



***GƏVEL***

USER GUIDE



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## Introduction

### GAVel

A big data based Analytics platform and machine learning system that enables the 'Service Desk' and 'Service Monitoring' Intelligence through proactive and predictive capabilities.

### Target Users

**Administrator** - Administrator is the custodian of the GAVel Application and will be able to add New Users and provide privileges to access the GAVel application. These users have complete access to the "Dashboard", "Opportunities", "Service Monitoring", "My Tickets", "Reports", "Tickets" and "Users" menu.

**Manager** – Users who have complete access to the "Dashboard", "Opportunities", "Service Monitoring", "My Tickets", "Reports", and "Tickets" except "Users" menu.

**Technician** – Users who have complete access to the "Service Monitoring", "My Tickets", "Reports", and "Tickets" menu.

**End User** – Users who have access only to "My Tickets" in GAVel application.

**Note:** - Menu items are configurable and dynamic and are based on client configuration.

### Handbook Purpose

This handbook provides "Administrator", "Manager", "Technicians" and "End User" with a guide to the GAVel application. All scenarios pertaining to the application are illustrated with examples and screenshots wherever applicable.

The entire GAVel application refreshes every minute.

### Supported Browsers and Devices

GAVel supports the following Browsers and Devices:

#### Browser:

1. Chrome (56.0 and above)
2. Safari (10 and above)

#### Device:

1. Android (5.0 and above)
2. IOS – (10 and above)

**Note:** GAVel is agnostic of the underlying systems and will not be replacing any monitoring tools and service desk tools.



## User Authentication

To Open GAVel application either click the <https://gavel.gavstech.com> URL OR Copy and paste the <https://gavel.gavstech.com> URL in the browser.

## Login Screen

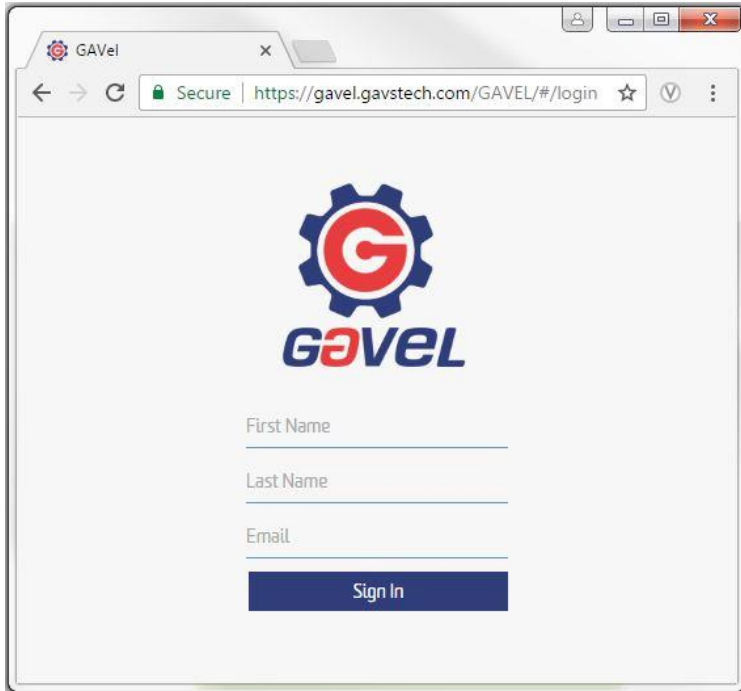


Figure 1: GAVel Login

The GAVel application uses “*First Name*”, “*Last Name*”, and “*E-mail Address*” as login credentials to login into the application.

## Verification E-Mail

GAVel application will send verification email to the given “*E-mail Address*” above.



Figure 2: Gavel Verification Email



Open Email and check your inbox for the confirmation link.

## E-Mail Confirmation

The user will receive confirmation email to the given “E-mail Address” as shown below.



Figure 3: GAVel Confirmation Email

To complete the user authentication to the application, right click the “[Confirm](#)” text link in the confirmation email, copy and paste the link in the *same browser* to open the GAVel application.

On successful login, based on the user role the user will be directed to the “*Dashboard*” page for “*Administrator*” and “*Manager*” access.

On successful login, for “*Technician*” and “*End User*” access the user will be directed to the “*My Tickets*” page



## Dashboard

The “Dashboard” page is the Home Page and accessible by the “Administrator” & “Manager” roles after login to GAVEL system.

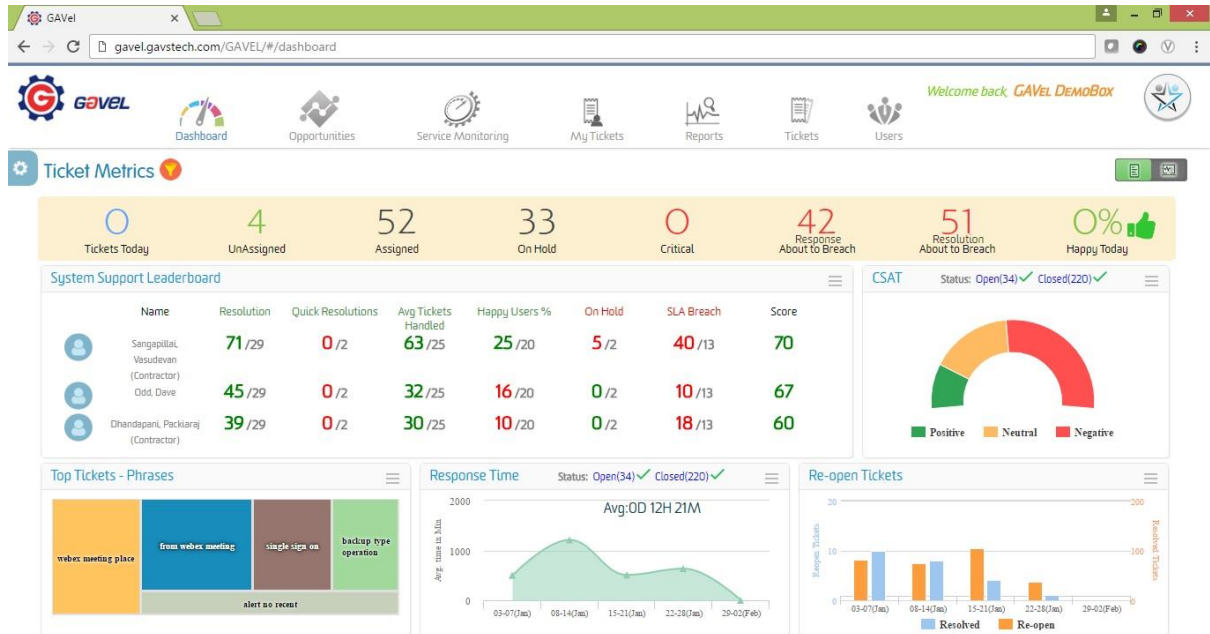


Figure 4: GAVEL Dashboard

The “Dashboard” displays “Service Desk” and “Service Monitoring” dashboard metrics:

1. Ticket Metrics
2. Monitoring Metrics

## Filter Settings

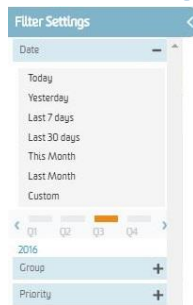



Figure 5: Filter Settings

Click the “Spinning Wheel”  below  logo to open “Filter Settings”.

In the “Filter Settings”, “Date” section, click the  left arrow in the horizontal slider

 to display previous years Quarters.

Select Year “2016”, Quarter “Q3” as selected period and click the  left arrow in the “Filter Settings” OR anywhere on the page, to apply the filter selection and close the “Filter Settings”.

## Ticket Metrics

The “Ticket Metrics” page is the default page in the “Dashboard”.

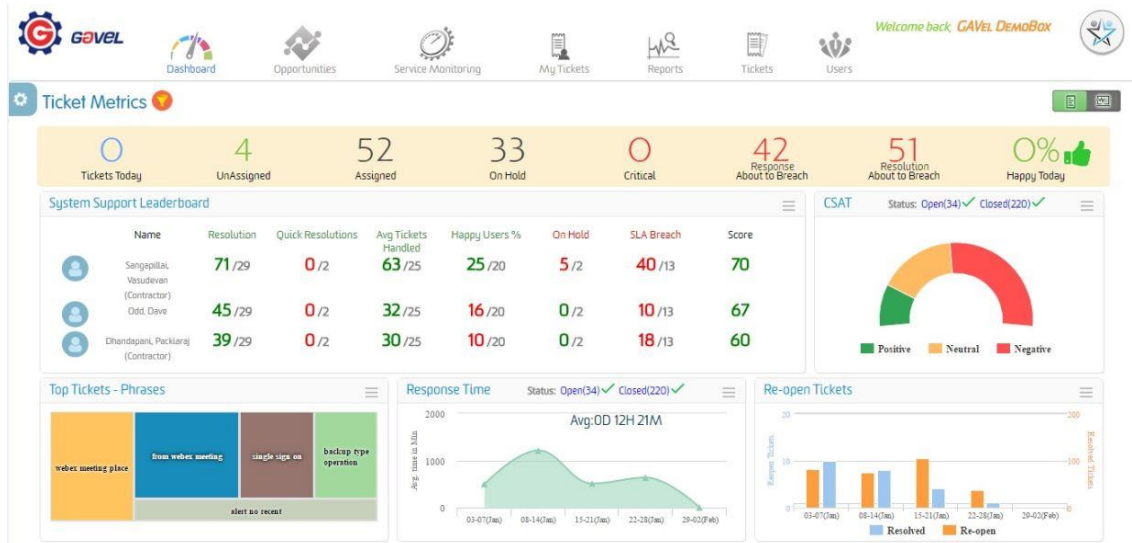


Figure 6: GAVEL Dashboard

## Rundown



Figure 7: Dashboard Rundown

The “Dashboard” Rundown displays the **Count** of the Number of Tickets for each of the metrics.


“Dashboard” Rundown depicts the below metrics:

1. Tickets Today (# of Tickets Created *Today*)
2. UnAssigned (# of *UnAssigned* Tickets from the Inception to till date)
3. Assigned (# of *Assigned* Tickets from the Inception to till date)
4. On-Hold (# of *On Hold* Tickets from the Inception to till date)
5. Critical (# of *Critical* Tickets from the Inception to till date)
6. Response About to Breach displays count of *Response About to Breach* Tickets from Inception to Till date)
7. Resolution About to Breach (# of *About to Breach Resolution* Tickets from the Inception to Till date)
8. Happy Today (Percentage of Customers *Happy Today*)

### Note:

1. Only “Group” filter setting is applied to the “Dashboard” Rundown.
2. “Date” and “Priority” filters are not applied to “Dashboard” Rundown.

## General Features

1. Click the  (Export) icon in the Dashboard and Reports pages, to export the metrics to an Image OR Excel file.
2. Click the individual metrics to drill-down to the related metric details.



## Leaderboard

Name	Support Group	Resolution	Quick Resolutions	Avg Tickets Handled	Happy Users %	On Hold	SLA Breach	Score
 Kishore Kumar	IT Support	204 /179	0 /6	230 /169	57 /46	0 /2	0 /14	80
 Sandhiya Venkatesan	IT Support	556 /179	6 /6	625 /169	43 /46	0 /2	14 /14	74
 Sugumarbabu N	IT Support	198 /179	0 /6	222 /169	46 /46	1 /2	6 /14	64

Figure 8: GAVel Leaderboard

“Leaderboard” displays the following metrics based on the selected filter:

1. Top three Technicians.
2. The numerator value depicts the *Individual Count* and the denominator value depicts the *Group Average* of the number of Tickets / Requests / Incidents.
3. The “Score” metrics depicts the top technician’s score out of 100.

## CSAT (Customer Satisfaction)

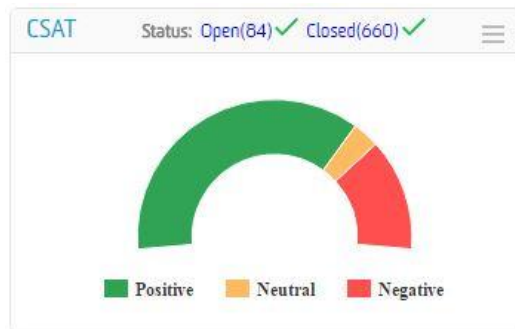


Figure 9: Dashboard Customer Satisfaction

The “CSAT” portlet depicts the “POSITIVE”, “NEUTRAL”, and “NEGATIVE” metrics “Percentage” and “Count” of the number of “Tickets / Requests / Incidents” on mouse hover.

It also illustrates in parenthesis the *Count* of the number of “Open”, and “Closed” Tickets / Requests / Incidents.

## Response Time

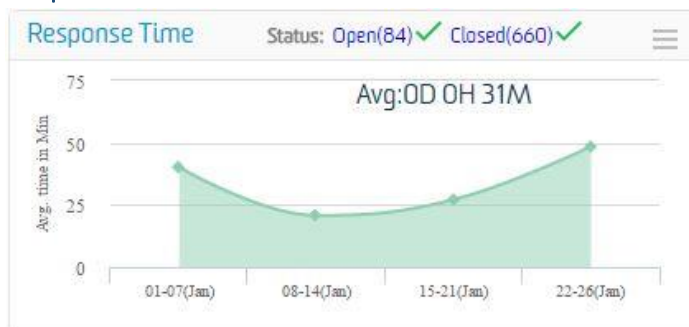


Figure 10: Dashboard - Response Time

“Response Time” depicts the below metrics:

1. Average Response Time
2. Combined Average Response Time

## Re-Open Tickets (& Resolved Tickets)



Figure 11: Dashboard Re-Open Tickets

“Re-Open” (& Resolved) Tickets depicts “Count” of the number of “Re-Open” (& Resolved) Tickets / Requests / Incidents.

## Response / Resolution Breach

“Response / Resolution Breach” metrics depicts “Count” of the number of “Response / Resolution Breach” Tickets / Requests / Incidents based on the selected period.

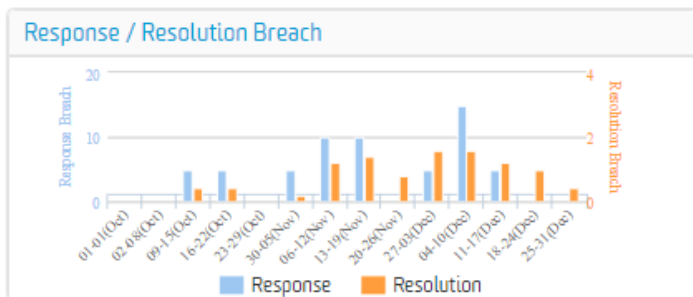
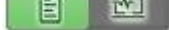


Figure 12: Response / Resolution Breach



Click the  (Monitoring Metrics) icon, the user will be directed to the “Monitoring Metrics” page.

## Monitoring Metrics

The “Monitoring Metrics” page is accessible by the “Administrator” & “Manager” roles.

Monitoring Metrics portrays 3 portlets on this page.

1. Service Monitoring
2. Opportunities
3. Utilization

## Utilization

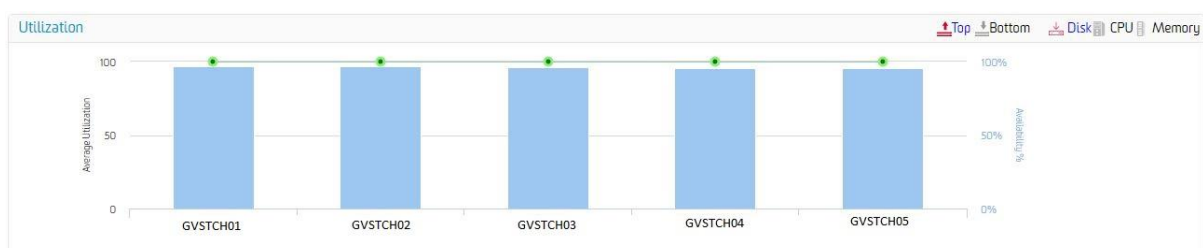


Figure 13: Utilization Metrics

The Utilization metrics displays the Disk / CPU / Memory Average Utilization as selected. Default metrics displayed is “Top” Five “Disk” Utilization.

## Service Monitoring

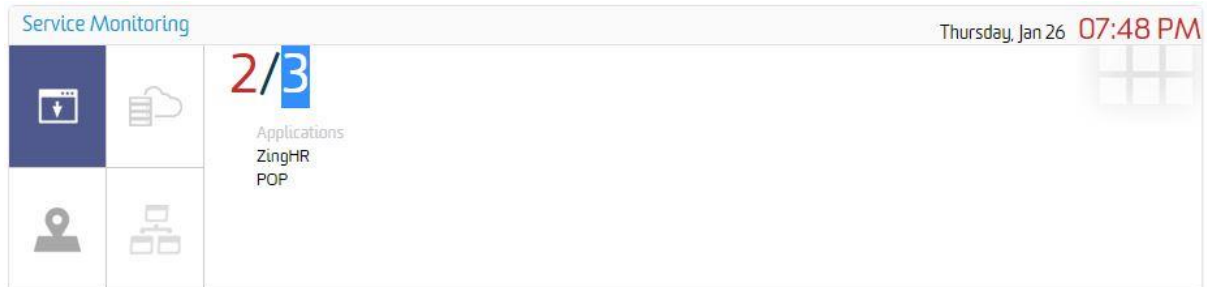


Figure 144: Dashboard - Service Monitoring

Service Monitoring displays current status (Warning / Down) of the applications, servers.

The numerator value depicts the number of applications, servers that are down against the total number that are monitored.

The Service Monitoring metrics are displayed based on following categories:

1. Applications
2. Servers
3. Location
4. Department

## Opportunities

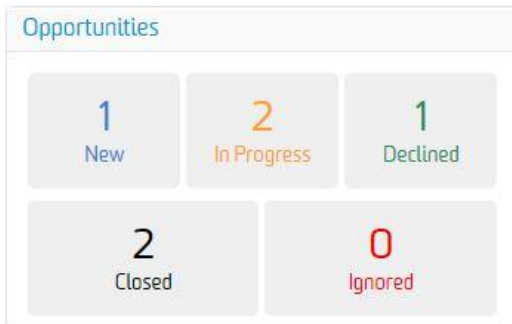


Figure 15: Dashboard - Opportunities Summary

Opportunities portlet depicts the summary of the Opportunities tickets since the inception till now.

Opportunities are created if the “CPU” OR “Memory” OR “Disk” OR “TVM” have reached or crossed the threshold limits as configured in the GAVel system.

The available Statuses are:

1. New
2. In Progress
3. Declined
4. Ignored
5. Closed

## Service Monitoring

Service Monitoring Menu portrays 4 portlets on this page.

1. Current Problems
2. Departments at Risk
3. Locations at Risk
4. Applications at Risk

### Current Problems



Figure 16: Service Monitoring - Current Problems

Current Problems metric displays Number of Applications, Servers that are **Critical** / **Warning** / **Total Count** along with the downtime.

### Departments at Risk



Figure 17: Service Monitoring - Departments at Risk

Departments at Risk display the names of all the department where the Applications, Servers that are **Critical** / **Warning** / **Total Count** and the Count of number of Departments.

### Locations at Risk

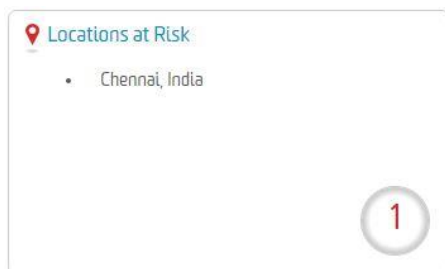


Figure 18: Service Monitoring - Locations at Risk

Locations at Risk display the names of all the location where the Applications, Servers that are **Critical** / **Warning** / **Total Count** and the Count of number of Locations.

## Applications at Risk

Applications at Risk

ZingHR

Current Status  100% ▼

POP

Current Status  0% ▼

Figure 19: Service Monitoring - Applications at Risk

“Applications at Risk” metrics displays the Applications Name and the Current Status of the application utilization.

## View All Applications

Click the [View All Applications](#) link to display the list of all the “Applications”.

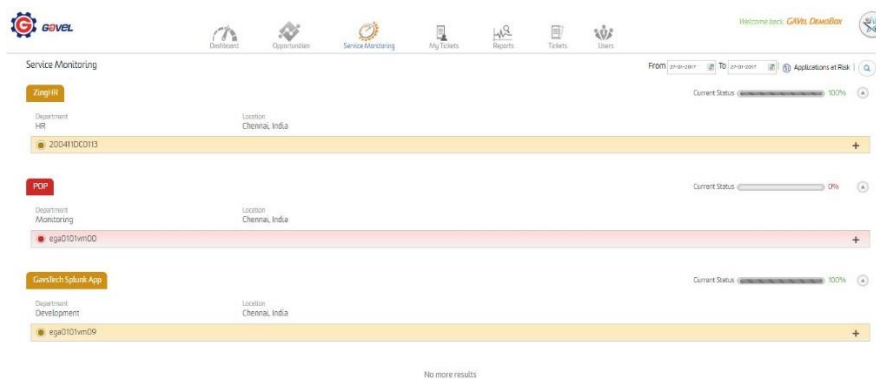



Figure 20: Service Monitoring - View All Applications

Click the  button to expand the “Applications at Risk” and current utilization for the selected device details.

Applications at Risk metric displays the Applications, Servers that are **Critical / Warning / Total Count** along with the Device Name, Application Name, Network, Host Name, Reason, CPU Utilization, Physical Memory, Virtual Memory, Disk Space, Department and Location.

Applications at Risk

ZingHR

Current Status  100% ▲

Department: HR Location: Chennai, India

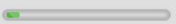
200411DC0113

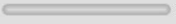
Device ID	Network	Host Name
200411DC0113	10.0.20.100	

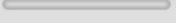
Reason  
Server Memory utilization of 200411DC0113 is spiking and is at high risk.

Time	CPU	Physical Memory	Virtual Memory	Disk Space
No historical data for the server				

Current Status as on 27-01-2017 08:49 AM

CPU Utilization  8%

Physical Memory  0%

Virtual Memory  0%

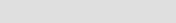
Disk Space  0%

Figure 221: Service Monitoring - Applications at Risk Details

## Opportunities

The Opportunities menu is accessible for “Administrator” and “Manager” roles.

Opportunities sub-menu portrays the following Statuses:

1. New
2. In Progress
3. Declined
4. Closed
5. Ignored

## Opportunity List

Click the Opportunities sub-menu status to display the list of related “Opportunities Card(s)”.

### Opportunity List

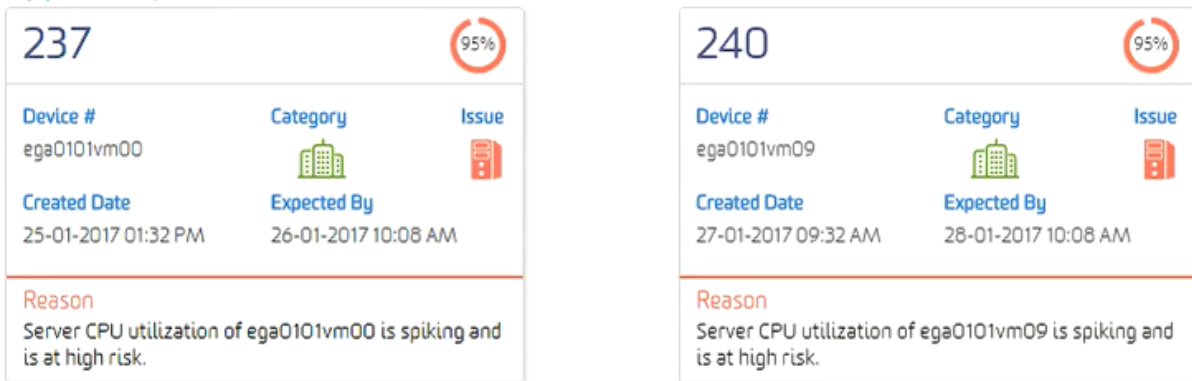


Figure 22: Opportunity List

Clicking the “Opportunity Card” displays “Opportunity Information” page.

## Opportunity Information

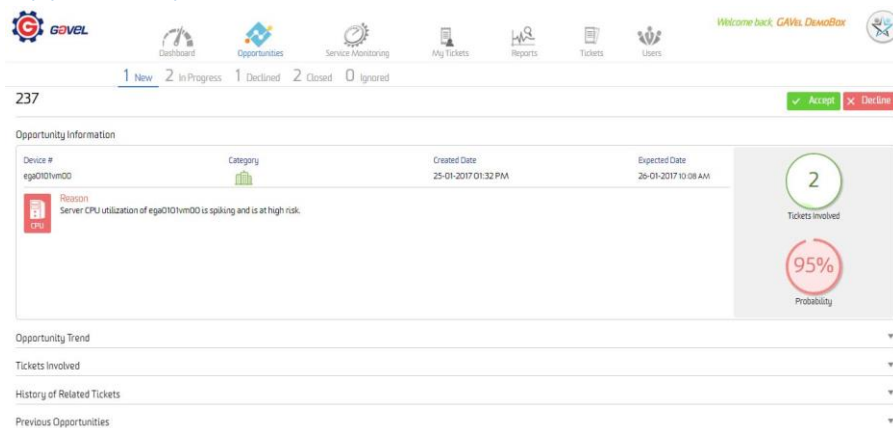



Figure 23: Opportunity information

“Opportunity Information” page displays the “Reason” for the opportunity creation, “Device #”, “Category” (Disk / CPU / Memory / TVM), “Created Date”, “Expected Date” and “Probability” of occurrence of the Opportunity, and related tickets involved with this opportunity.

Click the “Opportunity Trend”  button to expand and display the “History” trend chart and “Show Forecast” button.

## Opportunity Trend (History)



Figure 24: Opportunity Trend - History

Click the “Opportunity Trend”  button to display the “Forecast” trend chart.

## Opportunity Trend (Forecast)

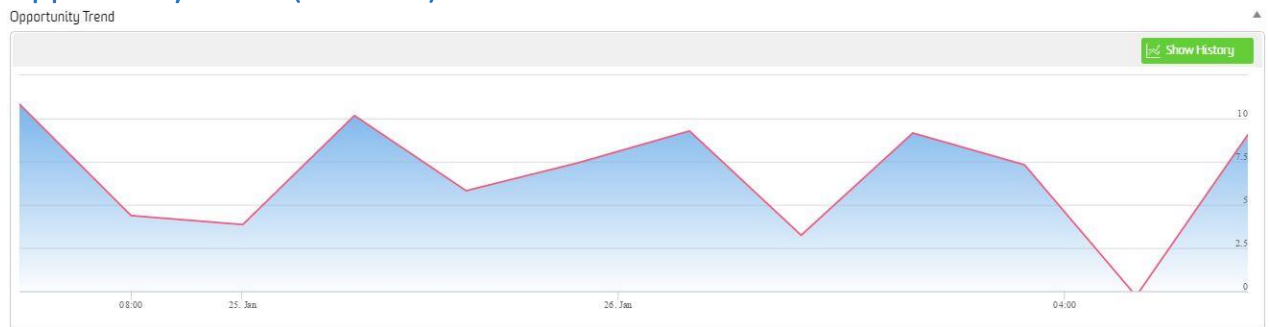


Figure 25: Opportunity Trend - Forecast

## Tickets Involved

These are the tickets that are involved with this Opportunity.

Ticket #	Submitted Date	Priority	Technician	Description	Status
20795	24-01-2017 11:04 PM	Low		Opportunity : 237 Server CPU utilization of ega0101vm00 is spiking and is at high risk.	Submitted
19413	29-08-2016 12:55 PM		L1 Support	Python Installation &amp; Folder sharing	Pending

Figure 26: Opportunity - Tickets Involved

## History of Related Tickets

These are history of related tickets that are involved with similar kind of opportunities created in the past.

Ticket #	Submitted Date	Resolved Date	Priority	Technician	Description
19284	18-08-2016 02:24 PM	25-08-2016 11:49 AM	Low	Sandhiya Venkatesan	Install selenium package in Python in my machine
14463	05-04-2016 05:42 PM	16-04-2016 04:48 PM	Low	Sethupathi Nallasivam	Service Request for Python installation..
15051	19-04-2016 06:18 PM	21-04-2016 05:08 PM	Low	Sethupathi Nallasivam	Re: Python + IDLE Installation
10849	01-01-2016 02:30 AM	04-01-2016 08:30 PM	Low	Vignesh Narayanan	Install Python



Figure 27: History of Related Tickets


## Previous Opportunities


These are history of similar kind of opportunities that are created in the past.

Id	Opportunity	Category	Issue	Resolved On	Comments
236	Server CPU utilization of 200411DC0113 is spiking and is at high risk.	Category Infrastructure	CPU	Resolved 23-01-2017 05:10 PM	Comments Resolved
235	Server Memory utilization of GAVEL-BUILD is spiking and is at high risk.	Category Infrastructure	MEMORY	Resolved 23-01-2017 05:19 PM	Comments Accepted

Figure 288: Previous Opportunities

“Administrator”, and “Manager” has access to either  **Accept**  **Decline** the Opportunity.

Click the  **Decline** button to ‘**Decline**’ the opportunity.

Click the  **Accept** button to open the opportunity and ‘**Accept**’ the Opportunity.

Click the “**Create ticket for this opportunity**” **Checkbox**, and enter “**Comments**” as required.

**Accept Opportunity #237**

Do you want to accept this Opportunity?


Create ticket for this opportunity

Comments

CPU utilization of ega0101vm00 is spiking #237

Accept
Cancel

Figure 299: Create Opportunity

Click the  **Accept** button to create an opportunity ticket and the page is redirected to “Opportunities” menu, and the “Opportunity Card(s)” are displayed with the “In-Progress” status.

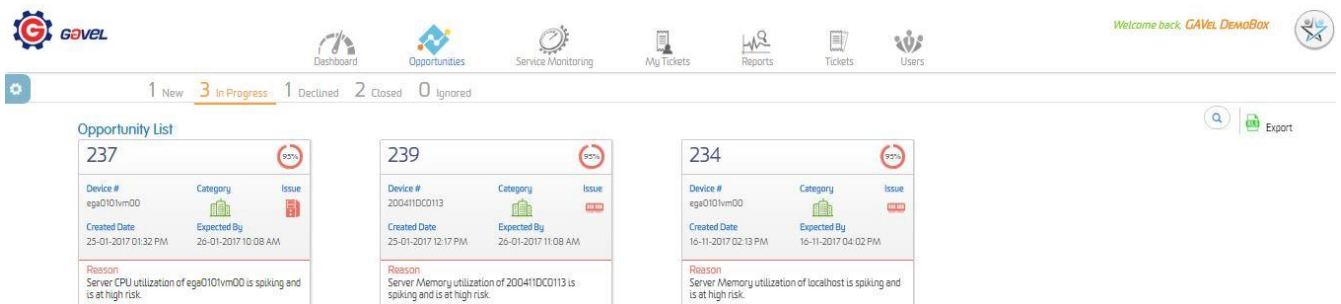


Figure 30: Opportunities Page



## My Tickets

The “My Tickets” menu and “Create Ticket” feature is accessible for ALL users.

My Tickets sub-menu displays the following types of ticket(s) and feature:

1. Open
2. Closed
3. Create Ticket

## Ticket List

Clicking the “My Tickets” sub-menu types of ticket(s) will display list of Open “Ticket Card(s)” (Tickets) created by the End User who logged into the application.

“Search” feature to look for individual ticket(s) numbers and description.

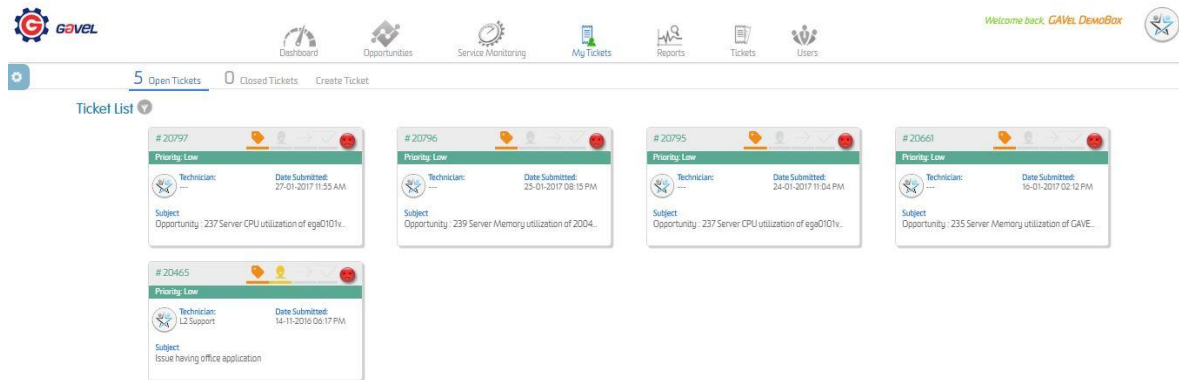


Figure 31: My Ticket List

Clicking the “Ticket Card” displays “Ticket Card Detail” page along with the rest of the self-created ticket cards in the left navigation for quick access.

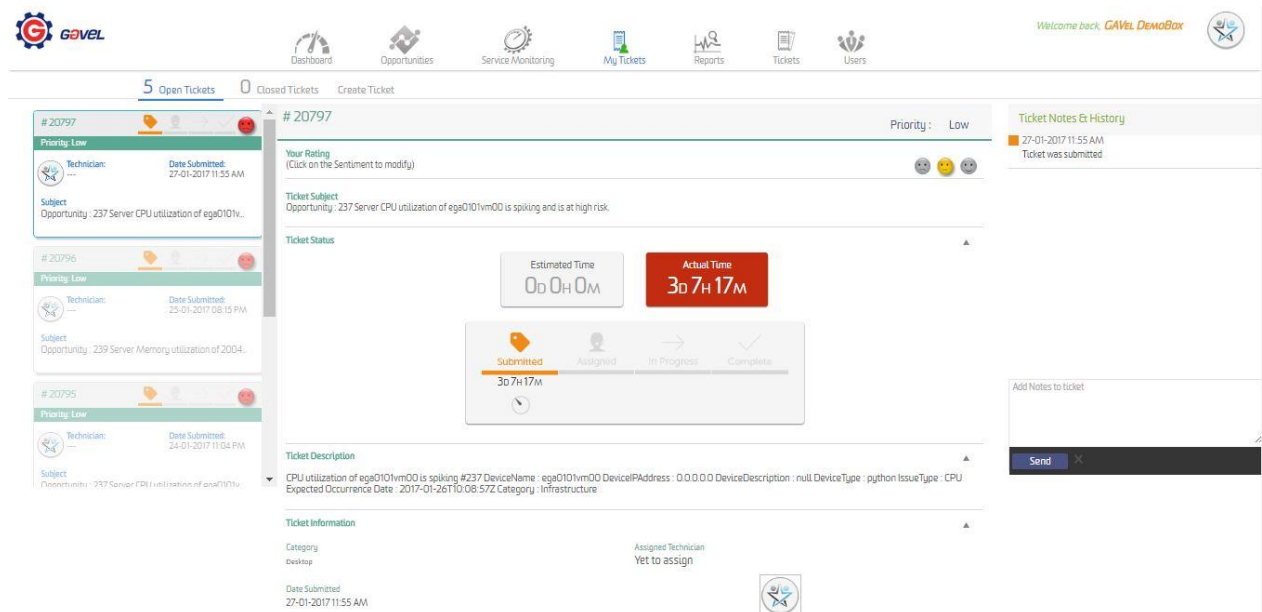





Figure 32: Ticket Details

Ticket Card detail information contains the following:

1. Your Rating
  - a. User can give his own rating by selecting the emoticons  (Happy),  (Neutral) and  (Sad) for the ticket that is viewed based on Quick “Service”, “Response”, “Resolution”, and “Communication”
2. Ticket Subject
3. Ticket Status
  - a. Estimated Time (For Completion / Resolving the Ticket)
  - b. Actual Time (Taken since the Ticket is created)
  - c. Ticket Status
4. Ticket Description
5. Ticket Information
  - a. Category
  - b. Date Submitted
  - c. Assigned Technician
  - d. Suggested Technician
6. Ticket Notes & History
  - a. Displays the history of the ticket
  - b. Communication between the Assigned Technician and End User
  - c. End User has the ability to add notes to the ticket

## Reports

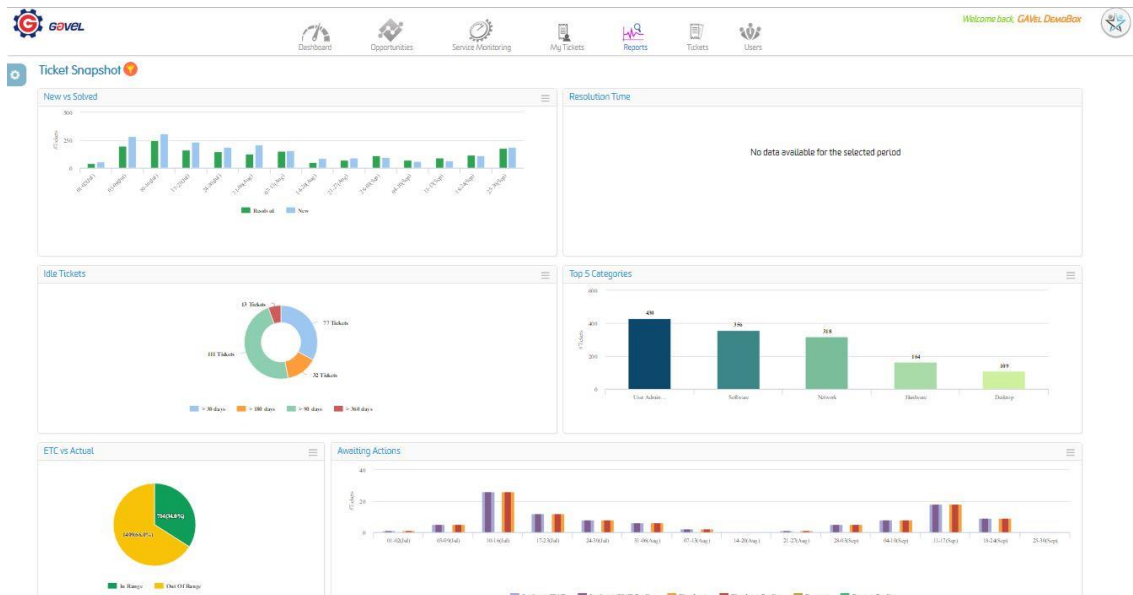


Figure 333: Reports

The Reports menu is accessible for “Administrator” and “Manager” roles.

Reports portrays 6 portlets on this page:

1. New vs Resolved
2. Resolution Time

3. Idle Tickets
4. Top 5 Categories
5. ETC vs Actual
6. Awaiting Actions

### New vs Resolved

The “*New vs Resolved*” displays the Count of “*New*” and “*Resolved*” tickets based on the selected filter.

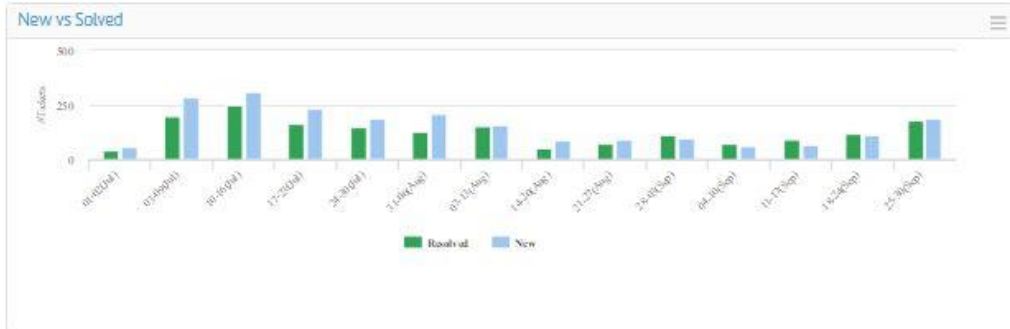


Figure 344: New vs Resolved

### Resolution Time

The “*Resolution Time*” displays the “*Duration in Minutes*” the time taken to resolve the tickets and *Group Average* based on the selected filter.



Figure 35: Reports - Resolution Time

### Idle Tickets

The “*Idle Tickets*” displays the *Count of “Idle”* (ageing) tickets based on the selected filter.

1. 30 Days
2. 90 Days
3. 180 Days
4. 360 Days

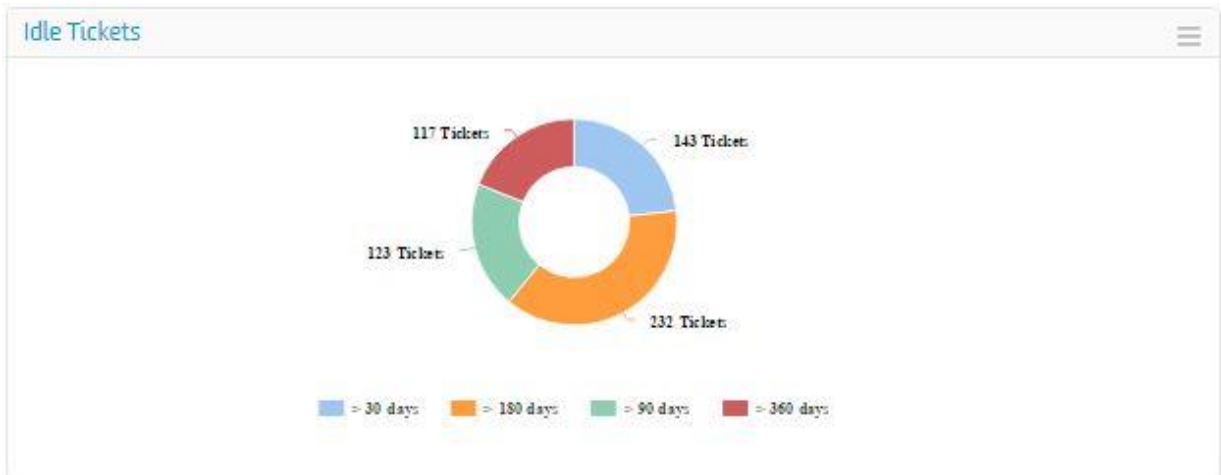


Figure 36: Idle Tickets

### Top 5 Categories

The “TOP 5 Categories” displays the Count of Top 5 Categorical tickets based on the selected filter.

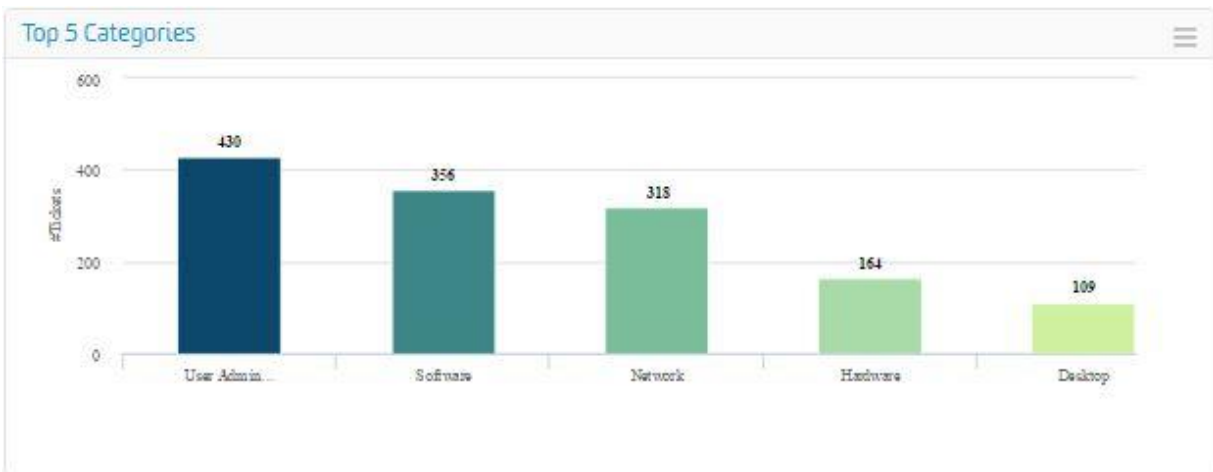


Figure 37: Top 5 Categories

### ETC vs Actual

The “ETC vs Actual” displays the Count of tickets that falls in-line with the resolved time of the ETC (Expected Time for Completion) versus the Count of tickets that were resolved outside the ETC based on the selected filter.

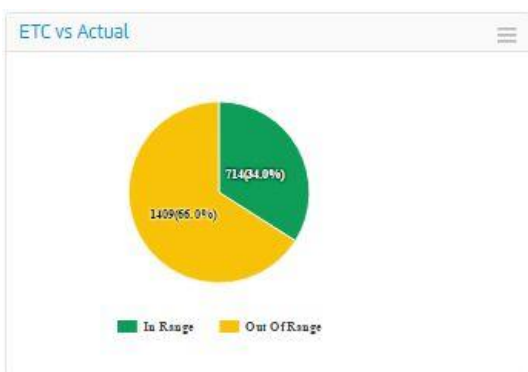


Figure 38: ETC vs Actual

## Tickets

The Tickets menu feature is accessible to Administrator, Manager and Technicians Only.

Tickets sub-menu displays the following types of ticket(s):

1. Assigned
2. Unassigned
3. Closed

## Ticket List

Clicking the Tickets sub-menu types of ticket(s) will display list of related “Ticket Card(s)” created by ALL the users till date. Apply the filters in the “Filter Settings” to get the specific ticket details.

“Search” feature to look for individual ticket(s) numbers and description.

Each “Ticket Card” displays different emoticons (Happy), (Neutral) and (Sad), based on Customer Satisfaction Feedback based on the following three factors.

1. Estimated Time For Completion (ETC)
2. Ticket Response
3. Ticket Notes Communication

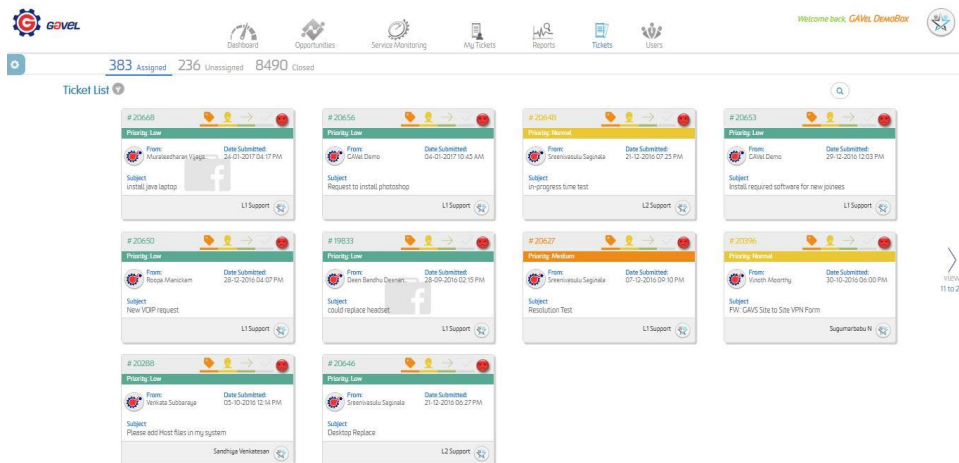


Figure 39: Ticket List

Clicking the “Ticket Card” displays “Ticket Card Detail” page along with the other ticket cards in the left navigation for quick access.

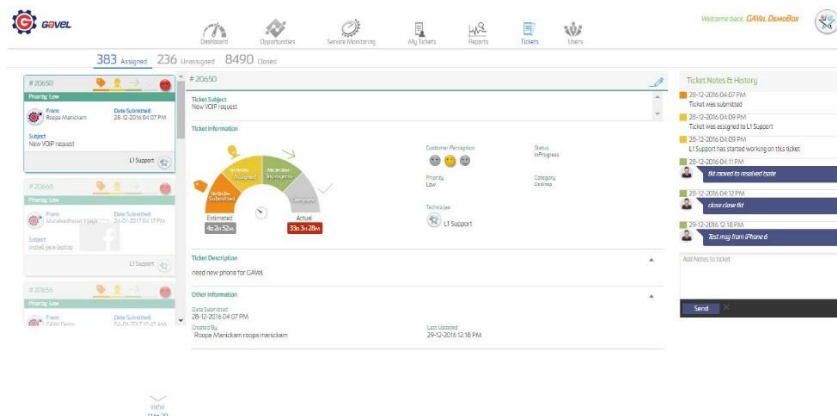

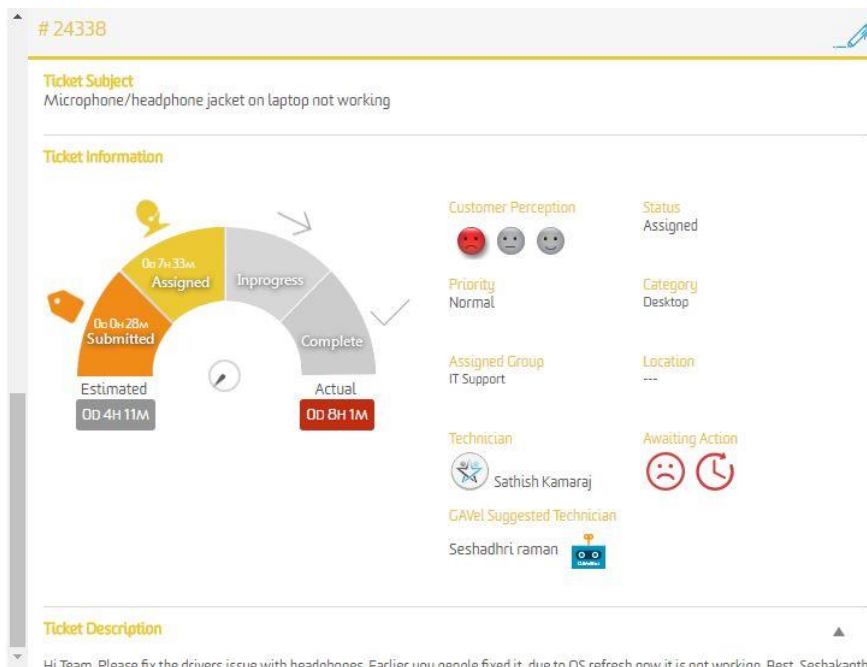


Figure 40: Ticket Detail

Ticket Card detail information contains the following:

1. Ticket Subject
2. Ticket Information
3. Estimated Time (For Completion / Resolving the Ticket)
  - a. Displays Time taken for workflow of the ticket
  - b. Actual Time (Taken since the Ticket is created)
  - c. Customer Perception
  - d. Priority
  - e. Technician
  - f. Status
  - g. Category
4. Ticket Description
5. Other Information
  - a. Date Submitted
  - b. Created By
  - c. Last Updated
6. Ticket Notes & History
  - a. Displays the history of the ticket
  - b. Communication between the Assigned Technician and End User
  - c. End User has the ability to communicate / chat to the assigned technician

Click on the  (Ticket Edit) button to edit the Ticket Details.



# 24338

**Ticket Subject**  
Microphone/headphone jacket on laptop not working

**Ticket Information**

**Customer Perception**  
[Red, Grey, Green icons]

**Status**  
Assigned

**Priority**  
Normal

**Category**  
Desktop

**Assigned Group**  
IT Support

**Location**  
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**Technician**  
Sathish Kamaraj

**Awaiting Action**  
[Sad face, Clock icons]

**GAVEL Suggested Technician**  
Seshadhri raman

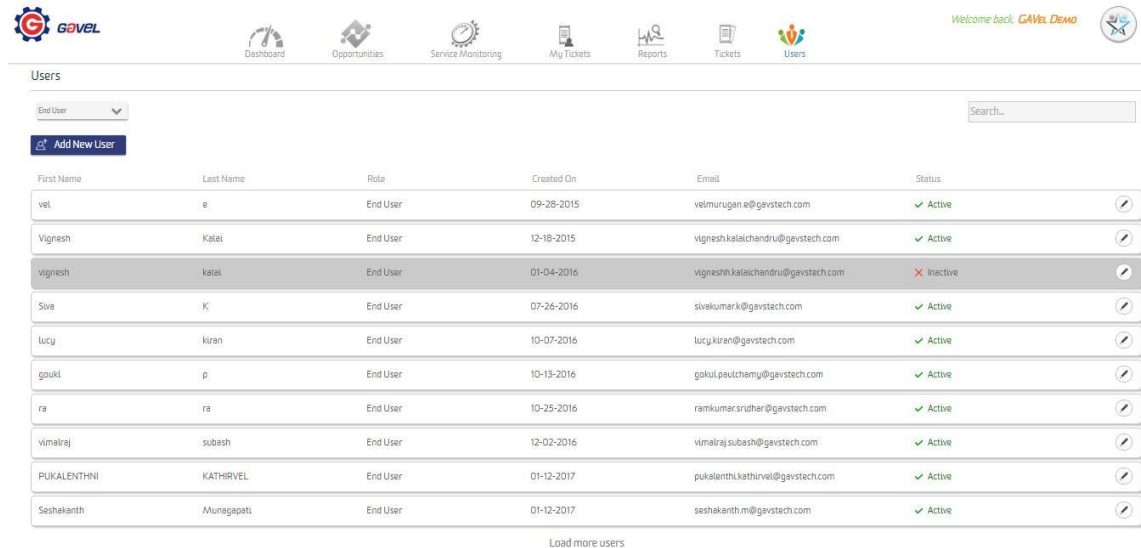
**Ticket Description**  
Hi Team, Please fix the drivers issue with headphones. Earlier you people fixed it, due to OS refresh now it is not working. Best, Seshakanth

Figure 41: Edit Ticket Detail

Click on the  button to save the Ticket details OR Click on the  button to cancel to edit the Ticket details.

## Users

The Users menu feature is accessible to Administrator Only.



First Name	Last Name	Role	Created On	Email	Status
vel	e	End User	09-28-2015	velmurugan.e@gavstech.com	Active
Vignesh	Kalai	End User	12-18-2015	vgnesh.kalaichandru@gavstech.com	Active
vignesh	kalai	End User	01-04-2016	vgnesh.kalaichandru@gavstech.com	Inactive
Siva	K	End User	07-26-2016	sivakumar.k@gavstech.com	Active
Lucy	kiran	End User	10-07-2016	lucy.kiran@gavstech.com	Active
gokul	p	End User	10-13-2016	gokul.paulchamy@gavstech.com	Active
ra	ra	End User	10-25-2016	ramkumar.sridhar@gavstech.com	Active
vimaleej	subash	End User	12-02-2016	vimaleej.subash@gavstech.com	Active
PUKALENTHNI	KATHIRVEL	End User	01-12-2017	pukalenthni.kathirvel@gavstech.com	Active
Seshakanth	Munagapati	End User	01-12-2017	seshakanth.m@gavstech.com	Active

Figure 42: User Admin

Administrator has access to “Add New User”, “Edit” and “Search” existing users and display the list of users for a selected role.

Administrator can assign the following roles for the users:

1. Administrator
2. Manager
3. Technician
4. End User

Administrator has the privileges to *activate* and *de-activate* the users.

## My Profile

The My Profile feature is accessible for ALL user roles.

Click on the Profile display picture to access the My Profile feature.



Click on the **My Profile** logo to access ‘My Profile’ details.

Click on the ‘Edit Profile’ link to edit the profile information and ‘Change’ link to upload your profile

picture and click on the **Save Changes** button to update the profile details and profile picture.

## Logout



Click on the **Logout** logo to *logout* from the GAVel application.