

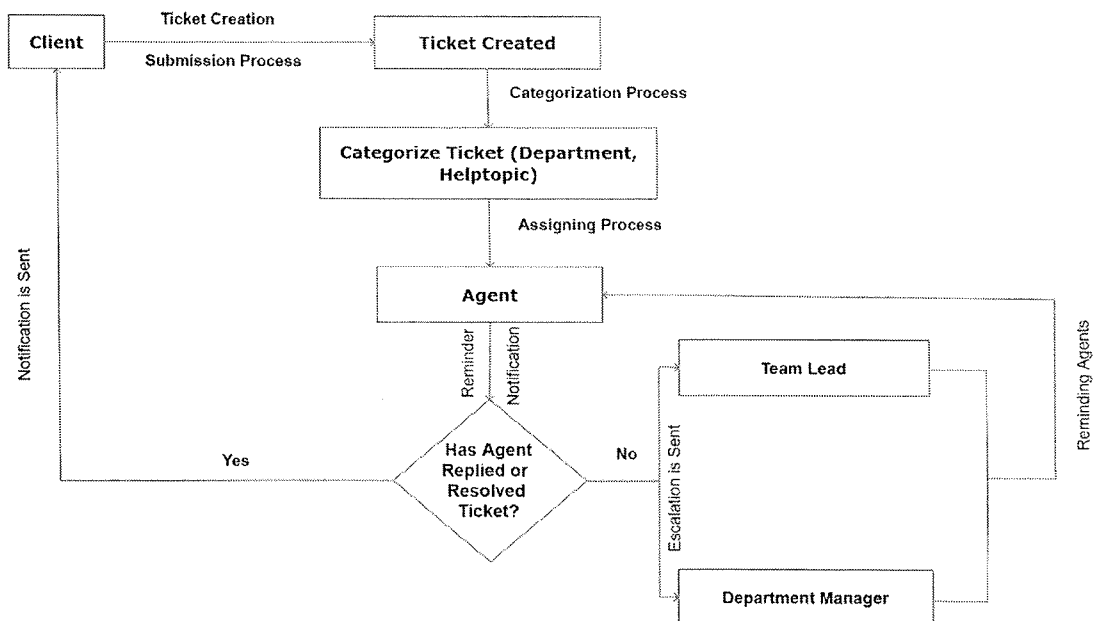
 Polyhose® Providing Flexible Solutions Globally	Polyhose Help Desk System Process	Doc. No.		PHGR /IT/2022-23/002	
		Issue No.		01	
		Rev. No.	00	Date	04.04.2022
		Page No.		1 of 8	

Introduction

This SOP provides harmonized operating procedures for identifying any issue or feature for the Polyhose Information Technology and Human Resource Departments.

Process Diagram

This Diagram represents the chart flow for submitting a new ticket starting from the detection of the problem/issue until the closure of it.



Procedure of creating a new ticket

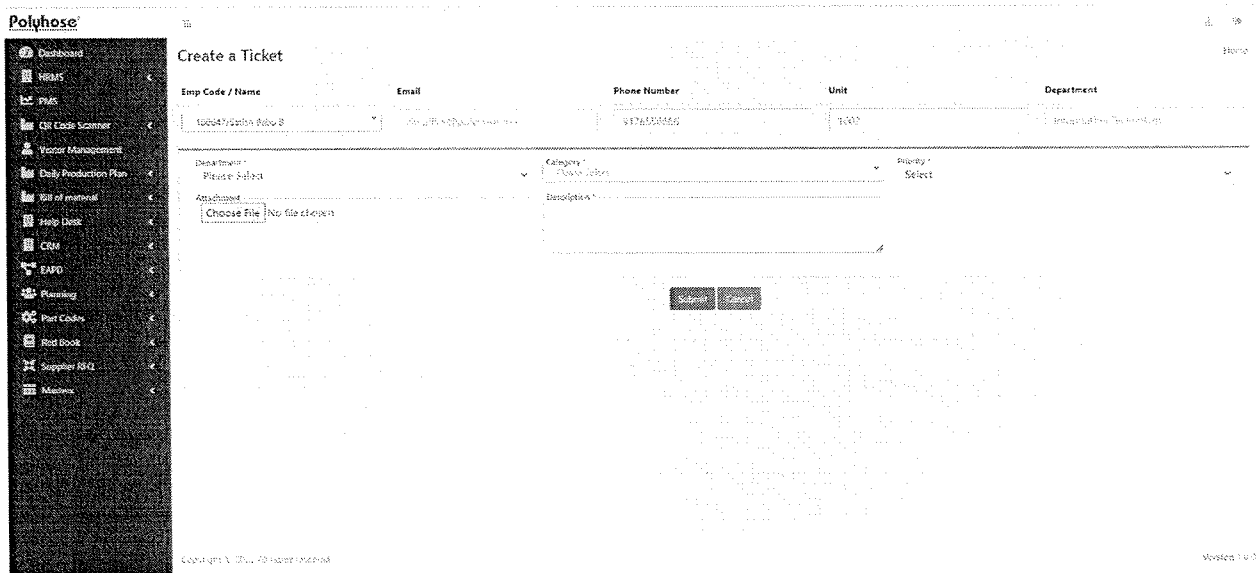
 Polyhose® Providing Flexible Solutions Globally	Polyhose Help Desk System Process	Doc. No.		PHGR /IT/2022-23/002	
		Issue No.		01	
		Rev. No.	00	Date	04.04.2022
		Page No.	2 of 8		

Submitting a new ticket

Employees can submit a new ticket via direct link:

https://core.polyhose.com/create_ticket_helpdesk

main portal by clicking as shown in the graph below:



Create a Ticket

Emp Code / Name: [Text Field] Email: [Text Field] Phone Number: [Text Field] Unit: [Text Field] Department: [Text Field]

Department: [Please Select] Category: [Please Select] Priority: [Select]

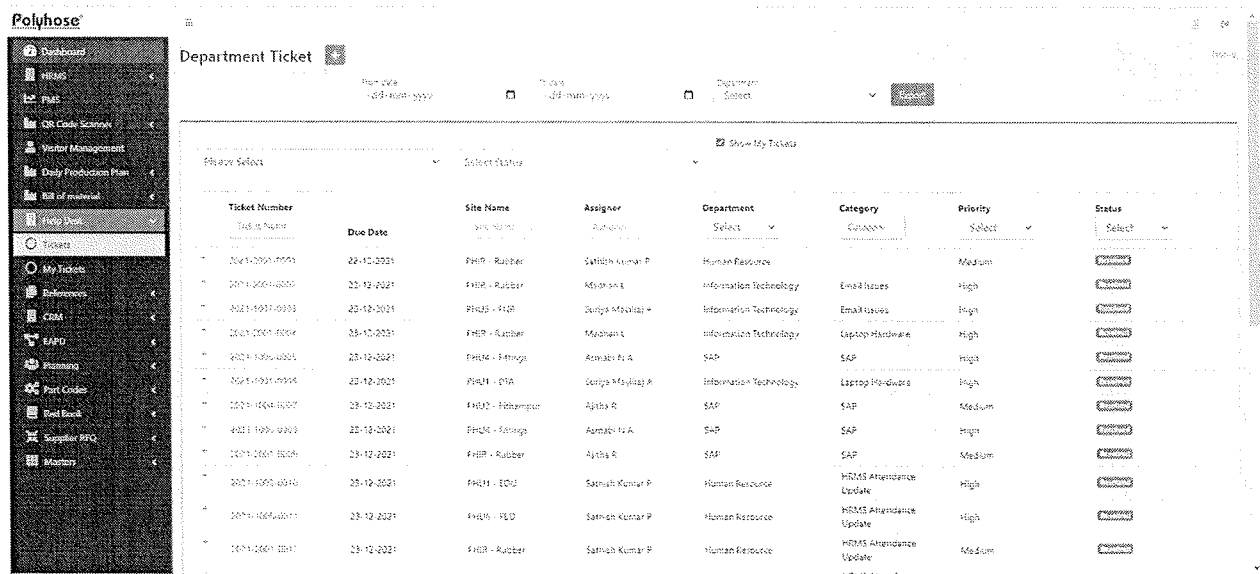
Attachments: [Choose File] [No file chosen]

[Submit] [Cancel]

Our support portal will be available to our employees in CORE Portal

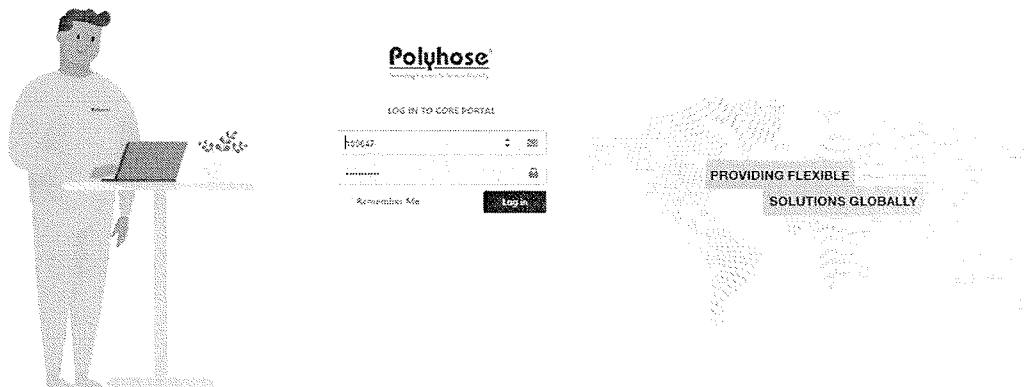
The Employees/Engineers will only be able to submit or re-open a ticket only after sign-on.

	Polyhose Help Desk System Process	Doc. No.		PHGR /IT/2022-23/002	
		Issue No.		01	
		Rev. No.	00	Date	04.04.2022
		Page No.	3 of 8		



Home Page

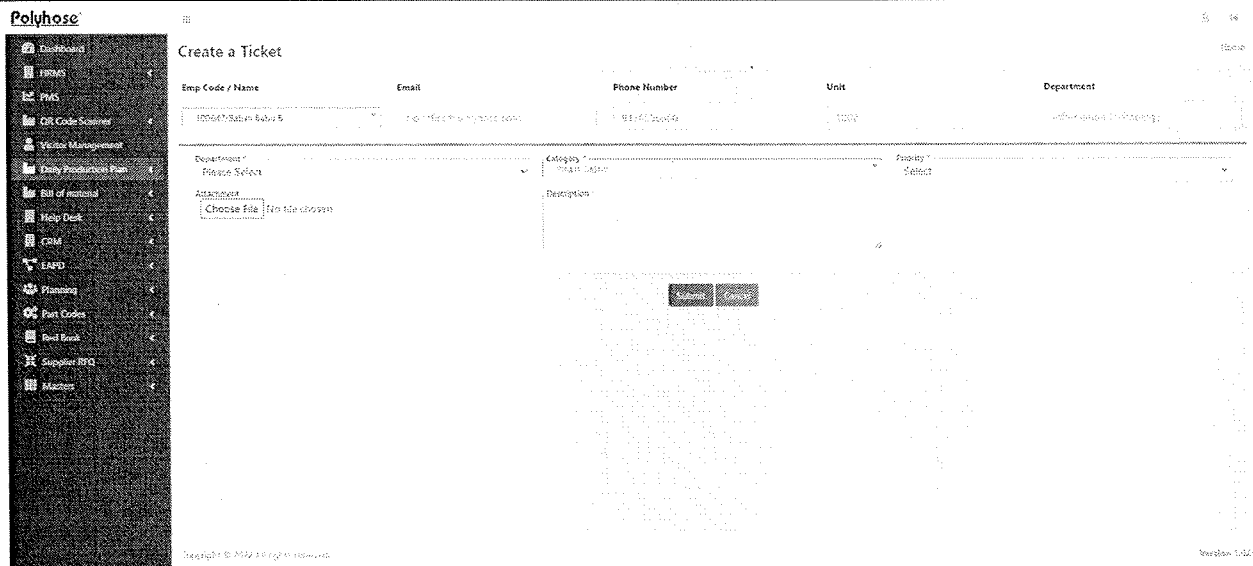
This is how your portal looks like anybody who is not logged in:



Login Page

This is pretty much how the portal will look when someone logs in to raise a support query, the user needs to click on the "Submit button"

 Providing Flexible Solutions Globally	Polyhose Help Desk System Process	Doc. No.		PHGR /IT/2022-23/002	
		Issue No.		01	
		Rev. No.	00	Date	04.04.2022
		Page No.	4 of 8		



Submitting a new Ticket

Every new ticket has a department, a category, a priority, a description and an attached file (if they exists).

Priority of the ticket (High / Medium / Low)

- A high state ticket must be answered within 2 Hrs.
- A Medium state ticket must be answered within 4 hours.
- A low state ticket must be answered within 1 Day.

Description: This section contains a detailed description of the issue / feature.

A ticket might hold some files in order to identify the nature of the request, such as: screenshots or a diagram representing the feature to add.

The ticket has three states:

- Open: the initial state of the ticket.
- Pending: to tell that the ticket is being treated by the support team.
- Waiting on Customer: The Agent has replied to the ticket and waiting an answer from customer.
- Resolved: the ticket is treated.

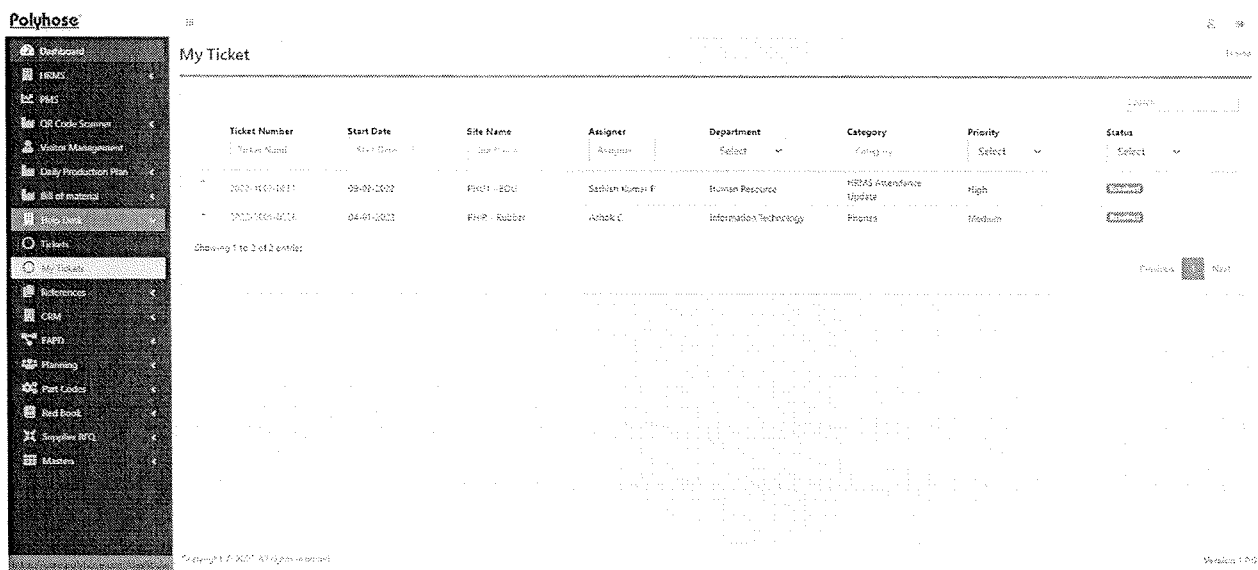
 Providing Flexible Solutions Globally	Polyhose Help Desk System Process	Doc. No.		PHGR /IT/2022-23/002	
		Issue No.		01	
		Rev. No.	00	Date	04.04.2022
		Page No.	5 of 8		

- Closed: the ticket is treated.

Checking the status of tickets and adding replies from Polyhose portal

A Employee who raises a ticket in our helpdesk can log into our helpdesk and check for updates to the ticket.

To look at all the tickets created by a requester, the requester has to login and click on the Check ticket status link.



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My Ticket

Ticket Number	Start Date	Site Name	Assigner	Department	Category	Priority	Status
2022-11-01-001	09-09-2022	PHGR - BDU	Sachin Kumar F	Human Resource	HRMS Attendance Update	High	Closed
2022-11-01-002	04-01-2023	PHGR - Rubber	Ashish C	Information Technology	Phones	Medium	In Progress

Showing 1 to 2 of 2 entries

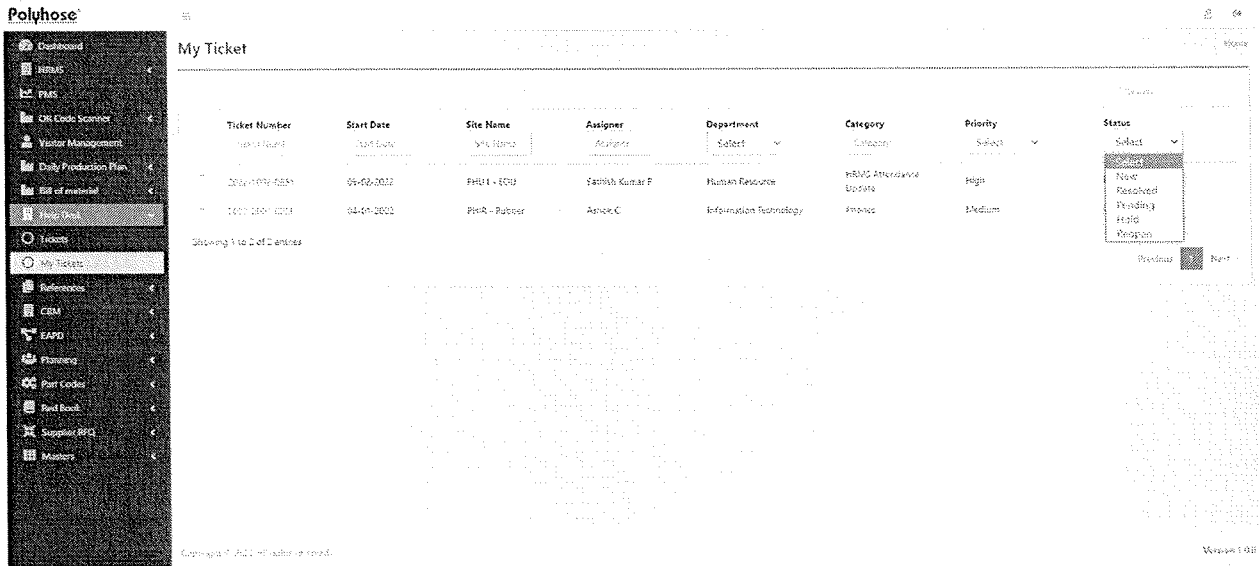
Previous Next

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Checking Ticket Status

 Providing Flexible Solutions Globally	Polyhose Help Desk System Process	Doc. No.		PHGR /IT/2022-23/002	
		Issue No.		01	
		Rev. No.	00	Date	04.04.2022
		Page No.	6 of 8		

A ticket can have various statuses. The requester can filter out tickets based on their statuses. The user can use the dropdown above the list of tickets to choose which kind of tickets should be visible.



The screenshot shows the 'My Ticket' section of the Polyhose Help Desk system. A table lists tickets with columns: Ticket Number, Start Date, Site Name, Assigner, Department, Category, Priority, and Status. The Status column has a dropdown menu open, showing options: New, Resolved, Pending, Hold, and Reopen. The first ticket shown is '2022-004-0054' with a start date of '04-04-2022', assigned to 'Sathish Kumar P' in the 'Human Resource' department, categorized as 'HRMC Attendance Update' with a 'High' priority.

Ticket Number	Start Date	Site Name	Assigner	Department	Category	Priority	Status
2022-004-0054	04-04-2022	PHGR - ECU	Sathish Kumar P	Human Resource	HRMC Attendance Update	High	New
2022-004-0055	04-04-2022	PHGR - Rubber	Archie C	Information Technology	Phone	Medium	Pending

Filtering Tickets

All tickets view

Choosing all tickets will show the requester every ticket raised by them in the helpdesk, no matter what the status of the tickets are.

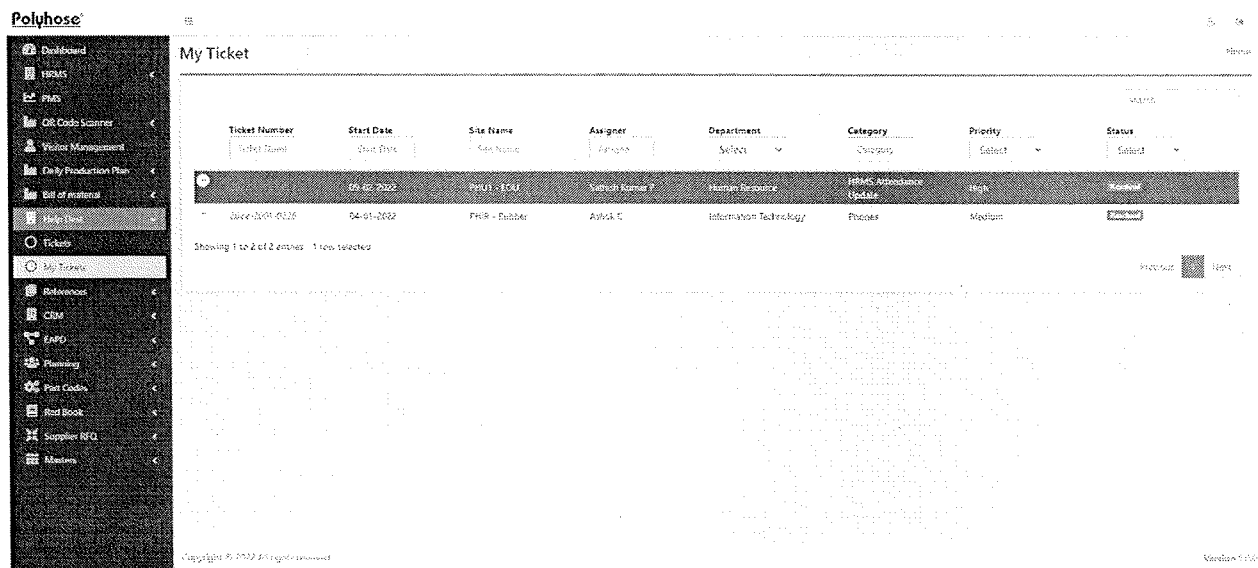
Open or pending tickets

Every ticket that comes in will be in the "New" status by default. The agent can change the status of the ticket to "Pending" when they start handling it or to "Assign to Engineer" when they are awaiting a response from the requester. The SLA timers run when a ticket status is pending. For a requester, all open or pending tickets have a status.

 Providing Flexible Solutions Globally	Polyhose Help Desk System Process	Doc. No.		PHGR /IT/2022-23/002	
		Issue No.		01	
		Rev. No.	00	Date	04.04.2022
		Page No.	7 of 8		

Resolved or Closed

When an agent sends out a reply to a ticket and thinks that the issue has been resolved, the agent will change the status of the ticket to "Resolved". If the requester also agrees to the solution, they can mark the ticket as "Closed".



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My Ticket

Ticket Number	Start Date	Site Name	Assigner	Department	Category	Priority	Status
00000000000000000000	04-01-2022	PHGR - Bhuber	Ashish C.	Information Technology	Process	Medium	Resolved

Showing 1 to 2 of 2 entries. 1 row selected

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Closing Tickets

All closed and resolved tickets can be reopened by the requester when they send out a reply to the tickets.

 Polyhose® Providing Flexible Solutions Globally	Polyhose Help Desk System Process	Doc. No.		PHGR /IT/2022-23/002	
		Issue No.		01	
		Rev. No.	00	Date	04.04.2022
		Page No.		8 of 8	

Rev No	Rev Date	Description	Remarks
00	04.04.2022	Initial release	-

Prepared by : Senthilnathan S 	Reviewed By: Satish Babu B 	Approved by : Aliasger SJ 
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