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 3rd 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!

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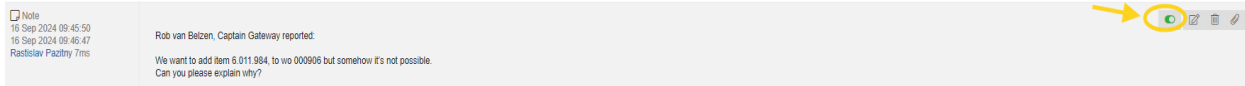

Ticket in Boskalis is already created with id I2409-2653.

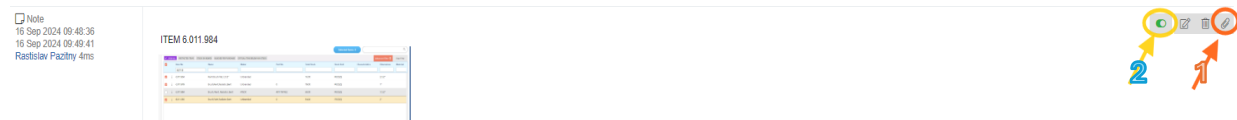Ticket I2409-2653 successfully created in TOPdesk

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.
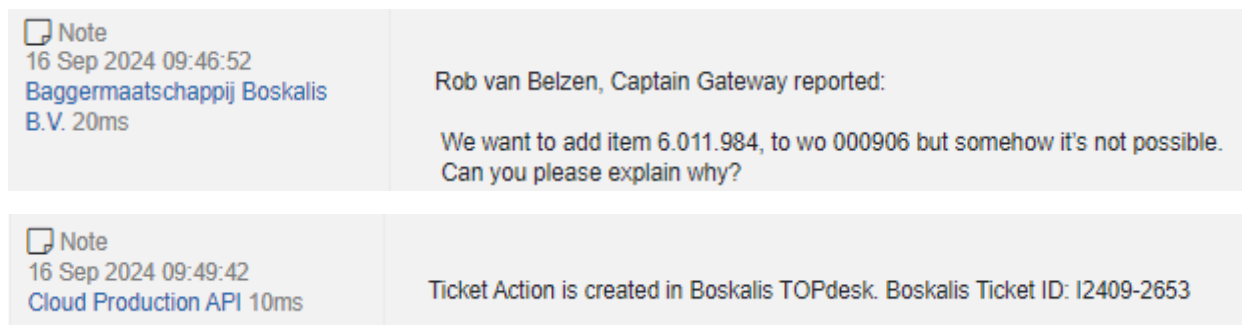

The attachment has to be added by paper clip sign in Merits. Do not copy + past into the note! Then note with attachment has to be published.

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 3rd 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.