

# USER GUIDE



*(HELPDESK)*

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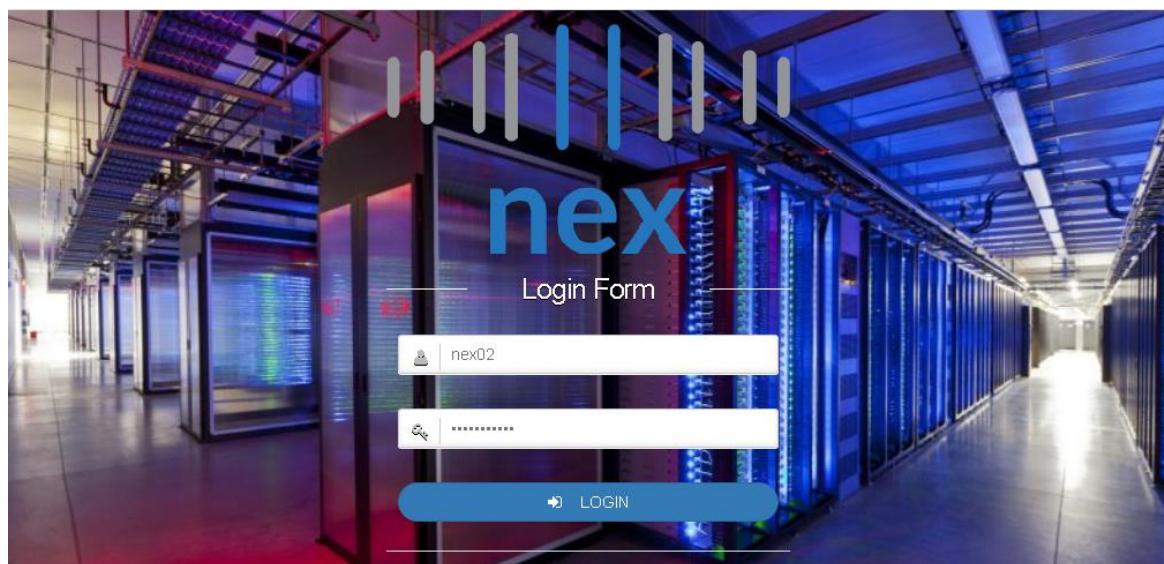
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## MASUK / LOGIN



Untuk masuk ke aplikasi NEX ERP :

1. Buka web browser dan ketik URL NEX ERP.
2. Masukan User name dan Password.
3. Klik tombol '**LOGIN**'.

*To login NEX ERP application :*

1. *Open web browser and type NEX ERP URL.*
2. *Type User name and Password.*
3. *Click 'LOGIN' button.*

## KELUAR / LOGOUT

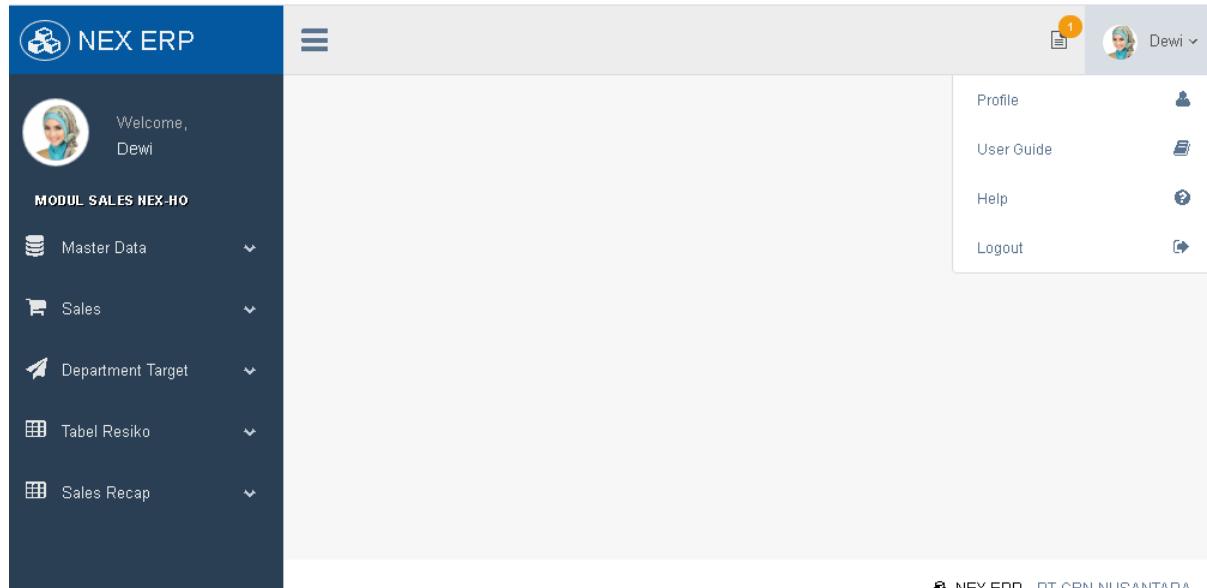
Untuk keluar dari aplikasi NEX ERP :

1. Masuk ke aplikasi NEX ERP.
2. Klik menu dropdown profile pada sisi kanan atas halaman.
3. Klik pilihan “LOGOUT”

*To logout from NEX ERP application :*

1. *Login to NEX ERP application.*
2. *Click profile dropdown menu on the top right of the page.*
3. *Click “LOGOUT” option.*

## PROFILE

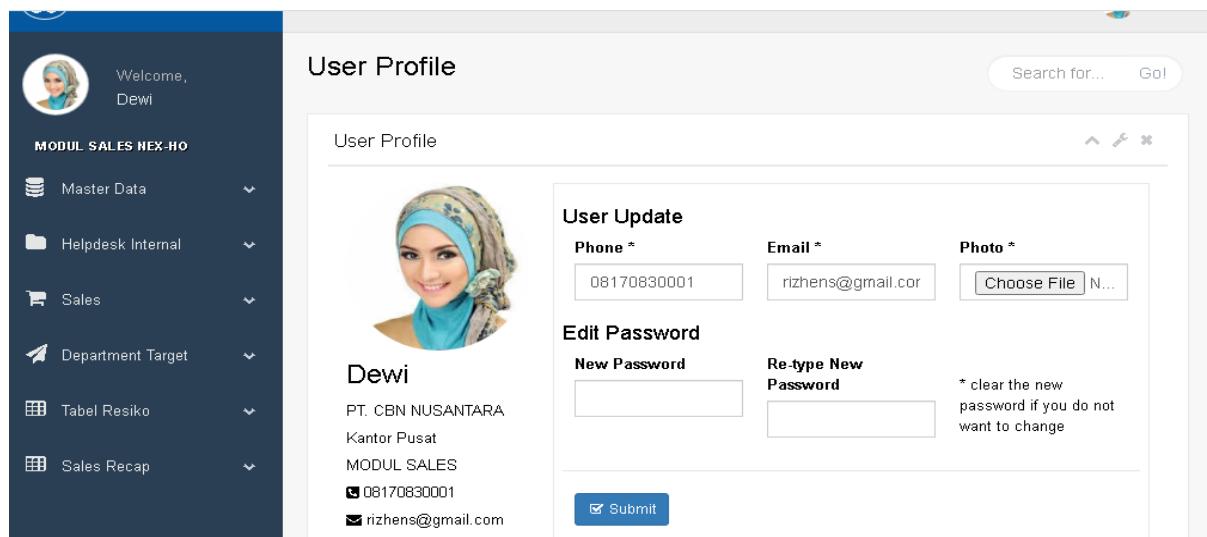


Untuk Melihat dan Menyunting Profil Pengguna :

1. Masuk ke aplikasi NEX ERP.
2. Klik menu dropdown profile pada sisi kanan atas halaman.
3. Klik pilihan “PROFILE”.

*To view and edit user profile :*

1. *Login to NEX ERP application.*
2. *Click profile dropdown menu on the top right of the page.*
3. *Click “PROFILE” option.*



4. Sunting profile yang ingin diubah.
5. Klik tombol “**SUBMIT**” untuk menyimpan.

4. *Edit profile that want to be edited.*
5. *Click “**SUBMIT**” button to save.*

## MASTER DATA

### 1. TICKET STATUS / DATA STATUS

Menu “**Ticket Status**” menampilkan status tiket yang akan digunakan pada input ticket helpdesk.

*The “**Ticket status**” menu displays the status of ticket that will be used in the helpdesk ticket input.*

#### 1.1. Melihat Menu Ticket Status (Data Status) / View Ticket Status (Status Data) Menu.

No	Status Group	Status Name	Edit	Delete
1	Status	Open	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
2	Status	In Progress	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
3	Status	Pending	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
4	Status	Overdue	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
5	Status	Solved	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
6	Status	Closed	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
7	Status	Unassigned	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
8	Status	Info	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete

Untuk melihat menu Ticket Status / Data Status:

1. Login ke aplikasi NEX ERP.
2. Klik “**MASTER DATA**” di daftar menu sebelah kiri.
3. Klik “**TICKET STATUS**” pada pilihan menu dropdown master data.

*To view Ticket Status / Status Data menu :*

1. *Login to NEX ERP application.*
2. *Click “**MASTER DATA**” on the menu list over left.*
3. *Click “**TICKET STATUS**” on the master data dropdown menu options.*

## 1.2. Menambah Data Baru / Add New Data.

The screenshot shows the 'DATA STATUS' page in the NEX ERP system. On the left, there's a sidebar with 'ADMIN HELPDESK NEX-HO' and a 'Master Data' section containing 'Ticket Status', 'Ticket Category', 'Ticket Sub-Category', 'Ticket Priority', 'Ticket Created From', and 'Ticket Assign To'. Below these are sections for 'Helpdesk External', 'Helpdesk Internal', 'Change Management', and 'Helpdesk Report'. The main area displays a table titled 'Data' with columns: No, Status Group, Status Name, Edit, and Delete. The table contains 8 entries. At the top right of the main area is a blue button labeled '+ Add New Data' with a red rectangle highlighting it. Below the table are buttons for 'Copy', 'CSV', 'Print', and 'Column visibility'. The status bar at the bottom shows system icons and the date/time: 21:40, 12/04/2021.

Untuk Menambah Data Baru:

1. Klik tombol “ADD NEW DATA” di bagian kanan atas pada halaman menu Data Status.

*To Add New Data :*

1. Click “ADD NEW DATA” button on the right top of Data Status menu page.

The screenshot shows the 'Data Status' add new data form. The left sidebar is identical to the previous screenshot. The main form has a title 'Add New Data' and two input fields: 'Group\*' with a dropdown menu showing 'Status' and 'Name\*' with an empty text input field. At the bottom right are 'Batal' (Cancel) and 'Submit' buttons. The status bar at the bottom shows system icons and the date/time: 22:03, 12/04/2021.

2. Pada halaman selanjutnya, Isi seluruh kolom lalu klik tombol “**SUBMIT**”.

2. On the next page, Fill in all the fields and click “**SUBMIT**”.

### 1.3. Menyunting Data/ *Edit Data*.

The screenshot shows a web-based application interface for managing ticket statuses. The left sidebar has a navigation menu under 'Master Data' with items like Ticket Status, Ticket Category, Ticket Sub-Category, etc. The main content area is titled 'DATA STATUS' and displays a table of ticket statuses. The table has columns for 'No', 'Status Group', 'Status Name', 'Edit', and 'Delete'. The 'Edit' column contains checkboxes, and the entire column is highlighted with a red box. The table shows 9 entries from 1 to 9, with names like Open, In Progress, Pending, Overdue, Solved, Closed, Unassigned, Info, and Syifa test. At the bottom of the table, there are links for 'Copy', 'CSV', 'Print', and 'Column visibility'.

No	Status Group	Status Name	Edit	Delete
1	Status	Open	<input checked="" type="checkbox"/> Edit	<input type="button" value="Delete"/>
2	Status	In Progress	<input checked="" type="checkbox"/> Edit	<input type="button" value="Delete"/>
3	Status	Pending	<input checked="" type="checkbox"/> Edit	<input type="button" value="Delete"/>
4	Status	Overdue	<input checked="" type="checkbox"/> Edit	<input type="button" value="Delete"/>
5	Status	Solved	<input checked="" type="checkbox"/> Edit	<input type="button" value="Delete"/>
6	Status	Closed	<input checked="" type="checkbox"/> Edit	<input type="button" value="Delete"/>
7	Status	Unassigned	<input checked="" type="checkbox"/> Edit	<input type="button" value="Delete"/>
8	Status	Info	<input checked="" type="checkbox"/> Edit	<input type="button" value="Delete"/>
9	Status	Syifa test	<input checked="" type="checkbox"/> Edit	<input type="button" value="Delete"/>

Untuk Menyunting Data:

1. Klik “**EDIT**” pada data yang akan disunting.

*To Edit Data :*

1. Click “**EDIT**” on the data to be edited.

Not secure | 103.41.205.42/nex-erp/production/?page=Data-Ticket-Status&id=411

The screenshot shows the NEX ERP interface. On the left, there's a sidebar with a user profile picture and the text "Welcome, Dewi". Below it, under "ADMIN HELPDESK NEX-HO", are categories: Master Data, Helpdesk External, Helpdesk Internal, Change Management, and Helpdesk Report. The main content area is titled "Product Price" and has a sub-section "Tambah Data Baru". It contains two input fields: "Group \*" with "Status" selected and "Name \*" with "Syifa test". At the bottom are "Batal" and "Submit" buttons. The status bar at the bottom right shows "22:26 12/04/2021".

2. Pada halaman selanjutnya, ubah data yang ingin di sunting lalu klik tombol "SUBMIT".

2. On the next page, Edit the data and click "**SUBMIT**".

#### 1.4. Menghapus Data/ Delete Data.

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The screenshot shows the "DATA STATUS" page. The sidebar on the left lists categories: Ticket Status, Ticket Category, Ticket Sub-Category, Ticket Priority, Ticket Created From, Ticket Assign To, Helpdesk External, Helpdesk Internal, Change Management, and Helpdesk Report. The main content area is titled "DATA STATUS" and shows a table of "Data". The columns are No, Status Group, Status Name, Edit, and Delete. There are 9 entries in the table. The "Delete" column for all entries is highlighted with a red border. The status names are: Open, In Progress, Pending, Overdue, Solved, Closed, Unassigned, Info, and Syifa test. The status bar at the bottom right shows "22:31 12/04/2021".

No	Status Group	Status Name	Edit	Delete
1	Status	Open	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
2	Status	In Progress	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
3	Status	Pending	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
4	Status	Overdue	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
5	Status	Solved	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
6	Status	Closed	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
7	Status	Unassigned	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
8	Status	Info	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
9	Status	Syifa test	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete

Untuk Menghapus Data:

1. Klik “**DELETE**” pada data yang akan dihapus.
2. Lalu klik “**OK**”.

#### Catatan:

- ⊕ Tombol **Copy** digunakan untuk menyalin data pada halaman.
- ⊕ Tombol **CSV** digunakan untuk mendownload data dalam bentuk file Excel.
- ⊕ Tombol **Print** digunakan untuk mencetak data pada halaman.
- ⊕ Tombol **Column Visibility** digunakan untuk menampilkan pilihan data dari tabel data.

*To Delete Data :*

1. Click “**DELETE**” on the data to be deleted.
2. Next, Click “**OK**”.

#### Notes:

- ⊕ **Copy** button used to copy data on the page.
- ⊕ **CSV** button used to download the data as an excel file.
- ⊕ **Print** button used to print the data on the page.
- ⊕ **Column Visibility** used to display data selection from data table.

## 2. TICKET CATEGORY / DATA CATEGORY

Menu “**Ticket Category**” digunakan untuk mengkategorikan tiket yang akan digunakan pada input ticket helpdesk.

The “**Ticket Category**” menu is used to categorize the tickets that will be used in the helpdesk ticket input.

### 2.1 Melihat Menu Ticket Category (Kategori Data) / View Ticket Category (Data Category) Menu.

No	Category Type	Category Name	Edit	Delete
1	Category-4	Billing	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
2	Category-3	Admin	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
3	Category-2	IT	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
4	Category-1	Monitoring	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

Untuk melihat menu Ticket Category / Kategori Data:

1. Login ke aplikasi NEX ERP.
2. Klik “**MASTER DATA**” di daftar menu sebelah kiri.
3. Klik “**TICKET CATEGORY**” pada pilihan menu dropdown master data.

*To view Ticket Category/ Data Category menu :*

1. *Login to NEX ERP application.*
2. *Click “**MASTER DATA**” on the menu list over left.*
3. *Click “**TICKET CATEGORY**” on the master data dropdown menu options.*

## 2.2 Menambah Data Baru / Add New Data.

The screenshot shows the NEX ERP interface. On the left, there's a sidebar with 'Master Data' selected. Under 'Master Data', 'Ticket Category' is highlighted with a yellow box. The main content area is titled 'DATA CATEGORY' and contains a table with four entries. A blue button labeled 'Add New Data' is located in the top right corner of the table area, and it is also highlighted with a red box. The table has columns for No, Category Type, Category Name, Edit, and Delete. The entries are: 1. Category-4, Billing; 2. Category-3, Admin; 3. Category-2, IT; 4. Category-1, Monitoring. At the bottom of the table, there are buttons for Copy, CSV, Print, and Column visibility, along with Previous and Next navigation buttons.

Untuk Menambah Data Baru:

1. Klik tombol “**ADD NEW DATA**” di bagian kanan atas pada halaman menu Data Category.

*To Add New Data :*

1. *Click “**ADD NEW DATA**” button on the right top of Data Category menu page.*

Welcome, Dewi

ADMIN HELPDESK NEX-HO

- Master Data
- Helpdesk External
- Helpdesk Internal
- Change Management
- Helpdesk Report

Data Category

Add New Data

ID *	Name *
<input type="text"/>	<input type="text"/>

Submit

2. Pada halaman selanjutnya, Isi seluruh kolom lalu klik tombol “**SUBMIT**”.

2. *On the next page, Fill in all the fields and click “**SUBMIT**”.*

### 2.3 Menyunting Data / *Edit Data*.

Welcome, Dewi

ADMIN HELPDESK NEX-HO

- Master Data
- Ticket Status
- Ticket Category**
- Ticket Sub-Category
- Ticket Priority
- Ticket Created From
- Ticket Assign To
- Helpdesk External
- Helpdesk Internal
- Change Management
- Helpdesk Report

DATA CATEGORY

Data

No	Category Type	Category Name	Edit	Delete
1	abc	Syifa test	<input checked="" type="checkbox"/> Edit	<input type="checkbox"/> Delete
2	Category-4	Billing	<input checked="" type="checkbox"/> Edit	<input type="checkbox"/> Delete
3	Category-3	Admin	<input checked="" type="checkbox"/> Edit	<input type="checkbox"/> Delete
4	Category-2	IT	<input checked="" type="checkbox"/> Edit	<input type="checkbox"/> Delete
5	Category-1	Monitoring	<input checked="" type="checkbox"/> Edit	<input type="checkbox"/> Delete

Showing 1 to 5 of 5 entries

Previous | Next

Copy CSV Print Column visibility

Untuk Menyunting Data:

1. Klik “**EDIT**” pada data yang akan disunting.

*To Edit Data :*

1. *Click “**EDIT**” on the data to be edited.*

**DATA CATEGORY**

Edit Data Category

ID \*  Name \*

Submit

2. Pada halaman selanjutnya, ubah data yang ingin di sunting lalu klik tombol “SUBMIT”.

2. On the next page, Edit the data and click “**SUBMIT**”.

## 2.4 Menghapus Data/ Delete Data.

**DATA CATEGORY**

Data

No	Category Type	Category Name	Edit	Delete
1	abc	Syifa test	<input checked="" type="checkbox"/> Edit	<input checked="" type="checkbox"/> Delete
2	Category-4	Billing	<input checked="" type="checkbox"/> Edit	<input checked="" type="checkbox"/> Delete
3	Category-3	Admin	<input checked="" type="checkbox"/> Edit	<input checked="" type="checkbox"/> Delete
4	Category-2	IT	<input checked="" type="checkbox"/> Edit	<input checked="" type="checkbox"/> Delete
5	Category-1	Monitoring	<input checked="" type="checkbox"/> Edit	<input checked="" type="checkbox"/> Delete

Untuk Menghapus Data:

1. Klik “**DELETE**” pada data yang akan dihapus.
2. Lalu klik “**OK**”.

*To Delete Data :*

1. Click “**DELETE**” on the data to be deleted.
2. Next, Click “**OK**”.

**Catatan:**

- ✚ Tombol **Copy** digunakan untuk menyalin data pada halaman.
- ✚ Tombol **CSV** digunakan untuk mendownload data dalam bentuk file Excel.
- ✚ Tombol **Print** digunakan untuk mencetak data pada halaman.
- ✚ Tombol **Column Visibility** digunakan untuk menampilkan pilihan data dari tabel data.

**Notes:**

- ✚ **Copy** button used to copy data on the page.
- ✚ **CSV** button used to download the data as an excel file.
- ✚ **Print** button used to print the data on the page.
- ✚ **Column Visibility** used to display data selection from data table.

### 3. TICKET SUB-CATEGORY / DATA SUB-CATEGORY

Menu “Ticket Sub-Category” mengacu pada data Sub-kategori dari menu “Ticket Category” dan akan digunakan pada input tiket helpdesk.

Menu “Ticket Sub-Category” refers to Sub-category data from the “Ticket Category” menu and will be used in the helpdesk ticket input.

#### 3.1 Melihat Menu Ticket Sub-Category (Sub-Kategori Data) / View Ticket Sub-Category (Data Sub-Category) Menu.

No	Category Type	Sub-Category Name	Edit	Delete
1	Category-4	Reminder	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
2	Category-3	Sub-Admin	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
3	Category-1	Monitoring Data	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
4	Category-2	Cetak Log Data	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
5	Category-2	Data Error	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
6	Category-2	Jaringan Error	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete

Untuk melihat menu Ticket Sub-Category / Sub-Kategori Data:

1. Login ke aplikasi NEX ERP.
2. Klik “**MASTER DATA**” di daftar menu sebelah kiri.
3. Klik “**TICKET SUB-CATEGORY**” pada pilihan menu dropdown master data.

*To view Ticket Sub-Category/ Data Sub-Category menu :*

1. *Login to NEX ERP application.*
2. *Click “**MASTER DATA**” on the menu list over left.*
3. *Click “**TICKET SUB-CATEGORY**” on the master data dropdown menu options.*

### 3.2 Menambah Data Baru / Add New Data.

**DATA SUB-CATEGORY**

**Data**

No	Category Type	Sub-Category Name	Edit	Delete
1	Category-4	Reminder	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
2	Category-3	Sub-Admin	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
3	Category-1	Monitoring Data	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
4	Category-2	Cetak Log Data	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
5	Category-2	Data Error	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
6	Category-2	Jaringan Error	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete

Showing 1 to 6 of 6 entries

**Add New Data**

Untuk Menambah Data Baru:

1. Klik tombol “ADD NEW DATA” di bagian kanan atas pada halaman menu Data Sub-Category.

*To Add New Data :*

1. Click “ADD NEW DATA” button on the right top of Data Sub-Category menu page.

**Data Sub-Category**

**Add New Data**

Category *	Sub-Category *
Monitoring	<input type="text"/>

Submit

2. Pada halaman selanjutnya, Isi seluruh kolom lalu klik tombol “SUBMIT”.

2. On the next page, Fill in all the fields and click “SUBMIT”.

### 3.3 Menyunting Data / Edit Data.

The screenshot shows the 'DATA SUB-CATEGORY' page in the NEX ERP system. On the left, there's a sidebar with 'Master Data' selected. The main area displays a table with columns: No, Category Type, Sub-Category Name, Edit, and Delete. The 'Edit' column is highlighted with a red border. The table contains 7 entries. At the bottom, there are buttons for Copy, CSV, Print, and Column visibility.

No	Category Type	Sub-Category Name	Edit	Delete
1	Category-1	Syifa test	<input checked="" type="checkbox"/> Edit	<input type="checkbox"/> Delete
2	Category-4	Reminder	<input checked="" type="checkbox"/> Edit	<input type="checkbox"/> Delete
3	Category-3	Sub-Admin	<input checked="" type="checkbox"/> Edit	<input type="checkbox"/> Delete
4	Category-1	Monitoring Data	<input checked="" type="checkbox"/> Edit	<input type="checkbox"/> Delete
5	Category-2	Cetak Log Data	<input checked="" type="checkbox"/> Edit	<input type="checkbox"/> Delete
6	Category-2	Data Error	<input checked="" type="checkbox"/> Edit	<input type="checkbox"/> Delete
7	Category-2	Jaringan Eror	<input checked="" type="checkbox"/> Edit	<input type="checkbox"/> Delete

Untuk Menyunting Data:

1. Klik “EDIT” pada data yang akan disunting.

To Edit Data :

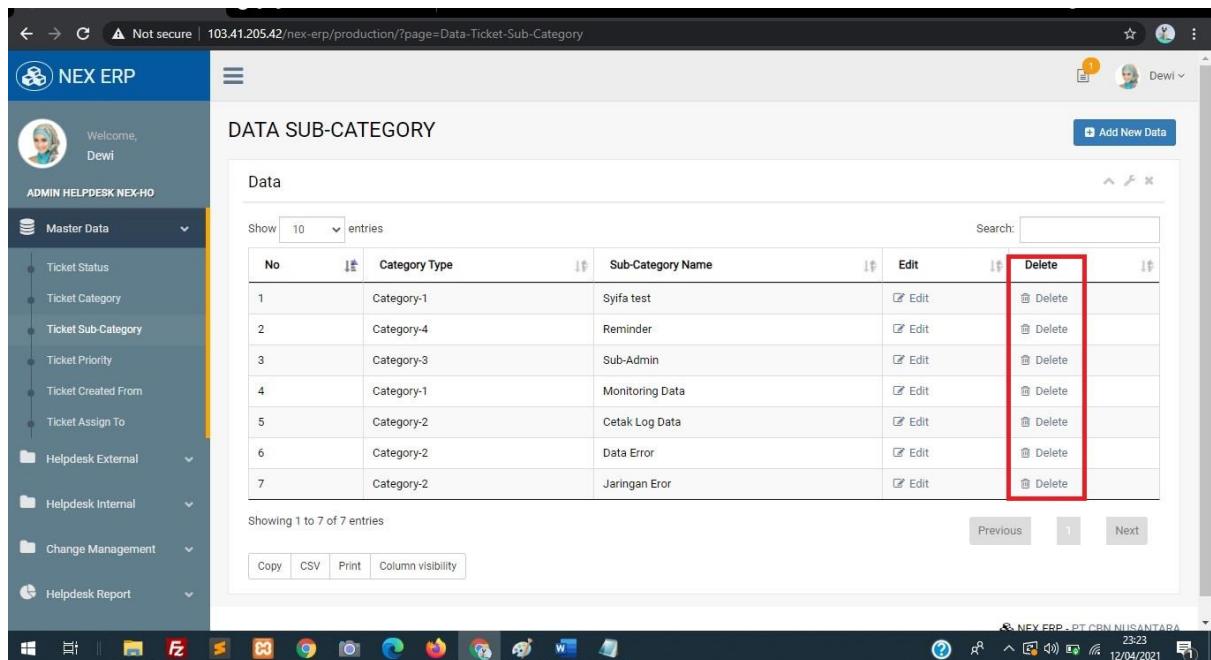
1. Click “EDIT” on the data to be edited.

The screenshot shows the 'Edit Data Category' page in the NEX ERP system. The sidebar shows 'Master Data' is selected. The main area has a form titled 'Edit Data Category' with two input fields: 'Category \*' containing 'Monitoring' and 'Sub-Category \*' containing 'Syifa test'. There is a 'Submit' button at the bottom right.

2. Pada halaman selanjutnya, ubah data yang ingin di sunting lalu klik tombol “SUBMIT”.

2. On the next page, Edit the data and click “SUBMIT”.

### 3.4 Menghapus Data/ Delete Data.



The screenshot shows the NEX ERP application interface. On the left, there is a sidebar with a user profile picture and the text "Welcome, Dewi". Below this, under "ADMIN HELPDESK NEX-HO", are several menu items: Master Data, Ticket Status, Ticket Category, Ticket Sub-Category (which is currently selected), Ticket Priority, Ticket Created From, Ticket Assign To, Helpdesk External, Helpdesk Internal, Change Management, and Helpdesk Report. The main content area is titled "DATA SUB-CATEGORY" and contains a table with the following data:

No	Category Type	Sub-Category Name	Edit	Delete
1	Category-1	Syifa test	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
2	Category-4	Reminder	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
3	Category-3	Sub-Admin	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
4	Category-1	Monitoring Data	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
5	Category-2	Cetak Log Data	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
6	Category-2	Data Error	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
7	Category-2	Jaringan Eror	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete

At the bottom of the table, it says "Showing 1 to 7 of 7 entries". Below the table are buttons for Copy, CSV, Print, and Column visibility. The status bar at the bottom right shows "NEX ERP - PT CRNI NUSANTARA", "23:23", "12/04/2021", and a battery icon.

Untuk Menghapus Data:

1. Klik “**DELETE**” pada data yang akan dihapus.
2. Lalu klik “**OK**”.

*To Delete Data :*

1. Click “**DELETE**” on the data to be deleted.
2. Next, Click “**OK**”.

#### Catatan:

- ⊕ Tombol **Copy** digunakan untuk menyalin data pada halaman.
- ⊕ Tombol **CSV** digunakan untuk mendownload data dalam bentuk file Excel.
- ⊕ Tombol **Print** digunakan untuk mencetak data pada halaman.
- ⊕ Tombol **Column Visibility** digunakan untuk menampilkan pilihan data dari tabel data.

#### Notes:

- ⊕ **Copy** button used to copy data on the page.
- ⊕ **CSV** button used to download the data as an excel file.
- ⊕ **Print** button used to print the data on the page.
- ⊕ **Column Visibility** used to display data selection from data table.

## 4. TICKET PRIORITY / DATA PRIORITY

Menu "Ticket Priority" digunakan untuk menetukan prioritas tiket yang akan digunakan pada input ticket helpdesk.

The "Ticket Priority" menu is used to determine the priority of tickets that will be used in the ticket helpdesk input.

### 4.1 Melihat Menu Ticket Priority (Data Priority) / View Ticket Priority (Data Priority) Menu.

No	Priority Name	Edit	Delete
1	Medium	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
2	Low	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
3	High	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete

Untuk melihat menu Ticket Priority / Data Priority:

1. Login ke aplikasi NEX ERP.
2. Klik “MASTER DATA” di daftar menu sebelah kiri.
3. Klik “TICKET PRIORITY” pada pilihan menu dropdown master data.

To view Ticket Priority/ Data Priority menu :

1. Login to NEX ERP application.
2. Click “MASTER DATA” on the menu list over left.
3. Click “TICKET PRIORITY” on the master data dropdown menu options.

### 4.2 Menambah Data Baru / Add New Data.

The screenshot shows the 'DATA Priority' page in the NEX ERP system. On the left, there's a sidebar with 'Master Data' selected. The main area displays a table with columns: No, Priority Name, Edit, and Delete. The table contains three rows: 1 (Medium), 2 (Low), and 3 (High). At the top right of the table area, there's a blue button labeled 'Add New Data' with a red box drawn around it. Below the table, there are buttons for Copy, CSV, Print, and Column visibility.

Untuk Menambah Data Baru:

1. Klik tombol “ADD NEW DATA” di bagian kanan atas pada halaman menu Data Priority.

*To Add New Data :*

1. Click “ADD NEW DATA” button on the right top of Data Priority menu page.

The screenshot shows the 'Data Status' page with a sub-menu 'Add New Data'. On the left, there's a sidebar with 'Master Data' selected. The main area has two input fields: 'Group \*' (Priority) and 'Name \*'. To the right of these fields are two buttons: 'Batal' (Cancel) and 'Submit' (highlighted with a red box). The status bar at the bottom shows the date and time as 12/04/2021 23:39.

2. Pada halaman selanjutnya, Isi seluruh kolom lalu klik tombol “SUBMIT”.

2. On the next page, Fill in all the fields and click “SUBMIT”.

#### 4.3 Menyunting Data / Edit Data.

The screenshot shows the 'DATA Priority' list page in the NEX ERP application. On the left, there is a sidebar with 'Master Data' selected. The main area displays a table with three rows: No. 1 (Priority Name: Medium), No. 2 (Priority Name: Low), and No. 3 (Priority Name: High). Each row has an 'Edit' button in the 'Edit' column, which is highlighted with a red box. There are also 'Delete' buttons in the same column. At the bottom of the table, there are buttons for 'Copy', 'CSV', 'Print', and 'Column visibility'. The status bar at the bottom right shows the date and time as 12/04/2021 23:42.

Untuk Menyunting Data:

1. Klik “EDIT” pada data yang akan disunting.

*To Edit Data :*

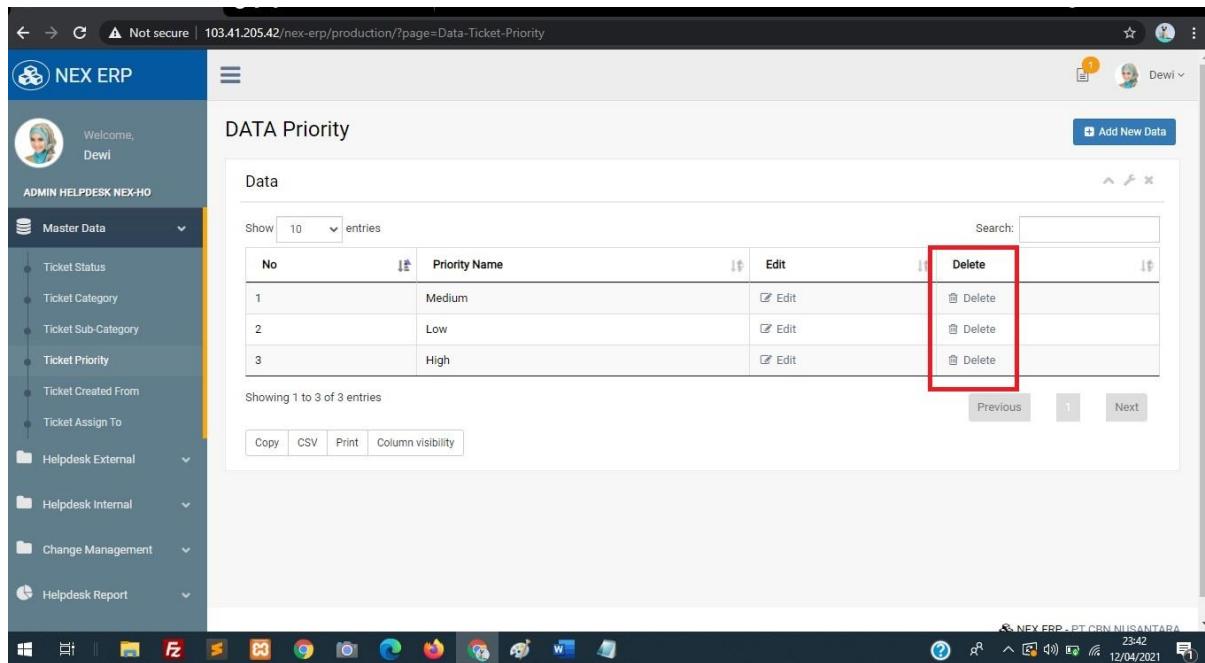
1. Click “EDIT” on the data to be edited.

The screenshot shows the 'Product Price' edit page in the NEX ERP application. On the left, there is a sidebar with 'Master Data' selected. The main area has a form titled 'Tambah Data Baru' (Add New Data). It contains two input fields: 'Group \*' (Priority) and 'Name \*' (Medium). Below the inputs are 'Batal' (Cancel) and 'Submit' buttons. The status bar at the bottom right shows the date and time as 12/04/2021 23:45.

2. Pada halaman selanjutnya, ubah data yang ingin di sunting lalu klik tombol “SUBMIT”.

2. On the next page, Edit the data and click “SUBMIT”.

#### 4.4 Menghapus Data/ Delete Data.



The screenshot shows the 'DATA Priority' page in the NEX ERP system. On the left, there's a sidebar with 'Master Data' selected, showing sub-options like Ticket Status, Ticket Category, etc. The main area displays a table titled 'Data' with three entries: No. 1 (Medium), No. 2 (Low), and No. 3 (High). Each entry has 'Edit' and 'Delete' buttons. A red box highlights the 'Delete' column. Below the table, it says 'Showing 1 to 3 of 3 entries' and includes buttons for Copy, CSV, Print, and Column visibility.

Untuk Menghapus Data:

1. Klik “**DELETE**” pada data yang akan dihapus.
2. Lalu klik “**OK**”.

##### Catatan:

- ⊕ Tombol **Copy** digunakan untuk menyalin data pada halaman.
- ⊕ Tombol **CSV** digunakan untuk mendownload data dalam bentuk file Excel.
- ⊕ Tombol **Print** digunakan untuk mencetak data pada halaman.
- ⊕ Tombol **Column Visibility** digunakan untuk menampilkan pilihan data dari tabel data.

*To Delete Data :*

1. Click “**DELETE**” on the data to be deleted.
2. Next, Click “**OK**”.

##### Notes:

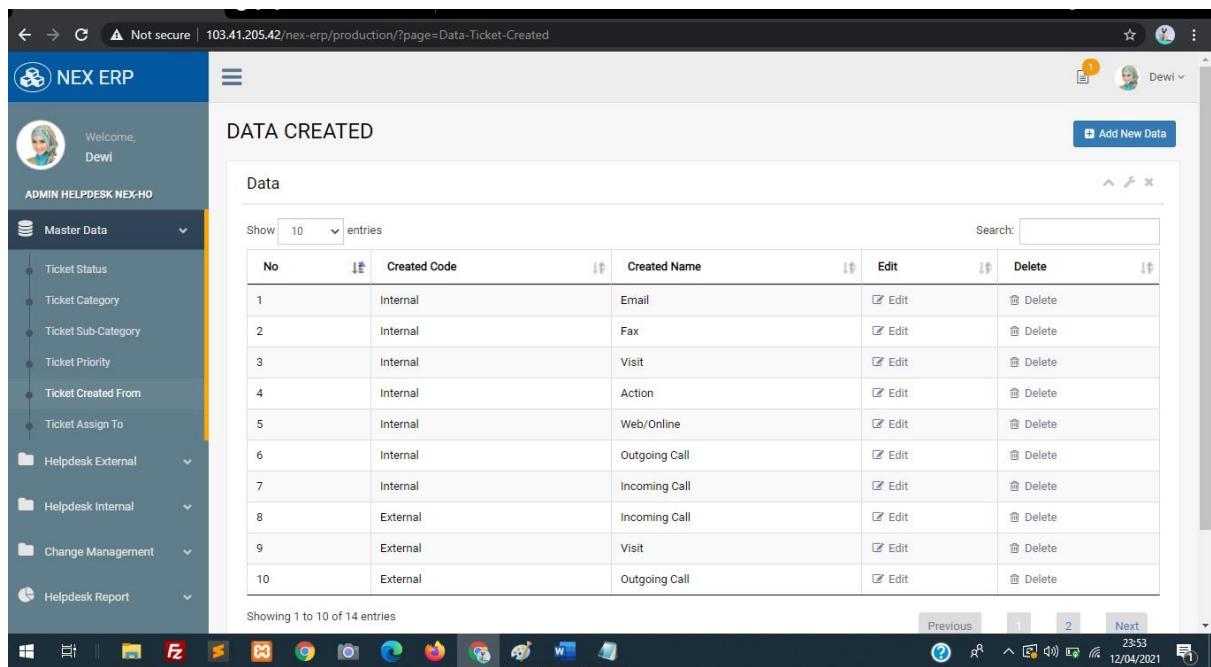
- ⊕ **Copy** button used to copy data on the page.
- ⊕ **CSV** button used to download the data as an excel file.
- ⊕ **Print** button used to print the data on the page.
- ⊕ **Column Visibility** used to display data selection from data table.

### 5. TICKET CREATED FROM / DATA CREATED

Menu “Ticket Created From” digunakan untuk menentukan siapa pembuat tiket. Baik untuk tiket eksternal maupun tiket internal.

*The “Ticket Created From” menu is used to determine the ticket creator. Both for external ticket and internal ticket.*

## 5.1 Melihat Menu Ticket Created From (Data Created) / View Ticket Created From (Data Created) Menu.



No	Created Code	Created Name	Edit	Delete
1	Internal	Email	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
2	Internal	Fax	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
3	Internal	Visit	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
4	Internal	Action	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
5	Internal	Web/Online	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
6	Internal	Outgoing Call	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
7	Internal	Incoming Call	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
8	External	Incoming Call	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
9	External	Visit	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
10	External	Outgoing Call	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete

Untuk melihat menu Ticket Created From / Data Created:

1. Login ke aplikasi NEX ERP.
2. Klik “MASTER DATA” di daftar menu sebelah kiri.
3. Klik “TICKET CREATED FROM” pada pilihan menu dropdown master data.

To view Ticket Created From/ Data Created menu :

1. Login to NEX ERP application.
2. Click “MASTER DATA” on the menu list over left.
3. Click “TICKET CREATED FROM” on the master data dropdown menu options.

## 5.2 Menambah Data Baru / Add New Data.

**NEX ERP**

Welcome, Dewi

DATA CREATED

Add New Data

No	Created Code	Created Name	Edit	Delete
1	Internal	Email	<input type="checkbox"/>	<input type="checkbox"/>
2	Internal	Fax	<input type="checkbox"/>	<input type="checkbox"/>
3	Internal	Visit	<input type="checkbox"/>	<input type="checkbox"/>
4	Internal	Action	<input type="checkbox"/>	<input type="checkbox"/>
5	Internal	Web/Online	<input type="checkbox"/>	<input type="checkbox"/>
6	Internal	Outgoing Call	<input type="checkbox"/>	<input type="checkbox"/>
7	Internal	Incoming Call	<input type="checkbox"/>	<input type="checkbox"/>
8	External	Incoming Call	<input type="checkbox"/>	<input type="checkbox"/>
9	External	Visit	<input type="checkbox"/>	<input type="checkbox"/>
10	External	Outgoing Call	<input type="checkbox"/>	<input type="checkbox"/>

Showing 1 to 10 of 14 entries

Untuk Menambah Data Baru:

1. Klik tombol “ADD NEW DATA” di bagian kanan atas pada halaman menu Data Created.

To Add New Data :

1. Click “ADD NEW DATA” button on the right top of Data Created menu page.

**NEX ERP**

Welcome, Dewi

Data Created

Add New Data

Group \*      Code \*      Name \*

Created      Internal        
 Submit

2. Pada halaman selanjutnya, Isi seluruh kolom lalu klik tombol “SUBMIT”.

2. On the next page, Fill in all the fields and click “SUBMIT”.

### 5.3 Menyunting Data / Edit Data.

The screenshot shows a web-based application interface for 'NEX ERP'. On the left, there's a sidebar with a user profile ('Welcome, Dewi') and a navigation menu under 'ADMIN HELPDESK NEX-HD' including 'Master Data', 'Ticket Status', 'Ticket Category', 'Ticket Sub-Category', 'Ticket Priority', 'Ticket Created From', 'Ticket Assign To', 'Helpdesk External', 'Helpdesk Internal', 'Change Management', and 'Helpdesk Report'. The main content area is titled 'DATA CREATED' and displays a table of 10 entries. The columns are 'No', 'Created Code', 'Created Name', 'Edit', and 'Delete'. The 'Edit' and 'Delete' columns are highlighted with a red border. The table rows show various ticket types like 'Internal', 'External', 'Email', 'Fax', etc. At the bottom, there are navigation links for 'Previous', '1', '2', 'Next', and a date/time stamp '13/04/2021 00:05'.

Untuk Menyunting Data:

1. Klik “EDIT” pada data yang akan disunting.

*To Edit Data :*

1. Click “EDIT” on the data to be edited.

The screenshot shows a 'Tambah Data Baru' (Add New Data) form for 'Product Price'. The left sidebar is identical to the previous screenshot. The main form has a title 'Product Price' and a sub-section 'Tambah Data Baru'. It contains two input fields: 'Group \*' (set to 'Created') and 'Name \*' (set to 'Email'). Below the fields are 'Batal' (Cancel) and 'Submit' buttons. The status bar at the bottom right shows 'NEX ERP - PT CRN NUSANTARA' and the date '13/04/2021 00:07'.

2. Pada halaman selanjutnya, ubah data yang ingin di sunting lalu klik tombol “SUBMIT”.

2. On the next page, Edit the data and click “SUBMIT”.

## 5.4 Menghapus Data/ Delete Data.

The screenshot shows a web-based application interface for 'NEX ERP'. On the left, there's a sidebar with a user profile for 'Dewi' and a navigation menu under 'ADMIN HELPDESK NEX-HO' containing items like 'Ticket Status', 'Ticket Category', 'Ticket Sub-Category', 'Ticket Priority', 'Ticket Created From', 'Ticket Assign To', 'Helpdesk External', 'Helpdesk Internal', 'Change Management', and 'Helpdesk Report'. The main content area is titled 'DATA CREATED' and contains a table with 10 rows of data. Each row has columns for 'No', 'Created Code', 'Created Name', 'Edit', and 'Delete'. The 'Delete' column is highlighted with a red box around all ten entries. The table also includes a search bar at the top right and pagination at the bottom.

No	Created Code	Created Name	Edit	Delete
1	Internal	Email	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
2	Internal	Fax	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
3	Internal	Visit	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
4	Internal	Action	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
5	Internal	Web/Online	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
6	Internal	Outgoing Call	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
7	Internal	Incoming Call	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
8	External	Incoming Call	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
9	External	Visit	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
10	External	Outgoing Call	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete

Untuk Menghapus Data:

1. Klik “DELETE” pada data yang akan dihapus.
2. Lalu klik “OK”.

To Delete Data :

1. Click “DELETE” on the data to be deleted.
2. Next, Click “OK”.

### Catatan:

- ⊕ Tombol **Copy** digunakan untuk menyalin data pada halaman.
- ⊕ Tombol **CSV** digunakan untuk mendownload data dalam bentuk file Excel.
- ⊕ Tombol **Print** digunakan untuk mencetak data pada halaman.
- ⊕ Tombol **Column Visibility** digunakan untuk menampilkan pilihan data dari tabel data.

### Notes:

- ⊕ **Copy** button used to copy data on the page.
- ⊕ **CSV** button used to download the data as an excel file.
- ⊕ **Print** button used to print the data on the page.
- ⊕ **Column Visibility** used to display data selection from data table.

## 6. TICKET ASSIGN TO / DATA ASSIGN TO

Menu "Ticket Assign To" digunakan untuk menentukan penugasan (Assign) saat pembuatan tiket external dan internal.

The "Ticket Assign To" menu is used to determine the assignment (Assign) when making external and internal ticket.

### 6.1 Melihat Menu Ticket Assign To (Data Assign To) / View Ticket Assign To (Data Assign To) Menu.

No	Name	Email
1	Accounting	
2	Anandita	rizhens@gmail.com
3	Arif	arif.zainuddin@nexdatacenter.com
4	Board of Management	
5	Customer Care Representative	
6	Datacenter Infrastruktur	
7	Developer	rizhens@gmail.com
8	Dewi	coba34483@gmail.com
9	Dewi	rizhens@gmail.com
10	Dewi	rizhens@gmail.com

Untuk melihat menu Ticket Assign To / Data Assign To:

1. Login ke aplikasi NEX ERP.
2. Klik "**MASTER DATA**" di daftar menu sebelah kiri.
3. Klik "**TICKET ASSIGN TO**" pada pilihan menu dropdown master data.

To view Ticket Assign To/ Data Assign To menu :

1. Login to NEX ERP application.
2. Click "**MASTER DATA**" on the menu list over left.
3. Click "**TICKET ASSIGN TO**" on the master data dropdown menu options.

#### Catatan:

- Tombol **Copy** digunakan untuk menyalin data pada halaman.
- Tombol **CSV** digunakan untuk mendownload data dalam bentuk file Excel.
- Tombol **Print** digunakan untuk mencetak data pada halaman.
- Tombol **Column Visibility** digunakan untuk menampilkan pilihan data dari tabel data.

#### Notes:

- **Copy** button used to copy data on the page.
- **CSV** button used to download the data as an excel file.
- **Print** button used to print the data on the page.
- **Column Visibility** used to display data selection from data table.

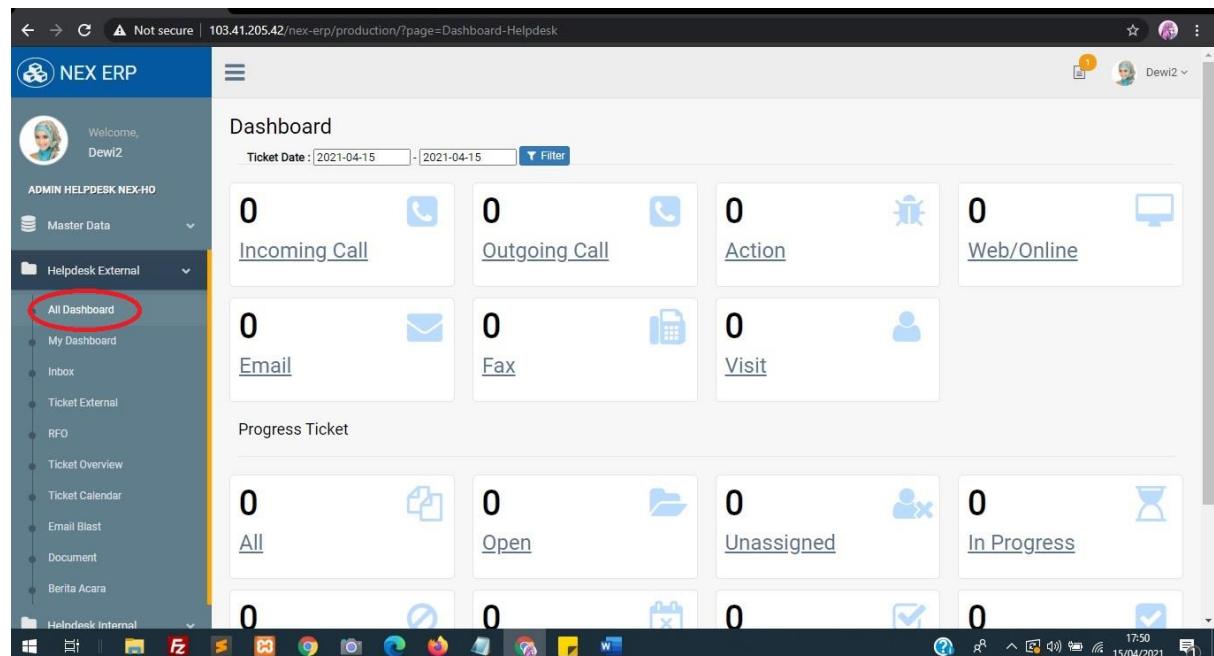
## HELPDESK EXTERNAL

### 1. ALL DASHBOARD

Menu "All Dashboard" berisi informasi mengenai jumlah seluruh tiket external berdasarkan sumber pembuatannya dan perkembangan tiket.

The "All Dashboard" menu contains information about the total of external ticket based on created from and the ticket progress.

#### 1.1 Melihat Menu All Dashboard / View All Dashboard Menu.



Untuk melihat menu All Dashboard:

1. Login ke aplikasi NEX ERP.
2. Klik “**HELPDESK EXTERNAL**” di daftar menu sebelah kiri.
3. Klik “**ALL DASHBOARD**” pada pilihan menu dropdown helpdesk external.

*To view All Dashboard menu :*

1. *Login to NEX ERP application.*
2. *Click “**HELPDESK EXTERNAL**” on the menu list over left.*
3. *Click “**ALL DASHBOARD**” on the helpdesk external dropdown menu options.*

## 2. MY DASHBOARD

Menu “**My Dashboard**” berisi informasi mengenai jumlah tiket external dari user berdasarkan user loginnya.

*The “**My Dashboard**” menu contains information about the number of external ticket from user based on their user login.*

### 2.1 Melihat Menu My Dashboard / View My Dashboard Menu.

The screenshot shows the NEX ERP Helpdesk External dashboard. On the left, there is a sidebar with a navigation menu. The 'Helpdesk External' section is expanded, and 'My Dashboard' is highlighted with a red oval. The main area displays a grid of six boxes representing ticket status counts: 'All' (0), 'Open' (0), 'In Progress' (0), 'Pending' (0), 'Overdue' (0), and 'Solved' (0). Above the grid, there is a date range filter set to '2021-04-15' to '2021-04-15'. The top right corner shows a user profile for 'Dewi2'.

Untuk melihat menu My Dashboard:

1. Login ke aplikasi NEX ERP.
2. Klik “**HELPDESK EXTERNAL**” di daftar menu sebelah kiri.
3. Klik “**MY DASHBOARD**” pada pilihan menu dropdown helpdesk external.

*To view My Dashboard menu :*

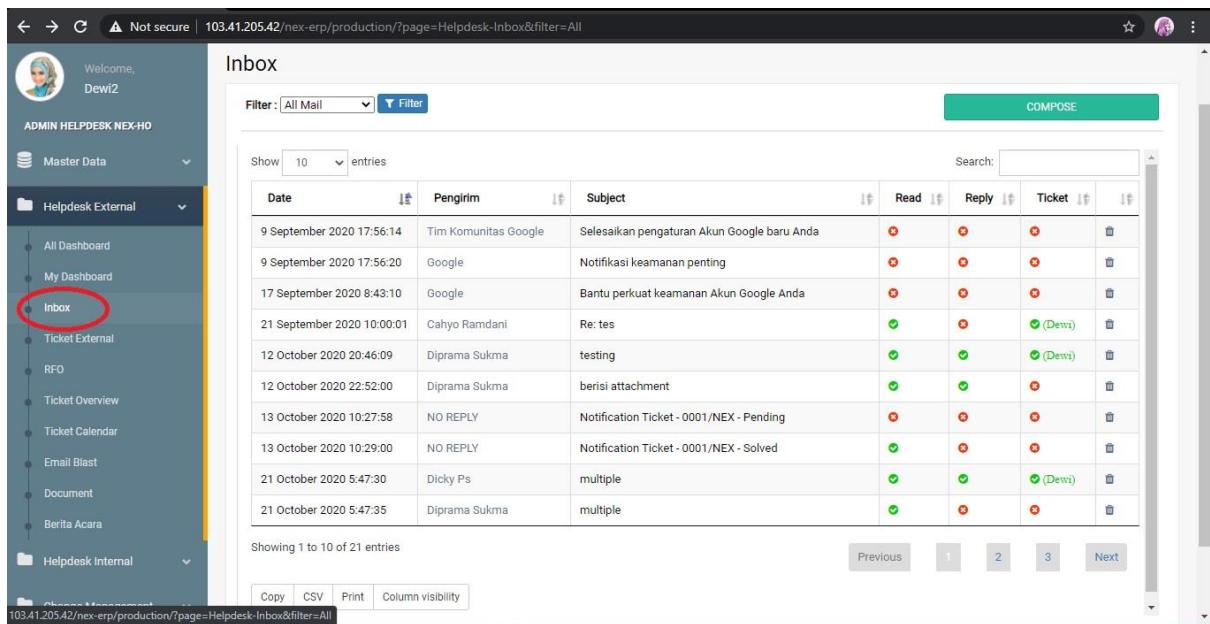
1. *Login to NEX ERP application.*
2. *Click “**HELPDESK EXTERNAL**” on the menu list over left.*
3. *Click “**MY DASHBOARD**” on the helpdesk external dropdown menu options.*

### 3. INBOX

Menu "INBOX" berisi informasi tentang permintaan tiket yang bersumber dari email. pada menu ini pengguna juga dapat mengirim email, membalas email, dan membuat tiket.

The "INBOX" menu contains information about ticket requests by email. In this menu also, users be able to send email, reply email and create ticket.

#### 3.1 Melihat Menu INBOX / View INBOX Menu.



The screenshot shows the NEX ERP application interface. On the left, there is a sidebar with various menu items under 'ADMIN HELPDESK NEX-HO'. The 'Helpdesk External' section is expanded, and 'Inbox' is highlighted with a red circle. The main content area is titled 'Inbox' and displays a table of emails. The table has columns for Date, Pengirim (Sender), Subject, Read, Reply, and Ticket. There are 21 entries listed, showing various notifications and messages from different senders like Tim Komunitas Google, Google, Cahyo Ramdani, Diprama Sukma, and Dicky Ps. At the bottom of the table, it says 'Showing 1 to 10 of 21 entries' and has buttons for Previous, Next, Copy, CSV, Print, and Column visibility.

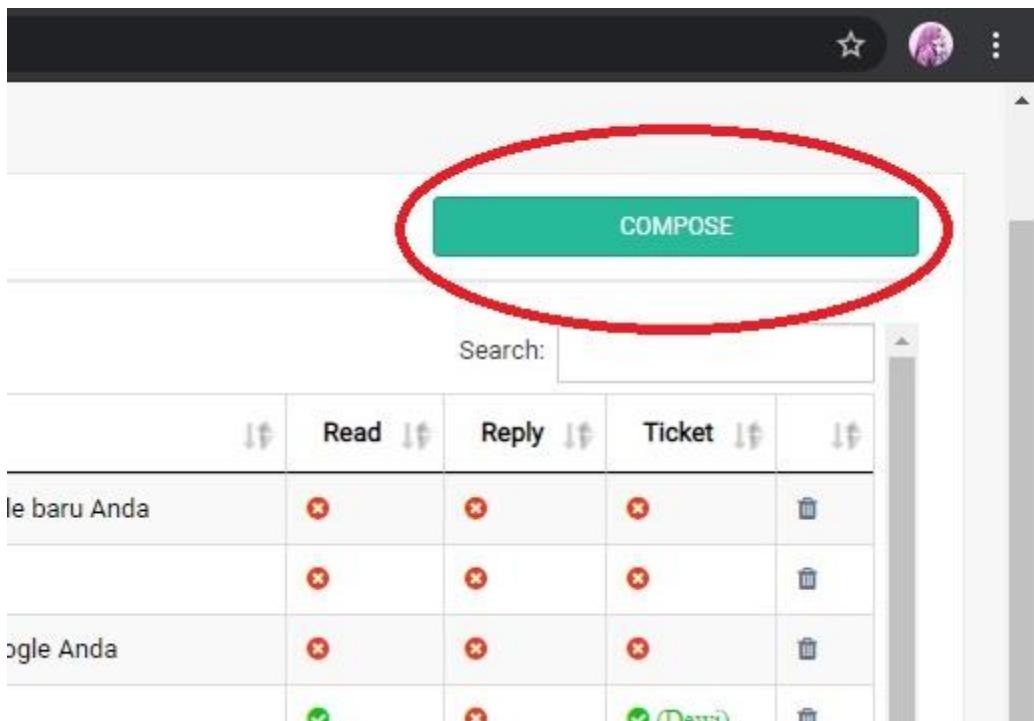
Untuk melihat menu INBOX:

1. Login ke aplikasi NEX ERP.
2. Klik "**HELPDESK EXTERNAL**" di daftar menu sebelah kiri.
3. Klik "**INBOX**" pada pilihan menu dropdown helpdesk external.

To view INBOX menu :

1. Login to NEX ERP application.
2. Click "**HELPDESK EXTERNAL**" on the menu list over left.
3. Click "**INBOX**" on the helpdesk external dropdown menu options.

#### 3.2 Mengirim Email/ Send Email



Untuk mengirim email:

1. Klik tombol “COMPOSE” pada halaman utama menu INBOX.

*To send email :*

1. Click “COMPOSE” button on the main page of INBOX menu.

The screenshot shows the 'Compose Email' page. On the left is a sidebar with navigation links: 'Master Data', 'Helpdesk External', 'Helpdesk Internal', 'Change Management', and 'Helpdesk Report'. The main area has fields for 'Email Penerima:' (Recipient), 'Subjek:' (Subject), and a rich text editor for 'Pesan:' (Message). Below the message editor is a toolbar with icons for file operations. At the bottom, there is an 'Attachment:' field with a 'Choose File' button and a 'Kirim' (Send) button. The 'Kirim' button is highlighted with a red oval.

2. Pada halaman selanjutnya, pengguna dapat membuat email yang dibutuhkan, lalu klik tombol “KIRIM” untuk mengirim email.

2. On the next page, users be able to compose the required email, then click the “KIRIM” button to send email.

### 3.3 Membalas Email/ Reply Email

Date	Pengirim	Subject
9 September 2020 17:56:14	Tim Komunitas Google	Selesaikan pengaturan Akun Google baru Anda
9 September 2020 17:56:20	Google	Notifikasi keamanan penting
17 September 2020 8:43:10	Google	Bantu perkuat keamanan Akun Google Anda
21 September 2020 10:00:01	Cahyo Ramdani	Re: tes
12 October 2020 20:46:09	Diprama Sukma	testing
12 October 2020 22:52:00	Diprama Sukma	berisi attachment
13 October 2020 10:27:58	NO REPLY	Notification Ticket - 0001/NEX - Pending
13 October 2020 10:29:00	NO REPLY	Notification Ticket - 0001/NEX - Solved
21 October 2020 5:47:30	Dicky Ps	multiple
21 October 2020 5:47:35	Diprama Sukma	multiple

Showing 1 to 10 of 21 entries

[Copy](#) [CSV](#) [Print](#) [Column visibility](#)

Untuk membalas email:

1. Klik salah satu email yang ingin dibalas pada tabel “PENGIRIM”.

*To replay email :*

1. Click an email that the user want to reply in “PENGIRIM” table.

The screenshot shows a list of 21 emails in a helpdesk inbox. One specific email from 'Dicky Ps' is selected and highlighted with a red circle around the 'Reply' button. The email details are visible below the list.

Date	From	Subject	Status
12 October 2020 20:46:09	Diprama Sukma	testing	Green
12 October 2020 22:52:00	Diprama Sukma	berisi attachment	Green
13 October 2020 10:27:58	NO REPLY	Notification Ticket - 0001/NEX - Pending	Red
13 October 2020 10:29:00	NO REPLY	Notification Ticket - 0001/NEX - Solved	Red
21 October 2020 5:47:30	Dicky Ps	multiple	Green
21 October 2020 5:47:35	Diprama Sukma	multiple	Green

Showing 1 to 10 of 21 entries

Buttons: Copy, CSV, Print, Column visibility

Selected Email Details:

**multiple**  
Dicky Ps (dickypramanasukma@gmail.com) to me  
testing  
Attachment:  
IMG-20201019-WA0004.jpg  
IMG-20201019-WA0005.jpg

21 October 2020 5:47:30

Email yang dipilih akan muncul dibagian bawah halaman.

*The selected email will appear on the bottom of the page.*

## 2. Klik tombol “REPLY”.

*2. Click “REPLY” button.*

The screenshot shows the 'Reply Email' interface. The recipient is 'dickypramanasukma@gmail.com', subject is 'Re:multiple', and the message body is empty. An attachment field shows 'No file chosen'. A red circle highlights the 'Kirim' (Send) button at the bottom of the form.

Reply Email

Email Penerima: dickypramanasukma@gmail.com

Subjek: Re:multiple

Pesan:

Attachment: Choose File No file chosen

Kirim

3. Buat email yang akan dikirim, lalu klik tombol “KIRIM” untuk mrngirim email balasan.

*3. Create an email to be sent, and click the “KIRIM” button to send email.*

### 3.4 Membuat Tiket Baru/ Make a New Ticket

Date	Pengirim	Subject
9 September 2020 17:56:14	Tim Komunitas Google	Selesaikan pengaturan Akun Google baru Anda
9 September 2020 17:56:20	Google	Notifikasi keamanan penting
17 September 2020 8:43:10	Google	Bantu perkuat keamanan Akun Google Anda
21 September 2020 10:00:01	Cahyo Ramdani	Re: tes
12 October 2020 20:46:09	Diprama Sukma	testing
12 October 2020 22:52:00	Diprama Sukma	berisi attachment
13 October 2020 10:27:58	NO REPLY	Notification Ticket - 0001/NEX - Pending
13 October 2020 10:29:00	NO REPLY	Notification Ticket - 0001/NEX - Solved
21 October 2020 5:47:30	Dicky Ps	multiple
21 October 2020 5:47:35	Diprama Sukma	multiple

Showing 1 to 10 of 21 entries

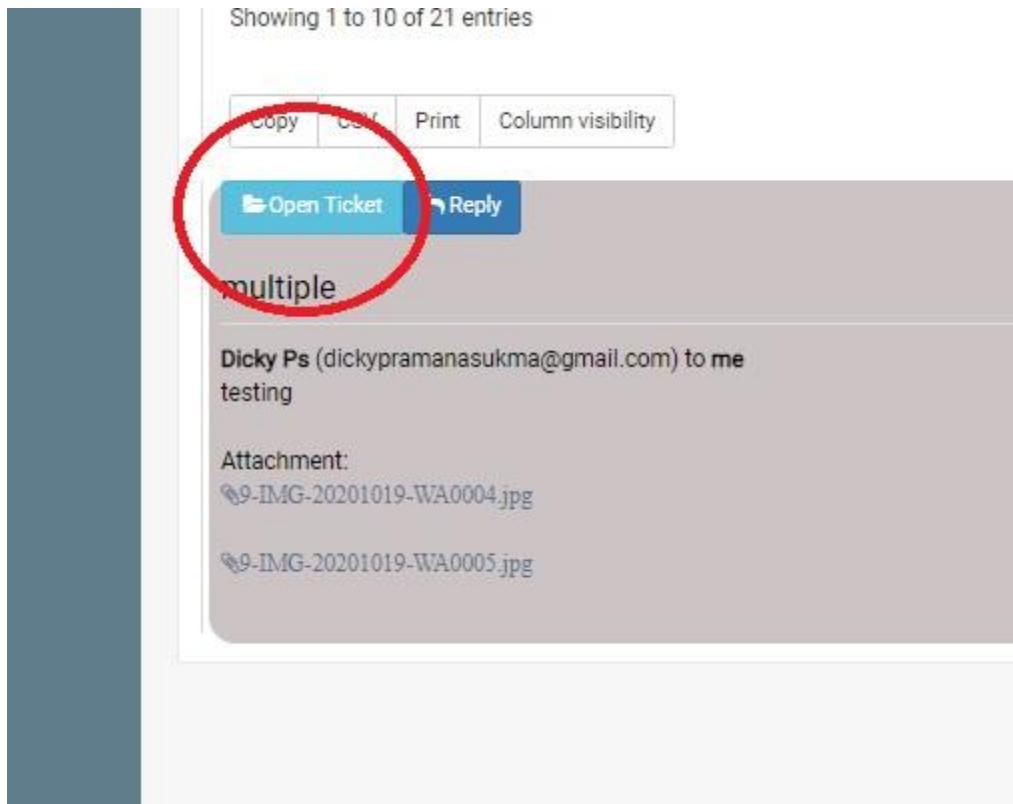
[Copy](#) [CSV](#) [Print](#) [Column visibility](#)

Untuk membuat tiket baru:

1. Klik salah satu email pada tabel “PENGIRIM”.

*To make a new ticket:*

1. Click an email in “PENGIRIM” table.



Email yang dipilih akan muncul dibagian bawah halaman.

*The selected email will appear on the bottom of the page.*

## 2. Klik tombol “OPEN TICKET”.

## 2. Click “OPEN TICKET” button.

Add New Ticket			
Ticket ID *	Request/Incident *	Category	Sub-category
E1504210008	Request	Pilih Category	Pilih subkategor
Status *	Ticket is created from *	Priority *	Assign To *
Open	Email	Low	Pilih Assign To
Due Date	Customer Name *	Watcher	Email *
Due Date	0001 PT. Sodexo Motivation Solut..	Pilih Assign To	dickypramanasukma@gmail.com
Subject *			
multiple			
Description *			
testing			
Solution			
<input type="checkbox"/> I want to add file attachment for this ticket			
<input type="button" value="Cancel"/> <input style="background-color: #0070C0; color: white; border-radius: 5px; border: none; padding: 5px; font-weight: bold;" type="button" value="Submit"/>			

3. Isi seluruh data untuk membuat tiket baru, lalu klik tombol “SUBMIT”.

*3. Fill in all the fields to make a new ticket, and click “SUBMIT”.*

#### Catatan:

- ✚ Tombol **Copy** digunakan untuk menyalin data pada halaman.
- ✚ Tombol **CSV** digunakan untuk mendownload data dalam bentuk file Excel.
- ✚ Tombol **Print** digunakan untuk mencetak data pada halaman.
- ✚ Tombol **Column Visibility** digunakan untuk menampilkan pilihan data dari tabel data.

#### Notes:

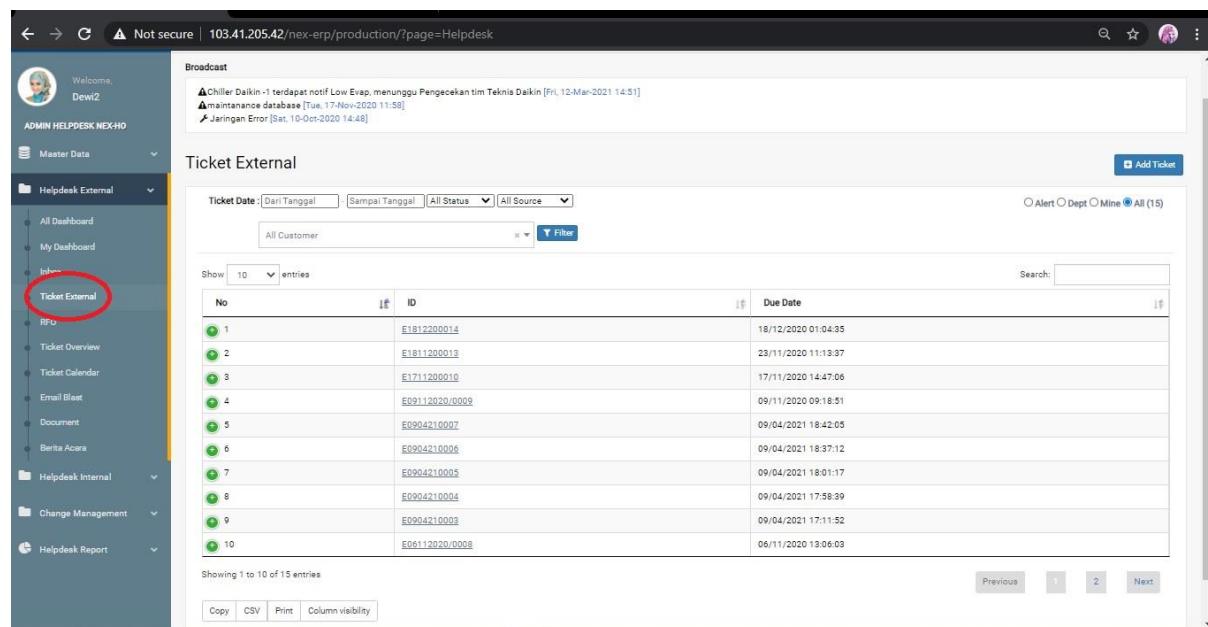
- ✚ **Copy** button used to copy data on the page.
- ✚ **CSV** button used to download the data as an excel file.
- ✚ **Print** button used to print the data on the page.
- ✚ **Column Visibility** used to display data selection from data table.

## 4. TICKET EXTERNAL

Menu "Ticket External" berisi daftar serta informasi mengenai tiket external, tiket external yang diberikan (Assign To) kepada departemen pengguna, tiket external yang diberikan (Assign To) kepada pengguna itu sendiri, serta daftar peringatan tiket external (Warning Ticket).

The "Ticket External" menu contains a list and information regarding external ticket, external ticket assign to the user's department, external ticket assign to the user, and a list of warning ticket external.

### 4.1 Melihat Menu Ticket External/ View Ticket External Menu.



The screenshot shows the 'Ticket External' list in the Helpdesk External module. The sidebar on the left has a 'Ticket External' link that is highlighted with a red circle. The main content area displays a table of tickets with columns for ID, Due Date, and a small green circular icon. At the bottom of the table, there are buttons for 'Copy', 'CSV', 'Print', and 'Column visibility'.

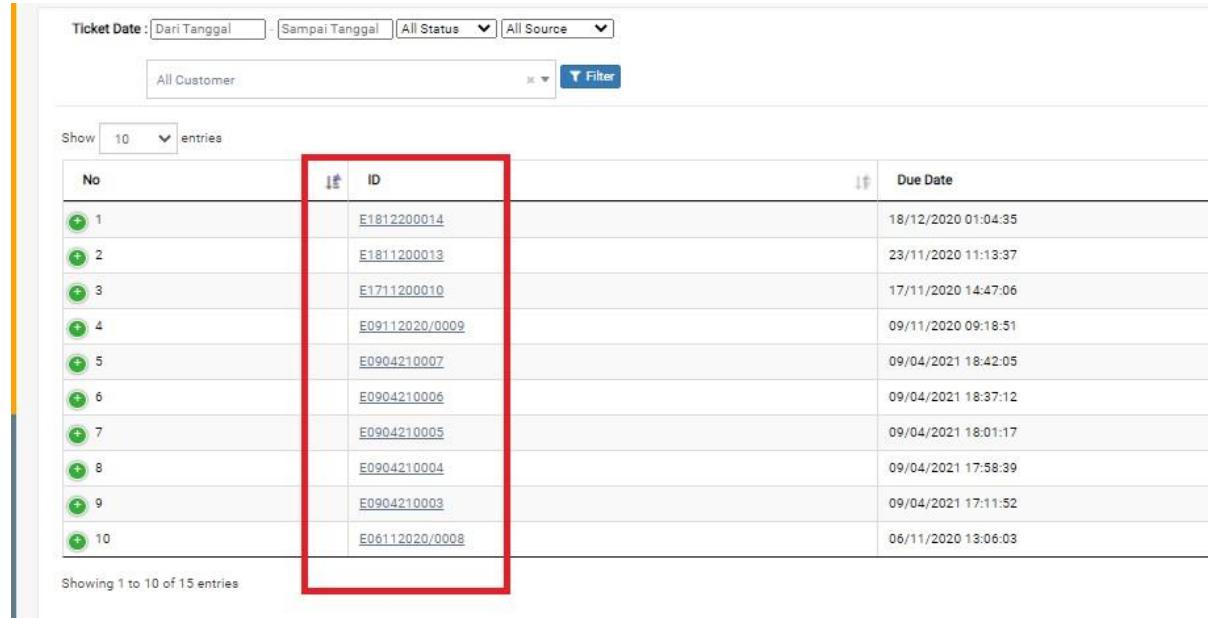
No	ID	Due Date
1	E1812200014	18/12/2020 01:04:35
2	E1811200013	23/11/2020 11:13:37
3	E1711200010	17/11/2020 14:47:06
4	E09112020/0009	09/11/2020 09:18:51
5	E0904210007	09/04/2021 18:42:05
6	E0904210006	09/04/2021 18:37:12
7	E0904210005	09/04/2021 18:01:17
8	E0904210004	09/04/2021 17:58:39
9	E0904210003	09/04/2021 17:11:52
10	E06112020/0008	06/11/2020 13:06:03

Untuk melihat menu Ticket External:

1. Login ke aplikasi NEX ERP.
2. Klik “**HELPDESK EXTERNAL**” di daftar menu sebelah kiri.
3. Klik “**TICKET EXTERNAL**” pada pilihan menu dropdown helpdesk external.

*To view Ticket External menu :*

1. *Login to NEX ERP application.*
2. *Click “HELPDESK EXTERNAL” on the menu list over left.*
3. *Click “TICKET EXTERNAL” on the helpdesk external dropdown menu options.*



Ticket Date : [Dari Tanggal] - [Sampai Tanggal] [All Status] [All Source]		
All Customer <span style="float: right;">Filter</span>		
Show 10 entries		
No	ID	Due Date
1	E1812200014	18/12/2020 01:04:35
2	E1811200013	23/11/2020 11:13:37
3	E1711200010	17/11/2020 14:47:06
4	E09112020/0009	09/11/2020 09:18:51
5	E0904210007	09/04/2021 18:42:05
6	E0904210006	09/04/2021 18:37:12
7	E0904210005	09/04/2021 18:01:17
8	E0904210004	09/04/2021 17:58:39
9	E0904210003	09/04/2021 17:11:52
10	E06112020/0008	06/11/2020 13:06:03

4. Klik salah satu “ID” untuk melihat informasi mengenai tiket external, tiket external yang diberikan (Assign To) kepada departemen pengguna, tiket external yang diberikan (Assign To) kepada pengguna itu sendiri, serta daftar peringatan tiket external (Warning Ticket).

4. *Click “ID” to view information regarding external ticket, external ticket assign to the user's department, external ticket assign to the user, and a list of warning ticket external.*

## 4.2 Membuat Tiket Baru/ Make a New Ticket

**Ticket External**

**Broadcast**

- Chiller Daikin -1 terdapat notif Low Evap, menunggu Pengecekan tim Teknis Daikin [Fri, 12-Mar-2021 14:51]
- aintenance database [Tue, 17-Nov-2020 11:58]
- Jaringan Error [Sat, 10-Oct-2020 14:48]

**Add Ticket**

**Ticket Date:** [Dari Tanggal] - [Sampai Tanggal] **All Status** **All Source**

**All Customer** **Filter**

Show: 10 entries **Search:**

No	ID	Due Date
1	E1812200014	18/12/2020 01:04:35
2	E1811200013	23/11/2020 11:13:37
3	E1711200010	17/11/2020 14:47:06
4	E09112020/0009	09/11/2020 09:18:51
5	E0904210007	09/04/2021 18:42:05
6	E0904210006	09/04/2021 18:37:12
7	E0904210005	09/04/2021 18:01:17
8	E0904210004	09/04/2021 17:58:39
9	E0904210003	09/04/2021 17:11:32
10	E06112020/0008	06/11/2020 13:06:03

Showing 1 to 10 of 15 entries

**Previous** **1** **2** **Next**

**Copy** **CSV** **Print** **Column visibility**

Untuk membuat tiket baru:

1. Klik tombol “ADD TICKET”.

*To make a new ticket:*

1. Click “ADD TICKET” button.

**Ticket**

**Add New Ticket**

<b>Ticket ID *</b> E1504210008	<b>Request/Incident *</b> Request	<b>Category</b> Pilih Category	<b>Sub-category</b> Pilih subkategori
<b>Status *</b> Open	<b>Ticket is created from *</b> Action	<b>Priority *</b> Low	<b>Assign To *</b> Pilih Assign To
<b>Due Date</b> Due Date	<b>Customer Name *</b> 0001 PT. Sodexo Motivation Solutions Indonesia	<b>Watcher</b> Pilih Assign To	
<b>Subject *</b> Subject			
<b>Description *</b>  Solution  <input type="checkbox"/> I want to add file attachment for this ticket			
<b>Submit</b>			

2. Isi seluruh data untuk membuat tiket baru, lalu klik tombol “SUBMIT”.

2. Fill in all the fields to make a new ticket, and click “SUBMIT”.

#### Catatan:

- Tombol **Copy** digunakan untuk menyalin data pada halaman.
- Tombol **CSV** digunakan untuk mendownload data dalam bentuk file Excel.
- Tombol **Print** digunakan untuk mencetak data pada halaman.
- Tombol **Column Visibility** digunakan untuk menampilkan pilihan data dari tabel data.

#### Notes:

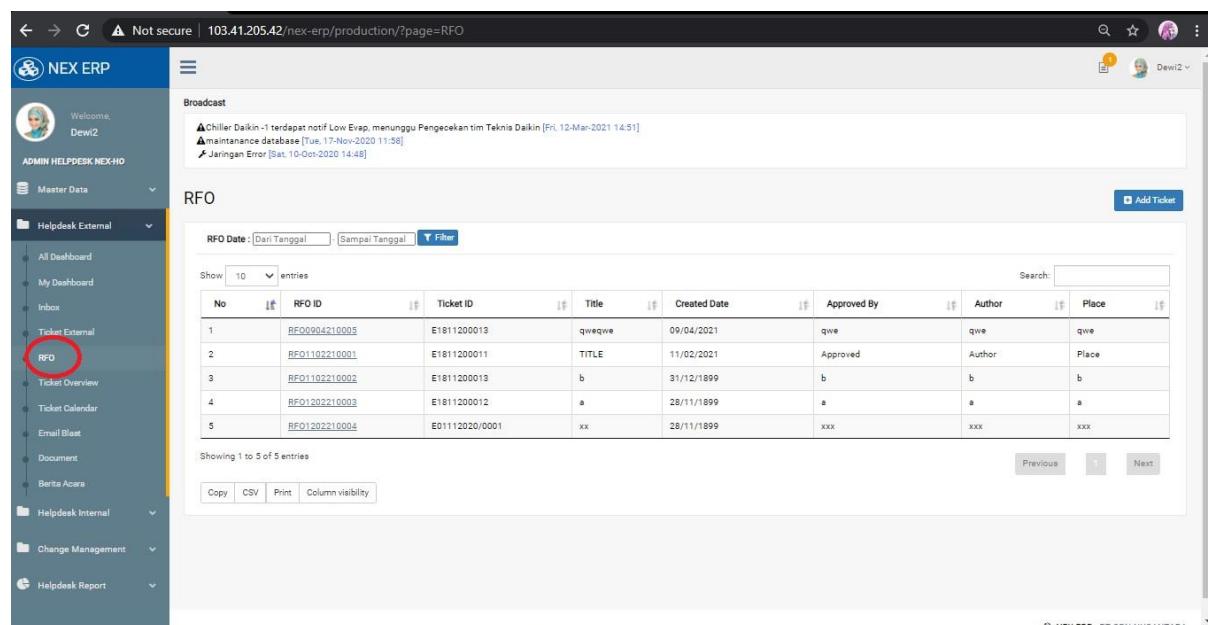
- **Copy** button used to copy data on the page.
- **CSV** button used to download the data as an excel file.
- **Print** button used to print the data on the page.
- **Column Visibility** used to display data selection from data table.

## 5. RFO

Reason For Outage Report (RFO) berisi informasi tentang data RFO untuk ticket external maupun internal.

*Reason For Outage Report (RFO) contains information about RFO data for external and internal tickets.*

### 5.1 Melihat Menu RFO / View RFO Menu.



The screenshot shows the NEX ERP application interface. The left sidebar has a 'Ticket External' section with 'RFO' highlighted and circled in red. The main content area displays a table of RFO entries with columns: No, RFO ID, Ticket ID, Title, Created Date, Approved By, Author, and Place. The table shows 5 entries. At the bottom of the table are buttons for Copy, CSV, Print, and Column visibility.

No	RFO ID	Ticket ID	Title	Created Date	Approved By	Author	Place
1	RFO0004210005	E1811200013	qweqwe	09/04/2021	qwe	qwe	qwe
2	RFO1102210001	E1811200011	TITLE	11/02/2021	Approved	Author	Place
3	RFO1102210002	E1811200013	b	31/12/1899	b	b	b
4	RFO1202210003	E1811200012	a	28/11/1899	a	a	a
5	RFO1202210004	E01112020/0001	xx	28/11/1899	xxx	xxx	xxx

Untuk melihat menu RFO:

1. Login ke aplikasi NEX ERP.
2. Klik “**HELPDESK EXTERNAL**” di daftar menu sebelah kiri.
3. Klik “**RFO**” pada pilihan menu dropdown helpdesk external.

*To view RFO menu :*

1. *Login to NEX ERP application.*
2. *Click “HELPDESK EXTERNAL” on the menu list over left.*
3. *Click “RFO” on the helpdesk external dropdown menu options.*

	RFO ID	TI
	RFO0904210005	E11
	RFO1102210001	E11
	RFO1102210002	E11
	RFO1202210003	E11
	RFO1202210004	E01

Showing 1 to 5 of 5 entries

CSV | Print | Column visibility

4. Klik “ID” untuk melihat informasi tentang data RFO untuk ticket external maupun internal.

4. *Klik “ID” to view information about RFO data for external and internal tickets.*

## 5.2 Membuat RFO Baru/ Make a New RFO

The screenshot shows the NEX ERP interface for the RFO module. On the left, there's a sidebar with navigation links like All Dashboard, My Dashboard, Inbox, Ticket External, RFO, Ticket Overview, Ticket Calendar, Email Blast, Document, Berita Acara, Helpdesk Internal, Change Management, and Helpdesk Report. The main area is titled 'RFO' and displays a table of existing RFO entries. The table columns include No, RFO ID, Ticket ID, Title, Created Date, Approved By, Author, and Place. At the top right of the table, there's a blue button labeled 'Add Ticket' with a red circle drawn around it. Below the table, there are buttons for Copy, CSV, Print, and Column visibility.

Untuk membuat RFO baru:

1. Klik tombol “ADD TICKET”.

*To make a new RFO:*

*1. Click “ADD TICKET” button.*

The screenshot shows the 'Reason For Outage Report (RFO)' form. The form has several input fields: 'RFO Number' (RF0150421006), 'Ticket ID' (Select a state), 'Title' (Title), 'Created Date' (Created Date), 'Place' (Place), 'Approved' (Approved), 'Author' (Author), 'Affected Services' (Affected Services), 'Root Causes' (Root Causes), and 'Corrective Action' (Corrective Action). At the bottom of the form are two buttons: 'Batal' (Cancel) and 'Next' (Next).

2. Isi seluruh data untuk membuat RFO baru, lalu klik tombol “NEXT”.

*2. Fill in all the fields to make a new RFO, and click “NEXT”.*

The screenshot shows a web-based application interface for 'NEX ERP'. The top navigation bar includes a back arrow, forward arrow, and a warning icon. The URL is 'Not secure | 103.41.205.42/nex-erp/production/?page=Helpdesk-RFO-Sequence-Add&id=RFO1504210006'. The top right corner shows a user profile for 'Dewi2'. The main content area is titled 'RFO Data' and contains a sub-section 'Sequence of Events 15/Apr/2021'. It features two input fields: 'Time \*' and 'Events \*'. Below these is a table with columns 'Time', 'Sequence of Events', and 'Delete'. A message 'No data available in table' is displayed. At the bottom left of the form area, there is a blue 'Save' button, which is circled in red.

3. Pada halaman selanjutnya, Isi data yang tersisa, lalu klik tombol “SAVE”.

3. On the next page, Fill in the rest of the data, and click “SAVE”.

#### Catatan:

- ⊕ Tombol **Copy** digunakan untuk menyalin data pada halaman.
- ⊕ Tombol **CSV** digunakan untuk mendownload data dalam bentuk file Excel.
- ⊕ Tombol **Print** digunakan untuk mencetak data pada halaman.
- ⊕ Tombol **Column Visibility** digunakan untuk menampilkan pilihan data dari tabel data.

#### Notes:

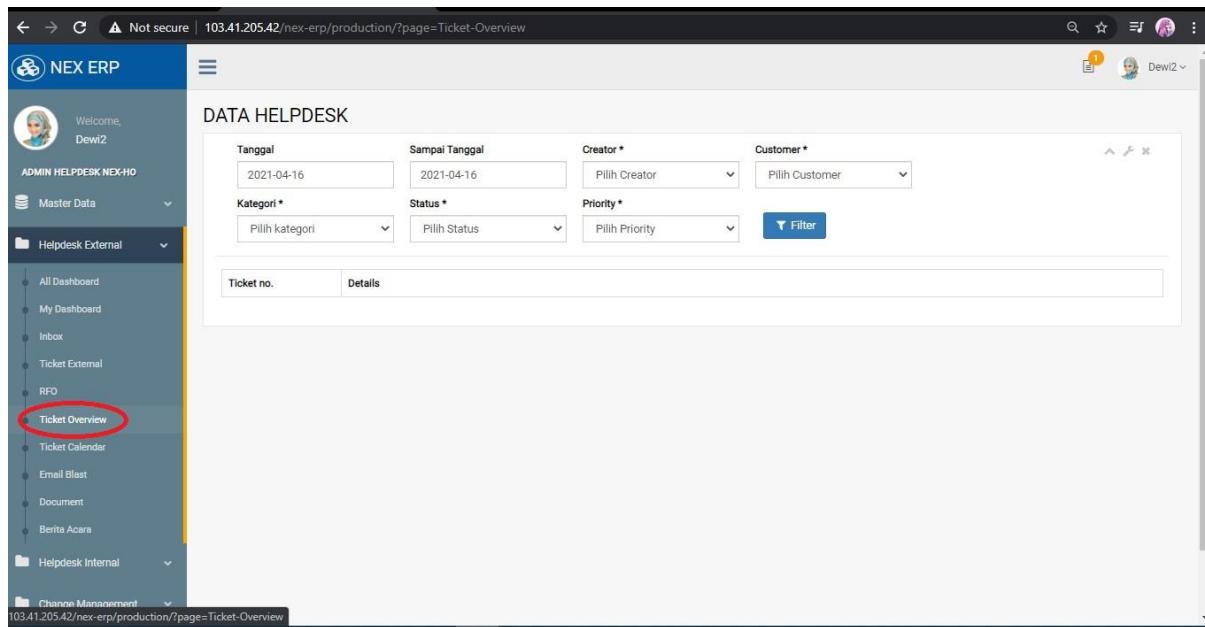
- ⊕ **Copy** button used to copy data on the page.
- ⊕ **CSV** button used to download the data as an excel file.
- ⊕ **Print** button used to print the data on the page.
- ⊕ **Column Visibility** used to display data selection from data table.

## 6. TICKET OVERVIEW

Menu "Ticket Overview" digunakan untuk mencari daftar ticket external berdasarkan parameter.

The "Ticket Overview" menu is used to search external ticket lists based on parameters.

## 6.1 Melihat Menu Ticket Overview / View Ticket Overview Menu.



The screenshot shows the NEX ERP application interface. On the left, there is a sidebar with a user profile (Welcome, Dewi2) and several menu items under 'ADMIN HELPDESK NEX-HO'. The 'Helpdesk External' section is expanded, showing options like 'All Dashboard', 'My Dashboard', 'Inbox', 'Ticket External', 'RFO', and 'Ticket Overview'. The 'Ticket Overview' option is highlighted with a red circle. The main content area is titled 'DATA HELPDESK' and contains a search/filter form with fields for 'Tanggal' (2021-04-16), 'Sampai Tanggal' (2021-04-16), 'Creator \*' (Pilih Creator), 'Customer \*' (Pilih Customer), 'Kategori \*' (Pilih kategori), 'Status \*' (Pilih Status), 'Priority \*' (Pilih Priority), and a 'Filter' button. Below the form is a table with columns 'Ticket no.' and 'Details'.

Untuk melihat menu Ticket Overview:

1. Login ke aplikasi NEX ERP.
2. Klik “**HELPDESK EXTERNAL**” di daftar menu sebelah kiri.
3. Klik “**TICKET OVERVIEW**” pada pilihan menu dropdown helpdesk external.

*To view Ticket Overview menu :*

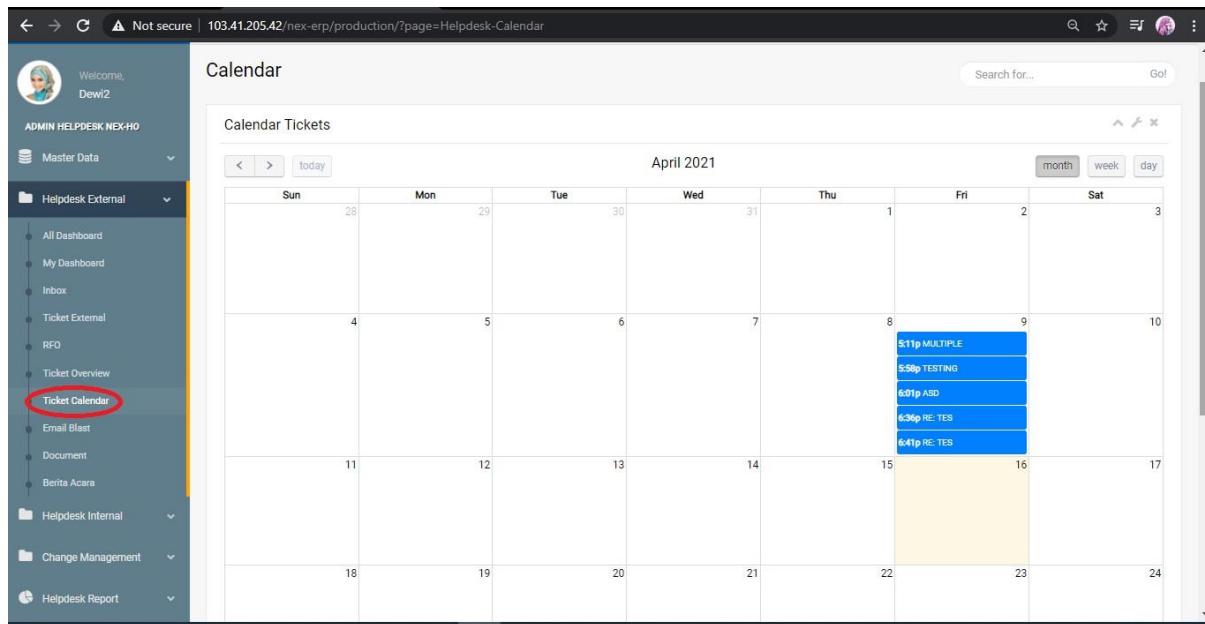
1. *Login to NEX ERP application.*
2. *Click “**HELPDESK EXTERNAL**” on the menu list over left.*
3. *Click “**TICKET OVERVIEW**” on the helpdesk external dropdown menu options.*

## 7. TICKET CALENDER

Menu “**Ticket Calender**” digunakan untuk melihat daftar tiket external berdasarkan waktu pembuatan.

*The “**Ticket Calender**” menu is used to view a list of external tickets based on the time of creation.*

## 7.1 Melihat Menu Ticket Calender/ View Ticket Calender Menu.



The screenshot shows the NEX ERP application interface. On the left, there is a sidebar with a user profile picture and the text "Welcome, Dewi2". Below this, under "ADMIN HELPDESK NEX-HO", there is a dropdown menu for "Master Data" which includes "Helpdesk External" and "Helpdesk Internal". Under "Helpdesk External", the "Ticket Calendar" option is highlighted with a red circle. The main content area is titled "Calendar" and shows a "Calendar Tickets" view for April 2021. The calendar grid has days from 28 to 30 in the first row, and 1 to 3 in the second row. The third row starts with day 4 and ends with day 10. The fourth row starts with day 11 and ends with day 17. The fifth row starts with day 18 and ends with day 24. A specific date, April 15, is highlighted with a yellow background. Overlaid on the calendar grid are several blue boxes containing ticket IDs: "511p MULTIPLE", "556p TESTING", "601p ASD", "636p RE: TES", and "641p RE: TES". At the top right of the calendar view, there are buttons for "Search for...", "Go!", and navigation options like "month", "week", and "day".

Untuk melihat menu Ticket Calender:

1. Login ke aplikasi NEX ERP.
2. Klik “**HELPDESK EXTERNAL**” di daftar menu sebelah kiri.
3. Klik “**TICKET CALENDAR**” pada pilihan menu dropdown helpdesk external.

*To view Ticket Calender menu :*

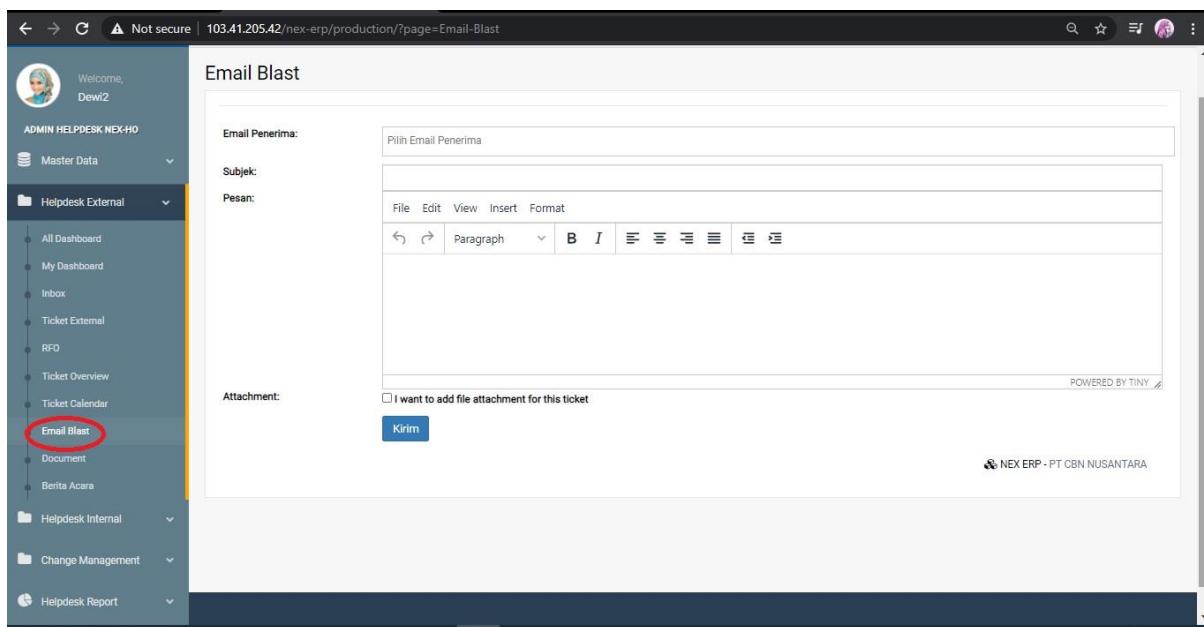
1. *Login to NEX ERP application.*
2. *Click “**HELPDESK EXTERNAL**” on the menu list over left.*
3. *Click “**TICKET CALENDAR**” on the helpdesk external dropdown menu options.*

## 8. EMAIL BLAST

Menu “Email Blast” digunakan untuk melakukan blasting email kepada pengguna.

*The “Email Blast” menu is used for email blasting to users.*

## 8.1 Melihat dan Mengirim Email pada Menu Email Blast/ View and Send Email on Email Blast Menu.



Untuk melihat dan mengirim email pada menu Email Blast:

1. Login ke aplikasi NEX ERP.
2. Klik “HELPDESK EXTERNAL” di daftar menu sebelah kiri.
3. Klik “EMAIL BLAST” pada pilihan menu dropdown helpdesk external.
4. Buat email yang akan dikirim, lalu klik tombol “KIRIM” untuk mengirim email.

*To view and Send email on Email Blast menu :*

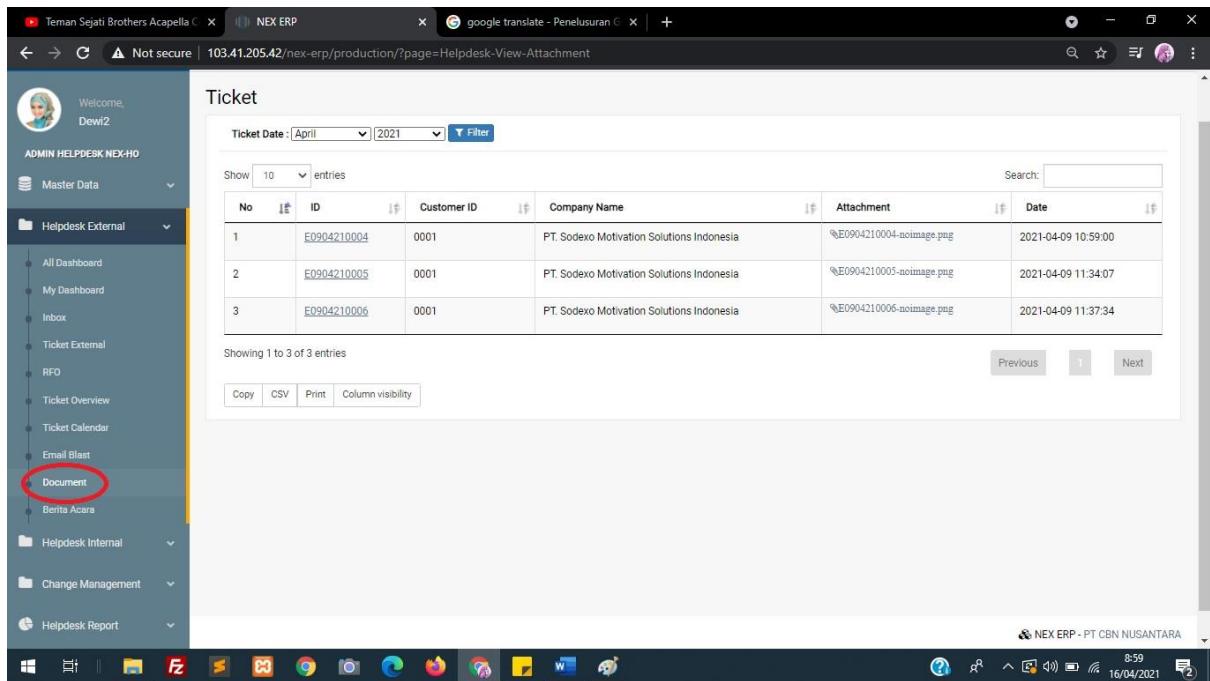
1. *Login to NEX ERP application.*
2. *Click “HELPDESK EXTERNAL” on the menu list over left.*
3. *Click “EMAIL BLAST” on the helpdesk external dropdown menu options.*
4. *Create the email and click “KIRIM” button to send email.*

## 9. DOCUMENT

Menu “**Document**” berisi daftar dokumen yang berkaitan dengan tiket external.

*The “**Document**” menu contains a list of documents related to Ticket external.*

## 9.1 Melihat Menu Document/ View Document Menu.



The screenshot shows the NEX ERP application interface. On the left, there is a sidebar with a user profile picture and name 'Dewi2'. Below the profile, under 'ADMIN HELPDESK NEX-HO', is a 'Master Data' section. Under 'Helpdesk External', several options are listed: 'All Dashboard', 'My Dashboard', 'Inbox', 'Ticket External', 'RFO', 'Ticket Overview', 'Ticket Calendar', 'Email Blast', 'Document' (which is circled in red), and 'Berita Acara'. Under 'Helpdesk Internal', there are 'Change Management' and 'Helpdesk Report' options. The main content area is titled 'Ticket' and displays a table of documents. The table has columns: No, ID, Customer ID, Company Name, Attachment, and Date. There are three entries: 1. ID E0904210004, Customer ID 0001, Company Name PT. Sodexo Motivation Solutions Indonesia, Attachment %E0904210004-noimage.png, Date 2021-04-09 10:59:00. 2. ID E0904210005, Customer ID 0001, Company Name PT. Sodexo Motivation Solutions Indonesia, Attachment %E0904210005-noimage.png, Date 2021-04-09 11:34:07. 3. ID E0904210006, Customer ID 0001, Company Name PT. Sodexo Motivation Solutions Indonesia, Attachment %E0904210006-noimage.png, Date 2021-04-09 11:37:34. At the bottom of the table, it says 'Showing 1 to 3 of 3 entries' and has buttons for 'Copy', 'CSV', 'Print', and 'Column visibility'. The status bar at the bottom right shows 'NEX ERP - PT CBN NUSANTARA', the date '16/04/2021', and the time '8:59'.

Untuk melihat menu Document:

1. Login ke aplikasi NEX ERP.
2. Klik “HELPDESK EXTERNAL” di daftar menu sebelah kiri.
3. Klik “DOCUMENT” pada pilihan menu dropdown helpdesk external.

*To view Document menu :*

1. *Login to NEX ERP application.*
2. *Click “HELPDESK EXTERNAL” on the menu list over left.*
3. *Click “DOCUMENT” on the helpdesk external dropdown menu options.*

Company Name	Attachment	Date
PT. Sodexo Motivation Solutions Indonesia	Attachment E0904210004-noimage.png	2021-04-09 10:59:00
PT. Sodexo Motivation Solutions Indonesia	Attachment E0904210005-noimage.png	2021-04-09 11:34:07
PT. Sodexo Motivation Solutions Indonesia	Attachment E0904210006-noimage.png	2021-04-09 11:37:34

Search:

Previous 1 Next

4. klik “Attachment” pada salah satu data untuk membuka Document.

4. Click “Attachment” to view the Document.

#### Catatan:

- ⊕ Tombol **Copy** digunakan untuk menyalin data pada halaman.
- ⊕ Tombol **CSV** digunakan untuk mendownload data dalam bentuk file Excel.
- ⊕ Tombol **Print** digunakan untuk mencetak data pada halaman.
- ⊕ Tombol **Column Visibility** digunakan untuk menampilkan pilihan data dari tabel data.

#### Notes:

- ⊕ **Copy** button used to copy data on the page.
- ⊕ **CSV** button used to download the data as an excel file.
- ⊕ **Print** button used to print the data on the page.
- ⊕ **Column Visibility** used to display data selection from data table.

## 10. BERITA ACARA

Menu “Berita Acara” menampilkan berita acara terkait tiket external.

The “Berita Acara” menu displays news events related to Ticket external.

## 10.1 Melihat Menu Berita Acara/ View Berita Acara Menu.

The screenshot shows the NEX ERP application interface. On the left, there is a vertical sidebar with a dark blue header 'NEX ERP' and a user profile 'Welcome, Dewi2'. Below the header, the sidebar lists several categories under 'ADMIN HELPDESK NEX-HO': Master Data, Helpdesk External, Helpdesk Internal, and Change Management. Under 'Helpdesk External', the 'Berita Acara' option is highlighted with a red circle. The main content area is titled 'Berita Acara' and displays a table of three entries. The table columns are: No, No Doc, Ref Doc, Project Title, Activation Date, Place, Print, and Edit. The entries are:

No	No Doc	Ref Doc	Project Title	Activation Date	Place	Print	Edit
1	NEX/BA/INT/10/2020/0001	NEX/SF/03/2020/0006	Title Project	2020-03-05	Jakarta		
2	NEX/BA/INT/11/2020/0002	NEX/SF/03/2020/0006	Testing project title	2020-03-05	Jakarta		
3	NEX/BA/INT/11/2020/0003	NEX/SF/03/2020/0006	judul project	2020-03-05	Jakarta		

At the bottom of the table, there are buttons for 'Copy', 'CSV', 'Print', and 'Column visibility'. Above the table, there is a search bar and a 'Show 10 entries' dropdown. The status bar at the bottom right shows the time as 9:27.

Untuk melihat menu Berita Acara:

1. Login ke aplikasi NEX ERP.
2. Klik “**HELPDESK EXTERNAL**” di daftar menu sebelah kiri.
3. Klik “**BERITA ACARA**” pada pilihan menu dropdown helpdesk external.

To view Berita Acara menu :

1. *Login to NEX ERP application.*
2. *Click “**HELPDESK EXTERNAL**” on the menu list over left.*
3. *Click “**BERITA ACARA**” on the helpdesk external dropdown menu options.*

## 10.2 Menambahkan Berita Acara Baru/ Add New Berita Acara.

The screenshot shows the NEX ERP interface for the Helpdesk Internal-Berita-Acara module. On the left, there is a sidebar with various helpdesk categories like Helpdesk External, Helpdesk Internal, and Change Management. The main area displays a table of news items with columns for No, No Doc, Ref Doc, Project Title, Activation Date, Place, Print, and Edit. A red circle highlights the 'Add Berita Acara' button at the top right of the table area.

Untuk menambah Berita Acara Baru:

1. Klik tombol “ADD BERITA ACARA”.

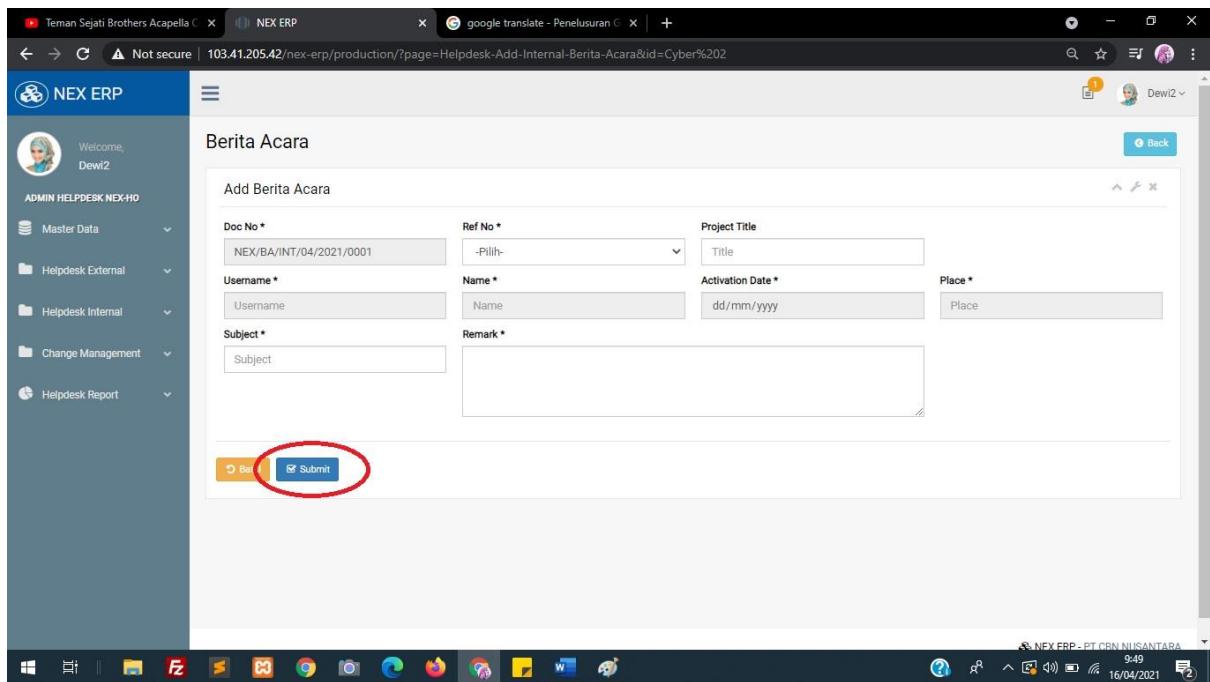
*To add new Berita Acara :*

1. Click “ADD BERITA ACARA” button.

The screenshot shows the 'Add Berita Acara' form. It has a header 'Berita Acara' and a sub-header 'Add Berita Acara'. Below that is a dropdown menu labeled 'Location \*' with 'Seluruh' selected. At the bottom of the form is a blue 'Next' button, which is highlighted with a red circle.

2. Selanjutnya, Isi seluruh data dan klik tombol “NEXT”.

2. Next, Fill in all the fields and click “NEXT”.



3. Pada halaman selanjutnya, lengkapi data dan klik tombol “SUBMIT”.

3. On the next page, complete the data and click “SUBMIT”.

#### Catatan:

- ⊕ Tombol **Copy** digunakan untuk menyalin data pada halaman.
- ⊕ Tombol **CSV** digunakan untuk mendownload data dalam bentuk file Excel.
- ⊕ Tombol **Print** digunakan untuk mencetak data pada halaman.
- ⊕ Tombol **Column Visibility** digunakan untuk menampilkan pilihan data dari tabel data.

#### Notes:

- ⊕ **Copy** button used to copy data on the page.
- ⊕ **CSV** button used to download the data as an excel file.
- ⊕ **Print** button used to print the data on the page.
- ⊕ **Column Visibility** used to display data selection from data table.

## HELPDESK INTERNAL

### 1. ALL DASHBOARD

Menu "All Dashboard" berisi informasi mengenai jumlah seluruh tiket internal berdasarkan sumber pembuatannya dan perkembangan tiket.

The "All Dashboard" menu contains information about the total of internal ticket based on created from and the ticket progress.

## 1.1 Melihat Menu All Dashboard / View All Dashboard Menu.

The screenshot shows the NEX ERP Helpdesk Internal interface. On the left, a sidebar lists various helpdesk modules like Master Data, Helpdesk External, and Helpdesk Internal. Under Helpdesk Internal, there's a dropdown menu with 'All Dashboard' selected and highlighted with a red circle. The main dashboard area has several sections showing ticket counts: Incoming Call, Outgoing Call, Action, Web/Online, Email, Fax, Visit, and a Progress Ticket section with categories like All, Open, Unassigned, In Progress, Pending, Overdue, Solved, and Closed. The URL in the browser is 103.41.205.42/nex-erp/production/?page=Dashboard-Helpdesk-Internal.

Untuk melihat menu All Dashboard:

1. Login ke aplikasi NEX ERP.
2. Klik “HELPDESK INTERNAL” di daftar menu sebelah kiri.
3. Klik “ALL DASHBOARD” pada pilihan menu dropdown helpdesk internal.

To view All Dashboard menu :

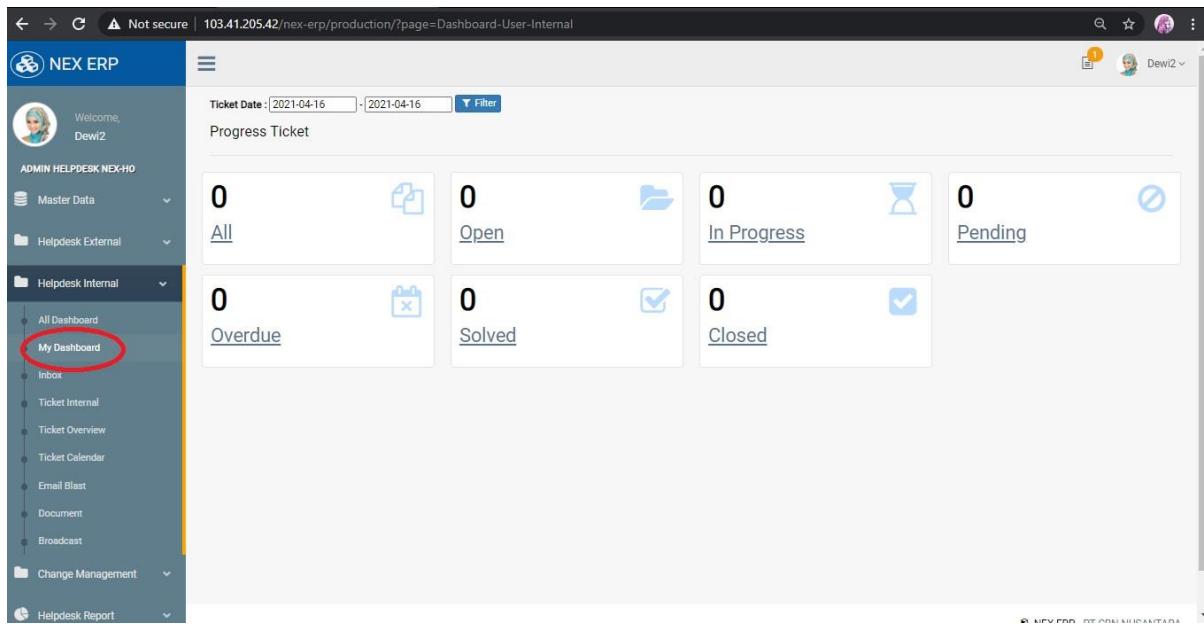
1. Login to NEX ERP application.
2. Click “HELPDESK INTERNAL” on the menu list over left.
3. Click “ALL DASHBOARD” on the helpdesk internal dropdown menu options.

## 2. MY DASHBOARD

Menu “My Dashboard” berisi informasi mengenai jumlah tiket internal dari user berdasarkan user loginnya.

The “My Dashboard” menu contains information about the number of internal ticket from user based on their user login.

## 2.1 Melihat Menu My Dashboard / View My Dashboard Menu.



The screenshot shows the NEX ERP Helpdesk Internal dashboard. On the left, there is a sidebar with a user profile for 'Dewi2' and a navigation menu under 'ADMIN HELPDESK NEX-HO'. The 'Helpdesk Internal' section has a dropdown menu with 'All Dashboard' and 'My Dashboard' (which is circled in red). The main area displays a 'Progress Ticket' summary with six categories: All (0), Open (0), In Progress (0), Pending (0), Overdue (0), and Solved (0).

Untuk melihat menu My Dashboard:

1. Login ke aplikasi NEX ERP.
2. Klik “HELPDESK INTERNAL” di daftar menu sebelah kiri.
3. Klik “MY DASHBOARD” pada pilihan menu dropdown helpdesk internal.

*To view My Dashboard menu :*

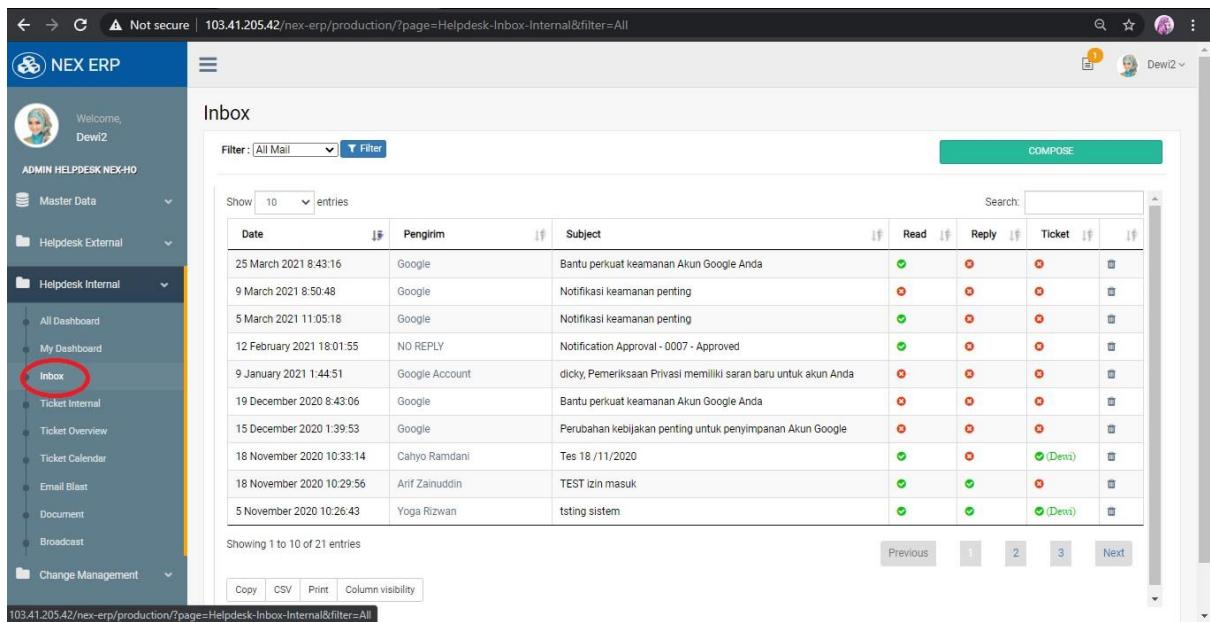
1. *Login to NEX ERP application.*
2. *Click “HELPDESK INTERNAL” on the menu list over left.*
3. *Click “MY DASHBOARD” on the helpdesk internal dropdown menu options.*

## 3. INBOX

Menu “INBOX” berisi informasi tentang permintaan tiket yang bersumber dari email. pada menu ini pengguna juga dapat mengirim email, membalas email, dan membuat tiket.

*The “INBOX” menu contains information about ticket requests by email. In this menu also, users be able to send email, reply email and create ticket.*

### 3.1 Melihat Menu INBOX / View INBOX Menu.



The screenshot shows the NEX ERP application interface. On the left, there is a vertical sidebar with a navigation menu. The 'Helpdesk Internal' section is expanded, and the 'Inbox' option is highlighted with a red circle. The main content area is titled 'Inbox' and displays a list of emails. The columns include Date, Pengirim (Sender), Subject, Read, Reply, and Ticket. There are 21 entries listed, showing various notifications and messages from Google accounts. At the bottom of the inbox list, there are buttons for Previous, Next, Copy, CSV, Print, and Column visibility.

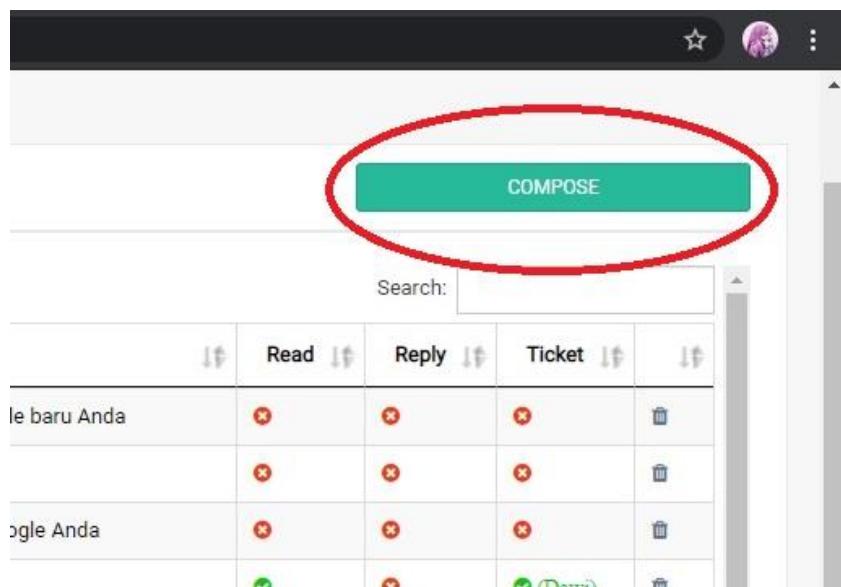
Untuk melihat menu INBOX:

1. Login ke aplikasi NEX ERP.
2. Klik “HELPDESK INTERNAL” di daftar menu sebelah kiri.
3. Klik “INBOX” pada pilihan menu dropdown helpdesk internal.

To view INBOX menu :

1. Login to NEX ERP application.
2. Click “HELPDESK INTERNAL” on the menu list over left.
3. Click “INBOX” on the helpdesk internal dropdown menu options.

### 3.2 Mengirim Email/ Send Email



The screenshot shows the NEX ERP application interface. In the center, there is a large green button labeled 'COMPOSE'. This button is circled with a thick red oval. Below the 'COMPOSE' button, there is a search bar labeled 'Search:' and a table with several rows of data. The table has columns for Read, Reply, and Ticket, each containing small red icons. The rows show various messages, such as 'Bantu perkuat keamanan Akun Google Anda' and 'Notifikasi keamanan penting'.

Untuk mengirim email:

1. Klik tombol “**COMPOSE**” pada halaman utama menu INBOX.

The screenshot shows the 'Compose Email' interface. On the left is a sidebar with 'ADMIN HELPDESK NEX-HO' and several menu items: Master Data, Helpdesk External, Helpdesk Internal, Change Management, and Helpdesk Report. The main area has fields for 'Email Penerima', 'Subjek', and 'Pesan'. Below the message area is a toolbar with icons for file operations and text styling. At the bottom, there is an 'Attachment' field with a 'Choose File' button and a 'Kirim' (Send) button, which is circled in red.

2. Pada halaman selanjutnya, pengguna dapat membuat email yang dibutuhkan, lalu klik tombol “**KIRIM**” untuk mengirim email.

*To send email :*

1. Click “**COMPOSE**” button on the main page of INBOX menu.

2. On the next page, users be able to compose the required email, then click “**KIRIM**” button to send email.

### 3.3 Membalas Email/ Reply Email

Date	Pengirim	Subject
9 September 2020 17:56:14	Tim Komunitas Google	Selesaikan pengaturan Akun Google baru Anda
9 September 2020 17:56:20	Google	Notifikasi keamanan penting
17 September 2020 8:43:10	Google	Bantu perkuat keamanan Akun Google Anda
21 September 2020 10:00:01	Cahyo Ramdani	Re: tes
12 October 2020 20:46:09	Diprama Sukma	testing
12 October 2020 22:52:00	Diprama Sukma	berisi attachment
13 October 2020 10:27:58	NO REPLY	Notification Ticket - 0001/NEX - Pending
13 October 2020 10:29:00	NO REPLY	Notification Ticket - 0001/NEX - Solved
21 October 2020 5:47:30	Dicky Ps	multiple
21 October 2020 5:47:35	Diprama Sukma	multiple

Untuk membalas email:

1. Klik salah satu email yang ingin dibalas pada tabel “PENGIRIM”.

The screenshot shows a list of emails in a table format. One specific email from 'Dicky Ps' is highlighted with a red circle around the 'Reply' button. The table includes columns for Date, Sender, Subject, and various status indicators. Below the table, there are buttons for Copy, CSV, Print, and Column visibility, followed by a 'Reply' button which is circled in red.

Email yang dipilih akan muncul dibagian bawah halaman.

2. Klik tombol “REPLY”.

To replay email :

1. Click an email that the user want to reply in “PENGIRIM” table.

The selected email will appear on the bottom of the page.

2. Click “REPLY” button.

The screenshot shows the 'Reply Email' interface. It includes fields for 'Email Penerima' (dickypramanasukma@gmail.com), 'Subjek' (Re:multiple), and a rich text editor for 'Pesan'. At the bottom, there is an 'Attachment' section with a 'Choose File' button and a 'Kirim' button, which is circled in red.

3. Buat email yang akan dikirim, lalu klik tombol “KIRIM” untuk mrngirim email balasan.

3. Create an email to be sent, and click the “KIRIM” button to send email.

### 3.4 Membuat Tiket Baru/ Make a New Ticket

Date	Pengirim	Subject
9 September 2020 17:56:14	Tim Komunitas Google	Selesaikan pengaturan Akun Google baru Anda
9 September 2020 17:56:20	Google	Notifikasi keamanan penting
17 September 2020 8:43:10	Google	Bantu perkuat keamanan Akun Google Anda
21 September 2020 10:00:01	Cahyo Ramdani	Re: tes
12 October 2020 20:46:09	Diprama Sukma	testing
12 October 2020 22:52:00	Diprama Sukma	berisi attachment
13 October 2020 10:27:58	NO REPLY	Notification Ticket - 0001/NEX - Pending
13 October 2020 10:29:00	NO REPLY	Notification Ticket - 0001/NEX - Solved
21 October 2020 5:47:30	Dicky Ps	multiple
21 October 2020 5:47:35	Diprama Sukma	multiple

Showing 1 to 10 of 21 entries

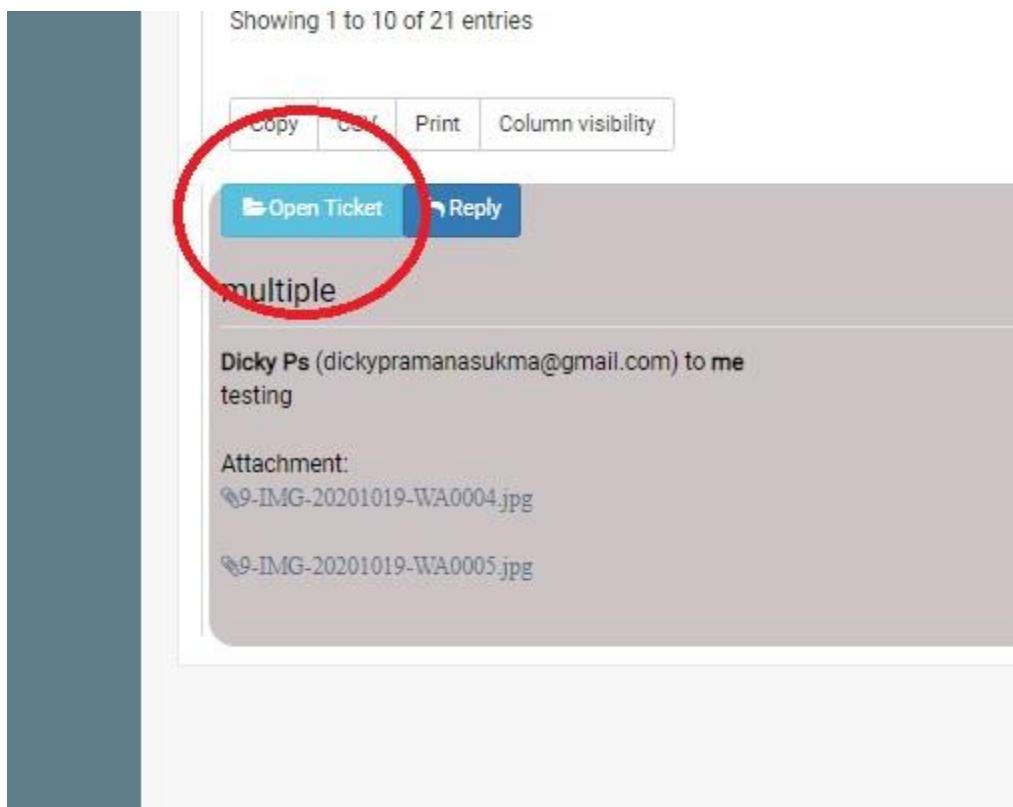
[Copy](#) [CSV](#) [Print](#) [Column visibility](#)

Untuk membuat tiket baru:

1. Klik salah satu email pada tabel “PENGIRIM”.

*To make a new ticket:*

1. Click an email in “PENGIRIM” table.



Email yang dipilih akan muncul dibagian bawah halaman.

*The selected email will appear on the bottom of the page.*

## 2. Klik tombol “OPEN TICKET”.

## 2. Click “OPEN TICKET” button.

Add New Ticket			
Ticket ID *	Request/Incident *	Category	Sub-category
E1504210008	Request	Pilih Category	Pilih subkategor
Status *	Ticket is created from *	Priority *	Assign To *
Open	Email	Low	Pilih Assign To
Due Date	Customer Name *	Watcher	Email *
Due Date	0001 PT. Sodexo Motivation Solut..	Pilih Assign To	dickypramanasukma@gmail.com
Subject *			
multiple			
Description *			
testing			
Solution			
<input type="checkbox"/> I want to add file attachment for this ticket			
<input type="button" value="Cancel"/> <input style="background-color: #007bff; color: white; border-radius: 5px; border: none; padding: 5px; font-weight: bold; width: 100px; height: 30px;" type="button" value="Submit"/>			

3. Isi seluruh data untuk membuat tiket baru, lalu klik tombol “SUBMIT”.

*3. Fill in all the fields to make a new ticket, and click “SUBMIT”.*

#### Catatan:

- Tombol **Copy** digunakan untuk menyalin data pada halaman.
- Tombol **CSV** digunakan untuk mendownload data dalam bentuk file Excel.
- Tombol **Print** digunakan untuk mencetak data pada halaman.
- Tombol **Column Visibility** digunakan untuk menampilkan pilihan data dari tabel data.

#### Notes:

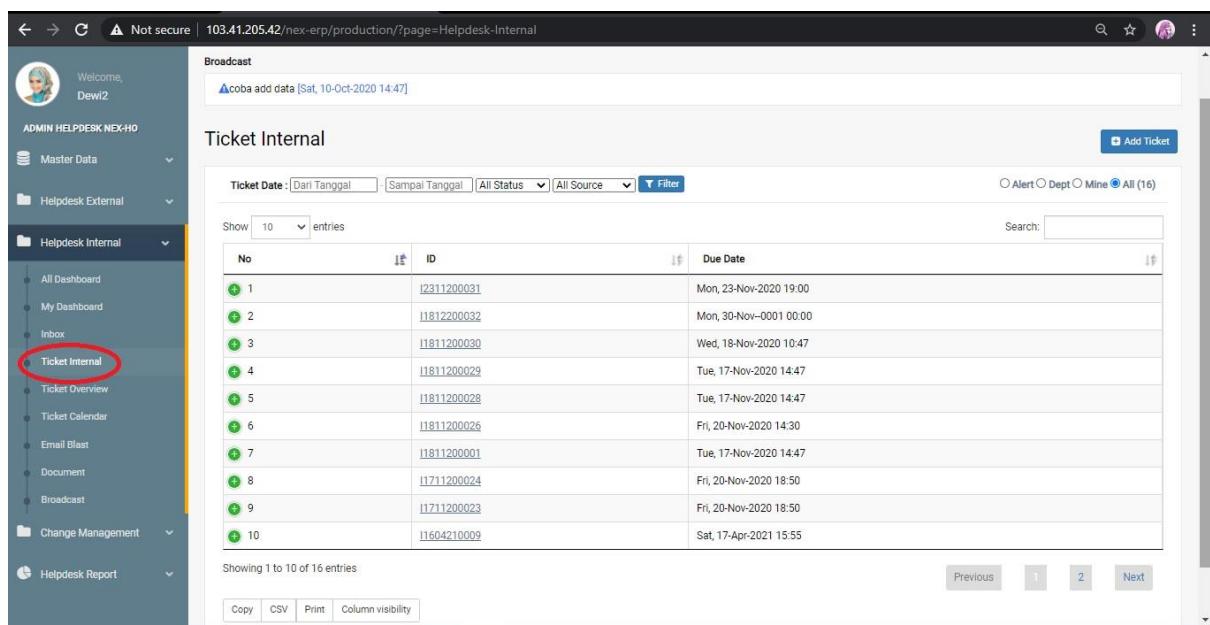
- **Copy** button used to copy data on the page.
- **CSV** button used to download the data as an excel file.
- **Print** button used to print the data on the page.
- **Column Visibility** used to display data selection from data table.

## 4. TICKET INTERNAL

Menu "Ticket Internal" berisi daftar serta informasi mengenai tiket internal, tiket internal yang diberikan (Assign To) kepada departemen pengguna, tiket internal yang diberikan (Assign To) kepada pengguna itu sendiri, serta daftar peringatan tiket internal (Warning Ticket).

The "Ticket Internal" menu contains a list and information regarding internal ticket, internal ticket assign to the user's department, internal ticket assign to the user, and a list of warning ticket internal.

### 4.1 Melihat Menu Ticket Internal/ View Ticket Internal Menu.



The screenshot shows the 'Ticket Internal' list in the Helpdesk Internal module. The sidebar on the left has a 'Ticket Internal' link that is highlighted with a red circle. The main content area displays a table of 10 ticket entries. Each entry includes a green circular icon, a ticket number (1-10), the ticket ID, and the due date. The table has columns for 'No', 'ID', and 'Due Date'. At the bottom of the table, it says 'Showing 1 to 10 of 16 entries'. Below the table are buttons for 'Copy', 'CSV', 'Print', and 'Column visibility'.

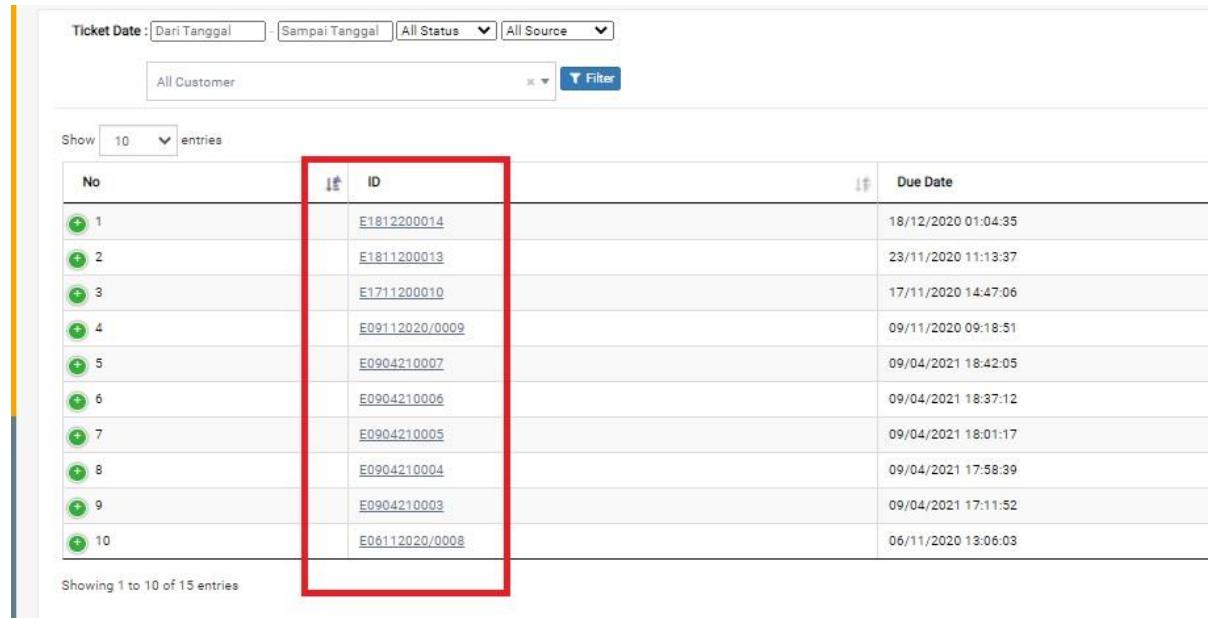
No	ID	Due Date
1	I2311200031	Mon, 23-Nov-2020 19:00
2	I1812200032	Mon, 30-Nov-2020 00:00
3	I1811200030	Wed, 18-Nov-2020 10:47
4	I1811200029	Tue, 17-Nov-2020 14:47
5	I1811200028	Tue, 17-Nov-2020 14:47
6	I1811200026	Fri, 20-Nov-2020 14:30
7	I1811200001	Tue, 17-Nov-2020 14:47
8	I1711200024	Fri, 20-Nov-2020 18:50
9	I1711200023	Fri, 20-Nov-2020 18:50
10	I1604210009	Sat, 17-Apr-2021 15:55

Untuk melihat menu Ticket Internal:

1. Login ke aplikasi NEX ERP.
2. Klik “**HELPDESK INTERNAL**” di daftar menu sebelah kiri.
3. Klik “**TICKET INTERNAL**” pada pilihan menu dropdown helpdesk internal.

*To view Ticket Internal menu :*

1. *Login to NEX ERP application.*
2. *Click “HELPDESK INTERNAL” on the menu list over left.*
3. *Click “TICKET INTERNAL” on the helpdesk internal dropdown menu options.*



Ticket Date : [Dari Tanggal] - [Sampai Tanggal] [All Status] [All Source]		
All Customer <span style="float: right;">Filter</span>		
Show 10 entries		
No	ID	Due Date
1	E1812200014	18/12/2020 01:04:35
2	E1811200013	23/11/2020 11:13:37
3	E1711200010	17/11/2020 14:47:06
4	E09112020/0009	09/11/2020 09:18:51
5	E0904210007	09/04/2021 18:42:05
6	E0904210006	09/04/2021 18:37:12
7	E0904210005	09/04/2021 18:01:17
8	E0904210004	09/04/2021 17:58:39
9	E0904210003	09/04/2021 17:11:52
10	E06112020/0008	06/11/2020 13:06:03

4. Klik salah satu “ID” untuk melihat informasi mengenai tiket internal, tiket internal yang diberikan (Assign To) kepada departemen pengguna, tiket internal yang diberikan (Assign To) kepada pengguna itu sendiri, serta daftar peringatan tiket internal (Warning Ticket).

4. *Click “ID” to view information regarding internal ticket, internal ticket assign to the user's department, internal ticket assign to the user, and a list of warning ticket internal.*

## 4.2 Membuat Tiket Baru/ Make a New Ticket

The screenshot shows the 'Ticket Internal' page of the NEX-ERP system. On the left, there is a sidebar with various helpdesk-related options like 'All Dashboard', 'My Dashboard', 'Inbox', 'Ticket Internal', etc. The main area displays a table of 10 existing tickets with columns for ID, Due Date, and a small green circular icon. At the top right of the table, there is a blue 'Add Ticket' button with a red circle drawn around it. Below the table, there are buttons for 'Copy', 'CSV', 'Print', and 'Column visibility'.

Untuk membuat tiket baru:

1. Klik tombol “ADD TICKET”.

*To make a new ticket:*

1. Click “ADD TICKET” button.

The screenshot shows the 'Add New Ticket' form. It has several input fields: 'Ticket ID' (E1504210008), 'Request/Incident' (Request), 'Category' (Pilih Category), 'Sub-category' (Pilih subkategor), 'Status' (Open), 'Ticket is created from' (Action), 'Priority' (Low), 'Due Date' (Due Date), 'Customer Name' (0001 PT. Sodexo Motivation Solutions Indonesia), 'Watcher' (Pilih Assign To), 'Subject' (Subject), 'Description' (Description), 'Solution' (Solution), and a checkbox for 'I want to add file attachment for this ticket'. At the bottom, there are two buttons: a yellow 'Back' button and a blue 'Submit' button with a red circle drawn around it.

2. Isi seluruh data untuk membuat tiket baru, lalu klik tombol “SUBMIT”.

2. Fill in all the fields to make a new ticket, and click “SUBMIT”.

#### Catatan:

- Tombol **Copy** digunakan untuk menyalin data pada halaman.
- Tombol **CSV** digunakan untuk mendownload data dalam bentuk file Excel.
- Tombol **Print** digunakan untuk mencetak data pada halaman.
- Tombol **Column Visibility** digunakan untuk menampilkan pilihan data dari tabel data.

#### Notes:

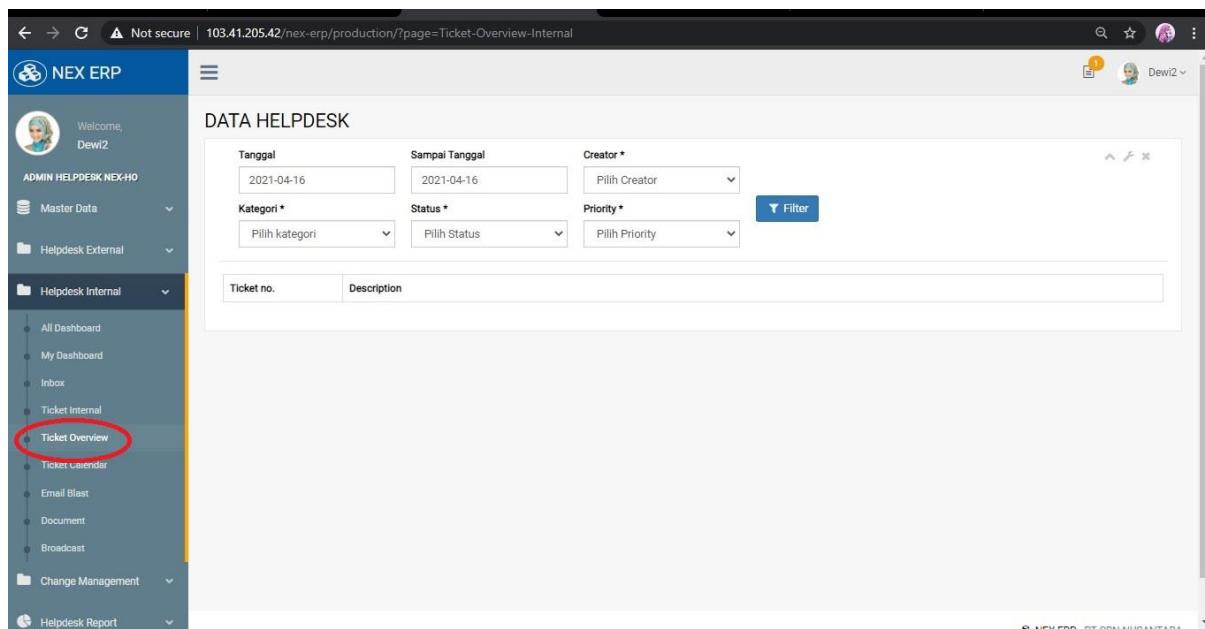
- **Copy** button used to copy data on the page.
- **CSV** button used to download the data as an excel file.
- **Print** button used to print the data on the page.
- **Column Visibility** used to display data selection from data table.

## 5. TICKET OVERVIEW

Menu "**Ticket Overview**" digunakan untuk mencari daftar ticket internal berdasarkan parameter.

The "**Ticket Overview**" menu is used to search internal ticket lists based on parameters.

### 5.1 Melihat Menu Ticket Overview / View Ticket Overview Menu.



Untuk melihat menu Ticket Overview:

1. Login ke aplikasi NEX ERP.
2. Klik “**HELPDESK INTERNAL**” di daftar menu sebelah kiri.
3. Klik “**TICKET OVERVIEW**” pada pilihan menu dropdown helpdesk internal.

*To view Ticket Overview menu :*

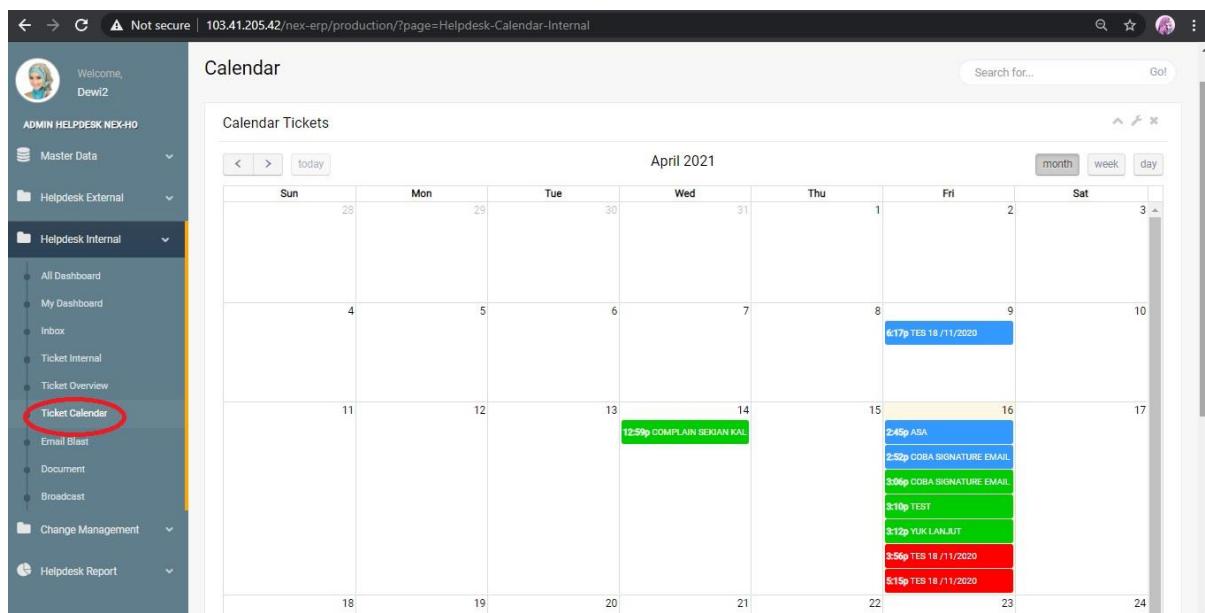
1. *Login to NEX ERP application.*
2. *Click “HELPDESK INTERNAL” on the menu list over left.*
3. *Click “TICKET OVERVIEW” on the helpdesk internal dropdown menu options.*

## 6. TICKET CALENDER

Menu “**Ticket Calender**” digunakan untuk melihat daftar tiket internal berdasarkan waktu pembuatan.

*The “Ticket Calender” menu is used to view a list of internal tickets based on the time of creation.*

### 6.1 Melihat Menu Ticket Calender / View Ticket Calender Menu.



The screenshot shows the NEX ERP application interface. On the left, there is a vertical sidebar with a dark blue background. It contains several menu items under the "Helpdesk Internal" section, with "Ticket Calender" highlighted and circled in red. The main content area is titled "Calendar" and displays a "Calendar Tickets" view for April 2021. The calendar grid shows various ticket entries as colored boxes. For example, on April 8, there is a blue box labeled "6:17p TES 18 /11/2020". On April 14, there is a green box labeled "12:59p COMPLAIN SEKIAN KAL". On April 15, there is a yellow box labeled "2:45p ASA" and several other entries in blue, green, and red boxes. The top of the page shows the URL "103.41.205.42/nex-erp/production/?page=Helpdesk-Calendar-Internal".

Untuk melihat menu Ticket Calender:

1. Login ke aplikasi NEX ERP.
2. Klik “**HELPDESK INTERNAL**” di daftar menu sebelah kiri.
3. Klik “**TICKET CALENDAR**” pada pilihan menu dropdown helpdesk internal.

*To view Ticket Calender menu :*

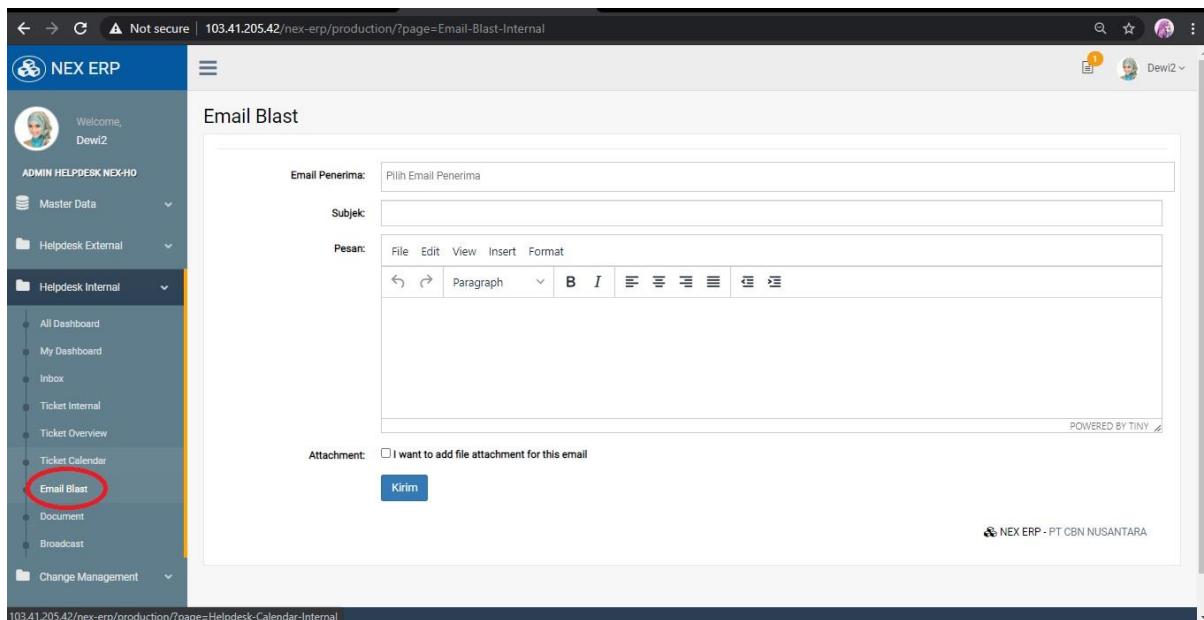
1. *Login to NEX ERP application.*
2. *Click “HELPDESK INTERNAL” on the menu list over left.*
3. *Click “TICKET CALENDAR” on the helpdesk internal dropdown menu options.*

## 7. EMAIL BLAST

Menu "Email Blast" digunakan untuk melakukan blasting email kepada pengguna.

The "**Email Blast**" menu is used for email blasting to users.

### 7.1 Melihat dan Mengirim Email pada Menu Email Blast/ View and Send Email on Email Blast Menu.



Untuk melihat dan mengirim email pada menu Email Blast:

1. Login ke aplikasi NEX ERP.
2. Klik "**HELPDESK INTERNAL**" di daftar menu sebelah kiri.
3. Klik "**EMAIL BLAST**" pada pilihan menu dropdown helpdesk internal.
4. Buat email yang akan dikirim, lalu klik tombol "**KIRIM**" untuk mengirim email.

To view and send email on Email Blast menu :

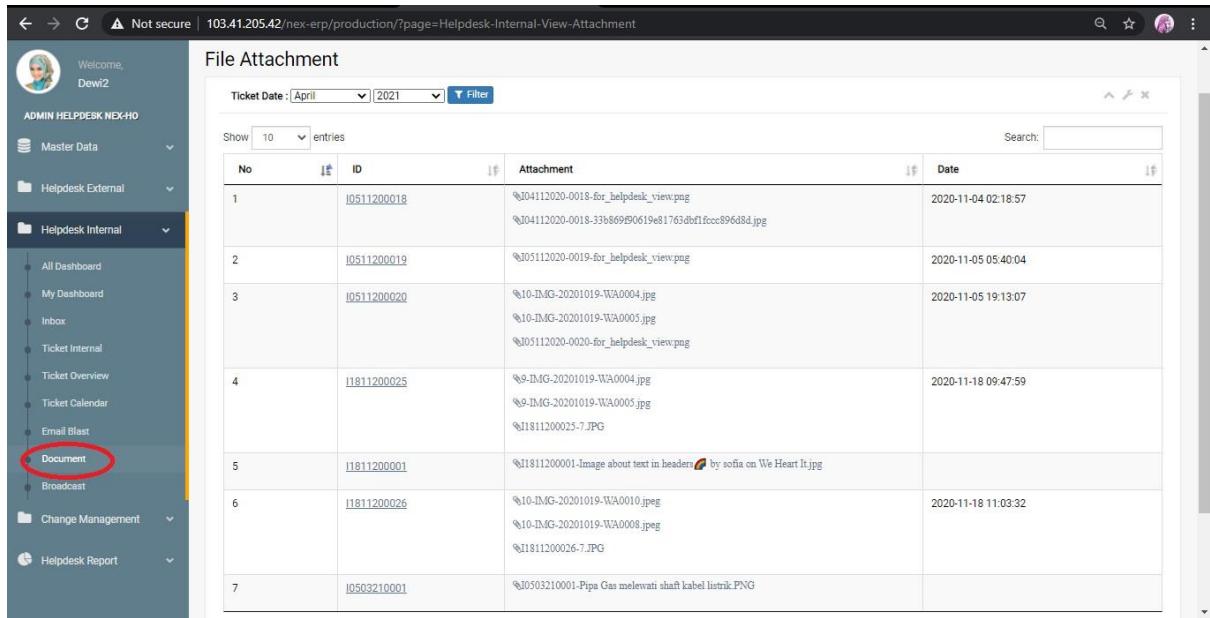
1. Login to NEX ERP application.
2. Click "**HELPDESK INTERNAL**" on the menu list over left.
3. Click "**EMAIL BLAST**" on the helpdesk internal dropdown menu options.
4. Create the email and click "**KIRIM**" button to send email.

## 8. DOCUMENT

Menu "**Document**" berisi daftar dokumen yang berkaitan dengan tiket internal.

The "**Document**" menu contains a list of documents related to internal Ticket.

## 8.1 Melihat Menu Document/ View Document Menu.



The screenshot shows the NEX ERP application interface. On the left, there is a vertical navigation bar with various menu items like 'Master Data', 'Helpdesk External', 'Helpdesk Internal', etc. The 'Helpdesk Internal' section is expanded, and the 'Document' option under it is circled in red. The main content area is titled 'File Attachment' and displays a table of attachments. The table has columns for 'No', 'ID', 'Attachment', and 'Date'. There are 7 entries listed, each with a unique ID and a timestamp.

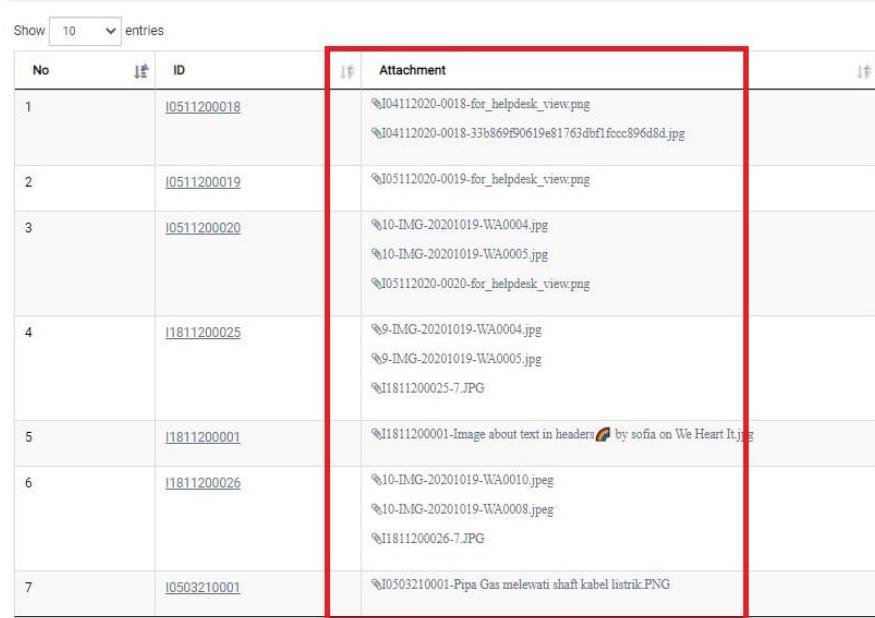
No	ID	Attachment	Date
1	<a href="#">I0511200018</a>	%J04112020-0018-for_helpdesk_view.png %J04112020-0018-33b869f90619e81763dbf1fcc896d8d.jpg	2020-11-04 02:18:57
2	<a href="#">I0511200019</a>	%J05112020-0019-for_helpdesk_view.png	2020-11-05 05:40:04
3	<a href="#">I0511200020</a>	%J10-IMG-20201019-WA0004.jpg %J10-IMG-20201019-WA0005.jpg %J05112020-0020-for_helpdesk_view.png	2020-11-05 19:13:07
4	<a href="#">I1811200025</a>	%J9-IMG-20201019-WA0004.jpg %J9-IMG-20201019-WA0005.jpg %J1811200025-7.JPG	2020-11-18 09:47:59
5	<a href="#">I1811200001</a>	%J1811200001-Image about text in headers by sofia on We Heart It.jpg	
6	<a href="#">I1811200026</a>	%J10-IMG-20201019-WA0001.jpeg %J10-IMG-20201019-WA0008.jpeg %J1811200026-7.JPG	2020-11-18 11:03:32
7	<a href="#">I0503210001</a>	%J0503210001-Pipa Gas melewati shaft kabel listrik.PNG	

Untuk melihat menu Document:

1. Login ke aplikasi NEX ERP.
2. Klik “HELPDESK INTERNAL” di daftar menu sebelah kiri.
3. Klik “DOCUMENT” pada pilihan menu dropdown helpdesk internal.

*To view Document menu :*

1. *Login to NEX ERP application.*
2. *Click “HELPDESK INTERNAL” on the menu list over left.*
3. *Click “DOCUMENT” on the helpdesk internal dropdown menu options.*



The screenshot shows the NEX ERP application interface. The 'Helpdesk Internal' menu is open, and the 'Document' option is highlighted with a red rectangle. The main content area displays a table of file attachments, identical to the one in the previous screenshot.

No	ID	Attachment
1	<a href="#">I0511200018</a>	%J04112020-0018-for_helpdesk_view.png %J04112020-0018-33b869f90619e81763dbf1fcc896d8d.jpg
2	<a href="#">I0511200019</a>	%J05112020-0019-for_helpdesk_view.png
3	<a href="#">I0511200020</a>	%J10-IMG-20201019-WA0004.jpg %J10-IMG-20201019-WA0005.jpg %J05112020-0020-for_helpdesk_view.png
4	<a href="#">I1811200025</a>	%J9-IMG-20201019-WA0004.jpg %J9-IMG-20201019-WA0005.jpg %J1811200025-7.JPG
5	<a href="#">I1811200001</a>	%J1811200001-Image about text in headers by sofia on We Heart It.jpg
6	<a href="#">I1811200026</a>	%J10-IMG-20201019-WA0001.jpeg %J10-IMG-20201019-WA0008.jpeg %J1811200026-7.JPG
7	<a href="#">I0503210001</a>	%J0503210001-Pipa Gas melewati shaft kabel listrik.PNG

4. klik “Attachment” pada salah satu data untuk membuka Document.

4. Click “Attachment” to view the Document.

#### Catatan:

- ⊕ Tombol **Copy** digunakan untuk menyalin data pada halaman.
- ⊕ Tombol **CSV** digunakan untuk mendownload data dalam bentuk file Excel.
- ⊕ Tombol **Print** digunakan untuk mencetak data pada halaman.
- ⊕ Tombol **Column Visibility** digunakan untuk menampilkan pilihan data dari tabel data.

#### Notes:

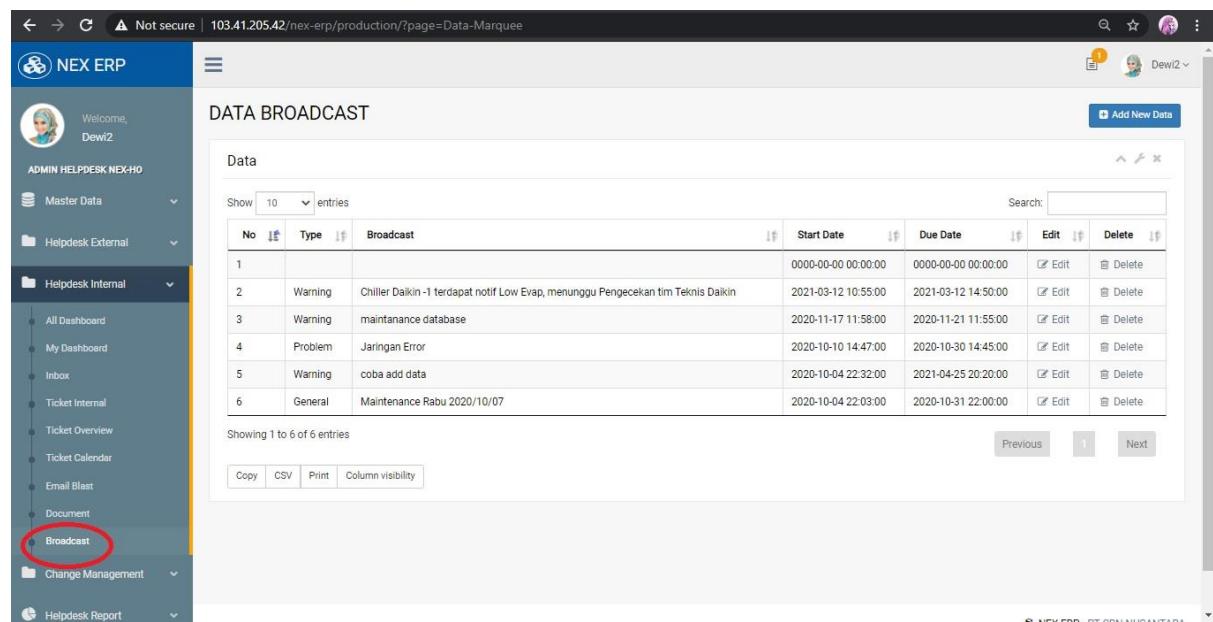
- ⊕ **Copy** button used to copy data on the page.
- ⊕ **CSV** button used to download the data as an excel file.
- ⊕ **Print** button used to print the data on the page.
- ⊕ **Column Visibility** used to display data selection from data table.

## 9. BROADCAST

Menu “Broadcast” digunakan untuk membuat pengumuman atau informasi secara broadcast yang dapat dibaca oleh seluruh user.

The “Broadcast” menu is used to make announcements or broadcast information that can be read by all users.

### 9.1 Melihat Menu Broadcast / View Broadcast Menu.



The screenshot shows the NEX ERP application interface. On the left, there is a vertical sidebar with a navigation menu. The "Broadcast" option under the "Helpdesk Internal" section is highlighted with a red circle. The main content area is titled "DATA BROADCAST" and displays a table of broadcast entries. The table has columns for No, Type, Broadcast, Start Date, Due Date, Edit, and Delete. There are 6 entries listed, each with a timestamp and a brief description. At the bottom of the table, there are buttons for Copy, CSV, Print, and Column visibility.

No	Type	Broadcast	Start Date	Due Date	Edit	Delete
1			0000-00-00 00:00:00	0000-00-00 00:00:00		
2	Warning	Chiller Daikin -1 terdapat notif Low Evap, menunggu Pengecekan tim Teknis Daikin	2021-03-12 10:55:00	2021-03-12 14:50:00		
3	Warning	maintanance database	2020-11-17 11:58:00	2020-11-21 11:55:00		
4	Problem	Jaringan Error	2020-10-10 14:47:00	2020-10-30 14:45:00		
5	Warning	coba add data	2020-10-04 22:32:00	2021-04-25 20:20:00		
6	General	Maintenance Rabu 2020/10/07	2020-10-04 22:03:00	2020-10-31 22:00:00		

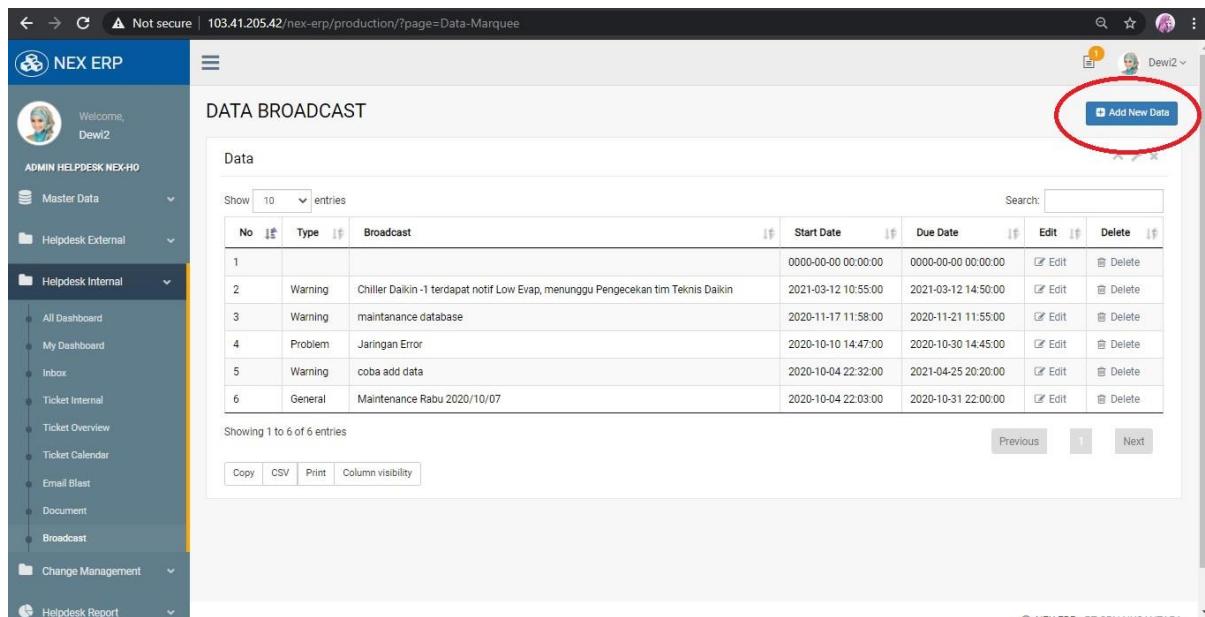
Untuk melihat menu Broadcast:

1. Login ke aplikasi NEX ERP.
2. Klik “**HELPDESK INTERNAL**” di daftar menu sebelah kiri.
3. Klik “**BROADCAST**” pada pilihan menu dropdown helpdesk internal.

*To view Broadcast menu :*

1. *Login to NEX ERP application.*
2. *Click “HELPDESK INTERNAL” on the menu list over left.*
3. *Click “BROADCAST” on the helpdesk internal dropdown menu options.*

## 9.2 Menambahkan Broadcast Baru/ *Add New Broadcast*



The screenshot shows the 'DATA BROADCAST' page in the NEX ERP application. On the left, there is a sidebar with various helpdesk-related options. The main area displays a table of existing broadcasts with columns for No., Type, Broadcast, Start Date, Due Date, Edit, and Delete. At the top right of the table, there is a blue button labeled 'Add New Data'. This button is circled in red in the screenshot to indicate it as the target for adding new data.

No	Type	Broadcast	Start Date	Due Date	Edit	Delete
1			0000-00-00 00:00:00	0000-00-00 00:00:00	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
2	Warning	Chiller Daikin -1 terdapat notif Low Evap, menunggu Pengecekan tim Teknis Daikin	2021-03-12 10:55:00	2021-03-12 14:50:00	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
3	Warning	maintainance database	2020-11-17 11:58:00	2020-11-21 11:55:00	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
4	Problem	Jaringan Error	2020-10-10 14:47:00	2020-10-30 14:45:00	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
5	Warning	coba add data	2020-10-04 22:32:00	2021-04-25 20:00:00	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
6	General	Maintenance Rabu 2020/10/07	2020-10-04 22:03:00	2020-10-31 22:00:00	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

Untuk Menambahkan Broadcast Baru:

1. Klik tombol “**Add New Data**”.

*To Add New Broadcast :*

1. *Click “Add New Data” button.*

The screenshot shows the 'Broadcast' section of the NEX ERP application. On the left, there's a sidebar with a user profile for 'Dewi2' and a navigation menu for 'ADMIN HELPDESK NEX-HO' containing 'Master Data', 'Helpdesk External', 'Helpdesk Internal', 'Change Management', and 'Helpdesk Report'. The main area is titled 'Edit Data' and contains fields for 'Name \*' (with a placeholder 'Warning'), 'Group \*' (set to 'Warning'), and 'Start Date' (with sub-fields for 'Date', 'Due Date', and 'Due Date'). At the bottom right of the form are two buttons: a yellow 'Back' button and a blue 'Submit' button with a checked checkbox icon. A red circle highlights the 'Submit' button.

2. Pada halaman selanjutnya, isi seluruh data, lalu klik tombol “**SUBMIT**”.

#### **Catatan:**

- ⊕ Tombol **Copy** digunakan untuk menyalin data pada halaman.
- ⊕ Tombol **CSV** digunakan untuk mendownload data dalam bentuk file Excel.
- ⊕ Tombol **Print** digunakan untuk mencetak data pada halaman.
- ⊕ Tombol **Column Visibility** digunakan untuk menampilkan pilihan data dari tabel data.

## CHANGE MANAGEMENT

### 1. CHANGE TICKET

Menu "**Change Ticket**" digunakan untuk membuat perubahan informasi pada ticket yang telah dibuat.

2. *On the next page, Fill in all the fields, then click “**SUBMIT**” button.*

#### **Notes:**

- ⊕ **Copy** button used to copy data on the page.
- ⊕ **CSV** button used to download the data as an excel file.
- ⊕ **Print** button used to print the data on the page.
- ⊕ **Column Visibility** used to display data selection from data table.

*Menu "**Change Ticket**" is used to changes information on tickets that have been made.*

## 1.1 Melihat Menu Change Ticket/ View Change Ticket Menu.

The screenshot shows the NEX ERP application interface. On the left, there is a sidebar with various menu items: Welcome, ADMIN HELPDESK NEX-HO, Master Data, Helpdesk External, Helpdesk Internal, Change Management (with Change Ticket highlighted by a red circle), Document List, and Helpdesk Report. The main content area is titled 'Change Management'. It features a 'Broadcast' section with several status messages. Below that is a table with columns: No, ID, Created Date, Type, Title, Category, Sub Category, Change Date, Status, Incident No., and Approval Status. One row of data is shown: No 1, ID C0904210001, Created Date 09/04/2021 19:01:45, Type Emergency, Title qwe, Category IT, Sub Category Jaringan Eror, Change Date 2021-04-09, Status Open, Incident No. E1811200012, and Approval Status Approved. At the bottom of the table, there are buttons for Copy, CSV, Print, and Column visibility. An 'Add Ticket' button is located at the top right of the main content area.

Untuk melihat menu Change Ticket:

1. Login ke aplikasi NEX ERP.
2. Klik “**CHANGE MANAGEMENT**” di daftar menu sebelah kiri.
3. Klik “**CHANGE TICKET**” pada pilihan menu dropdown change management.

*To view Change Ticket menu :*

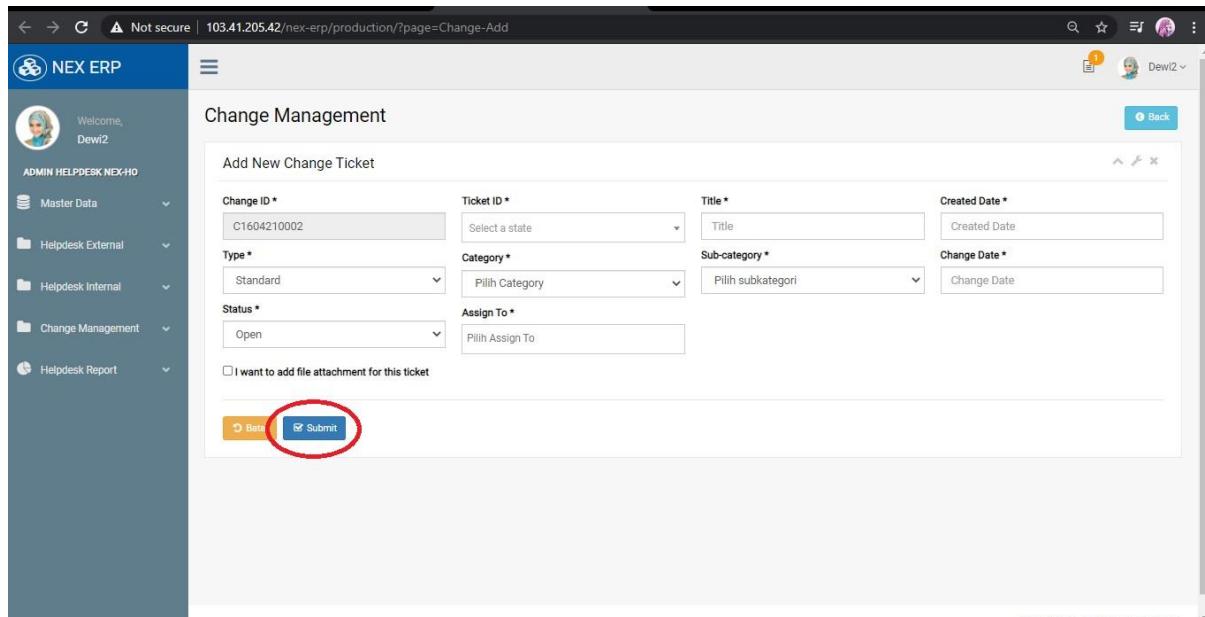
1. *Login to NEX ERP application.*
2. *Click “**CHANGE MANAGEMENT**” on the menu list over left.*
3. *Click “**CHANGE TICKET**” on the change management dropdown menu options.*

## 1.2 Menambah Data Baru / Add New Data.

This screenshot is identical to the previous one, showing the NEX ERP application's Change Management screen. The 'Add Ticket' button at the top right of the main content area is specifically highlighted with a red circle.

Untuk Menambah Ticket Baru:

1. Klik tombol “ADD TICKET” di bagian kanan atas pada halaman menu Data change management.



The screenshot shows the 'Add New Change Ticket' form. It includes fields for Change ID (C1604210002), Ticket ID (Select a state), Title (Title), Created Date (Created Date), Type (Standard), Category (Pilih Category), Sub-category (Pilih subkategori), Status (Open), Assign To (Pilih Assign To), and a checkbox for adding file attachments. At the bottom are 'Save' and 'Submit' buttons, with 'Submit' being highlighted by a red circle.

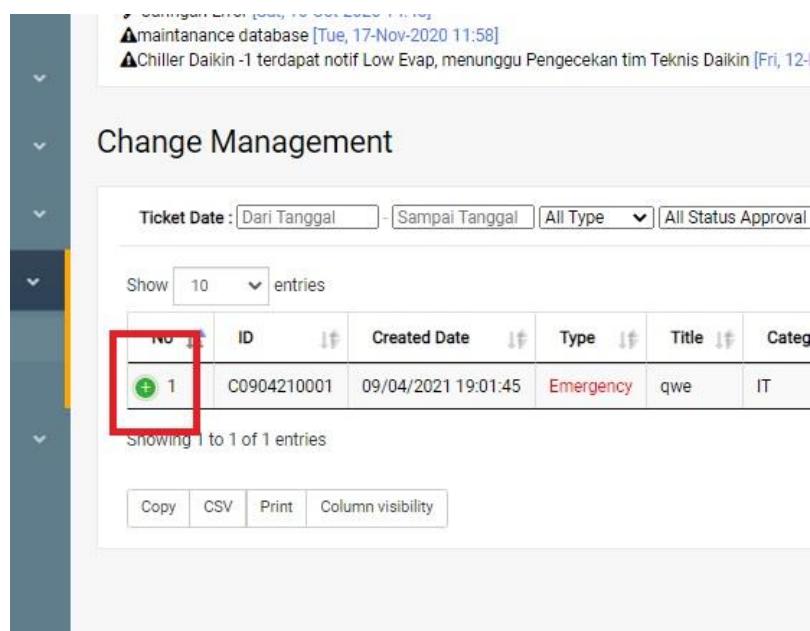
2. Pada halaman selanjutnya, Isi seluruh kolom lalu klik tombol “SUBMIT”.

*To Add New Ticket:*

1. Click “ADD TICKET” button on the right top of Data change management menu page.

2. On the next page, Fill in all the fields and click “SUBMIT”.

### 1.3 Menyunting Data/ Edit Data.



The screenshot shows a table with one row of data. The columns are labeled: No, ID, Created Date, Type, Title, and Categ. The data row contains: + 1, C0904210001, 09/04/2021 19:01:45, Emergency, qwe, IT. A red box highlights the 'No' column header. Below the table, it says 'SHOWING 1 to 1 of 1 entries'. At the bottom are buttons for Copy, CSV, Print, and Column visibility.

No	ID	Created Date	Type	Title	Categ
+ 1	C0904210001	09/04/2021 19:01:45	Emergency	qwe	IT

Untuk Menyunting Data:

1. Klik tombol plus hijau.

To Edit Data:

1. Click green plus button.

The screenshot shows a 'Change Management' application interface. At the top, there are search filters for 'Ticket Date' (Dari Tanggal, Sampai Tanggal), 'All Type' (dropdown), and 'All Status Approv' (dropdown). Below the filters, a table displays a single row of data. The columns are labeled: No, ID, Created Date, Type, Title, and Cat. The data row shows: No 1, ID C0904210001, Created Date 09/04/2021 19:01:45, Type Emergency, Title qwe, and Cat IT. Below the table, there are two 'Edit' buttons: one next to the row and one below it. The button next to the row is circled in red. At the bottom, there are buttons for Copy, CSV, Print, and Column visibility.

No	ID	Created Date	Type	Title	Cat
1	C0904210001	09/04/2021 19:01:45	Emergency	qwe	IT

2. Lalu, klik “EDIT”.

2. Next, Click “EDIT”.

#### Catatan:

- ⊕ Tombol **Copy** digunakan untuk menyalin data pada halaman.
- ⊕ Tombol **CSV** digunakan untuk mendownload data dalam bentuk file Excel.
- ⊕ Tombol **Print** digunakan untuk mencetak data pada halaman.
- ⊕ Tombol **Column Visibility** digunakan untuk menampilkan pilihan data dari tabel data.

#### Notes:

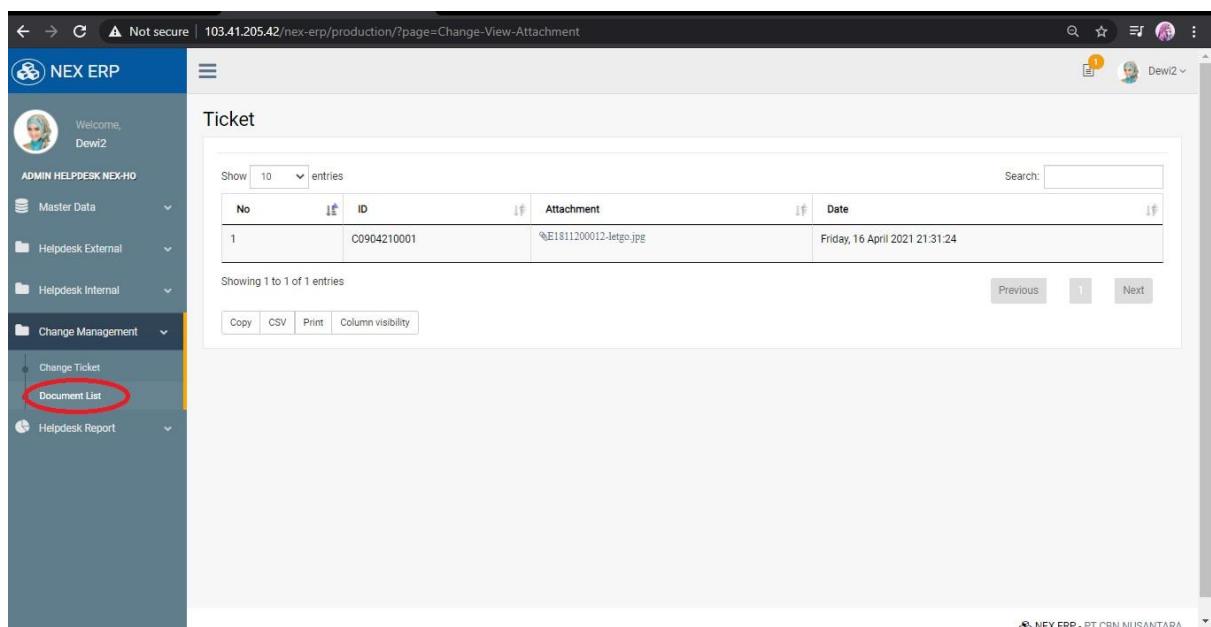
- ⊕ **Copy** button used to copy data on the page.
- ⊕ **CSV** button used to download the data as an excel file.
- ⊕ **Print** button used to print the data on the page.
- ⊕ **Column Visibility** used to display data selection from data table.

## 2. DOCUMENT LIST

Menu "Document List" berisi daftar dokumen yang berkaitan dengan change ticket management.

The "Document List" menu contains a list of documents related to change ticket management.

### 2.1 Melihat Menu Document List/ View Document List Menu.



The screenshot shows the NEX ERP application interface. On the left, there is a sidebar with a user profile for 'Dewi2' and a navigation menu under 'ADMIN HELPDESK NEX-HO'. The 'Change Management' section is expanded, and the 'Document List' option is highlighted with a red circle. The main content area is titled 'Ticket' and displays a table with one entry. The table has columns for 'No', 'ID', 'Attachment', and 'Date'. The entry shows ID C0904210001, Attachment %E1811200012-letgo.jpg, and Date Friday, 16 April 2021 21:31:24. There are buttons for 'Copy', 'CSV', 'Print', and 'Column visibility' at the bottom of the table.

Untuk melihat menu Document List:

1. Login ke aplikasi NEX ERP.
2. Klik "**CHANGE MANAGEMENT**" di daftar menu sebelah kiri.
3. Klik "**DOCUMENT LIST**" pada pilihan menu dropdown change management.

To view Document List menu :

1. Login to NEX ERP application.
2. Click "**CHANGE MANAGEMENT**" on the menu list over left.
3. Click "**DOCUMENT LIST**" on the change management dropdown menu options.



entries			
No	ID	Attachment	Date
1	C0904210001	%E1811200012-letgo.jpg	Friday, 16 April 2021 21:31:24
1 of 1 entries			
<a href="#">Print</a> <a href="#">Column visibility</a>			

4. Lalu klik "Attachment" untuk menampilkan document.

#### Catatan:

- ⊕ Tombol **Copy** digunakan untuk menyalin data pada halaman.
- ⊕ Tombol **CSV** digunakan untuk mendownload data dalam bentuk file Excel.
- ⊕ Tombol **Print** digunakan untuk mencetak data pada halaman.
- ⊕ Tombol **Column Visibility** digunakan untuk menampilkan pilihan data dari tabel data.

4. Next click "Attachment" to view document.

#### Notes:

- ⊕ **Copy** button used to copy data on the page.
- ⊕ **CSV** button used to download the data as an excel file.
- ⊕ **Print** button used to print the data on the page.
- ⊕ **Column Visibility** used to display data selection from data table.

## HELPDESK REPORT

### 1. HELPDESK REPORT

Menu "Helpdesk Report" berisi informasi mengenai jumlah ticket yang sudah pernah dibuat berdasarkan parameter waktu.

The "Helpdesk Report" menu contains information about the number of tickets that have been made based on time parameters.

#### 1.1 Melihat Menu Helpdesk Report/ View Helpdesk Report Menu.

The screenshot shows the NEX ERP web interface. On the left, there is a sidebar with a user profile picture and the text "Welcome, Dewi2". Below this, under "ADMIN HELPDESK NEX-HO", are several menu items: "Master Data", "Helpdesk External", "Helpdesk Internal", "Change Management", and "Helpdesk Report". The "Helpdesk Report" item is highlighted with a red oval. Under "Helpdesk Report", there are three sub-options: "Report Staff Statistic" and "Report Category Statistic", with "Helpdesk Report" also being highlighted by the red oval. The main content area is titled "Report Tickets". It features a search bar for "Ticket Date" with two date input fields and a "Filter" button. Below this is a chart showing the count of tickets over time, with a value of "0" displayed. At the bottom of the chart is a legend indicating "Internal" (blue) and "External" (orange). A table follows, with columns "No", "Tanggal Tiket", "Tiket External", and "Tiket Internal". A note at the bottom of the table states "No data available in table". At the very bottom of the page are buttons for "Copy", "CSV", "Print", and "Column visibility".

Untuk melihat menu Helpdesk Report:

1. Login ke aplikasi NEX ERP.
2. Klik “**HELPDESK REPORT**” di daftar menu sebelah kiri.
3. Klik “**HELPDESK REPORT**” pada pilihan menu dropdown helpdesk report.

#### Catatan:

- ⊕ Tombol **Copy** digunakan untuk menyalin data pada halaman.
- ⊕ Tombol **CSV** digunakan untuk mendownload data dalam bentuk file Excel.
- ⊕ Tombol **Print** digunakan untuk mencetak data pada halaman.
- ⊕ Tombol **Column Visibility** digunakan untuk menampilkan pilihan data dari tabel data.

## 2. REPORT STAFF STATISTICS

Menu “**Report Staff Statistics**” berisi informasi mengenai nama pengguna dan status seluruh tiket yang ditangani oleh pengguna tersebut.

*To view Helpdesk Report menu :*

1. *Login to NEX ERP application.*
2. *Click “HELPDESK REPORT” on the menu list over left.*
3. *Click “HELPDESK REPORT” on the helpdesk report dropdown menu options.*

#### Notes:

- ⊕ **Copy** button used to copy data on the page.
- ⊕ **CSV** button used to download the data as an excel file.
- ⊕ **Print** button used to print the data on the page.
- ⊕ **Column Visibility** used to display data selection from data table.

*Menu “Report Staff Statistics” contains information about user's name and the status of all tickets that handled by the user.*

## 2.1 Melihat Menu Report Staff Statistic/ View Report Staff Statistic Menu.

Staff	Tickets	Opened	Late	Solved	Closed	% Closed	Log
Anandita	0	0	0	0	0	0%	0
Arif	0	0	0	0	0	0%	0
Developer	0	0	0	0	0	0%	0
Dewi	0	0	0	0	0	0%	0
Dewi	0	0	0	0	0	0%	0
Dewi2	0	0	0	0	0	0%	0
dicky	0	0	0	0	0	0%	0
dicky2	0	0	0	0	0	0%	0
Dummy User	0	0	0	0	0	0%	0

Untuk melihat menu Report Staff Statistic:

1. Login ke aplikasi NEX ERP.
2. Klik “HELPDESK REPORT” di daftar menu sebelah kiri.
3. Klik “REPORT STAFF STATISTIC” pada pilihan menu dropdown helpdesk report.

To view Report Staff Statistic menu :

1. Login to NEX ERP application.
2. Click “HELPDESK REPORT” on the menu list over left.
3. Click “REPORT STAFF STATISTIC” on the helpdesk report dropdown menu options.

### Catatan:

- ⊕ Tombol **Copy** digunakan untuk menyalin data pada halaman.
- ⊕ Tombol **CSV** digunakan untuk mendownload data dalam bentuk file Excel.
- ⊕ Tombol **Print** digunakan untuk mencetak data pada halaman.
- ⊕ Tombol **Column Visibility** digunakan untuk menampilkan pilihan data dari tabel data.

### Notes:

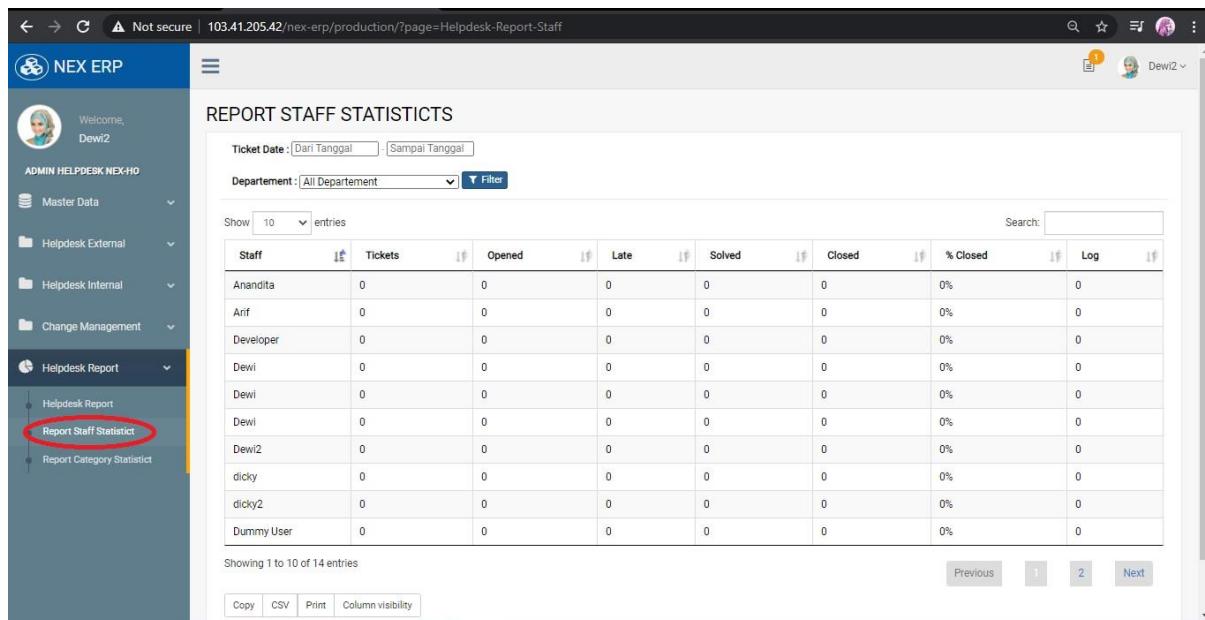
- ⊕ **Copy** button used to copy data on the page.
- ⊕ **CSV** button used to download the data as an excel file.
- ⊕ **Print** button used to print the data on the page.
- ⊕ **Column Visibility** used to display data selection from data table.

### 3. REPORT CATEGORY STATISTICT

Menu "Report Category Statistic" berisi informasi mengenai jumlah ticket yang telah dibuat berdasarkan parameter kategori, sub kategori dan status tiket saat ini.

The "Report Category Statistics" menu contains information about the number of tickets that have been created based on the parameters of the category, sub-category and current ticket status.

#### 3.1 Melihat Menu Report Category Statistic/ View Report Category Statistic Menu.



The screenshot shows the NEX ERP application interface. On the left, there is a sidebar with various menu items under 'ADMIN HELPDESK NEX-HO'. The 'Helpdesk Report' section is expanded, and 'Report Staff Statistic' is highlighted with a red oval. The main content area is titled 'REPORT STAFF STATISTICS'. It features a table with columns for Staff, Tickets, Opened, Late, Solved, Closed, % Closed, and Log. The table lists several staff members with zero entries for all metrics. At the bottom of the table, it says 'Showing 1 to 10 of 14 entries' and includes buttons for Copy, CSV, Print, and Column visibility.

Staff	Tickets	Opened	Late	Solved	Closed	% Closed	Log
Anandita	0	0	0	0	0	0%	0
Arif	0	0	0	0	0	0%	0
Developer	0	0	0	0	0	0%	0
Dewi	0	0	0	0	0	0%	0
Dewi	0	0	0	0	0	0%	0
Dewi2	0	0	0	0	0	0%	0
dicky	0	0	0	0	0	0%	0
dicky2	0	0	0	0	0	0%	0
Dummy User	0	0	0	0	0	0%	0

Untuk melihat menu Report Category Statistic:

1. Login ke aplikasi NEX ERP.
2. Klik "HELPDESK REPORT" di daftar menu sebelah kiri.
3. Klik "REPORT CATEGORY STATISTIC" pada pilihan menu dropdown helpdesk report.

To view Report Category Statistic menu :

1. Login to NEX ERP application.
2. Click "HELPDESK REPORT" on the menu list over left.
3. Click "REPORT CATEGORY STATISTIC" on the helpdesk report dropdown menu options.

**Catatan:**

- Tombol **Copy** digunakan untuk menyalin data pada halaman.
- Tombol **CSV** digunakan untuk mendownload data dalam bentuk file Excel.
- Tombol **Print** digunakan untuk mencetak data pada halaman.
- Tombol **Column Visibility** digunakan untuk menampilkan pilihan data dari tabel data.

**Notes:**

- **Copy** button used to copy data on the page.
- **CSV** button used to download the data as an excel file.
- **Print** button used to print the data on the page.
- **Column Visibility** used to display data selection from data table.