



**Tata Teleservices Ltd.**

**Connect2Solve-Vendor Helpdesk  
User Manual**

**Version 1.0**

**Mar'04, 2016**

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## Chapter 1 - Introduction

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“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.”

## Chapter 2 – Logging on to Connect2Solve

### 2.1 How to Logon

- Connect to Solve can be accessed through the following URL:

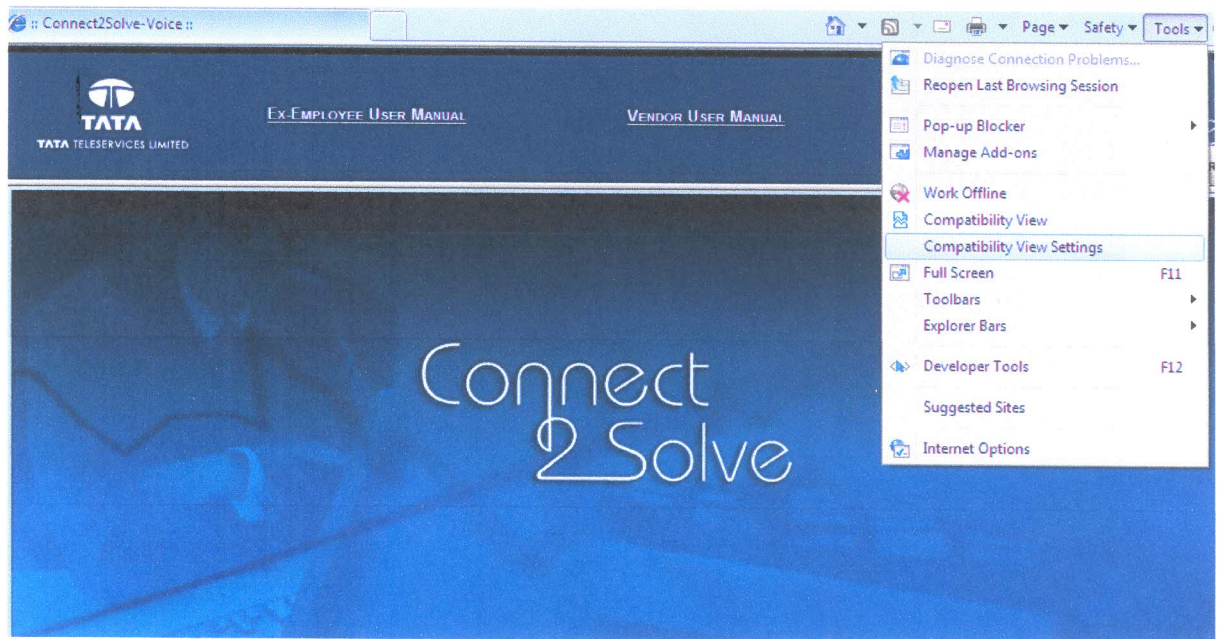
<https://connect2solve.tatadocomo.com:8010/VendorXemployeeHelpdesk/>

**Figure 2.1.1: Connect2Solve Home Page**

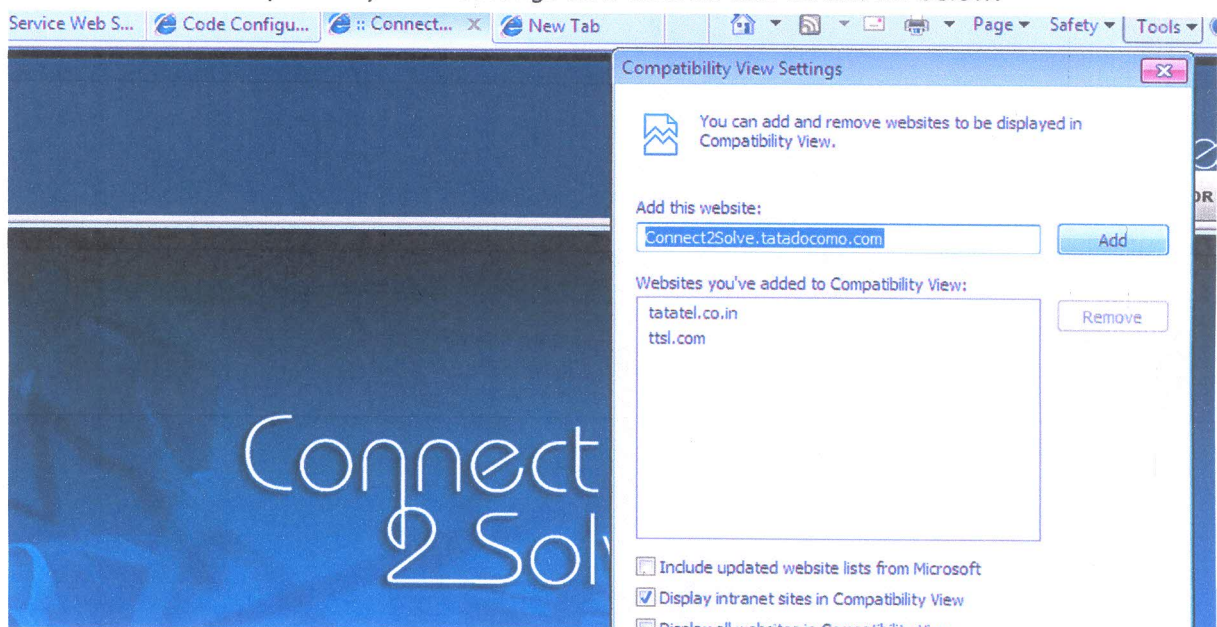


- If you are not able to see any tab on home page then please follow below step :
  1. Click on Tools option from right hand side top corner of Internet explorer as shown below

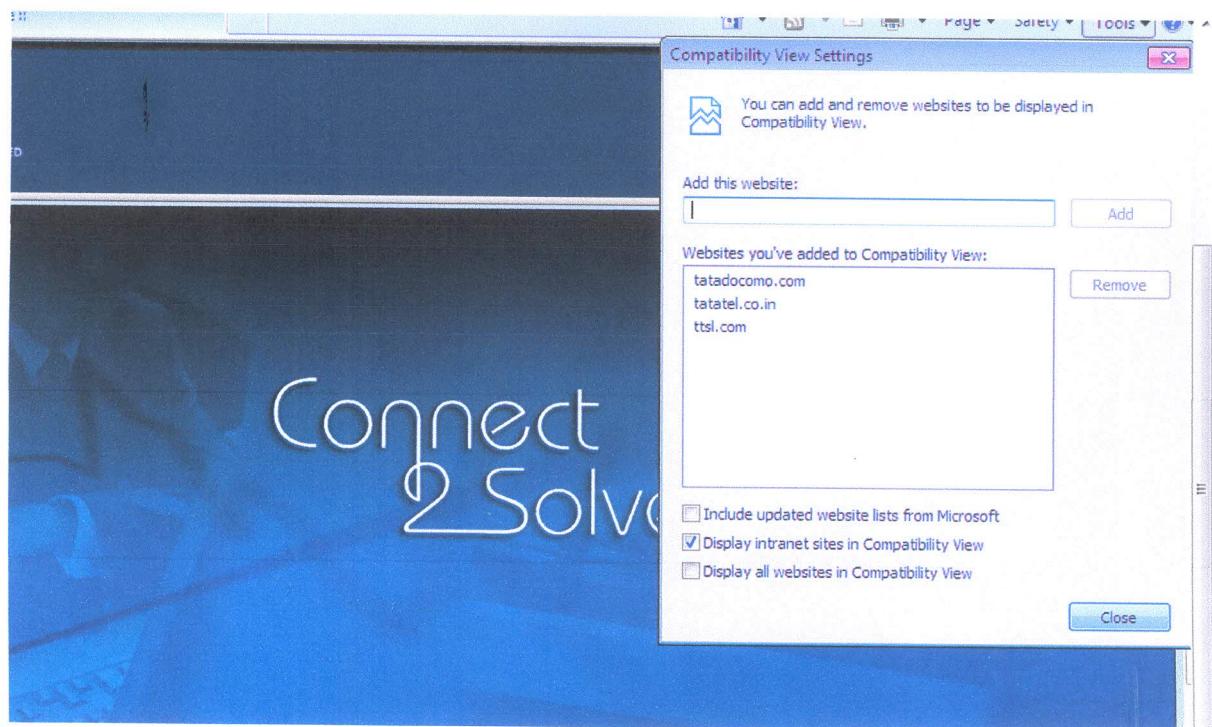




2. Click on compatibility view settings and click on add as shown below.



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 vendor wants to login to portal they need to click on Vendor tab.

### 3.1 Vendor Login

- Once user clicks on Vendor tab then below screen will appear.



**TATA**  
TATA TELESERVICES LIMITED

Connect 2 Solve  
HOME EX-EMPLOYEE VENDOR

**LOGIN**

Vendor Code: V123456

PAN Number: BHCPB1234F

GET DETAIL

To Update Your Detail: [Click Here](#)

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.

Open up

- User has to enter Vendor code and PAN number if Vendor details are available in system then following screen will appear after entering Vendor code and Pan Number and clicking on Get Detail button.
- If Vendor detail is present in system and registered mobile number and email id are valid then user will click on Generate OTP button then two OTP will be sent to Vendor one on registered mobile number and second on email id.

**TATA**  
TATA TELESERVICES LIMITED

Connect 2 Solve  
HOME EX-EMPLOYEE VENDOR

**LOGIN**

Vendor Code: V123456

PAN Number: BHCPB1234F

GET DETAIL

Vendor Name: TATA

Vendor Email Id: clineh.bhutada@tatatele.co.in

Vendor Mobile No: 7788452301

Mobile OTP:

Email OTP:

GENERATE OTP RESET

To Update Your Detail: [Click Here](#)

Open up



**TATA**  
TATA TELESERVICES LIMITED

2Solve  
HOME EX-EMPLOYEE VENDOR

**LOGIN**

Vendor Code: V123456  
PAN Number: BHCFB1234F  
GET DETAIL

Vendor Name: TATA  
Vendor Email Id: dinesh.bhutadi@tatatele.co.in  
Vendor Mobile No: 7799452301  
Mobile OTP:   
Email OTP:

REGENERATE OTP SUBMIT RESET  
OTP Sent Successfully

To Update Your Detail: [Click Here](#)

Open up

**TATA**  
TATA TELESERVICES LIMITED

2Solve  
HOME EX-EMPLOYEE VENDOR

**LOGIN**

Vendor Code: V123456  
PAN Number: BHCFB1234F  
GET DETAIL

Vendor Name: TATA  
Vendor Email Id: dinesh.bhutadi@tatatele.co.in  
Vendor Mobile No: 7799452301  
Mobile OTP:   
Email OTP:



REGENERATE OTP SUBMIT RESET  
OTP Sent Successfully

To Update Your Detail: [Click Here](#)

Open up

- Following is the format for Email OTP that is sent to Vendor email id.



 Thu 8/27/2015 2:49 PM  
Connect2Solve-Voice@tatatel.co.in  
OTP For logged in to Connect-to-Solve  
To  Dinesh Bhutaga

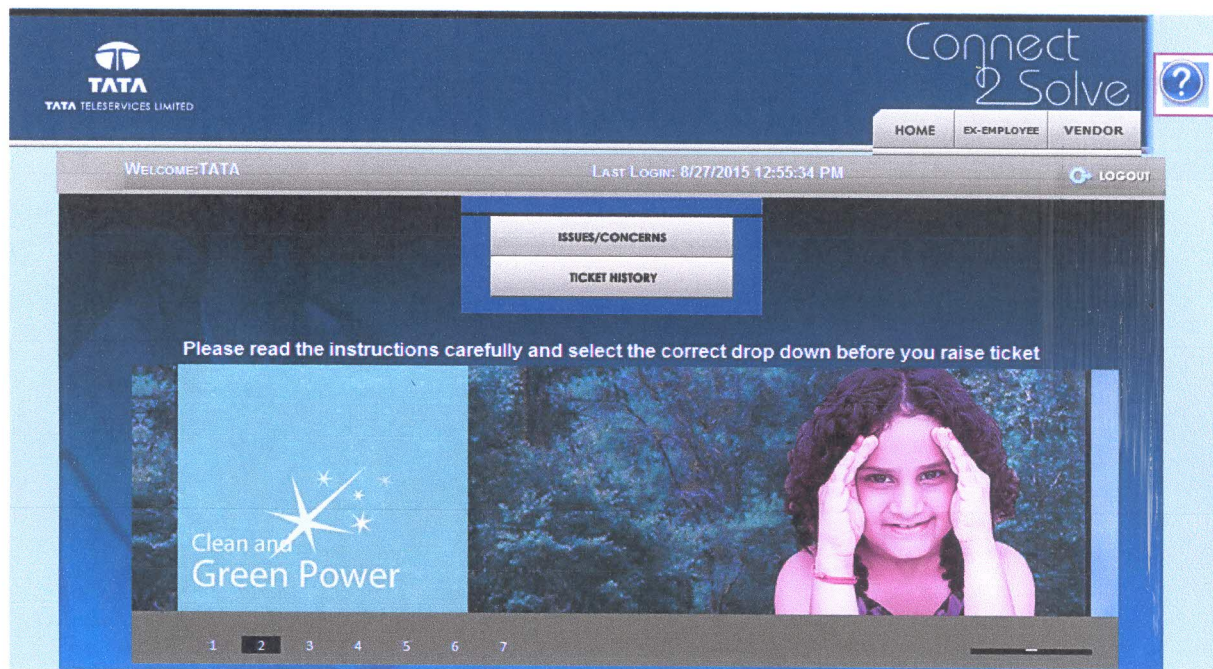
Dear User,

Email One time password for your login to Connect to solve is :97539

Regards

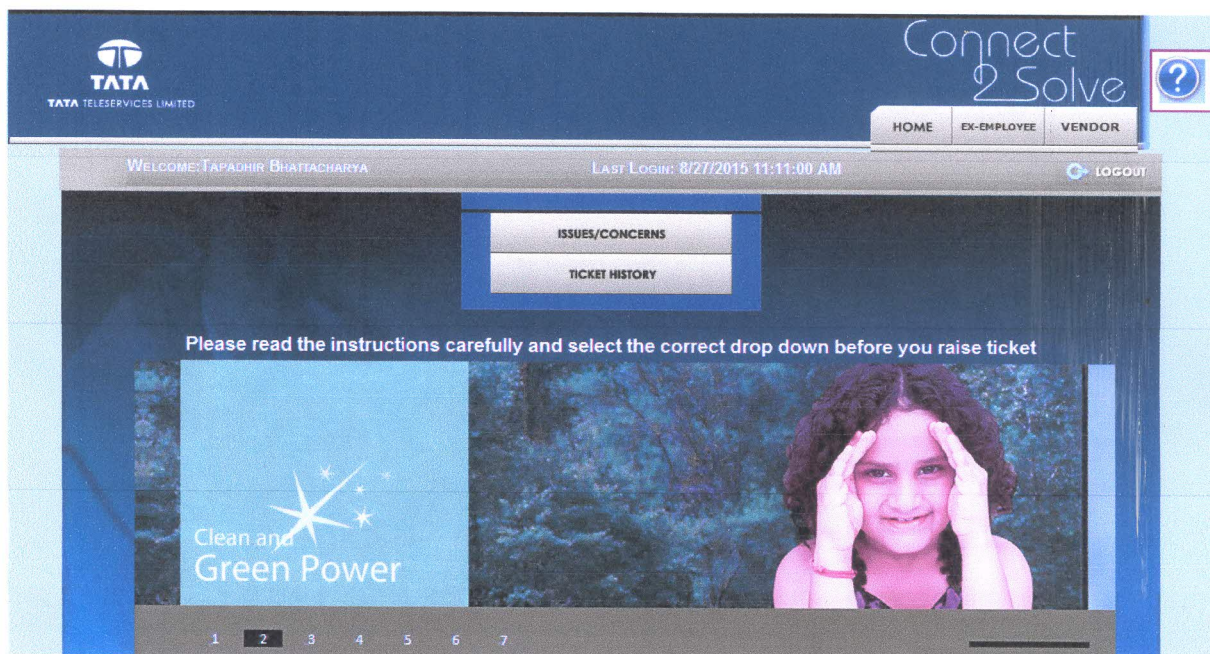
Team Finance

- Once vendor has entered correct email OTP and mobile OTP then after clicking on Submit button home screen with tab will appear as below.
- If user wants to generate OTP again then he/she needs to clicks on Regenerate OTP button.





### 3.2 Main Menu Items



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

**Ticket History** –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.
- On clicking on the menu item, user will be redirected to page where Vendor can raise the ticket.
- Enter Pan Number, Address, company code and contact person name.
- 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 Vendor 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.

WELCOME:TATA LAST LOGIN TIME: LOGOUT

HOME ISSUES/CONCERNS TICKET HISTORY

#### Issues/Concerns

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

**User Details**

Vendor Code: v123456

Email Id: dinesh.bhutade@tata

PAN Number:

Company Code: Select

Vendor Name: TATA

Mobile Number: 7799462301

Address:

**Ticket Details**

Query / Complaint: ☒ Query ☐ Complaint

Service Area: Vendor Sub Function

Contact Person Name: Abhishek

Description: testing

Service Function: Vendor Test

Issue Category: Vendor category

File Upload:

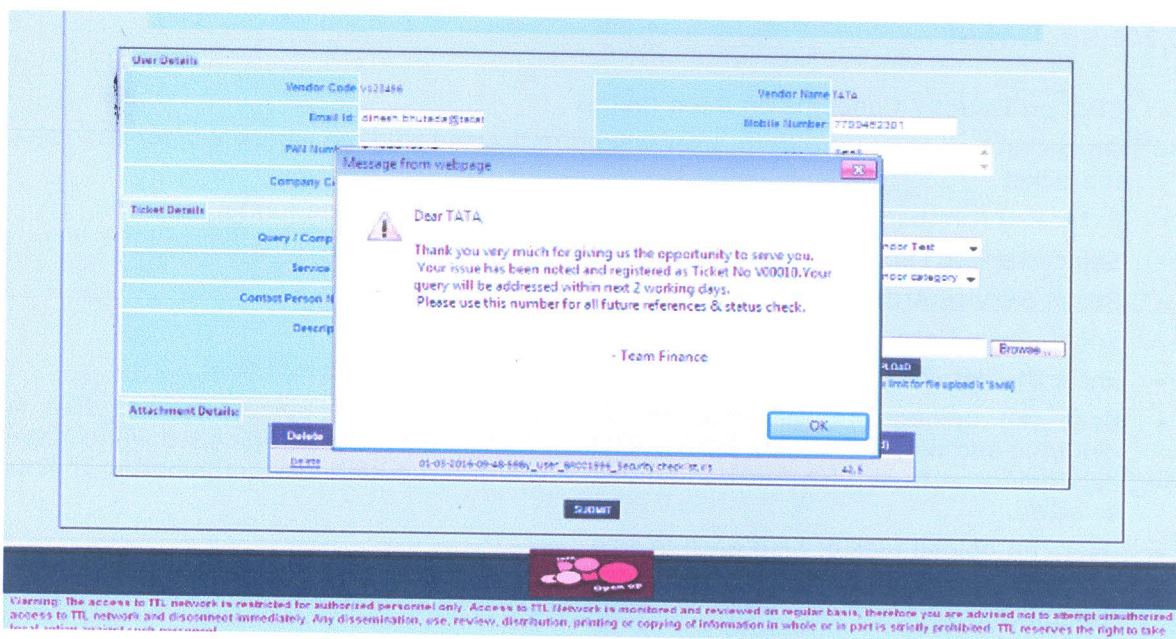
Allowed Types: Docx,Doc,Jpg,Xls,Xlss,Pdf,Msg

[Max limit for file upload is 5MB]

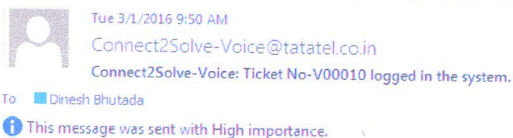
**Attachment Details:**

Delete	File Name	File Size(KB)
<input type="button" value="Delete"/>	01-09-2016-09-47-01By_user_BRCC1595_PreDeploymentChecklist.xls	26





- 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.



Dear TATA,

Thank you very much for giving us the opportunity to serve you.  
Your issue has been noted and registered as ticket no: [V00010](#)

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.



Tue 3/1/2016 9:50 AM

Connect2Solve-Voice@tatatel.co.in

Connect2Solve-Voice: Ticket No-V00010 raised in the system

To: Abhishek Sardeshpande

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: [V00010](#)

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, there is a header with the TATA logo and the text "TATA TELESERVICES LIMITED". To the right, the "Connect 2 Solve" logo is visible, along with navigation links for "HOME", "EX-EMPLOYEE", and "VENDOR". Below the header, a "WELCOME: TATA" message and "LAST LOGIN TIME:" are shown. A "LOGOUT" button is also present. The main navigation bar includes "HOME", "ISSUES/CONCERNS", and "TICKET HISTORY". The "TICKET HISTORY" section is active, showing a "Ticket Search" form with fields for "Ticket Number:", "From Date:", "Status:" (set to "All"), and "To Date:". There are "SEARCH" and "RESET" buttons. Below the search form, a table displays ticket information:

Ticket No	Logged By	Logged Date	Status	Pending With	Resolved By	Resolved Date
V00010	TATA	3/1/2016 9:48:30 AM	Pending Tickets (with finance spoc)	Abhishek Sardeshpande		

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 History**

Service Function: Vendor Test

Issue Category: Vendor category

Resolved On:

Problem Description: test

Service Area: Vendor Sub Function

Contact Person Name: Abhishek

Resolved By:

Solution:

**User Details:**

Employee ID/Vendor Code: V123456

Employee/Vendor Name: Tata

Email ID: dinesh.bhutadi@tatatele.co.in

Mobile No: 7799452301

PAN Number: BHCPS1234F

Company Code: TTSL

Address: test

**Attachment Details:**

List Of Documents- V00010

01-03-2016-09-48-59By\_User\_BRCC1596\_Security Checklist.xls

BACK

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

Ticket History Details - Windows Internet Explorer provided by TTSL

**Ticket History**

Ticket No. V00010

OPEN AS PDF

Activity	Remarks	IssueType	Updated On	Updated By	Forwarded To
Created	test		2/1/2016 9:48:30 AM	V123456	

### 3.5 Close Ticket



- When ever the ticket gets closed by the corresponding TTL spoc, then below mail intimation will be sent to user with a link to portal. This mail guides the user if he /she want to reopen the ticket or to close the ticket by providing the feedback.

o  Dinesh Bhutada

 This message was sent with High importance.

Dear TATA,

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

Your Ticket no [V00010](#) has been resolved.

Please click on the above link to login to the portal and see the response and provide your feedback on the revert that has been provided.

Kindly note the following steps to be taken:

There are 3 button on the bottom of the sheet.

1.If you are satisfied with the resolution, pls click on "Case Resolved" button, the same will redirect you to the feedback sheet, to provide your valuable feedback about ticket.

2.If you are not satisfied with the resolution pls click on "Reopen" button and you made state your comments and the reason for unsatisfaction.

3 "Back" button basically redirects you to home page

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.

The screenshot displays the 'Ticket Details' section for ticket X00012. It includes fields for Service Function (testing5678), Issue Category (Clearing to be done), Resolved On (28.08.2015), DCF#, Problem Description (testing), Service Area (Urgent requirement), Circle (AP), and Resolved By (tcs556224). Below this is the 'User Details' section with Employee ID/Vendor Code (55007), Employee/Vendor Name (Tapadhir Bhattacharya), Email ID (dinesh.bhutada@tatatel.co.in), and Mobile No (7799452301). The 'Attachment Details' section shows a list of documents for X00012, including '27-08-2015-04-11-09By User DB Changes.xlsx', '27-08-2015-04-11-43By Spec BRCC1244 C7 THSStatus.xlsx', and '28-08-2015-02-01-34By User DB Changes ACT.xlsx'. At the bottom, there is a 'Reason To Reopen' field, a 'File Upload' section with a 'Browse...' button and an 'Upload' button, and a note about allowed file types (Docx, Doc, Jpg, Xls, Xlsx, Pdf) and a 5MB limit. Navigation buttons at the bottom include 'CASE RESOLVED', 'REOPEN TICKET', and 'BACK'.

- 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.



**Feed Back**

**V00010**

Dear TATA,

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 reply for your issues?

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

5) Area of improvement :

**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 iss

☐ Poor ☒ Can do better ☐ Good

4) What is the average time

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

5) Area of improvement :

**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.



<b>Service Function:</b> Vendor Test <b>Issue Category:</b> Vendor category <b>Resolved On:</b> 01-09-2016 <b>Problem Description:</b> test ok		<b>Ticket History</b> <b>Service Area:</b> Vendor Sub Function <b>Contact Person Name:</b> Abhishek <b>Resolved By:</b> tcs588136 <b>Solution:</b> okk									
<b>User Details:</b> <table border="1"> <tr> <td><b>Employee ID/Vendor Code:</b> V123456</td> <td><b>Employee/Vendor Name:</b> TATA</td> </tr> <tr> <td><b>Email ID:</b> dinesh.bhutada@tatatel.co.in</td> <td><b>Mobile No:</b> 7796452301</td> </tr> <tr> <td><b>PAN Number:</b> BHCPS1234P</td> <td><b>Address:</b> test</td> </tr> <tr> <td><b>Company Code:</b> TTSL</td> <td></td> </tr> </table>				<b>Employee ID/Vendor Code:</b> V123456	<b>Employee/Vendor Name:</b> TATA	<b>Email ID:</b> dinesh.bhutada@tatatel.co.in	<b>Mobile No:</b> 7796452301	<b>PAN Number:</b> BHCPS1234P	<b>Address:</b> test	<b>Company Code:</b> TTSL	
<b>Employee ID/Vendor Code:</b> V123456	<b>Employee/Vendor Name:</b> TATA										
<b>Email ID:</b> dinesh.bhutada@tatatel.co.in	<b>Mobile No:</b> 7796452301										
<b>PAN Number:</b> BHCPS1234P	<b>Address:</b> test										
<b>Company Code:</b> TTSL											
<b>Attachment Details:</b> <b>List Of Documents- V00010</b> 01-09-2016-08-48-59By User BRCC1596_Security Checklist.xls											
<b>Reason To Reopen:</b> not done		<b>File Upload:</b> Allowed Types: Docx,Doc, Jpg,Xls,Xlsx,Pdf [Max limit for file upload is "5MB"]									
<input type="button" value="Browse..."/> <input type="button" value="Upload"/>											
<input type="button" value="CASE RESOLVED"/> <input type="button" value="REOPEN TICKET"/> <input type="button" value="BACK"/>											

Problem Description: Solution:

User Details:


Employee ID/Vendor Code: V123456	Employee/Vendor Name: TATA
Email ID: dinesh.bhutada@tatatel.co.in	Mobile No: 7796452301
PAN Number: BHCPS1234P	Address: test
Company Code: TTSL	


Attachment Details:

File Upload:

Allowed Types: Docx,Doc, Jpg,Xls,Xlsx,Pdf [Max limit for file upload is "5MB"]

**Message from webpage**

 Ticket has been reopened !



ring. The access to TTL network is reserved 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 action against such personnel.

- 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.



Tue 3/1/2016 9:55 AM

Connect2Solve-Voice@tatatel.co.in

Connect2Solve-Voice: Ticket No-V00010 has been sent back for clarifications /further information required.

To ■ Dinesh Bhutada

This message was sent with High importance.

Dear TATA,

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

Your Ticket no [V00010](#) 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.

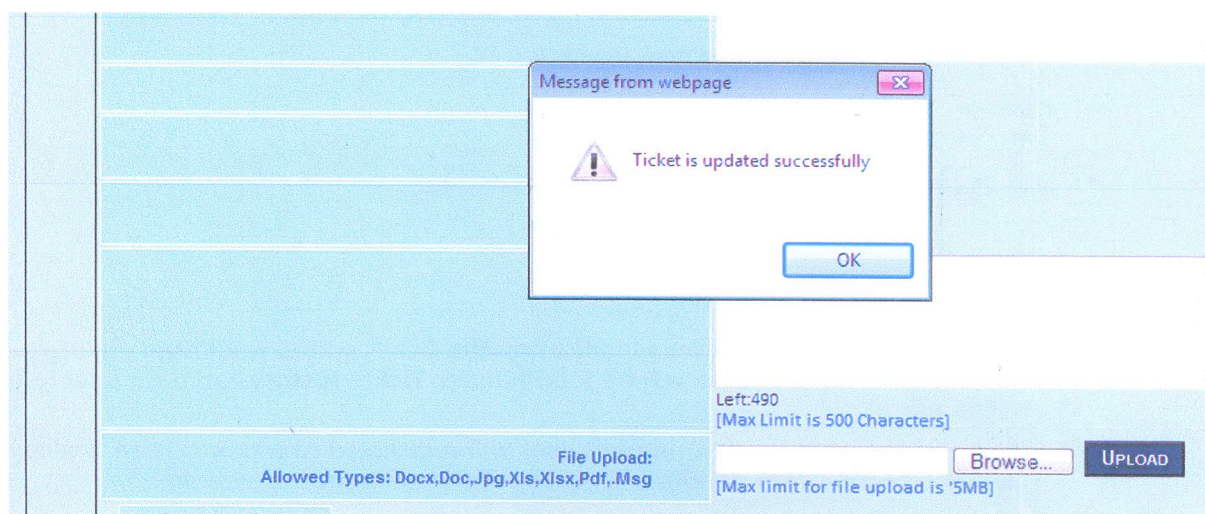
- If any ticket is sent back for modification the ticket status would be "Pending for modifications" and the same will be found under Ticket History tab once user logged in to the portal.
- If user clicks on the ticket number user will redirected to a new screen where he/she can modify the ticket details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



The screenshot shows a web form for modifying a ticket. At the top, the ticket ID 'V00010' is displayed in red. A 'Ticket History' link is in the top right. The form fields are as follows:

- Modification Asked By:** Abhishek Sardeshpande( tc355155)
- Reason For Modification:** A text area containing 'ok pls upload'.
- Service Function:** Vendor Test
- Service Area:** Vendor Sub Function
- Issue Category:** Vendor category
- Description:** A text area containing 'test'. Below it, a note says '[Max Limit is 500 Characters]'.
- File Upload:** A section with 'Allowed Types: Docx,Doc,Jpg,Xls,Xlsx,Pdf,Msg'. It includes a 'Browse...' button and an 'UPLOAD' button. A note below says '[Max limit for file upload is '5MB']'.
- Previous Attachments:** A section titled 'List Of Documents Attached- V00010' showing a table with one entry: '01-03-2016-09-48-59Biv User BRCC1596 Security Checklist.xls'.

At the bottom of the form are 'SUBMIT' and 'BACK' buttons.



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

### 3.8 Update Email Id /Mobile Number

- If vendor want to update email Id or mobile number for connect to solve system they can do same by using link highlighted in below screen shot.




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.

- Once user clicks on update link below screen will open where Vendor can update email id and mobile number.

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.

- Vendor can able to update email id and mobile number only if entered vendor code and PAN number combination exist in system if not then pop up will come as Entered vendor code –PAN number combination does not exist in system .



  
TATA TELESERVICES LIMITED

Connect  
2Solve

HOMEEX-EMPLOYEEVENDOR

Update Email & Mobile Number

Vendor Code:

V123456

PAN Number:

BHCPB123

Email Id:

dinesh.bhutsda@tatatel.co


Mobile Number:

7898543210


UPDATE

RESET

Entered PAN number is not matching with registered pan number of entered vednor code .Updation failed!!!



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.

  
TATA TELESERVICES LIMITED

Connect  
2Solve

HOMEEX-EMPLOYEEVENDOR

Update Email & Mobile Number

Vendor Code:

V123456

PAN Number:

BHCPB1234F

Email Id:

dinesh.bhutsda@tatatel.co


Mobile Number:

9874563210

UPDATE

RESET

Vendor detail updated successfully!!!



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.

\*\*\* End of Document \*\*\*