

Junio 2021

PETICIÓN DE SILLAS ERGONÓMICAS A DOMICILIO PARA EMPLEADOS DB

CBRE

Account:

DEUTSCHE BANK



RESUMEN

A continuación se detalla el proceso para realizar el pedido de silla ergonómica a domicilio para los empleados elegibles de Deutsche Bank mediante el CBRE Service Helpdesk.

Las peticiones serán recopiladas por el equipo de CBRE y serán enviadas periódicamente al proveedor para organizar la entrega a cada empleado.

- 1) **Apertura de ticket/SR**
- 2) **Ayuda y personas de contacto**



1. APERTURA DE TICKET/SR

Mediante el navegador del sistema de DB, entrar en la siguiente link:

<http://csonline.intranet.db.com>

Seleccionar el apartado de Building Helpdesk.

The screenshot displays the Deutsche Bank Corporate Services Online interface. At the top left, the logo reads "Deutsche Bank Corporate Services Online". To its right, the text "dbNetwork | Deutsch" is visible. A blue square icon with a white diagonal line is in the top right corner. Below the header is a navigation bar with the following links: Home, Building Helpdesk, Meeting Rooms, Staff Catering, Document Services, and Safety & Security. The main content area features several service tiles: Staff Catering (fork and spoon icon), Meeting Rooms (table and chairs icon), Document Services (stack of papers icon), My Digital Workplace (globe icon), Building Access (building icon), Building Helpdesk (building with question mark icon, highlighted with a red box), Office Moves (box icon), and Safety & Security (red tile with white text).



1. APERTURA DE TICKET/SR

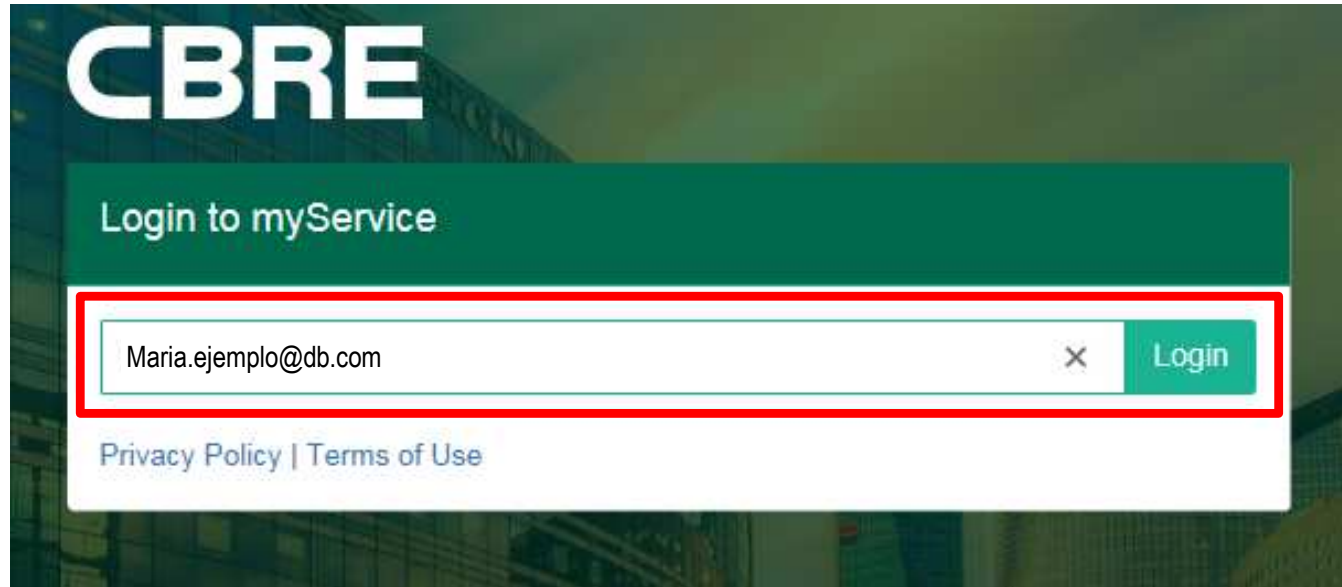
1. En la parte superior seleccionar la región Rest of Europe
2. En el menú lateral izquierdo seleccionar Spain
3. En el menú central seleccionar Building Helpdesk

The screenshot displays the Building Helpdesk website interface. At the top, there is a navigation bar with a 'Building Helpdesk' logo and a 'Select your Region' section. The 'Rest of Europe' button is highlighted with a red box and labeled '1.'. Below this, a breadcrumb trail shows 'Home | Building Helpdesk | Rest of Europe'. A five-step process flow is shown: 1. Select your region, 2. Choose your country, 3. Report your issue, 4. Receive reference number, and 5. Track the resolution. On the left, a list of countries is shown, with 'Spain' highlighted by a red box and labeled '2.'. In the main content area, the 'Spain - Contact Building Helpdesk' section is visible, featuring a 'SmartPhone app' button and a 'Building Helpdesk' button, both highlighted with red boxes and labeled '3.'. A 'Top Links' section is also present on the right side of the page.



1. APERTURA DE TICKET/SR

1. Rellenar el nuevo apartado con el email individual de usuario (No usar mail de departamento o general) y pulsar **Login**



The screenshot shows the CBRE login interface. At the top left is the 'CBRE' logo. Below it is a dark green header with the text 'Login to myService'. The main form area is white and contains a text input field with the email address 'Maria.ejemplo@db.com'. To the right of the input field is a small 'x' icon and a green 'Login' button. A red rectangular box highlights the entire input field and the 'Login' button. Below the input field, there are links for 'Privacy Policy' and 'Terms of Use'.



1. APERTURA DE TICKET/SR

1. En el menú de la izquierda debe aparecer por defecto el site/localización del empleado (edificio corporativo en el que se encuentra ubicado). Si no fuera el caso, seleccionar "Other" y buscar DB SPAIN y el site/localización específico dentro del desplegable.
2. En el menú central seleccionar Furniture Existing (Repairs). Si no aparece esta categoría, pulsar el icono de añadir.

The screenshot shows the Deutsche Bank myService portal interface. At the top, there is a header with the Deutsche Bank logo and 'myService' text. Below the header, there are two columns of text: 'Welcome to the Corporate Services Facilities Helpdesk web portal!' and 'If you are reporting an urgent or emergency issue, please telephone the Facilities Helpdesk using the number shown on the Facilities Helpdesk portal page (COnline) for your country.' Below this, there are three main sections: 'My Favourite Locations', 'Select a Category', and 'My Recent Tickets'. The 'My Favourite Locations' section has a dropdown menu with options: 'PTLIS-020 - LISBON, RUA CASTILHO 20 - OFFICE BUILDING - PLANTA 6*', 'ESBCN-018 - 8080-BARCELONA, CRES EDIFICIO MITRE/GANDUXER', and 'Other'. A red box labeled '1.' highlights the 'Other' option. The 'Select a Category' section has a grid of categories: 'Air Conditioning Too Cold', 'Air Conditioning Too Hot', 'Cleaning General', 'General Lighting (Lamps & Tubes)', 'Key Cutting/Furniture Locks', 'Manual Doors Repair (Carpentry)', 'Pest Control', 'Porterage (20422)', 'Vending Machines', 'Meeting Rooms - General/Set Up', 'Furniture Existing (Repairs)', and 'Other'. A red box labeled '2.' highlights the 'Furniture Existing (Repairs)' category. The 'My Recent Tickets' section shows a ticket with ID 'SR3789636', status 'CLOSED', and description 'Eduardo Lopez 600941560. Por favor reanudar...'. A red box highlights the 'SR3789636' ID.








1. APERTURA DE TICKET/SR

Rellenar los parámetros según las siguientes instrucciones;

1. Area in Location for the Service: **Silla ergonómica a domicilio**

2. Priority: **Low**

3. What Service/Repair do you need: **Nombre, Numero de empleado** (visible en el perfil de Workday, o en Group Directory), **dirección, teléfono móvil de contacto y disponibilidad (franja horaria) de Lunes a Viernes laboral, en la que se entregaría la silla en el domicilio de empleado.**

Deutsche Bank  myService    

Requested For
Eduardo Lopez [Change](#)

Location
PTLIS-020 - LISBON, RUA CASTI... [Change](#)


Category
GENERAL MAINTENANCE & RE... [Change](#)


Problem
Furniture Existing (Repairs) [Change](#)

More Information


1. Area in Location for the Service?
Sillas ergonomicas a domicilio
219 characters available for editing

Asset Affected?

2. Priority
Low 

Attachment 

3. Service Description & Comments
What Service/Repair do you need? Edit/change existing text as needed.
Nombre: Maria Ejemplo Ejemplo
Numero empleado: 123456
Dirección: Avenida Carmen Amaya 16, Hospitalet de Llobregat, 08902.
Franja horaria: tardes de 16-22h
200 characters available for editing

 Submit



2. AYUDA Y PERSONAS DE CONTACTO

Servicio Atención al Cliente/Helpdesk CBRE (seguimiento de peticiones, dudas y roturas)

Email: db-property-help-desk@cbre.com

Tel: 900 839 268

Albert Fernandez Niell (Cartería Mitre)

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Tel: 667 457 150

David Fernandez (Cartería Castellana)

Email: david-a.fernandez@db.com

Tel: 913 355 581

