Aranda SERVICE MANAGEMENT ASMS is a console for mobile devices that allows the specialist to manage requests. Among the functions that the specialist can perform are:

1. Editing requests: Allows you to add attachments, notes, and modify additional fields.

2. Change of State: Allows you to manage the application workflow.

3. Request Routing: Allows you to assign the request to another specialist within the same specialist group or another group.

4. Reassignment of requests- Allows you to reassign one or more requests to another specialist.

Login

Login

Login

Aranda SERVICE MANAGEMENT ASMS allows the user to select between two options how to configure their service provider, either by manual configuration or by reading a

QR code; Once the provider has been validated, the application redirects the user to the login screen, as follows:

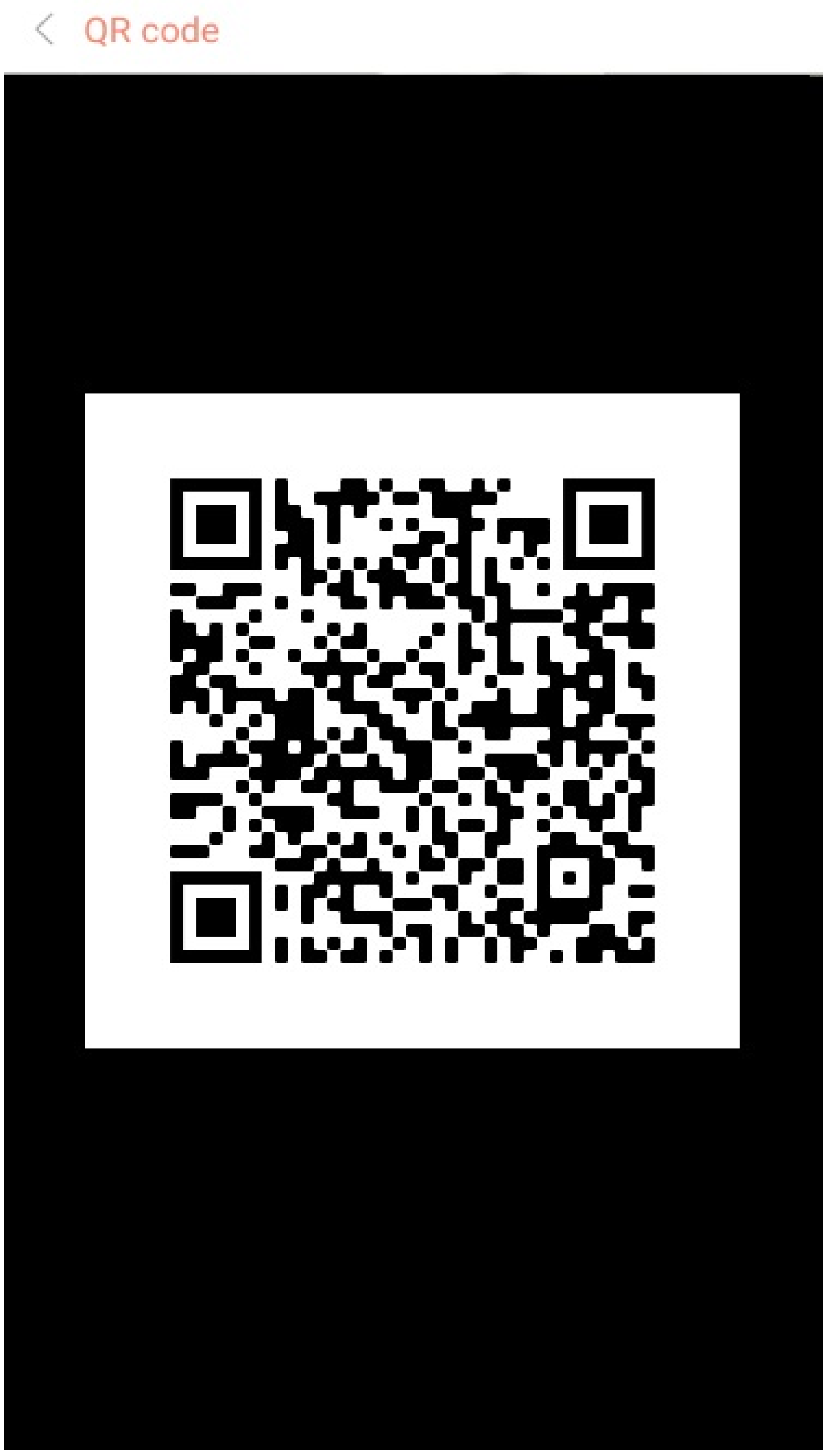
Pre login

In this option, the user can select the method to configure their service provider.

QR code: Selecting this option enables a window to record the reading of QR codes. Manual Configuration: By selecting this option, you can manually configure the usage domain.

QR reader

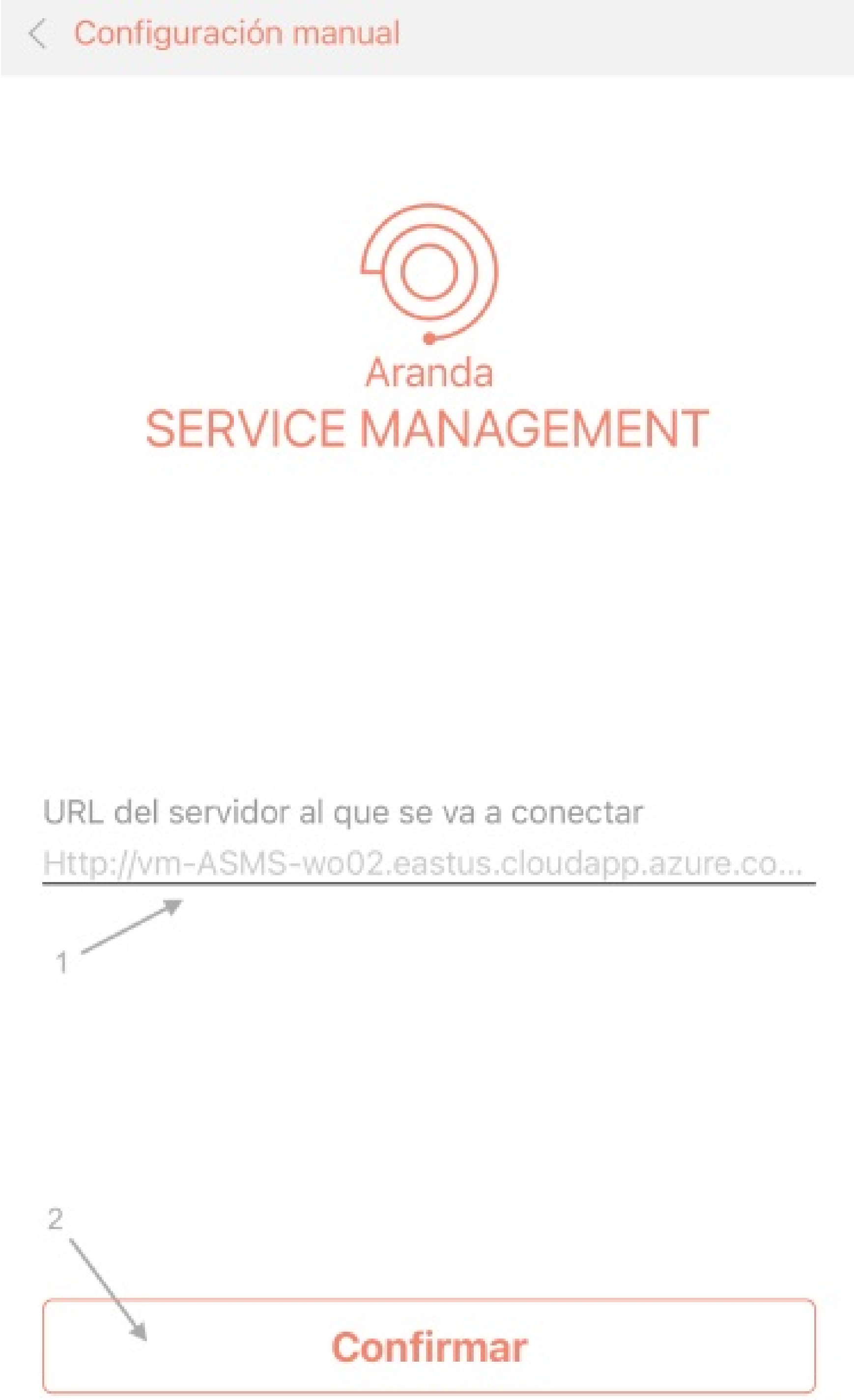
In this option, the user reads QR codes, for this the first time the permissions to use the camera are requested.



When performing QR code validation, the application redirects you to the login.

Manual Configuration

In this option, the user will be able to enter the ASMS console manually, entering the URL of their provider and validating that it is correct.

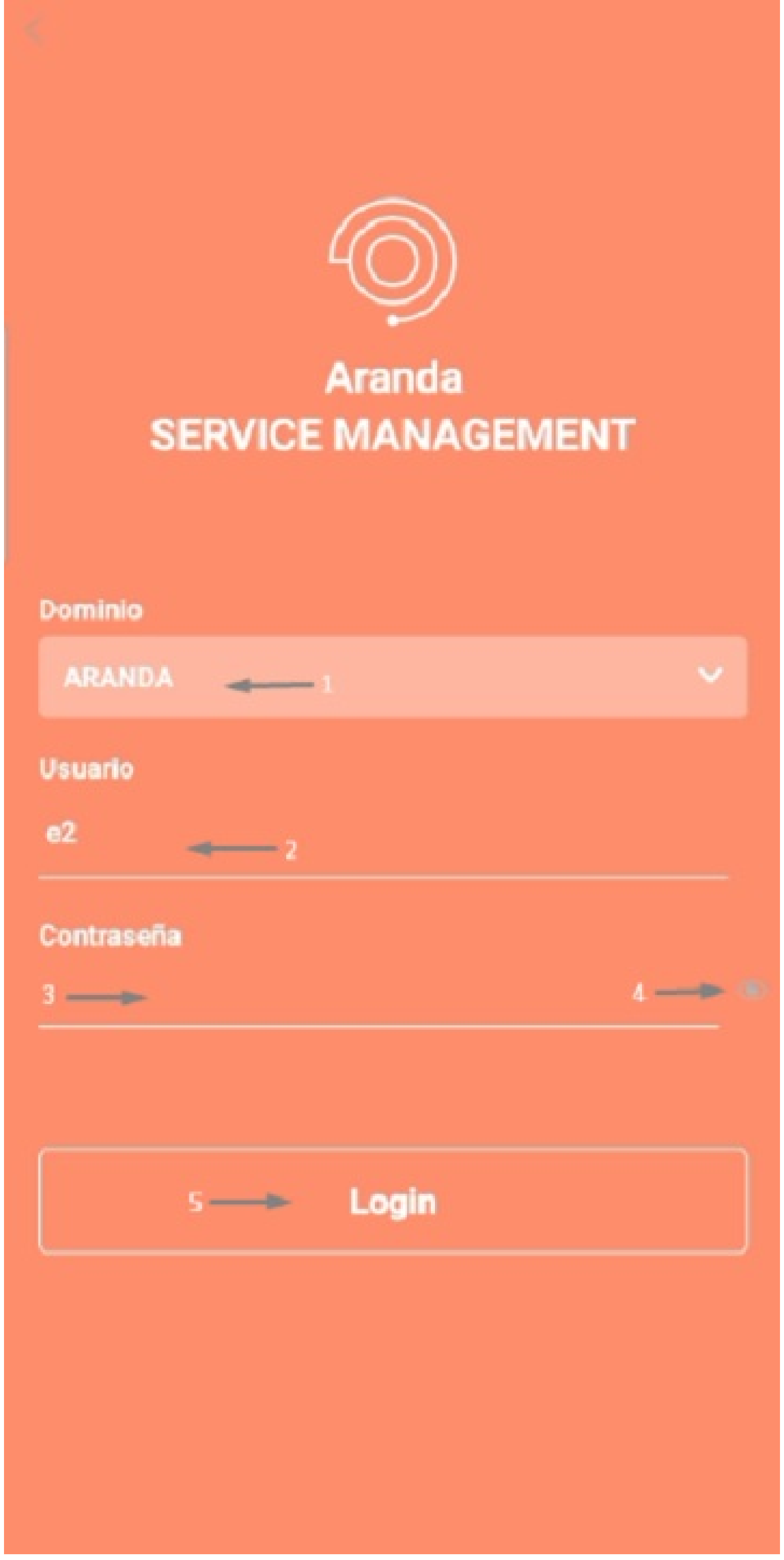


Set up URLs: Text box to configure the server URL Test Connection button: Validates that the URL entered corresponds to an existing server.

When performing the validation of the manual configuration, the application redirects to the Login.

Login

On the ASMS login screen, the user will perform authentication and validation before the system. The data required for login are:



Domain: User access type. User: Username.

Password: A key assigned to the user.

Password Viewer: Allows you to display the password text.

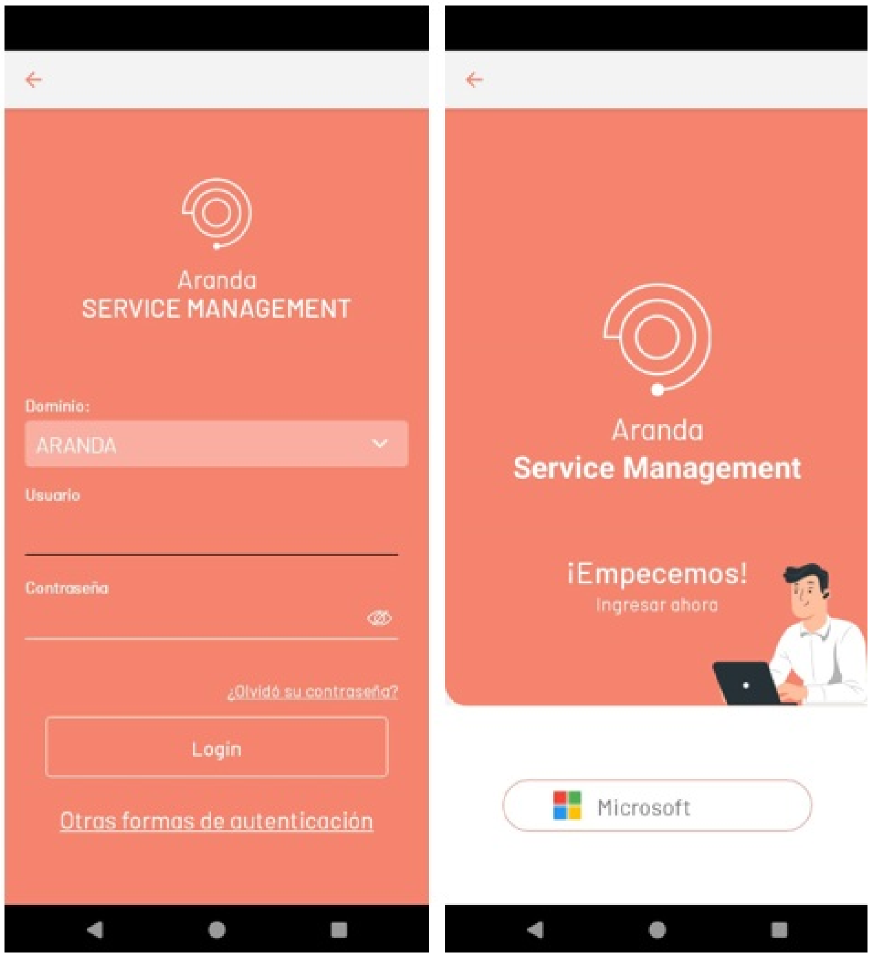
With this information, the user can make an access request via the login button (5).

If the data is correct, the application redirects to the application portal, otherwise the system will report any errors that have occurred.

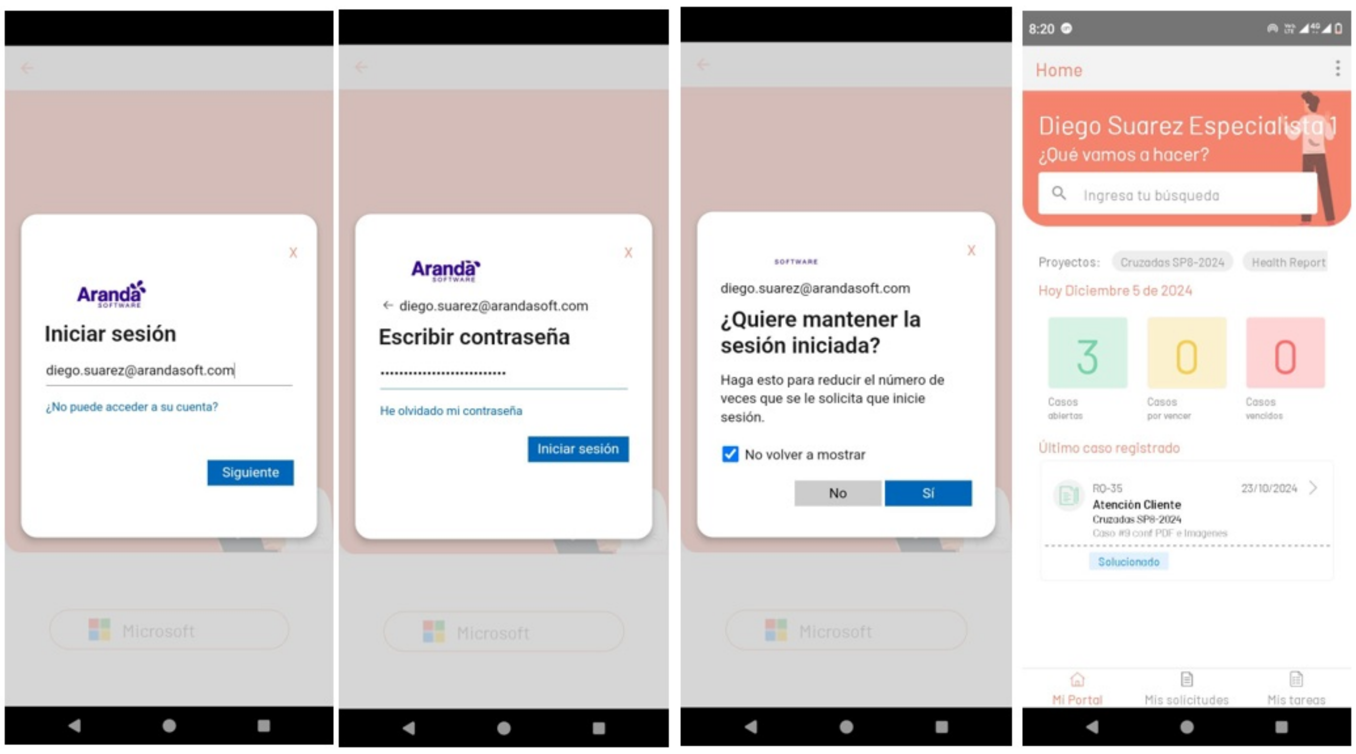
External Authentication

For External authentication login, configure the provider with the type of console to be integrated; In this case MobileSpecialist in External Authentication Configuration.

Once external authentication has been configured, you will be able to view the providers in the app's Login as follows:



When entering through this option, the previously configured provider credentials are requested, as follows:



By entering the credentials, the customer will have access and will be able to navigate the AssistMe app.
|Note:| If in the ASMSAdministrator, in the General Settings > Settings, in the drop-down combo option ServiceDesk Setting is configured AllowHiddenLoginforSaml in True, the login form will be hidden and only the option Another form of authentication. [See setting settings AllowHiddenLoginforSaml](#).

Reset password

⚐ Note: To access the APR console from the App ASMS, the UserAPRURL option must be configured View Settings.

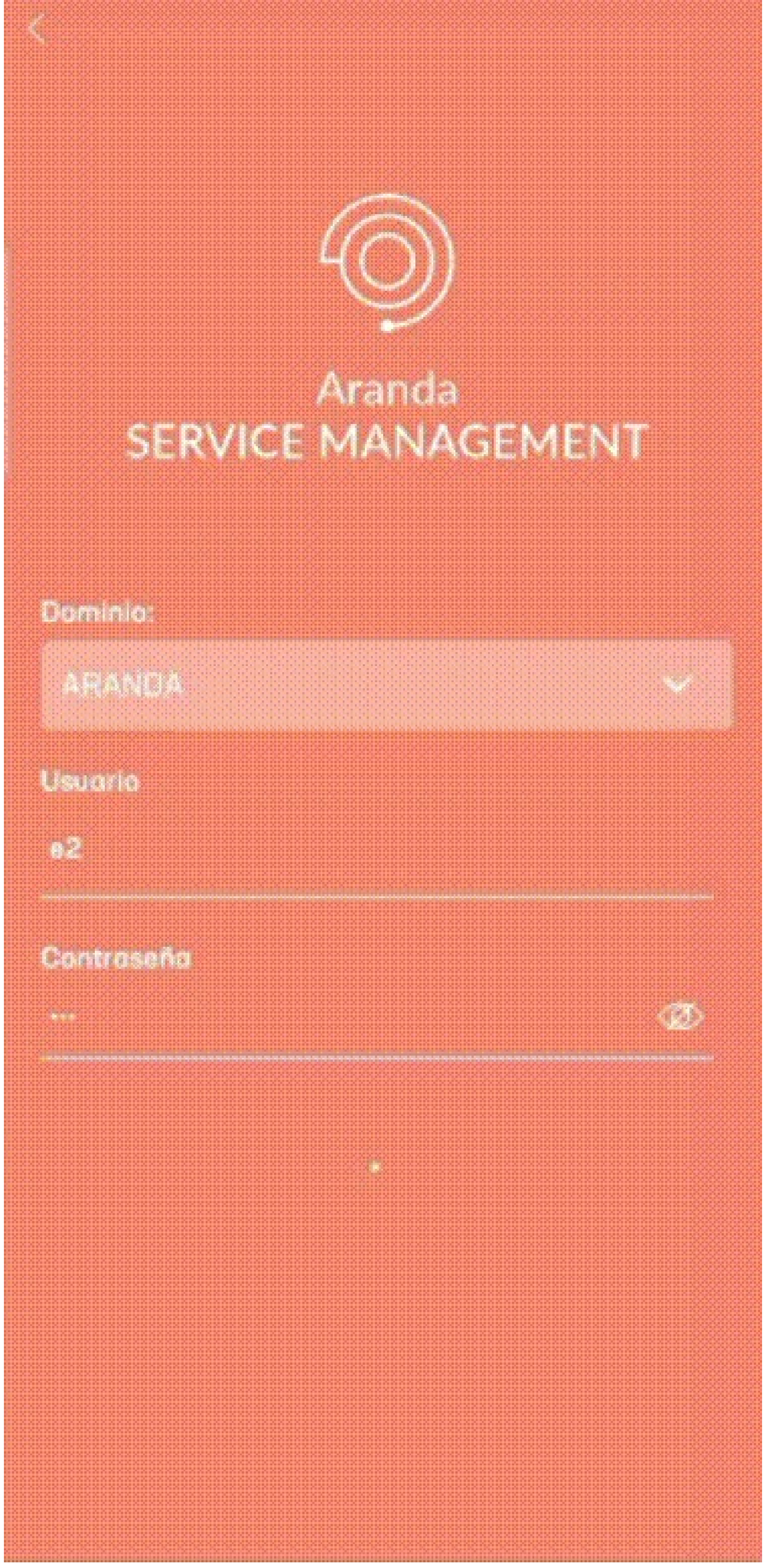
To reset your password, click Forgot your password?.

⚐ Note: To reset your password, go to Manual de Aranda Pass Recovery APR.

My Portal

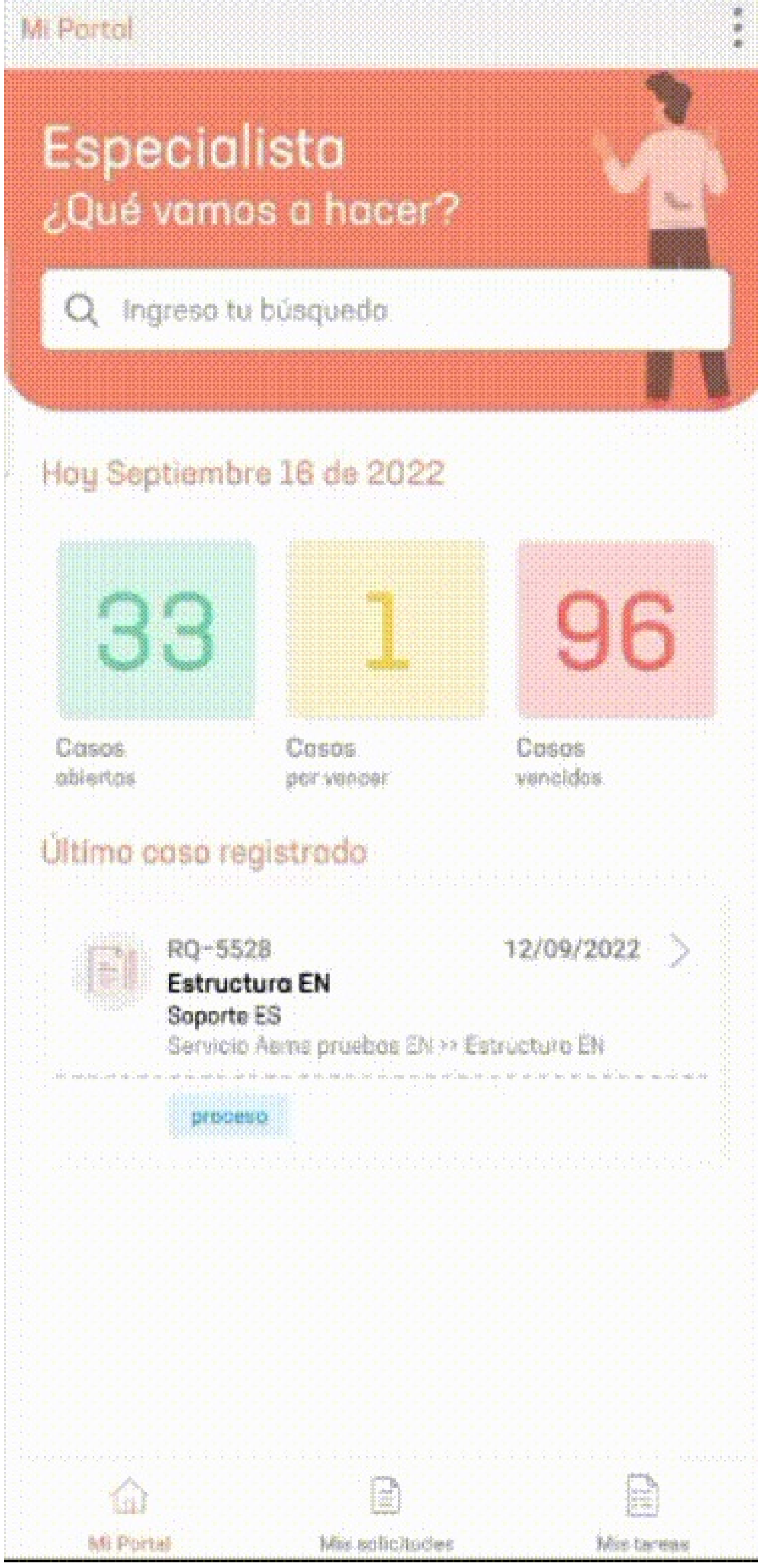
My Portal

When logging in, the user is directed to My Portal, which is the first option available on the taskbar.



This option summarizes the cases assigned to the specialist and gives access to the application finder.

⚐ Note: The information is filtered by initially showing the first 10 cases associated with the specialist. When reaching the end of the list, the user must perform a Swipe up to upload more cases. These are progressively loaded in descending order, allowing all cases under the specialist's responsibility to be visualized.



This section is divided into the following sections.

Options	Description
1. Floating menu	Displays a menu of options: Sign out: The user logs off.
2. Enter your search	Allows you to enter a query or search.
3. Summary Section	Information cards with open, expiring and expired cases.
4. Request Filter	Allows filter navigation of open, expiring, and expired requests.
5. Last case section	Displays the last case assigned to the user.
6. Taskbar	Allows navigation between the portal, requests, and tasks.
7. Project Filter	It allows navigation between the portal of the requests and the tasks of the projects associated with the specialist.

Other views

Search view

Watermark In case of not obtaining results, a watermark is displayed informing the user that there are no matches for the query made.

Open Menu In this view, the options menu and the filter for changing projects are displayed.

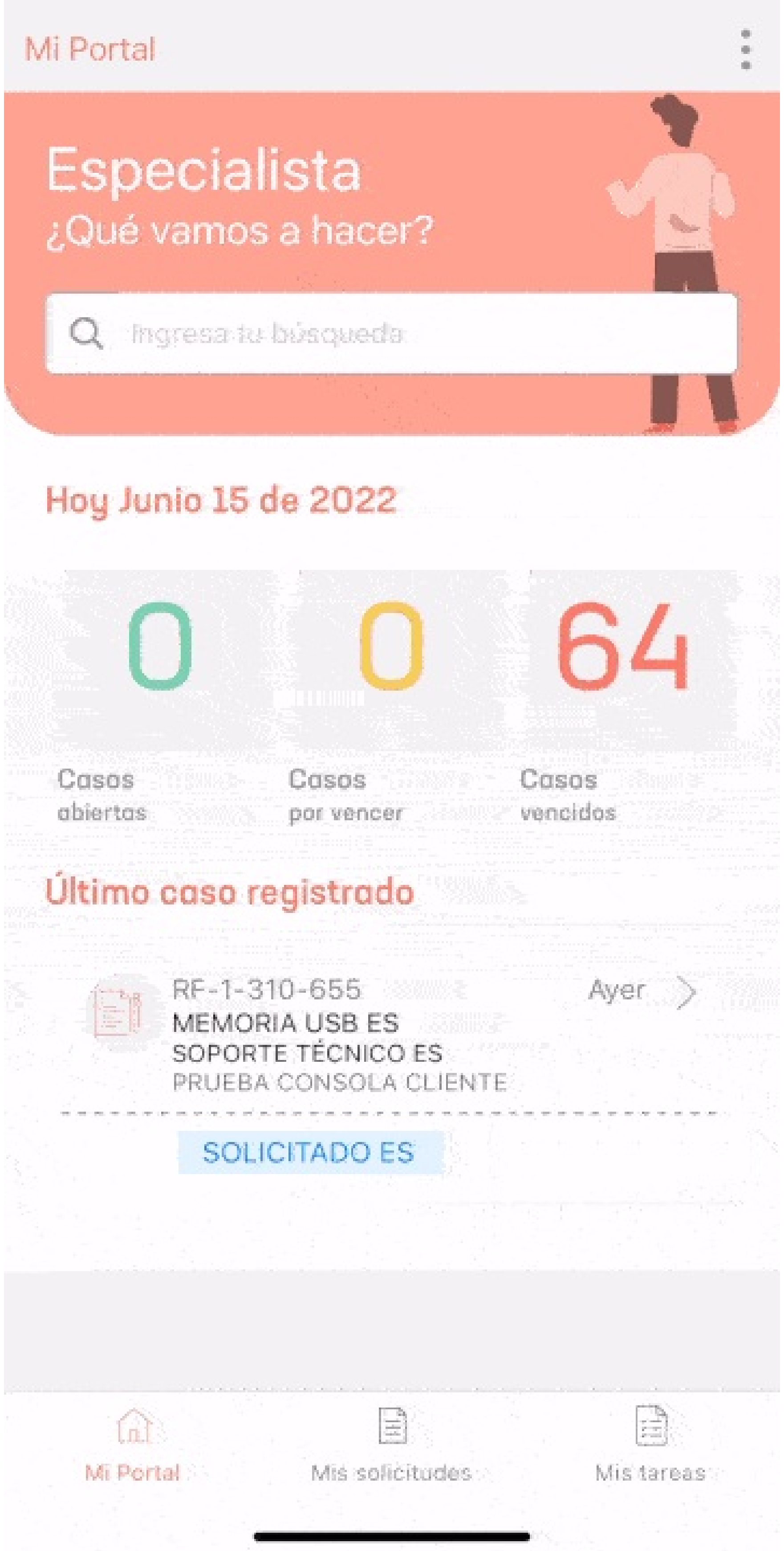
⚐ Note: In the options menu you can filter by projects in the following view, in addition to searching the list of projects:


Cambiar proyecto
Cambia de proyecto
seleccione el proyecto
ASMS Español
SLA Test Español
Soporte - ASC
Cambiar

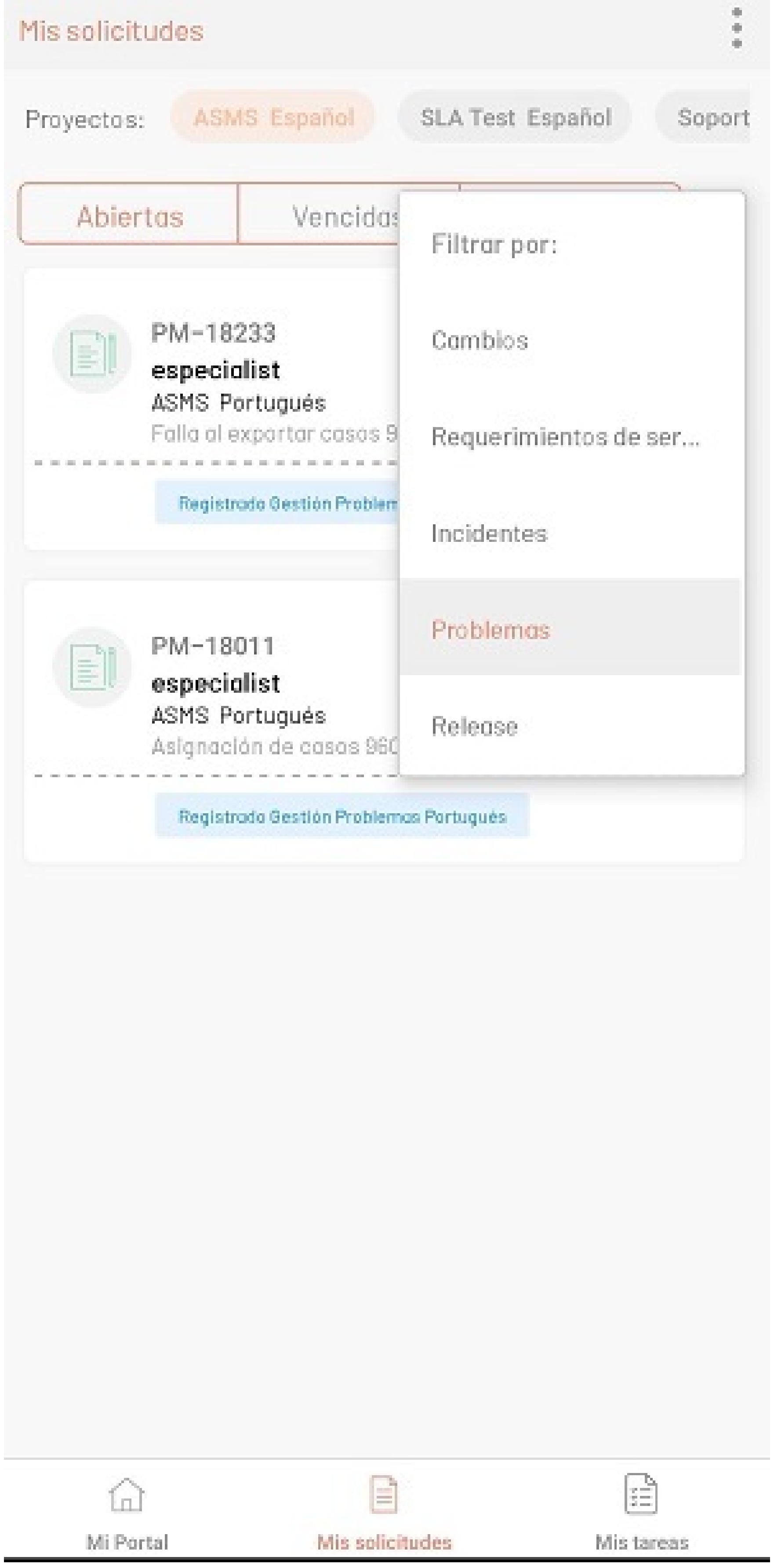
mis_solicitudes

My Requests

The second item on the taskbar on the Aranda ASMS mobile console corresponds to My Requests and allows you to consult the requests assigned to the specialist in session.



1. En la consola móvil de ASMS, en la barra de tareas de Mi Portal, seleccione la opción Mis solicitudes. Esta opción muestra los casos o solicitudes creadas en un listado y permite acceder a su detalle. In the list of cases or requests you can filter by open, expired and expiring, as well as by projects and types of cases.



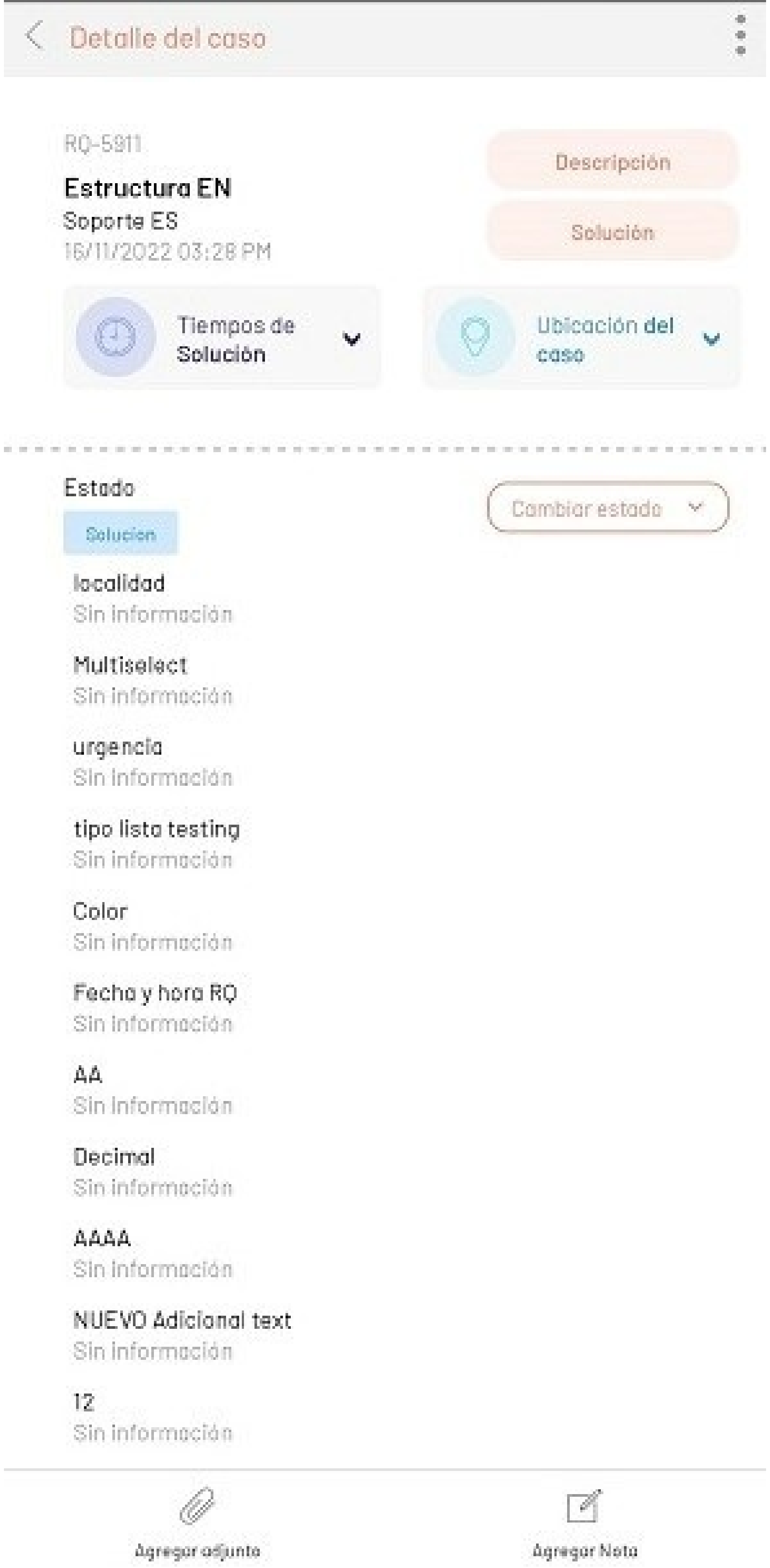
The My Requests screen is divided into the following sections:

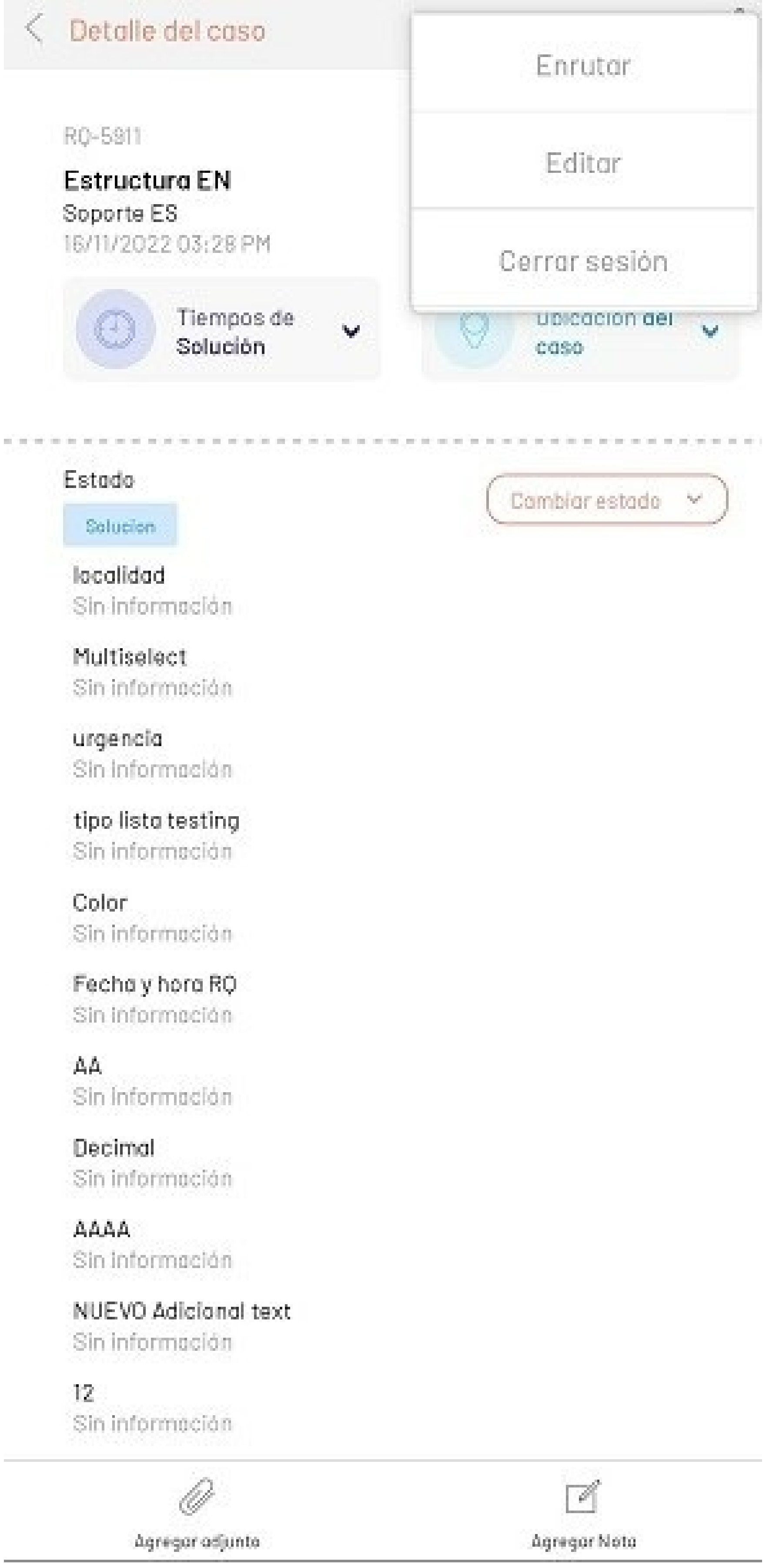
Sections	Description
1. Floating menu	This section displays a floating menu where the following are displayed: options: - Sort ascending or sorting descending, which allows you to organize the list of requests. - Reassign, this option allows you to start the flow of reassigning requests. - Sign Out, which allows you to finish the current section.
2. Status filters	This option filters requests based on their status.
3. Project Filter	It allows navigation of the requests of the projects associated with the specialist.
4. List of applications	This section allows you to view a list of the Requests that they meet the criteria of filter status and ordering. Selecting one of the requests redirects you to the request detail screen.
5. Filter by Case Type	This option filters requests by case type, as required by the user.

If there are no cases or no results with the search filters, a watermark is displayed informing you that there are no matches.

When searching for services does not return results, a watermark is displayed:

2. After selecting one of the cases in the application, the user will be able to view the detail of the request:


Detalle del caso
RQ-5911
Estructura EN
Soporte ES
16/11/2022 03:28 PM
Descripción
Solución
Tiempos de Solución
Ubicación del caso
Estado
Solucion
Cambiar estado
localidad
Sin información
Multiselect
Sin información
urgencia
Sin información
tipo lista testing
Sin información
Color
Sin información
Fecha y hora RQ
Sin información
AA
Sin información
Decimal
Sin información
AAAA
Sin información
NUEVO Adicional text
Sin información
12
Sin información
Agregar adjunto
Agregar Nota

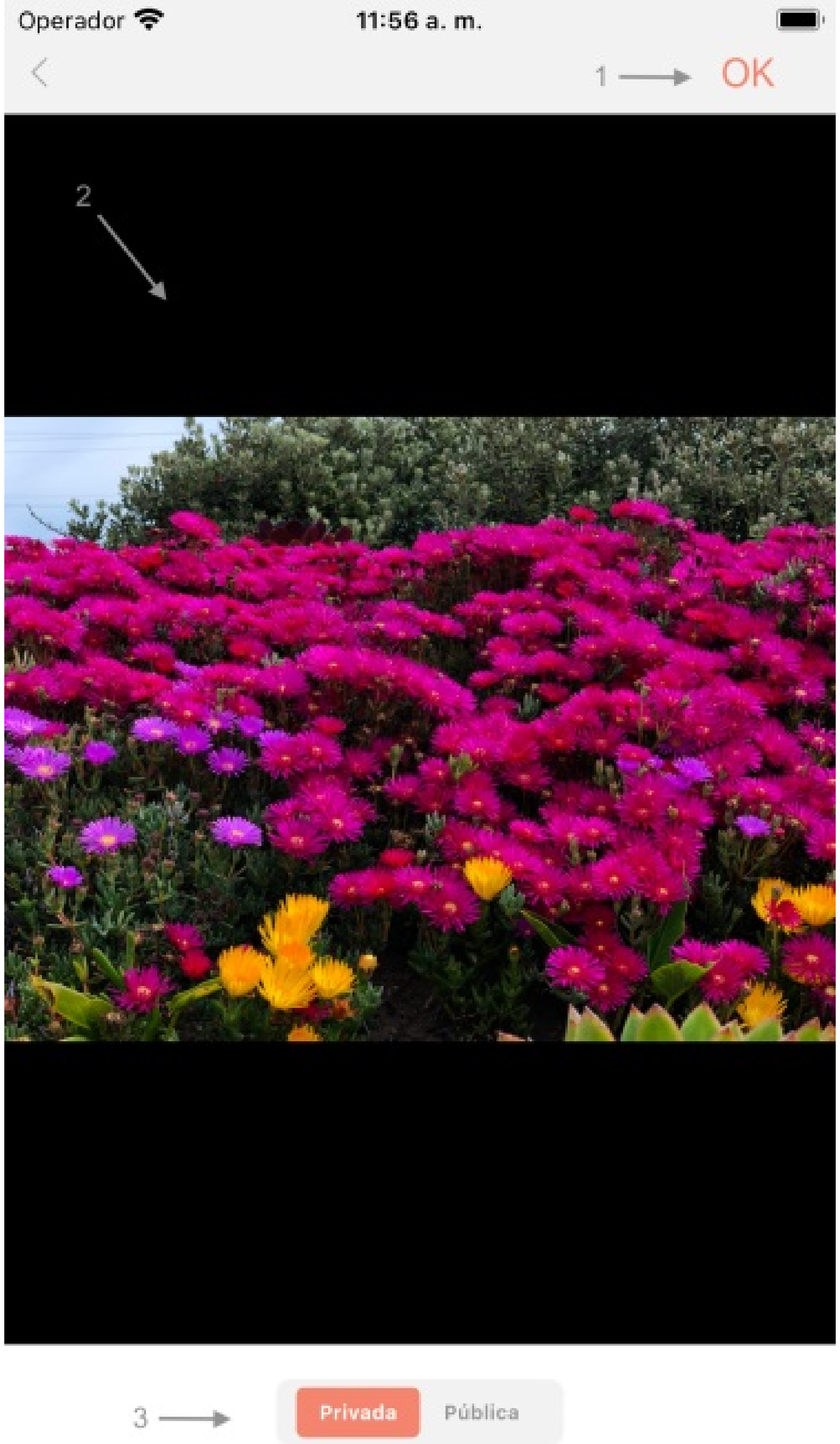


Options	Description
1. Floating menu	This section displays a floating menu where you can view options such as Route Request to another specialist, edit the Core and Additional fields, and log out, which allows you to finish the current section.
2. General Case Information	In this section the generalities of the case are visualized; number of the case, status of the request, change status, date of creation. In addition, it is possible to access the following options: - View Description button: This option allows you to redirect to another view where you can view the full description of the application. - Solution: Display Screen the complete solution of the case.
3. State	Displays the current status of the request.- The Change Status button allows Start the process of changing the status of the application.
4. Additional Fields Section	This section shows the information provided for additional fields or the legend of No information by default.
5. Historical Section	Displays the history of changes made to the request: notes, attachments, status changes, etc.
6. Add Attachment	This option on the taskbar displays a list of options to attach additional files to the case from different sources.
7. Add Note	This option on the taskbar redirects to a new section for note creation.

3. When selecting the Add Attachment on the taskbar, the following options are available to you:

Options	Description
Take photo	This option enables the device's camera in photo mode
Take Video	This option enables the device's camera in video mode.
Photo Library	This option enables the device's gallery by filtering by images.
Video Library	This option enables the device's gallery by filtering by videos.
Attach File	This option enables the device's gallery by filtering by files.

Once selected or captured, the attachment is redirected to preview view where the file can be marked as public or private.



4. When you select the View Description In the detail of the application, the information associated with the description of the application is presented:

Descripción

RQ-5911

Estructura EN

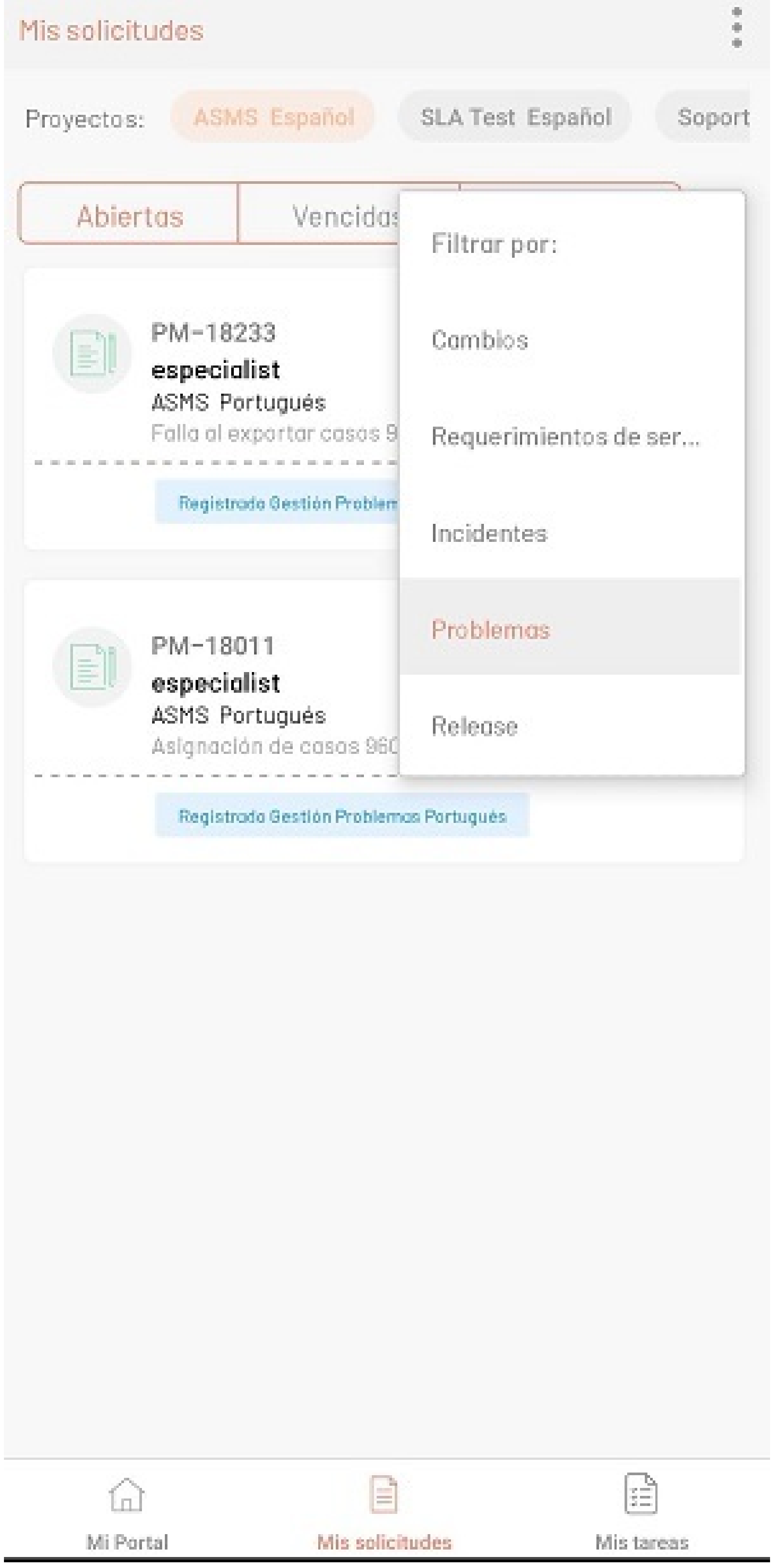
Soporte ES

16/11/2022 03:28 PM

service pruebas

pruebas de funcionalidad, modelos y servicios.

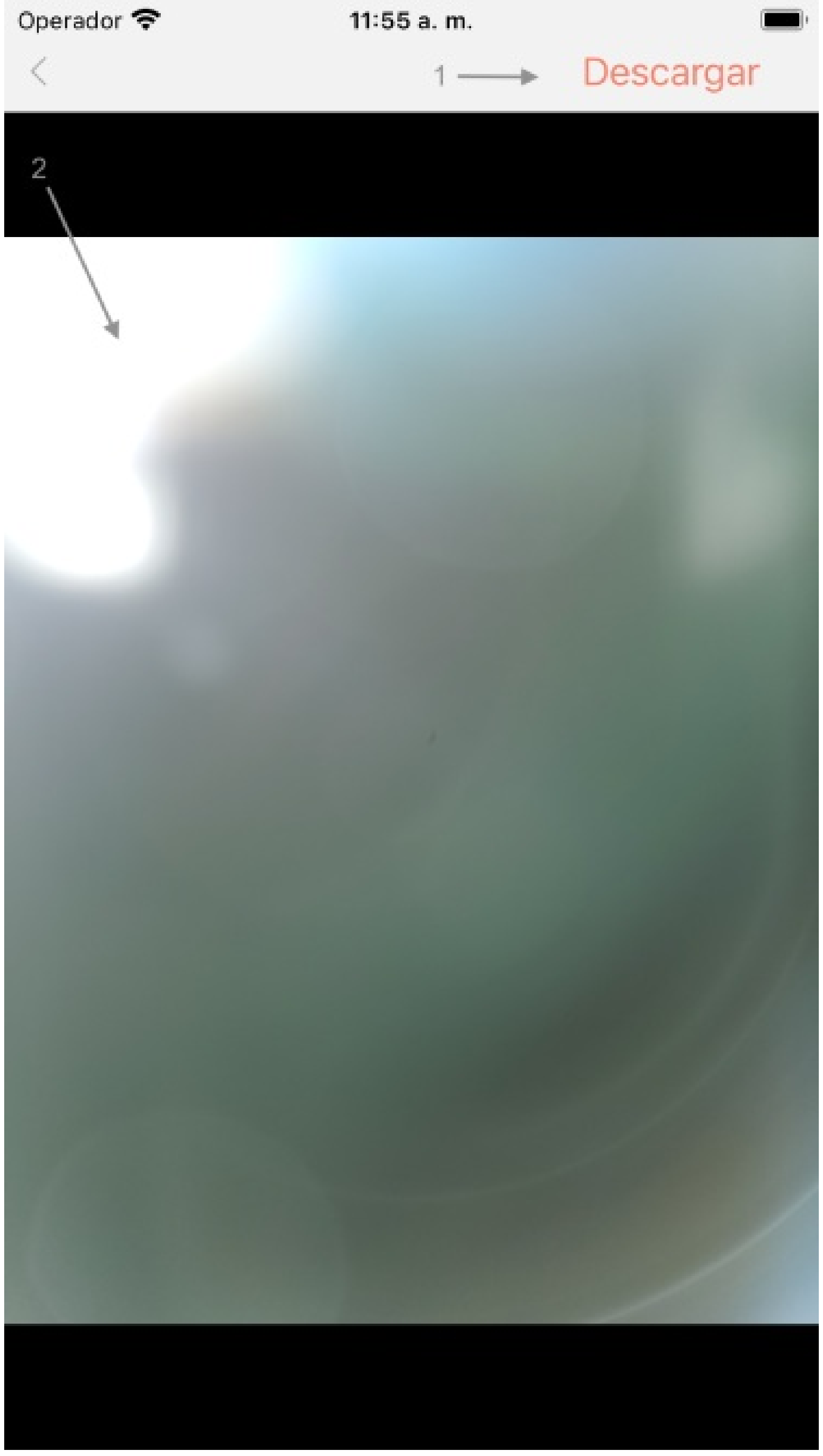
edición service pruebas

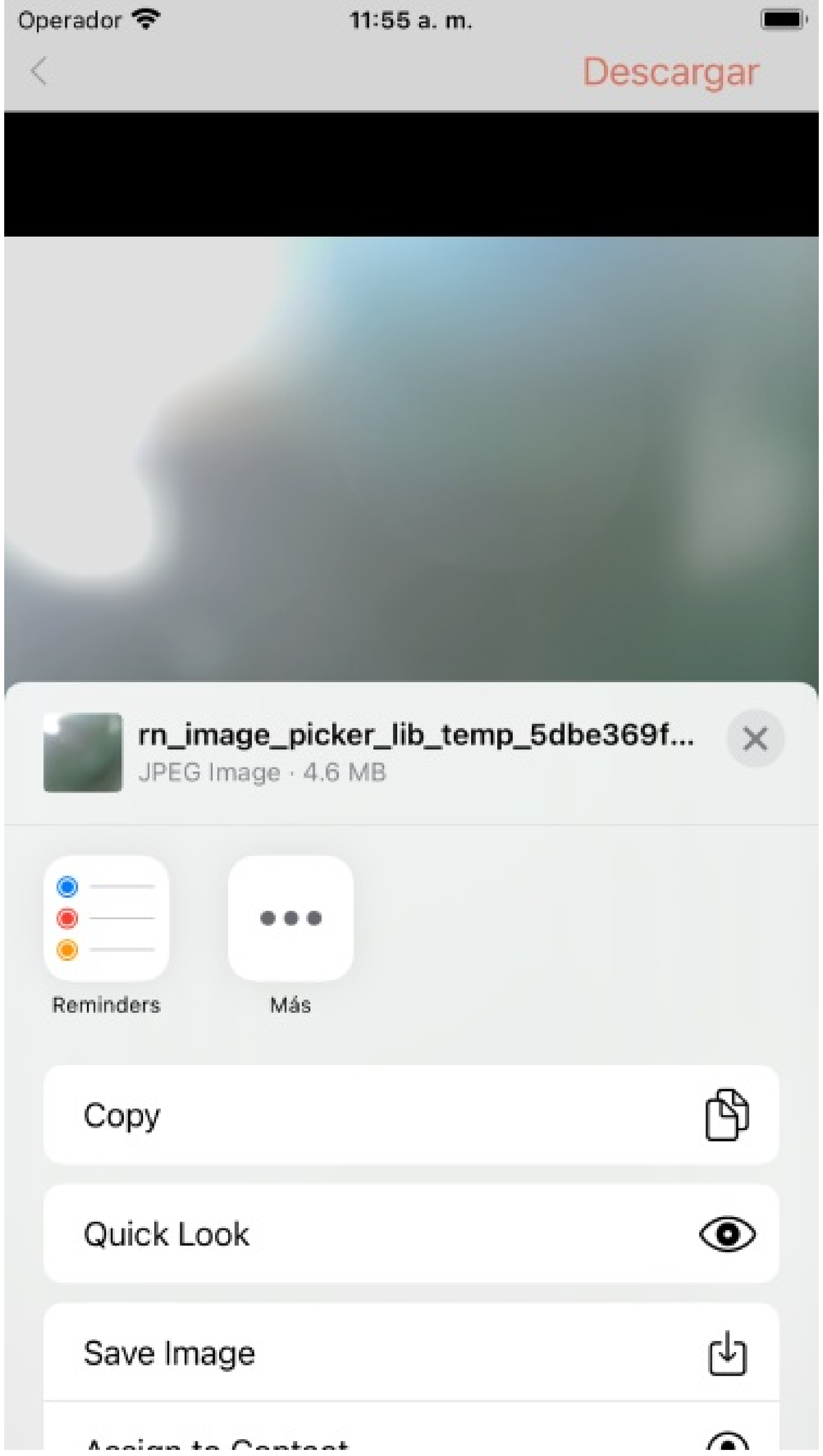


5. When selecting the Add Note from the taskbar, a field is enabled to enter the text of the note and add this information to the case.

The notes view allows you to add a Private or Public note to the case, which will be visible in the history if it is marked as public.

Other views By selecting an attachment from the request history, the user will be able to: download the file, share, etc.


Operador
11:55 a. m.
1
Descargar
2

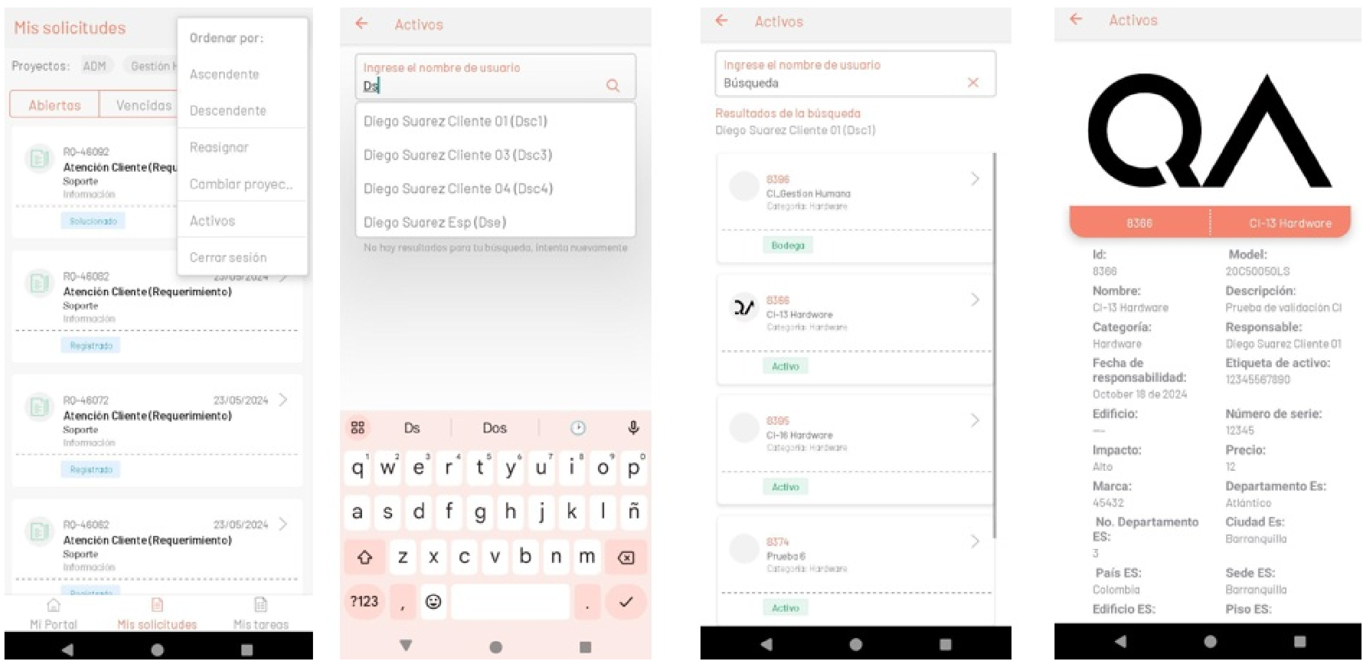


Assets

This functionality allows you to search and view the ICs associated with a user, either as a controller or as a user. The list shows in an organized way the assets linked to the selected name.

Steps to view the associated assets:

1. Access the My Requests and click on the three options dots.
2. In the floating window, select Assets.
3. In the view of Assets, use the search field to filter by user name. This field includes predictive search, displaying names with your alias as you type.
4. When you select a name, the app will load and display the CIs associated with the user.
5. Each IC is presented on a card with details such as: image, name, ID, category, and status.
6. Selecting a CI will open a view with detailed asset information.



Reassign requests

Reassign Requests

One of the actions available to users of Aranda SERVICE MANAGEMENT ASMS Mobile is the possibility of reassigning cases.

The reassignment process is a process where the specialist can reassign a request or multiple requests to another specialist.

Reassign a Case

Reassignment of requests within the ASMS application, you should consider the following steps:

1. In the ASMS mobile console, on the My Portal taskbar, select the My Requests.

This option shows the cases or requests created in a list and allows you to access their details.

In the list of cases or requests, you can filter by open, expired and expiring, as well as by projects associated with the specialist.

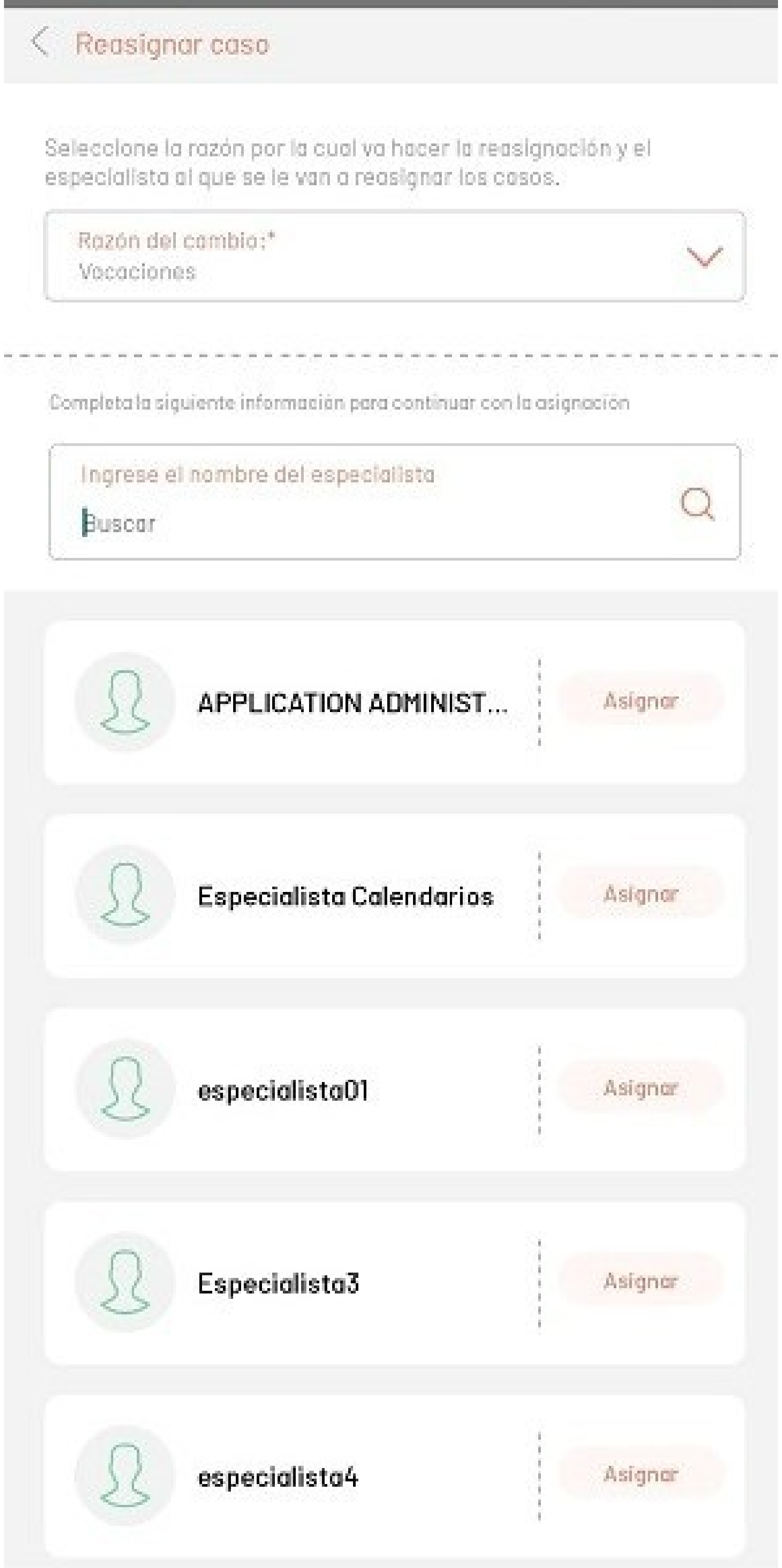
2. Once the section is defined, display the floating menu and select the option Reassign. In the list of requests, a selection radius is enabled for each request and the reassignment button in the navigation bar.

The specialist will be able to select the requests to be reassigned and confirm their selection through the reassign button.

3. The application redirects the specialist to the option Reassign Case where you can define a reason for the reassignment of requests. This option displays the possible reasons for the reassignment, these reasons are preconfigured. 4. In the search bar, you will be able to filter the list of specialists available for assignment. Select the new specialist in the case reassignment.

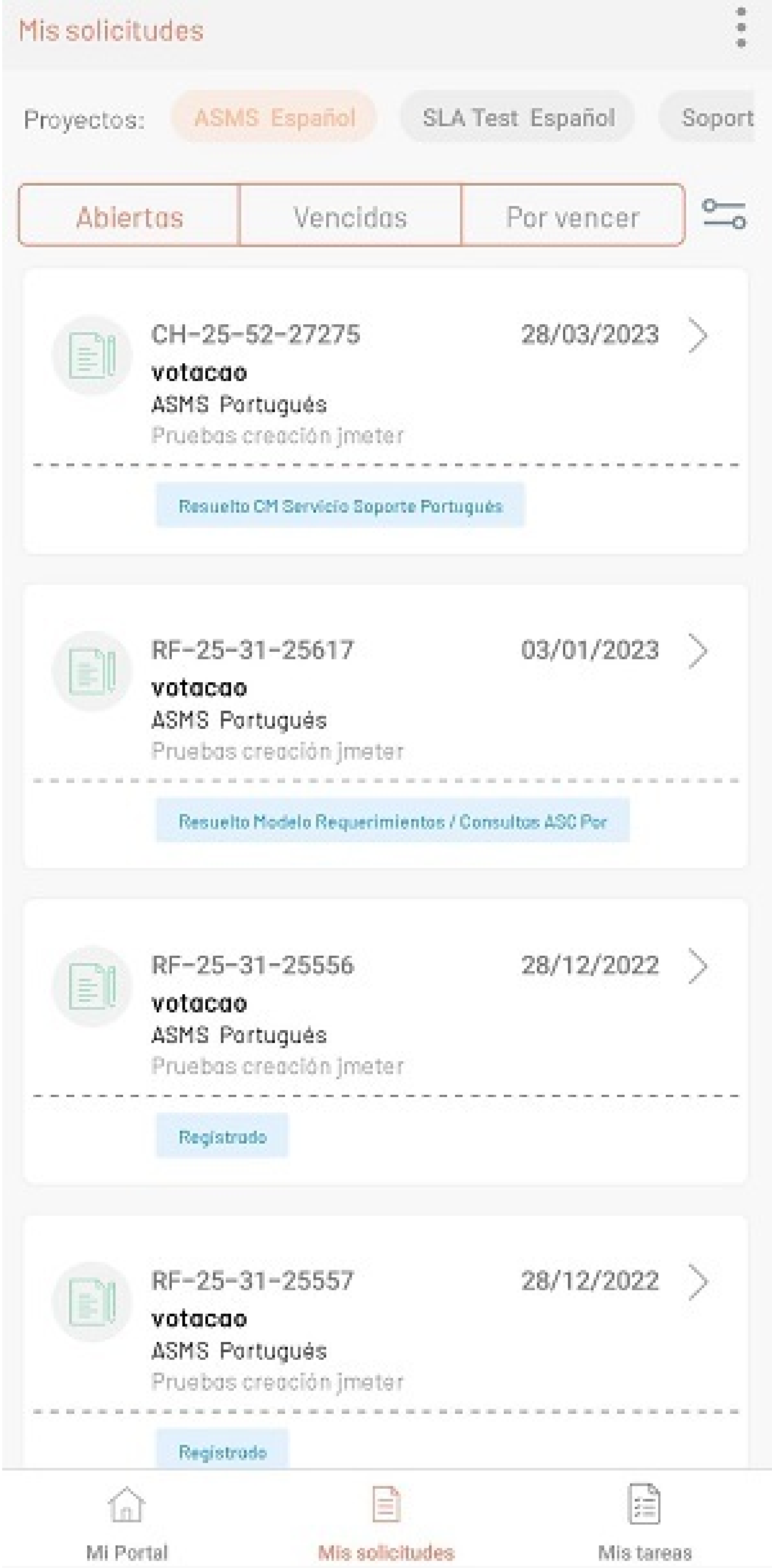
If there are no matches with the search, a watermark is displayed.

5. When you select the assign button, the application asks for confirmation of the action.



6. Upon confirming the action, the specialist concludes the reassignment process by accepting the changes made and assigning the requests to the new specialist.

7. When the reassignment is confirmed, the application redirects to the screen My Requests.



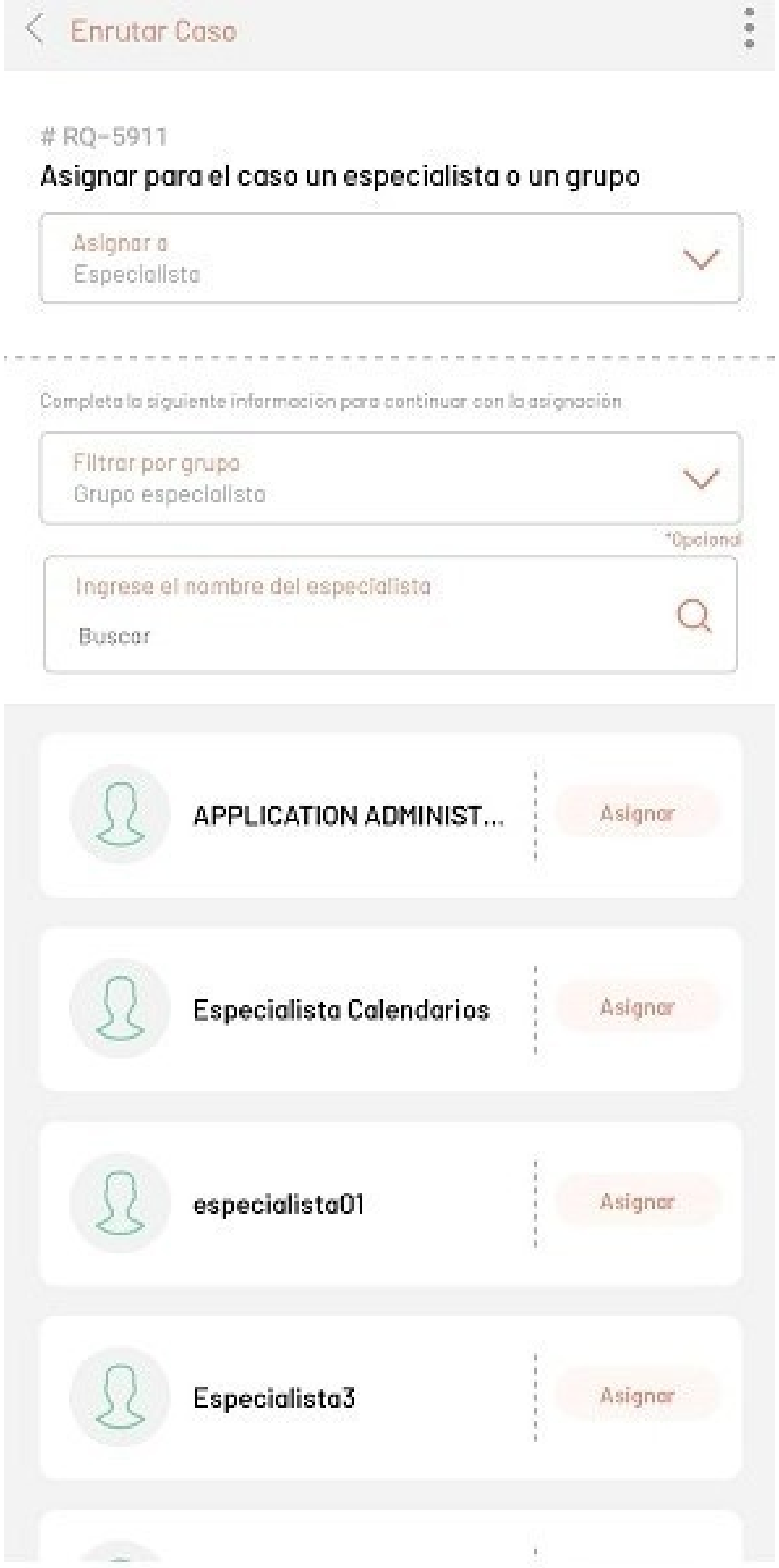
Route requests

Route Requests

Route requests

Route requests allows you to assign the previously assigned request to another specialist or group of specialists.

1. En la consola móvil de ASMS, en la barra de tareas de Mi Portal, seleccione la opción Mis solicitudes. 2. After selecting one of the cases in the application, the user will be able to view the detail of the request. 3. In the floating menu of the request detail, the option Route. Once this option is selected, the Reassign Case window is enabled, where the specialist defines whether the routing will be done by another specialist or group; Once the new requisitioner is selected, the intention to route is confirmed.



The routing screen has the following sections:

Options	Description
1.Filter Specialist or Group	Selection combo where the person responsible for the specialist or group application is chosen, Depending on the selection, the interface changes.
2.Group Filter	Allows you to search for the responsible group
3.Specialist Name Filter	Only visible for specialist routing, and allows you to search for a particular specialist.
4. List of results	Visualize specialists and/or groups according to selection for routing.

Other views

- When no matches are found when searching for groups or specialists, a watermark is displayed in the results section.

When you select a group or specialist, a pop-up window is displayed asking for confirmation to complete the routing process.

Edit requests

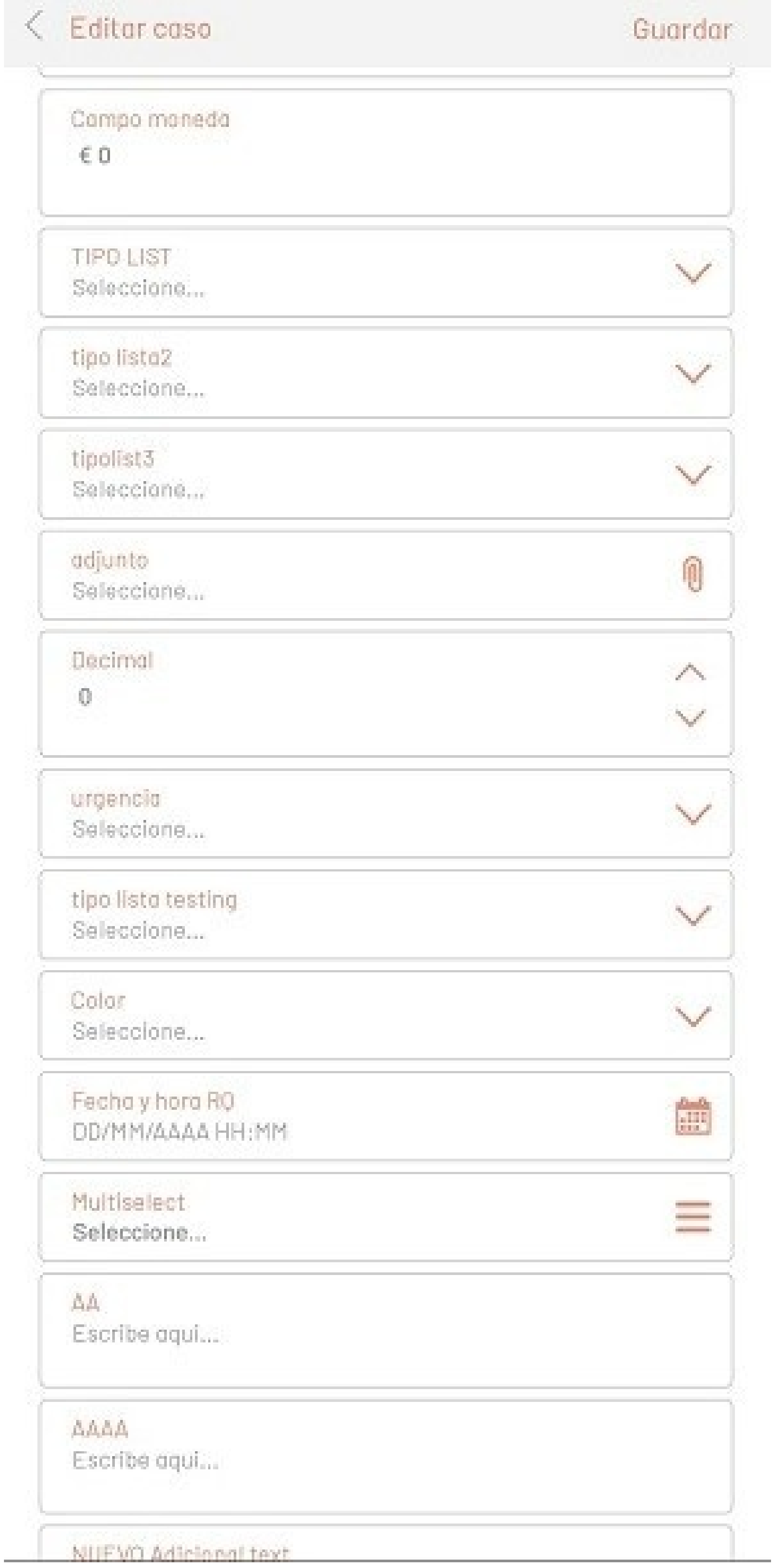
Edit Requests

Edit requests

Edit requests allows you to manage previously selected cases and update the information required by the specialist.

1. En la consola móvil de ASMS, en la barra de tareas de Mi Portal, seleccione la opción Mis solicitudes. 2. After selecting one of the cases in the application, the user will be able to view the detail of the request. 3. In the floating menu of the request detail, the option Edit. Once this option is selected, the Edit Case window will be enabled, where the specialist defines the fields to be updated for the selected request.


Editar caso
Guardar
RQ-7127
Estructura EN
Soporte ES
09/06/2023 11:27 AM
Completa la información para la edición del caso
Estado
inicia
Asunto at.*
Plantilla RQ
Descripción
service pruebas
pruebas de funcionalidad, modelos y servicios.
edición service pruebas
* No se soporta la edición de contenido HTML
Solución
Escribe aquí...
Servicio*
Servicio Asms pruebas EN
Categoría*
Estructura EN
Clienteeeeeeeee
Cliente 1



The edit screen has the following sections:

Options	Description
1. Save button	Confirms the changes made for the status change and additional fields in the request.
2. Status Combo	Allows you to change your state.
3. List additional fields	View the additional core and specialized fields for the type of case under edit.

4. When the changes are finished, select the Save.

IC Selection via QR Code Scanning

This functionality allows you to assign a CI to a case by reading a QR code generated from the CMDB console. The QR code contains detailed information about the CI, such as ID, name, category, responsible, serial, among others. Editing a Case with QR Scanning

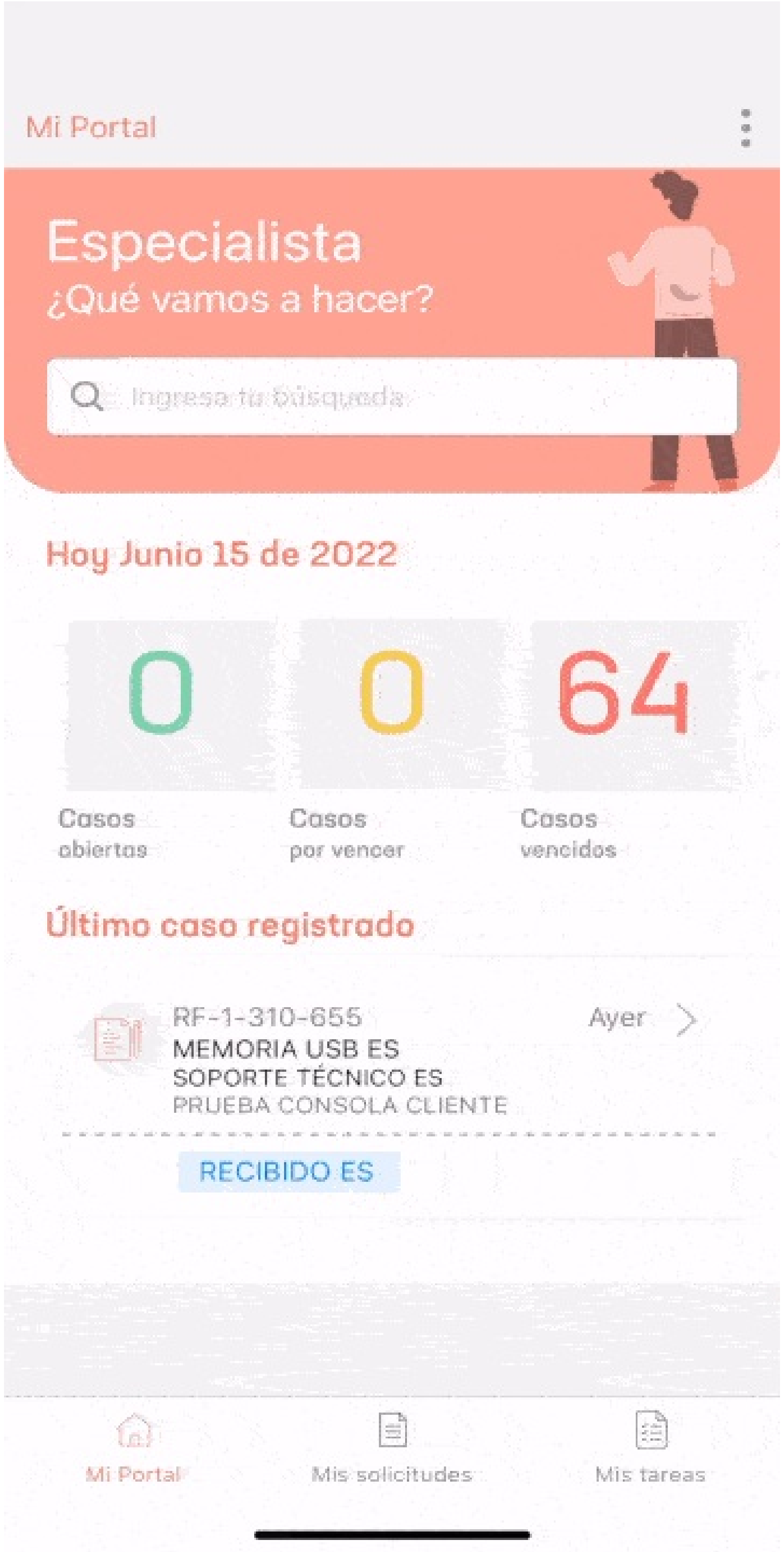
1. To associate a CI by scanning, select the SCAN QR CODE option.
2. The camera will be activated to scan the QR code generated from the CMDB console.
3. Click Select to associate the CI with the case, or click Cancel to return.
4. If the selection is confirmed, the CI is associated with the case being created using the returned ID.

> ⚐ Note:
> • When scanning an invalid QR code, in a finished state, or from a project that the CI is not associated with, an error message will be displayed.
> • Clicking Cancel closes the scan camera; clicking OK returns to the camera to allow another QR code to be scanned.

Change Status

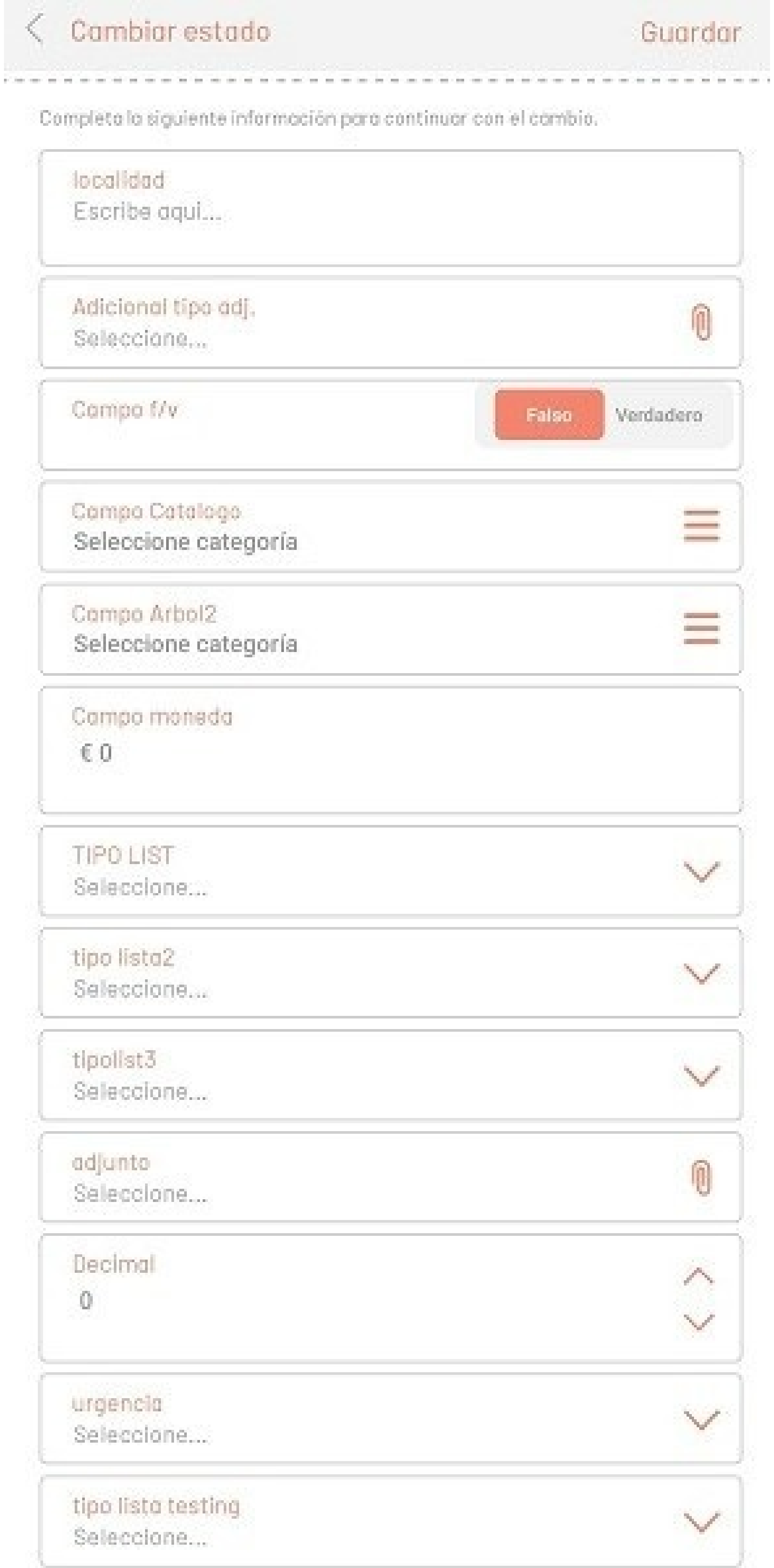
Change Status

All requests have a lifecycle, where each station corresponds to a state.



1. En la consola móvil de Aranda SOFTWARE MANAGEMENT ASMS, en la barra de tareas de Mi Portal, seleccione la opción Mis solicitudes. 2. After selecting one of the cases in the application, the user will be able to view the detail of the request: 3. In the request status, select the Change status (It may be disabled or not visible by business rules.)


Cambiar estado
Guardar
El cambio de estado a: Solucion para el caso:
RQ-5911
Estructura EN
Soporte ES
Asunto at.*
Servicio Asms pruebas EN >> Estructura EN
Descripción
service pruebas
pruebas de funcionalidad, modelos y servicios.
edición service pruebas
* No se soporta la edición de contenido HTML
Solución
Escribe aquí...
Servicio*
Servicio Asms pruebas EN
Categoría*
Estructura EN
Clienteeeeeeeee
Cliente 1
Compañía
Empresa AT



The status change screen is divided into the following sections:

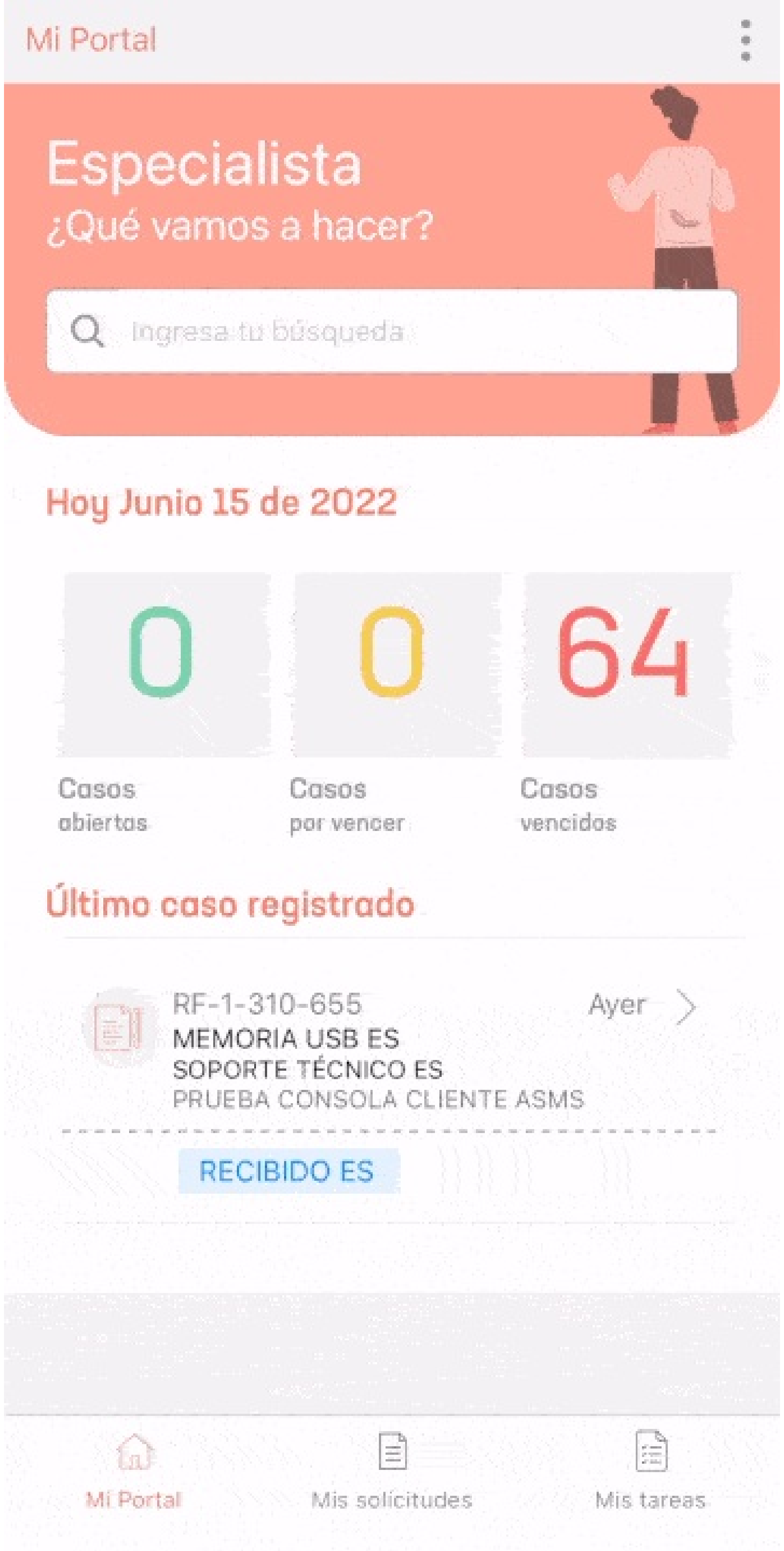
Options	Description
1. Save button	Confirms the changes made for the status change and additional fields in the request.
2. Reason Combo	Allows you to select a reason for making the status change.
3. List additional fields	View the additional core and specialized fields for the type of case under edit.

4. When the status change is complete, select the Save.

My Tasks

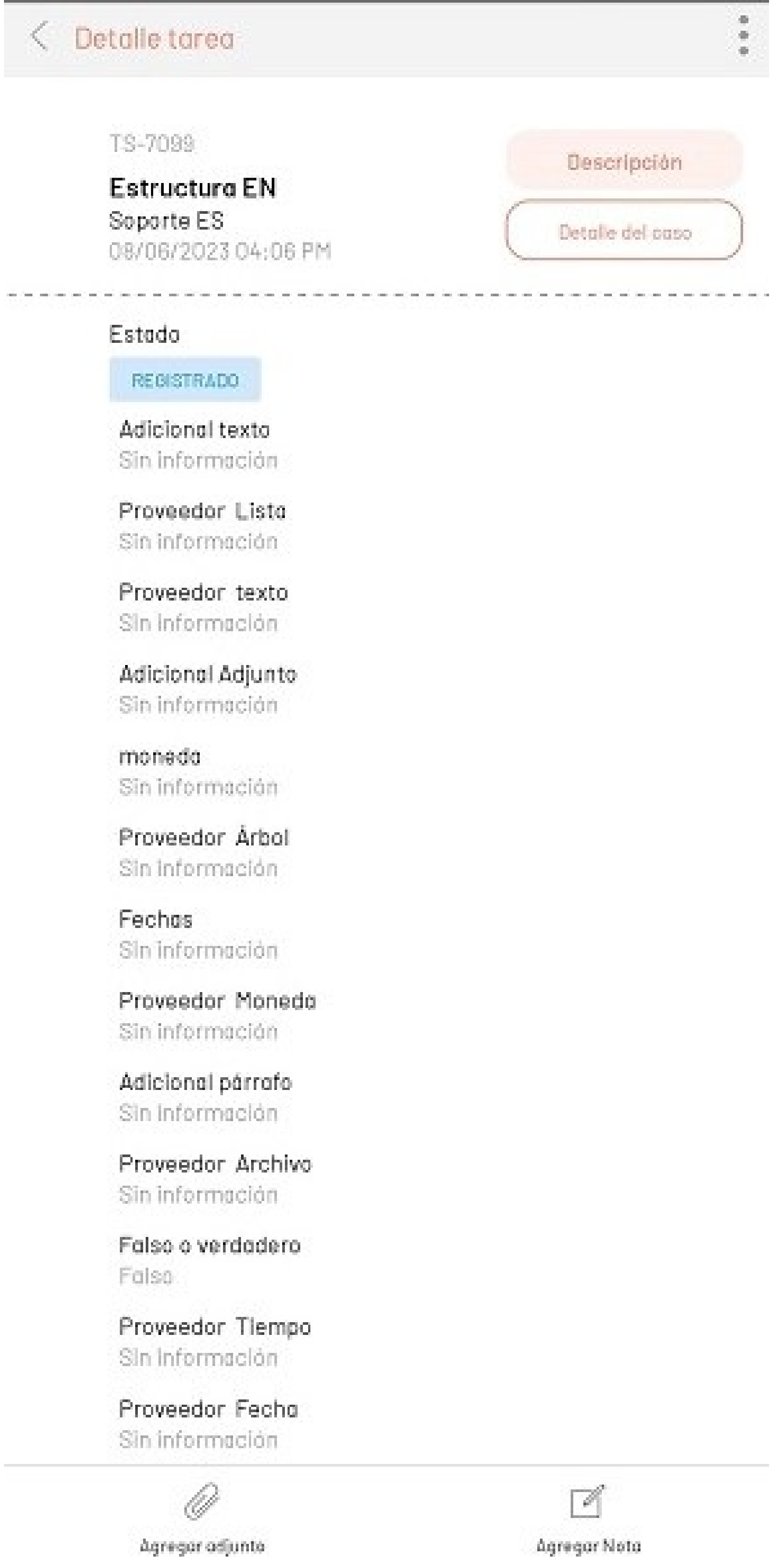
My Tasks

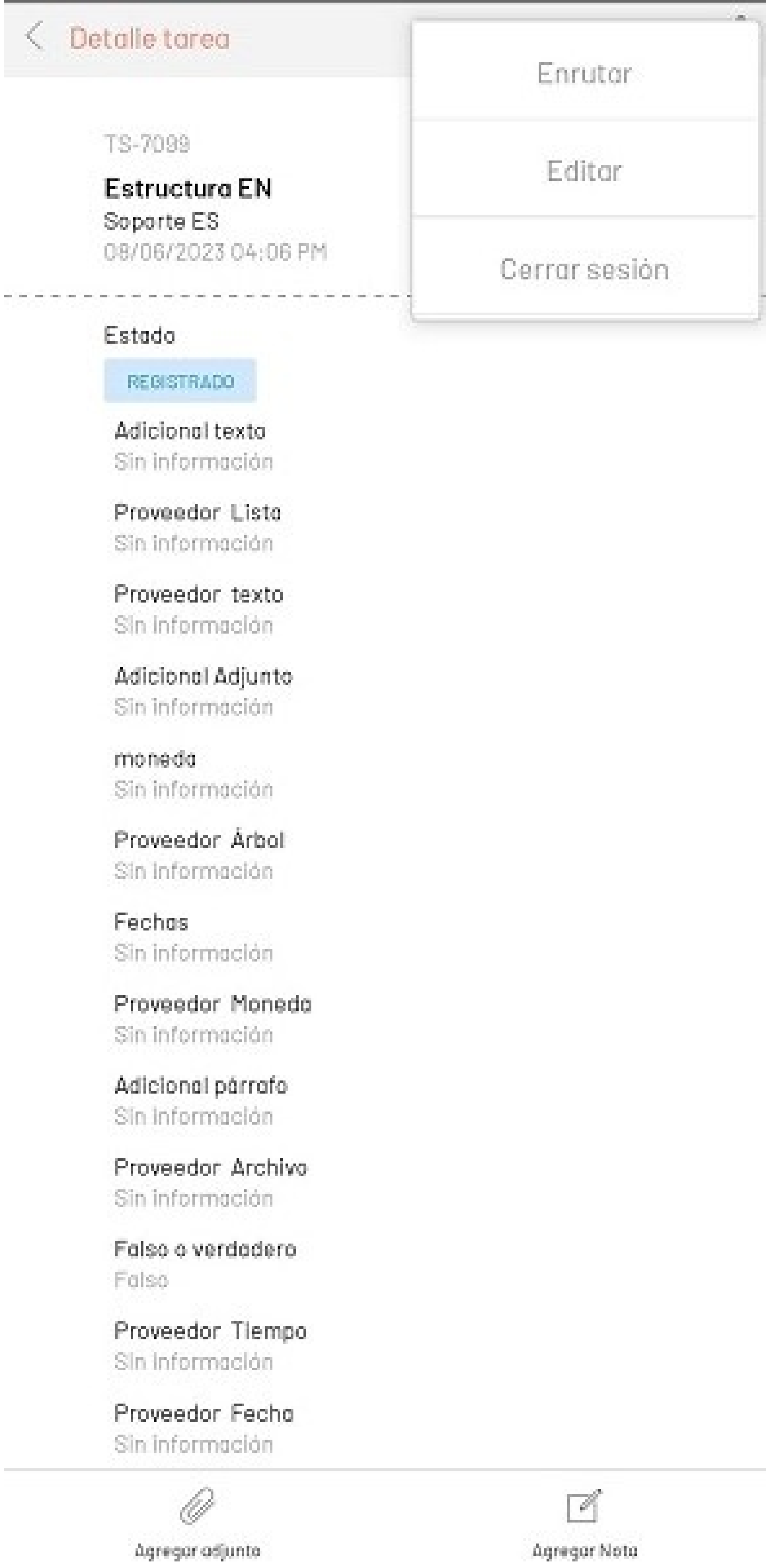
The third item on the taskbar on the Aranda ASMS mobile console corresponds to My Tasks, which allows you to consult and manage the tasks assigned to the session specialist.



1. En la consola móvil de ASMS, en la barra de tareas de Mi Portal, seleccione la opción Mis tareas. Esta opción muestra las tareas creadas en un listado y permite acceder a su detalle.
Other views When the search for tasks does not return results, a watermark is displayed:

2. After selecting one of the tasks in the application, the user will be able to view the detail of the task:

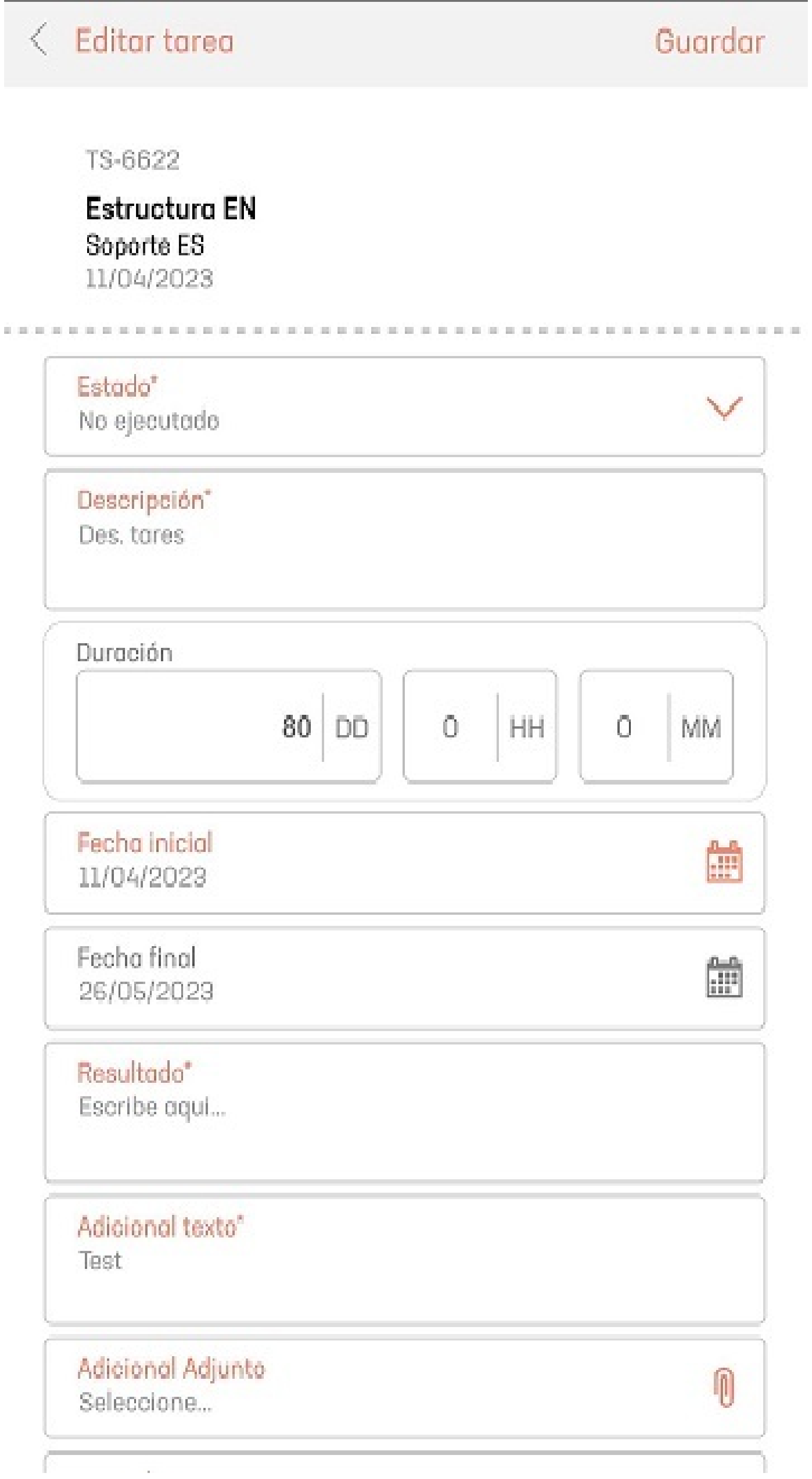

Detalle tarea
TS-7099
Estructura EN
Soporte ES
08/06/2023 04:06 PM
Descripción
Detalle del caso
Estado
REGISTRADO
Adicional texto
Sin información
Proveedor Lista
Sin información
Proveedor texto
Sin información
Adicional Adjunto
Sin información
moneda
Sin información
Proveedor Árbol
Sin información
Fechas
Sin información
Proveedor Moneda
Sin información
Adicional párrafo
Sin información
Proveedor Archivo
Sin información
Falso o verdadero
Falso
Proveedor Tiempo
Sin información
Proveedor Fecha
Sin información
Agregar adjunto
Agregar Nota



The task detail screen has the following sections:

Options	Description
1. Floating menu	This section displays a floating menu where you can view options such as Edit the tasks assigned to the specialist and log out which allows you to finish the current section.
2. General Information Task	In this section the generalities of the task are displayed; task number, task status, creation date, etc. In addition, it is possible to access the following option: - View Description: This option allows you to redirect to another view where you can view the complete description of the task.
3. Additional Fields Section	This section shows the information provided for the additional fields or the legend of No information by default.
3. Historical Section	Displays the history of changes made to the task: Status Changes.

3. In the floating menu of the task detail, the option Edit. Once this option is selected, the Edit Task window is enabled, where the specialist defines the status change and the result obtained for the status change.



⚐ Note: It will now be possible to edit the duration fields of tasks that are in the initial state.

The edit task screen has the following sections:

Options	Description
1. Change of status	Selection combo where the state to which the assigned task to the specialist is going to be chosen, depending on the selection of the state the interface changes, If the status is intermediate, it will ask for the Description, if the status ends the task, it will ask for the Solution.

4. When the task is finished editing, select the Save.

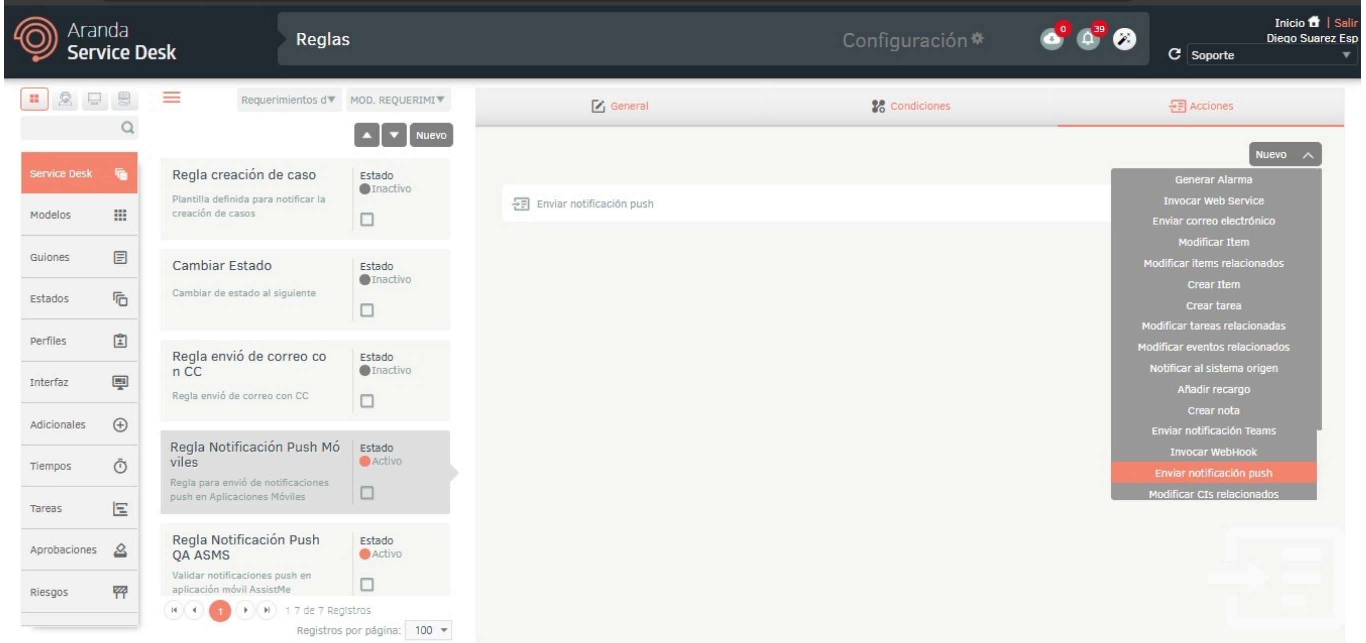
Push Notifications

Push Notifications

This functionality allows specialist users to be notified, via push notifications, when they are created or modified cases, based on rules configured from the Administrator.

Configuration

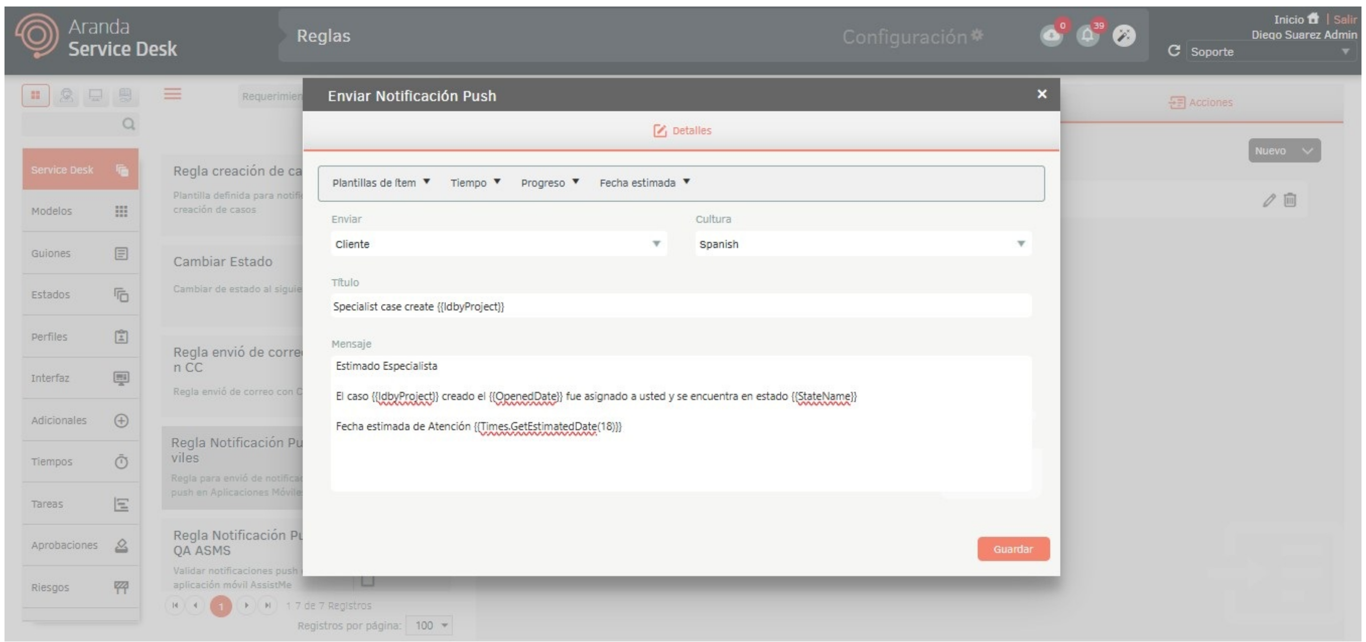
1. On the console ASMSAdministrator, in the Service Desk Create a Ruletab, on the Actions select Send push notification. See Creating Rules



⚐ Note: >

- The option to send push notification only applies to Rules in the Service Desk session for the Changes, Service Requirements, Incidents, Problems, and Release case types.
- The Specialist user must be authenticated to the ASMS application to receive notifications. The authenticated user's data will be saved in the ASMS_USER_MOBILE.
- You must have a push server for message processing.

2. On the option details tab Send Push Notifications, fill in the fields of the form.



Field	Description
Tags	Complementary options for structuring the message; Example: (Code, Created, State).
Send	Recipient (customer or specialist) to whom the push notification will arrive.
Culture	Language in which the push notification will arrive.
Title	Identifier of the notification.
Message	Body of the message.