Pente - Oasis
Help Desk User Guide

Support &Professional services
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Table of Content

1.Introduction

Welcome to the PENTE user guide for our help desk platform facilitated by Oasis. This guide is designed to streamline your experience in navigating the support process seamlessly.

The Pente-Oasis integration offers a user-friendly platform to manage support tickets efficiently. Our dedicated support team utilizes this system to address your needs promptly and deliver timely resolutions.

This guide will walk you through creating a new user account, opening tickets, and monitoring ticket status updates. It serves as an essential resource to maximize the benefits of the Help Desk platform.

For additional inquiries or assistance beyond this guide's scope, our support team stands ready to assist. Contact details for support and escalation procedures can be found within this guide.

2. Creating a New User

To create a new user in the Help Desk platform, follow these steps:

2.1. Send an email to ops@pentenetworks.com with the subject line: **"Request for a new user in Pente-Oasis Help Desk."**

2.2. In the email body, provide the following information for the new user:

Contact Information including: [Full Name], [Title or Position], [Email Address], [Phone Number]

[Company and User Role]

2.3. Users assigned with "Manager" settings have permission to view all customer tickets.

2.4. Our team will review your request and create a new user account in the Help Desk platform, a process that may take up to 24 hours.

2.5 an invite will be sent to you to complete the registration process and set your password
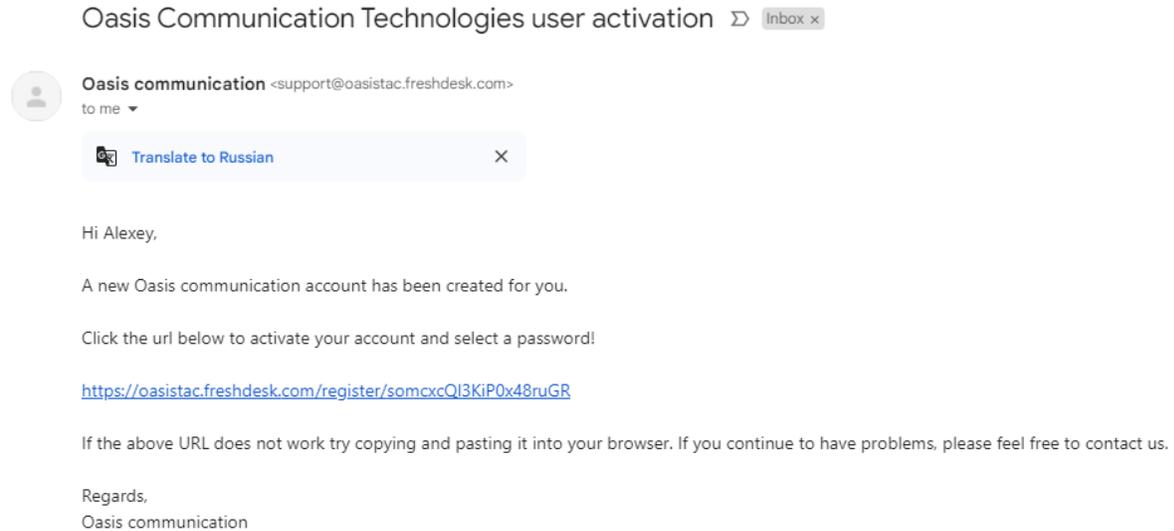
Please click on the invite URL, enter a new password, and verify it by entering it again.

2.5. Once the new password is created you will be sent to the login page and you will be able to use the help desk system according to your privileges and after you entered your credential
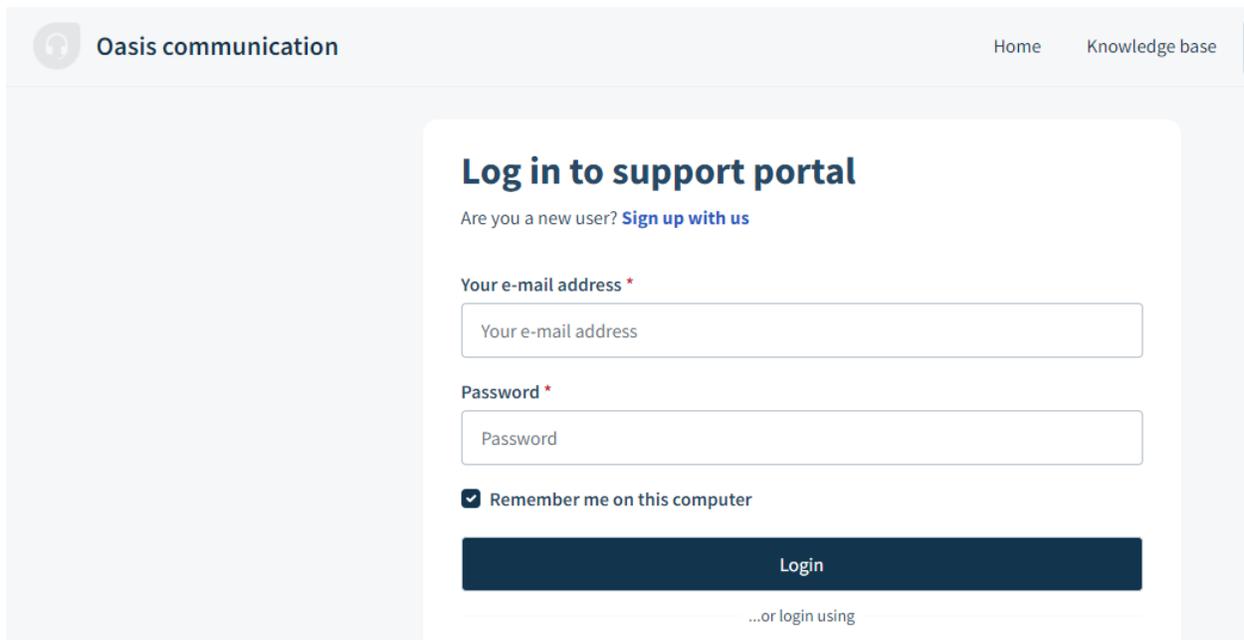
Please ensure that login credentials are kept secure and shared only with authorized users. Note that the new user can log in once the account setup by the operations team at Pente Networks is completed.

3. Login

To log in to the Pente-Oasis help desk platform, please follow the below steps:

3.1. Login to the following website http://support.pentenetworks.com/

3.2. On the login page, enter your username and password.

3.3. Once the credentials are entered, click "Login" to access your account

4. Create and Submit a Ticket

To open a ticket in the help desk platform, follow these steps:

4.1. Log into the Pente-Oasis help desk platform using your created user account credentials.

4.2. Navigate to the "Submit Ticket" tab for ticket submission.
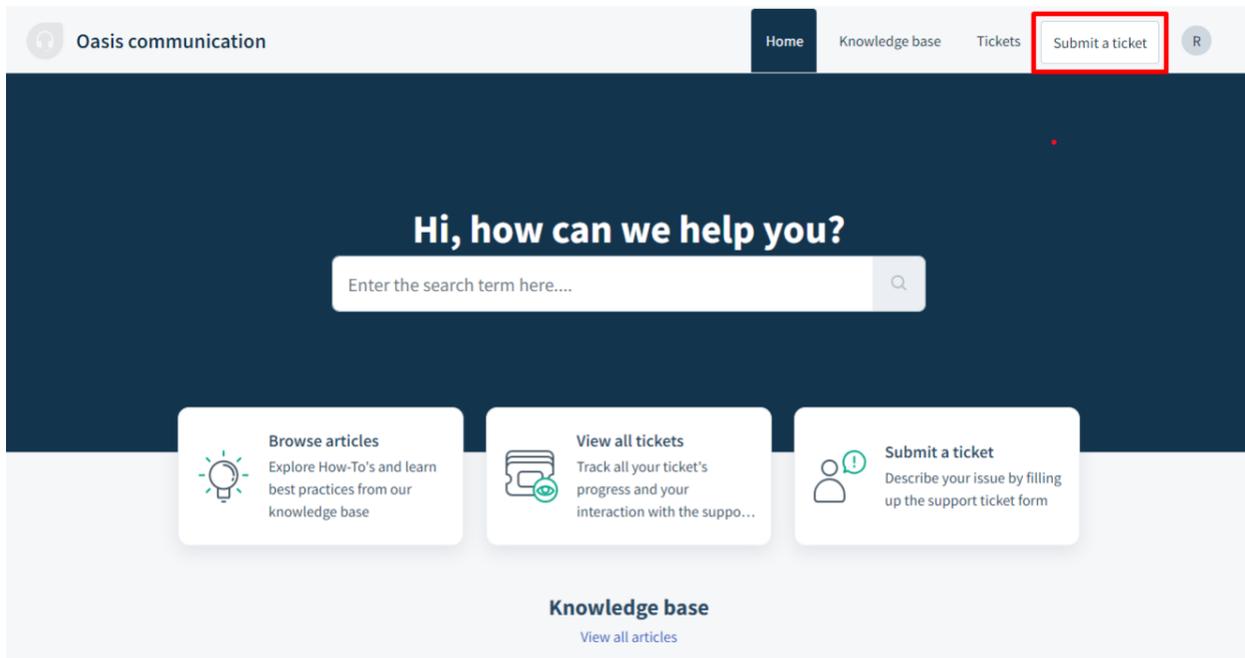
4.3. Complete the general information form with:

Subject: A concise short description of the problem/request.

Type: choose the appropriate type out of the dropdown list

Priority: choose the appropriate priority out of the dropdown list

Description: please provide specific details about the issue/request to assist the support team effectively.

Attachment: please attach any files if applicable (logs, PCAP, screenshots) using the "Attachment"
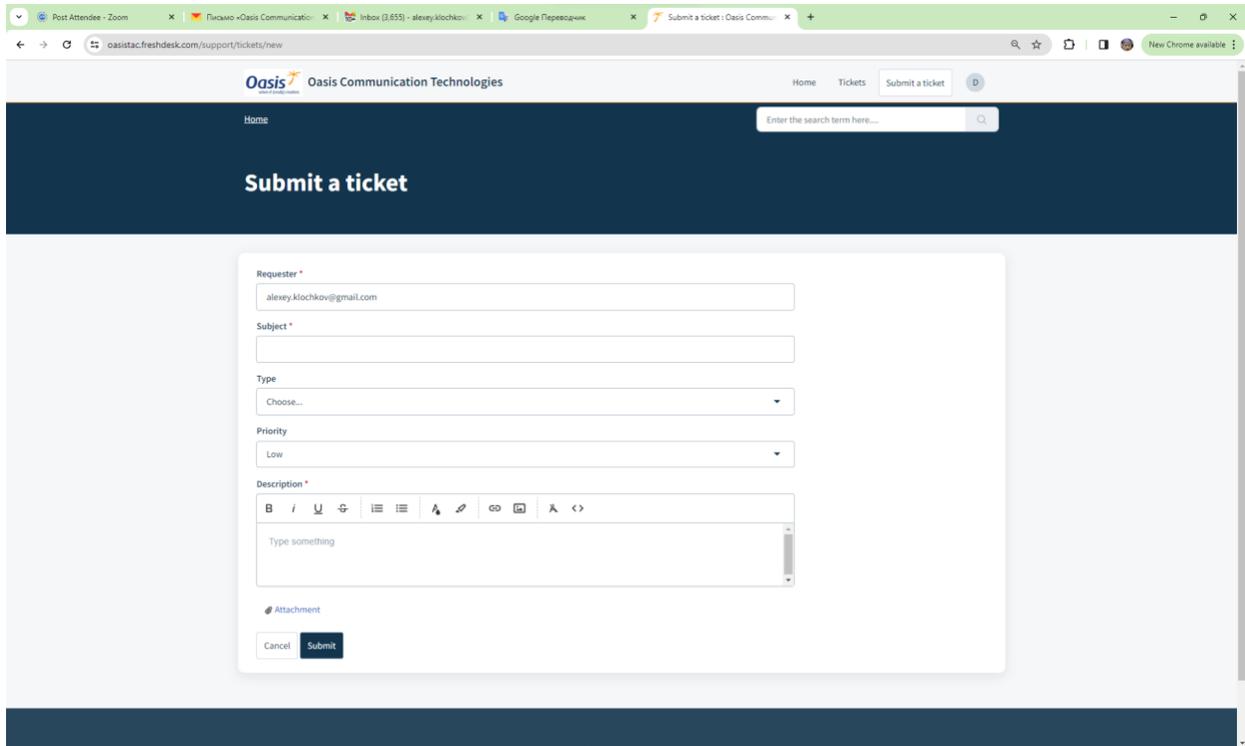
4.4. Once satisfied with the ticket details, click "Submit" to send the ticket for review and processing.

4.5. A confirmation message with the ticket ID and general information will be displayed, confirming the successful ticket submission. You'll also receive this confirmation via email within Pente-Oasis platform.

Note: a ticket number will be available in the email body
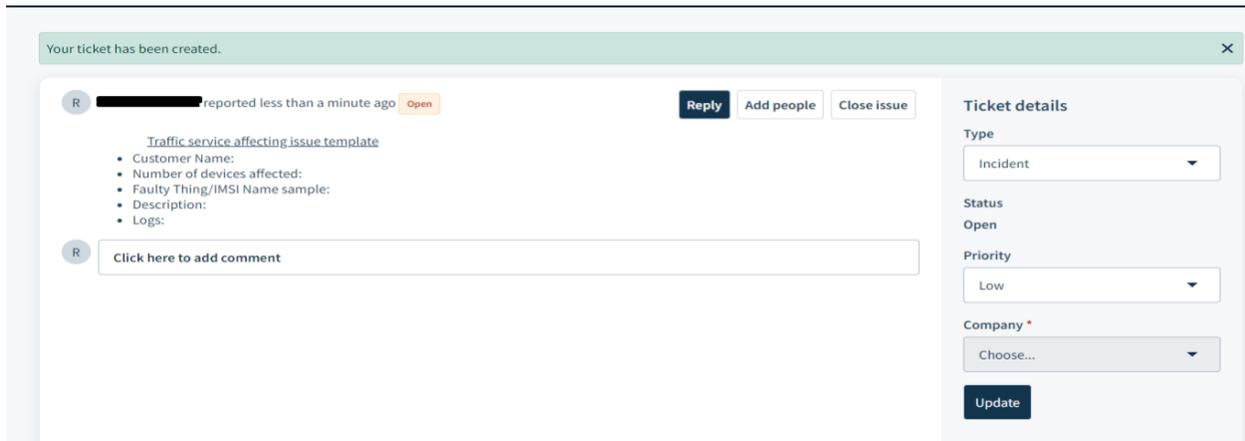
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support@pentenetworks.com
sales@pentenetworks.com

5. Receiving Updates and Tracking Ticket Status

To track a ticket in the help desk platform and receive updates on its status, follow these steps:

5.1. Log into the Pente-Oasis help desk platform using your created user account credentials, and you will be directed to all tickets assigned to you under 'Ticket' tab.

5.2. Click on the specific ticket (out of the list of tickets assigned under your name), update and click **reply**

Note: Users assigned with "Manager" settings have permission to view and sort **'created by'** all customer tickets

5.4. Check for any updates or comments from the support team regarding your ticket. This could include additional information, progress updates, or requests for further clarification. A notification will be sent via email to the ticket creator with each update

5.5. Pente will close the ticket upon resolution and notification will be sent to your email

Thank you for choosing the Pente-Oasis help desk platform. We aim to provide excellent support and efficiently resolve your requests.

Appendix B: Ticket Status

- **In Progress** - Your ticket is currently being investigated by our support team. They are actively working on finding a solution or resolution for your issue.

- **Escalate** - In some cases, your ticket may be escalated to our internal teams such as OPS (Operations) or R&D (Research and Development) for further assistance or expertise. This escalation is done to ensure that your ticket receives the necessary attention and expertise to resolve the issue.

- **Pending Customer** - This status indicates that we require additional details or clarification from you to proceed with the ticket resolution. Please provide the requested information as soon as possible, so we can continue working on your ticket.

- **On Hold** - The ticket is temporarily put on hold. This status can occur when a solution is ready to be implemented but is pending other factors or dependencies. We will provide further details about the reasons for the hold and the expected timeline.

- **Pending Closure** - The ticket is nearing closure. This status indicates that the problem has been resolved or an update has been provided to you as the customer. The ticket will be closed soon, once the resolution has been confirmed or accepted by you.

- **Closed** - This status indicates that the ticket treatment has been completed. The problem or request has been addressed, and no further action is required. However, please feel free to open a new ticket if you have any additional issues or requests.

About Pente Networks

Pente provides a cloud-based private cellular network orchestration platform that enables the fastest implementation and control of LTE and 5G private networks. The Pente platform manages millions of IT-grade SIMs in devices around the globe on networks serving corporate enterprise, education, manufacturing, military and defense, and many others.

Pente's flagship product, the HyperCore Cloud platform, works with any RAN infrastructure and includes over 600 APIs for fast IT integration – simplifying deployment, monitoring, reporting, management, and future scaling. All from a unified portal.

For more information, visit us:
www.pentenetworks.com