User Guide for Manager Portal

Onsite Service Request

23rd March 2023

Release 2 v1.0

AGENDA

Table of Contents

1. SDS 2.0 System Overview

- Who are the Users
- General Process Flow

2. Manager Web Portal

- How to Login
- Forget Password or OTP Device
- View List of Requests
- View a Service Request
- How to process a Service Request

1. SDS 2.0 System Overview

Who are the Users..... 4

General Process Flow..... 5

Who Are The Users

Below is a generalized overview of the type of users involved in the business workflow. **It may vary for different organization** and may not necessary involved all the users, or there are other users involved.

SR Team

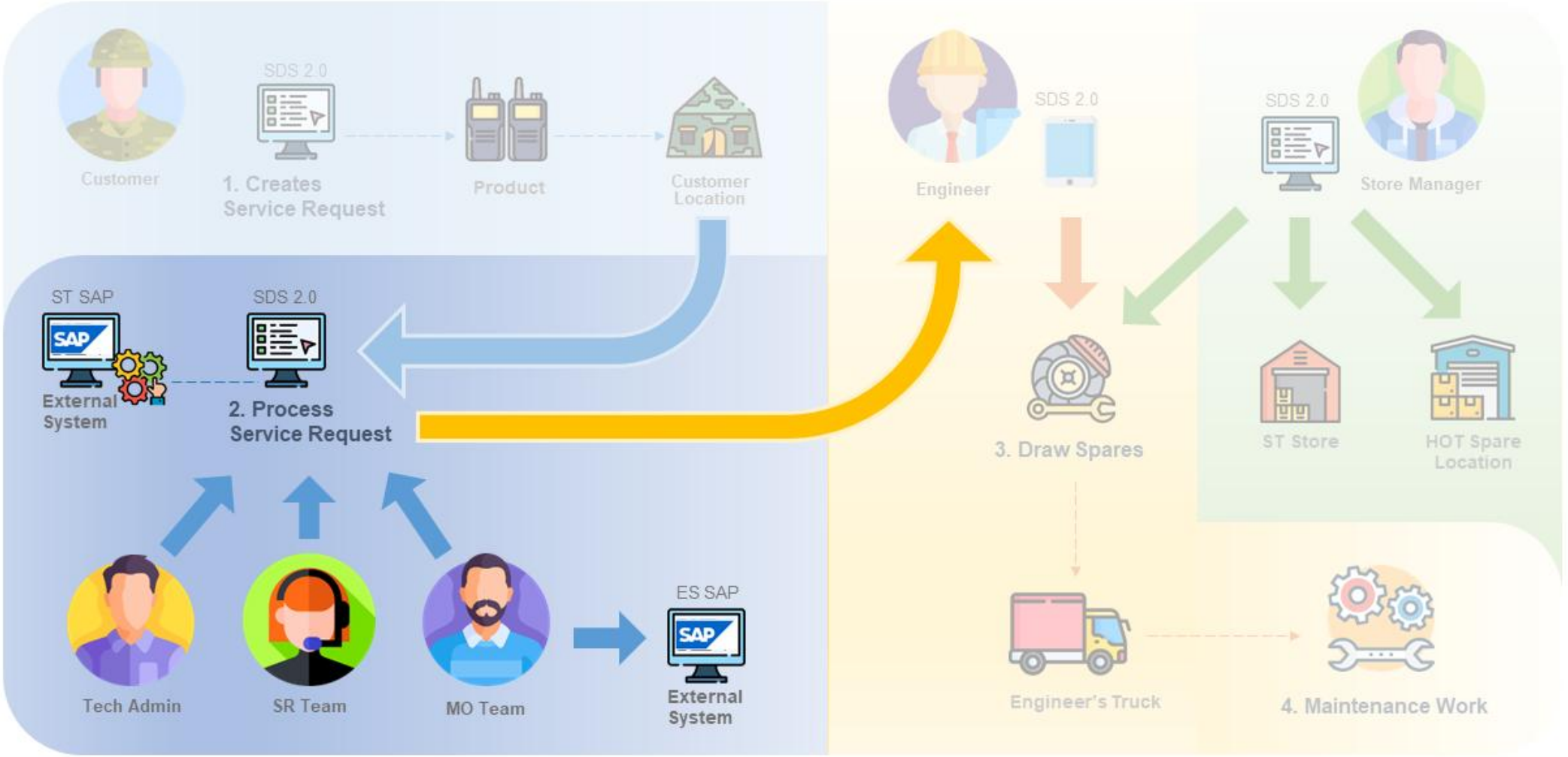
Team Lead

Engineer

MO Team

Customer

General Process Flow



2. Manager Web Portal

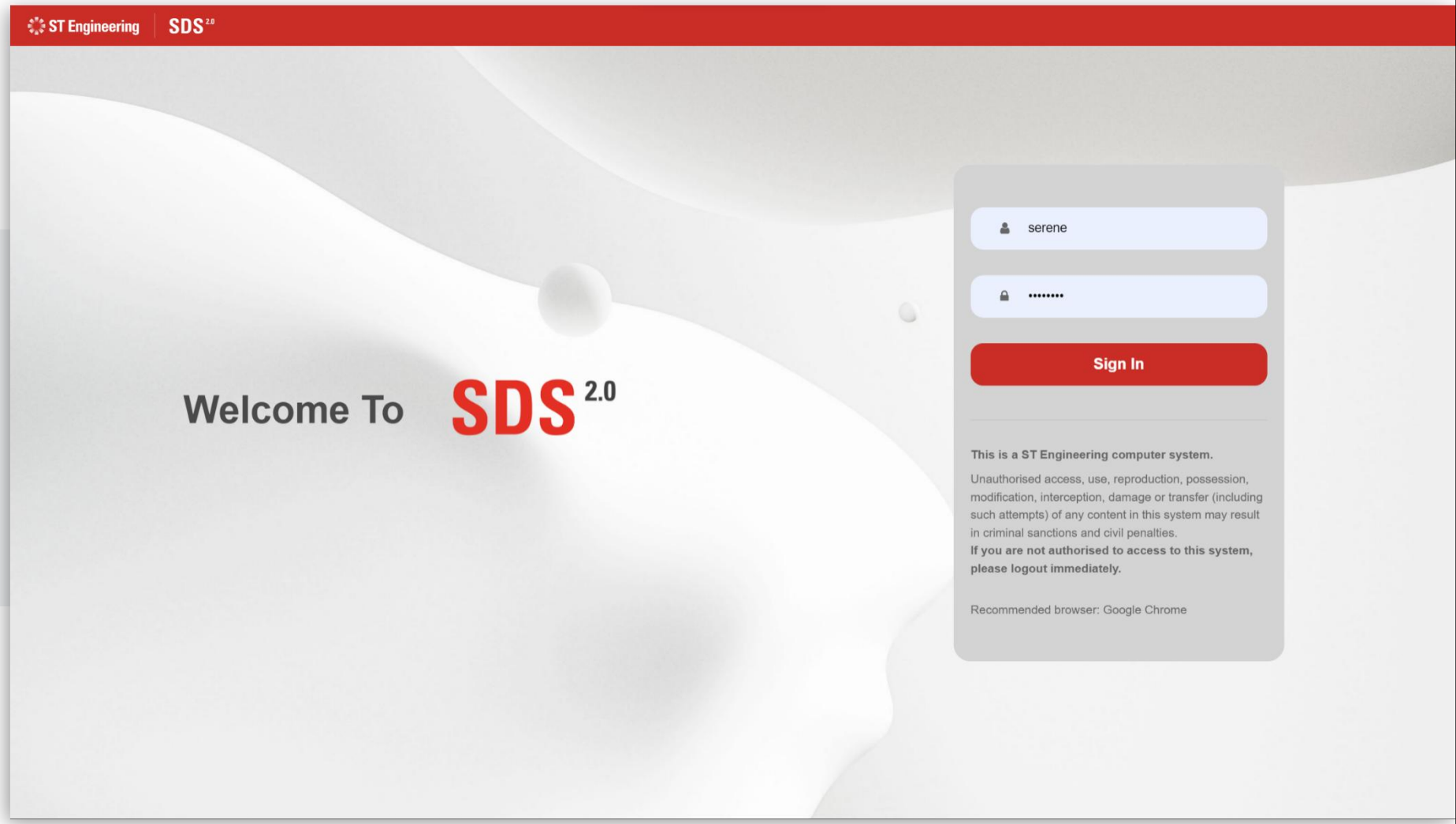
How to Login..... 7
Forget Password or OTP Device..... 10
View List of Requests..... 11
View a Service Request..... 13
How to process a Service Request..... 14

Manager Web Portal

How to Login

Use your login credentials to access:

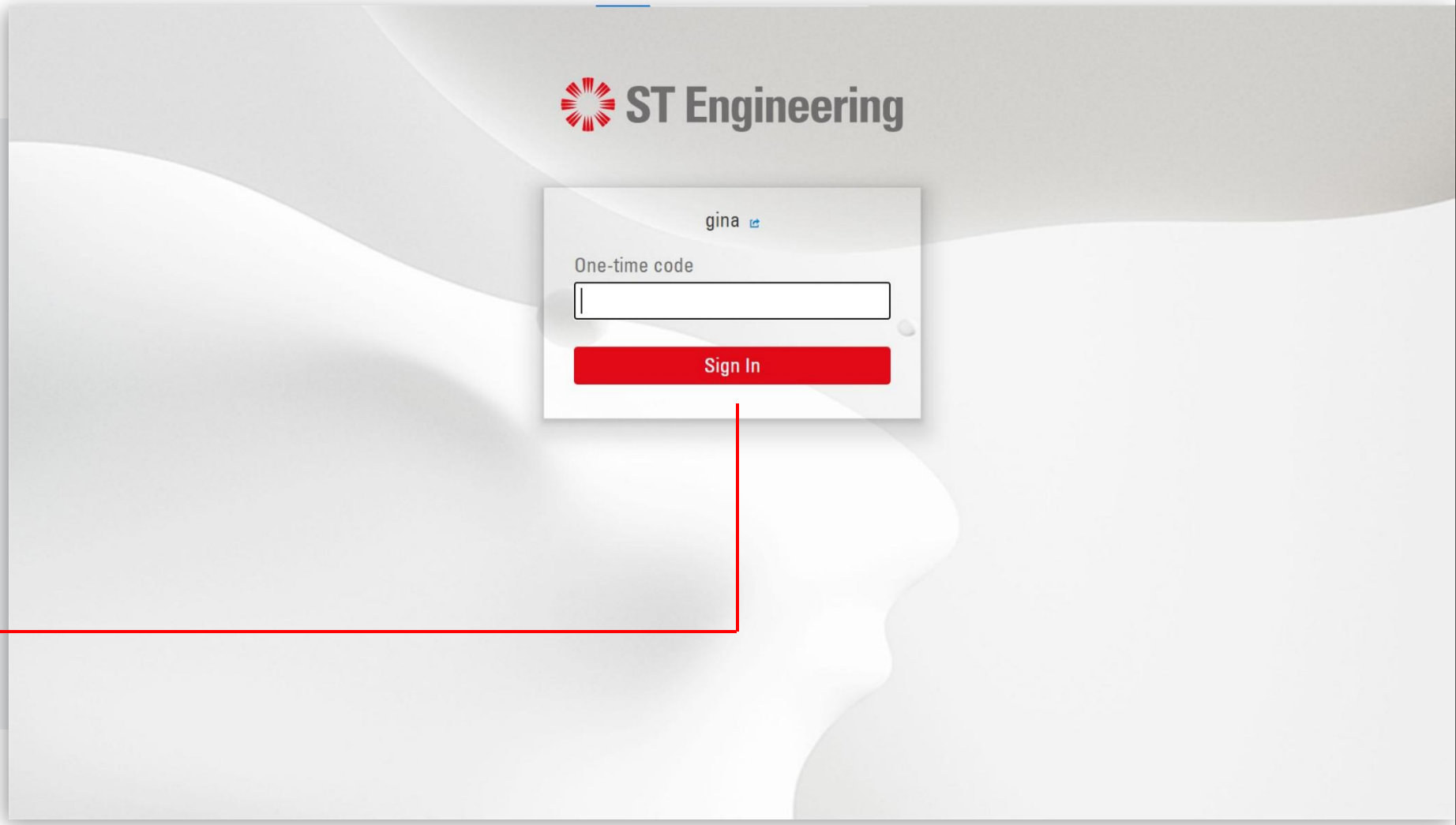
https://sds.stengg.com



One-Time Code

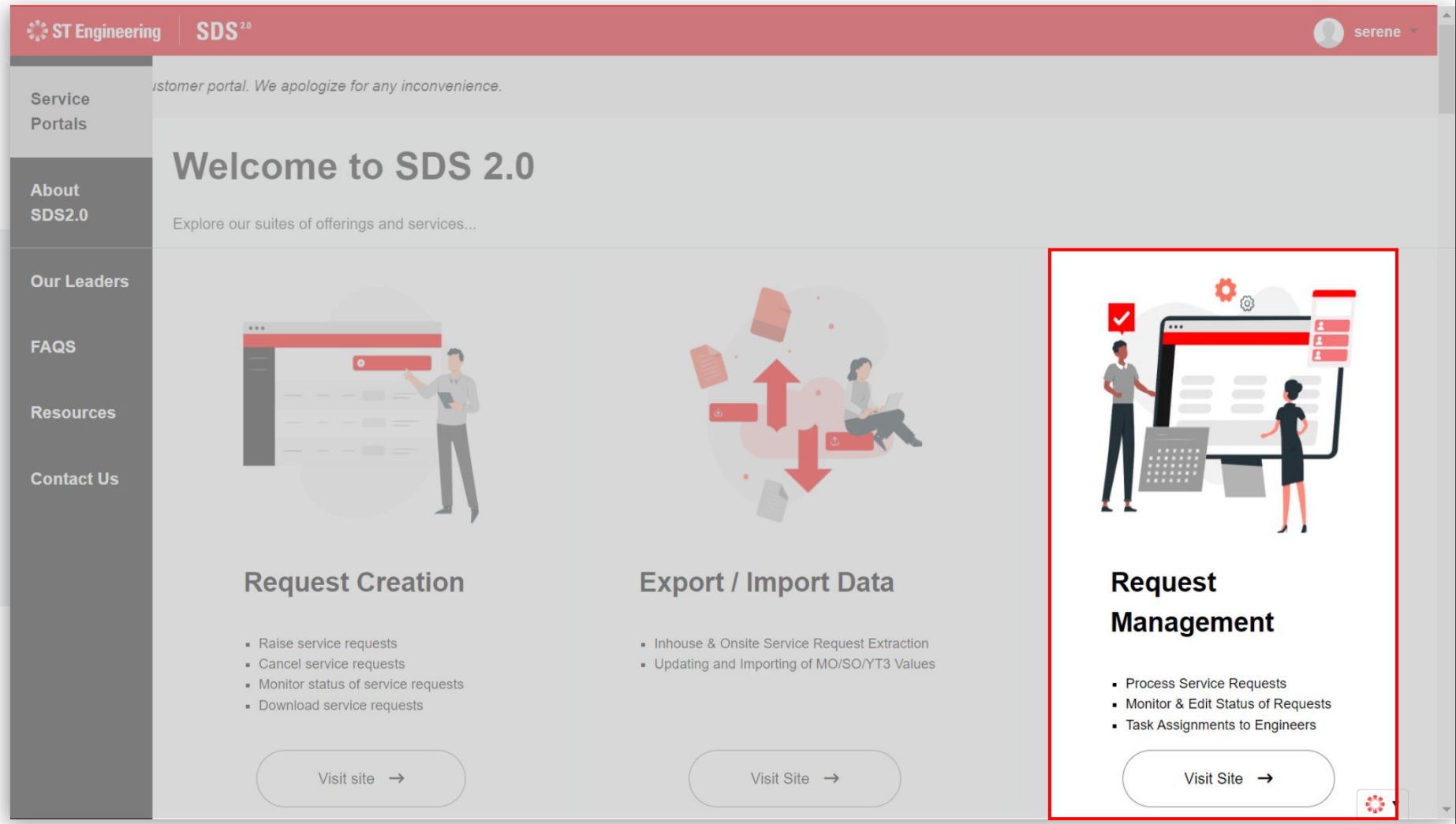
Retrieve One-Time Code from your Authenticator App (Google Authenticator or MS Authenticator)

Enter 2FA code and tap **[Sign In]**.



View Site

Access the link to **Request Management** from Service Portal page.



Manager Web Portal

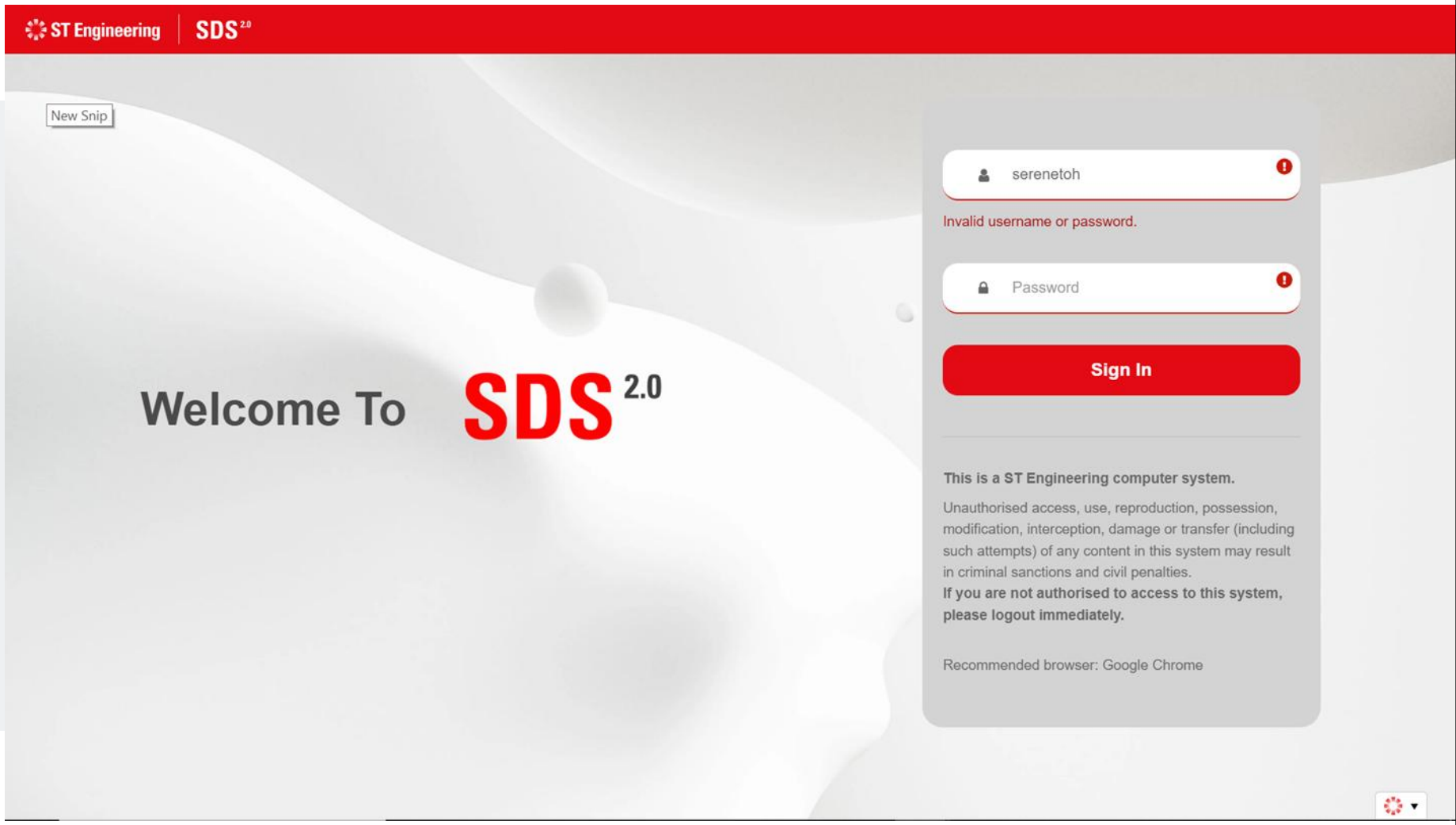
Forget Password or OTP Device

If you have forgotten your password or cannot login to One-Time Code, contact 1CC to reset the password or authenticator.

Contact no.: 6672 7597

Email:

1cc.services@stengg.com

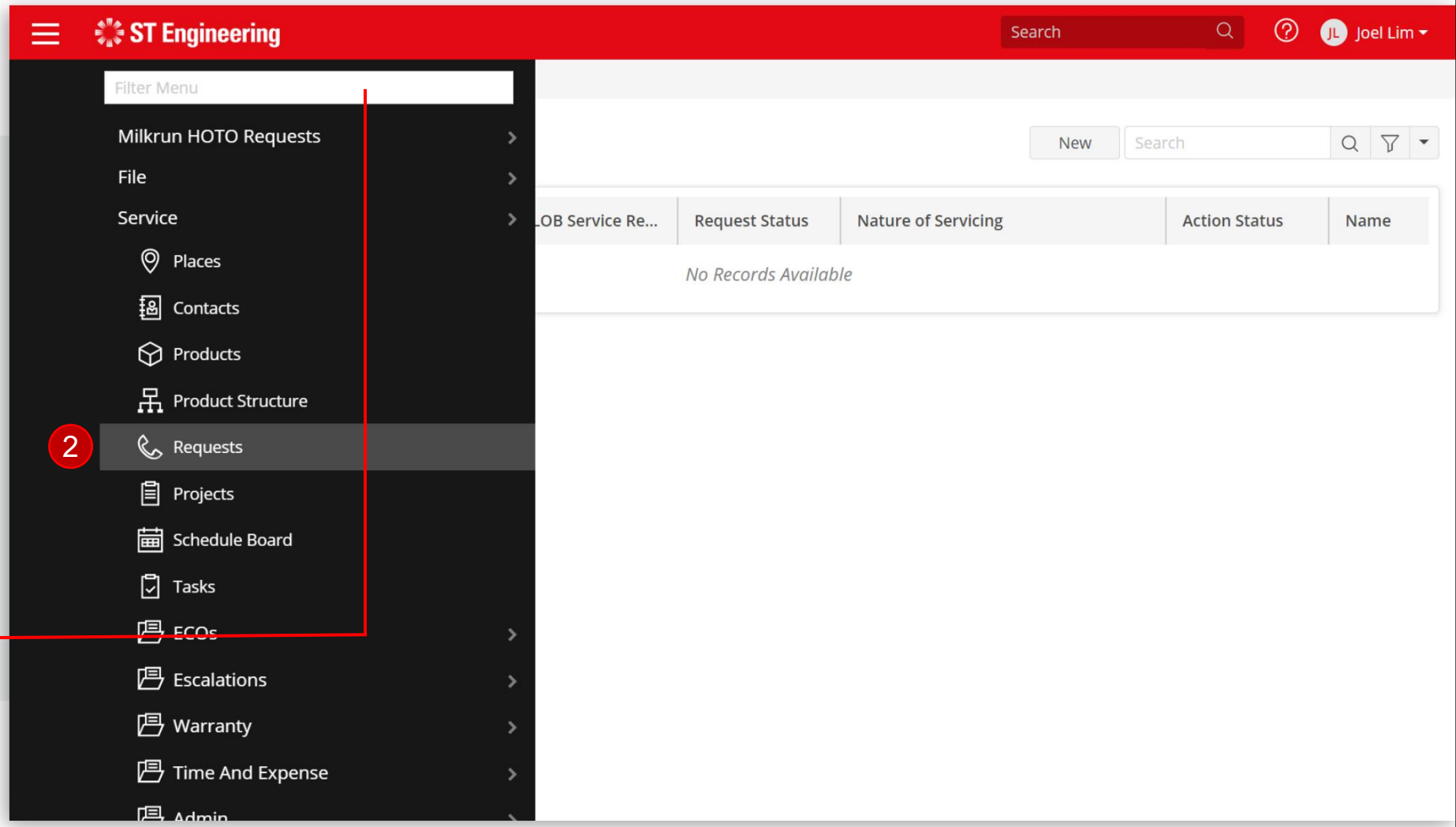


Manager Web Portal

View List of Requests

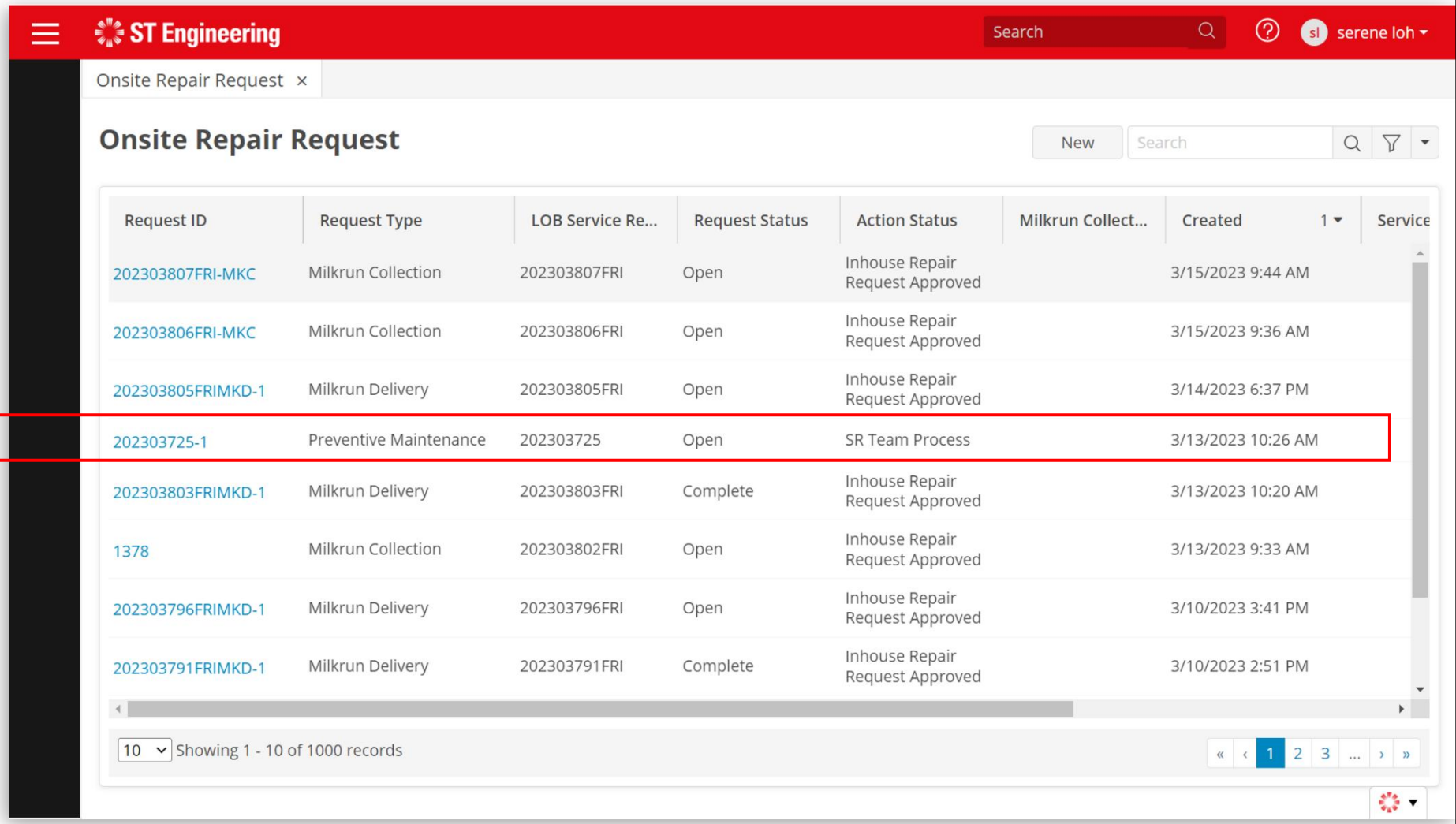
1 Once at Lobby page, tap **menu bar** to view menu list.

2 Go to **Service > Requests** or type “Requests” in the menu search bar.



Select a Request ID

3 Select a **Request ID link** to view a service request that is pending for work.



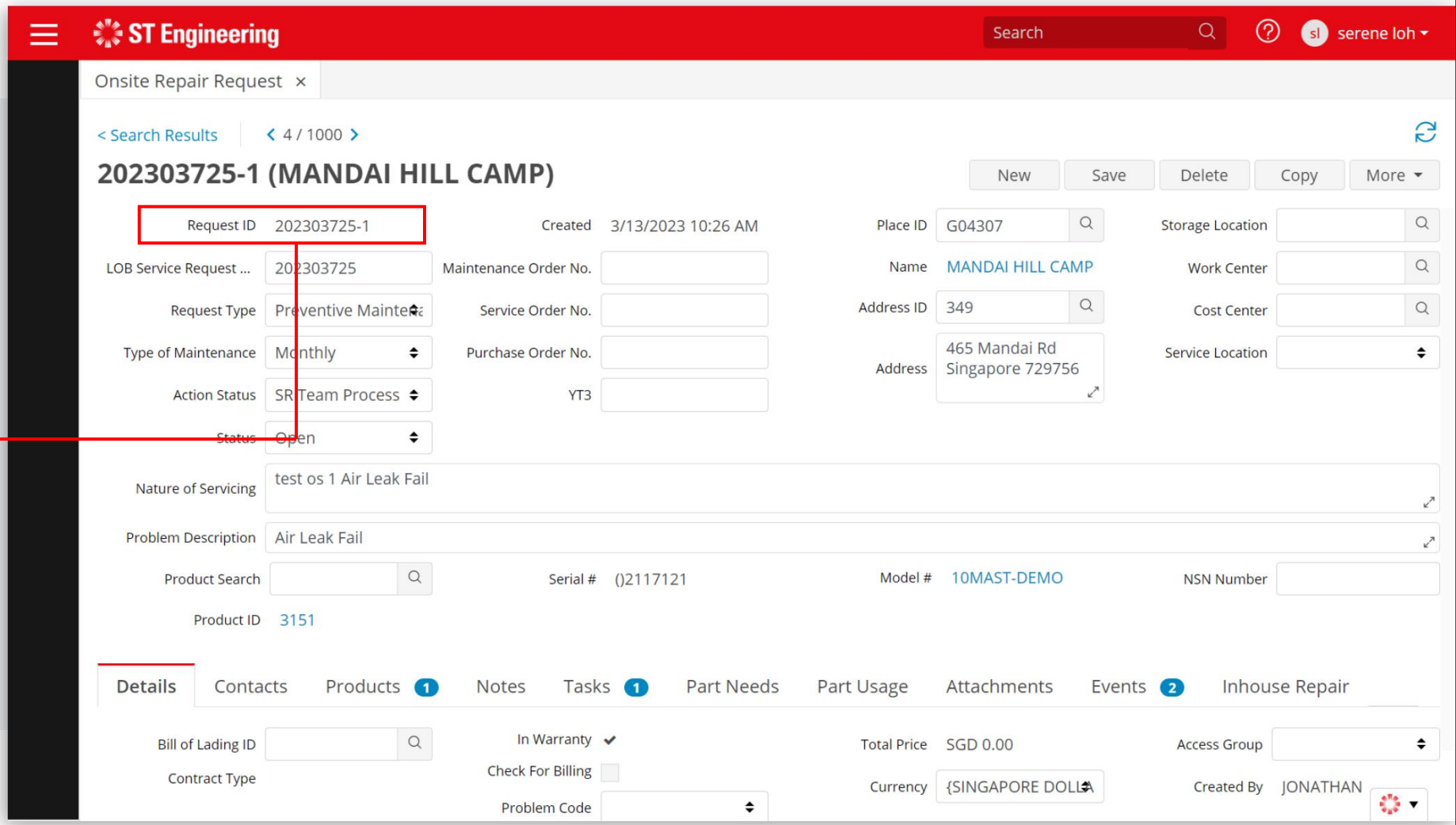
Note: If request list is not shown, tap the 🔍 icon.

Manager Web Portal

View a Service Request

When customer submits a request, the system generates a service request page tagged by its **Request ID**.

The information is auto-filled from customer's request entry.



Manager Web Portal

How to Process a Service Request

Note: The workflow or steps in managing a service request **may vary for different organizations**.

SR Team logins to check requests

MO Team updates MO no. for the request

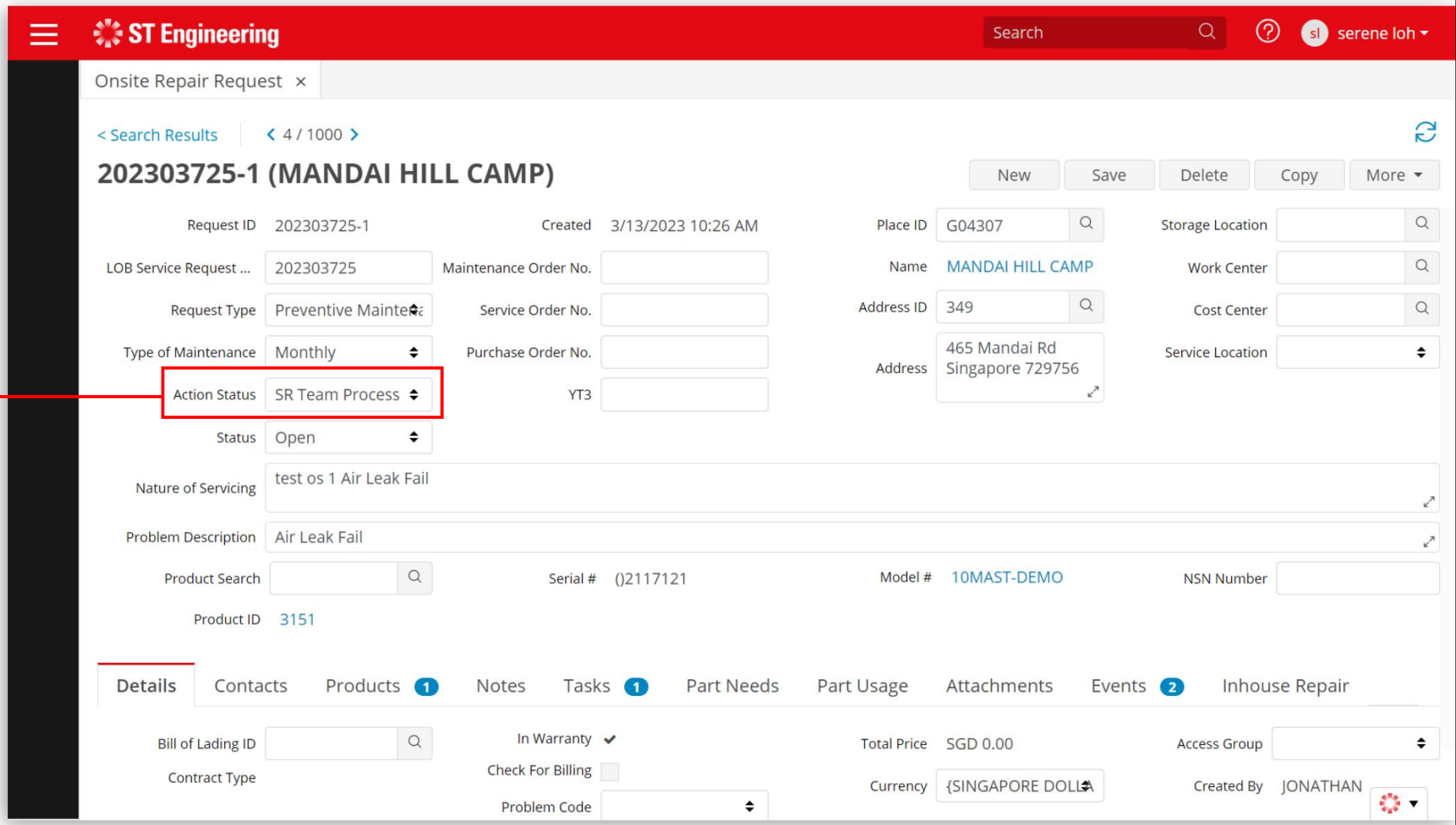
Team Lead assigns Task to Engineer

Engineer gets notification and accepts Task

New Service Request

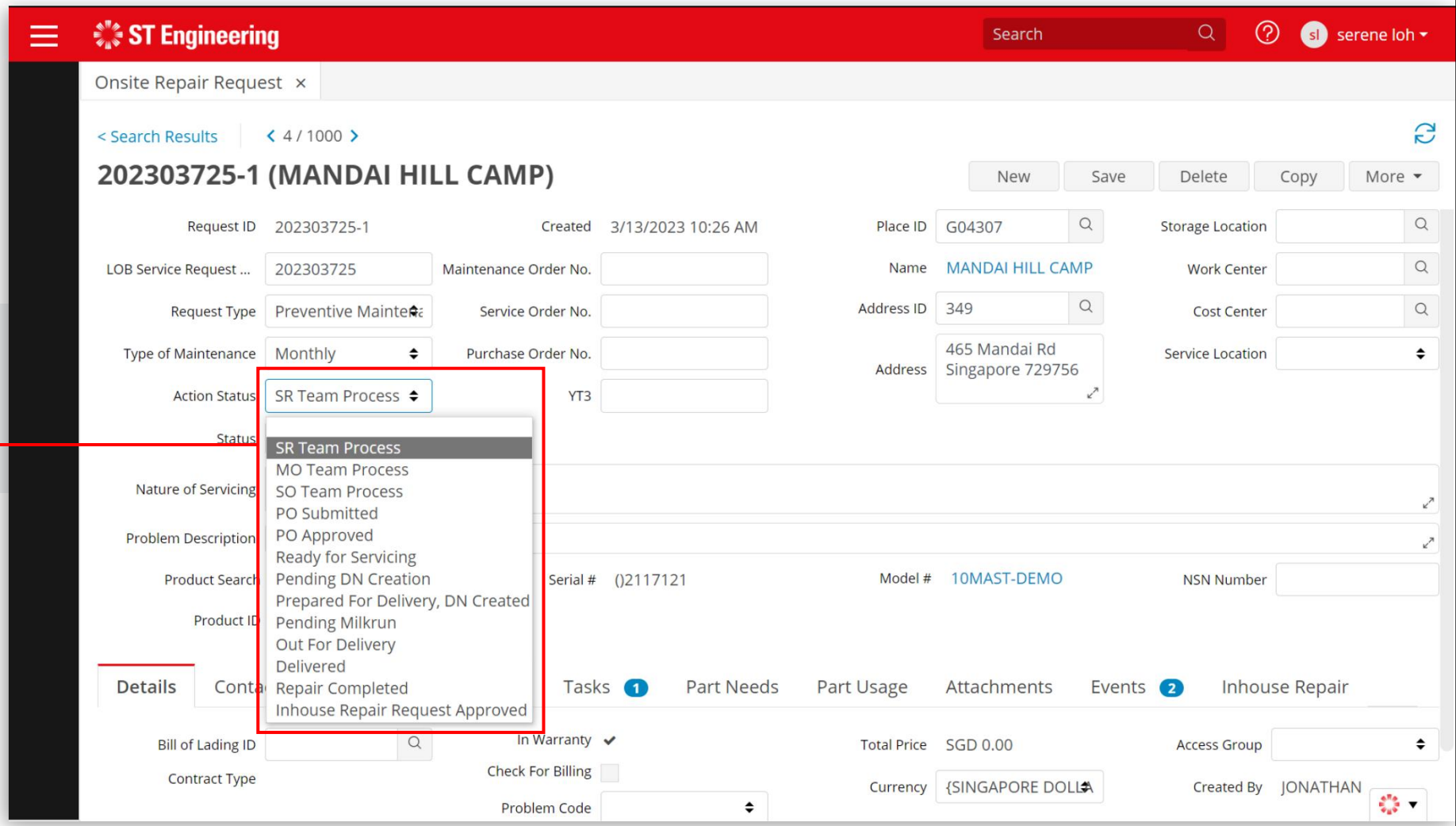
When there is a new service request, the default action status is **[SR Team Process]**.

The team is to vet through the request details and choose whether to proceed or reject request.



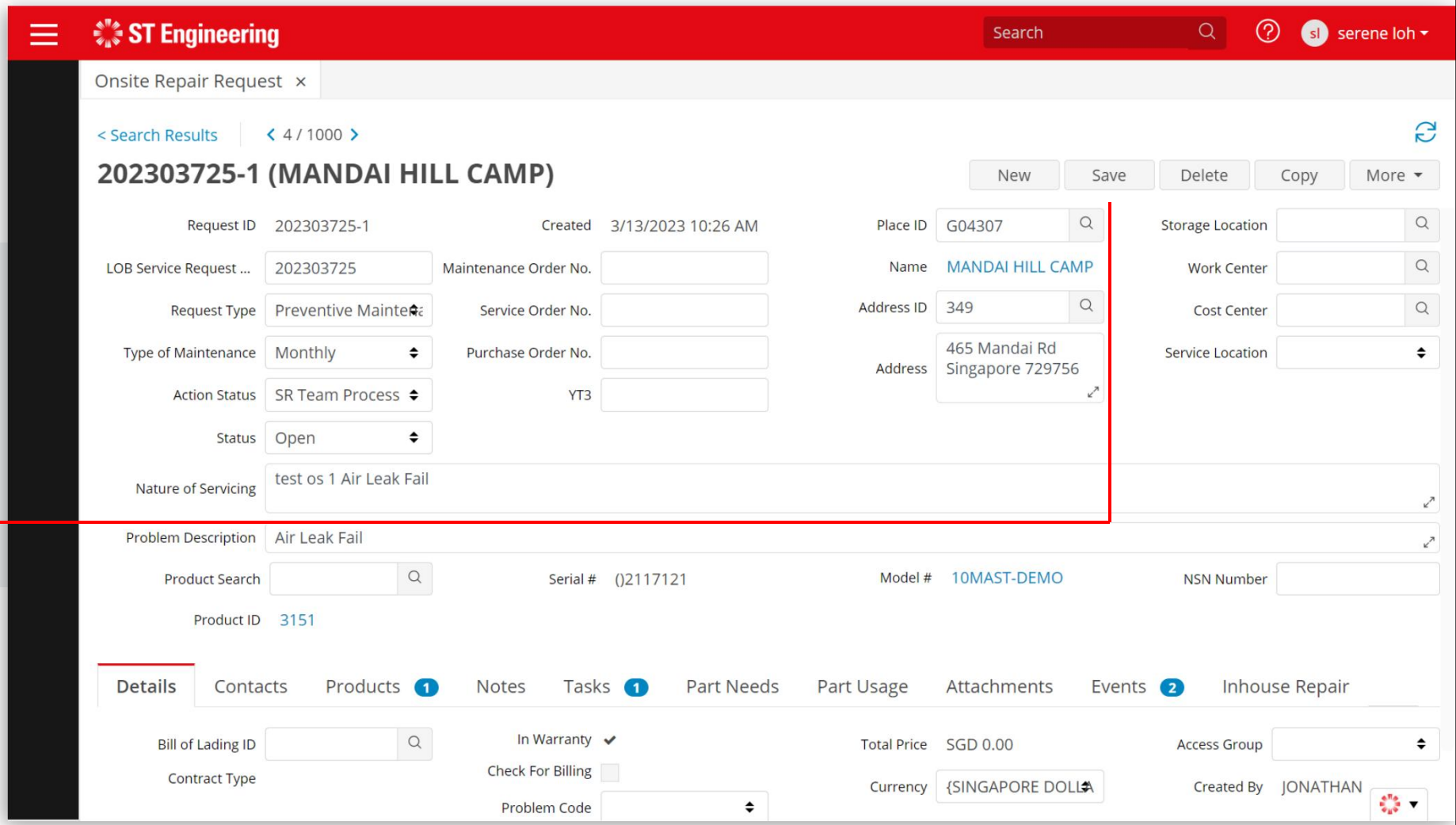
Action Status of a Request

Action Status has different sets of processes.



Select Relevant Action Status

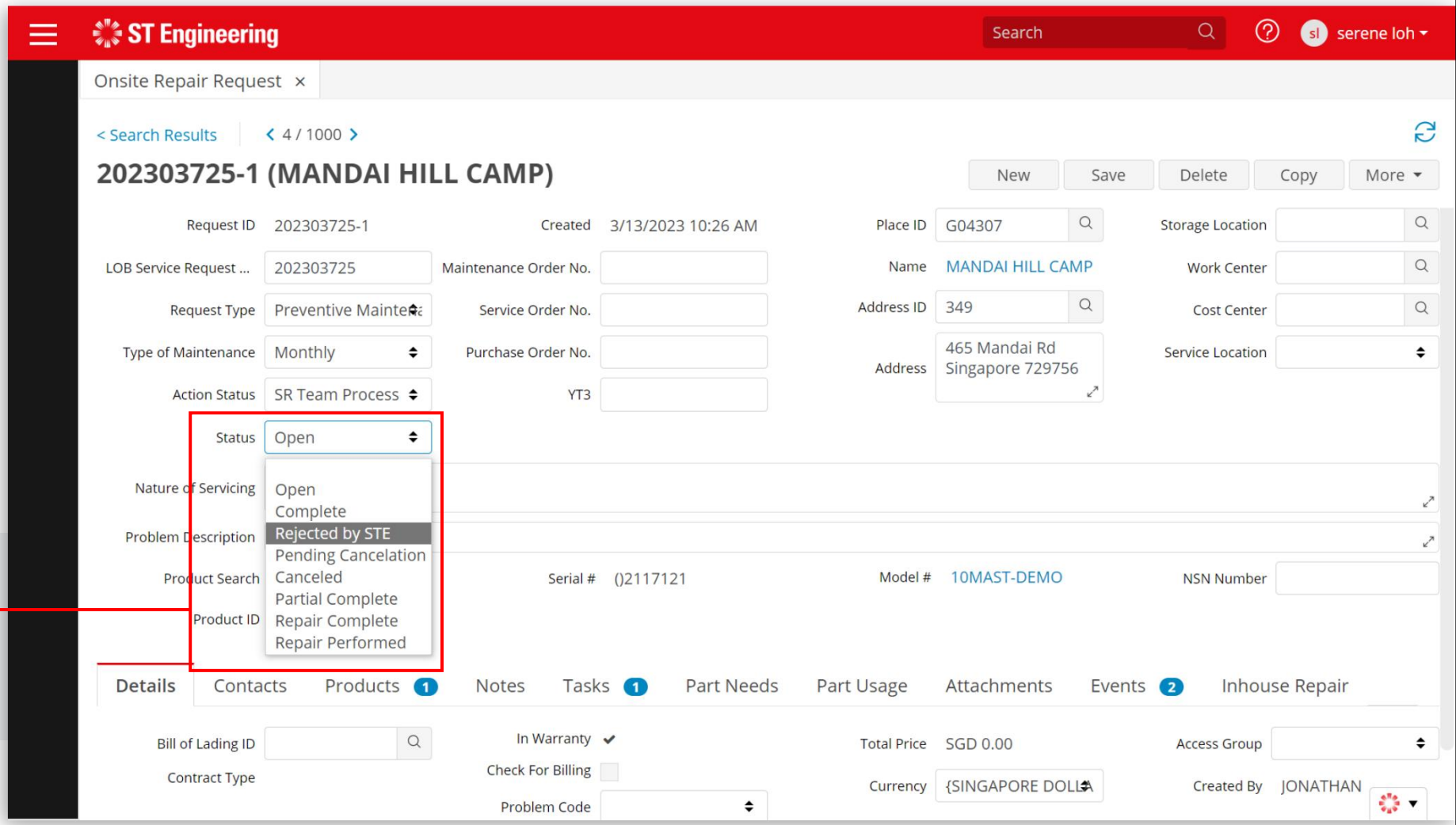
Select the relevant action status for your team process to be completed and tap **[Save]** to update.



Reject a Service Request

If the information does not fulfill certain requirements or incomplete, the request can be rejected for customer to amend.

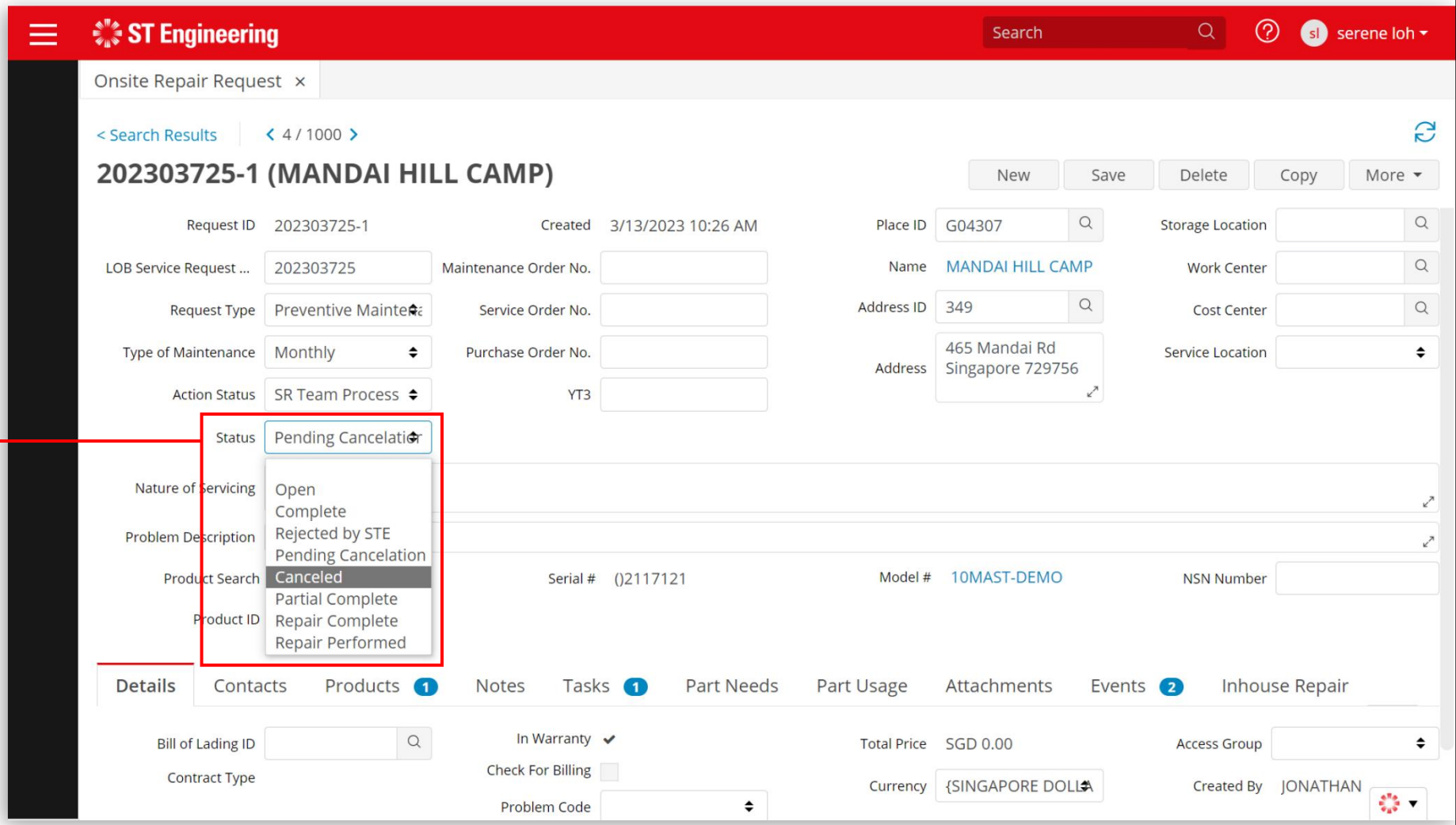
Select **[Rejected by STE]** under Status and **[Save]**.



Pending Cancelation and Canceled Request

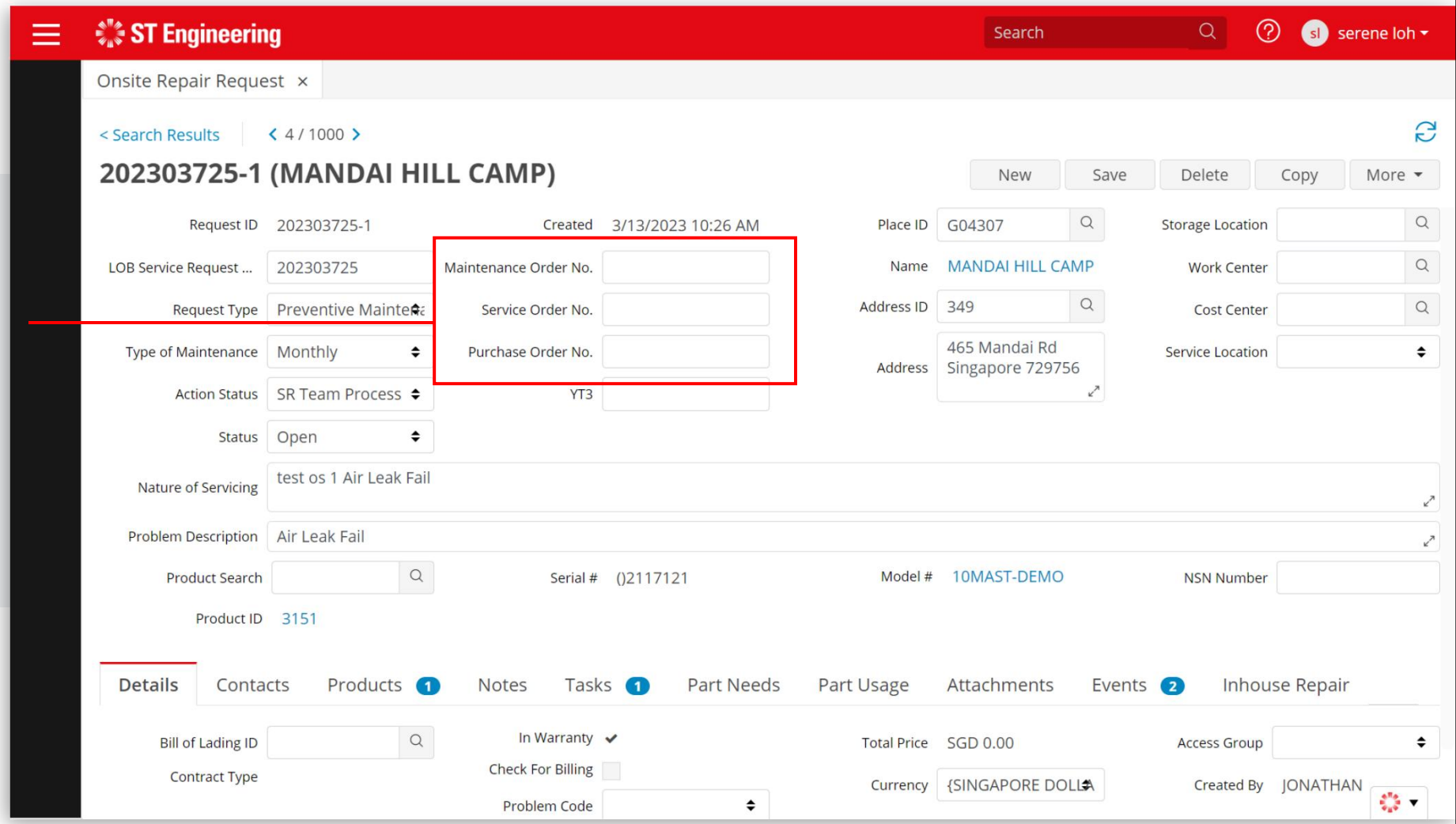
When customer submits a cancelation request, action status will show **[Pending Cancelation]**.

To confirm cancelation, select **[Canceled]** under Status and tap **[Save]**.



Maintenance Order, Service Order, Purchase Order Nos.

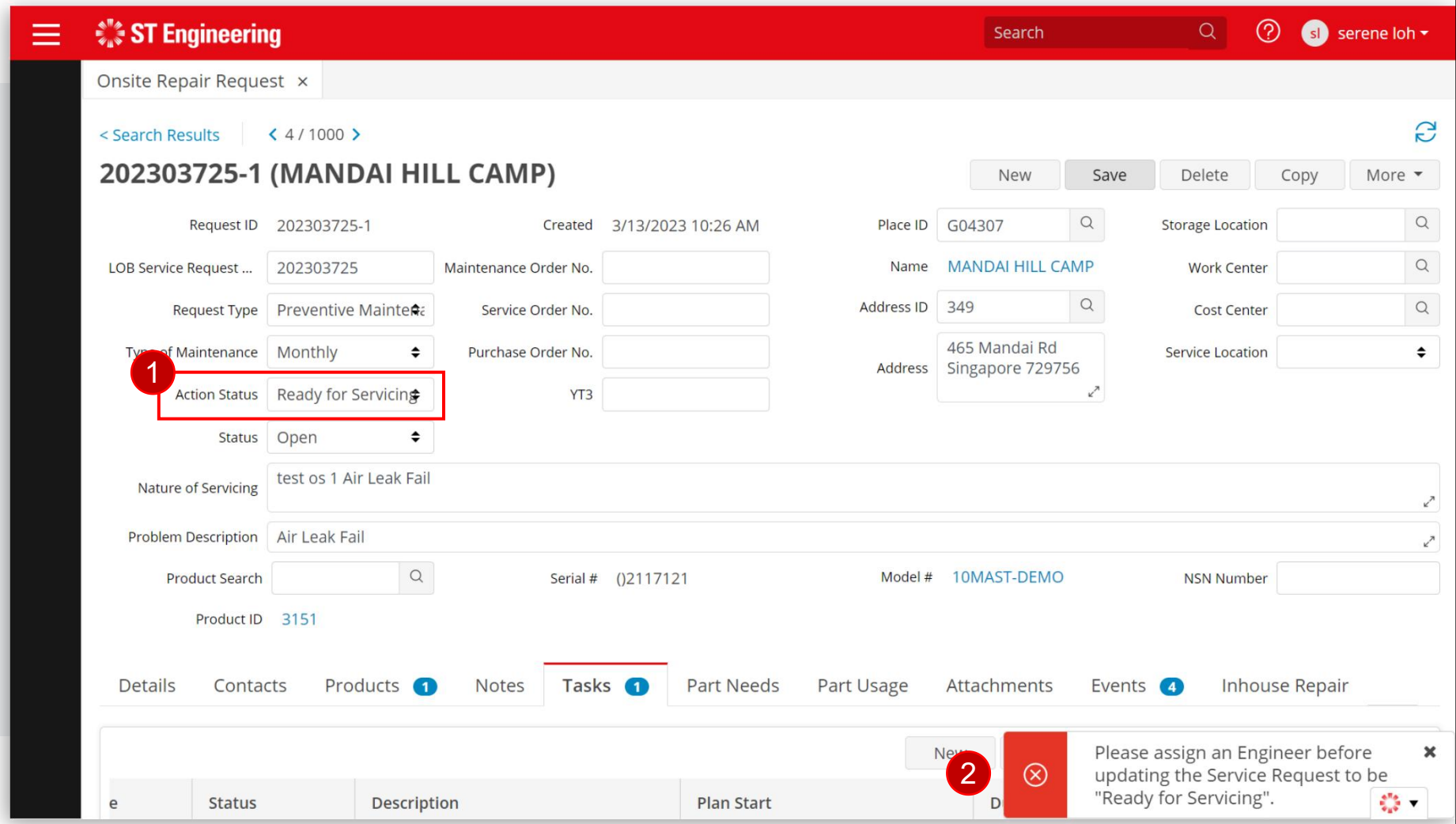
Depending on the team's requirement, either of the MO, SO, PO require to be input before the engineer can proceed for servicing.



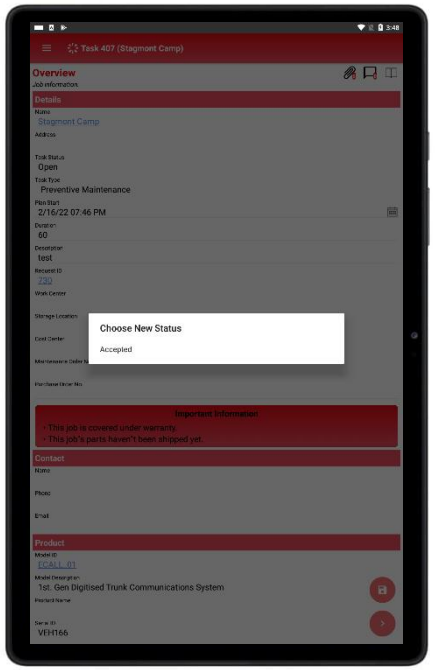
Prerequisite to [Ready for Servicing]

1. The task must have an engineer assigned to it for the request to proceed to **[Ready for Servicing]**.

2. If there is no engineer assigned to the task, it will display an error message.

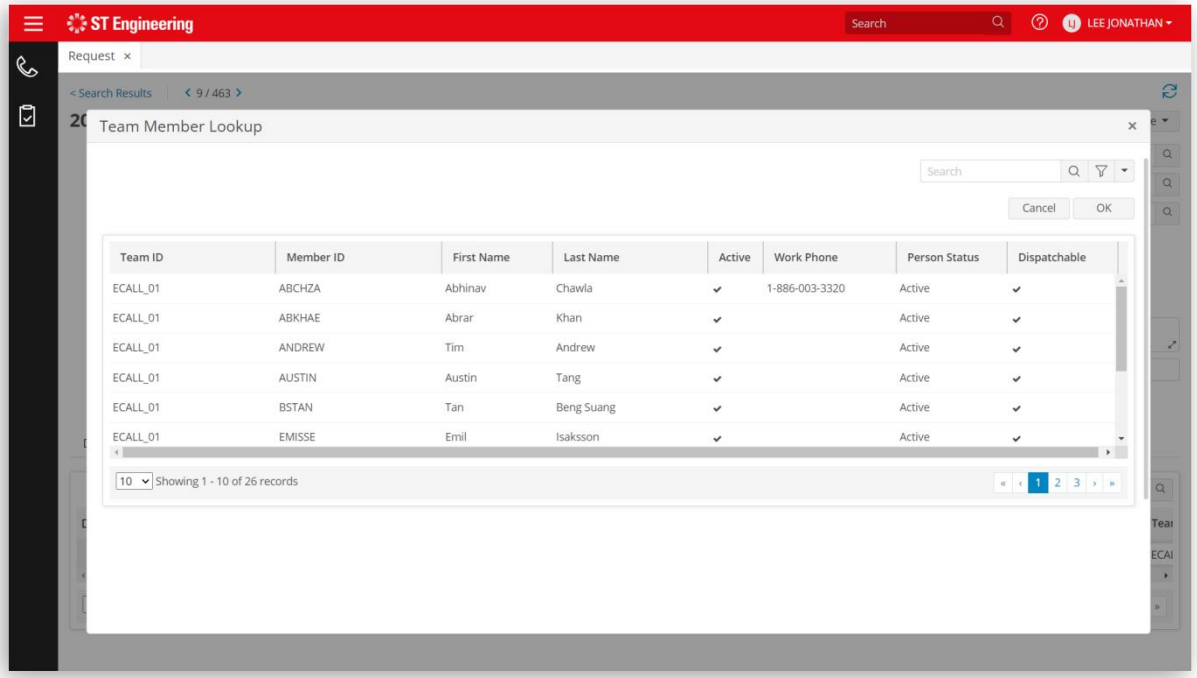


Engineer to pickup Task or Assign Task to Engineer



Team Lead to inform engineer to pick up unassigned task via mobile app.

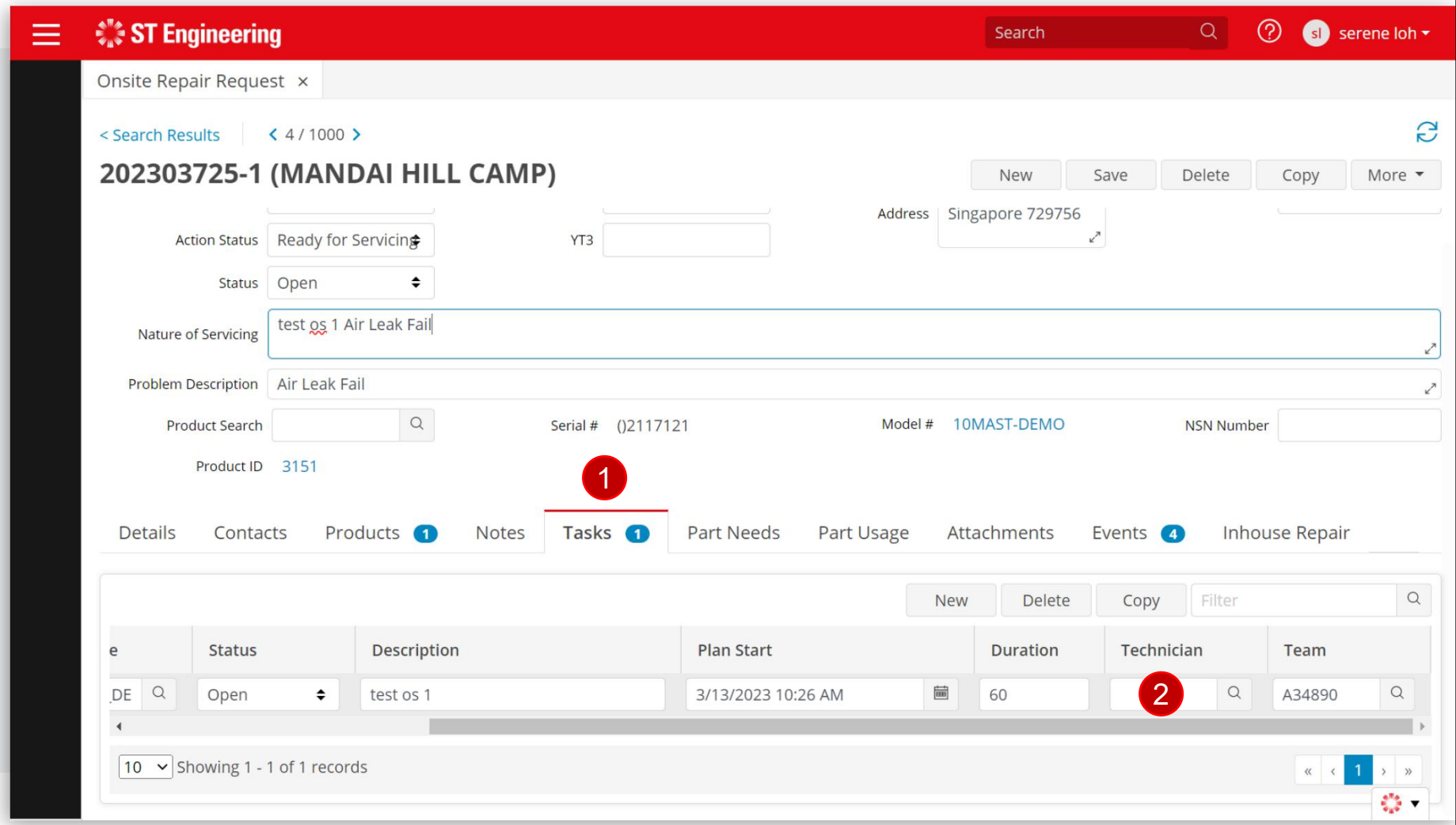
OR



Assign task to engineer recommended by the Team Lead.

Assign Task to Engineer

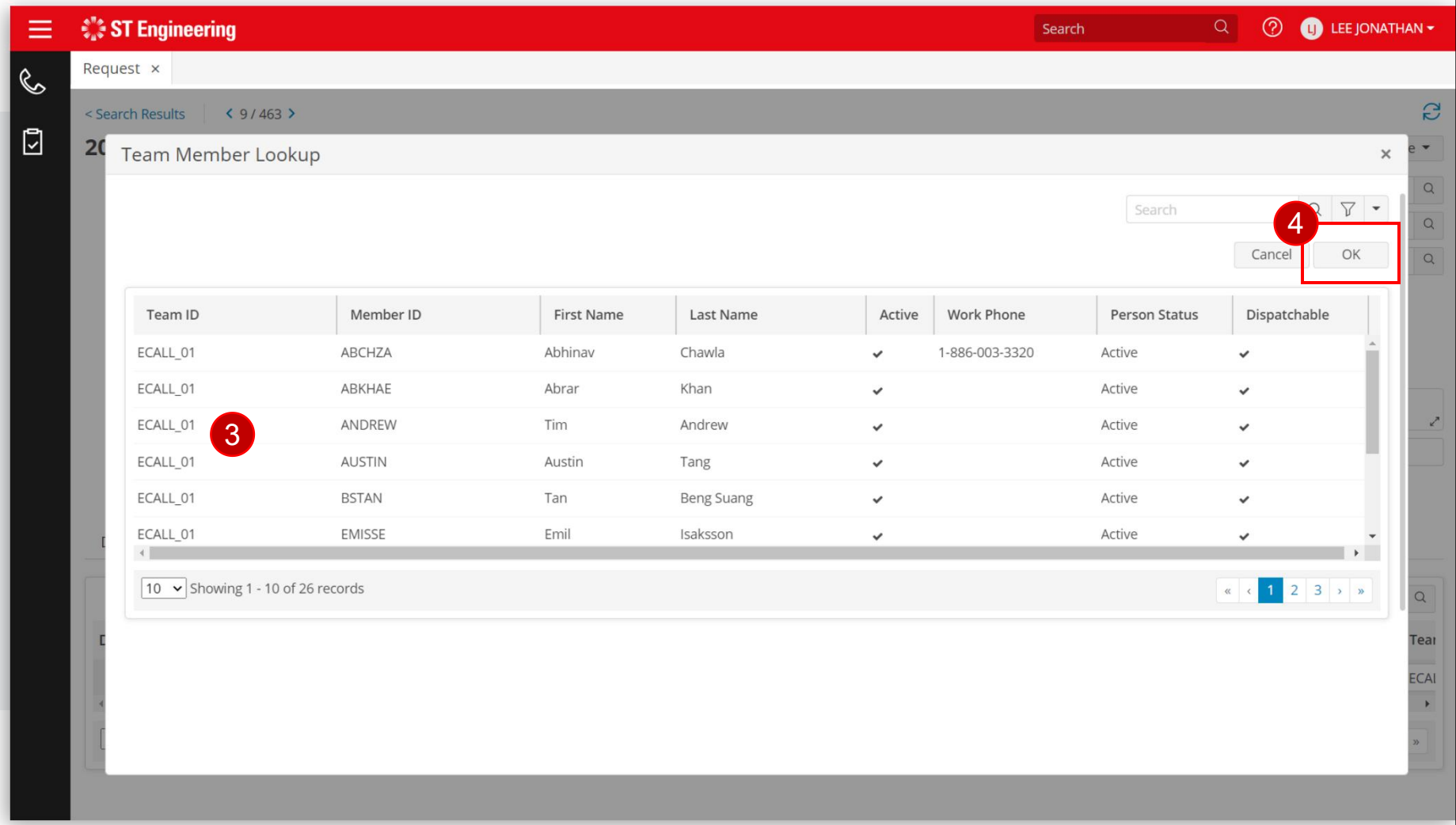
1. To assign task to engineer, go to **[Tasks Tab]**. The first task is auto-generated during request creation.
2. Tap 🔍 next to the textbox under Technician column.



Select Recommended Engineer

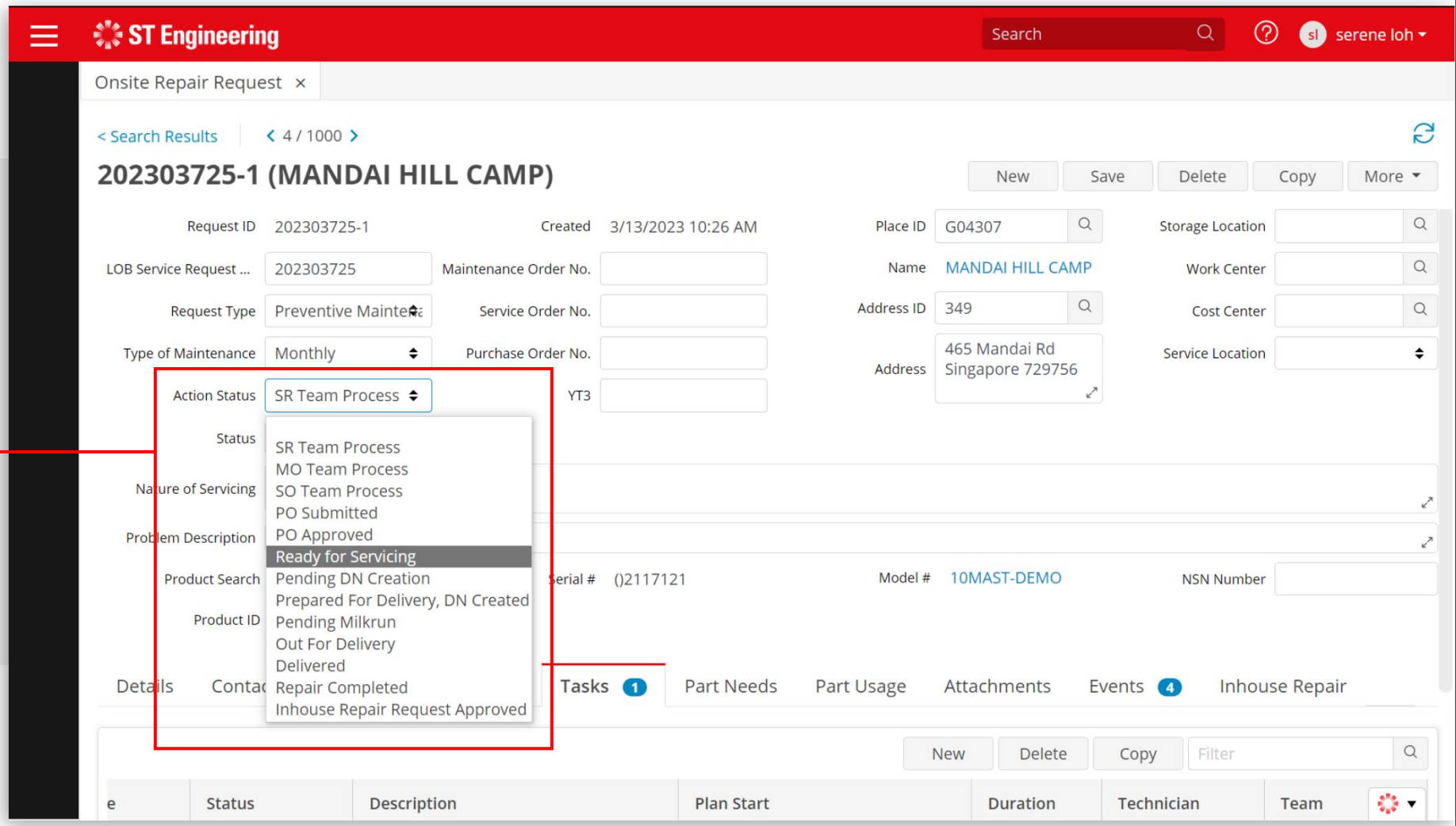
3 Select recommended engineer from the Team Member Lookup list.

4 Tap **[OK]** to confirm selection or double-tap name to confirm.



Ready for Servicing

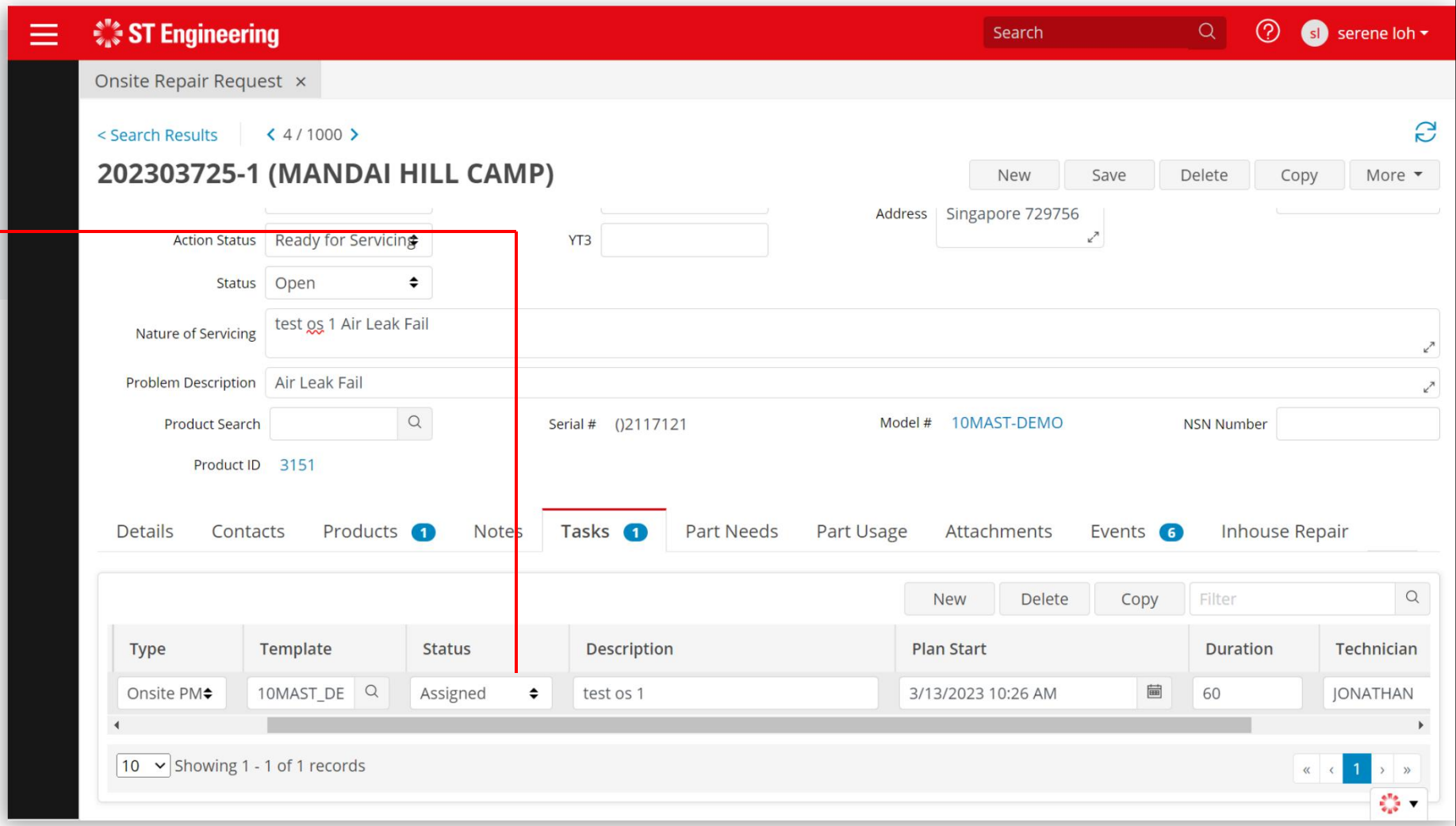
5 Once an engineer is assigned and product is ready for servicing, select **[Ready for Servicing]** under Action Status and tap **[Save]**.



Task updated to Assigned

Task Status should be automatically updated to **[Assigned]**.

Engineer will receive the notification of the assigned task on his mobile app.



ST Engineering

Thank You