

USER MANUAL

vDesk

Version: 1.0

MAY 2024

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1. Introduction

This document describes the operating manual for vDESK system from user role.

1.1 Overview

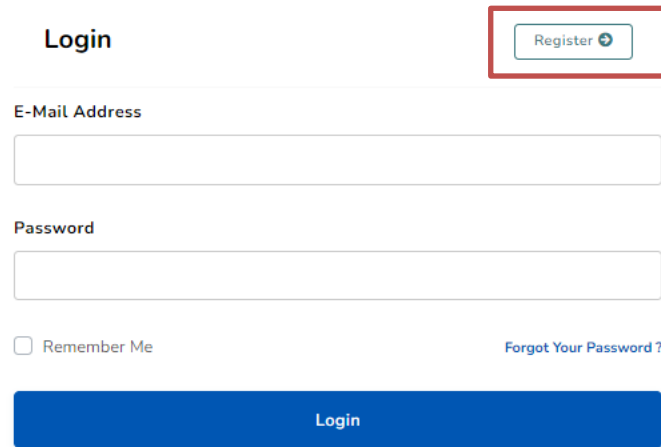
The vDESK system is a ticketing system that use to facilitate and monitoring on incoming requests, bugs, enhancements for all software department related systems.

2. Getting Started

In order to open tickets in vDESK, there are 2 methods:-

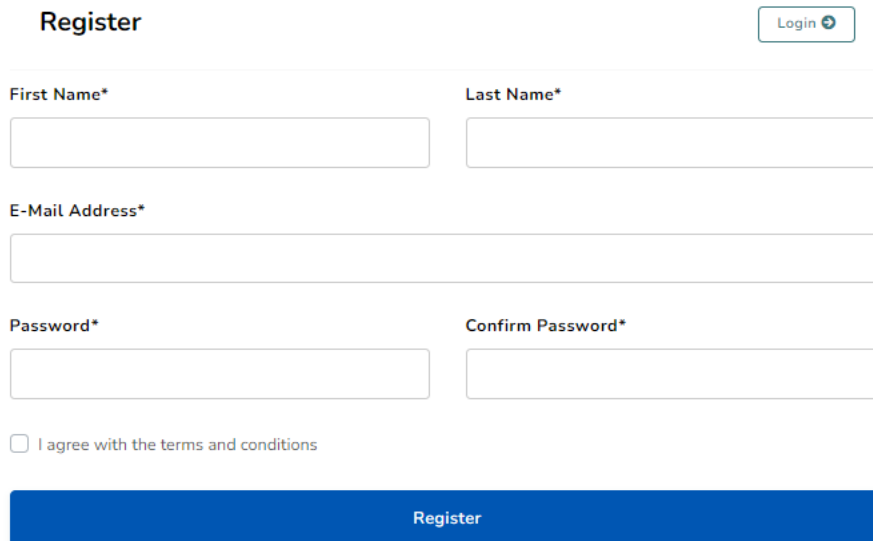
2.1 Method 1 – via vDESK system

1. Navigate to <https://veeco.vdesk.veecotech.com.my/>



Don't have an account? [Create One](#)

2. Click on Register button as shown in above screen shoot.
3. Fille in your information and click on Register button as shown in below screen shoot.



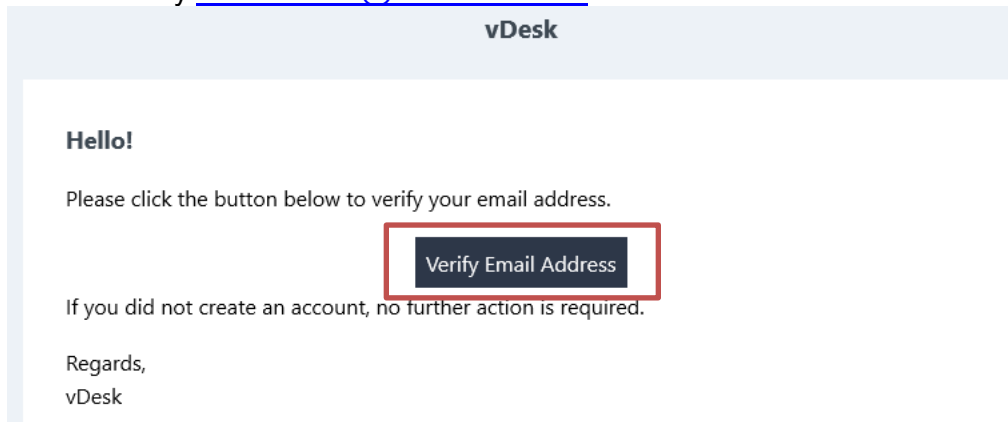
Already have an account? [Login](#)

4. Check your mail box and perform email verification.

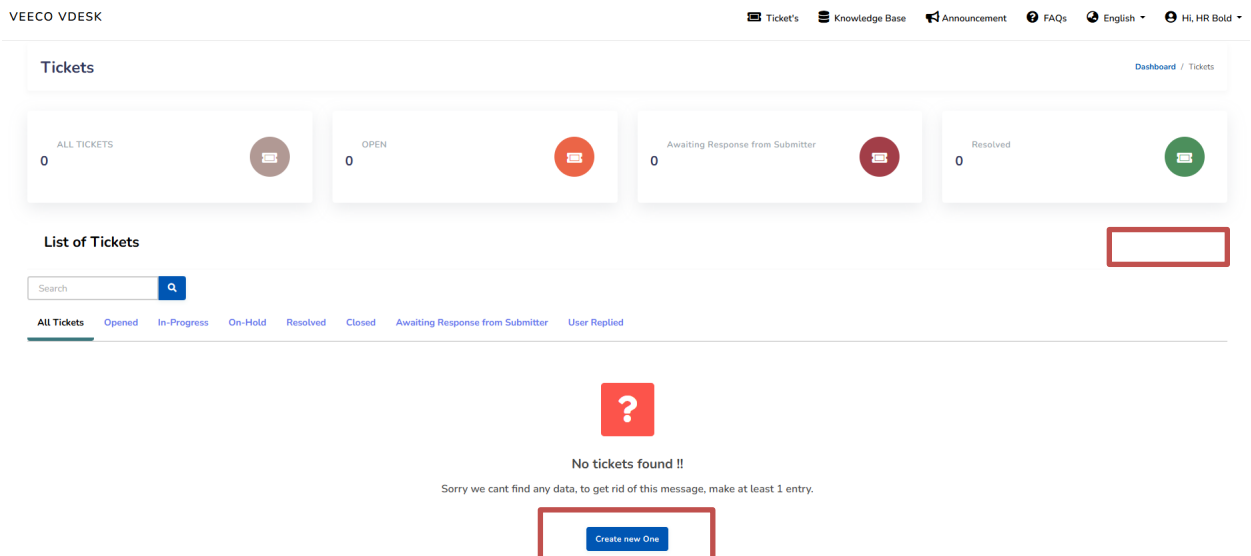
Verify Your Email Address

Before proceeding, please check your email for a verification link. If you did not receive the email, [click here to request another](#).

5. Click on Verify Email Address button that can be found in the “Verify Email Address” email send by vdesk.admin@veecotech.com



6. Once you click on the Verify Email Address button, you will be directed to veeco vdesk login page.
7. Proceed with login with email address and password that has been filled in #Step 3.
8. You will be redirected to user dashboard as below upon successful login.



9. To file ticket, click on Open ticket / Create new One button as refer to above screen shoot.

10. You will be redirected to Open Ticket form as shown below.

Open Ticket

Department:*

VSupport

Here you need to select the department to which the ticket is opening.

Issue Category:*

No category available

Please select the category that best suits your inquiry.

Priority:*

Low

Here you need to select the priority of your ticket.

Subject:

Description:*



(Attach multiple files.):

Choose Files

No file chosen

The attachments must be a file of type: png,jpg,svg,doc,pdf.

Add

11. Fill in the required information and click on “Add” button.

12. You will see your newly created ticket in the dashboard.

VEECO VDESK

Ticket's

Knowledge Base

Announcement

FAQs

English

Hi, HR Bold

Tickets

Dashboard / Tickets

ALL TICKETS

1

OPEN

1

Awaiting Response from Submitter

0

Resolved

0

Ticket created

List of Tickets

Open Ticket

Search

Q

All Tickets

Opened

In-Progress

On-Hold

Resolved

Closed

Awaiting Response from Submitter

User Replied

Ticket ID	Customer	Subject	Status	Priority	Department	Last Action
#10000002	HR Bold	Issue Reporting Testing	Open	Low	VDESK	2 seconds ago

2.2 Method 2 – via Dedicated Email

1. Compose an email with your issues or requests and send it to dedicated email address.
2. You may refer to [topic #4 for Dedicated email list](#).
3. You will received an email on ticket created with ticket numbers assigned.
4. Sample of ticket created via email as below.

Veecotech Helpdesk <vdesk.admin@veecotech.com>
to me ▾

Wed, 15 May, 11:46 (6 days ago) ☆ 😊 ↩ ⋮

Hello Yuen Li User ,

We would like to acknowledge that we have received your request and a ticket #10000007 has been created.

A support representative will be reviewing your request and will provide response on this opened ticket.

Please be informed that while every effort is made to respond as quickly as possible, each support request is replied to in the order it comes in, with certain issues require longer time to resolve than others. We understand your urgent need in having the issue resolved. Please rest assured that we're doing our very best to attend to your ticket as soon as we can.

The target resolution time for each ticket depends on its Priority. The agreed target resolution time are as follows:-

- High Priority: 2-8 hours
- Medium Priority: 1-2 working days
- Low Priority: 2-5 working days

Thank you for your patience.

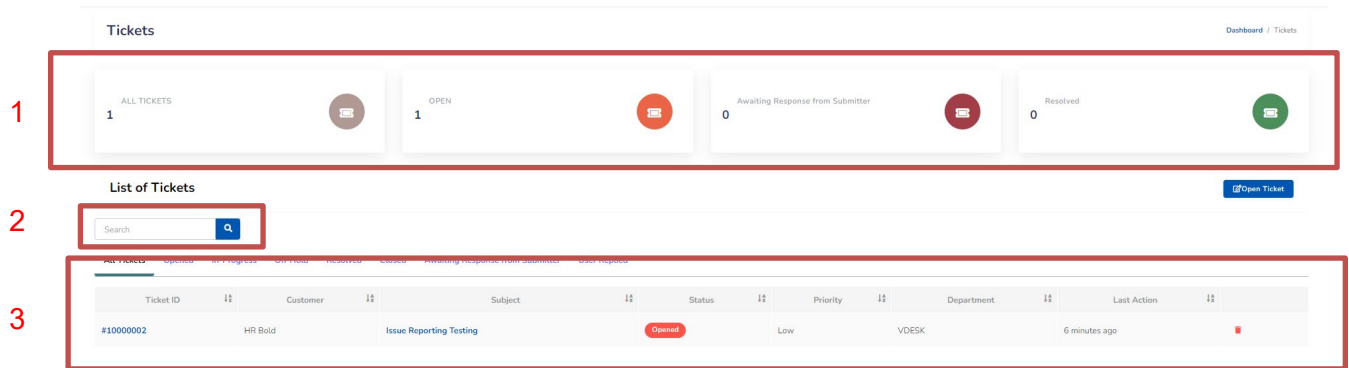
Sincerely,

Veeco Vdesk

3. Viewing & Replying Tickets

3.1 Dashboard

This is the Dashboard of the system.

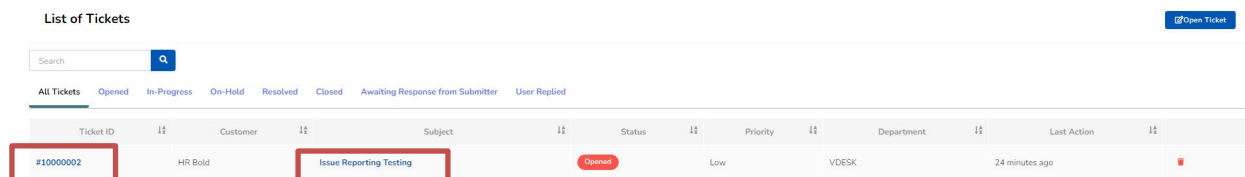


The sections indicated are explained below according to its index number.

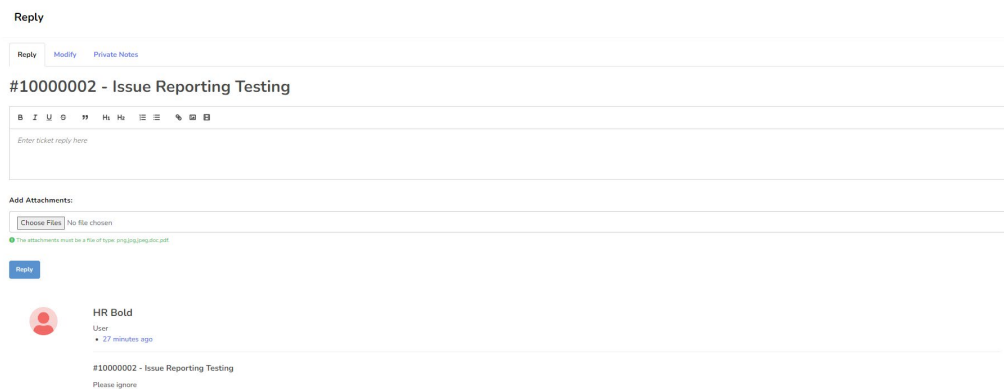
1. Quick access to tickets that submitted by you and also categorized in a few status e.g. open/ awaiting response from submitter / resolved.
2. Searching for target tickets.
3. List view of tickets created categorized in all status.

3.2 Viewing and Replying Tickets

1. To view ticket, click on ticket number or subject of the ticket from the list view. Refer to below screen shoot.



2. To reply ticket, enter your reply in the editor and click on “Reply” button as below.



3.3 To edit ticket status and details

1. To edit ticket, click on ticket number or subject of the ticket from the list view. Refer to below screen shoot.

List of Tickets Open Ticket

Search

All Tickets **Opened** In-Progress On-Hold Resolved Closed Awaiting Response from Submitter User Replied

Ticket ID	Customer	Subject	Status	Priority	Department	Last Action
#10000002	HR Bold	Issue Reporting Testing	Closed	Low	VDESK	24 minutes ago

2. Click on “modify” tab, update the status accordingly and click on “Save Changes”. Refer to above screen shoot.

Modify ticket

Reply **Modify** Private Notes

Subject

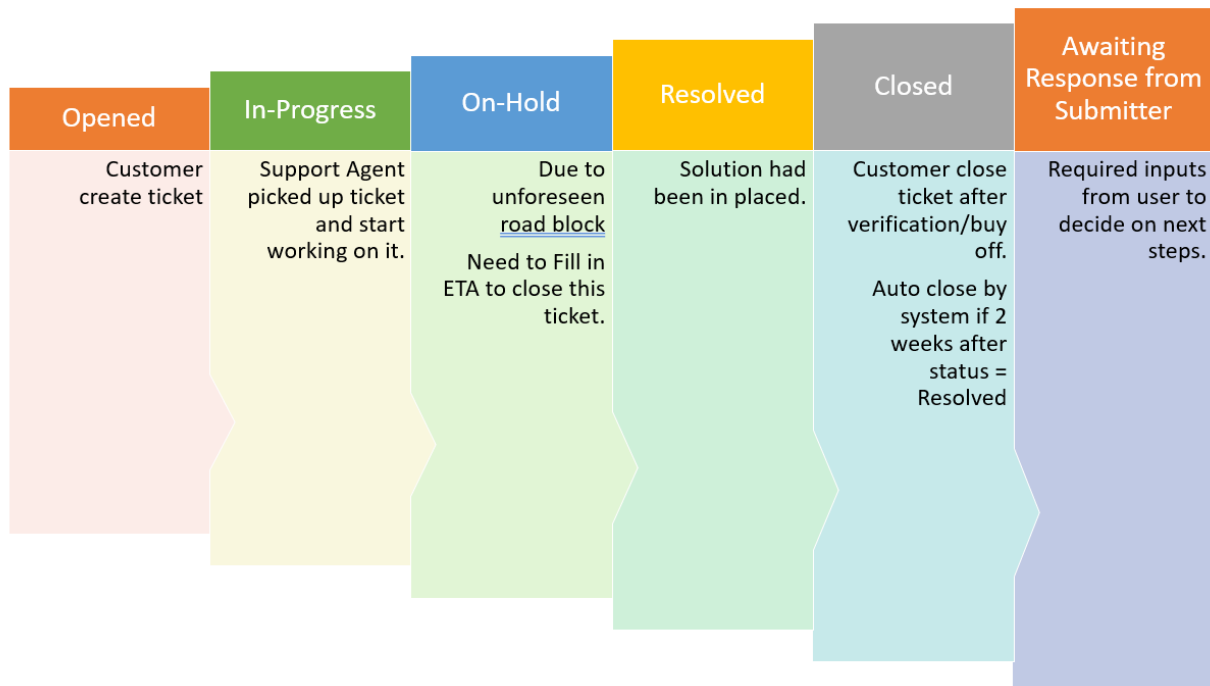
Priority

Department

[Save changes](#)

** Notes: Private notes section is meant for your own notes keeping purpose.

3.4 Tickets Status



4. Dedicated Email Reference List

4.1 Dedicated Email List

No	System	Dedicated Email Address
1	VSupport	helpdesk_vsupport@veecotech.com
2	VHR	helpdesk_vhr@veecotech.com
3	Renesas SIP SPOT	helpdesk_renesas_sipspot@veecotech.com
4	Vital MRO	helpdesk_vitalmro@veecotech.com
5	Infra Helpdesk	helpdesk_infra@veecotech.com

5. VDESK Hotline

5.1 VDESK Hotline

Any issues related to vdesk please email to vdesk.admin@veecotech.com