



## AASHTOWare Bridge Design and Rating Support Center Service Desk

Welcome to the new JIRA Bridge Design and Rating Support Service Desk! When navigating to the new Service Desk at <https://bridgeware.atlassian.net/servicedesk/customer>, you will see a screen similar to what is shown below:

AASHTOWare Product Support / BrDR Support Service Desk



### BrDR Support Service Desk

Please select from the options below to let us know how to best support you. To view existing requests click the "Requests" button in the upper-right corner of the screen.

#### What can we help you with?



##### Installation, Activation or Licensing

Choose this if you have questions about installing, activating or licensing the product.



##### Technical Support

Need troubleshooting help? Select this to request assistance.



##### Suggestion, Idea or Feature Request

Let us know your idea for a new feature.



##### Other Questions

Don't see what you're looking for? Select this option and we'll help you out.

From here, you can select your request type and enter the necessary information. Once your request is submitted, a new support ticket will automatically be created. You will then receive an email with your new support ticket number.

To view existing requests, click the "Requests" button in the upper-right corner of the screen. You are able to search existing requests based on content, request status, and request type.

All your previous tickets in BRDRSUP and BRDRBETA will still be available. **However, all issues will have a new JIRA Service Desk reference number. For example, BRDRSUP-2323 is now BSSD-725.**



When viewing issues, you will notice that the display has been simplified. You will now see an issue display similar to the screenshot below:

AASHTOWare Product Support / BrDR Service Desk / BRDRSD-6

## I have a problem

**KP** Kyle Plummer raised this on 18/Nov/19 2:45 PM

**Status**  
WORK IN PROGRESS

**Activity**

**Automatic response** 18/Nov/19 2:49 PM  
Your request status has changed to Work in progress.

**Request type**  
Report a bug

**Shared with**  
**KP** Kyle Plummer  
Creator  
+ Share

Save

Powered by Jira Service Desk

You will also notice a new feature, the ability to “escalate an issue” (highlighted in red). Judicious use of this feature allows the ability to escalate urgent issues within the support system.

Users familiar with the previous JIRA system will see that the status and request types have been changed and simplified. This allows an easier and more direct categorization of issues and responses.

The normal workflow a new request will follow is:

1. Open – Issue was recently created
2. Acknowledged – Support Team Agent will acknowledge receipt of the issue. It will then be:
  - a. In Progress – Agent is currently investigating
  - b. Need More Information – Additional information needed from Customer
  - c. On Hold – Issue is on hold

2b and 2c, upon progressing, will return to either “Open” (1) or “Reopened”.

3. In Progress can continue to:
  - a. Need More Information – As described in 2b
  - b. On Hold – As described in 2c



12/2/2019

- c. Client Review – The issue has been resolved by the Agent and is ready for the Customer’s review
- d. Planned – A plan is currently in place to address this issue in a future release.
- e. Deferred – This issue has been deferred to a future release. No definite plan is currently in place for a resolution.

One significant change to note: **Users are no longer able to “Accept” a resolved issue. When an issue in the “Client Review” status has been resolved satisfactorily, please make a comment to that effect in the Comments section.** The BrDR Support Team Agent will automatically be notified and will then Close the issue. If the issue has not been resolved correctly, please press the “Revision Needed” button (which will appear under “Escalate Issue”).