FAQ button in Gemini

## Version 1.0

Gemini Application Support

Background

A help button has been introduced within the Gemini Application and the CITRIX page to allow users to view the frequently asked questions (FAQ) in relation to Gemini processes. The screen will hold the list of FAQs and basic information about the functionality in Gemini. These buttons have been introduced so that users do not have to leave the application when searching for an answer to their questions.

The FAQs will be reviewed on a regular basis to ensure that the knowledge is being built which will provide a better experience for the users. Users will be able to find the answers to their questions without needing to raise a ticket or by causing a delay to the process they are undertaking.

Functionality

CITRIX help button

The help button that has been introduced on CITRIX can be found on the second page once you have logged into CITRIX. The screen will now show two icons, the one to open the Gemini login page and the other will take you to the Gemini FAQs page on Xoserve.com.
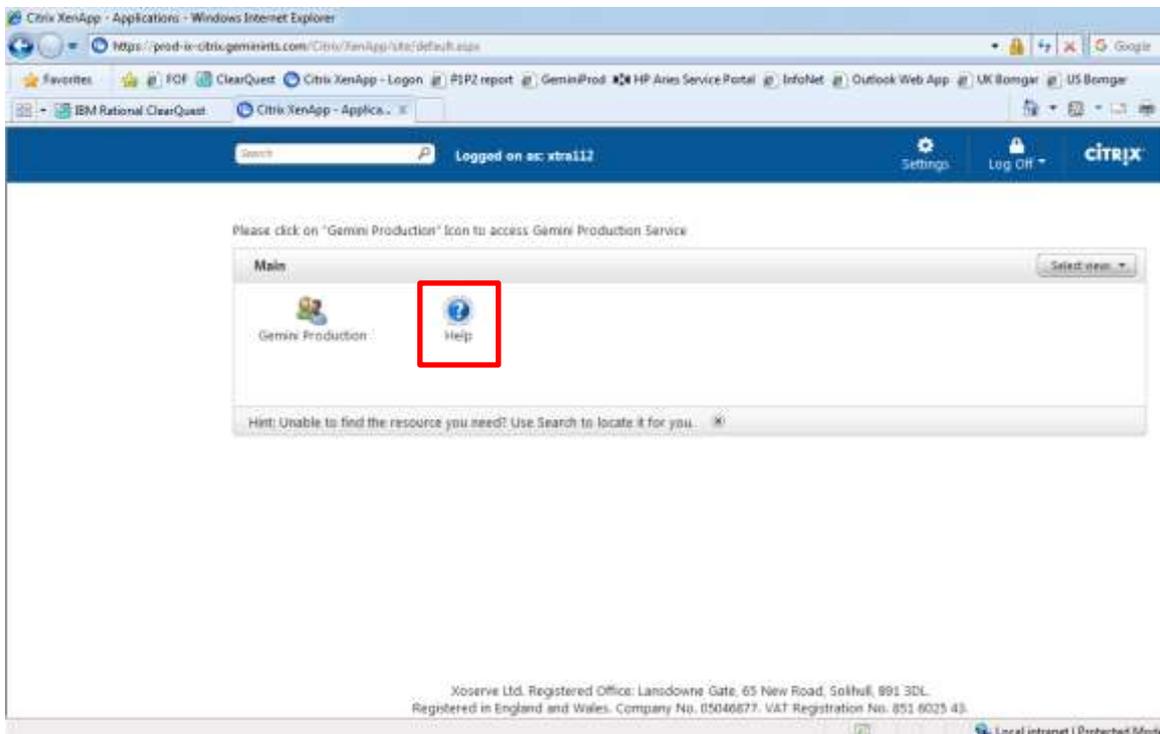
Gemini Application help button

The FAQ button is displayed at the top left corner of the application, upon clicking the FAQ button the application will redirect to the below screen.
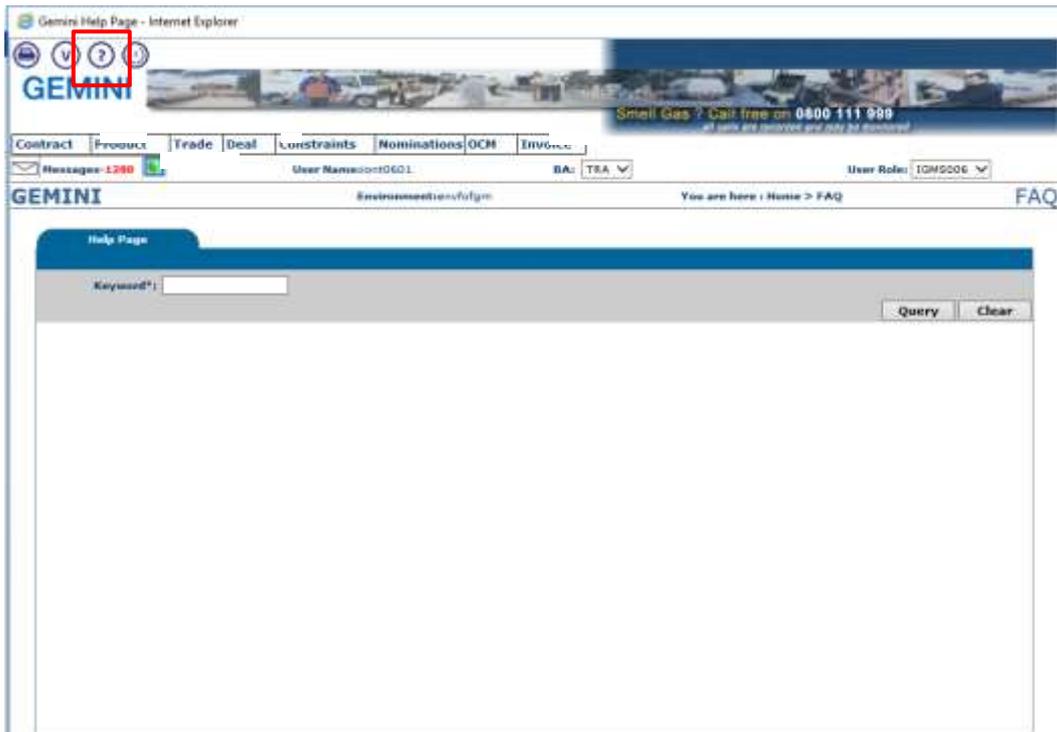

Keyword search

The user is able to search the FAQs by entering a key word in relation to their question and click on Query button. The details will be displayed in the format as per screen shot below.
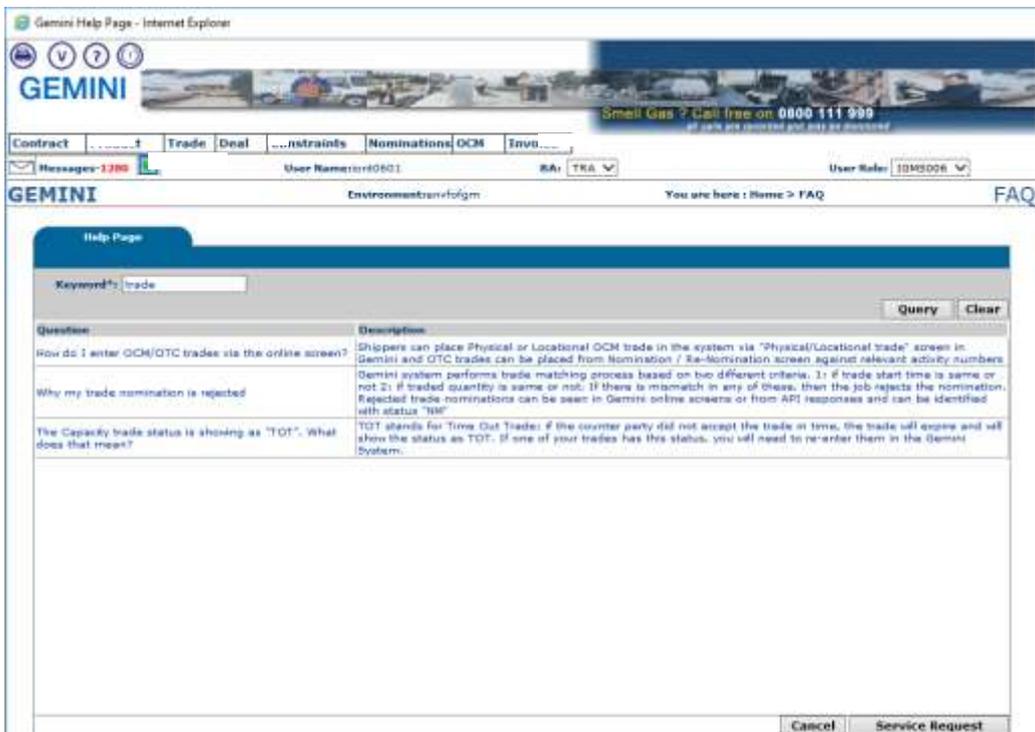

If a search returns no results, this means there are no FAQs that use that particular keyword. If the FAQ does not answer the query, the user can click on the Service Request button, which will enable the user query to be sent to the Xoserve Service Desk.
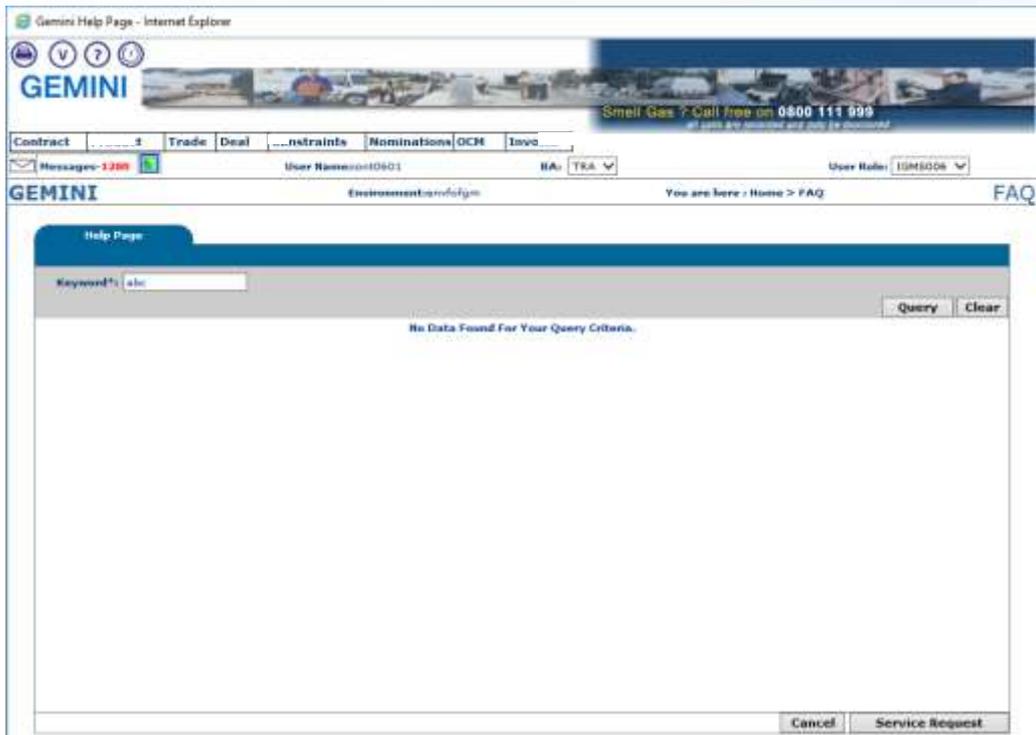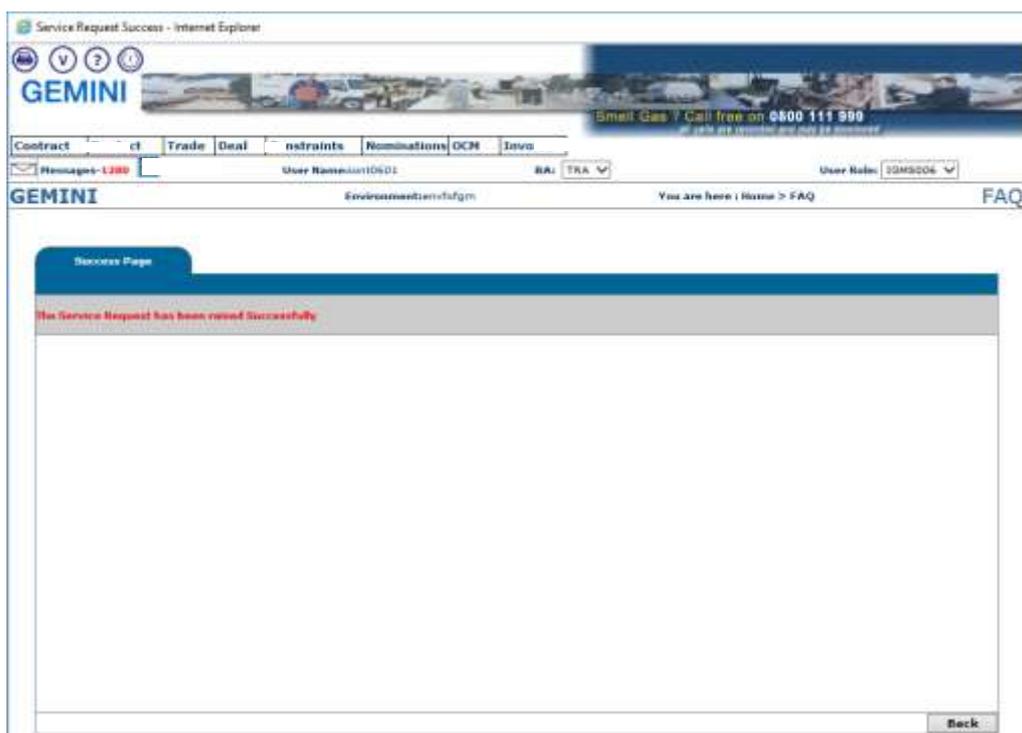
Service Request Screen

Upon clicking the Service Request button, the user will be redirected to the below screen where the details will need to be completed. A Service request will be sent to the Xoserve Service Desk and a ticket will be raised on behalf of the user once they have clicked on the submit button. When the ticket request has been processed an auto response providing the ticket reference number will be sent to the e-mail address mentioned.
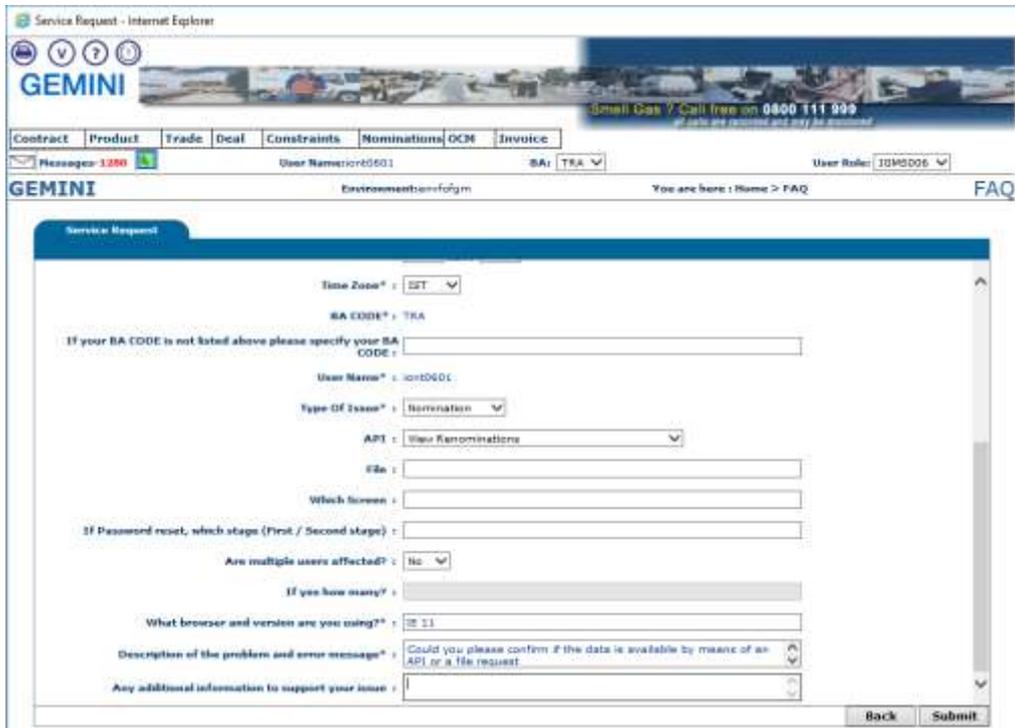
After the submit button has been pressed the below screen will be displayed.

Service Request Form Details

If the question is not being answered then functionality has been introduced into the help button. The details have been listed below, however if you want to search the FAQs manually then these can be found on Xoserve.com by clicking here. If you want wish to raise a ticket with our service desk by calling them then the phone number is 0800 600 0506 you are also able to raise a ticket by using the ticket template which is also found on Xoserve.com by clicking here.

The following details are available to be completed to submit a Service Request,

Fields which are being marked with an asterisk (*) are mandatory fields.

Issue Title:* Overview of what the query is.

Your Name:* Name of the user.

Contact Number:* Contact number of the user.

Contact E-mail:* E-mail ID of the user.

Alternate Contact Details:* Alternate e-mail ID / phone number of the user.

Availability: (Start Time: End Time*):* Times that the user is available to contact.

Time Zone:* Time zone the availability times are applicable.

If your BA CODE is not listed above please specify: Enter the BA Code/Shipper short code if not present in the drop down menu.

Type of Issue:* Select the type of issue present in the dropdown menu.

API: Select API name if it is related to an API issue from the dropdown menu.

File: Name of the file if it is related to any file issue.

Which Screen: Name of the screen associated to the query (if applicable)

If Password reset, which stage (First / Second stage): Stage of the password reset the issue relates (if applicable)

Are multiple users affected? : Are you aware if the issue is impacting multiple users?

If yes how many? : Number of users affected if the above field is yes (if known).

What browser and version are you using?:* Version of the browser being used by the user.

Description of the problem and error message:* Provide the error message content (if applicable)

Any additional information to support your issue: Enter any additional information that may assist in resolving your issue