

Signing Up

The landing page for support.qfinsoft.co.za can be seen in Figure 1.

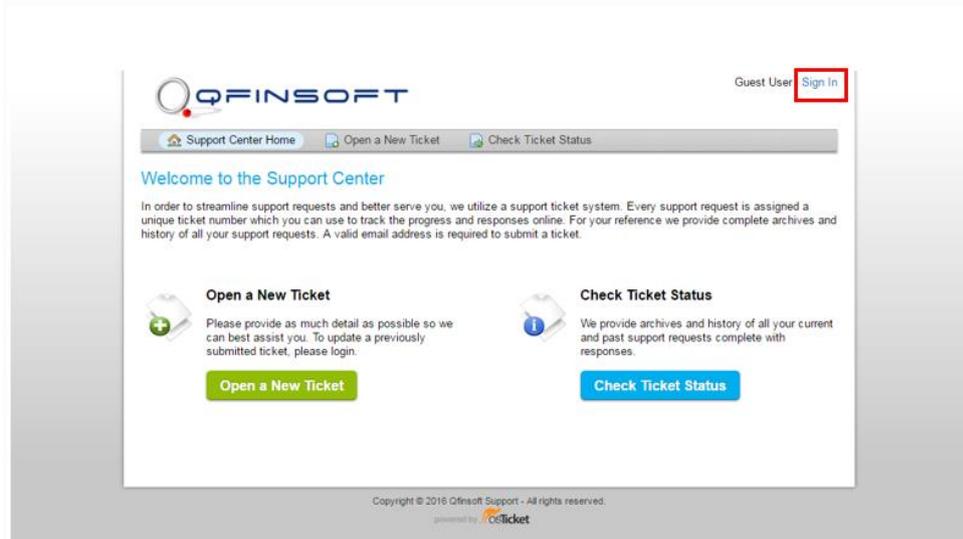


Figure 1: Landing Page

Here, first-time users can create an account by clicking on “Sign In” in the top right hand corner. This will take you to a sign-in page that can be seen in Figure 2.

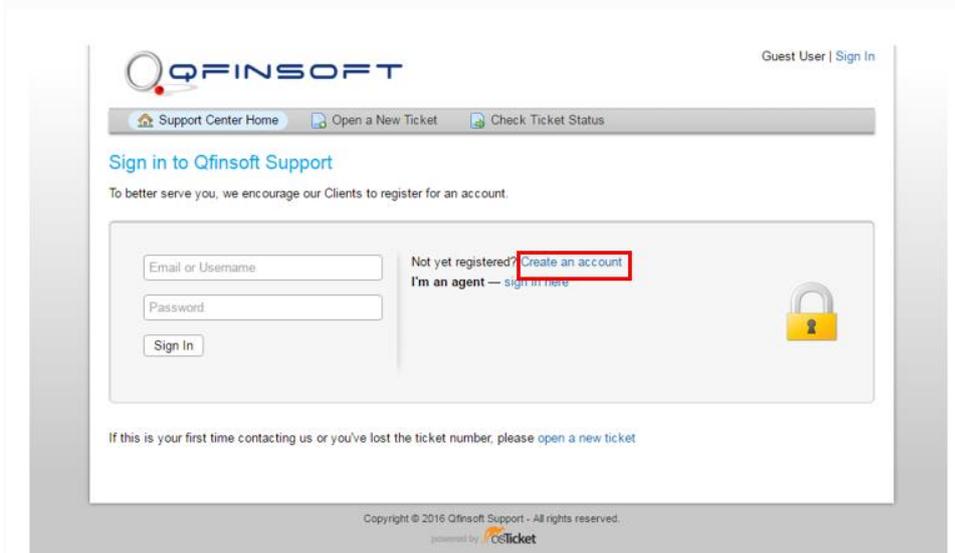


Figure 2: Sign In Page

Here you can select to “Create an account” as indicated, should you not already be signed up with us. If you are already signed up with us, this would also be the page where you could sign in to check on any outstanding tickets that you may have. Figure 3 illustrates what will be required upon signing up.

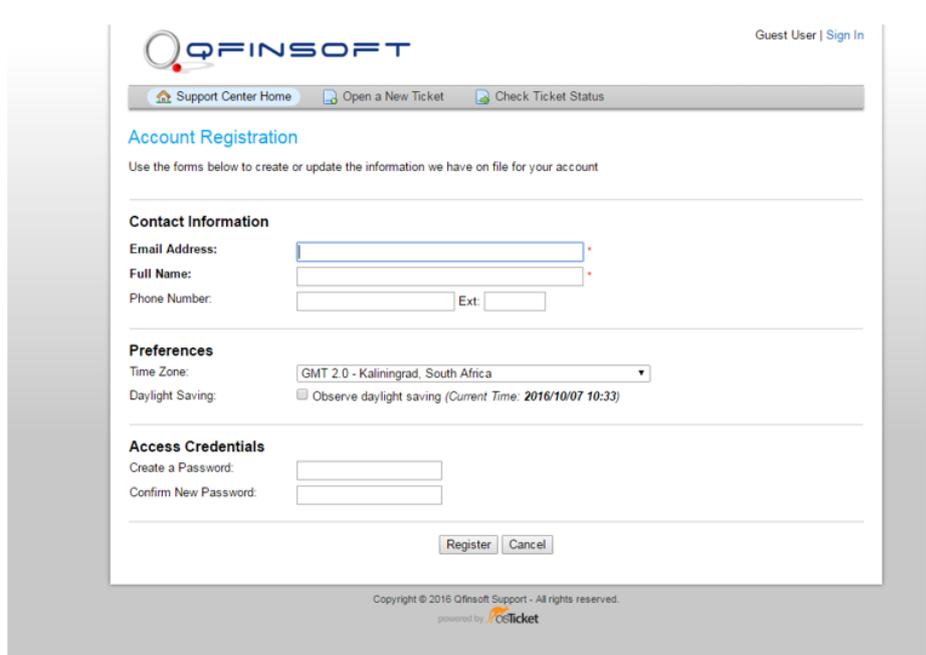


Figure 3: Account Registration Page

Providing us with basic information will allow us to be in contact with you as efficiently as possible when the need arises. Naturally, this will be on the support platform via email. However, should there be an urgent need, we will then be able to phone you to assist you promptly. Once you click to register, you will receive an email from us asking to verify your account and gain access to your tickets.

Opening a New Ticket

Figure 4 once again shows the support.qfinsoft.co.za landing page, where a registered user will now be able to choose whether to open a new ticket or to check on the status of an existing ticket. Illustrated in Figure 4 is the act of opening a new ticket.

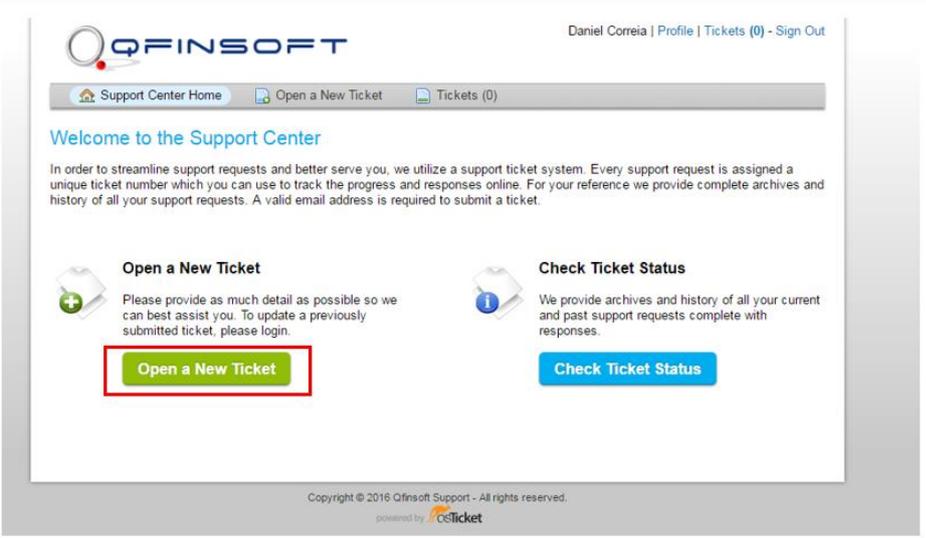


Figure 4: Opening a New Ticket

Upon selecting to open a new ticket, a user will be presented with the screen illustrated in Figure 5.

Figure 5: New Ticket Landing Page

A support ticket is comprised of a general help topic, the client's email and name, an issue summary and issue details.

Selecting a help topic allows for the relevant engineer at Qfinsoft to claim your ticket depending on his or her expertise, thereby putting you in contact with the correct person from the start. Together with your contact details (which, if you signed up with us, will be automatically populated) this will also allow an engineer who is familiar with you and your work to claim your ticket and be in touch with you should the need arise.

The 'Issue Summary' field gives a first glance representation of your problem allowing us to further assign your problem to the correct engineer.

The 'Issue Details' field is where you can give us an in-depth description of your problem and is formatted much like an email would be. In order to speed up the process, it is recommended to provide as much detail about the problem, such as explaining what has already been attempted to amend the issue, as well as providing screenshots of all necessary detail that you would wish to convey. In addition, if possible, it is strongly recommended to attach your project archive to the support ticket so that an engineer can begin testing your model straight away to debug your issue..

Checking Your Ticket Status

Once you click to create your ticket, you will receive an email that contains your ticket reference number, as well as a link to follow up on that ticket. Your ticket reference number will aid with reference to your particular support issue in the event that the engineer helping you is on leave or otherwise unable to help at any particular point in time..

Dear Daniel,

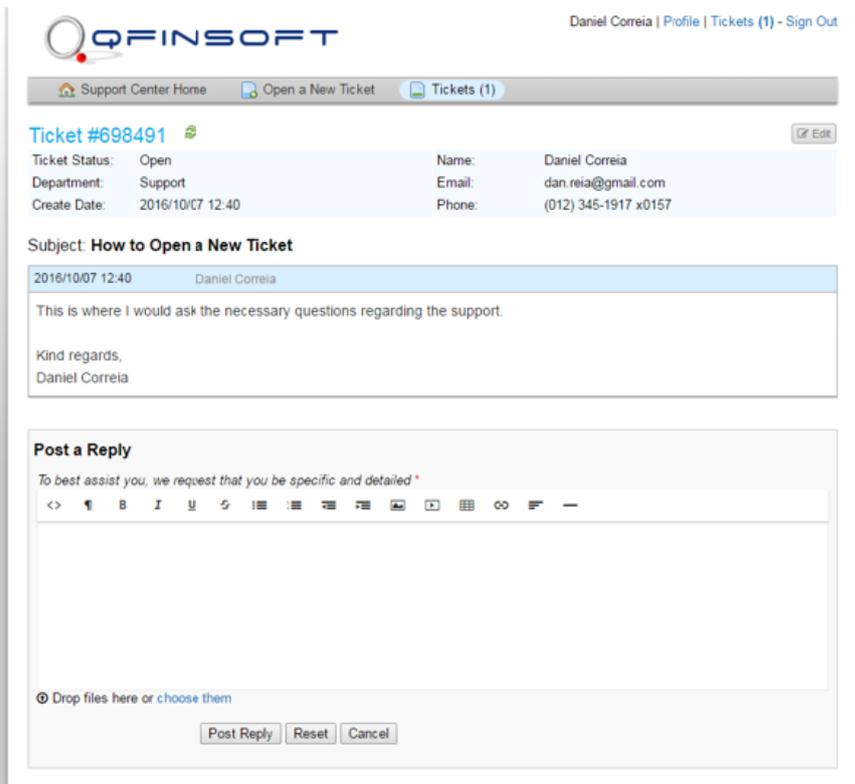
A request for support has been created and assigned #698491. A representative will follow-up with you as soon as possible. You can [view ticket's progress online](#).

Your Qfinsoft Support Team,
Support Department
Qfinsoft (PTY) Ltd

Tel: +27 12 345 1917
Fax: +27 12 345 2526
www.qfinsoft.co.za
support@qfinsoft.co.za

Figure 6: Opened Ticket Confirmation

If you follow the link illustrated in Figure 6, you will be taken to a page similar to the one shown in Figure 7, where you can view the status of the ticket, which department it is assigned to, any email correspondence that has occurred (including the most recent replies from the engineer attending to your query), as well as the ability to reply to the ticket.



The screenshot displays the Qfinsoft support portal interface. At the top, the Qfinsoft logo is on the left, and the user's name 'Daniel Correia' with links for 'Profile', 'Tickets (1)', and 'Sign Out' is on the right. Below the header, there are navigation links: 'Support Center Home', 'Open a New Ticket', and 'Tickets (1)'. The main content area shows 'Ticket #698491' with an 'Edit' button. A table lists ticket details: Status (Open), Department (Support), Create Date (2016/10/07 12:40), Name (Daniel Correia), Email (dan.reia@gmail.com), and Phone ((012) 345-1917 x0157). The subject is 'How to Open a New Ticket'. A message from Daniel Correia dated 2016/10/07 12:40 is shown, stating 'This is where I would ask the necessary questions regarding the support.' and 'Kind regards, Daniel Correia'. Below the message is a 'Post a Reply' section with a rich text editor and a file upload area. The footer contains copyright information for 2016 Qfinsoft Support and mentions it is powered by PostTicket.

Figure 7: Open Ticket Status

The status of your ticket will update from being 'Open' to indicate whether the engineer is awaiting your response, whether the engineer is waiting for a response from a ticket that has been elevated to require a response from ANSYS or, whether the ticket has been closed.

An alternative method of following up on a ticket is to elect to 'Check Ticket Status' manually by following the prompt illustrated in Figure 4 on the landing page of support.qfinsoft.co.za.

This will take you to a page that looks similar to that illustrated in Figure 8.

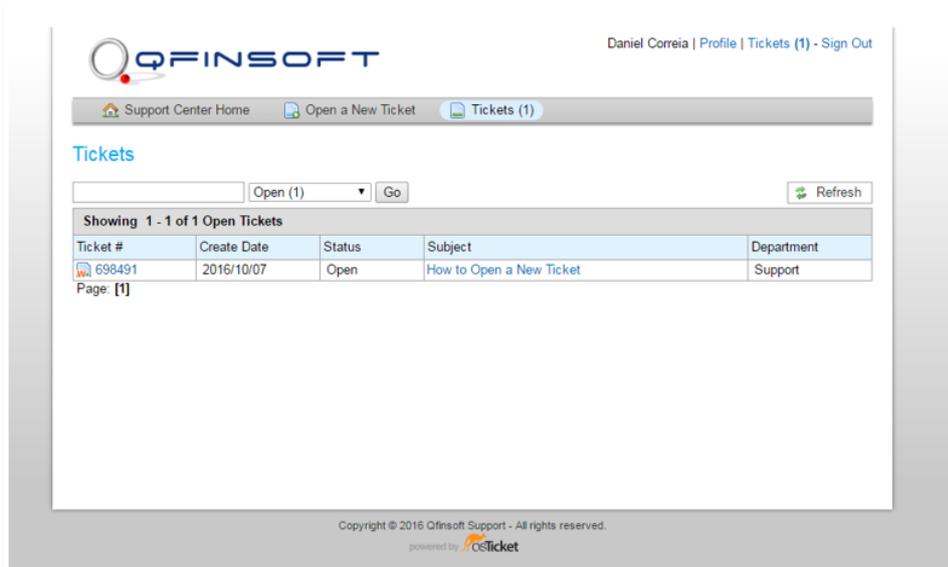


Figure 8: Ticket Page

There you will be able to view all of your tickets, both past and present, and view the status of the ticket.

In addition to associating with your outstanding issues on the ticketing platform, you will always get email correspondence directly to your email account as illustrated in Figure 9.

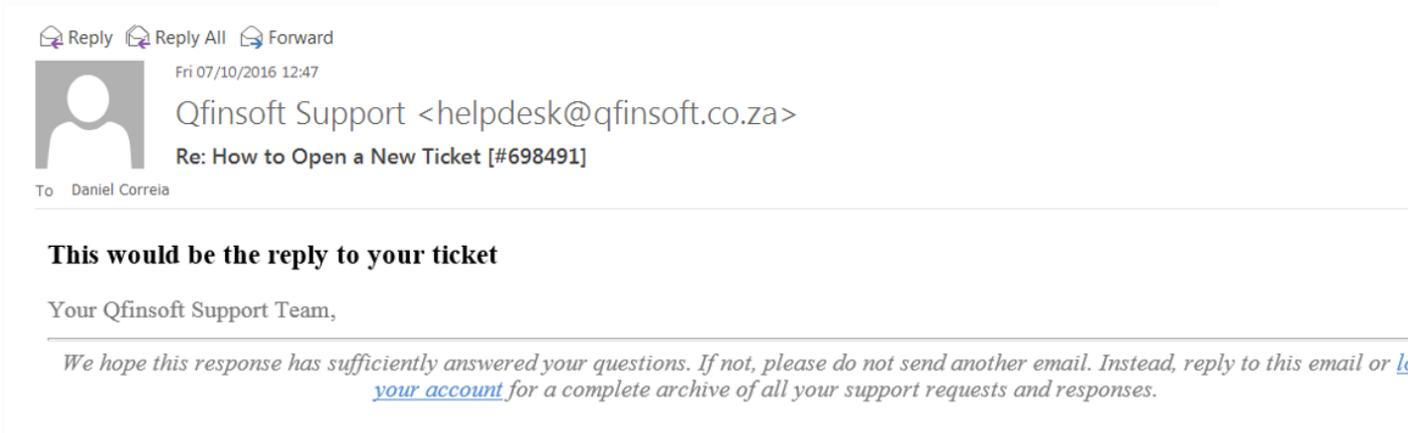


Figure 9: Typical Email Correspondence

With this correspondence, the user has the ability to reply directly to the email which will automatically populate the ticket on the support platform. In addition, as an engineer replies to your ticket status, you will continue to receive emails directly to your account so that you can continue to reply to them further in that manner.

Moving forward, both helpdesk @ qfinsoft.co.za as well as support @ qfinsoft.co.za can be used to interact with the support team. We are excited to offer this new ticketing system to our clients. The new system not only enables us to manage and respond to your support queries quickly and efficiently, but also allows us to continue to provide you with the best possible support service. Should you have any queries, recommendations or other feedback, please do not hesitate to contact us at one of the above mentioned emails so that we can continue to improve on this service.

We look forward to hearing from you.
The Qfinsoft Team

