DAVE™ eTicketing Tool

Introduction and Overview

April, 2013

v. 1

What is the DAVE™ eTicketing tool?

- A real bug-tracking tool for DAVE™ and DAVE™ Apps
- Addresses issues from users instead of using forum
- Serves as knowledge base (search issues and solutions for customers)

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What issues to log?

- Known and unfixed bugs (s/w errata)
- Known limitations or special handling not fully documented with s/w release
- Issues identified in application

Note: User should discuss unidentified issues in DAVE™3 forum.

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What types of users ? How to access ?

- Levels of users
  - Users (registered): can enter issues, can view database entries
  - Anonymous users (unregistered): can view database entries only

- How to access ? How to register ?
  - Single registration for DAVE™ eTicketing tool and forum ('single sign on')
    - Users who have logged in to the ticketing system will also be automatically logged in to the forum
    - All profile and user settings will be set, changed and saved in the forum profile
  - Link: http://www.infineonforums.com/support/dave3/index.php

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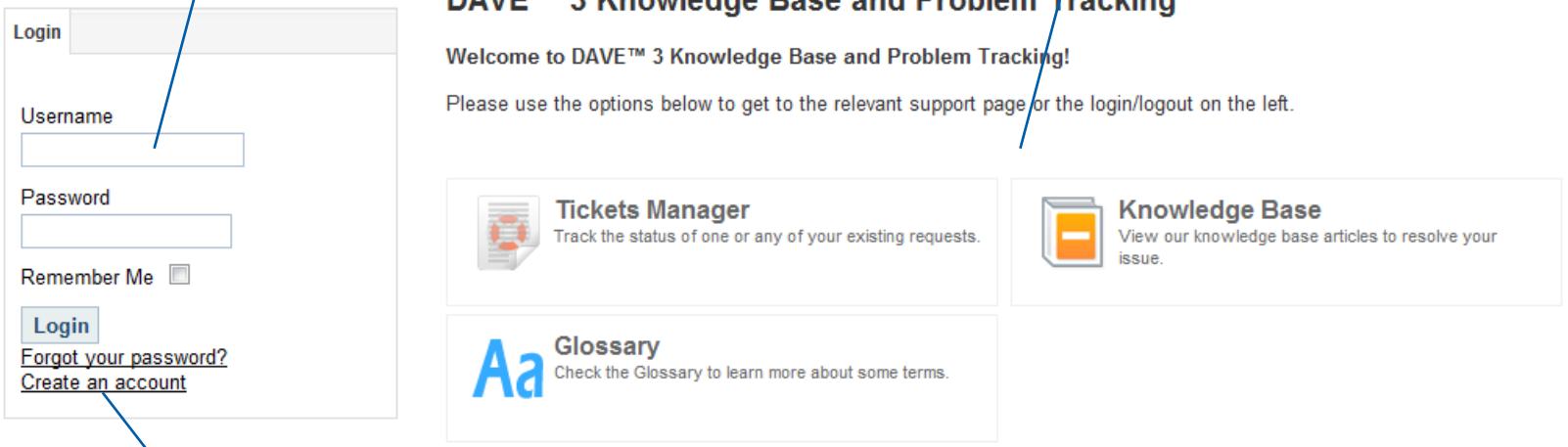
Anonymous users view
Entry page

Enter user name and password if account exists

Select function: ticket manager, knowledge base and glossary



If no account, register. New account can be used for DAVE Forum as well

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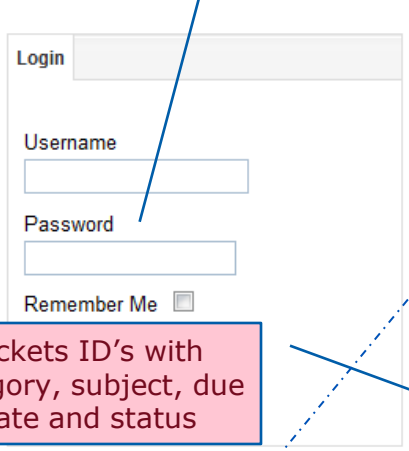
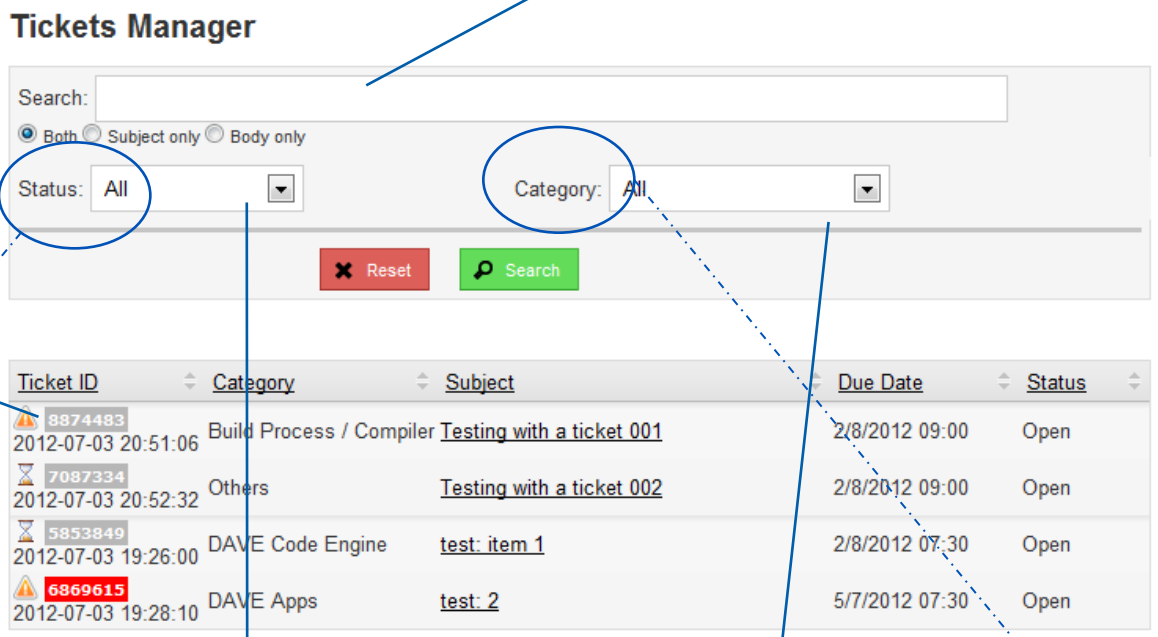
Anonymous users view
Ticket manager

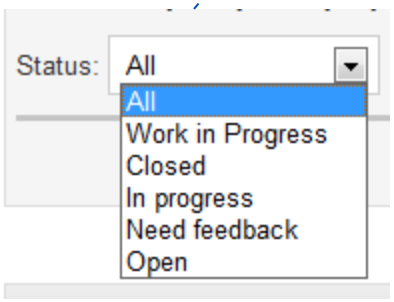
If not registered or not logged in, only viewing of issues is possible

Text search entry
Any selection or entry must be validated with "Search"



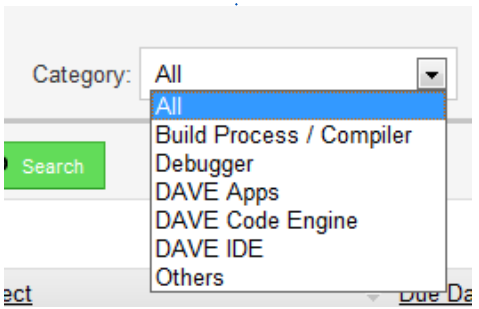


Tickets ID's with category, subject, due date and status



Issues can be filtered by status – status options shown on the left

Categories include values shown on the right



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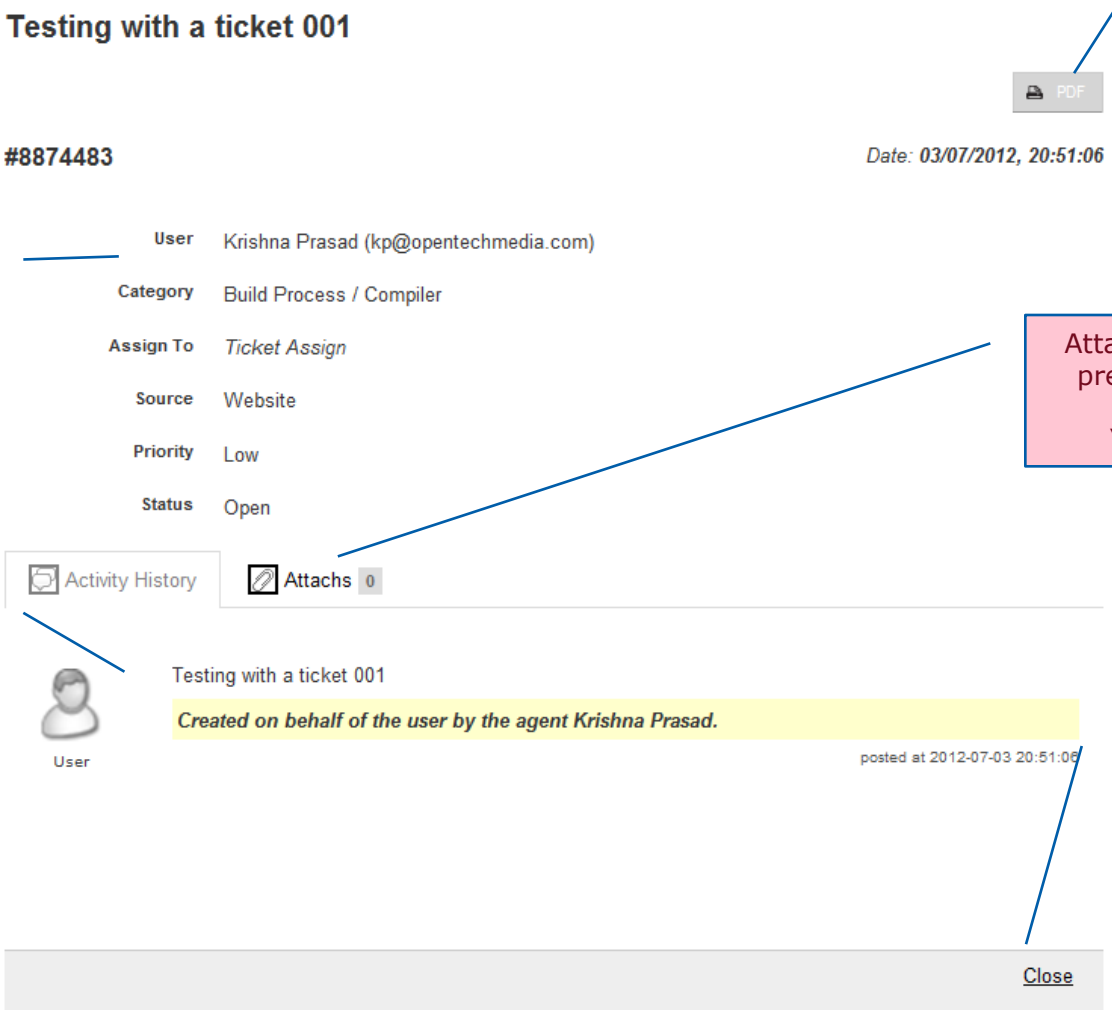
Anonymous users view
Viewing a ticket entry

Issue title and ID

Export to PDF is supported



Issue information and status

Attachments are visible if present and allowed for external view (see 'managers' section

Issue history, multiple posts may be present

As unregistered user, no action possible – end with 'Close'

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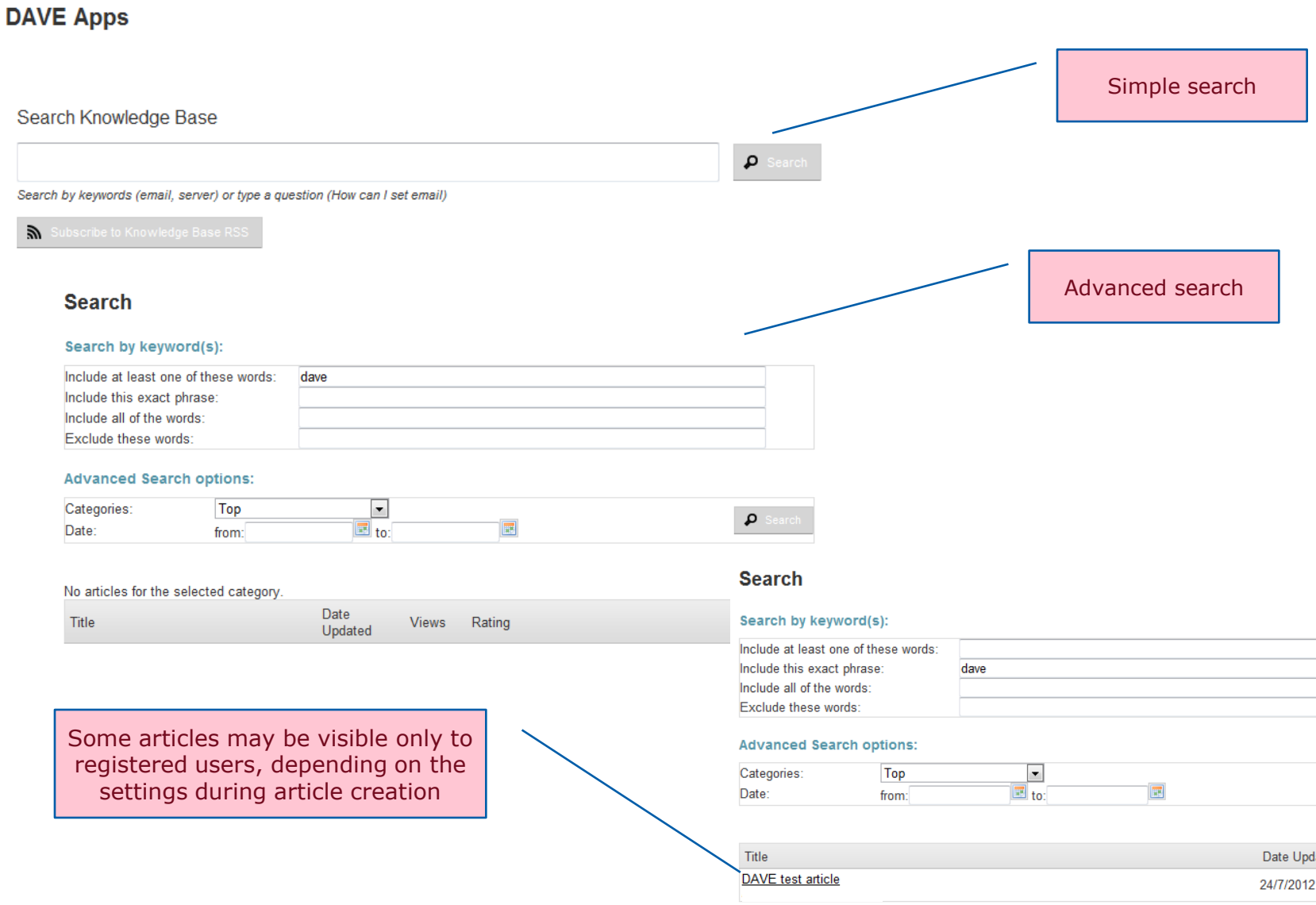
Anonymous users view Knowledge base articles



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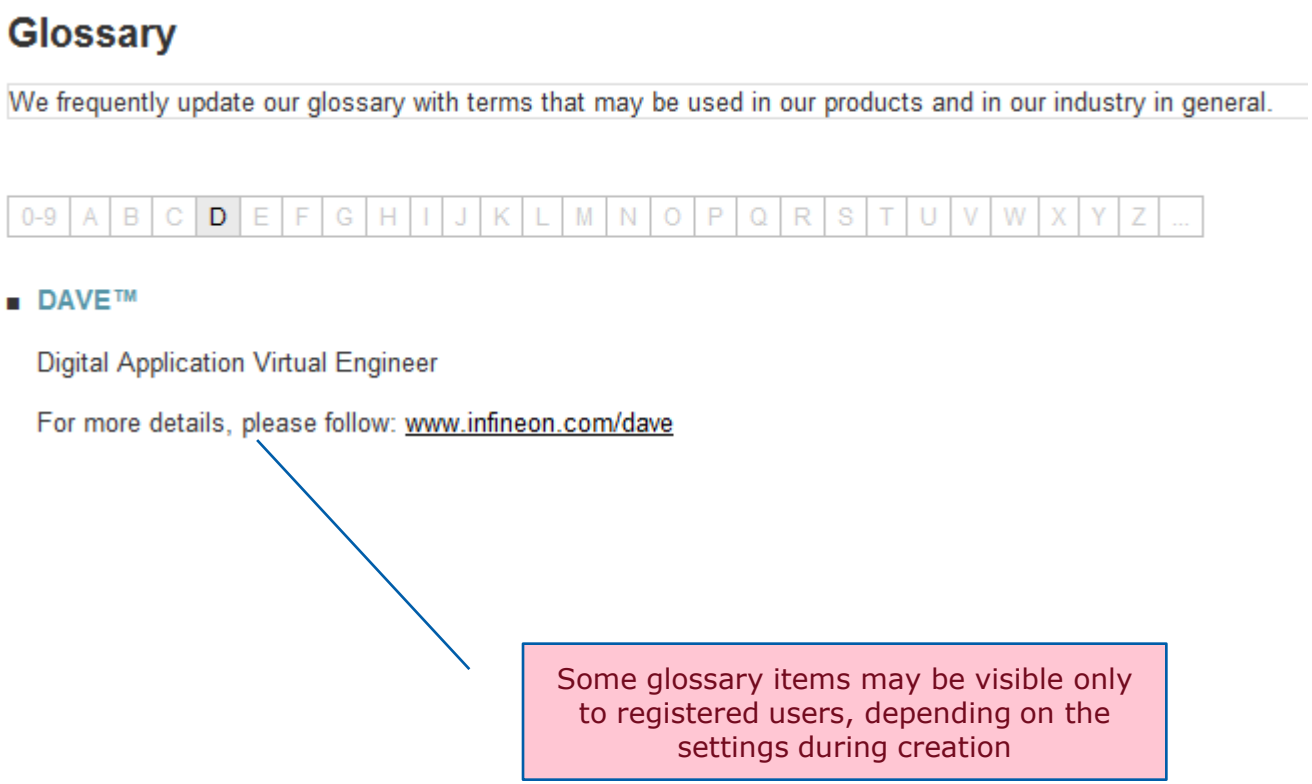
Anonymous users view
Glossary items



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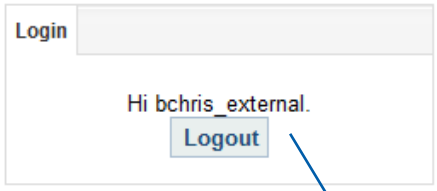
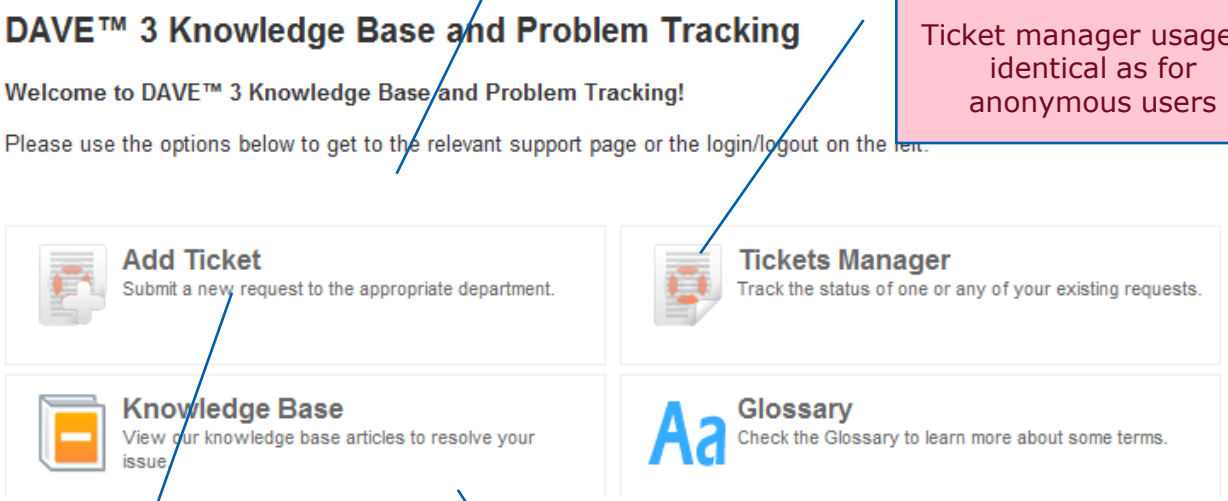
Registered users view
Entry page





Select function: ticket manager, knowledge base, glossary and add ticket

Ticket manager usage is identical as for anonymous users

User identification

Main difference between anonymous and registered user: tickets can be created

Access to knowledge base articles and glossary items is identical to anonymous user.
Additional access to articles and glossary items not published for anonymous users.

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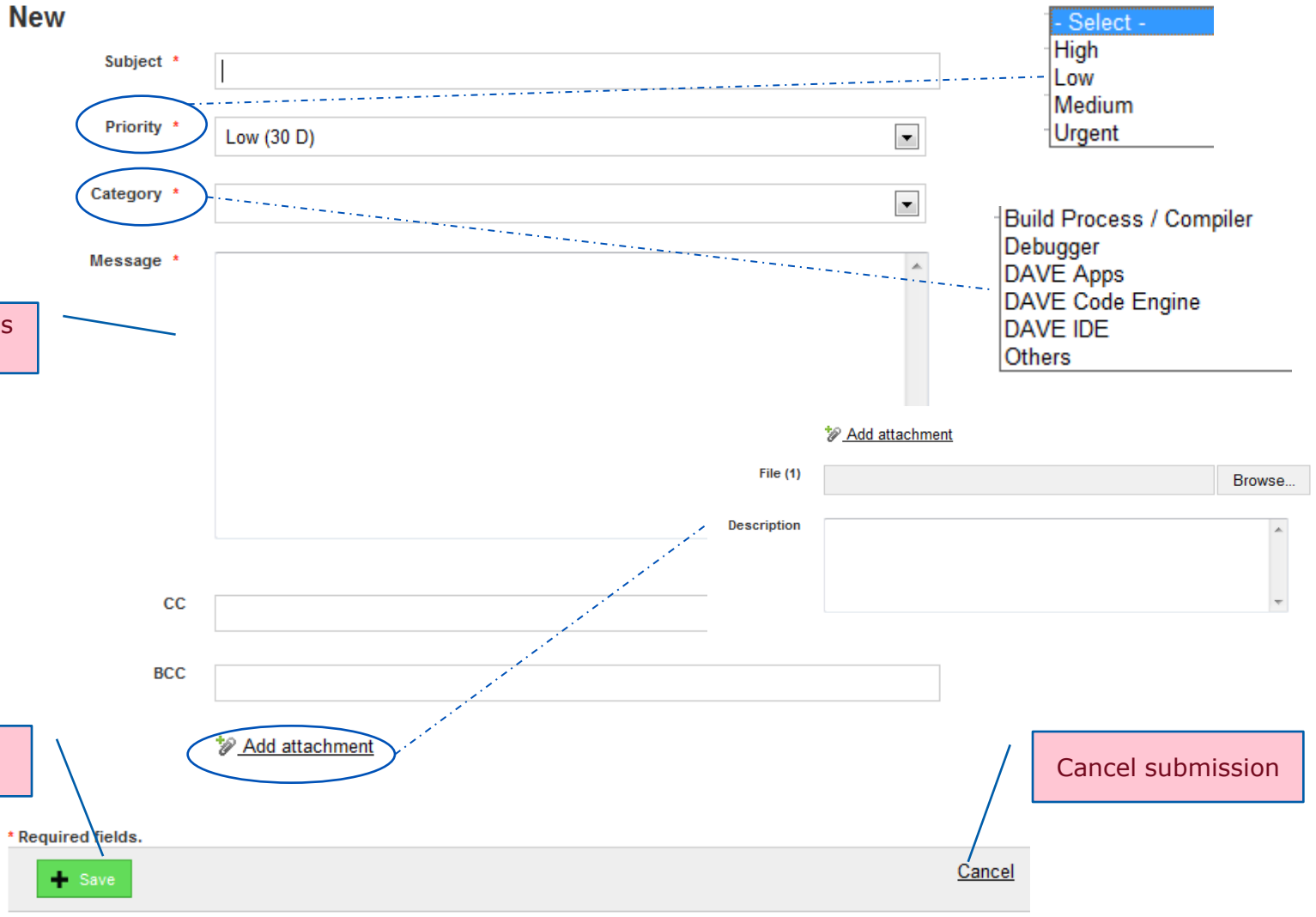
Registered users view
Submit a ticket



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