



PROPOSAL

Asset Infinity

Asset Tracking, Maintenance & Management

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Proposal for:

**Travel Food and Services – IT Helpdesk
Enhancement**

Scope of Work

We are pleased to submit this proposal for Asset Infinity IT Helpdesk Enhancement - to support Ticket Types Level Selection Step by step

Scope includes implementation of New Configurations



A step-by-step ticket type grid to be shown over the generate ticket option so that the child node of the ticket type is only selectable



New User groups will be created along with group users



New Roles need to be created for users to see only the IT group/ticket

The generate ticket page will remain the same as in the current solution. Users can enter their login details and then proceed to create a ticket by selecting the required ticket type, whether it be an incident or a request. This process allows users to select the necessary fields and provide detailed reasons for raising the ticket, making it more user-friendly. Steps involved are

- Ticket type dropdown where only the last level will be selected i.e. last level node only selectable.
- Different other ticket types can also be mapped under the ticket type option such as:- HR and can be mapped corresponding to its user group as well
- We will create a separate ticket types named “Critical Incident” & “Change Request” and map all relevant fields to this ticket type. These fields will be displayed only to users when the 'Critical Incident' option or 'Change Request' is selected.

- Service Level Agreements (SLAs) and workflows can be configured according to defined priority levels, such as P1, P2, P3, or P4, to trigger notifications and escalations. These SLAs can also be tailored for different departments, allowing for various permutations and combinations with other entities.
- Once the ticket type "Critical Incident" or 'Change Request' is selected, mandatory fields must be completed for ticket generation.
- Critical incident will show additional/custom fields such as "Browse" which will be a upload file type field. Over here users can upload any documents relevant to this ticket generation request and Submit the request.
- Similarly the Change Request field will show custom field as "Download CR" template from which user can download the template and then use the template and attach in the upload files option and Submit the request
- Working hours shift can also be provided to calculate the TAT
- Ticket assignment to the respective engineer according to the ticket which has been assigned to them according to their user group. They can perform actions such as ticket view, edit , reassign of ticket within group members, hold, check in & check out
- Once the engineer provides a solution, they can close the ticket. An email notification is then sent to both the group user and the user who reported the issue, informing them of the ticket closure. This completes the ticket sequence. Additionally, we can define customizable workflows according to working hours and set up email escalations for any tickets that are ignored beyond the defined TAT (Turnaround Time).

Pricing

Asset Infinity IT Helpdesk Enhancement Implementation

Description	Price (INR)
1. Change Implementation and Configuration Charges	75,000 One-time

Terms & Conditions

1. GST extra on actuals
2. 100% advance payment at the start of implementation

Conclusion

We look forward to working with and supporting efforts to improve your asset and inventory management with Asset Infinity.

We are confident that we can meet the challenges ahead and stand ready to help you in delivering an effective asset and inventory management solution.

If you have questions on this proposal, feel free to contact Anju Felix at your convenience by email or call at +91 – 9810417978.

Thank you for your consideration.