

Support Tools

This page lists and briefly introduces the available Tools that help us to support our B-Op and ZUGSEIL-customers

- Helpdesk: <https://helpdesk.b-op.com>
 - Ticketing-System where Email-based communication is managed
- Jira: <https://jira.b-op.org>
 - System to document and manage bug-fixing and development-tasks
- Clockify: <https://clockify.me>
 - Website that help us track the invested time on customer-projects (tickets and tasks)
- ZUGSEIL-Wiki: <https://wiki.zugseil.com>
 - Documentation-system to keep track of customer-relation and related projects
- Admin-Wiki: <https://aw.b-op.org>
 - Wiki for IT-infrastructure- and server-related information as well as helpful information about depolymment of our software

Further tools:

- Bitwarden: Password-Manager where you keep security-sensitive information
 - Installed as plugin for browser, standalone-program and website-site <https://passmanager.b-op.com> available
- Privatebin: <https://privatebin.b-op.com>
 - A website to store and share sensitive information for a short-term. The information I getting deleted the moment the recipient has opened the Privatebin-link