

Home Fibre Order Management (Zendesk)

Guide for account activation, login and create ticket



REQUEST ACCESS VIA IDM

New user please raise access via IDM. URL <https://idm.maxis.com.my/>

Request Access for Self or Request Access for Other

 Request Access for Self Request for new access and or modify existing access	 View Request History See all recent and past requests you have submitted	 Review Pending Requests Approve, reject or reassign requests you have received	 Manage Delegation Manage your delegations
 Change Account Password for Self Change password for your accounts	 Change Password for Service Accounts Change password for service accounts	 Request Access for Others Request access and or modify existing access for Others	 Request Access for Others - Multi User Request access for multiple users



REQUEST ACCESS VIA IDM

1. Search “Zendesk” application in the search bar.
2. Select application.
3. Click Request New Account.

Request New Access
Select an application or role to begin

1 zendesk

1 Search results for “zendesk”

All Applications Enterprise Roles Application Collections

2 Home Fibre Order Management (Zendesk)
Ticketing system to manage request for Home Fibre order...

H Home Fibre Order Management (Zendesk)

Application Details

3 Request New Account

Description
Ticketing system to manage request for Home Fibre order related. End User: To raise ticket.



REQUEST ACCESS VIA IDM

4. In the FCM_ROLE, please select role as **End-User**.
5. Key in your business justification.
6. Click Review & Submit

The screenshot shows a form titled "FCM_ROLE" with the following elements:

- A dropdown menu labeled "Select and Confirm" with the following options: "Admin - Not Applicable", "End-User", "FOS Agent", "FOS Light Agent", and "FOS Supervisor". The "End-User" option is highlighted with a red box and a red callout number 4.
- A text input field labeled "Business Justification" with a checkmark icon to its right. A red callout number 5 points to this field.
- At the bottom of the form, there are three buttons: "Cancel Request", "Save & Add More", and "Review & Submit". The "Review & Submit" button is highlighted with a red box and a red callout number 6.



REQUEST ACCESS VIA IDM

7. Tick confirmation box
8. Click Submit to submit the access request.

Comment

Write a comment for your requests or attach documents?

Max FileSize : 10.49MB Max FileCount: 5

7 By clicking the "Submit" button on this page, I confirm that I have reviewed the access which is requested and this access is needed to perform required functions in the assigned job.

If you want to have further modifications, you can click the back button or Cancel on the top.

8

Accessing to Home Fibre Order Management (Zendesk)

Kindly Sign In Below

 I AM A DEALER

 I HAVE A MAXIS ID

Frequently Asked Questions



1. Go to url <https://fibre.maxis.com.my/>
2. Choose **I HAVE A MAXIS ID**

maxis 

Home Fibre Order Management

...

Kindly Sign In Below

 I AM A DEALER

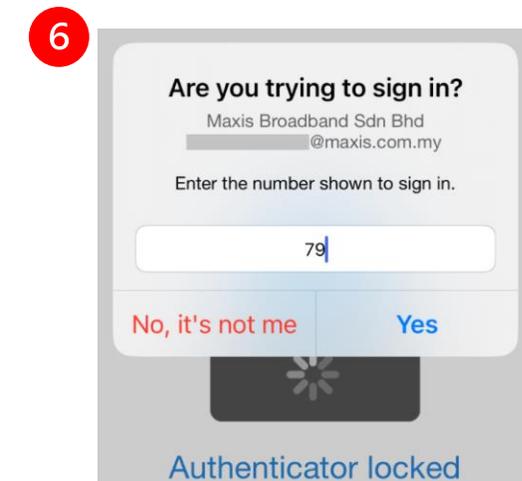
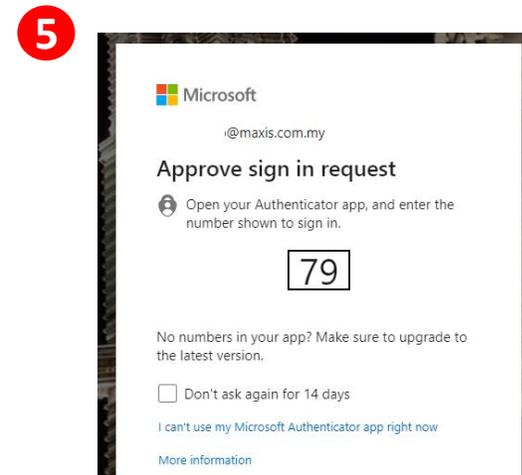
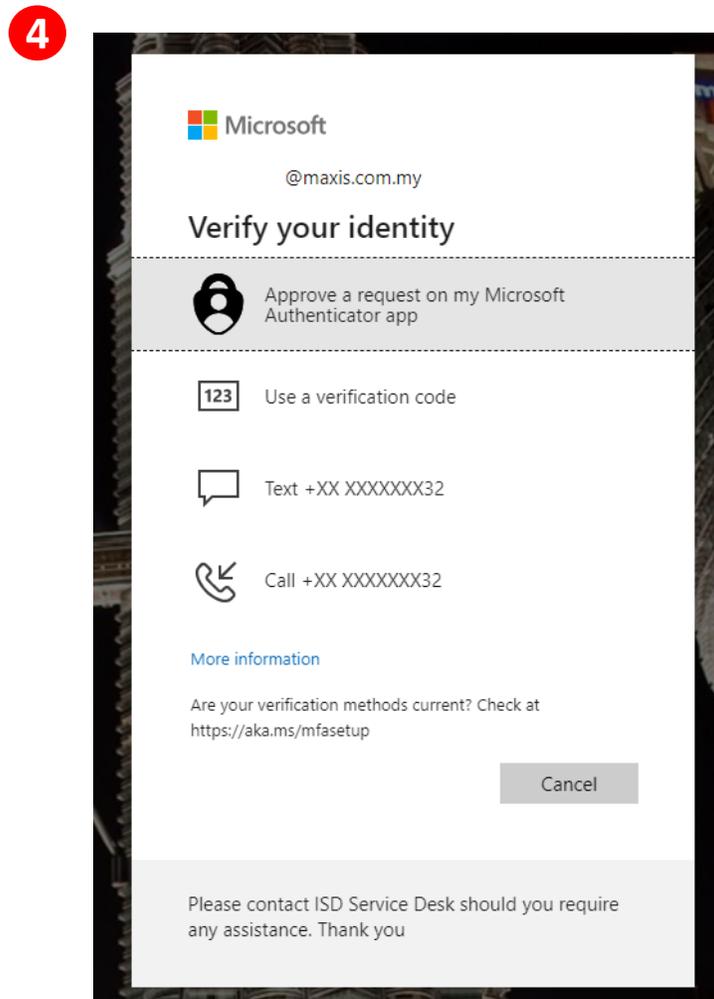
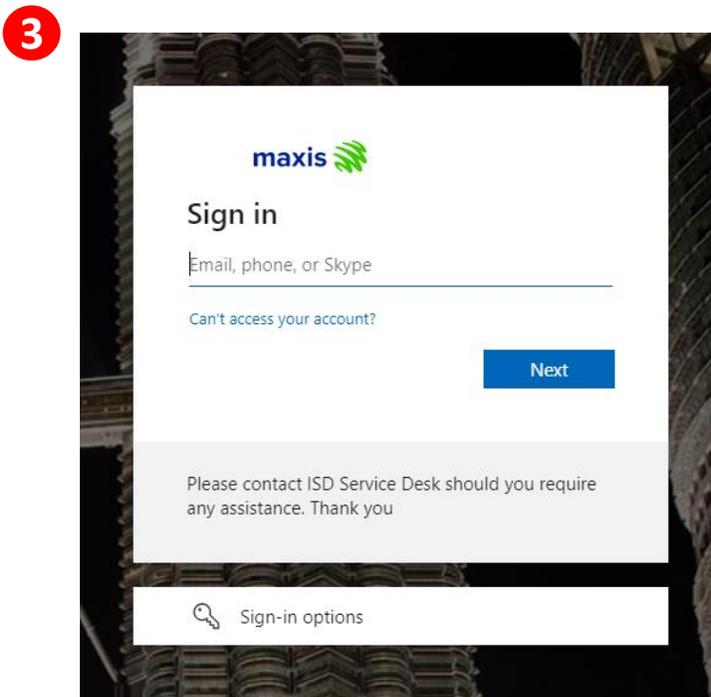
 I HAVE A MAXIS ID

Frequently Asked Questions

 Search

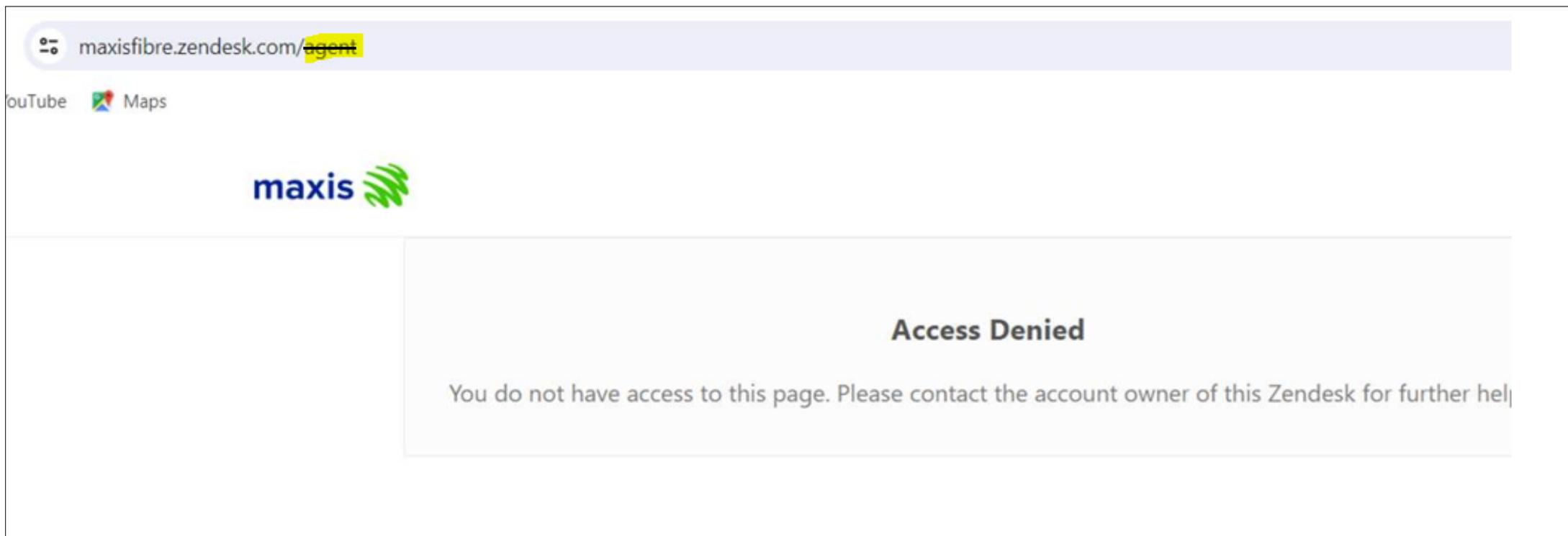


3. It will redirect you to Maxis Microsoft Azure login. Please sign in using your Maxis account and click Next
4. Verify your identity by Approving request via Authenticator app in your phone
5. Two-factor authentication number will prompt out
6. Please enter the number shown in the Authenticator app





If you hitting error message 'Access Denied', please remove **agent** in the url and retry.



7. To submit ticket request / enquiry, you may either click **1** or **2**

The screenshot shows the Maxis Home Fibre Order Management interface. At the top left is the Maxis logo. At the top right, there is a user profile for 'Abby Goh Pei Qian' and a 'Submit a request' link. A red arrow labeled '2' points to the 'Submit a request' link. In the center, the title 'Home Fibre Order Management' is displayed with three dots below it. Below the title, the text 'Have a request? Submit below' is shown. A prominent green button labeled 'Submit Your Request' is highlighted with a red arrow labeled '1'. Below this button, there is a link 'I want to check my previous orders.' and a grey button labeled 'Check My Orders'.

8. Choose your ticket type related to your enquiry and fill in order details and description.

Maxis > Submit a request

Submit a request

Ticket Type

-

Order ID

F5130898

Description

T B I | | | | |

Hi Team,

Address is unit missing, pls refer to the TNB / Lat & Long as attached.

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments (optional)

Attach Utility bill / Pic of house / Google maps here

Submit

Submit a request

Ticket Type

-

Pre Installation

DNC – Installation Related

Return Orders

T B I | | | | |

Ticket Type

Pre Installation

Subject

Check Order Status

Cancellation

Coverage/Infra Check

Dect Phone/4G Backup Dongle/Mesh WiFi

Demand List

Duplicate Order

Description

T B I | | | | |

Subject will appear in the drop-down list after selecting Ticket Type



Ticket Categorization

Ticket Type: Pre-Installation

Enquiry related to order **before** installation

Subject:

- Billing Enquiry
- Check Order Status
- Cancellation
- Cancel NGBB Slot
- Coverage Infra Check
- Demand List
- Duplicate Order
- Fibre Promo/Rebate
- Port Full
- Presale
- Relocation
- Reschedule Appointment
- Transfer Request
- Update Customer Details/Contact No/TMID
- TM Portal Issue/BTU No
- Unable To Submit Order
- VOIP Issue

Ticket Type: DNC – Installation Related

Enquiry related to order **during** the installation day

Subject:

- Check Installer Location
- Installation - Non-Standard Charges
- Installation Cabling Issue
- Internet Down After Installation (within 24 hours)
- NGBB No Postcode in Dealernet
- Order Not Completed/Pending To Close
- Order Wrongly Completed
- Request Additional NGBB Slot
- Service Request (Device Related)

Ticket Type: Return Order

Enquiry related to order **after or failed** installation

Subject:

- Building Management Issue
- Cancel Return Order
- Check Return Status
- Customer Deferment
- Installer No Show
- Infra/Port Issue
- Reschedule Returned Order
- SR Return (Service Reconfiguration)
- Wrong Address

9. To check your ticket submission – click on **Check My Orders**

Have a request? Submit below

Submit Your Request

I want to check my previous orders.

Check My Orders



F5130898 - Pre-Installation

 Abby Goh Pei Qian
a few seconds ago

Hi Team,

Address is unit missing, any update on demand list status?



**Should you need to add comment or ask for update,
please reply here..**

Requester	Abby Goh Pei Qian
Created	Today at 23:03
Last activity	Today at 23:03

Id	#186
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**This is the
ticket ID**

Status	Open
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**Ticket ID will
start with #**

Priority	Normal
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Ticket Type	Pre-Installation
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Subject	—
---------	---

Subject	Demand List
---------	-------------

Subject	—
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Others	—
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Order ID	F5130898
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10. Ticket status and its description.

Requester	Abby Goh Pei Qian
Created	Today at 23:03
Last activity	Today at 23:03
<hr/>	
Id	#186
Status	Open
Priority	Normal
Ticket Type	Pre-Installation
Subject	—
Subject	Demand List
Subject	—
Others	—
Order ID	F5130898

< Status
New
Open
On-hold
Awaiting reply
Solved
Closed

In-progress – FOS is checking on the ticket

Pending – ticket is pending for your reply or additional info/document is required

Solved – ticket is replied, or issue resolved

11. Email notification is sent for every ticket submitted

*Sample email for new ticket creation

 **Home Fibre Order Management** 6 days ago
to me ▾

Your request (80) has been received and is being reviewed by the Home Fibre Order Team.

**** THIS IS A NOTIFICATION DO NOT REPLY ****

Please visit the Home Fibre Order Portal at <https://fibre.maxis.com.my> to check your status

Don't reply via email 

Reply ticket in Zendesk only 

*Sample email for ticket updated

 **Home Fibre Order Management** Yesterday
to me ▾

Out Of Office.
Your request (162) has been received. Maxis will attend the ticket during next working hours.

**** THIS IS A NOTIFICATION DO NOT REPLY ****

Please visit the Home Fibre Order Portal at <https://fibre.maxis.com.my> to check your status

*Sample email for ticket created outside business hour

 **Home Fibre Order Management** Yesterday
to me ▾

Your request (28) has been updated.

**** THIS IS A NOTIFICATION DO NOT REPLY ****

To check directly your ticket updates click here ->
<https://fibre.maxis.com.my/hc/en-us/requests/28>

12. Viewing individual ticket, CC'd ticket and organizational ticket.

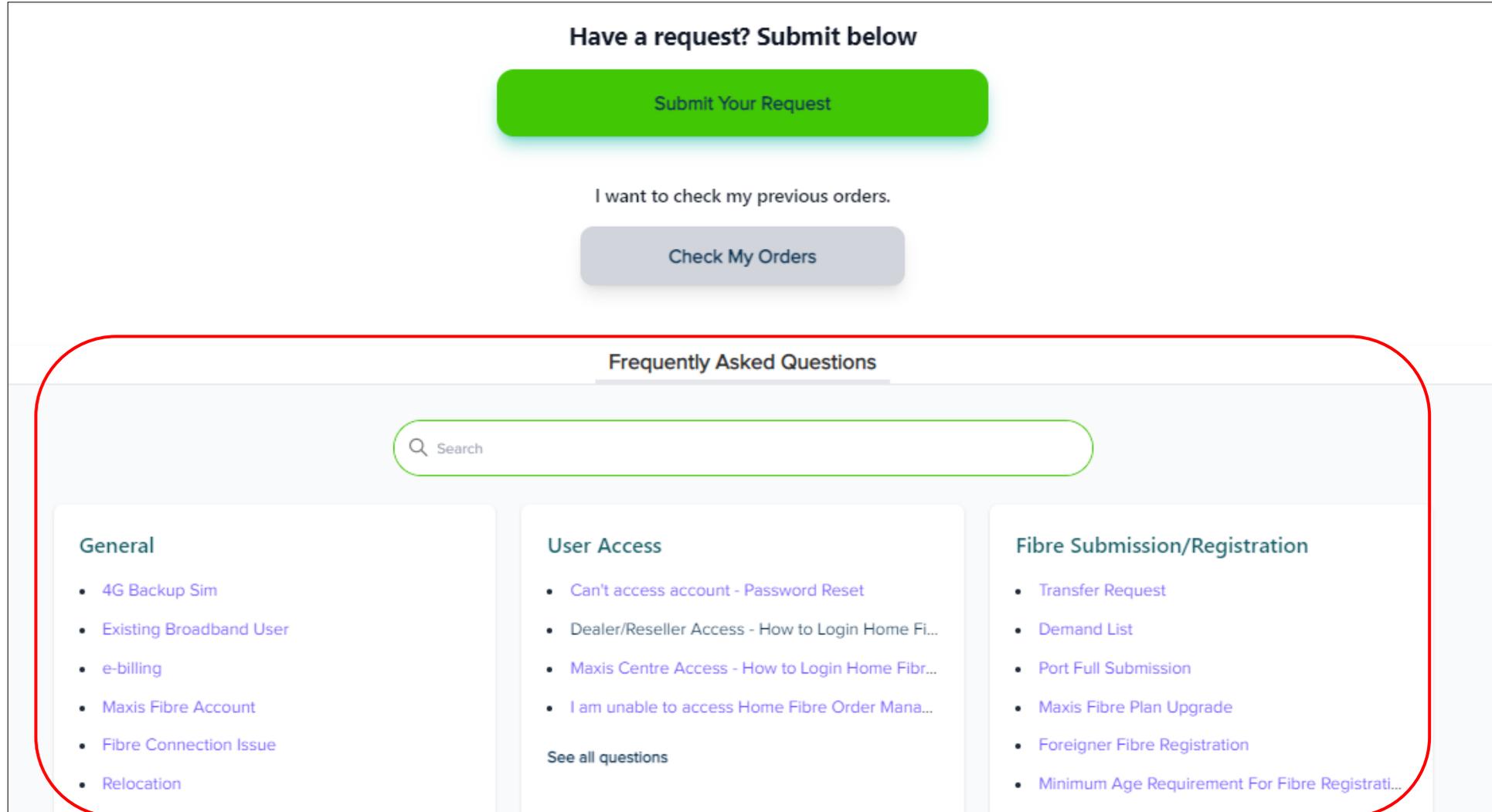
- i. Go to your profile on the top right page
- ii. Choose **Requests**

The screenshot shows the Maxis Requests interface. At the top left is the Maxis logo. The main heading is "Requests". Below it are three tabs: "My requests" (selected), "Requests I am CC'd on", and "Organizational requests". A red box highlights "My requests" with the text "Your ticket". Two callout boxes explain the other tabs: "Ticket created by others, but you were in the loop" for "Requests I am CC'd on" and "All tickets created under same organization" for "Organizational requests". On the top right, there is a "Submit a request" link and a user profile for "Abby Goh Pei Qian". A dropdown menu is open, showing "Profile", "Requests" (highlighted), and "Sign Out". Red arrows with numbers 1 and 2 indicate the path from the profile to the "Requests" menu item. Below the tabs is a search bar with a magnifying glass icon and a "Filter" button with a dropdown arrow. At the bottom is a table with the following data:

Subject	ID	Created date	Updated date	Status	
F5130898 - Pre-Installation	#186	Jul 21, 2022	25 minutes ago	Open	

Zendesk – Announcement & FAQ

13. Need further info? Please look for Frequently Asked Questions (FAQ) at the bottom page



The screenshot shows a user interface for submitting requests and viewing frequently asked questions. At the top, there is a green button labeled "Submit Your Request" and a grey button labeled "Check My Orders" with the text "I want to check my previous orders." above it. Below this is a section titled "Frequently Asked Questions" which is circled in red. This section includes a search bar and three columns of links under the headings "General", "User Access", and "Fibre Submission/Registration".

Have a request? Submit below

[Submit Your Request](#)

I want to check my previous orders.

[Check My Orders](#)

Frequently Asked Questions

Search

General

- [4G Backup Sim](#)
- [Existing Broadband User](#)
- [e-billing](#)
- [Maxis Fibre Account](#)
- [Fibre Connection Issue](#)
- [Relocation](#)

User Access

- [Can't access account - Password Reset](#)
- [Dealer/Reseller Access - How to Login Home Fi...](#)
- [Maxis Centre Access - How to Login Home Fibr...](#)
- [I am unable to access Home Fibre Order Mana...](#)

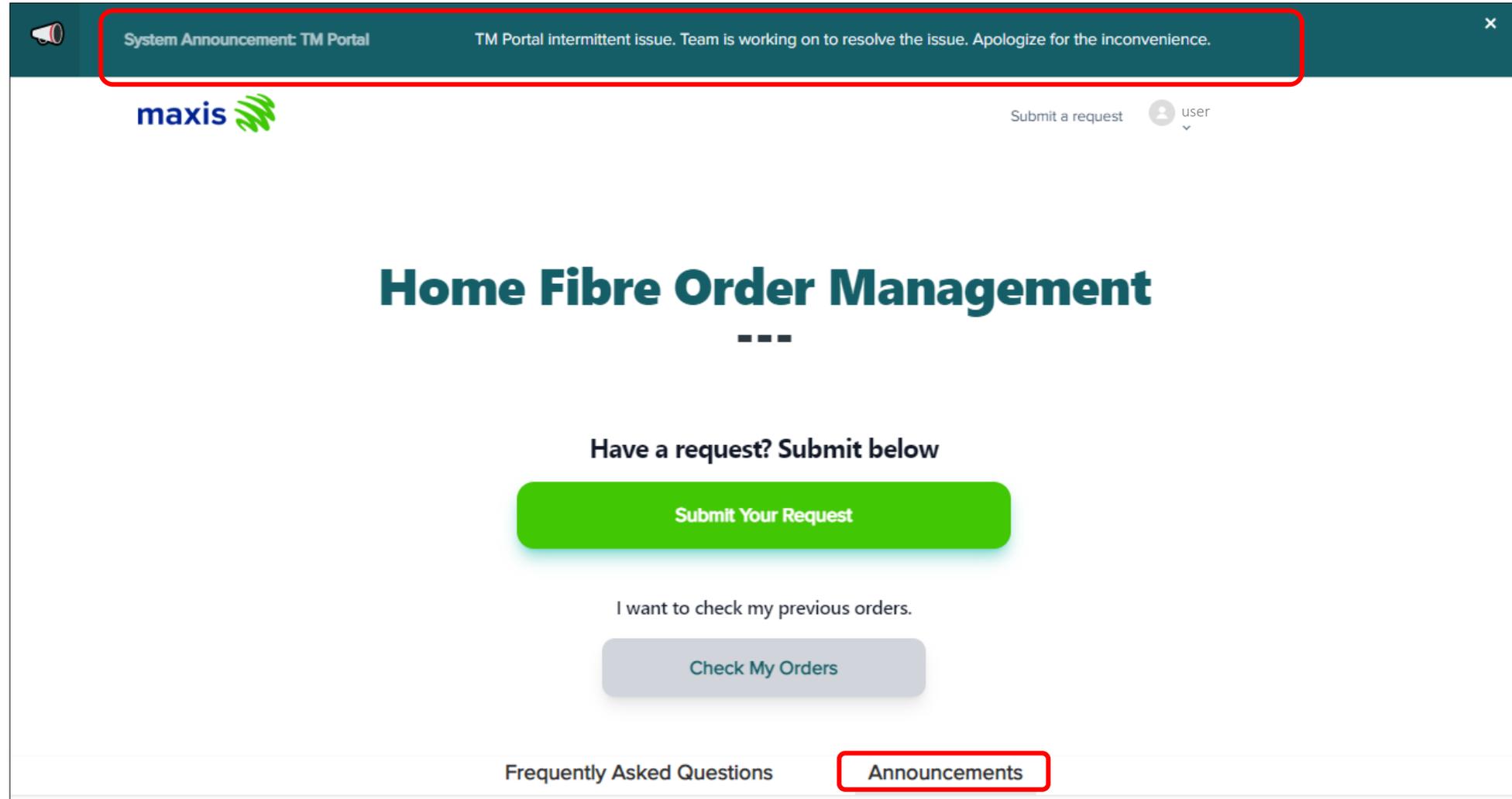
[See all questions](#)

Fibre Submission/Registration

- [Transfer Request](#)
- [Demand List](#)
- [Port Full Submission](#)
- [Maxis Fibre Plan Upgrade](#)
- [Foreigner Fibre Registration](#)
- [Minimum Age Requirement For Fibre Registrati...](#)

Zendesk – Announcement & FAQ

14. Announcement alert will pop-up in the event system/portal down.



The screenshot displays a website interface with a dark teal header. A red-bordered announcement banner is positioned at the top, containing a megaphone icon, the text 'System Announcement: TM Portal', the message 'TM Portal intermittent issue. Team is working on to resolve the issue. Apologize for the inconvenience.', and a close button (X). Below the header, the Maxis logo is on the left, and 'Submit a request' with a user profile icon is on the right. The main content area features the heading 'Home Fibre Order Management' with three dots underneath. Below this, the text 'Have a request? Submit below' is centered above a large green button labeled 'Submit Your Request'. Underneath the green button is the text 'I want to check my previous orders.' above a grey button labeled 'Check My Orders'. At the bottom of the page, there are two links: 'Frequently Asked Questions' and 'Announcements', with the latter highlighted by a red border.

Thank You

