

 **ITG**

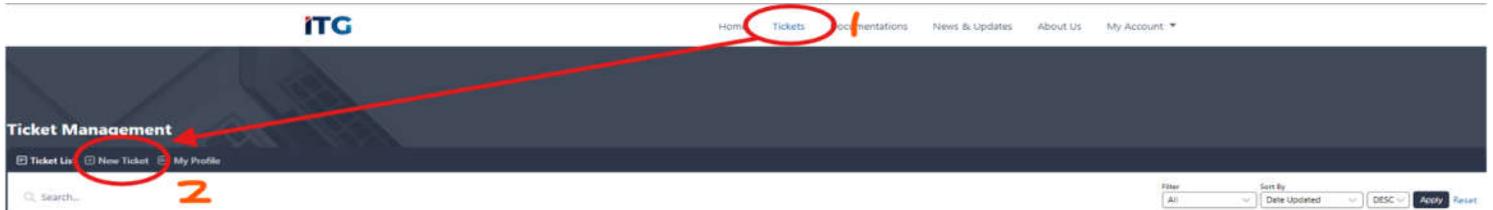
PORTAL

--Instruction—

How to create ticket from ITG-PORTAL

USER:

From Home → Ticket → New Ticket → ticket fill up form ←



Sample how to create ticket from ITG PORTAL

A screenshot of the ITG portal's ticket creation form. The form is divided into several sections: 'Area' (Head Office), 'Branch Name' (Head Office), 'Team' (ITG), 'Mobile Number' (9985795723), 'Subject' (Laptop Won't Turn On_HEAD OFFICE_ITG), 'Category' (Biometric), and 'Additional Recipients' (sampleEmail@gmail.com, OtherSampleEmail@gmail.com). The 'Description' section contains a text area with a rich text editor and a picture of a laptop. The form includes a 'Submit' button and a 'Reset Form' button. A checkbox for 'By submitting this ticket, I agree to the Terms and Conditions' is also present.

- Ilagay ang mga Information na hinihingi ng mga box tulad ng AREA, BRANCH NAME, TEAMS, MOBILE NUMBER (not included {63} example: 9985795723), CATEGORY (base ito sa inyong concern), ADDITIONAL RECEIPT (for approval & CC). SUBJECT (follow the Format on that picture above. Example: Laptop Won't Turn On_HEAD OFFICE_ITG) and last the Full Details of your concern in DESCRIPTION box or you can add Picture for the references of your concern.
- Check the box (By submitting this ticket)
- Submit



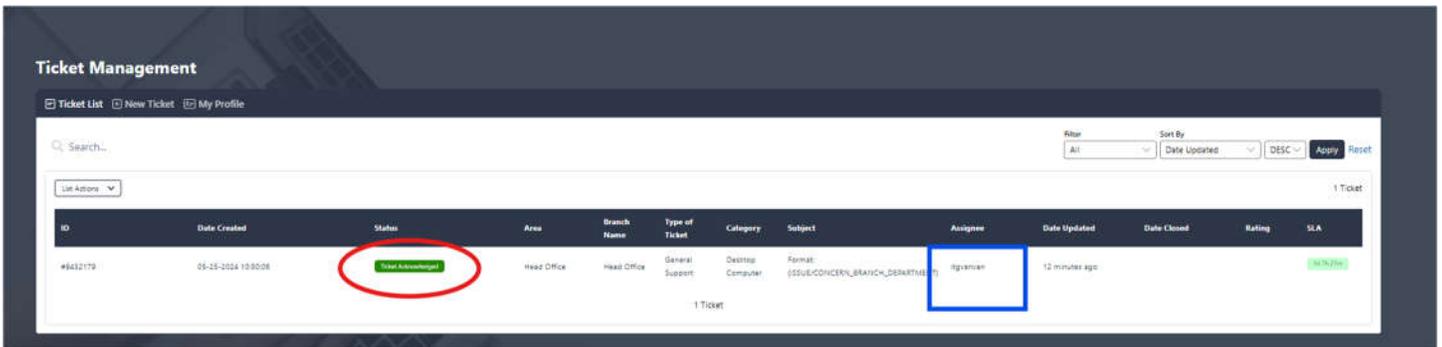
- Makikita natin itong section na ito na ibig-sabihin nai-ticket na ang inyong Issue/Concern.



- At makikita din ito sa Email na confirmation na successful ang ginawa ninyong ticket sa ITG PORTAL.

ACKNOWLEDGEMENT NG TEAM SA INYONG TICKET

- Na ibig-sabihin na assess na nila ito at hintayin na lang ang pagtugon at mga gagawin nilang hakbangin para sa inyong Issue/concern sa ginawa ninyong Ticket sa ITG PORTAL



- Makikita sa status ang acknowledgement at ang naka assign na IT hardware para sa inyong concern.

Attach Files

Ivan Araneta replied
28 minutes ago

Sulit VONVON,

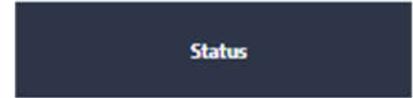
Please tell us about your experience with the support given in ticket #9432179. Your feedback helps us to create a better experience for yourself and other ka-sulit.

Click one of the links and we will be immediately notified of your choice!

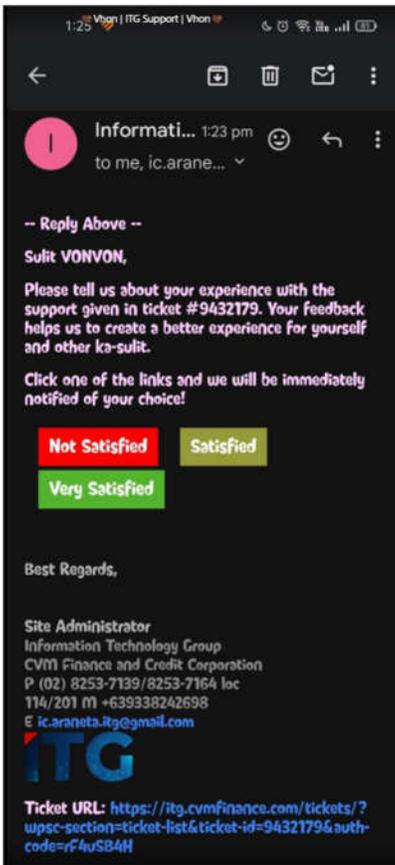


Best Regards,

Site Administrator
Information Technology Group
CVM Finance and Credit Corporation
P 02) 8253-7139/8253-7164 loc 114/201 M +639338242698
E ic.araneta.ig@gmail.com



Closed



- Once na resolved na ang Ticket. makikita natin sa ating account ang status ito'y "Closed". na Ibig-sabihin ay tapos na or na resolved na ang ating ticket at makikita din ito. Sa ating account sa ITG PORTAL at sa ating EMAIL account. Makikita din ang aming reply pag-tapos maresolved ang pagtugon saming serbisyo kung ito ba ay Not Satisfied, Satisfied, Very Satisfied. Ang inyong tugon (Rating) para malaman namin na kayo ay aming napagseserbisyohan po ba ng tama o Hindi.

ANG PAGREREQUEST NG CANCELLATION GAMIT ANG ITG PORTAL PARA SA ATING MGA CONCERN SA SYSTEM AT PAANO ITO MAAAPPROVE NG ATING AREA OFFICER.

The screenshot shows the 'Ticket Management' interface. At the top, there are navigation links for 'Ticket List', 'New Ticket', and 'My Profile'. The form is divided into several sections:

- Area:** Head Office
- Branch Name:** Head Office
- Team:** DMG
- Mobile Number:** 987654321
- Category:** System Concern
- Additional Recipients:** icaraneta.ig@gmail.com
- Subject:** Cancellation Pension (Loan No., HEAD OFFICE, DMG)
- Description:** A rich text editor containing the following text:

Sulit na Araw
pasuyo po ng cancellation para kay batang quiapo dahil nagkamali ng encode
Name : batang quiapo
Loan No: PEN-****-*****
PICTURE ATTACHMENT
{
}

Sulit na Salamat
- Attach Files:** A checkbox for 'By submitting this ticket, I agree to the Terms and Conditions' is checked. There are 'Submit' and 'Reset Form' buttons at the bottom.

- Para sa ating cancellation magfill-up lang po tayo ulit. ng panibagong Ticket at gayahin ang mga sumusunod (base sa inyong AREA, BRANCH, TEAM, etc) i-Categories ninyo po ang ticket para sa **SYSTEM CONCERN**. At wag kalimutan ilagay ang **ADDITIONAL RECEIPEINT** para sa ating approval for cancellation(example: Email ni Area Officer).

ADDITIONAL RECEIPEINT/ AREA OFFICER/ approval for cancellation

The screenshot shows an email notification from the 'Information Technology Group'. The email content is as follows:

Information Technology Group
to: ms_iggroup-h

-- Reply Above --

You have received a new ticket from Varvan!

Ticket Category : System Concern

Ticket Description :

Sulit na Araw
pasuyo po ng cancellation para kay batang quiapo dahil nagkamali ng encode

Name : batang quiapo
Loan No: PEN-****-*****
PICTURE ATTACHMENT
{
}

Sulit na Salamat

<https://qa.cymfinance.com/tickets/?type=section=ticket-list&ticket-id=2381221&auth-code=Eevh8lUjH>

Disclaimer: *Please do not reply.* This email is solely intended as a notification. If you wish to respond to the original thread or ticket, we kindly request that you log in to the [ITG Portal](#) and navigate to the specific ticket number to provide your response. This measure is taken to ensure the security and confidentiality of information and maintain proper communication within the Parla's secure environment. Thank you for your understanding and cooperation.

Ivan Carl Araneta
to: ig_iggroup-h

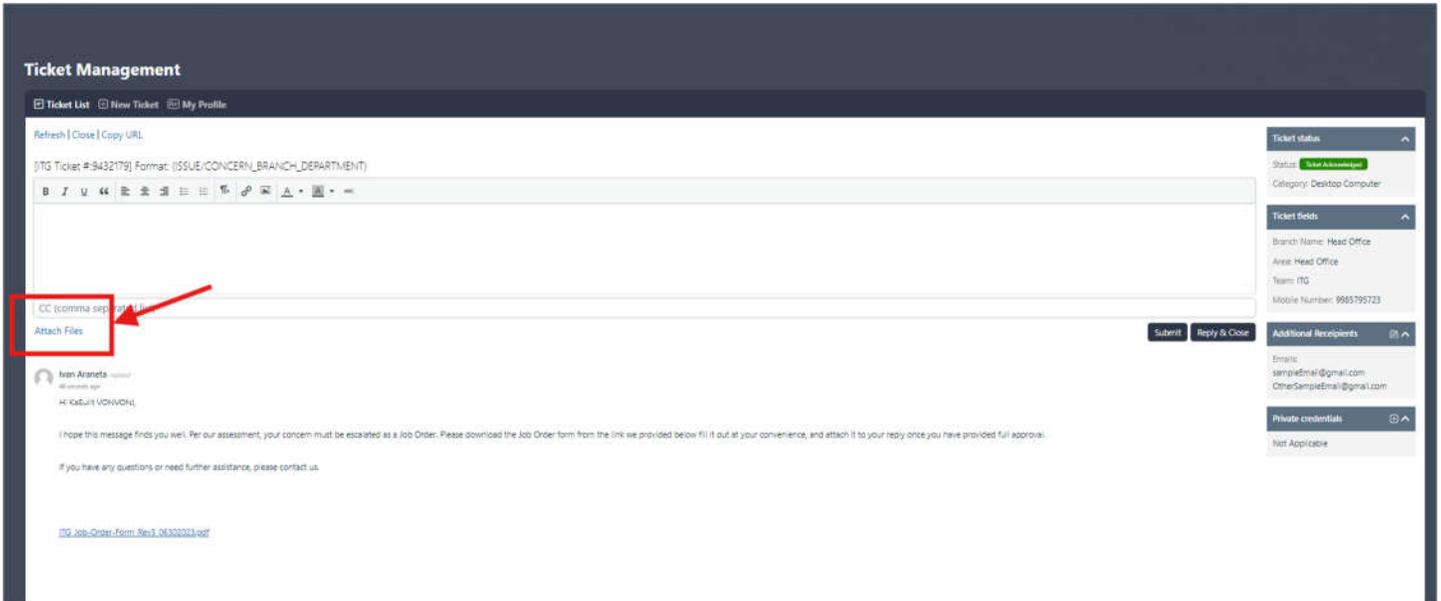
Approved for Cancellation

+++

Reply, Reply to all, Forward, and other email actions are visible at the bottom.

- mag email ito sa account ng ating nilagay na receipeint at ito'y aapprovahan niya sa mismong email para sa ating cancellation once ito ay maapprovahan na. ang tugon ng ITG ay agad itong gagawin at magbibigay ng feedback. Sa inyong ginawang Ticket sa ITG PORTAL upang sabihin ito ay tapos na at maaari na din po tayong tumugon or magfeedback na ito'y nagawa naming at magproceed po tayo sa ating RATING(not satisfied, satisfied, very satisfied)

Paguupload ng ating JO sa ating ITG PORTAL



Ticket Management

Ticket List | New Ticket | My Profile

Refresh | Close | Copy URL

[ITG Ticket #9432179] Format: (ISSUE/CONCERN_BRANCH_DEPARTMENT)

CC (comma separated list)

Attach Files

Submit | Reply & Close

Ticket status

Status: **Under Assessment**

Category: Desktop Computer

Ticket fields

Branch Name: Head Office

Area: Head Office

Team: ITG

Mobile Number: 9955795723

Additional Recipients

Emails:

sampleEmail@gmail.com

OtherSampleEmail@gmail.com

Private credentials

Not Applicable

- Pindotin lang ang attach files at hanapin ang inyong JO file na fully approve nating Imm & Team Head at iattach na ito.



Ticket List | New Ticket | My Profile

Refresh | Close | Copy URL

[ITG Ticket #9432179] Format: (ISSUE/CONCERN_BRANCH_DEPARTMENT)

CC (comma separated list)

Attach Files

MS Job Order Form_Rev3_01153022.xlsx - Google Sheets.pdf

Submit | Reply & Close

- At ito ay isubmit
- Hintayin na lang po natin ang pagpunta or pagresponse ng hardware sa ginawang JO.

Sulit na salamat po!