

ERP Helpdesk Manual



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ERP Helpdesk

Video Guidance

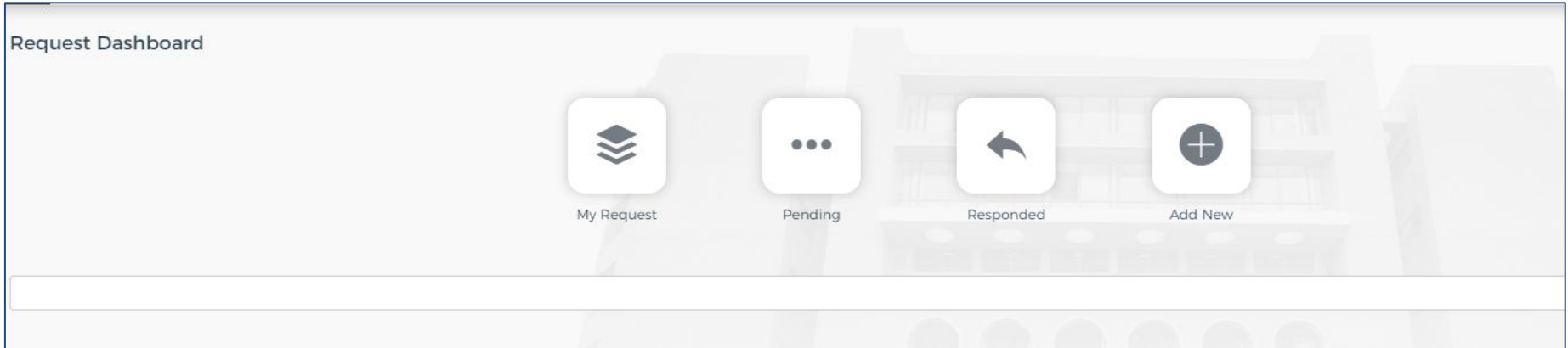
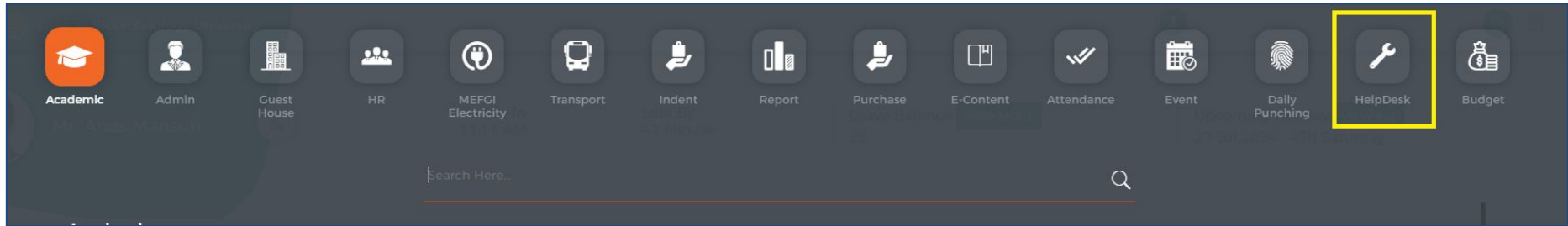
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Go to Helpdesk Module:[Click Here](#)



Click on Button

Request Dashboard



My Request



Pending



Responded



Add New

Submit Your Request Here

Your Request for

Select Category

Sub Category

Select Sub Category

Responsible Person

Request Detail

Request Detail

Select Location

Select Location

Upload Document if any (PDF,JPG,PNG ONLY)

Choose File

No file chosen

SAVE

CLEAR

Your **Help Desk**,
To Solve Your **Problems**



Your Request are Answered




Satisfying Work




Work done in Time Limit

Select a Category and Subcategory.


Request Dashboard




My Request



Pending



Responded



Add New

Submit Your Request Here

Your Request for

IT Support

Sub Category

Internet is not working

Responsible Person

At Level 1 : BH

At Level 2 : SL

Request Detail

Request Detail

Select Location


Select Location

Upload Document if any (PDF,JPG,PNG ONLY)


Choose File No file chosen

SAVE CLEAR


Your Help Desk, To Solve Your Problems



Your Request are Answered



Satisfying Work



Work done in Time Limit

Select a Category and Subcategory

1. You can see Level 1 and Level 2 officers assigned to the respective category and subcategory.
2. Write Request Detail
3. Select Location
4. Upload Document if any (PDF, JPG, PNG)
5. Click on Save

Go to Helpdesk Module:[Click Here](#)

Request Dashboard

My Request Pending Responded Add New Category Master Responsible Level

Responded Not Responded Close

Close Request list

Responded Records

ID	Category & Reason	By and Date	Level	Action	Close
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When request Responded by officer, It will display here

When request Not-Respond by officer, It will display here

The screenshot shows a 'Request Dashboard' with a top navigation bar containing icons for 'My Request', 'Pending', 'Responded', 'Add New', 'Category Master', and 'Responsible Level'. Below this is a filter bar with three buttons: 'Responded' (highlighted in green), 'Not Responded', and 'Close'. A callout box labeled 'Close Request list' points to the 'Close' button. Below the filter bar is a table titled 'Responded Records'. The table has six columns: 'ID', 'Category & Reason', 'By and Date', 'Level', 'Action', and 'Close'. Two callout boxes at the bottom point to the 'Responded' and 'Not Responded' filter buttons. The first callout, labeled 'When request Responded by officer, It will display here', points to the 'Responded' button. The second callout, labeled 'When request Not-Respond by officer, It will display here', points to the 'Not Responded' button.

Video Guidance

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Thank You