

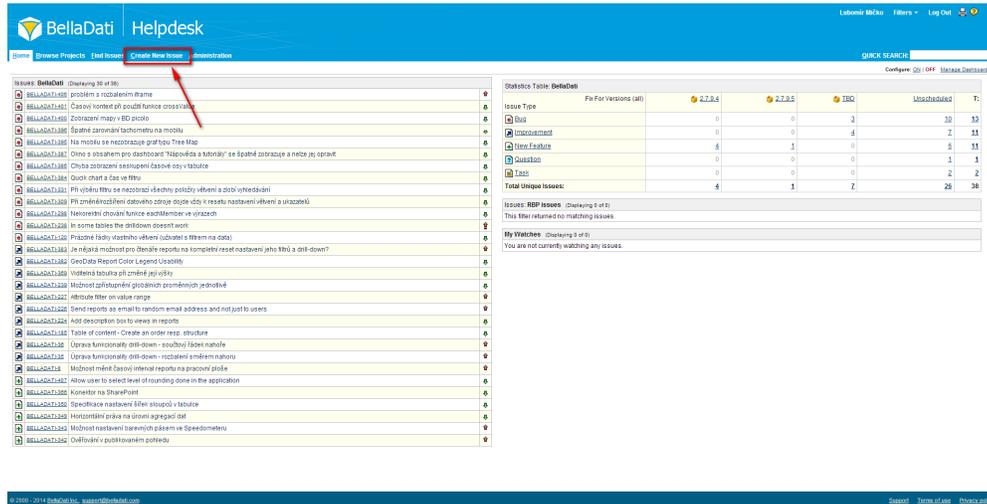
How to create a ticket

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If you want to inform us about bugs or suggest us a new feature, you can use a dedicated online issues tracking system available at issues.belladati.com. You can register for free, just click the link below the log-in screen.

1. Click on "Create new issue"

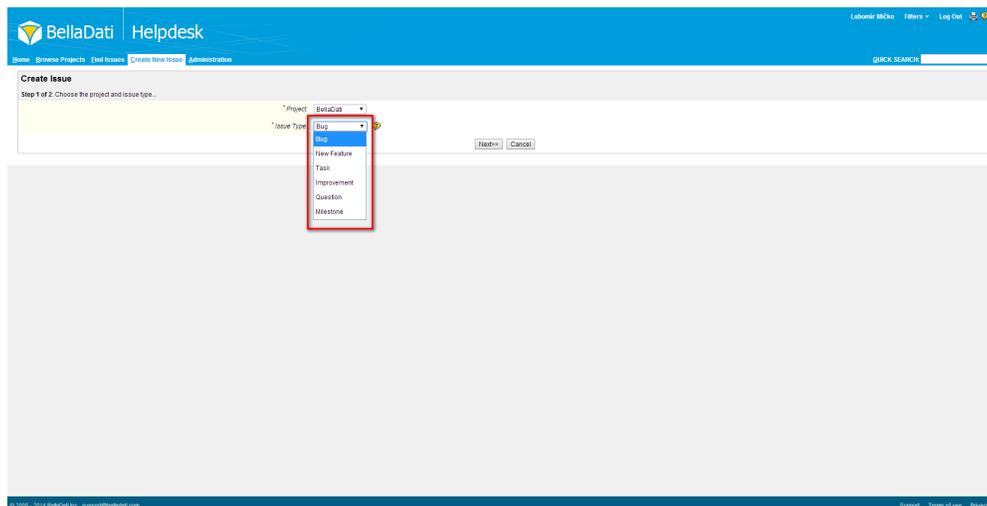
To raise a new issue, select "Create new issue" in the top menu.



2. Select project and issue type

If there is a specific project group created, please choose the project group. Then choose the right issue type, these are the categories:

- Bug
- Improvement
- Task
- New Feature
- Question



3. Provide issue description

In the second step you should write a summary and description of the request.

Please use the most exact and describing name of the request in the "Summary" field. Inappropriate summary are for example "Table error" or "Import doesn't work". The correct name should clearly identify the request like "Table - wrong displayed values after activating of the drill down". You can also fill the "Environment" field, which localise the request, such as Operating System, Browser Version etc. In the "Description" field, describe the issue in details. If it is a bug, it should include clear steps to reproduce with 1,2,3..., actual result, expected result, necessary screenshots with highlights, and exported BellaApp if relevant; If it is a new feature or improvement, the expected behaviour needs to be clearly described and with mock ups and prototypes provided.

Once all fields are finished, confirm your request by the pressing the "Create" button.

The screenshot shows the 'Create Issue' form in the BellaData Helpdesk. The form is titled 'Create Issue' and 'Step 2 of 2: Enter the details of the issue...'. It contains several fields: 'Project' (BellaData), 'Issue Type' (New Feature), 'Summary' (Report - add support for gantt chart), 'Priority' (Normal), 'Components' (Administration, BellaData Module, Dashboards, Data connectors), 'File Versions' (Unreleased Versions, 2.7.2.4, 2.7.5.0, 2.8, 3.0), 'Recorder' (Imico), 'Environment' (For example operating system, browser version and/or hardware specifications (include as appropriate for the issue)), 'Description' (A large text area for detailed description), 'Attachment' (Choose File - No file chosen), 'SEN' (Support-Entitlement Number), and 'Internal Issue' (checkbox). The form is highlighted with a red border.

Afterwards, you will be able to track the processing of your request on the same page. You can also make a screenshot of the screen (typically in case of bugs) and attach it to this request. If you want to do this, just click on the "Attach file" or "Attach screenshot" link in the left menu of your request. We will try to resolve all your suggestions as soon as possible.