

Use of Gemini for Service Requests

This is a customer end-user document. The following document will explain on how to enter and manage Service Desk Requests in Gemini.

Contents

Gemini Website	2
User Setup	2
Initial Login	2
Workspace setup	4
Adding a new Service Request	5
Followers	8
Visibility within the organization	8
Status Workflow of a Service Request.....	9
Comments tab	10
History tab	11
Billable vs. Non-billable	11
Resolution.....	12
Searching	12
Quick search („magnifier“ symbol).....	12
Search criteria in ITEMS view	12
Additional documentation	13

Gemini Website

The location of the Gemini site is as follows:

<https://web.2020technologies.eu/Gemini>

Please bookmark this location for future use in your Internet Browser.

User Setup

If you have not received a username for your Gemini account, please contact

2020OS.ServiceDesk@2020spaces.com

Initial Login

Please go to <https://web.2020technologies.eu/Gemini/account/login>

If you have not received a password for your Gemini account or forgotten your password, you can reset your password as follows:

1. Enter your email address in the field below “Reset your password”
2. Select “Reset”

Welcome to 2020 Technologies Professional Services

If you need support using this platform, please contact our hotline

2020OS.ServiceDesk@2020spaces.com or ask your project manager for details.

A Quick start guide for Servicedesk Requests is available here:

[English](#) [Deutsch](#)

Latest News:

2019-05-26: update to latest Gemini Version 6.9.2

2017-09-27: update to latest Gemini Version 6.8.1

2016-03-24: update to latest Gemini Version 6.7.1

2015-12-27: update to latest Gemini Version 6.7.0

Username & Password

Remember Me

Login

Reset your password

Reset

3. You will receive an email with the subject “2020 Technologies – Gemini Password Reset Request” containing a link:

20-20 Technologies - Gemini Password Reset Request



2020 Prof Service - Issue Tracking <noreply@2020spaces.i
An Matthias Beckmann



08:23

Please click on the link below to reset your 20-20 Technologies issue tracking password.

[\[Redacted Link\]](#)
[\[Redacted Link\]](#)
[\[Redacted Link\]](#)

4. Open the link. The following web page appears:

GEMINI

Change your password

New Password

Confirm New Password

Save

5. Enter your new password twice and click on “Save”.
6. **NOTE:** The reset link is a **one-time link**. It can only be opened once! If the same link is opened a second time, the normal Gemini login page appears!
7. You can now login using your username and password.

Username & Password

Remember Me

Login

Reset your password

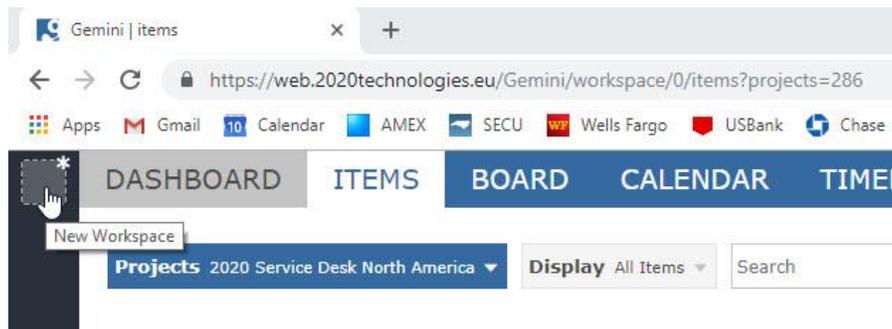
Reset

Workspace setup

The site will open in the Dashboard. Below “Projects” you will see the Gemini projects to which you have access. At least you will see the “2020 Service Desk” project for your region (2020NA, 2020EU or 2020RU). You might also see a customer specific project besides the 2020 Service Desk project. This document describes how to work with the Service Desk project. If you have questions about how to work with other Gemini projects, please contact your 2020 Project Manager.



1. Select the Service Desk project listed under “Projects”.
2. The Gemini view switches to the Items tab.
3. Select “New Workspace”



4. Name the new workspace “SD” (or similar, max. 4 letters long) with an appropriate description, e.g. “Service Desk”. Select a color of your choice.

New Workspace

Workspaces enable collaboration across multiple projects with co-workers. Use metrics, team chat, email notifications and reporting to manage your work.

SDNA

Service Desk North America

Choose your terminology:

2020 ServiceDesk

Choose your views:

Items Board Calendar Timeline Progress

DocStore Quick Entry Roadmap Timesheet

Add Cancel

5. Select "Add"
6. A new workspace has been created on the left side of the screen. This shortcut will become more useful once you have more projects available and have to toggle between them.



Adding a new Service Request

1. Select "Add" -> "item"



2. A pop-up dialog box appears.

The screenshot shows a dialog box titled "item" with the following fields and controls:

- Project:** 2020 Service Desk North America (dropdown)
- Type:** Service Request (dropdown)
- Billable:** To be agreed (dropdown)
- Title:** (text input)
- Live System:**
- Product:** 2020 Insight (dropdown)
- Version found:** (dropdown)
- Customer Priority:** <Select> (dropdown)
- Description:** Rich text editor with a toolbar including Paragraph, Font Family, Font Sizes, Bold, Italic, Underline, Strikethrough, Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent, Link, Unlink, Table, Image, Video, Embed, Undo, Redo, and Smiley.
- Attachments:** Choose Files button, No file chosen
- Topic:** (text input)
- Buttons:** Add, Cancel

3. Select the "2020 Service Desk" project.
4. Leave the pre-filled fields for Type, and Billable as is. The billable field will be modified from "To be agreed" at a later point.
5. Enter the Title of your request. The title should describe the request/problem in one line as specific as possible
6. If it is a Live System Request, check the box. This information is used for an appropriate prioritization of the request.



7. Select the product from the dropdown menu for which you are requesting assistance.

Product	2020 Insight
Version found	<input type="text"/>
Customer Priority	<Select>
Description	<div style="border: 1px solid black; padding: 2px;"> <div style="background-color: #0056b3; color: white; padding: 2px;">2020 Insight</div> <div style="padding: 2px;">2020 ABCCam</div> <div style="padding: 2px;">2020 Nest</div> <div style="padding: 2px;">2020 Construct</div> <div style="padding: 2px;">IMOS</div> <div style="padding: 2px;">2020 Genpost</div> </div>

- Select the Version found from the dropdown menu.
The version dropdown changes with the selected Product. E.g. for 2020 Insight you will see a dropdown list of all Insight versions:

Version found	<input type="text"/>
Customer Priority	<input type="text"/>
Description	<div style="border: 1px solid black; padding: 2px;"> <div style="background-color: #0056b3; color: white; padding: 2px;">11.1.1</div> <div style="padding: 2px;">11.1.0</div> <div style="padding: 2px;">11.0.0</div> <div style="padding: 2px;">10.11.0</div> <div style="padding: 2px;">10.10.1</div> <div style="padding: 2px;">10.10.0</div> <div style="padding: 2px;">10.9.0</div> <div style="padding: 2px;">10.8.0</div> <div style="padding: 2px;">10.7.0</div> </div>

For 2020 Construct, you will see this dropdown

Product	2020 Construct
Version found	<input type="text"/>
Customer Priority	<input type="text"/>
Description	<div style="border: 1px solid black; padding: 2px;"> <div style="background-color: #0056b3; color: white; padding: 2px;">C 13.0</div> <div style="padding: 2px;">C 12.0</div> </div>

If your version is not available in the dropdown, please select the best-fitting version from the dropdown list and add a remark regarding the missing version in the description field (see below).

- Select the Customer Priority from the dropdown. Please note that Priority A can only be selected when the "Live System" checkbox is enabled. Otherwise a message will be displayed when trying to add the Service Desk Request:

Prio A reserved for Live System only!

Add

Cancel

See https://web.2020technologies.eu/GeminiDocs/Definition_of_priorities_and_SLAs_EN.pdf for the definition of priorities A to D.

10. Enter as much detail as you can into the Description Field. Steps to reproduce, error messages, screenshots etc.
11. Attachments can be added using the “Choose Files” Button. This is necessary to add Application Log Files, inresponse log files, short videos etc.
12. Optionally select one or more topics from the dropdown list in the field “Topic” in order to classify the request.
13. Select the “Add” button to create the Service Request.
14. A notification is automatically sent to the 2020 Service Desk team

Followers

If there are more than one user required to monitor/work on the Service Request, they can be added as “Followers” to the request. Anyone that is assigned as a resource throughout the lifecycle of the Request is automatically added to this list. If you need more than yourself added as a Follower, please indicate in the Description field of the task and a 2020 Team Member will add the Follower accordingly.

“Following” a ticket does not change the visibility or access rights to the ticket. Being a Follower only means that change notification emails for this ticket are being received. You can add or remove yourself to the Followers of a specific item by clicking on the “flag” in the icon bar:



Visibility within the organization

Every customer user can see and change all tickets from his organization (company). Every user can decide which ticket he wants to follow or unfollow. Find a ticket in the Dashboard, open the ticket and select the “Follow”

button on the right upper corner of the screen.

Status Workflow of a Service Request

After a new Service Request has been created by a customer, the Service Team will review the Service Request and assign a 2020 Priority as well as the responsible 2020 internal Team ("Queue"). The 2020 Priority can differ from the Customer Priority. Every follower on this Request will get an email notification from Gemini with the changes.

Customer Priority B
Priority B B
Queue
Topic IMOS / 2020 Construct ▶
Status 👤 Assigned
Responsible Heidi Blackwell
Resolution open

See below a list of all statuses for a Service Request:

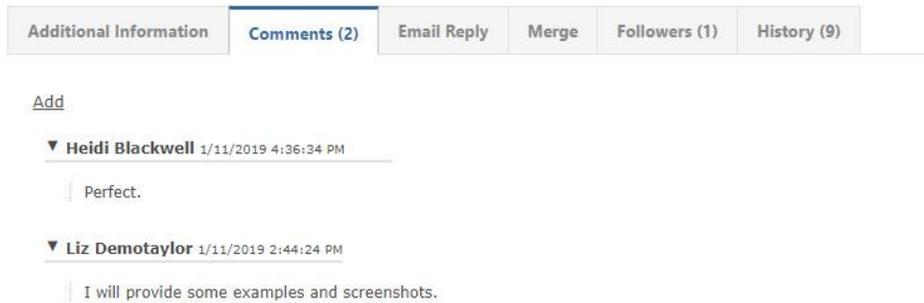
	Status	Comment
☰	Unassigned	Not yet assigned to a queue or ressource
☰	Assigned	Assigned to a queue or ressource
☰	In Progress	Work in progress
☰	Waiting for 2020	Waiting for 2020 internal ressource or event
☰	Waiting for customer	Waiting for response or action from customer
☰	Closed	Item Closed
☰	Reply on closed	Reply from Customer on closed item
☰	Waiting for new version	Waiting for solution in an upcoming product version

Comments tab

Communication about the request (progress, questions, additional information, solutions, ...) should be done through the comment section in the Service Request.

1. Select the “Add” button to add a comment. The box to enter the comment will be available. You can also add attachments by selecting “Choose Files”

2. Select “Add”. The new comment will appear as the top comment.



Every follower on the Request will get an email notification from Gemini when a comment is added.

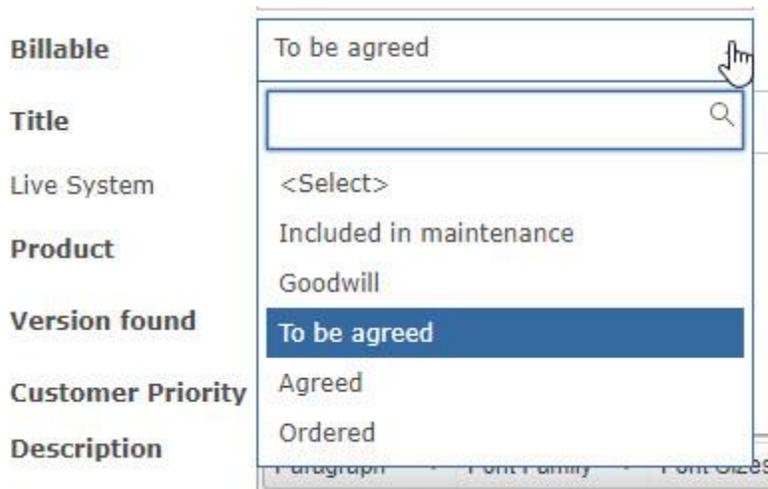
History tab

The History tab shows any change/comment etc. made to the Service Request incl. Date/Timestamp, the user that made the change, and what changed.

Billable vs. Non-billable

A Service Request may or may not be covered under the Customer Maintenance Agreement. If it is covered under Maintenance, the 2020 Team Member will update the field to “Included in maintenance”.

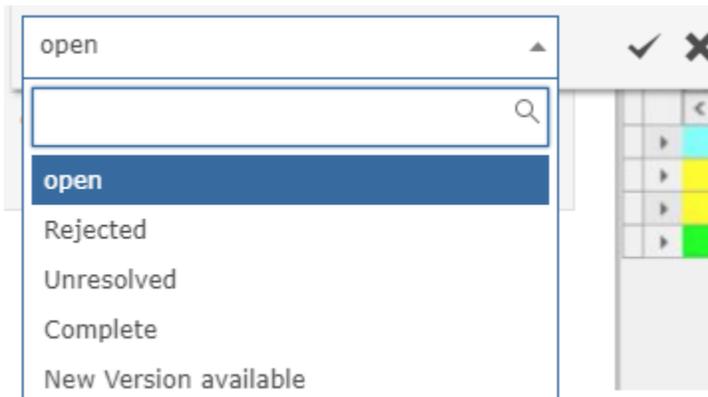
The following options are available to the 2020 Team Member.



If a Ticket turns out to be billable, 2020 and the customer will discuss and the field will be set to “Agreed” once it is agreed by the customer as a billable engagement.

Resolution

There are multiple options for the customer to send a ticket back with different type of resolution statuses. Once a solution has been provided either the customer or 2020 team member can set the Resolution to “Complete”. If the solution has been provided by a new version of 2020 software, the resolution is set to “New version available”.



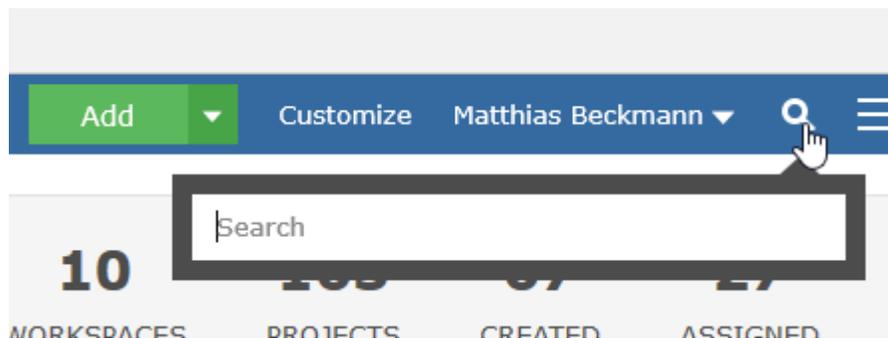
Once a solution is approved, the customer should set the Resolution to “Complete”.

Searching

There are different ways to search for specific Requests (=Items) in Gemini:

Quick search („magnifier“ symbol)

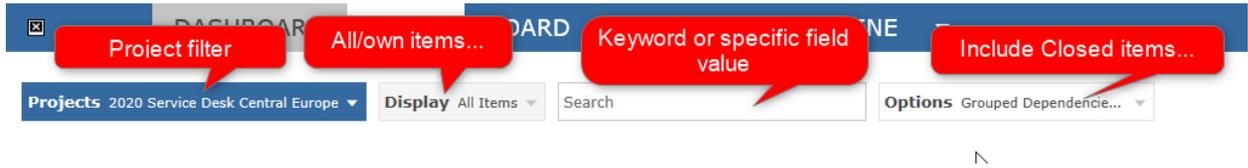
By clicking on the magnifier symbol you can launch the quick search.



If you have an item number at hand, you can enter it here and open the ticket directly. You can also enter any search keyword here and Gemini will do a full text search through all items.

Search criteria in ITEMS view

In the ITEMS view you can specify search criteria for specific fields or do a full text search by a keyword:



Additional documentation

General Gemini documentation from the vendor can be found here:

<http://docs.countersoft.com/>

<http://www.countersoft.com/videos>

Especially the following chapters are recommended:

Item: <https://docs.countersoft.com/concept-item/>

Items Grid: <https://docs.countersoft.com/concept-items-grid/>

Workspace: <https://docs.countersoft.com/concept-workspace/>

Creating Items: <https://docs.countersoft.com/creating-items/>

Editing Items: <https://docs.countersoft.com/editing-items/>

Adding Comments: <https://docs.countersoft.com/adding-comments/>