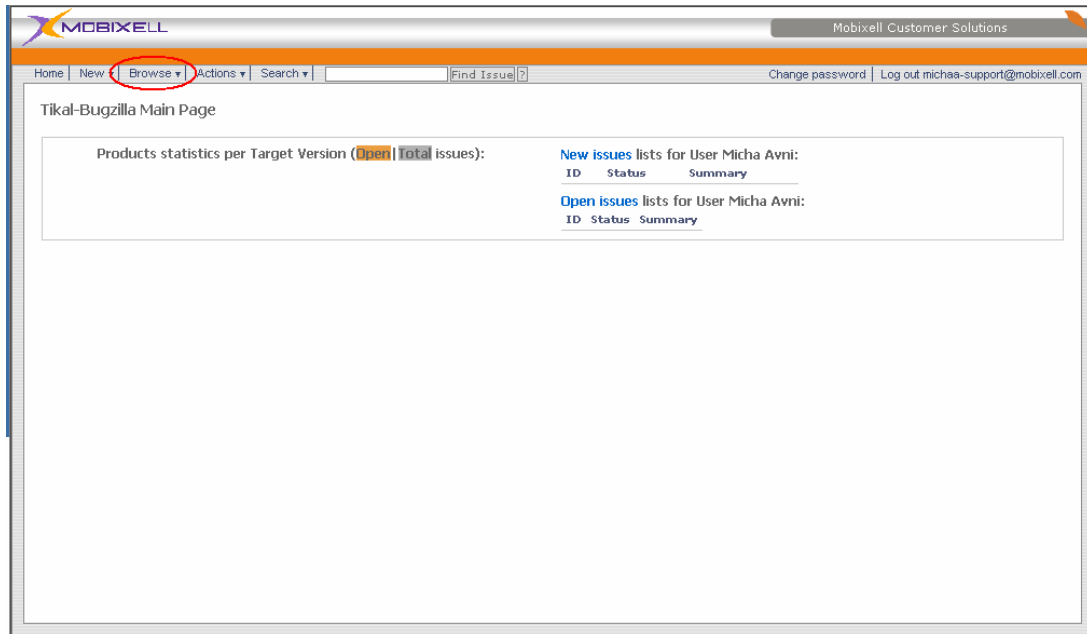


Figure 5 Browse Tab

At this point a drop-down list appears holding the list of accessible accounts relevant to the user opening the query. One has to select the relevant account in order to get to the query form.

Product: Mobixell - test Open: ██████████ 3
 Description: Mobixell internal testing Resolved: ██████ 1
 URL: Closed: ██████

Status	open	resolved	closed
REOPENED	1		
NEW	1		
ASSIGNED	1		
RESOLVED		1	

Severity	open	resolved	closed
B-normal	3	1	

Target Version	open	resolved	closed
---		1	

Component	open	resolved	closed
Media Spire	1		
RMSC	2	1	

Assignee	open	resolved	closed
support@mobixell.com	3	1	

Figure 6 Query Form

In order to obtain the information in response to a query, one has to select all the relevant parameters within the Query form:

Find a Specific Issue Advanced Search

[Give me some help](#) (reloads page.)

Summary: contains all of the words/strings Search

Product: Component: Central RMSC, Central RMSC 3.1, Central RMSC 3.2.1, Central RMSC 4.1, Central RMSC 4.1 STI Interface

Version: 1.0.0.8, 1.0.0.9, 1.1, 1.1.2, 2.0

Fixed In: Groups:

Comment: contains all of the words/strings

URL: contains all of the words/strings

CRM Id: contains all of the words/strings

Deadline: from to (YYYY-MM-DD)

Found In Build: contains any of the words/strings

Fixed In Build: contains any of the words/strings

Retrieve: All issues

Figure 7 Search Form

In order to submit the Query one has to select the sorting key (e.g. by Ticket Number), and then to click the "Search" bar:

Type: Bug, Release

Status: UNCONFIRMED, NEW, ASSIGNED, REOPENED, RESOLVED, VERIFIED, CLOSED

Resolution: FIXED, INVALID, WONTFIX, LATER, REMIND, LIMITATION, DUPLICATE

Severity: B-normal, E1-blocker, E2-critical, A-major, C-minor, Q-Inquiry, R-RFE

Priority: P2, P1, P3, P4, P5

OS: All, Windows 2000, Linux, Solaris, other

Reopen Resolution: Not Working, Major Bug, Additional Commit, Additional Branch, Other, Ignore

Email and Numbering

Any one of:

- the issue owner
- the reporter
- a CC list member
- a commenter
- resolver

contains

Any one of:

- the issue owner
- the reporter
- a CC list member
- a commenter
- resolver

contains

Only include issues numbered:
(comma-separated list)

Issue Changes

Only issues changed between: and Now
(YYYY-MM-DD or relative dates)

where one or more of the following changed:

- [Issue creation]
- Alias
- Assignee
- URL

and the new value was:

Sort results by: Reuse same sort as last time

Search

Figure 8 Submitting a Query ("Search")

5 Reports

The CTS permits the generation of a large variety of graphic-reports based on numerous parameters:

In the main page, one selects the "Actions" Tab followed by the "Report" option from the "Actions" menu

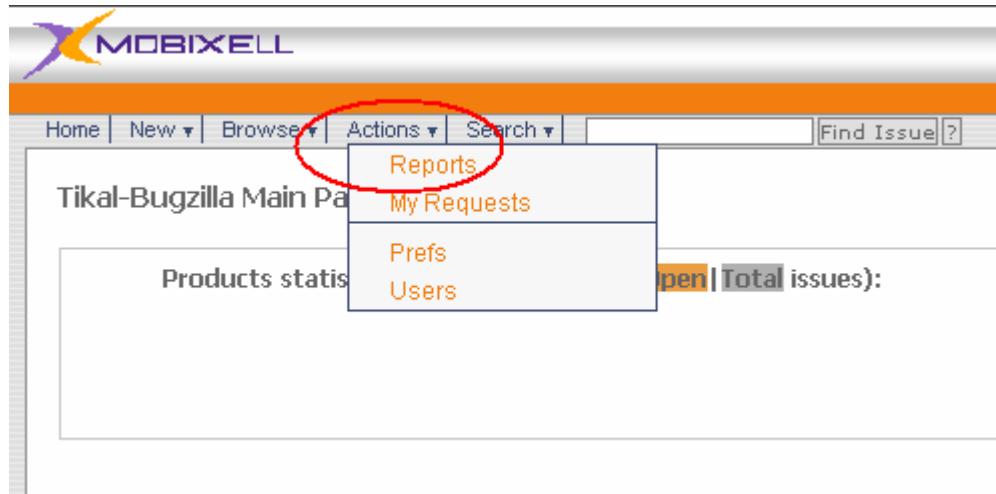


Figure 9 Actions and Reports selection

The Reports page then display the numerous options available (Charting "Kitchen") for the generation of a graphic-report – see the Reports main page below:

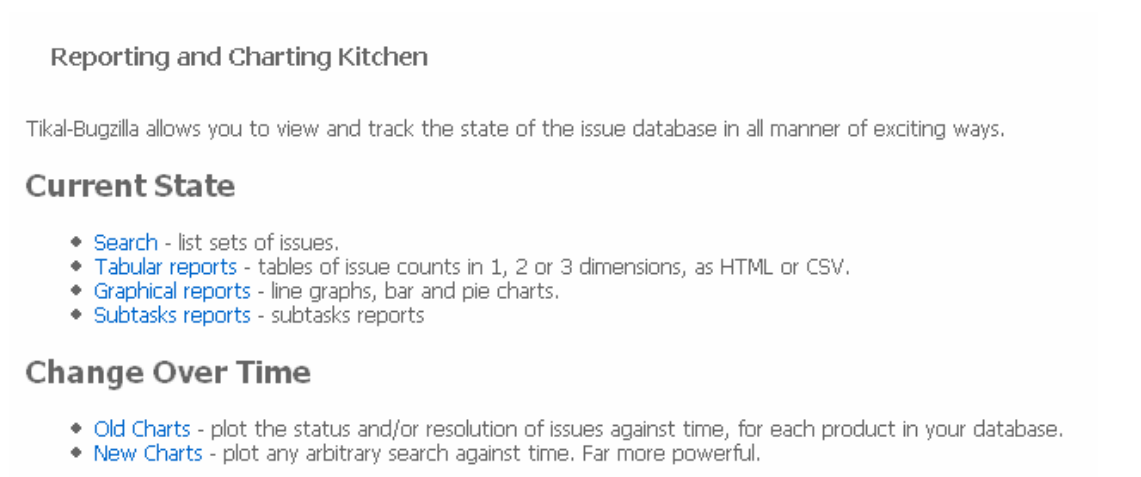


Figure 10 Reports main page

The selection of "Graphical reports" yields the "Generate Graphical Report" form as follows:

Generate Graphical Report

Choose one or more fields as your axes, and then refine your set of issues using the rest of the form.

Vertical Axis:
<none>

Plot Data Sets:
 Individually
 Summed

Multiple Images:
<none>

Format:
 Line Graph
 Bar Chart
 Pie Chart

Horizontal Axis: <none>

Vertical labels:

Summary: contains all of the words/strings Generate Report

Product:	Component:	Version:	Fixed In:	Groups:
<input type="text"/>	Central RMSC Central RMSC 3.1 Central RMSC 3.2.1 Central RMSC 4.1 Central RMSC 4.1 STI Interface	1.0.0.8 1.0.0.9 1.1 1.1.2 2.0	...	<input type="text"/>

Type:	Status:	Resolution:	Severity:	Priority:	OS:	Reopen Resolution:
Bug Release	UNCONFIRMED NEW ASSIGNED REOPENED RESOLVED VERIFIED CLOSED	FIXED INVALID WONTFIX LATER REMIND LIMITATION DUPLICATE	B-normal E1-blocker E2-critical A-major C-minor Q-Inquiry R-RFE	P2 P1 P3 P4 P5	All Windows 2000 Linux Solaris other	Not Working Major Bug Additional Commit Additional Branch Other Ignore

Email and Numbering

Any one of:

the issue owner
 the reporter
 a CC list member
 a commenter
 resolver

contains

Any one of:

the issue owner
 the reporter
 a CC list member
 a commenter
 resolver

contains

Only include issues numbered:
(comma-separated list)

Issue Changes

Only issues changed between: and Now
(YYYY-MM-DD or relative dates)

where one or more of the following changed:

[Issue creation]
 Alias
 Assignee
 URL

and the new value was:

Generate Report

Figure 11 Generate Graphical Report form

Below are a few examples of graphic reports generated by the system:

Report: Product / Status

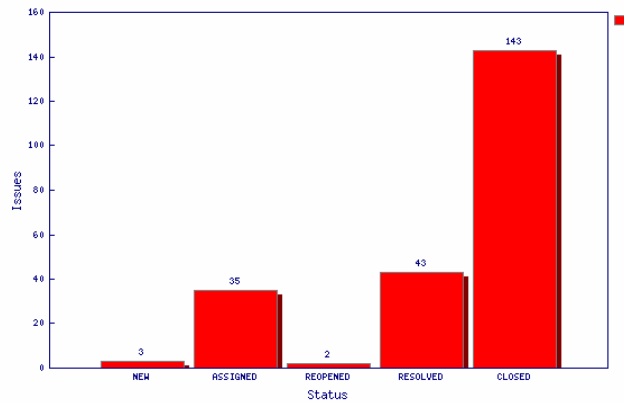


Figure 12 Sample Status Report (Bars)

Report: Product / Status

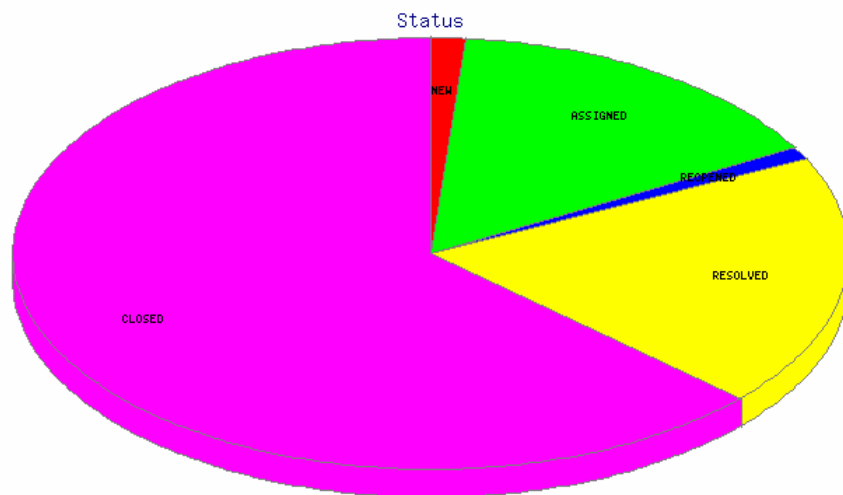
		Status					
		NEW	ASSIGNED	REOPENED	RESOLVED	CLOSED	Total
Product		3	35	2	43	143	226
Total		3	35	2	43	143	226

[Bar](#) | [Line](#) | [Table](#) | [CSV](#)

[Edit this report](#)

Figure 13 Sample Status Report (Table)

Report: Status



[Pie](#) | [Bar](#) | [Line](#) | [Table](#) | [CSV](#)

[Taller](#)
[Thinner](#) * [Fatter](#)
[Shorter](#)

Figure 14 Sample Status Report (Pie Chart)

6 Glossary

The glossary contains a description of terms and abbreviations used in this guide.

CPS	R&D
Content Production Suite – a set of tools to make multimedia content suitable for mobile users	Research and Development (group at Mobixell)
MMS	RMSC
Multi Media messaging System	Rich Media Service Center – Mobixell's media transcoding, optimizing and delivery solution for mobile communications
MMSC	(CENTRAL) RMSC
Multimedia Messaging Service Center	A network-centric service center for multimedia message handling.
MS (MediaSpira)	V-Mark
Mobixell's Media Spire - media transcoding, optimizing and delivery solution aimed at OEM Partners	Mobixell's intelligent content tracking and filtering system for mobile operators, providing control over the delivery of "viral" content generated from multiple sources, such as MMS applications.
OEM	WebCast
Original Equipment Manufacturer	Mobixell's gateway bridging audio and video media streams from any source to mobile devices.
QA	
Quality Assurance (group at Mobixell)	