Helpdesk: MPR SOP

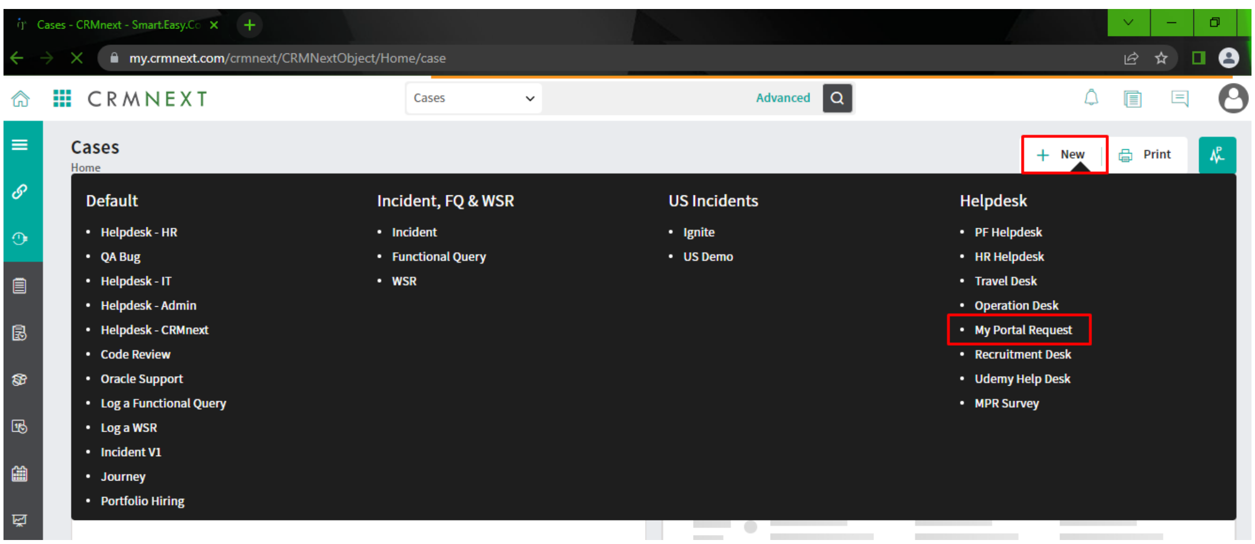
About MPR:

MPR (My Portal Request) is a component of case object to raise the request or complaint to support (BTG) team. Normally MPR is used to log a case for internal issues. Normally MPR will be entertained from Monday to Friday between 09:00 AM to 06:00 PM except for any public or government holidays

MPR Parameters:

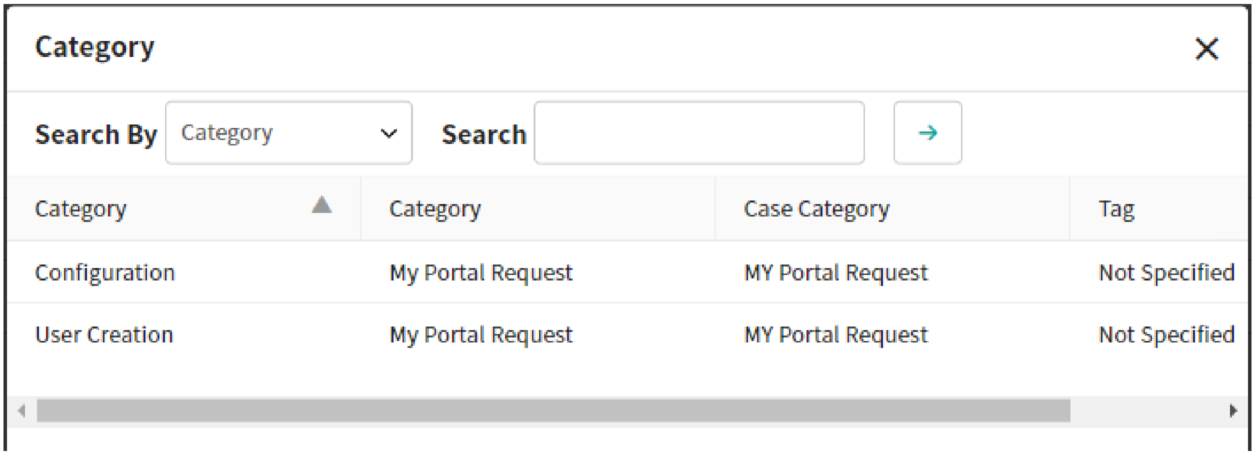
1. **Mode of Communication**: A user can only raise the MPR from Case object on my.crmnext portal. Once the MPR is logged, a unique case id is generated, and case owner will be communicated with auto response. No Other mode (Chat, Call, Email, Signal etc.) will be entertained for any request or concern.

Note: We do not accept any request or concern without Case Id.



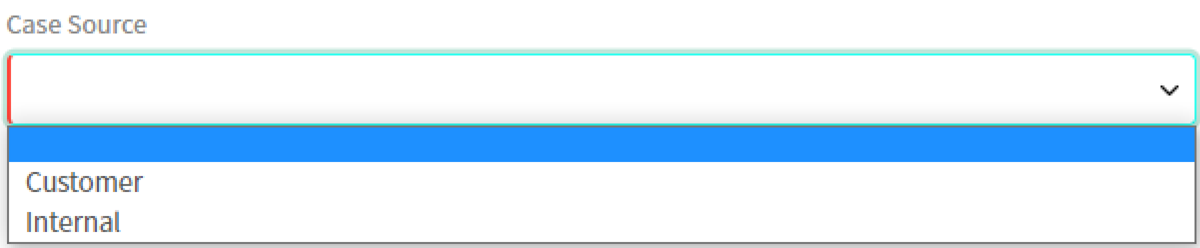
2. **Category**: Following category are envisaged to be logged MPR at the helpdesk. It's a mandatory field.

S.No	Category	Description
1	User Creation	Request related to user creation on My Portal
2	Configuration	Related to any configuration or request except user creation



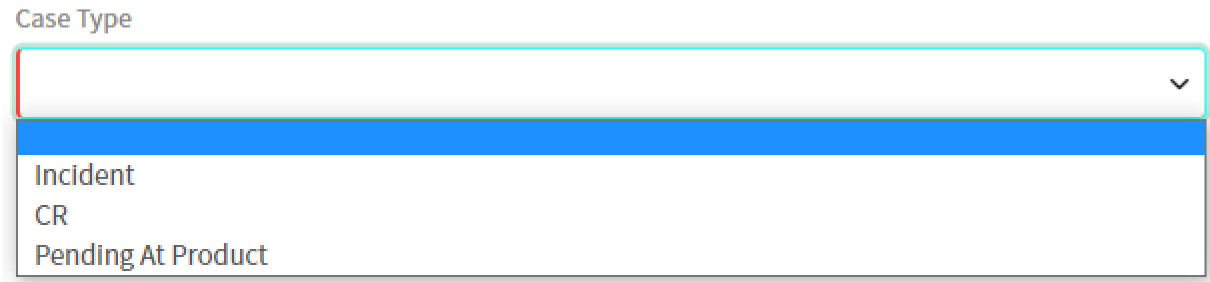
3. **Case Source**: Case source define the case owner is a customer or employee (within the organization).

S.No	**Case Source**	**Description**
1	Customer	Case owner is a customer
2	Internal	Case owner is within the organization



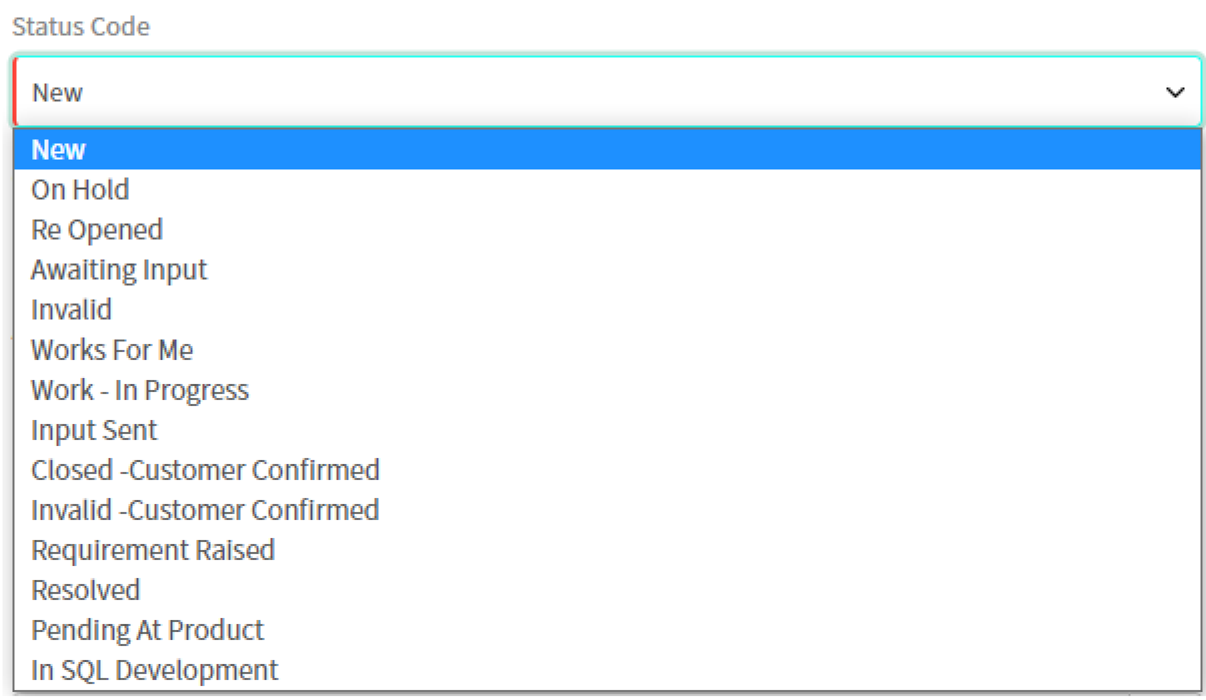
4. **Case Type**: The case logged under MPR is classified under one of the following case types.

S.No	**Case Type**	**Description**
1	Incident	MPR related to existing functionality
2	CR	MPR related to change any existing functionality
3	Pending at Product	MPR dependent on product team



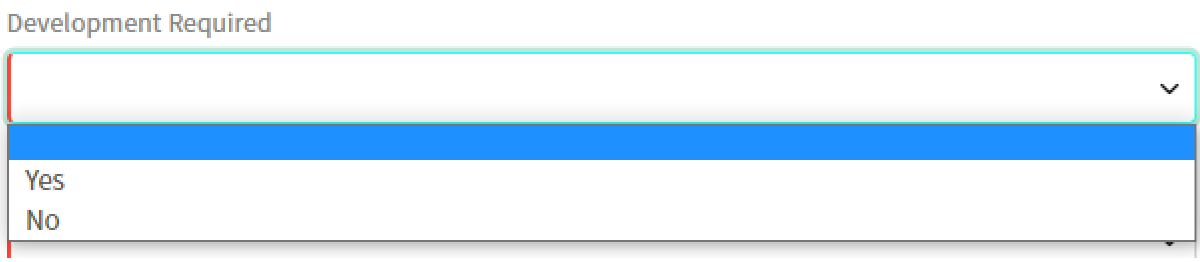
5. **Status Code**: Case Status is classified with different status codes which shows the current status of the case.

S. No	Status Codes	Description
1	New	New Case
2	Awaiting Input	Need some more Input From the case owner
3	Input Sent	Input Sent by the case owner
4	Work – In Progress	Case is In Progress
5	Requirement Raised	Requirement raised to product Team regarding the case
6	Resolved	Resolved
7	Pending at Product	Pending on Product Team
8	In SQL Development	Under SQL development



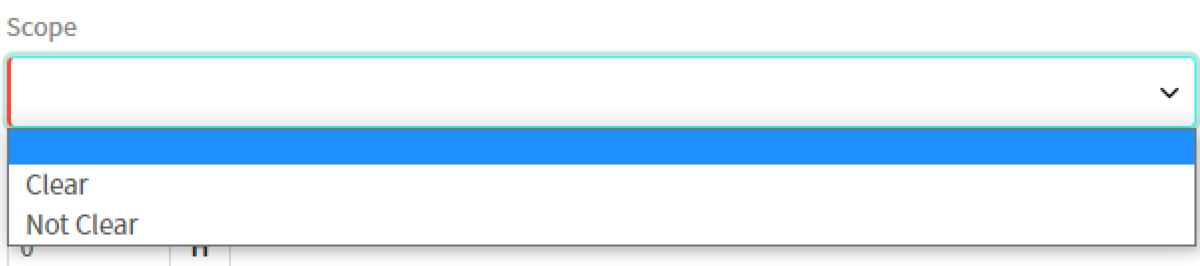
6. **Development Required**: This field shows case dependency on Development Team.

S.No	Development Required	Description
1	Yes	If Development Required on Case
2	No	If Development not Required



7. **Scope**: Scope defines the case understanding.

S. No	Scope	Description
1	Clear	If case is clear to proceed
2	Not Clear	If case is not clear and need more understanding



How to Raise MPR:

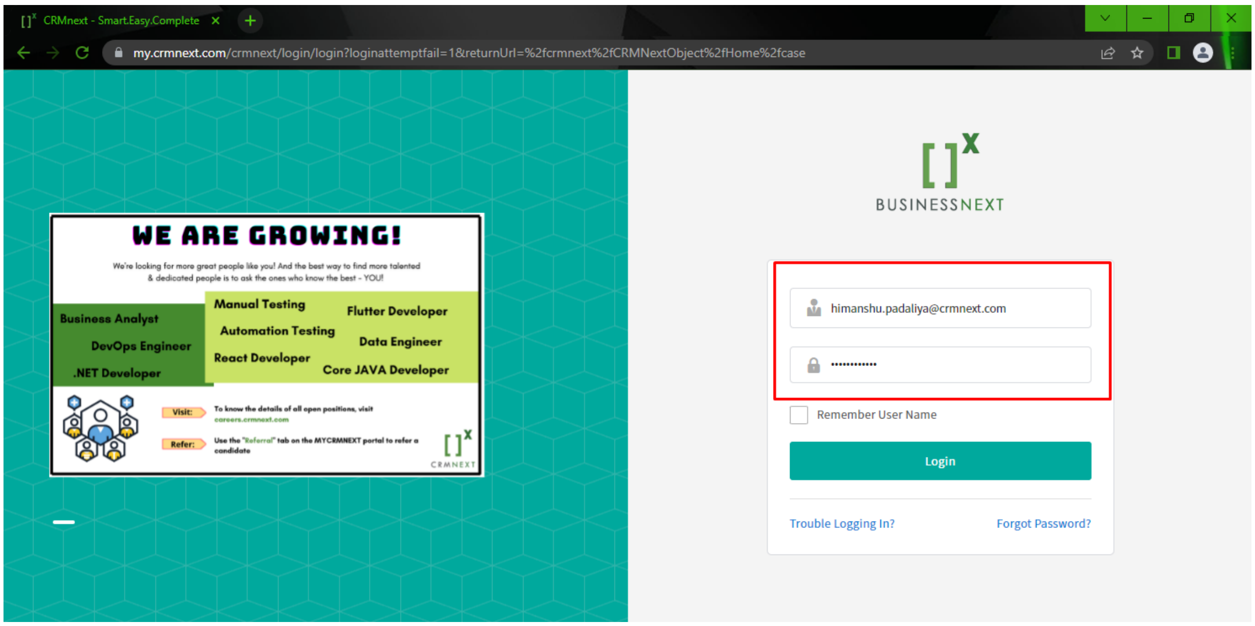
MPR is used to report any internal or external issue or request regarding the product. You can raise the MPR from the MY portal.

Follow the below steps to raise MPR on My portal.

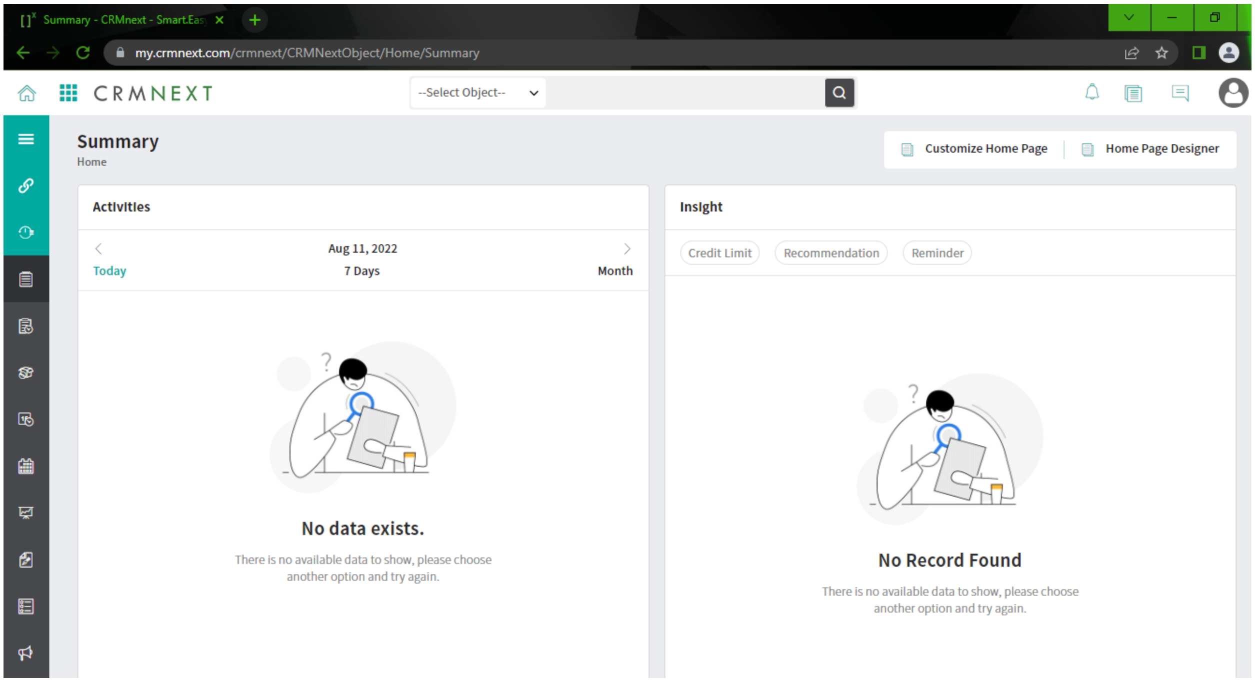
Note: Please don't raise MPR with administrator role as the layout shows many unnecessary fields and option from admin role.

1. Log in to My portal with your credentials.

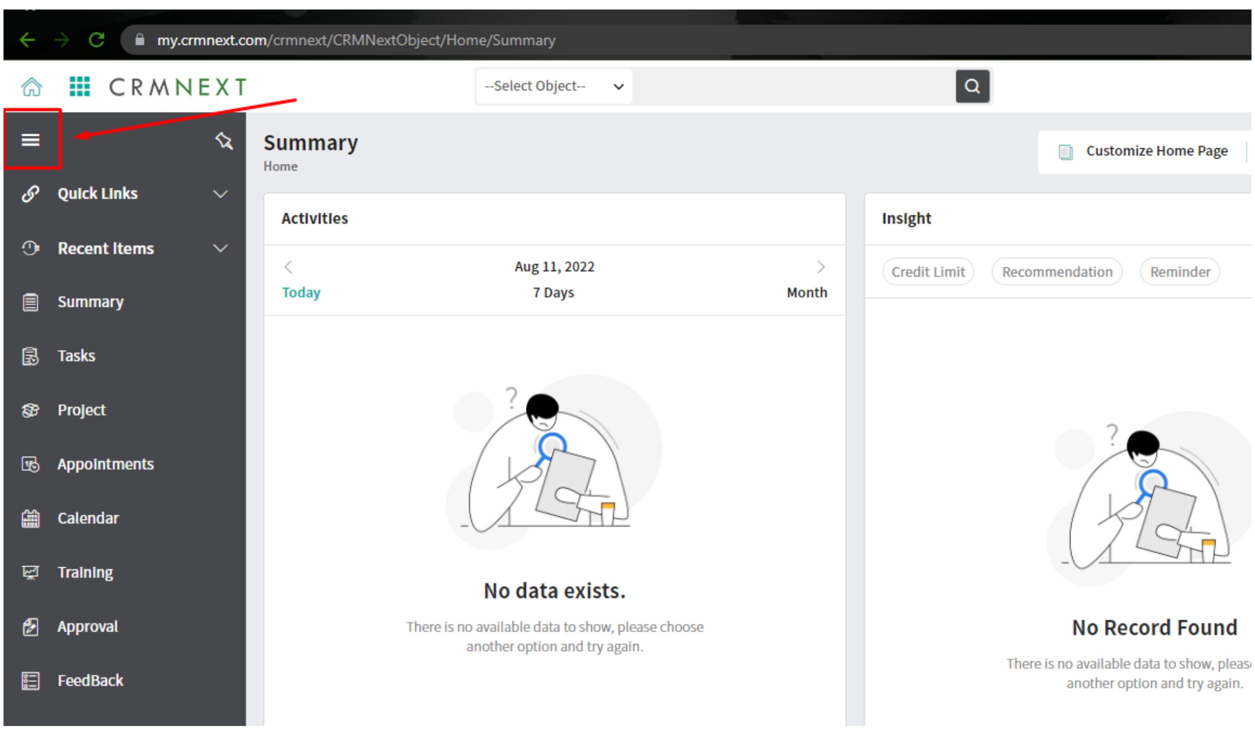
https://my.crmnext.com/crmnext/login/login?loginattemptfail=1&returnUrl=%2fcrmnext%2fCRMNextObject%2fHome%2fcase

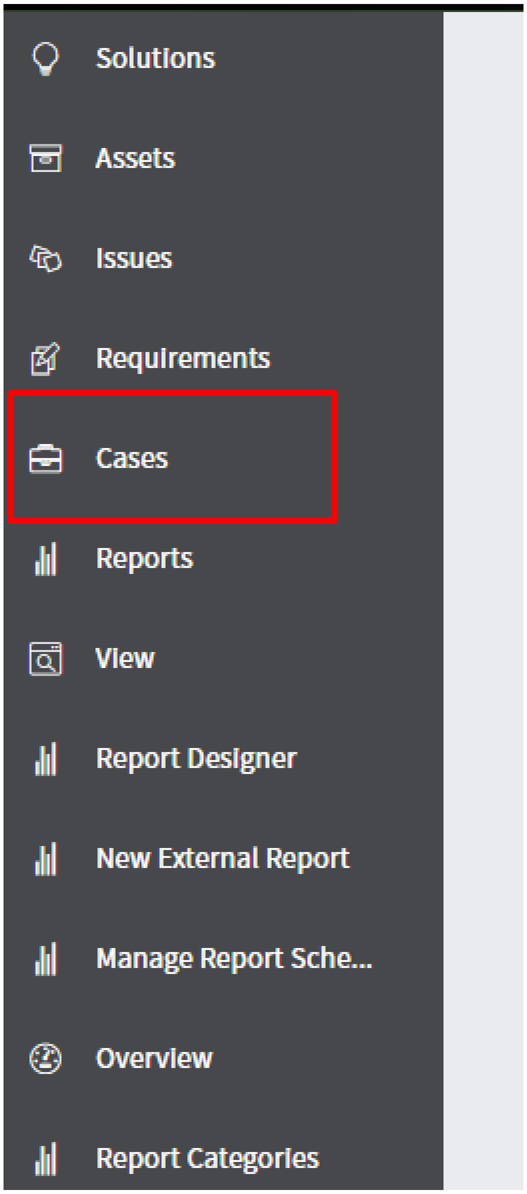


2. Once you click on Login, you will redirect to My Portal Home page.

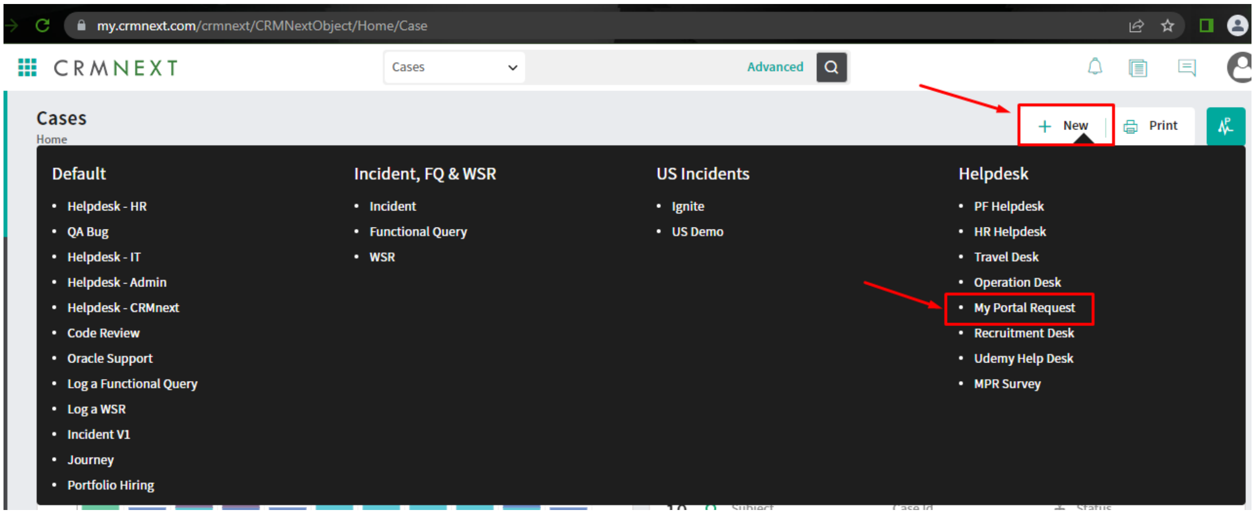


3. you can raise MPR from the case object. Click on 3- Horizontal Lines on left panel and select the case object.



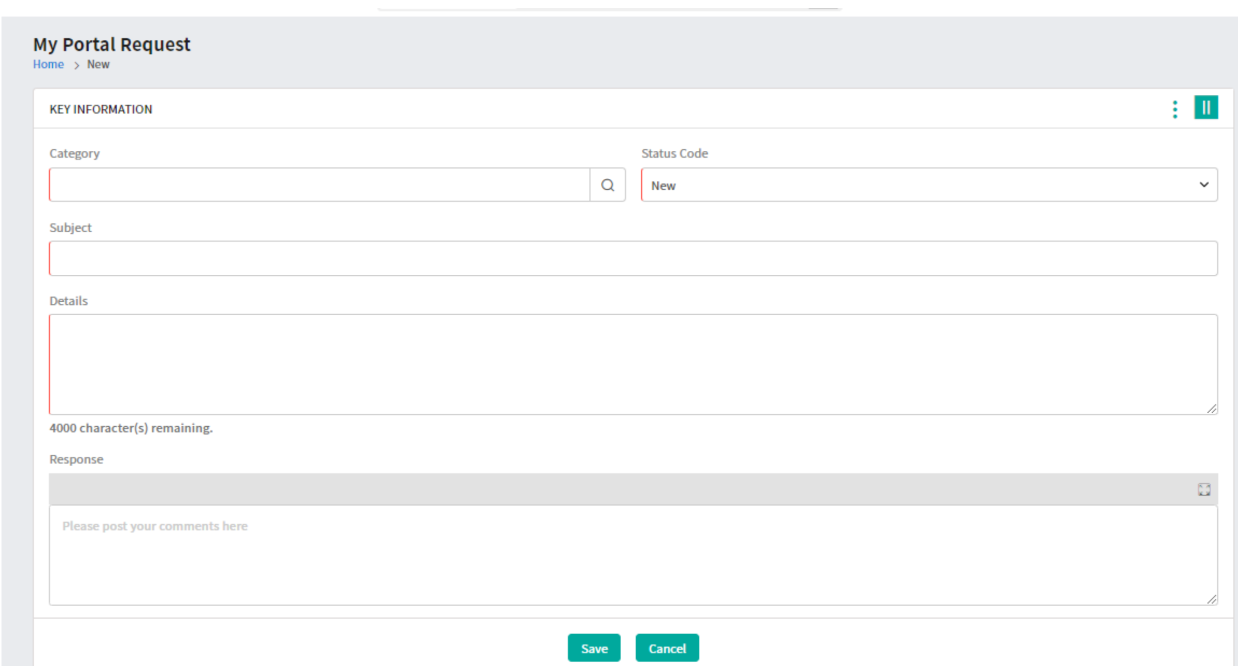


4. Click on “+New” and then “My Portal request” below helpdesk category.



5. Once you click on “My Portal Request”, system will open a form. you need to fill this with required details and click on save.

Note: Fields with red line are mandatory.



6. Once you click on save, Case (MPR) ID is generated, and it will be assigned to the support (BTG) team. You are notified with auto- responses regarding your case.

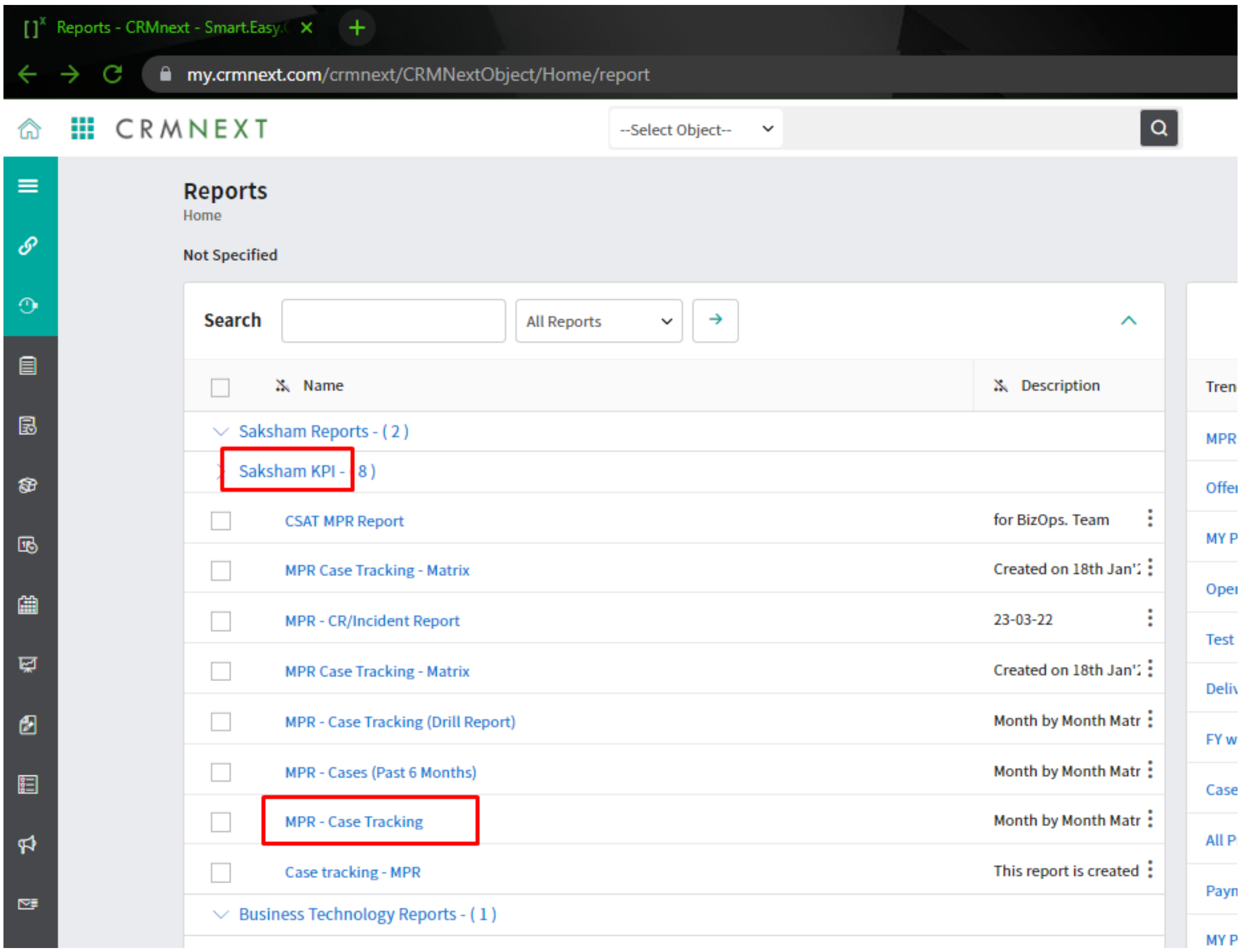
MPR Reports:

- **Report Summary**

We use **MPR - Case Tracking** report to track MPR. We can track Open/Close, status, Assignee and case ageing through this report.

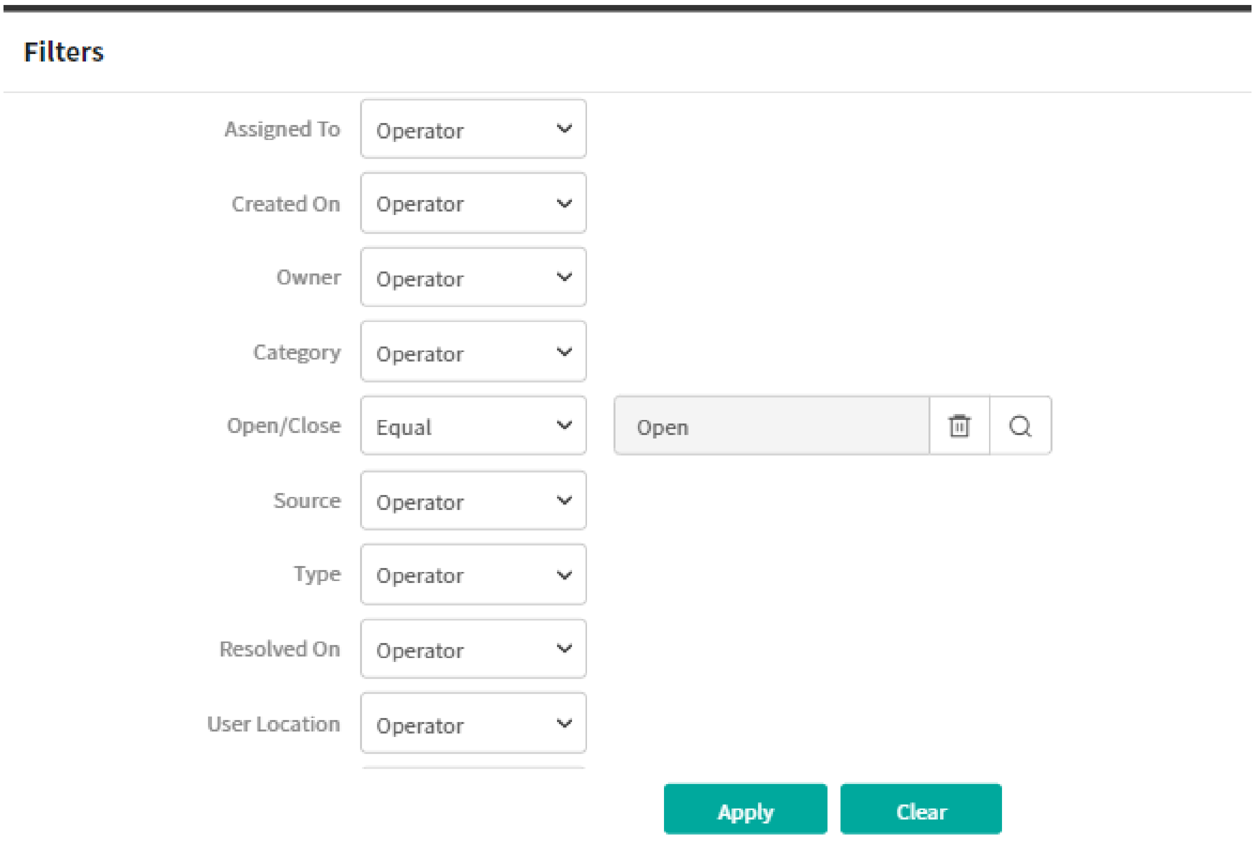
Report Category: Saksham KPI

Report Name: MPR - Case Tracking



- **Report View and Filters:**
    1. Once you click on the report, The report will open with pre-defined filter (MYP_Case = Open & Layout Id = My Portal Request) data

    2. You can other filters also to get data according to the requirement.



- **Report URL:**

You can directly access the report from below URL:

https://my.crmnext.com/crmnext/Report/GetReportDetailControl?x=3nc2ksnk2m6gqtngw4jg28vhlafdhlclw5yzeta&winpop=1

MPR Category and Assignment (Flow Chart):