

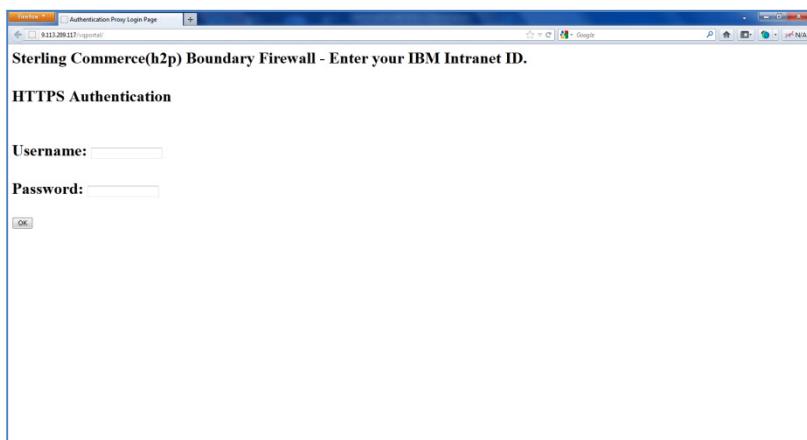
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1. Register and Create Your Account

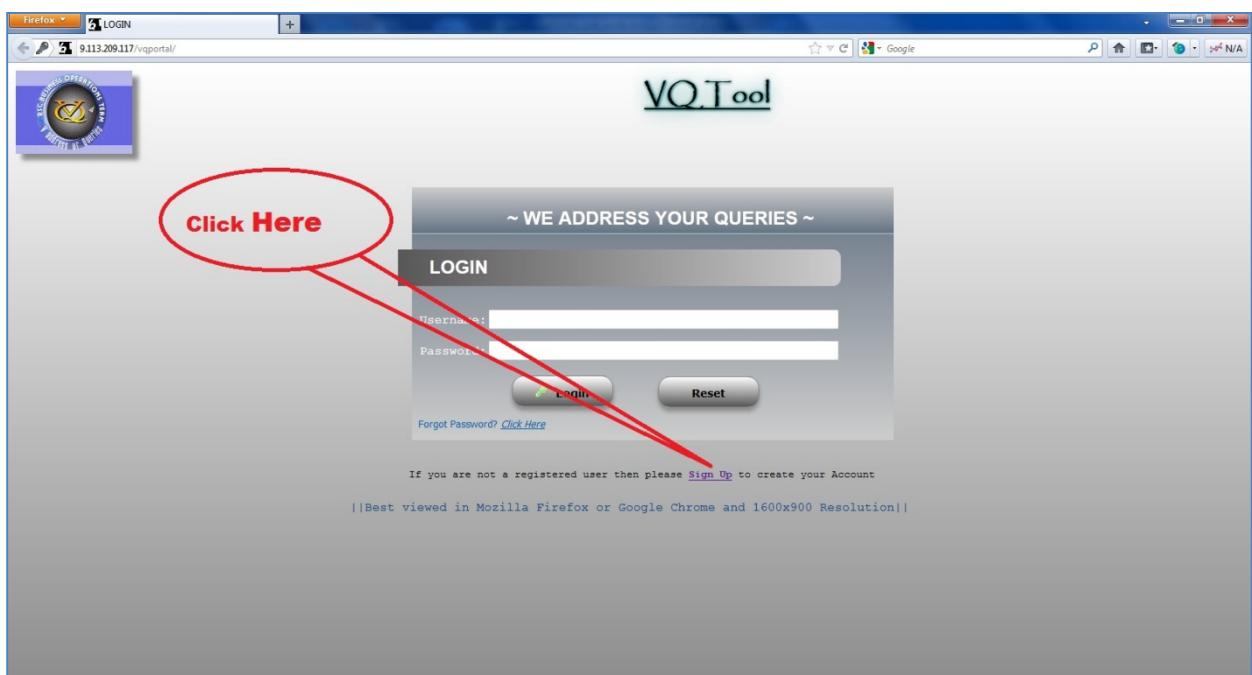
1. Go to <http://9.113.209.117/vqportal/>

It will ask you to authenticate with your IBM intranet id and password.



Pic 1.

After successful authentication you'll get the Login Screen of VQ Tool,
(Application Best Viewed in Mozilla Firefox or Google Chrome and 1600x900 Resolution)



Pic2.

Now Register yourself and create your account, click on Sign Up as shown in pic2 above and get the screen shown below in pic3.

User Registration

Username :(*)

Password :(*)

Name :(*)

Employee ID :(*)

Email ID :(*) (Use your intranet email id (e.g. username@in.ibm.com) [Username is case-sensitive])
(min 6 characters)

Mobile No :(*) (same as username)
(10 digits)

Extension :

Office Address :

People Manager's Email ID :(*)

Can't find your manager's email? Use 'Dummy Manager' for registration and raise a request after log on to the portal.

Register **Clear**

Pic3.

2. Fill Up all the details and Register yourself (you'll get an email after the registration).
3. Now again go to <http://9.113.209.117/vqportal/> and Login with your Username(i.e. ibm intranet id) and password.

After successful login you should see the Home page of VQ Tool (Pic4).

Welcome

VQ TOOL

Automation is excellent at saving time and effort. So, we've thought about the same. Now you can search for business operation related best solutions by placing your request in this portal.

The Solutions
WHEN YOU NEED THEM

ASK SPECIALISTS TEAM FOR SOLUTIONS

Your Username should be shown Here

Logged in as saptry1@in.ibm.com

click Here to Create Request

Home

Create Requests

View Requests >>

Manage Profile >>

Escalate A Request

Rate A Ticket

User Guide

Logout

We, the RSC Business Operations Team, consists of Shalini Rajendra, Madhuri M Begal, Prasanna Ponnappa, Chaitra Somashankar, Summayya Sadath, ...

Hi, I'm **Shalini Rajendra**, Project Co-ordinator @ RSC Business Operations Industry Solutions.
I'm the SPOC for the managers Guru Pai, Chandresh Khaneja and Avijit Roy. | more

Hi, I'm **Madhuri M Begal**, Project Co-ordinator @ RSC Business Operations Industry Solutions.
I'm the SPOC for the managers Anand Rajan, Atul Gore, Chanden Mohan Avalakki, Geetha Remamurthy, George Behanan, Mandar Katkar, Menaka Hegde, Mрутуняя Yaragatti, Pallavi Nagaraj and Siva Prasad Bommisetti. | more

Hi, I'm **Prasanna Ponnapa**, Project Co-ordinator @ RSC Business Operations Industry Solutions.
I'm the SPOC for the managers Sriram Jeyaraman, Senthil Padmanaban, Srikanth Vitta, Praveen Nettimi and Prashanth Krishna Rao. | more

Pic4.

2. Create Requests

1. To place a request, click on the menu Create Requests as shown above in Pic4 and get a screen like pic5 below.

Enter the Type, Subtype, Subject and Description of your request, then click on **Submit** to apply for your request. To clear the form, click on **Clear**.

Type :

Subtype :

Subject :

Severity :

Description :

Add Attachment : Browse...

Submit Save Clear

Pic5.

2. Select Type, Subtype and Severity and put the Subject and Description and click on Submit to create the request.

You can upload a file(limit 50 mb) as well if needed.

After submitting you'll get a screen as shown below in pic6 with all information you've input. You'll get an email as well mentioning all this information.

Submit Request

Thank you Saptarshi for your request. You will be updated through mail again, once the request is processed.

This is the request you have submitted

Type : Facilities & IS
Subtype : Booking of Bhabha conference room
Subject : Booking of Bhabha conference room
Severity : (3)To be actioned within 4 days
Description : I need to book Bhabha conference room for a meeting.
Attachment : On 2012-09-25
Assigned To : swetha_rangaswamy@in.ibm.com

Your Request Number is 5. Kindly refer this for further reference.

Request No. **5**

Process Completed.

Request Submitted in the system. 100%

Email sent to You.

Email sent to the Assigned Person.

Email sent to your registered email id(saptroy1@in.ibm.com) with all information.

Email sent to the assigned person's registered email id(swetha_rangaswamy@in.ibm.com) with all information.

Pic6.

3. View Requests

To view your old and new requests submitted in the tool just follow 2 easy steps.

- Click on the menu [View Requests >> All Requests](#) as indicated below in pic7

The screenshot shows a Firefox browser window with the URL <http://9.113.209.117/vreportal/allrequests.php>. The title bar says "All Requests". The main content area is titled "VO.T Tool" and "All Tickets of saptry1@in.ibm.com". A blue bar at the top says "Click on the Request No to get details of a request.". On the left, a sidebar menu has "View Requests >> All Requests" highlighted with a red circle. The main table has columns: Username, Type, Subtype, Subject, Request Date, and Status. One row is visible: saptry1@in.ibm.com, Facilities & IS, Conference room booking, Booking of Bhaba conference room, 2012-09-25 21:15:34, In Process.

Pic7.

and get the screen as shown in pic8.

The screenshot shows the same Firefox browser window as Pic7. The title bar says "All Requests". The main content area is titled "VO.T Tool" and "All Tickets of saptry1@in.ibm.com". A blue bar at the top says "Click on the Request No to get details of a request.". The sidebar menu is identical to Pic7. The main table now includes a "Request No" column header, which is highlighted with a red circle. An arrow points from the "Request No" label in the sidebar to this header. The table rows are identical to Pic7.

Pic8.

Here you'll see all of your requests (in-process, pending and closed) with a link to it's Request No as shown above in pic8.

Click on that link to see the details of that request as shown below in pic9 for a in-process request.

Pic9.

4. Pending Requests

If your request is incomplete in information or for other reasons, requests may be sending back to you and the request will be marked as pending request and you'll get an email notification on this.

Clicking on a link of Pending Request No to see the details of the request as shown in pic8 above, you'll get the screen shown below in pic10.

Pic10.

The comments will be shown as entered as the reason to sending back with the user's email and datetime stamp as indicated in the pic10 above. Now, you've to update the request to put it again in-process .

To update your pending request,

1. Add your comments in the Comments field and click on Update button shown in pic10.
(you can attach a file here if you need)

5. Closed Requests

If your request is processed, it'll be marked as **Closed** and you'll get an email notification on this.

Details of a closed request shown below in pic11.

All the comments within the communication will be shown as in pic11 below.

The screenshot shows a Firefox browser window with the URL <http://9.113.209.117/vportal/allrequestdetails.php?ReqId=5>. The title bar says "Closed Request Details Rate". The page header includes the VOTool logo and the text "Details of Request № 5". A red box highlights the "Chronological Description" section, which contains several entries of communication between users. The sidebar on the left has links for Home, Create Requests, View Requests >>, Manage Profile >>, Escalate A Request, Rate A Ticket, User Guide, and Logout. The main content area shows the request details, attachments, and status information.

Chronological Description

Here you can view the details of a request except Pending Requests. For Pending Requests, you've a different screen.

Type : Facilities & IS
Subtype : Conference room booking
Subject : Booking of Shaba conference room

Description : I need to book Shaba conference room for a meeting.
DummySuper added On 2012-09-26 01:56:20
Please mention the Date and Time.

saptroy1@in.ibm.com added On 2012-09-26 02:09:39
It's on 20th Oct, 2012 at 11am to 12pm.

DummySuper added On 2012-09-26 02:22:10
Resolved.

Attachment(s) :
Severity : (3)To be actioned within 4 days
Assigned To : sreetha_rangaswamy@in.ibm.com
Created On : 2012-09-25 21:15:34
Updated On : 2012-09-26 02:22:10
Status : Closed

Pic11.

6. Escalate A Request

- Click on the menu **Escalate A Request** and get the screen as shown in the pic12 below.
All of your In-Process requests will be listed here.

The screenshot shows a Firefox browser window with the URL <http://9.113.209.117/vaportal/inprocessrequests.php>. The title bar says "In Process Requests". The main content area is titled "In-Process Tickets of saptry1@in.ibm.com". It lists several tickets, with ticket number 5 highlighted. To the right of ticket 5, there is a column with the header "Escalate". A red arrow points from the left margin to the "Escalate" link. Another red arrow points from the bottom of the "Escalate" link up towards the "Escalate" text. Below the table, a button labeled "Click Here to Escalate" is visible.

Request No	Creator	Assigned To	Escalate	Type	Subtype	Subject	Request Date	Status
5	saptry1@in.ibm.com	swetha_rangaswamy@in.ibm.com	Escalate	Facilities & IS	Conference room booking	Booking of Bhaba conference room	2012-09-25 21:15:34	In Process

Pic12.

- Click on the link of a request you want to escalate as shown in the pic12 above and get the screen shown in pic13 below.

The screenshot shows a Firefox browser window with the URL <http://9.113.209.117/vaportal/inprocessrequestdetailsescalate.php?reqId=5>. The title bar says "In Process Request Details Escalate". The main content area is titled "Details of In-Process Request No 5". It displays the details of request number 5, including the creator (saptry1@in.ibm.com), type (Facilities & IS), subtype (Conference room booking), subject (Booking of Bhaba conference room), and description (I need to book Bhaba conference room for a meeting). It also shows attachments, creation date (2012-09-25 21:15:34), update date (2012-09-26 02:09:39), and escalation information. A red circle highlights the "Escalate To" input field, which contains the email address "menaka_hegde@in.ibm.com". A red arrow points from the bottom of the "Escalate To" field up towards the "Escalate To" text.

Pic13.

- Enter your remarks and Click on the Escalate button as shown in the pic13 above.
It'll be escalated to the person shown as in the pic13 above.

7. Rate A Ticket

- Click on the menu **Rate A Ticket** and get the screen as shown in the pic14 below.
All of your Closed requests will be listed here.

Closed Tickets of saptry1@in.ibm.com

Request No	Creator	Assigned To	Rate Ticket	Type	Subtype	Subject	Request Date	Status
5	saptry1@in.ibm.com	swetha_rangaswamy@in.ibm.com	Rate this Ticket	Facilities & IS	Conference room booking	Booking of Bhaba conference room	2012-09-25 21:15:34	Closed

Pic14.

- Click on the link of a request you want to rate as shown in the pic14 above and get the screen shown in pic15 below.

Details of Closed Request No 5

Select a Rating, then click on Submit to Rate the ticket.

Creator : saptry1@in.ibm.com
Type : Facilities & IS
Subtype : Conference room booking
Subject : Booking of Bhaba conference room
Description : I need to book Bhaba conference room for a meeting.

DummySuper added On 2012-09-26 01:56:20
 Please mention the Date and Time.

saptry1@in.ibm.com added On 2012-09-26 02:09:39
 It's on 20th Oct, 2012 at 11am to 12pm.

DummySuper added On 2012-09-26 02:22:10
 Resolved.

Attachment(s) : Attachment

Severity : (3) To be actioned within 4 days
Created On : 2012-09-25 21:15:34
Updated On : 2012-09-26 02:22:10

Select A Rating :

Remarks :

Pic15.

- Select a rating and Enter your remarks and Click on the Submit button as shown in the pic15 above.