

## Laras Anggit

**From:** Laras Anggit  
**Sent:** 03 January 2022 10:26  
**To:** Lia Clara; Aliyya Larissa; Support; CMDDB  
**Cc:** BSI OLSS Support  
**Subject:** Service Request S0257855 \_ Revise branch SKD and Created by for SKD No 0000311/4/10/12/2021 #137877

Dear Bu Lia

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: a red button with '1', an orange button with '2', a yellow button with '3', a green button with '4', and a blue button 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 of people, and a search icon.

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

Terima kasih

Regards,

Laras Anggit K

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**From:** Lia Clara <Lia.Clara@dipostar.com>  
**Sent:** 31 December 2021 09:18  
**To:** Laras Anggit <laras.anggit@bsi.co.id>; Aliyya Larissa <Aliyya.Larissa@dipostar.com>; Support <Support@bsi.co.id>; CMDDB <CMDDB@bsi.co.id>  
**Cc:** BSI OLSS Support <BSIOLSS.Support@bsi.co.id>

**Subject:** RE: Service Request S0257855 \_ Revise branch SKD and Created by for SKD No 0000311/4/10/12/2021 #137877

Dear Mbak Laras,

Confirm sudah sesuai ya  
Terima kasih atas bantuannya

Thanks and Regards,  
Lia

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**From:** Laras Anggit <[laras.anggit@bsi.co.id](mailto:laras.anggit@bsi.co.id)>  
**Sent:** Friday, December 31, 2021 8:30 AM  
**To:** Aliyya Larissa <[Aliyya.Larissa@dipostar.com](mailto:Aliyya.Larissa@dipostar.com)>; Support <[Support@bsi.co.id](mailto:Support@bsi.co.id)>; CMDDB <[CMDDB@bsi.co.id](mailto:CMDDB@bsi.co.id)>  
**Cc:** BSI OLSS Support <[BSIOLSS.Support@bsi.co.id](mailto:BSIOLSS.Support@bsi.co.id)>; Lia Clara <[Lia.Clara@dipostar.com](mailto:Lia.Clara@dipostar.com)>  
**Subject:** Service Request S0257855 \_ Revise branch SKD and Created by for SKD No 0000311/4/10/12/2021 #137877

Dear Bu Aliyya/Bu Lia

Eform telah full approved

Revisi Cabang SKD dan CreatedBy telah selesai dilakukan. Berikut No SKD terbarunya 0000961/4/01/12/2021 dan CreatedBy Lia Clara

Mohon dicek kembali dan apabila data telah sesuai mohon konfirmasinya ya bu

**List of SKD**

**Search Criteria** **Parameter** **Start SKD Date** **End SKD Date** **Start Approval Date**

SKD Number 0000961/4/01/12/2021

**Search**

**List of SKD**

Show 10 entries

DSF Office	SKD Number	Quotation Number	Customer Name	Net Total	Borrowing Interest	Spr
JKC	0000961/4/01/12/2021	00688/OQN/01/12/2021	G4S SECURITY SERVICES	1,120,514,181	6	

Terima kasih

Regards,

Laras Anggit K

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**From:** Adriansyah Mugenie <[adriansyah.mugenie@bsi.co.id](mailto:adriansyah.mugenie@bsi.co.id)>  
**Sent:** 30 December 2021 16:57  
**To:** Laras Anggit <[laras.anggit@bsi.co.id](mailto:laras.anggit@bsi.co.id)>; Support <[Support@bsi.co.id](mailto:Support@bsi.co.id)>; CMDDB <[CMDDB@bsi.co.id](mailto:CMDDB@bsi.co.id)>  
**Cc:** Aliyya Larissa <[Aliyya.Larissa@dipostar.com](mailto:Aliyya.Larissa@dipostar.com)>; BSI OLSS Support <[BSIOLSS.Support@bsi.co.id](mailto:BSIOLSS.Support@bsi.co.id)>  
**Subject:** Service Request S0257855 created successfullyRE: Revise branch SKD and Created by for SKD No 0000311/4/10/12/2021 #137877

Dear All,

This request has been registered with the following ticket number: S0257855

Adriansyah

Helpdesk

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**From:** Laras Anggit <[laras.anggit@bsi.co.id](mailto:laras.anggit@bsi.co.id)>  
**Sent:** Kamis, 30 Desember 2021 16.54  
**To:** Support <[Support@bsi.co.id](mailto:Support@bsi.co.id)>  
**Cc:** Aliyya Larissa <[Aliyya.Larissa@dipostar.com](mailto:Aliyya.Larissa@dipostar.com)>; BSI OLSS Support <[BSIOLSS.Support@bsi.co.id](mailto:BSIOLSS.Support@bsi.co.id)>  
**Subject:** Revise branch SKD and Created by for SKD No 0000311/4/10/12/2021 #137877

Dear @Support

Mohon bantuannya untuk mendaftarkan ke CMDB dan menginformasikan nomor tiketnya:

Date & Time Occurred	December 30 <sup>th</sup> , 2021
Title of Service Request	Revise SKD branch and Created by for SKD No 0000311/4/10/12/2021 #137877
Description of Service Request	Being requested to change SKD branch set to JKC and created by set to Lia Clara for SKD No 0000311/4/10/12/2021
Affected Person	Aliyya Larissa
Impacted Company	DSF
Service Name	Operating Lease
Assigned Group	Multifinance Ope A
Assigned Person	Laras Anggit

Terima kasih

Regards,

Laras Anggit K

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