

Purpose: This document provides an overview of the process for raising and managing tickets through the official IIMA SAO Helpdesk (Sahayaka) WhatsApp Service. Please note that the content is subject to change based on future updates. The purpose of this document is solely to help users become familiar with the chatbot interface.

1. Initiating a Conversation: To start using Sahayaka on WhatsApp:

FOR: [Users](#) + [Service Desk Personnel](#)

- Save the official Sahayaka number on your device: **+91 6357 979 590**
- Open WhatsApp and send a message with the text: **Hi**



2. Registration Process (One-Time Only): If this is your first time using the service, you need to complete the registration process.

FOR: [Users](#) + [Service Desk Personnel](#)

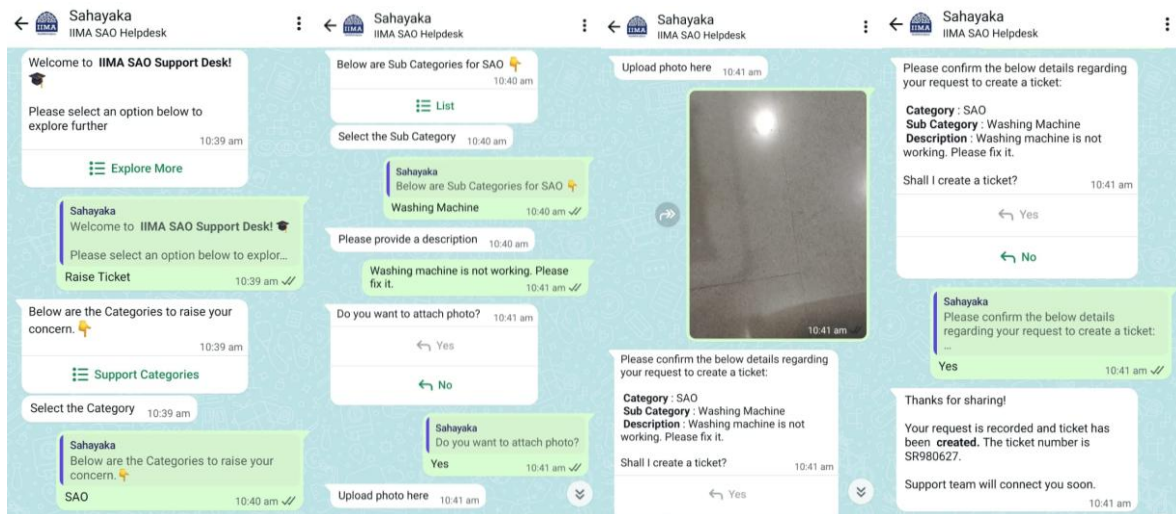
- Enter the Keywords (Any 01): **Hi, Register, Register Me**
- Provide your **Full Name**.
- Provide your **Dorm No [In Digits Only]**: Example: 38
- Provide your **Room No [In Digits Only]**: Example: 11
- Enter **ONLY** your **IIMA Official Email ID**.
- Verify your identity using the **OTP** sent to your official email.



3. Raising a Ticket: Follow these steps to raise a ticket

FOR: **Users Only**

- Enter the Keywords (Any 01): **Create, Raise Ticket, Help, Open**
- Select the appropriate **Category (Annexure 01)** from the options provided.
- Choose the relevant **Sub-Category (Annexure 01)** for your issue.
- Provide a **detailed description** of the issue.
- Upload **photos or screenshots** related to your issue. *(Optional)*
- **Confirm** the ticket details.
- Receive a **Unique Ticket Number** for your reference.



4. Closing a Ticket

FOR: **Service Desk Personnel Only**

- Enter the Keywords (Any 01): **Resolve, Close, Finish**
- View **My Tickets**
- Select the **Ticket Number with reference to Email/WhatsApp Text Received**
- Confirm the **Ticket Number**
- Add Any Comments regarding Resolution
- Add Photo
- Confirm Issue Resolution

5. Viewing Tickets

FOR: **Users + Service Desk Personnel Only**

- Enter the Keyword: **Hi**
- Select the category **My Tasks (Service Desk Personnel) OR My Tickets (Users)**.
- Choose one of the following:
 - **My Tickets:** To view tickets raised by you. **(Users)**
 - **My Tasks:** To view tickets assigned to you by users. **(Service Desk Personnel)**
- Access the **Ticket Summary Document** for detailed information.



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6. Reopening Tickets

FOR: **Users Only**

- Enter the Keywords (Any 01): **Reopen, Re-Open, Unresolved**
 - Select a Ticket Number
 - Mention remarks when reopening the ticket
 - Attach a photo (*Optional*)
 - Confirm reopening of ticket
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7. Link Based URLS (Currently Not Active on Chatbot)

FOR: **Users Only**

- Note that for Emotional Wellness, Medical Services and SAC Billing, you may visit the following links here in the SOP. The Chatbot, for now, :
 1. **Emotional Wellness:** <https://ews.iima.ac.in/>
 2. **Medical Services:** <https://sites.google.com/iima.ac.in/iimamedical>
 3. **SAC Billing:** <https://tinyurl.com/k96ffec6>
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8. Key Notes:

- Ensure all information provided is accurate to avoid delays in resolution.
 - Please ensure you select the correct categories for suitable issue resolution.
 - Retain your unique ticket number for future reference.
 - For urgent issues, include detailed descriptions and relevant attachments.
 - At any point where you want to restart the conversation, type, 'End'.
 - The current **HDMS portal** (<https://hdms.iima.ac.in/index.php>) will continue to function alongside the new WhatsApp system for the time being. You're encouraged to start using WhatsApp while you get acquainted with the new setup. The portal will remain active until the transition is fully complete.
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ATTACHED BELOW: ANNEXURE 01

Annexure 01: Support Categories & Subcategories

No.	Main Category	Sub Category	Sample Complaints
1	Civil (Old Campus)	Water Leakage	Wooden Chair Repair, Door Latch, Cloth Wire, Kitchen, Door Closer, Bed, Slider Door, Leaking Taps, Leaking Flush, Leaking Jet Spray, Rainwater Seepage, Jet Spray, Commode Seat Cover, Broken Commode, Blocked Washbasin, Blocked Kitchen Sink, Tap, Bathroom Shower, Tap Water Flow, Wall Painting, Cement Filling in Joints etc.
		Carpentry	
		Plumbing	
		Project Work	
		Masonry	
		Painting	
		Others	
2	Civil (New Campus)	Plumbing	Wooden Chair Repair, Door Latch, Cloth Wire, Kitchen, Door Closer, Bed, Slider Door, Leaking Taps, Leaking Flush, Leaking Jet Spray, Rainwater Seepage, Jet Spray, Commode Seat Cover, Broken Commode, Blocked Washbasin, Blocked Kitchen Sink, Tap, Bathroom Shower, Tap Water Flow, Wall Painting, Cement Filling in Joints etc.
		Water Leakage	
		Project Work	
		Others	
		Masonry	
		Painting	
		Carpentry	
3	Electrical	Hot Water/Geyser	Tube Light, Ceiling Fan, Others, Plug Point, Hot Water, Study Table Light, Corridors Light, Lift, Bulb, AC, MCV Tripping etc.
		Others (Old Campus)	
		AC	
		Others (New Campus)	
4	Estate Maintenance	Horticulture	Dry Plants, Levelling Plants, Gardening, Plant Watering, Pot Maintenance, Beehives etc.
		Others	
		Beehives	
5	Housekeeping	Room/Pantry Cleaning	Room Cleaning, Deep Cleaning, Garbage Collection, Pantry/Urinal Choke, Pest Control, Wash Room Cleaning, Outer Area, Water Dispenser Cleaning etc.
		Pest Control	
		Others	
		Outer Area	
		Trash	
		Wash Room	
		Pantry/Urinal Choke	
		Water Dispenser Cleaning	
6	SAO	Refrigerator	Refrigerator, TV, Washing Machine, Wheelchair, Water Clogging,



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		Others	Study/Sofa Chair, Courier
		TV	
		Washing Machine	
		Wheelchair	
		Water Clogging	
		Study/Sofa Chair	
		Courier	
7	Security	Loud Sound	Loud Sound, Ambulance, Wheelchair, First Aid Kit, Emergency, Dog Menace, Lift Alarm, Fire, Monkey Menace etc.
		Ambulance	
		Wheelchair	
		Emergency	
		Dog Menace	
		Others	
		Lift Alarm	
		Fire	
		Monkey Menace	