



How to use the Kallik Support Center Website



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Synopsis

This document explains how to use the Kallik Support Center Website.

Access

Kallik only provide support to company's registered for Kallik support. As part of your Agreement / Contract Kallik provides a web application which tracks all support requests.

We place a great value on our user's ideas for improving our product range so please feel free to log your ideas into this system.

Access is via a unique log in and password. Users will have been set up by the Kallik Support Team when the Agreement / Contract were first bought.

Support Center Contact Details

Web site: <https://support.kallik.com>

Email: support@kallik.com

Phone: +44 (0)1827 318101

Kallik will accept support request phone calls from a single nominated representative from the customer's team. Please ensure all support requests are channelled through to this nominated representative to ensure continuity of contact between companies.

Initial Login

To log into the Kallik Support Center site log in via the Kallik web site at <https://support.kallik.com>

Once you have got to the Kallik Support Pages, you are presented with the login screen.

KALLIK | Support Center

Home Knowledge Sign In

Returning User

User Name:

Password:

Sign In

My user name or email address:

[Send me my user name and password](#)

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Figure 1 - Login Screen for Support Center

You must enter your Kallik Support username and password to access the site.

After login you will arrive at the main screen.

Request ID:

Service:

Submitted On:

Status:

Keywords (a,b):

Service requests found

ID	Status	Submitted On	Subject
5370	Closed	13/03/2013 17:05	Test Request (Ticket) 1

Total Records: 1

Figure 2 - Main Screen

New Request

Choosing 'Submit Service Request' allows you to create a support request.

Submit Service Request

Subject:

Cc Responses:

Web Browser: Operating System: Can you Reproduce: n/a No Yes

Area of AMS: Change Request: n/a No Yes

Detail:

Attach Files (Total size can't exceed 19M or you will receive a browser error)	
C:\test_phrase1.bmp	<input type="button" value="Browse..."/>
	<input type="button" value="Browse..."/>

Help
Service: [Services](#)
Please provide as much detail in your ticket as possible, including screen shots if available.
All fields are optional except Subject and Details.

Figure 3 - New Request

TIP! Use a good descriptive name in the Title as it will help you easily identify the request on future screens and communications. Additional details can be supplied in the ticket such as the Web Browser and Operating System being used, along with the Area of AMS the request applies to and whether you can reproduce an issue.

You can attach multiple files to a request up to a total maximum size of 20MB.

Upon successful submission of the form you will receive an email confirming receipt.

Kallik Support Center will now evaluate the Support Request and assign a severity level to it based on the criteria in Kallik Support Policies and Procedures agreement.

Find Request and review progress

It is possible to track what is happening with the request, and if you wish, to add more information.

If you look at Figure 2 (Main Screen) under the submit service request link you will find a search facility. This allows you to search for your request based on the criteria entered.

You can put in search criteria or just click on ‘Search Requests’ to give you all the requests you have raised and these will appear under the ‘Search requests found’.

Once you have found the request if you click on the ‘ID’ of the request you get detailed information about the request.

You can also export a list of the tickets found in the search by clicking on the Export to CSV link near the top of the screen.

The screenshot shows the Kallik Support Center interface. At the top left is the Kallik logo and 'Support Center' text. On the top right, there are links for 'Test End User', 'Personalize', and 'Sign Out'. Below the header is a navigation bar with 'Home', 'Requests', and 'Knowledge' tabs. A search bar contains the text 'Service requests found'. The main content area displays the details for 'Request #9618: Problem with Phrase Manager'. The details are organized into a table with the following data:

Request #9618: Problem with Phrase Manager				Submit New Info
Status	Priority	Assigned To	Assigned On	Reject Resolution
Resolved	2-Normal	Support Manager	03/01/2020 16:11	Close
Service		Product	Release	Submit Sub-request
User / Operational / User Knowledge		AMS Artwork Management Solutions / AMS		
Submitted By	Submitted On	Resolved On	Closed On	
Test End User	03/01/2020 16:10	03/01/2020 16:12		
Organization	Cc Responses			
Kallik Limited				
Area of AMS	Can you Reproduce	Change Request		
Phrase Manager	Yes			

Figure 4 - Request detail

To add information to the request, choose ‘Submit New Info’ on the right hand side of the information.

Information Request

On occasion one of the Kallik Support team may request additional information. This will come via email containing a hyperlink. If you click on the link, you are taken through to the login screen. After logging in you will be taken directly to the request where you can view the history and add in the additional information requested.

Closing Requests

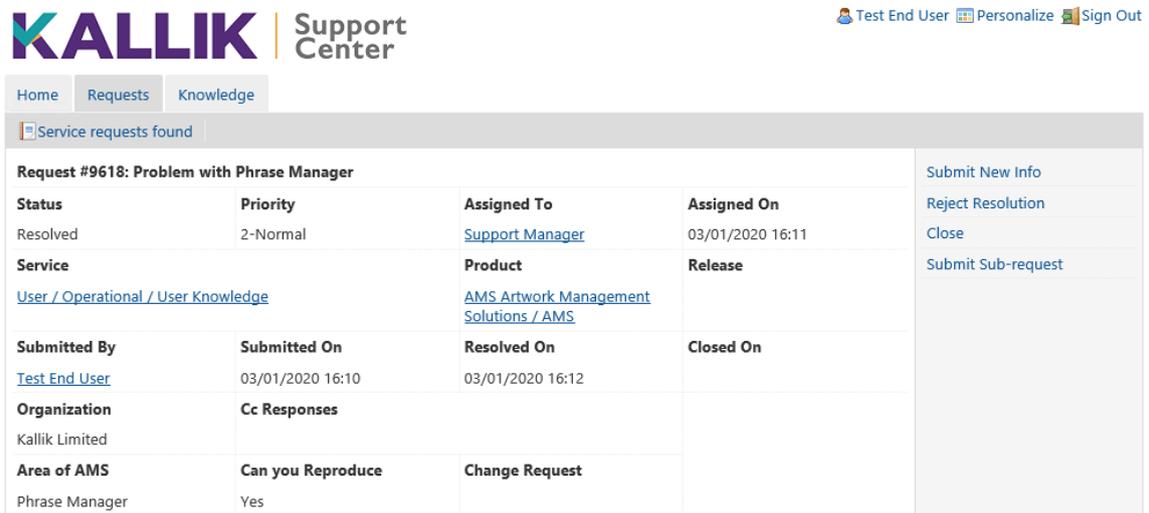
When the request has been resolved by Kallik support, it will be set as resolved in the Support system and you will receive a confirmation email. If no further update is made to the ticket after 10 working days, the ticket will be set to Closed. If you are in agreement with the resolution you may either close the resolved issue yourself, or wait until it has been automatically closed.

Clicking on the link in the email takes you to the Support site login screen. Once you have logged on you get a search with the request as the result.

Clicking on the request 'ID' on the right gives you a detailed history of the request, the screen also gives you the ability to re-open the request.

If you are in agreement that the resolution has closed the issue then you need to do nothing.

However if you believe that the resolution is incomplete, re-open the request explaining why you believe this is not a closed issue. To re-open a request where the status is closed then all you need to do is choose 'Submit New Info' on the right hand side of the information and explain your reason why the request is not closed.



KALLIK | Support Center Test End User Personalize Sign Out

Home Requests Knowledge

Service requests found

Request #9618: Problem with Phrase Manager				Submit New Info
Status	Priority	Assigned To	Assigned On	Reject Resolution
Resolved	2-Normal	Support Manager	03/01/2020 16:11	Close
Service		Product	Release	Submit Sub-request
User / Operational / User Knowledge		AMS Artwork Management Solutions / AMS		
Submitted By	Submitted On	Resolved On	Closed On	
Test End User	03/01/2020 16:10	03/01/2020 16:12		
Organization	Cc Responses			
Kallik Limited				
Area of AMS	Can you Reproduce	Change Request		
Phrase Manager	Yes			

Figure 5 - Re-open a request

To re-open a request where the status is Resolved, use the Reject Resolution option in the list on the right hand side and provide your reason why it has been rejected.

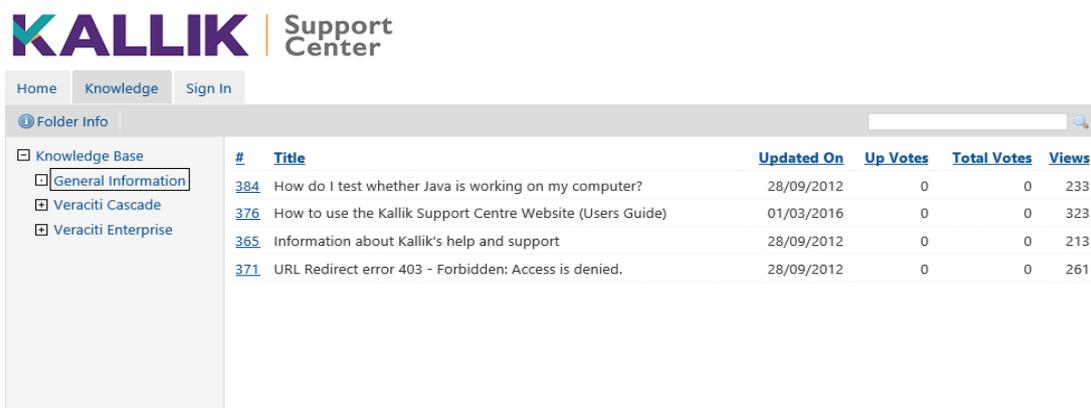
Ticket Type Statuses

The following Ticket Type Statuses are used so you can track the progress of your ticket.

- ‘Submitted’ - denotes that a Ticket had been logged or one that has been reopened but has not yet been assigned.
- ‘Open’ - the ticket is undergoing an initial review by the Kallik Support Team.
- ‘Open WIP’ - indicates that the ticket has been assigned to a support member and the work is in progress.
- ‘Open AWI’ - indicates Awaiting Client Information. The ticket is at a point where further information is required from the client or a 3rd party to progress the ticket.
- ‘Open IQA’ - the issue has been resolved in the code and released to the Kallik internal QA team. At this point the code has not been deployed to the non-production environment.
- ‘Open AD’ - this is a defect that is waiting to be planned into Development
- ‘Open CR’ - this is a Change Request that is waiting to be planned into Development
- ‘On-Hold’ - this means the ticket is currently on-hold pending other action
- ‘Resolved’ - The issue has been set to resolved but is awaiting the client to review the fix and to close the ticket. This may also include a code fix that has been deployed to the non-production environment for a client to User Acceptance Test.
- ‘Closed’ - There are 2 situations in which a ticket can be closed
 - The client has confirmed a fix is good and has closed the ticket or,
 - The ticket is closed automatically - this will happen after 10 days if a resolved ticket is left in a dormant state.

Knowledge Base

Clicking on the knowledge base brings you up the Knowledge base page.



#	Title	Updated On	Up Votes	Total Votes	Views
384	How do I test whether Java is working on my computer?	28/09/2012	0	0	233
376	How to use the Kallik Support Centre Website (Users Guide)	01/03/2016	0	0	323
365	Information about Kallik's help and support	28/09/2012	0	0	213
371	URL Redirect error 403 - Forbidden: Access is denied.	28/09/2012	0	0	261

Figure 7 - Knowledge base, choose category

Clicking on the appropriate category brings you up any sub-categories as well as any articles in that category.

You may also search the Knowledge base for articles that match your specified search criteria.