

1. Ticket Management

1.1 Daily Ticket Closures

- Each engineer must ensure the closure of **approximately 15 tickets per day**.

1.2 Morning Checklist Activities

- Raise a ticket in the **SR - Preventive Maintenance (PM)** category for daily morning checklist tasks.
- **Attach a screenshot** of the raised ticket for recordkeeping and verification.

The screenshot shows a ticket creation form for a 'Preventive Measure'. At the top, there's a back arrow, the title 'Preventive Measure', and a dropdown for 'Select Template' set to 'Preventive Measure'. A green callout bubble on the right says 'E-Mail : 67'. Below the title, the 'Ticket Details' section contains fields for Request Type ('Service Request'), Category ('SR - Preventive Measure'), Status ('New'), Sub Category ('Video Conference Health Check'), Mode ('-- Select Mode --'), and Item ('VC testing'). The 'Requester Details' section includes fields for Requester Name ('-- Select Requester Name --') and Location ('-- Select Location --').

1.3 Ticket Closure Requirements

Before closing any **Incident (INC)** or **Service Request (SR)** ticket, confirm the following fields are accurately filled:

- **Category**
- **Sub-Category**
- **Item**
- **Priority**

1.4 Pending Ticket Updates

- All pending tickets must be **updated daily** with relevant progress notes or status changes.

2. Ticket Workflow Best Practices

- Once a ticket is created and moved to **Work in Progress (WIP)**, ensure:

- The ticket is closed **before SLA violation**, OR
 - If the resolution is delayed, change the ticket status to **On Hold** to pause SLA countdown and buy additional resolution time.
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3. Weekly Reporting

3.1 Scrap and Stock Data Reporting

- Every **Saturday**, send an email with the following details:
 - **Scrap data**
 - **Stock data**

MAIL MARK: EFL_ProgramManager@eurekaforbes.com +
efl_operationmanager@eurekaforbes.com + assetmanagement@eurekaforbes.com +
3i-ritu.daingade@eurekaforbes.com + 3i-pallavi.rawle@eurekaforbes.com +
eflitserVICEDesk@eurekaforbes.com

4. Vendor Coordination and Asset Verification

4.1 Before Logging a Case with ACCEL IT

- Verify the following before raising a case:
 - **Laptop warranty status**
 - **Laptop model number**

4.2 Motherboard (MBD) Issues – Vendor Call Report (CR)

- When receiving a Call Report for MBD issues, ensure to **cross-verify the issue internally** before proceeding.
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5. Incident Ticket Category Updates

- A new **Incident category** has been created for the following:
 - Password Reset
 - User ID Unlock
- Refer to the **shared screenshot** for the correct setup and use of these new categories.

INC – SOFTWARE

The screenshot shows the 'New Incident' form in the Eureka Forbes Ltd system. The 'Category' field is set to 'INC - Software'. A dropdown menu for 'Item' is open, showing three options: 'Password Reset' (highlighted in purple), 'User Account Unlock' (highlighted in pink), and 'User Profile configuration'. A green callout bubble indicates there are 67 emails.

Ticket Details

Request Type	Category
Incident	INC - Software

Status: New

Vendor Name: -- Select Vendor Name --

Mode: -- Select Mode --

Requester Details

Category: INC - Software

Sub Category: End user account

Item: -- Select Item --

Options in Item dropdown:

- Q
- Password Reset
- User Account Unlock
- User Profile configuration

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