

User Manual



Project Team 2020v.01

CONTENTS

PREFACE.....	1
GET IN TO TREND	3
USER CLASSIFICATION.....	4
LIBRARY	5
TECHNICAL REQUEST	6
Technical Request Categories	6
User Registration	8
Technical Request User Role.....	9
Submit Technical Request (TR)	10
Respond A Technical Request.....	12
Escalating A Technical Request.....	13
Resolved Technical Request.....	13
Complete Technical Process Flow.....	15
User Delegation	15
Technical Request Summary.....	16
Connect A Technical Request Into DPPM Ticket	17
Monitoring On-Going Technical Request	18
TECHNICAL REQUEST MOBILE APPLICATION.....	19
Download Apk File	19
Install Apk File	19

User Login	20
Application Menu.....	20
Android Device Minimum Requirement.....	21

PREFACE

TREND is a web-based system on .NET platform build to support Trakindo's technical aspect needs on information specially for product support business.

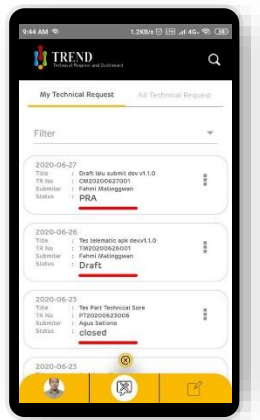
TREND system provides 3 main technical aspect capabilities:

1. *Technical Information, covering all Trakindo supplied product technical information*
2. *Technical Communication, covering technical related communication between Trakindo's Technical people*
3. *Technical Dashboard, covering Technical Overview, Product Service Letter, Product Problem Management, SIMS Reporting*



Picture of web lay-out in multiple screen size.

TREND system suitable for Google Chrome and Safari browser, also designed for devices screen include Desktop, Laptop, Tablet and Smartphones.



Picture of android application lay-out in smartphone.

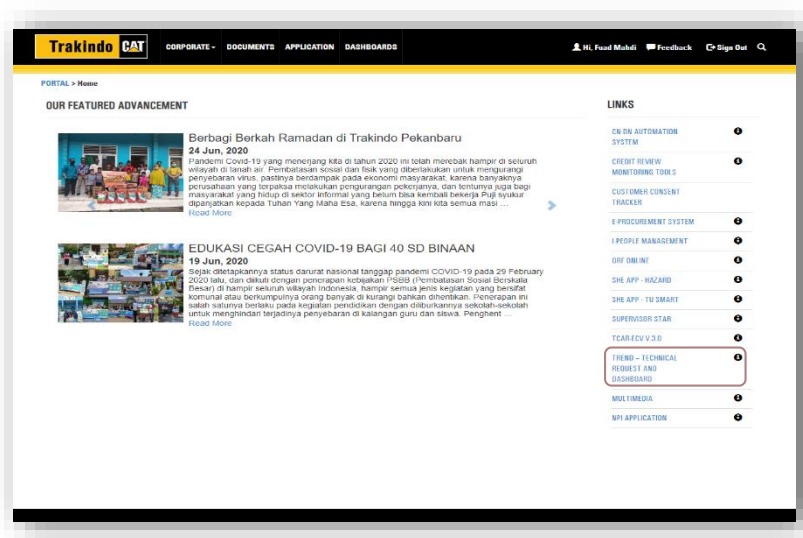
Specially for Technical Communication through TREND an android application also available for download via AirWatch. Please contact TREND Helpdesk if you need to install this mobile application.

GET IN TO TREND

TREND can be accessed from several methods:

- Go to trend.trakindo.co.id from your web browser or bookmarked page
- Go to portal.trakindo.co.id >> application >> TREND (Technical Request and Dashboard)
- Run installed TREND mobile application for accessing TREND Technical Request feature only

All these methods available via normal internet or intranet networks. Data charge will be applied for mobile data connection.



Picture of Trakindo Portal navigation to TREND application

USER CLASSIFICATION

There are 3 types of user level applied in TREND. This is to maintain document or information distribution in the system based on confidentiality level.

1. *Guest User.*

This level applied to all Trakindo Portal Users. Able to view non-confidential Library and Dashboards after portal login. TREND Helpdesk support provided.

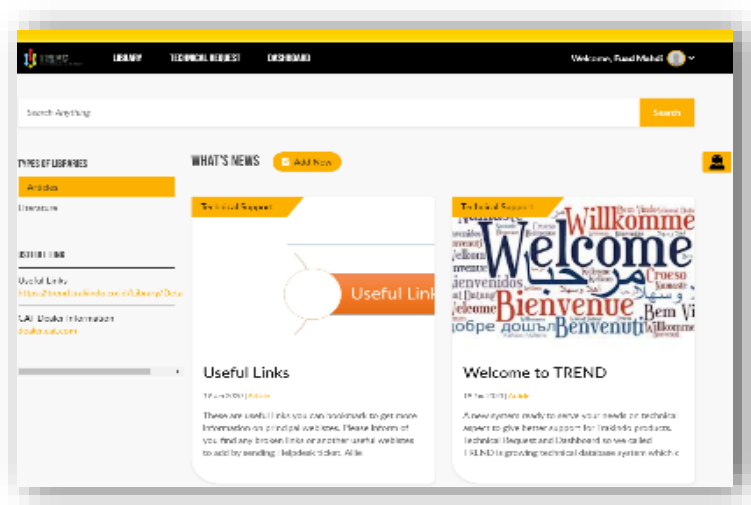
2. *Level 1 User.*

This level will have Guest privilege plus green confidential information.

3. *Level 2 User.*

This level will have Guest & Level 1 privilege plus yellow confidential information.

LIBRARY

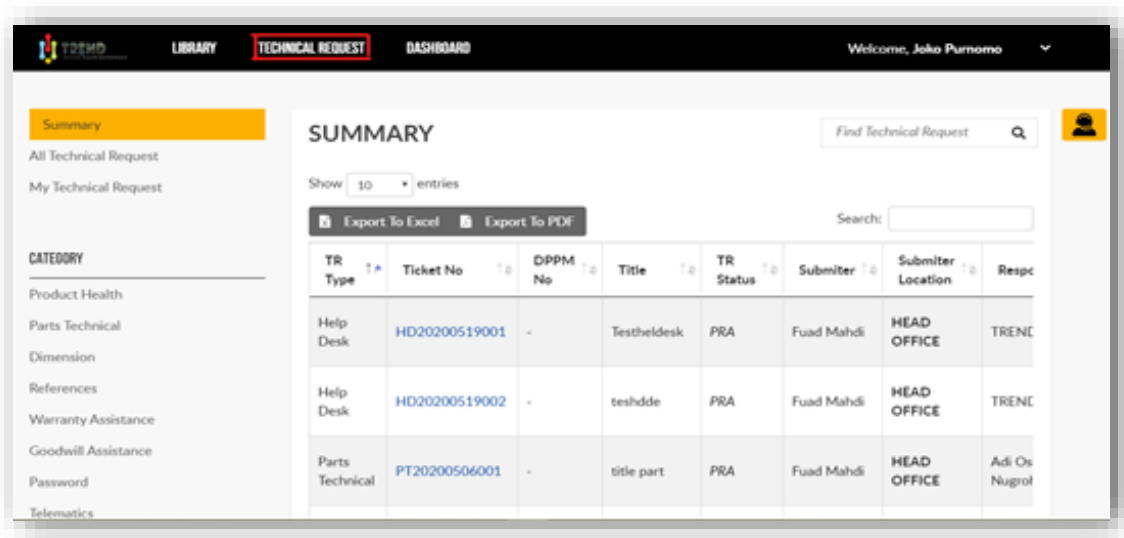


This is homepage of TREND system where you will find TREND latest information right away. You can find list of recently updated information on the left side of the screen in case you missed some updates.

Search bar available to find all related information in the entire system based on inputted keyword. Search result provided in classify appearance to narrow down your search. Provided information will be given based on your credential level.

Left sidebar will give you easy navigation to browse our technical information based on categories. You can use online or web version application to run the document or download and view it later. Below left side bar a link to a list of useful links provided to easily navigate to principal websites for more information. Special access may be required to view principal websites.

TECHNICAL REQUEST



The screenshot displays the TREND Technical Request dashboard. The top navigation bar includes 'LIBRARY', 'TECHNICAL REQUEST' (highlighted), and 'DASHBOARD'. A user profile 'Welcome, Joko Purnomo' is visible on the right. The left sidebar contains a 'Summary' section with links for 'All Technical Request' and 'My Technical Request', and a 'CATEGORY' list including 'Product Health', 'Parts Technical', 'Dimension', 'References', 'Warranty Assistance', 'Goodwill Assistance', 'Password', and 'Telematics'. The main content area, titled 'SUMMARY', features a search bar, a 'Find Technical Request' button, and a table of technical requests. The table has columns for TR Type, Ticket No, DPPM No, Title, TR Status, Submitter, Submitter Location, and Respc. Three rows of data are shown, all with a status of 'PRA' and submitted by 'Fuad Mahdi' from the 'HEAD OFFICE'.

TR Type	Ticket No	DPPM No	Title	TR Status	Submitter	Submitter Location	Respc
Help Desk	HD20200519001	-	Testhdesk	PRA	Fuad Mahdi	HEAD OFFICE	TREND
Help Desk	HD20200519002	-	teshdde	PRA	Fuad Mahdi	HEAD OFFICE	TREND
Parts Technical	PT20200506001	-	title part	PRA	Fuad Mahdi	HEAD OFFICE	Adi Os Nugrol

This feature will provide abilities for recorded and measured Technical Communications between Trakindo's Technical Personnel. Communication done in a question and answer method between Submitter and Responder before resolution was found. In the event of solution finding, discussion also provided to involved more registered users in solutive and pro-active manner. For non-registered users, email cc feature also provided to monitor solution finding progress from Outlook mail.

TECHNICAL REQUEST CATEGORIES

There are case categories in TREND Technical Request to easily mitigate and classify problem for more appropriate user involvement and faster solution finding. These categories are:

- *Product Health.*
Used for product unavailability, technical issue which cause product unable to operate, product performance issue and related type of issues.
- *Parts Technical.*

Used for unknown / replacement / invalid / alternate part number issue, part physical issue, part delivery quality issue, and other part related issues.

- *Dimension.*

Used for dimensional of component / product issue.

- *Reference.*

Used for reference or literatures availabilities issue.

- *Warranty Assistance.*

Used for CAT or OEM warranty technical issue assistance (not included daily or operational request).

- *Goodwill Assistance.*

Used for CAT or OEM goodwill technical issue assistance (not included daily or operational request).

- *Password.*

Used for factory password request assistance. ET exported HTML factory password request data must be included in the request form.

- *Telematics.*

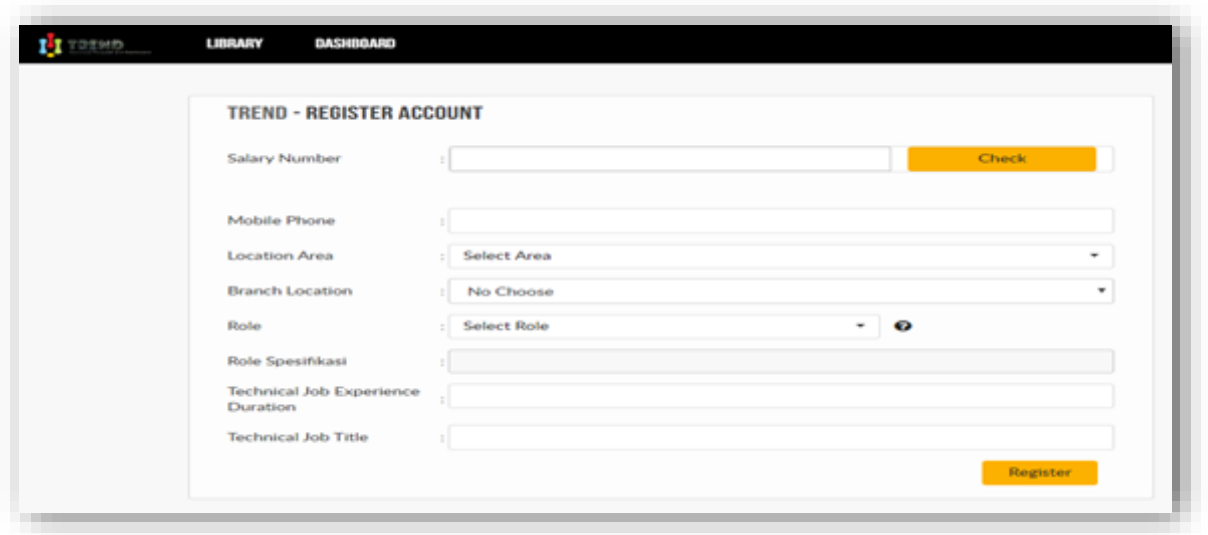
Used for telematics related issues. A site assessment available for download and should be filled when required.

- *Condition Monitoring.*

Used for condition monitoring related issues which include wear limits, report interpretations, sampling and related issues

USER REGISTRATION

Technical Request feature only available for registered users. To register a Guest User should submit registration form which can be accessed from User Profile menu. Once user registration submitted, 2 levels superior approval will be required before last approval by Technical Support Manager.



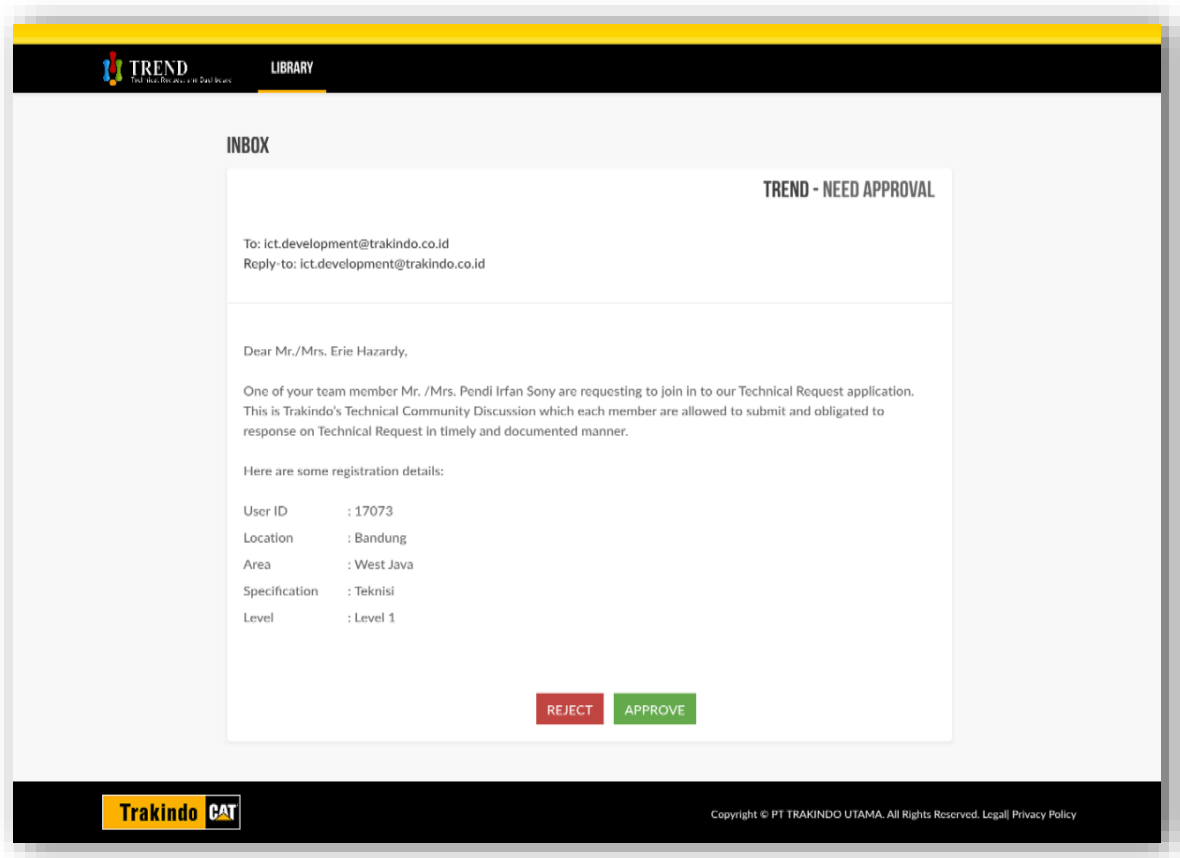
The screenshot shows a web application interface with a black header bar containing the TREND logo and navigation links for LIBRARY and DASHBOARD. The main content area is titled "TREND - REGISTER ACCOUNT" and contains a registration form. The form fields are as follows:

- Salary Number: A text input field with a yellow "Check" button to its right.
- Mobile Phone: A text input field.
- Location Area: A dropdown menu with "Select Area" as the placeholder text.
- Branch Location: A dropdown menu with "No Choose" as the placeholder text.
- Role: A dropdown menu with "Select Role" as the placeholder text, accompanied by a small blue circular icon with a question mark.
- Role Spesifikasi: A text input field.
- Technical Job Experience Duration: A text input field.
- Technical Job Title: A text input field.

A yellow "Register" button is located at the bottom right of the form.

Approver will have an email notification and link for accept or reject the submission. Once all approval request completed, new Technical Request user will have an email notification as a confirmation of new feature availability.

By registered in Technical Request feature, user will have opportunity to submit their technical issue for help as well as will open to give assistance for other Technical Request users on their technical issue.



TECHNICAL REQUEST USER ROLE

Technical Request user divided in some roles to accommodate ticket escalation process. This will improve user capability to solve technical issue in their territory as soon as possible and if advance resolution required. User have the capability to escalate TR Ticket to another TR user in adjacent level upward or downward. TR User roles used in this application are:

- *Level 1.*

Is the operation end TR User level which have Guest privilege plus green confidential Library and TR Dashboard after portal login. Designed mostly for operation technical personnel in branch, region and head office.

- **Level 2.**

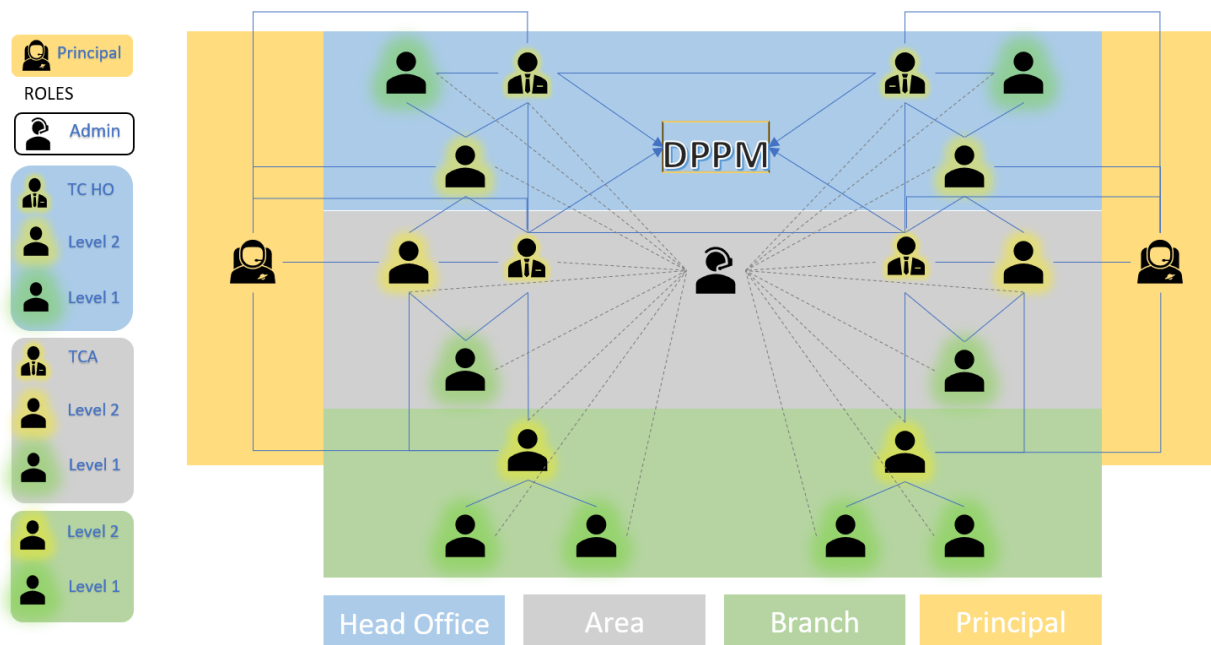
Is next layer TR User level which have Level 1 privilege plus yellow confidential Library and TR Dashboard after portal login. Designed mostly for operational support technical personnel in branch, region and head office.

- **TCA.**

Is Area / Region Technical Communicator TR User level which have Level 2 privilege after portal login. Designed for Area / Region Technical Communicator which have capability to connect TR Ticket with DPPM Ticket. TCA have capability to connect with another TCAs pan Trakindo & TCHOs.

- **TCHO.**

Is Head Office Technical Communicator TR User level which have Level 2 privilege after portal login. Designed for Head Office Technical Communicator which have capability to connect TR Ticket with DPPM Ticket. TC have capability to connect with another TCAs pan Trakindo & TCHOs.



SUBMIT TECHNICAL REQUEST (TR)

To submit a technical request user will have to define type of the problem to best suit available TR Category. Once category decided user should open TR submission form based on selected

category. Please fill mandatory fields to let next process enabled. Accurate and complete information are the key to successful solution finding.

The screenshot shows a web application interface for submitting a technical request. The left sidebar contains navigation links: 'Summary', 'All Technical Request', 'My Technical Request', 'CATEGORY' (with 'Product Health' selected), and 'RECENT' (listing two items). The main content area is titled 'TECHNICAL REQUEST / PRODUCT HEALTH' and contains a sub-header 'TR Type: Product Health'. Below this, there are several input fields: 'TR No: PH20200522001', 'Title', 'Unit Serial Number', 'BRU', 'Part Locating Picture', 'Part Description', and 'Problem Description'. There is an 'ATTACHMENT' section with an 'Add New' button. At the bottom, there are 'Cancel', 'Save as Draft', and 'Next' buttons.

Submitting TR user will then be called as Submitter and the responding or answering TR user will then be the Responder. Submitter only have 1 Responder allowed to assign based on available names and specification in drop-down menu.

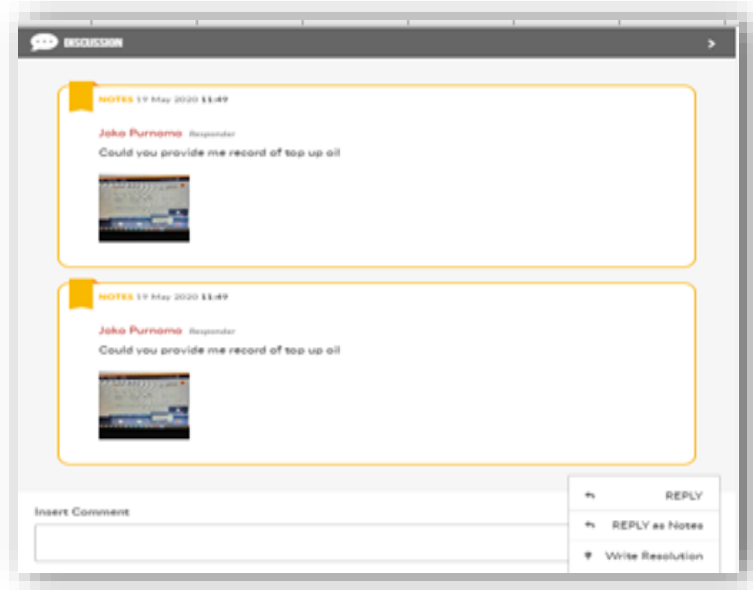
Other involving TR user can be selected as participant which later will be able to join in active discussion in submitted TR ticket. Submitter can have multiple TR Users to be involved as Participant.

Maximum attachment file size is 10MB and not limited to file types. Attachment should have confidentiality level defined.

DRAFT button provided to save un-finished form for later submission. While PRINT TO PDF button provided to print current form into pdf format for further needs before ticket submitted.

After all information and description considered to be completed, submitter can continue to submit the ticket by click-on NEXT button. This will lead to preview page before finally submitted.

RESPOND A TECHNICAL REQUEST



Once the ticket submitted TR Ticket status will become PRA (Pending Responder Action) and respond time counter will start for Ticket Responder. Maximum time to respond ticket with Notes is 3 days. Before maximum respond time achieved, all involved users can have active discussion in the ticket by submitting text message using REPLY button.

The Responder can return the ticket to request Submitter action by putting text message using REPLY AS NOTES button. This will change the status to PSA (Pending Submitter Action) and respond time counter will apply to the Submitter. Submitter will have maximum 3 days to respond the ticket using REPLY AS NOTES text message.

Attachment can be inserted in the text message post to support solution finding process. Discussion will be wrapped-out when REPLY AS NOTES submitted. You can view latest update on the discussion threads on the most upper post.

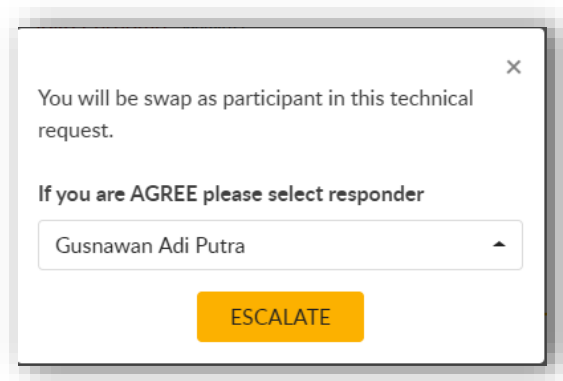
Responder will act as thread Admin to maintain ticket process quality. This task required due to all submitted TR will become our technical repository of problems and should be kept as informative and appropriate as possible. Recorded discussion should relate to submitted issue and avoid unnecessary nonconstructive posts.

Responder will have privilege to edit TR Ticket, delete un-related discussion post before Notes submitted by Submitter or Responder, remove and add participant on on-going ticket. This

feature can be accessed by click on menu button and select EDIT on Responder TR ticket in MY TECHNICAL REQUEST menu.

ESCALATING A TECHNICAL REQUEST

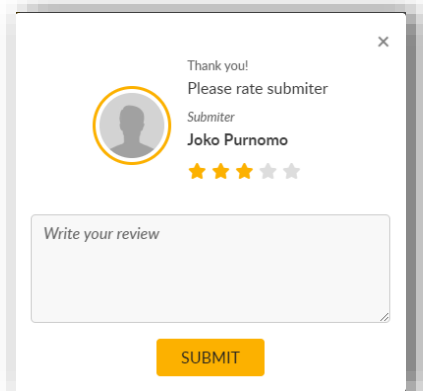
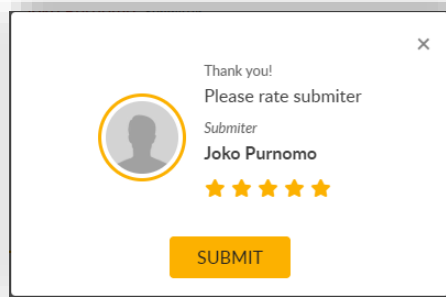
In the event of a technical request could not resolved by first responder, an ESCALATE button available in lower left part below text message box. By escalating the ticket will put the first Responder as Participant and Escalated user as second Responder. Ticket status will then become ESCALATED from PRA and respond time counter will start for next Responder action.



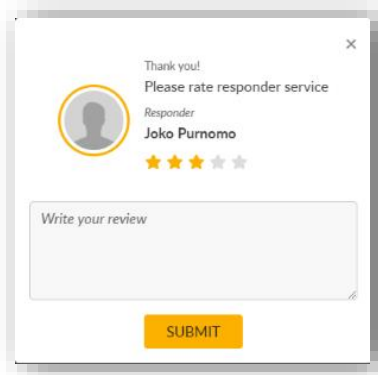
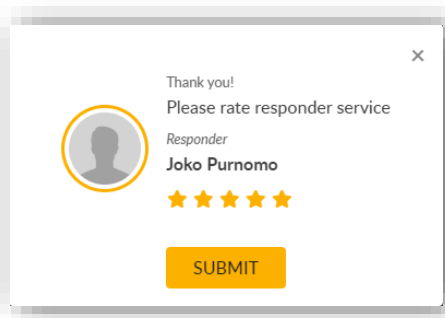
Second or next Responder who receive escalated TR will have maximum 3 days to respond the ticket. And will be changed to PSA if text message with REPLY AS NOTES posted or changed to SOLVED if text message with REPLY AS RESOLUTION posted.

RESOLVED TECHNICAL REQUEST

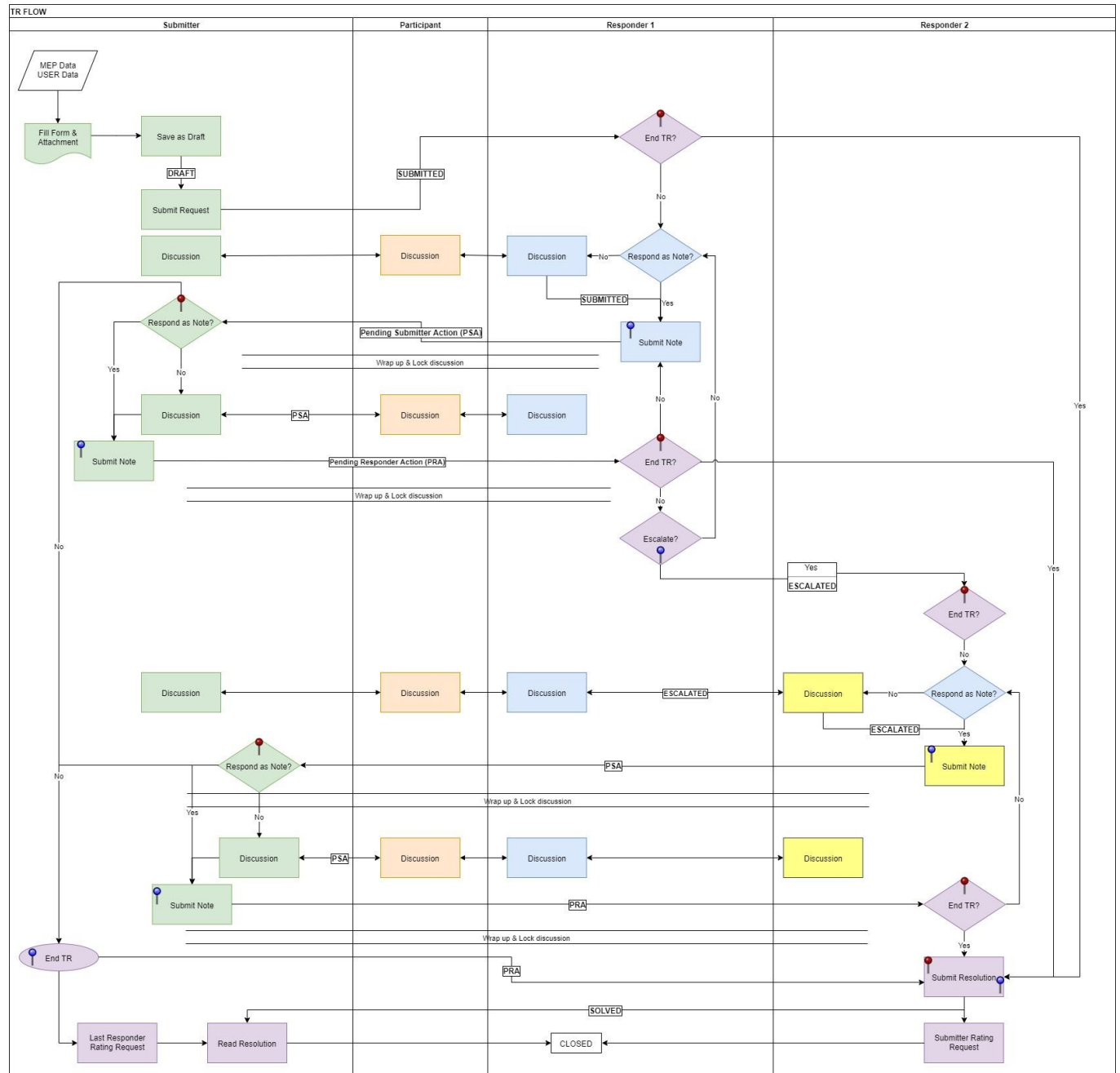
If solution already found, Submitter can request the Responder to submit resolution or Responder decide to close the ticket based on found solution. Closing a TR started by Responder submit a text message with REPLY AS RESOLUTION button. This will generate a resolution pop-up which will request the Responder to submit a rating for the Submitter services. 3 stars or less rating will need comment to be filled for further improvement to respective user.



After Responder submit resolution, the ticket status will become SOLVED and stop respond time counter for the Responder. Submitter will have maximum 3 days to review the resolution and submit rating for the Responder services. Once Submitter finish submit Responder rating, ticket status will become CLOSED. If maximum 3 days passed without any rating submitted by Submitter, Responder will automatically get 5 stars rating and ticket status CLOSED.



COMPLETE TECHNICAL PROCESS FLOW



USER DELEGATION

In the event of absence of a TR User, a delegation must be done. This will prevent a ticket to be submitted to absence user and re-direct to delegated TR User. To delegate a TR User, planned to absence TR User must submit a Helpdesk ticket to request for delegation. Start and End date

should be clearly stated together with proposed delegated TR User. Only adjacent user level can be selected for delegation, so final selection will be decided by TREND Admin.

TECHNICAL REQUEST / HELP DESK

TR Type: Help Desk

TR No: HD20200522001

Title

Problem Description

Cancel Save as Draft Next

Once TR Delegation has been set-up, TREND Admin will confirm delegation status by Responding Helpdesk ticket. Since delegation started, absence user will still able to open or view Technical Request but can not involved in any on-going ticket. And this will automatically restored once End date has passed.

TECHNICAL REQUEST SUMMARY

TR User can summarize all submitted ticket for further analysis using TR Summary menu. An Export to Excel button will export all TR data as shown on the table into excel file. To reduce number of data exported, user can use search menu as filter based on inputted keyword. User will have capabilities to process the data for further analysis in exported excel data.

Summary

All Technical Request

My Technical Request

CATEGORY

- Product Health
- Parts Technical
- Dimension
- References
- Warranty Assistance
- Goodwill Assistance
- Password
- Telematics
- Condition Monitoring

RECENT

HD20200519002 - teshdde

SUMMARY

Find Technical Request

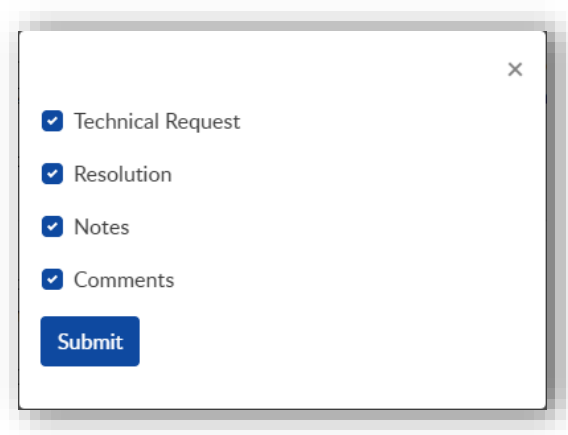
Show 10 entries

Export To Excel Export To PDF

Search:

TR Type	Ticket No	DPPM No	Title	TR Status	Submitter	Submitter Location	Respo
Help Desk	HD20200519001	-	Testhldesk	PRA	Fuad Mahdi	HEAD OFFICE	TREND
Help Desk	HD20200519002	-	teshdde	PRA	Fuad Mahdi	HEAD OFFICE	TREND
Parts Technical	PT20200506001	-	title part	PRA	Fuad Mahdi	HEAD OFFICE	Adi Os Nugro
Parts Technical	PT20200509002	-	test email	PSA	Muzaiyin Arifin	Batu Hijau Region	Indra Wahy
Parts Technical	PT20200515001	-	create tr	PRA	Indra Wahyudhi	HEAD OFFICE	Aprio I Purnar
Parts Technical	PT20200519001	-	Engine high oil	PSA	Aprio Riska	Batu Hijau	Joko P

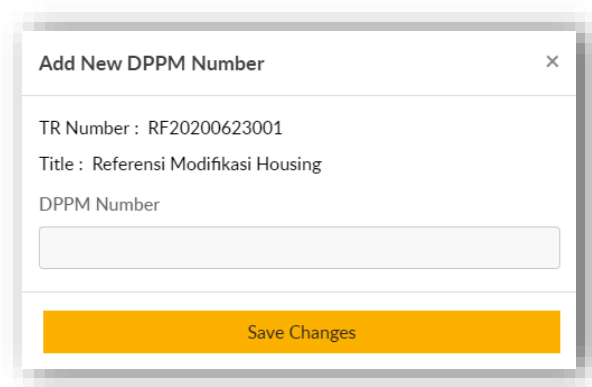
Export to PDF button will print selected TR based on checked detail level option. This will produce multiple files based on number of TR selected and will give easy report on the problem analysis process for the user.



A modal window with a close button (X) in the top right corner. It contains four checked checkboxes: 'Technical Request', 'Resolution', 'Notes', and 'Comments'. Below these is a blue 'Submit' button.

CONNECT A TECHNICAL REQUEST INTO DPPM TICKET

To support Product Problem Management input in CAT PSCRM DPPM system, a technical issue which may be considered as Product Problem can be used as DPPM ticket reference. This will connect actual product technical issue in operation into DPPM ticket for further permanent solution finding from CAT.



A modal window titled 'Add New DPPM Number' with a close button (X) in the top right corner. It displays the following information: 'TR Number : RF20200623001' and 'Title : Referensi Modifikasi Housing'. Below this is a text input field labeled 'DPPM Number'. At the bottom is a yellow 'Save Changes' button.

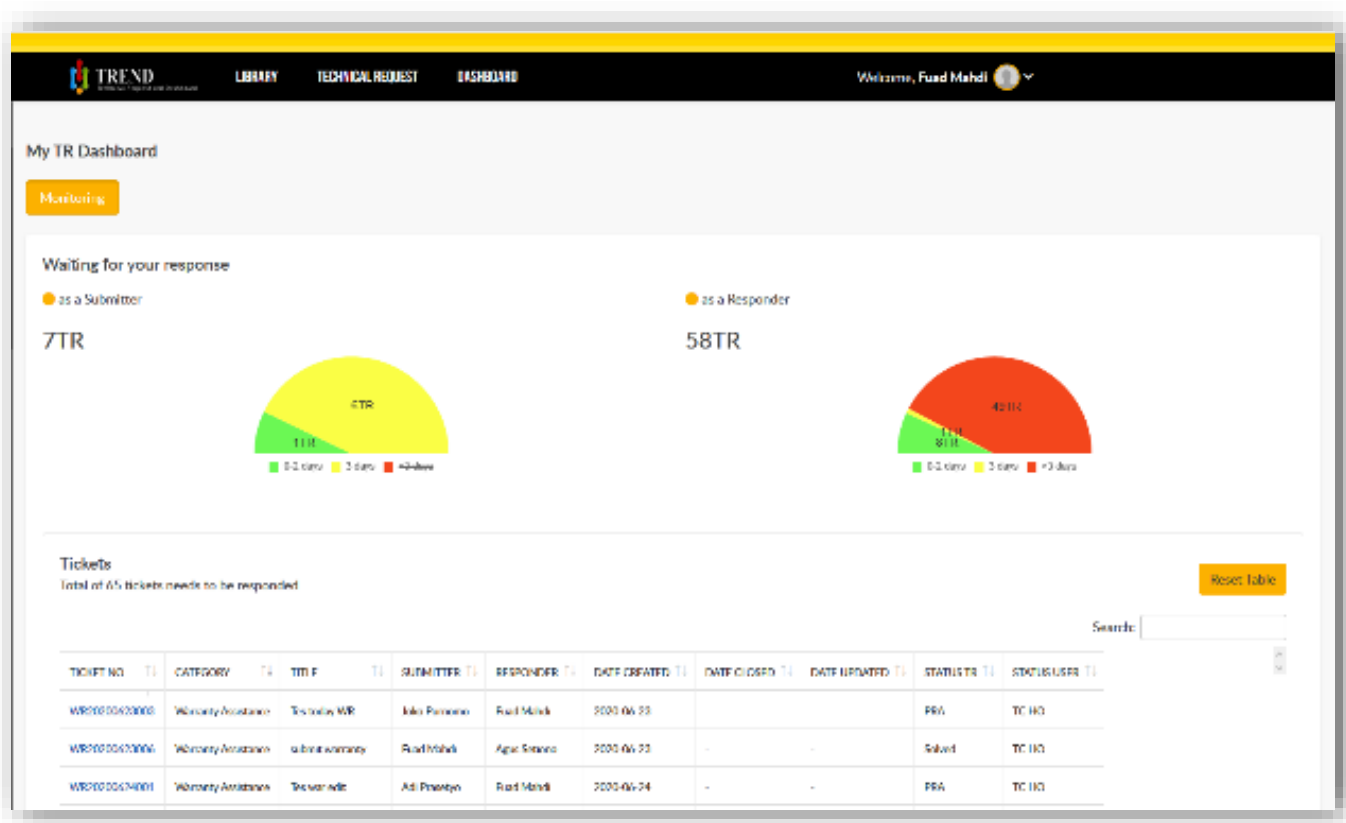
Multiple TR can be related to one DPPM ticket by assign DPPM ticket number in the TR ticket. Each time more TR ticket assigned, DPPM submitter will have more data for units affected and part number causing failure frequency. And finally, will increase priority level of the DPPM ticket.

Only TCA and TCHO TR User role have access to input DPPM ticket into a TR Ticket. Assigned DPPM ticket can be seen from TR Summary table.

MONITORING ON-GOING TECHNICAL REQUEST

A dashboard for TR User to monitor their on-going ticket which need to be responded also provided in the TREND DASHBOARD menu. Tickets which need to be responded will be shown in a half circle chart and divided between as Submitter and as Responder. When there is no ticket need to be responded these charts will show blank value.

If tickets need to be responded shown on the chart, user can easily navigate to related TR ticket by clicking on desired piece of the chart. A table below the chart will show more detail on the TR ticket list. From here user can easily view the ticket by click on desired TR number in the list table.



TECHNICAL REQUEST MOBILE APPLICATION

Beside using web browser, TREND Technical Request also available in android mobile application. This will give ease of use for high mobility TR User. As any other android mobile application, TREND Technical Request mobile also have push notification capability which not provided in web version. Simple layout also gives easier use on site condition with one hand operation depend on the mobile device screen size.

Download Apk File

Apk file available in AirWatch system and TR User need to request link for download the application after TR User registration granted. Request can be submitted to TREND Admin by Helpdesk ticket. An email notification with link to download will be sent once the request process completed.

Please follow instruction in this document from portal.trakindo.co.id for detail on how to download Trakindo mobile applications from Airwatch.

Open:

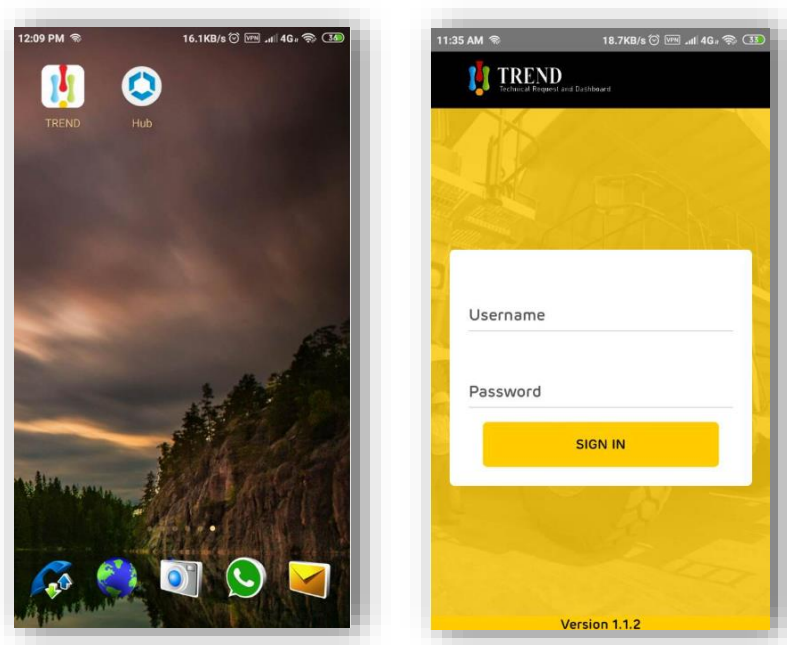
<http://portal.trakindo.co.id/external/4. Innovation/Digital And Information Technology/8/07 User Manual/MDM Manual Hub 040119 v5.pdf>

Open in Web:

<http://portal.trakindo.co.id/layouts/15/WopiFrame.aspx?sourcedoc=/external/4.%20Innovation/Digital%20And%20Information%20Technology/8/07%20User%20Manual/MDM Manual Hub 040119 v5.pdf&action=default&DefaultItemOpen=1>

Install Apk File

After Apk file completely downloaded into android device, user should ensure the device will allow installation from external source before installation started. Go to downloaded file location with file manager application and tap to start install. Once installation completed, the TREND application ready to use.



User Login

To login to the application TR User must input LAN ID as Username and password. Password can be requested to TREND Admin via Helpdesk ticket from web version.

Application Menu

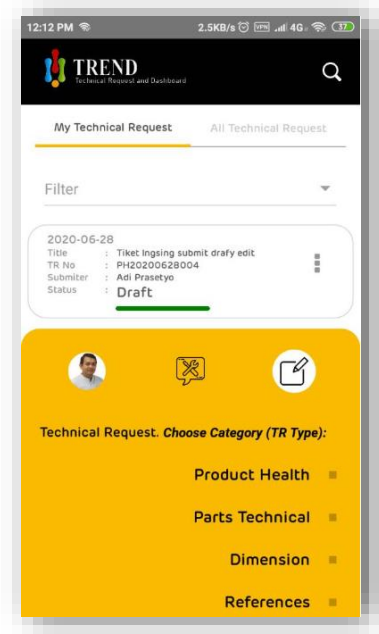
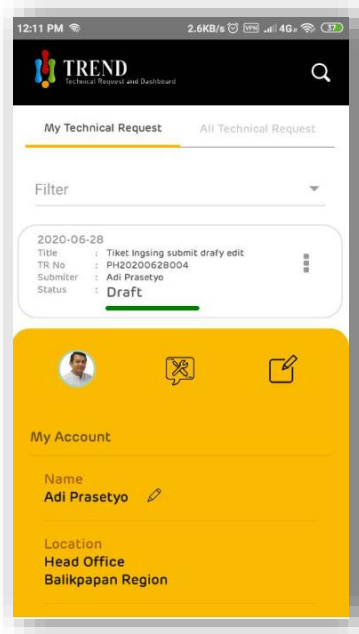
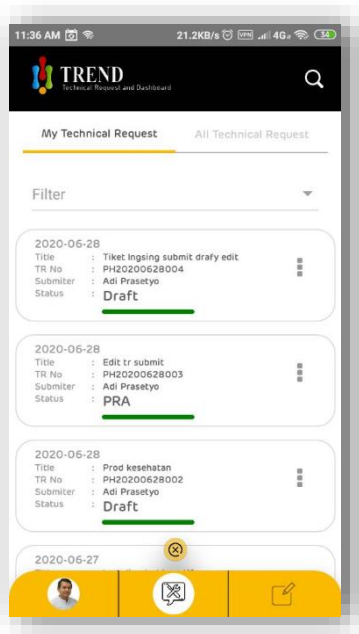
Once login successful, application menu on the lower part of the screen available for operation while at the rest of the screen, list of user related TR tickets and all TR tickets available to explore. Search bar also provided to find specific ticket based on submitted keyword.

There are three main menus available for User Account, Helpdesk, and Technical Request. All these menus have same function with web version.

Attaching picture can be done by selecting from file explorer application or run camera app for direct image post.



Before submitting Helpdesk ticket related with application functional issue, taking some helpful screenshot or screen recording video is recommended for later ticket attachment.



Android Device Minimum Requirement

- *Minimum Android version 5*
- *Available internal storage 1 GB*
- *Available RAM 1 GB*
- *Best screen size recommendation 6"*