

ASCENDAS CASE CREATION FLOW SCREENSHOTS

When call is received, CMS will look for correct site to create a case, based on building name & address.

Action	Account Name	Billing Street	Billing Zip/Postal Code	Officer In Charge	Covering Officer	Owner
Edit Del +	Ascendas - 1 CBP AVENUE (ULTRO)	1 CHANGI BUSINESS PARK AVENUE 1	486058	LOW HONG KUAN	YONG WAI KWONG	AREIT
Edit Del +	Ascendas - 1 CBP CRESCENT (PLAZA 8)	1 CHANGI BUSINESS PARK CRESCENT	486025	WEERAKUL LAMUD	NG CHIN HONG	AREIT
Edit Del +	Ascendas - 1 JALAN KILANG (TRANSTEL)	1 JALAN KILANG	159402	NG CHIN HONG	WEERAKUL LAMUD	AREIT
Edit Del +	Ascendas - 10 TOH GUAN ROAD (TT INTL)	10 TOH GUAN ROAD	608838	TAY MING FONG	LUTFIAH	AREIT
Edit Del +	Ascendas - 13 IBP (LABONE)	13 INTERNATIONAL BUSINESS PARK	609932	LUTFIAH	TAY MING FONG	AREIT
Edit Del +	Ascendas - 3 CBP VISTA (AKZONOBEL)	3 CHANGI BUSINESS PARK VISTA	486051	WEERAKUL LAMUD	NG CHIN HONG	AREIT
Edit Del +	Ascendas - 3 TAI SENG (DA VINCI)	3 TAI SENG DRIVE	535216	TAY MING FONG	LUTFIAH	AREIT
Edit Del +	Ascendas - 5 TAI SENG (STEEL)	5 TAI SENG DRIVE	535217	TAY MING FONG	LUTFIAH	AREIT
Edit Del +	Ascendas - 50 KALLANG (NOEL)	50 KALLANG AVENUE	339505	WEERAKUL LAMUD	NG CHIN HONG	AREIT
Edit Del +	Ascendas - 53 SNA4 (AUTRON)	53 Serangoon North Ave 4	555852	NURFATIMAH	AIN	AREIT
Edit Del +	Ascendas - 84 GENTING LANE (CITYNEON)	84 GENTING LANE	349584	TAY MING FONG	LUTFIAH	AREIT
Edit Del +	Ascendas - ACER	29 INTERNATIONAL BUSINESS PARK	609923	LUTFIAH	TAY MING FONG	AREIT
Edit Del +	Ascendas - ADMIRAX	8 ADMIRALTY STREET	757438	AIN	NURFATIMAH	ALS

CMS agent will then check for existing cases already created pertaining to same fault based on reason for request.

Account Detail		Edit																																																																				
Building Detail <table border="1"> <tr> <td>Account Owner</td> <td>CMS Ascendas [Change]</td> <td>Owner</td> <td>AREIT</td> </tr> <tr> <td>Account Name</td> <td>Ascendas - 1 CBP CRESCENT (PLAZA 8) View Hierarchy</td> <td>Billing Address</td> <td>1 CHANGI BUSINESS PARK CRESCENT 486025</td> </tr> <tr> <td colspan="4">Parent Account</td> </tr> </table>				Account Owner	CMS Ascendas [Change]	Owner	AREIT	Account Name	Ascendas - 1 CBP CRESCENT (PLAZA 8) View Hierarchy	Billing Address	1 CHANGI BUSINESS PARK CRESCENT 486025	Parent Account																																																										
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If there are no existing similar faults on that same day/time, CMS agent will create a new case.

If there is already an existing case pertaining to the same fault, CMS agent will NOT create a new case, but will clone an existing case and this new case will be a child case of the parent case. Only parent cases will be taken into consideration for reports.

Click "New Case" to create a new case.

Account Detail

Building Detail

Account Owner	CMS Ascendas [Change]	Owner	AREIT
Account Name	Ascendas - 1 CBP CRESCENT (PLAZA 8) [View Hierarchy]	Billing Address	1 CHANGI BUSINESS PARK CRESCENT 486025
Parent Account			

Officer

Officer In Charge	WEERAKUL LAMUD	Covering Officer	NG CHIN HONG
Officer In Charge's Email	weerakul.lamud@ascendas.com	Covering Officer Email	ben.ng@ascendas.com
OIC_Active	<input checked="" type="checkbox"/>	Co_Active	<input type="checkbox"/>
OIC_Active_From	13/01/2015	Co_Active_From	
OIC_Active_To		Co_Active_To	

Cases

Action	Case	Parent Case Number	Customer Name	Case	New Case	Category	Sub Category	Reason for Request	Date Opened	Status	CMS Agent
Edit Cls	00091146		abc	AVAYA	Complaint	Season Billing	car park barrier will not lift up	14/01/2015	ATTENDED & CLOSED	Agent 1	
Edit Cls	00091083		Amela tiong	AVAYA	Complaint	Technical	Car Park barrier will not lift up	14/01/2015	ATTENDED & CLOSED	Agent 1	
Edit Cls	00091078	00090817	Apple Hong	INTERCOM	Complaint	Refund	-	14/01/2015	ATTENDED	Agent 2	
Edit Cls	00090817		NAIT TEST #3	INTERCOM	Complaint	Refund	-	12/01/2015	ATTENDED	Agent 1	

[New Case](#)

Always show me [more records per related list](#)

^ Back To Top

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Fill in all fields accordingly. Fields with red bars are mandatory.

Case Edit

New Case

Case Information

Case Owner	CMS Ascendas	Case Record Type	Service Request (Ascendas)
Parent Case	<input type="text"/>	CMS Agent	<input type="text"/> -None-- ▾
Account Name	Ascendas - 1 CBP CRESC	Case Origin	<input type="text"/> -None-- ▾
Request Type	<input type="text"/> -None-- ▾	Category	<input type="text"/> Complaint ▾
Case Creation Date	15/01/2015	Sub Category	<input type="text"/> -None-- ▾
Case Closed Date		Status	<input type="text"/> ATTENDED ▾

Contact Information

Salutation	<input type="text"/> -None-- ▾	User Name / Vehicle No.	<input type="text"/>
Customer Name	<input type="text"/>	Contact Number	<input type="text"/>
Company Name	<input type="text"/>	Email	<input type="text"/>
Type of Customer	<input type="text"/> -None-- ▾		

Building Information

Remarks	<input type="text"/>
---------	----------------------

Service Requirement

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Below shots show the various options of the different fields.

Screenshot of the "Case Edit: New Case" form on the Ademcosecurity.com website. The form is divided into several sections: Case Information, Contact Information, Building Information, and Service Requirement. The "Case Record Type" is set to "Service Request (Ascendas)". The "Status" is set to "ATTENDED".

Case Information

Case Owner	CMS Ascendas	Case Record Type	Service Request (Ascendas)
Parent Case	<input type="text"/>	CMS Agent	-None-- ▾
Account Name	Ascendas - 1 CBP CRESCE	Case Origin	-None-- ▾
Request Type	-None-- ▾	Category	Complaint ▾
Case Creation Date	-None-	Sub Category	-None-- ▾
Case Closed Date	Tech Non Tech	Status	ATTENDED ▾

Contact Information

Salutation	-None-- ▾	User Name / Vehicle No.	<input type="text"/>
Customer Name	<input type="text"/>	Contact Number	<input type="text"/>
Company Name	<input type="text"/>	Email	<input type="text"/>
Type of Customer	-None-- ▾		

Building Information

Remarks	<input type="text"/>
---------	----------------------

Service Requirement

File attachments: Ademco DEFEPS300...pdf

Downloads: Show all downloads...

System tray icons: Windows, File Explorer, Google Chrome, Task View, Microsoft Edge, Taskbar status: EN, 9:05 AM, 15/1/2015

Screenshot of the "Case Edit: New Case" form on the Ademcosecurity.com website. The form is divided into several sections: Case Information, Contact Information, Building Information, and Service Requirement. The "Case Record Type" is set to "Service Request (Ascendas)". The "Status" is set to "ATTENDED".

Case Information

Case Owner	CMS Ascendas	Case Record Type	Service Request (Ascendas)
Parent Case	<input type="text"/>	CMS Agent	-None-- ▾
Account Name	Ascendas - 1 CBP CRESCE	Case Origin	-None-- ▾
Request Type	-None-- ▾	Category	Agent 1 Agent 2 Complaint ▾
Case Creation Date	15/01/2015	Sub Category	-None-- ▾
Case Closed Date		Status	ATTENDED ▾

Contact Information

Salutation	-None-- ▾	User Name / Vehicle No.	<input type="text"/>
Customer Name	<input type="text"/>	Contact Number	<input type="text"/>
Company Name	<input type="text"/>	Email	<input type="text"/>
Type of Customer	-None-- ▾		

Building Information

Remarks	<input type="text"/>
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Service Requirement

File attachments: Ademco DEFEPS300...pdf

Downloads: Show all downloads...

System tray icons: Windows, File Explorer, Google Chrome, Task View, Microsoft Edge, Taskbar status: EN, 9:05 AM, 15/1/2015

Case Edit: New Case ~ sali ~ 20h Inbox (27) - amela.tiong@ ... 15 Ademcosecurity.com - Case

https://emea.salesforce.com/500/e?retURL=%2Fapex%2FsnbAccountView%3Fid%3D0012000001Hz5mb%26sfcd.override%3D1&def_account_id=0012000001Hz5mb

Apps GeBIZ Partner :: Wel... salesforce.com - Cu... Taobao Singapore | ... Welcome! LinkedIn DBS iBanking Send Money, Pay O... Personal Online Ban... EMS tracking Dexi Other bookmarks

Case Edit
New Case

Case Edit

Save Save & Close Save & New Check Spelling Cancel

Case Information

Case Owner CMS Ascendas
Parent Case

Account Name Ascendas - 1 CBP CRESCE

Request Type --None--

Case Creation Date 15/01/2015

Case Closed Date

Case Record Type Service Request (Ascendas)

CMS Agent --None--

Case Origin --None--

Category --None--

Sub Category Ademco

Status DDI CALL
DDI EMAIL
TRANSFER CALL
CP EMAIL
INTERCOM
AVAYA

Contact Information

Salutation --None--

Customer Name

Company Name

Type of Customer --None--

User Name / Vehicle No.

Contact Number

Email

Building Information

Remarks

Service Requirement

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Windows Taskbar: Internet Explorer, File Explorer, Google Chrome, Microsoft Edge, Microsoft Word, 9:05 AM, 15/1/2015

Case Edit: New Case ~ sali ~ 20h Inbox (27) - amela.tiong@ ... 15 Ademcosecurity.com - Case

https://emea.salesforce.com/500/e?retURL=%2Fapex%2FsnbAccountView%3Fid%3D0012000001Hz5mb%26sfcd.override%3D1&def_account_id=0012000001Hz5mb

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Case Edit
New Case

Case Edit

Save Save & Close Save & New Check Spelling Cancel

Case Information

Case Owner CMS Ascendas
Parent Case

Account Name Ascendas - 1 CBP CRESCE

Request Type --None--

Case Creation Date 15/01/2015

Case Closed Date

Case Record Type Service Request (Ascendas)

CMS Agent --None--

Case Origin --None--

Category --None--

Sub Category Complaint

Status Complaint
Feedback
Compliment
Enquiry

Contact Information

Salutation --None--

Customer Name

Company Name

Type of Customer --None--

User Name / Vehicle No.

Contact Number

Email

Building Information

Remarks

Service Requirement

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Windows Taskbar: Internet Explorer, File Explorer, Google Chrome, Microsoft Edge, Microsoft Word, 9:05 AM, 15/1/2015

Case Edit: New Case ~ sali

https://emea.salesforce.com/500/e?retURL=%2Fapex%2FsnbAccountView%3Fid%3D0012000001Hz5mb%26sfdc.override%3D1&def_account_id=0012000001Hz5mb

Case Edit New Case

Help for this Page ?

Case Edit

Save Save & Close Save & New Check Spelling Cancel

Case Information ! = Required Information

Case Owner	CMS Ascendas	Case Record Type	Service Request (Ascendas)
Parent Case	<input type="text"/>	CMS Agent	-None--
Account Name	Ascendas - 1 CBP GRESCE	Case Origin	-None--
Request Type	-None--	Category	Complaint
Case Creation Date	15/01/2015	Sub Category	-None--
Case Closed Date		Status	-None-

Contact Information

Salutation	-None--	User Name / Vehicle No.	
Customer Name	<input type="text"/>	Contact Number	
Company Name	<input type="text"/>	Email	
Type of Customer	-None--		

Building Information

Remarks	<input type="text"/>
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Service Requirement

Ademco DEFEPS300....pdf

Contact Information

Salutation	--None--	User Name / Vehicle No.	
Customer Name	<input type="text"/>	Contact Number	<input type="text"/>
Company Name	<input type="text"/>	Email	<input type="text"/>
Type of Customer	--None--		

Building Information

Remarks	<input type="text"/>
---------	----------------------

Service Requirement

Reason for Request	<input type="text"/>
Details of Request	<input type="text"/>

Ademco Response and Action Plan

<input type="text"/>

Optional

Assign using active assignment rules
 Send notification email to contact

 Ademco DEFEPS300....pdf

?
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Fill in reason for request, then details of requests. Specific naming convention will be adhered to for "reason for request".

Case Edit: New Case ~ sali ~ 2015/01/15 09:05:22 ~ amela.tiong@ademcosecurity.com - Case

Type of Customer: -None--

Building Information

Remarks:

Service Requirement

Reason for Request:

Details of Request:

Ademco Response and Action Plan

Optional

Assign using active assignment rules
Send notification email to contact

Action Buttons: Save, Save & Close, Save & New, Check Spelling, Cancel, Save

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9:06 AM 15/1/2015

Callout Text: Click "save" to save the case and continue with back end requirements i.e. contact OIC or CO etc.

Once fault is rectified, CMS agent will enter back into the case and close the case.

Case 00091146 ~ salesfor ~ 2015/01/15 09:06:22 ~ amela.tiong@ademcosecurity.com - Case

https://emea.salesforce.com/5002000000gs6a2

Customize Page | Printable View | Help for this Page

Case 00091146

Show Feed | Back to List: Accounts

Related Cases | Activities | Activity History [1] | Case History [4] | Attachments

Case Detail

Case Owner: CMS Ascendas [Change]	Case Record Type: Service Request (Ascendas)
Parent Case:	CMS Agent: Agent 1
Case Number: 00091146 [View Hierarchy]	Date/Time Opened: 14/01/2015 16:01
Account Name: Ascendas - 1 CBP CRESCENT (PLAZA 8)	Case Origin: AVAYA
Request Type: Non-Tech	Category: Complaint
CSSurvey Rating: 4.00	Sub Category: Season Billing
Case Creation Date: 14/01/2015	Status: ATTENDED & CLOSED
Case Closed Date: 14/01/2015	

Contact Information

Salutation: Mr	User Name / Vehicle No.: SJC1234G
Customer Name: abc	Contact Number:
Company Name: Ademco Security Group Pte Ltd	Email: amela.tiong@ademcosecurity.com
Type of Customer: PUBLIC	

Building Information

Officer In Charge: WEERAKUL LAMUD	Building Name: 1 CBP CRESCENT (PLAZA 8)
Officer_Email: weerakul.lamud@ascendas.com	Owner: AREIT
Remarks:	Address: 1 CHANGI BUSINESS PARK CRESCENT

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9:07 AM 15/1/2015

Callout Text: Click "close case" to close the case.

Choose appropriate status, complete the action and response done by Ademco and click "save".

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Upon closing and saving the case, Salesforce will send a customer satisfaction survey email out to the caller. The email will look like this.

Customer Satisfaction Survey

Ascendas <carparkmgmt.demo@gmail.com> 4:09 PM (16 hours ago) [Reply](#)

This message may not have been sent by: carparkmgmt.demo@gmail.com [Learn more](#) [Report phishing](#)

Dear abc,

Thank you for your call/email.
We hope you are satisfied with our service.
Please [click here](#) to rate your service experience as we value your feedback.

Thank you.

Ascendas Service Team

Ascendas
carparkmgmt.demo@gmail.com

Search people...
 • Aungmyo Zaw
 • Ivan Gandasasmita
 • Reiko Chin
 • Alex Hew
 • Christopher Lau
 • Derek Alan DeSo...
 • Jeffrey Chun
 • Jesslyn Kong
 • Jiaxing Law
 • KayTee Lee
 • Leechia auyong
 • Mike Choo
 • SengKhoon Hoe
 • Toby Koh
 • Valerie Poh
 • Vincentius liong
 • Yanan Shi
 • Zinmyo Winn
 • Aaron Wang
 • Adrian Heng
 • Adrian Hii
 • Albert Wong

Customer will click the LINK in the email to enter the survey if they want to participate.

The caller can rate the service level with the drop down box.

Customer Satisfaction Survey

Survey Form

Please rate your service request on carpark matter as follows, where 1 is Poor and 5 is Excellent

1 = Poor 2 = Fair 3 = Good 4 = Very Good 5 = Excellent

Rating :

Submit



Once rated and submitted, a Thank You page will appear.



Once rated, the rating will be saved on the case page highlighted below.

The screenshot shows a web browser window with multiple tabs open. The active tab is a Salesforce Case Detail page for Case 00091146. The page displays various details about the case, including the owner (CMS Ascendas), creation date (14/01/2015), and status (ATTENDED & CLOSED). It also shows contact information for the customer (Salutation: Mr, Name: abc, Company: Ademco Security Group Pte Ltd, Type: PUBLIC) and service request details (Record Type: Service Request (Ascendas), Agent: Agent 1, Origin: AVAYA, Category: Complaint, Sub Category: Season Billing). A navigation bar at the top includes links for Home, Accounts, Contacts, Cases, Reports, Dashboards, and Help & Training. The bottom of the screen shows the Windows taskbar with icons for File Explorer, Google Chrome, and Microsoft Word, along with system status indicators like battery level and network connection.

Case 00091146 ~ salesfor... Customer Satisfaction Sur... Ademcosecurity.com - Ca... You... Apps GeBIZ Partner :: Wel... salesforce.com - Cu... Taobao Singapore | ... Welcome! | LinkedIn DBS iBanking Send Money, Pay O... Personal Online Ban... EMS tracking Dexi Other bookmarks

https://emea.salesforce.com/5002000000gs6a2

Logged in as CMS Ascendas (cms.ascendas@ademcosecurity.com)

salesforce 15

Search... Search

Home Accounts Contacts Cases Reports Dashboards +

Case 00091146

Show Feed Back to List: Accounts

Related Cases Open Activities Activity History Case History Attachments

Case Detail

Case Owner CMS Ascendas [Change] Case Record Type Service Request (Ascendas)

Parent Case CMS Agent Agent 1

Date/Time Opened 14/01/2015 16:01

Case Number 00091146 [View Hierarchy] Case Origin AVAYA

Account Name Ascendas - 1 CBP CRESCENT (PLAZA 8) Category Complaint

Request Type Non-Tech Sub Category Season Billing

CSSurvey Rating 4.00 Status ATTENDED & CLOSED

Case Creation Date 14/01/2015

Case Closed Date 14/01/2015

Contact Information

Salutation Mr User Name / Vehicle No. SJC1234G

Customer Name abc Contact Number

Company Name Ademco Security Group Pte Ltd Email amelationg@ademcosecurity.com

Type of Customer PUBLIC

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EN 9:10 AM 15/1/2015