

Logging Support Calls into AtTask

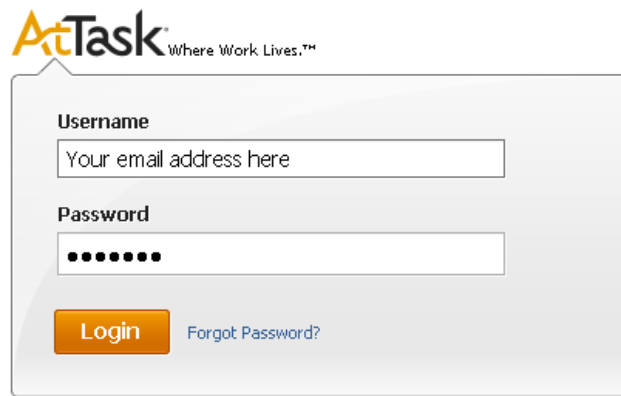
ASA has a new help desk tool called AtTask. It allows customers to log their own support calls as well as see the status of existing calls, both open and closed.

To access AtTask click on the following link:

<https://asatire.attask-ondemand.com/attask/home.cmd>,

or copy and paste the link into a browser. The program works best in Mozilla Firefox, which can be downloaded at <http://www.mozilla.org>, but other browsers will work also.

The AtTask link brings up the login screen:

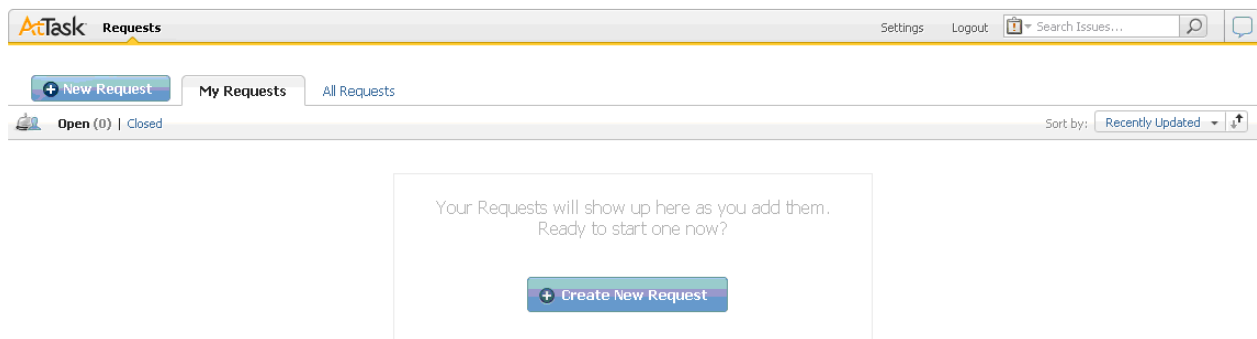


The image shows the AtTask login interface. At the top is the AtTask logo with the tagline "Where Work Lives.™". Below the logo is a login form with two input fields: "Username" with the placeholder text "Your email address here" and "Password" with a masked password of seven dots. Below the password field is an orange "Login" button and a link for "Forgot Password?".

The Username is your e-mail address. The Password is welcome1. ***It is a temporary password, so you will be prompted to change it after you log in for the first time.***

ASA must have your e-mail address on file for this to work. If you are unable to log in, please call 800-241-8472 or send an e-mail to support-tire@asatire.com and provide your current e-mail address.

Click Create New Request to log a support call.



The image shows the AtTask "Requests" dashboard. The top navigation bar includes the AtTask logo, "Requests", "Settings", "Logout", and a search bar labeled "Search Issues...". Below the navigation bar are tabs for "+ New Request", "My Requests", and "All Requests". The main content area shows a status bar with "Open (0) | Closed" and a "Sort by: Recently Updated" dropdown. The central area contains a message: "Your Requests will show up here as you add them. Ready to start one now?" with a prominent "+ Create New Request" button.

Select the appropriate ASA product from the list.

The screenshot shows the AtTask Requests interface. At the top, there is a header with the AtTask logo and the word "Requests". Below the header, there are three tabs: "New Request" (highlighted with a plus sign), "My Requests", and "All Requests". The main content area is titled "Select the type of request" and contains a list of five help desk queues, each with a plus icon and a folder icon:

- Help Desk Queues - TRIMS (customer help desk queues)
- Help Desk Queues - TireMaster (TireMaster help desk queue)
- Help Desk Queues - TireMax (customer help desk queues)
- Help Desk Queues - TirePro (customer help desk queues)
- Help Desk Queues - TreadX (customer help desk queues)

TreadX, TirePro and TireMax users will be prompted to choose whether to log the call for hardware/systems or software support.

The screenshot shows the AtTask Requests interface with the "Help Desk Queues - TreadX" queue selected. Below the queue name, there is a "Topic" dropdown menu. The dropdown is open, showing the following options:

- Select
- Select
- TreadX Hardware/Systems
- TreadX Software Queue

TireMaster customers will be taken directly to the detail screen, shown below.

The screenshot shows the AtTask Requests interface with the "Help Desk Queues - TreadX" queue selected. The "Topic" dropdown is set to "TreadX Hardware/Systems". Below this, there is a form for creating a request with the following fields:

- Request Name:** Printer down
- Description:** the invoice printer at the counter in store 1 is not working.
- Priority:** Medium
- Primary Contact:** Your Username will be here
- Assigned To:** Leave Blank
- Status:** Reported
- Documents:** Add Documents

In the Request Name field, provide a brief description of the issue (i.e. “invoice printer not printing,” “batch out of balance,” or “unable to process end of day”).

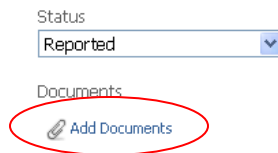
Use the Description field for more specific information (i.e. batch date, name and location that is out of balance or any error messages). More details make it easier for the support analyst to address the issue and possibly already have a solution before calling.

Your username will automatically be filled into the Primary Contact field.

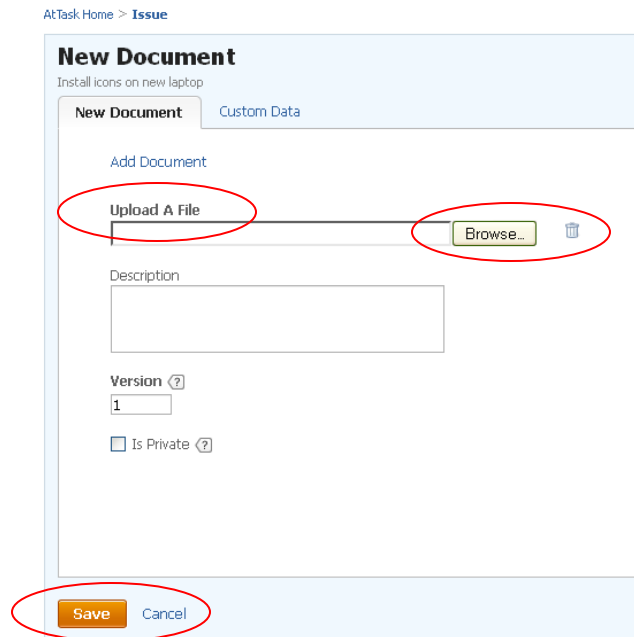
Do **not** enter anything into the Assigned To field. It will be filled in when an analyst picks up the call.

Status should always be Reported when logging a call.

Beneath the status field, there is an option to attach a document, such as a screen shot of an error message or an example of a report which is not printing correctly.



Click Browse to search for the file to be uploaded. Select the file. Click Open. The name of the file will appear in the field underneath Upload a File. Click Save to attach the document to the call.



The field labeled Internal Use Only should be left as is.

Please put the name of the person to be contacted, even if it is the same as the person logging the call, in Issue Contact Name and the appropriate phone number under Issue Contact Phone Number.

Please also put your company name under Company Name.

Internal Use Only

TirePro/ TreadX Systems Queue Resolutions (optional) ? Include in Knowledge Base (optional) ?

-- Select -- yes no for review

Issue Company Information

Issue Contact Name (optional) Issue Contact Phone Number (optional)

Your name here Your phone number here

Customer Name (optional) ?

Company name here

Submit Request Cancel

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When done, click Submit Request to log the call.

The My Requests tab will list all calls logged by the user currently logged in. Click All Requests to see support calls logged by all users in the company. The view will default to open calls. Click on Closed to see a list of closed calls. Clicking on an individual call will display the details of that call.

When you log back in at a later time, all of your submitted requests will appear on the screen under the My Requests tab with a status in the right hand column. To view the details, click on the request name (Printer Down in the example below). At any point, you can click on the AtTask logo in the upper left hand corner to refresh the data on the screen.

AtTask Requests Settings Logout Search Issues...

+ New Request My Requests All Requests

Open (1) | Closed Sort by: Recently Updated

Printer down
Help Desk Queues - TreadX
Comment

Submitted On: Aug 18, 2011 Assigned To: Unassigned Status: Reported

Once you click on the call title, it will show you the status. In the example below, the call is still open but assigned to an analyst.

The screenshot shows the ActTask interface for a request titled "Printer down" under the category "Help Desk Queues - TreadX". The description states "the invoice printer at the counter in store 1 is not working." The interface includes tabs for "Updates", "Documents (0)", and "Request Details". A text input field for updates is present. Below the input field, there are two comments: one from Jeff Manseau requesting Kerry Keller to work on it, and another from Test1 User requesting the Tech Svc Tpro/TX Team to work on it. On the right side, a sidebar shows the assigned analyst as Kerry Keller, with the completion date set for Aug 18, 2011, and the status as "Reported". A "Close Request" button is visible at the bottom of the sidebar. The "Requested by" field shows Test1 User, and the submission and last update dates are both Aug 18, 2011.

In this summary view, the call is closed with a description of the resolution.

This screenshot shows a summary view of the "Printer down" request. At the top, there are navigation options: "+ New Request", "My Requests", and "All Requests". Below this, there are filters for "Open" and "Closed (1)", and a "Sort by: Recently Updated" dropdown. The main content area displays the request title "Printer down" and a brief description. A comment from Kerry Keller indicates that settings were changed and the printer was reset. To the right, a summary table lists the submission date as Aug 18, 2011, the assigned analyst as Kerry Keller, and the status as "Closed".

Clicking on the name of the call will show the details of the call -- when it was logged, who worked on it and what was done. The status appears on the right side of the screen.

This screenshot shows the detailed view of the "Printer down" request, which is now closed. The main content area includes the same description and update input field as the previous view. The comment history is updated to show Kerry Keller changing the status to "Closed" and resetting the printer. The sidebar on the right now shows the status as "Closed" and includes a "Reopen Request" button. The "Requested by" field remains Test1 User, and the dates are consistent with the previous view.