



# AC SERVICE PORTAL

Information and Communication Technology

# WHAT IS **AC SERVICE PORTAL**?

The new AC official service management software that will replace the Kaseya ticketing tool

- **Service Requests** - Email Creation, Zoom Support, etc.
- **Incidents** - Laptop Issues, Wifi Connection, etc.
- Other Service Management Processes - Changes, Problems, etc.



# HOW CAN I USE **AC SERVICE PORTAL**?

<https://acserviceportal.freshservice.com/>



## **LOGIN**

Microsoft SSO Login same as other AC Apps like AC Portal and AC Zoom App

## **DEVICES**

Supports laptops and mobile phones

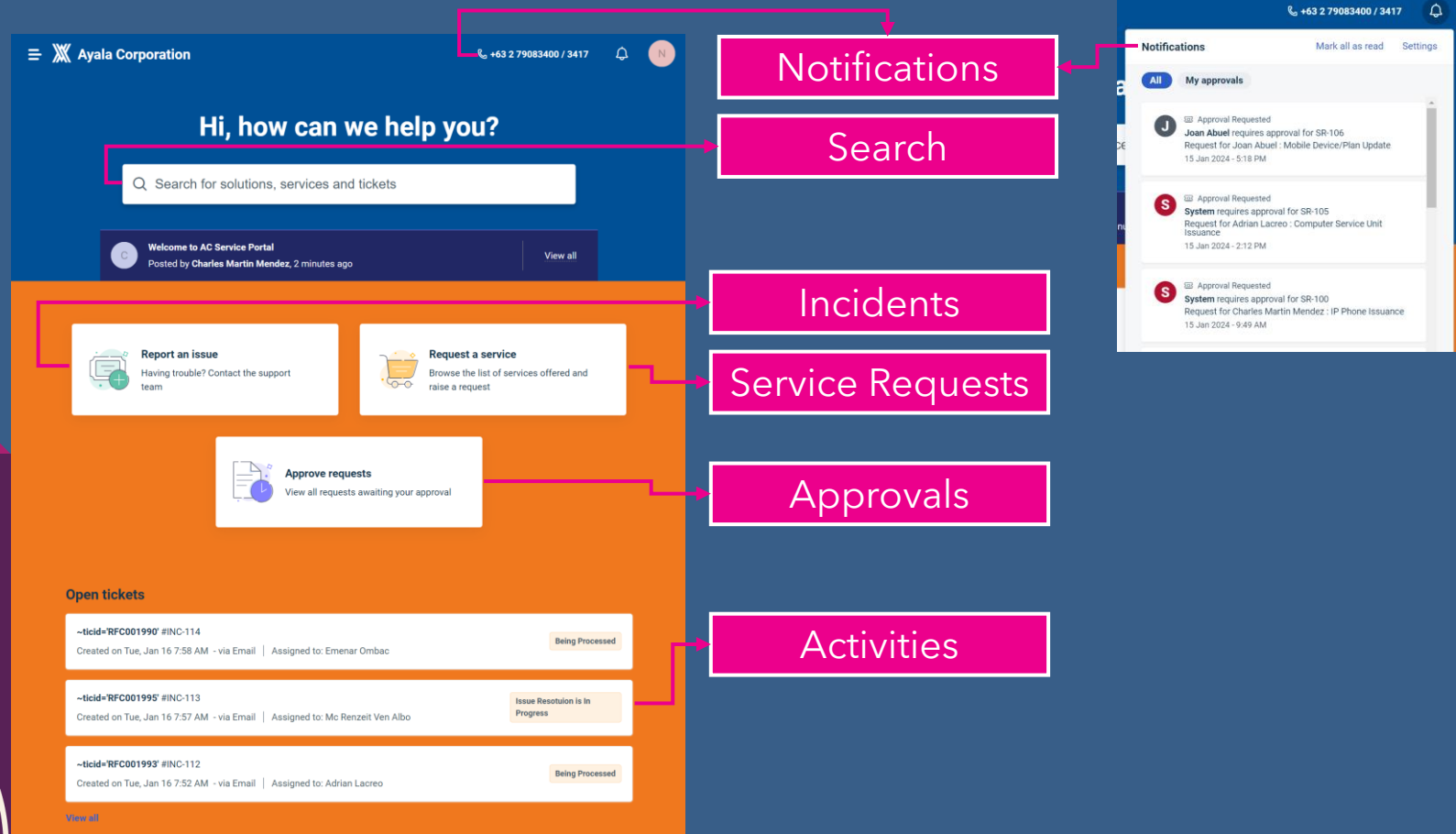
## **ACCESSIBILITY**

Can be used inside or outside the AC network

## **CHANNELS**

Users can raise requests/issues through **browser, mobile app, MS Teams Chatbot**

# HOME PAGE





# REPORT AN ISSUE

Tickets > #INC-115

**Projector is not working**  
 Created on Tue, Jan 16 2024 10:54 AM - via Portal  
Being Processed Since 6 minutes ago

**Nancy Alicbusan** reported 6 minutes ago  
 We are in 37F Ayala. We are testing screen sharing for a conference tommorrow and is not working.

Assets(0)

**Emenar Ombac** said 2 minutes ago
 

Agent Response

Hi Nancy Alicbusan,  
  
 Ticket: <https://acserviceportal.freshservice.com/helpdesk/tickets/115>  
  
 We will be checking in 37F Ayala.

**Your Reply**

B i U

Enter your reply

**Attach a file** (File size < 40 MB)

**AGENT WORKING ON THIS TICKET**  
**Emenar Ombac**  
 Helpdesk

**TICKET FIELDS**  
  
 Status  
 Being Processed

Urgency  
 Low

Impact  
 Low

Category\*  
 Audio Video Conference Facility

Sub-Category\*  
 Projection / Screen Sharing

Assigned to  
 Emenar Ombac

☐ Incident Caused by Change



# REQUEST A SERVICE

# REQUEST A SERVICE

The screenshot displays the Ayala Corporation Service Catalog interface. The header includes the Ayala Corporation logo, a search bar, and a 'New' button. The breadcrumb trail shows 'Home > Service Catalog'. The main heading is 'Service Catalog' with a subtext 'Browse the list of services offered and raise a request'. On the left, a sidebar lists 'All Service Items' with categories: Hardware Provisioning, Software Installation, Application Access, Data Erasure, Email Access, IT Support (highlighted), Subscription, and Network. The main content area is titled 'IT SUPPORT' and features a grid of service items. Annotations with pink arrows point from two items to labels on the right: 'Meeting Support' is labeled 'Categories', and 'SAP Journal Entries ...' is labeled 'Catalog Item'.

Category	Service Item
IT SUPPORT	Book Zoom Webinar For webinars and events that require Zoo...
IT SUPPORT	Equipment Support Equipment Support
IT SUPPORT	Meeting Support Company Meeting Assistance
IT SUPPORT	Offsite AV Setup Company Event Assistance
IT SUPPORT	Onsite AV Setup (ATG... Onsite AV Setup within AC ATG2 only
IT SUPPORT	SAP Journal Entries ... SAP Journal Entries Testing Support
IT SUPPORT	Video Recording Video Recording
IT SUPPORT	Zoom Support Zoom Support



# REQUEST A SERVICE

**Ayala Corporation** Q Search New

Home > Request New Service > IT Support > Onsite AV Setup (ATG2 Only)

### Onsite AV Setup (ATG2 Only)

Onsite AV Setup within AC ATG2 only  
[Read more](#)

**Scheduled Start \***  
MM-DD-YYYY HH:MM

**Scheduled End**  
MM-DD-YYYY HH:MM

**AC Internal? \***  
...

**Description \***  
Valentines special event

**Location \***  
...

**Other Setup Needed**

**Additional Items**  
Select service items to be requested along with this item

- ☐ Laptop Issuance
- ☐ Book Zoom Webinar

**Place Request**

**SUPPORT**

### Onsite AV Setup (ATG2 Only)

Onsite AV Setup within AC ATG2 only  
[Read more](#)

**Scheduled Start \***  
02-14-2024 10:00 AM Clear

**Scheduled End**  
02-14-2024 12:00 PM Clear

**AC Internal? \***  
Yes

**Description \***  
Valentines special event

**Location \***  
37F Learning and Knowledge Hall

☒ Projector and Screen (L&KH)  
☒ Speakers (L&KH)  
☒ Movable Monitor (L&KH)  
**Handheld Microphones (L&KH)**  
2  
**Lapel Microphones (L&KH)**  
2

**Other Setup Needed**  
We need a laptop operator to play music and help in the zoom broadcast.

**Additional Items**  
Select service items to be requested along with this item

- ☐ Laptop Issuance
- ☒ Book Zoom Webinar

**Book Zoom Webinar**  
For webinars and events that require Zoom webinar feature. Subject to availability of Zoom license.  
[Read more](#)

**Topic \***  
AC Valentines

**Scheduled Start Time \***  
02-14-2024 09:45 AM Clear

**Scheduled End Time \***  
02-14-2024 12:15 PM Clear

**Primary Contact Email \***  
juan@acvendor.com

**Require Registration? \***  
No

**Additional Items**  
Select service items to be requested along with this item

- ☐ Laptop Issuance
- ☒ Book Zoom Webinar

**Items Requested**

**Requester \***  
alicbusan.no@ayala.com

**Request for \***  
Request for someone else  
alvarez.mm@ayala.com

**Topic \***  
AC Valentines

**Scheduled Start Time \***  
02-14-2024 09:45 AM

**Scheduled End Time \***  
02-14-2024 12:15 PM

**Primary Contact Email \***  
juan@acvendor.com

**Require Registration? \***  
No

☒ Allow Q&A?  
☒ Allow Raise Hand?  
☒ Allow Chat?  
☐ Record Webinar?

**Panelists \***  
Celebrity 1

**Other Requests**  
If a banner is needed, you may attach it on the

**Confirm**

# REQUEST A SERVICE

The screenshot displays the Ayala Corporation Service Portal interface. At the top, the header includes the Ayala Corporation logo, a search bar, and navigation buttons for 'New', notifications, and a user profile. The main content area shows a ticket titled 'Request for Maureen Alvarez : Onsite AV Setup (ATG2 Only)' with a status of 'Being Processed Since 11 minutes ago'. A red line from the 'Request Details' callout points to the ticket title and status. The ticket details section on the left includes a description, scheduled start/end times, and equipment requirements. A red line from the 'Ticket Details' callout points to this section. The right sidebar shows the assigned agent, 'Adrian Lacroo', and a list of approvals, including one from 'Nancy Alicbusan' with a status of 'Approved'. A red line from the 'Approvals' callout points to this list. The bottom of the ticket details section shows a 'Book Zoom Webinar' option.

**Request Details**

**Approvals**

**Ticket Details**



# APPROVE A REQUEST

# APPROVE A REQUEST

Hi, how can we help you?

Search for solutions, services, and support

Welcome to AC Service Portal  
Posted by Charles Martin Mendez, 9 hours ago

Report an issue

Having trouble? Contact the support team

Approve requests

View all requests awaiting your approval

Open tickets

Request for Maureen Alvarez : Onsite AV Setup (ATG2 Only) #SR-121  
Created on Tue, Jan 16 7:51 PM - via Portal | Assigned to: None

Being Processed

My Pending Approvals

Request for Maureen Alvarez : Onsite AV Setup (ATG2 Only) #SR-121  
Approval request sent on Tue, Jan 16 2024 7:51 PM - via Portal

Request for Joan Abuel : Peripheral Issuance #SR-118  
Approval request sent on Tue, Jan 16 2024 6:14 PM - via Portal

Request for Rachelle Marie Jimena : Computer Service Unit Issuance #SR-117  
Approval request sent on Tue, Jan 16 2024 6:03 PM - via Phone

Request for Joan Abuel : Mobile Device/Plan Update #SR-106  
Approval request sent on Mon, Jan 15 2024 5:18 PM - via Portal

Confirm Approval - #SR-121

Request for Maureen Alvarez : Onsite AV Setup (ATG2 Only)  
Nancy Alicibusan reported 6 minutes ago (Tue, Jan 16 7:51 PM) via Portal

Service items

Onsite AV Setup (ATG2 Only)  
Stage: Requested

Description: Onsite AV Setup within AC ATG2 only

Scheduled Start: Wed, Feb 14, 2024 10:00 AM Scheduled End: Wed, Feb 14, 2024 12:00 PM

AC Internal?: Yes

Description: Valenties special event

Location: 37F Learning and Knowledge Hall

Projector and Screen (L&KH):

Speakers (L&KH):

Movable Monitor (L&KH):

Handheld Microphones (L&KH): 2 Lapel Microphones (L&KH): 2

Other Setup Needed:  
We need a laptop operator to play music and help in the zoom broadcast.

Hide info

Book Zoom Webinar  
Stage: Requested | More info

Submit a ticket

Approve

Reject

Remark  
This has been reviewed and approved.

Cancel

Approve

Requester  
alvarez.mm@ayala.com

Status  
Being Processed

Priority  
Medium

Assigned to  
--

Approval



# MOBILE APP

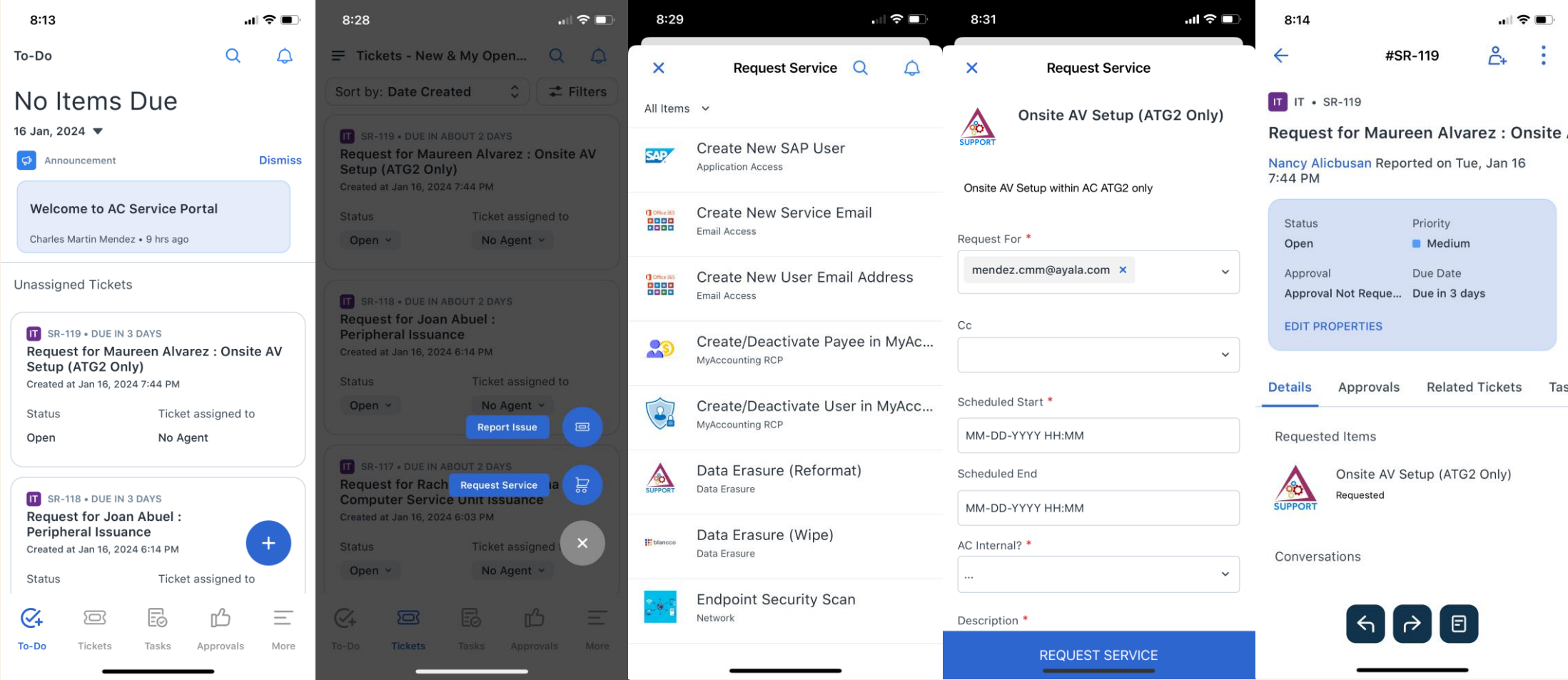
# MOBILE APP



GOOGLE PLAY STORE



APPLE APP STORE





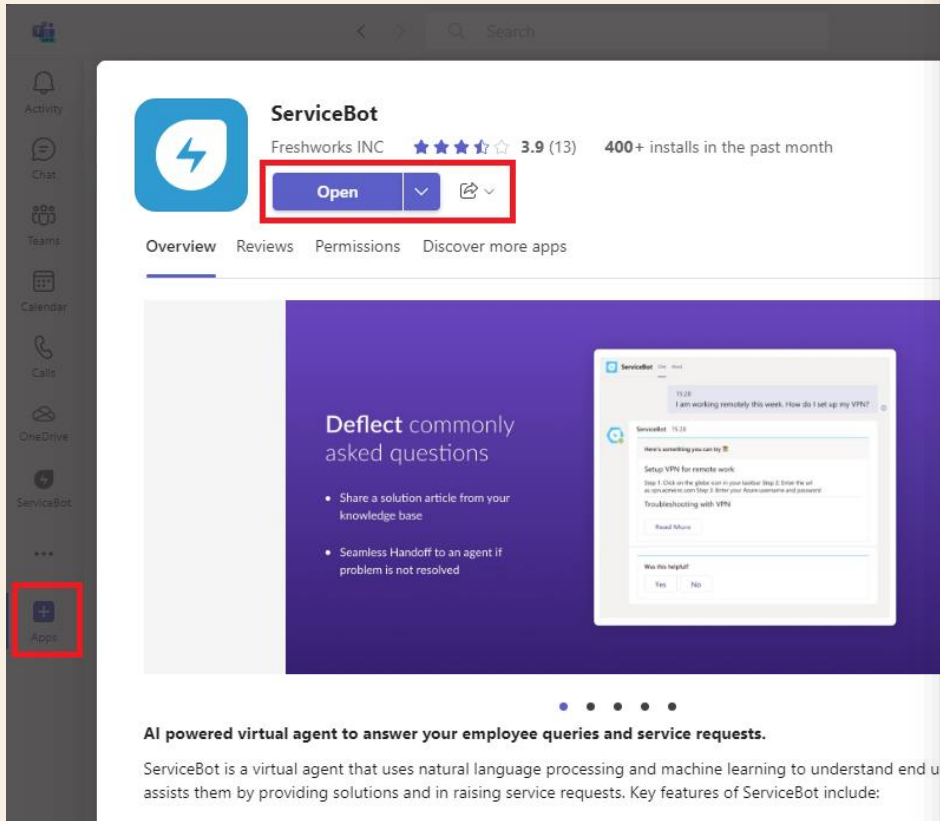
# **SERVICE BOT**

## MICROSOFT TEAMS



# SERVICEBOT

## MICROSOFT TEAMS



**ServiceBot**  
Freshworks INC ★★★★★ 3.9 (13) 400+ installs in the past month

**Open**

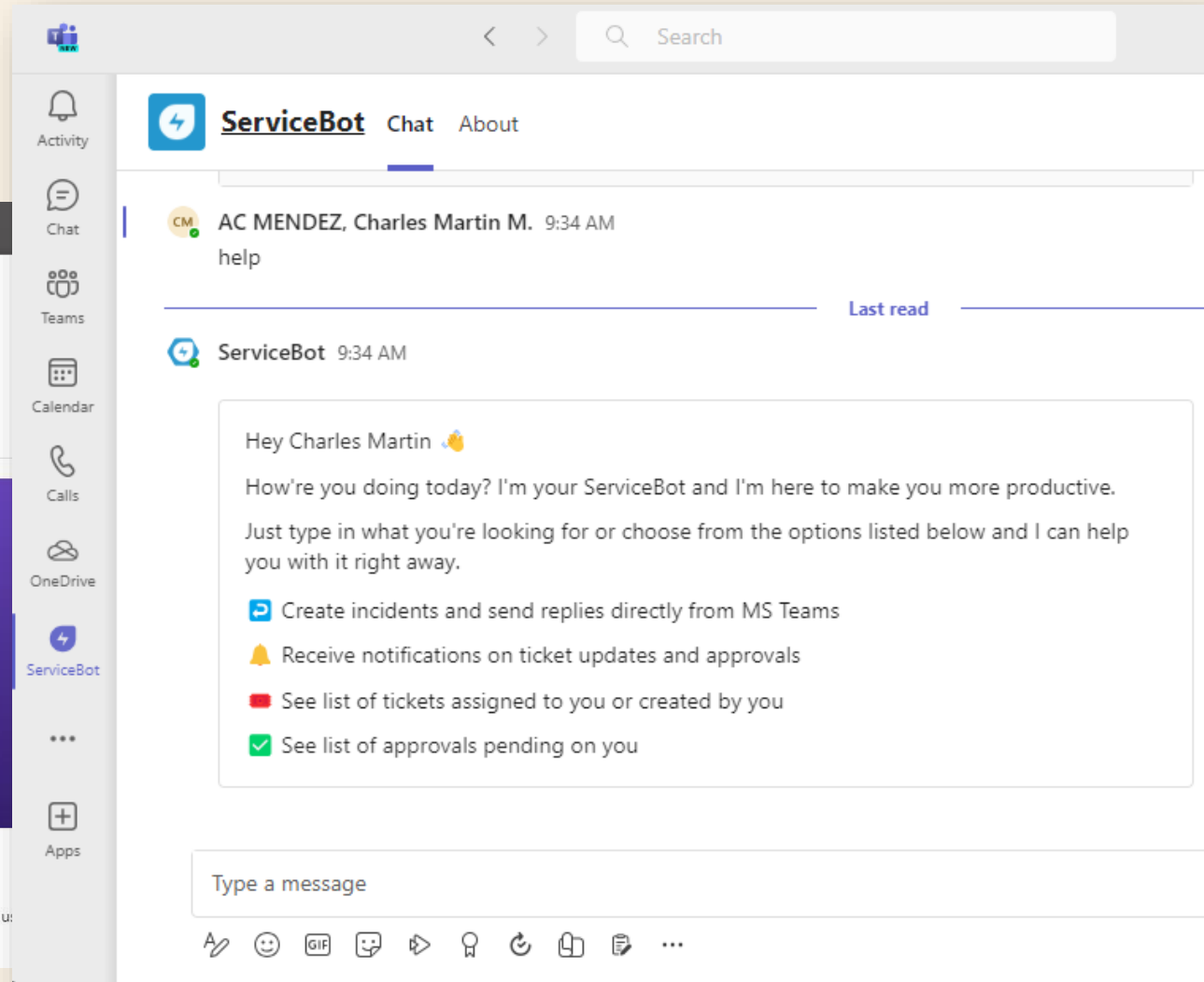
**Overview** Reviews Permissions Discover more apps

**Deflect** commonly asked questions

- Share a solution article from your knowledge base
- Seamless Handoff to an agent if problem is not resolved

**AI powered virtual agent to answer your employee queries and service requests.**

ServiceBot is a virtual agent that uses natural language processing and machine learning to understand end user queries and assists them by providing solutions and in raising service requests. Key features of ServiceBot include:



**ServiceBot** Chat About

AC MENDEZ, Charles Martin M. 9:34 AM  
help

**ServiceBot** 9:34 AM

Hey Charles Martin 🙌

How're you doing today? I'm your ServiceBot and I'm here to make you more productive. Just type in what you're looking for or choose from the options listed below and I can help you with it right away.

- Create incidents and send replies directly from MS Teams
- Receive notifications on ticket updates and approvals
- See list of tickets assigned to you or created by you
- See list of approvals pending on you

Type a message





# QUESTIONS?



# THANK YOU

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Information and Communications Technology

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