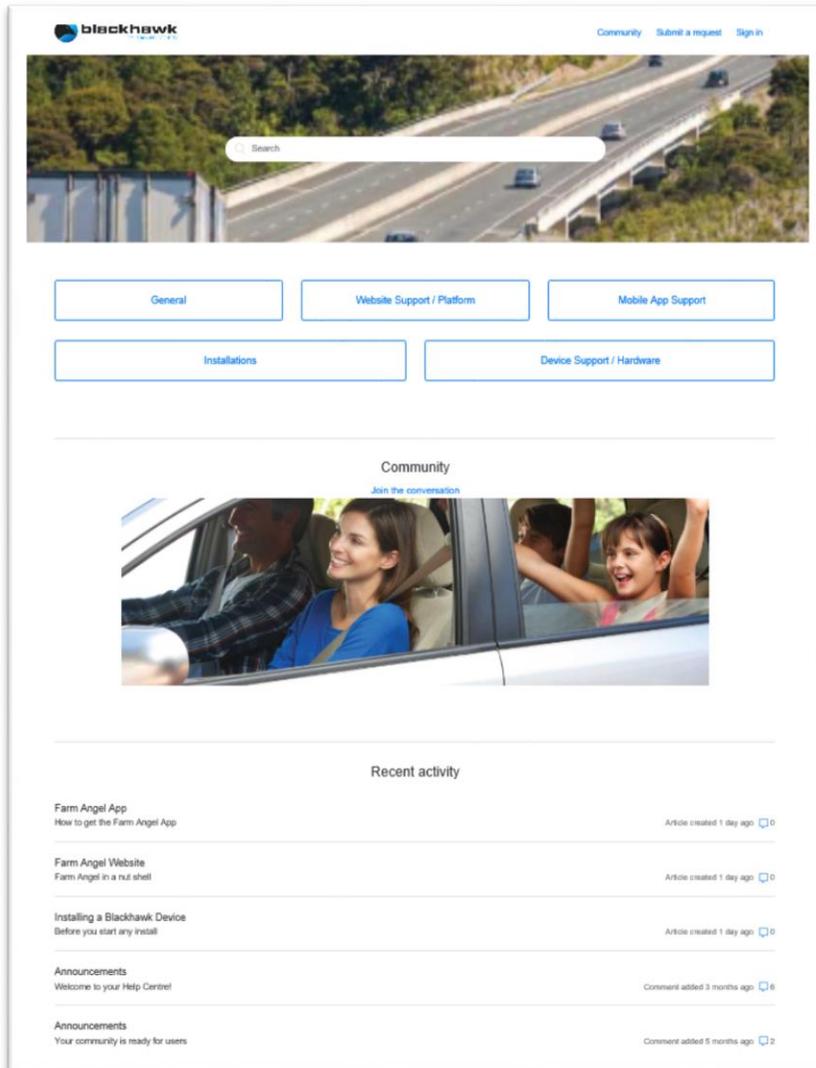




# ZENDESK

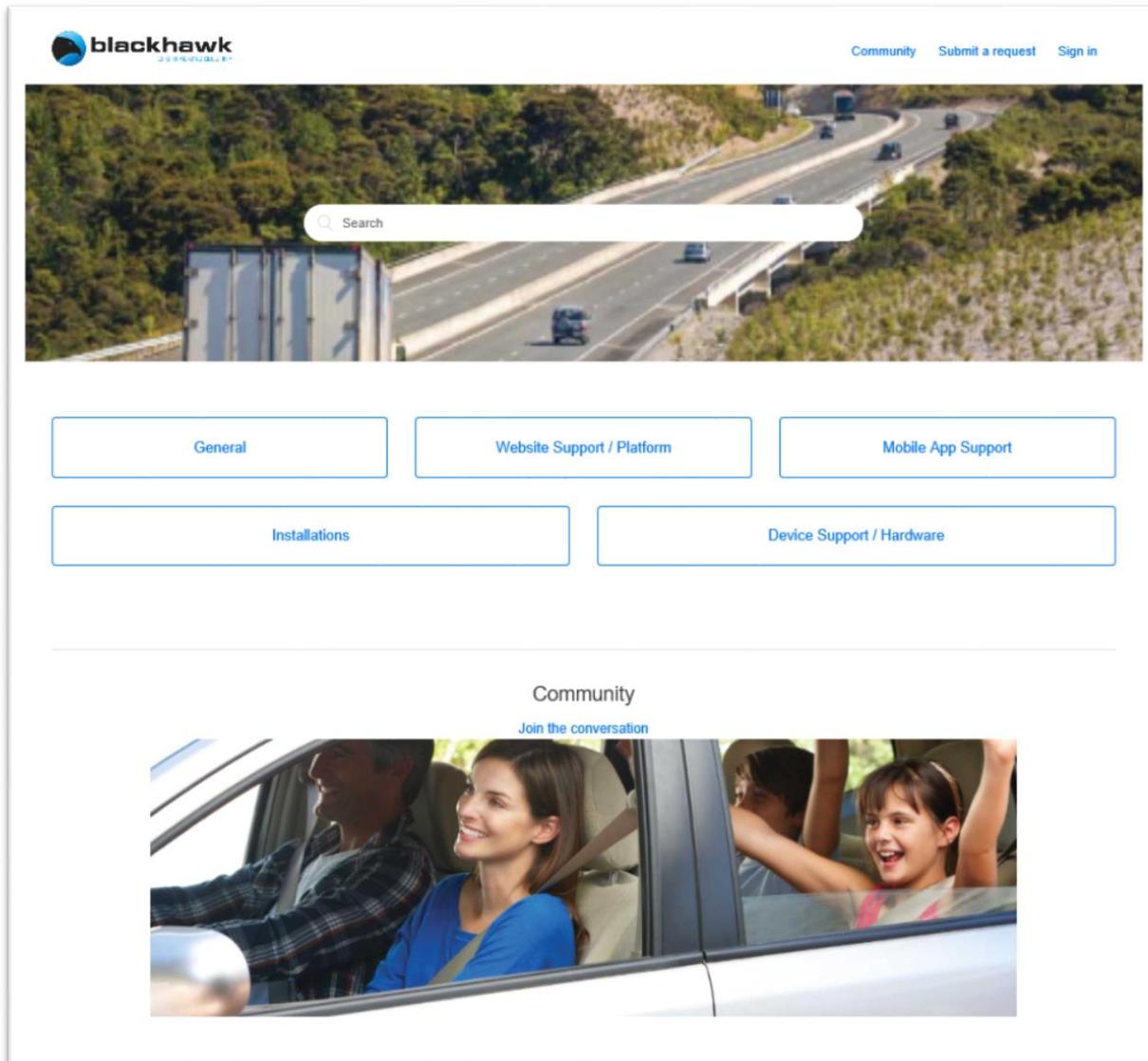
The purpose of this document is to provide details about the Collect Ticketing Support service that is provided in our platform. This document goes through the Collect Zendesk website and advises on the specifications of each feature.

Zendesk in a nutshell



**Overview:**

- This is a guide for creating tickets by a user for Blackhawk devices and the use of the Blackhawk Platform.
- In this document we guide you through a step by step process for logging into Zendesk, raising a ticket, all options of a ticket, viewing previously created tickets and using Zendesk effectively and efficiently.
- Any user that currently uses Zendesk, by emailing in support tickets, can log in and have access to the ticketing system. If you are wanting to create an organisation under Zendesk, and have staff members have access to the ticketing system, please contact your BDM at Blackhawk about getting the support you need.
- If you require your information to access Zendesk please feel free to contact us at **0800 252 254** and we will help you with your password.
- To get to the Blackhawk Help Centre you will need to visit the following link: [support.blackhawktracking.com](https://support.blackhawktracking.com)
- Zendesk is not only the ticketing support system but provides our knowledge base to users also.
- When you go to support.blackhawktracking.com you will be provided with the page to the left.



**First view:**

- At the top right hand side of the screen, it provides three options, Community, Submit a Request, and Sign In.
- In the middle of the page it provides you, a search area so that you can search the knowledge base for a certain issue or subject.
- Underneath it provides a general description of topics that Blackhawk deal with, categorising the nature of the support you require.
- The bottom of the page provides you access to the community pages.

## Ticketing

- Submitting a ticket with Blackhawk is the easiest and most efficient way to provide support to users while using the platform and products.
- Each ticket when raised goes to our Customer Care team which will look at the ticket in a prompt manner and provide the support that you require. When lodging a ticket, Blackhawk Customer Care assume you have already tried searching for an answer with in our knowledge base and you are unable to get the answer you need, or the situation requires more support.
- To provide the correct information in a timely manner, and help us determine the best person to answer your enquiry, the following guides are for each part of creating a ticket. Note these are examples.

## Subject

The subject field of a ticket will require the following information: the vehicle registration plate or VIN, the loan number, and if known the device number. By defining the subject, it is easier for you to track requests and help Blackhawk track requests. This also provides your managers a reporting information tool for any device faults.

First: the vehicle registration plate or VIN, the loan number, and if known the device number.

*For Example:*

The vehicle has a registration plate of **EXAMPLE**, then a loan number **LOAN001**, and device number of **523555**.

This would create the following subject: **EXAMPLE – LOAN001 - 523555**

## Problem Description

The problem description is a field that allows you to provide us with as much information about a vehicle or the situation that you are dealing with. The more information that we have, the more that we are able to understand and provide the appropriate help and assistance. Note that there is no limitation on the amount of field characters to describe a problem or issue to be resolved.

*For Example:*

The vehicle EXAMPLE I have tried three times to enable however the client is still saying that the vehicle is not starting. Are you able to confirm that the device is working correctly or that the enable has been actioned by the device? If you require help please call me on 0800 252 254.

## Priorities

Priority provides four options to choose from. This allows for Blackhawk to see which tickets to prioritize on receipt of.

Note if a ticket has been raised under the incorrect priority Blackhawk will provide you with the correct priority for the problem. If tickets continue to be raised that are not in the correct priority level, Blackhawk can arrange further training for yourself, and your organisation.

List of four priorities are as followed: Low, Normal, High or Urgent.

**Low priority** generally about something that does not require immediate attention, this would be something simple like more training, or help with using a website function. Note low priority enquiry's may take 24 - 48 hour to receive a response.

*For Example:*

General removals that need to be actioned by Blackhawk.

**Normal priority** defined as any generic questions that may require our attention. Note this could take 24 hours to respond to.

*For Example:*

If the vehicle is outside of GSM coverage or the device has picked up on two of the satellites instead of all three.

**High priority** would be defined as requesting for information that is required over the next 1 – 2 hours.

*For Example:*

If you are wanting to check to see if a device has received an enable or disable command.

**Urgent priority** would be defined as something that needs attention as soon as possible. If an urgent priority is raised this will be provided to the customer care manager, and will be escalated for immediate attention.

*For Example:*

A tamper alert. If a vehicle is being repossessed. Client calls and requires urgent enable/disable.

## Support Department

The support department zone provides Blackhawk with the information about tickets on an individual basis in relation to its issue, and if there needs to be an escalation. Via this zone Blackhawk manages any further support of the ticket, to the administration team, hardware team or development team.

Support department has the following options Installations, General Enquiry, IT Support, Mobile App Support, Device Support and Website Support.

**Installations Department** – This option is used for installations, removals and replacement of Blackhawk devices for their customers. This option also helps installers that are onsite and having issues with an installation itself or the installations website.

*For example:* A installer trying to use the installations website is having difficulties trying to complete the installation due to the installation not passing a test. Or request for removal of a device or installation of a device into a vehicle.

**General Enquiries** – This option is used for sales enquiries, generic questions, or general information required that cannot be categorized into another status.

*Please note that this option can be used if you do not know what support department the ticket should be raised under.*

**Mobile App Support** – This option is used for Apps that have been created by Blackhawk. This information is provided directly to our App support team.

*For example:* If you have a collect app open however it is not allowing you to log in.

**Device Support** – This option is used for the following: a device is returned to Blackhawk for RMA process.

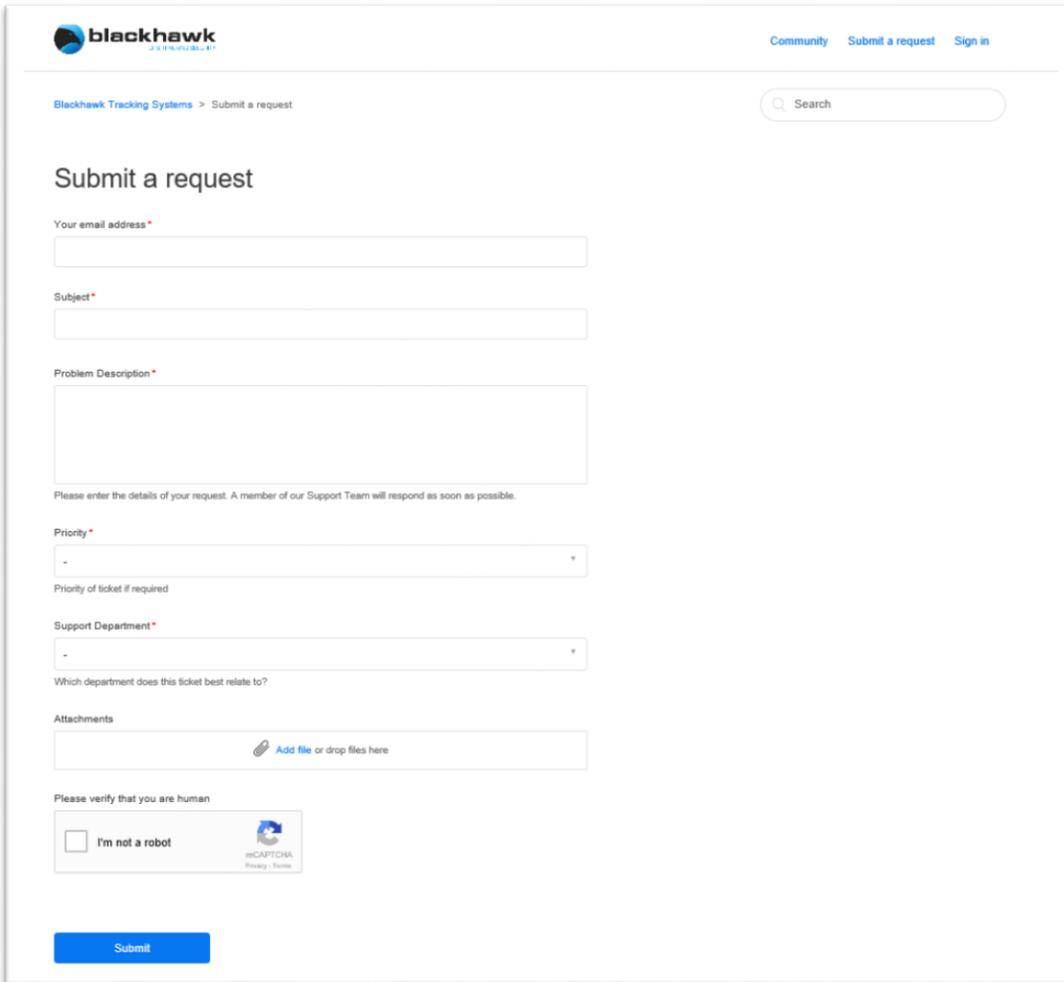
*For example:* If a device is not responding, if there is a tamper, or any Hardware related issues of the Blackhawk device. (This includes Driver ID Tags and Halo Tags.)

**Website Support** – This option is for all 'other' issues relating to any one of the Blackhawk Platforms (websites).

*For example:* If you are unable to log in to the website. If you want to do something with the website but do not know how.

## Zendesk Ticketing Submitting a Ticket while not logged in

Blackhawk Tracking Systems Limited



The screenshot shows the 'Submit a request' form on the Blackhawk Tracking Systems website. The form includes the following fields and sections:

- Navigation:** 'Community', 'Submit a request', and 'Sign in' links.
- Search:** A search bar with the text 'Search'.
- Form Title:** 'Submit a request'.
- Required Fields:**
  - 'Your email address \*' (text input)
  - 'Subject \*' (text input)
  - 'Problem Description \*' (text area)
  - 'Priority \*' (dropdown menu)
  - 'Support Department \*' (dropdown menu)
- Instructions:** 'Please enter the details of your request. A member of our Support Team will respond as soon as possible.'
- Priority:** A dropdown menu with the text 'Priority of ticket if required'.
- Support Department:** A dropdown menu with the text 'Which department does this ticket best relate to?'.
- Attachments:** A section with a text input and a link 'Add file or drop files here'.
- Verification:** A section with the text 'Please verify that you are human' and a CAPTCHA widget.
- Submit:** A blue 'Submit' button at the bottom.

### Submitting tickets, not Logged in:

To submit a ticket while not logged into the system it will provide the following list of information that is required.

1. Your Email Address, which is required so that we can send updates about a ticket.
2. Subject, which is also required so that we know what the issue is about.
3. Problem Description, this provides an area that you will fill out that will provide us details about the problem.
4. Priority, this allows you to choose between four options.
5. Support Department, this provides the category of the ticket and who should be dealing with it.
6. Any attachments, or screenshots that may assist in resolution of the ticket.

Please note that if you are a customer, use your work email address, this will assign all Zendesk tickets to your login.

Welcome back, Army

Sign in to Blackhawk Tracking Systems

Sign in with Twitter

Sign in with Facebook

Sign in with Google

Email

Password

Stay signed in

Sign in

Your credentials will be sent over a secure connection

Cancel

[I am an Agent](#)

[Forgot my password](#)

New to Blackhawk Tracking Systems? [Sign up](#)

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

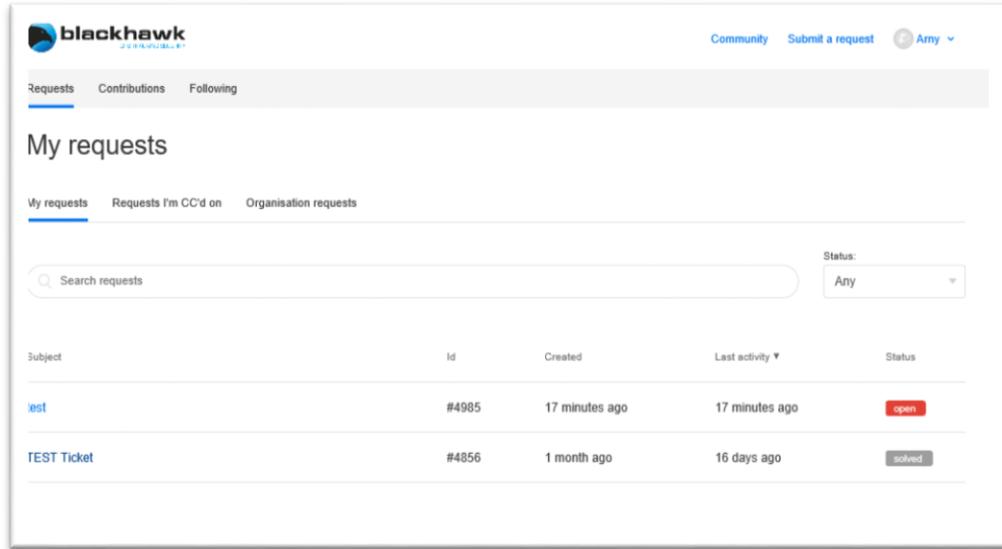
**Signing in:**

For signing into Zendesk select the sign in button at the top right hand side of the screen.

The following screen appears.

1. You can sign in using your email address or your social media account.

Note if you do not have a log in, you will need to speak to your BDM Manager at Blackhawk. Or, you can select sign up located on the bottom of the page.



2. Once you have entered your email address and password it will allow you access to the Blackhawk Zendesk.
3. Once logged in you are able to see more information available in our Knowledge Base.

The following screen will be shown. This screen allows you to view all of the tickets that have been raised as well as the status of each ticket. You are also able to search for a specific ticket or groups of tickets. You also have the option of filtering the view by status of the ticket.

If you have been cc'd on any ticket it will show under the "requests I'm cc'd on".

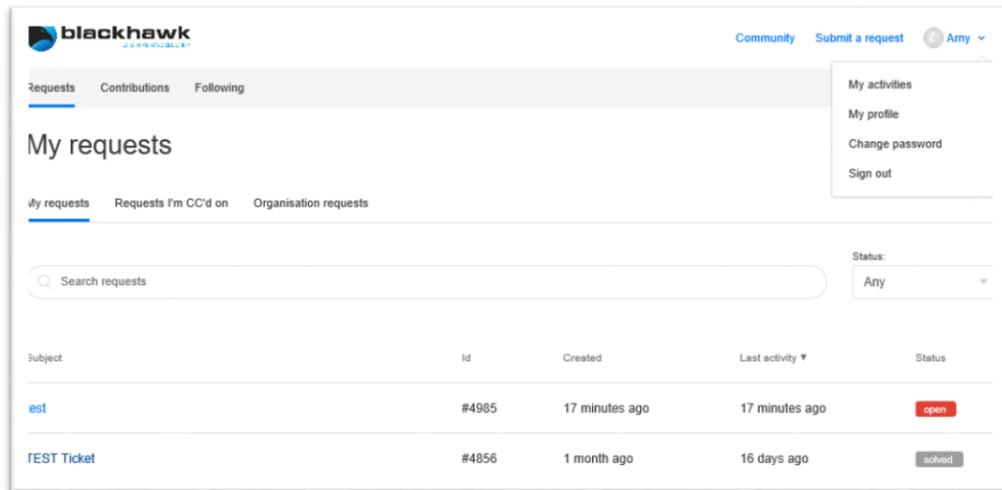
If you are a Manager wanting access to your organisations tickets, you will need to contact the customer care team directly, to provide permissions to access this is only once you have access to the system.

If you are a Manager with access to your organisations tickets you are able to view these tickets under "Organisation Requests."

At the top of the page it shows you any contribution that is made under the community part of the knowledge base.

Note like any log in service you can sign out, change your password, view your profile and view your activities by selecting your name on the top right hand of the page.

You will also notice that the submit a request, is located on the top right hand side next to your name.



## Lodging a Ticket while signed in

The screenshot shows a 'Submit a request' form with the following fields and elements:

- Subject \***: A text input field.
- Problem Description \***: A large text area for describing the issue.
- Please enter the details of your request. A member of our Support Team will respond as soon as possible.
- Priority \***: A dropdown menu with a '-' symbol.
- Priority of ticket if required
- Support Department \***: A dropdown menu with a '-' symbol.
- Which department does this ticket best relate to?
- Attachments**: A field with a paperclip icon and the text 'Add file or drop files here'.
- Submit**: A blue button at the bottom of the form.

This screenshot shows the breadcrumb navigation and search bar:

- [Blackhawk Tracking Systems](#) > [Submit a request](#)
- Search: [input field]

### Submitting tickets, while Logged in:

Lodging a ticket. Blackhawk requires users to be logged into Zendesk to assist a user with assistance. You can submit a ticket by selecting the 'submit a request' on the top right hand of the screen.

Once you select the option you are provided with the following fields. (Note that there is only a small difference with the submitting of a ticket while you are not logged in, and that you do not need to enter in your email address or confirm that you are a person.)

Once logged in you are able to view behind the scenes information that is stored on the Blackhawk Knowledge Base. Please note that the knowledge base is broken up in the same way that the Support Department is.