

Raising a helpdesk request

Steps to Create / raise a Helpdesk Ticket:

1. **Access the Helpdesk Tool:**
 - Open the Helpdesk tool through Voice Portal in <https://prodaptcloud.sharepoint.com/sites/voiceportal/SitePages/Helpdesk-3.0.aspx>
2. **Choosing the Request Type:**
 - **Quick Request:**
 - If you know the category and subcategory of your issue, select '**Quick Request**' and type in the appropriate category.
 - **Create Request:**
 - If you are unsure of the category, select '**Create Request**'.
 - Next, choose **Department** as **IT**.
 - Select your **Location** and work mode (either **WFO** or **Remote**).
3. **Selecting Categories:**
 - After selecting the department and location, you will be able to choose the relevant categories and subcategories pertaining to your request.
4. **Providing Details:**
 - Fill in the **Description Box** with necessary details about your issue. Be as specific as possible to help our IT team understand your request better.
 - If you have any supporting documents or screenshots, you can upload them to provide further context.
5. **Approval Process:**
 - Please note that some requests may require approval from your **Delivery Manager** and/or **IT Department**.
6. **Submission:**
 - Review all the information to ensure accuracy, then submit your ticket.

Below are the ticket Categories for the issues mentioned

- **Ticket category for Unblocking URL / Website**
Category: Infra Structure Request
Subcategory: Network Access Request
Type: Unblock URL Site

- **Ticket category for Customer URL Access**
Category: Infra Structure Request
Subcategory: Network Access Request
Type: Customer URL access

- **Ticket category for RDP Access**
Category: Infra Structure Request
Subcategory: Network Access Request
Type: Unblock URL Site

- **Ticket category for AWS / Azure / GCP**
Category: Infra Structure Request
Subcategory: Cloud Access request Provisioning
Type: Select either of the Cloud service you want access to

- **Ticket category for Access to IPSEC**
Category: Infra Structure Request
Subcategory: Network Access Request
Type: IPSEC

- **Ticket category for Access to Public IP/Port**
Category: Infra Structure Request
Subcategory: Network Access Request
Type: Public IP/Port

- **Ticket category for Access to RDP**
Category: Infra Structure Request
Subcategory: Network Access Request
Type: RDP Access

- **Ticket category for YouTube Access Request**
Category: Infra Structure Request
Subcategory: Network – YouTube Access Request

- **Ticket category for Network Provisioning of Forti token**
Category: Infra Structure Request
Subcategory: Network Provisioning
Type: Forti token

- **Ticket category for Network Provisioning of VPN**
Category: Infra Structure Request

Subcategory: Network Provisioning

Type: VPN Request

- **Ticket category for Network Provisioning of Wi-Fi LAN**
Category: Infra Structure Request
Subcategory: Network Provisioning
Type: Wi-Fi/LAN access
- **Ticket category for Install Licensed Software**
Category: Software Request
Subcategory: Licensed Software Installation
Type: License
- **Ticket category for Access to VoIP License**
Category: Software Request
Subcategory: Licensed Software Installation
Type: VoIP
- **Ticket category for Open-source software installation**
Category: Software Request
Subcategory: Open Source Software Installation
Type: Open Source
- **Ticket category for Upgrade existing software**
Category: Software Request
Subcategory: Software Upgrade
Type: Upgrade
- **Ticket category for Downgrade existing software**
Category: Software Request
Subcategory: Software Upgrade
Type: Downgrade
- **Ticket category for Installation of a Configured software**
Category: Software Request
Subcategory: Software Upgrade
Type: Configured software installation
- **Ticket category for DLP Exception**
Category: Security Request
Subcategory: Access and Permissions
Type: DLP-Exception

- Ticket category for VAPT Scanning
Category: Security Request
Subcategory: Access and Permissions
Type: VAPT Scanning
- Ticket category for USB access Rights on Prodapt device
Category: Security Request
Subcategory: USB/Admin Rights
Type: USB Access request
- Ticket category for Admin rights on Prodapt device
Category: Security Request
Subcategory: USB/Admin Rights
Type: Admin Rights Request
- Ticket category for Request for Headphone
Category: Hardware Request
Subcategory: Peripheral Requests
Type: Headphone
- Ticket category for Request for keyboard
Category: Hardware Request
Subcategory: Peripheral Requests
Type: Keyboard
- Ticket category for Request for mouse
Category: Hardware Request
Subcategory: Peripheral Requests
Type: Mouse
- Ticket category for Request for datacard
Category: Hardware Request
Subcategory: Peripheral Requests
Type: datacard
- Ticket category for Requests for external monitor
Category: Hardware Request
Subcategory: Consumables
Type: Monitor

- Ticket category for Increase/Upgrade RAM in any of the device
Category: Hardware Request
Subcategory: Hardware Upgrade
Type: RAM
- Ticket category for Increase/Upgrade SSD in any of the device
Category: Hardware Request
Subcategory: Hardware Upgrade
Type: SSD
- Ticket category for technical issues with Cloud services AWS, Azure, GCP
Category: Technical Issues
Subcategory: Cloud Issues
Type: Select the appropriate Cloud service
- Ticket category for Problems/issues with Prodapt laptop
Category: Technical Issues
Subcategory: Hardware Problems
Type: Laptop
- Ticket category for Problems/issues with Prodapt desktop
Category: Technical Issues
Subcategory: Hardware Problems
Type: Desktop
- Ticket category for Problems/issues with Prodapt headphones
Category: Technical Issues
Subcategory: Hardware Problems
Type: Headphones
- Ticket category for Problems/issues with Prodapt monitor
Category: Technical Issues
Subcategory: Hardware Problems
Type: Monitor
- Ticket category for Problems/issues with Prodapt wireless mouse
Category: Technical Issues
Subcategory: Hardware Problems
Type: W Mouse

- Ticket category for Problems/issues with Prodapt printer
Category: Technical Issues
Subcategory: Hardware Problems
Type: Printer

- Ticket category Network Issues connecting to VPN
Category: Technical Issues
Subcategory: Network Connectivity Problems
Type: VPN

- Ticket category Network Issues connecting to Wi-Fi
Category: Technical Issues
Subcategory: Network Connectivity Problems
Type: Wi-Fi

- Ticket category Network Issues connecting to LAN
Category: Technical Issues
Subcategory: Network Connectivity Problems
Type: LAN

- Ticket category Network Issues connecting to internet
Category: Technical Issues
Subcategory: Network Connectivity Problems
Type: Internet Issue

- Ticket category Network Issues connecting to Customer URL / website
Category: Technical Issues
Subcategory: Network Connectivity Problems
Type: Customer URL

- Ticket category Network Issues connecting to ERP
Category: Technical Issues
Subcategory: Network Connectivity Problems
Type: ERP

- Ticket category for Issues relating to Microsoft Office 365 and its applications like Microsoft Authenticator
Category: Technical Issues
Subcategory: O365 issues
Type: Microsoft Authenticator

- Ticket category for Issues relating to Microsoft Office 365 and its applications like Outlook Email
Category: Technical Issues
Subcategory: O365 issues
Type: Outlook
- Ticket category for Issues relating to Microsoft Office 365 and its applications like Teams
Category: Technical Issues
Subcategory: O365 issues
Type: Teams
- Ticket category for Issues relating to Microsoft Office 365 and its applications like SharePoint
Category: Technical Issues
Subcategory: O365 issues
Type: SharePoint
- Ticket category for Issues relating to Microsoft Office 365 and its applications like One drive
Category: Technical Issues
Subcategory: O365 issues
Type: One Drive
- Ticket category for Issues while connecting to File Server, FTP, VM, RDP
Category: Technical Issues
Subcategory: Server Connectivity Problems
Type: Select the appropriate application you are facing issue with
- Ticket category for Issues with Software
Category: Technical Issues
Subcategory: Software Issues
Type: Issue
- Ticket category for reinstalling Software
Category: Technical Issues
Subcategory: Software Issues
Type: reinstall
- Ticket category for Whitelist / Unblock emails to customer or outside Prodapt domain
Category: User Account

Subcategory: O365 Request

Type: Email Customer domain whitelist

- **Ticket category for Creation of SharePoint link**
Category: User Account
Subcategory: O365 Request
Type: SharePoint
- **Ticket category for Access to Teams outside Prodapt domain**
Category: User Account
Subcategory: O365 Request
Type: Teams Meetings arrangements