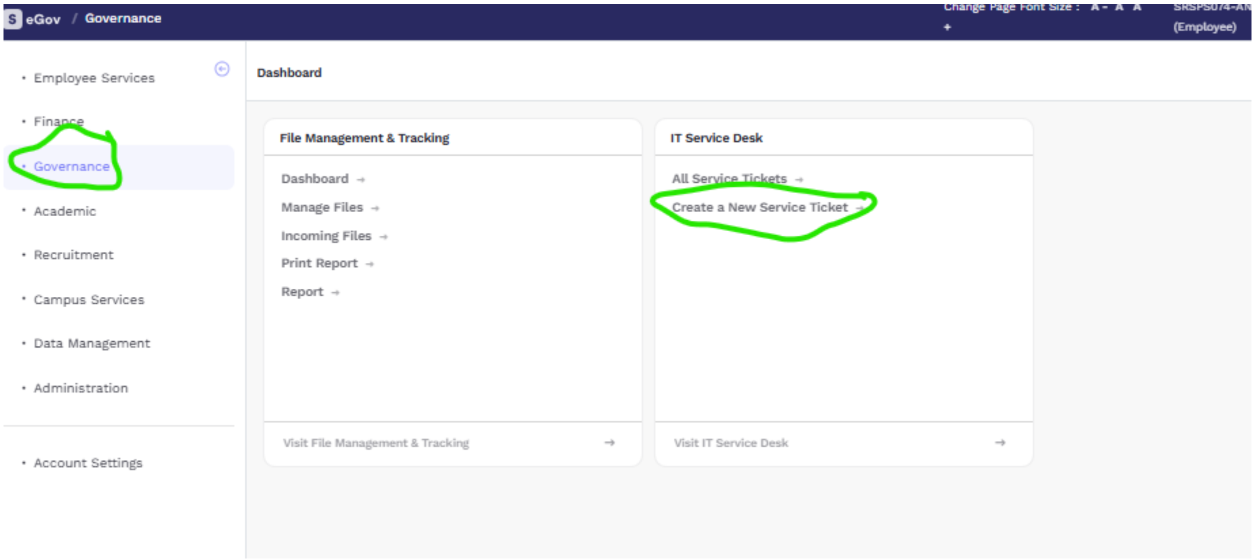
DTU ONLINE SERVICE DESK MANUAL

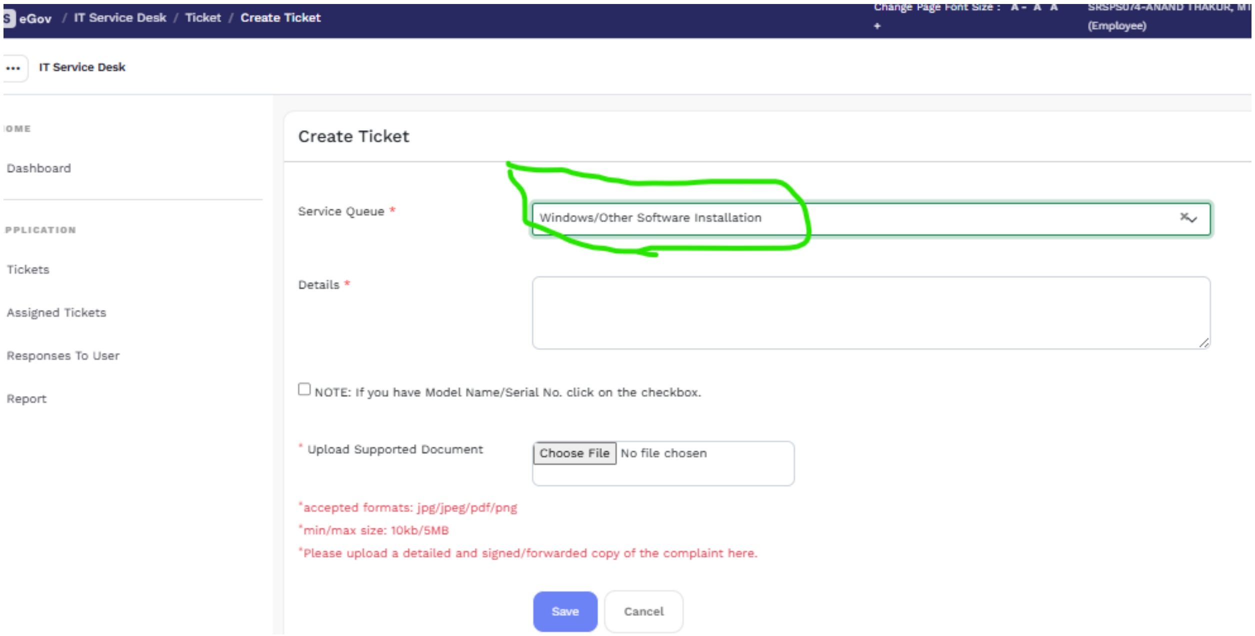
How to register Complaints or Create Service request

(For End USERS)

1. Login to Samarth
2. Left Side- Go to Governance


S eGov / Governance
Change Page Font Size : A- A A
(Employee)
Employee Services
Finance
Governance
Academic
Recruitment
Campus Services
Data Management
Administration
Account Settings
Dashboard
File Management & Tracking
Dashboard →
Manage Files →
Incoming Files →
Print Report →
Report →
Visit File Management & Tracking →
IT Service Desk
All Service Tickets →
Create a New Service Ticket →
Visit IT Service Desk →

3. Go to – Create New Service Ticket
4. Select the Service type/Category


S eGov / IT Service Desk / Ticket / Create Ticket
Change Page Font Size : A- A A
(Employee)
IT Service Desk
OME
Dashboard
PPLICATION
Tickets
Assigned Tickets
Responses To User
Report
Create Ticket
Choose File
Save
Cancel

Service Queue * Windows/Other Software Installation

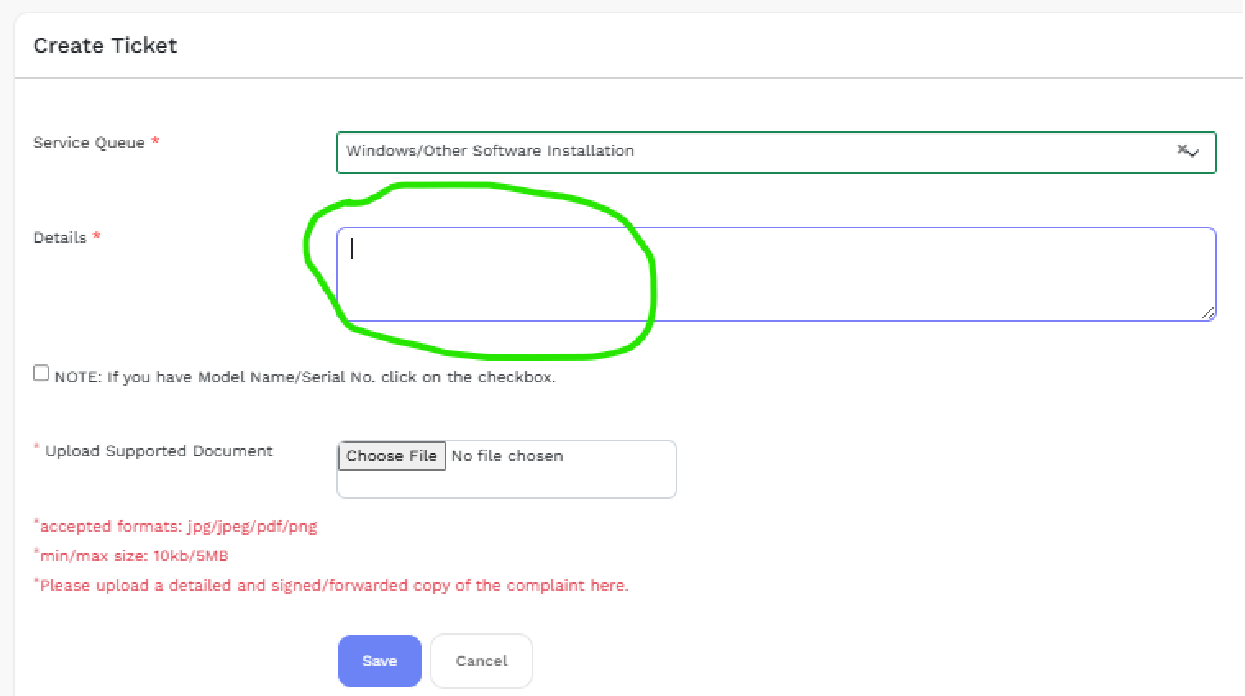
Details *

☐ NOTE: If you have Model Name/Serial No. click on the checkbox.

* Upload Supported Document No file chosen

*accepted formats: jpg/jpeg/pdf/png
*min/max size: 10kb/5MB
*Please upload a detailed and signed/forwarded copy of the complaint here.

5. Write your complaint or Service request in Detail box.



Create Ticket

Service Queue *: Windows/Other Software Installation

Details *

☐ NOTE: If you have Model Name/Serial No. click on the checkbox.

* Upload Supported Document: Choose File No file chosen

*accepted formats: jpg/jpeg/pdf/png

*min/max size: 10kb/5MB

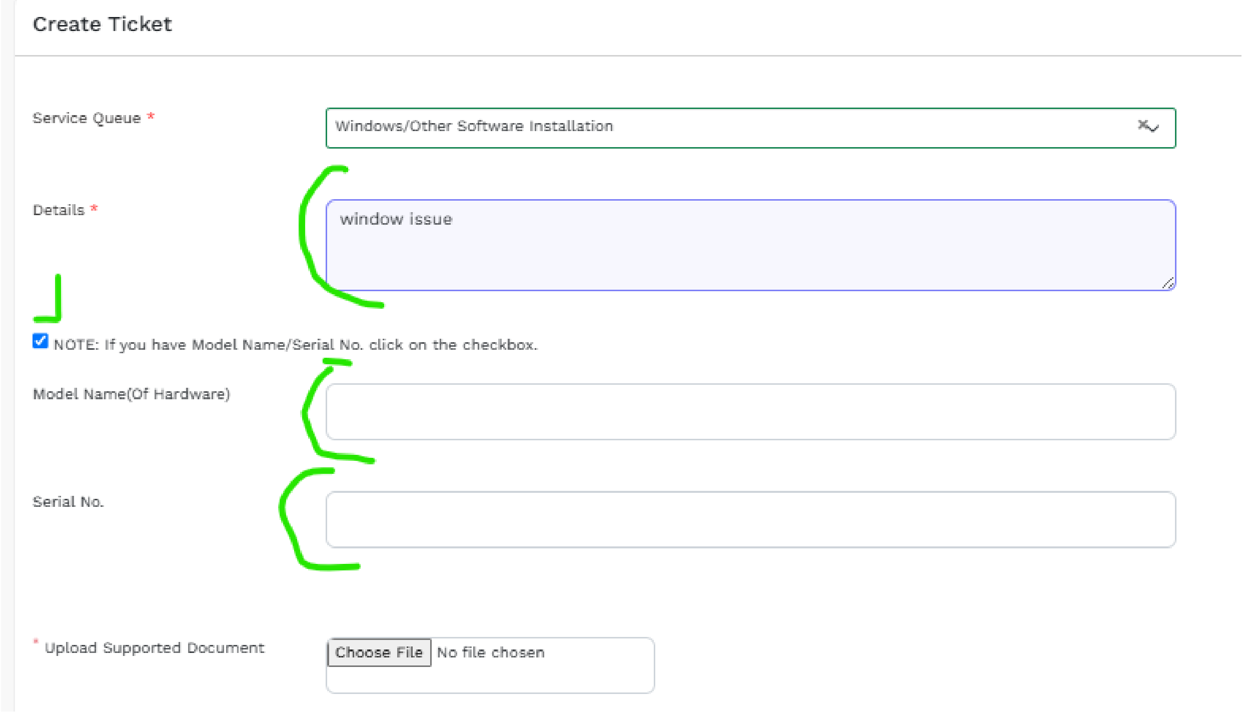
*Please upload a detailed and signed/forwarded copy of the complaint here.

6. If you have any model no / serial No. then check the box

   6(A) Enter detail of H/W & its Serial No.

7. You can optionally upload any photo in support of your complaint/ Service request.

   7(A) Click on choose file, if you want to upload photo or document proof.



Create Ticket

Service Queue *: Windows/Other Software Installation

Details *: window issue

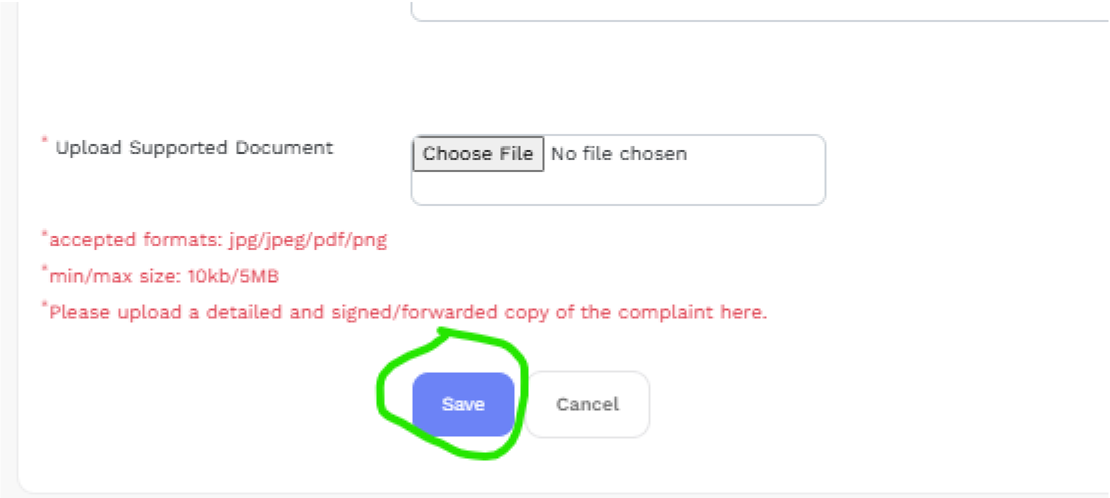
☑ NOTE: If you have Model Name/Serial No. click on the checkbox.

Model Name(Of Hardware)

Serial No.

* Upload Supported Document: Choose File No file chosen

8. Click on Save.



* Upload Supported Document

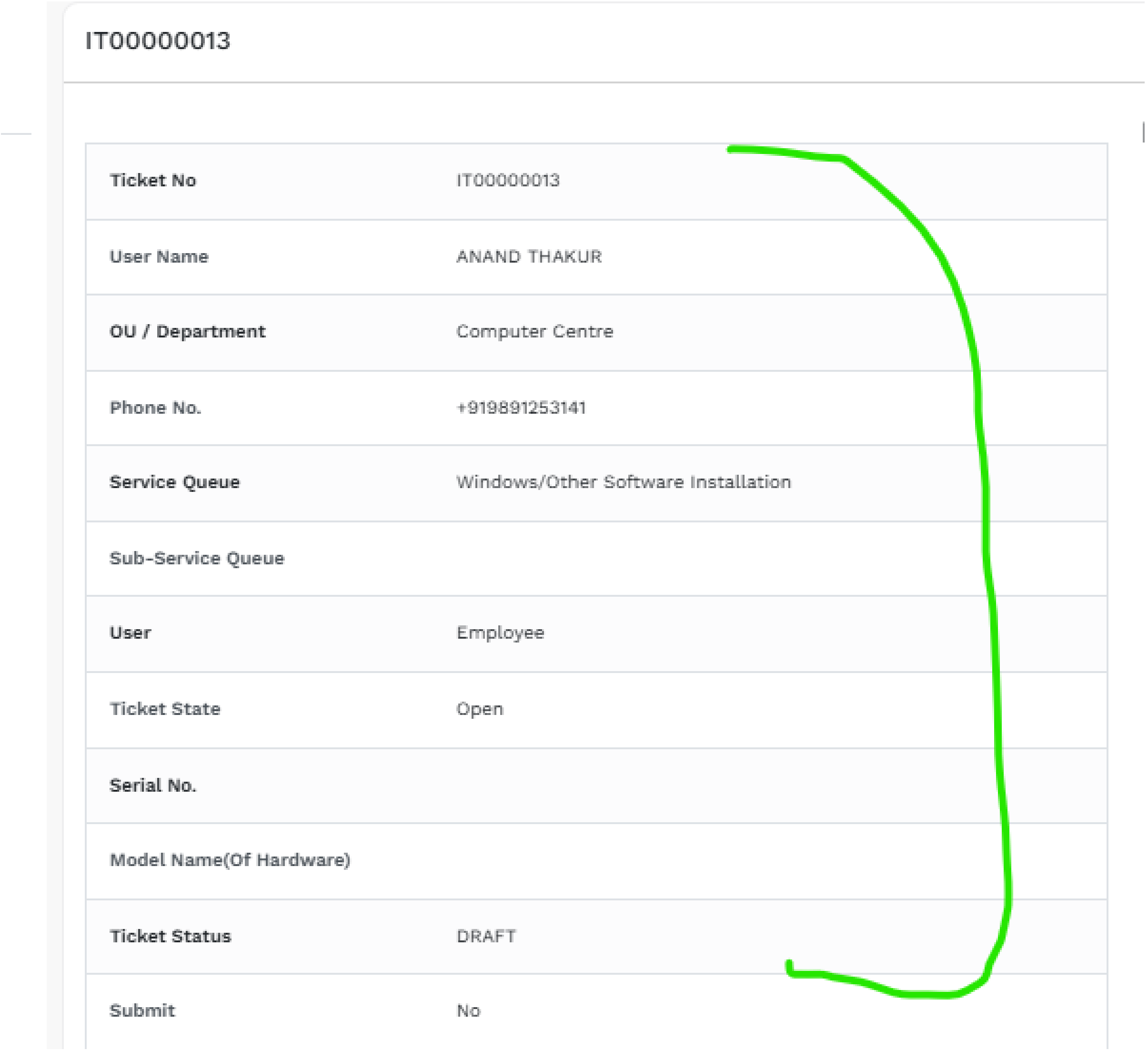
No file chosen

*accepted formats: jpg/jpeg/pdf/png

*min/max size: 10kb/5MB

*Please upload a detailed and signed/forwarded copy of the complaint here.

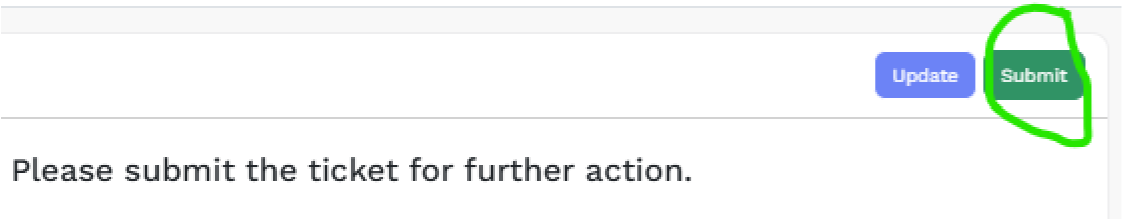
9. The ticket will be generated with description, Kindly check if before submission.



IT00000013

Ticket No	IT00000013
User Name	ANAND THAKUR
OU / Department	Computer Centre
Phone No.	+919891253141
Service Queue	Windows/Other Software Installation
Sub-Service Queue	
User	Employee
Ticket State	Open
Serial No.	
Model Name(Of Hardware)	
Ticket Status	DRAFT
Submit	No

10. Please submit the ticket, by checking on submit button.

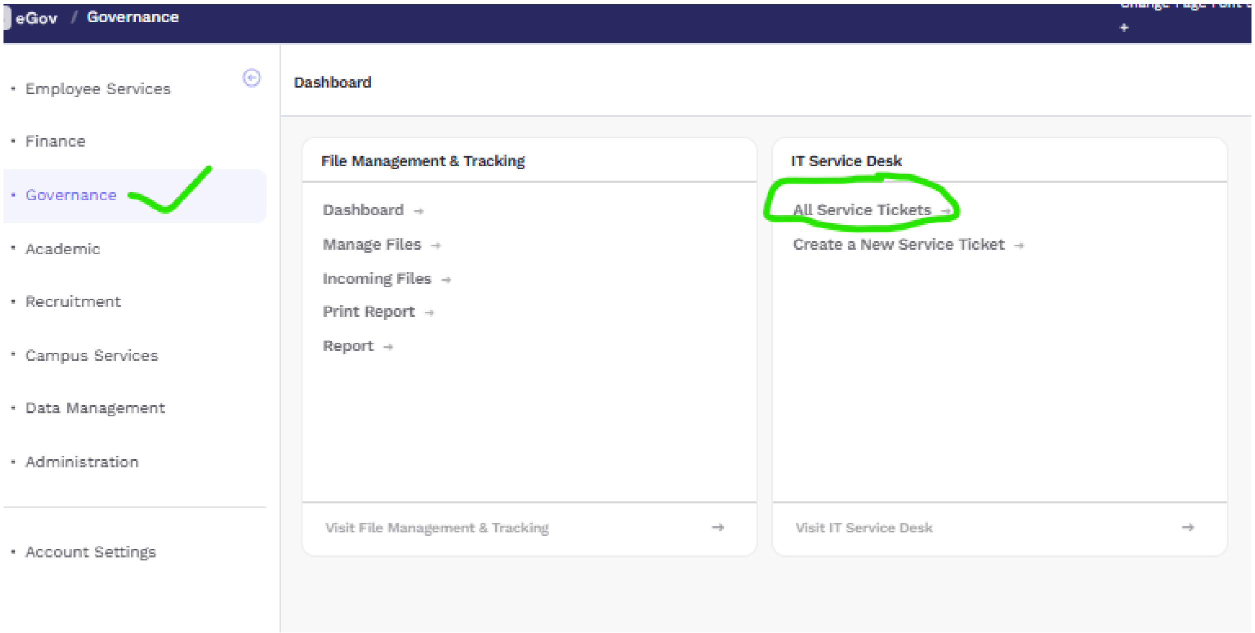

Update
Submit

Please submit the ticket for further action.

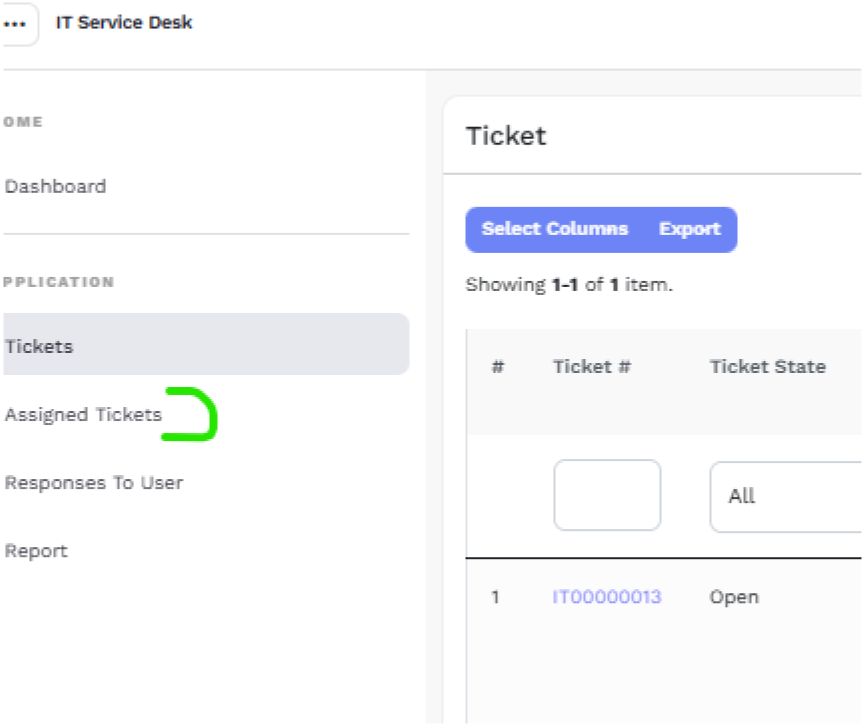
Service Agent Manual
(For service agents who resolves the complaint or service request.)

How to see/open the service ticket, Accept and close it.

1. Go to Governance
2. Click on All service tickets (see above)


eGov / Governance
Employee Services
Finance
Governance
Academic
Recruitment
Campus Services
Data Management
Administration
Account Settings
Dashboard
File Management & Tracking
Dashboard →
Manage Files →
Incoming Files →
Print Report →
Report →
Visit File Management & Tracking →
IT Service Desk
All Service Tickets →
Create a New Service Ticket →
Visit IT Service Desk →

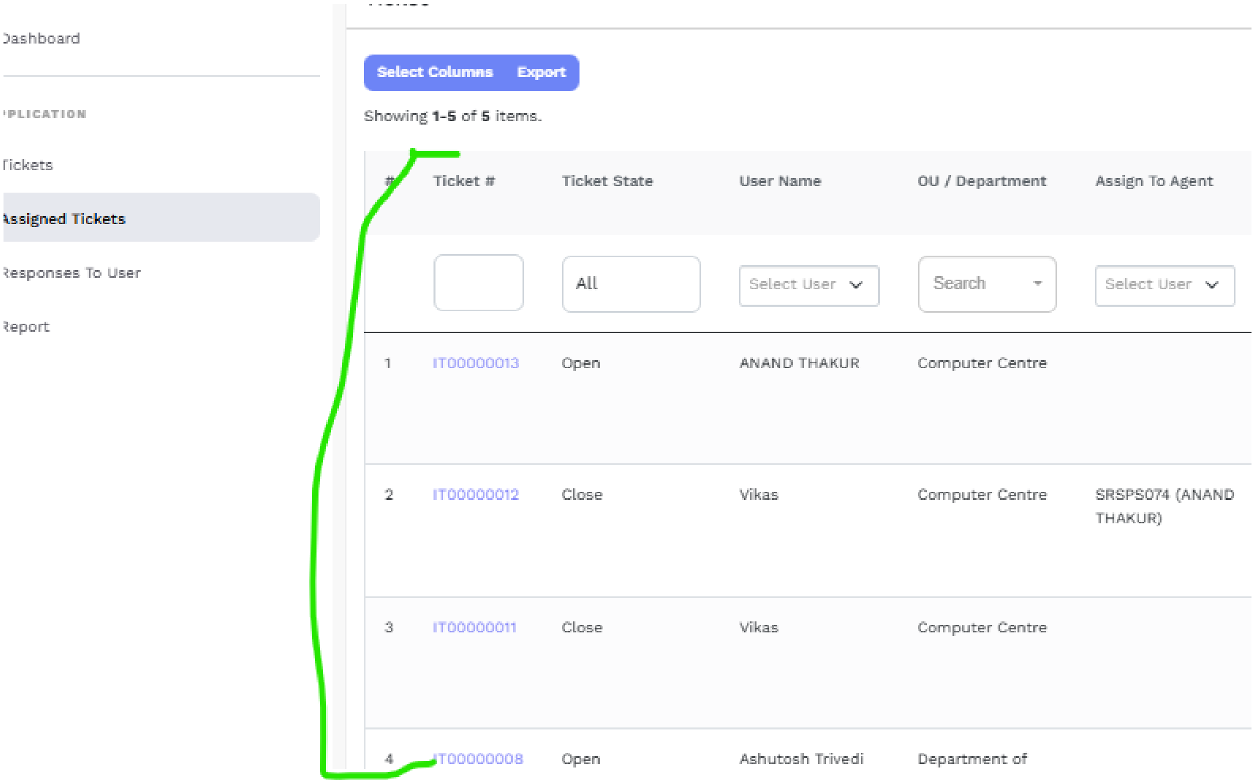
3. Click on assigned tickets


IT Service Desk
OME
Dashboard
PPLICATION
Tickets
Assigned Tickets
Responses To User
Report
Ticket
Select Columns
Export

Showing **1-1** of **1** item.

#	Ticket #	Ticket State
		All
1	IT00000013	Open

4. All tickets which have been assigned to you will be visible here, with the status open or close.

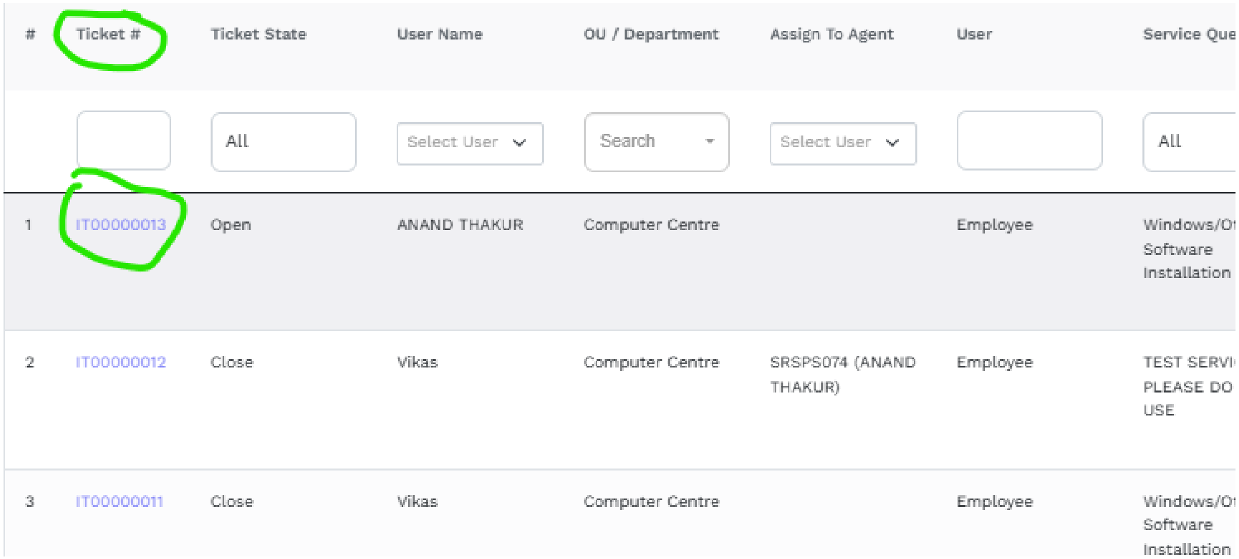

ashboard
PLICATION
ickets
ssigned Tickets
esponses To User
eport
Select Columns
Export

Showing **1-5** of **5** items.

#	Ticket #	Ticket State	User Name	OU / Department	Assign To Agent
		All	Select User	Search	Select User
1	IT00000013	Open	ANAND THAKUR	Computer Centre	
2	IT00000012	Close	Vikas	Computer Centre	SRSPS074 (ANAND THAKUR)
3	IT00000011	Close	Vikas	Computer Centre	
4	IT00000008	Open	Ashutosh Trivedi	Department of	

5. To address/ resolve an service ticket

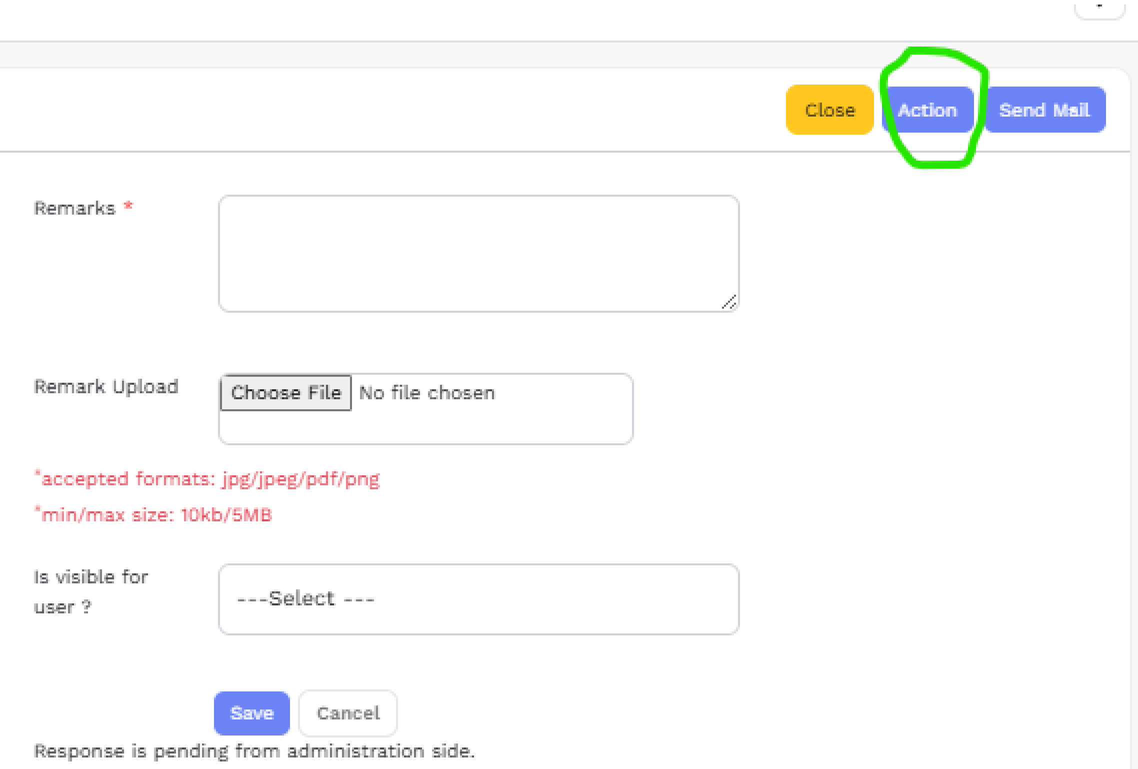
5(A) Click on the ticket no



#	Ticket #	Ticket State	User Name	OU / Department	Assign To Agent	User	Service Que
		All	Select User	Search	Select User		All
1	IT00000013	Open	ANAND THAKUR	Computer Centre		Employee	Windows/O Software Installation
2	IT00000012	Close	Vikas	Computer Centre	SRSPS074 (ANAND THAKUR)	Employee	TEST SERVI PLEASE DO USE
3	IT00000011	Close	Vikas	Computer Centre		Employee	Windows/O Software Installation

5(B) See the description of the ticket with ticket details/ message of complaint given at bottom of screen.

5(C) Click on Action button.



Remarks *

Remark Upload: No file chosen

*accepted formats: jpg/jpeg/pdf/png

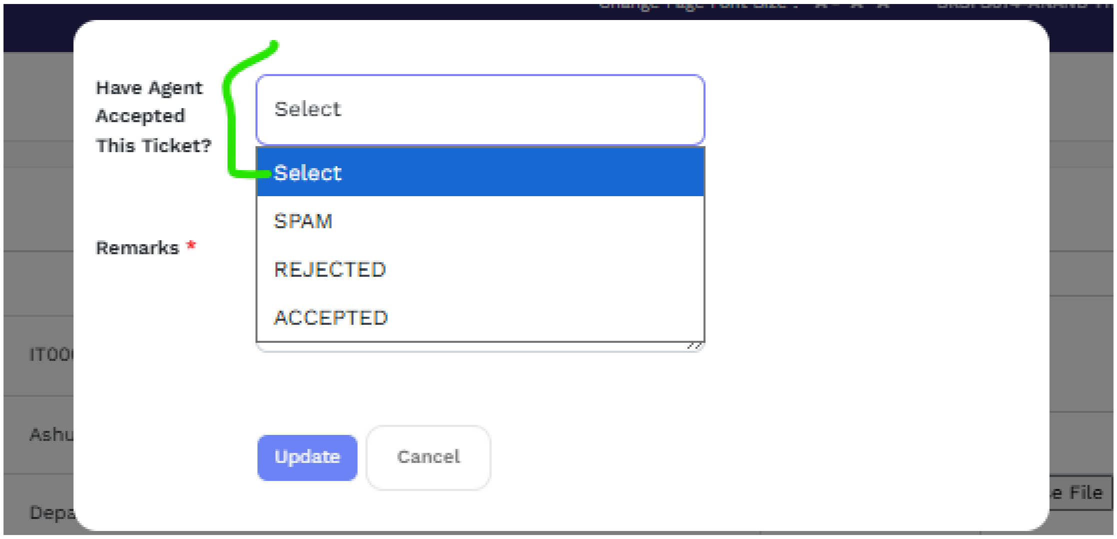
*min/max size: 10kb/5MB

Is visible for user ? ---Select ---

Response is pending from administration side.

5(C) 1 If ticket belongs to your service, select accepted from drop down.

5(C) 2 If ticket does not belong to you, you may select Rejected.

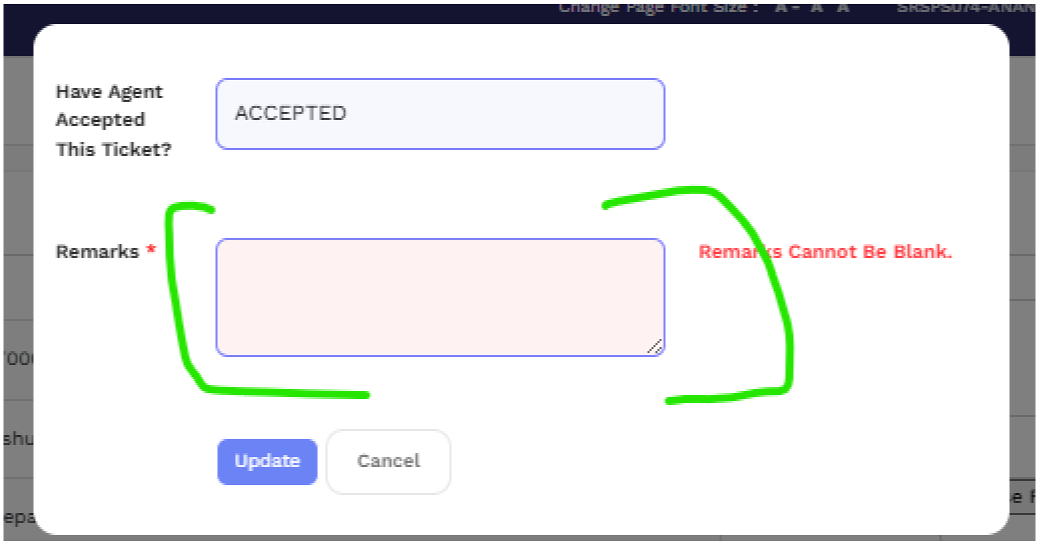

Have Agent Accepted This Ticket? Select

Remarks *

Select
SPAM
REJECTED
ACCEPTED
Update
Cancel

5(C) 3 If it's appear to be a spam they you may select spam.

5(C) 4 Enter appropriate remarks'.

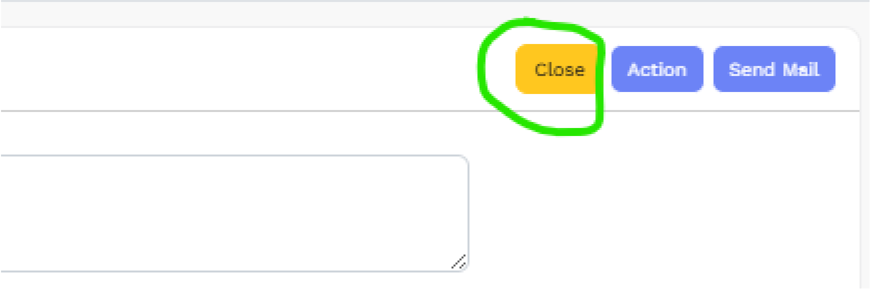

Have Agent Accepted This Ticket? ACCEPTED

Remarks *

Remarks Cannot Be Blank.

Update
Cancel

6. Once you address the concerned of the employee raised through ticket, then you can close the ticket with appropriate remarks and please select 'Yes' in "is visible for user"? So, that user can see your response and provide the feedback.


Close
Action
Send Mail

7. Then Click Close.