

Jira Service Desk Closure of TopDesk on 1st April

Our new Tech Support System, [Jira Service Desk](#) has now been in place for over two months, and has seen great results so far:

- 4.9/5 star rating for the service
- 544 tickets were opened in January, 501 in February
- Over 94% of the tickets opened in February were resolved

Next Steps

When we introduced the new system at the beginning of the year, we were still transitioning from our previous tool, TopDesk.

As on 1st April, Jira will be the only tech support system we will be using, meaning that the following will migrate to the new tool:

- M3 enquiries
- Business Intelligence enquiries
- Documentation enquiries
- FuturMaster

There will be no access to the previous tool from April, please use the links below to access Jira.

How do I access?

You can [click here](#) to easily access Jira.

You will also have noticed that a shortcut has appeared on your desktop.

Training

The Technology Team has created some training to learn how to use Jira.

- [Click here](#) to access the English Course.
- [Cliquez ici](#) pour accéder à la formation Jira en ligne et en Français.

Here is a list of questions and answers:

- [Click here](#) to read them in English
- [Cliquez ici](#) pour les lire en Français

There is also a dedicated Team Site to help and guide you, [click here](#) to access.

Want to know more about the tool?

[Click here](#) to watch a Youtube video about this tool.

Any Question?

Should you have any question please contact Claudio Toledo.

Si vous avez des questions n'hésitez pas à contacter Patrick Ollier.