Ticketing Portal

symbio

Jeeves Project Update

08/08/22

Interviews

5 x Operations

3 x TIAB Customers (SP's)

Bringing together insights from the above groups and seperating them into two defining categories

Categories

Process

Cherwell

? ? ?   ? ? ?

? ? ?   ? ? ?

A lot of it is the system, but also a lot of it is just the way that the processes are designed around it"

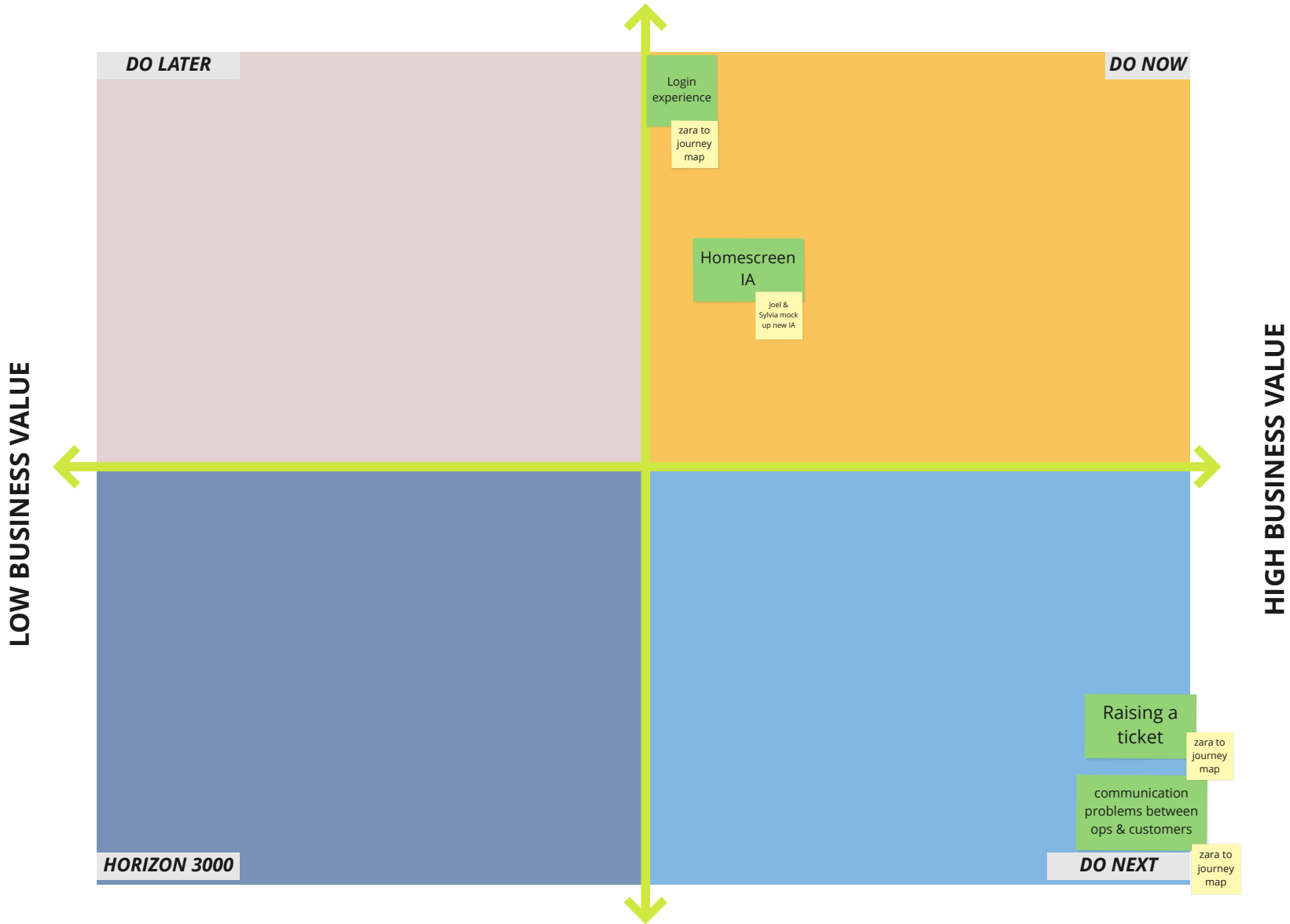## 3x Journey Maps

Cherwell speed

Ticket handling

Jeeves UI

Questions

LOW COMPLEXITY

LOW VALUE / **HIGH VALUE**

DO LATER

DO NOW

(1) Email/notification optimisation for ticket and communication updates

- Providing out-of-platform notification for important ticket updates
- Overhaul of current journal UI
- Streamlining email updates e.g. journal updates via email need to be succinct and useful, chronological order.

(2) Redefining ticket priority (P1, P2, P3, P4)

- Clear defining qualities
- Early/definitive allocation
- Respective procedures
- Reflect changes within Jeeves/Cherwell.

Notes

- Hard to get buy in from other departments

(3) Review of internal escalation process

- Various ITSM/communication platforms across multiple teams
- Different methods for different teams
- Transfer of ticket ownership in the event of an escalation

Notes

- Hard to get buy in from other departments

(6) Providing clearer managerial oversight.

- Consistent bypassing of the Jeeves platform from an SP or Ops perspective causes inaccurate reporting and an inability for team leads to performance manage their teams (unable to define key performance indicators).
- Our current reporting software (PowerBI) is inadequate

(4) Reviewing white label telecom support

- Another situation where the utilisation of Jeeves is almost impossible, causing agents to log faults into Octane, amplifying various of the aforementioned issues.
- Impossible due to the following (not limited to): "It takes too long, there are mandatory fields that are impossible to fill in, sometimes new customers don't even show within Jeeves, constant nonsensical errors, extremely difficult to find any information within Jeeves - which is required to create a ticket etc"
- Ops agents limited to communication via phone only (No option to communicate via Jeeves, email communication is branded)

(5) Utilising Jeeves (creating a ticket within chosen ITSM platform) at every opportunity

- Resolving faults via email, phone, Octane, JIRA or Logged leads to **lack of ticket ownership, inaccurate reporting, and inability to view and analyse historical data.**
- This is emphasised within our escalation matrix, not creating tickets for faults in Jeeves leads to an amplification of the above issues.

HORIZON 3000

DO NEXT

HIGH COMPLEXITY

Already being addressed

Review of the SP escalation matrix

- Accessibility
- Process
- Requirements

Escalation criteria has been revamped & defined

Reallocation of support members

LOW COMPLEXITY

DO LATER

DO NOW

LOW VALUE

HIGH VALUE

(2) Representative dashboard

(4) Character limits

(1) Ticket table overhaul (order in ticket prioritisation, date lodged, filters)

(5) Less clutter on the home page

(6) Ticket allocation navigation - after you allocate a ticket you are re-directed back to the home screen.

(3) Journal UI overhaul

Radio button replacement

(7) Reactive assets

HORIZON 3000

DO NEXT

HIGH COMPLEXITY ▪

Greg, 45

CEO - Spark Telecom.

Greg is an experienced IT systems engineer and proud CEO of Spark Telecom. He is married, has two kids and lives in suburban Sydney, with a small office on the outskirts of the city.

He has been with Telcoinabox for nearly 5 years, the entire lifespan of his business. Marco has always had his frustrations with Jeeves, that range from the slow handling of a ticket to the clunky user interface. Despite this, Greg appreciates that the internal staff are always quick to perform hot fixes, make long lasting changes and generally be receptive to the complaints of their customers.

As Greg has an extensive background in IT, he is privy to the problems of Jeeves and understands them on a deeper level. He analyses the issues that he runs into on a daily basis and can make educated and informed suggestions on how they should be improved.

Quotes

"Due to the delay in this ticket being assigned, it tells me that there must be a human triaging process when it should be automated."

"How often do I use Jeeves? To be brutally honest, as little as possible."

"It is good to see that you guys are improving it. It is progressing and it's certainly better than it was when it was first released."

Frustrations

- Possibility of losing clients due to delayed resolution of time critical tickets
- Lack of transparency
- Slow system leading to faults (double ticket submission)
- Wasting time on multiple platforms (phone and portal)
- Anonymous operations agents
- Slow sync rate between Octane & Jeeves
- Delayed success feedback (slow Cherwell system)
- Excessive amount of clicks to begin the ticket lodging process
- Unreasonable character limits

Traits

Tech illiterate   Tech savvy

Jeeves illiterate   Jeeves savvy

Free   Time poor
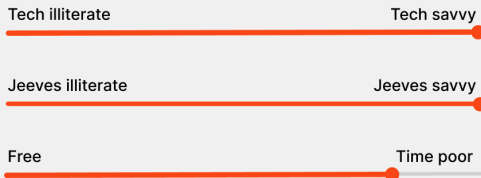
Job Activities

- Greg signs up new customers through Octane
- Ticket lodging
- Ticket escalation via phone
- Viewing open tickets
- Viewing all tickets for a select customer
- Reporting time critical faults
- Managing customer demands

Opportunities

- Consolidated portal that combines Octane and Jeeves.
- Quicker triaging of tickets (automation) and live feedback to user on the status of open tickets.
- Improved handling of time critical tickets with escalation option.
- Integrated platform needed so user and operations member don't have to be across multiple platforms to manage an incident
- Improve Jeeves UI (character limits, minimise clicks etc)

Tools & Platforms:

Jeeves	Octane	Zendesk	Teams
MS Outlook	MS Office	AAPT	Email

Maria, 34

Service Assurance, Team Member

Maria is a IT Networking Engineer currently working in service assurance at Symbio. She is married and lives in an apartment in Manila.

Maria has been with this company for 5 years now. She had worked with Symbio prior to leaving for a better opportunity 4 years ago, but came back after it didn't work out. She has always had her frustrations with the platform, but it's definitely improved, especially the speed after migrating onto the web based version.

As Maria has a solid background in IT, she is familiar with various ITSM platforms and therefore can compare Jeeves to the industry standard. She has a deep knowledge of typical workflows and can identify when Jeeves is not working effectively, why, and how it should be improved.

Quotes

"A ticketing platform should be instantaneous."

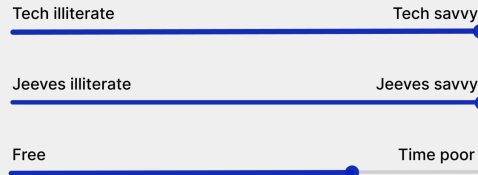"In comparison to any other ITSM platform I have used, the workflow is generally not clear."

"The absolute worst pain point for me is backtracking through any legacy notes"

"Jeeves has clearly been developed by developers, and not developed for it audiences"

Frustrations

- Overflow of irrelevant emails
- Not enough email notification relating to SP communication or ticket updates
- Unable to customise prioritisation or urgency of tickets within teams
- Unclear and multi-tiered employee escalation process
- Overly accesible customer escalation process
- Unable to complete all tasks effectively within Jeeves
- Poor managerial oversight
- Having a white label support service with no call prioritisation or caller ID
- Journal is very outdated and disfunctional

Traits

Tech illiterate ————————————●—— Tech savvy

Jeeves illiterate ——————————————● Jeeves savvy

Free ——————————●———————— Time poor

Job Activities

- Assigns tickets when team lead is out of office
- Resolves any tickets that are assigned to her by team lead
- Acts as phone support for service providers who pay for the customer support service
- Escalates tickets to other teams via external platforms
- Communicates with carriers when required
- Identifies any patterns in team tickets that could indicate a major outage

Opportunities

Jeeves
- Redesign of journal layout and function
- Optimisation of email notifications
- Provide managers with clearer oversight of their teams
- Provide customisable prioritisation/urgency options

Process
- Review of SP escalation process/protocol
- Review of internal escalation process (multi to single platform)
- Neccesity of human triaging process
- Phone support prioritisation

Tools & Platforms:

Jeeves	Octane	JIRA	Teams
MS Outlook	Atlassian	Phone	Confluence

Jeeves UXUI	1) Scenario	2) Navigation not intuitive	3) Time wasted on Jeeves navigation	4) Customers avoid using Jeeves	5) Streamline information architecture to decrease clicks	6) Character limits within fields	7) Ticket may not have all the info needed due to editing within character limits	Symbio Ops Team Ops don't have visibility over this issue, as SP's typically edit their fields so the required information fits.
Customer Activities End User & Service Provider (SP)	End user calls SP because they want to know how many open tickets they have		After an extended period of time looking, SP finds the screen they are looking for and they tell the end user	While on the phone, the end user asks the SP to open another ticket.	SP begins the process and chooses a ticket type.	Finally starts the process of filling in information.	User hangs up the phone with their customer, so they can spend another half an hour editing the fields so they are within the character limits.	
Pain Points	SP is reluctant to perform a task that their end user should be able to do themselves, but does it anyway.	SP is annoyed they can't navigate intuitively.	SP is frustrated that they have spent so much of their time on the phone.	SP now has to spend more time on the phone with end user.	Needs to click multiple times to even start the process of lodging a ticket.	Certain fields have character limits which is causing frustration for both parties.	By the time SP has completed the task, an hour has passed.	
User Feeling	Neutral	Annoyed	Stressed	Unsure	Annoyed	Stressed	Angry	Annoyed
Backstage								
Opportunities	Improve UI of Jeeves so it is more intuitive for user (Navigation, IA, character limits etc) In the case where this is not possible, a better ITSM system is needed.							The ticket info submitted (either on improved Jeeves or new ITSM platform) is crucial to efficient ticket handling

Cherwell System	1) Scenario	2) Lodges a ticket via Jeeves	3) Ticket info is incomplete due to slow sync rate	4) Slow response rate from backend	5) Resubmits the same ticket	6) Logs back into Jeeves to complete ticket info	Symbio Ops Team Ops receive a doubling up of tickets
Customer Activities End User & Service Provider (SP)	SP excitedly adds a new customer through Octane.	SP lodges a ticket to provision a new service for this customer.	Lodges a ticket without a customer profile attached to it	After SP submits the ticket, the screen goes opaque.	SP decides to lodge a repeat ticket thinking the last one didn't work.	SP comes back to attach an account to the ticket in 24-48 hours when that customer profile is synced to Jeeves.	Ops doesn't actually see the second ticket as another agent is working on it, and there's no visibility within Jeeves to manage this.
Pain Points		Unable to do so with an account attached because of the slow sync rate between Octane and Jeeves.		SP is unsure if ticket has been submitted.	SP is frustrated they'll have to submit the same ticket again.	SP is frustrated by having to complete a simple task over multiple days.	Two ops agents are working on the same ticket at the same time without knowing.
User Feeling	Happy	Annoyed	Unsure	Unsure	Angry	Stressed	Annoyed
Backstage							
Opportunities		Have 1 portal that combines Octane & Jeeves Functions	Use a more powerful ITSM portal			Have 1 portal that combines Octane & Jeeves Functions	Use a more powerful ITSM portal

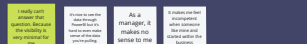| *Ticket Handling*	1) Scenario	2) Lodges Ticket	3) No Feedback on Ticket Progress	4) Waiting Game	5) Escalation via Phone	6) Ticket is resolved via Phone with Symbio Ops	7) Wants to provide succinct feedback about this ticket, but can't	Symbio Ops Team
Customer Activities End User & Service Provider (SP)	'Customer X' (end user) calls up the SP and reports a fault with their NBN	SP lodges a time critical fault ticket via the Jeeves Platform	SP can't see who the ticket has been allocated to or when to expect a reply	SP waits anyway, and after 24 hours, they want to escalate to an account manager, but there's no way he can do this through Jeeves	SP calls up to request a ticket escalation	Ticket is resolved over the phone with a Symbio Ops team member	SP wants to give feedback to TIAB so it doesn't happen again	Ops will receive this complaint via the @escalations email or directly via AM/SM's.
Pain Points	SP is worried that they may lose 'Customer X', as this particular fault is recurring		Wants to have transparency on who the ticket has been assigned to	SP is frustrated by the wait	Prefers to not be on multiple platforms (phone & portal) but will put up with it for escalation to be resolved		Due to the anonymous agent, the SP is unsure who handled the ticket	Floods the escalation email inbox further.
User Feeling	Annoyed	Neutral	Anxious	Stressed	Annoyed	Satisfied	Neutral	
Backstage								
Opportunities			Better triage of tickets so user can have more control on who's handling it	Progress update on time critical tickets with ETA, OR a way to pay for an escalation/ pay extra if escalation was not needed	Integrated platform needed so user and Ops member don't have to be across multiple platforms to manage an incident		Culture shift towards customers praising Symbio Ops rather than laying blame on a particular team member is needed, this could be through better user testing and customer engagement end-to-end	Have a specific feedback email.

CX Overview - Ops team- Walid & Martin

We need to improve on the quality of our Communication

We need to improve the way that we communicate

Improving our ticketing platform templates

We'd like to improve on the quality of our communication as well as how we communicate

Walid   **Martin**

What's your experience working with Jeeves? Just the frustrations and difficulties.

A platform should be instantaneous.

In comparison to any other ITSM platform I have used, the number of how you use things is not clear

As a customer who wants to open a ticket, it takes 15 minutes

the efficiency is just not there

Difficult part of creating a ticket

If you want to open an incident and then first the customer through. Once the customer is through and issue the incident order me tickets

The customer portal definitely needs a UI UX change.

the speed is the biggest impact.

If you add the time to log an incident the platform power I'd simply say speed up and speed up the platform

The absolute worst for me is backtracking through any legacy notes!

If you wish to get a ticket you want to be just descriptors go through notes, update from source from the provider or from the customer when you look back as a provider

The ITIL just need a form to create a ticket and we need to be able to use that initial corporation experience instantaneously which we Can't do that

When I started to get information at my fingertips when you're with Jeeves they wouldn't just come up and they don't come up

The majority of the time if I need to get certain information at my fingertips I would have to ask Mayank

Its just hard it is get the information at my fingertips

me and other managers can track the tickets

Now we're loosing track of open tickets

I couldn't get the team to say, hey, we need to focus on XYZ, or clean this up, since its visibility of tha

What's your perspective on our communication with customers, both frequency and quality?

Any response communication is almost an actual premium with teams We are not customer centric where is there any responsibility

they email just to make it easy. So they don't have to create a ticket in Jeeves

the timeframe exists, but they can't be set by a manager.

the priorities exists, but it doesn't follow the hierarchy when escalated, it comes straight down to me

the parties do exist. Martin will never know about it and if they call me

So as an escalation I'm often having to go off this platform and chase it straight to my next team above

we should should utilise the same ticket and escalate accordingly to the next team above

Jeeves designed by developers not developed by audiences

What's ticketing resolution time?

I really can't answer that question. Because the visibility is very minimal for me

It's nice to see the date through PowerBi but it's hard to even make sense of the data you're pulling.

As a manager, it makes no sense to me

It makes me feel incompetent when someone like mine and started within the business

How are tickets triaged? In terms of level of priority urgency, is there a way that happens?

No, the way it works is we have a server team leader or Mantis, that would get the tickets and assign it to team members

only one person does that

what doesn't exist is if there's a ticket pending, it'll sit there until it's assigned to someone, no one will just pick it up

it's different for a representative to create a ticket that it's meant for increases for a customer that increases for a customer there's a difference

Once a ticket is assigned to a person, anything are working on it Whatever a new ticket it's more of a manage a company that is that I would allocate someone else create that

It's almost impossible

the biggest problem with the tickets is they will never get notified that they have a ticket or they get notified, but it's mixed them with 150 other emails.

what happens is with every change that happens within the team someone gets an email on that, but no specifics about your own stuff

you'll get notified via email that a ticket has been assigned or you'll get an email with information you can't see anything in the email itself

You have to open the ticket and work on it manually and any updates that comes after that from the customer you do not get that

You have to login to jeeves to see what the tickets about. you can't see via email's notification

Same as when you receive an update of the ticket

Any change any response in jeeves should come in via email, if it's a customer response.

I don't need to know about everything

I had to personally go into this and make a filter to verify just how is actually my own ticket.

To go to the next email to next, you have to go to the journal, but when you click on a journal, no it closes all you you have to open the up again

there's sometimes 200 of these, and I can't just navigate through them to find out what the updates were.

Is that is there a level of priority and urgency was assigned to a ticket?

you can set the level of priority, there's different priorities, but they don't do when there's no relevance to them.

When a ticket is breached, it will go red, but it doesn't really breach,

a does nothing so it doesn't actually like bring it up in front of you or open it up

you only get a red warning telling you that there's something that needs responding to and that's it.

How is that determined?

types of tickets don't make a difference.

Whether it's like a passion or anything else doesn't make a difference.

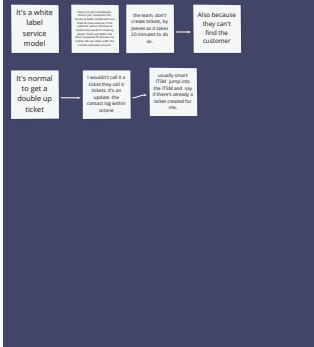they consider the incidents and that it.

The ticket escalation is basically out of Jeeves

From a customer perspective, How do you use it actually escalated tickets from a customer's point of view?

They either call me or the other option is we have to multibox their issue out of jeeves.

Here's two emails then so called escalation once they just called mother and they escalate to master who has access or

there's no sort of guidelines into what can and can't be escalated that sort of just

another thing I'm department issue, as well. So, I don't think they can do around managing a lot after the launch etc, they probably don't get so many escalations beyond that

imagine I'm a customer outside of jeeves. I don't want to open a jeeves. I don't even need to call in. I just need to send an email to the service managers within the company which is the third or fourth escalation point and then it goes back down to escalations. So it doesn't go through the motion of basic ITIL of creating a ticket. That ticket gets escalated to the next level up, that there's no response it gets escalated to the level up, it goes straight right up. So I've had issues come straight from general Ops Manager Right down to me!

not only customers but also internal staff doesn't get this the process seriously

internally as a business. We are the customer for jeeves and we're struggling with that

even the internal staff do anything outside of that to get what they need done.

Is there a certain ticket type that you think that gets escalated more frequently?

Usually service caught down

Let's say NBN service isn't working is to whatever reason. those ones always get seen to go up the chain quite quickly.

to solve a service isn't delivered, or where a service is deemed delivered, but not working, it'll go to Usit it'll go to our support team

There's no tools within Jeeves, literally it's just a platform for service providers to say, Hey, I've got an issue

There's no tools within Jeeves, literally it's just a platform for service providers to say, Hey, I've got an issue.

within an ITSM platform there's a work flow for an order

that's the more consistent pain where normally within an ITSM platform there's a work. flow for an order, say a new service performance

There's no 7here's no process assurance for our service delivery team. it is literally just the query

if there's an issue, there's no way to monitor

If there's an issue to touch somewhere who can fix it? How do you manage to make what's the timeframe? What's the internal SLA on that?

Are there certain ones that have certain access to order they all have sort of direct lines in their account managers or service managers?

So our customers consist of two bases, service providers, the people, our customers, our service providers, they don't want to drive other customers. Yet they have direct line to asset service managers and account managers that all of them do. Now, no matter how big or small they are, here's the kick off. We also support end customers.

customers call and want you to go through a process

If a customer pay for service they create their own tickets, if not we create for them

It's a white label service model

When it's a white label service need, there we have to create tickets, but when it's pure ISP it's the actual the customer advice create it. There's some sort of gray area with some of our customers

It's normal to get a double up ticket

Also because they can't find the customer

I wouldn't cut it a ticket they call it tickets. it's an update the the contact log within octane

usually smart ITSM jump into the ITSM and say if there's already a ticket created for me,

CX Overview - Customers Pain-Points

Lack of communication

There is no communication to show someone is with this case.

There's no actual feedback as to how we can improve the process later.

something like an improvement plan to show the customers

Lack of escalation

When you log a ticket in Jeeves, after that, the escalation is not showing in Jeeves, it's via email.

Lack of technical support

Can't speak to an expert and need to go through the level one support in Manila

It's more the lack of delayed information. So if we send an escalation, it's not relayed in the ticket

Delays on processes

I've lodged a ticket and waited for 24 hours for a response.

We should have those tickets literally dealt within probably one to two hours, not 24 hours in some cases.

I've got one Jeeves ticket that's been open for over two and a half months, before the issue got fixed

Constantly having to log back in - need a mechanism to designate trusted computers that can stay logged in for longer or at the very least require less frequent reauthentication

No MFA (Octane and Jeeves)

Still can't reply to tickets in rich text, only plain text

No visual feedback when sending an email/replying to a ticket - when you click 'Send', there is no cue that something has happened, or something is being processed.

The send button is not an obvious button - it looks like text

Why can you only reply to some types of communications? Why can you not reply to a Journal Note? This is usually the actual reply from the TIAB agent.

Need to be able to send broader attachment types - for example, can't send WAV files (which might be needed if SDAT needs to apply a recording for us).

- When a session expires, don't make me click multiple times to get back to the login screen. Just show me the login screen with a message saying that the session has expired, please log in again.

Need to be able to easily see and respond to tickets that other staff members have lodged.

In many Jeeves screens, the interface elements to not resize with the browser window. For example, the "My Tickets" screen at 100% size in Firefox has the "My Items" pane mostly off the screen, and the "My incidents an open requests" pane is also partly off the screen. No scrollbar appears to allow scrolling.

No usable mechanism to see other team members tickets.

Would like to be able to CC someone else on the ticket, so that they are notified/aware of any ticket updates.

why are they different to notes, and why can't we reply to them?

a lot of the time when we have issues provisioning NBN, the TIAB agent will simply copy and paste what NBNCo's response was

CX Overview - Ops team- Walid & Martin

Speed of Cherwell

Efficiency is just not there

Cherwell needs a critical change

Lack of manager oversight

Communication

Ticket Priority/Escalation

Ticket Resolution

Ticket Triage

Email notifications

Cherwell UI

Service Delivery

Customer service - Ops to End users

Agent anonymity

Slow and laggy system

Is Walid's primary complaint

Frustrates Martin as well

Character limits

Ticket double ups

Ticketing systems

CX Overview - Ops team- Walid & Martin

PROCESS

Ticket Priority/Escalation

Need for clearer prioritising of tickets

Multiple platforms needed for escalation

Poor customer escalation processes

Ticket Triage

Human triaging is unnecessary

Service Delivery

Customer service - Ops to find users

Poor prioritisation/identification of incoming calls

Unclear/unreasonable SLA

CHERWELL

Speed of Cherwell

Ticket Priority/Escalation

Clearer/customisable prioritisation

Cherwell UI

Journal overhaul, decluttering

Slow and laggy system

Character limits

Ticket double ups

Need more space in this area

Journal/email notifications (journal overhaul, more effective email notifications, single email thread.

Too much clutter

Navigation - Ticket allocation

Reactive assets

UNSURE

Lack of manager oversight

Unclear KPI data, ticket priority colours, customisable ticket dashboards.

Ticket Resolution

Literally too unclear for the manager to answer this question.

Email notifications

Relates directly to past points in Cherwell block.

Raiza
Service Assurance
Team Leader

Chester
Service Delivery
Team Member

Any Pain points?

Is that normal to have a ticket open for a week?

Home Page

Improvement Suggestion

Ticket Triage

Resolution Time / Why some sort of ticket takes longer time?

Communication to Customers

General Feedbacks

**Shi Kai
Level Support**

Home Page

Any Pain points?

there's no clear SLA

Improvement Suggestion

Most important one and first priority

Dark mode

Resolution Time / Why some sort of ticket takes longer time?

Customer

Feeling: Stressed 😰

1) Customer experiences an urgent fault
2) they lodge a high priority ticket
3) They want it resolved within 2 hours.

Feeling: Annoyed 😔

1) Customer is annoyed by response time.
2) Provides more information to operations agent as requested, via email.

Feeling: Frustrated 😠

Ticket is not resolved in a reasonable amount of time, SP calls to escalate as there is no option within the platform.

Feeling: Angry 😡

Despite eventual resolution, it was too slow, the SP lodges an official complaint, lowering our CX scores.

Operations agent

Poor Jeeves UI causes delay with triaging and customer communication.

Feeling: Annoyed 😔

Ops agent is unaware of ticket update due to poor journal UI and lack of in-platform notification.

1) Ops agent becomes stressed when they see the reply an hour later.
2) They continue to work on the ticket.

Feeling: Stressed 😰

1) Due to poor Jeeves UI, Ops agent didn't see escalations were working on the ticket.
2) Eventually achieves resolution within 2 hours of seeing the reply from SP.

Feeling: Relieved 😌

Escalations specialist

Escalation team picks up the ticket and begins work to resolve without notifying the original ops agent.

Feeling: Overwhelmed 😥

Escalation specialist resolves the ticket, only to contact the SP and see that is has already been resolved by the original ops agent.

Feeling: Frustrated 😣

number of people surveyed: 26

This platform successfully performs all of the functions that it was built for.

(1- Strongly disagree, 5 - Strongly agree)

2.77/5

How would you rate your overall experience using this platform?

(1 - Very unpleasant - 10 very pleasant)

4.69/10

Tickets are resolved quickly enough once they have been raised.

(1- Strongly disagree, 5 - Strongly agree)

2.77/5

Would you recommend Jeeves as a ticketing platform to an esteemed colleague?

(1 - Would not recommend, 10 - Would definitely recommend)

4.08/10

17/17 open responses - negative

Common themes

Slow system

Notes section is unreliable and the layout is straining

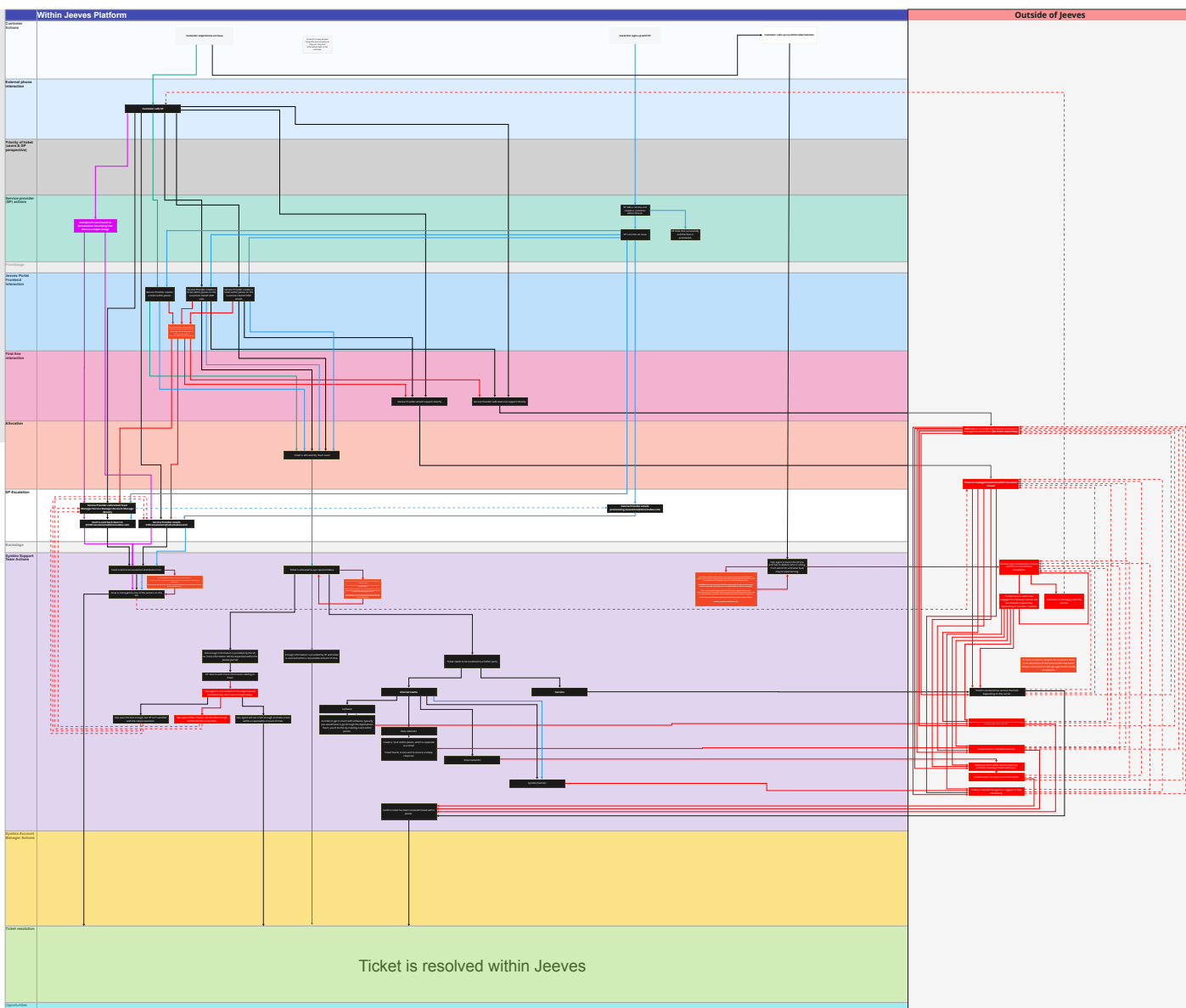Terrible journal layout

Clunky and outdated UI

Email notification complaints

Service Map (09/08/2022)

LEGEND

- Typical flow
- Ideal flow
- Pain point flow
- Pain point back flow
- Major incident management flow
- Major incident management back flow
- Pain point explanation
- Pain point explanation
- Pain point explanation
- Major incident management

CONSIDERATIONS

This service map has been created with the pain points identified throughout the interviews as the main focus. It is appreciated that not every single possibility and scenario is mapped out, this effort would take multiple resources and an extended amount of time. Instead, we mapped the most common flows that were necessary to portray where and how the pain points were happening.

We are aware that there is an escalation matrix/pathway within Jeeves, however since in the wide majority of cases it does not get used/is bypassed completely it has has not been plotted.

We are aware that there are ways to escalate to other internal teams (Software, Apps, Data/Voice networks) within Jeeves, but for a variety of reasons including communication issues, response times and preferences, ops staff need to go through other channels (Teams, JIRA, Logged). Therefore the service map has been built to present this flow.

We are aware that sometimes tickets are reassigned/escalated to billing, however since this all happens within Jeeves and there are no significant pain points associated, it has not been included.

Service delivery teams and service assurance teams have been mostly grouped together. Although their flows differentiate slightly at times, the differences are mostly insignificant, and considering the core purpose of this service map, it's unnecessary to map them out separately.

Within Jeeves Platform
Outside of Jeeves
Customer Actions
External phone interaction
Priority of ticket (users & SP perspective)
Service provider (SP) actions
Frontstage
Jeeves Portal Frontend Interaction
First line interaction
Allocation
SP Escalation
Backstage
Symbio Support Team Actions
Symbio Account Manager Actions
Ticket resolution
Opportunities (Overview)
Customer experiences an issue
SP wants to view all open tickets for one customer so they can relay that information back to the customer
Customer signs up with SP
Customer calls up via white label telecom.
Customer calls SP
SP sells a service and creates a customer within Octane.
SP runs into an issue
SP does this successfully and the flow is automated.
Multiple SP's send email to @escalations identifying that there is a major outage
Service Provider creates a ticket within Jeeves
Service Provider creates a ticket within Jeeves on the customers behalf AND calls
Service Provider creates a ticket within Jeeves on the customers behalf AND emails
Service Provider returns after 'X' amount of time to see that the ticket hasn't been allocated, or that no reasonable response/action has been taken.
Service Provider emails support directly
Service Provider calls level one support directly
Ticket is allocated by Team Lead
Service Provider calls/email Team Manager/Service Manager/Account Manager directly
Fault is sent back down to @STAT.escalations@telcoinabox.com
Service Provider emails STAT.escalations@telcoinabox.com
Service Provider emails provisioning.escalations@telcoinabox.com
Fault is sent to an escalation distributions list
Issue is managed by one of the seniors on this list
Ticket is allocated to ops representative
Ops agent answers the phone and has to deduce who is calling, from which SP, and what fault they're experiencing.
Creating an incident within Jeeves when a customer calls up ops directly is too cumbersome (it takes too long, there are mandatory fields that are impossible to fill in, sometimes new customers don't even show within Jeeves etc.)
Sometimes when you create the ticket from an ops side, there are constant non-sensical errors that don't allow you to actually submit the ticket successfully.
We're meant to be acting on behalf of SPs as their support, but we can't communicate to the customer via Jeeves, you can't communicate via email because it's TiAB branded, so therefore the only method of communication is via phone.
Too hard to find information within Jeeves which is needed to create a ticket.
And also, avoidance of Jeeves is key.
Not enough information is provided by the SP, so more information will be requested within the Jeeves journal
Enough information is provided by SP and ticket is resolved within a reasonable amount of time.
Ticket needs to be escalated to another party
SP returns with more information relating to ticket.
Ops agent is not notified of this response and therefore they don't see it straight away.
Ops sees this fast enough, but SP isn't satisfied with the response/action.
Ops agent either doesn't see this fast enough and SP decides to escalate.
Ops agent will see it fast enough and take action within a reasonable amount of time.
Internal teams
Carriers
Software
In order to get in touch with software, typically you would have to go through the Applications Team, you'd do this by creating a task within Jeeves.
Data networks
Create a 'task' within Jeeves, which is seperate to a ticket
Email/Teams is also sent to ensure a timely response
Voice networks
Symbio (Carrier)
Confirm ticket has been resolved/closed within Jeeves.
Call leads to a contact log in Octane and fault is managed/resolved there (No ticket ownership)
Ticket is managed/resolved within the email thread
Contact log is entered into Octane and issue is handled to completion.
If other teams need to be engaged the below processes will be followed respectively, depending on the team needed.
Customer is not happy with the service.
In these situations, despite the escalation there is no ownership of the fault and the resolution always comes back to the ops agent who initially escalated it.
Ticket is escalated via various channels depending on the carrier.
App team have internal processes which is always outside of Jeeves. Either they'll engage Software or figure it out on their own.
Collaboration is handled via email
Notifying them within teams (majority)
At times, creating a ticket within Jira.
Collaboration via teams to resolve faults
Ticket is created/managed via Logged, or they call directly
Ticket is resolved within Jeeves

Review of the SP escalation matrix

- Accessibility
- Process
- Requirements

Review of internal escalation process

- Various ITSM/communication platforms across multiple teams
- Different methods for different teams
- Transfer of ticket ownership in the event of an escalation

Redefining ticket priority (P1, P2, P3, P4)

- Clear defining qualities
- Early/definitive allocation
- Respective procedures
- Reflect changes within Jeeves/Cherwell.

Email/notification optimisation for ticket and communication updates

- Providing out-of-platform notification for important ticket updates
- Overhaul of current Journal UI
- Streamlining email updates e.g. journal updates via email need to be succinct and useful, chronological order.

Utilising Jeeves (or chosen ITSM platform) at every opportunity

- Resolving faults via email, phone, Octane, JIRA or Logged leads to **lack of ticket ownership, inaccurate reporting, and inability to view and analyse historical data.**
- This is emphasised within our escalation matrix, not creating tickets for faults in Jeeves leads to an amplification of the above issues.

Providing clearer managerial oversight.

- Consistent bypassing of the Jeeves platform from an SP or Ops perspective causes inaccurate reporting and an inability for team leads to performance manage their teams (unable to define key performance indicators).
- Our current reporting software (PowerBI) is inadequate

White label telecom support

- Another situation where the utilisation of Jeeves is almost impossible, causing agents to log faults into Octane, amplifying various of the aforementioned issues.
- Impossible due to the following (not limited to): "It takes too long, there are mandatory fields that are impossible to fill in, sometimes new customers don't even show within Jeeves, constant nonsensical errors, extremely difficult to find any information within Jeeves - which is required to create a ticket etc"

- Ops agents limited to communication via phone only (No option to communicate via Jeeves, email communication is branded)