

RCS Operation Guideline

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Version: V2

Ref:

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# Versions

|  |  |  |
| --- | --- | --- |
| **Author** | **Date Modified** | **Changes Made** |
| Guanglin Si | 27th Feb 2024 | Initial version |
| Guanglin Si | 19th Mar 2024 | Added “Outage Notification” |

# 

# Objective

The objective of this document is to delineate the operational scope of RCS team and provide guidance to team members. Additionally, it aims to foster effective collaboration and coherence among various teams involved, mitigate confusion, and optimize collective efforts towards our team goals.

# Postman

## Ticket Creation

Monitor RCS postman (formerly SD postman) and create new tickets for unassigned emails under RCS resource by default. Teams can use filter “Unread without ticket” to filter out such emails.

The person who creates the ticket shall initiate the first response to inform the customer about the ticket creation and then work on the case.

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Bratislava/Singapore/US RCS teams shall assign dedicated personal to monitor the postman, targeting to create new tickets within 1-hour TTO time window. Other teams can create new tickets on ad-hoc basis.

## Fetch Emails to RCS Tickets

Monitor RCS postman and fetch emails to existing RCS tickets. Color code: pink

## Redirect Emails to Internal Teams

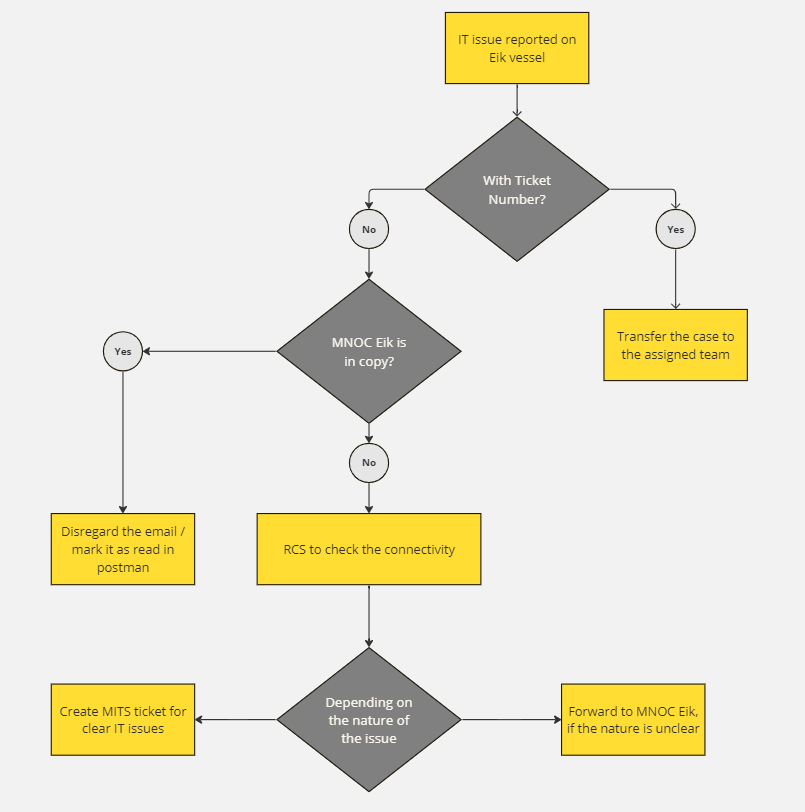
If an email is addressed to another internal team, and they are not in the email loop, we can forward to them by below:

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IT Issues for Eik Vessels

Process as below:



## Assign Emails to Internal Teams

If the ticket is already assigned to another team, e.g., MNOC Bratislava, CCTS etc., we should assign the email to them.

Note: the difference between Redirection and Assign is:

Redirection= forwarding an email to an email address, e.g., [resource@marlink.com](mailto:resource@marlink.com)

Assign= assign an email to a resource, who shares the same service desk email with RCS, e.g., MNOC Bratislava and CCTS

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## Customer Escalation

Email to [escalation@marlink.com](mailto:escalation@marlink.com) is automatically forwarded to RCS postman, as example below. RCS team shall acknowledge on the reception to customer, and forward it to the relevant team. Depending on the case’s severity, RCS may call relevant team on their on-call.

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## Outage Notification

!! FX and VSAT outages should be handled by MNOC Bratislava. RCS handles other outages, e.g., on MSS or Marlink portals.

Steps:

* Create a ticket under the affected service or site. You can refer to [existing notification tickets](https://merits.marlink.com/tss/product/mailgun/default.cfm?page=1&CFID=892126&CFTOKEN=db5ad02e0cc4928b-14B88544-E2C8-6BB4-DD72BD303EAA14D8) for reference. E.g., 1484879
* Go to “Backoffice” on Merits, then “Notification: Mailgun Engine”, and click on “New Notification”.

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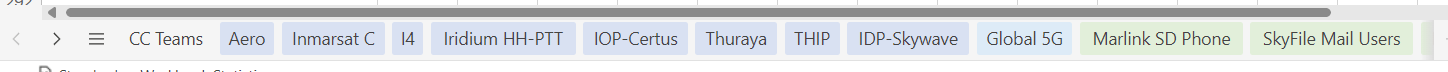
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* Select a predefine template under “Subject Templates”, then fill up the details based on the original notification email. Indicate the above created ticket number under “Ticket”.

A preview is displayed on the right.

* You can find the “Email List” from [here](https://mobsat.sharepoint.com/:x:/r/sites/ServiceDeskCCCS/_layouts/15/Doc.aspx?sourcedoc=%7B8E1EDB5B-1C01-4137-BE92-0DB650722E32%7D&file=Outage%20Distribution%20List.xlsx&action=default&mobileredirect=true&DefaultItemOpen=1) based on the affected services, as below:



* Click on Save, then “Run Job” and notification will be sent out.

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* Assign the ticket to yourself, and close it after the outage ends.

# Ticket Handling

Currently the team should work on the tickets in the order to aTTU, or “Ticket Action ASC”, with below filters applied:

* Assigned: “unassigned”
* RCS center: “All”

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Tickets status must be updated afterwards, e.g., to “waiting for customer”. We should set “auto close” when there is a good chance that customer may not reply to us, e.g., after a beam switching and blockage check.

Key findings in troubleshooting should be captured in ticket notes.

## MSS Request Ticket

RCS should validate that the customer has provided the necessary information for activation and deactivation tasks, then forward the ticket to Backoffice team.

## Incident Ticket

RCS should follow the scope as defined in [Excel matrix](https://mobsat-my.sharepoint.com/personal/erik_holtrin_marlink_com/Documents/Alpha%20project/Job%20Description%20MNOC%20247.xlsx?web=1), and fulfil the minimum work required before escalating to MNOC Bratislava.​

## Transfer to Upper Team

Ticket should be passed to upper team, if it is beyond RCS scope. We should update the customer about the transfer.

## Handover

Before the end of their shift, team on-duty shall handover ongoing tickets to other teams in RCS group chat. The ticket status should be set to Handover too per below screenshot.

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# Ticket Follow-up

RCS team should follow up on the open tickets under their corresponding region.

Filters to be applied: RCS center, “incident” “Request” category, ALL resource, “In progress” status.

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# Contracts of Internal Teams

Here are the contacts of our internal teams. In urgent cases, we can either contact the team via phone or escalate to the person-in-charge:

|  |  |  |
| --- | --- | --- |
| **Team** | **Phone/Escalation Point** | **Email** |
| Billing | +31 703 00 1818 (option 2) | [billing@marlink.com](mailto:billing@marlink.com) |
| Bridge Electronics Support |  | support.it@telemargroup.com |
| CCCS | +33 561 28 8994 |  |
| CCTS | +33 677 35 6363 |  |
| Eirvakt | +47 5140 8080 |  |
| Enterprise | +421 258 262 701 | [enterprise.support@marlink.com](mailto:enterprise.support@marlink.com) |
| HRS | +30 2169 00 0009 | support.hrssatcom@marlink.com |
| IM | arthur.lambert@marlink.com/ brian.storm@marlink.com | [imservicedesk@marlink.com](mailto:imservicedesk@marlink.com) |
| MITS | 801761 (Trio) |  |
| MNOC Brat | 2900 (Trio) |  |
| MNOC Eik | 6000 (Trio) |  |
| MSS Backoffice | 2901 (Trio) |  |
| RCS | 801757 (Trio) |  |
| RCS CG | +30 210 94 00377 | [servicedesk.cg@marlink.com](mailto:servicedesk.cg@marlink.com) |
| Secops | Contact CCTS if urgent | [secops@marlink.com](mailto:secops@marlink.com) |
| Starlink Activation | mark.pitts@marlink.com | [starlinkactivation@marlink.com](mailto:Starlinkactivation@marlink.com) |

# Appendix. MNOC Operation

During the transition period, SG and US RCS teams will continue to function as rMNOC, outside MNOC Bratislava’s working hours. This is to be reviewed by 3rd June, when Bratislava is expected to work 24x7.

## Postman/Ticket Handling

Select “MNOC Regions VSAT Support” filter in postman, and work on the emails on first-in-first-out basis.

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