

# **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 looks like**

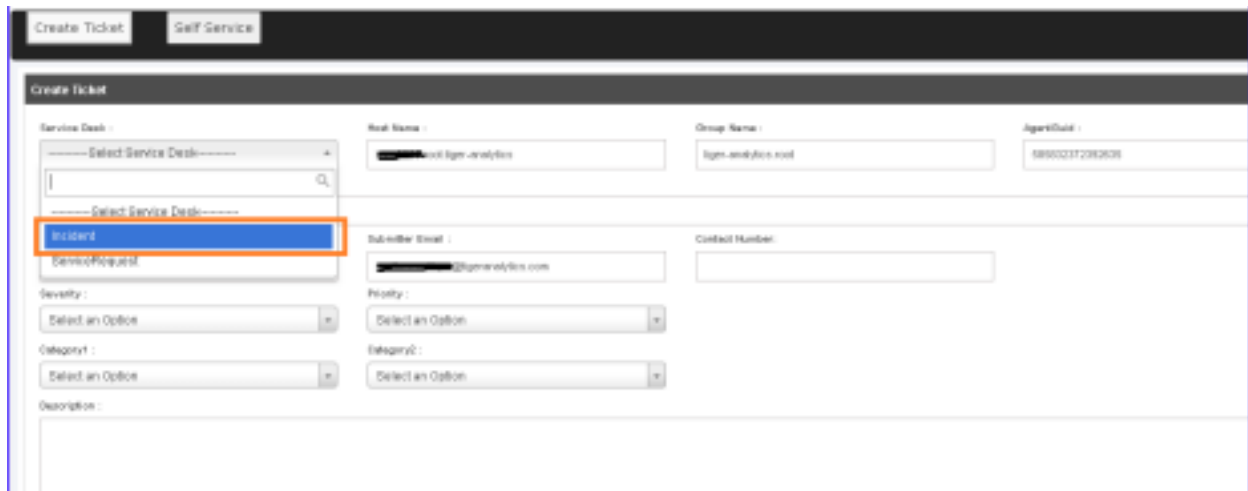


### **Step:2**

Select **Create Ticket**.

### Step:3

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

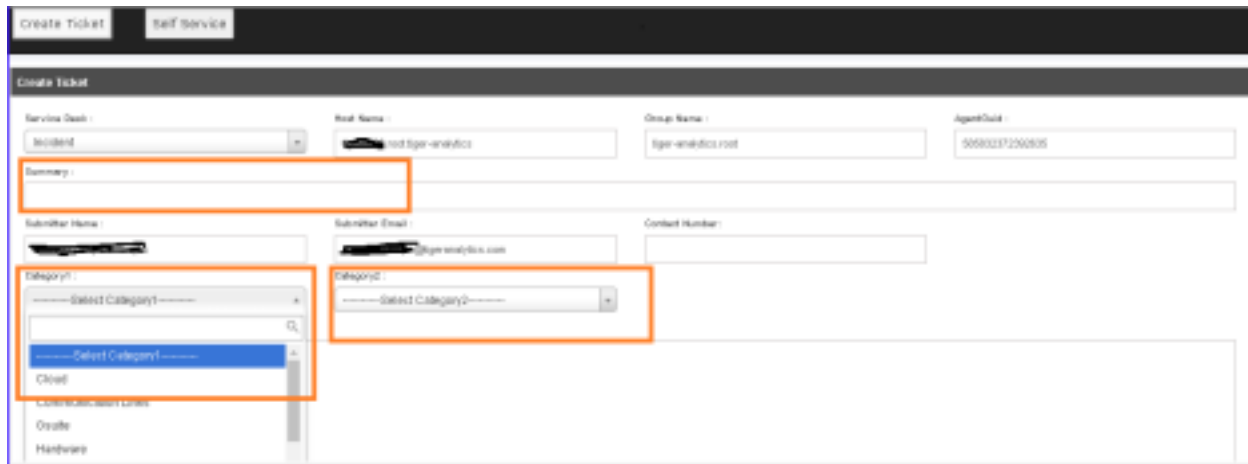


The screenshot shows the 'Create Ticket' form with the following fields and values:

- Service Desk:** A dropdown menu with 'Incident' selected and highlighted by an orange box.
- Root Name:** A text field containing 'root tiger-analytics'.
- Group Name:** A text field containing 'tiger-analytics.root'.
- AgentId:** A text field containing '58502372382036'.
- Submitter Email:** A text field containing '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.
- Root Name:** A text field containing 'root tiger-analytics'.
- Group Name:** A text field containing 'tiger-analytics.root'.
- AgentId:** A text field containing '58502372382036'.
- Summary:** A text field containing a short summary of the issue, highlighted by an orange box.
- Submitter Name:** A text field containing 'tiger-analytics.com'.
- Submitter Email:** A text field containing 'tiger-analytics.com'.
- Contact Number:** An empty text field.
- Category1:** A dropdown menu with 'Select Category1' selected, highlighted by an orange box.
- Category2:** A dropdown menu with 'Select Category2' selected, 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**.

Create Ticket

Self Service

Create Ticket

Service Desk :  
Incident

Host Name :  
[REDACTED]@tiger-analytics.com

Group Name :  
tiger-analytics.prod

Agent GUID :  
808832372390306

Summary :

Submitter Name :  
[REDACTED]

Submitter Email :  
[REDACTED]@tiger-analytics.com

Contact Number :

Category1 :  
Gsuite

Category2 :  
Unable to Login Laptop using Google Creden...

Description :

Cancel

### 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.



### 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 look like



#### Step:2

Select **Create Ticket**.

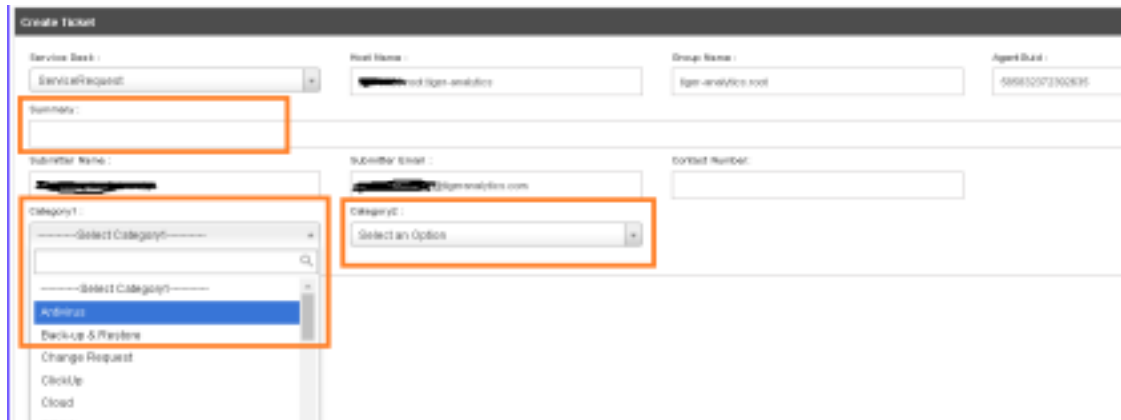
#### Step:3

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

A screenshot of the 'Create Ticket' form. The form has a 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 and has 'ServiceRequest' selected. To the right of the dropdown, there are input fields for 'User Name', 'Group Name', and 'Agent Email'. Below these, there are 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**.

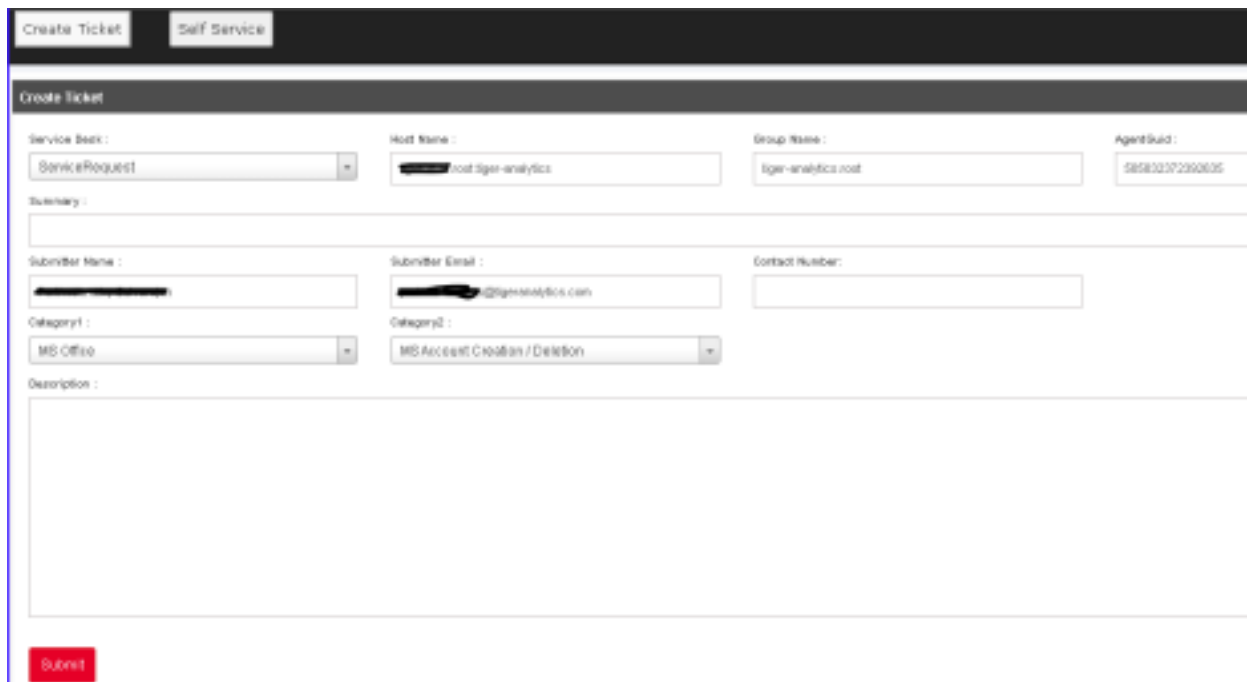


The screenshot shows the 'Create Ticket' form. The 'Service Desk' dropdown is set to 'ServiceRequest'. The 'Host Name' field contains 'root@tiger-analytics'. The 'Group Name' field contains 'tiger-analytics.root'. The 'Agent Build' field contains '58583273262635'. The 'Summary' field is empty and highlighted with an orange box. The 'Submitter Name' field is empty. The 'Submitter Email' field contains 'root@tiger-analytics.com'. The 'Contact Number' field is empty. The 'Category1' dropdown is open, showing a list of categories: 'Backup & Restore', 'Change Request', 'ClickUp', 'Cloud', and 'Desktop'. The 'Category2' dropdown is set to 'Select an Option' and is also 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 'Description' field expanded. The 'Service Desk' dropdown is set to 'ServiceRequest'. The 'Host Name' field contains 'root@tiger-analytics'. The 'Group Name' field contains 'tiger-analytics.root'. The 'Agent Build' field contains '58583273262635'. The 'Summary' field is empty. The 'Submitter Name' field is empty. The 'Submitter Email' field contains 'root@tiger-analytics.com'. The 'Contact Number' field is empty. The 'Category1' dropdown is set to 'MS Office'. The 'Category2' dropdown is set to 'MS Access Creation / Deletion'. The 'Description' field is empty. A red 'Submit' button is located at the bottom left of the form.

### 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

52021453 Ticket No. has been created successfully

Service Desk :

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

Host Name :

██████████@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.

Create Ticket

Self Service

Self Service Portal

Procedures :

-----Select Procedure-----

Run

Computer Name

TIGER0009

Group Name

root tiger-analytics

IP Address

192.168.16.143

Serial Number

BPCH03

Create Ticket

Self Service

Self Service Portal

Procedures :

-----Select Procedure-----

Run

Computer Name

TIGER0009

Group Name

root tiger-analytics

IP Address

192.168.16.143

Serial Number

BPCH03



## **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	Duraiswamy P (Head – Technology Infrastructure and Infosec)	<a href="mailto:duraiswamy.p@tigeranalytics.com">duraiswamy.p@tigeranalytics.com</a>	9840738724

**THANKYOU**

