

Data: 26.06.2019

Către: S.A. „Moldtelecom”

DECLARAȚIE DE DEȚINERE A SISTEMULUI DE ÎNREGISTRARE A APELURILOR DE MENTENANȚĂ ȘI DESERVIRE

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 header indicates the current ticket: **Ticket#2019050304000587 — Verificarea a.2019 reg. S28**.

Below the header, there are navigation options: **Back**, **Print**, **Priority**, **Additional ITSM Fields**, **Decision**, **People**, **Communication**, **Pending**, **Close**, **Miscellaneous**, and **Queue**.

The **Article Overview - 2 Article(s)** section contains the following table:

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 – Notificare ticket nou! (Verificarea a.2019 [...])**, was created on **05/03/2019 16:50**. The email details are as follows:

- From:** OTRS Postmaster
- To:** larisa.solomon@cnam.gov.md
- Subject:** Notificare ticket nou! (Verificarea a.2019 [...])

A note below the email details 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)."

The main content area shows a link: **[Ticket#2019050304000587] Notificare ticket nou! (Verificarea a.2019 [...])**.

The right-hand sidebar provides **Ticket Information** and **Customer Information**:

- Ticket Information:** 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.
- Customer Information:** Firstname: Larisa, Lastname: Solomon, Username: larisa.solomon@cn[...], Email: larisa.solomon@cn[...], Customer: Compania National[...], **Open tickets (customer): (15)**

Screen (utilizator)

The screenshot displays 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 shows a ticket titled "Verificarea a.2019 reg. S28" with a timestamp of 11 d 22 h. Below this, an email notification is displayed from "OTRS Postmaster" with the subject "Notificare ticket nou! (Verificarea a.2019 [...])". The email body contains the following text: "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." and a signature for "Larisa Solomon" with the email address <larisa.solomon@cnam.gov.md>. A right-hand sidebar provides ticket information: Ticket#: 2019050304000587, State: new, Priority: 3 normal, and Queue: CNAM_support_queue.

Cu mult respect,

Eugen Moşanu

Director Comercial

BASS Systems SRL