

## Boskalis TOPdesk Ticket creating from Merits

Boskalis ticket has to be under correct installation / site under particular vessel name and company Boskalis Westminster BV. The prerequisite is to know a resolve group to use for new TOPdesk ticket

### 1 STEP

Ticket In Progress turn to Waiting on 3<sup>rd</sup> Party first, then choose from role down menu the resolve group under which will be TOPdesk ticket created. Keep this order otherwise ticket won't be created!

1601145 Gateway (Baggermaatschappij Boskalis B.V. - Service Provider: ) - 0.6 Rapid Change

Site SID: 15617	Gateway (Baggermaatschappij Boskalis B.V.)	In Date	15-Sep-2024 15:29:00	Created By	Juan Velazquez
Installation PIN: 49738	Sealink Premium - Premium Plus Service, Contract-Bundled - Sealink Service (Default, Default)	Due Date	15 Sep 2024	Assigned To	Rastislav Pazitny
Service Level	RCS: Bratislava - MNOC Bratislava: Standard (Kamil Noglik)	Confirm Date	Confirm	Resource	RCS
Category	Incident Request Order Incident Internal Default	Resolve Date	Resolve Incident	Resolved By	
Severity	Medium Minor Medium High Timer(1601145)	Close Date	Close...	Closed By	
Status	In Progress -- 3rd Party Servicedesk --	Modified	15-Sep-2024 16:36:22	Modified By	Juan Velazquez
Ticket Description	Reported by gateway-captain@boskalis.com: SECLECT ITEM 6.011.984	Resolve State	SRS SRC	HotSpot	
				CPQ	link

1 **Waiting on 3rd Party** 2 -- 3rd Party Servicedesk --

Reported by gateway-captain@boskalis.com:  
SECLECT ITEM 6.011.984

**Customer**

- Boskalis: Application Desk
- Boskalis: SMMS FAM
- Boskalis: SMMS Vertex Data
- Boskalis: SMMS Hypercare
- Boskalis: IS NSE 3rd Party Support
- Boskalis: SMMS Vertex Support
- Boskalis: Gemba
- Boskalis: DWP Project Engineers – Boskalis IT

You will see the following notes in ticket which means TOPdesk ticket was successfully created.

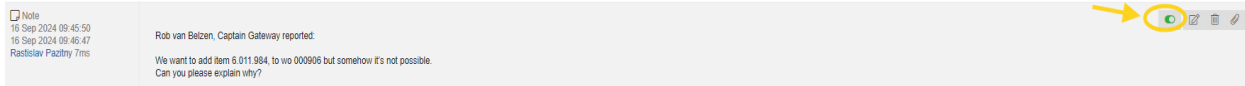
Ticket in Boskalis is already created with id I2409-2653.

Ticket I2409-2653 successfully created in TOPdesk

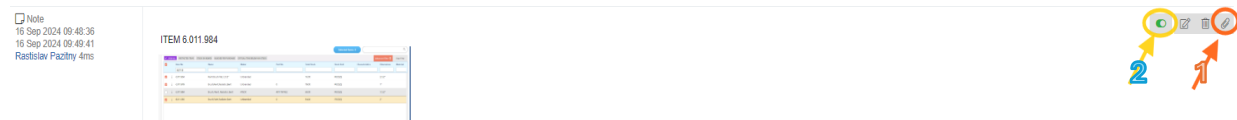
Ticket transferred to contactId=19159 by Rastislav Pazitny

## 2 STEP

After TOPdesk ticket is created it has to be fed with information. Create Mertis note which needs to be published. Text and attachment needs a separate note like below.

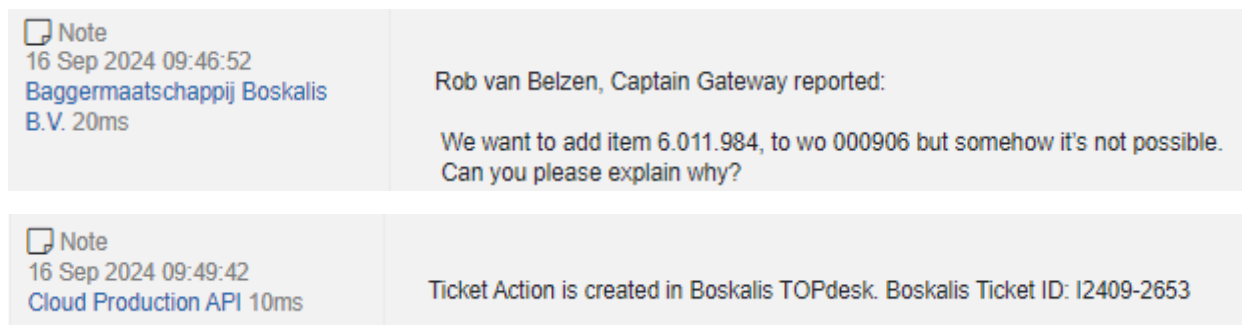


The attachment has to be added by paper clip sign in Merits. Do not copy + past into the note! Then note with attachment has to be published.



This needs to be repeated for each attachment separately if there are more attachments.

You will see the ticket note after successfully transfer to TOPdesk ticket.



## 3 STEP

Make sure all previous steps are done correctly and TOPdesk ticket is created with Mertis status Waiting on 3<sup>rd</sup> Party. Since this moment is TOPdesk ticket handling by appropriate Boskalis support team. Once, the TOPdesk ticket is CLOSED we can close ticket in Merits. In case of Incident use following values by closing.

