User Manual – Ticketing App

April 13

2020

I.   Contents

A. Home

1. Feature Highlights
Home screen provides menus/options to navigate to different features.

2. Steps to be followed
1. Clicking the *'Login as an Employee User'* menu would let the end users to access the various functionalities of the application. From there, the user can view the tickets that had been raised by him/her. The tickets can be filtered according to the stage that they are in. Further details of this screen have been explained in the *My Tickets Screen* .
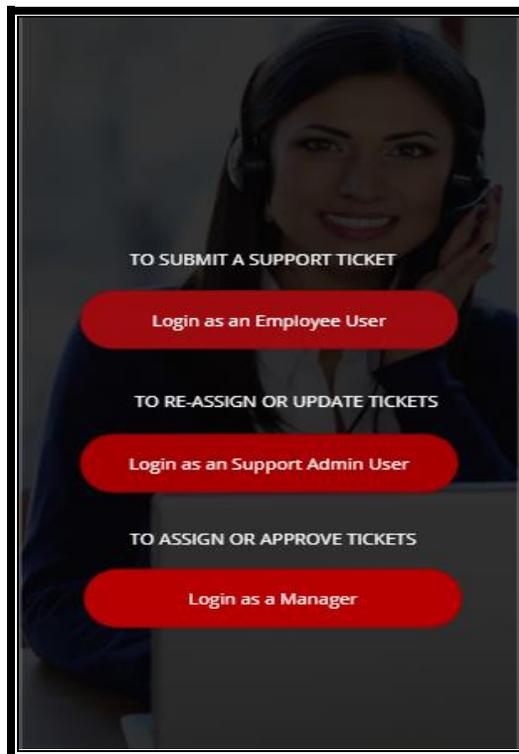
2. Clicking the *'Login as a Support Admin'* menu would display the all the tickets that has been assigned to a particular support admin. This screen can only accessed if you have the necessary privileges, else it will give you prompt saying you don't have necessary permissions. The screen is further explained in *Admin Tickets* section.
3. Clicking the *'Login as a Manager'* menu would display all the tickets that have been raised to a particular department. Only the manager of that particular department will be able to access this screen. The screen is further explained in the *Manager Tickets* section.

## B.   My Tickets

1.   Feature Highlights

- Feature that displays the tickets that have raised by the user who is currently using the app. Filters are provided for the user to filter tickets according to the status.
- The tickets that are raised last are displayed at the top of the screen.

2.   Steps to be followed

1. When the 'Login as an Employee User' menu is clicked in the home screen, the list of tickets will be displayed along with the basic details of the ticket like the title, priority, category etc.
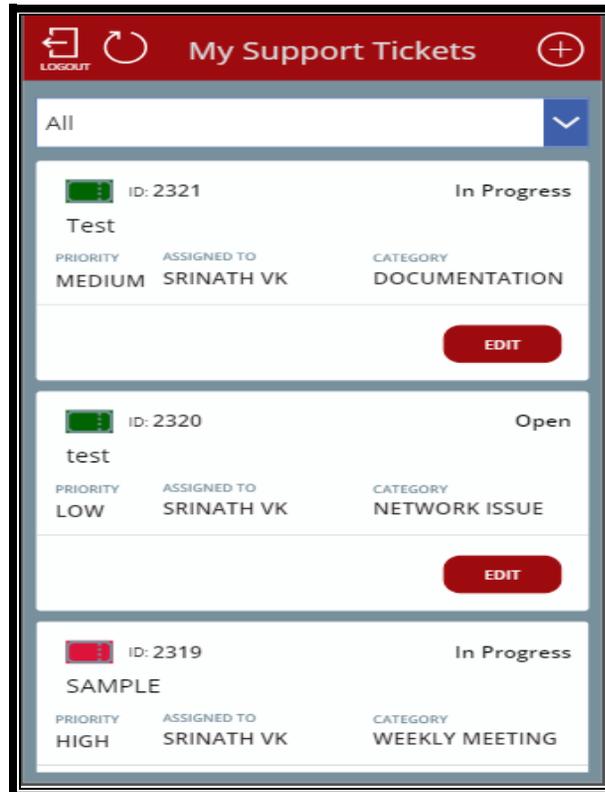
2. To edit a particular ticket the user has to click on the Edit button that is provided for that particular ticket. More details about this is provided in the *Edit Ticket* section.

3. Click on the icon will navigate to *Create Ticket Screen*, where the user will be able to raise a new ticket.
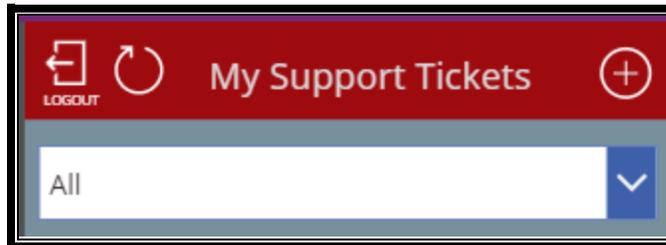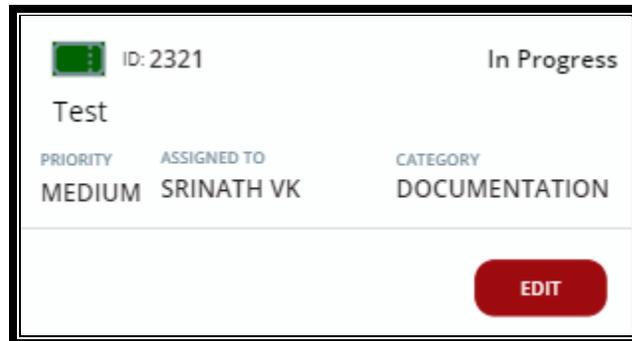
4. Click on the ( ) icon in the screen header to refresh the tickets.

5. To go back to the main page in the application, click on the ( ) icon.

Create Ticket

STATUS: **Open**

TITLE *

Enter the Title

CATEGORY *

User Services

PRIORITY *

LOW

COMPUTER NAME *

(Example:UIAP-C-LAP-001)

Description

DEAD LINE DATE

04/09/2020

DEPARTMENT *

FINANCE

EMPLOYEE *

Rajasekaran AJ

CANCEL   CREATE

6. The mandatory fields are Title, Category, Priority, Department and Employee. If any of these fields are left empty the create button at the bottom will be disabled.

7. If the user is successful in creating a ticket, he is shown a message indicating the success.

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Your Support ticket
has been submitted.
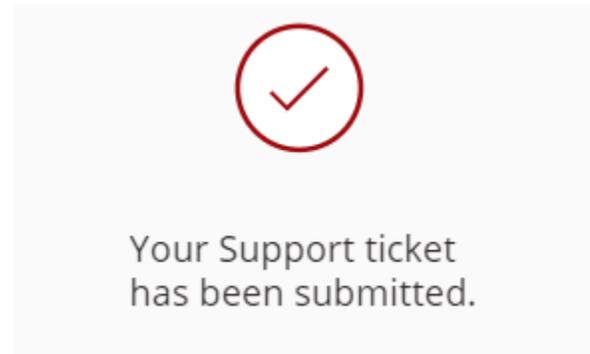
8. The user is redirected to the *My Tickets Screen* where the latest ticket is shown at the top.
9. The user can edit the ticket that has just been raised by clicking on the Edit button in a ticket. This will open the *Edit Ticket Screen*.

ID: 2321   In Progress

Test

PRIORITY   ASSIGNED TO   CATEGORY
MEDIUM   SRINATH VK   DOCUMENTATION

EDIT

10. The person who has raised the issue will be able to make changes to the Description, Category and Priority. The rest of the fields will be disabled.
11. The user can click on the UPDATE button to update the ticket details.
12. The user is taken to the *My Tickets Screen* after the update.

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C. Admin Tickets

1. Feature Highlights

This feature shows the tickets that has been assigned to a particular support admin. The tickets are filtered according to the logged in user in order to ensure the privacy. Only the users with role support admin can access this screen.

2. Steps to be followed

1. In the home screen click on the Login as a Support Admin to access this screen.
2. If there are no tickets that have been assigned to that particular support admin, then an empty screen is shown.
3. A dashboard is also visible to the user which shows the count of tickets in each category. This will help the user to figure out the number of tickets in each state.
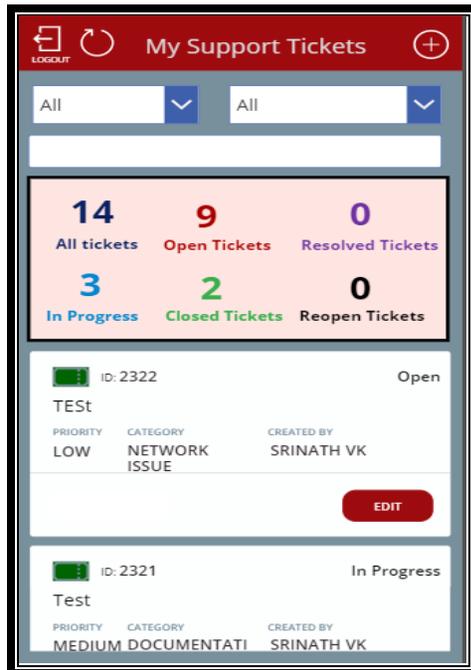
4. Click on the Edit button to start working on a ticket.

5. Clicking on the Edit screen will take the support admin to the *Edit Ticket Screen*.

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Edit Ticket

ID: 2322   CATEGORY: **Network Issue**

TESt

CREATED ON: 4/9/2020
CREATED BY: Srinath vk
STATUS: Open
% COMPLETE:
ASSIGNED TO: Srinath vk
MODIFIED ON: 4/9/2020
MODIFIED BY: Srinath vk
STARTED ON: 4/9/2020
CLOSED ON:
DEADLINE DATE : 4/9/2020

STATUS *

Open

PERCENTAGE COMPLETE

0%

AUTHORISATION NEEDED :   Off

DESCRIPTION *

Test

HISTORY OF ACTION TAKEN

ENTER COMMENTS

CATEGORY *

Network Issue

PRIORITY *

LOW

DEPARTMENT

demo

ASSIGNED TO

Srinath vk

MANAGER COMMENTS

Estimated Hours*	Total Hours Worked Till Date	Hours Worked Today	Total Minutes Remaining
2 00		0 00	120

Cancel   UPDATE

6. All the fields except the Description, Category and Priority can be edited by the support admin.
7. Functionality is provided for tracking the work done on the ticket. The previous comments are visible to all the users in the history of action taken field.

HISTORY OF ACTION TAKEN

Date - 4/6/2020
Action Taken - Waiting.
Worked on By - Srinath vk
Hours Worked - 0 Hr(s)
--

8. The time worked on a particular ticket can be entered on the **Total Hours Worked Today** field. Both hours and minutes can be added here.

Estimated Hours* Total Hours Worked Till Date Hours Worked Today Total Minutes Remaining
2 00 | 0 | 0 00 | 120

9. The estimated time is always 2 hours by default and can be modified if needed.
10. The support admin can change the status of a ticket by changing the value that is shown in the status field.
11. The change in status is reflected on the ticket.
12. The progress bar that is displayed can be used to indicate the progress of a ticket.


PERCENTAGE COMPLETE

34%
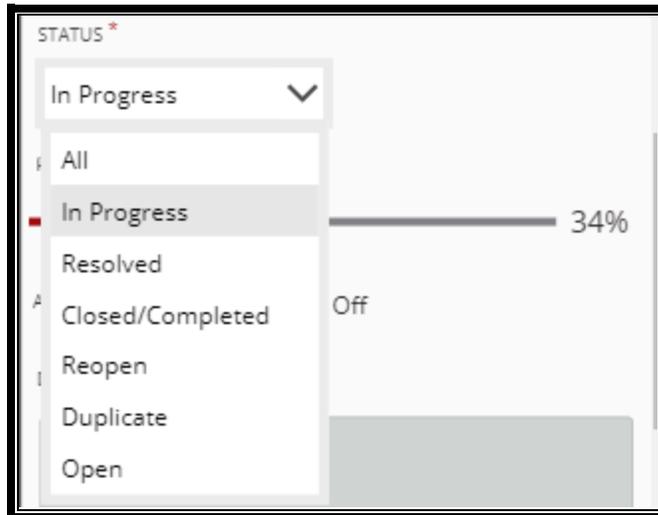
13. If the support admin needs permission from his/her manager to work on a ticket or the ticket is such that he/she cannot make a call on working on the ticket, they can click on the Authorization Needed toggle that is provided. If it is turned on, then the toggle will change its color to green, else it stays red.

14. Once all the fields are filled in, the support admin can click on the update button that is provided at the bottom of the screen. This will take the support admin to *Admin Tickets* screen.
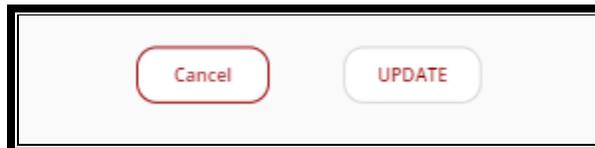
15. The current status of the ticket is shown at the top right corner of the ticket card.
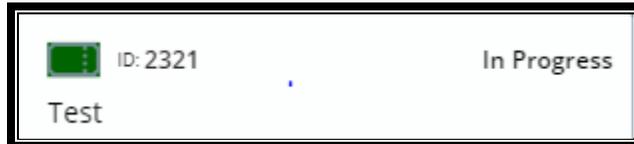
16. The user can click on click on the ( ) icon to come back to the main screen in the application.

17. Click on the ( ) icon in the screen header to refresh the tickets.

18. The manager can raise a ticket himself by clicking on the ( ) icon at the top.

D.   Manager Tickets

1.   Feature Highlights

This feature is only available to the manager of a particular department that is listed. This screen will display all the tickets that has been assigned to a particular department.

### 2.   Steps to be followed

1. In the home screen click on the Login as a Manager button, if you are a manager of a department, then you are taken to the *Manager Tickets* screen.
2. If the user doesn't have the necessary permissions, then an error message is shown.

TO ASSIGN OR APPROVE TICKETS

Login as a Manager

We were unable to give you access as an admin as your account does not have admin privileges.
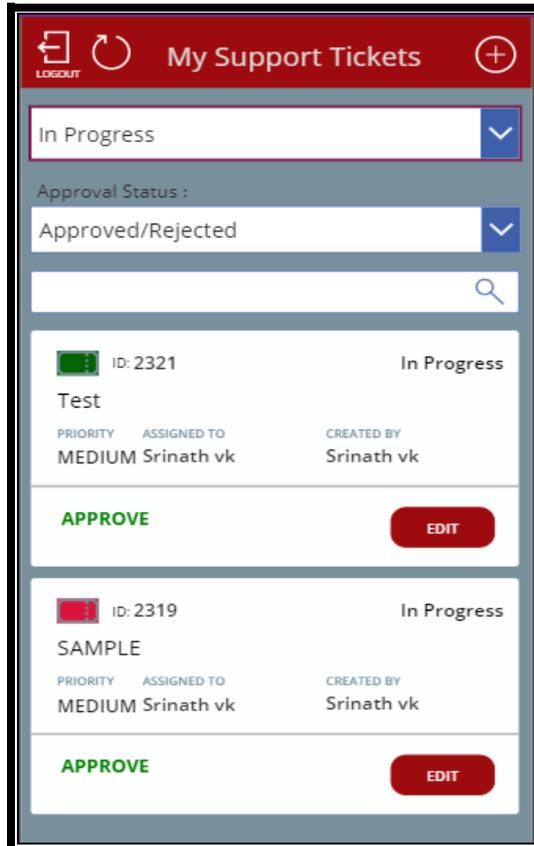
3.The first dropdown in the screen is used to filter the tickets according to the stage they are in currently.
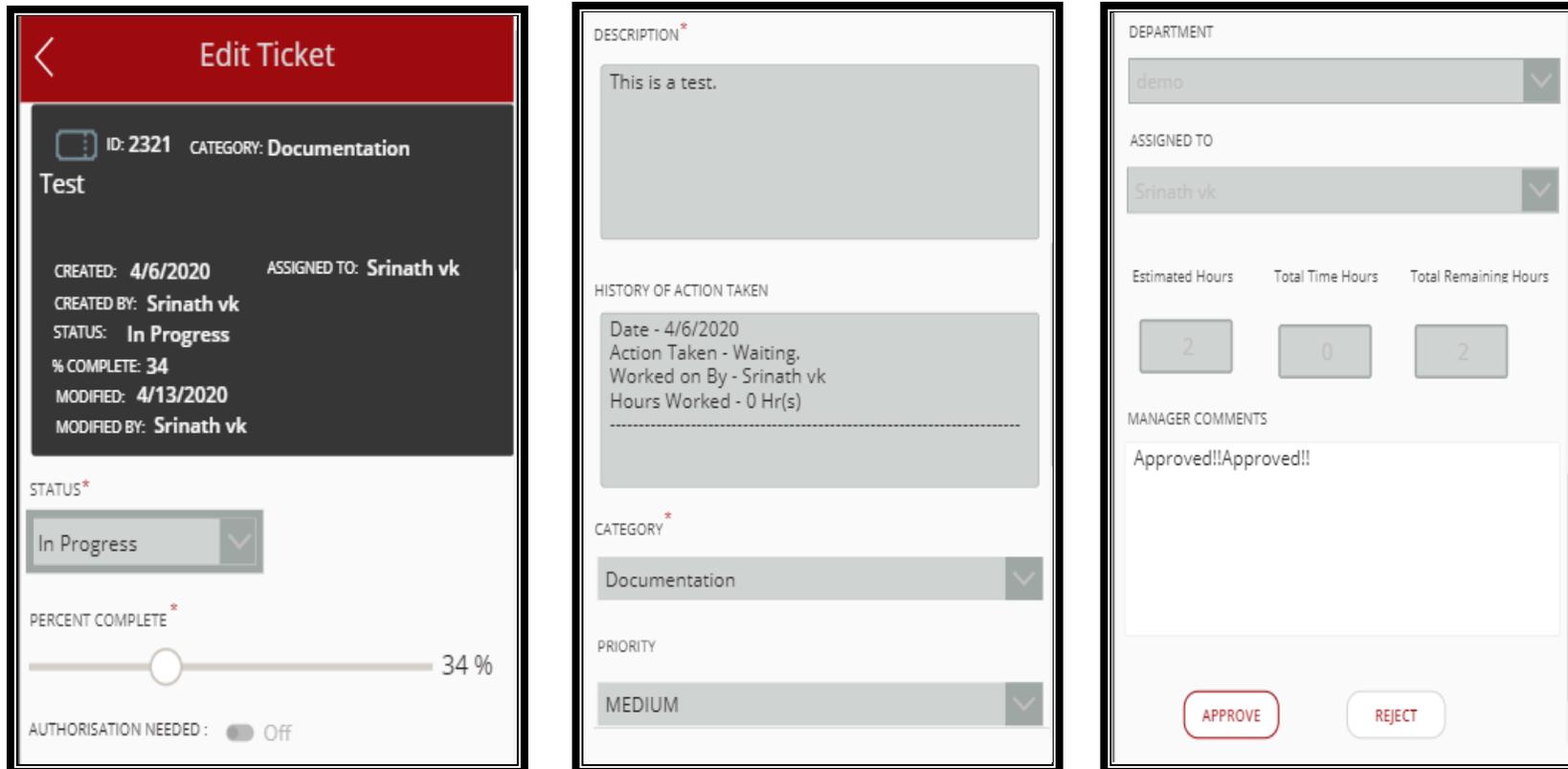
4. The Approval Status dropdown in the screen can be used to filter the tickets according to the manager's wish. There are 3 filters that are provided here. 'Approved/Rejected' when selected will only show those tickets that have been either approved or rejected by the manager. 'Assigned to Department' will show up all the tickets that have been assigned to all the employees of the manager's department. 'Pending' will show the tickets that are waiting for manager's approval.
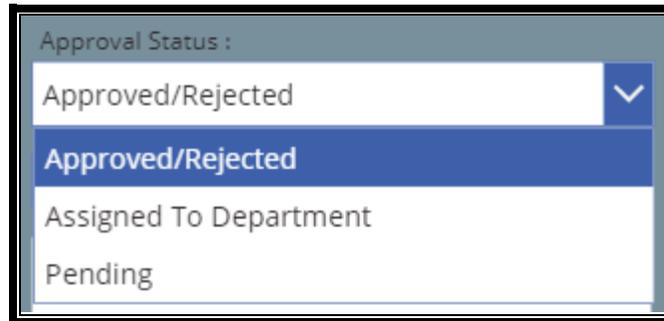
5. The label on the bottom left corner of the ticket card will show the approval status of the ticket. If the ticket is approved, the label is displayed as 'Approved' in green color, else it will show 'Rejected' in red color.
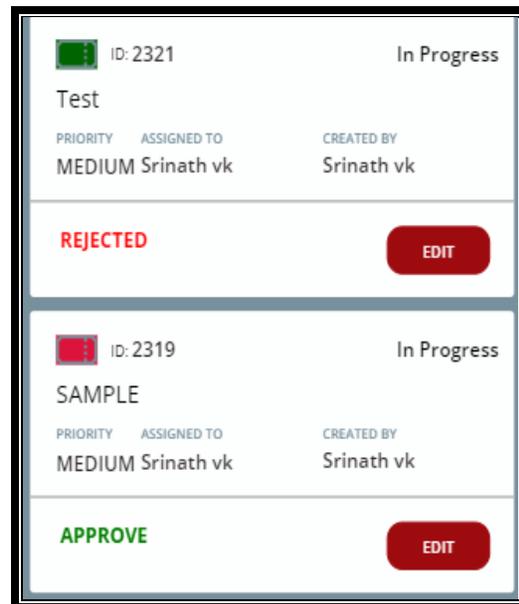
6. To see the details of a ticket, the manager can click on the Edit button that is provided on the ticket card.
7. Clicking on the Edit button will take the user to the *Manger Edit Ticket* screen.

Edit Ticket

ID: 2321 CATEGORY: Documentation
Test

CREATED: 4/6/2020   ASSIGNED TO: Srinath vk
CREATED BY: Srinath vk
STATUS: In Progress
% COMPLETE: 34
MODIFIED: 4/13/2020
MODIFIED BY: Srinath vk

STATUS*
In Progress

PERCENT COMPLETE*
34 %

AUTHORISATION NEEDED : Off

DESCRIPTION*
This is a test.

HISTORY OF ACTION TAKEN
Date - 4/6/2020
Action Taken - Waiting.
Worked on By - Srinath vk
Hours Worked - 0 Hr(s)

CATEGORY*
Documentation

PRIORITY
MEDIUM

DEPARTMENT
demo

ASSIGNED TO
Srinath vk

Estimated Hours   Total Time Hours   Total Remaining Hours
2   0   2

MANAGER COMMENTS
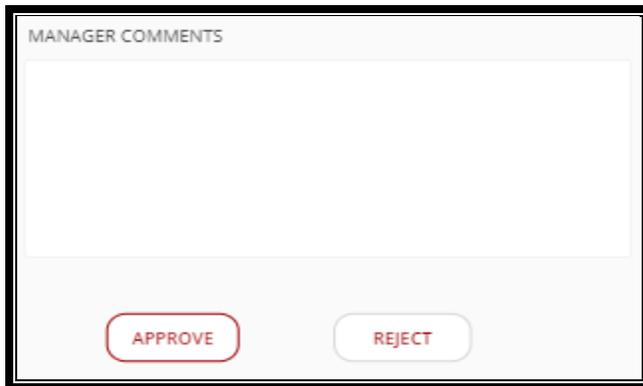Approved!!Approved!!

APPROVE   REJECT

8. The manager can only enter the comments in the text box that is provided under manager comments. All the other fields are disable for the manager. He/she can just view the ticket details.

9. Once the manager enters comments, they can click on either the Approve or Reject button that is provided to authorize the reject. The manager's decision is immediately shown in a label in the ticket card.

10. Once the manager clicks on any of the 2 buttons provided, they are redirected to a screen indicating their response has been successfully submitted. Click on the ( ) icon will take the user to *Manager Tickets Screen*.
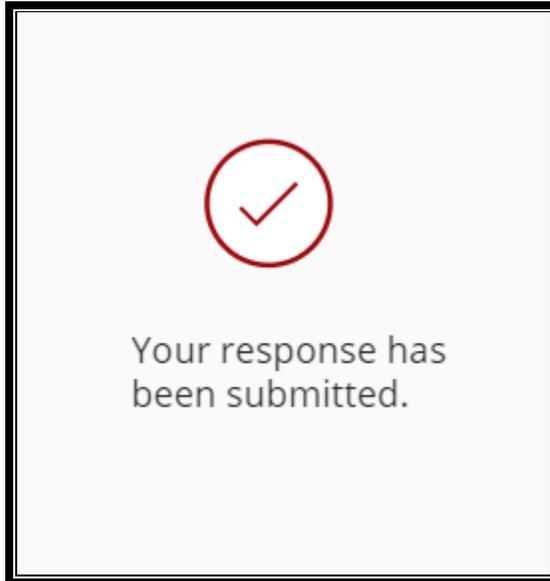
11. The user can click on click on the ( ) icon to come back to the main screen in the application.

12. Click on the ( ) icon in the screen header to refresh the tickets.

13. The manager can raise a ticket himself by clicking on the ( ) icon at the top.

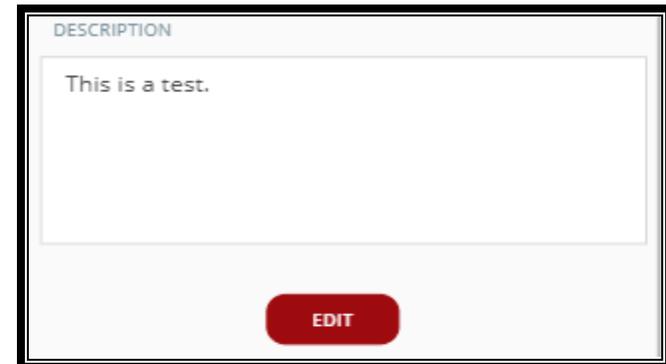## E.   View Ticket Screen

1.   Feature Highlights

This screen is shown when the user clicks inside a ticket card. This screen is common to all the users and is used to display other details about the ticket that are not displayed in the card.

2.   Steps to be followed

1. In the ticket card that is visible, double click on the inside of any of the ticket card. The user is redirected to the *View Ticket details Screen*
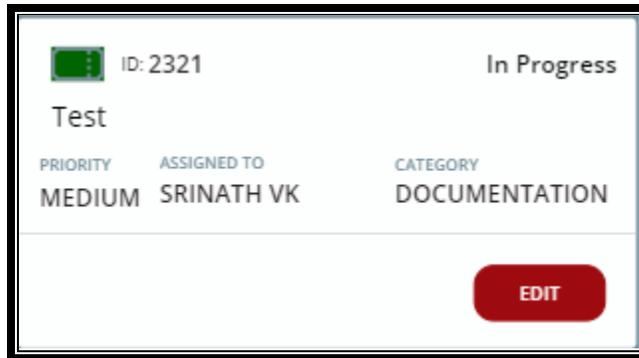
2. The user will not be able to edit any of the details in the *View Ticket details Screen*.
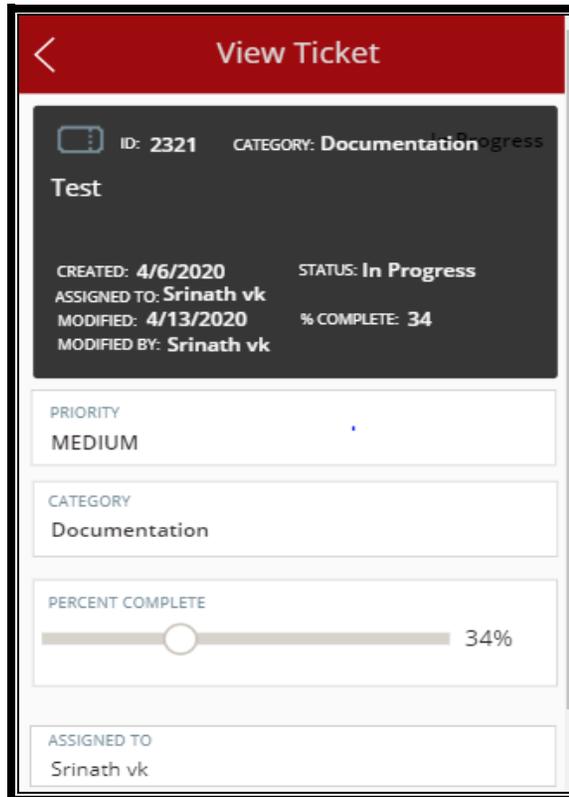
3. Clicking on the Edit button will redirect the user to the *Edit Ticket Screen* which will have enabled based on the logged-in-user.