

Data: 26.06.2019

Către: S.A. „Moldtelecom”

DECLARAȚIE DE DEȚINERE A SISTEMULUI DE ÎNREGISTRARE A APELURILOR DE MENTENANȚĂ

Prin prezenta, compania **BASS Systems SRL**, cod fiscal 1008600013575, având sediul în str. Calea Ieșilor 8, MD-2069 Chișinău, Republica Moldova, în calitate de participant în cadrul licitației pentru achiziționarea Serviciilor de mentenanță tehnică și software a sistemelor ”Rînd Electronic”, **confirmă pe propria răspundere că dispune de un Serviciul Suport Client (SSC).**

Aplicația HelpDesk utilizată de SSC – OTRS

Link pentru utilizatori: <http://servicedesk.bass.md/otrs/customer.pl?>

Link pentru agenți/personal antrenat în soluționarea solicitărilor: <http://servicedesk.bass.md/otrs/index.pl?>

Solicitările de suport pot fi expediate către Serviciul Suport Client:

- din cabinetul propriu din aplicație
- printr-un mesaj expediat pe adresa servicedesk@bass.md
- Apel telefonic la nr. +373 837959 (24/7)

Screen (agent)

The screenshot displays the OTRS 5.0 agent interface. At the top, the browser address bar shows the URL: `servicedesk.bass.md/otrs/index.pl?Action=AgentTicketZoom;TicketID=33543`. The navigation menu includes Dashboard, Customers, and Tickets. The main content area shows the ticket details for **Ticket#2019050304000587 — Verificarea a.2019 reg. S28**. Below the ticket title, there is a navigation bar with options like Back, Print, Priority, and Decision. The **Article Overview** section contains a table with 2 articles:

NO.	TYPE	FROM	SUBJECT	CREATED
2	system – email-notification-ext	OTRS Postmaster	Notificare ticket nou! (Verificar...	05/03/2019 16:50
1	customer – email-external	Larisa Solomon	Verificarea a.2019 reg. S28	05/03/2019 16:50 (1)

The selected article (Article #2) is titled "Notificare ticket nou! (Verificarea a.2019 [...])" and was created on 05/03/2019 16:50. The email header shows it was sent from OTRS Postmaster to `larisa.solomon@cnam.gov.md` with the subject "Notificare ticket nou! (Verificarea a.2019 [...])". A note below the header states: "To open links in the following article, you might need to press Ctrl or Cmd or Shift key while clicking the link (depending on your browser and OS)." A link is provided: [\[Ticket#2019050304000587\] Notificare ticket nou! \(Verificarea a.2019 \[...\]\)](#). On the right side, the **Ticket Information** panel shows: Type: Unclassified, Age: 11 d 22 h, Created: 05/03/2019 16:50, State: new, Locked: unlock, Queue: CNAM_support_queue, Priority: 3 normal, CustomerID: CNAM, Accounted time: 0, Owner: Admin OTRS. The **Customer Information** panel shows: Firstname: Larisa, Lastname: Solomon, Username: `larisa.solomon@cn[...]`, Email: `larisa.solomon@cn[...]`, Customer: Compania National[...], and **Open tickets (customer): (15)**.

Screen (utilizator)

The screenshot shows a web browser window with the URL `servicedesk.bass.md/otrs/customer.pl?Action=CustomerTicketZoom;TicketNumber=2019050304000587`. The page header includes the BASS Systems logo and navigation links for Tickets, FAQ, Preferences, and Logout Larisa Solomon. The main content area displays a ticket titled "Verificarea a.2019 reg. S28" and an email notification from "OTRS Postmaster" with the subject "Notificare ticket nou! (Verificarea a.2019 [...])". The email body contains the following text:

To open links in the following article, you might need to press Ctrl or Cmd or Shift key while clicking the link (depending on your browser and OS).

[Ticket#2019050304000587] Notificare ticket nou! (Verificarea a.2019 [...])

Buna ziua,
A fost creat un ticket nou!!!
Atentie. Pentru lucrul va rugam sa utilizati interfata web la adresa <http://servicedesk.bass.md/>. Fiecare mesaj email este considerat ca un ticket nou.

"Larisa Solomon" <larisa.solomon@cnam.gov.md> a scris::

Information

Ticket#: 2019050304000587
State: new
Priority: 3 normal
Queue: CNAM_support_queue

Cu mult respect,

Eugen Moşanu

Director Comercial

BASS Systems SRL