

# 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 deployment 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 is getting deleted the moment the recipient has opened the Privatebin-link