

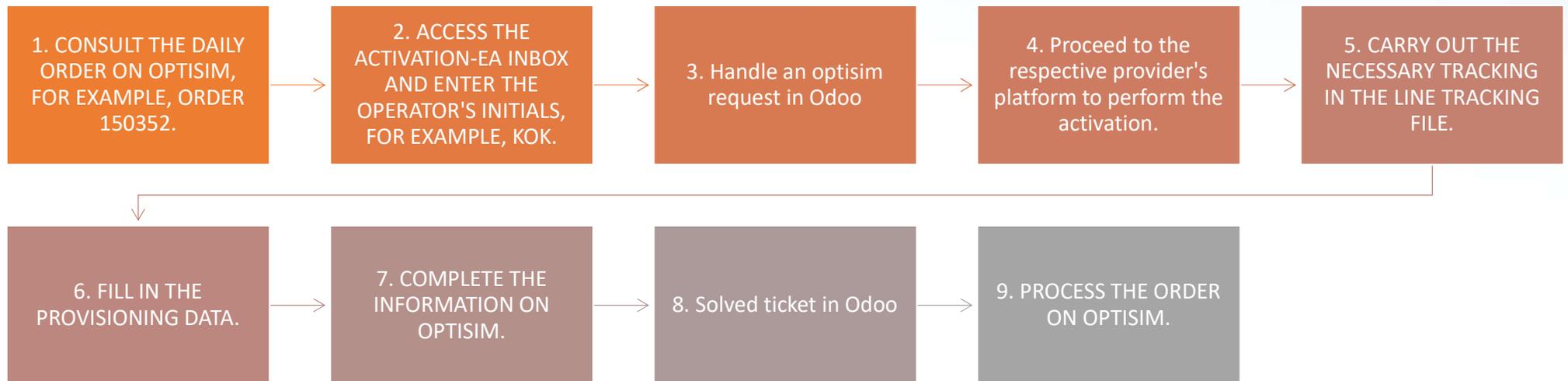


# **SATELLITE IT UP!**

**Activation Team / Sousse Overview**



# Activation Team Overview



**Attention: the migration to the Odoo platform over the next three days will not eliminate the execution of this usual process.**



# Ticketing System Activation Team

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This presentation will cover the basics in our daily work, with the various scenarios.

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## Index:

I. Account Login

II. Help Desk workspace

III. How to handle an optimism request in Odoo

IV. How to handle tickets involving external speaker (Sales, Providers, Customers)?

V. Ticket Solved

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# I. Logging into our account

Firstly, we need to use the following link to access the login space on our Odoo homepage:

<https://crm.iectelecom-group.com/web/login>



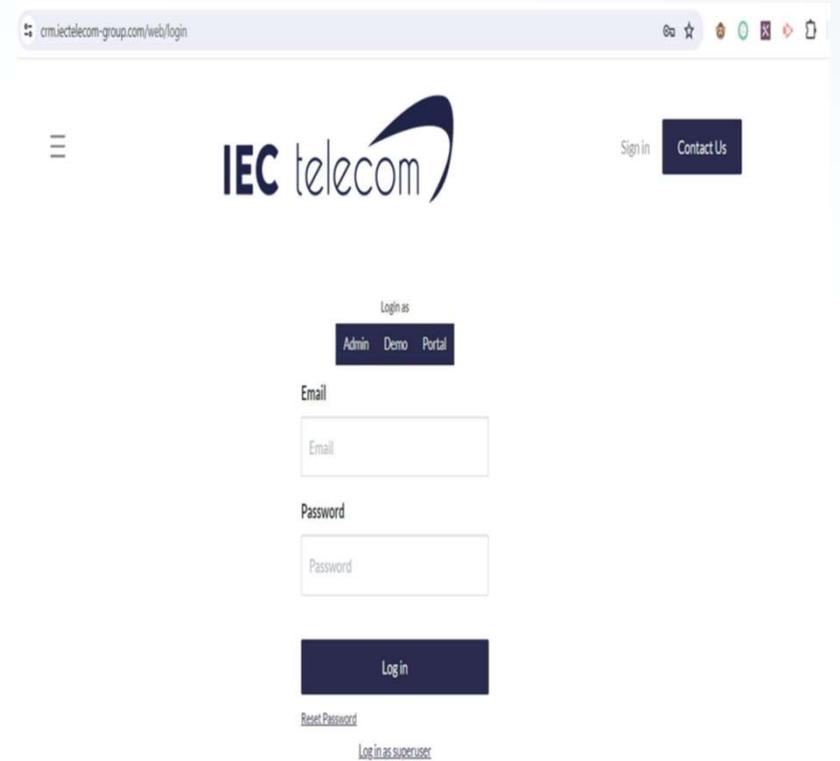
Each team member has a dedicated personal space.



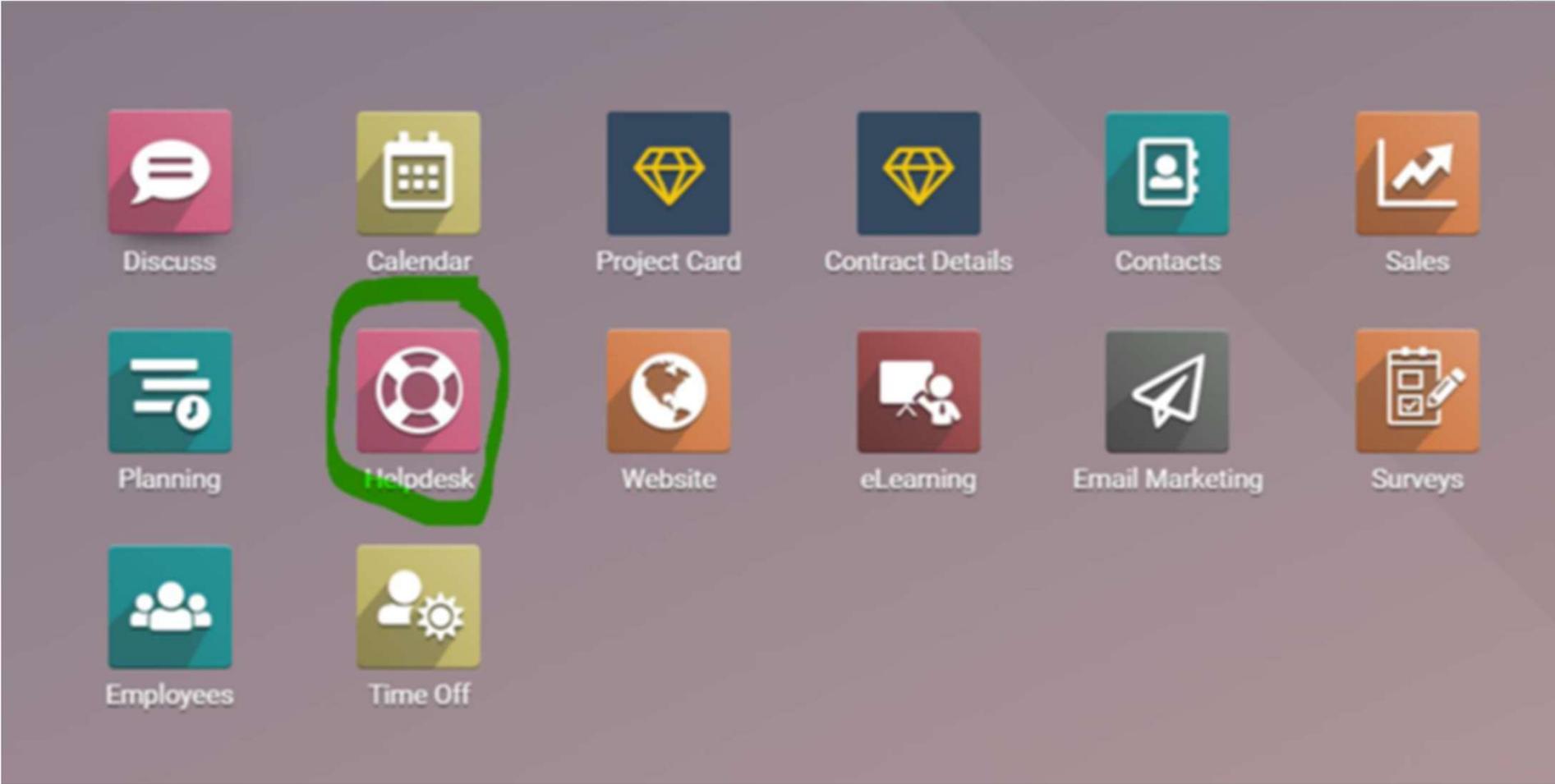
Account creation and recovery are managed by our CRM manager, “Hichem Sfayhi”, whose email address is:



- [hichem.sfayhi@iec-telecom.com](mailto:hichem.sfayhi@iec-telecom.com).

A screenshot of the IEC telecom login page. The browser address bar shows 'crm.iectelecom-group.com/web/login'. The page features the IEC telecom logo, a 'Sign in' button, and a 'Contact Us' button. Below the logo, there is a 'Login as' section with buttons for 'Admin', 'Demo', and 'Portal'. The 'Email' field is labeled 'Email' and contains the text 'Email'. The 'Password' field is labeled 'Password' and contains the text 'Password'. A 'Log in' button is located below the password field. At the bottom, there are links for 'Reset Password' and 'Log in as superuser'.

By clicking "connect," you'll be directed to the dashboard. The Help Desk (ticketing system) is denoted by a red circle in the image below.



# II. Help Desk Workspace

## Workspace:

The screenshot displays the Helpdesk Workspace interface. At the top, there is a navigation bar with 'Helpdesk', 'Overview', and 'Tickets' tabs. The user's name 'Abderrahmen KNANI' is visible in the top right corner. Below the navigation bar, the 'Helpdesk Overview' section includes a search bar and filters. The 'My Tickets' section shows 3 tickets, with 0 High Priority and 0 Urgent. The 'My Performance' section shows 14 Closed Tickets and a 100.00% Success Rate. Below these are three ticket queues: 'Optisim Orders' (74 SLA Issues, 206 Unassigned Tickets), 'Activation Global' (7 Unassigned Tickets), and 'Optisim Confirmation' (168 Unassigned Tickets).

Category	Value
My Tickets	3 Tickets
High Priority (★★)	0
Urgent (★★★)	0
Avg Open Hours	53:20
SLA Failed	0

Category	Value
My Performance Today	14 Closed Tickets
Avg 7 days	31
Daily Target	1
Success Rate	100.00 %
	100.00 %
	100 %

Queue Name	Unassigned Tickets
Optisim Orders	206
Activation Global	7
Optisim Confirmation	168

<https://crm.iec-telecom-group.com/web#>

Three 3 Queu :

1. The "Optisim Order " queue to handle optisim requests
2. The "Global Activation" queue to manage EA and MEA activations mails.
3. The "Optisim confirmations" to manage input errors.

# III. How to handle an optimism request in Odoo

Check "New" tab for new tickets arriving. we can start solving ticket .

The screenshot shows the Odoo Helpdesk interface. At the top, there are navigation tabs for 'Helpdesk', 'Overview', and 'Tickets'. The user is logged in as 'Abderrahmen KNANI'. The main header indicates 'Helpdesk Overview / Optimism'. Below this, there is a 'CREATE' button and a search bar. The interface is divided into several columns representing ticket statuses: 'New' (1,739 tickets), 'In progress' (0 tickets), 'Waiting for input' (1 ticket), 'Cancelled' (3 tickets), and 'Waiting for external' (4 tickets). A red arrow points to the 'New' tab, and a red circle highlights the first ticket in the list. The ticket details include the order number, company name, contact information, and a 'Waiting for input' status.

Status	Count
New	1,739
In progress	0
Waiting for input	1
Cancelled	3
Waiting for external	4

**Ticket Details (New Category):**

- ORDER: 150315 / Sandstream Investments (Pty) LTD / 8988169326003477712 / SAFA (#23,218) / activations@safa-telecom.com
- ORDER: 150313 / Expeditionstechnik Därr GmbH / 8988169326002660730 / IEC / 200060206 (#23,208) / airtime-ec@iec-telecom.com
- ORDER: 150312 / DATAXION / KITP00048587 / IEC / STIME\_Caravelle (#23,206) / airtime-ec@iec-telecom.com
- ORDER: 150311 / M/Y FIREBIRD / KITP00097462 / IEC (#23,205)

**Ticket Details (Waiting for input Category):**

- ORDER: 149223 / Expeditionstechnik Därr GmbH / 8988169326004525196 / IEC / 200059513 (#21,385) / airtime-ec@iec-telecom.com

**Ticket Details (Cancelled Category):**

- ORDER: 148760 / WFP DRC / 89882052022059209789 / SAFA (#20,483) / activations@safa-telecom.com
- ORDER: 148759 / WFP DRC / 89882052022059209698 / SAFA (#20,482) / activations@safa-telecom.com
- ORDER: 147854 / KADO YACHTING / KITP00097555 / IEC (#19,004) / airtime-ec@iec-telecom.com

**Ticket Details (Waiting for external Category):**

- RE: ORDER: 148136 / CLICKNET TELEKOMUNIKASYON UYDU TEKNOLOJILERI SAN. / 8988169771000440900 / SAFA GO EXEC 25LM (#19,490) / Mustafa Özdemir
- RE: ORDER: 148136 / CLICKNET TELEKOMUNIKASYON UYDU TEKNOLOJILERI SAN. / 8988169771000440900 / SAFA GO EXEC 25LM (#19,470)
- ORDER: 148136 / CLICKNET TELEKOMUNIKASYON UYDU TEKNOLOJILERI SAN. / 8988169771000440900 / SAFA (#19,465) / activations@safa-telecom.com
- ORDER: 148048 / Société de

Here, we have an overview of a ticket.

The first action to take is to click on "Assigned to me" to take ownership of the ticket and prevent another team member from taking it instead of you.

Helpdesk Overview / Optimis  
/ ORDER: 150315 / Sandstream Investments (Pty) LTD / 8988169326003477712 / ...

EDIT CREATE Action 1 / 88 < >

ASSIGN TO ME ← NEW IN PROGRESS WAITING FOR INPUT CANCELLED WAITING FOR EXTERNAL MORE

Send message Log note Schedule activity 0 Following

Today

Abderrahmen KNANI - 7 minutes ago  
Assigned to: Abderrahmen KNANI →

Abderrahmen KNANI - 8 minutes ago  
Assigned to: → Abderrahmen KNANI

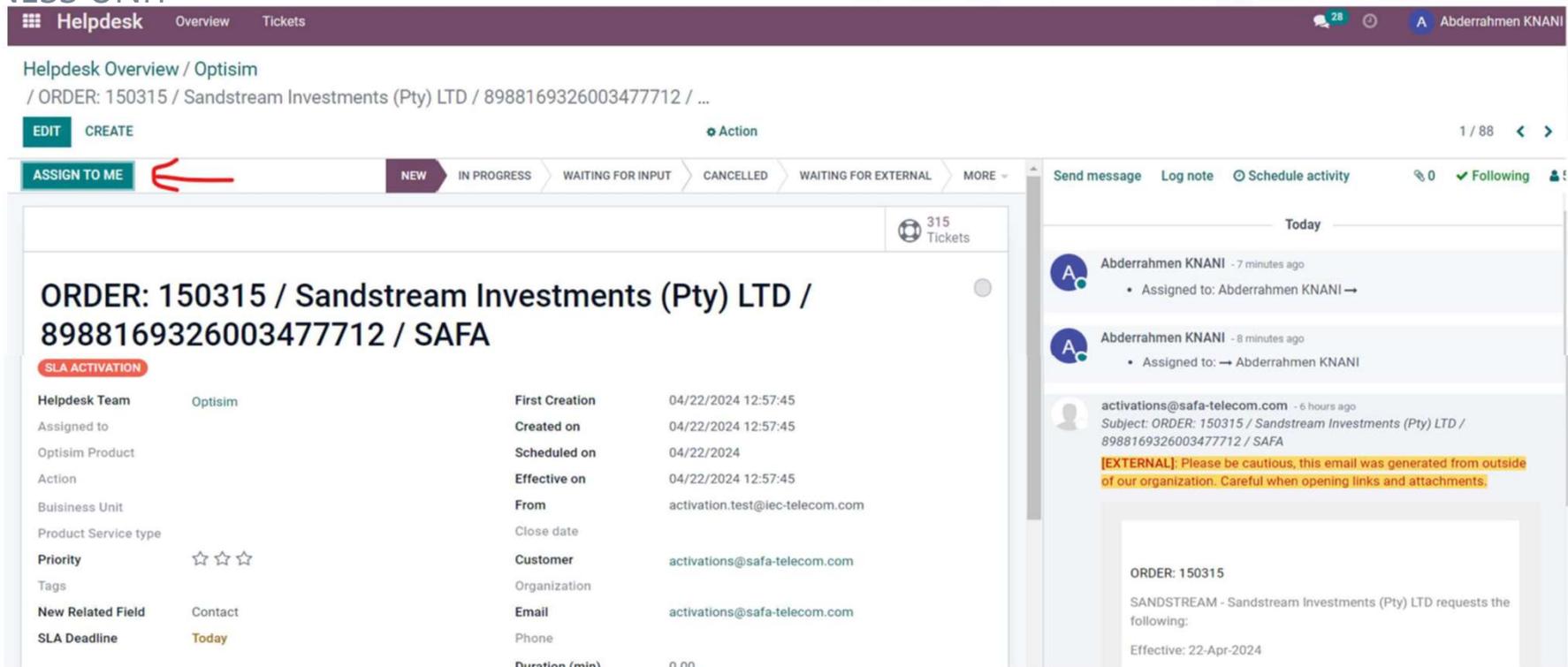
activations@safa-telecom.com - 6 hours ago  
Subject: ORDER: 150315 / Sandstream Investments (Pty) LTD / 8988169326003477712 / SAFA  
[EXTERNAL]: Please be cautious, this email was generated from outside of our organization. Careful when opening links and attachments.

ORDER: 150315  
SANDSTREAM - Sandstream Investments (Pty) LTD requests the following:  
Effective: 22-Apr-2024

Helpdesk Team	Optimis	First Creation	04/22/2024 12:57:45
Assigned to		Created on	04/22/2024 12:57:45
Optimis Product		Scheduled on	04/22/2024
Action		Effective on	04/22/2024 12:57:45
Business Unit		From	activation.test@iec-telecom.com
Product Service type		Close date	
Priority	☆☆☆	Customer	activations@safa-telecom.com
Tags		Organization	activations@safa-telecom.com
New Related Field	Contact	Email	activations@safa-telecom.com
SLA Deadline	Today	Phone	
		Duration (min)	0.00

Once we have clicked on the "Edit" button, we need to fill in three mandatory fields before clicking on "Save":

1. OPTISIM PRODUCT
2. ACTION
3. BUSINESS UNIT



Helpdesk Overview / Optimism  
/ ORDER: 150315 / Sandstream Investments (Pty) LTD / 8988169326003477712 / ...

EDIT CREATE Action 1 / 88

ASSIGN TO ME ← NEW IN PROGRESS WAITING FOR INPUT CANCELLED WAITING FOR EXTERNAL MORE

Send message Log note Schedule activity 0 Following

Today

Abderrahmen KNANI - 7 minutes ago  
• Assigned to: Abderrahmen KNANI →

Abderrahmen KNANI - 8 minutes ago  
• Assigned to: → Abderrahmen KNANI

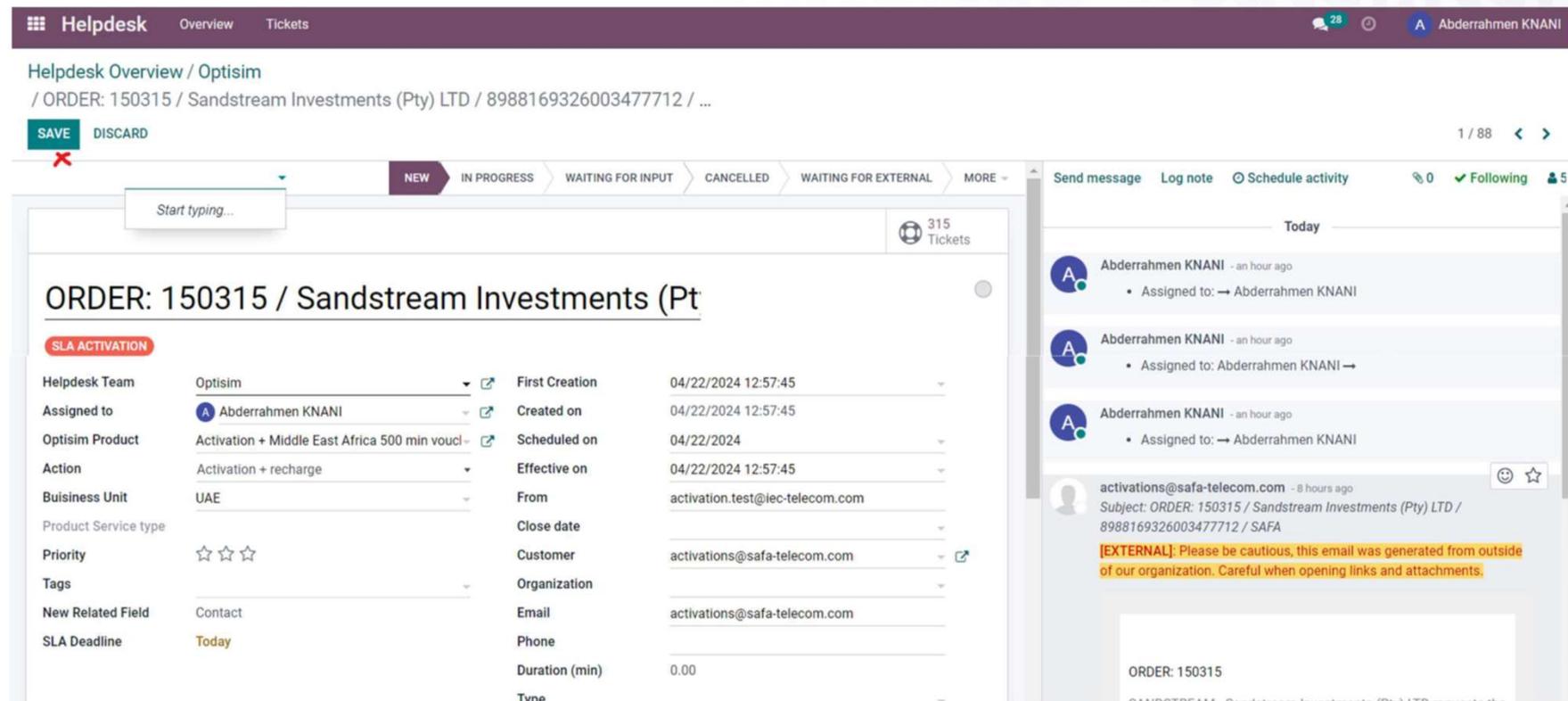
activations@safa-telecom.com - 6 hours ago  
Subject: ORDER: 150315 / Sandstream Investments (Pty) LTD / 8988169326003477712 / SAFA  
[EXTERNAL]: Please be cautious, this email was generated from outside of our organization. Careful when opening links and attachments.

ORDER: 150315  
SANDSTREAM - Sandstream Investments (Pty) LTD requests the following:  
Effective: 22-Apr-2024

<b>Helpdesk Team</b>	Optimism	<b>First Creation</b>	04/22/2024 12:57:45
Assigned to		<b>Created on</b>	04/22/2024 12:57:45
Optimism Product		<b>Scheduled on</b>	04/22/2024
Action		<b>Effective on</b>	04/22/2024 12:57:45
Business Unit		<b>From</b>	activation.test@iec-telecom.com
Product Service type		Close date	
<b>Priority</b>	☆☆☆	<b>Customer</b>	activations@safa-telecom.com
Tags		Organization	activations@safa-telecom.com
<b>New Related Field</b>	Contact	<b>Email</b>	activations@safa-telecom.com
<b>SLA Deadline</b>	Today	Phone	
		<b>Duration (min)</b>	0,00

It's important to complete these fields to avoid any disruption and notification to our security team. Please adhere to the recommended fields

Once all the necessary information has been entered, simply save by clicking on the "Save" button.



The screenshot shows a Helpdesk interface with a ticket titled "ORDER: 150315 / Sandstream Investments (Pt)". The ticket is categorized as "SLA ACTIVATION". The interface includes a navigation bar with "Helpdesk", "Overview", and "Tickets". A "SAVE" button is highlighted in green, and a "DISCARD" button is visible next to it. The ticket details are as follows:

Helpdesk Team	Optimim	First Creation	04/22/2024 12:57:45
Assigned to	Abderrahmen KNANI	Created on	04/22/2024 12:57:45
Optimim Product	Activation + Middle East Africa 500 min voucl	Scheduled on	04/22/2024
Action	Activation + recharge	Effective on	04/22/2024 12:57:45
Business Unit	UAE	From	activation.test@iec-telecom.com
Product Service type		Close date	
Priority	☆☆☆	Customer	activations@safa-telecom.com
Tags		Organization	
New Related Field	Contact	Email	activations@safa-telecom.com
SLA Deadline	Today	Phone	
		Duration (min)	0.00
		Type	

The right sidebar shows a chat history with messages from "Abderrahmen KNANI" and "activations@safa-telecom.com". The chat history includes a warning message: "[EXTERNAL]: Please be cautious, this email was generated from outside of our organization. Careful when opening links and attachments,".

After, on the function bar at the top, click on the "In Progress" button.

The screenshot displays the IEC Helpdesk interface. At the top, a navigation bar includes 'Helpdesk', 'Overview', and 'Tickets'. Below this, the 'Helpdesk Overview / Optimisim' section shows a ticket for 'ORDER: 150315 / Sandstream Investments (Pty) LTD / 8988169326003477712 / ...'. The ticket is currently in the 'IN PROGRESS' stage, which is highlighted with a red circle. The ticket details include: Helpdesk Team (Optimisim), Assigned to (Abderrahmen KNANI), Optimisim Product (Activation + Middle East Africa 500 min voucher - 12 months), Action (Activation + recharge), Buisness Unit (UAE), Product Service type, Priority (3 stars), and Tags (In progress, also circled in red). The 'First Creation' and 'Created on' dates are 04/22/2024 12:57:45. The 'Scheduled on' date is 04/22/2024. The 'Effective on' date is 04/22/2024 12:57:45. The 'From' email is activation.test@iec-telecom.com. The 'Close date', 'Customer', 'Organization', and 'Email' are all listed as activations@safa-telecom.com.

On the right side, a 'Today' activity log shows several stage changes by Abderrahmen KNANI: 'Stage Changed' (New to In progress), 'Stage Changed' (In progress to New), 'Stage Changed' (Waiting for external to In progress), and 'Stage Changed' (Solved to Waiting for external).

Below the main ticket view, a 'Helpdesk Overview / Optimisim' section shows a list of tickets categorized by status: New (1,807), In progress (1), Waiting for input (2), Cancelled (3), and Waiting for external (7). The 'In progress' category is highlighted with a red circle, and the ticket for 'ORDER: 150315 / Sandstream Investments (Pty) LTD / 8988169326003477712 / SAFA (#23,218)' is circled in red within this list.

After completing the standard activation procedures, we mark the ticket as "Solved."

The screenshot displays the IEC Helpdesk interface. At the top, the breadcrumb navigation shows 'Helpdesk Overview / Optimism' and the ticket details: 'ORDER: 150315 / Sandstream Investments (Pty) LTD / 8988169326003477712 / ...'. The ticket status is 'Solved', indicated by a red arrow pointing to the 'Solved' button in the top navigation bar. The ticket details include:

- ORDER: 150315 / Sandstream Investments (Pty) LTD / 8988169326003477712 / SAFA**
- SLA ACTIVATION**
- Helpdesk Team:** Optimism
- Assigned to:** Abderrahmen KNANI
- Optimism Product:** Activation + Middle East Africa 500 min voucher - 12 months
- Action:** Activation + recharge
- Business Unit:** UAE
- First Creation:** 04/22/2024 12:57:45
- Created on:** 04/22/2024 12:57:45
- Scheduled on:** 04/22/2024
- Effective on:** 04/22/2024 12:57:45
- From:** activation.test@iec-telecom.com

The right sidebar shows a chat history with messages from Abderrahmen KNANI, including 'Stage Changed' and 'Stage: In progress → Waiting for input'. The bottom section shows a list of tickets categorized by status: New (1,738), In progress (0), Waiting for input (1), Solved (12), Cancelled (3), and Waiting for external (3). The ticket 'ORDER: 150315 / Sandstream Investments (Pty) LTD / 8988169326003477712 / SAFA (#23,218)' is highlighted with a red circle in the 'Solved' category.

# IV. How to handle tickets involving external speaker (Sales, Providers, Customers)?

This mean that our activation team should contact a provider to solve the issue with the SIM card.  
For example: Activation problem on "spnet".

## The steps to follow:

1- Ticket creation: you must return to the dashboard, access the Global activation tab and create a ticket

The screenshot displays a Helpdesk dashboard with two main views. The left view, titled 'Helpdesk Overview', shows a summary of tickets and performance metrics. The right view, titled 'Helpdesk Overview / Activation Global', shows a detailed view of the 'Activation Global' category with a 'CREATE' button and a list of tickets.

**Helpdesk Overview (Left View):**

- My Tickets:** 3 Tickets, 0 High Priority (★★★), 0 Urgent (★★★)
- Avg Open Hours:** 44:40, 00:00, 00:00
- SLA Failed:** 2, 0, 0
- My Performance:** Today: 0 Closed Tickets, 0.00' Success F; Avg 7 days: 0, 0.00%; Daily Target: 1, 100%
- Optisim:** 1825 SLA Issues, 1705 Unassigned Tickets
- Activation Global:** 2 Unassigned Tickets

**Helpdesk Overview / Activation Global (Right View):**

- CREATE** button
- Filters:** Filters, Group By, Favorites
- Ticket Statuses:** New(1), In progress, Waiting for input
- Ticket Details:** TEST (#23,360) SURUSTECH (☆☆☆), test2 (#23,361) SURUSTECH (Waiting for input, ☆☆☆)
- Saved (0)** indicator

2- Name the ticket with an index linked to the parent ticket (ex: ORDER: 150315/8988169326003477712 /activation problem on spnet) "and fill in the mandatory fields"

The screenshot displays the IEC Helpdesk interface for creating a new ticket. The top navigation bar includes 'Helpdesk', 'Overview', and 'Tickets', with a user profile for 'Abderrahmen KNANI'. The breadcrumb trail is 'Helpdesk Overview / Activation Global / New'. Below this are 'SAVE' and 'DISCARD' buttons. The main form area is titled 'NEW(1) IN PROGRESS MORE' and contains the following fields:

- Title:** ORDER: 150315/8988169326003477712 /activ
- Helpdesk Team:** Activation Global
- Assigned to:** Abderrahmen KNANI
- Action:** Activation + recharge
- Business Unit:** UAE
- Product Service type:** UAE
- Priority:** (Three stars)
- Tags:** (Empty)
- New Related Field:** (Empty)
- First Creation:** (Empty)
- Created on:** (Empty)
- Scheduled on:** (Empty)
- Effective on:** (Empty)
- From:** (Empty)
- Close date:** (Empty)
- Customer:** (Empty)
- Organization:** (Empty)
- Customer Name:** (Empty)
- Email:** (Empty)
- Phone:** (Empty)
- Duration (min):** 0.00
- Type:** (Empty)
- Vsat/Lband:** (Empty)
- Provisioning Status (vsat):** (Empty)

On the right side, there is a chat window with a message from 'Abderrahmen KNANI' stating 'Creating a new record...'. The chat window also includes options for 'Send message', 'Log note', 'Schedule activity', and 'Follow'.

3. Click on the function bar and then on the "Waiting for input" button.

Helpdesk Overview / Activation Global

/ ORDER: 150315/8988169326003477712 /activation problem on spnet (#23387)

EDIT CREATE Action 0 / 2 < >

NEW(1) IN PROGRESS **WAITING FOR INPUT** MORE

### ORDER: 150315/8988169326003477712 /activation problem on spnet

Helpdesk Team	Activation Global	First Creation	
Assigned to	Abderrahmen KNANI	Created on	04/23/2024 19:06:26
Action	Activation + recharge	Scheduled on	
Business Unit	UAE	Effective on	
Product Service type		From	activation.mea1@iec-telecom.com
Priority		Close date	
Tags		Customer	
New Related Field	Contact	Organization	
		Customer Name	
		Email	
		Phone	
		Duration (min)	0.00
		Type	

Send message Log note  Schedule activity  0  Following 1

Today

Abderrahmen KNANI - now  
Stage Changed

- Stage: New(1) → Waiting for input

Abderrahmen KNANI - now  
Dear Madam/Sir,

Your request ORDER: 150315/8988169326003477712 /activation problem on spnet has been received and is being reviewed by our Activation Global team. The reference of your ticket is 23387.

[View the ticket](#)

To add additional comments, reply to this email.

Thank you,

Activation Global Team.

Abderrahmen KNANI - now  
Ticket created

4. Send the desired message to the target recipient by clicking on "Follow," adding it, and then clicking on "Send a Message."

Helpdesk Overview / Activation Global  
/ ORDER: 150315/8988169326003477712 /activation problem on spnet (#23387)

EDIT CREATE 0 / 2 < >

Action

NEW(1) IN PROGRESS **WAITING FOR INPUT** MORE

### ORDER: 150315/8988169326003477712 /activation problem on spnet

<b>Helpdesk Team</b>	Activation Global	<b>First Creation</b>	
<b>Assigned to</b>	Abderrahmen KNANI	<b>Created on</b>	04/23/2024 19:06:26
<b>Action</b>	Activation + recharge	<b>Scheduled on</b>	
<b>Business Unit</b>	UAE	<b>Effective on</b>	
<b>Product Service type</b>		<b>From</b>	activation.mea1@iec-telecom.com
<b>Priority</b>	☆☆☆	<b>Close date</b>	
<b>Tags</b>	Waiting for input	<b>Customer</b>	
<b>New Related Field</b>	Contact	<b>Organization</b>	
		<b>Customer Name</b>	
		<b>Email</b>	
		<b>Phone</b>	
		<b>Duration (min)</b>	0.00
		<b>Type</b>	

Send message Log note Schedule activity **0** **Following** 1

**Today**

Abderrahmen KNANI - a minute ago  
Stage Changed  
• Stage: New(1) → Waiting for input

Abderrahmen KNANI - a minute ago  
Dear Madam/Sir,  
Your request ORDER: 150315/8988169326003477712 /activation problem on spnet has been received and is being reviewed by our Activation Global team. The reference of your ticket is 23387.  
[View the ticket](#)

To add additional comments, reply to this email.

Thank you,  
Activation Global Team.

Abderrahmen KNANI - a minute ago  
Ticket created

Recipients

Send Email

Message

Jaime Fernández Gutiérrez <jaime.fernandez@iberconsa.com>

Tier 2 support <tier2support@iridium.com>

Create "tier" 77712 /activation

Create and Edit...

**ADD FOLLOWERS** CANCEL

Helpdesk Overview / Activation Global  
/ ORDER: 150315/8988169326003477712 /activation problem on spnet (#23387)

EDIT CREATE

Action

0 / 2 < >

NEW(1) IN PROGRESS WAITING FOR INPUT MORE

Send message Log note Schedule activity 0 Following 2

## ORDER: 150315/8988169326003477712 /activation problem on spnet

Helpdesk Team	Activation Global	First Creation	
Assigned to	A Abderrahmen KNANI	Created on	04/23/2024 19:06:26
Action	Activation + recharge	Scheduled on	
Business Unit	UAE	Effective on	
Product Service type		From	activation.mea1@iec-telecom.com
Priority	☆☆☆	Close date	
Tags	Waiting for input	Customer	
New Related Field	Contact	Organization	
		Customer Name	
		Email	
		Phone	
		Duration (min)	0.00
		Type	

To: Followers of "ORDER: 150315/8988169326003477712 /activation problem on spnet (#23387)"

A Dear Team,  
Can you please help to activate the sim 8988169326003477712 .  
Regards.  
Abder

SEND

- Today
- A Abderrahmen KNANI - 4 minutes ago  
Stage Changed  
• Stage: New(1) → Waiting for input
  - A Abderrahmen KNANI - 4 minutes ago  
Dear Madam/Sir,

5. Return to the original ticket in the OPTISIM tab, leave a note about the opening of the external ticket, and change the ticket status to "Waiting for Input."

**Helpdesk** Overview Tickets 32 Abderrahmen KNANI

Helpdesk Overview / Optimism  
/ ORDER: 150315 / Sandstream Investments (Pty) LTD / 8988169326003477712 / ...

EDIT CREATE Action 81 / 94

NEW **IN PROGRESS** WAITING FOR INPUT CANCELLED WAITING FOR EXTERNAL MORE

**ORDER: 150315 / Sandstream Investments (Pty) LTD / 8988169326003477712 / SAFA**

**SLA ACTIVATION**

Helpdesk Team	Optimism	First Creation	04/22/2024 12:57:45
Assigned to	<span>A</span> Abderrahmen KNANI	Created on	04/22/2024 12:57:45
Optimism Product	Activation + Middle East Africa 500 min voucher - 12 months	Scheduled on	04/22/2024
Action	Activation + recharge	Effective on	04/22/2024 12:57:45
Business Unit	UAE	From	activation.test@iec-telecom.com
Product Service type		Close date	
Priority	☆☆☆	Customer	activations@safa-telecom.com
Tags	<b>In progress</b>	Organization	
New Related Field	Contact	Email	activations@safa-telecom.com
		Phone	
		Duration (min)	467.67

316 Tickets

Send message Log note Schedule activity 0 Following 5

**A** Waiting for response from Spnet

Ticket: ORDER: 150315/8988169326003477712 /activation problem on spnet)

LOG

**Today**

**A** Abderrahmen KNANI - 33 minutes ago  
Stage Changed  
• Stage: New → In progress

**A** Abderrahmen KNANI - 35 minutes ago  
Stage Changed  
• Stage: In progress → New

**A** Abderrahmen KNANI - 17 hours ago  
Stage Changed

6. Keep both tickets marked as "waiting for input" until the issue is solved.

Helpdesk Overview / Optimism  
/ ORDER: 150315 / Sandstream Investments (Pty) LTD / 8988169326003477712 / ...

EDIT CREATE Action 81 / 94 < >

NEW IN PROGRESS **WAITING FOR INPUT** CANCELLED WAITING FOR EXTERNAL MORE

316 Tickets

### ORDER: 150315 / Sandstream Investments (Pty) LTD / 8988169326003477712 / SAFA

**SLA ACTIVATION**

Helpdesk Team	Optimism	First Creation	04/22/2024 12:57:45
Assigned to	Abderrahmen KNANI	Created on	04/22/2024 12:57:45
Optimism Product	Activation + Middle East Africa 500 min voucher - 12 months	Scheduled on	04/22/2024
Action	Activation + recharge	Effective on	04/22/2024 12:57:45
Business Unit	UAE	From	activation.test@iec-telecom.com
Product Service type		Close date	
Priority	☆☆☆	Customer	activations@safa-telecom.com
Tags	<b>In progress</b> <b>Waiting for input</b>	Organization	
New Related Field	Contact	Email	activations@safa-telecom.com
		Phone	
		Duration (min)	467.67

Send message Log note Schedule activity 0 Following 5

Today

- Abderrahmen KNANI - now Stage Changed
  - Stage: In progress → Waiting for input
- Abderrahmen KNANI - now Waiting for response from Spnet
  - Ticket: ORDER: 150315/8988169326003477712 /activation problem on spnet)
- Abderrahmen KNANI - 35 minutes ago Stage Changed
  - Stage: New → In progress
- Abderrahmen KNANI - 37 minutes ago Stage Changed
  - Stage: In progress → New
- Abderrahmen KNANI - 17 hours ago Stage Changed

All closed tickets must be followed by an "Optisim" process; actions completed on the respective platforms of the Provider should follow the usual processing procedure. It is crucial to ensure that we have clicked on the "Solved" button and that the ticket is correctly categorized under the "Solved" tab on the dashboard.

The screenshot displays the IEC Helpdesk interface. On the left, a detailed view of a ticket is shown for 'ORDER: 150315 / Sandstream Investments (Pty) LTD / 8988169326003477712 / SAFA'. The ticket is assigned to 'Abderrahmen KNANI' and is currently in the 'Waiting for input' stage. A red arrow points to the 'Solved' button in the top navigation bar of this view.

On the right, the dashboard overview shows a grid of tickets categorized by status: New (1,798), In progress (0), Waiting for input (0), Solved (1), Cancelled (42), and Waiting for external (3). A red circle highlights the 'Solved' category, and a red arrow points to the 'Solved' button in the top navigation bar of the dashboard view.

The ticket details include the following information:

- SLA ACTIVATION**
- Helpdesk Team:** Optimism
- Assigned to:** Abderrahmen KNANI
- Action:** Activation + recharge
- Business Unit:** UAE
- Product Service type:**
- Priority:** ☆☆☆
- Tags:** Waiting for input
- New Related Field:** Contact
- SLA Deadline:** Today
- First Creation:** 04/22/2024 12:57:45
- Created on effective on:** 04/22/2024 12:57:45
- From:** activation.test@iec-telecom.com
- Customer:** activations@safa-telecom.com
- Organization:**
- Email:** activations@safa-telecom.com
- Phone:**
- Duration (min):** 0.00

**After integrating Odoo into our workflow, we aim to:**

- Reduce tasks, improve quality and minimize errors.
- Centralize all email activations (EA-MEA) in a single tool.
- Traceability and monitoring guaranteed 100%
- **In three queues:**
  - The "Order Optimism" queue to handle optimism requests.
  - The "Global Activation" queue to manage EA and MEA activations mails.
  - The "Optimism confirmations" to manage input errors.

1. Handle an optisim request in Odoo
2. Proceed to the respective provider's platform to perform the activation.
3. Carry out the necessary tracking in the line tracking file.
4. FILL IN THE PROVISIONING DATA.
5. COMPLETE THE INFORMATION ON OPTISIM AND PROCESS
6. Solved in Odoo

## In conclusion

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Considering continuous optimization of the activation process, we aim to reduce workload. This reduction contributes to greater stability and overall quality improvement.

To achieve this, a review of the remaining 6 modules is necessary to further automate the process. Eliminate manual entries outside of tools that provide intelligent traceability.

By implementing these adjustments, we can realize these ideas and significantly enhance the team's activation process.





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