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)

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

Type of Service*	Select Service Type ⌄
Service Group*	Select Service Group ⌄
Request Brief*	Request Title
Details*	

☐ 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
Choose File No file chosen	Choose File No file chosen	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 below 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.

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**

- 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**

Zone/Block/Building*	Zone/Block/Building Name
Area/Wing*	Area/Wing Name. If not applicable, mention zone name
Floor*	Ground Floor/First Floor...etc.
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 ❌, 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** ✕

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	Send Cancellation Request ✕	

- 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	My PC is not working from yesterday evening. Please do needful.
Location	Academic Block I / West Wing / First Floor / C-201
Contact Number	9486901730
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	Assigning to service person
Next Actor	Demo User1

Last Uploaded File(s)
File 1 : N/A   File 2 : N/A   File 3 : N/A

Back   Download PDF   Milestones

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

Milestones ×

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

Last Remarks   Assigning to service person

- 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.