



Intesa Guide

Guide to opening a support ticket online

TOUCH PORTAL

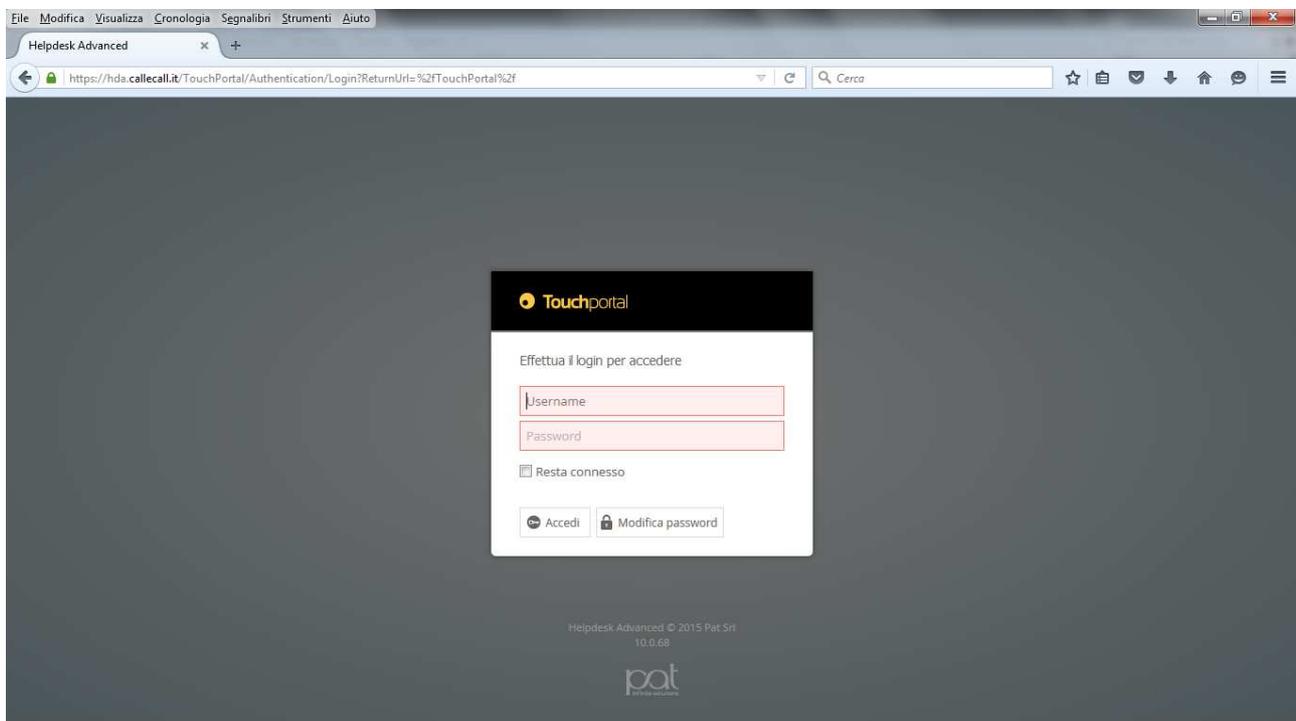
The Touch Portal is a new application that Intesa provides its customers for handling all requests for assistance addressed to the Helpdesk by end users .

PORTAL ACCESS

All customers can use the service by connecting to the following address :

<http://hda.callect.it/TouchPortal>

through which you access the login page

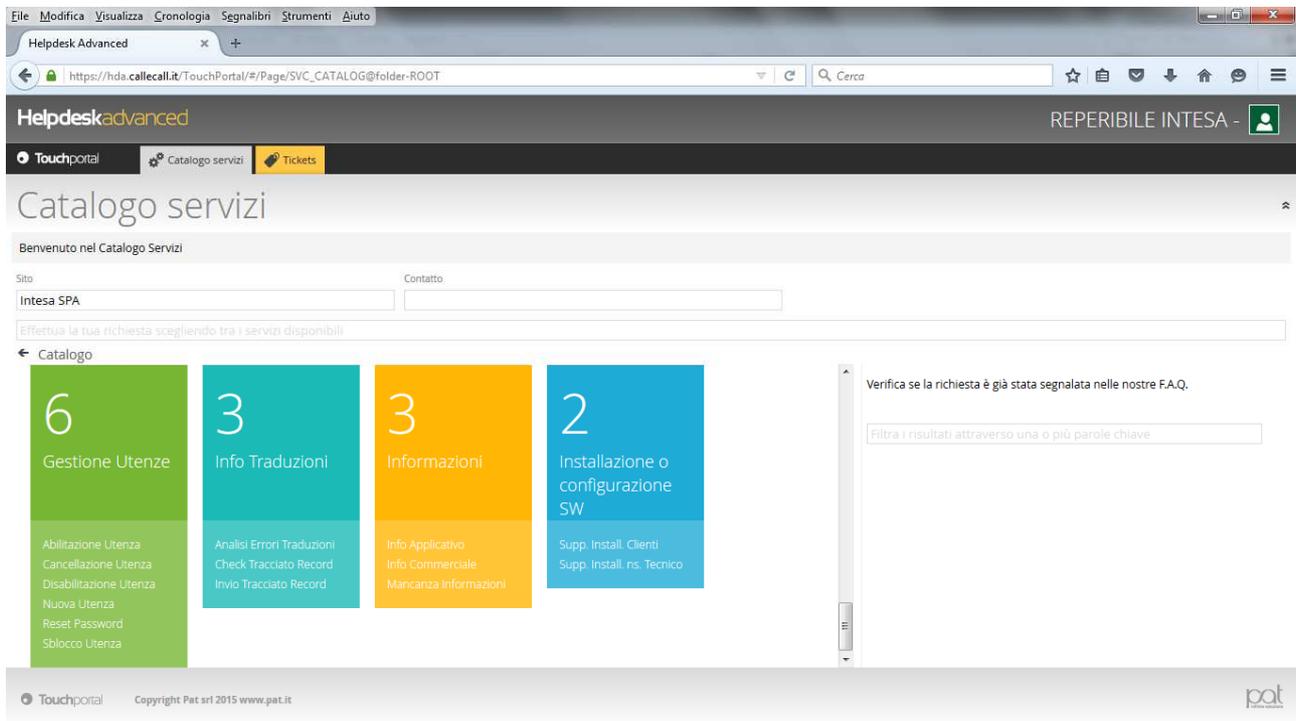


To complete access simply enter your Help Desk Code and password in their respective fields and then click on the button 

N.B. First access password is: Password1

SERVICES CATALOGUE

The service catalog contains a collection of the main issues for which you can ask to open a support ticket .



Helpdesk Advanced

REPERIBILE INTESA -

Touchportal Catalogo servizi Tickets

Catalogo servizi

Benvenuto nel Catalogo Servizi

Sito: Intesa SPA Contatto:

Effettua la tua richiesta scegliendo tra i servizi disponibili

← Catalogo

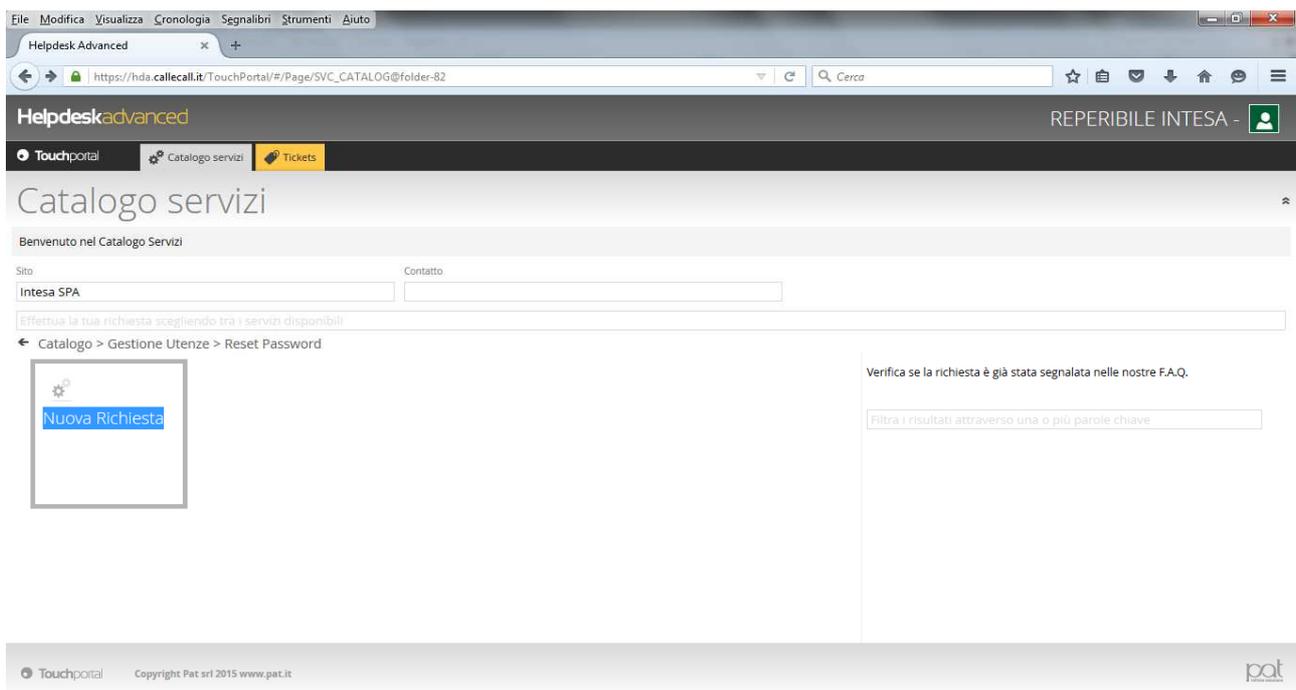
- 6** Gestione Utente
 - Abilitazione Utente
 - Cancellazione Utente
 - Disabilitazione Utente
 - Nuova Utente
 - Reset Password
 - Sblocco Utente
- 3** Info Traduzioni
 - Analisi Errori Traduzioni
 - Check Tracciato Record
 - Invio Tracciato Record
- 3** Informazioni
 - Info Applicativo
 - Info Commerciale
 - Mancanza Informazioni
- 2** Installazione o configurazione SW
 - Supp. Install. Clienti
 - Supp. Install. ns. Tecnico

Verifica se la richiesta è già stata segnalata nelle nostre F.A.Q.

Filtra i risultati attraverso una o più parole chiave

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To proceed with the opening of the ticket simply click on the desired item or one that comes closest to the problem to be displayed , then select " Nuova Richiesta " .



Helpdesk Advanced

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← Catalogo > Gestione Utente > Reset Password

Nuova Richiesta

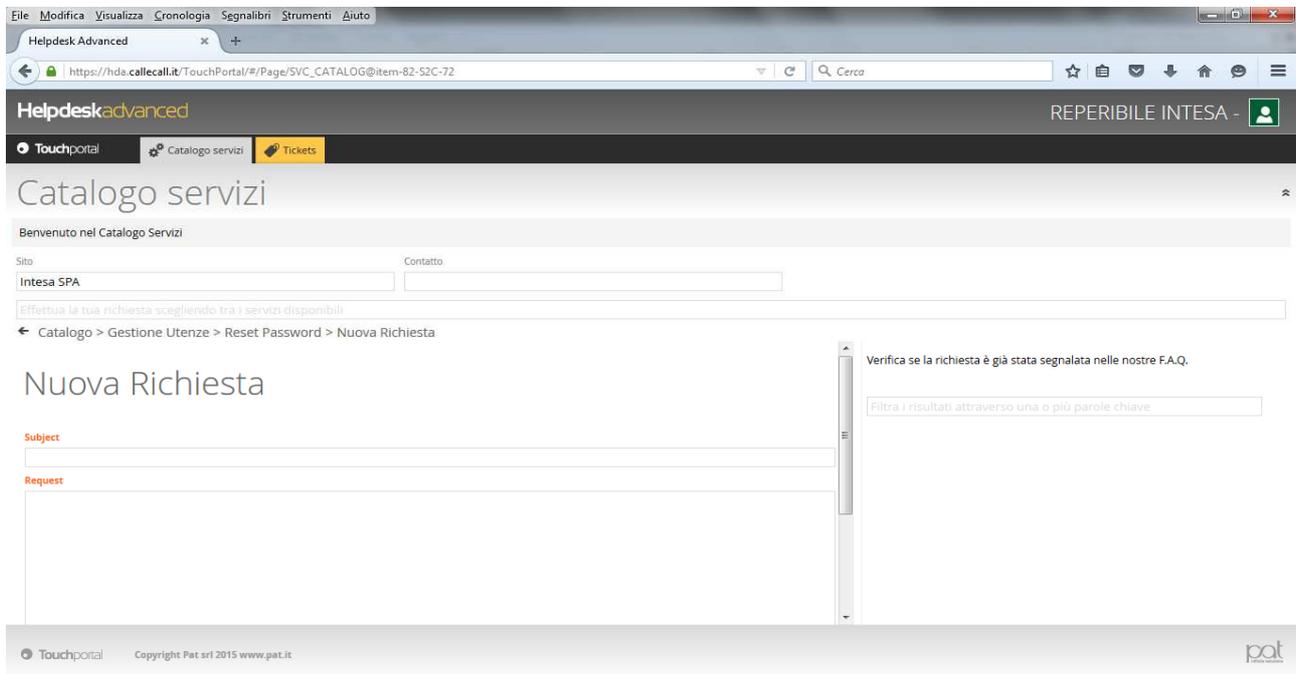
Verifica se la richiesta è già stata segnalata nelle nostre F.A.Q.

Filtra i risultati attraverso una o più parole chiave

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TICKET CREATION

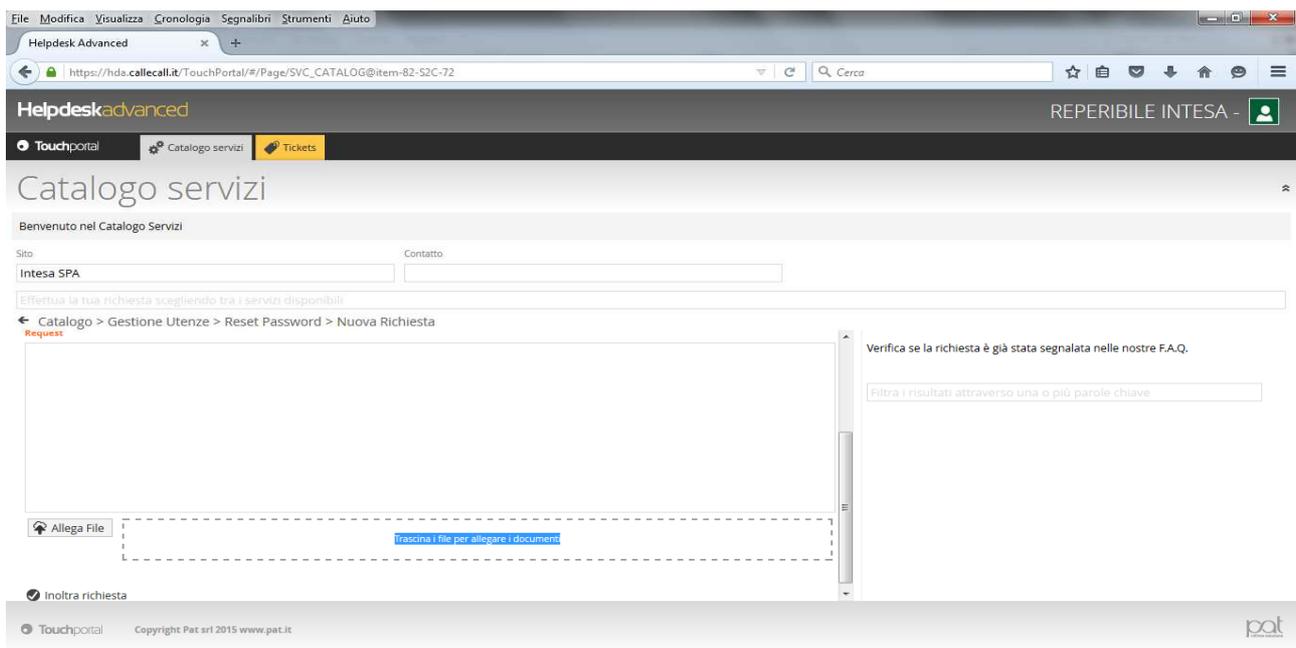
The compilation of the request is quick and easy and requires the entry of the object of the problem in the field " Subject" and a more detailed description in the field " Request" .



If necessary, you can also attach any file by selecting the button



or by dragging them within the dotted area with a simple drag & drop function.



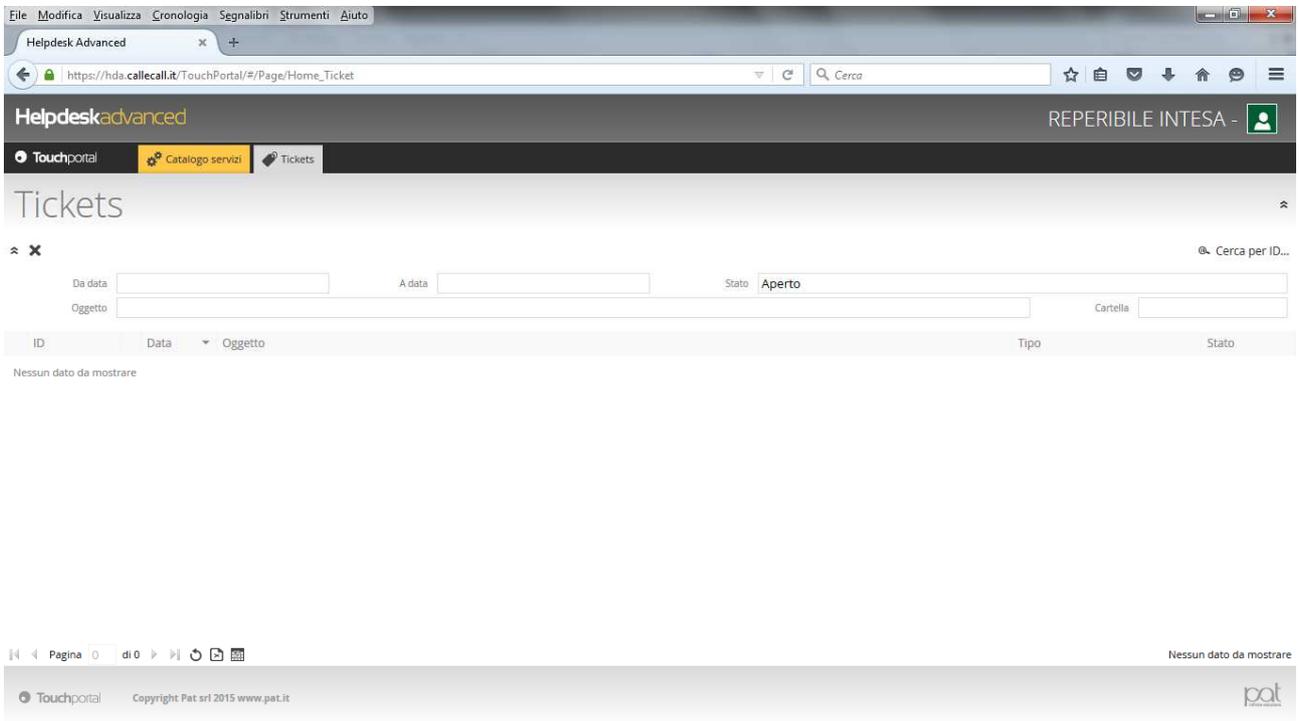
Finished entering data , to forward the request to the service just click on the button

 [Inoltra richiesta](#)

TICKET CHECKING

Through Touch Portal it will be possible at any time check the progress on the analysis of a request or consult the history of all requests made whether closed or still unanswered .

To proceed with the verification you need to click on "Tickets" and then set the fields necessary for research to be carried out



Its possible to search in a given period of time enhancing the fields " From Date" / " To date " to display all open tickets in the date range selected regardless of the status of the ticket at the time of the search or, if you want to make a search to view only ticket still unresolved, just select both the dates and status "open" on the right field .

Finally, if you want to view information related to a specific ticket for which you know the identifier, just search by clicking on the button  [Cerca per ID...](#)

All results arising from own research can be exported to a spreadsheet using the function keys at the bottom of page