

AgreeYa IT Helpdesk support process for the issues raised by users

AgreeYa is a software development company that also offers consultancy services in various areas of software development. With development centers across the world, AgreeYa has established an IT helpdesk team responsible for ensuring smooth operations and providing support as per the defined SLA. The IT helpdesk comprises six members who handle various IT support tickets or request or issues. We have created this document and categorized the reported issues in 7 major categories and assigned these categories and issue types to the 6 members of the IT helpdesk team. If we have issues that cannot be mapped to any category, then it will be mapped to a default category that is marked as category 7 as defined in the document. IT help desk will receive the IT issues or tickets or IT Problems in the form of e-mail or email and after reading subject line and body of received e-mail IT team can decided the category of the reported issues and the responsible person from IT team to handle. The contact information and category of issue types mapping for each team member is as follows:

#	IT helpdesk member id	Category
1	mahesh.rawat@agreeya.com	Category 1
2	shyam.agrawal@agreeya.com	Category 2
3	mohit.kumar@agreeya.com	Category 3
4	manoj.yadav@agreeya.com	Category 4
5	rohit.kumar1@agreeya.com	Category 5
6	harsimran.singh@agreeya.com	Category 6
7	rohit.kumar1@agreeya.com	Category 7

Software List

The list of software as follows: MS Office, Job DIVA, DIVA, Visual studio, SharePoint, share point, SQL server, Oracle, Power point, IIS, localhost, Cogent or Cogent, Code editor, Source Code editor, MS Access, VB, C#, BI Reports, Browsers, Chrome, Edge, Mozilla, QTP, Auto Pilot, AutoPilot, GitHub, Git Client, DOS, Windows, Linux, OS, Office 356, Outlook, MPP, Excel, CSV, Fuze, Postman, Postmen, notepad, MS Word, Microsoft Word, UNIX, Linux, Windows, Winodw, XP, Server.

Hardware List

The list of hardware as follows: RAM, Laptop, desktop, router, cache, flash memory, switch, LAN Cabel, ROM, Disk, Hard disc, hard drive, EPROM, CD, Pen Drive, external drive, Monitor, Key board, Mouse, Extension Cord.

Database List

The list of databases as follows: SQL Server, Oracle, DB2, MySQL, MongoDB, Cosmos.

Peripherals Lists

The list of peripherals as follows: Keyboards, Mice, Monitors, Scanners, External Hard Drives, USB Flash Drives, Headsets, Webcams, Speakers, Microphones, Docking Stations, Projectors, Barcode Scanners, Graphics Tablets, Network Switches, Routers, UPS, KVM Switches, Card Readers, Joysticks, Optical Drives, Sound Cards, Network Adapters, Security Cameras, Smart Card Readers, Drawing Tablets, Digital Cameras, Tape Drives, CD, Compact Disk, Floppy.

Network devices

The list of Network devices as follows: Router, Switch, Firewall, Modem, Access Point, Hub, Bridge, Gateway, Load Balancer, Proxy Server, Network Attached Storage (NAS), Network Switch, Repeater, Network Interface Card (NIC), Cable/DSL Modem, Wireless Network Card, Network Cables (Ethernet, Fiber Optic), Wireless Access Point (WAP), Network Printer, Network Scanner, Network Camera, VoIP Phone, Network Server, Network Storage Array, Network Monitor.

The category of issues of and mapping of helpdesk team members as follows:

Category - Category 1##

The description of Category 1 issues are as follows:

Software installation and software uninstallation. VPN installation or uninstallation issues. Password expire, user id or password not working. Attendance issues, I-card or employee identity card access management issues. Handling Change Request - BI Report falls under category 1 . Resolves issues like user id is not working, lock and unlock accounts falls under category 1. Activation and deactivation issues of software or software applications. Domain expiration related issues. Issues related to adding or removing user or userid of employee or a temporary consultant or guest in the office. Employment contract or job contract of an employee or contractor or consultant or guest of the organization is expiring or expired or about to expire. Supervisor change requests or manager change requests fall under this category. Managing user access limited to list such as VPN, timesheet, I-Card, Fuze, Open-AI key, PIN workflow, database, bio metric issues ,perchance, BI Reports come under Category 1.

Category - Category 2##

The description of Category 2 issues are as follows:

Malfunctioning of hardware and peripherals, faulty hardware and peripherals. Power failure related issues fall under category 2. Conference room setup requests. Security and data protection. Category 2 also deals with license renewal of hardware, license conflict of hardware, warranty renewal of hardware and peripherals. Category also takes care of broken hardware fixes or repair. Peripherals fixes or repair or maintenance comes under this category. Category 2 also deals with Broken hardware issues. Category 2 also handles broken Peripheral issue. Category 2 also deals with Malware infections, data breaches, phishing attempts, and cybersecurity best practices. Setting up and configuring security tools, antivirus configuration and management comes under this category. Issue related to security breach incidents also covered under category 2.

Category - Category 3

The description of Category 3 issues are as follows:

Software or application license expired issues. Onboarding of someone in the organization. Onboarding of someone at a particular date or location. Joining of a person or people at a particular date or location. Configuration issues of a fresh laptop or desktop. Software page not working, application page not working, application page error, software page error, software application page not working, exception page. Software not working issues are covered under this category. The issue related to contact administrator page, site admin error, web application page error, application screen not working, error page in application while running application or software, servers are down or showing error page. The Job Boards not working covers under this category. Decommissioning of hardware. Set submission request at IT helpdesk like submission or replacement or change of hardware or peripheral by an employee or organization or by any person who is contacting IT helpdesk team or Agreeya. If any employee is leaving or quitting job or being deboarded or in case of employment termination or separation or absconding case or absconded case, then this category takes care of recovery of hardware and peripheral. The last working day of someone or LWD or Last day at job or last day of employment related issues are also covered under this category. Issues related to Software is unable to work, or software does not work, or software is stopped, or software is crashed issues or software is slow or software is running slow come under category 3. Software functionality does not work or software component unable to perform comes under Category 3, the sample example of non-cloud software list is as follows Fuze, Microsoft excel, Microsoft word, Skype, outlook, Microsoft Project, Job DIVA, DIVA, Visual studio, Mail client, notepad, .txt, postman, node or npp manager, power point or ppt, browser.

HARDWARE UPGRADE Takes care of hardware upgrade. Procurement of hardware and peripheral for a day or for many days or multiple days.

##Category - Category 4##

The description of Category 4 issues are as follows:

network issues those comes under the categories LAN, WAN, Network, Phone, Mobile, Wi-Fi configuration, Broadband, Telephone, data recovery, Internet, Internet related issues, slow internet or slow broadband speed, Mobile application related issues like when a mobile application is down, functionality of a mobile app is having some issues, Create and update e-mail group, delete e-mail from the group. Email tracking, Stolen or lost hardware, and stolen or lost software, window registry issues, handling pirated version of hardware. Database or DB creation, database or DB backup, data backup, Data retrieval and data restoration, disaster recovery, data recovery and data migration. Format drive, format laptop, format VM, Format desktop or format computer, clean disc, erase data, erase cluster, erase the network, delete data, delete machine, delete docker, delete disk.

##Category - Category 5##

The description of Category 5 issues are as follows:

Printer related issue, like configuration of printer, access to printer, RDS, MSTSC, remote login, printer is not working. Issues those are related to the Cloud services or environments such as Microsoft Cloud services, Azure Cloud, Azure services, cloud services, AWS, Amazon Web Service, Google Cloud , troubleshooting cloud services. Certificate issue in Huloop , Azure VM, Certificate issues in server and laptop, Microsoft or MS Team issues, providing or removing access to cloud services, cloud deployment or removal of services in cloud, troubleshooting cloud server, cloud error, **MPP Issue**. Cloud services or cloud applications are running slow. Cloud services are stopped or cloud services are crashed. Manage access to the Cloud services. MPP Issue. Help the Pre-Sales team of AgreeYa for the effort estimations for the cloud resources or services provisioning or installation. MS Office 365 issue, Office 356 issue, Microsoft Office 365 issue, MS365 issue, VM Creation request, VM creation request in in Azure or AWS or GCP.

##Category - Category 6##

The description of Category 6 issues are as follows:

All approval requests related for issues come under category 1 to category 5 will come under category 6. Category 6 means providing approval on any issue or request.

##Category - Category 7##

The description of Category 7 issues are as follows:

Miscellaneous or undefined issues that are not explicitly mentioned in the paragraphs above in categories from Category 1 to category 6 and those do not belong to any mentioned issues