

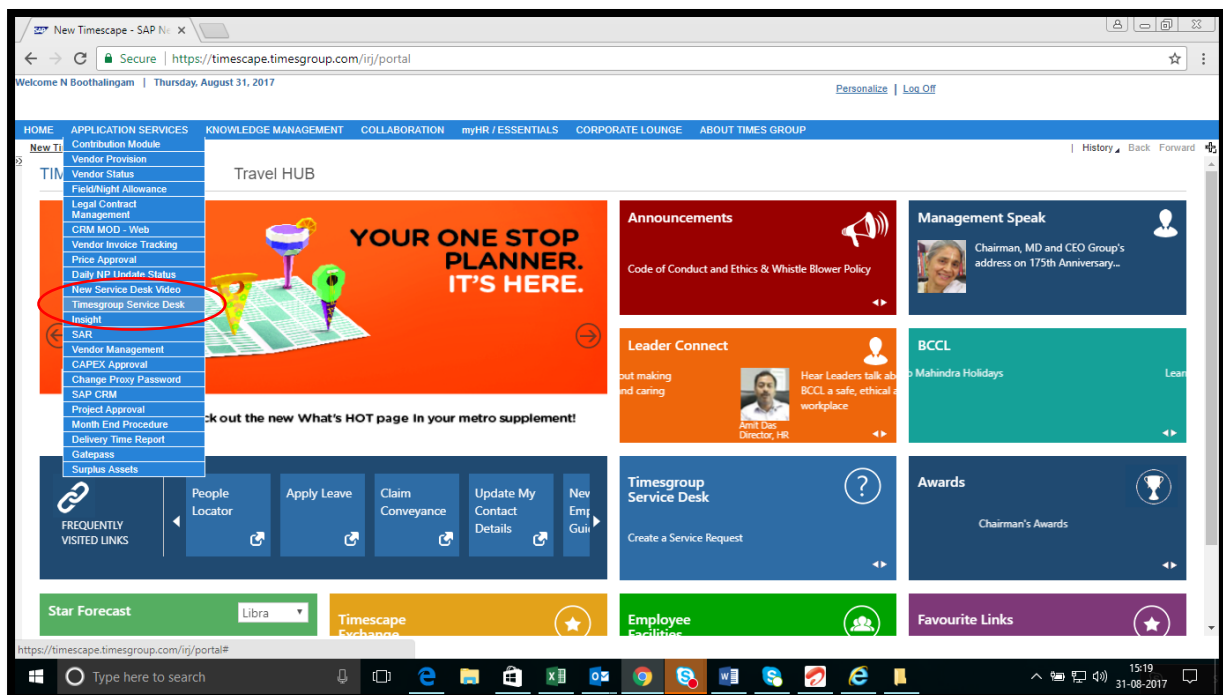
DO YOU KNOW

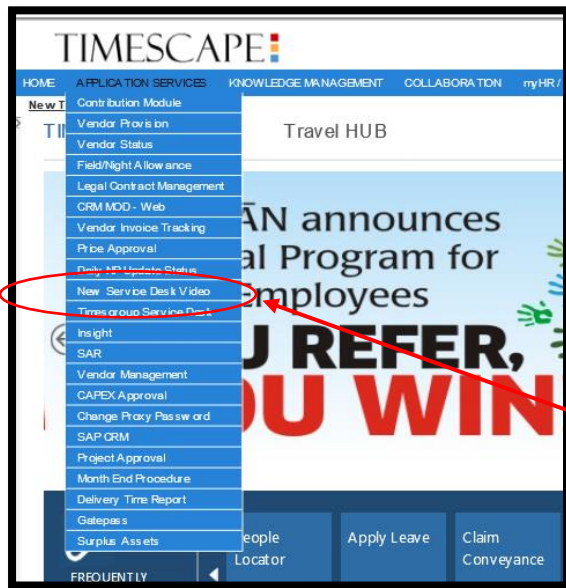
How to log ticket in service desk?

Service desk is a communications center that provides a single point of contact between service providers and users or employees and business partners. Each request in service desk is created as a ticket and gets assigned to appropriate group/engineer for resolution. Such tickets are monitored on SLA with auto escalations. In short, the purpose of a service desk is to ensure that users receive appropriate help/support in a timely manner, thus improving user experience significantly.

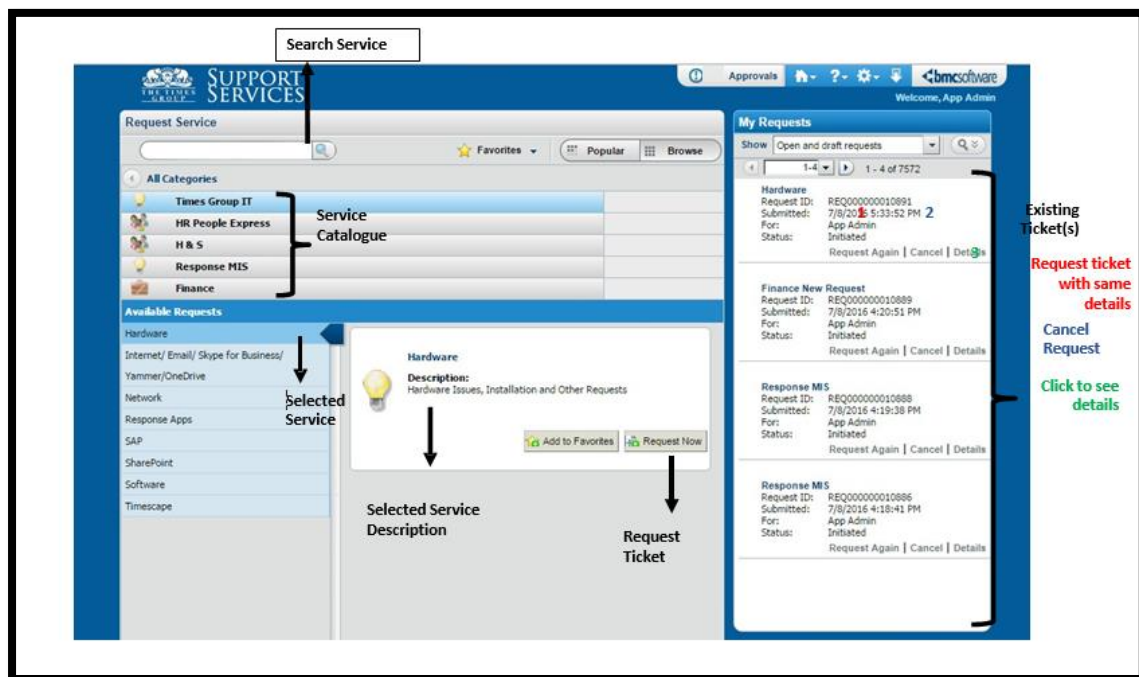
Service Desk help in minimizing business impact on service outages, resolving incidents and requests in a timely manner, communicating with end user and help them perform their business effectively. Users can create service requests for any IT support or for other business supports, under Timescape or can contact toll-free number 1800110021.

Step 1. Log on to Timescape, click '[TimesGroup Service Desk](#)', under Application Services

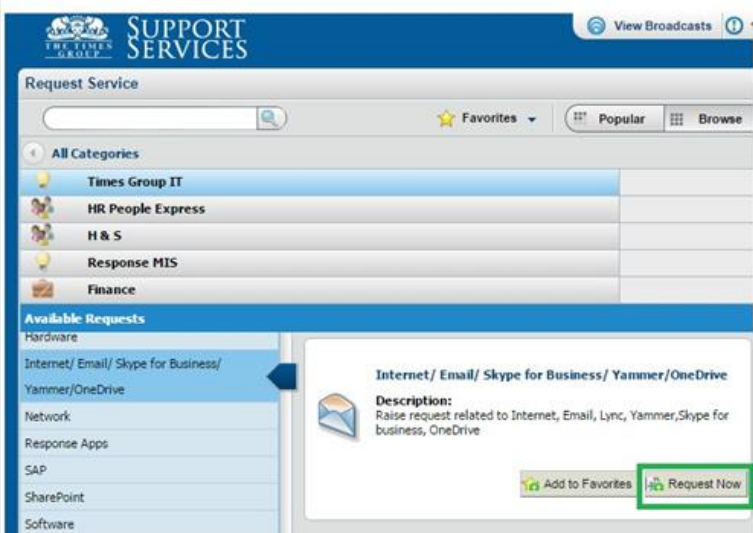




Step 2. Below screen will appear.



Step 3. Once you have selected the service, click on "Request Now".



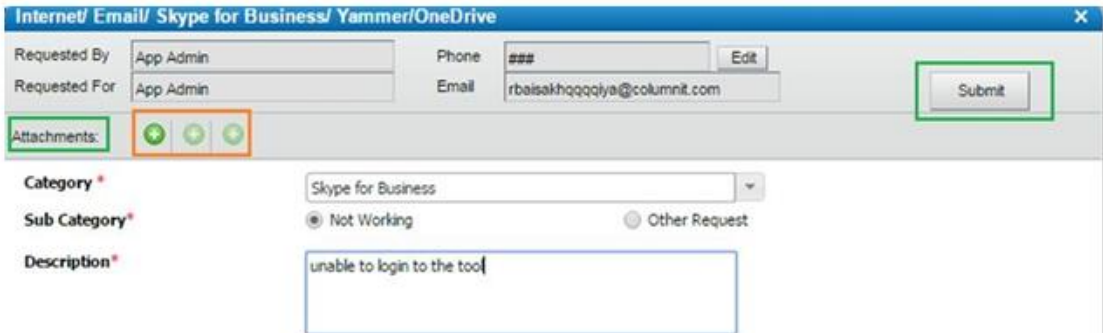
Step 1. Select a Service

Step 2. Click on Request Now.

Step 3. Form will appear. Fill Details and submit.

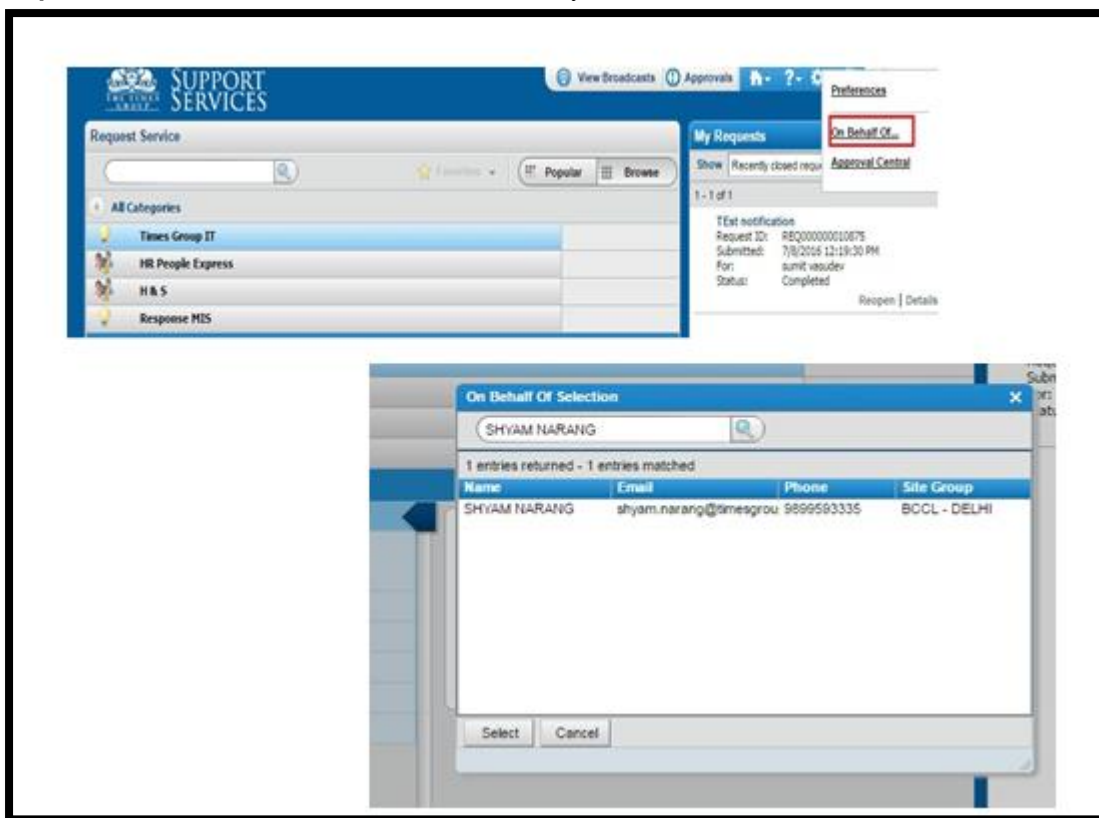
Attachment limit 3 MB

Step 4. Below form will appear.

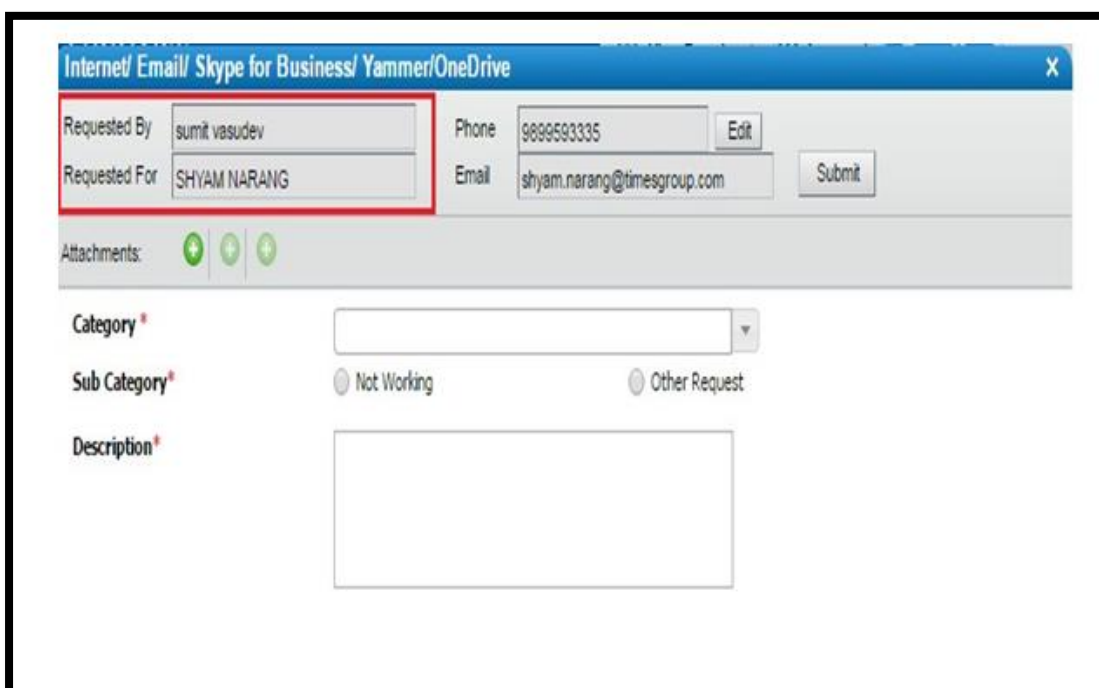


1. Fill all mandatory fields marked with red asterisk.
2. Attachment can be added by clicking on the + sign next to Attachments. You can add up to 3 attachments.
3. Click Submit button.

Step 5. You can also raise the ticket on behalf of your team members



Step 6. Below screen will appear for raising the tickets on behalf.



The screenshot shows a form for creating a ticket. The form has a title bar 'Internet/ Email/ Skype for Business/ Yammer/OneDrive'. The 'Requested By' field is filled with 'sumit vasudev' and the 'Requested For' field is filled with 'SHYAM NARANG'. The 'Phone' field is filled with '9899593335' and the 'Email' field is filled with 'shyam.narang@timesgroup.com'. There are 'Edit' and 'Submit' buttons. Below the form, there's an 'Attachments' section with three green plus icons. The 'Category' field is a dropdown menu. The 'Sub Category' field has two radio buttons: 'Not Working' and 'Other Request'. The 'Description' field is a large text area.

Bennett, Coleman & Co. Ltd.



You may also email or call on the below toll free number,

Email: tgit.helpdesk@timesgroup.com

Toll Free: [1800110021](tel:1800110021)

THANK YOU

