G2 Speech – The New Kayako

Migration

Rob Olijve
Service Manager Benelux
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G2 Speech UK Ltd.
Solar House, 4th Floor
1-9 Romford Road,
Stratford, London, United Kingdom
E15 4LJ

T:+44 (0)208 539 6541
r.olijve@g2speech.com
www.g2speech.com

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1. Introduction

1.1.   Goals of this document

We have been using our current Kayako system (Service Desk Incident Registration System) for over 10 years now. The time has come to update our current version (v4, as-of October 2015) to what is called "The New Kayako". We are aiming to migrate the current version to the new version in the weekend of 23/24 October 2021. Upgrade will begin on 22 October at 6pm CEST.

All customers, users and tickets will be migrated in to the new version. Migration should be finished before the 25 October, 8am CEST.

Once the migration is complete the URL will remain the same: https://g2speech.kayako.com

The new Kayako version has a different look and feel. The main feature is that Kayako is no longer seen as a ticketing system, but as a customer journey tool. Every single piece of communication between the customer and G2 Speech can be registered and shown on the customer card.

This document will provide an overview of the new look and feel of the new Kayako and will provide you with details of new functionalities and possibilities.

1.2.   Migration Timescale

Date	From Time	To Date/Time	Action
22 October	6 PM CEST	23rd of Oct. 6PM CEST	Start migration; disable all mail queues for current Kayako version.
23 October	6 PM CEST	23rd of Oct. 8PM CEST	Check after migration, apply Service Level Tags to all customers. G2 to go through test plan.
23 October	8 PM CEST		GO / NO-GO decision
23 October	9 PM CEST	24th of Oct. 9 PM CEST	Apply DNS Changes (current Kayako to other address, The New Kayako to https://g2speech.kayako.com)
25 October	8 AM CEST		GO-LIVE

Please note: ALL existing tickets, customers and users will be migrated to the new Kayako.

2. Login to The New Kayako

To login in to the new Kayako, simply browse the same URL as previous used:

https://g2speech.kayako.com

Sign in with your known account (email address and password).

3. Help Center

Once you have logged in, you will be shown the Help Center:

On the Help Center, you can either view all your conversation(s), or start a New Conversation.
Also there is an option available to start TeamViewer, for quick remote support, and Knowledge Base Articles are shown, divided in to categories like Functional or Technical.

The search box in the middle of the screen can be used to search through the Knowledge Base to look for known solutions or help/information.

How can we help you?

release notes

Search

SpeechReport > Functional
Release Notes SpeechReport 3.1

If, like in the example, you are looking for Release Notes, simply type in that text and you will be presented with possible results - simply click on them to find out more information.

4. Starting a Conversation

To start a conversation, simply click on "Start a Conversation" on the main screen, either in the center or on the right top side, between "Language" and your user account:
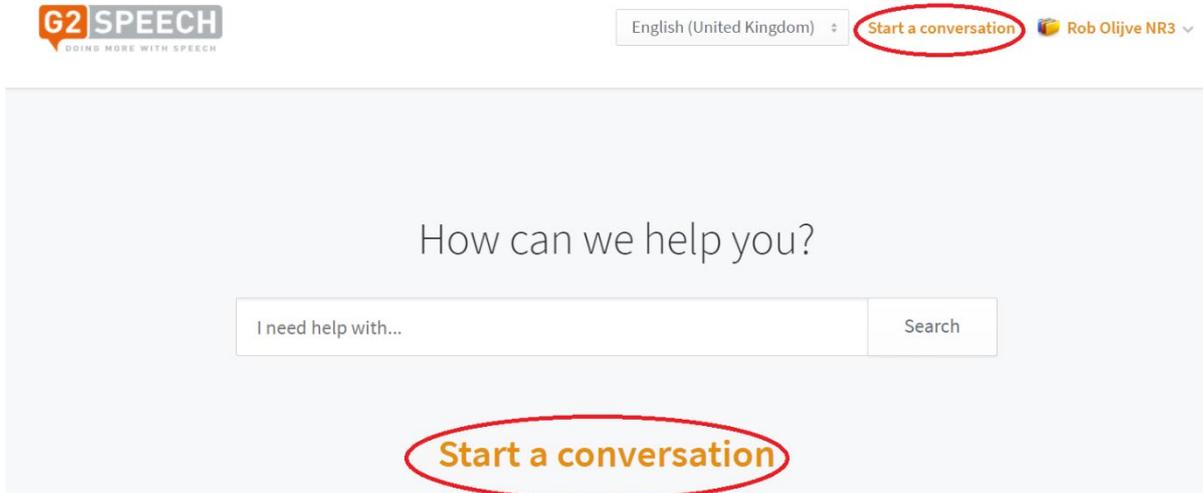
Below is the entry screen for the new Conversation:

Priorities can be set here, ranging from High (system down), Medium or Low, and the Request for Information, Request for Change and Request for SpeechRecognition priorities.

When entering a conversation, you will set the priority, the user department, the product it concerns and optionally the External Identification, e.g. your internal helpdesk ticket number. Then enter the subject and a more detailed message.

Extra files, like logfiles, print screens, sound files etc, can be added with the Upload Files option.

If all required fields are complete, simply press the send button.

An email will be sent to you, confirming the Conversation ID.

When you have pressed send, you will be presented with the following screen:

G2 Speech Service Desk / My conversations

example subject
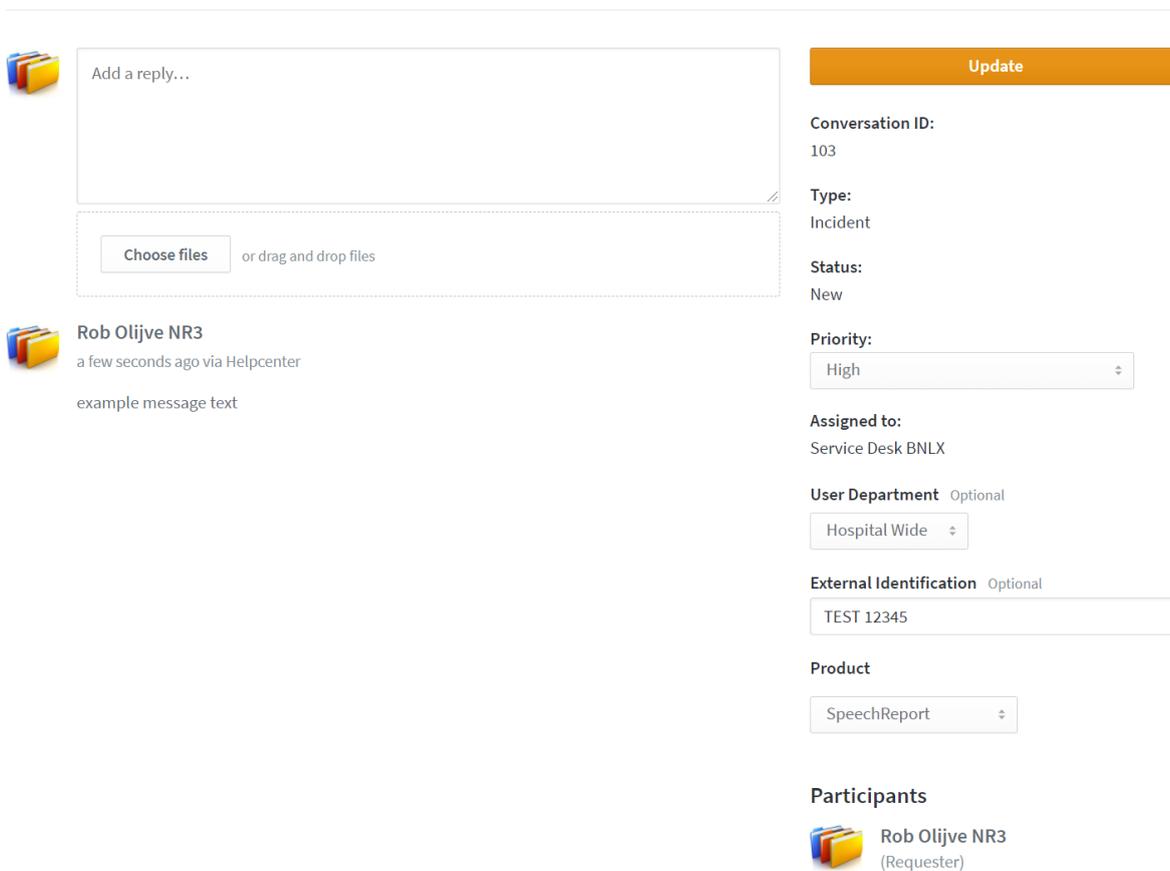
Add a reply…

Choose files   or drag and drop files

Rob Olijve NR3
a few seconds ago via Helpcenter

example message text

Update

Conversation ID:
103

Type:
Incident

Status:
New

Priority:
High

Assigned to:
Service Desk BNLX

User Department Optional
Hospital Wide

External Identification Optional
TEST 12345

Product
SpeechReport

Participants

Rob Olijve NR3
(Requester)

Here your conversation details are shown, including the Conversation ID and the fields you've just set.
You will be sent an update on the conversation as soon as a response is provided. You can create a reply within the box that shows 'add a reply' – once the reply is updated, then press 'Update'.

If you return to your start page, you will see that you now have active conversations:
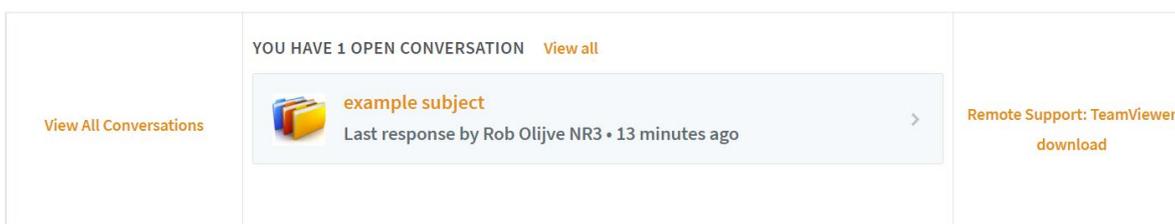
View All Conversations

YOU HAVE 1 OPEN CONVERSATION   View all

example subject
Last response by Rob Olijve NR3 • 13 minutes ago

Remote Support: TeamViewer download

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If a conversation was closed (status Completed), you can view all conversations using the 'View All Conversations' link on the left side.

This will then show you your open and closed conversations.

G2 Speech Service Desk

Conversations

Closed

test5
#89 - Last reply from Rob Olijve • 13 days ago

test6
#90 - Last reply from Rob Olijve • 13 days ago

5. Further Assistance

If you require further assistance, you can either call your corresponding Service Team,
or sent an email.

Service Desk team Benelux: *+31 (0)88 2378 410,*   servicedesk@g2speech.com

Service Desk team UK/Ireland: *+44 (0)113 543 0818,*   support.uk@g2speech.com