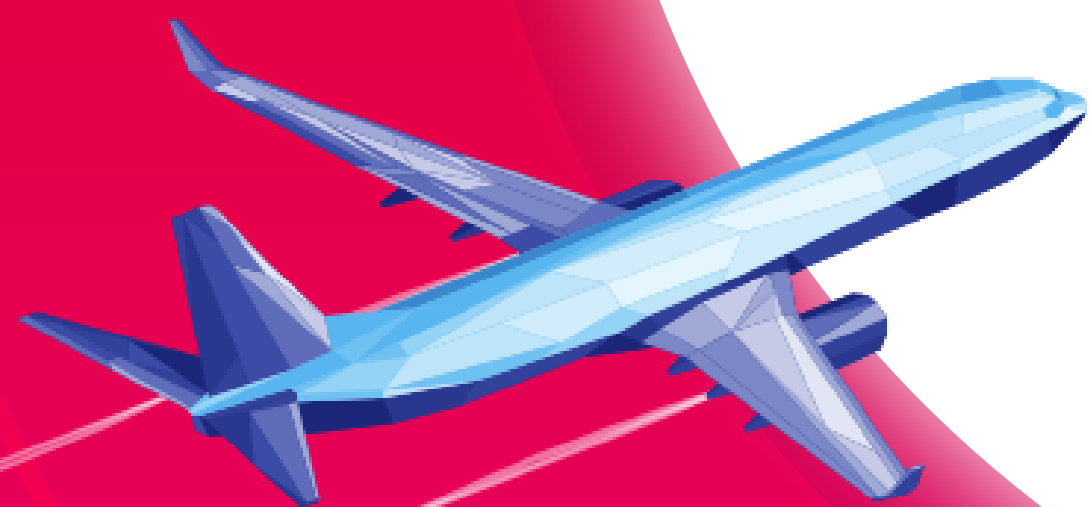


AWERY

AVIATION SOFTWARE

**AWERY
SUPPORT
GUIDE**




What is the Awery Support Tool?

The Awery support portal provides users with the opportunity to initiate requests for system improvements, request any necessary modifications and promptly report any errors or problems you may encounter while using the system.

Here is a web link that will redirect you to the portal - support.awery.com




 To start using the Support Tool requires previous registration.



How to submit requests

There are three options for submitting a request:

1. You can send a request by email to - support@awery.aero
2. Or submit the new task directly from the **Awery Support Tool**.  **AWERY SUPPORT**
3. Alternatively, you can report problems using the ERP directly. In the upper right corner, click on the "**Support Centre**" button



General information about the types of requests which can be submitted on the portal.

Types of support request:

BUG

The feature is not working how it was supposed to do (based on technical specifications) or working differently after acceptance of that feature, and in any case is not the improvement or new feature or new requirement. - first priority tasks

IMPROVEMENT

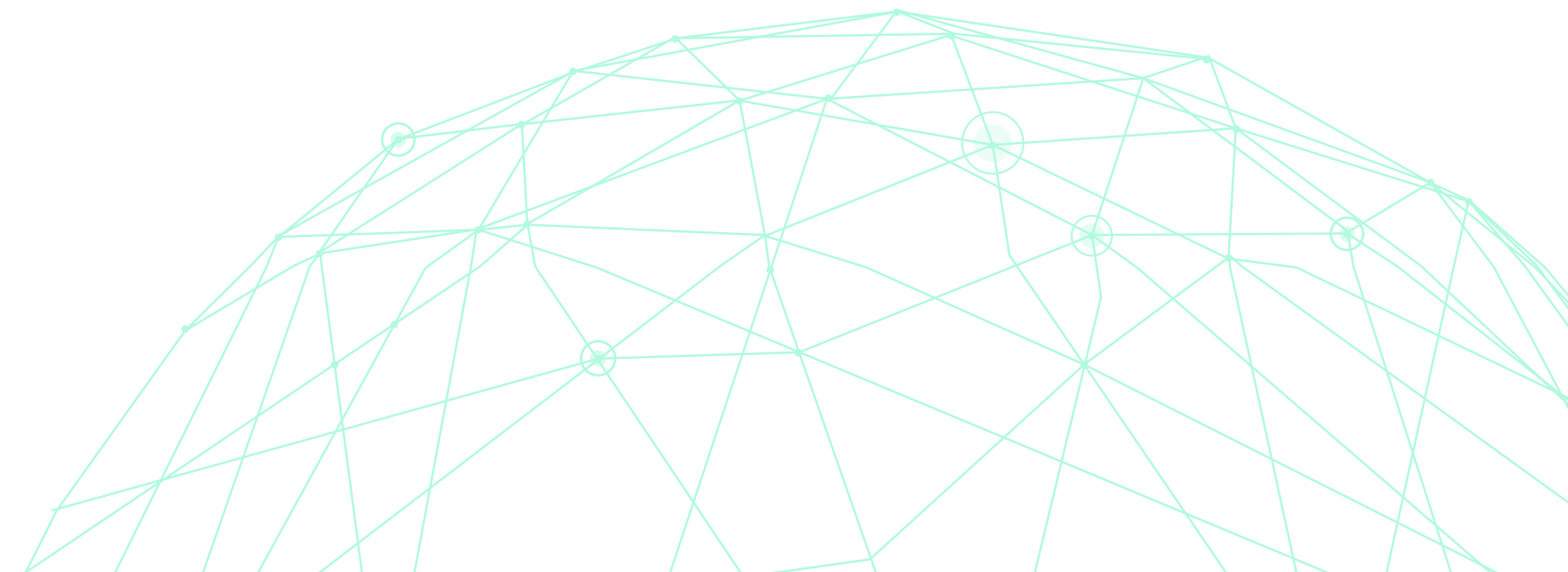
Change to the current functionality (new way of working, extra conditions, filters, export/print format changes, new templates requirements, etc.) - extra tasks – billable

SUPPORT

Requires setup, explanation, help to resolve the query, access permissions, etc. Tasks which do not require any development or developers involvement, but task that can be resolved by project managers and support staff – covered with support.

NEW FEATURE

New feature request - extra tasks - billable



Types of task priorities you can submit:

Types of task priorities you can submit:

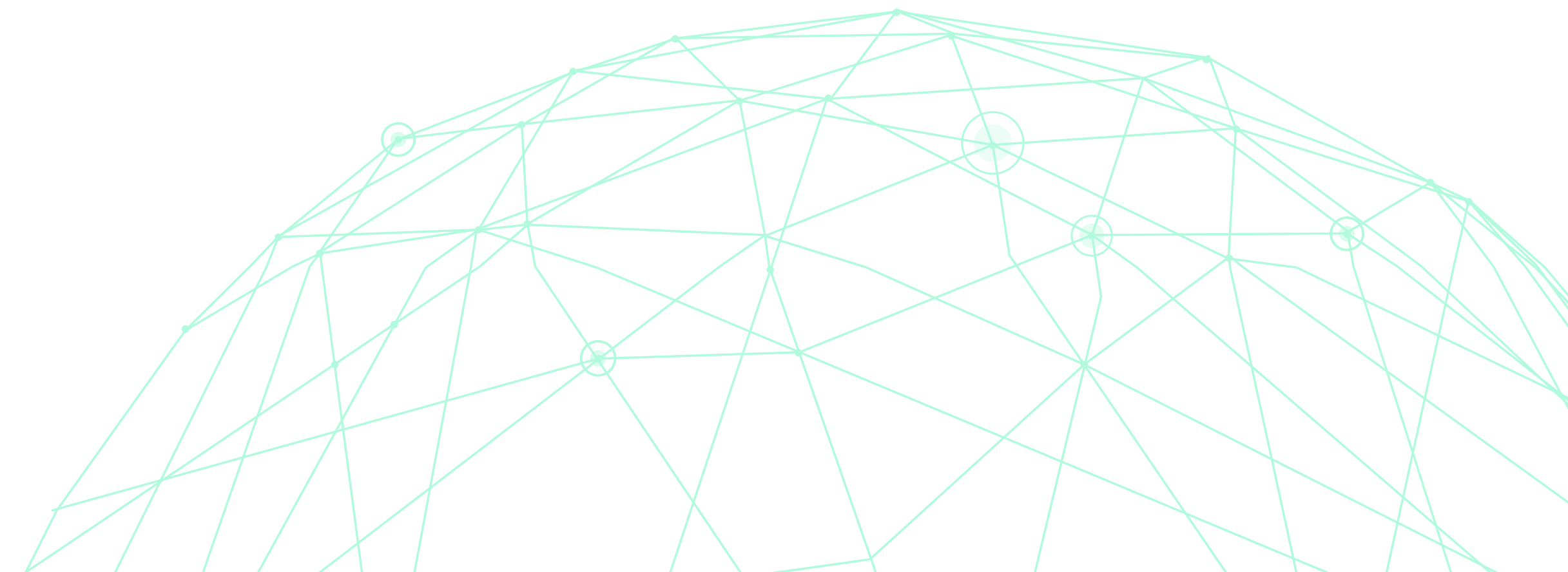
Blocker – can't use the system.

High – may affect the life operations and processing of data.

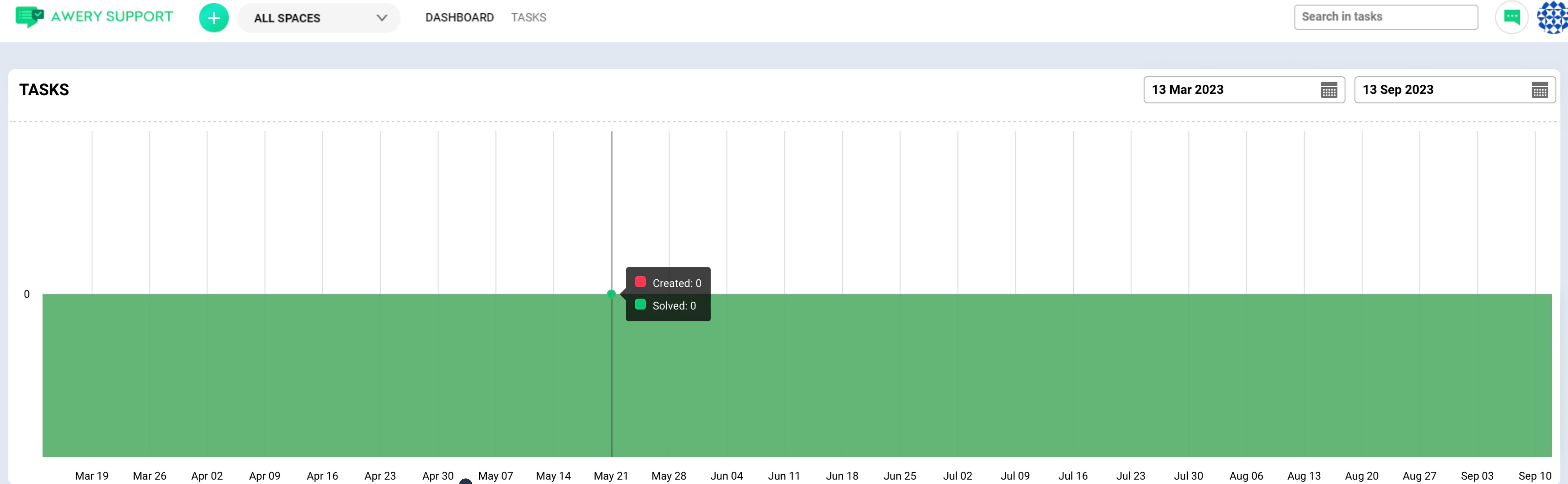
Medium – the workaround explainable for users is available.

Low – do not affect the process directly or can be treated on a non-urgent basis.

Bugs – rectifications are covered with support, except bugs in developing features – which are not yet accepted by clients.



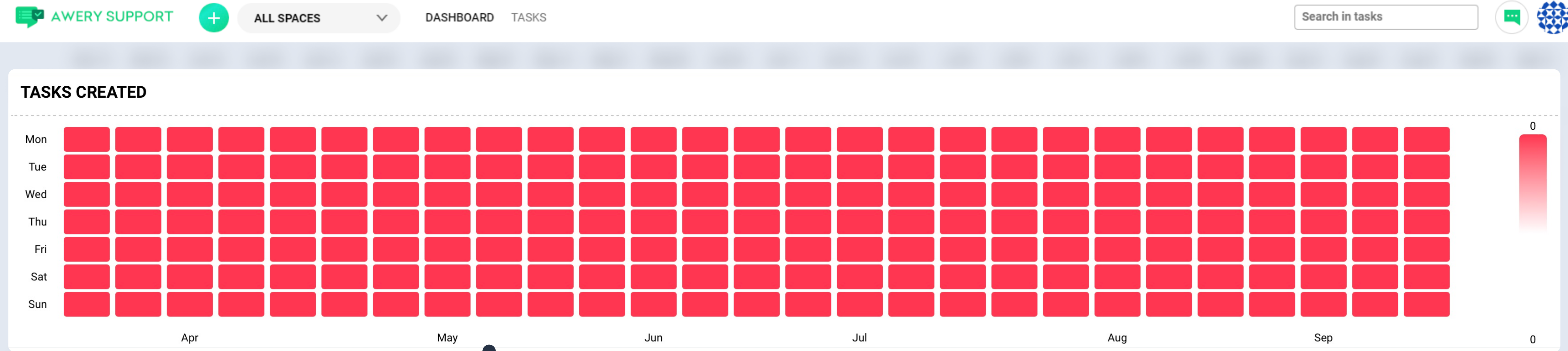
Interface description of the Support Tool



Tasks

Section shows general statistics, the ratio of closed and created tasks for a certain period of time. You can select the period for which you want to see the number of created/closed tasks in the upper right corner.

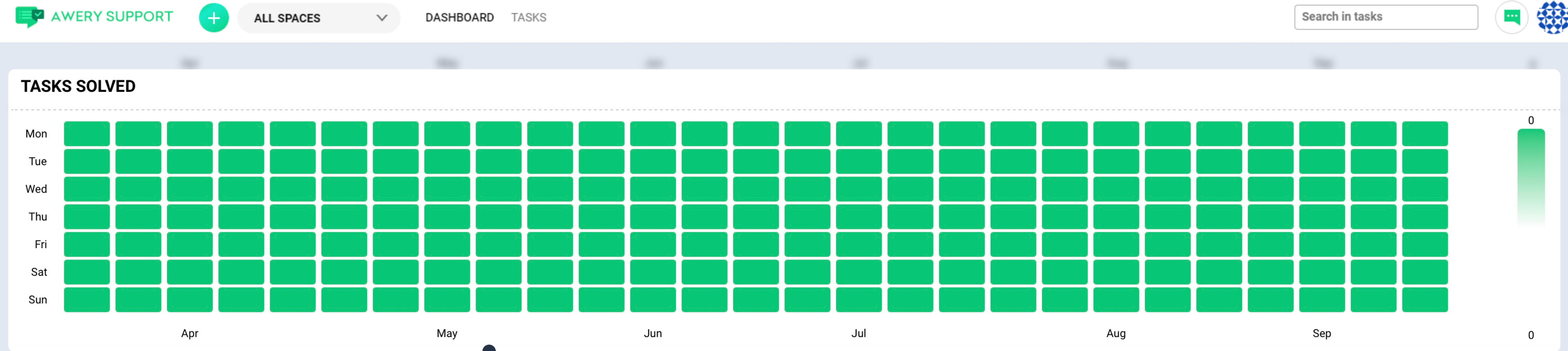
Interface description of the Support Tool



Tasks Created

Shows the amount of created tasks for the last 6 months.
When hovering the cursor on the one of tiles – it shows the amount of created tasks by day.

Interface description of the Support Tool

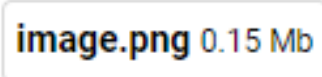
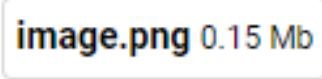


Tasks Solved

Shows the amount of tasks which were solved within 6 months.
When hovering the cursor on one of the tiles – it shows the amount of resolved tasks by day

Interface description of the Support Tool

AWERY SUPPORT + ALL SPACES DASHBOARD TASKS  

			<input type="checkbox"/> My Tasks
Theresa Webb	(PHP Developer) in TS-14	Delete uploaded file	12 Oct 08:11
Jenny Wilson	(PHP Developer) in TS-14	Delete uploaded file	12 Oct 08:11
Jerome Bell	(PHP Developer) in TS-14	Uploaded new file 	12 Oct 08:11
Brooklyn Simmons	(PHP Developer) in TS-14	Uploaded new file 	12 Oct 08:11
Kristin Watson	(PHP Developer) in TS-14	Delete uploaded file	12 Oct 08:10
Jenny Wilson	(PHP Developer) in TS-14	Changed description from "Test description \${Screenshot 2023-10-09 at 16.04.09.png}" to "Test description"	12 Oct 08:10
Albert Flores	(PHP Developer) in TS-14	Changed description from "Test description" to "Test description \${Screenshot 2023-10-09 at 16.04.09.png}"	12 Oct 08:10

Below is displayed the history of recent interactions with tasks.

Interface description of the Support Tool



Creating new tasks

AWERY SUPPORT



ALL SPACES



DASHBOARD TASKS

Search in tasks



Main info

Title

Description

B *I* U ~~S~~

Briefly describe the main idea of a query in the **Title** field of the **Main info** section. It is a subject of the query.

Describe your request in detail in the Description field.

You are allowed to format the text with the instruments on the top of the field and insert screenshots into the body of the description.

Choose an appropriate **Milestone** for the task. Leave the **Assignee** field without a responsible person, as our support team will follow up and assign it to the responsible manager.

The **Parent task** field is handled by our team.

Task info

Space

Milestone

Assignee

Parent task

Creating new tasks

AWERY SUPPORT



ALL SPACES



DASHBOARD TASKS

Search in tasks



Status

Task type

Bug

Priority

Blocker

High

Medium

Low

Choose the appropriate *Task type* for a query from the drop-down list and set the *Priority* for it.

The *Custom section* is intended for more detailed information about the environment you're working in. This information will be useful for our developer's team.

Custom

Estimated Delivery

Version to test

Version to test

Dev ver.

Dev ver.

In the *Attachments section*, you can add screenshots, screen records, reports, and other files.

Our managers team will be very appreciative if you will add more additional information with the description, it helps to find issues faster and understand your request more precisely.

Attachments

Drag & Drop files here or [Browse](#)

Click on *Create Task* button when you are done with the mandatory fields below.

CREATE TASK ✓

Created task

AWERY SUPPORT + ALL SPACES DASHBOARD TASKS

Test task
Test description
Add linked task
Attachments: Drag & drop files here or [Browse](#)
Log
Write comment: Drag & drop files here or [Browse](#)
Recipients: [User]
[Rich text editor]
[SEND]

TS-14

Additional data

Created: 13 Sep 2023 17:40

Creator: Test Name (...)

Assignee: Support Test...

Responsible: Without Responsible

Status: To Do

Last Update: 13 Sep 2023 17:42

Space: Test Space

Milestone: General

Type: Bug

Priority: High

Main JIRA Task:

Parent Task:

Watchers:

Contact Watchers:

Estimated Hours:

Actual Hours:

Billed:

Total Worktime:

[Start Working]

[Add New Custom Field](#)

[Clone Task]

[Generate Url] [Send Url]

[Delete] [Archive]

- TS-14** – the Task number for this particular case.
- Assignee** – an executor of an issue, who performs and tracks this task according to its status.
- Responsible** – a person in charge of handling tasks. Usually, this role is played by AWERY team members.
- Status** – an indicator of the current stage of the task.
- Watchers** – Support Tool authorized users who receive task update notifications if they are mentioned in a task.
- Contact Watchers** – external users who are not authorized in the Support Tool but receive task update notifications if they are mentioned in a task.
- Estimated Hours** – the time period expected to be spent on the solution.
- Actual Hours** – the amount of time managers and developers spend resolving a problem.
- Billed** – for internal use only.
- Total work time** – for internal use only.

Additional actions with the created task



You can edit the *Title* and *Description* fields by simply clicking on them. To save the changes, click on the green tick. You can also upload the other attachments.

< ALL TASKS TASKS FOR SPACE "TEST SPACE" TS-14

Test task

B I U x

Test description

Add linked task x ✓

You can change the values of the fields *Milestone*, *Type*, *Priority* in the created task, clicking on them.

Milestone: **General**

Type: **Bug**

Priority: **↑ High**

Log

Guy Hawkins	(PHP Developer)	Delete uploaded file	12 Oct 11:11
Jenny Wilson	(PHP Developer)	Delete uploaded file	12 Oct 11:11
Annette Black	(PHP Developer)	Uploaded new file	12 Oct 11:11
Marvin McKinney	(PHP Developer)	Uploaded new file	12 Oct 11:11
Cody Fisher	(PHP Developer)	Delete uploaded file	12 Oct 11:10

Log shows the history of changes to the task

Watchers: **Support Test** (Te...)

You can add *Watchers* by clicking on the empty area right under the existing *Watcher* to get a drop-down list of the existing watchers. After the *Watcher* is selected, click on the green tick to add.

Additional actions with the created task



You can write questions, provide additional information for the team in the **Comment** section. To address to the particular recipient, you should type @ and **select user to mention** from the list.

Comments:

Test name (Test name) 13 Sep 2023 18:46 Edit Delete

Test comment Support test (Test)

Write comment: Drag & drop files here or [Browse](#)

Recipients:

B I U

SEND

Send the completed comment by clicking on the **SEND** button. The mentioned recipients will get the message by email and can reply the same way.

Workflow with support

AWERY SUPPORT



ALL SPACES



DASHBOARD

TASKS

Search in tasks



When the task status has been changed to *Customer Testing*, the *Creator* will be assigned as *Assignee* to check the result. If the issue is solved, *Assignee* confirms the task, clicking on the button *Confirm Task* in the top right corner of the screen.

Additional data

Confirm Task

Created: 13 Sep 2023 17:40

Creator: Test Name (...)

Assignee: Support Test...

Responsible: Without Responsible

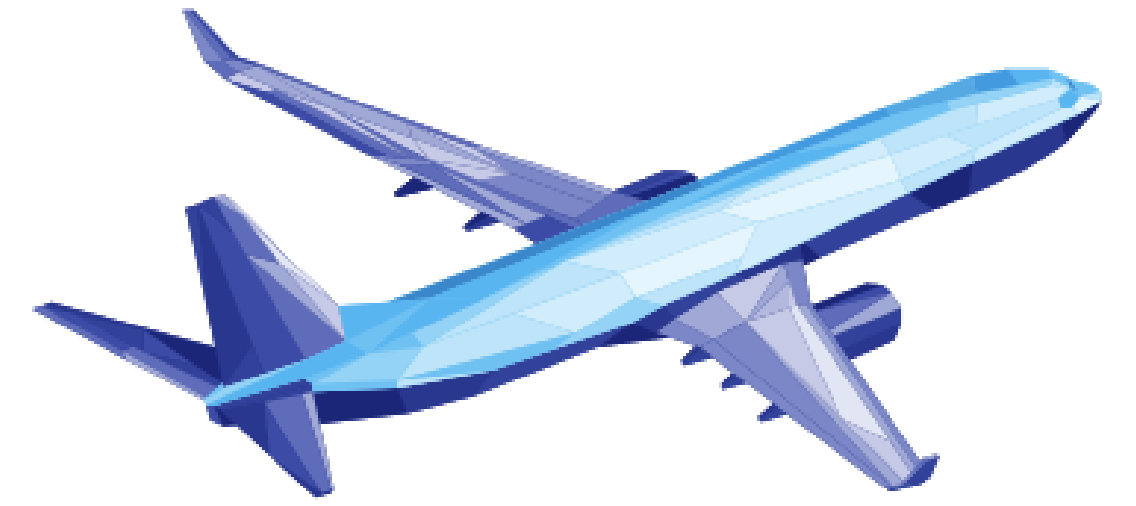
Assign To Creator

Status: Customer Testi...

Assignee confirms the task, clicking on the button *Confirm Task* in the top right corner of the screen.

AWERY
SUPPORT
GUIDE

**THANK YOU FOR
WATCHING**



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