

Laras Anggit

From: Laras Anggit
Sent: 05 January 2022 08:49
To: Joko Mulyanto; Support; CMDB
Cc: BSI OLSS Support
Subject: Service Request S0257946 _ Maintenance expense 2021

Dear Pak Joko

Terima kasih pak 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 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. 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 of the email client window, it says 'BSI-CMDB No items'. 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

From: Joko Mulyanto <Joko.Mulyanto@dipostar.com>
Sent: 03 January 2022 09:49
To: Laras Anggit <laras.anggit@bsi.co.id>; Support <Support@bsi.co.id>; CMDB <CMDB@bsi.co.id>
Cc: BSI OLSS Support <BSIOLSS.Support@bsi.co.id>
Subject: RE: Service Request S0257946 _ Maintenance expense 2021

Dear mb Laras,

Data Maintenance expense OLSS sdh diterima,
Sesuai dgn yg diminta, - Terima kasih.

Regards
Joko Mulyanto

From: Laras Anggit <laras.anggit@bsi.co.id>
Sent: Monday, January 3, 2022 8:43 AM
To: Joko Mulyanto <Joko.Mulyanto@dipostar.com>; Support <Support@bsi.co.id>; CMDB <CMDB@bsi.co.id>
Cc: BSI OLSS Support <BSIOLSS.Support@bsi.co.id>
Subject: Service Request S0257946 _ Maintenance expense 2021

Dear Pak Joko

Berikut saya lampirkan data maintenance expense record dari OLSS (raw data excel):

- Periode 1 s/d 31 Dec. 2021 (1 bulan)
- Rekap periode 1 Jan. 21 s/d 31 Dec. 2021 (Total 12 bulan)

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

Terima kasih

Regards,

Laras Anggit K

From: Putri Pertiwi Wanajaya <Putri.Wanajaya@bsi.co.id>
Sent: 31 December 2021 16:46
To: Laras Anggit <laras.anggit@bsi.co.id>; Joko Mulyanto <Joko.Mulyanto@dipostar.com>; Support <Support@bsi.co.id>; CMDB <CMDB@bsi.co.id>
Cc: BSI OLSS Support <BSIOLSS.Support@bsi.co.id>
Subject: Service Request S0257946 RE: Maintenance expense 2021

Dear All,

Add CMDB ticket on subject,

Thank you,
HELPDESK BSI

From: Laras Anggit <laras.anggit@bsi.co.id>
Sent: 31 December 2021 16:38
To: Joko Mulyanto <Joko.Mulyanto@dipostar.com>; Support <Support@bsi.co.id>
Cc: BSI OLSS Support <BSIOLSS.Support@bsi.co.id>
Subject: Maintenance expense 2021

Dear Pak Joko

Noted pak

Dear @Support

Mohon bantuannya mendaftarkan email ini sebagai service request operating lease

Terima kasih

Regards,

Laras Anggit K

From: Joko Mulyanto <Joko.Mulyanto@dipostar.com>

Sent: 31 December 2021 16:35

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

Subject: Maintenance expense 2021

Dear mb Laras,

Mohon dibantu lagi data Maintenance expense (excell raw data OLSS) :

- Jan-Des 2021
- Des 2021

Terima kasih,

Regards

Joko Mulyanto

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