

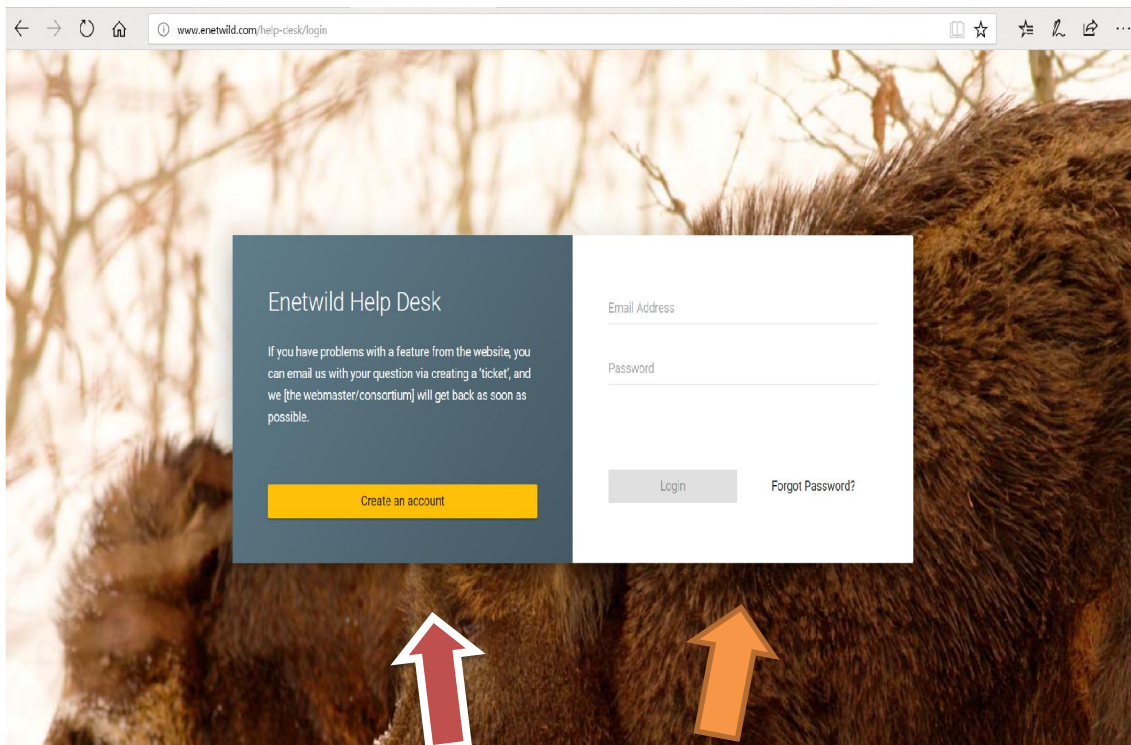
## HELP DESK GUIDE FOR ENETWILD WEB

Describes the procedures that are carried out since the opening of incident until it is resolved and closed, to provide a better service to the users and to have a follow-up and guarantee their satisfaction. The Help Desk's job is to take incoming user support doubts and determine whether the problem is an individual issue or a broader issue that might affect multiple users. The Help Desk itself is usually responsible for handling the individual user problems, while escalating broader issues to the FAQ section and instruction to improve upload for data registration.

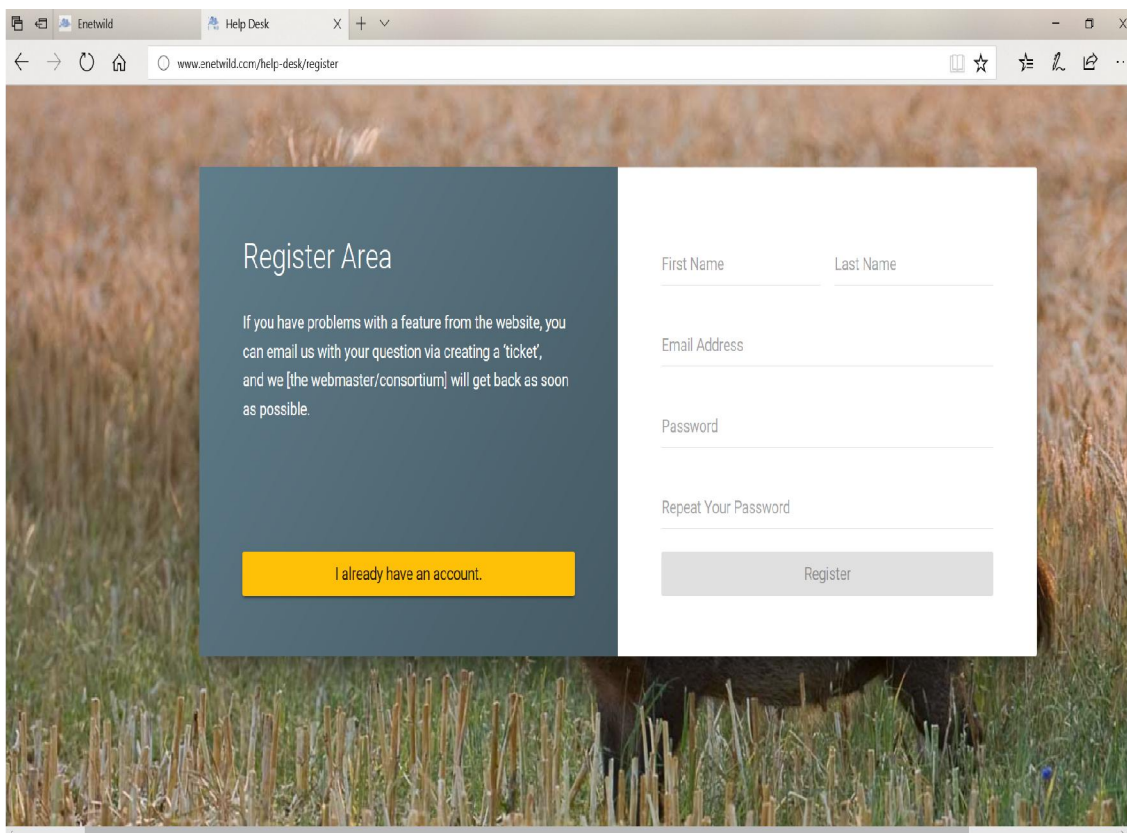
### USER INSTRUCTIONS

The system is designed to be user-friendly so it does not have complex processes that require complicated training.

In the first step "Help desk" are asked to create an account (red arrow). If you already have an account, you must enter your login (or email) and password to access in helpdesk.



**Register Area** It is possible to create an account, for which personal data as the first and second names and the e-mail address are requested, as well as to create a password to get access and to have a personal dialogue with help desk manager.



Register Area

If you have problems with a feature from the website, you can email us with your question via creating a 'ticket', and we [the webmaster/consortium] will get back as soon as possible.

[I already have an account.](#)

First Name

Last Name

Email Address

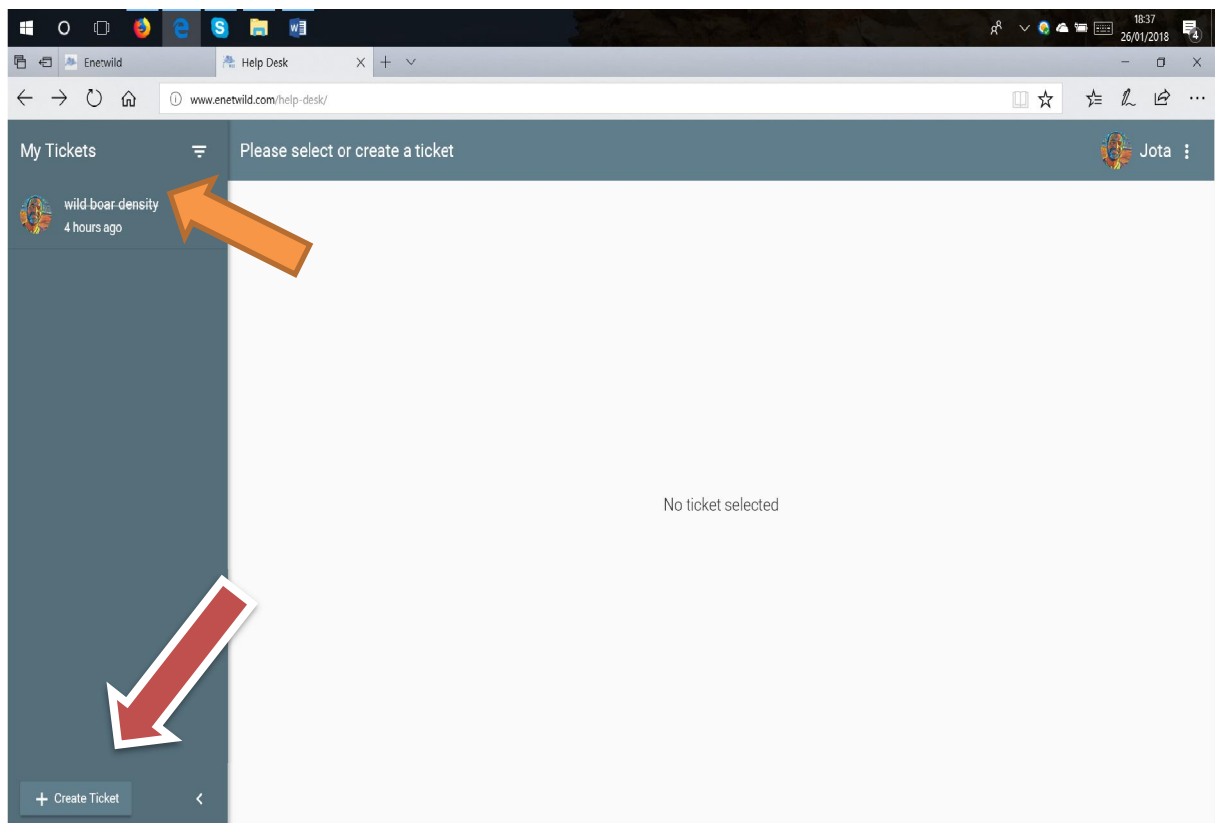
Password

Repeat Your Password

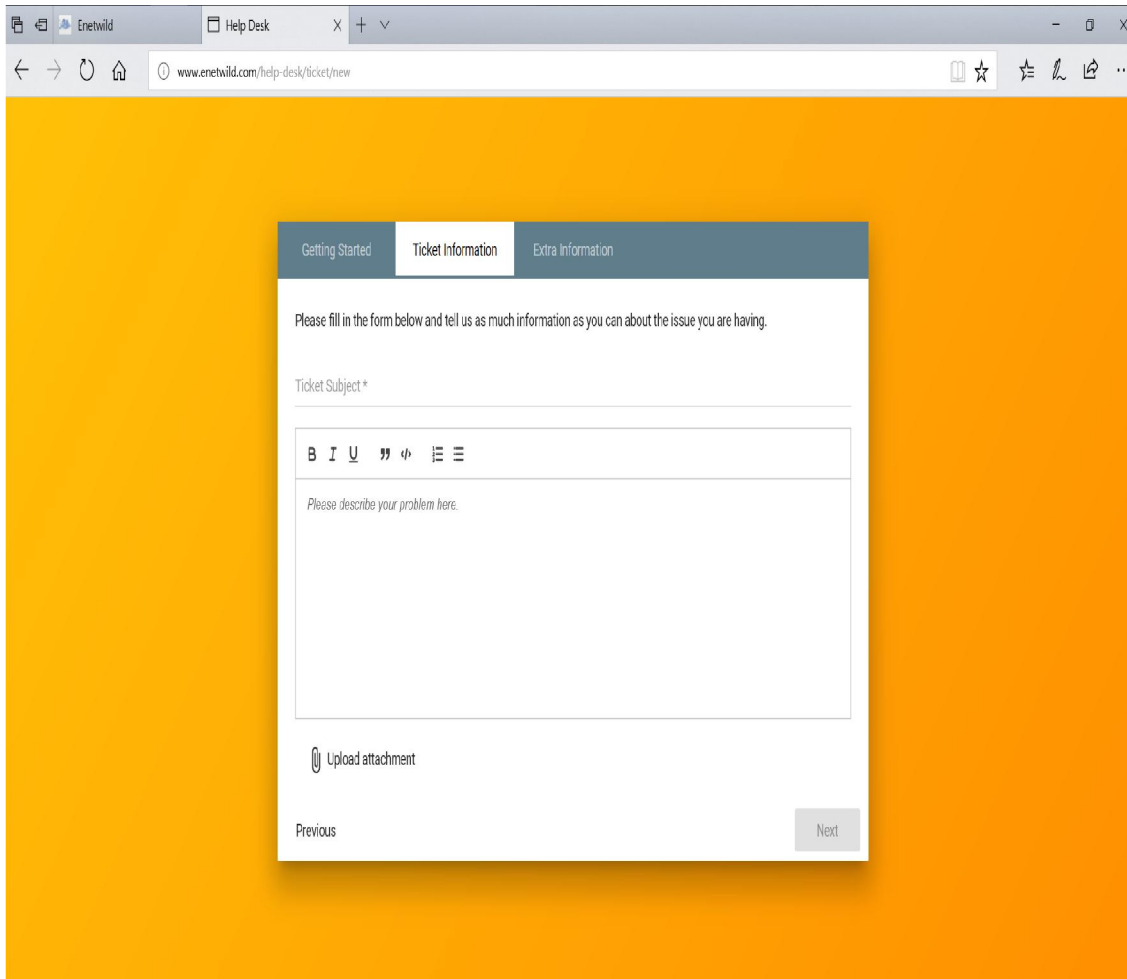


## Help desk guide

**First screen** after logging into the helpdesk app. In the lower part of the screen (red arrow), request to create a Ticket. In the left side of the screen is possible to check previous tickets (orange arrow) requested by user pointing its status: OPEN; pending resolution or CLOSED; resolved issues.



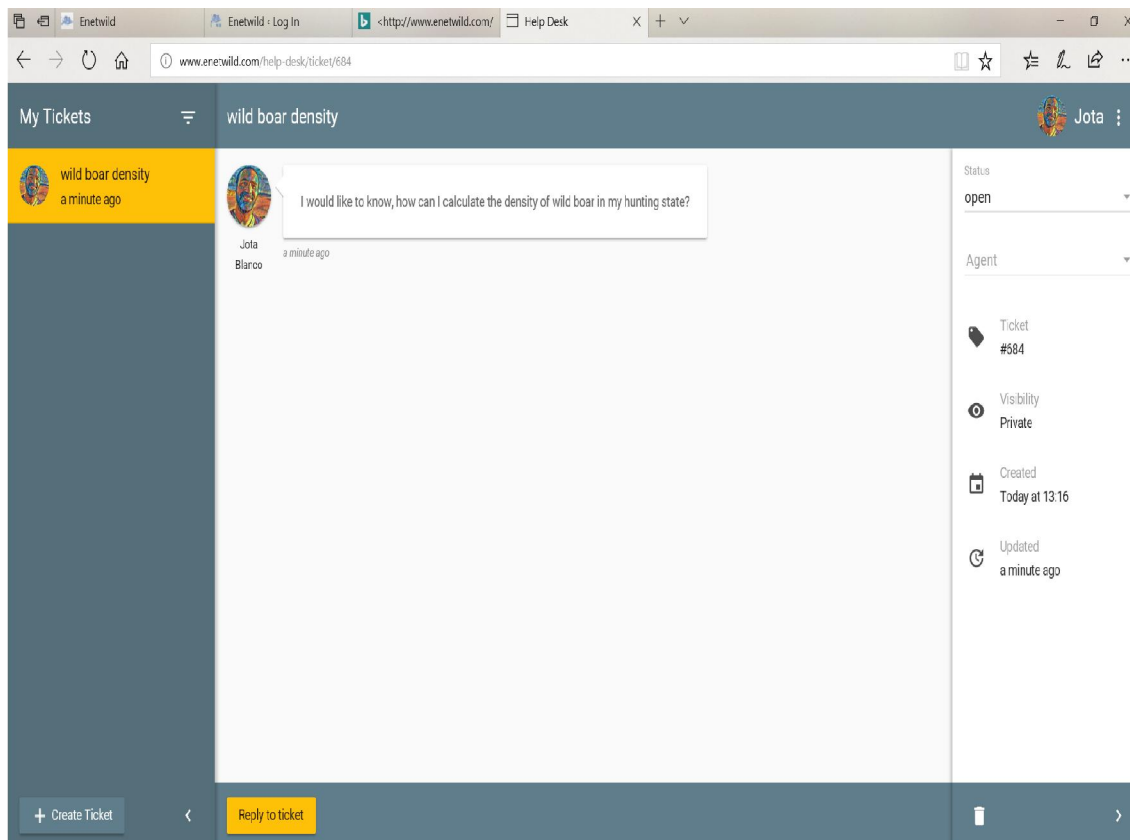
**Second screen.** A text editor appears that allows us to write our questions and attach documents if needed.



The screenshot shows a web browser window with the URL [www.enetwild.com/help-desk/ticket/new](http://www.enetwild.com/help-desk/ticket/new). The page has a dark blue header with three tabs: 'Getting Started', 'Ticket Information' (which is active), and 'Extra Information'. Below the header, there is a white form area with a blue background. The form contains the following elements:

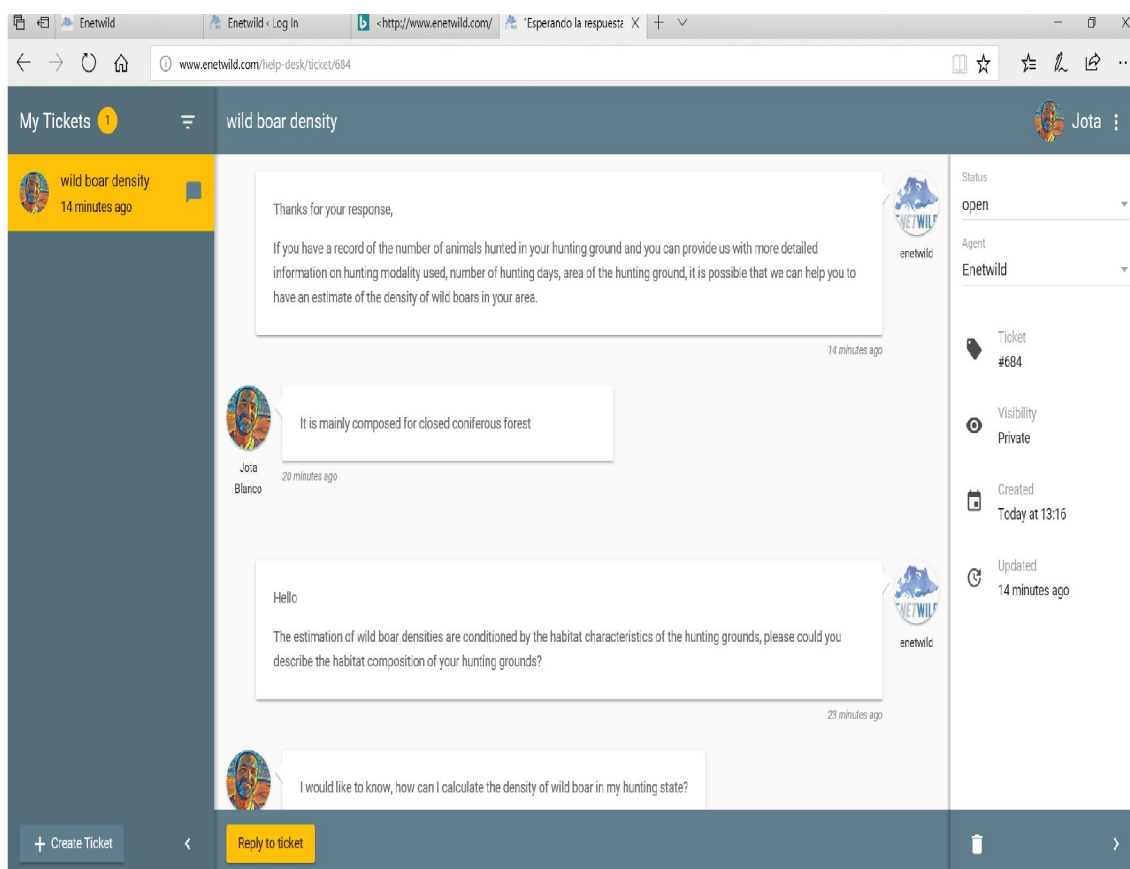
- A heading: "Please fill in the form below and tell us as much information as you can about the issue you are having."
- A text input field labeled "Ticket Subject \*".
- A rich text editor with a toolbar containing icons for Bold (B), Italic (I), Underline (U), Quote, Link, and List.
- A large text area with the placeholder text "Please describe your problem here."
- An "Upload attachment" button with a paperclip icon.
- "Previous" and "Next" buttons at the bottom of the form.

**Third screen** Once the doubt has been formulated and sent, it is no longer necessary to stay in the help desk window, all notifications arrive at the email address which user introduced when registered. Additionally, messages are also shown on the web as if you were chatting.



When the desk manager responds, then user receive an email in their e-mail notifying the help desk manager answer and including a link that allows us to access again to the helpdesk terminal again.

**Fourth screen,** here you can review the questions and answers with a very simple visual design



The screenshot displays a web browser window with the URL [www.enetwild.com/help-desk/ticket/684](http://www.enetwild.com/help-desk/ticket/684). The interface is titled "My Tickets" and shows a single ticket for "wild boar density" created 14 minutes ago. The conversation history includes:

- An agent message (enetwild) from 14 minutes ago: "Thanks for your response, If you have a record of the number of animals hunted in your hunting ground and you can provide us with more detailed information on hunting modality used, number of hunting days, area of the hunting ground, it is possible that we can help you to have an estimate of the density of wild boars in your area."
- A user message (Jota Blanco) from 20 minutes ago: "It is mainly composed for closed coniferous forest"
- An agent message (enetwild) from 28 minutes ago: "Hello The estimation of wild boar densities are conditioned by the habitat characteristics of the hunting grounds, please could you describe the habitat composition of your hunting grounds?"
- A user message (Jota Blanco) from 29 minutes ago: "I would like to know, how can I calculate the density of wild boar in my hunting state?"

The right sidebar shows ticket details: Status (open), Agent (Enetwild), Ticket #684, Visibility (Private), Created (Today at 13:16), and Updated (14 minutes ago). At the bottom, there are buttons for "Create Ticket" and "Reply to ticket".

The entire conversation is recorded on the web in a private way, and when the problem has been solved, the help desk manager can close the ticket.