

Aranda AssistMe is an end-user console for mobile devices that allows you to manage the workflow of requests and/or orders, allowing you to add attachments, notes, etc. The application requires a user to use and you can find the following functionalities:

Authentication

The application has an authentication module for access to the functions and features available for the mobile version. After being authenticated, the user accesses the My Portal option, where they can access 4 sections or tabs:

My Portal

In this option, the user has the possibility of interacting with an assistant (chat bot) through keywords that are processed and result in different help options such as: cases, articles or categories.

- Create Case: In this option on the My Portal taskbar, the user can select a category for the creation of a request.
- My Requests: In this option of the My Portal taskbar, the user will be able to view the list of requests associated with their profile, which can be filtered as open or closed and sorted in ascending or descending order through the menu.
- Help: In this option on the My Portal taskbar, the user will be able to consult the available help articles and manuals.

Other Features

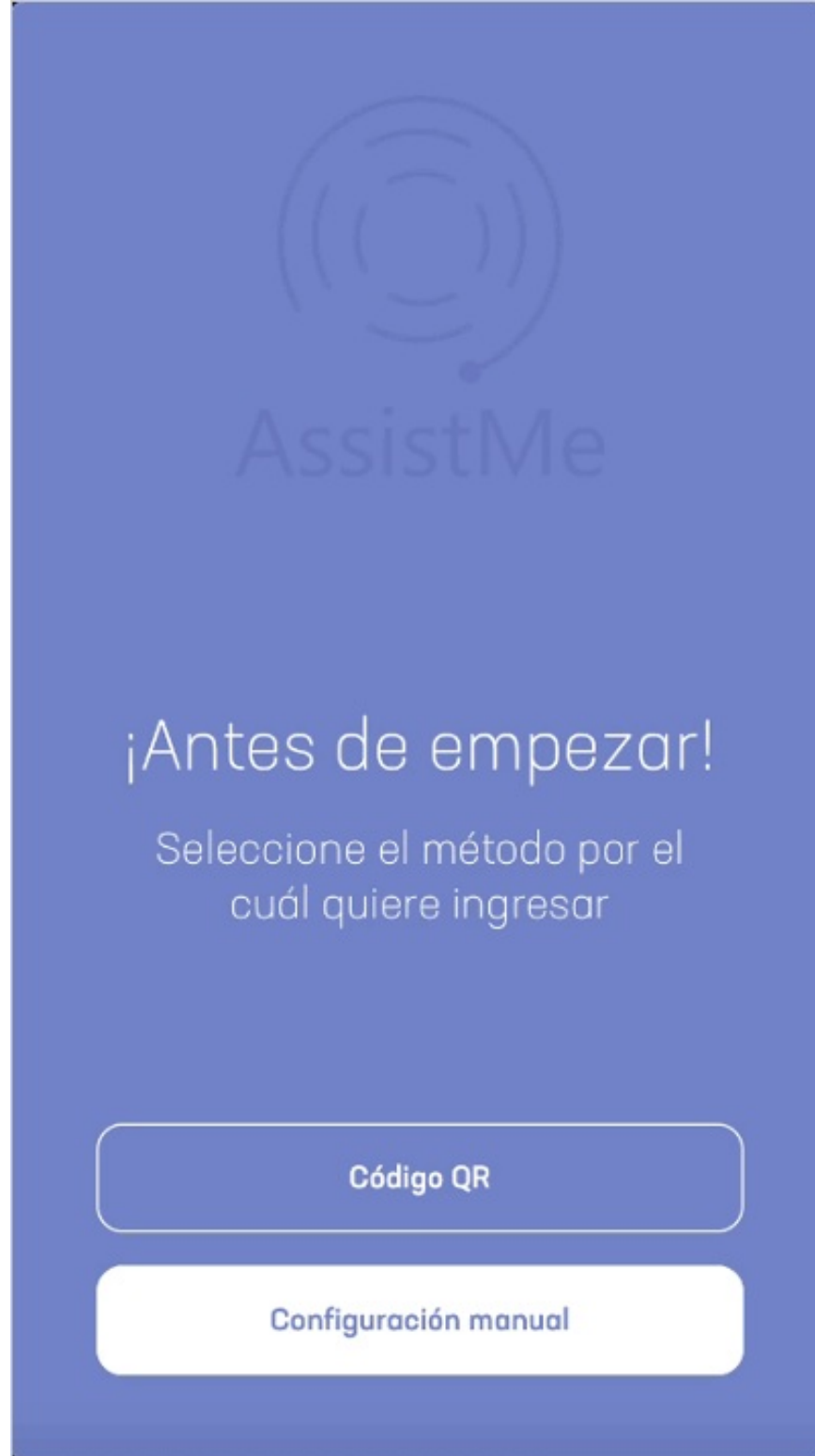
This section of My Portal displays the options available through the floating menu:

- News: This option allows access to news of interest to the user.
- Profile: This option allows you to view the information associated with the user in session and change their login password.

Login

Login

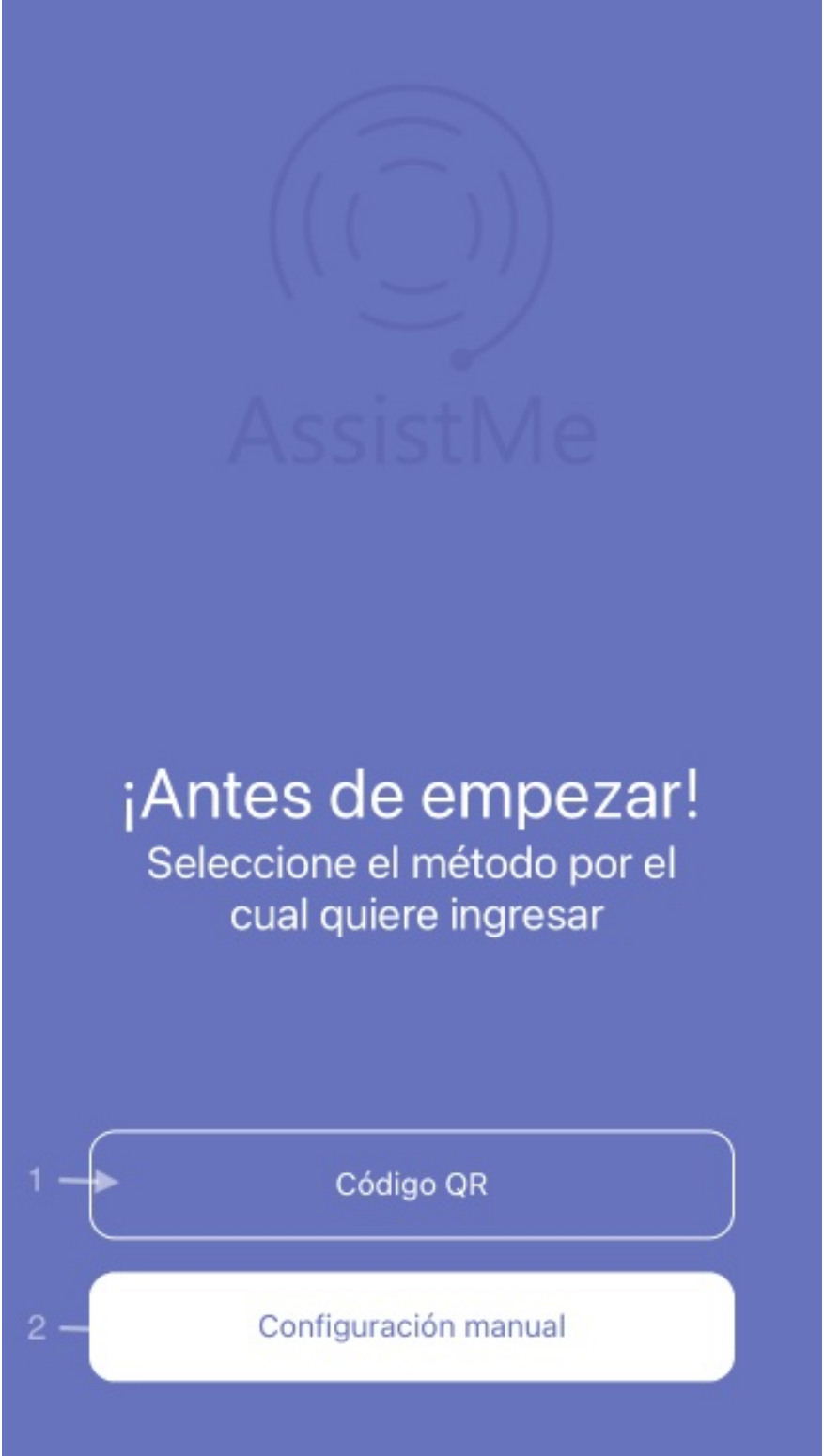
Login



The AssistMe mobile console login module allows the user to define the method for registering as follows:

Pre login

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



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

QR reader

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



By performing the QR validation, you will be able to register in the Login option.

Manual Configuration

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



URL de servicios web Aranda

Http://vm-asms-wo02.eastus.cloudapp.a...

1 

2 

Probar conexión

Set up URLs: text box to configure the server URL. Test Connection button: valid that the URL entered corresponds to a valid server.

When validating the manual configuration, you will be able to register for the Login option.

Login

In the user's registration in the AssistMe console, authentication and validation will be carried out before the system. The data required for login are:

Domain: User access type.

User: Username.

Password: A key assigned to the user.

Password Viewer: Option to display the text in the password field.



With this information, the user can make an access request through the login button.

External Authentication

For entry by External authentication, the provider must previously be configured with the type of console that you want to integrate, in this case (Mobile Client) in [External Authentication Configuration](#).

Once external authentication is configured, you can view the providers in the app's Login as follows:



AssistMe

Dominio

ARANDA



Usuario

Cliente_1

Contraseña



Login

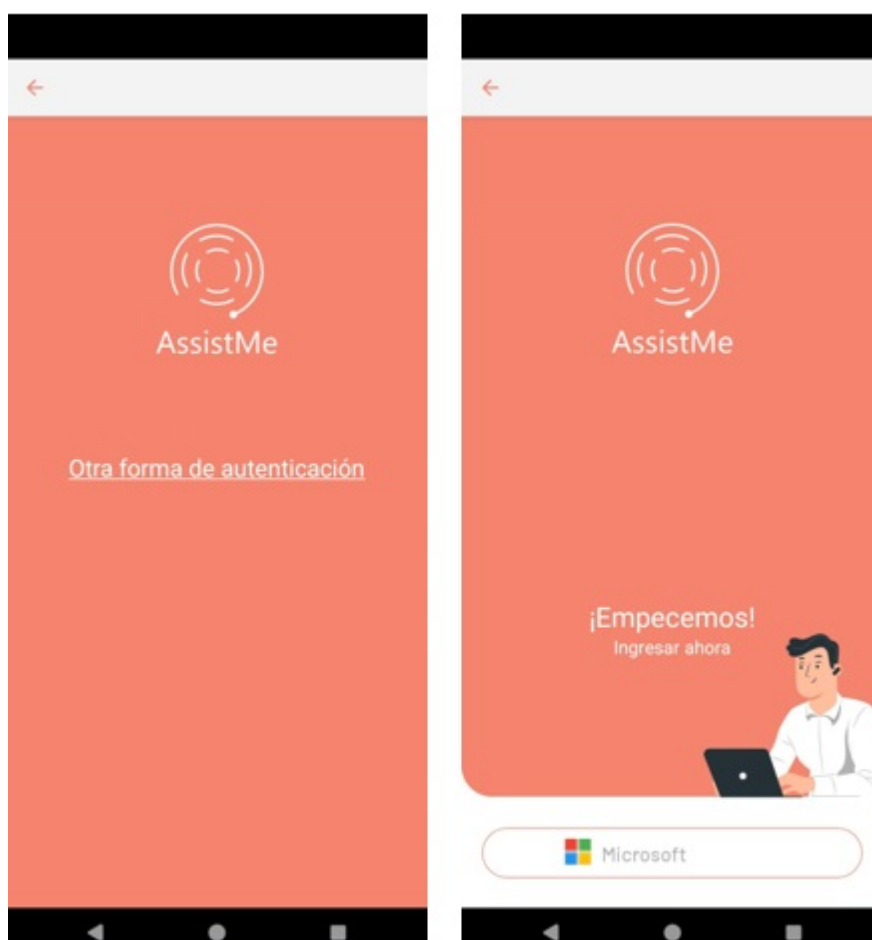
ClienteMobile

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



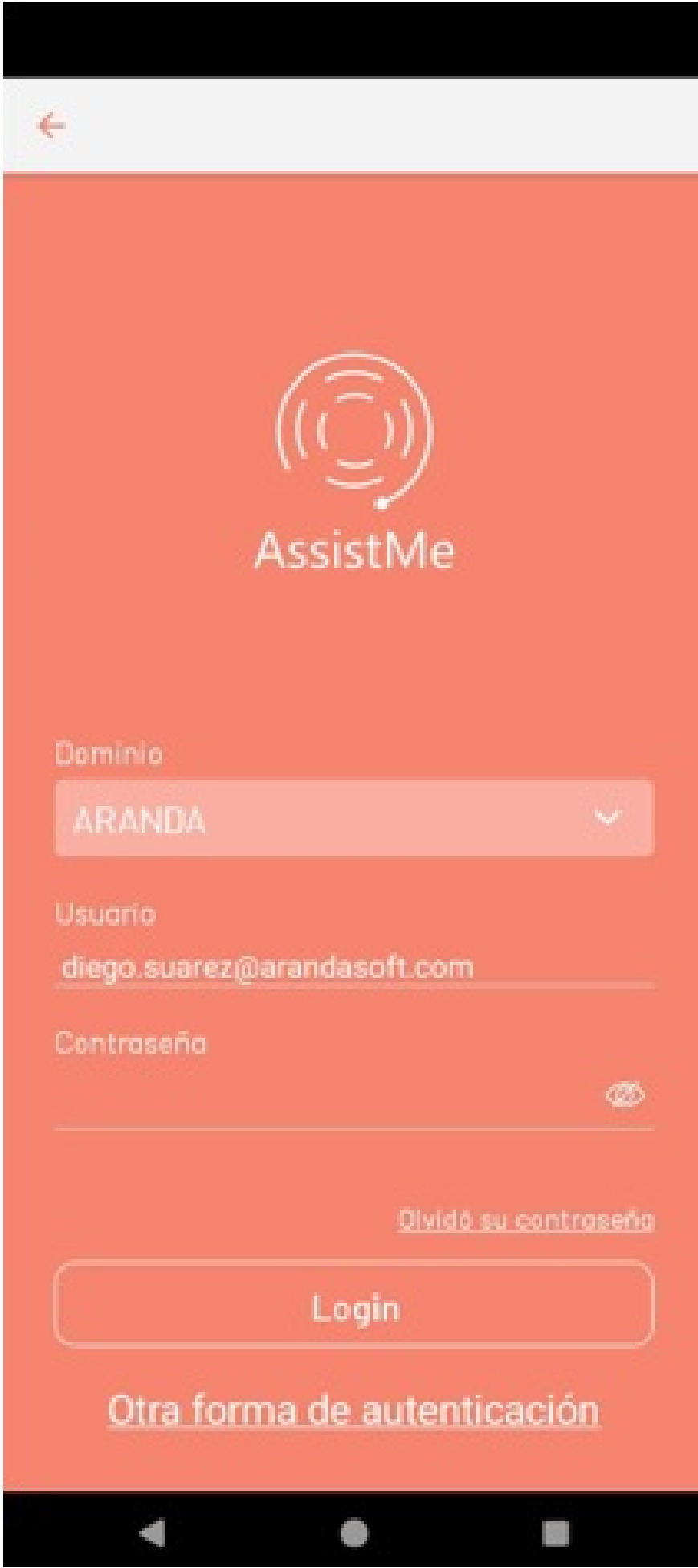
By entering the credentials, the customer will have access and will be able to navigate the AssistMe app.

[Note:] If in the ASMSAdministrator, in the General Settings > Settings, in the drop-down combo option ServiceDesk Setting is configured AllowHiddenLoginforSaml in True, the login form will be hidden and only the option Another form of authentication. [See setting settings AllowHiddenLoginforSaml.](#)



Reset password

[Note:] To access the APR console from the App AssistMe, the UserAPRURL option must be configured [View Settings](#).
To reset your password, click Forgot your password?.



[Note:] To reset your password, go to [Manual de Aranda Pass Recovery APR](#).

Anonymous Access

Anonymous Login

- 1. For login with anonymous access, in the Aranda Service Management Management Console, configure a user. (active)

Aranda Service Desk

Cientes

Configuración

Inicio

APPLICATION ADMINISTRATOR

Soporte

anónimo

Nuevo

Configuración de la Empresa

Interfaz

Adicionales

Plantillas de correo

Ubicaciones

Compañías

Usuarios

Cientes

Especialistas

Grupos

Procesos de Negocio

Tarifas

ANONIMO

anonimo1

Estado

activo

Nombre

ANONIMO

Nombre del Usuario

anonimo1

Contraseña

Confirmar Contraseña

Correo Electrónico

Celular

Descripción

Tipo de documento

No. Identificación

Jefe Inmediato

Cargo

Buscar usuarios

Buscar item

Zona horaria

Cultura

Fecha de Nacimiento (dd/mm/aaaa)

English

Ubicación

ubicacion service

Geolocalización

Guardar

Borrar

1 - 1 de 1 Registros

Registros por página: 1

2. To set up the anonymous session, log in to the ASMS Admin Console, in the General Settings from the main menu, select the Projects. Define a project and in the detail view select the Defaults. In the respective field, enable the check Enable anonymous access and associate the created user with the project in the previous step.

Aranda Service Desk

Proyectos

Configuración

Inicio

APPLICATION ADMINISTRATOR

Soporte

Buscar proyectos

Nuevo

Configuración General

Proyectos

Ajustes

Licencias

Change Set

Roles

Configuración de la Empresa

Finanzas

Service Desk

Catálogo y portafolio de Servicios

Base de Conocimiento

CMDB

Eventos

Cargas Masivas

Mesa de servicios 2

Mesa de ayuda que permite planear, estructurar y proveer la entrega de servicios de TI.

Estado

activo

Project ASMS

Pruebas para cruzadas

Estado

inactivo

proyecto 3

Des. proyecto para pruebas alazar

Estado

inactivo

Proyecto azure

Pruebas carga azure

Estado

inactivo

PROYECTO PRUEBAS 1

des. PROYECTO PRUEBAS 1

Estado

activo

proyecto test

Des. proyecto test

Estado

inactivo

Soporte

proyecto creado para la gestion de solicitudes del area de sistemas y pruebas

Estado

activo

1 - 15 de 15 Registros

Registros por página: 1

Detalles

Ajustes

LDAP

Valores por defecto

Autenticación externa

Habilitar integración con el Chat

Habilitar visibilidad del proyecto para el portal cliente

Servidor de correo

Notificaciones Aranda

Seleccione el tipo de caso predeterminado:

LDAP por defecto

Branding por defecto

Ver categorías no visibles para los usuarios

Habilitar el acceso anónimo

Cliente

ANONIMO

No visualizar artículos en la consulta de servicios en el portal cliente

Habilitar integración con Aranda Field Services

API de Aftu

http://afsvm4.eastus.cloudapp.azure.com/AFLSAPI/

Validar

Url de Aranda Field Services

http://afsvm4.eastus.cloudapp.azure.com/AFLS/

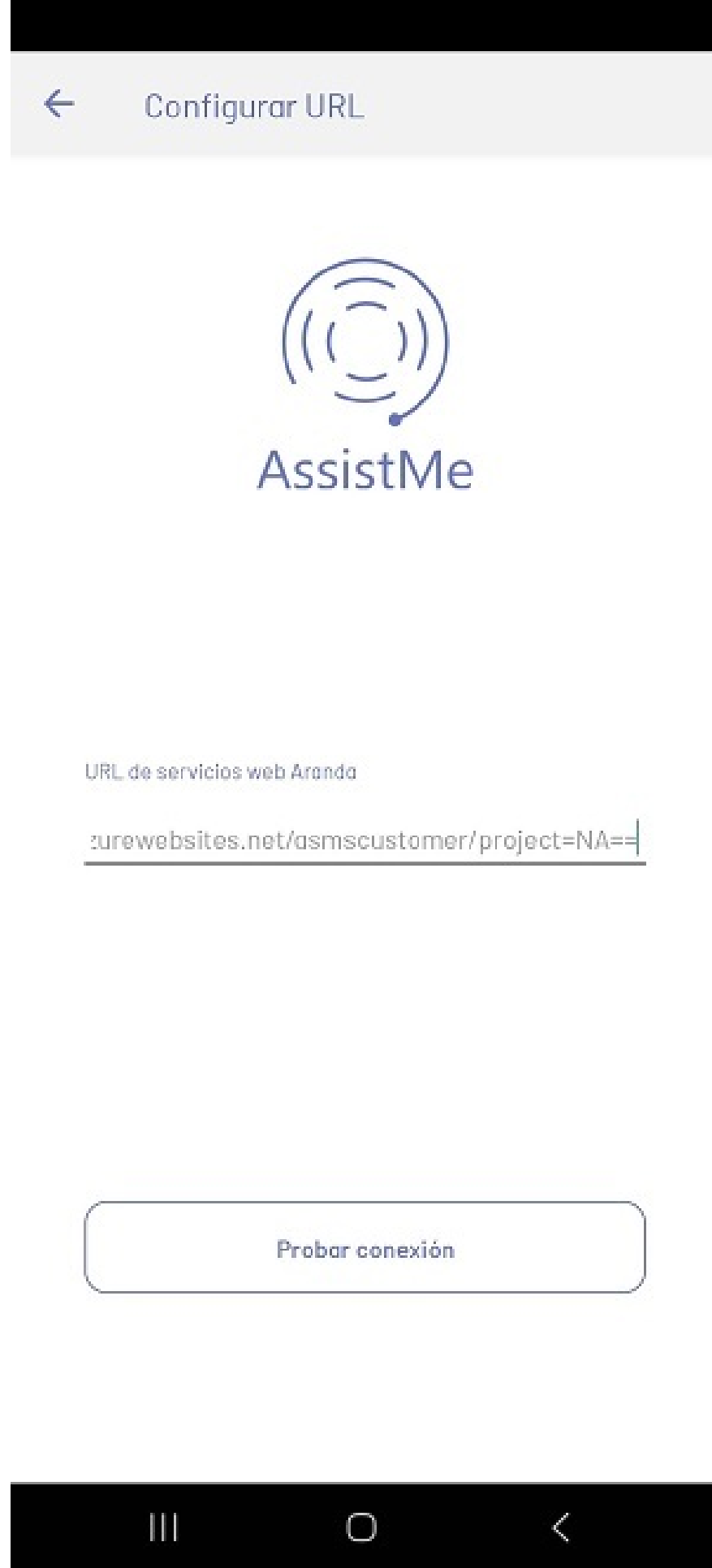
Token AFLS

Url especialistas

https://atams001.azurewebsites.net/asmsspecialist/index.html#/project=NA=

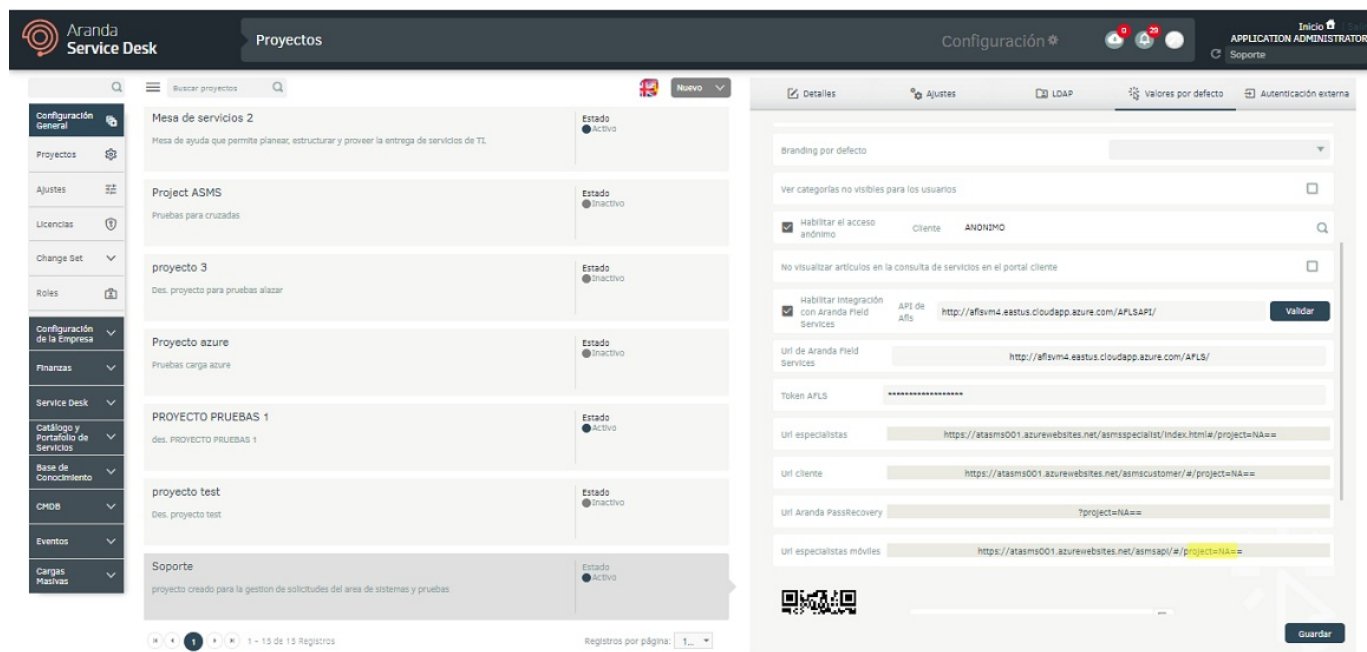
Guardar

3. Once you have the check active and the associated user, in the Assistme Mobile console select the option Configure URLs.



⚠ Note: The URL to enter anonymous access must be complete and the value of the project set at the end of each URL.

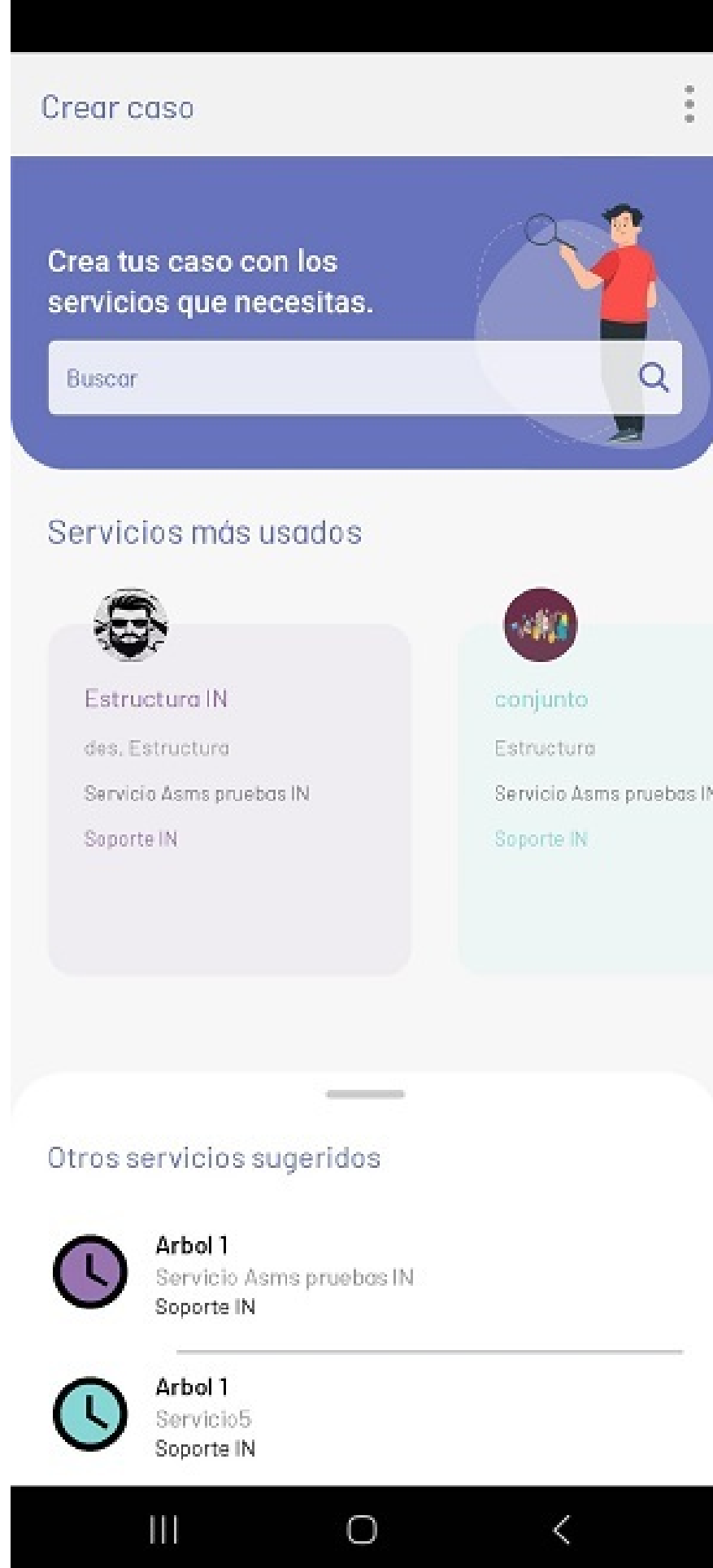
Example: <https://atasms001.azurewebsites.net/asmscustomer/> + [/project=NA==](https://atasms001.azurewebsites.net/asmscustomer/#/project=NA==)



4. In the Assistme mobile console, click Test Connection. You will be able to view the login of the application and as the only option enabled the Access without registration.



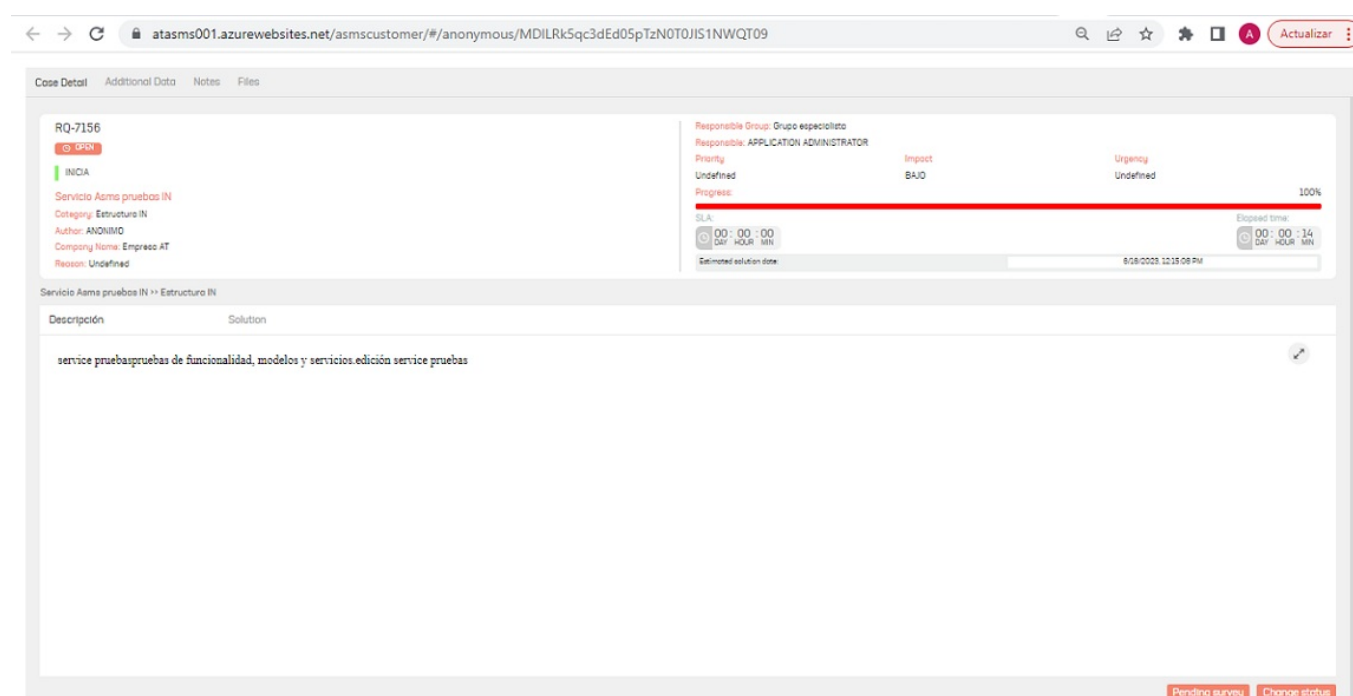
5. By accessing this option, the user enters the app's menu and will be able to view the services and categories that the client has associated with them for the creation of cases.



6. When you complete the item information and click on *Create The window with a URL is enabled for case management.



7. Once the link is obtained, enter the browser with the URL and you will be able to view the information of the created case.



Note: Once the link is copied and closed, it will return to the application login.

My Portal

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



In My Portal, the user has the possibility to interact with an assistant (chatbot). It is connected to a knowledge base and responds with matches (cases, categories, articles) from the search or query. The available options are:

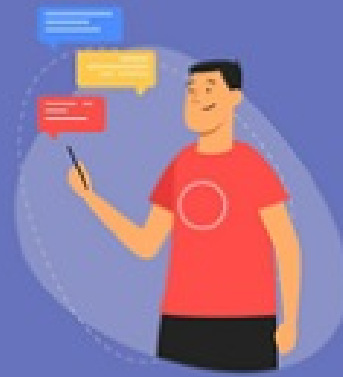


On this screen you will find the following options.

Options	Description
1. Floating menu	This option displays a floating menu of options: - Profile: Allows access to the user's profile option. - News: Allows you to navigate to the news option. - Log Out: Allows you to close the current session.
2. Write here	This option allows you to enter a query or search.
3. Go button	This option allows you to query the server
4. Taskbar	This option allows navigation to other sections such as create case, my requests, help and notifications

Other views

Enter a Petition



¿Cómo te podemos ayudar?

Caso



Mi portal



Crear caso



Mis solicitudes



Ayuda



Notificaciones

Answering an Inquiry

05:50 pm

Caso

PT

05:50 pm



Mira lo que encontré:



Caso Carga Masiva

Soporte ES



Caso Carga Masiva

Soporte ES



Caso Carga Masiva

Soporte ES



Caso Carga Masiva

Soporte ES

Escribe aquí ...



Mi portal



Crear caso



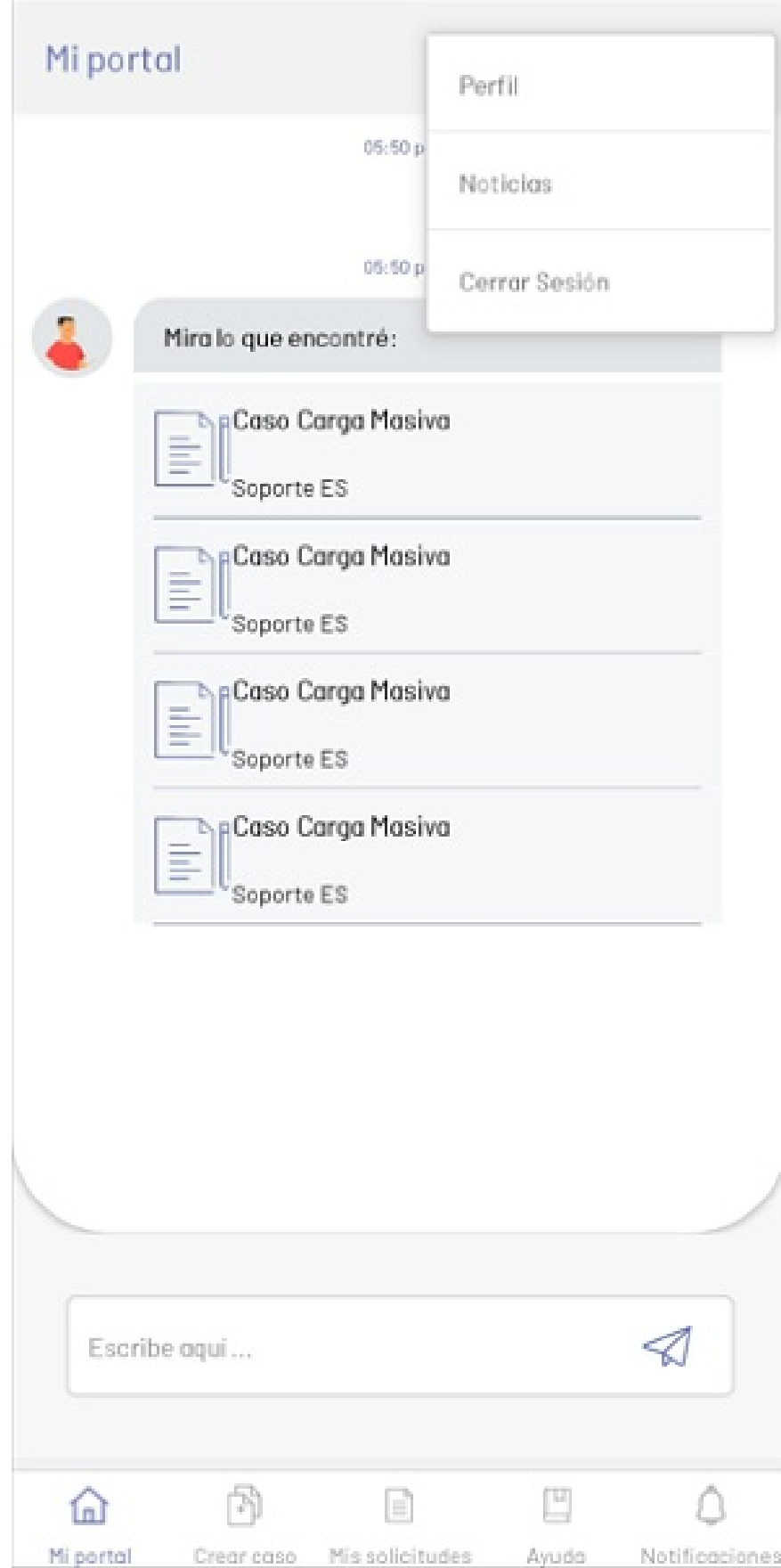
Mis solicitudes



Ayuda



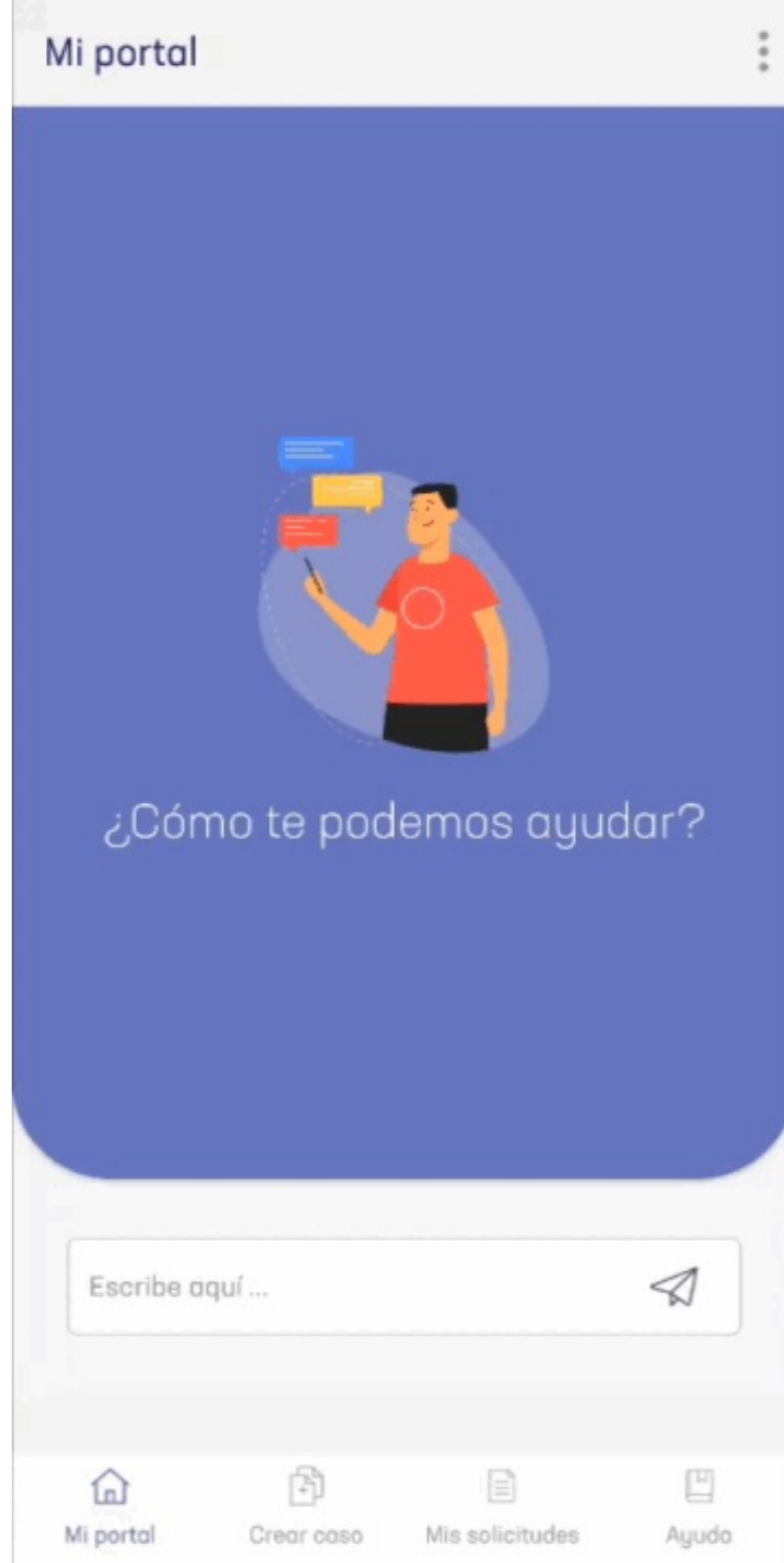
Notificaciones



Create Case

Create Case

This section of the application allows you to create a case from a service and a category.



1. In the AssistMe mobile console, on the My Portal taskbar, select the Create Case.



The first part corresponds to the selection of the service for which a case is required to be created. On this screen you will find the following options.

Options	Description
1. Floating menu	This section displays a floating menu with options such as Profile, News and Logout (described in My Portal).
2. Search	This section allows you to search for a service in the Most Used Services and Other Suggested Services sections.
3. Most used services	This section allows you to view a list of categories associated with the services most used by the client during the creation of requests or cases.
4. Other Suggested Services	This section shows all the services associated with the registered user’s projects. Note: The categories that have the check (home of users) in administration will be displayed View Services, if you have more than 20 categories with this configuration, only the first 20 will be listed in alphabetical order.

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

Crear caso

Perfil

Noticias

Cerrar Sesión

Crea tus caso con los servicios que necesitas.

Buscar



Servicios más usados



Estructura EN

des. Estructura

Servicio Asms pruebas EN

Soporte ES



Hardware

Hardware

servicio de infraestructur

Mesa de servicios

Otros servicios sugeridos



Arbol 1

Servicio Asms pruebas EN

Soporte ES



Arbol 1



Mi portal



Crear caso



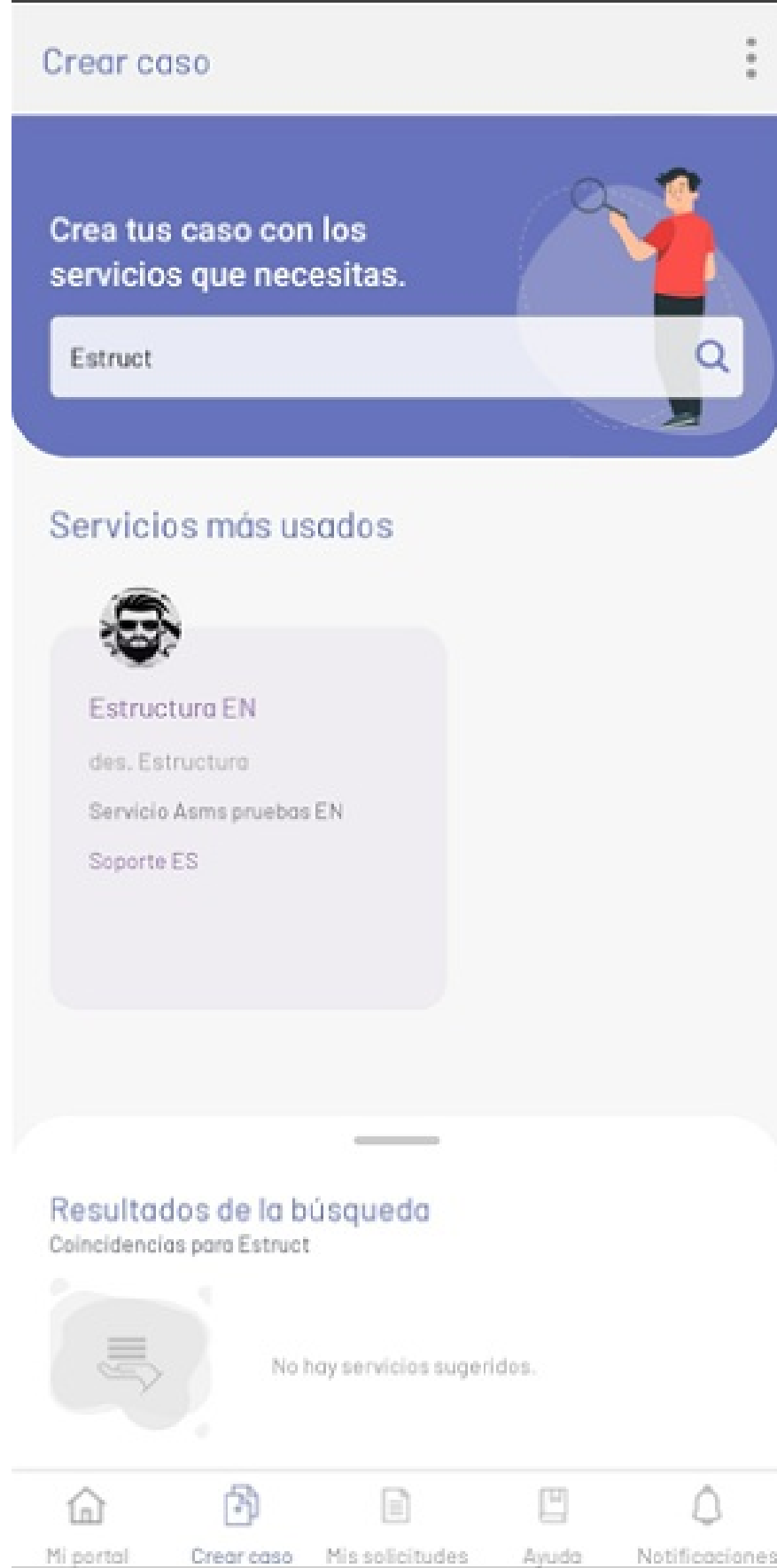
Mis solicitudes



Ayuda



Notificaciones



3. After selecting a service, the application redirects the user to the screen for the creation of the case associated with the selected service.

Crear caso

Estructura EN

Servicio Asms pruebas EN

Soporte ES

Tipo*

Cambios

Asunto*

Ingrese brevemente el asunto

Descripción

Ingrese brevemente la descripción

CI

Digite por lo menos una letra

Psa

Selecione...

Scope

Escribe aquí...

BackOutPlan

Selecione...

adicional1

Escribe aquí...

adicional2

Selecione...

Agregar adjuntos

Options	Description
1. Floating menu	This section displays a floating menu with options such as Profile, News and Logout (described in My Portal).
2. Type	This selection field appears when the category has been configured with more than one case type (Problem, Incident, Change, etc.).
3. Most used services	This section allows you to view a list of the services most used by the customer during the creation of requests or cases. The fields subject, description as well as additional fields depend on the classification of the category
4. Additional Fields	This section displays the additional fields configured for the service.
5. Create button	This option starts the creation process, after validating the required fields.
6. Attach Files	This option in the My Portal taskbar displays an ActionSheet with the available options for attaching files.

Create button view

- Additional Fields

←

Crear caso

BackOutPlan

Seleccione...



adicional1

Escribe aquí...

adicional2

Seleccione...



adicional3

DD/MM/AAAA HH:MM



adicional4

0




adicional5

Seleccione el servicio



adicional6

0

adicional7

Seleccione...



fecha

DD/MM/AAAA HH:MM



tiempo



Fecha y Hora

DD/MM/AAAA HH:MM



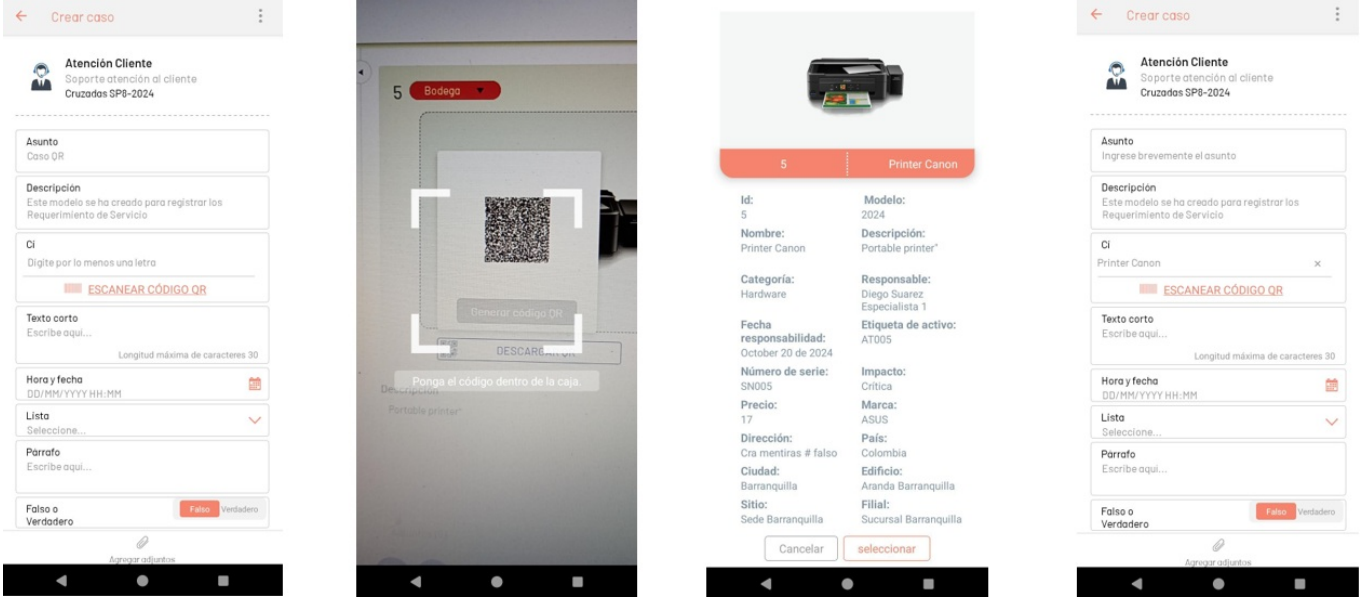
Crear



Agregar adjuntos

Create Case View

- Types of Cases



Note:

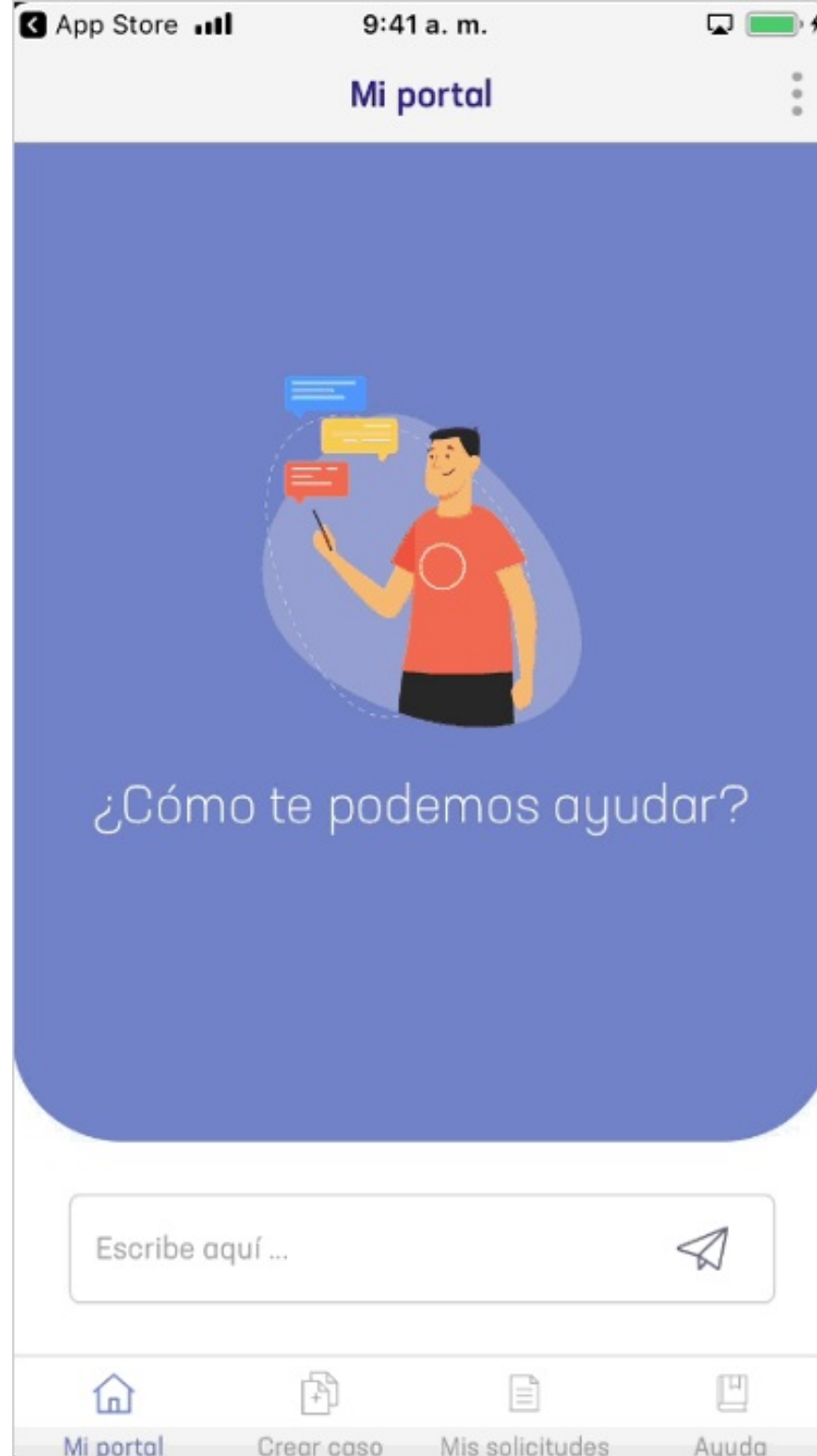
- When scanning an invalid QR code, in a completed state, or from a project that the user is not associated with, an error message will be displayed.
- By clicking Cancel, the scanning camera is closed; when you click Accept, returns to the camera to allow scanning of another QR code.



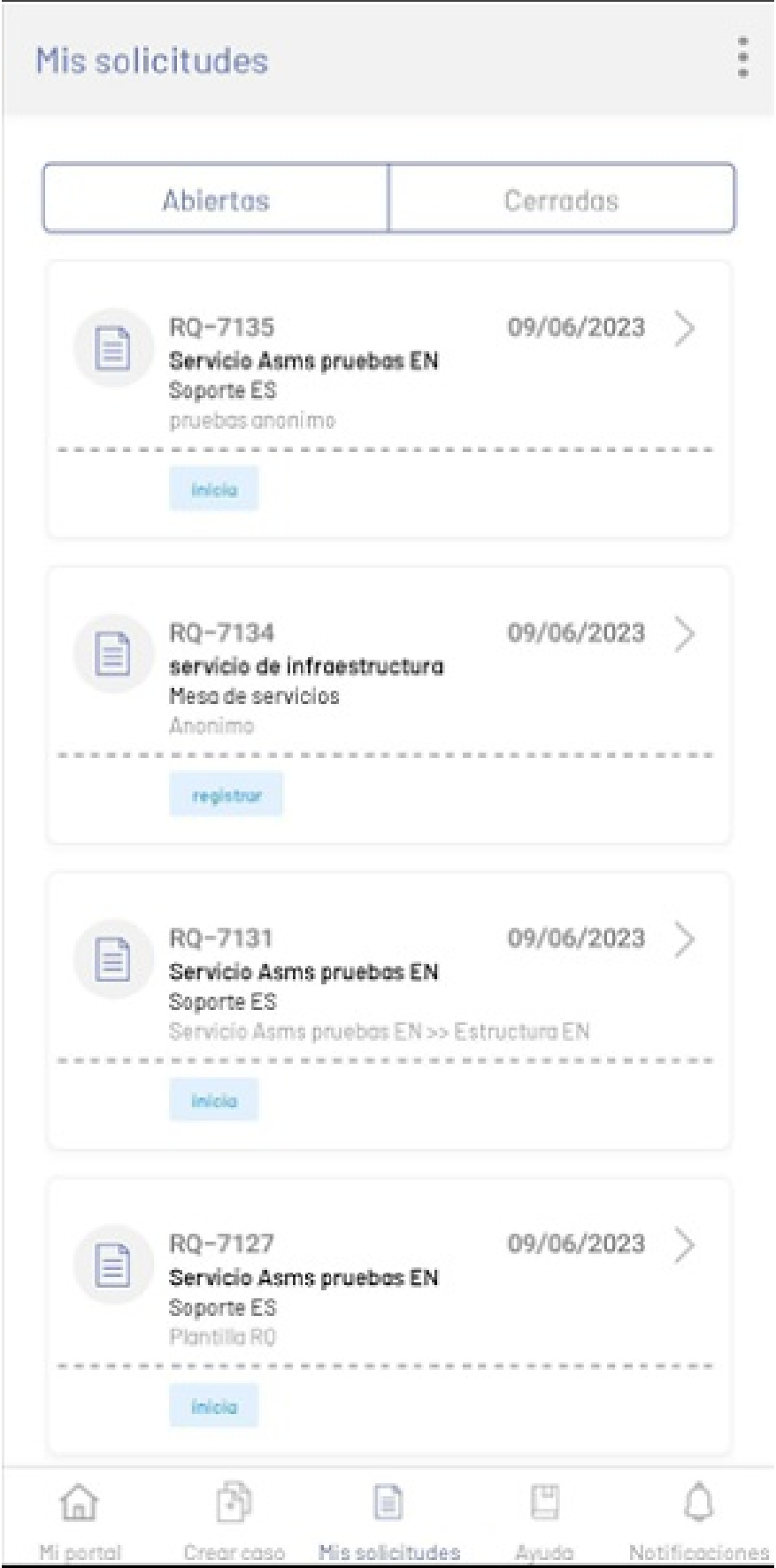
My Requests

My Requests

In this section you can consult a request on the Aranda AssistMe mobile console.



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



This option displays the cases or requests created in a list and allows you to access their details. In the list of cases or requests, you can filter by open or closed.

Options	Description
1. Floating menu	This section displays a floating menu with options such as Ascending, Down, Profile, News and Log Out (described in My Portal).
2. Open/Closed Filter	This option filters the cases found in Open and Closed.
3. List of Cases	This section allows you to view a list of the cases that meet the with the criteria of filter and order.

If there are no cases or none with the filters, a watermark is displayed informing that there are no matches. 2. When searching for services does not return results, a watermark is displayed:



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

Detalle solicitud

RQ-7135

Servicio Asms pruebas EN

Soporte ES

09/06/2023

Ver más

Estado

inicia

localidad

ciudad bolivar

Adicional tipo adj.

dwlsdwk00087N-Log.log

Campo f/v

Falso

Campo Catalogo

rama2

Campo Arbol2

rama1

Campo moneda

€ 7.890

Ubicacion pruebas

Sin información

TIPO LIST

NUEVO

tipo lista2

N/A

tipolist3

si

adjunto

Sin información

Decimal

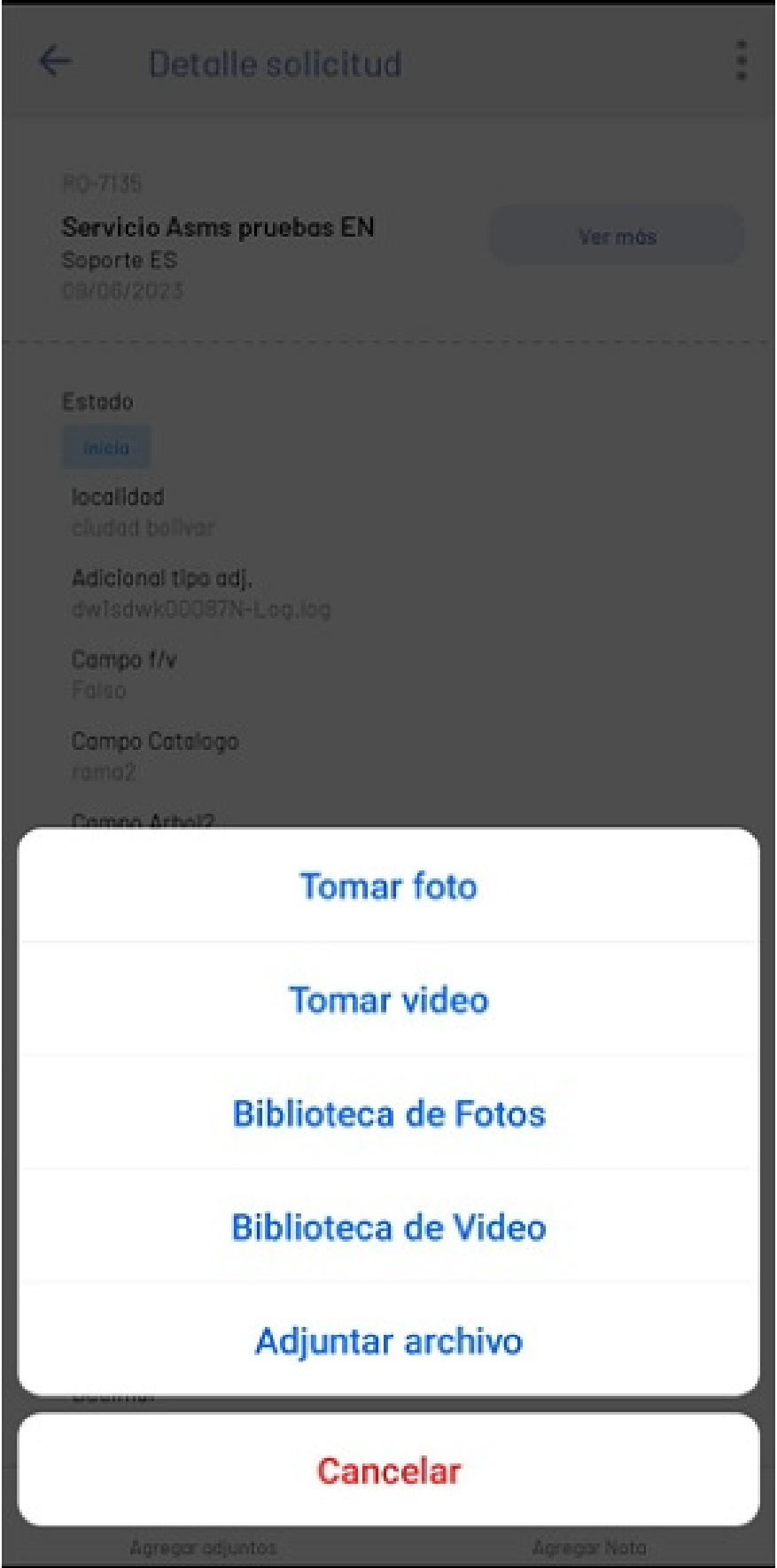
87.656

Agregar adjuntos

Agregar Nota

Options	Description
1. Floating menu	This section displays a floating menu with options such as Profile, News and Log Out (described in My Portal).
2. Case Information.	This section shows the general information of the Case: Case number, project, service, category, and creation date.
3. View Description Button	This option allows you to redirect to another view with the description of the case.
4. Additional Fields	This section shows the information provided for each additional field or the legend No Information.
5. Add Attachment	This option displays a list of options to attach files from different sources.
6. Add Note	This option redirects to a new section for creating notes.

4. When selecting the Add Attachments on the taskbar, the following options are available to you:



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

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

RQ-7135

Servicio Asms pruebas EN

Soporte ES

09/06/2023

service pruebas

pruebas de funcionalidad, modelos y servicios.

edición service pruebas

Options	Description
1. Floating menu	This section displays a floating menu with options such as Profile, News and Log Out (described in My Portal).
2. Case Information	This option presents the general information of the case: Case number, project, service, category, and creation date.
3. Description of the application	This option expands the information in the request.

6. When selecting the Add Note on the taskbar, a field is enabled to enter the text of the note. When I finished, I selected the Add Note button, the system sends the request to add this information to the case.

- Note:
- If in the ASMSAdministrator, in the Projects > Settings, check is active Not allowing the client to include notes to the case, it will not be possible to add notes to the case. This restriction applies to the following case types: Changes, Incidents, Problems and Service Requirements. {: #important}

Some

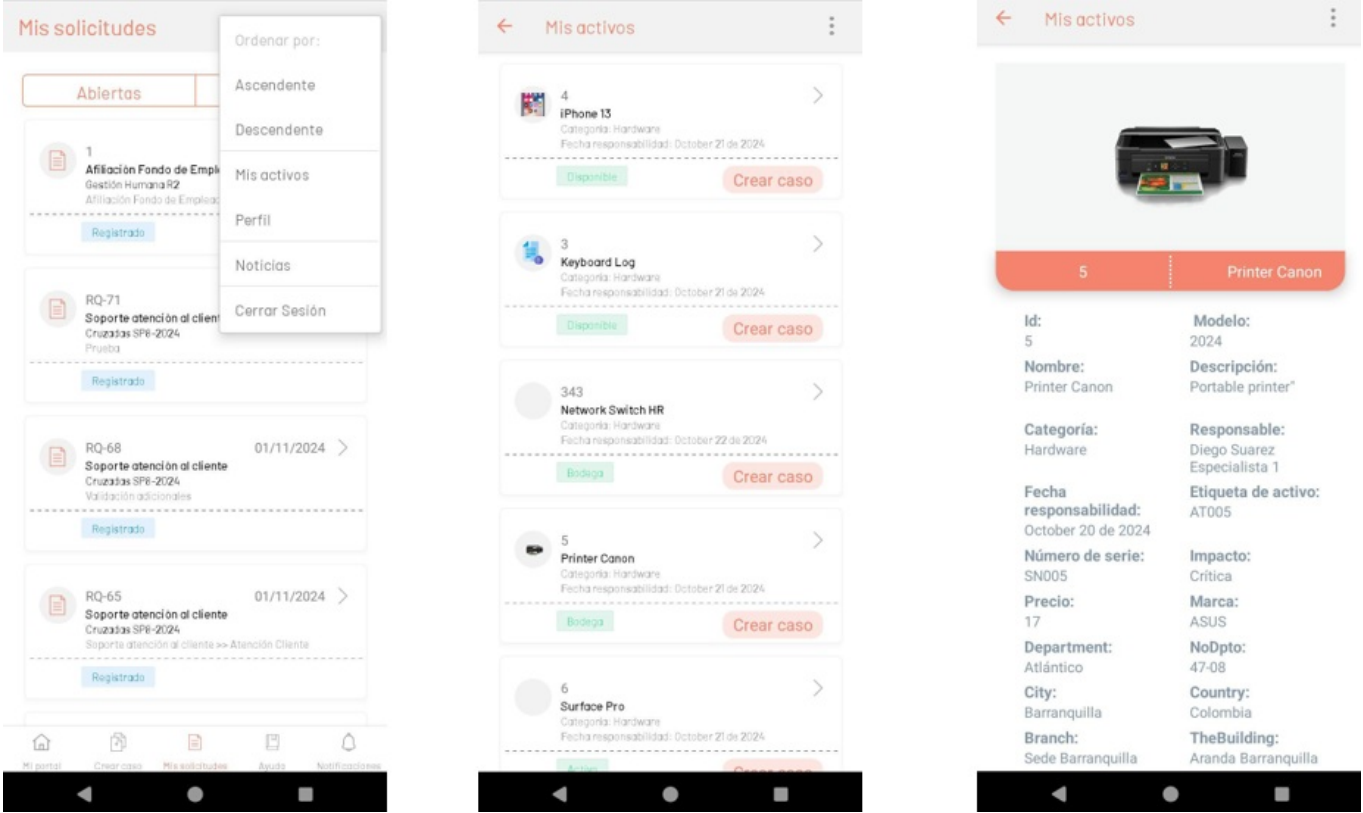
AGREGAR NOTA

My Assets

This functionality allows the user to view the ICs that they are responsible for or use. The listing provides an organized view of the assets associated with the user.

Steps to view the associated assets:

1. Go to the My Requests and click on the three options dots.
2. In the floating window, select My Assets.
3. In the view of My Assets, the ICs that the user is responsible for or makes use of will be displayed.
4. Each CI in the list is presented on a card that shows: image, name, ID, category, date of responsibility, and status.
5. When you select an IC, detailed information about it is displayed.



Create Case from a CI

To start the process of creating a case, click the Create Case. This will redirect to the case creation window, where you will need to select the service and the type of case to create. Once selected, the IC will be automatically assigned on the case creation form, where you can fill in the required information and finalize the creation.

Note:

- If the CI does not belong to the project when you select the project, a message is displayed with the options Cancel to return to the previous service view or Accept to return to the My Assets to select another asset. { : #important}

Notifications

Approvals

In this section, you can view the end-user approvals.



1. In the AssistMe mobile console, on the My Portal taskbar, select the Notifications.



Pendientes Aprobación



CH-{{id}}

29/06/2022

**Servicio Asms pruebas**

Soporte

Servicio Asms pruebas >> Estructura PT

proceso



CH-4397

26/07/2022

**Servicio Asms pruebas**

Soporte

Servicio Asms pruebas EN >> Estructura EN

proceso



CH-5567

05/10/2022

**Servicio Asms pruebas**

Soporte

Servicio Asms pruebas EN >> Estructura EN

proceso



CH-3983

08/07/2022

**Servicio Asms pruebas**

Soporte

Servicio Asms pruebas >> Estructura PT

proceso



Mi portal



Crear caso



Mis solicitudes



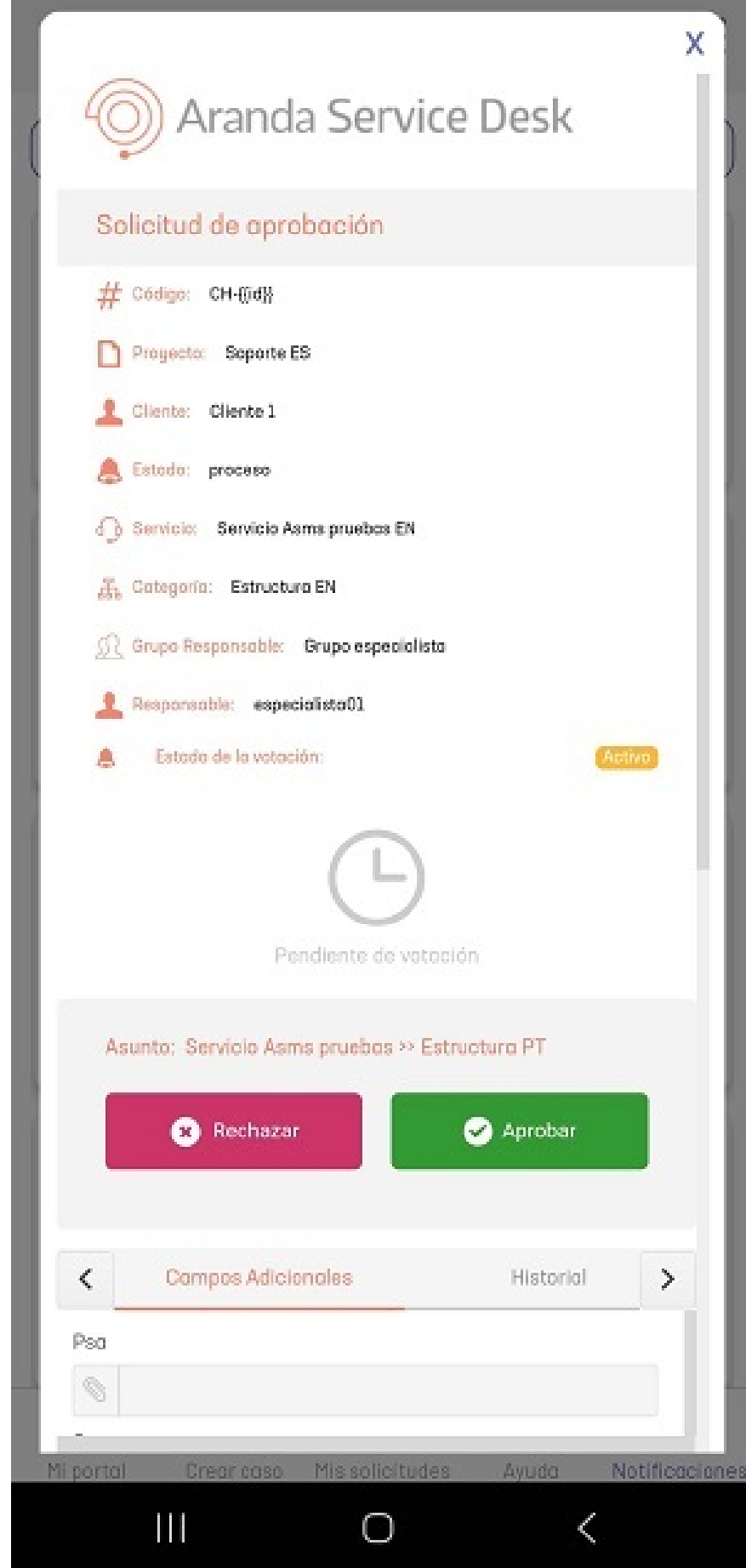
Ayuda



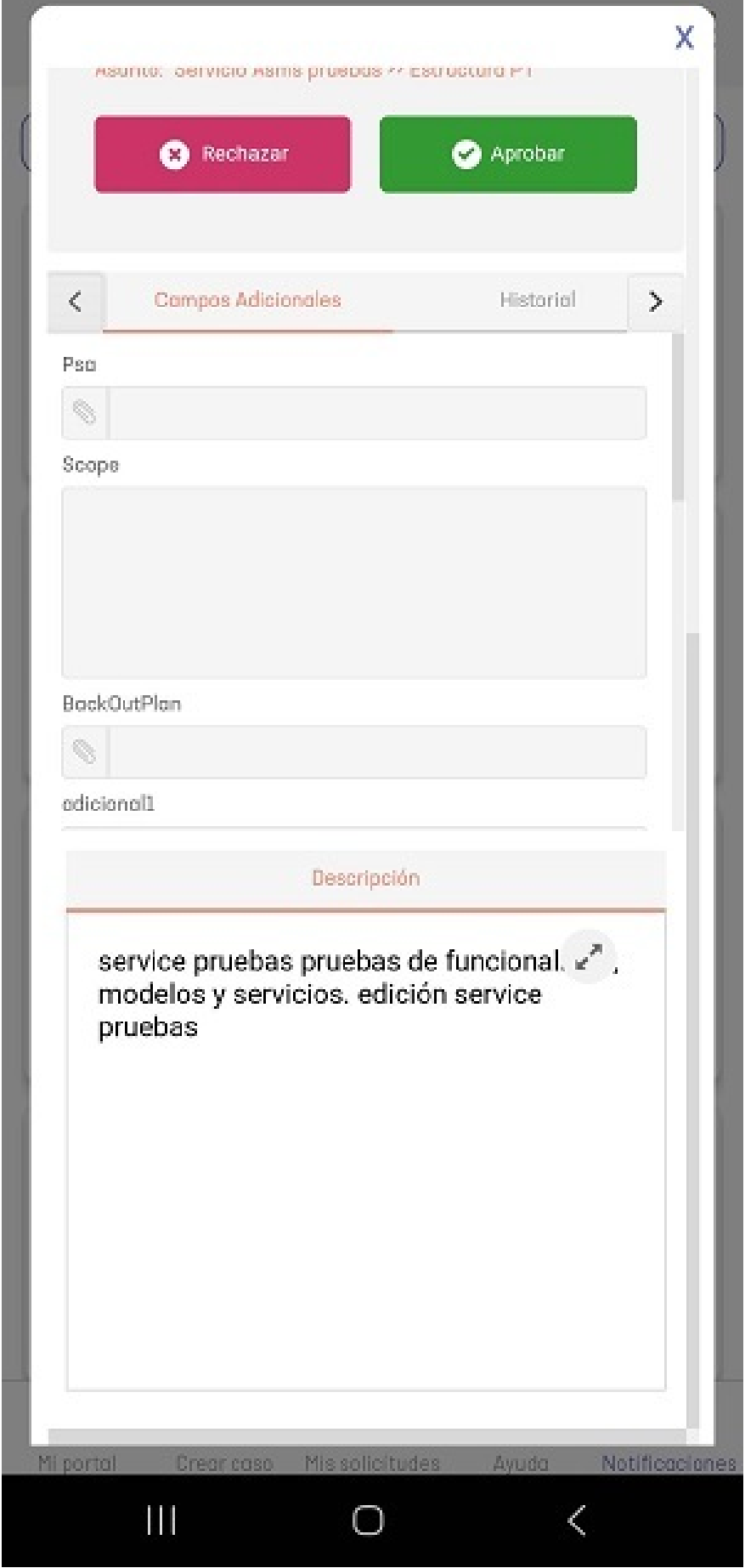
Notificaciones



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



2. When entering an approval, you will be able to view the additional fields, history, attachments, and approval detail.

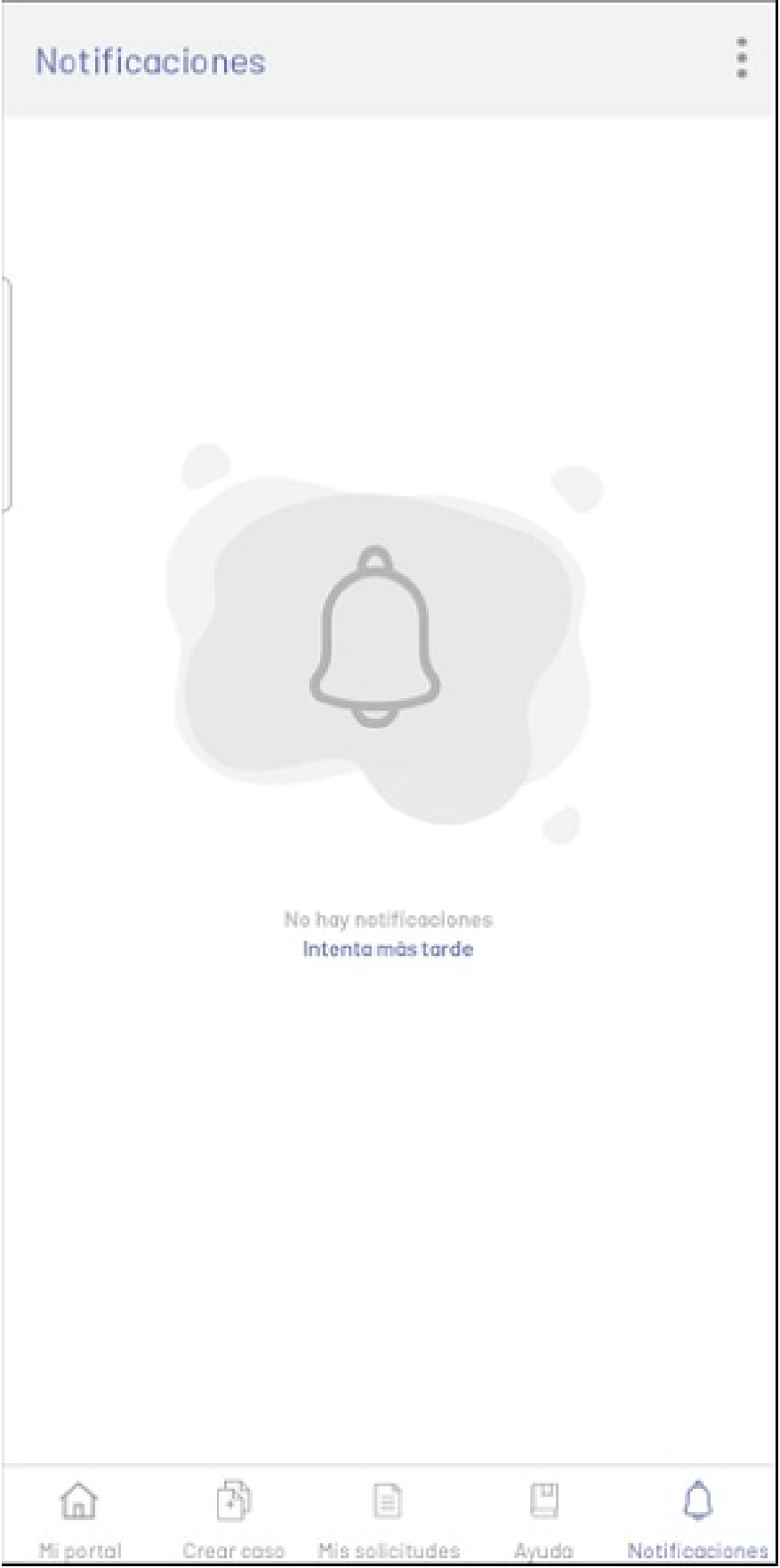


Options	Description
1. Approve	This option will approve the case and switch to the configured state.
2. Reject	This option will reject the case and change to the configured state.

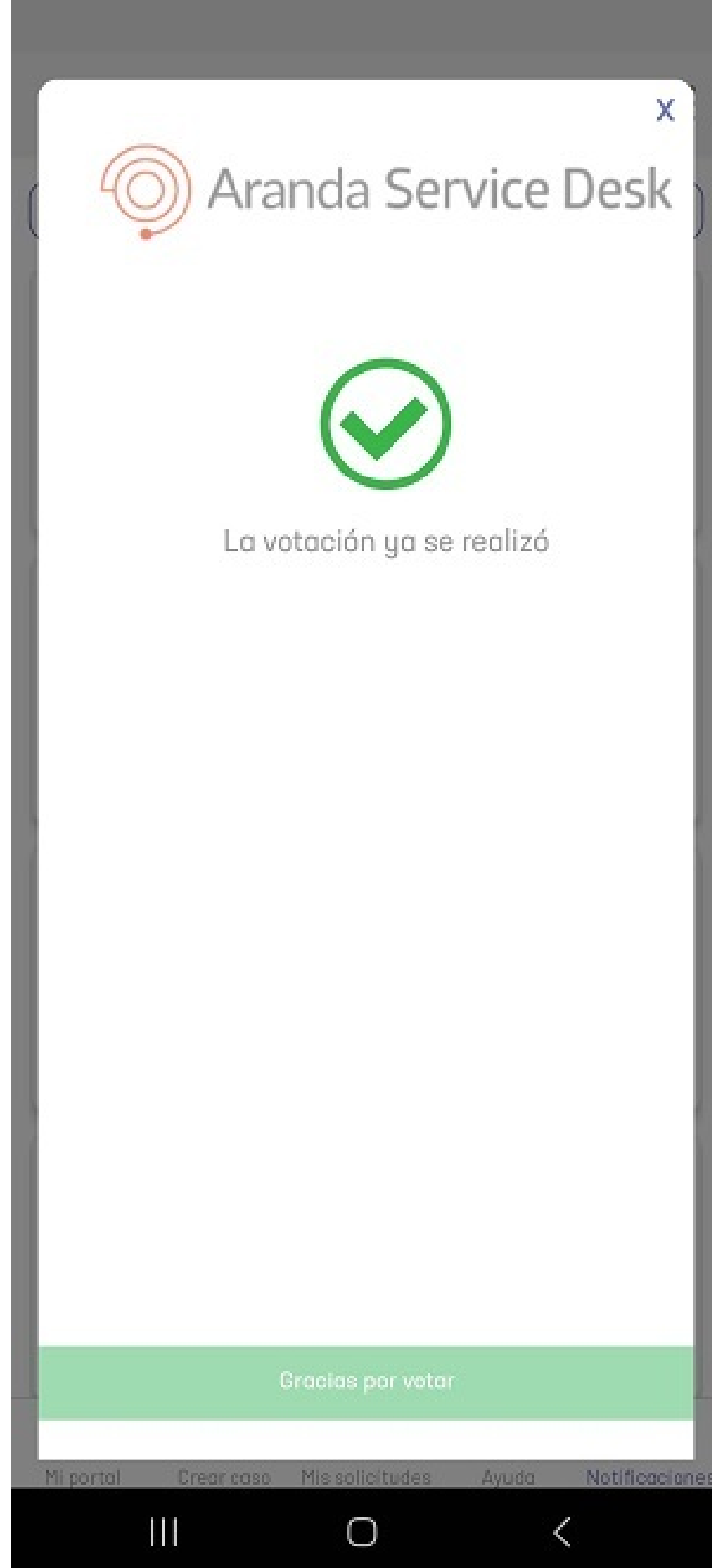




3. When there are no pending approvals for the user, a watermark is displayed:



4. After voting a message confirming the vote will be displayed, when reloading the approval the approval will not be displayed in the list.



Surveys

In this section, you can view the end-user surveys.



1. In the AssistMe mobile console, on the My Portal taskbar, select the Notifications.

Notificaciones

Pendientes Aprobación

Encuestas

RQ-7355

Requerimiento de Servicio

Encuesta RQ

Publicado

RQ-7361

Requerimiento de Servicio

Encuesta RQ

Publicado

RQ-7367

Requerimiento de Servicio

Encuesta RQ

Publicado

RQ-7371

Requerimiento de Servicio

Encuesta RQ

Publicado

Mi portal

Crear caso

Mis solicitudes

Ayuda

Notificaciones

In the Surveys A list of cases or requests with pending surveys is displayed, allowing access to their details to send the respective responses.

X

Encuesta de Satisfacción al Cliente

Encuesta AT

Des. Encuesta RQ

Detalle del caso

RQ-7255

Asunto:

Problema RQ

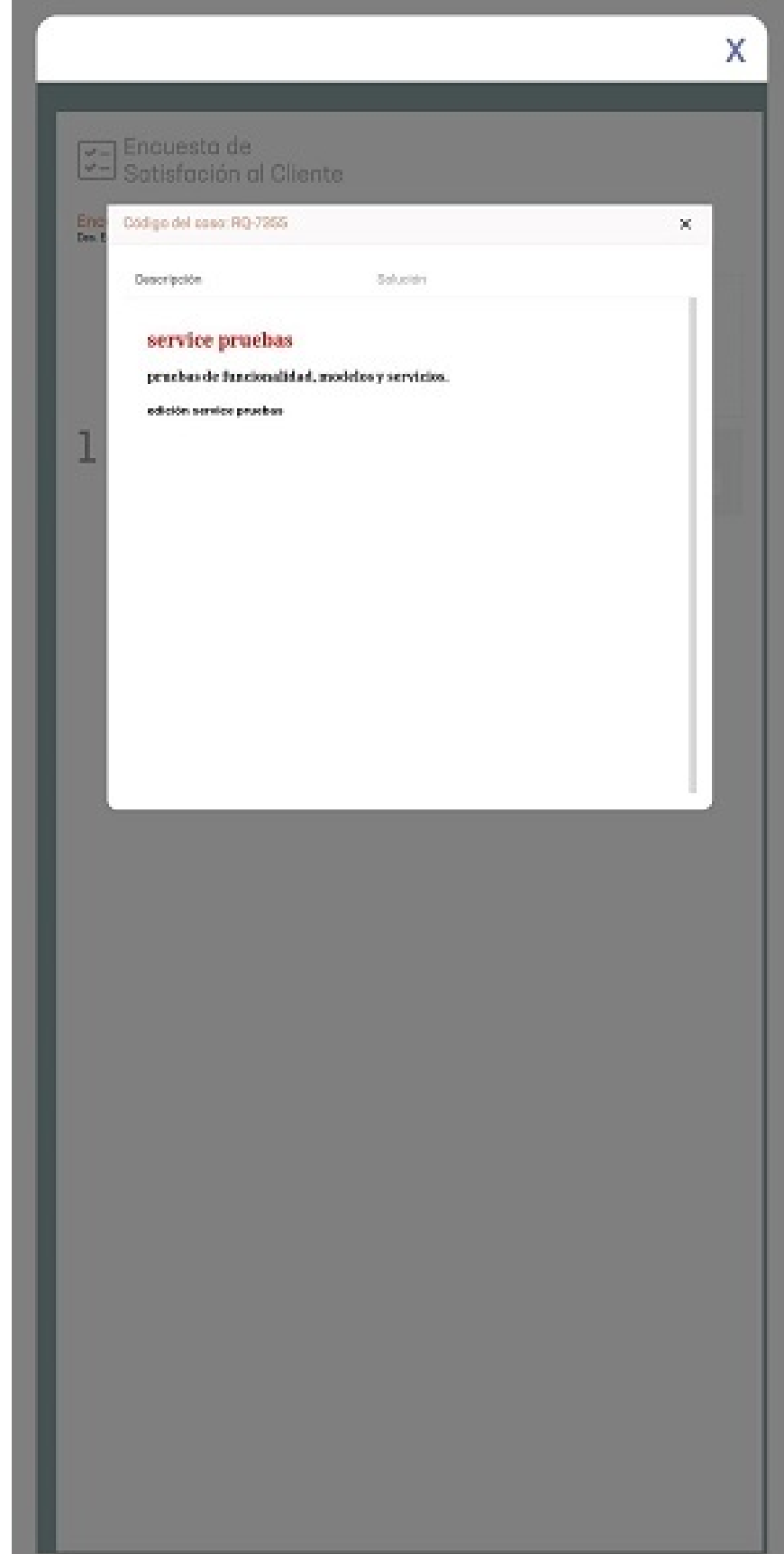
VER DETALLE

1

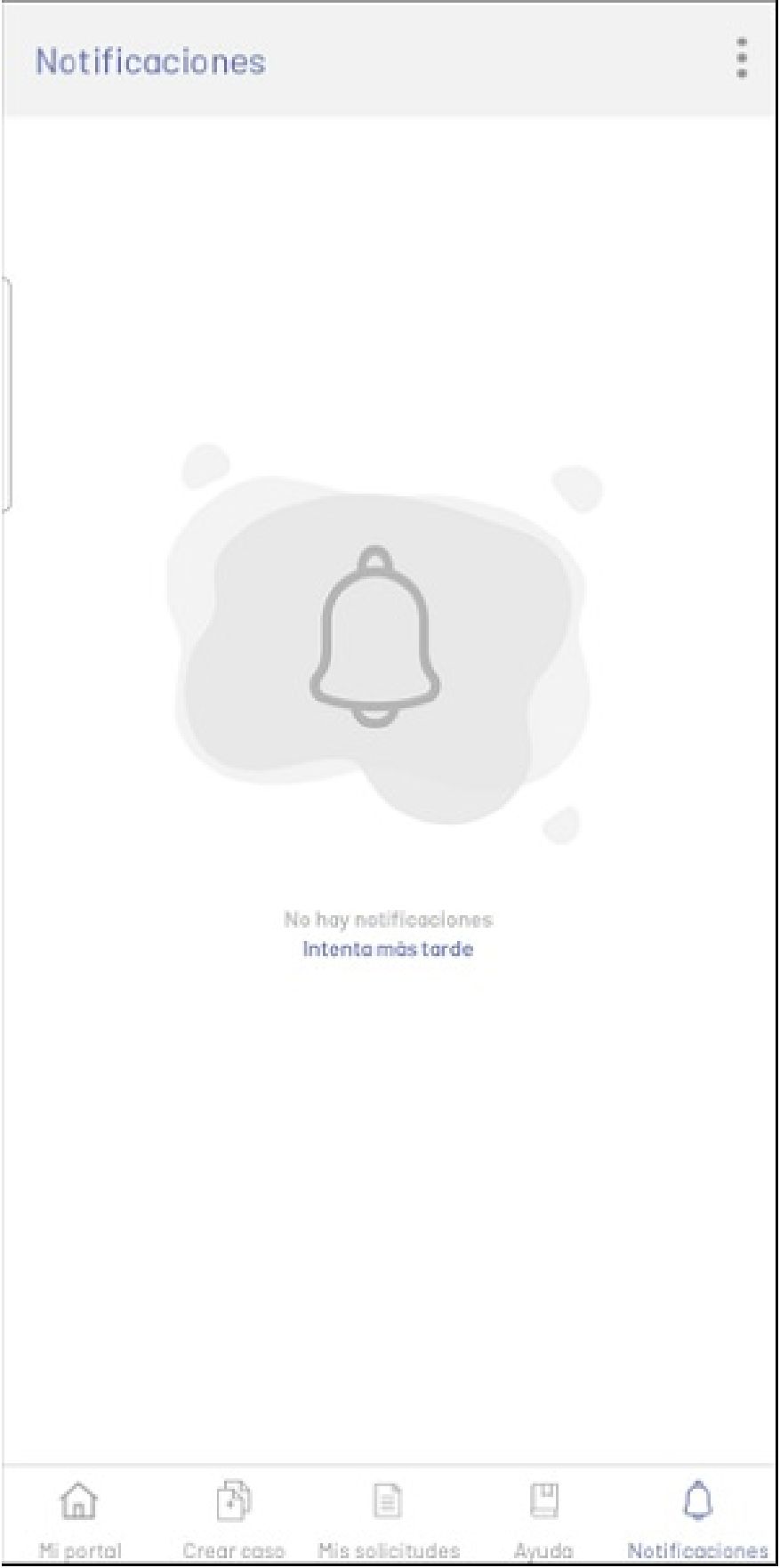
Se siente satisfecho con el servicio?

Crear Encuesta

2. When entering a survey you will be able to view the list of questions, the case code and the detail of the survey.



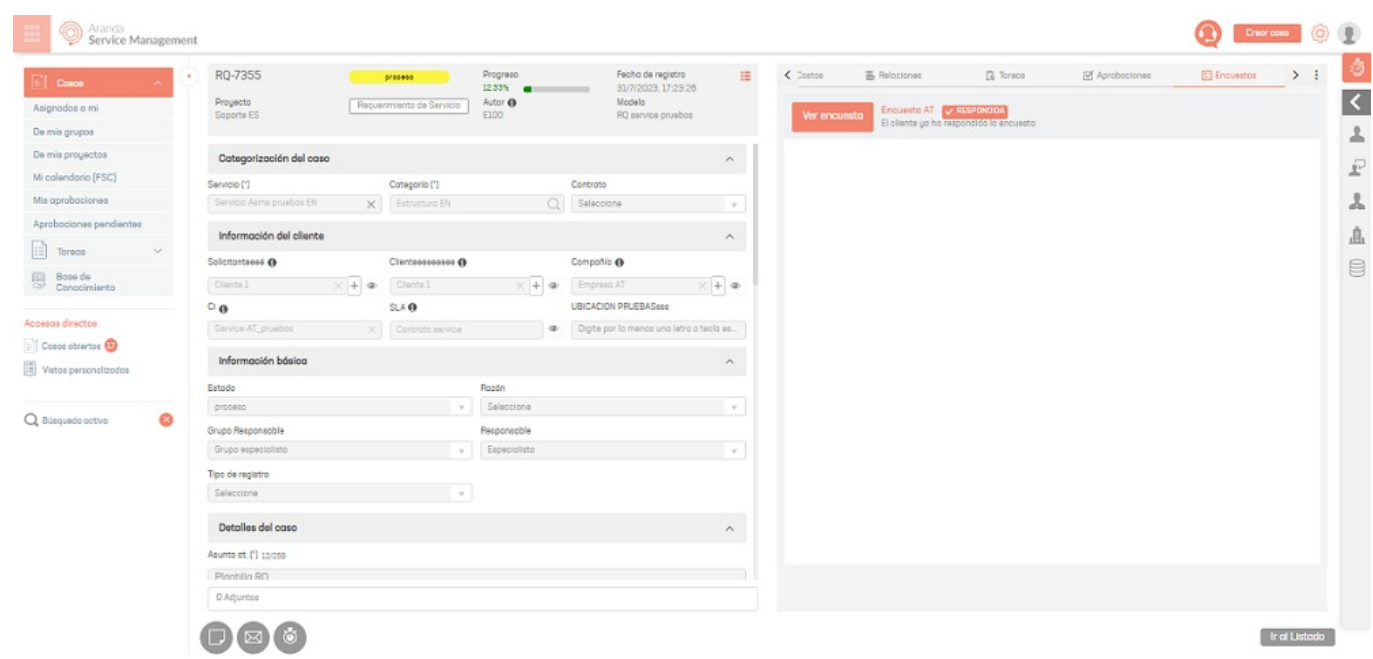
3. If there are no pending surveys for the user, the following watermark is displayed:



4. After you submit the survey responses, a message of confirmation, when reloading the survey will not be displayed in the list.



⏏ Note: To view the solved surveys, enter the corresponding case in the specialist console, like this:





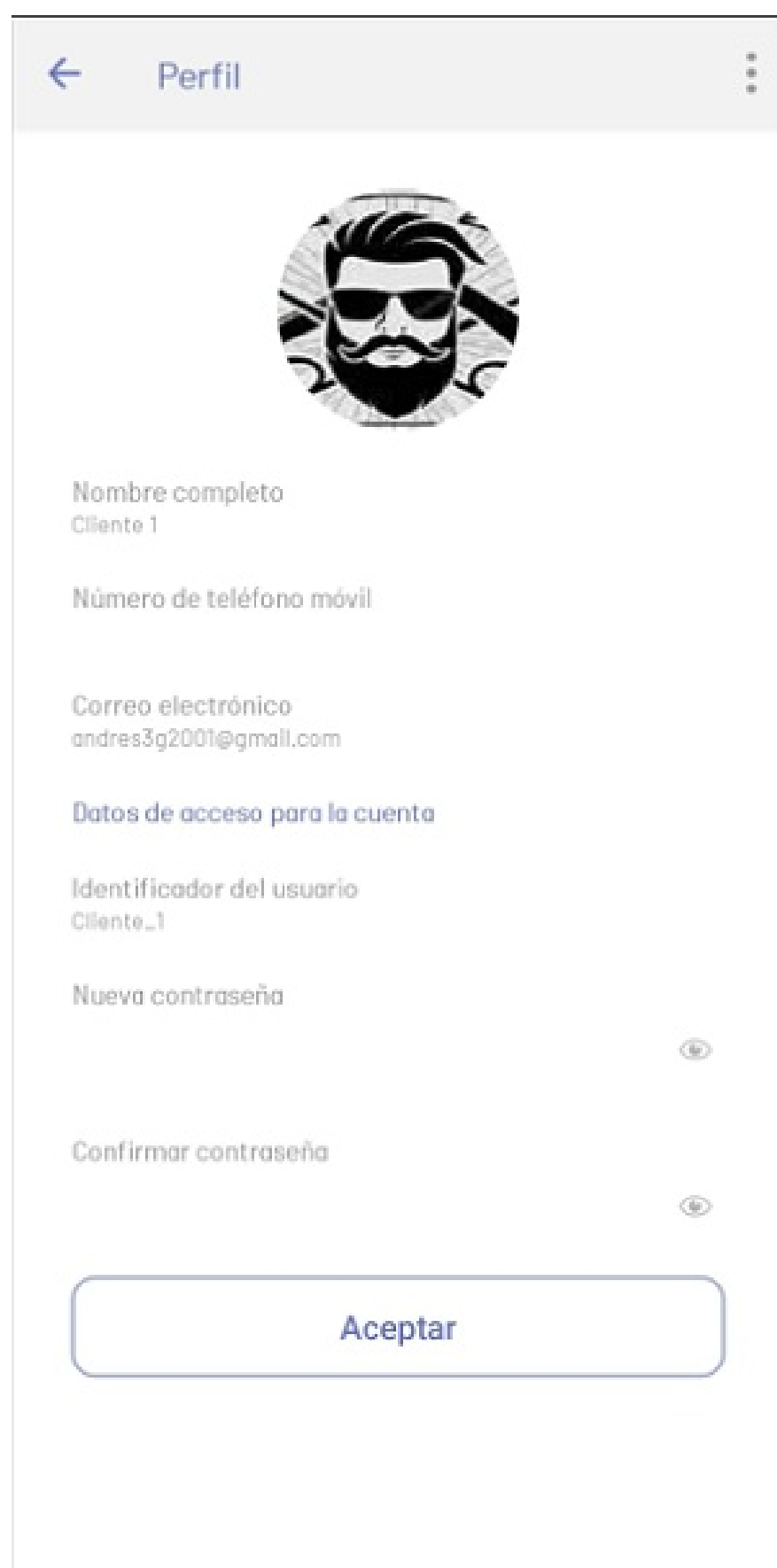
Other features

Other features

The My Portal view in AssistMe displays available options (profile and news) through a floating menu that shares the Create Case, My Requests and Help.

Profile

La opción de Perfil permite visualizar la información del usuario y actualizar la contraseña. 1. In the AssistMe mobile console, on the My Portal taskbar, select one of the available options (Create Case, My Requests, Help). 2. Once the section is defined, display the floating menu and select the option Profile. The available fields are:

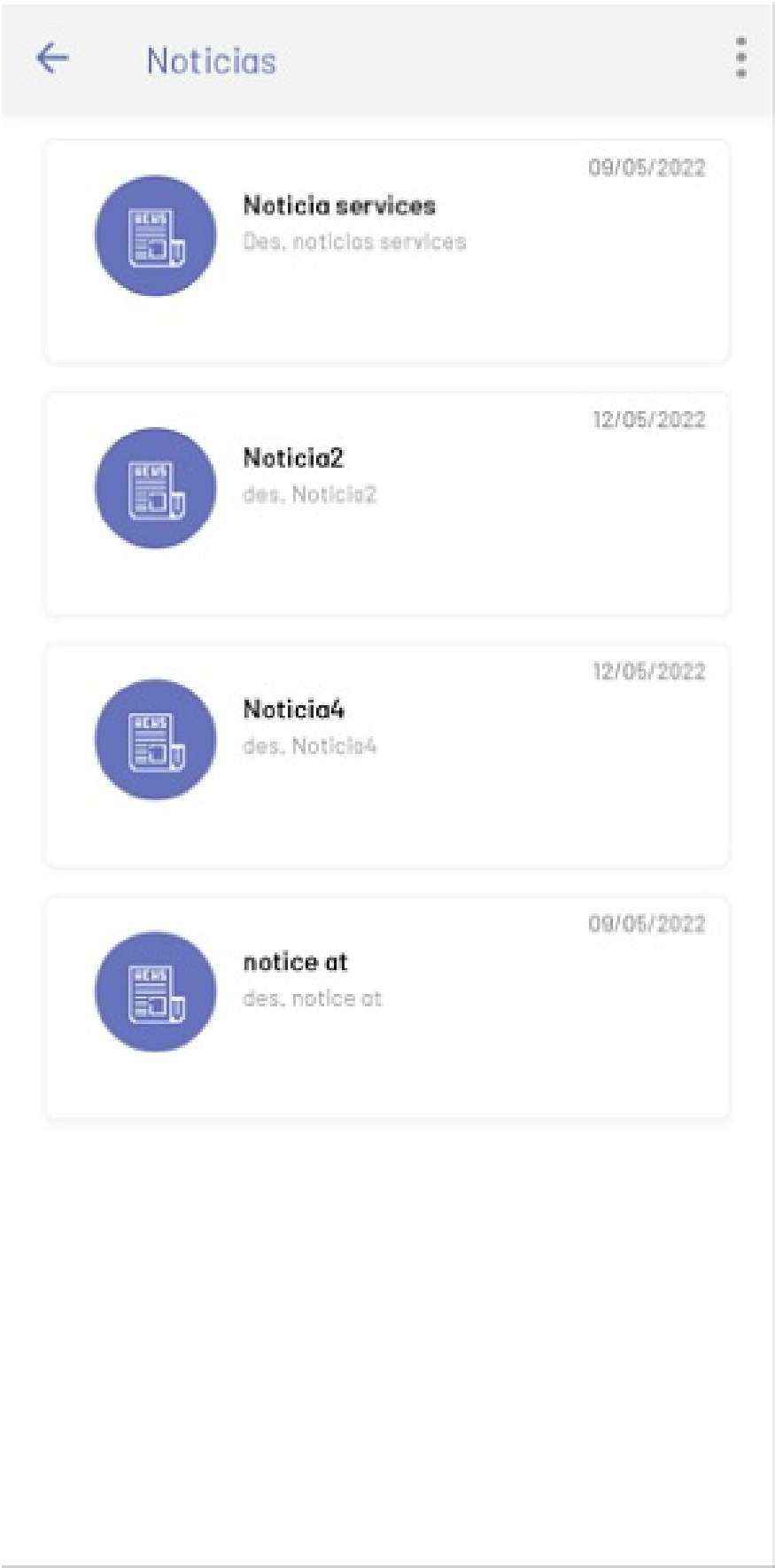


Options	Description
User Image	In this section, the image configured for the user is displayed, If you do not have an image configured, one is displayed by default.
User Data	This option allows you to view user information: name, mobile phone, email.
Account login details	In this section you can enter the new password for the account.
OK button	This option allows you to submit the change request for password for the user.

News

The News option allows you to view a list with the news configured for the user. The available fields are:

- 1. In the AssistMe mobile console, on the My Portal taskbar, select one of the available options (Create Case, My Requests, Help).
- 2. Once the section is defined, display the floating menu and select the option News. The available fields are:

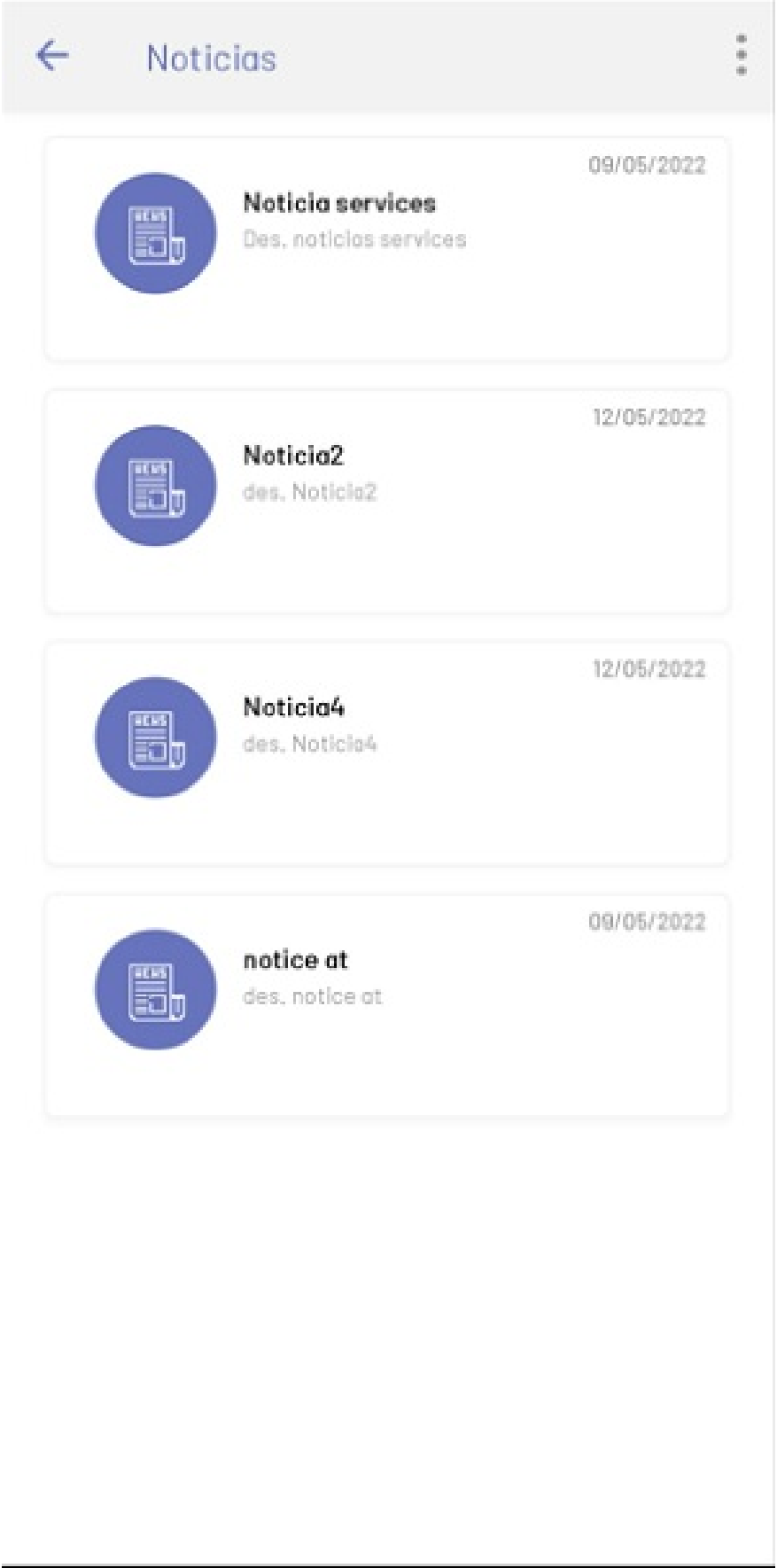


- 3. This list presents the general information of each news item: date of publication, title, summary. Selecting the news item redirects you to the detail of it.



News

The news screen displays a list of the news configured for the user.



On this screen you will find the following options.

Options	Description
1. Floating menu	This option displays a floating menu of options: - Profile: Allows access to the user's profile option. - News: Allows you to navigate to the news option. - Sign Out: Allows you to log out of the current session.
2. News listing	This list shows cards with the general information of each news: date of publication, title, summary.

When you tap on the card, the detail of the news is redirected



On this screen you will find the following options.

Options	Description
1. Floating menu	This option displays a floating menu of options: - Profile: Allows access to the user's profile option. - News: Allows you to navigate to the news option. - Sign Out: Allows you to log out of the current session.
2. News content	It is a webview container where the news is displayed.

Profile

The profile screen displays the user's information and update the password.

Perfil

Nombre completo

Cliente 1

Número de teléfono móvil

Correo electrónico

andres3g2001@gmail.com

Datos de acceso para la cuenta

Identificador del usuario

Cliente_1

Nueva contraseña

Confirmar contraseña

Aceptar

On this screen you will find the following options.

Options	Description
1. Floating menu	Displays a floating menu of options: - Profile: Allows access to the user's profile option. - News: Allows you to navigate to the news option. - Sign Out: Allows you to log out of the current session.
2. User image	In this option, the image configured for the user is displayed, in case of not having an image configured, one is shown by default.
3. User Data	This option presents user information: name, mobile phone, email.
4. Account access details	In this section you can enter the new password for the account.
5. OK button	This option sends the password change request to the user.

Push Notifications

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

Configuration

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

Note:

The option to send push notification only applies to Rules in the Service Desk session for the Changes, Incidents, and Service Requirements case types.

The Customer user must be authenticated in the AssistMe app to receive notifications. The authenticated user’s data will be saved in the ASMS_USER_MOBILE.

You must have a push server for message processing.

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

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

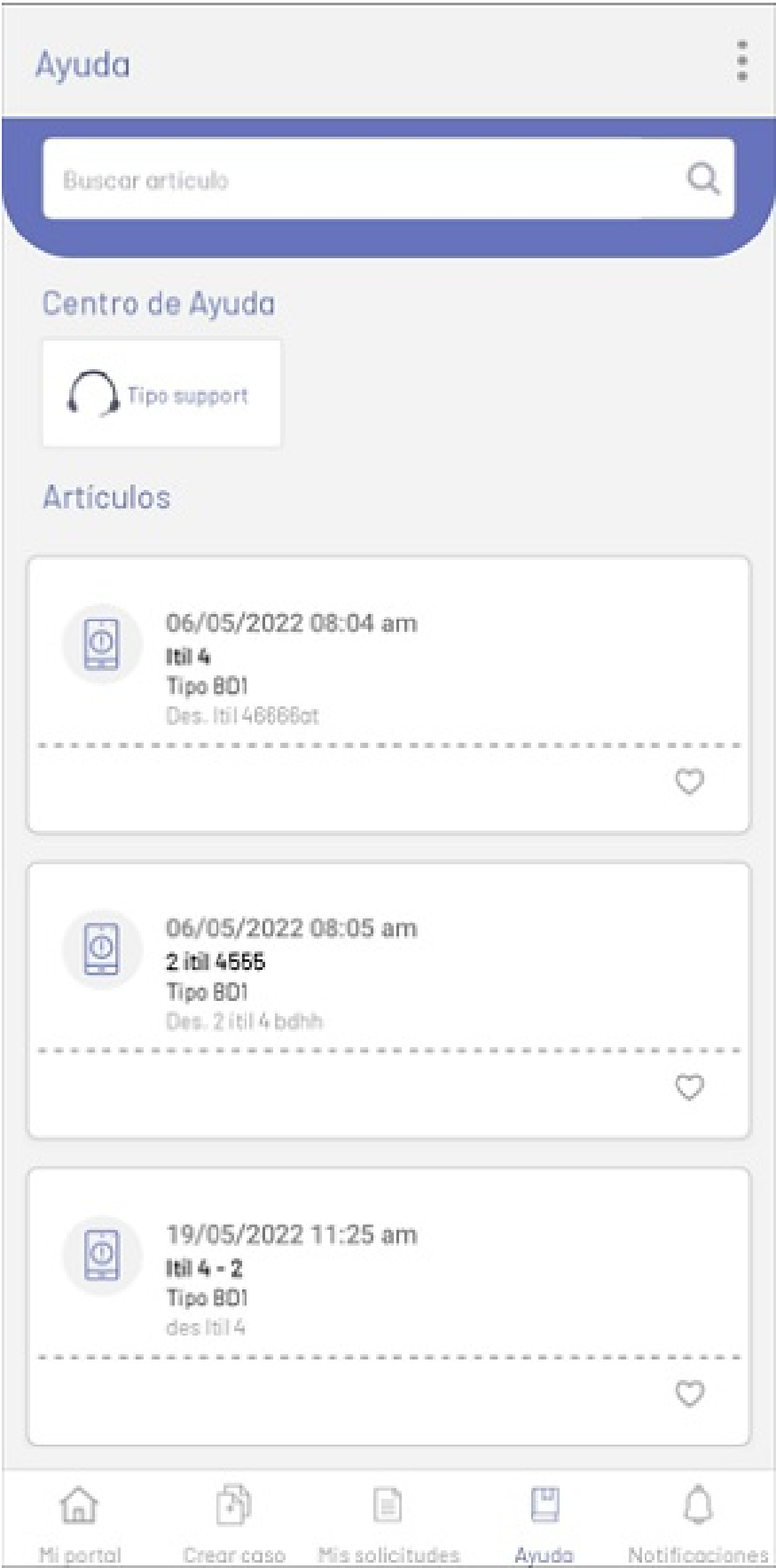
Help

Help

For general help information such as support documents, FAQs, common issues, user guides.



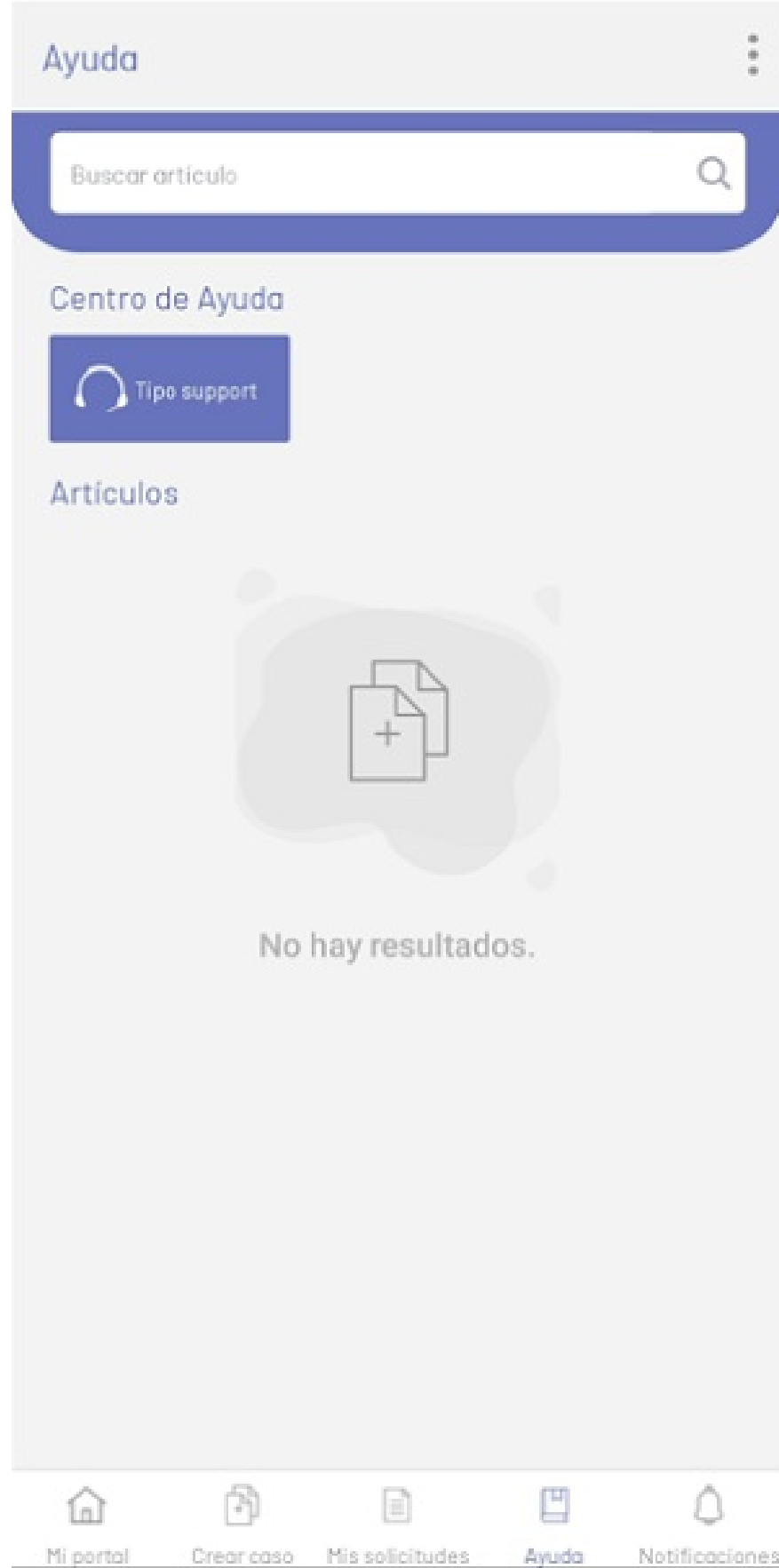
1. In the AssistMe mobile console, on the My Portal taskbar, select the Help.



This option displays the available help articles and options for accessing this information:

Options	Description
1. Floating menu	This section displays a floating menu with options such as All Items, Favorites, Profile, News and Logout Articles (described in My Portal).
2. Search for items	This option allows you to search for articles that contain information or have relationship with the text entered.
3. Help Center	This section displays the grouping categories of the articles (general information, manuals); When selecting a category, I know Filter the list of available items.
4. Articles	This option displays a list with the items configured in the different Categories; Selecting the item expands on the item’s detail.

When searching or filtering by item category doesn’t return results, a watermark is displayed informing you that there are no matches.



2. After selecting a help article, the user will be able to view the item's detail.



Options	Description
1. Floating menu	This section displays a floating menu with options such as Profile, News and Log Out (described in My Portal).
2. Article Information	This section displays the information associated with the item like: Publication date, name, category, favorite.
3. Total Rating	This section shows the grade of the item; If the user has not generated the qualification, when you touch a pop-up window is displayed to perform the qualification; otherwise an informative message is presented indicating that the qualification has already been made.
4. Article Content	This section shows the information in the item.

By selecting the article rating option, you will be able to rate the article by marking the stars and entering an additional comment. Finally, the grade is sent.



08:05 AM

Artículo testing

Tipo B01



Calificar este artículo



4

Dejen su comentario

Aceptar

0 Adjunto

