

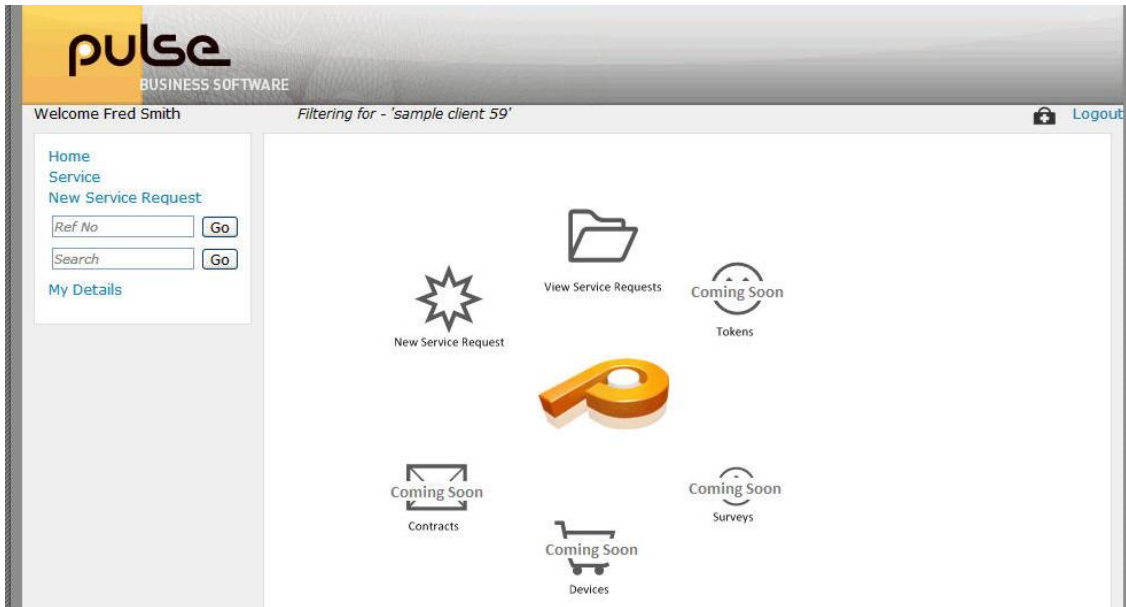


New Pulse Client Portal

The new Client Portal is being rolled out to all users from Release 14.04 onwards. The old Client Side is no longer supported.

Home

Updated screen that is displayed after login.



Service

Click on Service in the left panel to see the screen below that will show the Incidents/Scoreboard.



You can click on any of the Tabs to view the specific incident

The screenshot displays the Pulse Business Software interface. At the top left is the 'pulse BUSINESS SOFTWARE' logo. Below it, the user is logged in as 'Fred Smith' and the system is filtering for 'sample client 59'. A navigation menu on the left includes 'Home', 'Service', and 'New Service Request' with search fields. The main area shows a tabbed interface with categories like 'New (2)', 'In Progress (4)', 'Ordered With Supplier (0)', 'On Hold - Await Retest (0)', 'On Hold - Await Customer Information (0)', 'In Progress - Engineer Dispatched (0)', 'Completed (23)', and 'All (29)'. An arrow points to the 'In Progress (4)' tab. The 'Fewer Details' section for incident 000206 includes installation details, reporting and experiencing user information (Fred Smith), a description, current status, custom fields, categories, and a response history table.

INSTALLATION DETAILS - 000206

Deadline: 8 Jun 2011 0:00 AM Overdue
Date Logged 16 May 2011 11:06
Target Date 8 Jun 2011 00:00

Reporting User Fred Smith
Experiencing User Fred Smith

Title
Description Sample Service Request Description
Current Status In Progress

CUSTOM FIELDS
Customer Reference

CATEGORIES

| | |
|--------------|--------------|
| Category | Provisioning |
| Call Type | New Order |
| Service Type | MPLS ADSL |
| Severity | Priority 4 |

RELATES TO
Contract
System

Status - No Status Change -
Response

RESPONSE HISTORY

| Date | Person | Details |
|------------------|-----------|--|
| 1 Jun 2011 13:35 | Fred Holt | In installed this, and removed that, then informed the customer (Response Description) |

New Service Request

Click on New Service Request in the left panel to see the screen below where a new call/request can be logged.

In the Severity field you can select from the drop-down options. Click to Save request.

The screenshot shows the 'pulse' business software interface. The top header includes the 'pulse' logo and 'BUSINESS SOFTWARE'. Below the header, it says 'Welcome Fred Smith' and 'Filtering for - 'sample client 59''. A 'Logout' link is in the top right. On the left, a navigation menu has 'Home', 'Service', and 'New Service Request' (highlighted with an arrow). Below the menu are search boxes for 'Ref No' and 'Search', each with a 'Go' button, and a 'My Details' link. The main form area contains the following fields:

- Reporting User:** Fred Smith
- Experiencing User:** Fred Smith (dropdown)
- Client Reference No:** Fred001
- Title:** DNS Lines
- Description of Installation:** Installation of a 2nd line

Below the main form is an 'Upload a file' button. At the bottom, there are two sections: 'CATEGORIES' and 'CUSTOM FIELDS'. Under 'CATEGORIES', the 'Severity' dropdown is set to 'Priority 4'. Under 'CUSTOM FIELDS', the 'Customer Reference' field contains 'FSmith001'. There are 'Save' buttons in the top right and bottom right corners of the form area.

View Logged Call/Service Request

Click on Home to go back to the Incident List and click on the specific tab if you want to view the call.

Screen below will be displayed showing the information relevant to the call ie. *Ref No, Date Logged, etc.*

The Response field can be updated with comments. Click on Save if changes have been made.

The screenshot displays the Pulse Business Software interface. At the top left is the Pulse logo and 'BUSINESS SOFTWARE'. Below it, a navigation menu includes 'Home', 'Service', and 'New Service Request'. A search bar with 'Ref No' and 'Go' buttons is present. The main content area shows a service request for 'sample client 59'. The request details include: 'INSTALLATION DETAILS - 000307', 'No SLA (Age: 00h00m)', 'Date Logged: 25 Apr 2013 10:07', 'Target Date', 'Reporting User: Fred Smith', 'Experiencing User: Fred Smith', 'Title: Please help', and 'Description: My data contract has expired'. The 'Current Status' is 'New'. There are sections for 'CUSTOM FIELDS' (Customer Reference), 'CATEGORIES' (Support, Change Request, Standard Change - Minor), and 'RELATES TO' (Contract System). A 'Response' field is available with a 'Save' button. A 'RESPONSE HISTORY' table shows two entries: one from Fred Smith at 11:15 and one from Admin Admin at 10:07. An 'ATTACHMENTS' section with an 'Upload a file' button is at the bottom.

Welcome Fred Smith Filtering for - 'sample client 59' Logout

Home
Service
New Service Request

Ref No Go
Search Go
My Details

New (2) In Progress (4) Ordered With Supplier (0) On Hold - Await Retest (0)
On Hold - Await Customer Information (0) In Progress - Engineer Dispatched (0) Completed (23) All (29)

INSTALLATION DETAILS - 000307

No SLA (Age: 00h00m) **Date Logged** 25 Apr 2013 10:07 **Target Date**
Reporting User Fred Smith **Experiencing User** Fred Smith
Title Please help
Description My data contract has expired
Current Status **New**

CUSTOM FIELDS
Customer Reference

CATEGORIES
Category Support
Call Type Change Request
Severity Standard Change - Minor

RELATES TO
Contract
System

Status - No Status Change -
Response

Save

RESPONSE HISTORY

| Date | Person | Details |
|-------------------|-------------|---------------------------|
| 25 Apr 2013 11:15 | Fred Smith | Will call Telkom |
| 25 Apr 2013 10:07 | Admin Admin | -- Installation Logged -- |

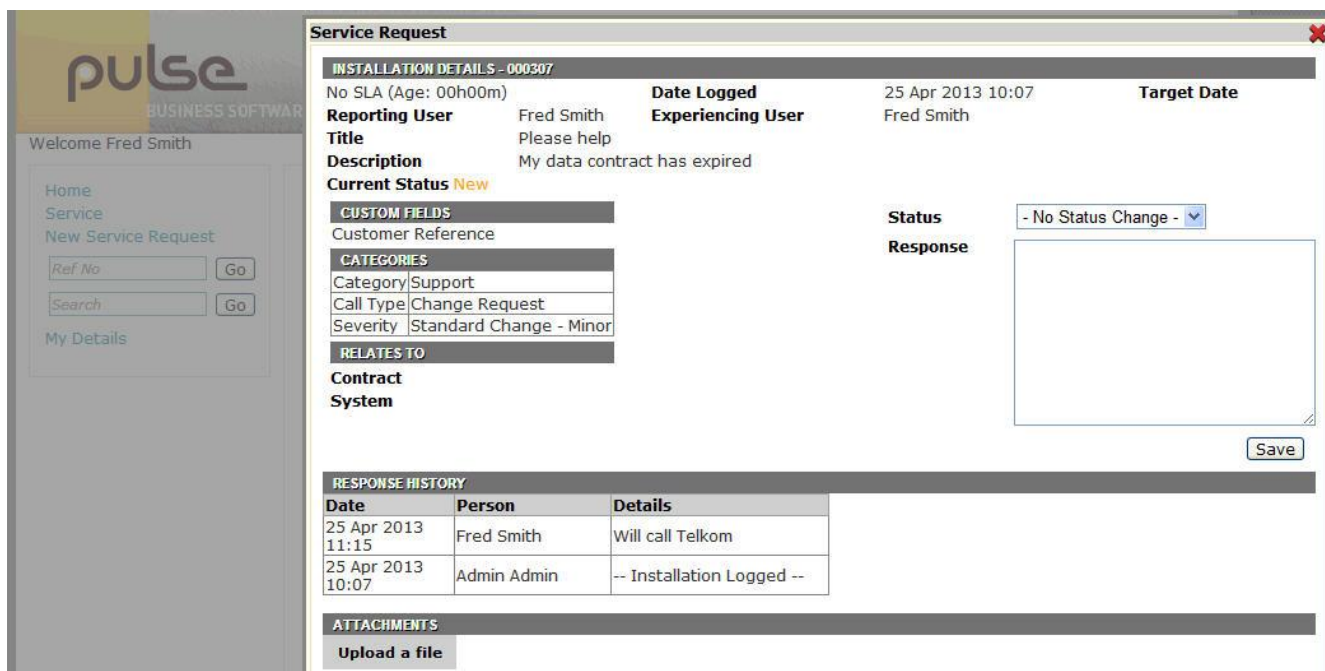
ATTACHMENTS
Upload a file

View Logged Call by Reference Number

If you know the Reference Number of a specific call, you can type the number in the Ref No or Search fields in the left panel and click on Go button.



Screen below is displayed showing logged call details. Updates can be made then click on Save.



On each page there is a Help Assistant icon  is available. If you click on the Help Assistant, information is displayed regarding the specific page.



The screenshot shows the Pulse Business Software interface. At the top left is the Pulse logo and 'BUSINESS SOFTWARE'. Below it, it says 'Welcome Fred Smith' and 'Filtering for - 'sample client 59''. There are navigation links for Home, Service, and New Service Request. A search bar is present with 'Ref No' and 'Search' fields. The main area displays a table of installation records with columns for Ref No, Date Logged, Status, and Title. Two records are visible: Ref No 000307 (Status: New, Title: Please help) and Ref No 000308 (Status: New, Title: Install DNS). A 'More Detail' link is shown for each record. On the right side, a help popup titled 'Installation Page' is displayed, containing a list of instructions for using the interface.

Installation Page

- **Tab** - the tabs are organised by the Installations status. Navigate through the tabs to see all Installations that have been assigned that particular status.
- **All Tab** - this tab shows all your Installations no matter their status.
- **More Detail** - to expand the Installation details view, click on the arrow next to the more details label, on the left hand side of the Installation summary.
- **Less Detail** - to collapse the Installation detail view click on the arrow next to the fewer details label, on the left hand side of the Installation.
- **Change status to** - to change the status of a Installation use the drop down menu and select the relevant status. Remember to press save when you have finished updating the Installation to save your changes.
- **Description** - write any follow up notes on the Installation here. Remember to press save when you have finished updating the Installation to save your changes.

Logout

Once a call is logged or updated, click on Logout to exit.



This screenshot shows the same Pulse Business Software interface as the previous one, but with a 'Logout' button visible in the top right corner. The table of installation records is still present, showing the same two records: Ref No 000307 (Status: New, Title: Please help) and Ref No 000308 (Status: New, Title: Install DNS). The 'Logout' button is located in the top right corner of the interface.

