

Zendesk Tickets – MineStar Support Process

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Purpose

Zendesk is being introduced to replace SIR reports with a more reliable and trackable process for managing MineStar issues.

This ensures issues are properly documented, communicated, and resolved, while improving accountability across all teams that rely on MineStar for accurate data.

How It Works

All issues will be entered as tickets in Zendesk and tracked through to resolution.

Each ticket should include:

- A clear description of the issue
- Equipment or system affected
- Time the issue occurred
- Any troubleshooting steps already taken
- Relevant findings or screenshots (if available)

Technicians will document:

- Troubleshooting performed
- Parts used or replaced
- Final resolution

The goal is simple: once an issue is identified, it stays visible and tracked until it is fully resolved.

Ticket Status

- Open → Issue is active or awaiting action
- Closed → Issue has been resolved

Before Creating a Ticket

Please review existing Open tickets before submitting a new one.

This helps avoid duplicate tickets and keeps efforts focused on resolving known issues.

Priority Levels

When creating a ticket, assign a Priority based on impact:

- **Urgent**
 - MineStar system unavailable
 - Critical failure impacting production
- **High**
 - Significant operational impact
 - Key functionality not working
- **Normal**
 - Moderate impact
 - Workarounds available
- **Low**
 - Minor issue
 - No immediate impact to operations

Assigning the correct priority helps ensure the most critical issues are addressed first.

Expectations

All team members are expected to:

- Report MineStar issues promptly
- Provide accurate and complete information
- Check existing tickets before creating new ones
- Use Zendesk as the primary method for tracking issues

Using Zendesk consistently will improve communication, accountability, and overall system reliability.

When in doubt, submit a ticket. It's better to track a potential issue than miss one.

Ticket Examples

Good Ticket (Detailed & Useful)

Title: HT21 – MineStar not updating location

Description:

HT21 stopped updating location in MineStar at approximately 10:30 AM.

Operator reported the screen is on but not updating location on his end either.

Troubleshooting Done:

- Restarted MineStar display
- Checked connections (no visible damage)
- Remoted into MS352 and found GPS tracking 0 satellites.

Issue still persists after restart. Screenshots attached.

Poor Ticket (Too Vague)

Title: MineStar not working

Description:

It's not working. Please fix.

Why This Matters

Detailed tickets help technicians:

- Diagnose issues faster
- Avoid repeated troubleshooting
- Focus on the correct problem immediately

Vague tickets can delay response time and may require follow-up before work can begin.