

Aranda Service Management Suite

The Aranda Service Management Suite specialist console is the website where the specialists who attend the services can view and manage the different cases registered by customers (internal or external).

Login

Login

Select the authentication type, enter the username and password, and click the Enter.

- Note: The minimum roles that the specialist must have in order to log in to the specialist console are:
- a) Specialist roleand b) Role of management of some type of case (Incidents manager, Servicecalls manager, Problems manager, etc.).

Specialist Console

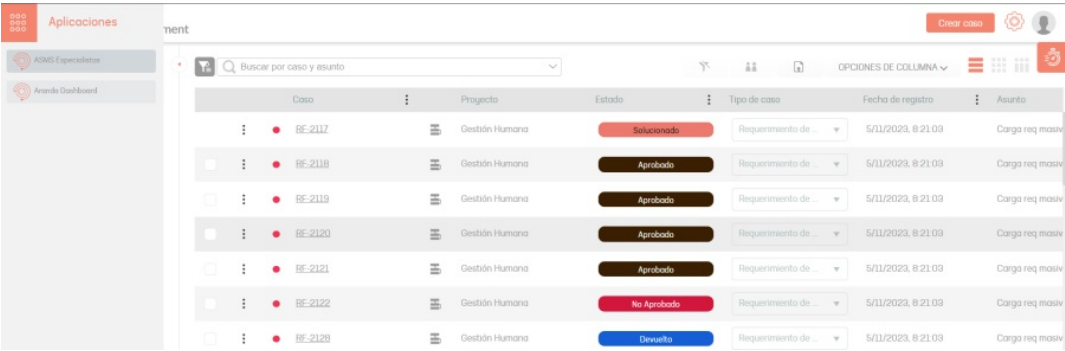
Aranda Dashboard

Dashboard

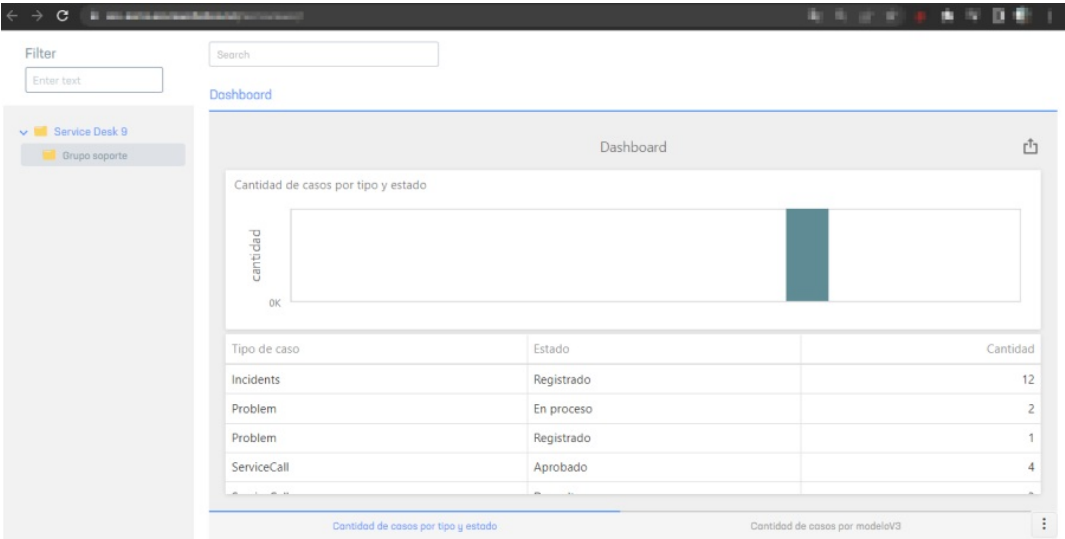
With this option, the specialist can view the dashboards previously imported from Aranda Query Manager, which contain relevant project information. In this way, you will be able to have a quick overview of key indicators and metrics important to management of the project.

Dashboard Visualization

1. Log in to the Specialist console with a user who has the permissions assigned.
[View Aranda Query Manager Permissions](#)



2. Click “Applications” and then in “Aranda Dashboard”, the ASMS viewer will open with the corresponding dashboards according to the permissions assigned to the specialist.



Default Views

Default Views

In the Aranda SERVICE MANAGEMENT ASMS specialist console you will be able to view all the information associated with the cases generated, tasks and pending approvals of the specialist.

How to View Case Information

1. To view the case information, log in to the ASMS Specialist Console, in the Cases From the main menu, select a category to filter the information:

- Open Cases
 - Closed Cases
 - All cases (To view this option, the user must have a new or existing role that has the View_All_Filter)



For the display of the following sections of the menu, the corresponding checks are carried out in terms of roles:

- My Cases and My Tasks: The specialist must have one of the following roles: Changes Manager, Releases Manager, Incidents Manager, Problems Manager or ServiceCalls Manager.
 - Cases and Tasks of my Groups: The specialist must have each of the Group Viewer roles that complement the My Cases roles, for example if they have the roles of Changes Manager and Releases Manager must have the roles Group Changes Viewer and Group Releases Viewer, in case the user has Changes Manager and Releases Manager and only with Group Changes Viewer, the options Cases and Tasks from my Groups They will not be displayed in the menu.
 - Cases and Tasks of my Projects: The specialist must have each of the Project Viewer roles that complement the My Cases roles, for example if they have the roles of Changes Manager and Releases Manager must have the roles Project Changes Viewer and Project Releases Viewer, in case the user has Changes Manager and Releases Manager and only with Project Changes Viewer, the options Cases and Tasks of my Projects They will not be displayed in the menu.
 - FSC: The specialist must have the role Changes Manager to display this option in the menu.
 - Pending Approvals and My Pending Approvals: This option will be displayed if the specialist has any of the following roles Changes Manager, Releases Manager or ServiceCalls Manager.

Consultation Criteria

2. Once the category to view the cases has been defined, the specialist will be able to consult the information of the cases, taking into account the following criteria:

Consultation criteria	Description
View Case Information	In this view, you will be able to identify and know the information associated with the case (identifier, project, status, type of case, customer, subject, company, responsible, responsible group, service, CI).
Case Details	By selecting a case from the listing or case id, you will be able to view basic information, case details.
Case Consultation	The specialist will be able to perform a global search by case number and Subject; In the search field, define the criteria for the case search and press the Enter key.
Multiple Case Consultation	To query multiple cases, expand the search field option and select Multiple Cases. Type the case numbers separated by commas and press the Enter key.
Inquiry by case number	To query by case number, expand the search field option and select Case Number. Type in the case ID and press the Enter key.

Aranda Service Management

Crear caso

Casos

Asignados a mi

De mis grupos

De mis proyectos

Mi calendario (FSC)

Mis aprobaciones

Aprobaciones pendientes

Tareas

Base de Conocimiento

Accesos directos

Casos abiertos

Vistas personalizadas

Buscar por caso y asunto

LIQUIAR FILTROS

REASIGNAR

EXPORTAR

OPCIONES DE COLUMNA

Caso	Proyecto	Estado	Tipo de caso	Fecha de registro	Asunto	Razón	Cliente	Compañía
☐ RQ-6431	Soporte ES	INICIO	Requerimiento de ...	27/2/2023, 16:01:39	aa		Cliente 1	Empresa AT
☐ RQ-6427	Soporte ES	INICIO	Requerimiento de ...	27/2/2023, 15:59:19	Plantilla RQ		Cliente 1	Empresa AT
☐ RQ-6423	Soporte ES	INICIO	Requerimiento de ...	27/2/2023, 15:44:58	Plantilla RQ		Cliente 1	Empresa AT
☐ RQ-6418	Soporte ES	INICIO	Requerimiento de ...	27/2/2023, 14:27:19	hhg		Cliente 1	Empresa AT
☐ RQ-6414	Soporte ES	INICIO	Requerimiento de ...	27/2/2023, 14:20:45	hhg		Cliente 1	Empresa AT
☐ RQ-6410	Soporte ES	INICIO	Requerimiento de ...	27/2/2023, 10:39:57	hhg		Cliente 1	Empresa AT
☐ RQ-6405	Soporte ES	INICIO	Requerimiento de ...	24/2/2023, 18:11:18	hhg		Cliente 1	Empresa AT
☐ RQ-6402	Soporte ES	INICIO	Requerimiento de ...	24/2/2023, 17:37:21	Servicio Asma pruebas EN ...		Cliente 1	Empresa AT
☐ RQ-6398	Soporte ES	INICIO	Requerimiento de ...	24/2/2023, 17:23:46	hhg		Cliente 1	Empresa AT
☐ RQ-6392	Soporte ES	INICIO	Requerimiento de ...	24/2/2023, 17:19:59	hgg		Cliente 1	Empresa AT
☐ RQ-6388	Soporte ES	INICIO	Requerimiento de ...	24/2/2023, 17:17:59	Plantilla RQ		Cliente 1	Empresa AT
☐ RQ-6384	Soporte ES	INICIO	Requerimiento de ...	24/2/2023, 16:59:53	Plantilla RQ		Cliente 1	Empresa AT
☐ RQ-6381	Soporte ES	INICIO	Requerimiento de ...	24/2/2023, 16:52:21	Servicio Asma pruebas EN ...		Cliente 1	Empresa AT
☐ RQ-6378	Soporte ES	INICIO	Requerimiento de ...	24/2/2023, 16:47:09	Servicio Asma pruebas EN ...		Cliente 1	Empresa AT
☐ RQ-6374	Soporte ES	INICIO	Requerimiento de ...	24/2/2023, 16:41:01	Plantilla RQ		Cliente 1	Empresa AT

CONFIGURACIÓN

ABERTOS CERRADOS

1 2 3 4 5

Items por página: 50

Tiempo de carga: 1.08s

Case Details:

RQ-6405

INICIO

Progreso 53711.67%

Fecha de registro 24/2/2023, 18:11:18

Requerimiento de Servicio

Autos Especialistatros

Modelo RQ service pruebas

Categorización del caso

Servicio () Categoría () Contrato

Servicio Asma pruebas EN Estructura EN Seleccione

Información del cliente

Solicitante Cliente Compañía CI

Cliente 1 Cliente 1 Empresa AT Service-AT_pruebas

SLA Ubicación

Contrato service Digite por lo menos una letra ...

Información básica

Estado Razón

Inicia Seleccione

Grupo Responsable Responsable

Grupo especialista Especialista

Tipo de registro

Seleccione

Detalles del caso

Asunto at. () 3/236

hhg

Descripción Solución

0 Adjuntos

ADJUNTAR ARCHIVO

Historial

Tiempos Y Costos

Relaciones

Tareas

Aprobación

Todos...

Actividad

27/2/2023 10:40 especialista01 Relacionado

24/2/2023 18:11 ARANDA SERVICES USER Modificó un ítem Regla 42 - regla modificar

24/2/2023 18:11 ARANDA SERVICES USER Escribió una nota privada pruebas

24/2/2023 18:11 Especialistatros Relacionado

24/2/2023 18:11 Especialistatros Relacionado

24/2/2023 18:11 Especialistatros Relacionado

24/2/2023 18:11 Especialistatros Creó un ítem Soluciones, Categoría: Especialista, CI: Especial, Compañía: Costa, Cliente: Grupo Responsable, Tiene más información, Código: Impacto...

Ir al Listado

Cancelar

Guardar

Multiple Case Consultation

Aranda Service Management

Crear caso

Casos

Asignados a mi

De mis grupos

De mis proyectos

Mi calendario (FSC)

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Aprobaciones pendientes

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Base de Conocimiento

Accesos directos

Casos abiertos

Vistas personalizadas

Buscar por caso y asunto

LIQUIAR FILTROS

EXPORTAR

OPCIONES DE COLUMNA

Caso	Proyecto	Estado	Tipo de caso	Fecha de registro	Asunto	Razón	Cliente	Compañía
☐ RQ-6431	Soporte ES	INICIO	Requerimiento de ...	27/2/2023, 16:01:39	aa		Cliente 1	Empresa AT
☐ RQ-6427	Soporte ES	INICIO	Requerimiento de ...	27/2/2023, 15:59:19	Plantilla RQ		Cliente 1	Empresa AT
☐ RQ-6423	Soporte ES	INICIO	Requerimiento de ...	27/2/2023, 15:44:58	Plantilla RQ		Cliente 1	Empresa AT
☐ RQ-6418	Soporte ES	INICIO	Requerimiento de ...	27/2/2023, 14:27:19	hhg		Cliente 1	Empresa AT
☐ RQ-6414	Soporte ES	INICIO	Requerimiento de ...	27/2/2023, 14:20:45	hhg		Cliente 1	Empresa AT
☐ RQ-6410	Soporte ES	INICIO	Requerimiento de ...	27/2/2023, 10:39:57	hhg		Cliente 1	Empresa AT
☒ RQ-6405	Soporte ES	INICIO	Requerimiento de ...	24/2/2023, 18:11:18	hhg		Cliente 1	Empresa AT
☐ RQ-6402	Soporte ES	INICIO	Requerimiento de ...	24/2/2023, 17:37:21	Servicio Asma pruebas EN ...		Cliente 1	Empresa AT
☐ RQ-6398	Soporte ES	INICIO	Requerimiento de ...	24/2/2023, 17:23:46	hhg		Cliente 1	Empresa AT
☐ RQ-6392	Soporte ES	INICIO	Requerimiento de ...	24/2/2023, 17:19:59	hgg		Cliente 1	Empresa AT
☐ RQ-6388	Soporte ES	INICIO	Requerimiento de ...	24/2/2023, 17:17:59	Plantilla RQ		Cliente 1	Empresa AT
☐ RQ-6384	Soporte ES	INICIO	Requerimiento de ...	24/2/2023, 16:59:53	Plantilla RQ		Cliente 1	Empresa AT
☐ RQ-6381	Soporte ES	INICIO	Requerimiento de ...	24/2/2023, 16:52:21	Servicio Asma pruebas EN ...		Cliente 1	Empresa AT
☐ RQ-6378	Soporte ES	INICIO	Requerimiento de ...	24/2/2023, 16:47:09	Servicio Asma pruebas EN ...		Cliente 1	Empresa AT

CONFIGURACIÓN

ABERTOS CERRADOS

1 2 3 4 5

Items por página: 50

Tiempo de carga: 0.98s

6405, 6410, 6418

Limpiar filtros

Exportar

Opciones de columna

Resultados de la búsqueda

Caso	Proyecto	Estado	Tipo de caso	Fecha de registro	Asunto	Razón	Cliente	Compañía
☐ 60-6418	Soporte ES	Inicio	Requerimiento de ...	27/2/2023, 14:27:39	hhg		Cliente 1	Empresa AT
☐ 60-6410	Soporte ES	Inicio	Requerimiento de ...	27/2/2023, 10:39:57	hhg		Cliente 1	Empresa AT
☐ 60-6405	Soporte ES	Inicio	Requerimiento de ...	24/2/2023, 18:11:18	hhg		Cliente 1	Empresa AT

Note: The console allows you to search for cases and tasks, filtering and preserving the search made by the user, you can return to this information, as long as the button (Active search)

Aranda Service Management

Casos

Asignados a mí

De mis grupos

De mis proyectos

Mi calendario (F5C)

Mis aprobaciones

Aprobaciones pendientes

Tareas

Base de Conocimiento

Accesos directos

Casos abiertos

Vistas personalizadas

Búsqueda activa

7321

Resultados de la búsqueda "Casos"

Caso	Proyecto	Estado	Tipo de caso	Fecha de registro	Asunto	Razón	Cliente
☐ 60-7320	Soporte ES	Inicio	Requerimiento de ...	20/7/2023, 11:27:38	Plantilla RQ		Cliente 1

1 - 1 of 1 items Items por página 50 Tiempo de carga: 0.00s

Filters

3. Once the category to view the cases has been defined, the specialist will be able to filter the information of the cases in different ways:

Filters	Description
Main filter	This option allows you to filter the information in the case list by projects or case type (Requirements, incidents, problems).
Filters by Column	This option allows you to filter the information in the case list by case information such as case, status, date of registration, subject, reason, among others)To apply filters by column, click on the filter icon of the column by which you want to filter and define the desired criteria.) If you have applied more than one filter and want to clean them all, click on the option CLEAN FILTERS at the top of the console.

Aranda Service Management

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Buscar por caso y asunto

Limpiar filtros

Reasignar

Exportar

Opciones de columna

Proyectos	Tipo de caso	Limpiar	Estado	Tipo de caso	Fecha de registro	Asunto	Razón	Cliente	Compañía
☐ CH-6207	Soporte ES		Finalizado	Cambios	29/12/2022, 10:39:35	Servicio Aama pruebas EN ...		Cliente 1	Empresa AT
☐ IT-6185	Soporte ES		Registrado	Incidentes	22/12/2022, 10:57:58	ServicioS >> categoria11		Cliente 1	Empresa AT
☐ CH-6123	Soporte ES		Finalizado	Cambios	9/12/2022, 8:11:52	vgt		Cliente 1	Empresa AT
☐ CH-6090	Soporte ES		Inciso	Cambios	5/12/2022, 19:37:39	Servicio Aama pruebas EN ...		Cliente 1	Empresa AT
☐ CH-6082	Soporte ES		Inciso	Cambios	5/12/2022, 8:46:01	Servicio Aama pruebas EN ...		Cliente 12	Empresa AT
☐ CH-6080	Soporte ES		Inciso	Cambios	5/12/2022, 8:41:37	Servicio Aama pruebas EN ...		Cliente 1	Empresa AT
☐ CH-6078	Soporte ES		Inciso	Cambios	2/12/2022, 18:14:40	Servicio Aama pruebas EN ...		Cliente 12	Empresa AT
☐ CH-6034	Soporte ES		proceso	Cambios	25/11/2022, 8:09:52	Servicio Aama pruebas EN ...		Cliente 1	Empresa AT
☐ CH-5938	Soporte ES		Registrado	Cambios	22/11/2022, 9:08:12	Servicio Aama pruebas EN ...		Cliente 1	Empresa AT
☐ CH-5089	Soporte ES		Seguimiento cambio	Cambios	18/8/2022, 16:35:08	ServicioS >> Raiz 1		Cliente 1	Empresa AT
☐ RD-4524	Soporte ES		proceso	Requerimiento de ...	29/7/2022, 13:37:42	Servicio Aama pruebas EN ...		Cliente 1	Empresa AT
☐ CH-4522	Soporte ES		Registrado	Cambios	29/7/2022, 13:36:08	Servicio Aama pruebas EN ...		Cliente 1	Empresa AT
☐ CH-4518	Soporte ES		Registrado	Cambios	29/7/2022, 13:16:18	Servicio Aama pruebas EN ...		Cliente 1	Empresa AT
☐ CH-4225	Soporte ES		proceso	Cambios	18/7/2022, 10:18:31	Servicio Aama pruebas >> E...		Cliente 1	Empresa AT
☐ RD-4106	Soporte ES		proceso	Requerimiento de ...	13/7/2022, 13:44:15	Servicio Aama pruebas >> E...		Cliente 1	Empresa AT

Item por página 50 Tiempo de carg... 3.75s

Casos
BUSCAR POR CASO Y ASUNTO
LIMPIAR FILTROS REASIGNAR EXPORTAR OPCIONES DE COLUMNA

Proyectos (1)	Tipo de caso (1)	Limpiar	Estado	Tipo de caso	Fecha de registro	Asunto	Razón	Cliente	Compañía
Soparte ES			proceso	Requerimiento de ...	29/7/2022, 13:37:42	Servicio Asma pruebas EN ...		Cliente 1	Empresa AT
	BO-4106	Soparte ES	proceso	Requerimiento de ...	13/7/2022, 13:44:15	Servicio Asma pruebas >> E...		Cliente 1	Empresa AT
	BO-4073	Soparte ES	proceso	Requerimiento de ...	12/7/2022, 15:25:39	Servicio Asma pruebas >> E...		Cliente 1	Empresa AT
	BO-4059	Soparte ES	proceso	Requerimiento de ...	12/7/2022, 10:56:54	Servicio Asma pruebas >> E...		Cliente 1	Empresa AT
	BO-4022	Soparte ES	proceso	Requerimiento de ...	11/7/2022, 14:31:25	Servicio Asma pruebas >> E...		Cliente 1	Empresa AT
	BO-3976	Soparte ES	inicio	Requerimiento de ...	8/7/2022, 11:07:54	Servicio Asma pruebas >> E...		Cliente 1	Empresa AT
	BO-3886	Soparte ES	inicio	Requerimiento de ...	1/7/2022, 15:05:01	Servicio Asma pruebas >> E...		Cliente 1	Empresa AT
	BO-3857	Soparte ES	inicio	Requerimiento de ...	30/6/2022, 15:49:36	Servicio Asma pruebas >> E...		Cliente 1	Empresa AT
	BO-3825	Soparte ES	inicio	Requerimiento de ...	29/6/2022, 15:27:38	Servicio Asma pruebas >> E...		Cliente 1	Empresa AT
	BO-3820	Soparte ES	inicio	Requerimiento de ...	29/6/2022, 14:47:14	Servicio Asma pruebas >> E...		Cliente 1	Empresa AT
	BO-3805	Soparte ES	inicio	Requerimiento de ...	29/6/2022, 12:05:26	Servicio Asma pruebas >> E...		Cliente 1	Empresa AT
	BO-3802	Soparte ES	inicio	Requerimiento de ...	29/6/2022, 11:39:11	Servicio Asma pruebas >> E...		Cliente 1	Empresa AT
	BO-3801	Soparte ES	inicio	Requerimiento de ...	29/6/2022, 11:21:21	Servicio Asma pruebas >> E...		Cliente 1	Empresa AT
	BO-3633	Soparte ES	inicio	Requerimiento de ...	16/6/2022, 10:23:35	Servicio Asma pruebas >> E...		Cliente 1	Empresa AT
	BO-3629	Soparte ES	inicio	Requerimiento de ...	16/6/2022, 10:20:27	Servicio Asma pruebas >> E...		Cliente 1	Empresa AT

ABERTOS CERRADOS
Items por página 50
Tiempo de carga... 0.9%

Filters by Column

[Crear caso](#)

Caso

LIMPIAR FILTROS
REAGISTRAR
EXPORTAR
OPCIONES DE COLUMNA

Caso	Proyecto	Estado	Tipo de caso	Fecha de registro	Asunto	Razón	Cliente	Compañía
☐	BQ-3874	Soporte ES	PENDIENTE		7/2/2022, 11:07:54	Servicio Asma pruebas >> E...	Cliente 1	Empresa AT
☐	BQ-3886	Soporte ES	PENDIENTE		7/2/2022, 15:05:01	Servicio Asma pruebas >> E...	Cliente 1	Empresa AT
☐	BQ-3897	Soporte ES	PENDIENTE		7/6/2022, 15:49:36	Servicio Asma pruebas >> E...	Cliente 1	Empresa AT
☐	BQ-3825	Soporte ES	PENDIENTE		7/6/2022, 15:27:38	Servicio Asma pruebas >> E...	Cliente 1	Empresa AT
☐	BQ-3820	Soporte ES	PENDIENTE		7/6/2022, 14:47:14	Servicio Asma pruebas >> E...	Cliente 1	Empresa AT
☐	BQ-3805	Soporte ES	PENDIENTE		7/6/2022, 12:05:26	Servicio Asma pruebas >> E...	Cliente 1	Empresa AT
☐	BQ-3802	Soporte ES	PENDIENTE	Requerimiento de ...	29/6/2022, 11:39:11	Servicio Asma pruebas >> E...	Cliente 1	Empresa AT
☐	BQ-3801	Soporte ES	PENDIENTE	Requerimiento de ...	29/6/2022, 11:21:21	Servicio Asma pruebas >> E...	Cliente 1	Empresa AT
☐	BQ-3633	Soporte ES	PENDIENTE	Requerimiento de ...	16/6/2022, 10:23:35	Servicio Asma pruebas >> E...	Cliente 1	Empresa AT
☐	BQ-3629	Soporte ES	PENDIENTE	Requerimiento de ...	16/6/2022, 10:20:27	Servicio Asma pruebas >> E...	Cliente 1	Empresa AT
☐	BQ-3619	Soporte ES	PENDIENTE	Requerimiento de ...	16/6/2022, 10:11:21	Servicio Asma pruebas >> E...	Cliente 1	Empresa AT
☐	BQ-3601	Soporte ES	PENDIENTE	Requerimiento de ...	14/6/2022, 18:38:47	Servicio Asma pruebas >> E...	Cliente 1	Empresa AT

[CONFIGURACIÓN](#)

ABERTOS CERRADOS

Items por página: 50

Tiempo de carga: 100%

Filters	Description
Time Remaining to Maturity	This option allows you to filter the information in the case list to identify cases that are past due and cases that are about to expire. - Cases to expire: Presents cases whose expiration is within 80% and 99%. - Overdue cases: presents cases whose expiration is equal to or greater than 100%.

Aranda Service Management										
Buscar por caso y asunto										
LIMPIAR FILTROS REASIGNAR EXPORTAR OPCIONES DE COLUMNA										
Caso	Proyecto	Estado	Tipo de caso	Fecha de registro	Asunto	Razón	Cliente	Compañía		
RD-4524	Soporte ES	proceso	Requerimiento de ...	29/7/2022, 13:37:42	Servicio Aama pruebas EN ...		Cliente 1	Empresa AT		
RD-4022	Soporte ES	proceso	Requerimiento de ...	11/7/2022, 14:31:25	Servicio Aama pruebas >> E...		Cliente 1	Empresa AT		
RD-3974	Soporte ES	inicio	Requerimiento de ...	8/7/2022, 11:07:54	Servicio Aama pruebas >> E...		Cliente 1	Empresa AT		
RD-3886	Soporte ES	inicio	Requerimiento de ...	1/7/2022, 15:05:01	Servicio Aama pruebas >> E...		Cliente 1	Empresa AT		
RD-3857	Soporte ES	inicio	Requerimiento de ...	30/6/2022, 15:49:36	Servicio Aama pruebas >> E...		Cliente 1	Empresa AT		
RD-3823	Soporte ES	inicio	Requerimiento de ...	29/6/2022, 15:27:38	Servicio Aama pruebas >> E...		Cliente 1	Empresa AT		
RD-3820	Soporte ES	inicio	Requerimiento de ...	29/6/2022, 14:47:14	Servicio Aama pruebas >> E...		Cliente 1	Empresa AT		
RD-3805	Soporte ES	inicio	Requerimiento de ...	29/6/2022, 12:05:26	Servicio Aama pruebas >> E...		Cliente 1	Empresa AT		
RD-3802	Soporte ES	inicio	Requerimiento de ...	29/6/2022, 11:39:11	Servicio Aama pruebas >> E...		Cliente 1	Empresa AT		
RD-3801	Soporte ES	inicio	Requerimiento de ...	29/6/2022, 11:21:21	Servicio Aama pruebas >> E...		Cliente 1	Empresa AT		
RD-3633	Soporte ES	inicio	Requerimiento de ...	16/6/2022, 10:23:35	Servicio Aama pruebas >> E...		Cliente 1	Empresa AT		
RD-3629	Soporte ES	inicio	Requerimiento de ...	16/6/2022, 10:20:27	Servicio Aama pruebas >> E...		Cliente 1	Empresa AT		
RD-3619	Soporte ES	inicio	Requerimiento de ...	16/6/2022, 10:11:21	Servicio Aama pruebas >> E...		Cliente 1	Empresa AT		
RD-3618	Soporte ES	inicio	Requerimiento de ...	14/6/2022, 18:38:47	Servicio Aama pruebas >> E...		Cliente 1	Empresa AT		
Filtrar casos por el tiempo restante por el vencimiento: Vencidos Menos de 20% para el vencimiento Más de 20% para el vencimiento										
ABERTOS CERRADOS										
Items por página 50 Tiempo de carga: 0.55s										

Organize Case Information

4. Once the category to view the cases has been defined, the specialist will be able to organize information from the listed cases using the following options:

Options for Organizing	Description
Column Options	Organize the information in the case list by enabling or not enabling related data. When you select this option, select the fields you want to display.

Aranda

Service Management

Buscar por caso y asunto

LIMPIAR FILTROS

REASIGNAR

EXPORTAR

OPCIONES DE COLUMNA

Casos

Asignados a mi

De mis grupos

De mis proyectos

Mi calendario (FSC)

Mis aprobaciones

Aprobaciones pendientes

Tareas

Base de Conocimiento

Accesos directos

Casos abiertos

Vistas personalizadas

Estado	Tipo de caso	Fecha de registro	Asunto	Cliente	Compañía	CI	Grupo respons	
proceso	Requerimiento de ...	29/7/2022, 13:37:42	Servicio Aama pruebas EN ...	Cliente 1	Empresa AT		Grupo especia	
proceso	Requerimiento de ...	13/7/2022, 13:44:15	Servicio Aama pruebas >> E...	Cliente 1	Empresa AT		Grupo especia	
proceso	Requerimiento de ...	12/7/2022, 15:25:39	Servicio Aama pruebas >> E...	Cliente 1	Empresa AT		Grupo especia	
proceso	Requerimiento de ...	12/7/2022, 10:56:54	Servicio Aama pruebas >> E...	Cliente 1	Empresa AT		Grupo especia	
proceso	Requerimiento de ...	11/7/2022, 14:31:25	Servicio Aama pruebas >> E...	Cliente 1	Empresa AT	especialista01	Grupo especia	
inicio	Requerimiento de ...	8/7/2022, 11:07:54	Servicio Aama pruebas >> E...	Cliente 1	Empresa AT	Service-AT_pruebas	especialista01	Grupo especia
inicio	Requerimiento de ...	1/7/2022, 15:05:01	Servicio Aama pruebas >> E...	Cliente 1	Empresa AT		especialista01	Grupo especia
inicio	Requerimiento de ...	30/6/2022, 15:49:36	Servicio Aama pruebas >> E...	Cliente 1	Empresa AT		especialista01	Grupo especia
inicio	Requerimiento de ...	29/6/2022, 15:27:38	Servicio Aama pruebas >> E...	Cliente 1	Empresa AT		especialista01	Grupo especia
inicio	Requerimiento de ...	29/6/2022, 14:47:14	Servicio Aama pruebas >> E...	Cliente 1	Empresa AT		especialista01	Grupo especia
inicio	Requerimiento de ...	29/6/2022, 12:05:26	Servicio Aama pruebas >> E...	Cliente 1	Empresa AT		especialista01	Grupo especia
inicio	Requerimiento de ...	29/6/2022, 11:39:11	Servicio Aama pruebas >> E...	Cliente 1	Empresa AT		especialista01	Grupo especia
inicio	Requerimiento de ...	29/6/2022, 11:21:21	Servicio Aama pruebas >> E...	Cliente 1	Empresa AT		especialista01	Grupo especia
inicio	Requerimiento de ...	16/6/2022, 10:23:35	Servicio Aama pruebas >> E...	Cliente 1	Empresa AT	Service-AT_pruebas	especialista01	Grupo especia
inicio	Requerimiento de ...	16/6/2022, 10:20:27	Servicio Aama pruebas >> E...	Cliente 1	Empresa AT	Service-AT_pruebas	especialista01	Grupo especia

Caso

Proyecto

Estado

Tipo de caso

Fecha de registro

Asunto

Razón

Cliente

Compañía

Items por página 50

Tiempo de carg... 0.55s

Options for Organizing	Description
Grid	It organizes the information in the case list in grid mode and allows you to filter the information with information specific to the case (such as case, project, case type, status, registration date, subject, reason, among others). Click the Grid icon and choose the filter criteria by column.
Card	Organizes case list information in card mode and allows you to filter cases by project, case type, status, and posting date. Click the card icon and choose the filter criteria.

Grid

🔍 Buscar por caso y asunto

🧹 LIMPIAR FILTROS

👤 REASIGNAR

📄 EXPORTAR

⚙️ OPCIONES DE COLUMNA

📊

🔔

	Caso	Proyecto	Estado	Tipo de caso	Fecha de registro	Asunto	Razón	Cliente	Compañía
☐	CH-6207	Soporte ES	Finalizado	Cambios	29/12/2022, 10:39:35	Servicio Asms pruebas EN ...		Cliente 1	Empresa AT
☐	IT-6185	Soporte ES	Registrado	Incidentes	22/12/2022, 10:57:58	Servicio5 >> categoria11		Cliente 1	Empresa AT
☐	CH-6123	Soporte ES	Finalizado	Cambios	9/12/2022, 8:11:52	uyt		Cliente 1	Empresa AT
☐	CH-6090	Soporte ES	Inicializa	Cambios	5/12/2022, 19:37:39	Servicio Asms pruebas EN ...		Cliente 1	Empresa AT
☐	CH-6082	Soporte ES	Inicializa	Cambios	5/12/2022, 8:46:01	Servicio Asms pruebas EN ...		Cliente 12	Empresa AT
☐	CH-6080	Soporte ES	Inicializa	Cambios	5/12/2022, 8:41:37	Servicio Asms pruebas EN ...		Cliente 1	Empresa AT
☐	CH-6078	Soporte ES	Inicializa	Cambios	2/12/2022, 18:14:40	Servicio Asms pruebas EN ...		Cliente 12	Empresa AT
	CH-6014	Soporte ES	proceso	Cambios	25/11/2022, 8:09:52	Servicio Asms pruebas EN ...		Cliente 1	Empresa AT
	CH-5938	Soporte ES	Registrado	Cambios	22/11/2022, 9:06:12	Servicio Asms pruebas EN ...		Cliente 1	Empresa AT
	CH-5088	Soporte ES	Seguimiento cambio	Cambios	18/8/2022, 16:35:08	Servicio5 >> Raiz 1		Cliente 1	Empresa AT
	BO-4524	Soporte ES	proceso	Requerimiento de ...	29/7/2022, 13:37:42	Servicio Asms pruebas EN ...		Cliente 1	Empresa AT
	CH-4522	Soporte ES	Registrado	Cambios	29/7/2022, 13:36:08	Servicio Asms pruebas EN ...		Cliente 1	Empresa AT
☐	CH-4518	Soporte ES	Registrado	Cambios	29/7/2022, 13:16:18	Servicio Asms pruebas EN ...		Cliente 1	Empresa AT
	CH-4225	Soporte ES	proceso	Cambios	19/7/2022, 10:18:31	Servicio Asms pruebas >> E...		Cliente 1	Empresa AT
☐	BO-4108	Soporte ES	proceso	Requerimiento de ...	13/7/2022, 13:44:15	Servicio Asms pruebas >> E...		Cliente 1	Empresa AT

🔍

ABIERITOS CERRADOS

12

Items por página 50

Tiempo de carga... 0.81s

Card

🔍 Buscar por caso y asunto

🧹 REASIGNAR

📄

📊

🔔

● CH-6207

Servicio Asms pruebas EN >> categoria1

Proyecto: Soporte ES

Servicio: Servicio Asms pruebas EN

29/12/2022, 10:39:35

Cambios

Cliente: Cliente 1

● IT-6185

Servicio5 >> categoria11

Proyecto: Soporte ES

Servicio: Servicio5

22/12/2022, 10:57:58

Incidentes

Cliente: Cliente 1

● CH-6123

uyt

Proyecto: Soporte ES

Servicio: Servicio Asms...

9/12/2022, 8:11:52

Cambios

Cliente: Cliente 1

● CH-6090

Servicio Asms pruebas EN >> Estructura EN

Proyecto: Soporte ES

Servicio: Servicio Asms pruebas EN

5/12/2022, 19:37:39

Cambios

Cliente: Cliente 1

● CH-6082

Servicio Asms pruebas EN >> Estructura EN

Proyecto: Soporte ES

Servicio: Servicio Asms pruebas EN

5/12/2022, 8:46:01

Cambios

Cliente: Cliente 12

● CH-6080

Servicio Asms pruebas EN >> Estructura EN

Proyecto: Soporte ES

Servicio: Servicio Asms pruebas EN

5/12/2022, 8:41:37

Cambios

Cliente: Cliente 1

● CH-6078

Servicio Asms pruebas EN >> Estructura EN

Proyecto: Soporte ES

Servicio: Servicio Asms pruebas EN

2/12/2022, 18:14:40

Cambios

Cliente: Cliente 12

● CH-6014

Servicio Asms pruebas EN >> Estructura EN

Proyecto: Soporte ES

Servicio: Servicio Asms pruebas EN

25/11/2022, 8:09:52

Cambios

Cliente: Cliente

🔍

ABIERITOS CERRADOS

12

Detalles

Historial

CH-6207

Fecha de registro: 29/12/2022, 10:39:35

Autor: Especialista

Solicitante: Cliente 1

Proyecto: Soporte ES

Responsable: especialista01

Cliente: Cliente 1

Progreso: 100%

Servicio: Servicio Asms pruebas EN

Compañía: Empresa AT

No hay información

Detalles del caso

Asunto: Servicio Asms pruebas EN >> categoria1

Descripción: Servicio Asms pruebas EN >> categoria1

Solución:

0 Adjuntos

ADJUNTAR ARCHIVO

Ver Editor

Options for Organizing	Description
Boards	Organizes the information in the case list in board mode and allows you to filter cases by specialist or status, project, and case type; it is also possible to group cases by company, customer, author and CI In the Dashboards section you can change a status case, move the card to the next status. According to the filter selected for the dashboard view, you will have an additional filter where you can filter the information by overdue cases and overdue cases. It is also possible to filter by operating model In the last tab you can apply filters by customer, company and/or CI depending on the grouping made in the main filter. In the Activity tab, you can view the actions performed in the dashboard display mode. Note: The display of information in the 'Dashboards' view is subject to the permissions assigned in the administration console (ASMSAdministrator). In case the user does not have the necessary permissions, the card will not be displayed.

Activity filter for boards

Especialista

Estado

Agrupar por

Seleccione

Proyecto

Soporte ES

Tipo de caso (3)

🔍

🧹

Modelo: RQ service pruebas

Modelo: Incidentes TI-AT

📌 inicio

12

🔍

● RQ-3974

Fecha registro: 8/7/2022

inicio

especialista01

Servicio Asms pruebas >> Estructura PT

● RQ-3886

Fecha registro: 1/7/2022

inicio

especialista01

Servicio Asms pruebas >> Estructura PT

● RQ-3857

Fecha registro: 30/6/2022

inicio

especialista01

Servicio Asms pruebas >> Estructura PT

● RQ-3825

Fecha registro: 29/6/2022

inicio

especialista01

Servicio Asms pruebas >> Estructura PT

● RQ-3820

Fecha registro: 29/6/2022

inicio

especialista01

Servicio Asms pruebas >> Estructura PT

● RQ-3805

Fecha registro: 29/6/2022

inicio

especialista01

Servicio Asms pruebas >> Estructura PT

📌 proceso

5

🔍

● RQ-4524

Fecha registro: 29/7/2022

proceso

especialista01

Servicio Asms pruebas EN >> Estructura EN

● RQ-4106

Fecha registro: 13/7/2022

proceso

especialista01

Servicio Asms pruebas >> Estructura PT

● RQ-4073

Fecha registro: 12/7/2022

proceso

especialista01

Servicio Asms pruebas >> Estructura PT

● RQ-4059

Fecha registro: 12/7/2022

proceso

especialista01

Servicio Asms pruebas >> Estructura PT

● RQ-4022

Fecha registro: 11/7/2022

proceso

especialista01

Servicio Asms pruebas >> Estructura PT

📌 Registrado

11

🔍

● IT-6185

Fecha registro: 22/12/2022

Registrado

especialista01

Servicio5 >> categoria11

● IT-3632

Fecha registro: 16/6/2022

Registrado

especialista01

Servicio Asms pruebas >> Estructura

● IT-3631

Fecha registro: 16/6/2022

Registrado

especialista01

Servicio Asms pruebas >> Estructura

● IT-3630

Fecha registro: 16/6/2022

Registrado

especialista01

Servicio Asms pruebas >> Estructura

● IT-3627

Fecha registro: 11/7/2022

Registrado

especialista01

Servicio Asms pruebas >> Estructura

● IT-3626

Fecha registro: 16/6/2022

Registrado

especialista01

Servicio Asms pruebas >> Estructura

📌 En Ejecución

2

🔍

● IT-4019

Fecha registro: 11/7/2022

En Ejecución

especialista01

Servicio Asms pruebas >> Estructura PT

● IT-4011

Fecha registro: 11/7/2022

En Ejecución

especialista01

Servicio Asms pruebas >> Estructura PT

Filtros

Actividad

Filtre para obtener información más detallada de especialistas y estados

1

4

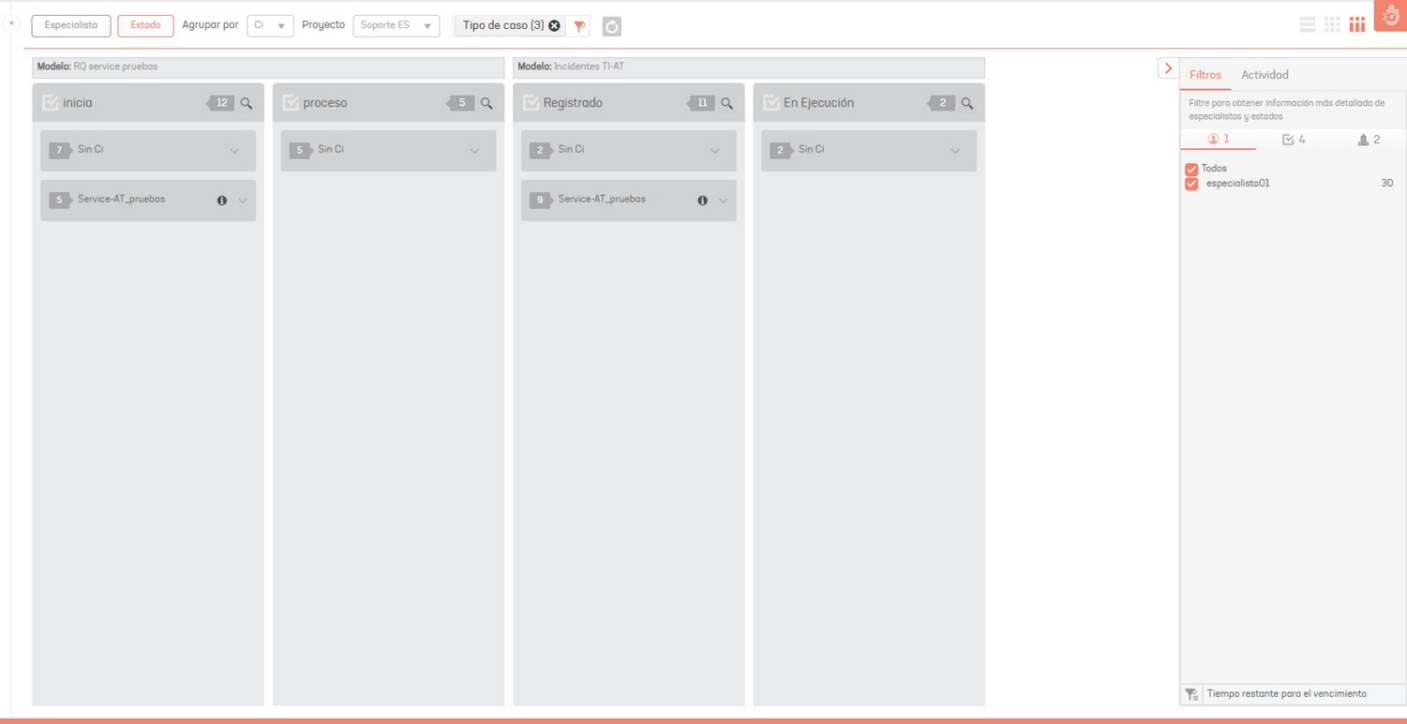
✓ Todos

✓ especialista01

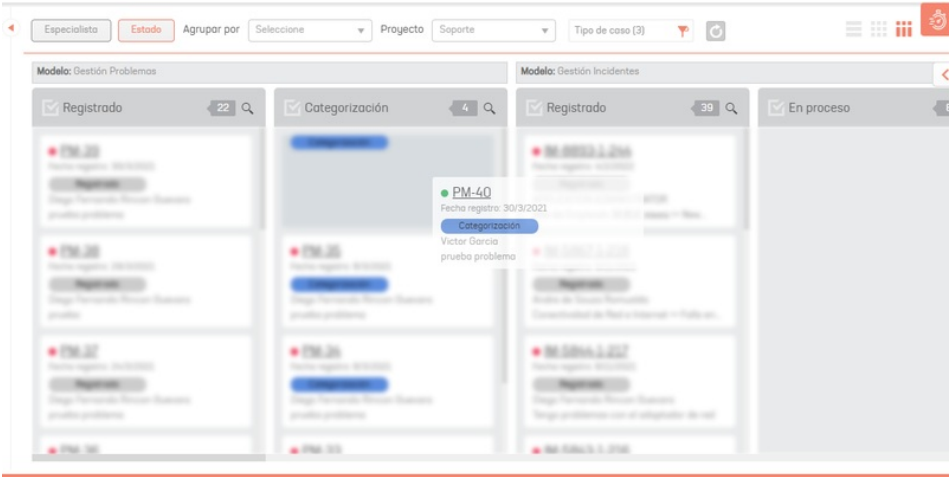
30

🔍

Tiempo restante para el vencimiento



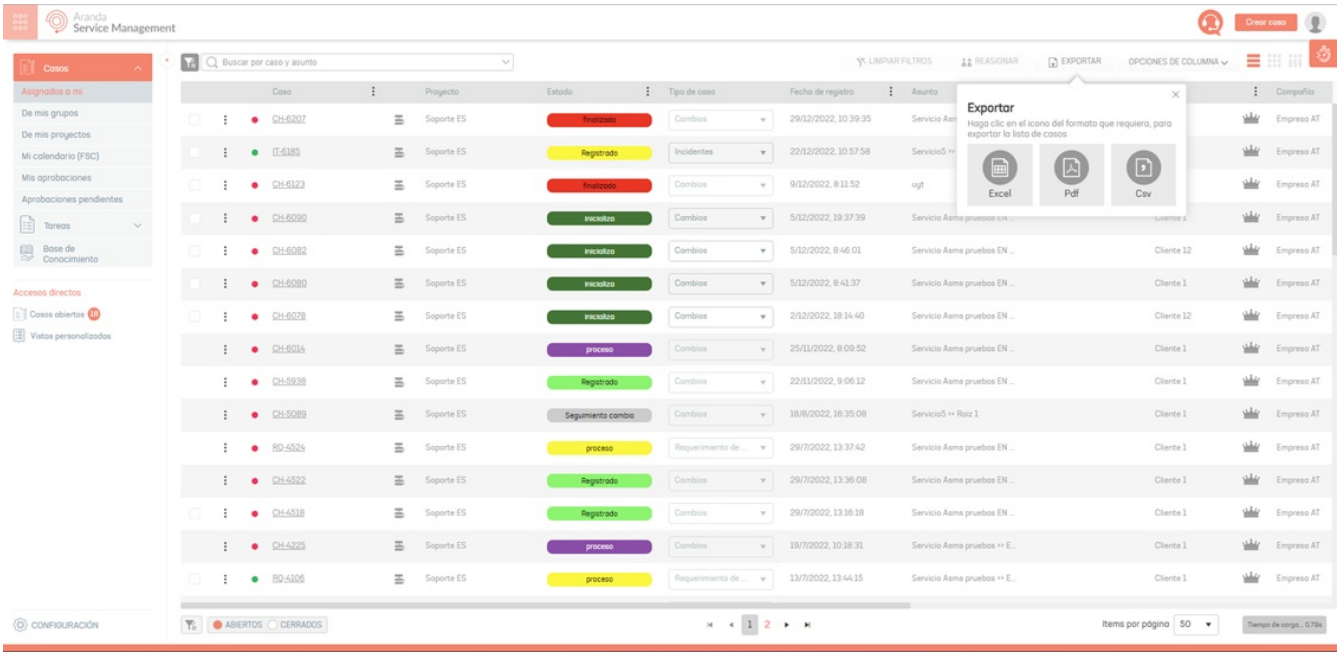
Change Status Case



Actions

5. Once the category to view the cases has been defined, the specialist will be able to select the cases and carry out different actions:

Actions	Description
Export	This action allows you to export the list of cases that are being viewed in the grid view of the specialist console. Select the Export and choose the file type to export the information; The following options will be available: Excel and CSV: With this option, up to 150 case records can be exported to an XLSX file. This limit is set to ensure adequate performance of the solution and to avoid excessive use of resources (mainly memory). PDF: With this option, up to 150 case records can be exported to a PDF file. The limit of 150 records is given by the maximum number of cases that can be viewed (per page) in a grid within the Specialist website. Define a name for the file and click Export. You can include the description of the cases to be exported, by checking the checkbox.



Case Options

6. This item allows you to perform different actions for the generated cases. In the information view, identify a case and select the three dots option; window is enabled Case Options in which the following actions will be available:

Actions	Description
Convert to	This action allows you to convert the selected case to an incident, problem, change, or release case. The system generates a confirmation message before converting the case, informing that the information in the additional fields will be cleaned up.
Create Related	This action allows you to create a related case for the selected case. Related cases can be incident, problem, change or service requirements. In the information view of the ASMS Specialist Console, you can view the related cases by clicking on the relationship icon.

Convert to

Buscar por caso y asunto

Limpiar filtrosReasignarExportarOpciones de columna

Caso	Proyecto	Estado	Tipo de caso	Fecha de registro	Asunto	Razón	Cliente	Compañía
CH-6507	Soporte ES	Finalizado	Cambios	29/12/2022, 10:39:35	Servicio Asma pruebas EN ...		Cliente 1	Empresa AT
IT-6185	Soporte ES	Registrado	Incidentes	22/12/2022, 10:57:58	Servicio» » categoria11		Cliente 1	Empresa AT
	Soporte ES	Finalizado	Cambios	9/12/2022, 8:11:52	hgg		Cliente 1	Empresa AT
	Soporte ES	Finalizado	Cambios	5/12/2022, 19:37:39	Servicio Asma pruebas EN ...		Cliente 1	Empresa AT
	Soporte ES	Finalizado	Cambios	5/12/2022, 8:46:01	Servicio Asma pruebas EN ...		Cliente 12	Empresa AT
	Soporte ES	Finalizado	Cambios	5/12/2022, 8:41:37	Servicio Asma pruebas EN ...		Cliente 1	Empresa AT
	Soporte ES	Finalizado	Cambios	21/12/2022, 18:14:40	Servicio Asma pruebas EN ...		Cliente 12	Empresa AT
	Soporte ES	Proceso	Cambios	25/11/2022, 8:09:52	Servicio Asma pruebas EN ...		Cliente 1	Empresa AT
	Soporte ES	Registrado	Cambios	22/11/2022, 9:06:12	Servicio Asma pruebas EN ...		Cliente 1	Empresa AT
	Soporte ES	Seguimiento cambio	Cambios	18/8/2022, 16:35:08	Servicio» » Raz 1		Cliente 1	Empresa AT
BD-6526	Soporte ES	Proceso	Requerimiento de ...	29/7/2022, 13:37:42	Servicio Asma pruebas EN ...		Cliente 1	Empresa AT
CH-6522	Soporte ES	Registrado	Cambios	29/7/2022, 13:36:08	Servicio Asma pruebas EN ...		Cliente 1	Empresa AT
CH-6518	Soporte ES	Registrado	Cambios	29/7/2022, 13:18:18	Servicio Asma pruebas EN ...		Cliente 1	Empresa AT
CH-6525	Soporte ES	Proceso	Cambios	19/7/2022, 10:18:31	Servicio Asma pruebas » » E...		Cliente 1	Empresa AT
BD-6526	Soporte ES	Proceso	Requerimiento de ...	13/7/2022, 13:44:15	Servicio Asma pruebas » » E...		Cliente 1	Empresa AT

ABERTOS CERRADOS

Items por página: 50Tiempo de carga: 0.79s

Create Related

Aranda Service Management

Cases

Asignados a míDe mis gruposDe mis proyectosMi calendario (FSC)Mis aprobacionesAprobaciones pendientesTareasBase de ConocimientoAccesos directosCasos abiertosVistas personalizadas

Buscar por caso y asunto

Limpiar filtrosReasignarExportarOpciones de columna

Caso	Proyecto	Estado	Tipo de caso	Fecha de registro	Asunto	Razón	Cliente	Compañía
BD-6531	Soporte ES	inicio	Requerimiento de ...	27/2/2023, 18:01:39	as		Cliente 1	Empresa AT
BD-6527	Soporte ES	inicio	Requerimiento de ...	27/2/2023, 15:59:19	Plantilla RQ		Cliente 1	Empresa AT
RQ-6523	Soporte ES	inicio	Requerimiento de ...	27/2/2023, 15:44:58	Plantilla RQ		Cliente 1	Empresa AT
BD-6518	Soporte ES	inicio	Requerimiento de ...	27/2/2023, 14:27:19	hgg		Cliente 1	Empresa AT
BD-6516	Soporte ES	inicio	Requerimiento de ...	27/2/2023, 14:20:45	hgg		Cliente 1	Empresa AT
BD-6510	Soporte ES	inicio	Requerimiento de ...	27/2/2023, 10:39:57	hgg		Cliente 1	Empresa AT
	Soporte ES	inicio	Requerimiento de ...	24/2/2023, 18:11:18	hgg		Cliente 1	Empresa AT
	Soporte ES	inicio	Requerimiento de ...	24/2/2023, 17:37:21	Servicio Asma pruebas EN ...		Cliente 1	Empresa AT
	Soporte ES	inicio	Requerimiento de ...	24/2/2023, 17:23:46	hgg		Cliente 1	Empresa AT
	Soporte ES	inicio	Requerimiento de ...	24/2/2023, 17:19:59	hgg		Cliente 1	Empresa AT
	Soporte ES	inicio	Requerimiento de ...	24/2/2023, 17:17:59	Plantilla RQ		Cliente 1	Empresa AT
	Soporte ES	inicio	Requerimiento de ...	24/2/2023, 16:59:53	Plantilla RQ		Cliente 1	Empresa AT
	Soporte ES	inicio	Requerimiento de ...	24/2/2023, 16:52:21	Servicio Asma pruebas EN ...		Cliente 1	Empresa AT
	Soporte ES	inicio	Requerimiento de ...	24/2/2023, 16:47:09	Servicio Asma pruebas EN ...		Cliente 1	Empresa AT
BD-6535	Soporte ES	inicio	Requerimiento de ...	24/2/2023, 16:41:01	Plantilla RQ		Cliente 1	Empresa AT

ABERTOS CERRADOS

Items por página: 50Tiempo de carga: 1.74s

RQ-6410

inicio

Progreso: 55%
Autor: especialista01

Fecha de registro: 27/2/2023, 10:39:57
Modelo: RQ service pruebas

Proyecto: Soporte ES

Requerimiento de Servicio

Categorización del caso

Servicio: Servicio Asma pruebas EN
Categoría: Estructura EN
Contrato: Seleccione

Información del cliente

Solicitante: Cliente 1
Ubicación: Contrato service

Información básica

Estado: inicio
Razón: Seleccione
Grupo Responsable: Grupo especialista
Responsable: Especialista
Tipo de registro: Seleccione

Detalles del caso

Asunto ot: hgg

Descripción: hgg

Adjuntar archivo

Historial

Tiempos Y Costos

Relaciones

Tareas

Aprobaciones

Casos relacionados

Buscar por número de caso, descripción y asunto

Filtrado por: Tipo: Casos Estado: Abiertos Tipo de caso: Todos Relación: Todos

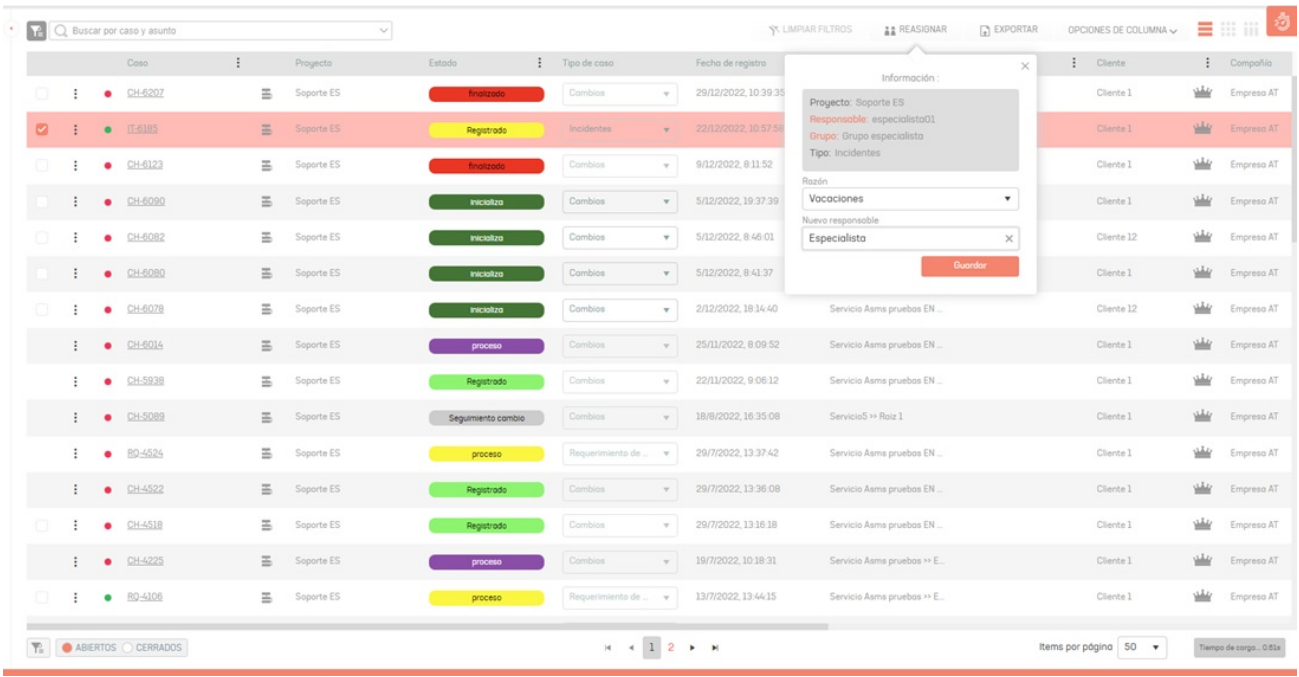
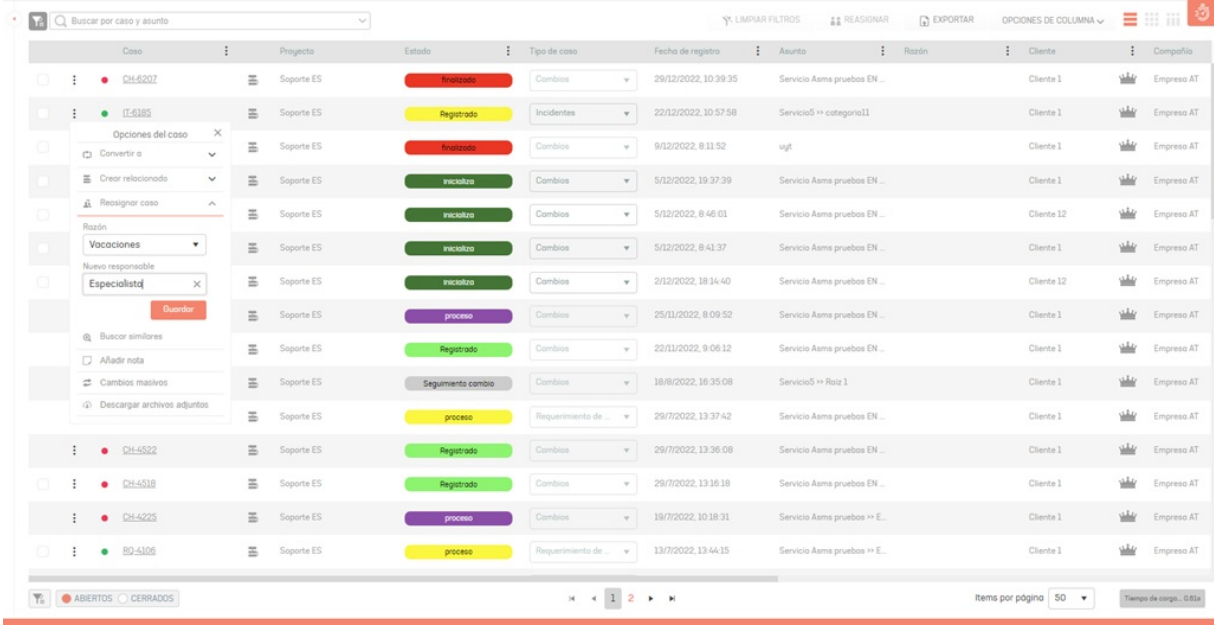
Debe actualizar para ver la información reciente

RQ-6405
hgg
Proyecto: Soporte ES
Servicio: Servicio Asma pruebas EN

24/2/2023, 18:11:18

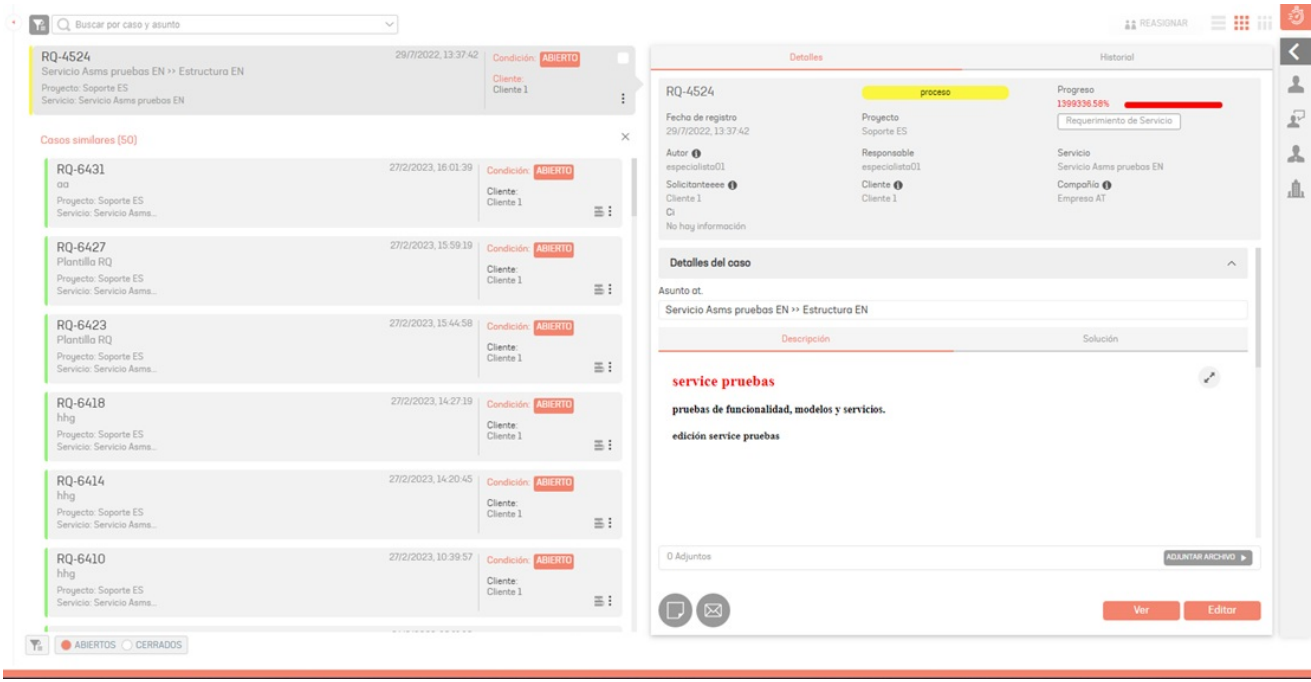
Requerimiento de Servicio
Relación: Relacionado con

Actions	Description
Reassign Case	This action allows you to reassign a selected case by defining the reason for the reassignment and the new person responsible. To reassign cases in bulk, select each case by checking the checkbox and in the information view at the top of the Specialist console, click the REASSIGN. Select the reassignment reason and the new assignee. By clicking Save, a notification will be displayed indicating the number of cases reassigned and the specialist to whom they were assigned.

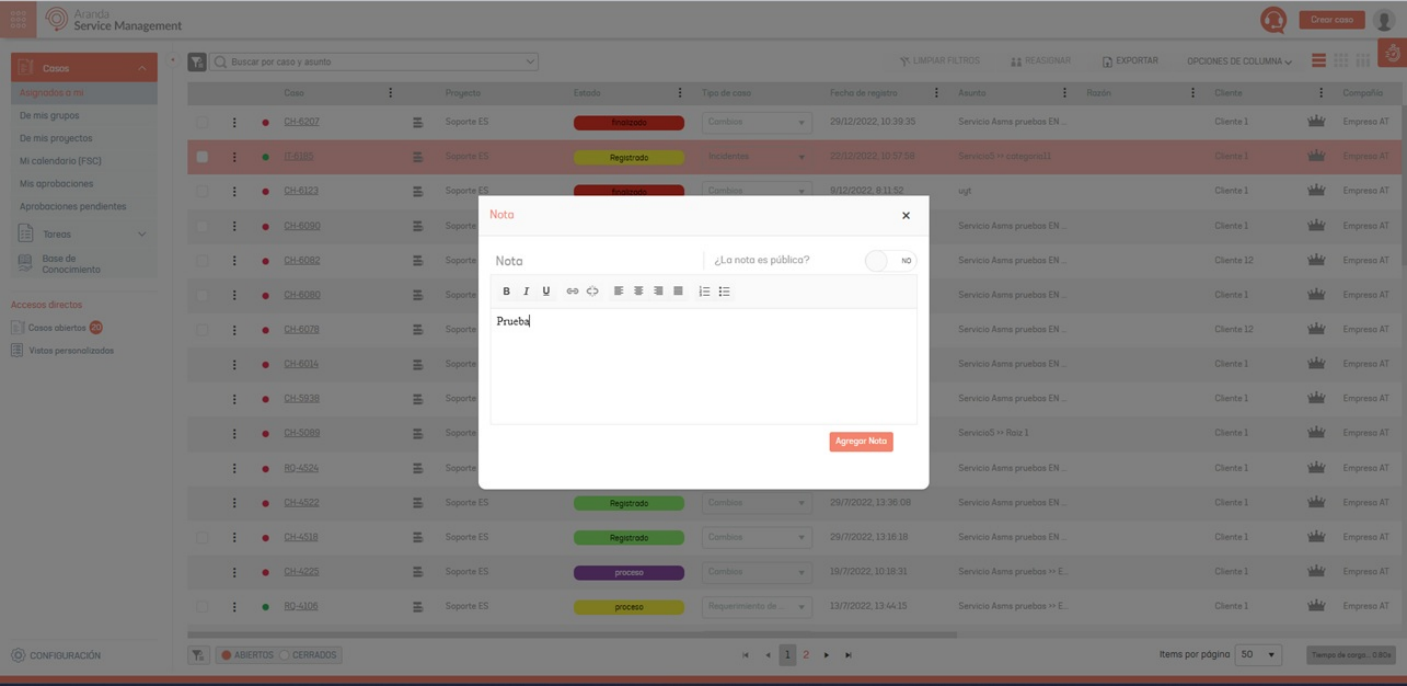


Actions	Description
Find similar	This action allows you to search for similar cases with the selected case. In the information view you will be able to view the basic information and details of the similar cases found.
Add Note	This action allows you to include a note for the selected case. The Note window is enabled, where you can include the required information and add it.
Massive Changes	This action allows you to make changes to the selected cases. Changes will be made to the common properties of the case such as statuses, reasons, notes, attachments, responsible group, responsible group, scheduling date and additional mandatory fields. 1. Selecting the Bulk Changes option enables the corresponding window. 2. Select the properties to be added and/or modified, such as status, reason, and responsible. 3. By clicking the Next button, you must fill in the information of the additional fields in case they are required. Note: Additional fields are enabled if you select cases that are in the same project, case type, model, and status, in addition only the required additional fields are displayed. Finally, click on the Save button to perform the bulk update on the selected cases Note: Some options may be disabled for the following reasons: Status and reason: when I select cases that are in different project, case type, model and/or status (It is not possible to make bulk changes to final states). Responsible: when I select cases that do NOT have the same specialist group assigned. Note: For the change of state, the behaviors of the new state will also be evaluated and the corresponding fields configured in the state will be requested

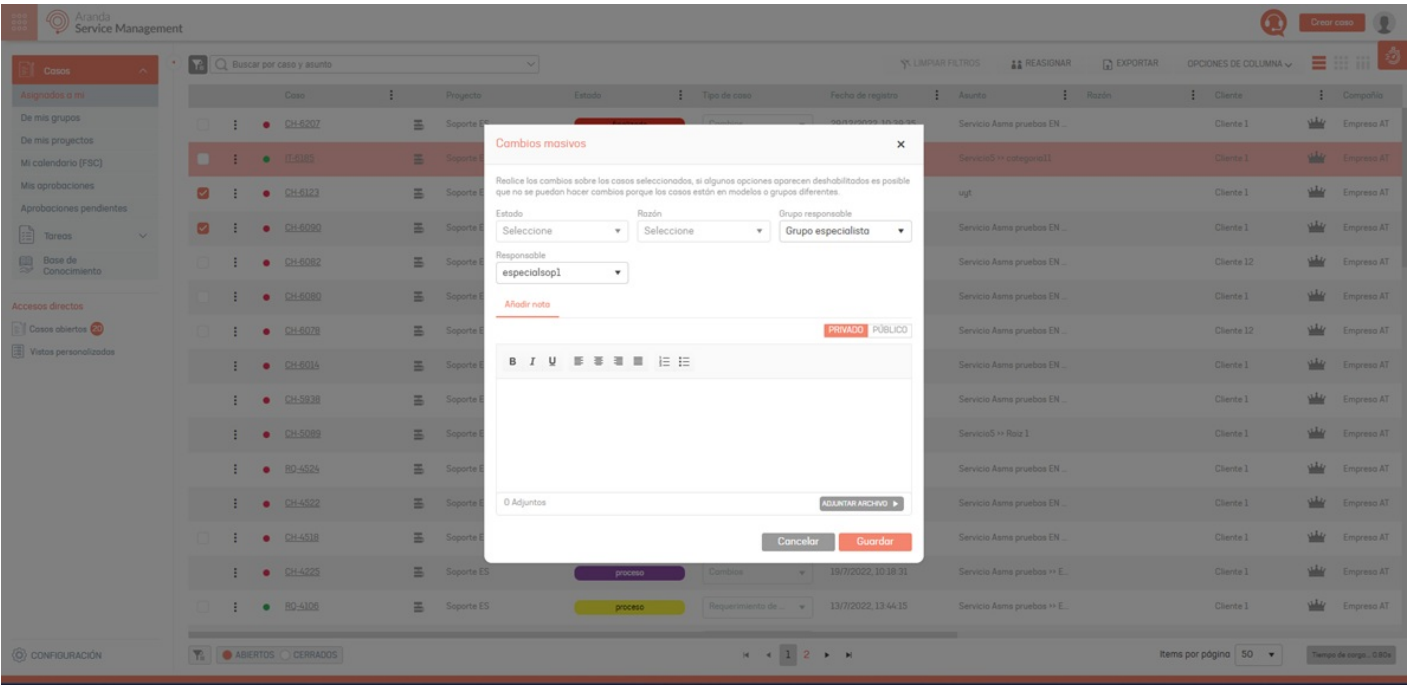
Find similar



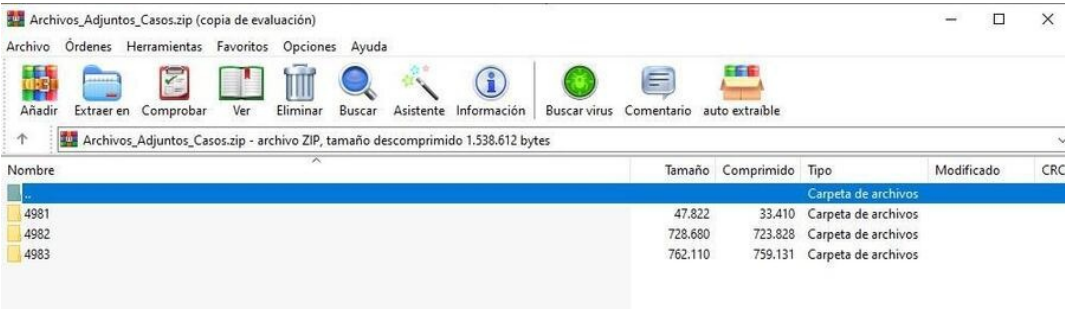
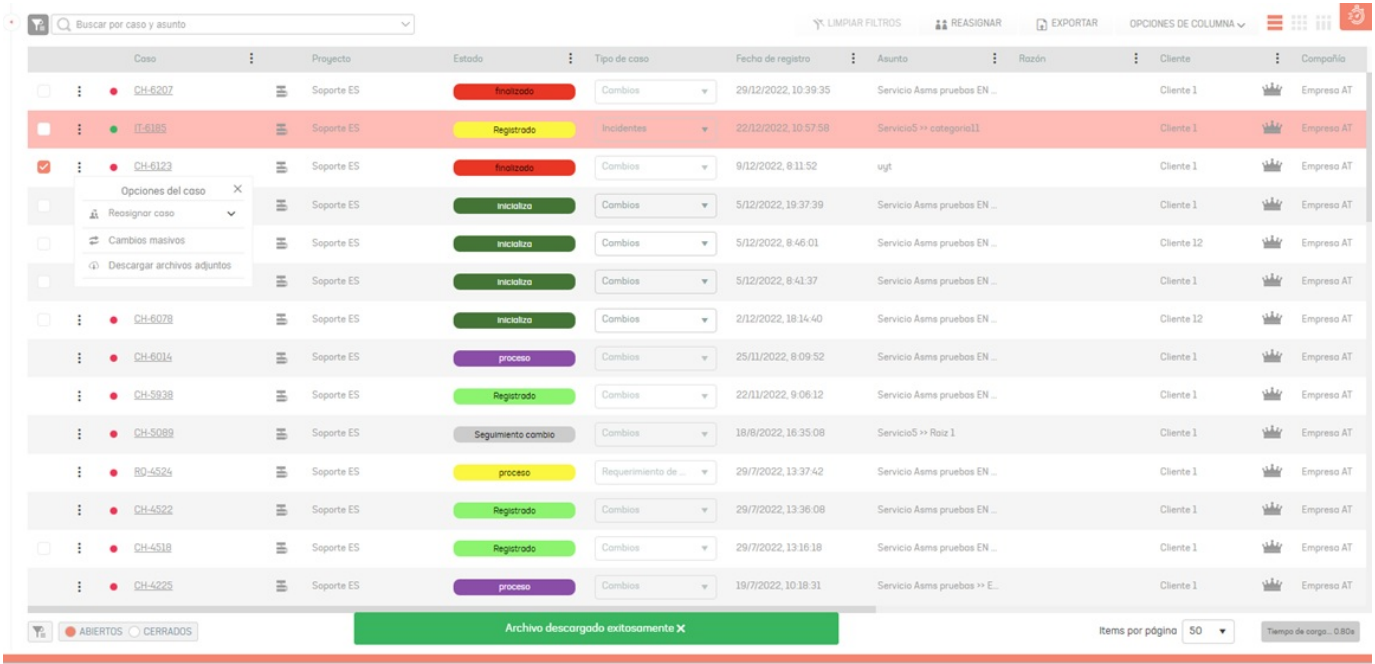
Add Note



Massive Changes



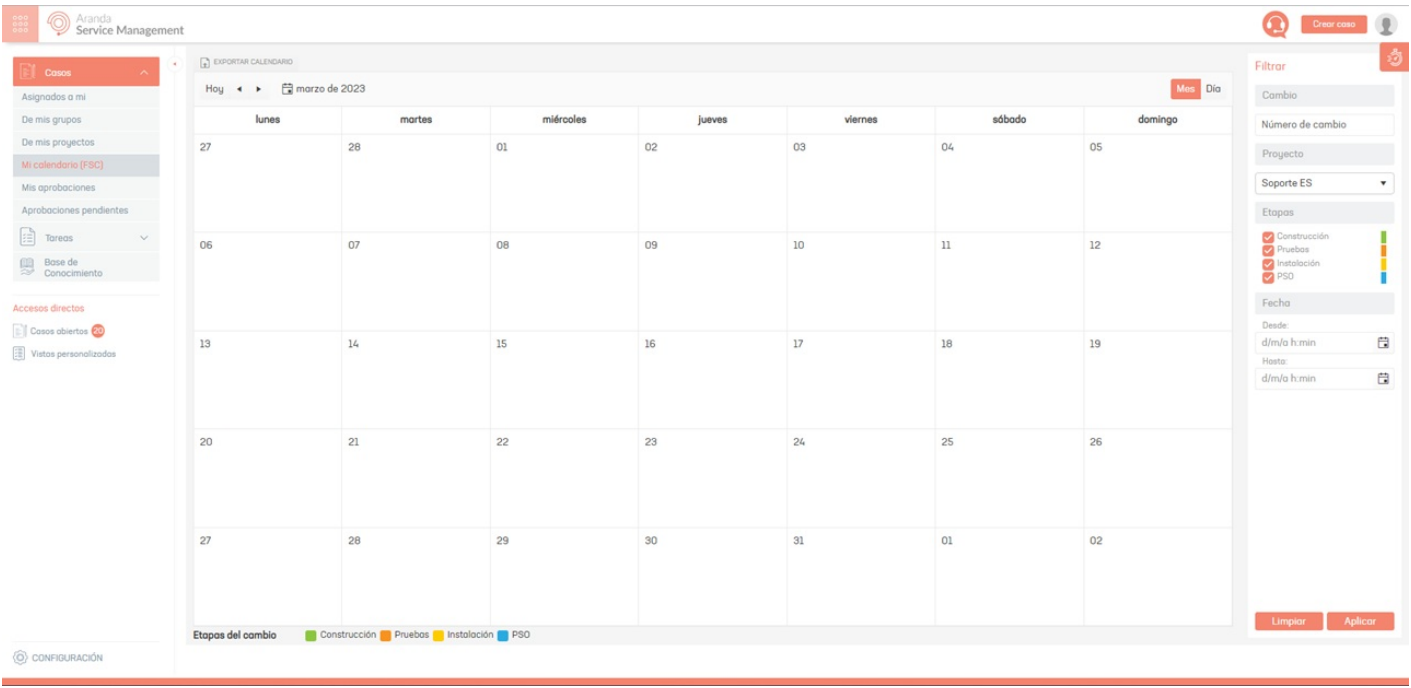
Actions	Description
Download Attachments:	This action allows you to perform bulk download of attachments for selected cases. When executing this action, a file is downloaded .zip which contains the folders of each of the cases, which are identified by the global id of the case. Within each folder, two subfolders are displayed with the private and public attachments of the case. Note: This action is only available for the list of open cases.



View My Calendar (FSC)

The FSC (Forward Schedule of change) view shows the calendar with the schedule of the changes that were approved with their respective dates for each of the stages. See 5.1 Time and Costs

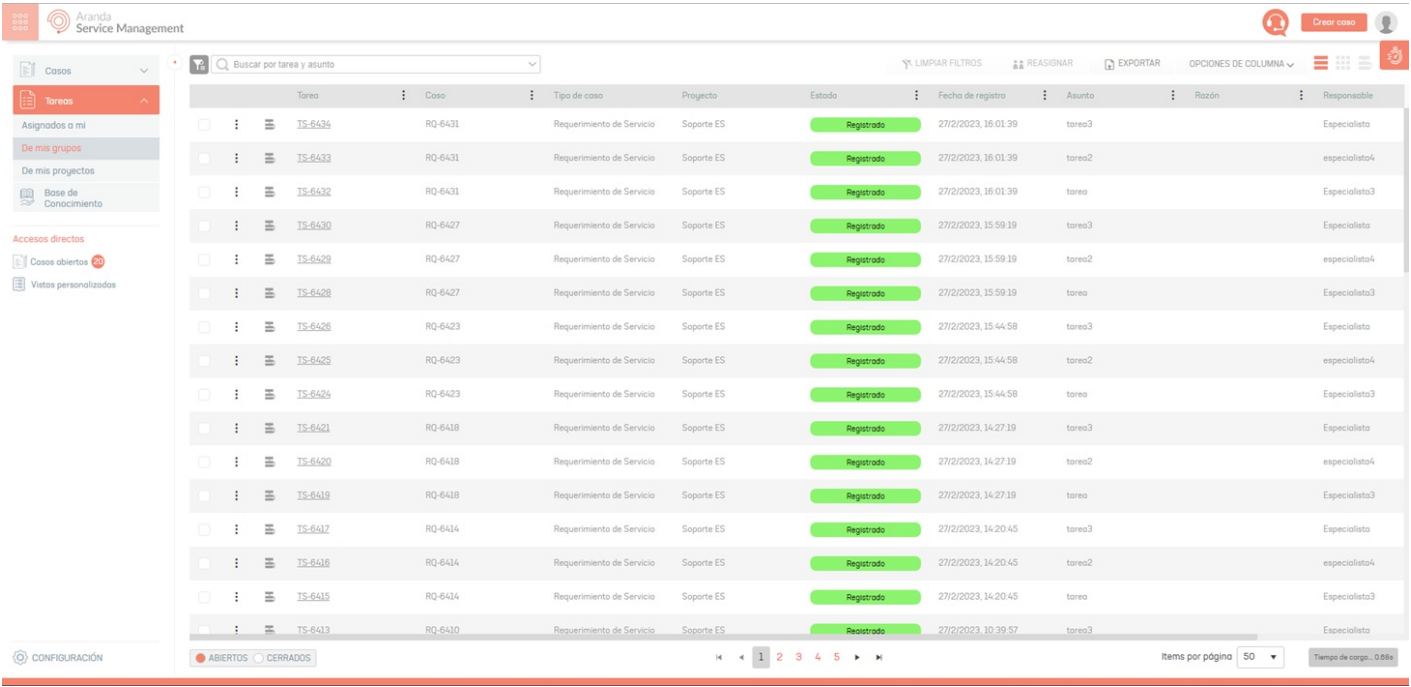
1. To view the schedule of changes, log in to the ASMS Specialist Console in the Cases from the main menu, select the My Calendar (FSC) option:



2. In the information view, you can filter the query by change number, project, stages, start date, and end date.

How to View Tasks

1. To view the tasks associated with cases, log in to the ASMS Specialist Console in the Tasks From the main menu, select a query criterion such as Open Tasks, Closed, My Tasks, My Groups Tasks, and My Projects Tasks.



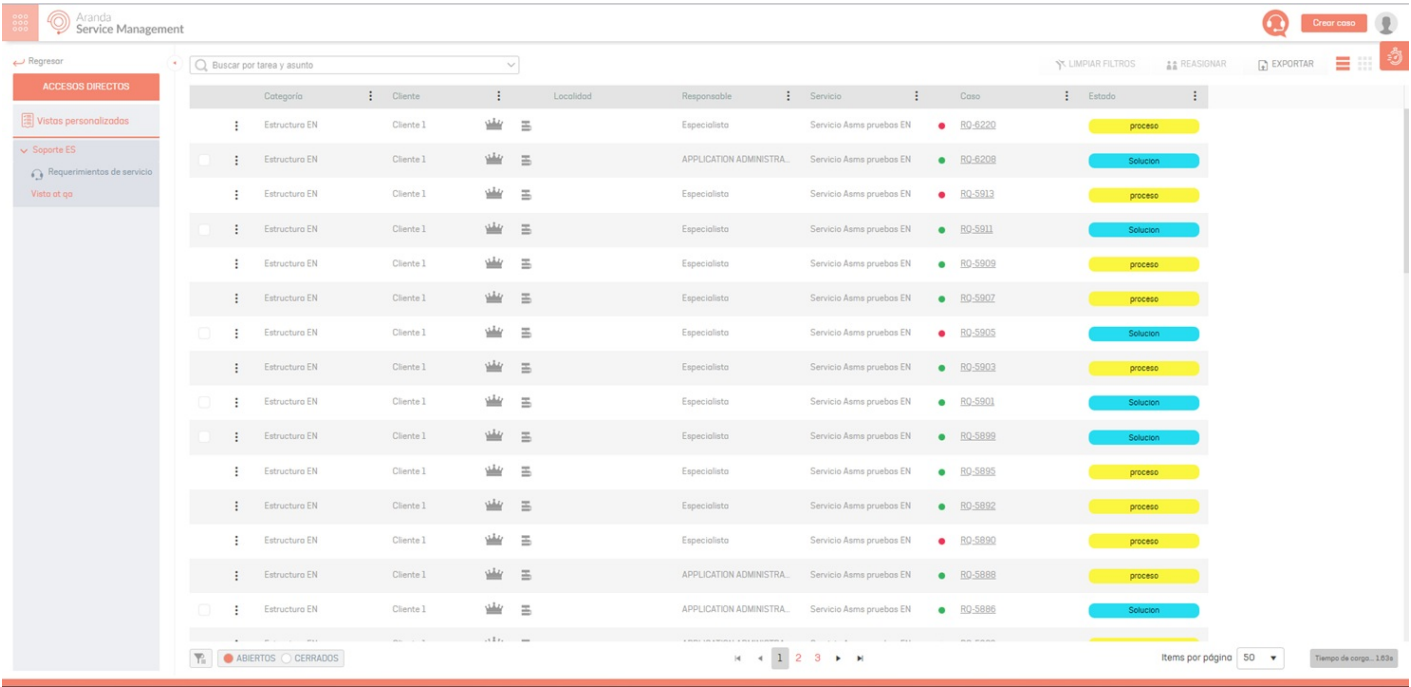
2. After selecting the criterion, in the information view you will be able to view the list of tasks according to the selected filter and perform the following activities:

- Apply filters by project and case type; Per Column and by Expiration
- Search by case
- Organizing information by grid, card, and board

➤ Note: The query criteria and task filters are the same as those used to query the information of the cases.

How to View the Custom Listing

1. To view custom views that have been previously configured from the Admin Console, log in to the ASMS Specialist Console in the Custom listing From the main menu, select an option to filter the information like this:



Create a case

Create a case

Creating a Case

1. To Create a Case, log in to the ASMS Specialist Console, in the header menu, select the Create Case. The form to enter the new case information (as configured in the Admin console) is enabled.

Casos

Asignados a mi

De mis grupos

De mis proyectos

Mi calendario (FSC)

Mis aprobaciones

Aprobaciones pendientes

Tareas

Base de Conocimiento

Accesos directos

Casos abiertos 4

Vistas personalizadas

CONFIGURACIÓN

Información de la atención al cliente

Proyecto [] Tipo []

Soporte ES Seleccione

Categorización del caso

Servicio [] Categoría []

Digite por lo menos una letra o tecla espaciadora Seleccione las categorías

Información del cliente

Solicitante Cliente Compañía CI SLA

Digite por lo menos una letr... Digite por lo menos una letr... Digite por lo menos una letr... Digite por lo menos una letra o... Pendiente por asignación

Información básica

Estado Razón

Seleccione Seleccione

Grupo responsable Responsable

0 Adjuntos

Ir al Listado Cancelar Guardar

Modify Format

2. During the project configuration in the ASMS administration console, you can activate the FILTERCASEUSER filter check box, entering the General Settings from the main menu, select the Settings, in the Detail view, set the Service Desk option and select the corresponding value.

Aranda Service Management

Ajustes

Configuración

Inicio | Salir

Soporte

Configuración General

Proyectos

Ajustes

Licencias

Roles

Catálogos

LDAP

Registro de Eventos

Servidores de Salida

Banners

FilterCaseUser

Defina si la creación de casos se hará teniendo en cuenta el usuario o el proyecto

StorageQueue

Cadena de conexión para manejo de colas (Queues).

SpecialistLogoutURL

Url para cierre de sesión

CustomerLogoutURL

Url para cierre de sesión

TranslationTemplatePassword

Nombre

FilterCaseUser

Descripción

Defina si la creación de casos se hará teniendo en cuenta el usuario o el proyecto

Valor

Guardar

3. When you create a case in the ASMS Specialist Console, you see a change in the order of the sections, customer information, and categorization of the case. It is visualized as follows:

Información de la atención al cliente

Proyecto [] Tipo []

Soporte Incidentes

Categorización del caso

Servicio [] Categoría []

Soporte Cambios

Información del cliente

Cliente Compañía CI SLA Contrato

Digite por lo menos una letr... Digite por lo menos una letr... Digite por lo menos una letra o... Pendiente por asignación Seleccione

Información básica

Estado Razón

Registrado Caso Registrado

Grupo Responsable Responsable

0 Adjuntos

ADJUNTAR ARCHIVO

Ir al Listado Cancelar Guardar

Add files

4. In the Create Case form in the ASMS Specialist Console, select the Attach File, to add one or more documents to the case.

5. The window is enabled Attach File. Click the Examine and choose the files you want to include in the case. Include a description of the attached documents.

Adjuntar archivo

Examinar...Guía de instalación ASMS v1.1.docx

1 Adjuntos

Manual Especialista AMS

PRIVADO PÚBLICO

Adjuntar archivo

6. Define the status of the files:
- PRIVATE: Visible only to specialists.
 - Public: Visible to users and specialists.

7. Finally click on the Attach File. If you want to delete a file, you can do so from the list of files by clicking on the delete icon.

Note: The file types allowed by the application to add attachments are defined in a whitelist that is only modifiable from the site's webconfig file (ASMSAPI). The decision to use this whitelist is made by ethical hacking guidelines that have been applied after vulnerability tests carried out on the application.

Allowed

Zip,RAR,EMZ,7Z,Docx,PDF,txt,INX,xlsx,doc,EVT,log,xls,rdlx,svcllog,pml,xlsm,aam,prc,rtf,pptx,dmp,rep,x,ppt,jpeg,jpg,png,gif,tif,vsd,vsd,x,svg,dsf,bmp,jfif,ico,emf,bmp,avi,webm,mp4,msg,eml,res,x,cll,sql,rdl,config,amk,bak,css,cs,v,dll,mov,xml

file

types:

Save a case as a template

8. To save the parameterization of a case as a template, in the Create Case form in the ASMS specialist console, fill in basic information about the case (project, case type, service, category, customer, status, among others); Select the option Save Template.

Aranda Service Management

Casos

Asignados a mi

De mis grupos

De mis proyectos

Mi calendario (FSC)

Mis aprobaciones

Aprobaciones pendientes

Tareas

Base de Conocimiento

Accesos directos

Casos abiertos

Vistas personalizadas

CONFIGURACIÓN

Información de la atención al cliente

Proyecto (*)

Soporte ES

Tipo (*)

Requerimientos de Servicio

Categorización del caso

Servicio (*)

Servicio Ams pruebas EN

Categoría (*)

Estructura EN

Contrato

Seleccione

Información del cliente

Solicitante (*)

Cliente

Compañía

CI (*)

SLA

Digite por lo menos una letr...

Cliente 1

Empresa AT

Service-AT_pruebas

Pendiente por asignación

Ubicación

Digite por lo menos una letra o...

Información básica

Estado

Razón

0 Adjuntos

ADJUNTAR ARCHIVO

Ir al Listado

Cancelar

Guardar

Seleccionar Plantilla

Guardar Plantilla

9. The template window is enabled where you can fill in the name of the template. When finished, click on the Save.

Create a case from a template.

10. To create a case from a template, in the Create Case form in the ASMS Specialist console, define a project and case type; Select the option Select Template.

11. The window is enabled template where you can select the data from the previously created template.

Note: Only templates that are not marked as scheduled action templates in the Administration / Service Desk / Templates console will be listed.

Aranda Service Management

Casos

Asignados a mi

De mis grupos

De mis proyectos

Mi calendario (FSC)

Mis aprobaciones

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Tareas

Base de Conocimiento

Accesos directos

Casos abiertos

Vistas personalizadas

CONFIGURACIÓN

Información de la atención al cliente

Proyecto (*)

Soporte ES

Tipo (*)

Requerimientos de Servicio

Categorización del caso

Servicio (*)

Digite por lo menos una letra o tecla espaciadora

Categoría (*)

Seleccione las categorías

Contrato

Seleccione

Información del cliente

Solicitante

Cliente

Compañía

CI

SLA

Digite por lo menos una letr...

Digite por lo menos una letr...

Digite por lo menos una letr...

Digite por lo menos una letra o...

Pendiente por asignación

Información básica

Estado

Razón

Seleccione

Seleccione

Grupo responsable

Responsable

0 Adjuntos

ADJUNTAR ARCHIVO

Ir al Listado

Cancelar

Guardar

Seleccionar Plantilla

Guardar Plantilla

12. By clicking the Apply The predefined data will be automatically loaded in each of the fields.

Plantilla

La plantilla sirve para agilizar la creación del caso. Seleccione la que se ajuste a su necesidad.

ASMS

Estado: Registro y Categorización

Categoría: Sugerencia de modificación o cambio

Servicio: Aranda Service Management

Impacto: High

Urgencia: No hay informacion

Prioridad: No hay informacion

Grupo Responsable: Soporte

Responsable: Diego Fernando Rincon Guevara

Solicitante: No hay informacion

Compañía: No hay informacion

Ci: No hay informacion

Modelo: Cambio de Emergencia

Descripción cambio de emergencia

Bienvenido, a continuación, describa la incidencia presentada. Recuerde que es importante incluir toda la información relevante.

Aplicar

13. Finally, click the Save button to complete the case creation.

Create Cases with related articles

This functionality allows to display articles that match the subject entered by the user, to provide timely support in the attention of the case.

1. From the specialist site, click “Create Case”. This will enable the form for case creation.

Aranda Service Management

Crear caso

Casos

Asignados a mi

De mis grupos

De mis proyectos

Mi calendario (FSC)

Mis aprobaciones

Aprobaciones pendientes

Tareas

Base de Conocimiento

Accesos directos

Casos abiertos

Vistas personalizadas

Información de la atención al cliente

Proyecto

Tipo

Categorización del caso

Servicio

Categoría

Información del cliente

Solicitante

Cliente

Compañía

Ci

SLA

Información básica

0 Adjuntos

Ir al Listado

Cancelar

Guardar

2. Fill in the form fields, such as Project, Type, Service, Category, among others.

Aranda Service Management

Crear caso

Casos

Asignados a mi

De mis grupos

De mis proyectos

Mi calendario (FSC)

Mis aprobaciones

Aprobaciones pendientes

Tareas

Base de Conocimiento

Accesos directos

Casos abiertos

Vistas personalizadas

Información de la atención al cliente

Proyecto

Tipo

Categorización del caso

Servicio

Categoría

Contrato

Información del cliente

Solicitante

Cliente

Compañía

Ci

SLA

Información básica

0 Adjuntos

ADJUNTAR ARCHIVO

Ir al Listado

Cancelar

Guardar

3. Entering text in the subject field will list matching articles. The search is carried out by title, description, identifier, keywords and/or content of the article.

Aranda Service Management

Crear caso

Casos

Asignados a mi

De mis grupos

De mis proyectos

Mi calendario (FSC)

Mis aprobaciones

Aprobaciones pendientes

Tareas

Base de Conocimiento

Accesos directos

Casos abiertos

Vistas personalizadas

Asunto

Artículos relacionados

Le sugerimos estos artículos para resolver el caso, si quiere consultarlos haz clic en el título, para ver el detalle. Si esta opción no es de ayuda puede cerrar la ventana y continuar con la creación del caso.

Titulo

Instalar impresora

Descripción

Titulo

Falla impresora

Descripción

Falla impresora

0 Adjuntos

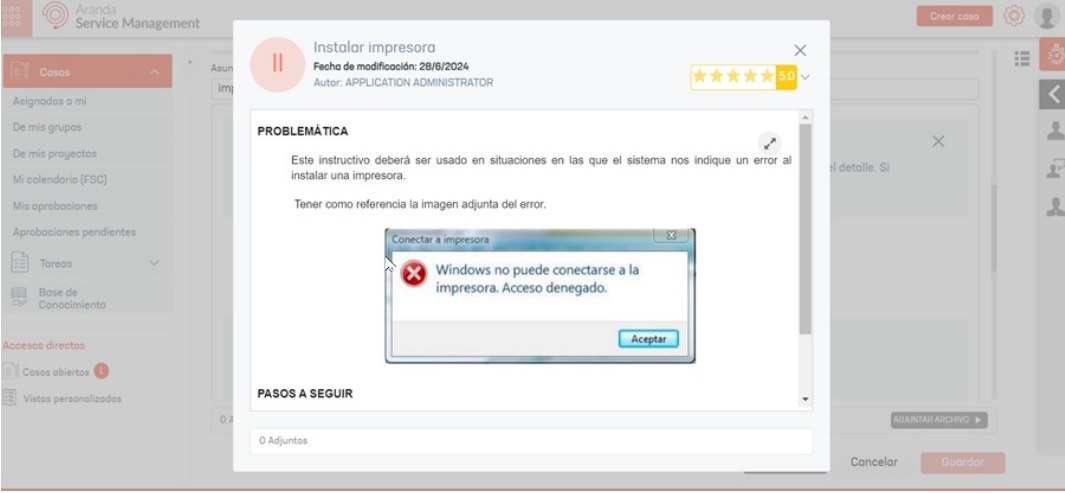
ADJUNTAR ARCHIVO

Ir al Listado

Cancelar

Guardar

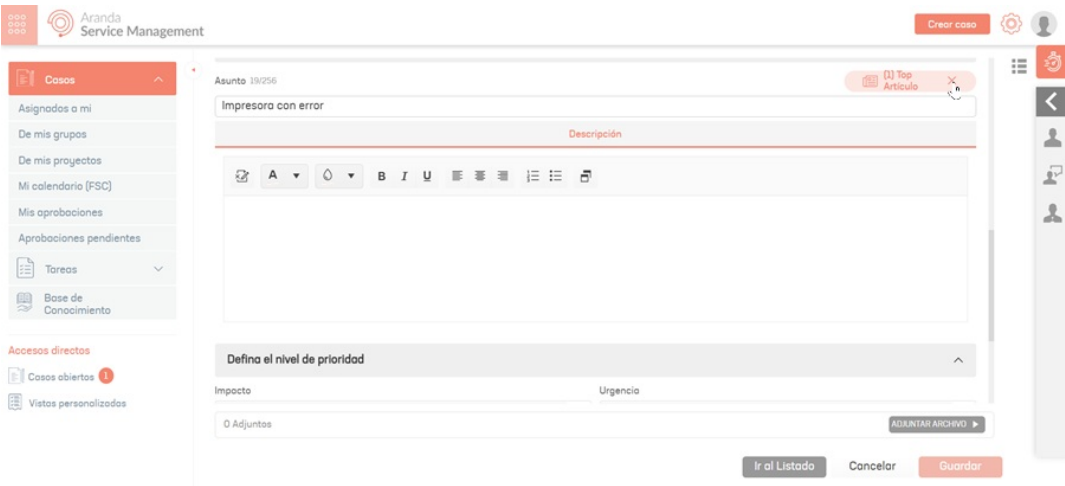
4. Click on the article of interest to view its content.



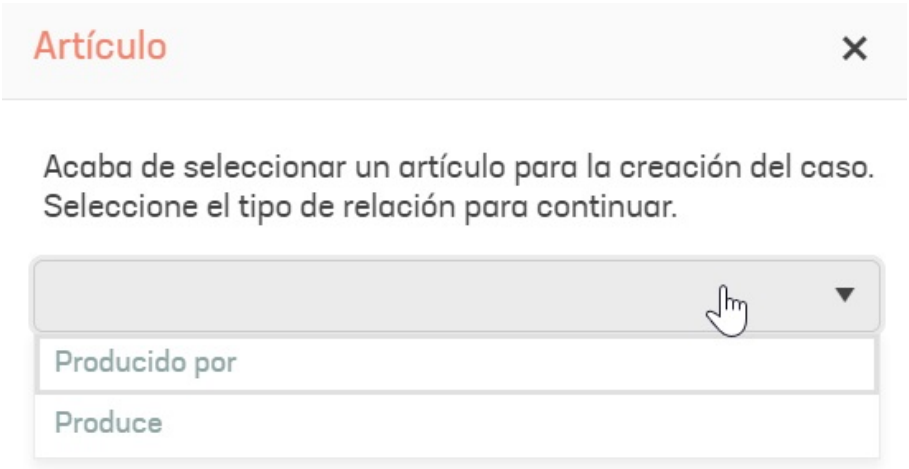
5. If the article responds to the case you are posting, check the box to associate it.



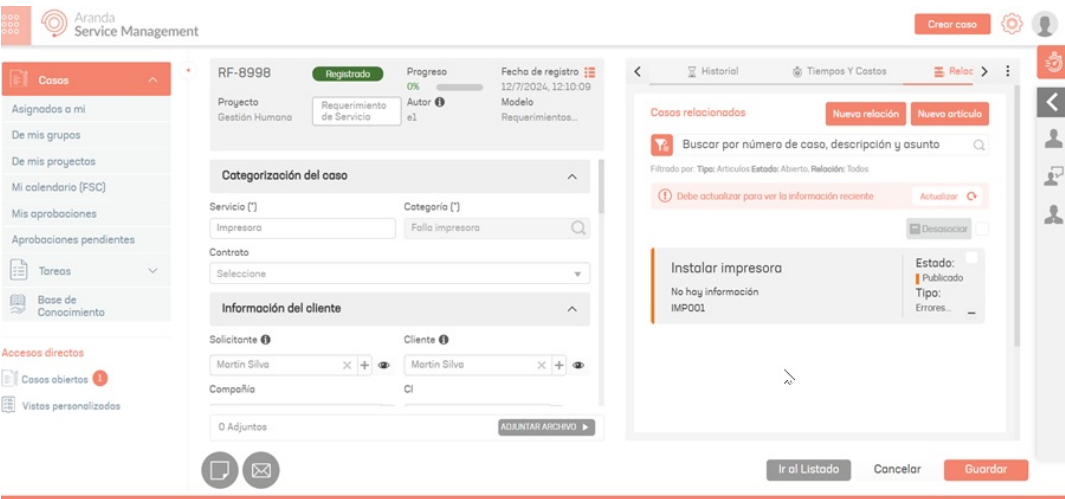
6. To disassociate an item, click the “Disassociating”.



7. Once you have filled out the case, click on the “Save”. A window will appear asking for the type of relationship with which the item will be associated.



8. Click the “Continue” to create the case with the related article.



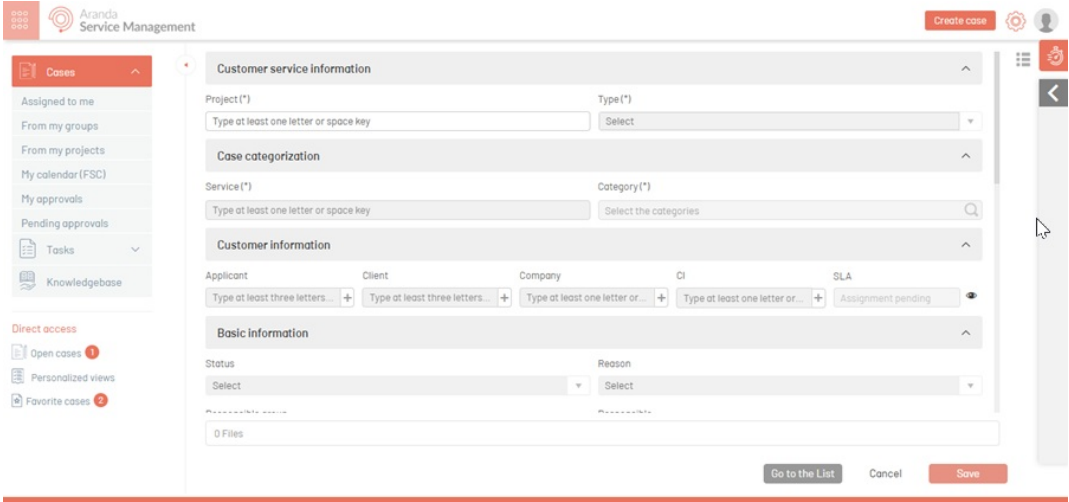
Note:

- If there is a state with the behavior “Default closure” In the status flow, the case will automatically be created as closed.
- If there is no state with the behavior “Default closure” In the state flow, the case will be created in the first state of the flow.

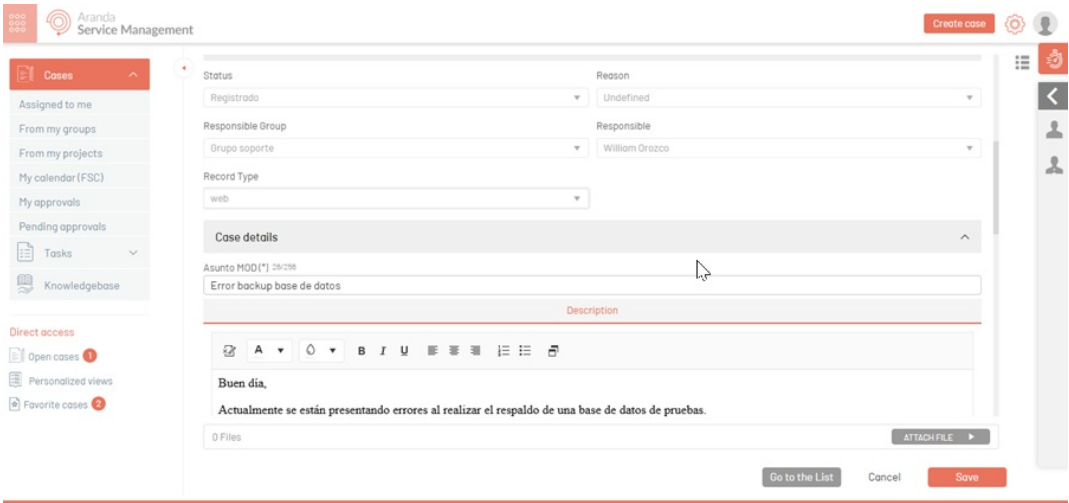
Create cases with automatic specialist group assignment

This functionality allows you to automatically suggest the most appropriate group to handle a case, taking into account the subject and description provided. To use this functionality, the action must be previously configured “Assigning responsible groups” on the admin site. [See Responsible Group Assignment Settings](#)

1. From the specialist site, click “Create Case”. This will enable the form for case creation.



2. Fill in the form fields, such as Project, Type, Service, Category, among others.



3. Once you have filled out the necessary fields, click on the “Save”. A window will appear with a list of suggested groups sorted by relevance.

Suggested group

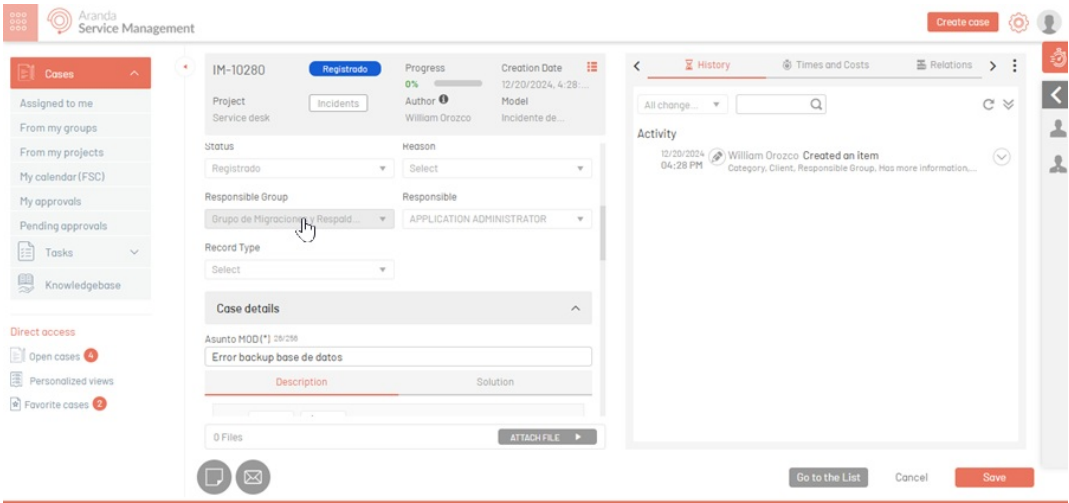
One of the following groups is suggested for assignment. They are shown in the order of relevance for this case, if none is selected the selected or default group will be assigned

Grupo de Migraciones y Respaldo de bases de datos

Grupo soporte

4. Select a suggested group.

- If you would like to accept a suggestion, select the group you think is appropriate and click the “Continue”. The case will be created automatically by assigning the selected group.
- If you do not want to accept any suggestions, do not select any groups and click “Continue”. In this case, the case will be created with the manually selected group or with the default group assigned to the service.



⚠ Note:

- If during case creation the manually selected group matches the first system suggestion, the responsible group assignment suggestion modal is not displayed.

Identification of duplicate cases

By having the identification of duplicate cases configured in the administration console for the project and case type, if the case to be created matches in project, case type, service, category and client with any of the existing cases according to the configuration, the specialist will be informed of the list of duplicate cases and the option to add a note to all cases or continue with the creation of the new one case.

Actualmente, existen 1 Casos Coincidentes con el caso que está creando.

RF-25-31-35824

Puede continuar con la creación del caso o dejar una nota en todos los casos.

Agregar nota

Cancelar

Crear caso

Edit a case

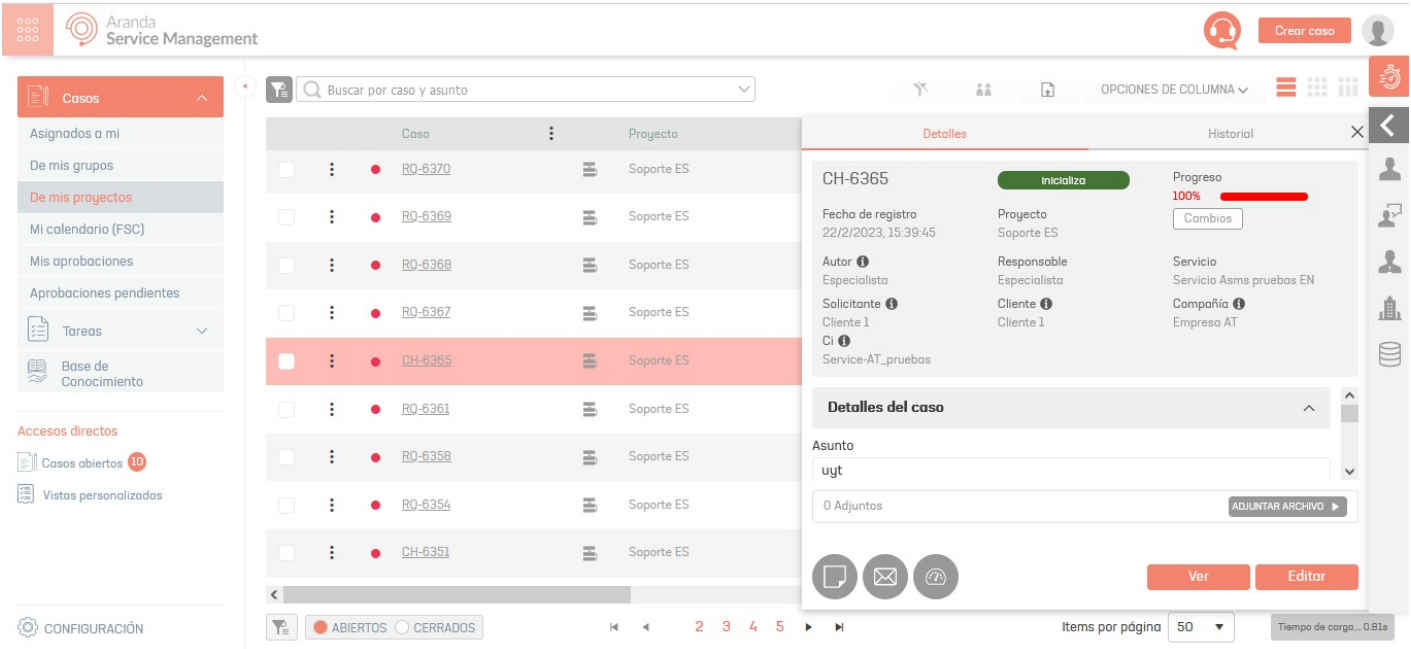
Edit a case

Editing a Case

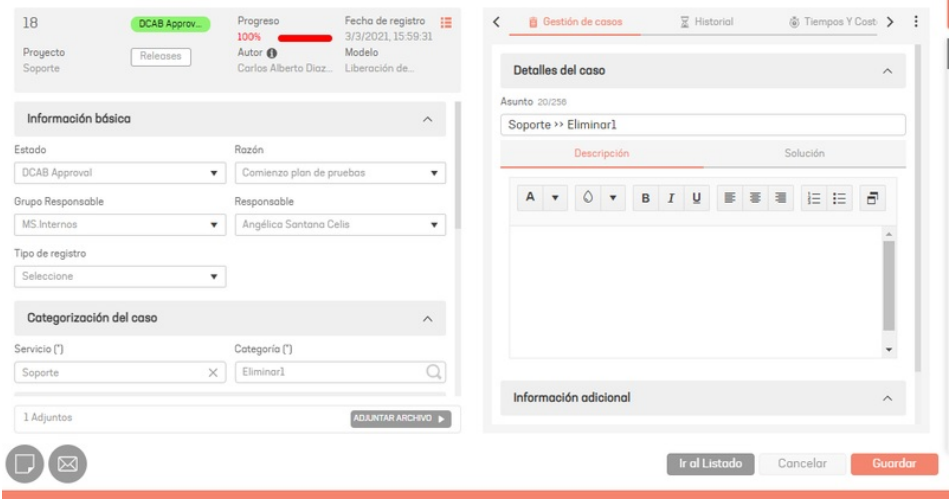
1. To edit the case information, log in to the ASMS Specialist Console in the Cases From the main menu, select an option associated with the cases (Open, Closed, My Cases or Cases from my groups) and in the information view you will be able to see the list of created cases.

2. In the information view of the ASMS Specialist Console, you can access a case for querying or editing in the following ways:

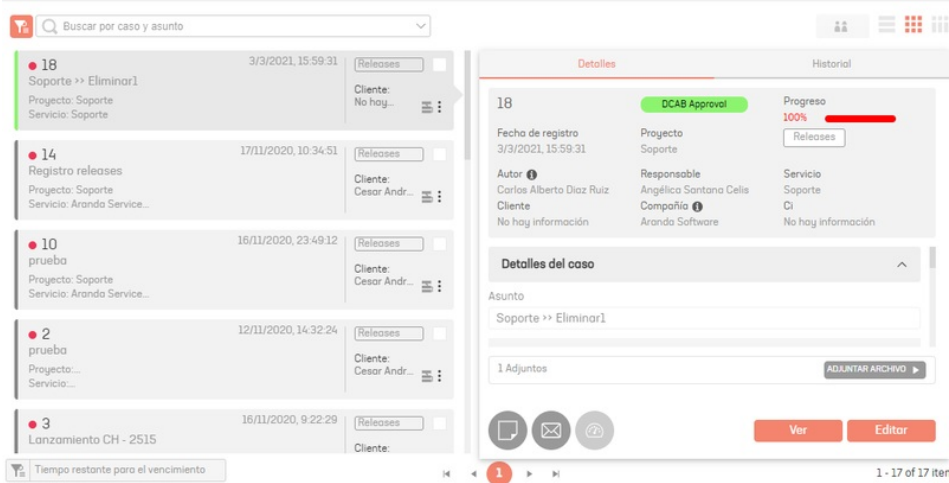
- Preview: In the case list, click on one of the records and you will be able to access a non-editable preview of the case, with basic information and history of the case. You can select the View or Edit case.



- Overview: In the list of cases, click on the case ID and you will be able to access an overview of the case, with information such as status, project, progress and date; categories such as basic information, customer information, case categorization, priority level, or additional fields, among others. You can select the View, Edit or Save the case.



- Cards View: In the information view, click on the Card icon, and you will be able to view the list of cases and a non-editable preview of the case. You can select the View or Edit case.



3. When you finish editing the case, click Save to confirm the changes made.

Attach File

When editing a case in the Specialist Console, you will have the option to add documents enabled by selecting the option Attach File.

DetallesHistorial

18

DCAB Approval

Progreso100%

Fecha de registro3/3/2021, 15:59:31

ProyectoSoporte

Releases

Autor Carlos Alberto Diaz Ruiz

Responsable Angélica Santana Celis

Servicio Soporte

Cliente No hay información

Compañía Aranda Software

Ci No hay información

Detalles del caso

Asunto

Soporte >> Eliminar1

1 Adjuntos

ADJUNTAR ARCHIVO

VerEditor

Adjuntar archivo

Examinar...

0 Adjuntos

Descripción

PRIVADO PÚBLICO

Adjuntar archivo

Add Note

When viewing a case in the Specialist console, you can add a note to the case without editing it by clicking the New note. In the window that is enabled, describe the note, confirm if it is public, and select the Add Note.

DetallesHistorial

18

DCAB Approval

Progreso100%

Fecha de registro3/3/2021, 15:59:31

ProyectoSoporte

Releases

Autor Carlos Alberto Diaz Ruiz

Responsable Angélica Santana Celis

Servicio Soporte

Cliente No hay información

Compañía Aranda Software

Ci No hay información

Detalles del caso

Asunto

Soporte >> Eliminar1

1 Adjuntos

ADJUNTAR ARCHIVO

VerEditor

DetallesHistorial

18

DCAB Approval

Progreso100%

Nota

¿La nota es pública?

NO

Nota Pública

Agregar Nota

VerEditor

If you have the action set up “Improved wording” on the admin site [View Sentiment Analysis Settings](#), a button will be displayed at the bottom called “Improve grade”. This button is enabled when typing more than 20 characters and allows you to improve the clarity, coherence and style of the text entered.

Nota

¿La nota es pública?

NO

B I U

Tras realizar pruebas en la consola de administración, se detectó que la causa de la inconsistencia era la lentitud en la red.

Mejorar nota

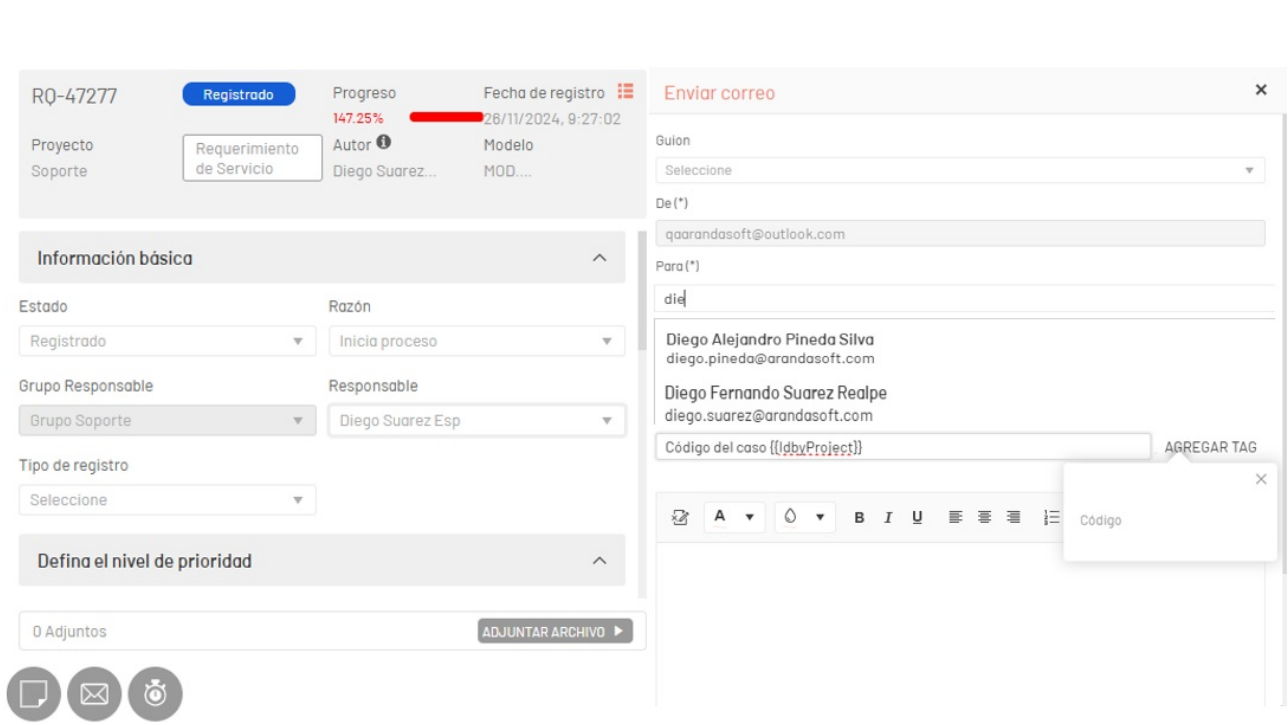
Agregar Nota

Send mail

When editing a case in the Specialist Console, you will have the option Send mail, to send a case report via email. Define the script, a subject, the body of the email, and attachments if required. When you select the ADD TAG, you can include information from the case fields. A list of the fields in the case is enabled. Select the fields you will use in the email text and the values will be replaced with the case information.

Recipient Management in “To” and “CC”

By clicking on the fields For or CC, triggers a predictive search that displays an email list of active specialists associated with the project. As at least 3 characters are entered, matching recipient suggestions are displayed, facilitating quick and accurate selection.



Note: When you select the ADD TAG In the subject of the email, the tag can be included Code which corresponds to the identifier of the case.

The fields Stop and CC They have the following characteristics:

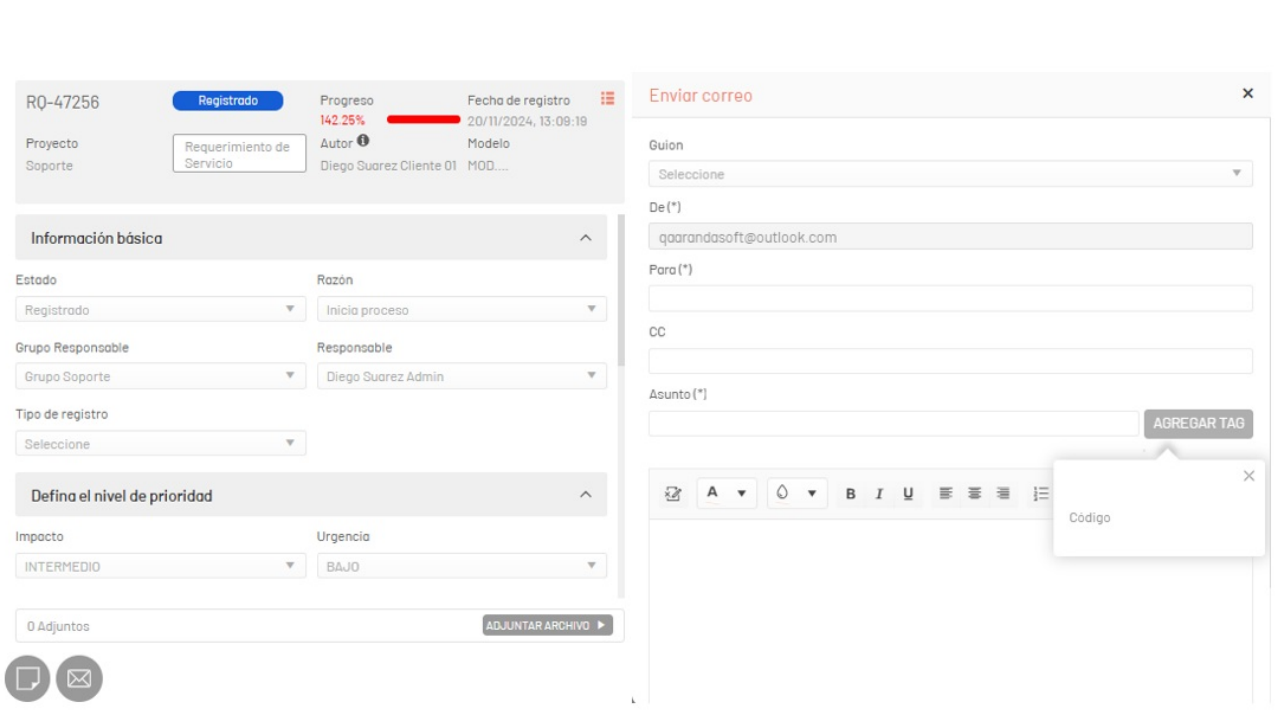
Allowed Parameters:

- Full length: Up to 113 characters.
- Length before symbol @ Up to 64 characters.
- Length after symbol @ Up to 48 characters.
- Characters allowed:
- Letters: a-z and A-Z (excluding the letter ñ-Ñ).
- Numbers: 0-9.
- Special characters: ' . - _ ! # ^ ~

Restrictions:

- The use of a period (.) immediately before the @ symbol is not allowed.

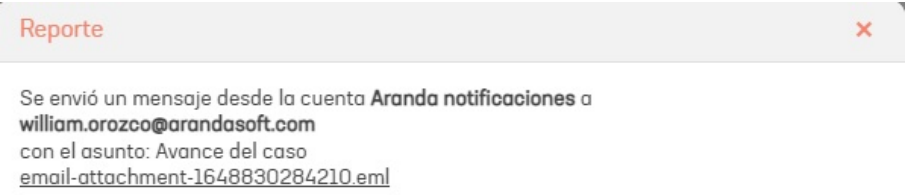
Note: The labels of the date and time fields will be replaced based on the time zone of the user logged into the application. If the user does not have a defined time zone, the values will be adjusted to the UTC time zone.



Click the Planned you will be able to preview the email.



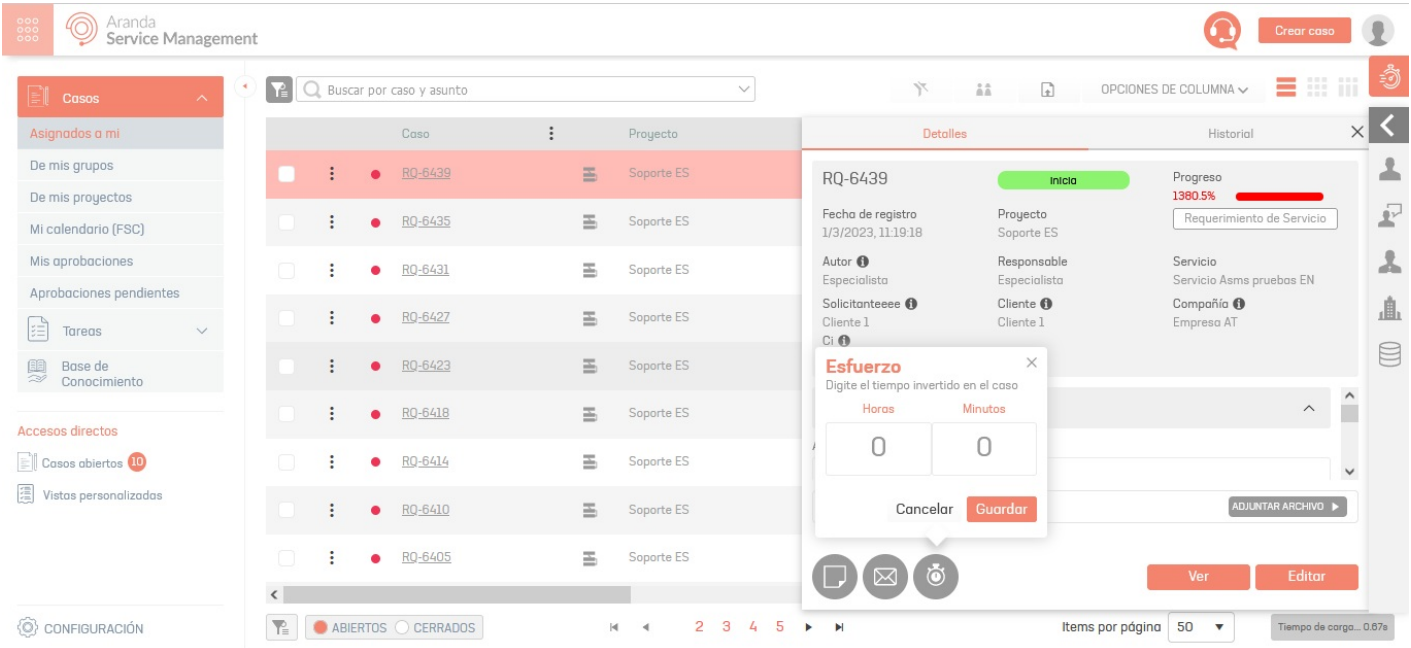
When you send the email, a private .eml file with the information sent in the email including the attachments will be automatically attached to the case.



In the History tab of the case, the sending of the report will be registered with a link to download the email sent.

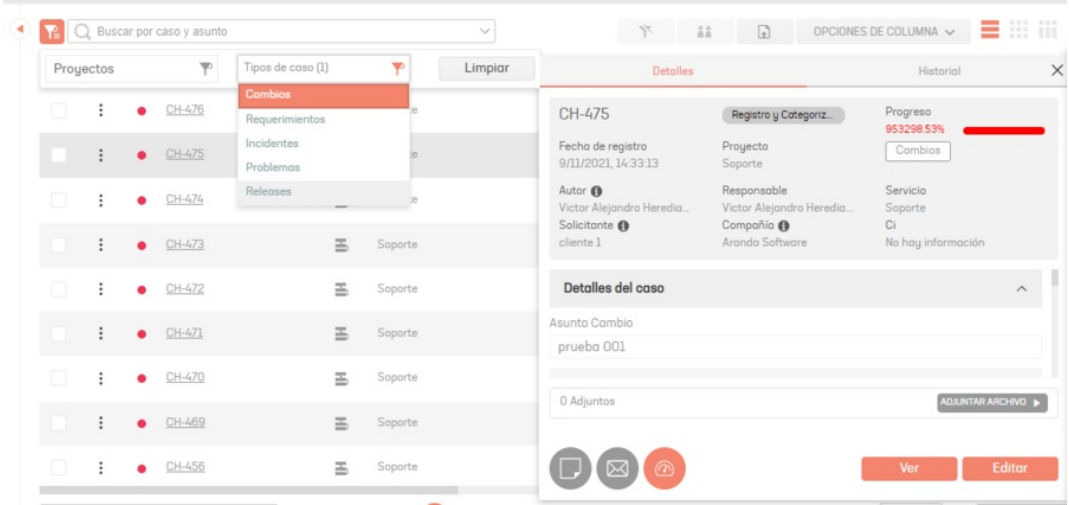
Effort

If the specialist is also responsible for the case, when editing a case in the specialist console, the Effort , where the specialist will be able to record the time they have invested in the case throughout the life cycle. (This button is displayed only if it has been previously configured from the Admin console.)

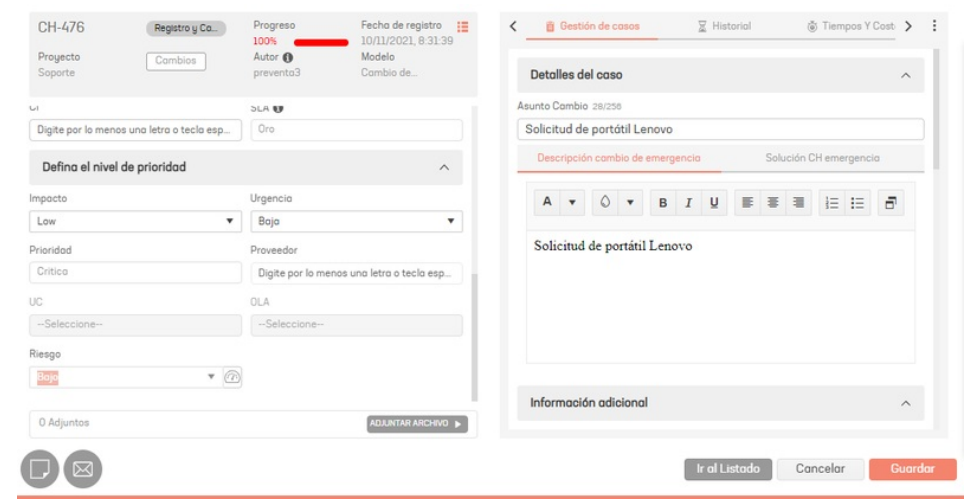


Risk

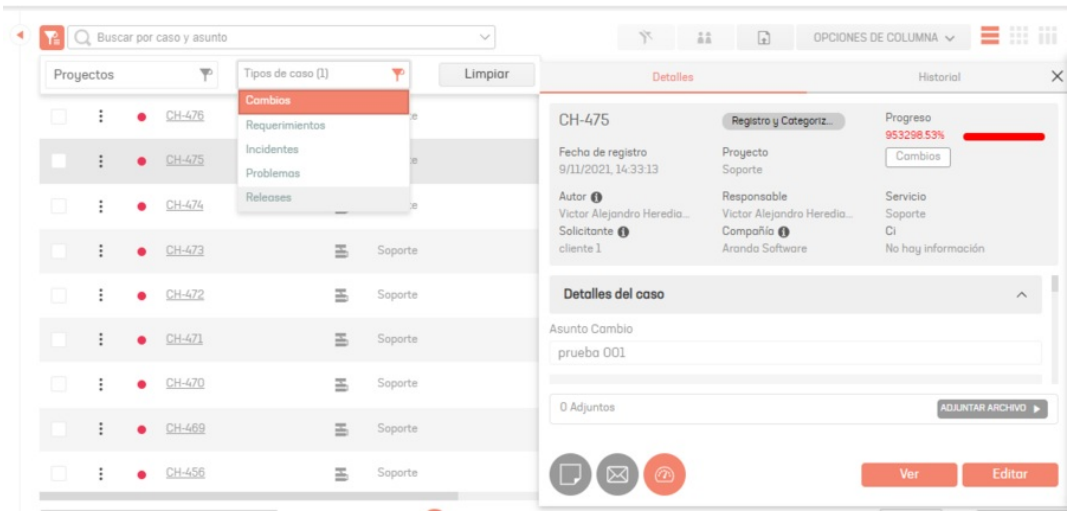
The Risk allows the specialist to assess the risk when implementing a Change or a Release (only applies to these two types of cases). When editing the case, the risk button is enabled depending on the state in which the risk was defined from the management console.



If you edit the case, by entering through the case ID, you will be able to identify the Risk option, in the Define the Priority level tab, in the Risk field, click on the corresponding icon

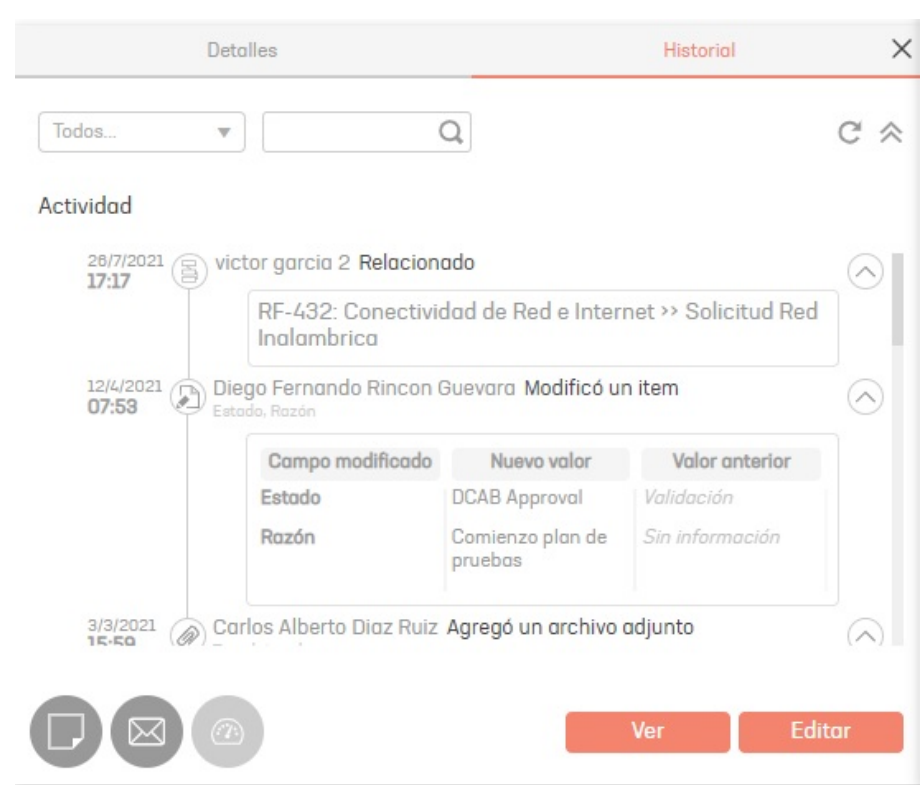


In the window Assess Risk Define the risk levels for the selected case.



History

At any time during the editing of the case you can access The History to view the record of the actions taken on the case during its life cycle.



Sentiment Analysis

Preconditions

- Have the endpoints and actions required for proper operation configured in the admin console. [View Sentiment Analysis Settings](#)

1. When the customer has added a note to a case type such as Service Requirement, Incidents or Changes, the specialist will be able to see the customer's sentiment in the Case Details, in the field History / All / Customer Notes.



2. All the notes added by the client will be listed, there click on the option Sentiment Analysis.



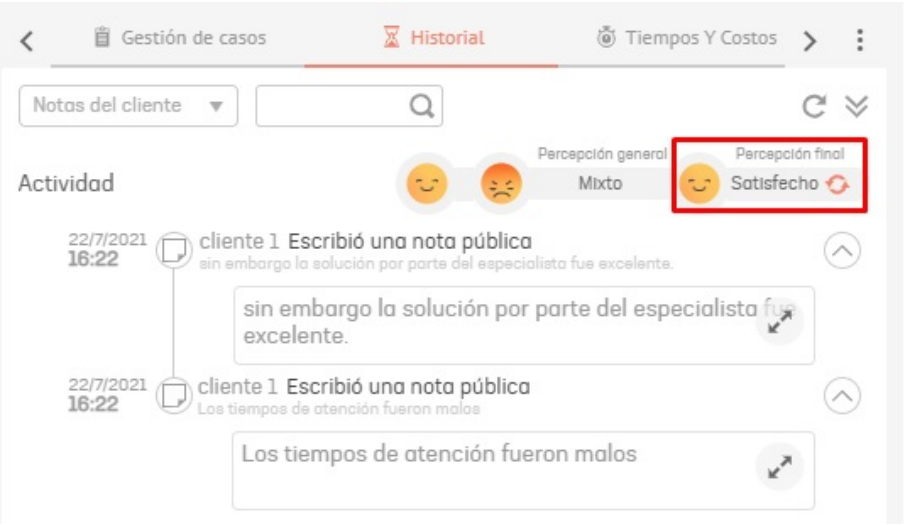
3. An analysis of all the notes added to the case will be carried out and the client's sentiment regarding the case will be visualized.



4. Within the sentiment options, the following are available:

- Satisfied: feeling when the grades are positive.
- Unsatisfied: feeling when the grades are negative.
- Mixed: feeling when there are positive and negative notes.
- Neutral: feeling when internally it is not possible to interpret the notes added to the case.

5. For the feeling Mixed A final perception is calculated according to the last grade added to the case.



Time and costs

Time Consultation

Querying times in the ASMS Specialist Console allows you to track and determine the progress of the cases generated with the metrics set for the timers in the ASMS Administration Console. The service times and the dates of attention of the case present precise indicators for decision-making.

1. To view the times used in a case, log in to the ASMS Specialist Console, in the Cases From the main menu, select an option associated with the cases (Open, Closed, My Cases or Cases from my groups) and in the information view you will be able to see the list of created cases.

2. In the information view of the ASMS Specialist Console, click on the case ID and you will be able to access a detailed overview of the case; Select the Time and Costs and in the Times Check the times generated for the case.

Casos

Asignados a mi

De mis grupos

De mis proyectos

Mi calendario (FSC)

Mis aprobaciones

Aprobaciones pendientes

Tareas

Base de Conocimiento

Accesos directos

Casos abiertos 3

Vistas personalizadas

CONFIGURACIÓN

RQ-6431

Inicia

Progreso 9999%

Fecha de registro 27/2/2023, 15:01:39

Proyecto Soporte ES

Requerimiento de Servicio

Autor Especialista

Modelo RQ service pruebas

Categorización del caso

Servicio (*) Servicio Asms prue ...

Categoría (*) Estructura EN

Contrato Contrato cliente

Información del cliente

Solicitanteeee (*)

Cliente

Compañía

Ci (*)

SLA

Ubicación

0 Adjuntos

ADJUNTAR ARCHIVO

Historial

Tiempos Y Costos

Relaciones

Tiempos

Costos

FECHA DE REGISTRO	FECHA DE CIERRE	FECHA DE CORREO	TIEMPO TOTAL
27/2/2023, 15:01:39	---	---	01d 19h 41min

Tiempos relacionados a este caso.

TIEMPO	PROGRESO	FECHA ESTIMADA	FECHA REAL
Atención	01d 19h 42min	9999%	27/2/2023, 15:11:39
Solución	00d 00h 00min	0%	---
Revisión	00d 00h 00min	0%	---

Ir al Listado

Cancelar

Guardar

If the time query is made for a case type Changes, the specialist can define the duration, start dates and calculate according to the calendar of the case the end date for each of the stages of the change.

Historial

Tiempos Y Costos

Relaciones

Tareas

Tiempos

Costos

FECHA DE REGISTRO	FECHA DE CIERRE	FECHA DE CORREO	TIEMPO TOTAL
22/8/2023, 11:05:12	---	---	24d 09h 23min

ETAPA: Construcción

DURACIÓN	FECHA INICIAL	FECHA FINAL
0 DD 0 HH 0 MM	d/m/a h:min:s	d/m/a h:min:s

ETAPA: Pruebas

DURACIÓN	FECHA INICIAL	FECHA FINAL
0 DD 0 HH 0 MM	d/m/a h:min:s	d/m/a h:min:s

ETAPA: Instalación

DURACIÓN	FECHA INICIAL	FECHA FINAL
0 DD 0 HH 0 MM	d/m/a h:min:s	d/m/a h:min:s

ETAPA: PSO

DURACIÓN	FECHA INICIAL	FECHA FINAL
0 DD 0 HH 0 MM	d/m/a h:min:s	d/m/a h:min:s

Detectar colisión de fechas

Tiempos relacionados a este caso.

TIEMPO	PROGRESO	FECHA ESTIMADA	FECHA REAL
Revisión RFC	---	---	---

Ir al Listado

Editor

Once all the stages of the change are completed, it will be possible to detect the collision of dates between the stages of the changes taking into account: project, service, category and CI, in case there is at least one change that in its dates agrees with the current change, the closest dates in which no conflicts with the other changes were found will be reported. You have the option to accept or reject the suggested dates.

Fechas sugeridas

ETAPA: Construcción

DURACIÓN	FECHA INICIAL	FECHA FINAL
0 DD 1 HH 0 MM	21/12/2023 17:46:44	21/12/2023 18:46:44

ETAPA: Pruebas

DURACIÓN	FECHA INICIAL	FECHA FINAL
0 DD 1 HH 0 MM	21/12/2023 18:47:44	21/12/2023 19:47:44

ETAPA: Instalación

DURACIÓN	FECHA INICIAL	FECHA FINAL
0 DD 12 HH 0 MM	21/12/2023 19:48:44	22/12/2023 07:48:44

ETAPA: PSO

DURACIÓN	FECHA INICIAL	FECHA FINAL
0 DD 1 HH 0 MM	22/12/2023 07:49:44	22/12/2023 08:49:44

Rechazar

Aceptar

Paused times

This option is enabled for cases created after configuration in the Admin console [Times](#).

	TIEMPO	PROGRESO	FECHA ESTIMADA	FECHA REAL
Atención	Pausado, fecha estimada se recalculará cuando se active nuevamente.		12m.17s	
	00d:00h:00min	0%	27/10/2023, 1:27:58	---

For the paused time to be triggered, the time and case must meet the following conditions:

- Estimated date calculated.
- Actual date unassigned.
- For times by state, the case must be in a state where time counting is not kept.
- For time by condition, the case must not meet the conditions for time execution.

Once the case enters again a state or condition where the time is counted and progressed or the actual date is assigned, the estimated date of time will be recalculated according to the duration of the pause and the timing of the pause.

If the case enters a final state and the end state does not assign the actual date of time, the paused time will have no effect on the estimated date of the case and the paused time will be set to 0.

Recalculation of times

This option is available to perform a recalculation of the times, progress and estimated dates of the case and it is used only in cases, where it is confirmed, that the data displayed in the console does not correspond to what is expected.

HistorialTiempos Y CostosRelacionesTareas

TiemposCostos

FECHA DE REGISTRO	FECHA DE CIERRE	FECHA DE CORREO	TIEMPO TOTAL
8/8/2024, 15:29:02	---	---	11min

Tiempos relacionados a este caso.

Recalcular

TIEMPO	PROGRESO	FECHA ESTIMADA	FECHA REAL
Solución			
11min	0.72%	14/8/2024, 14:40:02	---
Pruebas OLA			
00d:00h:00min	0%	---	---

When you click on the recalculate button, a modal will be displayed with the suggested data according to the history of the case and the paused times that exist in the case. New values are accepted when you click the Update; these values will be assigned to the case. If you click the Cancel The values of the case will not be modified.

Tiempos

TIEMPO	PROGRESO	FECHA ESTIMADA
Solución		
01d:17h:34min	151.21%	14/8/2024, 14:40:02

Cancelar

Actualizar

Costs

2. In the information view of the ASMS Specialist console, select the Time and Costs and in the Costs View the times generated for the case for the case's cumulative cost, price, and effort values (as configured in the Admin console).

Gestión de casosHistorialTiempos Y Costos

TiemposCostos

Costos para el caso.

Costo

Costo de los insumos para la prestación del servicio

\$

180,000

Precio

Costo pagado por la prestación del servicio

\$

0

Esfuerzo

Tiempo de trabajo dedicado al caso

0

Ir al Listado

Cancelar

Guardar

Relations

Consult and build relationships

1. By viewing a case in the ASMS Specialist Console, you can relate the case to other cases, assets (CIs), and items that can support the case management or resolution. To create a relationship between cases, log in to the ASMS Specialist Console in the Cases From the main menu, select an option associated with the cases(Open, Closed, My Cases or Cases from my groups)and in the information view you will be able to see the list of created cases.

2. In the information view of the ASMS Specialist Console, click on the case ID and you will be able to access a detailed overview of the case; Select the Relations and click the New relationship.

Aranda Service Management

Casos

Asignados a mi

De mis grupos

De mis proyectos

Mi calendario (FSC)

Mis aprobaciones

Aprobaciones pendientes

Tareas

Base de Conocimiento

Accesos directos

Casos abiertos 3

Vistas personalizadas

CONFIGURACIÓN

RQ-6431

Inicio

Progreso 9999%

Fecha de registro 27/2/2023, 15:01:39

Proyecto Soporte ES

Requerimiento de Servicio

Autor Especialista

Modelo RQ service pruebas

Categorización del caso

Servicio (*) Servicio Asms prue ...

Categoría (*) Estructura EN

Contrato Contrato cliente

Información del cliente

Solicitantees (*)

Cliente

Cliente 1

Cliente 1

Compañía

Empresa AT

Ci (*)

Service-AT_pruebas

SLA

Contrato service

Ubicación

Ubicacion service

0 Adjuntos

ADJUNTAR ARCHIVO

HistorialTiempos Y CostosRelaciones

Casos relacionados

Nueva relación

Nuevo artículo

Buscar por número de caso, descripción y asunto

Filtrar por

Tipo

Casos

Activos

Articulos

Estado

Abierto

Cerrado

Todos

Tipo de caso

Aplicar

Actualizar

Desasociar

Ir al Listado

Cancelar

Guardar

From the Relations You can also search and filter related items by type, status, and case type. Additionally, you will be able to view and edit the information of the related cases. Selecting a related case will display the associated information.

CostosRelacionesTareas

En

Casos relacionados

Nueva relación

Nuevo artículo

Buscar por número de caso, descripción y asunto

Filtrar por

Tipo

Casos

Activos

Articulos

Estado

Tipo de caso

Aplicar

Actualizar

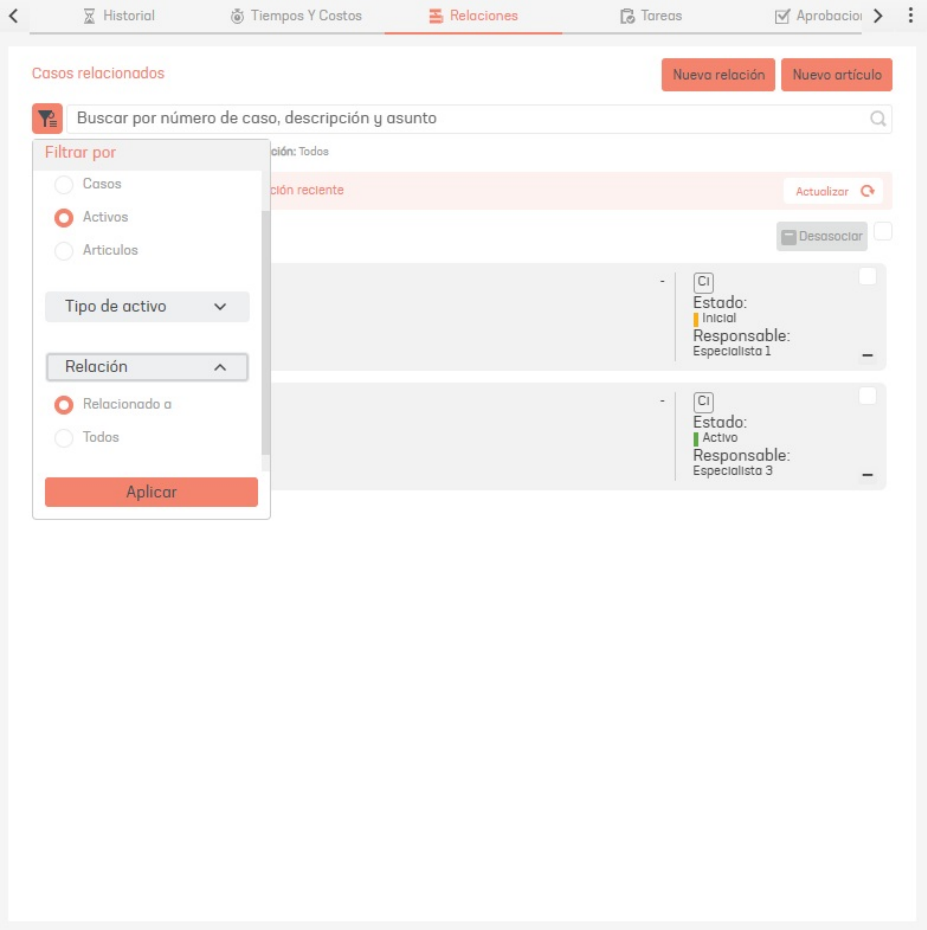
Desasociar

Ir al Listado

Cancelar

Guardar

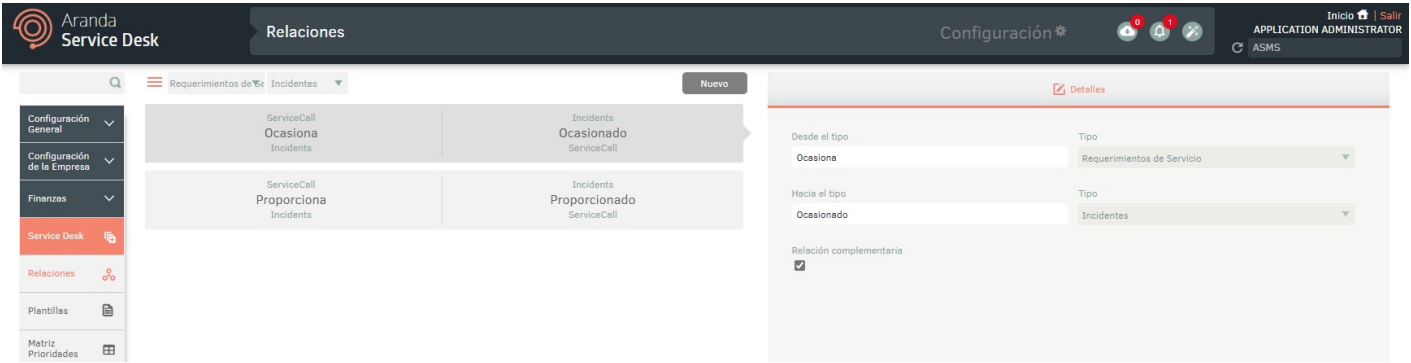
When Filtering by Type Assets In cases, the Relationship filter will only show the relationship option Related to:, because ICs will always have a child-like relationship with the case.



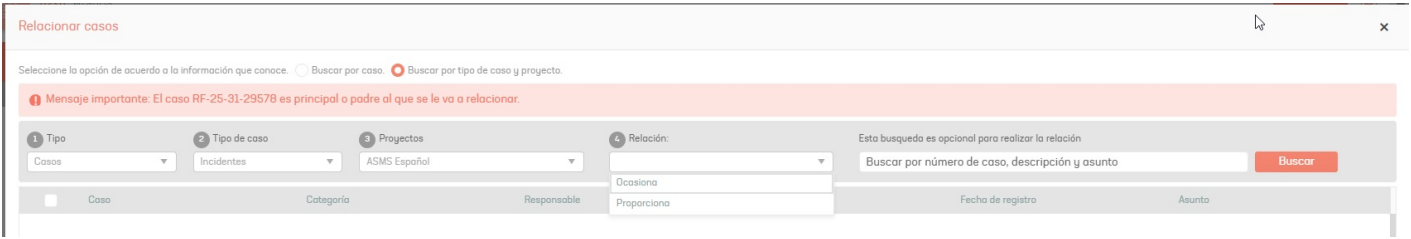
3. The window is enabled Related Cases where you can search for different concepts to be related.

Note: Only the causes of relationships that were created from the same case type in the Admin console will be listed.

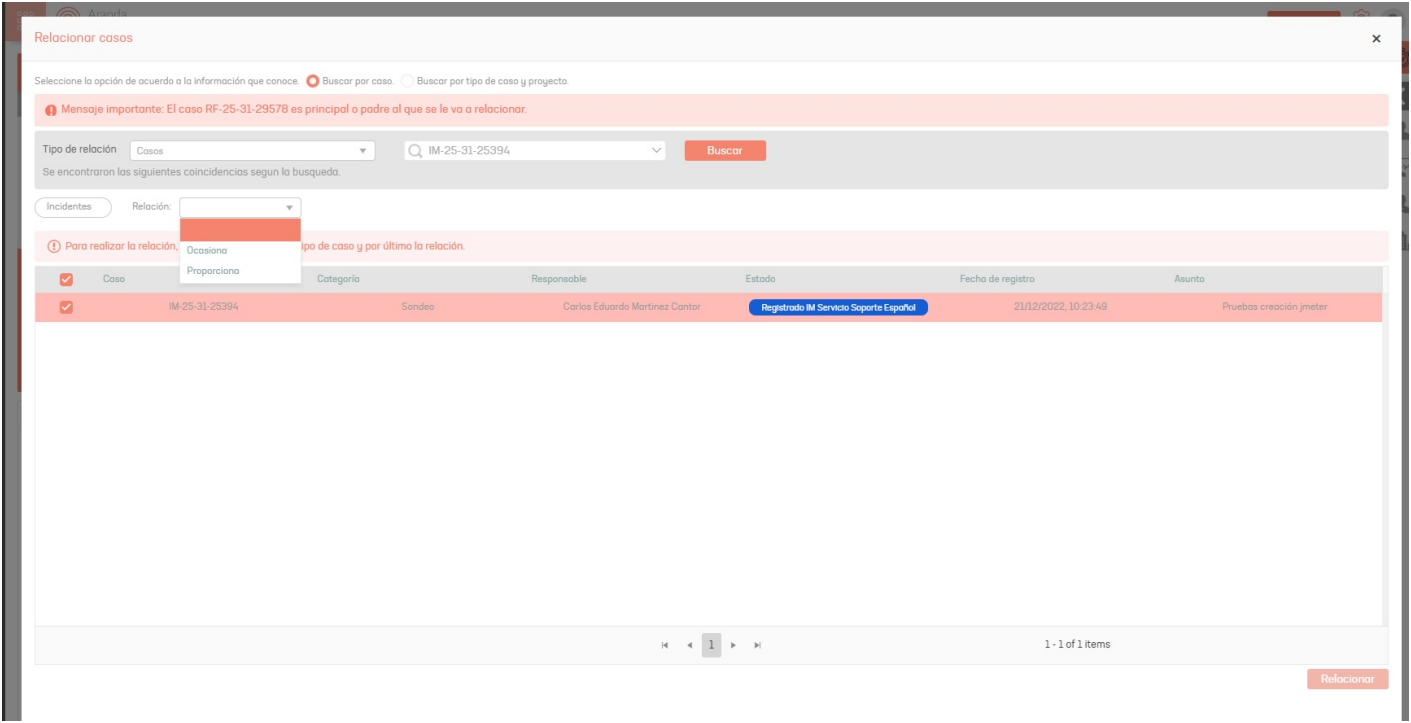
- Type of relationship in administration from Service Requirements to Incidents.



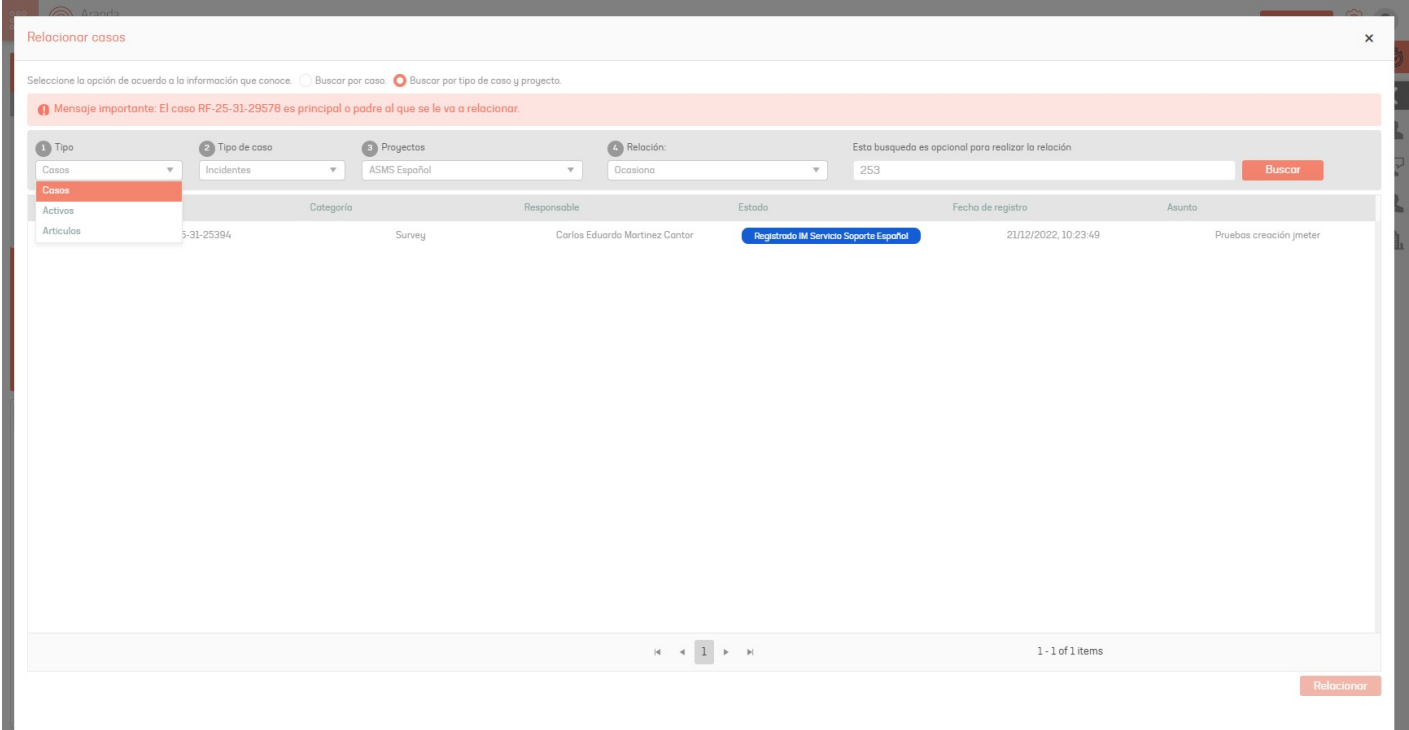
- Al editar un Requerimiento de servicio y buscar un incidente para relacionar, sólo se listarán las siguientes relaciones:



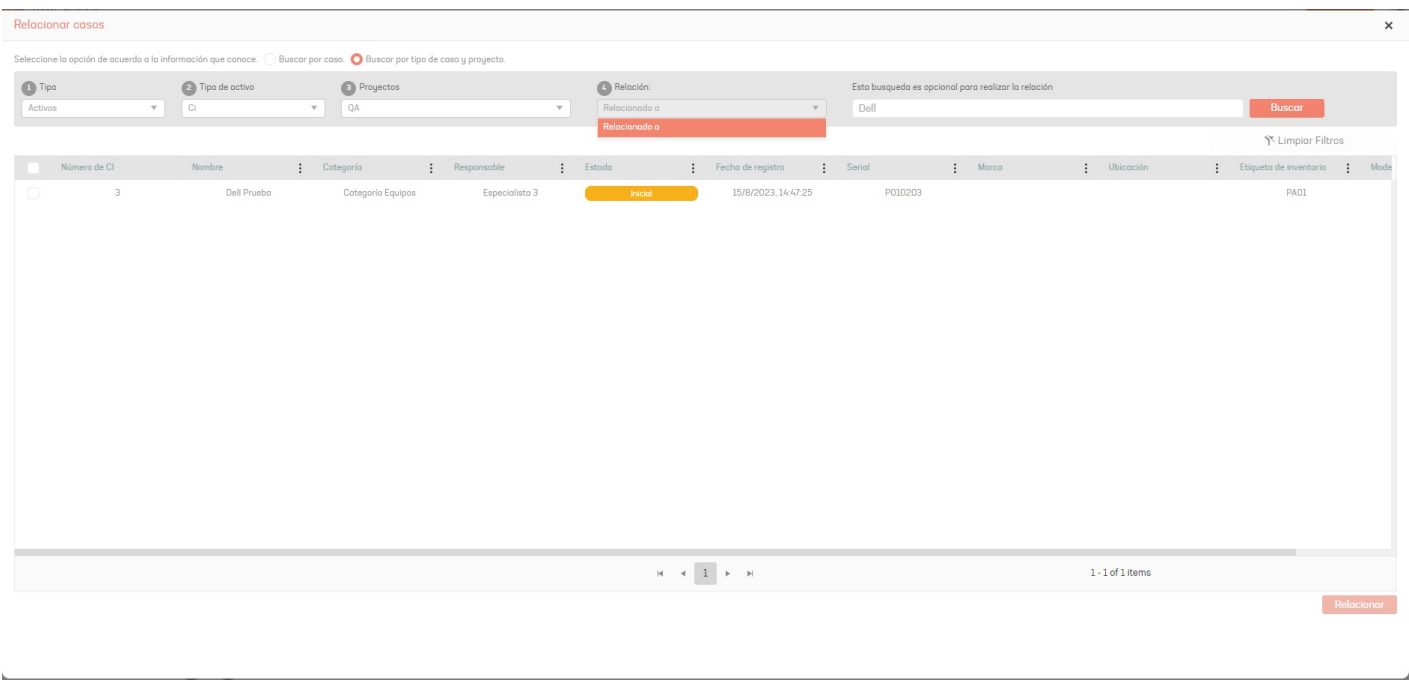
Search by case: From this option it is only possible to search for cases. Type in the case number, check the checkbox, click on the case type, and select the cause of the relationship.



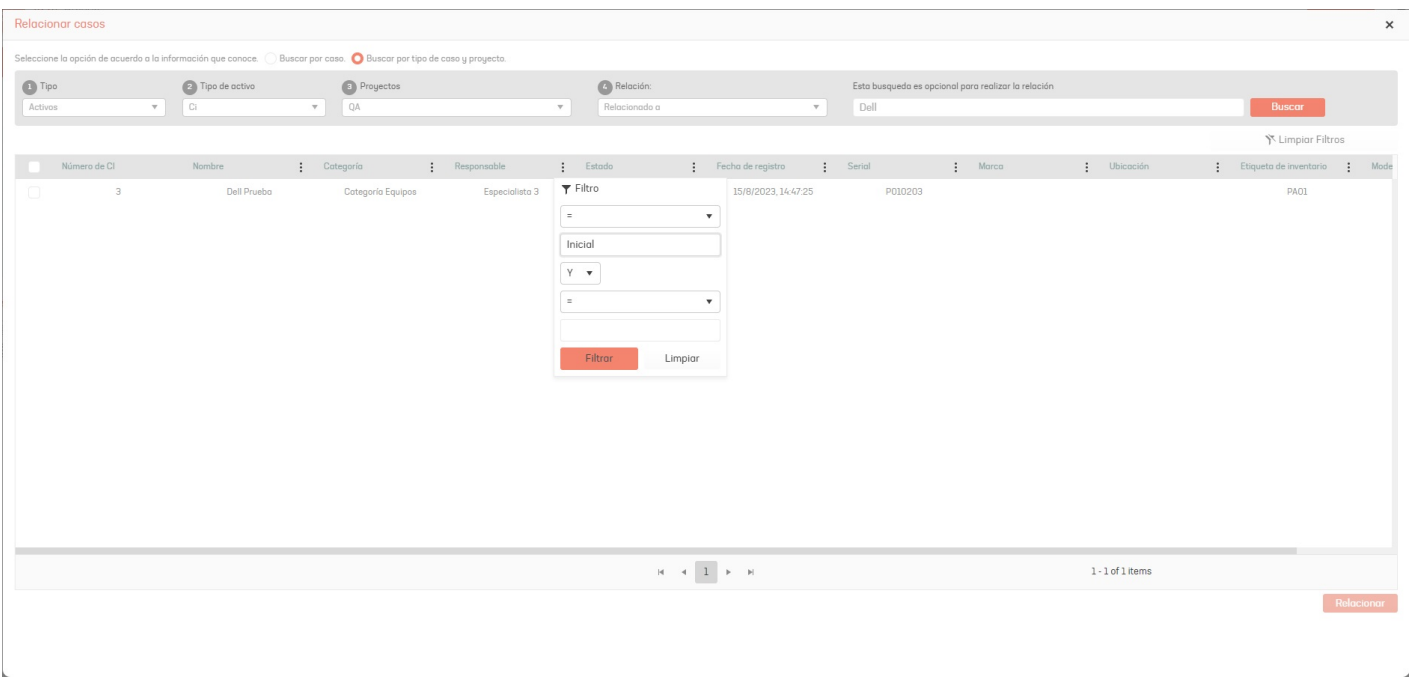
Search by case type and project: From this option it is possible to search for cases by type and project, assets and items. Set the values and click To find.



When Filtering by Type Assets In the search for related cases, only the relationship option will be displayed Related To, because ICs will always have a child-like relationship with the case. When performing the search, you will be able to see in the results table the main columns related to the assets; Information such as Serial, Brand, Model, Inventory Label.



When searching by type Assets you will be able to apply filters for each column in the results table, allowing a more precise search for the ICs.



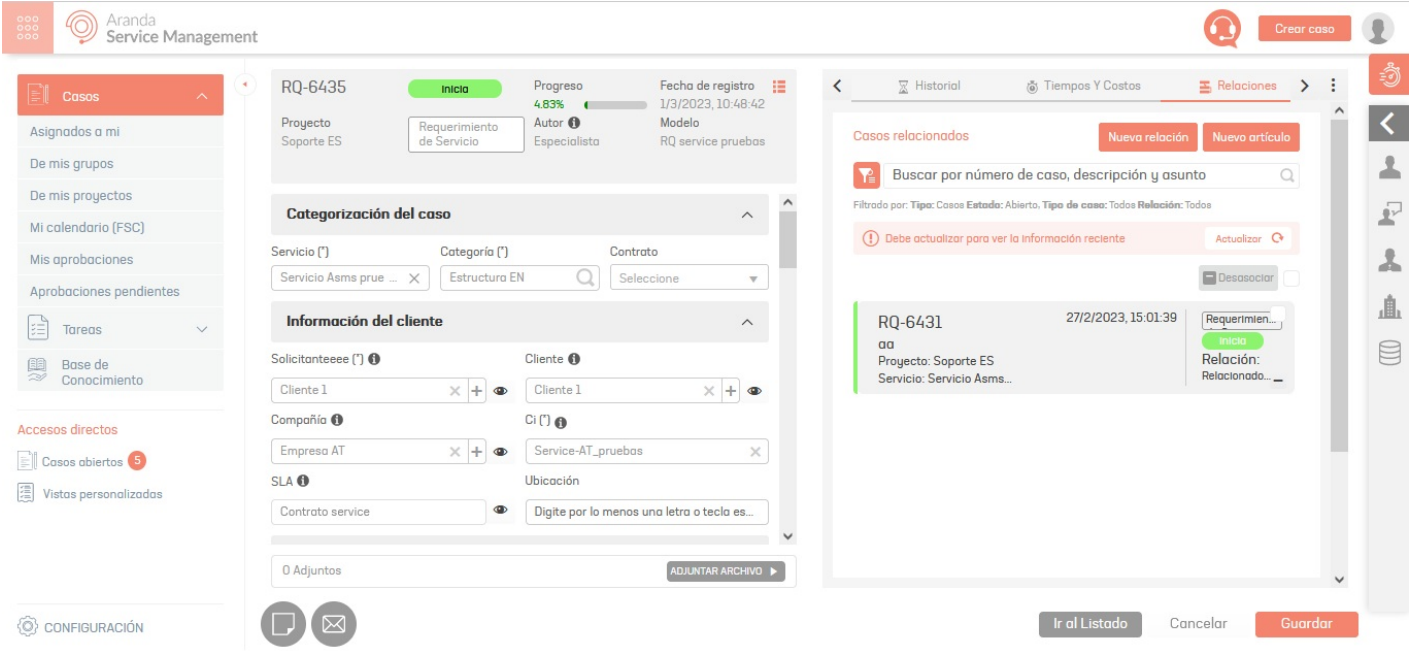
To remove filters applied to columns in the results table of Assets, click the Clean Filters.



4. From the generated list, select one or more records and click the Relate. In the information associated with the case in the Relationships tab you can display the new defined relationship.

⌵ Note: Keep the following condition in mind when relating cases:

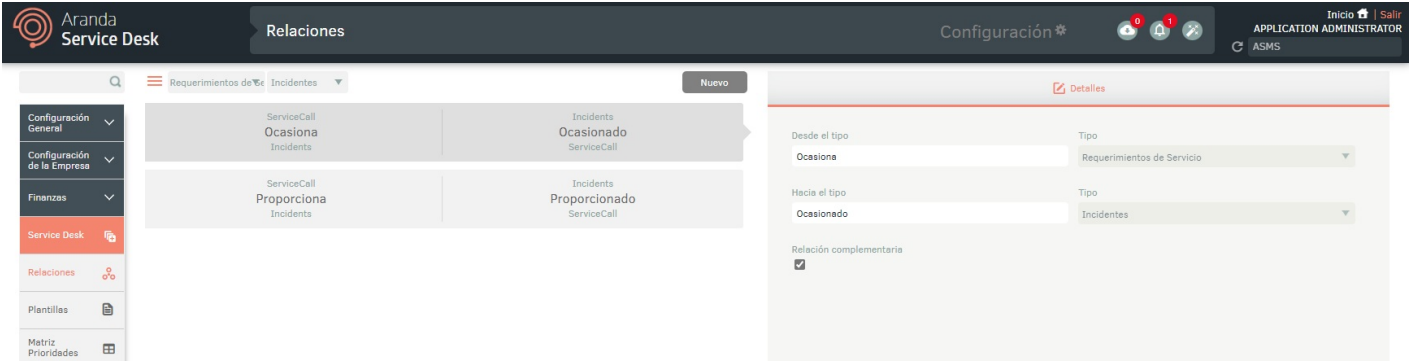
- If the case has a typical service associated with it External, when creating a relationship and displaying the relationship types, then NO The complementary relationships will be listed.



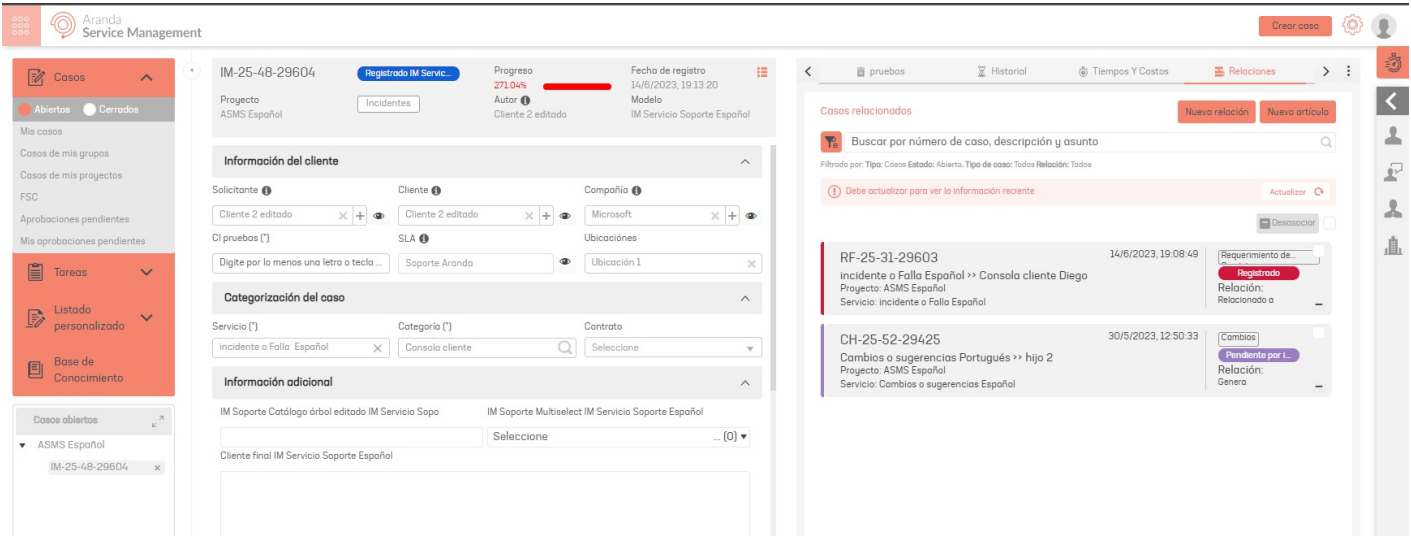
Visualize Relationships

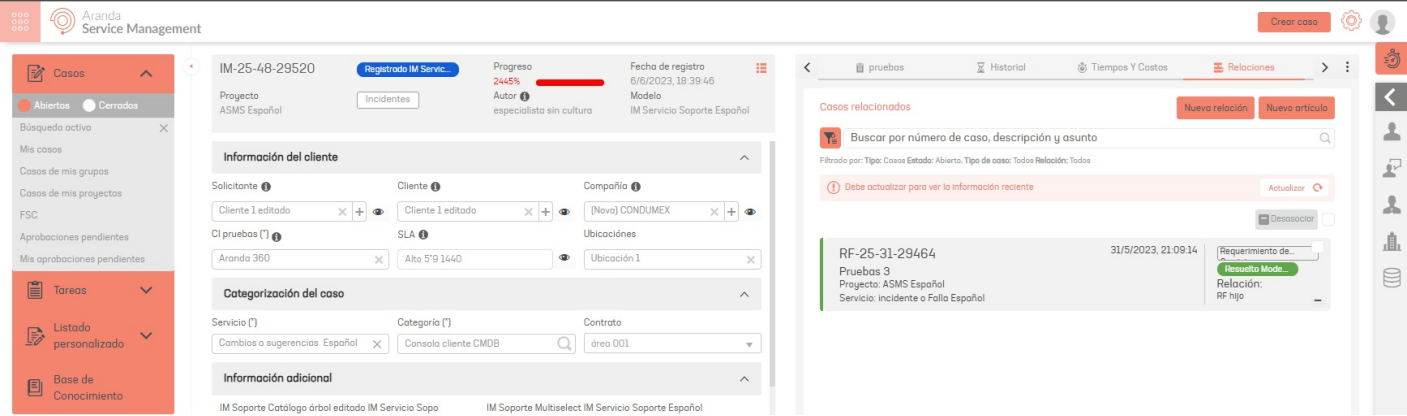
When viewing the relationships of the case, it must be taken into account that the labels displayed in the cards of the detail of the case or the tree-type visualization, will correspond to the relationships defined according to the creation in the administration console. Example:

- Type of relationship in administration from Service Requirements to Incidents.



- Al crear una relación en consola especialista desde el tipo de caso Requerimientos de servicio hacia Incidentes, en la lista de casos relacionados o la visualización tipo árbol se visualizará la etiqueta de la siguiente manera:
 - Si se visualiza desde el tipo de caso Requerimientos de servicio, se muestra la etiqueta con la cual se creo la relación.
 - Si se visualiza desde el tipo de caso Incidente, se muestra la etiqueta contraria de acuerdo a la definición en administración.





Note: In the tree-type view, the unlabeled card corresponds to the case where the relationship view is performed.

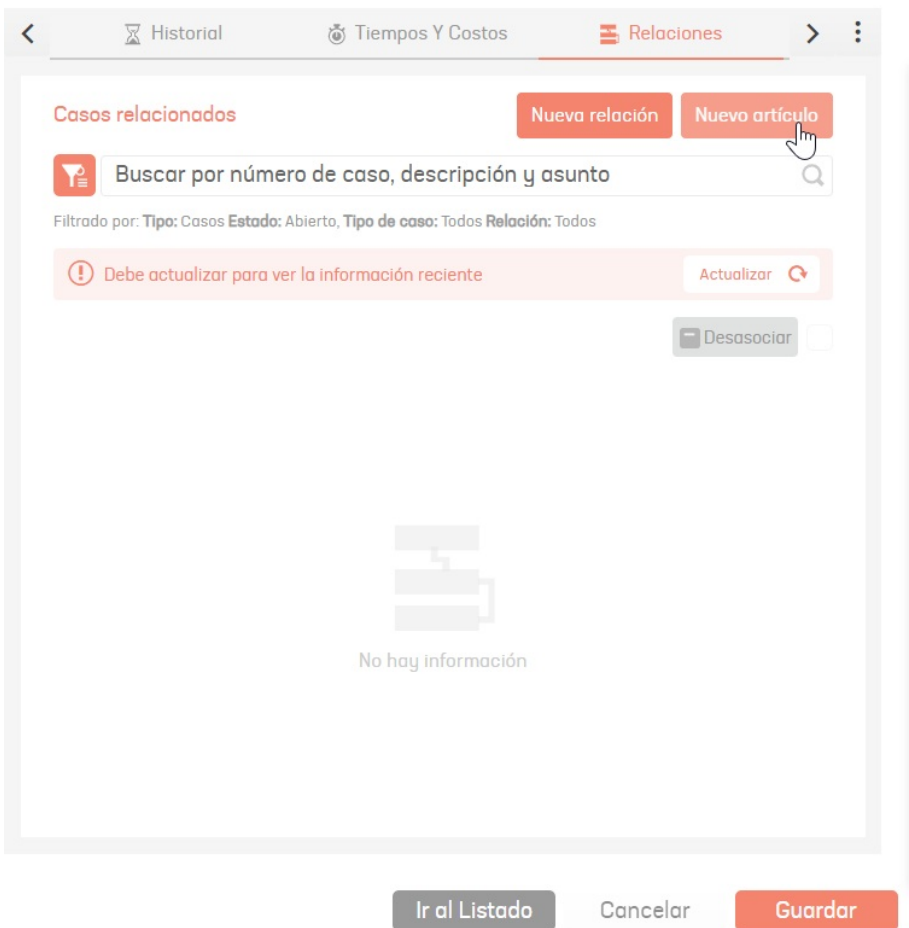
Undo Relationship

If you want to undo the relationship, click the unassociate icon. You can undo multiple relationships by checking the global checkbox and then clicking the Detach button.



Create Articles

1. To create an article, go to the ASMS Specialist site. Edit a case to enter the overview and detailed of it. Then, select the Relations and click New Article.



2. Select the relationship type.

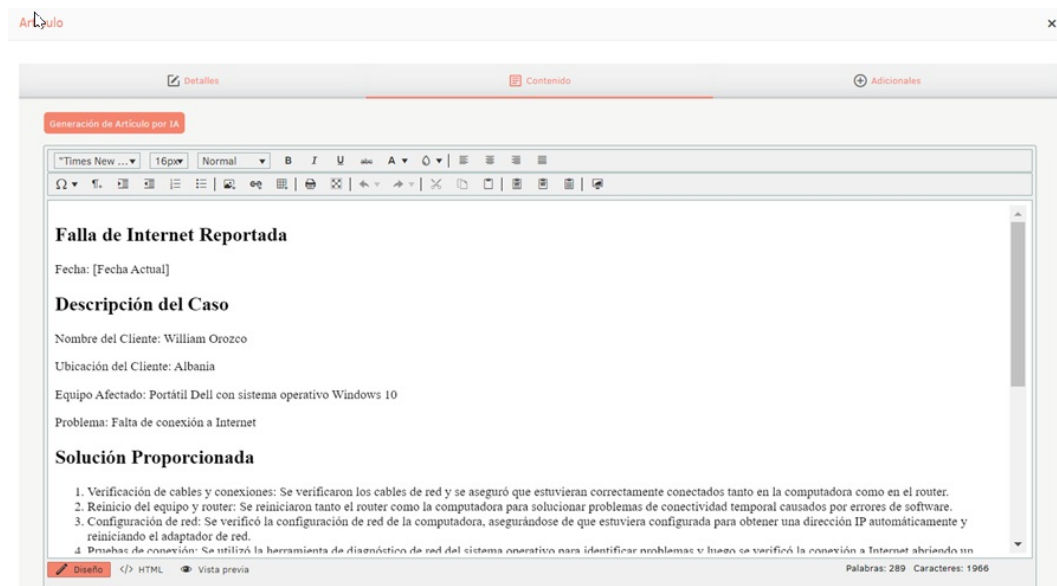
Producido por

Continuar

Field	Description
Title:	Enter the title of the article.
Description:	Enter an item description
Identifier:	Enter a word that allows you to identify the type of content
Guy	View Types
States	View States
Reason:	Reason for the initial state.
Group From specialists:	Choose a group of specialists. View Specialist Groups Cryptography
Specialist:	Select the person responsible for the item. View Specialists
Public	Check the box if you want the article to be visible from the user console.
Class:	Internal (you create the information in the article) or External (the content of your article refers entirely to a website; in this case, in the empty field, type the URL you want to reference. Example: https://dominio/ruta).
Keywords:	Words that allow you to find the item quickly when searching.

The image shows a web-based editor interface for creating an article. At the top, there's a header bar with the title 'Artículo' on the left and a close button 'X' on the right. Below the header is a sidebar with three tabs: 'Detalles' (selected), 'Contenido', and 'Adicionales'. The main workspace is titled 'Generación de Artículo por IA' and contains a rich text editor. The editor's toolbar includes options for font face ('Times New ...'), font size ('16px'), text style ('Normal'), bold ('B'), italic ('I'), underline ('U'), text color ('abc'), background color ('A'), and a list of alignment and indentation tools. Below the toolbar is a large, empty text area for writing. At the bottom of the editor, there's a status bar with three tabs: 'Diseño' (selected), '</> HTML', and 'Vista previa'. The status bar also displays 'Palabras: 0' and 'Caracteres: 0'.

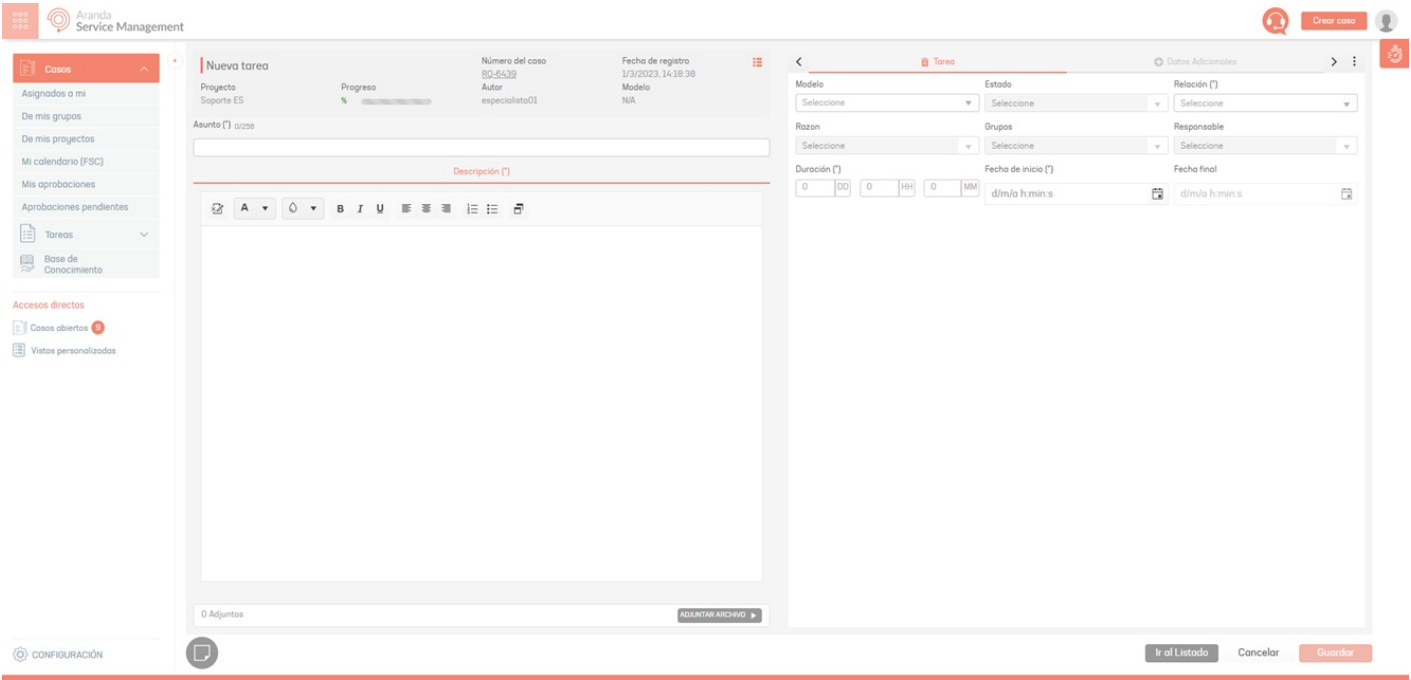
The article will be constructed based on the description and solution of the case under editing.



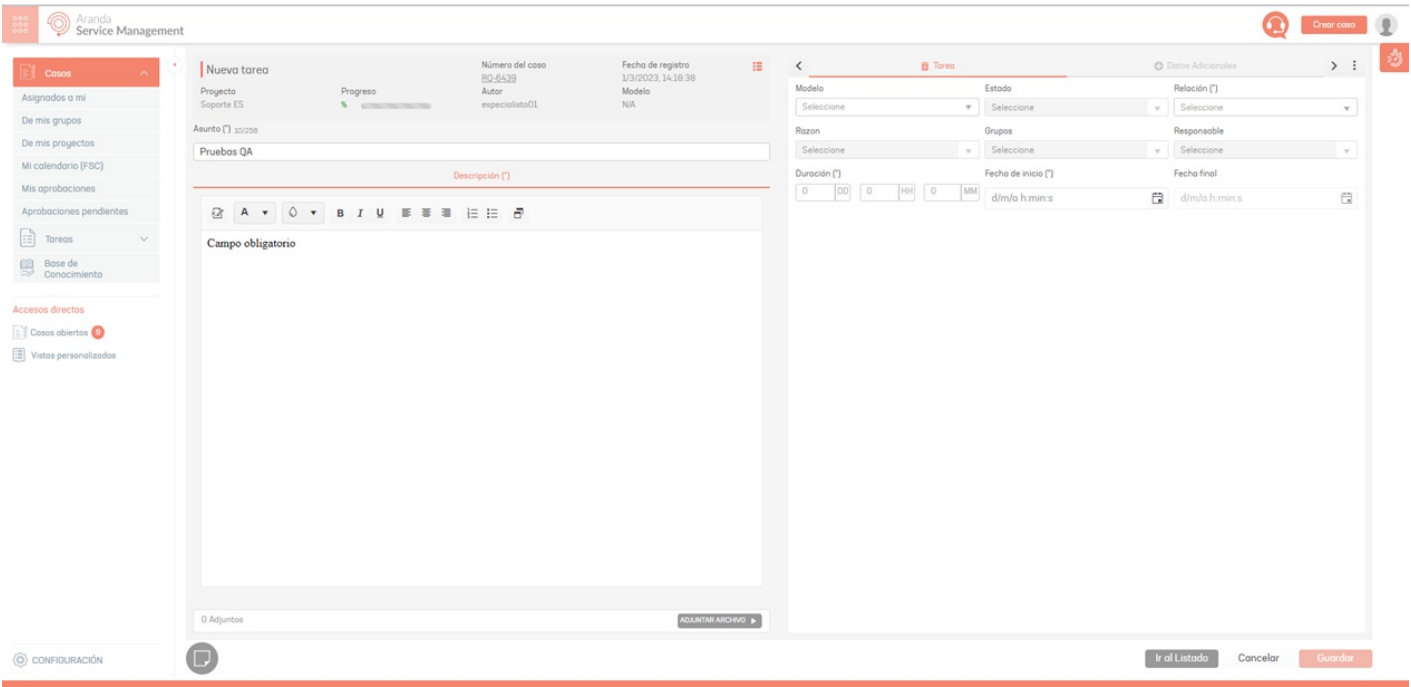
The tab Tasks Displays tasks automatically created by case management based on the configuration made in the Admin console. You can also add tasks manually, for this, click on the New Task.



The new task creation form will appear. Once the information has been entered in the tabs Task and Additional Data, click Save.



The task will be in edit mode, and you will be able to modify the information in the forms displayed in each tab on the right side of the screen.

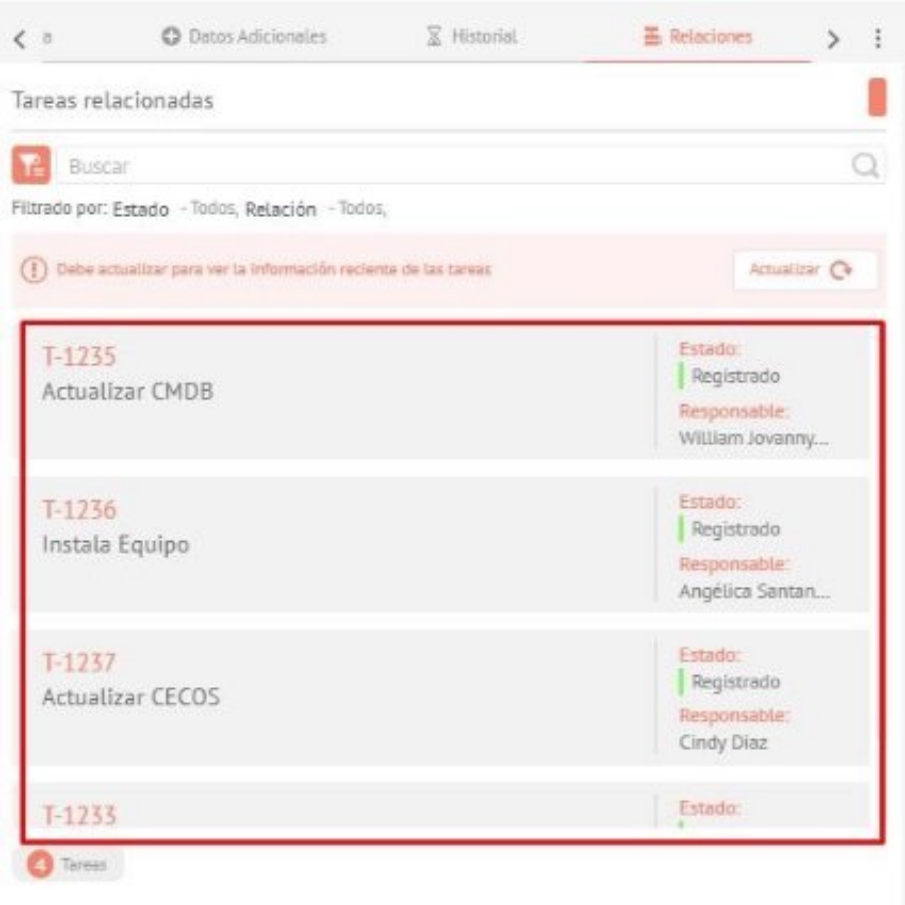


Notes:

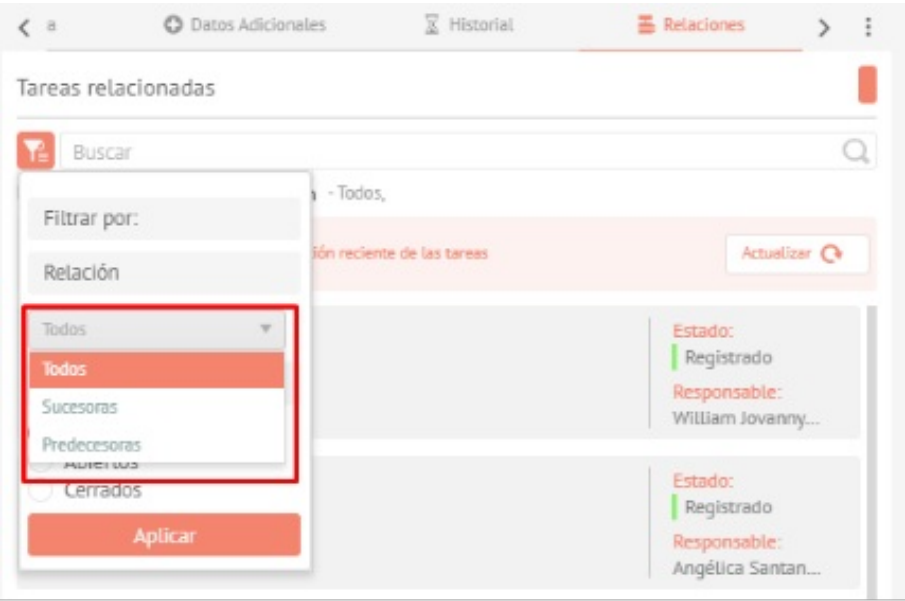
1. When creating or editing a task, the start date, you should take into account the time zone of the specialist recording it. Thus, if the computer on which you created the task does not correspond to the specialist's time zone when saving the initial date, it will be saved with the specialist's time zone, even if the computer's time is displayed in the console.
2. The duration and start date fields will only be editable at the creation and initial status of the task.
3. The end date field is calculated according to the time zone of the calendar assigned to the case, allowing this field to be displayed on a non-working date and time.
4. If in the ASMSAdministrator The Recalculate successor task dates For the task model, when you close a predecessor task, the start date of the successor task will automatically adjust to the actual end date of the predecessor task. [View Task Template](#). { : #important}

Example: If the calendar was set to time zone -3 Brasilia and a task is created with a specialist in Bogota, the calendar for Bogota is run two hours later.

The tab Relations Displays the predecessor and successor tasks based on the flow configured in the Admin console.



The filter icon allows you to filter the list by successor, predecessor, open, and closed tasks.



It is possible to create related tasks and define during task creation, whether they will be successors or predecessors.

1. Open an existing task in the case. 2. Above the three dots at the top right, select the option Relaciones. 3. Click the New task. 4. When you select the model, the other fields of the form are unlocked and when you expand the Relation, you can select between successor or predecessor options.

Nueva tarea

Proyecto
Soporte

Progreso
%

Asunto (*) 0/256

Descripción (*)

A

B

I

U

Tarea principal

0 Adjuntos

ADJUNTAR ARCHIVO

Número del caso
RQ-8351

Autor
Diego Suarez Esp

Fecha de registro
6/12/2023, 16:04:44

Modelo
N/A

Tarea

Datos Adicionales

Modelo
Tareas documentación

Estado
Registrado

Relación (*)
Seleccione

Razon
Sin definir

Grupos
Seleccione

Duración (*)
0 DD 0 HH 0 C MM

Fecha de inicio (*)
d/m/a h:min:s

Fecha final
Pendiente por calcular

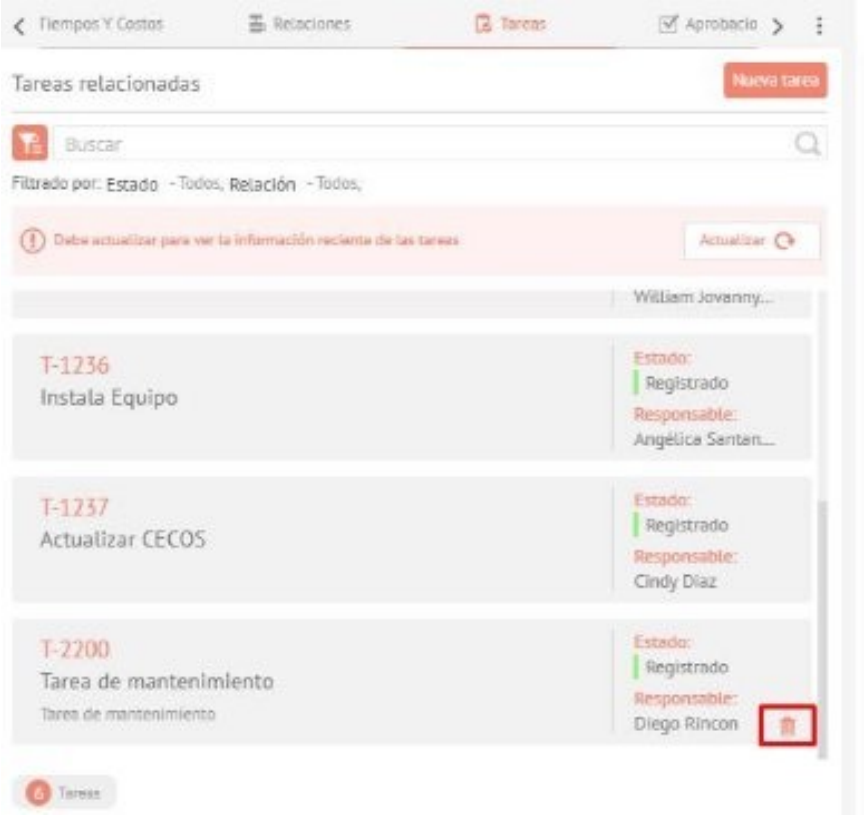
Ir al Listado

Cancelar

Guardar

On the Tasks, in the case edit, you can delete tasks by clicking the icon.

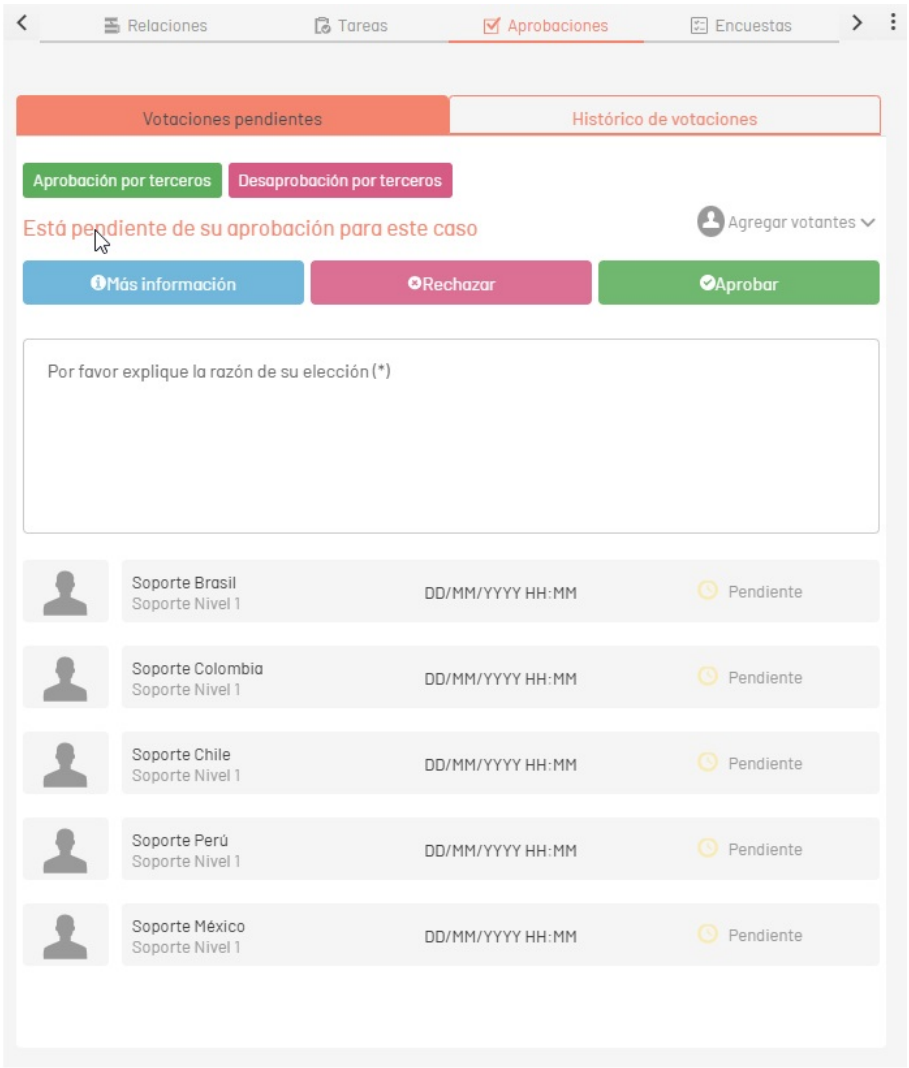
ⓘ Note: It is only possible to delete tasks that have been created manually and are in an initial state.



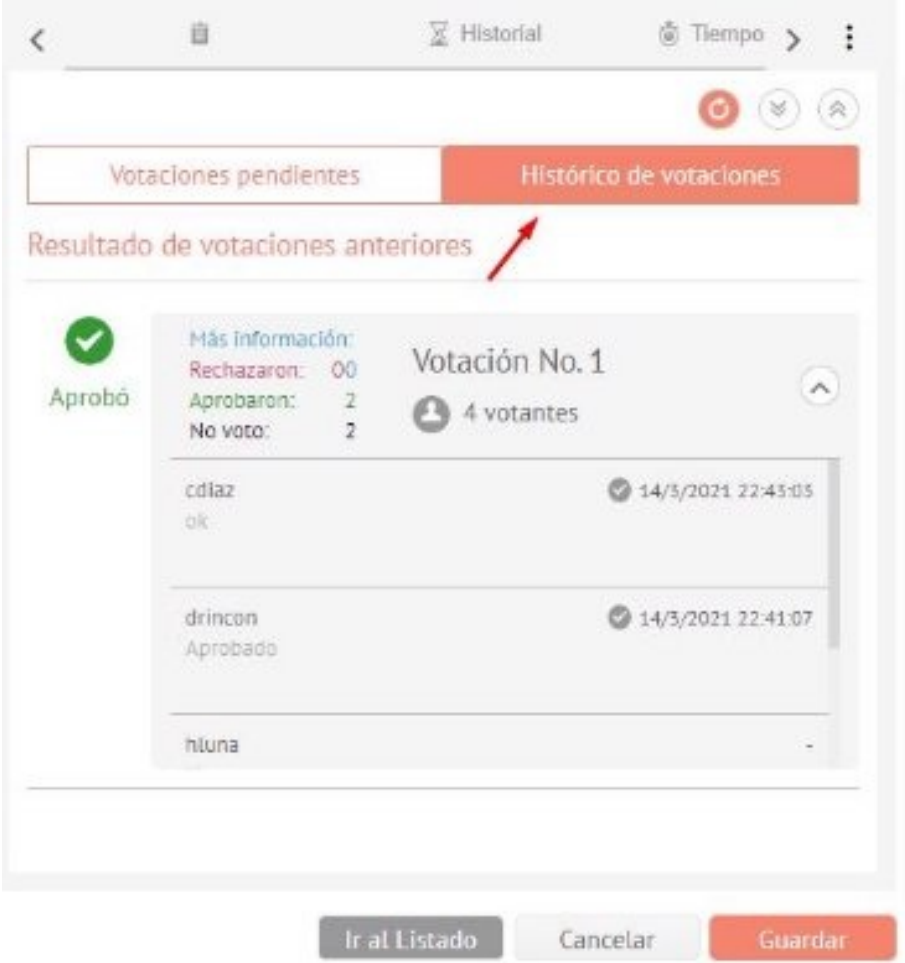
Approvals

1. Approvals

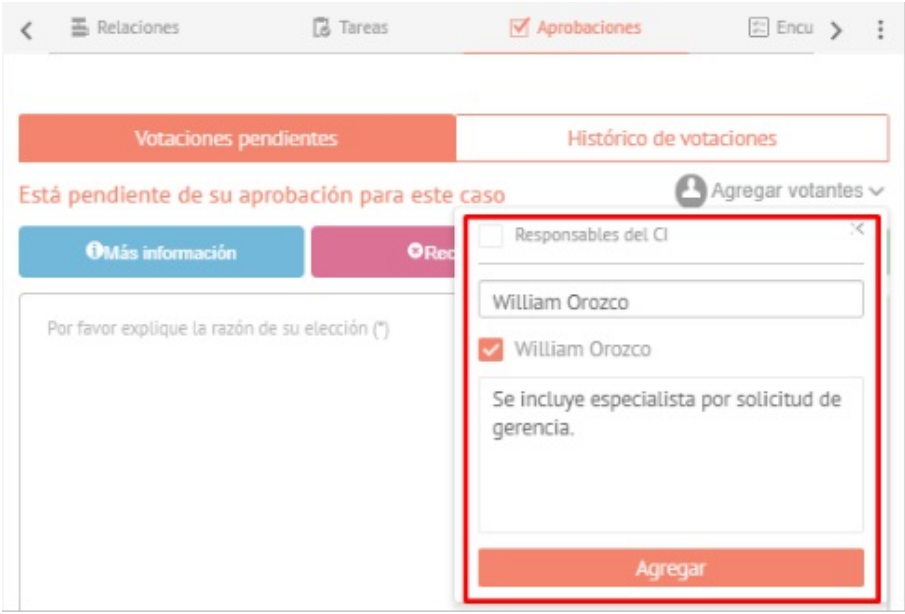
The tab Approvals allows the specialist to vote to approve or reject status changes in cases of type Service Requirements, Changes and Releases, in the Pending Approvals tab it is possible to vote or view the list of voters associated with the voting process.



After voting, you can check the result of the vote in the tab Voting history or from the Tag VotingResult which is available in the Mail Tags options in the case or from the previous configuration, in the console ASMSAdministrator in the session Service Desk > Email Templates and/or Rules.

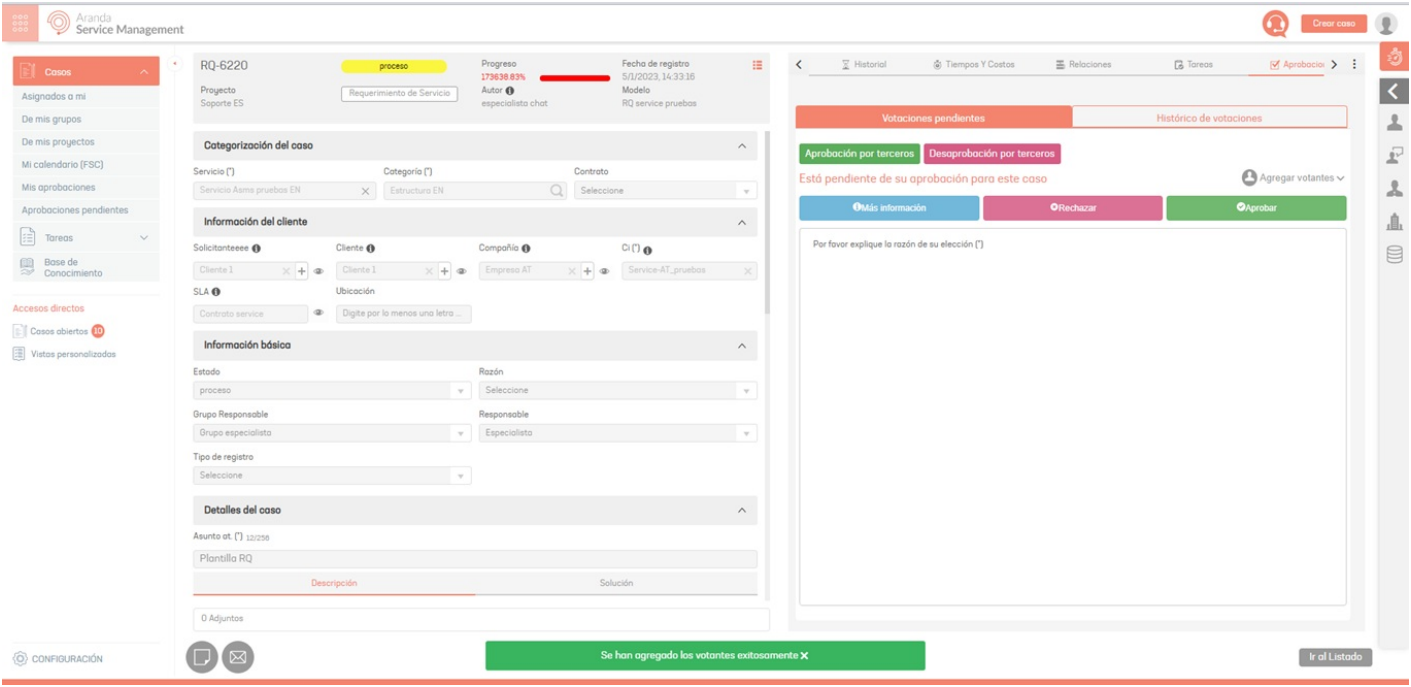


During the voting process, it is possible to add specialists manually to participate in the voting. To do this, in the search box, type in the name of the specialist, fill in the justification (which will be registered as an annotation to the case) and click on Add.



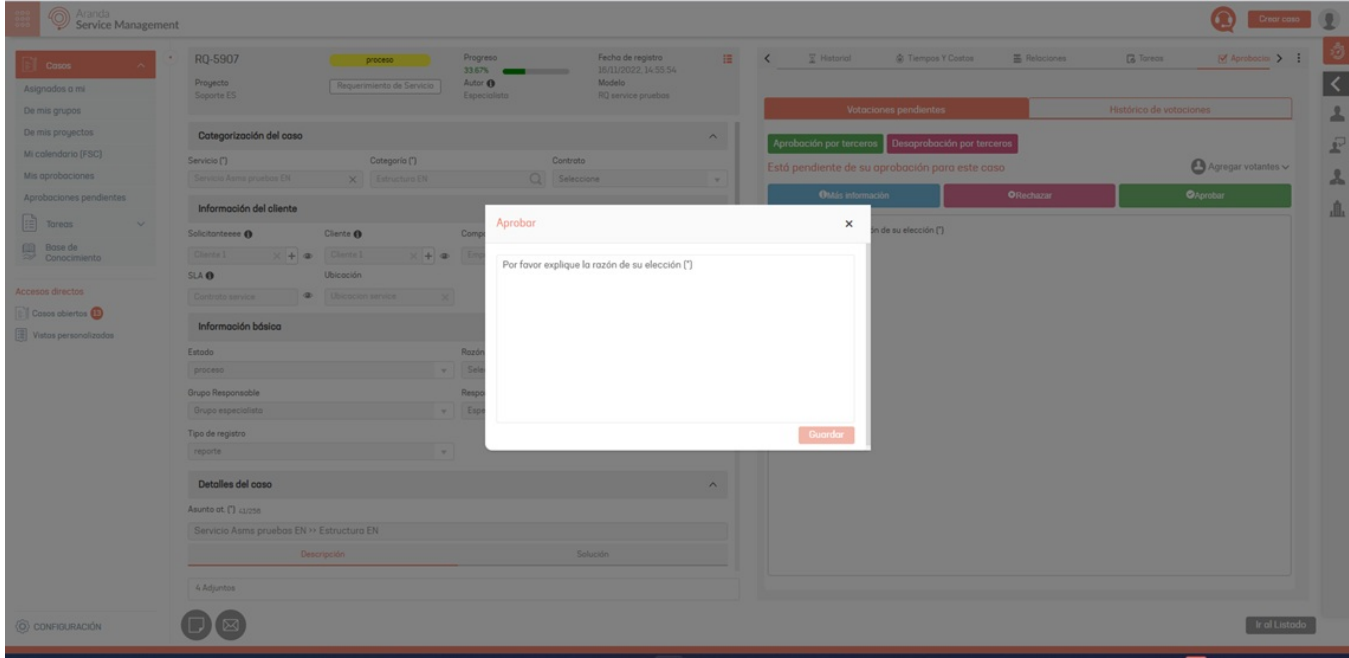
If you check the CI Managers, when doing the search, only the specialists responsible for the ICs that are associated or related to the case will be shown.

A confirmation message will be displayed at the bottom of the console.



Third-party approvals

A specialist who is not from the voting group may approve or disapprove a case, if assigned the role ThirdPartyApproval from the Admin console.

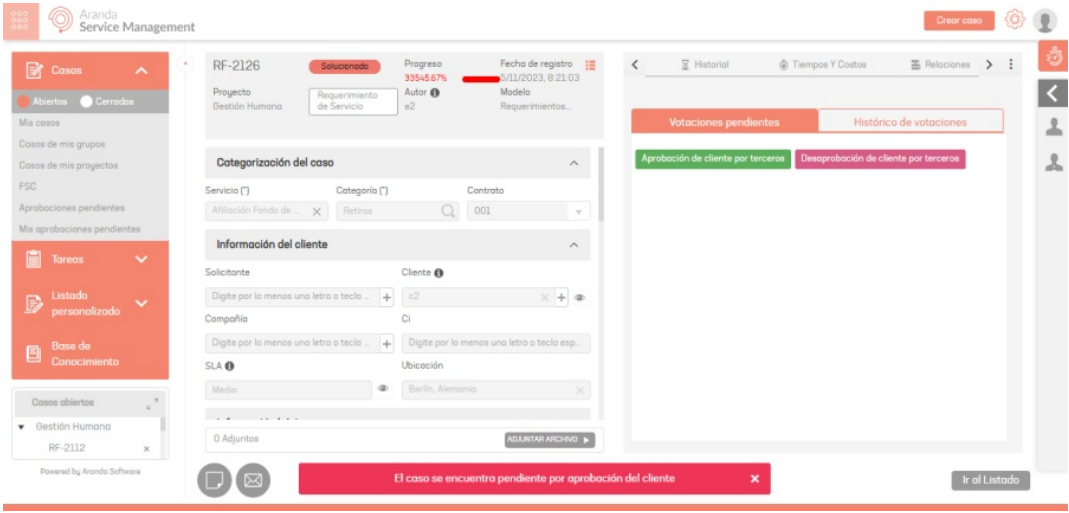


Note: When executing the vote, the case will be automatically approved/rejected regardless of the number and/or percentage of voters that are configured in the approval process. Once the vote has been applied, you will be able to view the user, the name of the third party and the justification of each of the specialists that were needed to approve or reject the case.

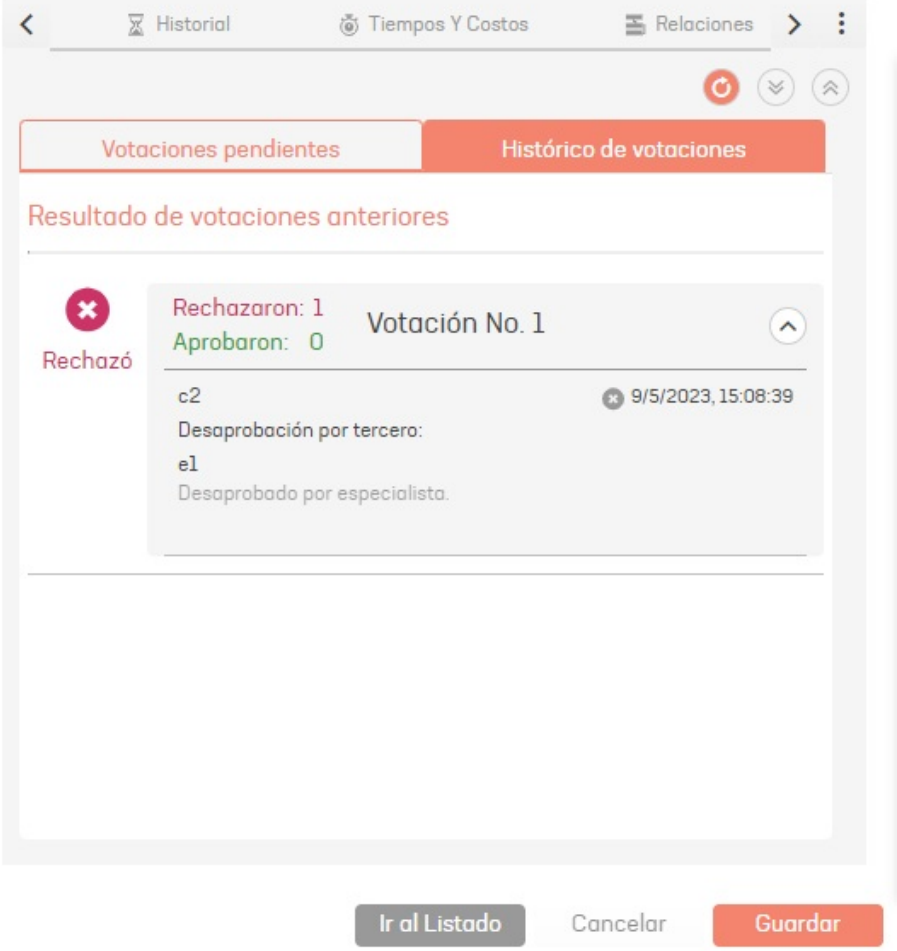


Third-party customer approval

When a case is in the status of approval by the client and the client has not yet responded to the survey or approval required, the specialist with the Customer Third Party Approval role will be able to vote on behalf of the customer from the corresponding console.

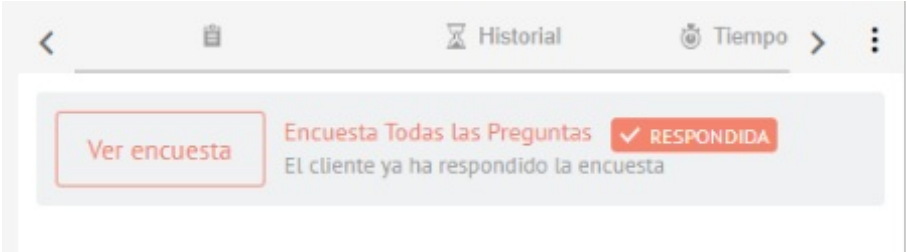


When executing the vote, the case will be automatically approved or rejected. Once the vote has been applied, the The user will be able to see in the voting history the name of the third party and the corresponding justification.



Survey

Once the customer has completed the case satisfaction survey, they will be able to view the survey responses by clicking on the See survey. If the survey has not been completed, a message will be displayed informing that there is no information.



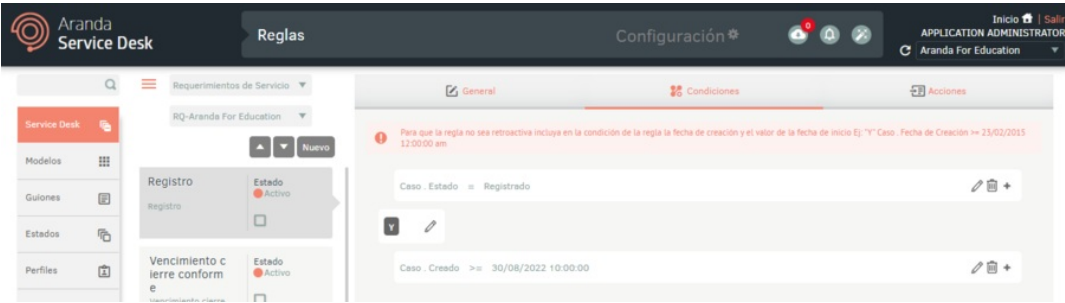
Add notes and change status by email

Preconditions

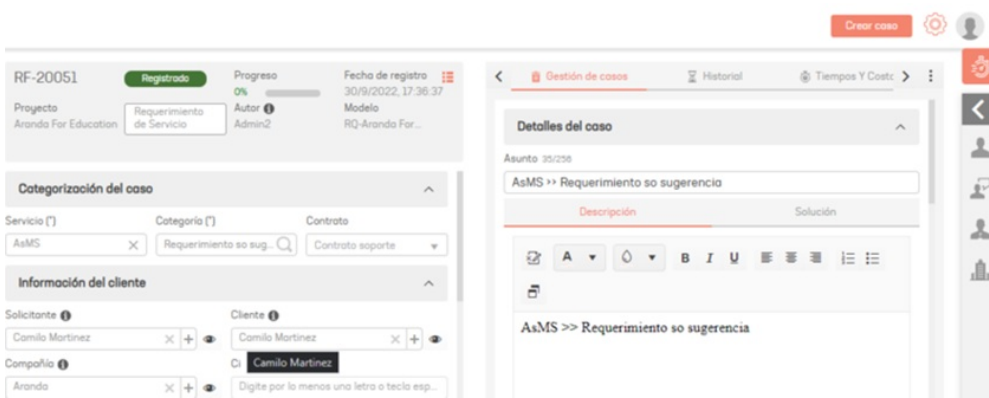
- Have the Inbound Servers section configured from the administration. [View Email Settings](#)
- Have email notification rules set up. [View Rules](#)

Add notes by email

This functionality allows you to add notes to the case by responding to the notification emails that are generated by the different rules that you have configured. The following example sets up a rule that notifies the customer by mail when a case is posted.



Log a case from one of the consoles to generate the notification email.

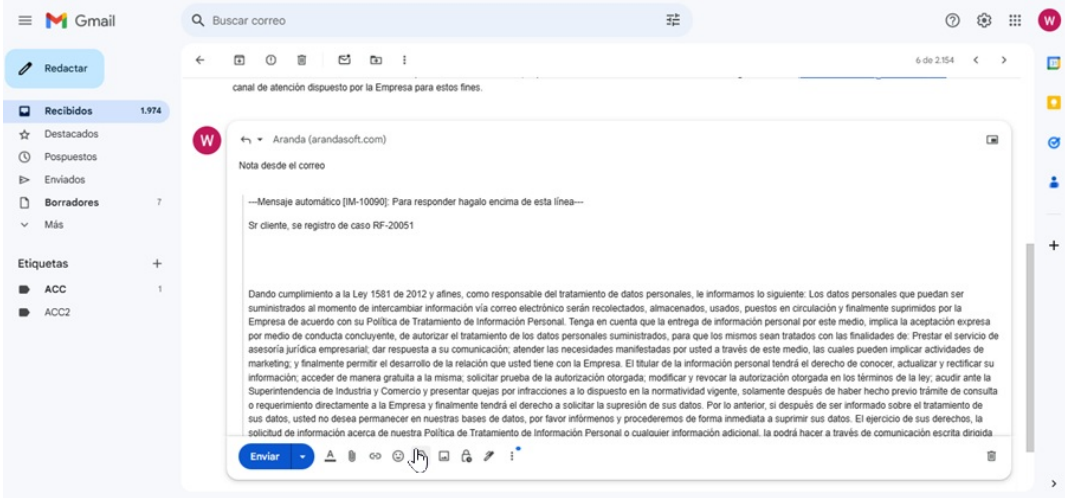


When the email arrives in the customer's inbox, the sent message will be displayed along with the following line at the top:

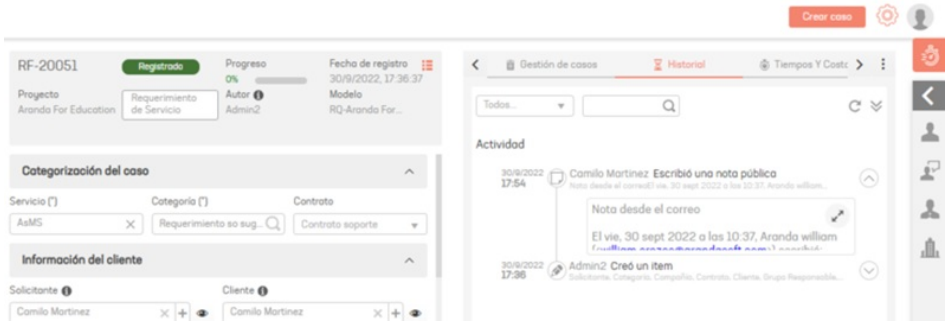
—Automatic Message [IM-XXX]: To answer, do it on this line—

ⓘ Note: When replying, be sure to write the message directly over the previous line. Any text added above that line will be recorded as a note in the case. Avoid modifying it, as any changes can prevent the mail from being processed and the note from being added to the case.

Send the reply to the email account configured to receive this information.



When the email arrives at the receiving account, the Aranda Worker Service will be in charge of processing the message and including the public note to the case.



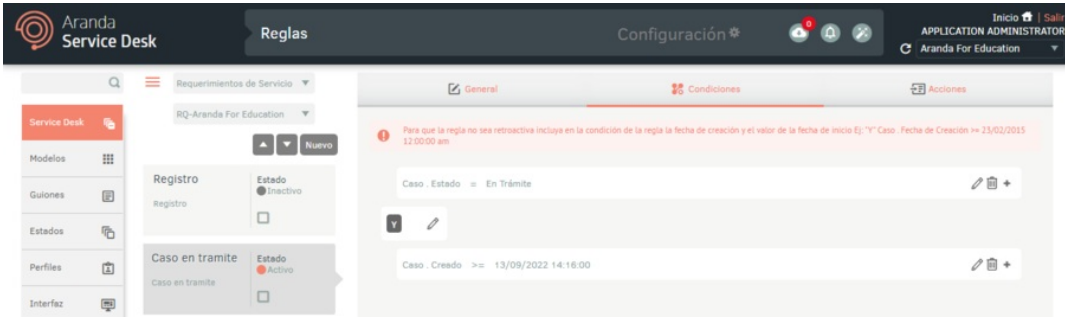
➤ Note: The first response, or any response to the initial notification email, is stored correctly in the case notes. However, subsequent responses within the same email chain are not recorded in the case notes.

Change of status by mail This functionality allows specialists to change the status of the cases by responding to notification emails that are generated by the rules that are configured.

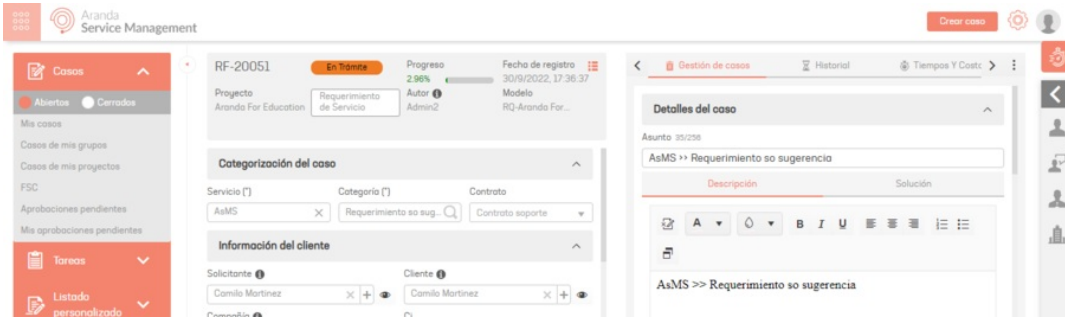
Note:

- It is only possible to change to states, with Solved behavior and/or Revision.
- The specialist who answers the email must be associated with a group of specialists and have permissions to edit cases.

The following example configures a rule that notifies the specialist when the case is in a state prior to the state with “Fixed” behavior.

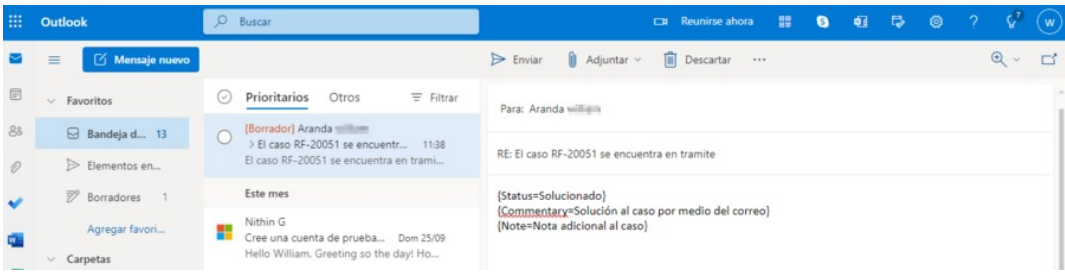


Log a case and bring it to the state configured in the rule.



Once the information arrives in the specialist's inbox, the reply to the email account configured to receive these messages, with the following structure:

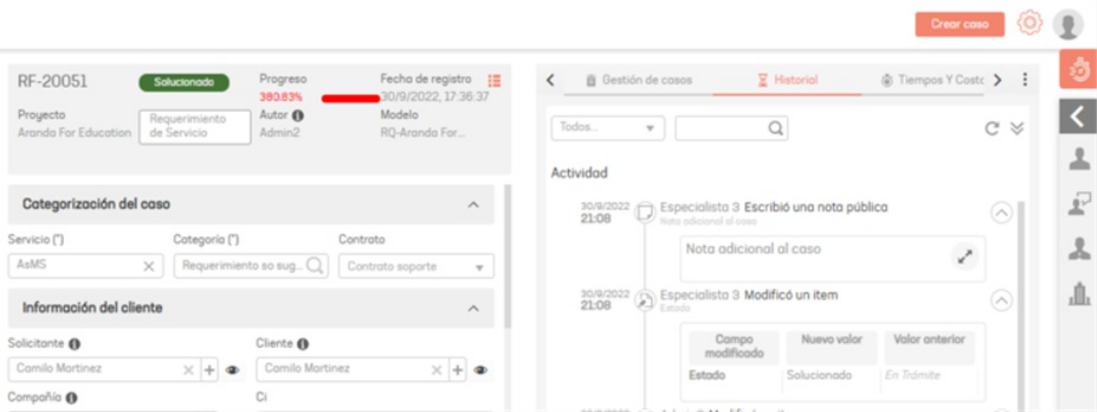
{Status="Status with Behavior Fixed"}
{Commentary="Solution Comment"}
{Note="Additional Note to the Case"}



Remarks:

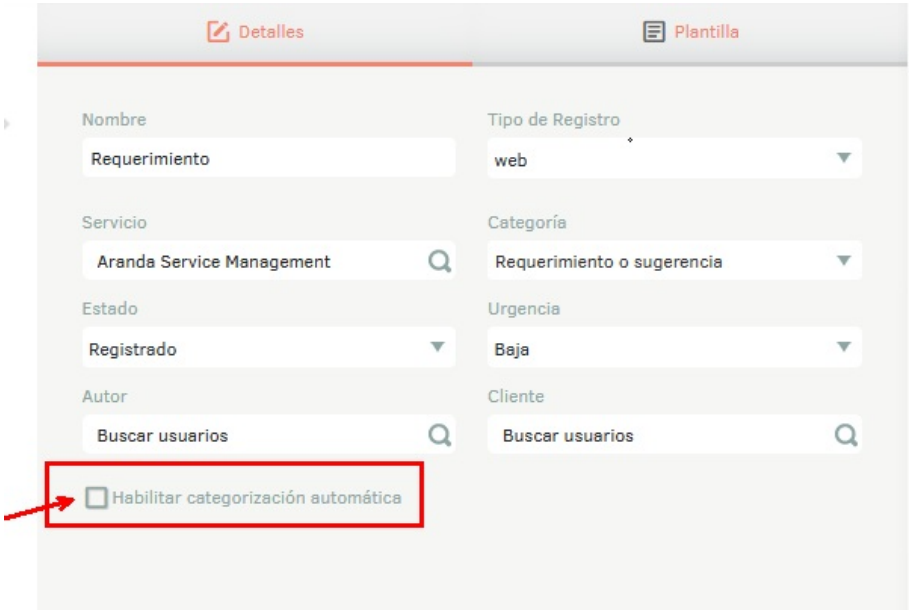
- If text exists outside the structure, this information is added as an additional note to the case.
- You don't have to submit the {Note=} section.
- If the completed status is invalid, the status does not change and a private note is added to the case reporting the error.
- If the solution comment is empty or not sent within the structure, it does not change the status of the case and a private note is added to the case reporting the error.
- If the filled status does not have “Solved” and/or “Review” behavior, the status does not change and a private note is added to the case informing of the error.
- If there are additional required fields in the status, it does not change it and a private note is added to the case reporting the error.
- If the filled status does not correspond to the configured flow, the status does not change and a private note is added to the case reporting the error.

When the email arrives at the receiving account, the Aranda Worker Service will be in charge of processing the message and making the corresponding changes.

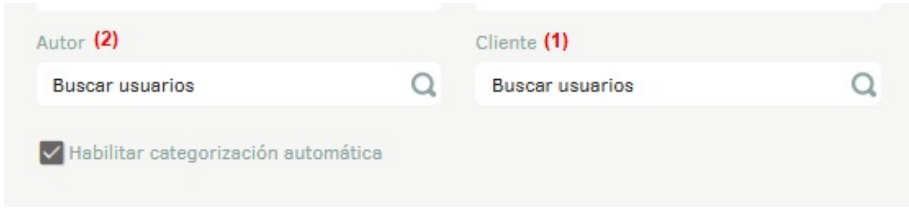


##Categorización Automatic

The Automatic Categorization functionality in Case Creator provides users with the ability to create cases and categorize them based on AI models and actions AI set up in the Admin console. [See C.A configuration](#)



ⓘ Note: When creating and categorizing cases by mail, the console will attempt to get the user from the sender's mail. If this does not exist, an attempt will be made to obtain the user from the client field (1) of the template configuration. In case the client field is not configured, it will seek to obtain the user of the author field (2). If there is no information in any of these fields, the case will be created with the default settings without being categorized.

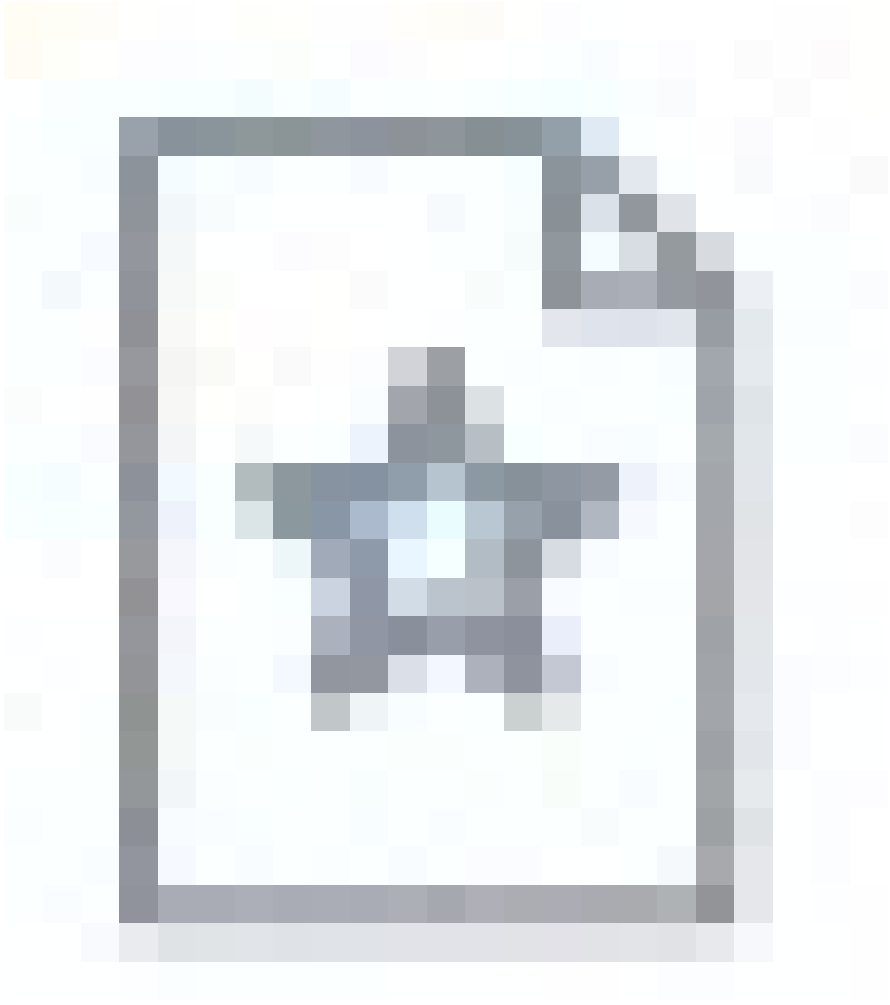


Shortcuts

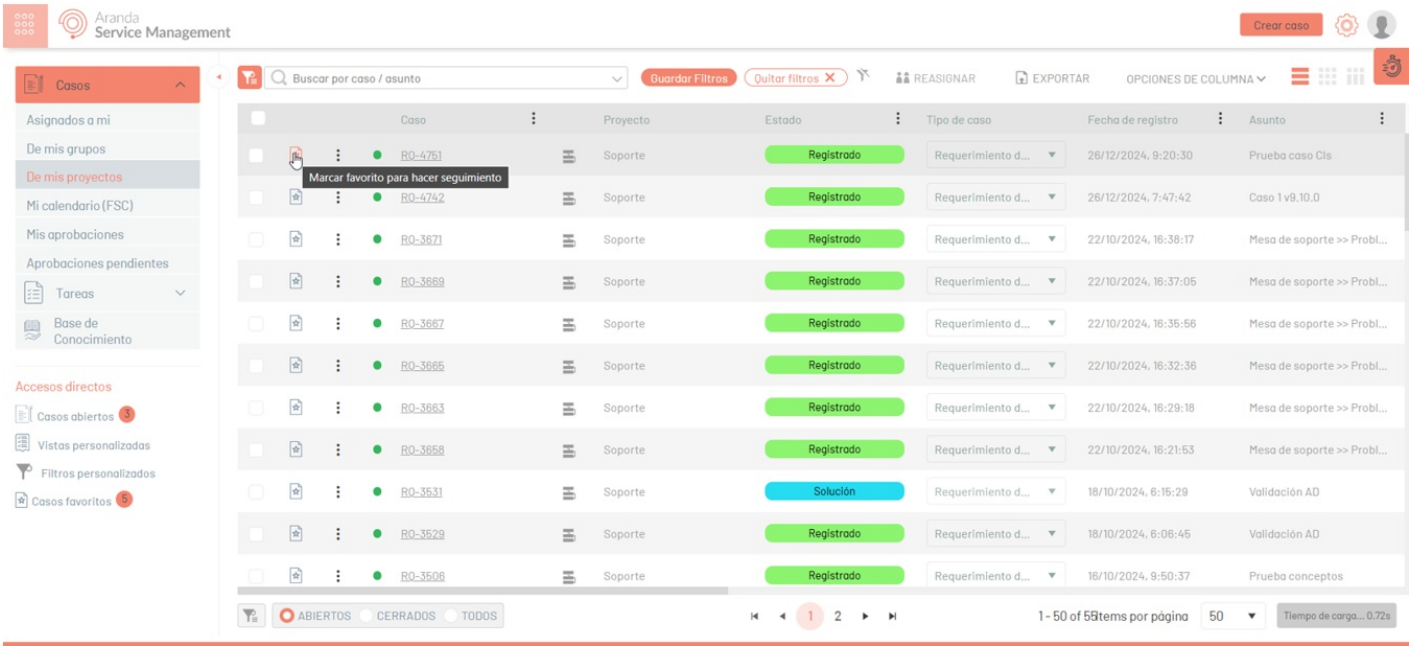
Favorite Cases

Favorite Cases

1. To mark a case as a Favorite, log in to the ASMS Specialist Console, in the Cases section of the main menu, select an option associated with the cases (Assigned to me, From my Groups, from my Projects) and in the information view you will be able to view the list of cases created.
2. Identify the case you want to mark as a favorite and click on the respective icon

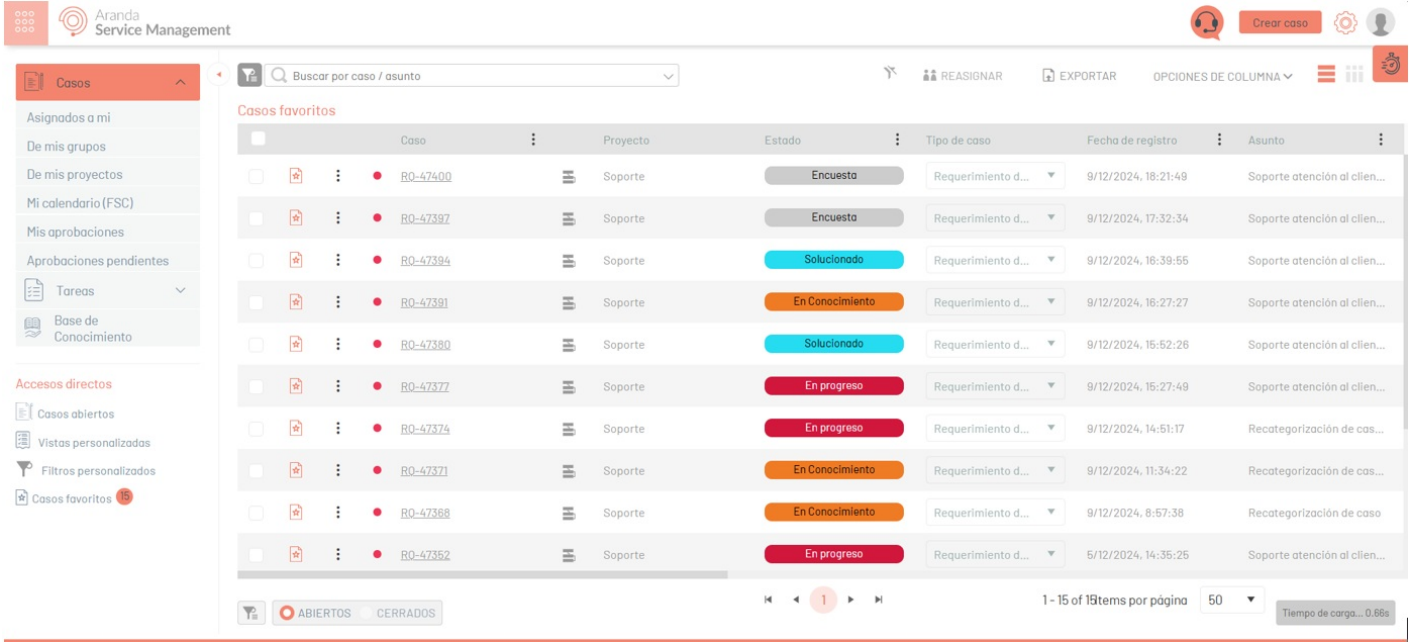


. The icon will change color, indicating that the case has been added to the favorites list.



1. In the Shortcuts section of the main menu, select the Favorite Cases. In the information view you will be able to view the list of aggregated favorite cases.

The Favorite Cases option in the main menu will display a counter indicating the number of favorite cases added.



Note:

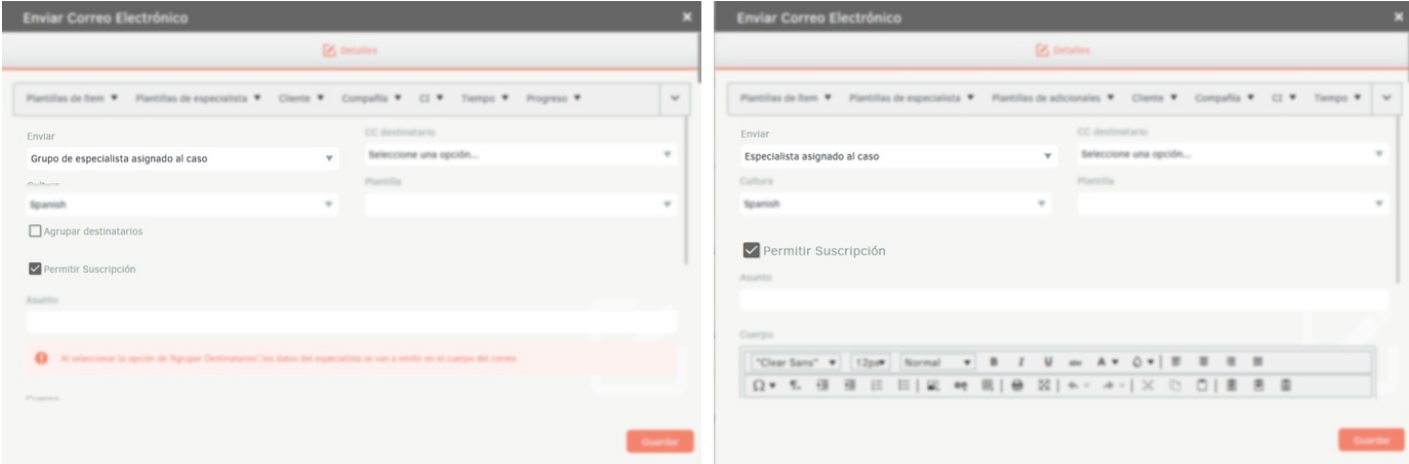
1. The specialist user will be able to manage the case from the view of Favorite cases.
2. Once the case is finished, it will no longer be visible in the view Favorite cases.
3. You can uncheck a case as a favorite by clicking on the corresponding icon. (: #important)

Notify Users with Favorite Cases

With this option, you can configure the sending of emails using Rules, to notify users who have marked cases as favorites, when meeting the rule settings.

1. Enter the ASMS administration console, in the Service Desk section of the main menu, select the Rules option.
2. Configure the basic rule information, define the conditions and in the types of actions, select the option [Send Email](#)
3. In the Send field, from the drop-down list, select one of the available options:

- Specialist assigned to the case
- Specialist group assigned to the case
 1. By selecting one of the above options, you will be able to display the checkbox Allow Subscription. When you select this check box, the rule will include users who have the case marked as a favorite to receive email notifications.

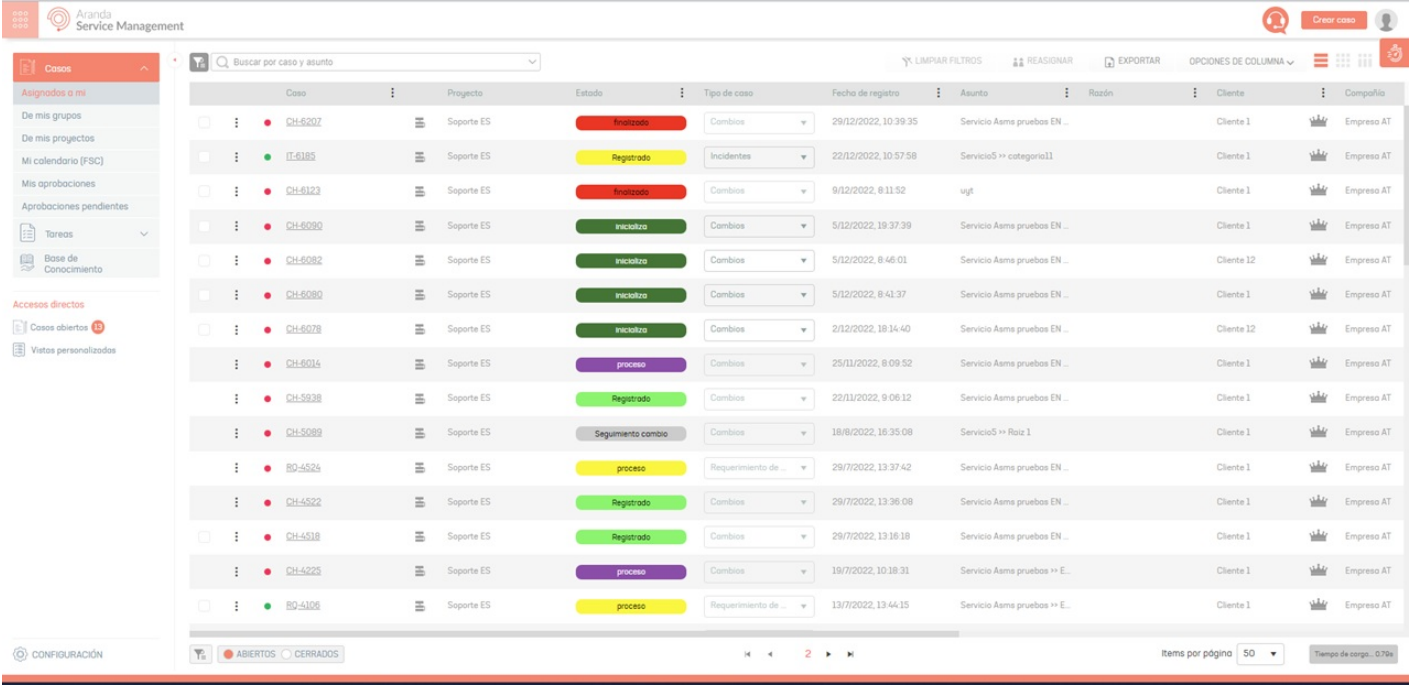


Other features

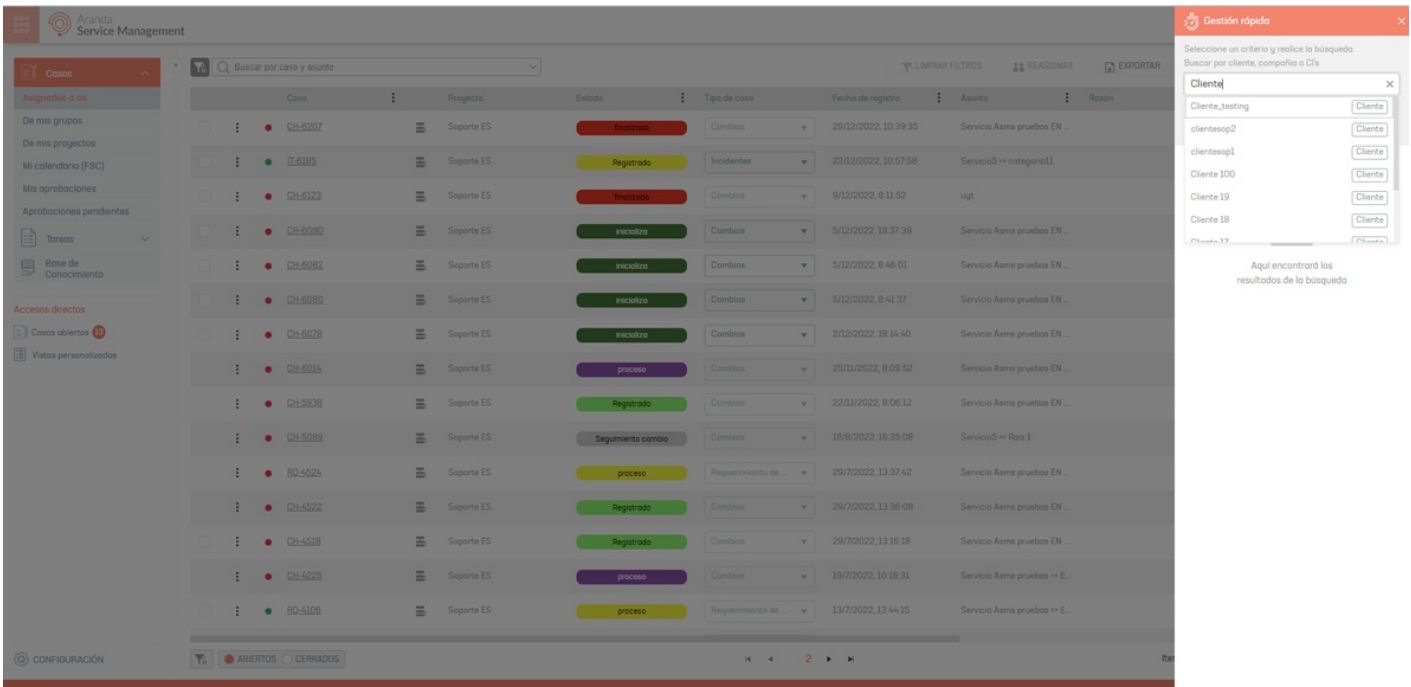
Fast management

The ASMS specialist will be able to access customer, company, cis information and their related data at any time. This module allows for more efficient and integrated management by consulting business information, creating or editing cases from previous records of service or case management.

1. To access the Quick Management module, log in to the ASMS Specialist Console, in the information view select the stopwatch icon to display the Fast Management.

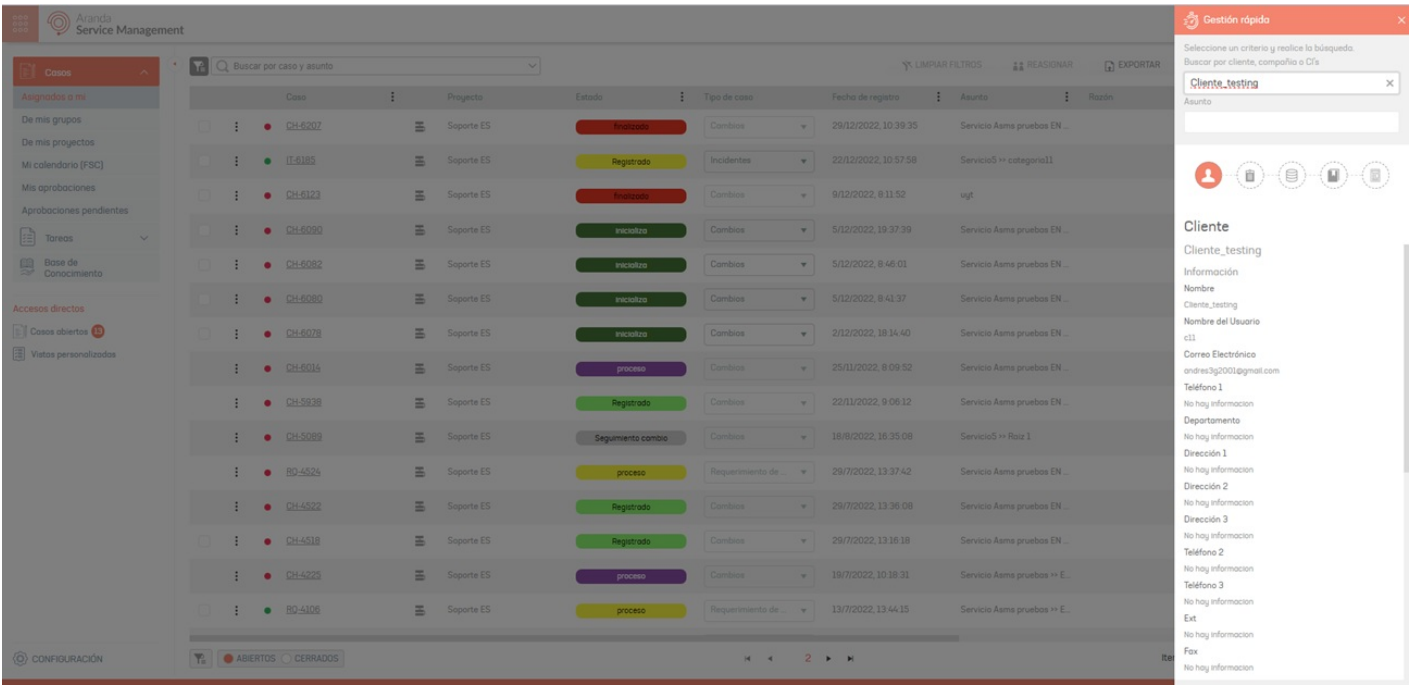


2. The query may be made with customer, company or cis data and/or data (title, description, contents) of articles related to the subject. 3. Enter a query criterion and the system displays an initial list with the results found and the identifier if it is Company, customer or CI.



4. By selecting the criterion, the related items are enabled for the respective management:

Consultation criteria	Description
Consultation Criteria	This option presents the information associated with the selected criterion (customer, company, or CI).
Cases	This option presents the open or closed cases associated with the defined query criteria.
Ci	This option presents the Cis associated with the defined query criterion.
Articles	This option presents the found articles associated with the entered subject.
Templates	This option presents case information with data on the matter entered.



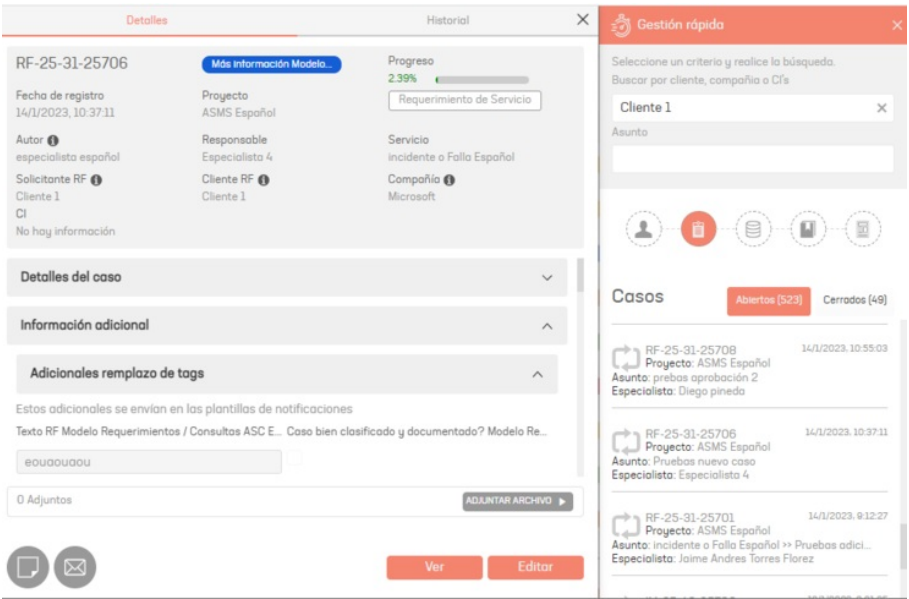
Cases that contain the entered subject can be used as a template to create a new case using that information.

Actions by Query Criterion

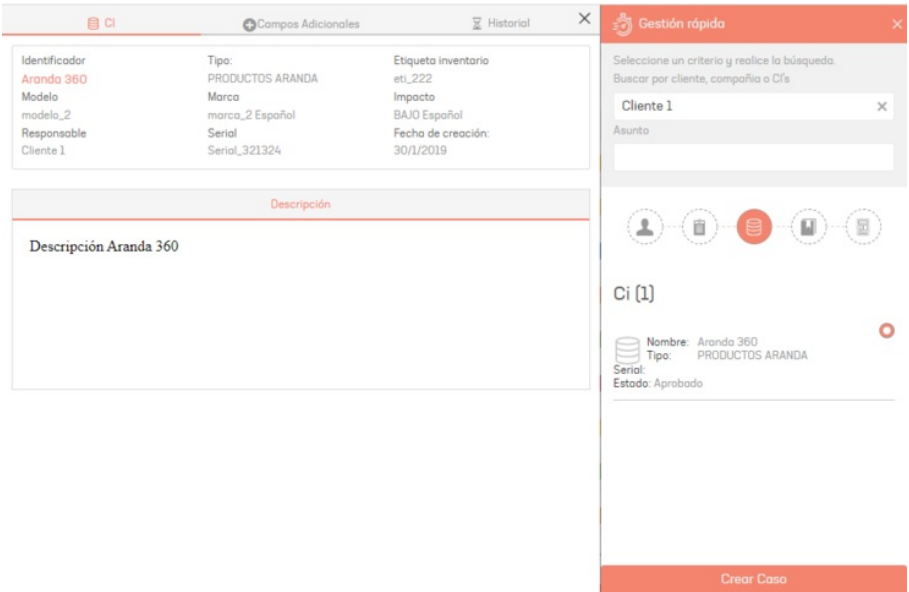
5. When you select the item Cases A list of open and closed cases found for the defined query criterion is displayed. Selecting a case enables the information related to the case (case detail, additional information, history, among others). The specialist may perform the following actions:

- See the Case Information.
- Edit the Case.

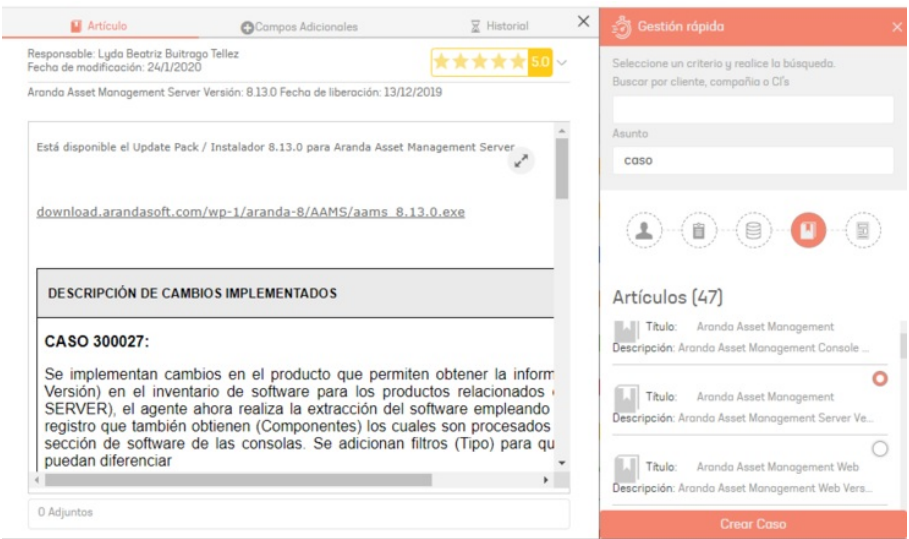
- Add a Note
- Send an email.
- Attach files.



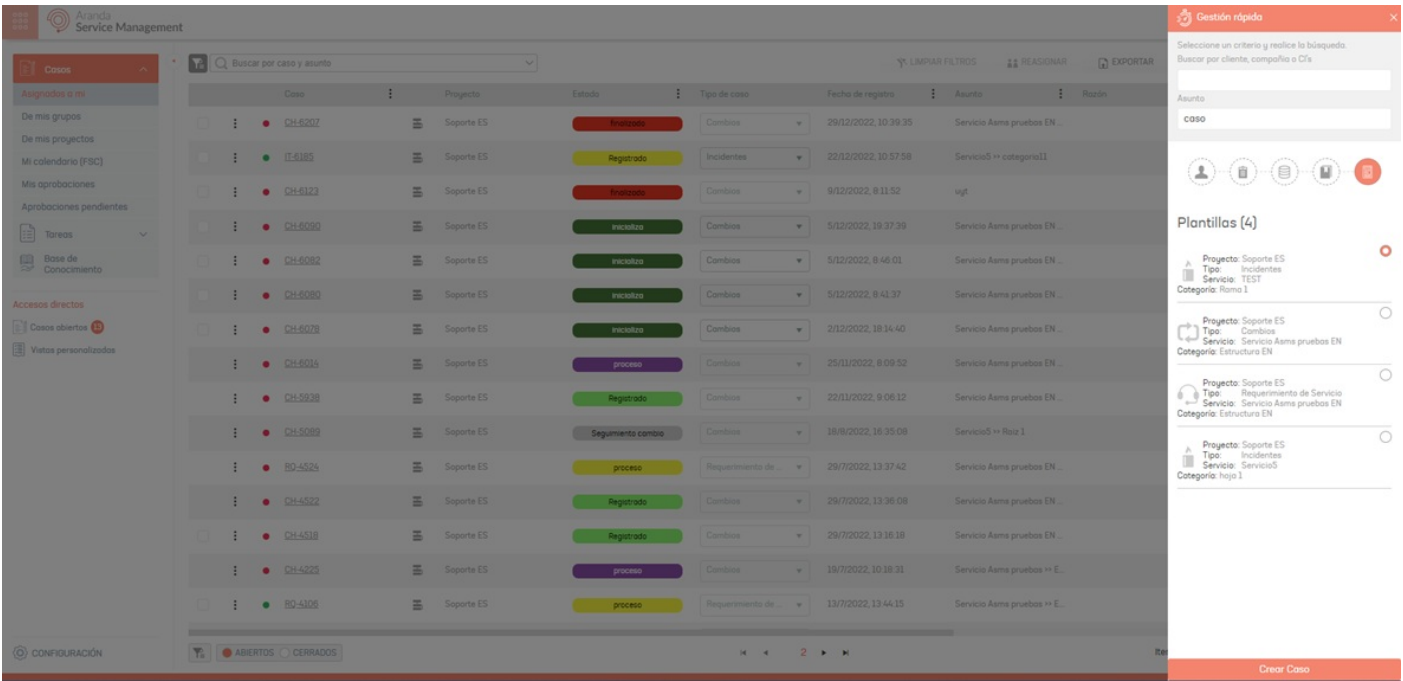
6. When you select the item Ci a list of the Cis found for the defined query criterion is displayed. Selecting the CI enables the related information of the case (IC detail, additional fields, history) and activates the Create Case.



7. When you select the item Articles A list of the items found according to the subject entered is displayed. Selecting the item enables the document's related information (detail, additional fields, history) and activates the Create Case.



8. When you select the item Templates A list with the information of the case is displayed according to the subject entered. Selecting the template activates the Create Case.



Change Display

You can change the display of the case form by clicking on the icon.

IM-3905

Abierto

Progreso0%

Fecha de registro28/4/2023, 9:28:52

ProyectoSONDA

Incidentes

AutarJuan Camilo

ModeloGestión Incidentes SONDA

Información del cliente

SolicitanteJonathan Silva

ClienteJonathan Silva

CompañíaSONDA S.A.

CiDigite por lo menos una letra ...

SLAGIIC - TDA 30 L-D 00:00 ...

UbicaciónDigite por lo menos una letra ...

Categorización del caso

ServicioGIIC - (APP)Continuidad Operativa Cla...

CategoríaProblemas Conexion

ContratoSeleccione

Información básica

EstadoAbierto

RazónSeleccione

Grupo ResponsableGIIC - Soporte

ResponsableAPPLICATION ADMINISTRATOR

Tipo de registroWeb

Detalles del caso

AsuntoCase 4/28 8:58

Descripción

Solución

1 Adjuntos

ADJUNTAR ARCHIVO

Historial

Tiempos Y Costos

Relaciones

Tareas

Aprobación

Todos...

Actividad

28/4/2023 09:36

ARANDA SERVICES USER Agregó un archivo adjunto

28/4/2023 09:28

Juan Camilo Relacionado

28/4/2023 09:28

Juan Camilo Relacionado

28/4/2023 09:28

Juan Camilo Relacionado

28/4/2023 09:28

ARANDA SERVICES USER Creó un ítem

Ir al Listado

Cancelar

Guardar

The right and left panels of the form will be reversed.

Historial

Tiempos Y Costos

Relaciones

Tareas

Aprobación

Todos...

Actividad

28/4/2023 09:36

ARANDA SERVICES USER Agregó un archivo adjunto

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Ir al Listado

Cancelar

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IM-3905

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Progreso0%

Fecha de registro28/4/2023, 9:28:52

ProyectoSONDA

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ServicioGIIC - (APP)Continuidad Operativa Cla...

CategoríaProblemas Conexion

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EstadoAbierto

RazónSeleccione

Grupo ResponsableGIIC - Soporte

ResponsableAPPLICATION ADMINISTRATOR

Tipo de registroWeb

Detalles del caso

AsuntoCase 4/28 8:58

Descripción

Solución

1 Adjuntos

ADJUNTAR ARCHIVO

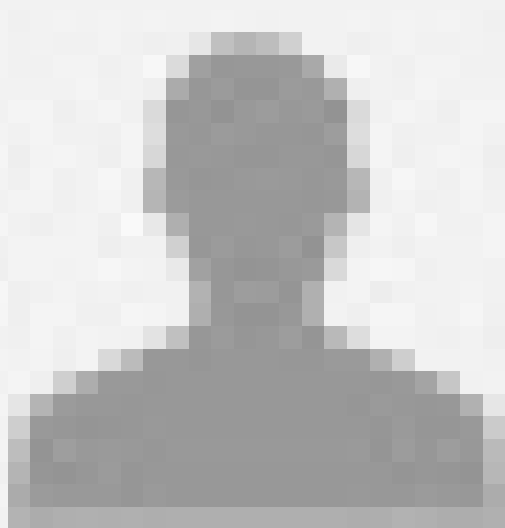
Expand description

1. Expand description

Inside the field Description The Windows icon is located to expand the description of the case. To return to the normal size, click on the same icon again.

1. View Author, Client, Company, and CI information.

In the upper right you will find a panel that allows you to view the information of the author, client, company and CI associated with the case.





Author

Displays the information of the user who created the case.

>











Autor

Diego Rincon

Información

Nombre

Diego Rincon

Nombre del Usuario

drincon

Correo Electrónico

williamorozco@arandasoft.com

Departamento

Sin información

Dirección 1

x

Teléfono 2

Sin información

Celular

313344

Customer

Displays the additional customer information and fields for the case.

CLIENT

Cliente

cliente 1

Información

Nombre

cliente 1

Nombre del Usuario

c1

Correo Electrónico

diego.ballesteros@arandasoft.coma

Departamento

Sin información

Dirección 1

Sin información

Teléfono 2

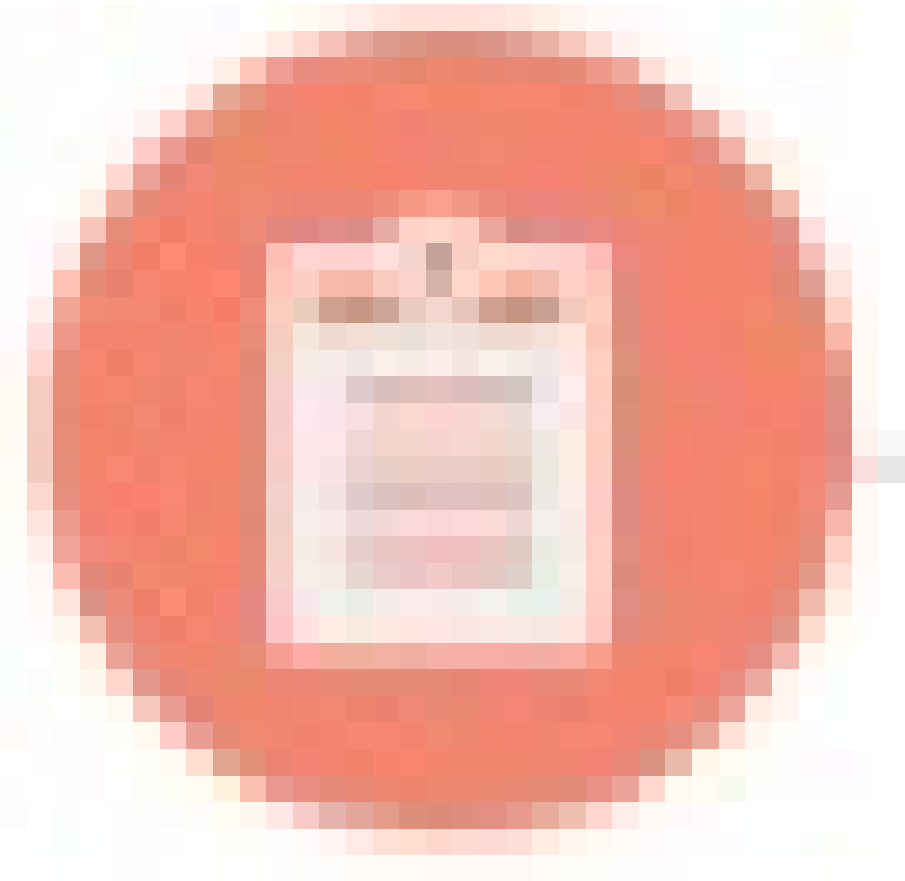
Sin información

Celular

32154654

VER INFORMACIÓN

By clicking VIEW INFORMATION At the bottom of the customer detail pane, you'll notice the following information:



List of the client's open and closed cases.



List of ICs for which the client is responsible.

Cliente

cliente 4

OCULTAR INFORMACIÓN

Casos

Abiertos (174)

Cerrados (21)

RF-395

Proyecto: Soporte

Asunto: prueba

Especialista: Victor Garcia

14/3/2021 22:36:31

RF-394

Proyecto: Soporte

Asunto: Servidores >> Servidor Varios

Especialista: Diego Rincon

14/3/2021 13:16:44

RF-393

Proyecto: Soporte

12/3/2021 10:53:42

Listado

Cancelar

Guardar

If you want to see more information about one of the customer's cases, click on the case and a window will open where you can make some modifications and edit the case.

If you want to see more information about one of the customer's ICs, click on the CI and a window will open with more CI data, additional fields, and history:

Company

Displays the additional company information and fields associated with the case.

>

Compañía

Aranda Software

Información

Compañía

Aranda Software

Contacto

William Orozco

2a dirección compañía

Sin información

Información Adicional

Tipo de compañía

Ci

Displays the information of the IQ associated with the case.

>

Ci

BG-D-worozco02

Información

Categoría

Portátiles

Version

6

Fecha de aceptación

Sin información

Fecha de entrega a la compañía

Sin información

Fecha de inicio de responsabilidad

Sin información

Razón

Obsoleto

Estado

Activo

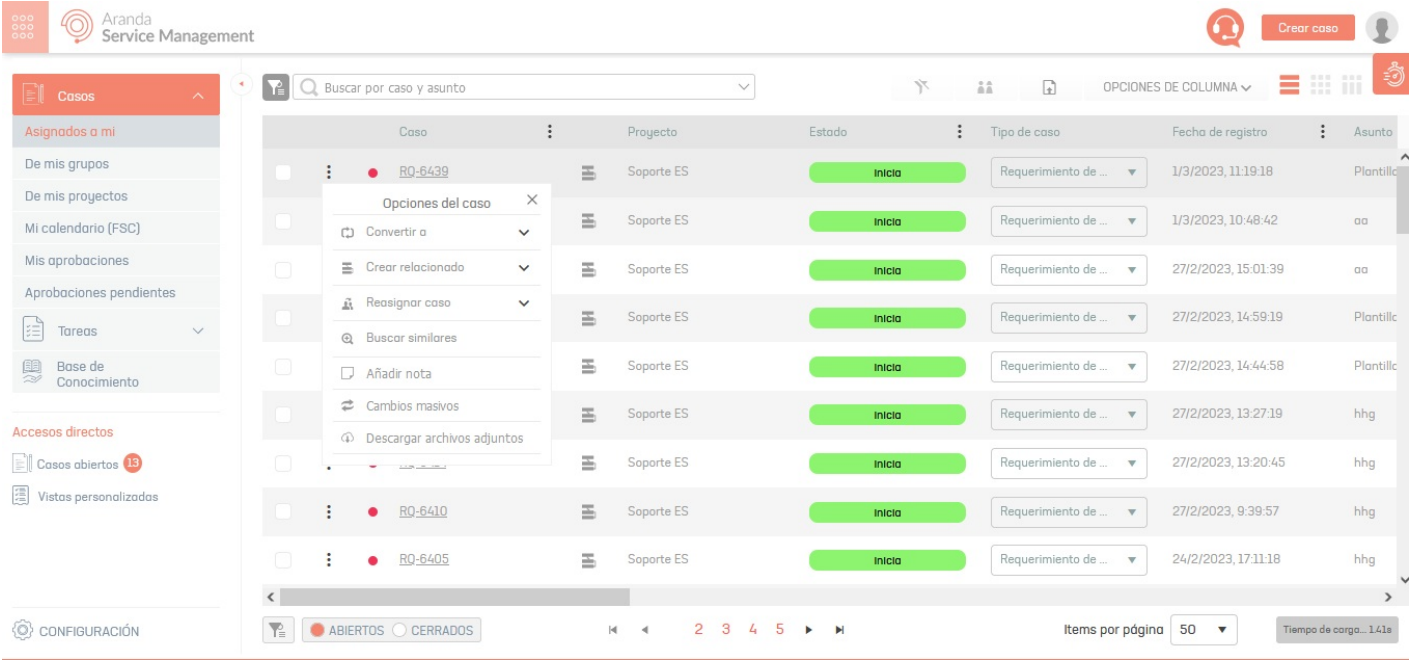
1. Tab listing

The three-dot icon at the top right of the case form will allow you to pull down the list of case tabs to immediately access the desired tab.



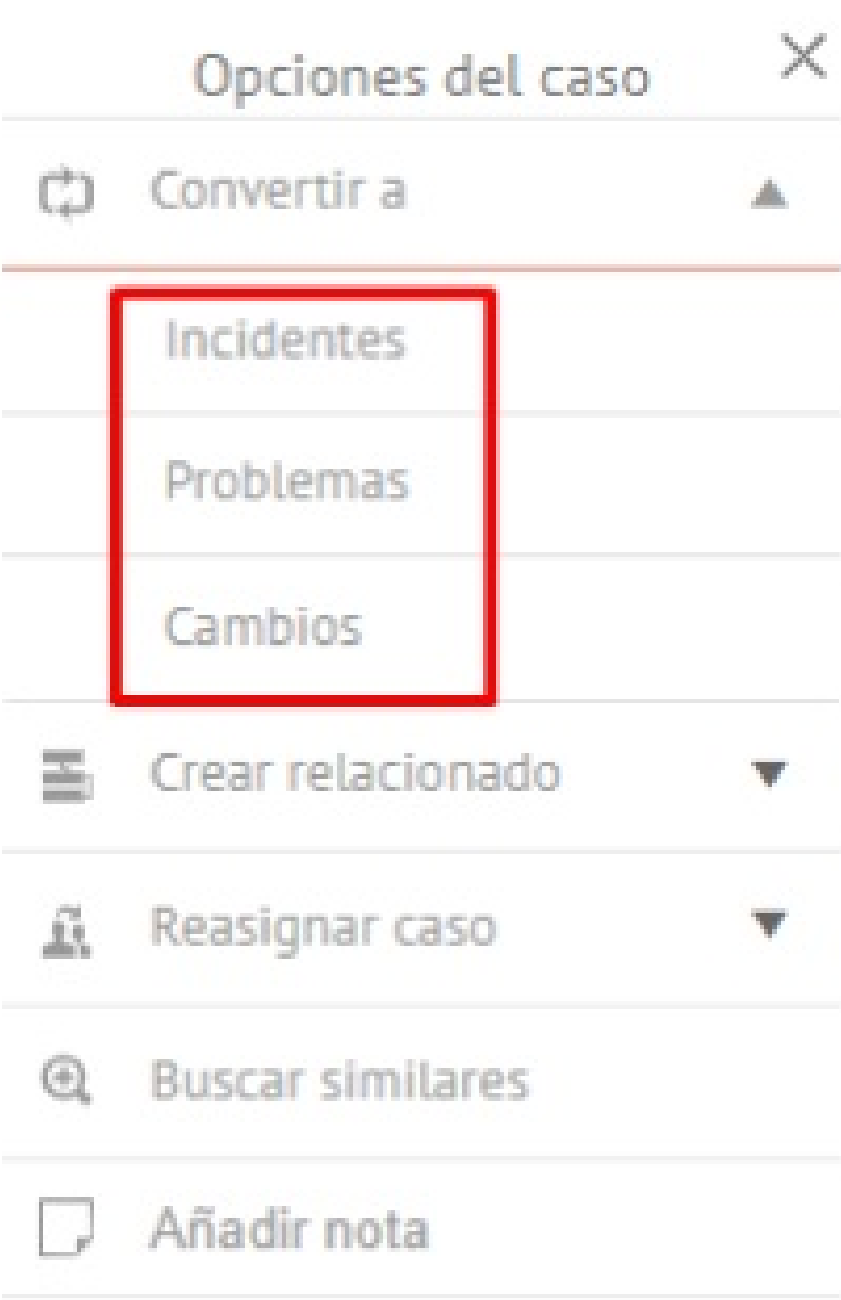
Shortcuts

In grid view, each case has a shortcut menu that allows you to access the following actions:



Convert to

Converts the case to another type of case depending on the characteristics of the request as determined by the specialist.



Create Related

It creates a new case and automatically relates it based on the information from the source case.

At the time of uploading the data in the creation form, it is validated that the different concepts are active and that selection is possible in the new case.

Opciones del caso

Convertir a

Crear relacionado

Incidentes

Problemas

Cambios

Requerimiento de Servicio

Reasignar caso

Buscar similares

Añadir nota

Reassign Case

Reassign the case to a specialist from the current case group.

Opciones del caso

Convertir a

Crear relacionado

Reasignar caso

Razón

Seleccione

Nuevo responsable

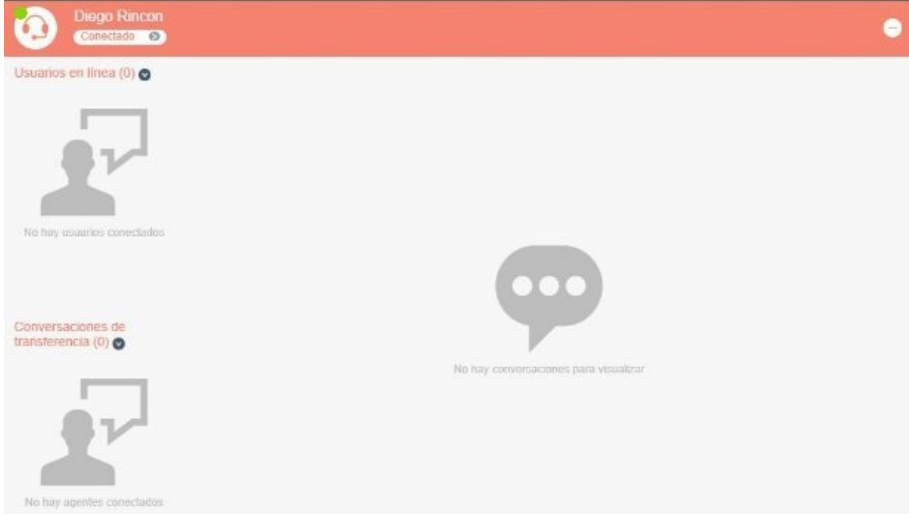
Sin información

Guardar

Buscar similares

Añadir nota

Find similar



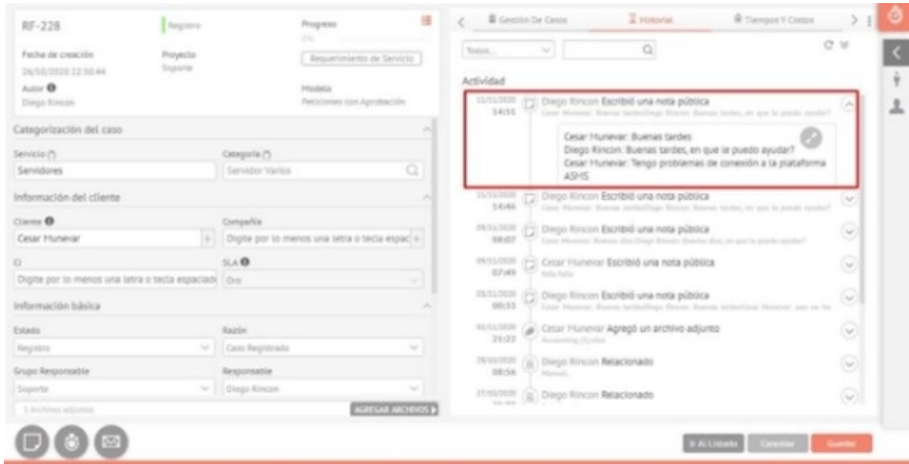
When starting a conversation with a user, you can relate the conversation to an existing case by entering the case number in the text box and pressing the Enter key.



By clicking the more options icon, you can disassociate the case, add note, view, or edit the case.



After the interaction is complete, the entire conversation will be added to the case history.

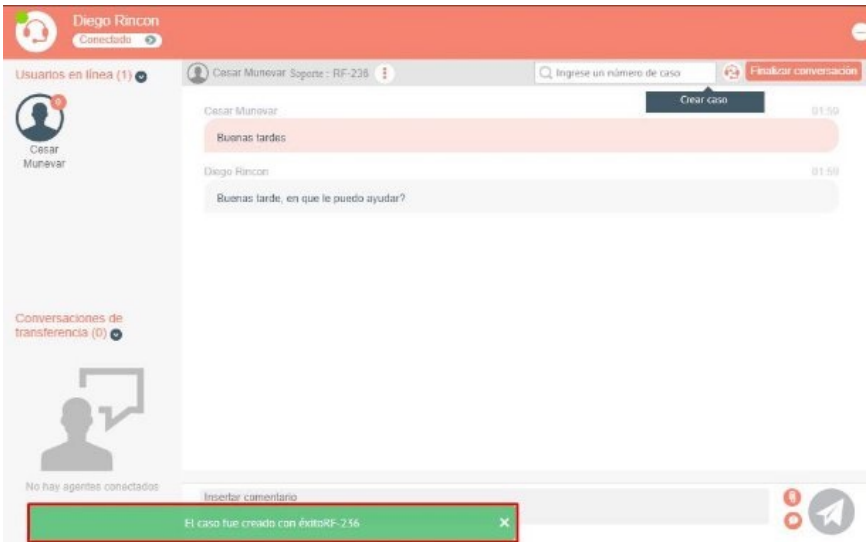


If you don't want to relate the conversation to an existing case, you can create a new case by clicking the plus icon.

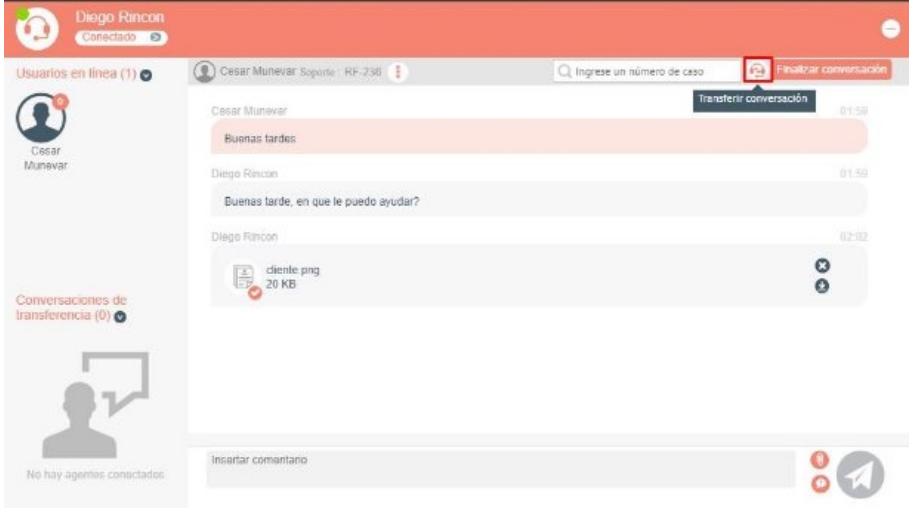


The new case will be created according to the parameters set in the Admin console, and a message will be displayed confirming the successful creation of the case.

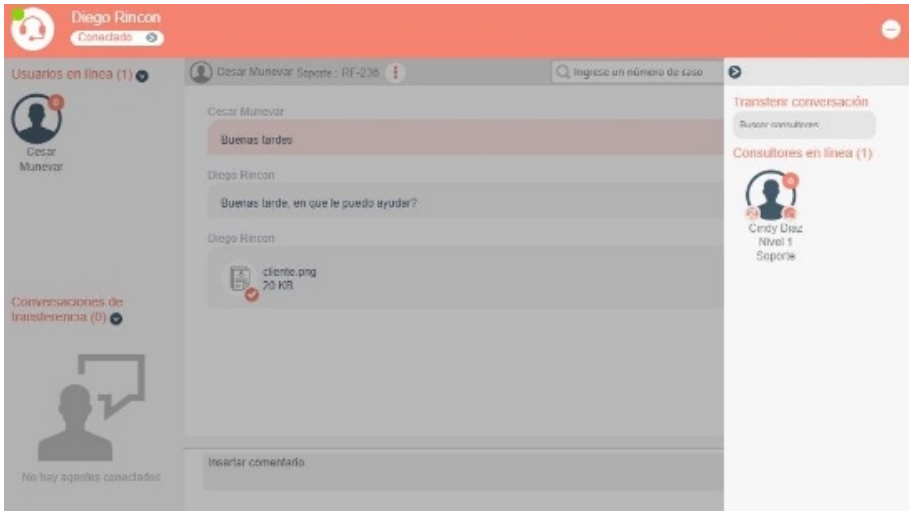
📌 Note: The functionality of Attach Files is under development.



You can transfer the conversation to another specialist by clicking on the headset icon.



The specialists available to transfer the conversation will be displayed.



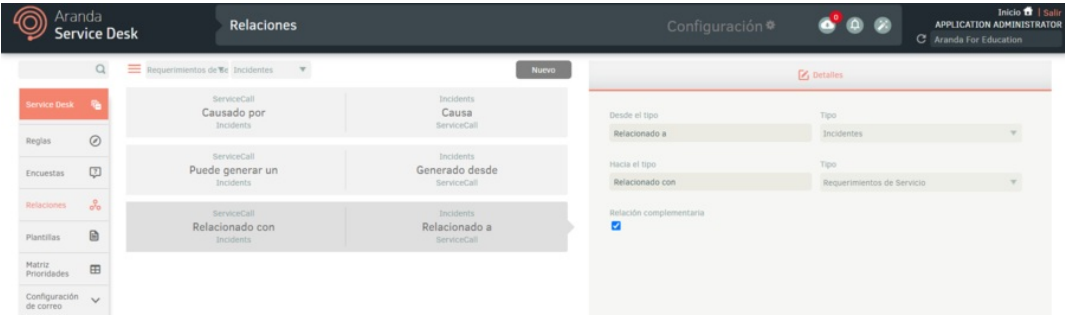
Locate the specialist you want to transfer the chat to and click on the headset icon.

Complimentary ticket

This functionality allows you to troubleshoot (parent) cases by resolving (child) cases that are related to a complementary relationship.

Preconditions

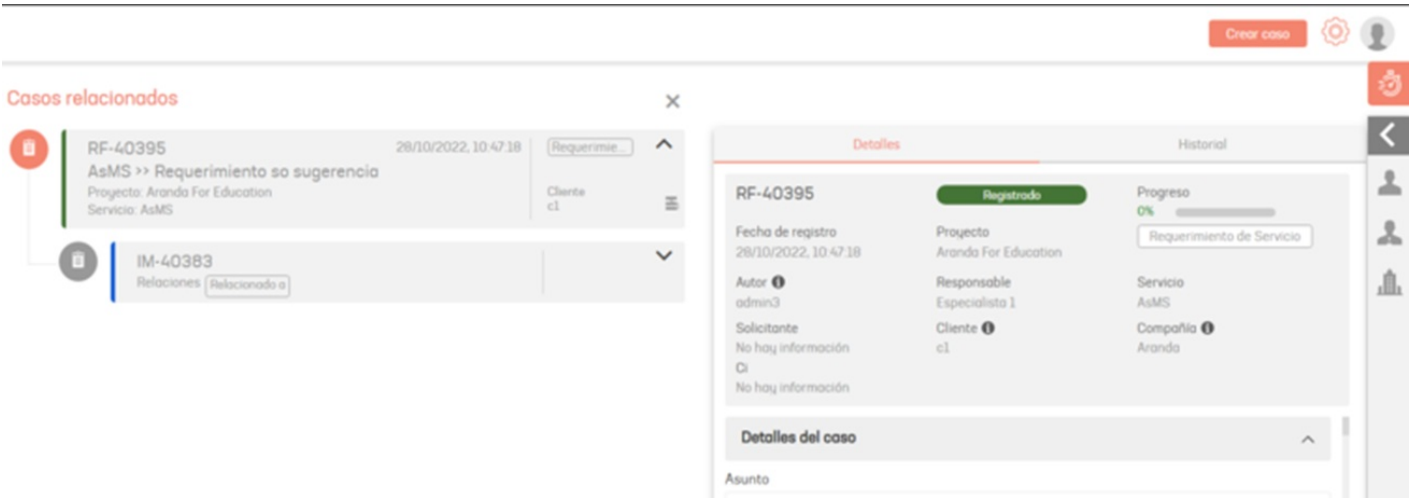
- 1. From the Admin console, you should have relationships marked as Complementary relationship.



- 2. In the state flow you must have at least one state with behavior Fixed or Patch (changes).

Specialist Console

- 1. Relate one or more cases to a case with a complementary relationship.



Consider the following behaviors when relating cases:

- If the case has a typical service associated with it External and a relationship is going to be created, when you select relation Son and unfold the values, then NO The complementary relationships will be listed.
- If the specialist is creating a relationship on a case, when you select relationship Father and Choose a Complementary relationship, when you search you will only get the cases whose service Associate SEA internal.

- 2. Bring the case (child) up to the status with “Fixed” or “Reviewed” behavior and click the Save.

IM-40383 **En proceso** Progreso 100% Fecha de registro 27/10/2022, 19:18:59
Proyecto Aranda For Education Incidentes Autor APPLICATION... Modelo Incidente TT

Compañía Aranda Ubicación Digite por lo menos una letra o tecla esp...
SLA Medio Ubicación Digite por lo menos una letra o tecla esp...

Información básica

Estado Solucionado Razón
Grupo Responsable Grupo Técnico Responsable Especialista ASMS 1
Tipo de registro Load Massive
0 Adjuntos **REGISTRAR ARCHIVO**

Detalles del caso

Asunto 12/256
Carga masiva
Descripción Solución [?]
Carga masiva
Información adicional

Ir al Listado **Cancelar** **Guardar**

3. The following window is displayed to solve the case (parent).

Resolver caso padre

El caso actual tiene el siguiente caso padre **RF-40395**, en estado abierto ¿Quiere resolverlo?

Por favor llene la siguiente información:

Solución:

No **Sí**

4. Click the Yes and type a solution comment.

Resolver caso padre

El caso actual tiene el siguiente caso padre **RF-40395**, en estado abierto ¿Quiere resolverlo?

Por favor llene la siguiente información:

Solución:

B I U **¶** **¶** **¶** **¶** **1/2** **1/3**

Solucion mediante el caso hijo|

Cancelar **Guardar**

5. When you click the Save, the confirmation of the solution of the case (parent) is displayed.

Resolver caso padre

El caso actual tiene el siguiente caso padre **RF-40395**, en estado abierto ¿Quiere resolverlo?

Por favor llene la siguiente información:

Solución:

B

I

U

1

2

3

Solucion mediante el caso hijo.

Cancelar

Guardar

Remarks:

- It is not possible to solve cases (father), if you have open cases (children) with a complementary relationship.
- The confirmation window for the case solution (parent) is only displayed when the last case (child) with complementary relationship is resolved.
- It is not possible to resolve cases (parent) if you have additional required fields unfilled in the status with "Fixed" or "Review" behavior.
- The case (child) must always go through the status with 'Fixed' or 'Reviewed' behavior for the window to be displayed.

Password Change

This option is displayed when clicking on the icon of the logged-in user whose authentication was by ARANDA, when making the password change the configuration made in the password policies is taken into account.

Crear caso

Aranda

OPCIONES DE COLUMNA

Cliente

Aranda

SOFTWARE

APPLICATION A...

Acerca de

Enviar comentario

Cambiar contraseña

Cerrar Sesión

To perform the password change, enter the current password and the new password; It must comply with the established policies to confirm the new password. By entering the new credentials you will be able to save the new data.

Cambiar contraseña

Aranda

SOFTWARE

APPLICATION ADMINISTRATOR EDITADO 1

Contraseña:

...

Nueva contraseña:

..

✗ Mayúsculas (Min. 1)

✗ Longitud de la contraseña (Min. 4)

✓ Minúsculas (Min. 2)

Cancelar

Cambiar

Knowledge base

Aranda's knowledge base contains articles that provide useful information related to the services offered to clients.

To view published articles, click Knowledge base in the main menu. In the information view, the list of available items and the corresponding information will be displayed.

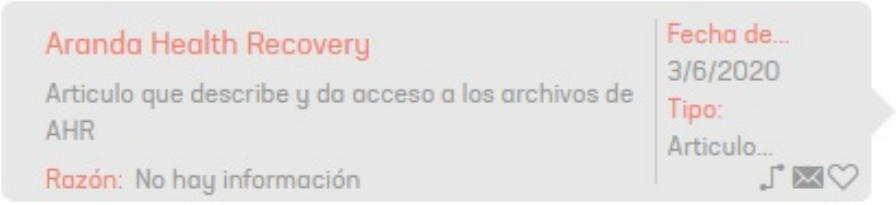
In the top article menu, you can search for articles by keywords and type.



In the articles menu you can filter articles by project, Most Viewed, Top Rated, New, and Categories.



In the card detail for each article there are three icons that allow you to view related articles, mail it and add the article to the favorites list.



The article information view displays the name of the person responsible for the article, the last modified date, the description, and any attachments. You can expand it by clicking

Artículo

Responsable: APPLICATION ADMINISTRATOR

Fecha de modificación: 1/2/2024

☆☆☆☆☆0.0

Articulo que describe y da acceso a los archivos de AHR

El instalador adjunto en este articulo le permite crear automáticamente el proyecto "Bienestar" con el cual puede promover el monitoreo y la atención oportuna a cualquier afectación del estado de salud de sus trabajadores.

Consideraciones:

- El proyecto cargado no tiene configuradas **Reglas ni Encuestas**. Para crear reglas puede seguir las instrucciones del video [Configuración de Reglas para Envío de correos](#).

1 Adjuntos

<

Aranda,Health,

Recovery

>

You can give the article a rating and add comments.

Artículo

Responsable: APPLICATION ADMINISTRATOR

Fecha de modificación: 1/2/2024

☆☆☆☆☆0.0

Articulo que describe y da acceso a los archivos de AHR

El instalador adjunto en este articulo le permite cr "Bienestar" con el cual puede promover el monito cualquier afectación del estado de salud de sus tra

Consideraciones:

- El proyecto cargado no tiene configuradas **Regl** puede seguir las instrucciones del video [Configur](#) [correos](#).

1 Adjuntos

<

Aranda,Health,

Recovery

>

Calificar artículo

☆☆☆☆☆

Excelente informació

Cancelar

Guardar

Custom filters

This option allows users to save the filters according to their needs.



Cases



Assigned to me

From my groups

From my projects

My calendar (FSC)

My approvals

Pending approvals



Tasks





Knowledgebase

Direct access



Open cases



Personalized views



Personalized filters

To save or apply previously saved filters, note that this functionality is restricted to the grid view in the following options:

- My Cases
- Cases from my groups
- Cases of my projects
- My Approvals
- Pending approvals
- My Tasks
- Tasks in my groups
- My Project Tasks

Action	Description
Save	When you apply a primary filter or a column filter in the grid view, the option to save the filter is enabled. To complete the saving process, give it a name and click the icon to confirm the filter save.
Apply	To apply a saved filter, click the Custom filters and select the filter to apply. Note: If the Custom filters If you don't see it in the main menu, it's because you can't apply saved filters in the current view.
Edit	When a custom filter is applied in the grid view, the system allows the modification or addition of new criteria to the existing filter. When you modify the criteria, you can save a new filter or update the applied filter, but you cannot change the filter name.
Eliminate	Saved filters can be deleted by the user, as long as they are not applied in the grid view at that time.

Note: The application of custom filters is not global in nature and does not affect other options or views within the console. The visibility of filters is restricted only to the user who created them.

Homologation of additional fields

This functionality allows the user to homologate additional fields between models or case types, for which it must be taken into account that the fields must be of the same type and have the same identifier, they must also contradict the following conditions according to the type of additional field.

Fields	Conditions
Text	They should be the same length.
Catalogues	They must have the same catalog assigned.
List Tree Multiple Choice	The value to be approved must exist in the values of the new model.

During the creation or editing of cases or tasks, in the following scenarios it will be possible to perform the homologation of additional fields:

- Change of service.
- Change of category.
- Convert from grid.
- Convert to Case Edit.
- Change of model in tasks.

If the case or task changes the model by rule, the additional fields will be automatically homologated taking into account the conditions described above.

A modal will be displayed requesting confirmation to proceed with the homologation of the additional fields according to the action that is performed.

Mensaje

Al cambiar la categoría se reiniciara el modelo del caso.
¿Desea homologar los valores de los campos adicionales?

No

Si

Aceptar

Notes: 1. In the Tree and Tree Catalogue fields, it is validated that the value to be approved is selectable in the new field. 2. In the multiple choice field, the existing values are standardized. 3. The homologation for the fields marked as dependent will not be carried out.