Issue Logs

PURPOSE

This document shows the procedure on creating and updating issues on Qliko.

WHY IS THIS IMPORTANT?

CS Lucas uses Qliko to collaborate on issue resolution and track their progress.

This system monitors the issue lifecycle in real-time, from creation to updates and final closure. Qliko's business logic enables us to track how long a particular request or question remains outstanding. For this to work effectively, we require clients to submit all issues on Qliko using their own credentials.

In addition, CS Lucas has a dedicated team member responsible for following up on matters submitted via Qliko and directing them to the relevant team for prompt resolution.

These improvements are focused on:

- Reducing response times
- Organising a knowledge base of issues and their resolutions
- Meeting and exceeding service level commitments
- Identifying areas for improving documentation and system features

IMPORTANT: Discontinuing Email and Phone for Issue Reporting
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One challenge that hinders these objectives is tracking issues reported via email. As these conversations are not centrally archived and may reside in individual support staff email accounts, maintaining a full audit trail is impossible. The same problem arises with phone conversations. Therefore to prevent these issues, which would result in an inferior support experience for our clients, we are informing all clients that we cannot accept issues reported via phone or email. We trust you understand our reasons for this and that this approach aligns with the best practices of major technology firms.

PROCEDURE

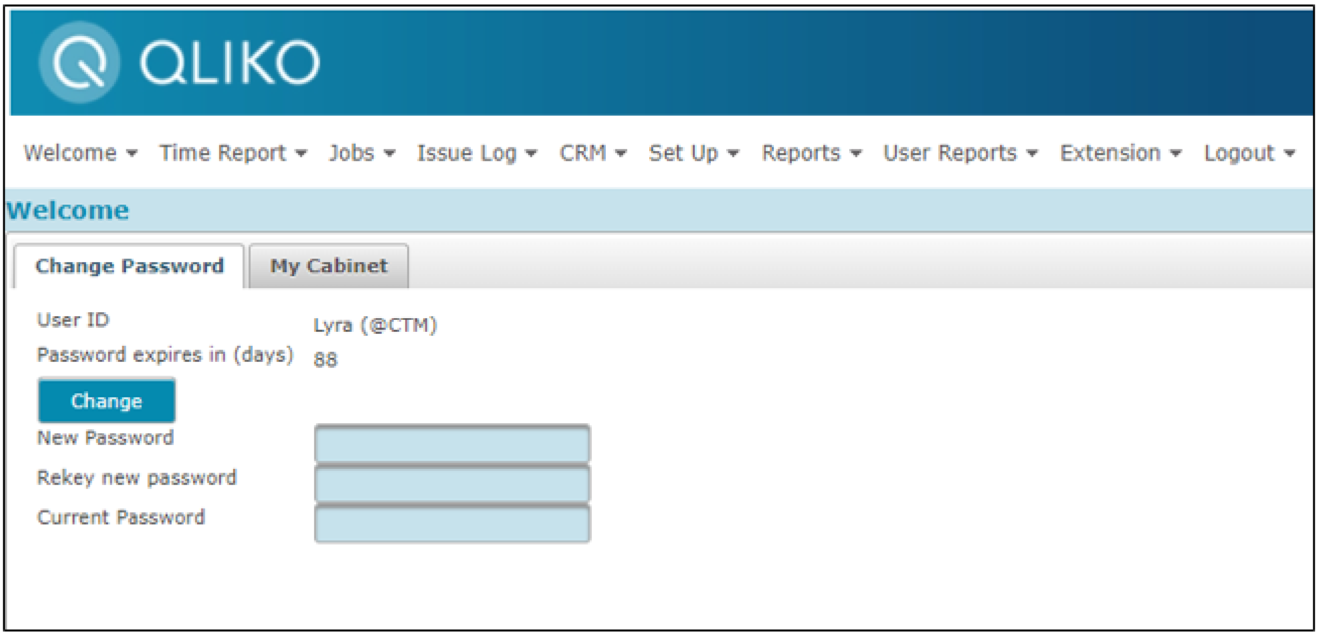
1. Browse to qliko.cslucas.com

2. Qliko login screen will be displayed.

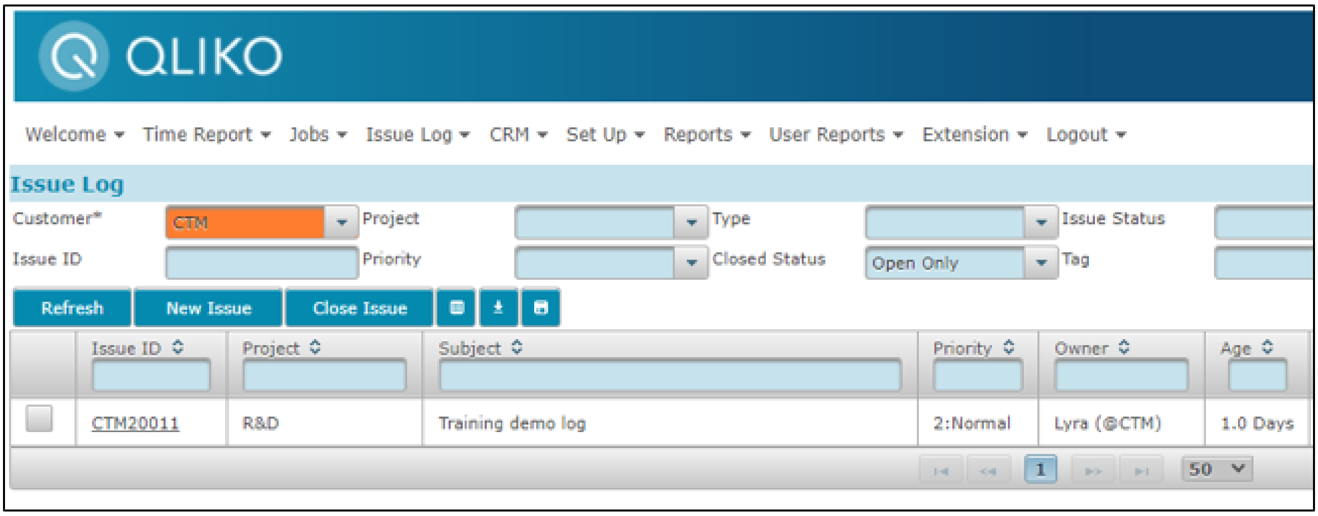
3. Type in the User ID and password. Click on “Forgot Password” link to receive an email to reset it.

4. Click Login.

5. The Welcome screen will be displayed upon logging in.



6. Navigate to Issue Log and click Refresh. The system will list all open issue logs your organization has submitted.



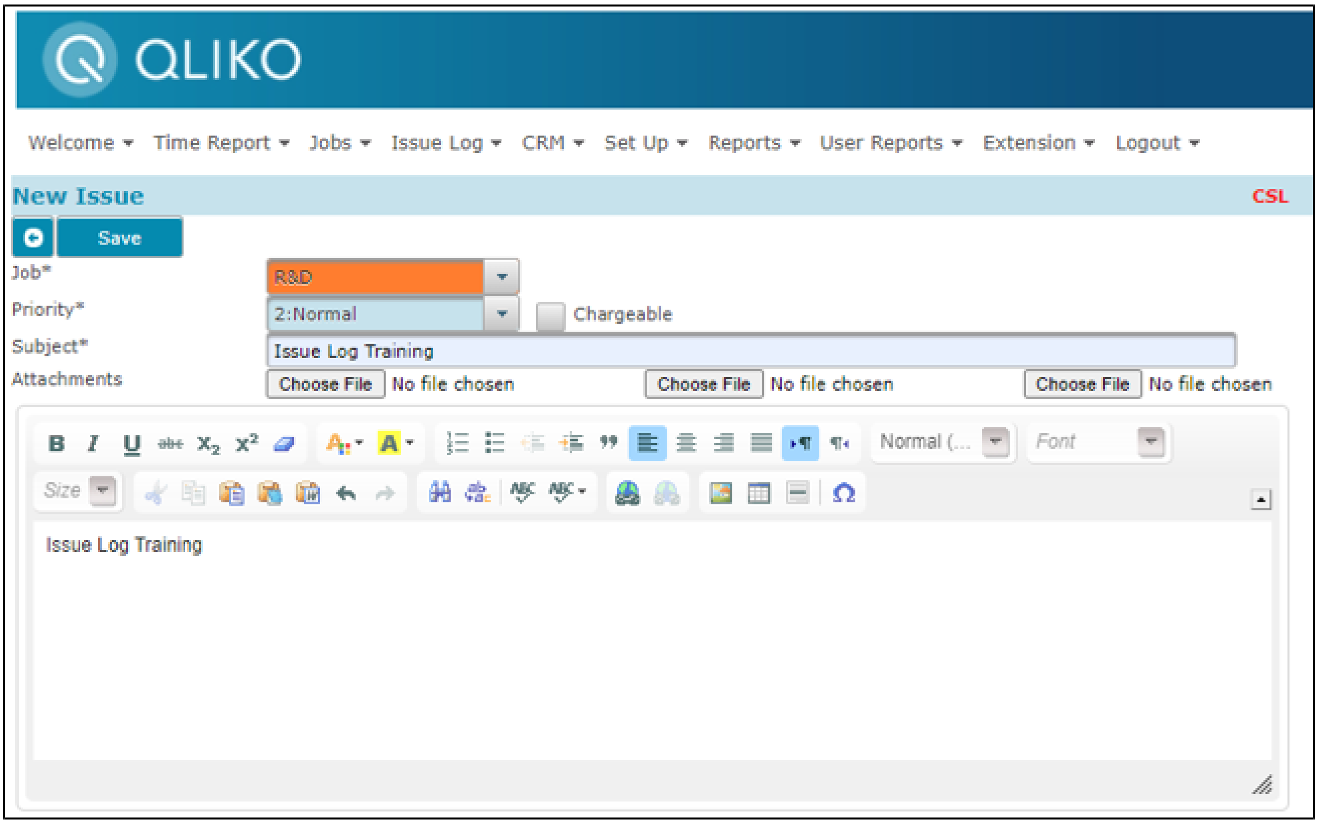
7. To create a new log, click on New Issue.

8. Select the Job. There should only be one.

9. Set the priority level to normal.

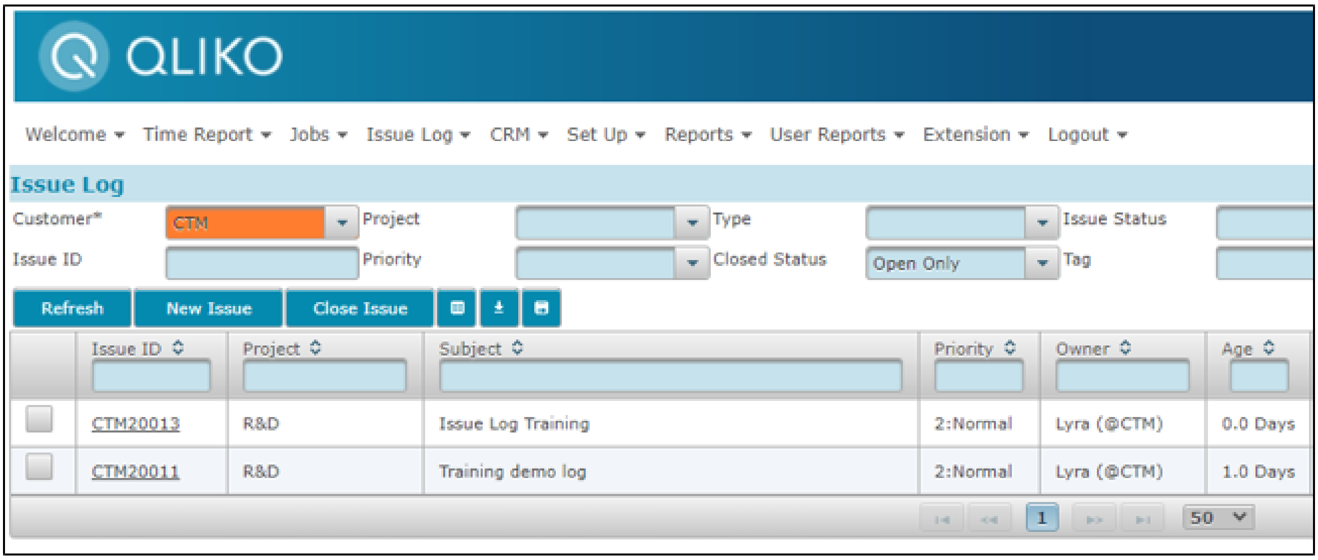
10. Give the matter to be reported a brief subject. This is limited to 50 characters.

11. Provide a full description of the problem.



12. Click on the Save button.

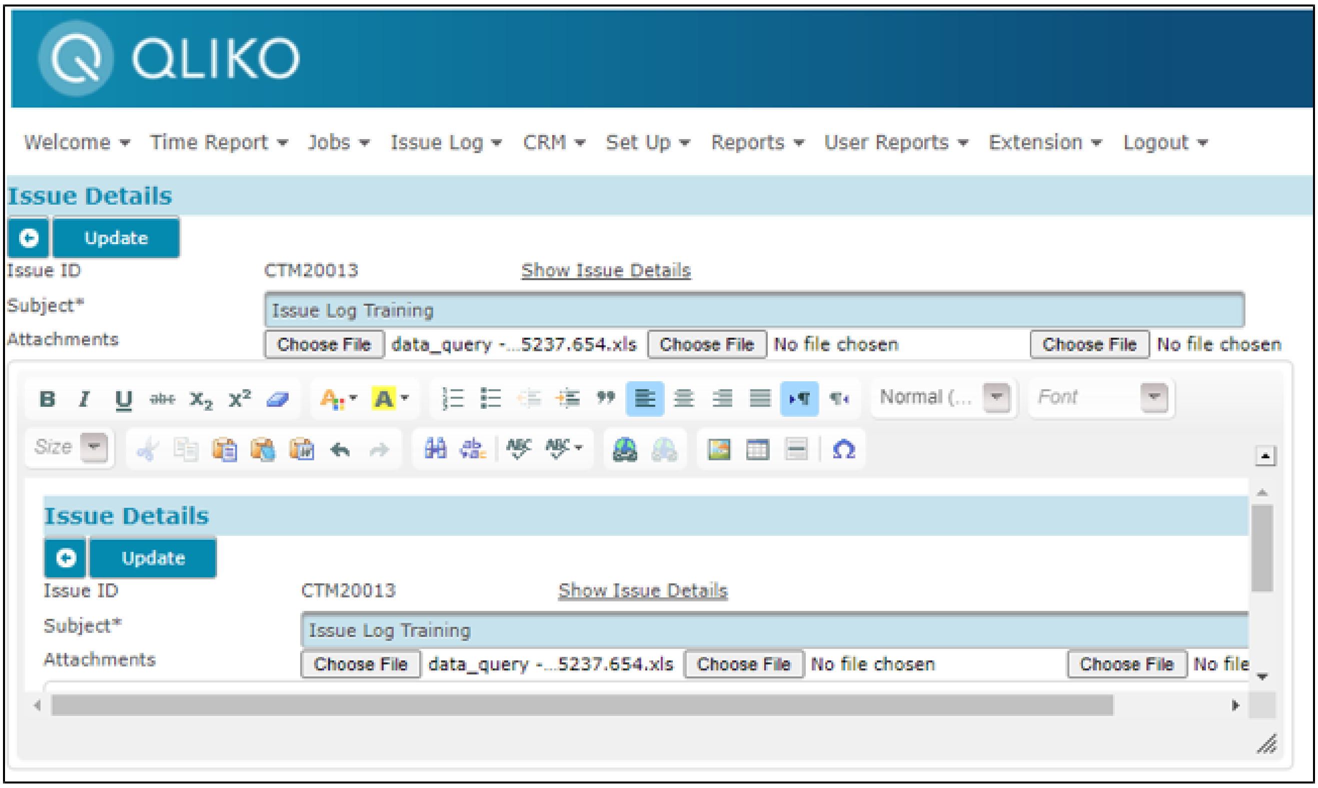
13. The new issue log has been created.



14. To view conversations and update them with images and files. Drill down to the relevant issue by clicking on the Issue ID.

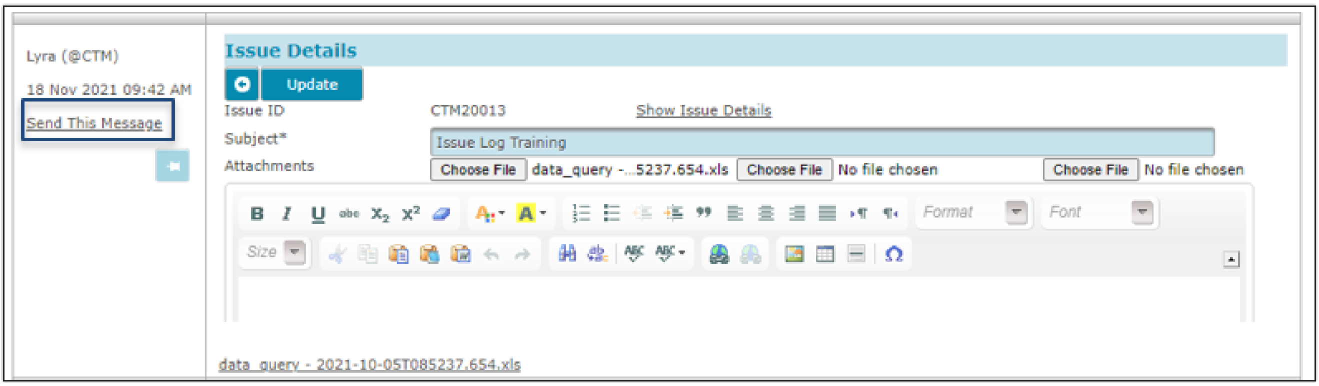
15. To attach a file, click on Choose File. The name of the attached file is shown.

16. To attach a screenshot, first take a copy of it using a snipping tool. Then paste it on the description box.

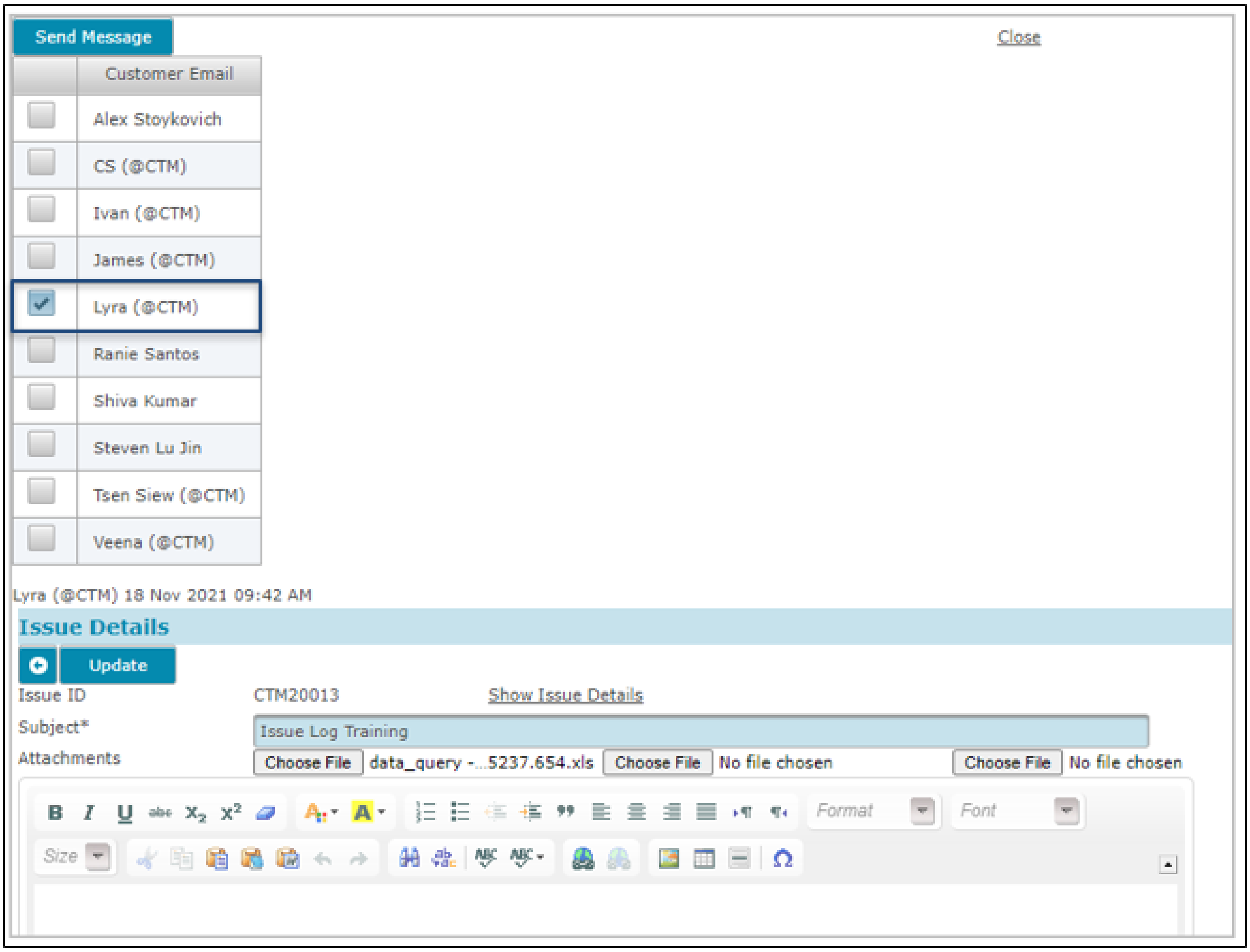


17. Click on Update to save the screenshot.

18. To send a conversation from Qliko via email. Go to the conversation you wish to send. Click the Send Message link.

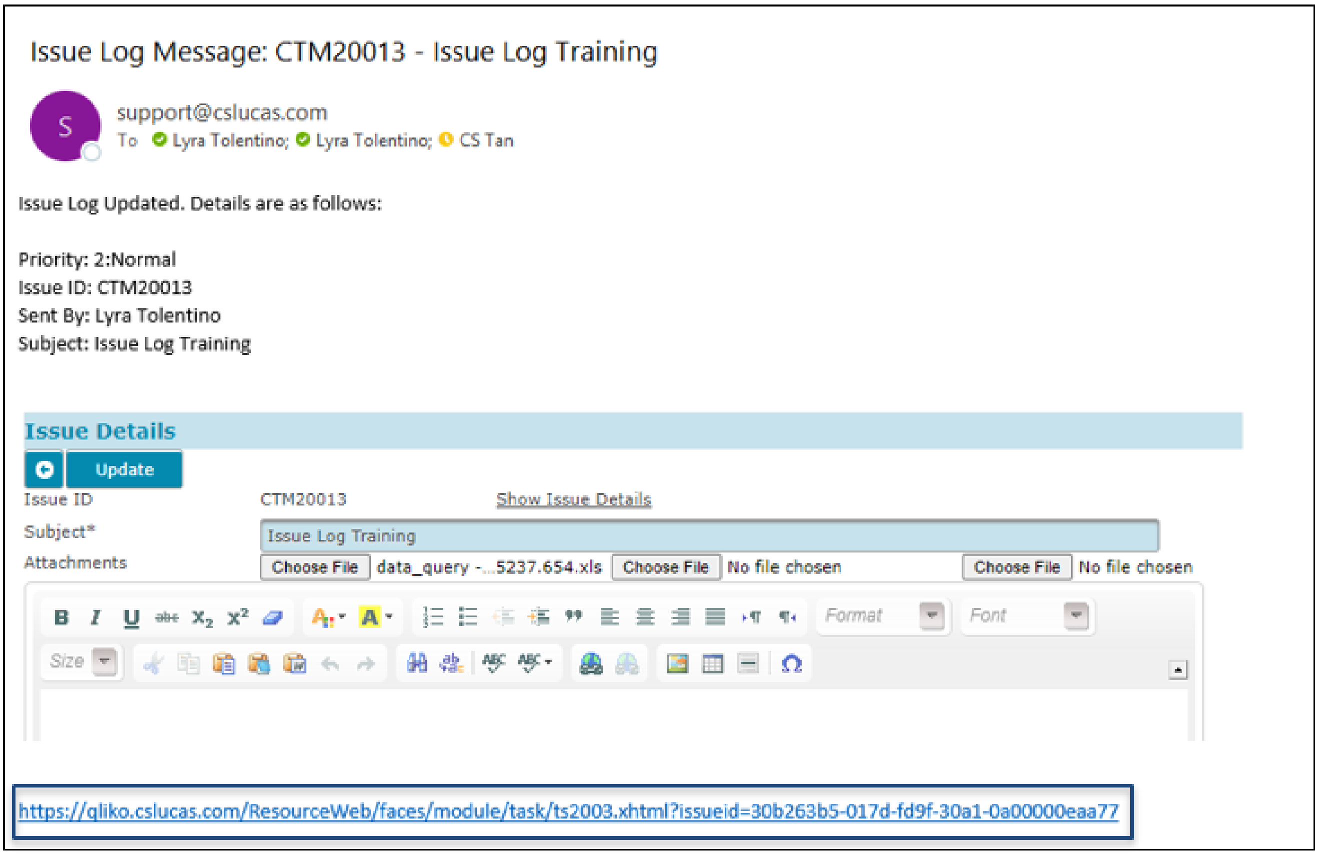


19. Select the recipients.



20. Then click Send Message.

21. The email sent by Qliko will appear in the inbox. A convenient way to navigate back to Qliko from the email is to click on the link below. This will launch the browser to open the issue.



FREQUENTLY ASKED QUESTIONS

RELATED INFORMATION

CHANGE HISTORY

Date	By	Changes
18-Nov-2021	Lyra	Created