



LEASING AND FINANCE CORP.

Km. 114 Maharlika Highway, Brgy. Dicarma
Cabanatuan City 3100

FOR : **ADVISORY COUNCIL**
THRU : **OFA/ ASST. GM**
GENERAL MANAGER
FROM : **DATA CENTER**
DATE : **JANUARY 7, 2022**
SUBJECT : **HELP DESK MODULE**

EXISTING:

Currently, our partners email or call one of our Data Center partners for their requests and queries.

RECOMMENDATION:

This is to recommend the implementation of help desk module for Data Center Department under Encore Integrated System.

JUSTIFICATIONS:

- This module can be used by other departments in the future.
- The consolidation of report will be automated.
- The monitoring of tickets and request will be easier.
- The measurement of SLA will be automated.
- Interaction with requester and assigned employee will be streamlined with the help of ticket notes included within the module.
- The data will be secured because the data will be stored in our database and cannot be transferred to another person or computer.
- All transaction will be recorded directly to our database.
- The data will be accessible anywhere with internet connection.
- The access of this module can be controlled.

Prepared by:

GLEN T. BONITA

Data Center Head

Recommending Approval:

SM. MARIA ANJELI S. CADIZ-BAENA

Officer for Finance & Admin / AGM

Approved by:

JOSE I. CADIZ, JR

Advisory Council

SM. MARY ANN D. SONIGA

General Manager

MR. LEO DANIEL G. PARMA

Advisory Council

Sample Screenshots

TICKET

Employee Modules | Help Desk | Ticket

Ticket Table

Options

Show 5 entries

Search

Ticket ID	Subject	Requester	Status	Assigned To	Priority	Due Date	Request Date	Accepted Date	Action
TICKET-1	Data Request	Lawrence Agulto	Open	Lawrence Agulto Data Center	Medium	November 30, 2021	November 04, 2021 10:31:23 am		<div><div></div><div></div><div></div><div></div><div></div><div></div></div>

Showing 1 to 1 of 1 entries

TICKET DETAILS

Employee Modules | Help Desk | Ticket | Ticket Details | TICKET-1

Data Request

Options

Ticket Notes

Add Ticket Note

Sample Data Request

Requester: Lawrence Agulto

Assigned To: Lawrence Agulto

Category: Data Request

Status: Open

Priority: Medium

Due Date

November 30, 2021

Request Date

November 04, 2021 10:31:23 am

Lawrence Agulto

Sample Note

Delete

1 second ago

Ticket Attachment

Add Ticket Attachment

Show 5 entries

Search

Attachment	Uploaded By	Uploaded Date	Action
No data found			

Showing 0 to 0 of 0 entries

Ticket Adjustment Request

Show 5 entries

Search

Request By	Assigned Employee	Status	Category	Subject	Description	Priority	Due Date
No data found							

Showing 0 to 0 of 0 entries