Jira User Guide Partner Version

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LS Retail

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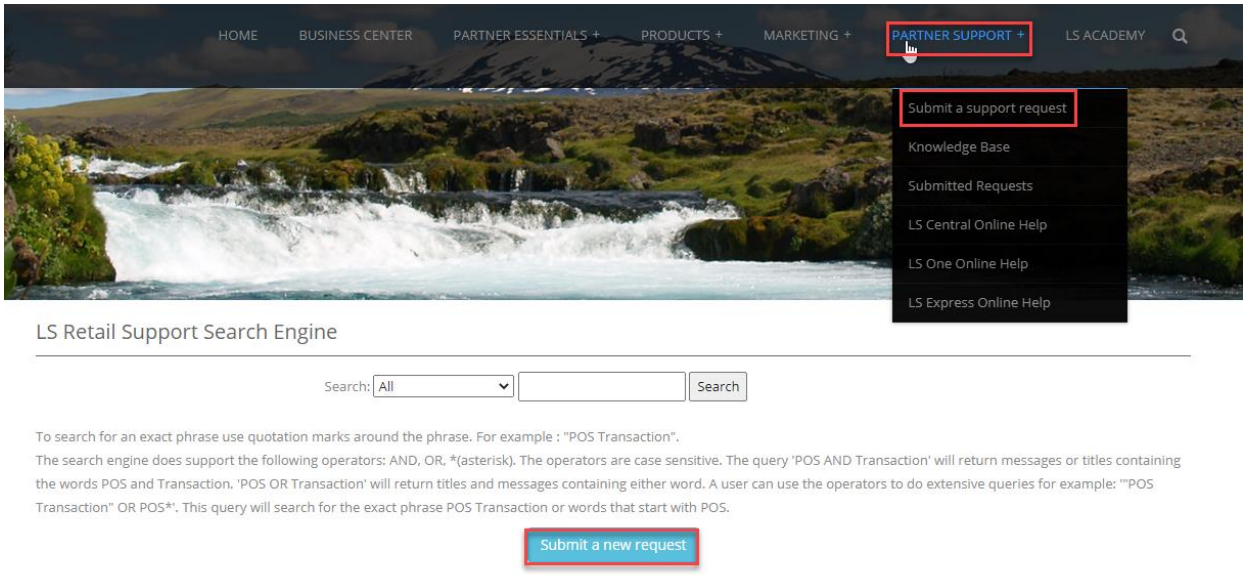
1. Introduction

Jira service Desk is an issue tracking website which LS Retail Partner Operation will start using March 1st, 2021. The Jira website will create tickets for all incoming emails sent to pops@lsretail.com. It is also possible to create a ticket from the LS Retail Portal - LS Retail - Partner Operations | LS Portal. The website is accessible from any device. Jira is used by our Support team and Licensing team with great success. By using Jira for Partner Operations related issues as well, we believe we will provide better service to our partners. All tickets will receive an assigned ticket number and be answered on a "first in first out" basis. Individuals have access from the website to view tickets submitted by themselves and those registered for their whole organization.

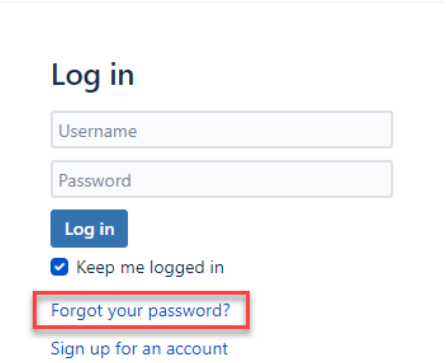
2. Access to the Website

Registered users of the LS Retail Portal can access and create Jira support tickets. If you are already using Business Center, then you should have access to Jira as well. If not, you will need to register here.

To submit a new request, click on the Partner Support tab on the portal, and select "Submit a Support Request" in the menu. From there, click the "Submit a new Request" button on the bottom of the page.

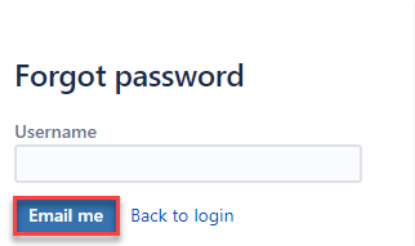


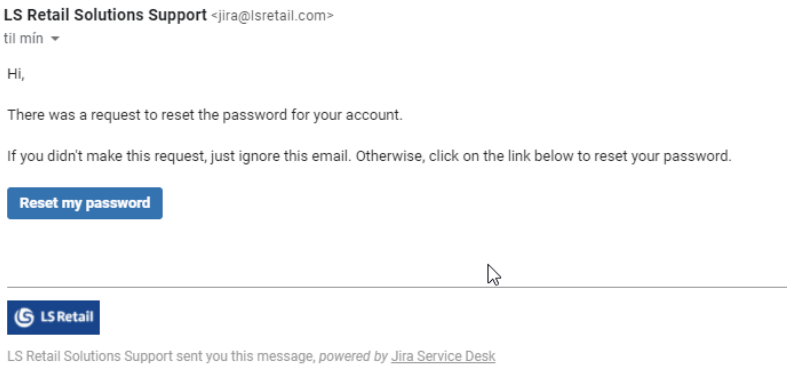
When submitting the first request, all new users must start by selecting “Forgot your password”. Note, this applies even though this is your first-time logging in.



Your username is the email address you use to log on to the LS Retail Portal. Once you have entered your Username then click on the “Email me” button.

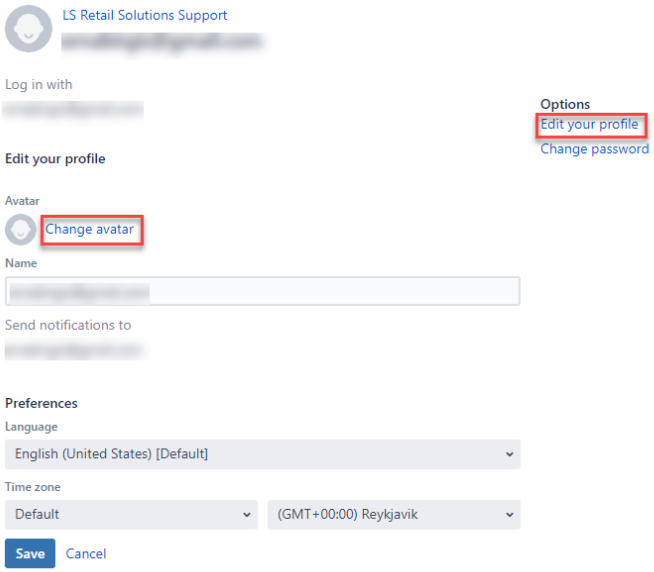
An email will be sent by LS Retail Solutions Support with a link to reset (or create) the password. Keep in mind that this email could end up in the junk-mail folder.

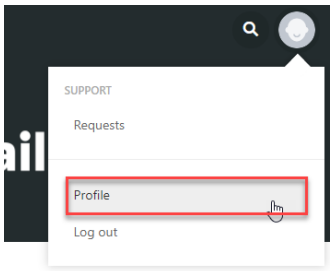




3. User Profile

Once you have successfully logged into Jira you should go to your profile by clicking the avatar in the upper right corner and select profile. Here you can edit your profile name, upload a picture, and change your password.





4. Jira Workflow

The Partner Operations support desk workflow is as follows:

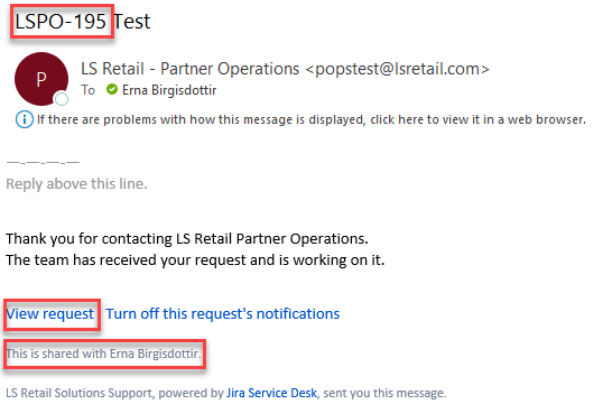
- Pops reviews all new tickets.
- All tickets will be processed in FIFO (first in first out) order.
- The status can go from *Waiting for support* (the Partner Operations team), *Waiting for Internal*, (LS Retail Staff), *Waiting for customer* (Partner) or *Waiting for 3rd party* (*e.g., Microsoft*).
- Once a ticket has been resolved or no further action is needed from the team, the ticked will be labelled accordingly.
- If a partner replies to the ticket after it has been resolved, the ticket is reopened and processed in the FIFO order.
- We ask our partners not to reply onto Resolved tickets unless it concerns the actual ticket.

5. Reporter

Tickets can be created either by email sent to pops@lsretail.com or from the LS Retail Portal. Upon creation, an email notification with the ticket number is sent to the individual who created it (the reporter) from Jira. One of the benefits of this system is that you can reply to the email notification you receive without needing to log into the Jira service desk. Please note, you should never change the subject of the emails, otherwise your comment will not be submitted correctly to the ticket.

The image to the right is an example of a notification sent to the reporter after a ticket is created, either by sending in an email to pops@lsretail.com or creating a ticket from the Portal. Shared access is granted to those that are included in the email or are granted access from the portal by the reporter. Shared access means that they can review the ticket in Jira and add comments.

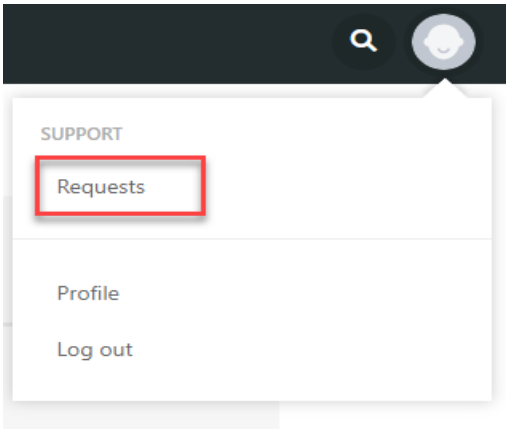
From the email, click on *View request* to open the ticket in Jira.



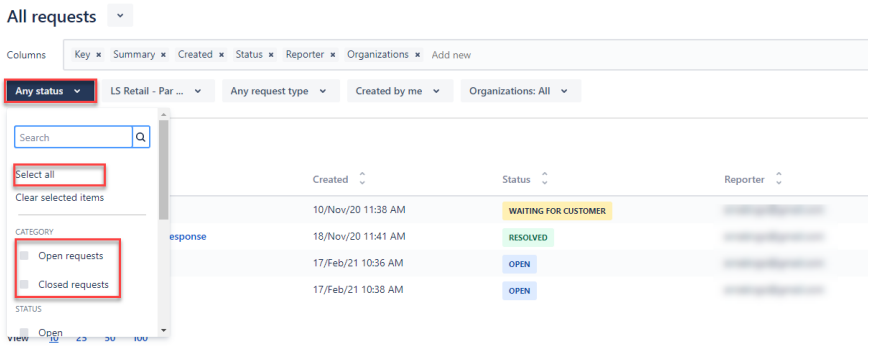
Note, to access linked attachments users must log into JIRA and download the file from the ticket. Attachments cannot be retrieved from the email notification.

6. Overview from the portal

To see an overview of tickets, start by logging into the support desk. Then click on the Avatar in the upper right corner and select *Requests*.

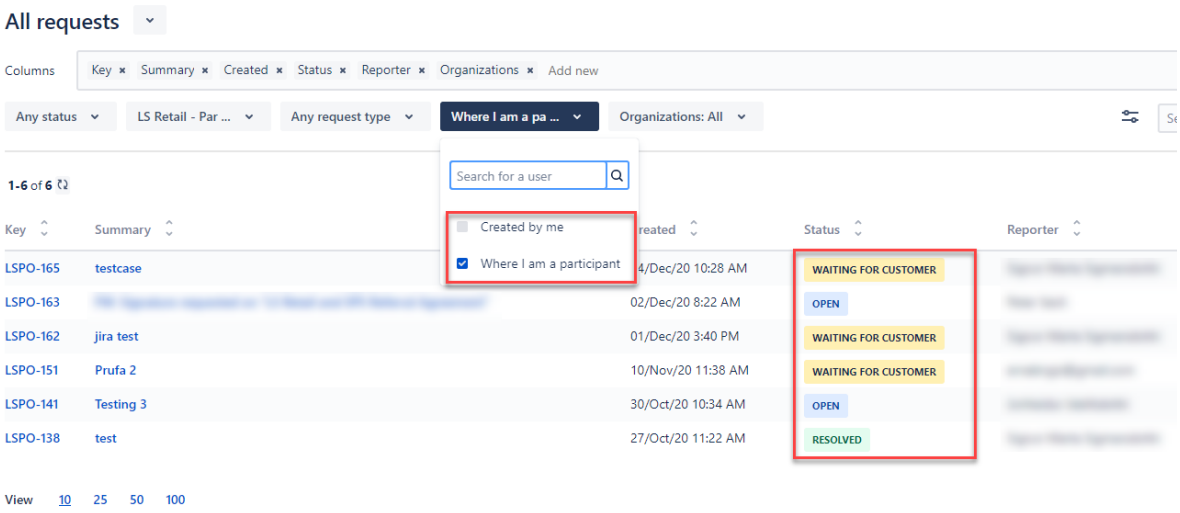


You can choose to view all tickets or filter by your need, see screenshot below:

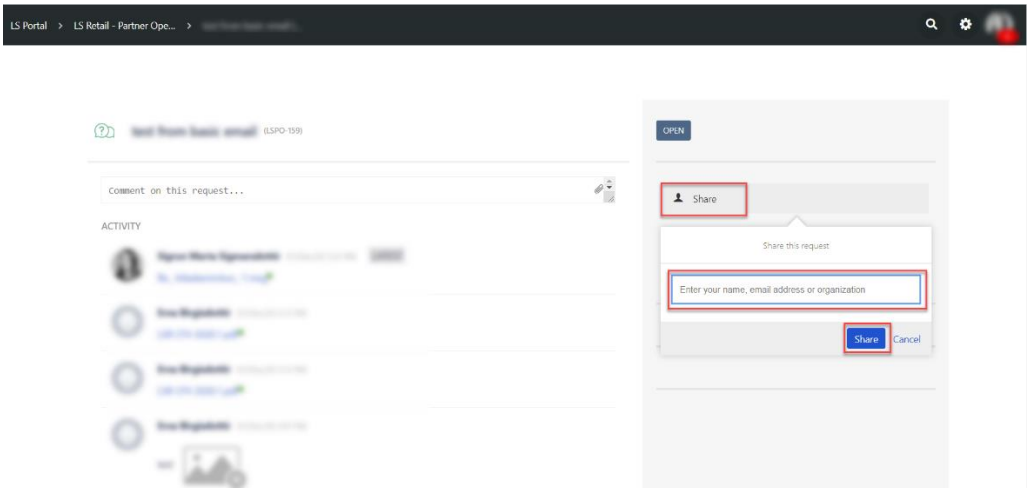


7. Request Participants

If you are included (cc'ed) in an email sent to pops@lsretail.com you are automatically added as a request participant. Additional participants can be added or removed from a ticket at any time.



To share a ticket with a co-worker, add request participants, you can either add the person to your email and reply to Jira, tag the person in your reply in the e-mail (@email of the person), or open the ticket in Jira and select "Share".



8. Communications in Jira

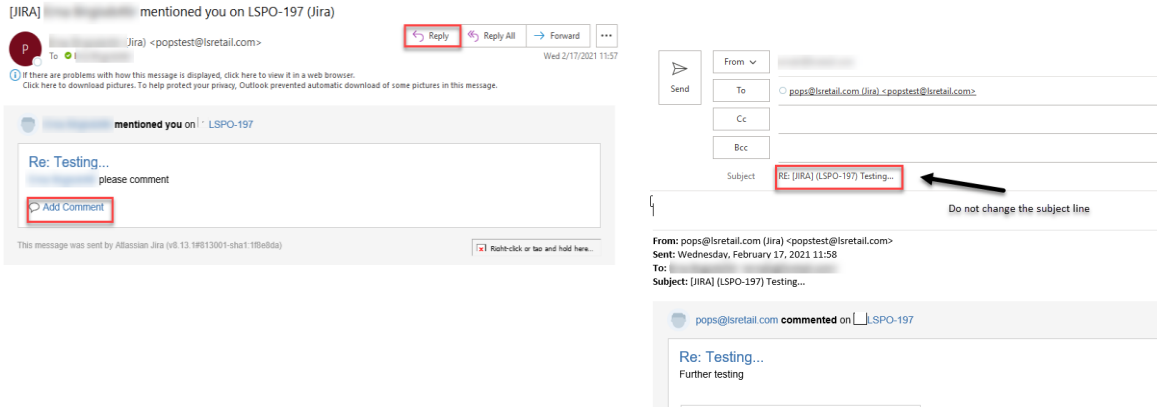
All emails sent to pops@lsretail.com will create a ticket, so please do not include Partner Operations in communications where no action is needed from the team. If you are unsure which team should handle your request, please send your query to Pops only and the team will forward the request on internally if needed.

9. Commenting on a ticket

Adding a comment or a document to a ticket can be done by replying to the email thread or by logging into the Jira service desk and adding the comment from there.

Replying to a ticket via email

- Please note, you should never change the subject of the emails because that will create a new ticket unrelated to the existing one.
- All replies are added as external comments and visible to all ticket participants.



Replying from within the service desk

- You can always log into the Jira service desk to add a comment or a document to the ticket which will be visible to all ticket participants.

