

CONCERNS e-Staff – New Job

Home Leave Movement Helpdesk Attendance Summary Staff User Logout

2. Create Job by clicking this button

1. Once login, Click Helpdesk And Create Job. Client Listing will be displayed.

- Hi! ameran
- Job Report Module**
 - Create Job Report
 - My Job Report **new**
 - Job Listing
 - Job Summary
- Client**
 - Add New Client
 - Client Listing
- Client Zone**
 - Create New Zone
 - Zone
- Job Category**
 - Create Job Category
 - Job Category
- Reporting**
 - Job Report By Client
 - Job Planned
 - Job Planned By Staff **new**
 - Job Assigned By Staff

Create New Job

| No | Client Name | Address | Phone No | Detail |
|----|---|--|------------|--------|
| 1 | KOPERASI BANK NEGARA | | | |
| 2 | MIDA | | | |
| 3 | KOPERASI MCIS | | | |
| 4 | KOPERASI BOMBA | TINGKAT 3, BALAI. BOMBA DAN PENYELAMAT, CHOW KIT, JALAN HAJI HUSSIEN 50300, KUALA LUMPUR | 0326944436 | |
| 5 | KOPERASI PEGAWAI-PEGAWAI KERAJAAN MALAYSIA BHD | | 0378762167 | |
| 6 | KESATUAN GURU-GURU BERSATU MALAYSIA BARAT | | 0340455140 | |
| 7 | KOPERASI KASTAM | Koperasi Jabatan Kastam Malaysia Berhad J-2-1, Jalan 6/18 Dataran Glomac Kel. Jaya 46805 Petaling Jaya Selangor Darul Ehsan | 0378802057 | |
| 8 | KOPERASI SAFEGUARD | | 0379625126 | |
| 9 | KOP PEKERJA JABATAN PERDANA MENTERI BHD | | 0388894191 | |
| 10 | KOPERASI FELDA | | 0326947377 | |
| 11 | KOPERASI PKNS | Gallery 5 & 6, Ground Floor, Menara PKNS Petaling Jaya, No : 17, Jalan Yong Shook Lin, 46505 Petaling Jaya, Selangor Darul Ehsan | 0379574006 | |
| 12 | KOPERASI KOSPEK | | 054011001 | |
| 13 | KOPERASI PEGAWAI-PEGAWAI KERAJAAN BALING | 58, Jln Syed Sheikh, 09100 Baling, Kedah | 044701655 | |
| 14 | KOPERASI KOMBEK (Koperasi Melayu Berjawatan Kerajaan) | No. 39 & 40, Wisma Bukit, Taman Bukit P.Surat Persendirian 182, Pej Pos Besar 70720 Seremban, Negeri Sembilan | 066791633 | |

CONCERNS e-Staff – Create Job

Hi! ameran

Job Report Module

- Create Job Report
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- Job Summary

Client

- Add New Client
- Client Listing

Client Zone

- Create New Zone
- Zone

Job Category

- Create Job Category
- Job Category

Reporting

- Job Report By Client
- Job Planned
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Create New Job Report

| JOB REPORT | |
|------------------------|---|
| Date Created | 26-03-2010 |
| Client Name | KLINIK SWASTA |
| Zone | ZONE KL |
| Client Address | |
| Job Category | SALES |
| Job Report Description | Please attend request by Klinik Kita Tel: 03-92839739 |
| Remark | |
| Created By | ameran |
| Job Status | Open |

3. Choose Job Category

4. Enter Job Description

5. By default the status is Open

Save Reset

CONCERNS e-Staff – Job Listing

6. By default all job status Not CLOSED or RESOLVED will be listed.

Hi! ameran

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Job Listing

Month: Year: Date:

Job Category: Job Status:

| No | Job Description | Created By | Client Name | Date | Status | Job Category | History | Remove |
|----|---|------------|----------------------|------------|--------------------|--------------|---------|--------|
| 1 | Please attend request by Klinik Kita Tel: 03-92839739 | ameran | KLINIK SWASTA | 26-03-2010 | Open | SALES | | |
| 2 | Diminta delete nama khairul hakim. | faizal | MYSEPADU SDN BHD | 25-03-2010 | To - Reattend | Helpdesk | | |
| 3 | Leave enquire > klik detail dia keluar error. | faizal | MYSEPADU SDN BHD | 25-03-2010 | To - Reattend | Helpdesk | | |
| 4 | 1.Laporan Monthly Listing BPA Deduction By Coop No tidak paparkan tahun 2010 | saiful | KOPERASI KASTAM | 25-03-2010 | To - Reattend | WCOOPSYS | | |
| 5 | SURAT UNTUK LOAN TIDAK DIPAPARKAN DENGAN BETUL IAITU BILA PILIH AHLI LAIN YANG AKAN KELUAR-REPORT MAS | faizal | KOPERASI BANK NEGARA | 25-03-2010 | Unattend & Pending | iBIZZ | | |
| 6 | Bina script untuk report lejer- lejer untuk tahun 2009,2008,2007. | faizal | KOPERASI BANK NEGARA | 24-03-2010 | To - Reattend | iBIZZ | | |
| 7 | setup wireless router | azizain | KOPERASI BANK | 23-03-2010 | Unattend & | PERSONAL | | |

CONCERNS e-Staff – Job Summary

Home Leave Movement

Helpdesk

Attendance

Summary

Staff

User

Logout

Hi! ameran

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ZONE KL Plan On 26-03-2010

[CLOSE JOB]

| Status | MIDA CMS | MIDA TECH | VCOOPSYS | iBIZZ | PERSONAL TASK | SALES | Helpdesk | MEDISYS | Total | Unplan | Assig |
|------------------------------|----------|-----------|----------|-------|---------------|-------|----------|---------|-------|--------|-------|
| Open | | | | | | 1 | | | 1 | 1 | |
| Response | | | | | | | | | | | |
| Response & Pending | | | | | | | | | | | |
| Appointment | | | | | | | | | | | |
| Unattend & Pending | | | 2 | 1 | 4 | | | | 7 | | |
| Attend & Pending by Customer | | | | | | | | | | | |
| Attend & Pending by Vendor | | | | | | | | | | | |
| Attend & Pending by Unit | | | | | | | | | | | |
| To - Reattend | | | 1 | 1 | | | 2 | | 4 | | 4 |
| Resolve | 4 | 1 | 2 | 5 | 6 | | 1 | 1 | 20 | | |
| Close | | 3 | 51 | 35 | 47 | | 21 | | 157 | | |

7. From the Job Summary screen you can plan/assigned any Unplan Job by clicking at the figure under Unplan column

EAST COAST

| Status | Total | Unplan | Assigned | Attended | UnAttended |
|------------|-------|--------|----------|----------|------------|
| Open | | | | | |
| Response | | | | | |
| Response & | | | | | |

CONCERNS e-Staff – Plan Job

Home Leave Movement

Helpdesk

Attendance

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Staff

User

Logout

Hi! ameran

Job Report Module

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Job Category

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→ Job Assigned By Staff

Job Unplan - Open

Date Plan

| Job No | Job Description | Created By | Client Name | Date | Status | Job Category | History | Assign |
|--------|---|------------|---------------|------------|--------|--------------|---|-------------------------------------|
| 00001 | Please attend request by Klinik Kita Tel: 03-92839739 | ameran | KLINIK SWASTA | 2010-03-26 | Open | SALES |   | <input checked="" type="checkbox"/> |

| No | Staff Name | Staff NRIC | Detail |
|----|-------------------------------|----------------|-------------------------------------|
| 1 | MOHD NOOR AZAM BIN MOHD FAUZI | | <input type="checkbox"/> |
| 2 | CIK ZAINAL BIN TA' JAT ODING | 780820-03-5859 | <input checked="" type="checkbox"/> |
| 3 | Mohd Faizal Bin Razali | 840323035323 | <input type="checkbox"/> |
| 4 | Mohd Saiful Bin Mahtar | 820127145973 | <input type="checkbox"/> |
| 5 | Faizul Hisyam bin Awang | 780301-11-6155 | <input type="checkbox"/> |
| 6 | KHAIRUL HAKIM HJ. ABDUL LATIF | 750514-08-6597 | <input type="checkbox"/> |
| 7 | SALBIAH BT RAZALI | | <input type="checkbox"/> |
| 8 | Azizain Bin Mohd | 840122115327 | <input type="checkbox"/> |

Save Job

8. Job is assign To staff

CONCERNS e-Staff – Staff Login

Home Leave Movement Helpdesk Attendance Summary Staff User Logout

Hi! zainal

Home Page

- Profile
- Punch In/Out
- Create Movement
- My Job
- Apply Leave new
- Change Password

News Archive ✓

Today Job Report

| No | Job Plan On | Job Description | Created By | Client Name | Date | Status | Job Category | History |
|----|-------------|---|------------|---------------|------------|--------|--------------|---------|
| 1 | 26-03-2010 | Please attend request by Klinik Kita Tel: 03-92839739 | ameran | KLINIK SWASTA | 26-03-2010 | Open | SALES | |

10. Click at the item under History column to update the Job status

Job Attention

| No | Job Plan On | Job Description | Created By | Client Name | Date | Status | Job Category | History |
|----|-------------|---|------------|-----------------|------------|---------|--------------|---------|
| 1 | 17-03-2010 | Kemaskini CMS kastam berdasarkan web lama | zainal | KOPERASI KASTAM | 01-03-2010 | Close | iBIZZ | |
| 2 | 17-03-2010 | Buat login page dari CMS ke portal vcoopsys | zainal | KOPERASI KASTAM | 01-03-2010 | Close | iBIZZ | |
| 3 | 04-03-2010 | Enable Events Listing | zainal | MIDA | 18-02-2010 | Close | MIDA CMS | |
| 4 | 00-00-0000 | Tukar Kandungan:- 1. Organization Chart; 2. Mida Board Members; 3. Mida Management; 4. MIDA State Offices; 5. Government Representatives; | zainal | MIDA | 18-02-2010 | Resolve | MIDA CMS | |
| 5 | 03-03-2010 | Upload Artikel ke 4 - Amadeus sees continued business expansion in Malaysia ? Industry News (أماديوس يرى توسيع مشروعته التجاري في ماليزيا -- أخبار الصناعة) | zainal | MIDA | 03-03-2010 | Close | MIDA CMS | |
| 6 | 17-03-2010 | Buat sample skrin untuk module dananet.insur | zainal | KOPERASI | 11-03-2010 | Close | iBIZZ | |

9. Once the staff login, the assigned job is in his/her Job Report

CONCERNS e-Staff – Staff Update

| JOB REPORT | |
|------------------------|---|
| Job Report No | 00257 |
| Job Report Description | Please attend request by Klinik Kita Tel: 03-92839739 |
| Remark | |
| Job Category | SALES |
| Created By | ameran |
| Job Status | Open |
| Date Created | Open |

| CLIENT DETAIL | |
|-----------------|---------|
| Client Name | |
| Client Address | |
| Client Phone No | |
| Zone | ZONE KL |

Staff Attention

| Staff Name | Attention |
|-------------------------------|--------------------------|
| MOHD NOOR AZAM BIN MOHD FAUZI | <input type="checkbox"/> |
| CIK ZAINAL BIN TA' JAT ODING | <input type="checkbox"/> |
| Mohd Faizal Bin Razali | <input type="checkbox"/> |
| Faizul Hisyam bin Awang | <input type="checkbox"/> |
| KHAIRUL HAKIM HJ. ABDUL LATIF | <input type="checkbox"/> |
| SALBIAH BT RAZALI | <input type="checkbox"/> |
| Azizain Bin Mohd | <input type="checkbox"/> |

11. Staff can update the status or pass the Job to another staff

CONCERNS e-Staff – Staff Update continue

Status History

| Date | Status | Create By |
|---------------------|--------|-----------|
| 2010-03-26 16:00:54 | Open | ameran |

Job History

| Date | Note | Create By |
|---------------------|------|-----------|
| 2010-03-26 16:00:53 | Open | ameran |

ADD NOTE

Note

Kemaskini Reset

12. Staff can update Note to describe the action taken

CONCERNS e-Staff – Staff Update continue

12. The History for Status and Job is to show the audit-trail of both Status and Job

Status History

| Date | Status | Create By |
|---------------------|---------|-----------|
| 2010-03-26 16:00:54 | Open | ameran |
| 2010-03-26 17:03:22 | Resolve | zainal |

Job History

| Date | Note | Create By |
|---------------------|--|-----------|
| 2010-03-26 16:00:53 | Open | ameran |
| 2010-03-26 17:03:22 | Resolve Staff Incharge 1. CIK ZAINAL BIN TA' JAT ODING | zainal |
| 2010-03-26 17:03:22 | This is for testing only | zainal |