

## Laras Anggit

**From:** Firmansyah  
**Sent:** 13 December 2021 10:19  
**To:** Farah Marthalia; CMDDB  
**Cc:** CMDDB; Dita Damayanti; BSI OLSS Support; helpdesk  
**Subject:** RE: Service Request S0255634 Change Product Model Name pada OLSS

Dear Bu @Farah Marthalia,

Terima kasih 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 with a header bar containing a profile icon, the date 'Fri 22-Jun-18 2:56 PM', and the sender 'BSI-CMDB <bsi.easycmdb@bsi.co.id>'. The subject line is 'Service Request [redacted] resolved confirmation'. The email body 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 a redacted value, 'Resolution Description' with a redacted value, and 'Cause of incident (for incident ticket)' with a redacted value. The next section is a survey titled 'How would you rate our quality in resolving your issue/fulfill your request?' with the instruction 'Please complete our survey by clicking on a number below to rate your experience and provide feedback.' The survey consists of five buttons labeled '1- Poor', '2- Fair', '3- Good', '4- Very Good', and '5- Excellent'. Below these buttons are five colored boxes labeled '1', '2', '3', '4', and '5' respectively. A blue arrow points to the '4- Very Good' button. The footer of the email template says 'BSI-CMDB No Items' and has three user icons on the right.

| Service Request Title |
|-----------------------|
| [redacted]            |

| Resolution Description |
|------------------------|
| [redacted]             |

| Cause of incident (for incident ticket) |
|---|
| [redacted]                              |

How would you rate our quality in resolving your issue/fulfill your request?

Please complete our survey by clicking on a number below to rate your experience and provide feedback.

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

Best Regard's

Firmansyah

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**From:** Farah Marthalia <Farah.Marthalia@dipostar.com>  
**Sent:** Monday, December 13, 2021 09:53  
**To:** Firmansyah <firmansyah.sulaeman@bsi.co.id>; CMDDB <CMDDB@bsi.co.id>  
**Cc:** CMDDB <CMDDB@bsi.co.id>; Dita Damayanti <dita.damayanti@bsi.co.id>; BSI OLSS Support <BSIOLSS.Support@bsi.co.id>; helpdesk <helpdesk@bsi.co.id>  
**Subject:** RE: Service Request S0255634 Change Product Model Name pada OLSS

Dear Pak Firman,

Data sudah sesuai ya Pak.

Terima kasih atas bantuannya  
Regards,  
Farah

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**From:** Firmansyah <[firmansyah.sulaeman@bsi.co.id](mailto:firmansyah.sulaeman@bsi.co.id)>  
**Sent:** Monday, December 13, 2021 7:24 AM  
**To:** Farah Marthalia <[Farah.Marthalia@dipostar.com](mailto:Farah.Marthalia@dipostar.com)>; CMDDB <[CMDDB@bsi.co.id](mailto:CMDDB@bsi.co.id)>  
**Cc:** CMDDB <[CMDDB@bsi.co.id](mailto:CMDDB@bsi.co.id)>; Dita Damayanti <[dita.damayanti@bsi.co.id](mailto:dita.damayanti@bsi.co.id)>; BSI OLSS Support <[BSIOLSS.Support@bsi.co.id](mailto:BSIOLSS.Support@bsi.co.id)>; helpdesk <[helpdesk@bsi.co.id](mailto:helpdesk@bsi.co.id)>  
**Subject:** RE: Service Request S0255634 Change Product Model Name pada OLSS

Dear Bu @Farah Marthalia,

Mohon konfirmasinya apabila sudah sesuai.

Regard's

Firmansyah



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**From:** Firmansyah <[firmansyah.sulaeman@bsi.co.id](mailto:firmansyah.sulaeman@bsi.co.id)>  
**Sent:** Thursday, December 9, 2021 15:45  
**To:** Farah Marthalia <[Farah.Marthalia@dipostar.com](mailto:Farah.Marthalia@dipostar.com)>; CMDDB <[CMDDB@bsi.co.id](mailto:CMDDB@bsi.co.id)>  
**Cc:** CMDDB <[CMDDB@bsi.co.id](mailto:CMDDB@bsi.co.id)>; Dita Damayanti <[dita.damayanti@bsi.co.id](mailto:dita.damayanti@bsi.co.id)>; BSI OLSS Support <[BSIOLSS.Support@bsi.co.id](mailto:BSIOLSS.Support@bsi.co.id)>; helpdesk <[helpdesk@bsi.co.id](mailto:helpdesk@bsi.co.id)>  
**Subject:** RE: Service Request S0255634 Change Product Model Name pada OLSS

Dear Bu @Farah Marthalia,

Eform sudah full approve.

Kami cek unitnya sudah sesuai bu.

|   |  |
|---|--|
|  <b>Created by</b> Farah Marthalia |  <b>Created Date</b> 12/06/2021 |
|---|--|

|                               |  |
|-------------------------------|--|
| <b>OPL Calculation Number</b> |  |
| 00652/OCN/01/12/2021          |  |

| <b>Basic Information (Product)</b>     |                           |
|--|---------------------------|
| <b>Product Registration Code</b>       | <b>Product Type</b>       |
| VEH/00024/V-004/GM13BA/202101          | Vehicle                   |
| <b>Product Brand Code</b>              | <b>Product Brand Name</b> |
| V-004                                  | DAIHATSU                  |
| <b>Product Model Name</b>              | <b>Product Model Type</b> |
| GRAN MAX PU BOX 1.3 ALUMUNIUM PT FH E4 | GMX                       |
| <b>Transmission</b>                    | <b>Fuel Type</b>          |
| Manual, 5-kecepatan Maju               | -                         |
| <b>Usage</b>                           | <b>Number Plate Color</b> |
| City                                   | Black                     |

Created by Farah Marthalia

Created Date 12/07/2021

#### Customer Information

|                           |  |
|---------------------------|--|
| SKD Number                | 0000929/4/01/12/2021                             |
| Quotation Number          | 00633/OCN/01/12/2021                             |
| Address                   | JALAN IR H JUANDA III NOMOR 17 A-B RT.- RW.- KEE |
| Previous Agreement Number |  |

#### Description of Financial Object Information

| Model Name                             | Model Year | New / Used | Supplier Name               |
|--|------------|------------|-----------------------------|
| GRAN MAX PU BOX 1.3 ALUMUNIUM PT FH E4 | 2021       | New        | ASTRIDO PRIMA MOBILINDO, PT |

Mohon konfirmasinya ya bu.

Regard's

Firmansyah

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**From:** Dita Damayanti <[dita.damayanti@bsi.co.id](mailto:dita.damayanti@bsi.co.id)>

**Sent:** Wednesday, December 8, 2021 14:47

**To:** Farah Marthalia <[Farah.Marthalia@dipostar.com](mailto:Farah.Marthalia@dipostar.com)>; Firmansyah <[firmansyah.sulaeman@bsi.co.id](mailto:firmansyah.sulaeman@bsi.co.id)>; BSI OLSS Support <[BSIOLSS.Support@bsi.co.id](mailto:BSIOLSS.Support@bsi.co.id)>; CMDB <[CMDB@bsi.co.id](mailto:CMDB@bsi.co.id)>; CMDB <[CMDB@bsi.co.id](mailto:CMDB@bsi.co.id)>

**Cc:** CMDB <[CMDB@bsi.co.id](mailto:CMDB@bsi.co.id)>

**Subject:** Service Request S0255634 RE: Change Product Model Name pada OLSS

Dear All,

This request has been registered with reference number: Service Request **S0255634**

Thank you & Regards,  
Dita Damayanti

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**From:** Farah Marthalia <[Farah.Marthalia@dipostar.com](mailto:Farah.Marthalia@dipostar.com)>

**Sent:** Wednesday, December 8, 2021 2:44 PM

**To:** Firmansyah <[firmansyah.sulaeman@bsi.co.id](mailto:firmansyah.sulaeman@bsi.co.id)>; BSI OLSS Support <[BSIOLSS.Support@bsi.co.id](mailto:BSIOLSS.Support@bsi.co.id)>; helpdesk <[helpdesk@bsi.co.id](mailto:helpdesk@bsi.co.id)>; CMDB <[CMDB@bsi.co.id](mailto:CMDB@bsi.co.id)>; CMDB <[CMDB@bsi.co.id](mailto:CMDB@bsi.co.id)>

**Subject:** Change Product Model Name pada OLSS

Dear Pak Firman dan OLS Support,

Mohon bantuannya untuk dapat ubah **Product Model Name** pada :

- Calculation 00652/OCN/01/12/2021

- Quotation 00633/OQN/01/12/2021
- SKD 0000929/4/01/12/2021

Sebelum : GRAN MAX 1.3 BLIND VAN FH

Setelah : GRAN MAX PU BOX 1.3 ALUMUNIUM PT FH E4

Tiket ID : [131036](#)

Terima kasih

Regards,

Farah

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