

Laras Anggit

From: Laras Anggit
Sent: 31 December 2021 07:56
To: Erni Yesie; Support; CMDB
Cc: Achmad Syarif; Pathul Wadi; Dede Agus Surono; Dionisius Octavianus Rosaria Lerek;
Subject: Service Request S0257646_Data Tidak ditemukan di Monitoring Document OLSS (BA1194IQ)

Dear Bu Erni

Terima kasih bu atas konfirmasinya

Mohon izin untuk close tiketnya.

Jika mendapat email seperti di bawah ini, mohon bantuannya untuk mengisi ratingnya.

The screenshot shows an email interface. At the top, it says 'Fri 22-Jun-18 2:56 PM' and 'BSI-CMDB <bsi.easycmdb@bsi.co.id>'. The subject is 'Service Request [redacted] resolved confirmation'. The 'To' field is [redacted] and the 'Cc' field is [redacted]. The body of the email starts with 'Dear Mr Matturungan,' followed by 'We are pleased to inform you that your Service Request [redacted] has been Resolved.' Below this is a table with three rows: 'Service Request Title' with value [redacted], 'Resolution Description' with value [redacted], and 'Cause of incident (for incident ticket)' with value [redacted]. After the table, it asks 'How would you rate our quality in resolving your issue/fulfill your request?' and 'Please complete our survey by clicking on a number below to rate your experience and provide feedback.' There is a rating scale with five options: '1- Poor', '2- Fair', '3- Good', '4- Very Good', and '5- Excellent'. Below these are five colored buttons: red with '1', orange with '2', yellow with '3', green with '4', and blue with '5'. A blue arrow points to the '4' button. At the bottom left, it says 'BSI-CMDB No items' and at the bottom right, there are icons for a person, a group, and a search icon.

1- Poor	2- Fair	3- Good	4- Very Good	5- Excellent
1	2	3	4	5

Terima kasih

Regards,

Laras Anggit K

From: Erni Yesie <Erni.Yesie@dipostar.com>
Sent: 30 December 2021 12:58
To: Laras Anggit <laras.anggit@bsi.co.id>; Support <Support@bsi.co.id>; CMDB <CMDB@bsi.co.id>

Cc: Achmad Syarif <Achmad.Syarif@dipostar.com>; Pathul Wadi <Pathul.Wadi@dipostar.com>; Dede Agus Surono <Dede.Surono@dipostar.com>; Dionisius Octavianus Rosaria Lerek <Dionisius.Lerek@dipostar.com>; BSI OLSS Support <BSIOLSS.Support@bsi.co.id>

Subject: RE: Service Request S0257646_Data Tidak ditemukan di Monitoring Document OLSS (BA1194IQ)

Dear Bu laras,

Datanya sudah sesuai bu

Terima Kasih

Regards,

Yesie

From: Laras Anggit [<mailto:laras.anggit@bsi.co.id>]

Sent: Thursday, December 30, 2021 8:13 AM

To: Erni Yesie <Erni.Yesie@dipostar.com>; Support <Support@bsi.co.id>; CMDDB <CMDDB@bsi.co.id>

Cc: Achmad Syarif <Achmad.Syarif@dipostar.com>; Pathul Wadi <Pathul.Wadi@dipostar.com>; Dede Agus Surono <Dede.Surono@dipostar.com>; Dionisius Octavianus Rosaria Lerek <Dionisius.Lerek@dipostar.com>; BSI OLSS Support <BSIOLSS.Support@bsi.co.id>

Subject: Service Request S0257646_Data Tidak ditemukan di Monitoring Document OLSS (BA1194IQ)

Dear Bu Erni

Mohon konfirmasinya apabila data telah sesuai

Terima kasih

Regards,

Laras Anggit K

From: Laras Anggit <laras.anggit@bsi.co.id>

Sent: 29 December 2021 14:32

To: Erni Yesie <Erni.Yesie@dipostar.com>; Support <Support@bsi.co.id>; CMDDB <CMDDB@bsi.co.id>

Cc: Achmad Syarif <Achmad.Syarif@dipostar.com>; Pathul Wadi <Pathul.Wadi@dipostar.com>; Dede Agus Surono <Dede.Surono@dipostar.com>; Dionisius Octavianus Rosaria Lerek <Dionisius.Lerek@dipostar.com>; BSI OLSS Support <BSIOLSS.Support@bsi.co.id>

Subject: Service Request S0257646_Data Tidak ditemukan di Monitoring Document OLSS (BA1194IQ)

Dear Bu Erni

Data untuk unit BA1194IQ telah muncul di monitoring document

Mohon dicek kembali dan apabila data telah sesuai mohon konfirmasinya

Monitoring Document

Search Criteria

Police Number

▼

Parameter

BA1194IQ

Start Expiration Date

STNK

KEUR

Insurance Policy

Show 10 entries

Agreement Number	Customer Name	Police No.	Unit Description	Chassis Number	Engine Number	Contract Period	
						Start Date	End Date
0000062/4/04/10/2020	MANDIRI INSAN USAHA. PT	BA1194IQ	XPANDER 1.5L SPORT-L (4X2) M/T	MK2NCLPANJ000796	4A91HP8525	11/04/2020	11/03/2024

Monitoring Document

Search Criteria

Police Number

▼

Parameter

BA1194IQ

STNK

KEUR

Insurance Policy

Show 10 entries

Agreement Number	Customer Name	Police No.	Product Type	Chassis Number	Engine Number
0000062/4/04/10/2020	MANDIRI INSAN USAHA. PT	BA1194IQ	XPANDER 1.5L SPORT-L (4X2) M/T	MK2NCLPANJ000796	4A91HP8525

Terima kasih

Regards,

Laras Anggit K

From: Adriansyah Mugenie adriansyah.mugenie@bsi.co.id

Sent: 29 December 2021 10:33

To: Laras Anggit <laras.anggit@bsi.co.id>; Erni Yesie <Erni.Yesie@dipostar.com>; Support <Support@bsi.co.id>; CMDDB <CMDDB@bsi.co.id>

Cc: Achmad Syarif <Achmad.Syarif@dipostar.com>; Pathul Wadi <Pathul.Wadi@dipostar.com>; Dede Agus Surono <Dede.Surono@dipostar.com>; Dionisius Octavianus Rosaria Lerek <Dionisius.Lerek@dipostar.com>; BSI OLSS Support <BSIOLSS.Support@bsi.co.id>

Subject: Service Request S0257646 created successfullyRE: Data Tidak ditemukan di Monitoring Document OLSS (BA1194IQ)

Dear All,

This request has been registered with the following ticket number: S0257646

Adriansyah

Helpdesk

From: Laras Anggit <laras.anggit@bsi.co.id>
Sent: Rabu, 29 Desember 2021 10.28
To: Erni Yesie <Erni.Yesie@dipostar.com>; Support <Support@bsi.co.id>
Cc: Achmad Syarif <Achmad.Syarif@dipostar.com>; Pathul Wadi <Pathul.Wadi@dipostar.com>; Dede Agus Surono <Dede.Surono@dipostar.com>; Dionisius Octavianus Rosaria Lerek <Dionisius.Lerek@dipostar.com>; BSI OLSS Support <BSIOLSS.Support@bsi.co.id>
Subject: Data Tidak ditemukan di Monitoring Document OLSS (BA1194IQ)

Dear Bu Erni

Noted bu, akan kami cek terlebih dahulu

Dear @Support

Mohon bantuannya mendaftarkan email ini sebagai service request operating lease

Terima kasih

Regards,

Laras Anggit K

From: Erni Yesie <Erni.Yesie@dipostar.com>
Sent: 29 December 2021 10:19
To: Laras Anggit <laras.anggit@bsi.co.id>
Cc: Achmad Syarif <Achmad.Syarif@dipostar.com>; Pathul Wadi <Pathul.Wadi@dipostar.com>; Dede Agus Surono <Dede.Surono@dipostar.com>; Dionisius Octavianus Rosaria Lerek <Dionisius.Lerek@dipostar.com>
Subject: Data Tidak ditemukan di Monitoring Document OLSS (BA1194IQ)

Dear Bu Laras,

Mohon bantuannya untuk data dibawah menghilang dari monitoring document complement.

Monitoring Document

Search Criteria: Police Number (dropdown), Parameter: BA1194IQ, Start Expiration Date, End Expiration Date

STNK KEUR Insurance Policy

Show 10 entries

Agreement Number	Customer Name	Police No.	Unit Description	Chassis Number	Engine Number	Start Date
No matching records found						

Terima Kasih

Regards

Yesie

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