

# Support Portal



# Overview

Retail backbone is introducing a support portal for the following reasons:

## **Better organization of requests from Retail Backbone Clients**

- Request only tracked via email can get lost in the shuffle. This introduces a ticketing system with statuses, comments, assignments, etc.

## **Facilitate communication between Developers and End Users**

- Developers can leave comments on tickets that will automatically appear within the customer help desk portal. Customer comments will appear on developer ticket
- **Email can still be used.** Tickets can be created via email. Comments from developers will send email notifications. Replies to these notifications will create comments on associated ticket.

## **Enhanced visibility**

- End users will be able to see all tickets they have created and their statuses. Other end users can be added to tickets as 'participants' and for a birds eye view of ongoing tickets across staff

## **Important Links to Bookmark**

### **Support Portal URL**

- <https://retailbackbone.atlassian.net/servicedesk/>

### **Portal Email Address:**

- [alssupport@retailbackbone.atlassian.net](mailto:alssupport@retailbackbone.atlassian.net)
- Emails sent to this address will automatically create a ticket

Please note the portal and the email address are only accessible **AFTER** creating an account via the invitation sent to your email address.

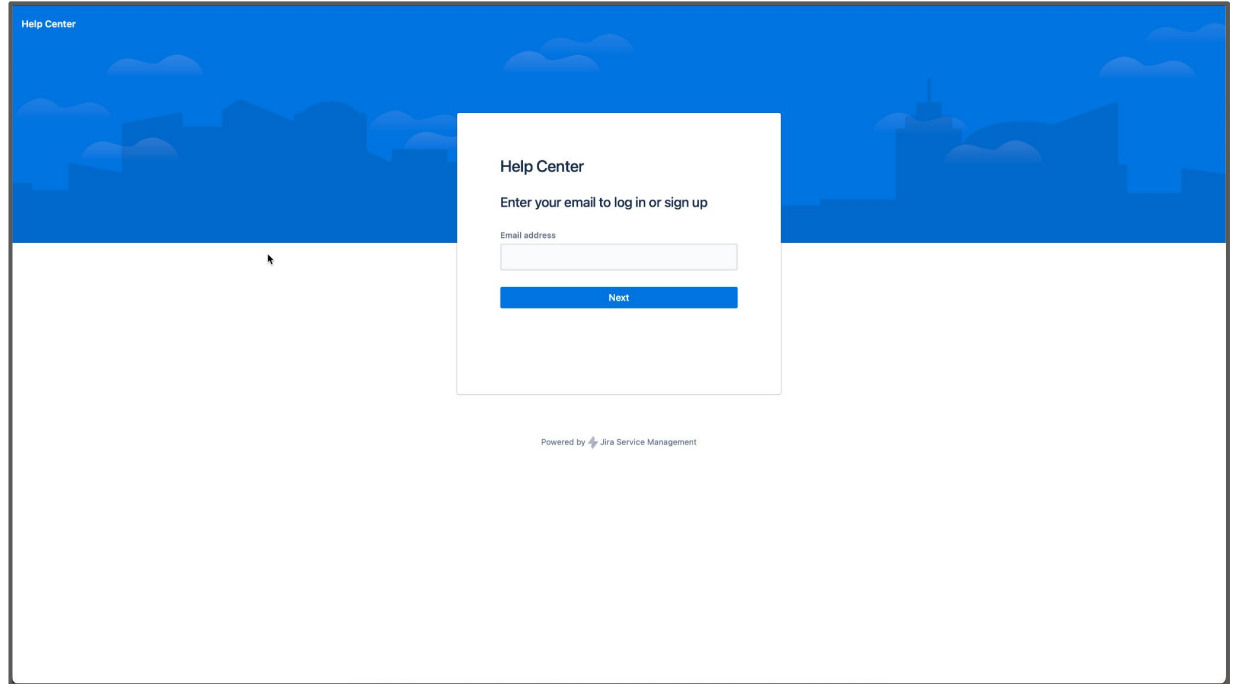
**Please do not report any new issues or requests to support@retailbackbone.com**

**The 'Contact Support' button that is embedded within Retail Backbone can still be used to report bugs. It will create a ticket within the Support Portal**

# Access Retail Backbone Help Center

<https://retailbackbone.atlassian.net/servicedesk/>

- You should already have received an invite to the Help Center via email
- Login using email and password
- Accounts for staff are free and can be created by send a request to [chris.bitner@als.com](mailto:chris.bitner@als.com)



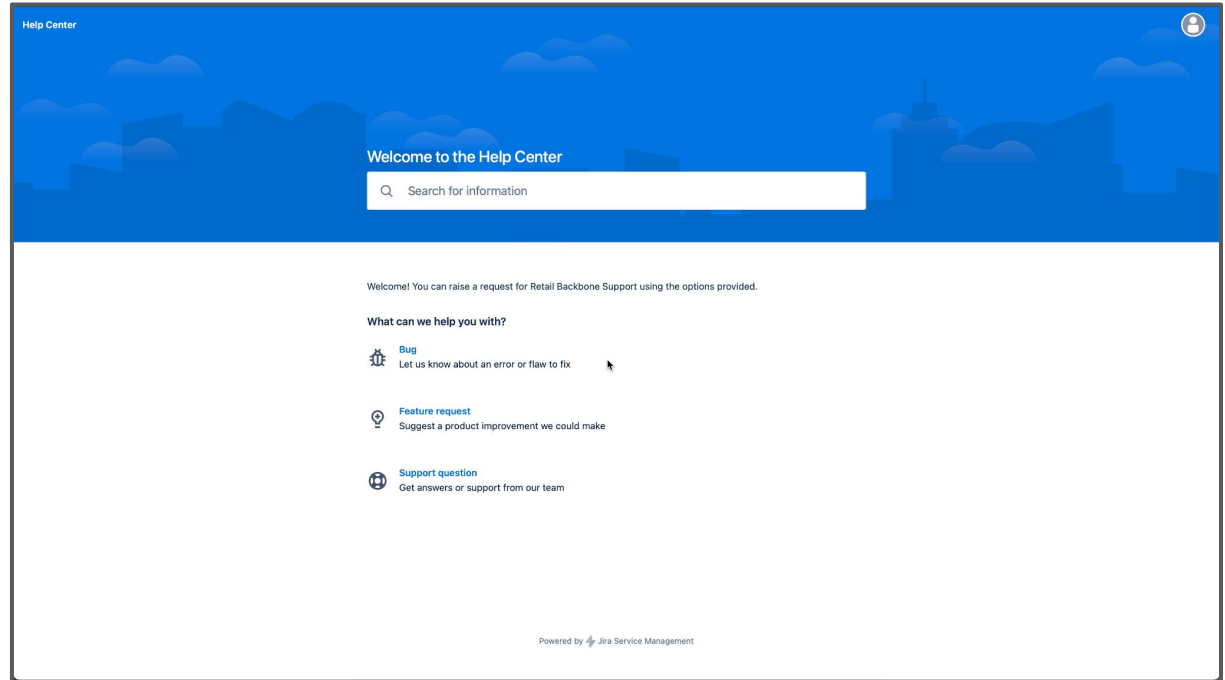
The screenshot shows the 'Help Center' login page. The page has a blue header with the text 'Help Center' in the top left corner. Below the header is a white login form with the following elements:

- Help Center** (Section header)
- Enter your email to log in or sign up** (Instructional text)
- Email address** (Label for the input field)
- (Email input field)
- Next** (Blue button)

At the bottom of the page, it says 'Powered by Jira Service Management' with the Jira logo.

# Create Ticket

- Create ticket by clicking appropriate link
  - Bug
  - Feature Request
  - Support Question
- Please note the 'Search for information' is not currently populated and will be used in the future.



# Example Flow - Bug Creation


Help Center

Help Center / Retail Backbone Support Portal

## Retail Backbone Support Portal

Welcome! You can raise a request for Retail Backbone Support using the options provided.

What can we help you with?

 **Bug**  
Let us know about an error or flaw to fix

Required fields are marked with an asterisk \*









Raise this request on behalf of \*

Chris Bitner (chris.bitner@als.com)

Summary \*

Promotional item rang in at wrong price

How can we replicate this? \*

Normal text | **B** **I** ... |  |   |  @     + v

Within Backbone POS, ring up SKU 123456. The current sale price should be \$9.99 but it is ringing up at \$10.99

Attach any relevant files

Drag and drop files, paste screenshots, or browse

Browse


Department

Cashier x

Priority

Medium

**Send** Cancel

Powered by  Jira Service Management

# Example Flow - View of Created Ticket

The screenshot shows a Jira Service Management ticket interface. At the top left, it says 'Help Center'. The breadcrumb trail is 'Help Center / AI's Sporting Goods / ALSSUP-136'. The ticket title is 'Promotional item rang in at wrong price'. The creator is 'Chris BitnerOutlook', who raised the ticket on 'Today 10:46 AM'. There is a 'Hide details' link. The question is 'How can we replicate this?'. The description states: 'Within Backbone POS, ring up SKU 123456. The current sale price should be \$9.99 but it is ringing up at \$10.99 (Test Ticket)'. The status is 'ASSIGNED'. The request type is 'Bug'. The ticket is shared with 'Chris BitnerOutlook' (Creator). The activity section shows an 'Automatic response' from 'Today 11:07 AM' stating 'Your request status has changed to Assigned.' Below the activity is an 'Add a comment' input field. At the bottom, it says 'Powered by Jira Service Management'.

Help Center

Help Center / AI's Sporting Goods / ALSSUP-136

## Promotional item rang in at wrong price

**Chris BitnerOutlook** raised this on Today 10:46 AM [Hide details](#)

**How can we replicate this?**

Within Backbone POS, ring up SKU 123456. The current sale price should be \$9.99 but it is ringing up at \$10.99 (Test Ticket)

**Status**  
ASSIGNED

Notifications on

**Request type**  
 Bug

**Shared with**  
 Chris BitnerOutlook  
Creator

**Activity**

Automatic response Today 11:07 AM  
Your request status has changed to Assigned.

Add a comment

Powered by Jira Service Management

Notice the Status column on the right and the Activity section in the bottom middle

# Example Flow - Comments with Developers

The screenshot shows a Jira Help Center interface. At the top left, it says "Help Center". In the top right, there are search and user profile icons. A purple notification bar at the top reads: "We've collapsed your details view to help you focus on the work that matters most." Below this, the breadcrumb trail is "Help Center / AI's Sporting Goods / ALSSUP-136". The main title of the ticket is "Promotional item rang in at wrong price".

The ticket details section shows that "Chris BitnerOutlook" raised this on "Today 10:46 AM". A "Hide details" link is present. Under "How can we replicate this?", the text reads: "Within Backbone POS, ring up SKU 123456. The current sale price should be \$9.99 but it is ringing up at \$10.99 (Test Ticket)".

The "Activity" section shows two entries: an "Automatic response" from "Today 11:07 AM" stating "Your request status has changed to Assigned.", and a comment from "Chris Bitner" at "Today 11:08 AM" saying "Hi Chris, Thanks for reaching out. I think the price was uploaded incorrectly. I made a quick update. Can you check to see if it is correct now?".

Below the activity is a rich text editor with a toolbar containing options for text color, bold, italic, bulleted list, numbered list, link, unlink, image, video, code, and more. The text entered in the editor is "Yup, it looks good now!!". A "Save" button is located below the editor.

On the right side of the ticket, there are several metadata sections: "Status" is "ASSIGNED"; "Notifications" are "on"; "Request type" is "Bug"; and "Shared with" lists "Chris BitnerOutlook" as the "Creator".

At the bottom center, it says "Powered by Jira Service Management".

# Example Flow - Completed Ticket

The screenshot displays a Jira Service Management ticket interface. At the top, a purple banner reads: "We've collapsed your details and activities view to help you focus on the work that matters most." Below this, the breadcrumb trail is "Help Center / AI's Sporting Goods / ALSSUP-136". The ticket title is "Promotional item rang in at wrong price".

The main content area shows the following details:

- Status:** CLOSED (indicated by a green tag)
- Request type:** Bug
- Shared with:** Chris BitnerOutlook (Creator)
- Notifications:** on

The **Activity** section contains the following entries:

- Automatic response** Today 11:07 AM: Your request status has changed to Assigned.
- Chris Bitner** Today 11:08 AM: Hi Chris,  
Thanks for reaching out. I think the price was uploaded incorrectly. I made a quick update. Can you check to see if it is correct now?
- Chris BitnerOutlook** Today 11:08 AM: Yup, it looks good now!!
- Chris Bitner** Today 11:08 AM: Perfect. I will go ahead and close this.
- Chris Bitner** Today 11:09 AM: I was able to update the active price in the products table which resolved the issue.
- Automatic response** Today 11:09 AM: Your request status has changed to Closed with resolution Done.

At the bottom of the activity list is a text input field with the placeholder "Add a comment".

At the bottom center of the page, it says "Powered by Jira Service Management".

Ticket is completed and status has changed to 'Closed'

# Example Flow - Seeing All Tickets

Click profile picture in top right corner and then 'Requests'

