User Manual

for

End Users to Raise Ticket Over
Automatic HelpDesk System

Bureau of Energy Efficiency
Version 1.1

Contents

1. Purpose & Overview

To facilitate the end users for resolving their issues/grievences within the allotted time frame and to be tracked after Submission on the portal. Automated helpdesk system has been created and made available for end users like (DC's, SDA & EmAEA).

The purpose of this document is to describe how end users can use the Helpdesk application for raising their queries/grienevces and can track them within the system for proper resolution.

2. Users

This document is intended for the following list of users:

- **DC**
  - **Plant Head**
  - **Energy Manager**
- **SDA**
  - **Nodal Officer**
  - **Technical Officer**
- **EmAEA**
  - **Empanelled Energy Auditor**
  - **Energy Auditor**

3. Authentication Process

This section explains the authentication process for mentioned type of users.

1. Access BEE Helpdesk application by clicking the link (https://patnethelpdesk.escerts.gov.in).
2. The BEE Helpdesk **Home** page appears which shows an authentication form & a graphical representation of submitted query statistics till date with hoption to track the submitted Ticket/Query/Grievance & Exhaustive user manual.

Figure 1: BEE Helpdesk Home Page

3. Authenticating of the registered user is as per below:
   a. Field marked with asterisk (*) are mandatory to fill.
   b. User type & Contact Type are interdependent on each other.
   c. Enter the Registration Number.
      Note: Registration number requires only in the case of DC & EmAEA.
   d. Select a desired running PAT cycle of DC.
   e. Authentication type by selecting one of the value defined in Registered Contact Detail.
   f. Enter the desired detail which is associated with the selected Registered Contact Detail type.
   g. Click on the Verify button for completing the authentication process

Note: Without authenticate the user, system will not allow anyone to raise a query.

Fig 1.1 : Authentication Section.

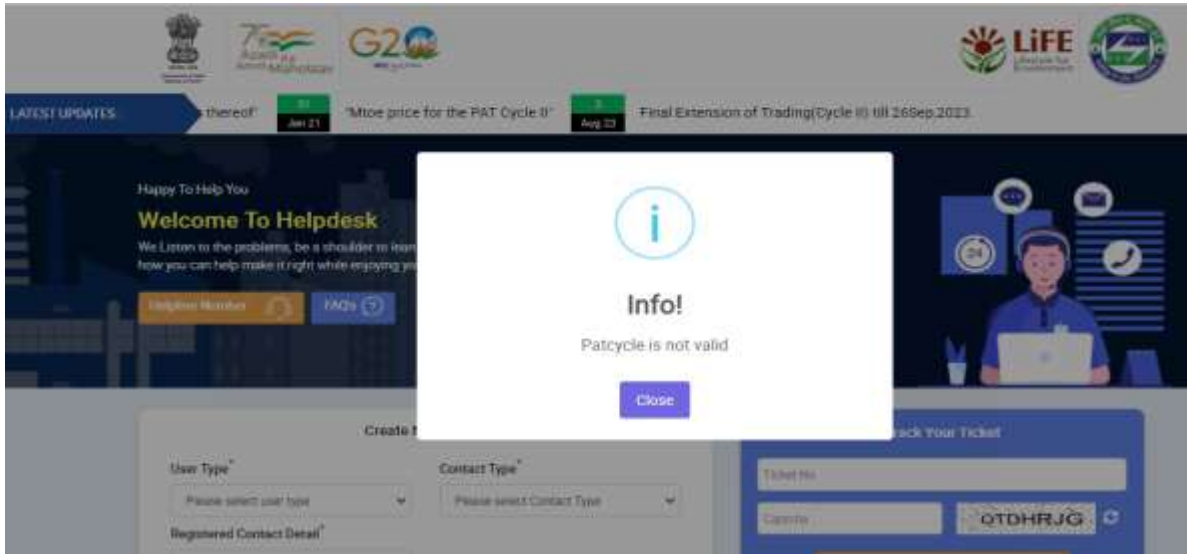4. If the user provided inaccurate information, see below:

   a. If a user enters the incorrect **Registration No.**, a message will appear as illustrated below:
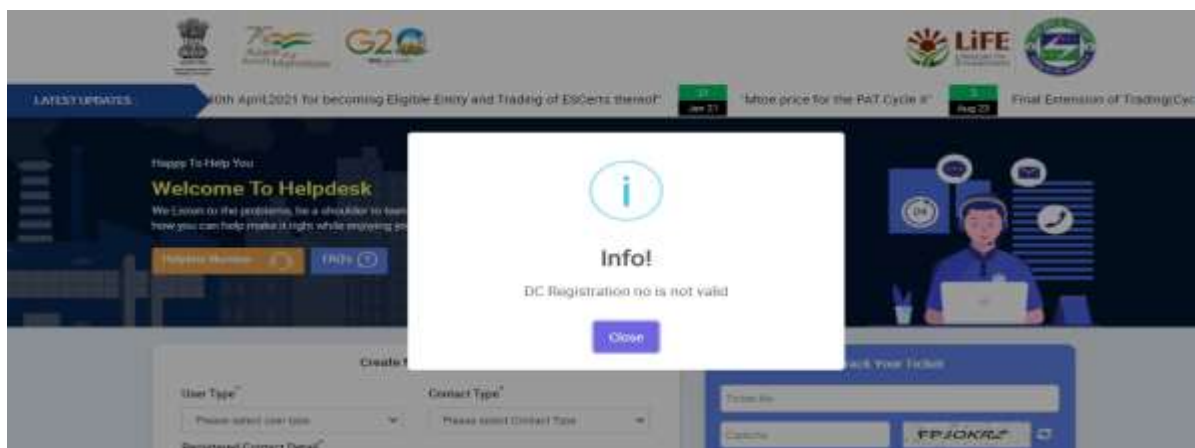
Fig 1.2 : Wrong DC Registration No.

b. If a user selects the incorrect **PAT Cycle**, a message will appear as shown in the illustration below:

Fig 1.3 : Wrong PAT Cycle

c. If a user enters an incorrect **Registered Contact Detail** like as **Recovery Email ID**, a message will appear as shown in the illustration below:

Fig 1.4: Wrong Recovery Email ID

4. Raise a Query / Grievance, Create Ticket

On successful authentication of user, system will open a Create Ticket form on which

Figure 2.1: BEE Helpdesk – Create Ticket


Figure 2.2: BEE Helpdesk – Create Ticket

1. Field marked with asterisk (*) are mandatory to fill.
2. DC Registered Number : details will be pre-filled as per the authentication.
3. PAT Cycle : details will be pre-filled as per the authentication.
4. Category Name : Queries have been categories on the basis of day to day scenarios. User needs to select the desired category so that concered team will address their issues as per the defined TAT. **Categories are defined as below:**

Category	Detail
Generic	General Problem Related Issue like: login, signup etc.
Reset of Credentials – PH	Reset the Credentials as username / Password for Plant Head
Creation of Credentials – PH	Generate the Credentials as username / Password for Plant Head
Reset of Credentials – EM	Reset the Credentials as username / Password for Energy Manager
Creation of Credentials – EM	Generate the Credentials as username / Password for Energy Manager
Data Submission	Wrong data displaying, Data not updated on dashboard etc.
Form Submission	Form related actions like button not enable, form submission
Payment Related	Payment Related Issue

5. Previous Ticket Reference : Any prior ticket number for same kind of issue to be refer.
6. Query : Description about the issue which is facing into the system by user.
7. Attachment : Any POC related with the issue to be upload for better understanding the raised case.

Once click on Submit button, user will receive a system generated unique ticket number & also an email on registered email id with desired details.
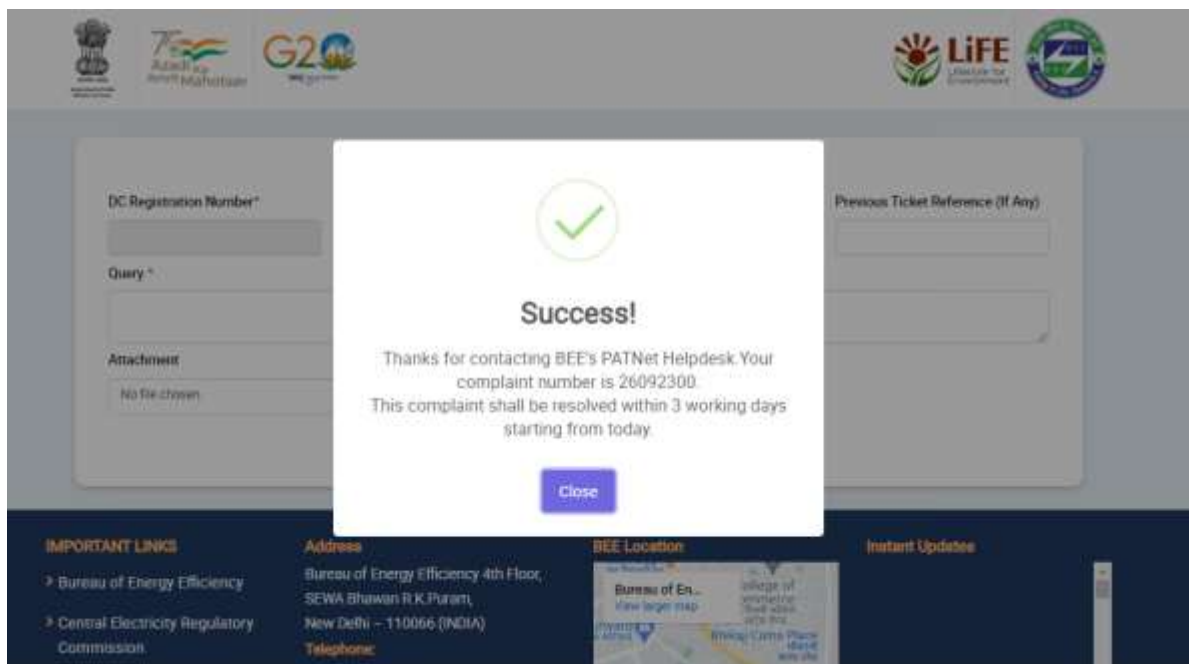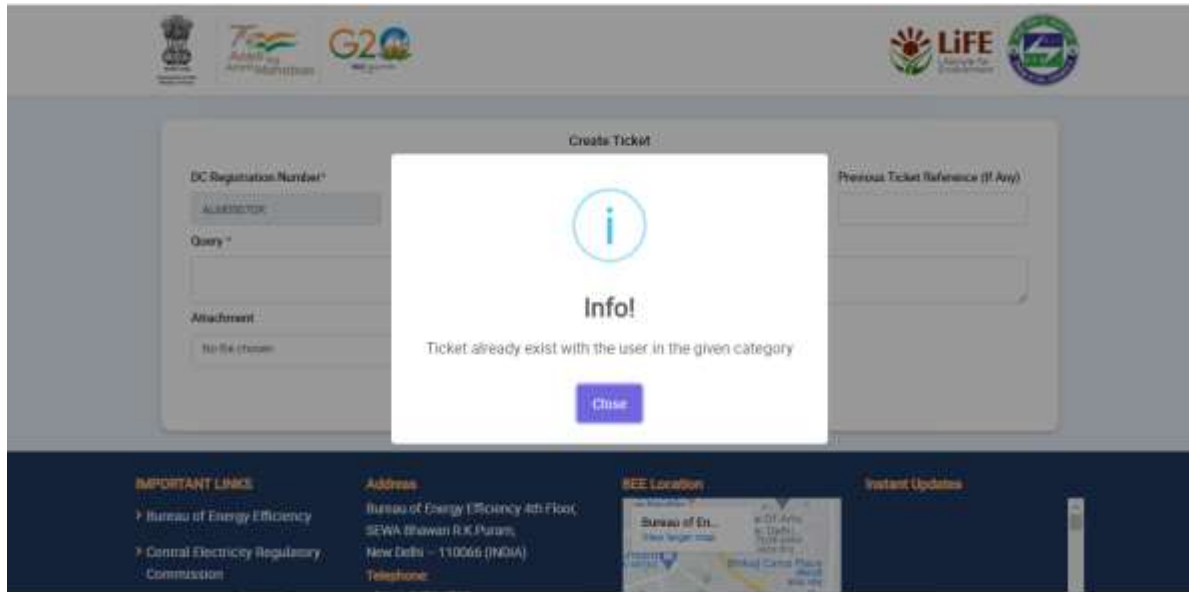

Figure 3: BEE Helpdesk – Submission of Ticket

System will restrict the user to raise a ticket under same category if any prior one is not resolved.

Figure 4: BEE Helpdesk – Raising Ticket Check

5. Track Status

User may view the status of the raised ticket at any point of time. For accessing the same, follow the below steps

1. Access BEE Helpdesk application by clicking the link (https://patnethelpdesk.escerts.gov.in).
2. Click on Track Status, a window will pop-up to enter the desired ticket number.
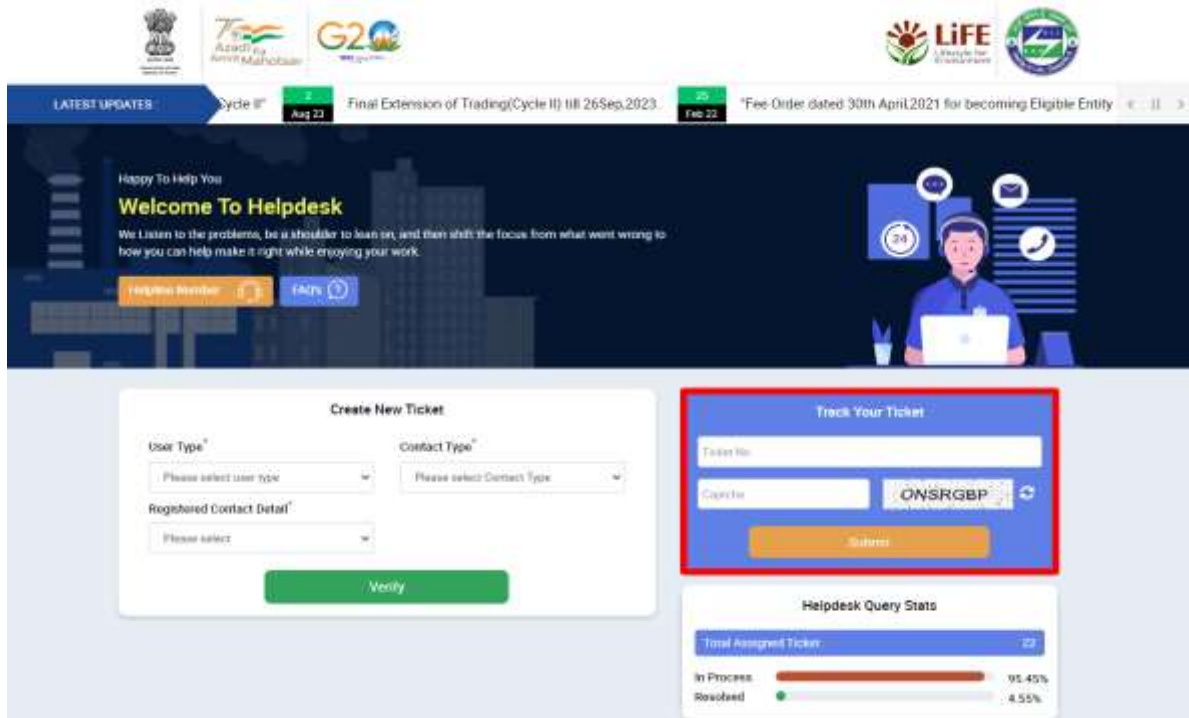
Figure 5: BEE Helpdesk – Track Your Ticket

3. Enter the ticket number , Captcha & click on Submit button.
4. Once the details are verified, system will show the complete details about the submitted ticket along with the current status & remarks submitted by the concerned official.
5. User have an option to Print the details or go Back to the authentication page.
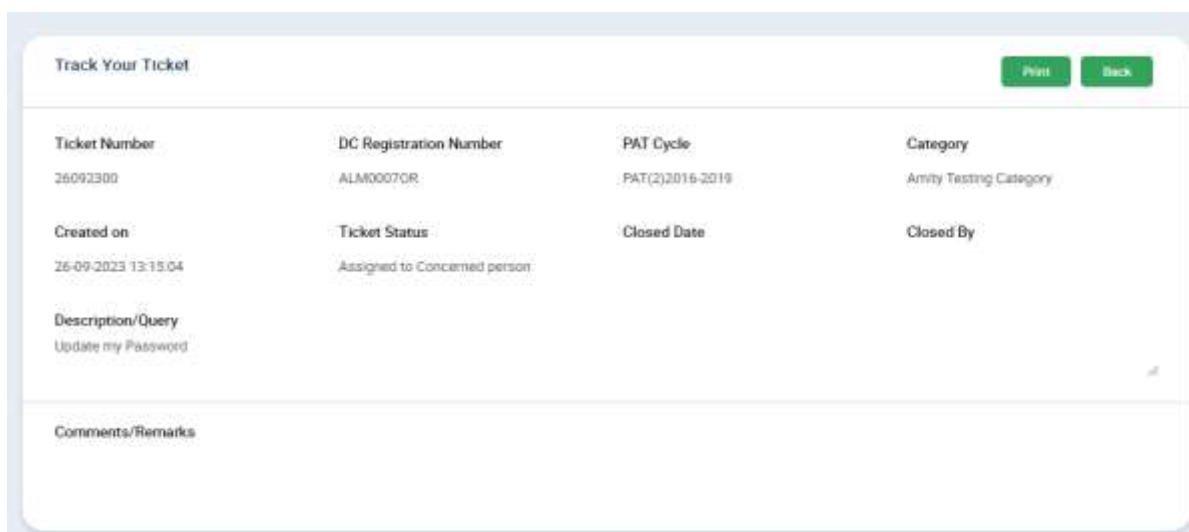
Figure 6: BEE Helpdesk – Ticket Status

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