



**CYIENT
PAR USER GUIDE**



Table of Contents

1. Overview	2
1.1. QMS	2
1.2. Query flow between Cyient and DTE	2
2. Overall Query Flow	3
2.1. Login	3
2.2. Home Page	3
2.3. Change Password	4
2.4. Add Query	5
2.5. Saving the Query	6
2.6. Query by Status	6
2.7. Pending (Action to be taken by Cyient/Admin)	8
2.8. Pending (Action to be taken by Cyient/User)	9
2.9. Resolved by DTE (Action to be taken by DTE)	10
2.10. Commented by Cyient/Admin	10
2.11. Commented by DTE	11
2.12. Implemented, Cancelled and Resolved Internally	12
2.13. Closed and Implemented	13
3. Search	14
3.1. Single Search	14
3.2. Advance Search:	15
4. Summary	15
5. Aging report	16
6. Management	17
6.1. Manage users:	17
6.2. Manage emails:	17
6.3. Add dependent Maps:	18
6.4. Add Independent Maps:	19

1. Overview

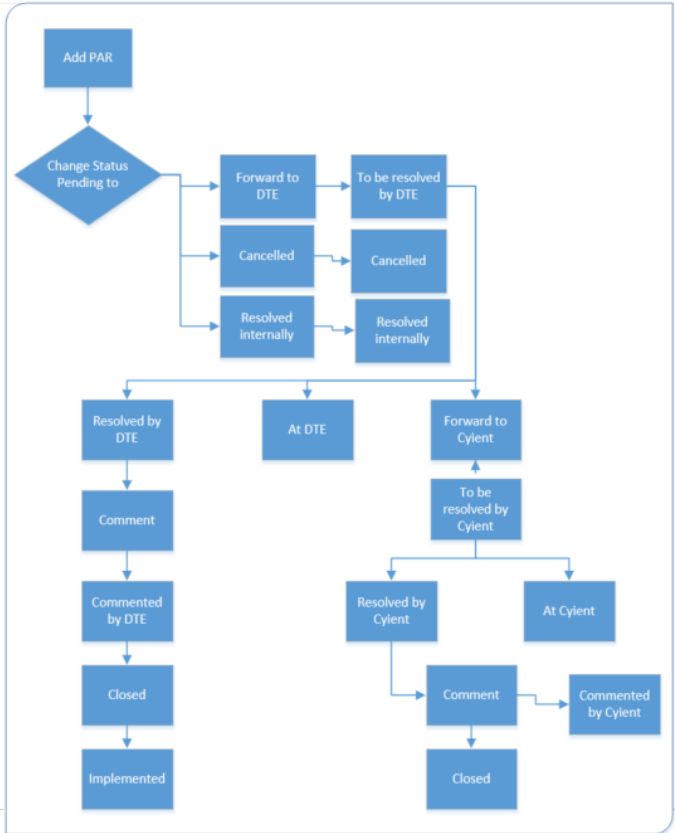
1.1. QMS

This online Query Management System (QMS) is a convenient and powerful one-way communication channel between Cyient and DTE. It also acts as a central repository of Query and their resolution cycle related to project specifications, inputs and deliverables happening throughout the project life cycle.

This system has the following Features:

- Complete Query life cycle
- Search – Queries based on selected criteria
- E-mail notifications
- Customizable on Demand
- Reports – Summary, Aging, Historical Analysis, etc.,

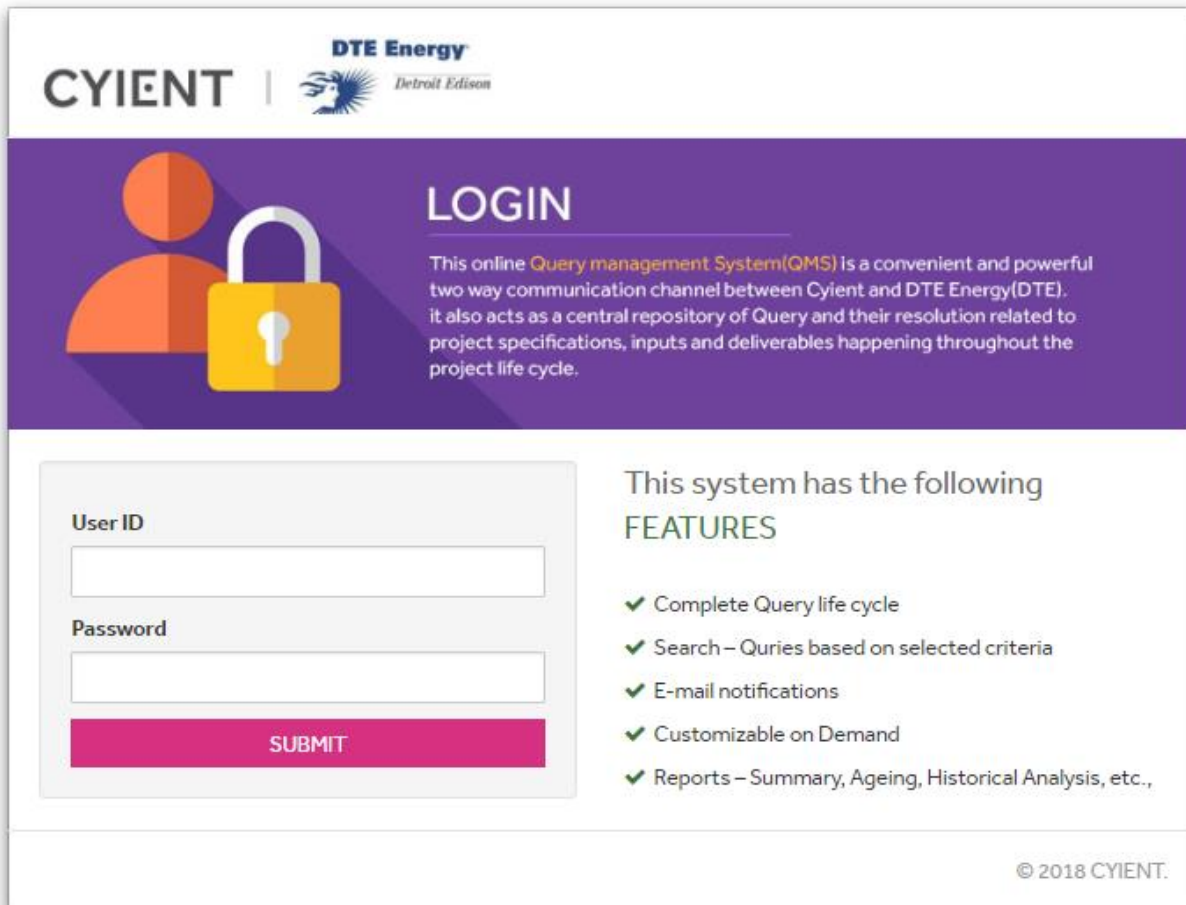
1.2. Query flow between Cyient and DTE



2. Overall Query Flow

Steps to Use Query Management System

2.1. Login



CYIENT | **DTE Energy**
Detroit Edison

LOGIN

This online Query management System(QMS) is a convenient and powerful two way communication channel between Cyient and DTE Energy(DTE). it also acts as a central repository of Query and their resolution related to project specifications, inputs and deliverables happening throughout the project life cycle.

User ID

Password

SUBMIT

This system has the following FEATURES

- ✓ Complete Query life cycle
- ✓ Search – Queries based on selected criteria
- ✓ E-mail notifications
- ✓ Customizable on Demand
- ✓ Reports – Summary, Ageing, Historical Analysis, etc.,

© 2018 CYIENT.

Login Screen

2.2. Home Page

The following screen is displayed upon giving your correct User Id and Password.

ATT	Query #	Query Description	Status	Raised On	Raised By	Zone	Batch	Grid Number	Category	Issue Category	Process	Status	Query Description	Solution
	2	Testing	Resolved by DTE	10/30/2018 12:02:58 AM	RaghuJ	NE	Batch-1	SET-10	Electrical	Specific	Conflation	Resolved by DTE	Testing	Reviewed
	3	Testing	Resolved by DTE	10/30/2018 12:34:10 AM	RaghuJ	SE	Batch-1	SET-20	Electrical	Specific	Conflation	Resolved by DTE	Testing	Testing
	6	Testing	At CYIENT	10/30/2018 3:16:17 PM	DTE	SE	Batch-1	SET-20	Electrical	Specific	UFM	At CYIENT	Testing	

Home Page

In home Page, you can see the Queries Pending for your action.

i.e.,

Admin and user can see the queries with Status –Pending, At DTE, Resolved by DTE, and Resolved by CYIENT.

2.3. Change Password

On right side of the menus when you hover over the gear symbol a change Password Menu can be seen as below.

Change Password Menu

When you click on the Menu, the following screen is opened.

CHANGE PASSWORD

Old password:

New password:

Confirm password:

Change Password Screen

Enter the old password, new password, confirm password and then click on the 'Save' button. QMS saves this new password and a message "Your password has been changed successfully" appears.

2.4. Add Query

New queries can be raised by clicking on the 'Add PAR' Menu with the following page as the result.

The screenshot shows the 'ADD NEW PAR' form in the QMS interface. The form includes the following fields and controls:

- Query #: Allotted after saving the query...
- Query Date: 10/30/2018 4:13:47 PM
- Zone: Select
- Batch: Select
- Grid Number: Select
- Category: Select
- Issue Category: Select
- Process: Select
- Feature Class: Select
- Type of Problem: Select
- LegacyID:
- Location:
- Priority: Select
- Author: ADMIN
- Query Description:
- Proposed Solution:
- File Upload1: Choose File No file chosen
- File Upload2: Choose File No file chosen
- File Upload3: Choose File No file chosen

Buttons: Cancel, Save & Send

Note: File size should not be more than 10.24MB.

Add New Query Screen

The required information is added as follows:

Field	Description
Query #	Automatically generated after the Query has been saved.
Query Date	Automatically updated based on the system date
Zone	Selected from the pick list.
Batch	Selected from the pick list.
Grid Number	Selected from the pick list.

Category	Selected from the pick list.
Issue Category	Selected from the pick list.
Process	Selected from the pick list.
Feature Class	Selected from the pick list.
Type of Problem	Selected from the pick list.
Author	Automatically filled based on user login details.
Location	Value enter in Text Box by User
LegacyID	Value enter in Text Box by User
Query Description	Description of the Query
Proposed Solution	Brief description of the proposed solution. For Queries raised by Admin, this 'quick fix' may be used temporarily until the resolution comes from Sonic. It also helps to reduce the effort that is required to provide a full resolution.

Any supporting documents related to query can be attached to the query. The user will be able to browse for files using 'Standard' Windows browsing tool. The user can attach up to three files each with a maximum size of 10 MB.

Note: If there are more than three attachments that are to be uploaded, the user may copy multiple documents into a single document and then upload it. Alternatively, the user can zip the individual documents and upload the zip files.

2.5. Saving the Query

Following the completion of the details, the user selects "Save & Send". QMS will save the Query.

When any User/Administrator Saves a Query, the Query appears as 'Pending' in Query by Status Page.

2.6. Query by Status

This is the Page where you can track all the Queries using different filters like Status, Author, From Date, To Date.

The screen looks as below.

QMS QUERY MANAGEMENT SYSTEM

Q. QUERIES BY STATUS

Status: Pending Author: Select

From Date: To Date:

Cancel Go

SEARCH RESULTS 2

Info: Click on query # to view query details

ATT	Query #	Query Description	Status	Raised On	Raised By	Zone	Batch	Grid Number	Category	Issue Category	Process	Status	Query Description	Solution
	5	Testing	Pending	10/30/2018 3:13:53 PM	RaghuJ	SW	Batch-1	SET-1	Electrical	Specific	UFM	Pending	Testing	
	7	qdes	Pending	10/30/2018 4:06:11 PM	Admin	NE	Batch-1	SET-10	Electrical	Global	Centerline Cleanup	Pending	qdes	

Queries Filter in Query By Status Menu

Different Status that appears in QMS are:

Pending	Queries raised by Admin/User
Cancelled	Queries raised by and Cancelled by Administrator
Resolved Internally	Queries resolved internally by Administrator
Resolved by Cyient	Queries which are resolved by Cyient
Commented by Cyient	Queries which are commented by Cyient
Resolved by DTE	Queries which are Resolved by DTE
Commented by DTE	Queries which are Commented by DTE
Closed	Queries which are closed
Implemented	Queries where Solutions are implemented

Here User can click on the Query Number and change the status of the Query based on his/her credentials.

2.7. Pending (Action to be taken by Cyient/Admin)

When Admin clicks on the Query Number on Home Page or Query by Status Page he can see the screen as below.

ADMIN SIGNOUT

CYIENT | DTE Energy
Detroit Edison

DTE Home Add PAR Queries by Status Search Summary Management

QMS
QUERY MANAGEMENT SYSTEM

EDIT QUERY

Query #: 7 Query Date: 10/30/2018 4:06:11 PM

Zone: NE Batch: Batch-1

Grid Number: SET-10 Category: Electrical

Issue Category: Global Process: Centerline Cleanup

Feature Class: Abandoned Electric Line Type of Problem: Extra Centerline

LegacyID: ravi Location: locationr

Priority: High Author: ADMIN

Query Description: qdes

Proposed Solution: psol

Solution:

Status: Pending

Attachments: ~~.....No attachments recorded.....~~

Choose File No file chosen

Choose File No file chosen

Choose File No file chosen

Note: File size should not be more than 10MB.

Save & Send Back

Pending (Action to be taken by Cyient/Admin)

He can do the below actions.

1. Can cancel the query.
2. Can Resolve Internally.
3. Can forward To DTE.
4. Can Pending the Query

2.8. Pending (Action to be taken by Cyient/User)

When User clicks on the Query Number on Home Page or Query by Status Page they can see the screen as below.

The screenshot displays the QMS interface for a user named 'ravi'. The page title is 'VIEW QUERY'. The query details are as follows:

Query # :	7	Query Date :	10/30/2018 4:06:11 PM
Zone :	NE	Batch :	Batch-1
Grid Number :	SET-10	Category :	Electrical
Issue Category :	Global	Process :	Centerline Cleanup
Feature Class :	Abandoned Electric Line	Type of Problem :	Extra Centerline
LegacyID :	ravi	Location :	locationr
Priority :	High	Author :	ADMIN
Query Description :	qdes		
Proposed Solution :	psol		

Attachments: Note : No attachments recorded

Solution Attachments: Note : No solution attachments recorded

Solution: Solved Date : Solved By :

Status : Pending Closed Date :

Updated By : Updated Date :

Recorded Comments: Note : No comments recorded

History:

From	To	Updated date
Cyient (Admin)	Pending	10/30/2018 4:06:11 PM

Back

Pending at Cyient/User

2.9. Resolved by DTE (Action to be taken by DTE)

When DTE User clicks on the Query Number on Home Page or Query by Status Page they can see the screen as below.

The screenshot displays the QMS interface for a specific query. The header includes the DTE Energy logo and navigation links. The main content area shows the following details:

Query # :	7	Query Date :	10/30/2018 4:06:11 PM
Zone :	NE	Batch :	Batch-1
Grid Number :	SET-10	Category :	Electrical
Issue Category :	Global	Process :	Centerline Cleanup
Feature Class :	Abandoned Electric Line	Type of Problem :	Extra Centerline
LegacyID :	ravi	Location :	locationr
Priority :	High	Author :	ADMIN
Query Description :	qdes		
Proposed Solution :	psol		

Below the details, there are sections for Attachments and Solution Attachments, both with a note: "No attachments recorded".

The Client Resolution field is empty. The Solved On field is empty. The Change Status to dropdown is set to "Resolved by DTE". The Solved By field is empty. The Current Status is "At DTE".

There are three file upload fields, each with a "Choose File" button and "No file chosen" text.

A note at the bottom states: "Note : File size should not be more than 10MB." Below this are "Send & Send" and "Back" buttons.

Resolved by DTE (Action to be taken by DTE)

He can do the actions here:

1. Enter the Solution and select Change Status as 'Resolved by DTE'

2.10. Commented by Cyient/Admin

When User clicks on the Query Number on Home Page or Query by Status Page he can see the screen as below.

QMS
QUERY MANAGEMENT SYSTEM

VIEW QUERY

Query # :	7	Query Date :	10/30/2018 4:06:11 PM
Zone :	NE	Batch :	Batch-1
Grid Number :	SET-10	Category :	Electrical
Issue Category :	Global	Process :	Centerline Cleanup
Feature Class :	Abandoned Electric Line	Type of Problem :	Extra Centerline
LegacyID :	ravi	Location :	locationr
Priority :	High	Author :	ADMIN
Query Description :	qdes		
Proposed Solution :	psol		

Attachments :
Note : No attachments recorded

Solution Attachments :
Note : No solution attachments recorded

Solution :	reslo	Solved By :	DTE
Solved Date :	10/30/2018 7:44:33 PM	Closed Date :	
Status :	Resolved by DTE	Updated Date :	10/30/2018 7:44:33 PM
Updated By :	DTE		

Recorded Comments :
Note : No comments recorded

History :

From	To	Updated date
Cyient (Admin)	Pending	10/30/2018 4:06:11 PM
Pending (Admin)	At DTE	10/30/2018 7:40:04 PM
At DTE	Resolved by DTE(DTE)	10/30/2018 7:44:33 PM

Record new comment here :

Comment :

Commented Date : 10/30/2018 7:47:59 PM Commented By : ADMIN

Attachment : No file chosen

[Query Close](#) [Save](#) [Back](#)

▲ Note: File size should not be more than 10.24MB.

Commented by Cyient/Admin

He can do the 2 actions here.

1. He can provide the comment for the Query and Save as - 'Commented by Admin if Cyient/Admin
2. He can directly close the Query if he found the exact solution and save the Query as 'Closed'.(Visible for Cyient, Author)when Query is Resolved by Cyient/Admin or Commented by Admin.

2.11. Commented by DTE

When User clicks on the Query Number on Home Page or Query by Status Page he can see the screen as below.

The screenshot displays the 'VIEW QUERY' page in the CYIENT QMS. The interface includes a header with the CYIENT logo and navigation tabs. The main content area shows query details in a grid format:

Query #:	4	Query Date:	10/30/2018 12:14:00 AM
Zone:	SW	Batch:	Batch-1
Grid Number:	SET-1	Category:	Electrical
Issue Category:	Specific	Process:	Configuration
Failure Class:	Transformer	Type of Problem:	Mismatch with Source
LegacyID:	Test	Location:	Test
Priority:	High	Author:	DTE
Query Description:	Testing		
Proposed Solution:	Testing		

Below the details, there are sections for 'Attachments', 'Solution Attachments', and 'Recorded Comments', each with a note indicating no attachments or comments are recorded. A 'History' table shows the query's status changes:

From	To	Updated date
DTE/DTE	ALCYIENT	10/30/2018 12:14:01 AM
ALCYIENT	Resolved by CYIENT (Raghul)	10/30/2018 12:46:00 AM

At the bottom, there is a 'Record new comment here:' section with a text input field, a 'Commented Date:' of 10/30/2018 11:15:37 PM, and a 'Commented By:' of DTE. A file upload button is also present with a note: 'Note: File size should not be more than 10.24MB.' Action buttons for 'Query Close', 'Save', and 'Back' are located at the bottom right.

Commented by DTE

One can do the 2 actions here.

1. Provide the comment for the Query and Save as - 'Commented by DTE'.
2. Close the Query if found the exact solution and save the Query as 'Closed'. (Visible for Cyient,) when Query is Resolved by DTE or Commented by DTE.

2.12. Implemented, Cancelled and Resolved Internally

This Queries are considered to be the ending steps of Query Management System. No action can be taken against these queries except that Query details can be seen whenever needed.

When we click on these queries, the screen looks as below.

VIEW QUERY					
Query #:	23	Query Date:	5/25/2018 3:06:17 PM	Author:	ADMIN
Region:	SW - BROWN	State:	TX	Market:	DALLAS
Scope:	F1	Batch:	esd	Wire Center:	esd
DA Name:	esd	Job Number:	567	Location:	esdf
Priority:	High	Feature Type:	Notes/Text	Issue Type:	Attribute
LT ID:		PG#		Ticket No.	
Query Description:	esdf				
Proposed Solution:	esdf				
Attachments:					
Note : No attachments recorded					
Solution Attachments:					
Note : No solution attachments recorded					
Solution:	Solved Date:	Closed Date:	Solved By:	Updated By:	Admin
Status:	To be Resolved by Onshore				
Updated Date:	5/25/2018 3:06:29 PM				
Recorded Comments:					
Note : No comments recorded					
History:					
From	To	Updated date			
Offshore (Admin)	Pending	5/25/2018 3:06:17 PM			
Pending (Admin)	At Onshore	5/25/2018 3:06:29 PM			

[Back](#)

Implemented, Cancelled and Resolved internally

2.13. Closed and Implemented

When the User click on closed button the following screen can be seen. The eligible User can click on the 'Answer Updated' button to implement the solution and Save the Query as 'Implemented'.

QMS QUERY MANAGEMENT SYSTEM					
VIEW QUERY					
Query #:	7	Query Date:	10/30/2018 4:06:11 PM		
Zone:	NE	Batch:	Batch-L		
Grid Number:	SET-10	Category:	Electrical		
Issue Category:	Global	Process:	Centerline Cleanup		
Feature Class:	Abandoned Electric Line	Type of Problem:	Extra Centerline		
LegacyID:	ravi	Location:	locationr		
Priority:	High	Author:	ADMIN		
Query Description:	qdes				
Proposed Solution:	psol				
Attachments:					
Note : No attachments recorded					
Solution Attachments:					
Note : No solution attachments recorded					
Solution:	reslo	Solved By:	DTE		
Solved Date:	10/30/2018 7:44:33 PM	Closed Date:	10/30/2018 7:51:55 PM		
Status:	Closed	Updated Date:	10/30/2018 7:44:33 PM		
Updated By:	DTE				
Recorded Comments:					
Comments	Commented date	Commented By	Attachment		
esdf	10/30/2018 7:51:55 PM	Admin			
History:					
From	To	Updated date			
Cyient (Admin)	Pending	10/30/2018 4:06:11 PM			
Pending (Admin)	At DTE	10/30/2018 7:40:04 PM			
At DTE	Resolved by DTE(DTE)	10/30/2018 7:44:33 PM			
Resolved by DTE	Closed (Admin)	10/30/2018 7:51:55 PM			

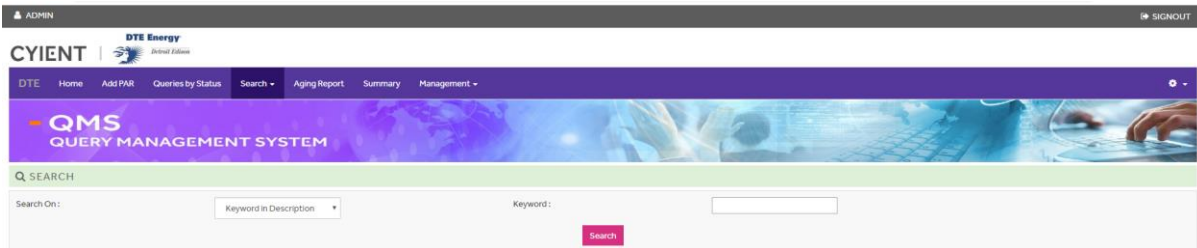
[Back](#)

Closed and Implemented

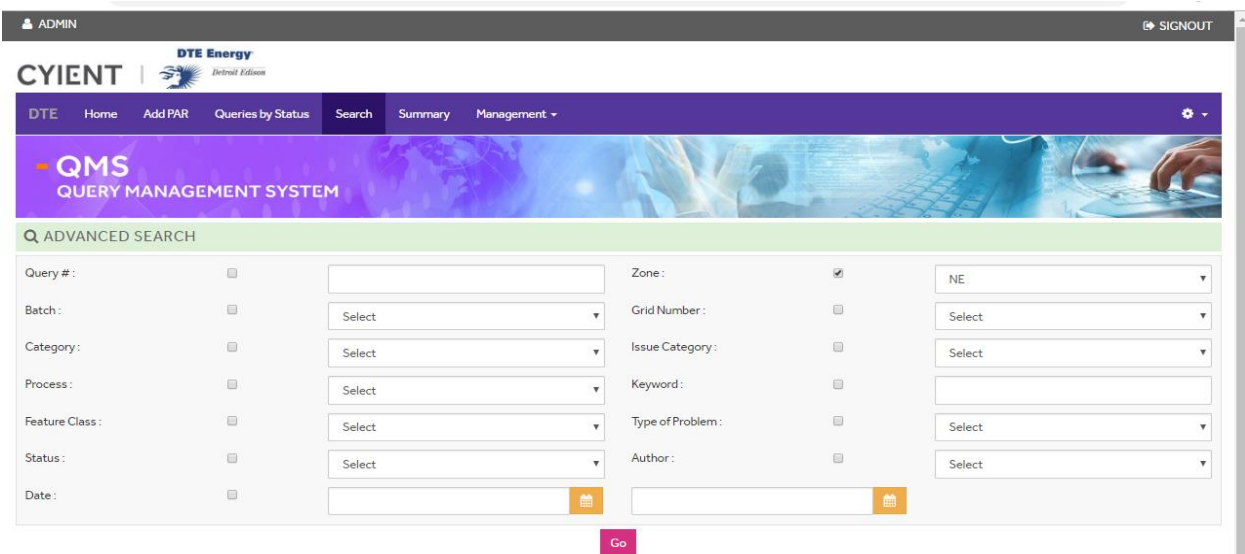
3. Search

3.1. Single Search

In single search, we can search the data based on query description, Solution, Location, Query Date, Query No, Author, Status, Solution Date, Zone, Batch, Grid Number, and Category. When you click on search, the following screen is displayed.



The User is able to search the Queries based on various search Categories. When he clicks on the Advance Search Menu, the following screen is displayed.



3.2. Advance Search:

You can search through various options like, Query No, Zone, Batch, Grid Number, Category, Issue Category, Process, keyword Feature class , type, type of problem, Status, Author, and Date.

You should check the checkbox and select or type the keyword to search the Query you want to. Then the result will be displayed as below.

The screenshot displays the QMS (Query Management System) interface. At the top, there is a navigation bar with 'ADMIN' on the left and 'SIGNOUT' on the right. Below this is the 'CYIENT | DTE Energy Detroit Edison' header. The main navigation menu includes 'DTE', 'Home', 'Add PAR', 'Queries by Status', 'Search', 'Summary', and 'Management'. A banner for 'QMS QUERY MANAGEMENT SYSTEM' is visible. The 'ADVANCED SEARCH' section contains various filters: Query #, Batch, Category, Process, Feature Class, Status, Date, Zone, Grid Number, Issue Category, Keyword, Type of Problem, and Author. Each filter has a checkbox and a dropdown or text input field. A 'Go' button is located below the search filters. Below the search filters, there is a 'SEARCH RESULTS' section with a '2' next to it. An info message says 'Info: Click on query # to view query details'. The search results are displayed in a table with the following data:

ATT	Query #	Query Description	Zone	Batch	Grid Number	Category	Issue Category	Process	Feature Class	Type of Problem	Status	Resolved Date	Query Description	Author	Updated By
	2	Testing	NE	Batch-1	SET-10	Electrical	Specific	Conflation	Pole	Mismatch with Source	Resolved by DTE	10/30/2018 12:04:14 AM	Testing	RaghuJ	DTE
	7	qdes	NE	Batch-1	SET-10	Electrical	Global	Centerline Cleanup	Abandoned Electric Line	Extra Centerline	Pending		qdes	Admin	

Search Result

4. Summary

Summary is a quick glance report of all the Queries, which are at various status with their counts. The screen, can be seen as below.

ADMIN SIGNOUT

CYIENT | DTE Energy Detroit Edition

DTE Home Add PAR Queries by Status Search **Summary** Management

QMS
QUERY MANAGEMENT SYSTEM

OVERALL SUMMARY

Total Queries Raised:	7
Closed:	0
Implemented:	0
For CYIENT	
To be resolved by CYIENT:	1
Resolved by CYIENT:	1
Commented by CYIENT:	0
Pending:	2
Cancelled:	0
Resolved Internally:	0
For DTE	
To be resolved by DTE:	1
Resolved by DTE:	2
Commented by DTE:	0

Summary

When User clicks on Counts, the page is redirected to Query by status page to navigate and process the status as the same way provided above.

5. Aging report

We are calculating the aging on each status. The screen can be seen as below.

ADMIN SIGNOUT

CYIENT | DTE Energy Detroit Edition

DTE Home Add PAR Queries by Status Search **Aging Report** Summary Management

QMS
QUERY MANAGEMENT SYSTEM

AGING REPORT

Status	Total	>=0<=5	>=6<=20	>20
To be Resolved by CYIENT	2	2	0	0
To be Resolved by DTE	0	0	0	0
Resolved by CYIENT	1	1	0	0
Resolved by DTE	0	0	0	0
Implemented at CYIENT	2	2	0	0
Implemented at DTE	1	1	0	0

When we click on the link, we can see the list of queries as below.

LIST OF QUERIES

Query	Zone	Batch	Grid Number	Category	Issue Category	Process	Feature Class	Type of Problem	Location	Priority	LEGACYID	Author	Solution	Status
12	Pilot	Pilot	1	Electrical	Global	Conflation	Anchor Guy	Leaf Covered Areas	f	Medium	Legacy Test	DTE_Admin	s	At CYIENT
14	NE	Batch-1	SET-10	Electrical	Specific	UFM	Manhole	Mismatch with Source	Test	High	Test	DTE_User1	Testing	At CYIENT

6. Management

6.1. Manage users:

In this screen, User can be added or deleted or edited based on various needs of Administrator.

ADMIN SIGNOUT

CYIENT | **DTE Energy**
Detroit Edison

DTE Home Add PAR Queries by Status Search Summary Management

QMS
QUERY MANAGEMENT SYSTEM

USER MANAGEMENT

User ID: User Name: Access Level: User Mail ID:

Cancel Save

AVAILABLE USERS Info! Click on excel to export user details

User ID	User Name	Access Type	Access Level	E-Mail			
Admin	ADMIN	CYIENT	Administrator	Sudheer.kommalapati@cyient.com	Edit	Delete	Reset Password
ASR	Srinivas Adapaka	CYIENT	Administrator	Srinivas.Adapaka@cyient.com	Edit	Delete	Reset Password
client	DTE_User	DTE	DTE	raghu.jujjavarapu@cyient.com	Edit	Delete	Reset Password
DTE	DTE	DTE	DTE	Vijay.Ulligaddala@cyient.com	Edit	Delete	Reset Password
RaghuJ	Raghu Jujjavarapu	CYIENT	Administrator	Raghu.Jujjavarapu@cyient.com	Edit	Delete	Reset Password
RamarajuV	Ramaraju Vegesna	CYIENT	Administrator	Ramaraju.Vegesna@cyient.com	Edit	Delete	Reset Password
raviuser	ravi	CYIENT	User	ravikumar.sriramwar@cyient.com	Edit	Delete	Reset Password
VijayU	Vijay.Ulligaddala	CYIENT	Administrator	Vijay.Ulligaddala@cyient.com	Edit	Delete	Reset Password

6.2. Manage emails:

In this screen, we can configure the emails based on status. The screen looks as below

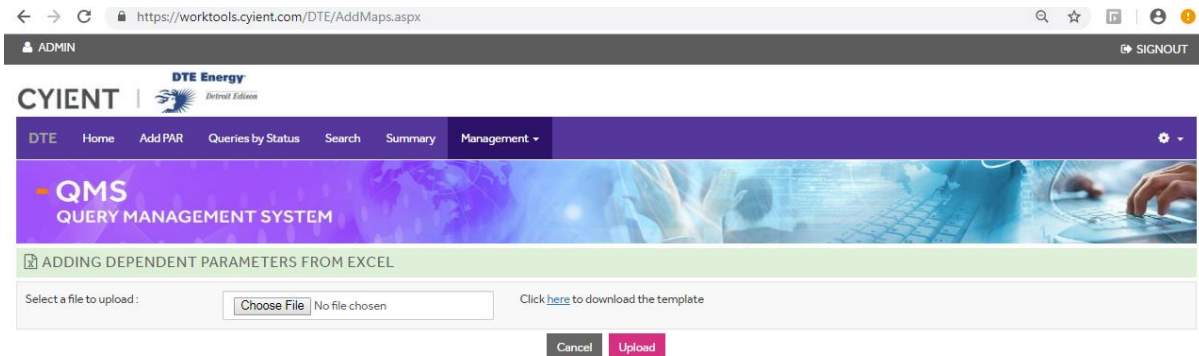
	Status	To	CC	
<input checked="" type="checkbox"/>	Pending	<input type="text"/>	<input type="text"/>	Update
<input checked="" type="checkbox"/>	Pending at DTE	<input type="text"/>	<input type="text"/>	Update
<input checked="" type="checkbox"/>	Resolved by CYIENT	<input type="text"/>	<input type="text"/>	Update
<input checked="" type="checkbox"/>	Resolved by DTE	<input type="text"/>	<input type="text"/>	Update
<input checked="" type="checkbox"/>	Forward to CYIENT	<input type="text"/>	<input type="text"/>	Update
<input checked="" type="checkbox"/>	Forward to DTE	<input type="text"/>	<input type="text"/>	Update
<input checked="" type="checkbox"/>	Commented by CYIENT	<input type="text"/>	<input type="text"/>	Update
<input checked="" type="checkbox"/>	Commented by DTE	<input type="text"/>	<input type="text"/>	Update

6.3. Add dependent Maps:

In this screen, administrator can add options to the pick list present in Add PAR Menu for Zone, Batch, and Grid Number.

The values in Pick list will be bind as per the uploaded sheet.

The screen looks as below.



Add dependent Maps

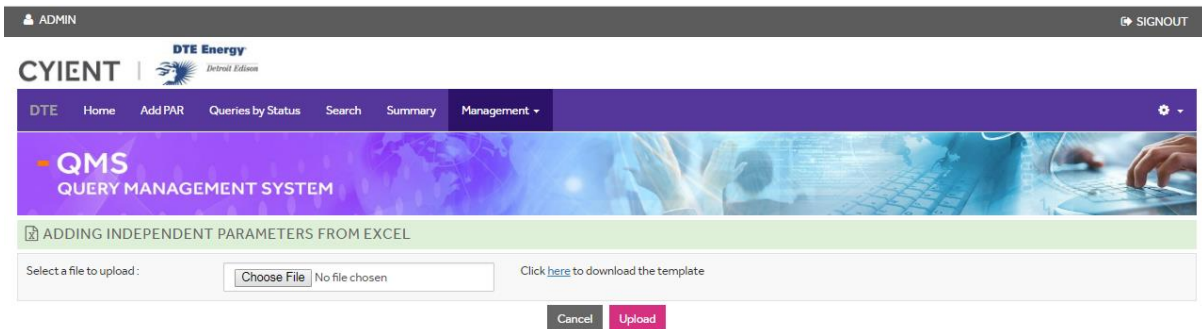
He can click on [here](#) to download the template and upload using Upload button.

6.4. Add Independent Maps:

In this screen, administrator can add options to the pick list present in Add PAR Menu for Category, Issue Category, Process, Feature Class, and Type of Problem.

The values in Pick list will be bind as per the uploaded sheet.

The screen looks as below.



Add Independent Maps

He can click on [here](#) to download the template and upload using Upload button.

*****End of the User Guide*****