EOSC Helpdesk - integration factsheet

What is it

Helpdesk is a key component of any modern IT infrastructure and provides an essential function that is required to establish a communication channel between user and service provider in order to resolve user requests, to provide full support for the services in the catalogue with an ultimate goal to improve user experience and satisfaction.

EOSC Helpdesk acts as a single point of contact for all EOSC customers for requesting help, support and other requests. It provides ticket management and allows to track the inquiries related to EOSC services, resources, projects and general questions.

Why to use it

For EOSC users the EOSC Helpdesk provides a uniform communication channel to address any issues in the scope of EOSC without a priori knowledge of service contact, compliant with FitSM standard facilitates effective execution of incident and request management and related processes. The helpdesk effectively supports customers in communication with EOSC.

For EOSC providers the EOSC Helpdesk delivers a support solution as a service for integration in their operational processes. EOSC providers could benefit from using the EOSC Helpdesk as a service to establish user support for their services. Depending on the initial situation and maturity of user support in the EOSC provider organization, EOSC Helpdesk can be used in multiple ways depending on the integration option.

How to integrate with it

For new EOSC providers and communities there are three levels of interoperability with helpdesk, which correspond to the three integration paths:

- **Direct usage (Helpdesk as-a-service):** in this integration the EOSC helpdesk can be used as the ticketing system for the community and their onboarded services. If you choose this option, you don’t need to maintain your own helpdesk and can use all benefits provided by the EOSC Helpdesk to support your users.

- **Ticket redirection:** in this integration the EOSC helpdesk is to be used only as a contact point to redirect the initial request to the provider’s or community mailing or existing helpdesk without further integration. This option is for communities and providers with mature helpdesk system who would like to have only additional channel for requests via EOSC Helpdesk.

- **Full integration:** this path corresponds to the integration with community helpdesk, which implies full bi-directional synchronisation between EOSC Helpdesk and community helpdesk. This integration can be achieved by application of a set of helpdesk REST APIs. The exact integration guidelines should be defined based on the specifications agreed with the community. This integration is useful for providers and communities with mature helpdesk systems who would like to have tight connection with EOSC Helpdesk, so they could manage the tickets seamlessly in both systems.

Dependencies/Prerequisites

No prerequisites are required for EOSC users to submit the ticket to the EOSC helpdesk. The submission can be accomplished via EOSC Portal web interface (ticket submission without EOSC AAI login) or via Helpdesk Portal (requires login via EOSC AAI), or via email.

Some information is required from EOSC Providers who would like to integrate with EOSC Helpdesk service depending on the integration option. For the “Full integration” scenario specification document should be established and integration work to be accomplished on the helpdesk of the EOSC provider.

Where to ask assistance

- Via E-mail: help@eosc-portal.eu
- Webform at https://eosc-portal.eu/contact-us
- Via helpdesk dashboard at https://eosc-helpdesk.eosc-portal.eu
- Via Telegram: @EOSC Helpdesk https://t.me/EOSCHelpdesk_bot
- Via Providers Dashboard extension https://eosc-portal.eu/eosc-providers-hub