



Termination Site Training

16/01/2020



A large, blue, starburst-shaped speech bubble with a white border is centered on the slide. Inside the bubble, the text "Welcome to QCC Training!" is written in a white, sans-serif font.

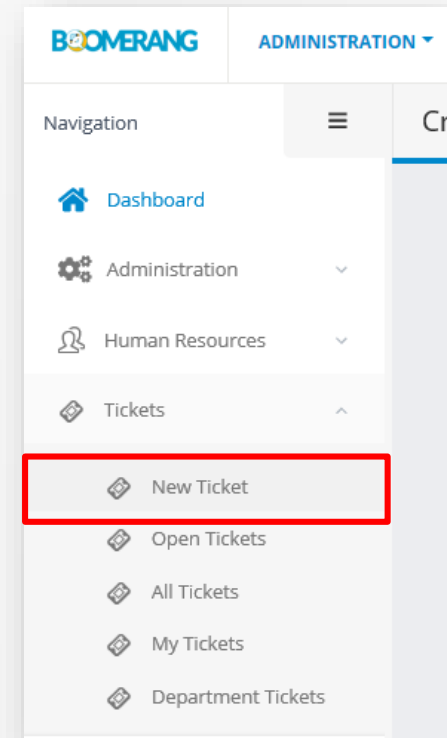
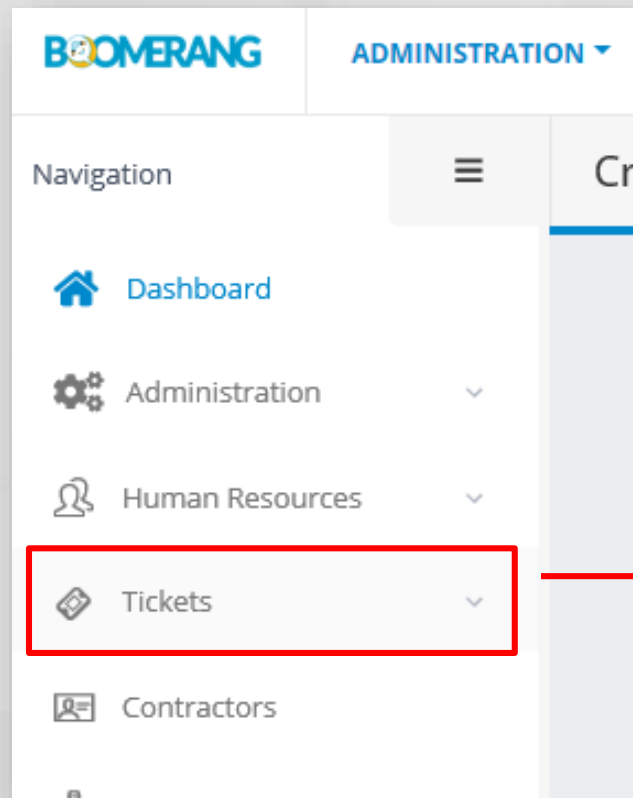
Welcome to
QCC Training!



What we need to do when a site is terminated?



Create a ticket in Boomerang



Select the Type

Type	Priority
General	Low
General	
Client Setup	
Change Over Request	
Complaint	
Consumables Order	
Employee Setup	

Department	Due Date
Select the department	__/__/__
Subject *	

Select the Priority and the Client – Portfolio – Site.



Priority
High
Client - Portfolio - Site
Please select one or start typing

- Select Finance as the Department;
- Input a Subject: “Termination Site”;
- Select Lorena as Responsible; and
- Describe the needed information for the Termination as “Site” and “Termination Date”.

Department

Help Desk

Select the department

IT

24/7 Rapid Response

Help Desk

Operations - QLD

Finance

Responsible

Lorena Lopes

Subject *

Termination Site

Message *

Site:

Termination Date:

At this moment, the responsible person or the department will receive the ticket as Open.



Priority	Ticket Number	Reference Number	Type	Subject	Date Issued	Department	Status	Action
High	TGE#323		General	Add a field to select the manager in the client area	08/05/2019 16:59:31	IT	Open	
High	TGE#483		General	New field required in TSO	12/07/2019 16:51:57	IT	Open	



*How Accounts and Help Desk
will be aware of this
information?*



Accounts will receive the ticket, update their records and assign the Ticket to Help Desk.

The Help Desk Team will update information in the system and Solve the Ticket.

It is important to remember that Creator needs to Close the ticket after Help Desk Team Solve it.

⊗ Close Ticket

Thank you
for watching the
QCC Training!

