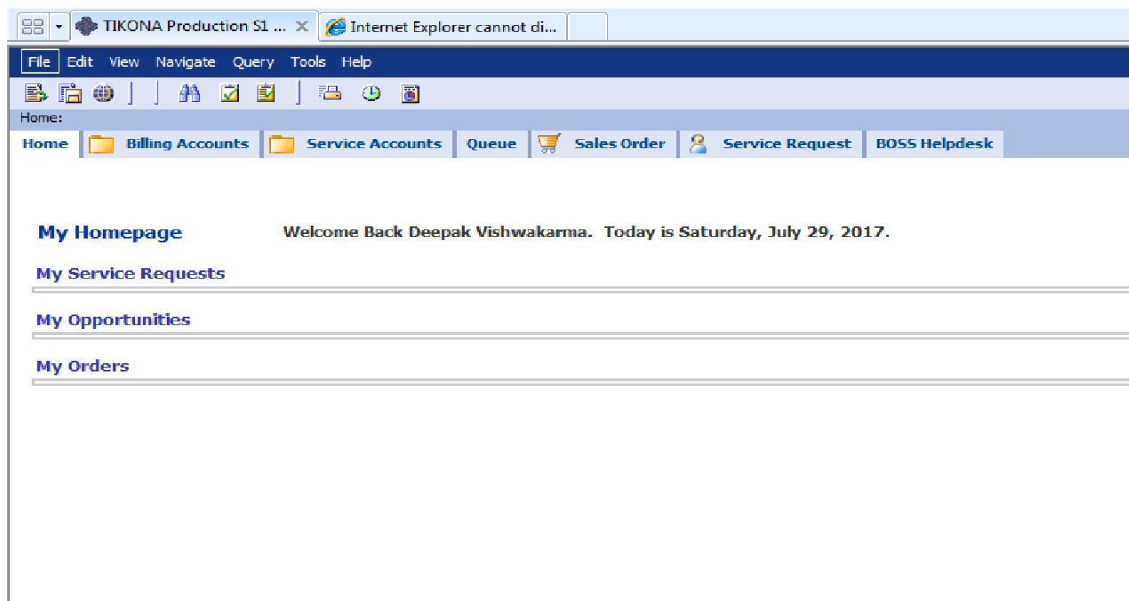
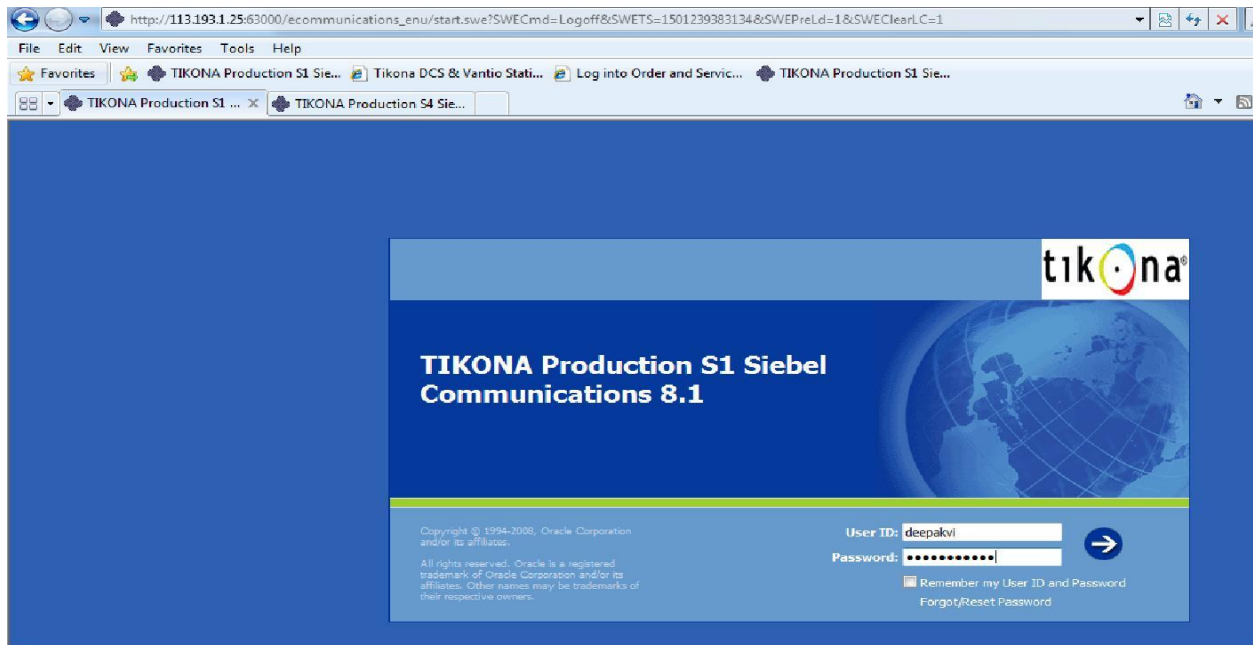


NOC siebel portal.

To raised NOC TT, login with noc credentials.



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[🌐 Log into Order and Servic...](#)
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HelpDesk Service Request:

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[📁 Billing Accounts](#)
[📁 Service Accounts](#)
[Queue](#)
[🛒 Sales Order](#)
[👤 Service Request](#)
[BOSS Helpdesk](#)

[Service Requests Home](#) | [Service Requests - HelpDesk](#)

[My Service Requests - HelpDesk](#)
[Menu](#)
[New](#)
[Query](#)

Status(Icon)	New	Opened	SR #	City	Description	SR Type	Area
>		9/7/2016 02:36:34	1-4273804541	MUMBAI	LL Client SANTA FE MOVING SERVICES P1 Network Service Ou	ENT	
		9/6/2016 05:49:26	1-4271081131	BENGALURU	LL Client SIVARA AUTOMATION AND CO Network Service Ou	ENT	
		9/16/2016 01:44:35	1-4298493351	MUMBAI	LL NMMC AIROLI Client Down from client Network Service Ou	ENT	
		9/22/2016 02:34:08	1-4314270761	CHENNAI	BB MEDALL HEALTHCARE Client down fr Network Service Ou	ENT	
		8/25/2016 03:14:28	1-4242057151	MUMBAI	Multiple Client facing slow speed alignmen Network Service deq	ENT	
		8/20/2016 10:21:26	1-4232972831	COIMBATORE	BB Client VAS INFOTECH Down from nod Network Service Ou	ENT	
		11/29/2016 06:04:4	1-4450114131	CHENNAI	BB Client VERYX TECHNOLOGIES PVT LTD Network Service deq	ENT	
		2/17/2017 08:41:07	1-4594517511	MUMBAI	kindly pass vlan on new pop	Network Service Ou	ENT
		7/30/2016 03:19:20	1-4199075521	MUMBAI	LL client GENESIS INFOERVE having align Network Service deq	ENT	
		8/2/2016 11:19:10	1-4203362671	BENGALURU	Multiple clients down from pop MAJESTIC Network Service Ou	ENT	

HelpDesk Service Request

TIKONA Production S1 Siebel Communications - Windows Internet Explorer

http://113.193.1.25:63000/e/communications_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=ZKVtkudWXA59b7Q5GpHtQ2C7FzU0j7knpME.gd.6CTNnQMadwiv

File Edit View Favorites Tools Help

TIKONA Production S1 Sie...

Tikona DCS & Vantio Stat...

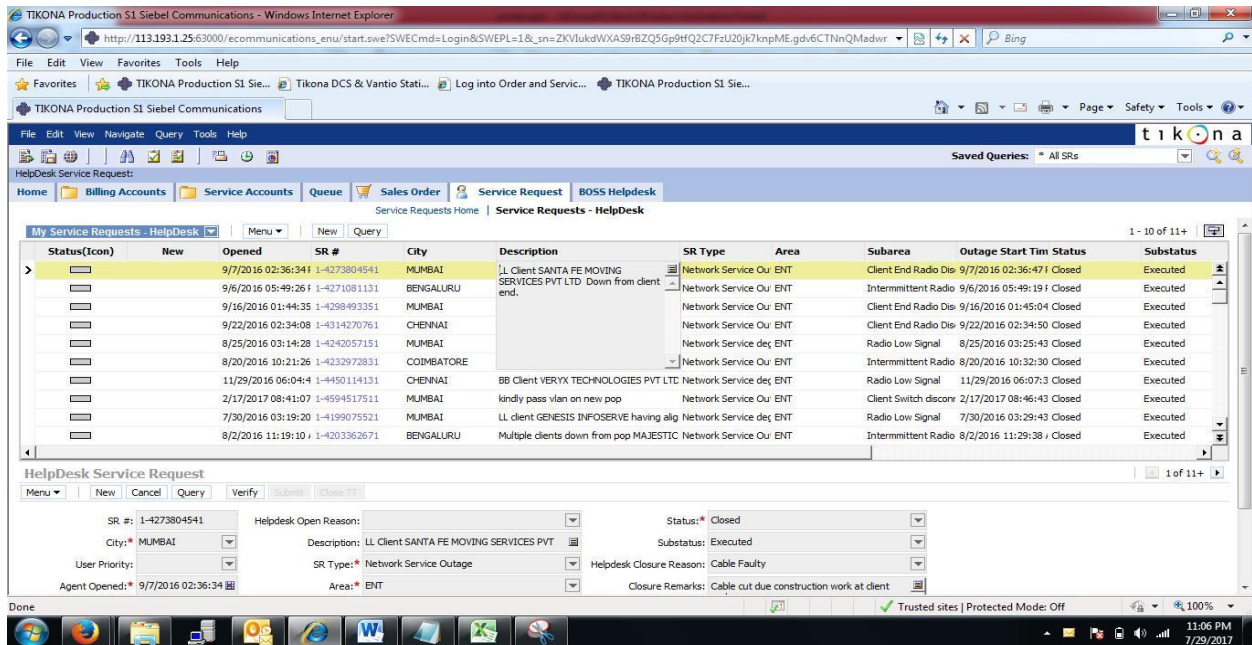
Log into Order and Servic...

TIKONA Production S1 Sie...

TIKONA Production S1 Siebel Communications

File Edit View Navigate Query Tools Help

Write description for example LL client name and issue.



Status(Icon)	New	Opened	SR #	City	Description	SR Type	Area	Subarea	Outage Start Tim	Status	Substatus
		9/7/2016 02:36:34	1-4273804541	MUMBAI	LL Client SANTA FE MOVING SERVICES PVT LTD Down from client end.	Network Service Ou	ENT	Client End Radio Dis	9/7/2016 02:36:47	Closed	Executed
		9/6/2016 05:49:26	1-4271081131	BENGALURU		Network Service Ou	ENT	Intermittent Radio	9/6/2016 05:49:19	Closed	Executed
		9/16/2016 01:44:35	1-4298493351	MUMBAI		Network Service Ou	ENT	Client End Radio Dis	9/16/2016 01:45:04	Closed	Executed
		9/22/2016 02:34:08	1-4314270761	CHENNAI		Network Service Ou	ENT	Client End Radio Dis	9/22/2016 02:34:50	Closed	Executed
		8/25/2016 03:14:28	1-4242057151	MUMBAI		Network Service deq	ENT	Radio Low Signal	8/25/2016 03:25:43	Closed	Executed
		8/20/2016 10:21:26	1-4232972831	COIMBATORE		Network Service Ou	ENT	Intermittent Radio	8/20/2016 10:32:30	Closed	Executed
		11/29/2016 06:04:4	1-4450114131	CHENNAI	BB Client VERIX TECHNOLOGIES PVT LTD Network Service deq	Network Service deq	ENT	Radio Low Signal	11/29/2016 06:07:3	Closed	Executed
		2/17/2017 08:41:07	1-4594517511	MUMBAI	kindly pass vlan on new pop	Network Service Ou	ENT	Client Switch discor	2/17/2017 08:46:43	Closed	Executed
		7/30/2016 03:19:20	1-4199075521	MUMBAI	LL client GENESIS INFOSEVERE having allg	Network Service deq	ENT	Radio Low Signal	7/30/2016 03:29:43	Closed	Executed
		8/2/2016 11:19:10	1-4203362671	BENGALURU	Multiple clients down from pop MAJESTIC	Network Service Ou	ENT	Intermittent Radio	8/2/2016 11:29:38	Closed	Executed

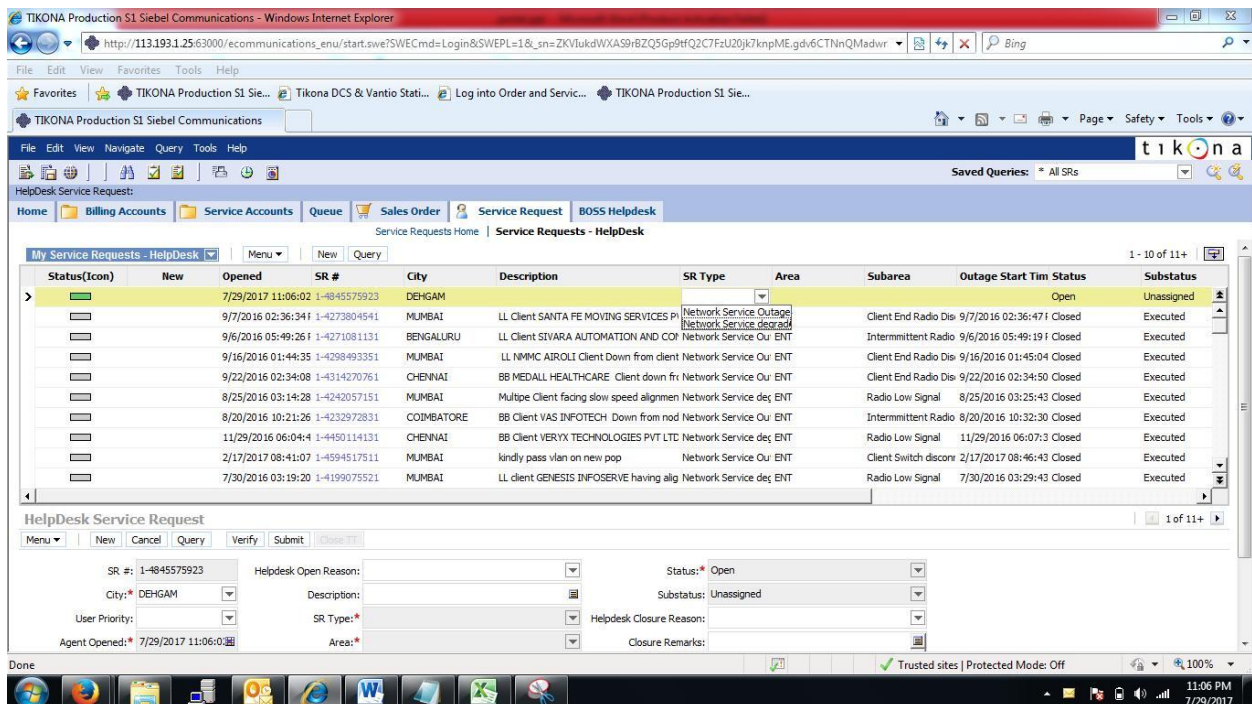
HelpDesk Service Request

SR #: 1-4273804541
City: MUMBAI
User Priority:
Agent Opened: 9/7/2016 02:36:34

Helpdesk Open Reason:
Description: LL Client SANTA FE MOVING SERVICES PVT
SR Type: Network Service Outage
Area: ENT

Status: Closed
Substatus: Executed
Helpdesk Closure Reason: Cable Faulty
Closure Remarks: Cable cut due construction work at client

Here we have 2 option “outage” or “degradation”.



Status(Icon)	New	Opened	SR #	City	Description	SR Type	Area	Subarea	Outage Start Tim	Status	Substatus
		7/29/2017 11:06:02	1-4845575923	DEHGAM		Network Service Outage				Open	Unassigned
		9/7/2016 02:36:34	1-4273804541	MUMBAI	LL Client SANTA FE MOVING SERVICES PVT	Network Service deq	ENT	Client End Radio Dis	9/7/2016 02:36:47	Closed	Executed
		9/6/2016 05:49:26	1-4271081131	BENGALURU	LL Client SIVARA AUTOMATION AND COI	Network Service Ou	ENT	Intermittent Radio	9/6/2016 05:49:19	Closed	Executed
		9/16/2016 01:44:35	1-4298493351	MUMBAI	LL NMMC AIROLI Client Down from client	Network Service Ou	ENT	Client End Radio Dis	9/16/2016 01:45:04	Closed	Executed
		9/22/2016 02:34:08	1-4314270761	CHENNAI	BB MEDALL HEALTHCARE Client down fr	Network Service Ou	ENT	Client End Radio Dis	9/22/2016 02:34:50	Closed	Executed
		8/25/2016 03:14:28	1-4242057151	MUMBAI	Multiple Client facing slow speed alignmen	Network Service deq	ENT	Radio Low Signal	8/25/2016 03:25:43	Closed	Executed
		8/20/2016 10:21:26	1-4232972831	COIMBATORE	BB Client VAS INFOTECH Down from nod	Network Service Ou	ENT	Intermittent Radio	8/20/2016 10:32:30	Closed	Executed
		11/29/2016 06:04:4	1-4450114131	CHENNAI	BB Client VERIX TECHNOLOGIES PVT LTD	Network Service deq	ENT	Radio Low Signal	11/29/2016 06:07:3	Closed	Executed
		2/17/2017 08:41:07	1-4594517511	MUMBAI	kindly pass vlan on new pop	Network Service Ou	ENT	Client Switch discor	2/17/2017 08:46:43	Closed	Executed
		7/30/2016 03:19:20	1-4199075521	MUMBAI	LL client GENESIS INFOSEVERE having allg	Network Service deq	ENT	Radio Low Signal	7/30/2016 03:29:43	Closed	Executed

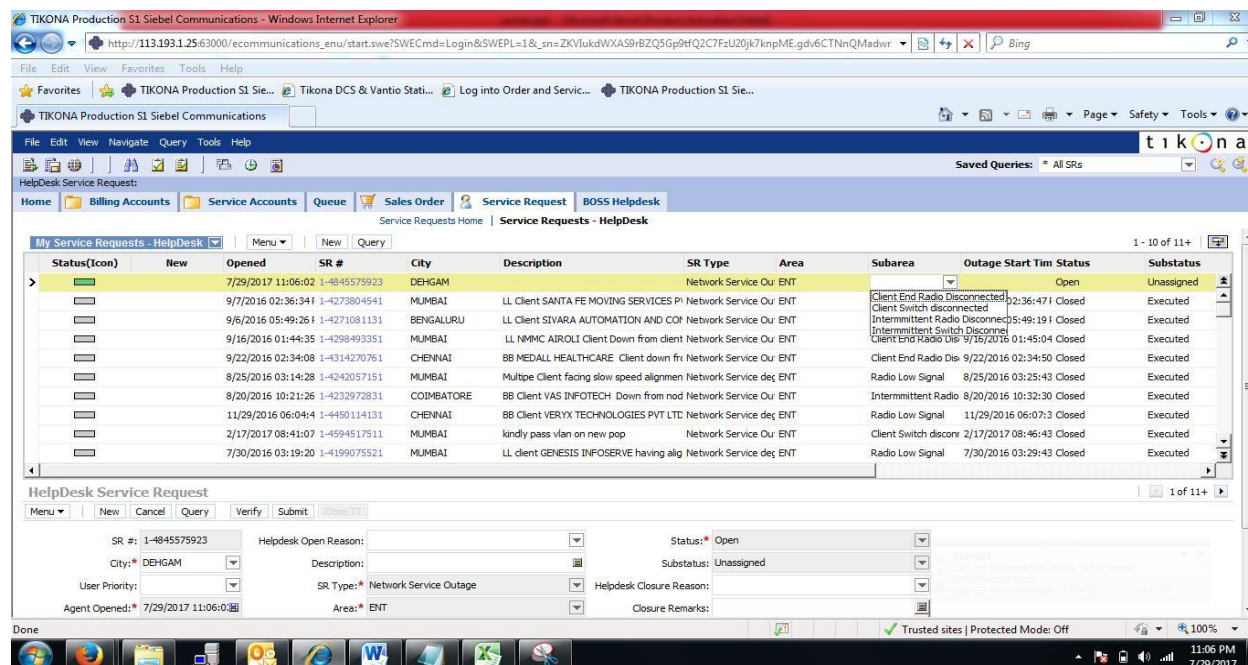
HelpDesk Service Request

SR #: 1-4845575923
City: DEHGAM
User Priority:
Agent Opened: 7/29/2017 11:06:02

Helpdesk Open Reason:
Description:
SR Type:
Area:

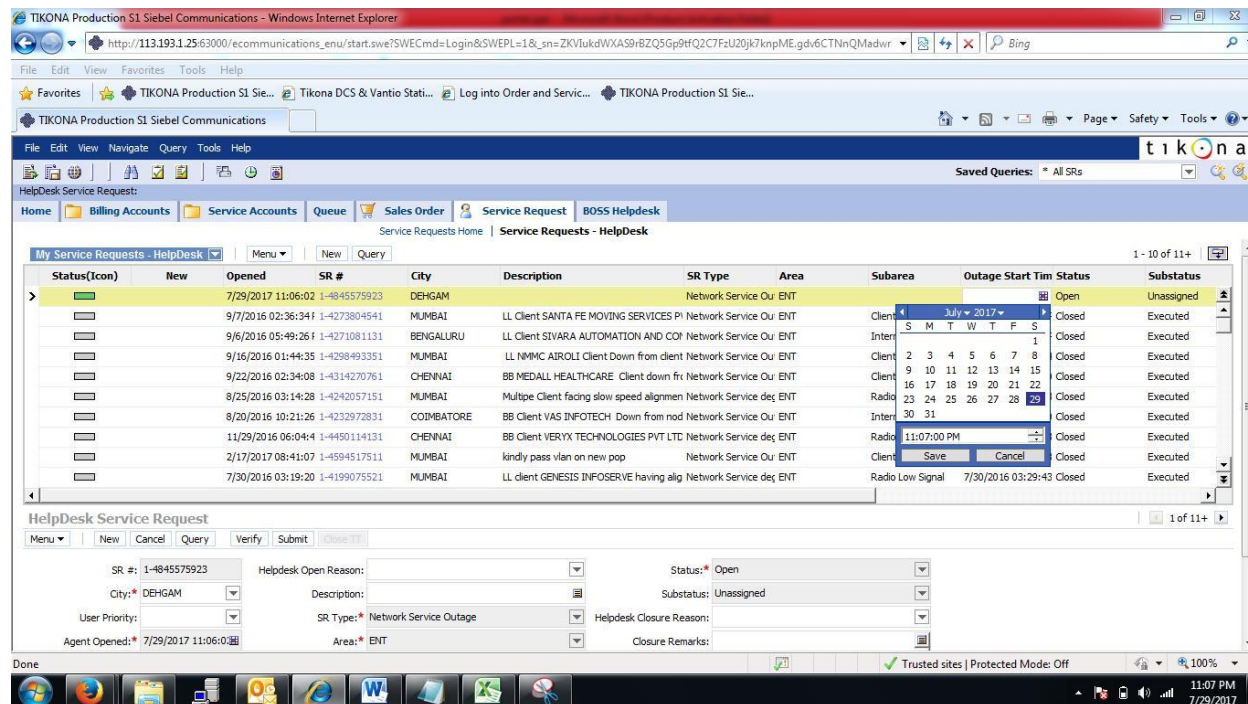
Status: Open
Substatus: Unassigned
Helpdesk Closure Reason:
Closure Remarks:

In case of outage (link down), select area “ENT” and in subarea select from where link is affected.



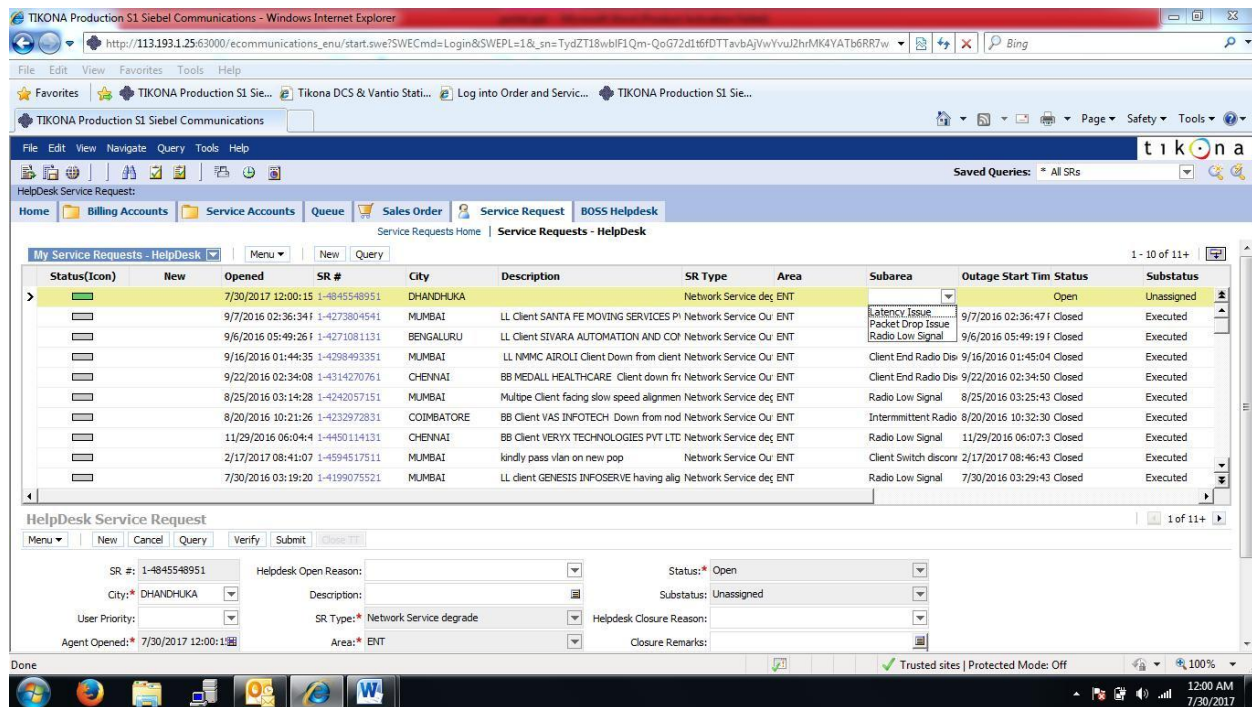
Status (Icon)	New	Opened	SR #	City	Description	SR Type	Area	Subarea	Outage Start Time	Status	Substatus
		7/29/2017 11:06:02	1-4845575923	DEHGAM	Network Service Outage	Network Service Outage	ENT	Client End Radio Disconnected	7/29/2017 11:06:02	Open	Unassigned
		9/7/2016 02:36:34	1-4273804541	MUMBAI	LL Client SANTA FE MOVING SERVICES PI Network Service Outage	Network Service Outage	ENT	Client Switch disconnected	9/7/2016 02:36:34	Closed	Executed
		9/6/2016 05:49:26	1-4271081131	BENGALURU	LL Client SIVARA AUTOMATION AND COI Network Service Outage	Network Service Outage	ENT	Intermittent Radio Disconnected	9/6/2016 05:49:26	Closed	Executed
		9/16/2016 01:44:35	1-4298493351	MUMBAI	LL NMMC AIROLI Client Down from client Network Service Outage	Network Service Outage	ENT	Intermittent Switch Disconnected	9/16/2016 01:44:35	Closed	Executed
		9/22/2016 02:34:08	1-4314270761	CHENNAI	BB MEDALL HEALTHCARE Client down from Network Service Outage	Network Service Outage	ENT	Client End Radio Disconnected	9/22/2016 02:34:08	Closed	Executed
		8/25/2016 03:14:28	1-4242057151	MUMBAI	Multiple Client facing slow speed alignment Network Service Outage	Network Service Outage	ENT	Radio Low Signal	8/25/2016 03:14:28	Closed	Executed
		8/20/2016 10:21:26	1-4232972831	COIMBATORE	BB Client VAS INFOTECH Down from node Network Service Outage	Network Service Outage	ENT	Intermittent Radio	8/20/2016 10:21:26	Closed	Executed
		11/29/2016 06:04:4	1-4450114131	CHENNAI	BB Client VERUX TECHNOLOGIES PVT LTD Network Service Outage	Network Service Outage	ENT	Radio Low Signal	11/29/2016 06:04:4	Closed	Executed
		2/17/2017 08:41:07	1-4594517511	MUMBAI	Kindly pass vlan on new pop Network Service Outage	Network Service Outage	ENT	Client Switch disconnected	2/17/2017 08:41:07	Closed	Executed
		7/30/2016 03:19:20	1-4199075521	MUMBAI	LL client GENESIS INFOSEVER having alignment Network Service Outage	Network Service Outage	ENT	Radio Low Signal	7/30/2016 03:19:20	Closed	Executed

Select on outage start time and select save.



Status (Icon)	New	Opened	SR #	City	Description	SR Type	Area	Subarea	Outage Start Time	Status	Substatus
		7/29/2017 11:06:02	1-4845575923	DEHGAM	Network Service Outage	Network Service Outage	ENT	Client End Radio Disconnected	7/29/2017 11:06:02	Open	Unassigned
		9/7/2016 02:36:34	1-4273804541	MUMBAI	LL Client SANTA FE MOVING SERVICES PI Network Service Outage	Network Service Outage	ENT	Client Switch disconnected	9/7/2016 02:36:34	Closed	Executed
		9/6/2016 05:49:26	1-4271081131	BENGALURU	LL Client SIVARA AUTOMATION AND COI Network Service Outage	Network Service Outage	ENT	Intermittent Radio Disconnected	9/6/2016 05:49:26	Closed	Executed
		9/16/2016 01:44:35	1-4298493351	MUMBAI	LL NMMC AIROLI Client Down from client Network Service Outage	Network Service Outage	ENT	Intermittent Switch Disconnected	9/16/2016 01:44:35	Closed	Executed
		9/22/2016 02:34:08	1-4314270761	CHENNAI	BB MEDALL HEALTHCARE Client down from Network Service Outage	Network Service Outage	ENT	Client End Radio Disconnected	9/22/2016 02:34:08	Closed	Executed
		8/25/2016 03:14:28	1-4242057151	MUMBAI	Multiple Client facing slow speed alignment Network Service Outage	Network Service Outage	ENT	Radio Low Signal	8/25/2016 03:14:28	Closed	Executed
		8/20/2016 10:21:26	1-4232972831	COIMBATORE	BB Client VAS INFOTECH Down from node Network Service Outage	Network Service Outage	ENT	Intermittent Radio	8/20/2016 10:21:26	Closed	Executed
		11/29/2016 06:04:4	1-4450114131	CHENNAI	BB Client VERUX TECHNOLOGIES PVT LTD Network Service Outage	Network Service Outage	ENT	Radio Low Signal	11/29/2016 06:04:4	Closed	Executed
		2/17/2017 08:41:07	1-4594517511	MUMBAI	Kindly pass vlan on new pop Network Service Outage	Network Service Outage	ENT	Client Switch disconnected	2/17/2017 08:41:07	Closed	Executed
		7/30/2016 03:19:20	1-4199075521	MUMBAI	LL client GENESIS INFOSEVER having alignment Network Service Outage	Network Service Outage	ENT	Radio Low Signal	7/30/2016 03:19:20	Closed	Executed

In case of degradation (Packet drop, latency) select area “ ENT” subarea- packet drop or latency as per observed and then click on “SR#”



The screenshot displays the TIKONA Production S1 Siebel Communications interface. The top navigation bar includes links for Home, Billing Accounts, Service Accounts, Queue, Sales Order, Service Request, and BOSS Helpdesk. The main content area shows a list of service requests with columns for Status, New, Opened, SR #, City, Description, SR Type, Area, Subarea, Outage Start Time, Status, and Substatus. The first row is highlighted, showing a request for DHANDHUKA with a status of Open and Substatus of Unassigned. Below the list, there is a form for creating a new service request, with fields for SR #, City, Description, SR Type, Area, Subarea, and Status. The form is currently empty, and the SR # field is set to 1-4845548951.

Status(Icon)	New	Opened	SR #	City	Description	SR Type	Area	Subarea	Outage Start Time	Status	Substatus
		7/30/2017 12:00:15	1-4845548951	DHANDHUKA	LL Client SANTA FE MOVING SERVICES PI Network Service Ou	Network Service deq	ENT			Open	Unassigned
		9/7/2016 02:36:34	1-4273804541	MUMBAI	LL Client SIVARA AUTOMATION AND COI Network Service Ou	Network Service Ou	ENT	Latency Issue	9/7/2016 02:36:47	Closed	Executed
		9/6/2016 05:49:26	1-4271081131	BENGALURU	LL Client SIVARA AUTOMATION AND COI Network Service Ou	Network Service Ou	ENT	Packet Drop Issue	9/6/2016 05:49:19	Closed	Executed
		9/16/2016 01:44:35	1-4298493351	MUMBAI	LL NMMC AISOLI Client Down from client Network Service Ou	Network Service Ou	ENT	Radio Low Signal	9/16/2016 01:45:04	Closed	Executed
		9/22/2016 02:34:08	1-4314270761	CHENNAI	BB MEDALL HEALTHCARE Client down fr Network Service Ou	Network Service Ou	ENT	Client End Radio Dis	9/22/2016 02:34:50	Closed	Executed
		8/25/2016 03:14:28	1-4242057151	MUMBAI	Multiple Client facing slow speed alignmen Network Service deq	Network Service deq	ENT	Client End Radio Dis	8/25/2016 03:25:43	Closed	Executed
		8/20/2016 10:21:26	1-4232972831	COIMBATORE	BB Client VAS INFOTECH Down from nod Network Service Ou	Network Service Ou	ENT	Radio Low Signal	8/20/2016 10:32:30	Closed	Executed
		11/29/2016 06:04:4	1-4450114131	CHENNAI	BB Client VERRYX TECHNOLOGIES PVT LTD Network Service deq	Network Service deq	ENT	Intermittent Radio	11/29/2016 06:07:3	Closed	Executed
		2/17/2017 08:41:07	1-4594517511	MUMBAI	kindly pass vlan on new pop Network Service Ou	Network Service Ou	ENT	Radio Low Signal	2/17/2017 08:46:43	Closed	Executed
		7/30/2016 03:19:20	1-4199075521	MUMBAI	LL client GENESIS INFOSERVE having alig Network Service deq	Network Service deq	ENT	Client Switch discor	7/30/2016 03:29:43	Closed	Executed

HelpDesk Service Request

Menu New Cancel Query Verify Submit Close TT

SR #: 1-4845548951 Helpdesk Open Reason: Status: Open

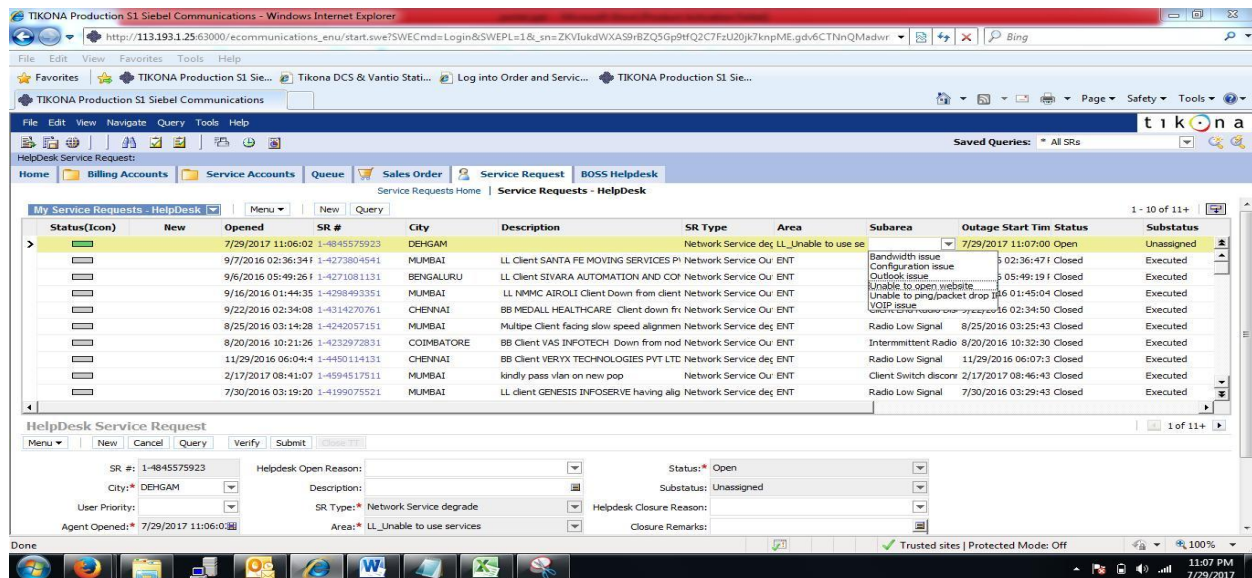
City: DHANDHUKA Description: Substatus: Unassigned

User Priority: SR Type: Network Service degrade Helpdesk Closure Reason:

Agent Opened: 7/30/2017 12:00:15 Area: ENT Closure Remarks:

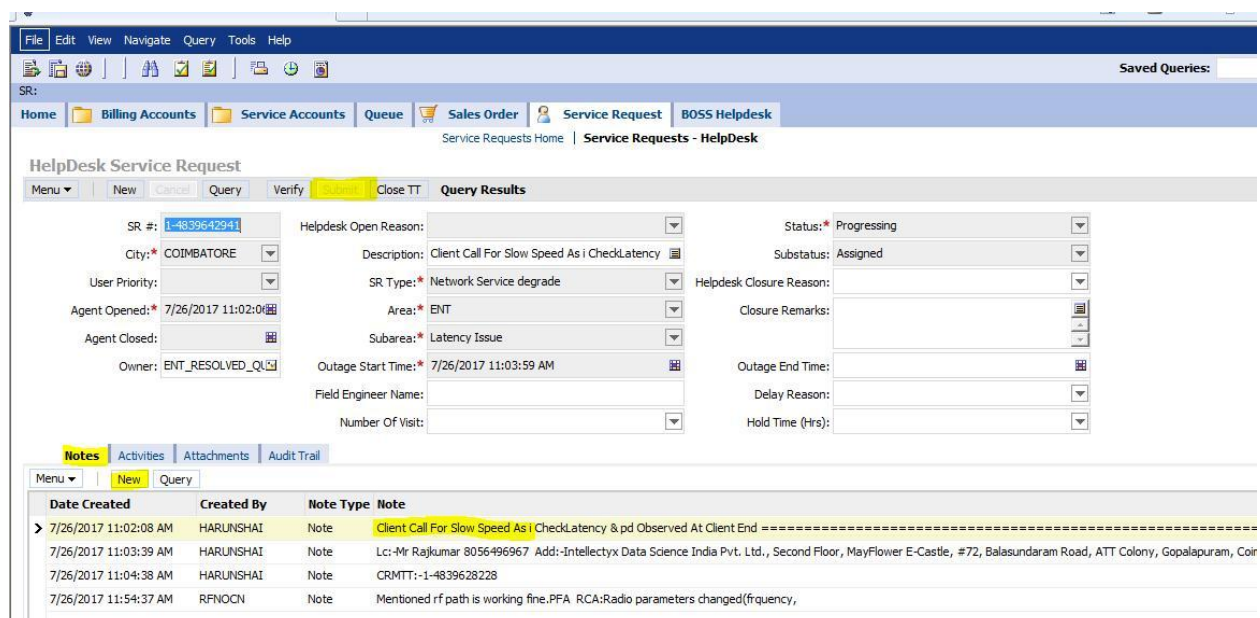
Done Trusted sites | Protected Mode: Off 100% 12:00 AM 7/30/2017

In case of outlook, VOIP, website issue select area- “LL_unable to use “and in subarea exact issue.



Status (Icon)	New	Opened	SR #	City	Description	SR Type	Area	Subarea	Outage Start Time	Status	Substatus
		7/29/2017 11:06:02	1-4845575923	DEHGAM	Network Service deg LL_unable to use se	Network Service deg	LL_unable to use se		7/29/2017 11:07:00	Open	Unassigned
		9/7/2016 02:36:34	1-4273804541	MUMBAI	LL Client SANTA FE MOVING SERVICES P	Network Service Ou	ENT		9/7/2016 02:36:47	Closed	Executed
		9/6/2016 05:49:26	1-4271081131	BENGALURU	LL Client SEVARA AUTOMATION AND CO	Network Service Ou	ENT		9/6/2016 05:49:19	Closed	Executed
		9/16/2016 01:44:35	1-4299493351	MUMBAI	LL NMMC AIROLI Client Down from client	Network Service Ou	ENT		9/16/2016 01:45:04	Closed	Executed
		9/22/2016 02:34:08	1-4314270761	CHENNAI	BB MEDALL HEALTHCARE Client down fr	Network Service Ou	ENT		9/22/2016 02:34:50	Closed	Executed
		8/25/2016 03:14:28	1-4242057151	MUMBAI	Multiple Client facing slow speed align	Network Service deg	ENT		8/25/2016 03:25:43	Closed	Executed
		8/20/2016 10:21:26	1-4232972831	COIMBATORE	BB Client VAS INFOTECH Down from nod	Network Service Ou	ENT		8/20/2016 10:32:30	Closed	Executed
		11/29/2016 06:04:4	1-4450114131	CHENNAI	BB Client VERYX TECHNOLOGIES PVT LTD	Network Service deg	ENT		11/29/2016 06:07:33	Closed	Executed
		2/17/2017 08:41:07	1-4594517511	MUMBAI	kindly pass vlan on new pop	Network Service Ou	ENT		2/17/2017 08:46:43	Closed	Executed
		7/30/2016 03:19:20	1-4199075521	MUMBAI	LL client GENESIS INFOSERVE having ali	Network Service deg	ENT		7/30/2016 03:29:43	Closed	Executed

Click on submit button and click on “Notes” and then on “New “mention the issue and client details.



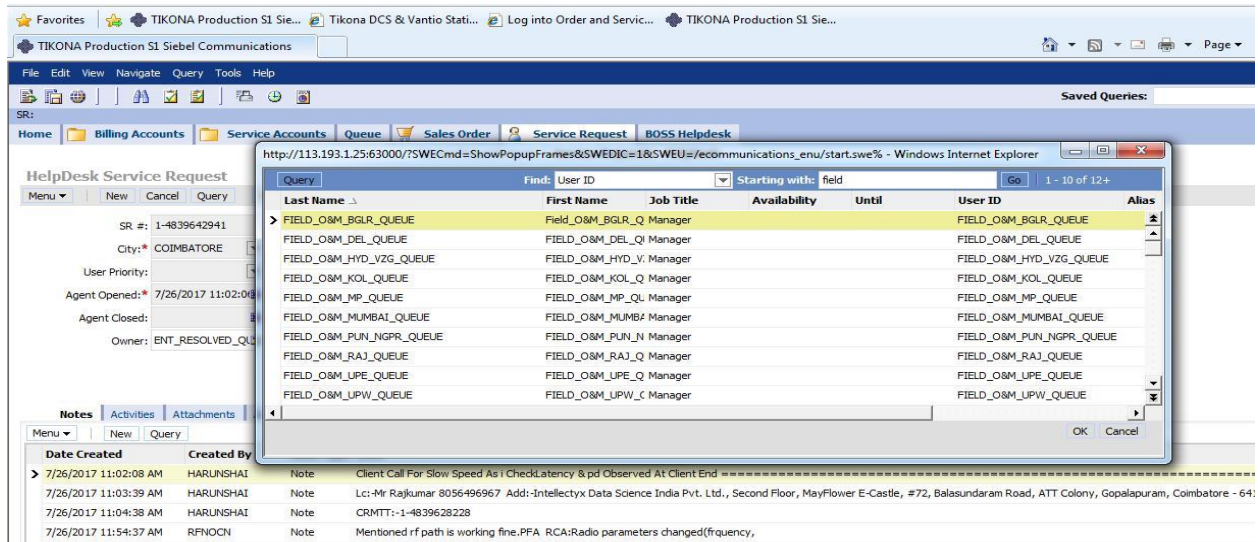
SR #: 1-4839642941
City: COIMBATORE
User Priority:
Agent Opened: 7/26/2017 11:02:00
Agent Closed:
Owner: ENT_RESOLVED_Q1

Helpdesk Open Reason:
Description: Client Call For Slow Speed As i CheckLatency
SR Type: Network Service degrade
Area: ENT
Subarea: Latency Issue
Outage Start Time: 7/26/2017 11:03:59 AM
Field Engineer Name:
Number Of Visit:
Status: Progressing
Substatus: Assigned
Helpdesk Closure Reason:
Closure Remarks:
Outage End Time:
Delay Reason:
Hold Time (Hrs):

Notes | Activities | Attachments | Audit Trail

Date Created	Created By	Note Type	Note
7/26/2017 11:02:08 AM	HARUNSHAI	Note	Client Call For Slow Speed As i CheckLatency & pd Observed At Client End =====
7/26/2017 11:03:39 AM	HARUNSHAI	Note	Lci-Mr Rajkumar 8056496967 Add:-Intellectyx Data Science India Pvt. Ltd., Second Floor, Mayflower E-Castle, #72, Balasundaram Road, ATT Colony, Gopalapuram, Coir
7/26/2017 11:04:38 AM	HARUNSHAI	Note	CRMTT:-1-4839628228
7/26/2017 11:54:37 AM	RFNOCN	Note	Mentioned rf path is working fine.PFA RCA:Radio parameters changed(frequency,

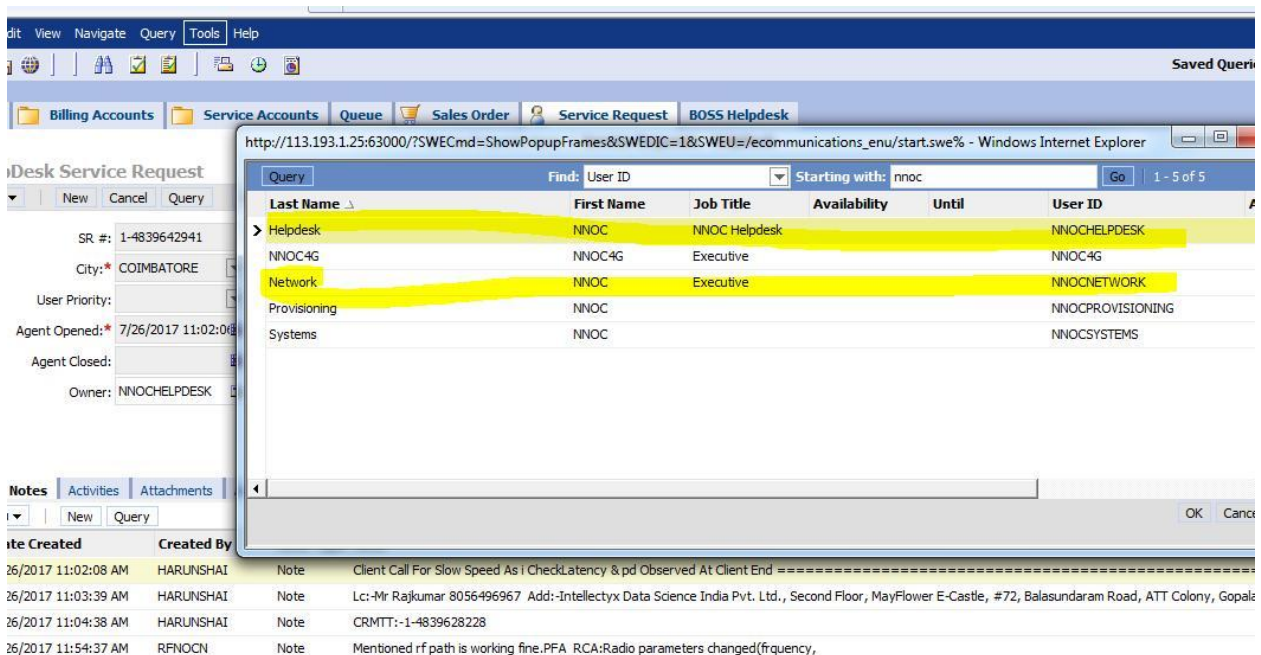
Change the owner of TT. Type "field" and press tab. Select the city of client.TT will be assigned to field o&m team of that city.



The screenshot shows the TIKONA Production S1 Siebel Communications interface. A modal window is open with the search criteria "field" and "User ID". The list of results is as follows:

Last Name	First Name	Job Title	Availability	Until	User ID	Alias
FIELD_O&M_BGLR_QUEUE	Field_O&M_BGLR_Q	Manager			FIELD_O&M_BGLR_QUEUE	
FIELD_O&M_DEL_QUEUE	FIELD_O&M_DEL_Q	Manager			FIELD_O&M_DEL_QUEUE	
FIELD_O&M_HYD_VZG_QUEUE	FIELD_O&M_HYD_V	Manager			FIELD_O&M_HYD_VZG_QUEUE	
FIELD_O&M_KOL_QUEUE	FIELD_O&M_KOL_Q	Manager			FIELD_O&M_KOL_QUEUE	
FIELD_O&M_MP_QUEUE	FIELD_O&M_MP_Q	Manager			FIELD_O&M_MP_QUEUE	
FIELD_O&M_MUMBAI_QUEUE	FIELD_O&M_MUMBAI	Manager			FIELD_O&M_MUMBAI_QUEUE	
FIELD_O&M_PUN_NGPR_QUEUE	FIELD_O&M_PUN_N	Manager			FIELD_O&M_PUN_NGPR_QUEUE	
FIELD_O&M_RAJ_QUEUE	FIELD_O&M_RAJ_Q	Manager			FIELD_O&M_RAJ_QUEUE	
FIELD_O&M_UPE_QUEUE	FIELD_O&M_UPE_Q	Manager			FIELD_O&M_UPE_QUEUE	
FIELD_O&M_UPW_QUEUE	FIELD_O&M_UPW_C	Manager			FIELD_O&M_UPW_QUEUE	

In owner write nnoc and press tab. In case of Packet drop or latency on POP or pop down assign TT to NNOC helpdesk and in case of website to nnocnetwork.



The screenshot shows the TIKONA Production S1 Siebel Communications interface. A modal window is open with the search criteria "nnoc" and "User ID". The list of results is as follows:

Last Name	First Name	Job Title	Availability	Until	User ID	Alias
Helpdesk	NNOC	NNOC Helpdesk			NNOCHELPDESK	
NNOC4G	NNOC4G	Executive			NNOC4G	
Network	NNOC	Executive			NNOCNETWORK	
Provisioning	NNOC				NNOCPROVISIONING	
Systems	NNOC				NNOCSYSTEMS	

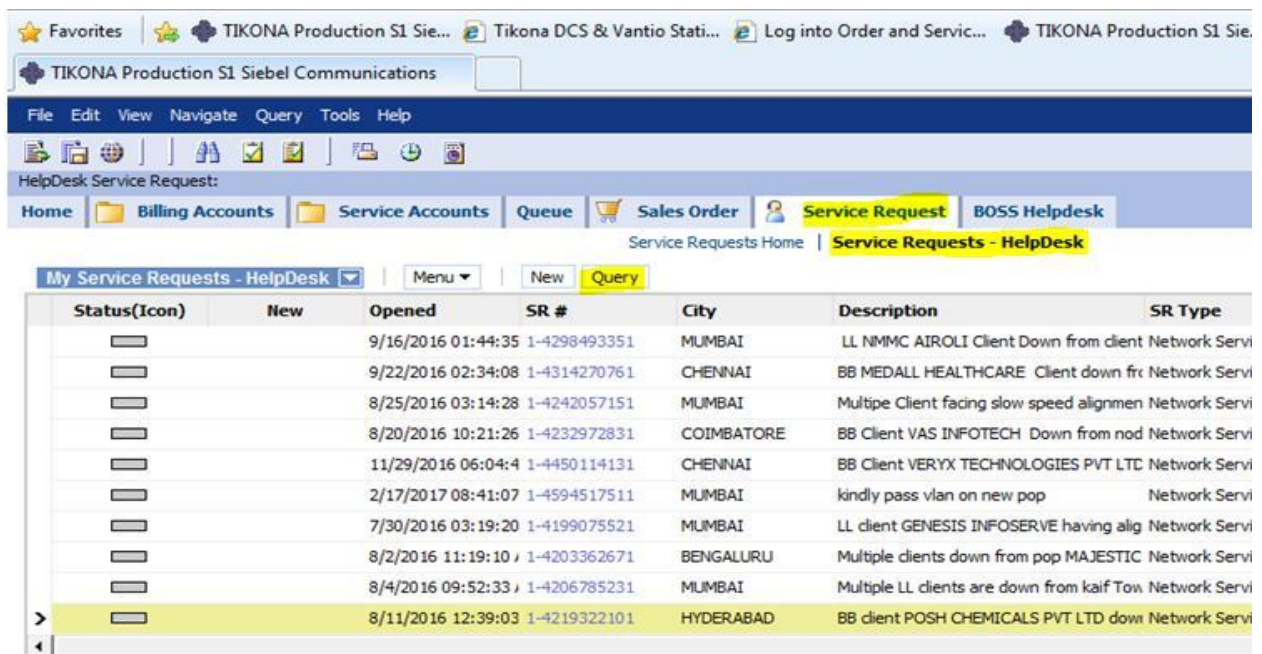
In case of packet drop or latency on radio or switch assign TT to rfnoc. Write owner rfnoc and press Tab.

The screenshot displays the Siebel CRM interface. The main window shows a 'HelpDesk Service Request' for SR #: 1-4839642941, City: COIMBATORE, and Owner: RFNOCN. A query window is open, showing a table with columns: Last Name, First Name, Job Title, Availability, Until, and User ID. The table contains two rows, both highlighted in yellow.

Last Name	First Name	Job Title	Availability	Until	User ID
RFNOCN_ENTDELVR_QUEUE	RFNOCN_ENTDELVR	Manager			RFNOCN_ENTDELVR_Q
RFNOCN_ENT_QUEUE	RFNOCN_ENT_QUEUE	Executive			RFNOCN_ENT_QUEUE

How to find NOC TT

Select on “service request” then on “service request-helpdesk” and then on “query”

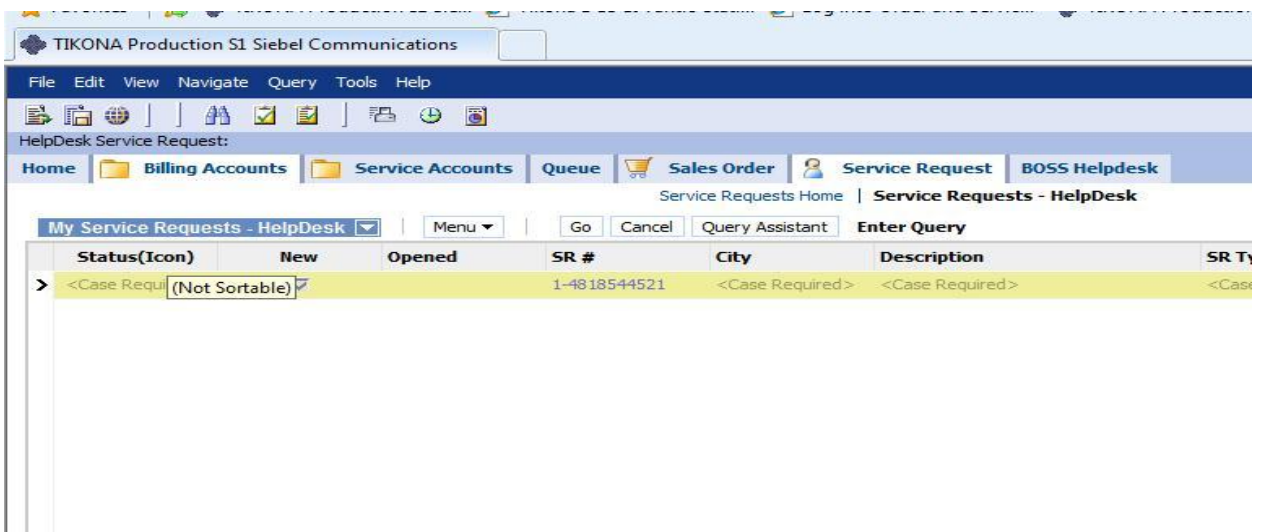


Service Requests Home | **Service Requests - HelpDesk**

My Service Requests - HelpDesk | Menu | New | **Query**

Status(Icon)	New	Opened	SR #	City	Description	SR Type
		9/16/2016 01:44:35	1-4298493351	MUMBAI	LL NMMC AIROLI Client Down from client Network Servi	
		9/22/2016 02:34:08	1-4314270761	CHENNAI	BB MEDALL HEALTHCARE Client down fr Network Servi	
		8/25/2016 03:14:28	1-4242057151	MUMBAI	Multiple Client facing slow speed alignmen Network Servi	
		8/20/2016 10:21:26	1-4232972831	COIMBATORE	BB Client VAS INFOTECH Down from nod Network Servi	
		11/29/2016 06:04:4	1-4450114131	CHENNAI	BB Client VERYX TECHNOLOGIES PVT LTD Network Servi	
		2/17/2017 08:41:07	1-4594517511	MUMBAI	kindly pass vlan on new pop Network Servi	
		7/30/2016 03:19:20	1-4199075521	MUMBAI	LL client GENESIS INFOSERVE having alig Network Servi	
		8/2/2016 11:19:10	1-4203362671	BENGALURU	Multiple clients down from pop MAJESTIC Network Servi	
		8/4/2016 09:52:33	1-4206785231	MUMBAI	Multiple LL clients are down from kaif Tow Network Servi	
>		8/11/2016 12:39:03	1-4219322101	HYDERABAD	BB client POSH CHEMICALS PVT LTD down Network Servi	

Click on “My service request-helpdesk”

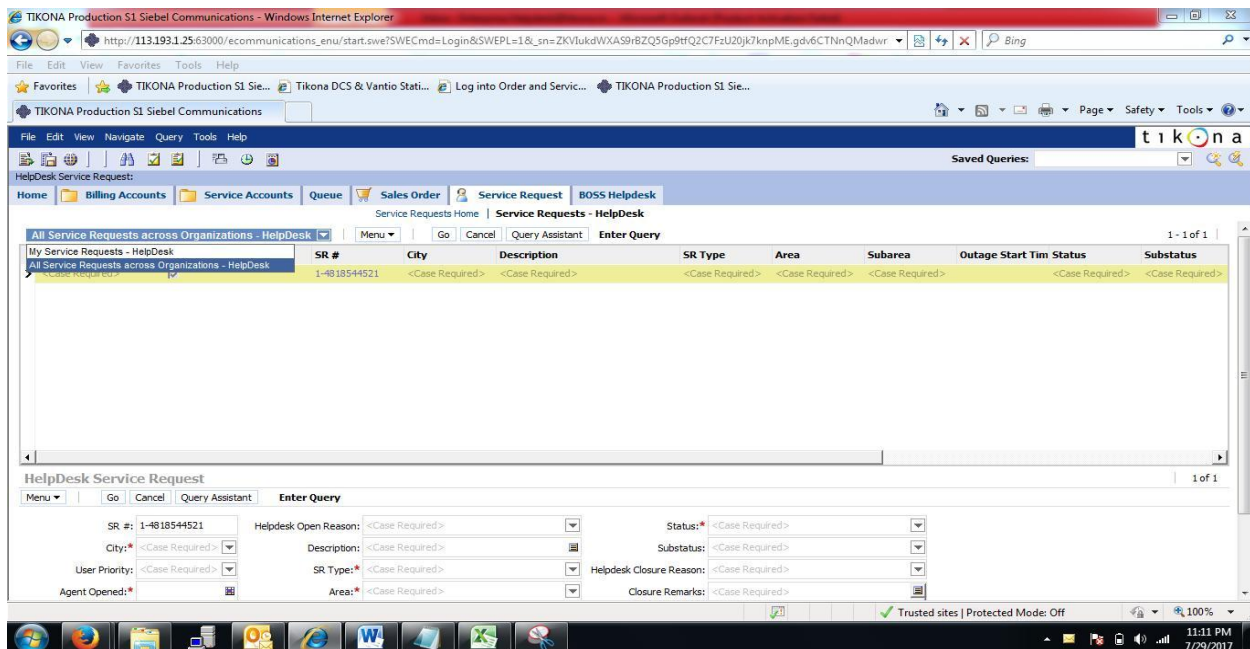


Service Requests Home | **Service Requests - HelpDesk**

My Service Requests - HelpDesk | Menu | Go | Cancel | Query Assistant | **Enter Query**

Status(Icon)	New	Opened	SR #	City	Description	SR Ty
>	<Case Required>	(Not Sortable)	1-4818544521	<Case Required>	<Case Required>	<Case Required>

Click on “All service request across organization” and then click on TT no.



TIKONA Production S1 Siebel Communications - Windows Internet Explorer

http://113.193.1.25:63000/ecomunications_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=ZKVludWXA9r8ZQ5Gp9tQ2CTfzU20jk7knpME.gdv6CTNnQMadvr

File Edit View Favorites Tools Help

Home Billing Accounts Service Accounts Queue Sales Order Service Request BOSS Helpdesk

Service Requests Home | Service Requests - HelpDesk

All Service Requests across Organizations - HelpDesk

SR #	City	Description	SR Type	Area	Subarea	Outage Start Time	Status	Substatus
1-4818544521	<Case Required>	<Case Required>	<Case Required>	<Case Required>	<Case Required>	<Case Required>	<Case Required>	<Case Required>

HelpDesk Service Request

Menu Go Cancel Query Assistant Enter Query

SR #: 1-4818544521 Helpdesk Open Reason: <Case Required> Status: <Case Required>

City: <Case Required> Description: <Case Required> Substatus: <Case Required>

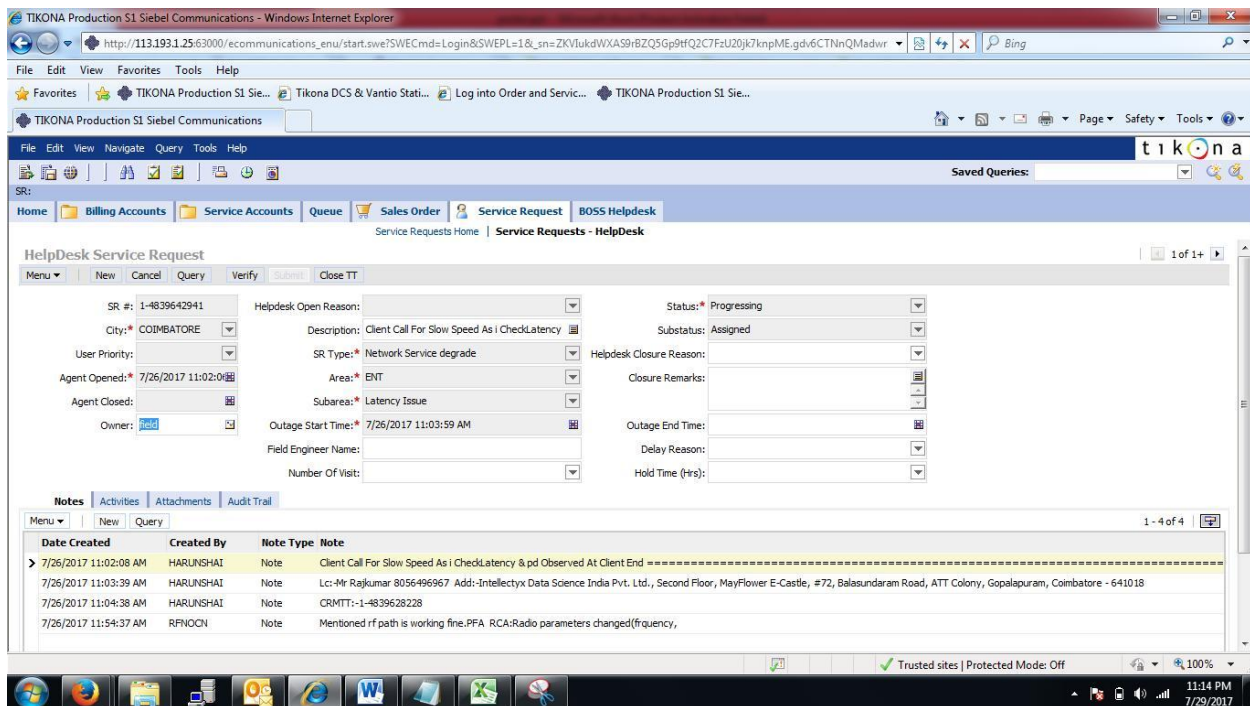
User Priority: <Case Required> SR Type: <Case Required> Helpdesk Closure Reason: <Case Required>

Agent Opened: <Case Required> Area: <Case Required> Closure Remarks: <Case Required>

Trusted sites | Protected Mode: Off

11:11 PM 7/29/2017

You will find details of client.



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http://113.193.1.25:63000/ecomunications_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=ZKVludWXA9r8ZQ5Gp9tQ2CTfzU20jk7knpME.gdv6CTNnQMadvr

File Edit View Favorites Tools Help

Home Billing Accounts Service Accounts Queue Sales Order Service Request BOSS Helpdesk

Service Requests Home | Service Requests - HelpDesk

HelpDesk Service Request

Menu New Cancel Query Verify Submit Close TT

SR #: 1-4839642941 Helpdesk Open Reason: Status: Progressing

City: COIMBATORE Description: Client Call For Slow Speed As i ChedLatency Substatus: Assigned

User Priority: SR Type: Network Service degrade Helpdesk Closure Reason:

Agent Opened: 7/26/2017 11:02:00 AM Area: ENT Closure Remarks:

Agent Closed: Subarea: Latency Issue Outage Start Time: 7/26/2017 11:03:59 AM Outage End Time:

Owner: Field Engineer Name: Delay Reason:

Number Of Visit: Hold Time (hrs):

Notes Activities Attachments Audit Trail

Menu New Query

Date Created	Created By	Note Type	Note
7/26/2017 11:02:08 AM	HARUNSHAI	Note	Client Call For Slow Speed As i ChedLatency & pd Observed At Client End =====
7/26/2017 11:03:39 AM	HARUNSHAI	Note	Lc-Mr Rajkumar 8056496967 Add-Intellectyx Data Science India Pvt. Ltd., Second Floor, Mayflower E-Castle, #72, Balasundaram Road, ATT Colony, Gopalapuram, Coimbatore - 641018
7/26/2017 11:04:38 AM	HARUNSHAI	Note	CRMTT-1-4839628228
7/26/2017 11:54:37 AM	RFNOON	Note	Mentioned rf path is working fine.PFA RCA:Radio parameters changed(frequency,

Trusted sites | Protected Mode: Off

11:14 PM 7/29/2017