



# Technical Request

## Application Overview

HELICOPTERS

V10.2 – March 2021

**AIRBUS**



# AGENDA

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# Access to Technical Request service

Connect to AirbusWorld platform: <https://airbusworld.helicopters.airbus.com>

Select Request / Technical Request in the top banner menu

The screenshot displays the AirbusWorld platform interface. At the top, a dark blue navigation bar contains the 'AIRBUS' logo, a 'Dashboard' link, and a menu with options: 'Fleet', 'Request' (highlighted), 'By the hours', 'Store', 'My Airbus', 'User', and icons for help and settings. A white tooltip box points to the 'Request' menu item, containing the text 'Technical request' and 'Place and track technical requests'. Below the navigation bar, a large banner features a helicopter image and a 'Vertical Magazine survey' announcement. The survey text states: 'Vertical Magazine has just released its 2020 survey. You can click on link below to provide your feedback.' Below this text are four buttons: 'Discover', 'Hello', 'Let's go', and 'Test'. A horizontal scroll bar at the bottom of the banner shows various links: 'Information letter', 'Vertical Magazine survey', 'Charter and Dispatch', 'Optimize User Experience', 'Communication', and 'New AirbusWorld address'. Below the banner, a section titled 'My key data' with a 'View all >' link contains two cards. The 'Technical requests' card shows 'No request to display' and the 'Messages' card shows 'No message to display'. A date indicator at the bottom right shows 'lundi 25 janvier 2021'.

Auto-refresh on 'ON' to update every xx minutes the dashboard (instead of doing a page refresh)



## Search on TE topic

Consult TE / Edit TE / pdf  
export

Consult message /  
Mark as read

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You can hide Pie Chart section by clicking on the blue bar

Auto refresh ☐ OFF  minutes

Click on Pie Chart sections to filter on A/C type  
or/and on Domain (ATA chapters group)

Information Requested

TE status 'Information Requested' means that your AH contact needs an additional information or an answer.



## TE in progress

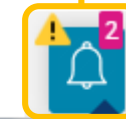
new messages  
received

# Breaking News

Breaking news are now displayed on all pages of the application



The number of fresh news is displayed.  
Warning icon indicates that at least one news is very important.  
Click on the bell to display the list of news



**BREAKING NEWS**


 Tuesday 22nd of September, Te...

Improvements of the new version a...

Tuesday 22nd of September, Technical Requests service will be unavailable from 12:00 p.m until 2:00 p.m (Paris time) for the installation of a new version. Sorry for the inconvenience.



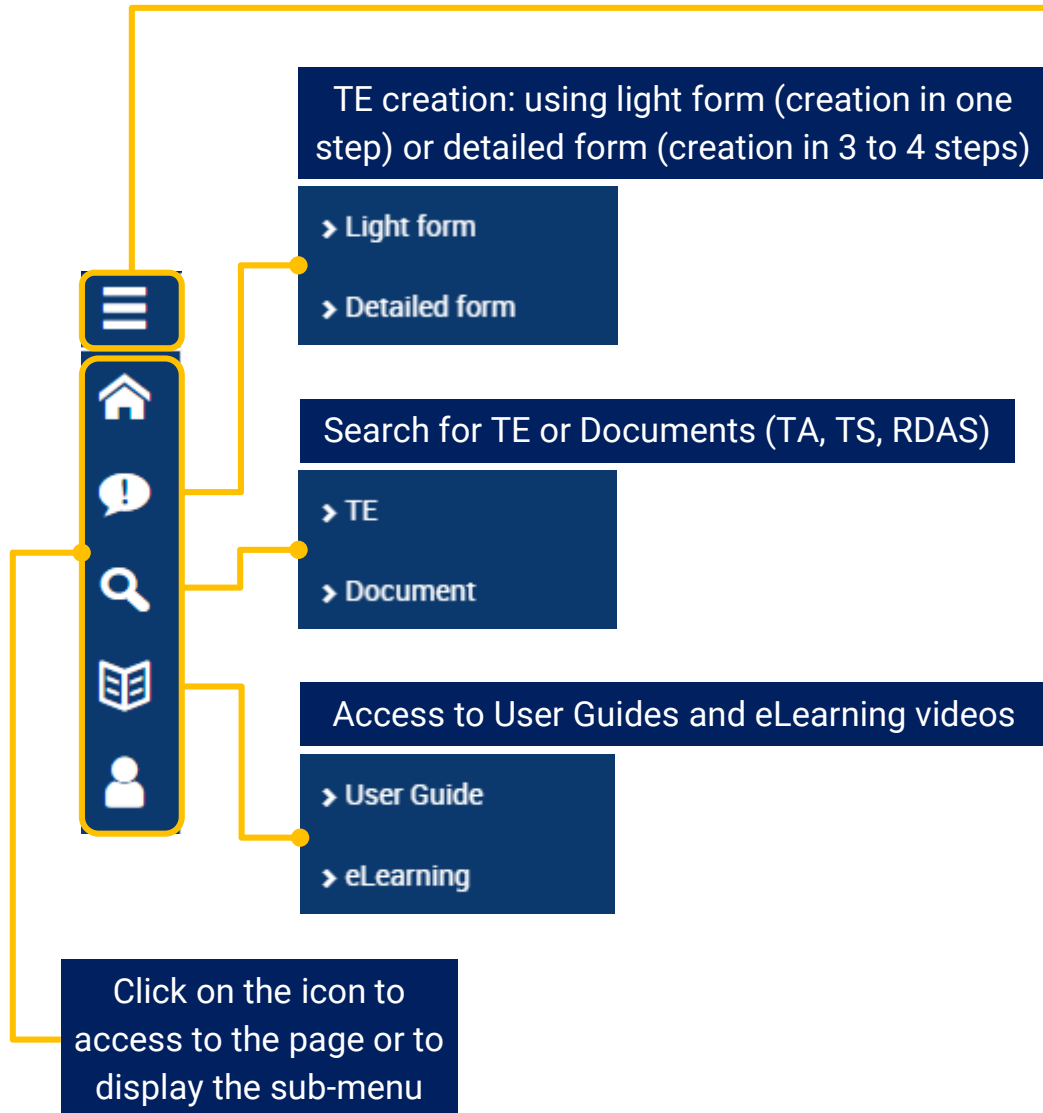
**BREAKING NEWS**

 Tuesday 22nd of September, Tech...

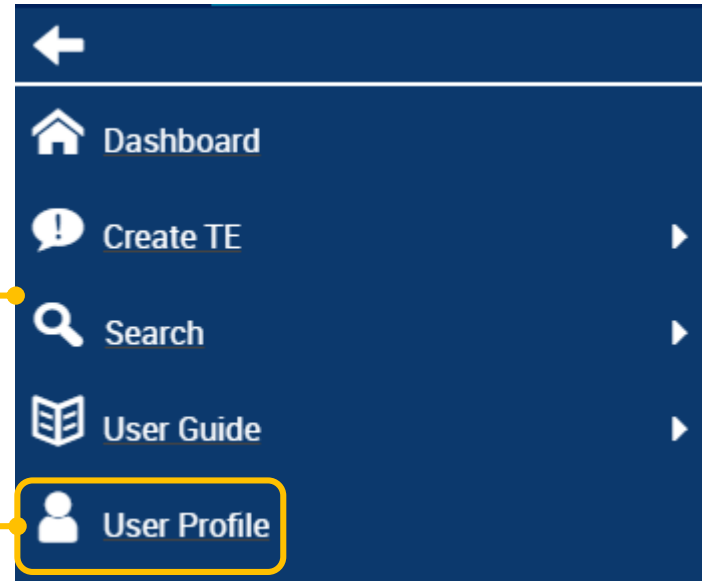
Click on a news to read the content.  
News is considered as read, the text is greyed and italic



# Menu



Click on the "burger" icon to display the detailed menu with sub-sections



In the User Profile, you can edit your job title, phone data, photo, Company address. These data are used in the TE messages. Click on the pen to edit your profile. Click on the avatar to add your photo.

User profile

GENERAL INFORMATION

Avatar



# TE features

All these information are permanently displayed on a TE

4 tabs:

- Main Information
- Sub Events
- Attachments
- Communication

You can add other steps if necessary by clicking on '+'  
Tab 'Document' is displayed when AH has validated a Technical Document (TA, TS, RDAS) for you

Update TEchnical request - door handle issue

TE-2020-EC225-00561

PDF

1 Main Information 2 Sub Events 3 Attachments 4 Communication +

A/C type	A/C version	A/C S/N	TTSN (FH)
EC225	LP	2725	

Company AIRBUSWORLD  
SUPPORT AH

Critical

02 Jul 2020  
08:17:10 AM

06 Jul 2020  
11:59:59 PM

A/C data

TE Priority

Progress bar:

- TE open date (left)
- TE target date (right)
- Bar is progressing and colour changing when closer to the target date

# TE – Main Information

## MAIN INFORMATION

### GENERAL INFORMATION

Topic \*  
door handle issue

Status \*  
Open

Person in charge \*  
Frederic Antoine <frederic.antoine@airbus.com>

Open date  
02 Jul 2020 08:17 AM

Customer Priority \*  
Critical

Final Answer requested date \*  
21 May 2020

### AIRCRAFT DATA

A/C S/N  
2725

A/C Model  
H225

A/C type \*  
EC225

A/C version  
LP

Registration  
LN-OJB

TTSN (FH) i

Landings

### CUSTOMER CONTACT DATA

Customer ref

Maintenance center \*  
AIRBUSWORLD SUPPORT AH (maintenance center)

Customer mobile phone  
254 956 789 0342

Company contact \*  
Stéphanie zzPortal\_Saby <stephanie.saby.external@airbus.co...>

TE status:

- 'Open': Customer has created the TE which is not yet acknowledged by AH
- 'In progress': AH has acknowledged the TE and is working on it
- 'Information requested': AH requests more information for analysis
- 'Closure pending': AH has sent the Final Answer and Customer has to acknowledge this Final Answer (Accept or Refuse)

TE topic

AH contact in charge to answer your request

Customer Priority and Final Answer requested date:  
AOG: Aircraft is On Ground and scheduled operations are thus canceled  
Critical: Aircraft will be AOG if an answer is not provided by AH at Final Answer date requested by the Customer  
Routine: Aircraft availability is not affected

Customer contact data



# TE – Sub Events (SE)

#1 - 62. Main rotors

Create a new SE with empty fields

+

Fields permanently displayed

Duplicate SE

Create a new SE with fields equivalent to this SE

Business domain \*

Tech Support

Request type

Optimization of maintenance / toleran...

Sub-Request type

ATA main \*

62. Main rotors

ATA sub

Select a ATA sub

ATA sub sub

Fault type / Event

Failure code / warning

Fields are displayed depending on the Business Domain selected

+

MPN / PN

332A31140009/332A31140009

MPN / PN description

332A31-1400-09 MANCHON FUSEE

S/N

TSN (FH)

CSN

TSO (FH)

TSI (FH)

TSR (FH)

Calendar

Damage type / Finding

DESCRIPTION / REQUEST

Attachments are displayed here if linked to the Sub-Event #x

ATTACHMENTS

☐ Select all

☐ LogCard.pdf

# TE – Attachments (picture)

### Attachments

☐ Select all

Refine

2 results

15 Sep 2020  
helicoptere.jpg  
66 KB

SE#1

15 Sep 2020  
AirbusWorld - Technical Request M...  
605 KB

On a picture or photo, using the preview function, you can:

- Zoom
- Add text or forms
- Select an area and crop it or pixelate it
- Rotate it

Tip and tricks in the tool tip. Pass your mouse on this icon to know more

Don't forget to save your changes !!

896 x 598

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# TE – Attachments (pdf file)

### Attachments

☐ Select all

Refine

2 results

15 Sep 2020  
helicoptere.jpg  
66 KB  
☐

15 Sep 2020  
AirbusWorld - Technical Request M...  
605 KB  
☐

Files upload (left) / download (right)

Hide/Show filter criteria.  
You can filter the list of attachments if numerous

On a pdf file, using the preview function, you can view all pages of the document

← 1 /8 →

Technical Request service evolution  
Company management  
AirbusWorld

HELICOPTERS

Name  
DD Month YEAR

AIRBUS

← 1 /8 →

# TE – Attachments (filters)

## REMINDER

Download one or several documents after selecting several or all documents

The screenshot shows the 'Attachments' interface. At the top, there's a 'Select all' checkbox and a 'Refine' search bar. Below the search bar, a filter panel is open, showing options for 'Ordering', 'File type', and 'Sub event', along with a 'Search' button. The main area displays a list of attachments. The first attachment is 'helicoptere.jpg' (66 KB) from '15 Sep 2020', with a checkbox, preview icon, download icon, delete icon, and edit icon. The second attachment is 'AirbusWorld - Technical Request Managem...' (605 KB) from '15 Sep 2020', also with a checkbox, preview icon, download icon, delete icon, and edit icon. Annotations with orange lines point to the 'Select all' checkbox, the 'Refine' search bar, the filter panel, the checkboxes for each file, and the download icon for the first file.

Upload new files:  
drag and drop files here  
or search files in your  
computer

The 'Attachments to upload' interface features a large dashed box labeled 'Drop Files Here'. Below this box are four buttons: 'Find Files', 'Cancel All', 'Upload', and 'Upload In Background'.

Search on files name

Filter the list of files

For each file, you can:

- Preview
- Download
- Delete (only if file is not linked to a SE or attached to a message)
- Edit to modify file name or link it to a SE

# TE – Communication

The screenshot displays the Airbus TE communication interface. At the top, there is a 'Sub Event Filter' set to 'ALL' and a 'New Message' button. Below this, a list of messages is shown. The first message is from 'Frederic Antoine' (Technical Support Network Manager) with a subject line 'TITLE OF YOUR REQUEST'. The second message is from 'Bastien zzPortal\_Pesce' with a subject line 'nouveau message pour validation infra'. The third message is from 'Frederic zzPortal\_Antoine' with a subject line 'type your message'. To the right of the messages, there is a user profile for 'Frederic Antoine' with contact information. At the bottom, there is a text input field and a 'WebTEK - presentation to Cu...' button. A yellow box highlights the 'New Message' button and the 'mark as read' icon (a checkmark in a circle) in the message list.

Click on a Contact name to view User Profile data.  
Click on phone number to call the User

On the right, messages from AH

Click to 'mark as read' the message.  
The message will disappear from the dashboard

On the left, messages from the Customer

Click on 'Reply', 'Reply all' or 'new message' to write another message.

# TE – Communication

After clicking on 'Reply', 'Reply all' or 'new message', an 'Add a Message' window will appear.

You can insert an image in the text area by using this button, or simply by copying / pasting the picture (screen capture for example)

You can enlarge the text area to type your message more easily

The screenshot shows a web browser window titled 'WebTEK - Google Chrome' with the URL 'keycopter.airbushelicopters.com/webtek/#/newMessage'. The page is titled 'ADD A MESSAGE' and contains a form with the following fields:

- TO:** A dropdown menu with the placeholder text 'Select a recipient'.
- CC:** An empty text input field.
- TOPIC \*:** A text input field containing 'door handle issue'.
- SUB EVENT TAG \*:** A dropdown menu with the selected value '#1 - 62. Main rotors'.
- MESSAGE \*:** A large text area for typing the message. Above the text area is a rich text editor toolbar with options for font size (12pt), font family (Arial), bold (B), underline (U), italic (I), text color (A), background color (A), bulleted list, numbered list, decrease indent, increase indent, decrease indent, increase indent, and a link icon.

Two yellow boxes highlight the image insertion icon (a picture of a landscape) and the maximize icon (four arrows pointing outwards) in the MESSAGE toolbar. A yellow line connects the first text box to the image icon, and another yellow line connects the second text box to the maximize icon.

At the bottom of the form, there is an 'ATTACHMENTS' section with an 'Upload' button. The footer contains a 'Cancel' button, a 'Save As Draft' button, and a 'Send' button.



# Search TE / Search Document

With 'Search TE' and 'Search Document' features, you can search in the historic of your company TE

## Search TE

### SEARCH CRITERIA

You can filter on some data types

CRITERIA PRE-FILLED ^

TE ID	Customer reference	Company	Company contact
<input type="text" value="TE-YYYY"/>	<input type="text"/>	<input type="text" value="Select a Company"/>	<input type="text" value="Select a Company contact"/>
A/C type	A/C version	A/C S/N	
<input type="text" value="Select an A/C type"/>	<input type="text"/>	<input type="text"/>	
ATA Main	MPN / PN	Start date	End date
<input type="text" value="Select an ATA Main"/>	<input type="text" value="Select an MPN / PN"/>	<input type="text" value="10 Mar 2020"/>	<input type="text" value="10 Mar 2021"/>

Clear





Search

### 20 RESULT(S)

Results are displayed in the table

REFINE

Excel Export

TE ID	Customer Ref	Company	A/C type	A/C S/N	ATA	Topic	MPN / PN	Open Date	TE Status	
TE-2020-EC225-00561		AIRBUSWORLD SUPPORT AH	EC225	2725	62. Main rotors	door handle issue	332A31140009/332A31140009	02 Jul 2020	Open	 
TE-2020-EC225-00562		AIRBUSWORLD SUPPORT AH	EC225	2725	53. Fuselage	door handle issue...	DL-HANDLE/1302174	19 May 2020	Canceled	 

THANK YOU!

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