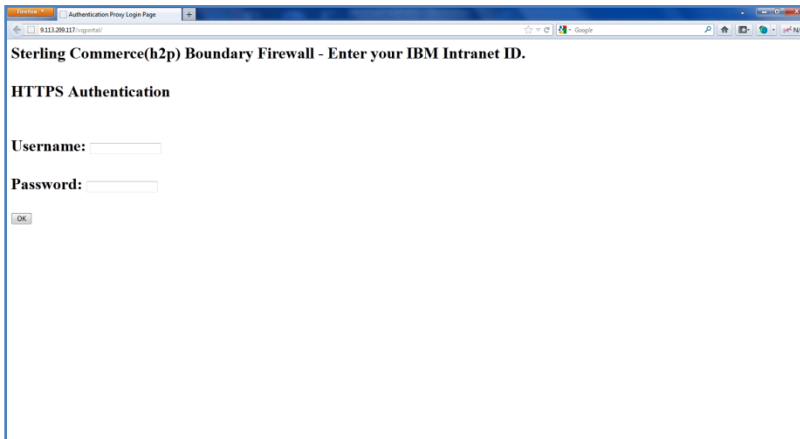


Contents

| <u>Topic</u> | <u>Page no</u> |
|---|----------------|
| 1. Register and Create Your Account | 2-3 |
| 2. Create Requests | 4 |
| 3. View Requests | 5-6 |
| 4. Pending Requests | 6 |
| 5. Closed Requests | 7 |
| 6. Escalate A Request | 8 |
| 7. Rate A Ticket | 9 |

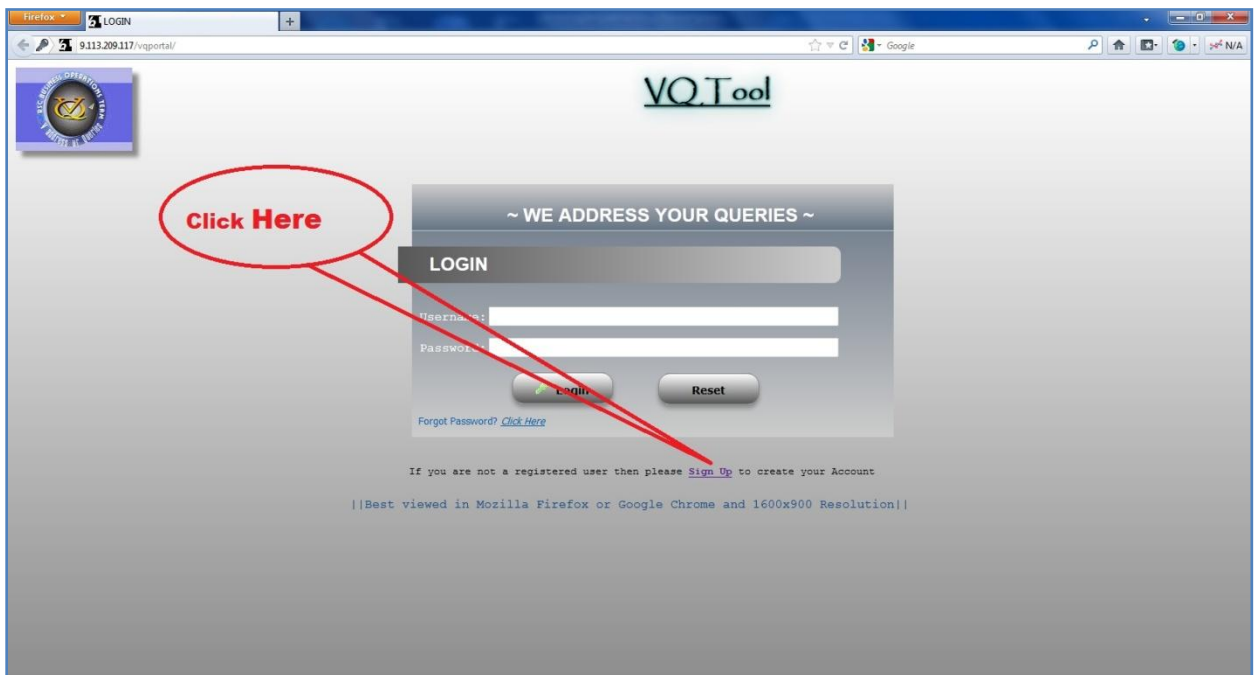
1. Register and Create Your Account

1. Go to <http://9.113.210.196/vgportal/>
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.

Register User

9.113.209.117/vqportal/registeruser.php

VQ Tool

User Registration

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

Password :(*) (min 6 characters)

Name :(*)

Employee ID :(*) (6 characters fixed)

Email ID :(*) (same as username)

Mobile No :(*) (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://9.113.210.196/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).

VQ Portal

9.113.209.117/vqportal/home.php

VQ Tool

Logged in as **saptroy1@in.ibm.com**

Home

Create Requests

View Requests >>

Manage Profile >>

Escalate A Request

Rate / Ticket

User Guide

Logout

Welcome

VQ TOOL

Automation is excellent at anywhere in the industry. 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

professionalteam

Your Username should be shown Here

We, the RSC Business Operations Team, consists of Shalini Rajendra, Madhuri M Bagal, Prasanna Ponnappa, Chaitra Somashekar, Summaya 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 Bagal**,
Project Co-ordinator @ RSC Business Operations Industry Solutions.
I'm the SPOC for the managers Anand Rajan, Atul Gore, Chandan Mohan Avalakki, Geetha Ramamurthy, George Behanan, Mandar Katkar, Menaka Hegde, Mrutyunjaya Yargatti, Pallavi Nagaraj and Siva Prasad Bommisetty. | more

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

click Here to Create Request

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.

The screenshot shows a web browser window with the URL 9.113.209.117/vqportal/createrequest.php. The page title is "VQ Tool" and the user is logged in as "saptry1@in.ibm.com". The main heading is "Place Your Request". Below this, there is a form with the following fields: "Type" (a dropdown menu), "Subtype" (a dropdown menu), "Subject" (a text input field), "Severity" (a dropdown menu), and "Description" (a text area). There is also an "Add Attachment" section with a "Browse" button. At the bottom of the form are three buttons: "Submit", "Save", and "Clear". A sidebar on the left contains a menu with the following items: "Home", "Create Requests", "View Requests >>", "Manage Profile >>", "Escalate A Request", "Rate A Ticket", "User Guide", and "Logout".

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.

The screenshot shows a web browser window with the URL 9.113.209.117/vqportal/submitrequest.php. The page title is "VQ Tool" and the user is logged in as "saptry1@in.ibm.com". The main heading is "Submit Request". Below this, there is a confirmation message: "Thank you Saptarshi for your request. You will be updated through mail again, once the request is processed." This is followed by a summary of the submitted request: "This is the request you have submitted". The summary includes: "Type : Facilities & IS", "Subtype : Conference room booking", "Subject : Booking of Bhaba conference room", "Severity : (3)To be actioned within 4 days", and "Description : I need to book Bhaba conference room for a meeting." There is also an "Attachment" section. Below the summary, there is a "Request Number" field with the value "5. K. Rangaswamy" and a "Request No" field with the value "Request No". A "Process Completed" bar is shown at the bottom, indicating 100% completion. A sidebar on the left contains a menu with the following items: "Home", "Create Requests", "View Requests >>", "Manage Profile >>", "Escalate A Request", "Rate A Ticket", "User Guide", and "Logout".

Pic6.

3. View Requests

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

1. Click on the menu View Requests>>All Requests as indicated below in pic7



Pic7.

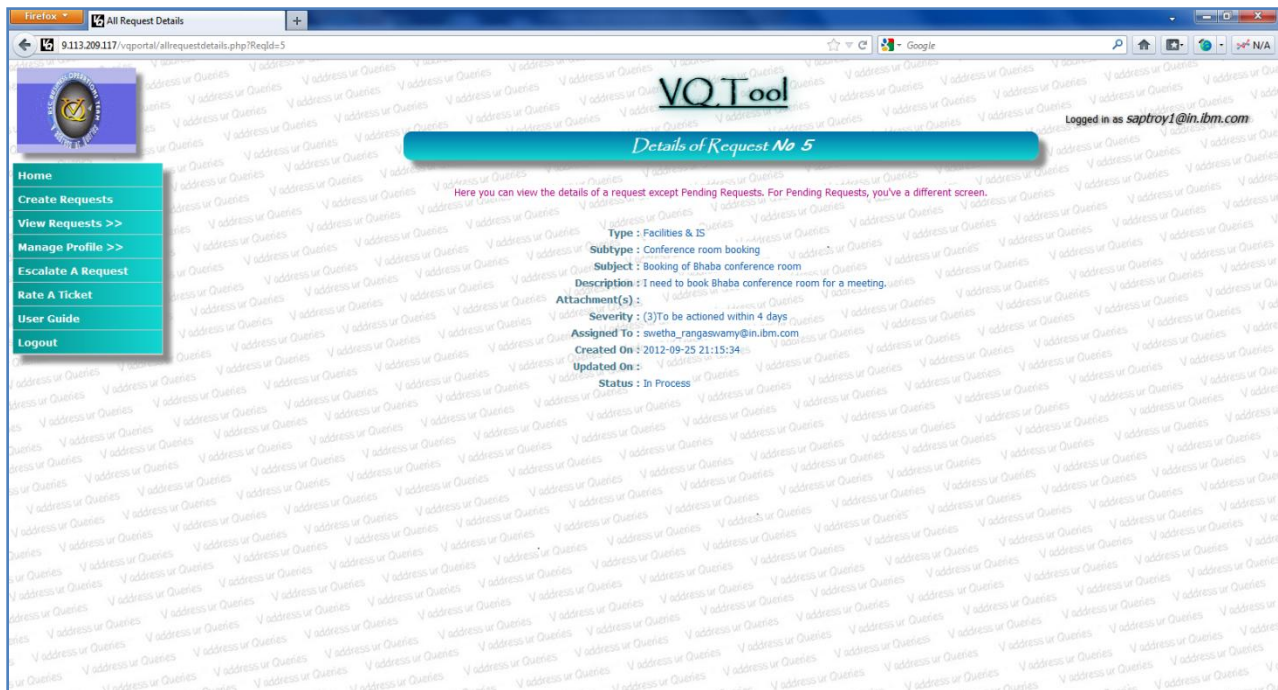
and get the screen as shown in pic8.



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.

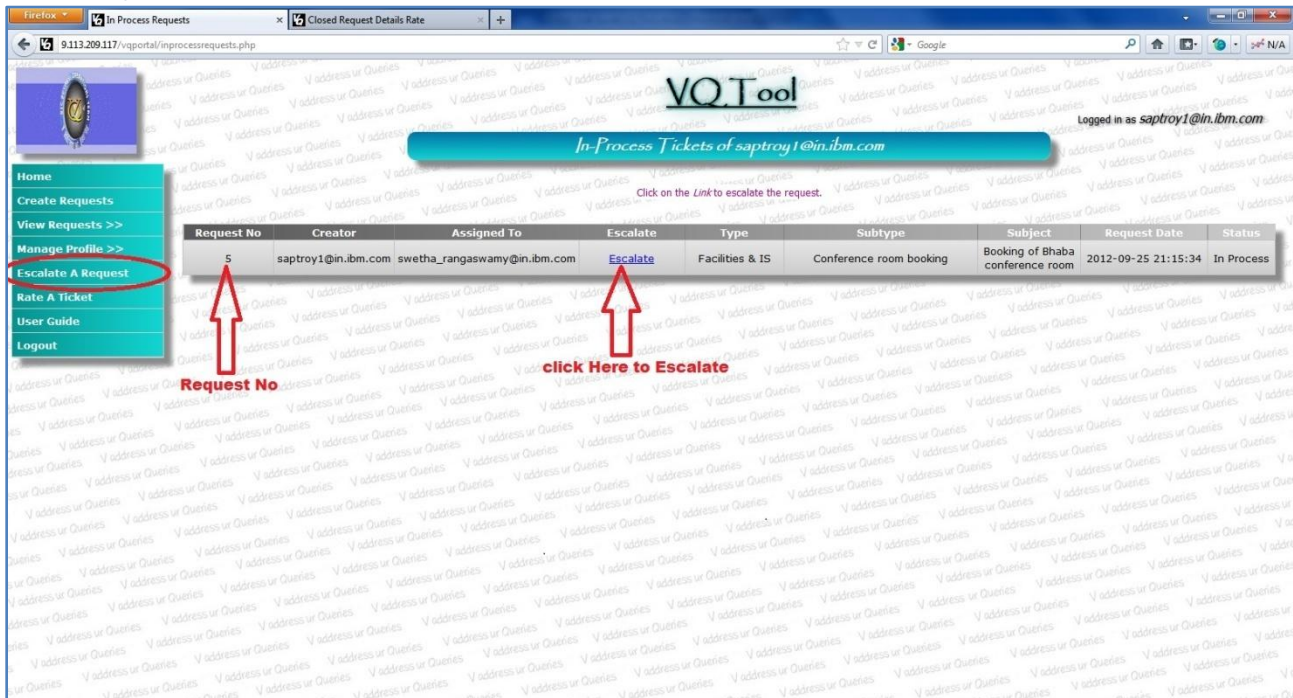
The screenshot displays the VQ Tool web application interface. At the top, the browser address bar shows the URL 9.113.209.117/vqportal/allrequestdetails.php?ReqId=5. The page title is "VQ Tool" and the user is logged in as **sapstroy1@in.ibm.com**. A navigation menu on the left includes links for Home, Create Requests, View Requests >>, Manage Profile >>, Escalate A Request, Rate A Ticket, User Guide, and Logout. The main content area is titled "Details of Request No 5" and contains the following information:

- Type :** Facilities & IS
- Subtype :** Conference room booking
- Subject :** Booking of Bhabha conference room
- Description :** I need to book Bhabha conference room for a meeting.
- Chronological Description :** A red box highlights this section, which contains a list of comments. The first comment is from "DummySuper" added on 2012-09-26 01:56:20, stating "Please mention the Date and Time." The second comment is from "sapstroy1@in.ibm.com" added on 2012-09-26 02:09:39, stating "It's on 20th Oct, 2012 at 11am to 12pm." The third comment is from "DummySuper" added on 2012-09-26 02:22:10, stating "Resolved."
- Attachment(s) :** A red box highlights this section, which contains the following details:
 - Severity :** (3)To be actioned within 4 days
 - Assigned To :** swetha_rangaswamy@in.ibm.com
 - Created On :** 2012-09-25 21:15:34
 - Updated On :** 2012-09-26 02:22:10
 - Status :** Closed

Pic11.

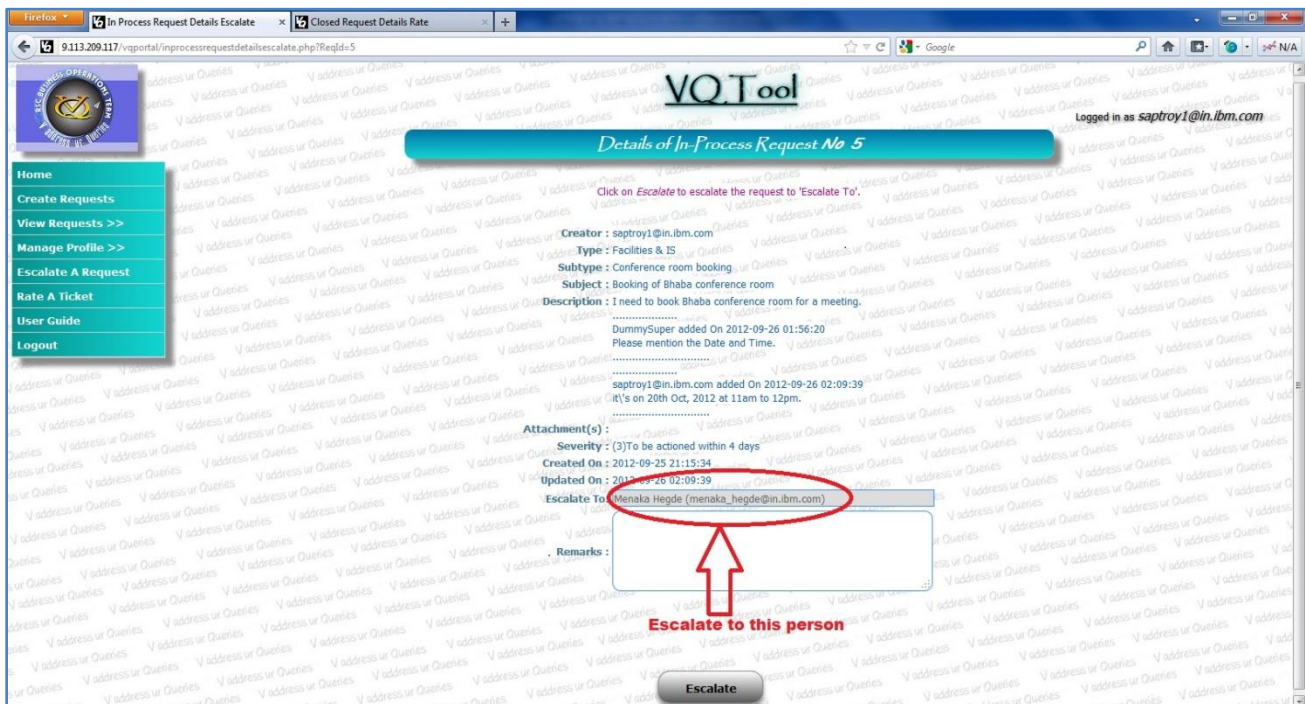
6. Escalate A Request

1. 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.



Pic12.

2. 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.



Pic13.

3. 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.

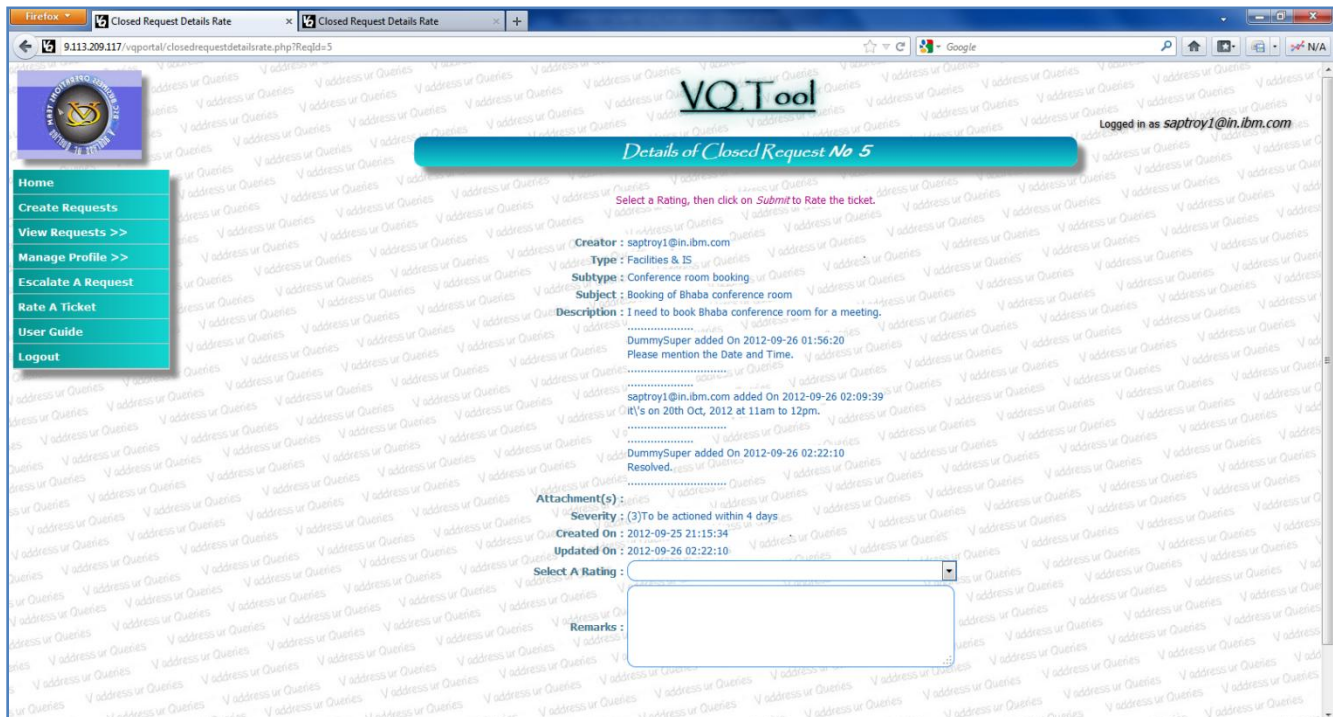
7. Rate A Ticket

1. 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.



Pic14.

2. 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.



Pic15.

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