



ICT PORTAL USER MANUAL

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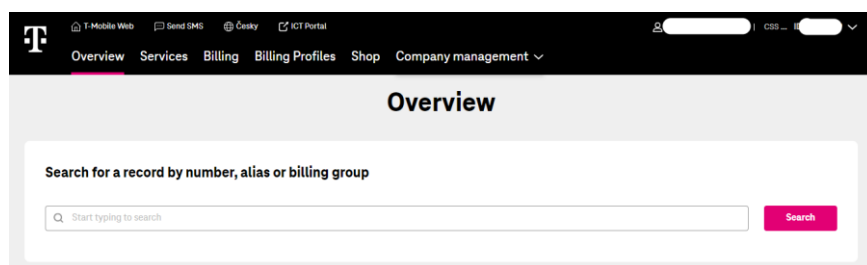
1 INTRODUCTION

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](#).

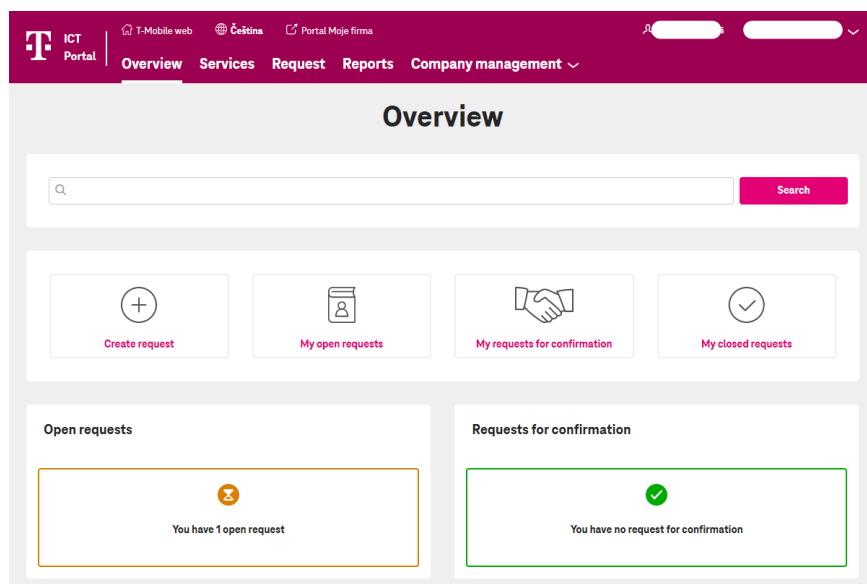


- Customer (user) authentication can be done with a user certificate from T-Mobile certification authority or by logging in via the My Business portal.

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.

The screenshot shows the 'Create request' form in the ICT Portal. The form is titled 'Create request' and is located under the 'Request' menu. It contains the following fields and options:

- Requests alias:** A text input field.
- Location:** A dropdown menu.
- Description:** A text input field.
- Detailed notifications:** A checkbox with the text 'You will be informed by mail about all changes in registered SC' below it.
- Attachments:** Three 'Choose File' buttons, each followed by the text 'No file chosen'. Below these buttons is the note 'Max attachment size is 10MB'.

At the bottom of the form, there are two buttons: a pink 'Back' button with a left arrow and a red 'Save' button.

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.**).

The screenshot shows the 'Request' page in the ICT Portal. The page has a purple header with navigation tabs: Overview, Services, Request (selected), Reports, and Company management. Below the header, there is a 'Request' title and a '+ Create request' button. A search bar is present with the text 'Request search'. Below the search bar, there are filter presets: 'My open requests', 'My requests for confirmation', 'My closed requests', and 'All open requests'. There is also a 'Filter settings' dropdown and 'Clear filters' and 'Search' buttons. Below the filters, there is a 'Found requests' section with a 'Download list' button. A table displays the following data:

Request num	Requests alias	Description	Status	Registered	Service	Category
669321		test1	Active	May 25, 2022 1:23:08 PM	Call Centrum	P2 - Service degradation

At the bottom right of the table, it shows '1..1/1'.

- 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.**).

Request num	Requests alias	Description	Status	Registered	Service	Category
650477	3411		Closed	Sep 15, 20' 8:28:58 AM	Certifikační autorita TMCZ	RFC - Request for Change
624752	330		Closed	Feb 12, 202 12:08:31 PM	Call Centrum	RFI - Request for Information
623745	3411		Closed	Jan 29, 20' 11:45:12 AM	Call Centrum	RFI - Request for Information

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.

Type	Service package	Status	Monitoring	Customer Service Name	Business Name	Service Support Hours	SLA level
Basic package							
		●		IP terminál podnikové telefonie		8 x 5	
		●		Add feature per Phone		8 x 5	
		●		Add feature per Site		8 x 5	
		●		Add feature per User		8 x 5	
		●		Add feature per Group		8 x 5	
		●		Change directory record (name, phone n		8 x 5	
		●		Change feature per Phone		8 x 5	
		●		Change feature per Site		8 x 5	
		●		Change feature per User		8 x 5	

3.3.1 Reports

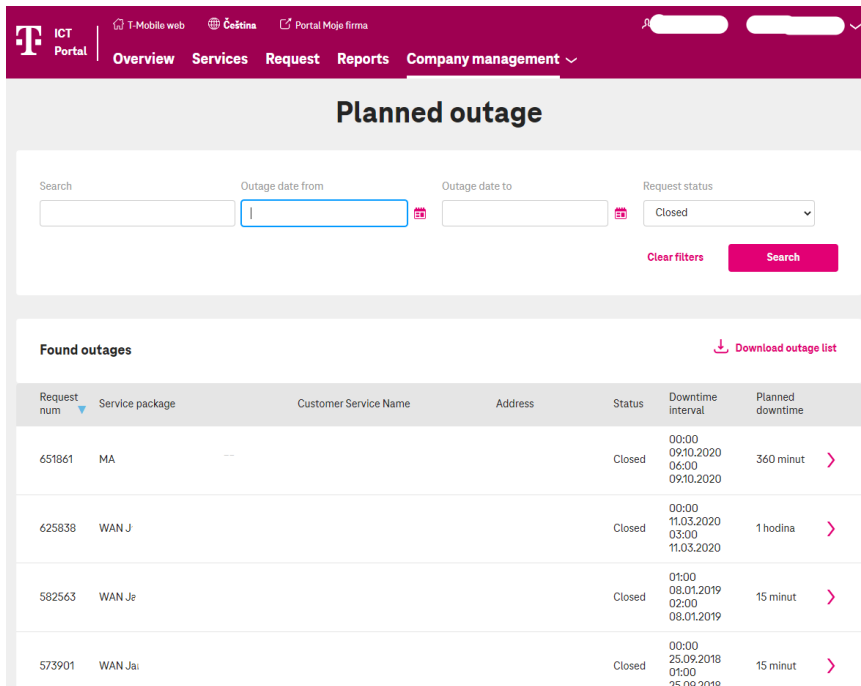
- The **Reports** menu displays a list of reports. Click on a row to view the chosen report.

Customer reports
Availability per Service >
RFC statistics per Service >
RFI statistics per Service >

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.



Planned outage

Search Outage date from Outage date to Request status

[Clear filters](#) [Search](#)

Found outages [Download outage list](#)

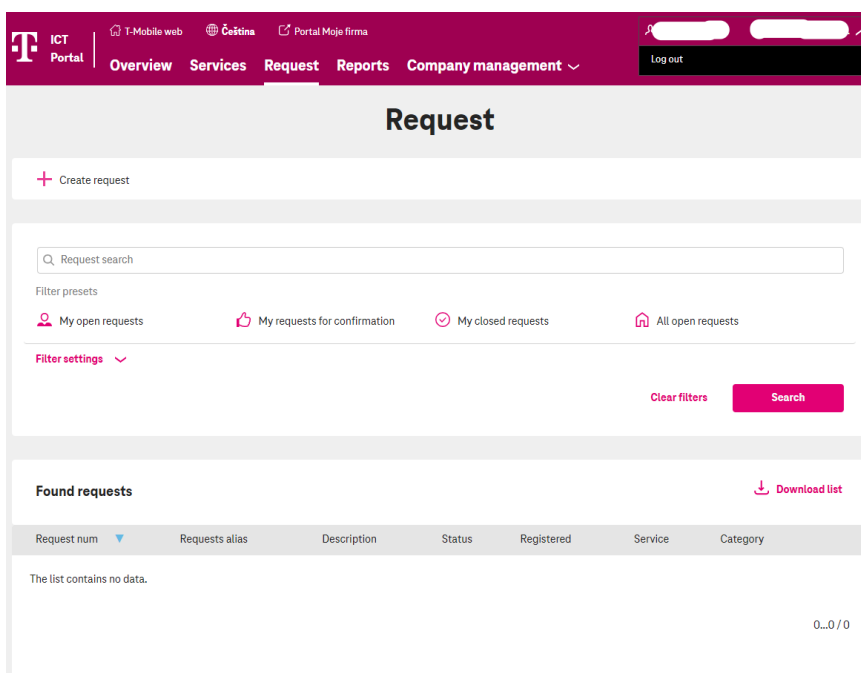
Request num	Service package	Customer Service Name	Address	Status	Downtime interval	Planned downtime
651861	MA			Closed	00:00 09.10.2020 06:00 09.10.2020	360 minut >
625838	WAN J			Closed	00:00 11.03.2020 03:00 11.03.2020	1 hodina >
582563	WAN Je			Closed	01:00 08.01.2019 02:00 08.01.2019	15 minut >
573901	WAN Jai			Closed	00:00 25.09.2018 01:00 25.09.2018	15 minut >

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.



Request

[+ Create request](#)

Request search

Filter presets

[My open requests](#) [My requests for confirmation](#) [My closed requests](#) [All open requests](#)

[Filter settings](#)

[Clear filters](#) [Search](#)

Found requests [Download list](#)

Request num	Requests alias	Description	Status	Registered	Service	Category
The list contains no data.						

0...0 / 0