

National Stock Exchange of India

Circular

Department: Member Service Department	
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To All Members,

Sub: Introduction of dedicated web-based helpdesk portal for Trade Helpdesk

In our continuous endeavor to deliver superior customer experience, Member Service Department is pleased to announce the introduction of dedicated web-based helpdesk portal for Trade helpdesk within NSE's new Digital Portal launched vide NSE circular ref. no NSE/CC/49580 dated September 14, 2021.

The portal is a robust self-service system aimed to deliver web-based support for addressing queries pertaining to the functions handled by Member Service Department.

Important features of the helpdesk portal are as follows:

1. Knowledge Portal – A wide range of articles and FAQs shall assist users in enhancing their product/process knowledge and thereby help in addressing their queries.
2. Raise a Request – Through the 'Raise a Request' quick link, a logged-in user has the option to directly create a ticket for query resolution rather than sending an email to the trade helpdesk or calling the trade helpdesk on toll free number. Users can also provide updates/additional information to the service executive handling the said ticket. Further, the progress of the ticket can also be monitored until closure. User can also refer to historical tickets created in the system for the user.

Furthermore, the new Chatbot available on the portal shall also serve as an additional avenue to support members in query resolution.

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As an initiative to improve ease of accessibility to Trade helpdesk the Exchange has also facilitated authentication of up to 15 dedicated users (as authorized by the Members' admin user of the Digital portal) through the helpdesk portal, thus enabling calls from these contacts to connect quickly to Trade helpdesk executives on the toll-free number 1800 266 0050 IVR option 1, as compared to other users.

Members may kindly note that the new helpdesk portal shall be live with effect from **October 08, 2021**. For improved accessibility to Trade helpdesk, all admin users of members are urged to complete the process of authorizing their respective 15 dedicated users in helpdesk portal at the earliest.

Members may kindly refer to the detailed user manual enclosed herewith for accessing the services available on the helpdesk portal.

It may be noted that the existing channels of communication for trade helpdesk i.e. toll-free number and email shall continue to be available.

**For and on behalf of
National Stock Exchange of India Limited**

**Anjali Kunde
Chief Manager**

Toll Free No	Email id
1800-266-0050 (IVR Option 1)	msm@nse.co.in