

Laras Anggit

From: Antonius Fedrik Yohanes Yahya <Antonius.Fedrik@dipostar.com>
Sent: 16 December 2021 09:04
To: Laras Anggit; Firmansyah; OLS Support; Support; CMDDB
Cc: Pathul Wadi; BSI OLSS Support
Subject: RE: Service Request S0255982 _ Generated Memo COP & PJB Pelunasan Unit Autorent #132057

Dear Bu Laras

Ini Oke

Terimakasih

From: Laras Anggit <laras.anggit@bsi.co.id>
Sent: Thursday, December 16, 2021 8:05 AM
To: Antonius Fedrik Yohanes Yahya <Antonius.Fedrik@dipostar.com>; Firmansyah <firmansyah.sulaeman@bsi.co.id>; OLS Support <ols.support@dipostar.com>; Support <Support@bsi.co.id>; CMDDB <CMDDB@bsi.co.id>
Cc: Pathul Wadi <Pathul.Wadi@dipostar.com>; BSI OLSS Support <BSIOLSS.Support@bsi.co.id>
Subject: Service Request S0255982 _ Generated Memo COP & PJB Pelunasan Unit Autorent #132057

Dear Pak Anton

Mohon izin untuk close tiketnya ya pak
Jika ada kendala lagi akan kami bantu dengan tiket baru.

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 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 and two columns:

Service Request Title	[redacted]
Resolution Description	[redacted]
Cause of incident (for incident ticket)	[redacted]

Below 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: 1 (red), 2 (orange), 3 (yellow), 4 (green), and 5 (dark green). A blue arrow points to the '4- Very Good' option.

At the bottom left, it says 'BSI-CMDB No Items'. At the bottom right, there are icons for a person, a folder, and a search icon.

Terima kasih

Regards,

Laras Anggit K

From: Laras Anggit
Sent: 14 December 2021 08:01
To: Antonius Fedrik Yohanes Yahya <Antonius.Fedrik@dipostar.com>; Firmansyah <firmansyah.sulaeman@bsi.co.id>; OLS Support <ols.support@dipostar.com>; Support <Support@bsi.co.id>; CMDDB <CMDDB@bsi.co.id>
Cc: Pathul Wadi <Pathul.Wadi@dipostar.com>; BSI OLSS Support <BSIOLSS.Support@bsi.co.id>
Subject: Service Request S0255982 _ Generated Memo COP & PJB Pelunasan Unit Autorent #132057

Dear Pak Anton

Mohon konfirmasinya ya pak apabila data telah sesuai

Terima kasih

Regards,

Laras Anggit K

From: Laras Anggit <laras.anggit@bsi.co.id>
Sent: 13 December 2021 08:33
To: Antonius Fedrik Yohanes Yahya <Antonius.Fedrik@dipostar.com>; Firmansyah <firmansyah.sulaeman@bsi.co.id>; OLS Support <ols.support@dipostar.com>; Support <Support@bsi.co.id>; CMDDB <CMDDB@bsi.co.id>
Cc: Pathul Wadi <Pathul.Wadi@dipostar.com>; BSI OLSS Support <BSIOLSS.Support@bsi.co.id>
Subject: Service Request S0255982 _ Generated Memo COP & PJB Pelunasan Unit Autorent #132057

Dear Pak Anton

Generated Memo COP & PJB Pelunasan Unit Autorent telah bisa dilakukan ya pak

Mohon dicek kembali dan apabila telah sesuai mohon konfirmasinya

MEMO 00242/COP/12/2021

Update Perjanjian Jual Beli

Report Type

Pribadi

Chassis

MHKA6GJ6JGJ012385

BPKB Name

PT. DIPO STAR FINANCE

Save

Close

MEMO 00243/COP/12/2021

Update Perjanjian Jual Beli

Report Type

Pribadi

Chassis

MHCTBR54FFK325292

BPKB Name

PT. DIPO STAR FINANCE

Save

Close

Terima kasih

Regards,

Laras Anggit K

From: Dita Damayanti <dita.damayanti@bsi.co.id>

Sent: 13 December 2021 08:24

To: Laras Anggit <laras.anggit@bsi.co.id>; Antonius Fedrik Yohanes Yahya <Antonius.Fedrik@dipostar.com>; Firmansyah <firmaryah.sulaeman@bsi.co.id>; OLS Support <ols.support@dipostar.com>; Support <Support@bsi.co.id>; CMDDB <CMDDB@bsi.co.id>

Cc: Pathul Wadi <Pathul.Wadi@dipostar.com>; BSI OLSS Support <BSIOLSS.Support@bsi.co.id>
Subject: Service Request S0255982 RE: Generated Memo COP & PJB Pelunasan Unit Autorent #132057

Dear All,

This request has been registered with reference number: Service Request **S0255982**

Thank you & Regards,
Dita Damayanti

From: Laras Anggit <laras.anggit@bsi.co.id>
Sent: Monday, December 13, 2021 8:00 AM
To: Antonius Fedrik Yohanes Yahya <Antonius.Fedrik@dipostar.com>; Firmansyah <firmansyah.sulaeman@bsi.co.id>; OLS Support <ols.support@dipostar.com>; Support <Support@bsi.co.id>
Cc: Pathul Wadi <Pathul.Wadi@dipostar.com>; BSI OLSS Support <BSIOLSS.Support@bsi.co.id>
Subject: Generated Memo COP & PJB Pelunasan Unit Autorent #132057

Dear Pak Anton

Noted pak

Dear @Support

Mohon bantuannya mendaftarkan email ini sebagai service request operating lease

Terima kasih

Regards,

Laras Anggit K

From: Antonius Fedrik Yohanes Yahya <Antonius.Fedrik@dipostar.com>
Sent: 12 December 2021 07:54
To: Laras Anggit <laras.anggit@bsi.co.id>; Firmansyah <firmansyah.sulaeman@bsi.co.id>; OLS Support <ols.support@dipostar.com>
Cc: Pathul Wadi <Pathul.Wadi@dipostar.com>
Subject: Generated Memo COP & PJB Pelunasan Unit Autorent

Dear Bu Laras dan Pak Firman

Mohon dibantu supaya bisa generated memo cop & PjB Pelunasan unit autorent dari excel terlampir

General Support

Request Type



Status **New**

Progress **16%**

Last Progress **Submitted by Requestor**

[View All Progress](#)

[History](#)

[Print PDF](#)

Detail Assignee



Helpdesk Assignee

-



IT Log Book Number

-



Request Date

2021-12-12 07:53:04



Department Name

Operating Lease



Branch Name

Jakarta Head Office

Request Detail

Detail Request	Generated Memo COP & PJB Pelunasan Unit Autorent
For Other Employee	No
Expected Due Date	2021-12-12
Priority	High

Task Assignment

PIC	TASK DESCRIPTION	TASK STATUS	REMARK	ACTION
No items to show...				

Request C

CATEGOR

OLSS
Application

Group He

GROUP

No items to

Attache

2d1201_pel
07:52 (just now)
15,0 KB

Demikian Informasi ini Disampaikan
Atas Perhatian Bpk/Ibu, Kami Mengucapkan Terimakasih



Antonius Fedrik Yohanes
Operating Lease Departement Administration (Asset Management)
Sentral Senayan II, 3rd floor
Jl. Asia - Afrika No. 8, Jakarta 10270
Telp : 02157954100 Ext 3319
Phone : 082123084832/083870185132(WA)
Email : Antonius.fedrik@dipostar.com
<http://www.dipostar.com>

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