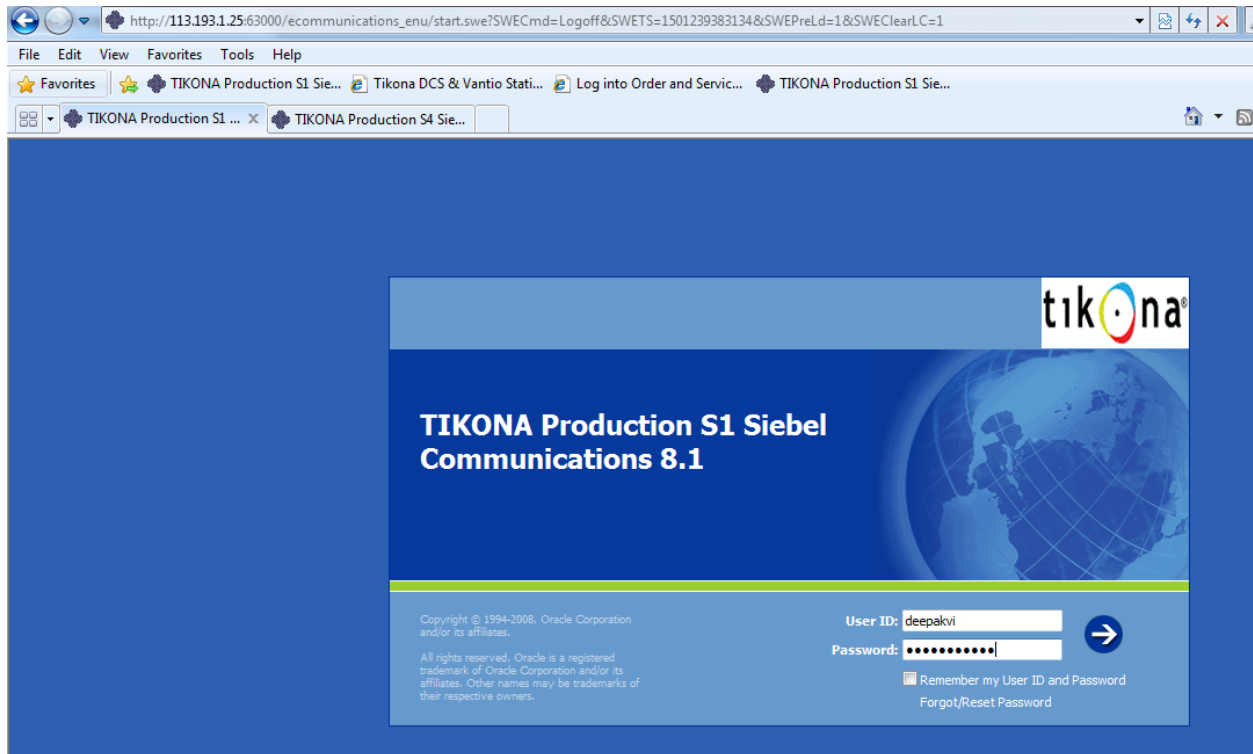
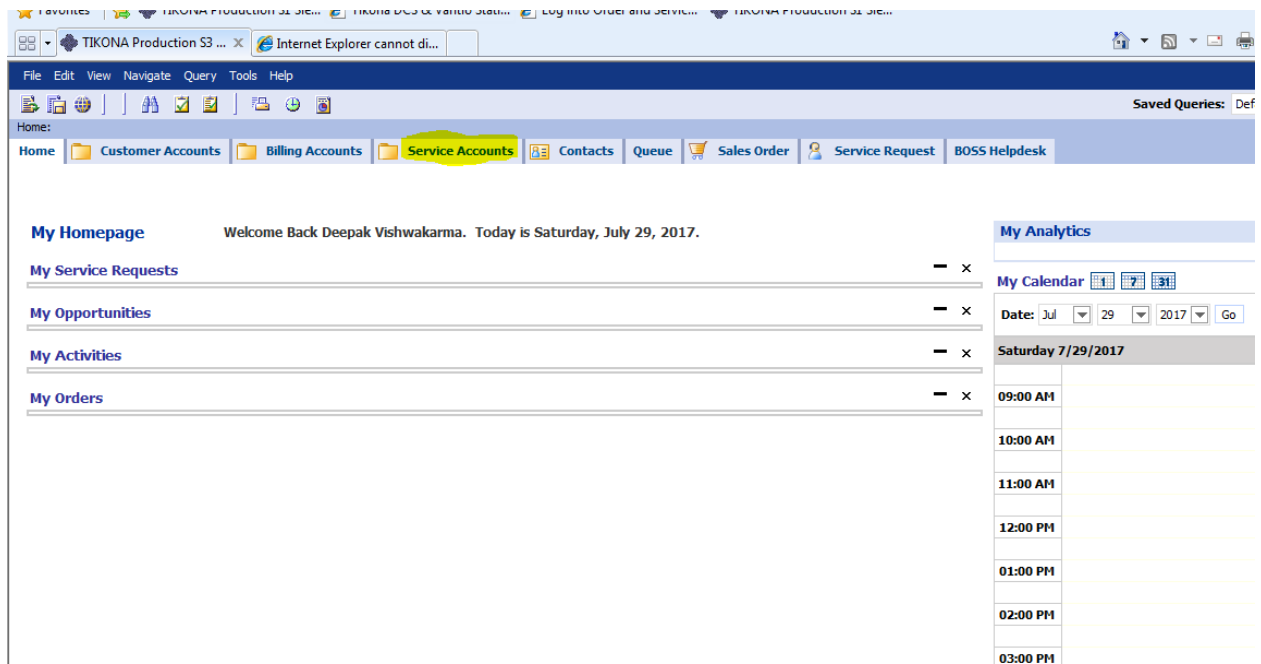


CRM Siebel portal.

To register client complaint and check details of client login to CRM portal.



Click on service account.



TIKONA Production S3 ... X Internet Explorer cannot di...

File Edit View Navigate Query Tools Help

Home: **Home** Customer Accounts Billing Accounts **Service Accounts** Contacts Queue Sales Order Service Request BOSS Helpdesk

My Homepage Welcome Back Deepak Vishwakarma. Today is Saturday, July 29, 2017.

My Service Requests - x

My Opportunities - x

My Activities - x

My Orders - x

My Analytics

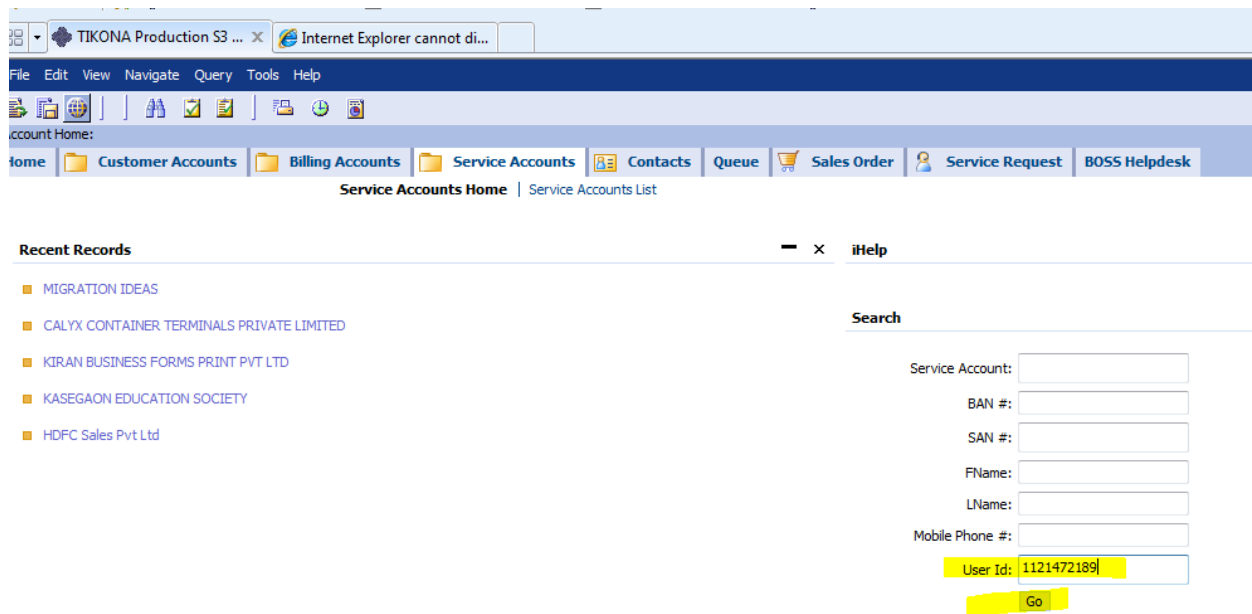
My Calendar 1 7 31

Date: Jul 29 2017 Go

Saturday 7/29/2017

09:00 AM	
10:00 AM	
11:00 AM	
12:00 PM	
01:00 PM	
02:00 PM	
03:00 PM	

Enter user id of client and select "Go".



The screenshot shows the TIKONA Production S3 application interface. The top navigation bar includes links for Home, Customer Accounts, Billing Accounts, Service Accounts, Contacts, Queue, Sales Order, Service Request, and BOSS Helpdesk. The Service Accounts section is active, displaying a list of recent records and a search form.

Recent Records

- MIGRATION IDEAS
- CALYX CONTAINER TERMINALS PRIVATE LIMITED
- KIRAN BUSINESS FORMS PRINT PVT LTD
- KASEGAON EDUCATION SOCIETY
- HDFC Sales Pvt Ltd

Search

Service Account:

BAN #:

SAN #:

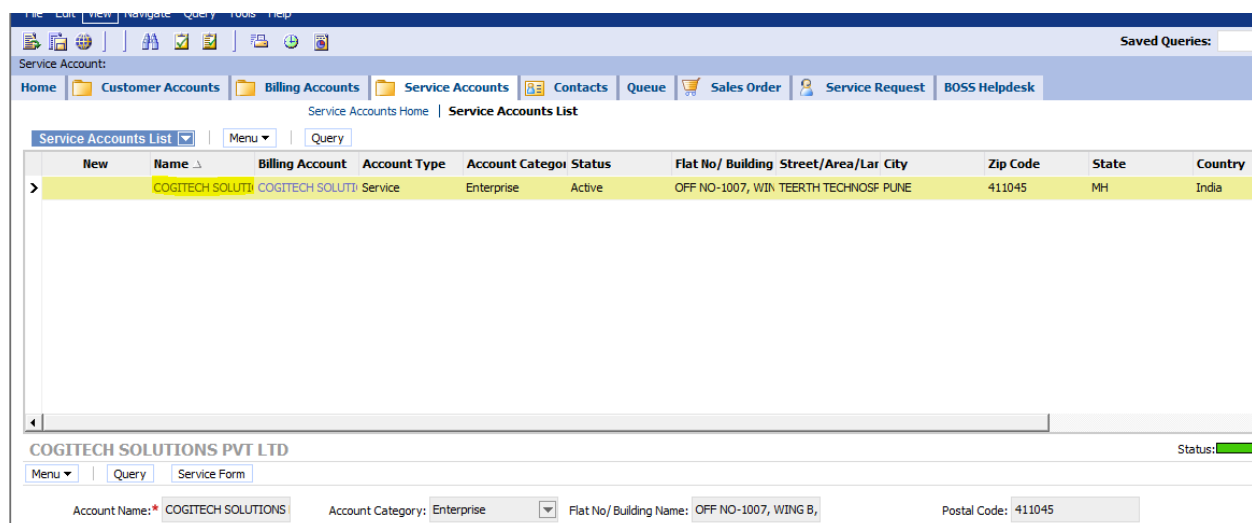
FName:

LName:

Mobile Phone #:

User Id:

Click on client name.



The screenshot shows the TIKONA Production S3 application interface with the Service Accounts List table displayed. The table has columns for New, Name, Billing Account, Account Type, Account Category, Status, Flat No/ Building, Street/Area/Lar City, Zip Code, State, and Country. A single record for COGITTECH SOLUTIONS is visible.

New	Name	Billing Account	Account Type	Account Category	Status	Flat No/ Building	Street/Area/Lar City	Zip Code	State	Country
>	COGITTECH SOLUTIONS	COGITTECH SOLUTIONS	Service	Enterprise	Active	OFF NO-1007, WING B,	TEERTH TECHNOLOGIES PUNE	411045	MH	India

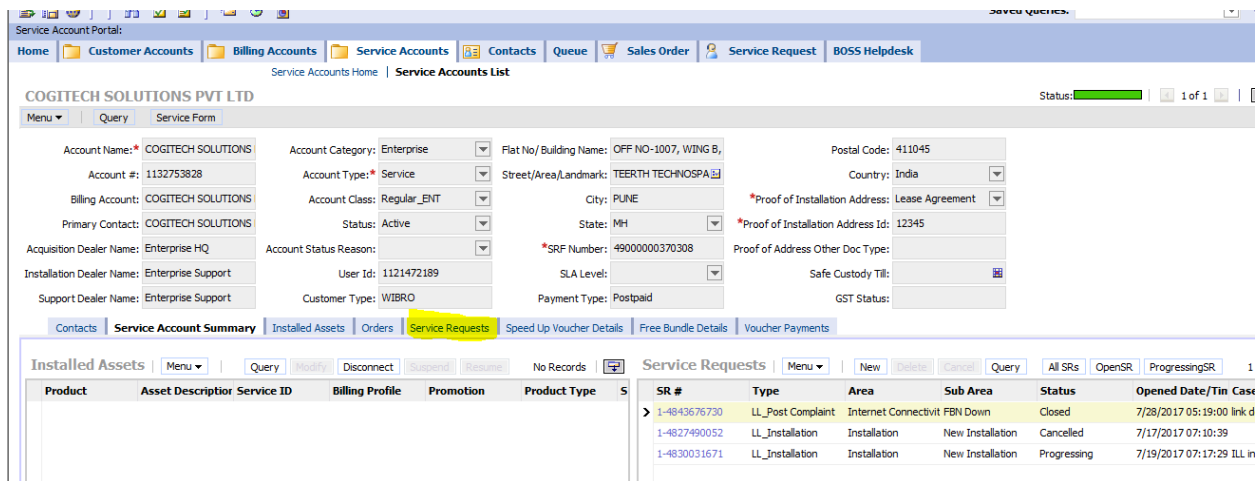
COGITTECH SOLUTIONS PVT LTD Status: Active

Menu | Query | Service Form

Account Name: Account Category: Flat No/ Building Name: Postal Code:

Here you will find details of client BAN ID, Address, Status of account :Active or closed.

Click on service request.



COGITECH SOLUTIONS PVT LTD

Service Accounts Home | **Service Accounts List**

Status: ■■■■■ | 1 of 1

Menu | Query | Service Form

Account Name: * COGITECH SOLUTIONS Account Category: Enterprise Flat No/ Building Name: OFF NO-1007, WING B, Postal Code: 411045
 Account #: 1132753828 Account Type: * Service Street/Area/Landmark: TEERTH TECHNOSPA Country: India
 Billing Account: COGITECH SOLUTIONS Account Class: Regular_ENT City: PUNE *Proof of Installation Address: Lease Agreement
 Primary Contact: COGITECH SOLUTIONS Status: Active State: MH *Proof of Installation Address Id: 12345
 Acquisition Dealer Name: Enterprise HQ Account Status Reason: *SRF Number: 49000000370308 Proof of Address Other Doc Type:
 Installation Dealer Name: Enterprise Support User Id: 1121472189 SLA Level: Safe Custody Till:
 Support Dealer Name: Enterprise Support Customer Type: WIBRO Payment Type: Postpaid GST Status:

Contacts | **Service Account Summary** | Installed Assets | Orders | **Service Requests** | Speed Up Voucher Details | Free Bundle Details | Voucher Payments

Installed Assets | Menu | Query | Modify | Disconnect | Suspend | Resume | No Records

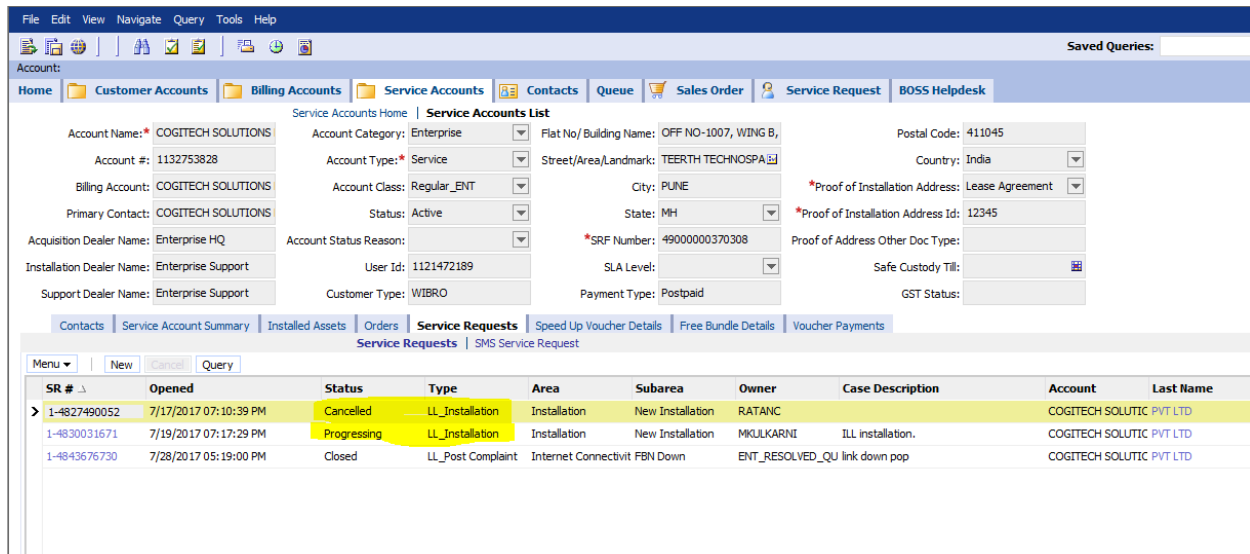
Product	Asset Descriptor	Service ID	Billing Profile	Promotion	Product Type

Service Requests | Menu | New | Delete | Cancel | Query | All SRs | OpenSR | ProgressingSR | 1

SR #	Type	Area	Sub Area	Status	Opened Date/Tin Case
1-4843676730	LL_Post Complaint	Internet Connectivit	FBN Down	Closed	7/28/2017 05:19:00 link d
1-4827490052	LL_Installation	Installation	New Installation	Cancelled	7/17/2017 07:10:39
1-4830031671	LL_Installation	Installation	New Installation	Progressing	7/19/2017 07:17:29 ILL in

LL_installation ,LL suspend ,LL_resume this TT's has to be avoid .

If any other TT found progressing for technical issue then don't raise new TT.



File Edit View Navigate Query Tools Help

Account: **COGITECH SOLUTIONS**

Home | Customer Accounts | Billing Accounts | **Service Accounts** | Contacts | Queue | Sales Order | Service Request | BOSS Helpdesk

Service Accounts Home | **Service Accounts List**

Account Name: * COGITECH SOLUTIONS Account Category: Enterprise Flat No/ Building Name: OFF NO-1007, WING B, Postal Code: 411045
 Account #: 1132753828 Account Type: * Service Street/Area/Landmark: TEERTH TECHNOSPA Country: India
 Billing Account: COGITECH SOLUTIONS Account Class: Regular_ENT City: PUNE *Proof of Installation Address: Lease Agreement
 Primary Contact: COGITECH SOLUTIONS Status: Active State: MH *Proof of Installation Address Id: 12345
 Acquisition Dealer Name: Enterprise HQ Account Status Reason: *SRF Number: 49000000370308 Proof of Address Other Doc Type:
 Installation Dealer Name: Enterprise Support User Id: 1121472189 SLA Level: Safe Custody Till:
 Support Dealer Name: Enterprise Support Customer Type: WIBRO Payment Type: Postpaid GST Status:

Contacts | Service Account Summary | Installed Assets | Orders | **Service Requests** | Speed Up Voucher Details | Free Bundle Details | Voucher Payments

Service Requests | SMS Service Request

Menu | New | Cancel | Query

SR #	Opened	Status	Type	Area	Subarea	Owner	Case Description	Account	Last Name
1-4827490052	7/17/2017 07:10:39 PM	Cancelled	LL_Installation	Installation	New Installation	RATANC		COGITECH SOLUTIC PVT LTD	
1-4830031671	7/19/2017 07:17:29 PM	Progressing	LL_Installation	Installation	New Installation	MIKULKARNI	ILL installation.	COGITECH SOLUTIC PVT LTD	
1-4843676730	7/28/2017 05:19:00 PM	Closed	LL_Post Complaint	Internet Connectivit	FBN Down	ENT_RESOLVED_QU	link down pop	COGITECH SOLUTIC PVT LTD	

To raise new TT click on “NEW”

File Edit View Navigate Query Tools Help

Account:

Home Customer Accounts Billing Accounts Service Accounts Contacts Queue Sales Order Service Request BOSS Help

Service Accounts Home | Service Accounts List

Account Name: * COGITECH SOLUTIONS Account Category: Enterprise Flat No/ Building Name: OFF NO-1007, WING B, Postal Code
 Account #: 1132753828 Account Type: * Service Street/Area/Landmark: TEERTH TECHNOSP... Country
 Billing Account: COGITECH SOLUTIONS Account Class: Regular_ENT City: PUNE *Proof of Installation Address
 Primary Contact: COGITECH SOLUTIONS Status: Active State: MH *Proof of Installation Address Id
 Acquisition Dealer Name: Enterprise HQ Account Status Reason: *SRF Number: 49000000370308 Proof of Address Other Doc Type
 Installation Dealer Name: Enterprise Support User Id: 1121472189 SLA Level: Safe Custody Till
 Support Dealer Name: Enterprise Support Customer Type: WIBRO Payment Type: Postpaid GST Status

Contacts Service Account Summary Installed Assets Orders Service Requests Speed Up Voucher Details Free Bundle Details Voucher Payments

Service Requests | SMS Service Request

Menu New Cancel Query

SR #	Opened	Status	Type	Area	Subarea	Owner	Case Description
> 1-4827490052	7/17/2017 07:10:39 PM	Cancelled	LL_Installation	Installation	New Installation	RATANC	
1-4830031671	7/19/2017 07:17:29 PM	Progressing	LL_Installation	Installation	New Installation	MKULKARNI	ILL installation.
1-4843676730	7/28/2017 05:19:00 PM	Closed	LL_Post Complaint	Internet Connectiv	FBN Down	ENT_RESOLVED_QU	link down pop

ENT BB Complaint must be raised in Complain , Technical , E-connectivity or E-speed.

TIKONA Production S2 Siebel Communications - Windows Internet Explorer

http://113.193.1.25:63000/ecommerce/emu/start.swe?SWECmd=Login&SWEP=1&SWETS=1501351280550

File Edit View Favorites Tools Help

Tikona Production S1 Sie... Tikona DCS & Vantio Stati... Log into Order and Service... TIKONA Production S1 Sie...

Tikona Production S2 Siebel Communications

File Edit View Navigate Query Tools Help

Account:

Home Customer Accounts Billing Accounts Service Accounts Contacts Queue Sales Order Service Request BOSS Helpdesk Trouble Tickets

Service Accounts Home | Service Accounts List

Primary Contact: ASPINWALL AND COMPI Status: Active State: DL *Proof of Installation Address Id: 2807492185
 Acquisition Dealer Name: Enterprise HQ Account Status Reason: *SRF Number: 50000024022544 Proof of Address Other Doc Type:
 Installation Dealer Name: Enterprise Support User Id: 1121313969 SLA Level: Safe Custody Till:
 Support Dealer Name: Enterprise Support Customer Type: WIBRO Payment Type: Postpaid GST Status:

Contacts Service Account Summary Installed Assets Orders Service Requests Speed Up Voucher Details Free Bundle Details Voucher Payments

Service Requests | SMS Service Request

Menu New Cancel Query

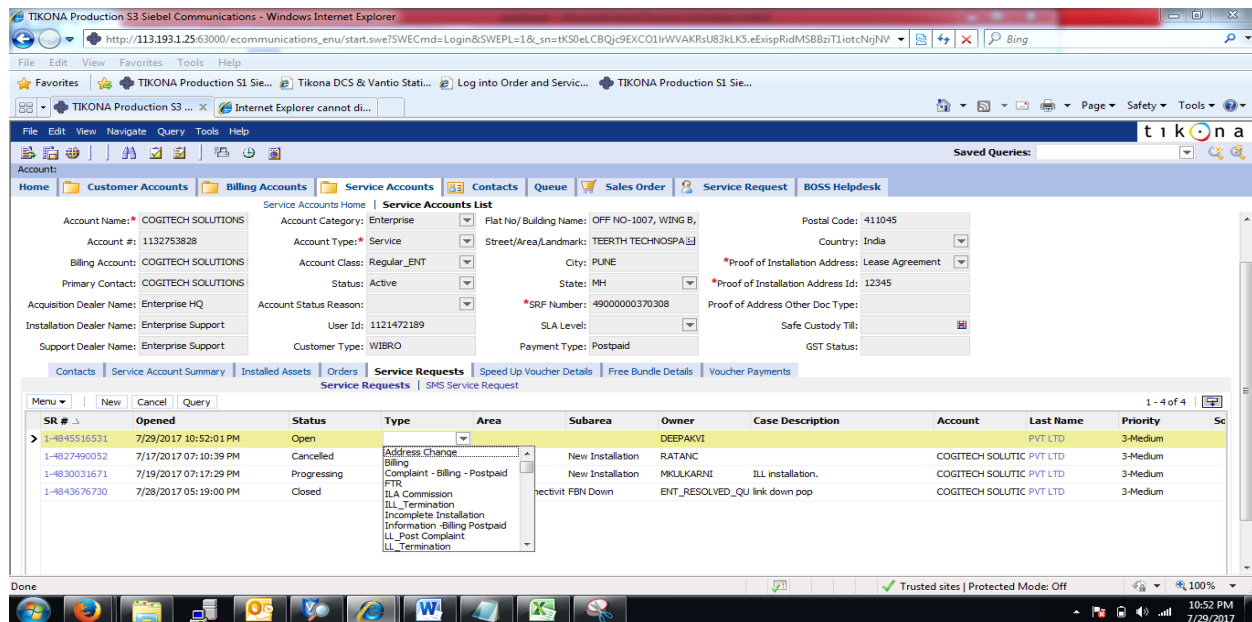
SR #	Opened	Status	Type	Area	Subarea	Owner	Case Description	Account	Last Name	Priority	Sc
1-4810590260	7/3/2017 08:39:29 PM	Closed	LL_Installation	Installation	New Installation	ENT_DEL_SUPPORT	BB installation	ASPINWALL AND CC LTD		3-Medium	
1-4829831855	7/19/2017 04:34:49 PM	Closed	LL_Post Complaint	Specific App Issue	Others	ENTBB_FIELDVISIT	Application not working through Tikona Li	ASPINWALL AND CC LTD		3-Medium	
1-4796446604	6/22/2017 10:57:21 AM	Cancelled	LL_Installation	Installation	New Installation	RATANC		ASPINWALL AND CC LTD		3-Medium	
> 1-4845474143	7/29/2017 11:31:58 PM	Open	Complaint	Technical		DEEPAVI		LTD		3-Medium	
1-4844676304	7/29/2017 01:59:16 PM	Progressing	Complaint	Technical		RESOLVED_j	connectivity issues	ASPINWALL AND CC LTD		3-Medium	

Done

Trusted sites | Protected Mode: Off

11:32 PM 7/29/2017

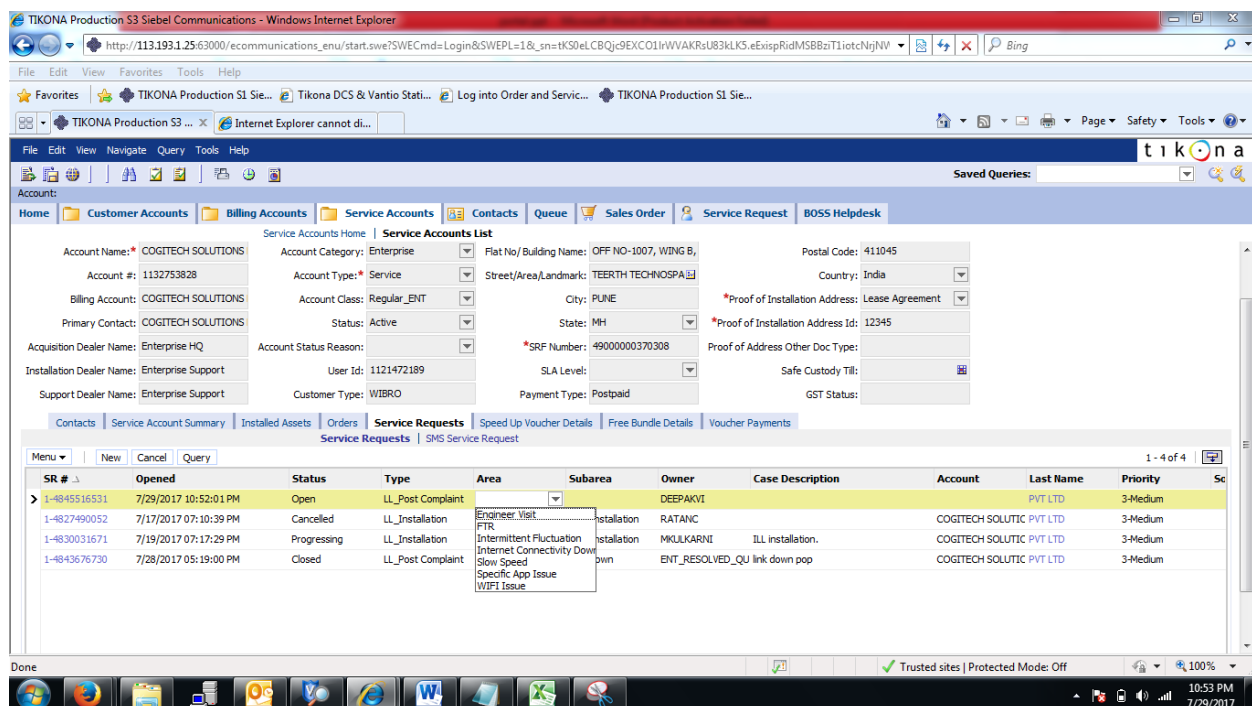
LL TT must be raised in LL_post complaint .



The screenshot shows the TIKONA Production S3 Siebel Communications interface. The top navigation bar includes links for Home, Customer Accounts, Billing Accounts, Service Accounts, Contacts, Queue, Sales Order, Service Request, and BOSS Helpdesk. The main content area displays the Service Accounts List for COGITECH SOLUTIONS, with details for Account # 1132753828, Account Type Service, and Account Class Regular_ENT. The Service Requests table is visible, showing a list of requests with columns for SR #, Opened, Status, Type, Area, Subarea, Owner, Case Description, Account, Last Name, Priority, and Sc. The table contains four rows of data, with the first row highlighted in yellow.

SR #	Opened	Status	Type	Area	Subarea	Owner	Case Description	Account	Last Name	Priority	Sc
1-4845516531	7/29/2017 10:52:01 PM	Open	LL_Post Complaint			DEEPAKVI		COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	
1-4827490052	7/17/2017 07:10:39 PM	Cancelled	LL_Installation			RATANC		COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	
1-4830031671	7/19/2017 07:17:29 PM	Progressing	LL_Installation			MKULKARNI	ILL installation.	COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	
1-4843676730	7/28/2017 05:19:00 PM	Closed	LL_Post Complaint			ENT_RESOLVED_QU	link down pop	COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	

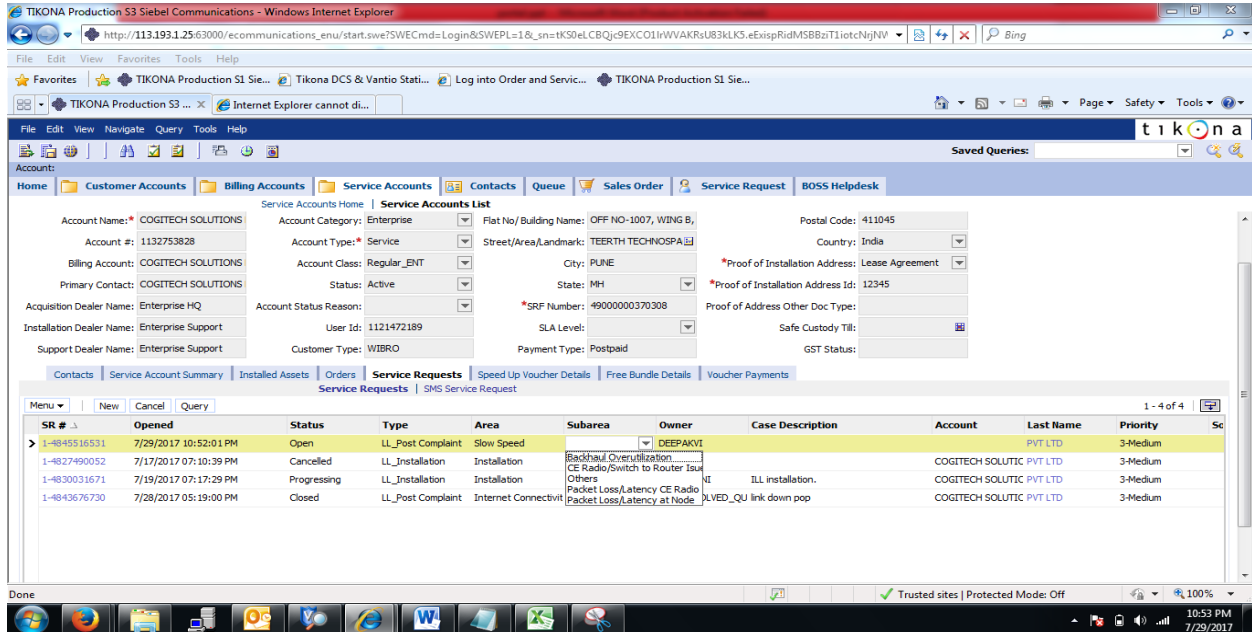
Then we have multiple option accordingly to issue select appropriate option based on your troubleshooting observation.



The screenshot shows the TIKONA Production S3 Siebel Communications interface, similar to the previous one. The Service Requests table is visible, and a dropdown menu is open for the 'Type' column of the first row. The dropdown menu lists several options: Engineer Visit, FTR, Intermittent Fluctuation, Internet Connectivity Down, Slow Speed, Specific App Issue, and WIFI Issue. The table contains four rows of data, with the first row highlighted in yellow.

SR #	Opened	Status	Type	Area	Subarea	Owner	Case Description	Account	Last Name	Priority	Sc
1-4845516531	7/29/2017 10:52:01 PM	Open	LL_Post Complaint			DEEPAKVI		COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	
1-4827490052	7/17/2017 07:10:39 PM	Cancelled	LL_Installation			RATANC		COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	
1-4830031671	7/19/2017 07:17:29 PM	Progressing	LL_Installation			MKULKARNI	ILL installation.	COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	
1-4843676730	7/28/2017 05:19:00 PM	Closed	LL_Post Complaint			ENT_RESOLVED_QU	link down pop	COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	

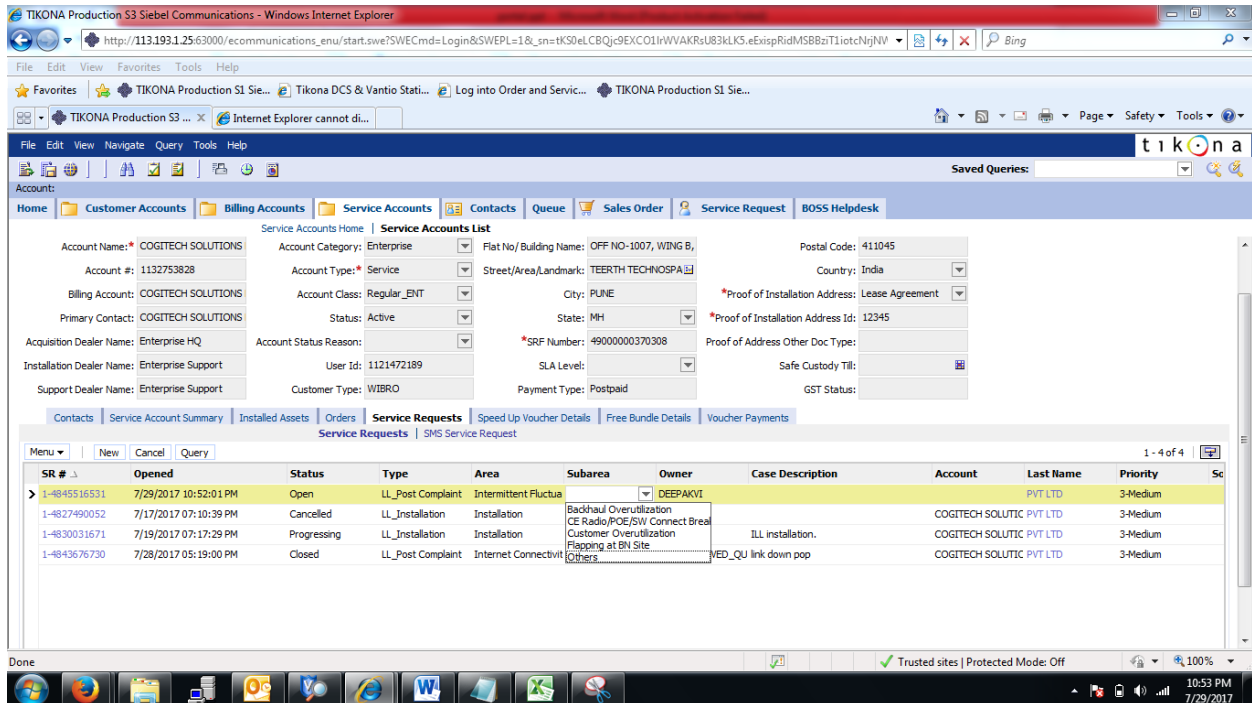
In slow speed we have options as shown below. Select option from where issue observed.



The screenshot shows the TIKONA Production S3 Siebel Communications interface. The top navigation bar includes links for Home, Customer Accounts, Billing Accounts, Service Accounts, Contacts, Queue, Sales Order, Service Request, and BOSS Helpdesk. The main content area displays the Service Accounts List for COGITECH SOLUTIONS. Below this, a table of Service Requests is shown with columns for SR #, Opened, Status, Type, Area, Subarea, Owner, Case Description, Account, Last Name, Priority, and Sc.

SR #	Opened	Status	Type	Area	Subarea	Owner	Case Description	Account	Last Name	Priority	Sc
1-4845516531	7/29/2017 10:52:01 PM	Open	LL_Post Complaint	Slow Speed		DEEPAKVI		COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	
1-4827490052	7/17/2017 07:10:39 PM	Cancelled	LL_Installation	Installation	Backhaul Overutilization			COGITECH SOLUTIC PVT LTD		3-Medium	
1-4830031671	7/19/2017 07:17:29 PM	Progressing	LL_Installation	Installation	CE Radio Switch to Router Issue		ILL installation.	COGITECH SOLUTIC PVT LTD		3-Medium	
1-4843676730	7/28/2017 05:19:00 PM	Closed	LL_Post Complaint	Internet Connectivity	Packet Loss/Latency CE Radio		ILL installation.	COGITECH SOLUTIC PVT LTD		3-Medium	

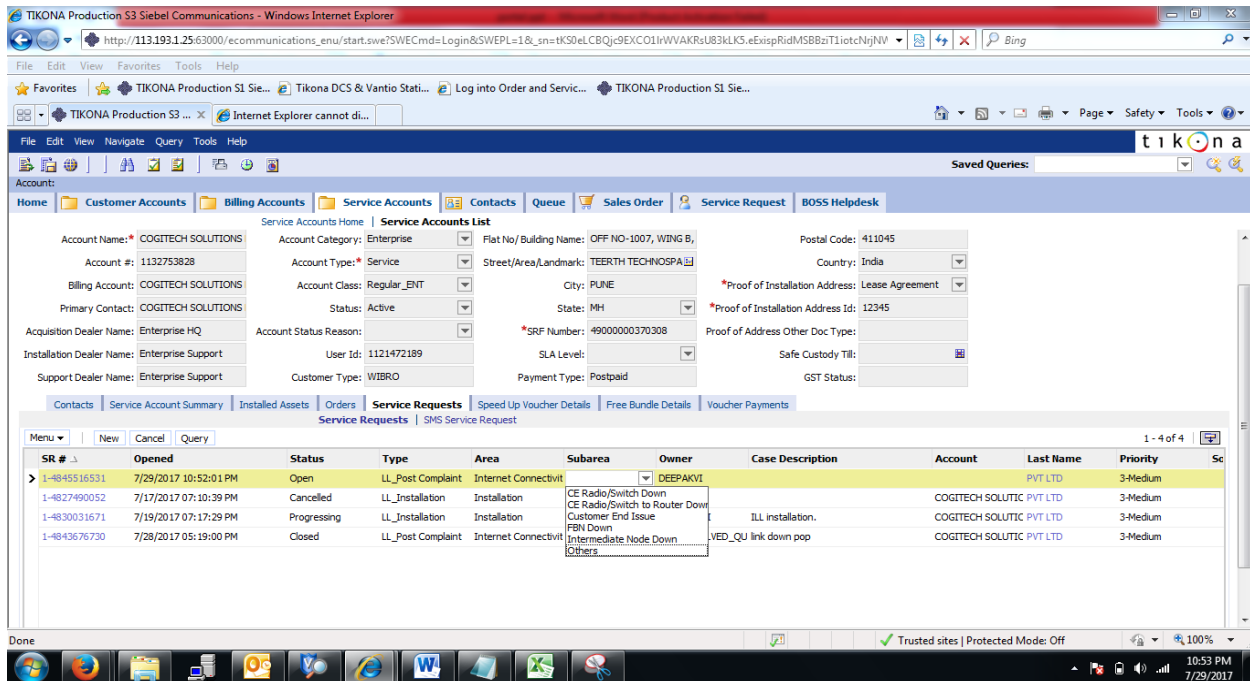
In link fluctuation we have different option form where link is flapping need to be selected.



The screenshot shows the TIKONA Production S3 Siebel Communications interface, similar to the previous one, but with a dropdown menu open for the Subarea column in the Service Requests table. The dropdown menu lists options: Backhaul Overutilization, CE Radio Switch to Router Issue, Customer Overutilization, Flapping at BSN Site, and Others. The 'Others' option is selected.

SR #	Opened	Status	Type	Area	Subarea	Owner	Case Description	Account	Last Name	Priority	Sc
1-4845516531	7/29/2017 10:52:01 PM	Open	LL_Post Complaint	Intermittent Fluctuation		DEEPAKVI		COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	
1-4827490052	7/17/2017 07:10:39 PM	Cancelled	LL_Installation	Installation	Backhaul Overutilization			COGITECH SOLUTIC PVT LTD		3-Medium	
1-4830031671	7/19/2017 07:17:29 PM	Progressing	LL_Installation	Installation	CE Radio Switch to Router Issue		ILL installation.	COGITECH SOLUTIC PVT LTD		3-Medium	
1-4843676730	7/28/2017 05:19:00 PM	Closed	LL_Post Complaint	Internet Connectivity	Packet Loss/Latency CE Radio		ILL installation.	COGITECH SOLUTIC PVT LTD		3-Medium	

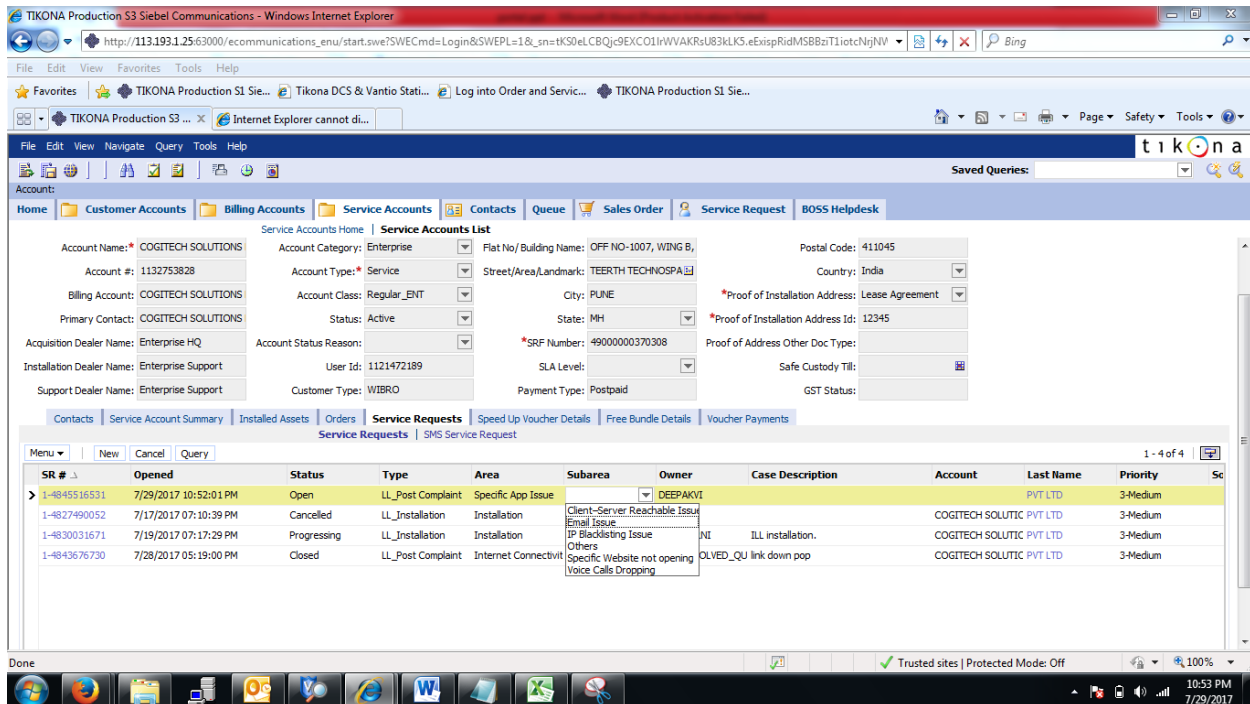
If link is down from where it is down has to be selected.



The screenshot shows the TIKONA Production S3 Siebel Communications interface. The top navigation bar includes links for Home, Customer Accounts, Billing Accounts, Service Accounts, Contacts, Queue, Sales Order, Service Request, and BOSS Helpdesk. The main content area displays the Service Accounts List for COGITECH SOLUTIONS. Below this, the Service Requests section is active, showing a table of requests. A dropdown menu is open for the 'Subarea' column, listing options: DEEPAKVI, CE Radio/Switch Down, CE Radio/Switch to Router Down, Customer End Issue, FBN Down, Intermediate Node Down, and Others. The table columns include SR #, Opened, Status, Type, Area, Subarea, Owner, Case Description, Account, Last Name, Priority, and Sc.

SR #	Opened	Status	Type	Area	Subarea	Owner	Case Description	Account	Last Name	Priority	Sc
1-4845516531	7/29/2017 10:52:01 PM	Open	LL_Post Complaint	Internet Connectiv	DEEPAKVI	DEEPAKVI		COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	
1-4827490052	7/17/2017 07:10:39 PM	Cancelled	LL_Installation	Installation			ILL installation.	COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	
1-4830031671	7/19/2017 07:17:29 PM	Progressing	LL_Installation	Installation			ILL installation.	COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	
1-4843676730	7/28/2017 05:19:00 PM	Closed	LL_Post Complaint	Internet Connectiv			OLVED_QU link down pop	COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	

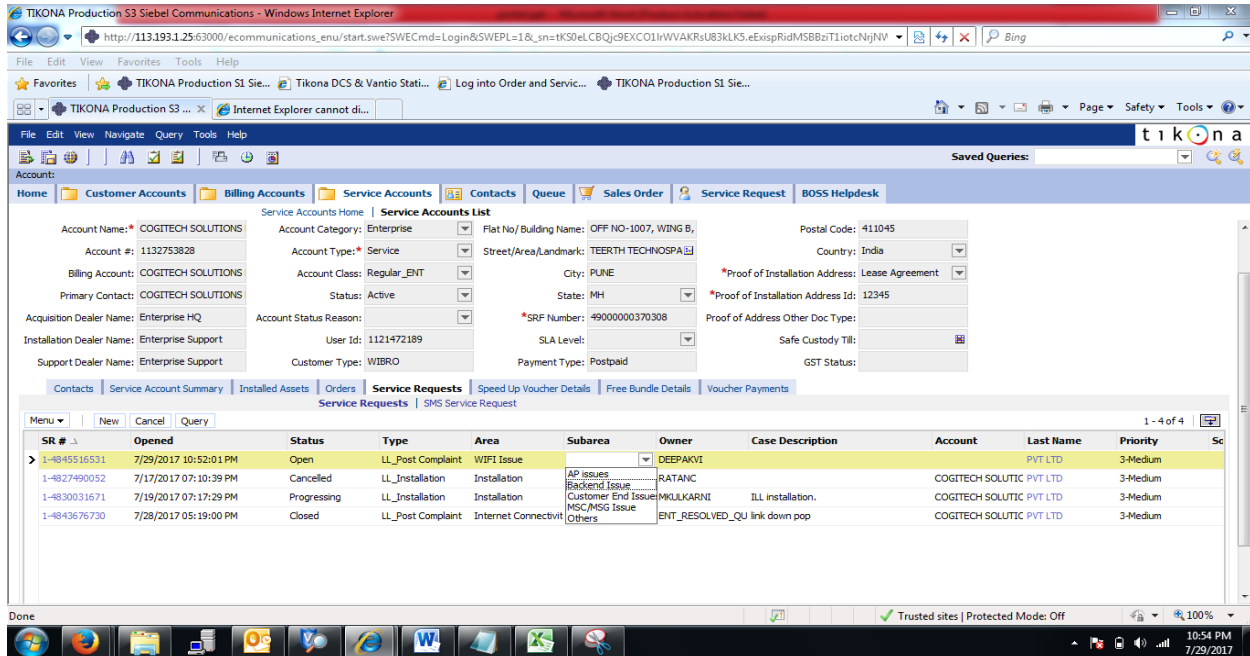
If client is facing issue for particular website or mail has to be selected



The screenshot shows the TIKONA Production S3 Siebel Communications interface. The top navigation bar includes links for Home, Customer Accounts, Billing Accounts, Service Accounts, Contacts, Queue, Sales Order, Service Request, and BOSS Helpdesk. The main content area displays the Service Accounts List for COGITECH SOLUTIONS. Below this, the Service Requests section is active, showing a table of requests. A dropdown menu is open for the 'Subarea' column, listing options: DEEPAKVI, Client-Server Reachable Issue, Email Issue, IP Blacklisting Issue, Others, and Specific Website not opening Voice Calls Dropping. The table columns include SR #, Opened, Status, Type, Area, Subarea, Owner, Case Description, Account, Last Name, Priority, and Sc.

SR #	Opened	Status	Type	Area	Subarea	Owner	Case Description	Account	Last Name	Priority	Sc
1-4845516531	7/29/2017 10:52:01 PM	Open	LL_Post Complaint	Specific App Issue	DEEPAKVI	DEEPAKVI		COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	
1-4827490052	7/17/2017 07:10:39 PM	Cancelled	LL_Installation	Installation			ILL installation.	COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	
1-4830031671	7/19/2017 07:17:29 PM	Progressing	LL_Installation	Installation			ILL installation.	COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	
1-4843676730	7/28/2017 05:19:00 PM	Closed	LL_Post Complaint	Internet Connectiv			OLVED_QU link down pop	COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	

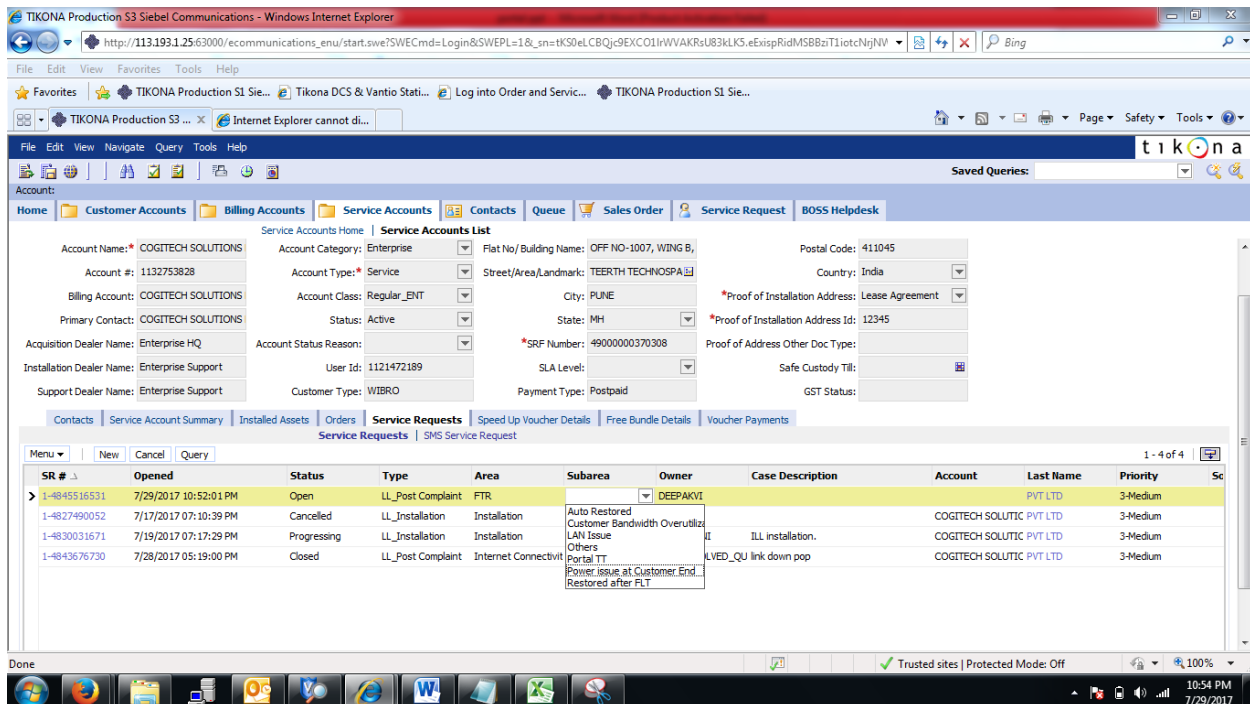
If client is provided WIFI service by Tikona then from where issue is has to be selected.



The screenshot shows the TIKONA Production S3 Siebel Communications interface. The top navigation bar includes links for Home, Customer Accounts, Billing Accounts, Service Accounts, Contacts, Queue, Sales Order, Service Request, and BOSS Helpdesk. The main content area displays the Service Accounts List for COGITECH SOLUTIONS, with details for Account # 1132753828, Account Type Service, and Status Active. Below this, the Service Requests table is visible, showing a list of requests with columns for SR #, Opened, Status, Type, Area, Subarea, Owner, Case Description, Account, Last Name, Priority, and Sc.

SR #	Opened	Status	Type	Area	Subarea	Owner	Case Description	Account	Last Name	Priority	Sc
1-4845516531	7/29/2017 10:52:01 PM	Open	LL_Post Complaint	WIFI Issue		DEEPAKVI		COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	
1-4827490052	7/17/2017 07:10:39 PM	Cancelled	LL_Installation	Installation	Auto Restored Customer Bandwidth Overutiliz	RATANC	ILL installation.	COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	
1-4830031671	7/19/2017 07:17:29 PM	Progressing	LL_Installation	Installation	LAN Issue	MKULKARNI	ILL installation.	COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	
1-4843676730	7/28/2017 05:19:00 PM	Closed	LL_Post Complaint	Internet Connectiv	Others	ENT_RESOLVED_QU	link down pop	COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	

If no issue found TT has to be created and closed in FTR for reference.



The screenshot shows the TIKONA Production S3 Siebel Communications interface, similar to the previous one, but with an additional entry in the Service Requests table. The new entry is for SR # 1-4830031671, which is a Closed LL_Post Complaint in the Internet Connectiv area, with a Subarea of Portal TT. The Case Description is 'Power issue at Customer End. Restored after FLT'.

SR #	Opened	Status	Type	Area	Subarea	Owner	Case Description	Account	Last Name	Priority	Sc
1-4845516531	7/29/2017 10:52:01 PM	Open	LL_Post Complaint	FTR		DEEPAKVI		COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	
1-4827490052	7/17/2017 07:10:39 PM	Cancelled	LL_Installation	Installation	Auto Restored Customer Bandwidth Overutiliz	RATANC	ILL installation.	COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	
1-4830031671	7/19/2017 07:17:29 PM	Progressing	LL_Installation	Installation	LAN Issue	MKULKARNI	ILL installation.	COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	
1-4843676730	7/28/2017 05:19:00 PM	Closed	LL_Post Complaint	Internet Connectiv	Portal TT	ENT_RESOLVED_QU	link down pop	COGITECH SOLUTIC PVT LTD	PVT LTD	3-Medium	

Mention client issue in case description.

File Edit View Favorites Tools Help

★ Favorites | ★ TIKONA Production S1 Sie... | Tikon DCS & Vantio Stati... | Log into Order and Servic... | TIKONA Production S1 Sie...

TIKONA Production S3 ... | Internet Explorer cannot di...

File Edit View Navigate Query Tools Help

Account: Home Customer Accounts Billing Accounts Service Accounts Contacts Queue Sales Order Service Request BOSS Helpdesk

Service Accounts Home | Service Accounts List

Account Name: * COGITECH SOLUTIONS Account Category: Enterprise Flat No/ Building Name: OFF NO-1007, WING B, Postal Code: 411045
 Account #: 1132753828 Account Type: * Service Street/Area/Landmark: TEERTH TECHNOSPA Country: India
 Billing Account: COGITECH SOLUTIONS Account Class: Regular_ENT City: PUNE
 Primary Contact: COGITECH SOLUTIONS Status: Active State: MH *Proof of Installation Address: Lease /
 Acquisition Dealer Name: Enterprise HQ Account Status Reason: *SRF Number: 49000000370308 Proof of Address Other Doc Type:
 Installation Dealer Name: Enterprise Support User Id: 1121472189 SLA Level: Safe Custody Till:
 Support Dealer Name: Enterprise Support Customer Type: WIBRO Payment Type: Postpaid GST Status:

Contacts Service Account Summary Installed Assets Orders Service Requests Speed Up Voucher Details Free Bundle Details Voucher Payments

Service Requests | SMS Service Request

Menu | New Cancel Query

SR #	Opened	Status	Type	Area	Subarea	Owner	Case Description
> 1-4845516531	7/29/2017 10:52:01 PM	Open	LL_Post Complaint	FTR	Others	DEEPAKVI	FLT done
1-4827490052	7/17/2017 07:10:39 PM	Cancelled	LL_Installation	Installation	New Installation	RATANC	
1-4830031671	7/19/2017 07:17:29 PM	Progressing	LL_Installation	Installation	New Installation	MKULKARNI	ILL installation.
1-4843676730	7/28/2017 05:19:00 PM	Closed	LL_Post Complaint	Internet Connectivit	FBN Down	ENT_RESOLVED_QU	link down pop

Click on “Submit “ to submit TT and click on “notes”.

File Edit View Navigate Query Tools Help

Account:UTRACON STRUCTURAL SYSTEMS PVT LTD > TT #:

Home Customer Accounts Billing Accounts Service Accounts Contacts Queue Sales Order Service Request BOSS He

1-4845516534

Menu | New Query Submit Verify

TICKET INFORMATION				STATUS AND OWNERSHIP			
Ticket Id:	1-4845516534	Type:	LL_Post Complaint	Owner:	ENT_L2_QUEUE	Open Reason:	
Last Name:	PVT LTD	Area:	Internet Connectivity	Status:	Progressing	Due Date:	
First Name:	UTRACON STRUCTURAL	Sub-Area:	Customer End Issue	Sub-Status:	Assigned	Case Description:	test
Account:	UTRACON STRUCTURAL	Priority:	3-Medium	Sales Executive Name:			
Service Id:	1115070955	Ref TT#:		Creator:	DEEPAKVI	Source:	CRM
				Customer Contacted On:		Customer Contact Medium:	

Required Info | Notes | Activities | Contact | Attachments | Audit Trail

Menu | Close SR

Write complete detail of client query /issue ,your troubleshooting observation and logs in notes.

File Edit View Navigate Query Tools Help

Account:UTRACON STRUCTURAL SYSTEMS PVT LTD > SR:

Home Customer Accounts Billing Accounts Service Accounts Contacts Queue Sales Order Service Request BOSS Helpdesk Trouble Tickets

Trouble Tickets Home | Trouble Ticket List

1-4845516534

Menu New Query Submit Verify

TICKET INFORMATION				STATUS AND OWNERSHIP			
Ticket Id: 1-4845516534	Type: LL_Post Complaint	Owner: ENT_L2_QUEUE	Open Reason:	Last Name: PVT LTD	Area: Internet Connectivity	Status: Progressing	Due Date:
First Name: UTRACON STRUCTURAL	Sub-Area: Customer End Issue	Sub-Status: Assigned	Case Description: test	Account: UTRACON STRUCTURAL	Priority: 3-Medium	Sales Executive Name:	Source: CRM
Service Id: 1115070955	Ref TT#:	Creator: DEEPAKVI	Customer Contact Medium:			Customer Contacted On:	

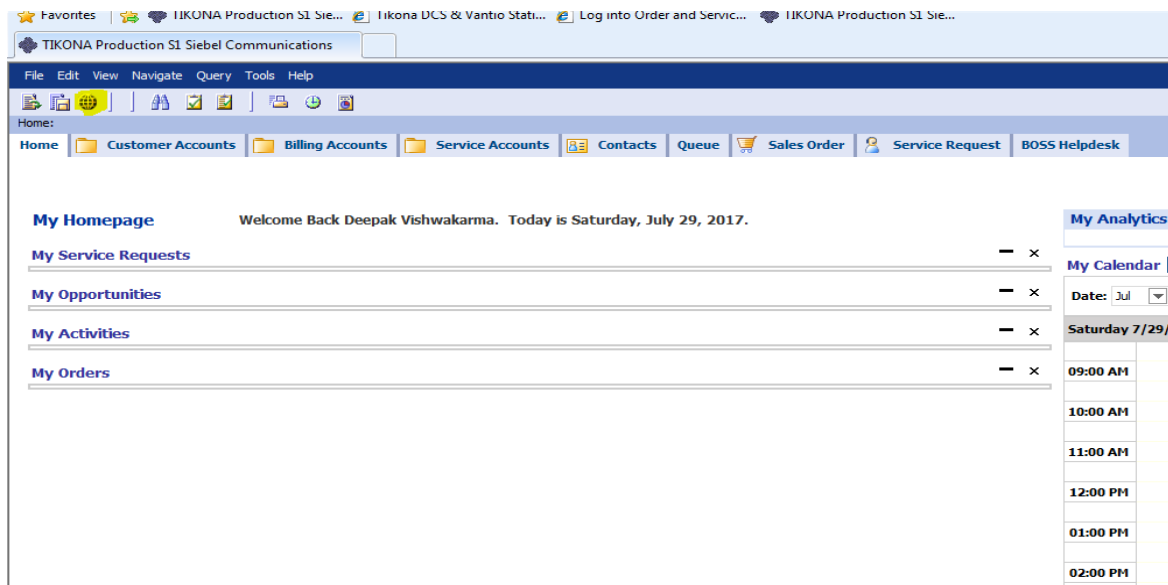
Required Info Notes Activities Contact Attachments Audit Trail

Menu New Query

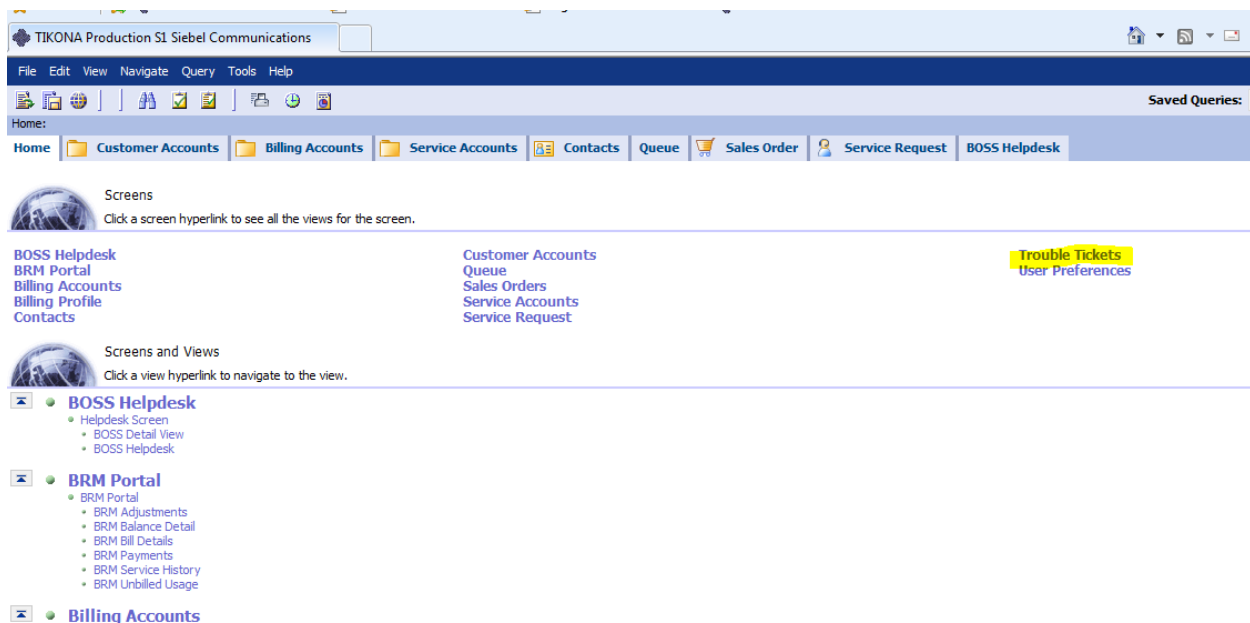
Date Created	Created By	Note Type	Note
7/29/2017 11:02:33 PM	DEEPAKVI	Note	

To find details of CRM TT.

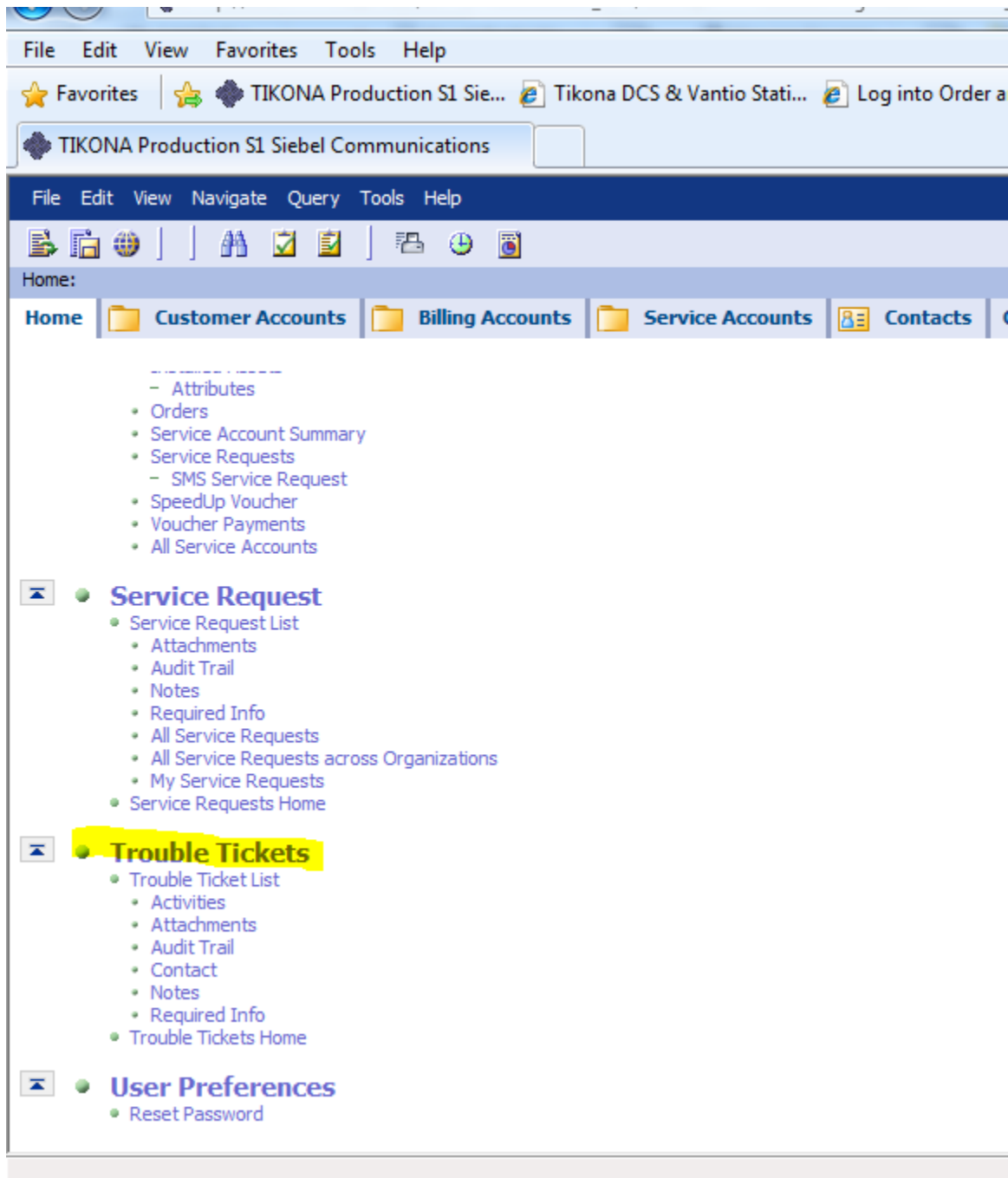
Click on site map.



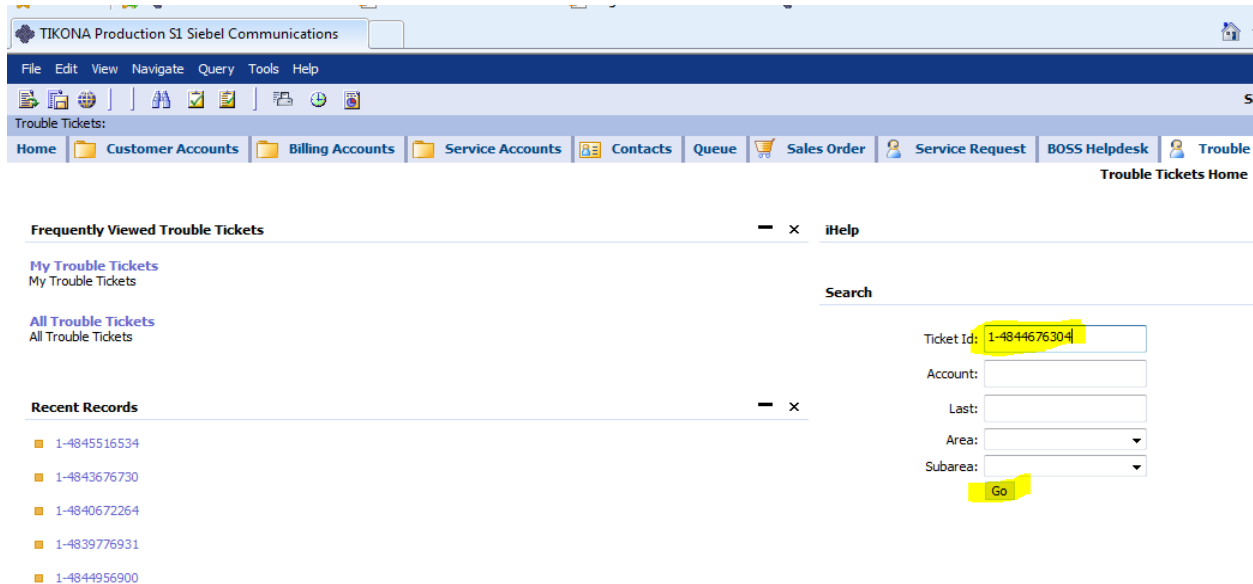
Click on “trouble ticket”



Again click on Click on “trouble ticket”.



Enter TT no and select “go”.



TIKONA Production S1 Siebel Communications

File Edit View Navigate Query Tools Help

Trouble Tickets: Home Customer Accounts Billing Accounts Service Accounts Contacts Queue Sales Order Service Request BOSS Helpdesk Trouble Tickets Home

Frequently Viewed Trouble Tickets

My Trouble Tickets
My Trouble Tickets

All Trouble Tickets
All Trouble Tickets

Recent Records

- 1-4845516534
- 1-4843676730
- 1-4840672264
- 1-4839776931
- 1-4844956900

Search

Ticket Id: 1-4844676304

Account:

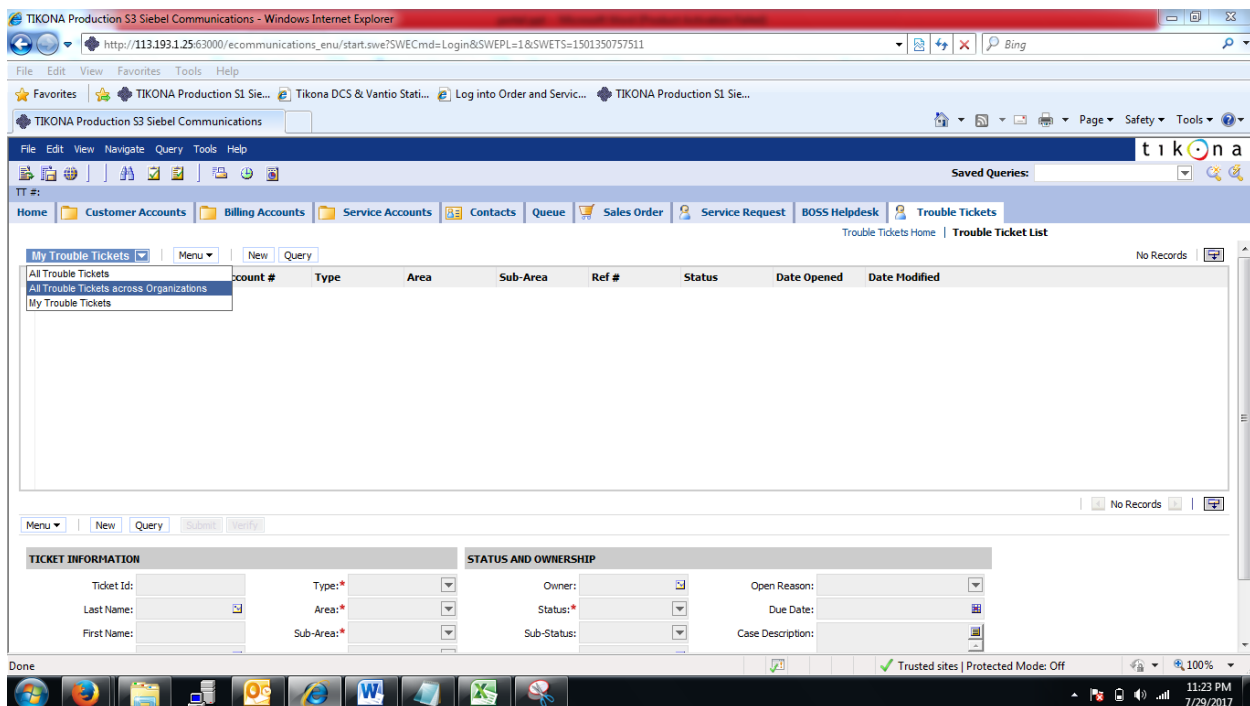
Last:

Area:

Subarea:

Go

Click on “My trouble tickets” and select option “All trouble tickets across organization”



TIKONA Production S3 Siebel Communications - Windows Internet Explorer

http://113.193.1.25:63000/ecommerce/enu/start.swe?SWECmd=Login&SWEPL=1&SWETS=1501350757511

File Edit View Favorites Tools Help

TIKONA Production S3 Siebel Communications

File Edit View Navigate Query Tools Help

TIKONA Production S3 Siebel Communications

Home Customer Accounts Billing Accounts Service Accounts Contacts Queue Sales Order Service Request BOSS Helpdesk Trouble Tickets

Trouble Tickets Home | Trouble Ticket List

My Trouble Tickets | Menu | New | Query

All Trouble Tickets
All Trouble Tickets across Organizations
My Trouble Tickets

Account #	Type	Area	Sub-Area	Ref #	Status	Date Opened	Date Modified
No Records							

Menu | New | Query | Submit | Verify

TICKET INFORMATION

Ticket Id: | Type: | Owner: | Open Reason: |

Last Name: | Area: | Status: | Due Date: |

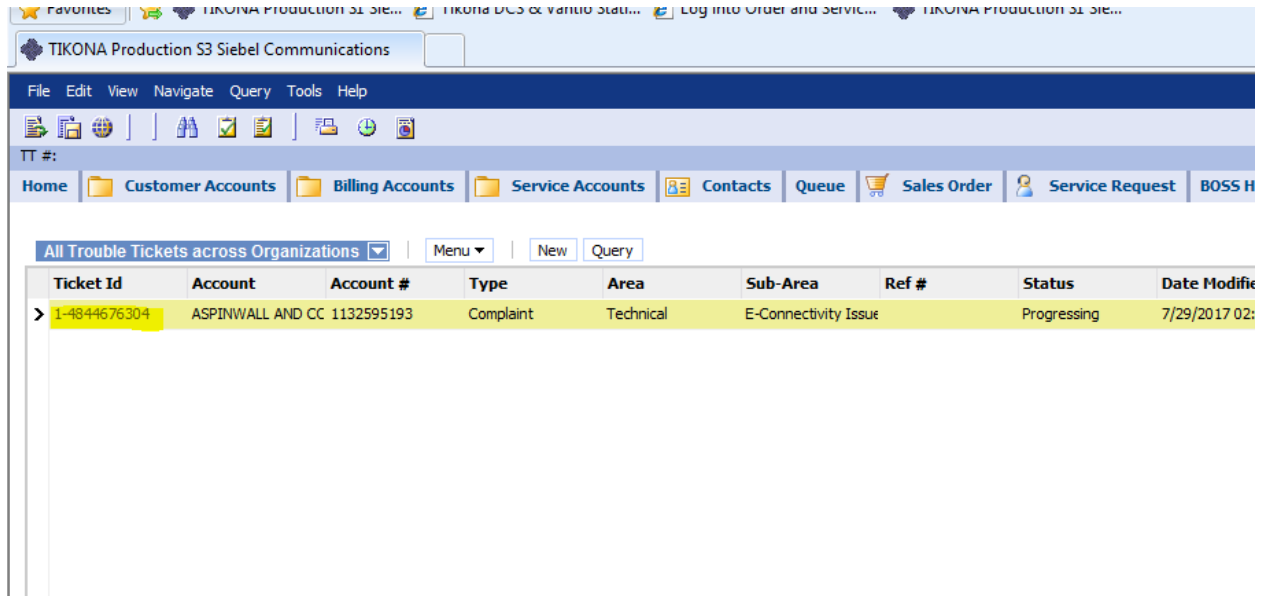
First Name: | Sub-Area: | Sub-Status: | Case Description: |

Done

Trusted sites | Protected Mode: Off

11:23 PM
7/29/2017

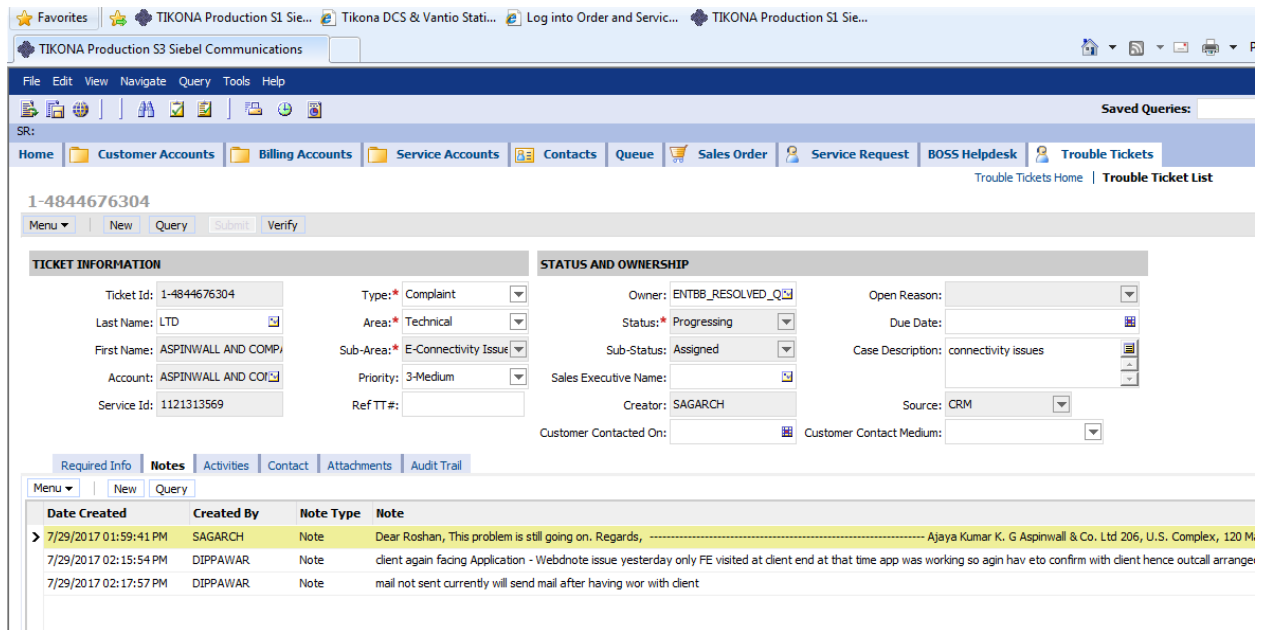
Select on "Ticket Id".



The screenshot shows the TIKONA Production S3 Siebel Communications interface. The top navigation bar includes links for Home, Customer Accounts, Billing Accounts, Service Accounts, Contacts, Queue, Sales Order, Service Request, and BOSS H. Below the navigation bar, there is a section for "All Trouble Tickets across Organizations" with a "Menu" dropdown and "New" and "Query" buttons. A table displays the following data:

Ticket Id	Account	Account #	Type	Area	Sub-Area	Ref #	Status	Date Modified
> 1-4844676304	ASPINWALL AND CC	1132595193	Complaint	Technical	E-Connectivity Issue		Progressing	7/29/2017 02:

You will find details of TT.



The screenshot shows the TIKONA Production S3 Siebel Communications interface with the details of a trouble ticket (Ticket Id: 1-4844676304) displayed. The interface includes a "Saved Queries" section and a "Trouble Tickets" tab. The ticket details are organized into two main sections: "TICKET INFORMATION" and "STATUS AND OWNERSHIP".

TICKET INFORMATION

Ticket Id: 1-4844676304	Type: Complaint
Last Name: LTD	Area: Technical
First Name: ASPINWALL AND COMP	Sub-Area: E-Connectivity Issue
Account: ASPINWALL AND CO	Priority: 3-Medium
Service Id: 1121313569	Ref TT #:

STATUS AND OWNERSHIP

Owner: ENTBB_RESOLVED_Q	Open Reason:
Status: Progressing	Due Date:
Sub-Status: Assigned	Case Description: connectivity issues
Sales Executive Name:	Source: CRM
Creator: SAGARCH	Customer Contact Medium:
Customer Contacted On:	

Below the ticket details, there is a "Notes" tab with a list of notes:

Date Created	Created By	Note Type	Note
> 7/29/2017 01:59:41 PM	SAGARCH	Note	Dear Roshan, This problem is still going on. Regards, ----- Ajaya Kumar K. G Aspinwall & Co. Ltd 206, U.S. Complex, 120 M
7/29/2017 02:15:54 PM	DIPPAWAR	Note	client again facing Application - Webdnote issue yesterday only FE visited at client end at that time app was working so agin hav eto confirm with client hence outcall arrange
7/29/2017 02:17:57 PM	DIPPAWAR	Note	mail not sent currently will send mail after having wor with client