# **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?

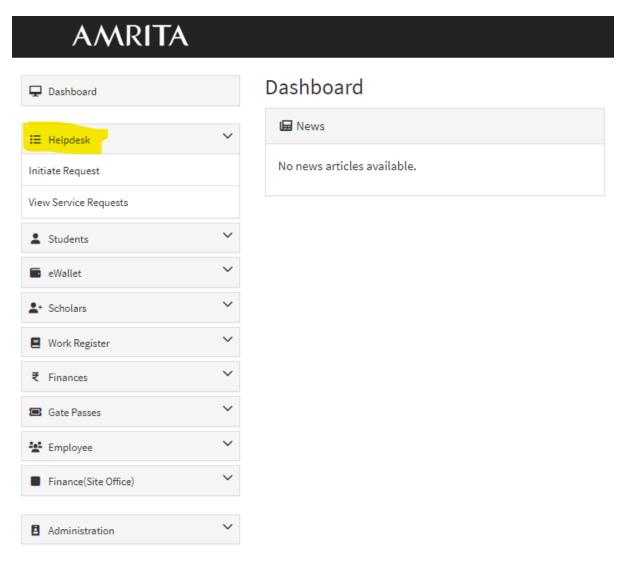
 Anybody having an amrita email id or amrita wifi/Domain username and password can login into CMS portal (https://cms.cb.amrita.edu) and create a service request and post it to the appropriate service centre (If you are not sure about the appropriate service centre please select general helpdesk)

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

**Step 1:** Login to CMS Portal (https://cms.cb.amrita.edu)

THE SHYDER SHYDER	CMS   Login
	Enter your username
	Enter your password
	Having trouble logging in ?
भ्रावान् लभते ज्ञानम्	Login Reset
	Sign in with Office 265
	Sign in with Office 365

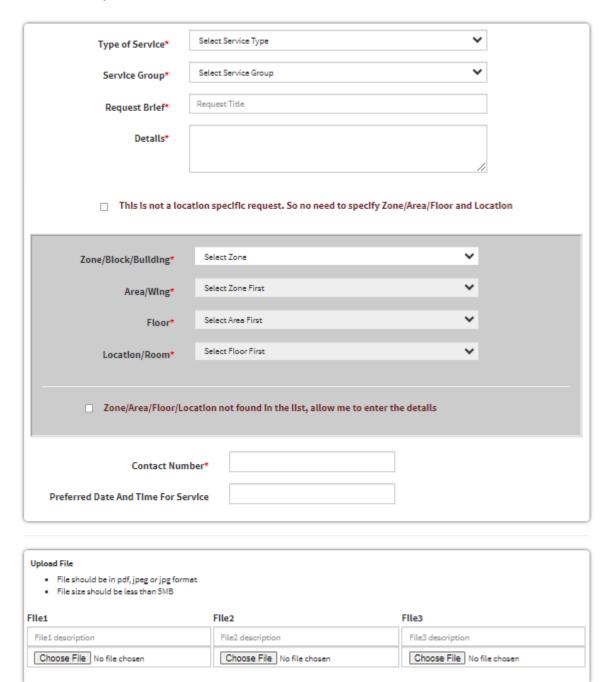
**Step 2:** After successful login, find the "Helpdesk" menu on the side menu bar of CMS.



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

### **Helpdesk-> Initiate Request**

## Initiate Request



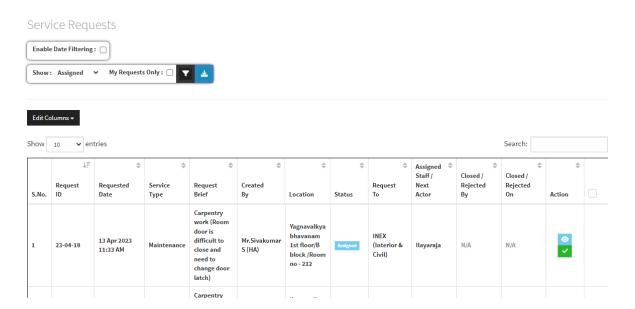
- Select Type of Service as Maintenance / Service
- Select respective Service Group
- Enter Request Brief, Details, Location etc.
- Can upload Max. 3 files (pdf/jpg) about the service if required.

<ul> <li>Please select the below check box if your request is not location specific- like request for official email Id.</li> </ul>			
☐ This is not a location specific request. So no need to specify Zone/Area/Floor and Location			
<ul> <li>If your request is location specific, select Zone/Area/Floor and Location from pre filled drop down list.</li> </ul>			
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			
<ul> <li>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.</li> </ul>			
✓ Zone/Area/Floor/Location not found in the list, allow me to enter the details			
- 41.145.115.4	Zone/Block/Building Name		
Zone/Block/Building*	Area/Wing Name. If not applicable, mention zone name		
Area/Wing* Floor*	Ground Floor/First Flooretc.		
Location/Room*	Location name like room number		

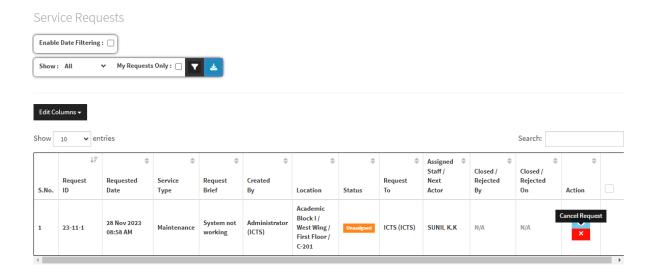
▼ Zone/Area/Floor/Location not found in the list, allow me to enter the details

### **Helpdesk-> View Service Requests**

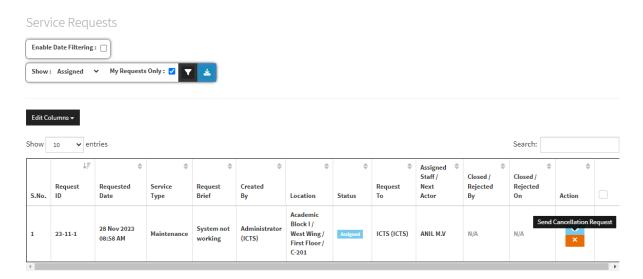
• You can track the status of the requests (raised by you) as follows.



- 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 X, if it is not yet processed by the service provider.

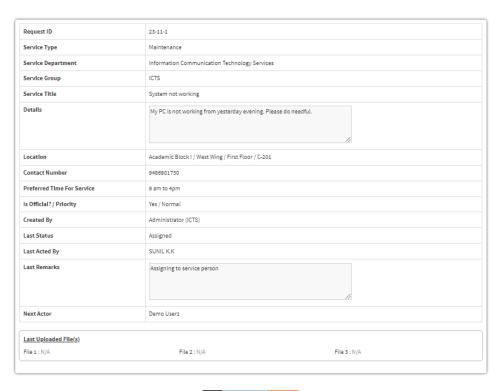


• If the request is under process, you can send a cancellation request, if necessary, to the service provider by using **Send Cancellation Request** 



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

#### Service Request Details





 By clicking on the request as follows.



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 licon in service request list.

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