

Help!

About helpdesk systems in use

André Moreira & Dieter Van Uytvanck

CLARIN ERIC

andre@clarin.eu & dieter@clarin.eu

Virtual Centre Meeting 2020

31 March 2020



Motivation

What did we need?

- Automated issue tracker for help requests
- Documentation platform for user help materials

General requirements

The system should help us:

- Manage help requests arriving by email
- Standardize and track the communications between: users, 1st line support and expert teams
- Aggregate and reuse produced documentation
- Create online 'How-To's and FAQs for common issues
- Provide an easy search and navigation interface for online 'How-To's and FAQs
- Integrate as much as possible with existing systems (regular mail clients, slack, github, clarin.eu)

Intercom

- <https://www.intercom.com>
- Web UI
 - Email messaging interface
 - Automatic conversation tracking per issue
 - Possibility to add notes and media to conversations
 - Refer and invite other people to conversations (registered or not)
- Integrated with regular email system
- Knowledge Base - <https://help.clarin.eu>
 - Collection of support articles per topic (e.g. login via CLARIN SPF)
- Automatically create github tickets

Web UI - conversations

Inbox | CLARIN ERIC | Intercom

https://app.intercom.com/a/apps/y2bxzvwz/inbox/inbox/2189786/conversations/25086505331

Inbox

- Conversations ▾
- You 1
- Mentions 3
- Unassigned 0
- All 26
- CLARIN ERIC 0
- Hide ⚙
- Search...
- Operator 0
- Accounts (developme... 0
- Accounts (production) 4
- Dieter Van Uytvanck 8
- Linda Stokman 10
- Nicola Piras 3
- Twan Goosen 0
- Willem Elbers 0
- Automation >
- Your preferences >

You

Open 1 ▾ Newest ▾

Over the Christmas break we have set th...

Re:CLARIN account: confirm your email address

Dear Sir/Madam,

I have clicked on the link but it showed that my confirmation token is either expired or invalid. Could you please send the link to me again? Thank you so much for your help!

Kind regards,

Details Customize

Lead

- Unknown
- Owner No owner
- Email @cuc.edu.cn
- User id 73b3f29c-2915-4c92-b3...

Show 29 more Edit

Qualification

- Name 张铁强
- Email @cuc.edu.cn
- Phone Add
- Company name Add
- Company size Add
- Company website Add
- Company industry Add

Settings ↗

Recent page views

No page views

External profiles

No external profiles

Latest conversations

No other conversations

Lead notes

Add a note

Reply Note

Type # to add a saved reply or try sending an article

Send

Web UI - conversations

The screenshot displays a web-based chat application interface. The browser address bar shows the URL: `https://app.intercom.com/a/apps/y2bxzwv/inbox/inbox/mentions/conversations/25712943202`.

Inbox: A sidebar on the left lists various conversations. The 'Mentions' section is active, showing a list of conversations where the user or their team is mentioned. The list includes:

- accounts and 1 other (CLARIN ERIC) - 41m
- André Moreira | gave a CLA... - a CLA...
- accounts and 1 other (CLARIN ERIC) - 3h
- André Moreira | still can't acc... - still can't acc...
- accounts and 1 other (CLARIN ERIC) - 1d
- André Moreira | Did you receive any n... - Did you receive any n...
- accounts and 1 other (CLARIN ERIC) - 19d
- André Moreira | Dieter Van Uytvanck ... - Dieter Van Uytvanck ...
- accounts and 1 other (CLARIN ERIC) - 1mth
- André Moreira | Dieter Van Uytvanck I ... - Dieter Van Uytvanck I ...
- accounts and 3 others (CLARIN ERIC) - 2mth
- André Moreira | Dieter Van Uytvanck ... - Dieter Van Uytvanck ...
- accounts and 1 other (CLARIN ERIC) - 2mth
- Looks like another case of lacking at... - Looks like another case of lacking at...
- accounts and 1 other (CLARIN ERIC) - 2mth
- Dieter Van Uytvanck | André Moreira ... - Dieter Van Uytvanck | André Moreira ...

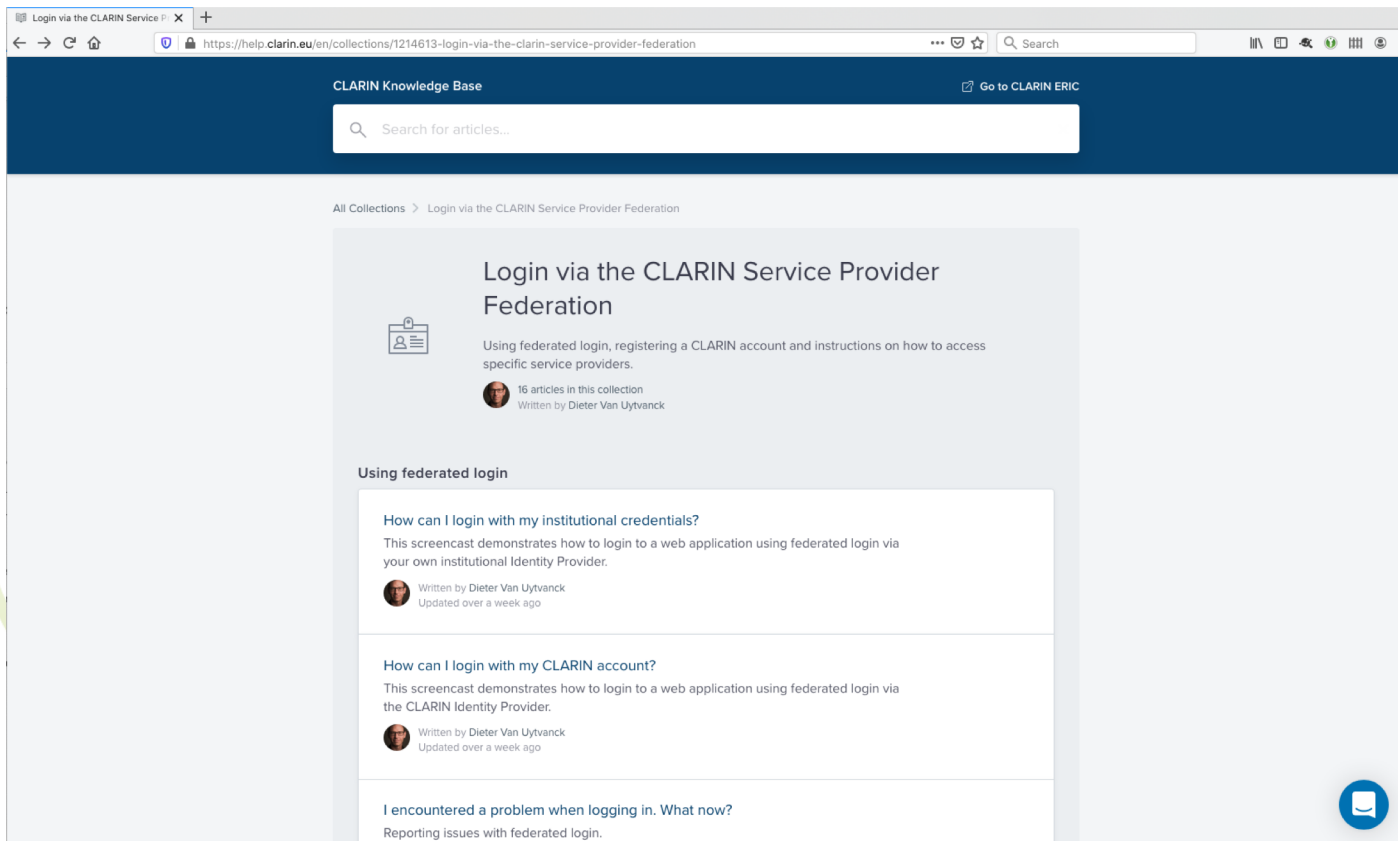
Conversation Thread: The main area shows a conversation with 'accounts@clarin.eu and 1 other'. The thread includes:

- A message: "Kind regards,"
- A link: "Zitat von [accounts@clarin.eu](#):"
- A note: "Dieter Van Uytvanck | André Moreira | Can you please have a look at the error message and let me know if I can give out a CLARIN account?"
- A note: "Typical case of German Universities not trusting German universities :) His university is not releasing his information to HZSK... I will contact them. Meanwhile if the user is in a rush, you can approve his account. For future reference: [Screenshot of a comparison between Philipps Universität Marburg and hzsk (Hamburger Zentrum für Sprachtechnologie Marburg)]"

Profile Card: A profile card for 'accounts@clarin.eu' is visible on the right. It includes:

- Lead: Unknown
- Owner: No owner
- Email: accounts@clarin.eu
- User id: 00a2cfd5-bd22-4621-82...
- Qualification: Name, Email, Company name, Company size, Company website (all checked).
- Settings: Phone, Add; Company industry, Add.
- Recent page views: No page views.
- External profiles: No external profiles.
- Latest conversations: Open with Linda; Dear, Can you try to acc...; Closed by Linda.

Knowledge base



The screenshot shows a web browser window with the address bar displaying `https://help.clarin.eu/en/collections/1214613-login-via-the-clarin-service-provider-federation`. The page header is dark blue with the text "CLARIN Knowledge Base" and a "Go to CLARIN ERIC" link. A search bar is present with the placeholder text "Search for articles...". The main content area is light gray and features a breadcrumb trail: "All Collections > Login via the CLARIN Service Provider Federation". The article title is "Login via the CLARIN Service Provider Federation", accompanied by a document icon. Below the title, a summary states: "Using federated login, registering a CLARIN account and instructions on how to access specific service providers." It also indicates "16 articles in this collection" and "Written by Dieter Van Uytvanck". The article content is organized into sections: "Using federated login" is the main heading, followed by two sub-sections: "How can I login with my institutional credentials?" and "How can I login with my CLARIN account?". Each sub-section includes a brief description and a byline: "Written by Dieter Van Uytvanck" and "Updated over a week ago". A third section, "I encountered a problem when logging in. What now?", is partially visible at the bottom, with the text "Reporting issues with federated login." A blue chat bubble icon is located in the bottom right corner of the page.

CLARIN Knowledge Base [Go to CLARIN ERIC](#)

Search for articles...

All Collections > Login via the CLARIN Service Provider Federation

Login via the CLARIN Service Provider Federation

Using federated login, registering a CLARIN account and instructions on how to access specific service providers.

16 articles in this collection
Written by Dieter Van Uytvanck

Using federated login

How can I login with my institutional credentials?

This screencast demonstrates how to login to a web application using federated login via your own institutional Identity Provider.

Written by Dieter Van Uytvanck
Updated over a week ago

How can I login with my CLARIN account?

This screencast demonstrates how to login to a web application using federated login via the CLARIN Identity Provider.

Written by Dieter Van Uytvanck
Updated over a week ago

I encountered a problem when logging in. What now?

Reporting issues with federated login.



Thank you