RCS Daily Operations

Table of Contents

[1. Postman 2](#_Toc158908346)

[Ticket Creation 2](#_Toc158908347)

[Fetch Emails to RCS Tickets 2](#_Toc158908348)

[Redirect Emails to Internal Teams 2](#_Toc158908349)

[Assign Emails to Internal Teams 3](#_Toc158908350)

[Customer Escalation 3](#_Toc158908351)

[2. Ticket Handling 3](#_Toc158908352)

[Request Ticket 4](#_Toc158908353)

[Incident Ticket 4](#_Toc158908354)

[3. Ticket Follow-up 4](#_Toc158908355)

[Appendix. MNOC Operation 5](#_Toc158908356)

[Postman 5](#_Toc158908357)

# Postman

## Ticket Creation

Monitor RCS postman (formerly SD postman) and create new tickets for unassigned emails under **RCS resource** by default.

A screenshot of a computer

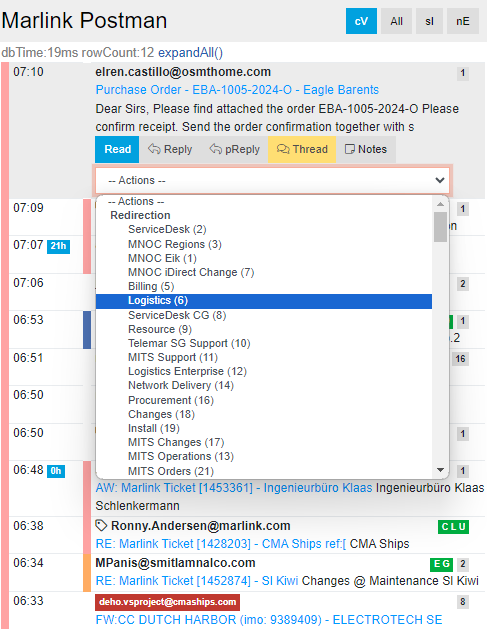
Description automatically generated

## 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:



## 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

A screenshot of a computer

Description automatically generated

## Customer Escalation

Email to [escalation@marlink.com](mailto:escalation@marlink.com) is automatically forwarded to RCS postman. RCS team shall acknowledge on the reception to customer, and forward it to the relevant team.

# Ticket Handling

RCS team should utilize RCS dashboard to handle the tickets. Filters to be applied: ALL RCS centers, RCS (formerly Service Desk) resource, “In progress” status. Tickets to be sorted in the order of “last action”.

A screenshot of a computer

Description automatically generated

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.

## Request Ticket

RCS should validate that 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.​

# 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.

A screenshot of a computer

Description automatically generated

# Appendix. MNOC Operation

During the transition period, SG and US RCS teams will continue to function as rMNOC, outside MNOC Bratislava’s office hours.

## Postman

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

A screenshot of a computer

Description automatically generated