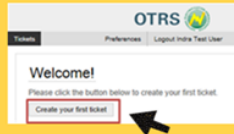**Introducing your new helpdesk support system!**
Logging inquiries, requests and system-related concerns in OTRS will facilitate faster resolution of issues. It is designed to give you visibility on the progress of your request. Start using OTRS now!

Online Ticketing Resolution System
(OTRS)

STEP 1

Report an issue or submit a request in OTRS as a ticket

(Ticket Status: Open)

OTRS

| Tickets | Preferences | Logout Indra Test User |

Welcome!
Please click the button below to create your first ticket.

Create your first ticket

STEP 2

Receive notification on the ASSIGNMENT of your ticket

(Ticket Status: Assigned)

Tickets are forwarded to different teams:

- Master Data Update Requests are assigned to Master Data Managers from NEA.
- System Related Issues are forwarded to NEA BIT Technical Team.

TICKET

STEP 3

Receive notification on the RESOLUTION of your ticket

(Ticket Status: In Progress, Waiting for Customer Response, Resolved)

You will also receive an e-mail notification, once a ticket is resolved or fulfilled by the corresponding team. This means that changes requested are already reflected in the system.

A follow-up on your request can be made by posting a comment on your current ticket. Refer to attached instructions.

STEP 4

**Confirm resolution of your ticket for CLOSURE**

(Ticket Status: Closed)

You will receive a call or e-mail for verification if your request has been fulfilled. After which, the ticket will be tagged as closed.

TIPS FOR EFFICIENT USE OF OTRS

✓ Use a descriptive subject

- Create a ticket in OTRS for incidents/ inquiries / system-related concerns. Refer to the attached *Instructions on How to Create a Ticket in OTRS*.

- Use this subject format for your OTRS ticket to describe your concern:
  Request Type - Sub-Request Type - EC EXAMPLES:
  User Access – CATELCO
  Master data request – BOD – CATELCO

  Refer below for the *Request Type Matrix*.

  > *A problem well-stated is a problem half-solved. ~ Charles Kettering*
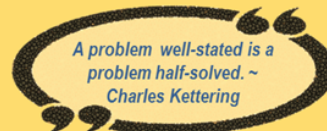
✓ Write complete details

- What do you want to do in the system?
- What is the issue encountered?
- What are the steps performed before you encountered the issue?

  Details are needed for faster investigation

✓ Attach Forms & Screenshots

- Attach all the required forms for requests and put screenshots on the OTRS ticket for system issues to help the technical team visualize your concern. Refer below to the *Request Type Matrix* for required attachments.

✓ Proactively monitor ticket

- Check the status of your request on your *OTRS dashboard.*

- When the status is *"Waiting for Customer Response"* provide additional information as needed. Refer to step 6 in the attached instructions.

NOTE: Use the same guidelines when emailing neabitsupport@indracompany.com

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Access OTRS using this web address:
http://neaotrs.indracompany.com.ph/otrs/customer.pl

Username and Password will be sent via e-mail.
If you do not receive an email within 5 days, send a request to the NEA BIT Helpdesk. Refer to the instructions on the next page.

Request Type Matrix

| CONCERN | TICKET TYPE | TICKET SUBJECT | | TICKET MODULE | ATTACHMENT REQUIRED |
		REQUEST TYPE	SUB-REQUEST TYPE		
1. For Web Portal Access requests	Request	User Access	-	User Access	• User Access Request Form • Endorsement from the GM or OIC of the GM
2. For requests to add / update BOD or Geography Master data	Request	Master Data	Type of Master data: - BOD - Geography	Master Data	• BOD Master data / GEO ID Master data Request Form
3. For GEO ID File download error	Incident	Geography Download	-	Others	• Screenshot
4. For issues encountered while filling out DETs	Incident	Data Entry Template	Name of DET, Examples: - Meetings and Resolution - List of Employees - MSEAC	Data Entry Template	• Sample DETs • Screenshot
5. For issues encountered while using the Web Portal, sample: error in uploading	Incident	Portal Use	-	Portal Use	• DET you are uploading • Screenshot
6. For computer/ internet concerns, sample: Web Portal pages take a long time to load	Incident	Computer/ Internet Issue	-	Others	• Screenshot

To request for access in OTRS, follow the steps below:

1. Accomplish the User Access Request Form.
2. Ensure that the email address being submitted is your personal/own email address (1 email address is to 1 user access).
3. Save file and indicate "OTRS" in the filename. e.g. OTRS User Access Request v1 – CATELCO.xlsx
4. Send the accomplished form to neabitsupport@indracompany.com.