

DATASHEET

ASTINA SHARE SERVICES (HELPDESK, E-LEARNING, IT PROJECT)

Version 1.0
Versi Bahasa Indonesia
Februari 2023



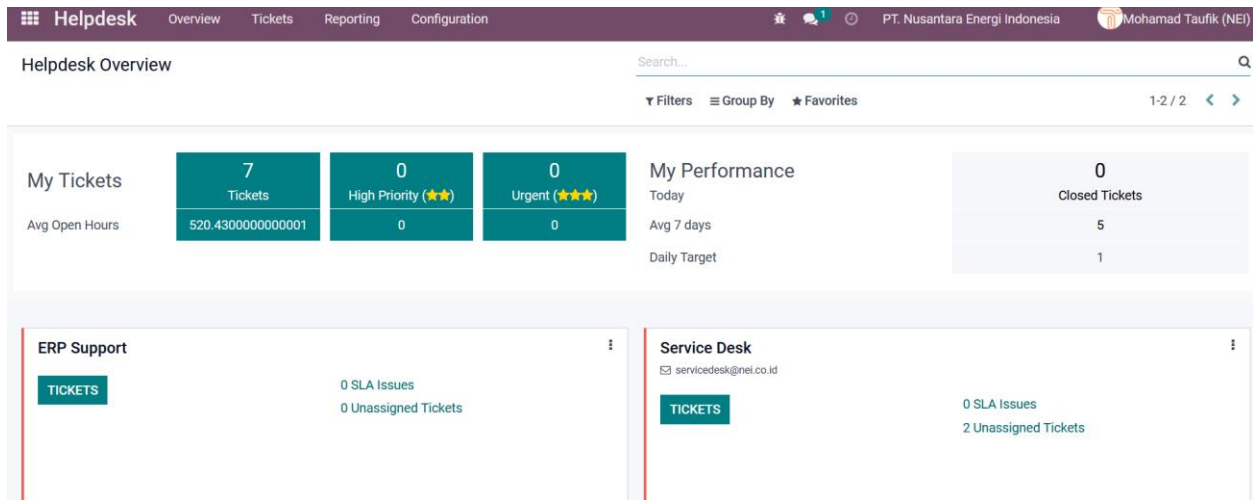
PT Astina Cipta Solusi

Gedung 18 Office Park Lantai 10
Jalan TB Simatupang No. 18, Jakarta Selatan 12520 – Indonesia
Phone: (+62) 812 1825 8135
Email: adi.ardianto@astina.co.id
www.astina.co.id

Astina Share Services Feature

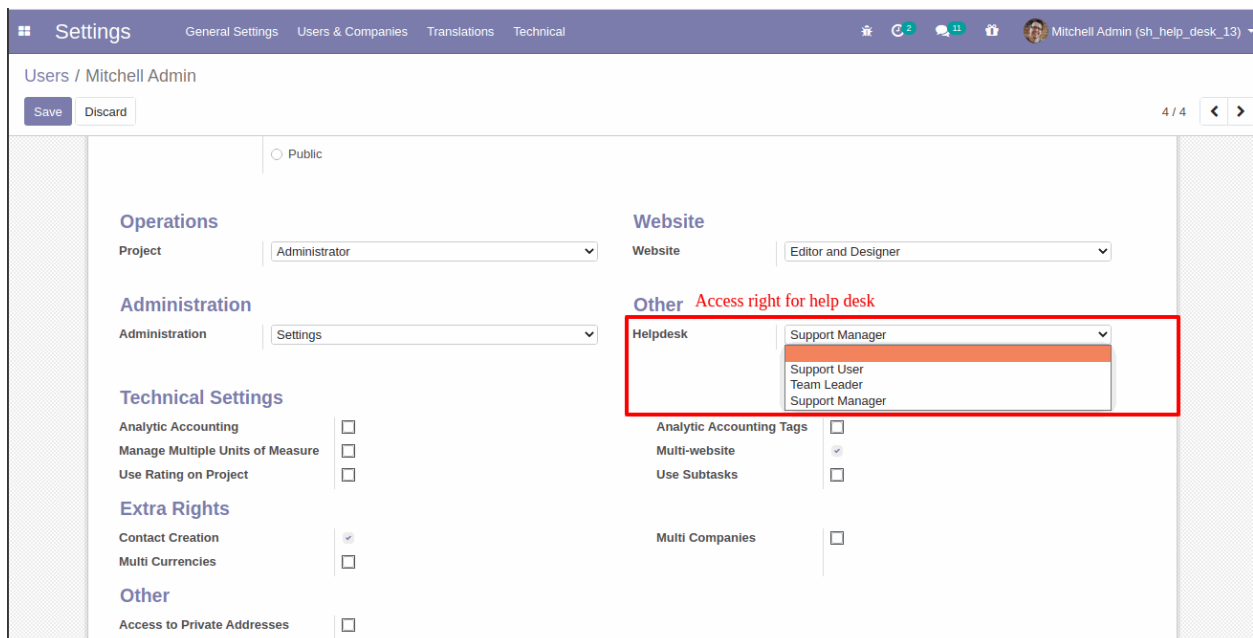
1. Hak akses untuk Role Helpdesk Manager, Helpdesk Team Leader, dan Helpdesk User
2. Kemudahan dalam membuat ticket oleh Helpdesk User baik melalui Helpdesk form ataupun melalui email
3. Kemudahan dalam menentukan Workflow status Helpdesk karena sudah mengadopsi Kanban dan memonitor dalam bentuk Kanban Board
4. Kemudahan dalam menentukan template email notifikasi dalam setiap status Helpdesk
5. Kemudahan dalam melakukan auto-closing ticket dengan menentukan maksimal hari usia ticket
6. Dashboard Helpdesk mudah untuk dicustomisasi dan bersifat dinamis
7. User dapat melihat status ticket dari portal Helpdesk maupun dari link yang telah dikirimkan melalui email
8. Kemudahan dalam mengatur tampilan Portal Helpdesk
9. Kemudahan dalam menentukan aturan SLA
10. Auto-notifikasi via email ke User maupun teknisi Helpdesk
11. Kemudahan dalam melakukan Assignment ataupun eskalasi baik dengan notifikasi email maupun notifikasi Whatsapp
12. Kemudahan dalam melakukan chat dengan User dari fitur Chatter
13. Multi-Channel sehingga memungkinkan Helpdesk dibuat cluster per masing-masing Site
14. Helpdesk Astina bisa dipasang secara on-premise ataupun cloud
15. Helpdesk Astina bisa diakses baik melalui desktop ataupun melalui mobile
16. Memiliki fitur Project untuk memonitor Project-project yang dilakukan oleh Dept IT, Fitur project juga memiliki Kanban board untuk kemudahan dalam monitor Project
17. Memiliki fitur E-Learning sehingga setiap individu dalam organisasi bisa berbagi pengetahuan ke User dalam helpdesk baik dalam bentuk power point maupun bentuk video

Helpdesk Overview



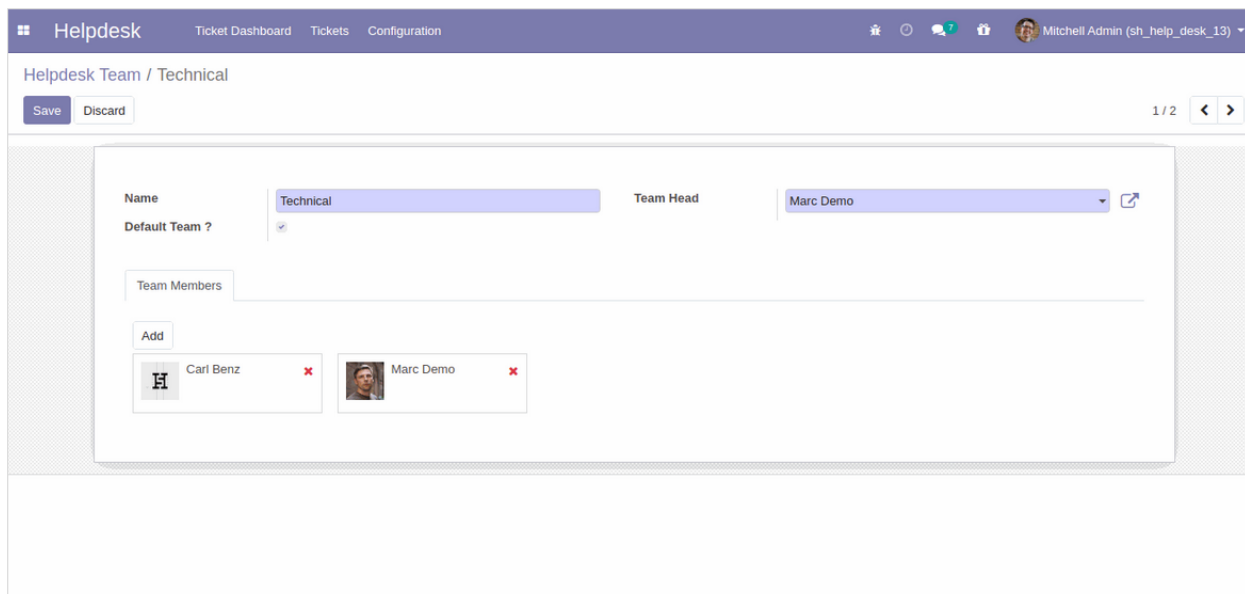
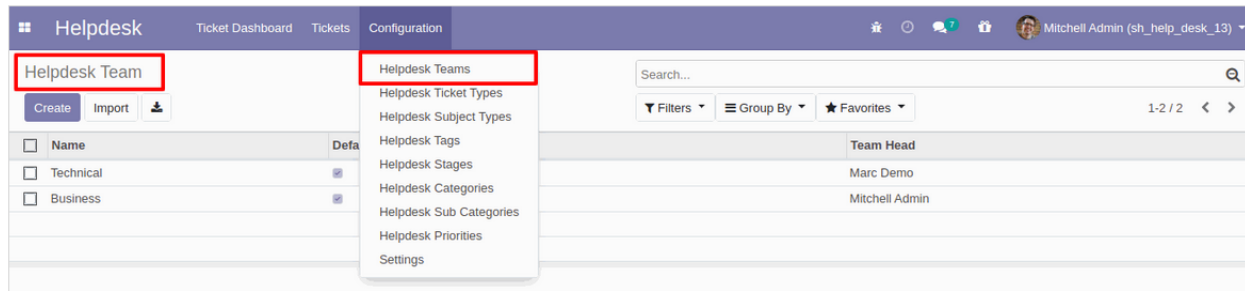
Helpdesk overview merupakan dashboard helpdesk yang menarik dan bersifat informatif. Helpdesk dashboard memberikan ringkasan seluruh aktifitas tiket. Dashboard memungkinkan anda mengakses tiket dengan prioritas tinggi yang akan dikerjakan dengan cepat. Dashboard juga akan membantu untuk memprioritaskan penanganan tiket yang belum di assign dan sudah di assign.

Access group for "Helpdesk Manager", "Helpdesk Team Leader", "Helpdesk User".



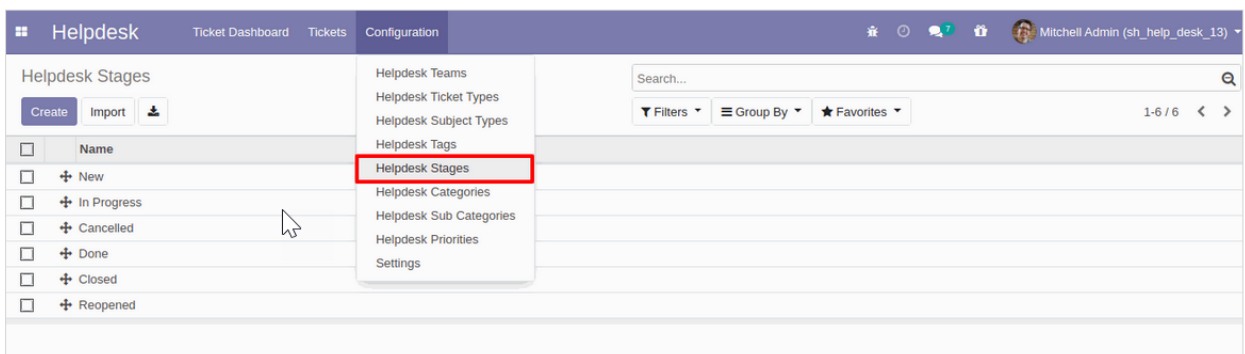
The 'Settings - Users / Mitchell Admin' page shows various configuration options for a user. A red box highlights the 'Other Access right for help desk' section, which includes a dropdown menu for 'Helpdesk' with options: Support Manager, Support User, Team Leader, and Support Manager. Other sections include Operations (Project: Administrator), Administration (Settings), Technical Settings (Analytic Accounting, Manage Multiple Units of Measure, Use Rating on Project), Extra Rights (Contact Creation, Multi Currencies), and Other (Access to Private Addresses).

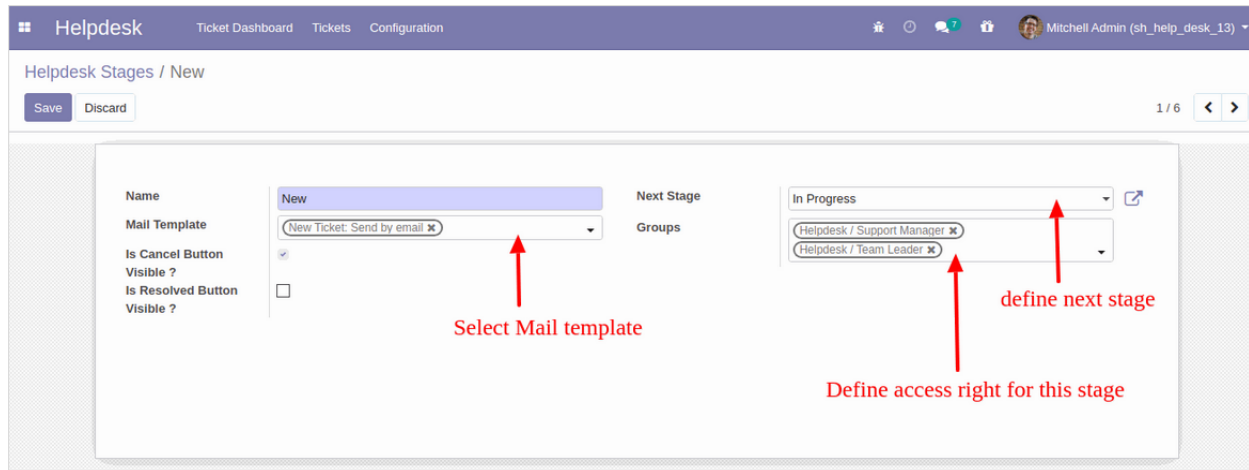
Helpdesk Teams menu and list view



Kegunaan menu Helpdesk team adalah untuk mengatur anggota tim ataupun team leader dalam setiap Role

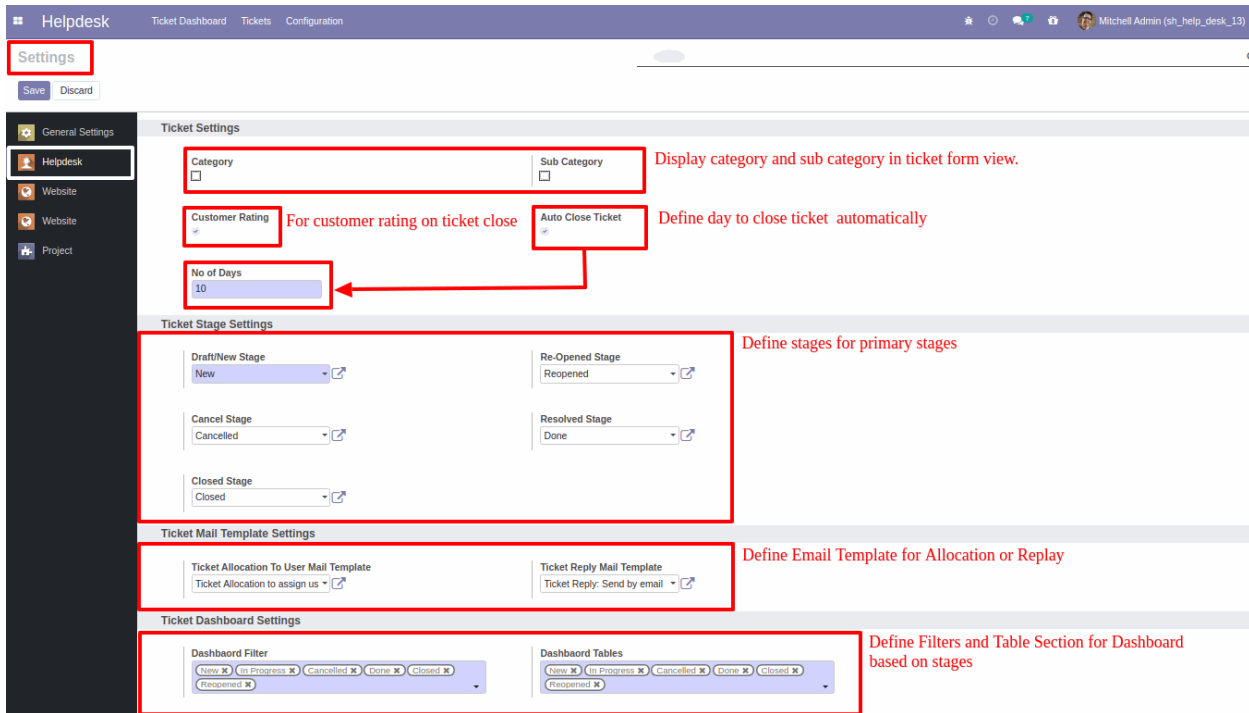
"Helpdesk Stages" menu and list view.





Memudahkan dalam menentukan status Helpdesk dan menentukan mail template dan Next Status untuk masing-masing ticket

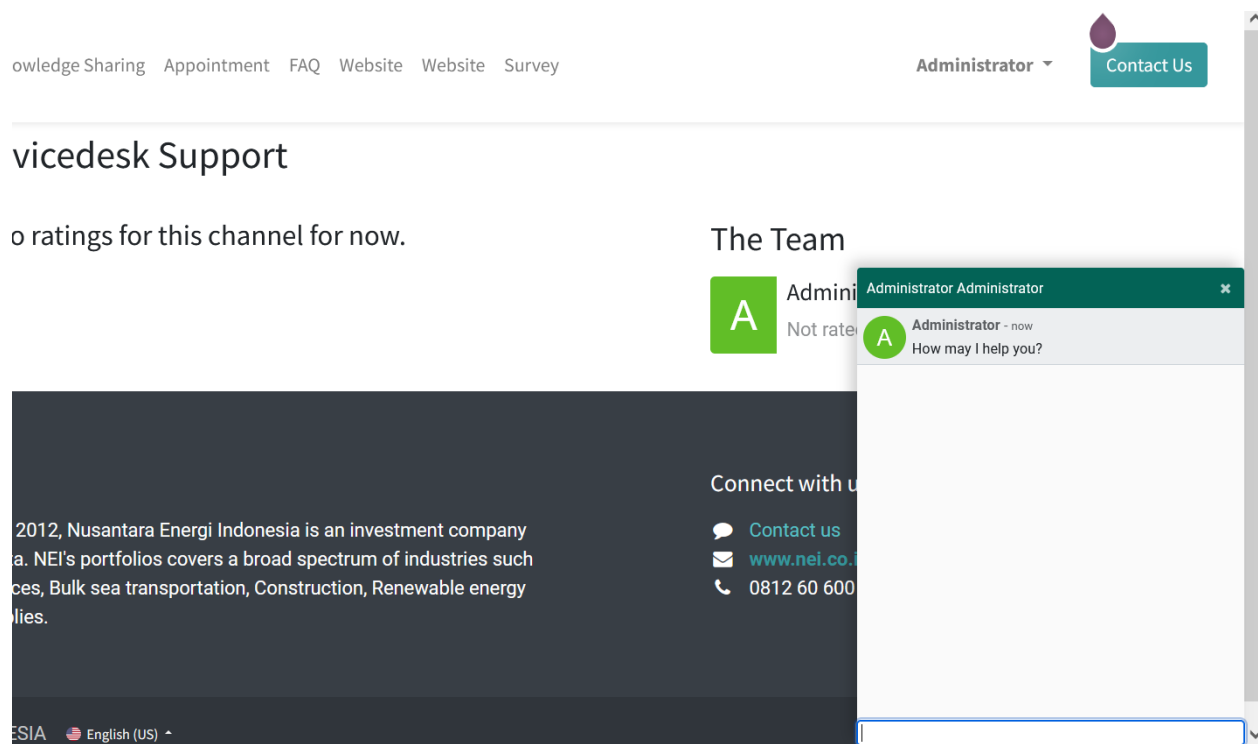
Setting Helpdesk



Dengan menu Setting maka memudahkan dalam menentukan setup autot-close, default new Status, Default status Reopen, cancel, dan Resolved. Juga memudahkan dalam menentukan default mail template untuk Action ataupun auto reply.

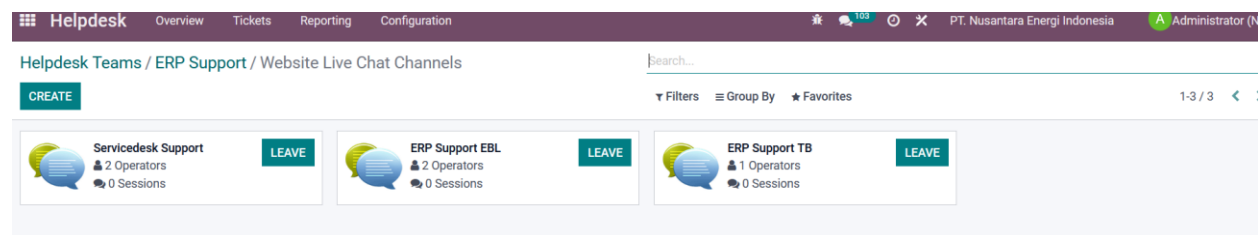
Pada menu Setting juga bisa menentukan filter dan table untuk dashboard portal.

Helpdesk Live Chat



Didalam fitur helpdesk kita dapat juga melakukan live chat kepada Customer Support yang bersifat interaktif. Dengan mengaktifkan opsi ini Customer dapat mengirimkan tiket melalui opsi live chat.

Live Chat Channel



Live chat Channel dapat men-support multi Channel sesuai dengan kebutuhan user (misal : berdasarkan site)

My Ticket (List View)

Tickets

CREATE

My Tickets xOpen xSearch...

Filters

Group By

Favorites

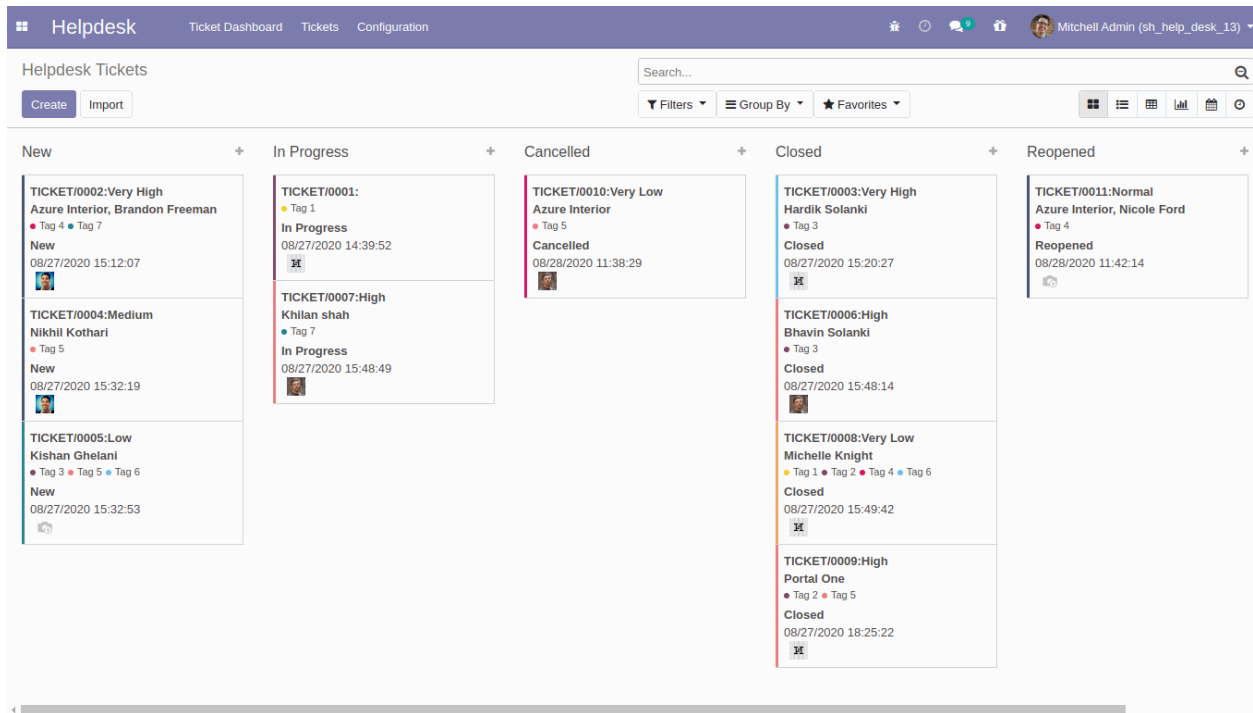
1-7 / 7

☐	Name	Customer E...	Created on	Close date	Helpdesk Te...	Assigned to	Customer	Company C...	Company	Next Activity	Priority	SLA Deadline
☐	PERMOHONA...	Accounting.h...	02/16/2023 16:00:58		Service Desk	 Mohamad T	accounting.ho...	PT. Solusi Day...	PT. Nusantara...		☆☆☆	
☐	Mutasi Emplo...	"Izan" <nur.fai...	02/16/2023 11:39:42		Service Desk	 Mohamad T	nur.faizhan@...	PT. Ombilin F...	PT. Nusantara...		☆☆☆	
☐	Pemasangan ...	"Izan" <nur.fai...	02/10/2023 15:45:26		Service Desk	 Mohamad T	nur.faizhan@...	PT. Ombilin F...	PT. Nusantara...		☆☆☆	
☐	Penambahan ...	"Izan" <nur.fai...	02/09/2023 12:00:41		Service Desk	 Mohamad T	nur.faizhan@...	PT. Global Ma...	PT. Nusantara...		☆☆☆	
☐	Permintaan ta...	damar.utami...	01/09/2023 14:45:37		Service Desk	 Mohamad T	damar.utami...	PT. Global Ma...	PT. Nusantara...		☆☆☆	
☐	CASE DAILY (...)	ahmad.norma...	01/09/2023 13:36:14		Service Desk	 Mohamad T	ahmad.norma...	PT. Global Ma...	PT. Nusantara...		☆☆☆	
☐	Equipment Pe...	ahmad.norma...	01/06/2023 14:54:33		Service Desk	 Mohamad T	ahmad.norma...	PT. Global Ma...	PT. Nusantara...		☆☆☆	

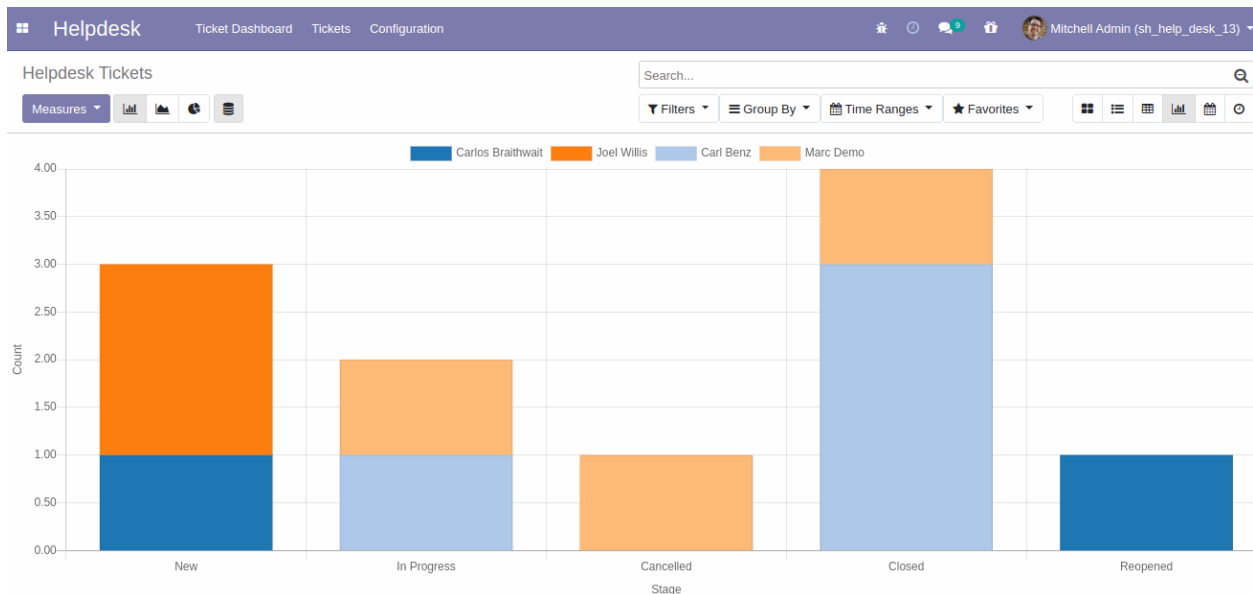
Tampilan tiket yang berbentuk list. Dalam tampilan ini kita dapat melakukan filter dan group sesuai kebutuhan.

My Ticket (Kanban View)

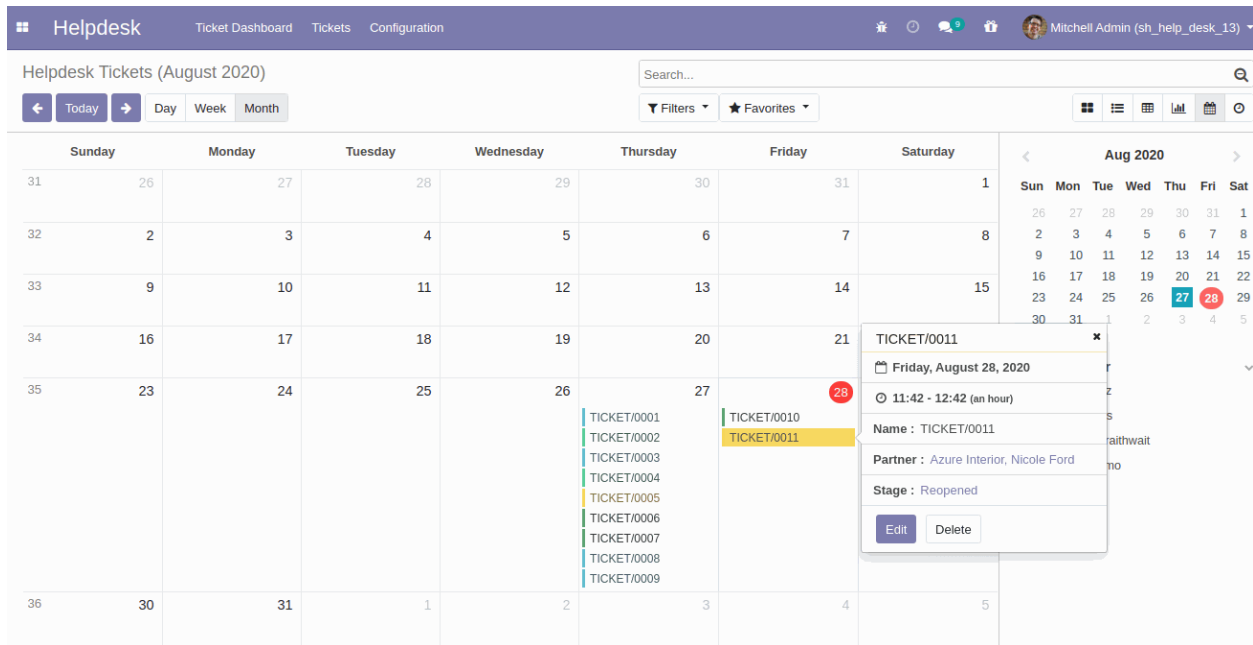
Tickets	
My Tickets x Open x Search... Filters Group By Favorites	
New	In Progress
6	1
PERMOHONAN PENAMBAHAN SITE BARU (#2,831) accounting.ho@solusidaya.id Core Application ☆☆☆ Mutasi Employee Bentayan CHP (#2,830) nur.faizhan@ofn.co.id Core Application ☆☆☆ Pemasangan Approval pada menu Payroll Process (#2,813) nur.faizhan@ofn.co.id Core Application ☆☆☆ Penambahan Kolom BPJS TK Status	Equipment Perfomance Report (#2,723) ahmad.normansyah@gmt.id Core Application ☆☆☆



Tampilan tiket yang menarik berbentuk Kanban yang dapat digrouping dan difilter sesuai kebutuhan. Fitur Kanban dapat melakukan perpindahan proses hanya dengan melakukan proses drag and drop.



Helpdesk Ticket Graph View



Helpdesk Ticket Calendar View

Ticket Form

Tickets / PERMOHONAN PENAMBAHAN SITE BARU (#2831)

EDIT CREATE Action 3 / 12

SEND WHATSAPP MESSAGE NEW IN PROGRESS MORE

95 Tickets

PERMOHONAN PENAMBAHAN SITE BARU

Helpdesk Team	Service Desk	Customer	accounting.ho@solusidaya.id
Assigned to	Mohamad Taufik	Email	Accounting.ho@solusidaya.id
Type	Core Application	Company Customer	PT. Solusi Daya Indonesia
Priority	☆☆☆	Phone	
Tags		Email cc	hrd.ho@solusidaya.id
Company	PT. Nusantara Energi Indonesia		

Helpdesk Ticket Dashboard Tickets Configuration Mitchell Admin (sh_help_desk_13)

Helpdesk Tickets / TICKET/0012

Save Discard 1 / 1

Replied Status: Customer Replied
Ticket Type: Technical
Team: Technical
Team Head: Marc Demo
Assigned User: Carl Benz
Ticket Subject Type: Setup
Category: Category Two
Sub Category: Sub Cate A
Tags: Tag 3 Tag 5
Priority: Very High

Create Date: 08/28/2020 11:57:33
Last Update Date: 08/28/2020 11:57:33
Partner: Gemini Furniture, Edwin Hansen
Person Name: Edwin Hansen
Email: edwin.hansen58@example.com
Replied Date:

Attach files or document which given by customer.

Description Attachments Customer Rating Other Information

Name	Website	Resource Model	Resource Field	Resource ID	Type	Created by	Created on	
1.png				0	File	Mitchell Admin	08/28/2020 11:57:13	✕
biking traveling.jpg	My Website	helpdesk.ticket		6	File	Public user	08/27/2020 15:48:14	✕
web.report_assets_common.css	My Website	lr.ui.view		0	File	System	08/27/2020 14:45:54	✕

Add a line

Berikut tampilan form tiket yang akan terinput otomatis dari pengiriman email dan setiap attachment yang terdapat pada email akan muncul di menu Tab Attachments

Ticket Email Notification

Compose Email

Recipients: Followers of the document and
ahmad.normansyah@gmt.id Add contacts to notify...

Subject: VISIO (#2804)

Dear ahmad.normansyah@gmt.id,

Your request VISIO has been received and is being reviewed by our Service Desk team. The reference of your ticket is 2804.

View the ticket

ATTACH A FILE

Contents

- Field: body
- Object: mail.compose.message
- Type: html
- Modifiers: {"readonly": [{"can_edit_body": false}]}

Ticket: Reception Acknowledgment

SEND CANCEL SAVE AS NEW TEMPLATE

Berikut tampilan template notifikasi email yang akan diinfokan ke customer secara otomatis. Template ini dapat dicustom sesuai kebutuhan user.

Ticket Assignment via Email

You have been assigned to Approval tidak sesuai (#2825)



Faninda <faninda.nurul@nei.co.id>

To Mohamad Taufik

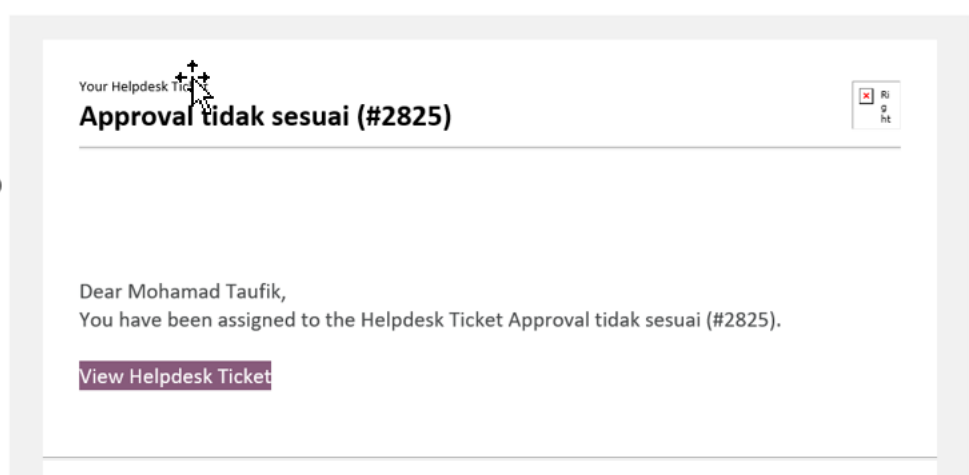


Wed 2/15



If there are problems with how this message is displayed, click here to view it in a web browser.

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



Berikut contoh tampilan email dari admin ke helpdesk team. Untuk template isi email dapat disesuaikan dengan kebutuhan user.

Ticket Assignment via Whatsapp


Whatsapp Message
×

Recipient Name

Mohamad Taufik

Whatsapp Number

+6281284659776

Message

Hello Bapak/Ibu *Mohamad Taufik*,
 Mohon di follow up ticket *Approval tidak sesuai (#2825)*.

Adapun link detailnya dapat dilihat sebagai berikut :

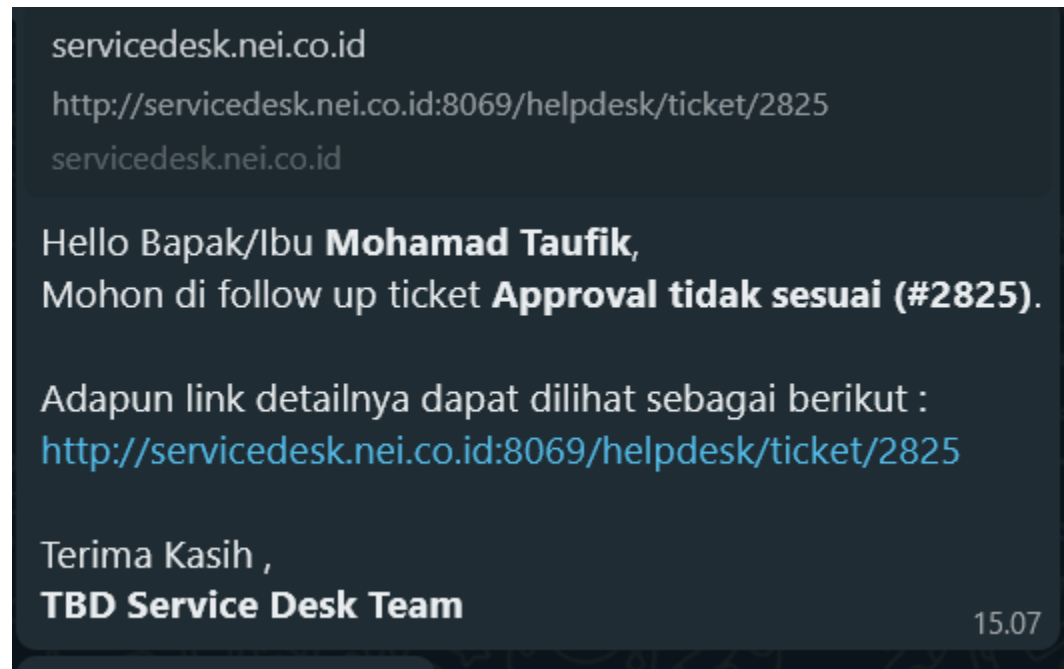
<http://servicedesk.nei.co.id:8069/helpdesk/ticket/2825>

Terima Kasih ,
 TBD Service Desk Team

SEND

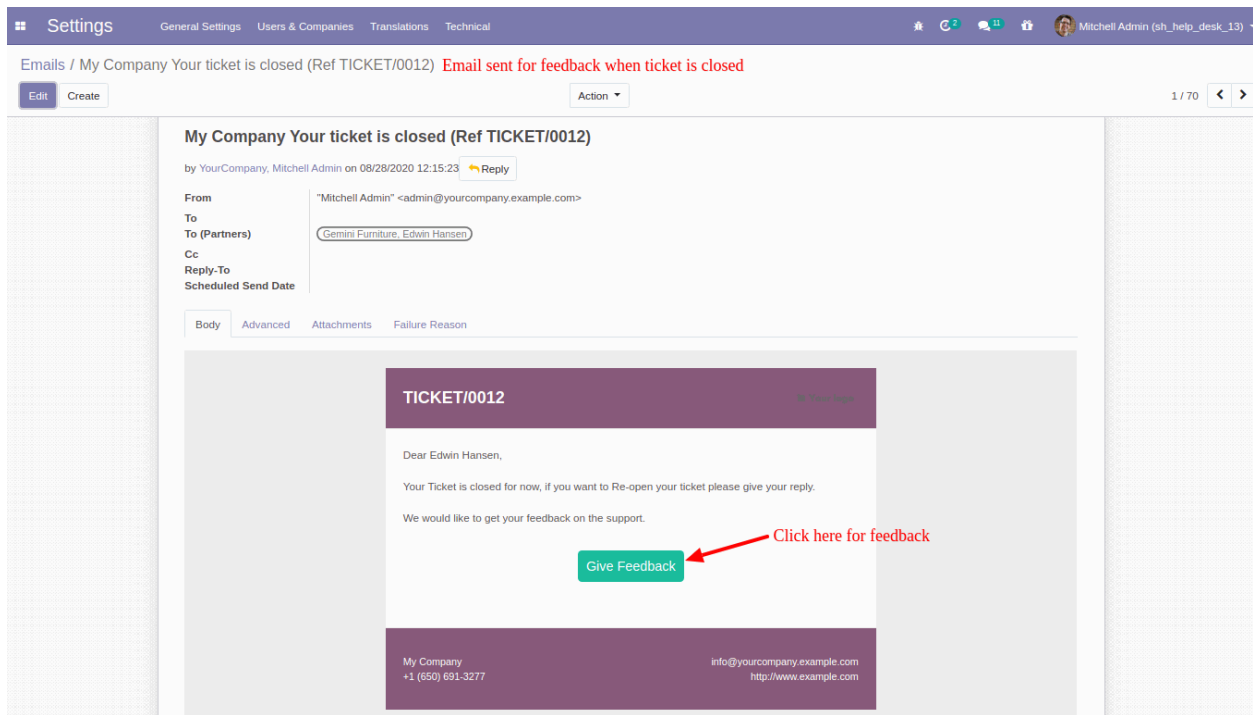
CANCEL

Berikut form Ticket Assignment lewat Whatsapp yang akan dikirim oleh operator ke Helpdesk team.



Berikut tampilan notifikasi yang masuk ke dalam Whatsapp

Ticket Close



Settings General Settings Users & Companies Translations Technical

Emails / My Company Your ticket is closed (Ref TICKET/0012) Email sent for feedback when ticket is closed

Edit Create Action

1 / 70

My Company Your ticket is closed (Ref TICKET/0012)

by YourCompany, Mitchell Admin on 08/28/2020 12:15:23 [Reply](#)

From "Mitchell Admin" <admin@yourcompany.example.com>
To (Partners) Gemin Furniture, Edwin Hansen
Cc
Reply-To
Scheduled Send Date

Body Advanced Attachments Failure Reason

TICKET/0012 [Go back to ticket](#)

Dear Edwin Hansen,

Your Ticket is closed for now, if you want to Re-open your ticket please give your reply.

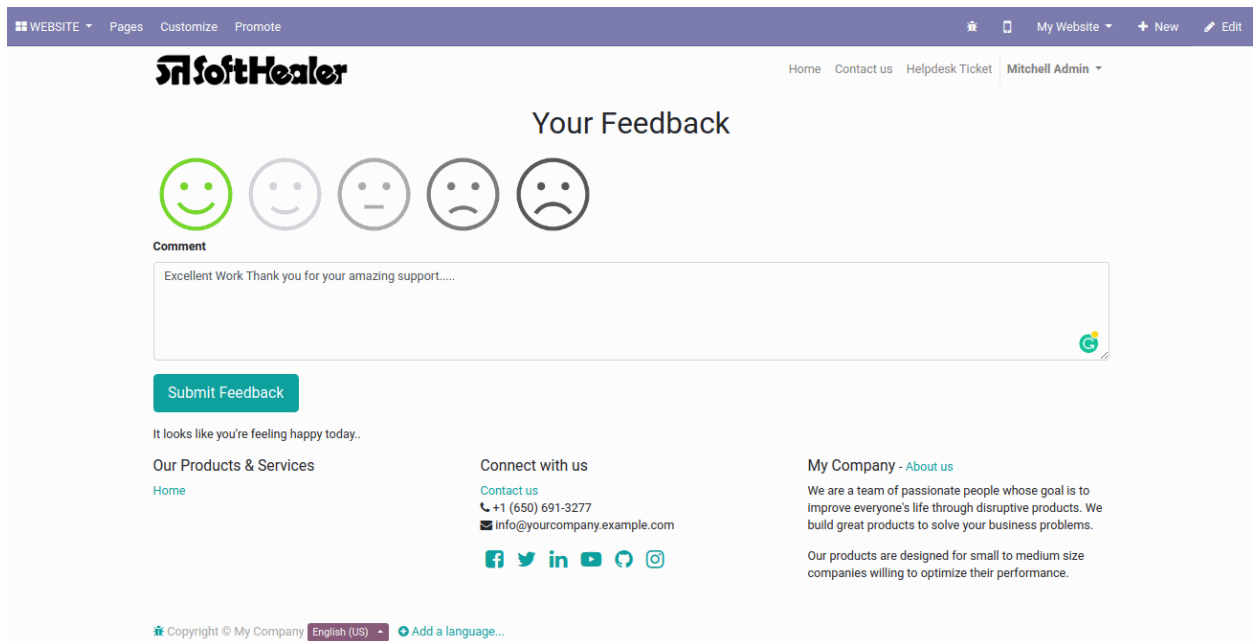
We would like to get your feedback on the support.

[Give Feedback](#) Click here for feedback

My Company
+1 (650) 691-3277

info@yourcompany.example.com
http://www.example.com

Ketika Ticket di-close maka User akan mendapatkan notifikasi email dengan feedback Link



WEBSITE Pages Customize Promote

My Website + New Edit

Home Contact us Helpdesk Ticket Mitchell Admin

SoftHealer

Your Feedback

Comment

Excellent Work Thank you for your amazing support.....

[Submit Feedback](#)

It looks like you're feeling happy today..

Our Products & Services
Home

Connect with us
Contact us
+1 (650) 691-3277
info@yourcompany.example.com

My Company - About us
We are a team of passionate people whose goal is to improve everyone's life through disruptive products. We build great products to solve your business problems.
Our products are designed for small to medium size companies willing to optimize their performance.

Copyright © My Company English (US) Add a language...

Setelah meng-klik link tersebut, user akan memberikan feedback dengan tulisan

Helpdesk Ticket Dashboard Tickets Configuration Mitchell Admin (sh_help_desk_13)

Helpdesk Tickets / TICKET/0012

Edit Create Print Action 1 / 1

Reply Re-Open Ticket Preview New In Progress Cancelled Done Closed Reopened

TICKET/0012

Replied Status	Staff Replied	Create Date	08/28/2020 11:57:33
Ticket Type	Technical	Last Update Date	08/28/2020 12:19:54
Team	Technical	Partner	Gemini Furniture, Edwin Hansen
Team Head	Marc Demo	Person Name	Edwin Hansen
Assigned User	Carl Benz	Email	edwin.hansen58@example.com
Ticket Subject Type	Setup	Replied Date	08/28/2020 12:07:03
Category	Category Two		
Sub Category	Sub Cate A		
Tags	Tag 3 Tag 5		
Priority	Very High		

Feedback and rating from customer feedback form.

Description Attachments **Customer Rating** Other Information

Customer Rating ★★★★★

Customer Comment Excellent Work Thank you for your amazing support.....

Send message Log note 0 Following 2

Feedback dari User akan muncul di Tab Customer rating

Helpdesk Ticket Dashboard Tickets Configuration Mitchell Admin (sh_help_desk_13)

Helpdesk Tickets / TICKET/0012

Edit Create Print Action 1 / 1

Reply Re-Open Ticket Preview New In Progress Cancelled Done Closed Reopened

TICKET/0012

Replied Status	Staff Replied	Create Date	08/28/2020 11:57:33
Ticket Type	Technical	Last Update Date	08/28/2020 12:23:33
Team	Technical	Partner	Gemini Furniture, Edwin Hansen
Team Head	Marc Demo	Person Name	Edwin Hansen
Assigned User	Carl Benz	Email	edwin.hansen58@example.com
Ticket Subject Type	Setup	Replied Date	08/28/2020 12:07:03
Category	Category Two		
Sub Category	Sub Cate A		
Tags	Tag 3 Tag 5		
Priority	Very High		

Description Attachments Customer Rating **Other Information** Close information filled when a ticket is closing.

Ticket Closed Information

Close Date	08/28/2020 12:15:23
Closed By	Mitchell Admin
Closed Comment	All Ok

Ticket Cancelled Information

Cancelled Date	
Cancelled By	
Cancel Reason	

Informasi Close Ticket akan muncul di tab Other Information

Helpdesk

Ticket Dashboard
Tickets
Configuration

Helpdesk Tickets / TICKET/0012

EditCreate

Print

Action

12 / 12

Send message

Log note

Chat with customer from chatter

0

Following

2

Today

Note by YourCompany, Mitchell Admin - now

- Stage: Done → Closed
- Close Date: August 28, 2020 12:15 PM
- Closed By: Mitchell Admin

YourCompany, Mitchell Admin - now

YourCompany, Mitchell Admin - a minute ago

Note by YourCompany, Mitchell Admin - a minute ago

- Stage: In Progress → Done

Note by YourCompany, Mitchell Admin - a minute ago

- Stage: New → In Progress

YourCompany, Mitchell Admin - a minute ago

Your ticket under progress please wait for couple of day thank you....

YourCompany, Mitchell Admin - 2 minutes ago

Note by YourCompany, Mitchell Admin - 9 minutes ago

- Replied Status: Customer Replied → Staff Replied
- Replied Date: August 28, 2020 12:07 PM

YourCompany, Mitchell Admin - 15 minutes ago

YourCompany, Mitchell Admin - 15 minutes ago

Note by YourCompany, Mitchell Admin - 15 minutes ago

Chat dengan User dalam Fitur Chatter

Helpdesk SLA Policies

Helpdesk Teams / Service Desk / SLA Policies

CREATE 

Search...

Filters Group By Favorites

1-5 / 5 < >  

☐ Name	Helpdesk Team	Minimum Priority	Type	Reach Stage	In
☐ SLA - 3 Jam resolved	Service Desk	★★★	Core Application	Solved	03:00
☐ SLA 1 Day Resolved	Service Desk	★★☆	Non Core & Mobile Application	Solved	12:00
☐ SLA 2 Day Resolved	Service Desk	★★☆	Corporate Application	Solved	16:00
☐ SLA 3 Day Resolved	Service Desk	★☆☆	End User Touch Point	Solved	36:00
☐ SLA 5 Day Resolved	Service Desk	★★☆	Non Core & Mobile Application	Solved	120:00

Dalam SLA kita dapat menentukan target menyelesaikan masalah sesuai dengan prioritasnya.

Helpdesk Escalation

 Schedule Activity 

Activity Type Escalate Due Date 02/19/2023

Summary e.g. Discuss proposal Assigned to Mohamad Taufik 

Mohon dibantu untuk instalasi Visio

SCHEDULE MARK AS DONE DONE & SCHEDULE NEXT DISCARD

Tickets  Search...

Filters Favorites

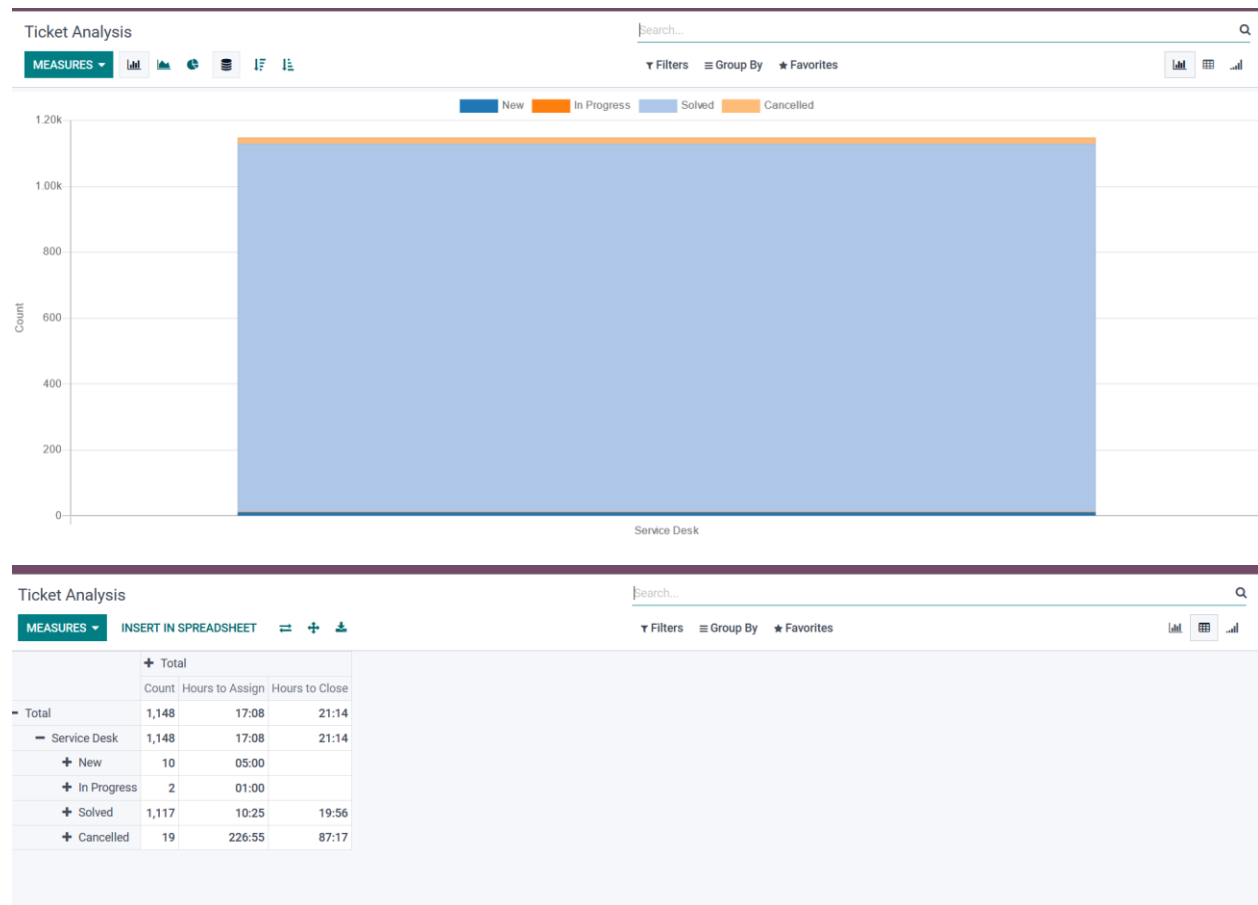
	Email	Call	Meeting	Handle Ticket	Higher Level Approval	Approval	Escalate	To Do	Upload Document
 VISIO #2,804 ahmad.normansyah@gmt.id				+			 1 Feb 19		

+ Schedule activity

Dalam Helpdesk ini kita dapat melakukan eskalasi ke user lain atau ke atasan

Helpdesk Reporting

Ticket Analysis



Dalam Report tiket analysis ini kita dapat menetapkan ukuran berbeda untuk analisis tiket. Pengukurannya antara lain Color Index, Rating, Waktu untuk meng close tiket, waktu untuk pertama kali assignment.

SLA Status Analysis

SLA Status Analysis

Search...

MEASURES

INSERT IN SPREADSHEET

Filters Group By Favorites

	+ Total													
	+ January 2022		+ February 2022		+ March 2022		+ April 2022		+ May 2022		+ June 2022		+ July 2022	
	Ticket Failed	SLA Status Failed	Ticket Failed	SLA Status Failed	Ticket Failed	SLA Status Failed	Ticket Failed	SLA Status Failed	Ticket Failed	SLA Status Failed	Ticket Failed	SLA Status Failed	Ticket Failed	SLA Status Failed
- Total	☒	☒	☐	☐	☒	☐	☒	☐	☒	☐	☒	☐	☒	☐
- Service Desk	☒	☒	☐	☐	☒	☐	☒	☐	☒	☐	☒	☐	☒	☐
+ Administrator	☐	☒	☐	☐	☒	☐	☒	☐	☒	☐	☒	☐	☒	☐
+ Andhika Julianto	☐	☒	☐	☐	☒	☐	☒	☐	☒	☐	☒	☐	☒	☐
+ Aris Permana	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
+ Faninda	☒	☒	☐	☐	☒	☐	☒	☐	☐	☐	☒	☐	☒	☐
+ Henry Darmawan	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
+ Mohamad Taufik	☒	☒	☐	☐	☒	☐	☒	☐	☒	☐	☒	☐	☒	☐
+ Supriadi	☒	☒	☐	☐	☒	☐	☒	☐	☒	☐	☒	☐	☒	☐
+ Syaripuddin	☐	☒	☐	☐	☒	☐	☒	☐	☒	☐	☐	☐	☒	☐
+ Victor Firman	☐	☒	☐	☐	☒	☐	☒	☐	☒	☐	☒	☐	☒	☐
+ Yahdi Isnano	☒	☒	☐	☐	☒	☐	☒	☐	☐	☐	☒	☐	☒	☐
+ Yayat Soepriyatna	☐	☒	☐	☐	☒	☐	☒	☐	☒	☐	☒	☐	☒	☐

Dalam Report SLA Status Analysis ini dapat membantu pengguna untuk menganalisis SLA, report ini dapat juga dianalisis dalam bentuk format spreadsheet. Tiket yang gagal atau status gagal SLA dapat dilihat untuk setiap tim helpdesk.

Ticket Dashboard

Search...

Filters Group By Favorites

1-1 / 1

Team Leader

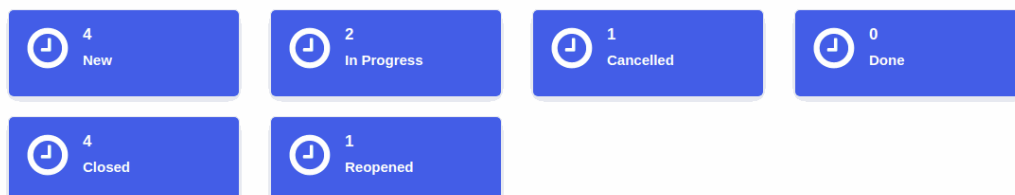
Team

Assign User

Custom

25/08/2020

28/08/2020



Stage : New					
Ticket No	Customer Name	Create Date	Last Update Date	Assign User	Action
TICKET/0002	Brandon Freeman	2020-08-27 09:42:07.048299	2020-08-28 05:48:24.474950	Joel Willis	
TICKET/0004	Nikhil Kothari	2020-08-27 10:02:19.362799	2020-08-28 05:48:24.474950	Joel Willis	
TICKET/0005	Kishan Ghelani	2020-08-27 10:02:53.361184	2020-08-28 05:48:24.474950	Carlos Braithwait	
TICKET/0012	Edwin Hansen	2020-08-28 06:27:33.593458	2020-08-28 06:27:33.593458	Carl Benz	

Stage : In Progress					
Ticket No	Customer Name	Create Date	Last Update Date	Assign User	Action
TICKET/0001		2020-08-27 09:09:52.520029	2020-08-28 05:48:24.474950	Carl Benz	
TICKET/0007	Khilan shah	2020-08-27 10:18:49.038853	2020-08-28 05:48:24.474950	Marc Demo	

Stage : Cancelled					
Ticket No	Customer Name	Create Date	Last Update Date	Assign User	Action
TICKET/0010	Azure Interior	2020-08-28 06:08:29.208078	2020-08-28 06:08:51.631705	Marc Demo	

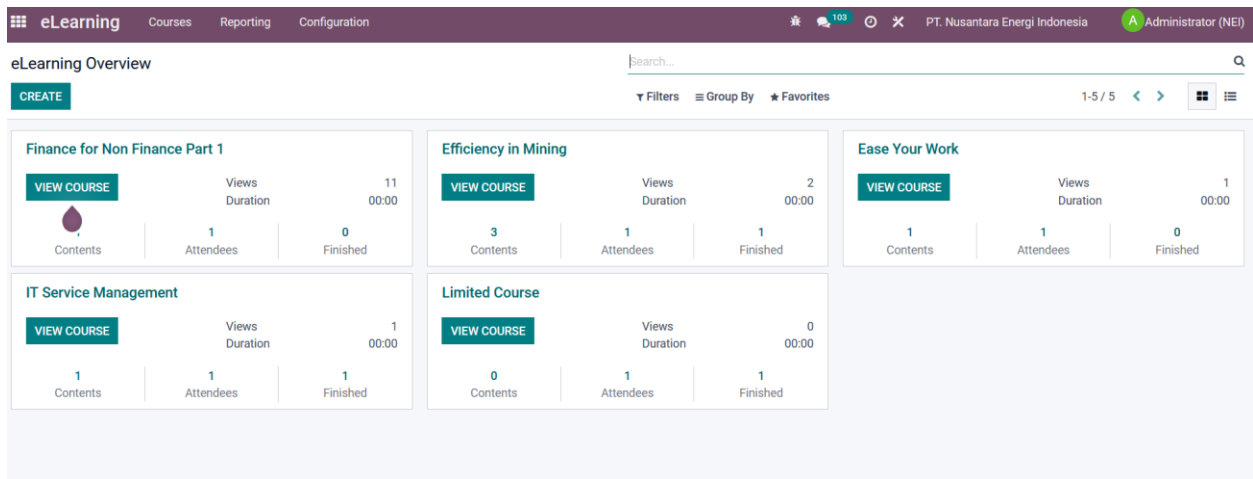
Stage : Done					
Ticket No	Customer Name	Create Date	Last Update Date	Assign User	Action
Data not available.					

Stage : Closed					
Ticket No	Customer Name	Create Date	Last Update Date	Assign User	Action
TICKET/0003	Hardik Solanki	2020-08-27 09:50:27.924655	2020-08-28 05:48:24.474950	Carl Benz	
TICKET/0006	Bhavin Solanki	2020-08-27 10:18:14.378784	2020-08-28 05:48:24.474950	Marc Demo	
TICKET/0008	Michelle Knight	2020-08-27 10:19:42.120405	2020-08-28 05:48:24.474950	Carl Benz	
TICKET/0009	Portal One	2020-08-27 12:55:22.231175	2020-08-28 06:07:00.764264	Carl Benz	

Stage : Reopened					
Ticket No	Customer Name	Create Date	Last Update Date	Assign User	Action
TICKET/0011	Nicole Ford	2020-08-28 06:12:14.787602	2020-08-28 06:12:49.122688	Carlos Braithwait	

'Ticket Dashboard' untuk Helpdesk Team Leader. Dimana Team Leader dapat melihat data Timnya dan filter dengan berbagai jenis parameter, kemudian bisa dilihat dengan format table yang rapi.

E-Learning

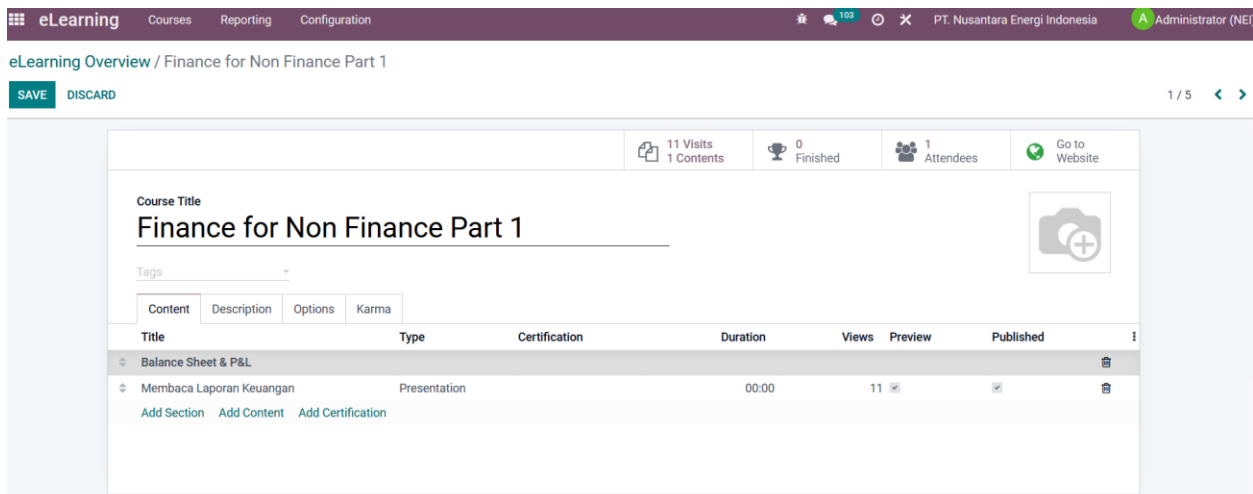


The dashboard shows a grid of course cards. Each card includes a 'VIEW COURSE' button, a 'Contents' count, and statistics for 'Attendees' and 'Finished' status. The courses listed are:

- Finance for Non Finance Part 1**: 11 Views, 00:00 Duration, 1 Content, 1 Attendee, 0 Finished.
- Efficiency in Mining**: 2 Views, 00:00 Duration, 3 Contents, 1 Attendee, 1 Finished.
- Ease Your Work**: 1 View, 00:00 Duration, 1 Content, 1 Attendee, 0 Finished.
- IT Service Management**: 1 View, 00:00 Duration, 1 Content, 1 Attendee, 1 Finished.
- Limited Course**: 0 Views, 00:00 Duration, 0 Contents, 1 Attendee, 1 Finished.

Berikut tampilan dashboard e-learning (Knowledge Sharing) yang berisi materi-materi yang akan di-sharing

E-learning Form



The form displays the course details for 'Finance for Non Finance Part 1'. It includes a table for the course content and a sidebar with statistics.

Course Title: Finance for Non Finance Part 1

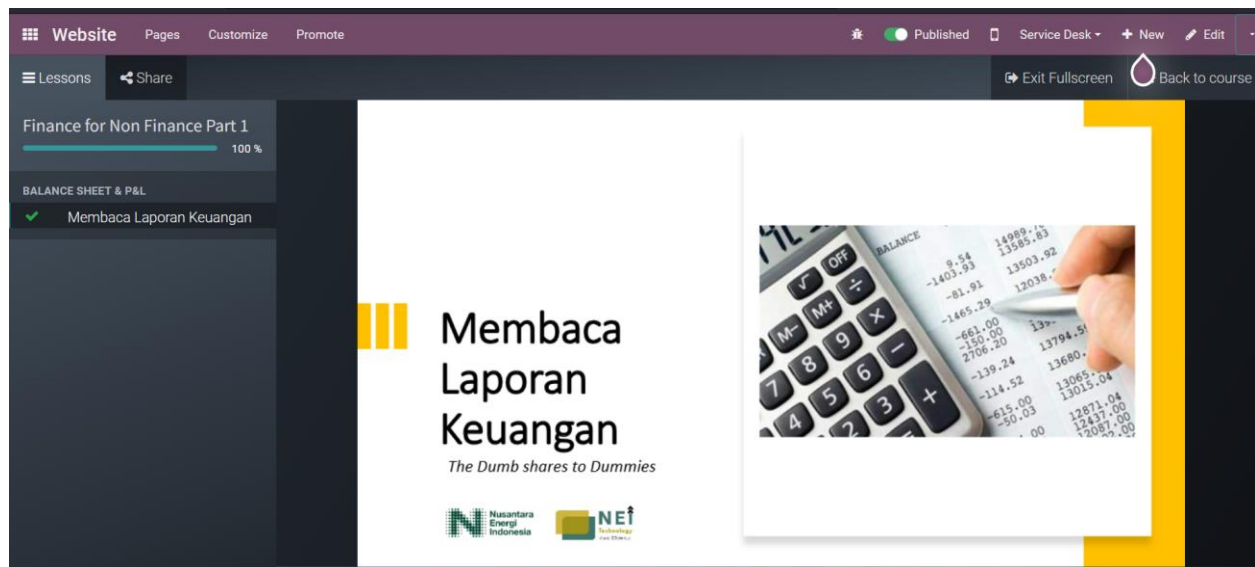
Tags: Content, Description, Options, Karma

Title	Type	Certification	Duration	Views	Preview	Published
Balance Sheet & P&L						
Membaca Laporan Keuangan	Presentation		00:00	11	☒	☒

[Add Section](#) [Add Content](#) [Add Certification](#)

Statistics: 11 Visits, 1 Contents, 0 Finished, 1 Attendees. [Go to Website](#)

Berikut form e-learning yang berisi content-content yang akan di-publish.



Website Pages Customize Promote Published Service Desk New Edit

Lessons Share Exit Fullscreen Back to course

Finance for Non Finance Part 1 100 %

BALANCE SHEET & P&L

✓ Membaca Laporan Keuangan

Membaca Laporan Keuangan

The Dumb shares to Dummies

Nusantara Energi Indonesia NET Technology

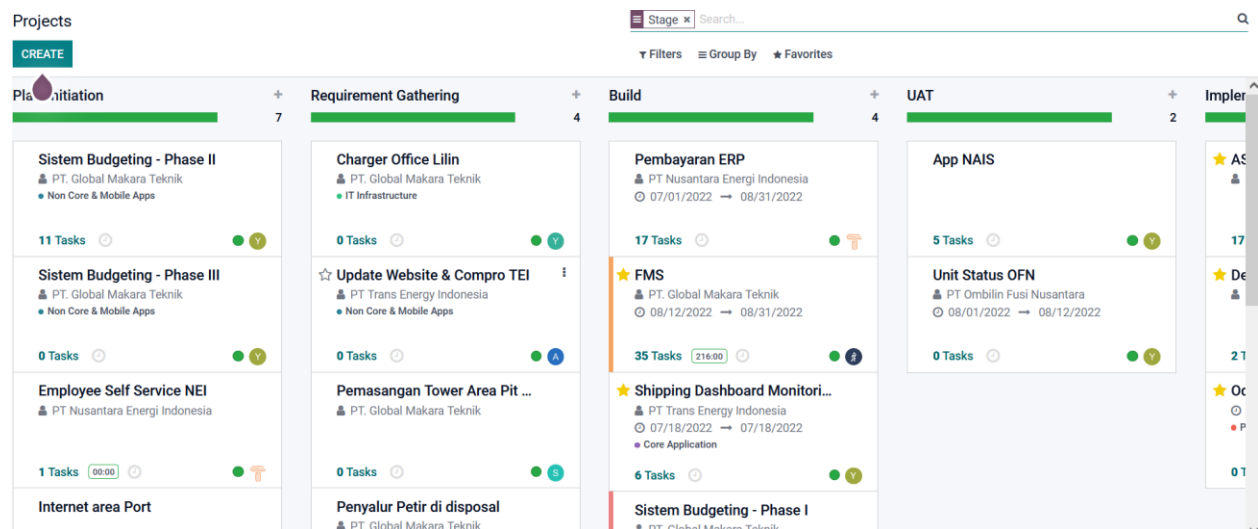
BALANCE SHEET & P&L

8.54	14989.15
-1403.93	13585.83
-81.91	13503.92
-1465.29	12038.71
-661.00	13794.51
-150.00	13680.00
2706.20	13065.04
-139.24	13015.04
-114.52	12871.04
-615.00	12437.00
-50.03	12087.00
0.00	11737.00

Berikut contoh tampilan materi E-learning (bisa dalam tampilan power point maupun video)

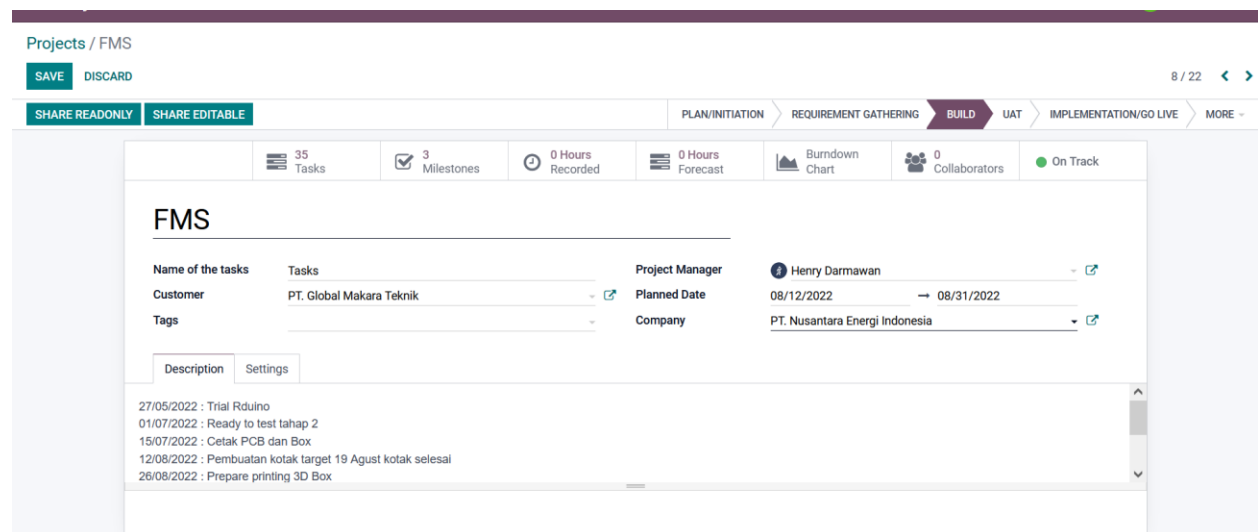
IT Project

Project Kanban View



Project dapat dilihat dalam bentuk Kanban dan dapat digrouping dan difilter sesuai kebutuhan.

Project Form View



Tampilan project dalam form yang dapat menghubungkan ke Task, Milestone, Forecast, Chart dan Collaborators.

Project Task

EDIT

CREATE

Print

Action

1 / 35

0 Hours Forecast

☆ Master Unit

Project

FMS

Assignees

Yahdi Isnano

Parent Task

Description

Timesheets

Sub-tasks

Extra Info

Customer

PT. Nusantara Energi Indonesia

Planned Date

01/25/2022 15:00:00 → 01/25/2022 23:30:00

Tags

Send message

Log note

Schedule activity

0

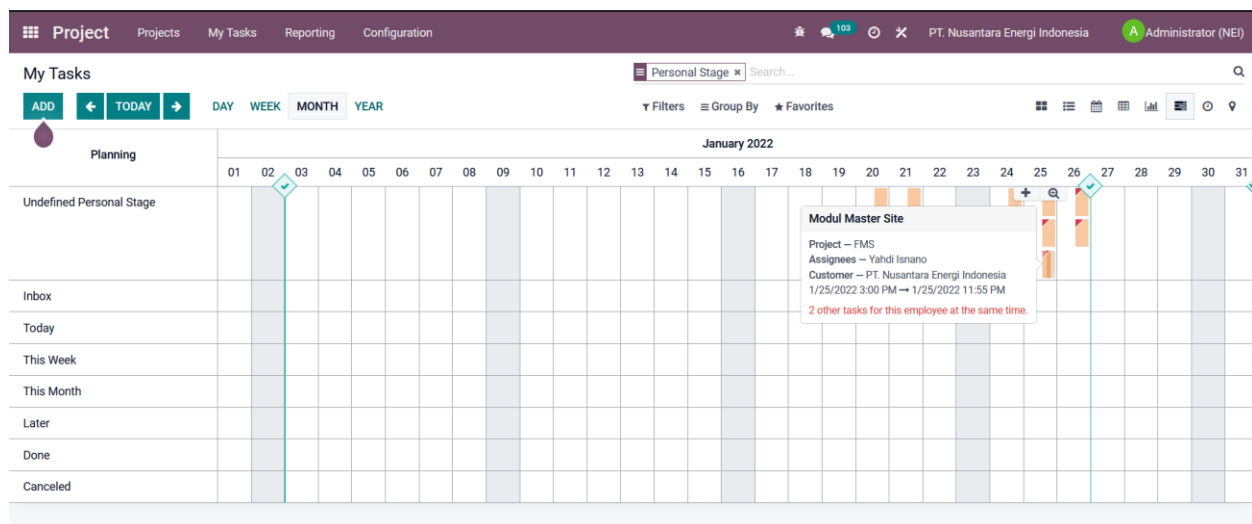
Follow

2

May 13, 2022

Tampilan Project Task yang dapat menghubungkan ke timesheet dan sub task.

Gantt Chart Task



Task juga dapat ditampilkan dalam bentuk Gantt Chart (yang dapat dilihat dalam group Year, Month,Week, Day)

Project Updates

Projects / Project Updates

CREATE

Search...

Filters

Favorites

1-17 / 17

Dashboard Panel 2 Faninda	On Track	50% Progress	02/02/2022 Date	35 Tasks	0 Hours Recorded
Dashboard Panel 1 Faninda	On Track	50% Progress	02/02/2022 Date	0 Hours Forecast	Burndown Chart
Unit Release Faninda	On Track	70% Progress	01/31/2022 Date	0 Collaborators	
Dashboard Index Faninda	On Track	50% Progress	01/31/2022 Date		
Unit Status Monitoring Faninda	At Risk	50% Progress	01/28/2022 Date		
Man Power Monitoring Faninda	On Track	80% Progress	01/28/2022 Date		
Ritase Faninda	At Risk	30% Progress	01/27/2022 Date		
Fleet Board Monitoring Faninda	On Track	80% Progress	01/27/2022 Date		
Master Config Faninda	On Track	100% Progress	01/26/2022 Date		

Milestones

Add Milestone

Report Page

01/02/2022

Master Page

01/26/2022

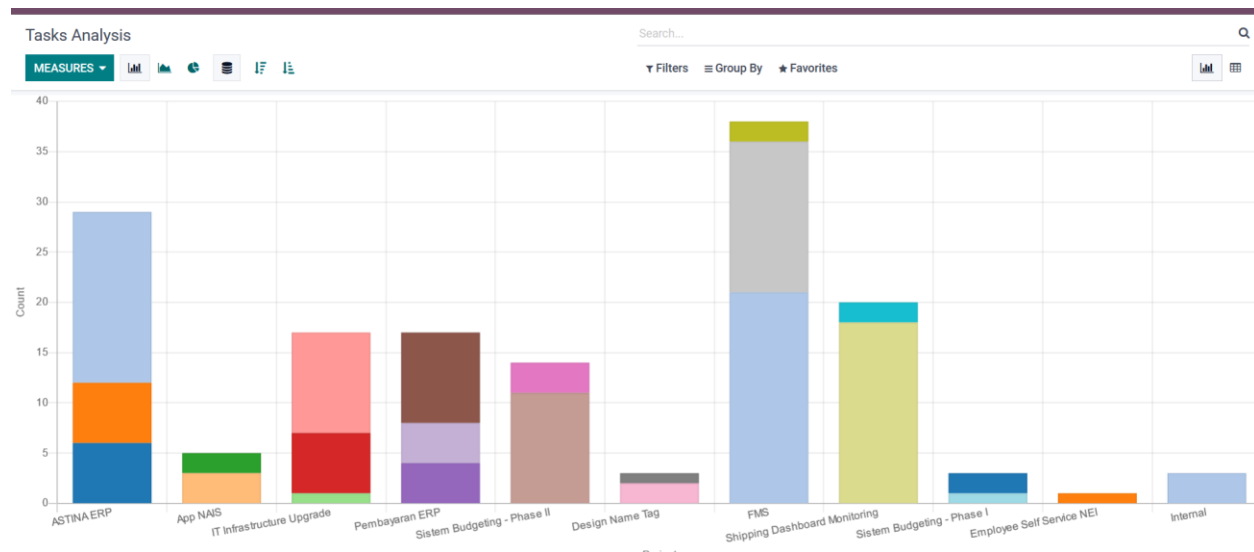
Transition Page

01/31/2022

Dalam tampilan ini kita dapat melihat progress pekerjaan beserta milestone nya.

Project Reporting

Task Analysis



Tasks Analysis

MEASURES

INSERT IN SPREADSHEET

Search...

Filters

Group By

Favorites

	+ Total			
	Count	Planned Hours	Effective Hours	Remaining Hours
— Total	150	234:00	18:00	216:00
— ASTINA ERP	29	00:00	00:00	00:00
— Administrator	1	00:00	00:00	00:00
+ Done	1	00:00	00:00	00:00
— Faninda	5	00:00	00:00	00:00
+ Done	5	00:00	00:00	00:00
— Mohamad Taufik	23	00:00	00:00	00:00
+ New	6	00:00	00:00	00:00
+ In Progress	6	00:00	00:00	00:00
+ Done	11	00:00	00:00	00:00
— Syaripuddin	1	00:00	00:00	00:00
+ New	1	00:00	00:00	00:00
+ App NAIS	5	00:00	00:00	00:00
+ IT Infrastructure Upgrade	17	00:00	00:00	00:00
+ Damihavaran FDD	17	00:00	00:00	00:00

Tampilan Task Analysis dapat dibuat dalam bentuk grafik maupun spreadsheet. Dan dapat filter dan grouping sesuai kebutuhan.