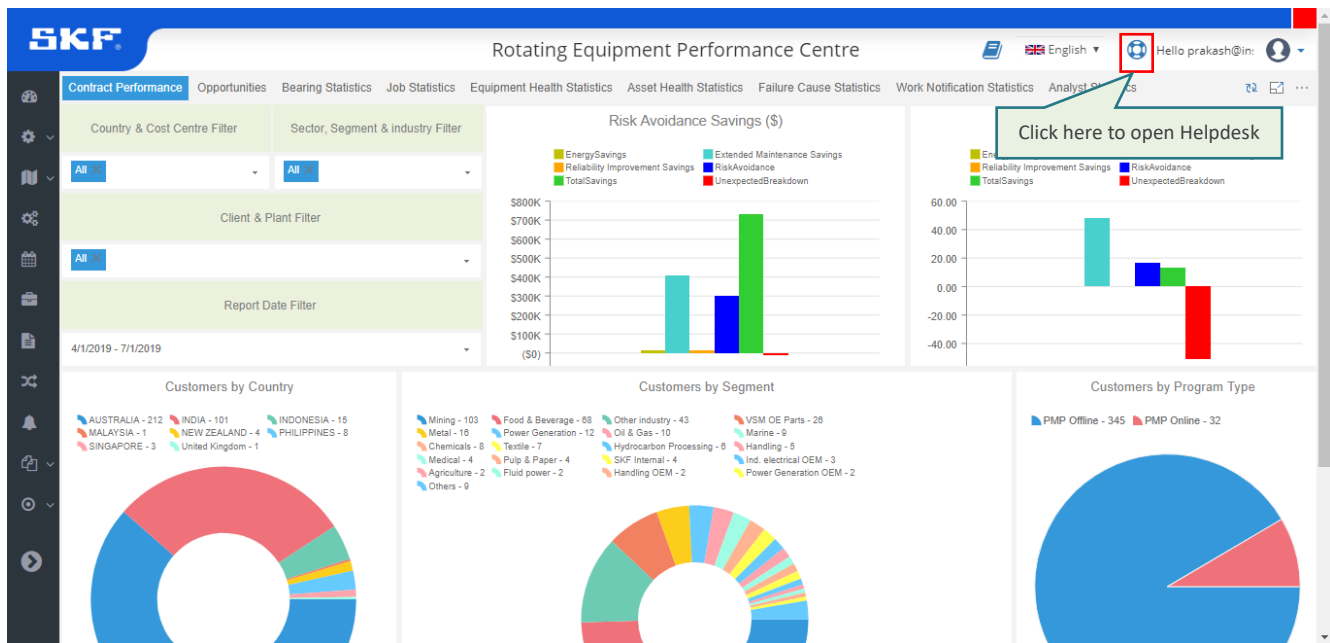


# Help Desk Document

## OBJECTIVE

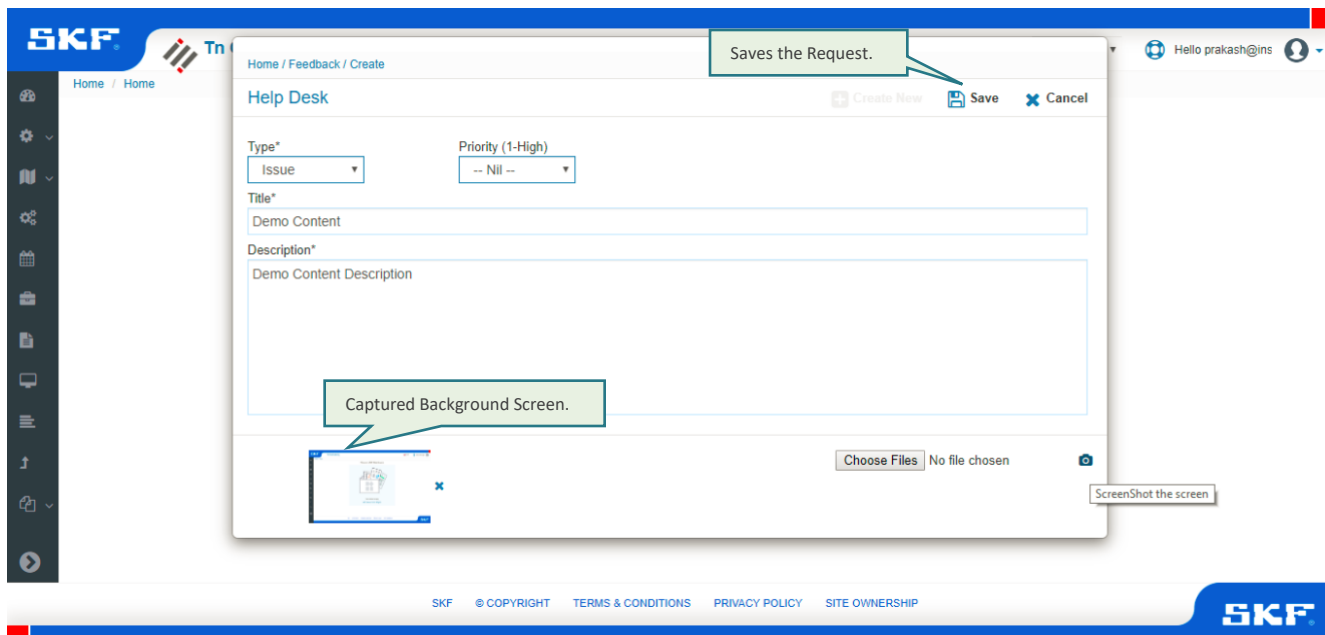
This document will give you an overview of helpdesk functionality and its Use Case.

**Step 1:** When we login to the Portal we are able to view the **Help Desk** icon at the top right next to the language dropdown list.

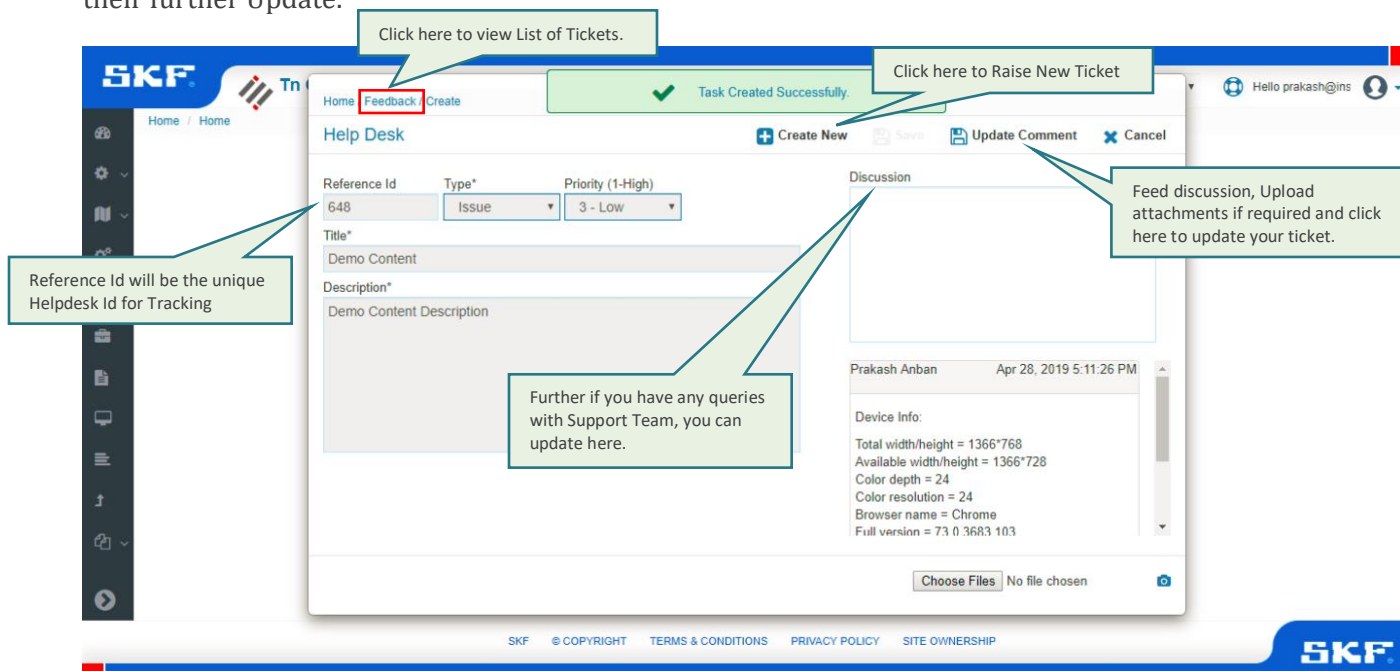


**Step 2:** When Click on the **Help Desk** Icon it opens a Popup and will request for below fields.

The screenshot shows the SKF Help Desk form. The form has a header 'Home / Feedback / Help Desk' and a 'Save' button. The form fields are: 'Type\*' (dropdown menu with 'Issue' selected), 'Priority (1-High)' (dropdown menu with 'Nil' selected), 'Title\*' (text input field), and 'Description\*' (text area). Callout boxes provide instructions: 'This shows Request Type and it classified as Issue, New Request or Feedback.', 'This shows Priority of the request whether High, Medium or Low.', 'Title can be placed here.', 'Description is used to elaborate in detail what we required from support', 'Attach the file in our physical System.', and 'This will capture the screenshot of Emaintenance System which currently opens.' At the bottom, there is a 'Choose Files' button and a 'No file chosen' message.



**Step 3:** Once the end user fills the data and Click Save, the Ticket will updated in DevOps (ProjectManagementTool), Created a new Work Item and will get a Unique Reference Number to track their further Update.



**Step 4:** In the above Screenshot, when we click the Feedback Link (In Breadcrumb) it will redirect to the Feedback List Screen where we can able to see all the Tickets. There they have a provision to view the Current Status of their Ticket.

From there they click edit and update their Comments / Discussions if they required.

The screenshot shows the SKF DevOps Feedback interface. At the top, there's a header with the SKF logo, 'Tn Coal Industry', and user information. Below the header, there's a breadcrumb trail: 'Home / Feedback'. The main content area is titled 'DevOps Feedback' and contains a table of raised tickets. The table has columns for #, Id, Type, Title, Tags, Status, Created On, Descriptions, and Actions. There are 10 rows of tickets, all with a status of 'NEW'. A 'Refresh' button is located at the top right of the table. Callouts provide additional context: one points to the table header saying 'List of Raised Tickets and its Current Status.', another points to the 'Refresh' button saying 'Refresh to see the Updated Status and Comments.', and a third points to the 'Actions' column saying 'Click here to view in detail or Update the Comments.'

#	Id	Type	Title	Tags	Status	Created On	Descriptions	Actions	
1	642	BUG	BEARING SELECTION FOR "YET TO CONFIR		NEW	APR 27, 2019 11:20:16 AM			
2	645	TASK	CAN I PLEASE HAVE AN EXPLANATION ABC		NEW	APR 27, 2019 11:50:13 AM	CAN I PLEASE HAVE AN EXPLANATION ABOUT THE SAVE A		
3	644	BUG	NO ACCESS FOR TECHNOLOGY UPGRADE		NEW	APR 27, 2019 11:24:05 AM			
4	643	BUG	REPORT COMPARISON BETWEEN V6 AND Y		NEW	APR 27, 2019 11:22:31 AM			
5	641	BUG	UNSURE HOW LEVERAGED SERVICES WO		NEW	APR 27, 2019 11:17:22 AM			
6	640	BUG	ACCESS DENIED		NEW	APR 27, 2019 11:16:29 AM			
7	639	BUG	SUMMARY REPORT SELECTION ERROR		NEW	APR 27, 2019 11:15:33 AM			
8	638	BUG	UNABLE TO SAVE EQUIPMENT STATUS (CC		NEW	APR 27, 2019 11:14:14 AM			
9	637	BUG	EQUIPMENT CONDITION CODE IT SHOULD		NEW	APR 27, 2019 11:10:25 AM			
10	636	USER STC	REQUEST TO VIEW QC STATUS IN EQUIPM		NEW	APR 27, 2019 11:01:39 AM	WITHOUT GOING THROUGH ALL THE EQUIPMENTS ON TH		
			TOTAL COUNT: 42						

**Step 5:** In DevOps (ProjectManagementTool), where we can able to view the posted Help Desk Tickets. From here Technical Team will take it forward, if any clarification Required, they will update their comments in Discussion Part and it will reflect in eMaintenance System.

The screenshot shows the SKF Work Items interface. At the top, there's a header with the SKF logo and 'Work Items'. Below the header, there's a breadcrumb trail: 'Recently updated'. The main content area is titled 'Work Items' and contains a table of work items. The table has columns for ID, Title, Assigned To, State, Area Path, and Tags. There are 10 rows of work items, all with a state of 'New'. Callouts provide additional context: one points to the 'Assigned To' column saying 'List of Raised Tickets and its Current Status.', another points to the 'Refresh' button saying 'Refresh to see the Updated Status and Comments.', and a third points to the 'Actions' column saying 'Click here to view in detail or Update the Comments.'

ID	Title	Assigned To	State	Area Path	Tags
651	Equipment Condition Code automatically Populated	Unassigned	New	SKF-Eaintenance	
650	Report Feeder- Save and EQ Submit	Unassigned	New	SKF-Eaintenance	
648	Leverage Service -Export List	Unassigned	New	SKF-Eaintenance\EaintenanceUAT	
649	Leveraged services -Check all	Unassigned	New	SKF-Eaintenance\EaintenanceUAT	
647	Condition monitoring report View	Unassigned	New	SKF-Eaintenance\EaintenanceUAT	
646	Summary Report View	Unassigned	New	SKF-Eaintenance	
630	summary report button enabled after report sent tick	Unassigned	New	SKF-Eaintenance\EaintenanceUAT	
645	Can I please have an explanation about the Save and EQ Submit.	Unassigned	New	SKF-Eaintenance\EaintenanceUAT	
644	No access for Technology Upgrade	Unassigned	New	SKF-Eaintenance\EaintenanceUAT	
643	Report comparison between V6 and V7	Unassigned	New	SKF-Eaintenance\EaintenanceUAT	