

Helpdesk Call logging procedure & workflow

DEPARTMENT OF COMMERCIAL TAX, MADHYA PRADESH

VERSION: 1.0

Contents

Introduction:..... 2

Helpdesk contact details:..... 2

Nature of complaints/problems for helpdesk: 2

Complaint Logging procedure: 3

Helpdesk Complaints support matrix: 4

Feedback System: 4

Workflow for Department Helpdesk

Introduction:

Commercial Tax Department, MP provides one technical Helpdesk for the Webportal Users/Dealers to provide support for technical issues related to Webportal(<https://mptax.mp.gov.in>) or other IT related systems of the department.

Helpdesk contact details:

Dealer /Customer/Users can log complaint on helpdesk during the normal working days during 10:30 AM to 5:30 PM in the following below three ways:-

- ❖ By calling on Toll Free helpline no. 18002330440 or Direct no. 0731—2434005 (Toll).
- ❖ By sending SMS on this specified mobile no. 09425912502.
- ❖ Or By email on this email address helpdesk.mpct@mptax.mp.gov.in from only Gmail, Yahoo & Rediffmail presently.

Nature of complaints/problems for helpdesk:

All users may report a complaint or request support via phone, email or SMS for the following services:

- Regarding complaints/problems related to new e-registration for all acts like VAT, CST, ET, LEAT, PT, BT & transporters registration.
- Return filing sheet related technical issues.
- Form49 download, C Form sheet uploading and all kinds of statutory forms related problems.
- All E-Payment related technical issues.
- All Transporters related issues like registration upload form59 & download form59.
- All Login, password and webpage not found, webportal related issues.

Complaint Logging procedure:

Note: Critical or very important requests should always be made via call to Helpline no. Only non-critical requests should be emailed/SMSed. Since other email systems can sometimes be unreliable, based on the time the request actually reached the Help Desk.

- When you call our help desk, a help desk support member may request following to identify the caller & provide the best service possible.
 - Full Name
 - Caller Location & Mobile no.
 - Information/inquiry about the technical problem
- Helpdesk staff person makes best efforts to resolve the user complaint over the phonecall, SMS & Email and close the call immediately. In case the nature of problem requires more time, then helpdesk staff provides a ticket number to user and confirms user about the call status and closure by phonecall/SMS or email respectively.
- During the call depending on the nature of complaint user is experiencing, support staff member may ask for the make/model of your computer, operating system it uses, and the specific version number of the browser/software. This would apply if the need arose to provide remote technical support to user.
- If User reports any Webportal related technical issues like page cannot display or page not found. Helpdesk team performs troubleshooting with users for any Internet connectivity related issues. If unable to resolve then helpdesk team checks for any issues with backend teams for any network/hardware/application related problems.

Note: Helpdesk team makes call backs to the Users only when same issue is occurring from many users/coming from different locations.

Helpdesk Complaints support matrix:

Types of Support	Issues Complaints description	Supported By
Level I	All calls are first handled by Helpdesk support team	Help Desk Staff
Level II	If the problem is not resolved by Helpdesk team within one working day it may be escalated to level 2 support person internally	Module System Analyst
Level III	If calls are not resolved at level 2, they are handled by level 3 support team includes website/network/application related issues.	Deputy Commissioner Computer Section

Feedback System:

User can provide feedback related to Website Functionality/Suggestions for improvement/Enhancement on the below highlighted Link on homepage of Webportal.

The screenshot shows the homepage of the MPVAT web portal. The browser address bar displays 'https://mptax.mp.gov.in/mpvatweb/'. The main content area is a light gray sidebar with various navigation links. The link 'प्रश्न दर्ज करें/ Query/Feedback' is highlighted with a red rectangular box, and a red arrow points to it from the right. Below this link is a 'HELPDESK NUMBER' section with contact information: 0731-2434005, 9425912502 (SMS Only), 18002330440 (Toll Free No), and an email address: helpdesk.mpct@mptax.mp.gov.in. The footer contains the TATA CONSULTANCY SERVICES logo and copyright information (© 2010-2011), along with links for Terms of Use, Disclaimer, WebMaster, Site Map, RSS, and a note to 'Make MPVAT as My Home page'. A 'Browser and display compatibility' link is also present.