



hispasat

Una empresa de Redeia

HISPASAT CUSTOMER SERVICE AND SUPPORT MANUAL

September 2024

Table of Contents

1	Introduction.....	3
2	Customer Service and Support.....	4
3	Access to the Hispasat Service Desk (JIRA).....	7
3.1	Create a “Ticket” in Jira.....	8
3.1.1	Managed Capacity and Teleport Services	8
3.1.2	Space Capacity	18
3.1.3	Hispasat Peru	21
3.2	Ticket Query	32
3.3	Add notes to a Ticket	33
3.4	Ticket Status Changes.....	33
3.5	Post Ticket Resolution Evaluation.....	34

1 Introduction

In 2014, Hispasat Group's customer service and support tools were deployed for the purpose of improving the service provided to customers. In 2019, the Group decided to update these tools in order to adapt them as much as possible to the needs of each customer and with the recommendations collected through a satisfaction survey.

Hispasat Group provides its customers with three forms of contact to improve customer service and support.

1. A WEB access to the unique globalized ticket management system called Hispasat Service Desk (<https://hispasat.atlassian.net/servicedesk/customer>). It is the most efficient way, allowing the Operations team to create different types of issues or to follow up on those already created.
2. A Call Center that provides 24x7 service, with the capacity to record (through the ticket management system) all customer calls and transfer them to the corresponding area.
3. Via e-mail to open a ticket in the Hispasat Service Desk for any type of query for the different e-mail addresses per project.
 - Managed Capacity and Teleport Services: tickets.CSC@hispasat.es
 - Space Capacity: PMC-Ticketing@hispasat.es
 - Hispasat Peru (Video): TelepuertoLurin@hispasat.pe

2 Customer Service and Support

It is strictly necessary for Hispasat's Operational area to have a customer's operational contact accessible 24x7.

Any type of issue that the customer wishes to communicate or consult with Hispasat (Incident, Complaint/Claim, Request, or Suggestion) **requires the registration of a ticket in the Hispasat Service Desk tool (Jira)**.

There are 2 additional means of contacting the Hispasat Service Desk (Jira), which are **via telephone to the Call Center** and **via e-mail**. However, the service times are longer than by creating a ticket.



Via telephone to the Call Center

The Call Center will record the request on behalf of the customer by generating a ticket in the system and transferring the call to the corresponding team, who will handle the transferred call and update the corresponding ticket, notifying the agreed contacts by e-mail.

Aspects to keep in mind about the Call Center:

- The Call Center only performs the administrative action of creating the ticket on behalf of the customer. It does not resolve incidents as it is not technical staff.
- When calling you can reduce the time of the automatic message by pressing the 1 key to select the service in Spanish.
- If you already have an open case, you can indicate the ticket identification number so that you do not have to provide additional data.

The Hispasat Call Center telephone numbers, according to the country of origin, are as follows:

COUNTRY	TELEPHONE	SUPPORT	NOC
Spain	+34 910 609 862	CUSTOMER SERVICE - CALL CENTER (Incidents, Operational issues, suggestions, complaints/claims, requests for information).	ARGANDA or RIO
	+34 910 608 629		
	+34 911 938 830		
	+34 910 609 325	ALIGNMENT.	ARGANDA
	+34 910 609 851		
	+34 910 604 825		
	+34 911 938 831	MANAGEMENT OF OCCASIONAL SERVICE RESERVATIONS / BOOKING.	ARGANDA
	+34 911 939 689		
	+34 910 608 628		
Brazil	+34 910 609 318	CUSTOMER SERVICE DESK (PMC- CSC)	RIO
	+55 21 2555 4808		
	+55 21 99899 6083		
	0800 282 9488 (TOLL-FREE)		
	+55 21 4042 0261		
Argentina	+55 21 4042 0541	CUSTOMER SERVICE - CALL CENTER (Incidents, Operational issues, suggestions, complaints/claims, requests for information).	ARGANDA or RIO
	0800 888 5871 (TOLL-FREE)		
	+55 21 4042 0079	ALIGNMENTS / BOOKING.	RIO
	+54 11 5217 0785	ALIGNMENTS.	RIO

COUNTRY	TELEPHONE	SUPPORT	NOC
		MANAGEMENT OF OCCASIONAL SERVICE RESERVATIONS / BOOKING.	
Belgium	+32 2 588 20 76	CUSTOMER SERVICE - CALL CENTER (Incidents, Operational issues, suggestions, complaints/claims, requests for information). ALIGNMENTS.	ARGANDA or RIO
		MANAGEMENT OF OCCASIONAL SERVICE RESERVATIONS / BOOKING.	
Chile	+56 2 2898 8247	CUSTOMER SERVICE - CALL CENTER (Incidents, Operational issues, suggestions, complaints/claims, requests for information). ALIGNMENTS.	ARGANDA or RIO
		MANAGEMENT OF OCCASIONAL SERVICE RESERVATIONS / BOOKING.	
Colombia	+57 1 344 1796	CUSTOMER SERVICE - CALL CENTER (Incidents, Operational issues, suggestions, complaints/claims, requests for information). ALIGNMENTS.	ARGANDA or RIO
		MANAGEMENT OF OCCASIONAL SERVICE RESERVATIONS / BOOKING.	
	+57 1 381 9931	ALIGNMENTS.	ARGANDA MANAGED CAPACITY
		MANAGEMENT OF OCCASIONAL SERVICE RESERVATIONS / BOOKING.	
France	+33 1 83 75 34 86	CUSTOMER SERVICE - CALL CENTER (Incidents, Operational issues, suggestions, complaints/claims, requests for information). ALIGNMENTS.	ARGANDA or RIO
		MANAGEMENT OF OCCASIONAL SERVICE RESERVATIONS / BOOKING	
Israel	+97 233 741 329	CUSTOMER SERVICE - CALL CENTER (Incidents, Operational issues, suggestions, complaints/claims, requests for information). ALIGNMENTS.	ARGANDA or RIO
		MANAGEMENT OF OCCASIONAL SERVICE RESERVATIONS / BOOKING.	
Italy	+39 02 36 58 10 89	CUSTOMER SERVICE - CALL CENTER (Incidents, Operational issues, suggestions, complaints/claims, requests for information). ALIGNMENTS.	ARGANDA or RIO
		MANAGEMENT OF OCCASIONAL SERVICE RESERVATIONS / BOOKING.	
Mexico	+52 55 417 08 124	CUSTOMER SERVICE - CALL CENTER (Incidents, Operational issues, suggestions, complaints/claims, requests for information). ALIGNMENTS.	ARGANDA or RIO
		MANAGEMENT OF OCCASIONAL SERVICE RESERVATIONS / BOOKING.	
	+52 55 852 61 120	ALIGNMENTS.	ARGANDA
		MANAGEMENT OF OCCASIONAL SERVICE RESERVATIONS / BOOKING.	

COUNTRY	TELEPHONE	SUPPORT	NOC
Peru	+51 1 6419248	CUSTOMER SERVICE - CALL CENTER (Incidents, Operational issues, suggestions, complaints/claims, requests for information).	ARGANDA or RIO
		ALIGNMENTS.	
		MANAGEMENT OF OCCASIONAL SERVICE RESERVATIONS / BOOKING.	
Portugal	+351 30 040 4466	CUSTOMER SERVICE - CALL CENTER (Incidents, Operational issues, suggestions, complaints/claims, requests for information).	ARGANDA or RIO
		ALIGNMENTS.	
		MANAGEMENT OF OCCASIONAL SERVICE RESERVATIONS / BOOKING.	
Switzerland	+41 435 081 883	CUSTOMER SERVICE - CALL CENTER (Incidents, Operational issues, suggestions, complaints/claims, requests for information).	ARGANDA or RIO
		ALIGNMENTS.	
		MANAGEMENT OF OCCASIONAL SERVICE RESERVATIONS / BOOKING.	
United Kingdom	+44 207 04 84 085	CUSTOMER SERVICE - CALL CENTER (Incidents, Operational issues, suggestions, complaints/claims, requests for information).	ARGANDA or RIO
		ALIGNMENTS.	
		MANAGEMENT OF OCCASIONAL SERVICE RESERVATIONS / BOOKING.	
United States	Washington	+1 202 499 14 47	ARGANDA or RIO
		+1 202 629 91 26	ARGANDA
	New York	+1 718 208 18 76	ARGANDA
		+1 213 293 36 70	ARGANDA
	Los Angeles	+1 213 293 36 70	ARGANDA
Venezuela	+58 212 7719067	CUSTOMER SERVICE - CALL CENTER (Incidents, Operational issues, suggestions, complaints/claims, requests for information).	ARGANDA or RIO
		ALIGNMENTS.	
		MANAGEMENT OF OCCASIONAL SERVICE RESERVATIONS / BOOKING.	

Via mail

Tickets can be opened for any type of request through the following e-mail addresses:

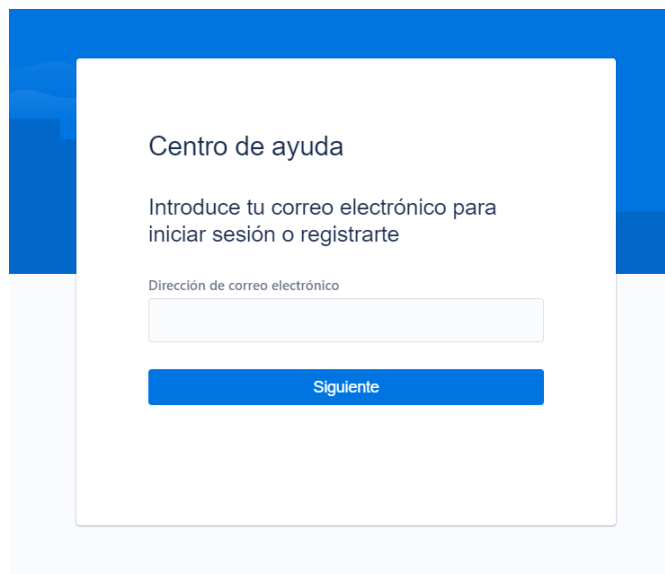
Managed Capacity and Teleport Services: tickets.CSC@hispasat.es

Space Capacity: PMC-Ticketing@hispasat.es

Hispasat Peru (Video): TelepuertoLurin@hispasat.pe

3 Access to the Hispasat Service Desk (JIRA)

Jira is a ticketing tool to communicate incidents and requests. Access to it will be through the **URL:** <https://his-pasat.atlassian.net/servicedesk/customer> , and you must be a registered customer, i.e., you must have a username and password.



Centro de ayuda

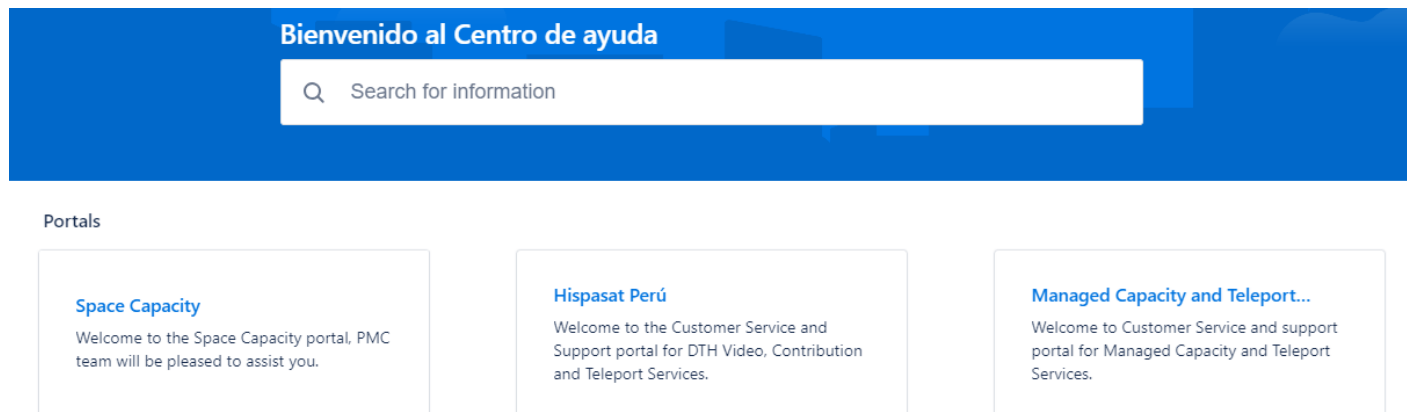
Introduce tu correo electrónico para iniciar sesión o registrarte

Dirección de correo electrónico

Siguiete

When you enter your username, click on “Next” and you will be redirected to a Microsoft login where you will have to enter your password and click on “Log in”. After these steps, you will access the main menu of the tool where the available projects will be shown.

The projects are actually the Hispasat areas that will support each request that is made, and for each of them there will be a certain type of issue that will represent the requests.



Bienvenido al Centro de ayuda

Search for information

Portals

Space Capacity
Welcome to the Space Capacity portal. PMC team will be pleased to assist you.

Hispasat Perú
Welcome to the Customer Service and Support portal for DTH Video, Contribution and Teleport Services.

Managed Capacity and Teleport...
Welcome to Customer Service and support portal for Managed Capacity and Teleport Services.

Depending on the customer’s profile and the type of contract, the customer will be able to see one or more of the different projects:

- Space Capacity.
- Managed Capacity and Teleport Services.
- Hispasat Peru (Video).

3.1 Create a “Ticket” in Jira

The first thing you need to know is for which project (which area) you want to generate a ticket so that it can be handled through the work queue.

3.1.1 Managed Capacity and Teleport Services

3.1.1.1 Managed Capacity

Customers who have contracted Managed Capacity, which is supervised by the NOC in Arganda del Rey (Madrid) or by the NOC in Rio de Janeiro (Brazil), will have access to this project.

[Help Center](#) / [Managed Capacity and Teleport Services](#)

Managed Capacity and Teleport Services

Welcome to Customer Service and support portal for Managed Capacity and Teleport Services.

 Contact us about

Managed Capacity >

Alignment, Terminal Incident, Information Request, Global Incident, RMA, Suggestions, complaints and claims

Teleport Services >

Teleport Access Request, Remote Hands Request, IP Connectivity/ Internet Access Issue, Housing Issue, Uplink/Downlink Issue, Suggestions, complaints and claims, Others

Value Added Service >

Service Incidents and Requests, Suggestions, complaints and claims

In the Managed Capacity project, the following types of issues can be created: Alignment, Terminal Incident, Request for Information, Global Incident and Suggestions, RMA and Suggestions, Complaints, and Claims.

[Help Center](#) / [Managed Capacity and Teleport Services](#)







Managed Capacity and Teleport Services

Welcome to Customer Service and support portal for Managed Capacity and Teleport Services.

Contact us about

Managed Capacity ▼

What can we help you with?

-  **Alignment**
 This ticket will be attended by CSC NOC (24/7). Please, communicate your request for an alignment from here.
-  **Terminal Incident**
 This ticket will be attended by CSC NOC (24/7). Please, communicate from here your incident whose impact affects the service or equipment of a terminal unit.
-  **Information Request**
 This ticket will be attended by CSC NOC (24/7). Please, communicate here your request or question.
-  **Global Incident**
 This ticket will be attended by CSC NOC (24/7). Please, communicate from here your incident whose impact affects the service of several terminals simultaneously.
-  **RMA**
 This ticket will be attended by CSC NOC (24/7). Please, communicate from here your RMA.
-  **Suggestions, complaints and claims**
 This ticket will be attended by Customer care department (Madrid based). Please enter your suggestion, complaint or claim.

The following shows in detail how to proceed to create each of the **Managed Capacity** project requests.

In a **Terminal Alignment** report, the fields shown in the following image are filled in. In the case of Hughes technology it is not necessary to perform actions of this type since the modem is capable of performing alignments automatically.

What can we help you with?

Alignment
This ticket will be attended by CSC NOC (24/7). Please, communicate your request for an alignment from here.

Required fields are marked with an asterisk *

Summary *

NOC *

Description *

Attachment

Share with *

Send Cancel

Title: Brief description of the request.

Description: Text field in which the definition of the request for alignment must be entered in detail.

To report a **Terminal Issue**, the fields below are filled in.

What can we help you with?

Terminal Incident
This ticket will be attended by CSC NOC (24/7). Please, communicate from here your incident whose impact affects the service or equipment o...

Required fields are marked with an asterisk *

Summary *

Short summary of the incident

NOC *

Terminals *

Which terminals would be affected on the incident

Impact *

Description *

Attachment

Share with *

Send Cancel

Title: Brief description of the incident.

Terminals: Select the terminal(s) affected in the incident. It is important that this field shows the ID of the terminals as they appear in the NMS portal, where all terminal level operations can be carried out.

Impact: Select from the options in the drop-down menu.

Description: Text field in which the definition of the incident, including the period of involvement, must be entered in detail.

Another type of request that can be reported in the Managed Capacity project would be a **Request for Information** to consult with the CSC team. This is done by filling in the information shown in the following attached image.

Summary: Text field to serve as the title of the request.

Description: Text field in which the definition of the request must be entered in detail.

The next type of incident that can be created in this project is called **Global Incident**, which would be created in the event of an incident affecting all the terminals in your network. The fields shown in the following image are filled in.

Title: Text field to serve as the summary of the incident.

Platform: The platform(s) affected in the Incident, i.e., from which your terminals are serviced.

Impact: Select from the options in the drop-down menu.

Description: Text field in which the definition of the incident, including the period of involvement, must be entered in detail.

The last type of incident that can be created in this project is called **RMA**, which would be created to notify us of an RMA (Return Merchandise Authorization).

The screenshot shows the 'RMA' incident creation form. At the top, it says 'What can we help you with?' followed by a dropdown menu set to 'RMA' with the subtext 'This ticket will be attended by CSC NOC (24/7). Please, communicate from here your RMA.' Below this, a note states 'Required fields are marked with an asterisk*'. The form includes several input fields: 'Summary*', 'Project*', 'Device*', 'Serial Number Identifier*', and 'ID Identifier NMS Portal*'. A rich text editor for 'Description*' is also present, with a toolbar showing options like 'Normal text', bold, italic, text color, background color, bulleted list, numbered list, link, unlink, image, code, and quote. Below the description is a 'NOC*' dropdown menu with the subtext 'Identifies which resolution group is dealing with the incident. (Argenda / Rio / Lurri)'. At the bottom, there is a 'Share with*' dropdown menu set to 'Share with 9999 - CSC - CLIENTES PRUEBAS' and 'Send' and 'Cancel' buttons.

- Project:** select Hughes Jupiter 3 or Hughes Jupiter 2.
- Device:** select the device Modem or Transceiver in J3 or J2.
- Serial Number/ID NMS Portal:** information to identify the terminal for the RMA.

For this project we have another type of incident called **Suggestions, Complaints, and Claims**.

The screenshot shows the 'Suggestions, complaints and claims' incident creation form. At the top, it says 'What can we help you with?' followed by a dropdown menu set to 'Suggestions, complaints and claims' with the subtext 'This ticket will be attended by Customer care department (Madrid based). Please enter your suggestion, complaint or claim.' Below this, a note states 'Required fields are marked with an asterisk*'. The form includes several input fields: 'Summary*', 'NOC*', and 'Description'. The 'Description' field is a rich text editor with a toolbar showing options like 'Normal text', bold, italic, text color, background color, bulleted list, numbered list, link, unlink, image, code, and quote. Below the description is an 'Attachment' section with the text 'Drag and drop files, paste screenshots, or browse' and a 'Browse' button. At the bottom, there is a 'Share with*' dropdown menu set to 'Share with 9999 - CSC - CLIENTES PRUEBAS' and 'Send' and 'Cancel' buttons.

- Title:** Text field to serve as the title of the suggestion/complaint/claim.
- Description:** Text field in which the definition of the suggestions, complaints, and claims.

The **NOC** field, the option to **attach** files, and to **share** with your organization appear in all types of issues. The following explains what can be done in each of them:

- The **NOC** field refers to the location of the Operations team servicing the customer and is checked by default, so there is no need to select anything.
- The **attach** files option allows you to include any document that may be useful for the Operations team to solve the customer's need.
- Finally, the option to **share** with your organization is a way for the rest of the people in your company who have access to the Hispasat Service Desk to be notified of the creation of a ticket and to see what is new in its resolution.

3.1.1.2 Teleport Services

Customers who have contracted Managed Capacity Teleport Services, which is supervised by the NOC in Arganda del Rey (Madrid) or by the NOC in Rio de Janeiro (Brazil), will have access to this project.

[Help Center](#) / [Managed Capacity and Teleport Services](#)

Managed Capacity and Teleport Services

Welcome to Customer Service and support portal for Managed Capacity and Teleport Services.

 Contact us about

Managed Capacity

Alignment, Terminal Incident, Information Request, Global Incident, RMA, Suggestions, complaints and claims



Teleport Services

Teleport Access Request, Remote Hands Request, IP Connectivity/ Internet Access Issue, Housing Issue, Uplink/Downlink Issue, Suggestions, complaints and claims, Others



Value Added Service

Service Incidents and Requests, Suggestions, complaints and claims



In the Teleport Services project, the following types of issues can be created: Teleport Access Request, Remote Hands, IP/Internet Connectivity Incident, Housing Incident, Uplink/Downlink Incident, and Suggestions, Complaints, and Claims.

[Help Center](#) / [Managed Capacity and Teleport Services](#)

Managed Capacity and Teleport Services

Welcome to Customer Service and support portal for Managed Capacity and Teleport Services.

Contact us about

Teleport Services



What can we help you with?



Teleport Access Request

Add following information: Name and surname, ID/Passport number, card license plate, company name and date/time of Access.



Remote Hands Request

This ticket will be attended by CSC NOC (24/7). Remote Hands request.



IP Connectivity/ Internet Access Issue

This ticket will be attended by CSC NOC (24/7). Please, communicate from here your incident whose impact IP connectivity/Internet Access services.



Housing Issue

This ticket will be attended by CSC NOC (24/7). Please, communicate from here your incident whose impact housing services.



Uplink/Downlink Issue

This ticket will be attended by CSC NOC (24/7). Please, communicate from here your incident whose impact uplink/downlink services.



Suggestions, complaints and claims

This ticket will be attended by Customer care department (Madrid based). Please enter your suggestion, complaint or claim.



Others

For other types of requests and petitions. This ticket will be attended by CSC NOC (24/7).

The following shows in detail how to proceed to create each of the **Teleport Services** project requests.

When reporting a **Teleport Access Request**, it is necessary to add the following information to the request: Name and last name, ID number, car registration number, company name, date and time of the visit.

What can we help you with?
Teleport Access Request
 Add following information: Name and surname, ID/Passport number, card license plate, company name and date/time of Access.

Required fields are marked with an asterisk *

Summary *

Teleport *

NOC *

Identify Document *

Name and surname *

Company name *

Number plate *

Date of the event *
 e.g. 20/Sep/24 e.g. 10:35 AM

Description *

Attachment
 Drag and drop files, paste screenshots, or browse
 Browse

Share with *
 Share with 9999 - CSC - CLIENTES PRUEBAS

Send Cancel

Summary: Brief description of the request.

Teleport: Choose the teleport to which you need access.

ID Document/Name/Company/Vehicle/Date: Details of the person(s) requiring access.

Description: Text field in which the definition of the request must be entered in detail.

In the **Remote Hands** type of issue, the customer can request that the Operations team perform changes, modifications, or maintenance on the customer's equipment. The following information must be completed.

What can we help you with?
Remote Hands Request
 This ticket will be attended by CSC NOC (24/7). Remote Hands request.

Required fields are marked with an asterisk *

Summary *

Teleport *

NOC *

Description *

Attachment
 Drag and drop files, paste screenshots, or browse
 Browse

Share with *
 Share with 9999 - CSC - CLIENTES PRUEBAS

Send Cancel

Summary: Brief description of the incident.

Description: Text field in which the definition of the request must be entered in detail.

To report an **IP/Internet Connectivity Incident**, the fields below are filled in.

What can we help you with?
IP Connectivity/ Internet Access Issue
 This ticket will be attended by CSC NOC (24/7). Please, communicate from here your incident whose impact IP connectivity/Internet Access...

Required fields are marked with an asterisk*

Summary*

Teleport*

NOC*

Impact*

Symptom more closer to the incident

Description*

Normal text | B | I | ... | A | | | | | | | | | | | | | | | | | +v

Platforms affected on the incident

Attachment
 Drag and drop files, paste screenshots, or browse
 Browse

Share with*

Share with 9999 - CSC - CLIENTES PRUEBAS

Send Cancel

Title: Text field to serve as the summary of the incident.

Impact: Select from the options in the drop-down menu.

Description: Text field in which the definition of the incident, including the period of involvement, must be entered in detail.

Another type of incident to report can be a **Housing Incident**, which is completed in the same way as the IP/Internet Connectivity Incident.

What can we help you with?
Housing Issue
 This ticket will be attended by CSC NOC (24/7). Please, communicate from here your incident whose impact housing services.

Required fields are marked with an asterisk*

Summary*

Short summary of the incident

Teleport*

NOC*

Impact*

Symptom more closer to the incident

Description*

Normal text | B | I | ... | A | | | | | | | | | | | | | | | | | +v

Information about the incident: start and finish time, symptoms, platform, impact...

Attachment
 Drag and drop files, paste screenshots, or browse
 Browse

Share with*

Share with 9999 - CSC - CLIENTES PRUEBAS

Send Cancel

Title: Text field to serve as the summary of the incident.

Impact: Select from the options in the drop-down menu.

Description: Text field in which the definition of the incident, including the period of involvement, must be entered in detail.

Another type of incident to report can be an **Uplink/Downlink Incident**, which is completed in the same way as the IP/Internet Connectivity Incident and Housing Incident.

What can we help you with?
Uplink/Downlink Issue
This ticket will be attended by CSC NOC (24/7). Please, communicate from here your incident whose impact uplink/downlink services.

Required fields are marked with an asterisk *

Summary *

Short summary of the incident

Teleport *

NOC *

Impact *

Symptom that most closely approximates in incidence

Description *

Incident data: start and end time, symptoms, platform, criticality...

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Share with *

Share with 9999 - CSC - CLIENTES PRUEBAS

Send Cancel

Title: Text field to serve as the summary of the incident.

Impact: Select from the options in the drop-down menu.

Description: Text field in which the definition of the incident, including the period of involvement, must be entered in detail.

The last type of issue that can be created is **Suggestions, Complaints, and Claims**, where the following fields must be filled in.

What can we help you with?
Suggestions, complaints and claims
This ticket will be attended by Customer care department (Madrid based). Please enter your suggestion, complaint or claim.

Required fields are marked with an asterisk *

Summary *

NOC *

Description

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Share with *

Share with 9999 - CSC - CLIENTES PRUEBAS

Send Cancel

Title: Text field to serve as the title of the suggestion/complaint/claim.

Description: Text field in which the definition of the incident, including the period of involvement, must be entered in detail.

The **NOC** field, the option to **attach** files, and to **share** with your organization appear in all types of issues. The following explains what can be done in each of them:

- The **NOC** field refers to the location of the Operations team servicing the customer and is checked by default, so there is no need to select anything.
- The **attach** files option allows you to include any document that may be useful for the Operations team to solve the customer's need.
- Finally, the option to **share** with your organization is a way for the rest of the people in your company who have access to the Hispasat Service Desk to be notified of the creation of a ticket and to see what is new in its resolution.

3.1.1.3 Value Added Service

Finally, in this project we have the opening of **Value Added Service** incidents, an automation of the monitoring of forest areas.

Customers who have contracted a Value Added Service, which is supervised by the NOC in Arganda del Rey (Madrid), will have access to this project.

[Help Center](#) / [Managed Capacity and Teleport Services](#)

Managed Capacity and Teleport Services

Welcome to Customer Service and support portal for Managed Capacity and Teleport Services.

 Contact us about

Managed Capacity

Alignment, Terminal Incident, Information Request, Global Incident, RMA, Suggestions, complaints and claims



Teleport Services

Teleport Access Request, Remote Hands Request, IP Connectivity/ Internet Access Issue, Housing Issue, Uplink/Downlink Issue, Suggestions, complaints and claims, Others



Value Added Service

Service Incidents and Requests, Suggestions, complaints and claims



In this project, the following types of issues can be created: Service Incidents and Requests and Suggestions, Complaints, and Claims.

Contact us about

Value Added Service



What can we help you with?



[Service Incidents and Requests](#)



[Suggestions, complaints and claims](#)

This ticket will be attended by Customer care department (Madrid based). Please enter your suggestion, complaint or claim.

The following shows in detail how to proceed to create each of the **Value Added Service** project requests.

To report a **Service Incident and Request**, the fields below are filled in:

What can we help you with?
Service Incidents and Requests

Required fields are marked with an asterisk *

Summary *

NOC *

Description

Normal text | B I ... | A | | | | | | | | | | | | | | +

Share with *

Share with 9999 - CSC - CLIENTES PRUEBAS

Send Cancel

Summary: Text field to serve as the title of the incident.

Description: Text field in which the definition of the incident must be entered in detail.

For this project we have another type of incident called **Suggestions, Complaints, and Claims**.

What can we help you with?
Suggestions, complaints and claims
This ticket will be attended by Customer care department (Madrid based). Please enter your suggestion, complaint or claim.

Required Fields are marked with an asterisk *

Summary *

NOC *

Description

Normal text | B I ... | A | | | | | | | | | | | | | | +

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Share with *

Share with 9999 - CSC - CLIENTES PRUEBAS

Send Cancel

Title: Text field to serve as the title of the suggestion/complaint/claim.

Description: Text field in which the definition of the incident, including the period of involvement, must be entered in detail.

The **NOC** field, the option to **attach** files, and to **share** with your organization appear in all types of issues. The following explains what can be done in each of them:

- The **NOC** field refers to the location of the Operations team servicing the customer, and Arganda must be selected in the drop-down menu.
- The **attach** files option allows you to include any document that may be useful for the Operations team to solve the customer’s need.
- Finally, the option to **share** with your organization is a way for the rest of the people in your company who have access to the Hispasat Service Desk to be notified of the creation of a ticket and to see what is new in its resolution.

3.1.2 Space Capacity

Customers who have contracted Space Capacity, which is supervised both the PMC in Spain (NOC in Arganda del Rey (Madrid)) and by the PMC in Brazil (NOC in Rio de Janeiro), will have access to this project.

[Central de Ajuda](#) / [Space Capacity](#)

Space Capacity

Welcome to the Space Capacity portal, PMC team will be pleased to assist you.

Como podemos ajudar você?



Incident

This ticket will be attended by PMC 24x7. Please report your incident.



Request for Information

This ticket will be attended by PMC 24x7. Please tell us what you need.



Support Request

This ticket will be attended by PMC 24x7. Please let us know how we can help you.



Suggestions, complaints and claims

This ticket will be handled by Customer care (Madrid office hours). Enter your suggestion, complaint or claim here.

In the Space Capacity project, the following types of issues can be created: Incident, Request for Information, and Suggestions, Complaints, and Claims.

The following shows in detail how to proceed to create each of the **Space Capacity** project requests.

To report an **Incident**, the fields below are filled in.

What can we help you with?
 Incident
 This ticket will be attended by PMC 24x7. Please report your incident.

Required fields are marked with an asterisk*

Summary *

NOC *

Impact *
 No tiene impacto en los servicios

Problems start (GMT) *
 e.g. 24/Sep/24 e.g. 02:50 PM

Description *

Attachment
 Drag and drop files, paste screenshots, or browse
 Browse

Share with *
 Share with 9999-PMC- CLIENTES PRUEBAS

Send Cancel

Summary: Brief description of the incident.

Impact: Select from the options in the drop-down menu.

Date and time of the beginning of the incident: indicate the date and time of the beginning of the incident.

Description: Text field in which the definition of the incident, including the period of involvement, must be entered in detail.

Another type of request that can be reported in the Space Capacity project would be a **Request for Information** to consult with the PMC team. This is done by filling in the information shown in the following attached image.

What can we help you with?
 Request for Information
 This ticket will be attended by PMC 24x7. Please tell us what you need.

Required fields are marked with an asterisk*

Summary *

NOC *

Description *

Attachment
 Drag and drop files, paste screenshots, or browse
 Browse

Share with *
 Share with 9999-PMC- CLIENTES PRUEBAS

Send Cancel

Summary: Text field to serve as the title of the request.

Description: Text field in which the definition of the request must be entered in detail.

The following type of request that can be reported in the Space Capacity project would be a **Request for Support** to consult with the PMC team. This is done by filling in the information shown in the following attached image.

Summary: Text field to serve as the title of the request.

Description: Text field in which the definition of the request must be entered in detail.

Lastly, for this project we have another type of incident called **Suggestions, Complaints, and Claims**.

Title: Text field to serve as the title of the suggestion/complaint/claim.

Description: Text field in which the definition of the incident, including the period of involvement, must be entered in detail.

The option to **attach** files and to **share** with your organization appears in all types of issues. The following explains what can be done in each of them:

- The **NOC** field refers to the location of the Operations team servicing the customer, and Arganda or Rio de Janeiro must be selected.
- The **attach** files option allows you to include any document that may be useful for the Operations team to solve the customer's need.
- Finally, the option to **share** with your organization is a way for the rest of the people in your company who have access to the Hispasat Service Desk to be notified of the creation of a ticket and to see what is new in its resolution.

3.1.3 Hispasat Peru

3.1.3.1 Managed Video

Customers who have contracted the Managed Video service (DTH/OTT/DISTRIBUTION/CONTRIBUTION), which is supervised by the NOC in Lurin (Peru), will have access to this project.

[Help Center](#) / [Hispasat Peru](#)

Hispasat Perú

Welcome to the Customer Service and Support portal for DTH Video, Contribution and Teleport Services.

 **Contact us about**

Video Service (DTH/OTT) >
Video Incidence, Audio Incidence, Signal, Subtitle, EPG, Provisioning/Systems/Encryption Incidence, Incidence Other, Query, Commercial request, Technical request

Video Service (Distribution/Contribution) >
Video Incidence, Audio Incidence, Signal incidence, Query

Teleport service (Housing and/or Uplink RF) >
Incidence of Connectivity, Infrastructure incidents, Incidence Other, Installation request, Review Request / Remote Hands, RMA Management Request, Request for access to the Teleport, Job application, Others

Suggestions, complaints and claims >
Suggestions, complaints and claims











First, the following shows in detail how to proceed to create each of the Hispasat Peru - Video Service (DTH/OTT) project requests.

1. Access the “DTH/OTT Video Services” section of the “Hispasat Peru” project.

Contact us about

Video Service (DTH/OTT)

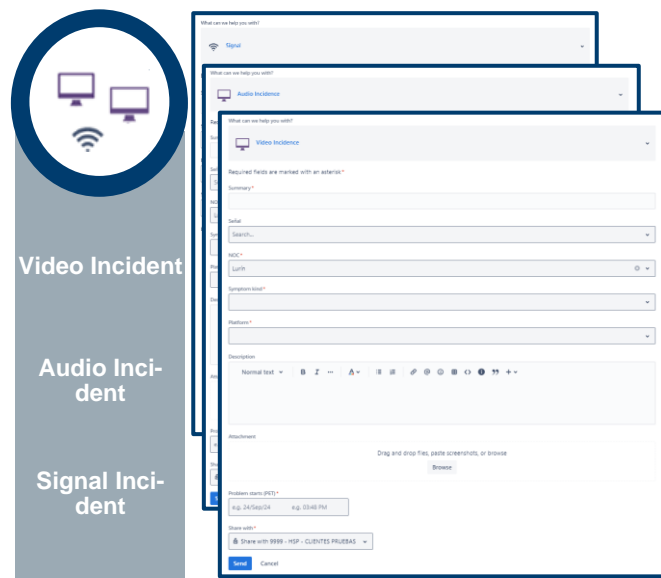
What can we help you with?

-  [Video Incidence](#)
-  [Audio Incidence](#)
-  [Signal](#)
-  [Subtitle](#)
-  [EPG](#)
-  [Provisioning/Systems/Encryption Incidence](#)
-  [Incidence Other](#)
-  [Query](#)
-  [Commercial request](#)
-  [Technical request](#)

2. Select the type of ticket you wish to open.



3. Complete the form according to the selected criterion.





Subtitle Incident

EPG Incident

Provisioning/
Systems/
Encryption Incident



Other Type of Incident

Query

Commercial Request

In the form for **Video, Audio, Signal, Subtitle, EPG/METADATA, Provisioning/Systems/Encryption, and Other Types of Incidents**, the following fields are filled in:

- **Summary:** Brief summary of the incident as a title.
- **Signal:** Enter the affected signal.
- **Type of Symptom:** Select a symptom from the drop-down menu.
- **Platform:** Select a platform from the drop-down menu.
- **Description:** Text field in which the definition of the incident must be entered in detail.
- **NOC:** Lurin is selected by default.

In the form for a **Query**, the following fields are filled in:

- **Type of Query:** Select one of the queries from the drop-down menu.
- **Target Date:** Query response date (depends on operational availability).
- **Summary:** Brief summary of the query as a title.

- **Description:** Text field in which the definition of the query must be entered in detail.

In the form for a **Commercial Request**, the following fields are filled in:

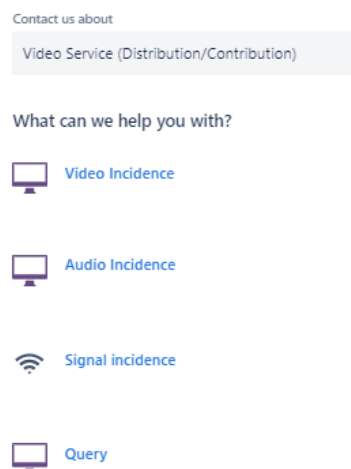
- **Type of Order:** Select one of the commercial requests from the drop-down menu.
- **Target Date:** Execution date (within the service levels for commercial requests).
- **Summary:** Brief summary of the commercial request as a title.
- **Platform:** Select a platform from the drop-down menu.
- **Description:** Text field in which the definition of the request must be entered in detail.

In the form for a **Technical Request**, the following fields are filled in:

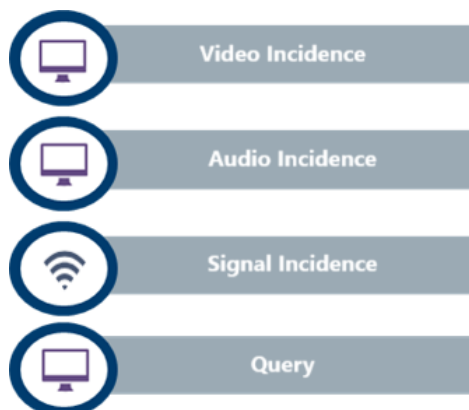
- **Summary:** Brief summary of the technical request as a title.
- **Type of Order:** Select one of the technical requests from the drop-down menu.
- **Target Date:** Execution date (depends on operational availability).
- **Platform:** Select a platform from the drop-down menu.
- **Description:** Text field in which the definition of the request must be entered in detail.

The following shows in detail how to proceed to create each of the Hispasat Peru - Video Service (Distribution/Contribution) project requests.


1. Access the “Video Distribution/Contribution Services” section of the “Hispasat Peru” project.



2. Select the type of ticket you wish to open.



3. Complete the form according to the selected criterion.



Video Incident

What can we help you with?
Video Incidence

Required fields are marked with an asterisk*

Description*

Sefal
Search...

NOC*
Lurín

Symptom kind


Summary

Attachment
Drag and drop files, paste screenshots, or browse
Browse

Problem starts (PETI)*
e.g. 24/Sep/24 e.g. 03:51 PM

Share with*
Share with 9999 - HSP - CLIENTES PRUEBAS

Send Cancel



Audio Incident

What can we help you with?
Audio Incidence

Required fields are marked with an asterisk*

Summary*

Sefal
Search...

NOC*
Lurín

Symptom kind


Description

Attachment
Drag and drop files, paste screenshots, or browse
Browse

Problem starts (PETI)*
e.g. 24/Sep/24 e.g. 03:52 PM

Share with*
Share with 9999 - HSP - CLIENTES PRUEBAS

Send Cancel



Signal Incident

What can we help you with?
Signal Incidence

Required fields are marked with an asterisk*

Summary*

NOC*
Lurín

Symptom kind

Description

Attachment
Drag and drop files, paste screenshots, or browse
Browse

Problem starts (PETI)*
e.g. 24/Sep/24 e.g. 03:52 PM

Share with*
Share with 9999 - HSP - CLIENTES PRUEBAS

Send Cancel

What can we help you with?

Query

Required fields are marked with an asterisk*

Query kind

Target date
e.g. 24/Sep/24 e.g. 03:53 PM

Summary*

Description

Attachment
Drag and drop files, paste screenshots, or browse
Browse

Share with*
Share with 9999 - HSP - CUENTES PRUEBAS

Send Cancel

In the form for **Video, Audio, and Signal Incidents**, the following fields are filled in:

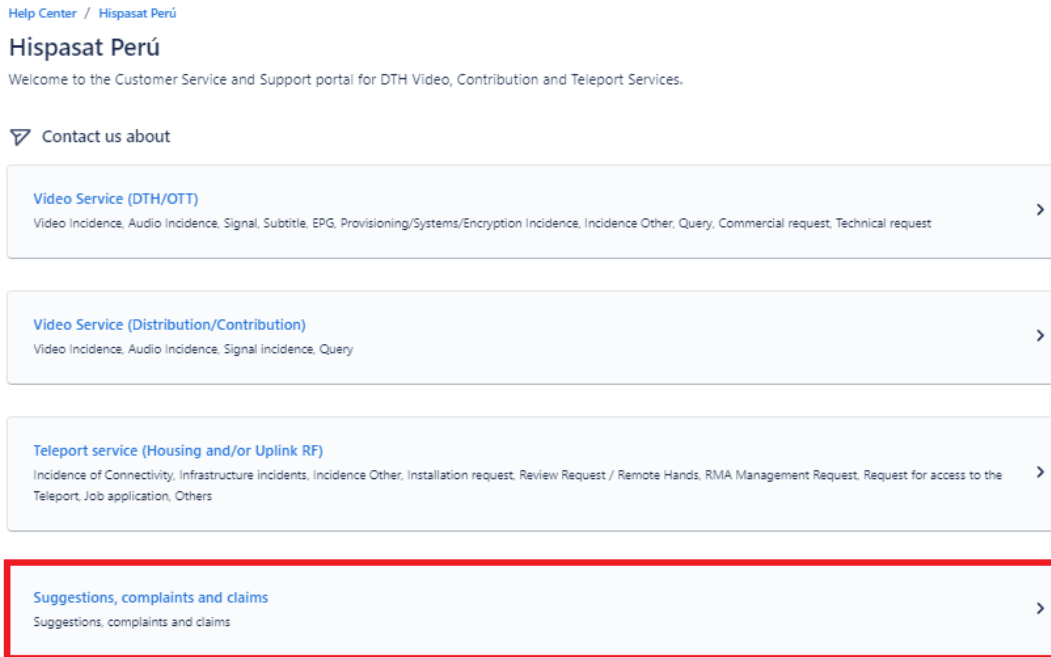
- **Summary:** Brief summary of the incident as a title.
- **Signal:** Enter the affected signal.
- **Type of Symptom:** Select a symptom from the drop-down menu.
- **Description:** Text field in which the definition of the incident must be entered in detail.
- **Date and time of the beginning of the incident:** Indicate the date/time of the beginning of the incident.
- **NOC:** Lurin is selected by default.

In the form for a **Query**, the following fields are filled in:

- **Type of Query:** Select one of the queries from the drop-down menu.
- **Target Date:** Query response date (depends on operational availability).
- **Summary:** Brief summary of the query as a title.
- **Description:** Text field in which the definition of the query must be entered in detail.

Lastly, the following shows in detail how to proceed to create the **Suggestions, Complaints, and Claims** ticket aimed at service quality.

1. Go to “Suggestions, Complaints, and Claims” of the “Hispasat Peru” project.



2. Complete the form for **Suggestions, Complaints, or Claim** by filling in the following fields:

What can we help you with?

Suggestions, complaints and claims
This ticket will be attended by Customer care (during office hours). Enter your suggestion, complaint or claim here.

Required fields are marked with an asterisk *

Summary *

NOC
Lurin

Description

Attachment
Drag and drop files, paste screenshots, or browse
Browse

Share with *
Share with 9999 - HSP - CLIENTES PRUEBAS

Send Cancel

Summary: Brief summary of the Suggests, Complaints, or Claim as a title.

Description: Detail of the Suggestions, Complaints, and Claim.

The option to **attach** files and to **share** with your organization appears in all types of issues. The following explains what can be done in each of them:

- The **attach** files option allows you to include any document that may be useful for the Operations team to solve the customer’s need.
- Finally, the option to **share** with your organization is a way for the rest of the people in your company who have access to the Hispasat Service Desk to be notified of the creation of a ticket and to see what is new in its resolution.

3.1.3.2 Teleport Services (Housing and/or RF Uplink)

Customers who have contracted the Teleport Service (Housing and/or RF Uplink), which is supervised by the NOC in Lurin (Peru), will have access to this project.

[Help Center](#) / [Hispasat Perú](#)

Hispasat Perú

Welcome to the Customer Service and Support portal for DTH Video, Contribution and Teleport Services.

Contact us about

Video Service (DTH/OTT) >

Video Incidence, Audio Incidence, Signal, Subtitle, EPG, Provisioning/Systems/Encryption Incidence, Incidence Other, Query, Commercial request, Technical request

Video Service (Distribution/Contribution) >

Video Incidence, Audio Incidence, Signal incidence, Query

Teleport service (Housing and/or Uplink RF) >

Incidence of Connectivity, Infrastructure incidents, Incidence Other, Installation request, Review Request / Remote Hands, RMA Management Request, Request for access to the Teleport, Job application, Others

Suggestions, complaints and claims >

Suggestions, complaints and claims










The following shows in detail how to proceed to create each of the Hispasat Peru - Teleport Service (Housing and/or RF Uplink) project requests.

1. Access the “Teleport Service (Housing and/or RF Uplink)” section of the “Hispasat Peru” project.

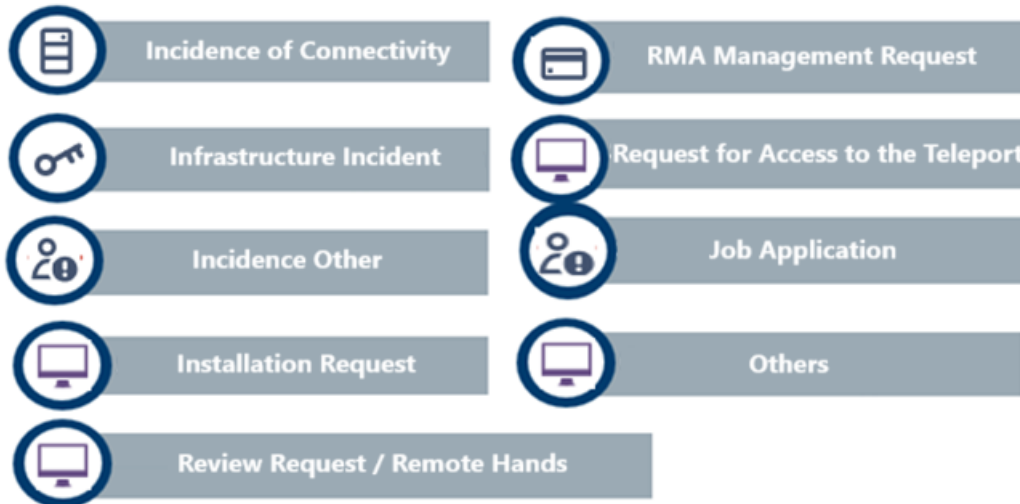
Contact us about

Teleport service (Housing and/or Uplink RF)

What can we help you with?

-  [Incidence of Connectivity](#)
-  [Infrastructure incidents](#)
-  [Incidence Other](#)
-  [Installation request](#)
-  [Review Request / Remote Hands](#)
-  [RMA Management Request](#)
-  [Request for access to the Teleport](#)
-  [Job application](#)
-  [Others](#)

2. Select the type of ticket you wish to open.



3. Complete the form according to the selected criterion.

Incidents:

Connectivity Incident

What can we help you with?
Incidence of Connectivity

Required fields are marked with an asterisk*

Summary*

NOC*
Lurin

Symptom kind

Description

Attachment

Problem starts (PRT)*
e.g. 24/Sep/24 e.g. 03:53 PM

Share with*
Share with 9999 - HSP - CLIENTES PRUEBAS

Send Cancel

Infrastructure Incident

What can we help you with?
Infrastructure Incidents

Required fields are marked with an asterisk*

Summary*

NOC*
Lurin

Symptom

Description

Attachment

Problem starts (PRT)*
e.g. 24/Sep/24 e.g. 03:53 PM

Share with*
Share with 9999 - HSP - CLIENTES PRUEBAS

Send Cancel

Other Incident

What can we help you with?
Incidence Other

Required fields are marked with an asterisk*

Summary*

NOC*
Lurin

Description

Affects user*
 SI
 No

Affiliation kind*

Symptom kind


Attachment

Problem starts (PRT)*
e.g. 24/Sep/24 e.g. 03:54 PM

Share with*
Share with 9999 - HSP - CLIENTES PRUEBAS

Send Cancel

Requests:



Installation Request

Teleport service (Housing and/or Uplink RF)

What can we help you with?
Installation request

Required fields are marked with an asterisk*

Order kind*

Target date
e.g. 24/Sep/24 e.g. 03:54 PM

Summary*


Description

Priority
Lower

Attachment
Drag and drop files, paste screenshots, or browse

Share with*
Share with 9999 - HSP - CLIENTES PRUEBAS

Send Cancel



Inspection/Remote Hands Re-

Review Request / Remote Hands

Required fields are marked with an asterisk*

Order kind

Target date
e.g. 24/Sep/24 e.g. 03:55 PM

Summary*


Description

Priority
Lower

Attachment
Drag and drop files, paste screenshots, or browse

Share with*
Share with 9999 - HSP - CLIENTES PRUEBAS

Send Cancel



RMA Management Request

Required fields are marked with an asterisk*

Order kind*

Target date
e.g. 24/Sep/24 e.g. 03:55 PM

Summary*


Description

Priority
Lower

Attachment
Drag and drop files, paste screenshots, or browse

Share with*
Share with 9999 - HSP - CLIENTES PRUEBAS

Send Cancel



Teleport Access Request

Request for access to the Teleport

Required fields are marked with an asterisk*


Summary*

Description

Attachment
Drag and drop files, paste screenshots, or browse

Share with*
Share with 9999 - HSP - CLIENTES PRUEBAS

Send Cancel



Work Request

Job application

Required fields are marked with an asterisk*

Target date
e.g. 24/Sep/24 e.g. 03:56 PM

Summary*


Description

Priority
Lower

Attachment
Drag and drop files, paste screenshots, or browse

Share with*
Share with 9999 - HSP - CLIENTES PRUEBAS

Send Cancel



Other

Others

Required fields are marked with an asterisk*

Order kind
TRABAJO PROGRAMADO

Target date
e.g. 24/Sep/24 e.g. 03:57 PM

Summary*

Description

Priority
Lower

Attachment
Drag and drop files, paste screenshots, or browse

Share with*
Share with 9999 - HSP - CLIENTES PRUEBAS

Send Cancel

In the form for **Connectivity, Infrastructure, and Other Incidents**, the following fields are filled in:

- **Summary:** Brief summary of the incident as a title.
- **Type of Symptom:** Select a symptom from the drop-down menu.

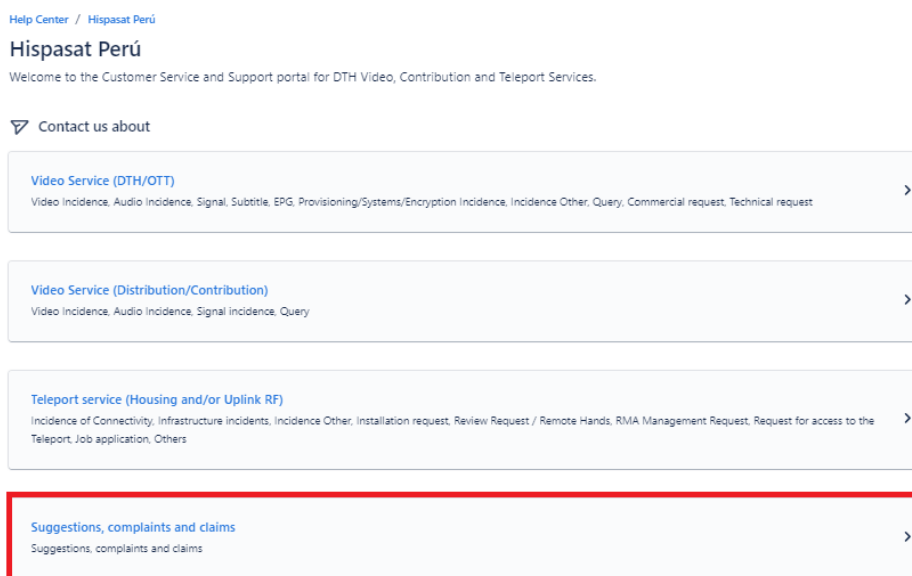
- **Description:** Text field in which the definition of the incident must be entered in detail.
- **Date and time of the beginning of the incident:** Indicate the date/time of the beginning of the incident.
- **NOC:** Lurin is selected by default.

In the form for an **Installation, Inspection/Remote Hands, RMA Management, Teleport Access, Work, and Other Request**, the following fields are filled in:

- **Type of Order:** Select one of the commercial requests from the drop-down menu.
- **Target Date:** Execution date (within the service levels for commercial requests).
- **Summary:** Brief summary of the commercial request as a title.
- **Description:** Text field in which the definition of the request must be entered in detail.

The following shows in detail how to proceed to create the **Suggestions, Complaints, and Claims** ticket aimed at service quality.

1. Click on “Suggestions, Complaints, and Claims” of the “Hispasat Peru” project.



2. Complete the form for **Suggestions, Complaints, or Claim** by filling in the following fields:

The screenshot shows the 'Suggestions, complaints and claims' form. At the top, it says 'What can we help you with?' and 'Suggestions, complaints and claims'. Below that, it states 'This ticket will be attended by Customer care (during office hours). Enter your suggestion, complaint or claim here.' A note indicates 'Required fields are marked with an asterisk*'. The form contains the following fields:

- Summary***: A text input field.
- NOC**: A dropdown menu with 'Lurin' selected.
- Description**: A rich text editor with a toolbar.
- Attachment**: A section with the text 'Drag and drop files, paste screenshots, or browse' and a 'Browse' button.
- Share with***: A dropdown menu with 'Share with 9999 - HSP - CLIENTES PRUEBAS' selected.

At the bottom of the form, there are 'Send' and 'Cancel' buttons.

Summary: Brief summary of the Suggests, Complaints, or Claim as a title.

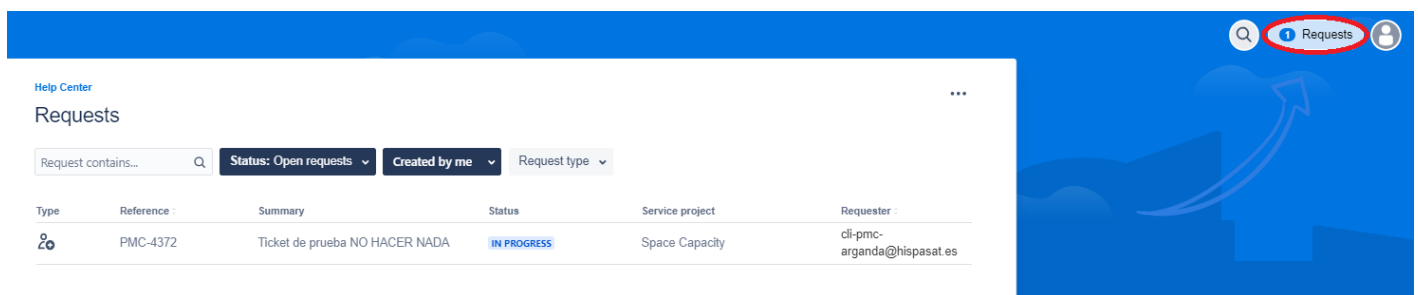
Description: Detail of the Suggestions, Complaints, and Claim.

The option to **attach** files and to **share** with your organization appears in all types of issues. The following explains what can be done in each of them:

- The **attach** files option allows you to include any document that may be useful for the Operations team to solve the customer's need.
- Finally, the option to **share** with your organization is a way for the rest of the people in your company who have access to the Hispasat Service Desk to be notified of the creation of a ticket and to see what is new in its resolution.

3.2 Ticket Query

In the Hispasat Service Desk, you can also view the issues that have been created in the **Requests** tab located on the upper right hand side of the screen, where the number of requests that the user has created will be indicated.



Both tickets that have already been resolved and those that are still in progress appear in this menu. To search for more specific requests, they can be selected using the following filters:

- Status of the request. This allows you to see the incidents that are still open and those that have already been solved.
- The person creating the ticket, i.e., whether it was the user himself/herself who created the ticket or whether it was created by someone else in the company and shared with the organization.
- The type of issue that has been created, which can be any of the five that appear in the initial menu.

By selecting the option that applies in the drop-down menus, the tickets that you wish to view will appear.


3.3 Add notes to a Ticket

Throughout the ticket life cycle, it is desirable for there to be an exchange of information through comments, attachments, and status changes between the different Hispasat areas and the customer.

For this purpose, the customer has the functionality of adding a comment, which is visible once we are inside a particular issue as shown below.

[Help Center](#) / [Space Capacity](#) / [PMC-4372](#)

Ticket de prueba NO HACER NADA

 cli-pmc-arganda@hispasat.es raised this on Yesterday 1:13 PM [Hide details](#)

Responsible Center (NOC)


Arganda

Description


Ticket de prueba

Status


IN PROGRESS


 Notifications on


Request type

 Suggestions, complaints and claims


Shared with


 cli-pmc-arganda@hispasat.es
Creator

 9999-PMC- CLIENTES PRUE
BAS

 Share

Activity

 Automatic response Today 10:07 AM
Your request status has changed to In Progress.



Once the comment information has been filled in, click on the “Add” button and the note will then be attached to the ticket.





As we can see, it is also possible to choose not to continue to be notified or to change the ticket to resolved.

3.4 Ticket Status Changes

During the life cycle of a request, there are multiple statuses that it can have such as: “**Awaiting Support**”, “**In Progress**”, “**Awaiting Customer**”, “**Resolved**” and “**Closed**”.

1. At the moment the ticket is created, the first status it goes through is “**Awaiting Support**”, i.e. waiting for the Operations team to receive the ticket and provide the customer with a first response.
2. When the Operations team is analyzing the issue, the ticket goes to “**In Progress**”.
3. Subsequently, if Operations makes any queries with the customer or is pending a response, the ticket goes to the “**Awaiting Customer**” status.
4. Once the Operations team resolves the customer’s need, the ticket goes to the “**Resolved**” status.
5. Ten days after the ticket goes to the “Resolved” status and has not been reopened, it automatically goes to the “Closed” status.

Activity

-  Automatic response Monday 7:34 AM
Your request status has changed to In Progress/En progreso.
-  Automatic response Monday 7:34 AM
Your request status has changed to Waiting for customer.
-  Automatic response Monday 7:34 AM
Your request status has changed to In Progress/En progreso.
-  Automatic response Tuesday 3:05 PM
Your request status has changed to Resolved with resolution Done.

3.5 Post Ticket Resolution Evaluation

Once the ticket has been resolved by Operations, the Hispasat Service Desk automatically sends an e-mail to the user who created the ticket so that they can evaluate their degree of satisfaction with the solution provided and the service given by the Operations team.

¿Cómo fue nuestro servicio para esta solicitud?



It is very important for Hispasat that the customer evaluates the tickets for the continuous improvement of the service. We take these responses into account in order to improve customer service at all stages of the resolution process.

hispasat

Una empresa de Redeia