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  – Tree filter/Quick filter
Getting Started
Login / Workflow / Rights
Getting Started

Login

• URL: https://elvis.harman.com

• User name and password will be sent to you after the registration is completed
  • Users with HARMAN network accounts have to enter their (Windows) user name and password to log in

• In case you have problems during log in, please check your browser and/or disable extensions/add-ons like pop up blockers
Getting Started

User Profile

• You can find the user profile in the upper right corner of the screen

• Here you can enter additional information or change your password

User profile

• Users that have no Harman account can change their security question (for password recovery) by pressing the link on the left
Getting Started
Tickets (I/II)

• If an error/bug occurs during a test a ticket is created by the tester
• For each issue a new ticket has to be opened

• Tickets contain basic information like the classification and textual content as well as information about the severity, etc.
Getting Started
Tickets (II/II)

- Ticket reporters should give details how to reproduce an error
  - “Precondition“: What needs to be done to start reproducing the error?
  - “Action(s)“: What did the tester do?
  - “Result“: Error/wrong result. What happened?
  - “Expected result“: What should have happened?
  - Attachments: Screen shots or log files that show the error
  - Additional information like “Recovery option“

- A ticket will be assigned to the according domain owner
- The domain owner is responsible for the ticket in the whole lifecycle
- This lifecycle is reflected as workflow in ELVIS
ELVIS' workflow contains (up to) 7 steps
- It starts in “Categorizing“ after the ticket was created
- You can assign tickets to the next step or reject them
- Tickets with a problem type other than “SW“ don’t have “Integration“
• In ELVIS there are single user rights for every step
• Rights have to be applied for every project you want to work in
• To edit a ticket in a step the user needs to have the right for this step (e.g. editing tickets in “Verification“ only possible with “Verification“ rights)
Getting Started

Rights (II/III)

• There are additional rights in ELVIS to...
  • change the ticket recording
  • clone tickets
  • import tickets into a project
  • exchange notes/messages with a customer

• You can apply for more permissions in ELVIS directly
  • Settings → Application for user rights…

<table>
<thead>
<tr>
<th>Settings</th>
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<tbody>
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<td>ELVIS user settings…</td>
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Getting Started
Rights (III/III)

- Choose a project and select the rights you want to request
- The form will be sent to the approving person who will process the request

If you are not sure about which rights to choose you can look up a person with a similar job in Settings → Project user rights
ELVIS General
Overview / Ticket List / Actions & Fields

ELVIS (General)
The overview is the main screen in ELVIS and the first page you will see after the login.
- Most of the screen is covered by the ticket list.
- Also: menu and search box and selection of project/filter/view.
• There are three menus in the overview
  • “Actions“: Create/edit tickets, Export/Import data
  • “Settings“: Relates to anything except tickets like Elvis/User options
  • “Help“: Leads you to the Elvis help (documentation)

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<td>Project structure</td>
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<td>Project user rights</td>
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<td>Show quick view</td>
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<td></td>
<td>Show tree filter</td>
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<td>Show last activities</td>
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• The navigation panel is placed at the bottom of the page
  • Most important: Refresh (after every action)
There are three different ways to search in Elvis. You can search by ticket ID or by reference ID...

...or you can search for text elements. The fields of the text search can be configured in the text search options.
ELVIS General
Ticket List (I/III)

• To sort by a column, click on a column’s name (header)
  • The next click on the header reverts the sort order (A-Z, Z-A)
  • You can only sort by one column
  • This column will be marked with a triangle

• You can change the width of a column directly in the ticket list
  • Click on the border of a column and move it to the left or right to decrease/increase the width of a column
- The first three columns of the ticket list are marked with a letter:

- **Column H**: Opens the history of each selected ticket. For detailed view of every step click the corresponding line in the list

- **Column A**: Displays a dialog for adding or viewing attachments

- **Column C**: Opens the clone menu (see chapter “Cloning“ in ELVIS help)
• To open a ticket you can click on every column of a ticket - except for the first three columns (H, A, C)
• If you want to edit multiple tickets at once, activate the check boxes and right-click on the selected tickets
  • Tickets in the same step are (mostly) editable like normal tickets
  • For tickets in different steps you can only add attachments and notes

• You can also export your ticket list, for example, to process the tickets in an external editor
  • Please make sure you chose the right filter and view before
ELVIS General
Actions & Fields (I/III)

Ticket Editor
• “Reject”: To reject a ticket and allocate it to the former step
• “Save”: If you just need to save some information
• “Hand over”: Handing over to a new owner in the same step
• “In Repro”: This action is only available in steps “Categorization“ and “Processing“ (see “Repro“)
• “In …“: Assign the ticket(s) to the next work step. The text of this button depends on the current work step of the ticket(s)

• Mandatory fields
  • These fields must be filled in to continue in the workflow

• Optional fields
  • You may enter values or leave these fields empty

• Locked fields
  • Locked fields can only be edited by users with additional rights
• Step-independent tabs:
  • Adding/Viewing Attachments:

  ![Attachment interface screenshot]
  
  Files already attached
  Files selected for upload
  Finish with "Start upload"

• Adding Notes:
  Notes can be added by everyone regardless of user rights or ticket step
  To use the „Exchange note“ feature you have to apply for that right first
Views and Filters
Views and Filters
Views (I/V)

- The look of the overview is defined by the view that is currently selected/active
- In ELVIS you can create your own views and even share them with other users
- To open the view manager click on the “View“ drop-down list button
Views and Filters
Views (II/V)

- White rows indicate your views
  - When a view was handed over to you, the name is displayed in brackets
- Grayed out rows are views someone shared with you
  - The name of the user who shared the view with you is shown in brackets
- To edit a view, simply check the box in front of the view
Views and Filters
Views (III/V)

• A view can be shared with other users by adding them to the share list. After typing in a name, press the + button and save the changes
  • Unchecking removes a user from the list

• You can also hand over a view to another user
Views and Filters
Views (IV/V)

• Filters can be added or created in the filter manager
  • explanation of the icons, see view manager

• To access the filter manager press the filter button

• Just like views, filters can be shared with other users
Views and Filters
Views (V/V)

• To add attributes to the filter, click on the check box to select one or multiple fields and drag them into the main window
• Then choose the operator and enter a value for the attribute
• You can nest items by placing them nearby other items
Extras

Watchlist / Quick & Tree Filter / Quick View
• The watchlist allows you to keep track of tickets in one or multiple projects
  • Select the tickets and click on Actions → Subscribe

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• Subscribed tickets can be viewed (and deleted) in Settings → Watchlist
• You will receive a mail at any change of a ticket on your watchlist
• The watchlist also includes an option to be notified about self-provided tickets additionally
• Another way to filter tickets is the quick filter
• The quick filter can be activated on the main page
• It’s only possible to filter by one value per field/column
• You don’t have to enter the full value (wildcards)

<table>
<thead>
<tr>
<th>Ticket ID</th>
<th>Title</th>
<th>Current priority</th>
<th>Ticket step</th>
</tr>
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<tbody>
<tr>
<td>897233</td>
<td>Import change 02</td>
<td>A(1)</td>
<td>Categorizing</td>
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</tr>
<tr>
<td>898132</td>
<td>Testimport 2</td>
<td>A(1)</td>
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<td>403628</td>
<td>Import Test 14</td>
<td>A(1)</td>
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<tr>
<td>403630</td>
<td>Import Test 16</td>
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</tr>
<tr>
<td>403631</td>
<td>Import Test 17</td>
<td>A(1)</td>
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<td>403637</td>
<td>Import Test 23</td>
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<td>601953</td>
<td>Import Test 17</td>
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</tr>
<tr>
<td>403629</td>
<td>Import Test 15</td>
<td>A(1)</td>
<td>Categorizing</td>
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</table>
• To quickly filter tickets you can use the tree filter (Settings menu)
• This filter is non-persistent which means its settings will be lost when the filter is closed
• Add attributes by clicking the + sign
• You can select multiple values per attribute
• Apply the filter by pressing the hook
• To delete attributes press the x button next to the corresponding attribute
• The quick view can be enabled by clicking the button next to the search box
• This feature displays a preview of a ticket’s content without opening it
• When “Auto” option is checked the quick view automatically switches to the tab of the current step
Thank You