



विदेश व्यापार महानिदेशालय
DIRECTORATE GENERAL OF
FOREIGN TRADE

Directorate General of Foreign Trade

User Help File

Helpdesk Module

Version 1.0

August 2020

Table of Contents

1. Introduction and Accessing DGFT Portal	3
2. Create request in DGFT Portal	3
3. View Request Status	6
4. Respond to require for more inputs	7
5. Re-Open Request.....	9
6. Submit feedback	10

1. Introduction and Accessing DGFT Portal

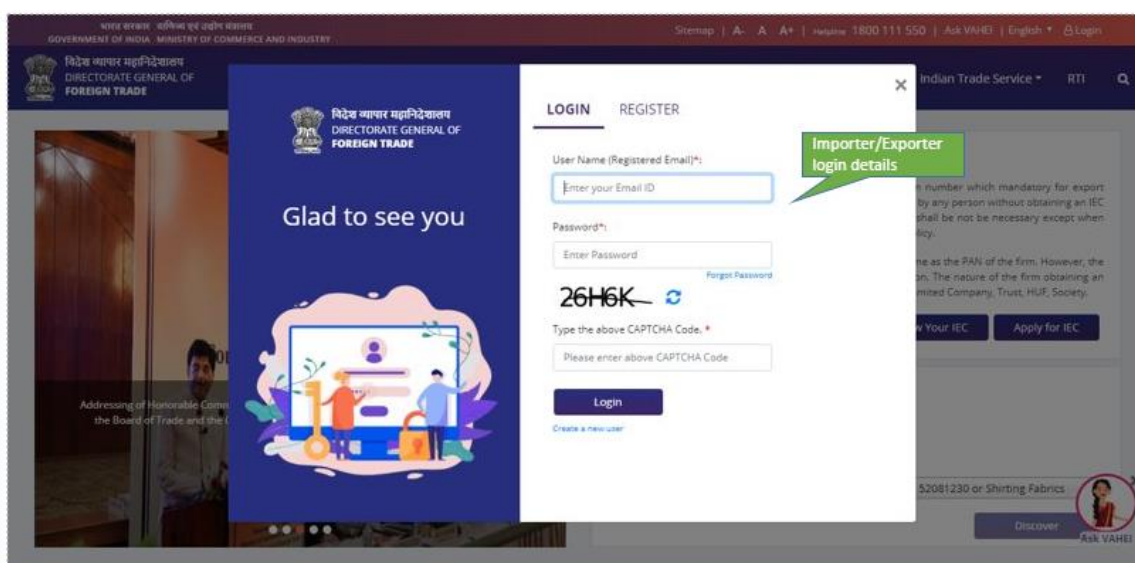
This document is the help file for logging and viewing the requests logged in the DGFT Helpdesk system. To access the new portal, navigate to <https://dgft.gov.in>

The new portal is compatible with the following browsers: Chrome 70 + / Firefox 70 + / IE 11 +

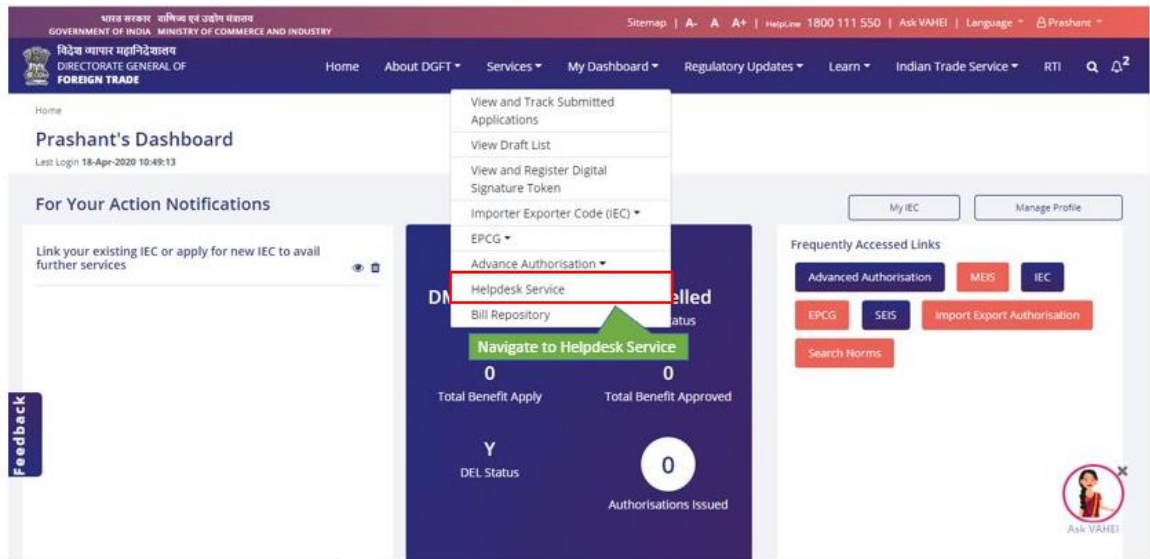
Users are advised to refer to the latest help file available under Learn > Application User Manuals in the DGFT Portal.

2. Create request in DGFT Portal

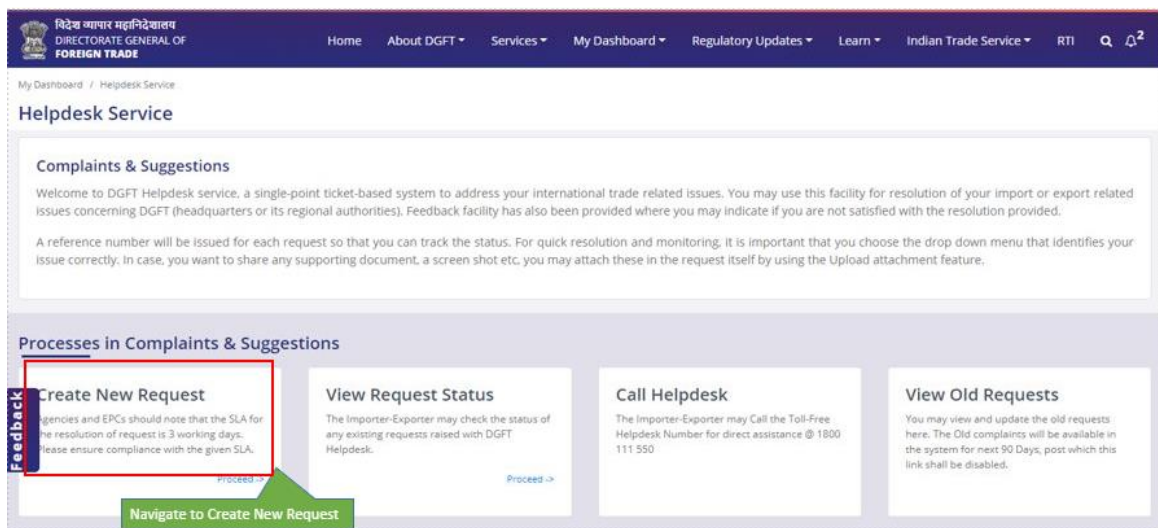
- Login into Directorate General Foreign Trade (DGFT) Portal



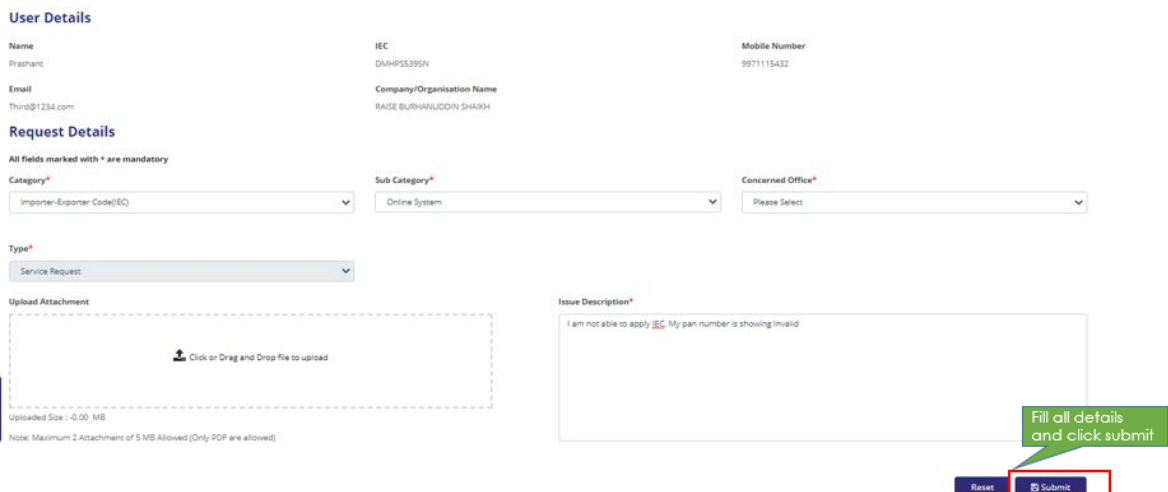
- Navigate to My Dashboard
- Select Helpdesk Service



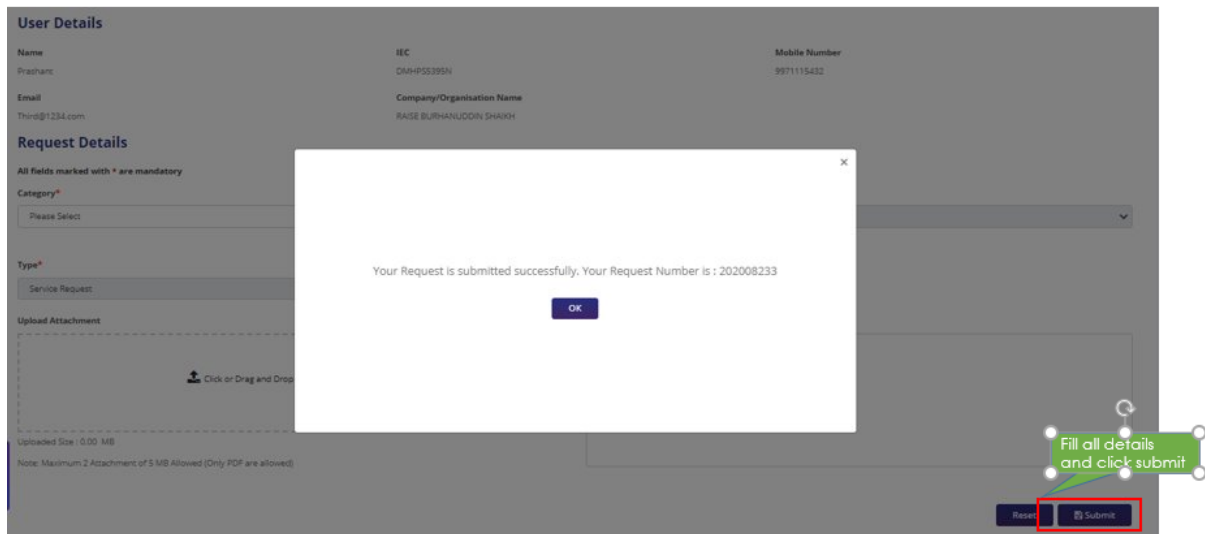
- Navigate to Create new request



- Request form will open, Fill mandatory values

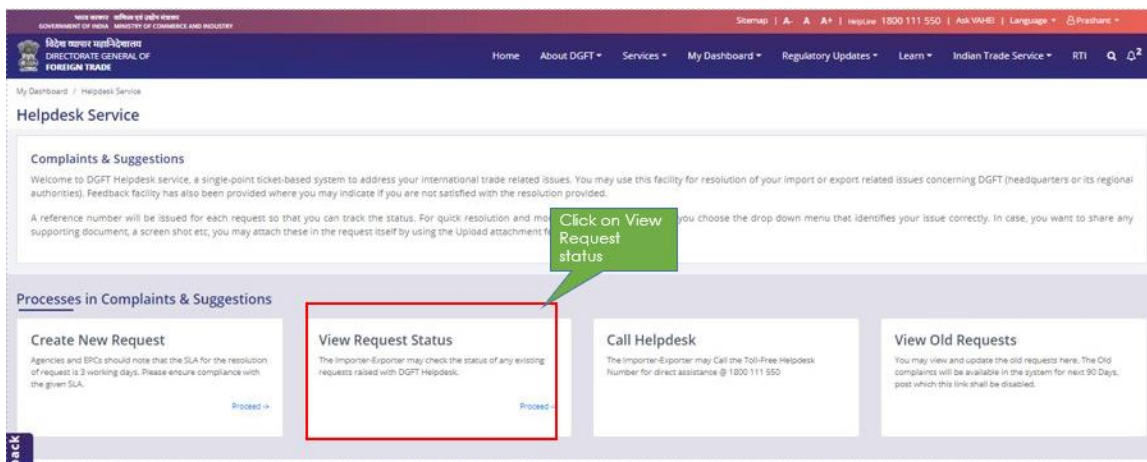


- Click on Submit Button, Upon Submission Request will be generated and Notification will be sent on SMS and Email.

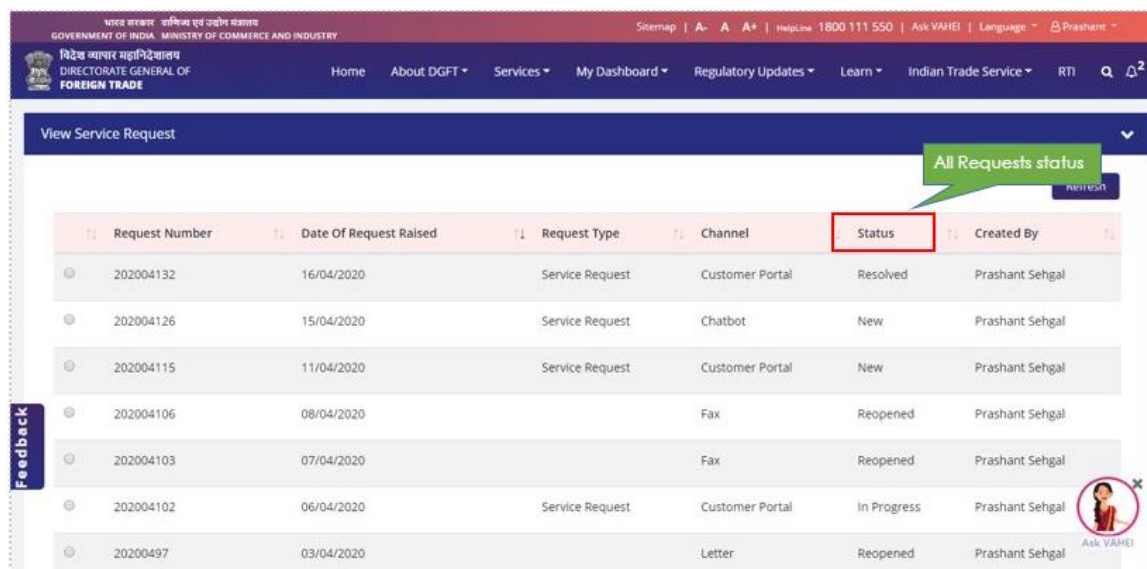


3. View Request Status

- Navigate to My Dashboard



- Select Helpdesk Service
The user will be displayed all the requests logged by the user.



4. Respond to require for more inputs

- If the helpdesk user feels lack of information given by the user to resolve a ticket, he may request for more request from the user.
- The user will receive an email "require more inputs" for the request. The user will be able to update the inputs in the DGFT Portal (In the View Request).

Navigation

- Navigate to My Dashboard
- Select Helpdesk Services
- Click on view request status
- Search the ticket with status Pending with user
- Click on Ticket & Provide additional information & submit again.

The screenshot displays the DGFT Helpdesk Portal interface. At the top, there is a table listing requests. The second row, with Request Number 20200493, is highlighted and has a red box around the 'Pending With User' status. A green callout bubble points to this status with the text 'Select the ticket which is pending with user'. Below the table, the 'Request Description' section is visible. It contains several fields: 'Concerned Office' (NA), 'Request Type' (Service Request), 'Category' (Online Systems/EDI), 'Sub Category' (NA), 'Status' (Pending With User), and 'Channel' (Chatbot). There is also an 'Issue Description' field containing 'chatbot log in backoffice'. Below this, there are sections for 'Work Logs', 'SI No.', 'Uploaded Documents', and a 'Comments' text area. A red box highlights the 'Comments' field, and a green callout bubble points to it with the text 'Enter description & click submit'. At the bottom right, there is a circular icon for 'Ask VAHE!'.

202008232	06/08/2020	Service Request	Customer Portal	Prashant Sehgal
202008233	06/08/2020	Service Request	Customer Portal	Prashant Sehgal

Status New

Showing 11 to 20 of 20 entries

Previous 1 2 Next

Request Description

Concerned Office

DGFT HQ

Request Type

Service Request

Category

Importer-Exporter Code(IEC)

Sub Category

Online System

Status

New

Channel

Customer Portal

Issue Description

I am facing problem in applying IEC, my PAN number is showing invalid.

Resolution Comments

Chatbot Logs

Work Logs

Sl No.	Uploaded Documents
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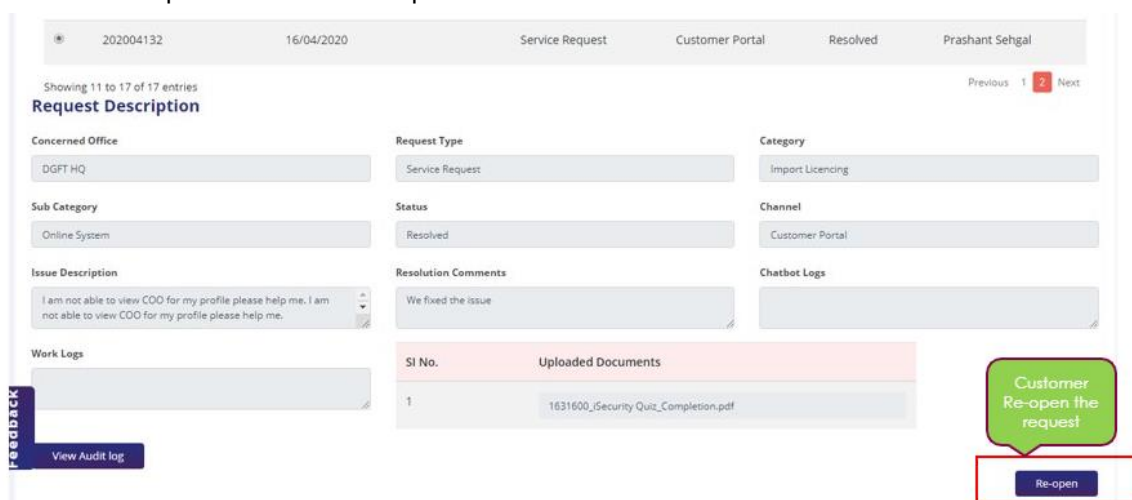
[View Audit log](#)

5. Re-Open Request

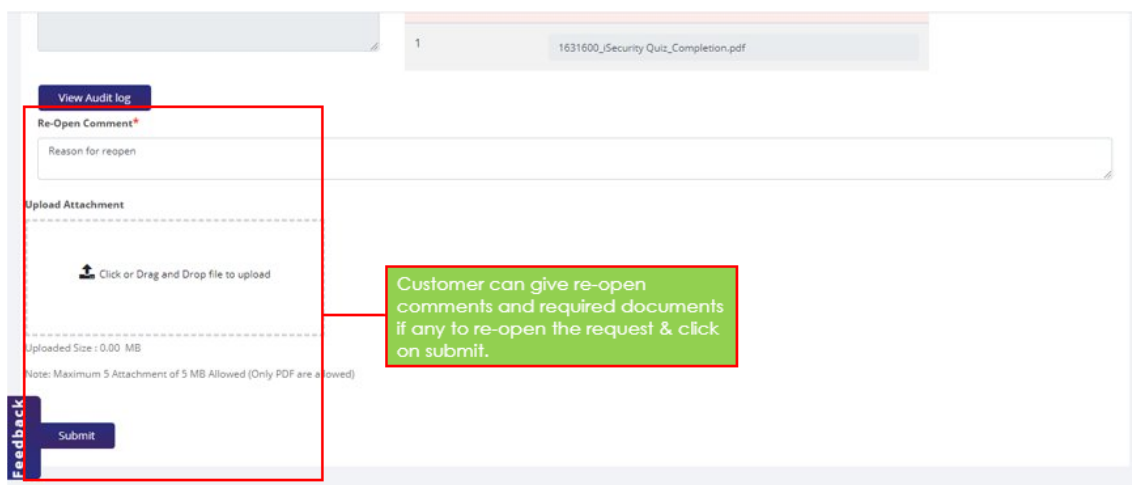
- If the user is not satisfied by the resolution provided, user can reopen the request from the DGFT portal. Note: the user will be able to Re-Open the request in 15 days of being resolved. Once the request is closed the user will not be able to Re-Open the request and log another request in the system.
- User will be notified through message and email upon the same ticket "Request Reopen".

Navigation

- Navigate to My Dashboard
- Select Helpdesk Services
- Click on view request status
- Search the ticket to re-open
- Click on Re-open & Provide description

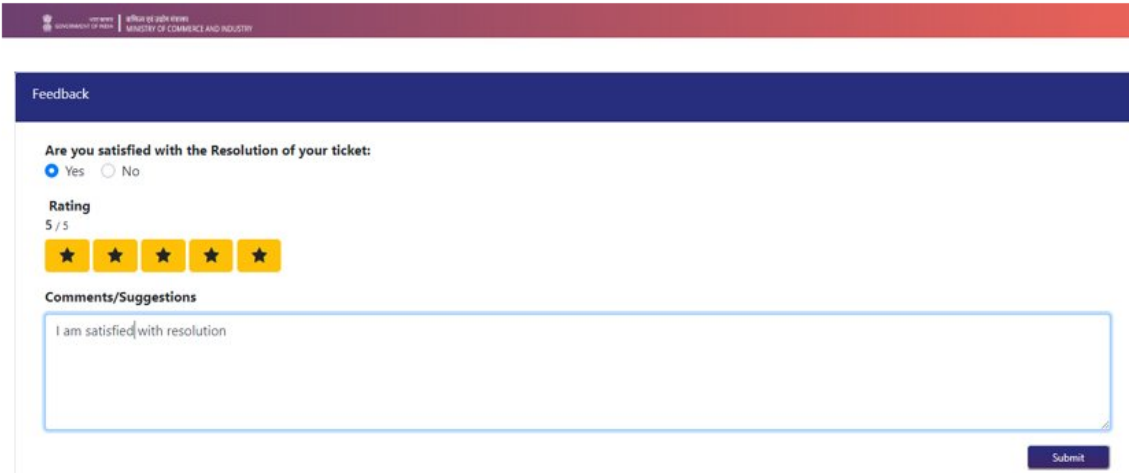


- After successful save. The status will be updated & user will get reopen notification.



6. Submit feedback

- Once request is resolved the importer/exporter will receive email & SMS with feedback link.



The screenshot shows a feedback form titled "Feedback" from the Directorate General of Foreign Trade. The form includes a satisfaction question, a 5-star rating system, and a text area for comments. The "Yes" radio button is selected, and the rating is 5/5. The text area contains the text "I am satisfied with resolution". A "Submit" button is located at the bottom right of the form.

Feedback

Are you satisfied with the Resolution of your ticket:
 Yes No

Rating
5 / 5

★ ★ ★ ★ ★

Comments/Suggestions
I am satisfied with resolution

Submit