Submitting Multiple Device Service Request

1. Customer submits Service Request in Remedyforce:
   1. Attaches excel file with Device information.
   2. Attachment is Required.
2. SR gets created.
   1. No Tasks gets created.
3. MTech Staff acknowledges the Service Request submission.
   1. Downloads the attached excel file.
   2. Save as csv file
   3. Staff adds column SR Number in the .csv file that needs to be uploaded and
   4. Uploads it to Remedyforce using Data Loader. (Upload process will be part of User Training)
4. MTech Staff verifies that all the Devices from csv file got uploaded in MTech\_Devices object.
5. Initiating Device Synchronization Process:
   1. MTech Staff selects the Devices to be synchronized with the SR.
   2. MTech Staff clicks on Custom Button on MTech\_Devices page to synchronize the selected Devices with SR#.
6. Synchronization process involves:
   1. Trigger will perform check if Devices exists in CMDB
   2. If Device does not exist in CMDB then create Device in CMDB
   3. Create Tasks for each Device and link it to SR#.

Task.Configuration Item = Device

Task.Incident = SR Id

* 1. For each Task created, Add Device in Configuration and Assets related list of the Task.

1. Once the Device registration completes, trigger will mark Device as Registered in MTech\_Device.

MTech\_Devices.Registered\_\_c = true