

# **IT Ticket Creation Procedure**

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## **I. Incident & Service Request: -**

**An incident** is anything that interrupts user business continuity and Day to Day operations. E.g.: System crashed, VPN not working, Unable to login laptop etc.

**The service request** is a request raised by the user for the new Application installation, Shared Drive access, DL/Group creation etc.

## **II. Steps to Create the Incident: -**

### **Step: 1**

Click on the System Tray. **Right Click the PCVisor agent (K symbol) and Click on Service Desk**



**Note: For some users the PCvisor icon may look like**



### **Step:2**

Select **Create Ticket**.

### Step:3

Select **Incident** from the Service Desk dropdown.

The screenshot shows the 'Create Ticket' form with the following fields and values:

- Service Desk:** A dropdown menu with 'Incident' selected and highlighted by an orange box.
- Real Name:** A text field containing 'root tiger-analytics'.
- Group Name:** A text field containing 'tiger-analytics.root'.
- Agent GUID:** A text field containing '5858337206036'.
- Submitter Email:** A text field containing 'root@tiger-analytics.com'.
- Contact Number:** An empty text field.
- Severity:** A dropdown menu with 'Select an Option'.
- Priority:** A dropdown menu with 'Select an Option'.
- Category1:** A dropdown menu with 'Select an Option'.
- Category2:** A dropdown menu with 'Select an Option'.
- Description:** A large text area for the ticket description.

### Step:4

Enter the **Summary** (Short summary of the issue) and relevant **Category1 & Category2**.

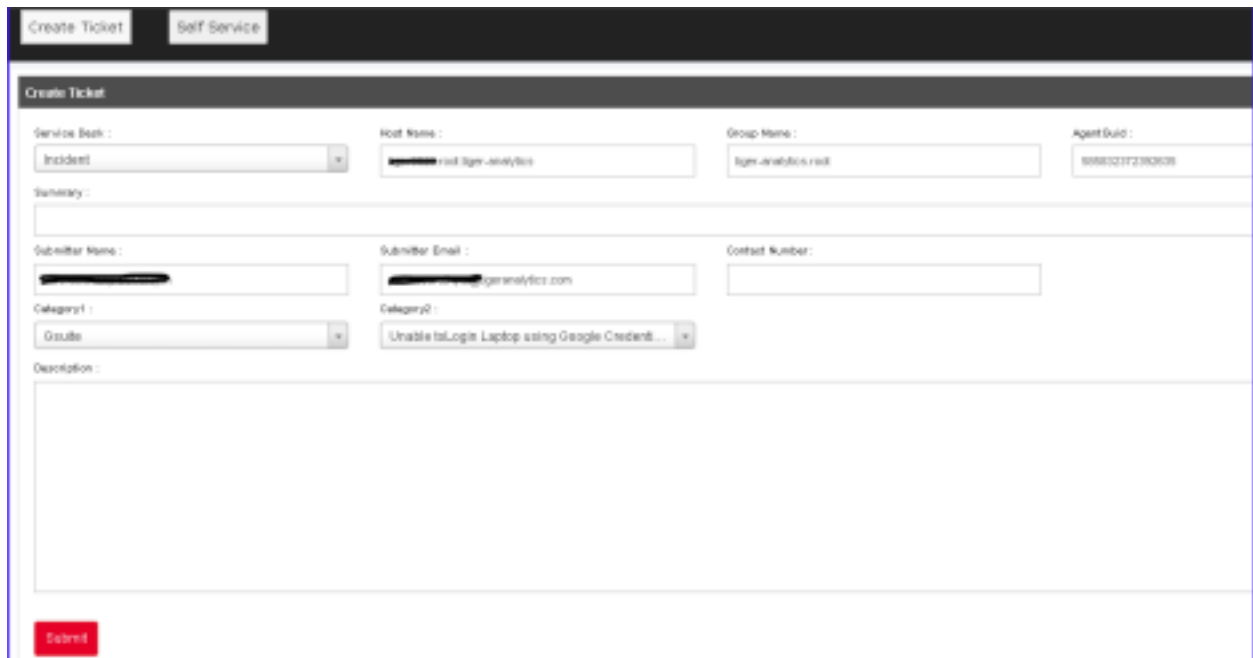
The screenshot shows the 'Create Ticket' form with the following fields and values:

- Service Desk:** A dropdown menu with 'Incident' selected.
- Real Name:** A text field containing 'root tiger-analytics'.
- Group Name:** A text field containing 'tiger-analytics.root'.
- Agent GUID:** A text field containing '5858337206036'.
- Summary:** A text field highlighted by an orange box.
- Submitter Name:** A text field containing 'root tiger-analytics'.
- Submitter Email:** A text field containing 'root@tiger-analytics.com'.
- Contact Number:** An empty text field.
- Category1:** A dropdown menu with 'Select Category1' selected and highlighted by an orange box.
- Category2:** A dropdown menu with 'Select Category2' selected and highlighted by an orange box.
- Description:** A large text area for the ticket description.

**NOTE:** Submitter Name, Submitter Email will be fetched automatically from the laptop, no need to fill these fields. Latest phone number to be updated manually to connect easily and assist you on time.

### Step: 5

Enter the detailed description of the issue and click **Submit**.



The screenshot shows a 'Create Ticket' form with the following fields and values:

- Service Desk:** Incident
- Host Name:** [Redacted] - root@lyn-analytics
- Group Name:** lyn-analytics.root
- Agent Guid:** 808832312382636
- Summary:** [Empty text area]
- Submitter Name:** [Redacted]
- Submitter Email:** [Redacted]@lyn-analytics.com
- Contact Number:** [Empty text field]
- Category1:** Groups
- Category2:** Unable to Login Laptop using Google Credential...
- Description:** [Large empty text area]
- Submit:** [Red button]

### Step: 6

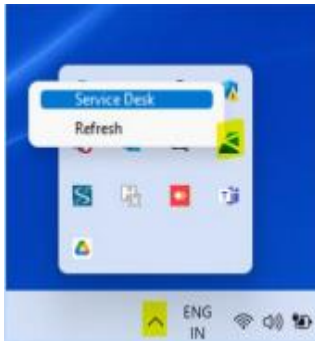
Finally, you will be notified with the **Incident number** on the (service desk) portal and an email notification will also be sent to the user with ticket details.

IN000319 Ticket No. has been created successfully

### III. Steps to Create the Service Request: -

#### Step: 1

Click on the System Tray. **Right Click the PCVisor agent (K symbol) and Click on Service Desk**



Note: For some users the PCvisor icon may looks like



#### Step:2

Select **Create Ticket**.

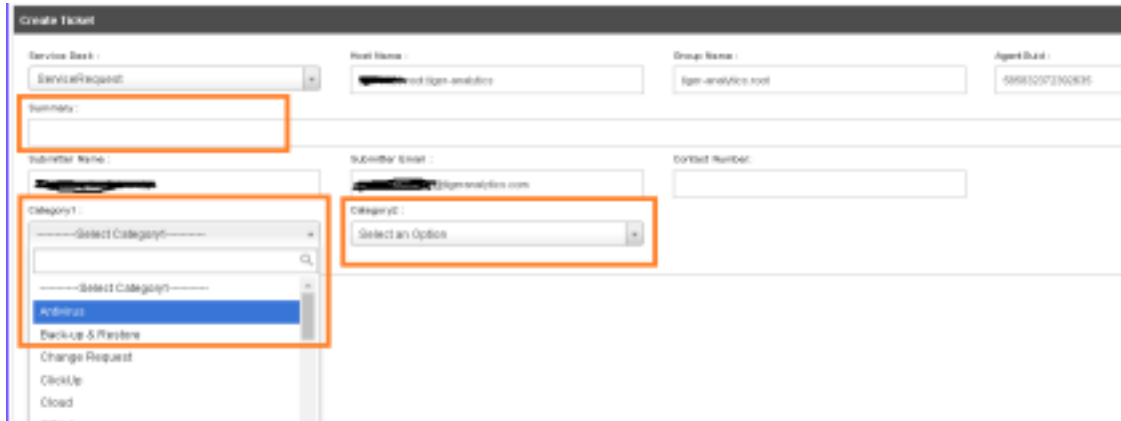
#### Step:3

Select **ServiceRequest** from the Service Desk dropdown.

A screenshot of the 'Create Ticket' form. The form has a dark header with 'Create Ticket' and 'Self Service' buttons. Below the header, there is a 'Service Desk' dropdown menu, which is highlighted with an orange box. The dropdown menu shows 'ServiceRequest' selected. To the right of the dropdown, there are input fields for 'User Name', 'Group Name', and 'Agent Email'. Below these, there are input fields for 'Subscriber Email' and 'Contact Number'. At the bottom, there is a 'Description' text area and a 'Submit' button.

#### Step:4

Enter the **Summary** (Short summary of the issue) and relevant **Category1 & Category2**.



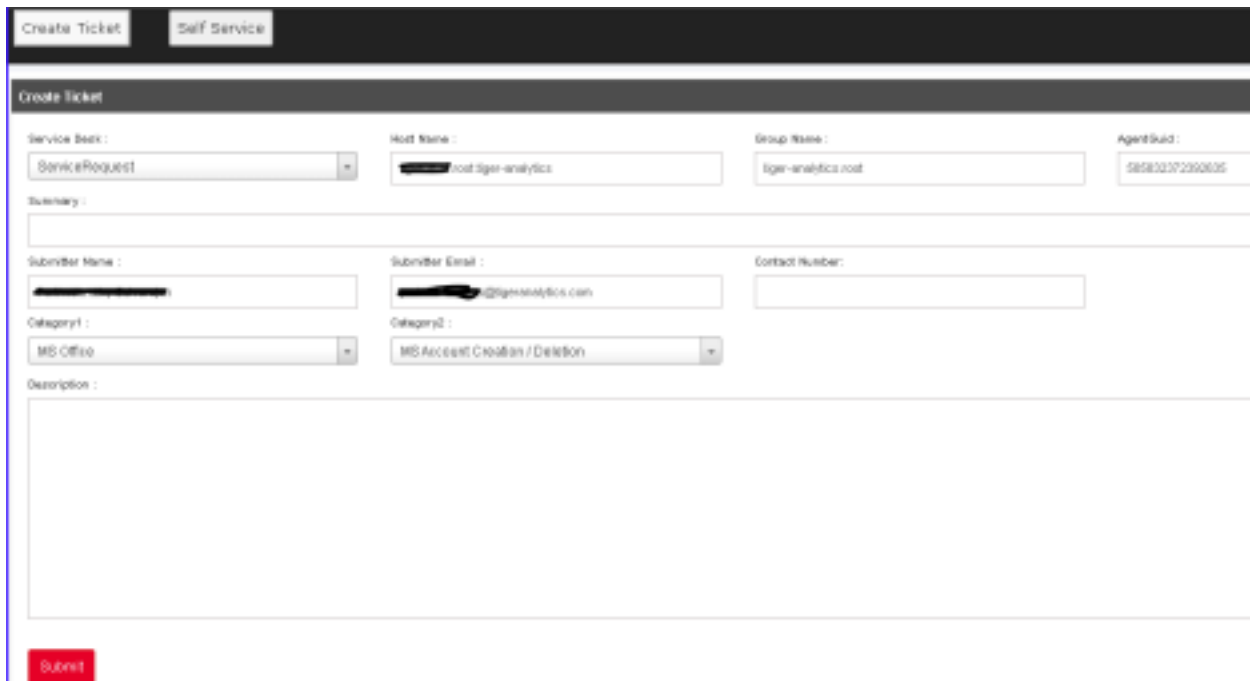
The screenshot shows the 'Create Ticket' form with the following fields and values:

- Service Desk:** ServiceRequest
- Host Name:** [Redacted] root tiger-analytics
- Group Name:** tiger-analytics root
- Agent Guid:** 585832372350635
- Summary:** [Empty field, highlighted with an orange box]
- Submitter Name:** [Redacted]
- Submitter Email:** [Redacted]@tiger-analytics.com
- Contact Number:** [Empty field]
- Category1:** [Dropdown menu showing 'Select Category', 'Backup & Restore', 'Change Request', 'ClickUp', 'Cloud', and 'Agencies' (highlighted with an orange box)]
- Category2:** [Dropdown menu showing 'Select an Option' (highlighted with an orange box)]

NOTE: Submitter Name, Submitter Email will be fetched automatically from the laptop, no need to fill these fields. Latest phone number to be updated manually to connect easily and assist you on time.

#### Step: 5

Enter the detailed description of the service request and click **Submit**.



The screenshot shows the 'Create Ticket' form with the following fields and values:

- Service Desk:** ServiceRequest
- Host Name:** [Redacted] root tiger-analytics
- Group Name:** tiger-analytics root
- Agent Guid:** 585832372350635
- Summary:** [Empty field]
- Submitter Name:** [Redacted]
- Submitter Email:** [Redacted]@tiger-analytics.com
- Contact Number:** [Empty field]
- Category1:** MS Office
- Category2:** MS Access Creation / Deletion
- Description:** [Large text area for detailed description]
- Submit:** [Red button]

### Step: 6

Finally, you will be notified with the **Service Request number** on the (service desk) portal and an email notification will also be sent to the user with ticket details.

Create Ticket

52021493 Ticket No. has been created successfully

Service Desk :

-----Select Service Desk-----

Host Name :

██████████ of tiger-analytics

Group Name :

tiger-analytics.root

Summary :

Submitter Name :

████████████████████

Submitter Email :

██████████@tigeranalytics.com

Contact Number :

Category1 :

Select an Option

Category2 :

Select an Option

Description :

#### **IV. Self Service: -**

Self Service is for the automation of Install / Uninstall the required software's without IT assistance. We will keep adding the list as and when we get new software request.



## **V. Support & Escalation: -**

### **IT Support Process:**

#### **How to contact IT Helpdesk (24/7):**

**Option 1** – For any IT related issues or requests, please create a ticket through an agent installed in Laptop. (Preferred method)

**Option 2** – If any issue with Laptop and not able to raise the ticket through the agent, please call the below numbers.

- Mobile: 9150086094,9150086095 (09 AM to 10PM IST).
- Mobile/WhatsApp: 8448997621(10 PM to 09 AM IST).

**Option 3** – If there is no response to above mobile numbers, please drop an email to [it.helpdesk@tigeranalytics.com](mailto:it.helpdesk@tigeranalytics.com) and keep cc [img@tigeranalytics.com](mailto:img@tigeranalytics.com).

**Please don't report your issues/request through Google Chat, it's difficult to handle multiple chat windows by Helpdesk Engineers.**

**Escalation Matrix:**

Level	Name	Email	Contact Number
1	Arvinth D Service Desk Lead	<a href="mailto:arvinth.dhanaraj@tigeranalytics.com">arvinth.dhanaraj@tigeranalytics.com</a>	8148692831
2	Abbas P (Senior IT Lead)	<a href="mailto:abbas.p@tigeranalytics.com">abbas.p@tigeranalytics.com</a>	9952139889
	Nishant Joe Raja (IT Lead)	<a href="mailto:nishant.joe@tigeranalytics.com">nishant.joe@tigeranalytics.com</a>	9488105080
3	Parthasarathy. S (Associate Director - IT)	<a href="mailto:parthasarathy.s@tigeranalytics.com">parthasarathy.s@tigeranalytics.com</a>	9003024868
4	Sriganesh Iyer (Delivery Operations - VP)	<a href="mailto:sriganesh.iyer@tigeranalytics.com">sriganesh.iyer@tigeranalytics.com</a>	9840951346

**THANKYOU**

