



Service Desk

The Farmobile Service Desk allows customers live visibility into their Farmobile issues and requests.

Written By: Support

Farmobile Service Desk - Service X Farmobile - Farmobile X +

https://farmobile.atlassian.net/servicedesk/customer/portals

FARMOBILE

1 Requests

Welcome to the Farmobile Service Desk

Find help and services

Welcome! You can raise a Farmobile Support request from the options provided.

What can we help you with?

- General Request**
Have a general question, let us know here.
- Report an issue**
Tell us the issue you're experiencing.
- Suggest a new feature**
Let us know your idea for a new feature.

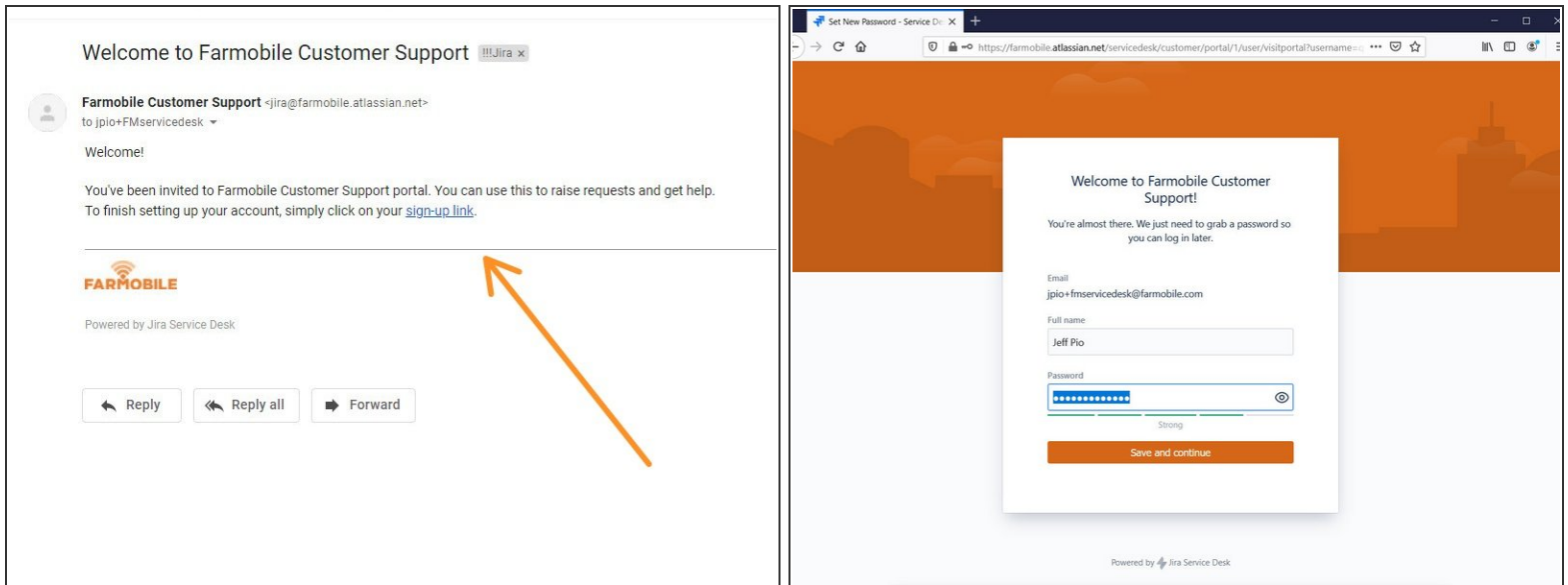
INTRODUCTION

The Farmobile Service Desk is an online portal that allows customers to track Features, Issues, and Documentation and other General requests for your organization.

A Service Desk account is set up by request of your Customer Success Rep. If your organization needs additional Service Desk accounts please reach directly to your Customer Success Rep or call a Support representative at 844-393-6471.

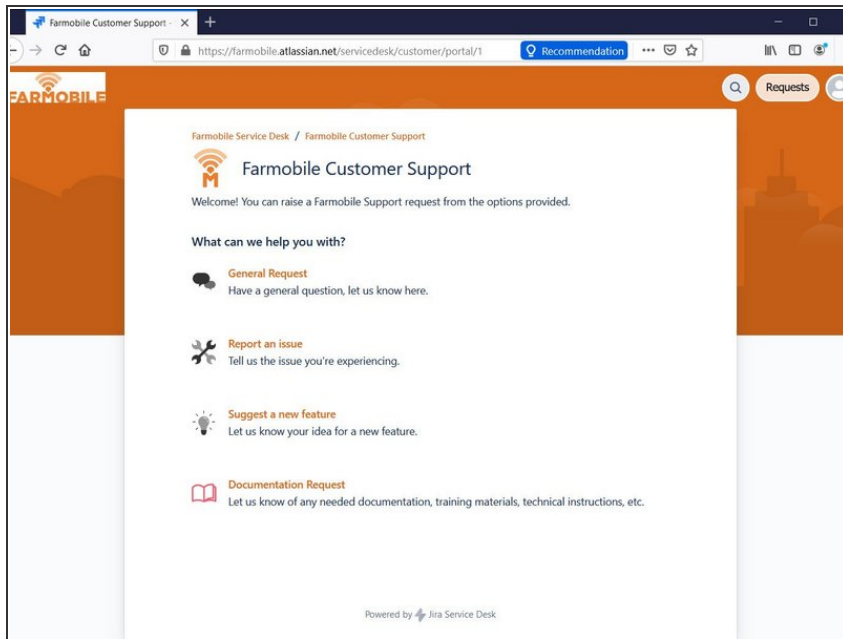
To access the Farmobile Service Desk: [Click HERE](#)

Step 1 — Service Desk Account Setup



- Once a Farmobile Service Desk account is created. A welcome email is sent out to the Farmobile Customer. Click on the 'Sign-Up Link' to complete the Account setup.
- Confirm name and create a Password so you can sign in later.

Step 2 — Farmobile Service Desk Welcome Page



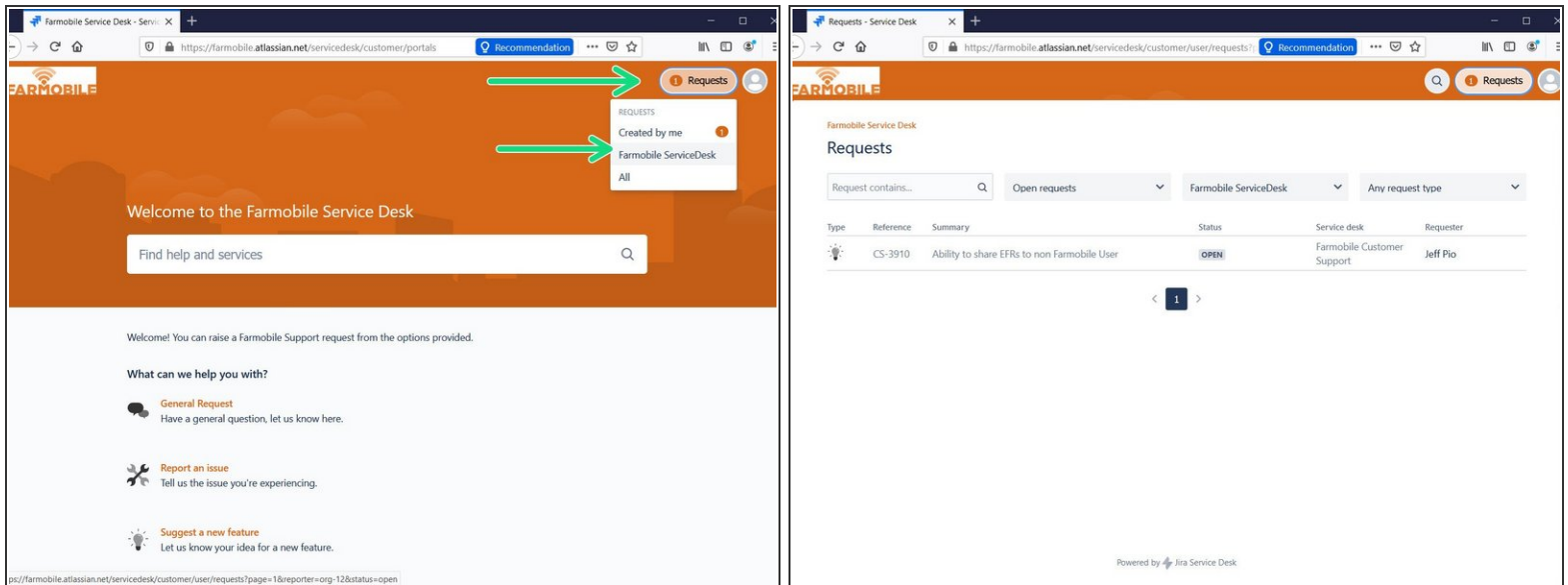
- The Welcome page will allow customers the ability to create:
 - General Requests: A general request may be boundary upload requests, data review requests, investigation requests, or any other general requests.
 - Issues: Reported issues that may be related to either Hardware -or- Software that a customer has experienced.
 - New Features: Features submitted by customers are one of the many ways the Farmobile product team learns what additional needs customers would like to have to continue to establish value out of their Farmobile subscription.
 - Documentation request: Documentation requests may include marketing , support , or General Farmobile Docs.

Step 3 — Creating a request

The image displays two screenshots of the 'Suggest a new feature' form in the Farmobile Service Desk. The left screenshot shows the initial form with the following fields: Priority (set to Medium), Title (empty), Brief statement of new feature request (empty), and Description (empty). The right screenshot shows the form after filling in details: Title is 'Ability to share EFRs to non Farmobile User', Description is 'As a Farmobile user that creates fall fertilization EFRs, I would like to have the ability to share my spread EFRs to others. So that my customers can view Spread layers along with Plant & Harvest layers.', and the Share with dropdown is set to 'Share with Farmobile Servic...'. The form has 'Send' and 'Cancel' buttons at the bottom.

- When selecting a request, please fill out all fields with as much detail as possible for our customer and product teams to review.
- Add any additional supporting images / documentation and Send that request.

Step 4 — Reviewing the status of tickets



The left screenshot shows the 'Farmobile Service Desk' homepage. In the top right corner, there is a 'Requests' button with a dropdown menu. The dropdown menu has three options: 'Created by me', 'Farmobile ServiceDesk', and 'All'. Two green arrows point to the 'Requests' button and the 'Created by me' option. Below the header, there is a search bar and a list of options: 'General Request', 'Report an issue', and 'Suggest a new feature'.

The right screenshot shows the 'Requests' page. It has a search bar and filters for 'Open requests', 'Farmobile ServiceDesk', and 'Any request type'. Below the filters is a table of requests.

Type	Reference	Summary	Status	Service desk	Requester
Lightbulb	CS-3910	Ability to share EFRs to non Farmobile User	OPEN	Farmobile Customer Support	Jeff Pio

At the bottom of the table, there is a pagination control showing '< 1 >'. At the bottom of the page, it says 'Powered by Jira Service Desk'.

- Navigate to the upper right hand portion of the screen and select the 'Requests' button. You can then select requests that were created by you the customer -or- any tickets created by others in your organization.