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
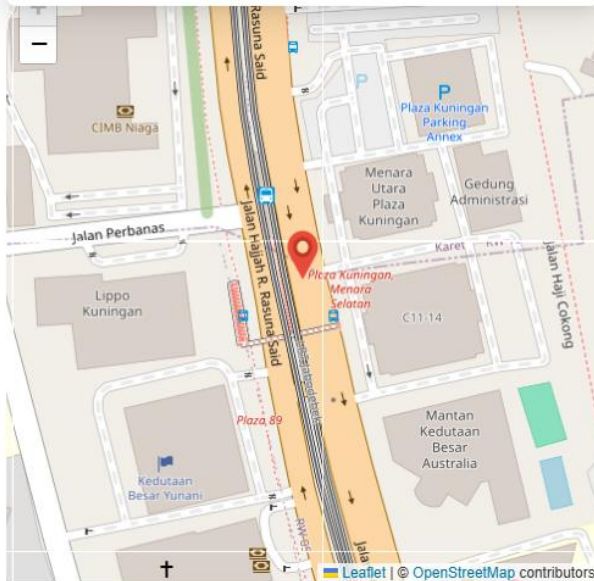
How to Use?

- **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?

- 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
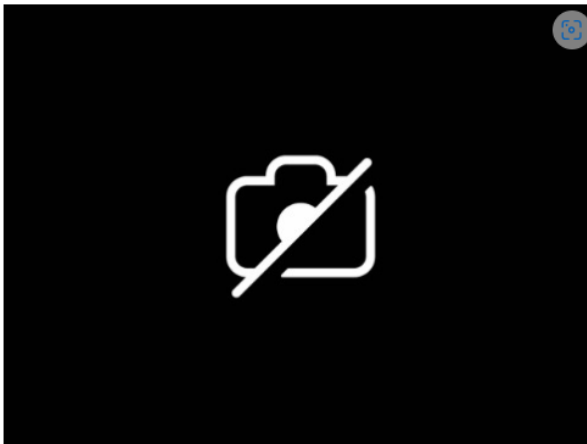
How to Use?

Description

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
- Thumnail 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?

- 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?

How to Use?

- 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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