

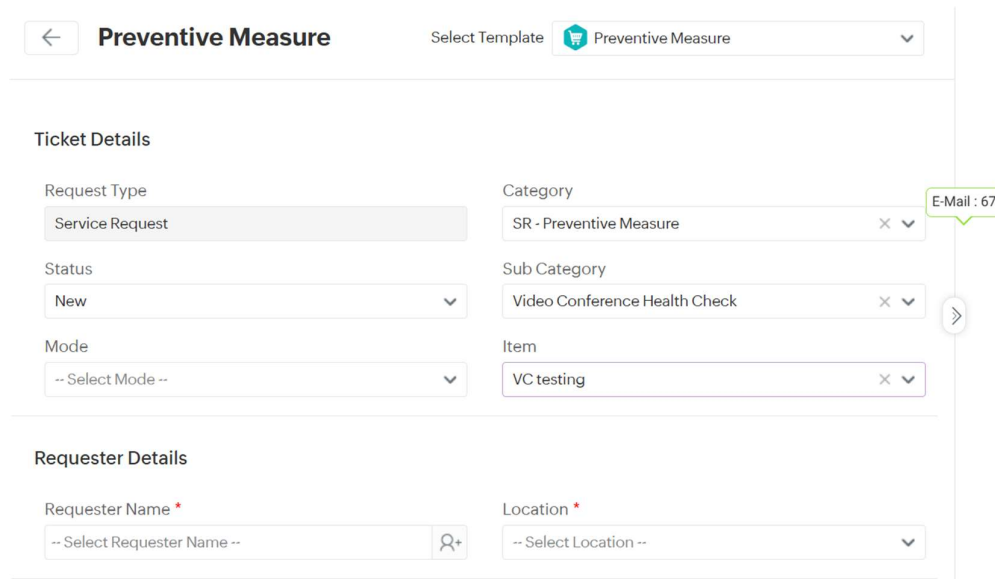
1. Ticket Management

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 web form for creating a 'Preventive Measure' ticket. At the top, there is a back arrow, the title 'Preventive Measure', and a 'Select Template' dropdown menu currently set to 'Preventive Measure'. Below this is a section titled 'Ticket Details' containing several dropdown menus: 'Request Type' (set to 'Service Request'), 'Status' (set to 'New'), 'Mode' (set to '-- Select Mode --'), 'Category' (set to 'SR - Preventive Measure'), 'Sub Category' (set to 'Video Conference Health Check'), and 'Item' (set to 'VC testing'). To the right of the 'Category' dropdown, there is a green callout bubble that says 'E-Mail : 67'. Below the 'Ticket Details' section is a section titled 'Requester Details' with two dropdown menus: 'Requester Name' (set to '-- Select Requester Name --') and 'Location' (set to '-- 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

 Eureka Forbes Ltd



 **New Incident**

Select Template  Default Request 

Ticket Details

Request Type

Incident

Status

New

Vendor Name

-- Select Vendor Name --

Mode

-- Select Mode --

Category


INC - Software

Sub Category

End user account

Item

-- Select Item --



Password Reset

User Account Unlock

User Profile configuration

Requester Details

E-Mail : 67



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