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?

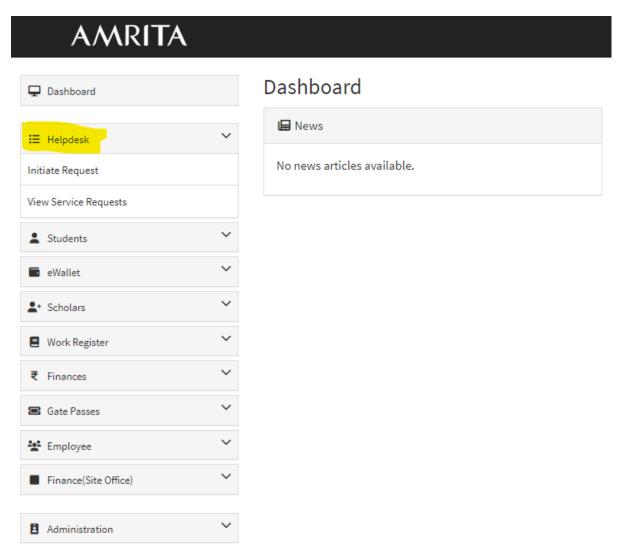
 Anybody having an amrita email id can login into CMS portal (https://cms.av.amrita.edu) and create a service request and post it to the appropriate service centre (If you are not sure about the appropriate service centre please select general helpdesk)

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

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



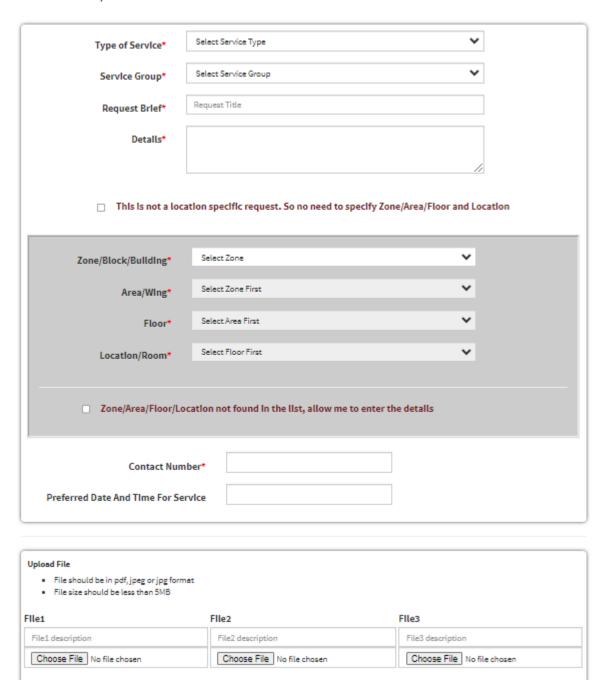
Step 2: After successful login, find the "Helpdesk" menu on the side menu bar of CMS.



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

Helpdesk-> Initiate Request

Initiate Request

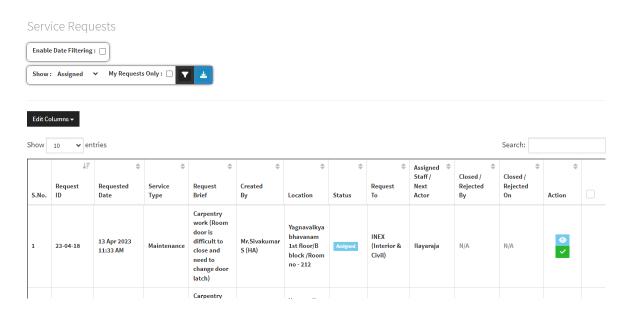


- Select Type of Service as Maintenance / Service
- Select respective Service Group
- Enter Request Brief, Details, Location etc.
- Can upload Max. 3 files (pdf/jpg) about the service if required.

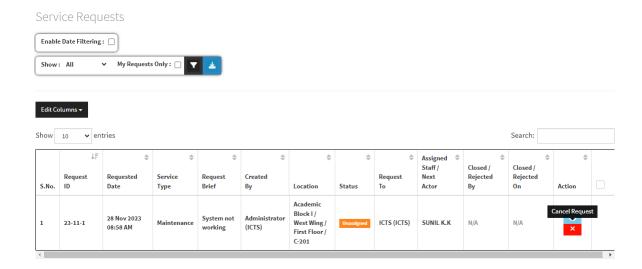
request for official of	ellow check box if your request is no email Id.	refocation specific fixe
☐ This is not a location	n specific request. So no need to specify	Zone/Area/Floor and Loca
 If your request is lo pre filled drop down 	cation specific, select Zone/Area/Flo	oor and Location from
Zone/Block/Building*	Select Zone	~
Area/Wing*	Select Zone First	~
Floor*	Select Area First	~
Location/Room*	Select Floor First	~
	cation not found in the list, allow me to enter the	
 If you are not able to 	o find out the service location from t e check box provided and fill them	he pre filled drop down
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■ If you are not able to list, please select the Zone/Area/Floor/Loc	o find out the service location from t e check box provided and fill them tation not found in the list, allow me to enter t	he pre filled drop down manually.
■ If you are not able to list, please select the ■ Zone/Area/Floor/Loc Zone/Block/Building*	of find out the service location from the check box provided and fill them sation not found in the list, allow me to enter the Zone/Block/Building Name	he pre filled drop down manually.
■ If you are not able to list, please select the Zone/Area/Floor/Loc Zone/Block/Building* Area/Wing*	o find out the service location from to e check box provided and fill them sation not found in the list, allow me to enter the Zone/Block/Building Name Area/Wing Name. If not applicable, mention zone name	he pre filled drop down manually.

Helpdesk-> View Service Requests

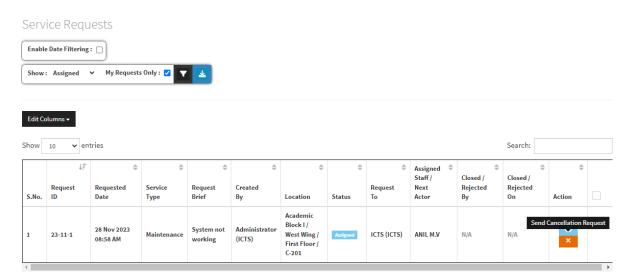
• You can track the status of the requests (raised by you) as follows.



- 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 con 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.

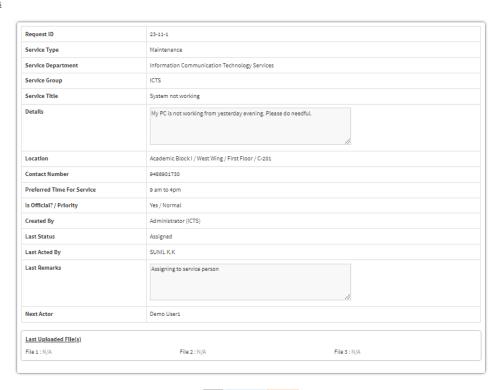


• If the request is under process, you can send a cancellation request, if necessary, to the service provider by using **Send Cancellation Request**



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

Service Request Details





By clicking on the request as follows.

Milestones

button you can view the progress of the



• 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 con in service request list.
