Raising a helpdesk request

Steps to Create / raise a Helpdesk Ticket:

1. **Access the Helpdesk Tool**:

   o Open the Helpdesk tool through Voice Portal in
     https://prodaptcloud.sharepoint.com/sites/voiceportal/SitePages/Helpdesk-3.0.aspx

2. **Choosing the Request Type**:

   o **Quick Request**:

      ▪ If you know the category and subcategory of your issue, select **'Quick Request'** and type in the appropriate category.

   o **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**:

   o After selecting the department and location, you will be able to choose the relevant categories and subcategories pertaining to your request.

4. **Providing Details**:

   o 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.

   o If you have any supporting documents or screenshots, you can upload them to provide further context.

5. **Approval Process**:

   o Please note that some requests may require approval from your **Delivery Manager** and/or **IT Department**.

6. **Submission**:

   o Review all the information to ensure accuracy, then submit your ticket.

Any installation of softwares, updates or request in Prodapt device needs to be done by raising a helpdesk request with appropriate categories.

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