JSPL Sitemap & Wireframes

Note*-

1. Wireframes highlighted in this document are low fidelity wireframes, mainly highlighting the placement and treatment of overall page and its elements. Detailed design specifications will be part of the design mock-up
2. The wireframes are created, based on assumptions, as final content is currently not available, therefore the wireframes might need changes or iterations based on final content
3. The inside page wireframes highlight only the first three (of four) columns of the content area (except Knowledge Portal – Gurukul section which has a different layout due to the nature of content and also because of no shortcut links)

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  - News
  - Workflow
  - Tickets
  - Attention
  - Greeting
  - Calendar
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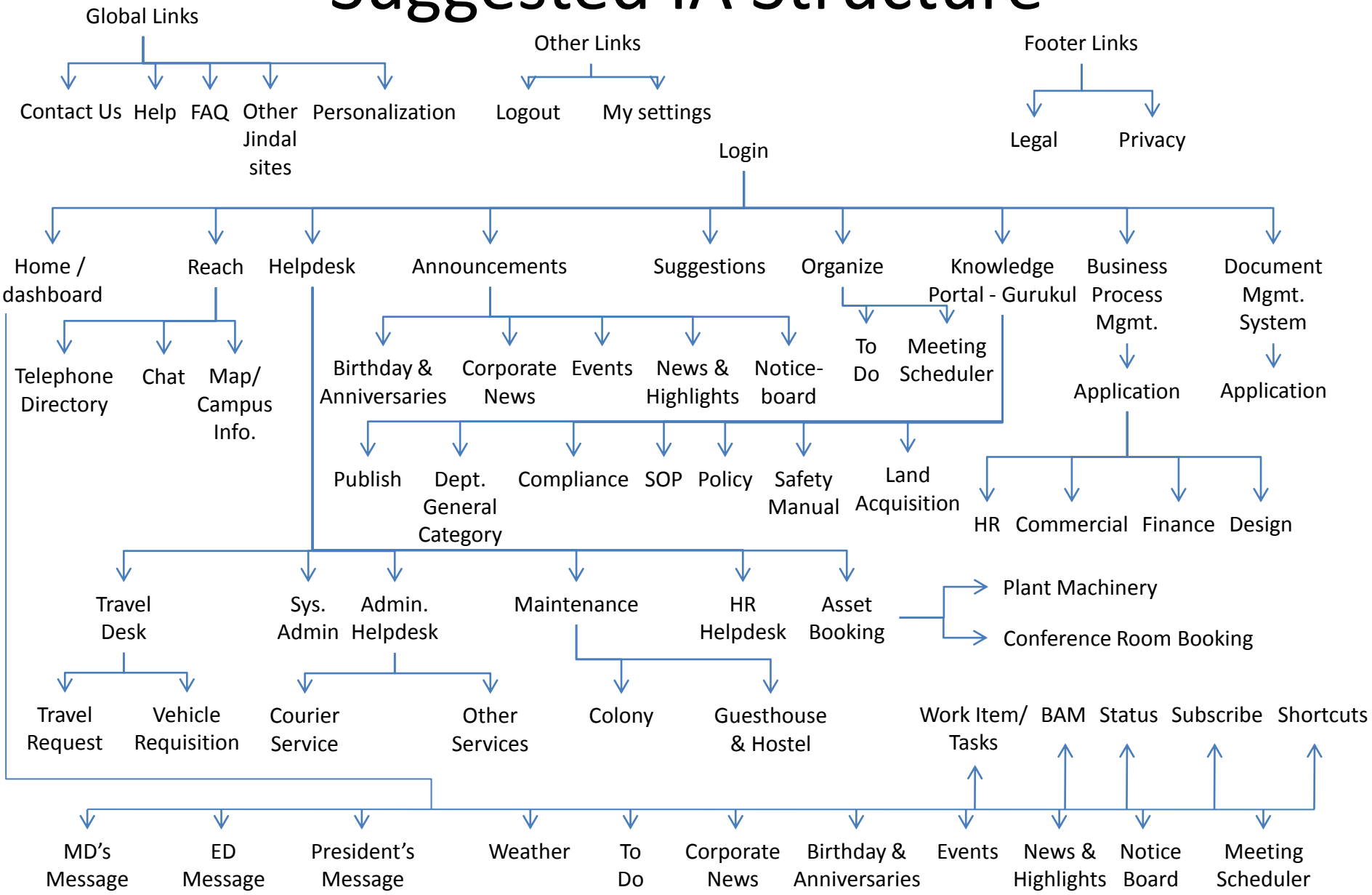
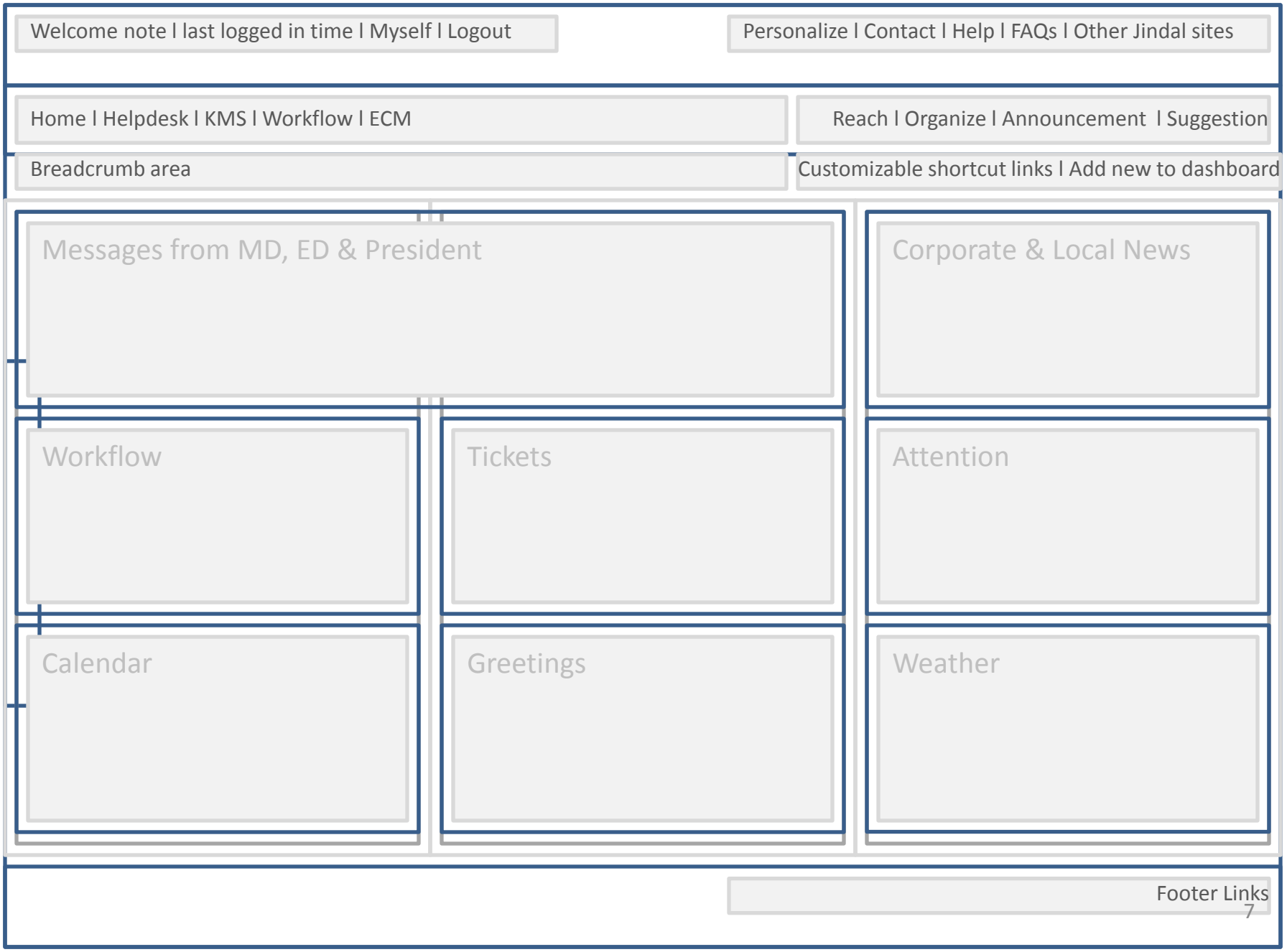
Sitemap

Suggested IA Structure

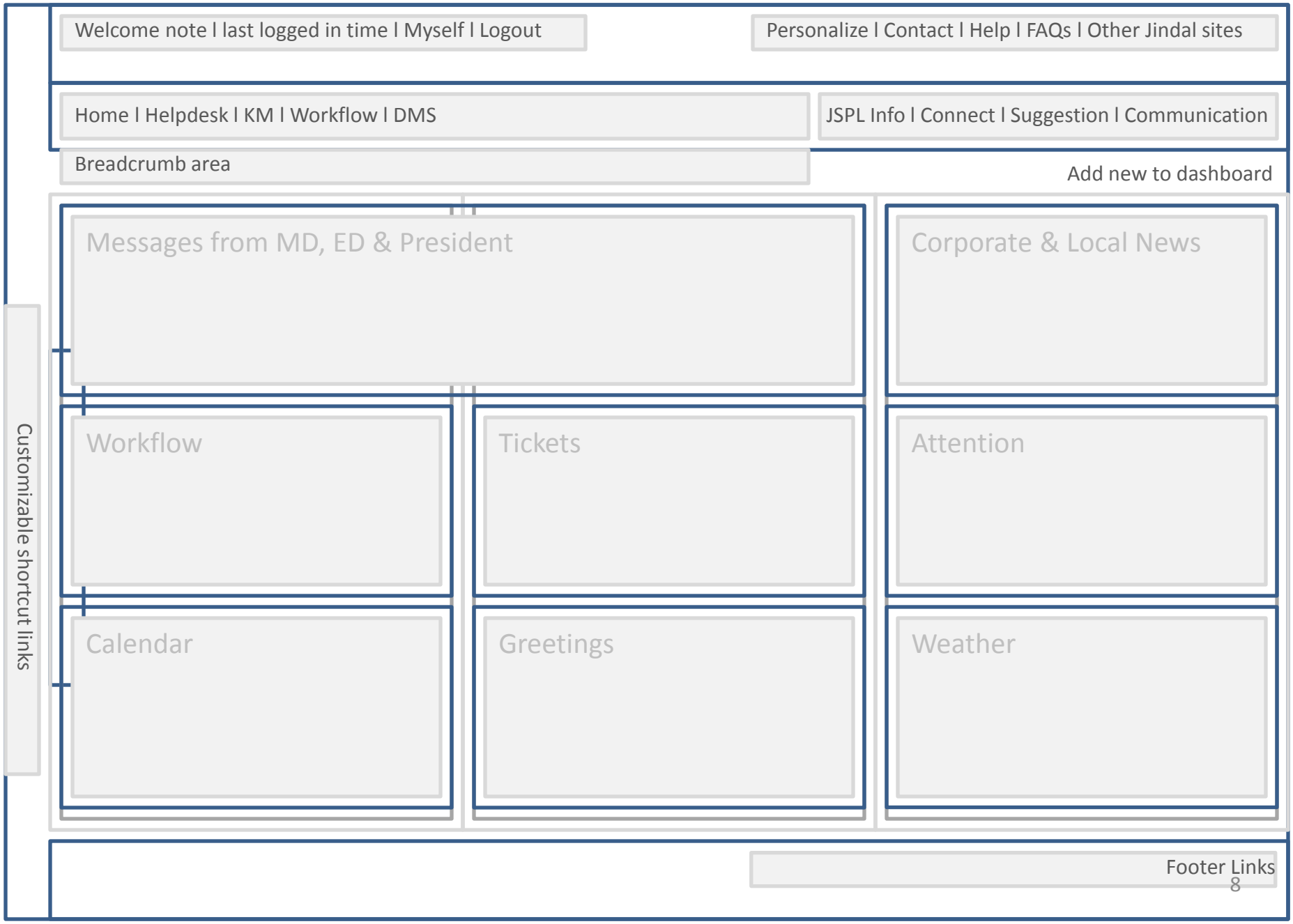


Page Composition – Home/Dashboard

Option 01


Welcome note l last logged in time l Myself l Logout
Personalize l Contact l Help l FAQs l Other Jindal sites
Home l Helpdesk l KMS l Workflow l ECM
Reach l Organize l Announcement l Suggestion
Breadcrumb area
Customizable shortcut links l Add new to dashboard
Messages from MD, ED & President
Corporate & Local News
Workflow
Tickets
Attention
Calendar
Greetings
Weather
Footer Links

Option 02


Welcome note l last logged in time l Myself l Logout
Personalize l Contact l Help l FAQs l Other Jindal sites
Home l Helpdesk l KM l Workflow l DMS
JSPL Info l Connect l Suggestion l Communication
Breadcrumb area
Add new to dashboard
Messages from MD, ED & President
Corporate & Local News
Workflow
Tickets
Attention
Calendar
Greetings
Weather
Customizable shortcut links
Footer Links

Main Menu & Sub Menus

Helpdesk

Helpdesk

Travel Desk

- Travel Request
- Vehicle Requisition

System Admin.

- System Admin. Services

Admin. Helpdesk

- Courier Service
- Other Services

Maintenance

- Colony
- Guest House & Hostel

Human Resources (HR)

- HR Services

Asset Booking

- Plant Machinery
- Conference Room Booking

Call : 91 123 456

Reach

Reach

- Telephone Directory
- Chat
- Map/ Campus Information

Announcements

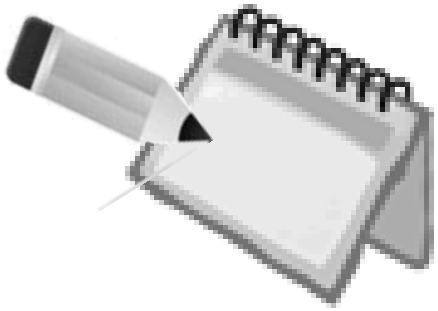
Announcements

- Birthday & Anniversaries
- Corporate News
- Events
- News & Highlights
- Notice board

Organize

Organize

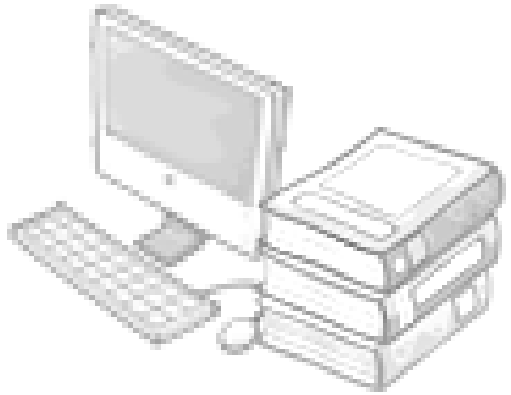
- **To Do**
- **Meeting Scheduler**



Knowledge Portal - Gurukul

Knowledge Portal - Gurukul

- **Publish**
- **Department General Category**
- **Compliance**
- **Standard operating Procedure (SOP)**
- **Policy**
- **Safety Manual**
- **Land Acquisition**

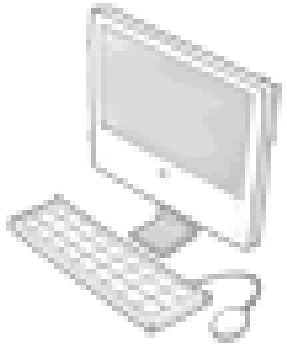


Business Process Mgmt.

Workflow

- **Business Process Management (BPM)**
  Brief write up on BPM appears hear…brief write up on BPM appears hear…

Note – Clicking on BPM would open the BPM system in new browser

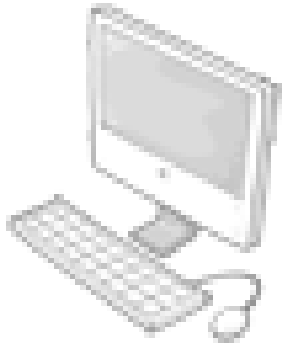


Document Mgmt. System

DMS

- **Document Management System (DMS)**
  Brief write up on DMS appears hear…brief write up on DMS appears hear…

Note – Clicking on DMS would open the DMS system in new browser



Page Elements – Home/Dashboard

Messages from MD, ED & President

Messages

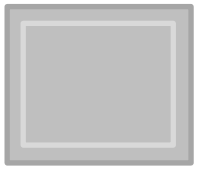
M D | E D | President

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec consequat, mauris sit amet vulputate aliquet, metus eros facilisis turpis, ac posuere eros augue iaculis lacus. Maecenas a justo arcu. Curabitur congue ornare felis, vitae pretium augue volutpat non. Mauris sit amet lectus sapien, quis tincidunt nulla. Nulla aliquam cursus tortor, at bibendum arcu sollicitudin sit amet.

Aliquam iaculis tristique lacus, vitae imperdiet mi lobortis vel. Maecenas ac enim a justo facilisis posuere. Sed elit diam, pharetra a aliquam a, lacinia in odio. Sed facilisis feugiat sapien vitae ultricies. Donec elementum sem ac nisl molestie in aliquam nibh ullamcorper.

Corporate & Local News

News | **Corporate** | ★ Local



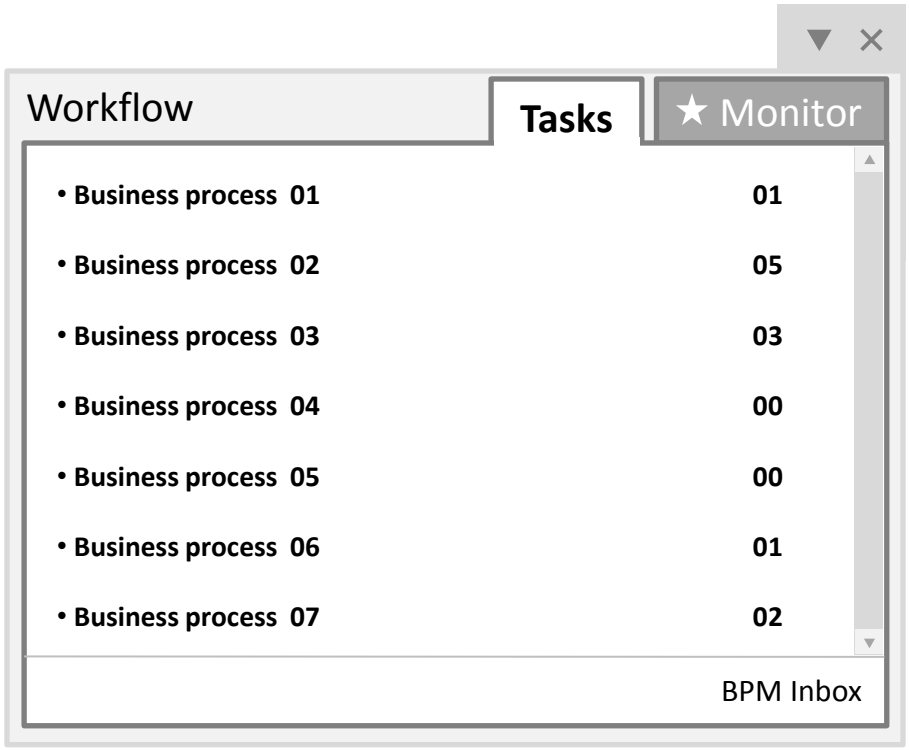
Lorem ipsum dolor sit amet, consectetur adipiscing elit.
dd mmm yyyy, PDF 199 KB, DOC 95KB…
Donec consequat, mauris sit amet vulputate a liquet, metus eros facilisis turpis, ac posuere eros augue iaculis lacus.

- **Maecenas a justo arcu. Curabitur congue orn...** (dd mmm yyyy)
  PDF 279 KB
- **Mauris sit amet lectus sapien, quis tincidunt …**(dd mmm yyyy)
- **Nulla aliquam cursus tortor, at bibendum arc…**(dd mmm yyyy)
  DOC 27 KB
- **Aliquam iaculis tristique lacus, vitae imperdiet** (dd mmm yyyy)

View All

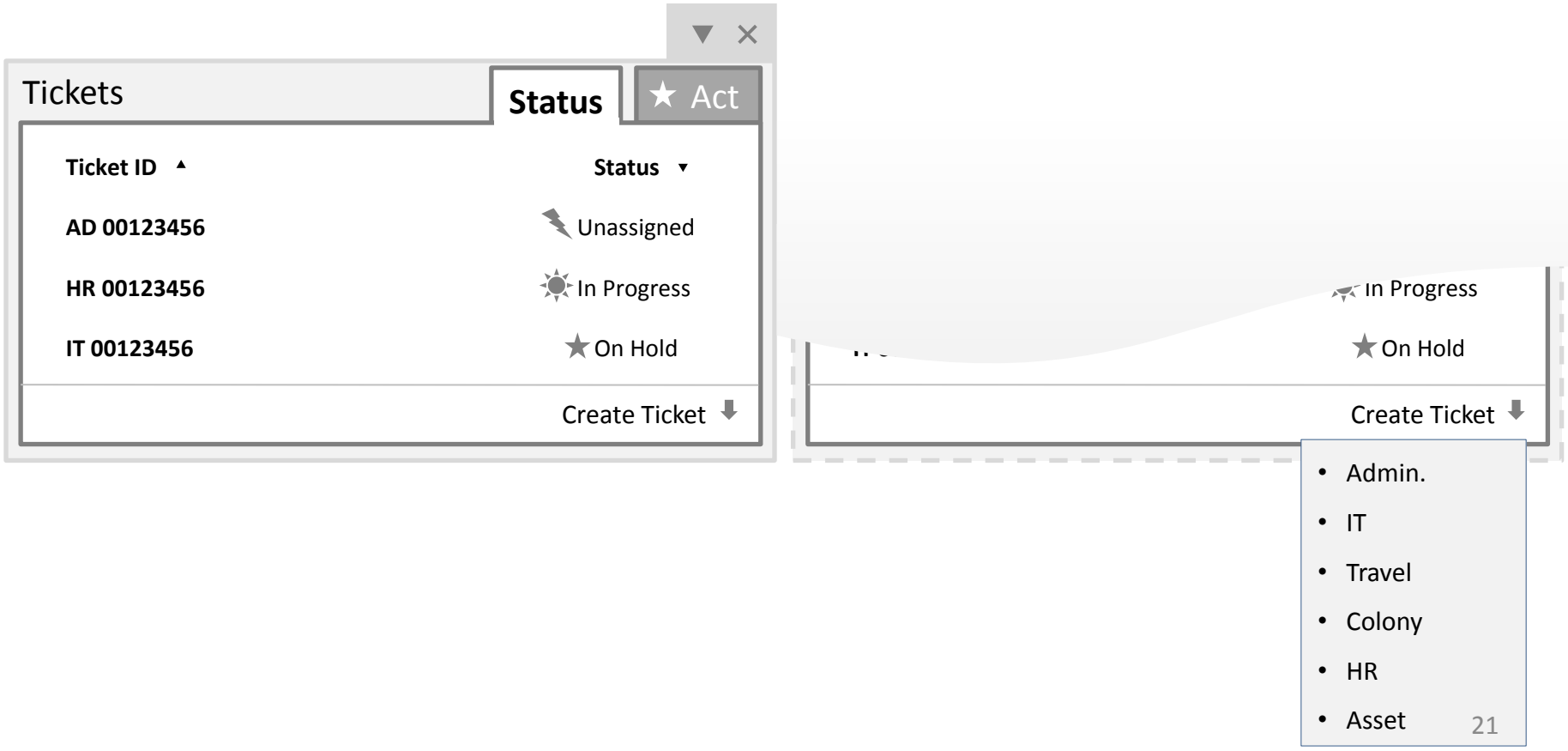
Note – Local will be similar to Corporate News, with Link to All Local News

Workflow

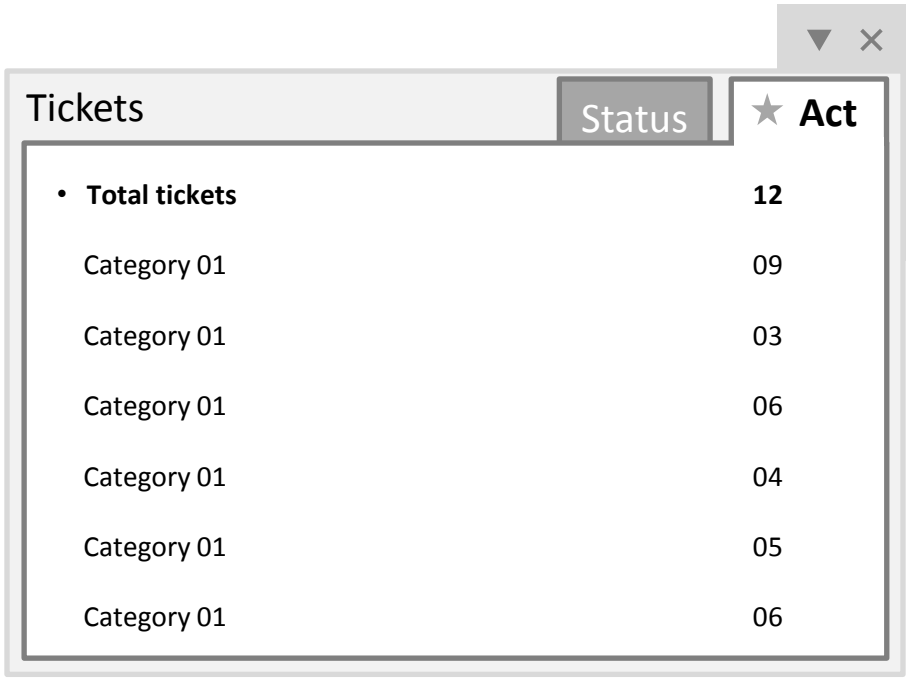


Note – “Monitor” screen will be created during phase II, currently it is a placeholder content

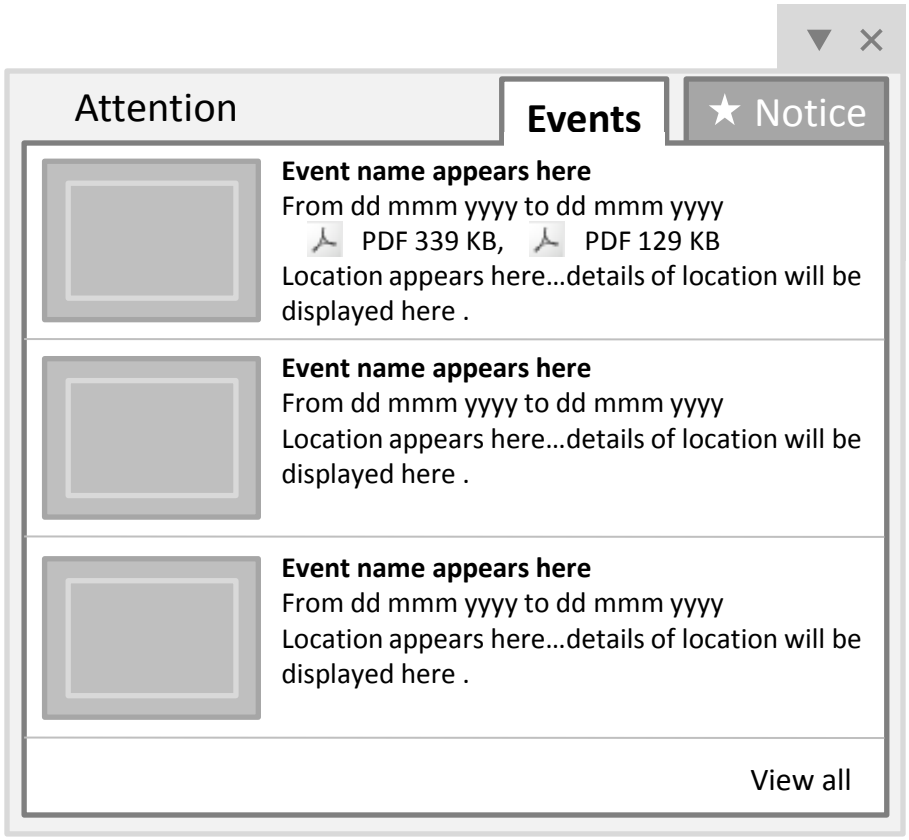
Tickets


Tickets
Status
Act
Ticket ID
Status
AD 00123456
Unassigned
HR 00123456
In Progress
IT 00123456
On Hold
Create Ticket
In Progress
On Hold
Create Ticket
Admin.
IT
Travel
Colony
HR
Asset

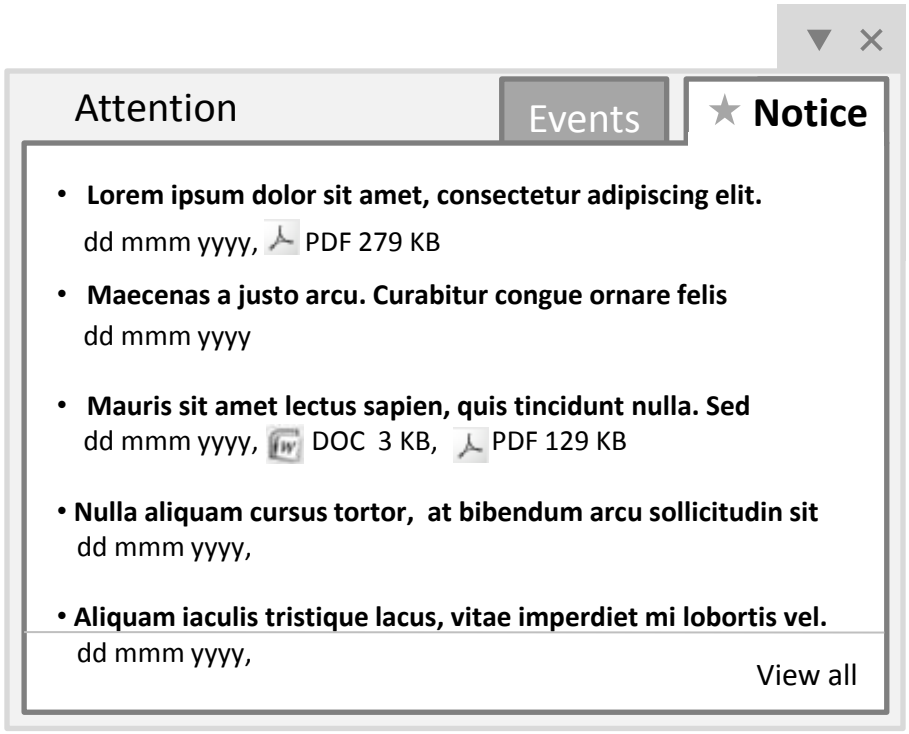
Tickets


Tickets
Status
Act
Total tickets 12
Category 01 09
Category 01 03
Category 01 06
Category 01 04
Category 01 05
Category 01 06

Attention


Attention
Events
★ Notice
Event name appears here
From dd mmm yyyy to dd mmm yyyy
PDF 339 KB, PDF 129 KB
Location appears here…details of location will be displayed here .
Event name appears here
From dd mmm yyyy to dd mmm yyyy
Location appears here…details of location will be displayed here .
Event name appears here
From dd mmm yyyy to dd mmm yyyy
Location appears here…details of location will be displayed here .
View all

Attention


Attention
Events
Notice
• Lorem ipsum dolor sit amet, consectetur adipiscing elit.
dd mmm yyyy, PDF 279 KB
• Maecenas a justo arcu. Curabitur congue ornare felis
dd mmm yyyy
• Mauris sit amet lectus sapien, quis tincidunt nulla. Sed
dd mmm yyyy, DOC 3 KB, PDF 129 KB
• Nulla aliquam cursus tortor, at bibendum arcu sollicitudin sit
dd mmm yyyy,
• Aliquam iaculis tristique lacus, vitae imperdiet mi lobortis vel.
dd mmm yyyy,
View all

Greetings

Greetings | **Birthdays** | Anniversaries

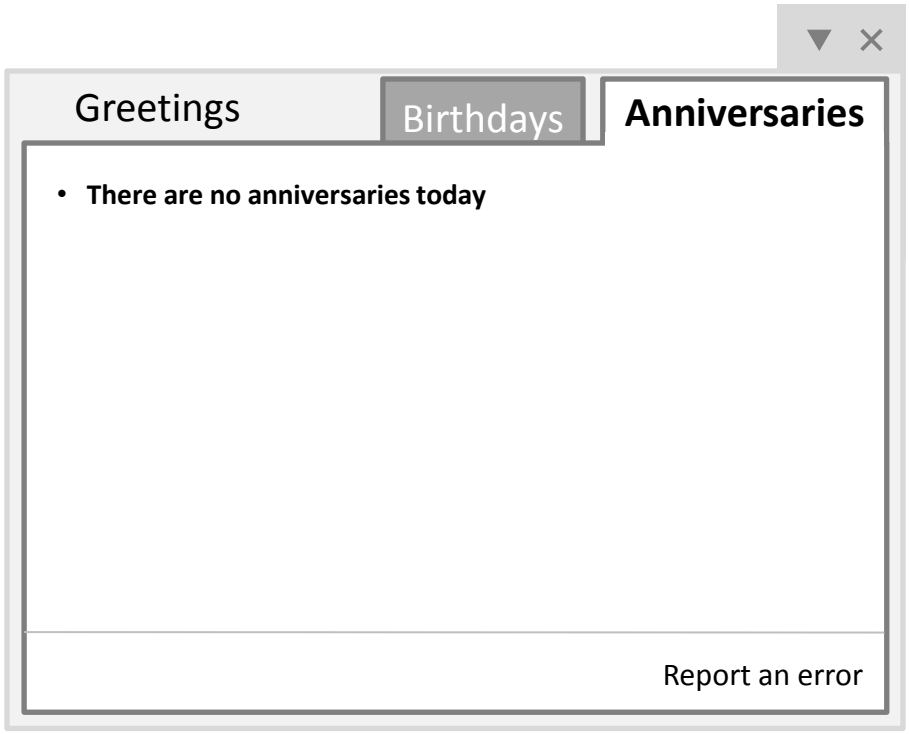
- **Name of employee**
  Designation, Department ……..
- **Name of employee**
  Designation, Department ……..
- **Name of employee**
  Designation, Department ……..
- **Name of employee**
  Designation, Department ……..
- **Name of employee**
  Designation, Department ……..

Report an error

Greetings | **Birthdays**

- **Name of employee**
  Des…
- **Nam…**
  Desig…
- **Nam…**
  Design…
- **Name of employee**
  Designation, Departmer…
- **Name of employee**
  Designation, Departmen…

Greetings


Greetings
Birthdays
Anniversaries
There are no anniversaries today
Report an error

Calendar

Calendar | Meetings | To Do

March 2010

Mon	Tue	Wed	Thu	Fri	Sat	Sun
01	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Today's Meetings

- **Lorem ipsum dolor sit amet, consectetur adipiscing elit.**
  12:30PM at Main conference room
- **Maecenas a justo arcu. Curabitur congue ornare felis**
  HH:MM AM/PM at Location
- **Mauris sit amet lectus sapien, quis tincidunt nulla.**
  HH:MM AM/PM at Location

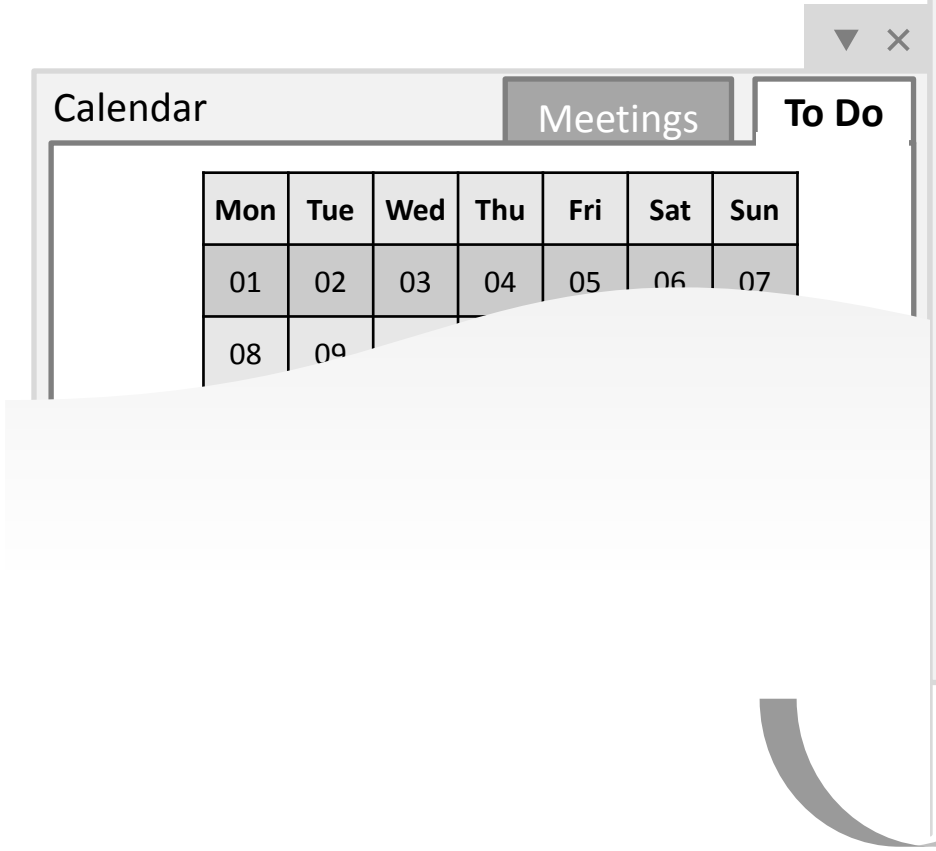
New Meeting Request

Calendar | Meetings | To Do

Mon	Tue	Wed	Thu	Fri	Sat	Sun
01	02	03	04	05	06	07
08	09					

Calendar

Calendar
Meetings
To Do
March 2010
Mon Tue Wed Thu Fri Sat Sun
01 02 03 04 05 06 07
08 09 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
29 30 31
Today's To Do List
Print I Share
• Lorem ipsum dolor sit amet, consectetur adipiscing elit.
• Maecenas a justo arcu. Curabitur congue ornare felis
• Mauris sit amet lectus sapien, quis tincidunt nulla.
• Nulla aliquam cursus tortor, at bibendum arcu sollicitudin sit
• Aliquam iaculis tristique lacus, vitae imperdiet mi lobortis vel.
Max xx charaters
Add To List


Calendar
Meetings
To Do
Mon Tue Wed Thu Fri Sat Sun
01 02 03 04 05 06 07
08 09

Weather

1

Weather

Instructions to use weather widget appears here

2

Weather

Format F C

Country / Region

City

Save Cancel

3

Weather

Angul, Orrisa, India

Current: Haze

Wind: N at 0 km/h

Humidity: 36%

Wed	Thu	Fri
30 | 12	33 | 09	39 | 12

Communication - Events

Events page - User

Home > Communication > **Events**

Customizable shortcut links

Events

Note – Events stored are for past one year along with archived

Search by name [ ] and or Date range: From [ ] dd mmm yyyy To [ ] dd mmm yyyy Search

List of all Events for past one year along with archived

I< < 1, 2, 3 > >I | View all

Event Name	Attachment	Start Date	End Date	Location
Event Name appears here.....	PDF 39 KB DOC 129 KB	Dd mmm yyyy	Dd mmm yyyy	City, Country name
Event Name appears here.....	PDF 39 KB	Dd mmm yyyy	Dd mmm yyyy	City, Country name
Event Name appears here.....	DOC 129 KB	Dd mmm yyyy	Dd mmm yyyy	City, Country name
Event Name appears here.....		Dd mmm yyyy	Dd mmm yyyy	City, Country name
Event Name appears here.....		Dd mmm yyyy	Dd mmm yyyy	City, Country name
Event Name appears here.....	DOC 129 KB	Dd mmm yyyy	Dd mmm yyyy	City, Country name
Event Name appears here.....		Dd mmm yyyy	Dd mmm yyyy	City, Country name
Event Name appears here.....	DOC 129 KB	Dd mmm yyyy	Dd mmm yyyy	City, Country name
Event Name appears here.....		Dd mmm yyyy	Dd mmm yyyy	City, Country name
Event Name appears here.....		Dd mmm yyyy	Dd mmm yyyy	City, Country name

I< < 1, 2, 3 > >I | View all

Events page – Admin

Home > Communication > **Events**

Customizable shortcut links

Events

Note – Events stored are for past one year along with archived

Search by name and or Date range: From To Search

dd mmm yyyy dd mmm yyyy

List of all Events for past one year along with archived Add | Delete | Archive I< < 1, 2, 3 > >I | View all

Event Name	Attachment	Start Date	End Date	Location	Edit
Event Name appears here.....	PDF 39 KB DOC 129 KB	Dd mmm yyyy	Dd mmm yyyy	City, Country name	
Event Name appears here.....	PDF 39 KB	Dd mmm yyyy	Dd mmm yyyy	City, Country name	
Event Name appears here.....	DOC 129 KB	Dd mmm yyyy	Dd mmm yyyy	City, Country name	
Event Name appears here.....		Dd mmm yyyy	Dd mmm yyyy	City, Country name	
Event Name appears here.....		Dd mmm yyyy	Dd mmm yyyy	City, Country name	
Event Name appears here.....	DOC 129 KB	Dd mmm yyyy	Dd mmm yyyy	City, Country name	
Event Name appears here.....		Dd mmm yyyy	Dd mmm yyyy	City, Country name	
Event Name appears here.....	DOC 129 KB	Dd mmm yyyy	Dd mmm yyyy	City, Country name	
Event Name appears here.....		Dd mmm yyyy	Dd mmm yyyy	City, Country name	
Event Name appears here.....		Dd mmm yyyy	Dd mmm yyyy	City, Country name	

Add | Delete | Archive I< < 1, 2, 3 > >I | View all

Event details page - User

Home > Communication > Events > **Event Details**

Customizable shortcut links

Event Details

< > l View all

Event Name appears here

Duration	dd mmm yyyy to dd mmm yyyy
Location	Details of the Location will appear here
Organized by	Name of organizer
Website	Website link appears here
Posted by	Details / name of person / department posting event appears here
Contact no.	Phone number(s) appear here with country and area code

Description appears here….placeholder for the description to appear here ….placeholder for the description to appear here ….placeholder for the description to appear here ….placeholder for the description to appear here ….placeholder for the description to appear here ….placeholder for the description to appear here.

Description appears here….placeholder for the description to appear here ….placeholder for the description to appear here.

2 attachments – Download all

Thumbnail Of Attachment

Name.jpg
129 KB, View l Download

Name.pdf
39 KB, View l Download

< > l View all

Event details page - Admin

Home > Communication > Events > **Event Details**

Customizable shortcut links

Event Details

Add l Edit l Delete l Archive < > l View all

Event Name appears here

Duration	dd mmm yyyy to dd mmm yyyy
Location	Details of the Location will appear here
Organized by	Name of organizer
Website	Website link appears here
Posted by	Details / name of person / department posting event appears here
Contact no.	Phone number(s) appear here with country and area code

Description appears here….placeholder for the description to appear here ….placeholder for the description to appear here ….placeholder for the description to appear here ….placeholder for the description to appear here ….placeholder for the description to appear here ….placeholder for the description to appear here.

Description appears here….placeholder for the description to appear here ….placeholder for the description to appear here.

2 attachments – Download all

Thumbnail Of Attachment

Name.jpg
129 KB, View l Download

Name.pdf
39 KB, View l Download

Add l Edit l Delete l Archive < > l View all

Add Event page – Admin (published to all)

Home > Communication > Events List > **Add Event**

Customizable shortcut links

Add Event

Recipient (•) JSPL All ( ) Specific

Event Name

words ___ left of XYZ

Duration From dd mmm yyyy To dd mmm yyyy

Location
Venue
Country
State
City
Pin

Organized by

Website

Use ',' (comma) to separate multiple websites

Contact no. Phone 1 Country Area Phone number Phone 2 Country Area Phone number

Formatting options appear here (bold, italic, underline, font size, color, type, indentation, bullet, numbering, alignment and link)

words ___ left of XYZ

Attachment Choose file Browse 15 MB of total 30 MB available for attachments

abc.pdf 15 MB ✕ Remove

Preview and Publish | Publish | Cancel

Add Event page – Admin (published to specific users)

Home > Communication > Events List > **Add Event**

Customizable shortcut links

Add Event

Recipient ◯ JSPL All ◉ Specific

Event Name

words ___ left of XYZ

Duration From dd mmm yyyy To dd mmm yyyy

Location Venue / Country / State / City / Pin

Organized by

Website

Use ',' (comma) to separate multiple websites

Contact no. Phone 1 (Country, Area, Phone number) Phone 2 (Country, Area, Phone number)

Formatting options appear here (bold, italic, underline, font size, color, type, indentation, bullet, numbering, alignment and link)

words ___ left of XYZ

Attachment Choose file Browse 15 MB of total 30 MB available for attachments

abc.pdf 15 MB ✕ Remove

Preview and Publish | Publish | Cancel

Preview Event page – Admin (published to all)

Customizable shortcut links

Event Details

< > I View all

Event Name appears here

Duration	dd mmm yyyy to dd mmm yyyy
Location	Details of the Location will appear here
Organized by	Name of organizer
Website	Website link appears here
Posted by	Details / name of person / department posting event appears here
Contact no.	Phone number(s) appear here with country and area code

Description appears here….placeholder for the description to appear here ….placeholder for the description to appear here ….placeholder for the description to appear here ….placeholder for the description to appear here ….placeholder for the description to appear here ….placeholder for the description to appear here.

Description appears here….placeholder for the description to appear here ….placeholder for the description to appear here.

2 attachments – Download all

Thumbnail Of Attachment

Name.jpg
129 KB, View I Download

Name.pdf
39 KB, View I Download

< > I View all

Improve | Publish

Attachment | Choose file | Browse | 15 MB of total 30 MB available for attachments

abc.pdf 15 MB ✕ Remove

Preview and Publish | Publish | Cancel

Edit Event page – Admin (published to all)

Home > Communication > Events List > **Edit Event**

Customizable shortcut links

Edit Event

Recipient (•) JSPL All ( ) Specific

Event Name: Pre populated content

words ___ left of XYZ

Duration: From [ ] dd mmm yyyy To [ ] dd mmm yyyy

Location: Venue: Pre populated content

Country: Pre populated content

State: Pre populated content

City: Pre populated content Pin [ ]

Organized by: Pre populated content

Website: Pre populated content

Use ',' (comma) to separate multiple websites

Contact no. Phone 1 [ ] [ ] [ ] (Country Area Phone number) Phone 2 [ ] [ ] [ ] (Country Area Phone number)

Formatting options appear here (bold, italic, underline, font size, color, type, indentation, bullet, numbering, alignment and link)

Pre populated content

words ___ left of XYZ

Attachment: Choose file [Browse] 15 MB of total 30 MB available for attachments

abc.pdf 15 MB ✕ Remove

[Preview and Publish] [Publish] [Cancel]

Communication - Corporate news

Corporate News page – User

Home > Communication > **Corporate News**

Customizable shortcut links

Corporate news

Note – Corporate news stored are for past 90 days along with archived

Search by name [ ] and or Date range: From [ ] dd mmm yyyy To [ ] dd mmm yyyy Search

List of Corporate News for past 90 days along with archived

I< < 1, 2, 3 > >I | View all

Date ▲	Subject ▼	Attachment ▲
Dd mmm yyyy	News subject appears here.....	PDF 39 KB DOC 129 KB...
Dd mmm yyyy	News subject appears here.....	PDF 39 KB
Dd mmm yyyy	News subject appears here.....	DOC 129 KB
Dd mmm yyyy	News subject appears here.....	
Dd mmm yyyy	News subject appears here.....	
Dd mmm yyyy	News subject appears here.....	DOC 129 KB
Dd mmm yyyy	News subject appears here.....	
Dd mmm yyyy	News subject appears here.....	DOC 129 KB
Dd mmm yyyy	News subject appears here.....	
Dd mmm yyyy	News subject appears here.....	

I< < 1, 2, 3 > >I | View all

Corporate News page – Admin

Home > Communication > **Corporate News**

Customizable shortcut links

Corporate news

Note – Corporate news stored are for past 90 days along with archived

Search by name [ ] and or Date range: From [ ] dd mmm yyyy To [ ] dd mmm yyyy Search

List of Corporate News for past 90 days along with archived Add | Delete | Archive I< < 1, 2, 3 > >I | View all

Date ▲	Subject ▼	Attachment ▲	Edit	
Dd mmm yyyy	News subject appears here.....	PDF 39 KB DOC 129 KB...		
Dd mmm yyyy	News subject appears here.....	PDF 39 KB		
Dd mmm yyyy	News subject appears here.....	DOC 129 KB		
Dd mmm yyyy	News subject appears here.....			
Dd mmm yyyy	News subject appears here.....			
Dd mmm yyyy	News subject appears here.....	DOC 129 KB		
Dd mmm yyyy	News subject appears here.....			
Dd mmm yyyy	News subject appears here.....	DOC 129 KB		
Dd mmm yyyy	News subject appears here.....			
Dd mmm yyyy	News subject appears here.....			

Add | Delete | Archive I< < 1, 2, 3 > >I | View all

Add Corporate News page – Admin (published to all)

Home > Communication > Corporate News > **Add Corporate News**

Customizable shortcut links

Add Corporate news

Subject

words ___ left of XYZ

Date

dd mmm yyyy

Website

Use ‘,’ (comma) to separate multiple websites

Formatting options appear here (bold, italic, underline, font size, color, type, indentation, bullet, numbering, alignment and link)

words ___ left of XYZ

Attachment Choose file Browse 15 MB of total 30 MB available for attachments

abc.pdf 15 MB ✕ Remove

Preview and Publish | Publish | Cancel

Edit Corporate News page – Admin (published to all)

Home > Communication > Corporate News > **Edit Corporate News**

Customizable shortcut links

Edit Corporate News

Subject: pre populated content

words ___ left of XYZ

Date:

dd mmm yyyy

Website: pre populated content

Use ‘,’ (comma) to separate multiple websites

Formatting options appear here (bold, italic, underline, font size, color, type, indentation, bullet, numbering, alignment and link)

pre populated content

words ___ left of XYZ

Attachment: Choose file | Browse | 15 MB of total 30 MB available for attachments

abc.pdf 15 MB ✕ Remove

Preview and Publish | Publish | Cancel

Corporate News details page - User

Home > Communication > Corporate News > **Corporate News Details**

Customizable shortcut links

Corporate News Details

< > | View all

Subject appears here

Date dd mmm yyyy
Web-link url if any, appears here

Description appears here….placeholder for the description to appear here ….placeholder for the description to appear here ….placeholder for the description to appear here ….placeholder for the description to appear here ….placeholder for the description to appear here ….placeholder for the description to appear here.

Description appears here….placeholder for the description to appear here ….placeholder for the description to appear here.

2 attachments – Download all

Thumbnail Of Attachment

Name.jpg
129 KB, View | Download

Name.pdf
39 KB, View | Download

< > | View all

Corporate News details page - Admin

Home > Communication > Corporate News > **Corporate News Details**

Customizable shortcut links

Corporate News Details

Add l Edit l Delete l Archive < > l View all

Subject appears here

Date dd mmm yyyy
Web-link url if any, appears here

Description appears here….placeholder for the description to appear here ….placeholder for the description to appear here ….placeholder for the description to appear here ….placeholder for the description to appear here ….placeholder for the description to appear here ….placeholder for the description to appear here.

Description appears here….placeholder for the description to appear here ….placeholder for the description to appear here.

2 attachments – Download all

Thumbnail Of Attachment

Name.jpg
129 KB, View l Download

Name.pdf
39 KB, View l Download

Add l Edit l Delete l Archive < > l View all

Connect – Meeting Scheduler

Meeting Scheduler page – User

Home > Asset Booking > Connect > **Meeting Scheduler**

Customizable shortcut links

Meeting Scheduler

Note – Meetings can be scheduled only 90 days in advance

Search by name [ ] and or Date range: From [ ] To [ ] Search
dd mmm yyyy dd mmm yyyy

List of Meetings Scheduled for todat, next 90 and past 90 days Add | Delete I< < 1, 2, 3 > >I | View all

Date ▲	Agenda ▼	Location ▲	Edit	
Dd mmm yyyy	Agenda appears here.....	Location details.....		
Dd mmm yyyy	Agenda appears here.....	Location details.....		
Dd mmm yyyy	Agenda appears here.....	Location details.....		
Dd mmm yyyy	Agenda appears here.....	Location details.....		
Dd mmm yyyy	Agenda appears here.....	Location details.....		
Dd mmm yyyy	Agenda appears here.....	Location details.....		
Dd mmm yyyy	Agenda appears here.....	Location details.....		
Dd mmm yyyy	Agenda appears here.....	Location details.....		
Dd mmm yyyy	Agenda appears here.....	Location details.....		
Dd mmm yyyy	Agenda appears here.....	Location details.....		

Add | Delete I< < 1, 2, 3 > >I | View all

New Meeting scheduler page – User

Home > Asset Booking > Connect > Meeting Scheduler > **New Meeting**

Customizable shortcut links

New Meeting

Participants

Chairperson

Use ‘,’ (comma) to separate multiple mail ids

Invitees

Use ‘,’ (comma) to separate multiple mail ids

Date

dd mmm yyyy

Time : From

HH:MM AM/PM

To

HH:MM AM/PM

Agenda

Location

Conference room

Other

words ___ left of XYZ

Attachment

Choose file

Browse

15 MB of total 30 MB available for attachments

abc.pdf 15 MB ✕ Remove

Send

Cancel

New Meeting scheduler page – User

Home > Asset Booking > Connect > Meeting Scheduler > **Meeting Details**

Customizable shortcut links

Meeting Details

< > | View all

Participants **Chairperson** Details appears here
Invitees Details appears here
Date hh:mm am/pm to hh:mm am/pm ondd mmm yyyy
Agenda Details appears here
Location Details appears here

Description details appears here… description details appears here … description details appears here … description details appears here … description details appears here … description details appears here … description details appears here … description details appears here

abc.pdf 15 MB ✕ Remove

< > | View all

New Meeting scheduler page – User (Host)

Home > Asset Booking > Connect > Meeting Scheduler > **Meeting Details**

Customizable shortcut links

Meeting Details

Edit | Delete < > | View all

Participants **Chairperson** Details appears here
Invitees Details appears here
Date hh:mm am/pm to hh:mm am/pm ondd mmm yyyy
Agenda Details appears here
Location Details appears here

Description details appears here… description details appears here … description details appears here … description details appears here … description details appears here … description details appears here … description details appears here … description details appears here

abc.pdf 15 MB ✕ Remove

Edit | Delete < > | View all

Organize – To Do

To Do page – User (View/Add)

Home > Organize > **To Do**

Customizable shortcut links

To Do

Note – To Do items can be can be scheduled only 30 days in advance, and viewed for past 30 days

Feb 2010

Mon	Tue	Wed	Thu	Fri	Sat	Sun
01	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

March 2010

Mon	Tue	Wed	Thu	Fri	Sat	Sun
01	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Apr 2010

Mon	Tue	Wed	Thu	Fri	Sat	Sun
			01	02	03	04
05	06	07	08	09	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

To Do Items for Today dd mmm yyyy Move Up | Move Down | Delete Print | Share

S.no.	Task	Edit
1	Agenda appears here……	
2	Agenda appears here……	
3	Agenda appears here……	
4		Add

Move Up | Move Down | Delete Print | Share

To Do page – User (View/Add)

Home > Organize > **To Do**

Customizable shortcut links

To Do

Note – To Do items can be can be scheduled only 30 days in advance, and viewed for past 30 days

Feb 2010

Mon	Tue	Wed	Thu	Fri	Sat	Sun
01	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

March 2010

Mon	Tue	Wed	Thu	Fri	Sat	Sun
01	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Apr 2010

Mon	Tue	Wed	Thu	Fri	Sat	Sun
			01	02	03	04
05	06	07	08	09	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

To Do Items for Today dd mmm yyyy

Move Up | Move Down | Delete Print | Share

S.no.	Task	Edit
1	Agenda appears here……	
2	Agenda appears here……	
3	Pre populated content	Save

Move Up | Move Down | Delete Print | Share

Connect – Conference Room Booking

Conference Room Booking page – Admin

Home > Asset Booking > Helpdesk > **Conference Room Booking**

Customizable shortcut links

Conference Room Booking

Note – 1. MO over booked area for available actions, 2. Bookings can be done ,7 days in advance

Display ◉ All ○ Day

Search by name _____ and or Date range: From _____ dd mmm yyyy To _____ dd mmm yyyy Search

List of Booking for today, next & past 7 days along — New Booking | Delete I< < 1, 2, 3 > >I | View all

Date ▲	Location ▼	Purpose ▲	Booked by ▲	Edit	☐
Dd mmm yyyy	Location details.....	Purpose appears here.....	User details.....	✎	☐
Dd mmm yyyy	Location details.....	Purpose appears here.....	User details.....	✎	☐
Dd mmm yyyy	Location details.....	Purpose appears here.....	User details.....	✎	☐
Dd mmm yyyy	Location details.....	Purpose appears here.....	User details.....	✎	☐
Dd mmm yyyy	Location details.....	Purpose appears here.....	User details.....	✎	☐
Dd mmm yyyy	Location details.....	Purpose appears here.....	User details.....	✎	☐
Dd mmm yyyy	Location details.....	Purpose appears here.....	User details.....	✎	☐
Dd mmm yyyy	Location details.....	Purpose appears here.....	User details.....	✎	☐
Dd mmm yyyy	Location details.....	Purpose appears here.....	User details.....	✎	☐
Dd mmm yyyy	Location details.....	Purpose appears here.....	User details.....	✎	☐

New Booking | Delete I< < 1, 2, 3 > >I | View all

Conference Room Booking page – Admin

Home > Asset Booking > Helpdesk > **Conference Room Booking**

Customizable shortcut links

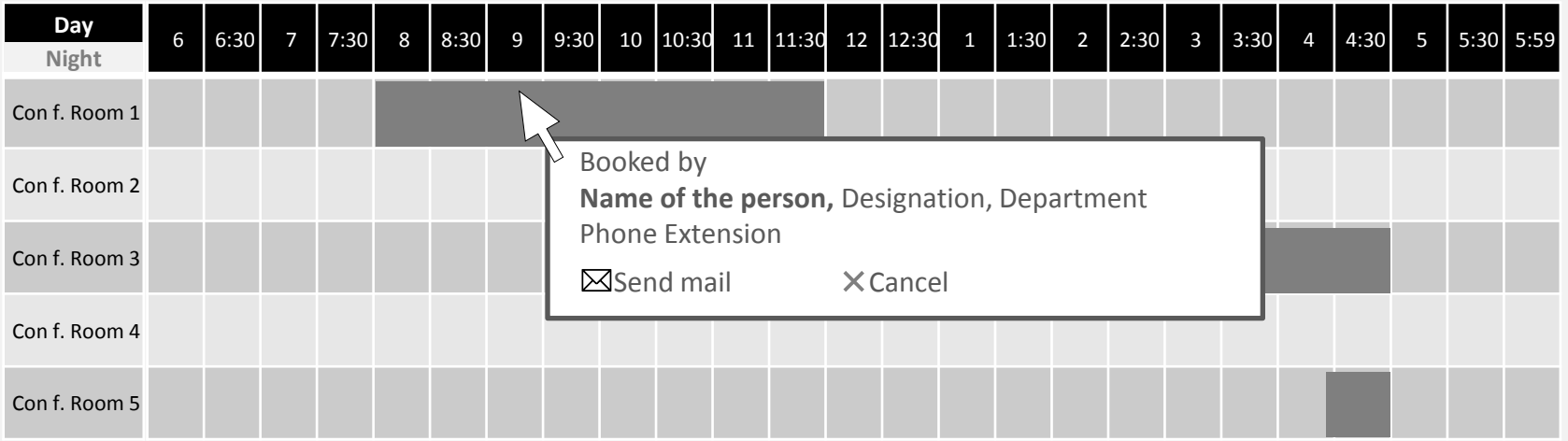
Conference Room Booking

Note – 1. MO over booked area for available actions, 2. Bookings can be done ,7 days in advance

Display ○ All ◉ Day

Booking details for dd mmm yyyy

New Booking I< < 1, 2, 3 > >I | View all



New Booking I< < 1, 2, 3 > >I | View all

Conference Room Booking page – User

Home > Asset Booking > Helpdesk > **Conference Room Booking**

Customizable shortcut links

Conference Room Booking

Note – 1. MO over booked area for available actions, 2. Bookings can be done ,7 days in advance

Display ○ All ◉ Day

Booking details for dd mmm yyyy

New Booking I< < 1, 2, 3 > >I | View all

Day / Night	6	6:30	7	7:30	8	8:30	9	9:30	10	10:30	11	11:30	12	12:30	1	1:30	2	2:30	3	3:30	4	4:30	5	5:30	5:59
Con f. Room 1																									
Con f. Room 2																									
Con f. Room 3																									
Con f. Room 4																									
Con f. Room 5																									

Booked by
Name of the person, Designation, Department
Phone Extension

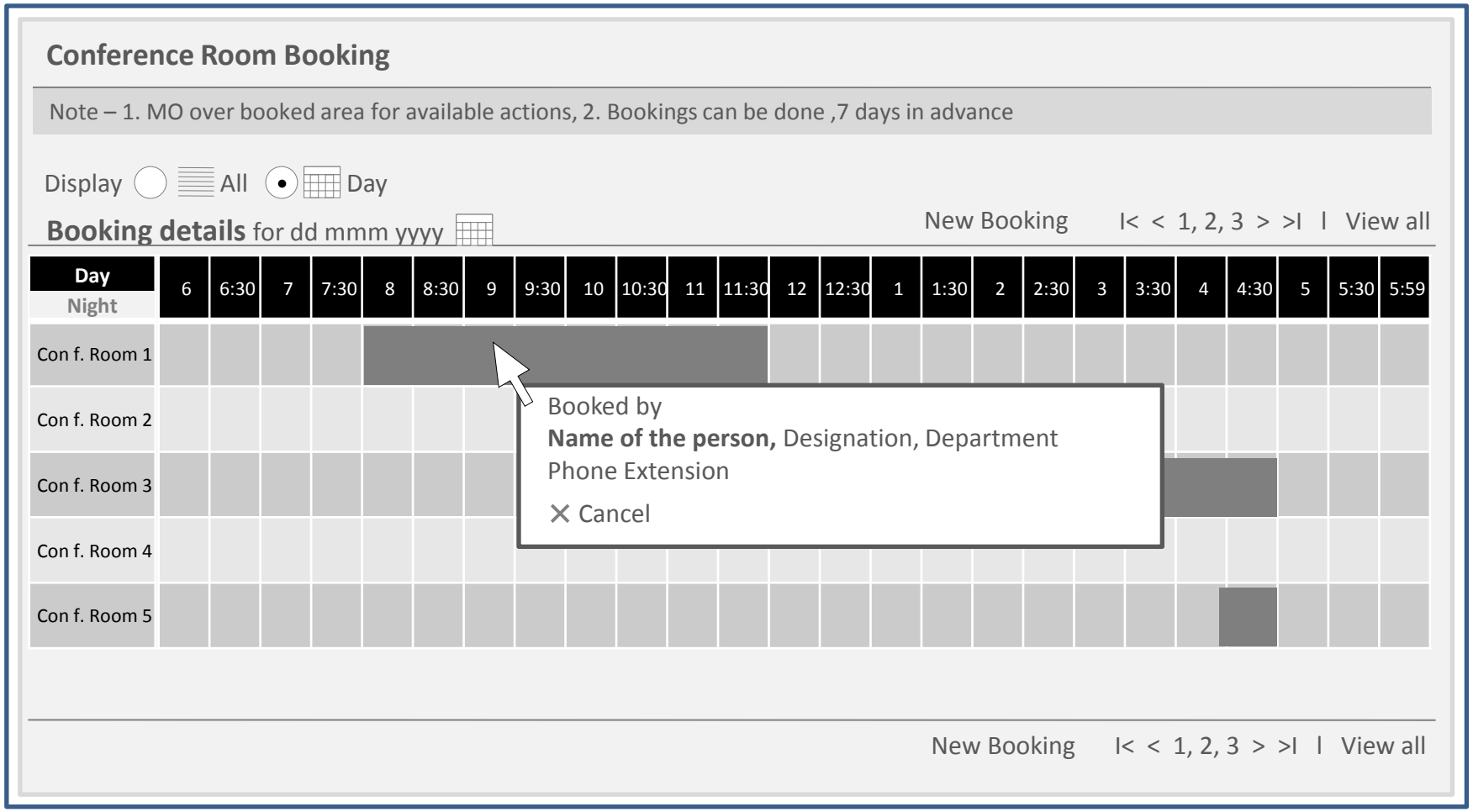
✉Send mail

New Booking I< < 1, 2, 3 > >I | View all

Conference Room Booking page – User (who booked conf. room)

Home > Asset Booking > Helpdesk > **Conference Room Booking**

Customizable shortcut links



Conference Room Booking page – Admin / User

Home > Asset Booking > Helpdesk > **Conference Room Booking**

Customizable shortcut links

Conference Room Booking

Note – 1. MO over booked area for available actions, 2. Bookings can be done ,7 days in advance

Display ◯ All ◉ Day

New Booking

1. Booking Date [ ] dd mmm yyyy

2. Shift ◉ Day ◯ Night

3. Show Availability

Conference Room Booking page – Admin

Home > Asset Booking > Helpdesk > **Conference Room Booking**

Customizable shortcut links

Conference Room Booking

Note – 1. MO over booked area for available actions, 2. Bookings can be done ,7 days in advance

Display ○ All ◉ Day

New Booking

1. Booking Date _____ dd mmm yyyy

2. Shift ◉ Day ○ Night

3. Show Availability

I< < 1, 2, 3 > >I | View all

Day / Night	6	6:30	7	7:30	8	8:30	9	9:30	10	10:30	11	11:30	12	12:30	1	1:30	2	2:30	3	3:30	4	4:30	5	5:30	5:59
Con f. Room 1					■	■	■	■	■	■	■	■													
Con f. Room 2																									
Con f. Room 3															■	■	■	■	■	■	■				
Con f. Room 4																									
Con f. Room 5																						■			

I< < 1, 2, 3 > >I | View all

4. Select Conf. Room _____ ▼

5. Time From _____ To _____

dd mmm yyyy dd mmm yyyy

6. Purpose _____

Book Conf. Room Cancel

Helpdesk – System Admin (IT)

Helpdesk, System Admin Home page – Engineer

Home > Helpdesk > **System Admin.**

Customizable shortcut links

System Admin.

Note – Ticket being attended, in progress cannot be Edited or Deleted

Search by name/ticket id [ ] and or Date range: [ ] dd mmm yyyy To [ ] dd mmm yyyy Search

List of all Tickets for past one year New Ticket | Edit | Delete | On Hold | Close I< < 1, 2, 3 > >I | View all

!	All		Ticket ID	Raised by	Subject	Raised on	Attended on	Pending with	
↑	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↓	●	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↓	○	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↓	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↑	●	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↑	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○

New Ticket | Edit | Delete | On Hold | Close I< < 1, 2, 3 > >I | View all

Status ● Unassigned ● Assigned ● On Hold ○ Deleted ○ Closed
Priority ↑ High ↔ Medium ↓ Low ▲ Other

Helpdesk, System Admin Home page – Admin

Home > Helpdesk > **System Admin. Tickets**

Customizable shortcut links

System Admin. Tickets

Edit System Master | Reports

Note – Ticket being attended, in progress cannot be Edited or Deleted

Search by name/ticket id [ ] and or Date range: [ ] dd mmm yyyy To [ ] dd mmm yyyy Search

List of all Tickets for past one year — New Ticket | Edit | Delete | Assign | I< < 1, 2, 3 > >I | View all

!	All		Ticket ID	Raised by	Subject	Raised on	Attended on	Pending with	
↑	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↓	●	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↓	○	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↓	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↑	●	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↑	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○

New Ticket | Edit | Delete | Assign | I< < 1, 2, 3 > >I | View all

Status ● Unassigned ● Assigned ● On Hold ○ Deleted ○ Closed

Priority ↑ High ↔ Medium ↓ Low ▲ Other

Helpdesk, System Admin Reports page – Admin

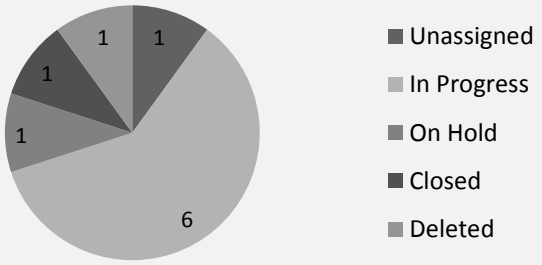
Home > Helpdesk > **System Admin. Reports**

Customizable shortcut links

System Admin. Reports

Edit System Master | Tickets

Ticket Status – ABC



A

Category

Optional

Sub-Category

Priority

B

Chart type

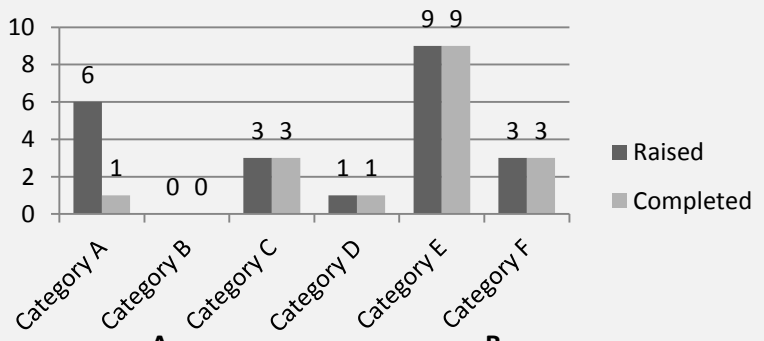
Output

☐ *Display on screen*

☐ *Generate PDF*

Display / Generate Details

Ticket Trend



A

Category

Use 'CTRL' key for multiple Selection

Optional

Status

Priority

Engineer

B

Chart type

Output

☐ *Display on screen*

☐ *Generate PDF*

Display / Generate Details

Helpdesk, System Admin Home page – User

Home > Helpdesk > **System Admin.**

Customizable shortcut links

System Admin.

Note – Ticket being attended, in progress cannot be Edited or Deleted

List of all Tickets for past one year — New Ticket | Edit | Delete | Remind — I< < 1, 2, 3 > >I | View all

!	All		Ticket ID	Subject	Raised on	Attended on	Pending with	
⬆	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	
⬌	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	
⇩	●	📎	ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	
⇩	○	📎	ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
⇩	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	
⬌	○		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
⬆	●	📎	ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	
⬌	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	
⬌	○		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	

New Ticket | Edit | Delete | Remind — I< < 1, 2, 3 > >I | View all

Status ● Unassigned ● Assigned ● On Hold ○ Deleted ○ Closed

Priority ⬆ High ⬌ Medium ⇩ Low ▲ Other

Helpdesk, System Admin, New Ticket page – User

Home > Helpdesk > System Admin. > **New Ticket**

Customizable shortcut links

New Ticket

Category

Sub-category

Priority ◯ High ◯ Medium ◯ Low

Ticket Type

Subject

Description

words ___ left of XYZ

Attachment Choose file Browse 5 MB of total 10 MB available for attachments

abc.pdf 5 MB ✕ Remove

Create New Ticket Cancel

Helpdesk, System Admin, Edit Ticket page – User

Home > Helpdesk > System Admin. > **Edit Ticket**

Customizable shortcut links

Edit Ticket

Category: Pre-populated Content

Sub-category: Pre-populated Content

Priority: (•) High ( ) Medium ( ) Low

Ticket Type: Pre-populated Content

Subject: Pre-populated Content

Description

Pre-populated Content

words ___ left of XYZ

Attachment: Choose file | Browse | 5 MB of total 10 MB available for attachments

abc.pdf 5 MB ✕ Remove

Edit & Save Ticket | Cancel

Helpdesk, System Admin, New Ticket page – Admin

Home > Helpdesk > System Admin. > **New Ticket**

Customizable shortcut links

New Ticket

Edit System Master

Create For ◉ Self ○ Others

Category [▾] ○ New category

Sub-category [▾] ○ New sub category

Priority ○ High ○ Medium ○ Low ○ New priority

Ticket Type [▾] ○ New ticket type

Subject

Description

words ___ left of XYZ

Attachment [Choose file] [Browse] 5 MB of total 10 MB available for attachments

abc.pdf 5 MB ✕ Remove

[Create New Ticket] [Cancel]

Helpdesk, System Admin, New Ticket page – Admin

Home > Helpdesk > System Admin. > **New Ticket**

Customizable shortcut links

New Ticket

Edit System Master

Create For ◯ Self ◉ Others

Created on behalf of

First Name | Last Name | Employee ID

Designation | Department

Category ▾ ◯ New category

Sub-category ▾ ◯ New sub category

Priority ◯ High ◯ Medium ◯ Low ◯ New priority

Ticket Type ▾ ◯ New ticket type

Subject

Description

words ___ left of XYZ

Attachment [Choose file] [Browse] 5 MB of total 10 MB available for attachments

abc.pdf 5 MB ✕ RemoveAttachment

[Create New Ticket] [Cancel]

Helpdesk, System Admin, Editing System Master page – Admin

Home > Helpdesk > System Admin. > **Edit System Master**

Customizable shortcut links

Edit System Master

To view / edit / delete and add, please select the respective Category, sub category from the list

Edit Details ◉ Ticket ○ Engineer

Category

UP
DOWN
REMOVE

○ New category

Add To List

Sub-category

UP
DOWN
REMOVE

○ New sub category

Add To List

Priority
SLA

BEFORE
AFTER
REMOVE
Edit

maximum of 4 priorities can be set along with their SLAs

Ticket Type

UP
DOWN
REMOVE

○ New ticket type

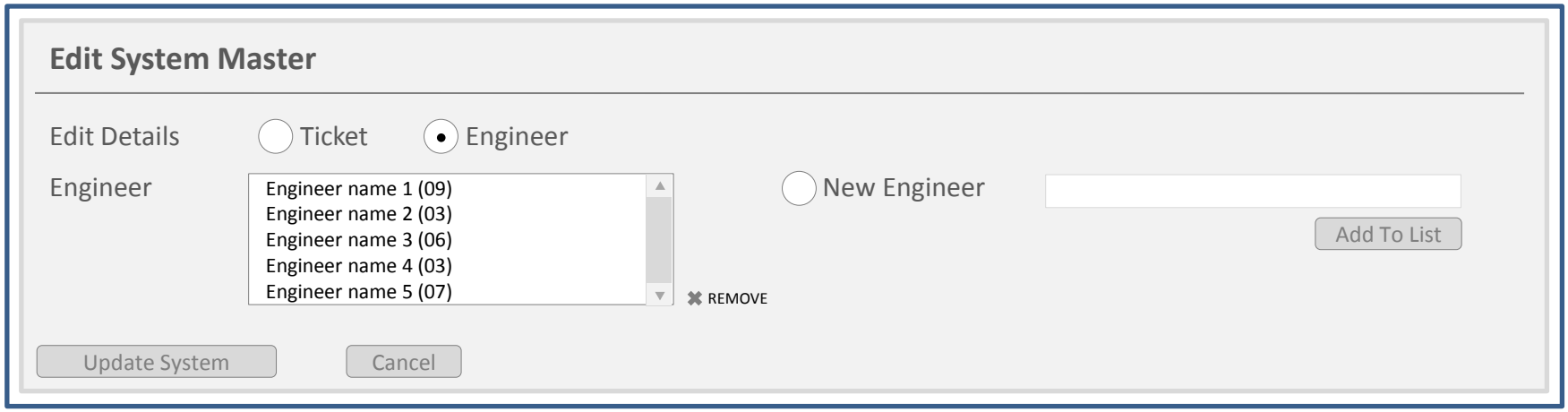
Add To List

Update System Cancel

Helpdesk, System Admin, Editing System Master page – Admin

Home > Helpdesk > System Admin. > **Edit System Master**

Customizable shortcut links



Helpdesk, System Admin, Delete Ticket page – User & Admin

Home > Helpdesk > System Admin. > **Delete Ticket**

Customizable shortcut links

Delete Ticket

Reason *(Mandatory)*

Delete Ticket | Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

abc.pdf 5 MB View | Download

Delete Ticket | Cancel

Helpdesk, System Admin, Ticket (on Hold) details page – User

Home > Helpdesk > System Admin. > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

On Hold Remarks	Engineer's remarks appear here
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

abc.pdf 5 MB View | Download

< > | View all

Helpdesk, System Admin, Ticket (on Hold) details page – Admin

Home > Helpdesk > System Admin. > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

On Hold Remarks	Engineer's remarks appear here
Raised By	Name
ID	ID Number
Designation	Designation
Department	Departmant
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

abc.pdf 5 MB View | Download

< > | View all

Helpdesk, System Admin, Ticket (Deleted) details page – User

Home > Helpdesk > System Admin. > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Deletion Remarks	Deletion remarks appear here
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

abc.pdf 5 MB View | Download

< > | View all

Helpdesk, System Admin, Ticket (Deleted) details page – Admin

Home > Helpdesk > System Admin. > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Deletion Remarks	Deletion remarks appear here
Raised By	Name
ID	ID Number
Designation	Designation
Department	Departmant
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

abc.pdf 5 MB View | Download

< > | View all

Helpdesk, System Admin, Ticket (Closed) details page – User

Home > Helpdesk > System Admin. > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Closure Remarks	Closure remarks appear here
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, System Admin, Ticket (Closed) details page – Admin, Engineer

Home > Helpdesk > System Admin. > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Closure Remarks	Closure remarks appear here
Raised By	Name
ID	ID Number
Designation	Designation
Department	Departmant
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, System Admin, Ticket (on Hold, Closed) details page – User

Home > Helpdesk > System Admin. > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Closure Remarks	Closure remarks appear here
	Part Name
	Part Number
	Manufacture
	PO Number
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, System Admin, Ticket (on Hold, Closed) details page – Admin & Engineer

Home > Helpdesk > System Admin. > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Closure Remarks	Closure remarks appear here
	Part Name
	Part Number
	Manufacture
	PO Number
Raised By	Name
ID	ID Number
Designation	Designation
Department	Departmant
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, System Admin, Send Reminder Ticket page – User

Home > Helpdesk > System Admin. > **Remind**

Customizable shortcut links

Remind

To Pre populated name appears here ◉ CC

use ‘,’(comma) to separate between mail ids

Email content

words ___ left of XYZ

Remind Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Remind Cancel

Helpdesk, System Admin, Assign Ticket page – Admin (1a of 4)

Home > Helpdesk > System Admin. > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign Engineer ◉ By Name ○ Least Used ○ New Engineer [Select Engineer ▼]

Priority Current: Priority type Change

Comment (if any)

[Assign Ticket] [Cancel]

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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[Assign Ticket] [Cancel]

Helpdesk, System Admin, Assign Ticket page – Admin (1b of 4)

Home > Helpdesk > System Admin. > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign Engineer ◉ By Name ○ Least Used ○ New Engineer

Select Engineer ▼

- Engineer name 1 (09)
- Engineer name 2 (03)
- Engineer name 3 (06)
- Engineer name 4 (03)
- Engineer name 5 (07)

Priority Current: Priority type Change

Comment (if any)

Assign Ticket Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Assign Ticket Cancel

Helpdesk, System Admin, Assign Ticket page – Admin (2a of 4)

Home > Helpdesk > System Admin. > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign Engineer ◯ By Name ◉ Least Used ◯ New Engineer [Select Engineer ▼]

Priority Current: Priority type Change

Comment (if any)

[Assign Ticket] [Cancel]

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

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[Assign Ticket] [Cancel]

Helpdesk, System Admin, Assign Ticket page – Admin (2b of 4)

Home > Helpdesk > System Admin. > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign Engineer ◯ By Name ◉ Least Used ◯ New Engineer Select Engineer ▼

- Engineer name 7 (03)
- Engineer name 9 (03)
- Engineer name 3 (06)
- Engineer name 5 (07)
- Engineer name 1 (09)

Priority Current: Priority type Change

Comment (if any)

Assign Ticket Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Assign Ticket Cancel

Helpdesk, System Admin, Assign Ticket page – Admin (3 of 4)

Home > Helpdesk > System Admin. > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign Engineer ◯ By Name ◯ Least Used ◉ New Engineer Type Name

Priority Current: Priority type Change

Comment (if any)

Assign Ticket Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Assign Ticket Cancel

Helpdesk, System Admin, Assign Ticket page – Admin (4 of 4)

Home > Helpdesk > System Admin. > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign Engineer ◯ By Name ◯ Least Used ◉ New Engineer

Priority ◉ High ◯ Medium ◯ Low ◯ New Priority

Comment (if any)

Assign Ticket Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Assign Ticket Cancel

Helpdesk, System Admin, Ticket On Hold page – Engineer

Home > Helpdesk > System Admin. > **Ticket on Hold**

Customizable shortcut links

Ticket On Hold

Reason *(Mandatory)*

On Hold | Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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On Hold | Cancel

Helpdesk, System Admin, Close Ticket page – Engineer

Home > Helpdesk > System Admin. > **Close Ticket**

Customizable shortcut links

Close Ticket

Remarks *(Mandatory)*

Close Ticket | Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Close Ticket | Cancel

Helpdesk, System Admin, Close Ticket (on Hold) page – Engineer

Home > Helpdesk > System Admin. > **Close Ticket**

Customizable shortcut links

Close Ticket

Part Details

Part Name

Part Number

Manufacturer

PO Number

(Optional)

Remarks

Close Ticket Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Close Ticket Cancel

Helpdesk – Admin. Helpdesk

Helpdesk, Admin. Helpdesk Home page – Admin User

Home > Helpdesk > **Admin. Helpdesk**

Customizable shortcut links

Admin. Helpdesk

Note – Ticket being attended, in progress cannot be Edited or Deleted

Search by name/ticket id [ ] and or Date range: [ ] dd mmm yyyy To [ ] dd mmm yyyy Search

List of all Tickets for past one year New Ticket | Edit | Delete | On Hold | Close I< < 1, 2, 3 > >I | View all

!	All		Ticket ID	Raised by	Subject	Raised on	Attended on	Pending with	
↑	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↓	●	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↓	○	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↓	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↑	●	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↑	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○

New Ticket | Edit | Delete | On Hold | Close I< < 1, 2, 3 > >I | View all

Status ● Unassigned ● Assigned ● On Hold ○ Deleted ○ Closed
Priority ↑ High ↔ Medium ↓ Low ▲ Other

Helpdesk, Admin. Helpdesk Home page – Authorized Admin User

Home > Helpdesk > **Admin. Helpdesk Tickets**

Customizable shortcut links

Admin. Helpdesk Tickets

Edit System Master | Reports

Note – Ticket being attended, in progress cannot be Edited or Deleted

Search by name/ticket id [ ] and or Date range: [ ] dd mmm yyyy To [ ] dd mmm yyyy Search

List of all Tickets for past one year — New Ticket | Edit | Delete | Assign | I< < 1, 2, 3 > >I | View all

!	All		Ticket ID	Raised by	Subject	Raised on	Attended on	Pending with	
↑	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↓	○	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↓	○	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↓	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↑	●	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↑	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○

New Ticket | Edit | Delete | Assign | I< < 1, 2, 3 > >I | View all

Status ● Unassigned ● Assigned ● On Hold ○ Deleted ○ Closed

Priority ↑ High ↔ Medium ↓ Low ▲ Other

Helpdesk, Admin. Helpdesk Reports page – Authorized Admin User

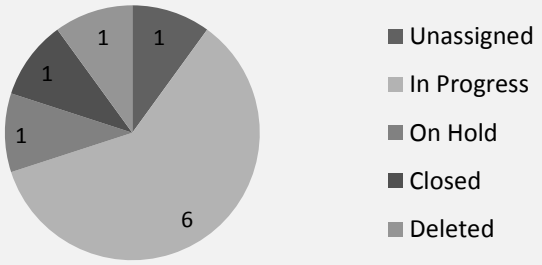
Home > Helpdesk > **Admin. Helpdesk Reports**

Customizable shortcut links

Admin. Helpdesk Reports

Edit System Master | Tickets

Ticket Status – ABC



A

Category

Optional

Sub-Category

Priority

B

Chart type

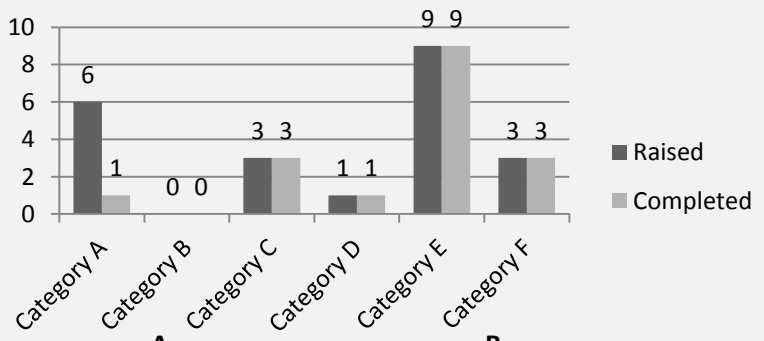
Output

Display on screen

Generate PDF

Display / Generate Details

Ticket Trend



A

Category

Use 'CTRL' key for multiple Selection

Optional

Status

Priority

Admin User

B

Chart type

Output

Display on screen

Generate PDF

Display / Generate Details

Helpdesk, Admin. Helpdesk Home page – User

Home > Helpdesk > **Admin. Helpdesk**

Customizable shortcut links

Admin. Helpdesk

Note – Ticket being attended, in progress cannot be Edited or Deleted

List of all Tickets for past one year New Ticket | Edit | Delete | Remind I< < 1, 2, 3 > >I | View all

!	All		Ticket ID	Subject	Raised on	Attended on	Pending with	
↑	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	
↔	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	
↓	●	📎	ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	
↓	○	📎	ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↓	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	
↔	○		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↑	●	📎	ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	
↔	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	
↔	○		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	

New Ticket | Edit | Delete | Remind I< < 1, 2, 3 > >I | View all

Status ● Unassigned ● Assigned ● On Hold ○ Deleted ○ Closed
Priority ↑ High ↔ Medium ↓ Low ▲ Other

Helpdesk, Admin. Helpdesk, New Ticket page – User

Home > Helpdesk > Admin. Helpdesk > **New Ticket**

Customizable shortcut links

New Ticket

Category

Sub-category

Priority ◯ High ◯ Medium ◯ Low

Ticket Type

Subject

Description

words ___ left of XYZ

Attachment Choose file Browse 5 MB of total 10 MB available for attachments

abc.pdf 5 MB ✕ Remove

Create New Ticket Cancel

Helpdesk, Admin. Helpdesk, Edit Ticket page – User

Home > Helpdesk > Admin. Helpdesk > **Edit Ticket**

Customizable shortcut links

Edit Ticket

Category: Pre-populated Content

Sub-category: Pre-populated Content

Priority: (•) High ( ) Medium ( ) Low

Ticket Type: Pre-populated Content

Subject: Pre-populated Content

Description

Pre-populated Content

words ___ left of XYZ

Attachment: Choose file | Browse | 5 MB of total 10 MB available for attachments

abc.pdf 5 MB ✕ Remove

Edit & Save Ticket | Cancel

Helpdesk, Admin. Helpdesk, New Ticket page – Authorized Admin User

Home > Helpdesk > Admin. Helpdesk > **New Ticket**

Customizable shortcut links

New Ticket

Edit System Master

Create For (•) Self ( ) Others

Category [▾] ( ) New category

Sub-category [▾] ( ) New sub category

Priority ( ) High ( ) Medium ( ) Low ( ) New priority

Ticket Type [▾] ( ) New ticket type

Subject

Description

words ___ left of XYZ

Attachment [Choose file] [Browse] 5 MB of total 10 MB available for attachments

abc.pdf 5 MB ✕ Remove

[Create New Ticket] [Cancel]

Helpdesk, Admin. Helpdesk, New Ticket page – Authorized Admin User

Home > Helpdesk > Admin. Helpdesk > **New Ticket**

Customizable shortcut links

New Ticket

Edit System Master

Create For ◯ Self ◉ Others

Created on behalf of

First Name | Last Name | Employee ID

Designation | Department

Category ▾ ◯ New category

Sub-category ▾ ◯ New sub category

Priority ◯ High ◯ Medium ◯ Low ◯ New priority

Ticket Type ▾ ◯ New ticket type

Subject

Description

words ___ left of XYZ

Attachment [Choose file] [Browse] 5 MB of total 10 MB available for attachments

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[Create New Ticket] [Cancel]

Helpdesk, Admin. Helpdesk, Editing System Master page – Authorized Admin User

Home > Helpdesk > Admin. Helpdesk > **Edit System Master**

Customizable shortcut links

Edit System Master

To view / edit / delete and add, please select the respective Category, sub category from the list

Edit Details (•) Ticket ( ) Admin User

Category

UP
DOWN
REMOVE

( ) New category

Add To List

Sub-category

UP
DOWN
REMOVE

( ) New sub category

Add To List

Priority
SLA

BEFORE
AFTER
REMOVE
Edit

maximum of 4 priorities can be set along with their SLAs

Ticket Type

UP
DOWN
REMOVE

( ) New ticket type

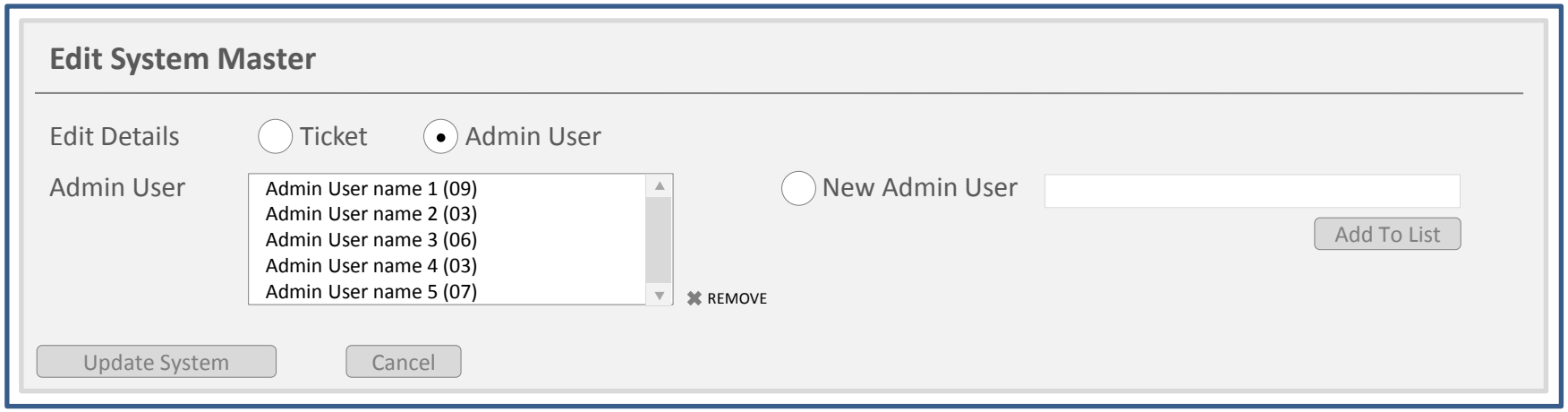
Add To List

Update System Cancel

Helpdesk, Admin. Helpdesk, Editing System Master page – Authorized Admin User

Home > Helpdesk > Admin. Helpdesk > **Edit System Master**

Customizable shortcut links



Helpdesk, Admin. Helpdesk, Delete Ticket page – User & Authorized Admin User

Home > Helpdesk > Admin. Helpdesk > **Delete Ticket**

Customizable shortcut links

Delete Ticket

Reason

(Mandatory)

Delete Ticket | Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Delete Ticket | Cancel

Helpdesk, Admin. Helpdesk, Ticket (on Hold) details page – User

Home > Helpdesk > Admin. Helpdesk > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

On Hold Remarks	Admin User's remarks appear here
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

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< > | View all

Helpdesk, Admin. Helpdesk, Ticket (on Hold) details page – Authorized Admin User

Home > Helpdesk > Admin. Helpdesk > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

On Hold Remarks	Admin User's remarks appear here
Raised By	Name
ID	ID Number
Designation	Designation
Department	Departmant
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, Admin. Helpdesk, Ticket (Deleted) details page – User

Home > Helpdesk > Admin. Helpdesk > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Deletion Remarks	Deletion remarks appear here
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, Admin. Helpdesk, Ticket (Deleted) details page – Authorized Admin User

Home > Helpdesk > Admin. Helpdesk > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Deletion Remarks	Deletion remarks appear here
Raised By	Name
ID	ID Number
Designation	Designation
Department	Departmant
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, Admin. Helpdesk, Ticket (Closed) details page – User

Home > Helpdesk > Admin. Helpdesk > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Closure Remarks	Closure remarks appear here
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, Admin. Helpdesk, Ticket (Closed) details page – Authorized Admin User, Admin User

Home > Helpdesk > Admin. Helpdesk > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Closure Remarks	Closure remarks appear here
Raised By	Name
ID	ID Number
Designation	Designation
Department	Departmant
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, Admin. Helpdesk, Ticket (on Hold, Closed) details page – User

Home > Helpdesk > Admin. Helpdesk > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Closure Remarks	Closure remarks appear here
	Part Name
	Part Number
	Manufacture
	PO Number
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, Admin. Helpdesk, Ticket (on Hold, Closed) details page – Authorized Admin User & Admin User

Customizable shortcut links

Ticket Details

< > | View all

Closure Remarks	Closure remarks appear here
	Part Name
	Part Number
	Manufacture
	PO Number
Raised By	Name
ID	ID Number
Designation	Designation
Department	Departmant
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, Admin. Helpdesk, Send Reminder Ticket page – User

Home > Helpdesk > Admin. Helpdesk > **Remind**

Customizable shortcut links

Remind

To Pre populated name appears here ◉ CC

use ‘,’(comma) to separate between mail ids

Email content

words ___ left of XYZ

Remind Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Remind Cancel

Helpdesk, Admin. Helpdesk, Assign Ticket page – Authorized Admin User (1a of 4)

Home > Helpdesk > Admin. Helpdesk > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign Admin User ◉ By Name ○ Least Used ○ New Admin User [Select Admin User ▼]

Priority Current: Priority type Change

Comment (if any)

[Assign Ticket] [Cancel]

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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[Assign Ticket] [Cancel]

Helpdesk, Admin. Helpdesk, Assign Ticket page – Authorized Admin User (1b of 4)

Home > Helpdesk > Admin. Helpdesk > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign Admin User ◉ By Name ○ Least Used ○ New Admin User [Select Admin User ▼]

- Admin User name 1 (09)
- Admin User name 2 (03)
- Admin User name 3 (06)
- Admin User name 4 (03)
- Admin User name 5 (07)

Priority Current: Priority type Change

Comment (if any)

[Assign Ticket] [Cancel]

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

abc.pdf 5 MB View | Download

[Assign Ticket] [Cancel]

Helpdesk, Admin. Helpdesk, Assign Ticket page – Authorized Admin User (2a of 4)

Home > Helpdesk > Admin. Helpdesk > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign Admin User ○ By Name ◉ Least Used ○ New Admin User [Select Admin User ▼]

Priority Current: Priority type Change

Comment (if any)

[Assign Ticket] [Cancel]

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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[Assign Ticket] [Cancel]

Helpdesk, Admin. Helpdesk, Assign Ticket page – Authorized Admin User (2b of 4)

Home > Helpdesk > Admin. Helpdesk > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign Admin User ○ By Name ◉ Least Used ○ New Admin User [Select Admin User ▼]

- Admin User name 7 (03)
- Admin User name 9 (03)
- Admin User name 3 (06)
- Admin User name 5 (07)
- Admin User name 1 (09)

Priority Current: Priority type Change

Comment (if any)

[Assign Ticket] [Cancel]

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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[Assign Ticket] [Cancel]

Helpdesk, Admin. Helpdesk, Assign Ticket page – Authorized Admin User (3 of 4)

Home > Helpdesk > Admin. Helpdesk > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign Admin User ◯ By Name ◯ Least Used ◉ New Admin User [Type Name]

Priority Current: Priority type Change

Comment (if any)

[Assign Ticket] [Cancel]

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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[Assign Ticket] [Cancel]

Helpdesk, Admin. Helpdesk, Assign Ticket page – Authorized Admin User (4 of 4)

Home > Helpdesk > Admin. Helpdesk > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign Admin User ◯ By Name ◯ Least Used ◉ New Admin User [ ]

Priority ◉ High ◯ Medium ◯ Low ◯ New Priority [ ]

Comment (if any)

[ ]

[Assign Ticket] [Cancel]

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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[Assign Ticket] [Cancel]

Helpdesk, Admin. Helpdesk, Ticket On Hold page – Admin User

Home > Helpdesk > Admin. Helpdesk > **Ticket on Hold**

Customizable shortcut links

Ticket On Hold

Reason
(Mandatory)

On Hold | Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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On Hold | Cancel

Helpdesk, Admin. Helpdesk, Close Ticket page – Admin User

Home > Helpdesk > Admin. Helpdesk > **Close Ticket**

Customizable shortcut links

Close Ticket

Remarks

(Mandatory)

Close Ticket | Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Close Ticket | Cancel

Helpdesk, Admin. Helpdesk, Close Ticket (on Hold) page – Admin User

Home > Helpdesk > Admin. Helpdesk > **Close Ticket**

Customizable shortcut links

Close Ticket

Part Details

Part Name

Part Number

Manufacturer

PO Number

(Optional)

Remarks

Close Ticket Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Close Ticket Cancel

Helpdesk – HR

Helpdesk, HR Home page – HR User

Home > Helpdesk > **HR**

Customizable shortcut links

HR

Note – Ticket being attended, in progress cannot be Edited or Deleted

Search by name/ticket id [ ] and or Date range: F [ ] To [ ] Search
dd mmm yyyy dd mmm yyyy

List of all Tickets for past one year New Ticket | Edit | Delete | On Hold | Close I< < 1, 2, 3 > >I | View all

!	All		Ticket ID	Raised by	Subject	Raised on	Attended on	Pending with	
↑	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↓	●	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↓	○	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↓	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↑	●	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↑	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○

New Ticket | Edit | Delete | On Hold | Close I< < 1, 2, 3 > >I | View all

Status ● Unassigned ● Assigned ● On Hold ○ Deleted ○ Closed
Priority ↑ High ↔ Medium ↓ Low ▲ Other

Helpdesk, HR Home page – Authorized HR User

Home > Helpdesk > **HR Tickets**

Customizable shortcut links

HR Tickets

Edit System Master | Reports

Note – Ticket being attended, in progress cannot be Edited or Deleted

Search by name/ticket id [ ] and or Date range: F [ ] To [ ] Search
dd mmm yyyy dd mmm yyyy

List of all Tickets for past one year — New Ticket | Edit | Delete | Assign | I< < 1, 2, 3 > >I | View all

!	All		Ticket ID	Raised by	Subject	Raised on	Attended on	Pending with	
↑	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↓	●	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↓	○	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↓	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↑	●	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↑	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○

New Ticket | Edit | Delete | Assign | I< < 1, 2, 3 > >I | View all

Status ● Unassigned ● Assigned ● On Hold ○ Deleted ○ Closed
Priority ↑ High ↔ Medium ↓ Low ▲ Other

Helpdesk, HR Reports page – Authorized HR User

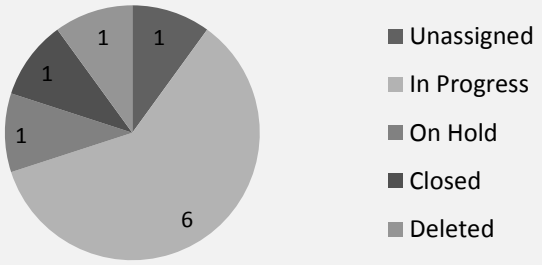
Home > Helpdesk > **HR Reports**

Customizable shortcut links

HR Reports

Edit System Master | Tickets

Ticket Status – ABC



A

Category

Optional

Sub-Category

Priority

B

Chart type

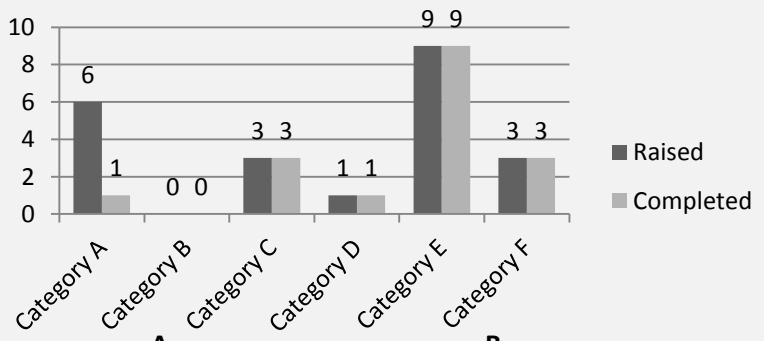
Output

☐ *Display on screen*

☐ *Generate PDF*

Display / Generate Details

Ticket Trend



A

Category

Use 'CTRL' key for multiple Selection

Optional

Status

Priority

HR User

B

Chart type

Output

☐ *Display on screen*

☐ *Generate PDF*

Display / Generate Details

Helpdesk, HR Home page – User

Home > Helpdesk > **HR**

Customizable shortcut links

HR

Note – Ticket being attended, in progress cannot be Edited or Deleted

List of all Tickets for past one year New Ticket | Edit | Delete | Remind I< < 1, 2, 3 > >I | View all

! ▲	All ▲	▲	Ticket ID ▼	Subject ▲	Raised on ▲	Attended on ▲	Pending with ▲	
⬆	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
⬌	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
⇩	●	📎	ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
⇩	○	📎	ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	◯
⇩	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
⬌	○		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	◯
⬆	●	📎	ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
⬌	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
⬌	○		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	◯
	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○

New Ticket | Edit | Delete | Remind I< < 1, 2, 3 > >I | View all

Status ● Unassigned ● Assigned ● On Hold ○ Deleted ○ Closed
Priority ⬆ High ⬌ Medium ⇩ Low ▲ Other

Helpdesk, HR, New Ticket page – User

Home > Helpdesk > HR > **New Ticket**

Customizable shortcut links

New Ticket

Category

Sub-category

Priority ◯ High ◯ Medium ◯ Low

Ticket Type

Subject

Description

words ___ left of XYZ

Attachment Choose file Browse 5 MB of total 10 MB available for attachments

abc.pdf 5 MB ✕ Remove

Create New Ticket Cancel

Helpdesk, HR, Edit Ticket page – User

Home > Helpdesk > HR > **Edit Ticket**

Customizable shortcut links

Edit Ticket

Category: Pre-populated Content

Sub-category: Pre-populated Content

Priority: (•) High ( ) Medium ( ) Low

Ticket Type: Pre-populated Content

Subject: Pre-populated Content

Description

Pre-populated Content

words ___ left of XYZ

Attachment: Choose file | Browse | 5 MB of total 10 MB available for attachments

abc.pdf 5 MB ✕ Remove

Edit & Save Ticket | Cancel

Helpdesk, HR, New Ticket page – Authorized HR User

Home > Helpdesk > HR > **New Ticket**

Customizable shortcut links

New Ticket

Edit System Master

Create For ◉ Self ○ Others

Category ▾ ○ New category

Sub-category ▾ ○ New sub category

Priority ○ High ○ Medium ○ Low ○ New priority

Ticket Type ▾ ○ New ticket type

Subject

Description

words ___ left of XYZ

Attachment Choose file Browse 5 MB of total 10 MB available for attachments

abc.pdf 5 MB ✕ Remove

Create New Ticket Cancel

Helpdesk, HR, New Ticket page – Authorized HR User

Home > Helpdesk > HR > **New Ticket**

Customizable shortcut links

New Ticket

Edit System Master

Create For ◯ Self ◉ Others

Created on behalf of

First Name | Last Name | Employee ID

Designation | Department

Category ▾ ◯ New category

Sub-category ▾ ◯ New sub category

Priority ◯ High ◯ Medium ◯ Low ◯ New priority

Ticket Type ▾ ◯ New ticket type

Subject

Description

words ___ left of XYZ

Attachment [Choose file] [Browse] 5 MB of total 10 MB available for attachments

abc.pdf 5 MB ✕ RemoveAttachment

[Create New Ticket] [Cancel]

Helpdesk, HR, Editing System Master page – Authorized HR User

Home > Helpdesk > HR > **Edit System Master**

Customizable shortcut links

Edit System Master

To view / edit / delete and add, please select the respective Category, sub category from the list

Edit Details ◉ Ticket ○ HR User

Category

UP
DOWN
REMOVE

○ New category

Add To List

Sub-category

UP
DOWN
REMOVE

○ New sub category

Add To List

Priority
SLA

BEFORE
AFTER
REMOVE
Edit

maximum of 4 priorities can be set along with their SLAs

Ticket Type

UP
DOWN
REMOVE

○ New ticket type

Add To List

Update System Cancel

Helpdesk, HR, Editing System Master page – Authorized HR User

Home > Helpdesk > HR > **Edit System Master**

Customizable shortcut links

Helpdesk, HR, Delete Ticket page – User & Authorized HR User

Home > Helpdesk > HR > **Delete Ticket**

Customizable shortcut links

Delete Ticket

Reason *(Mandatory)*

Delete Ticket | Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Delete Ticket | Cancel

Helpdesk, HR, Ticket (on Hold) details page – User

Home > Helpdesk > HR > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

On Hold Remarks	HR User's remarks appear here
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, HR, Ticket (on Hold) details page – Authorized HR User

Home > Helpdesk > HR > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

On Hold Remarks	HR User's remarks appear here
Raised By	Name
ID	ID Number
Designation	Designation
Department	Departmant
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, HR, Ticket (Deleted) details page – User

Home > Helpdesk > HR > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Deletion Remarks	Deletion remarks appear here
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, HR, Ticket (Deleted) details page – Authorized HR User

Home > Helpdesk > HR > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Deletion Remarks	Deletion remarks appear here
Raised By	Name
ID	ID Number
Designation	Designation
Department	Departmant
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, HR, Ticket (Closed) details page – User

Home > Helpdesk > HR > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Closure Remarks	Closure remarks appear here
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, HR, Ticket (Closed) details page – Authorized HR User, HR User

Home > Helpdesk > HR > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Closure Remarks	Closure remarks appear here
Raised By	Name
ID	ID Number
Designation	Designation
Department	Departmant
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, HR, Ticket (on Hold, Closed) details page – User

Home > Helpdesk > HR > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Closure Remarks	Closure remarks appear here
	Part Name
	Part Number
	Manufacture
	PO Number
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, HR, Ticket (on Hold, Closed) details page – Authorized HR User & HR User

Home > Helpdesk > HR > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Closure Remarks	Closure remarks appear here
	Part Name
	Part Number
	Manufacture
	PO Number
Raised By	Name
ID	ID Number
Designation	Designation
Department	Departmant
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, HR, Send Reminder Ticket page – User

Home > Helpdesk > HR > **Remind**

Customizable shortcut links

Remind

To Pre populated name appears here ◉ CC

use ‘,’(comma) to separate between mail ids

Email content

words ___ left of XYZ

Remind Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Remind Cancel

Helpdesk, HR, Assign Ticket page – Authorized HR User (1a of 4)

Home > Helpdesk > HR > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign HR User ◉ By Name ○ Least Used ○ New HR User Select HR User ▼

Priority Current: Priority type Change

Comment (if any)

Assign Ticket Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Assign Ticket Cancel

Helpdesk, HR, Assign Ticket page – Authorized HR User (1b of 4)

Home > Helpdesk > HR > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign HR User ◉ By Name ○ Least Used ○ New HR User — Select HR User ▼

- HR User name 1 (09)
- HR User name 2 (03)
- HR User name 3 (06)
- HR User name 4 (03)
- HR User name 5 (07)

Priority — Current: Priority type Change

Comment (if any)

Assign Ticket | Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Assign Ticket | Cancel

Helpdesk, HR, Assign Ticket page – Authorized HR User (2a of 4)

Home > Helpdesk > HR > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign HR User ○ By Name ◉ Least Used ○ New HR User Select HR User ▼

Priority Current: Priority type Change

Comment (if any)

Assign Ticket Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Assign Ticket Cancel

Helpdesk, HR, Assign Ticket page – Authorized HR User (2b of 4)

Home > Helpdesk > HR > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign HR User ○ By Name ◉ Least Used ○ New HR User Select HR User ▼

- HR User name 7 (03)
- HR User name 9 (03)
- HR User name 3 (06)
- HR User name 5 (07)
- HR User name 1 (09)

Priority Current: Priority type Change

Comment (if any)

Assign Ticket Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Assign Ticket Cancel

Helpdesk, HR, Assign Ticket page – Authorized HR User (3 of 4)

Home > Helpdesk > HR > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign HR User ◯ By Name ◯ Least Used ◉ New HR User Type Name

Priority Current: Priority type Change

Comment (if any)

Assign Ticket Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Assign Ticket Cancel

Helpdesk, HR, Assign Ticket page – Authorized HR User (4 of 4)

Home > Helpdesk > HR > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign HR User ◯ By Name ◯ Least Used ◉ New HR User [ ]

Priority ◉ High ◯ Medium ◯ Low ◯ New Priority [ ]

Comment (if any) [ ]

[Assign Ticket] [Cancel]

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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[Assign Ticket] [Cancel]

Helpdesk, HR, Ticket On Hold page – HR User

Home > Helpdesk > HR > **Ticket on Hold**

Customizable shortcut links

Ticket On Hold

Reason *(Mandatory)*

On Hold | Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

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On Hold | Cancel

Helpdesk, HR, Close Ticket page – HR User

Home > Helpdesk > HR > **Close Ticket**

Customizable shortcut links

Close Ticket

Remarks *(Mandatory)*

Close Ticket | Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Close Ticket | Cancel

Helpdesk, HR, Close Ticket (on Hold) page – HR User

Home > Helpdesk > HR > **Close Ticket**

Customizable shortcut links

Close Ticket

Part Details

Part Name

Part Number

Manufacturer

PO Number

(Optional)

Remarks

Close Ticket Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Close Ticket Cancel

Helpdesk – Colony Maintenance

Helpdesk, Colony Maintenance, Home page – TMO

Home > Helpdesk > **Colony Maintenance**

Customizable shortcut links

Colony Maintenance

Note – Ticket being attended, in progress cannot be Edited or Deleted

Search by name/ticket id [ ] and or Date range: F [ ] To [ ] Search
dd mmm yyyy dd mmm yyyy

List of all Tickets for past one year New Ticket | Edit | Delete | On Hold | Close I< < 1, 2, 3 > >I | View all

!	All		Ticket ID	Raised by	Subject	Raised on	Attended on	Pending with	
↑	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↓	○	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↓	○	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↓	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↑	●	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↑	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○

New Ticket | Edit | Delete | On Hold | Close I< < 1, 2, 3 > >I | View all

Status ● Unassigned ● Assigned ● On Hold ○ Deleted ○ Closed
Priority ↑ High ↔ Medium ↓ Low ▲ Other

Helpdesk, Colony Maintenance, Home page – TMI

Home > Helpdesk > **Colony Maintenance Tickets**

Customizable shortcut links

Colony Maintenance Tickets

Edit System Master | Reports

Note – Ticket being attended, in progress cannot be Edited or Deleted

Search by name/ticket id [ ] and or Date range: F [ ] To [ ] Search
dd mmm yyyy dd mmm yyyy

List of all Tickets for past one year — New Ticket | Edit | Delete | Assign | I< < 1, 2, 3 > >I | View all

!	All		Ticket ID	Raised by	Subject	Raised on	Attended on	Pending with	
↑	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↓	●	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↓	○	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↓	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↑	●	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↑	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○

New Ticket | Edit | Delete | Assign | I< < 1, 2, 3 > >I | View all

Status ● Unassigned ● Assigned ● On Hold ○ Deleted ○ Closed
Priority ↑ High ↔ Medium ↓ Low ▲ Other

Helpdesk, Colony Maintenance, Reports page – TMI

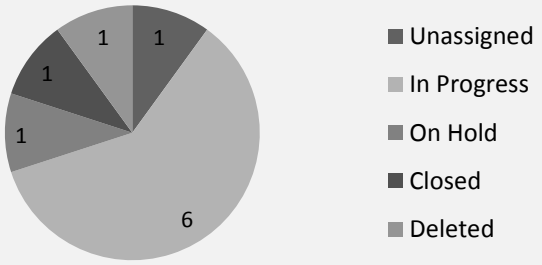
Home > Helpdesk > **Colony Maintenance Reports**

Customizable shortcut links

Colony Maintenance Reports

Edit System Master | Tickets

Ticket Status – ABC



A

Category

Optional

Sub-Category

Priority

B

Chart type

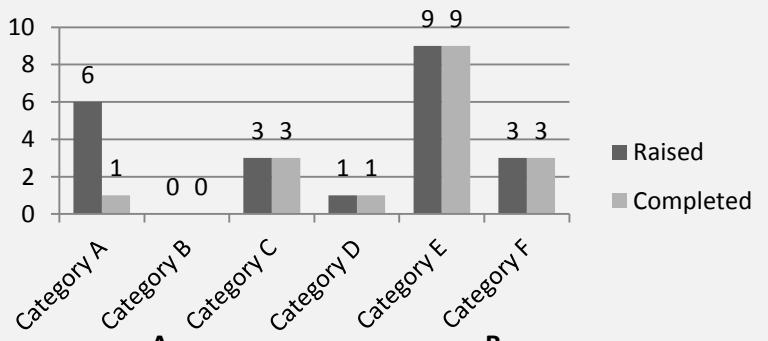
Output

Display on screen

Generate PDF

Display / Generate Details

Ticket Trend



A

Category

Use 'CTRL' key for multiple Selection

Optional

Status

Priority

TMO

B

Chart type

Output

Display on screen

Generate PDF

Display / Generate Details

Helpdesk, Colony Maintenance, Home page – User

Home > Helpdesk > **Colony Maintenance**

Customizable shortcut links

Colony Maintenance

Note – Ticket being attended, in progress cannot be Edited or Deleted

List of all Tickets for past one year New Ticket | Edit | Delete | Remind I< < 1, 2, 3 > >I | View all

!	All		Ticket ID	Subject	Raised on	Attended on	Pending with	
⬆	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
⟷	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
⇩	●	📎	ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
⇩	○	📎	ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	◯
⇩	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
⟷	○		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	◯
⬆	●	📎	ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
⟷	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
⟷	○		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	◯
	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○

New Ticket | Edit | Delete | Remind I< < 1, 2, 3 > >I | View all

Status ● Unassigned ● Assigned ● On Hold ○ Deleted ○ Closed
Priority ⬆ High ⟷ Medium ⇩ Low ▲ Other

Helpdesk, Colony Maintenance, New Ticket page – User

Home > Helpdesk > Colony Maintenance > **New Ticket**

Customizable shortcut links

New Ticket

Category

Sub-category

Priority ◯ High ◯ Medium ◯ Low

Ticket Type

Subject

Description

words ___ left of XYZ

Attachment Choose file Browse 5 MB of total 10 MB available for attachments

abc.pdf 5 MB ✕ Remove

Create New Ticket Cancel

Helpdesk, Colony Maintenance, Edit Ticket page – User

Home > Helpdesk > Colony Maintenance > **Edit Ticket**

Customizable shortcut links

Edit Ticket

Category: Pre-populated Content

Sub-category: Pre-populated Content

Priority: (•) High ( ) Medium ( ) Low

Ticket Type: Pre-populated Content

Subject: Pre-populated Content

Description

Pre-populated Content

words ___ left of XYZ

Attachment: Choose file | Browse | 5 MB of total 10 MB available for attachments

abc.pdf 5 MB ✕ Remove

Edit & Save Ticket | Cancel

Helpdesk, Colony Maintenance, New Ticket page – TMI

Home > Helpdesk > Colony Maintenance > **New Ticket**

Customizable shortcut links

New Ticket

Edit System Master

Create For ◉ Self ○ Others

Category [▾] ○ New category

Sub-category [▾] ○ New sub category

Priority ○ High ○ Medium ○ Low ○ New priority

Ticket Type [▾] ○ New ticket type

Subject

Description

words ___ left of XYZ

Attachment [Choose file] [Browse] 5 MB of total 10 MB available for attachments

abc.pdf 5 MB ✕ Remove

[Create New Ticket] [Cancel]

Helpdesk, Colony Maintenance, New Ticket page – TMI

Home > Helpdesk > Colony Maintenance > **New Ticket**

Customizable shortcut links

New Ticket

Edit System Master

Create For ◯ Self ◉ Others

Created on behalf of

First Name | Last Name | Employee ID

Designation | Department

Category ▾ ◯ New category

Sub-category ▾ ◯ New sub category

Priority ◯ High ◯ Medium ◯ Low ◯ New priority

Ticket Type ▾ ◯ New ticket type

Subject

Description

words ___ left of XYZ

Attachment [Choose file] [Browse] 5 MB of total 10 MB available for attachments

abc.pdf 5 MB ✕ Remove

[Create New Ticket] [Cancel]

Helpdesk, Colony Maintenance, Editing System Master page – TMI

Home > Helpdesk > Colony Maintenance > **Edit System Master**

Customizable shortcut links

Edit System Master

To view / edit / delete and add, please select the respective Category, sub category from the list

Edit Details (•) Ticket ( ) TMO

Category

UP
DOWN
REMOVE

( ) New category

Add To List

Sub-category

UP
DOWN
REMOVE

( ) New sub category

Add To List

Priority
SLA

BEFORE
AFTER
REMOVE
Edit

maximum of 4 priorities can be set along with their SLAs

Ticket Type

UP
DOWN
REMOVE

( ) New ticket type

Add To List

Update System Cancel

Helpdesk, Colony Maintenance, Editing System Master page – TMI

Home > Helpdesk > Colony Maintenance > **Edit System Master**

Customizable shortcut links

Helpdesk, Colony Maintenance, Delete Ticket page – User & TMI

Home > Helpdesk > Colony Maintenance > **Delete Ticket**

Customizable shortcut links

Delete Ticket

Reason *(Mandatory)*

Delete Ticket | Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

abc.pdf 5 MB View | Download

Delete Ticket | Cancel

Helpdesk, Colony Maintenance, Ticket (on Hold) details page – User

Home > Helpdesk > Colony Maintenance > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

On Hold Remarks	TMO's remarks appear here
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, Colony Maintenance, Ticket (on Hold) details page – TMI

Home > Helpdesk > Colony Maintenance > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

On Hold Remarks	TMO's remarks appear here
Raised By	Name
ID	ID Number
Designation	Designation
Department	Departmant
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, Colony Maintenance, Ticket (Deleted) details page – User

Home > Helpdesk > Colony Maintenance > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Deletion Remarks	Deletion remarks appear here
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, Colony Maintenance, Ticket (Deleted) details page – TMI

Home > Helpdesk > Colony Maintenance > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Deletion Remarks	Deletion remarks appear here
Raised By	Name
ID	ID Number
Designation	Designation
Department	Departmant
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, Colony Maintenance, Ticket (Closed) details page – User

Home > Helpdesk > Colony Maintenance > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Closure Remarks	Closure remarks appear here
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, Colony Maintenance, Ticket (Closed) details page – TMI, TMO

Home > Helpdesk > Colony Maintenance > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Closure Remarks	Closure remarks appear here
Raised By	Name
ID	ID Number
Designation	Designation
Department	Departmant
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, Colony Maintenance, Ticket (on Hold, Closed) details page – User

Home > Helpdesk > Colony Maintenance > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Closure Remarks	Closure remarks appear here
	Part Name
	Part Number
	Manufacture
	PO Number
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, Colony Maintenance, Ticket (on Hold, Closed) details page – TMI & TMO

Home > Helpdesk > Colony Maintenance > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Closure Remarks	Closure remarks appear here
	Part Name
	Part Number
	Manufacture
	PO Number
Raised By	Name
ID	ID Number
Designation	Designation
Department	Departmant
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, Colony Maintenance, Send Reminder Ticket page – User

Home > Helpdesk > Colony Maintenance > **Remind**

Customizable shortcut links

Remind

To Pre populated name appears here

CC

use ‘,’(comma) to separate between mail ids

Email content

words ___ left of XYZ

Remind Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Remind Cancel

Helpdesk, Colony Maintenance, Assign Ticket page – TMI (1a of 4)

Home > Helpdesk > Colony Maintenance > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign TMO ◉ By Name ○ Least Used ○ New TMO Select TMO ▼

Priority Current: Priority type Change

Comment (if any)

Assign Ticket Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Assign Ticket Cancel

Helpdesk, Colony Maintenance, Assign Ticket page – TMI (1b of 4)

Home > Helpdesk > Colony Maintenance > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign TMO (•) By Name ( ) Least Used ( ) New TMO — Select TMO ▼

- TMO name 1 (09)
- TMO name 2 (03)
- TMO name 3 (06)
- TMO name 4 (03)
- TMO name 5 (07)

Priority — Current: Priority type Change

Comment (if any)

[Assign Ticket] [Cancel]

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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[Assign Ticket] [Cancel]

Helpdesk, Colony Maintenance, Assign Ticket page – TMI (2a of 4)

Home > Helpdesk > Colony Maintenance > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign TMO ◯ By Name ◉ Least Used ◯ New TMO Select TMO ▼

Priority Current: Priority type Change

Comment (if any)

Assign Ticket Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Assign Ticket Cancel

Helpdesk, Colony Maintenance, Assign Ticket page – TMI (2b of 4)

Home > Helpdesk > Colony Maintenance > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign TMO ○ By Name ◉ Least Used ○ New TMO

Select TMO ▼

- TMO name 7 (03)
- TMO name 9 (03)
- TMO name 3 (06)
- TMO name 5 (07)
- TMO name 1 (09)

Priority Current: Priority type Change

Comment (if any)

Assign Ticket Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Assign Ticket Cancel

Helpdesk, Colony Maintenance, Assign Ticket page – TMI (3 of 4)

Home > Helpdesk > Colony Maintenance > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign TMO ◯ By Name ◯ Least Used ◉ New TMO [Type Name]

Priority Current: Priority type Change

Comment (if any)

[Assign Ticket] [Cancel]

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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[Assign Ticket] [Cancel]

Helpdesk, Colony Maintenance, Assign Ticket page – TMI (4 of 4)

Home > Helpdesk > Colony Maintenance > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign TMO ( ) By Name ( ) Least Used (•) New TMO [ ]

Priority (•) High ( ) Medium ( ) Low ( ) New Priority [ ]

Comment (if any) [ ]

[Assign Ticket] [Cancel]

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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[Assign Ticket] [Cancel]

Helpdesk, Colony Maintenance, Ticket On Hold page – TMO

Home > Helpdesk > Colony Maintenance> **Ticket on Hold**

Customizable shortcut links

Ticket On Hold

Reason
(Mandatory)

On Hold | Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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On Hold | Cancel

Helpdesk, Colony Maintenance, Close Ticket page – TMO

Home > Helpdesk > Colony Maintenance > **Close Ticket**

Customizable shortcut links

Close Ticket

Remarks *(Mandatory)*

Close Ticket | Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Close Ticket | Cancel

Helpdesk, Colony Maintenance, Close Ticket (on Hold) page – TMO

Home > Helpdesk > Colony Maintenance > **Close Ticket**

Customizable shortcut links

Close Ticket

Part Details

Part Name

Part Number

Manufacturer

PO Number

(Optional)

Remarks

Close Ticket Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Close Ticket Cancel

Helpdesk – Guesthouse & Hostel Maintenance

Helpdesk, Guesthouse & Hostel Maintenance , Home page – Technician

Home > Helpdesk > **Guesthouse & Hostel Maintenance**

Customizable shortcut links

Guesthouse & Hostel Maintenance

Note – Ticket being attended, in progress cannot be Edited or Deleted

Search by name/ticket id [ ] and or Date range: F [ ] To [ ] Search
dd mmm yyyy dd mmm yyyy

List of all Tickets for past one year New Ticket | Edit | Delete | On Hold | Close I< < 1, 2, 3 > >I | View all

!	All		Ticket ID	Raised by	Subject	Raised on	Attended on	Pending with	
↑	●		ID Number	Name, ID, Dep.	Subject appears here...	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	●		ID Number	Name, ID, Dep.	Subject appears here...	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here...	○
↓	●	📎	ID Number	Name, ID, Dep.	Subject appears here...	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here...	○
↓	○	📎	ID Number	Name, ID, Dep.	Subject appears here...	Dd mmm yyyy, HH:MM	-	-	○
↓	●		ID Number	Name, ID, Dep.	Subject appears here...	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here...	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here...	Dd mmm yyyy, HH:MM	-	-	○
↑	●	📎	ID Number	Name, ID, Dep.	Subject appears here...	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	●		ID Number	Name, ID, Dep.	Subject appears here...	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here...	Dd mmm yyyy, HH:MM	-	-	○
↑	●		ID Number	Name, ID, Dep.	Subject appears here...	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here...	○

New Ticket | Edit | Delete | On Hold | Close I< < 1, 2, 3 > >I | View all

Status ● Unassigned ● Assigned ● On Hold ○ Deleted ○ Closed
Priority ↑ High ↔ Medium ↓ Low ▲ Other

Helpdesk, Guesthouse & Hostel Maintenance , Home page – Authorized user

Home > Helpdesk > **Guesthouse & Hostel Maintenance Tickets**

Customizable shortcut links

Guesthouse & Hostel Maintenance Tickets

Edit System Master | Reports

Note – Ticket being attended, in progress cannot be Edited or Deleted

Search by name/ticket id [ ] and or Date range: F [ ] To [ ] Search
dd mmm yyyy dd mmm yyyy

List of all Tickets for past one year — New Ticket | Edit | Delete | Assign | I< < 1, 2, 3 > >I | View all

!	All		Ticket ID	Raised by	Subject	Raised on	Attended on	Pending with	
↑	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↓	●	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↓	○	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↓	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↑	●	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↑	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○

New Ticket | Edit | Delete | Assign | I< < 1, 2, 3 > >I | View all

Status ● Unassigned ● Assigned ● On Hold ○ Deleted ○ Closed
Priority ↑ High ↔ Medium ↓ Low ▲ Other

Helpdesk, Guesthouse & Hostel Maintenance , Reports page – Authorized user

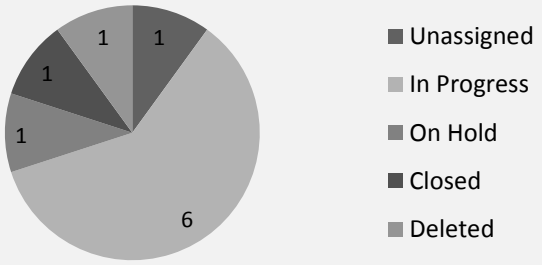
Home > Helpdesk > **Guesthouse & Hostel Maintenance Reports**

Customizable shortcut links

Guesthouse & Hostel Maintenance Reports

Edit System Master | Tickets

Ticket Status – ABC



A

Category

Optional

Sub-Category

Priority

B

Chart type

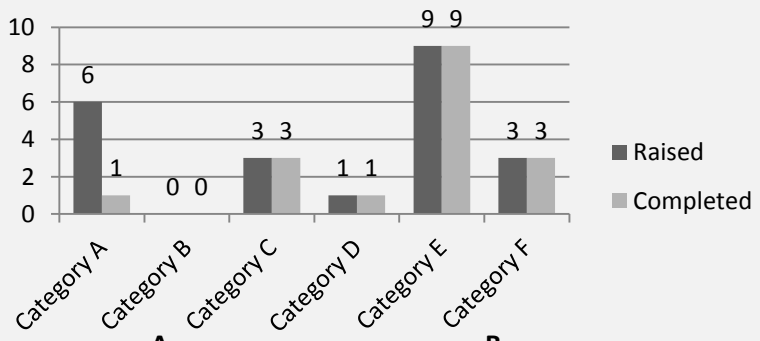
Output

☐ *Display on screen*

☐ *Generate PDF*

Display / Generate Details

Ticket Trend



A

Category

Use 'CTRL' key for multiple Selection

Optional

Status

Priority

Technician

B

Chart type

Output

☐ *Display on screen*

☐ *Generate PDF*

Display / Generate Details

Helpdesk, Guesthouse & Hostel Maintenance , Home page – User

Home > Helpdesk > **Guesthouse & Hostel Maintenance**

Customizable shortcut links

Guesthouse & Hostel Maintenance

Note – Ticket being attended, in progress cannot be Edited or Deleted

List of all Tickets for past one year New Ticket | Edit | Delete | Remind I< < 1, 2, 3 > >I | View all

!	All		Ticket ID	Subject	Raised on	Attended on	Pending with	
⬆	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
⬌	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
⇩	●	📎	ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
⇩	○	📎	ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	◯
⇩	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
⬌	○		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	◯
⬆	●	📎	ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
⬌	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
⬌	○		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	◯
	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○

New Ticket | Edit | Delete | Remind I< < 1, 2, 3 > >I | View all

Status ● Unassigned ● Assigned ● On Hold ○ Deleted ○ Closed
Priority ⬆ High ⬌ Medium ⇩ Low ▲ Other

Helpdesk, Guesthouse & Hostel Maintenance , New Ticket page – User

Home > Helpdesk > Guesthouse & Hostel Maintenance > **New Ticket**

Customizable shortcut links

New Ticket

Category

Sub-category

Priority ◯ High ◯ Medium ◯ Low

Ticket Type

Subject

Description

words ___ left of XYZ

Attachment Choose file Browse 5 MB of total 10 MB available for attachments

abc.pdf 5 MB ✕ Remove

Create New Ticket Cancel

Helpdesk, Guesthouse & Hostel Maintenance , Edit Ticket page – User

Home > Helpdesk > Guesthouse & Hostel Maintenance > **Edit Ticket**

Customizable shortcut links

Edit Ticket

Category: Pre-populated Content

Sub-category: Pre-populated Content

Priority: (•) High ( ) Medium ( ) Low

Ticket Type: Pre-populated Content

Subject: Pre-populated Content

Description

Pre-populated Content

words ___ left of XYZ

Attachment: Choose file | Browse | 5 MB of total 10 MB available for attachments

abc.pdf 5 MB ✕ Remove

Edit & Save Ticket | Cancel

Helpdesk, Guesthouse & Hostel Maintenance , New Ticket page – Authorized user

Home > Helpdesk > Guesthouse & Hostel Maintenance > **New Ticket**

Customizable shortcut links

New Ticket

Edit System Master

Create For ◉ Self ○ Others

Category ▾ ○ New category

Sub-category ▾ ○ New sub category

Priority ○ High ○ Medium ○ Low ○ New priority

Ticket Type ▾ ○ New ticket type

Subject

Description

words ___ left of XYZ

Attachment Choose file Browse 5 MB of total 10 MB available for attachments

abc.pdf 5 MB ✕ Remove

Create New Ticket Cancel

Helpdesk, Guesthouse & Hostel Maintenance , New Ticket page – Authorized user

Home > Helpdesk > Guesthouse & Hostel Maintenance > **New Ticket**

Customizable shortcut links

New Ticket

Edit System Master

Create For ◯ Self ◉ Others

Created on behalf of

First Name | Last Name | Employee ID

Designation | Department

Category ▾ ◯ New category

Sub-category ▾ ◯ New sub category

Priority ◯ High ◯ Medium ◯ Low ◯ New priority

Ticket Type ▾ ◯ New ticket type

Subject

Description

words ___ left of XYZ

Attachment [Choose file] [Browse] 5 MB of total 10 MB available for attachments

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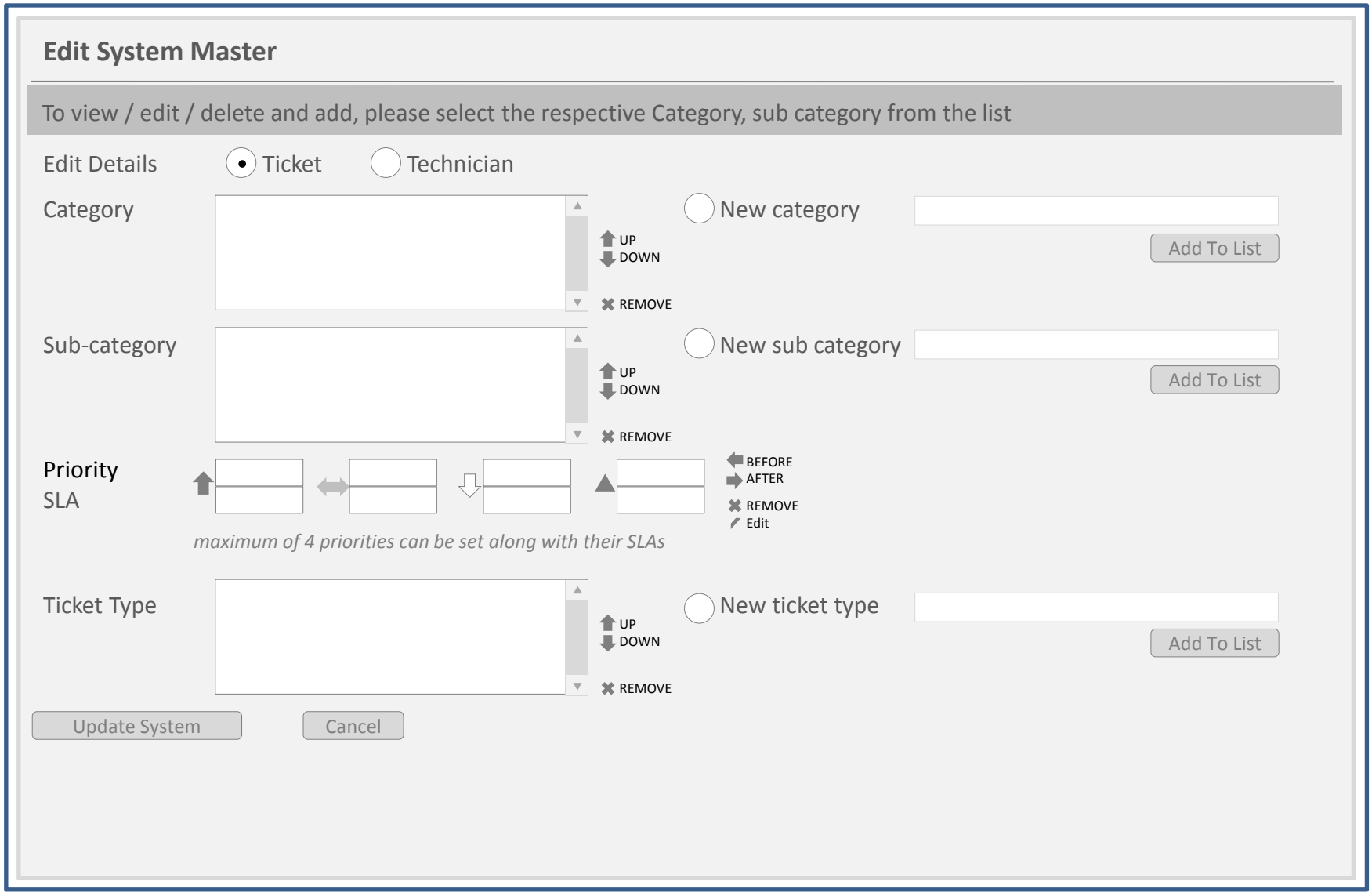
[Create New Ticket] [Cancel]

Helpdesk, Guesthouse & Hostel Maintenance , Editing System Master page – Authorized user

Home > Helpdesk > Guesthouse & Hostel Maintenance > **Edit System Master**

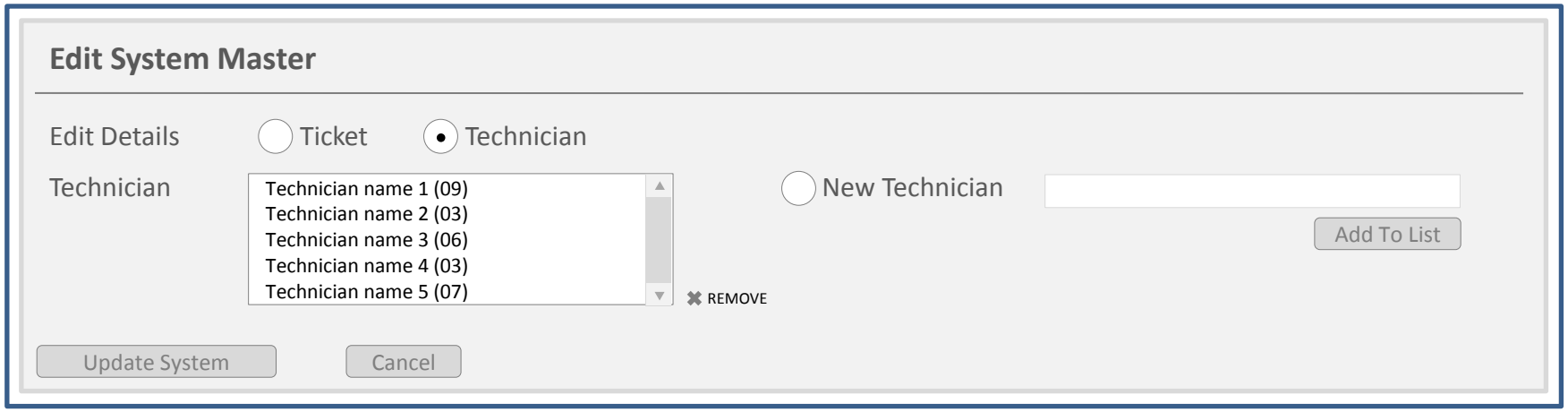
Customizable shortcut links



Helpdesk, Guesthouse & Hostel Maintenance , Editing System Master page – Authorized user

Home > Helpdesk > Guesthouse & Hostel Maintenance > **Edit System Master**

Customizable shortcut links



Helpdesk, Guesthouse & Hostel Maintenance , Delete Ticket page – User & Authorized user

Home > Helpdesk > Guesthouse & Hostel Maintenance > **Delete Ticket**

Customizable shortcut links

Delete Ticket

Reason *(Mandatory)*

Delete Ticket | Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

abc.pdf 5 MB View | Download

Delete Ticket | Cancel

Helpdesk, Guesthouse & Hostel Maintenance , Ticket (on Hold) details page – User

Home > Helpdesk > Guesthouse & Hostel Maintenance > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

On Hold Remarks	Technician's remarks appear here
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, Guesthouse & Hostel Maintenance , Ticket (on Hold) details page – Authorized user

Home > Helpdesk > Guesthouse & Hostel Maintenance > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

On Hold Remarks	Technician's remarks appear here
Raised By	Name
ID	ID Number
Designation	Designation
Department	Departmant
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, Guesthouse & Hostel Maintenance , Ticket (Deleted) details page – User

Home > Helpdesk > Guesthouse & Hostel Maintenance > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Deletion Remarks	Deletion remarks appear here
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, Guesthouse & Hostel Maintenance , Ticket (Deleted) details page – Authorized User

Home > Helpdesk > Guesthouse & Hostel Maintenance > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Deletion Remarks	Deletion remarks appear here
Raised By	Name
ID	ID Number
Designation	Designation
Department	Departmant
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, Guesthouse & Hostel Maintenance , Ticket (Closed) details page – User

Home > Helpdesk > Guesthouse & Hostel Maintenance > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Closure Remarks	Closure remarks appear here
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, Guesthouse & Hostel Maintenance , Ticket (Closed) details page – Authorized User, Technician

Home > Helpdesk > Guesthouse & Hostel Maintenance > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Closure Remarks	Closure remarks appear here
Raised By	Name
ID	ID Number
Designation	Designation
Department	Departmant
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, Guesthouse & Hostel Maintenance , Ticket (on Hold, Closed) details page – User

Home > Helpdesk > Guesthouse & Hostel Maintenance > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Closure Remarks	Closure remarks appear here
	Part Name
	Part Number
	Manufacture
	PO Number
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, Guesthouse & Hostel Maintenance , Ticket (on Hold, Closed) details page – Authorized user & Technician

Home > Helpdesk > Guesthouse & Hostel Maintenance > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Closure Remarks	Closure remarks appear here
	Part Name
	Part Number
	Manufacture
	PO Number
Raised By	Name
ID	ID Number
Designation	Designation
Department	Departmant
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, Guesthouse & Hostel Maintenance , Send Reminder Ticket page – User

Home > Helpdesk > Guesthouse & Hostel Maintenance > **Remind**

Customizable shortcut links

Remind

To Pre populated name appears here ◉ CC

use ‘,’(comma) to separate between mail ids

Email content

words ___ left of XYZ

Remind Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Remind Cancel

Helpdesk, Guesthouse & Hostel Maintenance , Assign Ticket page – Authorized user (1a of 4)

Home > Helpdesk > Guesthouse & Hostel Maintenance > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign Technician ◉ By Name ○ Least Used ○ New Technician [Select Technician ▼]

Priority Current: Priority type Change

Comment (if any)

[Assign Ticket] [Cancel]

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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[Assign Ticket] [Cancel]

Helpdesk, Guesthouse & Hostel Maintenance , Assign Ticket page – Authorized user (1b of 4)

Home > Helpdesk > Guesthouse & Hostel Maintenance > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign Technician ◉ By Name ○ Least Used ○ New Technician Select Technician ▼

- Technician name 1 (09)
- Technician name 2 (03)
- Technician name 3 (06)
- Technician name 4 (03)
- Technician name 5 (07)

Priority Current: Priority type Change

Comment (if any)

Assign Ticket Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Assign Ticket Cancel

Helpdesk, Guesthouse & Hostel Maintenance , Assign Ticket page – Authorized user (2a of 4)

Home > Helpdesk > Guesthouse & Hostel Maintenance > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign Technician ○ By Name ◉ Least Used ○ New Technician [Select Technician ▼]

Priority Current: Priority type Change

Comment (if any)

[Assign Ticket] [Cancel]

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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[Assign Ticket] [Cancel]

Helpdesk, Guesthouse & Hostel Maintenance , Assign Ticket page – Authorized user (2b of 4)

Home > Helpdesk > Guesthouse & Hostel Maintenance > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign Technician ◯ By Name ◉ Least Used ◯ New Technician Select Technician ▼

- Technician name 7 (03)
- Technician name 9 (03)
- Technician name 3 (06)
- Technician name 5 (07)
- Technician name 1 (09)

Priority Current: Priority type Change

Comment (if any)

Assign Ticket Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Assign Ticket Cancel

Helpdesk, Guesthouse & Hostel Maintenance , Assign Ticket page – Authorized user (3 of 4)

Home > Helpdesk > Guesthouse & Hostel Maintenance > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign Technician ◯ By Name ◯ Least Used ◉ New Technician Type Name

Priority Current: Priority type Change

Comment (if any)

Assign Ticket Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Assign Ticket Cancel

Helpdesk, Guesthouse & Hostel Maintenance , Assign Ticket page – Authorized user (4 of 4)

Home > Helpdesk > Guesthouse & Hostel Maintenance > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign Technician ◯ By Name ◯ Least Used ◉ New Technician

Priority ◉ High ◯ Medium ◯ Low ◯ New Priority

Comment (if any)

Assign Ticket | Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Assign Ticket | Cancel

Helpdesk, Guesthouse & Hostel Maintenance , Ticket On Hold page – Technician

Home > Helpdesk > Guesthouse & Hostel Maintenance > **Ticket on Hold**

Customizable shortcut links

Ticket On Hold

Reason *(Mandatory)*

On Hold | Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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On Hold | Cancel

Helpdesk, Guesthouse & Hostel Maintenance , Close Ticket page – Technician

Home > Helpdesk > Guesthouse & Hostel Maintenance > **Close Ticket**

Customizable shortcut links

Close Ticket

Remarks *(Mandatory)*

Close Ticket | Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Close Ticket | Cancel

Helpdesk, Guesthouse & Hostel Maintenance , Close Ticket (on Hold) page – Technician

Home > Helpdesk > Guesthouse & Hostel Maintenance > **Close Ticket**

Customizable shortcut links

Close Ticket

Part Details

Part Name

Part Number

Manufacturer

PO Number

(Optional)

Remarks

Close Ticket Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Close Ticket Cancel

Helpdesk – Courier Service

Helpdesk, Courier Service Home page – Admin User

Home > Helpdesk > **Courier Service**

Customizable shortcut links

Courier Service

Note – Ticket being attended, in progress cannot be Edited or Deleted

Search by name/ticket id [ ] and or Date range: [ ] dd mmm yyyy To [ ] dd mmm yyyy Search

List of all Tickets for past one year — New Ticket | Edit | Delete | Close I< < 1, 2, 3 > >I | View all

!	All		Ticket ID	Raised by	Subject	Raised on	Attended on	Pending with	
↑	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↓	●	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↓	○	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↓	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↑	●	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↑	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○

New Ticket | Edit | Delete | Close I< < 1, 2, 3 > >I | View all

Status ● Unassigned ● Assigned ● On Hold ○ Deleted ○ Closed
Priority ↑ High ↔ Medium ↓ Low ▲ Other

Helpdesk, Courier Service Home page – Authorized Admin User

Home > Helpdesk > **Courier Service Tickets**

Customizable shortcut links

Courier Service Tickets

Edit System Master | Reports

Note – Ticket being attended, in progress cannot be Edited or Deleted

Search by name/ticket id _____ and or Date range: From _____ (dd mmm yyyy) To _____ (dd mmm yyyy) Search

List of all Tickets for past one year — New Ticket | Edit | Delete | Close | Assign | I< < 1, 2, 3 > >I | View all

!	All		Ticket ID	Raised by	Subject	Raised on	Attended on	Pending with	
↑	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↓	●	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↓	○	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↓	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↑	●	📎	ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	-	○
↔	○		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	○
↑	●		ID Number	Name, ID, Dep.	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○

New Ticket | Edit | Delete | Close | Assign | I< < 1, 2, 3 > >I | View all

Status ● Unassigned ● Assigned ● On Hold ○ Deleted ○ Closed

Priority ↑ High ↔ Medium ↓ Low ▲ Other

Helpdesk, Courier Service Reports page – Authorized Admin User

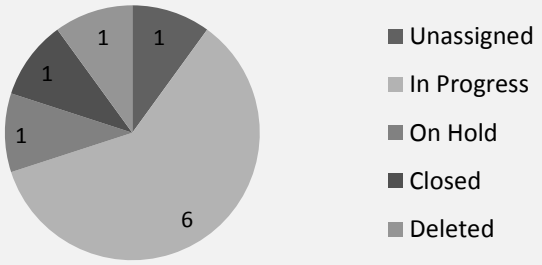
Home > Helpdesk > **Courier Service Reports**

Customizable shortcut links

Courier Service Reports

Edit System Master | Tickets

Ticket Status – ABC



A

Category

Optional

Sub-Category

Priority

B

Chart type

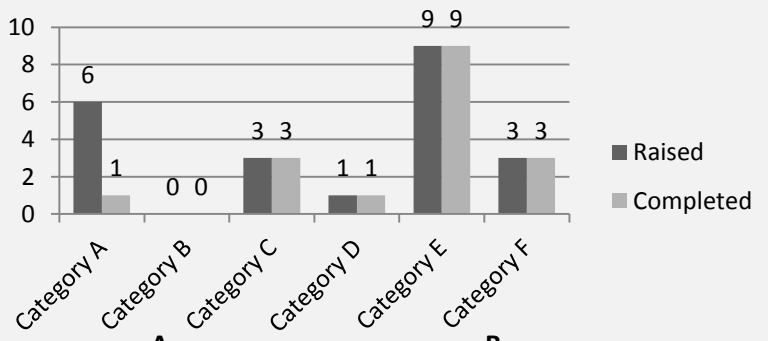
Output

Display on screen

Generate PDF

Display / Generate Details

Ticket Trend



A

Category

Use 'CTRL' key for multiple Selection

Optional (any one)

User

Department

Courier Agency

B

Chart type

Output

Display on screen

Generate PDF

Display / Generate Details

Helpdesk, Courier Service Home page – User

Home > Helpdesk > **Courier Service**

Customizable shortcut links

Courier Service

Note – Ticket being attended, in progress cannot be Edited or Deleted

List of all Tickets for past one year New Ticket | Edit | Delete | Remind I< < 1, 2, 3 > >I | View all

!	All		Ticket ID	Subject	Raised on	Attended on	Pending with	
⬆	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
⬌	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
⇩	●	📎	ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
⇩	○	📎	ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	◯
⇩	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
⬌	○		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	◯
⬆	●	📎	ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
⬌	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○
⬌	○		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	-	-	◯
	●		ID appears here	Subject appears here…	Dd mmm yyyy, HH:MM	Dd mmm yyyy	Name appears here…	○

New Ticket | Edit | Delete | Remind I< < 1, 2, 3 > >I | View all

Status ● Unassigned ● Assigned ● On Hold ○ Deleted ○ Closed
Priority ⬆ High ⬌ Medium ⇩ Low ▲ Other

Helpdesk, Courier Service , New Ticket page – User

Home > Helpdesk > Courier Service > **New Ticket**

Customizable shortcut links

New Ticket

Category

Sub-category

Priority ◯ High ◯ Medium ◯ Low

Ticket Type

Subject

Receiver Name First Last

Company

Address

Country State City Pin

Telephone Office Mobile

(e.g. +91 11 1234567) *(e.g. +91 12345 67890)*

Description

Pre-populated Content

words ___ left of XYZ

Attachment Choose file Browse 5 MB of total 10 MB available for attachments

abc.pdf 5 MB ✕ Remove

Create New Ticket Cancel

Helpdesk, Courier Service , Edit Ticket page – User

Home > Helpdesk > Courier Service > **Edit Ticket**

Customizable shortcut links

New Ticket

Category Pre-populated Content ▼

Sub-category Pre-populated Content ▼

Priority (•) High ( ) Medium ( ) Low

Ticket Type Pre-populated Content ▼

Subject Pre-populated Content

Receiver Name First Pre-populated Content Last Pre-populated Content

Company Pre-populated Content

Address Pre-populated Content

Country Pre-populated Content State Pre-populated Content City Pre-populated Content Pin

Telephone Office Pre-populated Content Mobile Pre-populated Content

(e.g. +91 11 1234567) *(e.g. +91 12345 67890)*

Description

Pre-populated Content

words ___ left of XYZ

Attachment Choose file Browse 5 MB of total 10 MB available for attachments

abc.pdf 5 MB ✕ Remove

Edit & Save Ticket Cancel

Helpdesk, Courier Service , New Ticket page – Authorized Admin User

Home > Helpdesk > Courier Service > **New Ticket**

Customizable shortcut links

New Ticket

Edit System Master

Create For (•) Self ( ) Others

Category [▾] ( ) New category [ ]

Sub-category [▾] ( ) New sub category [ ]

Priority ( ) High ( ) Medium ( ) Low ( ) New priority [ ]

Ticket Type [▾] ( ) New ticket type [ ]

Subject [ ]

Receiver Name First [ ] Last [ ]

Company [ ]

Address [ ]

Country [ ] State [ ] City [ ] Pin [ ]

Telephone Office [ ] Mobile [ ]

(e.g. +91 11 1234567) *(e.g. +91 12345 67890)*

Description

Pre-populated Content

words ___ left of XYZ

Attachment [Choose file] [Browse] 10 MB available for attachments

[Create New Ticket] [Cancel]

Home > Helpdesk > Courier Service > **New Ticket**

Helpdesk, Courier Service , New Ticket page – Authorized Admin User

Customizable shortcut links

New Ticket

Edit System Master

Create For ◯ Self ◉ Others

Created on behalf of

First Name | Last Name | Employee ID

Designation | Department

Category ▾ ◯ New category

Sub-category ▾ ◯ New sub category

Priority ◯ High ◯ Medium ◯ Low ◯ New priority

Ticket Type ▾ ◯ New ticket type

Subject

Receiver Name First | Last

Company

Address

Country | State | City | Pin

Telephone Office | Mobile

(e.g. +91 11 1234567) *(e.g. +91 12345 67890)*

Description

Pre-populated Content

words ___ left of XYZ

Attachment Choose file Browse 5 MB of total 10 MB available for attachments

Create New Ticket Cancel

Helpdesk, Courier Service , Editing System Master page – Authorized Admin User

Home > Helpdesk > Courier Service > **Edit System Master**

Customizable shortcut links

Edit System Master

To view / edit / delete and add, please select the respective Category, sub category from the list

Edit Details (•) Ticket ( ) Admin User ( ) Courier Agency

Category [ ] UP DOWN REMOVE ( ) New category [ ] Add To List

Sub-category [ ] UP DOWN REMOVE ( ) New sub category [ ] Add To List

Priority
SLA [ ] [ ] [ ] [ ] BEFORE AFTER REMOVE Edit

maximum of 4 priorities can be set along with their SLAs

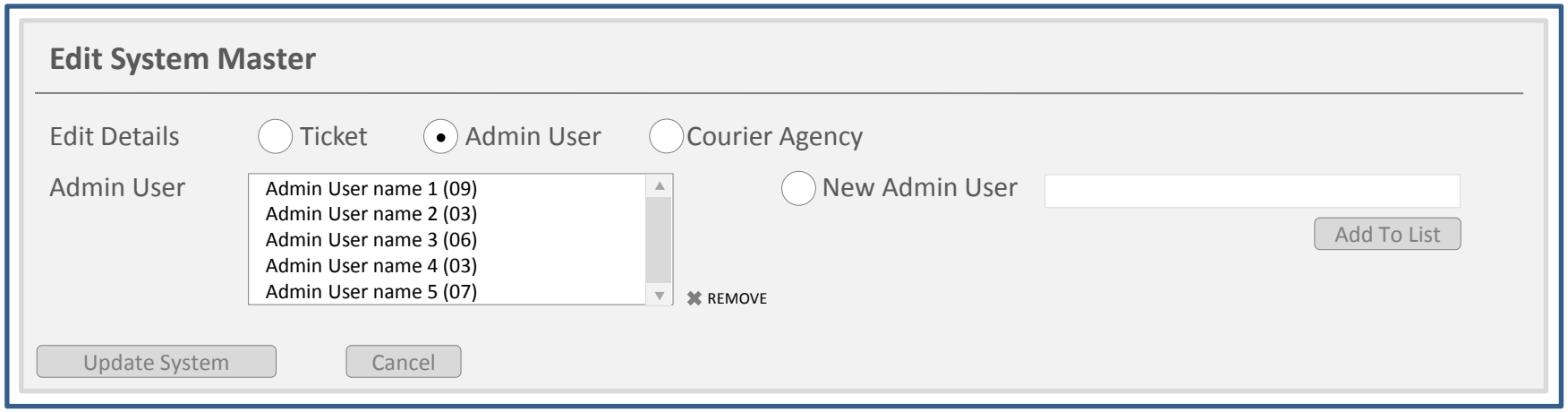
Ticket Type [ ] UP DOWN REMOVE ( ) New ticket type [ ] Add To List

Update System Cancel

Helpdesk, Courier Service , Editing System Master page – Authorized Admin User

Home > Helpdesk > Courier Service > **Edit System Master**

Customizable shortcut links



Helpdesk, Courier Service , Editing System Master page – Authorized Admin User

Home > Helpdesk > Courier Service > **Edit System Master**

Customizable shortcut links

Edit System Master

Edit Details ( ) Ticket ( ) Admin User (•) Courier Agency

Agency Name

Agency name 1 (09)
Agency name 2 (03)
Agency name 3 (06)
Agency name 4 (03)
Agency name 5 (07)

✖ REMOVE

( ) New Agency

Add To List

Address

Country State City Pin

Telephone Office Mobile

(e.g. +91 11 1234567) *(e.g. +91 12345 67890)*

Update System Cancel

Helpdesk, Courier Service , Delete Ticket page – User & Authorized Admin User

Customizable shortcut links

Delete Ticket

Reason *(Mandatory)*

Delete Ticket | Cancel

Ticket Details

Category	Category name	
Sub-category	Sub-category name	
Priority	Priority type	
Ticket Type	Ticket type detail	
Subject	Subject appears here	
Receiver Name	First and Last name appears here	
Company	Company details appear here	
Address	Postal address appears here	
	Country, State, City and Pin details appear here	
Telephone	Office – XX XXX XXXX XXXX (XXX)	Mobile – XXX XXXXX XXXXX
Description	Description of the Ticket appears here	

1 attachment

abc.pdf 5 MB View I Download

Delete Ticket | Cancel

Helpdesk, Courier Service , Ticket (on Hold) details page – User

Home > Helpdesk > Courier Service > **Ticket Details**

Customizable shortcut links

Ticket Details

< > I View all

On Hold Remarks	Admin User's remarks appear here
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Receiver Name	First and Last name appears here
Company	Company details appear here
Address	Postal address appears here
	Country, State, City and Pin details appear here
Telephone	Office – XX XXX XXXX XXXX (XXX) Mobile – XXX XXXXX XXXXX
Description	Description of the Ticket appears here

1 attachment

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Helpdesk, Courier Service , Ticket (on Hold) details page – Authorized Admin User

Home > Helpdesk > Courier Service > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

On Hold Remarks	Admin User's remarks appear here
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Receiver Name	First and Last name appears here
Company	Company details appear here
Address	Postal address appears here
	Country, State, City and Pin details appear here
Telephone	Office – XX XXX XXXX XXXX(XXX) Mobile – XXX XXXXX XXXXX
Description	Description of the Ticket appears here

1 attachment

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< > | View all

To be checked

Helpdesk, Courier Service , Ticket (Deleted) details page – User

Home > Helpdesk > Courier Service > **Ticket Details**

Customizable shortcut links

Ticket Details

< > | View all

Deletion Remarks	Deletion remarks appear here	
Category	Category name	
Sub-category	Sub-category name	
Priority	Priority type	
Ticket Type	Ticket type detail	
Subject	Subject appears here	
Receiver Name	First and Last name appears here	
Company	Company details appear here	
Address	Postal address appears here	
	Country, State, City and Pin details appear here	
Telephone	Office – XX XXX XXXX XXXX (XXX)	Mobile – XXX XXXXX XXXXX
Description	Description of the Ticket appears here	

1 attachment

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< > | View all

Helpdesk, Courier Service , Ticket (Deleted by user) details page – Authorized Admin User

Ticket Details

< > | View all

Deletion Remarks	Deletion remarks appear here
Raised By	Name
ID	ID Number
Designation	Designation
Department	Departmant
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Receiver	Name First and Last name appears here
Company	Company details appear here
Address	Postal address appears here
	Country, State, City and Pin details appear here
Telephone	Office – XX XXX XXXX XXXX (XXX) Mobile – XXX XXXXX XXXXX
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Home > Helpdesk > Courier Service > **Ticket Details**

Helpdesk, Courier Service , Ticket (Closed) details page – User

Customizable shortcut links

Ticket Details

< > | View all

Closure Remarks	Closure remarks appear here
Weight	Kgs.
Amount (INR)	Rs.
Courier Number	
Agency Name	
Agency Phone	
Sub Category	
Total Pieces	
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Receiver Name	First and Last name appears here
Company	Company details appear here
Address	Postal address appears here
	Country, State, City and Pin details appear here
Telephone	Office – XX XXX XXXX XXXX (XXX) Mobile – XXX XXXXX XXXXX
Description	Description of the Ticket appears here

1 attachment

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< > | View all

Helpdesk, Courier Service , Ticket (Closed) details page – Authorized Admin User, Admin User

Ticket Details

< > | View all

Closure Remarks	Closure remarks appear here
Weight	Kgs.
Amount (INR)	Rs.
Courier Number	
Agency Name	
Agency Phone	
Sub Category	
Total Pieces	
Raised By	Name
ID	ID Number
Designation	Designation
Department	Departmant
Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Receiver Name	First and Last name appears here
Company	Company details appear here
Address	Postal address appears here
	Country, State, City and Pin details appear here
Telephone	Office – XX XXX XXXX XXXX (XXX) Mobile – XXX XXXXX XXXXX
Description	Description of the Ticket appears here

Helpdesk, Courier Service , Send Reminder Ticket page – User

Customizable shortcut links

Remind

To Pre populated name appears here ◉ CC

use ‘,’(comma) to separate between mail ids

Email content

words ___ left of XYZ

Remind Cancel

Ticket Details

Category	Category name	
Sub-category	Sub-category name	
Priority	Priority type	
Ticket Type	Ticket type detail	
Subject	Subject appears here	
Receiver Name	First and Last name appears here	
Company	Company details appear here	
Address	Postal address appears here	
	Country, State, City and Pin details appear here	
Telephone	Office – XX XXX XXXX XXXX (XXX)	Mobile – XXX XXXXX XXXXX
Description	Description of the Ticket appears here	

1 attachment

abc.pdf 5 MB View I Download

Remind Cancel

Helpdesk, Courier Service , Assign Ticket page – Authorized Admin User (1a of 4)

Home > Helpdesk > Courier Service > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign Admin User (•) By Name ( ) Least Used ( ) New Admin User [Select Admin User ▼]

Priority Current: Priority type Change

Comment (if any)

[Assign Ticket] [Cancel]

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Receiver Name	First and Last name appears here
Company	Company details appear here
Address	Postal address appears here
	Country, State, City and Pin details appear here
Telephone	Office – XX XXX XXXX XXXX (XXX) Mobile – XXX XXXXX XXXXX
Description	Description of the Ticket appears here

1 attachment

Helpdesk, Courier Service , Assign Ticket page – Authorized Admin User (1b of 4)

Home > Helpdesk > Courier Service > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign Admin User ◉ By Name ○ Least Used ○ New Admin User — Select Admin User ▼

- Admin User name 1 (09)
- Admin User name 2 (03)
- Admin User name 3 (06)
- Admin User name 4 (03)
- Admin User name 5 (07)

Priority Current: Priority type Change

Comment (if any)

Assign Ticket Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Receiver Name	First and Last name appears here
Company	Company details appear here
Address	Postal address appears here
	Country, State, City and Pin details appear here
Telephone	Office – XX XXX XXXX XXXX (XXX) Mobile – XXX XXXXX XXXXX
Description	Description of the Ticket appears here

1 attachment

Helpdesk, Courier Service , Assign Ticket page – Authorized Admin User (2a of 4)

Home > Helpdesk > Courier Service > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign Admin User ○ By Name ◉ Least Used ○ New Admin User Select Admin User ▼

Priority Current: Priority type Change

Comment (if any)

Assign Ticket Cancel

Ticket Details

Category Category name

Sub-category Sub-category name

Ticket Type Ticket type detail

Subject Subject appears here

Receiver Name First and Last name appears here

Company Company details appear here

Address Postal address appears here

Country, State, City and Pin details appear here

Telephone Office – XX XXX XXXX XXXX (XXX) Mobile – XXX XXXXX XXXXX

Description Description of the Ticket appears here

1 attachment

Helpdesk, Courier Service , Assign Ticket page – Authorized Admin User (2b of 4)

Home > Helpdesk > Courier Service > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign Admin User ○ By Name ◉ Least Used ○ New Admin User Select Admin User ▼

- Admin User name 7 (03)
- Admin User name 9 (03)
- Admin User name 3 (06)
- Admin User name 5 (07)
- Admin User name 1 (09)

Priority Current: Priority type Change

Comment (if any)

Assign Ticket Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Receiver Name	First and Last name appears here
Company	Company details appear here
Address	Postal address appears here
	Country, State, City and Pin details appear here
Telephone	Office – XX XXX XXXX XXXX (XXX) Mobile – XXX XXXXX XXXXX
Description	Description of the Ticket appears here

1 attachment

Helpdesk, Courier Service , Assign Ticket page – Authorized Admin User (3 of 4)

Home > Helpdesk > Courier Service > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign Admin User ○ By Name ○ Least Used ● New Admin User Type Name

Priority Current: Priority type Change

Comment (if any)

Assign Ticket Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Receiver Name	First and Last name appears here
Company	Company details appear here
Address	Postal address appears here
	Country, State, City and Pin details appear here
Telephone	Office – XX XXX XXXX XXXX (XXX) Mobile – XXX XXXXX XXXXX
Description	Description of the Ticket appears here

1 attachment

Helpdesk, Courier Service , Assign Ticket page – Authorized Admin User (4 of 4)

Home > Helpdesk > Courier Service > **Assign Ticket**

Customizable shortcut links

Assign Ticket

Edit System Master

Assign Admin User ( ) By Name ( ) Least Used (•) New Admin User [ ]

Priority (•) High ( ) Medium ( ) Low ( ) New Priority [ ]

Comment (if any)

[ ]

[Assign Ticket] [Cancel]

Ticket Details

Category	Category name
Sub-category	Sub-category name
Ticket Type	Ticket type detail
Subject	Subject appears here
Receiver Name	First and Last name appears here
Company	Company details appear here
Address	Postal address appears here
	Country, State, City and Pin details appear here
Telephone	Office – XX XXX XXXX XXXX (XXX) Mobile – XXX XXXXX XXXXX
Description	Description of the Ticket appears here

1 attachment

Helpdesk, Courier Service , Ticket On Hold page – Admin User

Home > Helpdesk > Courier Service > **Ticket on Hold**

Customizable shortcut links

Ticket On Hold

Reason *(Mandatory)*

On Hold | Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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On Hold | Cancel

To be checked

Helpdesk, Courier Service , Close Ticket (on Hold) page – Authorized Admin User, Admin User

Home > Helpdesk > Courier Service > **Close Ticket**

Customizable shortcut links

Close Ticket

Courier details

Weight [ ] Kgs.
Amount [ ] Rs.
(INR)
Courier Number [ ]
Agency Name [Select Agency Name ▼]
Agency Phone [Pre-populated based on Agency Name]
Sub Category [▼]
Total Pieces [ ] Numbers

Close Ticket Cancel

Ticket Details

Category	Category name
Sub-category	Sub-category name
Priority	Priority type
Ticket Type	Ticket type detail
Subject	Subject appears here
Description	Description of the Ticket appears here

1 attachment

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Close Ticket Cancel

Knowledge Portal – Gurukul

Helpdesk, KM (Gurukul) Home page – User

Home > Gurukul > **Latest Listing**

Gurukul

Add New Category

Note – If any appears here

Search by name [ ] and or Date range: From [ ] dd mmm yyyy To [ ] dd mmm yyyy Search

List of Latest Additions in past 1 month

I< < 1, 2, 3 > >I | View all

Status ▲	Article Name ▼	Type ▲	Size ▲	Created on ▲	Category ▲
●	Article name	Format	Size	Dd mmm yyyy, HH:MM	Path appears here\...\...\...
●	Article name	Format	Size	Dd mmm yyyy, HH:MM	Path appears here\...\...\...
●	Article name	Format	Size	Dd mmm yyyy, HH:MM	Path appears here\...\...\...
○	Article name	Format	Size	Dd mmm yyyy, HH:MM	Path appears here\...\...\...
●	Article name	Format	Size	Dd mmm yyyy, HH:MM	Path appears here\...\...\...
○	Article name	Format	Size	Dd mmm yyyy, HH:MM	Path appears here\...\...\...
●	Article name	Format	Size	Dd mmm yyyy, HH:MM	Path appears here\...\...\...
●	Article name	Format	Size	Dd mmm yyyy, HH:MM	Path appears here\...\...\...
○	Article name	Format	Size	Dd mmm yyyy, HH:MM	Path appears here\...\...\...
●	Article name	Format	Size	Dd mmm yyyy, HH:MM	Path appears here\...\...\...

I< < 1, 2, 3 > >I | View all

Status ● Published ○ Unpublished

Helpdesk, KM (Gurukul) Home page – Admin

Home > Gurukul > **Latest Listing**

Gurukul

Add New Category

Note – If any appears here

Search by name [ ] and or Date range: From [ ] dd mmm yyyy To [ ] dd mmm yyyy Search

List of Latest Additions in past 1 month

Publish | Reject I< < 1, 2, 3 > >I | View all

Status ▲	Document Name ▼	Type ▲	Size ▲	Created on ▲	Category ▲	
●	Document name	Format	Size	Dd mmm yyyy, HH:MM	Path appears here\...\...\...	☐
●	Document name	Format	Size	Dd mmm yyyy, HH:MM	Path appears here\...\...\...	☐
●	Document name	Format	Size	Dd mmm yyyy, HH:MM	Path appears here\...\...\...	☐
○	Document name	Format	Size	Dd mmm yyyy, HH:MM	Path appears here\...\...\...	☐
●	Document name	Format	Size	Dd mmm yyyy, HH:MM	Path appears here\...\...\...	☐
○	Document name	Format	Size	Dd mmm yyyy, HH:MM	Path appears here\...\...\...	☐
●	Document name	Format	Size	Dd mmm yyyy, HH:MM	Path appears here\...\...\...	☐
●	Document name	Format	Size	Dd mmm yyyy, HH:MM	Path appears here\...\...\...	☐
○	Document name	Format	Size	Dd mmm yyyy, HH:MM	Path appears here\...\...\...	☐
●	Document name	Format	Size	Dd mmm yyyy, HH:MM	Path appears here\...\...\...	☐

Publish | Reject I< < 1, 2, 3 > >I | View all

Status ● Published ○ Unpublished

Helpdesk, KM (Gurukul) Add Category page – User, Admin

Home > Helpdesk > Gurukul > **Add New Category**

Add New Category

Category Name

Description

words ___ left of XYZ

Create New Category Cancel

Current Category Details

Category Name	Description
Category Name	Description appears here…
Category Name	Description appears here…
Category Name	Description appears here…
Category Name	Description appears here…
Category Name	Description appears here…
Category Name	Description appears here…
Category Name	Description appears here…
Category Name	Description appears here…
Category Name	Description appears here…
Category Name	Description appears here…

Helpdesk, KM (Gurukul) Document Explorer page – User, Admin

Home > Helpdesk > Gurukul > **Documents Explorer**

Document Explorer

Add New Category | Latest Listing

All Categories

- Category Name
- Category Name
- Category Name
- Category Name
- Category Name
- Category Name
- Category Name
- Category Name
- Category Name
- Category Name

Sub Category Options | New | Edit | Delete

Documents Options | Upload | Create | Delete

List of Documents

Publish | Reject I< < 1, 2, 3 > >I | View all

Status	Document Name	Type	Size	Created on	Author	Description	
●	Document name	Format	Size	Dd mmm yyyy, HH:MM	Author name	Description details...	☐
●	Document name	Format	Size	Dd mmm yyyy, HH:MM	Author name	Description details...	☐
●	Document name	Format	Size	Dd mmm yyyy, HH:MM	Author name	Description details...	☐
○	Document name	Format	Size	Dd mmm yyyy, HH:MM	Author name	Description details...	☐
●	Document name	Format	Size	Dd mmm yyyy, HH:MM	Author name	Description details...	☐
○	Document name	Format	Size	Dd mmm yyyy, HH:MM	Author name	Description details...	☐
●	Document name	Format	Size	Dd mmm yyyy, HH:MM	Author name	Description details...	☐
●	Document name	Format	Size	Dd mmm yyyy, HH:MM	Author name	Description details...	☐
○	Document name	Format	Size	Dd mmm yyyy, HH:MM	Author name	Description details...	☐
●	Document name	Format	Size	Dd mmm yyyy, HH:MM	Author name	Description details...	☐

Publish | Reject I< < 1, 2, 3 > >I | View all

Status ● Published ○ Unpublished

Helpdesk, KM (Gurukul) Document Explorer page – User

Home > Helpdesk > Gurukul > **Documents Explorer**

Document Explorer

Add New Category | Latest Listing

All Categories

- Category Name
- Category Name
- Category Name
- Category Name
- Category Name
- Category Name
- Category Name
- Category Name
- Category Name
- Category Name

Sub Category Options | New | Edit | Delete

Documents Options | Upload | Create | Delete

List of Documents

I< < 1, 2, 3 > >I | View all

Document Name	Type	Size	Created on	Author	Description
Document name	Format	Size	Dd mmm yyyy, HH:MM	Author name	Description details…
Document name	Format	Size	Dd mmm yyyy, HH:MM	Author name	Description details…
Document name	Format	Size	Dd mmm yyyy, HH:MM	Author name	Description details…
Document name	Format	Size	Dd mmm yyyy, HH:MM	Author name	Description details…
Document name	Format	Size	Dd mmm yyyy, HH:MM	Author name	Description details…
Document name	Format	Size	Dd mmm yyyy, HH:MM	Author name	Description details…
Document name	Format	Size	Dd mmm yyyy, HH:MM	Author name	Description details…
Document name	Format	Size	Dd mmm yyyy, HH:MM	Author name	Description details…
Document name	Format	Size	Dd mmm yyyy, HH:MM	Author name	Description details…
Document name	Format	Size	Dd mmm yyyy, HH:MM	Author name	Description details…

I< < 1, 2, 3 > >I | View all

Helpdesk, KM (Gurukul) Edit Category page – User, Admin

Home > Helpdesk > Gurukul > **Edit Category**

Edit Category

Category Name: Pre- populated content

Description

Pre-populated content

words ___ left of XYZ

Edit Category | Cancel

Current Category Details

Category Name	Description
Category Name	Description appears here…
Category Name	Description appears here…
Category Name	Description appears here…
Category Name	Description appears here…
Category Name	Description appears here…
Category Name	Description appears here…
Category Name	Description appears here…
Category Name	Description appears here…
Category Name	Description appears here…
Category Name	Description appears here…

Thankyou