

	<b>MTD GROUP</b>	DOC NO.	ISSUE:
		REV. DATE:	REV. NO.
<b>TITLE:</b>	<b>E-mail Flow for Complaint Log</b>	<b>APPENDIX:</b> <b>11</b>	

Step	Action	Email flow
1	User keys in complaint log in "IT Support Management System (ITMS)"	To: User  IT Support Team  Cc: Respective HOD  IT Support - Sr Exec
2	Complaint log assigns to one of the IT staffs	To: IT Support personnel
3	If complaint incurred COST, recommendation to user to raise RQ will be notified	To: User  Cc: Respective HOD & Sr. Exec
4	Close complaint log	To: User  IT Support personnel  Cc: Respective HOD  IT Support - Sr Exec