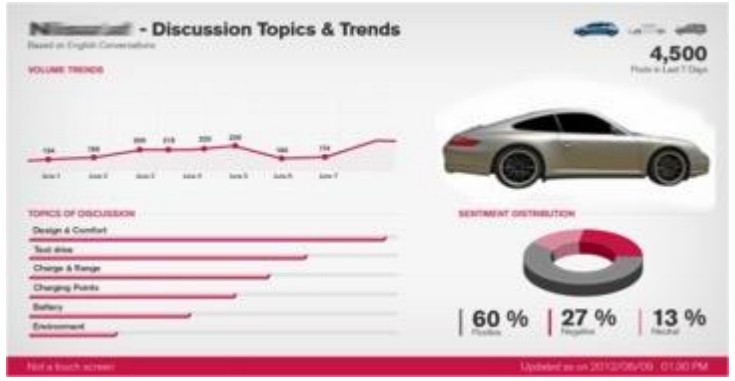




Hinduja Tech Limited

A Hinduja Group Company



AL Service Desk User Manual For L2 and L3 Support Agents

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Status and Department Actions Dashboard

| Actions\ Department | L1 Support | L2 Support | L3 Support |
|-----------------------|------------|------------|------------|
| Create Ticket | ✓ | ✘ | ✘ |
| Transfer Tickets | ↗ | ↗ | ↗ |
| Claim (Self) / Assign | ✋ | ✋ | ✋ |
| Resolve Ticket | ↶ | ↶ | ↶ |

Note: Please do not use Status Closed. Instead if a ticket is fixed use the status **Resolved**

Agent Login



After successful Login with your account details, it loads Home page with List of Tickets (Status wise)

Welcome, **Srinivasan.** | [Admin Panel](#) | [Profile](#) | [Log Out](#)

ASHOK LEYLAND SERVICE DESK

Dashboard Users Tasks **Tickets** Knowledgebase

Open (0) Closed New Ticket

[advanced] ⓘ ▾

Open Tickets

| Number | Last Updated | Subject | From | Priority | Assigned To |
|--|--------------|---------|------|----------|-------------|
| There are no tickets matching your criteria. | | | | | |

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In Open Tab agents can see all open tickets [ticket created by End Users/L1 Support Agents & Transferred tickets from other departments]

L2 Support Agent



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Welcome, Ramu. | Agent Panel | Profile | Log Out

Dashboard Tasks Tickets Knowledgebase

Open (2) Overdue (1) Closed

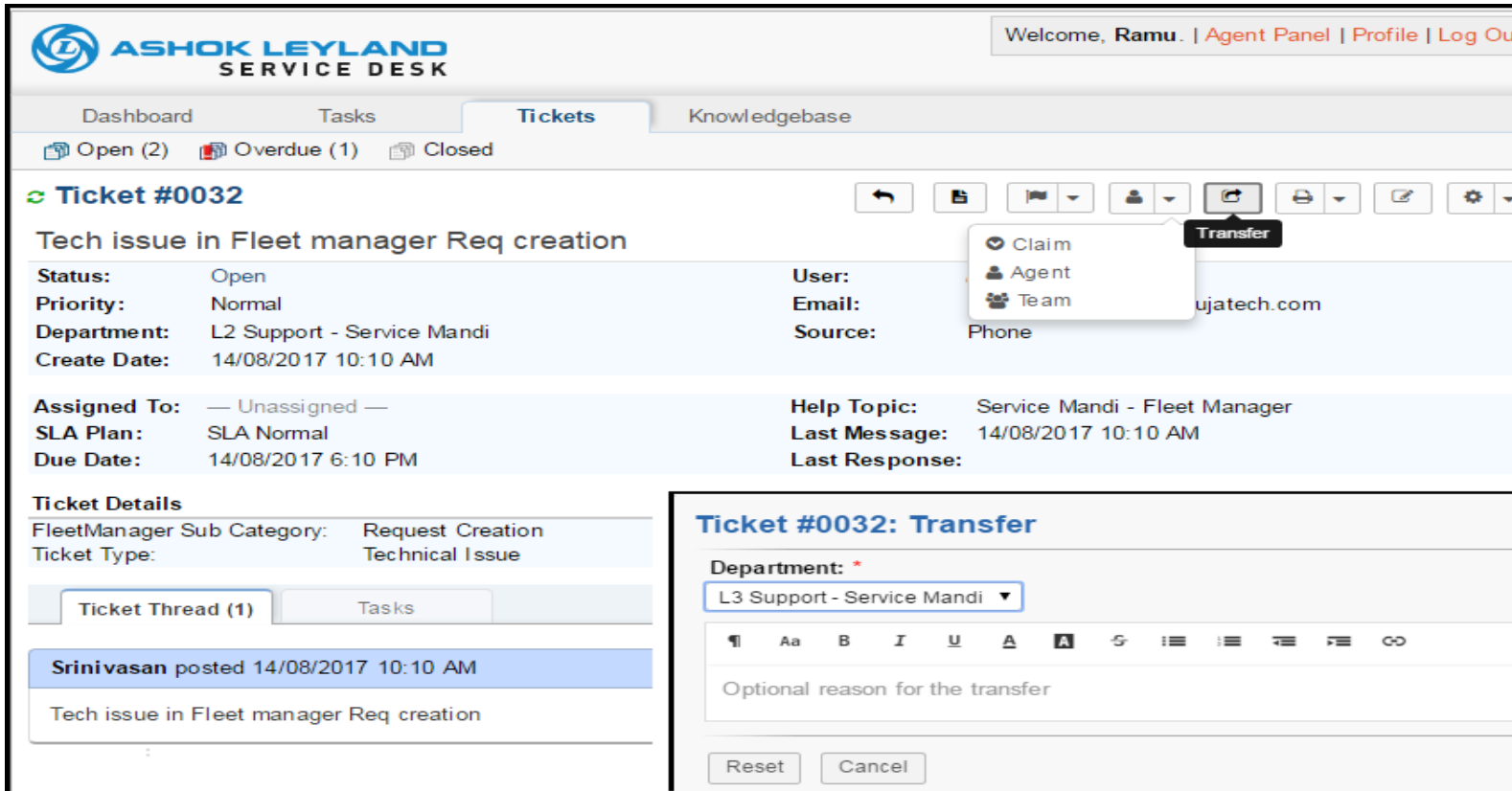
Search [advanced] Sort

Open Tickets

| Number | Last Updated | Subject | From | Priority | Assigned To |
|--------|---------------------|--|------------|----------|--------------|
| 0031 | 13/08/2017 10:29 PM | Pending Action missing | seenu | High | Srikrishna M |
| 0032 | 14/08/2017 10:10 AM | Tech issue in Fleet manager Req creation | Srinivasan | Normal | |

Select: All None Toggle Page: [1] Export Showing 1 - 2 of 2

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Welcome, Ramu. | Agent Panel | Profile | Log Out

Dashboard Tasks Tickets Knowledgebase

Open (2) Overdue (1) Closed

Ticket #0032

Tech issue in Fleet manager Req creation

Status: Open User: seenu
Priority: Normal Email: srujan@ujatech.com
Department: L2 Support - Service Mandi Source: Phone
Create Date: 14/08/2017 10:10 AM

Assigned To: — Unassigned — Help Topic: Service Mandi - Fleet Manager
SLA Plan: SLA Normal Last Message: 14/08/2017 10:10 AM
Due Date: 14/08/2017 6:10 PM Last Response:

Ticket Details

FleetManager Sub Category: Request Creation
Ticket Type: Technical Issue

Ticket Thread (1) Tasks

Srinivasan posted 14/08/2017 10:10 AM

Tech issue in Fleet manager Req creation

Ticket #0032: Transfer

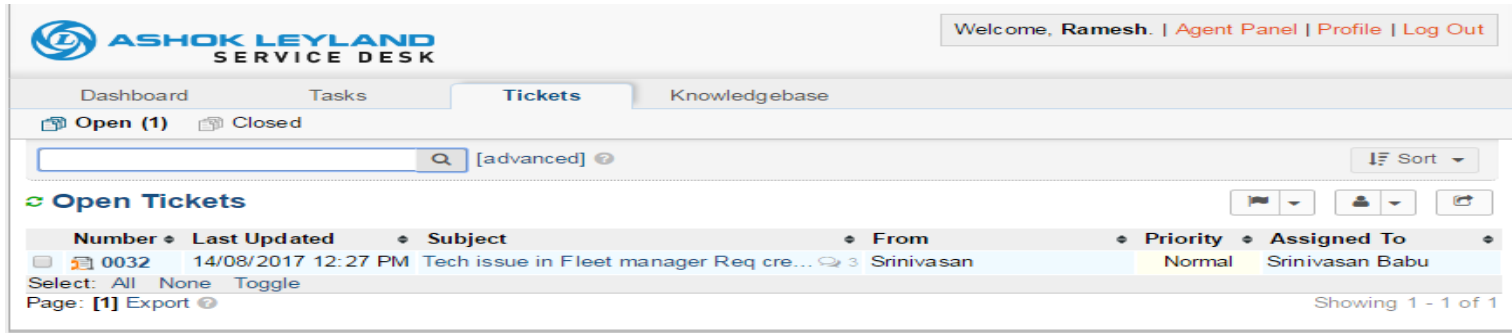
Department: *
L3 Support - Service Mandi

Optional reason for the transfer

Reset Cancel

- **L2 Support Agent** can check all Open tickets in the **Open Tab**
- Actions which can be performed by L2 Support Agent is listed below
 - **Claim** – if agents wants to self claim a ticket and work on that [note self claimed tickets will be listed in My Tickets tab]
 - **Assign** – if agent wants to assign the ticket to another agent in the same department
 - **Transfer** – if agent wants to transfer a ticket to a different department
 - **Post Reply** – agent can use this field to enter the comments or remarks which will be notified to the end user
 - **In progress/On hold** – if currently working on a ticket change to In Progress or for any dependency mark it as on hold
 - **Resolve/Closed** – agent can do post reply and perform the action as Resolved/Closed

L3 Support Agent



- **L3 Support Agent** can check all Open tickets in the **Open Tab**

- Actions which can be performed by L3 Support Agent is listed below

- **Claim** -if agents wants to self claim a ticket and work on that [note that self claimed tickets will be listed in My Tickets tab]

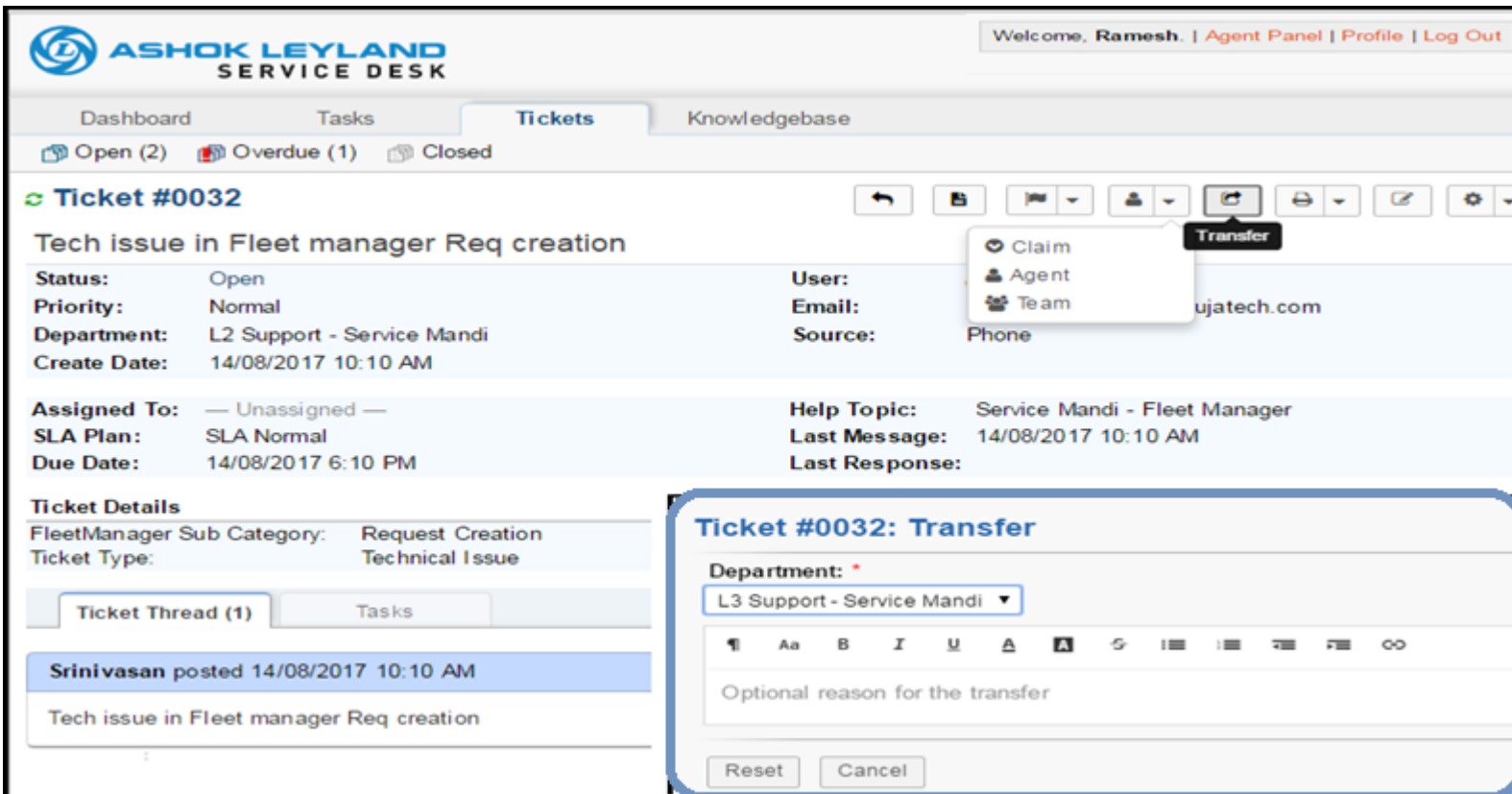
- **Assign** – if agent wants to assign the ticket to another agent in the same department

- **Transfer** – if agent wants to transfer a ticket to a different department

- **Post Reply** – agent can use this field to enter the comments or remarks which will be notified to the end user

- **In progress/On hold** – if currently working on a ticket change to In Progress or for any dependency mark it as on hold

- **Resolve/Closed** – agent can do post reply and perform the action as Resolved/Closed



Dashboard - Report

Dashboard Users Tasks Tickets Knowledgebase

Dashboard Agent Directory My Profile

Report timeframe: Last month period: Up to today Refresh

Statistics

Statistics of tickets organized by department, help topic, and agent.

Department Topics Agent

| Department | Opened | Assigned | Overdue | Closed | Reopened | Service Time | Response Time |
|------------|--------|----------|---------|--------|----------|--------------|---------------|
| L1 Support | 5 | 2 | 0 | 4 | 0 | 0.0 | 0.0 |

Department Topics Agent

| Help Topic | Opened | Assigned | Overdue | Closed | Reopened | Service Time | Response Time |
|-------------------------------|--------|----------|---------|--------|----------|--------------|---------------|
| Service Mandi - Fleet Manager | 2 | 2 | 0 | 1 | 1 | 0.0 | 0.0 |
| Service Mandi - Driver | 2 | 1 | 0 | 1 | 0 | 0.0 | 0.0 |
| Service Mandi - Farmer | 1 | 1 | 1 | 0 | 0 | 0.0 | 0.0 |
| Service Mandi - Mechanic | 1 | 0 | 0 | 1 | 0 | 0.0 | 0.0 |
| Service Mandi - CS Admin | 1 | 0 | 0 | 1 | 0 | 0.0 | 0.0 |

Department Topics Agent

| Agent | Opened | Assigned | Overdue | Closed | Reopened | Service Time | Response Time |
|-----------------|--------|----------|---------|--------|----------|--------------|---------------|
| Srinivasan Babu | 4 | 2 | 0 | 2 | 1 | 0.0 | 0.0 |

Export

- Dashboard list the Ticket statistics
- The Statistics list as below
- **Department** : List all the ticket counts respective to the department wise
- **Topics** : List all the Help topic(Module) wise details
- **Agent**: List the ticket respective to logged-in Agent
- We can export the reports in excel format



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