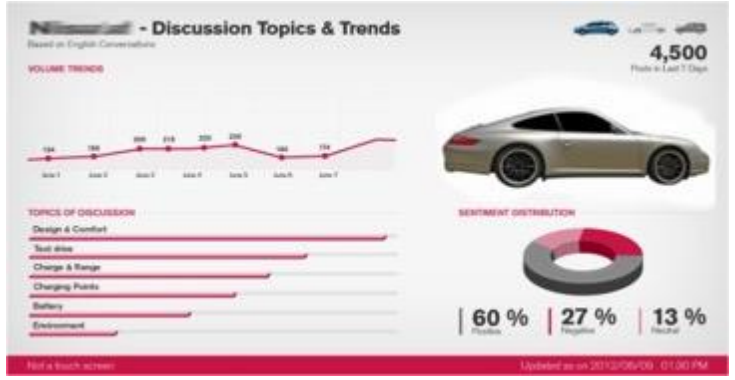




# Hinduja Tech Limited

A Hinduja Group Company



## AL Service Desk User Manual For L1 Support Agents

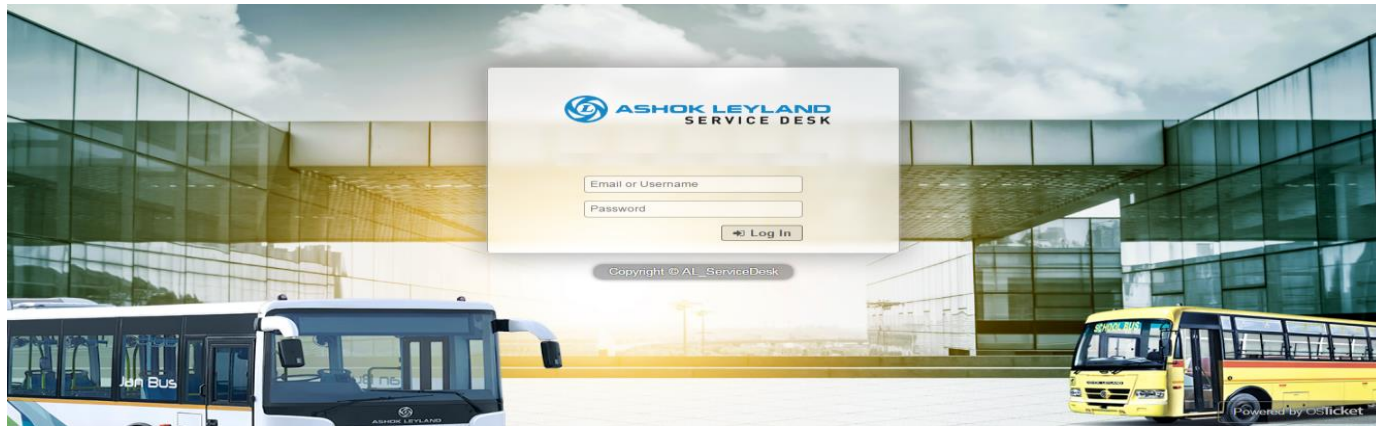
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# Status and Department Actions Dashboard

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

Search [advanced] Sort

**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]*

# L1 Support Agent

Dashboard Users Tasks **Tickets** Knowledgebase

Open (0) Closed **New Ticket**

### Open a New Ticket

**User Information:**

Email Address:  \*

Full Name:  \*

Ticket Notice:  Send alert to user.

**Ticket Information and Options:**

Ticket Source:  \*

Help Topic:  \*

Department:

SLA Plan:

Due Date:  12:00 AM Time is based on your time zone (GMT )

Assign To:

**Ticket Details:**  
Please Describe Your Issue

FleetManager Sub Category:  \*  
Issue Sub category

Ticket Type:  \*

Priority Level:

Issue Summary:  \*

Ticket Status:

Signature:  None  My Signature  Department Signature (if set)

**Internal Note**

Optional internal note (recommended on assignment)

Once clicking the **New Ticket** on top of the page

- Search for existing user by entering the email
- For New user record the Email address & username
- Select the **Ticket source** (through Phone or Either Email)
- Select the **Help Topic** (Module) to which the ticket belongs
- Select the **Sub Category**
- Select the **Ticket Type**
- Select the **Priority Level**
- Enter the **Issue Summary & Description**
- Attached the Evidence by browsing “Choose them” link if any
- Click on open to raise a new ticket
- Ticket will be created & listed in Open Queue & a mail will be triggered to user (Only if **Send alert to user** is enabled on top)

# L1 Support Agent

The screenshot shows the Ashok Leyland Service Desk dashboard. The user is logged in as Srinivasan. The 'Tickets' tab is active, and the 'My Tickets (1)' sub-tab is highlighted with a green box. Below the navigation bar, there is a search bar and a table of tickets. The table has columns for Number, Last Updated, Subject, From, Priority, and Department. One ticket is listed with Number 0050, Last Updated 16/08/2017 6:44 PM, Subject 'cs admin new ticket test', From 'diwa', Priority 'Normal', and Department 'L1 Support'.

The screenshot shows the details of Ticket #0032. The ticket title is 'Tech issue in Fleet manager Req creation'. The status is 'Open', priority is 'Normal', and department is 'L1 Support'. The user is Srinivasan (1). The ticket was created on 14/08/2017 10:10 AM. The assigned to is 'Unassigned'. The SLA plan is 'SLA Normal' and the due date is 14/08/2017 6:10 PM. The help topic is 'Service Mandi - Fleet Manager'. The last message and last response are both from 14/08/2017 10:10 AM. The ticket details show it is a 'Request Creation' sub-category and a 'Technical Issue' type. The ticket thread shows a post by Srinivasan on 14/08/2017 10:10 AM with the subject 'Tech issue in Fleet manager Req creation'.

The screenshot shows the 'Transfer' dialog box for Ticket #0032. The department is set to 'L2 Support - Service Mandi'. There is a text area for 'Optional reason for the transfer'. The dialog has 'Reset', 'Cancel', and 'Transfer' buttons.

- **L1 Support Agent** can check all Open tickets in the **Open Tab**
- Actions which can be performed by L1 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

# 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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