

USER MANUAL

ArCReS1.0 (Artinity Case Reporting System)

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1. ArCRes1.0: The Case Reporting System

ArCRes1.0 is an on-line case reporting system developed by Artinity Sdn Bhd to be used by our customers to report problem pertaining to the ICT equipment that are currently maintain and support by the company. The system provides function for the user to view and keep track of the assets (equipment) that have been installed at their premises. It also allows the user to monitor the status or progress of the problem reported.

Figure 1.0 shows ArCRes1.0 system flow chart.

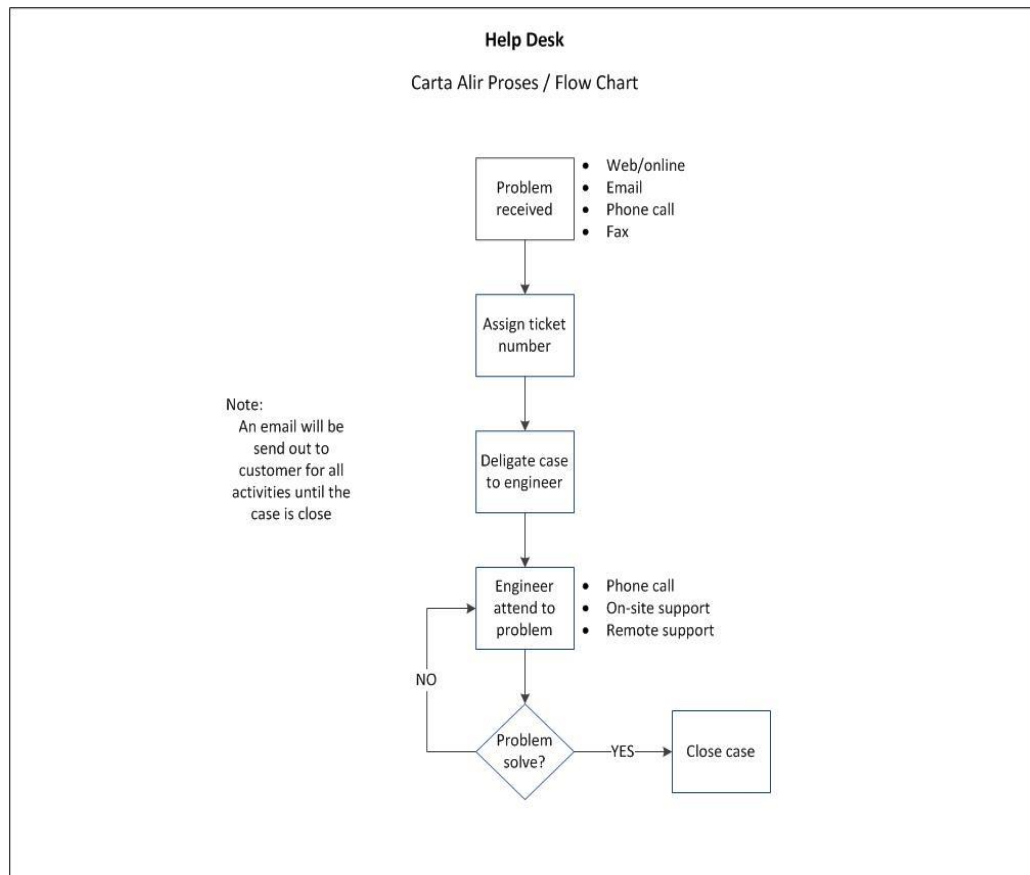


Figure 1.0: ArCRes1.0 Flow Chart

1.1 Problem Received

The customer may choose one of the following options to submit the case details to the company:

- a. Email the problem details to support@artinity.my
- b. Fax the problem log sheet to 03 8210 6765. Please refer to Appendix A for the problem log sheet.
- c. Call the ArCRes1.0 officer at 011 26979153 and provide the case details.
- d. Login to on-line ArCRes1.0 to log and submit the case details.

If the case was submitted via option a, b, or c, the ArCRes1.0 officer will assist the customer to open the case in ArCRes1.0.

1.2 Assign Ticket Number

A ticket number will be generated and assigned for every case reported. An email will be sent out to the respective person as specified in the system for future reference. This ticket number can be used to track and monitor the status of the problem reported.

1.3 Delegate Case to the Engineer

Our Technical leads will then assign the open case to the respective service engineer to handle and solve the problem. For further details, please refer to our support and maintenance procedure (Appendix B) document.

1.4 Engineer Attends to the Problem Reported

Depending on the contract, the engineers will normally response within 30 minutes from the time the case is open. The engineers will response by contacting the customer either through phone or email.

The engineer will request additional information from the customer to enable him to access the current system condition before deciding on the next course of action. He may also request system access to perform remote troubleshooting.

If the problem cannot be resolved remotely, the engineer will schedule for site visit to further rectify the problem and close the case as fast as possible.

Table 1.0 show our on-site response commitment

Severity	System Condition	On site response	Frequency Update
1	The production system is down or does not function at all, and there is no circumvention for the problem; a significant number of critical customers are affected, and a production business system is inoperable.	Within 3 hours	Every 2 hours
2	A component of the system is not performing; creating a significant operational impact.	Within 5 hours	Next business Day
3	A component of the system is not performing as documented; unexpected results; intermittent problems; moderate or minor operational impact	Next Business Day	Next business day

Table 1.0: On-Site Response Commitment

1.5 Closing the Case

All reported cases can be closed either by the customer or by the service engineer subject to the customer's consent only.

2. How to Access ArCRes1.0

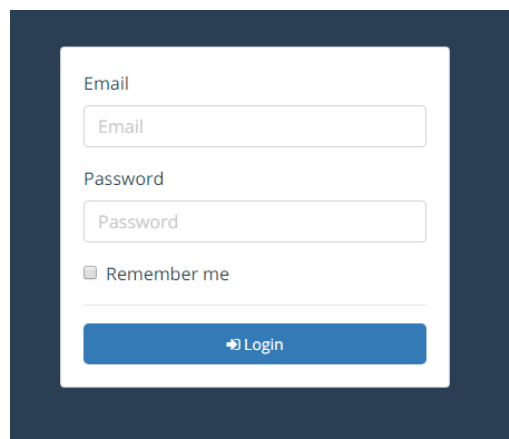
ArCRes1.0 can be accessed from Windows, Android and Apple IOS platforms. This document will only elaborate on how to access ArCRes1.0 from the Windows platform.

Following are the step-by-step procedure on how to access ArCRes1.0

- a. Launch the browser such as IE or Chrome
- b. Key in *http://www.artinity.my/support* and click on ArCRes1.0 to access the system
- c. Enter user name (email address) and password to access the system
- d. Tick 'Remember me' if you wish the browser to recognise you for the next login.

Note: Please change the password after the first time login. Please refer to section 3.4 (Profile) on how to change the password

Figure 2.0 shows the login windows of the system



The image shows a login form with a white background and a dark blue border. It contains the following elements: an 'Email' label above a text input field with 'Email' as a placeholder; a 'Password' label above a text input field with 'Password' as a placeholder; a 'Remember me' checkbox; and a blue 'Login' button with a right-pointing arrow icon.

Figure 2.0: Login Window

3. The Interface

The interface consists of two panels known as the Navigation Menu Panel and the Information Panel

- a. Navigation Menu Panel
Navigation Menu resides on the left side of the screen. There are four options available for navigation purposes. They are Dashboard, Tickets, Assets and Profile. Details on each navigation option will be further explained in the next section.
- b. Information Panel
Information panel resides on right side of the screen. This panel provides information related to the menu option selected by the user. The logout button resides on the top right of the Information panel.

3.1 Navigation Menu - Dashboard

Dashboard provides the summary of the status information for each requested case. It contains the following information:

- Total pending Ticket – The case has been open but the service engineer has not yet been assigned to the case.
- Total Open / In Progress Ticket – The service engineer has been assigned but the case is still open.
- Total Closed Ticket – It refer to the case that has been solved and the customer agreed to close the case
- Total Ticket - The number of cases that has been reported regardless of its status. It contains the sum of total Pending Ticket, total of In-Progress Ticket and total of Closed Ticket.

Figure 3.0 shows the Dashboard window

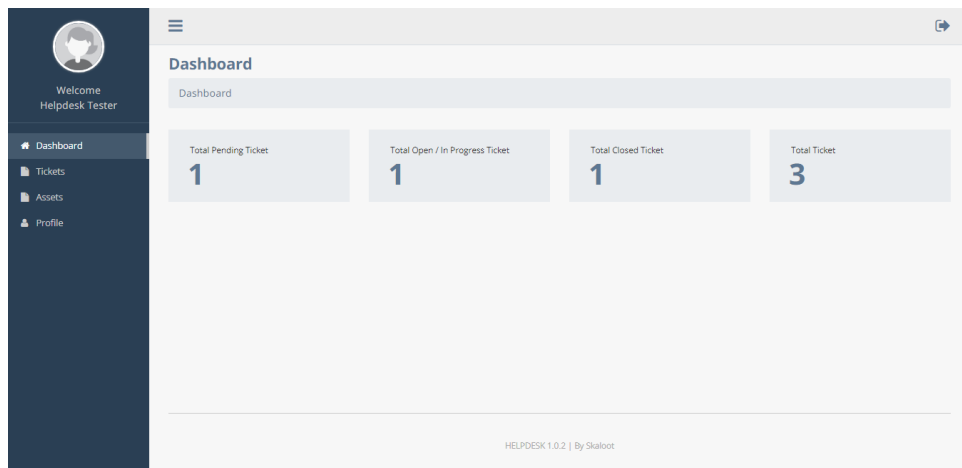


Figure 3.0: The Dashboard Window

3.2 Navigation Menu - Tickets

Figure 3.1 shows the listing of each ticket represented for each case reported. The listing displays information for each ticket including status. There are four (4) types of status that can be displayed here. This has been described in the previous section (Dashboard).

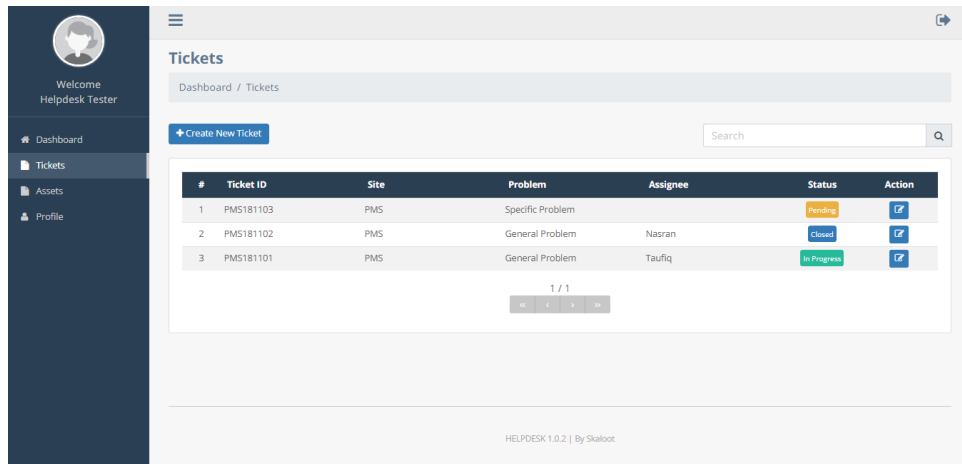


Figure 3.1: Ticket Listing

These following activities can be performed at this page:

1. Search
Enable you to do a full or partials search on the keyword of the reported problems. You can also search using the ticket id or assignee engineer.
2. View or Update the Progress of the Case (Action Button)
By clicking on the Action button, the system will navigate users to a new page displaying the ticket details as shown in figure 3.2.
3. Create New Ticket
This button allows users to create a new ticket. By clicking on this button, the system will navigate users to the "Create New Ticket" page as shown in Figure 3.3.

3.2.1 View Ticket Details

This action button navigates the user to view the ticket's details.

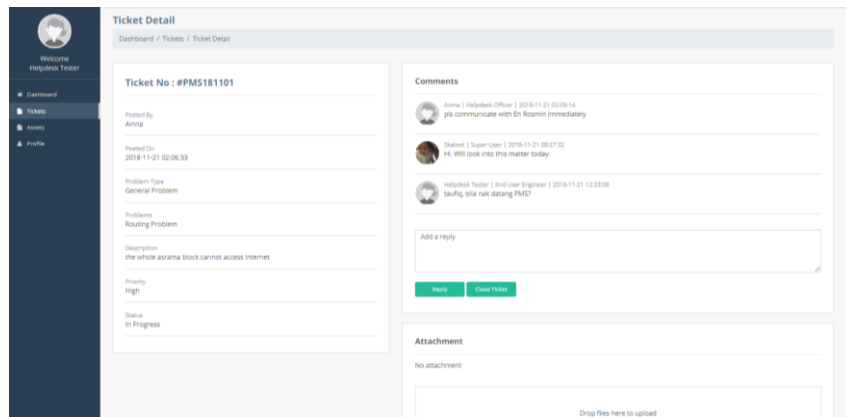


Figure 3.2: Ticket Details

3.2.2 Create New Ticket

Each ticket is associated with one reported problem. The reported problem has been classified as below:

- a. General Problem and
- b. Specific Problem

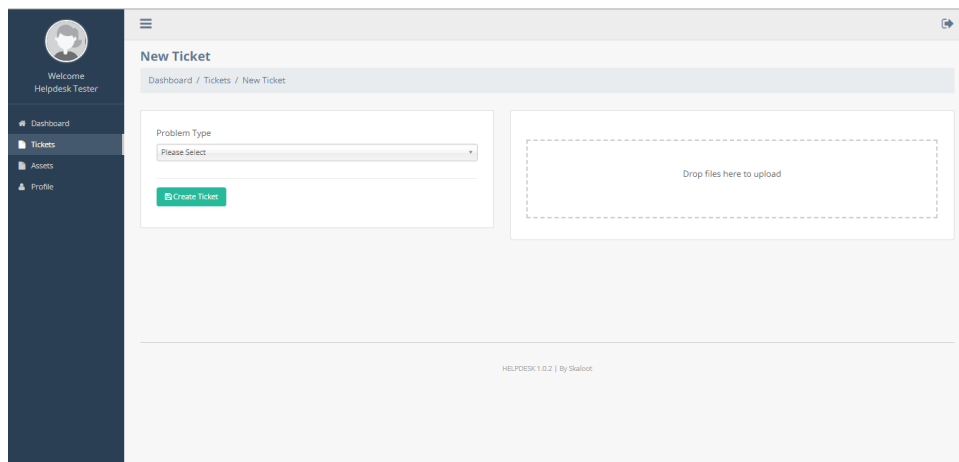


Figure 3.3: Create New Ticket window

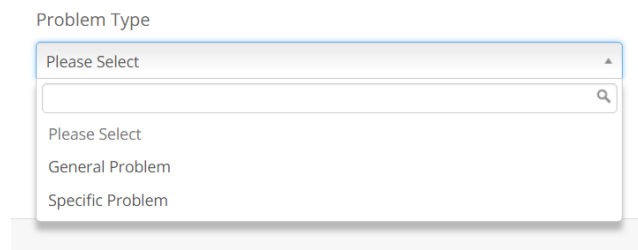


Figure 3.4: Problem Type Option

a. General Problem

General problem is refers to a generic problem that is NOT associated with any specific hardware or serial number. For example, in the case of routing problem, we are unable to identify the exact equipment that is giving the problem because there are more than one devices involved in the routing. Thus, similar case as such will be classified as **general problem**.

The user has to select the “Problems” listed under the drop down menu option as shown in Figure 3.6 below. If the problem to be reported is not listed the customer has to select “Others” and enter the problem’s description.

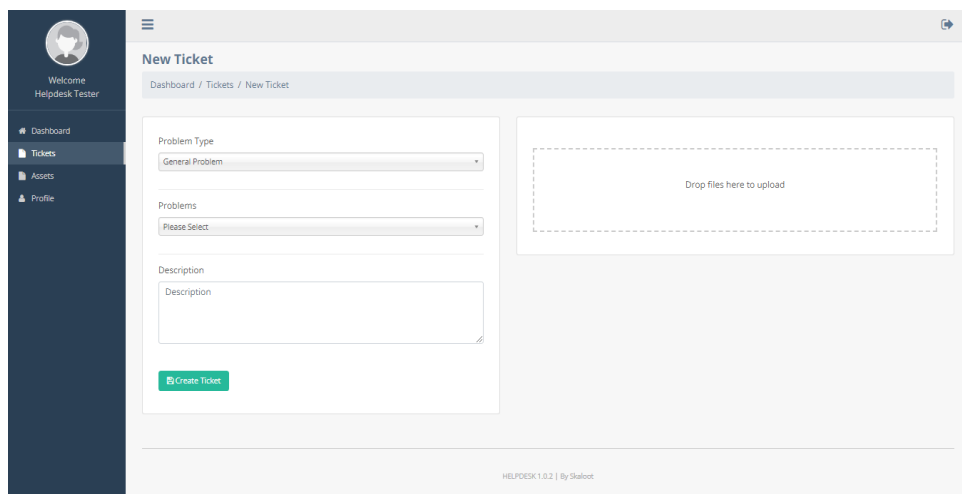


Figure 3.5: General Problem Window

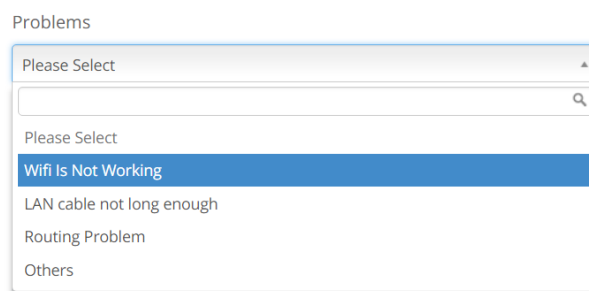


Figure 3.6: General Problem Option List

b. Specific Problem

Specific problem is refers to a particular problem that is associated with specific hardware or serial number. For example, the case of faulty switch ports, we will able to identify the exact location, model of the switch and the serial number. Therefore, the user should have the equipment’s serial number or ASB Asset Number ready beforehand prior to reporting the case.

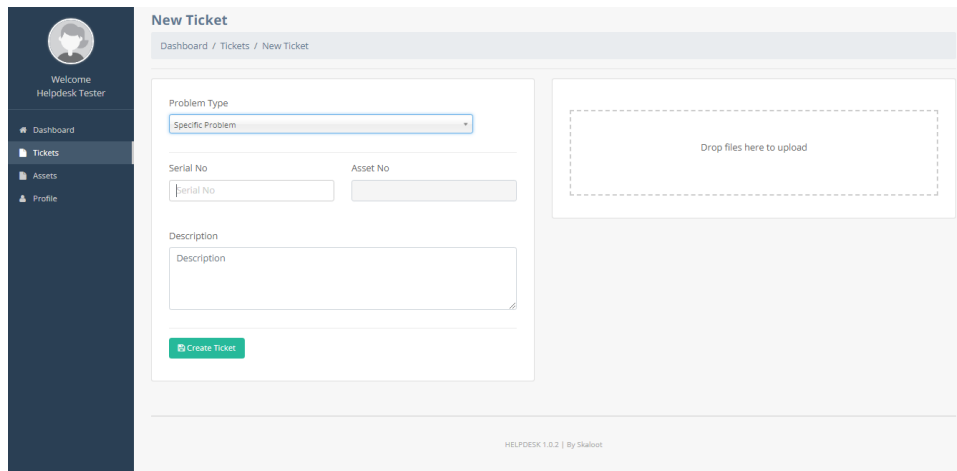


Figure 3.7: Specific Problem Windows

3.3 Navigation Menu - Assets

Assets is the menu option where users can get the information of the equipment installed at their location (site). Among the available information are Serial Number, Product Number, Asset Number, IP Address and Installation Location

Figure 3.8 shows the Asset Window

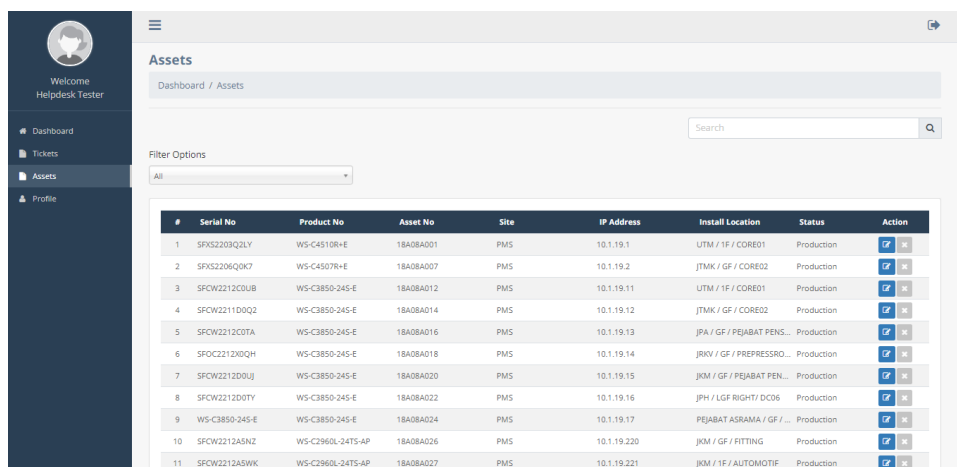


Figure 3.8: Asset Window

The following activities can be performed at this window:

1. Search

User may search for any equipment by using the keywords (full or partial) from any fields of the above information (Serial Number, Product Number, Asset Number, IP Address, or Installation Location).

2. Filter Options

In some cases, the length of list of equipment could reach few pages. Users may filter the listing by using the Filter Option drop down menu. Figure 3.9 shows the option available for the Filter Option Menu.

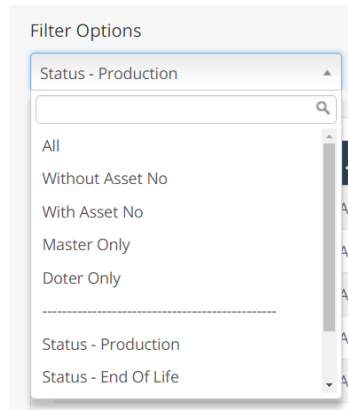


Figure 3.9: Filter Option Drop Down Menu

3.3.1 View Asset Details

This action button navigates the user to view the equipment information details. Additional information are available such as contract number, warranty start and end date. Users are not allowed to amend the information unless you are authorised to do so.

Figure 3.10 shows the Asset Details Information Window

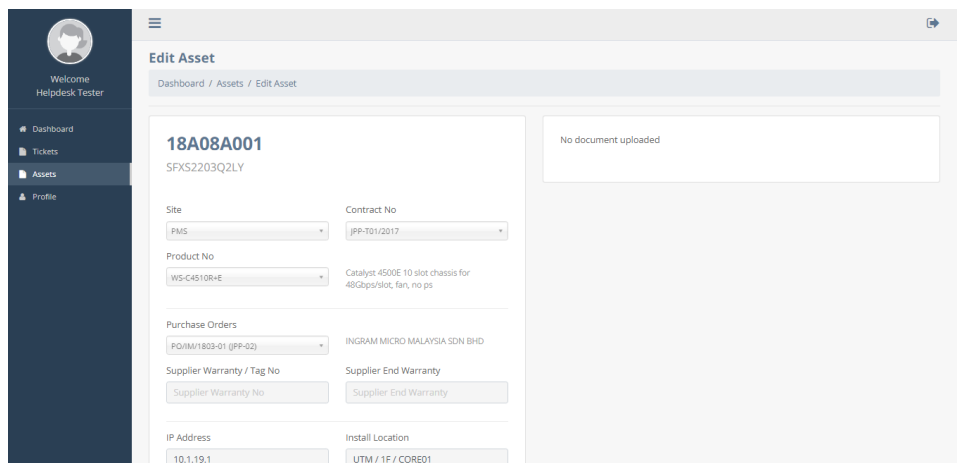


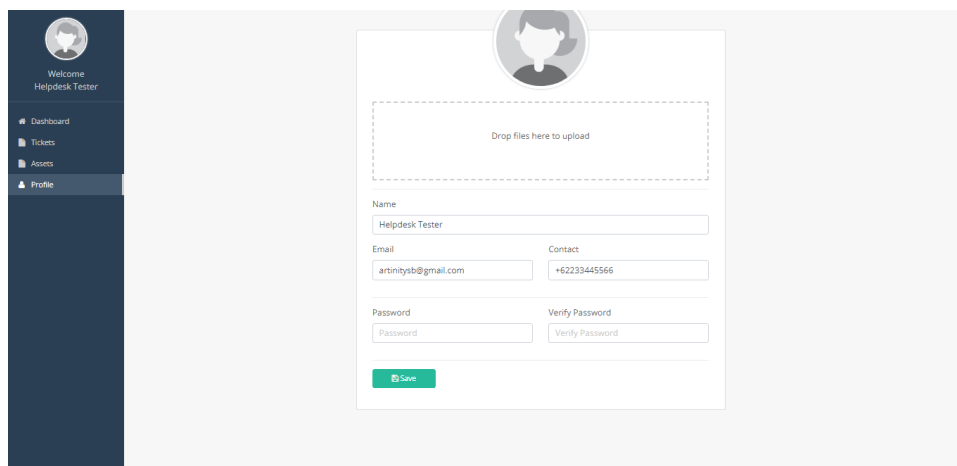
Figure 3.10: Asset Detail Information Window

3.4 Navigation Menu - Profile

Profile is the menu option where you can amend the contact number and the system access password.

Please take note that the email address and contact number are compulsory fields.

Users are advised to regularly change their password. For first time login to the system, users are strongly advised to change the default password given.



The screenshot shows the 'Profile' window in the Artinity system. On the left is a dark blue navigation menu with a 'Profile' option highlighted. The main content area features a profile form with a circular profile picture placeholder and a 'Drop files here to upload' instruction. The form includes the following fields:

- Name: Helpdesk Tester
- Email: artinitysb@gmail.com
- Contact: +62233445566
- Password: Password
- Verify Password: Verify Password

A green 'Save' button is located at the bottom of the form.

Figure 3.11: Profile Window

APPENDIX A: Problem Log Sheet

PLEASE FAX THIS FORM TO 03-8210 6765 OR EMAIL TO support@artinity.my FOR ASSURED RESPONSE

Customer's Information

Organization Name	:				
Reported by	:				
Tel. Number	:		Mobile Number	:	
Email	:				
Report Date	:		Report Time	:	

Problem Description

Please mark (X) where appropriate					
()	: Software	()	: Hardware	()	: Network Equipment
()	: Communication Lines	()	: Cabling	()	: Others

Please provide brief description of the problem:

For Office Use Only

Log Reference No						:		
Logged by	:		Date	:		Time	:	
Attended by	:		Date	:		Time	:	
Escalated to	:		Date	:		Time	:	
Closed by	:		Date	:		Time	:	

APPENDIX B: Support and Maintenance Procedure

The company strives to provide high standard of services. We provide a comprehensive maintenance and support service to our valued customers to ensure that their systems are running at optimum level.

Following is our standard support and maintenance procedure.

STAGE 1: Problem Reporting

- Coordinator receives Problem Report via fax/ telephone/ email from customer
 - Problem will be logged and given a log number for tracking by both parties (internal and customer)
 - Support Coordinator will escalate the logged problem to the 1st Level support engineer
 - Support Coordinator will continue to monitor the logged problem until case is solved and closed
-

STAGE 2: 1st Level Support

- 1st Level support engineer will response to client within 2 (two) business hours i.e from the time the problem is logged
 - Established remote assistance to investigate the problem
 - Representative will be sent to site if on-site assistance is required
 - In the event that the 1st level support engineer is unable to solve the problem, the problem will be escalated to Stage 3, the 2nd Level Support
-

STAGE 3: 2nd Level Support

- The end Level support team comprises of engineers and consultants who are expert in their own respective fields
 - This team will take over the situation and work out a solution to the problem
 - The engineer in-charge of the problem will work with the respective parties involved to expedite the resolution to the problem
 - In the event that the problem still remains unresolved, the engineer in-charge will escalate the problem to the relevant principal for further assistance
-

STAGE 4: Principal/ External Assistance

- At this stage, assistance from the principal or other external parties will be sought to resolve the problem
- All efforts will be focused to this problem until case is closed