



Archiva Customer Care

User Manual

archivagroup.com

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1.0 Introduction

The Archiva Group Customer Care portal is the tool through which you can **send a request for technical or functional support to the Customer Care department.**

The system is accessible from any browser and device and allows applicants to independently check the status of their reports and interact with the departments that manage them.

This tool is the point of contact between customers and Customer Care staff, who are responsible for organising, sorting and processing each request in order to ensure customer satisfaction.

Support requests are created through a simple and clear guided procedure.

This method ensures that reports are opened correctly, assigned the most appropriate priority level, quickly directed to the relevant department and monitored for status.

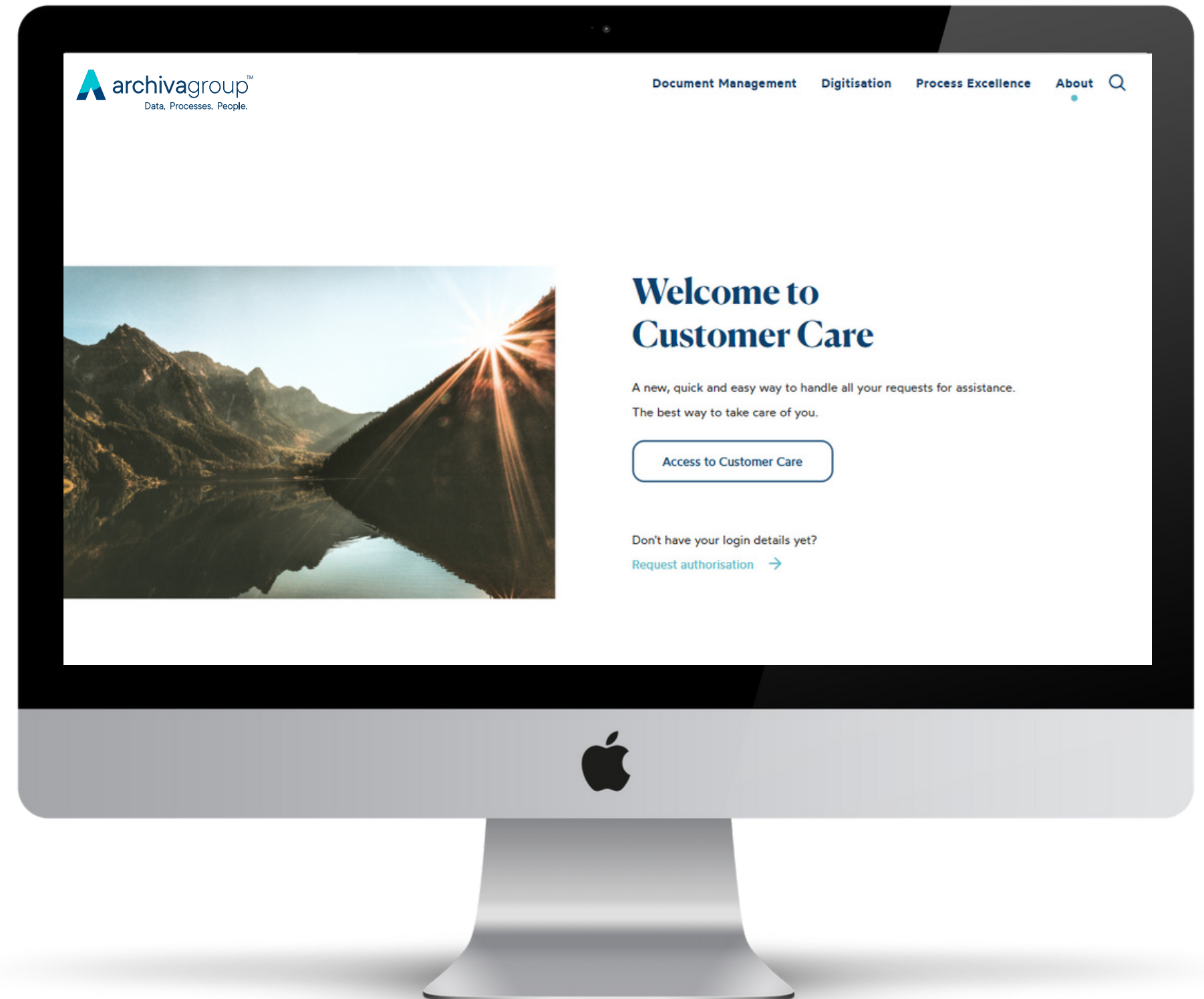


2.0 Account Registration

For reasons of security and confidentiality of information, access to the Archiva Group Customer Care portal is subject to user registration.

Registration can be requested from your internal User Contact for services provided by Archiva or by accessing the following web page:

<https://www.archivagroup.com/en/about/customer-care>



2.0 Account Registration

- 1 To register directly from the portal, click on the button:
"Request Authorisation".

You will be asked to complete the following form.
Fill in the required fields and click on the button **"Send"**.



Welcome to Customer Care

A new, quick and easy way to handle all your requests for assistance.

The best way to take care of you.

Access to Customer Care

Don't have your login details yet?

[Request authorisation](#) →

1

Request the qualification

If you want to request a home from the Archiva Customer Care platform, leave us your details, you will be contacted as soon as possible by one of our consultants.

Name *

Company *

Last name *

Email *

☐ In order to receive information or feedback on the request, for the purposes described in letter a), I declare that I am of age and that I have understood the [Data Protection Notice](#).



Sono un essere umano



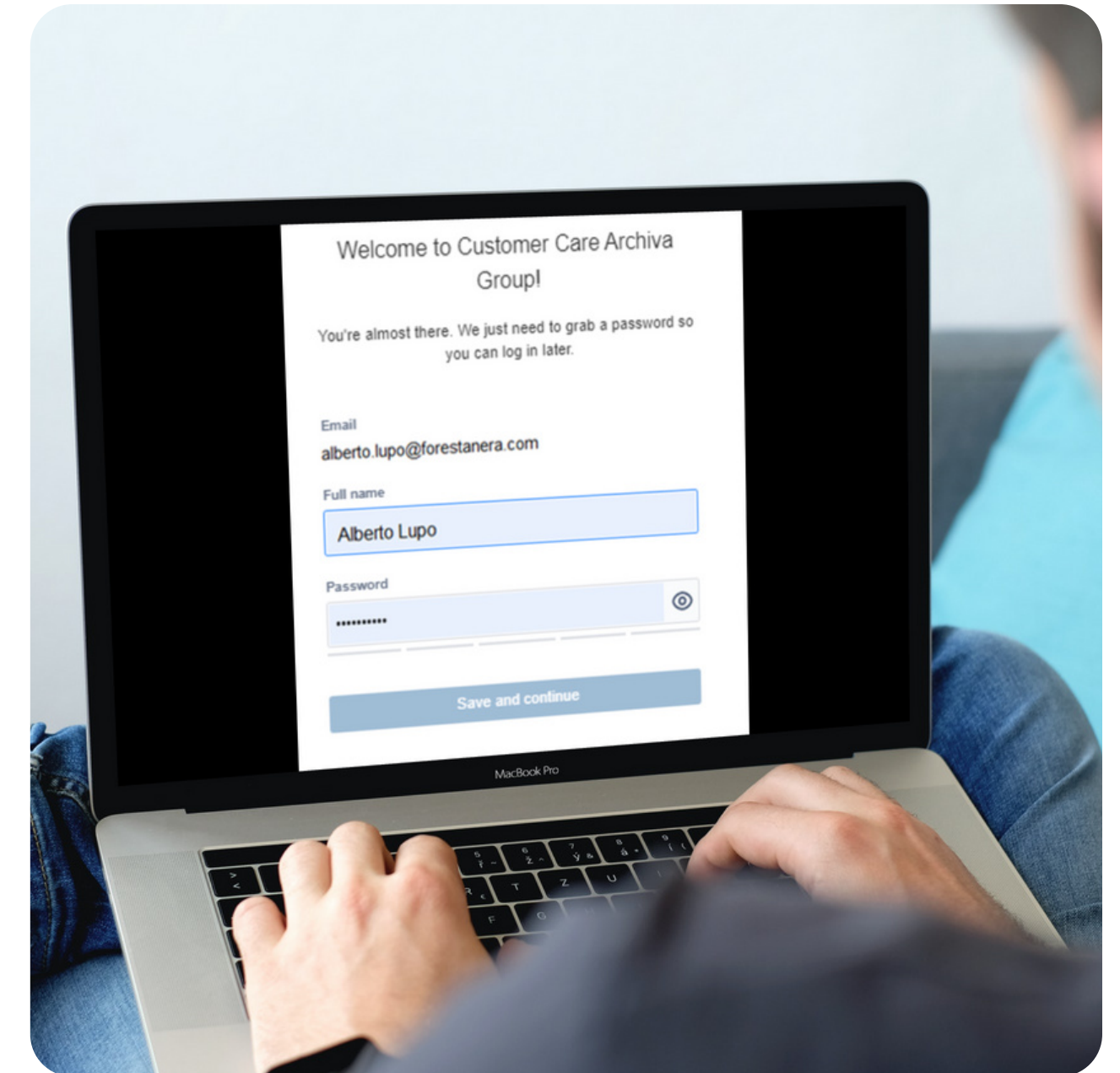
SEND

2.1 Confirm Registration

- 1 You will receive an initial email confirming that your request has been received.
- 2 If you are already an accredited user of Archiva group applications (e.g. a Requiró user), you will receive an email containing the link to the first access page within a few hours.

If you are not a user of any Archiva applications, we will request authorisation from your company's User Contact and, only after we have received authorisation, will you receive the email with the link to the first access page.

- 3 On the first login page, you will set your first name, last name and password. After clicking **“Save and continue”**, the Customer Care portal homepage will open.



2.2 Access to the Portal

1

For subsequent logins, open the login page.

<https://archivagroup.atlassian.net/servicedesk/customer/portal/15/>

Enter your email address and press 'Next'.

2

Enter your password and click on 'Continue'.

You will then be taken to the Customer Care portal homepage.

Customer Care Archiva Group

Enter your email address
to log in and register

Indirizzo e-mail

Avanti

← Back

Customer Care Archiva Group

Log in to continue

Email address

giuseppe.test.archiva@gmail.com

Password

Continue

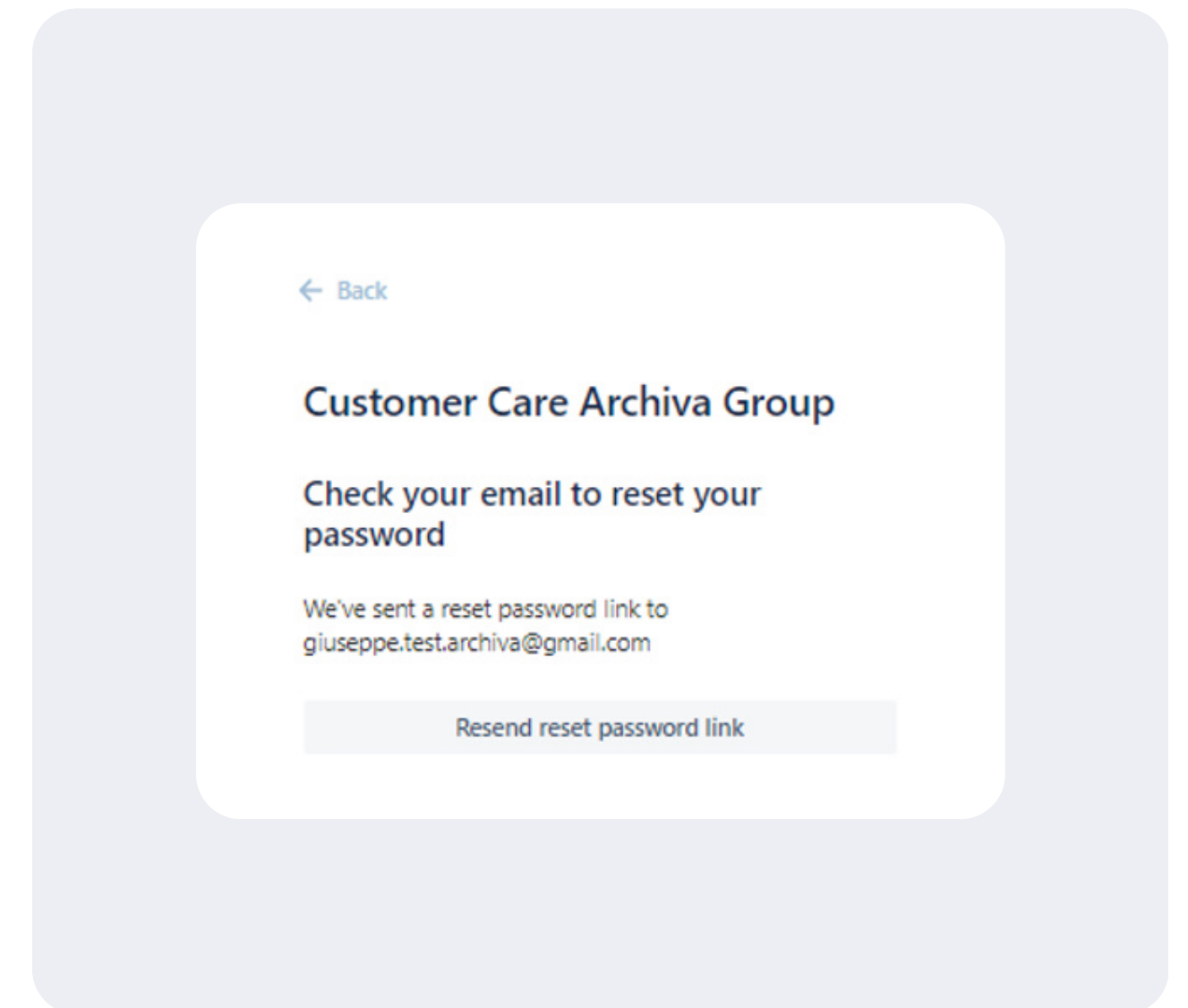
[Forgot password?](#)

2.2 Access to the portal



If you forget your password, you can reset it by clicking on “Forgot password?”.

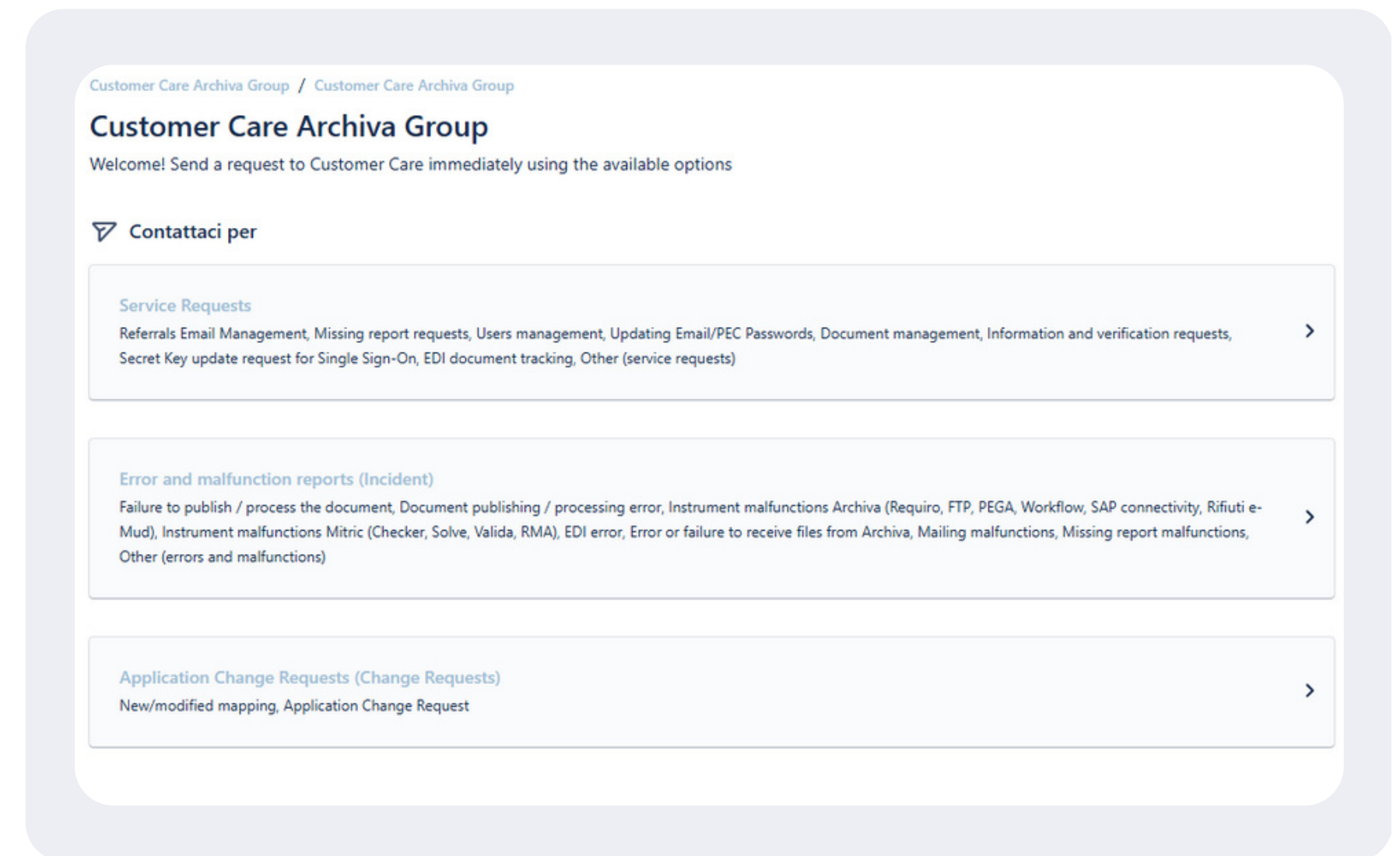
A link to reset your password will be sent to your email address.



3.0 Submitting a Request

To send a request to Archiva Customer Care, after logging in to the home page, select the macro category for your request:

1. Service Request
2. Reporting faults and malfunctions (Incident)
3. Requests for application changes (Change Request)



3.0 Submitting a Request

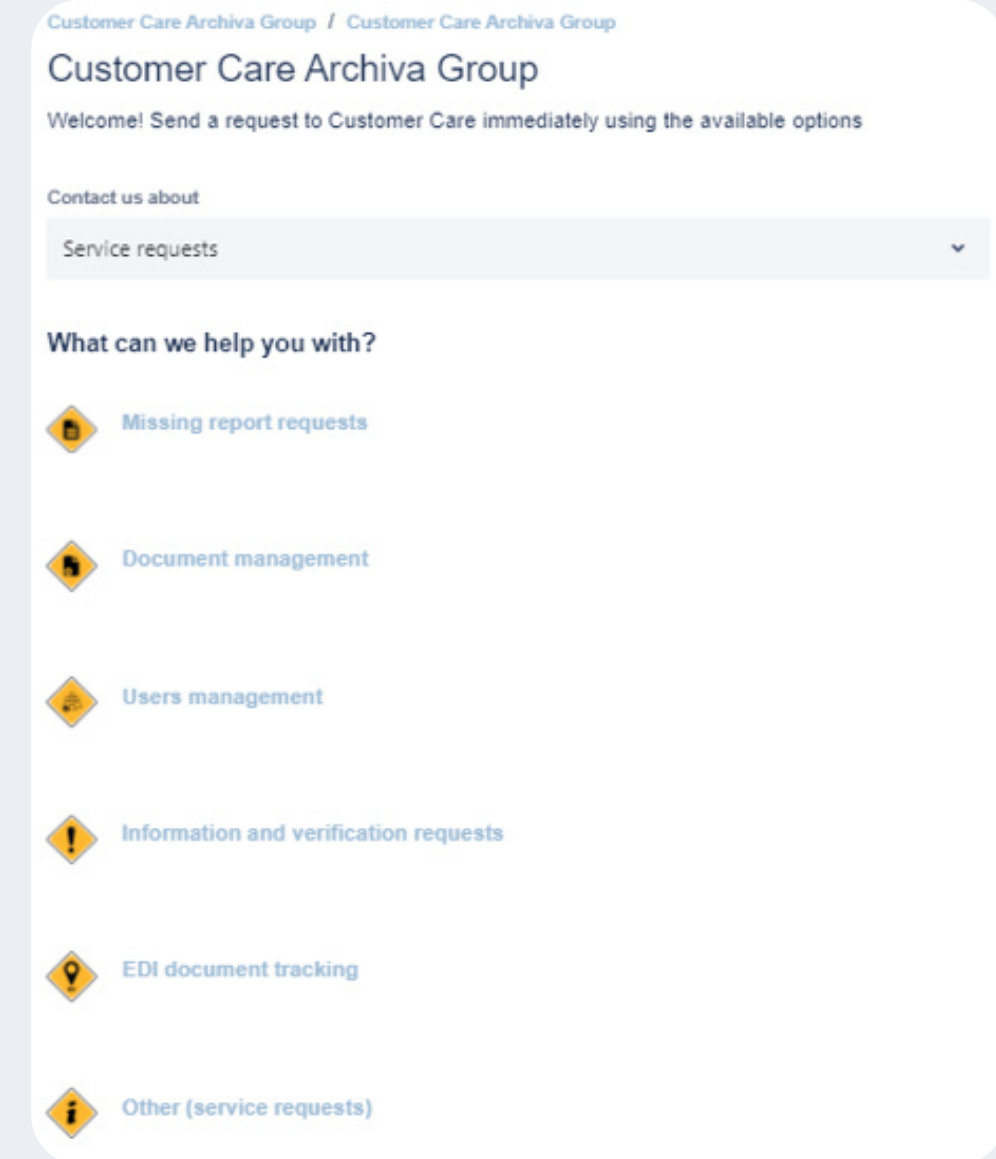
Once you have selected the category, you will see the corresponding list of request types to choose from.

The image shows, for example, the list of request types corresponding to the category **“Service Request”**.

Selecting the category will open a form where you can specify the details of your request and send it.

NOTE

The types of requests available may vary during the provision of the service in order to optimise ticket management.



The screenshot displays a web interface for submitting a request to the Customer Care Archiva Group. At the top, the breadcrumb 'Customer Care Archiva Group / Customer Care Archiva Group' is visible. Below this, the title 'Customer Care Archiva Group' is followed by a welcome message: 'Welcome! Send a request to Customer Care immediately using the available options'. A dropdown menu labeled 'Contact us about' is currently set to 'Service requests'. Under the heading 'What can we help you with?', there is a list of request categories, each preceded by a yellow diamond icon containing a specific symbol: 'Missing report requests' (document with X), 'Document management' (document with folder), 'Users management' (document with person), 'Information and verification requests' (exclamation mark), 'EDI document tracking' (location pin), and 'Other (service requests)' (information 'i' icon).

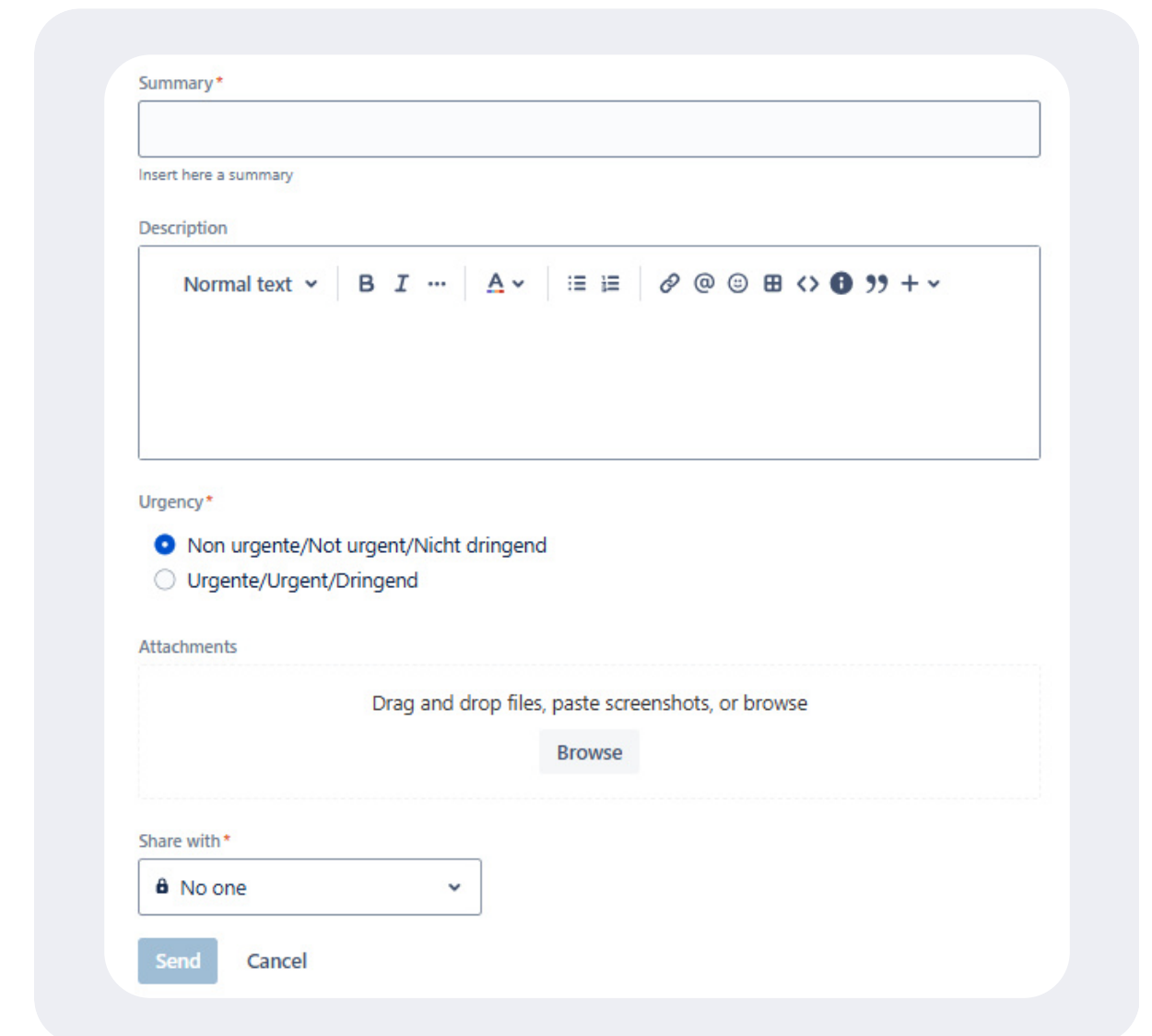
3.0 Submitting a Request

**The more precise your request is, the shorter the processing time will be.
For this reason, we ask you to provide as many details as possible.**

If the request is shared with the organisation (field 'Share with'), the ticket will be visible to all users of the organisation registered on the ticketing portal.

If the request is not shared with anyone (field 'Share with' set to 'No one'), the ticket will only be visible to the person who opened it.

If you want to share the ticket only with certain users (who must still be registered on the ticketing portal), you must first send the request (using the 'Send' button) and then (even at a later time), on the ticket page, add the users with whom you want to share it using the '+ Share' button.



The screenshot shows a request submission form with the following sections:

- Summary ***: A text input field with the placeholder "Insert here a summary".
- Description**: A rich text editor with a toolbar containing options for text color, bold, italic, bulleted list, numbered list, link, unlink, image, code, help, quote, and a plus sign for more options.
- Urgency ***: Two radio button options: "Non urgente/Not urgent/Nicht dringend" (selected) and "Urgente/Urgent/Dringend".
- Attachments**: A dashed border box with the text "Drag and drop files, paste screenshots, or browse" and a "Browse" button.
- Share with ***: A dropdown menu currently showing "No one".
- Buttons**: "Send" and "Cancel" buttons at the bottom.

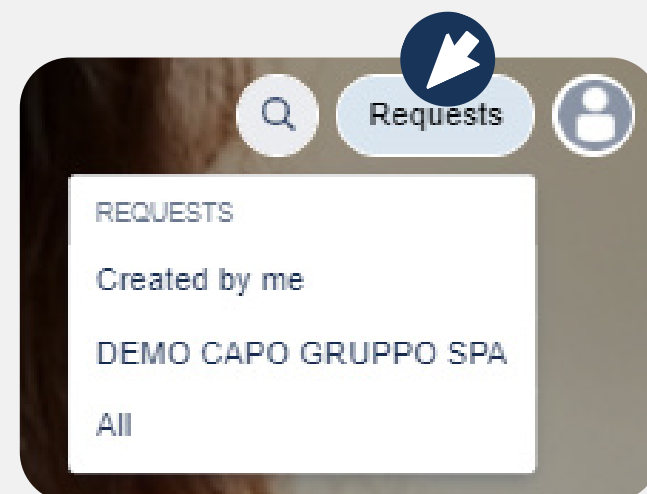
4.0 List of Requests

The list of requests you have opened or are involved in can be viewed by clicking on **"Requests"** in the top right-hand corner.

You will see a list of requests with their processing status and other useful information.

At the top of the page, there are several filters to narrow down the requests to be displayed.

Clicking on the individual request will open the page with the details. From here, you can make status changes or add further comments or attachments by dragging files into the ticket.



Customer Care Archiva Group

Requests

Request contains... **Status: Open requests** **DEMO CAPO GRUPPO SPA** Request type

Type	Reference	Summary	Status	Requester	Created date	Due date	Priority
	TC-10897	Malfunctionamenti strumenti (Requiro, FTP, PEGA, Workflow, connettività SAP)	OPEN	giuseppetateo@yahoo.it	22/Mar/22	--	 Unprioritized
	TC-4786	Gestione Documento	CLOSED	Albe Colella	27/Dec/21	--	 Low

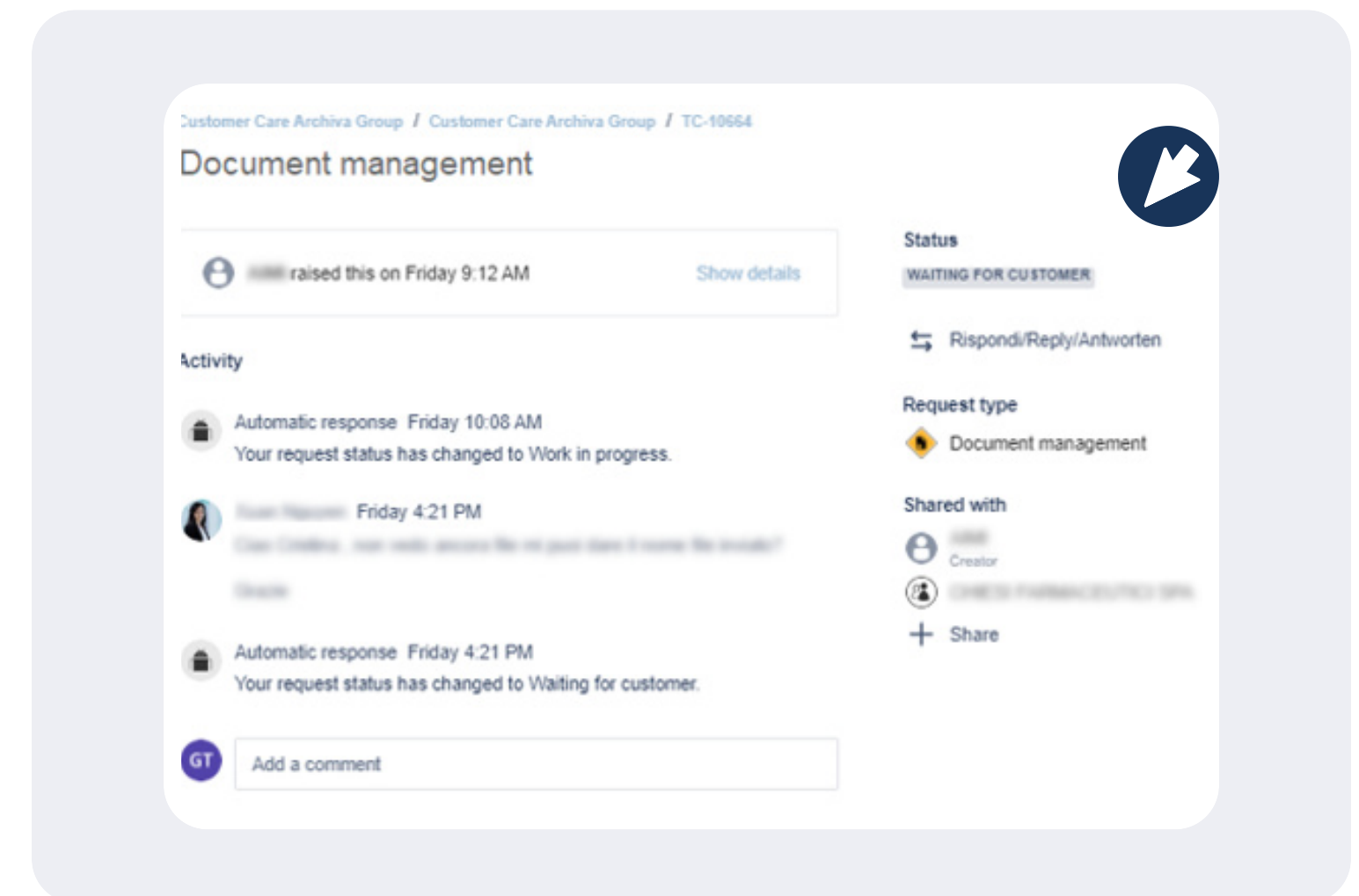
5.0 Request Lifecycle

As soon as a request is opened and correctly entered into the system, it assumes the status **"OPEN"**.

When operators actively begin to intervene to identify and resolve the problem, the status changes to **"IN PROCESS"**.

If Customer Care needs further information to process the request, a comment will be added to the request and its status will change to **"WAITING FOR REQUESTOR"**.

In such cases, you will receive an email from the operator requesting further information. You can then reply directly to the email or add a comment to the ticket on the portal and click on **"REPLY"**.



5.0 Request Lifecycle

Even if the response is sent by email, it is recorded in the portal in the request history.

Once processing is complete, the status of the request will change to

"PROCESSING COMPLETED".

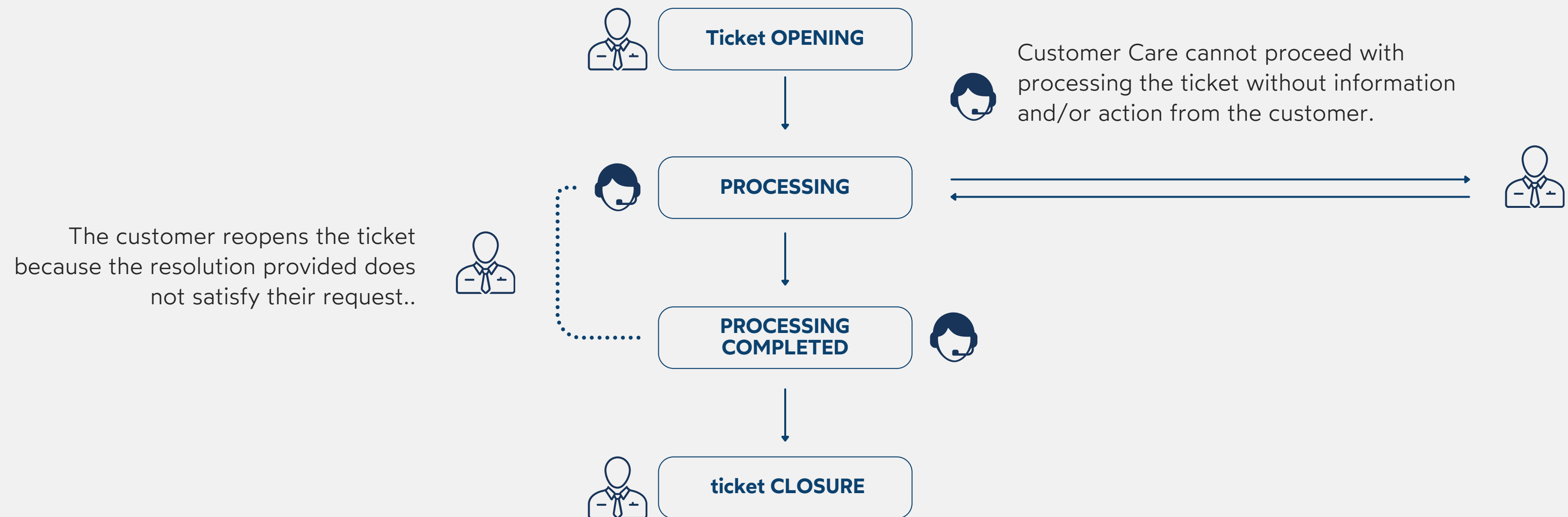
Any change in status will be notified by email to both the user and any other participants involved in managing the request..



A request with the status 'PROCESSING COMPLETED' may be reopened if the result of the processing does not meet expectations. To reopen a request, click on **"REOPEN".**

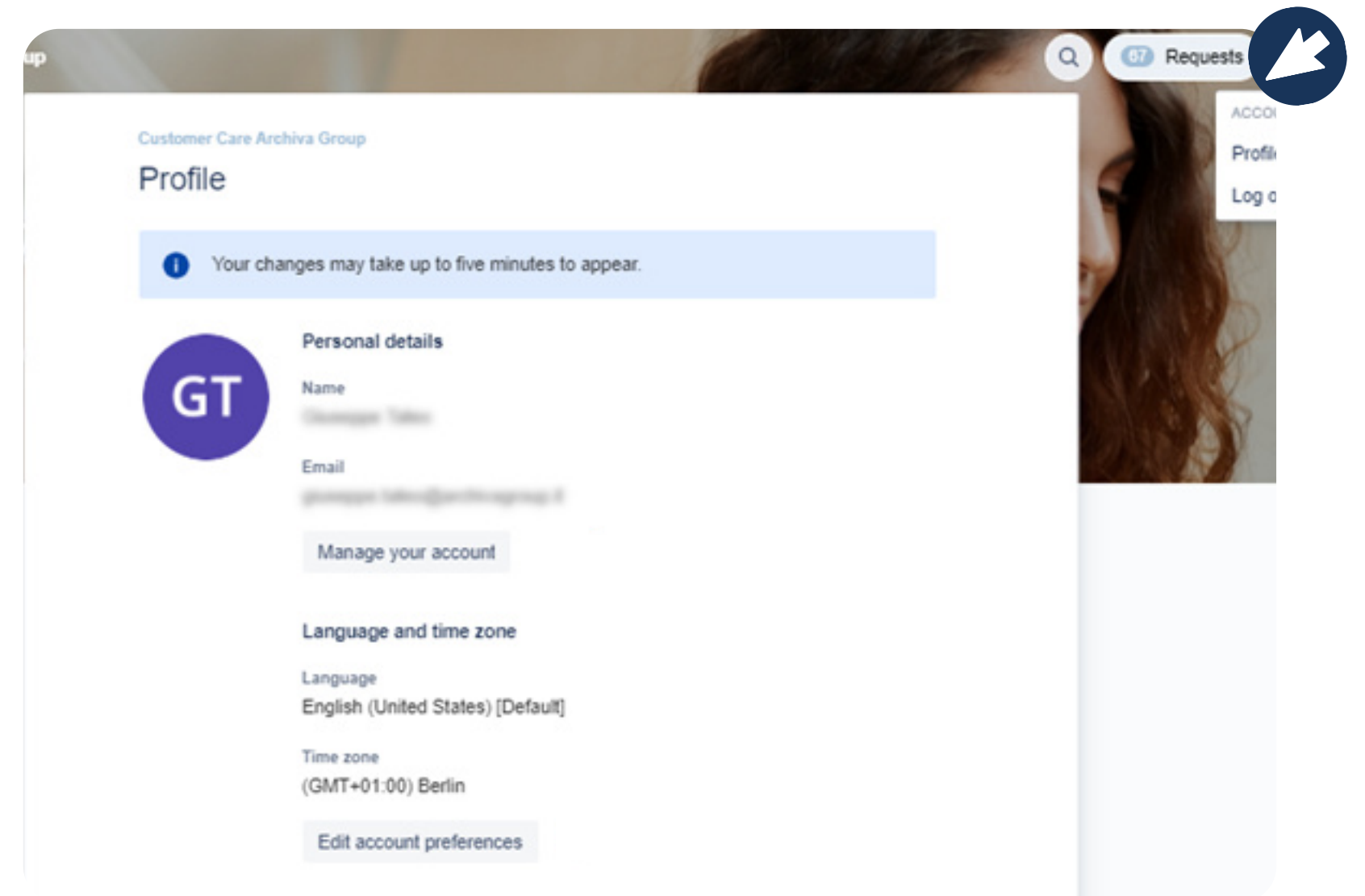
To close a request permanently, click on **"CLOSE".**

5.1 Workflow and ticket stases



6.0 Profile Management

You can edit your profile by clicking on the icon in the top right-hand corner and making changes on the page that opens.



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