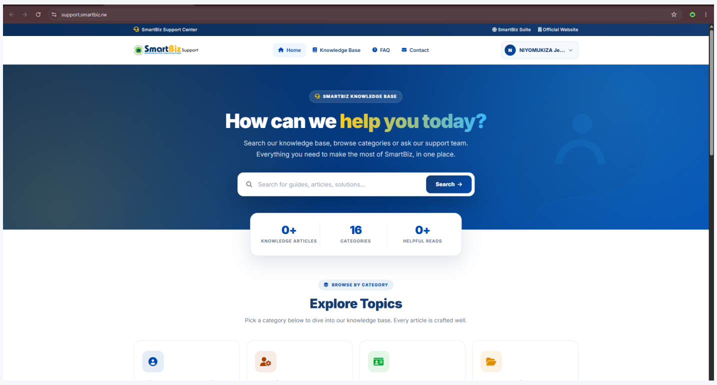
DIGITAL TRANSFORMATION

SmartBiz Support Portal Yamuritswe ku Mugaragaro: Uburyo Bushya bwo Gufasha Abakoresha SmartBiz Suite



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ABSTRACT
LTGS RWANDA PLC imenyekanishije ku mugaragaro SmartBiz Support Portal, urubuga rwihariye rugamije gufasha abaturage, abakoresha SmartBiz Suite, Agents n'abandi bakoresha serivisi zayo kubona amakuru, amabwiriza n'ubuf...

FULL ARTICLE

Ishusho igaragaza paji ibanza y' urubuga SmartBiz Support Portal

SmartBiz Support Portal ni iki?

SmartBiz Support Portal ni urubuga rw'ubufasha rwashyizweho na LTGS RWANDA PLC kugira ngo abakoresha SmartBiz Suite babone ahantu hamwe ho gushakira amakuru no kubona ubufasha mu bijyanye no gukoresha serivisi n'imikorere ya SmartBiz Ecosystem.

Urubuga rutanga amakuru asobanutse kandi atunganijwe mu byiciro bitandukanye, ku buryo umukoresha ashobora gushakisha igisubizo ku kibazo afite cyangwa akiga uko yakoresha serivisi runaka, atiriwe ashakisha amakuru ahantu hatandukanye.

Abo SmartBiz Support igenewe
SmartBiz Support Portal igenewe cyane cyane:

1. Abaturage bakoresha SmartBiz Suite
2. Abakoresha serivisi za SmartBiz
3. SmartBiz Agents na Sub-Agents
4. Abakozi ba Service Provider Agencies (SPAs)
5. Abandi bakoresha cyangwa abafatanyabikorwa bakeneye ubufasha kuri SmartBiz Ecosystem

Ibyiciro bitandukanye by' Amasomo y' Intambwe kuyindi afasha mu kwiga gukoresha neza SmartBiz Suite

Intego nyamukuru ya SmartBiz Support

SmartBiz Support yashyizweho mu rwego rwo koroshya kubona amakuru no gukemura ibibazo by'abakoresha mu buryo bwihuse kandi bufatika.

Intego nyamukuru ya SmartBiz Support Portal ni ugushyiraho uburyo bworoshye kandi bwizewe butuma abakoresha SmartBiz Suite babona amakuru n'ubufasha bakeneye igihe cyose bahuye n'ikibazo cyangwa bakeneye gusobanukirwa uburyo serivisi runaka ikora. Uru rubuga rwateguwe kugira ngo umukoresha atazajya aheranwa n'ikibazo kubera kutamenya aho yabariza cyangwa aho yakura amakuru yizewe.

SmartBiz Support igamije kandi gufasha abakoresha kumenya gukoresha SmartBiz Suite neza, guhera ku buryo bwo gufungura no gucunga konti, kugeza ku gusaba serivisi, gukurikirana dosiye, kwishyura no kubona ibyemezo cyangwa inyandiko zijyanye na serivisi basabye. Ibi bikorwa binyuze mu makuru n'amabwiriza ashyirwa muri Knowledge Base, aho umukoresha ashobora kubona ibisobanuro by'intambwe ku yindi ku bikorwa bitandukanye bikorerwa muri sisiteme.

Uru rubuga kandi rutanga uburyo bwo kubona ubufasha butaziguye igihe amakuru ari muri Knowledge Base adahagije cyangwa ikibazo umukoresha ahuye na cyo gisaba ko gikurikiranwa n'umuntu ushinzwe ubufasha. Muri icyo gihe, umukoresha ashobora gukora Support Ticket, agasobanura ikibazo afite, akagishyikiriza Service Provider Agency (SPA) bireba cyangwa SmartBiz Support Team, bitewe n'ubwoko bw'ikibazo.

Intego ni ugutuma uburyo bwo gutanga no gukemura ibibazo burushaho kuba bunoze, bukurikiranwa kandi bufite amakuru ahagije. Buri ticket ihabwa nimero yihariye kandi umukoresha akaba ashobora gukurikirana aho ikibazo cye kigeze, kubona ibisubizo by'abagishinzwe no gutanga andi makuru igihe bibaye ngombwa.

SmartBiz Support kandi igamije gukomeza guteza imbere umuco wo kwigira ku ikoranabuhanga. Aho gutegereza ubufasha kuri buri kibazo, umukoresha ashobora kubanza gushakisha amakuru muri Knowledge Base cyangwa muri FAQ, akamenya uburyo igikorwa runaka gikorwa, bityo serivisi zigakorwa vuba kandi neza.

Muri rusange, SmartBiz Support Portal yashyizweho kugira ngo ibe ahantu hamwe hizewe ho kubona amakuru, amabwiriza, inyigisho n'ubufasha bijyanye na SmartBiz Suite. Ni igice cy'ingenzi mu kubaka SmartBiz Ecosystem ishingiye ku korohereza umukoresha, kunoza serivisi no gukomeza gufasha buri wese gukoresha ikoranabuhanga mu buryo bwumvikana.

Kimwe mu bice by'ingenzi bigize SmartBiz Support Portal ni Knowledge Base, yagenewe gutanga amakuru n'amabwiriza afasha abakoresha kumenya uko ibikorwa bitandukanye bikorwa muri SmartBiz Suite.

Knowledge Base ikubiyemo inyandiko zisobanura serivisi n'imikorere ya SmartBiz mu buryo bworoshye kandi bukurikiranye. Umukoresha ashobora kuyifashisha igihe akeneye kumenya uko yasaba serivisi, uko yavugurura dosiye, uko yacunga konti ye, uko yareba ibyemezo n'inyandiko cyangwa uko yakemura ikibazo runaka.

Ubu buryo butuma umukoresha abanza kwifashisha amakuru ahari mbere yo gusaba ubufasha butaziguye. Bityo Knowledge Base ikaba umusingi w'ubumenyi ufasha abakoresha gukoresha SmartBiz Suite bafite icyizere kandi bagakora ibikorwa byabo neza.

Gusaba Ubufasha no Kohereza Support Ticket

Ahabanza aho umuntu ashobora kwinjirira cyangwa gukora konti k' urubuga kugirango abashe gutanga ikibazo cye

Nubwo Knowledge Base na FAQ bitanga amakuru menshi, hari igihe umukoresha ashobora guhura n'ikibazo cyihariye gisaba ubufasha bw'umukozi ubishinzwe. SmartBiz Support Portal yashyizeho uburyo bwo kohereza Support Ticket kugira ngo ibyo bibazo bibone ahabikwiriye.

Umukoresha winjiye muri konti ye ashobora gutangira ticket nshya, agasobanura ikibazo afite, akerekana serivisi cyangwa igikorwa kijyanye na cyo, ndetse akongeraho inyandiko cyangwa amashusho bishobora gufasha ushinzwe support kumva ikibazo neza.

Mu gihe ikibazo kijyanye na serivisi itangwa na Service Provider Agency runaka, umukoresha ashobora kohereza ticket kuri iyo SPA. Iyo ikibazo kijyanye na SmartBiz Suite muri rusange cyangwa umukoresha atazi neza aho agomba kukohereza, ashobora kugishyikiriza SmartBiz Support Team kugira ngo gifashwe no kukigeza ku rwego rukwiye.

Gukurikirana Ikibazo Kugeza Gikemutse

Nyuma yo kohereza Support Ticket, umukoresha ntabwo asigara ategereje atazi uko ikibazo cye gihagaze. SmartBiz Support Portal ituma ashobora gukurikirana ticket ye no kubona impinduka zijyanye n'uko ikibazo kiri gukorwaho.

Iyo ticket yakiriwe, ishobora kuba Open, nyuma igashyirwa kuri In Progress igihe umukozi yatangiye kuyikoraho. Iyo hategerejwe andi makuru ku mukoresha, ticket ishobora gushyirwa kuri Pending. Iyo ikibazo gikemutse, status ishobora kuba Resolved, mbere yo gufungwa burundu nk'ikibazo cyarangijwe.

Ubu buryo bwo gukurikirana butuma umukoresha amenya neza aho ikibazo cye kigeze kandi bikagabanya kudahuza amakuru hagati y'umukoresha n'ushinzwe kumufasha.

SmartBiz Support nk'Urubuga rw'Ubumenyi n'Ubufasha

Fomu yuzuzwa mugihe umuntu afite ikibazo akaba ashaka ku kimenyekanisha ku rwego rutanga serivisi cyangwa Itsinda ry' Ubufasha

SmartBiz Support Portal ntabwo igamije kuba ahantu ho gutanga ibibazo gusa. Yubatswe nk'urubuga ruhuza ubumenyi, inyigisho n'ubufasha bw'abakoresha SmartBiz Ecosystem.

Uko urubuga ruzagenda rwagurwa, Knowledge Base izakomeza kunganirwa n'inyandiko nshya, tutorials n'amakuru ajyanye n'impinduka zikorwa muri SmartBiz Suite. Ibi bizafasha abakoresha gukomeza kumenya serivisi nshya, uburyo bushya bwo gukoresha sisiteme ndetse n'ibisabwa mu bikorwa bitandukanye.

Uburyo bwo Kugera kuri SmartBiz Support

Umukoresha ashobora kugera kuri SmartBiz Support Portal akoresheje https://support.smartbiz.rw. Ashobora gutangira asoma Knowledge Base cyangwa agakoresha uburyo bwo gushakisha kugira ngo abone inyandiko ijyanye n'ikibazo afite.

Iyo adashoboye kubona igisubizo, ashobora kwinjira muri konti ye, agahitamo uburyo bwo gukora Support Ticket, agasobanura ikibazo cye ndetse akagishyikiriza SPA cyangwa SmartBiz Support Team bireba.

> *SmartBiz Support yashyizweho kugira ngo buri mukoresha abone inzira yoroshye yo kumenya, gukoresha no gukemura ibibazo bijyanye na SmartBiz Suite.*

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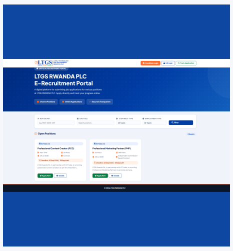

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