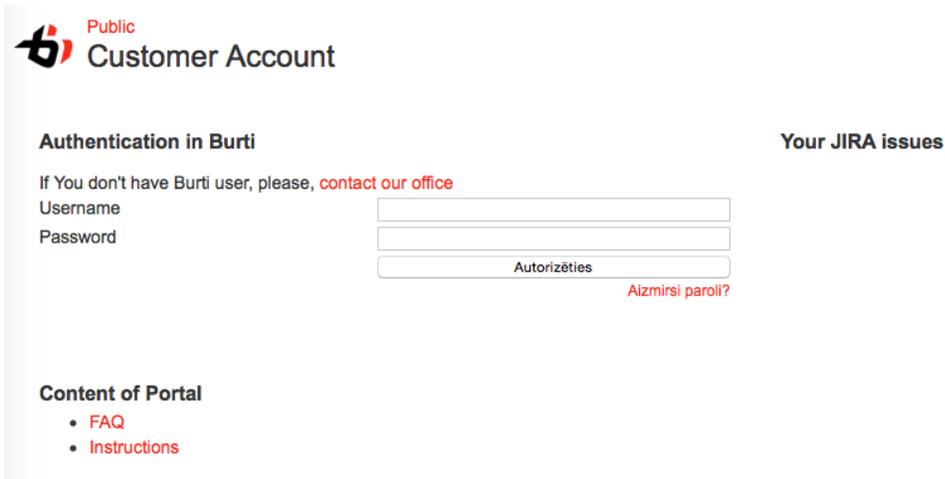


## JIRA tasks can be created in different ways:

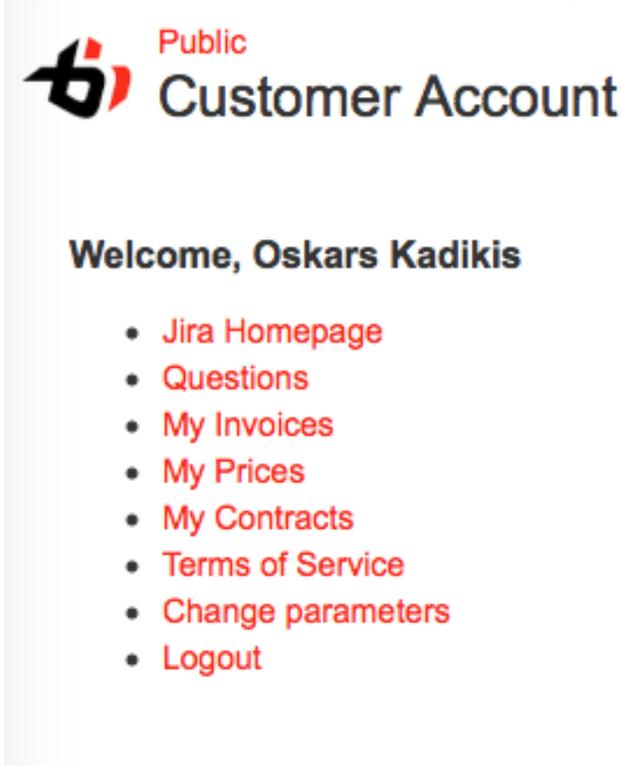
1. The Customer's representative who is already a JIRA user shall establish the JIRA Issue in the Customer Account website [services.burti.lv https://services.burti.lv](https://services.burti.lv)

- User login



The screenshot shows the 'Public Customer Account' login page. At the top left is the Burti logo with the word 'Public' in red. Below the logo is the heading 'Authentication in Burti'. A message states: 'If You don't have Burti user, please, [contact our office](#)'. There are three input fields: 'Username', 'Password', and 'Autorizēties'. Below the 'Autorizēties' field is a red link that says 'Aizmirsi paroli?'. To the right of the login fields is the heading 'Your JIRA issues'. At the bottom left, under the heading 'Content of Portal', there are two red links: 'FAQ' and 'Instructions'.

- Customer Account >> Questions >> Will take you to Burti Service Desk



The screenshot shows the 'Public Customer Account' dashboard. At the top left is the Burti logo with the word 'Public' in red. Below the logo is the heading 'Customer Account'. The main heading is 'Welcome, Oskars Kadikis'. Below this heading is a list of red links: 'Jira Homepage', 'Questions', 'My Invoices', 'My Prices', 'My Contracts', 'Terms of Service', 'Change parameters', and 'Logout'.

- Burti Service Desk>> Choose your necessary topic



Welcome to Service Desk! You can raise a request from the options provided.

**Finances**

Sales

CRM

Hosting

Banking assistant

Stock

Technical questions

Service orders

Job costing

Purchases

Changes in Services



**Cash Book**

Questions regarding Cash Book module. For example, it is not possible to print Cash In.



**Expenses**

Questions regarding Expenses module. For example how to enter starting balance for Person.



**Assets**

Questions regarding Assets module. For example, Depreciation on Assets is not calculated.



**Payroll**

Questions regarding Payroll module. For example, Holiday Pay is not calculated.



**Nominal Ledger**

Questions regarding Nominal Ledger module. For example, Assets and Liabilities are not matching in the Balance Sheet; or other questions about Transactions.

- Summary and description of task >> Create



Burti Help Center / Burti Service Desk

## Cash Book

Raise this request on behalf of

Oskars Kadikis

**Summary**

**Apraksts (optional)**

**Pielikums (optional)**

Choose file(s)

**Terminš (optional)**



Create

Cancel

2. The Customer's representative sends an email to [support@burti.lv](mailto:support@burti.lv), which automatically creates the JIRA Issue;
3. The Customer's representative places a call by phone or orally. In such case the Contractor creates the JIRA Issue on behalf of the Customer's representative.

- For the Contractor to approve the Issue, at least the following parameters of the Issue need to be known:
  - First name and surname of the Customer's representative
  - Customer's name
  - Undertaking of the Issue in case the Customer uses HansaWorld at different undertakings
  - Title of HansaWorld or the Contractor's product
  - Comprehensible description of the Issue

4. If the Customer's representative does not have JIRA user, it will be created automatically or manually by notifying thereof to the specified email of the Customer's representative.

5. In case this information is not specified, the Contractor reserves the right not to approve the Issue for performance. It will be delivered to the Customer or the Customer's representative, who has placed the Issue for the purpose to update the necessary information.

The Issue shall be deemed created, if it has the status **Waiting for support** or **Open** OPEN and it is assigned to the Contractor's representative (image - People involved)

A unique identifier is allocated to the Issue, which is used upon administration of the Issue's updates, status, responsible persons, priorities, and other parameters, as well as for the purpose to assess working hours, records and payments.

(image - DESK-38)

Burti Help Center / Burti Service Desk

**Burti Atbalsta Centrs** OPEN

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Comment on this request...

**Reference:** DESK-38

**Details** 20.08.2015 17:05

Description  
38 laikam

**People involved**

Test. (Service Desk)  
Creator

+ Add people

**You can**

[Add a comment](#)

[Add attachment](#)

**Actions**

[Reject](#)

## JIRA tasks status

1. The Issues where the estimated time necessary for solution does not exceed minimum time-keeping Interval shall be solved without additional coordination with the Customer. The Interval is set at **30 minutes**. JIRA task status for such Issue is changed from OPEN to IN PROGRESS.

 Comment on this request...

Reference: **DESK-32**

#### Activity

Your request status changed to **In Progress**. 03.08.2015 10:44 **LATEST**

#### People involved

 Test. (Service Desk)  
Creator

[+ Add people](#)

- The Issues where the estimated time necessary for solution exceeds the set Interval are sent to the Customer's responsible representative along with assessment of the estimated time (hereafter, the Estimate) and proposed Performance Time for approval, using the issue tracking system JIRA (status - **ESTIMATED**)

- Customer can Accept the Estimate or Cancel the request

Burti Help Center / Burti Service Desk / DESK-3279  
Problems when sending item lists to excel **ESTIMATED**

 Comment on this request...

**Activity**

[Share](#)

- [Accept the Estimate](#)
- [Cancel request](#)

- If the Customer accepts the Estimate (status Estimate Accepted - **ESTIMATE ACCEPTED**), then the work on the Issue is commenced within Performance Timeline or the timeline set out for the Customer's Service Level.
- In case of performance of the Issue it is delivered to the Customer's representative for verification (status Waiting for Customer - **WAITING FOR CUSTOMER**)
  - Customer can Accept the Solution or Reopen the issue

Burti Help Center / Burti Service Desk / DESK-4152  
Test **WAITING FOR CUSTOMER**

 Comment on this request...

**Activity**

Your request status changed to **Waiting for Customer**. Today 13:40 **LATEST**

[Don't notify me](#)

[Share](#)

- [Accept Solution](#)
- [Reopen](#)

- The accepted and automatically accepted Issues which are to be deployed in the System's Operational Environment shall be respectively flagged by the Customer's representative (Accept the Solution) (status Invoice - **INVOICE**) and assigned to the Contractor.
  - Customer's representative should add a Comment together with acceptance if it's necessary to add extra information on when the Issue can be deployed in the System's Operational Environment (status **REOPENED**)
  - The Contractor shall from time to time mark one or more solutions of the Issues flagged by the Customer in JIRA as ready to be deployed in System's Production Environment (status Ready for Deploy - **READY FOR DEPLOY**)
- The Contractor shall from time to time deploy one or more solutions of the Issues flagged by the Customer in JIRA into the System's Production Environment (status Invoice - **INVOICE**) and inform the Customer's representative in comment section.
- If no specific objections are expressed or questions raised within the set timeline the Issue is automatically deemed accepted and closed (status Closed - **CLOSED**).
- If specific deficiencies are discovered in the course of verification, the Customer shall record the deficiencies along with all required information in a form of screenshot, video recording, data samples, and reopens the Issue (status Reopened - **REOPENED**) by assigning it to the Contractor

