



proteus

mmx

REQUESTER DETAILS IN EMAIL –
ASSIGN EMPLOYEE

EAGLE TECHNOLOGY, INC.



REQUESTER DETAILS IN EMAIL

ADD REQUESTER (SETTINGS >> COMPANY >> REQUESTERS)

- Fill in the **Requester Name** field.
- Fill in the **Requester Email** field.
- Fill in the **Requester Phone Details** field.

The screenshot shows the 'Requester' form in the Proteus system. The form is titled 'Requester' and has a 'Save' button in the top left. The form fields are: Requester Name (zahid iqbal), Email Address (zahid@inzerotech.com), Phone Number (91), Country Code (012), Area Code (828721956), and Extension (3). The form is open over a table of requesters.

The **Requester's** details are shown in the below image.

The screenshot shows the 'Requesters' table in the Proteus system. A blue arrow points from the text above to the table. The table has columns for Requester, All, 123, All 1-DO N..., April, Calibri..., Central..., and Chandiga... The table contains one record for 'zahid iqbal' with email 'zahid@inzerotech.com' and phone number '+91 (012)828721956x3'.

Requester	All	123	All 1-DO N...	April	Calibri...	Central ...	Chandiga...
zahid iqbal zahid@inzerotech.com +91 (012)828721956x3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SCENARIO 1 – ACCEPTING SERVICE REQUEST

- Select the **Requester** from the drop-down.
- **Accept** the service request.

Service Request - Service Requests >> Service Request

Service Request 20171123001

Details Tasks and Labor Email Attachments Accept

Description
Service Request - Test 01

Requester: zahid iqbal

Maintenance Code: Access System/Bad Card-DM

Target: CDG-02 (Assets) MMX37 Test site >> Chandigarh

Required Date: 11/23/2017

Work Type: Breakdown Maintenance

Priority: High

Assigned To: zahid-CDG-01

Requester Full Name:

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

You have been assigned a new Work Order. Inbox x

MMX37 Test site 11:50 AM (0 minutes ago)

to me

Work Order Number	20171123006
Job Number	
Description	Service Request - Test 01
Work Order Type	DemandMaintenance
Activation Date	11/23/2017
Required Date	11/23/2017
Work Order Status	Approved
Target (Assets)	CDG-02 (Battery-Site-CDG-02)
Requester Name	zahid iqbal
Requester Phone	+91 (012) 828721956 x3
Requester Email	zahid@inxerotech.com
Additional Details	Created From Service request

SCENARIO 2 – ACCEPTING SERVICE REQUEST

- Add the **Requester** by clicking the **Add** button, which is displayed in front of the **Requester** drop-down.

The screenshot shows a 'Requester' modal form with the following fields:

- Requester Name: Nazish Alam
- Email Address: nazishaa@inzerotech.com
- Country Code: 11096
- Area Code: 11
- Phone Number: 235698
- Extension: 11

Buttons: Close, Save (highlighted with a red box).

- **Accept** the service request.

The screenshot shows the service request details page with the following fields:

- Requester: Nazish Alam (highlighted with a red box)
- Target: CDG-02
- Required Date: 11/23/2017
- Priority: Normal
- Assigned To: zshd-CDG-01 (highlighted with a red box)

Buttons: Close, Save (highlighted with a red box).

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

- Requester details such as **Name**, **Email**, and **Phone Number** are displayed.



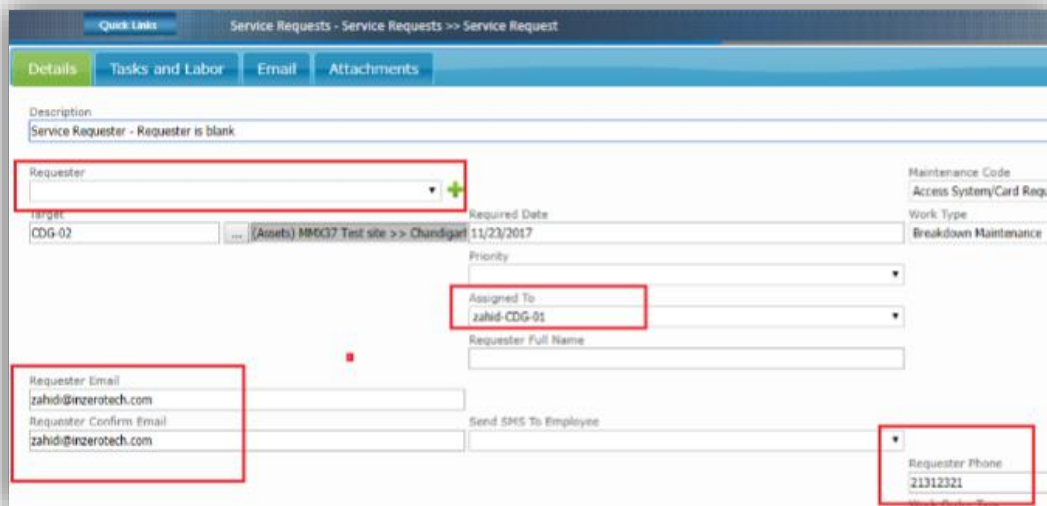
You have been assigned a new Work Order. Inbox x

MMX37 Test site 12:18 PM (0 minutes ago)
to me ▾

Work Order Number	20171123007
Job Number	
Description	Service Request - Test 02
Work Order Type	DemandMaintenance
Activation Date	11/23/2017
Required Date	11/23/2017
Work Order Status	Approved
Target (Assets)	CDG-02 (Battery-Site-CDG-02)
Requester Name	Nazish Alam
Requester Phone	+11096 (11) 235696 x1
Requester Email	nazishaa@inzerotech.com
Additional Details	Requester Added Manually - Service Requester

SCENARIO 3 – ACCEPTING SERVICE REQUEST

- The **Requester** drop-down is now blank.
- Fill in the **Requester Email** and **Requester Confirm Email** field shown below.
- Fill in the **Requester Phone** field shown below.
- **Accept** the service request.



Quick Links Service Requests - Service Requests >> Service Request

Details Tasks and Labor Email Attachments

Description
Service Requester - Requester is blank

Requester

Maintenance Code
Access System/Card Request

Target
CDG-02 (Assets) MMX37 Test site >> Chandigarh

Required Date
11/23/2017

Work Type
Breakdown Maintenance

Priority

Assigned To
zahid-CDG-01

Requester Full Name

Requester Email
zahid@inzerotech.com

Requester Confirm Email
zahid@inzerotech.com

Send SMS To Employee

Requester Phone
21312321

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

- The manually-filled **Requester Email** and **Requester Phone** fields are shown.

You have been assigned a new Work Order. Inbox x

MMX37 Test site
to me ▾

Work Order Number	20171123008
Job Number	
Description	Service Requester - Requester is blank
Work Order Type	DemandMaintenance
Activation Date	11/23/2017
Required Date	11/23/2017
Work Order Status	
Target (Assets)	CDG-02 (Battery-Site-CDG-02)
Requester Phone	21312321
Requester Email	zahidi@inzerotech.com
Additional Details	Requester is blank -

SCENARIO 4 – ACCEPTING SERVICE REQUEST

- Select the **Requester** from the drop-down.
- Fill in the **Requester Email** and **Requester Confirm Email**, as shown below.
- Fill in the **Requester Phone**, as shown below.
- **Accept** the service request.

Quick Links Service Requests - Service Requests >> Service Request

Details Tasks and Labor Email Attachments

Description
Service Request - Requester selected & Manually filled email and phone Number

Requester zahid iqbal	Maintenance Code Access System/Misc-DM
Target CDG-02	Required Date 11/23/2017
Priority Normal	Work Type Breakdown Maintenance
Assigned To zahid-CDG-01	Requester Full Name
Requester Email test@gmail.com	Requester Phone 1111111111
Requester Confirm Email test@gmail.com	Send SMS To Employee

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

- Details such as **Name**, **Email**, and **Phone Number** are displayed, which are selected from the drop-down.

You have been assigned a new Work Order. Inbox x	
MMX37 Test site to me ▾	
Work Order Number	20171123009
Job Number	
Description	Service Request - Requester selected & Manually filled email and phone Number
Work Order Type	DemandMaintenance
Activation Date	11/23/2017
Required Date	11/23/2017
Work Order Status	Approved
Target (Assets)	CDG-02 (Battery-Site-CDG-02)
Requester Name	zahid iqbal
Requester Phone	+91 (012) 828721956 x3
Requester Email	zahidi@inzerotech.com
Additional Details	Here user select both requester and also filled the data manually.

SCENARIO 5 – ACCEPTING SERVICE REQUEST

- Add the **Requester** only. Fill in the **Requester Name** field, as shown below.

Service Requests - Service Requests >> Service Request

Requester

Requester Name
Wassique Ahmed

Email Address
Email Address **Fields are blank**

Country Code
Country Code

Area Code
Area Code

Phone Number
Phone Number

Extension
Extension

Close Save

- Fill in the **Requester Email** and **Requester Confirm Email**, as shown below.
- Fill in the **Requester Phone**, as shown below.
- **Accept** the service request.

Quick Links Service Requests - Service Requests >> Service Request

Details Tasks and Labor Email Attachments

Description
Service Request - Requester has no Phone Number and email

Requester: Wassique Ahmed

Maintenance Code: Building Fire Watch-DM

Target: CDG-02 (Assets) MMX37 Test site >> Chandigarh

Required Date: 11/23/2017

Work Type: Breakdown Maintenance

Priority: Normal

Assigned To: zahid-CDG-01

Requester Full Name: [Empty]

Requester Email: testing@email.com

Requester Confirm Email: testing@email.com

Send SMS To Employee: [Empty]

Requester Phone: 10101010

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

- The **Requester Name** is shown.
- The **Requester Phone Number** is shown.
- The **Requester Email** is not shown below.

You have been assigned a new Work Order. Inbox x

MMX37 Test site 1:05 PM (1 minute a

to me

Work Order Number	20171123012
Job Number	
Description	Service Request - Requester has no Phone Number and email
Work Order Type	DemandMaintenance
Activation Date	11/23/2017
Required Date	11/23/2017
Work Order Status	Close
Target (Assets)	CDG-02 (Battery-Site-CDG-02)
Requester Name	Wassique Ahmed
Requester Phone	10101010
Additional Details	This is only testing purpose -Requester has no Phone Number and email. Manually fill the email and phone number.

SCENARIO 6 – ACCEPTING SERVICE REQUEST

- The **Requester** field is blank, as shown below.
- **Requester Email, Requester Confirm Email, and Requester Phone** fields are blank, as shown below.
- **Accept** the service request.

Service Requests - Service Requests >> Service Request

Details | Tasks and Labor | Email | Attachments

Description
Service Request - Requester blank & other fields also blank

Requester

Maintenance Code

Target CDG-02 (Assets) MMX37 Test site >> Chandigarh Required Date 11/23/2017 Work Type

Priority

Assigned To zah6-CDG-01

Requester Full Name

Requester Email

Requester Confirm Email

SMS To Employees

Requester Phone

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

You have been assigned a new Work Order. [Inbox](#) x

MMX37 Test site
to me ▾

Work Order Number	20171123458
Job Number	
Description	Service Request - Requester blank & other fields also blank
Work Order Type	DemandMaintenance
Activation Date	11/23/2017
Required Date	11/23/2017
Work Order Status	
Target (Assets)	CDG-02 (Battery-Site-CDG-02)
Additional Details	

SCENARIO 7 – WORK ORDER (CREATED)

- **Create Work Order** and select the **Requester** from the drop-down, as shown below.

The screenshot shows a 'Work Order' form with the following fields and values:

- Description: Work Order - Created
- Required Date: 11/23/2017
- Requester: zahid iqbal
- Priority: [Dropdown]
- Maintenance Code: [Text]
- Work Type: [Text]
- Print BOM: [Icon]
- Requester Full Name: assigned to employee zahid-CDG-01
- Target: CDG-02 - Battery-Site-CDG-02 ... (Assets) MMX37 Test site >> Chandigarh
- Completion Date: [Text]
- Work Started Date: [Text]

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

- Details such as **Name**, **Email**, and **Phone Number** are displayed, which are selected from the drop-down.

You have been assigned a new Work Order. Inbox x

MMX37 Test site
to me

Work Order Number	20171123014
Job Number	
Description	Work Order - Created
Work Order Type	DemandMaintenance
Activation Date	11/23/2017
Required Date	11/23/2017
Work Order Status	
Target (Assets)	CDG-02 (Battery-Site-CDG-02)
Requester Name	zahid iqbal
Requester Phone	+91 (012) 828721956 x3
Requester Email	zahid@inzerotech.com
Additional Details	

SCENARIO 8 – WORK ORDER (CREATED)

- **Create Work Order** and **Requester** fields are blank, as shown below.
- Fill in the **Requester Full Name** and **Requester Phone** fields, as shown below.

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

- Details such as **Requester Name** and **Requester Phone** fields are shown.

You have been assigned a new Work Order. Inbox x

MMX37 Test site
to me

Work Order Number	20171123017
Job Number	
Description	Work Order - No Requester
Work Order Type	DemandMaintenance
Activation Date	11/23/2017
Required Date	11/23/2017
Work Order Status	
Target (Assets)	CDG-02 (Battery-Site-CDG-02)
Requester Name	Nazish Alam
Requester Phone	111111111
Additional Details	

SCENARIO 9 – CALL LOG – CREATE WORK ORDER

- Create **Work Order** from **Call Log** and select **Requester**, as shown below.

The screenshot shows the 'Work Order' creation form. The 'Requester' dropdown menu is open, showing 'zahid iqbal' as the selected option. The 'assigned to employee' dropdown menu is also open, showing 'zahid-CDG-01' as the selected option. Other fields include 'Required Date' (08/03/2017), 'Priority', 'Maintenance Code', 'Work Type', 'Print BOM', and 'Requester Full Name' (Test). The target location is 'MM - 1 GROUNDS'.

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

- Details such as **Name**, **Email**, and **Phone Number** are shown, which is selected from the drop-down.

The email notification is titled 'MMX37 Test site' and is addressed 'to me'. It contains a table with the following details:

Work Order Number	20171123020
Job Number	
Description	Call Log - Create Work Order
Work Order Type	DemandMaintenance
Activation Date	11/23/2017
Required Date	08/03/2017
Work Order Status	
Target (Locations)	MM - 1 GROUNDS
Requester Name	zahid iqbal
Requester Phone	+91 (012) 828721956 x3
Requester Email	zahidi@inzerotech.com
Additional Details	

SCENARIO 10 – CALL LOG – CREATE WORK ORDER

- Create **Work Order** and the **Requester** field is blank, as shown below.
- Fill in the **Requester Full Name** and **Requester Phone** fields, as shown below.

The screenshot shows a 'Work Order' form with the following fields and values:

- Description: Cal Log 01- Create Work Order
- Required Date: 08/03/2017
- Priority: (dropdown menu)
- Requester: (empty field, highlighted with a red box)
- Requester Full Name: Nazish Alam (highlighted with a red box)
- Requester Phone: 22222222 (highlighted with a red box)
- assigned to employee: zahid-CDG-01 (highlighted with a red box)
- Target: MM - 1 GROUNDS
- Completion Date: (empty field)
- Work Started Date: (empty field)

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

- Details such as **Requester Name** and **Requester Phone Number** are displayed, as shown below.

You have been assigned a new Work Order. Inbox x

MMX37 Test site
to me ▾

Work Order Number	20171123032
Job Number	
Description	Cal Log 01- Create Work Order
Work Order Type	DemandMaintenance
Activation Date	11/23/2017
Required Date	08/03/2017
Work Order Status	
Target (Locations)	MM - 1 GROUNDS
Requester Name	Nazish Alam
Requester Phone	22222222
Additional Details	

SCENARIO 11 – ASSET – CREATE WORK ORDER

- Same flow as shown in: **Scenario 9 & 10**

SCENARIO 12 – ASSET SYSTEM – CREATE WORK ORDER

- Same flow as shown in: **Scenario 9 & 10**

SCENARIO 13 – LOCATION – CREATE WORK ORDER

- Same flow as shown in: **Scenario 9 & 10**

SCENARIO 14 – STOCKROOM >> STOCKROOM PART – ISSUE REPAIR ORDER

- Same flow as shown in: **Scenario 9 & 10**