ONELIQUID

SUPPORT PORTAL
USER MANUAL

LIQUID
INTELLIGENT TECHNOLOGIES

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Welcome to the OneLiquid Support Portal User Guide

This document is a functional reference on how to use the OneLiquid Support Portal

Features available on the portal include:

- Access 24x7 to OneLiquid Support Portal
- Create a Case
- View real-time progress and updates made on the Cases
- View all Case history
- View billing information and download PDF invoices
- Add users
- Liquid Intelligent Technologies planned maintenance notices
- Help desk chat
- Feedback Portal
- Knowledge Base
- News
- Liquid Network Information
- Attach supporting documents or files

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OneLiquid Support Portal FAQs

1. What is OneLiquid Support portal?

OneLiquid Support Portal (OLP) is a self-service solution built to cater to the customer's needs. The portal allows the customer to raise queries or faults, and find billing information as well as Liquid Network information under the same interface.

The portal allows Liquid Intelligent Technologies to offer our customers faster and more cost-effective support that is accessible 24/7 at anytime from anywhere. The OneLiquid Portal empowers our customers to find solutions on their own terms, within their own timeframes.

2. Which self-service options are available on the Portal?

- View and download billing invoices
- Help desk chat
- Log tickets & view ticket history
- Add new users to the customer admin profile
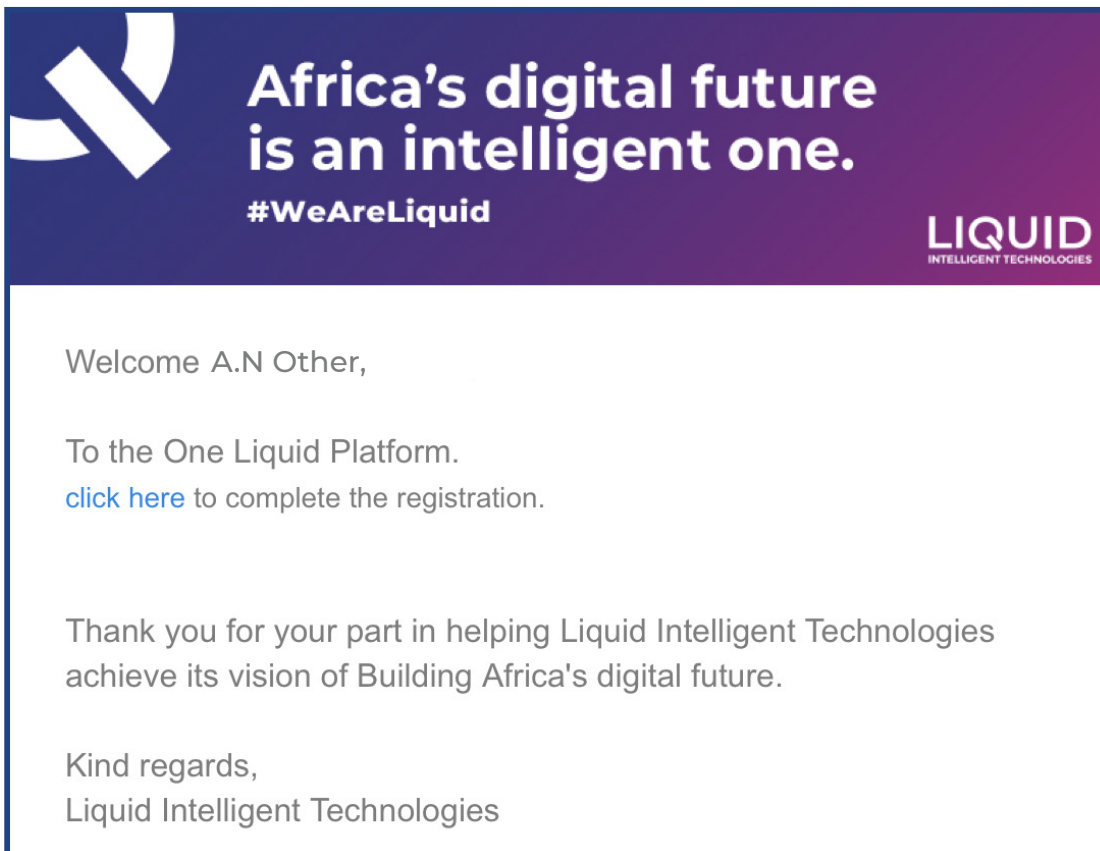- Give feedback

3. How do I reset my password?

Click on the 'Forgot password' feature on the site and a link will be sent to your registered email.

4. Is OneLiquid Support Portal available on **Google App store** or **Apple store**?

No, OneLiquid Support Portal is currently available only on the web platform.

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1. Customer Account Generation and Logging in

- Your selected administrator will register your team members' emails using instructions provided by Liquid Intelligent Technologies
- Once registered successfully, the customer will receive a system-generated invitation email with prompts to the **OneLiquid Portal (OLP)** *(Example Below)*
- The customer will need to click the link to complete the registration
- After clicking the link, the customer is redirected to the OLP default homepage which is displayed according to the entitlements set
- The **OneLiquid Support Portal** is ready for use

Africa's digital future is an intelligent one.

#WeAreLiquid

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Welcome A.N Other,

To the One Liquid Platform.
click here to complete the registration.

Thank you for your part in helping Liquid Intelligent Technologies achieve its vision of Building Africa's digital future.

Kind regards,
Liquid Intelligent Technologies

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2. Homepage Overview

The homepage is the main page where visitors can find hyperlinks to other pages on the application

Billing
Displays billing information (Invoices)

Customer Admin
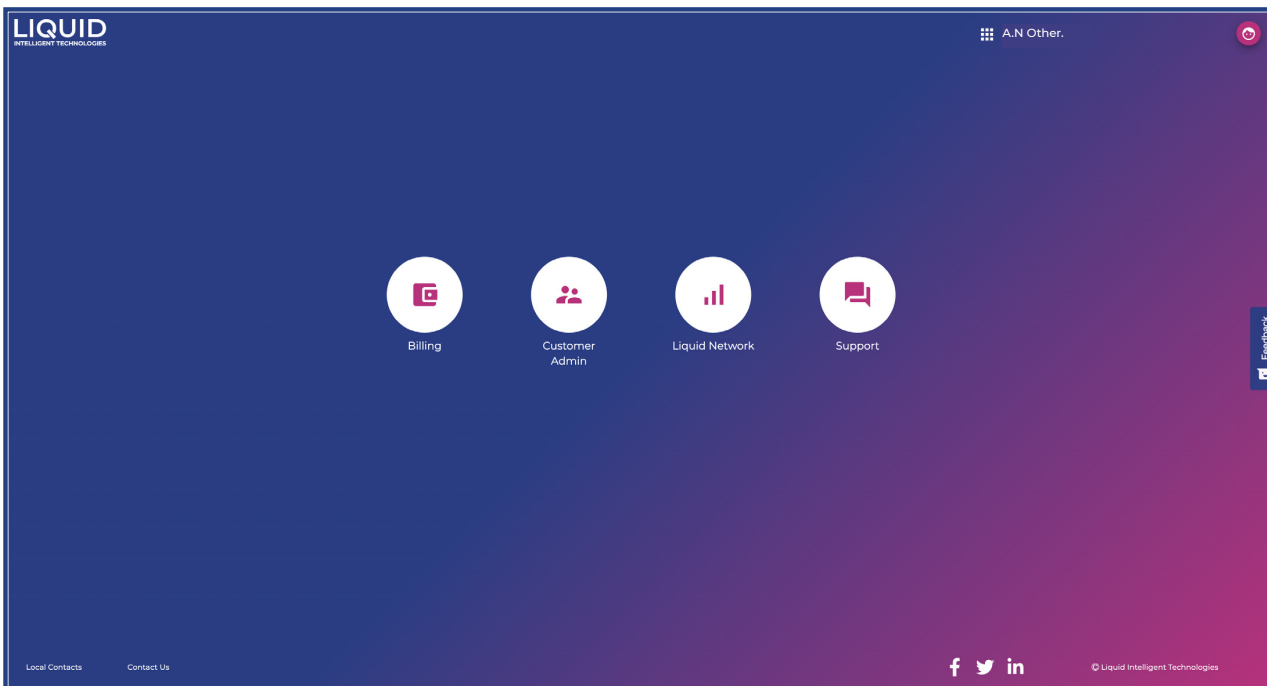Used for setting up other customer users.

Liquid Network
Displays Liquid Network information

Support
Links to service-now Help desk. Customer can create Cases from the platform.

3. Billing

The Billing section displays billing information such as invoices.

The following invoice details are found on this section:

- A list of the invoices and their reference numbers

- Last billing date and next billing date

- Invoice Status: total number of paid and unpaid invoices

- Click on the invoice reference number to download a PDF copy of the invoice

4. Customer Admin

A customer can add additional users from the Customer Admin module.

4.1 Company Users

- ■ Click on the Customer Admin icon to view the company users
- ■ Click on the Add User icon to add new users
- ■ In this section, you can view the number of activated users
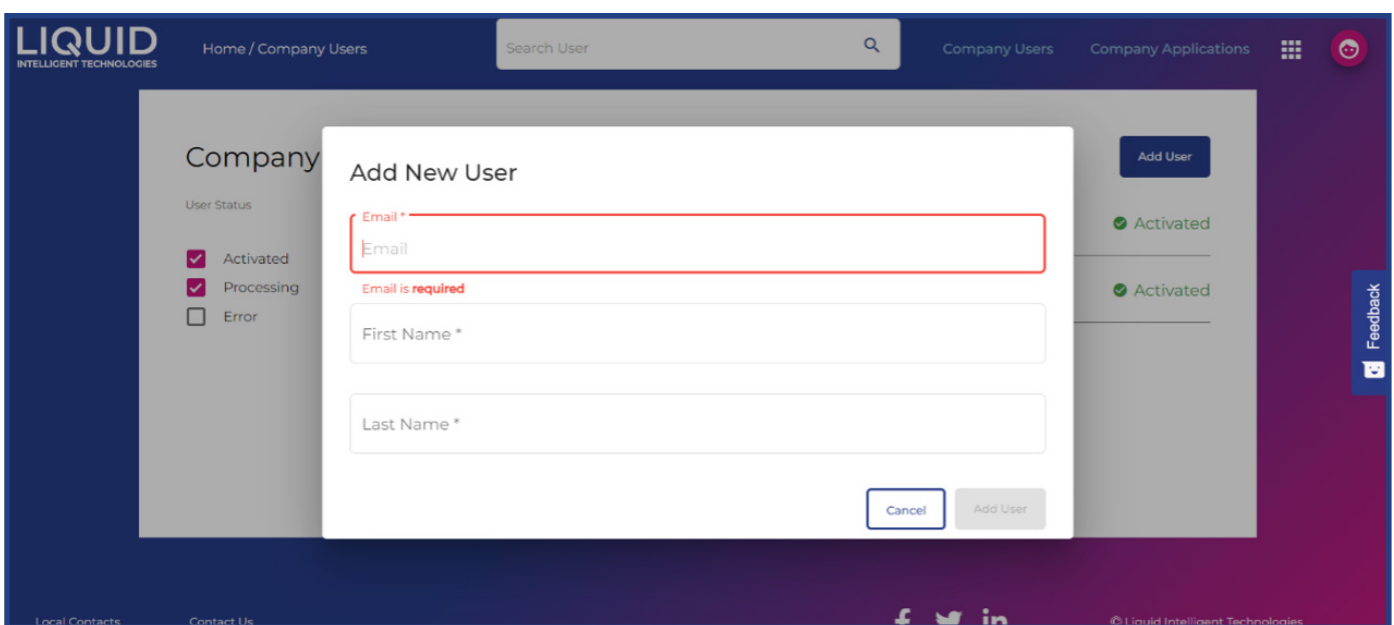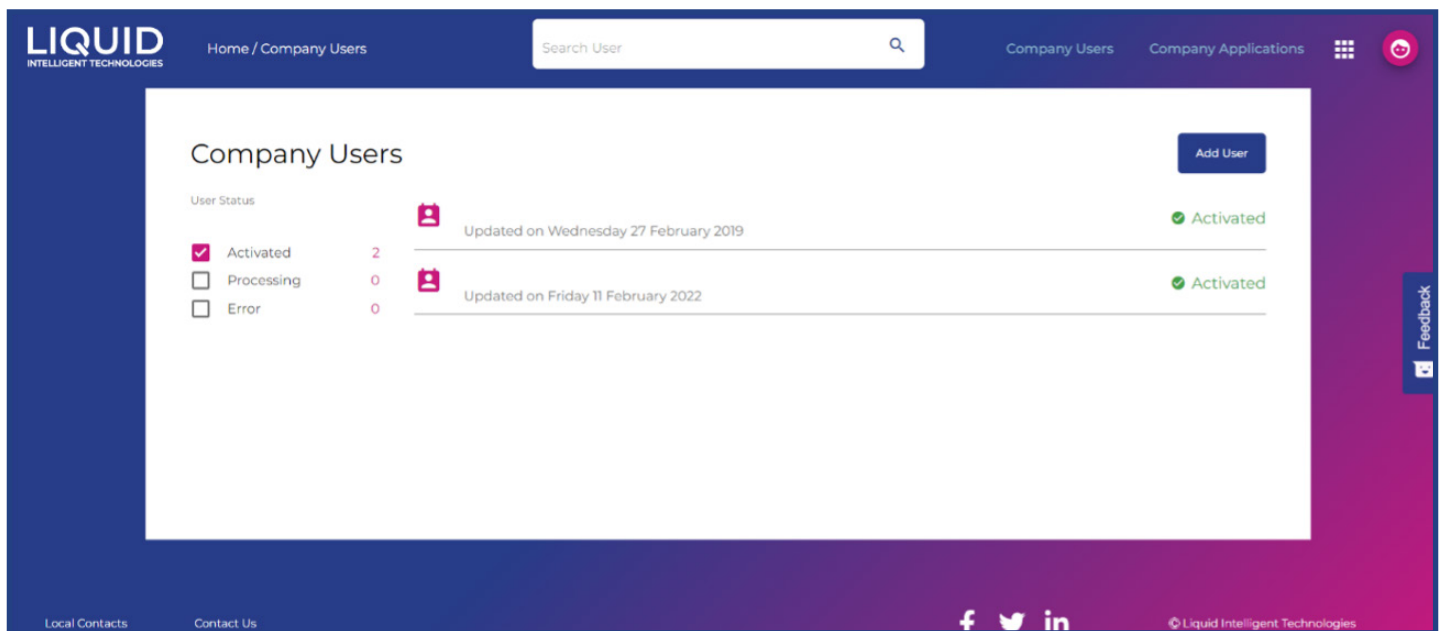
Click on Add User and the Add New User option pops up

Proceed to enter the following:

- *Email:* enter the user's email address

- *First Name:* enter first name of user

- *Last Name:* enter last name of user

- After entering the *Email* address, *First Name* and *Last Name*, click Add User

- The user status will display the following checkboxes ticked Activated and processing for an account that has been successfully added and has rights to add other users.

4.2 Company Applications

This section lists all the portal's modules and the administrator can grant access to the users for the following modules:

- **Billing -** Allows Liquid customers to view their billing reports

- **Customer Admin -** Allows Liquid customers to control access to their Liquid applications

- **Liquid Network -** A public website for viewing the performance of the Liquid Network

- **OneLiquid -** Provides Liquid users with a view of all the applications they have access to

- **Support -** Allows Liquid customers to raise issues and make enquiries.
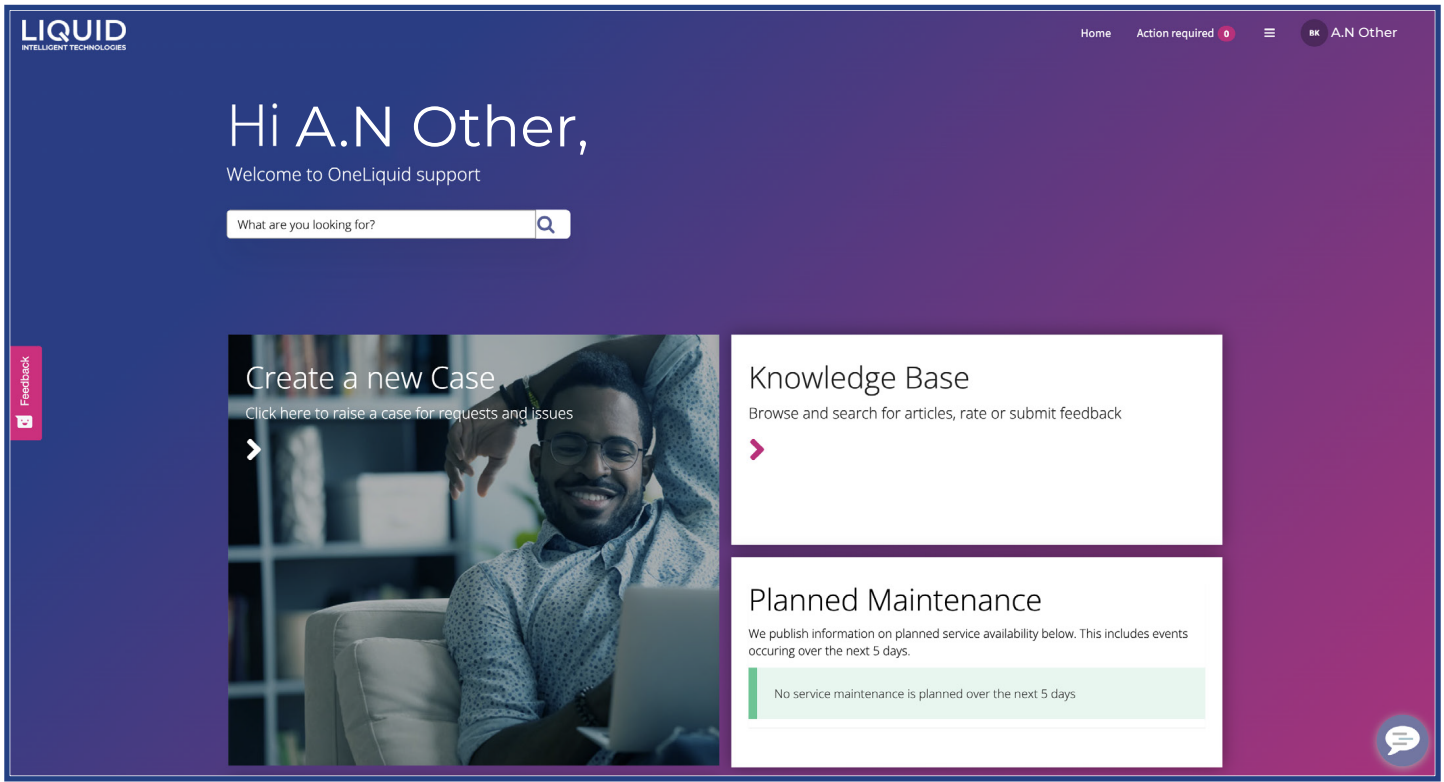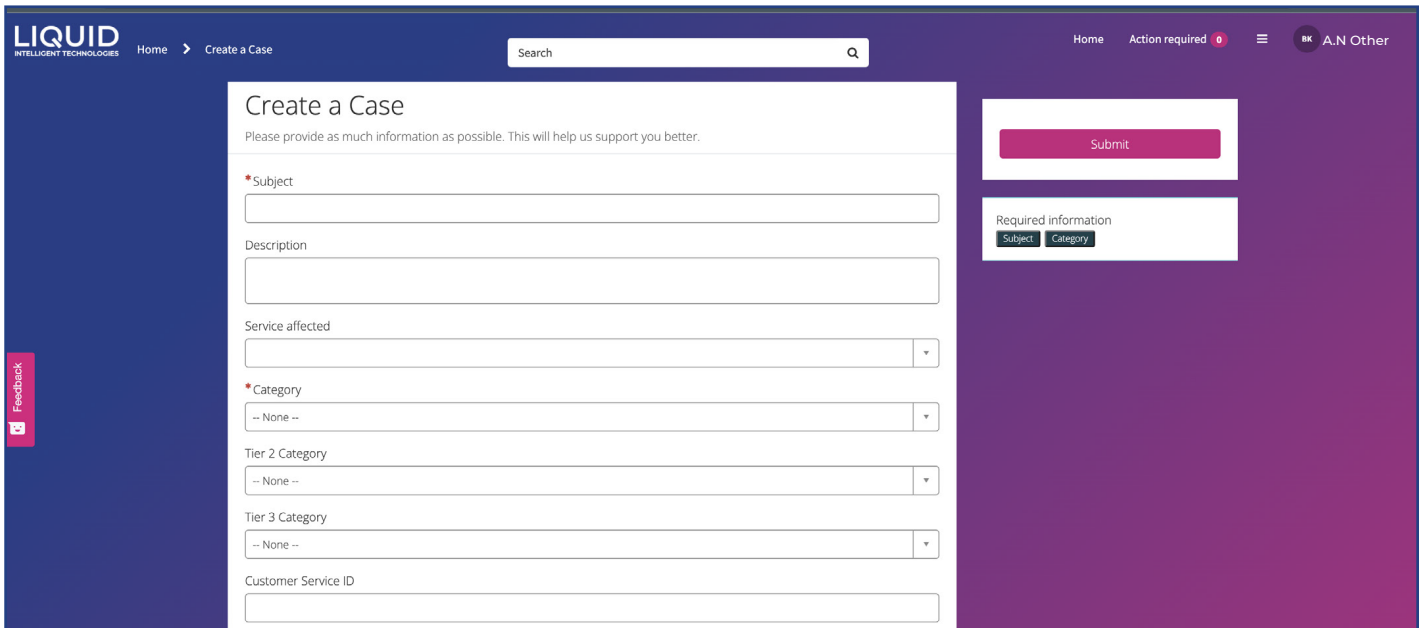
5. Support

When you click on the Support module you are directed to the above page where you can view the following tabs:

- Create a new Case
- My Cases
- Planned maintenance
- Knowledge base
- Action required
- What are you looking for?
- News
- Most viewed articles
- Help desk chat
- Feedback

5.1 Create A New Case

Create Cases on **"Create a New Case"**. On the Support module, click the Create a Case tab and you'll get directed to the page below.

The Create a Case section has the following fields:

Subject

In this field, enter a request, enquiry, or affected site name and nature of the fault. For example, XYZ Holdings Chiredzi Link Down.

Description

Provide more details about the logged issue, and clearly describe the fault or request. Include the physical address of the affected site, name of the contact person and the contact number.

Category

Enter the appropriate category by utilizing the drop-down option. For example, a link that is down the Category is Technical Support and for an invoice request or billing issue the category is Billing.

Category 2: Enter the appropriate category by utilizing the drop-down option. For example, for a link that is down, the user selects 'Service Outage' and for an unstable connection, select 'Intermittent Availability'.


Customer Service ID: Enter the Liquid Intelligent Technologies Billing Service ID.

Add users to watch list: List of users who can view the communication with Liquid Intelligent Technologies regarding the Case raised.

Add Attachments: Attach supporting documents or files to your Case using this section.

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Click Submit when finished. The report incident will be automatically submitted and routed to the appropriate queue for investigations.
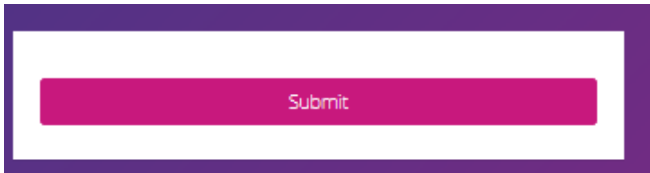
After submitting the details, a Case number is created (CS2323479) and the user is able to check updates via the portal or the registered email.
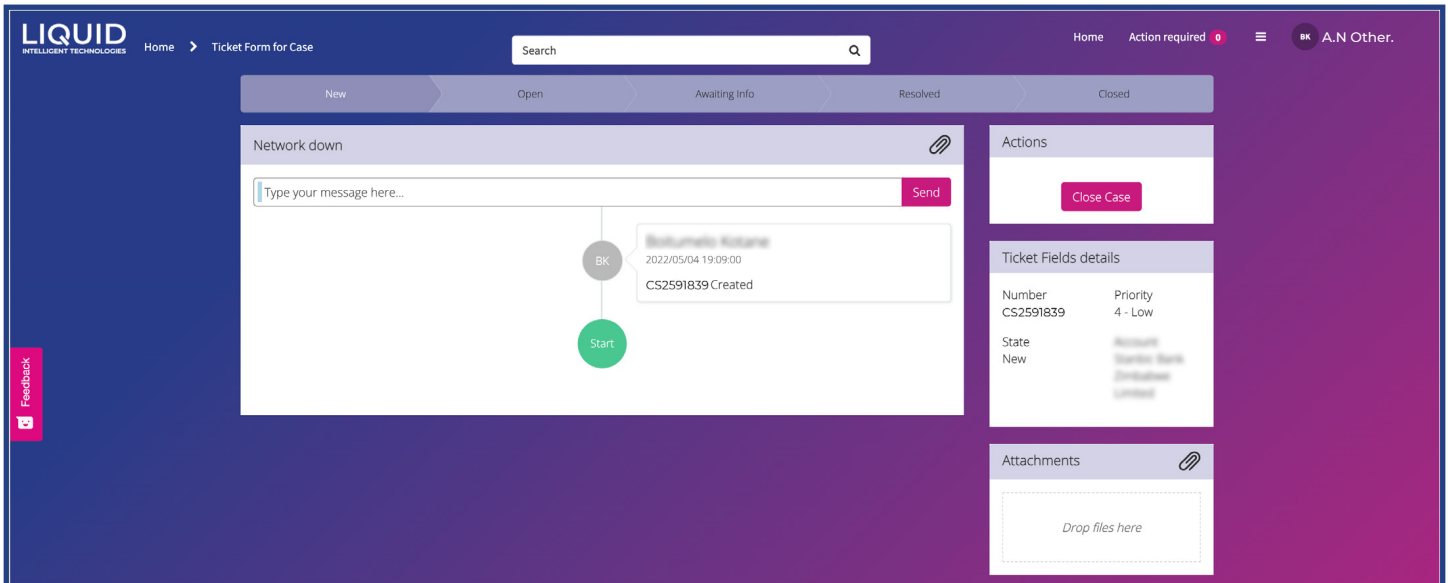
The user can **Accept Solution/Reject Solution** after the Case is resolved using the Action required section.

Ticket Fields Details

Gives detailed information on the following:

- **Number:** Case number

- **Assigned to:** The Liquid Intelligent Technologies agent who is attending to the Case

- **Priority:** Priority level of the Case *(Low, Moderate, High)*

- **State:** The status of the Case *(New, Open, Awaiting Info, Resolved and Closed)*

- **Account:** User's account name

- **Updated:** The period when the Case was last updated

5.2. My Cases

These are Cases raised by the user. In this section, the user can view the Case number and the status of the Case.

5.3. Planned Maintenance

When a user selects Planned Maintenance, they can view the maintenance carried out by Liquid Intelligent Technologies and the notification received on the user's email.

5.4. Knowledge Base

This is Liquid Intelligent Technologies' self-service online library of information about a product, service, or topic. Users can also browse and search for articles, rate or submit feedback.
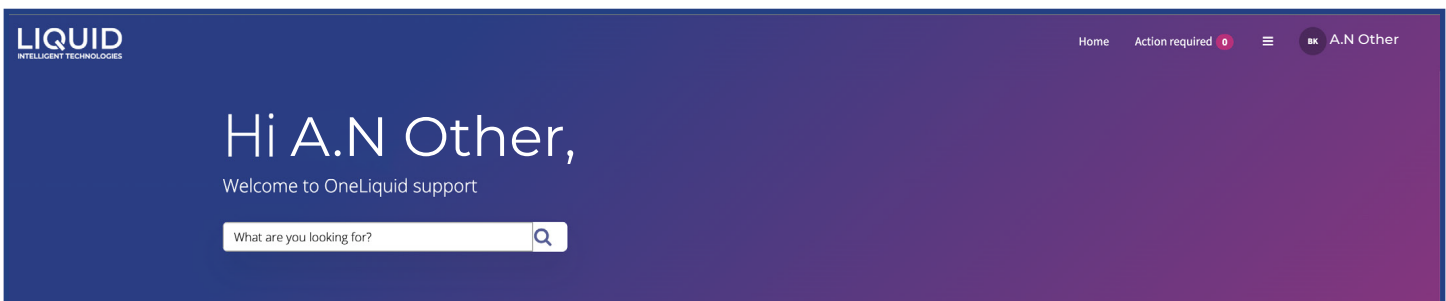
5.5. Action Required
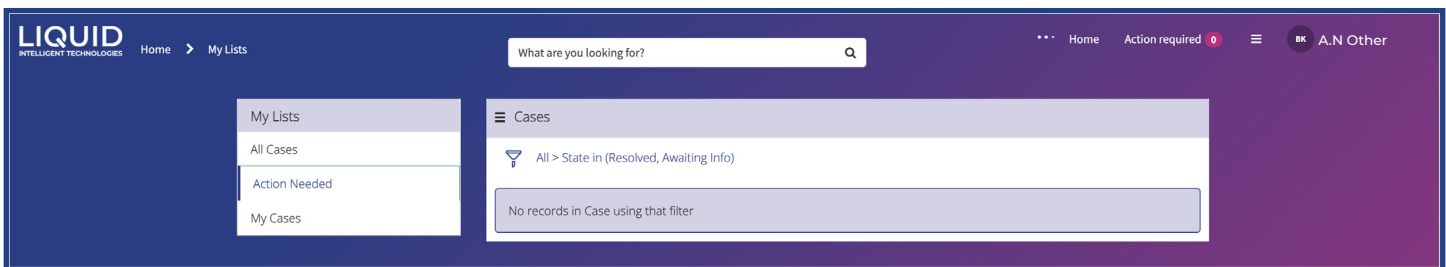
This section provides the following information:

- **My Cases -** These are tickets raised by the user
- **Action Needed -** Shows the status of the Case
- **All Cases -** These are Cases raised by different users within the organization

5.6. What Are You Looking For?

On **"What are you looking for?"** the user can search for the content by entering keywords on the Case description or entering the Case number **e.g. CS2323479.**

The user is quickly directed to the following results:

- Filter results with the details of the Case number searched
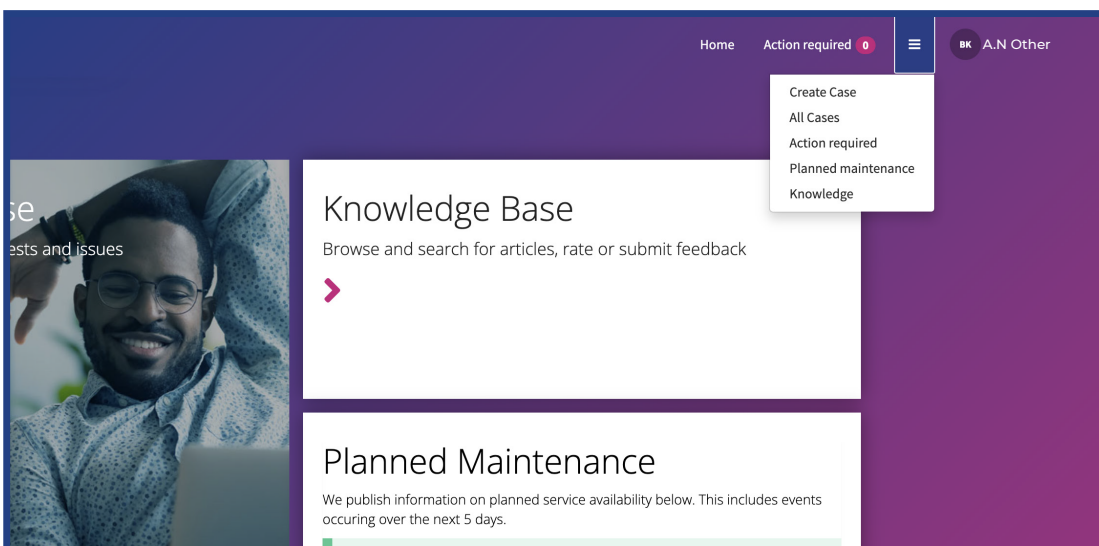- All Cases raised by the user
- Knowledge bases

5.7. News

The News section is curated with all the latest news and information related to Liquid Intelligent Technologies.

5.8. Most Viewed Articles

This section provides the most popular content viewed on Liquid Intelligent Technologies' website.

5.9. View Options

This button allows the user to change from a thumbnail (tiles) view to a list view; the thumbnail (tiles) view is the default.

By clicking the icon, a drop-down list of the following main fields is displayed:

- Create Case
- All Cases
- Action Required
- Planned Maintenance
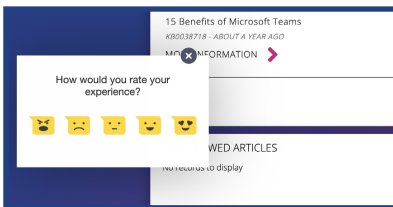- Knowledge

5.10. Help Desk Chat

Click on the chat window icon at the bottom right section of the application and start a new chat.
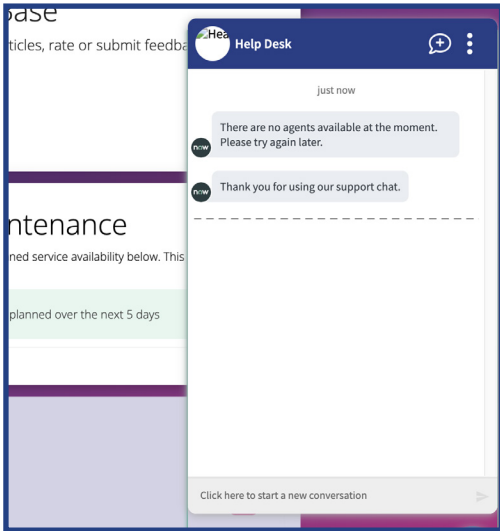
Users can have a one-on-one chat with agents using the chat option.

5.11. Give Feedback

Users can provide feedback on their experience or on service satisfaction using the portal.
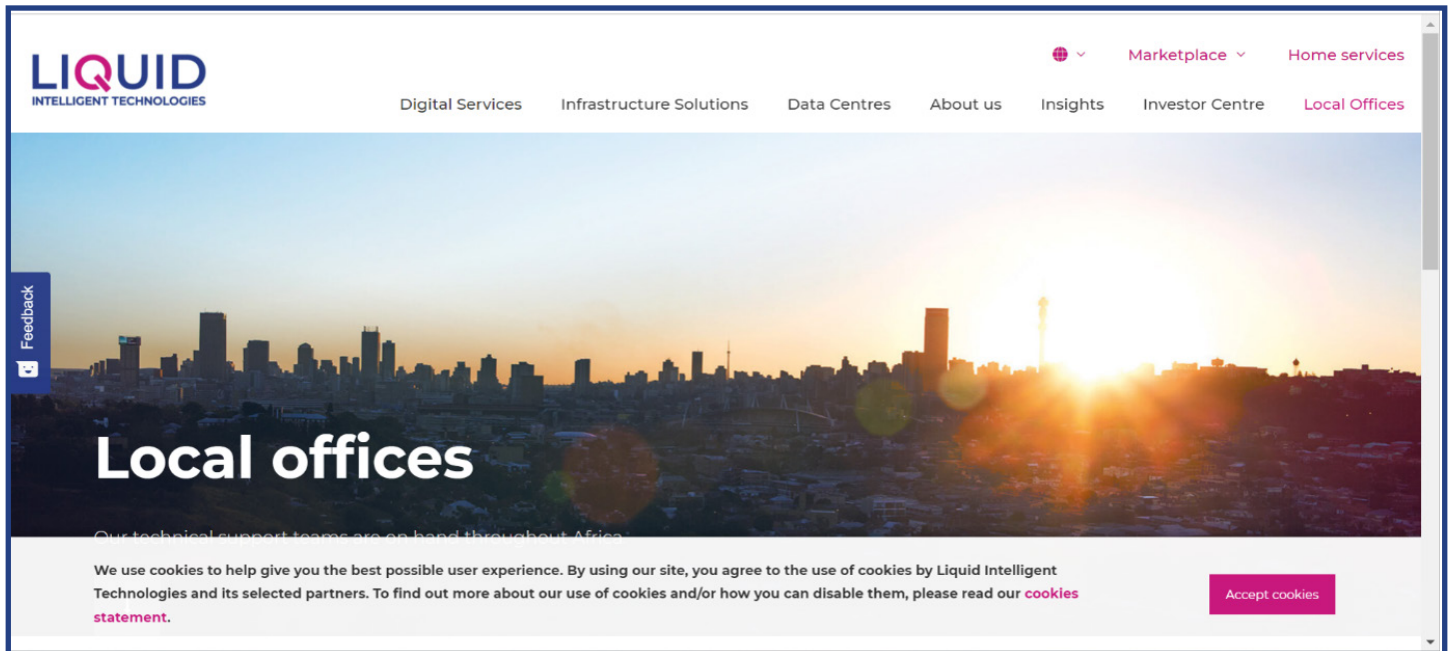

5.12. Local Contacts/ Contact Us

When a user clicks on Local Contacts or Contact Us, the user is automatically redirected to the Liquid Intelligent Technologies website.

5.13. Social Media

When a user clicks any of the social media platform icons which are Facebook, Twitter and LinkedIn, the user is redirected to that Liquid Intelligent technologies social media page.

Below is an example of the Liquid Intelligent Technologies LinkedIn page that users will be redirected to when the LinkedIn icon is clicked.

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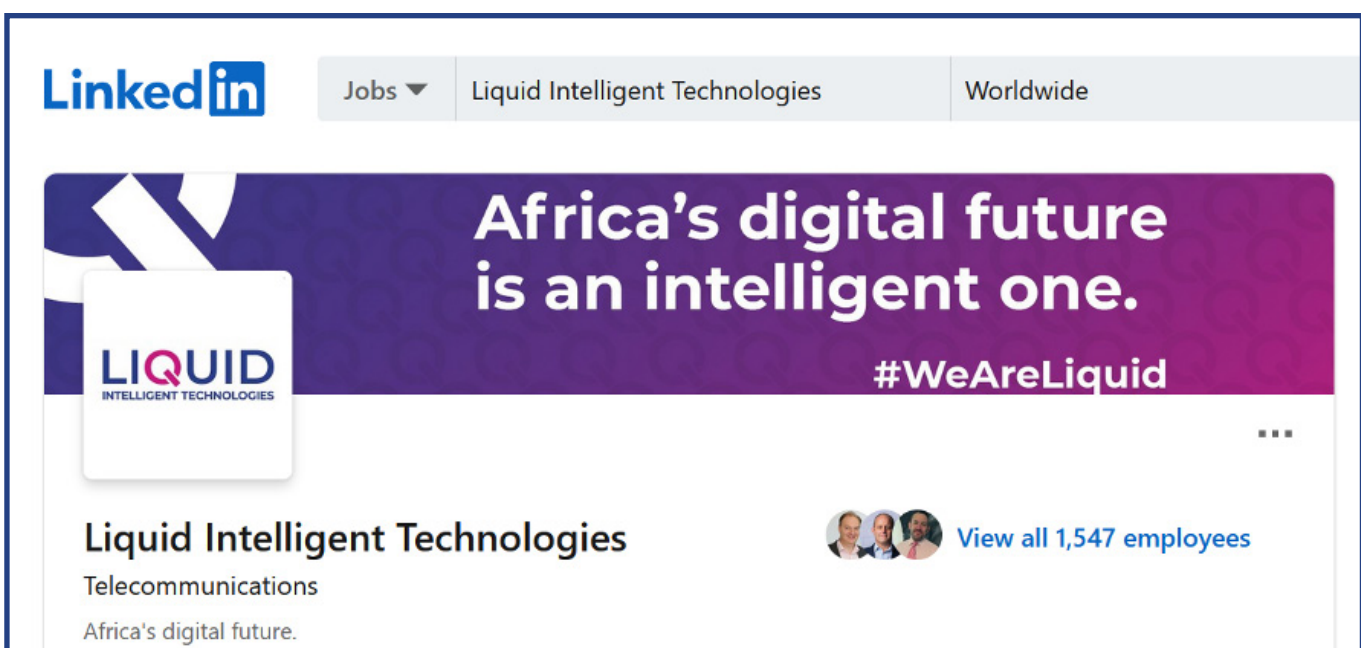
6. Liquid Network

This section displays the following Liquid Network information:
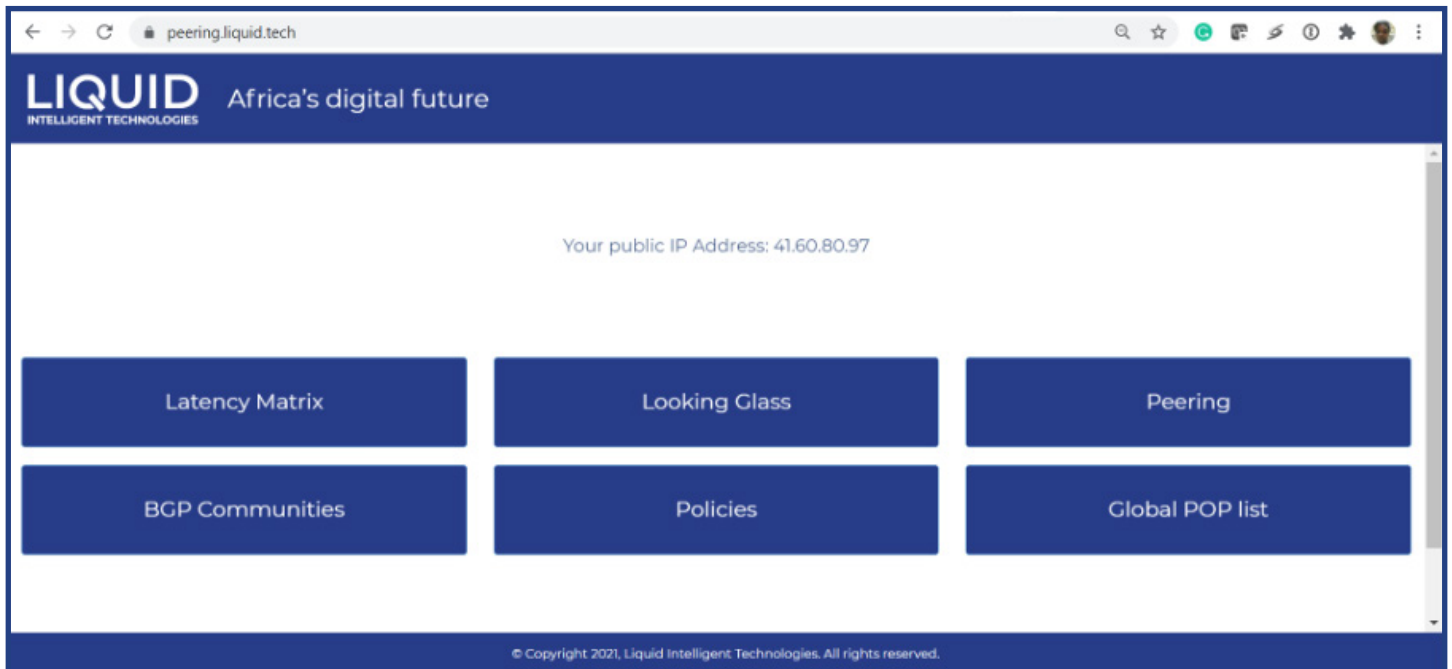
Public IP Address

Displays the user's
Public IP address.

Latency Matrix

Each cell in the matrix displays the round-trip latency in milliseconds between two nodes in the cluster.
Round-trip latency includes the return time of a packet.

Looking Glass

Provides the user with information relative to the backbone routing and network efficiency of Liquid Intelligent Technologies.

Peering

A method that allows two networks to connect and exchange traffic directly without having to pay a third party to carry traffic across the Internet. Liquid Telecommunications has an open peering policy subject to the conditions defined in a document.

BCG Communities

Liquid Intelligent Technologies provides general guidelines for IP transit customers.

Policies

Principles of action adopted or proposed by Liquid Intelligent Technologies to guide decisions and achieve rational outcomes.

Global POP List

Liquid Intelligent Technologies list of Global Point of Presence (an artificial demarcation point, or network interface point between communicating entities).

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We hope this manual has given you sufficient guidance and support.

If you have any feedback you would like to share, email
zw-feedback@liquid.tech

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