

Service Desk FAQs

NAKISA®



We have been making changes at Nakisa as we strive to deliver a world-class customer experience. One of those changes is the technology that underpins how we provide support. Our goal is to further increase the speed by which we resolve customer support issues. To that end, we have moved to a platform that allows us to put all support resources on the same system, for an efficient and streamlined delivery. Below is more information about what we are doing and why as well as some FAQ's for your convenience.

What are we doing?

Nakisa is transitioning from separate service platform to a consolidated service platform.

Why are we doing it?

We're consolidating our internal support and ticketing systems to increase efficiency and collaboration between support resources so we can provide faster support to our family of customers.

How does this change my life?

The user interface for our new Service Desk is familiar but different, and you can learn more about that here. However, all of your support tickets will be sitting in the new system waiting for you when you create your new account.

❓ Who do I contact if something goes wrong?

If you encounter difficulties logging in to Nakisa Service Desk or finding your information, you can contact **customersuccess@nakisa.com** where friendly Nakisa team members will be waiting on-hand to help.

❓ How do I get started?

You will receive an automated e-mail from Nakisa Service Desk before Wednesday December 12th confirming your account has been migrated. It will contain a link and instructions on how to use your new account.

❓ What do I do if I did not get an automated e-mail?

There are 3 possible reasons for this:

1. The e-mail has been blocked by your firewall or spam filter
2. Your organization did not have an account and so was not migrated. In order to get a Nakisa Service Desk account, please send an e-mail to **customersuccess@nakisa.com** with the e-mails of 3 representatives from your organization who should have access.
3. There was an issue migrating your account in which case you can contact **customersuccess@nakisa.com** to have the issue resolved.

❓ I have never used the old Nakisa Service Desk, or submitted a support ticket to Nakisa in the past. Does this affect me?

Your organization did not have a support account and so was not migrated. In order to get a Nakisa Service Desk account, please send an e-mail to **customersuccess@nakisa.com**.

❓ What if I am unable to complete my account setup?

Please write down the problem, or take a screenshot of the error you receive in an e-mail message addressed to **customersuccess@nakisa.com**.

❓ I have just setup my new account. Where are all my open tickets?

Send a message to **customersuccess@nakisa.com** with the problem description and a screenshot.

① I have just setup my new account. Where are all my closed tickets?

All closed tickets have been archived at Nakisa but have not been uploaded to Nakisa Service Desk. If you want to review your old tickets, or get more information about them, you can contact your Account Manager or the Nakisa Customer Success Office at:

customersuccess@nakisa.com.

② How do I re-open a closed ticket from the old support system?

All closed tickets have been archived at Nakisa but have not been uploaded to Nakisa Service Desk. If you need support on a matter that has not been fully resolved on a ticket that is previously closed, we ask that you create a new ticket. You can reference the original ticket number on the new ticket, and our staff will be able to review the original ticket in the archive.

③ I normally do my tickets through a partner or SAP. Do I have to open my own tickets directly now?

Yes. If you have been creating tickets through a partner, you will now have the ability to do it directly with Nakisa. This measure is in place again to increase the efficiency and speed by which your support issues are resolved. If you are receiving your support through SAP, then you will continue to create tickets on SAP Support Portal as per the process here.

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