



LIFE15 GIE/GR/000943

Chemicals Regulations Enforcement & Inspections –
Building Authority Capacity for REACH/CLP and
SEVESO III Compliance

Report on e-platform tools and services functions

Support – user’s manual

Prepared by
Technical University of Crete



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Information**

Support – user's manual

LIFE CHEREE provides an online-system for personalized discussion, advice and support on information concerning spilled chemicals and emergency actions and measures after an industrial accident. The target users are people employed in industries and SMEs, although end users are not excluded by it.

The system has been implemented by means of an Issue Tracking System. Common synonyms of such systems are trouble ticket system, support ticket system, request management or incident ticket system. These systems are established in all situations where users need to create and update issues and a group of people are dedicated to respond and resolve the reported issues.

Terminology

Issue/Ticket:

A report describing an experienced problem or a support request. It is usually accompanied by several other structured data like the date of the issue creation, the history of changes to the issue, contact data of individuals connected with the issue, an assigned or requested priority or urgency value and more.

Requestor:

The individual that has submitted a specific issue. The submission itself can be carried out by the individual himself, or by support staff after other means of contact (e.g. after a telephone call).

Category/Queue:

Each issue may be assigned a category pertaining to the nature of the reported issue or the type of response that is needed for it. As reported issues are often worked on a first come first serve basis, the category is often referred to as a queue.

Agent:

Staff or individual dedicated to responding and resolving to reported issues. Resolving an issue may need a response or actions by multiple agents.

Owner/Assigned Agent:

The agent that is currently assigned to respond to an issue.

Issue/Ticket Status:

A manually or automatically assigned status of an issue. The available statuses may be tailored to accommodate individually established workflows in an organisation, but usually include the following statuses:

- Status New: the issue has been created and no agent started working on it
- Status Open: an agent has started working in resolving the issue. The open status may be refined by the status like
 - confirmed: the reported issue has been confirmed or acknowledged

- awaiting requestor response: if the agent needs further actions or information from the requestor
- awaiting agent response: if the requestor needs further actions by the agent
- Status Resolved: the issue has been resolved.

The status of a ticket may change at any point. Even a resolved ticket may be reopened.

Response:

A response is a message submitted either by the requestor or by an agent and is visible to both of them.

Comment:

A comment is an internal response to a ticket visible only to agents

Scenario

A scenario of a workflow in an issue tracking system can be as follows:

- A customer reports a problem using the issue tracking system. The customer becomes the Requestor
- A technician (Agent), takes over the issue (becomes the owner). The technician verifies that the problem is real, and not just perceived. The technician will also ensure that enough information about the problem is obtained from the customer by responding the issue and requesting more information. This information generally includes the environment of the customer, when and how the issue occurs, and all other relevant circumstances.
- As work is done on that issue, the system is updated with new data by the technician and the customer. Any attempt at fixing the problem should be noted in the issue system. Ticket status most likely will be changed from open to awaiting response.
- After the issue has been fully addressed, it is marked as resolved in the issue tracking system.

Support – issue tracking system

The CHEREE issue tracking system is embedded in the CHEREE site. The following screenshots and descriptions provide an overview on the usage of the system as viewed by end users and assigned agents.

End user

The initial screen the end user is presented when entering the support page. The user can continue using his username and password, or he can continue without using a registered account.



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Support

Please sign in

 Remember me[Forgot your password?](#)

If continuing as guest, the user is presented with a form with only the absolutely necessary information to fill out. A subject and a description field to describe the problem, a category field to provide an initial classification of the issue, and fields for his name and email address to allow the agents to respond to the request.

[+ New Ticket](#)

Name *
Please insert your name.

Email Address *
Please insert your email.

Subject *
Short description of the ticket.

Description *
Detailed description of the ticket

[Attach file](#)

Category *
Please select category.

I'm not a robot

Agent

Agents use a restricted area of the system to access all available issues. The issues may be filtered in order to show only those that are assigned to the currently logged in agent (Mine).

The list of issues show the subject and the current status of each issue, and information like the assigned priority or the category of an issue

Tickets
Need Help? Click Here!

+ New Ticket
Agent Settings
Hide Filters
Reset Filters
Auto Refresh : Off
Log Out

Filters

All Tickets

Unresolved 0

Unassigned

Mine

Closed

Deleted

Saved Filters

No filters found!

	ID	Status	Subject	Name	Category	Priority	Assigned Agent	Date Updated
<input type="checkbox"/>	4	Open	lead registrant	Elina	General	Low	admin	14 seconds ago
<input type="checkbox"/>	3	Awaiting agent reply	Registration fees	Elina	General	Low	None	3 months ago
<input type="checkbox"/>	2	Awaiting agent reply	thema 2	test name 2	General	Low	admin	3 months ago
<input type="checkbox"/>	1	Closed	short description	Stefanos test guest ticket	General	Low	admin	3 months ago

1 of 1 Pages

4 Tickets

Individual issues display all the history of changes of the issue (messages by the agent and the requestor), as well as all the available details

[Ticket #4] lead registrant ✎

B *I* ☰ ☰ 🔗

BCC (Comma separated list)

[Attach file](#) [Insert Macros](#)

Add Note
Submit Reply

admin changed assign agent to **admin** reported 9 minutes ago

Elina reported 3 months ago

elina_n5@hotmail.com

how do i track the lead registrant?

✎ 🗑

Status ✎

Status: Open

Category: General

Priority: Low

Raised By ✎

Elina

Assign Agent ✎

admin

Ticket Fields ✎

No Ticket Fields

Agent Only Fields ✎

No Agent Only Fields

Status ✎

Status: Open

Category: General

Priority: Low

Raised By ✎

Elina

Assign Agent ✎

admin

Ticket Fields ✎

No Ticket Fields

Agent Only Fields ✎

No Agent Only Fields

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