ICT
Portál

ICT PORTAL USER MANUAL

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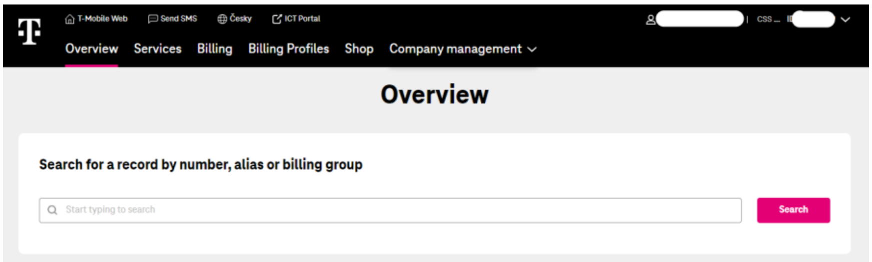
1 INTRODUCTION

THE ICT PORTAL'S WEB-BASED USER INTERFACE PROVIDES THE FOLLOWING FUNCTIONS:

- Create a request
- Adding information, attachments to a request and comments on the solution / rating of the request
- Search and preview requests
- Export request details
- View and search for services
- Map interface of geographically located services
- Previews of on-line monitoring services
- Entering and tracking MACD requests and their cataloguing

2 MANAGING ACCESS TO THE PORTAL

- This user documentation describes the internal **customer** interface of the ICT Portal at https://ictp.t-mobile.cz or by following the link from the portal Moje Firma.



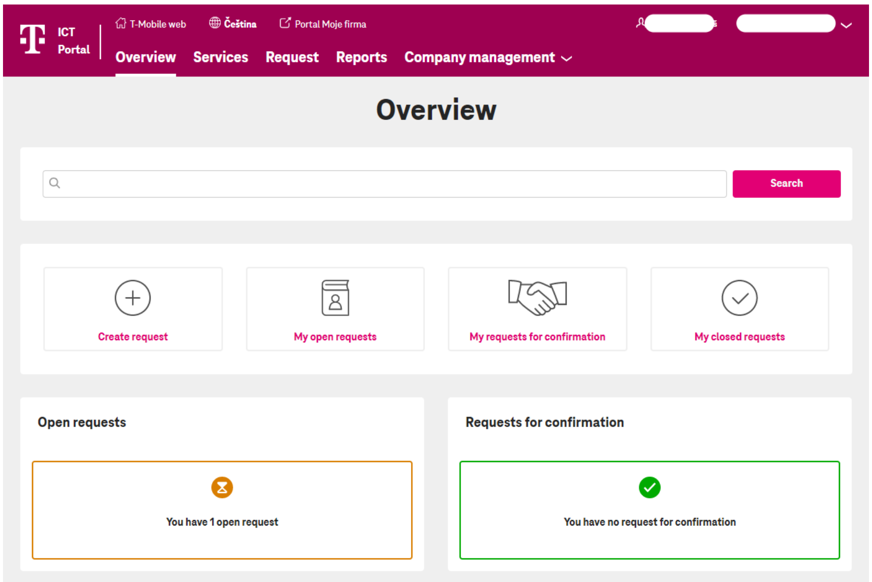
- Customer (user) authentication can be done with a user certificate from T-Mobile certification authority or by logging in via the My Business portal.

3 ICT PORTAL USER INTERFACE

3.1 Overview

There is a signpost to other parts of the ICT portal on the ICT portal home screen.

- **Overview** – welcome screen. Menu to other parts of the ICT portal. Here you can create a new request or display an overview of requests made.
- **Services** – this section provides an overview of services, online monitoring of services.
- **Requests** – here you will find an overview of requests, with the option of detailed filtering and the option of creating a new request.
- **Reports** – overview of reports.
- **Company administration** – here you will find an overview of planned outages, as well as user documentation.



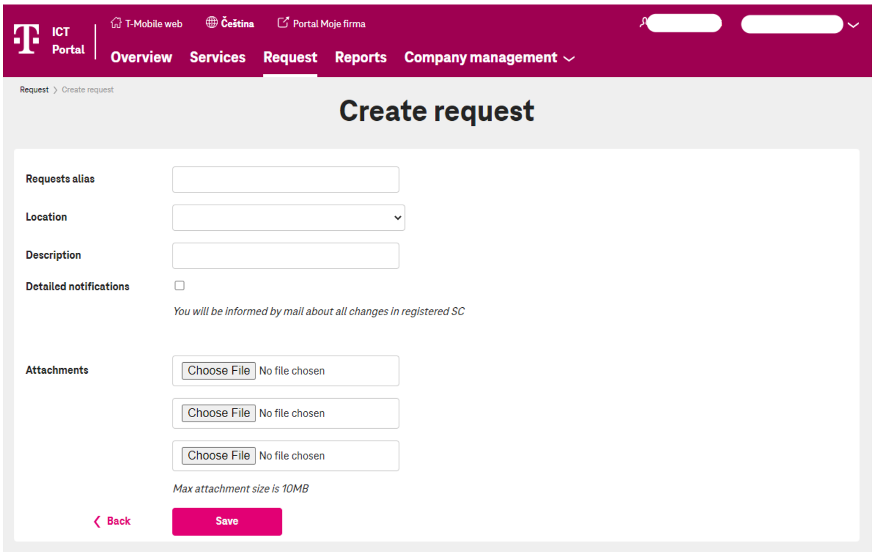
3.2 Requests

3.2.1 Creating a new request

When creating a request, fill in or select the following required attributes:

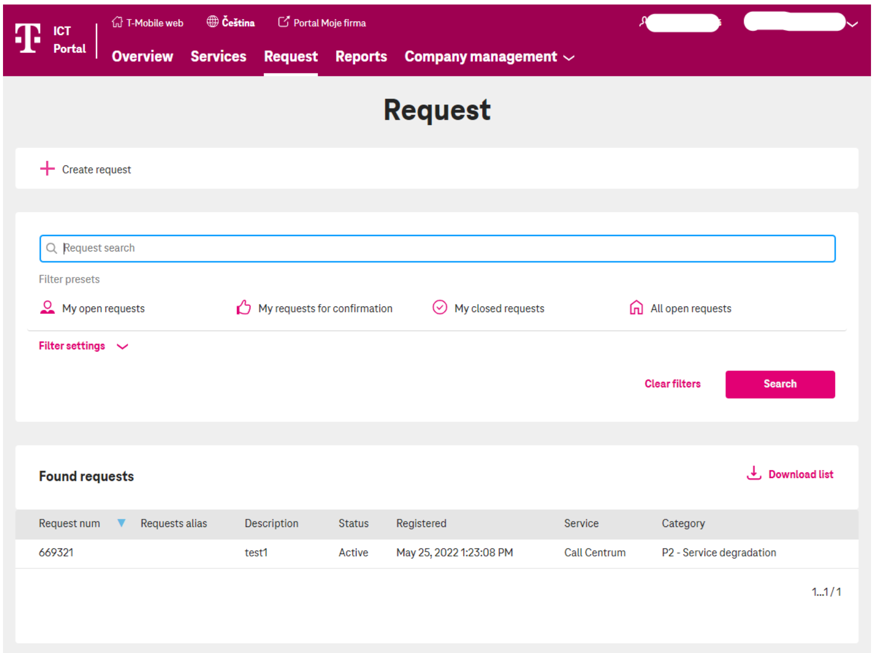
- **Description** – box in which to provide a brief description of the request (mandatory field).
- **Customer Ticket ID** – the customer ID that you provide, with which you can easily mark your request to ensure greater clarity (optional field).
- **Customer service area** – menu that specifies the area in question.
- **Customer location** – menu of customer locations - e.g. Prague - Kloboučnická (mandatory field).
- **Service** – menu of active services to concern your request (required field).

- **Category** – menu for the category that you enter for the defined request. Options: P1 - Service outage, P2 - Service reduction. RFC - request for change, RFI - request for information. This is a mandatory field - in line with the service attribute.
- **Information** – more detailed information about the request (mandatory field).
- **Always inform** – if you tick this check box, we will inform you by e-mail about each request status.
- **Attachments** – you can attach up to 3 attachments (the required attachment is added using *Browse* - e.g. screenshot with error report etc.).
- **Save** – the request is created by saving it. You can monitor request status in request overview.

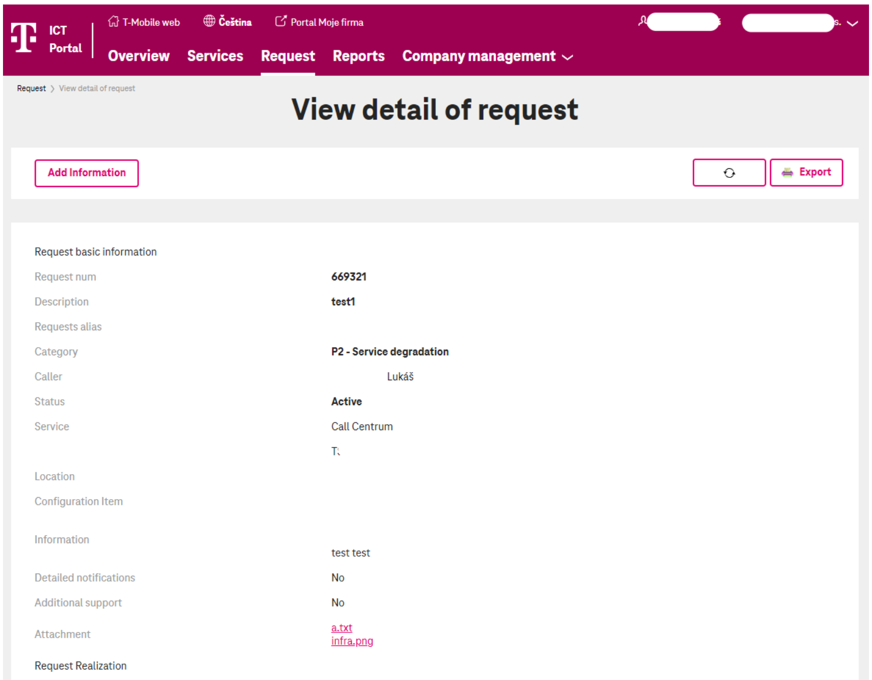


3.2.2 My open requests

- **My open requests** – this displays all open requests that you have entered.
- Records can be filtered by individual columns using the arrows that appear when you hover over the appropriate column. For more detailed filtering, you can use **Filter settings**, located above the list of requests.



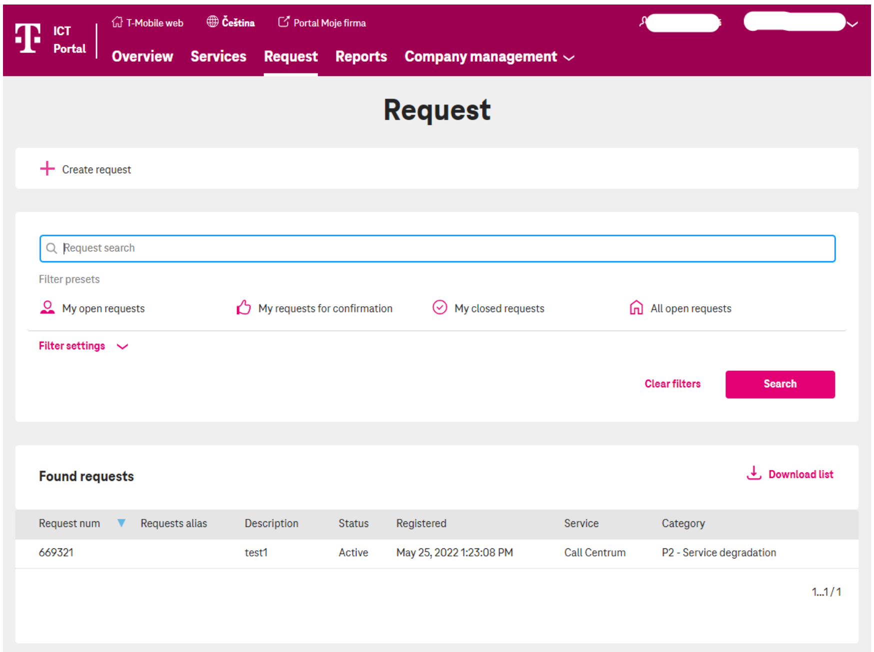
- Click on a row in the **Found requests** table to view request details. You can add information or an attachment to the request detail – **Add Information** in the top left.



- The Show detail screen can be refreshed using **Refresh** or can be exported to MS Word using **Export**.

3.2.3 My requests for verification

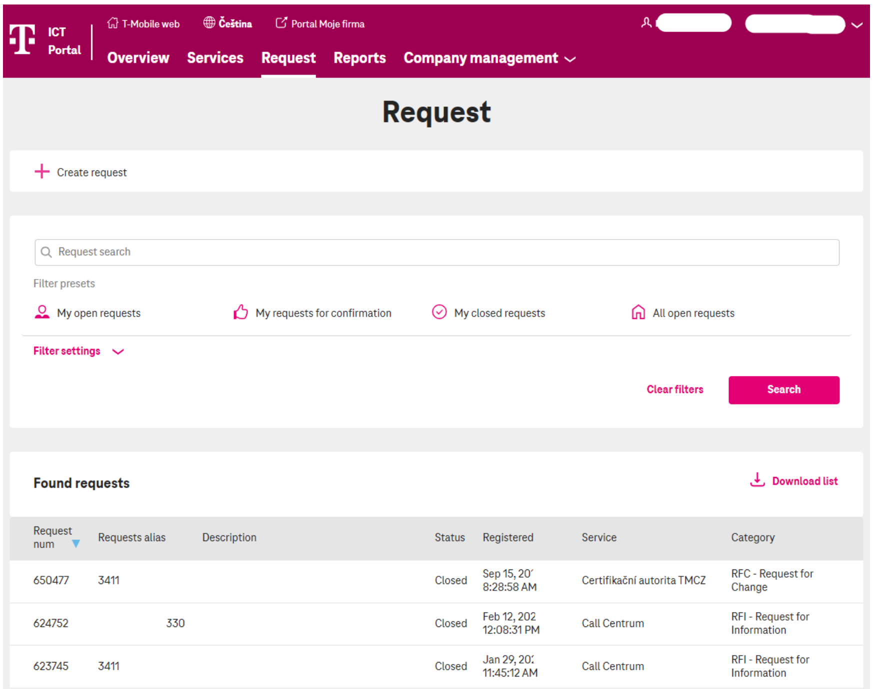
- **My requests for verification** – *this displays* open requests that have been dealt with, but are waiting for verification of the functioning of the service (before the request is closed).
- Filtering, Request detail, Refresh detail page, and Export item detail are identical to the **My open requests** function (see **Chyba! Nenalezen zdroj odkazů.**).



- You can rate the resolution of the request when viewing the details of a Request for verification. You can do this using **Rating**.
- Such rating can be supplemented with a comment in the editable field. The request is closed (or returned for resolution if the rating shows critical values) once the rating entered has been saved.

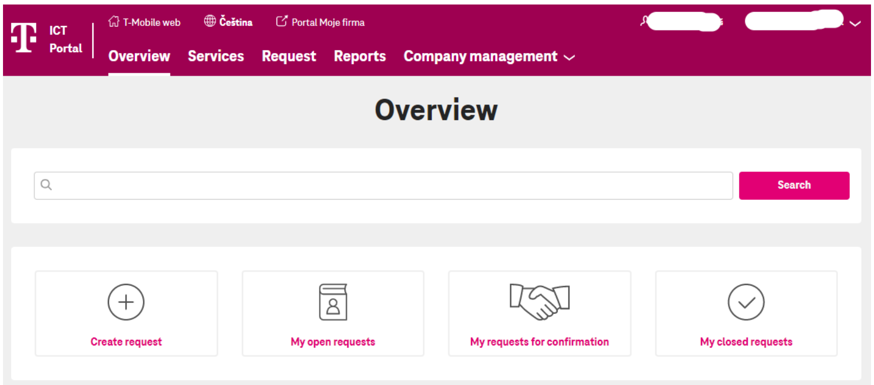
3.2.4 My closed requests

- **My closed requests** – this displays a list of closed requests (request status Closed and Cancelled with actual end).
- Filtering, Request detail, Refresh detail page, and Export item detail are identical to the **My open requests** function (see **Chyba! Nenalezen zdroj odkazů.**).



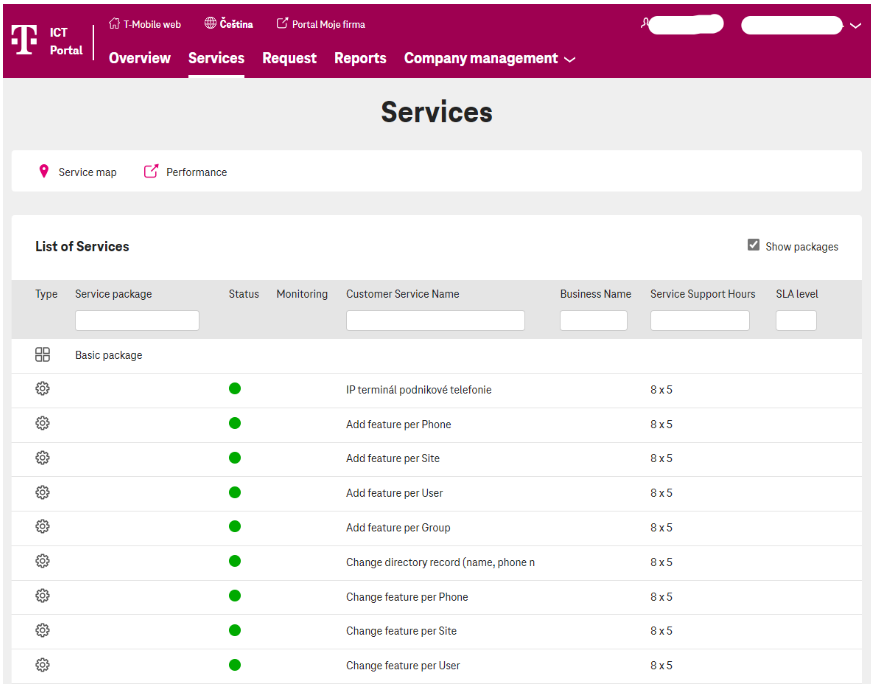
3.2.5 Search box

- Use the search box to search for requests by number, full text, or part of text and click on **Search**. A search can be done in the **Overview** and **Requests** menu.



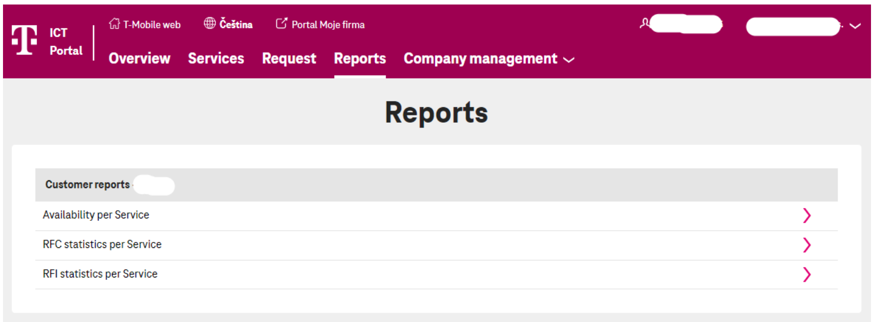
3.3 Services

- You will find a list of your services in the **Services** menu. You can filter services in individual columns by typing the text you are searching into the box below the column name. Records can also be grouped by service packages by ticking the check box.
- Click on **Service map** to see a map of services and their status in each location.



3.3.1 Reports

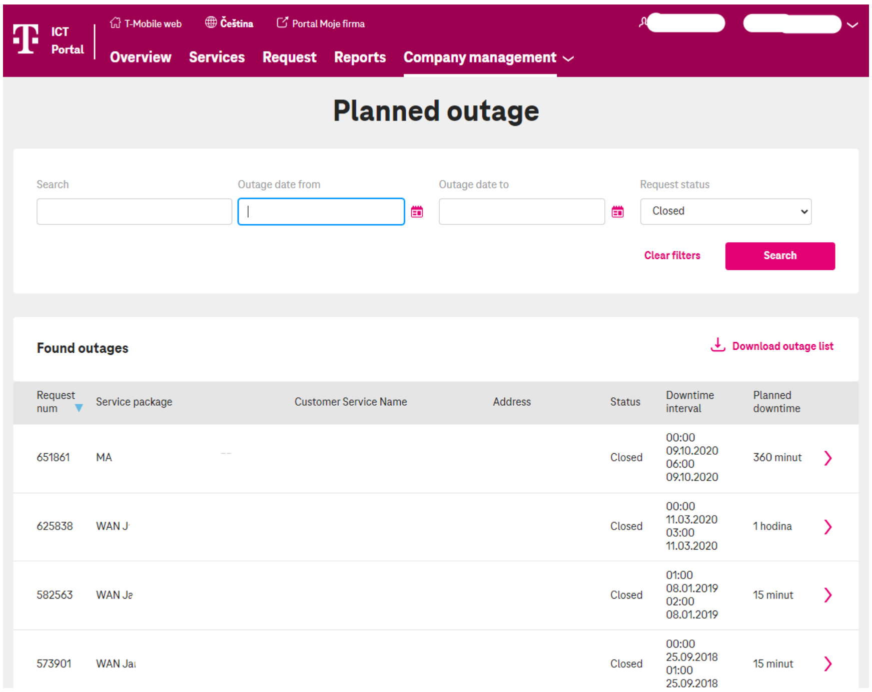
- The **Reports** menu displays a list of reports. Click on a row to view the chosen report.



3.4 Company administration

3.4.1 Planned outages

- Here you will see a list of Planned outages. You can filter records by individual columns – use the arrows that appear when you hover over the appropriate column. For a more detailed search, you can use the *filter fields* located above the list.



3.4.2 User documentation

- Click on the **User Documentation** link in the menu to open this manual in a new window.

3.5 Logging out of the application

- Click on the arrow after the name of the organization in the top right to display **Logout**. Click to log out of the portal.