



Optima Service Desk Customer support - User Guide

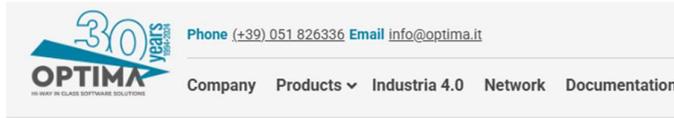
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Access to the portal

- Open the url: <https://www.optima.it/area-clienti/>
- Click on: **Access the Optima Service Desk Portal**



Technical Support

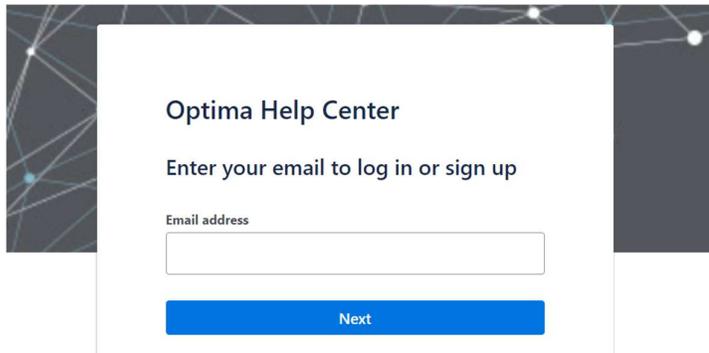
To ensure quick and efficient service, support is managed centrally via our Web portal. If you use the Optima Service Desk portal to open, track, and manage your support tickets.

[Access the Optima Service Desk Portal](#)

Read the access and user instructions

Optima Help Center

- Enter Email Address



Optima Help Center

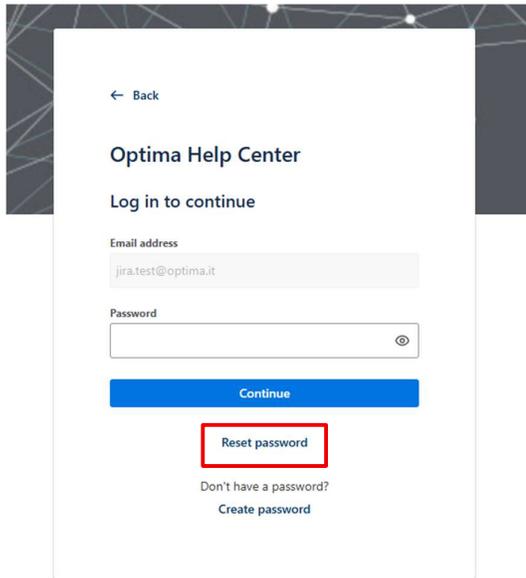
Enter your email to log in or sign up

Email address

Next

In the case of new registration, enter your email and follow the instructions for new registration (Signup) to create a new account.

Password reset: The password reset can be done independently using the reset functionality of the portal



Support request

- Access the Support request section to enter and manage support requests:

[Optima Help Center](#) / [Optima Service Desk](#)



Optima Service Desk

Welcome to OPTIMA Srl Service Desk. You can raise a request from the options provided.

What can we help you with?



Support request
Need help installing, configuring, or troubleshooting? Select this to request assistance.



Other questions
Don't see what you're looking for? Select this option and we'll help you out.

PLEASE NOTE: if you do not see the Support request item on the Optima Help Center screen, contact Optima support via email registration-jira@optima.it to enable the account for the service.

New support request

- Fill out the form to enter a new request for assistance

[Optima Help Center](#) / [Optima Service Desk](#)

Optima Service Desk

Welcome to OPTIMA Srl Service Desk. You can raise a request from the options provided.

What can we help you with?



Support request

Need help installing, configuring, or troubleshooting? Select this to request assistance.

For fast and effective support, please complete the form below. A clear 'Summary' and detailed 'Description', along with an attachment, will help us route your request to the right technician immediately.

Required fields are marked with an asterisk*

Product area

Select the correct Product Area

Priority

Critical: Complete service interruption. Maximum impact on business operations. High: Significant service degradation. – High impact on productivity. Critical deadlines at risk. – Medium: Moderate degradation. Limited impact to single user/department. Workaround available. – Low: Generic support request. No immediate operational impact. Improvements/feedback.

Summary*

Write a short, clear title. Ex: "Error 500 when saving sales report."

Description*

Normal text ▾ | **B** *I* ... | A ▾ | :: = | @ + ▾

Explain what you were trying to do, what you expected to happen, and what happened instead. If you have an error message, please copy and paste it here.

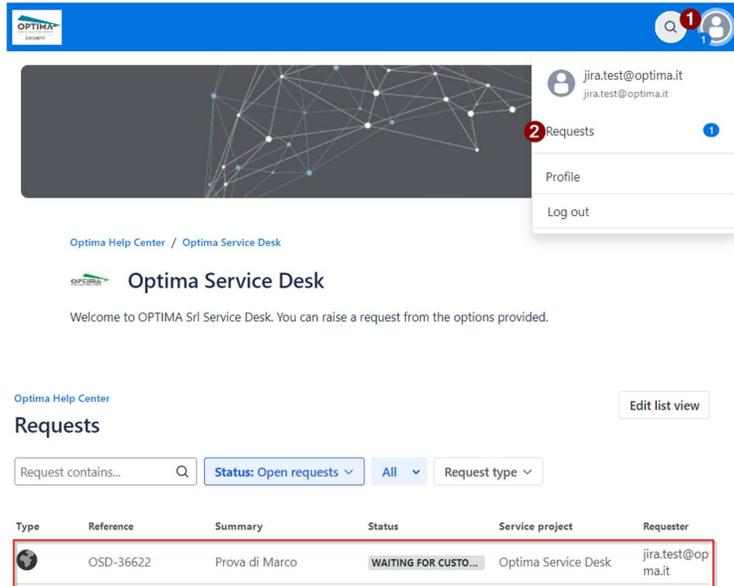
Attachment

PLEASE NOTE: The priority of the ticket will be confirmed or updated by the support engineers after verifying the severity and importance of the request.

The SLA time for taking charge of the request will start at the time of sending and will end at the time of the change of status (opening, closing, information request, etc.)

Handling support requests

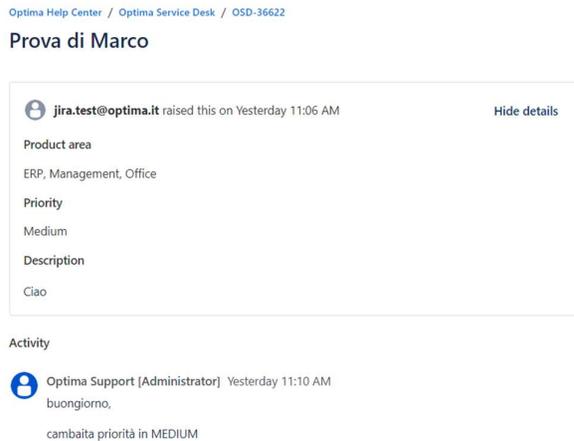
- Access the service request management features to check the status of your requests: User → requests



The screenshot shows the user interface of the Optima Service Desk. At the top, there is a blue header with the Optima logo and a search icon. Below the header, a user profile dropdown menu is open, showing the user's email address (jira.test@optima.it) and a notification for 2 requests. The main content area displays the 'Optima Service Desk' header and a welcome message. Below this, there is a 'Requests' section with a search bar and filters for status (Open requests), all requests, and request type. A table of requests is shown, with one request highlighted in red: 'OSD-36622' with the summary 'Prova di Marco' and status 'WAITING FOR CUSTOMER'.

Type	Reference	Summary	Status	Service project	Requester
	OSD-36622	Prova di Marco	WAITING FOR CUSTOMER	Optima Service Desk	jira.test@optima.it

View the details and status of a specific request



The screenshot shows the details of a specific request. The breadcrumb trail is 'Optima Help Center / Optima Service Desk / OSD-36622'. The request title is 'Prova di Marco'. The user 'jira.test@optima.it' raised this on 'Yesterday 11:06 AM'. The product area is 'ERP, Management, Office', the priority is 'Medium', and the description is 'Ciao'. Below the details, there is an 'Activity' section showing a comment from 'Optima Support [Administrator]' on 'Yesterday 11:10 AM' stating 'buongiorno, cambaita priorità in MEDIUM'.

PLEASE NOTE: You can add comments and/or update the status yourself if needed