The Aranda ASDK 8.19.10 application is a mobile application for iOS 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.

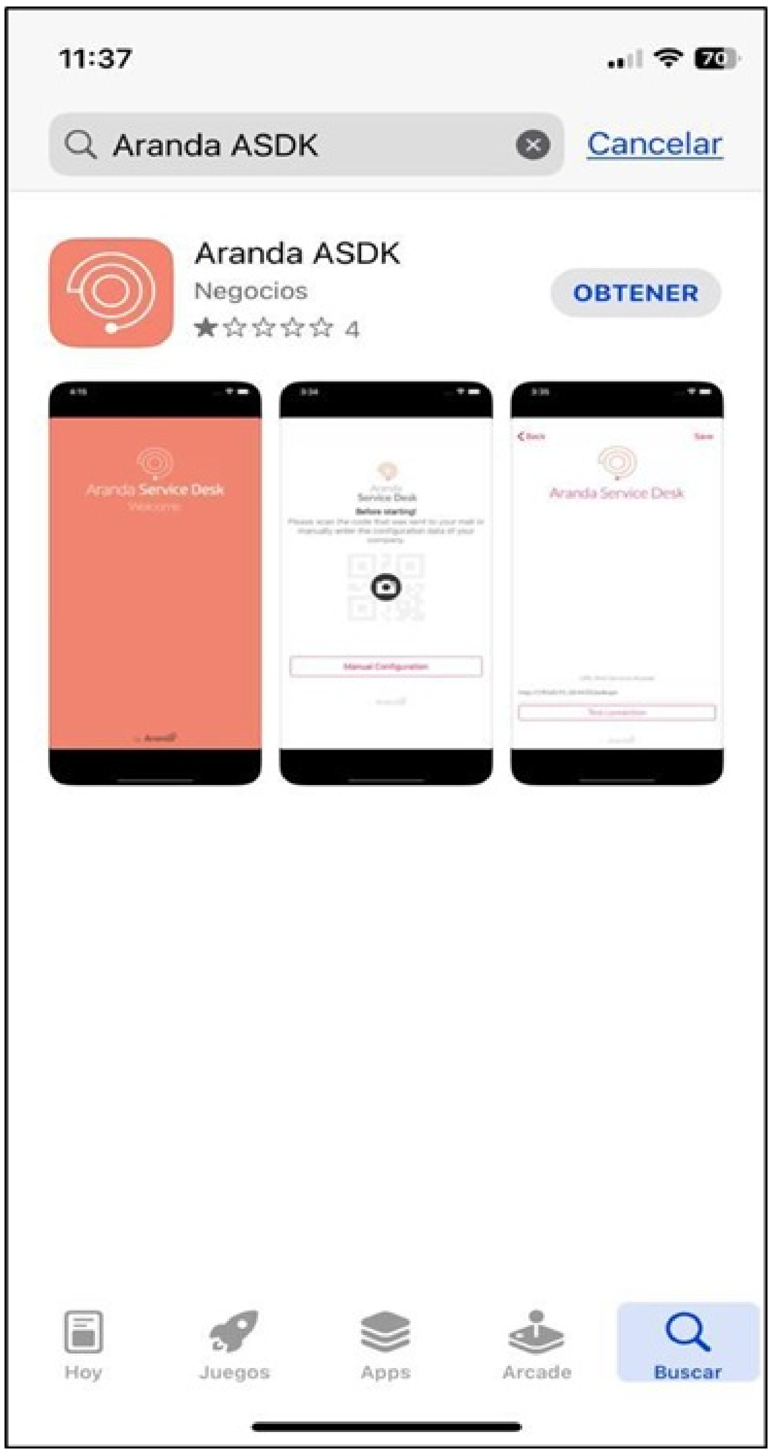
iOS ASDK Access

Access

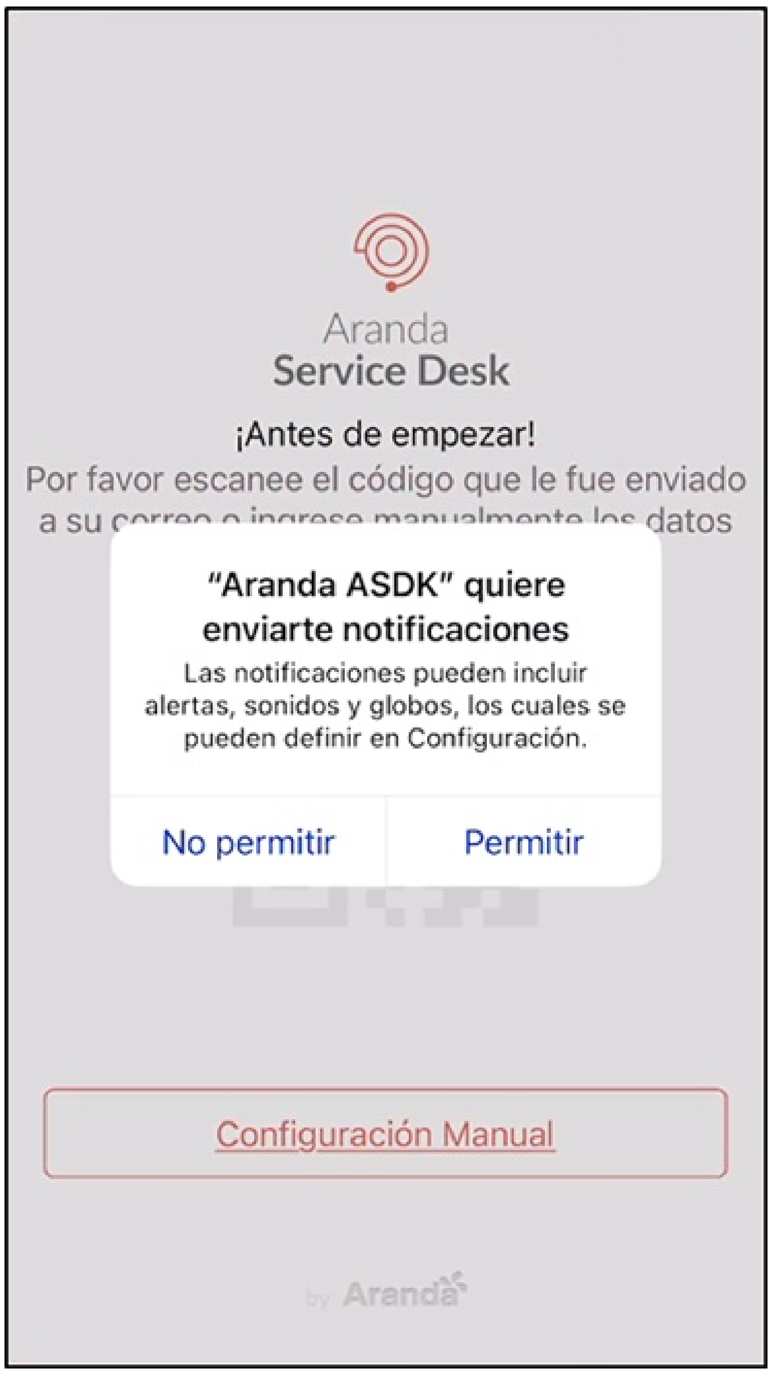
To access the Aranda ASDK Mobile application you must take into account the following information:

Get the app:

1. Install the app on your device **Aranda ASDK 8.19.10** from the iOS App Store. If you have an older version of the application, it is recommended that you uninstall it to remove cached data that may conflict with the new version.



2. When opening the Aranda ASDK app, confirm notification permissions by selecting the option **Allow**.



Configure API

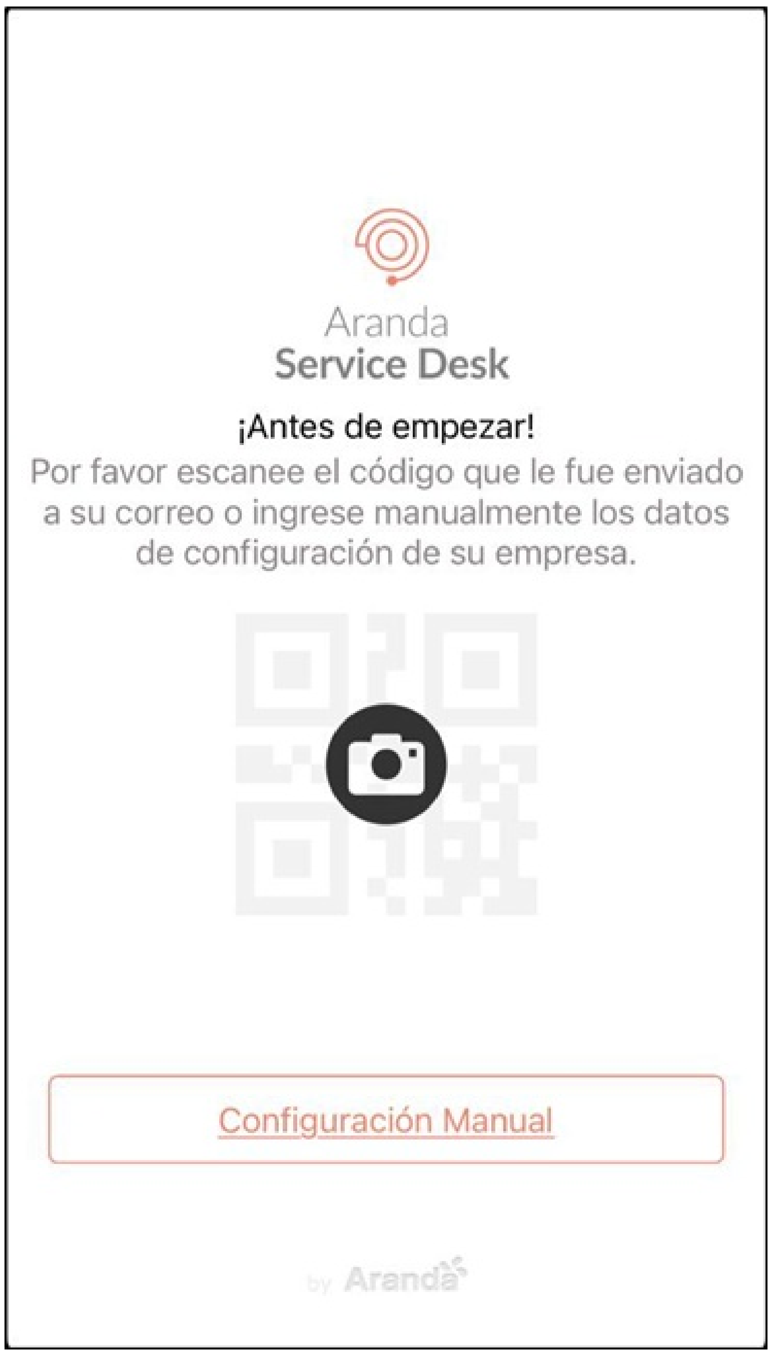
3. To make use of the Aranda ASDK application, configure the Aranda Service Desk API (ASDKAPI), which is installed with Aranda.ASDK.WebV8.Installer.exe. The app offers two options for setting it up:

- Manual ↪ Configuration
- QR ↪ configuration

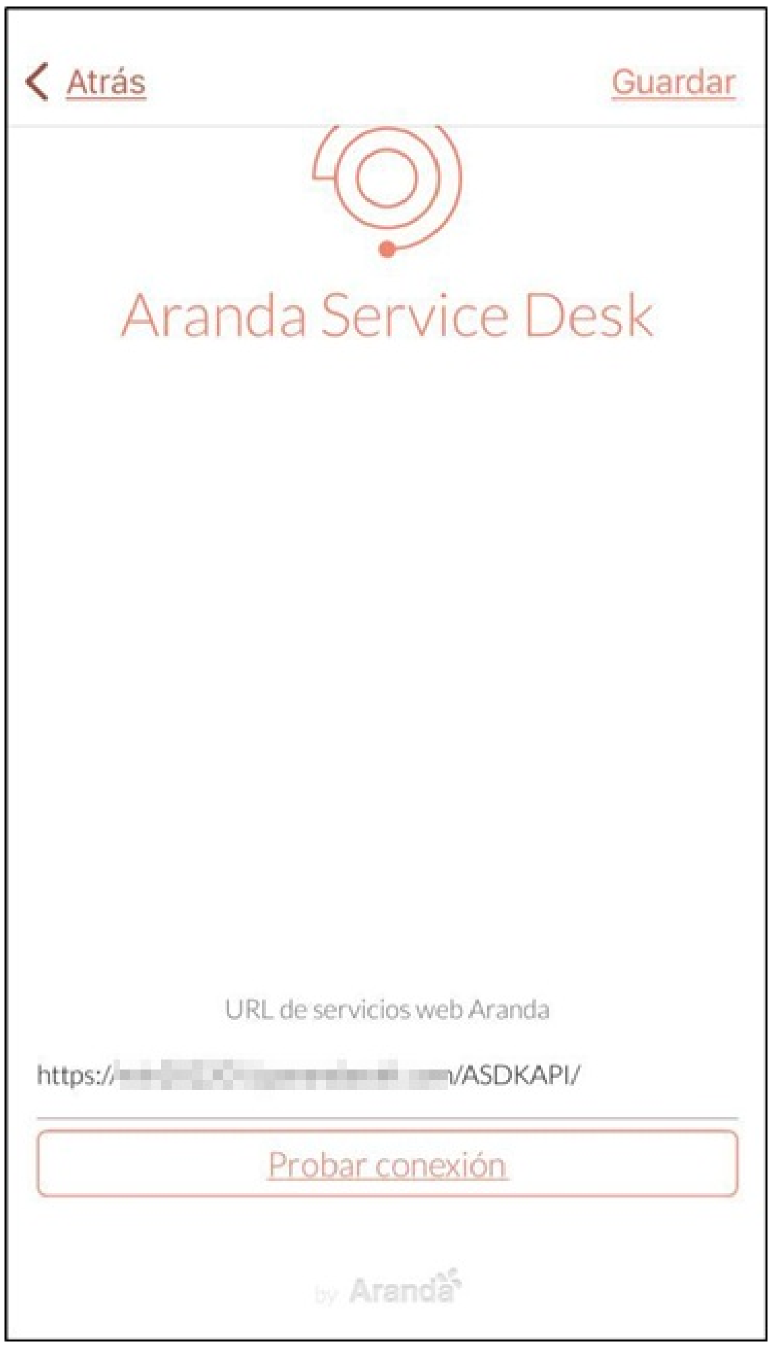
Initial Setup

Manual Configuration

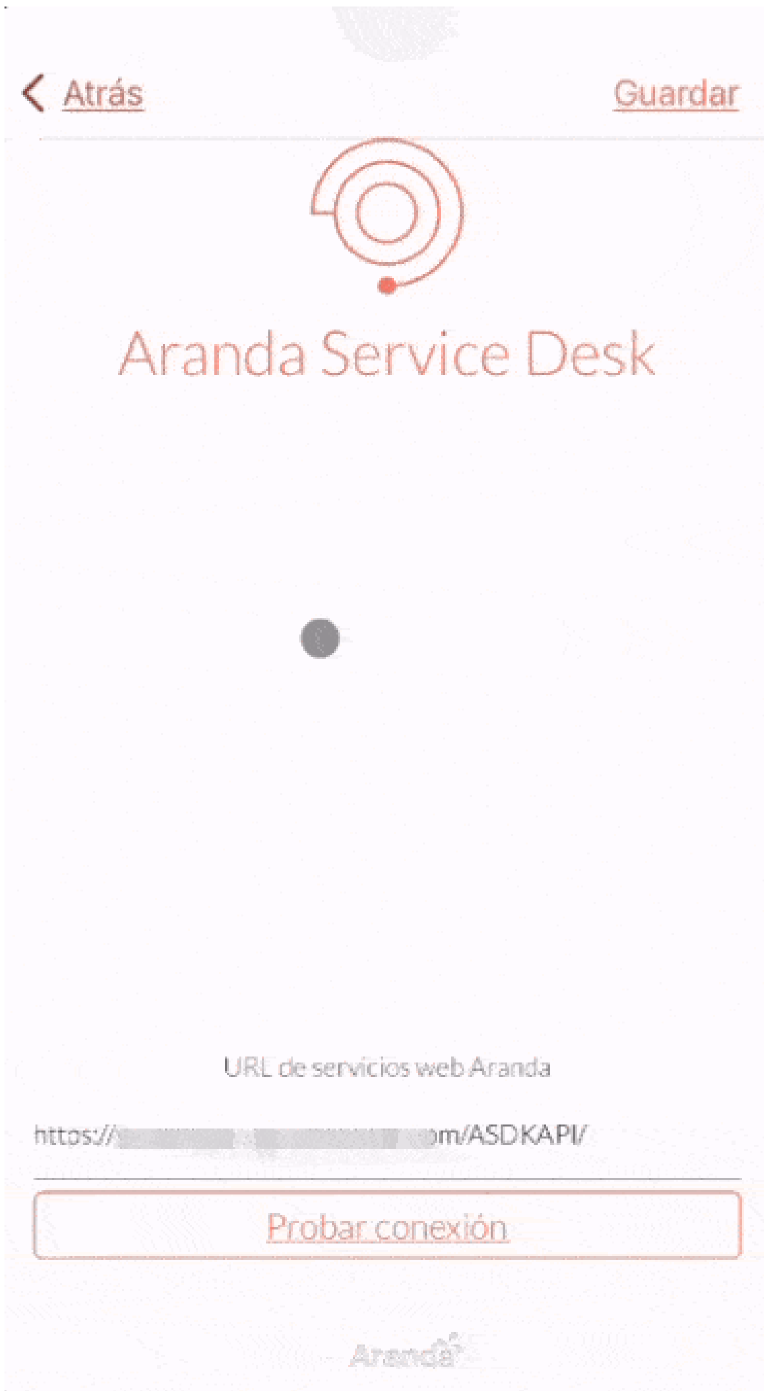
1. To perform manual configuration of the console connection, in the Aranda ASDK mobile app, select the Manual Configuration.



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/). Select the **Test Connection**.



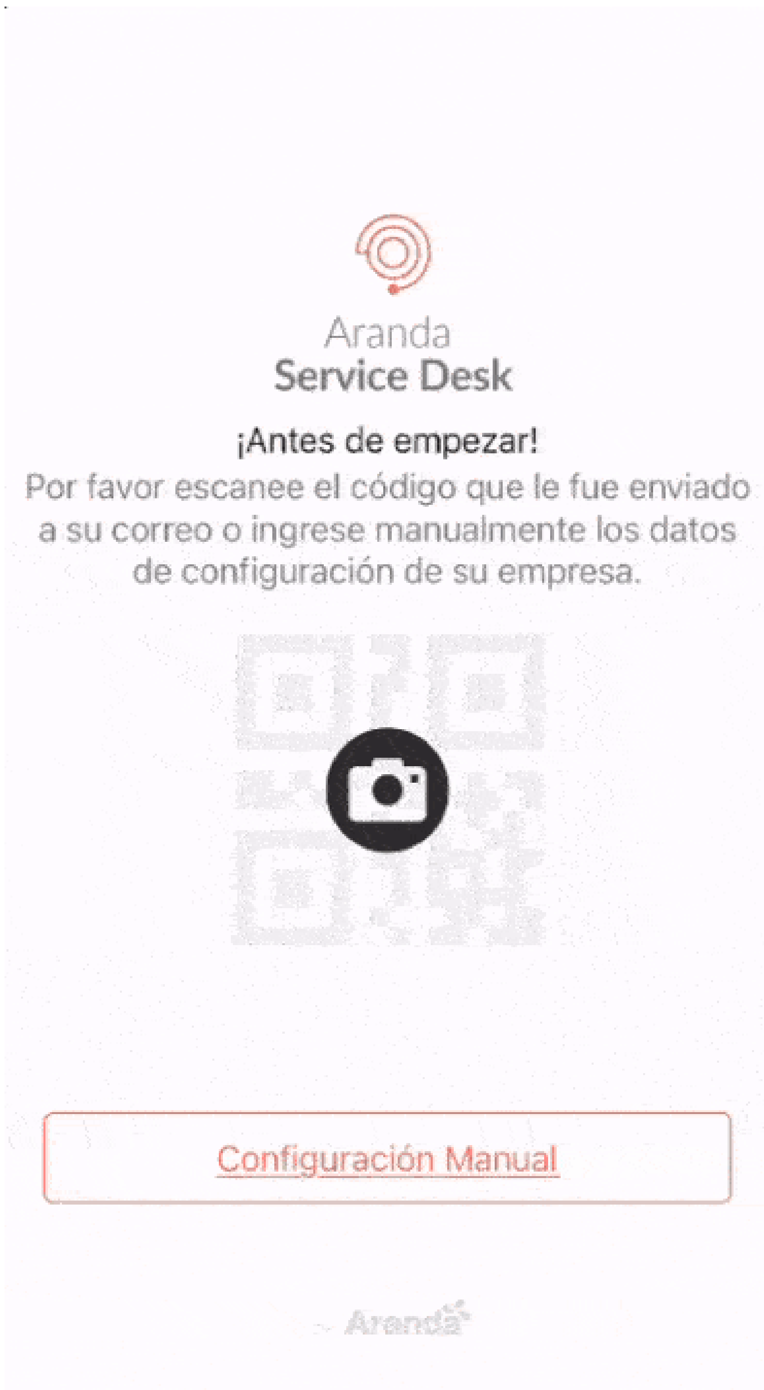
3. The application performs the validation of the entered URL. If it is correct, the message is displayed **URL is correct**. If the URL entered is incorrect, view the message **The URL is not correct**, therefore, you must review and validate the information entered. 4. When the URL validation is complete, select the **Save** to store the settings and redirect to the login screen.



⚐ **Note:** If the button is pressed **Save** and the URL is not correct, the app does not perform the action and remains on the settings screen.

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



2. 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 required to return to the previous screen, the **Behind** at the top 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

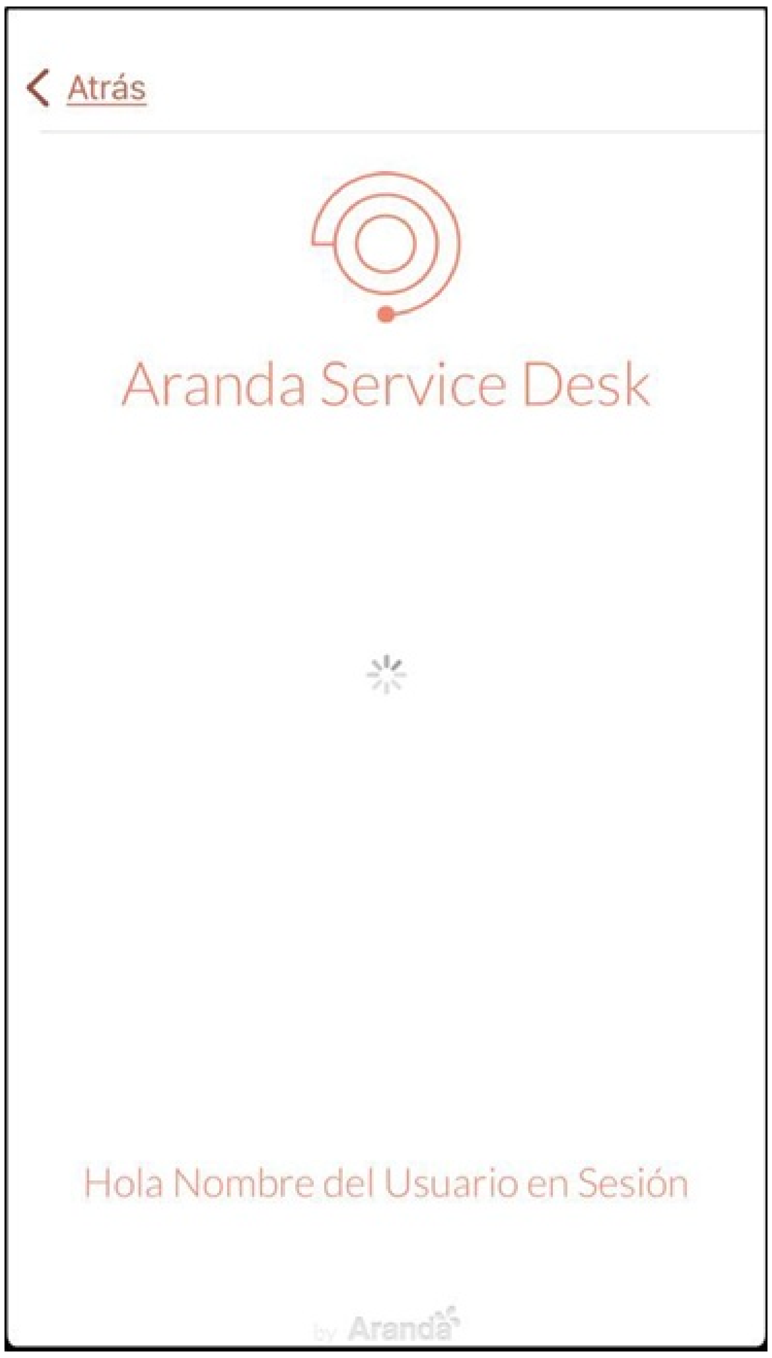
Login

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 **Send**. The system automatically sends 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 makes it easier for the user to manage the password.

Application Portal

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

Option	Description
Left Floating Menu	The name of the specialist user in session is displayed and a menu of options is displayed: - *Summary*: The specialist user can check the current version of the Aranda ASDK application they are using. - *Safety*: The Session Specialist user can manage the password change if they have the permissions. - *Log off*: The Session Specialist user logs off.
Add (+)	This option allows the specialist user to register cases of type Requirement, Incident or Problem.
Right Floating Menu	Displays a menu of options: - *Pending approvals*: The cases pending voting in which the user specialist in session is responsible are listed. - *Filters:* It allows you to search for cases associated with the specialist user in session by applying filters. - *Tasks:* List the tasks associated with the Session Specialist user. - *Freshen*: Updates the information of the cases associated with the Specialist user in session. - *Cancel*: Close the options menu.
To find	This option allows you to search the case list by case ID.
List of Cases	General list of cases associated with the specialist user in session

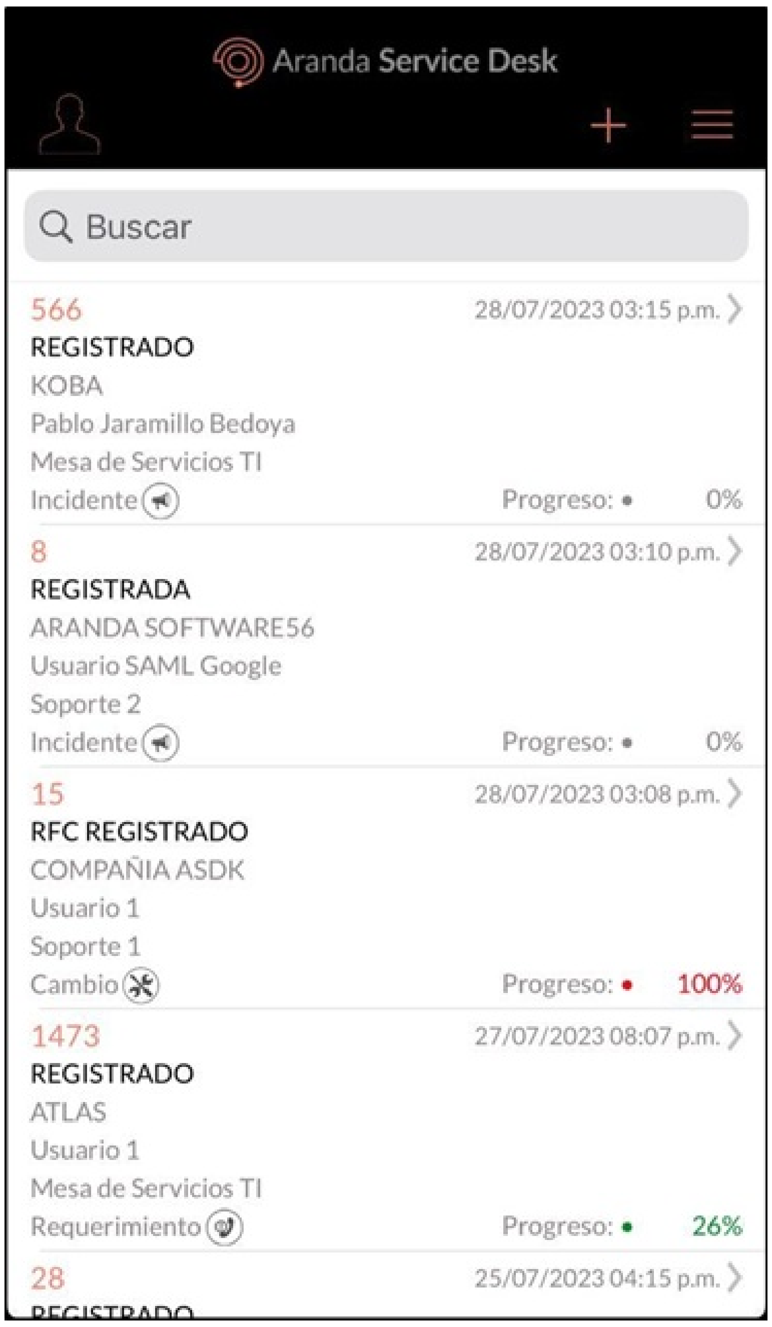
General list of cases

In the portal of the ASDK mobile application, the general list of Requirement, Change, Incident and Problem cases is displayed 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.

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

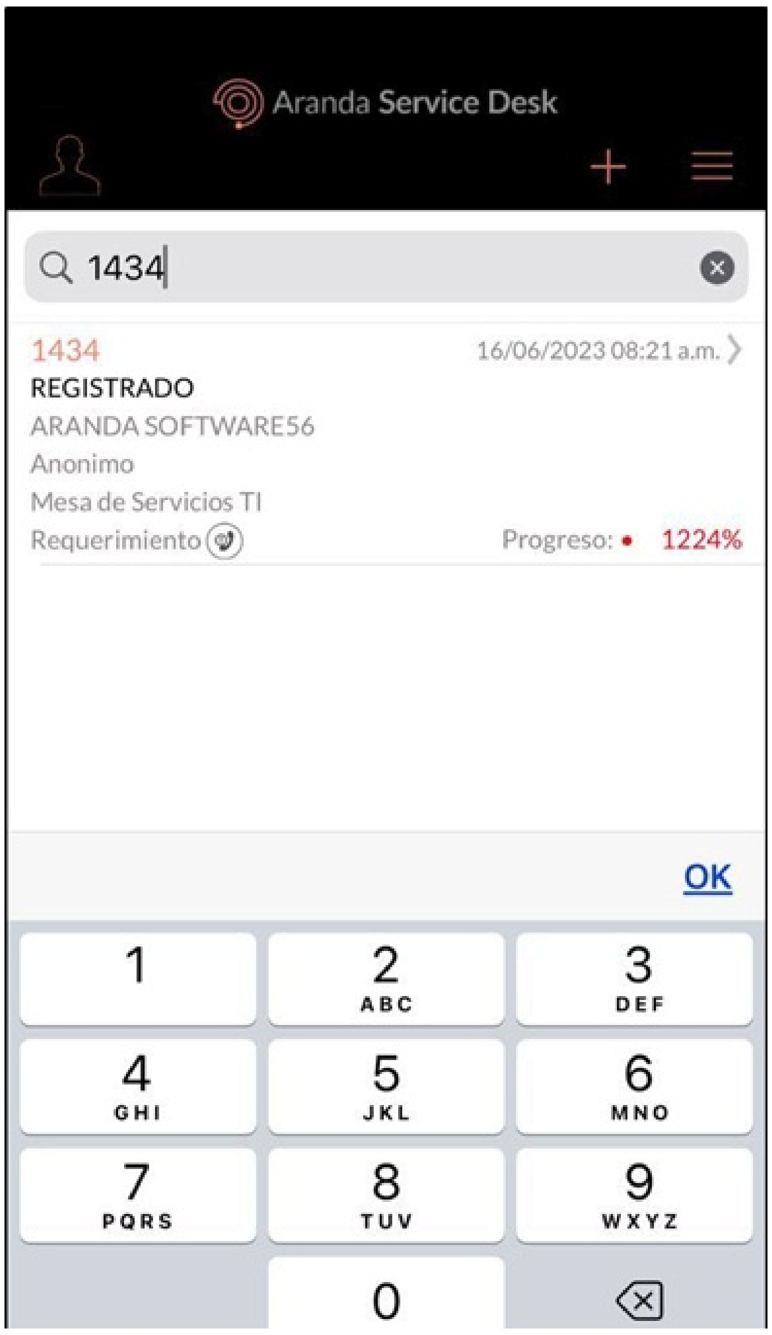
The list generated is made up of a case card that makes it easier for the specialist user to identify it, this card is made up of the following parameters:

#	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.



Search by ID

On the Mobile ASDK App Portal, in the field **To find** You can perform case search by validating the case ID.



If no results are generated, the application displays a watermark on the screen informing the session specialist user that No results.

Summary

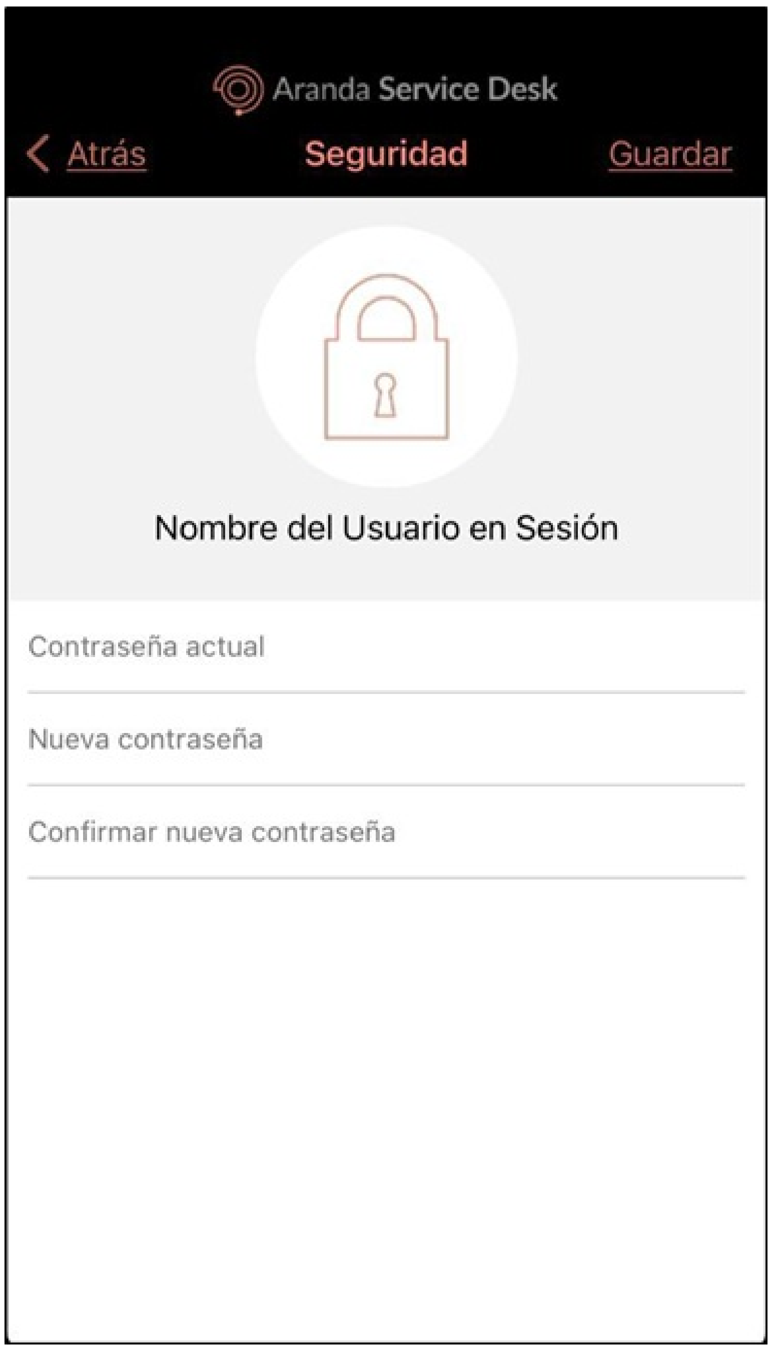
1. In the Mobile ASDK App Portal select the Summary from the Left Floating Menu.

2. In the window that is enabled, the current version of Aranda ASDK is displayed.

Safety

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

2. Enter the respective credentials and select the **Save** to update the password of the Session Specialist user.



⚐ Note:

- If you do not require updating your password, select the **Behind** 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**, the message is generated **You do not have permissions to perform this action.**

Log off

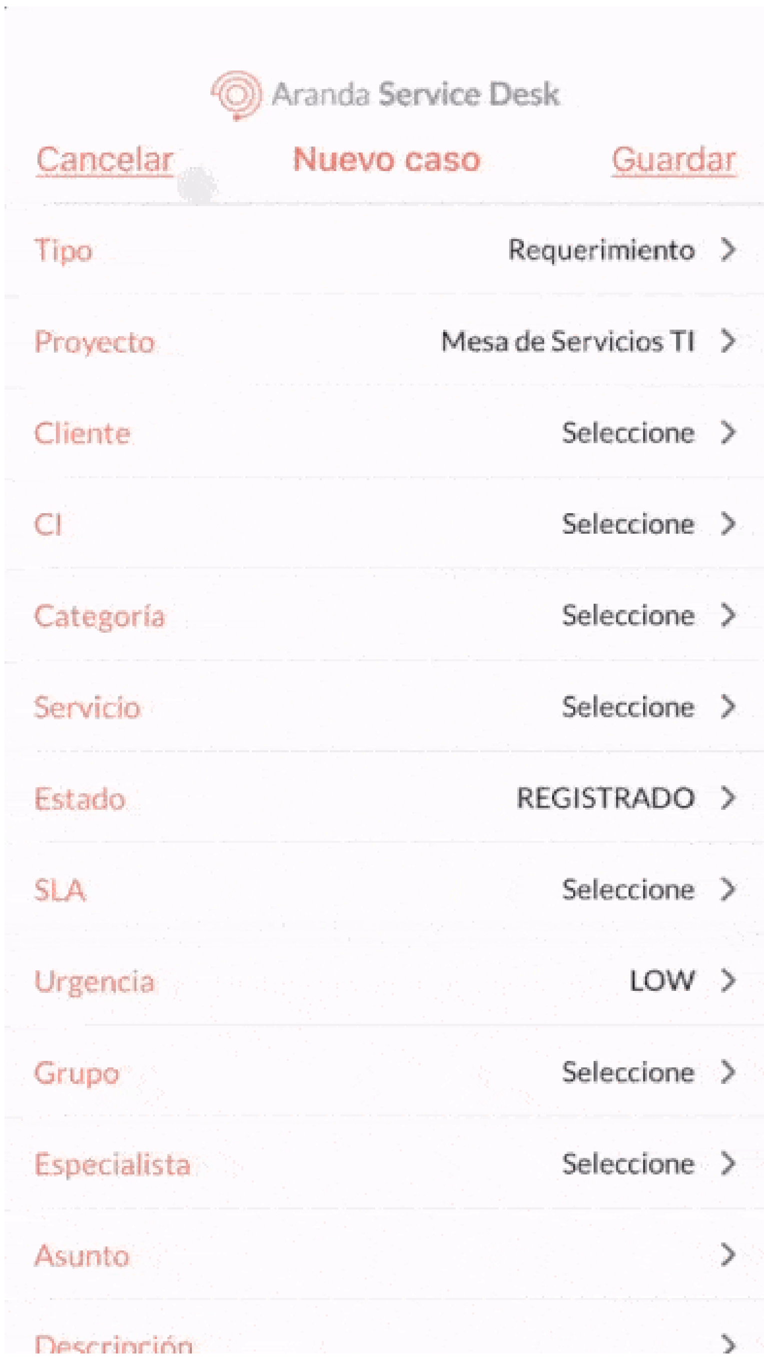
1. In the Mobile ASDK App Portal select the **Log off** from the Left Floating Menu to end the current session.

2. The application prompts for logout and redirects the Session Specialist to the Login screen.

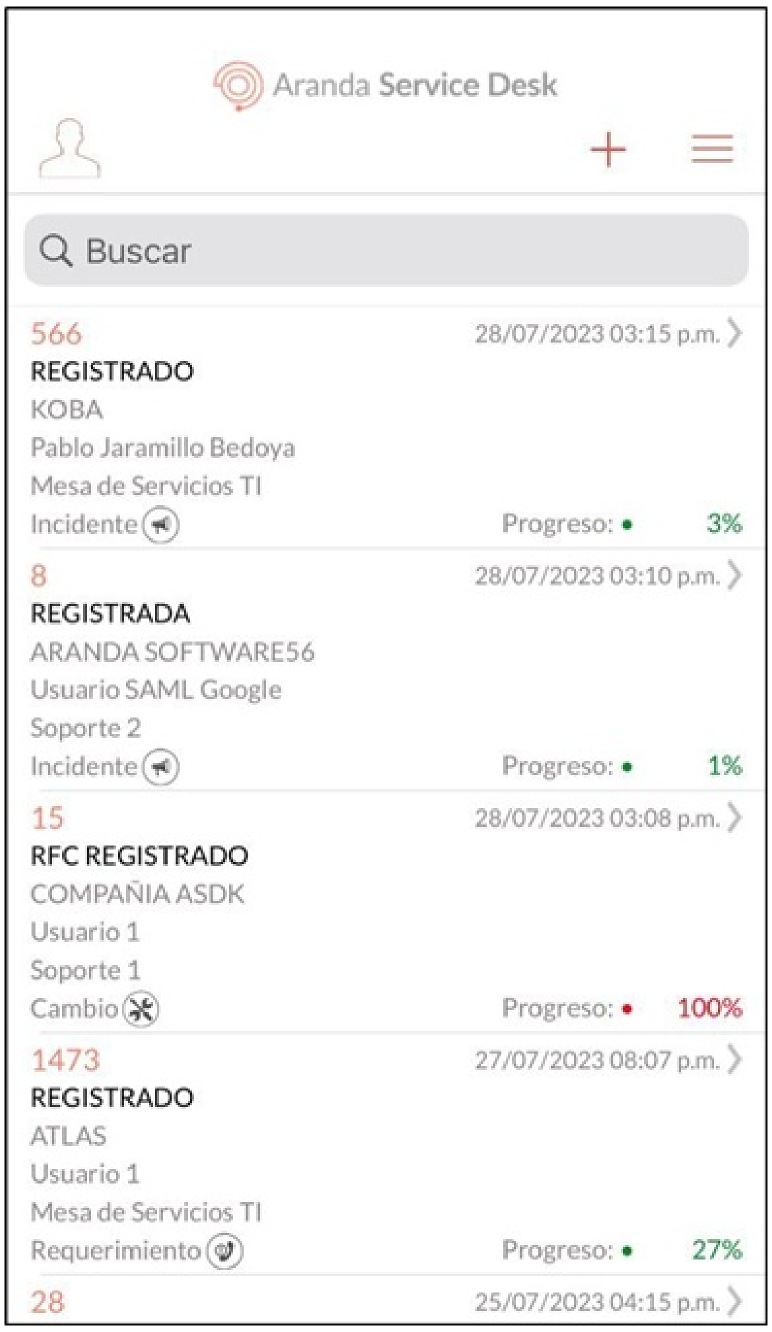
Create Case

Create Case

The Aranda ASDK application allows the specialist user in session to register cases of 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 **Add(+)** .



2. The window is enabled **New case** where you can fill in the following fields:

Field	Obligatory	Description
Guy	Yes	List type field 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.
State	Yes	It corresponds to the status of the case to be registered. This field is auto-filled by the app.
SLA	Yes	A list field that allows you to select the SLA related to the case. Auto-filled field according to the selected service.
Urgency	Yes	A list field that allows you to select the urgency of the case.
Group	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; In these cases, the application generates the respective alert.
- When you select the category, the app asks for confirmation before proceeding. To exit this screen, press the **Behind**.
- At any time during the case registration process, it is possible to cancel it using the**Cancel**.

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.

⚐ Note:

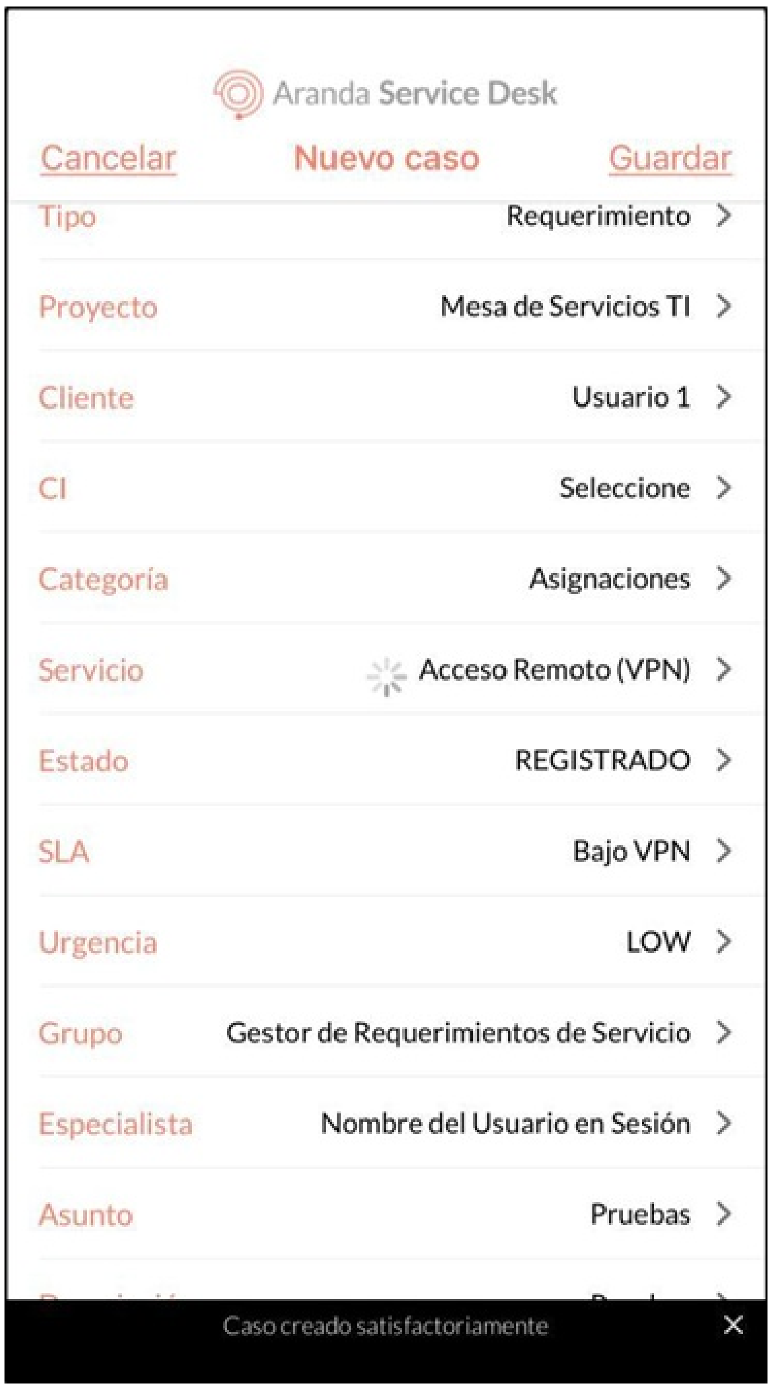
- If when Save, there is a mandatory field that has not been filled in, the respective alert is generated.
- If there are no additional fields, the application finishes the case registration and displays the alert '**Successfully created case**'.

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. Fields marked with an asterisk are required.

⚐ Note:

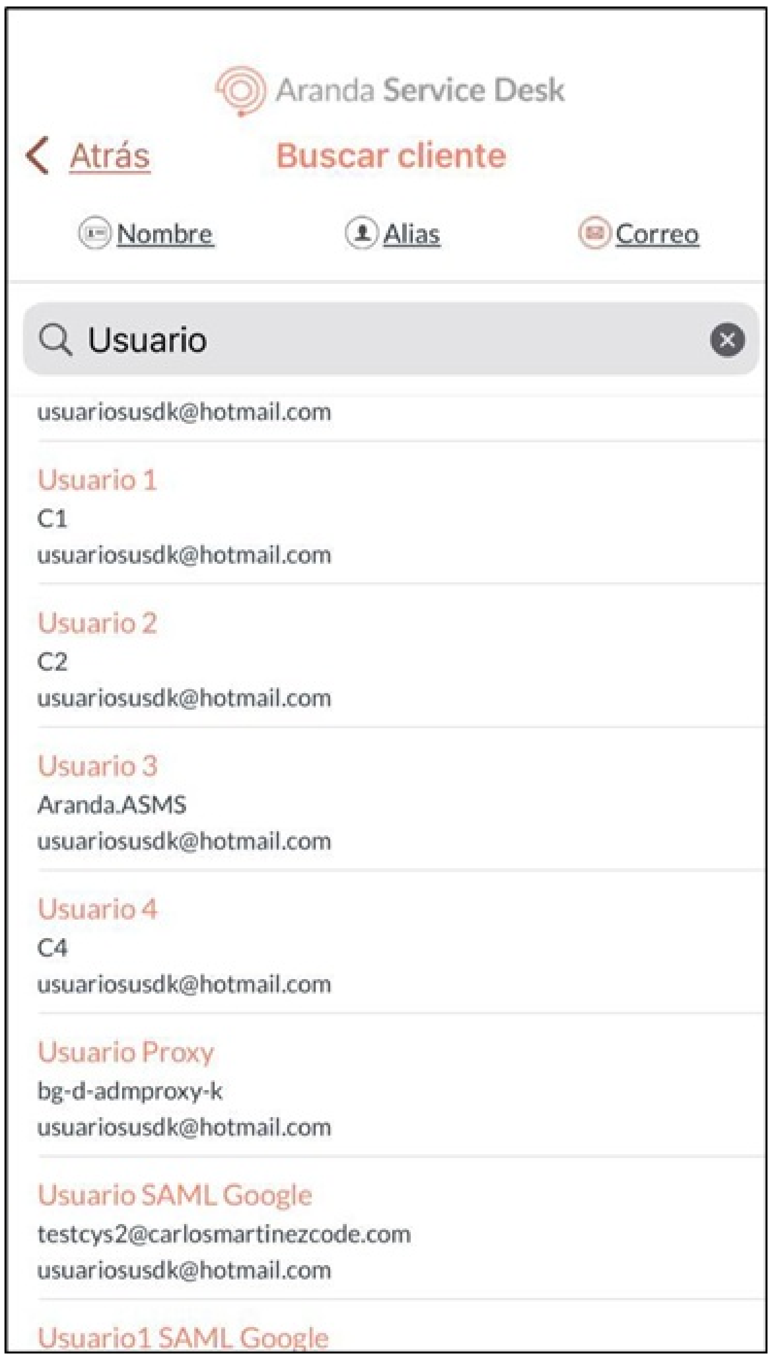
- The display of the additional fields and their enforceability depends on the configuration made in the BASDK configuration console.
- If when selecting Save, there is a mandatory field that has not been filled in, the application generates the corresponding alert.

5. When the case registration is complete, the Aranda ASDK application displays the alertSuccessfully created case.



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.

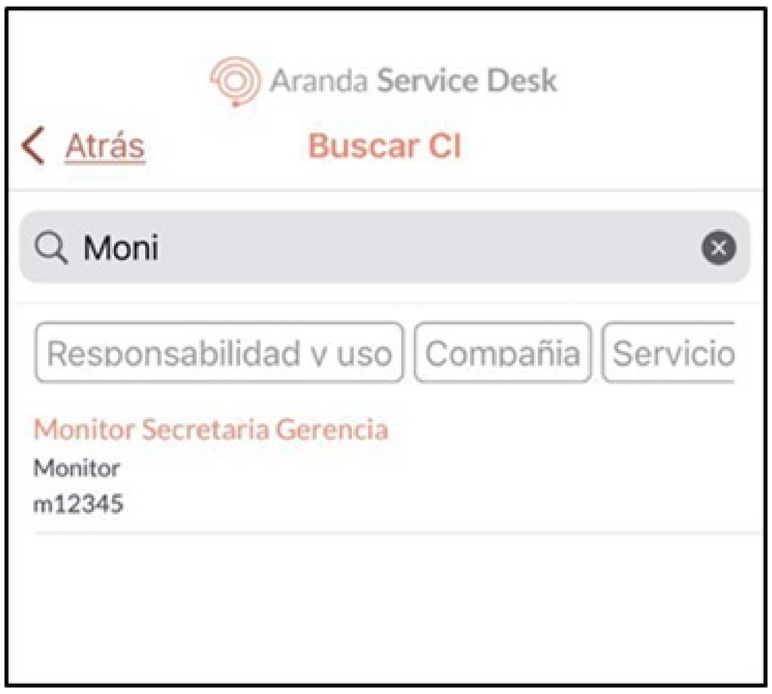


If the query does not generate results, the following message is displayed in the watermark in the application portal: No results.

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 Usage, 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 listed.
Services	- It is mandatory to select the category and service in order to carry out the search. - Through this filter, the CIs that are associated with the previously selected service are listed.

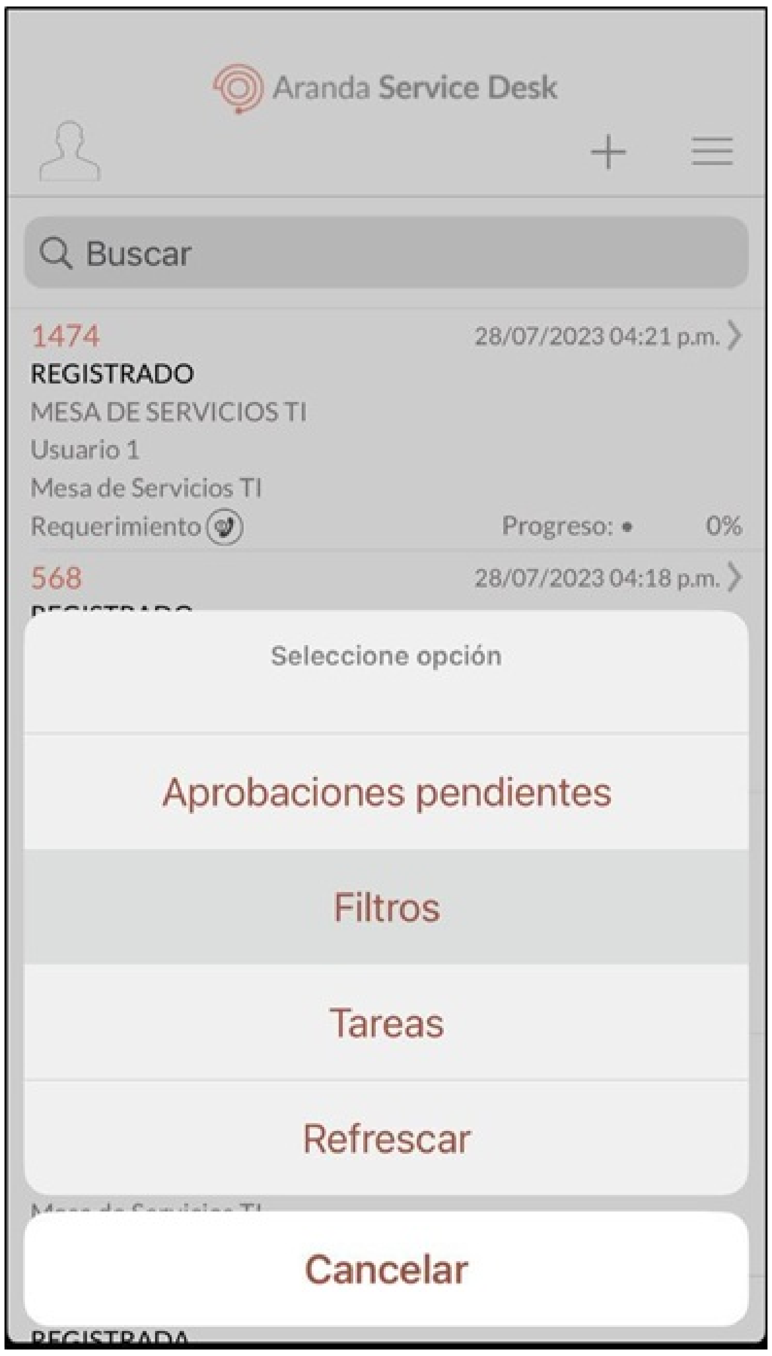


If the query does not generate results, the following message is displayed in the watermark in the application portal: No results.

Search filters

Search filters

1. For more precise searches, in the Mobile ASDK App Portal select the option **Filters** from the Right Floating Menu.



2. In the window that is enabled, enter the following criteria and click the **Accept**.

Field	Description
Guy	A list field that allows you to select the type of case to be consulted (Requirement, Problem, Incident or Change).
Project	A list field that allows you to select the project
State	A list field that allows you to select the status. The list is generated according to the status flow of the selected project.

⚐ Note:

- The results of the generated query only take into account cases where the session specialist is responsible.
- If you try to register the Status field without selecting a project, the application generates the following alert **Please select a project**.
- To exit the 'Filter' screen, click on the **Behind**.

3. When you select the **Accept**, 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 message is displayed in the watermark in the application portal: No results.

Case Approval

Case Approval

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

2. In the window that is enabled, the list of cases in which the specialist is responsible for voting and cases 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 'Pending Approvals' screen, click the **Behind**.
  -If the specialist does not have cases pending approval, the following message is displayed in the watermark in the application portal: **No results**.

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 header of the Mobile ASDK App Portal select the option **Pending Approvals** to return to the list.

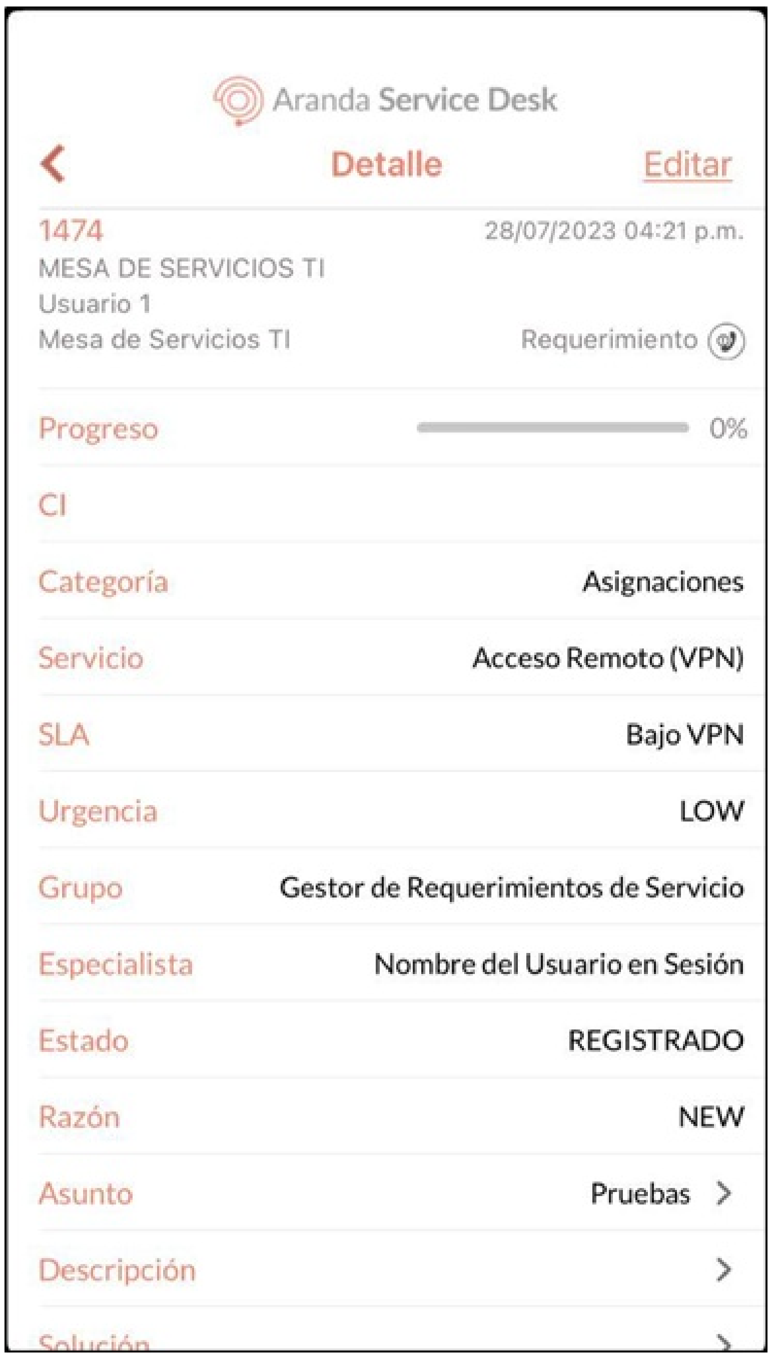
6. To update the information for pending approvals, scroll down from the top of the portal using the sustained swipe gesture. A charging indicator is displayed with the following message: Synchronizing information.

Case Management

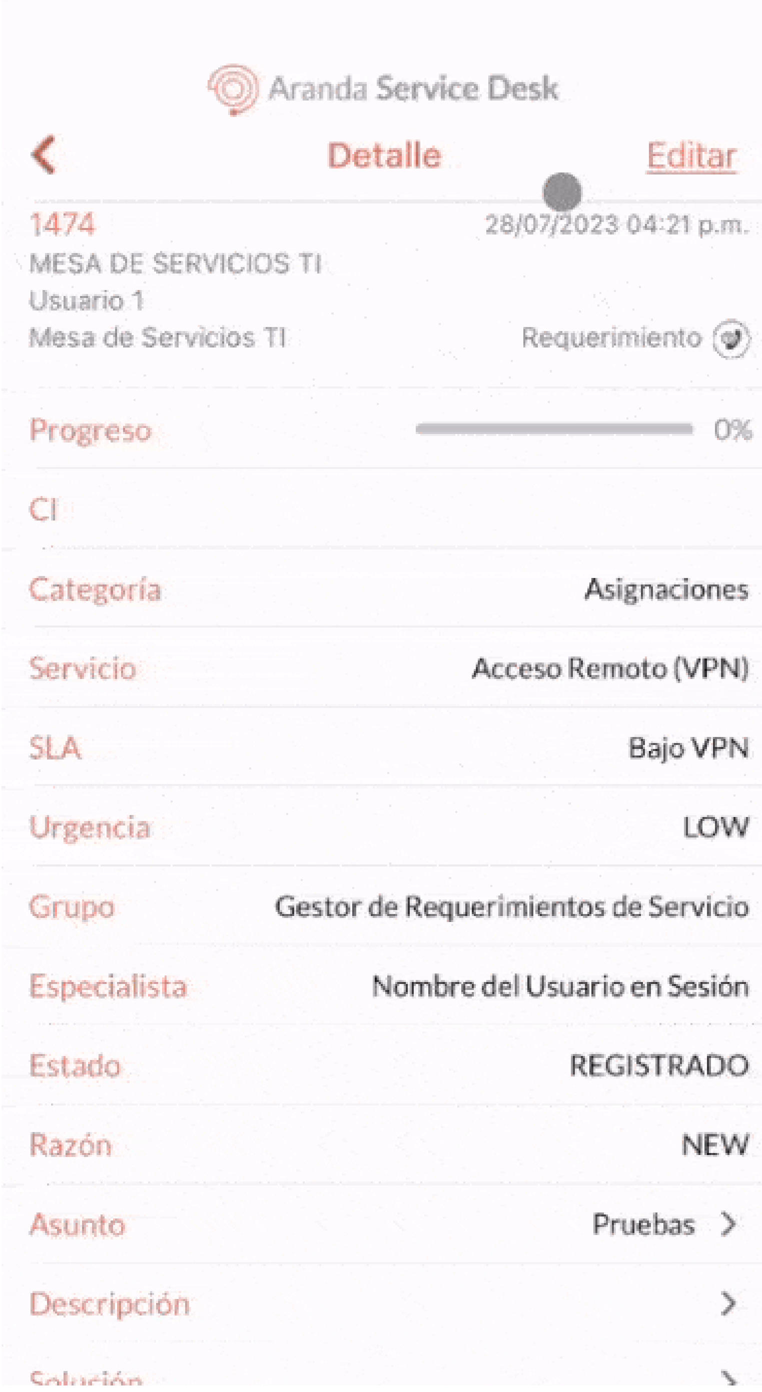
Case Management

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. To manage a case, select a record from the case list, and in the **Detail** You can view and modify the case information. Select the option **Edit** to access the window **Update** where you can modify the fields associated with the Requirements, Incidents, and Problems type cases:

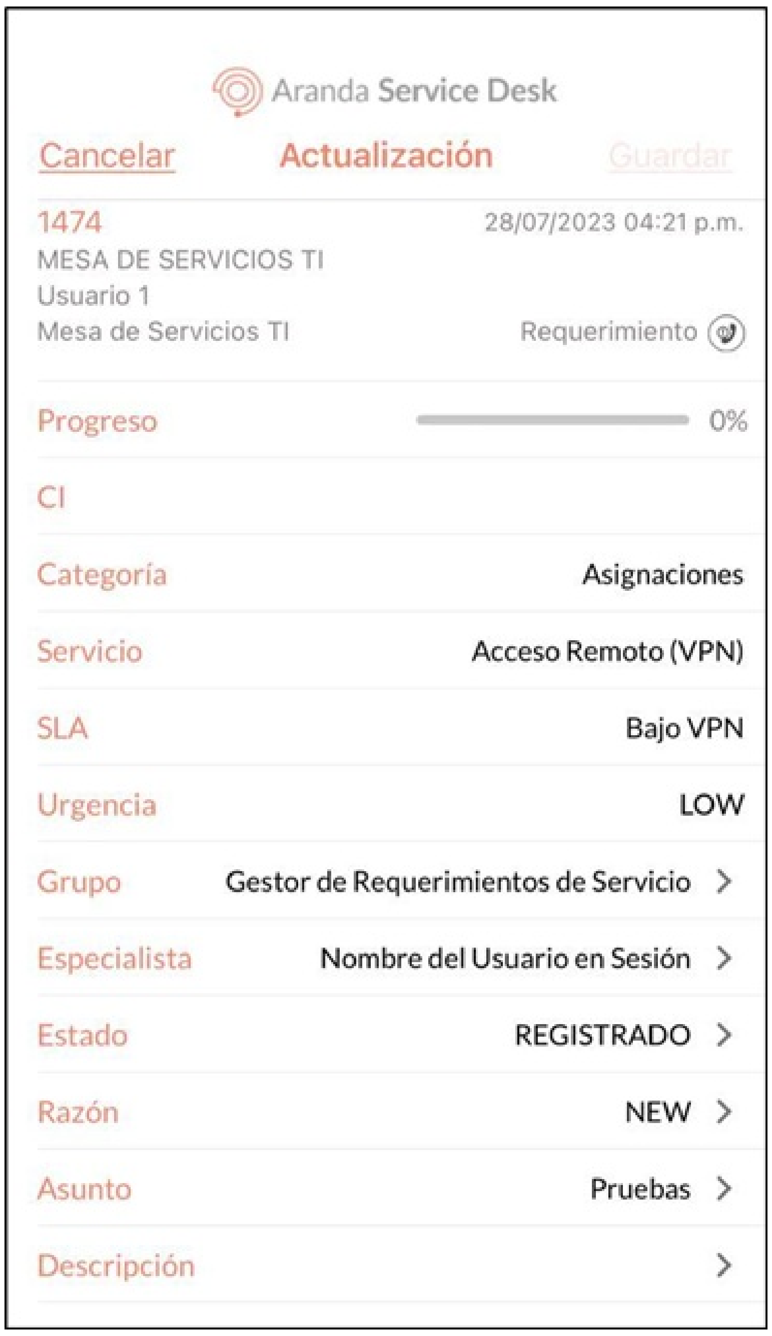


Field	Editable in detail	Editable in Update	Description
Progress	No	No	It allows you to visualize the percentage of attention that the case carries. It should be noted that the visualization of this progress is not in real time; therefore, the changes in the percentage depend on the times configured in the SLAs and the console update.
CI	No	No	It allows you to visualize the specific IQ related to the case.
Category	No	No	Allows you to view the category related to the case.
Service	No	No	It allows you to visualize the service related to the case.
SLA	No	No	It allows you to visualize the level of agreement of the service related to the case.
Urgency	No	No	It allows you to visualize the level of urgency related to the case.
Group	No	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.
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.
Affair	No	No	It allows you to visualize the subject of the case.
Description	No	No	It allows you to view the description of the case.
Known Error	No	Yes	It allows you to visualize if the case is classified as a Known Error. Applies only to Problem type cases.
Cause	No	Yes	It allows you to visualize the cause of classification of Known Error. Applies only to Problem type cases qualified as Known Error.
Solution	Yes	Yes	Allows you to view the comment on the solution of the case.
Historical	Yes	Yes	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.
Tasks	No	No	It allows you to visualize the tasks related to the case.
Attachments	Yes	Yes	Allows you to view the files attached to the case. From this same field, you can also attach new files from your mobile device.
Additional Fields	No	Yes	Allows you to view and manage the information of the additional fields.
Signature	Yes	Yes	This functionality allows you to view and manage the information in the signature module.
Time/ANS	No	No	It allows you to visualize the times, progress, estimated dates, and actual dates of the service level agreements of the case.



⚐ **Note:** To exit the 'Update' screen, press the **Cancel**.

3. In the window **Update** Select the **Save**, to store the modifications made to the case.



4. If the update was successful, the message is displayed **Case Satisfactorily Updated** returning to the list of cases.

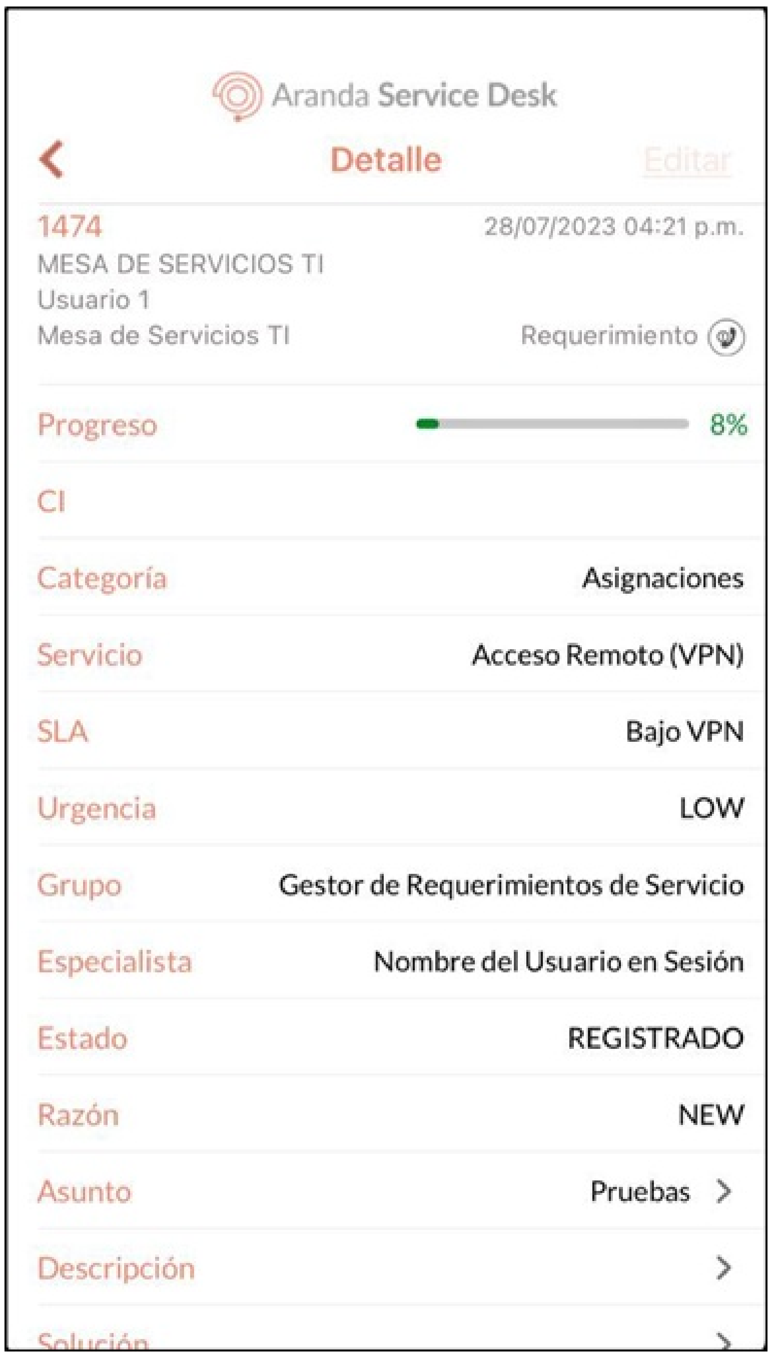
In the case management process on the mobile ASDK app portal, the specialist user can perform different activities of Complementary management how:

- Case Status Management
- Attachment Management
- Note Management
- Case Reassignment Management
- Customer Signature Management

Other Procedures

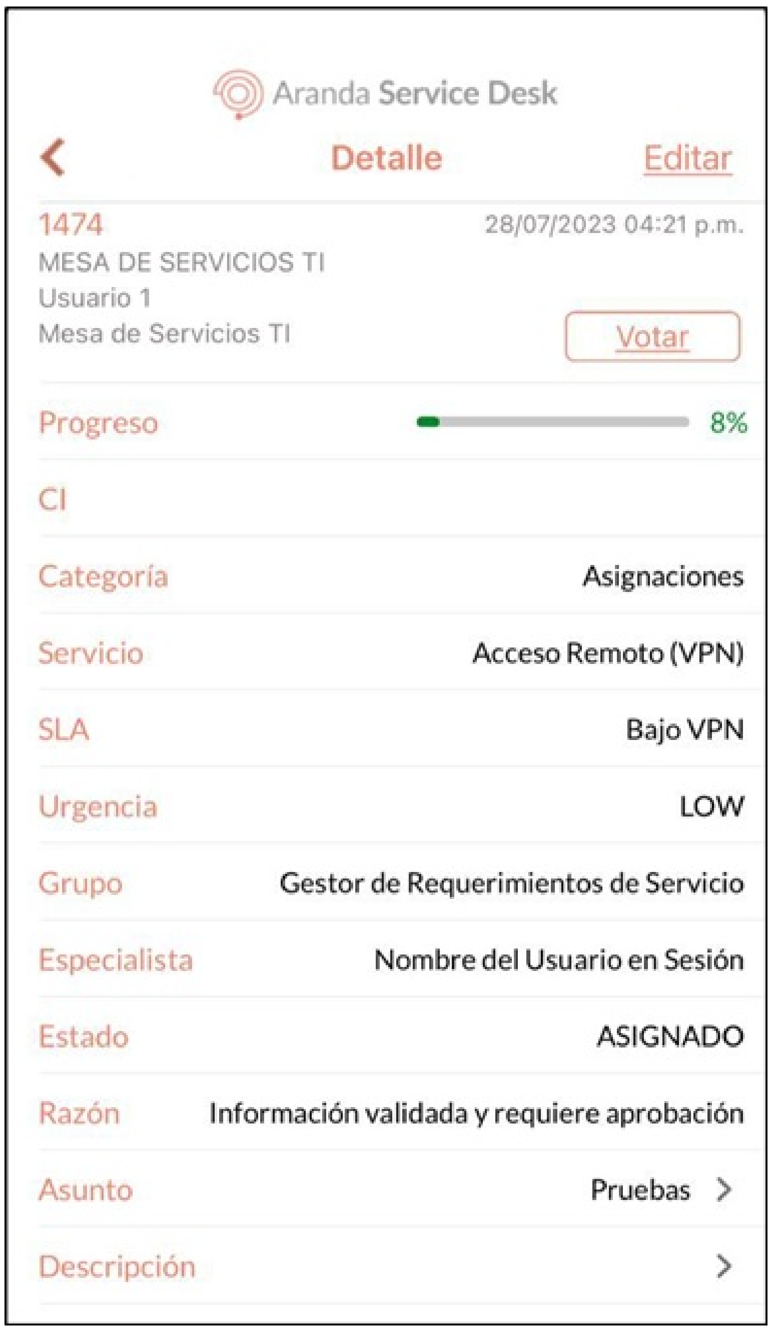
Case Status Management

1. To perform status management for a case, select a record from the case list, and in the **Detail** Select the option Edit.



⚐ Note:

- If the case is being handled by another specialist, the following message is generated: **Cannot be edited due to being locked by the specialist (Specialist Name) from (date and time).** Ç
- If the case has an active Voting Process and the session specialist is not responsible for voting, the message is generated **Voting Process** and it is not allowed to manage the status of the case.
- 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.

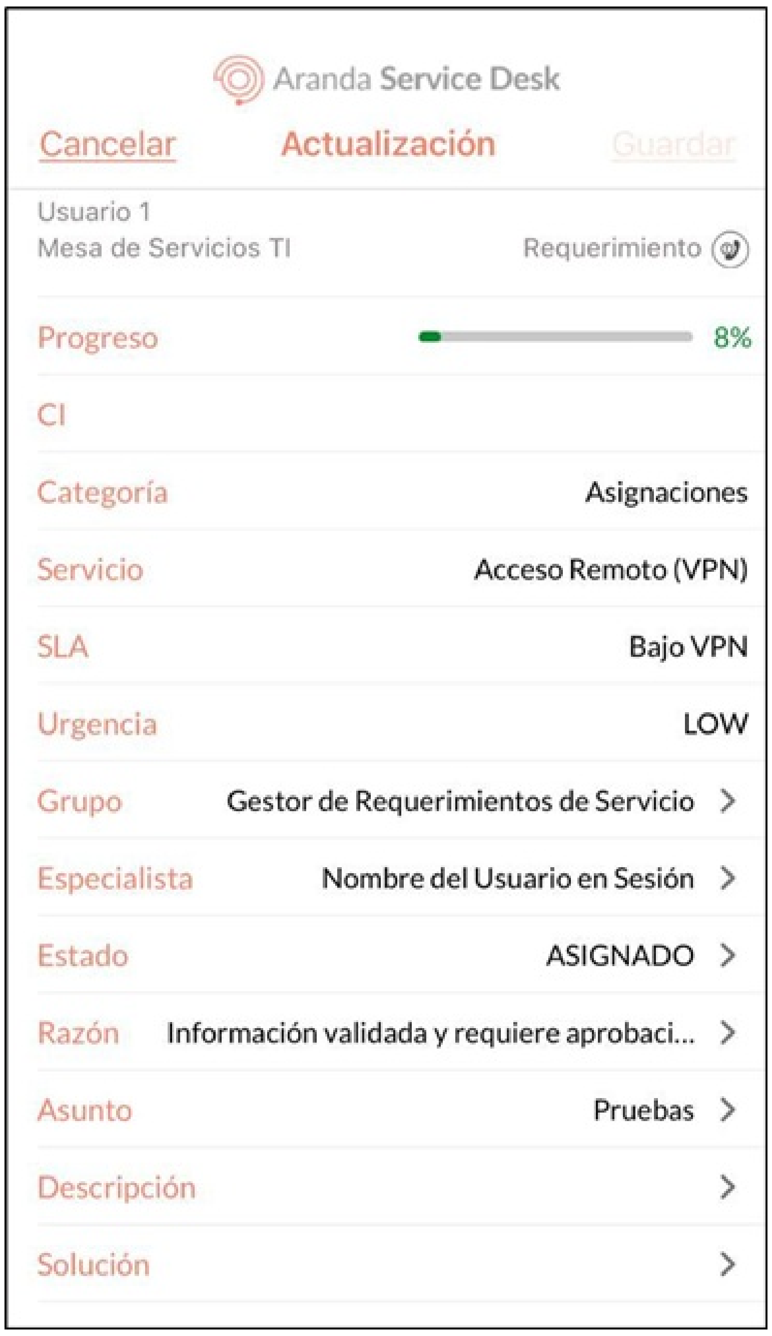


2. In the window **Update** Select the field **State**.

3. In the window State, The list of available states for a transition is displayed. Select the new status for the case.

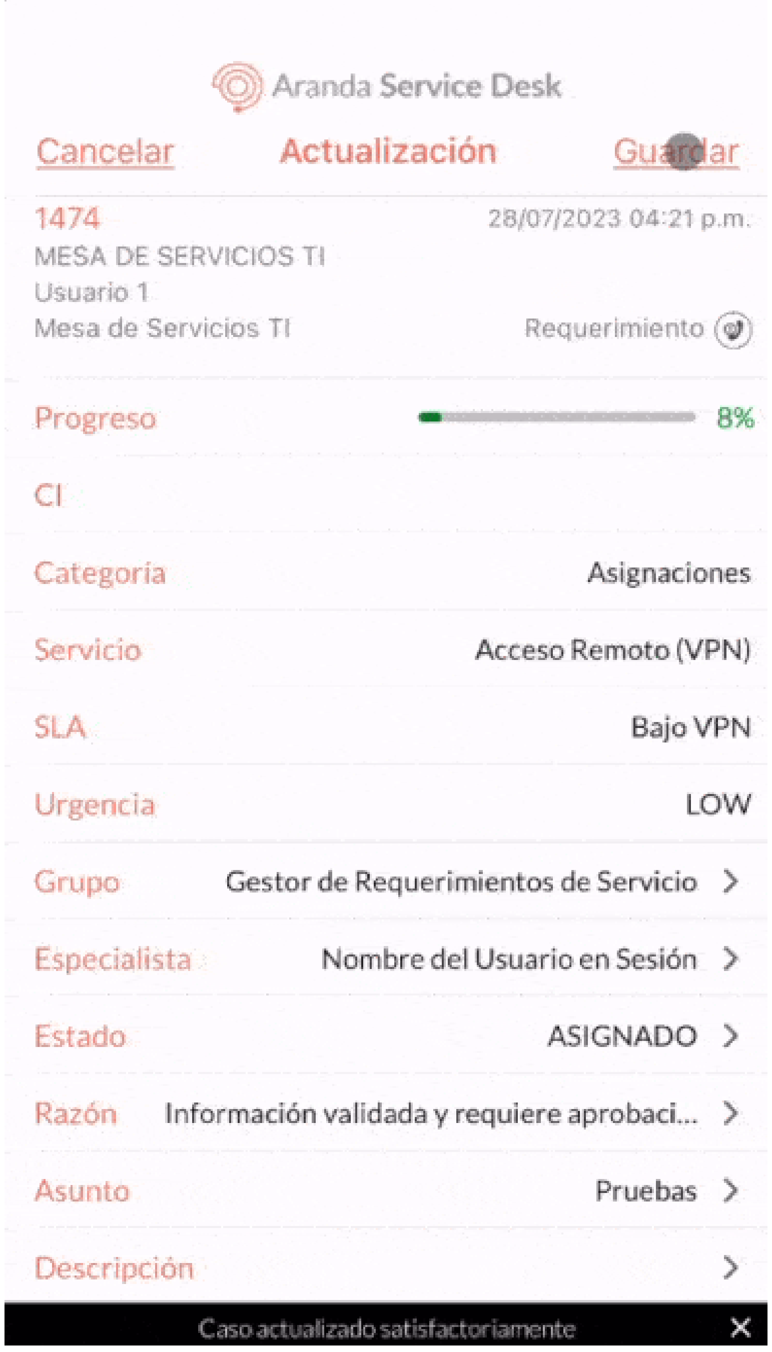
4. Select the field Reason. In the window that is enabled, the list of reasons associated with the state transition is displayed. Select the reason applicable to the case. If there is only one transition, the app automatically selects it.

5. Select the **Save** to finalize case status management



⚐ **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.

7. If the case management was successful, the message is displayed:**Case Satisfactorily Updated** returning to the case listing window.



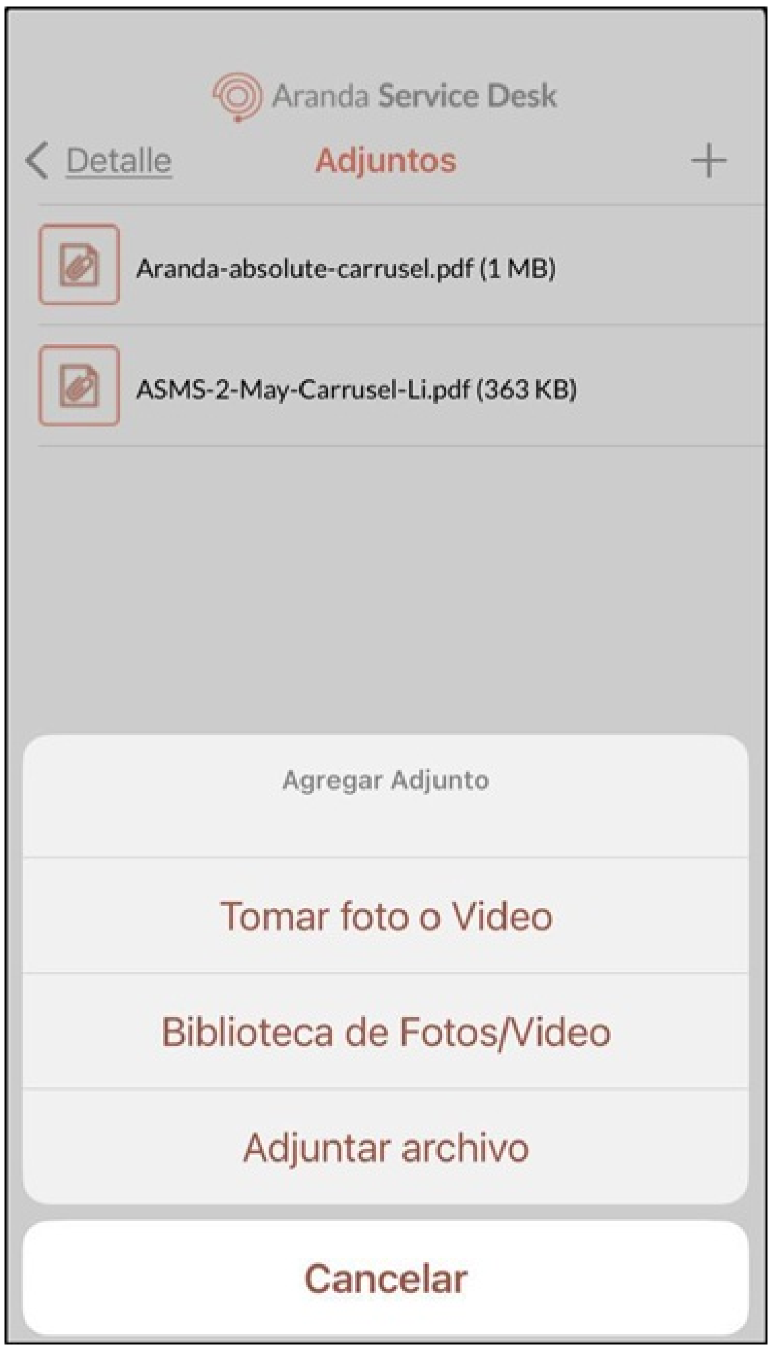
[Case Management ↪](#)

Management Attachments

1. To view and attach files to a case, select a record from the case list and in the **Detail** Select the field **Attachments**. You can also access it from the **Update**.

2. In the window **Attachments**, the list of attachments associated with the case is displayed. To attach a new file, select the **(+)**.

3. In the window **Attachments** A menu is enabled with the options available to attach a file.

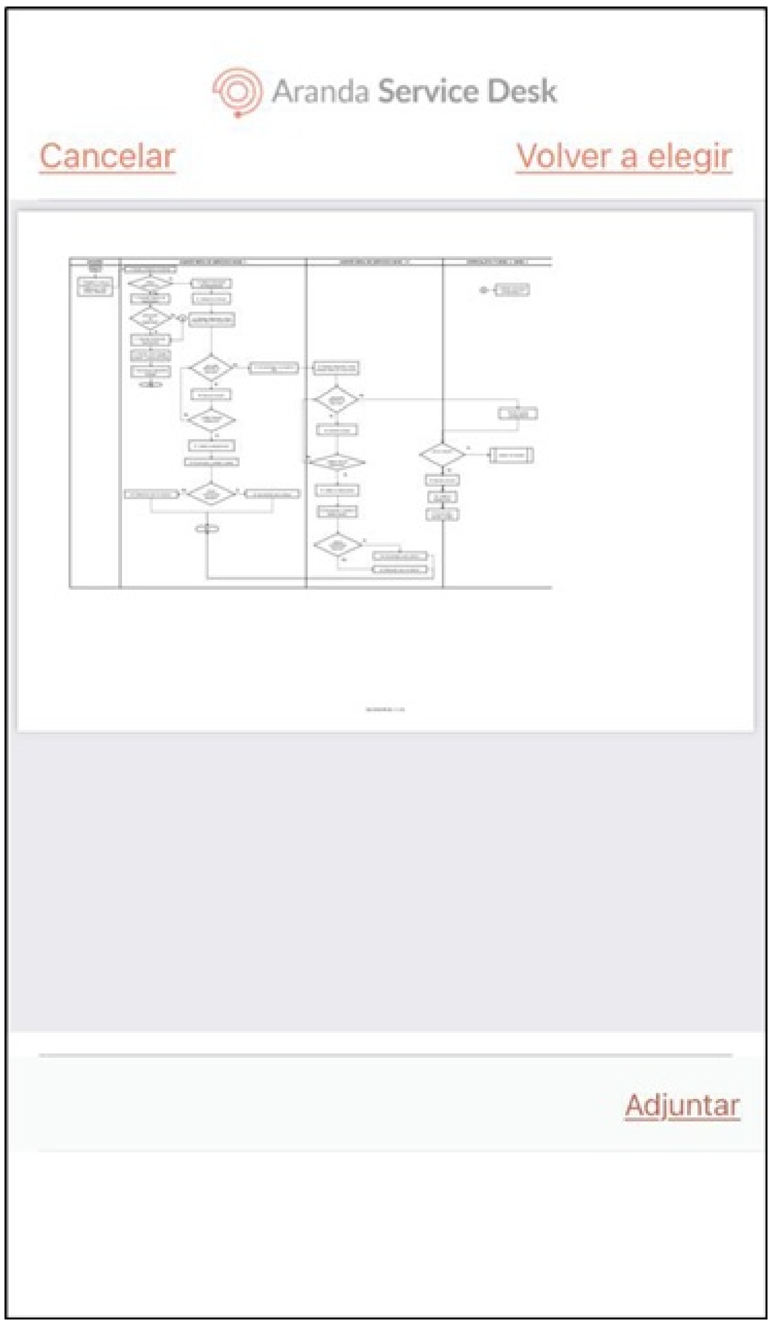


Option	Action
Take Photo or Video	It allows the specialist user to take a picture or record a video directly from the device's camera.
Photo/Video Library	Allows the specialist user to select a photo or video from the device's photo library.
Attach File	Allows the specialist user to select a file from the device's browser.

⚐ 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. Select the **Attach** in the preview.



5. When the file attachment process is complete, the message is displayed**File upload completed**, and at the window **Attachments** The file is displayed the related file.6. To delete an attachment, swipe left on the record you want to delete. Select the **Eliminate** and confirm the action by selecting the**Yes**.

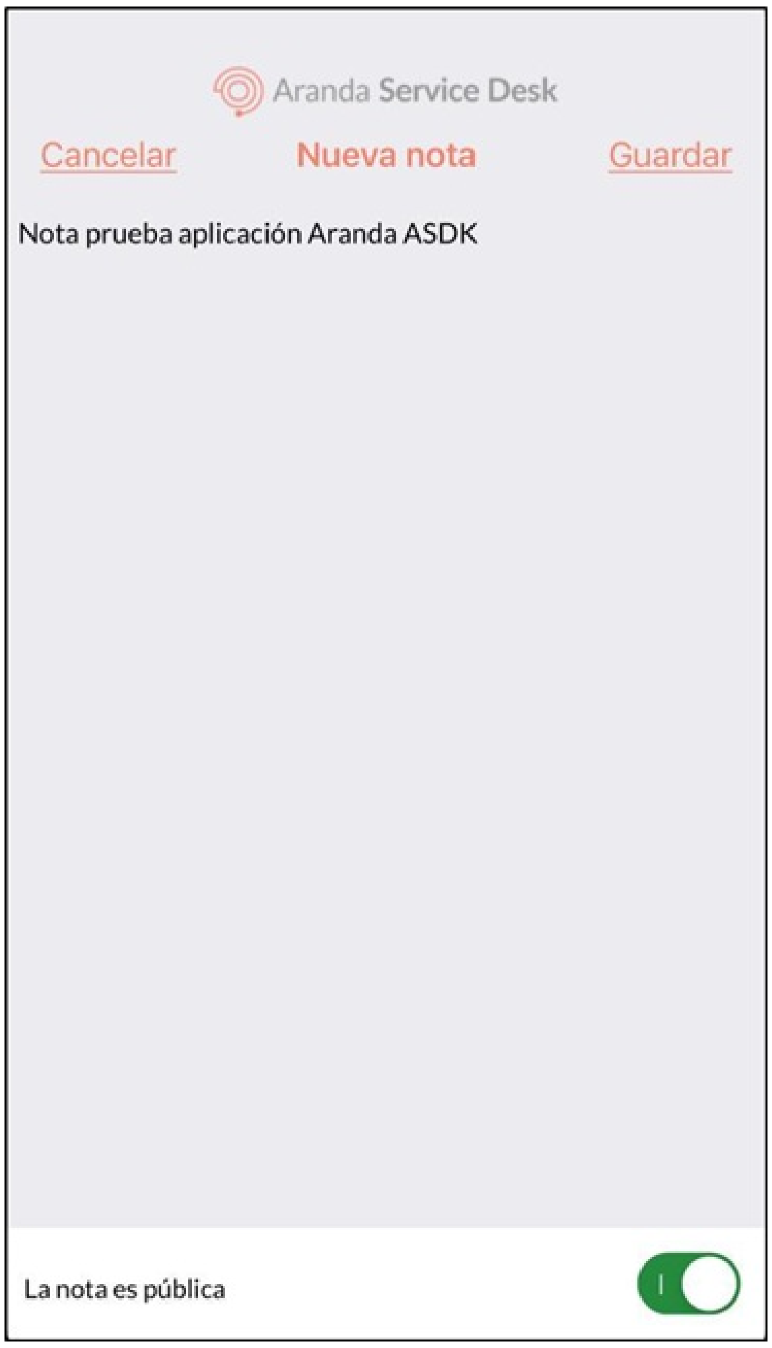
[Case Management ↪](#)

Note Management

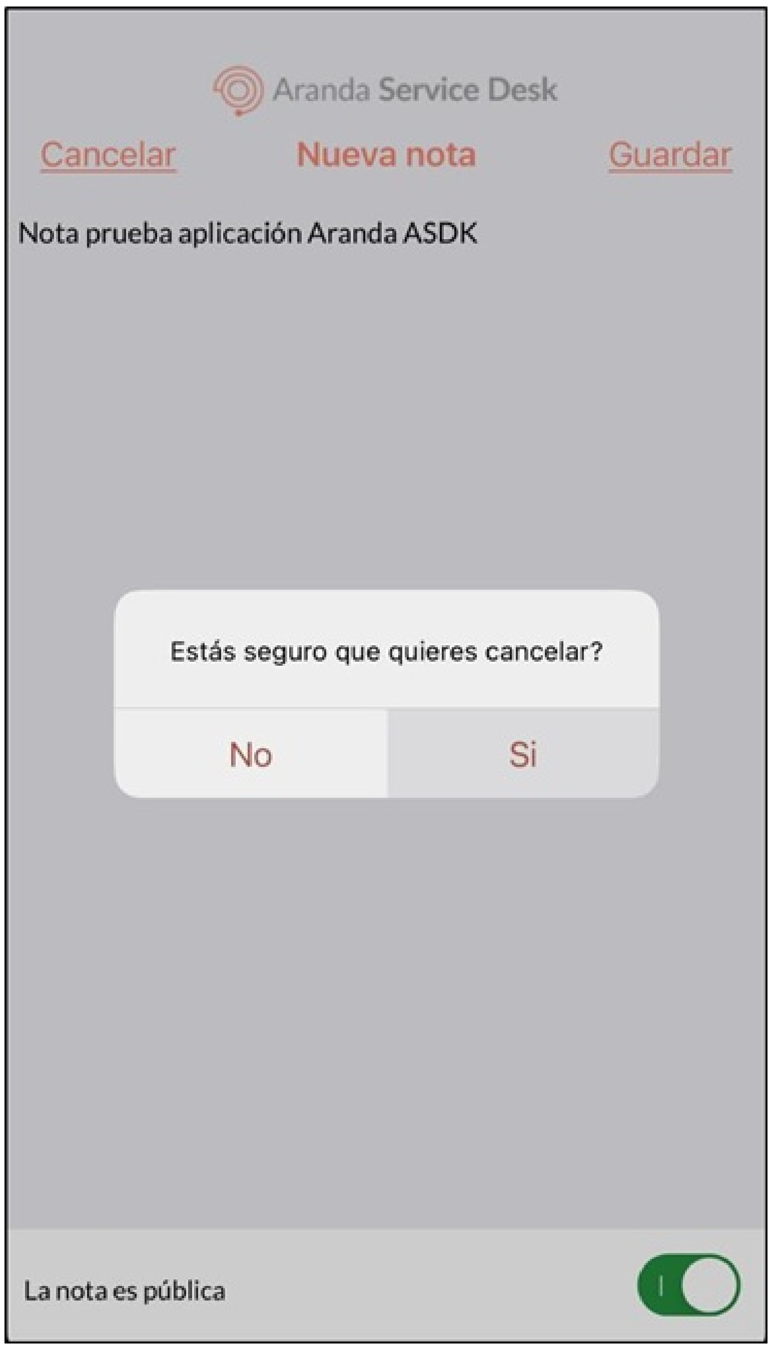
1. To view and add private or public notes to a case, select a record from the case list and in the **Detail** Select the field **Historical**. You can also access it from the **Update**.

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 **(+)**.

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 **Save** to associate the new note with the case.



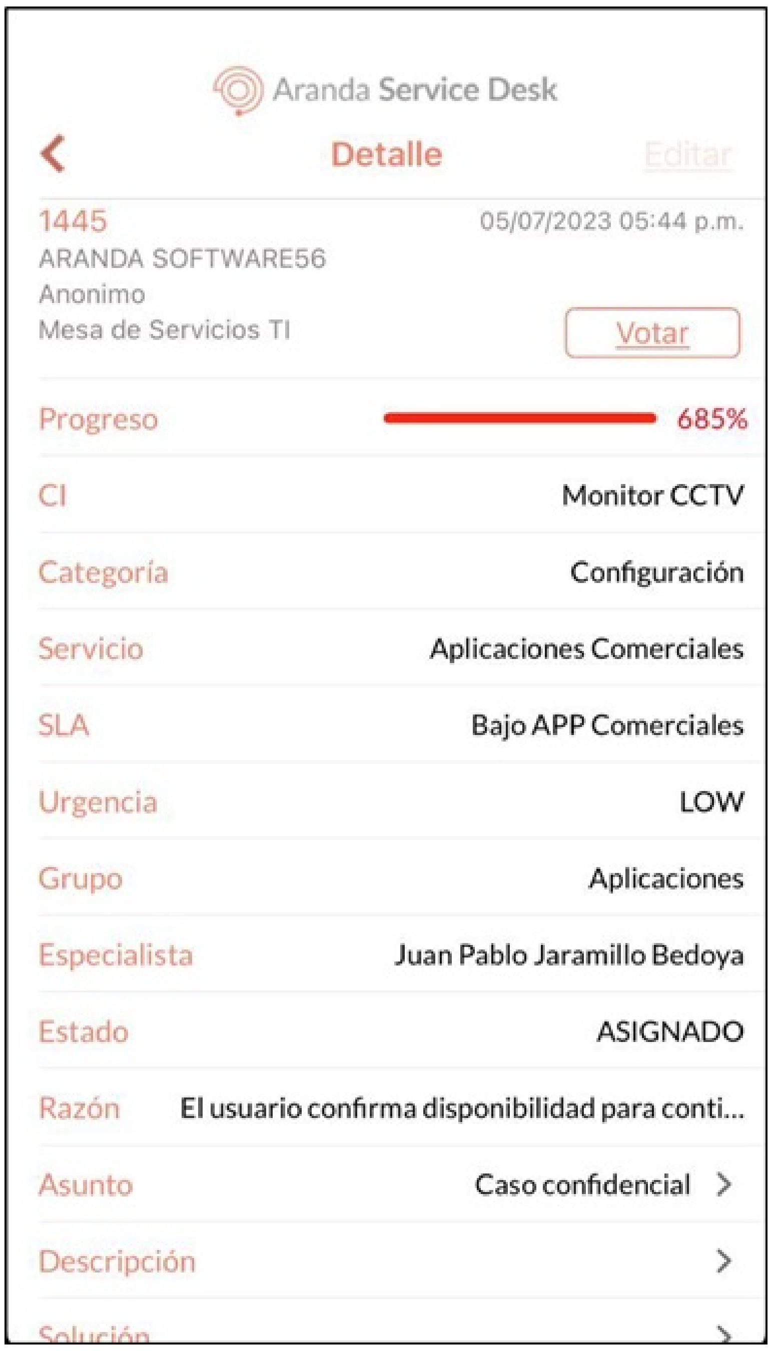
4. If you don't want to add a new note, select the **Cancel** and confirm the choice by selecting the **Yes**.



5. When the process of adding a note to the case is finished, the message is displayed **Note saved successfully**, and at the window **Historical** The record of the new note is displayed.
[Case Management ↪]

Case Reassignment Management

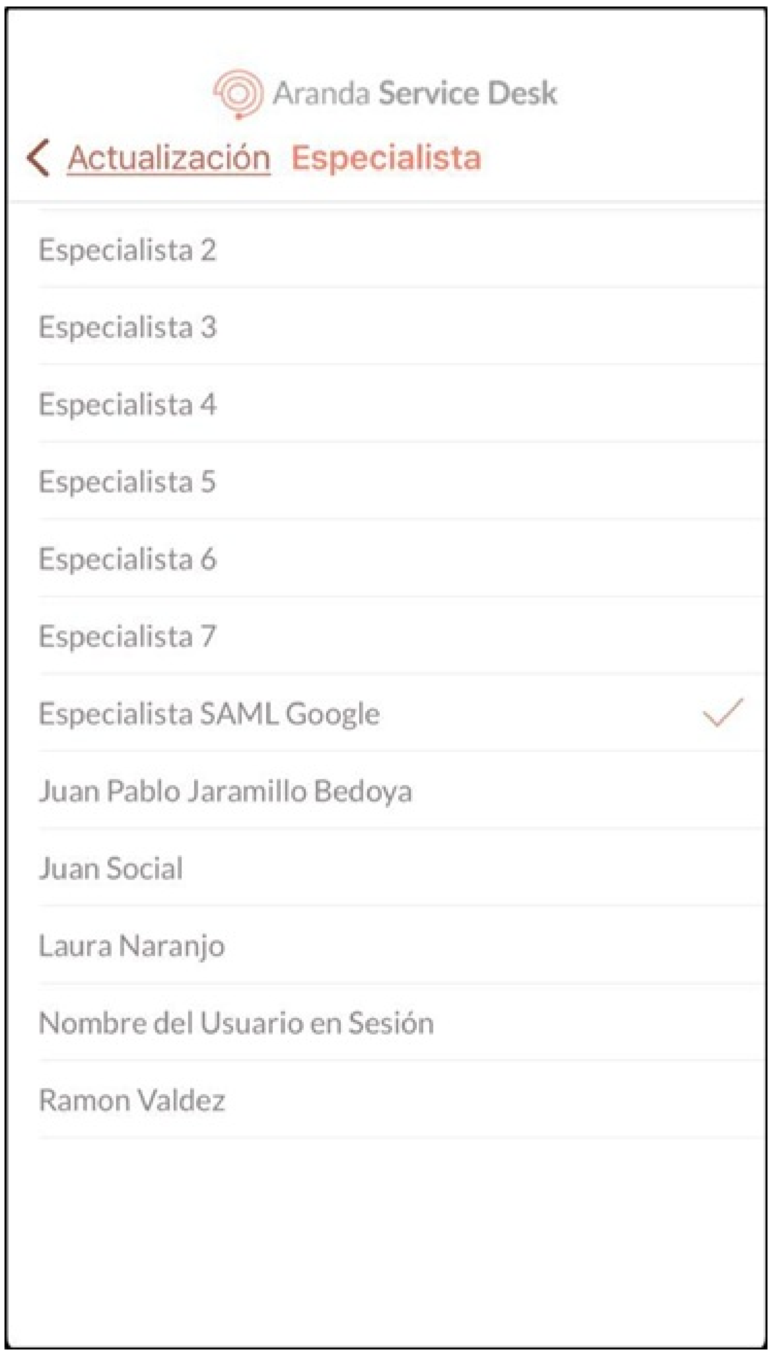
1. To reassign a case owner, select a record from the case list, and in the **Detail** Select the **Edit**. You can also access it from the search filter or the list of pending approvals.



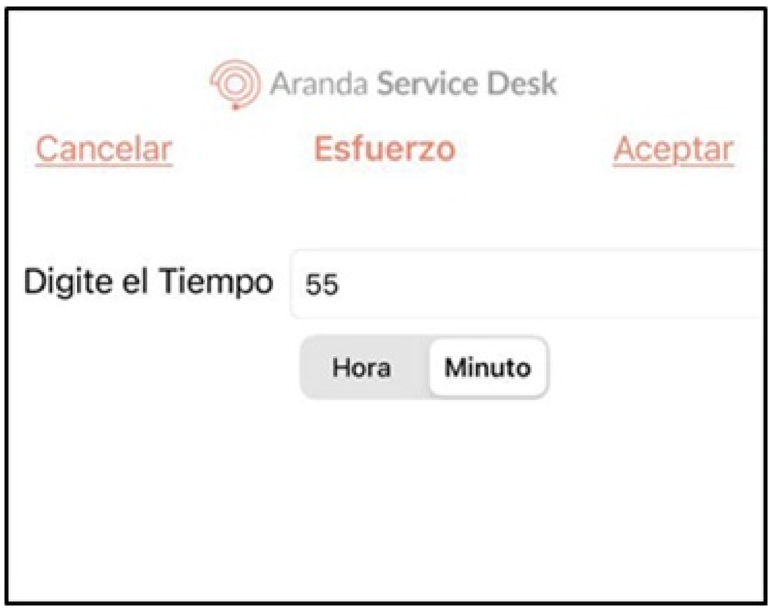
2. In the window **Update** Select the field **Specialist**.

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.



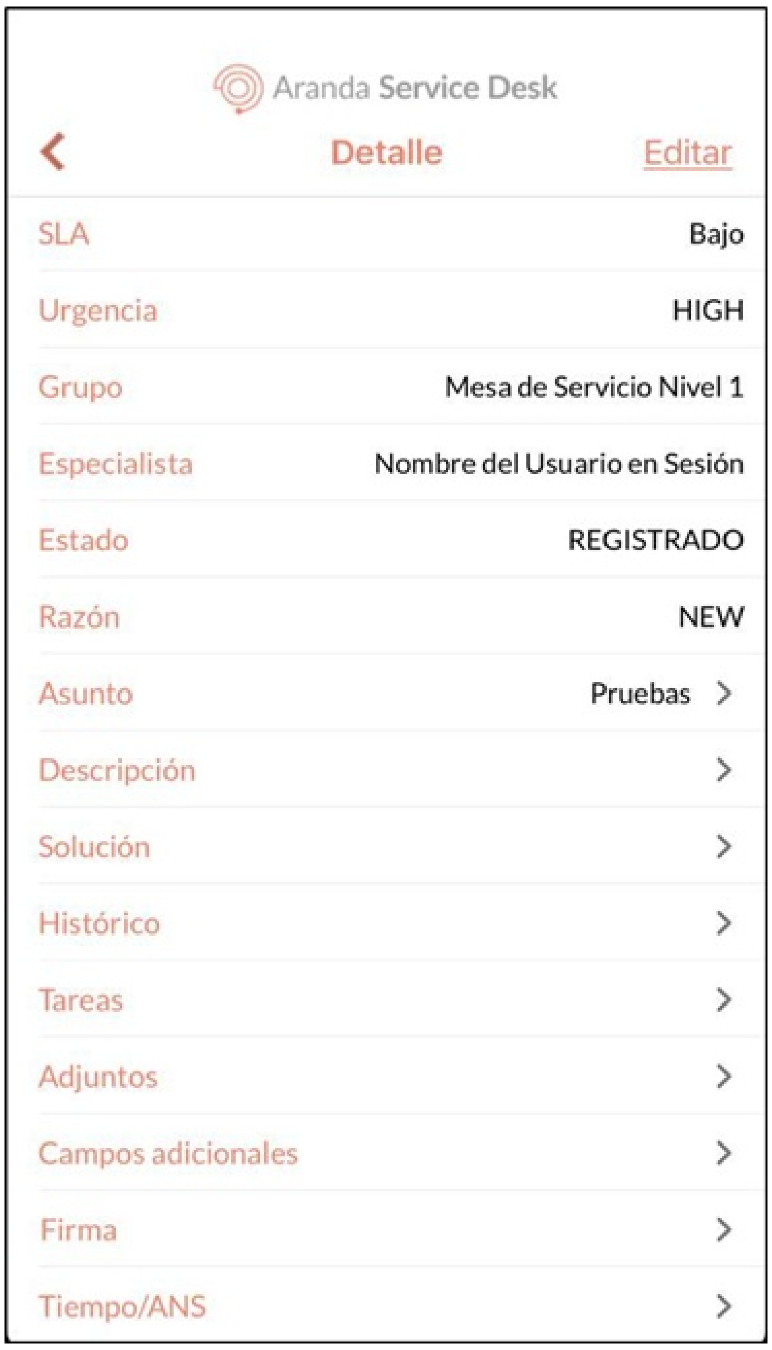
4. In the window **Update** Click the **Save**. 5. In the window **Effort** Fill in the requested information and click on the **Accept**.



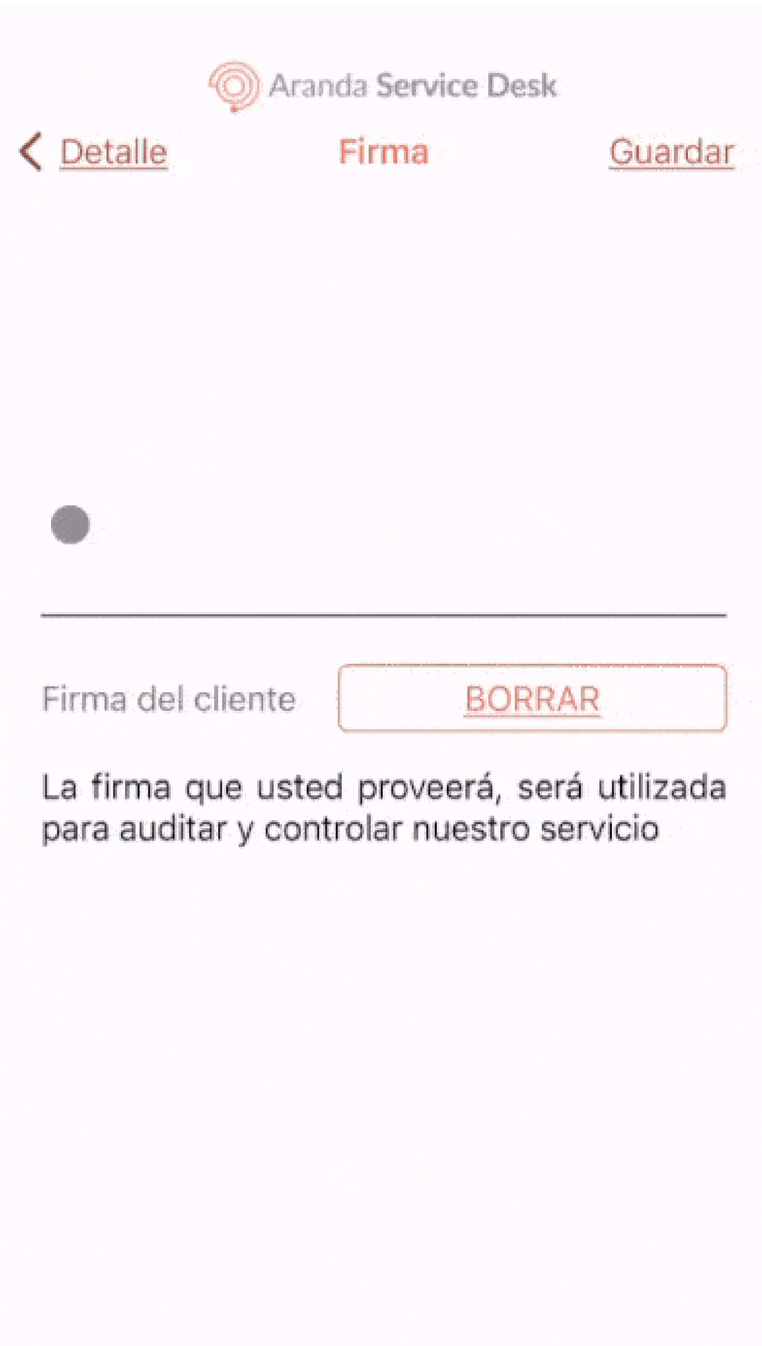
6. If the reassignment of the specialist is successful, the message is displayed **Case Successfully Updated**, returning to the case listing window.
[Case Management ↪](#)

Client Signature Management

1. To associate the client's signature with the case, select a record from the case list, and in the **Detail** Select the field **Signature**. You can also access it from the **Update**.



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



3. Select the **Save** to associate the signature with the case.

⚐ Note:

- Once the signature has been saved, it cannot be deleted.
- If you don't want to continue with the management, you can select the 'Details' option to go back.

4. When the client's signature management is completed, the message is displayed**Uploading the completed signature** and the respective message and link are attached to the case history.

[Case Management ↪](#)

Task management

Task Management

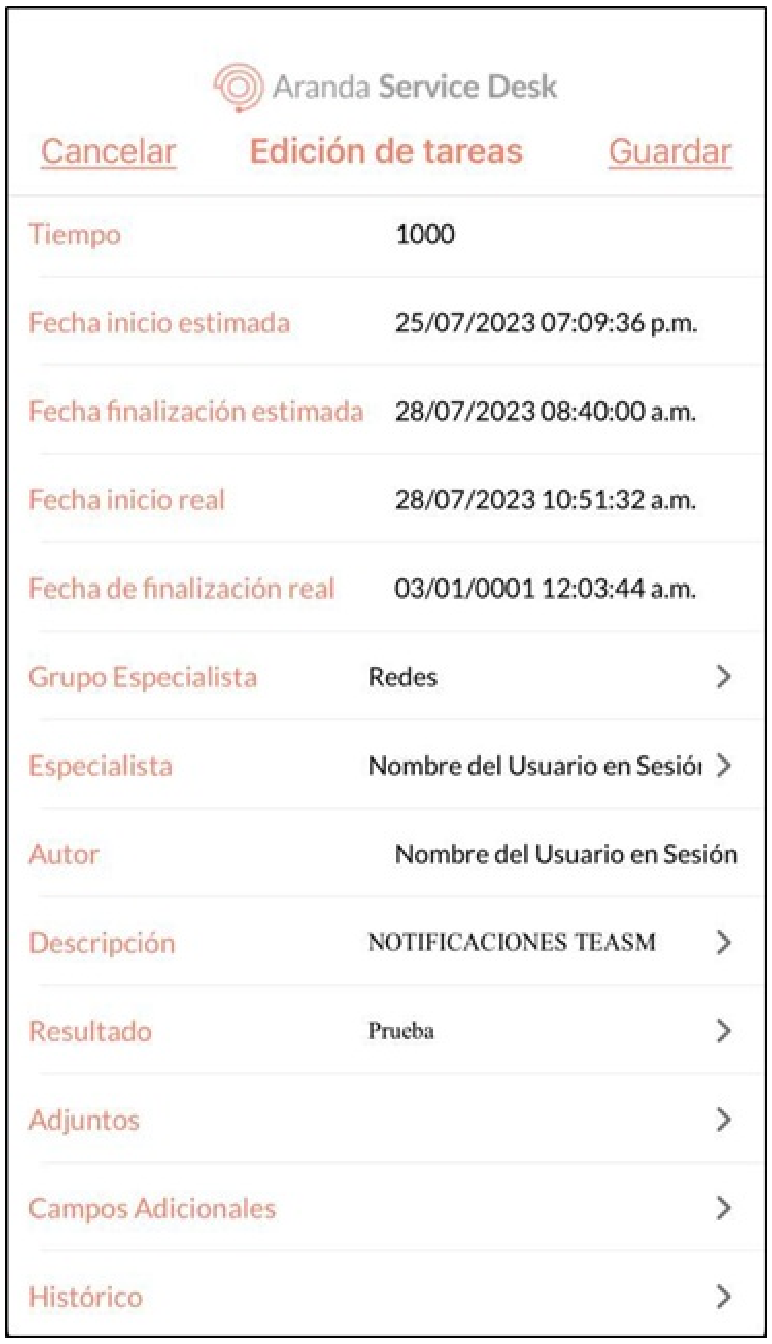
1. To manage the tasks assigned to the Session Specialist, in the Mobile ASDK App Portal select the **Tasks** from the Right Floating Menu.

2. In the window that is enabled, the list of tasks that the specialist can manage is displayed. Select thepencil 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.
Specialist Group	No	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.
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.
Additional Fields	Yes	Allows you to view and manage the information of the additional fields.
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, Attachments, Notes and Task Manager are carried out in a similar way to how it is done in cases.

3. In the window **Editing Tasks** Select the **Save** to store the changes made.



⚐ 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.
- |2|To exit the screen Editing Tasks, without saving press the Cancel.
- The 'Result' field is required when the new task status is a final status.

4. If the task management is successful, the message is displayed Task Successfully Updated, returning to the task list.