

How to access AGENTIL support through Jira Service-desk?

1. Access our support portal

Direct Link

<https://agentil.atlassian.net/servicedesk/customer/portals>

OR

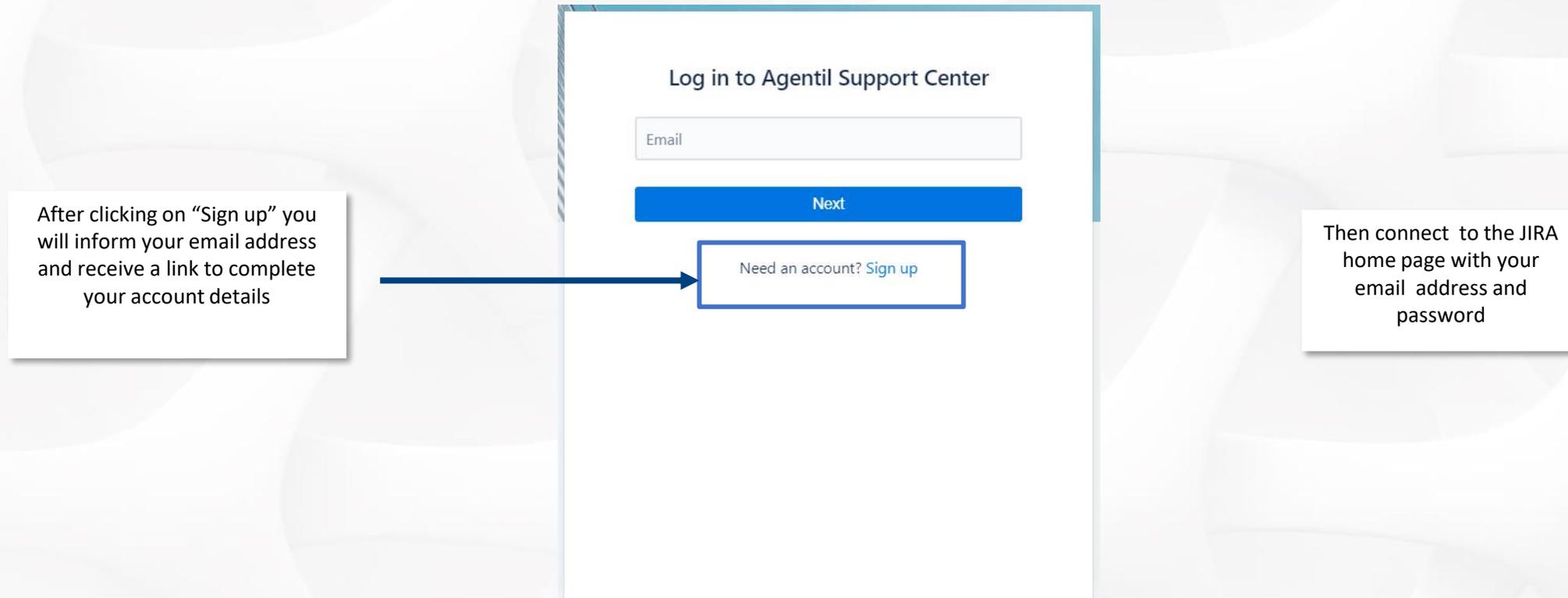
Through our website

<https://agentil.com/>

Customer support

2. Create an account or login

Users accessing our portal for the first time must first create an account:



3. Choose the solution

AGENTIL GROUP

AGENTIL Support Center

Find help and services



Welcome to our support line!

From here you can raise a support request simply by selecting the tile corresponding to your product.

Browse by portals



SAP Business One

Welcome! You can raise a request for SAP B1 by filling our form with detailed information about your...



Generic IT Support

Click here if you want support for your IT equipment.



SAP ECC, S/4 Service &...

SAP ECC, S/4HANA Service and Product support line Technology and functional services...



Pro.Monitor

All you need to get support for Pro.Monitor



ServiceNow or Atlassian

In trouble with an Atlassian product or ServiceNow ? Fill a request here.

Choose the support to contact according to the solution you are using.
SAP Business One Support also covers support for SAPB1 add-ons.

4. Select Support according to your location

AGENTIL Support Center / SAP Business One



Welcome! You can raise a request for SAP B1 by filling our form with detailed information about your issue, or if you need help with ZeenDoc.

What can we help you with?

 **Support Suisse**
Créer un ticket pour notre support à Genève (Lundi-vendredi 8h – 12h et 13h30 – 17h30)

 **Support Zürich**
Erstellen Sie ein Ticket in Deutsch (von Montag bis Freitag 8h bis 12h – 13h30 bis 17h30)

 **Support France**
Créer un ticket pour le support en France (Lundi-vendredi 8h – 12h et 13h30 – 17h30)

 **Change Management**
Demander un changement- Ask for a Change

 **ZeenDoc Support**
Get support from ZeenDoc

5. Fill out the support ticket

AGENTIL Support Center / SAP Business One

SAP Business One

Welcome! You can raise a request for SAP B1 by filling our form with detailed information about your issue

What can we help you with?

 **Support Suisse**
Créer un ticket pour notre support à Genève (Lundi-vendredi 8h – 12h et...)

Raise this request on behalf of *

 Elise Granger (elise.granger@agentil.com)

Summary *

Description *

Components

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Priority

Low

Operational categorization

Share with *

 Share with AGENTIL Group

Send Cancel

Choose the most suitable Components in the list in function of your kind of problem

Choose the priority, this field can be re-categorized later by the Support Team

Post your ticket by clicking on "Send"

Short description of your problem

Describe your problem in detail so that our Support Team can better understand your request for an optimum treatment. Do not forget to mention your phone number in description if you would like to be contact by phone

Add any file, screenshot that could be useful for our support team

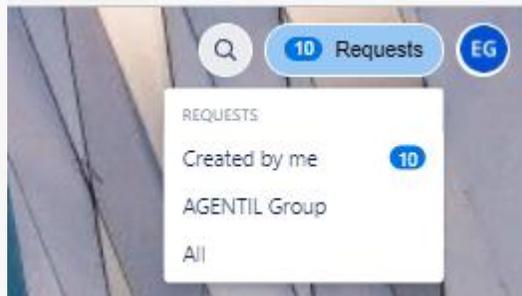
Complete as much as possible the Operational categorization

6. Access all current or closed tickets

View the details and the interactions for a specific ticket:

View:

- My tickets
- My company's tickets



Agentil Support Center / SAP B1 or SAP ByDesign / SAP-4113

EG Elise Granger raised this on 08/Oct/21 1:38 PM [Show details](#)

Activity

EG Elise Granger Today 10:54 AM
Hello

Status
WAITING FOR CUSTOMER

- Notifications on
- Resolve this issue
- Cancel request

Request type
+ Support Suisse

Shared with

- EG** Elise Granger
Creator
- AC** Antonia Corvasce
- AGENTIL Group**

+ Share

"Notifications enabled" allows you to be notified by email of every response and status change. By clicking on it you can deactivate this feature

You can also share the ticket with other people by adding their e-mail address

AGENTIL Group

www.agentil.com

