

## How to use GOSS Online Support System Version 1.2

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## Table of Contents





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<b>Table of Contents</b> .....	<b>2</b>
<b>Document Information</b> .....	<b>3</b>
<b>Getting started</b> .....	<b>4</b>
Login interface .....	4
Activate your account .....	4
<b>Using GOSS Online Support System</b> .....	<b>5</b>
GOSS Online Support System homepage.....	5
Zoom Tickets details .....	6
Top navigation options.....	7
<b>GOSS Interactive Ltd</b> .....	<b>8</b>
Additional help .....	8
Notes.....	8

## Document Information

Amendment History			
Version	Date	Name	Description
1.0	03 Feb 2009	Adinda Sima	Original
1.1	16 Feb 2009	Pete Stevens	External notes added
1.2	26 March 2009	Marie Rendle	Details on information required

The following symbols are used throughout the document to indicate specific information: -

	Indicates a non technical note
	Indicates a Technical note
	Indicates a tip
	Indicates a warning

## Getting started

To access the GOSS Online Support System click on the URL below or copy it into any web browser.

<http://support.gossinteractive.com>

## Login interface

After logging in to the system you can get an overview on your own tickets or ones raised by your colleagues, create/edit tickets and change your account settings.

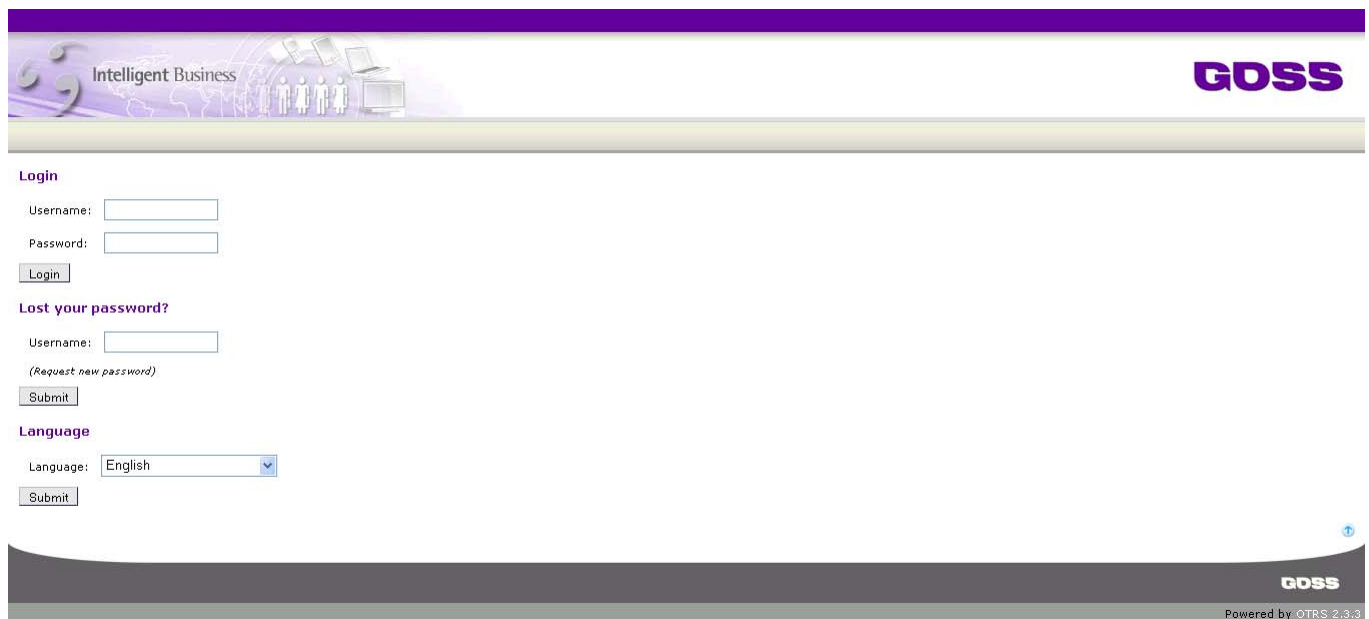


Figure 1: Clients' login page

## Activate your account

In the “lost your password” section:

Please enter your email address within “Username” then click on “Submit”. You will receive an account activation email and you will need to click on the link to generate a password. You will receive another email with your password.

## Login

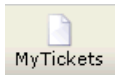
On <http://support.gossinteractive.com> enter your username (email address) and the password sent to you by email and click “login”.

You can change your password on the  page.

## Using GOSS Online Support System

### GOSS Online Support System homepage

After you have successfully logged into the GOSS Online Support System, the default view is *My Tickets*.



The **MyTickets** page provides you with a quick overview about your tickets, notifies you about new messages and tells you how many locked tickets you have. Locked status indicates that a ticket is in the process of being updated i.e. it is locked to avoid other people updating the ticket at the same time.

Tickets#	Age	Subject	State	Queue	Owner
2009021010000013	7 days 0 hour	test	open	Support	dees
0000000000005714	243 days 2 hours	Problem adding Standard template to [...]	closed	Support	joshuas
0000000000005252	391 days 18 hours	test	closed	Support	dees
0000000000004646	574 days 21 hours	Test support call	closed	Support	dees
0000000000004573	589 days 2 hours	Test support call	closed	Support	dees
0000000000002870	1028 days 0 hour	Expression Error	closed	Support	rachelw
0000000000002343	1250 days 1 hour	Test support log	closed	Support	dees
0000000000002190	1357 days 23 hours	test	closed	Support	dees
0000000000002145	1389 days 18 hours	Knowledgebase search	closed	Support	dees
0000000000002057	1442 days 22 hours	Search results - previous button	closed	Support	dees

Figure 2: *My Tickets* page

From the *My Tickets* view you have several choices. By clicking on a ticket reference number, additional details are displayed on the progress of the ticket and you can add additional information.

## Zoom Tickets details

**Print (as PDF)**

**View additional notes and information about the progress of the ticket**

**General ticket information**

**Change status**

The screenshot shows the GOSS Online Support System interface. At the top, there is a navigation bar with options like 'New Ticket', 'MyTickets', 'CompanyTickets', 'Search', 'Preferences', and 'FAQ-Area'. The main content area displays a ticket with ID '2009021010000013'. It includes a list of notes with timestamps and a 'Print' button. Below the notes is a 'From:' field with the name 'Adinda Sima' and email 'dee@gossinteractive.com'. There is also a 'Subject:' field and a 'Text:' area. At the bottom, there is an 'Attachment:' section with a 'Browse...' button and an 'Attach' button. A 'Next state:' dropdown menu is set to 'open', and a 'Submit' button is visible. On the right side, there is a 'General ticket information' box showing 'State: open', 'Priority: 2 low', 'Queue: Support', and 'CustomerID: Goss Interactive L[...]'. The footer of the page includes the GOSS logo and 'Powered by OTRS 2.3.3'.

Figure 3: Zoom Ticket

Each note added by you and relevant notes added by the support person working on the ticket is visible at the top of the screen. Clicking on a note shows extra details.

On the right hand side is general information:

Status – new, open or closed

Priority – From 1 (lowest) to 5 (highest)

Queue – which technical area the ticket relates to

- Account management
- Support
  - Awaiting deployment
  - Network support
  - Hosted server
- iCM
- Template
  - .NET
  - Java
  - CFM
- With client

Within this view you can:

1. Add notes to the ticket – The text box allows additional notes and attachments to be added to a ticket and you can change the ticket status from open to closed or re-open a closed ticket.
2. Print – Takes the whole ticket and generates a PDF of all notes in date order.
3. See if the ticket is locked – this designates that the ticket is being viewed and amended, in this state no one else can amend the ticket.

## Top navigation options

The top navigation takes you to the following pages.

Link	Details
Logout	To logout of the application
New Ticket	To raise a new ticket
Company Tickets	View all tickets submitted from your company where tickets may be viewed to add notes, close or re-open the ticket as required
Search	Search for tickets
Preferences	Amend your personal preferences and password
FAQ Area	These will expand as we receive FAQs

## Information for Tickets

When raising tickets, please include the following details when adding new calls in order to help us investigate your issue more swiftly:

- An overview of the problem and when it occurs and details of any investigation that you have performed e.g. tested on additional PCs, cleared browser cache etc.
  - If the problem is intermittent, any information that might help to identify a trend
- Any error messages received or screenshots that help to identify the problem
- URL of the site or IDs of articles/media etc. that are causing concern
- iCM version - this should be displayed in the browser title when you login to iCM
- Browser e.g. Internet Explorer 7 and Flash Version that you are using – the flash version can be displayed by right-clicking within a panel of iCM e.g. Articles Explorer
  - ColdFusion version if not hosted by GOSS as this may be useful if a problem cannot be replicated within GOSS

## GOSS Interactive Ltd

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### Additional help

Tamar Science Park  
15 Research Way  
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Web: [www.gossinteractive.com](http://www.gossinteractive.com)

Help: [www.gossinteractive.com/kb](http://www.gossinteractive.com/kb)



The Help URL is held in a secured section of the Site, if you have any trouble accessing this area - please contact your Project or Account Manager.

### Notes

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