Cellnex UK

User Guide

Cellnex UK Service Desk

22nd September 2020

Contents

1. Introduction

The purpose of this document is to provide basic guidance on how to raise issues via the Cellnex UK Service Desk. This service desk utilises the power of Atlassian's Jira tool – a modern and flexible Service Desk experience that aims to streamline customer requests whilst boosting our efficiency in meeting their demands.

This guide will cover the most common uses of the tool and presents them as an easy to follow step-by-step guide along with screenshots and examples. For the purposes of this document we have provided examples related to Site Access but the same principles can be applied to most other issue types.

2. Getting Started

In most cases, your account will have been set up for you and you will have received an email from our service desk advising how to create your password. The instructions below are to create a new account from the Portal so you are able to start raising requests with the team.

To access the Cellnex UK Service Desk Portal please follow this link https://towerco.atlassian.net/servicedesk/customer/portal/4

You will then be directed to a page instructing you to 'log in' or to 'sign up' as shown in Figure 1, below.

Figure 1 Login Screen

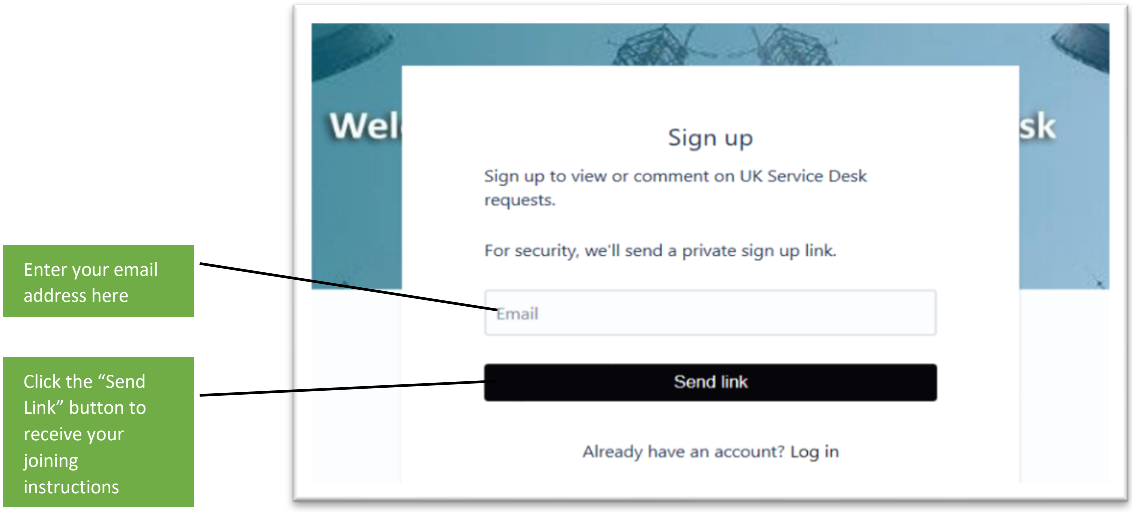


Figure 2 Sign Up Screen

Once you have clicked the Send Link, you will then receive an email similar to that shown below in Figure 3:

Follow the link contained within the email and follow the onscreen instructions

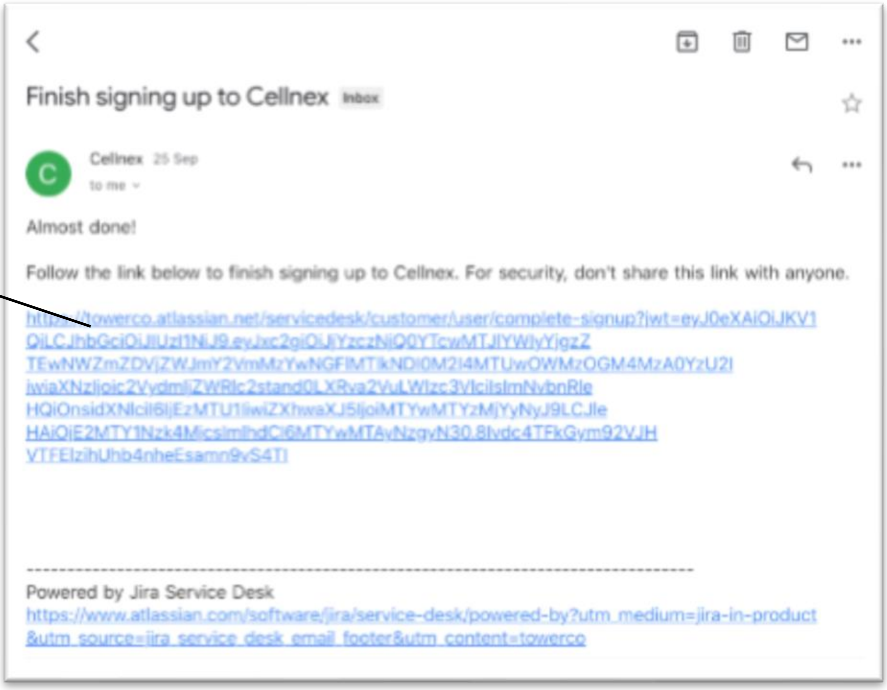


Figure 3 Sign Up Email

2.1 Main Menu

Once logged into the portal, you can raise a number of different request types. This section will describe what each of those request types are and what information is required. Figure 4, below, shows the main menu:

Figure 4 Main Menu

1. **Site Access** – this option should be used:
   a. When requesting an update to a permit request raised via our Gateway system
   b. When there is an issue gaining access to a site or with the approved permit e.g. missing or inaccurate information
   c. If you are a Site Provider or Landlord and have a specific query or issue relating to your site or about access provisions on your site
   d. If you are unable to locate a site or the given location of a site on your permit is inaccurate
   e. If you have a maintenance issue that requires the attention of our Facilities team
   f. If you are a member of the public seeking assistance

2. **SHE – Safety, Health & Environment** – this option should be used if you are wanting to report any issues that relate to Health & Safety on site such as unsafe conditions, near misses, accidents etc.

3. **Accreditation** – this option should be used:
   a. If you are a new contractor requiring access to Cellnex sites and need to be registered as an accredited company or contractor
   b. If you require keys to access a specific site
   c. For security vetting
   d. To request one-off permits

4. **Small Cells** – this option should be used only if you are experiencing issues with your Hosted Location (Lamppost) or Connected Street Infrastructure (Fibre) Small Cells. This section can be used to either request our contractors visit the site or to arrange a joint visit with one of your engineers

3. Creating a New Request

After selecting Site Access from the main menu, you are then presented with the options shown below in Figure 5. For the purposes of this document, we will walk through the steps required to create one request type in the Cellnex Service Desk system as these steps are consistent with other request types in this section.

Figure 5 Site Access Menu

1. Permit Update Request
2. Site Access Issue
3. Site Provider/ Landlord Query
4. Site Location Issues
5. Facilities Issue
6. Member of the Public

Figures 6 & 7 below walk through each of the fields that are required to submit a new Site Access Request. In these examples, we have used the Permit Update Request to illustrate the process.

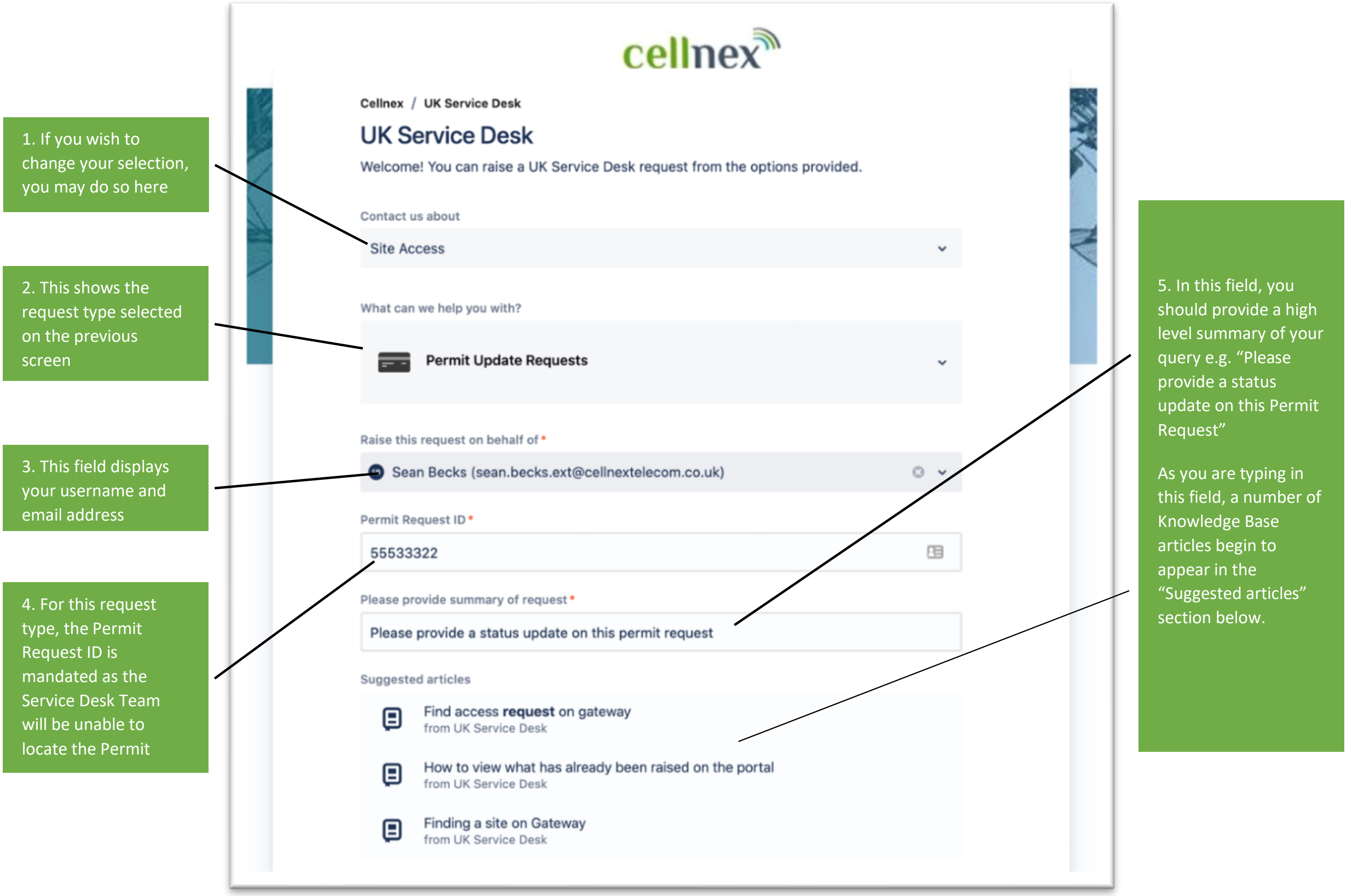


Figure 6 Permit Update Request Steps 1-5

6. Please supply your company name, here.

7. Please supply the Cellnex Site ID here if known

8. Please supply the Cellnex Site ID here if known

9. In this field, please describe the issue or request fully, including any additional information required e.g. Site ID's, Additional Permit Request ID's (up to a maximum of 10)

10. If you wish to attach a document or image to the request, you can either drag the items here or, alternatively, click the **Browse** button to find the associated files

11. Once you are happy with the details, click the **Save** button to submit it to our Service Desk or **Cancel** to cancel it

Figure 7 Permit Update Request Steps 6-11

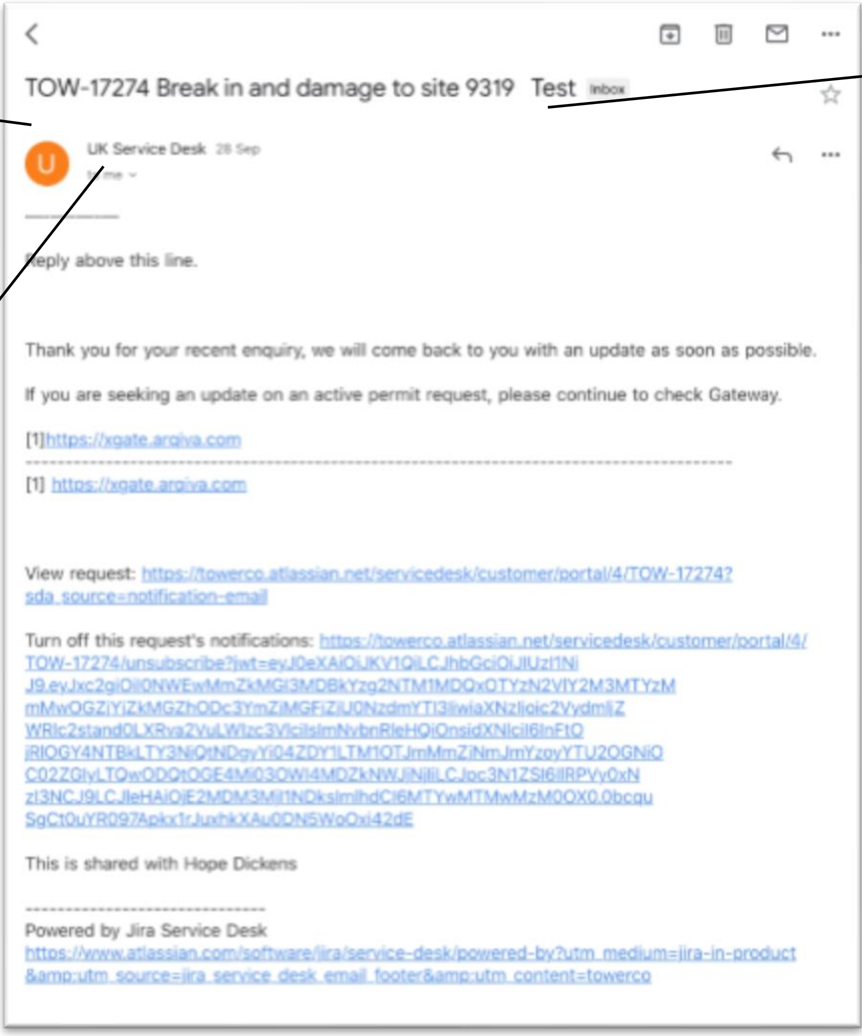
4. Notifications

Once you have submitted a request you will automatically be emailed to notify you that the issue has been logged and to provide you with your reference number. Please use this reference number when contacting the Site Access team so that they are able to find your query quickly.

The following example shows what these emails look so you know what to expect:

TOW Reference is the unique identifier for this request. You should quote this if you call to follow up or escalate your query

UK Service Desk shows where it has come from. Sometimes this will be the name of our coordinator who is managing your query



The subject line will match the summary you provided when submitting the request

5. How to Search for and Track Requests

Once of the main benefits of using this system is that you are able to see the status of your requests in real-time and see any updates that our coordinators have placed on your tickets. This section will explain how to track your requests and to provide an explanation of what each of the statuses mean.

Figure 5 highlights, in the red box, the area on the screen that will be used in this section:

Figure 8 Tracking Your Requests

Figure 6 shows this in closer detail

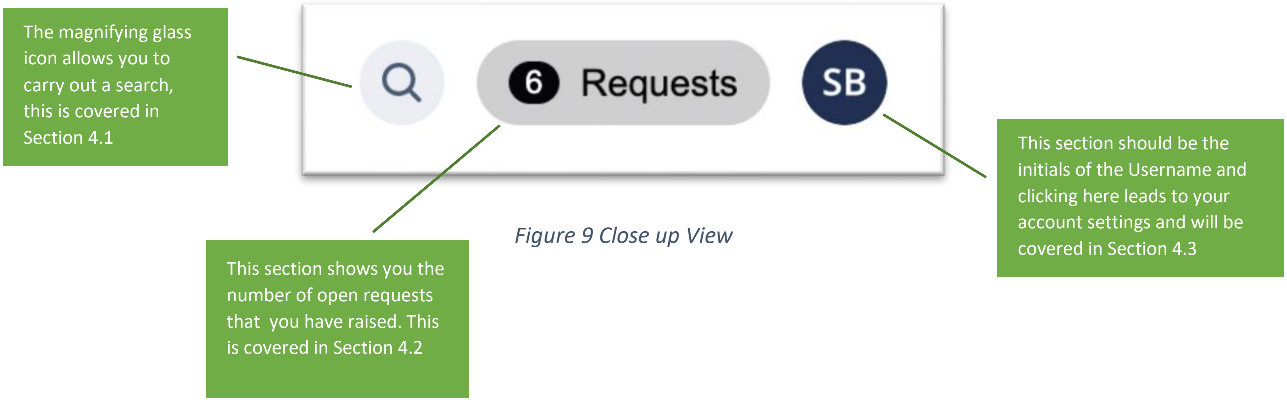


Figure 9 Close up View

4.1 Searching the Service Desk

After you have selected the 🔍 icon, you are presented with a bar across the top of your screen, as shown in Figure 7, below, where it states “Find help and services”:

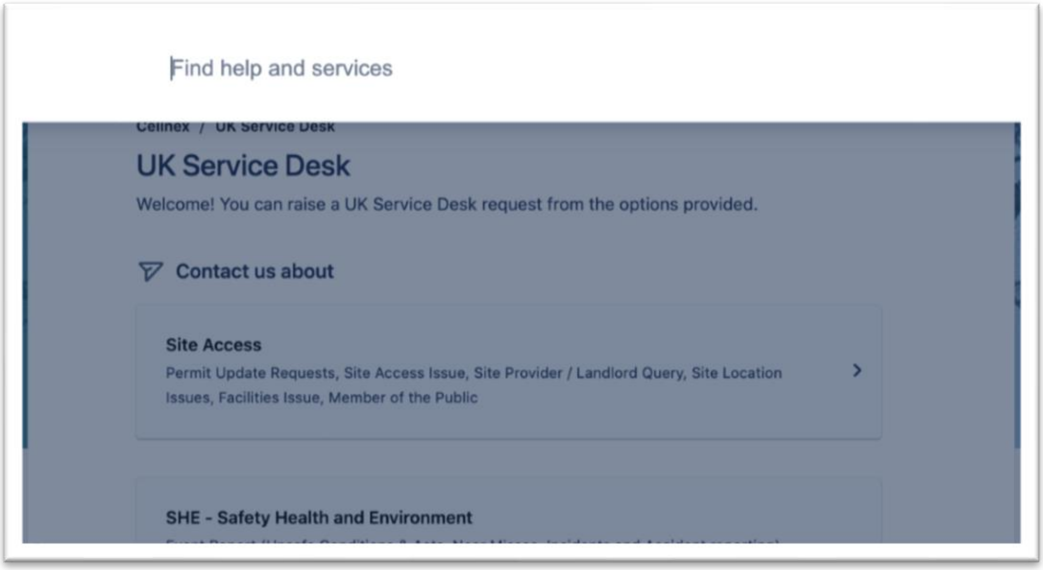


Figure 10 Searching the Service Desk

This is a dynamic free-text field that will begin searching the service desk as you type in what you are looking for as per the example in figure 8:

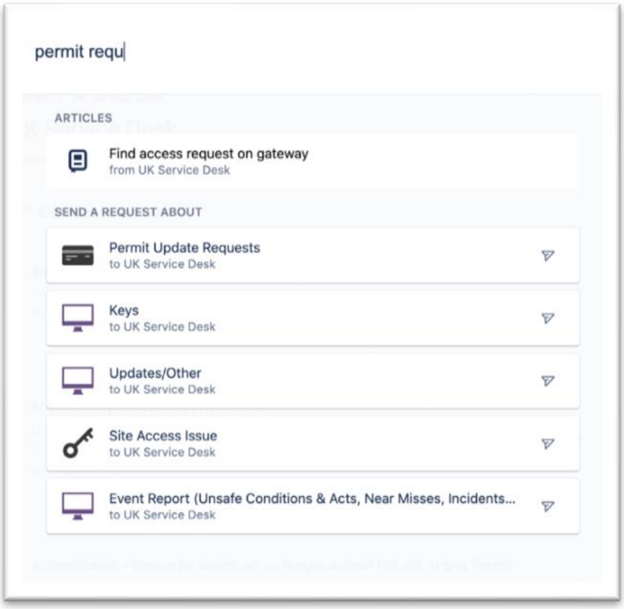


Figure 11 Search Results

In this example, by starting to type permit request in the search the system has returned the most relevant entries relating to that search

4.2 My Requests

If you want to see updates your latest click on the section shown below. Note: the number in the circle denotes the number of active requests that you have raised:

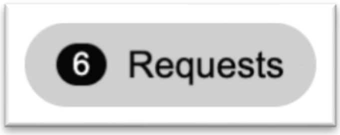


Figure 12 My Requests

Once you have clicked on the above, you will be presented with the following:

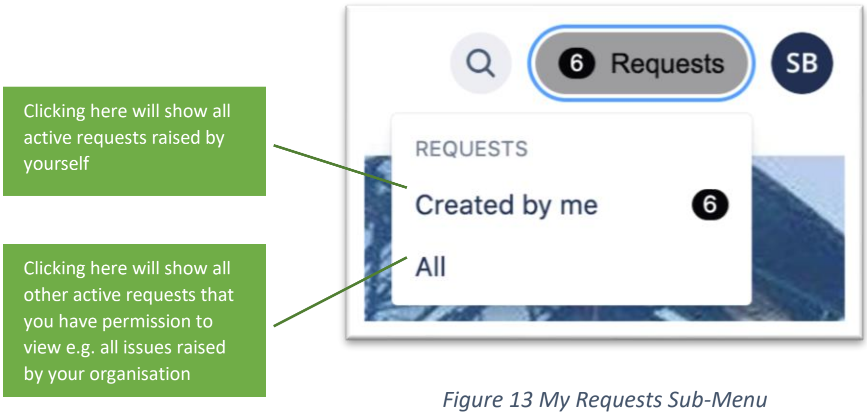


Figure 13 My Requests Sub-Menu

You can then select “Created by Me” to view your records as shown in Figure 11, overleaf.

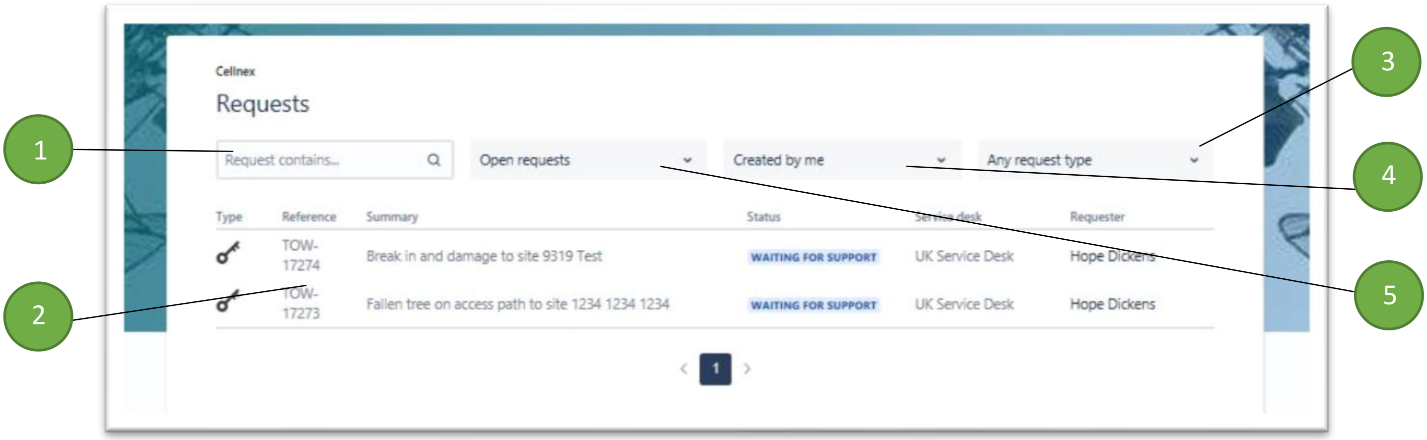


Figure 14 Created by Me

1. Search box – this can be used to search for a specific word or number contained in any of the tickets you have requested

2. Query List – this area contains the list of all requests that match the criteria selected in options 3, 4 and 5. The headers are:
    a. Type – this denotes the type of request that has been raised
    b. Reference – this is a unique identifier that is associated to this request. If you were to call our team, quoting this number would enable us to find your request quickly.
    c. Summary – this will be the text you provided summarising your request
    d. Status – the existing status of your request – see section 5 for more detail on what these are and what they mean
    e. Service Desk – this tells you which Service Desk your request has been submitted to
    f. Requestor – this shows who submitted the request (useful when you are the participant and not the requestor)

3. View requests by status – your options here are:
    a. Any Status
    b. Open Status (default); and
    c. Closed Status

4. View requests created by
    a. Yourself ("Created by me")
    b. Anyone ("Created by anyone")
    c. Where someone else has added you to a ticket as a participant – this generally occurs if a ticket raised by someone else considers it to be of interest to you ("Where I am the participant")

5. View Requests by request type - this allows you to filter your list of requests by their request category i.e. show all requests of type "Permit Update Request"

4.3 My Profile

You can make some basic amendments to your account by clicking on your initials in the upper right-hand corner of the screen as shown in Figure:

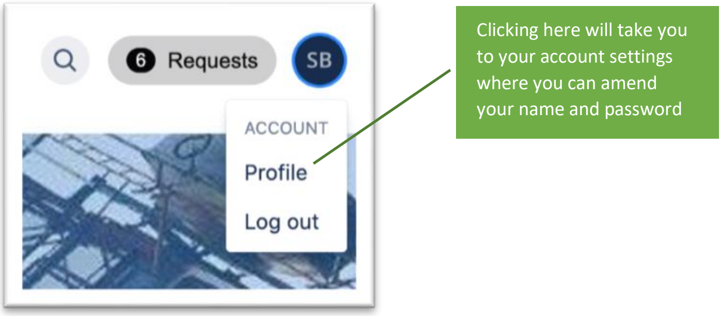


Figure 15 My Profile Options

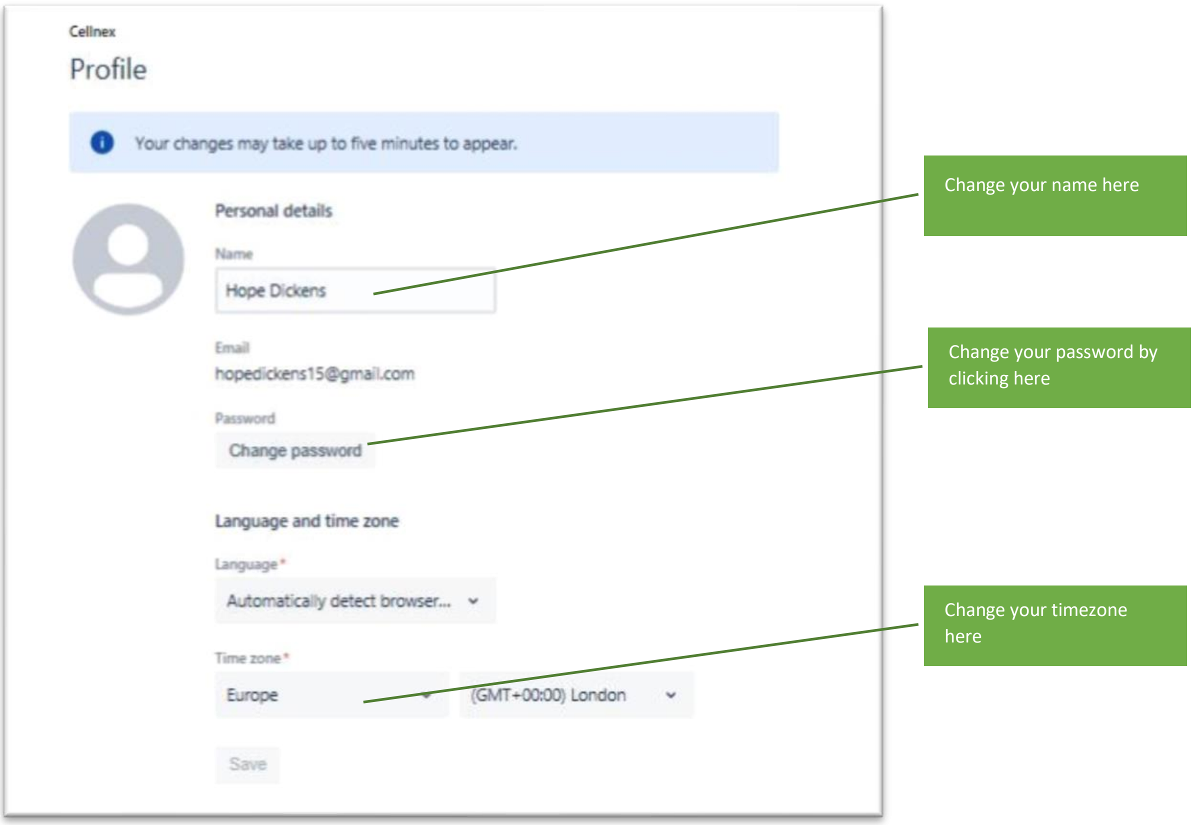


Figure 16 My Profile Options

6. Request Statuses

This section provides a guidance on all of the statuses and what they mean:

Status	Definition
Waiting For Support	This status is only used at the start of the process and means that your request has been submitted but has not yet been reviewed or assigned to a member of the team
In Progress	This status means that the ticket has been reviewed and has been assigned to a member of the team to progress
Waiting for Customer	This is generally used if there is not enough information contained on your request for us to resolve it. In these cases, we will update the request and ask for the additional information
Customer Responded	The status will automatically change to this status if you update your ticket at any time unless the current status is “Waiting for Support”. This status helps us identify that you have responded so we can pick it up more quickly
On Hold	There are certain times when we are unable to resolve your request immediately due to other dependencies for example, where a 3rd party site visit is required on a given date/ time. In these cases we may place your request on hold and notify you why
Done	This status means we have resolved your query or we are unable to resolve your query because the date it was required has elapsed. In this case, we will set the status to Done. If you do not believe that the request was resolved, you have 3 days in which to tell us before the request is permanently closed
Closed	This status means that we have closed the request and this has not been contested. Once a request has reached this status, it cannot be reopened.