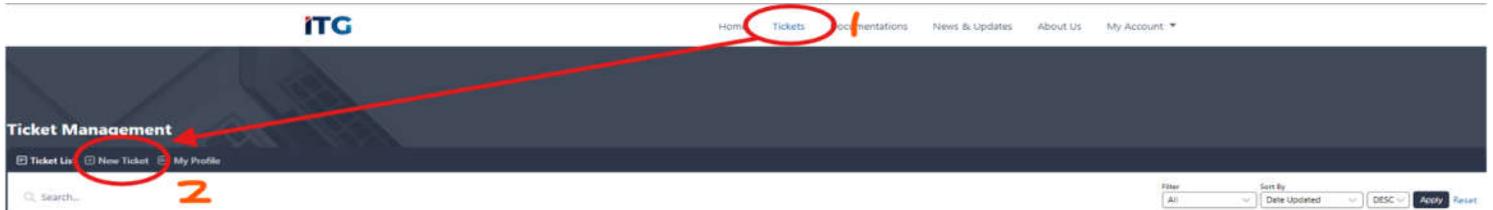# ITG

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

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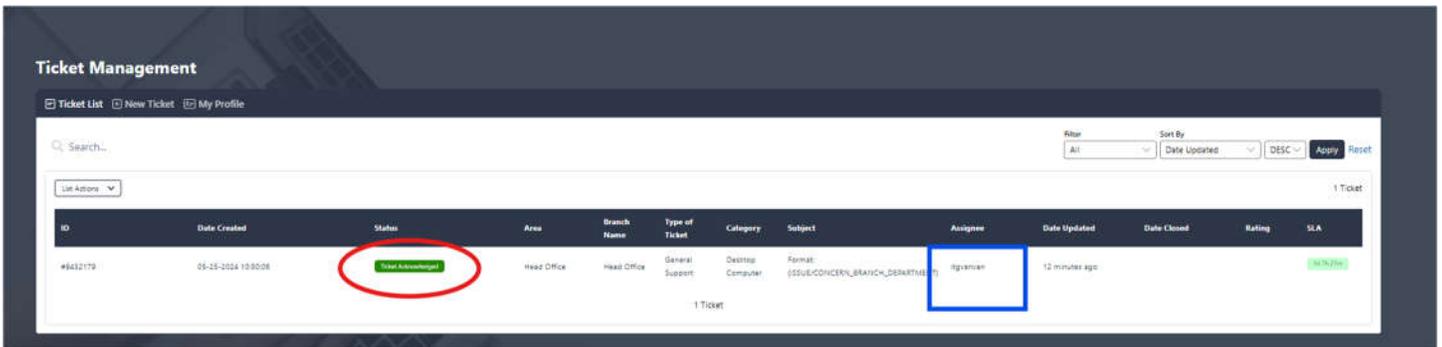
- Makikita sa status ang acknowledgement at ang naka assign na IT hardware para sa inyong concern.

Attach Files

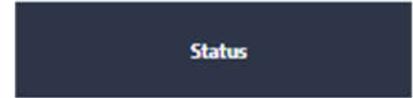Ivan Araneta replied
36 seconds ago

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!

[Not Satisfied] [Satisfied] [Very Satisfied]

Best Regards,

Site Administrator
Information Technology Group
CVM Finance and Credit Corporation
P (02) 8253-7139/8253-7164 loc 116/201 M +639338242698
E ic.araneta.itg@gmail.com
iTG

Status

Closed

1:25 Vbon | ITG Support | Vhon

Informati... 1:23 pm
to me, ic.arane... ∨

-- Reply Above --

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!
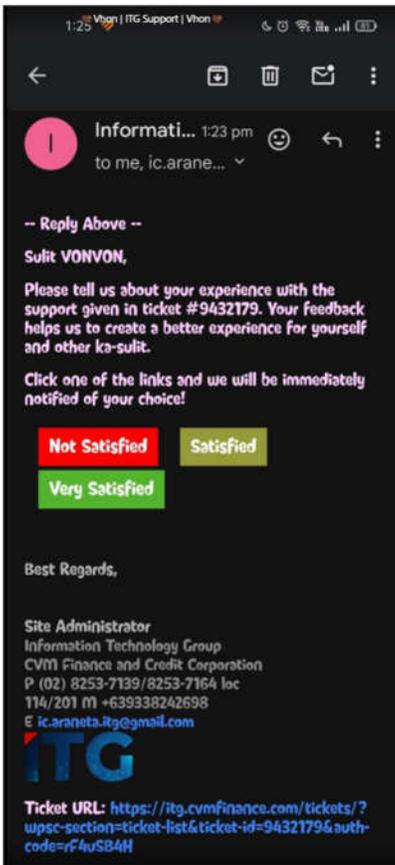
[Not Satisfied] [Satisfied]
[Very Satisfied]

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.itg@gmail.com
iTG

Ticket URL: https://itg.cvmfinance.com/tickets/?wpsc-section=ticket-list&ticket-id=9432179&auth-code=rF4uSB4H

- 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.

- 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

- mag eemail ito sa account ng ating nilagay na receipeint at ito'y aaprovahan 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 magproproceed po tayo sa ating RATING(not satisfied, satisfied, very satisfied)

PAG-TICKET NG JOB ORDER SA ITG PORTAL AT PAG-ATTACH NG JOB ORDER FORM

- Bago tayo gumawa or mag attach ng ating JOB ORDER FORM sa ating ticket sa ITG PORTAL. Kinakailangan muna nating iTicket ang ating concern tignan ang larawan sa (Sample how to create ticket from ITG PORTAL) pag nagawa natin ito hintayin iacknowledge ng aming team ang inyong concern sa hardware para ma- assess ito ng aming Team.

- pag-tapos na iassess ng Team ang inyong Ticket, magdedecide sila na mag JO na makikita natin sa feedback nila ang nakikita sa larawan sa itaas nagbibigay na pwede na tayong gumawa ng ating JO pindotin lang ang link: ITG_Job-Order-Form_Rev3_06302023.pdf at bago iupload ang ating JO need muna ito ng inyong signature(requestor, immediate supervisor, at Team Head)

Paguupload ng ating JO sa ating ITG PORTAL
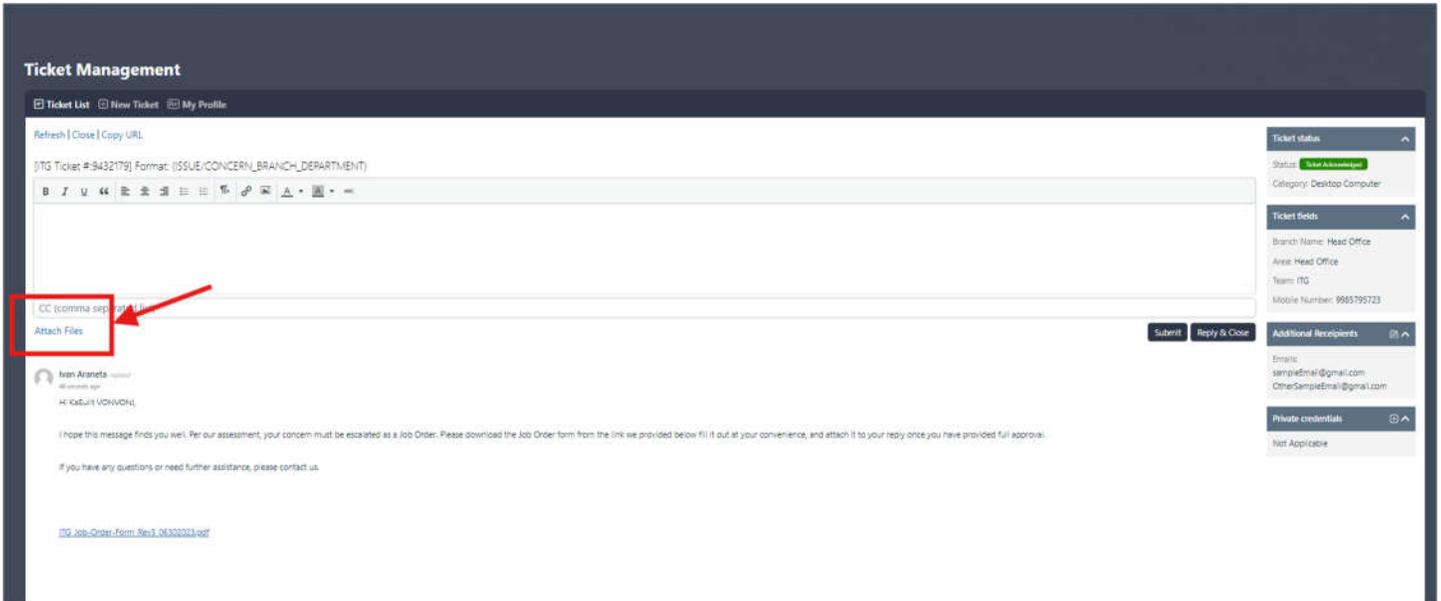
- Pindotin lang ang attach files at hanapin ang inyong JO file na fully approve nating Imm & Team Head at iattach na ito.

- At ito ay isubmit

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

Sulit na salamat po!