

Use of the BioMedion ticket system "BCS"

BioMedion uses Projektron BCS for project management, accounting, time tracking . This system has an integrated ticketing module, through which we can discuss with our customers their wishes, suggestions and exchange open problems. The tickets are always related to one customer and one project.

The ticketing module allows us to track all customer requests that have occurred, which to document results in a comprehensible way, so that both sides have a good overview of ongoing processes.

The account

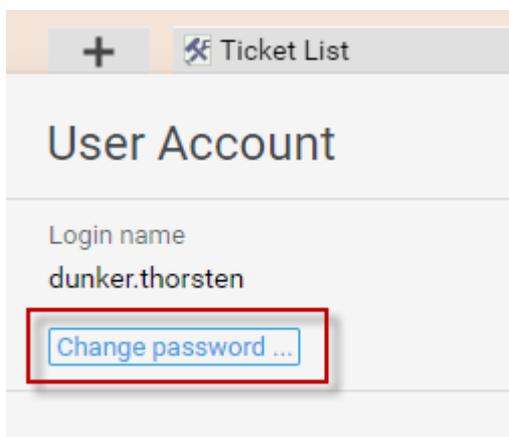
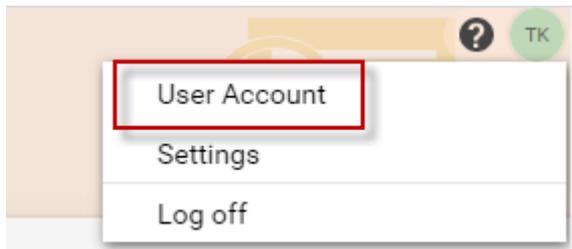
A user account is required to use the ticketing system. Please contact our Support staff on it. With the sent user account you can log in at the ticketing portal register.

After logon, the list of open tickets appears:



This should be empty at the beginning.

In upper right hand corner User Account settings are available. You can change your password there.

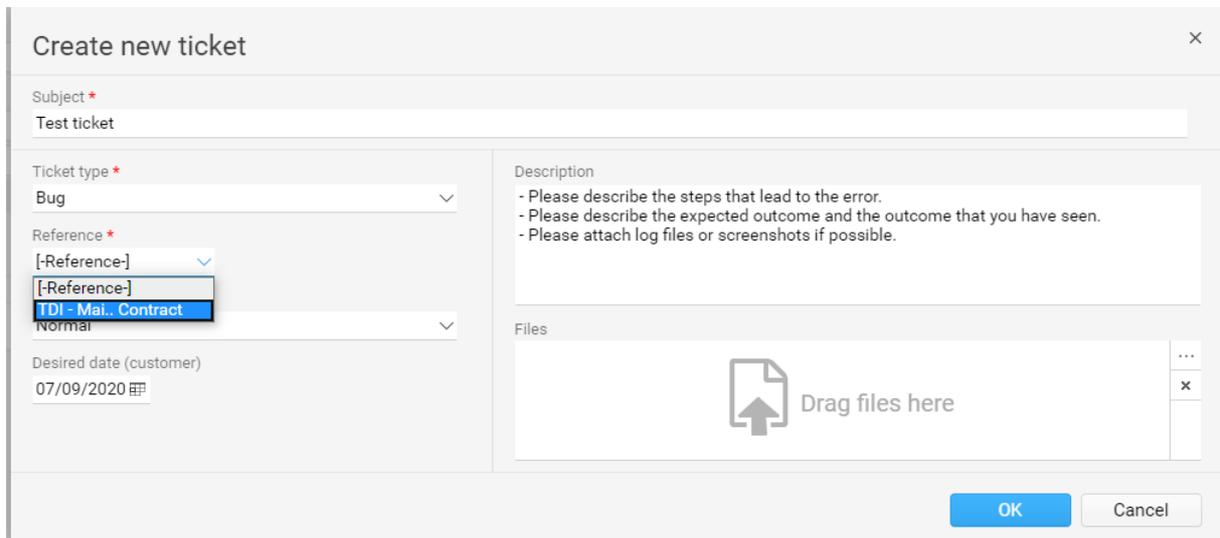


Create a ticket

To create a ticket, click on "New" in the Ticket List-view.



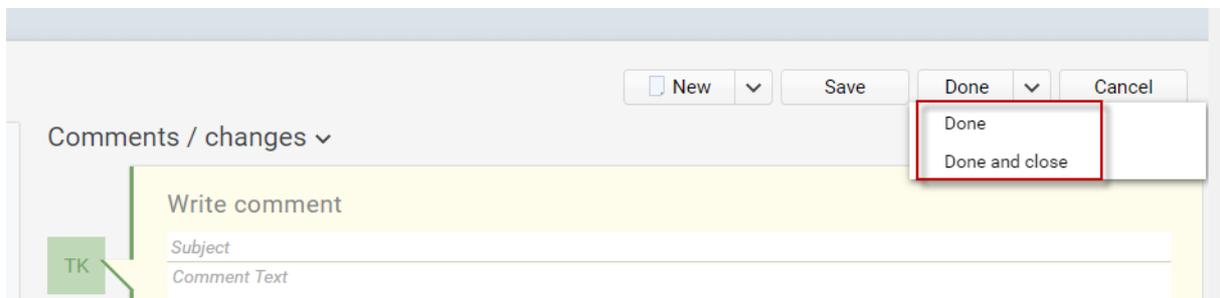
Please describe the problem or suggestion as detailed as possible. If necessary, send us a message via the "Attachments" function provides files that could be helpful in solving the problem. Each ticket must be linked to a project. For systems in the introduction phase a correspondingly named project is available, for systems on maintenance please choose the reference "Maintenance Contract" as an option.

A screenshot of a 'Create new ticket' dialog box. The 'Subject' field contains 'Test ticket'. The 'Ticket type' dropdown is set to 'Bug'. The 'Reference' dropdown is open, showing options like '[-Reference-]' and 'TDI - Mai.. Contract', with the latter selected. The 'Description' field contains instructions: '- Please describe the steps that lead to the error.', '- Please describe the expected outcome and the outcome that you have seen.', and '- Please attach log files or screenshots if possible.'. There is a 'Files' section with a 'Drag files here' area. At the bottom, there are 'OK' and 'Cancel' buttons.

With "Submit" the ticket can be transmitted. The creator and our support staff will receive notification e-mails when a new ticket is created or when changes are made to a ticket.

Processing a ticket

The processing status of a ticket can be viewed in the ticket list (or a ticket search). In this state you can stop processing the ticket by setting the "Customer" status to "Done".

A screenshot of the ticket processing interface. At the top, there are buttons for 'New', 'Save', 'Done', and 'Cancel'. The 'Done' dropdown menu is open, showing options 'Done' and 'Done and close'. Below this, there is a 'Comments / changes' section with a 'Write comment' area and a 'Subject' field. A green box with 'TK' is visible on the left.

Alternatively, you can add comments or additional files to the ticket. To do this, please click on the pencil symbol. In the appearing dialog you can add a new comment, for example.



FYI	ID	Subject	Status	Priority	Desired date	Status (customer)	Incoming
Support	#7250	Test ticket	1-New	Normal	Tomorrow	Entered	Today