



Tata Teleservices Ltd.

**Connect2Solve-Vendor Helpdesk
User Manual**

Version 1.0

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Chapter 1 - Introduction

“Connect to solve is a helpdesk application for TTL Vendor 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.”

