

HCLSoftware

HCL BigFix Service Management

AI-powered Service Management

Trial Guide



Login information

- The instance URL to be used for the HCL BigFix Service Management trial is: <https://support.dryice.ai>
- You must have been provided with four sets of login credentials, one each for the following roles:
 - Consumer
 - Approver
 - Fulfiller/Support User
 - Manager
- If at any time during your trial, you require assistance, please reach out to us at bigfixsm.trial@hcl-software.com

Log into the HCL BigFix Service Management instance

- Click on the URL <https://support.dryice.ai> and use the consumer role credentials to log into the instance.
- Click on Sign In upon entering the credentials.

Sign in to your account

Username or email

consumer-microrobotics@hclt.com

Password

.....

[Forgot Password?](#)

Sign In

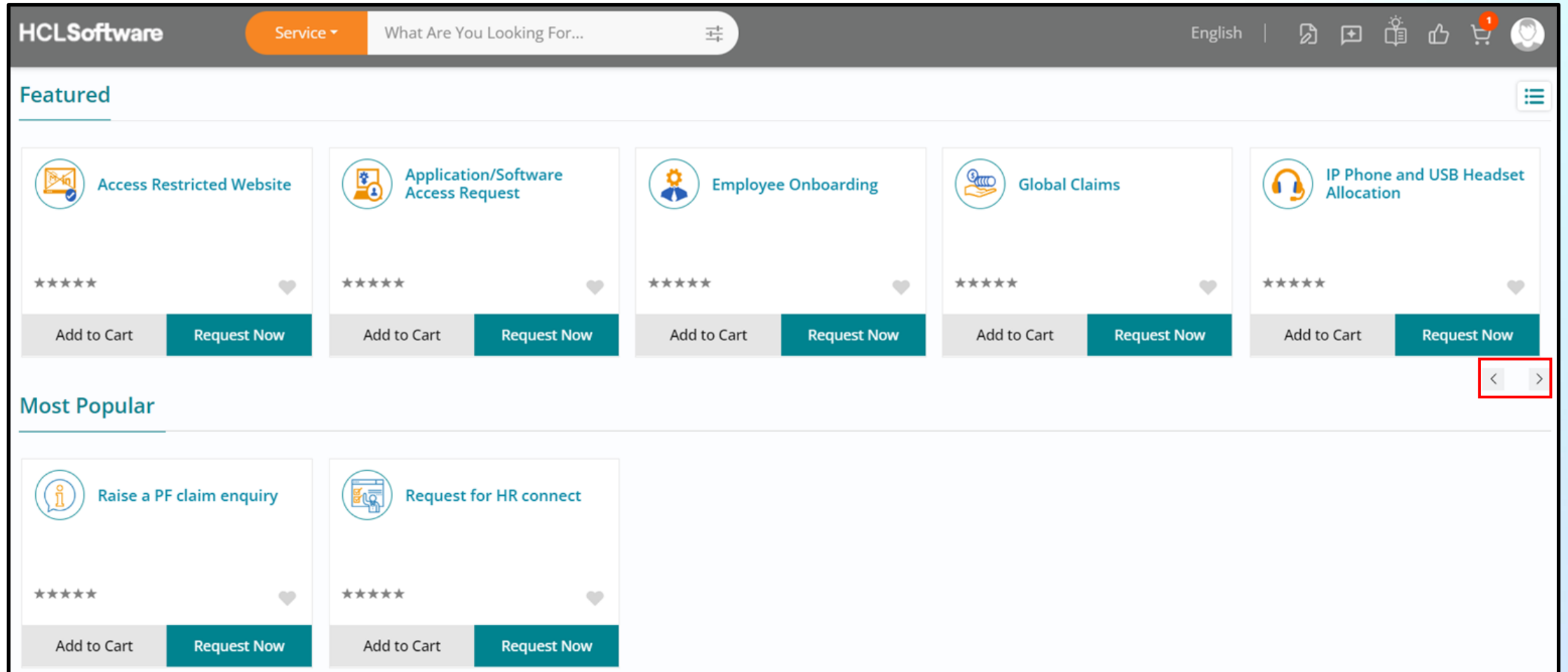
Or sign in with

Your corporate ID

New user? [Register](#)

Landing Page

- Upon logging in, you will see the consumer homepage of HCL BigFix Service Management.
- You can make use of the navigation arrows in the featured section to browse through the service offerings.



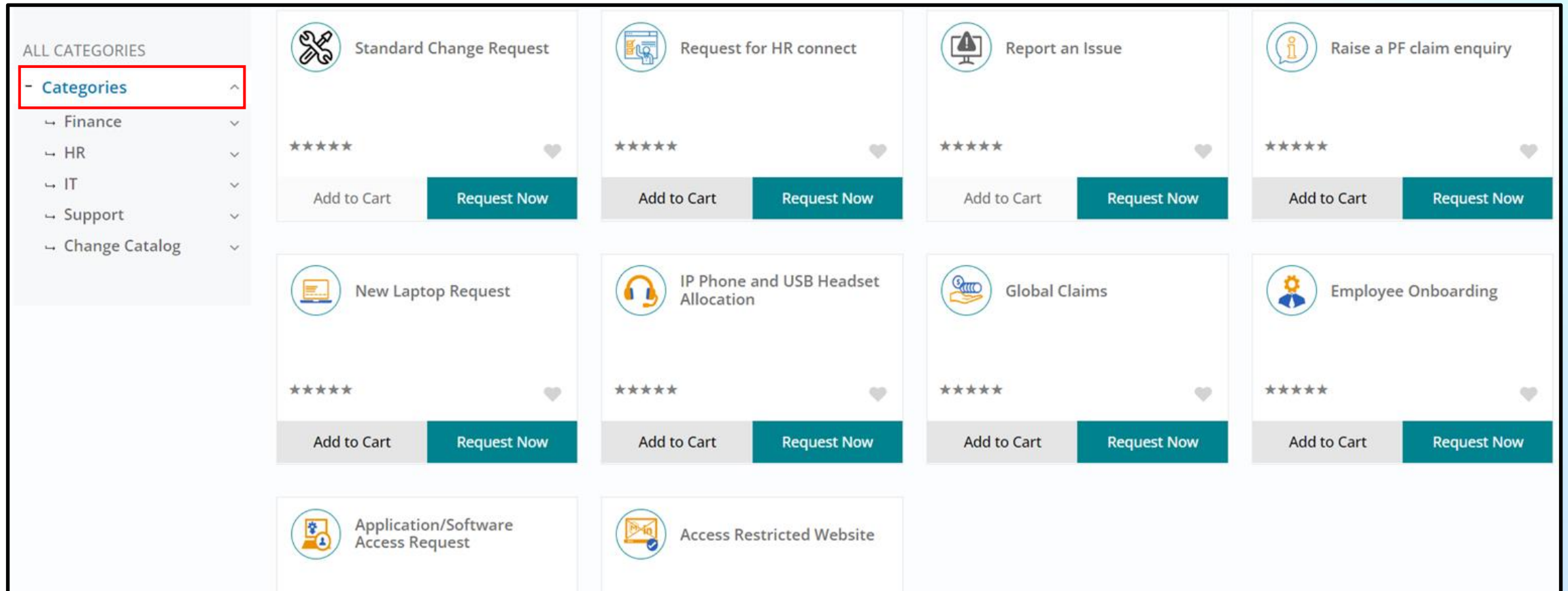
Browse through the offerings

- To view the service offerings segregated by business functions specific categories, click on List View button towards the top right of your screen.

The screenshot displays the HCLSoftware portal interface. At the top, the header includes the HCLSoftware logo, a 'Service' dropdown menu, a search bar with the placeholder text 'What Are You Looking For...', and navigation icons for English, document, chat, help, and a shopping cart with a notification badge. Below the header, the 'Featured' section is highlighted with a red box around the List View button (three horizontal lines). This section contains five service cards: 'Access Restricted Website', 'Application/Software Access Request', 'Employee Onboarding', 'Global Claims', and 'IP Phone and USB Headset Allocation'. Each card shows a five-star rating and a heart icon. Below the 'Featured' section, the 'Most Popular' section displays two service cards: 'Raise a PF claim enquiry' and 'Request for HR connect', also featuring five-star ratings and heart icons. Each card has 'Add to Cart' and 'Request Now' buttons.

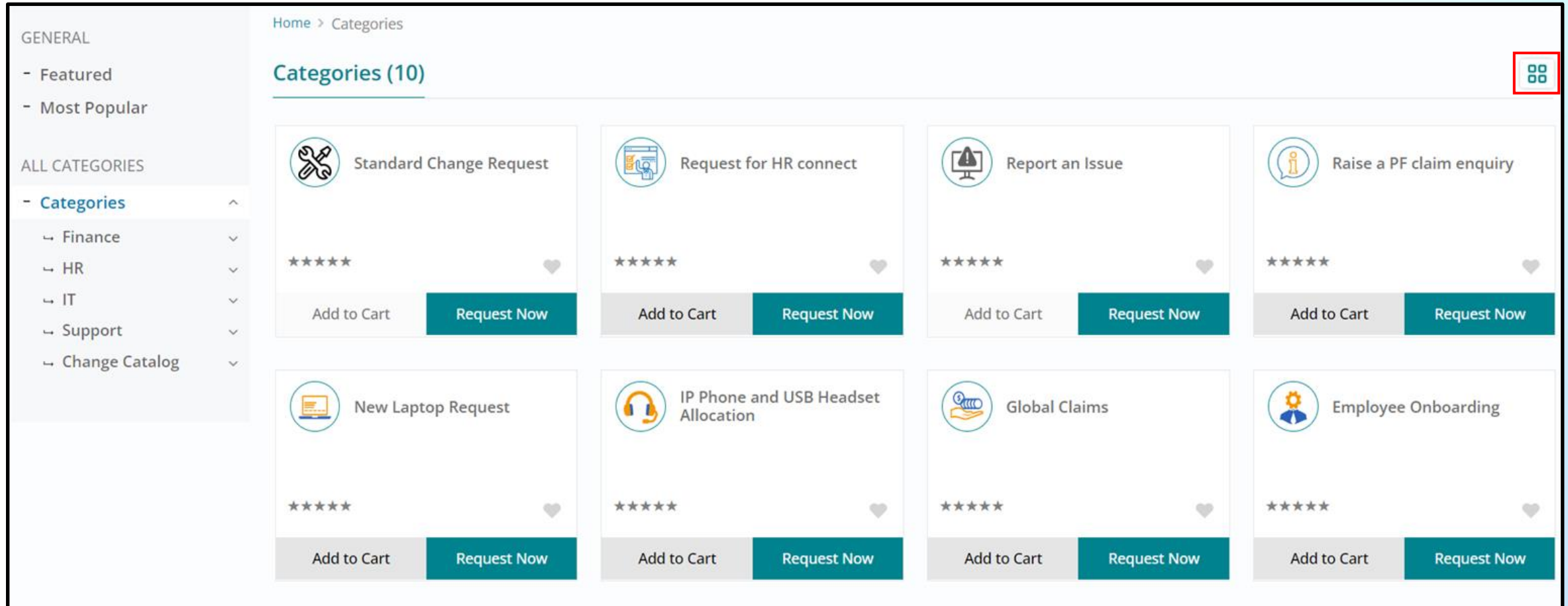
Browse through the offerings

- The business function specific category view is visible towards the left.
- Click on Categories to expand the section. You may choose to expand each category to view the service offerings available to place an order / request.



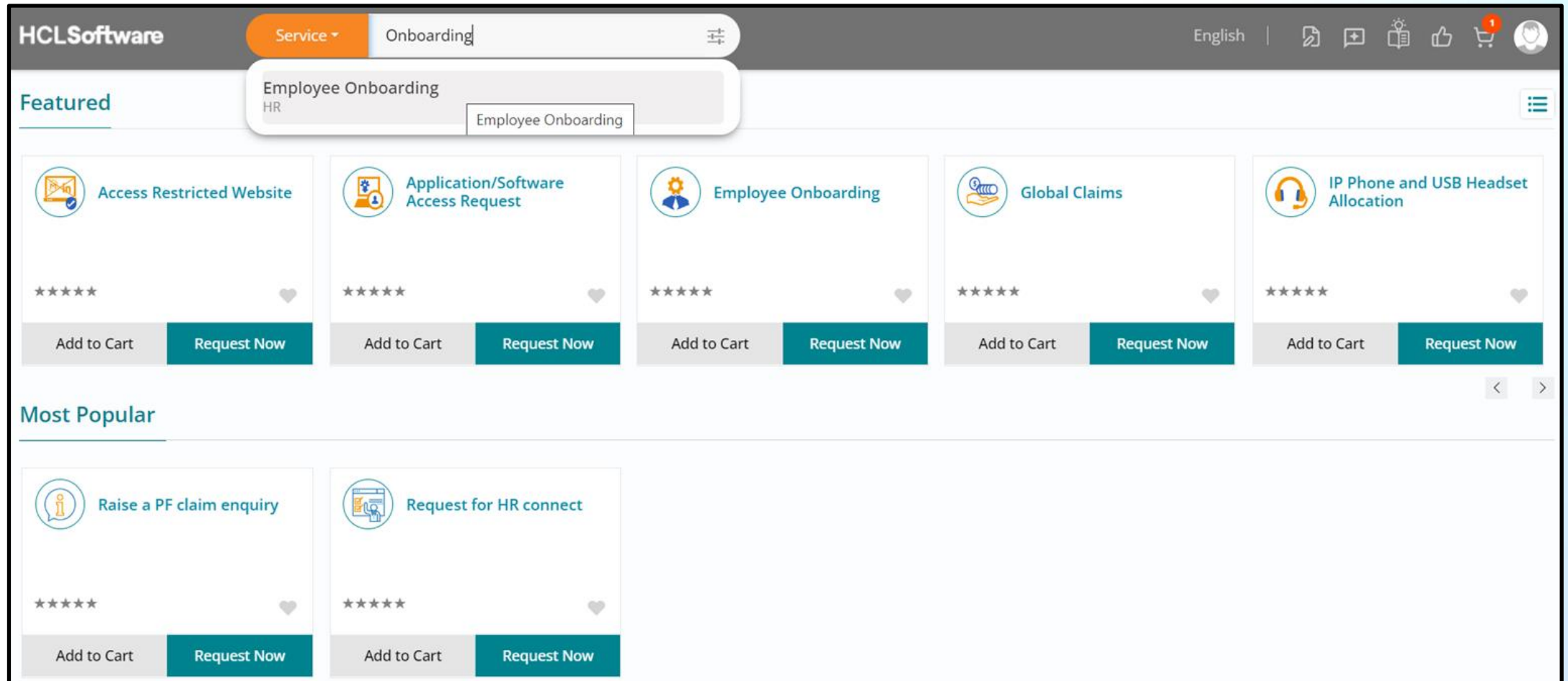
Browse through the offerings

- Once you have browsed through the categories, to go back to the previous view, click on the card view button on the top right of your screen.



Global Search


- Type in 'Onboarding' on the Global Search section of the consumer homepage and basis the keyword typed in; the related service offerings will appear for selection.
- Click on Employee Onboarding offering.



Offering Details

- You can view the offering details such as its description, optional components, contacts, specifications, reviews and ratings.
- Scroll down to view the complete offering details.

Home > Offering Details



SERVICE CONTACTS

Service Provider

Micro Robotics

☒ Contact

Support Company

Micro Supports

☒ Contact

Employee Onboarding

★★★★★ (0/5 based on 0 reviews)

Add to Cart

Proceed

PRODUCT DESCRIPTION

You've opted to begin the on-boarding process of an employee. In order to accurately provision hardware and services that the new employee will require, IT requires additional information from you. Please select the appropriate options for employees. As part of this request, an active directory account will be created by default to login to organization's systems and network. This request will deliver a computer, mobile device and software that are most suited for

see product details

expand

PACKAGE CONTAINS

Component	Description
Computer	Dell Optiplex 7060

OPTIONAL COMPONENTS

Add	Component
<input type="checkbox"/>	Desk Phone

Components Selection

- A service offering can have multiple components, which includes the core component and the optional components.
- The core component is selected by default whereas you can click and select from the list of available optional components.

Micro Robotics

Contact

Support Company

Micro Supports

Contact

PACKAGE CONTAINS

Component

Description

Computer

Dell Optiplex 7060

OPTIONAL COMPONENTS

Add

✓

Desk Phone

✓

Mobile Emailing

Mobile Phone

Peripherals

Software

PRODUCT DETAILS

RATINGS & REVIEWS

Specifications

Feature

Onboarding

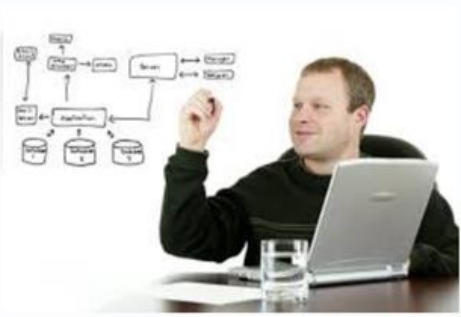
Scope

Employee

Proceed to Checkout section

- Click on Proceed , to move to the next section and provide information against the selected service offering.
- Alternatively, Add to Cart provides you the option to place the order at a later point in time or order multiple offerings together.

Home > Offering Details



Employee Onboarding

★★★★★ (0/5 based on 0 reviews)

♥

Add to Cart

Proceed

PRODUCT DESCRIPTION

You've opted to begin the on-boarding process of an employee. In order to accurately provision hardware and services that the new employee will require, IT requires additional information from you. Please select the appropriate options for employees. As part of this request, an active directory account will be created by default to login to organization's systems and network. This request will deliver a computer, mobile device and software that are most suited for an executive employee. Additional hardware, software and access can be requested via separate service requests after this request has been fulfilled.

see product detailscollapse

SERVICE CONTACTS

Service Provider

Micro Robotics

✉ Contact

Support Company

Micro Supports

✉ Contact

PACKAGE CONTAINS

Component	Description
Computer	Dell Optiplex 7060


OPTIONAL COMPONENTS

Add	Component
<input checked="" type="checkbox"/>	Desk Phone

Checkout - Provide Information

- Expand the provide information section and type in 'consumer' followed by selecting Service Consumer.
- Service Consumer is the user which you are logged in with; in case you are using a different user, select that one instead.

Checkout

 Employee Onboarding

Components +

Provide Information *

Employee Profile *

Service Consumer (213234967076)
Micro Robotics

Employee's Name and User ID*
consumer x

Employee's Date of Joining*

Does the employee require access to the shared Network Drive? *
☐ Yes
☐ No

Hardware and Peripherals +

Software +

Ordering Information

Requesting For *
Select v

Submit

[Return to Service Catalog](#)


Checkout - Provide Information

- Upon selecting Service Consumer as the response to the Employee's Name and User ID question, you will see that the consumer's department, cost centre, location details are populated automatically from the foundation data.
- Further, provide responses to the questions that follow. The asterisk symbol indicates that a response is mandatory.

Employee's Name and User ID*	<div>Service Consumer (213234967076) ×</div>
	<div>Email</div> <div></div>
	<div>Department</div> <div>Micro Robotics_Dept</div>
	<div>Cost Centre</div> <div>Micro Robotics_Cost_Center</div>
	<div>Location</div> <div>Micro Robotics_NORAM</div>
	<div>Manager Name</div> <div></div>
Employee's Date of Joining*	<div>2024-07-23</div>
Does the employee require access to the shared Network Drive? *	<div><input checked="" type="radio"/> Yes</div> <div><input type="radio"/> No</div>

Checkout - Provide Information

- Expand the next section to which response is mandatory and provide the details, in this case Hardware and Peripherals.

 Employee Onboarding

Components +

Provide Information *

Employee Profile *

Hardware and Peripherals *

Select the type of computer applicable to the employee's profile *
Standard Laptop (Windows) v

Software *

Desk Phone +

Mobile Phone *

Ordering Information


Requesting For *
Select v

Submit

[Return to Service Catalog](#)

Checkout - Provide Information

- Repeat the same by providing a response for the Software section.

 Employee Onboarding

Components +

Provide Information *

Employee Profile * +

Hardware and Peripherals * +

Software * -

Does the employee's profile require M365 suite license? *☒ Yes☐ No

Desk Phone +

Mobile Phone * +

Ordering Information

Requesting For *

Select v


Submit

[Return to Service Catalog](#)

Checkout - Provide Information

- In this case, the Desk Phone section is not mandatory, but you may choose to type in the cubicle number for desk phone delivery.

Checkout

 Employee Onboarding

Components +

Provide Information *

Employee Profile * +

Hardware and Peripherals * +

Software * +

Desk Phone -

Enter employee's Cubicle numberF53

Mobile Phone * +

Ordering Information

Requesting For *

Select


Submit

[Return to Service Catalog](#)

Checkout - Provide Information

- The Mobile Phone section is the last one to be filled; select from the available options to record the responses.
- You can choose to expand each section to check the responses provided as well.

Checkout

 **Employee Onboarding**

Components +

Provide Information * -

Employee Profile * +

Hardware and Peripherals * +

Software * +

Desk Phone +

Mobile Phone * -

Do you want to enable official emailing on employee's mobile device? *

☒ Yes
☐ No

Ordering Information

Requesting For *

Select v


Submit

[Return to Service Catalog](#)

Ordering Information - Self / On Behalf

- Under the Ordering Information section towards the right of your screen, select Self to place the order for yourself.
- Selecting Other Person will prompt you to provide the user information for whom you would like to place the order.
- Click on Self and then on Submit button to complete placing the order.

Checkout

 Employee Onboarding

Components +

Provide Information *

Employee Profile * +

Hardware and Peripherals * +

Software * +

Desk Phone +

Mobile Phone *

Do you want to enable official emailing on employee's mobile device? *
☒ Yes
☐ No

Ordering Information

Requesting For *

Self ▼

Select

Self

Other Person

[Return to Service Catalog](#)

My Requests

- Upon placing the order / request, you will automatically be navigated to the My Requests section wherein you can view the latest request on top of the list view.
- If you had placed the request on behalf of someone else, you would see the request under Others section.

Home > My View

My RequestsMy Assets/CIsMy Notifications

SelfOthersWatching

Request ID	Service/CI Name	Requested For Self	Submitted Date	Modified Date	Status
Search here	Search here	Search here	Search here	Search here	8 selected
REQ000000015781-ITM000000015762	Employee Onboarding	Service Consumer	2024-07-22 13:49:39	2024-07-22 13:49:39	Under Fulfillment
REQ000000015715-ITM000000015693	Raise a PF claim enquiry	Service Consumer	2024-07-02 11:25:44	2024-07-02 11:25:44	Under Fulfillment
REQ000000015714-ITM000000015692	Request for HR connect	Service Consumer	2024-07-02 11:25:44	2024-07-02 11:25:44	Under Fulfillment
REQ000000028305-INC000000015912	Report an Issue	Service Consumer	2024-07-02 11:25:41	2024-07-09 10:45:19	Submitted
REQ000000028304-INC000000015911	Report an Issue	Service Consumer	2024-07-02 11:25:41	2024-07-02 11:25:41	Submitted
REQ000000028303-INC000000015910	Report an Issue	Service Consumer	2024-07-02 11:25:41	2024-07-02 11:25:41	Submitted
REQ000000028302-INC000000015909	Generic_Service_CI-Micro Robotics	Service Consumer	2024-07-02 11:25:40	2024-07-02 11:25:40	Submitted
REQ000000028301-INC000000015908	Report an Issue	Service Consumer	2024-07-02 11:25:40	2024-07-02 11:25:40	Submitted

Show: 10

1

My Requests

- Click on the request placed and you will see the request details open on the right of your screen.
- You can scroll down and expand each section of the selected request to browse through its details.

My Requests

My Assets/CIs

My Notifications

Self

Others

Watching

Request ID	Service/CI Name	Requested For Self	Submitted Date	Modified
REQ000000015781-ITM000000015762	Employee Onboarding	Service Consumer	2024-07-22 13:49:39	2024-07-22 13:49:39
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REQ000000028301-INC000000015908	Report an Issue	Service Consumer	2024-07-02 11:25:40	2024-07-02 11:25:40

Show: 10

1

REQ000000015781-ITM000000015762

Employee Onboarding

REQUEST DETAILS

Service Name

Employee Onboarding

Requested For

Service Consumer

Service Value

Not Applicable

Status

Under Fulfillment

Request Type

Fulfillment

Task Progress

Requestor Information

Approval

HCLSoftware

20

My Requests

- The status of the request reads Under Fulfillment instead of Pending Approval, meaning that this service offering does not require any approval.
- Expand the Approval section to confirm the same and you can view the approval not required message.

Request ID	Service/CI Name	Requested For Self	Submitted Date	Modified
REQ000000015781-ITM0000000015762	Employee Onboarding	Service Consumer	2024-07-22 13:49:39	2024-07-22 13:49:39
REQ000000015715-ITM0000000015693	Raise a PF claim enquiry	Service Consumer	2024-07-02 11:25:44	2024-07-02 11:25:44
REQ000000015714-ITM0000000015692	Request for HR connect	Service Consumer	2024-07-02 11:25:44	2024-07-02 11:25:44
REQ000000028305-INC0000000015912	Report an Issue	Service Consumer	2024-07-02 11:25:41	2024-07-02 11:25:41
REQ000000028304-INC0000000015911	Report an Issue	Service Consumer	2024-07-02 11:25:41	2024-07-02 11:25:41
REQ000000028303-INC0000000015910	Report an Issue	Service Consumer	2024-07-02 11:25:41	2024-07-02 11:25:41
REQ000000028302-INC0000000015909	Generic_Service_CI-Micro Robotics	Service Consumer	2024-07-02 11:25:40	2024-07-02 11:25:40
REQ000000028301-INC0000000015908	Report an Issue	Service Consumer	2024-07-02 11:25:40	2024-07-02 11:25:40

Show: 10

1

REQ000000015781-ITM0000000015762Employee Onboarding

REQUEST DETAILS

Service Name

Employee Onboarding

Requested For

Service Consumer

Service Value

Not Applicable

Status

Under Fulfillment

Request Type

Fulfillment

Task Progress

Requestor Information

Approval

This service does not require any approval

Item Components

My Requests - Task Progress

- Scroll upwards and expand the Task Progress section to view the pre-configured fulfillment tasks that are a part of this request.
- Clicking on the information symbol beside the Task Code will show a glimpse of the task details.
- The first task is in Assigned status and the other two are in Draft implying that they will change status upon completion of the first task.

Request ID

Search here

Service/CI Name

Search here

Requested For Self

Search here

Submitted Date

Search here

Modified

Search here

REQ000000015781-ITM000000015762
Employee Onboarding

REQ000000015781-ITM000000015762	Employee Onboarding	Service Consumer
REQ000000015715-ITM000000015693	Raise a PF claim enquiry	Service Consumer
REQ000000015714-ITM000000015692	Request for HR connect	Service Consumer
REQ000000028305-INC000000015912	Report an Issue	Service Consumer
REQ000000028304-INC000000015911	Report an Issue	Service Consumer
REQ000000028303-INC000000015910	Report an Issue	Service Consumer
REQ000000028302-INC000000015909	Generic_Service_CI-Micro Robotics	Service Consumer
REQ000000028301-INC000000015908	Report an Issue	Service Consumer

Show: 10

1

TASK DETAILS

COMMENTS

AUDIT LOG

Task Code

TSK000000005997

Task Type

Implementation

Summary

Desk phone to make internal/external calls

Service

Employee Onboarding

Sequence

1

Assignment Group

Change Management
Micro Supports

Hop Count

0

REQUEST DETAILS

Service Name

Employee Onboarding

Requested For

Service Consumer

Service Value

Not Applicable

Status

Under Fulfillment

Request Type

Fulfillment

Task Progress

Task Code	Status	Fulfiller	Expected Completion
TSK000000005997 ⓘ	Assigned		
TSK000000005998 ⓘ	Draft		
TSK000000006001 ⓘ	Draft		

My Requests - Comment and Updates

- Left image - Scroll to the bottom of the page and click on Post a Comment followed by typing a comment and clicking on Post.
- Right image - Click on View Updates to view the comment posted and other status updates (if any) on the request.

Requestor Information

+

Approval

+

Item Components

+

Information Provided

+

Attachments

+

Watcher Details

+

Post a Comment

Attach Files

View Updates

*Write your comment

I need an update on this ticket.

Post

TSK000000005997 ⓘ	Assigned		
TSK000000005998 ⓘ	Draft		
TSK000000006001 ⓘ	Draft		

Requestor Information

+

Approval

+

Item Components

+

Information Provided

+

Attachments

+

Watcher Details

+

Post a Comment

Attach Files

View Updates

2024-07-22 14:03:03 Service Consumer

I need an update on this ticket.

2024-07-22 13:49:39 Service Consumer

Status set to Under Fulfillment

My Requests - Watcher Details

- Left image - Expand Watcher Details section and type in 'approver' followed by selecting Service Approver and clicking on Add Watcher. This will ensure that the added watcher will receive all the request updates via notifications.
- Right image - The watcher is added, and the details are visible under Watcher Details section of this request.

Information Provided

+

Attachments

+

Watcher Details

-

approver

Service Approver

Watchers

Member

No Data Available

Post a Comment

Attach Files

View Updates

2024-07-22 14:03:03 Service Consumer

I need an update on this ticket.

2024-07-22 13:49:39 Service Consumer

Status set to Under Fulfillment

^

Information Provided

+

Attachments

+

Watcher Details

-

Enter watcher name

Add Watcher

Start Watching

☐ External user

Watchers

Member

Service Approver ⓘ

Post a Comment

Attach Files

View Updates

2024-07-22 14:03:03 Service Consumer

I need an update on this ticket.

2024-07-22 13:49:39 Service Consumer

Status set to Under Fulfillment

^

My Requests

- Once you have browsed through details of the request, scroll up the screen and click on cross button to close the request details visible towards the right.
- This will show the complete list view and you can choose to view the details of other requests as well.

Home > My View

My Requests

My Assets/CIs

My Notifications

Self

Others

Watching

Request ID	Service/CI Name	Requested For Self	Submitted Date	Modified
REQ000000015781-ITM000000015762	Employee Onboarding	Service Consumer	2024-07-22 13:49:39	2024-07-22 13:49:39
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REQ000000028301-INC000000015908	Report an Issue	Service Consumer	2024-07-02 11:25:40	2024-07-02 11:25:40

Show: 10

1

REQ000000015781-ITM000000015762

Employee Onboarding

REQUEST DETAILS

Service Name

Employee Onboarding

Requested For

Service Consumer

Service Value

Not Applicable

Status

Under Fulfillment

Request Type

Fulfillment

Task Progress

Requestor Information

Navigation to Homepage

- Click on Home hyperlink on the top left of your screen to navigate back to the consumer homepage / initial landing page.

HCLSoftware

Service

What Are You Looking For...

English

1-8 of 8

Home

 > My View

My Requests

My Assets/CIsMy Notifications

Self

OthersWatching

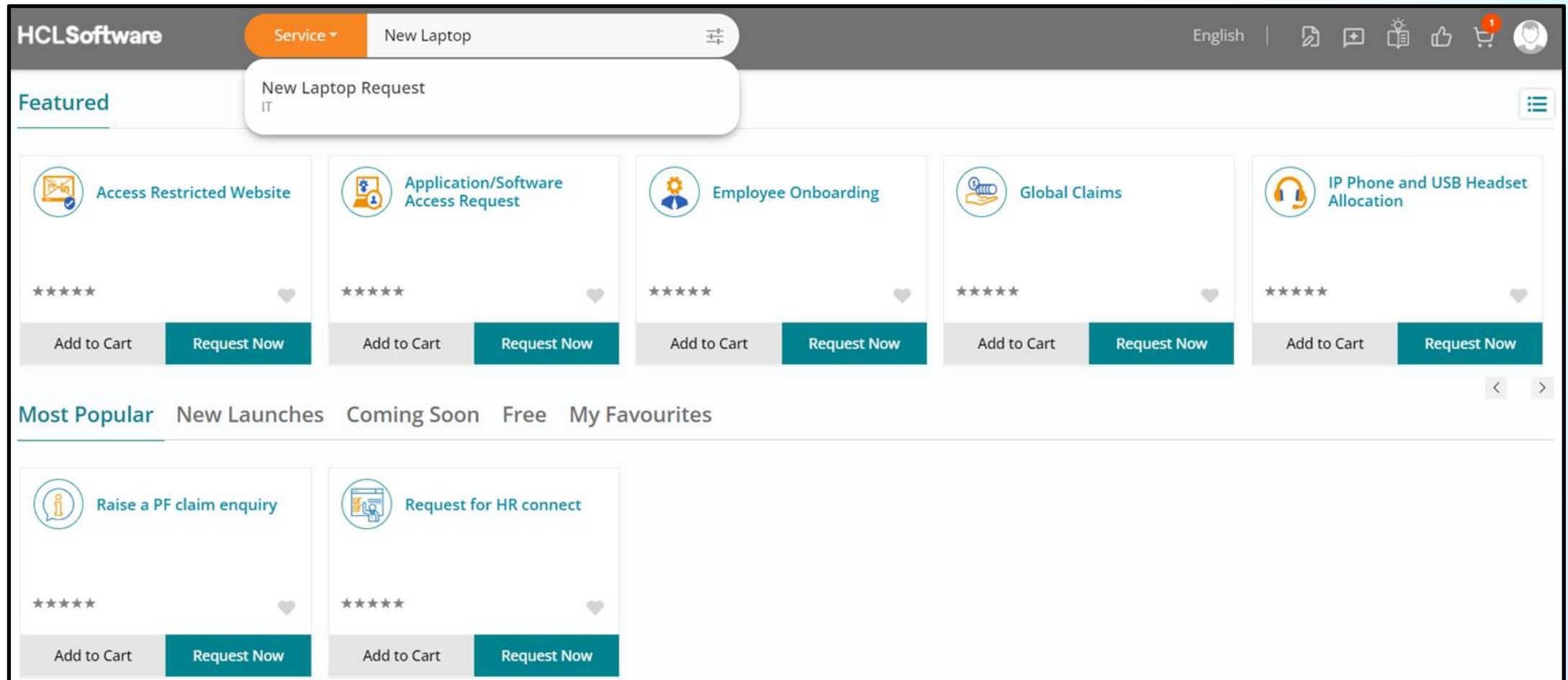
Request ID	Service/CI Name	Requested For Self	Submitted Date	Modified Date	Status
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REQ000000015714-ITM000000015692	Request for HR connect	Service Consumer	2024-07-02 11:25:44	2024-07-02 11:25:44	Under Fulfillment
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REQ000000028301-INC000000015908	Report an Issue	Service Consumer	2024-07-02 11:25:40	2024-07-02 11:25:40	Submitted

Show: 10

1

Global Search


- Since we placed an order without an approval the last time around, lets try doing that for another request which has an approval configured against it this time.
- Use the global search and type new laptop followed by selecting the New Laptop Request offering.



Offering Details - Approval Required and Add to Favourites



- You can view the offering details. The two options to the left of the Add to Cart and Proceed buttons indicate Approval Required (thumb with the information icon) and Add to Favourites (heart icon).
- Upon clicking on the heart icon, the offering is added to My Favourites section on your homepage.
- Click on Proceed.

[Home](#) > [Offering Details](#)



New Laptop Request

★★★★★ (0/5 based on 0 reviews)

  [Add to Cart](#) [Proceed](#)

PRODUCT DESCRIPTION

Dell laptops typically run on the Windows operating system, but some models use Linux or ChromeOS. They offer a wide range of configurations, including different processors, memory (RAM), storage, and graphics options. Some Dell laptops come with a touch screen, while others have a traditional non-touch display.

[see product details](#) [expand](#)

PACKAGE CONTAINS

Component	Description
New Laptop	New Laptop Request

PRODUCT DETAILS

RATINGS & REVIEWS

Specifications

SERVICE CONTACTS

Service Provider

Micro Supports

[Contact](#)


Support Company

Micro Supports

[Contact](#)

Provide Information - General Information

- Expand the General Information section and provide responses against each of the mandatory questions.

 New Laptop Request

Components +

Provide Information *

General Information *

Type of Laptop*	Standard
Select a model type*	Dell Latitude 7340
OS Requirement*	Standard Image
Reason for request*	Replacement Request
Mode of contact*	Mobile
Mobile Number*	9999999999
Date of joining*	2024-07-24

Ordering Information

Requesting For *
Select


Submit

[Return to Service Catalog](#)

Ordering Information

- Expand the Delivery section and type the shipping address to which the package needs to be delivered.
- Once done, under Ordering Information on the right of your screen, select Self in Requesting For followed by clicking on Submit to place the order / request.

Checkout

 New Laptop Request

Components +

Provide Information * -

General Information * +

Delivery * -

Shipping Address*841, Link Street, Park Strait

Ordering Information

Requesting For *

Self v

Submit

[Return to Service Catalog](#)

My Requests - Approval Trigger

- Upon placing the order / request, you will be automatically navigated to the My Requests section wherein you can view the latest request on top of the list view.
- Click on the request to open its details on the right followed by expanding the approval section. This offering had an approval configured which can be seen here since it is in process of being triggered by the system.

SelfOthersWatching

Request ID	Service/CI Name	Requested For Self	Submitted Date	Modified
REQ000000015782-ITM000000015763	New Laptop Request	Service Consumer	2024-07-22 15:22:32	2024-07-22 15:22:32
REQ000000015781-ITM000000015762	Employee Onboarding	Service Consumer	2024-07-22 13:49:39	2024-07-22 13:49:39
REQ000000015715-ITM000000015693	Raise a PF claim enquiry	Service Consumer	2024-07-02 11:25:44	2024-07-02 11:25:44
REQ000000015714-ITM000000015692	Request for HR connect	Service Consumer	2024-07-02 11:25:44	2024-07-02 11:25:44
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REQ000000028303-INC000000015910	Report an Issue	Service Consumer	2024-07-02 11:25:41	2024-07-02 11:25:41
REQ000000028302-INC000000015909	Generic_Service_CI-Micro Robotics	Service Consumer	2024-07-02 11:25:40	2024-07-02 11:25:40
REQ000000028301-INC000000015908	Report an Issue	Service Consumer	2024-07-02 11:25:40	2024-07-02 11:25:40

Show: 101

REQ000000015782-ITM000000015763New Laptop Request

REQUEST DETAILS

Service Name

New Laptop Request

Requested For

Service Consumer

Service Value

Not Applicable

Status

Pending Approval

Request Type

Fulfillment

Task Progress

Requestor Information

Approval

Approval is being triggered. Please try later!

My Requests - Approval Details

- Wait for a couple of minutes and refresh the page, post which you can scroll down the request details and expand the Approval section.
- Click on the amber indicator to view the name of the approval group / individual with whom the approval is pending; in this case it is Service Approver i.e., the approval user (one of the four role-wise login credentials passed onto you for this trial).

REQ000000028302-INC000000015909	Generic_Service_CI-Micro Robotics	Service Consumer	2024-07-02 11:25:40	2024-07-02 11:25:40
REQ000000028301-INC000000015908	Report an Issue	Service Consumer	2024-07-02 11:25:40	2024-07-02 11:25:40


Show: 10 ▾

1

Task Progress +

Requestor Information +

Approval -

	Level	Approver	Date & Time
	Level1	Service Approver	

Approver Comment

Name	Comments
Service Approver	

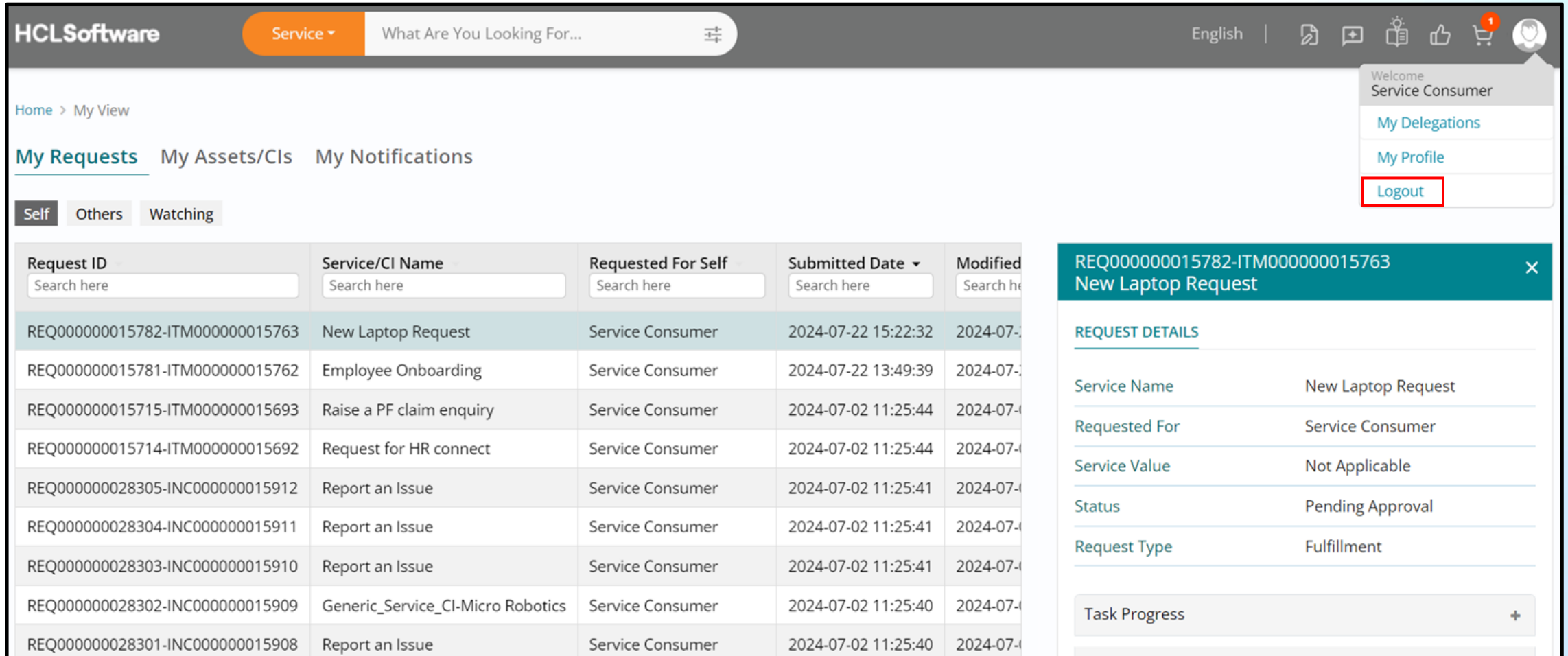
Watcher Details +

Post a Comment Attach Files View Updates

Cancel Request

Logout of Consumer Role

- Scroll up and click on the My Account button (User icon) on the top right of your screen followed by clicking on Logout.
- This will log you out of the Service Consumer role, you are currently logged in with.



The screenshot displays the HCLSoftware portal interface. At the top, the HCLSoftware logo is on the left, followed by a 'Service' dropdown and a search bar. On the right, there are icons for language (English), document, chat, notifications, and a user profile icon with a red notification badge. The user profile dropdown menu is open, showing options: 'Welcome Service Consumer', 'My Delegations', 'My Profile', and 'Logout' (highlighted with a red box).

Below the header, the breadcrumb 'Home > My View' is shown. The main navigation bar includes 'My Requests' (active), 'My Assets/CIs', and 'My Notifications'. Under 'My Requests', there are tabs for 'Self', 'Others', and 'Watching'. The 'Self' tab is selected, displaying a table of requests.

Request ID	Service/CI Name	Requested For Self	Submitted Date	Modified
REQ000000015782-ITM000000015763	New Laptop Request	Service Consumer	2024-07-22 15:22:32	2024-07-22 15:22:32
REQ000000015781-ITM000000015762	Employee Onboarding	Service Consumer	2024-07-22 13:49:39	2024-07-22 13:49:39
REQ000000015715-ITM000000015693	Raise a PF claim enquiry	Service Consumer	2024-07-02 11:25:44	2024-07-02 11:25:44
REQ000000015714-ITM000000015692	Request for HR connect	Service Consumer	2024-07-02 11:25:44	2024-07-02 11:25:44
REQ000000028305-INC000000015912	Report an Issue	Service Consumer	2024-07-02 11:25:41	2024-07-02 11:25:41
REQ000000028304-INC000000015911	Report an Issue	Service Consumer	2024-07-02 11:25:41	2024-07-02 11:25:41
REQ000000028303-INC000000015910	Report an Issue	Service Consumer	2024-07-02 11:25:41	2024-07-02 11:25:41
REQ000000028302-INC000000015909	Generic_Service_CI-Micro Robotics	Service Consumer	2024-07-02 11:25:40	2024-07-02 11:25:40
REQ000000028301-INC000000015908	Report an Issue	Service Consumer	2024-07-02 11:25:40	2024-07-02 11:25:40

On the right, a modal titled 'REQ000000015782-ITM000000015763 New Laptop Request' is open. It shows the following details:

- Service Name: New Laptop Request
- Requested For: Service Consumer
- Service Value: Not Applicable
- Status: Pending Approval
- Request Type: Fulfillment

At the bottom of the modal, there is a 'Task Progress' section with a plus icon.

Login using Approver Role

- Use the approver role credentials to log into the instance.
- Click on Sign In upon entering the credentials.

Sign in to your account

Username or email

approver-microrobotics@hclt.com

Password

.....

[Forgot Password?](#)

Sign In

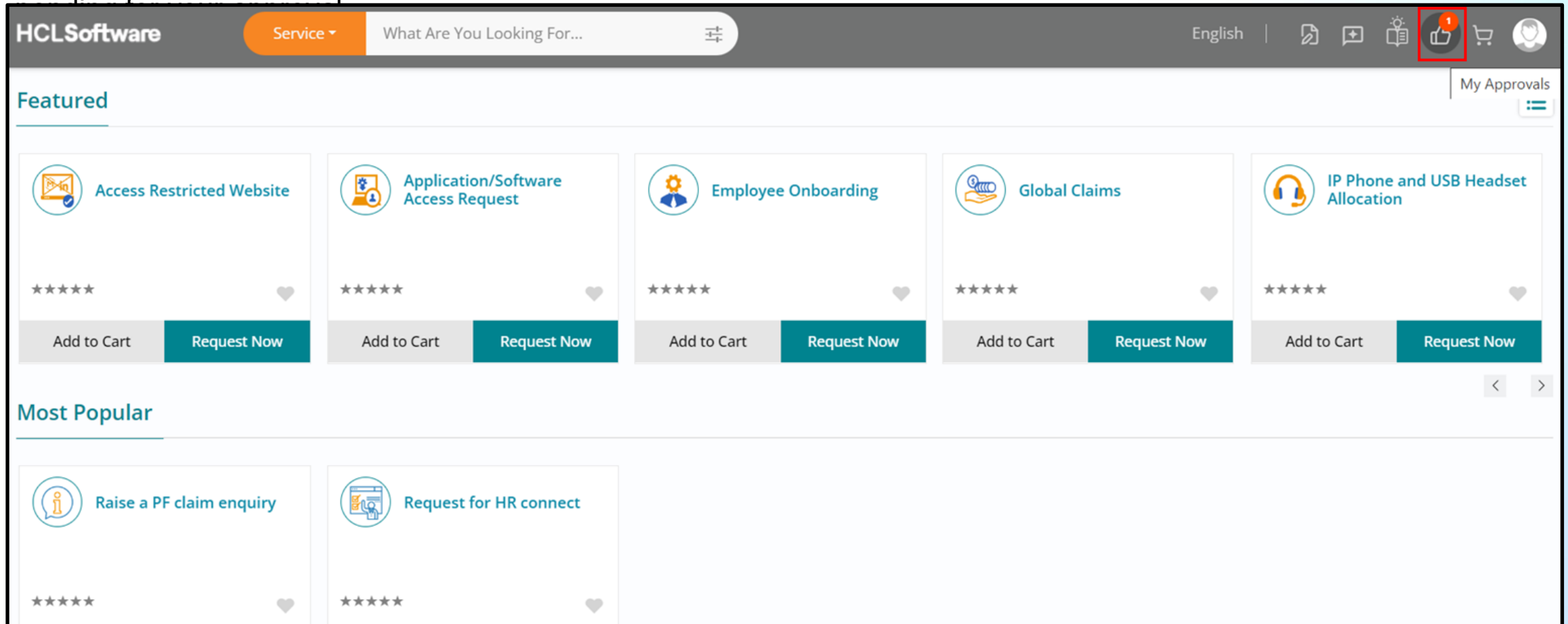
Or sign in with

Your corporate ID

New user? [Register](#)

Landing Page

- Upon logging into the HCL BigFix Service Management consumer homepage, you will see all the service offerings available for consumption.
- Navigate to the top right of the BigFix Service Management page and click on My Approvals button to view the requests



My Approvals

- Click on the request pending for approval from the list view.
- You may choose to expand each section under the Request Details section to browse through all the information.

Request ID

Search here

Service/CI Name

Search here

Requested For

Search here

Submitted Date

Search here

Status

Select

ITM000000015763

New Laptop Request

Service Consumer

2024-07-22 15:22:32

Pending for approval

Show:

5

1

REQ000000015782-ITM000000015763

New Laptop Request

REQUEST DETAILS

Work Item ID

ITM000000015763

Service Value

Not Applicable

Submit Date

2024-07-22 15:22:32

Status

Pending for approval

Requestor Information

Approval

Item Components

Information Provided

Attachment

Approve

Reject

Refer Back

My Approvals

- There are one of three actions that you can take on a request pending approval, namely Approve, Reject and Refer Back.
- Click on Approve and type in your approval comments before clicking on Yes to provide approval on the request.

Requestor Information

+

Approval

+

Item Components

+

Information Provided

+

Attachment

+

Approve

Reject

Refer Back

Additional Approvers (Optional)

+

* Approval Comments

Approved for appropriate fulfillment.

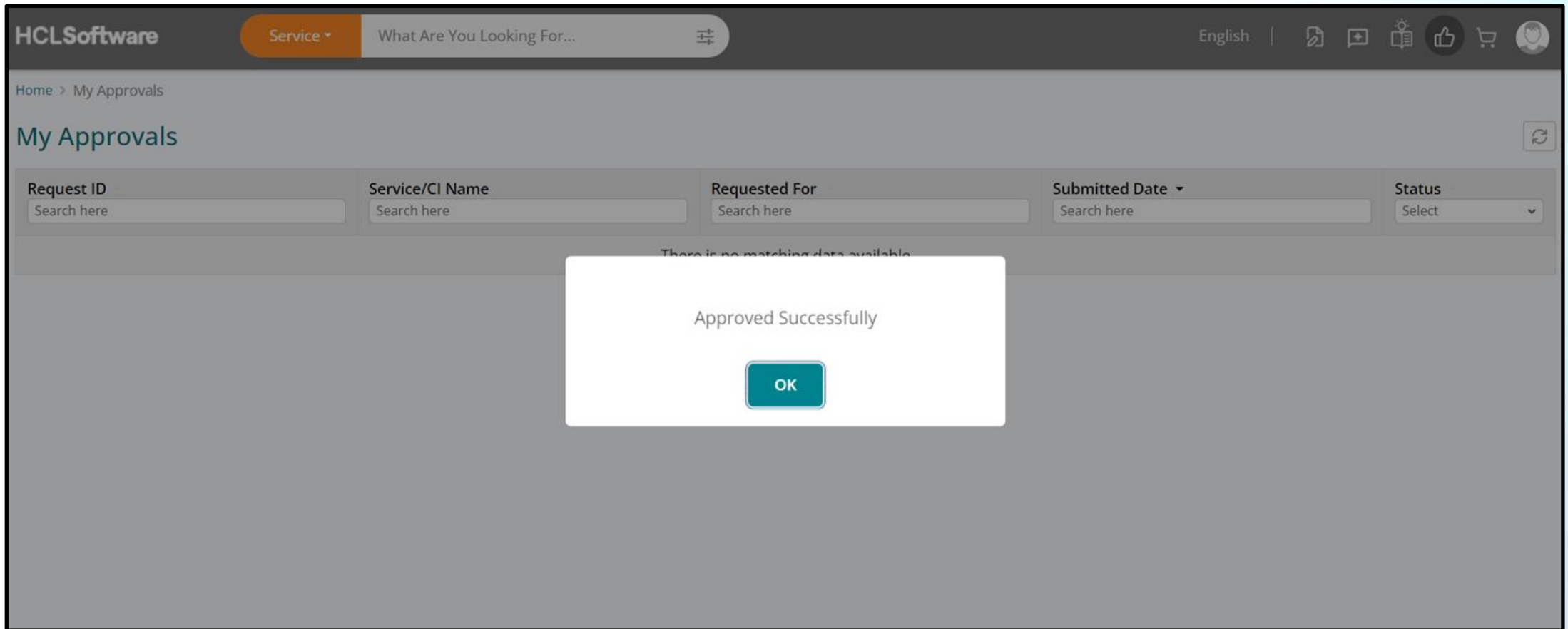
Are you sure you want to approve?

Yes

No

Approved Successfully

- Upon providing your approval, you will see a confirmation message stating that the request was approved successfully.
- Click on OK and you will navigate back to the My Approvals list view.



Approved Requests

- The filters on My Approvals list view show the requests pending approval by default.
- You can filter the Status column and choose to view the request you just approved.

Home > My Approvals

1-1 of 1

My Approvals

⌵

↺

Request ID	Service/CI Name	Requested For	Submitted Date	Status
<div>Search here</div>	<div>Search here</div>	<div>Search here</div>	<div>Search here</div>	<div>Approved</div>
ITM000000015763	New Laptop Request	Service Consumer	2024-07-22 15:22:32	<div>Approved</div>

Show:

5

1

Pending

Approved

Rejected

Referred Back

Logout of Approver Role

- Click on the My Account button (User icon) on the top right of your screen followed by clicking on Logout.
- This will log you out of the Service Approver role you are currently logged in with.
- We can proceed to using the fulfiller role next for request fulfillment.

HCLSoftware

Service

What Are You Looking For...

English

Home > My Approvals

My Approvals

Request ID	Service/CI Name	Requested For	Submitted Date	Status
ITM000000015763	New Laptop Request	Service Consumer	2024-07-22 15:22:32	Approved

Show: 5

1

Welcome Service Approver

My Delegations

My Profile

Logout

Approved

Login using Fulfiller Role

- Use the fulfiller role credentials to log into the instance.
- Click on Sign In upon entering the credentials.

Sign in to your account

Username or email

fulfiller-microsupports@hclt.com

Password

.....

[Forgot Password?](#)

Sign In

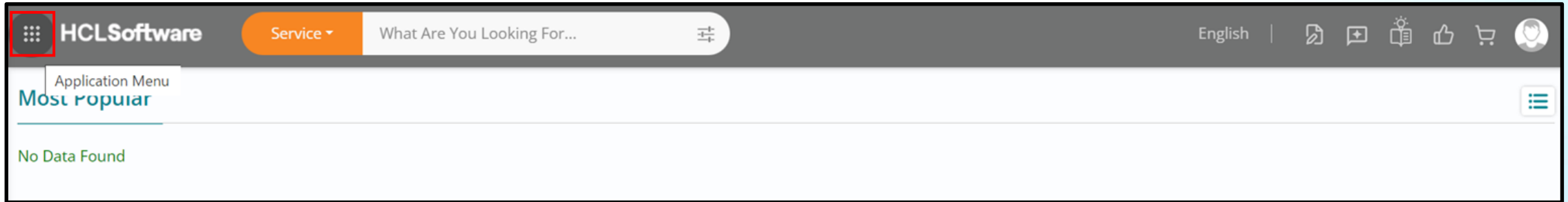
Or sign in with

Your corporate ID

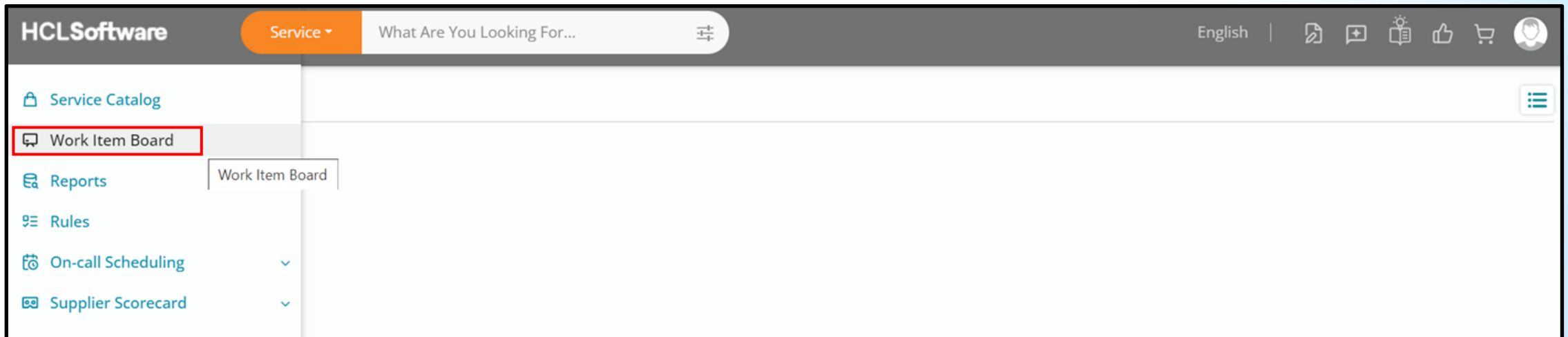
New user? [Register](#)

Landing Page - Left Navigation Pane

- Upon landing on the homepage, navigate to the left top of your screen and click on Application Menu.
- The reason you see No Data Found on the homepage is because, for the purpose of this trial, there are no offerings available for consumption by the fulfiller role.



- Click on Work Item Board from the left navigation pane.



Work Item Board - List View

- The work item board of HCL BigFix Service Management provides a fulfiller with the list view of different types of tickets.
- In this case, by default, you will land on Assigned to me sub-section under Task section.
- You can view all the tasks - be it fulfillment tasks, incident tasks, problem tasks and change tasks in this list view.

Home > Work Item Board

1-4 of 4

Task(4) Fulfillment Incident Problem Change Appointment Action

Assigned to meAssigned to my groupsAll

Last 30 days

<input type="checkbox"/>	Task ID Search here	Work Item ID Search here	SLA Status	Service Name Search here	CI Name Search here	Company Search here	Summary Search here	Status 3 selected	Work Item Select	Reported On Search here
<input type="checkbox"/>	TSK000000005895	INC000000015912		Report an Issue	Generic_Service_CI-Micro Robot...	Micro Robotics	Reproduce the issue	Assigned	Incident	2024-07-02 11:25:45
<input type="checkbox"/>	TSK000000005894	PRB000000010379			Generic_Service_CI-Micro Robot...	Micro Robotics	Validate the permanent fix	Assigned	Problem	2024-07-02 11:25:45
<input type="checkbox"/>	TSK000000005893	PRB000000010379			Generic_Service_CI-Micro Robot...	Micro Robotics	Identify the root cause	Assigned	Problem	2024-07-02 11:25:44
<input type="checkbox"/>	TSK000000005892	PRB000000010379			Generic_Service_CI-Micro Robot...	Micro Robotics	Investigate the issue	Assigned	Problem	2024-07-02 11:25:44

Show: 10

1

Work Item Board - List View

- Since we are looking to fulfill a request here, click on Fulfillment section followed by Assigned to my groups sub-section to view all the fulfillment tickets that are assigned to your group.
- The filters are set to show tickets generated in the last 30 days and for certain status values by default, with the option to apply filters as required.

Home > Work Item Board

1-4 of 4

Task

Fulfillment(4)

Incident

Problem

Change

Appointment

Action

Assigned to me

Assigned to my groups

All

Last 30 days

<input type="checkbox"/>	Request ID Search here	Work Item ID Search here	SLA Status	Service Name Search here	Company Search here	Status 3 selected	Fulfiller Group Select	Requested For Search here	Requested On Search here
<input type="checkbox"/>	REQ000000015782	ITM000000015763		New Laptop Request	Micro Robotics	Under Fulfillment	Windows Support Micro Supports	Service Consumer	2024-07-22 15:22:32
<input type="checkbox"/>	REQ000000015781	ITM000000015762		Employee Onboarding	Micro Robotics	Under Fulfillment	Cloud Services Support Micro Supports	Service Consumer	2024-07-22 13:49:39
<input type="checkbox"/>	REQ000000015715	ITM000000015693		Raise a PF claim enquiry	Micro Robotics	Under Fulfillment	IT Service Desk Micro Supports	Service Consumer	2024-07-02 11:25:44
<input type="checkbox"/>	REQ000000015714	ITM000000015692		Request for HR connect	Micro Robotics	Under Fulfillment	IT Service Desk Micro Supports	Service Consumer	2024-07-02 11:25:44

Show: 10

1

Work Item Board - List View

- Click on the ticket you approved and is pending fulfillment, and the request details section will open towards the right.
- Click on the View Details button available towards the right to open the fulfillment ticket form and view its details.

Home > Work Item Board

1-4 of 4

Task **Fulfillment(4)** Incident Problem Change Appointment Action

Assigned to meAssigned to my groupsAll

Last 30 days

<input type="checkbox"/>	Request ID Search here	Work Item ID Search here	SLA Status	Service Name Search here	Company Search here	Status 3 selected	Fulfiller G Select
<input type="checkbox"/>	REQ000000015782	ITM000000015763		New Laptop Request	Micro Robotics	Under Fulfillment	Windows
<input type="checkbox"/>	REQ000000015781	ITM000000015762		Employee Onboarding	Micro Robotics	Under Fulfillment	Cloud Ser
<input type="checkbox"/>	REQ000000015715	ITM000000015693		Raise a PF claim enquiry	Micro Robotics	Under Fulfillment	IT Service
<input type="checkbox"/>	REQ000000015714	ITM000000015692		Request for HR connect	Micro Robotics	Under Fulfillment	IT Service

Show: 10

1

REQ000000015782-ITM000000015763
New Laptop Request

View Details

REQUEST DETAILS

Service

New Laptop Request

Company

Micro Robotics

Status

Under Fulfillment

Requested For

Service Consumer

Requested By

Service Consumer

Fulfiller Group

Windows Support Micro Supports

Requested On

2024-07-22 15:22:32

Fulfillment - Individual Assignment

- This is the fulfillment ticket form. You can browse through its details to begin with.
- Next, click on the Individual button and select Service Fulfiller (the role you are logged in with) to assign the ticket to yourself.

Home > Work Item Board > Edit

Fulfillment Under Fulfillment

REQ000000015782 >> ITM000000015763

*Company: Micro Robotics

*Requestor: Service Consumer

*Service Requested: New Laptop Request

Through: Web

Fulfiller: Windows Support Micro Supports

Group: Service Manager Service Fulfiller Please choose...

Item Components: +

Information Provided: -

General Information: -

Activity Details

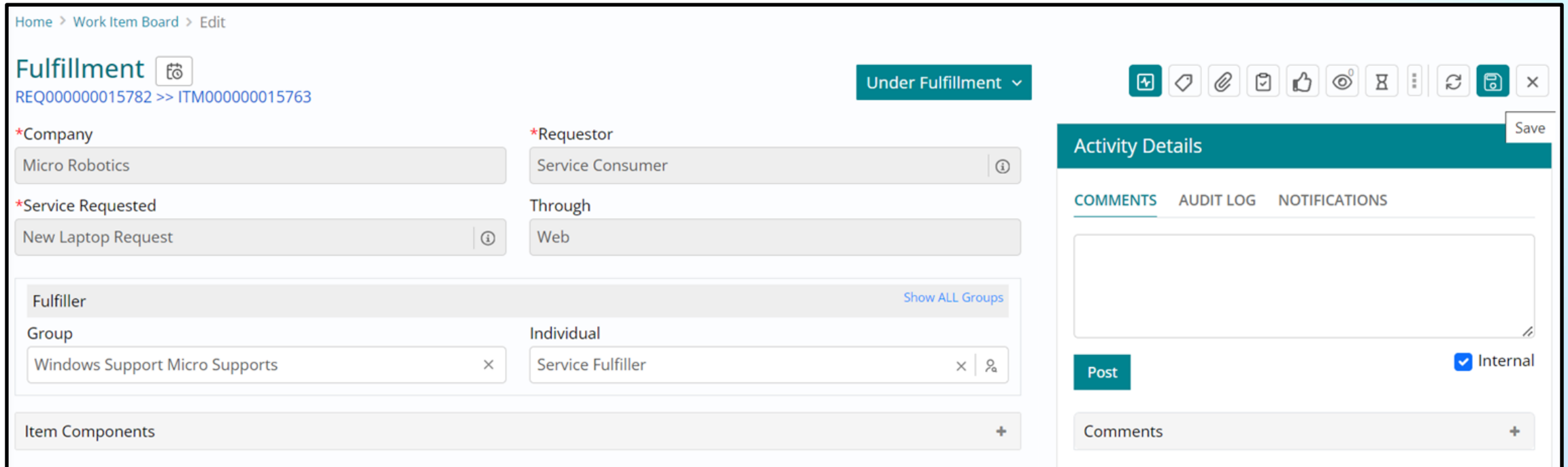
COMMENTS AUDIT LOG NOTIFICATIONS

Post ☒ Internal

Comments: +

Fulfillment - Save Form

- Click on Save button available towards the top right of the fulfillment ticket form to save the individual details you just selected.
- This will ensure that you are able to make changes to this ticket, since it is now assigned to your name.
- Save button ensures that all the changes made on the form are saved.



The screenshot displays the 'Fulfillment' form in a web application. At the top, a breadcrumb trail reads 'Home > Work Item Board > Edit'. The main title 'Fulfillment' is followed by a small icon and the ticket identifier 'REQ000000015782 >> ITM000000015763'. A teal button labeled 'Under Fulfillment' with a dropdown arrow is positioned to the right. A toolbar at the top right contains icons for adding attachments, editing, deleting, liking, commenting, and saving, with a 'Save' button highlighted. The form fields are organized into two columns: '*Company' (Micro Robotics) and '*Requestor' (Service Consumer), both with information icons; '*Service Requested' (New Laptop Request) and 'Through' (Web), also with information icons. Below these is a 'Fulfiller' section with a 'Show ALL Groups' link, containing 'Group' (Windows Support Micro Supports) and 'Individual' (Service Fulfiller) fields, each with a close button and an add icon. At the bottom is an 'Item Components' field with a plus icon. On the right, the 'Activity Details' panel has tabs for 'COMMENTS', 'AUDIT LOG', and 'NOTIFICATIONS'. The 'COMMENTS' tab is active, showing a large text area for input, a 'Post' button, and a checked 'Internal' checkbox. A 'Comments' field with a plus icon is at the bottom of the panel.

Fulfillment - Activity Details

- You will receive a success message stating that the work item has been successfully saved.
- Work item in this case refers to the fulfillment ticket being worked upon.
- Click on Activity Details button to navigate and update / view the comments and activity log of this ticket.

Home > Work Item Board > Edit

Fulfillment

REQ000000015782 >> ITM000000015763

Under Fulfillment ▾

***Company**
Micro Robotics

***Requestor**
Service Consumer ⓘ

***Service Requested**
New Laptop Request ⓘ

Through
Web

Fulfiller [Show ALL Groups](#)

Group
Windows Support Micro Supports ×

Individual
Service Fulfiller × ⓘ 👤

Item Components +

Activity Details
Work Item has been successfully saved .

Fulfillment - Comments

- Type in a comment stating that the ticket is being worked upon and ensure that you have unchecked the Internal button before clicking on Post.
- Internal button is checked by default to avoid information overload for the requestors. In case, you would like the requestor to view the comment you have posted, uncheck the Internal button and then post the comment.

Fulfillment

REQ000000015782 >> ITM000000015763

Under Fulfillment

*Company

Micro Robotics

*Requestor

Service Consumer

*Service Requested

New Laptop Request

Through

Web

Fulfiller

Show ALL Groups

Group

Windows Support Micro Supports

Individual

Service Fulfiller

Item Components

Information Provided

General Information

Type of Laptop

Standard

Select a model type

Dell Latitude 7340

Activity Details

COMMENTS

AUDIT LOG

NOTIFICATIONS

The ticket is being worked upon and regular updates will be posted.

Post

Internal

Comments

Fulfillment - Task

- A fulfillment request might require multiple tasks to be performed by different teams prior to fulfillment.
- Click on Task button to navigate and view / create task(s) against this fulfillment ticket.

Fulfillment

REQ000000015782 >> ITM000000015763

*Company

Micro Robotics

*Requestor

Service Consumer

*Service Requested

New Laptop Request

Through

Web

Fulfiller

Show ALL Groups

Group

Windows Support Micro Supports

Individual

Service Fulfiller

Item Components

Information Provided

General Information

Type of LaptopStandard

Under Fulfillment

Task

Activity Details

COMMENTS

AUDIT LOG

NOTIFICATIONS

Post

Internal

Comments

Service Fulfiller

a few seconds ago

The ticket is being worked upon and regular updates will be posted.

System

12 minutes ago


Changed Status from Pending Approval to Under Fulfillment

HCLSoftware


50












Fulfillment - Task

- The task form that you see towards the right of your screen can be used to create an ad-hoc task to seek involvement of a team to perform a specific task. You can try this out for a different request at a later point during your trial.
- For now, you can ignore this and scroll down using the right scroll bar, to view some pre-defined fulfillment tasks.

Fulfillment 

REQ000000015782 >> ITM000000015763


Under Fulfillment 


***Company**

Micro Robotics

***Requestor**

Service Consumer 

***Service Requested**


New Laptop Request 

Through




Web


Fulfiller [Show ALL Groups](#)


Group


Windows Support Micro Supports 

Individual

Service Fulfiller   

Item Components 

Information Provided 


General Information 

Task

*** Summary**


(Characters Remaining: 4000/4000)

*** Task Type**


Select 

*** Sequence**

*** Assignment Group**

Select 

Assigned To

Select 

Additional Information

(Characters Remaining: 500/500)

Save

Fulfillment - Task

- Upon scrolling down, you will see that there are two tasks that were configured by the catalog manager for this specific offering and therefore they need to be completed / cancelled as a part of fulfilling this request.
- The first task you see is in Assigned status whereas the second one below it is in Draft status indicating that they are sequential tasks, and the second one will be triggered upon completion of the first one. If these tasks were configured to run in parallel, both would have appeared to be in Assigned status upfront.
- Click on the first Task Code to open and view the task form.

Information Provided

General Information

Type of Laptop	Standard
Select a model type	Dell Latitude 7340
OS Requirement	Standard Image
Reason for request	Replacement Request
Mode of contact	Mobile
Mobile Number	9999999999
Date of joining	2024-07-24

Delivery

Shipping Address	841, Link Street, Park Strait
------------------	-------------------------------

(Characters Remaining: 500/500)

Save

Task Code	Status	Fulfiller	Expected Completion
TSK000000006002 ⓘ	Assigned		
TSK000000006003 ⓘ	Draft		

Task - Individual Assignment

- This is the task form. You can browse through its details to begin with.
- Next, click on the Individual button and select Service Fulfiller (the role you are logged in with) to assign the ticket to yourself.
- Click on Save button to ensure that the individual is saved

The screenshot displays the 'Task' form in HCL Software. The form is titled 'Task' with a subtitle 'ITM000000015763 >> TSK000000006002'. A status bar at the top right shows 'Assigned' with a dropdown arrow. The form is divided into several sections: 'Requestor' (Service Consumer), 'Company' (Micro Robotics), 'Work Item' (Fulfillment), 'Task Type' (Implementation), 'Service' (New Laptop Request), 'Impacted CI' (empty), 'Sequence' (1), 'Hop Count' (0), 'Summary' (New Laptop Request), and 'Group Info' (Assignment Group: IT Service Desk Micro Supports). A dropdown menu is open for 'Group Info', showing 'Service Fulfiller' (selected), 'Service Manager', and 'Please choose...'. On the right side, there is an 'Activity Details' section with tabs for 'COMMENTS', 'AUDIT LOG', and 'NOTIFICATIONS'. The 'COMMENTS' tab is active, showing a text input area and a 'Post' button. The bottom right corner of the form indicates '(Characters Remaining: 3982/4000)'.

Task
ITM000000015763 >> TSK000000006002

Assigned

*** Requestor**
Service Consumer

Company
Micro Robotics

*** Work Item**
Fulfillment

*** Task Type**
Implementation

*** Service**
New Laptop Request

Impacted CI

Sequence
1

Hop Count
0

*** Summary**
New Laptop Request

*** Group Info**
Assignment Group
IT Service Desk Micro Supports

Service Fulfiller
Service Manager
Please choose...

Activity Details
COMMENTS AUDIT LOG NOTIFICATIONS

Post

(Characters Remaining: 3982/4000)

Task - In Progress Status Change

- Click on the status drop down and change the status of the task to In Progress, indicating that you are working on the ticket.
- Click on the Save button to record the status change.

Task

ITM000000015763 >> TSK000000006002

* Requestor

Service Consumer

* Work Item

Fullfilment

*Service

New Laptop Request

Sequence

1

* Summary

New Laptop Request

Company

Micro Robotics

* Task Type

Implementation

Impacted CI

Hop Count

0

* Group Info

Assignment Group

IT Service Desk Micro Supports

Assigned To

Service Fulfiller

Assigned

» In Progress

» Cancelled

» Assigned

tails

COMMENTS

AUDIT LOG

NOTIFICATIONS

Post

(Characters Remaining: 3982/4000)

Show ALL Groups

Task - Comments

- Type in a comment stating that the ticket is being worked upon followed by clicking on Post to keep the requestor informed.

Task

ITM000000015763 >> TSK000000006002

In Progress ▾

* Requestor

Service Consumer ⓘ

Company

Micro Robotics

* Work Item

Fullfilment

* Task Type

Implementation

* Service

New Laptop Request ⓘ

Impacted CI

Sequence

1

Hop Count

0

* Summary

New Laptop Request

(Characters Remaining: 3982/4000)

* Group Info

Show ALL Groups

Assignment Group

IT Service Desk Micro Supports ×

Assigned To

Service Fulfiller × ⓘ

Activity Details

COMMENTS AUDIT LOG NOTIFICATIONS

The task is being worked upon and regular updates will be provided.

Post

Task - Parent Workitem Details

- If at any point in time, you would like to view or get a glimpse of the parent ticket (in this case fulfillment workitem) details, you can click on the parent workitem details button available towards the right of your screen.
- Alternatively, in case you have the access to view the parent ticket form, then the hyperlink towards the top left of the task form with the ITM ID can be used to navigate to the parent ticket form.

Task

ITM000000015763 >> TSK000000006002

In Progress

* Requestor

Service Consumer

* Work Item

Fullfilment

* Service

New Laptop Request

Sequence

1

* Summary

New Laptop Request

* Group Info

Assignment Group

IT Service Desk Micro Supports

Company

Micro Robotics

* Task Type

Implementation

Impacted CI

Hop Count

0

Assigned To

Service Fulfiller

Parent Workitem Details

Parent Workitem Id

ITM000000015763

Fulfiller Group

Windows Support Micro Supports

Fulfiller

Service Fulfiller

Components

No Component Is Available

Attachment

Task - Reassignment

- In case you chose to navigate to the fulfillment ticket form, navigate back to the task form to try your hands on reassigning a ticket from one assignment group to another.
- Click on the cross button against the Assignment Group field under Group Info section of the task form, to clear the current assignment group selected.
- Click on Show ALL Groups in the same section to ensure that the Assignment Group section shows all groups available.

Task

ITM000000015763 >> TSK000000006002

In Progress ▾

*** Requestor**

Service Consumer ⓘ

*** Work Item**

Fulfillment

*** Service**

New Laptop Request ⓘ

Sequence

1

*** Summary**

New Laptop Request

(Characters Remaining: 3982/4000)

Company

Micro Robotics

*** Task Type**

Implementation

Impacted CI

Hop Count

0

*** Group Info**

Assignment Group

Please choose...

Assigned To

Service Fulfiller ×

Show ALL Groups

Activity Details

COMMENTS AUDIT LOG NOTIFICATIONS

Post

Comments +

Task - Reassignment

- Click on the Assignment Group field and from the list of groups available, reassign the ticket to IT Service Desk group by selecting that group.
- Click on Save button to ensure that the reassignment change has been recorded.

*** Work Item**
Fullfilment

*** Service**
New Laptop Request ⓘ

Sequence

- Windows Support Micro Supports
Micro Supports
- Cloud Services Support Micro S...
Micro Supports
- IT Service Desk Micro Supports
Micro Supports**
- Change Management Micro Suppor...
Micro Supports

Please choose...

*** Task Type**
Implementation

Impacted CI

Hop Count
0

(Characters Remaining: 3982/4000)

Show AMS Groups

Assigned To
Please choose...

COMMENTS | **AUDIT LOG** | **NOTIFICATIONS**

Post

Comments +

Task - Individual Assignment

- Click on the Individual button and select Service Fulfiller (the role you are logged in with) to assign the ticket to yourself.
- Click on Save button to ensure that the individual is saved.

Task

ITM0000000015763 >> TSK0000000006002

In Progress ▾

* Requestor

Service Consumer ⓘ

* Work Item

Fullfilment

* Service

New Laptop Request ⓘ

Sequence

1

* Summary

New Laptop Request

(Characters Remaining: 3982/4000)

Company

Micro Robotics

* Task Type

Implementation

Impacted CI

Hop Count

0

* Group Info [Show AMS Groups](#)

Assignment Group

IT Service Desk Micro Supports ×

Assigned To

Service Fulfiller × ⓘ

Activity Details

[COMMENTS](#) [AUDIT LOG](#) [NOTIFICATIONS](#)

Post

Comments +

Task - On Hold Status Change

- Click on the status drop down and change the status of the task to On Hold indicating that you are awaiting details or action from someone else to continue working on this task.
- If there is any service level configured against this task in the system, then this will ensure that its measurement is paused.

The screenshot displays the HCL Software Task Management interface. At the top, the task is titled "Task" with ID "ITM000000015763 >> TSK000000006002". The status is currently "In Progress", and a dropdown menu is open, showing options: "» In Progress", "» On Hold" (highlighted), "» Completed", and "» Cancelled". A sub-menu for "On Hold" is also visible. The task details include:

- * Requestor:** Service Consumer
- * Work Item:** Fullfilment
- * Service:** New Laptop Request
- Sequence:** 1
- * Summary:** New Laptop Request
- * Group Info:** IT Service Desk Micro Supports
- Company:** Micro Robotics
- * Task Type:** Implementation
- Impacted CI:** (empty)
- Hop Count:** 0
- Assigned To:** Service Fulfiller

On the right side, there are tabs for "Details", "AUDIT LOG", and "NOTIFICATIONS". Below these is a "Post" button and a "Comments" section with a plus icon for adding new comments. A character count "(Characters Remaining: 3982/4000)" is visible at the bottom of the summary field.

Task - On Hold Reason

- Click on the Hold Type dropdown field and select one amongst the available options.
- In this case, we are selecting Customer Action indicating that you require some details from the customer / requestor to continue working on this task.

Task

ITM000000015763 >> TSK000000006002

On Hold ▾

*** Requestor**

Service Consumer ⓘ

Company

Micro Robotics

*** Work Item**

Fullfilment

*** Task Type**

Implementation

*** Service**

New Laptop Request ⓘ

Impacted CI

Sequence

1

Hop Count

0

*** Summary**

New Laptop Request

(Characters Remaining: 3982/4000)

*** Group Info** [Show ALL Groups](#)

Assignment Group

IT Service Desk Micro Supports ×

Assigned To

Service Fulfiller × ⓘ

Put On Hold

*** Hold Type**

Customer Action ▾

Select

Appointment Scheduled

Change Scheduled

Customer Action

Vendor Action

Part Replacement

HCLSoftware

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Task - On Hold Reason

- Type in the reason for placing the ticket on hold as a comment followed by clicking on Submit.
- The requestor will automatically be notified that the task has been placed on hold since there is customer action awaited.

Task

ITM000000015763 >> TSK000000006002

On Hold ▾

* Requestor

Service Consumer ⓘ

Company

Micro Robotics

* Work Item

Fullfilment

* Task Type

Implementation

* Service

New Laptop Request ⓘ

Impacted CI

Sequence

1

Hop Count

0

* Summary

New Laptop Request

(Characters Remaining: 3982/4000)

* Group Info

Assignment Group

IT Service Desk Micro Supports ×

Assigned To

Service Fulfiller × ⓘ

Show ALL Groups

Put On Hold

* Hold Type

Customer Action ▾

* Reason

Awaiting response from customer to proceed accordingly.

Submit

Task - In Progress Status Change

- Click on the status drop down and change the status of the task to In Progress indicating that you are working on the ticket.
- Type in comments in the Notes field followed by clicking on Submit, to record the status change and the comments entered.

Task

ITM000000015763 >> TSK000000006002

In Progress ▾

* Requestor

Service Consumer ⓘ

Company

Micro Robotics

* Work Item

Fullfilment

* Task Type

Implementation

*Service

New Laptop Request ⓘ

Impacted CI

Sequence

1

Hop Count

0

* Summary

New Laptop Request

(Characters Remaining: 3982/4000)

* Group Info

Show ALL Groups

Assignment Group

IT Service Desk Micro Supports ×

Assigned To

Service Fulfiller × ⓘ

Notes

* Notes

The customer has responded to the query and therefore, work has been started again on this task.

Submit

Task - Task Completion

- Click on the status drop down and change the status of the task to Completed, indicating that you have completed working on the ticket.

Task

ITM000000015763 >> TSK000000006002

* Requestor

Service Consumer

* Work Item

Fullfilment

* Service

New Laptop Request

Sequence

1

* Summary

New Laptop Request

Company

Micro Robotics

* Task Type

Implementation

Impacted CI

Hop Count

0

* Group Info

Show ALL Groups

Assignment Group

IT Service Desk Micro Supports

Assigned To

Service Fulfiller

In Progress

» In Progress

» On Hold

» Completed

» Cancelled

Details

Completed

AUDIT LOG

NOTIFICATIONS

Post

Comments

Task - Task Completion Notes

- Type in comments in the Notes field followed by clicking on Submit, to record the status change and the comments entered.

Task

ITM000000015763 >> TSK000000006002

Completed ▾

* Requestor

Service Consumer ⓘ

* Work Item

Fullfilment

*Service

New Laptop Request ⓘ

Sequence

1

* Summary

New Laptop Request

* Group Info

Assignment Group

IT Service Desk Micro Supports ×

Company

Micro Robotics

* Task Type

Implementation

Impacted CI

Hop Count

0

Assigned To

Service Fulfiller × ⓘ

Show ALL Groups

Notes

* Notes

The task has been completed as requested.

Submit

Navigation to Parent Workitem

- This task is now completed, and you can notice this from the fading out of the Status button.
- Next, since you have access to view the parent ticket form, click on the hyperlink towards the top left of the task form with the ITM number, to navigate to the parent ticket form.

Task

ITM0000000015763 >> TSK0000000006002

Completed

* Requestor

Service Consumer

* Work Item

Fullfilment

* Service

New Laptop Request

Sequence

1

* Summary

New Laptop Request

* Group Info

Assignment Group

IT Service Desk Micro Supports

Company

Micro Robotics

* Task Type

Implementation

Impacted CI

Hop Count

0

Assigned To

Service Fulfiller

Activity Details

COMMENTS

AUDIT LOG

NOTIFICATIONS

Comments

Parent Workitem / Fulfillment Form

- You have now landed on the parent ticket / fulfillment ticket form.
- Click on Task button towards the top right, to move to view the next task against this ticket.

Fulfillment

REQ000000015782 >> ITM000000015763

Under Fulfillment

*Company

Micro Robotics

*Requestor

Service Consumer

*Service Requested

New Laptop Request

Through

Web

Fulfiller

Show ALL Groups

Group

Windows Support Micro Supports

Individual

Service Fulfiller

Item Components

Information Provided

General Information

Type of Laptop

Standard

Select a model type

Dell Latitude 7340

Task

* Summary

* Task Type

Select

* Sequence

* Assignment Group

Select

Assigned To

Select

Additional Information

Save

Task Code

Status

Fulfiller

Expected Completion

HCLSoftware

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Fulfillment - Task

- Upon scrolling down, you can see that the second task which was earlier in Draft status, has automatically moved to Assigned and is ready to be worked upon, since the first task was completed by you.
- Click on the second Task Code to open and view the task form.

Information Provided

General Information

Type of Laptop	Standard
Select a model type	Dell Latitude 7340
OS Requirement	Standard Image
Reason for request	Replacement Request
Mode of contact	Mobile
Mobile Number	9999999999
Date of joining	2024-07-24

Delivery

Shipping Address	841, Link Street, Park Strait
------------------	-------------------------------

(Characters Remaining: 500/500)

Save

Task Code	Status	Fulfiller	Expected Completion
TSK000000006002 ⓘ	Completed	Service Fulfiller	2024-07-22 16:05:00
TSK000000006003 ⓘ	Assigned		

Task - Reassignment

- Click on the cross button against the Assignment Group field under Group Info section of the task form, to clear the current assignment group selected.
- Click on Show ALL Groups in the same section, to ensure that the Assignment Group section shows all groups available.

Task

ITM000000015763 >> TSK000000006003

Assigned ▾

* Requestor

Service Consumer ⓘ

* Work Item

Fullfilment

*Service

New Laptop Request ⓘ

Sequence

2

* Summary

New Laptop Request

Company

Micro Robotics

* Task Type

Implementation

Impacted CI

Hop Count

0

* Group Info

Show ALL Groups

Assignment Group

Please choose...

Assigned To

Please choose...

Activity Details

COMMENTS AUDIT LOG NOTIFICATIONS

Post

Task - Group Reassignment and Individual Assignment

- Click on the Assignment Group field and from the list of groups available, reassign the ticket to Windows Support group by selecting the group.
- Next, click on the Individual button and select Service Fulfiller (the role you are logged in with) to assign the ticket to yourself.
- Click on Save button to ensure that the reassigned group and individual details are saved.

The screenshot displays the 'Task' management interface in HCL Software. The task ID is ITM000000015763 >> TSK000000006003. The task is currently assigned to 'Service Fulfiller'. The form includes fields for Requestor (Service Consumer), Company (Micro Robotics), Work Item (Fullfilment), Task Type (Implementation), Service (New Laptop Request), Impacted CI, Sequence (2), Hop Count (0), and Summary (New Laptop Request). The 'Group Info' section shows the Assignment Group as 'Windows Support Micro Supports' and the Assigned To as 'Service Fulfiller'. A 'Show AMS Groups' link is available. The right sidebar shows 'Activity Details' with tabs for COMMENTS, AUDIT LOG, and NOTIFICATIONS. A 'Post' button is visible below the activity details.

Task
ITM000000015763 >> TSK000000006003

Assigned ▾

*** Requestor**
Service Consumer ⓘ

Company
Micro Robotics

*** Work Item**
Fullfilment

*** Task Type**
Implementation

*** Service**
New Laptop Request ⓘ

Impacted CI

Sequence
2

Hop Count
0

*** Summary**
New Laptop Request
(Characters Remaining: 3982/4000)

*** Group Info** [Show AMS Groups](#)

Assignment Group
Windows Support Micro Supports ×

Assigned To
Service Fulfiller × ⓘ

Activity Details

[COMMENTS](#) [AUDIT LOG](#) [NOTIFICATIONS](#)

Post












Task - In Progress Status Change

- Click on the status drop down and change the status of the task to In Progress indicating that you are working on the ticket.
- Click on the Save button to record the status change.

Task

ITM000000015763 >> TSK000000006003

In Progress ▾



* Requestor

Service Consumer ⓘ

* Work Item

Fullfilment

*Service

New Laptop Request ⓘ

Sequence

2

* Summary

New Laptop Request

* Group Info

Assignment Group: Windows Support Micro Supports ×

Company

Micro Robotics

* Task Type

Implementation

Impacted CI

Hop Count

1

Assigned To

Service Fulfiller × ⓘ

Activity Details

COMMENTS

AUDIT LOG

NOTIFICATIONS

Post

(Characters Remaining: 3982/4000)

Show ALL Groups

Task – Task Completion

- Click on the status drop down and change the status of the task to Completed, indicating that you have completed working on the ticket.

Task

ITM000000015763 >> TSK000000006003

* Requestor

Service Consumer

* Work Item

Fullfilment

* Service

New Laptop Request

Sequence

2

* Summary

New Laptop Request

* Group Info

Assignment Group

Windows Support Micro Supports

Company

Micro Robotics

* Task Type

Implementation

Impacted CI

Hop Count

1

Assigned To

Service Fulfiller

In Progress

» In Progress

» On Hold

» Completed

» Cancelled

Details

AUDIT LOG

NOTIFICATIONS

Completed

Post

HCLSoftware

72

Task – Task Completion Notes

- Type in comments in the Notes field followed by clicking on Submit, to record the status change and the comments entered.

Task

ITM000000015763 >> TSK000000006003

Completed ▾

* Requestor

Service Consumer ⓘ

* Work Item

Fullfilment

* Service

New Laptop Request ⓘ

Sequence

2

* Summary

New Laptop Request

(Characters Remaining: 3982/4000)

* Group Info [Show ALL Groups](#)

Assignment Group

Windows Support Micro Supports ×

Assigned To

Service Fulfiller × ⓘ

Company

Micro Robotics

* Task Type

Implementation

Impacted CI

Hop Count

1

Notes

* Notes

The task has been completed and the request is fulfilled.

Submit

Navigation to Parent Workitem

- This task is now completed, and you can notice this from the fading out of the Status button.
- Next, since you have access to view the parent ticket form, click on the hyperlink towards the top left of the task form with the ITM number, to navigate to the parent ticket form.

Task

TM000000015763 >> TSK000000006003

Completed

* Requestor

Service Consumer

* Work Item

Fullfilment

*Service

New Laptop Request

Sequence

2

* Summary

New Laptop Request

* Group Info

Assignment Group

Windows Support Micro Supports

Company

Micro Robotics

* Task Type

Implementation

Impacted CI

Hop Count

1

Assigned To

Service Fulfiller

Activity Details

COMMENTS

AUDIT LOG

NOTIFICATIONS

Comments

Parent Workitem Fulfillment

- You have now landed on the parent ticket / fulfillment ticket form.
- Click on Task button towards the top right and you can see that both the tasks required to fulfill this parent workitem were completed. and therefore, the status of the parent ticket has automatically moved to Fulfilled.
- Click on the cross button towards the top right to close the ticket and navigate to the work item board.

Fulfillment

REQ000000015782 >> ITM000000015763

Fulfilled

*Company

Micro Robotics

*Requestor

Service Consumer

*Service Requested

New Laptop Request

Through

Web

Fulfiller

Group

Windows Support Micro Supports

Individual

Service Fulfiller

Item Components

Information Provided

General Information

Type of Laptop

Standard

Select a model type

Dell Latitude 7340

Task

Task Code	Status	Fulfiller	Expected Completion
TSK000000006002	Completed	Service Fulfiller	2024-07-22 16:05:00
TSK000000006003	Completed	Service Fulfiller	2024-07-22 16:22:00

Fulfillment - Work Item Board

- Under Fulfillment section and Assigned to my groups sub-section, use the status filter to show Fulfilled tickets and you will be able to view the ticket you just fulfilled.
- You can also choose to explore other filters available on this page.

Home > Work Item Board

1-1 of 1

Task Fulfillment(1) Incident Problem Change Appointment Action

Assigned to meAssigned to my groupsAll

Last 30 days

<input type="checkbox"/>	Request ID Search here	Work Item ID Search here	SLA Status	Service Name Search here	Company Search here	Status Fulfilled ▾	Fulfiller Group Select ▾	Requested For Search here	Requested On Search here	Fulfiller Search here
<input type="checkbox"/>	REQ000000015782	ITM000000015763		New Laptop Request	Micro Robotics	Fulfilled	Windows Support Micro Supports	Service Consumer	2024-07-22 15:22:32	Service Fulfiller

Show: 10 ▾

1

Task - Work Item Board

- Similarly, to view the completed tasks, click on Task section and Assigned to my groups sub-section followed by using the status filter to show Completed tasks.
- You can choose to explore other filters available on this page as well.

Home > Work Item Board

1-5 of 5

Task(5)

Fulfillment

Incident

Problem

Change

Appointment

Action

Assigned to me

Assigned to my groups

All

Last 30 days

<input type="checkbox"/>	Task ID Search here	Work Item ID Search here	SLA Status	Service Name Search here	CI Name Search here	Company Search here	Summary Search here	Status Completed ▾	Work Item Select ▾	Rej Se
<input type="checkbox"/>	TSK000000006003	ITM000000015763		New Laptop Request		Micro Robotics	New Laptop Request	Completed	Fulfillment	20%
<input type="checkbox"/>	TSK000000006002	ITM000000015763		New Laptop Request		Micro Robotics	New Laptop Request	Completed	Fulfillment	20%
<input type="checkbox"/>	TSK000000005926	RFC000000013217		Standard Change Request	Generic_Service_CI-Micro Robot...	Micro Robotics	CMDDB Task	Completed	Change	20%
<input type="checkbox"/>	TSK000000005925	RFC000000013217		Standard Change Request	Generic_Service_CI-Micro Robot...	Micro Robotics	Implement the standard chang...	Completed	Change	20%
<input type="checkbox"/>	TSK000000005924	RFC000000013217		Standard Change Request	Generic_Service_CI-Micro Robot...	Micro Robotics	Validate the standard change	Completed	Change	20%

Show: 10 ▾

1

My Profile - Fulfiller

- Click on the My Account button (User icon) on the top right of your screen followed by clicking on My Profile.

HCLSoftware

Work Item ID

Search Here...

English

Home

>

Work Item Board

Task(5)

Fulfillment

Incident

Problem

Change

Appointment

Action

Assigned to me

Assigned to my groups

All

	Task ID	Work Item ID	SLA Status	Service Name	CI Name	Company	Summary	Status	WORK ITEM	Req
	Search here	Search here		Search here	Search here	Search here	Search here	Completed	Select	Se
<input type="checkbox"/>	TSK000000006003	ITM000000015763		New Laptop Request		Micro Robotics	New Laptop Request	Completed	Fulfillment	20%
<input type="checkbox"/>	TSK000000006002	ITM000000015763		New Laptop Request		Micro Robotics	New Laptop Request	Completed	Fulfillment	20%
<input type="checkbox"/>	TSK000000005926	RFC000000013217		Standard Change Request	Generic_Service_CI-Micro Robot...	Micro Robotics	CMDDB Task	Completed	Change	20%
<input type="checkbox"/>	TSK000000005925	RFC000000013217		Standard Change Request	Generic_Service_CI-Micro Robot...	Micro Robotics	Implement the standard chang...	Completed	Change	20%
<input type="checkbox"/>	TSK000000005924	RFC000000013217		Standard Change Request	Generic_Service_CI-Micro Robot...	Micro Robotics	Validate the standard change	Completed	Change	20%

Show:

10

1

Welcome Service Fulfiller

My Delegations

My Profile


On Behalf of

Logout

My Profile - Fulfiller

- You will land on the Organizational Information section, wherein you can view user organization details, personal and contact information. You also have the option of editing and updating a few details if needed.
- Click on Current Group Membership section next.

My Profile



fulfiller-microsupports@hclt.com
fulfiller-microsupports@hclt.com

Personal Information

Username

fulfiller-microsupports@hclt.com

Employee Number

213231259272

First Name

Service

Last Name

Fulfiller

User Type

Office Employee

Contact Information

Mobile Phone

9999999999

Business Phone

Alternate Phone

Email

fulfiller-microsupports@hclt.com

Alternate Email

*Organizational Information

*User Preferences

Current Group Membership

Current Roles

Company

Micro Supports

Organization

Micro Supports_Org

Department

Micro Supports_Dept

Cost Center

Micro Supports_Cost_Center

Manager

Location

Micro Supports

Current Working Location

Micro Supports


Building

Cubicle

My Profile - Fulfiller - Current Group Membership

- In the Current Group Membership section, you can view all the groups that you are currently a part of.
- Click on Current Roles section next.

My Profile



fulfiller-microsupports@hclt.com
fulfiller-microsupports@hclt.com

Personal Information

Username

fulfiller-microsupports@hclt.com

Employee Number

213231259272

First Name

Service

Last Name

Fulfiller

User Type

Office Employee

Contact Information

Mobile Phone

9999999999

Business Phone

Alternate Phone

Email

fulfiller-microsupports@hclt.com

Alternate Email

*Organizational Information

*User Preferences

Current Group Membership

Current Roles

- Windows Support Micro Supports

- Incident Management Micro Supports

- Cloud Services Support Micro Supports

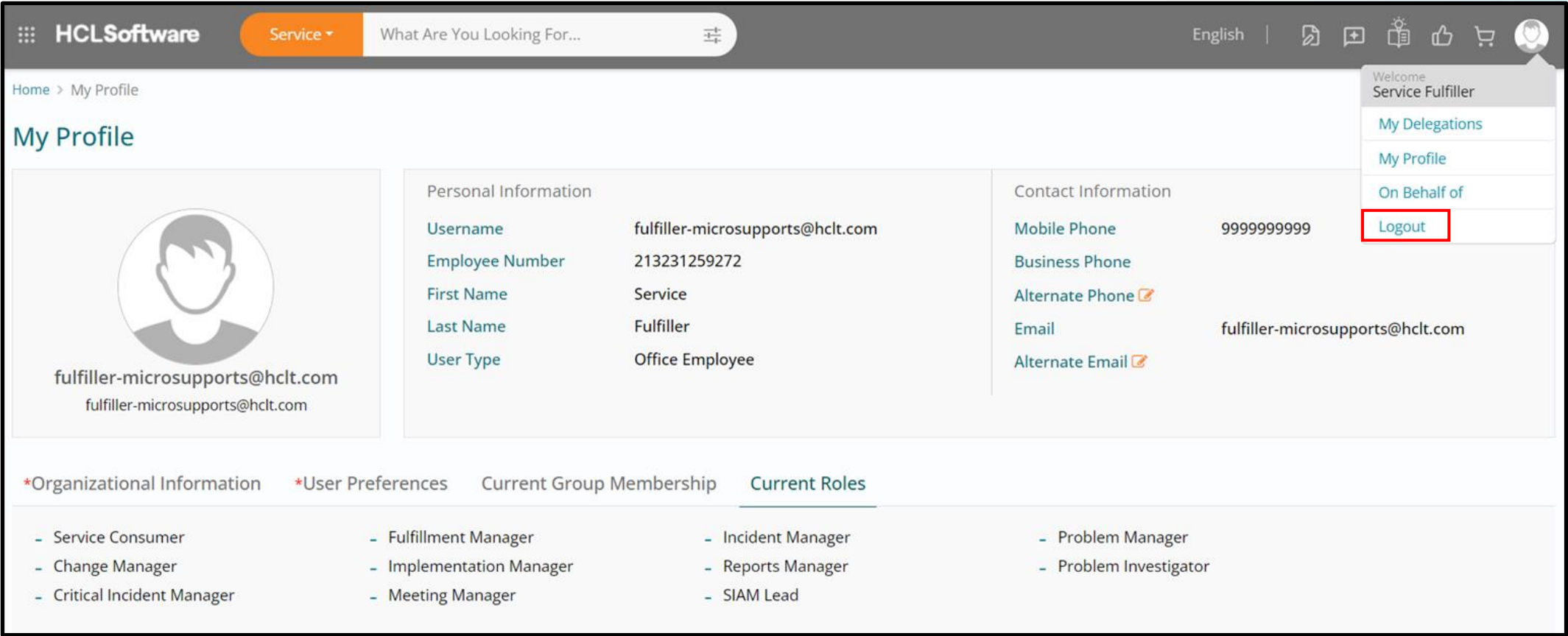
- Problem Management Micro Supports

- IT Service Desk Micro Supports

- Change Management Micro Supports

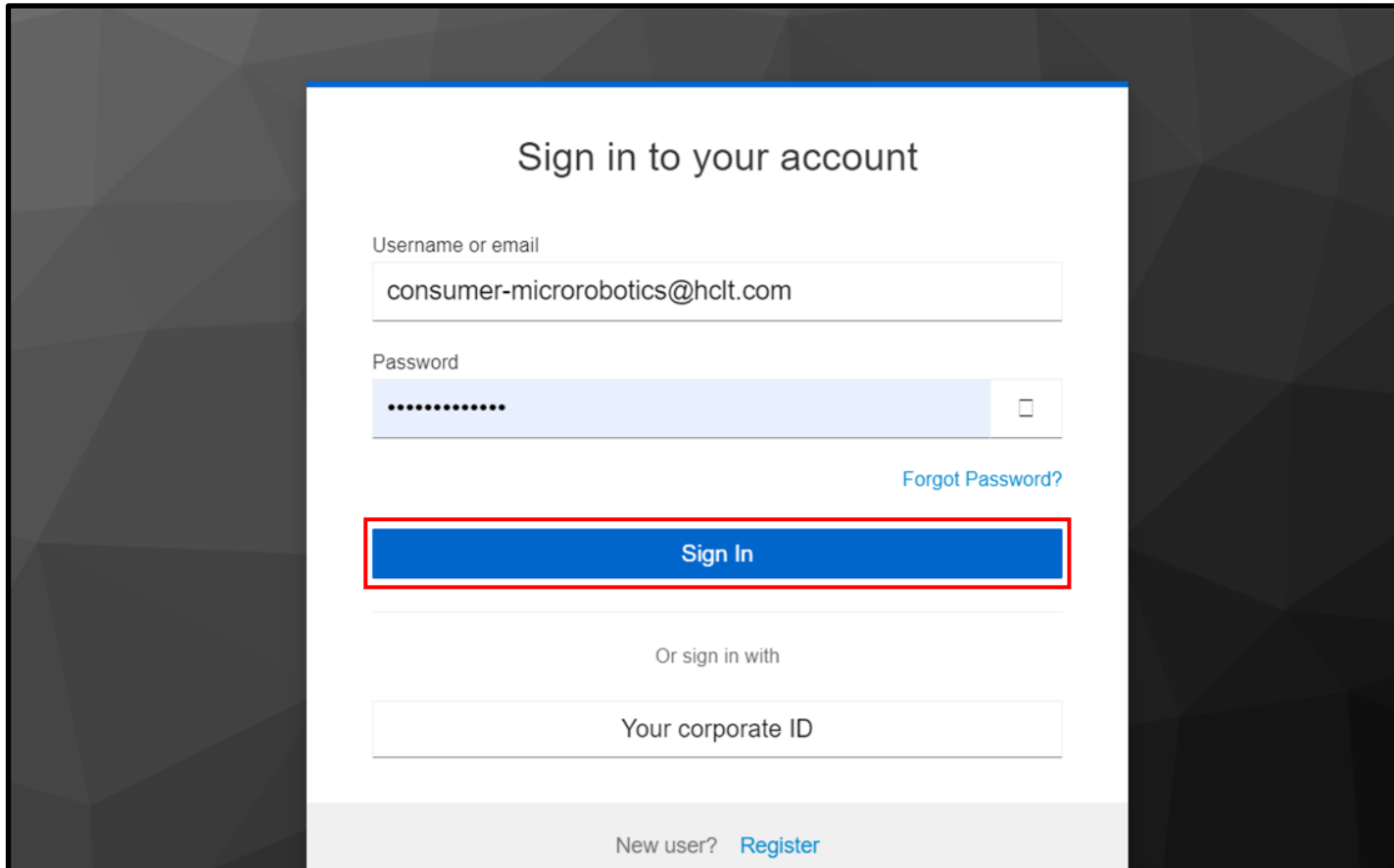
Current Roles and Logout of Fulfiller Role

- You can view the roles assigned to the Service Fulfiller user in this section.
- Click on the My Account button (User icon) on the top right of your screen, followed by clicking on Logout. This will log you out of the Service Fulfiller role you are currently logged in with.
- We can proceed to using the consumer role next to respond to the fulfilled request's survey.



Login using Consumer Role

- Use the consumer role credentials to log into the instance.
- Click on Sign In upon entering the credentials.



Sign in to your account

Username or email

consumer-microrobotics@hclt.com

Password

.....

[Forgot Password?](#)

Sign In

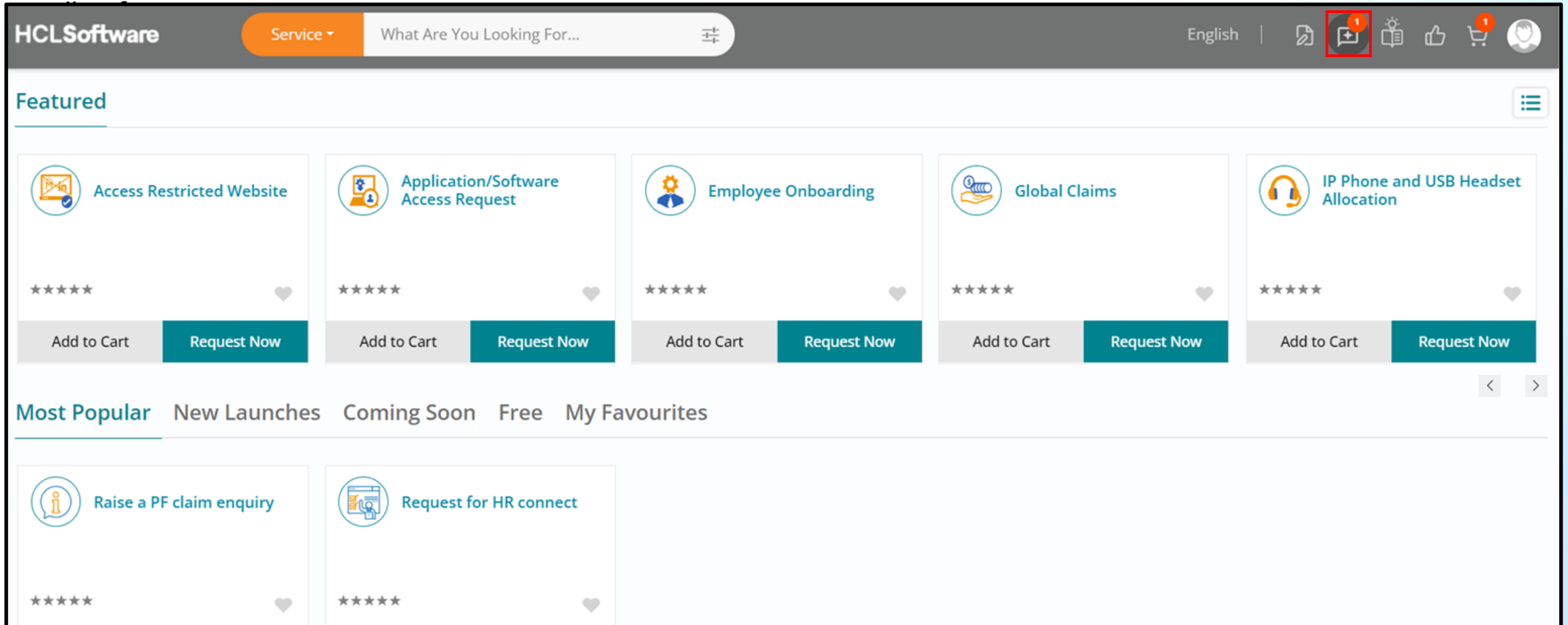
Or sign in with

Your corporate ID

New user? [Register](#)

Landing Page

- Upon logging into the HCL BigFix Service Management consumer homepage, you will see all the service offerings available for consumption.
- Navigate to the top right of the BigFix Service Management page and click on Pending Surveys button, to view the surveys



My Surveys

- Click on the request pending for survey response from the list view.
- You may choose to click on the Request Details section towards the right and browse through the ticket information.
- This is particularly useful if you have several requests pending for your survey to avoid confusion.

Home > My Surveys

1-1 of 1

My Surveys

Self ☐

Request ID ▾	Service/CI Name	Requested For Self	Status
<input type="text" value="Search here"/>	<input type="text" value="Search here"/>	<input type="text" value="Search here"/>	<input type="text" value="Select"/>
REQ000000015782-ITM000000015763	New Laptop Request	Service Consumer	Pending

Show:

REQ000000015782-ITM000000015763

New Laptop Request

RATING & REVIEWS

REQUEST DETAILS

Tell Us About Your Service Experience

If you have liked the way we served you or have any suggestions for us, please share it with us here.

Please rate the quality of service*:

★★★★★

My Surveys

- There are one of two actions that you can take on a request pending survey.
- The first is wherein you can give a rating of 4 or 5 stars via selection followed by providing satisfaction comments. Ignore this step so that you can view what happens when you give a lesser rating. You can always try giving a good rating in any of your future requests during this trial.

My Surveys

Self

Request ID	Service/CI Name	Requested For Self	Status
REQ000000015782-ITM000000015763	New Laptop Request	Service Consumer	Pending

Show: 10

1

REQ000000015782-ITM000000015763

New Laptop Request

RATING & REVIEWS

REQUEST DETAILS

Tell Us About Your Service Experience

If you have liked the way we served you or have any suggestions for us, please share it with us here.

Please rate the quality of service*

★★★★★

Please provide your comments here*

Please do not include: HTML, references to suppliers, pricing, personal information, any profane, inflammatory or copyrighted comments.

Submit

My Surveys - Reopening Request

- The second action that is possible and which you must perform is, to try giving a rating of 3 or less than 3 via selection of stars, followed by clicking on Yes to reopen the request.
- Type the reason for reopening and click on Submit. The request will be reopened and assigned to the same fulfillment group for further action.

My Surveys

Self

Request ID	Service/CI Name	Requested For Self	Status
Search here	Search here	Search here	Select
REQ000000015782-ITM000000015763	New Laptop Request	Service Consumer	Pending

Show: 10

1

REQ000000015782-ITM000000015763

New Laptop Request

RATING & REVIEWS

REQUEST DETAILS

Tell Us About Your Service Experience

If you have liked the way we served you or have any suggestions for us, please share it with us here.

Please rate the quality of service

★ ★ ★ ★ ★

Do you want to reopen the Request:

☒ Yes

☐ No

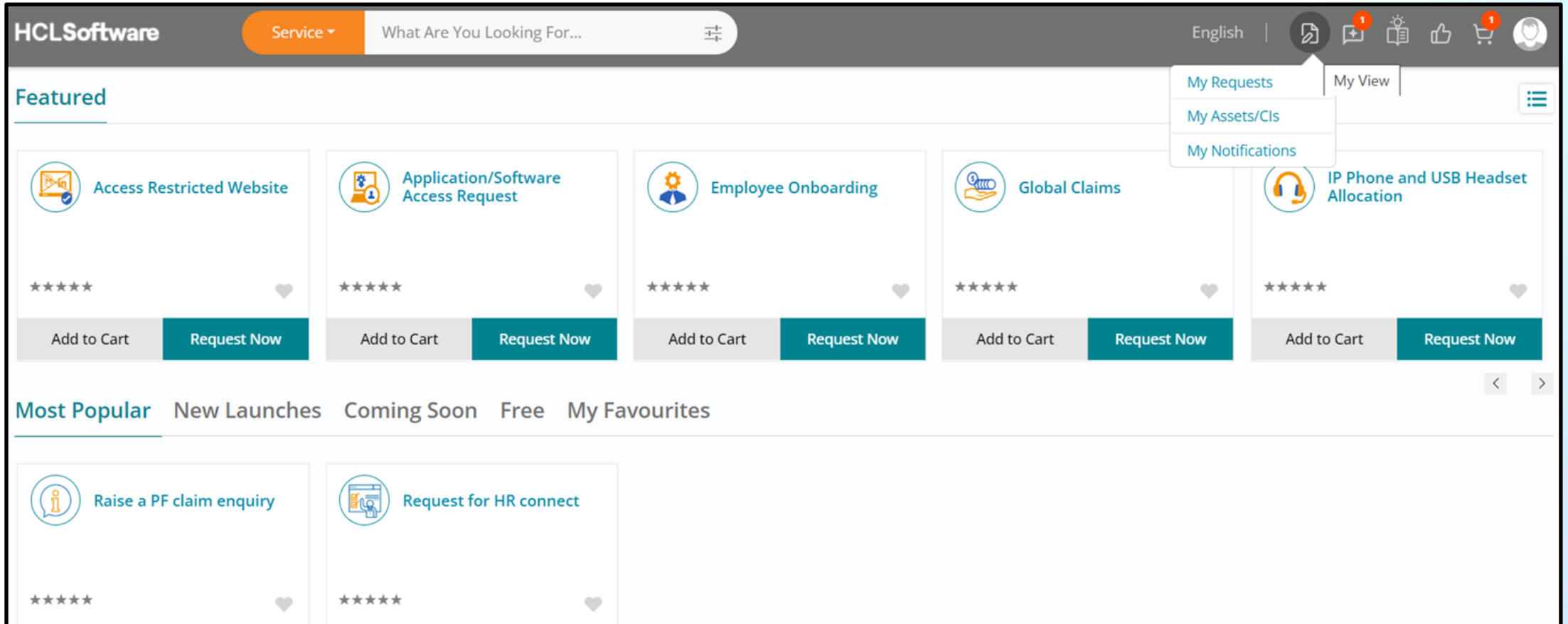
Reason for reopening

I would like to reopen this request since my request is incomplete.

Submit

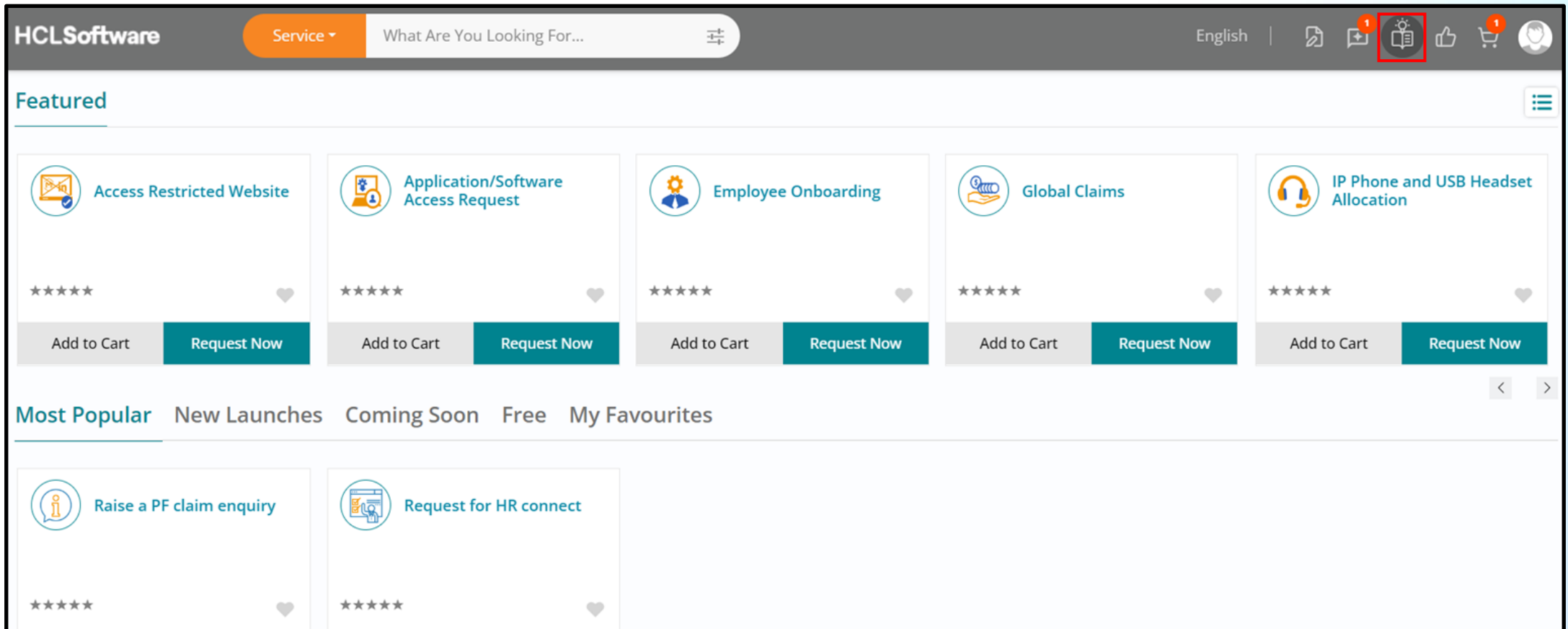
My View

- Navigate to the top right of your page and click on My View button which will provide you an option to click and view the requests which you have raised for yourself or on behalf of someone.



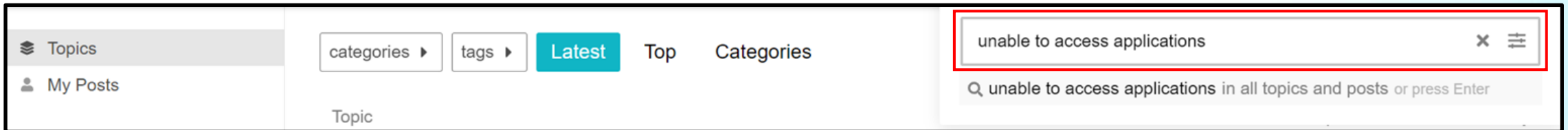
Knowledge Center

- HCL BigFix Service Management also has a knowledge management module which can be accessed by navigating to the top right of your page, followed by clicking on Knowledge Center button.
- Click on this button to view the knowledge center.



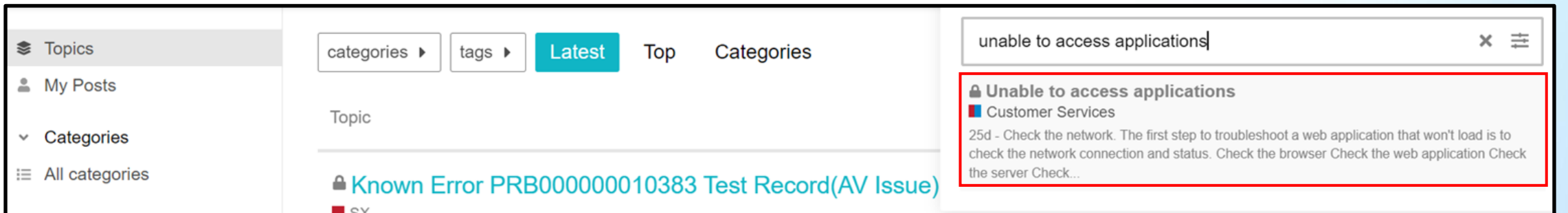
Knowledge Center

- The knowledge center will automatically open in a new tab on your browser.
- Click on Log In followed by typing 'unable to access applications' in the search bar on the top right of the page, and then click on Enter.



The screenshot shows the top navigation bar of the Knowledge Center. On the left, there is a sidebar with 'Topics' and 'My Posts'. In the center, there are filters for 'categories', 'tags', and a 'Latest' button, followed by 'Top' and 'Categories' links. On the right, a search bar contains the text 'unable to access applications'. Below the search bar, a placeholder text reads 'Q unable to access applications in all topics and posts or press Enter'.


- An article which matches the keyword entered in will appear.
- Click the article and it will open on your screen.




The screenshot shows the search results page. The search bar still contains 'unable to access applications'. Below the search bar, a result is displayed with a red lock icon, the title 'Unable to access applications', and the category 'Customer Services'. The description of the article is visible: '25d - Check the network. The first step to troubleshoot a web application that won't load is to check the network connection and status. Check the browser Check the web application Check the server Check...'. Below the article title, a link to 'Known Error PRB000000010383 Test Record(AV Issue)' is shown.

Knowledge Center

- The article will appear on your screen.
- HCL BigFix Service Management has this unique ability to use traditional knowledge management as well as crowdsourced knowledge as a part of its knowledge management offering.
- Click on the other tab on your browser to navigate back to the consumer homepage of HCL BigFix Service Management.




 **Unable to access applications**

■ SX ■ Customer Services



consumer-tatvaorg_hclt.com25dJun 27

- Check the network. The first step to troubleshoot a web application that won't load is to check the network connection and status.
- Check the browser
- Check the web application
- Check the server
- Check the logs
- Check the solutions



1 / 2
Jun 27

Landing Page

- Upon navigating back to the HCL BigFix Service Management consumer homepage, you will see all the service offerings available for consumption.
- Click on the Add to Cart button on the Global Claims offering under Featured section on the screen.

The screenshot displays the HCLSoftware consumer homepage. At the top, there is a navigation bar with the HCLSoftware logo, a 'Service' dropdown menu, a search bar with the placeholder text 'What Are You Looking For...', and a language selector set to 'English'. On the right side of the navigation bar, there are several icons: a document with a red notification badge '1', a lightbulb, a thumbs up, a shopping cart with a red notification badge '1', and a user profile icon.

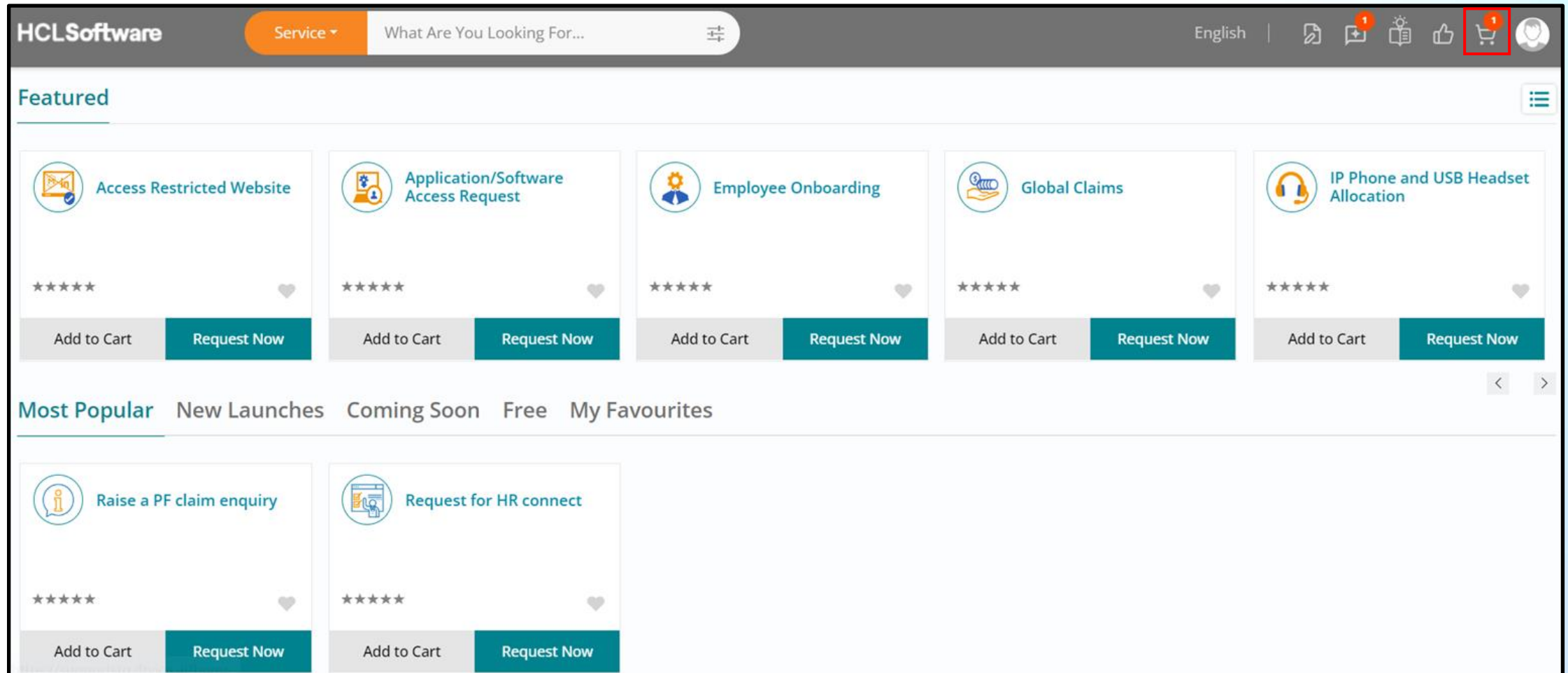
The main content area is divided into two sections. The first section is titled 'Featured' and contains five service cards. Each card has an icon, a title, a five-star rating, a heart icon, and two buttons: 'Add to Cart' and 'Request Now'. The 'Global Claims' card is highlighted with a red border around its 'Add to Cart' button. The services listed are:

- Access Restricted Website
- Application/Software Access Request
- Employee Onboarding
- Global Claims
- IP Phone and USB Headset Allocation

The second section is titled 'Most Popular' and contains two service cards: 'Raise a PF claim enquiry' and 'Request for HR connect'. Below these cards are navigation tabs for 'New Launches', 'Coming Soon', 'Free', and 'My Favourites'.

Shopping Cart

- You will automatically receive a prompt to navigate to the Cart.
- Alternatively, you can navigate to the top right of your page and click on the Shopping Cart option. This is the page that shows the offerings added to cart at any point in time.




Shopping Cart

- Once you are in the shopping cart section, you can view the offering(s) added to cart and choose to Proceed to Checkout if required.
- At some point in your trial, feel free to utilize this option as well.

[Home](#) > [Shopping Cart](#)

Shopping Cart

 Global Claims



PACKAGE CONTAINS

Component	Billing Frequency	Price
Global Claims Request		

OPTIONAL COMPONENTS

Component	Billing Frequency	Price
<input type="checkbox"/> View past claims history		

Request Details

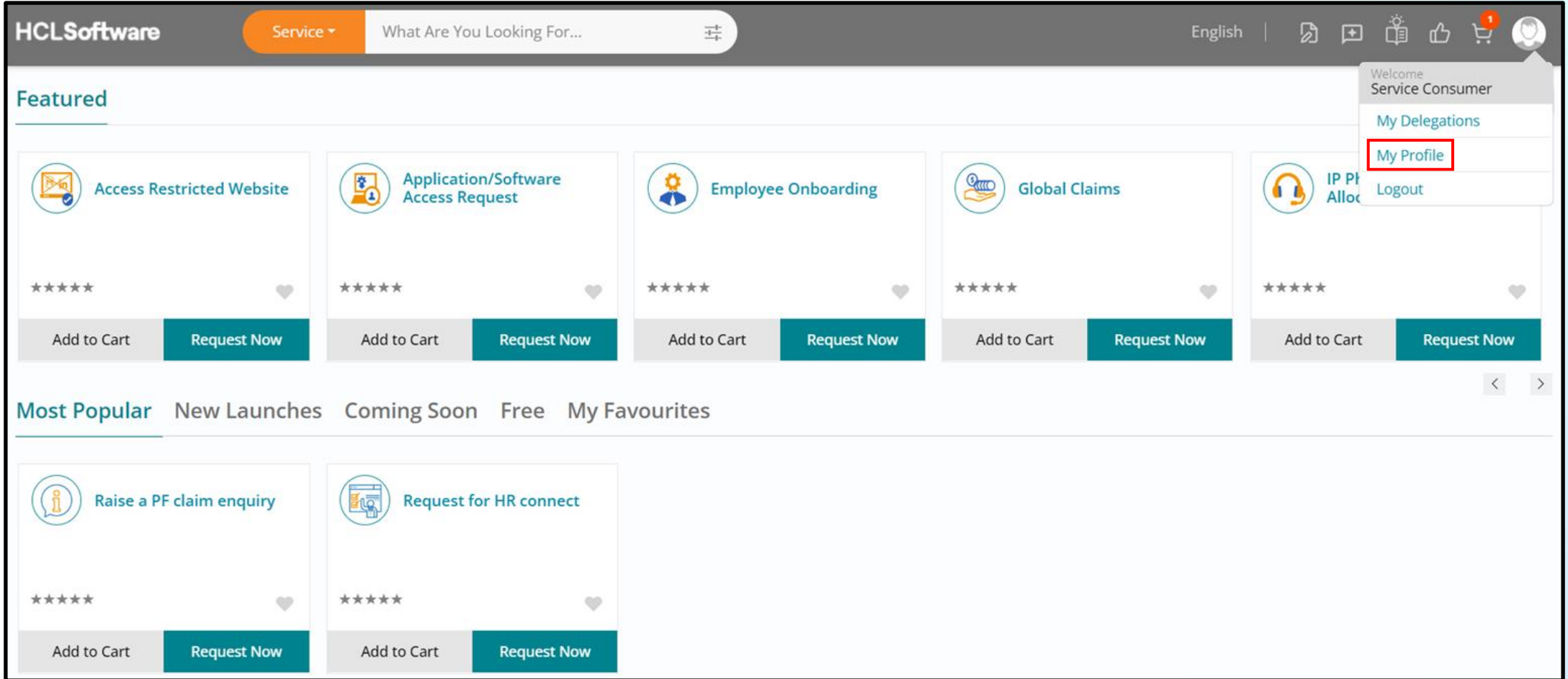
 Global Claims 

[Proceed to Checkout](#)

[Return to Service Catalog](#)

My Profile - Consumer


- Click on the My Account button (User icon) on the top right of your screen followed by clicking on My Profile.



My Profile - Consumer

- You will land on the Organizational Information section, wherein you can view user organization details, personal and contact information. You also have the option of editing and updating a few details if needed.
- Click on User Preferences section next.

My Profile



consumer-microrobotics@hclt.com
consumer-microrobotics@hclt.com

Personal Information

Username

consumer-microrobotics@hclt.com

Employee Number

213234967076

First Name

Service

Last Name

Consumer

User Type

Office Employee

Contact Information

Mobile Phone

9999999999

Business Phone

Alternate Phone

Email

consumer-microrobotics@hclt.com

Alternate Email

*Organizational Information

*User Preferences

Current Group Membership

Current Roles

Company

Micro Robotics

Organization

Micro Robotics_Org

Department

Micro Robotics_Dept

Cost Center

Micro Robotics_Cost_Center

Manager

Location

Micro Robotics_NORAM

Current Working Location

Micro Robotics_NORAM


Building

Cubicle

My Profile - Consumer - User Preferences

- In the User Preferences section, you can view several options wherein you can update details such as date format, time zone, currency and language preferences to name a few.
- You can also view the options such as Most Popular, Featured etc. which can be checked / unchecked for visibility on the consumer homepage. By default, the Featured and Most Popular sections are made visible on the homepage.
- Click on Current Roles section next.

My Profile



consumer-microrobotics@hclt.com
consumer-microrobotics@hclt.com

Personal Information

Username	consumer-microrobotics@hclt.com
Employee Number	213234967076
First Name	Service
Last Name	Consumer
User Type	Office Employee

Contact Information

Mobile Phone	9999999999
Business Phone	
Alternate Phone	
Email	consumer-microrobotics@hclt.com
Alternate Email	

*Organizational Information

*User Preferences

Current Group Membership

Current Roles


Date Format	yyyy-MM-dd HH:mm:ss
Time Zone	Asia/Kolkata
Currency	USD
Language Preferences	English

<input checked="" type="checkbox"/> Most Popular	<input checked="" type="checkbox"/> Featured
<input checked="" type="checkbox"/> New Launches	<input checked="" type="checkbox"/> My Favourites
<input checked="" type="checkbox"/> Coming Soon	<input checked="" type="checkbox"/> Category View
<input checked="" type="checkbox"/> Free	

My Profile - Consumer - Current Roles

- You can view the roles assigned to the Service Consumer user in this section.
- By default, every user will have a Service Consumer role in HCL BigFix Service Management.
- Click on close button to close this section and navigate back to the consumer homepage.

My Profile



consumer-microrobotics@hclt.com
consumer-microrobotics@hclt.com

Personal Information

Username

consumer-microrobotics@hclt.com

Employee Number

213234967076

First Name

Service

Last Name

Consumer

User Type

Office Employee

Contact Information

Mobile Phone

9999999999

Business Phone

Alternate Phone

Email

consumer-microrobotics@hclt.com

Alternate Email

*Organizational Information

*User Preferences

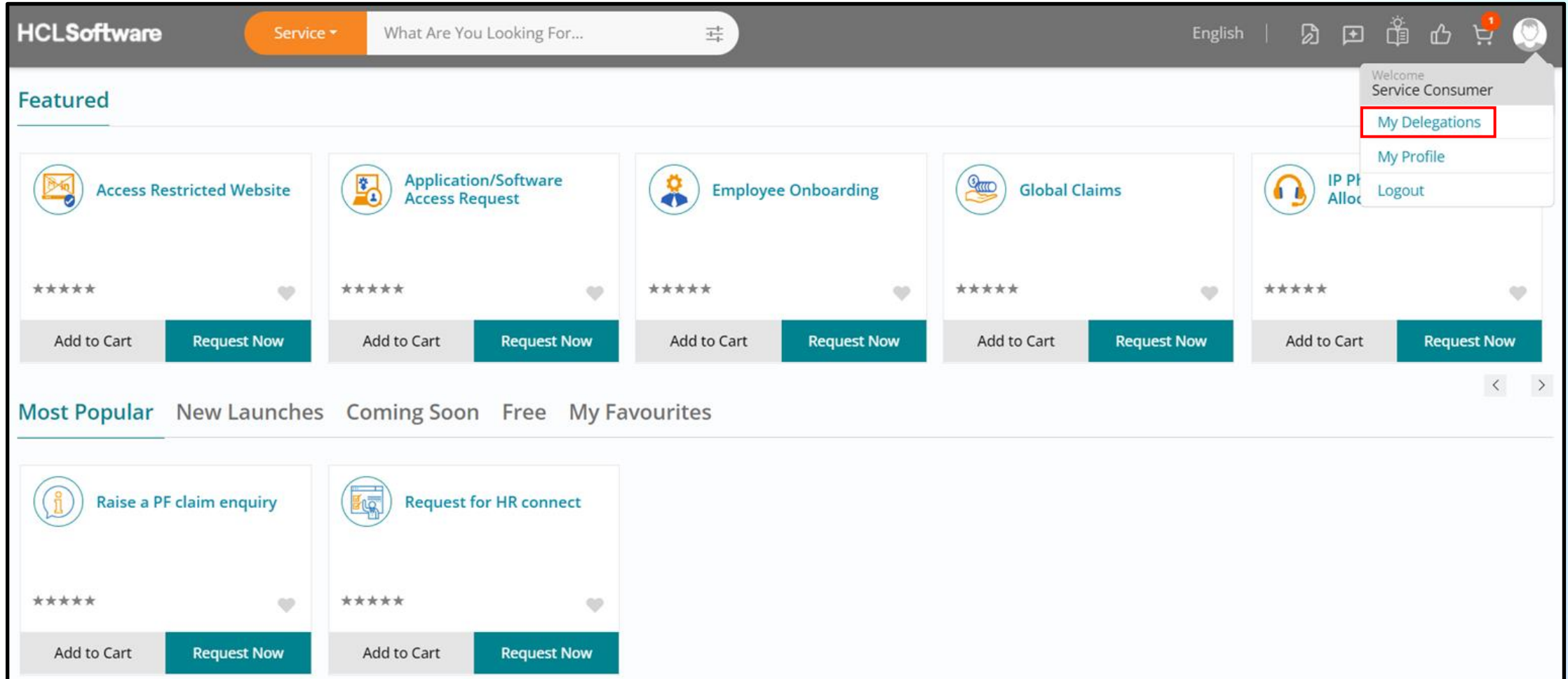
Current Group Membership

Current Roles

- Service Consumer

My Delegations

- Navigate to the top right of the page and click on the My Account button (User icon), followed by clicking on My Delegations.



My Delegations

- HCL BigFix Service Management provides this useful feature to delegate service requests or change approvals for a specific time in your absence, via My Delegations page.
- Upon landing on this page, you can click on plus button and create a delegation.

Home > My Delegations

My Delegations

Delegatee

Search here

Delegation Start

Search here

Delegation End

Search here

Module

Select

Status

Select

There is no matching data available

- Type in ;approver' (the role you would like to delegate to) in the Delegatee field and select the Service Approver user option.

Home > My Delegations > Create

My Delegations

* Delegatee

approver

Service Approver | 213231141525 | approver-microrobotics@hclt.com

* Module

Select

* Delegation End

* Status

Select

HCLSoftware



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My Delegations

- Select the module as Service Order from the dropdown options.

[Home](#) > [My Delegations](#) > [Create](#)

My Delegations



* Delegatee

Service Approver

Q

* Delegation Start

* Status

Select

▼

* Module

Select

▼

Select



Service Order

RFC

- Choose the delegation start and end date and time followed by selecting status as Active and clicking on Save button.

[Home](#) > [My Delegations](#) > [Create](#)

My Delegations



* Delegatee

Service Approver

Q

* Delegation Start

2024-07-24 09:00:00

* Status

Active

▼

* Module

Select

▼

* Delegation End

2024-07-25 09:00:00

My Delegations

- The delegation will be saved, and you can click on it from the My Delegations list view to browse through its details.
- Click on close button to close this section and then navigate back to the consumer homepage

Home > My Delegations

My Delegations

+

↺

Delegatee	Delegation Start	Delegation End	Module	Status
<div>Search here</div>	<div>Search here</div>	<div>Search here</div>	<div>Select</div>	<div>Select</div>
Service Approver	2024-07-24 09:00:00	2024-07-25 09:00:00	Fulfillment	Active

Show:

10

1

Delegation Details

✎

✕

Delegatee

Service Approver

Delegation Start

2024-07-24 09:00:00

Delegation End

2024-07-25 09:00:00

Module

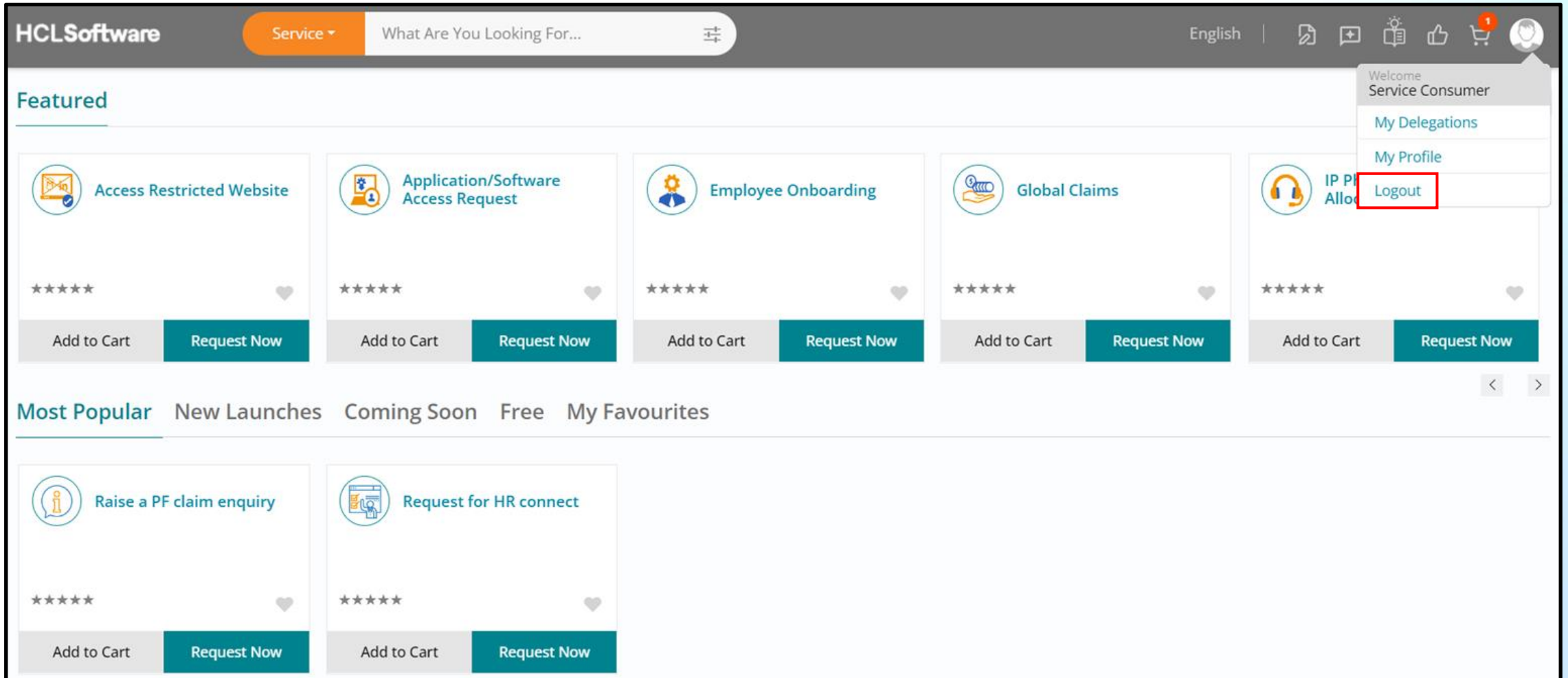
Fulfillment

Status

Active

Logout

- Click on the My Account button (User icon) on the top right of your screen followed by clicking on Logout.
- This brings us to the end of consumer homepage and request fulfillment; you may choose to try more use cases.



HCLSoftware