



Live Report Guideline

Request Access for All Employees via Helpdesk

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IT ASIANET

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Introduction

What is Live Report Apps?

Reporting App for single ticket to ONM related problem need to be corrective based finding on field by user

Purpose:

To streamline the process reporting finding on field by user to be corrected by ONM .



How to Use?

1. Logging In:

- Access the Ticketing System via [web portal] <https://livereport.asianet.co.id>
- You can login with TTMS credential , if not yet registered contact admin for create new account
- Enable location for browser and phone before open the app



LIVE REPORT

* Email

bagus.utomo@lightstorm.id

* Password

.....



Login



How to Use?

REPORT FORM

* Subject

Select Subject

FAT Rusak

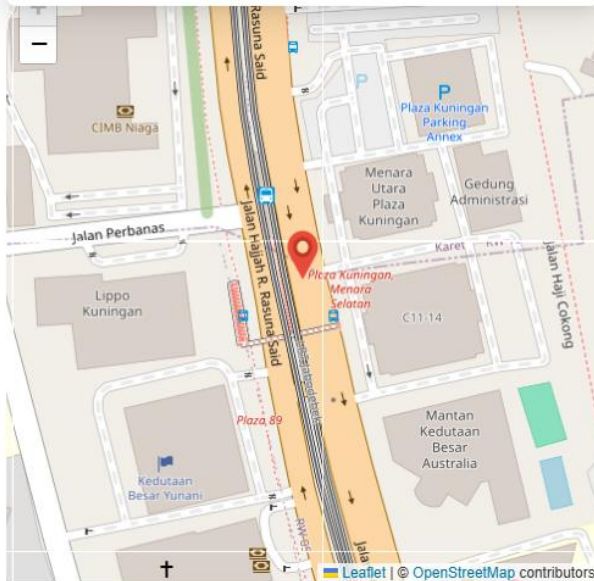
FAT Terbuka

Kabel Distribusi Kendor

Kabel Feeder Kendor

Pemindahan Tiang

Pemindahan Pedestal



- **APK** for android can be download from button top right , install using file manager for unknown source installer
- Select subject as fit with the problem found in the field

How to Use?

unifiber
by asianet

APK Logout

REPORT FORM


* Subject

FAT Terbuka

* Region

Select Region

- KOTA DENPASAR
- KOTA BANDUNG
- KAB. SUMEDANG
- KAB. BANDUNG
- KOTA CIMAHI
- KAB. BANDUNG BARAT
- KOTA ADM. JAKARTA SELATAN
- KOTA ADM. JAKARTA TIMUR



Leaflet | © OpenStreetMap contributors

- Select Region match with location
- Zoom on map , then hold and drag location pointer if location not accurate enough to corrected the pin point location



How to Use?

Description

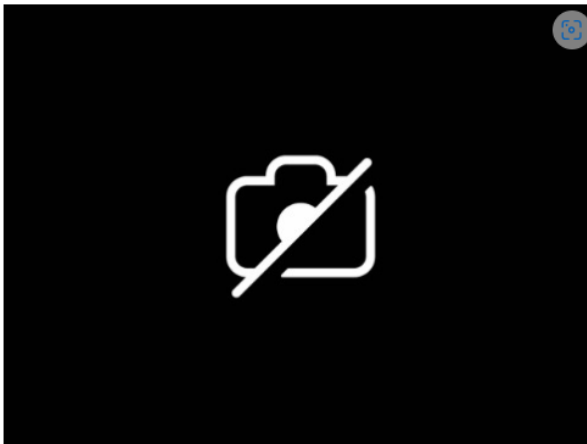
H1 H2 Sans Serif **B** *I* U

This is test ticket live report for documentation only

Capture Image

Open Camera

Preview:



Confirm Undo



Success


Ticket with ID ADM_20250516_0524 has been created

OK

- Fill description with detail problem , give clue location if necessary , for instance “ on left of indomaret , or infront of barber shop “ to make it easier to find, especially if label already worn off
- Click open camera icon to start add photo for location or the problem
- Click confirm to submit photo
- Thumbnail will show up if the photo submitted
- Hit submit button (color blue) to send the ticket
- Ticket number created will be given if success created



How to Use?



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Dashboard
Submit Ticket
View Tickets
Assign Tickets
Single View
Report
Change Password
Logout
Submit Incident
View Incident
Report Incident

☐ Jabodetabek 1☐ Jabodetabek 2☐ Malang☐ Bandung☐ Semarang☐ Surabaya☐ Medan☐ Jogja☐ Solo☐ Purwokerto☐ Bali

Copy

Export to Excel

Download Additional Info

Check Download File

Check Reschedule

Archive

Search:

Customer ID	Ticket ID	Repeated	FH ID	Subject	SubCategory	Code	Department	Vendor	Status	Aging	Region	Partner
Non_Customer	ADM_20250516_0524	Not Repeat		Internal Service Request_FAT Terbuka			ONM		open	000 hours		Unifiber

Showing 1 to 1 of 1 entries

Previous

1

Next

Customer ID	Ticket ID	Repeated	FH ID	Subject
Non_Customer	ADM_20250516_0524	Not Repeat		Internal Service Request_FAT Terbuka

View

Edit

CRM

WA Respond

- Login to TTMS (<https://ticketms.asianet.co.id>)
- Find the ticket by copy paste the ticket given by live report in search field on side bar
- Hit enter or click button , the ticket will be shown in left side
- Right click on row to show menu , click view to show detail tickets



How to Use?

☐ Jabodetabek 1 ☐ Jabodetabek 2

Copy

Export to Excel

Customer ID

↑↓ Ticket

Non_Customer

ADM_2

View

Showing 1 to 1 of 1 entries

Ticket Details

×

Created By: bagus.utomo@lightstorm.id | Created At: 2025-05-16 11:00:10

Status: open


Aging: 0 days, 0 hours, 7 minutes | Department: ONM

Subject: Internal Service Request_FAT Terbuka


Detail: KOTA ADM. JAKARTA SELATAN

Position -6.217102984074418,106.83100102164079

This is test ticket live report for documentation only



p > strong

Build with  tinyMCE

Attachment: No attachment available.

Close

Update

Archive

Search:

↑↓ Status

↑↓ Aging

↑↓ Region

↑↓ Partner

↑↓

open

000 hours


Unifiber

Previous


1

Next

How to Use?



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- Dashboard
- Submit Ticket
- View Tickets
- Assign Tickets
- Single View
- Report
- Change Password
- Logout

Assign Tickets

Search Tickets (Max 20, comma-separated IDs):

Search

☐ ReCall Ticket

☐ Jabodetabek 1 ☐ Jabodetabek 2 ☐ Jabodetabek 3 ☐ Malang ☐ Bandung ☐ Semarang ☐ Surabaya ☐ Medan ☐ Jogja ☐ Solo ☐ Purwokerto ☐ Bali

Show entries

Call Back

Assign Vendor

Search:

<input type="checkbox"/>	↑↓ Customer ID	↑↓ Ticket ID	↑↓ Subject	↑↓ SubCategory	↑↓ Code	↑↓ Department	↑↓ Status	↑↓ Region	↑↓
<input checked="" type="checkbox"/>	Non_Customer	ADM_20250516_0524	Internal Service Request_FAT Terbuka			ONM	open		

Showing 1 to 1 of 1 entries

Previous

1

Next

Assign Vendor and Department

To Department:

Select Vendor:

- Select Vendor
- Quantum
- Satu Visi
- CKT
- LanceSoft
- MSA

- Select Assign Tickets from sidebar
- Search the ticket by copy paste tickets in search column and hit search , this can up to 20 ticket separate by comma
- Select by mark check box , then hit Assign Vendor, button
- Choose Department and Select Vendor and hit Assign button
- Vendor shouldbe have the tickets in their dashboard
- Follow guidance to update ticket until closed status



Live Reports Guideline

End Slide Thank You

Thank You

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