



The app Aranda ASDK 8.19.10 is a mobile application for Android devices aimed at specialist users of Aranda Service Desk. This application offers various functionalities that allow users to perform the following actions:

- Manage cases such as Service Requirements, Incidents, Changes, Problems and Tasks.
- Record cases of the type Service Requirements, Incidents and Problems.
- Manage voting processes.
- Manage the client’s signature.

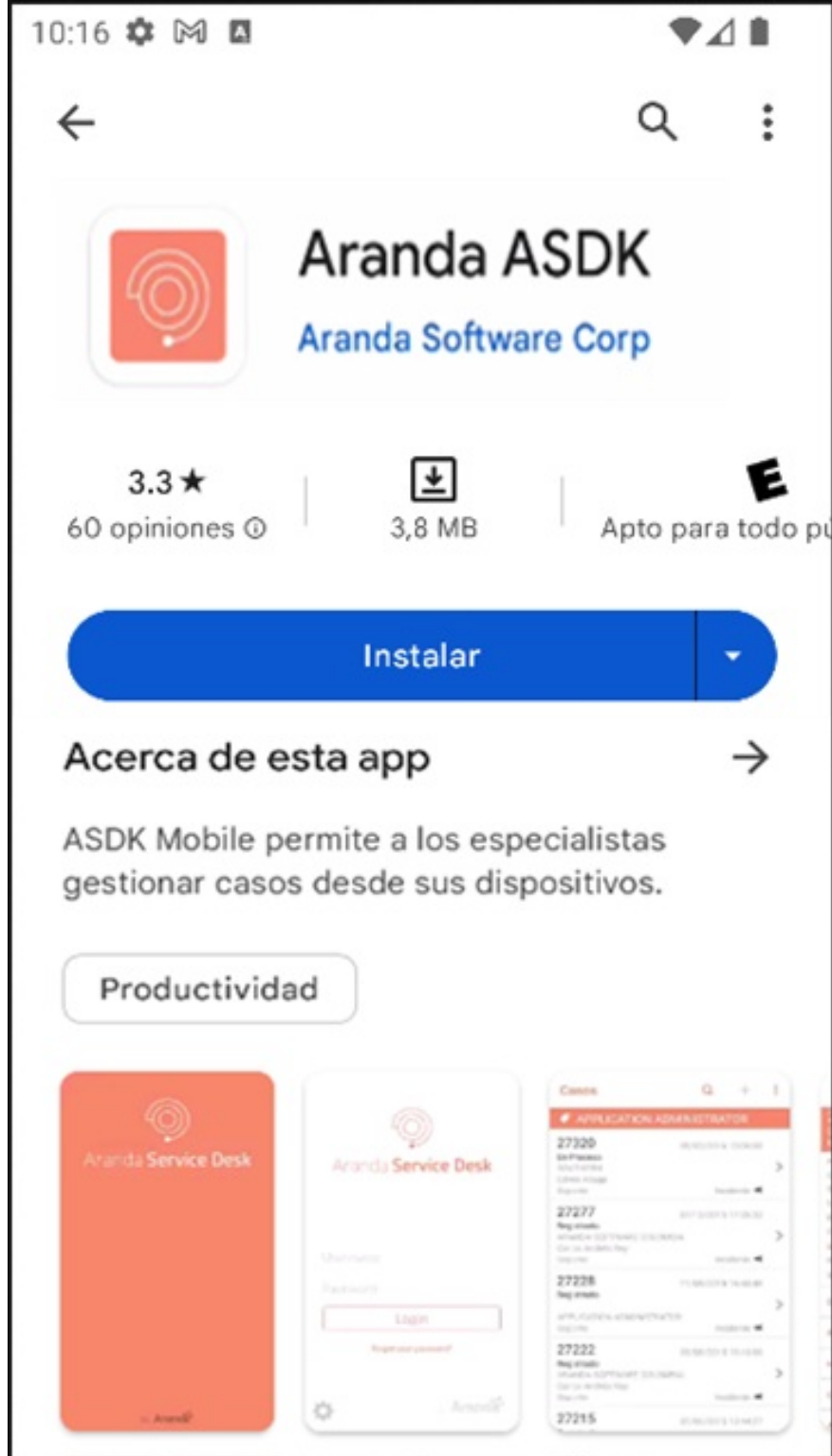
Android ASDK Access

Access

To access the Aranda ASDK mobile application you must take into account the following information:

Get the app

1. Install the app on your device Aranda ASDK 8.19.10 from the Android Play Store. If you have an older version of the application, it is recommended that you delete the cached data and uninstall it as it may conflict with the new version.



2. Open the Aranda ASDK mobile app.

Configure API

3. To make use of the Aranda ASDK mobile application, configure the Aranda Service Desk API (ASDKAPI), which is installed with Aranda.ASDK.WebV8.Installer.exe. The app offers two options for setting it up:

- [Manual ↔ Configuration](#)
- [QR ↔ configuration](#)

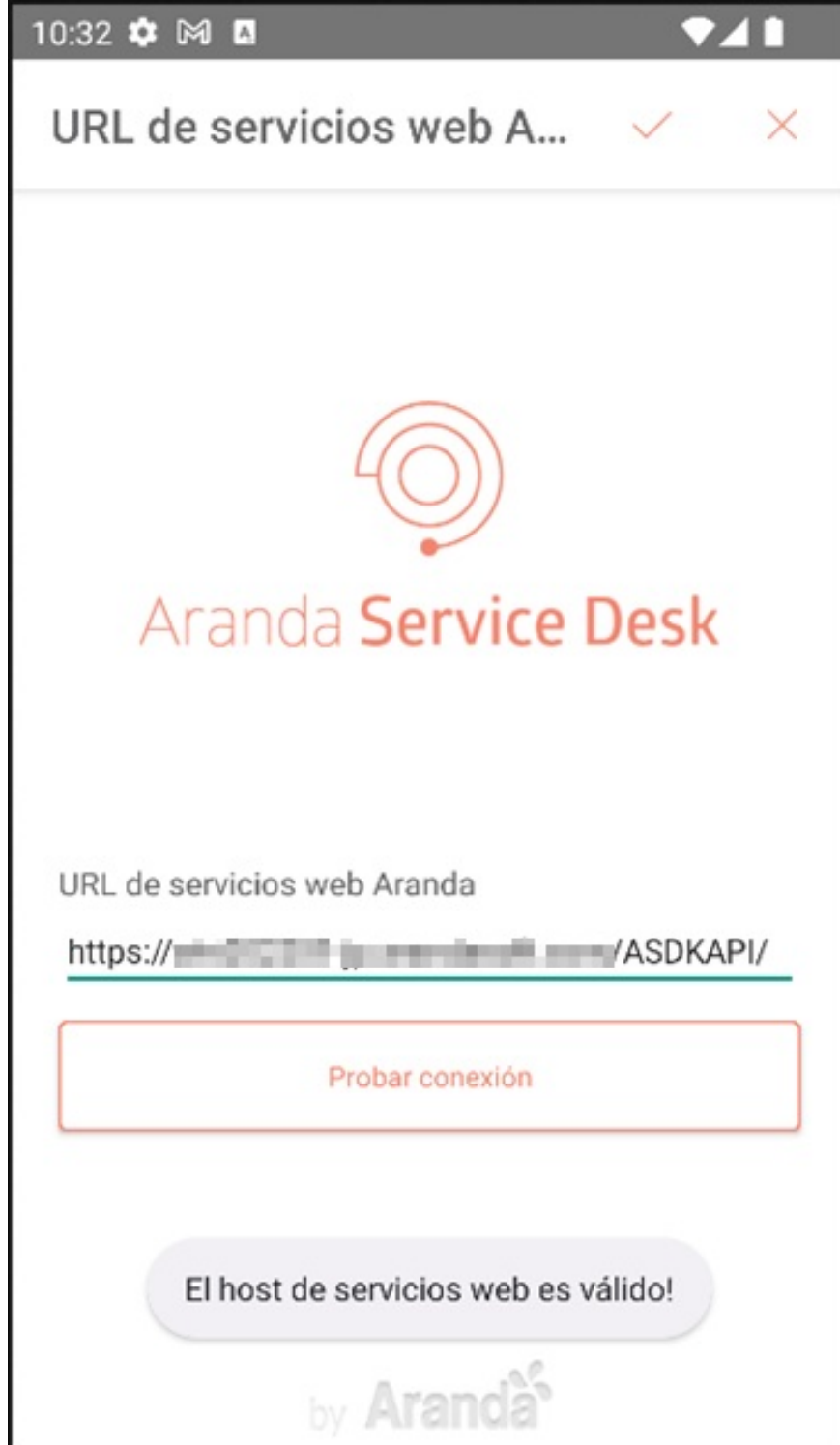
Initial Setup

Manual Configuration

1. To perform manual configuration of the console connection, in the Aranda ASDK mobile app, select the Manual Configuration.

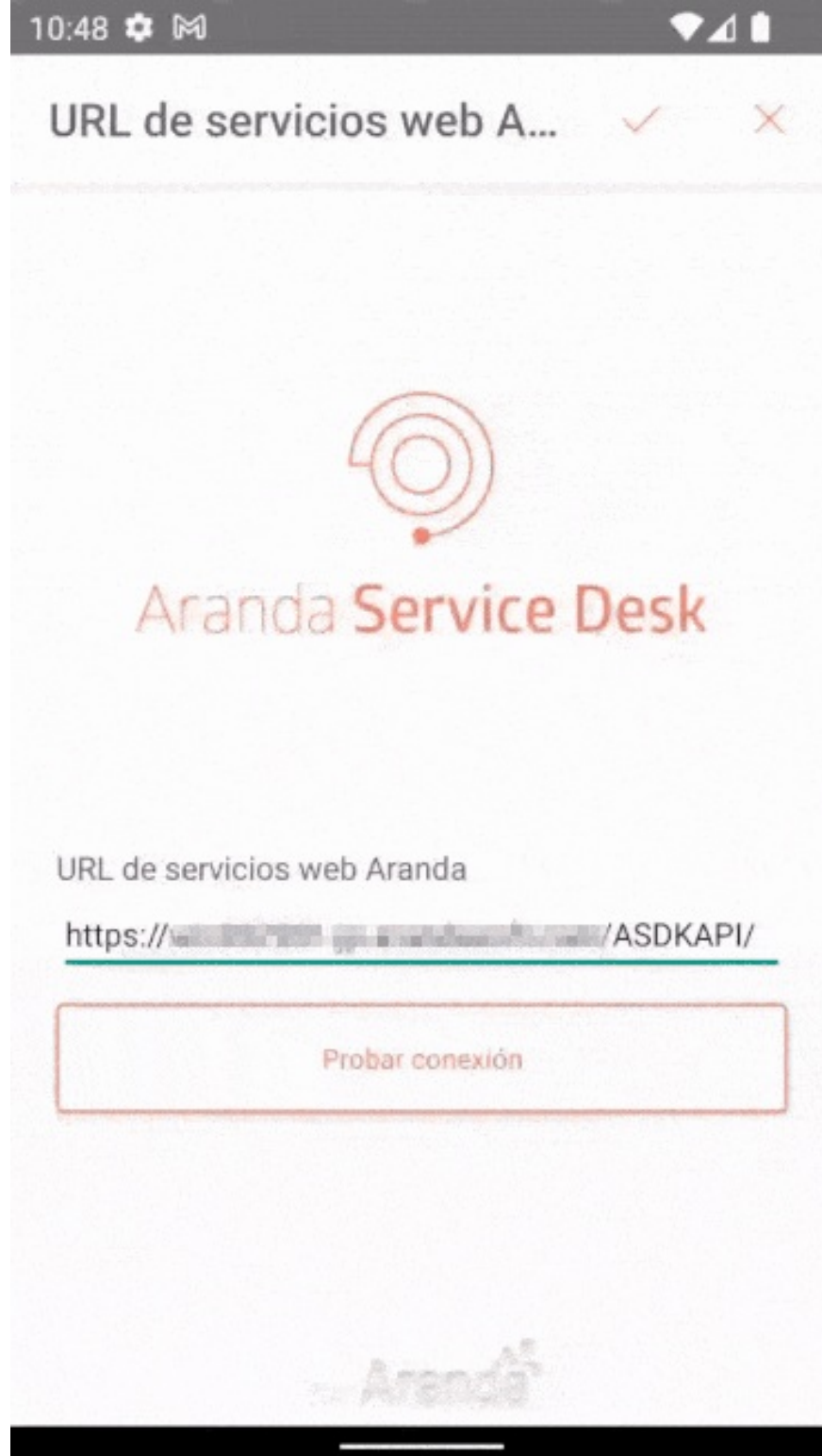


2. On the screen that is enabled you can register the Aranda Web Services URL which corresponds to the Aranda Service Desk API ([https://\(Server\)/ASDKAPI/](https://(Server)/ASDKAPI/)). Select the Test Connection.



3. The application performs the validation of the entered URL. If it is correct, the message is displayed 'Web Services Host is valid!'. [Note]If the URL entered is incorrect, the message is displayed 'Web Services Host is invalid!', and the information entered must be validated.]

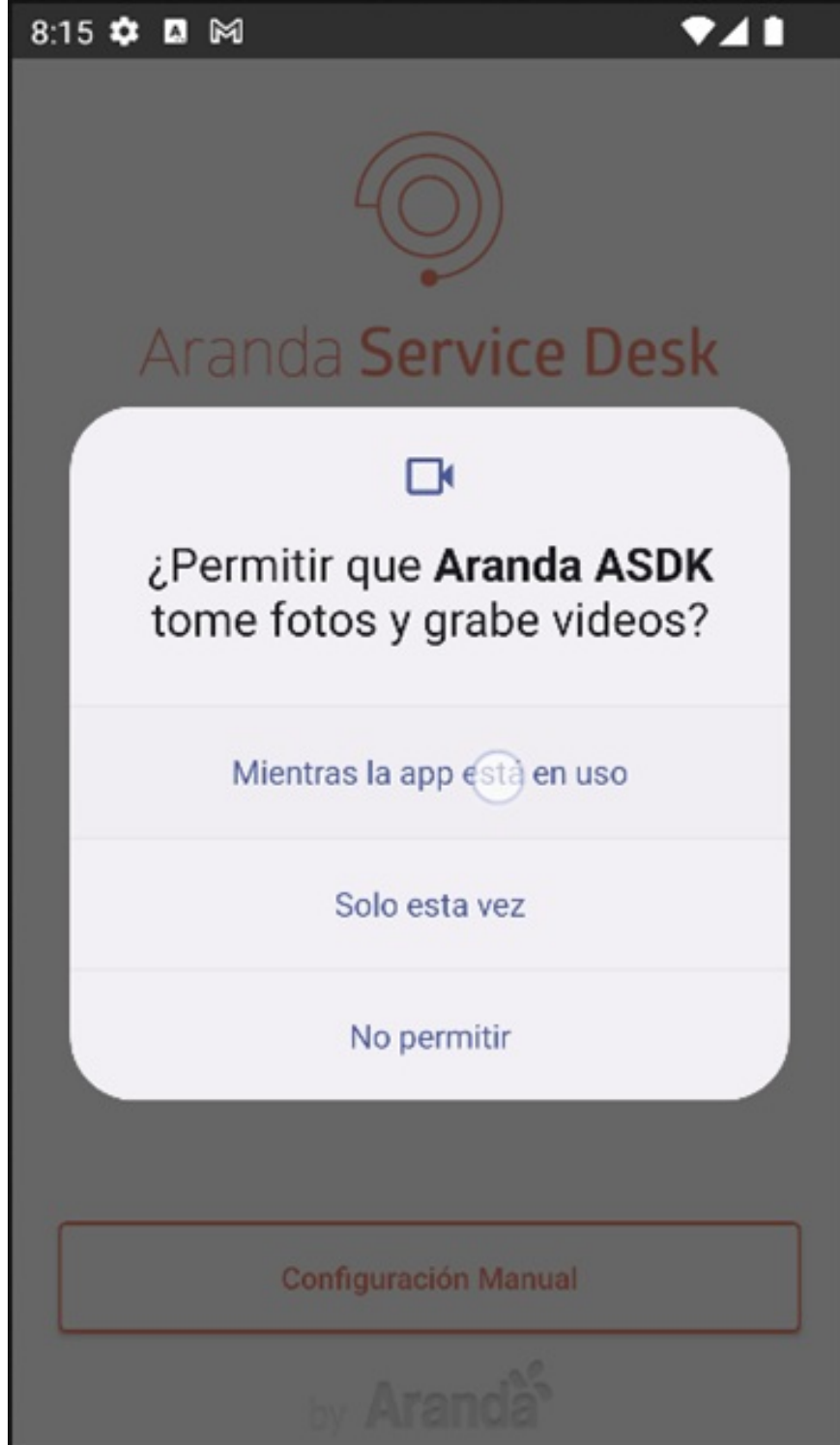
4. When the URL validation is complete, select the sight icon (Save) to store the settings and redirect to the login screen.



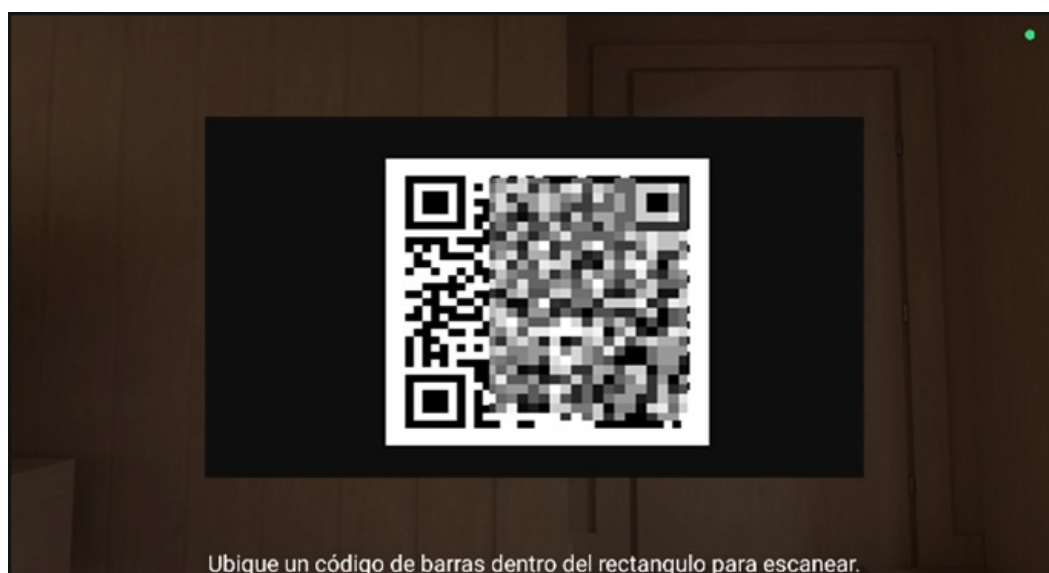
- 📌 Note: If at the Save the configuration, the URL is invalid, the application stores the configuration host and generates the 'The URL is not correct'.
- During the configuration and use of the application, it is necessary to grant the permissions that are requested.

Configuration via QR

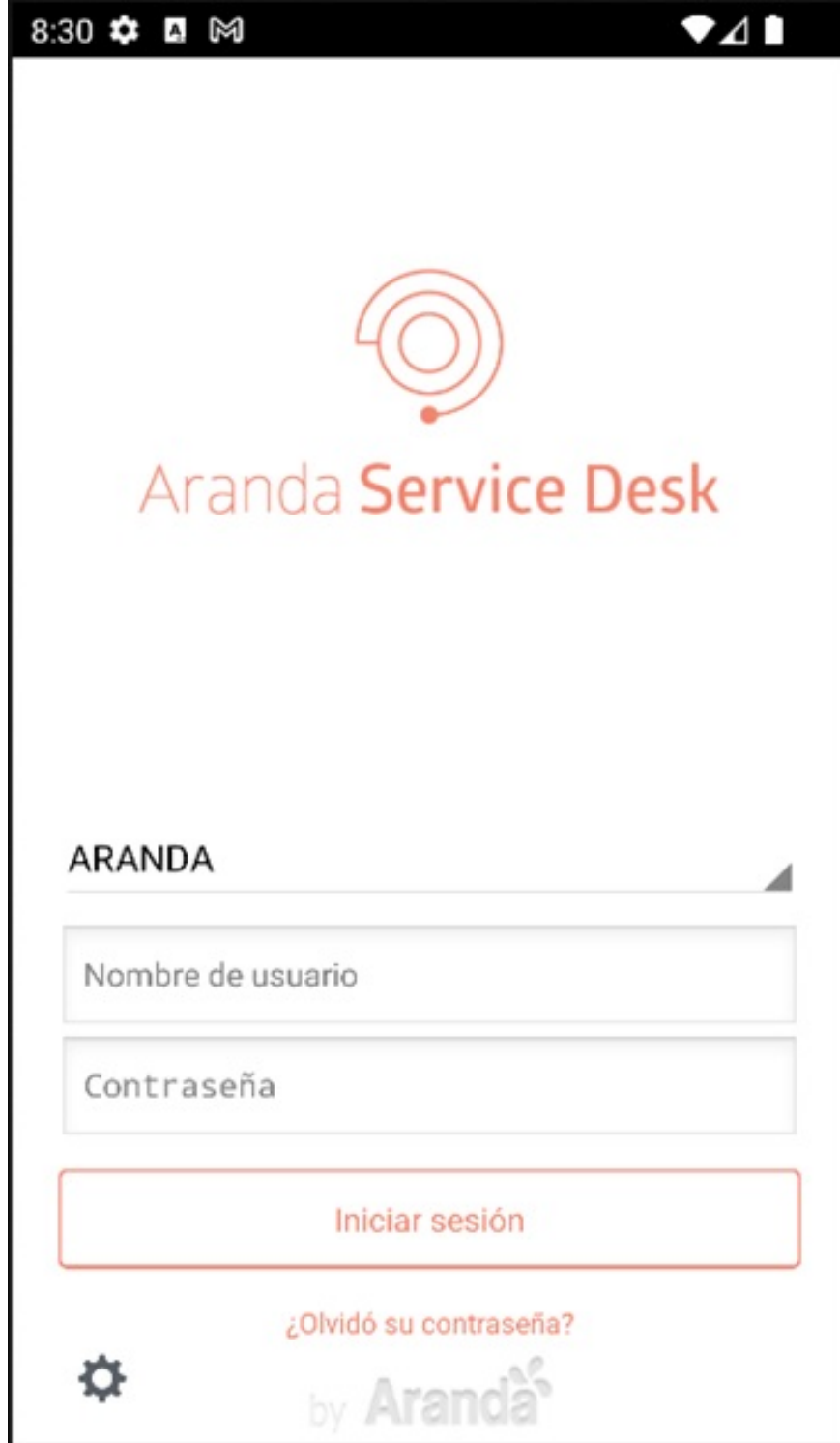
1 To perform the configuration using QR, on the home screen of the ASDK Mobile application, select the camera icon and grant the requested permissions.



2. The QR scanner is enabled and proceed to scan the code provided by the platform administrator.



3. Upon successful scanning of the QR code, the app stores the settings and redirects to the login screen.

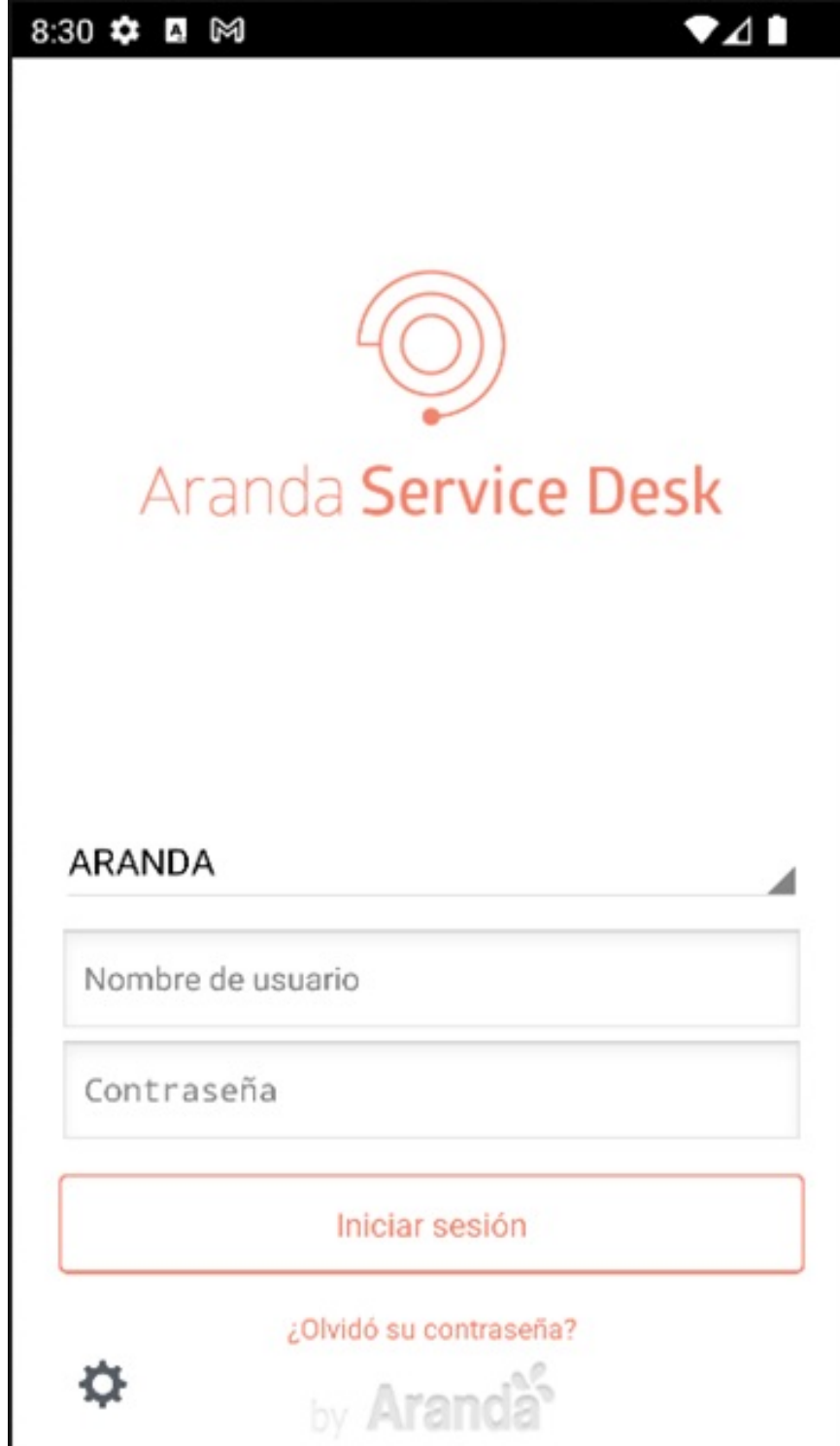


- 📌 Note: In the event that it is necessary to return to the previous screen, select the settings icon at the bottom of the screen.
- In the QR configuration, the Branding configured by default is displayed from the BASDK console. The ASDK mobile app displays the text color and app logo.

Login

Login

1. On the Aranda ASDK mobile login screen, the specialist user can perform authentication and validation before the system. The data required for access are:

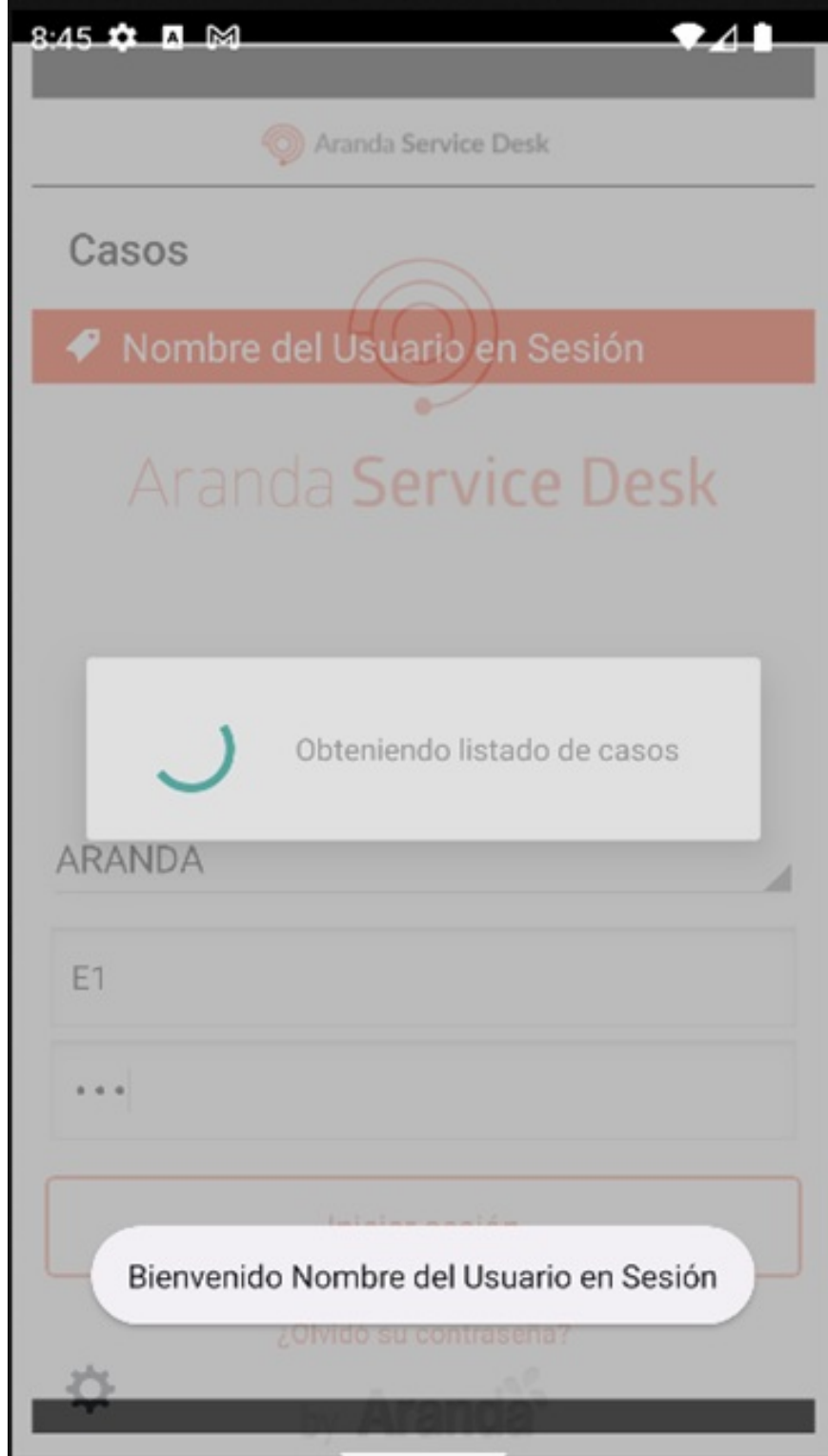


Field	Details of the field
Domain	Type of user access.
User	Username.
Password	Password assigned to the user.

2. To make an access request, click on the Sign in.



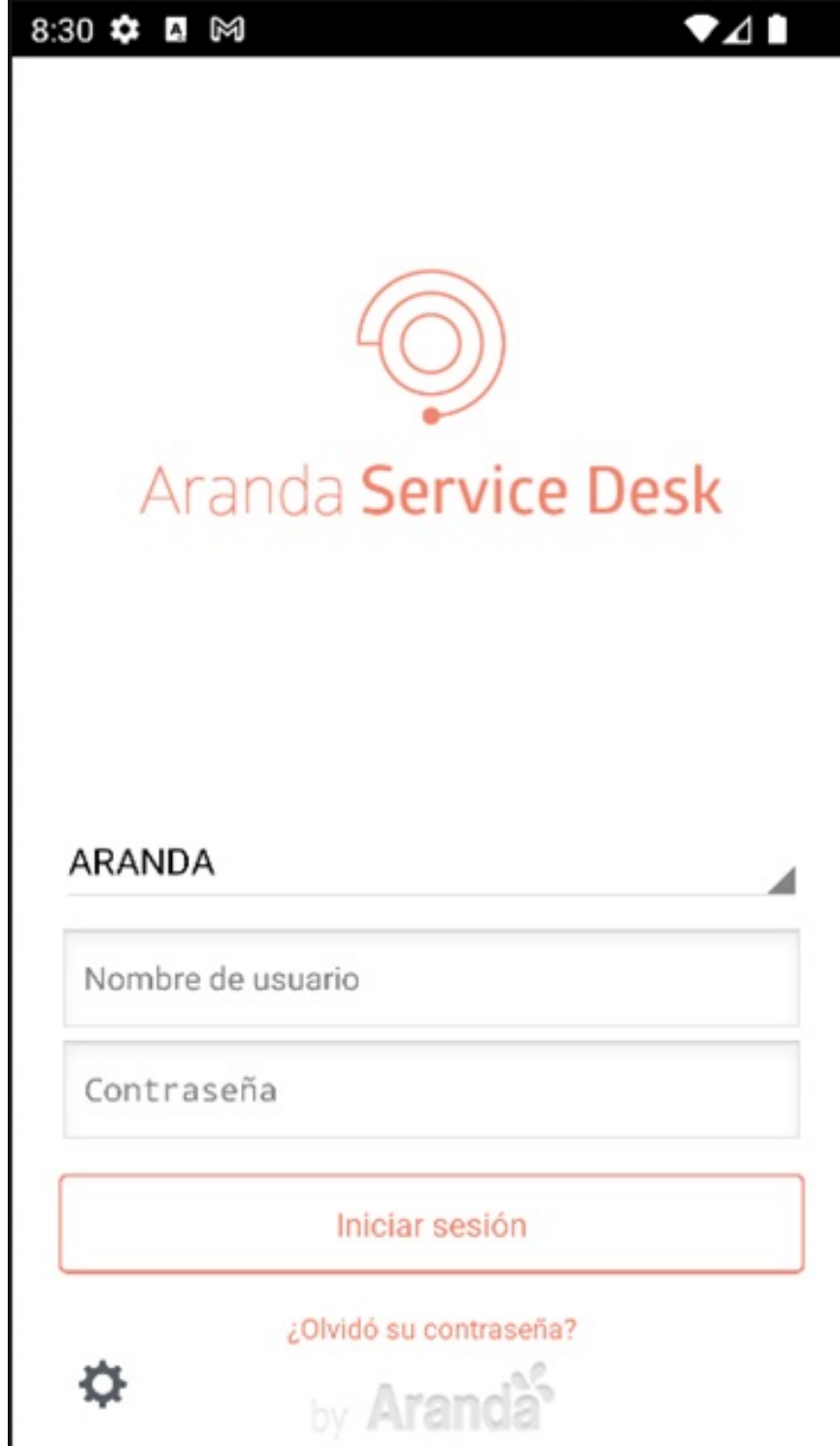
3. If the data entered is correct, the application redirects the specialist user to the welcome screen, where the name associated with the entered credentials is displayed.



4. If the data entered is incorrect, the application notifies the possible cause that prevents access, remaining on the login screen.

Password Recovery

1. To recover the password, on the Aranda ASDK mobile login screen, select the option Forgot your password?.

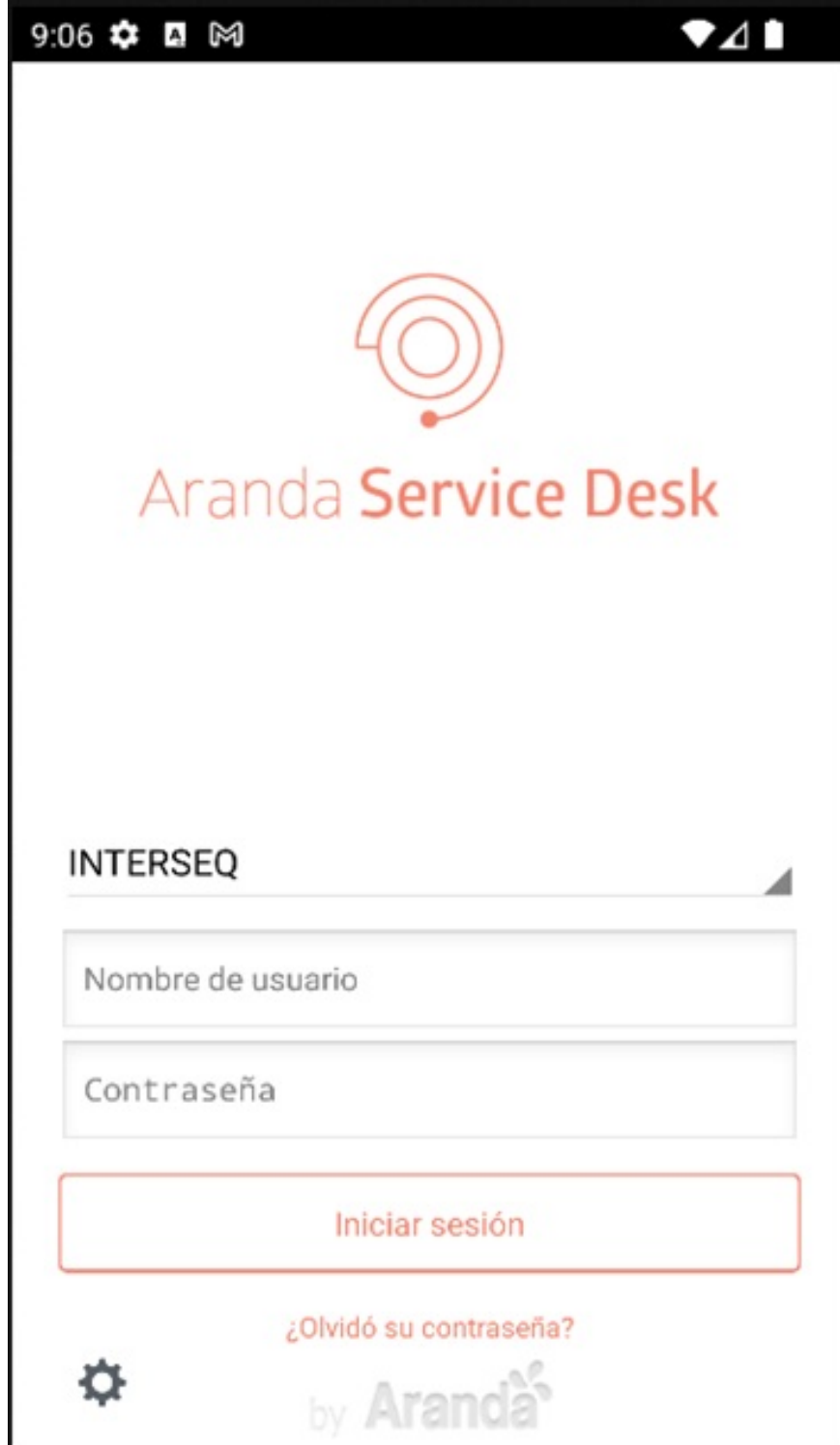


[Note]The Forgot your password? is visible if the BASDK console has the “Enable password reminder for specialists” option enabled.
2. In the Password Recovery window, enter the name of the User and select the Recover password. The system will automatically send an email to the address associated with the user, with the steps required to reset the password.

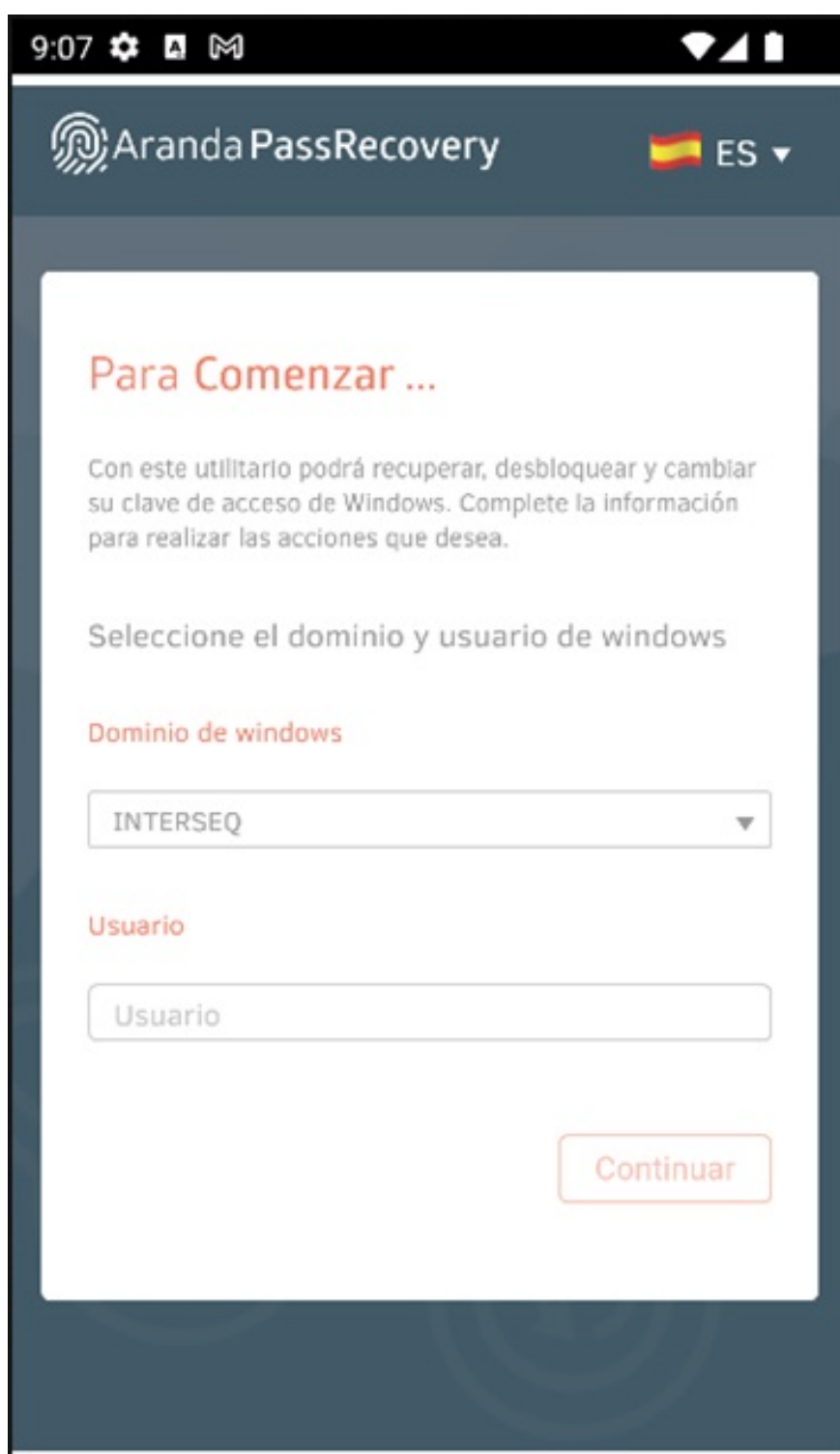


📌 Note: If the value entered in the User does not match any user, the app generates the alert Invalid username.

3. If the domain settings are different from Aranda, select the option Forgot your password?.



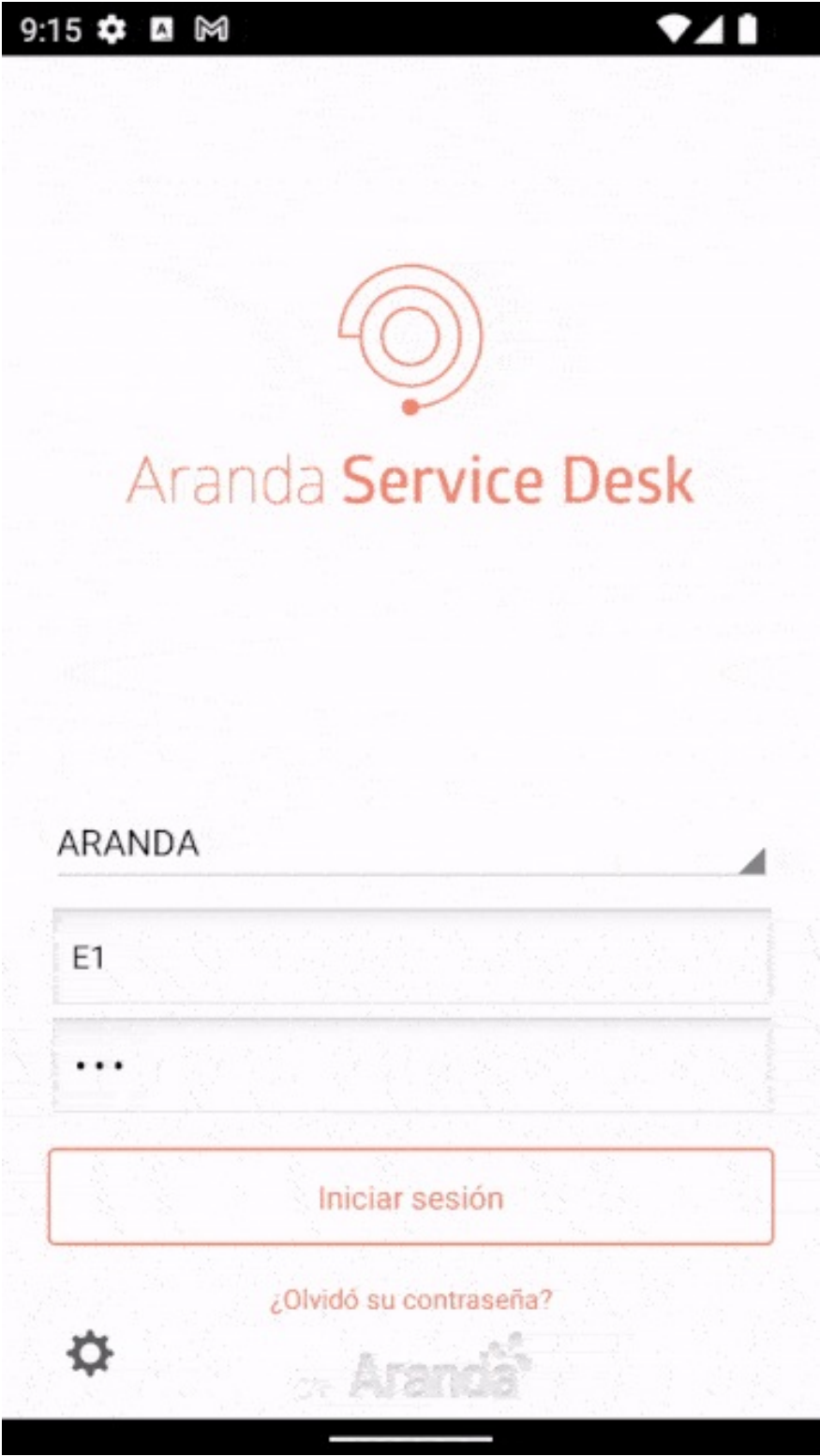
4. In the Aranda ASDK mobile application, the Aranda PassRecovery (APR) window is enabled, which allows the user to manage the password.



Application Portal

Application Portal

When logging in to the Aranda ASDK mobile application, the specialist user is redirected to the application portal where they can carry out the procedures to which they have permission.



Option	Description
Floating Menu	Displays a menu of options: - Pending approvals: The cases pending voting in which the user specialist in session is responsible are listed. - Tasks: List the tasks associated with the Session Specialist user. - Freshen: Updates the information of the cases associated with the Specialist user in session. - Safety: The Session Specialist user can manage the password change if they have the permissions. - Log off: The Session Specialist user logs off.
New (+)	It allows the specialist user to register cases of the type Requirement, Incident or Problem.
Search (magnifying glass)	It allows you to search for cases associated with the specialist user in session by applying filters.
Cases	General list of cases associated with the specialist user in session
Label	Allows you to display the name of the specialist in session.

General list of cases

In the portal of the ASDK mobile application, you can view the general list of Requirement, Change, Incident and Problem cases in all the projects to which the specialist user in session belongs. Cases are presented in blocks of fifty (50) records, organized by the global case ID.

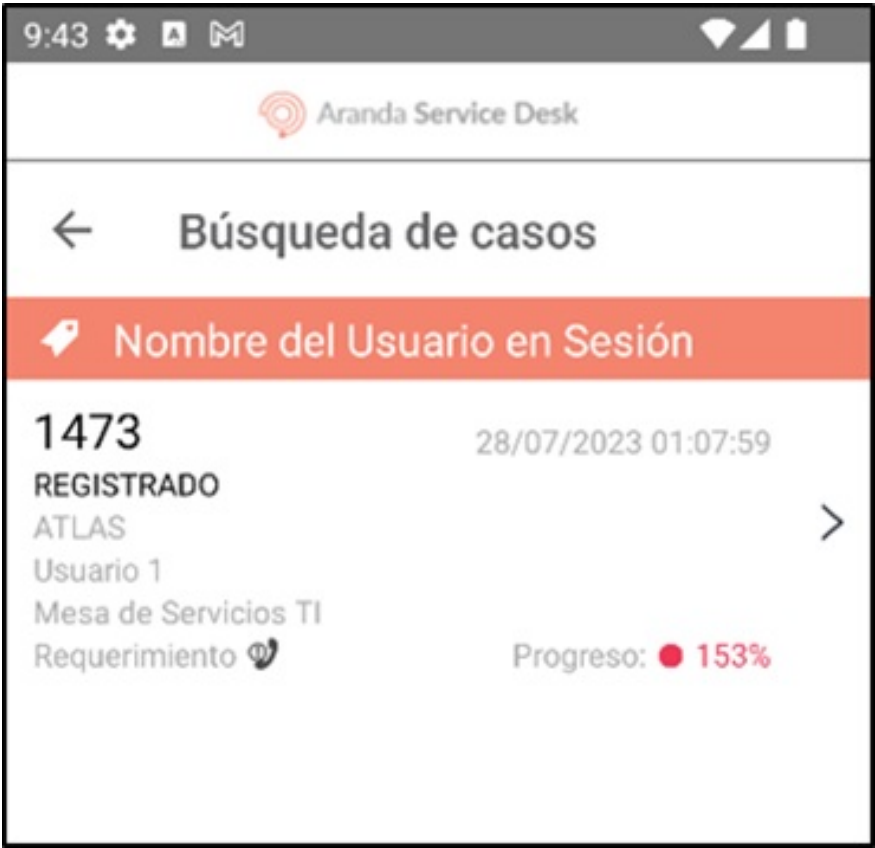
9:39    	
Aranda Service Desk	
Casos	  
📌 Nombre del Usuario en Sesión	
1477	01/08/2023 21:07:37
REGISTRADO	
ARANDA SOFTWARE56	>
Nombre del Usuario en Sesión	
Mesa de Servicios TI	
Requerimiento 	Progreso: ● 209%
1476	01/08/2023 21:06:59
REGISTRADO	
MESA DE SERVICIOS TI	>
Nombre del Usuario en Sesión	
Mesa de Servicios TI	
Requerimiento 	Progreso: ● 210%
1475	31/07/2023 15:23:06
REGISTRADO	
ARANDA SOFTWARE56	>
Anonimo	
Mesa de Servicios TI	
Requerimiento 	Progreso: ● 100%
569	31/07/2023 15:21:56
RESUELTO	
ARANDA SOFTWARE56	>
Nombre del Usuario en Sesión	

To update the listing information, enter the floating menu and select the option Freshen.

10:16    	
Aranda Service Desk	
Casos	
📌 Nombre del U	
1477	
REGISTRADO	
ARANDA SOFTWARE56	
Nombre del Usuario en	
Mesa de Servicios TI	
Requerimiento 	
1476	01/08/2023 21:06:59
REGISTRADO	
MESA DE SERVICIOS TI	>
Nombre del Usuario en Sesión	
Mesa de Servicios TI	
Requerimiento 	Progreso: ● 227%
1475	31/07/2023 15:23:06
REGISTRADO	
ARANDA SOFTWARE56	>
Anonimo	
Mesa de Servicios TI	
Requerimiento 	Progreso: ● 104%
569	31/07/2023 15:21:56
RESUELTO	
ARANDA SOFTWARE56	>
Nombre del Usuario en Sesión	

The list generated is made up of a case card that makes it easier for the specialist user to identify it, this card is made up of the following parameters:

#	Description
1	It corresponds to the Id of the case by project.
2	It corresponds to the date of registration of the case.
3	Corresponds to the current status of the case
4	It corresponds to the name of the company that is associated with the case, if it does not have a company it is shown blank.
5	Corresponds to the name of the user associated with the case, for Problem type cases the field is always shown blank
6	It corresponds to the name of the project to which the case is associated.
7	It corresponds to the type of case Requirement, Incident, Change or Problem.
8	It corresponds to the progress of the case, which indicates the percentage of attention that the case has.

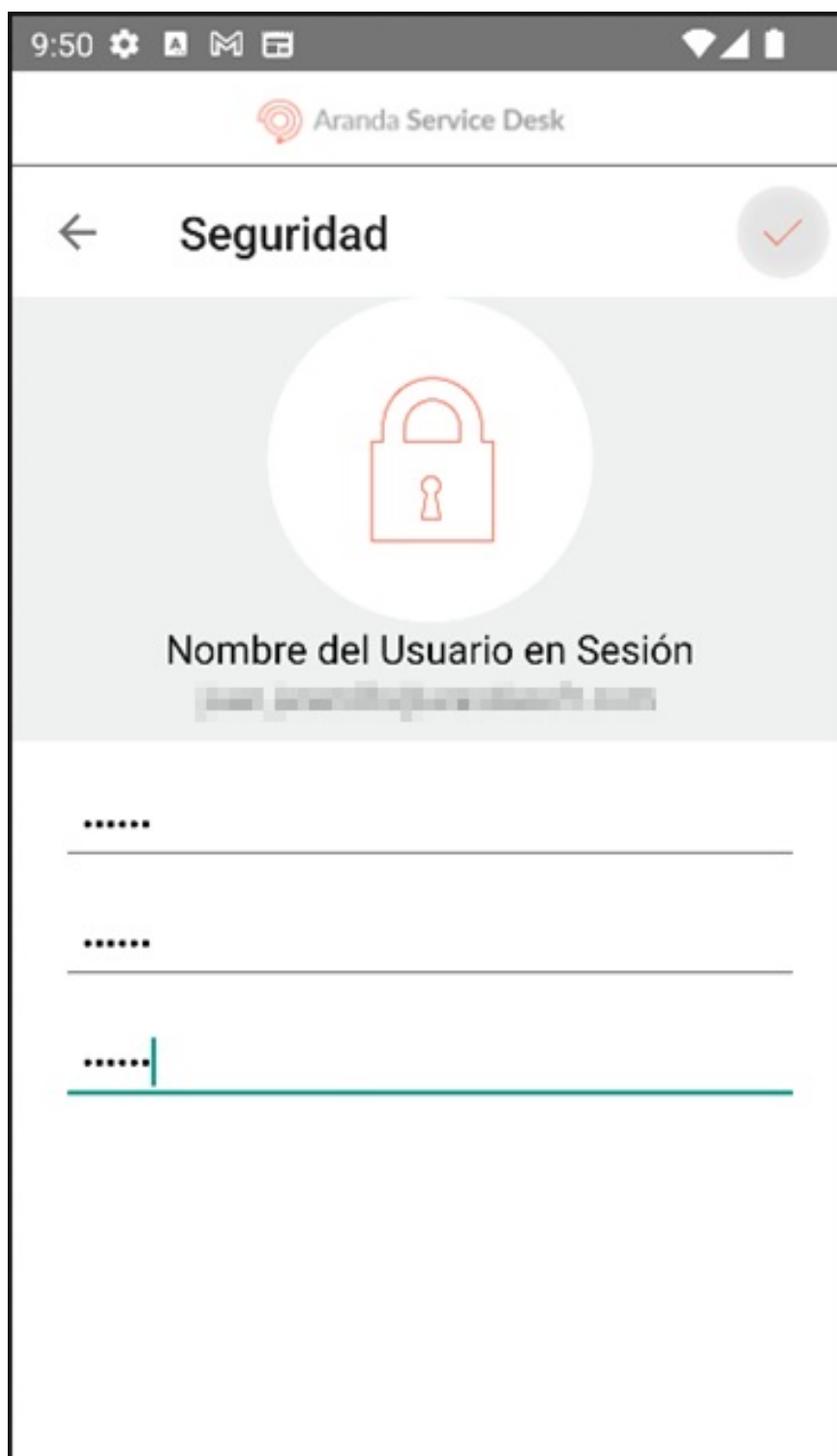


Safety

- 1. In the Mobile ASDK App Portal select the Safety from the Floating Menu.



2. Enter the respective credentials and select the Save (view icon) to update the password of the Session Specialist user.

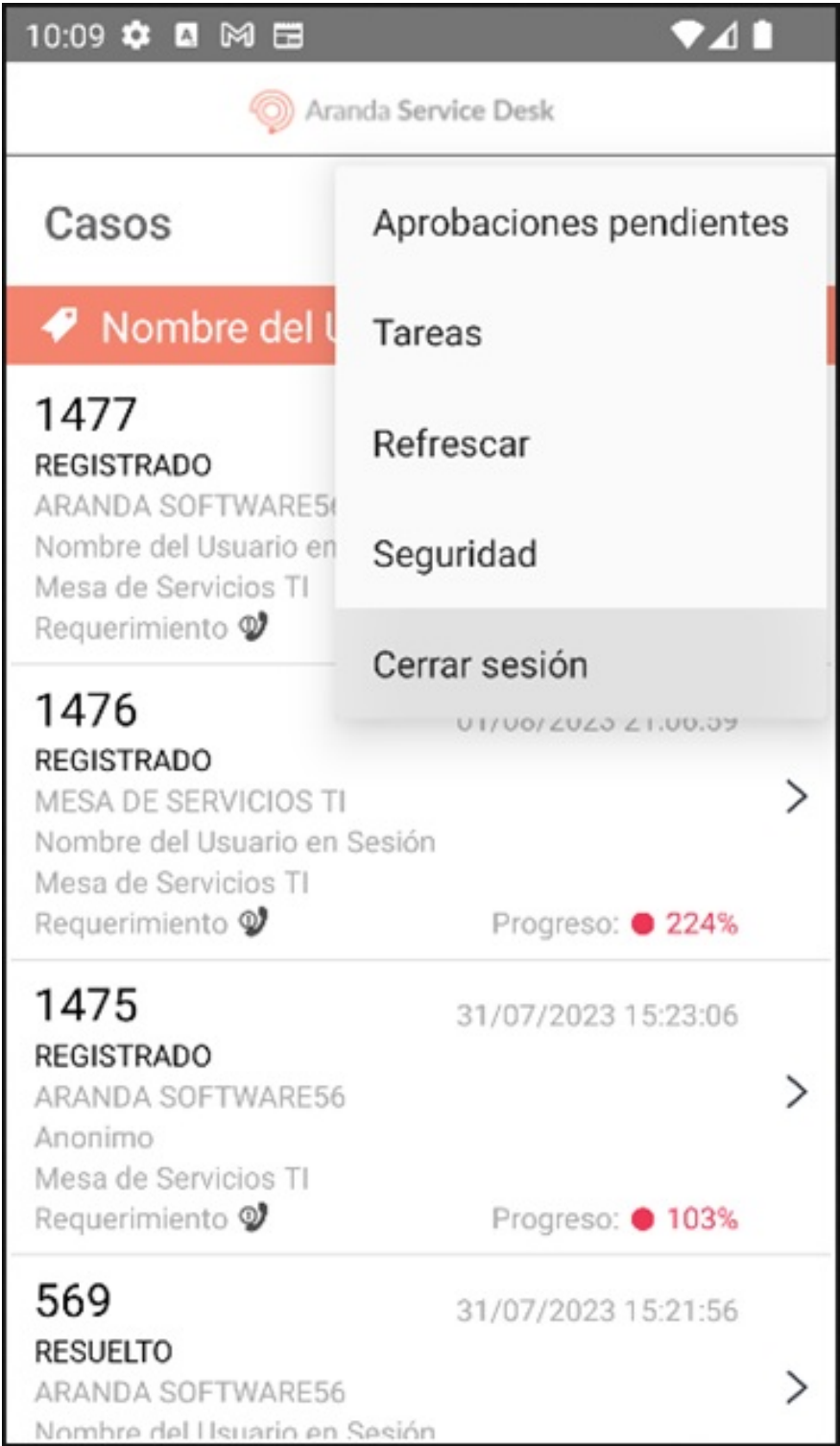


Note:

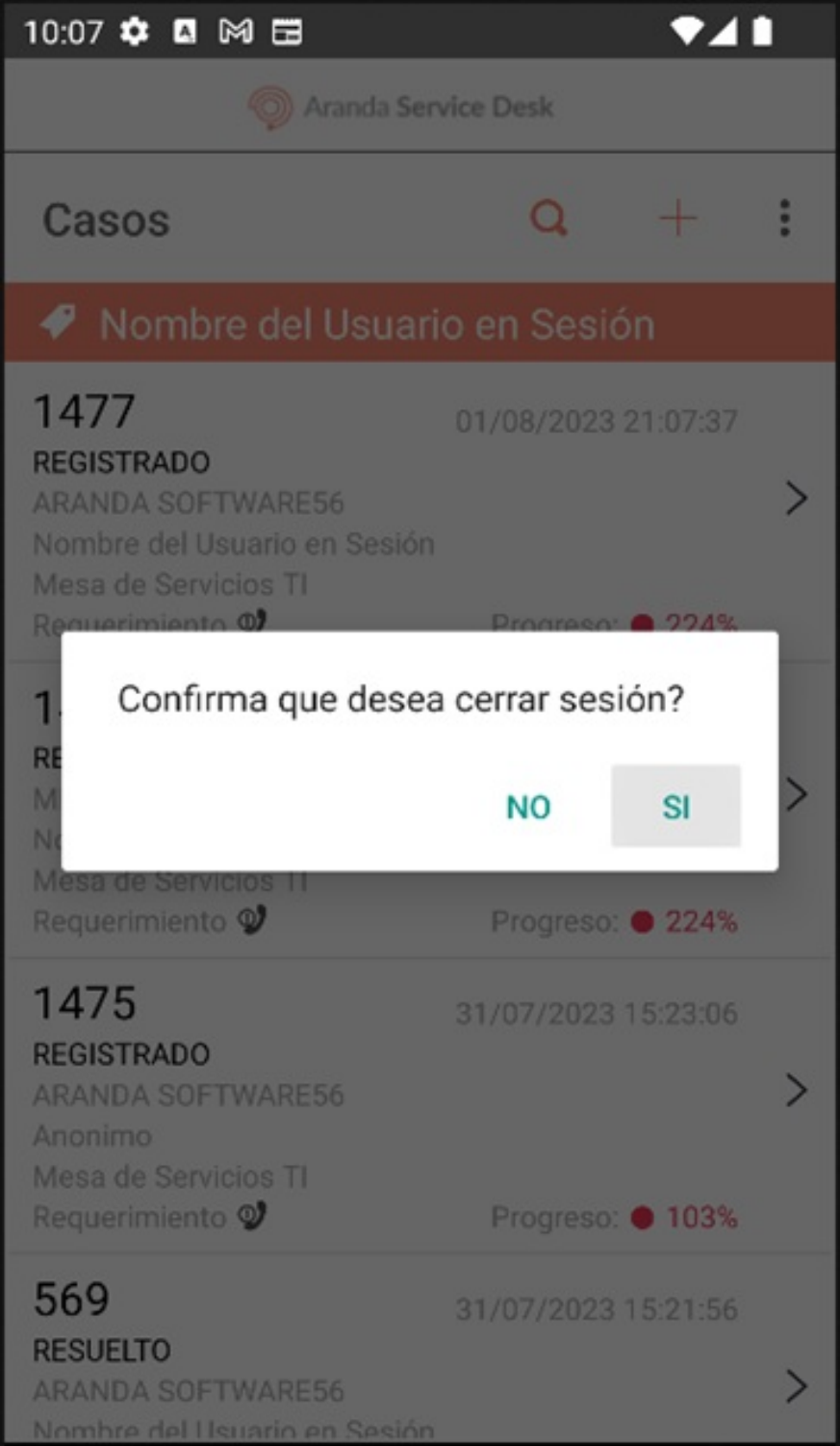
- If you do not require password refreshing, select the return icon located at the top of the portal.
 - If any of the data entered is incorrect, the application notifies the possible cause that prevents the action, remaining on the screen Safety.
- If you do not have the necessary permissions to change the password, by selecting the Save (view icon), the message is generated You do not have permissions to perform this action.

Log off

1. In the Mobile ASDK App Portal select the Log off button from the Floating Menu to end the current session.



2. The application asks to confirm the logout. Select the option YES to be redirected to the login screen.



📌 Note: If the specialist user selects the NO, the app does not end the session and remains on the current screen.

Create Case

Create Case

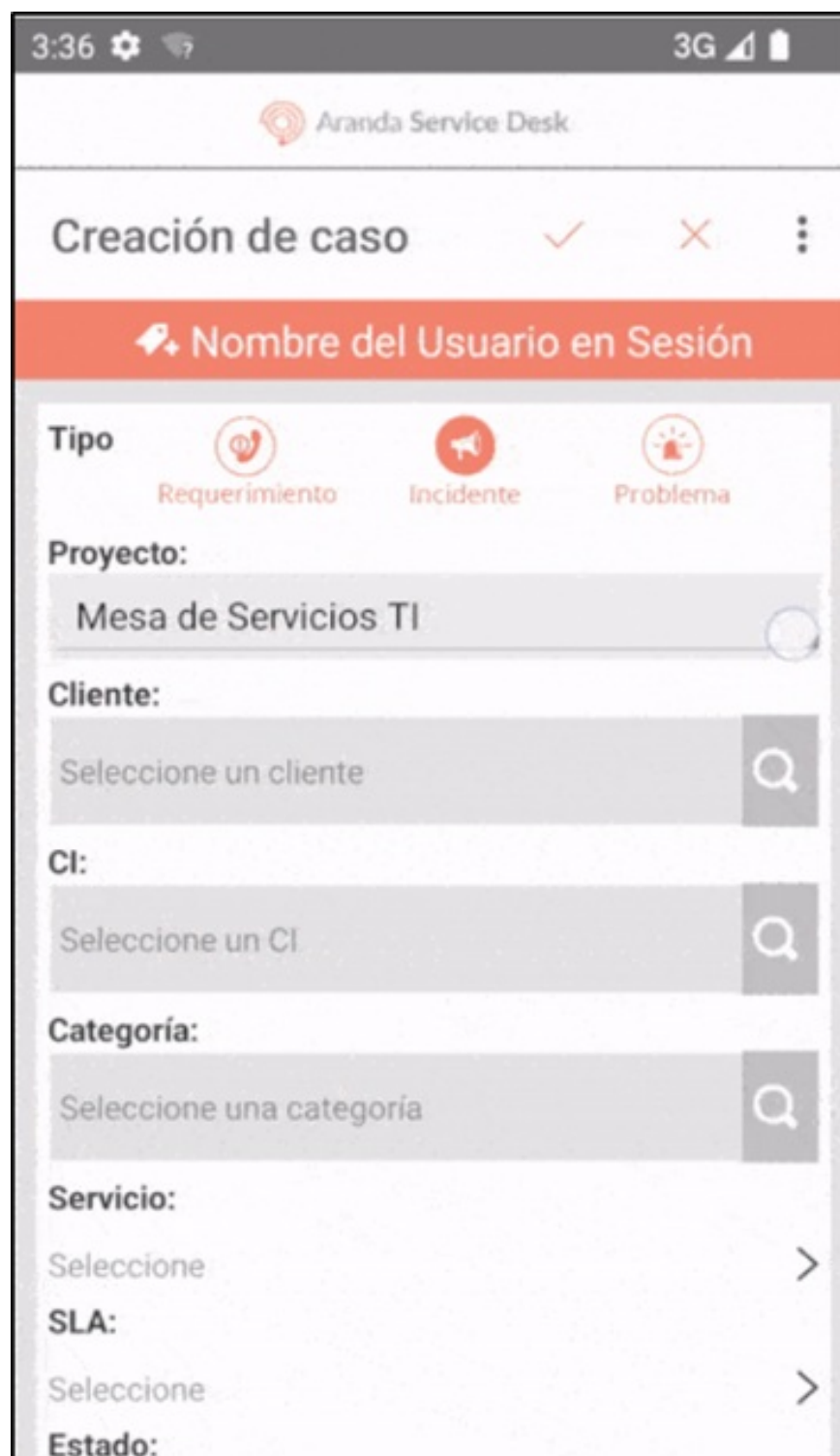
The Aranda ASDK mobile application allows the specialist user in session to register cases of the type Requirement, Incident or Problem. (You must have permissions enabled.)



1. For case registration, in the portal of the ASDK mobile application select the option New (+).



2. The window is enabled Case creation where you can fill in the following fields:



Field	Obligatory	Description
Guy	Yes	Radio button that allows you to select the type of case to be registered: Requirement, Incident or Problem.
Project	Yes	A list field that allows you to select the project to which the case is to be registered.
Customer	Yes	A search-type field that allows you to search and select the customer to whom the case is related. The search can be performed by name, alias or email
CI	No	A search-type field that allows you to search for and relate a CI (Configuration Item) to the case. The search can be performed by Responsibility and Use, Company or Service. For Problem cases, the field is required.
Category	Yes	It allows you to view the category tree and select a category according to the selected project and case type.
Service	Yes	A list field that allows you to select a service, the list is generated in relation to the selected category.
SLA	Yes	A list field that allows you to select the SLA related to the case. Auto-filled field according to the selected service.
State	Yes	It corresponds to the status of the case to be registered. This field is auto-filled by the app.
Urgency	Yes	A list field that allows you to select the urgency of the case.
G. Specialist	Yes	A list field that allows you to select the group of specialists to which the case is to be assigned. The groups associated with the service are listed. The app auto-selects the first group in the list.
Specialist	No	A list field that allows you to associate a specialist with the case, and lists the specialists associated with the selected group.
Affair	Yes	A text-type field that allows you to enter the subject of the case.
Description	Yes	Text-type field that allows you to enter a description of the case.

📌 Note:

- There are predecessor fields, that is, if one field is not filled in first, the next one is not allowed to be filled in.
- At any time during the case registration process, it is possible to cancel the case

3. When you complete the registration click on the Save to confirm the changes made and to be able to fill in the additional fields.

5:10

3G

Aranda Service Desk

Creación de caso

Nombre del Usuario

Guardar

Sesión

Tipo

Requerimiento

Incidente

Problema

Proyecto:

Mesa de Servicios TI

Cliente:

Usuario 1

CI:

Monitor Secretaria Gerencia

Categoría:

Instalación

Servicio:

Servicio CRM

SLA:

Bajo

Estado:

Note:

- If at the Save, there is a mandatory field not filled in, the respective alert will be generated.
- If there are no additional fields, the application finalizes the case record and displays the alert Case created. {: #important}]

4. Enter the additional fields. Additional fields are grouped according to their settings by status, service, category, and basic fields. Select the Save to finalize the registration of the new case.

5:13

3G

Aranda Service Desk

Campos adicionales

Aranda Software

Guardar

Campos por estado

FECHA PRUEBA (*)

04/08/2023 17:12:54

Tipo Multiple WS

Seleccione

Campos básicos

Soporte Facturado

Motivo Soporte No Facturado:

Prueba Fecha

Note:

- Fields marked with an asterisk are required.
- The display of the additional fields and their enforceability depends on the configuration made in the BASDK configuration console.
- If you select Save, there is a mandatory field that has not been filled in, the application generates the corresponding alert. {: #important}]

5. When the case registration is complete, the Aranda ASDK mobile application displays the alert Case created.

5:20

3G

Aranda Service Desk

Detalles

572

04/08/2023 15:38:09

REGISTRADO

MESA DE SERVICIOS TI

Usuario 1

Incidente

Progreso:

13%

Proyecto:

Mesa de Servicios TI

CI:

Monitor Secretaria Gerencia

Servicio:

Servicio ERP

Urgencia:

LOW

Especialista:

Nombre del Usuario en Sesión

Categoría:

Instalación

Estado:

REGISTRADO

Razón:

Nuevo

SLA:

Bajo

Asunto

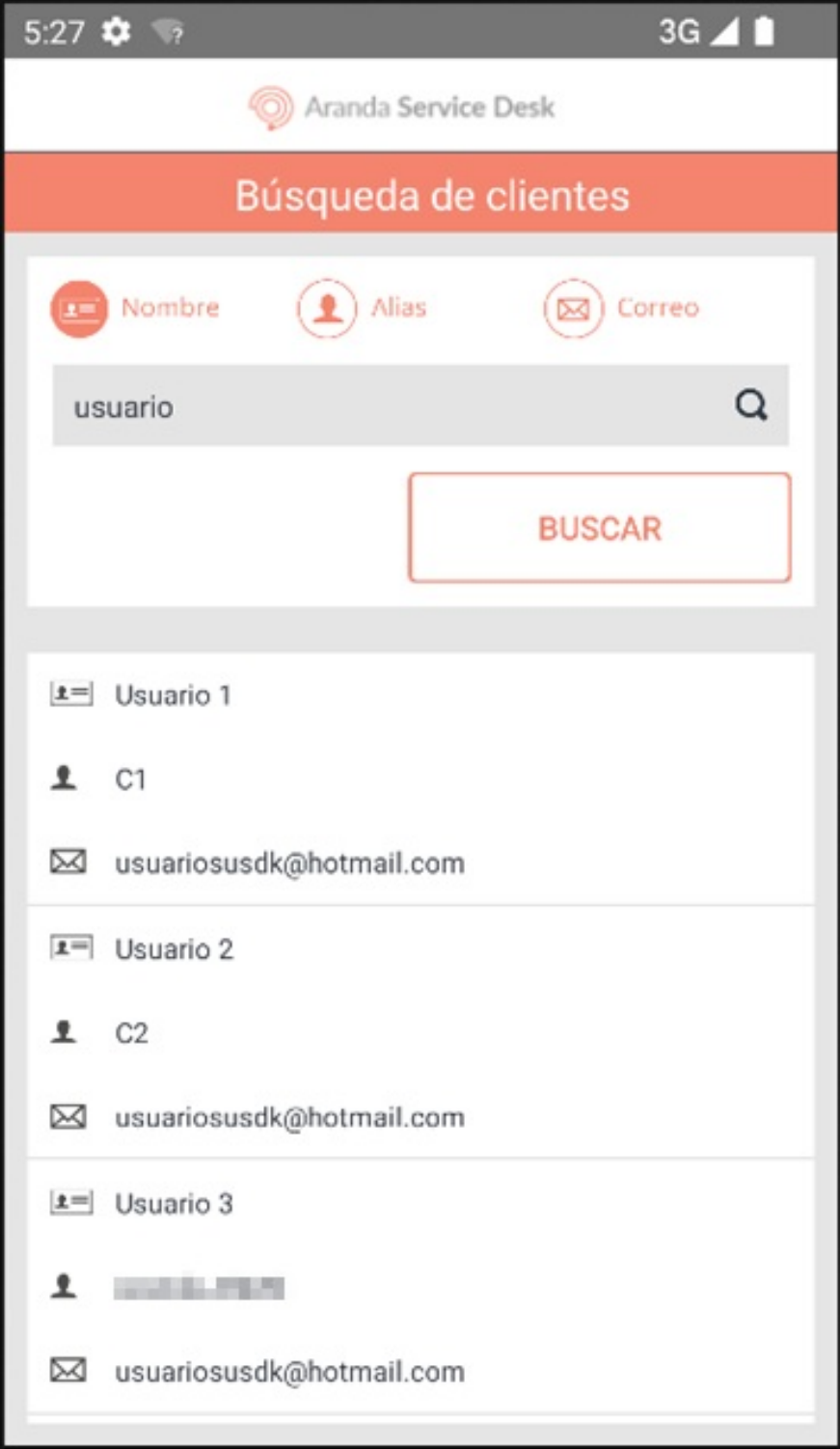
Descripción

Caso creado

Solución

Find a Client

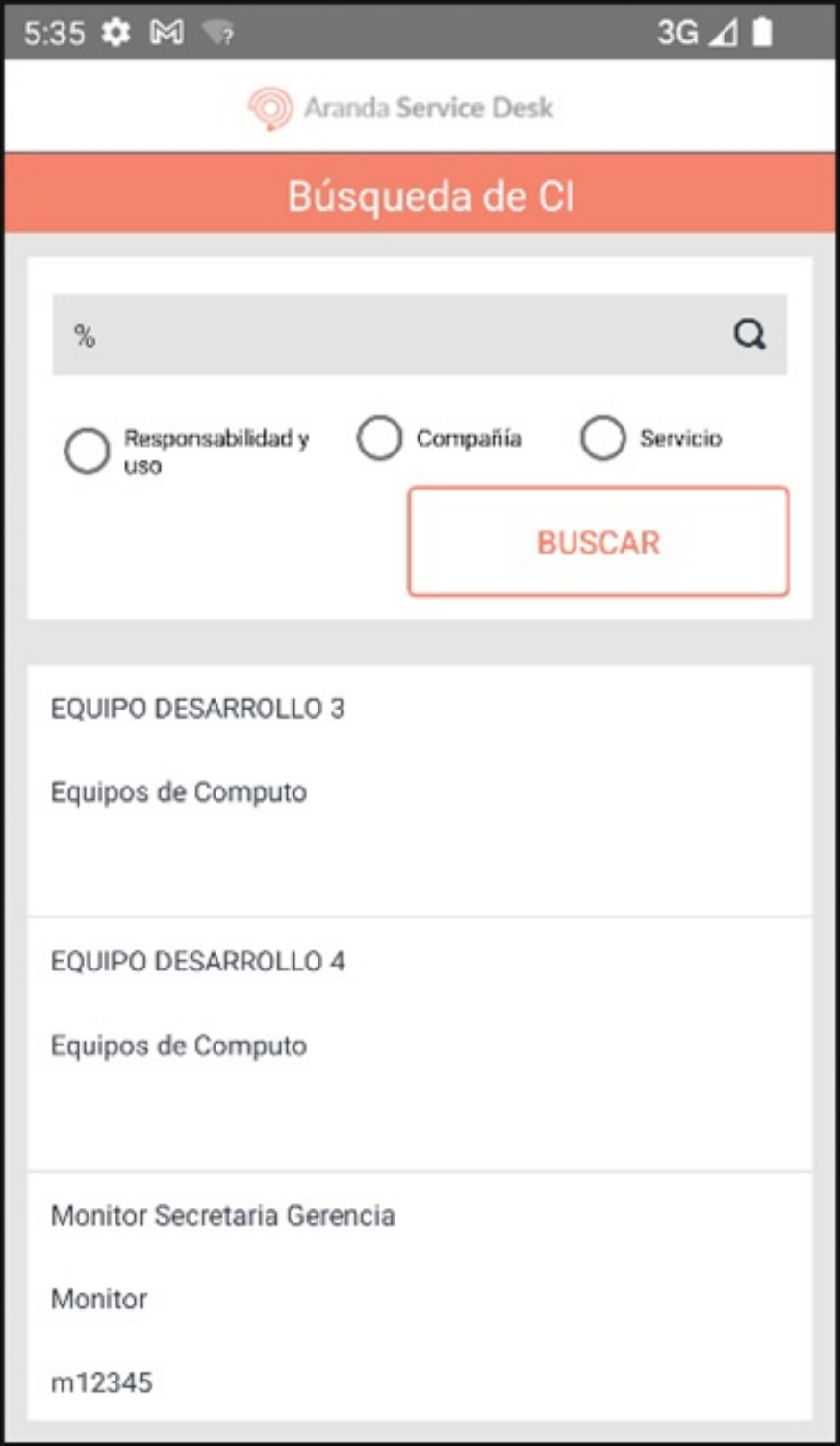
During case registration and when managing the field Customer, in the ASDK mobile app portal you can perform a customer search using three criteria: Name, Alias, or Email.



📌 Note: If the query does not generate results, the following message is displayed in the application portal: No more data. [: #important]}

Search CI

During case registration and when managing the field CI, on the ASDK mobile app portal you can perform a search using three criteria: Liability and Use, Company or Services.



Criterion	Conditions and Actions
Liability and Use	- Selecting a client and selecting this filter searches for the CIs for which the client is responsible. - When selecting the filter without having previously selected a client, all the existing CI's in the project are searched.
Company	- It is mandatory to select a customer in order to perform the search. - Through this filter, the CI's of the companies in which the selected client is associated are displayed.
Services	- It is mandatory to select the category and service in order to carry out the search. - This filter shows the CIs that are associated with the previously selected service.

📌 Note: If the query does not generate results, the following message is displayed in the application portal: No more data.

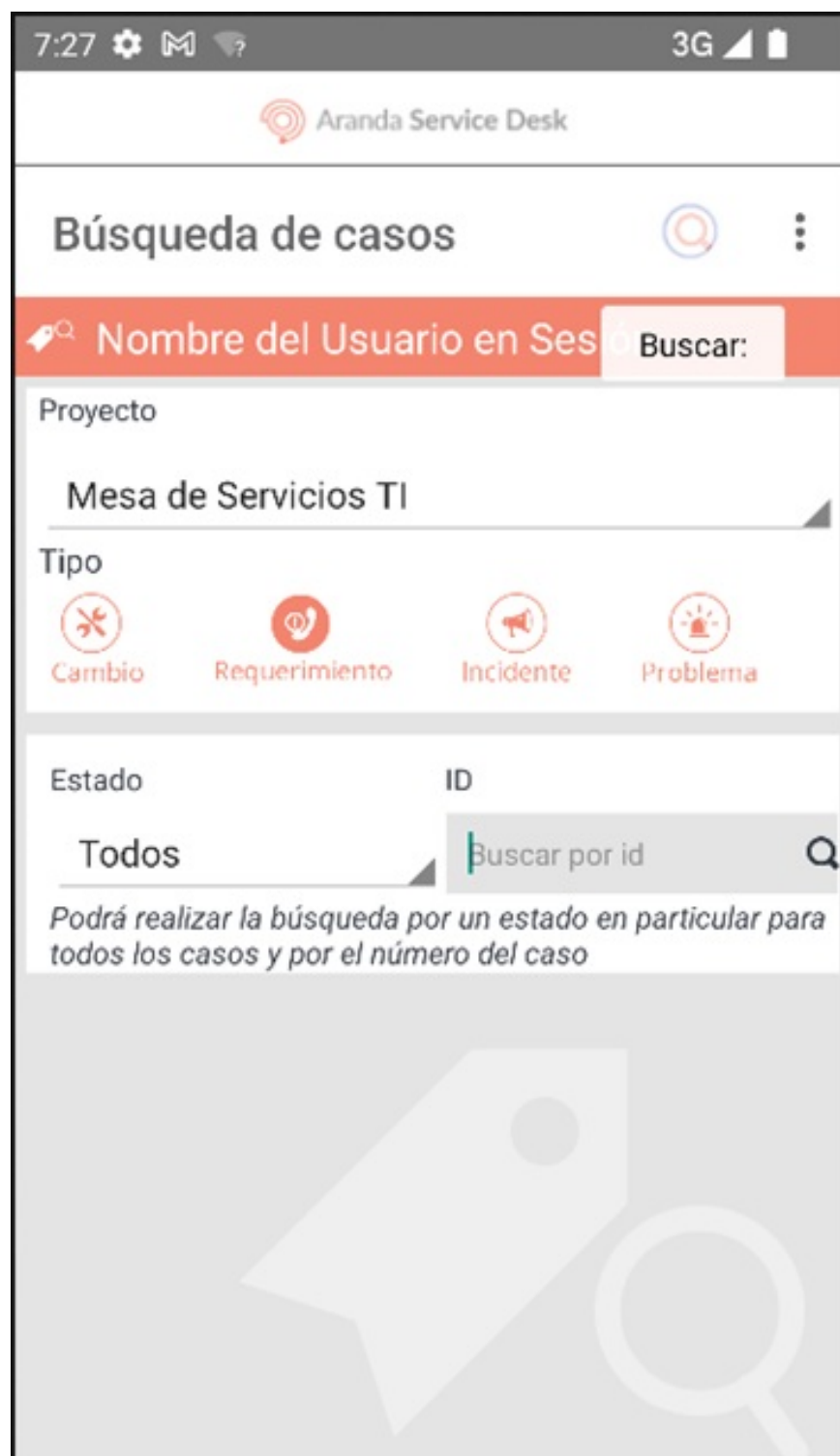
Search filters

Filtered searches

1. For more precise searches, in the Mobile ASDK App Portal select the option Search (magnifying glass icon).



2. In the window that is enabled, enter the following criteria and click the To find at the top of the screen.

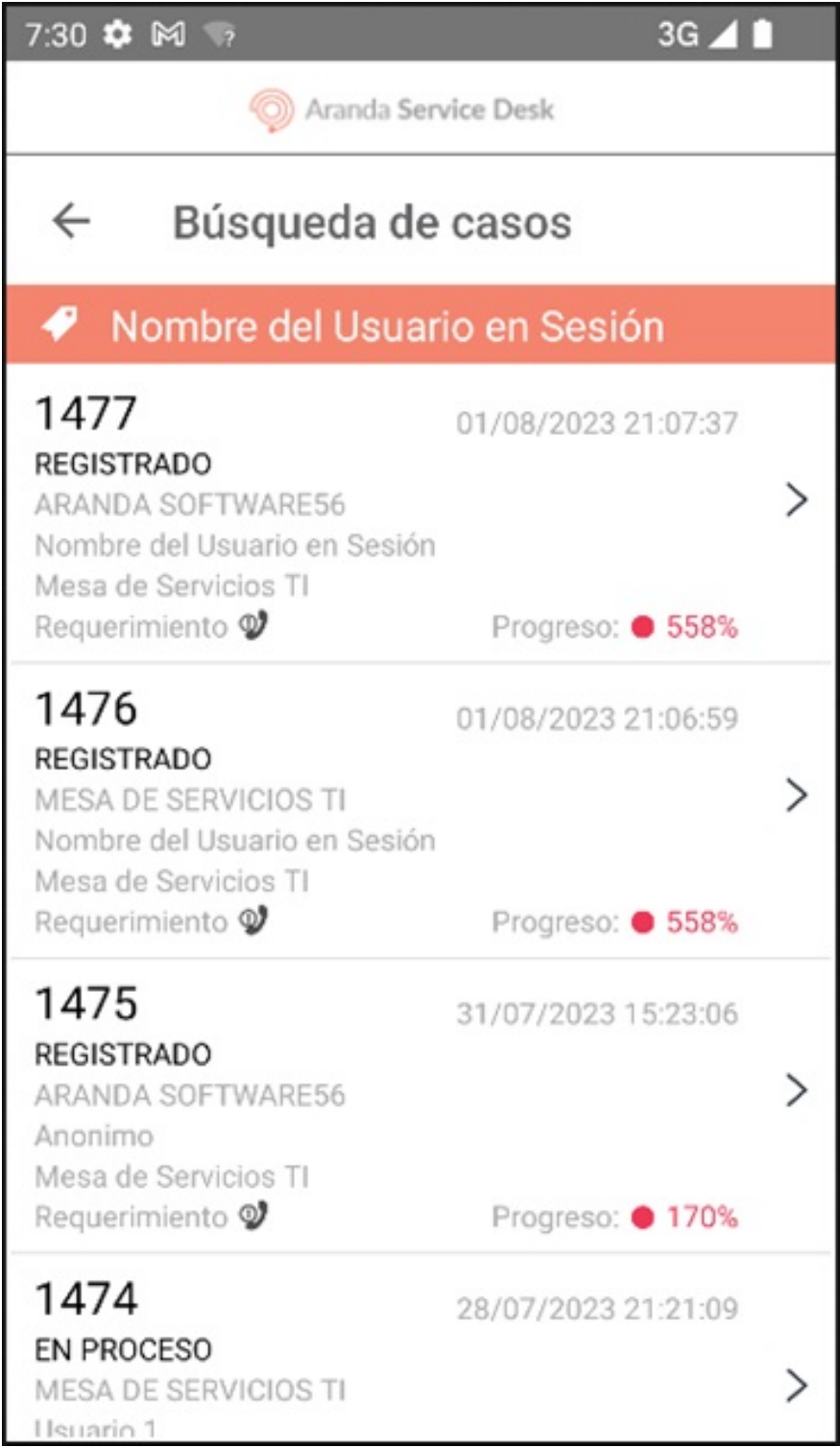


Field	Description
Project	A list field that allows you to select the project
Guy	Radio button that allows you to select the type of case to search for Requirement, Problem, Incident or Change
State	A list field that allows you to select the status. The list is generated according to the status flow of the selected project. The item All Default
ID	A numerical field that allows you to enter the identification number of a case, in order to refine the search.

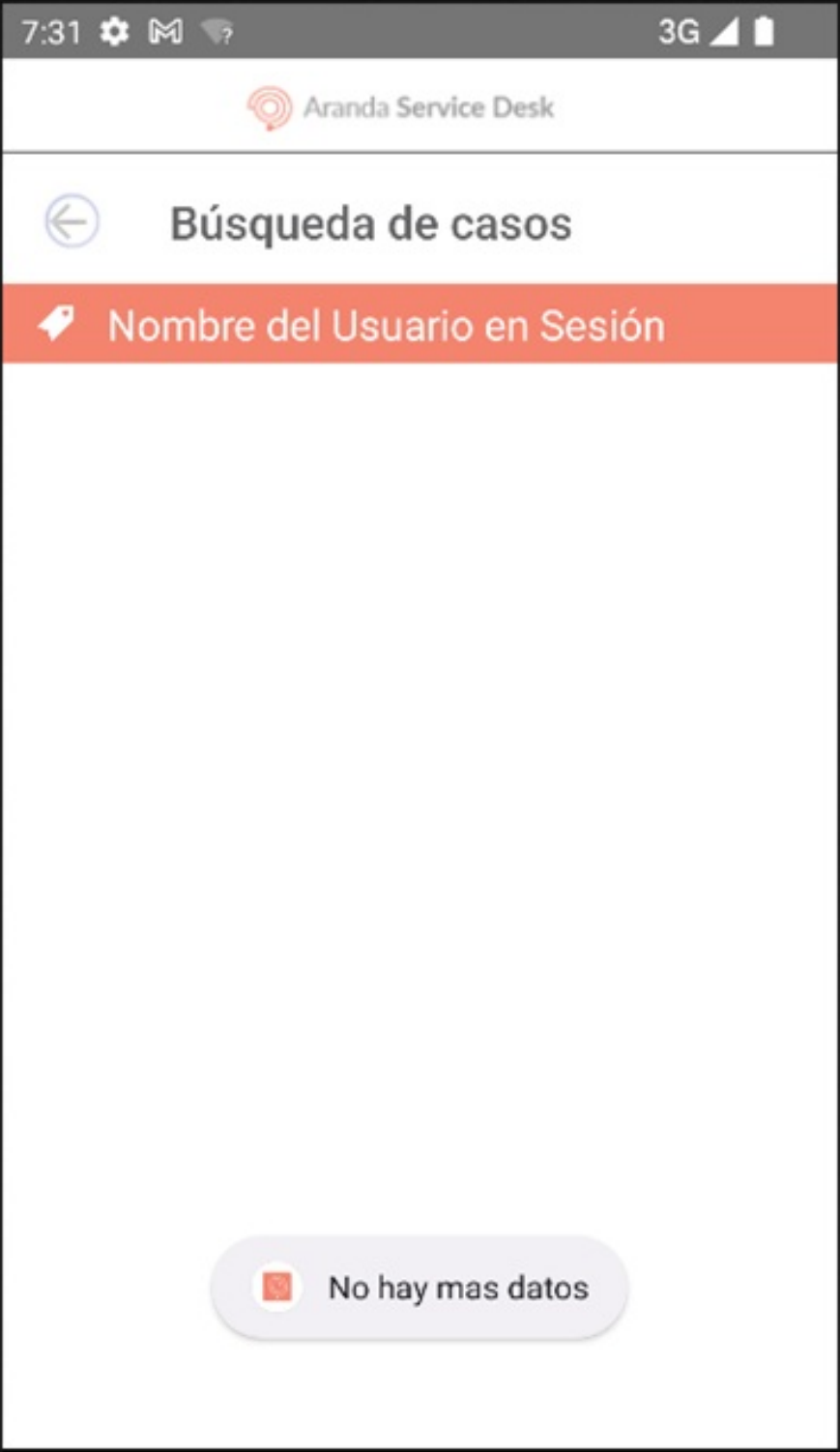
Note:

- The results of the generated query only take into account cases where the specialist in session is responsible.
- To exit the 'Case Search' screen, make a sustained swipe to the right on the left side of the screen.

3. When you select the To find, redirects to the Case Search where a list of cases organized by the global ID of the case in relation to the configured criteria(s) is displayed.



If the query does not generate results, the following alert is generated in the application portal: No more data. To modify the search criteria on the screen Case Search, select the Back (back icon).



Case Approval

Case Approval

1. To manage active approval processes, in the Mobile ASDK App Portal select the option Pending Approvals from the Floating Menu.



2. In the window that is enabled, the list of cases in which the specialist is responsible for voting and that are in the process of active voting is displayed.



📌 Note:

- If the Session Specialist user has the necessary permissions, they can select a case from the list and view its details.
- To exit the 'Request for Approval' screen, simply press the Back (back icon).
- If the specialist does not have cases pending approval, the following message can be displayed in the application portal: No more data.

3. Select the Vote associated with the case, to manage the approval process.



4. In the window that is enabled, the specialist user can validate the information of the case and vote.



5. In the application portal, make a sustained scroll with the mouse, from left to right to return to the updated case registry list.



Case Management

Case Management

1. In the ASDK mobile app portal, the general list of cases is displayed, either from the main view or in the case search and pending approvals options.

2:17



3G



 Aranda Service Desk

Casos



 Nombre del Usuario en Sesión

572

04/08/2023 15:38:09

ASIGNADO

MESA DE SERVICIOS TI

Usuario 1

Mesa de Servicios TI

Incidente 

Progreso:  146%



571

04/08/2023 15:35:52

REGISTRADO

MESA DE SERVICIOS TI

Usuario 1

Mesa de Servicios TI

Incidente 

Progreso:  146%



570

03/08/2023 13:44:37

REGISTRADO

ARANDA SOFTWARE56

Anonimo

Mesa de Servicios TI

Incidente 

Progreso:  245%



1477

01/08/2023 21:07:37

REGISTRADO

ARANDA SOFTWARE56

Nombre del Usuario en Sesión



2. To manage a case, select a record from the case list, and in the Details You can view and modify the case information. Select the option Edit from the floating menu to access the window Case Edition where you can modify the fields associated with the cases:

8:28

3G

Aranda Service Desk

Detalles

572

04/08/2023 15:38:09

REGISTRADO

MESA DE SERVICIOS TI

Usuario 1

Incidente

Progreso:

28%

Proyecto:

Mesa de Servicios TI

CI:

Monitor Secretaria Gerencia

Servicio:

Servicio ERP

Urgencia:

LOW

Especialista:

Nombre del Usuario en Sesión

Categoría:

Instalación

Estado:

REGISTRADO

Razón:

Nuevo

SLA:

Bajo

Asunto

Descripción

Solución

Field	Editable in Details	Editable in Case Edition	Description
Progress	No	No	It allows you to visualize the percentage of attention that the case carries. It should be noted that the visualization of this progress is not in real time; therefore, the changes in the percentage depend on the times configured in the SLAs and the console update.
Project	No	No	It allows you to visualize the project to which the case is related.
CI	No	No	It allows you to visualize the specific IQ related to the case.
Service	No	No	It allows you to visualize the service related to the case.
Urgency	No	No	It allows you to visualize the level of urgency related to the case.
G. Specialist	N/A	Yes	It allows you to visualize the group of specialists assigned to the case.
Specialist	No	Yes	It allows you to visualize the specialist responsible for the case.
Category	No	No	Allows you to view the category related to the case.
State	No	Yes	It allows you to visualize the current status of the case.
Reason	No	Yes	It allows you to visualize the current reason for the case.
SLA	No	No	It allows you to visualize the level of agreement of the service related to the case.
Known Error	No	Yes	It allows you to visualize, manage if the case is classified as a Known Error. Applies only to Problem type cases.
Cause	No	Yes	It allows you to visualize and manage the cause of Known Error classification. Applies only to Problem type cases qualified as Known Error.
Affair	No	No	Allows you to visualize the subject of the case
Description	No	No	It allows you to view the description of the case.
Solution	No	Yes	It allows you to view and manage the comment of the case solution.
Historical	Yes	N/A	Allows you to add notes and view the history of modifications of the case. Each record is displayed in an item that allows you to see the details when you click on the corresponding card.
Additional Fields	No	Yes	Allows you to view and manage the information of the additional fields.
Time/ANS	No	N/A	It allows you to visualize the times, progress, estimated dates, and actual dates of the service level agreements of the case.
Attach	Yes	N/A	Allows you to view the files attached to the case. From this same field, you can also attach new files from your mobile device.
Tasks	No	N/A	It allows you to visualize the tasks related to the case.
Signature	Yes	Yes	This functionality allows you to view and manage the information in the signature module. Does Not Apply to Problems.



ⓘ Note: To exit the 'Edit Case' screen without saving changes, select the Cancel (X).

3. On the screen Case Edition Select the sight icon(Save), to store the modifications made to the case.

10:01

3G

Aranda Service Desk

Edición del caso

1474

Guardar

01/03 21:21:09

MESA DE SERVICIOS TI

Usuario 1

Requerimiento

Progreso:

203%

Proyecto:

Mesa de Servicios TI

CI:

Servicio:

Acceso Remoto (VPN)

Urgencia:

LOW

G. Especialista:

Gestor de Requerimientos de Servicio

>

Especialista:

Nombre del Usuario en Sesión

>

Categoría:

Asignaciones

Estado:

EN PROCESO

>

Razón:

Inicio de gestión del caso

>

SLA:

Bajo VPN

4. If the update is successful, the application redirects the specialist user to the Details.



In the case management process on the mobile ASDK app portal, the specialist user can perform different activities of Complementary management how:

- [Case Status Management ↔](#)
- [Attachment Management ↔](#)
- [Note Management ↔](#)
- [Case Reassignment ↔ Management](#)
- [Customer Signature ↔ Management](#)

Other Procedures

Case Status Management

Case Status Management

1. To perform status management for a case, select a record from the case list and from the window's floating menu Details Select the Edit.

10:29

3G

Aranda Service Desk

Detalles

Editar

572

REGISTRADO

MESA DE SERVICIOS TI

Usuario 1

Incidente

Progreso:

48%

Proyecto:

Mesa de Servicios TI

CI:

Monitor Secretaria Gerencia

Servicio:

Servicio ERP

Urgencia:

LOW

Especialista:

Nombre del Usuario en Sesión

Categoría:

Instalación

Estado:

REGISTRADO

Razón:

Nuevo

SLA:

Bajo

Asunto

>

Descripción

>

Solución

>

Note: < Brazil>

- If the case is being handled by another specialist, the following message is generated: Case Blocked by (Specialist Name) Since (Date and Time).
- If the case has an active Voting Process and the session specialist is not responsible for voting, the message is generated Voting Process and the status of the case cannot be managed.
- If the selected case has an active Voting Process and the Session Specialist is responsible for voting, the Vote. You can use the button to manage voting, but you are not allowed to manage the status of the case.

10:33

3G

Aranda Service Desk

Detalles

572

04/08/2023 15:38:09

REGISTRADO

MESA DE SERVICIOS TI

Usuario 1

Incidente

Progreso:

48%

Proyecto:

Mesa de Servicios TI

CI:

Monitor Secretaria Gerencia

Servicio:

Servicio ERP

Urgencia:

LOW

Especialista:

Nombre del Usuario en Sesión

Categoría:

Instalación

Estado:

REGISTRADO

Razón:

Nuevo

SLA:

Bajo

Asunto

De

Caso bloqueado por Nombre del Especialista desde 8/4/2023 5:32:21 PM

Solución

10:09

3G

Aranda Service Desk

Detalles

1474

28/07/2023 21:21:09

ASIGNADO

MESA DE SERVICIOS TI

Usuario 1

Proceso de votación

Progreso:

203%

Proyecto:

Mesa de Servicios TI

CI:

Servicio:

Acceso Remoto (VPN)

Urgencia:

LOW

Especialista:

Nombre del Usuario en Sesión

Categoría:

Asignaciones

Estado:

ASIGNADO

Razón:

El usuario confirma disponibilidad para continuar

SLA:

Bajo VPN

Asunto

Descripción

Solución

10:06

3G

Aranda Service Desk

Detalles

1474

28/07/2023 21:21:09

ASIGNADO

MESA DE SERVICIOS TI

Usuario 1

Proceso de votación

Votar

Progreso:

203%

Proyecto:

Mesa de Servicios TI

CI:

Servicio:

Acceso Remoto (VPN)

Urgencia:

LOW

Especialista:

Nombre del Usuario en Sesión

Categoría:

Asignaciones

Estado:

ASIGNADO

Razón:

El usuario confirma disponibilidad para continuar

SLA:

Bajo VPN

Asunto

>

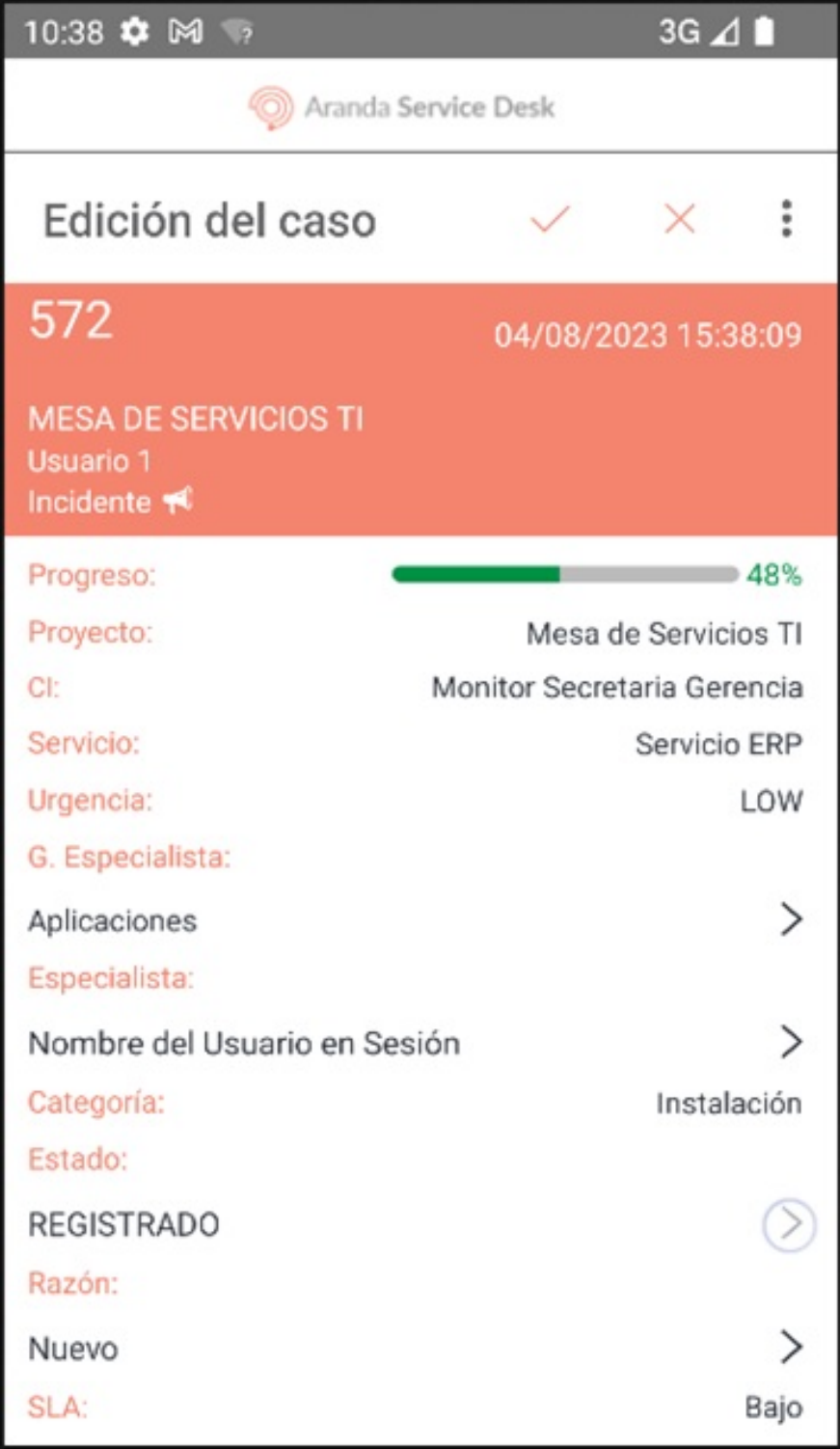
Descripción

>

Solución

>

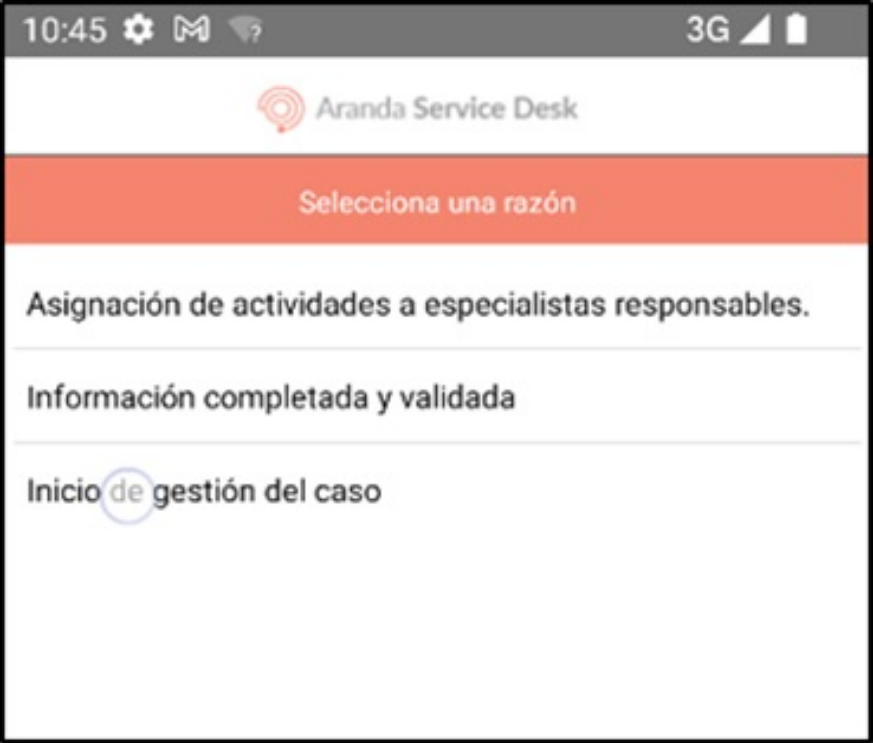
2. In the window Case Edition Select the field State.



3. In the window State Selection, displays the list of available states for transitioning. Select the new status for the case.



4. Select the field Reason. In the window that is enabled, the list of reasons associated with the state transition is displayed. Select the reason applicable to the case. If there is only one transition, the app automatically selects it.



5. Select the sight icon (Save) to finalize the management of the status of the case.



⚠ Note: If there are any additional fields required for the new state, they must be managed, as the application does not allow saving the new state.

6. If the update is successful, the application redirects the specialist user to the Details.

10:56

3G

Azanda Service Desk

Edición del caso

✓

✗

⋮

572

04/08/2023 15:38:09

MESA DE SERVICIOS TI

Usuario 1

Incidente

Categoría: Instalación

Estado:

ASIGNADO

Razón:

Inicio de gestión del caso

SLA: Bajo

Asunto

Descripción

Solución

Campos adicionales

Firma

[Case Management](#) ↔

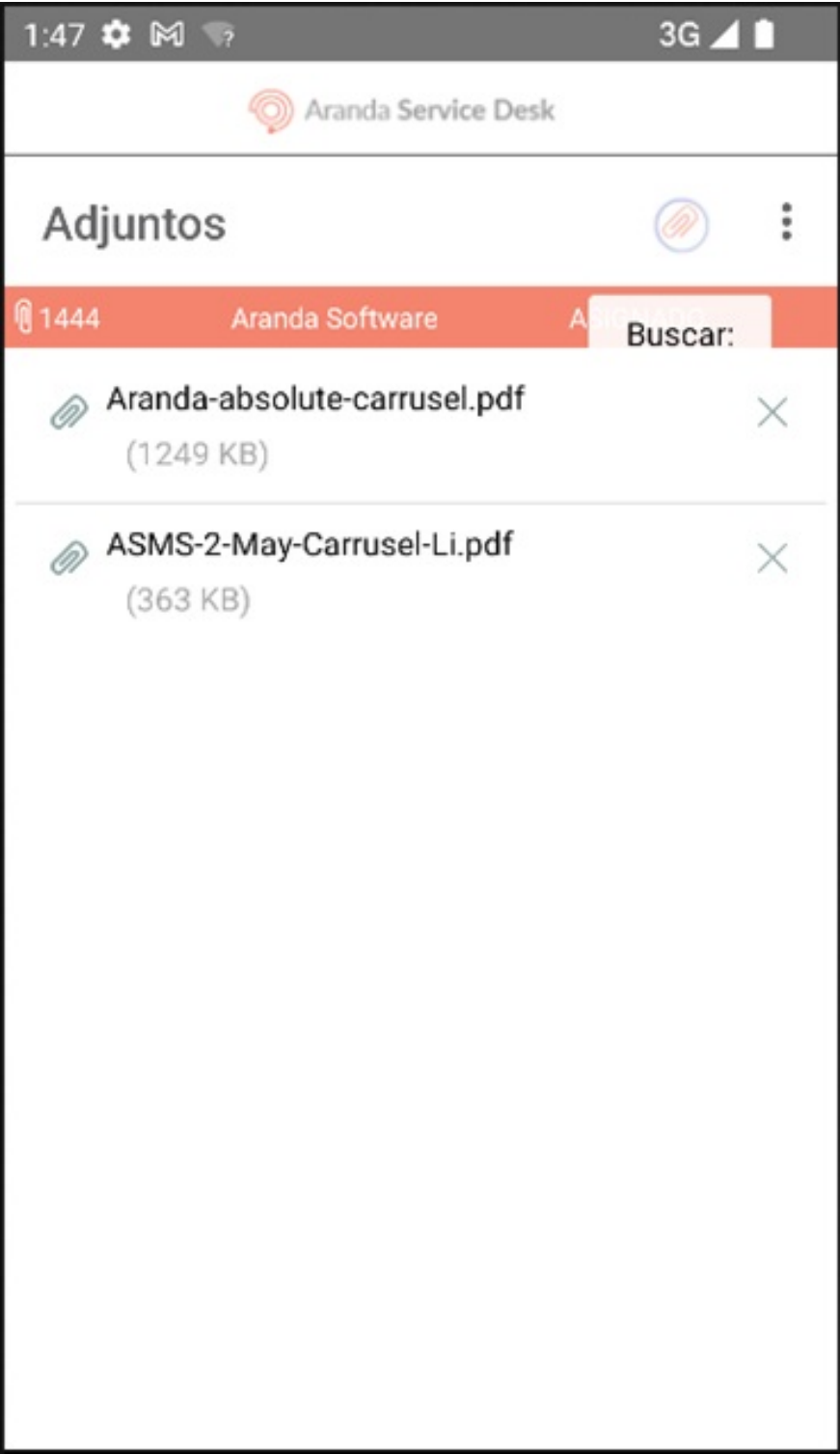
Management Attachments

Attachment Management

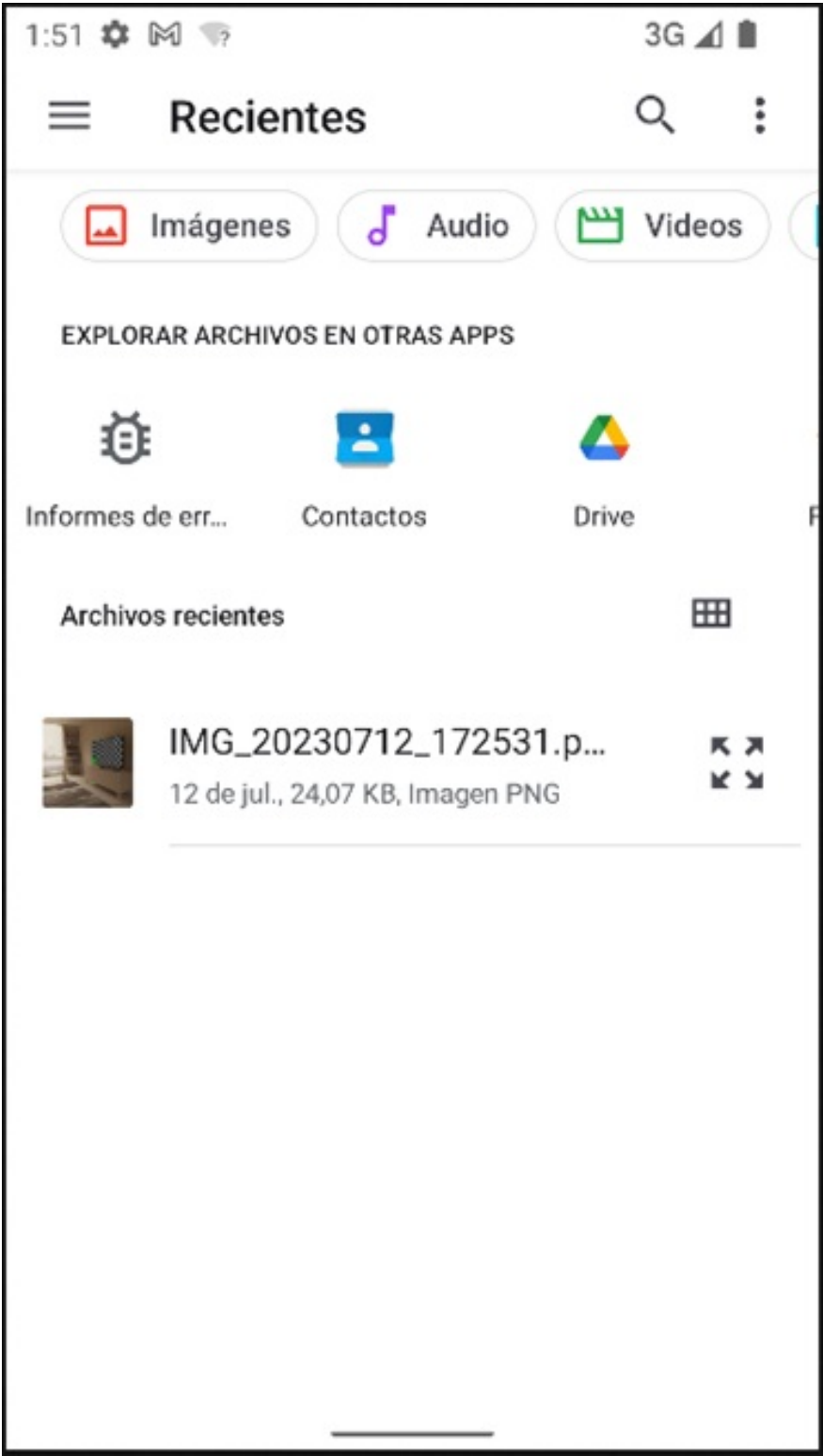
1. To view and attach files to a case, select a record from the case list and in the Details Select the field Attach.



2. In the window Attachments, the list of attachments associated with the case is displayed. To attach a new file, select the paper clip icon (Search).



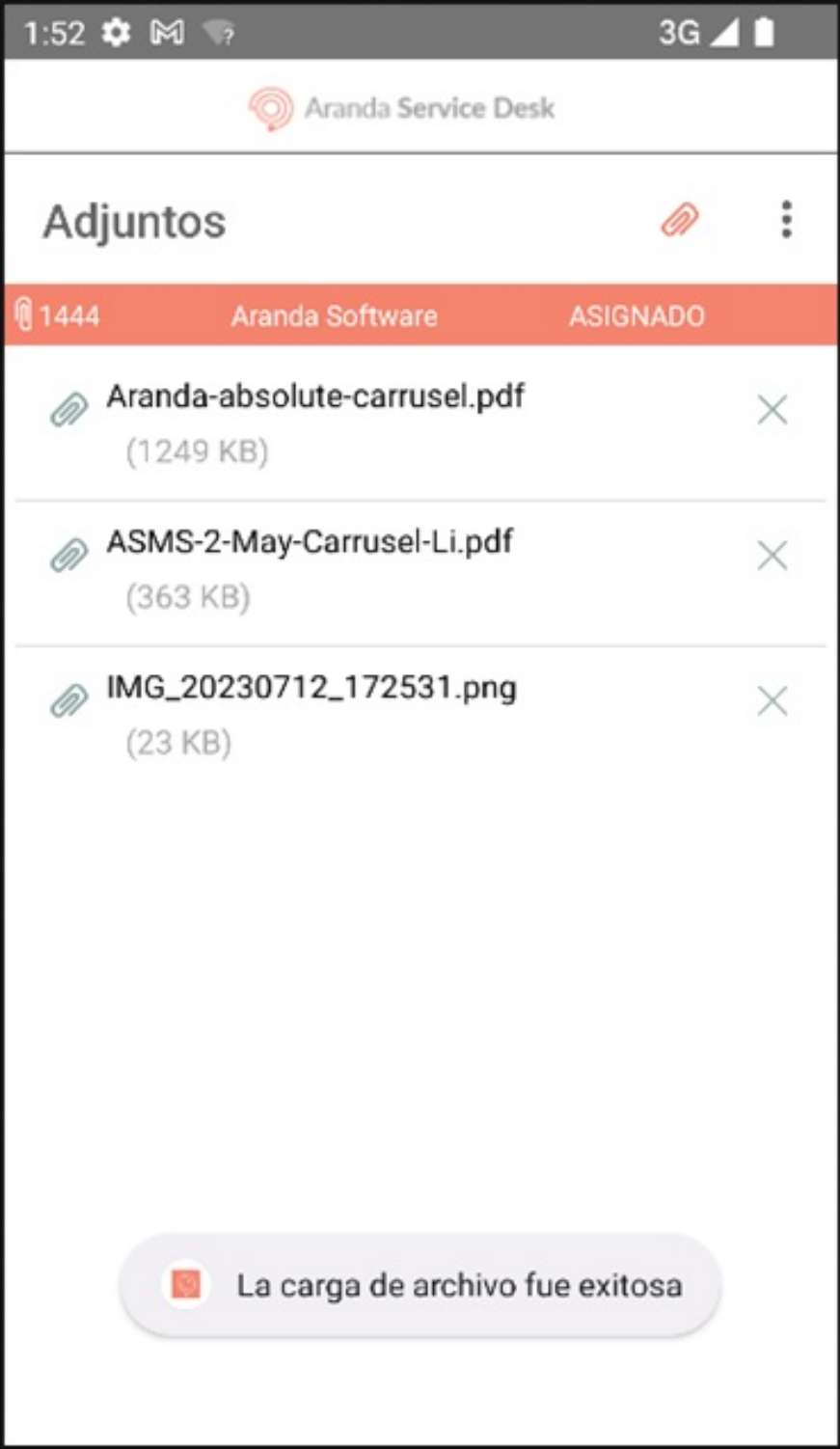
3. The Aranda ASDK mobile application redirects the specialist user to the device’s file explorer. Here, you can select the item you want to attach.



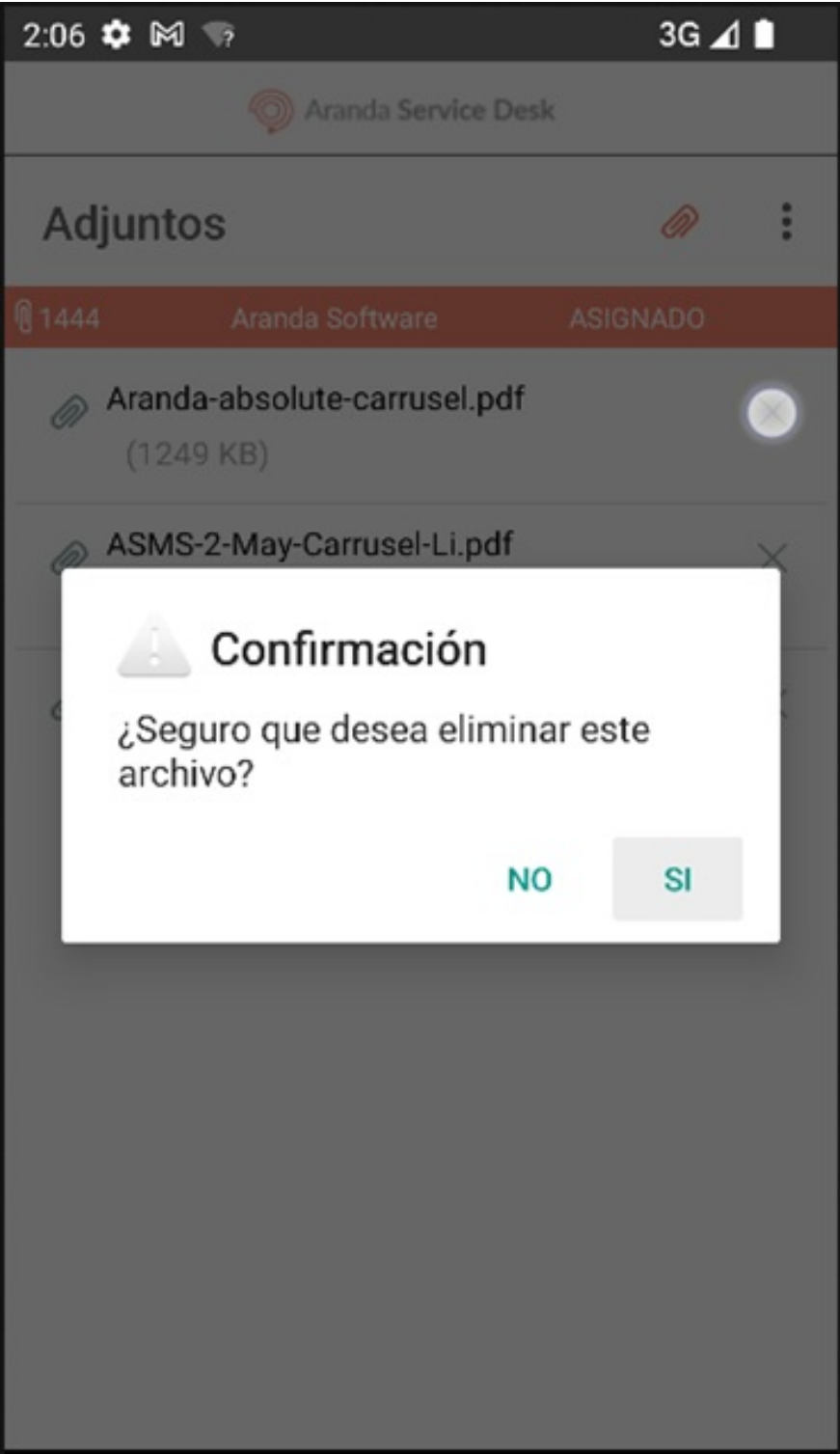
Note:

- If the selected file exceeds the maximum size (30 MB), attachment is not allowed.
- The application only accepts files whose extensions are whitelisted by the API.

4. When the file attachment process is complete, the message is displayed File upload was successful, and at the window Attachments The file is displayed the related file.



6. To delete an attachment, select the X associated with the item you want to delete and confirm the action by selecting the YES.

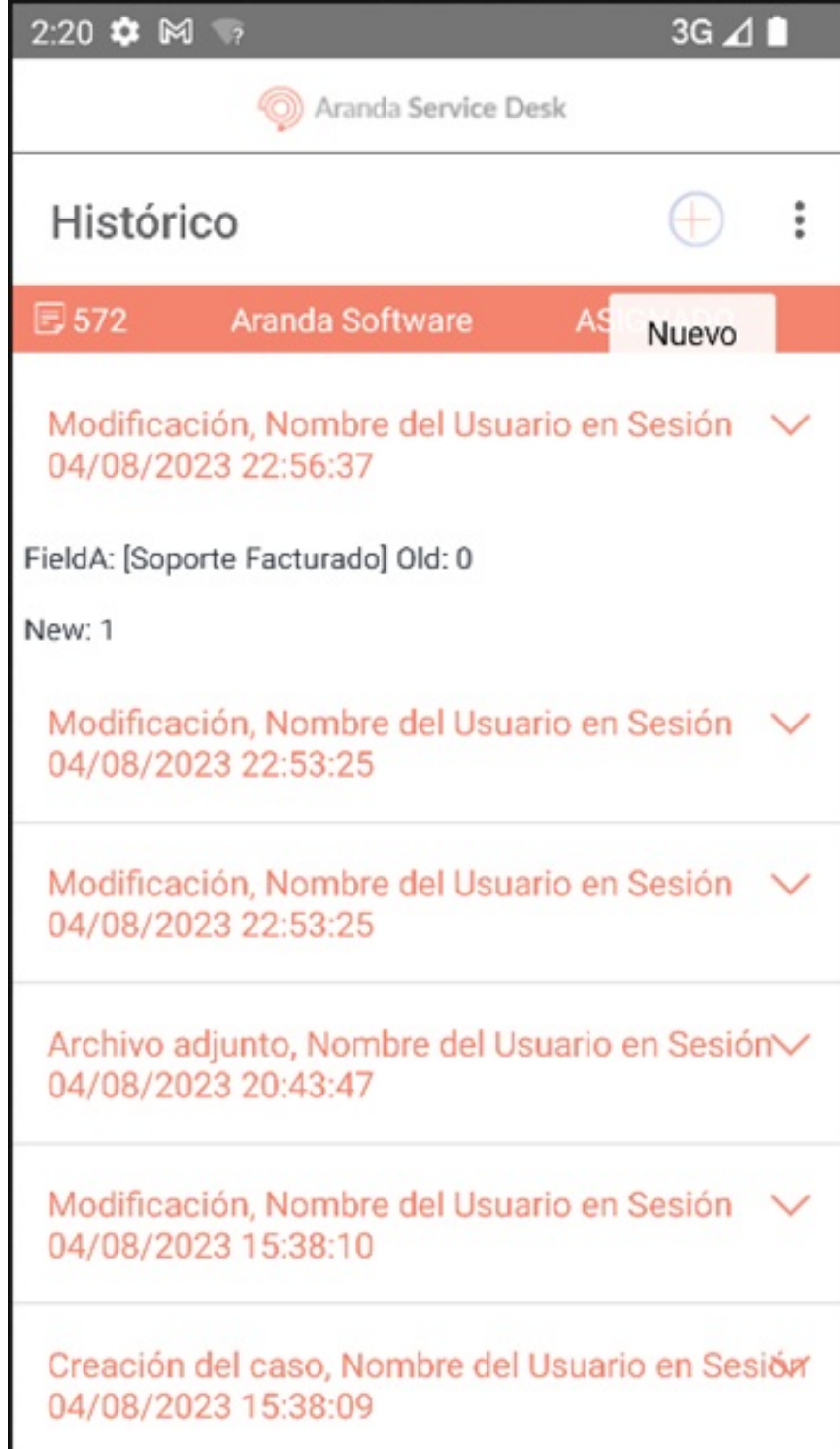


Note Management

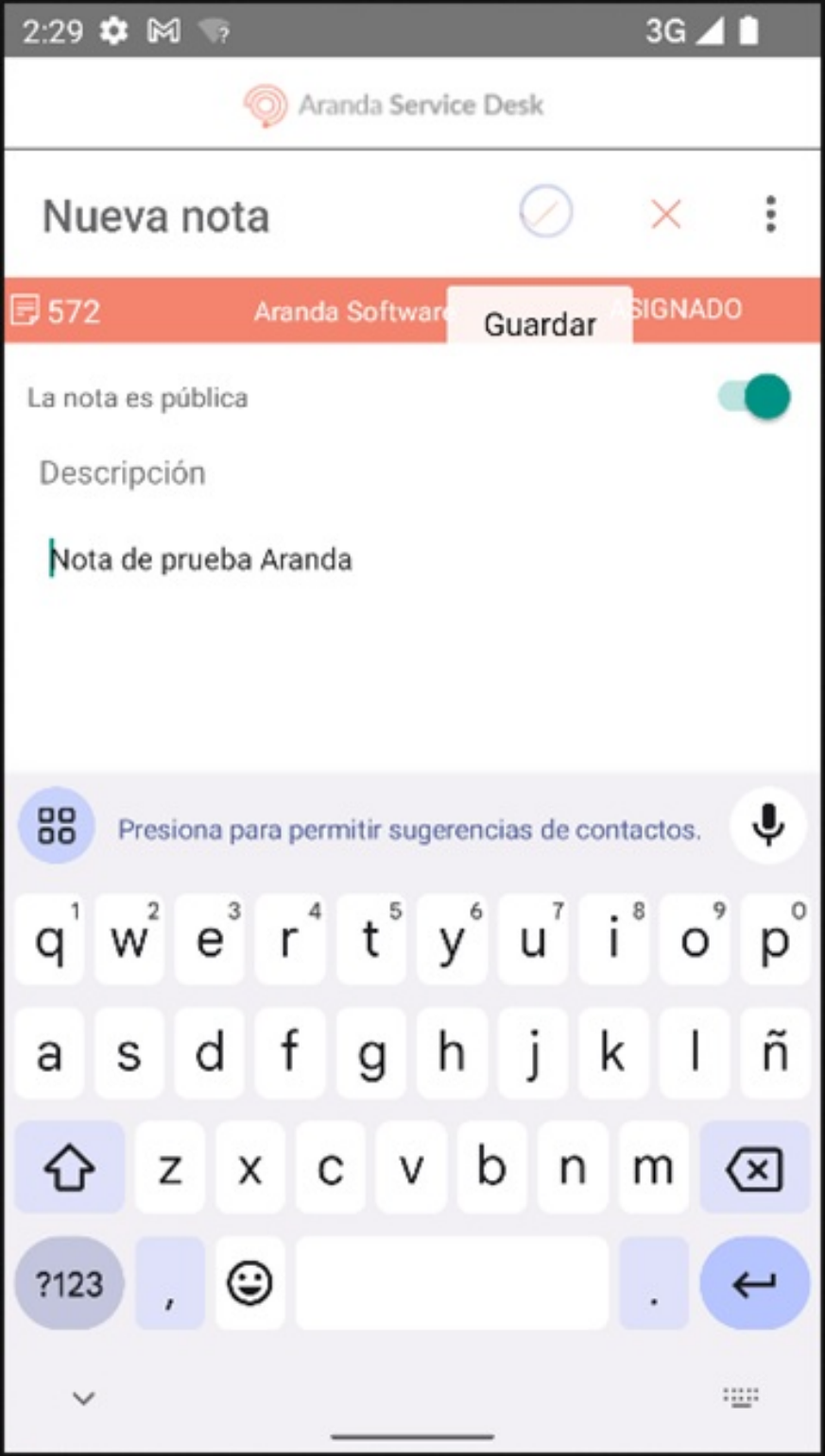
1. To view and add private or public notes to a case, select a record from the case list and in the Details Select the field Historical.



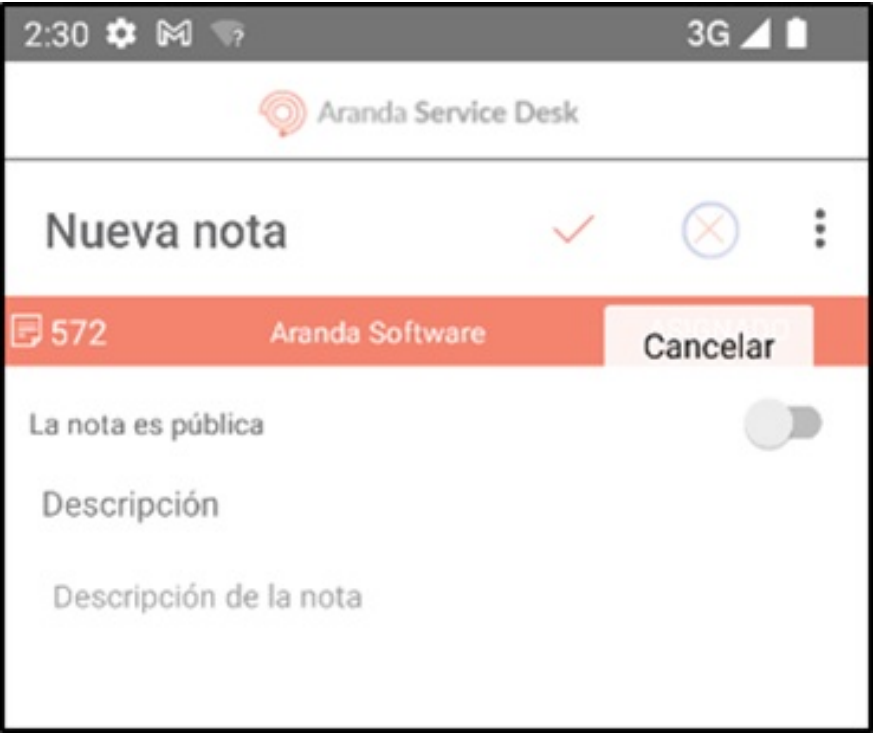
2. In the window Historical, the list of the notes and modifications made to the case is displayed. To add a new note, select the New (+).



3. In the window New note, enter the new note that you want to add to the case. The note can be marked as public (default option) or private when enabling or disabling the checkbox for the option The note is public. Select the sight icon (Save) to associate the new note with the case.



4. If you don't want to add a new note, select the Cancel (X).



5. When the process of adding a note to the case is finished, the message is displayed Note created, and at the window Historical The record of the new note is displayed.
[Case Management](#)

Case Reassignment Management

1. To reassign a case owner, select a record from the case list and from the window flyout menu Details Select the Edit. You can also access it from the search filter or the list of pending approvals.

2:48

3G

Aranda Service Desk

Detalles

Editar

28

REGISTRADO

Cerrar sesión

Problema

Progreso:

188%

Proyecto:

Mesa de Servicios TI

CI:

Monitor Secretaria Gerencia

Servicio:

Redes

Urgencia:

LOW

Especialista:

Nombre del Usuario en Sesión

Categoría:

Humanos

Estado:

REGISTRADO

Razón:

Nuevo

SLA:

Bajo

Error conocido:

El caso es un error conocido

Causa:

Error Humano

Asunto

>

Descripción

>

2. In the window Case Edition. Select the field Specialist.

2:51

3G

Aranda Service Desk

Edición del caso

✓

✕

⋮

28

25/07/2023 21:15:58

Problema

Progreso:

188%

Proyecto:

Mesa de Servicios TI

CI:

Monitor Secretaria Gerencia

Servicio:

Redes

Urgencia:

LOW

G. Especialista:

Redes

>

Especialista:

Nombre del Usuario en Sesión

>

Categoría:

Humanos

Estado:

REGISTRADO

>

Razón:

Nuevo

>

SLA:

Bajo

3. In the window that is enabled, the list of specialists that can be assigned to the case is displayed. Select the new specialist for the case.



4. In the window Case Edition. Select the sight icon (Save).

2:55

3G

Aranda Service Desk

Edición del caso

28

Guardar

25/07/2023 21:15:58

Problema

Progreso: 188%

Proyecto: Mesa de Servicios TI

CI: Monitor Secretaria Gerencia

Servicio: Redes

Urgencia: LOW

G. Especialista:

Redes

Especialista:

Especialista 2

Categoría: Humanos

Estado: REGISTRADO

Razón: Nuevo

SLA: Bajo

5. In the window Effort Fill in the requested information and select Accept.

2:56

3G

Aranda Service Desk

Edición del caso

28

25/07/2023 21:15:58

Esfuerzo

Digite el tiempo

2

☒ Hora ☐ Minuto

Aceptar

Cancelar

Especialista 2

Categoría: Humanos

Estado: REGISTRADO

Razón: Nuevo

SLA: Bajo

6. If the reassignment of the specialist is successful, the application redirects the specialist user to the Details.



[Case Management](#) ↔

Client Signature Management

1. To associate or display the customer’s signature to a case such as Requirement, Change or Incident, select a record from the list of cases and in the window Details Select the field Signature. You can also access it from the Case Edition.

3:16



3G



 Aranda Service Desk

Detalles



572

04/08/2023 15:38:09

ASIGNADO

MESA DE SERVICIOS TI

Usuario 1

Incidente 

Descripción

>

Solución

>

Histórico

>

Campos adicionales

>

Tiempo / ANS

>

Adjuntar

>

Tareas

>

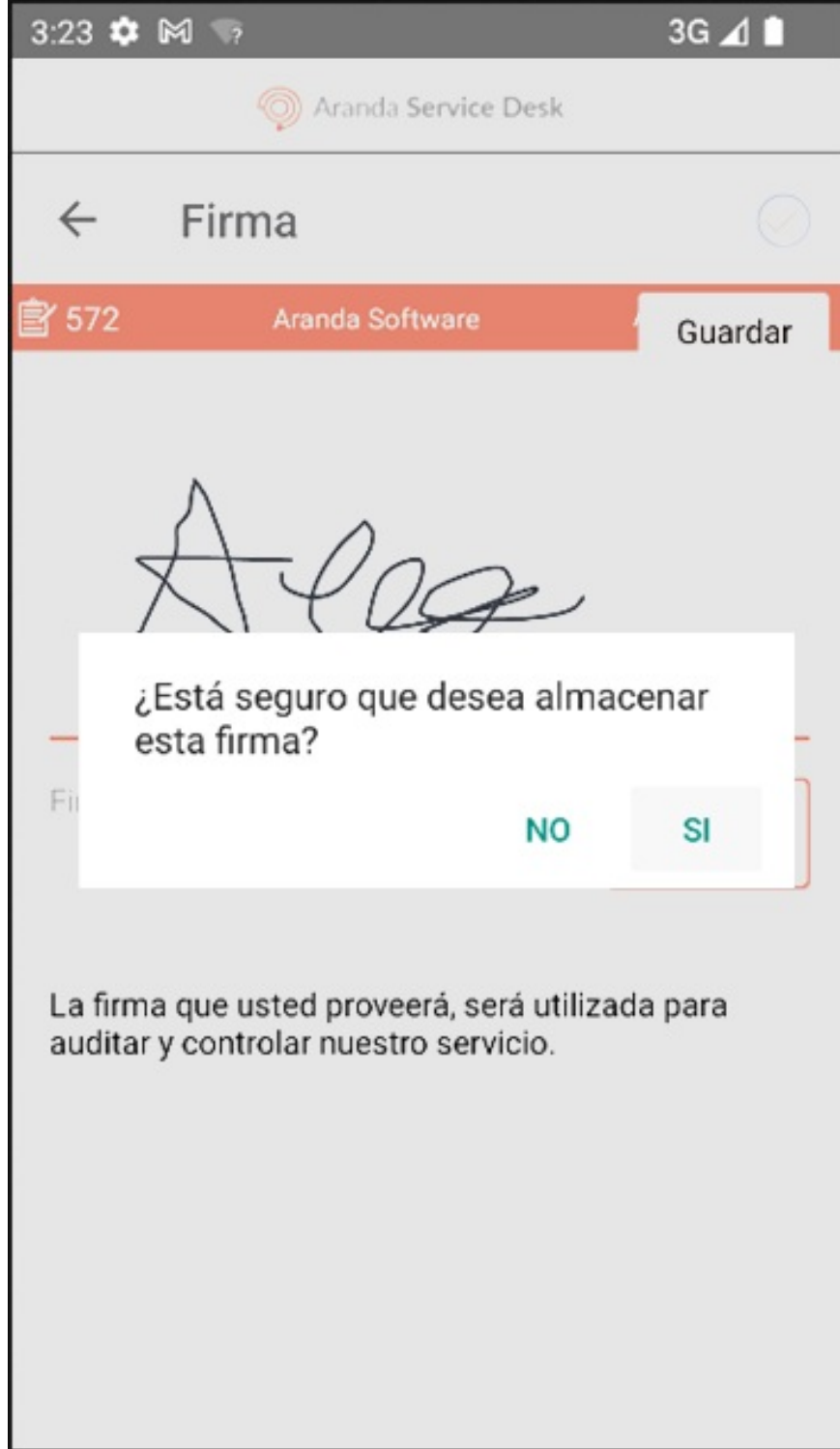
Firma



2. In the window Signature, you can record the customer's signature in the respective field. To repeat the signature, select the Clean to clean the field.



3. Select the sight icon (Save) to associate the signature with the case. and confirm the action by selecting the YES.



[Notes]- Once the signature has been saved, it cannot be deleted.

- If you do not want to continue with the management, you can select the return icon to return to the case window.]

6. At the end of the signature management, the messages are displayed: The signature has been successfully stored and File upload was successful, and the respective message and link are attached to the case history.



[Case Management ↔](#)

Task management

Task Management

1. To manage tasks associated with a case, in the Mobile ASDK App Portal select the Tasks from the Floating Menu.



2. In the window that is enabled, the list of tasks that the specialist must manage is displayed. Select the pencil icon to edit the task, where you can modify the following fields:



Field	Editable	Description
Task	Yes	It allows you to view and manage the title of the task.
State	Yes	It allows you to view and manage the status of the task.
Reason	Yes	It allows you to visualize and manage the reason for the status of the task.
Time	No	It allows you to visualize the estimated time of the task.
Estimated start date	No	Allows you to view the estimated start date of the task.
Estimated completion date	No	Allows you to view the estimated completion date of the task.
Actual start date	No	It allows you to visualize the actual date on which the task management began.
Actual End Date	No	It allows you to visualize the actual date on which the task management was completed.
G. Specialist	Yes	It allows you to visualize and manage the group of specialists of the task.
Specialist	Yes	It allows you to visualize and manage the specialist responsible for the task.
Author	No	Allows you to display the name of the author of the task.
Description	Yes	It allows you to view and manage the description of the task.
Result	Yes	Allows you to view and manage the task solution comment.
Additional fields	Yes	Allows you to view and manage the information of the additional fields.
Attachments	Yes	Allows you to view the attachments of the task. From this same field, you can also attach new files from your mobile device; however, it is not possible to remove them.
Historical	Yes	Allows you to add notes and view the history of task modifications. Each record is displayed in an item that allows you to see the details when you click on the corresponding card.

⌵ Note: The management of Status, Adjunct, Notes and Task Manager is carried out in a similar way to how it is done in cases.

3. In the window Editing Tasks Select the sight icon (Save) to store the changes made.

4:14⚙️📧📶3G🔋

Aranda Service Desk

Edición de tareas

✓

✖

⋮

180

Guardar

Tarea

Tarea 3 Prueba

Estado:

ASIGNADA

>

Razón:

La tarea ha sido asignada a un especialista

>

Tiempo

25

Fecha inicial estimada

17/05/2023 22:53:21

Fecha final estimada

18/05/2023 13:18:21

Fecha inicio real

08/08/2023 16:11:51

Fecha final real

G. Especialista:

Mesa de Servicio Nivel 1

>

Especialista:

Nombre del Usuario en Sesión

>

Autor:

Nombre del Usuario en Sesión

⌵ Note:

- If there are any additional fields required for the new state, they must be managed, as the application does not allow saving the new state.
- To exit the screen Editing Tasks, without saving press the Cancel (X).
- The 'Result' field is required when the new task status is a final status.

4. If the task management was successful, the application redirects the specialist user to the window Tasks