

# How to Create a service request in CMS.

## Frequently Asked Questions

### 1. What is the current issue?

- At present we have multiple help desk portals, and it is very difficult to maintain the legacy software application. From the service desk perspective, it was not suitable for our requirements.

### 2. What is the solution provided for the above issue?

- We have developed and integrated a new helpdesk module in CMS. Where users can create and monitor their requests. Individual service centres have their dashboard to track their calls and create child requests if required. This will simplify the entire process. Users can upload documents or photographs if required.

### 3. How to create a service call/ request?

- Anybody having an amrita email id can login into CMS portal (<https://cms.av.amrita.edu>) and create a service request and post it to the appropriate service centre (If you are not sure about the appropriate service centre please select general helpdesk)

Please see the guidelines below for more clarifications, if required.

**Step 1:** Login to CMS Portal - <https://cms.av.amrita.edu/login>



## CMS | Login

Having trouble logging in ?

Login

Reset

 Sign in with Office 365

**Step 2:** After successful login, find the “Helpdesk” menu on the side menu bar of CMS.

# AMRITA

Dashboard

Helpdesk

Initiate Request

View Service Requests

Students

eWallet

Scholars

Work Register

Finances

Gate Passes

Employee

Finance(Site Office)

Administration

## Dashboard

News

No news articles available.

**Note :** Once clicked on the Helpdesk menu you will get options to create and view service requests.

## Helpdesk-> Initiate Request

### Initiate Request

|                                                                                                                      |                      |   |
|----------------------------------------------------------------------------------------------------------------------|----------------------|---|
| Type of Service*                                                                                                     | Select Service Type  | ▼ |
| Service Group*                                                                                                       | Select Service Group | ▼ |
| Request Brief*                                                                                                       | Request Title        |   |
| Details*                                                                                                             |                      |   |
| <input type="checkbox"/> This Is not a location specific request. So no need to specify Zone/Area/Floor and Location |                      |   |

|                      |                    |   |
|----------------------|--------------------|---|
| Zone/Block/Building* | Select Zone        | ▼ |
| Area/Wing*           | Select Zone First  | ▼ |
| Floor*               | Select Area First  | ▼ |
| Location/Room*       | Select Floor First | ▼ |

☐ Zone/Area/Floor/Location not found In the list, allow me to enter the details

|                                     |  |
|-------------------------------------|--|
| Contact Number*                     |  |
| Preferred Date And Time For Service |  |

Upload File

- File should be in pdf,jpeg or jpg format
- File size should be less than 5MB

| File1                                                     | File2                                                     | File3                                                     |
|-----------------------------------------------------------|-----------------------------------------------------------|-----------------------------------------------------------|
| File1 description                                         | File2 description                                         | File3 description                                         |
| <input type="button" value="Choose File"/> No file chosen | <input type="button" value="Choose File"/> No file chosen | <input type="button" value="Choose File"/> No file chosen |

- Select Type of Service as **Maintenance / Service**
- Select respective Service Group
- Enter Request Brief, Details, Location etc.
- Can upload Max. 3 files (pdf/jpg) about the service if required.

- Please select the bellow check box if your request is not location specific- like request for official email Id.

☐ **This is not a location specific request. So no need to specify Zone/Area/Floor and Location**

- If your request is location specific, select Zone/Area/Floor and Location from pre filled drop down list.

|                             |                      |
|-----------------------------|----------------------|
| <b>Zone/Block/Building*</b> | Select Zone ▼        |
| <b>Area/Wing*</b>           | Select Zone First ▼  |
| <b>Floor*</b>               | Select Area First ▼  |
| <b>Location/Room*</b>       | Select Floor First ▼ |

☐ **Zone/Area/Floor/Location not found in the list, allow me to enter the details**

- If you are not able to find out the service location from the pre filled drop down list, please select the check box provided and fill them manually.

☒ **Zone/Area/Floor/Location not found in the list, allow me to enter the details**

|                             |                                                      |
|-----------------------------|------------------------------------------------------|
| <b>Zone/Block/Building*</b> | Zone/Block/Building Name                             |
| <b>Area/Wing*</b>           | Area/Wing Name. If not applicable, mention zone name |
| <b>Floor*</b>               | Ground Floor/First Floor...etc.                      |
| <b>Location/Room*</b>       | Location name like room number                       |

☒ **Zone/Area/Floor/Location not found in the list, allow me to enter the details**

## Helpdesk-> View Service Requests

- You can track the status of the requests (raised by you) as follows.

### Service Requests

Enable Date Filtering : ☐

Show : Assigned ▼ My Requests Only : ☐ 

Edit Columns ▼

Show 10 ▼ entries Search:

| S.No. | Request ID | Requested Date       | Service Type | Request Brief                                                                  | Created By          | Location                                              | Status   | Request To              | Assigned Staff / Next Actor | Closed / Rejected By | Closed / Rejected On | Action                                                                                                                                                                  | <input type="checkbox"/> |
|-------|------------|----------------------|--------------|--------------------------------------------------------------------------------|---------------------|-------------------------------------------------------|----------|-------------------------|-----------------------------|----------------------|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| 1     | 23-04-18   | 13 Apr 2023 11:33 AM | Maintenance  | Carpentry work (Room door is difficult to close and need to change door latch) | Mr.Sivakumar S (HA) | Yagnavalkya bhavanam 1st floor/B block /Room no - 212 | Assigned | INEX (Interior & Civil) | Ilayaraja                   | N/A                  | N/A                  |   |                          |
|       |            |                      |              | Carpentry                                                                      |                     | .. ..                                                 |          |                         |                             |                      |                      |                                                                                                                                                                         |                          |

- A service provider themselves can create service request for you in an emergency situation. If such requests are created you need to accept the request by clicking the  icon as shown in the above screen shot.
- You can also cancel the request by using **Cancel Request** button , if it is not yet processed by the service provider.

### Service Requests

Enable Date Filtering : ☐

Show : All ▼ My Requests Only : ☐ 

Edit Columns ▼

Show 10 ▼ entries Search:

| S.No. | Request ID | Requested Date       | Service Type | Request Brief      | Created By           | Location                                           | Status     | Request To  | Assigned Staff / Next Actor | Closed / Rejected By | Closed / Rejected On | Action                                                                                                      | <input type="checkbox"/> |
|-------|------------|----------------------|--------------|--------------------|----------------------|----------------------------------------------------|------------|-------------|-----------------------------|----------------------|----------------------|-------------------------------------------------------------------------------------------------------------|--------------------------|
| 1     | 23-11-1    | 28 Nov 2023 08:58 AM | Maintenance  | System not working | Administrator (ICTS) | Academic Block I / West Wing / First Floor / C-201 | Unassigned | ICTS (ICTS) | SUNIL K.K                   | N/A                  | N/A                  | <b>Cancel Request</b>  |                          |

- If the request is under process, you can send a cancellation request, if necessary, to the service provider by using **Send Cancellation Request** 

## Service Requests

Enable Date Filtering: ☐

Show: Assigned ▼
My Requests Only: ☒ ▼



Edit Columns ▼

Show 10 ▼ entries
Search:

| S.No. | Request ID | Requested Date       | Service Type | Request Brief      | Created By           | Location                                           | Status   | Request To  | Assigned Staff / Next Actor | Closed / Rejected By | Closed / Rejected On | Action                                                                                                                   |  |
|-------|------------|----------------------|--------------|--------------------|----------------------|----------------------------------------------------|----------|-------------|-----------------------------|----------------------|----------------------|--------------------------------------------------------------------------------------------------------------------------|--|
| 1     | 23-11-1    | 28 Nov 2023 08:58 AM | Maintenance  | System not working | Administrator (ICTS) | Academic Block I / West Wing / First Floor / C-201 | Assigned | ICTS (ICTS) | ANIL M.V                    | N/A                  | N/A                  | <div>Send Cancellation Request</div>  |  |

- By clicking  icon, you can view the request and its milestones.

### Service Request Details

|                            |                                                                            |
|----------------------------|----------------------------------------------------------------------------|
| Request ID                 | 23-11-1                                                                    |
| Service Type               | Maintenance                                                                |
| Service Department         | Information Communication Technology Services                              |
| Service Group              | ICTS                                                                       |
| Service Title              | System not working                                                         |
| Details                    | <div>My PC is not working from yesterday evening. Please do needful.</div> |
| Location                   | Academic Block I / West Wing / First Floor / C-201                         |
| Contact Number             | 9488901730                                                                 |
| Preferred Time For Service | 9 am to 4pm                                                                |
| Is Official? / Priority    | Yes / Normal                                                               |
| Created By                 | Administrator (ICTS)                                                       |
| Last Status                | Assigned                                                                   |
| Last Acted By              | SUNIL K.K                                                                  |
| Last Remarks               | <div>Assigning to service person</div>                                     |
| Next Actor                 | Demo User1                                                                 |

Last Uploaded File(s)

File 1 : N/A
File 2 : N/A
File 3 : N/A

- By clicking on the  button you can view the progress of the request as follows.

| Milestones <span>×</span>                                                                    |                                                                                   |          |                |                      |                    |                |     |     |
|----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|----------|----------------|----------------------|--------------------|----------------|-----|-----|
| Request ID Brief : 230341/ NEW CONCRETE CHAIRS COSTRUCTION (OLD CONCRETE CHAIRS GOT DAMAGED) |                                                                                   |          |                |                      |                    |                |     |     |
| Status : Assigned                                                                            |                                                                                   |          |                |                      |                    |                |     |     |
| S.No.                                                                                        | Service Details                                                                   | Action   | Acted By       | Action Taken on      | Assigned To        | Uploaded Files |     |     |
| 1                                                                                            | Old concrete chairs got damaged in Inside and outside Courtyard and Canteen area. | Created  | SENTHILKUMAR S | 29 Mar 2023 05:41 PM | SENTHILKUMAR S     | N/A            | N/A | N/A |
| 2                                                                                            | Assigning to service person                                                       | Assigned | SENTHILKUMAR S | 29 Mar 2023 05:41 PM | Pooja Jayakrishnan | N/A            | N/A | N/A |

- When the service task is successfully completed, you will receive an email notification and you need to submit the feedback by clicking the link provided in the email or by clicking the  icon in service request list.

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