

LMSM Zendesk User Guide for Implementing Partners

March 2026



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Introduction

What is LMSM Solution?

The Last Mile Supply Monitoring solution (LMSM) was developed by UNICEF. This solution is designed to improve visibility of supply data after handing over the supplies to Implementing Partners (IPs). LMSM provides detailed information on stock levels and tracks the movement of program supplies across IPs storage facilities. Additionally, it offers an overview of IPs' supply chain performance through a dashboard that displays key performance indicators. LMSM is a progressive webapp, accessible through eTools, and can be used on a laptop, tablet, or smartphone.

What is LMSM Help Center?

The Help Center consists of two complementary platforms used to provide support to LMSM users: Zendesk and Agora.

- **Zendesk:** UNICEF's LMSM Global Support team has created a ticketing system accessible to both Implementing Partners and UNICEF Country Offices. It is a dedicated module supported by Zendesk, to provide necessary assistance and resources to effectively use the LMSM solution.
- **Agora:** access all training materials, including slides from LMSM training sessions, exercises and LMSM app user guide.

This user guide provides step-by-step instructions to use Zendesk.

How does it work?

LMSM is managed by UNICEF Head Quarter, which handles maintenance, technical problem resolution, enhancements and version updates. The development and maintenance costs are covered by UNICEF, making LMSM free for users.

LMSM comes with a set of processes. Among them, users can access technical support through a tiered support system on Zendesk, minimizing downtime when managing essential supplies.

The support platform offers FAQs, news updates, and a request form ticketing system. This system tracks the number and type of requests from users, allows escalation, and provides follow-up through the ticketing system. Access is secured through a username and password, either through a link on LMSM app or from direct access of the LMSM module on the eTools platform.

How is the support delivered?

The support functions in the form of a ticketing system.

On LMSM application, a link called [Support](#) in the left pan directs to a support page hosted by Zendesk, enabling IPs to raise tickets for any issues that require further attention or escalation.

When submitting a ticket, IPs should select their country and specify the subject of their request in the form. This helps ensure their request is directed to the right team and answered efficiently.

If the LMSM application is not working, IPs can still access the Help Center directly at <https://etools.zendesk.com/hc/en-us>. Log in using the same email address you use for the LMSM Solution. This alternative ensures IPs can always reach support, even if there is a technical issue with LMSM. Detailed instructions for accessing support through this link are provided in the user guide.

About the Help Center User Guide

The user guide describes all functionalities available to IPs on Zendesk.

Training materials for LMSM solution and the user guide for LMSM app are available in Agora for IPs.

Getting started

How to access the Help Center

This section describes the access process that must be completed each time an IP wants to access the Zendesk platform from the LMSM application. It assumes the user has already access to the LMSM application with his credentials.

- **STEP 1.** Open LMSM application
- **STEP 2.** Click on the “Support” button in the left pan



- Home
- Check-in
- Check-out
- Support
- Training T...
- Analytics
- Sign out

The link will direct you to the LMSM Module on Zendesk.

eTools Help Center / UNICEF > Last Mile Supply Monitoring Module

Search

Last Mile Supply Monitoring Module

General

Welcome to the LMSM Help Center

What's new

Resources

FAQs for LMSM Users

LMSM Help Center User Guide

Submit a Request Support Form

The LMSM app uses **a single sign-on process, automatically generating a unique access code** to Zendesk for you.

How to access eTools Zendesk if the LMSM app is temporarily down

This section describes the process of logging into the LMSM Module on eTools if LMSM application is temporarily not working. This log in option is offered to IPs to contact support in this specific situation.

- STEP 1.** Open your browser and go to <https://etools.zendesk.com/hc/en-us>
- STEP 2.** Click on the “Sign in” button on the top right corner of the screen

Sign in to eTools User Support

[Switch to agent sign-in >](#)

Email

Password

[Sign in](#)

New to eTools User Support? [Sign up](#)

- **STEP 3.** Enter the email you use to access the LSM application and the password you use to access eTools if you already have an account
- **STEP 4.** If you do not have an account, click on the “New to eTools User Support? [Sign up](#)” button when you are ready to continue
- **STEP 5.** You will receive an email from support@etools.zendesk.com (check your spam inbox if you do not find the email). Go to your email and follow the instructions to finalize your registration.

Once your password is set up, you can click on the LSM Module on eTools User Support and navigate just as you would when accessing it through the LSM app.



Please note this does not change how you access Zendesk via the Support link within your app. Both methods remain available and function independently.

Overview of the Help Center functionalities

The LSM Help Center provides Implementing Partners with centralized access to key resources and a streamlined support process. Below is an overview of the available features and how to use them effectively.

Available Resources

- **What's new:** Regular updates on system improvements, new features, and important announcements related to the LSM solution
- **Frequently Asked Questions (FAQs):** A curated list of common questions and answers to assist users in resolving issues independently
- **User Guide:** A detailed manual covering Zendesk Help Center, including navigation and functionality, updated regularly.

Support and Ticket Management

Users can submit support requests through the Help Center's ticket form. Including the country and a clear subject line helps ensure accurate routing and faster resolution:

- **Click on 'Submit a Request Form'** in the landing page to create a new ticket.

eTools Help Center / UNICEF > Last Mile Supply Monitoring Module

Q Search

Last Mile Supply Monitoring Module

General

Welcome to the LSM Help Center

What's new

Resources

★ FAQs for LSM Users

LSM Help Center User Guide

Submit a Request Support Form

- **Fill out the form:**

eTools

eTools Help Center / UNICEF > Submit a request

Search

Submit a request

Tools Module*

Last Mile Supply Monitoring

UNICEF Office

-

Implementing Partner Type

Government

Implementing Partner

-

Select your Organization

Level of Query

-

Case is related at what level of the supply chain.

This question is related to

-

Priority

-

Request priority

Subject

-

Description *

Please enter the details of your request—state the issue, provide the steps you took to experience this issue in this field and attach screenshots. Our support team will respond to your query within 3-5 business days.

Phone Number

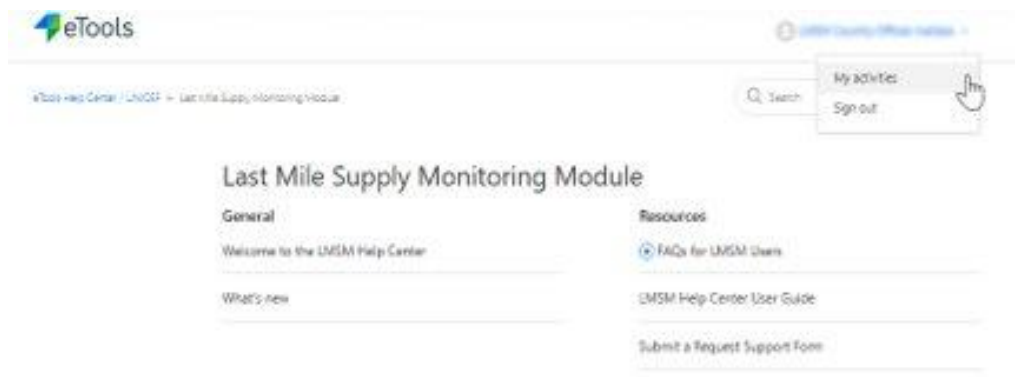
-

Attachments

Add file or drop files here

Submit

- **Select in drop down categories** : ‘UNICEF Office’: enter here the country where you operate, ‘IP type’, ‘IP’, ‘Level of query’, ‘This question is related to’ and ‘Priority’
 - **Subject**: Enter a brief summary of the issue
 - **Description**: Provide a detailed explanation. Describe the issue or request in detail. Include what you were trying to do and what went wrong (if applicable)
 - **Phone number**: optional
 - **Attach Files**: Upload any relevant screenshots or documents
 - **Submit**: Click 'Submit' to raise the ticket
 - **Confirmation**: You will receive a confirmation email with the ticket details in your mailbox and UNICEF will answer you within 3 to 5 business days.
- **Tracking Requests**: Submitted tickets can be monitored in the “[My Activities > My Requests](#)” section, where users can view updates, responses, and ticket status.



Each ticket will detail its status:

- Open: UNICEF has not yet reviewed the ticket
- On Hold: UNICEF has responded, requesting more information from the partner to resolve the ticket
- Solved: UNICEF has resolved the ticket

My requests

My requests Requests I'm CC'd on

Status: Any

Subject	Id	Created	Last activity ▼	Status
UAT 2	#904	1 month ago	1 month ago	solved
UAT 1	#903	1 month ago	1 month ago	solved

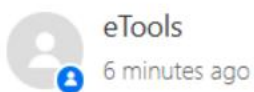
- **Reopening Tickets:** If an issue reoccurs after a ticket has been closed, users have the option to reopen the ticket within 14 days for continued support.

Message translation in the ticketing system

Zendesk supports AI-powered translation for both incoming and outgoing messages, allowing all users (end users and admins agents) to write and reply to tickets in their own language.

Admin agents can view both the **original text** and the **translated version** directly in the conversation thread.

End users will automatically receive a note explaining that the response was translated by AI.



oi, aqui está uma resposta de teste do inglês para português

Traduzido por IA

How to raise tickets as per best practices

Fill Out the Form:

Select in drop down categories : UNICEF Office, IP type, IP, Level of query, This question is related to, Priority

Subject: Enter a brief summary of the issue

Description: Provide a detailed explanation

Describe the Problem: Clearly state what the issue is. Include any error messages or symptoms.

Steps to Reproduce: List the steps you took before encountering the issue. This helps the support team replicate the problem.

Expected vs. Actual Results: Explain what you expected to happen and what actually happened.

Frequency: Mention how often the issue occurs (e.g., every time, occasionally).

Impact: Describe how the issue affects your work or system performance.

Example:

Subject: Unable to Save Document

Description:

Problem: When I try to save a document, I receive an error message saying "Save Failed".

Steps to Reproduce:

Open the document.

Click on 'Save'.

Error message appears.

Expected Result: The document should save without errors.

Actual Result: Error message "Save Failed" appears.

Frequency: Happens every time I try to save.

Impact: Unable to save important work, causing delays.

Attach Files: Upload any relevant screenshots or documents

Submit: Click 'Submit' to raise the ticket

Confirmation: You will receive a confirmation email with the ticket details in your mailbox and Level 1 or Level 2 Support will answer you within 3 to 5 business days.