

SDS
2.0

Smart Digital Systems

User Guide for CX Hub, L2 & L3 Teams | Managing ITSM Helpdesk



Co-Confidential

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AGENDA

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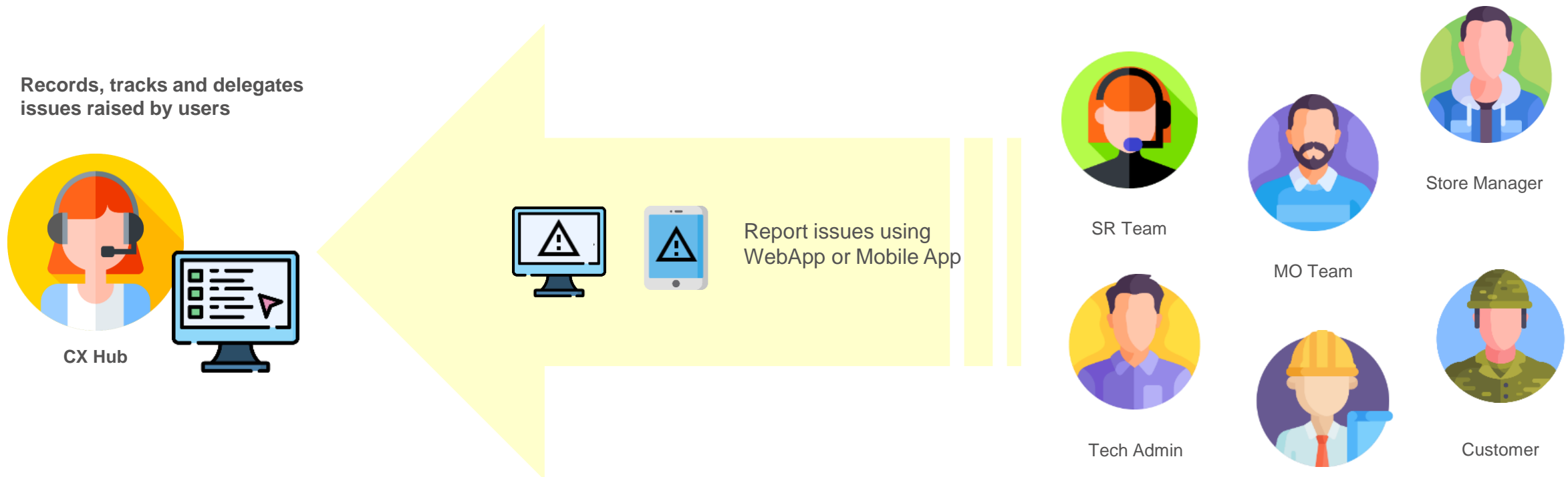
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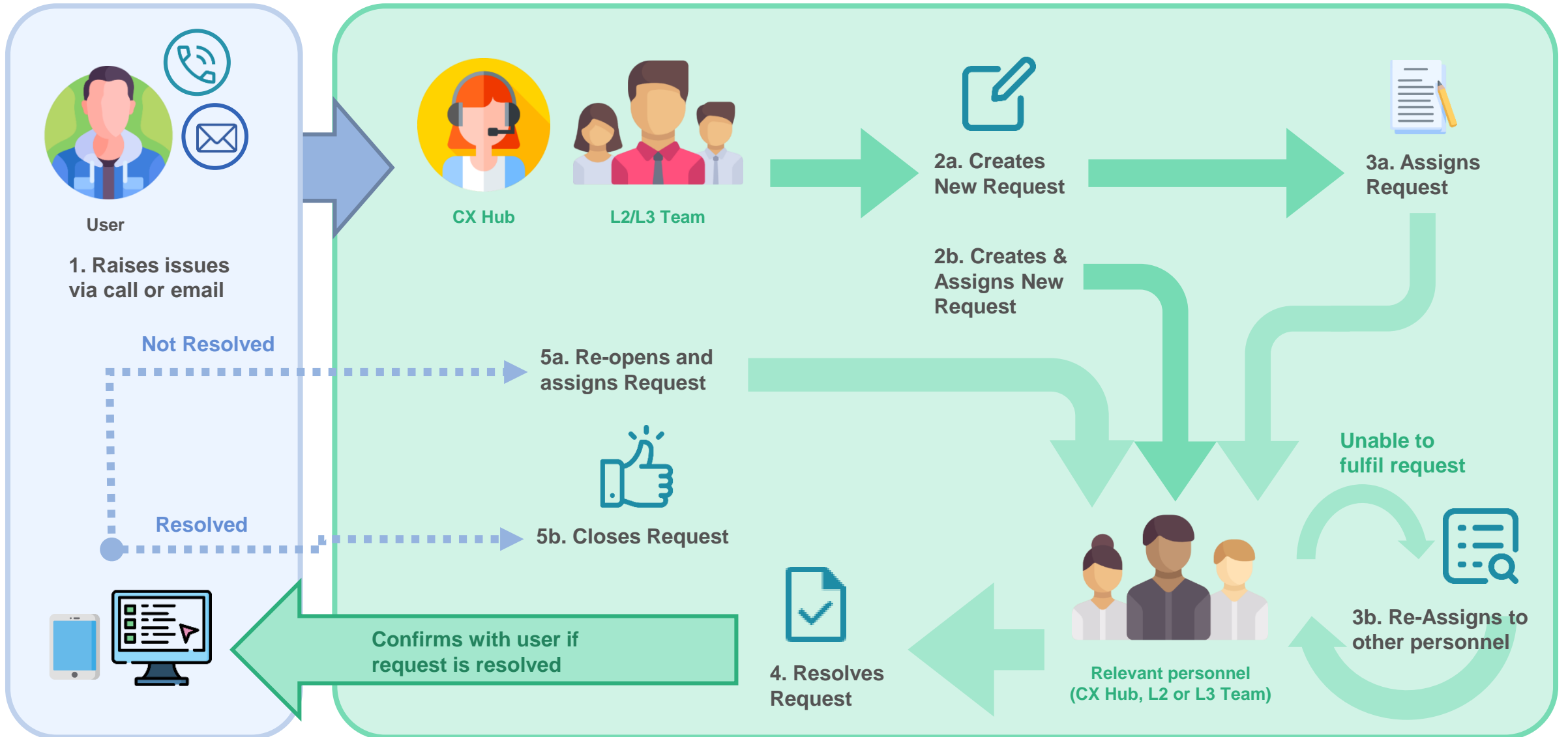
ITSM Helpdesk

- About ITSM Helpdesk
- Process Flow Overview
- How to Process a Helpdesk Request
- Login
- Overview

About ITSM Helpdesk

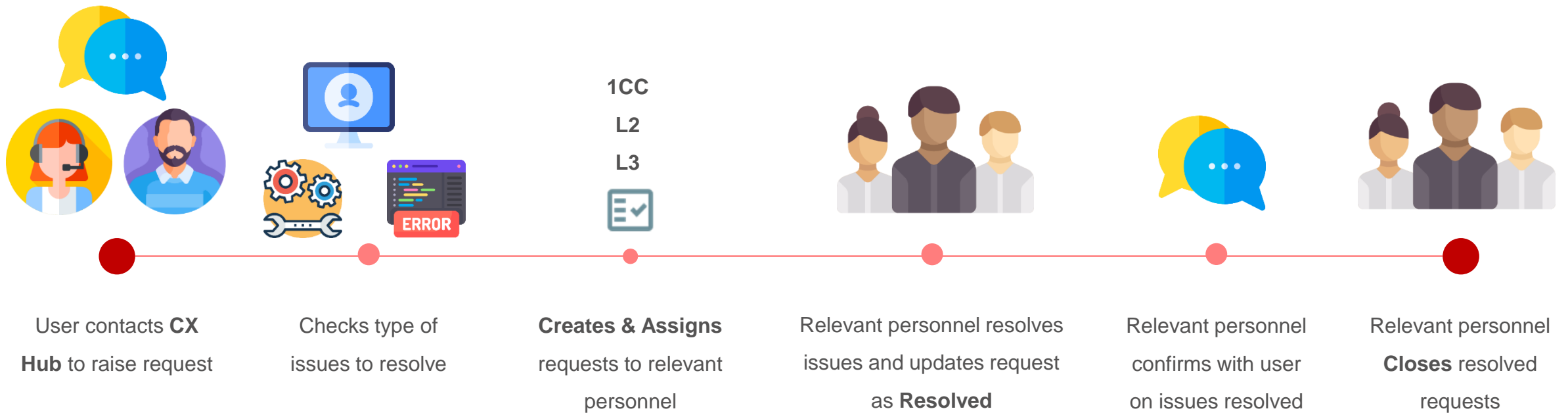
ITSM Helpdesk is used to record, track and delegate issues raised by users using the SDS 2.0 application on their desktop or mobile devices. It is used to follow-up on cases that needs to be resolved.





How to Process a Helpdesk Request

Users will contact 1CC via email or phone call to raise issues in ITSM helpdesk.

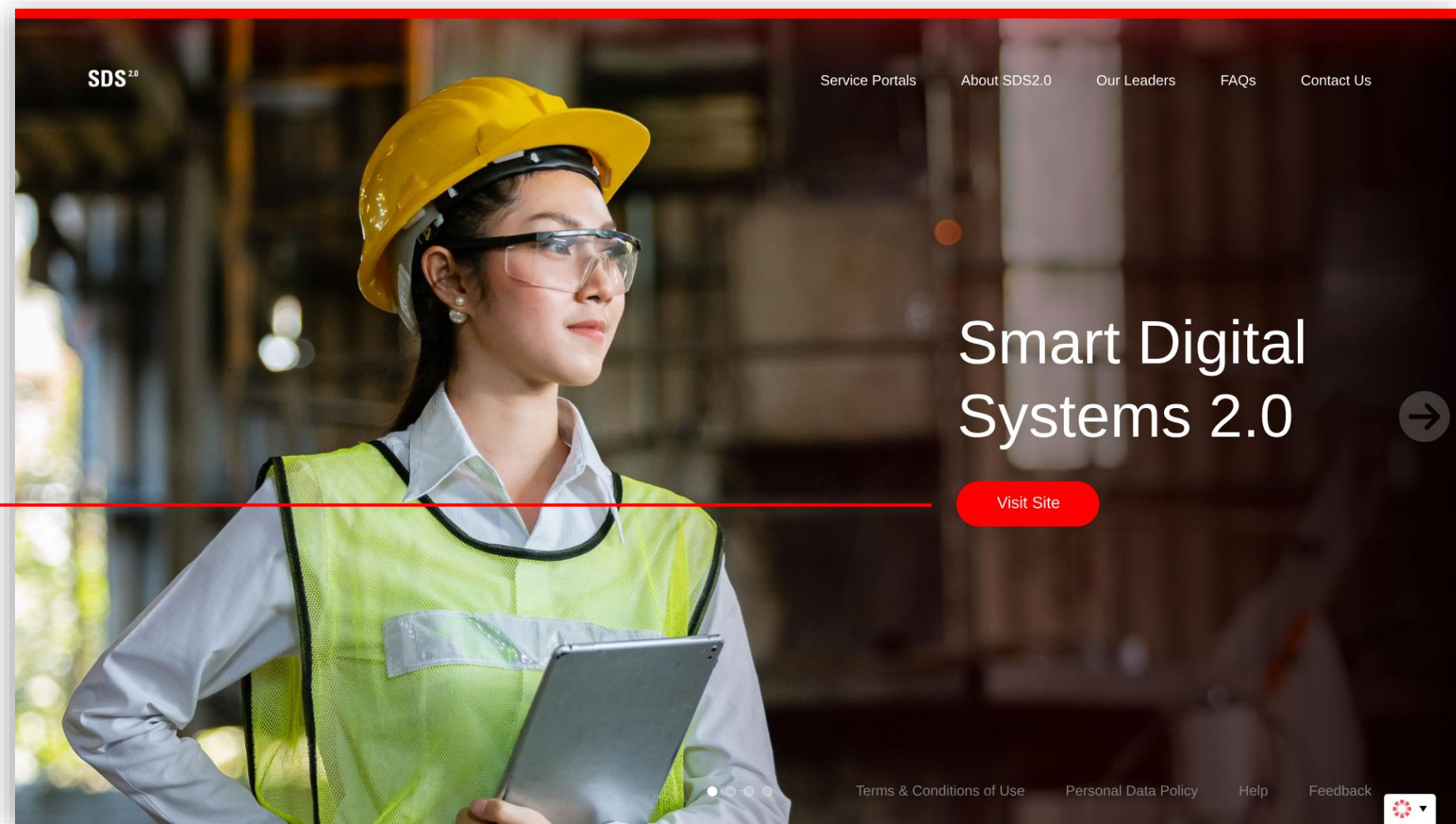


Login (1)

To access SDS2.0:

<https://sds.stengg.com>

Then select **Visit Site**



Login (2)

Enter your username
and Password here
and click **Sign In**.



Login (3)

Select **Enter Portal** link under **Helpdesk System Support** section

- Raise service requests
- Cancel service requests
- Monitor status of service requests
- Download service requests

Enter Portal

- Inhouse & Onsite Service Request Extraction
- Updating & Importing of MO/SO/YT3 Values

Enter Portal

- Process Service Requests
- Monitor & Edit Status of Requests
- Task Assignments to Engineers

Enter Portal

(*for administrative users only)

- Credential Reset or Change
- Device Pairing Authentication

Enter Portal

Equipment Transit

- Monitor Equipment Inflow / Outflow
- Allocation of Equipments to Engineering Teams

Enter Portal

MRO AI Co-pilot

- Formulate rectification action
- Investigate root cause and more ...

Enter Portal

Helpdesk System Support

- Create or Process Change Requests
- Request Assignment to Engineers
- Log FRACA, Incidents & Helpdesk Requests

Enter Portal



Homepage

Once logged in, you will be at homepage where you can view your assigned requests.

The screenshot shows the ST Engineering ITSM Helpdesk homepage. On the left is a dark sidebar with the ST Engineering logo and navigation menu items: Welcome, Configuration Management, Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. At the bottom of the sidebar is a user profile for 'Hi 1CC!' with a notification for 'No new message'.

The main content area has a top navigation bar with a search icon, a breadcrumb 'User > Welcome', and a 'Welcome' greeting with a user icon. Below this are five sections, each with a title and a table of data:

- Assigned Helpdesk Requests**: Total: 1 objects. A table with columns: User Request, Title, Organization, Caller, Date Of Creation, Status, Assignee. One row is visible: R-000125, Cannot login, ST Engineering, undefined, 2022-11-28 09:53:23, Closed, 1CC User.
- Assigned Incidents**: No object to display.
- Assigned FRACA**: No object to display.
- Change Requests**: No object to display.
- Assigned Work Orders**: No object to display.

Helpdesk Requests

- Helpdesk Menu List
- Overview
- Creating a New Request
- View List of Requests
- View a Request
- Edit Request Information
- Assign or Re-Assign Request
- Request Resolved
- Re-Open Request
- Close Request
- Activity Panel

Helpdesk Menu List

From side navigation, go to **Helpdesk Requests** to view the Helpdesk Request menu list.

Dashboard for Request Management

Overview > Search For Chan... > Change > Search for conta... > Contact > Overview

Helpdesk Requests

Filter... [Alt + M]

Matches from all menu groups will be displayed

- Overview
- New User Request
- Search For User Requests
- Shortcuts
 - My Helpdesk Requests 0
 - Open Helpdesk Requests 3

Last 14 days number of requests

Date	Count
November 17	1
November 28	3

Open requests by agent

Total: 3 objects.

Assignee	Count
L2 User	1
undefined	2

Open requests by customer

Total: 3 objects.

Organization	Count
ST Engineering	3

HELPDESK REQUESTS

Overview

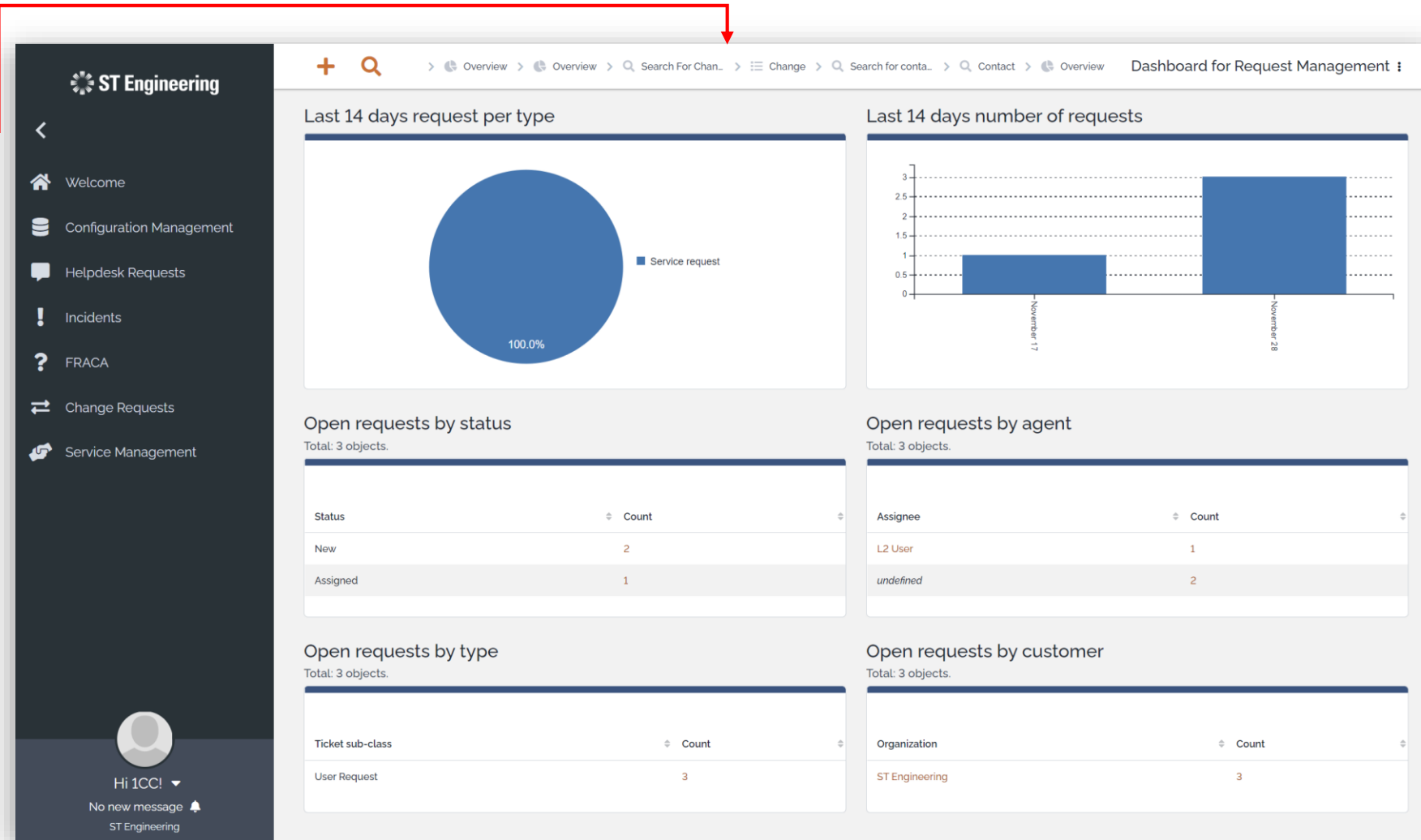
Navigation menu for Helpdesk Requests:

- Welcome
- Configuration Management
- Helpdesk Requests** (1)
- Incidents
- FRACA
- Change Requests
- Service Management

Helpdesk Requests Overview (2):

- Overview (2)
- New User Request
- Search For User Requests
- Shortcuts
 - My Helpdesk Requests (0)
 - Open Helpdesk Requests (3)

Select **1** Helpdesk Requests > **2** Overview to see the general view of all helpdesk requests.



Dashboard for Request Management

Last 14 days request per type

100.0% Service request

Last 14 days number of requests

Date	Number of requests
November 17	1
November 28	3

Open requests by status

Total: 3 objects.

Status	Count
New	2
Assigned	1

Open requests by agent

Total: 3 objects.

Assignee	Count
L2 User	1
undefined	2

Open requests by type

Total: 3 objects.

Ticket sub-class	Count
User Request	3

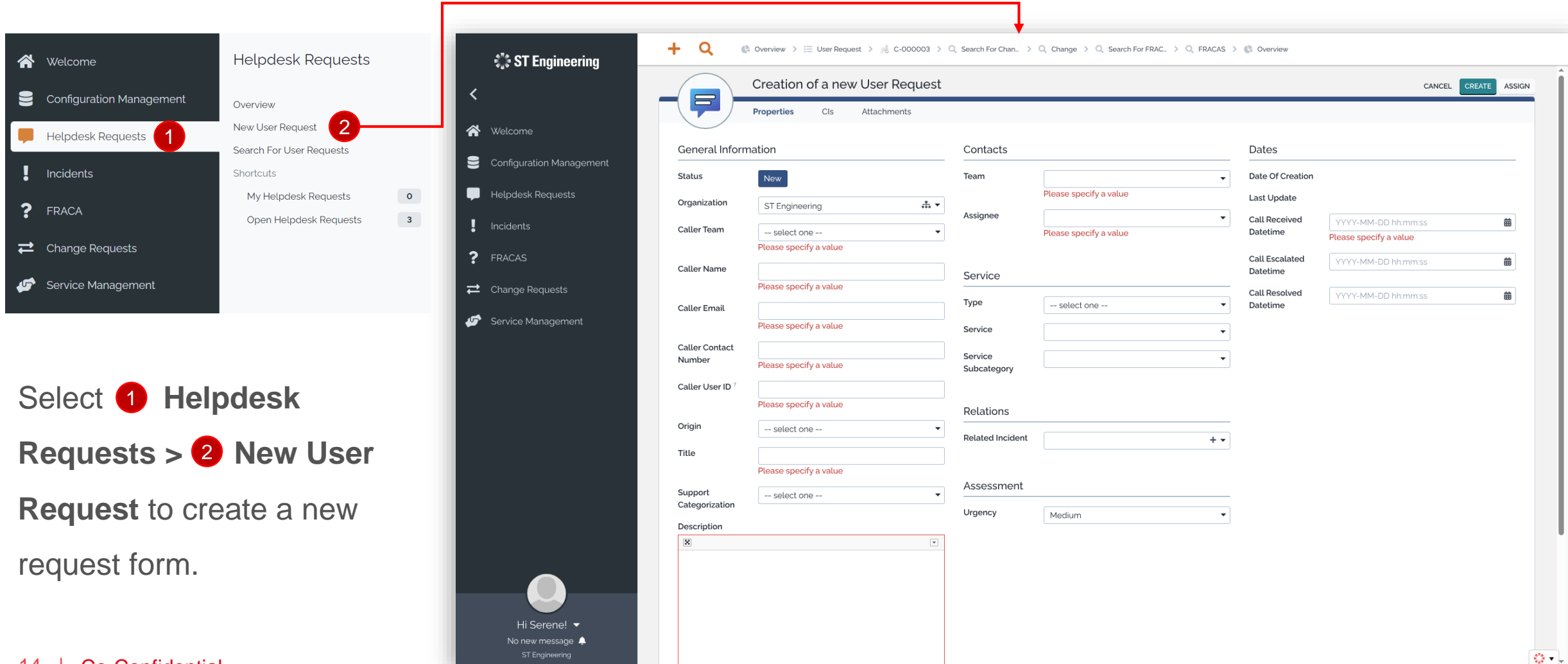
Open requests by customer

Total: 3 objects.

Organization	Count
ST Engineering	3

Hi 1CC! No new message ST Engineering

Creating a New Request (1)



The screenshot displays the ST Engineering Helpdesk Requests interface. On the left, a navigation menu includes 'Welcome', 'Configuration Management', 'Helpdesk Requests' (1), 'Incidents', 'FRACA', 'Change Requests', and 'Service Management'. The 'Helpdesk Requests' section is expanded, showing 'Overview', 'New User Request' (2), 'Search For User Requests', and 'Shortcuts' (My Helpdesk Requests: 0, Open Helpdesk Requests: 3). The main content area is titled 'Creation of a new User Request' and contains a form with the following sections:

- General Information:** Status (New), Organization (ST Engineering), Caller Team (select one), Caller Name, Caller Email, Caller Contact Number, Caller User ID, Origin (select one), Title, Support Categorization (select one), and Description.
- Contacts:** Team, Assignee, and Service (Type, Service, Service Subcategory).
- Dates:** Date Of Creation, Last Update, Call Received Datetime, Call Escalated Datetime, and Call Resolved Datetime.
- Relations:** Related Incident (select one).
- Assessment:** Urgency (Medium).

Buttons for 'CANCEL', 'CREATE', and 'ASSIGN' are visible at the top right of the form. A red arrow points from the 'New User Request' option in the left menu to the form.

Select **1** Helpdesk Requests > **2** New User Request to create a new request form.

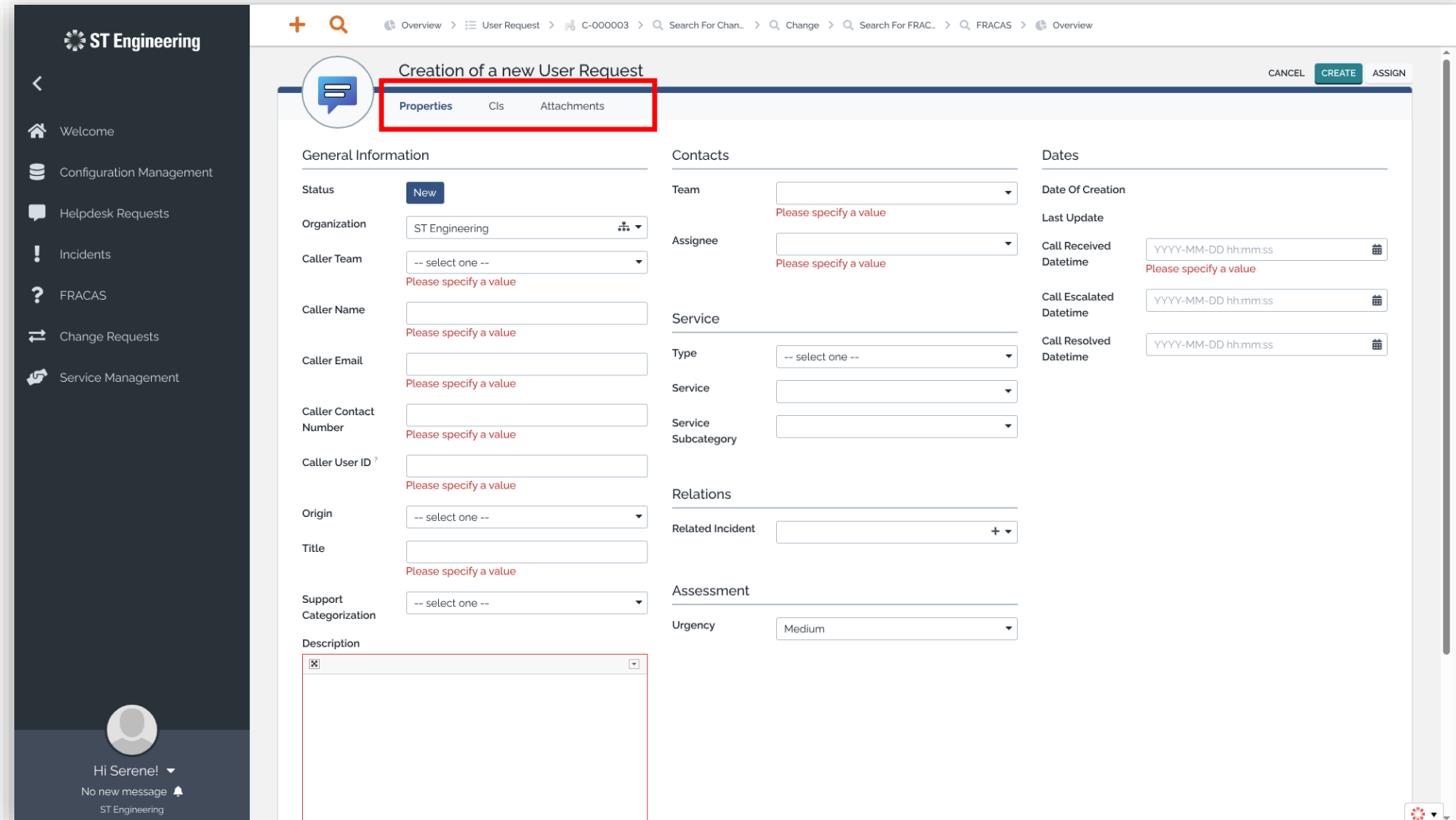
Creating a New Request (2)

There are 2 sections shown when creating a new user request:

Properties – Detailed information

Clis – Configuration Items

Attachments – Linked files



The screenshot displays the 'Creation of a new User Request' interface. The breadcrumb trail at the top reads: Overview > User Request > C-000003 > Search For Chan... > Change > Search For FRAC... > FRACAS > Overview. The form title is 'Creation of a new User Request' with 'CANCEL', 'CREATE', and 'ASSIGN' buttons. Three tabs are visible: 'Properties' (highlighted with a red box), 'Clis', and 'Attachments'. The 'Properties' tab contains the following sections:

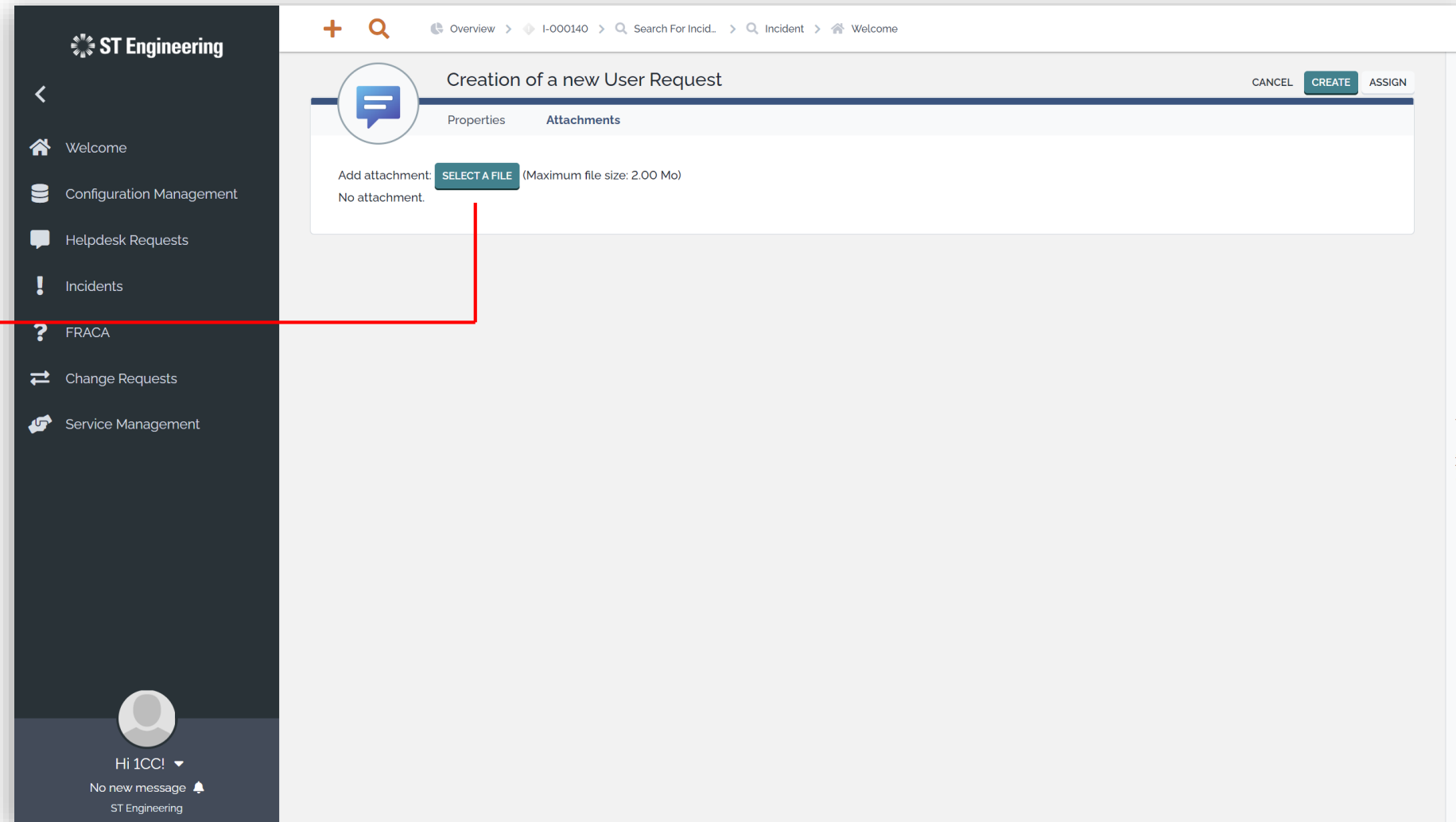
- General Information:** Status (New), Organization (ST Engineering), Caller Team (select one), Caller Name, Caller Email, Caller Contact Number, Caller User ID, Origin (select one), Title, Support Categorization (select one), and Description (text area).
- Contacts:** Team, Assignee, and Service (Type, Service, Service Subcategory).
- Dates:** Date Of Creation, Last Update, Call Received Datetime, Call Escalated Datetime, and Call Resolved Datetime.
- Relations:** Related Incident (select one).
- Assessment:** Urgency (Medium).

At the bottom of the interface, there is a user profile for 'Hi Serene!' with a dropdown arrow, a notification for 'No new message', and the 'ST Engineering' logo.

Creating a New Request (3)

Add Attachment

Tap **SELECT A FILE** to upload an attachment to the request.



Creating a New Request (4)

Create Request Only

After you have filled in the details, you can **CREATE** request.

The screenshot shows the 'Creation of a new User Request' form in the ST Engineering helpdesk system. The form is divided into several sections:

- General Information:** Status (New), Organization (ST Engineering), Caller Team (select one), Caller Name, Caller Email, Caller Contact Number, Caller User ID, Origin (select one), Title, Support Categorization (select one), and Description (text area).
- Contacts:** Team, Assignee, and Service (Type, Service, Service Subcategory).
- Dates:** Date Of Creation, Last Update, Call Received Datetime, Call Escalated Datetime, and Call Resolved Datetime.
- Relations:** Related Incident (select one).
- Assessment:** Urgency (Medium).

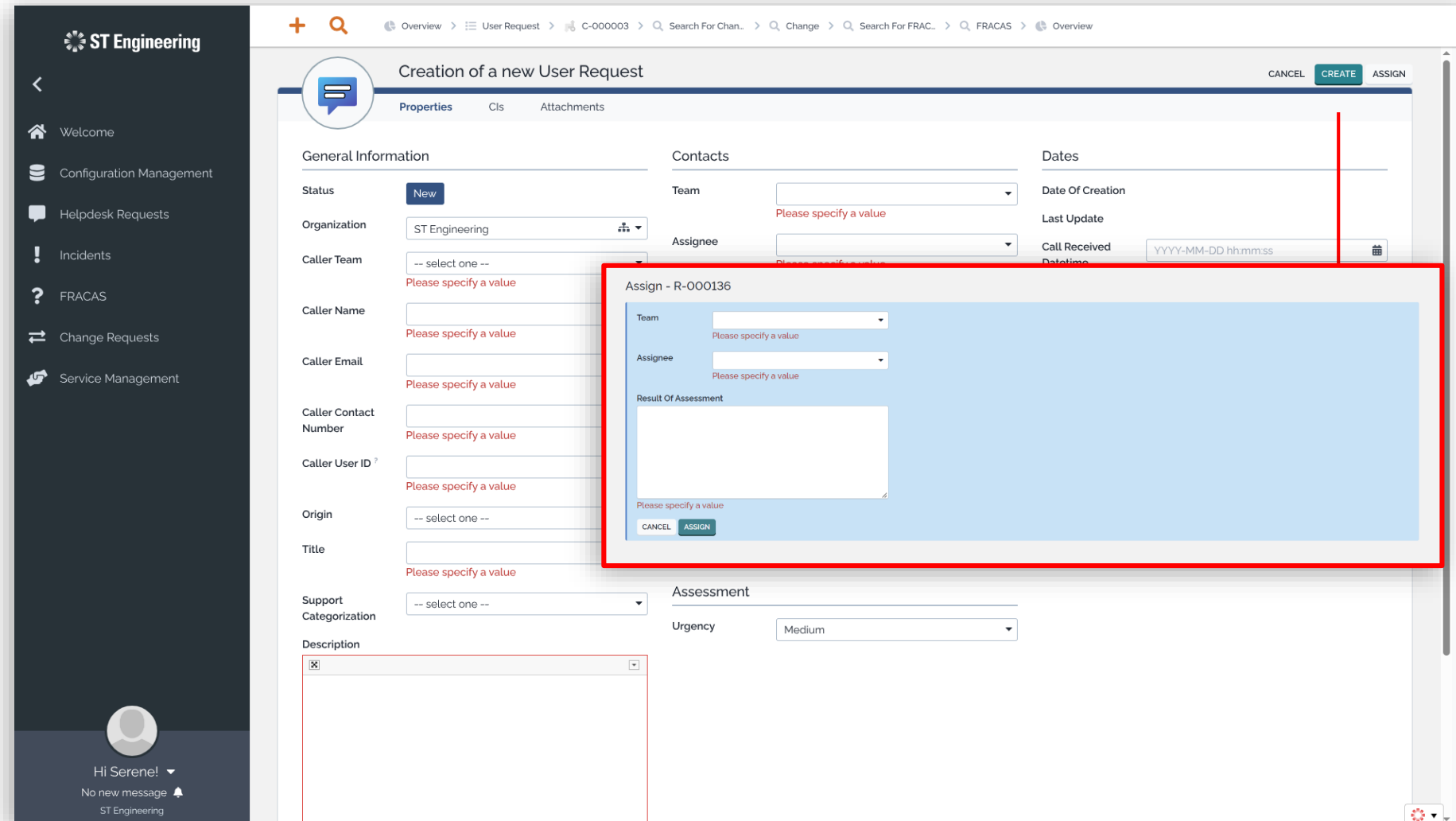
A red box highlights the 'CREATE' button in the top right corner of the form area. A red line also points from the text 'CREATE request.' to this button.

Creating a New Request (5)

Create Request and Assign Task

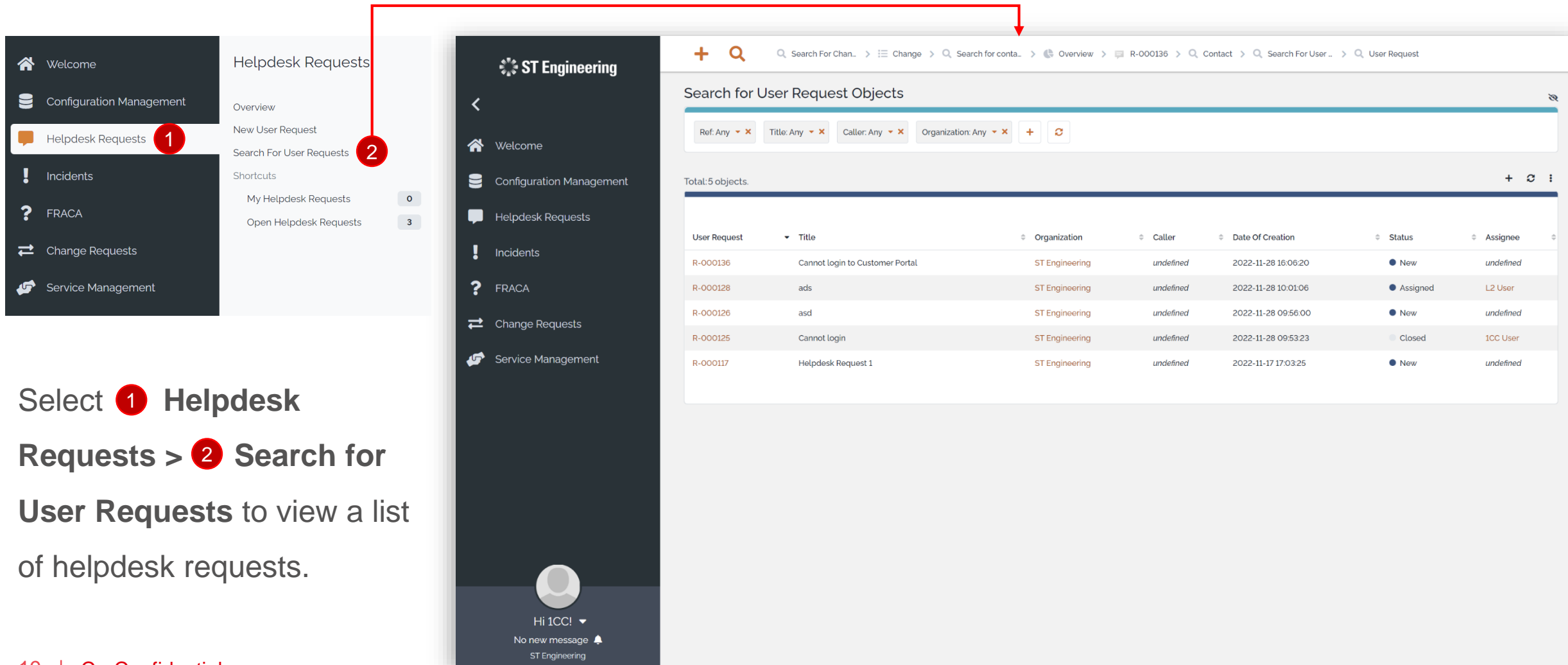
Alternatively, you can **ASSIGN** the task during request creation.

It automatically creates a request while assigning the task to selected users.



HELPDESK REQUESTS

View List of Requests



The screenshot shows the ST Engineering Helpdesk interface. On the left, a navigation menu includes 'Welcome', 'Configuration Management', 'Helpdesk Requests' (1), 'Incidents', 'FRACA', 'Change Requests', and 'Service Management'. The 'Helpdesk Requests' section is expanded, showing 'Overview', 'New User Request', 'Search For User Requests' (2), and 'Shortcuts' (My Helpdesk Requests: 0, Open Helpdesk Requests: 3). The main content area displays 'Search for User Request Objects' with filters for Reference, Title, Caller, and Organization. Below the filters, it shows 'Total: 5 objects' and a table of request details.

User Request	Title	Organization	Caller	Date Of Creation	Status	Assignee
R-000136	Cannot login to Customer Portal	ST Engineering	undefined	2022-11-28 16:06:20	New	undefined
R-000128	ads	ST Engineering	undefined	2022-11-28 10:01:06	Assigned	L2 User
R-000126	asd	ST Engineering	undefined	2022-11-28 09:56:00	New	undefined
R-000125	Cannot Login	ST Engineering	undefined	2022-11-28 09:53:23	Closed	1CC User
R-000117	Helpdesk Request 1	ST Engineering	undefined	2022-11-17 17:03:25	New	undefined

Select **1** Helpdesk Requests > **2** Search for User Requests to view a list of helpdesk requests.


View a Request

Select a request ID to view a request.

The screenshot shows the ST Engineering helpdesk interface. The left sidebar contains navigation options: Welcome, Configuration Management, Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. The main content area is titled 'Search for User Request Objects' and displays a table of 5 objects. A red box highlights the 'User Request' column, and a red line points from the text 'Select a request ID' to the 'R-000126' entry.

User Request	Title	Organization	Caller	Date Of Creation	Status	Assignee
R-000136	Cannot login to Customer Portal	ST Engineering	undefined	2022-11-28 16:06:20	New	undefined
R-000128	ads	ST Engineering	undefined	2022-11-28 10:01:06	Assigned	L2 User
R-000126	asd	ST Engineering	undefined	2022-11-28 09:56:00	New	undefined
R-000125	Cannot login	ST Engineering	undefined	2022-11-28 09:53:23	Closed	1CC User
R-000117	Helpdesk Request 1	ST Engineering	undefined	2022-11-17 17:03:25	New	undefined

Edit Request Information

Select the edit icon  to amend the helpdesk request information.

ST Engineering

R-000136
New (User Request)

Properties Attachments Notifications Impact Analysis

General Information		Service		Dates	
Status	New	Service	undefined	Date Of Creation	2022-11-28 16:06:20
Organization	ST Engineering	Service Subcategory	undefined	Last Update	2022-11-28 16:06:20
Contact Name	Siao Cai Bin			Call Received Datetime	2022-11-28 16:06:04
Contact Information	98765432	Relations		Call Escalated Datetime	
Caller Logged-In ID		Related Incident	undefined	Call Resolved Datetime	
Origin	Undefined				
Title	Cannot login to Customer Portal				
Description ✖	Problem login to customer portal				
Support Categorization	Undefined				

Activity panel

Assign or Re-Assign Request (1)

If the request status is **New**, you will need to **Assign** request from the dropdown menu

The screenshot displays the ST Engineering helpdesk interface. On the left is a dark sidebar with navigation options: Welcome, Configuration Management, Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. The main content area shows a request titled 'R-000136' with a status of 'New (User Request)'. A dropdown menu is open over the 'New' status, with the 'Assign' option selected. Below this, a modal window titled 'Assign - R-000136' is open, containing fields for 'Team' and 'Assignee' (both with 'Please specify a value' error messages), a 'Result Of Assessment' text area, and 'CANCEL' and 'ASSIGN' buttons. The 'General Information' section of the request is also visible, showing details like Organization (ST Engineering), Contact Name (Siao Cai Bin), and Title (Cannot login to Customer portal).

Assign or Re-Assign Request (2)

If the request status is **Assigned**, you can **Re-Assign** request to other personnel from the dropdown menu

The screenshot displays the ST Engineering helpdesk interface for request R-000136. The status is 'Assigned'. A dropdown menu is open, showing 'Re-Assign' and 'Resolve' options. A modal window titled 'Re-Assign - R-000136' is open, allowing selection of a new team and assignee, and providing a text area for re-assign comments. The 'Assigned' status and the re-assign modal are highlighted with red boxes.

General Information		Contacts		Dates	
Status	Assigned	Team	1CC Team	Date Of Creation	2022-11-28 16:06:20
Organization	ST Engineering	Assignee	1CC User	Last Update	2022-11-29 16:11:00
Contact Name	Siao Cai Bin				
Contact Information	98765432				
Caller Logged-In ID					
Origin	Undefined				
Title	Cannot login to Customer				
Description ✕	Problem login to customer portal				
Support Categorization	Undefined				

Re-Assign - R-000136

Team: 1CC Team
Assignee: 1CC User

Re-Assign Comments

Please specify a value

CANCEL RE-ASSIGN

Request Resolved

Once you have received a resolution, update the status to **Resolved**

Note: You should also notify the requester that the issue has been resolved.

The screenshot displays the ST Engineering helpdesk interface for request R-000136. The interface includes a sidebar with navigation options like 'Welcome', 'Configuration Management', 'Helpdesk Requests', 'Incidents', 'FRACA', 'Change Requests', and 'Service Management'. The main content area shows the request details for R-000136, which is currently 'Assigned (User Request)'. The details are organized into sections: General Information, Contacts, Dates, Service, Relations, and Assessment. A 'Resolve' button is visible in the top right corner of the request details, and a modal window titled 'Resolve - R-000136' is open, allowing the user to update the resolution code, solution, and resolved by field.

Section	Field	Value
General Information	Status	Assigned
	Organization	ST Engineering
	Contact Name	Siao Cai Bin
	Contact Information	98765432
Contacts	Team	ICC Team
	Assignee	ICC User
Dates	Date Of Creation	2022-11-28 16:06:20
	Last Update	2022-11-28 16:11:00
Service	Service	undefined
	Service Subcategory	undefined
Relations	Related Incident	undefined
	Assessment	Result Of Assessment: 1CC

Resolve - R-000136

Resolution Code: -- select one --
Please specify a value

Solution: [Text Area]
Please specify a value

Resolved By: [Text Field]
Please specify a value

CANCEL RESOLVE

Re-Open Request

If the requester informs that the issue is not resolved, you can **Re-Open** the request for a re-investigation.

The screenshot displays the ST Engineering helpdesk interface. On the left is a dark sidebar with navigation options: Welcome, Configuration Management, Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. The main content area shows a request card for R-000136, which is 'Resolved (User Request)'. The card is divided into several sections: General Information (Status: Resolved, Organization: ST Engineering, Contact Name: Siao Cai Bin, Title: Cannot login to Customer Portal), Contacts (Team: ICC Team, Assignee: ICC User), Dates (Creation: 2022-11-28 16:06:20, Last Update: 2022-11-28 16:21:48, Call Received: 2022-11-28 16:06:04), Relations (Related Incident: undefined), Assessment (Result: 1CC), and Resolution (Code: Bug Fixed). A 'Re-Open' button is visible in the top right corner of the request card, and a modal form titled 'Re-Open - R-000136' is open over it. The modal form contains dropdown menus for 'Team' (1CC Team) and 'Assignee' (ICC User), a text area for 'Re-Open Remarks', and 'CANCEL' and 'RE-OPEN' buttons. A red box highlights the modal form.

Close Request (1)

Once the requester confirms that the issue has been resolved, you can proceed to **Close** the helpdesk request.

The screenshot displays the ST Engineering helpdesk interface for a resolved request R-000136. The interface includes a sidebar with navigation options like 'Welcome', 'Configuration Management', 'Helpdesk Requests', 'Incidents', 'FRACA', 'Change Requests', and 'Service Management'. The main content area shows the request details under the 'Properties' tab, including 'General Information', 'Contacts', 'Dates', 'Relations', 'Assessment', and 'Resolution'. A 'Close' modal is open, prompting the user to enter a 'Closure Comment' before finalizing the request.

General Information	Contacts	Dates
Status: Resolved	Team: ICC Team	Date Of Creation: 2022-11-28 16:06:20
Organization: ST Engineering	Assignee: ICC User	Last Update: 2022-11-28 16:21:48
Contact Name: Siao Cai Bin	Service: undefined	Call Received Datetime: 2022-11-28 16:06:04
Contact Information: 98765432	Service Subcategory: undefined	Call Escalated Datetime:
Caller Logged-In ID:	Relations:	
Origin: Undefined	Related Incident: undefined	
Title: Cannot login to Customer Portal	Assessment:	
Description: Problem login to customer portal	Result Of Assessment: 1CC	
Support Categorization: Undefined	Re-Assign Comments:	
	Resolution:	
	Resolution Code: Bug Fixed	

Close - R-000136

Closure Comment

Please specify a value

CANCEL CLOSE

Close Request (2)

Once status is **Closed**, it cannot be re-opened.

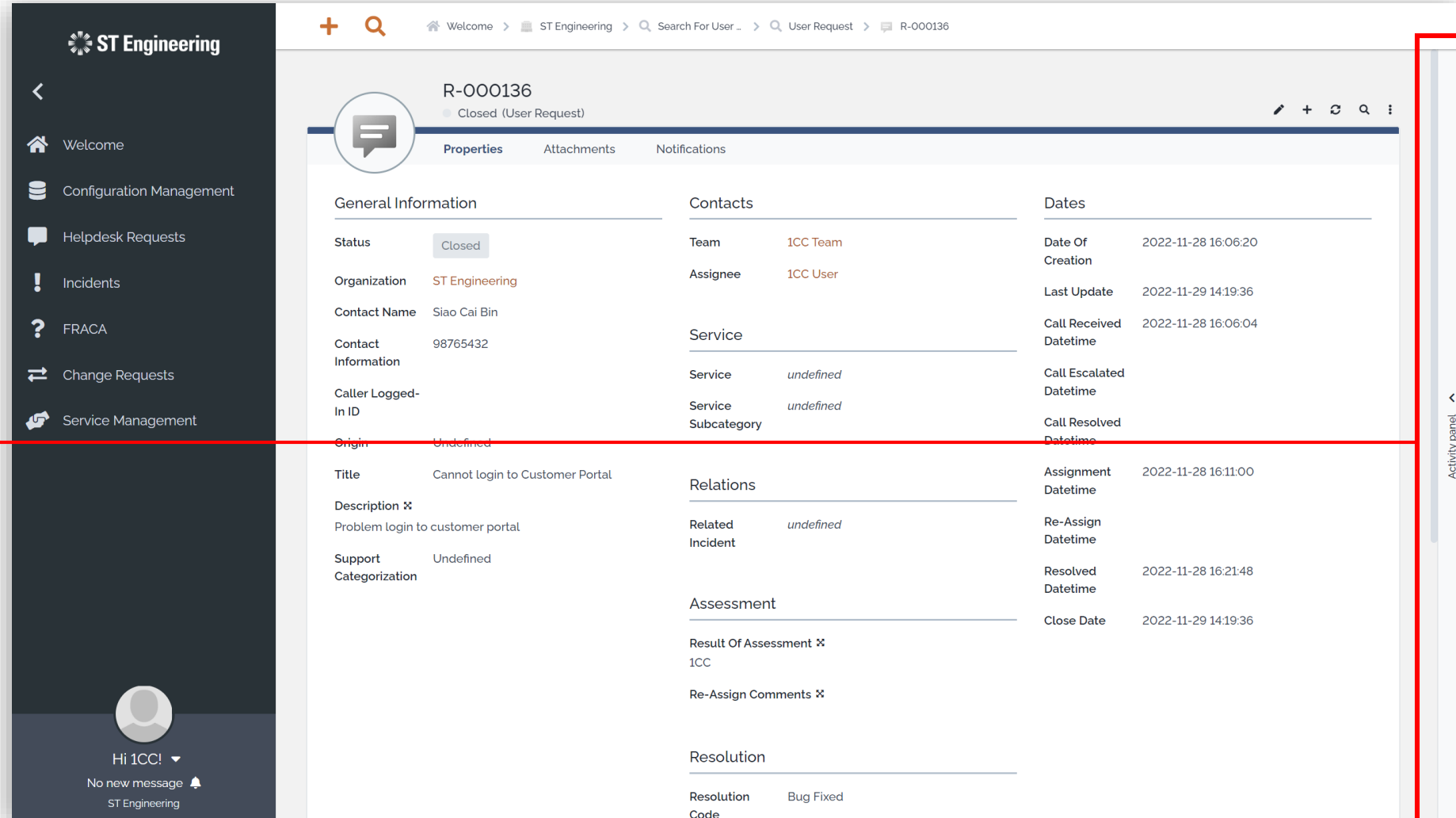
You must submit a new request if the requester wants to raise the same issue again.

The screenshot shows the ST Engineering helpdesk interface. The left sidebar contains navigation options: Welcome, Configuration Management, Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. The main content area displays a request card for R-000136, which is a 'Closed (User Request)'. The 'Status' is 'Closed', highlighted with a red box. The request details are organized into several sections:

- General Information:** Organization: ST Engineering; Contact Name: Siao Cai Bin; Contact Information: 98765432; Caller Logged-In ID: Undefined; Origin: Undefined; Title: Cannot login to Customer Portal; Description: Problem login to customer portal; Support Categorization: Undefined.
- Contacts:** Team: 1CC Team; Assignee: 1CC User.
- Dates:** Date Of Creation: 2022-11-28 16:06:20; Last Update: 2022-11-29 14:19:36; Call Received Datetime: 2022-11-28 16:06:04; Call Escalated Datetime: Undefined; Call Resolved Datetime: Undefined; Assignment Datetime: 2022-11-28 16:11:00; Re-Assign Datetime: Undefined; Resolved Datetime: 2022-11-28 16:21:48; Close Date: 2022-11-29 14:19:36.
- Service:** Service: undefined; Service Subcategory: undefined.
- Relations:** Related Incident: undefined.
- Assessment:** Result Of Assessment: 1CC; Re-Assign Comments: Undefined.
- Resolution:** Resolution Code: Bug Fixed.

Activity Panel (1)

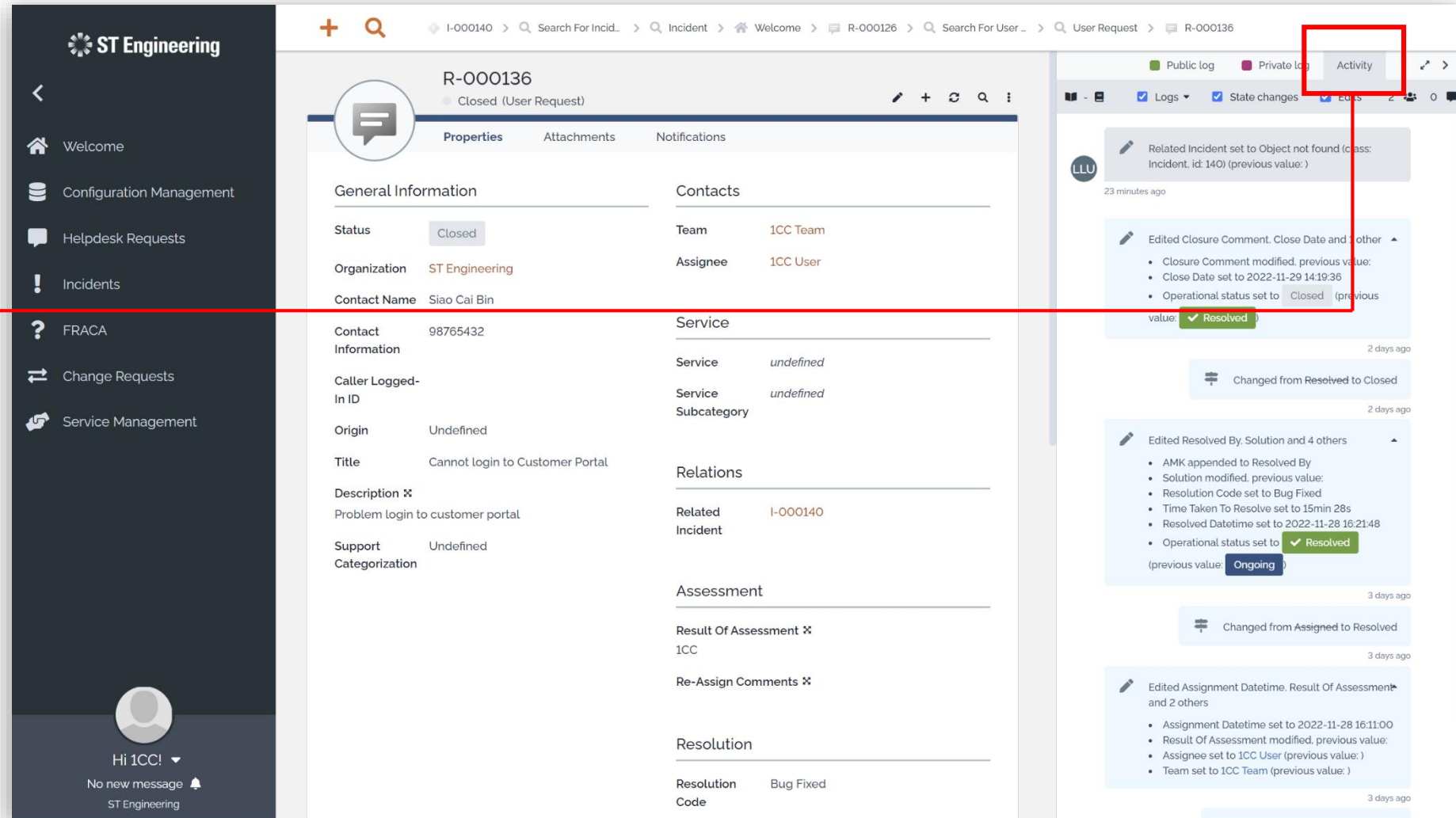
To check the activity logs for a helpdesk activity, tap **Activity panel** at the side of the screen.



Activity Panel (2)

Activity Logs

Then select the **Activity Tab** to view the logs, state changes and edits to the request.



Other


- Export from Table
- List of Contacts
- Preferences
- Change Password
- Logoff

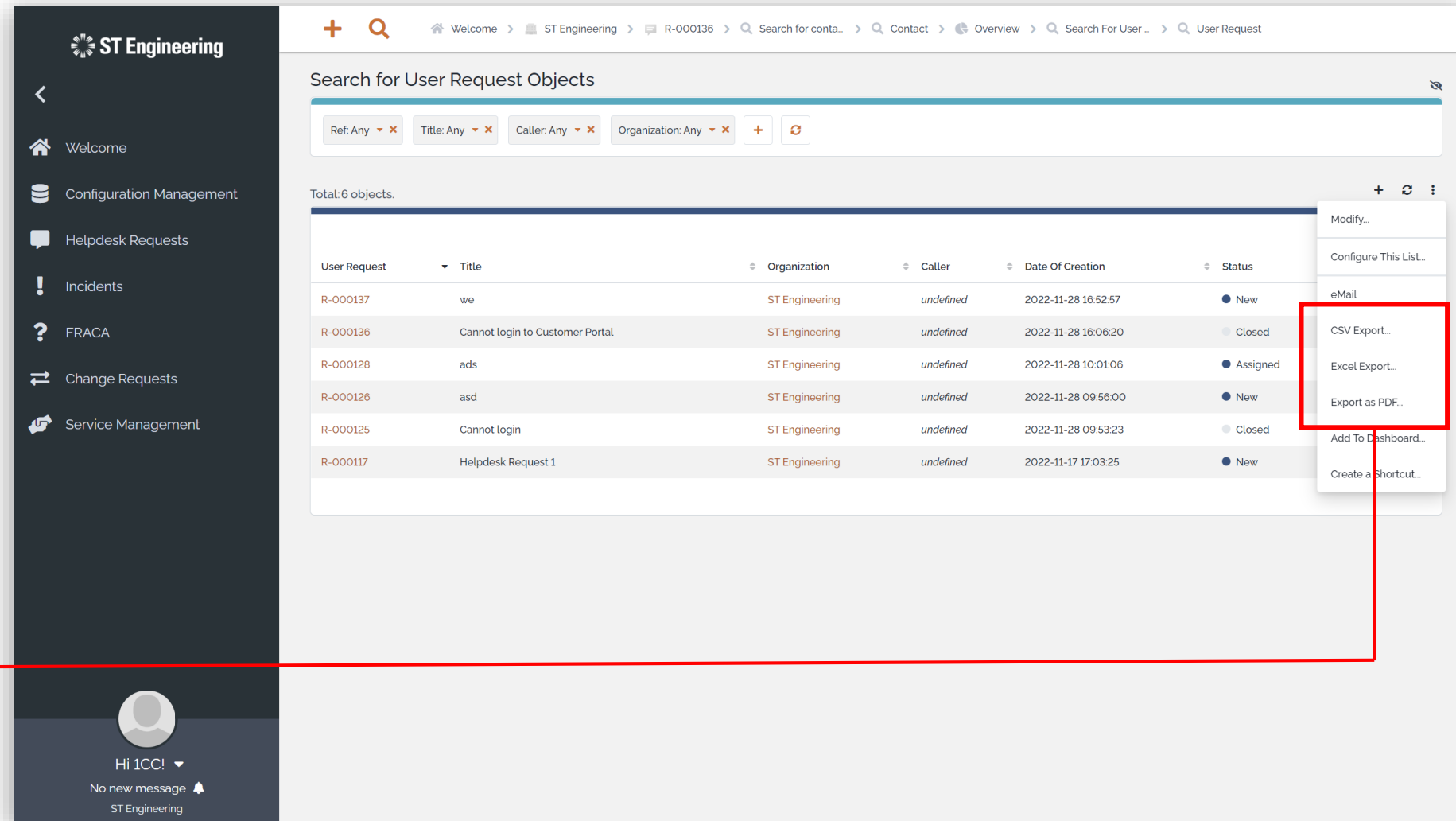
OTHER

Export from Table

You can export a list of records in CSV, XSL or PDF format from:

- **Contacts** Table and
- **User Requests** Table

Tap the dropdown icon  and select your export options.



The screenshot shows the 'Search for User Request Objects' interface. A table lists 6 objects with columns: User Request, Title, Organization, Caller, Date Of Creation, and Status. A dropdown menu is open on the right side of the table, showing options: Modify..., Configure This List..., eMail, **CSV Export...**, Excel Export..., Export as PDF..., Add To Dashboard..., and Create a Shortcut... A red box highlights the 'CSV Export...' option, and a red line connects it to the text 'select your export options.'

User Request	Title	Organization	Caller	Date Of Creation	Status
R-000137	we	ST Engineering	undefined	2022-11-28 16:52:57	New
R-000136	Cannot login to Customer Portal	ST Engineering	undefined	2022-11-28 16:06:20	Closed
R-000128	ads	ST Engineering	undefined	2022-11-28 10:01:06	Assigned
R-000126	asd	ST Engineering	undefined	2022-11-28 09:56:00	New
R-000125	Cannot login	ST Engineering	undefined	2022-11-28 09:53:23	Closed
R-000117	Helpdesk Request 1	ST Engineering	undefined	2022-11-17 17:03:25	New

List of Contacts

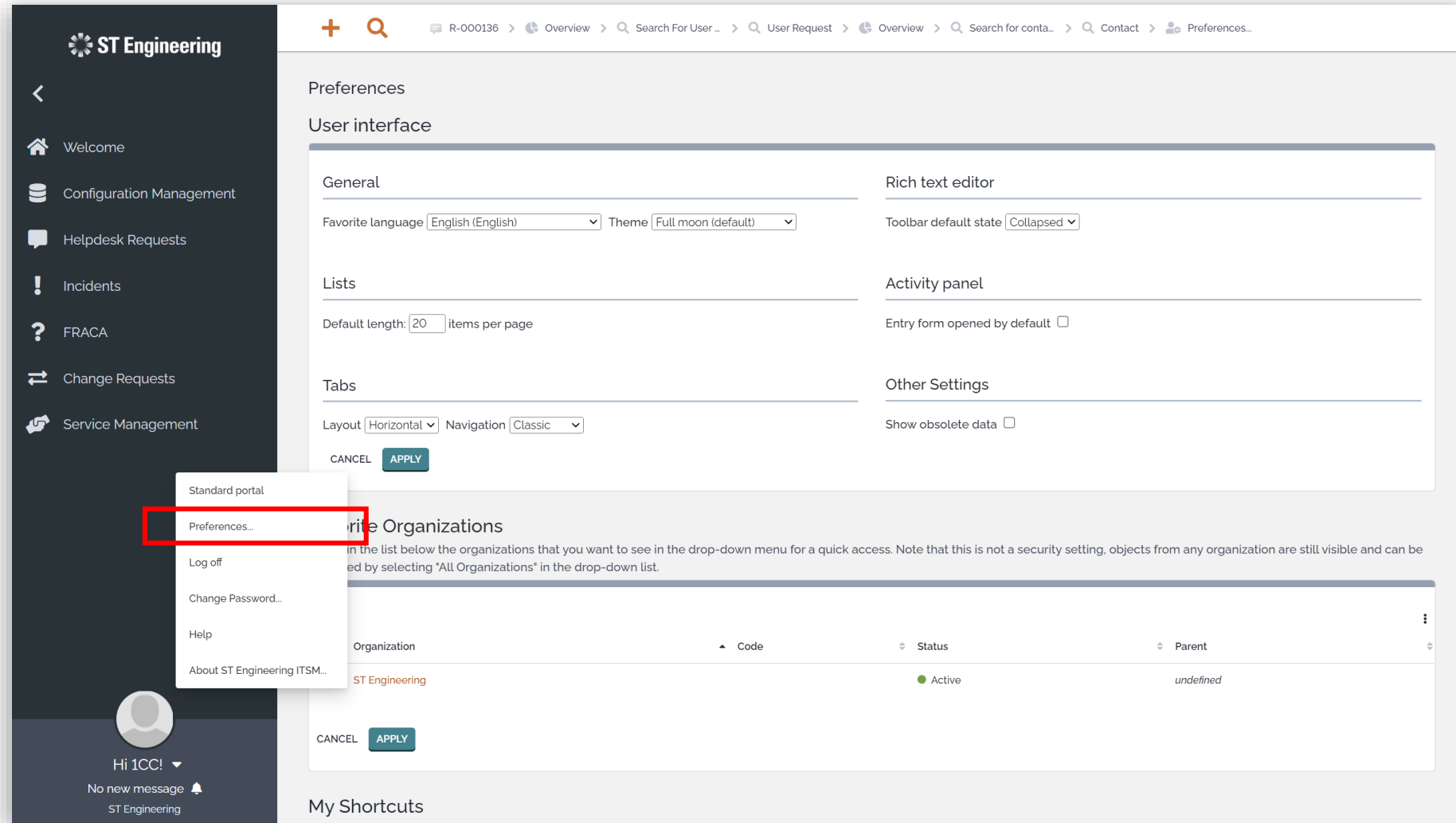
Select **Configuration Management** > **Search for contacts** to view a list of contacts in your organization.

The screenshot shows the ST Engineering Configuration Management interface. The left sidebar contains navigation options: Welcome, Configuration Management (highlighted with a red box), Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. The main content area displays a search for 'Contact' objects, showing 12 results. The table lists various contact roles and their status, all active, within the ST Engineering organization.

Contact	Status	Organization	Email	Phone	Function
1CC Team	Active	ST Engineering			
1CC User	Active	ST Engineering			
Admin User	Active	ST Engineering	my.email@foo.org		
L2 Lead User	Active	ST Engineering			
L2 Team	Active	ST Engineering			
L2 User	Active	ST Engineering			
L3 Lead User	Active	ST Engineering			
L3 Team	Active	ST Engineering			
L3 User	Active	ST Engineering			
Service Manager User	Active	ST Engineering			
Super User	Active	ST Engineering			
Tan Beng Suan	Active	ST Engineering			

Preferences

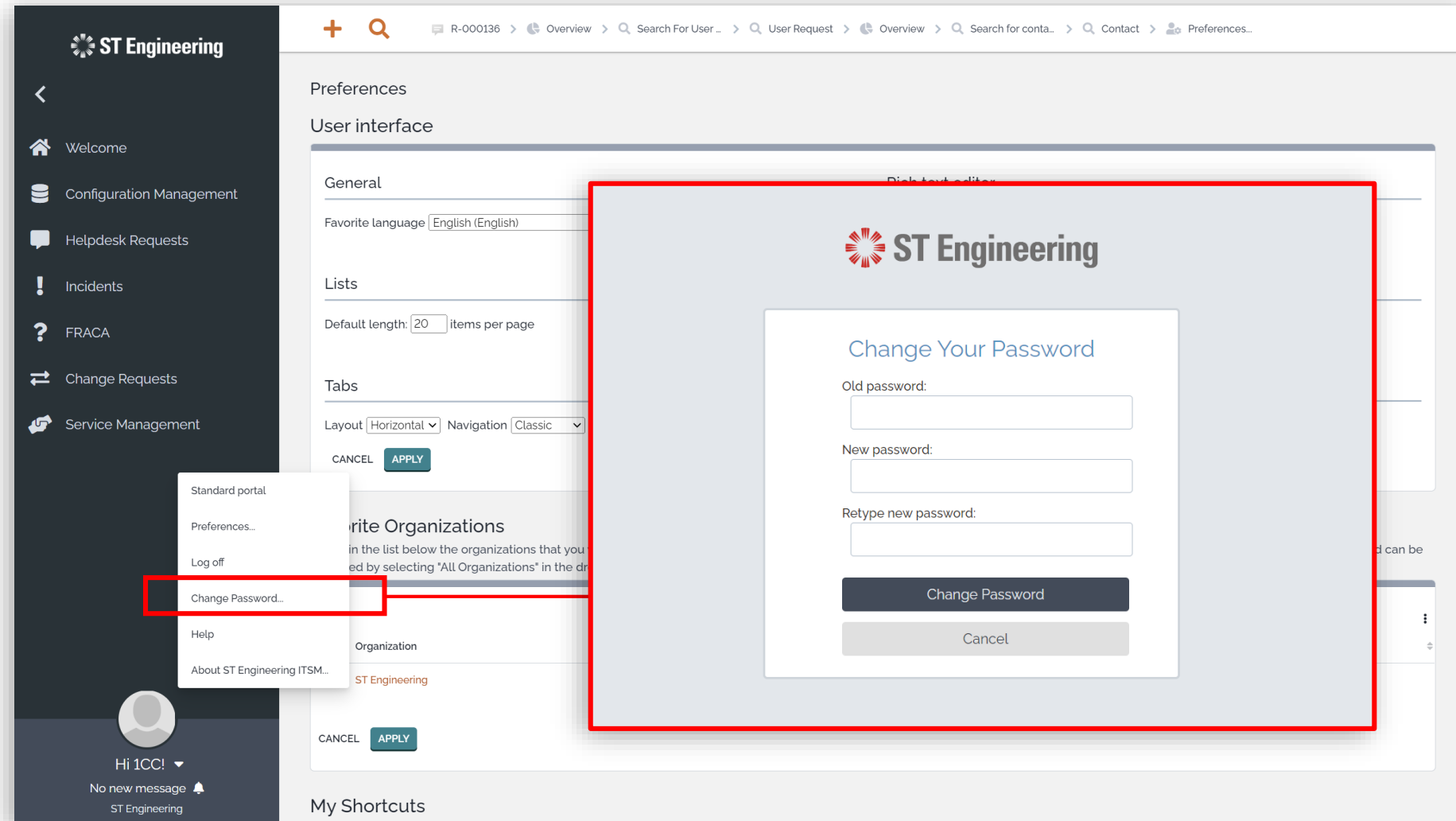
Tap on your name to view dropdown list and select **Preferences** to change the elements of the user interface.



OTHER

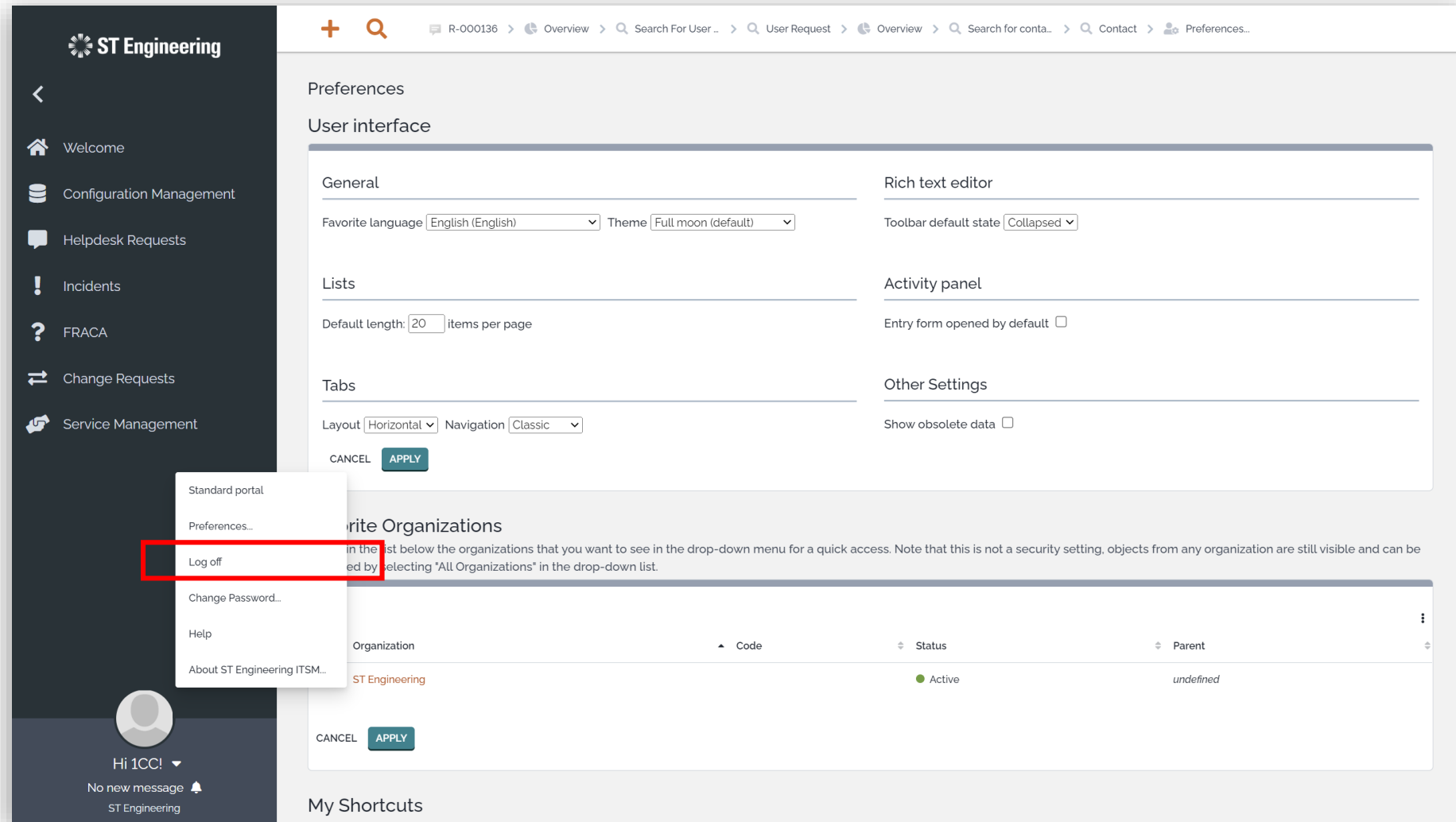
Change Password

Tap on your name to view dropdown list and select **Change Password**. It will redirect you to a page to change your password.



Logoff

Tap on your name to view dropdown list and select **Log off**. You will return to login page.



Thank you