



Tata Teleservices Ltd.

**Connect2Solve-X-Employee
User Manual**

Mar'4, 2016

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Chapter 1 - Introduction

“Connect to solve is a helpdesk application for TTL ex-Employee to raise their concern. This is one stop online portal to address all issues / concerns related to finance department. The main premise of Connect to solve is simplicity and speed of resolution of issues / concerns.

In the normal course of work, TTL Spoc team handle lot of transactions, requests for information and requests for approvals/concurrence. While our teams are trying their best to deliver on the requirements of the Business, yet there could be areas where deadlines have been missed or your requests are not getting addressed.

If you have a concern that has not been addressed within the stipulated timeframe provided to you, we request you to kindly register your request/complaint on our portal. This portal will enable to track requests in a structured manner and provide the necessary resolution in timely manner.”

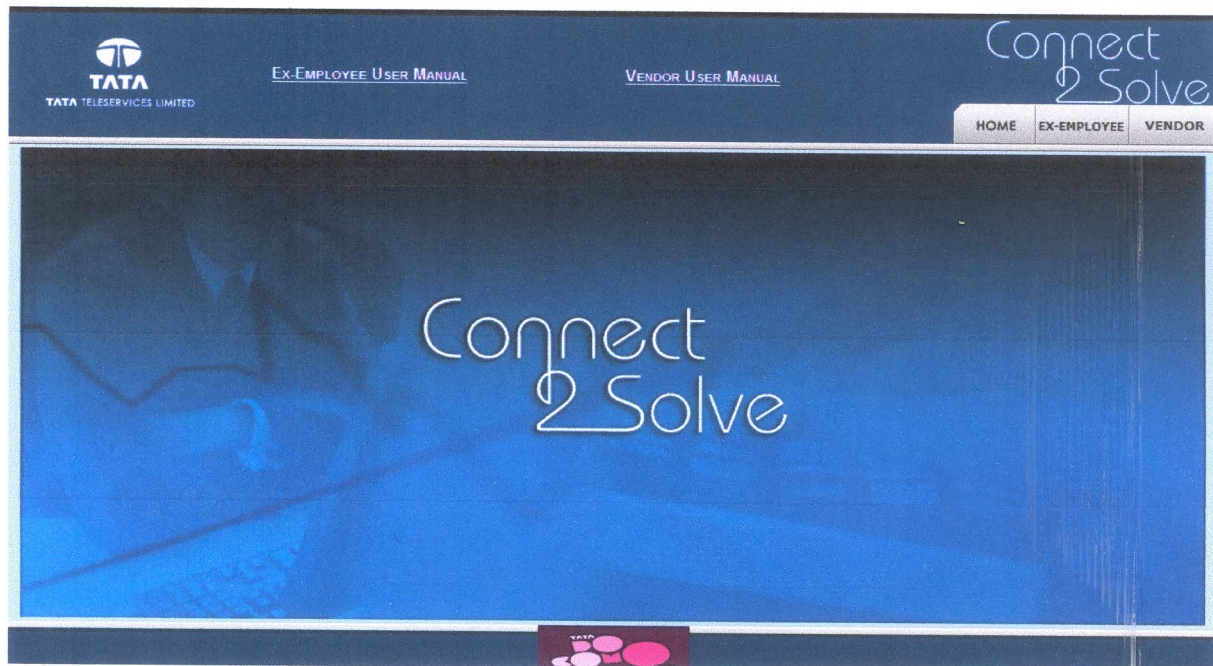
Chapter 2 – Logging on to Connect2Solve

2.1 How to Logon

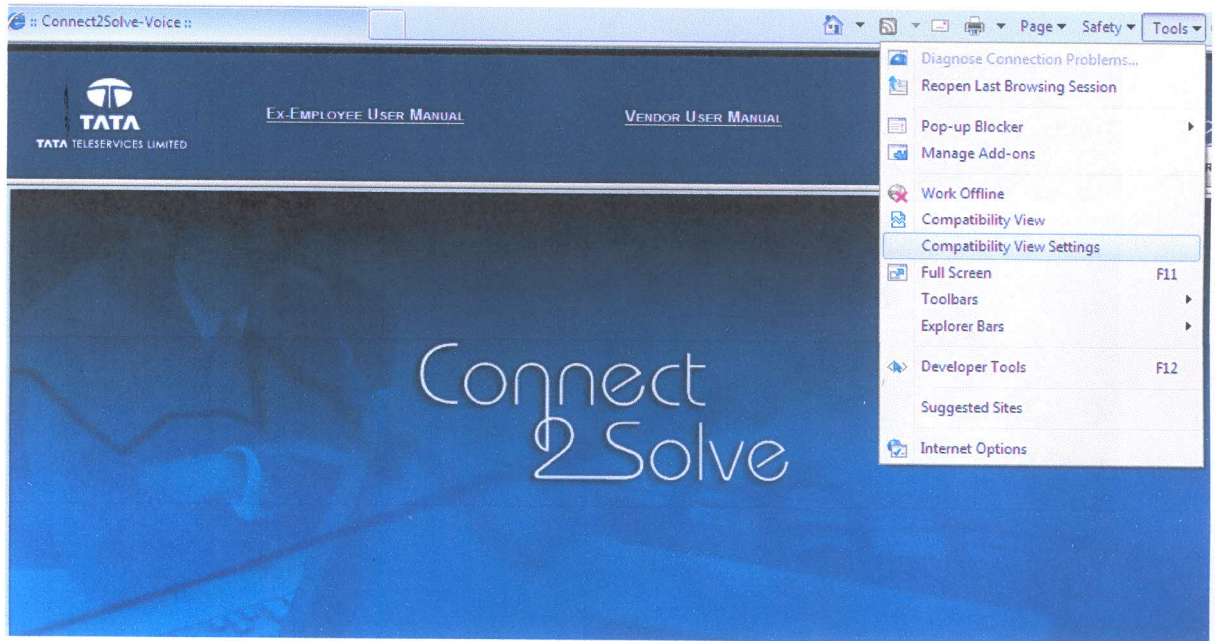
- Connect to Solve can be accessed through the following URL and will be better to access in IE :

<https://connect2solve.tatadocomo.com:8010/VendorXemployeeHelpdesk/>

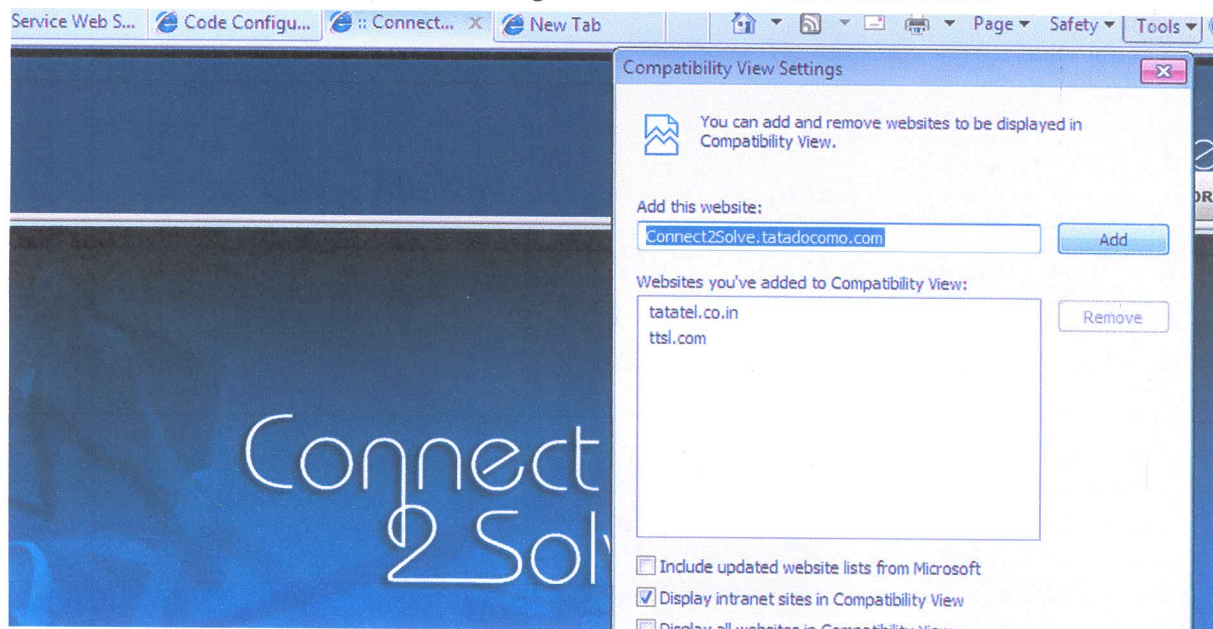
Figure 2.1.1: Connect2Solve Home Page



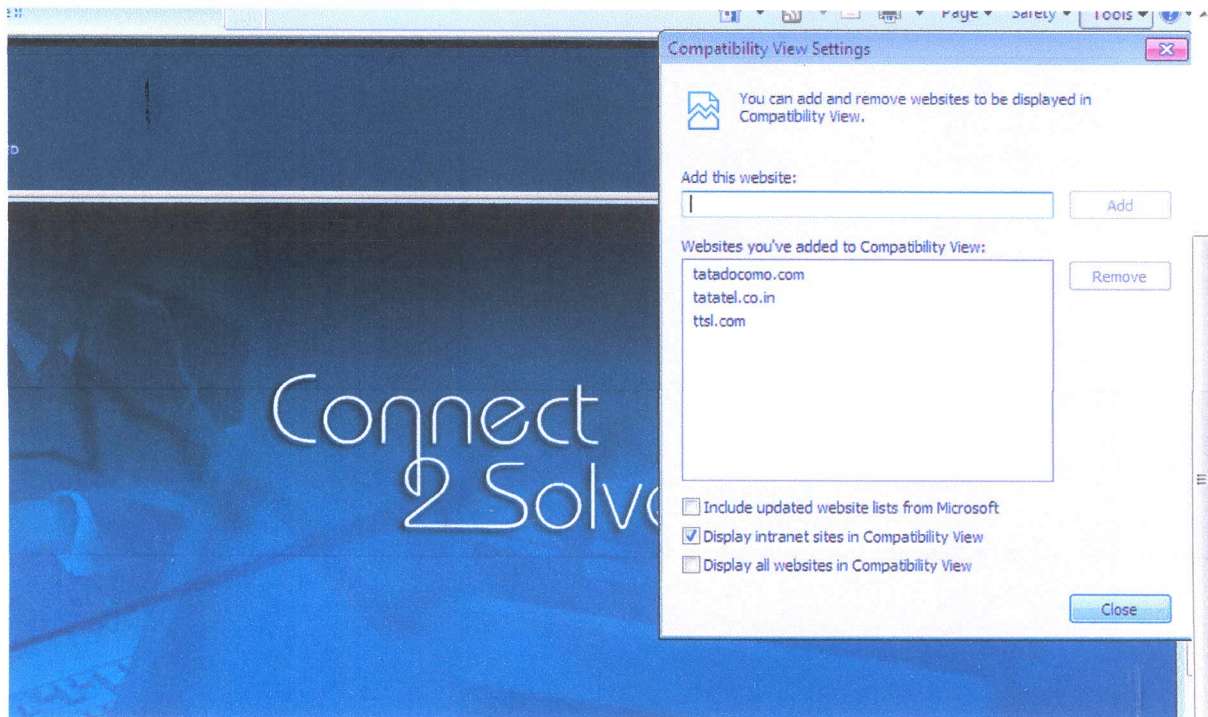
- If you are not able to see any tab on home page then please follow below step :
 1. Click on Tools option from right hand side top corner of Internet explorer as shown below



2. Click on compatibility view settings and click on add as shown below.



3. Click on compatibility view settings and click on add as shown below. Once its added click on close button and you will able to see home screen.

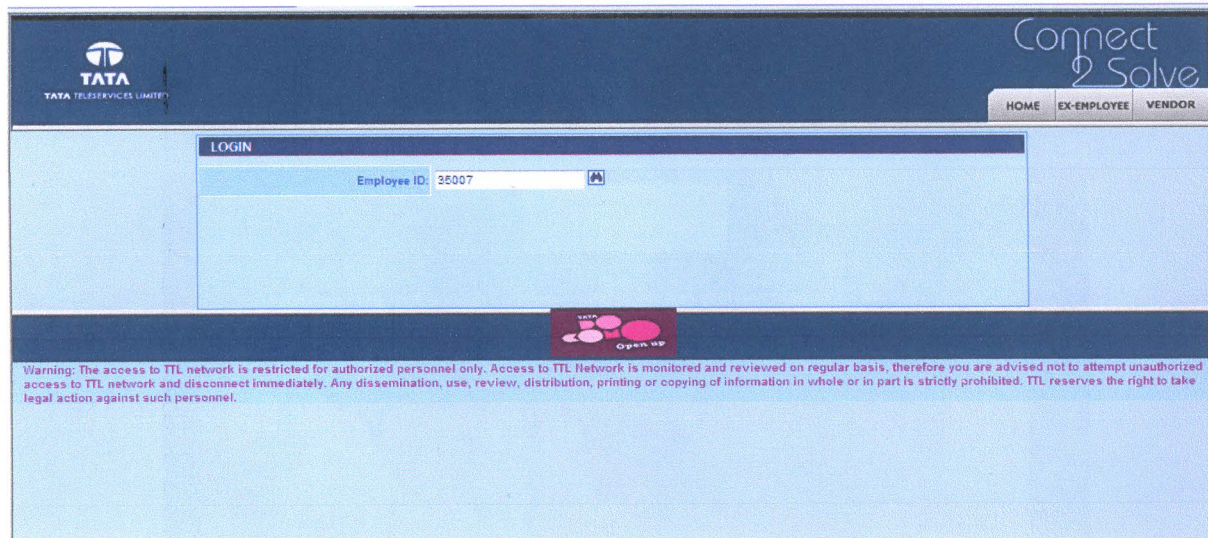


Chapter 3 – Main Menu Items

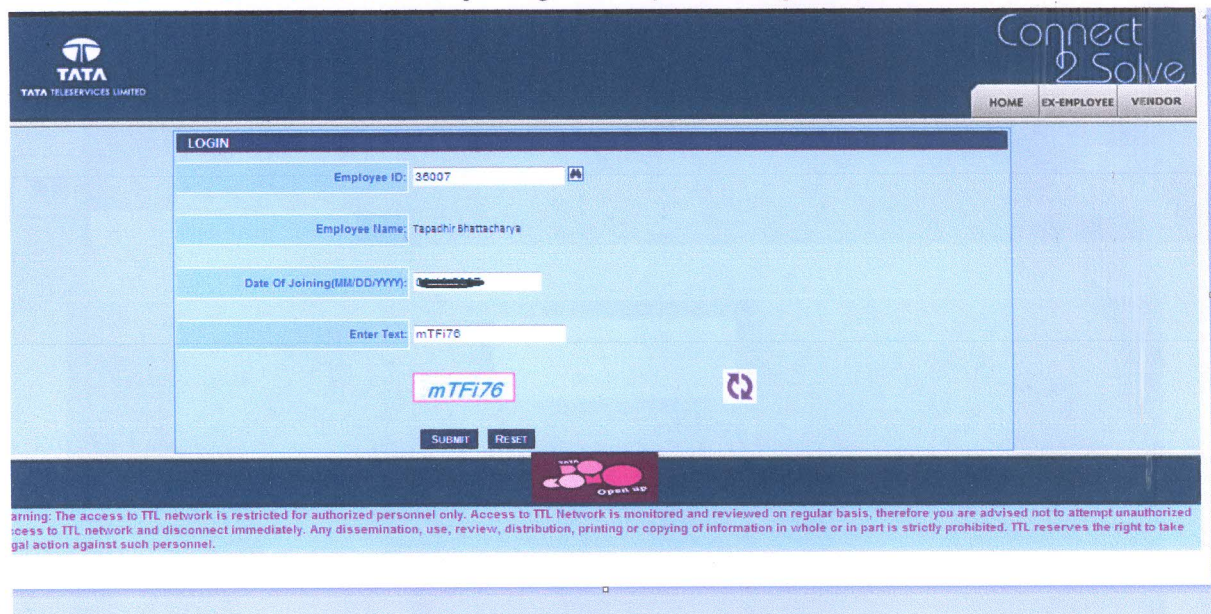
- If Ex-Employee wants to login to portal they need to click on Ex-Employee tab

3.1 Ex-Employee Login

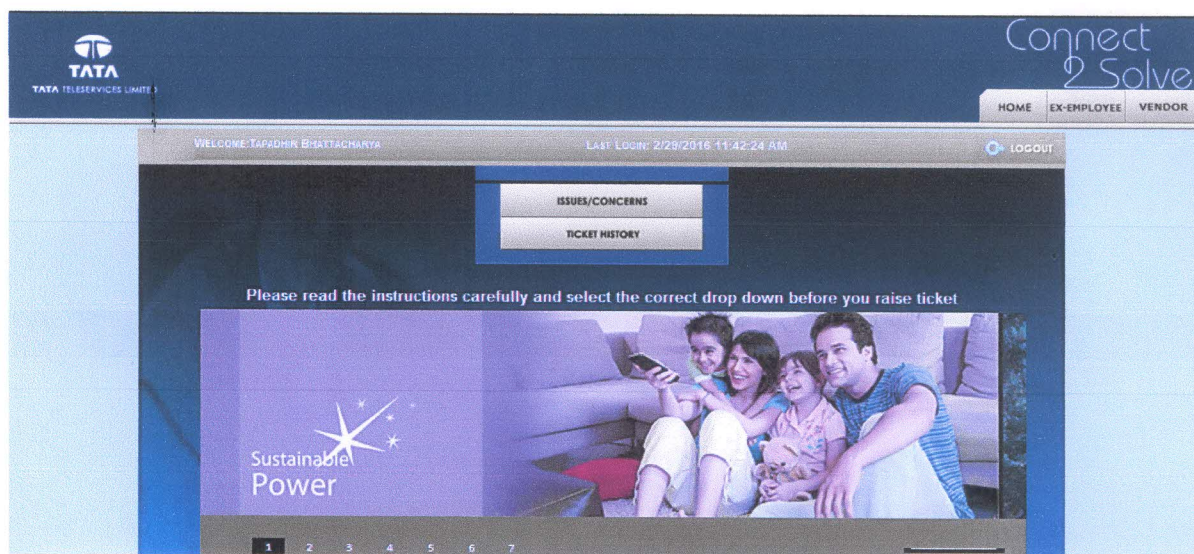
- Once user clicks on Ex-Employee login tab then below screen will appear.



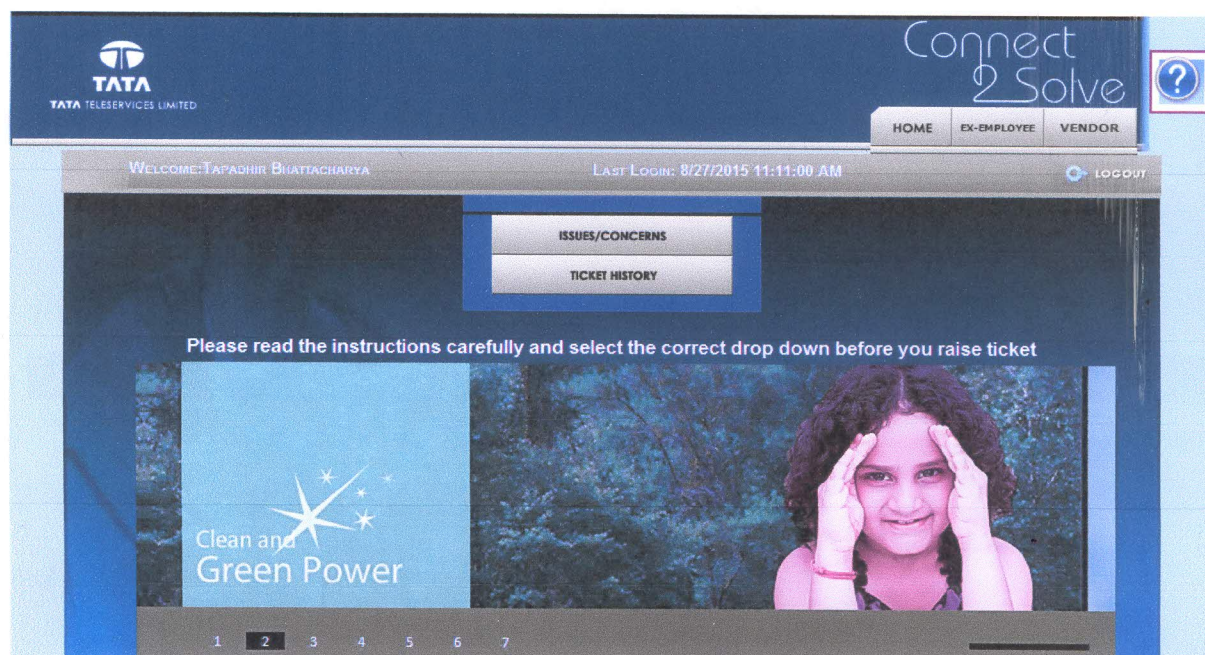
- User needs to enter Employee number and date of Joining in MM/DD/YYYY format and then Captcha image to confirm user is human and not robot.
- Once employee Id has been entered by user and if that user is Ex-Employee of TTL then employee name will get auto populated.
- User has to entered date of joining and Captcha image as per below screen shot.



- If all the details are correct then after clicking on submit button user will able to see home screen with different tab as below .



3.2 Main Menu Items



Issue / Concerns – Ex-Employee/Vendor can log his issue or concern if any by clicking on this module.

Ticket History – Ex-Employee/Vendor can check the status of the ticket raise by him/her under this module.

3.3 Raise Ticket

- Click on Issues / Concerns on main menu.
- User has to enter email id and mobile number, address, PAN number and need to select company code.
- Select Service Function related to the issue or concern.
- Select Service Area related to the issue or concern.
- Select Issue Category related to the issue or concern.
- Enter the detailed description of issue / concern in the description field.
- User can upload the issue related documents using file upload option. This is dynamic and number of mandatory documents that needs to be uploaded will change depending on to service function-service area and issue category combination that is selected.
- User can upload files of 5MB each in size.
- By filling all the fields user can submit his/her issue in the portal by clicking on the Submit button.
- As soon as the user clicks on submit, one ticket number will be generated automatically in the system and will be sent in the mail to user for future reference.

Issues/Concerns

- All field are mandatory.
- Your query will be addressed within the next 2 working days. (Exclusive of Saturday & Sunday)

User Details Emp Id: 35007 Email Id: dinesh.bhutada@tatatel.co Employee Name: Tapadhir Bhattacharya Mobile Number: 7799452301							
Ticket Details User Circle: Andhra Pradesh Service Area: Urgent requirement Query / Complaint: <input checked="" type="radio"/> Query <input type="radio"/> Complaint Description: Testing Service Function: testing5678 Issue Category: Clearing to be done DCN: Allowed Types: Docx,Doc,Jpg,Xls,Xlsx,Pdf,Msg File Upload: <input type="button" value="Browse..."/> <input type="button" value="Upload"/> [Max Limit is 500 Characters] [Max limit for file upload is '5MB']							
Attachment Details: <table border="1"> <thead> <tr> <th>Delete</th> <th>File Name</th> <th>File Size(KB)</th> </tr> </thead> <tbody> <tr> <td>Delete</td> <td>27-08-2015-02-57-10By_User_icon-help.jpg</td> <td>3.786133</td> </tr> </tbody> </table>		Delete	File Name	File Size(KB)	Delete	27-08-2015-02-57-10By_User_icon-help.jpg	3.786133
Delete	File Name	File Size(KB)					
Delete	27-08-2015-02-57-10By_User_icon-help.jpg	3.786133					

The screenshot displays the Connect2Solve-Voice application interface. The 'User Details' section includes fields for Emp Id (35007), Employee Name (Tapadhir Bhattacharya), Email Id (dinesh.bhutada@tatatel.co), and Mobile Number (7799452301). The 'Ticket Details' section shows User Circle (Andhra Pradesh), Service Area (Urgent requirement), Query / Complaint (Query), and Description (testing). A modal message box titled 'Message from webpage' is overlaid on the form, displaying a warning icon and the following text: 'Dear Tapadhir Bhattacharya, Thank you very much for giving us the opportunity to serve you. Your issue has been noted and registered as Ticket No X00010. Your query will be addressed within next 2 working days. Please use this number for all future references & status check. - Team Finance'. The modal has an 'OK' button. The background form has a 'SUBMIT' button at the bottom.

- As soon as ticket logged in the system, as shown in above picture, a prompt with the ticket number will be shown to user.
- Below mail will be sent to user intimating the same.

Thu 8/27/2015 2:58 PM
 Connect2Solve-Voice@tatatel.co.in
 Connect2Solve-Voice: Ticket No-X00010 logged in the system.
 To: Dinesh Bhutada
 This message was sent with High importance.

Dear Tapadhir Bhattacharya,




Thank you very much for giving us the opportunity to serve you.
 Your issue has been noted and registered as ticket no: [X00010](#)

Your query will be addressed within next 2 working days. Please use this number for any future reference & check the ticket status under Ticket History tab.

Regards,
 Team Finance.

Note: This is a system generated mail. Please do not reply to this mail.

- Below mail will be sent to TTL Spoc for resolution.

 Thu 8/27/2015 2:58 PM
Connect2Solve-Voice@tatatel.co.in
Connect2Solve-Voice: Ticket No-X00010 raised in the system
To:  Dinesh Bhutada
 This message was sent with High importance.

Dear Spoc,

There is one new request pending @ Voice portal for your attention. Since you are the customer service point of contact for reverting to the complaints to the user, please click on the below ticket number and resolve the same.

Kindly ensure we reply positively to the customer.

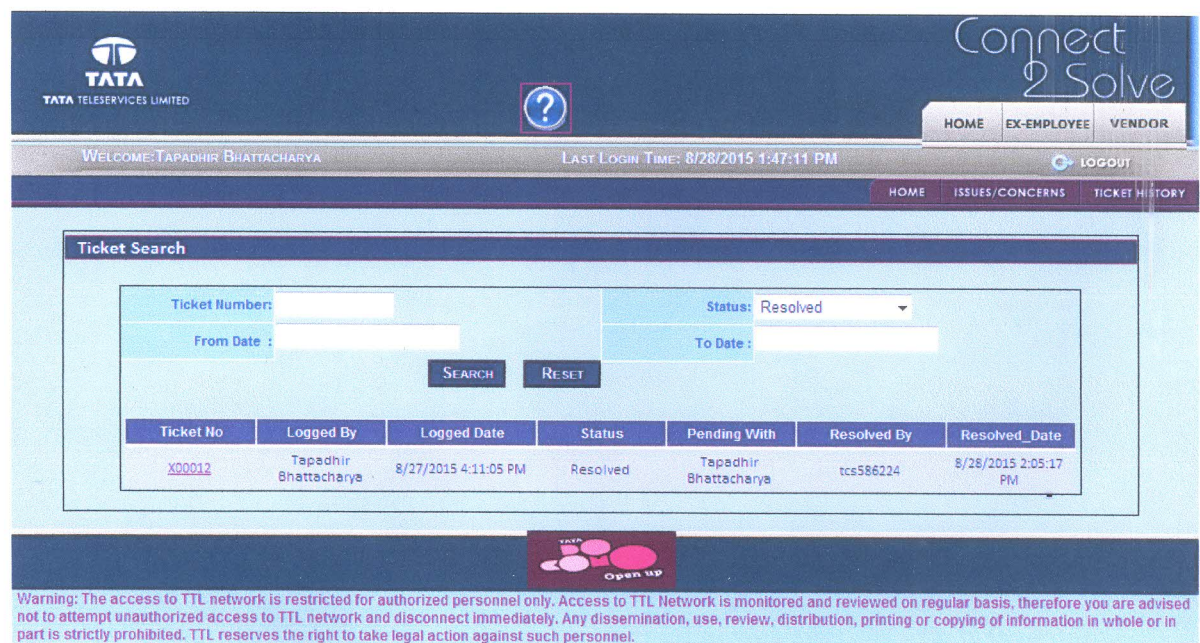
Ticket Number: [X00010](#)

Regards,
Team Finance.

Note: This is a system generated mail. Please do not reply to this mail.

3.4 Ticket History

- Click on "Ticket History" in the main menu.
- User can search on the parameters such Ticket Number
- User can view all the tickets raised by him/her as shown in the below figure.



The screenshot displays the Connect2Solve application interface. At the top, the TATA logo and "TATA TELESERVICES LIMITED" are visible on the left, and the "Connect 2 Solve" logo is on the right. A navigation bar includes links for HOME, EX-EMPLOYEE, and VENDOR. Below this, a welcome message for "TAPADHIR BHATTACHARYA" and the last login time "8/28/2015 1:47:11 PM" are shown. A secondary navigation bar contains HOME, ISSUES/CONCERNS, and TICKET HISTORY. The main content area features a "Ticket Search" section with input fields for Ticket Number, Status (set to Resolved), From Date, and To Date, along with SEARCH and RESET buttons. Below the search section is a table displaying ticket history.

Ticket No	Logged By	Logged Date	Status	Pending With	Resolved By	Resolved Date
X00012	Tapadhir Bhattacharya	8/27/2015 4:11:05 PM	Resolved	Tapadhir Bhattacharya	tcs586224	8/28/2015 2:05:17 PM

At the bottom of the interface, there is a warning message: "Warning: The access to TTL network is restricted for authorized personnel only. Access to TTL Network is monitored and reviewed on regular basis, therefore you are advised not to attempt unauthorized access to TTL network and disconnect immediately. Any dissemination, use, review, distribution, printing or copying of information in whole or in part is strictly prohibited. TTL reserves the right to take legal action against such personnel."

- By clicking in the ticket number user will be redirected to a new screen where he can find the complete ticket details.

Ticket Details:

Ticket Number: **X00012**

Service Function: testing5675
 Issue Category: Clearing to be done
 Resolved On: 28.08.2015
 DCN:
 Problem Description: testing
 Solution: OK

Ticket History

Service Area: Urgent requirement
 CTitle: AP
 Resolved By: tcs556224

User Details:

Employee ID/Vendor Code: 35007
 Employee/Vendor Name: Tapashir Bhattacharya
 Email ID: dinesh.chutada@tatatel.co.in
 Mobile NO: 7769452301

Attachment Details:

List Of Documents- X00012

27-08-2015-04-11-03By User DB Changes.xlsx
 27-08-2015-04-11-43By Spoc BRCC1244 C7 TMSStatus.xlsx
 28-08-2015-02-01-34By User DB Changes ACT.xlsx

Reason To Reopen:

File Upload:
 Allowed Types: Docx,Doc,Img,Xls,Xlsx,PDF [Max limit for file upload is '5MB']

Browse... Upload

CASE RESOLVED REOPEN TICKET BACK

- User can view the complete ticket life history by clicking on the Ticket History link as shown in the below screen shot.

OPEN AS PDF					
Activity	Remarks	IssueType	Updated On	Updated By	Forwarded To
Created	ok		2/19/2016 1:55:45 PM	35007	
Ticket forwarded to outer spoc by spoc	ok	Error observed	2/19/2016 1:57:50 PM	Abhishek Sardeshpande (tcs556136)	PJagadeswara Reddy (tcs758233)
Resolved by outer spoc	ok	Invoice not in the name of TTSL/TTML	2/19/2016 1:58:27 PM	PJagadeswara Reddy (tcs758283)	

3.5 Close Ticket

- When ever the ticket gets closed by the corresponding TTL spoc, then below mail tow intimation will be sent to user with a link to portal. First mail intimate the user that Tata Teleservices Limited

ticket is resolved and second mail guides the user if he /she want to reopen the ticket or to close the ticket by providing the feedback.

To:  Dinesh Bhutada

 This message was sent with High importance.

Dear Tapadhir Bhattacharya,

Your Ticket no [X00010](#) has been resolved.

Please click on the above link to login to the portal and see the response also provide your feedback on the same.

Regards,
Team Finance

Note: This is a system generated mail. Please do not reply to this mail.

- As soon as user clicks on the ticket number in the above mail, user will redirect to home screen of this portal.
- Once user logged on to portal and clicks on ticket number in ticket history tab then below screen will appear.

X00012

Ticket Details:		Ticket History	
Service Function: testing5678	Service Area: Urgent requirement		
Issue Category: Clearing to be done	Circle: AP		
Resolved On: 28.08.2015	Resolved By: tcs586224		
DCN:			
Problem Description: <input type="text" value="testing"/>	Solution: <input type="text" value="OK"/>		

User Details:	
Employee ID/Vendor Code: 35007	Employee/Vendor Name: Tapachir Bhattacharya
Email ID: dinesh.bhutada@tatatel.co.in	Mobile No: 7799452301

Attachment Details:	
List Of Documents- X00012	
27-08-2015-04-11-03By User DB Changes.xlsx 27-08-2015-04-11-43By Spot BRCC1244_C7 TN5Status.xlsx 28-08-2015-02-01-34By User DB Changes ACT.xlsx	
Reason To Reopen:	<input type="text"/>
File Upload: <input type="button" value="Browse..."/> <input type="button" value="Upload"/> <small>Allowed Types: Docx, Doc, Jpg, Xls, Xlsx, Pdf [Max limit for file upload is 5MB]</small>	

- If user satisfied with the resolution given and if his/her query is answered perfectly, user has to click on **Case Resolved** button to close the ticket and to provide his valuable feedback on Ticket closure.
- If user clicks on Case Resolved button, he/she will be redirected to the below feedback page where he/she can provide the feedback.

X00012

Dear Tapadhir Bhattacharya,

It has always been our endeavour to assist you in resolving your issues, concerns to your satisfaction. Connect2Solve-Voice has been a step forward on that front.

We would like you to give us your feedback and share your experience of using this portal and assist us in further improving our services to you.

Click on the appropriate Option:

1) Please rate the effectiveness of solution provided on scale of 1 – 3.

☐ Poor ☒ Can do better ☐ Good

2) Please rate the efficiency (turn around time) of solution provided on scale of 1 – 3.

☐ Poor ☒ Can do better ☐ Good

3) Overall rating for the issue resolution on scale of 1- 3.

☐ Poor ☒ Can do better ☐ Good

4) What is the average time you got revert for your issues?.

☐ 0-2 Days ☒ 3-5 Days ☐ 6-8 Days ☐ Above 8 Days

5) Area of improvement :

OK

SUBMIT **BACK**

Click on the appropriate Option:

1) Please rate the effectiveness of solution provided on scale of 1 – 3.

☐ Poor ☒ Can do better ☐ Good

2) Please rate the efficiency (turn around time) of solution provided on scale of 1 – 3.

☐ Poor ☒ Can do better ☐ Good

3) Overall rating for the issue resolution on scale of 1- 3.

☐ Poor ☒ Can do better ☐ Good


4) What is the average time you got revert for your issues?.

☒ 0-2 Days ☐ 3-5 Days ☐ 6-8 Days ☐ Above 8 Days

5) Area of improvement :

OK

Message from webpage

 feedback submitted successfully!

OK

- After providing the feedback, if the user clicks on submit button, then ticket gets closed completely in the system.

3.6 Reopen Ticket

- If the user is not satisfied with the resolution given, then he/she can reopen the ticket by providing the reason to reopen in the **Reason to Reopen** free text field.

X00012

Ticket Details:		Ticket History	
Service Function:	testing5678	Service Area:	Urgent requirement
Issue Category:	Clearing to be done	Circle:	AP
Resolved On:	28.08.2015	Resolved By:	tcs586224
DCN:			
Problem Description:	<div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;">testing</div>		
Solution:	<div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;">OK</div>		

User Details:	
Employee ID/Vendor Code:	35007
Employee/Vendor Name:	Tapashin Bhattacharya
Email ID:	dinesh.bhutada@tatatele.co.in
Mobile No:	7799452501

Attachment Details:	
List Of Documents- X00012	
<div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;"> <p>27-08-2015-04-11-03By User_DB Changes.xlsx</p> <p>27-08-2015-04-11-43By Spoc BRCC1244 C7 TNSStatus.xlsx</p> <p>28-08-2015-02-01-34By User_DB Changes ACT.xlsx</p> </div>	
Reason To Reopen:	<div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;"></div>
File Upload:	<div style="display: flex; align-items: center;"> <input type="text" value="Browse..."/> <input type="button" value="Upload"/> </div>
<small>Allowed Types: Docx,Doc, Jpg,Xls,Xlsx,Pdf (Max limit for file upload is '5MB')</small>	

Attachment Details:	
List Of Documents- X00010	
<div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;"> <p>27-08-2015-02-57-10By User Icon-Help.jpg</p> <p>27-08-2015-04-13-00By Spoc BRCC1244 C7 TNSStatus.xlsx</p> <p>27-08-2015-04-55-46By Spoc BRCC1244 C7 TNSStatus.xlsx</p> </div>	
Reason To Reopen:	<div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;"></div>
File Upload:	<div style="display: flex; align-items: center;"> <input type="text" value="Browse..."/> <input type="button" value="Upload"/> </div>
<small>Allowed Types: Docx,Doc, Jpg,Xls,Xlsx,Pdf (Max limit for file upload is '5MB')</small>	

Uploaded Documents:	
Delete	File Size(KB)
Delete	28-08-2015-01-47-33By User_DB Changes ACT.xlsx 10.49121

- As soon as user clicks on **Reopen Ticket** button, again ticket will be sent to corresponding TTL spoc for resolution.
- At each and every stage ticket status can be checked under **Ticket History** tab.

3.7 Modify Ticket

- If the details provided in the issue / concern at the time of raising the ticket are not suffice then corresponding TTL spoc may send back the ticket to user for modification. Below mail will be sent to user to intimate the same.

To:  Dinesh Bhutada

 This message was sent with High importance.

Dear Tapadhir Bhattacharya,

We thank you once again for giving us the opportunity to serve you.

Your Ticket no [X00010](#) has been viewed and sent back to you for clarifications /further information required.

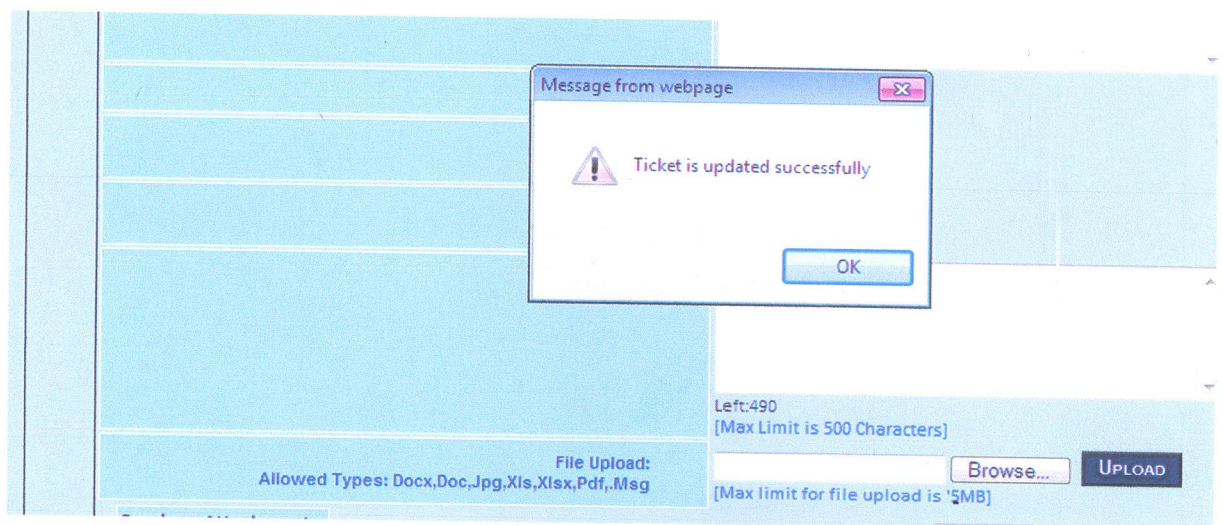
Please log on to portal to know more details and revert.

You can check the ticket details under Ticket History tab.

Regards,
Team Finance

Note: This is a system generated mail. Please do not reply to this mail.

- If any ticket is sent back for modification the ticket status would be "Pending for modifications" and the same will be found under Ticket History tab once user logged in to the portal.
- If user clicks on the ticket number user will redirected to a new screen where he/she can modify the ticket details and resubmit the same in the system.



When user clicks on Submit ticket will be sent to corresponding finance spoc who sent the ticket for modifications.

*** End of Document ***