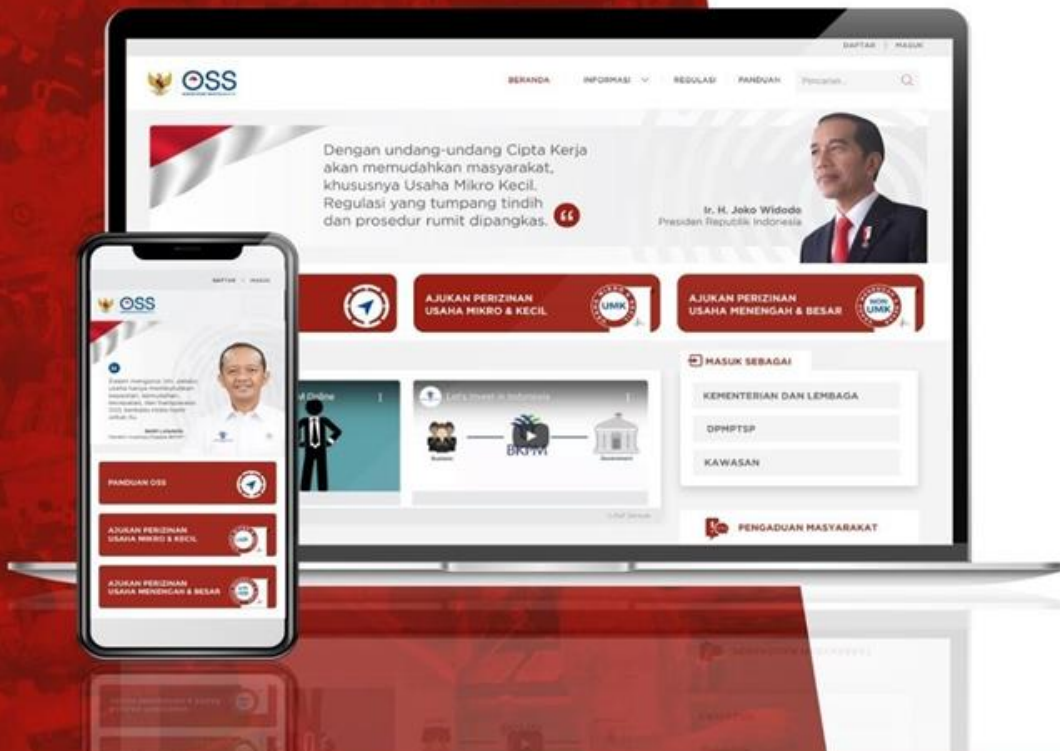




PANDUAN HELPCENTER SISTEM HELPDESK LAYANAN BERUSAHA ESTIM



- A Kategori Permasalahan
- B Status Tiket
- C Langkah Membuat Tiket Baru
- D Langkah Menyelesaikan Tiket
- E Langkah Mengirim Tanggapan atas Tiket Melalui ESTIM
- F Langkah Menutup Tiket

CATEGORY	SUB CATEGORY	ITEM CATEGORY	ITEM NAME
TEKNOLOGI INFORMASI	SISTEM OSS	REGISTRASI INVESTOR	TIDAK MENDAPAT NOTIFIKASI EMAIL
			AKUN SUDAH TERDAFTAR
			CEK NIK GAGAL
		LOGIN/HAK AKSES INVESTOR	PERMINTAAN GANTI AKUN
			NONAKTIFKAN AKUN
			PERUBAHAN PROFILE
			TIDAK BISA LOGIN
			HAPUS AKUN
		MENU PERMOHONAN	PERIZINAN BERUSAHA BERBASIS RISIKO
			PERIZINAN BERUSAHA UMKU
			PEMENUHAN STANDAR/PERSYARATAN IZIN
		MENU PERUBAHAN	PERIZINAN BERUSAHA BERBASIS RISIKO
			PERIZINAN BERUSAHA UMKU
			PEMENUHAN STANDAR/PERSYARATAN IZIN
		MENU FASILITAS	TAX HOLIDAY
			TAX ALLOWANCE
			INVESTMENT ALLOWANCE
			VOKASI
			LITBANG
			MASTERLIST
			MODUL PEMROSESAN PERIZINAN BERUSAHA DAERAH
		EVALUASI & PERSETUJUAN	
		TRACKING NIB	
		HAK AKSES DPMPSTP	
		USULAN PENCABUTAN	
		MODUL PEMROSESAN PERIZINAN BERUSAHA K/L	REKAPITULASI
			EVALUASI & PERSETUJUAN
TRACKING NIB			
HAK AKSES K/L			
USULAN PENCABUTAN			
INTEGRASI	IMIGRASI		
	PAJAK		
	DUKCAPIL		
	AHU		
	LAIN-LAIN		
MIGRASI & INFRASTRUKTUR	MIGRASI		
	INFRASTRUKTUR		
PENGAWASAN	PELAPORAN	MENU LKPM	KONTRUKSI
	PENCABUTAN	MENU PENCABUTAN IZIN	PRODUKSI
NON TEKNOLOGI INFORMASI	PENANAMAN MODAL	KEBIJAKAN	LIKUIDASI
			NON LIKUIDASI
			Konsultasi Regulasi
			Konsultasi Kawasan ATRBPN
			Konsultasi Lingkungan dan Format Produk Perizinan
			Konsultasi Perizinan Tunggal, SNI dan Sertifikasi Produk Halal
Konsultasi BUPM			



A. Kategori Permasalahan

B. Status Tiket

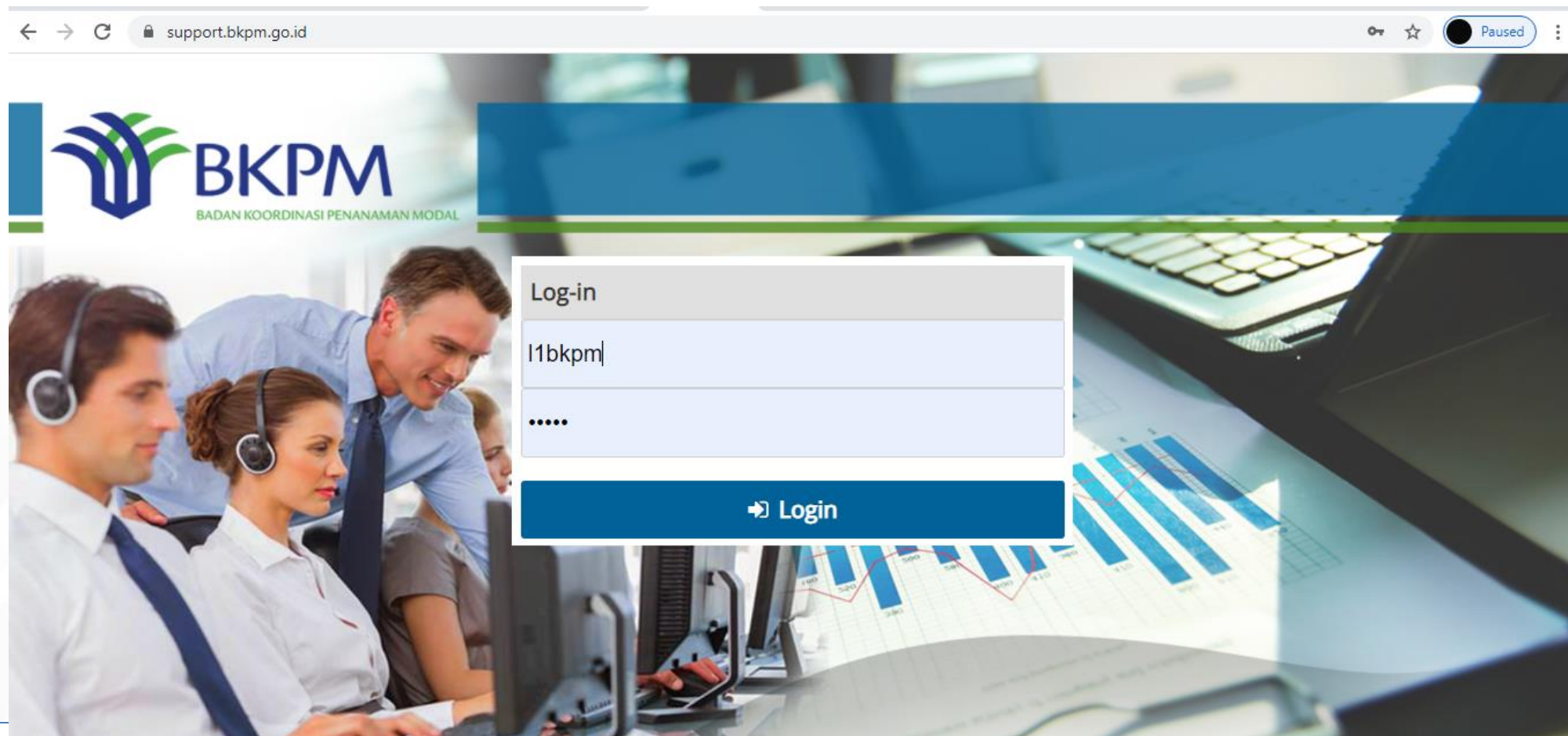
Status	Keterangan	Group
New	Tiket baru dibuat	Helpcenter L1 BKPM
Assigned	Tiket di-assign untuk dikerjakan	Helpcenter L1 BKPM
In Progress	Tiket dalam proses pengerjaan	Helpcenter L1 BKPM, L2 BKPM/INDOSAT
On Hold	Pengerjaan tiket ditunda dengan pertimbangan	Helpcenter L1 BKPM, L2 BKPM/INDOSAT
Resolved	Tiket telah selesai dikerjakan	Helpcenter L1 BKPM, L2 BKPM/INDOSAT
Re-open	Tiket kembali dikerjakan setelah melalui status Resolved	Helpcenter L1 BKPM, L2 BKPM/INDOSAT
Cancelled	Tiket dibatalkan	Helpcenter L1 BKPM, L2 BKPM/INDOSAT
Closed	Tiket ditutup	Helpcenter L1 BKPM

C. Langkah Membuat Tiket Baru

1. Kunjungi <https://support.bkpm.go.id/>
2. Masukkan **Username** dan **Password**, lalu klik tombol **LOGIN**
3. Pilih **Incident Management**
4. Pilih **Create New**
5. Lengkapi **Form Incident**, lalu klik **Save**

1 Kunjungi <https://support.bkpm.go.id>

2 Masukkan **Username** dan **Password**, lalu klik **Login**



3 Pilih Incident Management

support.bkpm.go.id

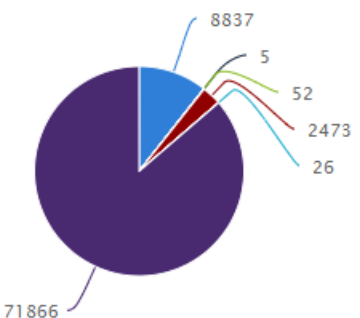
BKPM
INDONESIA INVESTMENT COORDINATING BOARD

My Ticket 7 | My Assignment 13 | Assignment Group 558 | L1 BKPM

Menu

Select Dashboard
Dashboard Incident


Report Incident By Sub Category



Sub Category	Count
Sistem Non-OSS	8837
PENANAMAN MODAL	5
SISTEM OSS-RBA	52
Jaringan & Infrastruktur	2473
Data	26
Sistem OSS	71866

Report Incident by Status

support.bkpm.go.id

 BKPM

My Ticket 7 My Assignment 13 Assignment Group 566 L1 BKPM

Menu

- My Homepage
- Measurement & Reporting
- Knowledge Management
- Request Management
- Incident Management
 - Create New**
 - Incident Ticket
 - Incident VIP
 - All Incident
- Platform

Add Incident

Kolom bertanda merah wajib diisi

Template :	<input type="text"/>	<input type="button" value="c"/>	Incident Type :	<input type="text"/>	<input type="button" value="v"/>
Number :	<input type="text" value="INC-2021-135018"/>		Opened :	<input type="text" value="03-08-2021 21:15:45"/>	
Requested By :	<input type="text"/>	<input type="button" value="c"/>	Opened By :	<input type="text" value="L1 BKPM"/>	
Nama Perusahaan :	<input type="text"/>		Back Dated :	<input type="text"/>	<input type="button" value="calendar"/>
Phone Number :	<input type="text"/>		State :	<input type="text" value="New"/>	<input type="button" value="v"/>
NIB :	<input type="text"/>		Contact Type :	<input type="text" value="None"/>	<input type="button" value="v"/>
NIK/Passport :	<input type="text"/>		Impact :	<input type="text" value="None"/>	<input type="button" value="v"/>
Email :	<input type="text"/>		Urgency :	<input type="text" value="None"/>	<input type="button" value="v"/>
Category :	<input type="text" value="Teknologi Informasi"/>	<input type="button" value="v"/>	Priority :	<input type="text"/>	
Sub Category :	<input type="text" value="None"/>	<input type="button" value="v"/>	Assignment Group :	<input type="text"/>	<input type="button" value="c"/>
Item Category :	<input type="text" value="None"/>	<input type="button" value="v"/>	Assigned To :	<input type="text"/>	<input type="button" value="c"/>

5a Lengkapi Form Incident, lalu klik Save

1

Template :

Number :

Requested By :

Nama Perusahaan :

Phone Number :

NIB :

NIK/Passport :

Email :

Category :

Sub Category :

Item Category :

Item Name :

Location :

Building :

Location Description :

Short Description :

Incident Type :

Opened :

Opened By :

Back Dated :

State :

Contact Type :

Impact :

Urgency :

Priority :

Assignment Group :

Assigned To :


1. Data yang dilengkapi :

- Requested by : Nama pelaku usaha
- Nama Perusahaan
- Phone Number
- NIB
- NIK/Passport
- Email
- Category***
- Sub Category
- Item Category
- Item Name
- Contact Type***
- Impact***
- Urgency***
- Short Description***

* *Wajib diisi*

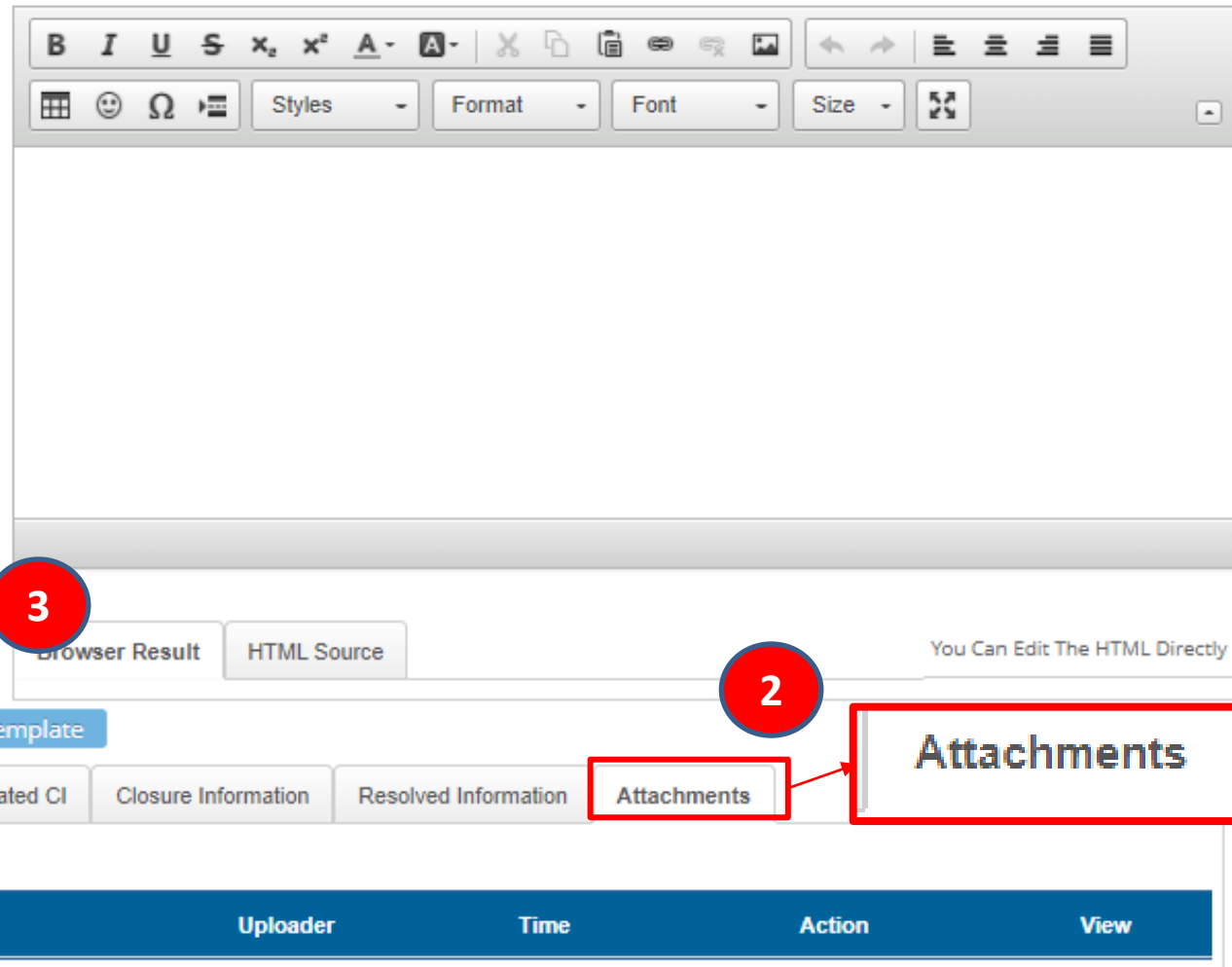
5b Lengkapi Form Incident, lalu klik Save

o. Description : Penjelasan permasalahan tiket

2. Bila ada lampiran tiket :
 - a. Pilih Tab attachment
 - b. Pilih icon 
 - c. Klik browse
 - d. Pilih file dg format pdf atau jpg
 - e. Klik upload

3. Klik **Save**

4. Klik **Yes**



Browser Result HTML Source You Can Edit The HTML Directly

Related Records Related CI Closure Information Resolved Information Attachments

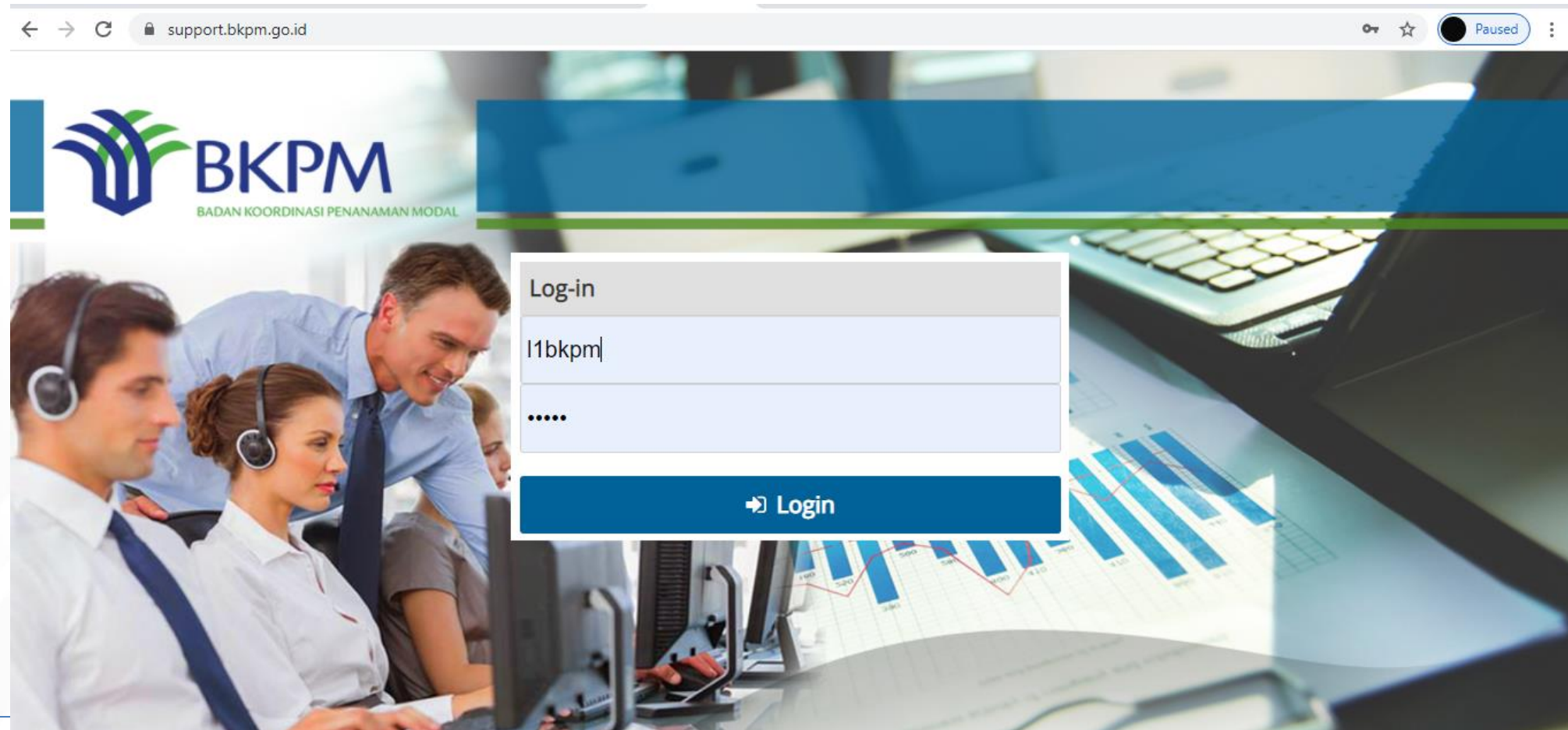
File Name Uploader Time Action View

D. Langkah Menyelesaikan Tiket

1. Kunjungi <https://support.bkpm.go.id/>
2. Masukkan **Username** dan **Password**, lalu klik tombol **LOGIN**
3. Pilih **My Homepage**
4. Pilih **Assigned to My Group**
5. Pilih Tiket, klik **Pick Up**
6. Periksa kembali **field mandatory** dan **Assigned To**, lalu klik **Save**
7. Pilih **Assigned To Me**
8. Pilih Tiket, klik **Edit**
- 9a. Jika akan **mengerjakan tiket**, Pilih tab **Resolved Information**, isi **Resolution**, klik **Resolved**
- 9b. Jika akan **mengeskalasi tiket**, pilih **Assignment Group**, pilih **Nama Group**, lalu klik **Assign** atau **Save**

1 Kunjungi <https://support.bkpm.go.id>

2 Masukkan **Username** dan **Password**, lalu klik **Login**



support.bkpm.go.id

BKPM
INDONESIA INVESTMENT COORDINATING BOARD

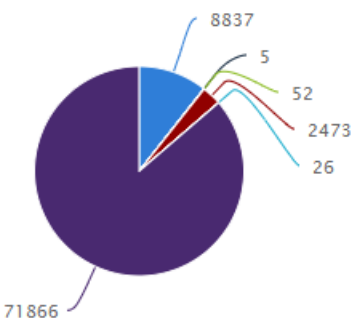
My Ticket 7 My Assignment 13 Assignment Group 558 L1 BKPM

Menu

- My Homepage
- Measurement & Reporting
- Knowledge Management
- Request Management
- Incident Management
- Platform

My Homepage

Report Incident By Sub Category



Sub Category	Count
Sistem Non-OSS	8837
PENANAMAN MODAL	5
SISTEM OSS-RBA	52
Jaringan & Infrastruktur	2473
Data	26
Sistem OSS	71866

Report Incident by Status

4 Pilih Assigned To My Group

support.bkpm.go.id

BKPM
INDONESIA INVESTMENT COORDINATING BOARD

My Ticket 7 | My Assignment 13 | Assignment Group 582 | L1 BKPM

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- Assigned To Me
- Measurement & Reporting
- Knowledge Management
- Request Management
- Incident Management
- Platform


Data Filter

Edit | Pick Up

Number	Short Description	State	Department	Opened By
INC-2021-135036	Keluhan Login	Assigned		
INC-2021-135037		Assigned		Front Officer01
INC-2021-135038		Assigned		Front Officer01
INC-2021-135039		Assigned		Front Officer01
INC-2021-135032	AZ7179	Assigned		Front Officer01
INC-2021-135031	JT7294	Assigned		Front Officer01
INC-2021-135030	DA5088	Assigned		Front Officer01
INC-2021-135029	NO2959	Assigned		Front Officer01

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support.bkpm.go.id

 My Ticket 8 My Assignment 13 Assignment Group 583 L1 BKPM

Menu

1

Data Filter

2

Pick Up

Edit Pick Up

	Number	Short Description	State	Department	Opened By
<input type="checkbox"/>	INC-2021-135037	PT. Ika Tes Tes tidak bisa login	Assigned	L1 BKPM	
	INC-2021-135036	Keluhan Login	Assigned		
	INC-2021-135035	CJ9715	Assigned		Front Officer01
	INC-2021-135034	GE2551	Assigned		Front Officer01
	INC-2021-135033	JR3045	Assigned		Front Officer01
	INC-2021-135032	AZ7179	Assigned		Front Officer01
	INC-2021-135031	JT7294	Assigned		Front Officer01
	INC-2021-135030	DA5088	Assigned		Front Officer01

<< < 1 / 1029 > >> [1 - 50 / 51435]


Requested By :	Ika	<input type="button" value="c"/>	Opened By :	L1 BKPM
Nama Perusahaan :	PT. Ika Tes tes		Back Dated :	<input type="button" value="calendar"/>
Phone Number :	08123445666		Status :	Assigned
NIB :	6198191838383		Contact Type :	Email
NIK/Passport :			Impact :	High
Email :	iko0008@gmail.com		Urgency :	Low
Category :	OSS RBA-TEKNOLOGI INFOF		Priority :	Medium
Sub Category :	SISTEM OSS-RBA		Assignment Group :	L2indosat
Item Category :	LOGIN/HAK AKSES INVESTO		Assigned To :	<input type="button" value="c"/>
Item Name :	TIDAK BISA LOGIN			<input type="button" value="c"/>
Vendor :		<input type="button" value="c"/>		
Location :	BKPM Pusat	<input type="button" value="c"/>		
Building :		<input type="button" value="c"/>		
Location Description :				
Short Description :	PT. Ika Tes Tes tidak bisa login		<input type="button" value="document"/>	

 Save Save

Print

Add New Problem

support.bkpm.go.id

 BKPM
INDONESIA INVESTMENT COORDINATING BOARD

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- Assigned To My Group
- Assigned To Me**
- Measurement & Reporting
- Knowledge Management
- Request Management
- Incident Management
- Create New


Data Filter

Edit

Number	Short Description	State	Opened By
INC-2021-135037	PT. Ika Tes Tes tidak bisa login	In Progress	L1 BKPM
INC-2021-133978	tes tes I1	In Progress	L1 BKPM
		Resolved	Front Officer01
		In Progress	
		Resolved	


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support.bkpm.go.id


 **BKPM**
INDONESIA INVESTMENT COORDINATING BOARD

My Ticket 8 My Assignment 14 Assignment Group 582 L1 BKPM

1

Data Filter  Edit 2

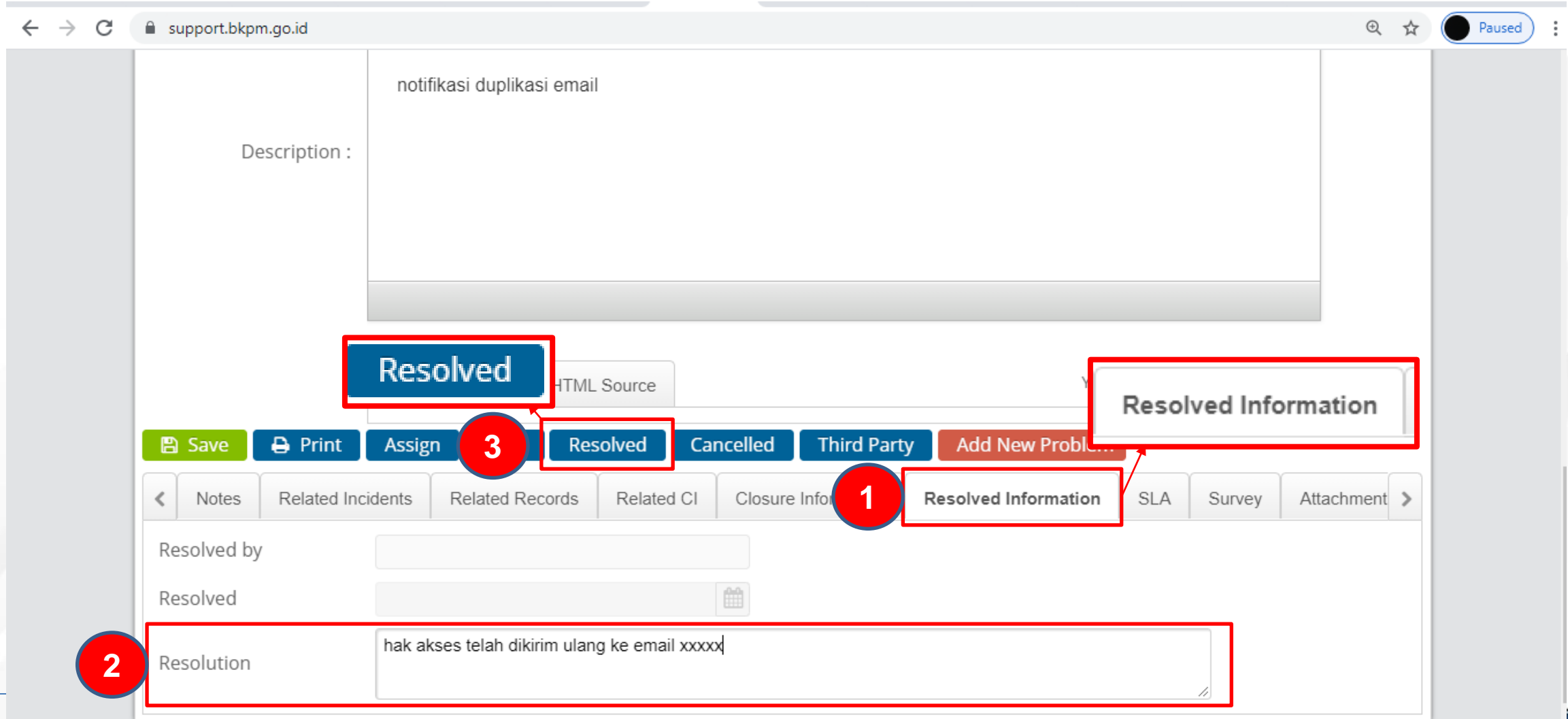
 Edit

	Number	Short Description	State	Opened By
	INC-2021-135037	PT. Ika Tes Tes tidak bisa login	In Progress	L1 BKPM
	INC-2021-133978	tes tes I1	In Progress	L1 BKPM
	INC-2021-134206	MJ7010	Resolved	Front Officer01
	INC-2021-134112	Permohonan Perubahan OSS	In Progress	

<< < 1 / 1 > >> [1 - 5 / 5]

9a

Jika akan mengerjakan tiket, Pilih Tab **Resolved Information**, isi **Resolution**, klik **Resolved**



The screenshot shows a web browser window at support.bkpm.go.id. The ticket description is "notifikasi duplikasi email". The interface includes a toolbar with buttons for Save, Print, Assign, Resolved, Cancelled, Third Party, and Add New Problem. Below the toolbar is a navigation menu with tabs for Notes, Related Incidents, Related Records, Related CI, Closure Info, Resolved Information, SLA, Survey, and Attachment. The Resolved Information tab is selected and highlighted with a red box and a red circle containing the number 1. The Resolved button in the toolbar is also highlighted with a red box and a red circle containing the number 3. The Resolution field is highlighted with a red box and a red circle containing the number 2, containing the text "hak akses telah dikirim ulang ke email xxxxx".

9b

Jika akan mengescalasi tiket, pilih **Assignment Group**, pilih **Nama Group**, lalu klik **Assign** atau **Save**

Sub Category : SISTEM OSS-RBA

Item Category : LOGIN/HAK AKSES INVESTOI

Item Name : TIDAK BISA LOGIN

Vendor :

Location : BKPM Pusat

Building :

Location Description :

Short Description : PT. Ika Tes Tes tidak bisa login

Assignment Group : Service Desk Pusat

Assigned To :

1

Show Group Company

Data Filter **2**

Go to : Group Name L2 **3**

Date : From : To :

Search Template :

Sort by : ASC DESC

Search Clear

Name	Company
L2 INDOSAT	BKPM



4

5

Save Assign

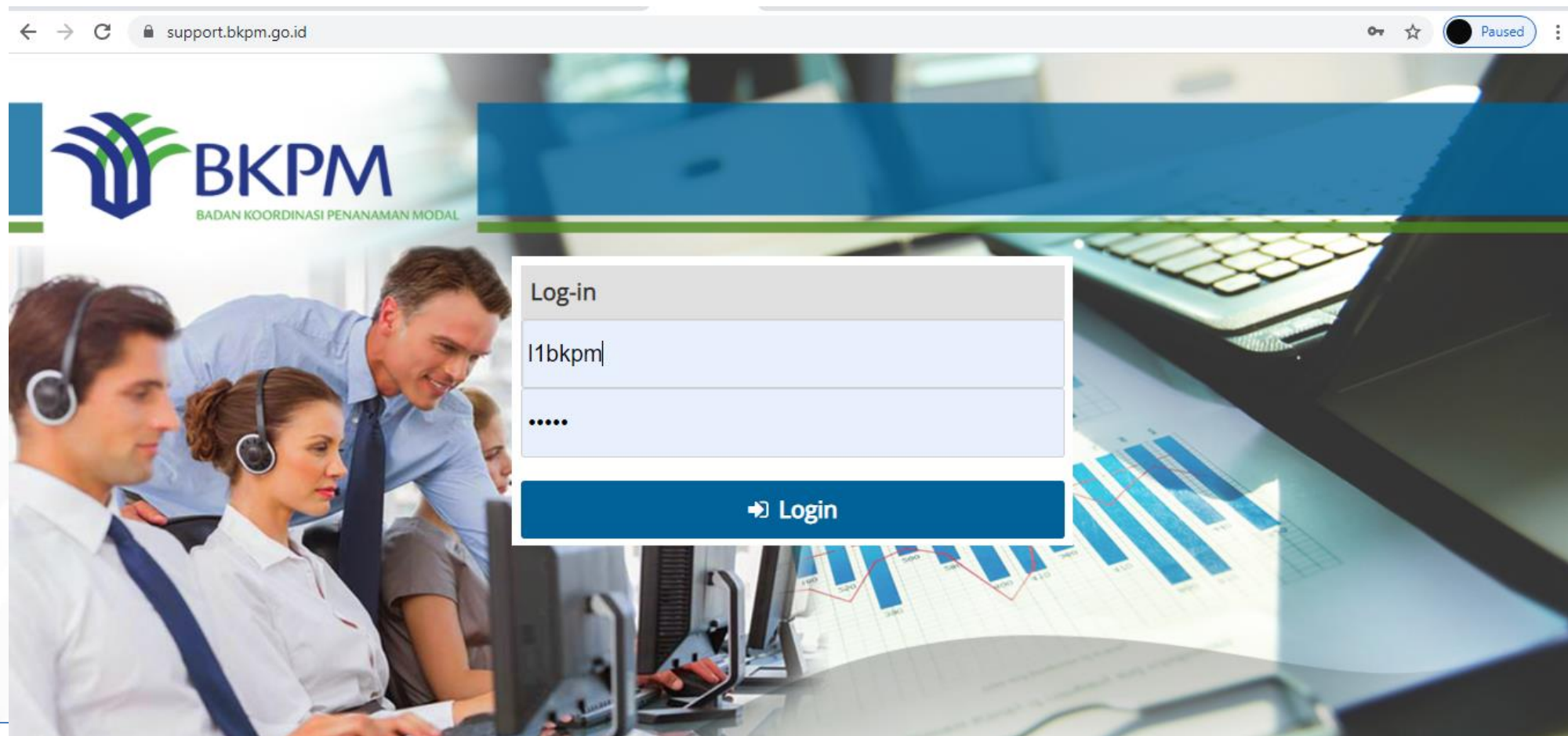
Save Print Assign Hold Resolved Cancelled Third Party Add New Problem

E. Langkah Mengirim Tanggapan atas Tiket melalui ESTIM

1. Kunjungi <https://support.bkpm.go.id/>
 2. Masukkan **Username** dan **Password**, lalu klik tombol **LOGIN**
 3. Pilih **My Homepage**
 4. Pilih **Assigned To Me**
 5. Pilih Tiket, klik **Edit**
 6. Pilih tab **Notes**, klik icon 
 7. Isi alamat **email**, klik icon  , ketikkan tanggapan pada **Additional Comments**, lalu klik **Post**
-

1 Kunjungi <https://support.bkpm.go.id>

2 Masukkan **Username** dan **Password**, lalu klik **Login**



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INDONESIA INVESTMENT COORDINATING BOARD

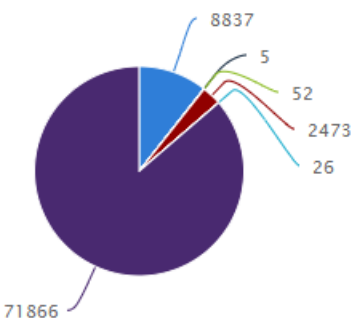
My Ticket 7 My Assignment 13 Assignment Group 558 L1 BKPM

Menu

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- Measurement & Reporting
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- Request Management
- Incident Management
- Platform

My Homepage


Report Incident By Sub Category



Sub Category	Count
Sistem Non-OSS	8837
PENANAMAN MODAL	5
SISTEM OSS-RBA	52
Jaringan & Infrastruktur	2473
Data	26
Sistem OSS	71866

Report Incident by Status

support.bkpm.go.id

 **BKPM**
INDONESIA INVESTMENT COORDINATING BOARD

My Ticket 8 My Assignment 14 Assignment Group 582 L1 BKPM

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- Assigned To Me**
- Measurement & Reporting
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- Incident Management
- Create New

Data Filter

Number	Short Description	State	Opened By
INC-2021-135037	PT. Ika Tes Tes tidak bisa login	In Progress	L1 BKPM
INC-2021-133978	tes tes l1	In Progress	L1 BKPM
		Resolved	Front Officer01
		In Progress	
		Resolved	


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support.bkpm.go.id


 **BKPM**
INDONESIA INVESTMENT COORDINATING BOARD

My Ticket 8 My Assignment 14 Assignment Group 582 L1 BKPM

1

Data Filter  Edit 2

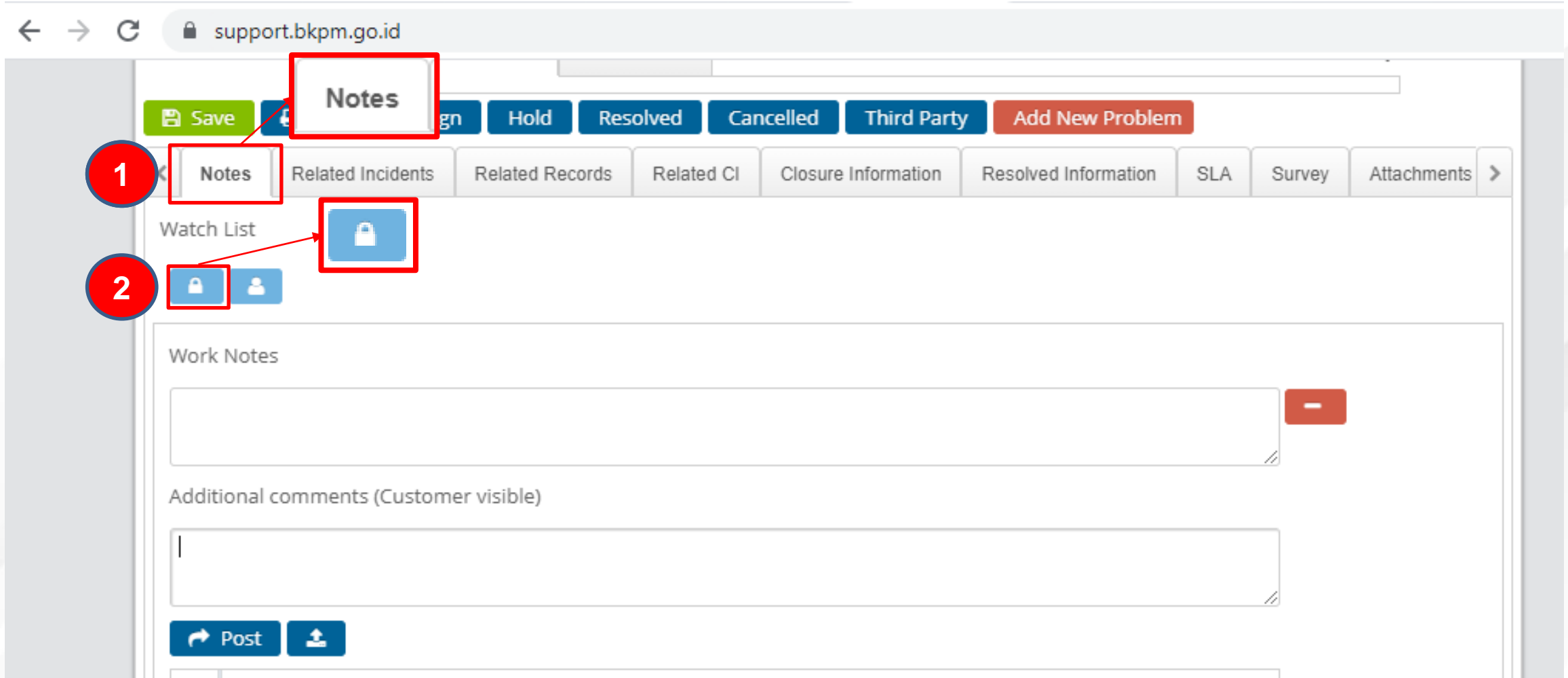
 Edit

	Number	Short Description	State	Opened By
	INC-2021-135037	PT. Ika Tes Tes tidak bisa login	In Progress	L1 BKPM
	INC-2021-133978	tes tes I1	In Progress	L1 BKPM
	INC-2021-134206	MJ7010	Resolved	Front Officer01
	INC-2021-134112	Permohonan Perubahan OSS	In Progress	

<< < 1 / 1 > >> [1 - 5 / 5]

6

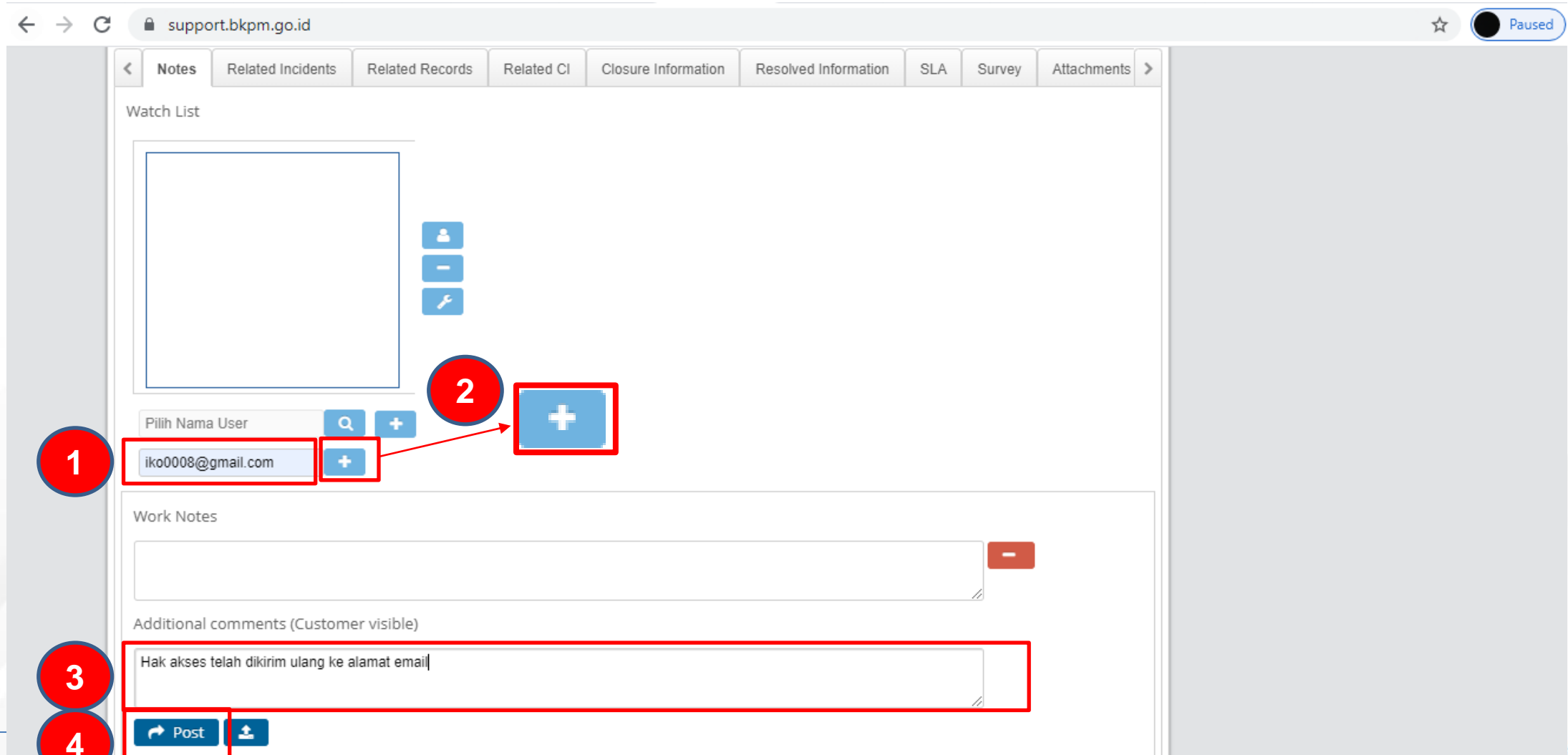
Pilih tab **Notes**, klik icon 



The screenshot shows a web browser window with the URL `support.bkpm.go.id`. The interface includes a top navigation bar with buttons for `Save`, `Notes`, `Assign`, `Hold`, `Resolved`, `Cancelled`, `Third Party`, and `Add New Problem`. Below this is a secondary navigation bar with tabs for `Notes`, `Related Incidents`, `Related Records`, `Related CI`, `Closure Information`, `Resolved Information`, `SLA`, `Survey`, and `Attachments`. A `Watch List` section contains a lock icon and a user icon. The main content area is titled `Work Notes` and features a text input field, a `Post` button, and an `Additional comments (Customer visible)` section with another text input field. Red annotations highlight the `Notes` tab, the lock icon in the `Watch List`, and the lock icon in the `Work Notes` section.

7

Isi alamat email, klik icon  , ketikkan tanggapan pada **Additional Comments**, lalu klik **Post**



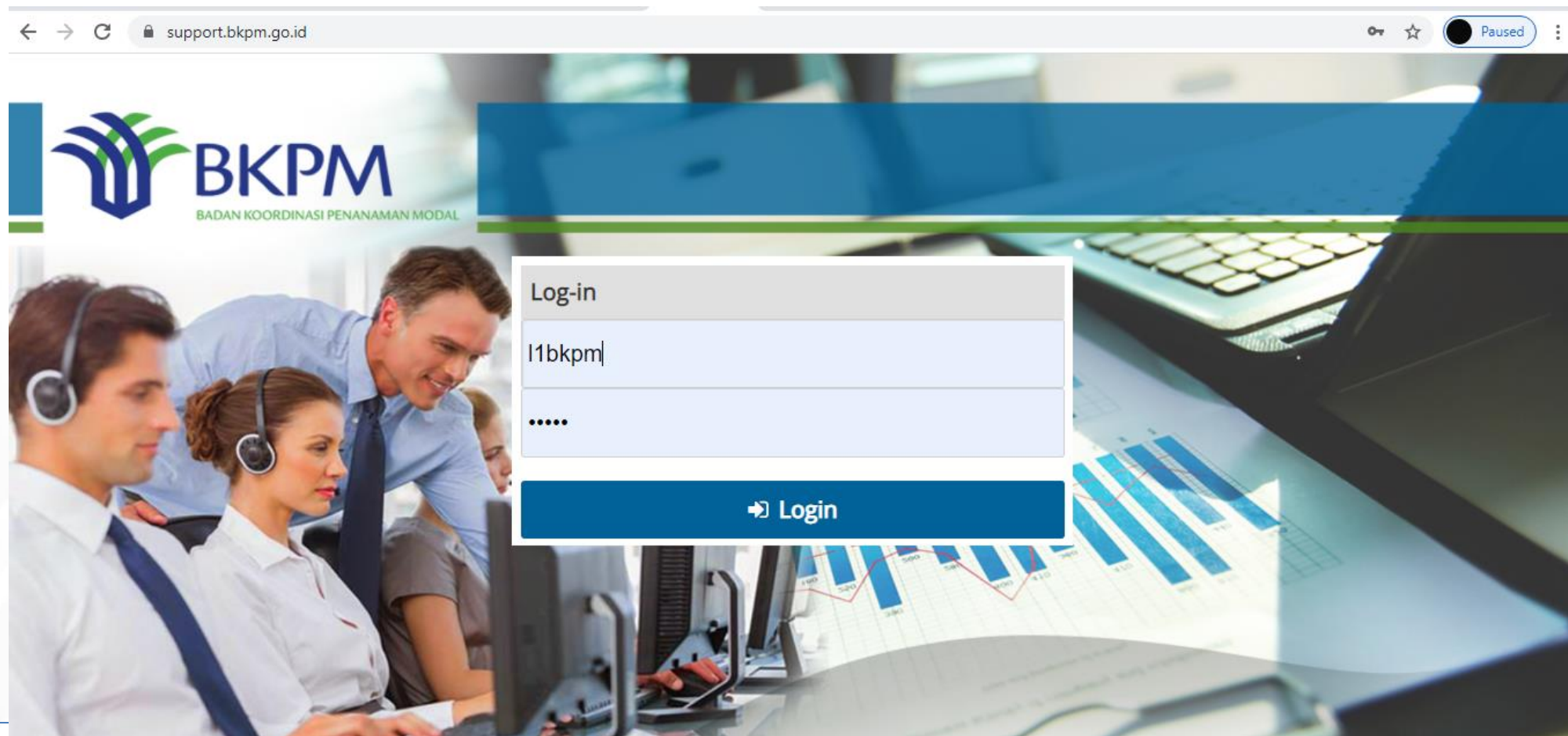
The screenshot shows a web browser window at support.bkpm.go.id. The interface includes a navigation bar with tabs: Notes, Related Incidents, Related Records, Related CI, Closure Information, Resolved Information, SLA, Survey, and Attachments. Below the navigation bar is a 'Watch List' section with a large empty box and three icons (person, minus, wrench). A search bar labeled 'Pilih Nama User' contains the text 'iko0008@gmail.com'. A red circle '1' highlights the search bar, and a red circle '2' highlights a plus icon to its right. A red circle '3' highlights the text 'Hak akses telah dikirim ulang ke alamat email' in the 'Additional comments (Customer visible)' field. A red circle '4' highlights the 'Post' button at the bottom left. A red arrow points from the plus icon in the search bar to a larger plus icon in the 'Watch List' area.

F. Langkah Menutup Tiket

1. Kunjungi <https://support.bkpm.go.id/>
2. Masukkan **Username** dan **Password**, lalu klik tombol **LOGIN**
3. Pilih **My Homepage**
4. Pilih **Assigned To My Group**
5. Pilih Tiket dengan status “**Resolved**”, klik **Pick Up**
6. Pilih tab **Closure Information**
7. Pilih **Close Code**, Isi **Close Notes**, lalu klik **Close Ticket**

1 Kunjungi <https://support.bkpm.go.id>

2 Masukkan **Username** dan **Password**, lalu klik **Login**



support.bkpm.go.id

BKPM
INDONESIA INVESTMENT COORDINATING BOARD

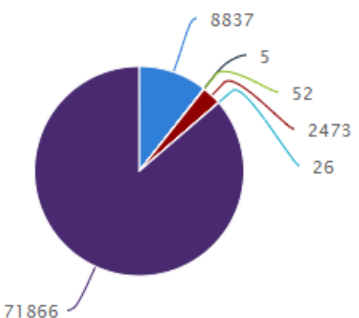
My Ticket 7 My Assignment 13 Assignment Group 558 L1 BKPM

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My Homepage

Report Incident By Sub Category



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PENANAMAN MODAL	5
SISTEM OSS-RBA	52
Jaringan & Infrastruktur	2473
Data	26
Sistem OSS	71866

Report Incident by Status

4 Pilih Assigned To My Group

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BKPM
INDONESIA INVESTMENT COORDINATING BOARD

My Ticket 7 | My Assignment 13 | Assignment Group 582 | L1 BKPM

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- Assigned To Me
- Measurement & Reporting
- Knowledge Management
- Request Management
- Incident Management
- Platform

Data Filter

Edit | Pick Up

Number	Short Description	State	Department	Opened By
INC-2021-135036	Keluhan Login	Assigned		
INC-2021-135037		Assigned		Front Officer01
INC-2021-135038		Assigned		Front Officer01
INC-2021-135039		Assigned		Front Officer01
INC-2021-135032	AZ7179	Assigned		Front Officer01
INC-2021-135031	JT7294	Assigned		Front Officer01
INC-2021-135030	DA5088	Assigned		Front Officer01
INC-2021-135029	NO2959	Assigned		Front Officer01

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Pilih tiket dengan status “Resolved”, lalu klik **Pick Up**

support.bkpm.go.id

My Ticket 8 My Assignment 16 Assignment Group 582 L1 BKPM

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My Homepage

Dashboard

My Open Ticket

My Approval

Assigned To My Group

Assigned To Me

Measurement & Reporting

Knowledge Management

Request Management

Incident Management

Data Filter

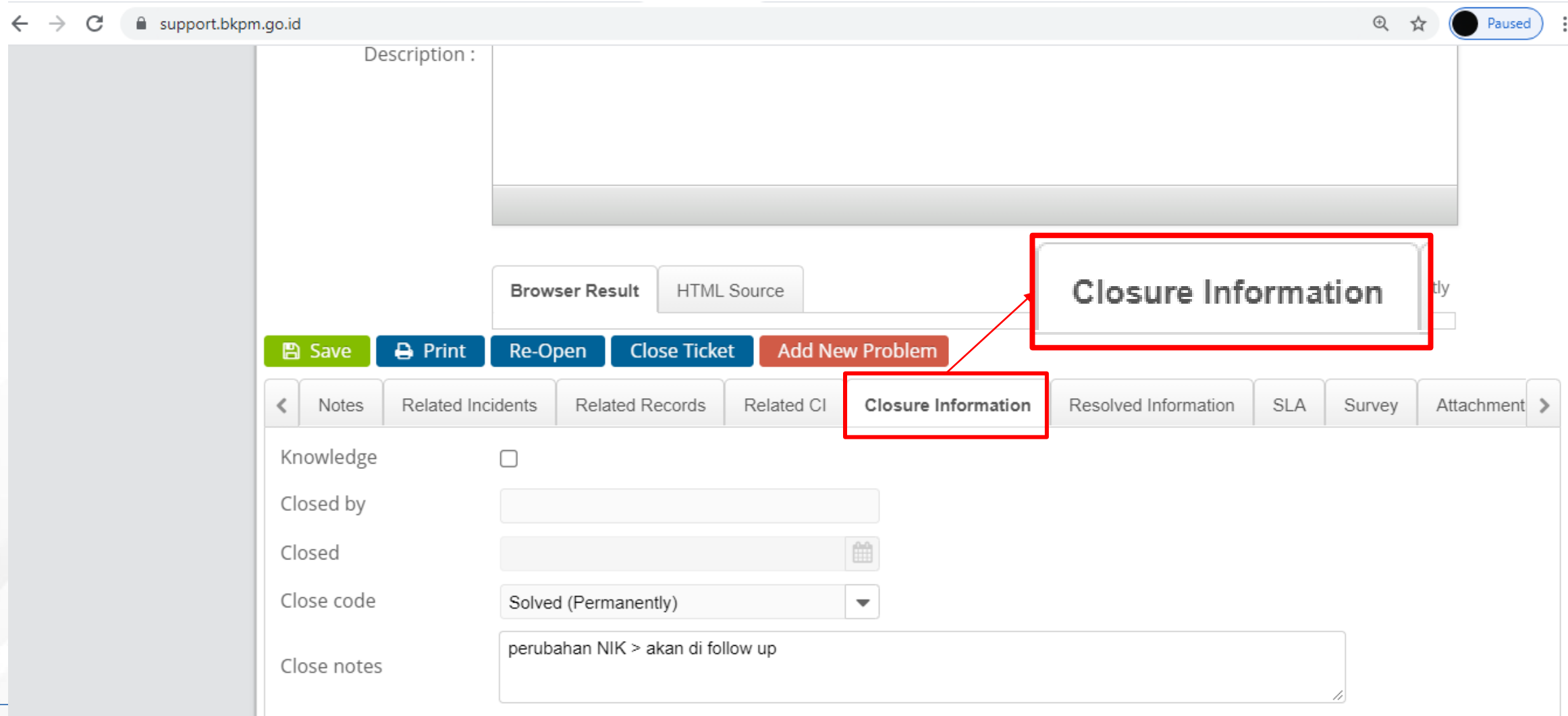
Edit Pick Up

	Number	Short Description	State	Department	Opened By
<input checked="" type="checkbox"/>	INC-2021-133978	tes tes l1	Resolved		L1 BKPM
<input type="checkbox"/>	INC-2021-135036	Keluhan Login	Assigned		
<input type="checkbox"/>	INC-2021-135035	CJ9715	Assigned		Front Officer01
<input type="checkbox"/>	INC-2021-135034	GE2551	Assigned		Front Officer01
<input type="checkbox"/>	INC-2021-135033	JR3045	Assigned		Front Officer01
<input type="checkbox"/>	INC-2021-135032	AZ7179	Assigned		Front Officer01

<< < 1 / 1029 > >>

[1 - 50 / 51435]

6 Pilih tab Closure Information



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Description :


Browser Result HTML Source


Save Print Re-Open Close Ticket Add New Problem

Notes Related Incidents Related Records Related CI **Closure Information** Resolved Information SLA Survey Attachment

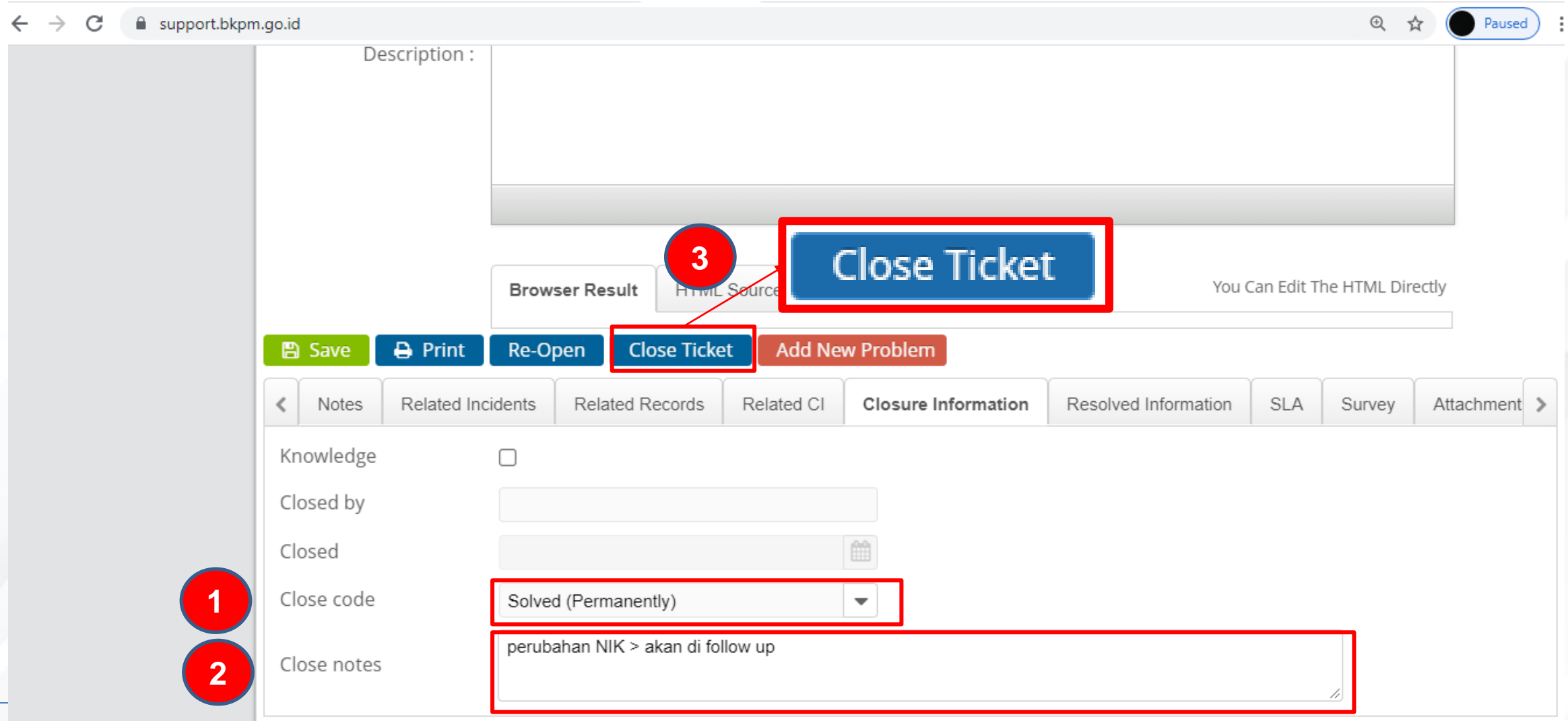
Knowledge

Closed by

Closed 

Close code Solved (Permanently) 

Close notes perubahan NIK > akan di follow up



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Description :

Browser Result HTML Source You Can Edit The HTML Directly

Save Print Re-Open **Close Ticket** Add New Problem

Notes Related Incidents Related Records Related CI **Closure Information** Resolved Information SLA Survey Attachment

Knowledge

Closed by

Closed

Close code Solved (Permanently)

Close notes perubahan NIK > akan di follow up

TERIMA KASIH



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KEMENTERIAN INVESTASI/BKPM

Undang-Undang Cipta Kerja
Pasti, Mudah, Cepat