

AdDaptive Support

HelpDesk Portal



Introduction of the AdDaptive HelpDesk Portal

The HelpDesk is a controlled environment where communication between Clients and AdDaptive Product Teams can take place. The AdDaptive HelpDesk is a platform where Client Teams can submit requests for issue investigation and resolution, located here (<http://support.addaptive.com>).



HelpDesk Benefits

- ✓ **Real-time Collaboration:** Allows cross-team visibility and association
- ✓ **Transparency/Communication:** Internal teams and Clients can view and be notified of submitted requests based on assigned group association.
- ✓ **Help Desk Tickets Increase Efficiency:** Tracking & Receiving Requests from the team and Clients and reduce residency. It also decreases missed information.
- ✓ **Reporting based on ticket Requests:** Enables informed decision planning.

Introduction:



An Overview of the AdDaptive HelpDesk Portal



Ticket Request Options



Clients and Organizations



Submission Workflow



Email Request



Project Questions

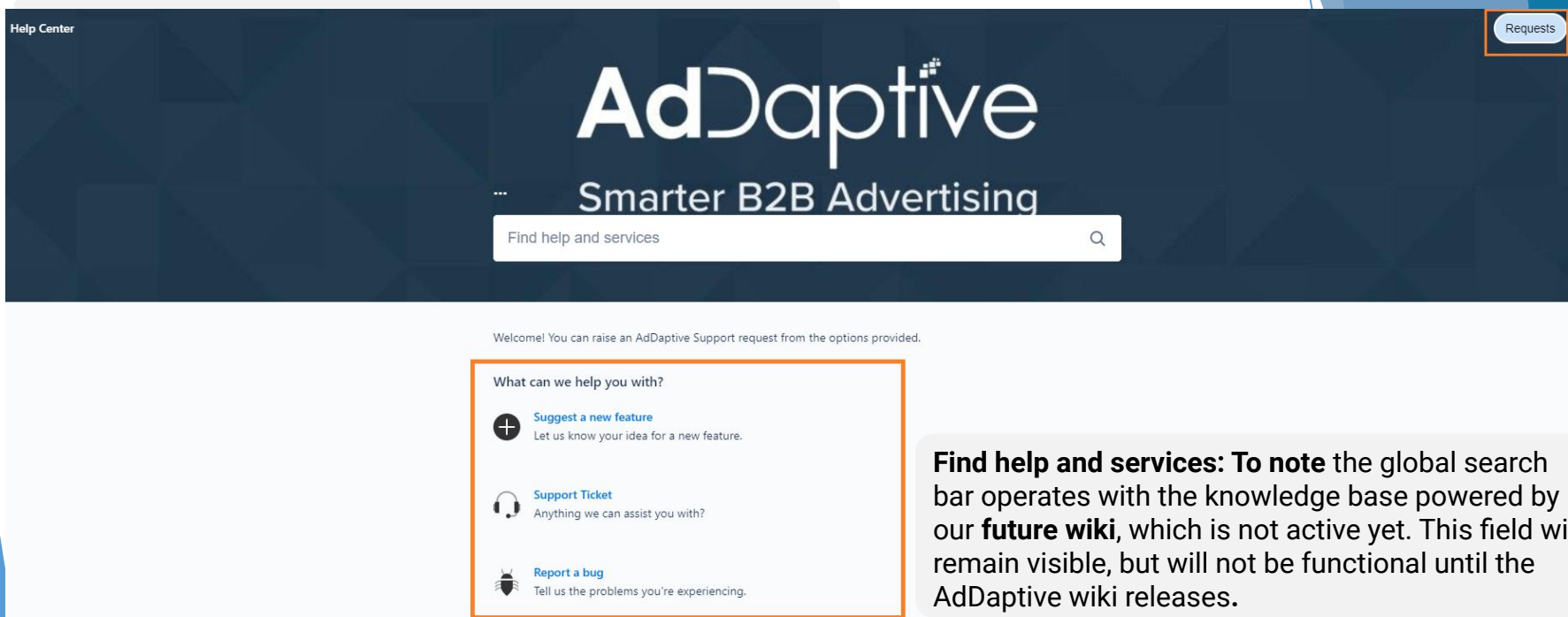
Clients Help Center Portal UI View

Clients Help Center Portal Request Form

Clients Help Center Ticket Portal

Clients My Requests page Queue

Channels: Are Modes in which the user/customer can enter a request which are Email, the Help desk Center (portal).



Clients: Can **submit a ticket/request** on the Portal by clicking on any selection. The user will then be redirected to the **AdDaptive Support request form** within the portal for further instruction.

Requests: The **Requests** icon displays the number of requests made by a customer or organization, and when clicked, it will redirect the user to the Request queue page with the portal.

Clients Help Center Portal Ticket Request Options

[Help Center](#) / [AdDaptive Support](#)

AdDaptive Support

Welcome! You can raise an AdDaptive Support request from the options provided.

What can we help you with?



[Suggest a new feature](#)

Let us know your idea for a new feature.



[Support Ticket](#)

Anything we can assist you with?



[Report a bug](#)

Tell us the problems you're experiencing.

Suggest a new feature: Give us Ideas!

Support Ticket: Anything we can assist you with? Ad Ops related support, Creative setup support, DFP integrations issues, Order sync error ..etc

Please note: if an Order submission failure derived from a sync error does occur, please save a Duplicate/copy of the affected order. So the team can further troubleshoot issues that caused the failure.

Report a bug: Tell us the problem you are experiencing? Page crashes, UI functionality not working as expected. Reporting issues such as scheduled report not being delivered.

Clients Help Center Portal Request Form (**Not-Login**)

[Help Center](#) / [AdDaptive Support](#)

AdDaptive Support

Welcome! You can raise an AdDaptive Support request from the options provided.

What can we help you with?



[Report a bug](#)

Tell us the problems you're experiencing.

Issue Priority *

Summary *

Summarize the bug briefly.

Description *

Please provide details of the problems you are having.

Attachment

Drag and drop files, paste screenshots, or browse

[Browse](#)

Full Name *

Email confirmation to *

[Send](#)

[Cancel](#)

What can we help you with?: On this drop-down field, the user can select the type of request

Issue Priority*: The level of priorities of a request is Critical (Outage), High, Medium, Low.

Summary*: Enter a short title description of the request or bug.

Description*: Enter a more extensive detailed description of the request or issue.

Attachment: Optionally, the user can drag and drop files, paste screenshots, or upload from browse

Full Name*: Enter your full name or alias you liked to be called

Email Confirmation to*: Enter the email in which you would like our Helpdesk to forward requests. **To note** your work email would be best to share with us so we can map it to your Agency/Organization in our platform.

Clients Help Center Portal Request Form (Login)

[Help Center](#) / [Adaptive Support](#)

Adaptive Support

Welcome! You can raise an Adaptive Support request from the options provided.

What can we help you with?



Support Ticket

Anything we can assist you with?

Raise this request on behalf of *



Summary *

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Description *

Issue Priority *

Full Name *

Share with *



Share with Adaptive Intell...

Adaptive Team Internal Inquiries Only

Send

Cancel

What can we help you with?: On this drop-down field, the user can select the type of request

Raise this request on behalf of *: While login our Helpdesk, a user can select any name and valid email address on this field and submit a ticket on their behalf our another Client team member that we have logged in our platform

Issue Priority*: The level of priorities of a request is Critical (Outage), High, Medium, Low.

Summary*: Enter a short title description of the request or bug.

Description*: Enter a more extensive detailed description of the request or issue.


Attachment: Optionally, the user can drag and drop files, paste screenshots, or upload from browse

Full Name*: is required field please enter your full name, for security reasons.

Clients Help Center Ticket Portal

Help Center / Adaptive Support / AS-12

EVERYTHING IS DOWN

**Phil**

raised this on Today 1:30 PM

Issue Priority

Critical (Outage)

Description


asdasd

Full Name


Phil

Status


OPEN


 Notifications on


Request type

 Report a bug

Shared with

 Phil
Creator

 Adaptive Intelligence

 Share

Activity

 Christopher

blah blah

Today 1:35 PM

 JH

Aa ▾

B

I

...

 ▾

 ▾





 ▾

Save

Within this portal:

Clients can:

- o Create, comment on, and track requests through the customer portal
- o Create and comment on requests via ticket
- o Add comments and attachment to requests
- o Add other participants to their own requests (if the [Request security settings](#) allow it) based on Group Associations

To note: Clients can create requests through the portal or by email. (helpdesk@addaptive.com)

My Requests page

Help Center



Requests

Request contains...

Open requests

Created by anyone

Any request type

Type	Reference	Summary	Status	Service desk	Requester
	AS-8	customer emails test Jira	WAITING FOR SUPPORT	AdDaptive Support	Jose
	AS-7	Hello this is a test from Jose	WAITING FOR SUPPORT	AdDaptive Support	Jose

1-2 of 2

2 Requests

JH

Type: This column indicates the channel type a request submitted by Email or via help Center Portal.

Reference: This column indicates HelpDesk ticket id

Summary: This column indicates the Summary included with the ticket

Status: This column shows that status on the card

Service desk: This column shows the name of the Helpdesk project

Requester: This column indicates the user who submitted the request

Clients and Organizations

Organizations:

Organizations are groups of customers associated with a team. AdDaptive client contacts will be grouped into their AdDaptive Account record. This action will enable each customer to see tickets raised by other team members and will also allow their AdDaptive Account Manager (s) to engage with their tickets as needed.

Example: John Doe is the customer/Client, and they are associated with the AdDaptive Intelligence organization. John can see their tickets, as well as other AdDaptive Intelligence tickets in the queue.

Customer (Clients):

A Clients – Has access to Help Desk Portal. The Portal Access lets customers access the customer portal.

- Browse Projects (Clients can access the project in the customer portal)
- Raise requests in all projects that use the organization.
- View and search the organization's requests from the My Requests page in the portal.
- Receive notifications about the organization's requests.
- Share requests with the organization.

Submission Workflow

Client Submission workflow:

The HelpDesk will associate your ticket with AdDaptive Account Management for shared commenting between Clients, their Account Manager(s), and AdDaptive Product teams.

When AdDaptive Product team are involved, the Bug or Support Tickets/requests will be evaluated and escalated as needed for resolution. Suggested Feature requests are evaluated by Product weekly.

AS-8 customer emails test Jira Inbox x

Addaptive Support <jira@addaptive.atlassian.net>

to me ▾

Reply above this line.

Thank you for submitting a Helpdesk ticket. Someone will respond to your request shortly. You can respond to this message or log in to the Support Portal (login required) to view this ticket and/or past tickets.

[View request](#) · [Turn off this request's notifications](#)

This is shared with Jose Hernandez and Michael Lu.

Powered by Jira Service Desk

To note: A new user has to login and create a profile in our Helpdesk to have access to the portal.

Here's how sending requests by email works:

- ✓ The Alternative option of submitting requests is via this email (helpdesk@addaptive.com); our HelpDesk transforms this email into a ticket. A user can communicate via both methods (email or the portal). An automated email response gets sent to the customer.
- ✓ An agent/Help Desk Team member can comment on the issue.
- ✓ The customer receives an email notification that contains the agent's comment.
- ✓ The customer can reply to the email notification and their response displays as a comment on the issue in the HelpDesk ticket.

Takeaways and Questions

1. The HelpDesk portal (<http://support.addaptive.com>) is live and active for Platform related Product support.
2. Alternatively, the HelpDesk email (helpdesk@addaptive.com) is also live and active for Platform related Product support. Any email received will be transformed to an email ticket request.
3. There are no changes to your AdDaptive Account Management service workflow. This feature will provide additional Product support.
4. For questions about this new workflow please submit your questions to (helpdesk@addaptive.com)