

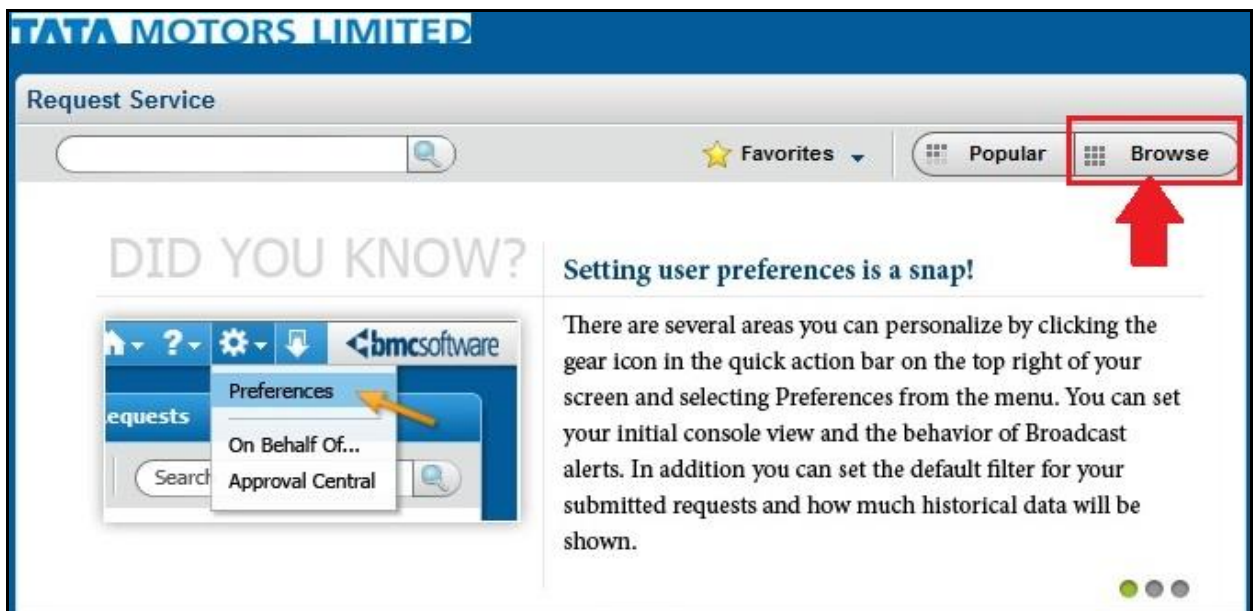
Tata Motors Ltd. Support System - Remedy: Steps to raise a Siebel CRM support request

Note: Remedy performs best on IE8 and above, Mozilla 3.6 and above & Safari 4.0.5.

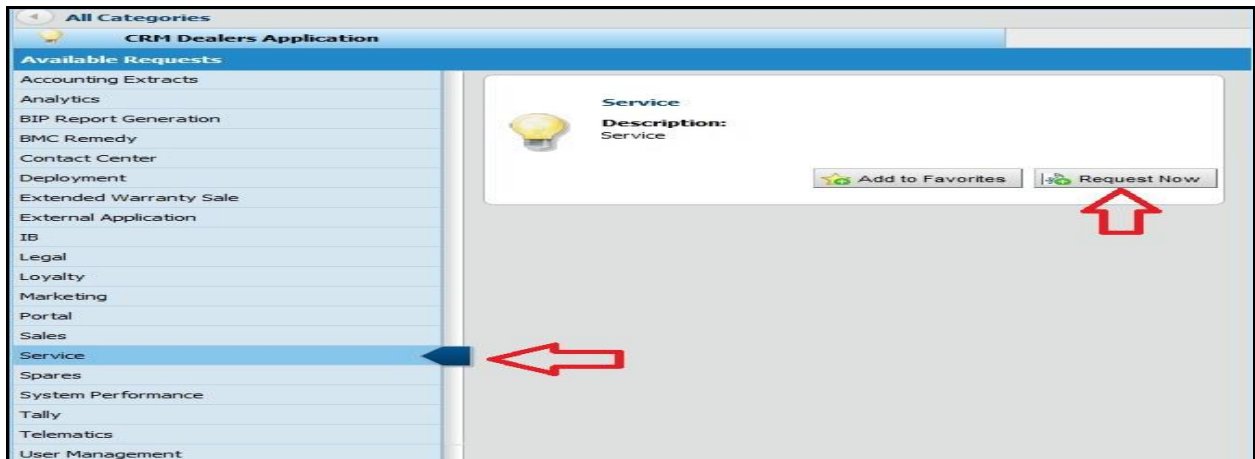
1. Enter Remedy URL <https://itservicedesk.tatamotors.com> in the browser. You would get the below log in screen. Enter your Siebel User Name ID & password, keep authentication field blank & click on 'Log In' Button.



2. Post entering the log in screen, Click on 'Browse' button as shown in below mentioned screen.



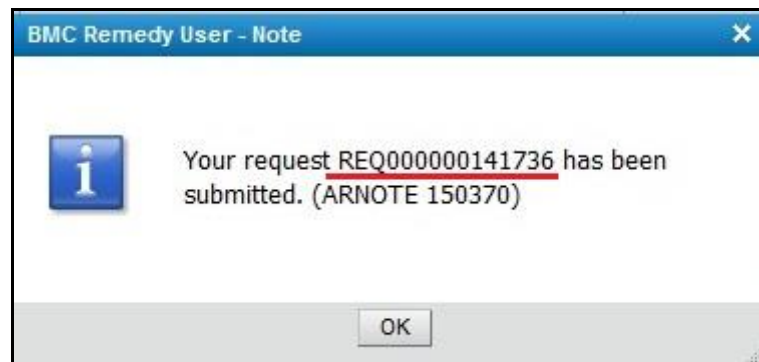
- Post click on 'Browse' button, Select the appropriate Available Request and then click on Request Now button.



- Select appropriate Area, Sub Area and Problem Area from the drop down menu and mention the Problem description & Click on 'Submit' button.

The screenshot shows the 'Request Form' in the CRM Dealers Application. It includes fields for 'Requested By' (AJAY JADHAV), 'Requested For' (AJAY JADHAV), 'Phone' (8962221489), and 'Email'. Below these are three green plus icons for attachments. The main form area has four fields: 'Area*' (Service), 'Sub Area*' (Job Card), 'Problem Area*' (Job Card Not getting closed), and 'Problem Description*' (Job Card Issue). A red box highlights these four fields. At the bottom right, there is a 'Submit' button with a red arrow pointing to it. Other buttons include 'Summary', 'Save As Draft', and 'Edit'.

- Once you hit the 'Submit' button, a Request number will be populated on the screen.



In case of any issues, please contact CRM Support HelpDesk at **1800-258-7777** OR **020-6725-7300** or email crmdms@tatamotors.com .