



ADiTaaS: Automation Platform for the Digital Era

ADiTaaS v5.1

SELF SERVICE GUIDE

June 25, 2021

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Overview

ADiTaaS (Allied Digital Integrated Tool-as-a-Service) is intuitive enterprise service management for the performance of the digital enterprise, on-premises or in the cloud. It provides end-to-end visibility of all services delivered by different business units, while automating processes on the powerful ADiTaaS platform. ADiTaaS is easy to configure and allows you to activate quickly, while scaling to your business needs. With a simple and consistent approach, you increase efficiency, lower costs, and devote more time to innovating and delivering the modern, consumer like, Self-service experience your employees expect.

About This Manual

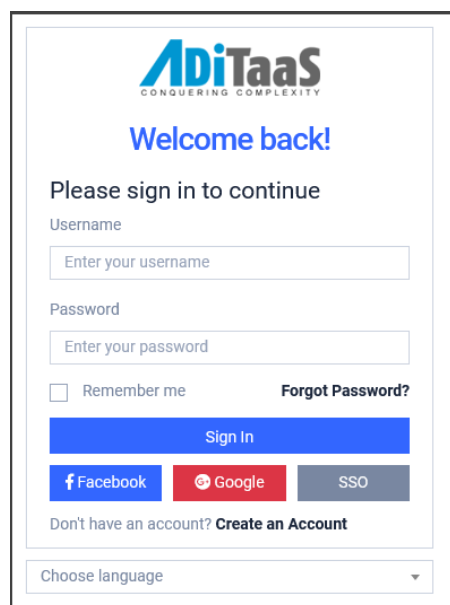
ADiTaaS self-service application gives supported end users a clean, simple front end to their IT support organization. This hand out provides an overview of the ADiTaaS user interface and covers how to report an issue, request a service, check status of a ticket, approve or reject a request, accessing the service catalog, viewing knowledge articles and taking surveys.

Logging In

DOMAIN ID:

Login in to ADiTaaS from any device using your domain ID account.

1. Open a web browser and enter the URL
<https://demoaditaasv5.allieddigital.net/aditaasv5/>
2. On the ADiTaaS login page, enter your username and password in the corresponding fields and then click the 'Sign In' button.
3. The credentials will authenticate with Active Directory and if got success it redirects to the home page of ADiTaaS



ADiTaaS
CONQUERING COMPLEXITY

Welcome back!

Please sign in to continue

Username
Enter your username

Password
Enter your password

Remember me [Forgot Password?](#)

Sign In

Facebook Google SSO

Don't have an account? [Create an Account](#)

Choose language

FACEBOOK:

Enter Facebook credentials to login application.

GOOGLE:

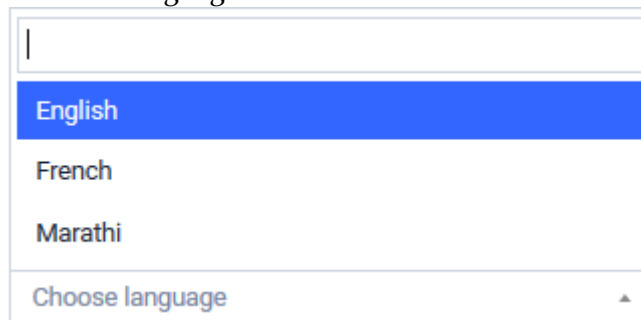
Click on Google icon and enter Google credentials to login.

SSO:

Single sign-on (SSO) is a session and user authentication service that permits a user to use one set of login credentials (e.g., name and password) to access multiple applications.

CHOOSE LANGUAGES:

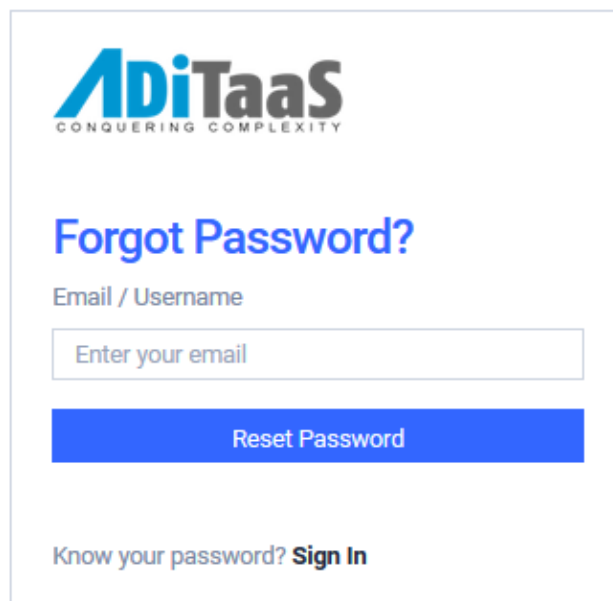
Select preferred language from list of languages available from the list.



A dropdown menu for language selection. The menu is open, showing a list of languages: English (highlighted in blue), French, and Marathi. Below the list is a button labeled "Choose language" with a small upward-pointing triangle icon.

FORGOT PASSWORD:

If you have forgotten your password and you previously entered an email address when signing up for the account or in your Preferences, and you still have access to that email account, then this option can help you recover access to your account.



A "Forgot Password?" form. At the top is the ADiTaaS logo with the tagline "CONQUERING COMPLEXITY". Below the logo is the heading "Forgot Password?". Underneath is the label "Email / Username" followed by a text input field containing the placeholder text "Enter your email". Below the input field is a blue button labeled "Reset Password". At the bottom of the form, it says "Know your password? **Sign In**".

The system will send a temporary password to your saved email address that will allow you to retrieve your account. You can change the password after you log in

CREATE AN ACCOUNT:

Click on “Create an account” to create a new account in application. Fill all mandatory fields in the form and click on “Create account”.

ADiTaaS
Automation platform for the digital era

ADiTaaS (Allied Digital Integrated Tool-as-a-Service) is intuitive enterprise service management for the performance of the digital enterprise, on-premises or in the cloud. It provides end-to-end visibility of all services delivered by different business units, while automating processes on the powerful ADiTaaS platform. ADiTaaS is easy to configure and allows you to activate quickly, while scaling to your business needs. With a simple and consistent approach, you increase efficiency, lower costs, and devote more time to innovating and delivering the modern, consumer like, Self-service experience your employees expect.

Browse our site and see for yourself why you need ADiTaaS.

[LEARN MORE](#)

Get Started

It's free to signup and only takes a minute.

Username

Username is required

First Name

First name is required

Last Name

Last name is required

Password

Password is required

Confirm Password

Confirm Password is required

Email

Email is required

Language
English

Timezone
Choose one

Date format
MM/dd/yyyy

Time format
H:mm

[Create Account](#)

Already have an account? [Sign In](#)

Home Page

Self-service home page contains self-logged/ reported tickets details in grid view under ‘**My Tickets**’. All assigned tickets for approval will be visible under **My Approvals**. It also contains News & Bulletin Column as well as Asset column which will display all assets belonging to logged in user.

The screenshot displays the AdiTaaS user interface. At the top, there is a search bar with the text "Enter ticket number and search...". Below this, a section titled "How can we help you?" offers four options: "I am facing an issue" (Report an Issue), "I need a new service" (Request Service), "I need a new service" (Service & Product Catalog), and "I am looking for Solution" (Solution Catalog). The interface is divided into several sections: "My Announcements" with two recent notices, "Assets" listing a Laptop and a Desktop with "Report an Issue" buttons, "My Tickets" with a table of 179 items, and "My Approvals" with a table of 3 items. Each table includes columns for ID, Title, Status, Assignment Group, Priority, Created By, Creation Time, Last Modified Time, and a "Tar" column. Navigation arrows and "Export to Excel" buttons are present for each table.

| ID | Title | Survey | Status | Assignment Group | Priority | Created By | Creation Time | Last Modified Time | Tar |
|----------------|---|--------|----------|-------------------|----------|------------------|------------------|--------------------|-----|
| R-200910-0004 | Laptop Request LENOVO- X1 YOGA | | OPEN | Service Desk | P2 | Jagadeep Vudatha | 09/10/2020 12:20 | 09/10/2020 12:20 | |
| IN-200902-0003 | Application Slowness Issue, Application Na... | | RESOLVED | Service Desk | P2 | Jagadeep Vudatha | 09/02/2020 09:46 | 06/01/2021 10:31 | 09/ |
| IN-200831-0039 | Application Slowness Issue, Application Na... | | OPEN | Server Support L2 | P1 | Jagadeep Vudatha | 09/01/2020 05:10 | 06/01/2021 10:35 | 09/ |
| IN-200831-0038 | Application Slowness Issue, Application Na... | | OPEN | Server Support L2 | P4 | Jagadeep Vudatha | 09/01/2020 05:07 | 06/01/2021 10:35 | 09/ |
| IN-200831-0037 | Application Slowness Issue, Application Na... | | OPEN | Server Support L2 | P4 | Jagadeep Vudatha | 09/01/2020 03:06 | 06/01/2021 10:35 | 09/ |
| IN-200831-0036 | Application Slowness Issue, Application Na... | | OPEN | Server Support L2 | P4 | Jagadeep Vudatha | 09/01/2020 03:00 | 06/01/2021 10:35 | 09/ |
| IN-200831-0035 | Application Slowness Issue, Application Na... | | OPEN | Server Support L2 | P4 | Jagadeep Vudatha | 09/01/2020 02:47 | 06/01/2021 10:35 | 09/ |
| R-200820-0003 | Request for Software Installations | | CLOSED | Server Support L2 | P4 | Self User | 08/20/2020 18:11 | 11/18/2020 11:31 | 08/ |
| IN-200820-0020 | Outlook is not working. Unable to send mails | | REJECTED | Server Support L2 | P1 | Jagadeep Vudatha | 08/20/2020 16:32 | 08/20/2020 18:02 | 08/ |

| ID | Approval For | Title | Requested By | Approval Group | Status | Creation Time |
|----------------|----------------|-----------------------------|--------------|--------------------|----------|------------------|
| AP-210601-0001 | IN-210601-0002 | Kindly approve | priya.lewis | Network Support L2 | APPROVED | 06/01/2021 15:06 |
| AP-210323-0002 | IN-210208-0010 | Kindly provide your appr... | Arshad | Network Support L2 | APPROVED | 03/23/2021 11:43 |
| AP-210323-0001 | IN-201214-0008 | Kindly Provide your appr... | priya.lewis | Network Support L2 | APPROVED | 03/23/2021 11:42 |

TOOL BAR

Tool bar allows user to view profile related details and search for particular ticket.

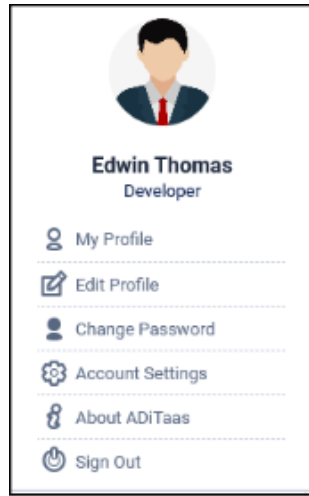


SEARCH

Search bar enables user to search for particular ticket by entering ticket number in search bar.



USER PROFILE

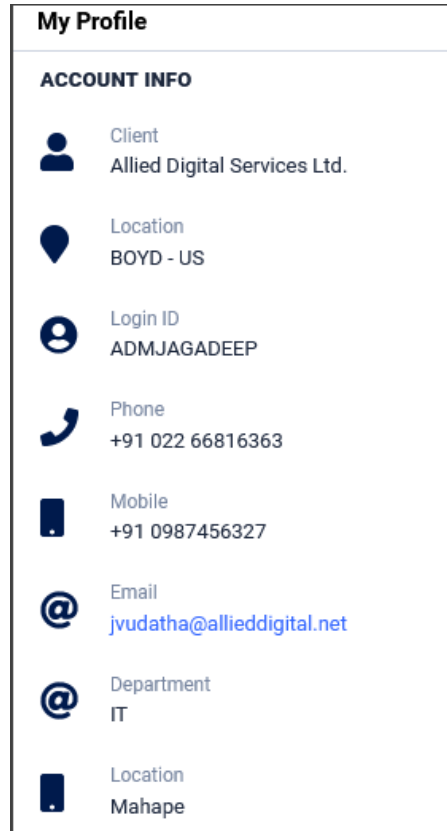


Edwin Thomas
Developer

- My Profile
- Edit Profile
- Change Password
- Account Settings
- About ADiTaas
- Sign Out

My Profile-

You can view and modify your personal profile. When you click My Profile displays all information regarding your account.



My Profile

ACCOUNT INFO

- Client: Allied Digital Services Ltd.
- Location: BOYD - US
- Login ID: ADMJAGADEEP
- Phone: +91 022 66816363
- Mobile: +91 0987456327
- Email: jvudatha@allieddigital.net
- Department: IT
- Location: Mahape

Edit Profile-

User can to modify profile information from edit profile.

Change Password-

Users can change their own password.

To change your own password:

1. On the toolbar, click
2. The Set Password dialog appears.
3. In the Old Password box, type your current password, then type your New Password and
4. Confirm it, then click OK.

Your password is changed

Account Settings-

As Self Service is a web application that can be accessed from anywhere, it is important that you set your current time zone. You do this from the Account Settings Page.

To set your current time zone:

1. On the toolbar, click Account Settings
2. The Account Settings page appears.
3. 2. In the Time zone list, select your current time zone, then click Save.

To set Language:

1. On the toolbar, click Account Settings
2. The Account Settings page appears.
3. In the Language list, select required language, then click Save.

To set your Date/Time Format

1. On the toolbar, click Account Settings
1. The Account Settings page appears.
2. In the Date/Time Format, select required format then click Save.

Account Settings

In this page you can change timezone, date time format and language

LOCALE SETTINGS

| | |
|---|--|
| Language | Timezone |
| <input type="text" value="English"/> | <input type="text" value="IST-Asia/Calcutta"/> |
| Date format | Time format |
| <input type="text" value="MM/dd/yyyy"/> | <input type="text" value="HH:mm"/> |

About ADiTaaS-

User can view version of ADiTaaS tool.

About ADiTaaS
✕

Product Information

Product Name : **ADiTaaS**

Product Version : **v5.1**

[Licensing Information](#)

[Sign Out](#)- Click on sign out to exit from the tool.

USER MANUAL

The User Manual contains all essential information for the user to make full use of the tool. This manual includes a description of the tool functions and step-by-step procedures for tool access and use.

Click on tool bar to access the self-service guide.




REPORT AN ISSUE

If you are facing any issue then click on Report an issue in the home page, displays a new incident creation page. Fill the information and click on submit.




The screenshot displays the ADiTaaS user interface. At the top, there is a search bar with the placeholder text "Enter ticket number and search...". Below this is a navigation bar with the heading "How can we help you?". Underneath the navigation bar, there are four main action buttons: "Report an Issue" (with a warning icon), "Request Service" (with a network icon), "Service & Product Catalog" (with a document icon), and "Solution Catalog" (with a lightbulb icon). Below these buttons, there are two sections: "My Announcements" and "Assets". The "My Announcements" section contains two entries: "Gentle Reminder- expedite: Vaccination - A must!! - Jun 08 03:28AM" and "Allied Digital at Vibrant Gujarat Summit in Ahmedabad (January 17-20, 2019) Jun 08 03:25AM". The "Assets" section contains two entries: "Laptop CI ADCP-CHFD21 (CI-210526-0020)" and "Desktop ADCP-CHOP1 (CI-210526-0007)", each with a "Report an Issue" button.

Enter all * marked mandatory fields.

- a. **Configuration Item-** Optional field. Related CI can be added to the ticket.
- b. **Alternate Location:** Optional field. This field will be used to select any alternate location of the requestor of the ticket.
- c. **Alternate Contact:** Optional field. This field will be used to enter any alternate contact number of the requestor of the ticket.
- d. **On behalf of someone:** Provides option to log in user to raise a ticket for someone else.
- e. **Short Description:** Provide a relevant title to the incident that will exactly summarize the issue.
- f. **Symptoms:** Provide a detailed description with any other associated details relevant to the issue.











ADiTaaS CONSIDERING COMPLEXITY Enter ticket number and search...   

Create New Incident **Submit**


Configuration Item  Alternate Contact Alternate Location  On behalf of someone 




Short Description *

Symptoms *




Paragraph          

Submit













ADiTaaS CONSIDERING COMPLEXITY Enter ticket number and search...   


Create New Incident **Submit**

Configuration Item  Alternate Contact Alternate Location  On behalf of someone 

ADICP-CHOP1
 ADICP-CHFD21

Paragraph          

Submit



AdiTaaS CONQUERING COMPLEXITY

Enter ticket number and search...

Create New Incident Submit

Configuration Item: CI-210526-0007

Alternate Contact: [Empty]

Alternate Location: Mahape

On behalf of someone: Choose one

Short Description *
Desktop is not working

Symptoms *
Paragraph [Rich Text Editor]
Desktop is not working

Submit Cancel

Once all the required mandatory are filled, then click on Submit button.

New ticket will be created with unique incident ID and an email notification is sent to requestor to confirm that the ticket has been logged.

AdiTaaS CONQUERING COMPLEXITY

Enter ticket number and search...

Edit Incident - IN-210607-0006 Add Notes Add Attachment

Ticket Details Activity Log

Status *
OPEN

Configuration Item
CI-210526-0007

Alternate Contact
9878787678

Alternate Location
Mahape

On behalf of someone
Choose one

Priority *
P4

Assignment Group *
Service Desk

Created By
Self User

Created On
06/07/2021 17:10

Last Modified On
[Empty]

Short Description *
Desktop is not working

Symptoms *
Paragraph [Rich Text Editor]
Desktop is not working

REQUEST SERVICE

If you required any new services then click on request service in the home page, displays a new request creation page. Fill the information and click on submit

The screenshot shows the AdiTaaS home page. At the top, there is a search bar with the text "Enter ticket number and search...". Below this is a section titled "How can we help you?" with a search input field. There are four main service request options:

- I am facing an issue:** Represented by a warning icon and a "Report an Issue" button.
- I need a new service:** Represented by a network icon and a "Request Service" button (highlighted with a red border).
- I need a new service:** Represented by a document icon and a "Service & Product Catalog" button.
- I am looking for Solution:** Represented by a lightbulb icon and a "Solution Catalog" button.

Below these options are two sections: "My Announcements" and "Assets".

My Announcements:

- » Gentle Reminder- expedite: Vaccination - A must!! - Jun 08 03:28AM
- » Allied Digital at Vibrant Gujarat Summit in Ahmedabad (January 17-20, 2019) Jun 08 03:25AM

Assets:

- Laptop CI:** ADCP-CHFD21 (CI-210526-0020) with a "Report an issue" button.
- Desktop:** ADCP-CHOP1 (CI-210526-0007) with a "Report an issue" button.

The screenshot shows the "Create Request" form in the AdiTaaS system. The form is titled "Create Request" and has a "Submit" button in the top right corner. The form fields are:

- Configuration Item:** A dropdown menu with "CI-210526-0007" selected.
- Alternate Contact:** An empty text input field.
- Alternate Location:** A dropdown menu with "Choose one" selected.
- On behalf of someone:** A dropdown menu with "Choose one" selected.
- Short Description *:** A text input field containing "Request for laptop charger".
- Additional Comments *:** A rich text editor with a toolbar (bold, italic, bullet, numbered list, link, unlink, image, quote, table, undo, redo) and a text area containing "Request for laptop charger".

At the bottom of the form, there are "Submit" and "Cancel" buttons.

Enter all * marked mandatory fields.

- a. **Configuration Item-** Optional field. Related CI can be added to the ticket.

- b. Alternate Location:** Optional field. This field will be used to select any alternate location of the requestor of the ticket.
- c. Alternate Contact:** Optional field. This field will be used to enter any alternate contact number of the requestor of the ticket.
- d. On behalf of someone:** Provides option to log in user to raise a ticket for someone else.
- e. Short Description:** Provide a relevant title to the request that will exactly summarize the requirement.
- f. Symptoms:** Provide a detailed description with any other associated details relevant to the request.

Once all the required mandatory are filled, then click on Submit button.




New ticket will be created with unique request ID and an email notification is sent to requestor to confirm that the ticket has been logged.

The screenshot shows the 'Edit Request' interface for request R-210607-0001. The form is divided into several sections:

- Header:** 'Edit Request - R-210607-0001' with 'Add Notes' and 'Add Attachment' buttons.
- Navigation:** 'Ticket Details' and 'Activity Log' tabs.
- Form Fields:**
 - Status: OPEN
 - Configuration Item: CI-210526-0007
 - Alternate Contact: (empty)
 - Alternate Location: Choose one
 - On behalf of someone: Choose one
 - Priority: P4
 - Assignment Group: Service Desk
 - Created By: Self User
 - Created On: 06/07/2021 17:14
 - Last Modified On: (empty)
- Short Description:** Request for laptop charger
- Symptoms:** Request for laptop charger
- Notification:** A green box at the bottom right says 'Request created Request id:- R-210607-0001'.


SERVICE CATALOG

Click on 'Service Catalog' in homepage to view all available services. Click on any respective catalog item to raise a request. Fill the information and click on submit.

ADiTaaS Enter ticket number and search...   


How can we help you?

Search for solution...




I am facing an issue

Report an Issue




I need a new service

Request Service



I need a new service

Service & Product Catalog




I am looking for Solution

Solution Catalog

My Announcements


- » Gentle Reminder- expedite: Vaccination - A must!! - Jun 08 03:28AM
- » Allied Digital at Vibrant Gujarat Summit in Ahmedabad (January 17-20, 2019) Jun 08 03:25AM

Assets






Laptop CI
ADCP-CHFD21 (CI-210526-0020)

Report an issue



Desktop
ADCP-CHOP1 (CI-210526-0007)

Report an issue

ADiTaaS Enter ticket number and search...   

Service Catalog


New Hire/Access Requests ▾

All
New Employee Equipment
Computers
Loaner Equipment
Phones & MiFi Devices
Security Badge
Peripherals & Components

Search...


Software

New Employee - Corporate (Non-Region)




Read more

Corporate VDI




Read more

Loaner Laptop




Read more

Loaner MiFi Devices




Read more


Additional Software




Standard Phone (Executives Only)



Keyboard & Mouse



External DVD



SOLUTION CATALOG

In home page under **how can I help you?** Section there is a search option provided to search for solution. If you are looking for more solutions then click on solution catalog. This section allows the user to search for Knowledge Articles based on the criteria selected. These informative articles will help users to solve any common known issues.

Enter ticket number and search...

🔍
🏠
🔔
👤

Unable to Sign PDF

Jun 14, 2021, 5:55:00 PM
Posted in GENERAL
☆☆☆☆☆ 0 Reviews

Problem Description:
Reader lets you sign PDFs and incorporate that signature into the file. If you are viewing a PDF on the web, download the PDF first before you sign it. Some documents have security applied that prohibits electronic signatures. Print such documents and then sign the printed copy.

<https://helpx.adobe.com/reader/using/sign-pdfs.html>

Solution:
Sign a PDF

To sign a PDF document or form, you can type, draw, or insert an image of your handwritten signature. You can also add text, such as your name, company, title, or the date. When you save the document, the signature and text become part of the PDF.

Open the PDF document or form that you want to sign.
Click the Sign icon

The Fill & Sign tool is displayed. Click Fill and Sign.

Fill & Sign
Close

Who needs to fill and sign?

You
Fill form fields, add text and draw or type your signature.

Fill and sign

Others
Add signers, mark where to fill and sign, send it out and track progress.

Request signatures

POWERED BY

Related KB Articles

Tags

Category: SYSTEM

SubCategory: MONITORING

Type: GENERAL

Tags: Sign PDF

The form fields are detected automatically. Hover the mouse over a field to display a blue box. Click anywhere in the blue box, the cursor will be placed at the right position automatically. Type your text to fill the field.

The screenshot displays the ADiTaaS user interface. At the top, there is a search bar with the text "Enter ticket number and search...". Below the search bar, a navigation bar contains icons for home, notifications, and user profile. The main content area is titled "How can we help you?" and features a search input field "Search for solution...". Below this, there are four service options, each with an icon and a button: "I am facing an issue" (Report an Issue), "I need a new service" (Request Service), "I need a new service" (Service & Product Catalog), and "I am looking for Solution" (Solution Catalog). The interface also includes sections for "My Announcements" and "Assets".

VIEW/WRITE REVIEWS


Tool facilities to view/write ratings and reviews. Which will help to choose best solution for issue.

The screenshot shows an "Article Catalog" with a search bar and navigation tabs for "ALL", "GENERAL", and "HOW DO I". There are four article cards displayed:

- Unable to Sign PDF:** Includes a PDF icon with a signature and a red 'X'. The text describes a reader for signing PDFs. It has a 5-star rating and 2 views.
- How to Download & Install Java JDK 8 in W...:** Includes the Java logo. The text describes the Java Development Kit (JDK). It has a 5-star rating and 5 views.
- How to Invite People to Your Organization i...:** Includes a "NO IMAGE AVAILABLE" placeholder. The text describes inviting people to Microsoft Teams. It has a 5-star rating and 3 views.
- How to Set Up Microsoft Teams:** Includes the Microsoft Teams logo. The text describes Microsoft Teams as a collaborative communications platform. It has a 5-star rating and 37 views. A red box highlights the "Total Views" section.

AdiTaaS

How to Set Up Microsoft Teams
Feb 8, 2021, 4:31:00 PM
Posted in **HOW DO I**
★★★★★ 3 Reviews



Problem Description:
Microsoft Teams directly competes with Slack and will replace Skype for Business, as a premier collaborative communications platform for large and small businesses. Set up an organization in Teams and invite your colleagues to start chatting, sharing, and integrating.
<https://www.howtogeek.com/660743/how-to-set-up-microsoft-teams/>
Solution:
Direct any browser to "teams.microsoft.com" and sign in to your Microsoft account.
You can create an account for free if you don't already have one.

Related KB Articles
» How to Invite People to Your Organization in Microsoft Teams
Oct 20, 2020

Tags
Category: SOFTWARE
SubCategory: SOFTWARE INSTALLATION
Type: HOW DO I

Reviews ✕

How to Set Up Microsoft Teams [Edit your review](#)

★★★★★

Edwin Thomas
Created on: Jan 8, 2021, 3:52:00 PM Modified on: Jan 8, 2021, 3:52:00 PM
Good !!
★★★★★

Jagadeep Vudatha
Created on: Nov 20, 2020, 12:29:00 AM Modified on: Jun 20, 2021, 4:43:00 PM
Useful Article !!
★★★★★

Priya Lewis
Created on: Oct 20, 2020, 3:28:00 PM Modified on: Dec 9, 2020, 4:28:00 PM
Very good information
★★★★★

How to Set Up Microsoft Teams

Ratings
★★★★★

Very Useful !!

[Post](#) [Cancel](#)

Click on Related KB Article to view similar KB articles.

The screenshot shows a knowledge base article interface. At the top, there is a search bar with the text 'Enter ticket number and search...'. The article title is 'How to Set Up Microsoft Teams', posted on Feb 8, 2021, at 4:31:00 PM, and is categorized as 'HOW DO I'. It has 3 reviews, indicated by five stars. The article includes a Microsoft Teams logo image. The 'Problem Description' states that Microsoft Teams competes with Slack and will replace Skype for Business. The 'Solution' provides a link to a how-to guide and instructions to sign in to a Microsoft account. On the right side, there are sections for 'Related KB Articles' (with one article highlighted: 'How to Invite People to Your Organization in Microsoft Teams'), 'Tags' (Category: SOFTWARE, SubCategory: SOFTWARE INSTALLATION, Type: HOW DO I).

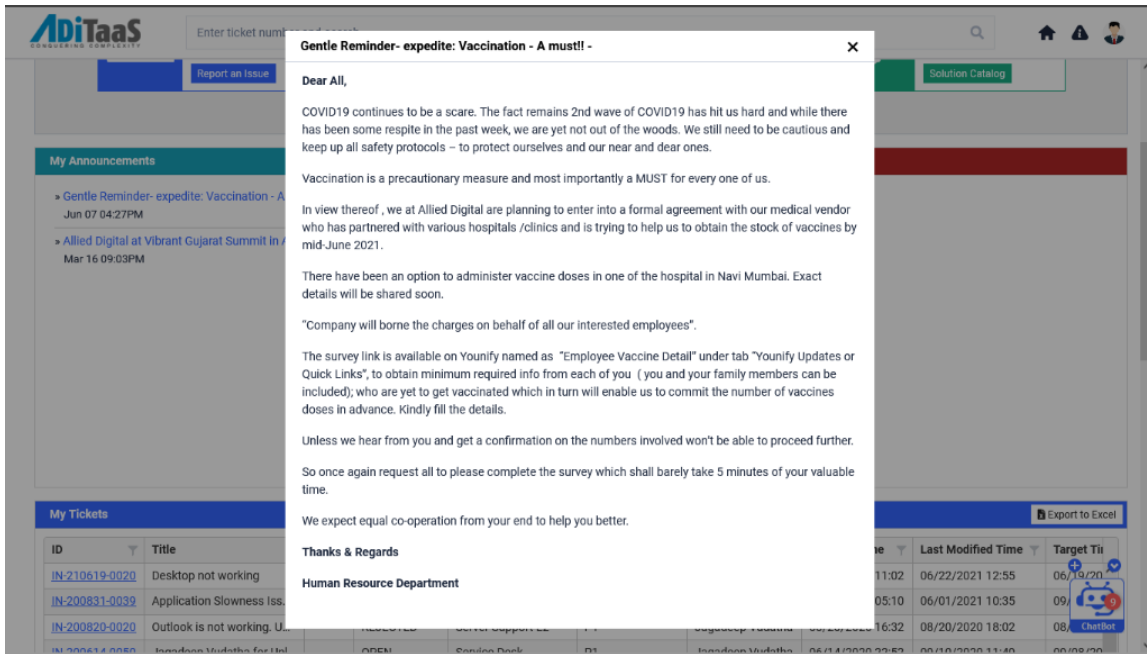
MY ANNOUNCEMENTS

User can view all important news published in organization under My Announcements section. Click on news title to read more.

It also allows to download attachments if any.

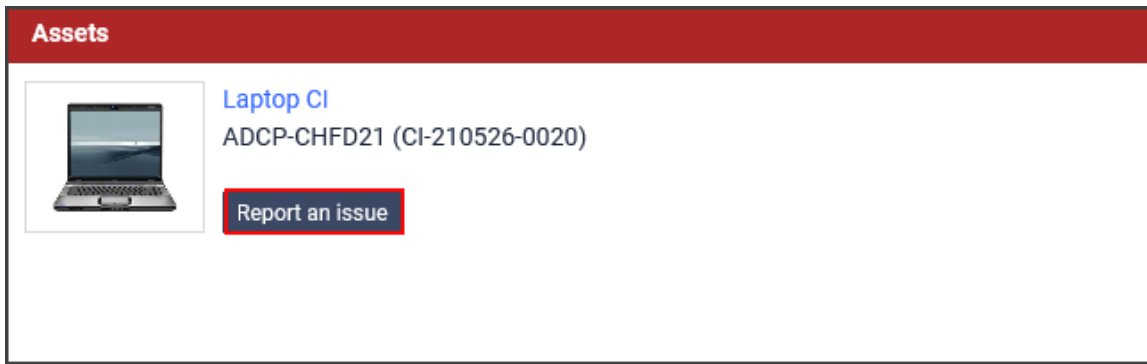
The screenshot shows the 'My Announcements' section with a teal header. It contains two announcements:

- » [Gentle Reminder- expedite: Vaccination - A must!! -](#)
Jun 07 04:27PM
- » [Allied Digital at Vibrant Gujarat Summit in Ahmedabad \(January 17-20, 2019\)](#)
Mar 16 09:03PM



ASSETS

Displays the list of assets assigned to the user. Clicking on report an issue placed beside asset will directly raise a ticket for selected CI.



VIEW TICKET STATUS

User can view all self-logged/ reported tickets details in grid view under 'My Tickets'. Click on add notes/ attachment to add more details to the ticket.

My Tickets Export to Excel

| ID | Title | Survey | Status | Assignment Group | Priority | Created By | Creation Time | Last Modified Time | Target |
|--------------------------------|---|----------------------|----------|------------------|----------|------------------|------------------|--------------------|--------|
| R-210607-0001 | Request for laptop charger | | OPEN | Service Desk | P4 | Self User | 06/07/2021 17:14 | | 06/ |
| IN-210607-0006 | Desktop is not working | | OPEN | Service Desk | P4 | Self User | 06/07/2021 17:10 | | 06/ |
| IN-210604-0002 | AD Account Unlock | | OPEN | Service Desk | P4 | Self User | 06/04/2021 09:24 | 06/07/2021 15:39 | 06/ |
| IN-210323-0002 | Password Reset | | CLOSED | Service Desk | P4 | Jagadeep Vudatha | 03/23/2021 11:40 | 03/23/2021 12:40 | |
| IN-210323-0001 | Account Lockout | Link | CLOSED | Service Desk | P4 | Jagadeep Vudatha | 03/23/2021 11:38 | 03/23/2021 12:39 | |
| IN-201110-0004 | Printer paper Jam, Printer Name:Canon Plix... | | OPEN | Service Desk | P2 | Jagadeep Vudatha | 11/10/2020 16:05 | 11/11/2020 11:49 | 11/ |
| R-201021-0001 | Request for Software Installations | | OPEN | Service Desk | P2 | Jagadeep Vudatha | 10/21/2020 09:09 | 06/01/2021 10:34 | |
| IN-201008-0003 | Laptop not working | Link | RESOLVED | Service Desk | P4 | Self User | 10/08/2020 10:56 | 10/08/2020 10:58 | 10/ |
| R-200910-0004 | Laptop Request LENOVO- X1 YOGA | | OPEN | Service Desk | P2 | Jagadeep Vudatha | 09/10/2020 12:20 | 09/10/2020 12:20 | |

1 - 15 of 181 items

My Approvals Export to Excel

| ID | Approval For | Title | Requested By | Approval Group | Status | Creation Time |
|--------------------------------|--------------------------------|-----------------------------|--------------|--------------------|----------|------------------|
| AP-210601-0001 | IN-210601-0002 | Kindly approve | priya.lewis | Network Support L2 | APPROVED | 06/01/2021 15:06 |
| AP-210323-0002 | IN-210208-0010 | Kindly provide your appr... | Arshad | Network Support L2 | APPROVED | 03/23/2021 11:43 |

FILTERING THE DATA/ COLUMNS

Filter option at the top of each columns helps agent to filter the data according to their requirements.

My Tickets Export to Excel

| ID | Title | Survey | Status | Assignment Group | Priority | Created By | Creation Time | Last Modified Time | Target |
|--------------------------------|---|----------------------|--------|------------------|----------|------------------|------------------|--------------------|--------|
| IN-210622-0017 | https://demoaditaasv5.allieddigital.net/adit... | | OPEN | | | Edwin Thomas | 06/22/2021 10:34 | 06/22/2021 10:34 | 06/22/ |
| IN-210622-0013 | Jagadeep Vudatha for Unlock the Account | | OPEN | | | Priya Lewis | 06/22/2021 10:13 | | 06/22/ |
| IN-210622-0011 | Jagadeep Vudatha for Unlock the Account | | OPEN | | | Priya Lewis | 06/22/2021 10:13 | | 06/22/ |
| IN-210622-0010 | Jagadeep Vudatha for Unlock the Account | | OPEN | | | Priya Lewis | 06/22/2021 10:13 | | 06/22/ |
| IN-210622-0008 | Jagadeep Vudatha for Unlock the Account | | OPEN | | | Priya Lewis | 06/22/2021 10:13 | | 06/22/ |
| IN-210622-0005 | Jagadeep Vudatha for Unlock the Account | | OPEN | | | Priya Lewis | 06/22/2021 10:13 | | 06/22/ |
| IN-210619-0020 | Desktop not working | Link | CLOSED | | | Jagadeep Vudatha | 06/19/2021 11:02 | 06/22/2021 12:55 | 06/19/ |
| IN-210619-0017 | Jagadeep Vudatha for Unlock the Account | | OPEN | | | Priya Lewis | 06/19/2021 10:36 | | 06/19/ |
| IN-210619-0015 | Jagadeep Vudatha for Unlock the Account | Link | CLOSED | | | Priya Lewis | 06/19/2021 10:36 | 06/22/2021 11:04 | 06/19/ |

1 - 15 of 195 items

My Tickets Export to Excel

| ID | Title | Survey | Status | Assignment Group | Priority | Created By | Creation Time | Last Modified Time | Target |
|--------------------------------|---|----------------------|--------|------------------|----------|------------------|------------------|--------------------|--------|
| IN-210622-0017 | https://demoaditaasv5.allieddigital.net/adit... | | OPEN | | | Edwin Thomas | 06/22/2021 10:34 | 06/22/2021 10:34 | 06/22/ |
| IN-210622-0013 | Jagadeep Vudatha for Unlock the Account | | OPEN | | | Priya Lewis | 06/22/2021 10:13 | | 06/22/ |
| IN-210622-0011 | Jagadeep Vudatha for Unlock the Account | | OPEN | | | Priya Lewis | 06/22/2021 10:13 | | 06/22/ |
| IN-210622-0010 | Jagadeep Vudatha for Unlock the Account | | OPEN | | | Priya Lewis | 06/22/2021 10:13 | | 06/22/ |
| IN-210622-0008 | Jagadeep Vudatha for Unlock the Account | | OPEN | | | Priya Lewis | 06/22/2021 10:13 | | 06/22/ |
| IN-210622-0005 | Jagadeep Vudatha for Unlock the Account | | OPEN | | | Priya Lewis | 06/22/2021 10:13 | | 06/22/ |
| IN-210619-0020 | Desktop not working | Link | CLOSED | | | Jagadeep Vudatha | 06/19/2021 11:02 | 06/22/2021 12:55 | 06/19/ |
| IN-210619-0017 | Jagadeep Vudatha for Unlock the Account | | OPEN | | | Priya Lewis | 06/19/2021 10:36 | | 06/19/ |
| IN-210619-0015 | Jagadeep Vudatha for Unlock the Account | Link | CLOSED | | | Priya Lewis | 06/19/2021 10:36 | 06/22/2021 11:04 | 06/19/ |

1 - 15 of 195 items

SORTING THE DATA/ COLUMNS

The sort order for a data grid is indicated graphically in the column headers. A small arrow next to the column heading indicates the sort direction as well as which column is being sorted on.

You can change the sort attribute by clicking the column that you want to sort on. If you click a column that is already sorted, the direction of sorting is switched.

| ID | Title | Survey | Status | Assignment Group | Priority | Created By | Creation Time | Last Modified Time | Target Time |
|--------------------------------|------------------------------|----------------------|----------|-------------------|----------|------------------|------------------|--------------------|-------------|
| IN-210619-0020 | Desktop not working | Link | CLOSED | Service Desk | P1 | Jagadeep Vudatha | 06/19/2021 11:02 | 06/22/2021 12:55 | 06/19/2021 |
| IN-200831-0039 | Application Slowness Iss... | | OPEN | Server Support L2 | P1 | Jagadeep Vudatha | 09/01/2020 05:10 | 06/01/2021 10:35 | 09/07/2020 |
| IN-200820-0020 | Outlook is not working. U... | | REJECTED | Server Support L2 | P1 | Jagadeep Vudatha | 08/20/2020 16:32 | 08/20/2020 18:02 | 08/21/2020 |

PAGE NAVIGATION

Sometimes your results list will fill more than a single results page. You display the different results pages using the page control at the bottom of the results list.



Click on arrows to display the first page, previous page, displays the next page and final page of the results. You can also type the page you want to display into the text box in the middle of the page control, then press ENTER.

EXPORT TO EXCEL

Allows to export ticket data in an excel format.

| ID | Title | Survey | Status | Assignment Group | Priority | Created By | Creation Time | Last Modified Time | Target Time |
|--------------------------------|---|----------------------|--------|-------------------|----------|------------------|------------------|--------------------|-------------|
| IN-210622-0017 | https://demoaditaasv5.allieddigital.net/adit... | | OPEN | Service Desk | P4 | Edwin Thomas | 06/22/2021 10:34 | 06/22/2021 10:34 | 06/22/2021 |
| IN-210622-0013 | Jagadeep Vudatha for Unlock the Account | | OPEN | Service Desk | P4 | Priya Lewis | 06/22/2021 10:13 | | 06/22/2021 |
| IN-210622-0011 | Jagadeep Vudatha for Unlock the Account | | OPEN | Service Desk | P4 | Priya Lewis | 06/22/2021 10:13 | | 06/22/2021 |
| IN-210622-0010 | Jagadeep Vudatha for Unlock the Account | | OPEN | Service Desk | P4 | Priya Lewis | 06/22/2021 10:13 | | 06/22/2021 |
| IN-210622-0008 | Jagadeep Vudatha for Unlock the Account | | OPEN | Server Support L2 | P4 | Priya Lewis | 06/22/2021 10:13 | | 06/22/2021 |
| IN-210622-0005 | Jagadeep Vudatha for Unlock the Account | | OPEN | Service Desk | P4 | Priya Lewis | 06/22/2021 10:13 | | 06/22/2021 |
| IN-210619-0020 | Desktop not working | Link | CLOSED | Service Desk | P1 | Jagadeep Vudatha | 06/19/2021 11:02 | 06/22/2021 12:55 | 06/19/2021 |
| IN-210619-0017 | Jagadeep Vudatha for Unlock the Account | | OPEN | Service Desk | P4 | Priya Lewis | 06/19/2021 10:36 | | 06/19/2021 |
| IN-210619-0015 | Jagadeep Vudatha for Unlock the Account | Link | CLOSED | Service Desk | P4 | Priya Lewis | 06/19/2021 10:36 | 06/22/2021 11:04 | 06/19/2021 |

ADD NOTES

To add any additional information to a ticket, click on Add Notes.

1. Add Notes dialog box will open,
2. Enter the required comments/images/screenshots in the Notes section and click on **Add Notes**.

Edit Incident - IN-210607-0006 [Add Notes] [Add Attachment]

Ticket Details | Activity Log

| | | | |
|----------------------|--------------------|--------------------|--------------------|
| Status * | Configuration Item | Alternate Contact | Alternate Location |
| OPEN | CI-210526-0007 | 9878787678 | Mahape |
| On behalf of someone | Priority * | Assignment Group * | Created By |
| Choose one | P4 | Service Desk | Self User |
| Created On | Last Modified On | | |
| 06/07/2021 17:10 | | | |

Short Description *

Desktop is not working

Symptoms *

Paragraph [Rich Text Editor]

Desktop is not working

Add Notes [Close]

Notes *

Paragraph [Rich Text Editor]

Kindly resolve my issue earliest as possible

[Add Notes] [Cancel]

Added information will be visible in **Activity Log**.

ADiTaaS Enter ticket number and search... 🏠 🔔 👤

Edit Incident - IN-210607-0006 Add Notes Add Attachment

Ticket Details Activity Log

» Detailed Activity Log Activity Type: All

Notes added on 06/07/2021 17:26 by user = Self User

Kindly resolve my issue earliest as possible

Incident created on 06/07/2021 17:10 by user = Self User

Client:- Allied
Requestor Name:- Self User
Contact No.:- 87498712313
Status:- OPEN
Location:- Mahape
Priority:- P4
Severity:- LOW
Assignment Group:- Service Desk
Channel:- SELF SERVICE
CI Name:- ADCP-CHOP1 (CI-210526-0007)
Alternate Contact:- 9878787678
Alternate Location:- Mahape

ADD ATTACHMNET

To add an attachment to a ticket, click on Add Attachment.

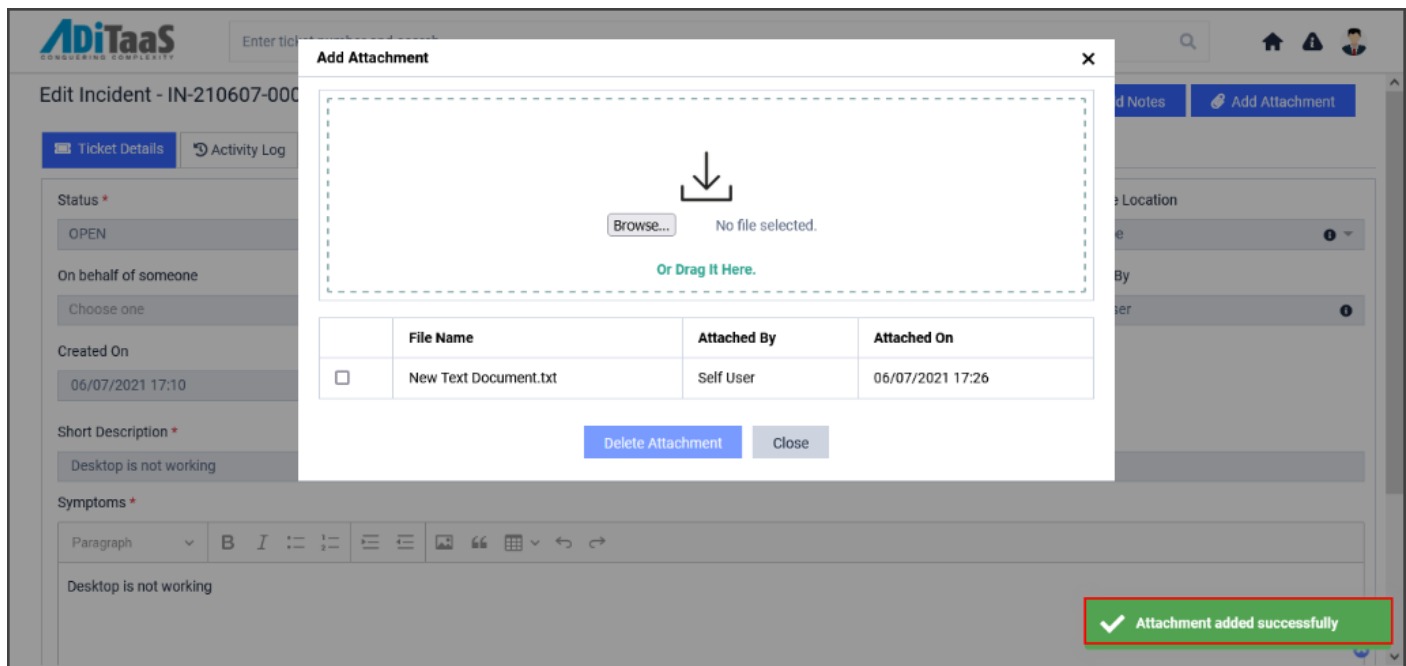
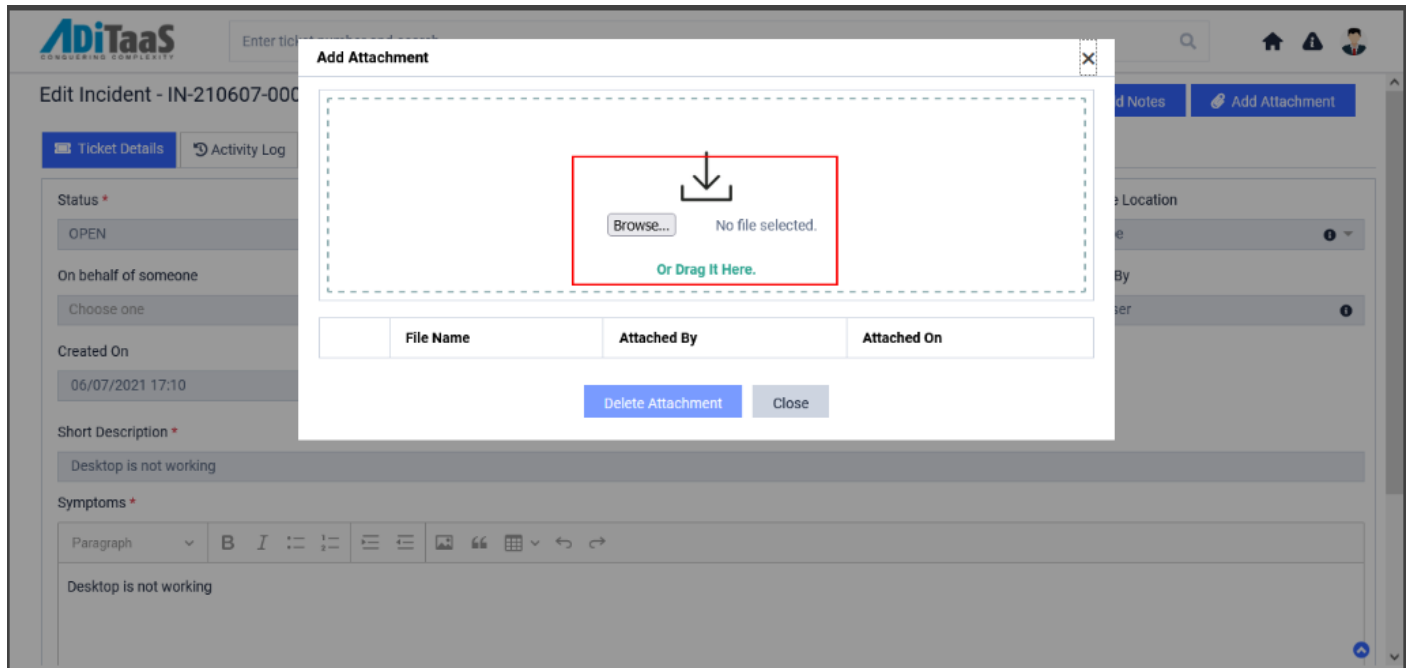
1. On clicking will open up a new window.
2. From the file chooser window, choose the file to be attached or directly drag and drop the attachment to add.
3. Click open to upload the attachment.

ADiTaaS Enter ticket number and search... 🏠 🔔 👤

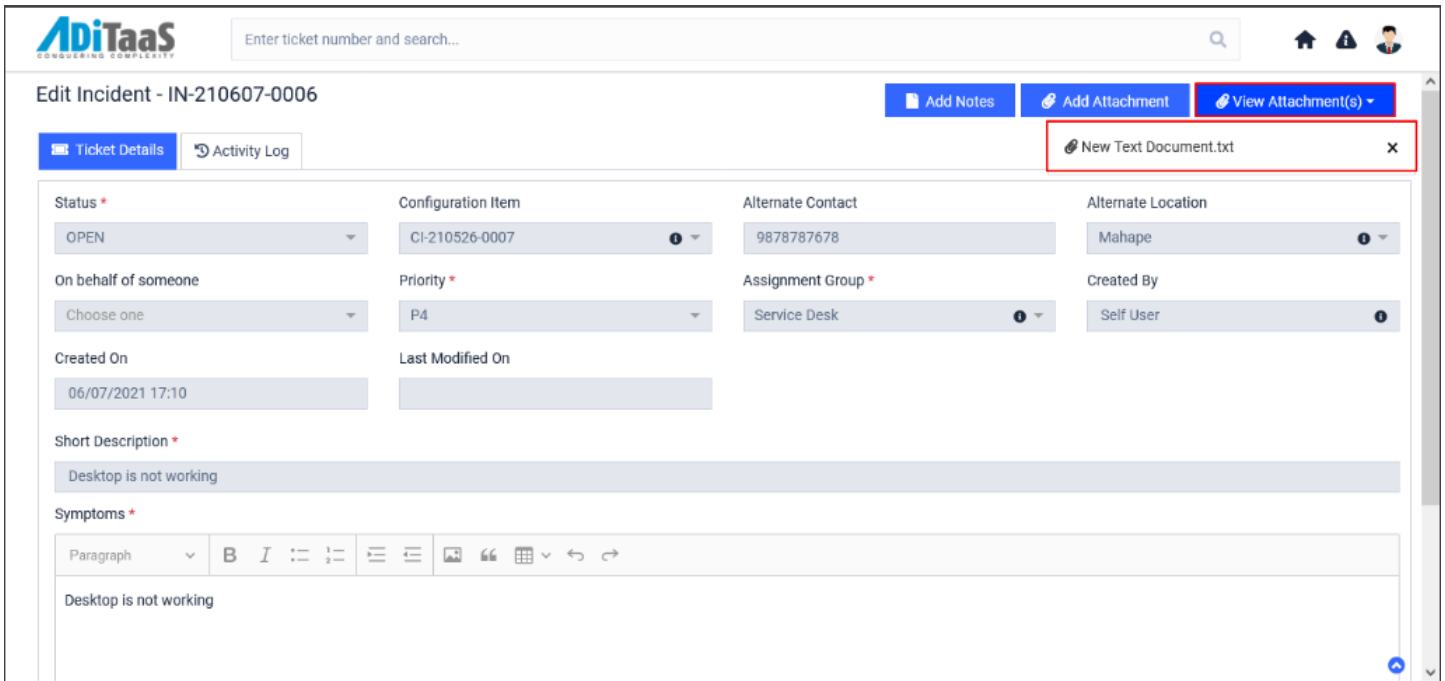
Edit Incident - IN-210607-0006 Add Notes Add Attachment

Ticket Details Activity Log

| | | | |
|------------------------|--------------------|--------------------|--------------------|
| Status * | Configuration Item | Alternate Contact | Alternate Location |
| OPEN | CI-210526-0007 | 9878787678 | Mahape |
| On behalf of someone | Priority * | Assignment Group * | Created By |
| Choose one | P4 | Service Desk | Self User |
| Created On | Last Modified On | | |
| 06/07/2021 17:10 | | | |
| Short Description * | | | |
| Desktop is not working | | | |
| Symptoms * | | | |
| Paragraph | | | |
| Desktop is not working | | | |

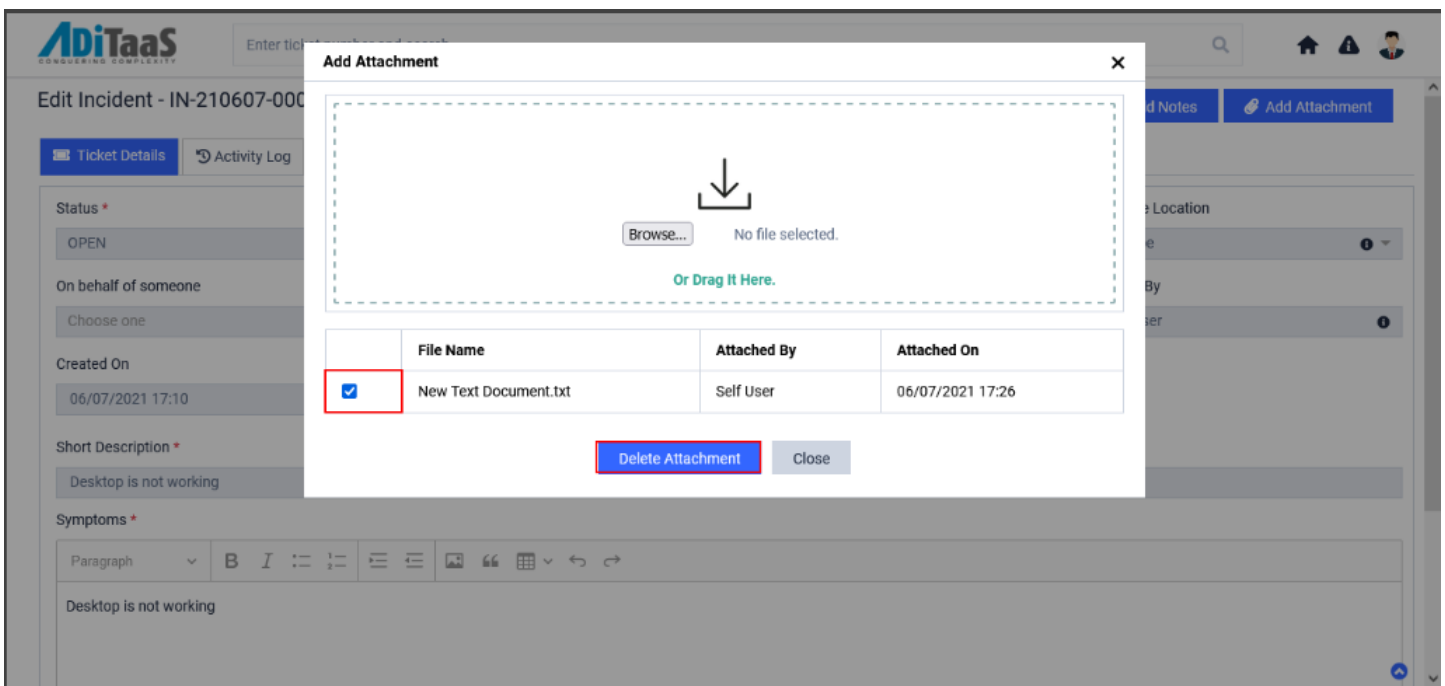


All Uploaded attachments will be visible Under 'View Attachments' tab.



DELETE /REMOVE ATTACHMNET

To remove an attachment, click on respective attached attachment from the “**Add Attachment**” window and click on ‘**Delete Attachment**’.



To quick delete an attachment , click on ‘**View Attachments**’ tab and go to respective attachment click on ‘x’ placed next to it.

AdiTaaS CONQUERING COMPLEXITY

Enter ticket number and search...

Edit Incident - IN-210607-0006

Buttons: Add Notes, Add Attachment, View Attachment(s)

Attachment: **New Text Document.txt**

| | | | |
|---|---|---|-------------------------------------|
| Status * OPEN | Configuration Item CI-210526-0007 | Alternate Contact 9878787678 | Alternate Location Mahape |
| On behalf of someone Choose one | Priority * P4 | Assignment Group * Service Desk | Created By Self User |
| Created On 06/07/2021 17:10 | Last Modified On | | |

Short Description *
Desktop is not working

Symptoms *
Paragraph B I ... Desktop is not working

VIEW TICKET RESOLUTION

AdiTaaS CONQUERING COMPLEXITY

Enter ticket number and search...

Edit Incident - IN-210619-0020

Buttons: Add Notes, Add Attachment, View Attachment(s)

| | | | |
|---|---|---|---|
| Status * RESOLVED | Configuration Item CI-210526-0020 | Alternate Contact | Alternate Location Choose one |
| On behalf of someone Choose one | Priority * P1 | Assignment Group * Service Desk | Created By Jagadeep Vudatha |
| Created On 06/19/2021 11:02 | Last Modified On 06/22/2021 12:54 | | |

Short Description *
Desktop not working

Symptoms *
Paragraph B I ... Desktop not working

Resolution Comments *
Paragraph B I ... Press Ctrl + Alt + Del to open the Windows Task Manager. If the Task Manager can open, highlight the program that is **not responding** and choose End Task, which should unfreeze the **computer**

ACTIVITY LOG

Activity log captures all the actions performed on ticket from ticket creation to closure with date/time stamp.

The screenshot shows the ADiTaaS interface for editing incident IN-210607-0006. The 'Activity Log' tab is active, displaying a 'Detailed Activity Log' with the following entries:

- Attachment added on 06/07/2021 17:26 by user = Self User**
Attachment Name:- New Text Document.txt, Added by user = Self User
- Notes added on 06/07/2021 17:26 by user = Self User**
Kindly resolve my issue earlist as possible
- Incident created on 06/07/2021 17:10 by user = Self User**
Client:- Allied
Requestor Name:- Self User
Contact No.:- 87498712313
Status:- OPEN
Location:- Mahape
Priority:- P4

MY APPROVALS

This section contains all open approvals for the requests assigned to you. User can either 'Approve' or 'Reject' with comments

| My Approvals | | | | | | | Export to Excel |
|--------------------------------|--------------------------------|-----------------------------|--------------|--------------------|----------|------------------|-----------------|
| ID | Approval For | Title | Requested By | Approval Group | Status | Creation Time | |
| AP-210601-0001 | IN-210601-0002 | Kindly approve | priya.lewis | Network Support L2 | APPROVED | 06/01/2021 15:06 | |
| AP-210323-0002 | IN-210208-0010 | Kindly provide your appr... | Arshad | Network Support L2 | APPROVED | 03/23/2021 11:43 | |
| AP-210323-0001 | IN-201214-0008 | Kindly Provide your appr... | priya.lewis | Network Support L2 | APPROVED | 03/23/2021 11:42 | |

1 - 3 of 3 items

ADiTaaS Enter ticket number and search... 🔍 🏠 🔔 👤

Edit Approval - AP-210601-0001

Approval For: Status: Approval Group: Approver:

Submitted Date: Sequence Of: Authorized By: Authorized On:

Approver Comments:

Comments:

MY GROUP APPROVALS

Contains all open approvals for the requests assigned to the group “logged in user” belongs. User can either ‘Approve’ or ‘Reject’ with comments.

SURVEY

To provide a feedback on the ticket, Click on Survey under My Tickets. Go to respective ticket and click on Survey Link. Enter the survey details by clicking on radio buttons, click on Submit to complete the survey.

ADiTaaS CONQUERING COMPLEXITY

Enter ticket number and search...

My Tickets Export to Excel

| ID | Title | Survey | Status | Assignment Group | Priority | Created By | Creation Time | Last Modified Time | Tar |
|--------------------------------|--|----------------------|----------|------------------|----------|------------------|------------------|--------------------|-----|
| R-210607-0001 | Request for laptop charger | | OPEN | Service Desk | P4 | Self User | 06/07/2021 17:14 | | 06/ |
| IN-210607-0006 | Desktop is not working | | OPEN | Service Desk | P4 | Self User | 06/07/2021 17:10 | 06/07/2021 17:26 | 06/ |
| IN-210604-0002 | AD Account Unlock | | OPEN | Service Desk | P4 | Self User | 06/04/2021 09:24 | 06/07/2021 15:39 | 06/ |
| IN-210323-0002 | Password Reset | | CLOSED | Service Desk | P4 | Jagadeep Vudatha | 03/23/2021 11:40 | 03/23/2021 12:40 | |
| IN-210323-0001 | Account Lockout | Link | CLOSED | Service Desk | P4 | Jagadeep Vudatha | 03/23/2021 11:38 | 03/23/2021 12:39 | |
| IN-201110-0004 | Printer paper Jam, Printer Name:Canon Pix... | | OPEN | Service Desk | P2 | Jagadeep Vudatha | 11/10/2020 16:05 | 11/11/2020 11:49 | 11/ |
| R-201021-0001 | Request for Software Installations | | OPEN | Service Desk | P2 | Jagadeep Vudatha | 10/21/2020 09:09 | 06/01/2021 10:34 | |
| IN-201008-0003 | Laptop not working | Link | RESOLVED | Service Desk | P4 | Self User | 10/08/2020 10:56 | 10/08/2020 10:58 | 10/ |
| R-200910-0004 | Laptop Request LENOVO- X1 YOGA | | OPEN | Service Desk | P2 | Jagadeep Vudatha | 09/10/2020 12:20 | 09/10/2020 12:20 | |

1 - 15 of 181 items

My Approvals Export to Excel

| ID | Approval For | Title | Requested By | Approval Group | Status | Creation Time |
|--------------------------------|--------------------------------|-----------------------------|--------------|--------------------|----------|------------------|
| AP-210601-0001 | IN-210601-0002 | Kindly approve | priya.lewis | Network Support L2 | APPROVED | 06/01/2021 15:06 |
| AP-210323-0002 | IN-210208-0010 | Kindly provide your appr... | Arshad | Network Support L2 | APPROVED | 03/23/2021 11:43 |

ADiTaaS CONQUERING COMPLEXITY


Incident Survey form Submit X


Ticket ID: IN-210619-0020 Created On: 06/19/2021 11:02 Resolved On: 06/22/2021 12:54 Resolved By: Jagadeep Vudatha

- Overall quality of Remote support *
☆☆☆☆☆
- Knowledge and professionalism of the Remote support staff *
 Very satisfied Satisfied Average Dissatisfied Very dissatisfied
- Communication and follow-up on problem resolution
 Very satisfied Satisfied Average Dissatisfied Very Dissatisfied
- The ability of help desk to diagnose your problem *
☆☆☆☆☆
- Time taken to resolve your problem *
 Very satisfied Satisfied Average Dissatisfied Very dissatisfied
- Please add any additional feedback on how we can provide better IT support:

Submit Cancel

User can also access and provide survey by clicking on the survey link received via email.

 Tue 08-06-2021 13:33
ADiTaaS US Demo
[IN-210608-0003] Survey mail

To  Lewis, Priya

Hi Priya Lewis,

Incident [IN-210608-0003] has been resolved so please provide your feedback by clicking on below link:

[Survey Link](#)

Thank you.