



Operation guide to the support center

ImPuls AG



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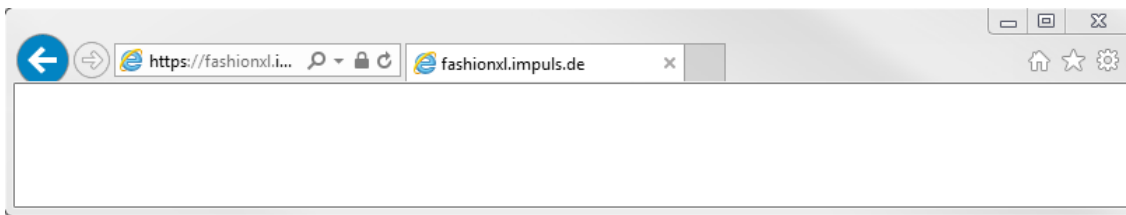


2 Foreword

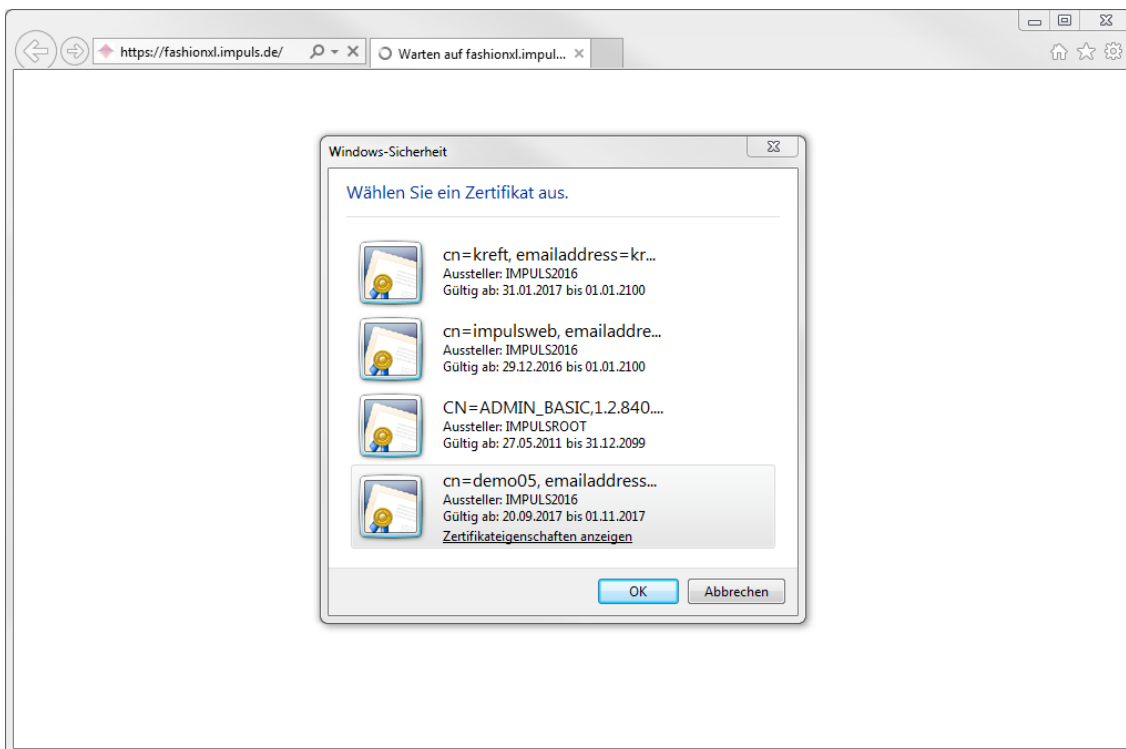
This operation guide shows you how to enter a support request in the support center of ImPuls AG. First of all, the access certificate must be installed. If you still do not have access to the support center, please contact your responsible consultant, with the full name and the e-mail address of the desired employee, who should receive the access.

3 View the support center

Start the web browser and go to the support center via the following URL:
<https://fashionxl.impuls.de>



At the certificate inquiry, select your certificate for the support center and click "OK".



4 Create a support request

In the navigation area, click on the framework Software Development and open the application "support requests" by left-clicking on it.



First, you must select a type for the support request. Impuls fashion XL customers should use the type REQ. Impuls fashion web customers should use the type REQWB. Use the input help (bottom right corner of the field) to select the type. You have no authorization for type KON or KONWB, please make a support request for extension requests. We will then create a support request from type KON or KONWB.

Support Requests
REQWB-002433

Comarch ERP Enterprise Hyperlinks Help
COMARCH ERP 5.2

Number: REQWB 002433 Status: Completed
 Editor: KONWB Konzepte / Vorgaben fashion Web Creator: DEMO05 DEMO05
 Request editor: REQWB Supportanfragen fashion Web Priority: 30 (medium)
 End customer: Installation
 Description: Testanfrage

Texts: General Relationships Other fields Information for installation

Category	Status	Text visibility	Created on	Changed on	Creator	File ...	Att...
Comment	Information req...		04.10.2017 0...	04.10.2017 0...	DEMO05 D...		

Sehr geehrte Damen und Herren,
 im Anhang sende ich Ihnen ein Beispiel.
 Mit freundlichen Grüßen
 Max Mustermann

IMP410SS00 DEMO05 Display DE CET 08:37

Once you have made your selection, click on "new". A new support request is hereby opened.

Support Requests
REQWB-002433

Comarch ERP Enterprise Hyperlinks Help
COMARCH ERP 5.2

Number: REQWB 002438 Status:
 Editor: DEMO05 DEMO05 Creator: DEMO05 DEMO05
 Request editor: Priority: 30 (medium)
 End customer: Installation
 Description:

Texts: General Relationships Other fields Information for installation

Category	Status	Text visibility	Created on	Changed on	Creator	File ...	Att...
Full error descri...	Created		05.10.2017 0...	05.10.2017 0...	DEMO05 D...		

IMP410SS00 DEMO05 New DE CET 08:38



In the field “Description”, enter a meaningful brief description of your request. Please name the concerned application and explain the problem. Example: "Cockpit: sales orders /positions shows no information when restricted to one season".

The screenshot displays the 'Support Requests' form in the Comarch ERP Enterprise 5.2 interface. The form is titled 'Support Requests' with the ID 'REQWB-002433'. It includes fields for 'Number' (REQWB-002438), 'Editor' (DEMO05 DEMO05), 'Request editor', 'End customer', 'Description' (test request), 'Priority' (30 (medium)), and 'Installation'. Below the form, there is a table of 'Texts' with columns for 'Category', 'Status', 'Text-visibility', 'Created on', 'Changed on', 'Creator', 'File ...', and 'Att...'. A text entry is visible with the content: 'Dear support team, this is a test request. Thank you for your support. Best regards Max Mustermann'.

In the field “Priority”, you can select the urgency of your request. You have the following options:

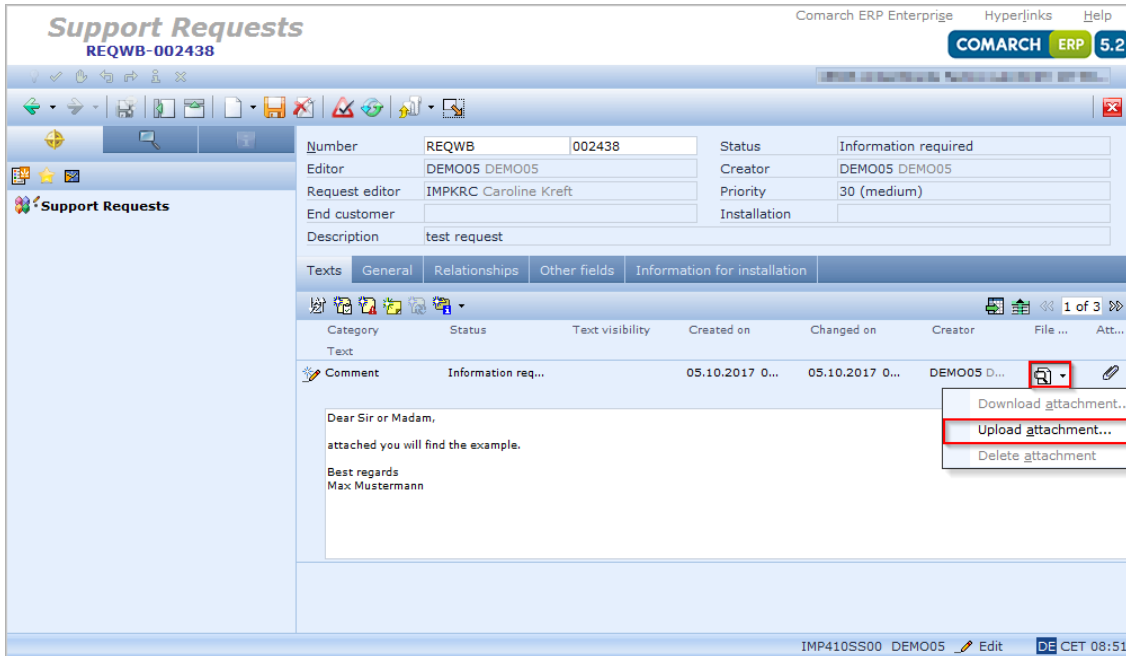
- 10 **Critical**
System stop or failure of mandatory functions of the business process. The programs in the production system can not be used in any way.
- 20 **High**
Functional failure or faulty functions that severely interfere the business, but do not shut down. However, the request is not existentially critical for the company.
- 30 **Medium**
Functional failure or faulty functions that are not absolutely necessary for the normal course of business.
- 40 **Low**
No or minimal disruption to the normal course of business; Wishes and suggestions.

In the field “Installation”, you can select which system (test or productive system) your request relates to.

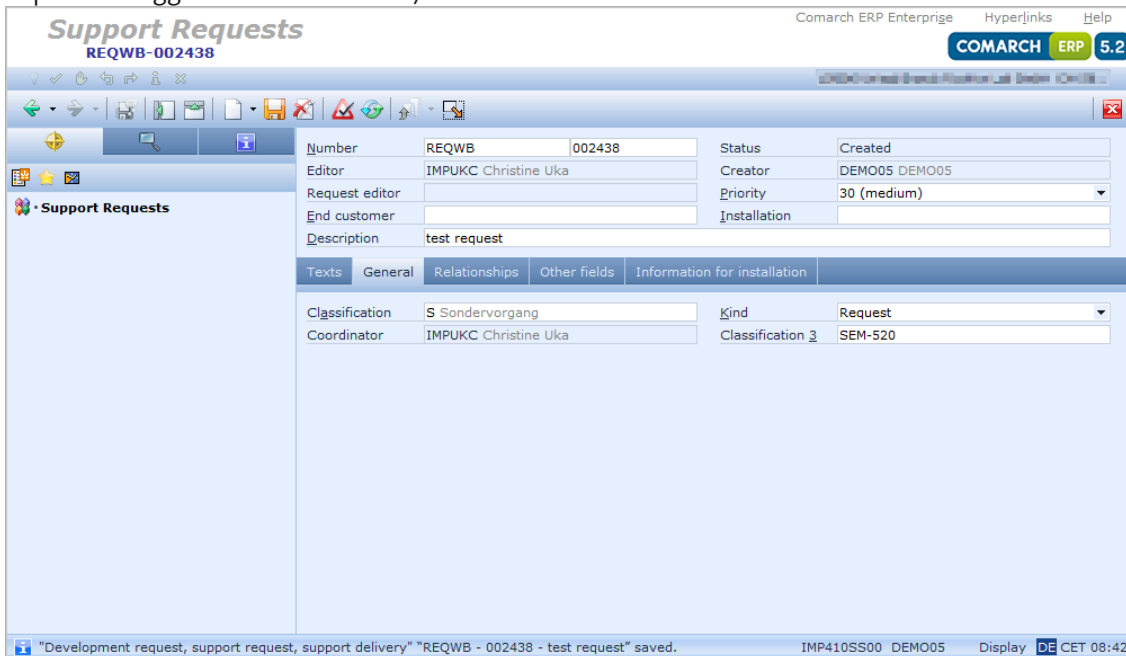
In the field “error description”, under the tab “Texts”, you enter the detailed error description of your request. Please tell us on which system and which database (if several exist) the error has occurred and give us an example. It is helpful if you also adjust this scenario in the test system and tell us so that we can reproduce it in the test system.

The error description with reference to an example should be explained as precisely as possible. Name the application and the exact execution order of the actions performed.

With the button attachment you can add one file as an attachment. If you want to attach several files, you must first insert them in a ZIP file and then add them as an attachment. You can also delete file attachments.



Under the tab "General", please set the kind to the entry suitable for your request (problem report, request or suggestion for extension).



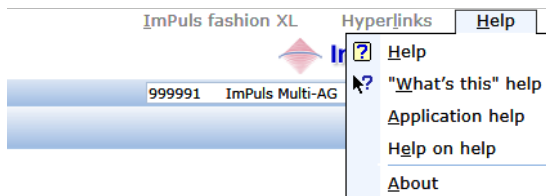
For support queries in the category "problem report", a text of the type "info dialog" is requested, which contains the content of the info dialog of the concerned system.

Via the button info dialog, ImPuls fashion XL customers can insert an info text from the clipboard. By specifying the contents of the info dialog, the content for the fields end customer and installation is determined. *Note: The info dialog of an ImPuls fashion XL system must always be attached to which a problem report refers. Alternatively, you can also copy the message log for the problem and insert it instead of the info dialog. Support requests for ImPuls fashion web systems do not require an info dialog.*

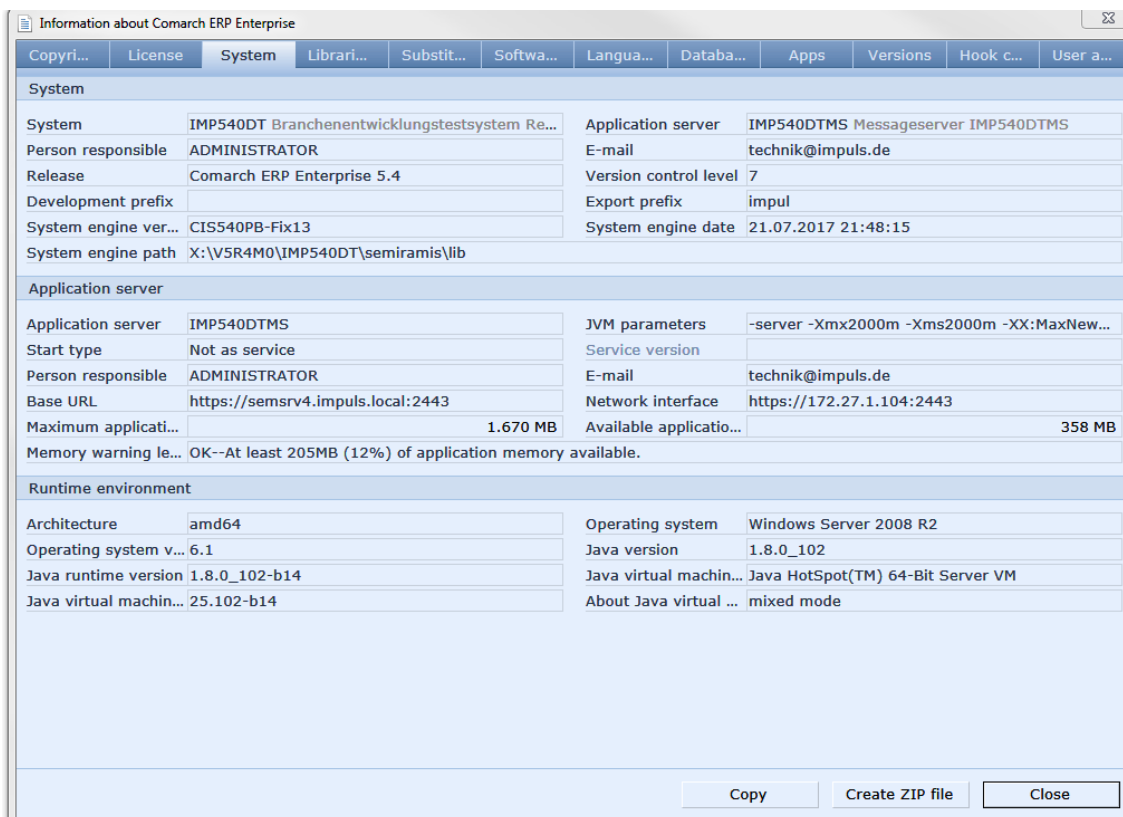


The content of the info dialog can be accessed as follows:

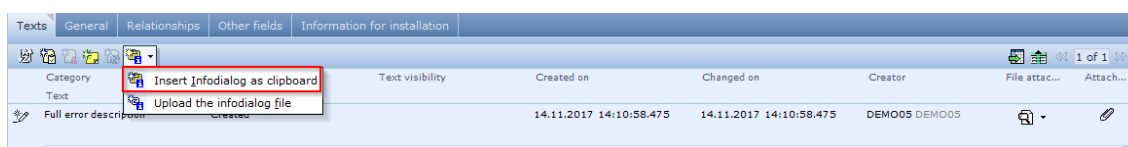
Click on the help in ImPuls fashion XL and select the info.



The information about ImPuls fashion XL opens. Select the tab "System" and copy the system information via the "copy" button.



The copied information is in the clipboard and can be inserted via the button "Insert infodialog from clipboard".



Click "save" to save the support request.

Support Requests
REQWB-002438

Comarch ERP Enterprise Hyperlinks Help
COMARCH ERP 5.2

Number: REQWB 002438 Status: Created
 Editor: IMPUKC Christine Uka Creator: DEMO05 DEMO05
 Request editor: Priority: 30 (medium)
 End customer: Installation:
 Description: test request

Texts General Relationships Other fields Information for installation

Classification: S Sondervorgang Kind: Request
 Coordinator: IMPUKC Christine Uka Classification 3: SEM-520

"Development request, support request, support delivery" "REQWB - 002438 - test request" saved. IMP410SS00 DEMO05 Display DE CET 08:42

The support request is now in the status "recorded". As soon as your request is being processed, you will receive an email from the Impuls support center and the status of your support request will be set to "in progress". You can add more information to the inquiry at any time via the button "Enter new remark".

Support Requests
REQWB-002438

Comarch ERP Enterprise Hyperlinks Help
COMARCH ERP 5.2

Number: REQWB 002438 Status: Created
 Editor: IMPUKC Christine Uka Creator: DEMO05 DEMO05
 Request editor: Priority: 30 (medium)
 End customer: Installation:
 Description: test request

Texts General Relationships Other fields Information for installation

Category	Status	Text visibility	Created on	Changed on	Creator	File ...	Att...
Text							
Comment	Created		05.10.2017 0...	05.10.2017 0...	DEMO05 D...		

IMP410SS00 DEMO05 Edit DE CET 08:44



5 Answer the inquiry

If a support representative has a query that he wants your answer to, you will receive an email from the support center. The support request is now in the status "information requested". Open the support request via the attached link and answer the inquiry by entering a new comment and, if necessary, adding an attachment. Save the support request and select the function "Required information supplied" via the action role. This must not be forgotten, otherwise the ImPuls support staff will not receive any information that you have provided further information.

Support Requests
REQWB-002438

Comarch ERP Enterprise Hyperlinks Help
COMARCH ERP 5.2

Number: [] Status: Information required
 Editor: [] Creator: DEMO05 DEMO05
 Request editor: [] Priority: 30 (medium)
 End customer: [] Installation: []
 Description: test request

Texts: General Relationships Other fields Information for installation

Category	Status	Text visibility	Created on	Changed on	Creator	File ...	Att...
Comment	Information req...		05.10.2017 0...	05.10.2017 0...	DEMO05 D...		

Dear Sir or Madam,
 attached you will find the example.
 Best regards
 Max Mustermann

"Development request, support request, support delivery" "REQWB - 002438 - test request" saved. IMP410SS00 DEMO05 Display DE CET 08:53

6 Completion of the support request

If the request has been completed after processing by our support staff, please let us know via a comment. The support request is then set to "done" by one of our support representatives.



7 Reopen the completed support request

If a request has been processed by ImPuls support staff, you will receive an email. You can open the request via the link contained therein. If the request is not resolved, you can use the action role "correction required". Now you can enter another remark that informs the ImPuls support center. Then save the support request.

The screenshot shows the 'Support Requests' interface for request REQWB-002438. The status is 'Completed'. A dropdown menu is open over the 'Correction required' button, showing options: 'Required information supplied', 'Correction required', and 'Close'. The 'Description' field contains 'test request'. Below, the 'Texts' tab is active, showing a comment from 'Max Mustermann' dated 05.10.2017.

8 Finally finish the completed request.

A completed support request can be finally completed via the "complete" action. We recommend that you use this action to get an overview of which completed support requests you have already checked. If a support request has a status of completed, you will not be able to reopen it. Please enter a new support request with the reference to the previous support request.

9 Follow-up development order

Via the tab "relationships", follow-up development orders and the update with which the follow-up development order is delivered can be viewed. The concept (KON / KONWB) or the request (REQ/REQWB) is done automatically when the follow-up development order is completed with a workflow. This also happens automatically at 8 p.m. if the development order has been completed beforehand.

Typ	Art + Nummer	Kommentar	Status	Release	Update
Folgentwicklungsauftrag	KXL-003071 Projekt 531150; KON-00326...		Abgeschlossen	SEM-520 Comarch ERP Enterprise 5.2	REP520PB21_170224
Siehe	REQ-022845 Korrektur Bericht "Kundena...		Erledigt	SEM-520 Comarch ERP Enterprise 5.2	

