



Help Desk Migration

# SuperOps Data Migration Checklist



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# 1. GET IN TOUCH WITH HELP DESK MIGRATION

**Help Desk Migration** is your go-to solution if you need a quick and effortless way to transfer your customer service data to SuperOps from another system. We understand that data are the lifeblood of your business, and starting from scratch is not an option. However, you might be short on time and resources to handle migration on your own.

Contact the Help Desk Migration team via [contact@relokia.com](mailto:contact@relokia.com) or [contact@help-desk-migration.com](mailto:contact@help-desk-migration.com) or schedule a call at <https://calendly.com/help-desk-migration/>

## 2. SUPEROPS DATA MIGRATION IN DETAIL

### 2.1. HOW IS THE COST OF DATA MIGRATION ESTIMATED?

With Help Desk Migration, we're all about clarity and simplicity, especially when it comes to pricing. Your data migration cost depends on several key factors:

- **Number of Records:** This includes the records on your source platform (e.g., Tickets, Clients, Requesters, Technicians, and Groups.)
- **Source and Target Platforms:** The platforms you are migrating from and to can impact the price.
- **Customization:** Adding customization can also impact your migration bill: pre-built custom options, chosen support plan, and any customization of your migration carried out by our development team.
- **Support service plan:** There's no one right way to do every record transfer; that's why we offer a set of support service packages to meet your specific needs. There are a free *Standard* and two paid *Premium* and *Signature* plans.

**Note that the Migration Wizard offers free transfer of notes, attachments, ticket custom fields, and replies.**

The simplest way to estimate your data migration cost accurately is to set up a Free Demo Migration.



## 2.2. HOW TO USE A DISCOUNT?

Have you got a valuable coupon code to sweeten your data migration deal? Fantastic! We've made applying it a breeze. Here's your step-by-step guide:

After your Demo migration is all set, look at the **Price Breakdown**. There, you'll spot the 'I have a coupon' text.

**MIGRATION SETUP**

From: JIRA SERVICE MANAGEMENT  
✓ Url: https://...latlassian.net  
Service Desks: ...

To: SUPEROPS  
Roles: Client Admin  
✓ Sites: Globe Town  
Client: Dunder Mifflin  
Technician Group: Level 2 Support

Choose Objects: STAFF, COMPANY, CONTACT, TICKET  
✓

Demo migration: DEMO COMPLETE

All data migration: NOT STARTED

**IMPORTANT MIGRATION NOTES**  
During the Full migration data will be transferred the same way it did during Demo, so check Demo results thoroughly.  
Before proceeding to Full Data Migration, check the following:  
• If the custom fields are properly mapped.  
• If all the agents are created and properly matched.  
• If you disabled all the automations and ...

**DATA MIGRATION PREVIEW**

**Demo**

**ORDER DETAILS**

Migration data	\$43 <sup>00</sup>
Price for the selected records migration	
Help Desk records	\$43 <sup>00</sup>
Company	\$257 <sup>00</sup>
Out-of-the-box customization	
Charge for the selected custom options	
Help Desk records	
Ticket	\$17 <sup>00</sup>
Migrate inline images as ticket attachments	
Keep embedded images even when your source is unavailable. It may increase the migration time	
Skip attachments	\$240 <sup>00</sup>
Keep ticket attachments, or leave them behind to save storage space or migrate faster	
Support plan	\$200 <sup>00</sup>
Charge for the PREMIUM support plan	
I have a coupon	
<b>Total:</b>	<b>\$500<sup>00</sup></b>

Close Copy payment link

All Data Migration Price **\$500<sup>00</sup>** Price breakdown

Proceed to payment >

PayPro Global Inc. acts as our reseller and the merchant of record, is an eCommerce provider incorporated in and operating from Canada.



Simply type in your coupon code and, with a click of the 'Apply' button, watch your migration cost shrink.

**MIGRATION SETUP**

From: JIRA SERVICE MANAGEMENT  
Url: https://...atlassian.net  
Service Desks: ...

To: SUPEROPS  
Roles: Client Admin  
Sites: Globe Town  
Client: Dunder Mifflin  
Technician Group: Level 2 Support

Choose Objects: STAFF, COMPANY, CONTACT, TICKET

Demo migration: DEMO COMPLETE

All data migration: NOT STARTED

**IMPORTANT MIGRATION NOTES**  
During the Full migration data will be transferred the same way it did during Demo, so check Demo results thoroughly.  
Before proceeding to Full Data Migration, check the following:

- If the custom fields are properly mapped.
- If all the agents are created and properly matched.
- If you disabled all the automations and notifications.

**DATA MIGRATION PREVIEW**

**ORDER DETAILS**

Item	Price
Migration data	\$43 <sup>00</sup>
Help Desk records	\$43 <sup>00</sup>
Out-of-the-box customization	\$257 <sup>00</sup>
Help Desk records	\$17 <sup>00</sup>
Ticket	\$240 <sup>00</sup>
Skip attachments	\$200 <sup>00</sup>
Support plan	\$500 <sup>00</sup>
<b>Total:</b>	<b>\$500<sup>00</sup></b>

**STANDARD**

- ✓ 9/5 via email
- ✓ Regular SLA
- ✓ Dedicated
- ✗ Data re-migration
- ✗ Interval migration
- ✗ Delta migration
- ✗ Skipped/failed

**SIGNATURE( + \$500 )**

- ✓ 16/5 on weekdays and 8 hours on weekends support via email, phone & chat
- ✓ Highest priority response time
- ✓ Dedicated tech support on weekends/holidays
- ✓ 1 data re-migration within 10 days
- ✓ Interval migration
- ✓ 1 Delta migration within 10 days
- ✓ Skipped/failed records check and migration

**All Data Migration Price \$500<sup>00</sup>**

**Proceed to payment >**

PayPro Global Inc. acts as our reseller and the merchant of record, is an eCommerce provider incorporated in and operating from Canada.

## 3. HOW TO SET UP A SMOOTH SUPEROPS MIGRATION?

To make your SuperOps migration as seamless as possible, pay attention to the following points.

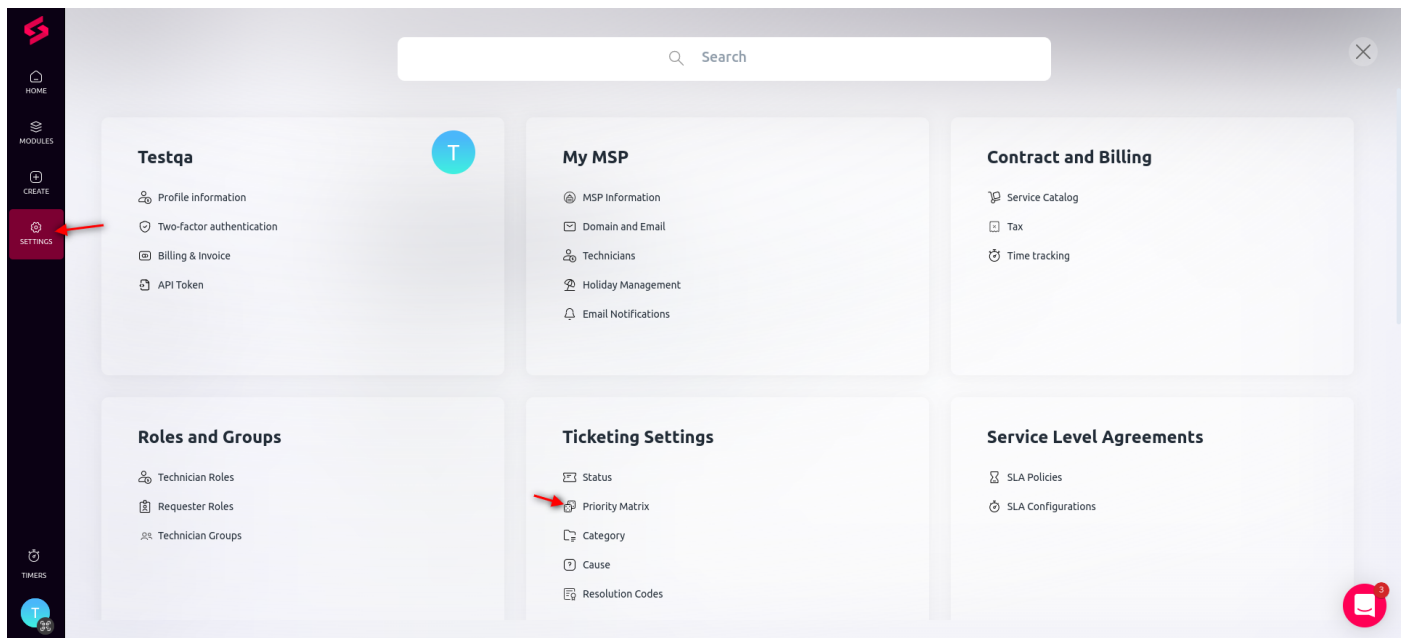
### 3.1. DISABLE PRIORITY MATRIX, NOTIFICATIONS, TRIGGERS

To ensure your Full Migration will go without a hitch, ensure you have disabled the Priority Matrix, email notifications, and event triggers. Find the guides for these actions below.

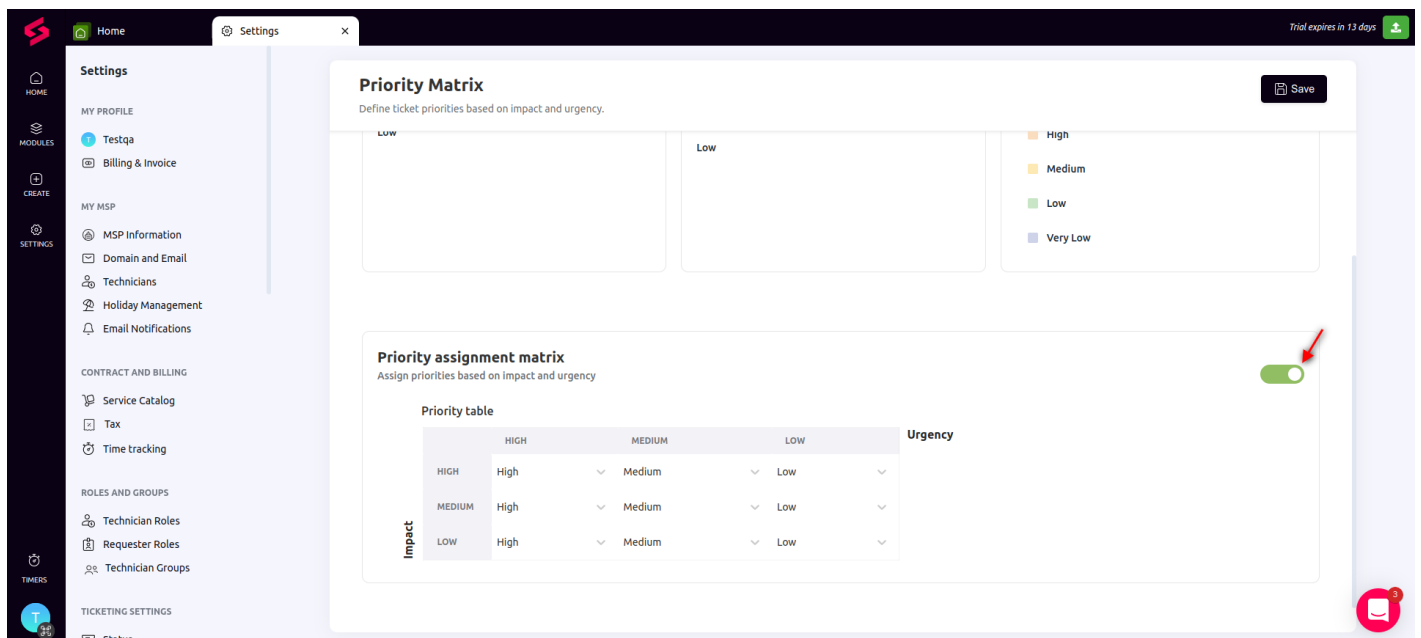
#### How to Disable Priority Matrix in SuperOps?

1. Log in to your SuperOps account.

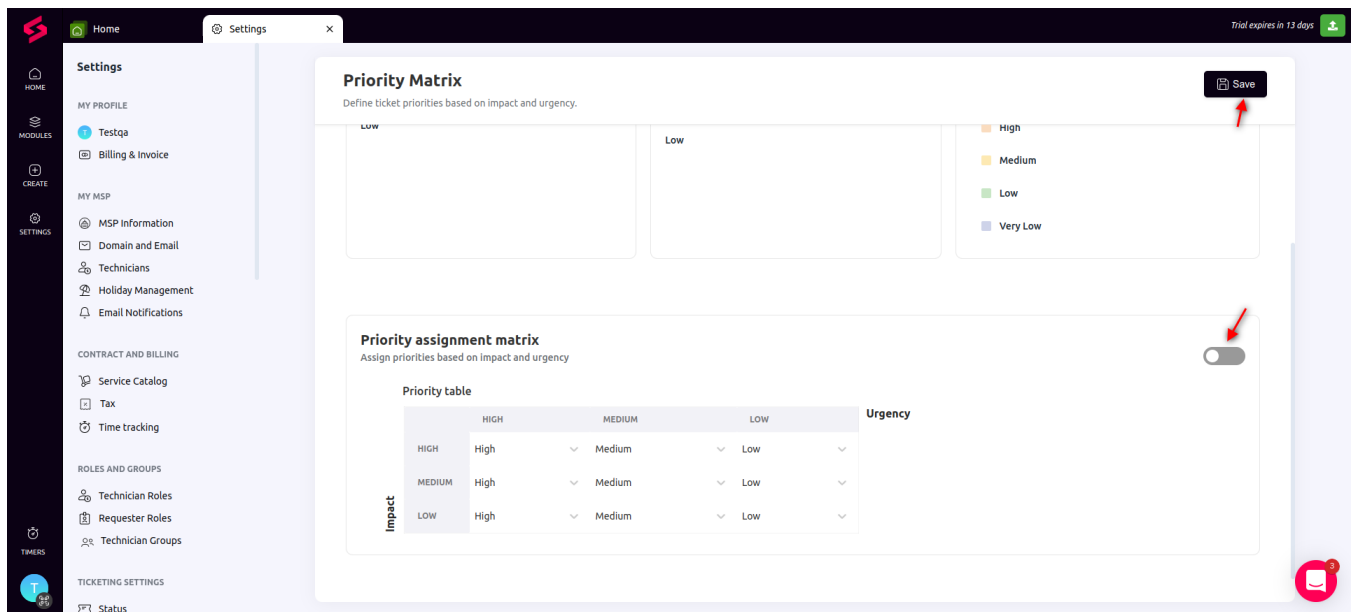
2. Go to Settings and select the 'Priority Matrix' option.



3. Scroll down to the 'Priority assignment matrix' settings and click the green toggle.

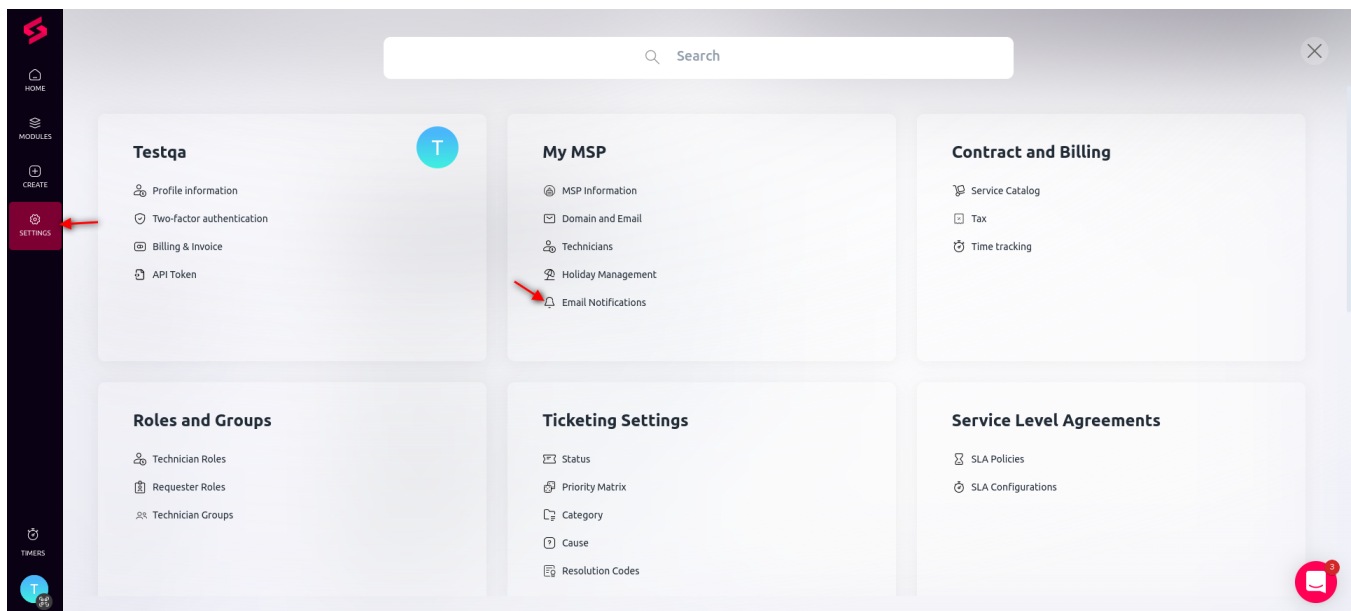


4. Make sure the toggle is grey and click 'Save.'

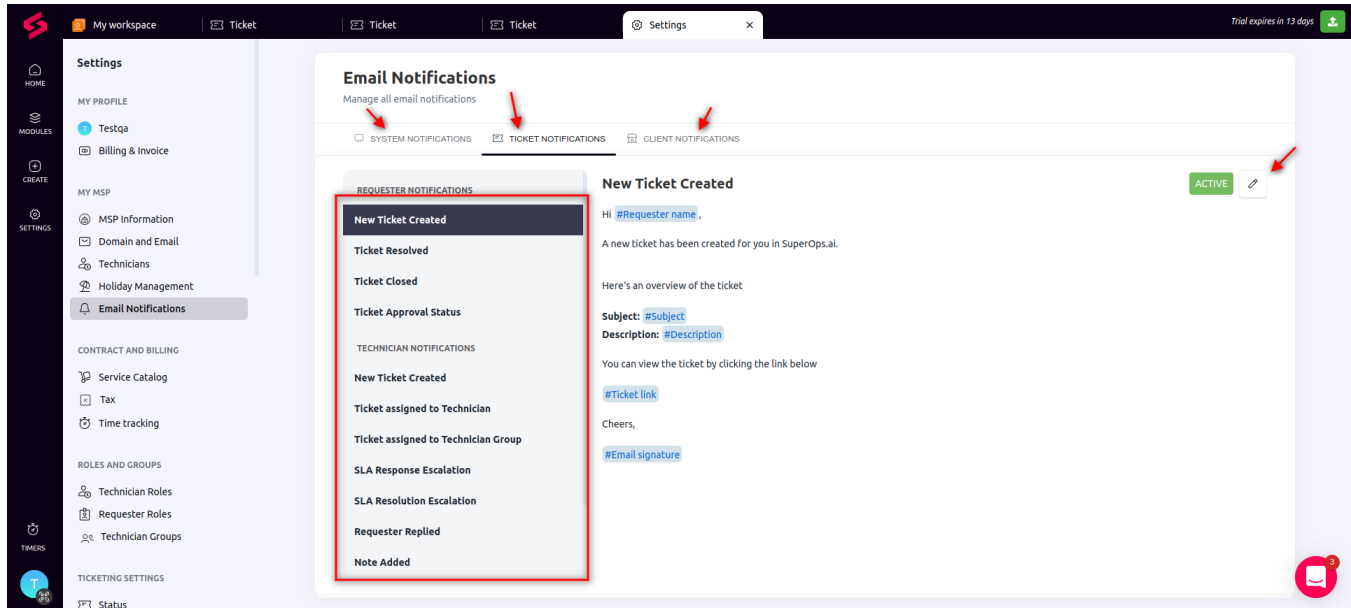


## How to Disable Email Notifications in SuperOps?

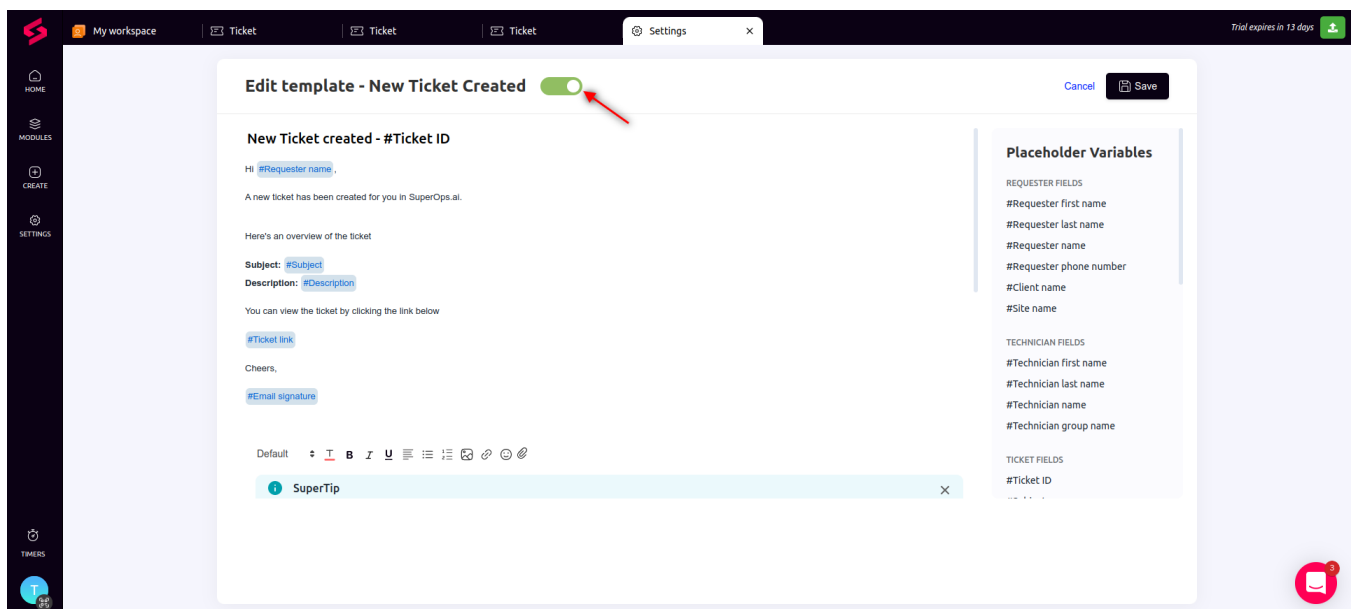
1. Log in to your SuperOps account.
2. Go to Settings and choose the 'Email Notifications' option.



3. Turn off every notification in each tab. To do this, choose an option and click the pencil icon in the upper right corner.

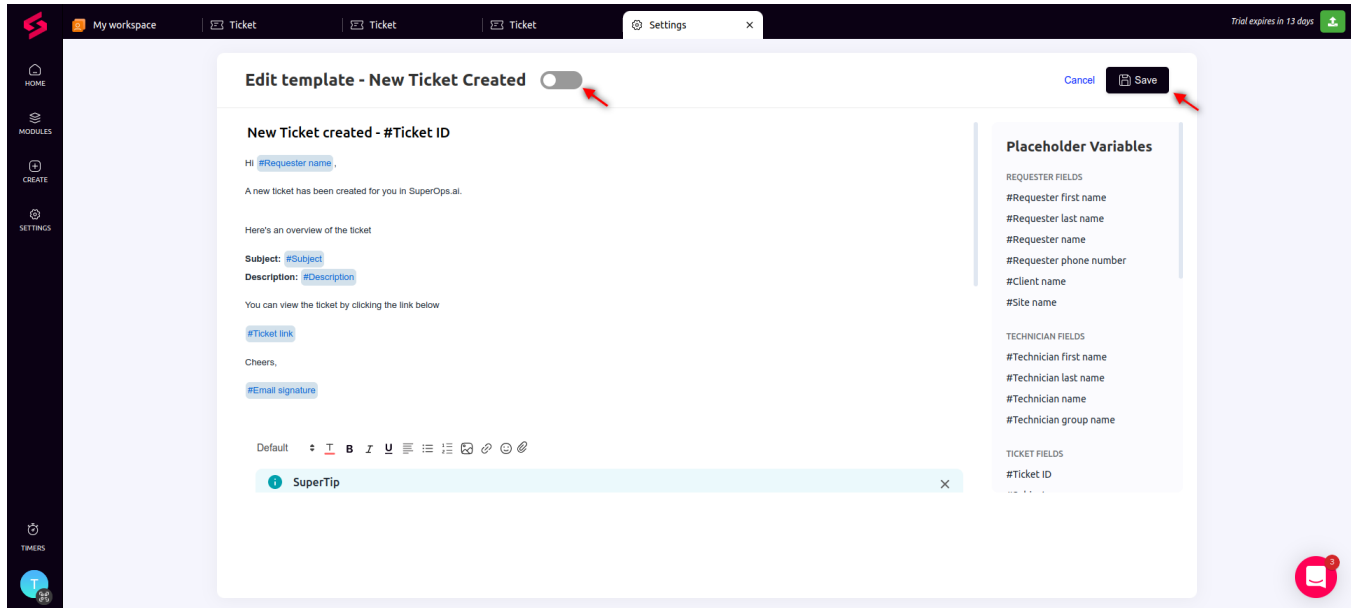


4. Then click the green toggle to disable the notification.



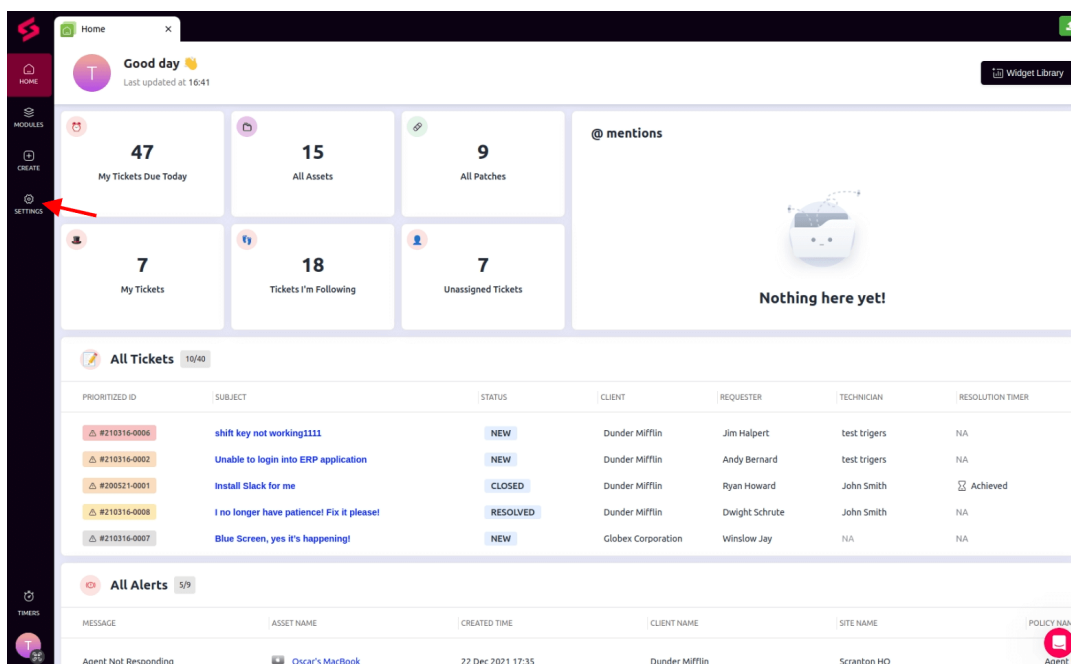


5. Make sure the toggle goes grey. After that, click “Save.” You need to accomplish this with each notification in each tab.

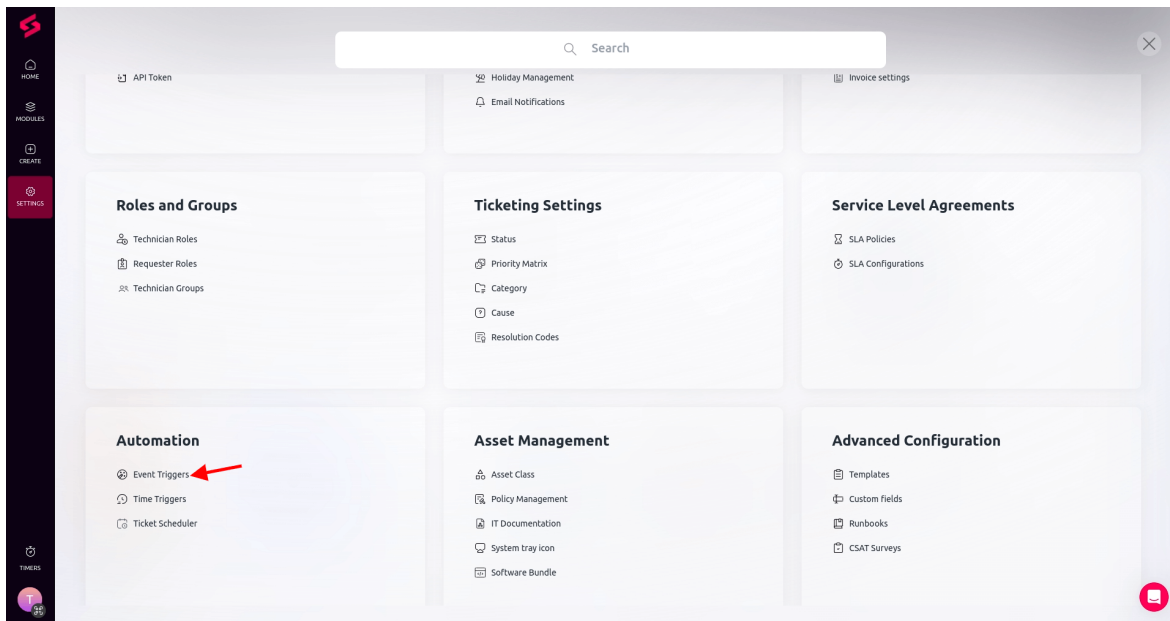


## How to Remove Event Triggers on SuperOps?

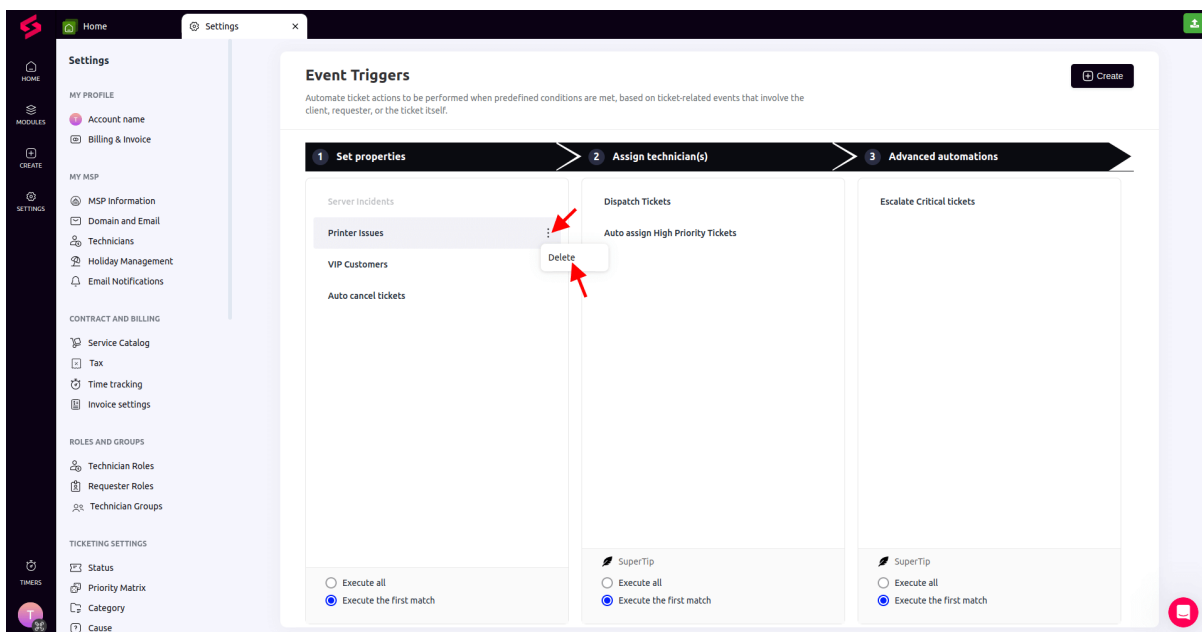
1. Open your SuperOps and go to **Settings**.



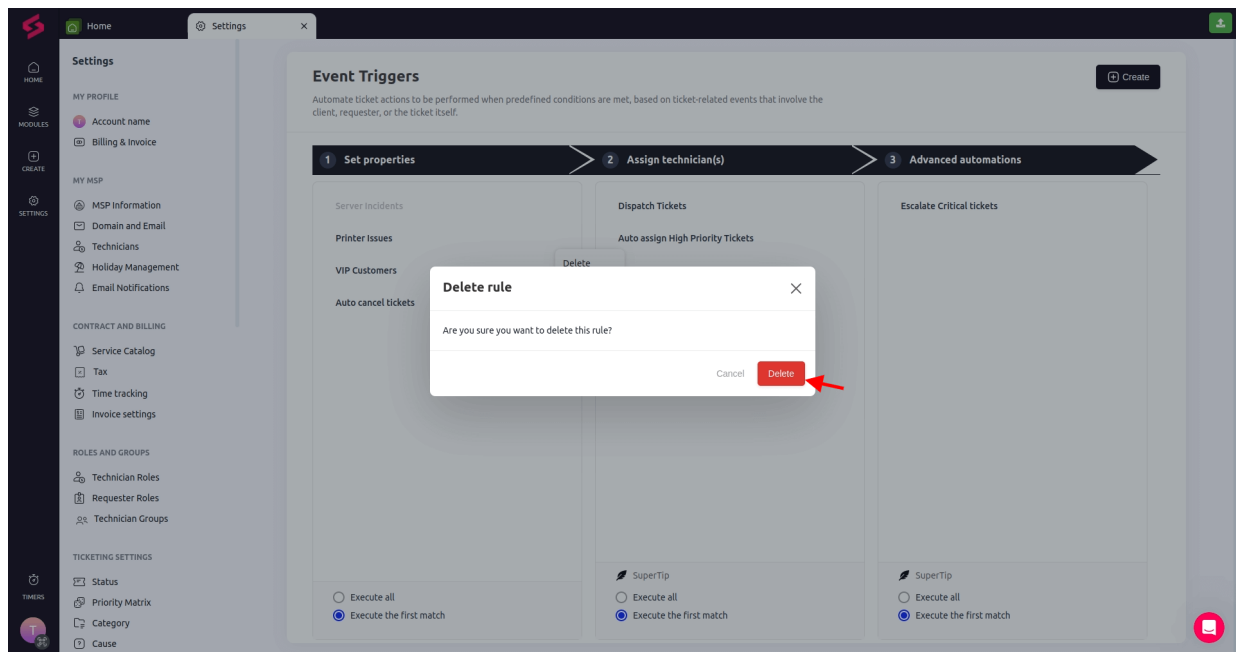
2. Choose **Event Triggers** in the **Automation** section.



3. Hover over a trigger and click the three dots that appear on the right. Then, choose the **Delete** option.



4. Confirm your action by clicking **Delete**.



## 3.2. DATA MAPPING TIPS

Data mapping matters a lot, so here are a few expert tips for a smooth data migration journey.

### Tip 1. Mapping Source Ticket IDs to Short Text Custom Fields

Map your source **ticket ID** into a **short text custom field**. You can research the migrated records by checking the Demo or Full migration results.

### Tip 2. Tip 2: Syncing Up Clients for a Duplication-Free Migration

Here's a key insight: If you've got a **client** on both the source and target platforms, make sure they **go by the same name**. Otherwise, such clients will be created on the target during migration, and you'll get duplicated companies.



## 4. HOW TO SET AND RUN DATA MIGRATION

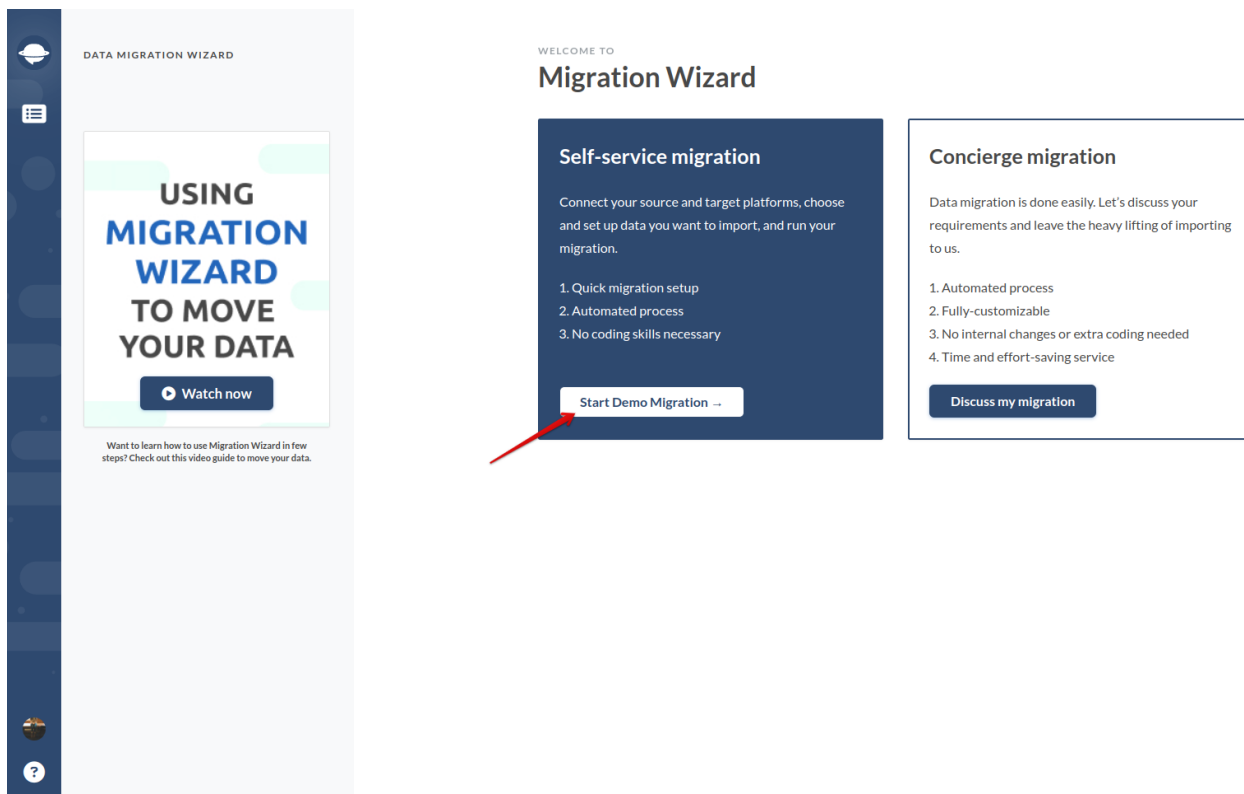
### 4.1. WHAT IS A DEMO MIGRATION?

Free Demo Migration is your opportunity to preview the Full Data Migration process. Migration Wizard randomly selects **twenty (20) tickets**. These records are migrated to your target platform, including all related records. Typically, the Demo Migration is completed in five minutes.

It's essential to note that **how your records migrate during the test Demo is exactly how they will be imported in the Full Data Migration**. If you have questions or seek guidance to improve your Demo results, our dedicated support team is at your service.

### 4.2. HOW TO RUN A DEMO MIGRATION?

The Migration Wizard is user-friendly, and you can set up your Demo painlessly. Here's the step-by-step guide.



1. Connect your Sources platform and provide the access credentials required. **Be sure you are an admin of the source and target platforms**, otherwise, you won't be able to set and run data migration.

The screenshot displays the 'MIGRATION SETUP' interface. On the left, a sidebar lists migration stages: 'From: JIRA SERVICE MANAGEMENT', 'To: NOT SELECTED', 'Choose Objects: NOT SELECTED', 'Demo migration: NOT STARTED', and 'All data migration: NOT STARTED'. The main area is divided into 'SOURCE' and 'TARGET' sections. The 'SOURCE' section has a dropdown menu set to 'Jira Service Management' with a red arrow pointing to it. Below this, there's a help link for connection issues. Fields for 'URL', 'Username', and 'API token' are provided, with a 'Continue >' button at the bottom. The 'TARGET' section shows a dropdown menu set to 'Zendesk'. A security policy notice is at the bottom of the main area.

**MIGRATION SETUP**

From: JIRA SERVICE MANAGEMENT

To: NOT SELECTED

Choose Objects: NOT SELECTED

Demo migration: NOT STARTED

All data migration: NOT STARTED

**SOURCE**

Migrate from: Jira Service Management

Experience troubles establishing a connection? Don't worry - just take a look at this article for a step-by-step guide.

URL: https://domain.com/

Username: name@example.com

API token: Enter your API token or Password

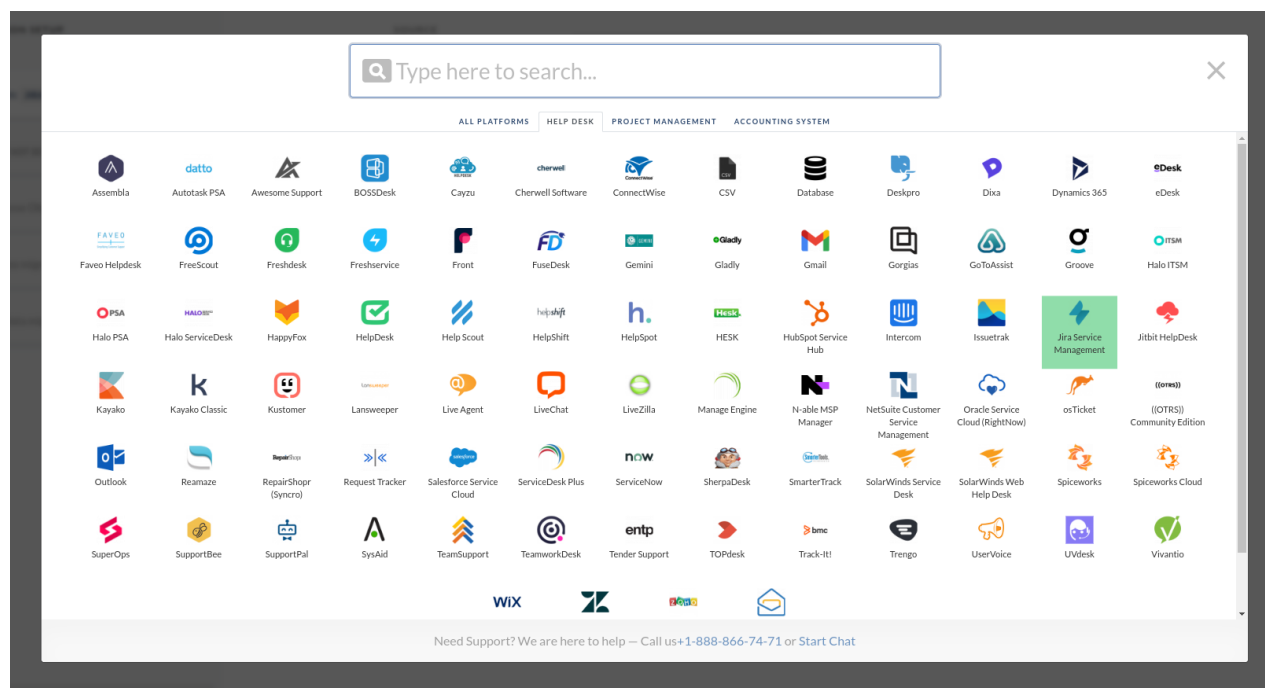
Continue >

**TARGET**





Migrate to: Zendesk

We don't share your access credentials with third parties and guarantee the safety of your data according to our Security Policy.

**SUPPORT HOURS**  
05:10 PM in Kyiv, Ukraine  
Monday to Friday  
8:00 AM to 12:00 AM



2. Provide your subdomain and API token—either you connect SuperOps as a target or source platform.



### MIGRATION SETUP

From: JIRA SERVICE MANAGEMENT

☒ Url: <https://example.atlassian.net>

Service Desks: ITSM sample space

To: SUPEROPS

Choose Objects: NOT SELECTED


Demo migration: NOT STARTED

All data migration: NOT STARTED

**SUPPORT HOURS**

02:38 PM in Kyiv, Ukraine

Monday to Friday  
8:00 AM to 12:00 AM

 SOURCE

Jira Service Management connected

[< Edit source](#)


TARGET

Migrate to: SuperOps

Select your future platform


Subdomain

example


 Your subdomain's name [Settings -> MSP Information -> Subdomain's name](#)

API Token

api-eyJgdzVy6QtkTnz66OU1FI2MPVM21vv1paT6WhkO9nM...





 Go to [Settings -> API Token -> Generate Token](#)

Continue >

 We don't share your access credentials with third parties and guarantee the safety of your data according to our [Security Policy](#).



3. Then, configure your instance—roles, sites, clients, and technician group.



MIGRATION SETUP

From: JIRA SERVICE MANAGEMENT

☒ Url: <https://example.atlassian.net>

Service Desks: ITSM sample space

☒ To: SUPEROPS

Choose Objects: NOT SELECTED

Demo migration: NOT STARTED

All data migration: NOT STARTED


SUPPORT HOURS

Monday to Friday

02:59 PM in Kyiv, Ukraine


8:00 AM to 12:00 AM

SOURCE

 Jira Service Management connected

[-- Edit source](#)

TARGET


 SuperOps connected

[-- Edit target](#)

Configure your SuperOps connection


Roles

Client Admin

 Select Requester roles to migration


Sites

Globe Town

 Select Requester sites to migration


Client

Dunder Mifflin

 Select Requester default client to migration

Technician Group





Level 2 Support

 If you don't have groups in source then this group is default

Continue >



4. Choose data entities you want to migrate. In our sample, you can import from Jira Service Management to SuperOps the following data:
  - User to Technicians
  - Organizations to Clients
  - Customers to Requesters
  - Issues to Tickets



### MIGRATION SETUP

From: **JIRA SERVICE MANAGEMENT**

☒ Url: <https://123456789012.atlassian.net>

Service Desks: ITSM sample space

To: **SUPEROPS**

Roles: Client Admin

☒ Sites: Globe Town

Client: Dunder Mifflin

Technician Group: Level 2 Support

Choose Objects: **NOT SELECTED**

Demo migration: **NOT STARTED**

All data migration: **NOT STARTED**

#### IMPORTANT MIGRATION NOTES

During the Full migration data will be transferred the same way it did during Demo, so check Demo results thoroughly.


Before proceeding to Full Data Migration, check the following:

- If the custom fields are properly mapped.
- If all the agents are created and properly matched.
- If you disabled all the automations and notifications.
- You will be prompted to update mapping

MAPPING

## Select Objects

 **JIRA SERVICE MANAGEMENT**

 **SUPEROPS**

HELP DESK OBJECTS	
<input type="checkbox"/> Users	Technicians
<input type="checkbox"/> Organizations	Clients
<input type="checkbox"/> Customers	Requesters
<input type="checkbox"/> Issues	Tickets

Do you have questions on the fields mapping? Let us [help you!](#)

Continue >

Click to start a free trial migration to the specified target.







On these steps, you can choose the pre-built automated options: migrate inline images as ticket attachments, skip attachments, and try a custom Demo with hand-picked data (you pick records by ID and type into the corresponding box.)



MAPPING

## Select Objects

 JIRA SERVICE MANAGEMENT

 SUPEROPS

HELP DESK OBJECTS

<input checked="" type="checkbox"/>	Users	 Match items	Technicians
<input checked="" type="checkbox"/>	Organizations	>>>	Clients
<input checked="" type="checkbox"/>	Customers	>>>	Requesters
<input checked="" type="checkbox"/>	Issues	 Map fields	Tickets


☒ Migrate inline images as ticket attachments  
Keep embedded images even when your source is unavailable. It may increase the migration time

☒ Skip attachments  
Keep ticket attachments, or leave them behind to save storage space or migrate faster

☐ Demo with custom data  
Choose up to 20 records by IDs and import them to check how the data lands on a target

Do you have questions on the fields mapping? [Let us help you!](#)

Continue >

 Click to start a free trial migration to the specified target.

**Note** that the list of these out-of-the-box customizations depends on the migration pair. With another source, these automated options will differ.




Help-Desk-Migration.com


[contact@help-desk-migration.com](mailto:contact@help-desk-migration.com)

5. The next step is data mapping: map your user-technician data fields and issues-ticket fields.

?

Users to Technicians matching

 JIRA SERVICE MANAGEMENT USERS

 SUPEROPS TECHNICIANS

CHOOSE DEFAULT TECHNICIAN ON THE TARGET PLATFORM

Unassigned, deleted or inactive users

joel.miller@demo.ai

USERS AVAILABLE FOR MATCHING

joel.miller@demo.ai

Auto-match

Save matching >





In the issue-ticket mapping, you have *system fields that are automatically mapped* and *required fields that should be mapped* to start a data migration.

If your target platform has a required field and on the source account, this field is empty in some of the tickets, you can choose 'Use for default or empty values' and assign a value that will be placed to keep data integrity and start the migration.

Issues to Tickets mapping

Check out our [data mapping guide](#) to go over this step easily and fast.

 JIRA SERVICE MANAGEMENT ISSUES

 SUPEROPS TICKETS

FIELDS AVAILABLE FOR MAPPING

Summary

Subject system

Organizations

Company system

Id

Group system

Issue type

Type required

Use for default or empty values

Incident

Review it, this field was not mapped automatically.

Task

Incident

Review it, this field was not mapped automatically.

[System] Service request

Incident

Review it, this field was not mapped automatically.

Sub-task

Incident

Review it, this field was not mapped automatically.

[System] Incident

Incident

Review it, this field was not mapped automatically.

[System] Problem

Incident

Review it, this field was not mapped automatically.

[System] Change

Incident

Review it, this field was not mapped automatically.

[System] Post-incident review

Incident

Review it, this field was not mapped automatically.

[System] Service request with approvals

Incident

Review it, this field was not mapped automatically.

You can choose 'Skip this field' if there is no such field in your source platform.

Waiting for approval Closed Review it, this field was not mapped automatically.

Priority Priority **required**

Use for default or empty values Critical Review it, this field was not mapped automatically.

Highest Critical Review it, this field was not mapped automatically.

High High

Medium Medium

Low Low

Lowest Critical Review it, this field was not mapped automatically.

Assignee Staff system

Contact Contact system

Comments Comments system

Side Conversations Side Conversations system

Created date Created date system

Updated date Updated date system

Closed date Closed date system

Skip this field

Skip this field

Skip this field

Error Log





Customer Plan

Client Revenue

Reset Mapping Save mapping >

When the data mapping is completed, click '**Save mapping.**' Note that you can *edit your mapping* after running the Demo and *re-run it as many times as needed.*

6. Click 'Continue' to start your Free Demo migration. Typically, it takes up to 5 minutes.



MIGRATION SETUP

From: JIRA SERVICE MANAGEMENT

☒ Url: <https://1.atlassian.net>

Service Desks: ITSM sample space

To: SUPEROPS

Roles: Client Admin

☒ Sites: Globe Town

Client: Dunder Mifflin

Technician Group: Level 2 Support

Choose Objects: NOT SELECTED

Demo migration: NOT STARTED

All data migration: NOT STARTED

IMPORTANT MIGRATION NOTES



During the Full migration data will be transferred the same way it did during Demo, so check Demo results thoroughly.

Before proceeding to Full Data Migration, check the following:

- If the custom fields are properly mapped.
- If all the agents are created and properly matched.
- If you disabled all the automations and notifications.
- You will be prompted to update mapping

MAPPING

## Select Objects



HELP DESK OBJECTS

<input checked="" type="checkbox"/>	Users	<a href="#">Match items</a>	Technicians
<input checked="" type="checkbox"/>	Organizations	>>>	Clients
<input checked="" type="checkbox"/>	Customers	>>>	Requesters
<input checked="" type="checkbox"/>	Issues	<a href="#">Map fields</a>	Tickets

☒ Migrate inline images as ticket attachments  
Keep embedded images even when your source is unavailable. It may increase the migration time

☒ Skip attachments  
Keep ticket attachments, or leave them behind to save storage space or migrate faster

☐ Demo with custom data  
Choose up to 20 records by IDs and import them to check how the data lands on a target

Do you have questions on the fields mapping? [Let us help you!](#)

Continue >

Click to start a free trial migration to the specified target.



7. Once your Demo is ready, you can see the records available for migration, migrated records to check them on your target by IDs, and the migration price. Here, you can apply the coupon code in the 'Price breakdown' window.

MIGRATION SETUP

From: JIRA SERVICE MANAGEMENT

☒ Url: <https://atlassian.net>

Service Desks: ITSM sample space

To: SUPEROPS

Roles: Client Admin

☒ Sites: Globe Town

Client: Dunder Mifflin

Technician Group: Level 2 Support

Choose Objects: STAFF, COMPANY, CONTACT, TICKET

Demo migration: DEMO COMPLETE

All data migration: NOT STARTED

IMPORTANT MIGRATION NOTES

During the Full migration data will be transferred the same way it did during Demo, so check Demo results thoroughly.

Before proceeding to Full Data Migration, check the following:

- If the custom fields are properly mapped.
- If all the agents are created and properly matched.
- If you disabled all the automations and ...

DATA MIGRATION PREVIEW

Demo is complete

Help Desk records

	Available	Migrated	Failed	Skipped
Staff	1	2	0	0
Company	42	0	0	0
Contact	257	97	0	0
Ticket	358	20	0	0

☐ STANDARD( FREE )

- ✓ 9/5 via email, phone & chat
- ✓ Regular SLA response time (within 24 hours)
- ✗ Dedicated support on weekends
- ✗ Data re-migration
- ✗ Interval migration
- ✗ Delta migration
- ✗ Skipped/failed records check and migration

☒ PREMIUM( +\$200 )

- ✓ 16/5 on weekdays and 8 hours on weekends support via email, phone & chat
- ✓ High priority response time
- ✓ Dedicated support on weekends
- ✓ 1 data re-migration within 5 days
- ✗ Interval migration
- ✗ Delta migration
- ✗ Skipped/failed records check and migration

☐ SIGNATURE( +\$500 )

- ✓ 16/5 on weekdays and 8 hours on weekends support via email, phone & chat
- ✓ Highest priority response time
- ✓ Dedicated tech support on weekends/holidays
- ✓ 1 data re-migration within 10 days
- ✓ Interval migration
- ✓ 1 Delta migration within 10 days
- ✓ Skipped/failed records check and migration

All Data Migration Price


\$500<sup>00</sup>


Price breakdown

Proceed to payment >

PayPro Global Inc. acts as our reseller and the merchant of record, is an eCommerce provider incorporated in and operating from Canada.



8. Allowing support access is easy and can be done directly from the Migration Wizard. Simply access your migration dashboard and click the wrench icon  next to the required data migration. A message will appear explaining the access required.



MIGRATION SETUP

From: JIRA SERVICE MANAGEMENT

☒ Url: <https://hdm31.atlassian.net>

Service Desks: ITSM sample space

To: SUPEROPS

Roles: Client Admin

☒ Sites: Globe Town

Client: Dunder Mifflin

Technician Group: Level 2 Support

Choose Objects: STAFF, COMPANY, CONTACT, TICKET

☒

Demo migration: DEMO COMPLETE

☐

All data migration: NOT STARTED

☐

IMPORTANT MIGRATION NOTES

During the Full migration data will be transferred the same way it did during Demo, so check Demo results thoroughly.

Before proceeding to Full Data Migration, check the following:

- If the custom fields are properly mapped.
- If all the agents are created and properly matched.
- If you disabled all the automations and

DATA MIGRATION PREVIEW

Demo is complete

Help Desk records	Available	Migrated	Failed	Skipped
Staff	1	2	0	0
Company	42	0	0	0
Contact	257	97	0	0
Ticket	358	20	0	0

● STANDARD( FREE )

✓ 9/5 via email, phone & chat

✓ Regular SLA response time (within 24 hours)

✗ Dedicated support on weekends

✗ Data re-migration

✗ Interval migration

✗ Delta migration

✗ Skipped/failed records check and migration

○ PREMIUM( +\$200 )

✓ 16/5 on weekdays and 8 hours on weekends support via email, phone & chat

✓ High priority response time

✓ Dedicated support on weekends

✓ 1 data re-migration within 5 days

✗ Interval migration

✗ Delta migration

✗ Skipped/failed records check and migration

○ SIGNATURE( +\$500 )

✓ 16/5 on weekdays and 8 hours on weekends support via email, phone & chat

✓ Highest priority response time

✓ Dedicated tech support on weekends/holidays

✓ 1 data re-migration within 10 days

✓ Interval migration

✓ 1 Delta migration within 10 days

✓ Skipped/failed records check and migration

All Data Migration Price

\$300<sup>00</sup>

 Price breakdown

Proceed to payment >

 PayPro Global Inc. acts as our reseller and the merchant of record, is an eCommerce provider incorporated in and operating from Canada.





## Migrations

Start new migration



653BCFDD  
Number

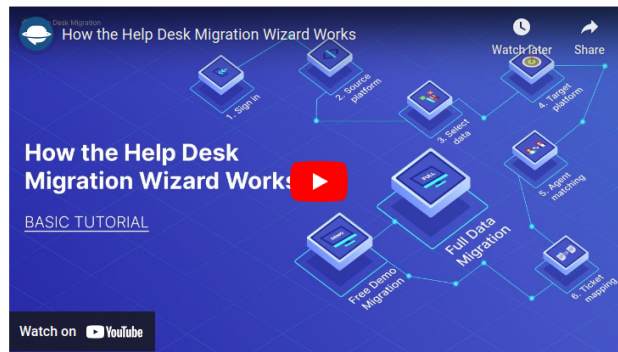
Jira Service Management  
<https://atlassian.net>

SuperOps

STEP: DEMO  
Updated: 27 Oct, 2023

Check Demo

Let's check how the automated migration tool works in a bite-size guide to its features and settings



Enable the feature to allow support access.

×

 ☒ Allow support access

Users can allow Data Migration Wizard technicians to access their migration data and settings to help troubleshoot a support case to gather information to diagnose, reproduce and remediate your case.

Save >

Cancel



Help-Desk-Migration.com  
[contact@help-desk-migration.com](mailto:contact@help-desk-migration.com)



9. In this step, you can choose a suitable support plan, or if you need some custom work - be sure to contact and discuss it with our support team. If everything is great and you are ready to start your Full Migration, click '**Proceed to payment**' to pay for your SuperOps migration.

MIGRATION SETUP

From: JIRA SERVICE MANAGEMENT

☒ Url: <https://atlassian.net>

Service Desks: ITSM sample space

To: SUPEROPS

Roles: Client Admin

☒ Sites: Globe Town

Client: Dunder Mifflin

Technician Group: Level 2 Support

Choose Objects: STAFF, COMPANY, CONTACT, TICKET

Demo migration: DEMO COMPLETE

All data migration: NOT STARTED

IMPORTANT MIGRATION NOTES

During the Full migration data will be transferred the same way it did during Demo, so check Demo results thoroughly.

Before proceeding to Full Data Migration, check the following:

- If the custom fields are properly mapped.
- If all the agents are created and properly matched.
- If you disabled all the automations and ...

DATA MIGRATION PREVIEW

Demo is complete

Help Desk records	Available	Migrated	Failed	Skipped
Staff	1	2	0	0
Company	42	0	0	0
Contact	257	97	0	0
Ticket	358	20	0	0

☐ STANDARD( FREE )

☒ PREMIUM( +\$200 )

☐ SIGNATURE( +\$500 )

☒ 9/5 via email, phone & chat

☒ Regular SLA response time (within 24 hours)

☒ Dedicated support on weekends

☒ Data re-migration

☒ Interval migration

☒ Delta migration

☒ Skipped/failed records check and migration

☒ 16/5 on weekdays and 8 hours on weekends support via email, phone & chat

☒ High priority response time

☒ Dedicated support on weekends

☒ 1 data re-migration within 5 days

☒ Interval migration

☒ Delta migration

☒ Skipped/failed records check and migration

☒ 16/5 on weekdays and 8 hours on weekends support via email, phone & chat

☒ Highest priority response time

☒ Dedicated tech support on weekends/holidays

☒ 1 data re-migration within 10 days

☒ Interval migration

☒ 1 Delta migration within 10 days

☒ Skipped/failed records check and migration

All Data Migration Price

\$500<sup>00</sup>

Price breakdown

Proceed to payment >

PayPro Global Inc. acts as our reseller and the merchant of record, is an eCommerce provider incorporated in and operating from Canada.

## 4.3. HOW TO START FULL MIGRATION?

When you have checked the Demo results and are ready to start your Full Migration, you can proceed to payment. Help Desk Migration accepts payments via credit card, PayPal, and Wired.

The screenshot shows the Relokia checkout interface. At the top, there's a dark header with the Relokia logo, a progress bar with steps '1 Products' and '2 Finish Order', and language/currency dropdowns set to 'English' and 'USD'. The main content area is divided into two columns. The left column, titled 'Billing Information', contains a checkbox for 'Business purchase', followed by input fields for 'E-mail \*', 'First name \*', 'Last name \*', 'Full address \*', 'City \*', 'ZIP', 'Username', 'Phone number' (with a help icon), a checkbox for 'License to another person', a 'Credit/Debit Card' section with a 'Card number\*' field, and a 'Security code\*' field (with a help icon) preceded by two small input boxes containing '01' and '23'. The right column, titled 'You're Buying', displays a product card for 'Data migration from Jira Service Management to SuperOps' priced at '500.00 USD'. Below this, it shows 'VAT (20.00%): 100.00 USD' and a bold 'TOTAL: 600.00 USD'. At the bottom center, there is a green 'Submit order' button.

Note that if you choose Wired, the payment takes time, and you can't start your migration immediately.





## Demo is complete

Help Desk records	Available	Migrated	Failed	Skipped
Staff	1	2	0	0
Company	42	0	0	0
Contact	257	97	0	0
Ticket	358	20	0	0

☐ **STANDARD( FREE )**

- ✓ 9/5 via email, phone & chat
- ✓ Regular SLA response time (within 24 hours)
- ✗ Dedicated support on weekends
- ✗ Data re-migration
- ✗ Interval migration
- ✗ Delta migration
- ✗ Skipped/failed records check and migration

☒ **PREMIUM( +\$200 )**

- ✓ 16/5 on weekdays and 8 hours on weekends support via email, phone & chat
- ✓ High priority response time
- ✓ Dedicated support on weekends
- ✓ 1 data re-migration within 5 days
- ✗ Interval migration
- ✗ Delta migration
- ✗ Skipped/failed records check and migration

☐ **SIGNATURE( +\$500 )**

- ✓ 16/5 on weekdays and 8 hours on weekends support via email, phone & chat
- ✓ Highest priority response time
- ✓ Dedicated tech support on weekends/holidays
- ✓ 1 data re-migration within 10 days
- ✓ Interval migration
- ✓ 1 Delta migration within 10 days
- ✓ Skipped/failed records check and migration

All Data Migration Price **\$500<sup>00</sup>**
[Price breakdown](#)

✓ Thank you! Your payment has been received. Now you can start the migration process.

[Start full data migration >](#)
[Schedule full data migration](#)

When your payment is confirmed, you will see the message about it and two options: **Start full data migration** and **Schedule full data migration**.

If you click 'Start full data migration,' your data will be initiated. The other option allows you to choose the date for starting your SuperOps migration.

**Full Migration Rule:** do not modify settings or delete data. During Full Migration, avoid altering settings or deleting data on the destination platform to prevent migration issues or skipping records.

## 5.SUPPORT SERVICE PLANS

There's no one right way to do every record transfer; that's why we offer a set of support service packages to meet your specific needs.



## 5.1. WHAT IS INSIDE EACH SUPPORT PLAN

The **Standard** plan delivers basic features that help you accomplish what you set out to do. This plan includes support from our team on 9/5 via email, phone & chat during the regular response time stated in our SLA (i.e., response time within 24 hours). It is free and available to anyone who signs up.

The **Premium** plan is a perfect fit for those customers who have a larger volume of records and specific requirements for data mapping. Within this support plan, we teamed up 16/5 on weekdays and 8 hours on weekends support via email, phone & chat, marked as high priority and responded to by our senior data migration experts. They have hundreds of successful data migrations under their belt. Another advantage of this plan is the option to re-migrate your data within 5 (days).

The **Signature** plan is packed with options to meet your unique requirements. The service package delivers 16/5 on weekdays and 8 hours on weekends support via email, phone & chat, and urgent response within 2 (two) hours after submitting your request.

To give you even more control over the process, you get

- assigned a dedicated tech support team that would steward your data migration during weekends or/and holidays
- data re-migration within ten (10) days after the Full Data Migration has been completed
- Delta migration within ten (10) days after the Full Data Migration has been completed

### What are the benefits of paid support plans?

- **16/5 on weekdays and 8 hours on weekends support** via email, phone & chat means our support team will answer your questions longer than the standard business hours of our SLA. And on weekends (Saturday and Sunday), we reply within 6 (six) hours.
- **The highest priority response time** means your queries or questions will be answered first as they appear at the top of the support agents' queues.
- **Dedicated tech support on weekends/holidays** means that your account manager and tech team would be available during your data migration, even if it runs on weekends or holidays.
- **Data re-migration within 5(days) or 10 (ten) days** allows you to re-run data migration and change the configurations to meet your business needs ten days after your Full Data Migration.
- **Interval Migration** allows you to pause your help desk data migration during the workweek and resume on weekends or any other scheduling that best complies with your business needs. Avoid any customer service lags or downtime easily.
- **Delta Migration** helps you run your data migration without any downtime of your services. It allows you to migrate the updated or new records without running new Full Data Migration, but it prevents duplicates and other messing up with records on your destination platform. Plus, it is the destination platform or vice versa. Or available only in our Signature plan.



- **Skipped/failed records** check and migration. Often, we have inactive employees or fields that are mandatory on the current platform but not required on another aspect that fails, and the record can't be transferred to your target platform. This option allows you to request the check of these records and find out the workaround for their migration to your destination platform.

## 5.2. WHEN DELTA MIGRATION IS YOUR CHOICE

As you already know, the duration of your data migration depends on a list of aspects—starting from data volume, your migration pair to customization, and support plan. If your SuperOps migration takes more than one day, we highly recommend you take advantage of our Delta migration and Signature support plan.

Need assistance in  
data migration  
planning & running?

Let's talk

