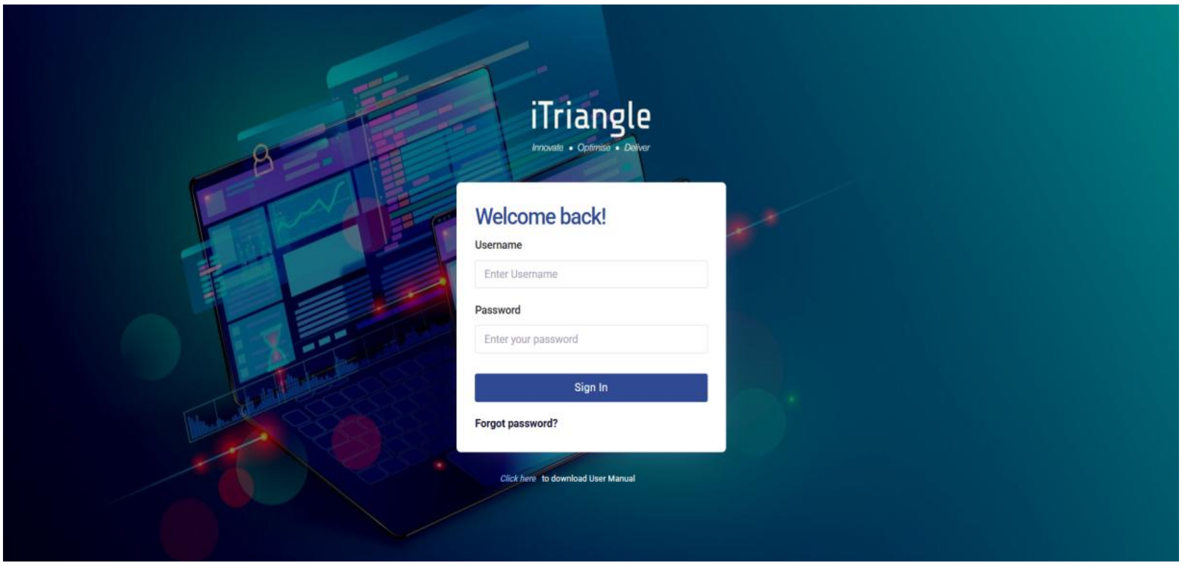
INTRODUCTION:

The Ticketing Tool Application would be used by the staff of iTriangle to track and manage tickets raised and issued by users. It will feature three main sections: the Dashboard for an overview of key metrics, the Tickets section to manage both raised and assigned tickets, and the Settings section for choosing and managing various user types. This structure ensures efficient ticket tracking and management, enhancing overall operational efficiency.

Logging in to the Ticketing Tool Application

- The **Ticketing Tool** will provide a login system where the username and password are created by the admin. Users must use the provided username and password to log in.
- If a user forgets their password, they can reset it themselves and regain access to the tool's
- dashboard. This ensures secure access while allowing users to manage their login details.



- Upon successful Login the following dashboard appears for the user:

- From this dashboard user will navigate to any page from the left navigation menu wherever they want.

The Menu includes

1. Dashboard
2. Tickets
3. File Manager
4. Reports
5. Settings

- Upon successful login, the user is directed to a dashboard that provides a comprehensive overview of their current activities and ticket statuses. From this dashboard, the user can easily navigate to different sections using the left navigation menu, allowing them to access any form they need. The available sections include:

  Dashboard: A summary of the user's ticket activities, including overall ticket counts, monthly statistics, department-based details, and pending tickets.

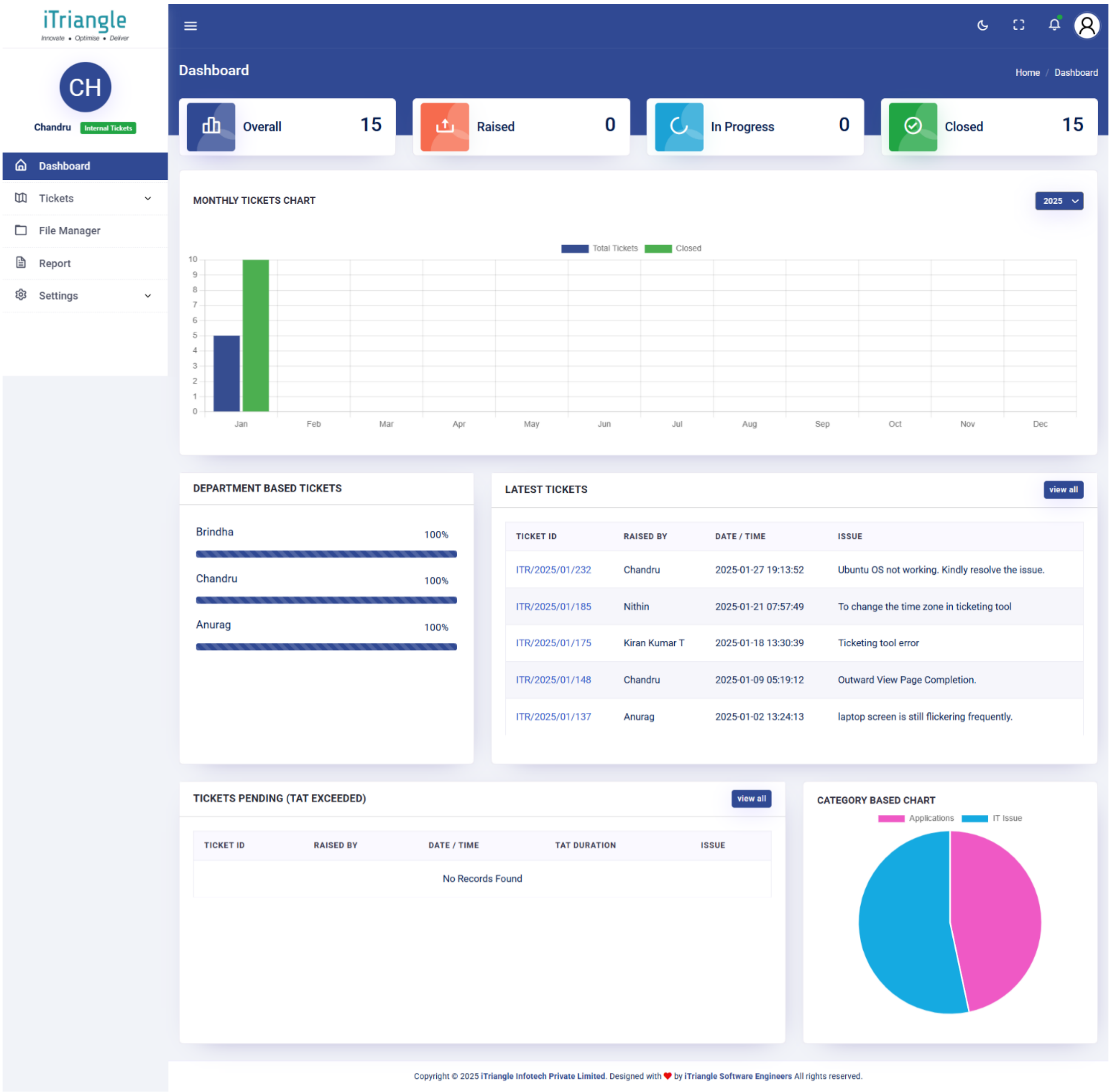
  Tickets: A section where users can view, manage, and update the tickets they have raised or are assigned to. This allows for easy tracking and resolution of ongoing issues.

  File Manager: A section where users can upload, manage, and organize documents for internal and customer users. This ensures easy access to necessary files related to tickets and operations.

  Report: A section viewing final reports of raised tickets, providing insights for better issue resolution and tracking.

  Settings: A place where users can customize their preferences, update personal information, and manage other system settings to enhance their user experience.

1. Dashboard


iTriangle
Innovate • Optimise • Deliver
CH
Chandru
Internal Tickets
Dashboard
Tickets
File Manager
Report
Settings
Dashboard
Home / Dashboard
Overall 15
Raised 0
In Progress 0
Closed 15
MONTHLY TICKETS CHART
2025
Total Tickets
Closed
Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
DEPARTMENT BASED TICKETS
Brindha 100%
Chandru 100%
Anurag 100%
LATEST TICKETS
view all
TICKET ID RAISED BY DATE / TIME ISSUE
ITR/2025/01/232 Chandru 2025-01-27 19:13:52 Ubuntu OS not working. Kindly resolve the issue.
ITR/2025/01/185 Nithin 2025-01-21 07:57:49 To change the time zone in ticketing tool
ITR/2025/01/175 Kiran Kumar T 2025-01-18 13:30:39 Ticketing tool error
ITR/2025/01/148 Chandru 2025-01-09 05:19:12 Outward View Page Completion.
ITR/2025/01/137 Anurag 2025-01-02 13:24:13 laptop screen is still flickering frequently.
TICKETS PENDING (TAT EXCEEDED)
view all
TICKET ID RAISED BY DATE / TIME TAT DURATION ISSUE
No Records Found
CATEGORY BASED CHART
Applications
IT Issue
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First Section (Overall Ticket Summary) displays the total number of Overall, Raised, In-Progress, and Closed tickets.

- Overall Tickets Raised: Shows the cumulative count of all tickets raised.
- Total Tickets Raised: Displays the total number of tickets raised monthly.
- Tickets In Progress: Highlights the ongoing tickets that are not yet resolved.
- Closed Tickets: Tracks the tickets that have been successfully resolved.

Second Section (Monthly Tickets Chart) displays a bar graph showing monthly raised tickets with an option to select the year. The graph updates dynamically to show the total and closed tickets for the selected year.

Third Section (Department-Based Tickets & Latest Tickets):

- displays a bar graph showing the percentage distribution of tickets handled by each member in that particular department.
- It also provides the latest 5 tickets raised for the department offering a quick view of current or newly reported issues.

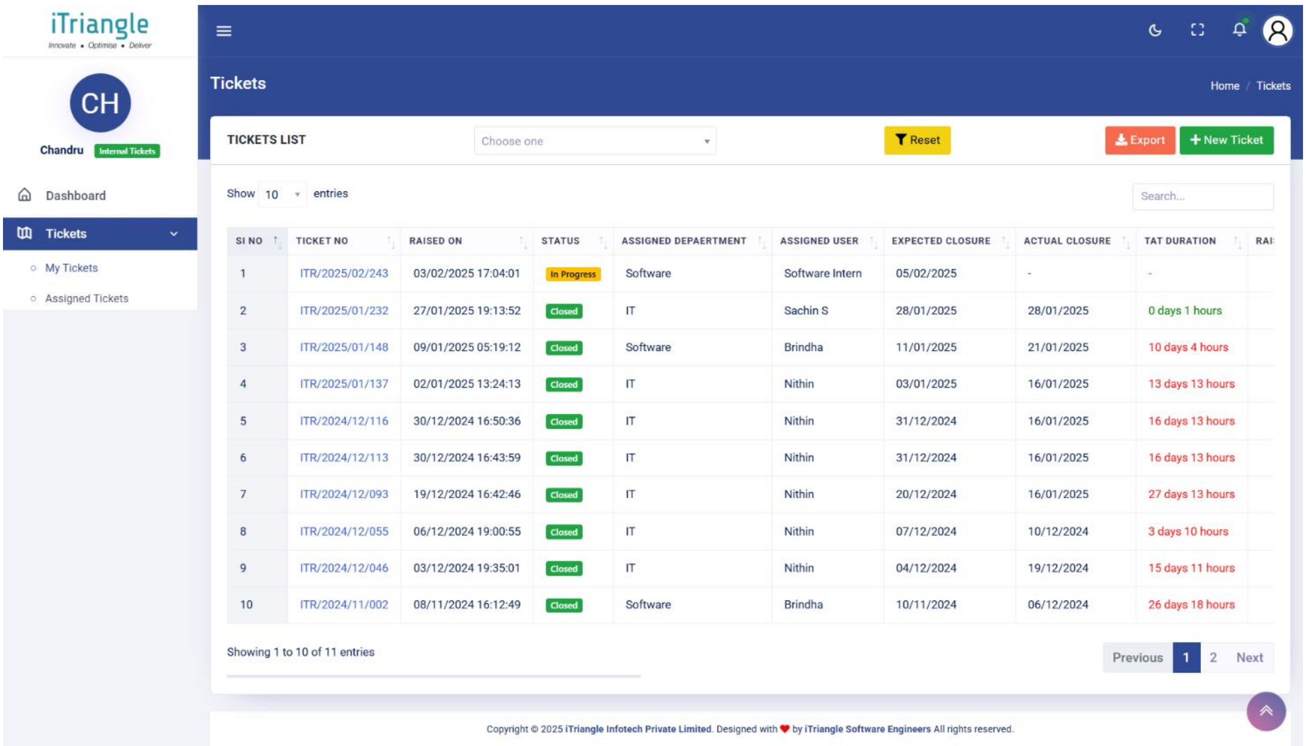
Fourth Section (Pending Tickets and Category Chart):
shows tickets pending beyond the expected resolution time (TAT exceeded) along with their details. Additionally, it includes a category-based pie chart that shows the distribution of issues across categories like Applications, Customer, IT Issues, Level 1, Travel Requests, and Software.

- The dashboard is organized into four sections: The **Overall Ticket Summary** shows total, in-progress, and closed tickets. The **Monthly Tickets Chart** displays a bar graph of monthly raised tickets with a year selector. The **Department-Based Tickets & Latest Tickets** section highlights tickets by department and the latest 5 raised tickets. The **Pending Tickets and Category Chart** shows tickets pending beyond the expected resolution time and a pie chart categorizing the issues.

2. Tickets

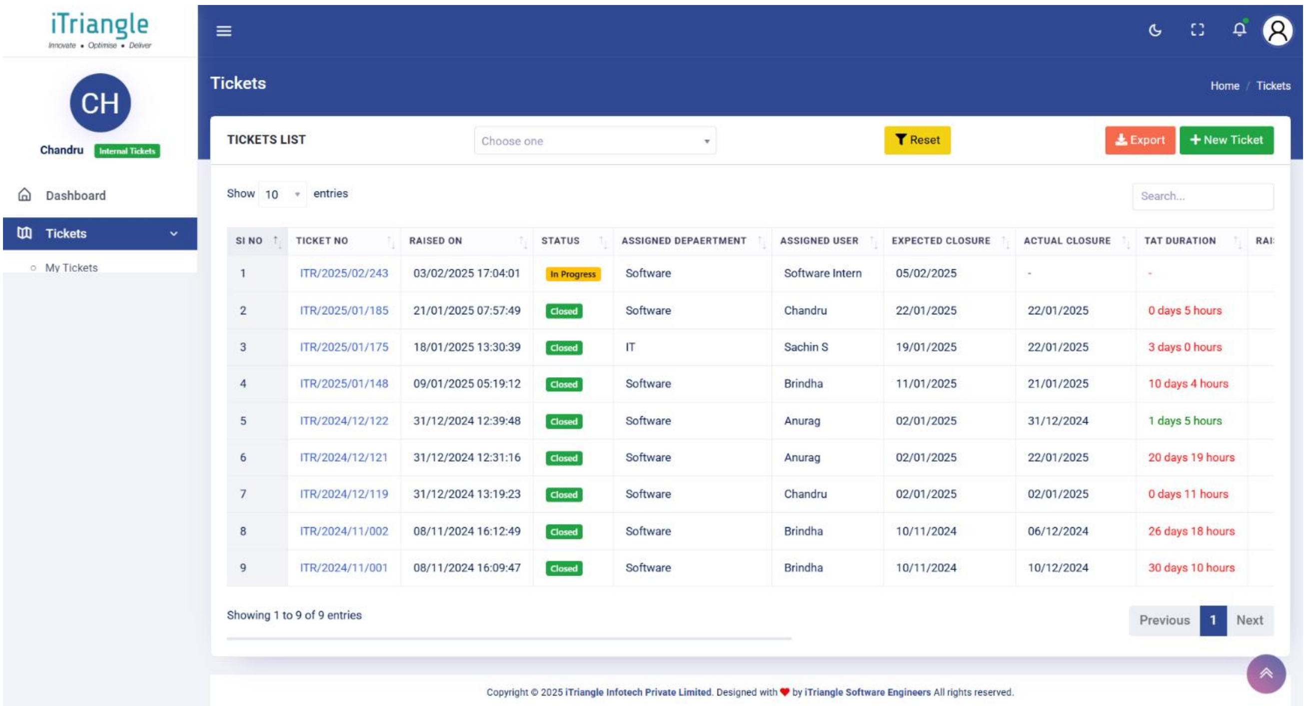
2.1 My Tickets

- My Ticket Page displays all the Tickets Raised by the logged in user. The Manager can view all tickets raised by team members, providing an overview of all issues.
- Department Members, however, can only access their own tickets and cannot view others' submissions.
- The page also includes an option to choose a user and a reset button to clear the selected option.
- The page also features an export option to download the data and an option to issue a new ticket.

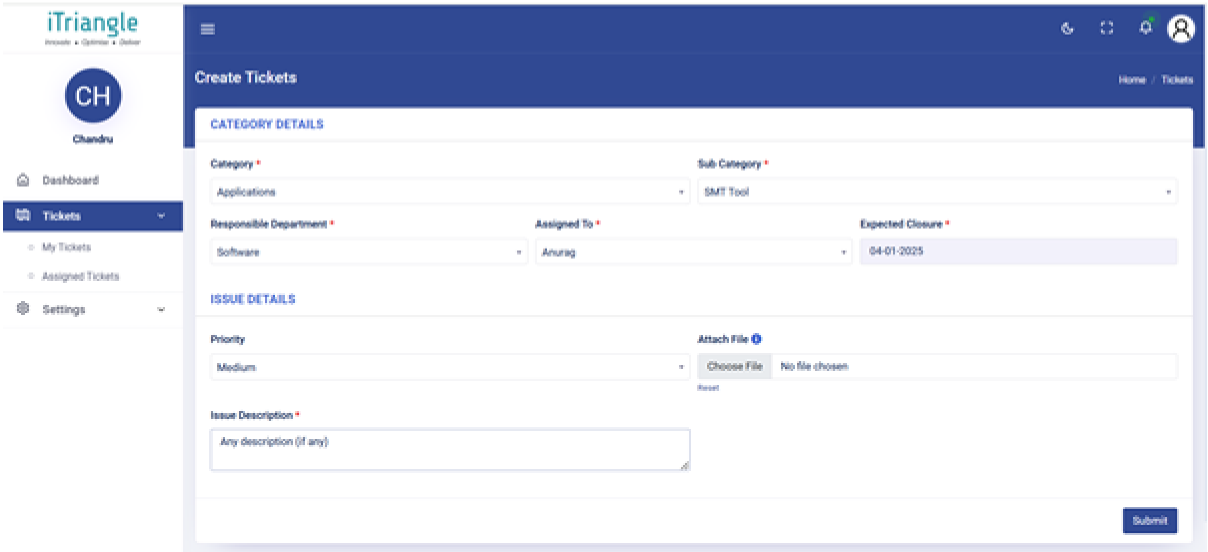


2.2 Assigned Tickets

- Assigned Ticket Page displays all the <u>Tickets Assigned by the other users to the logged in user</u>. The Manager can view all tickets assigned to team members, providing an overview of all issues.
- Department Members, however, can only access their own tickets and cannot view others' assigned ticket.
- The page also includes an option to choose a user and a reset button to clear the selected option.
- The page also features an export option to download the data and an option to issue a new ticket.



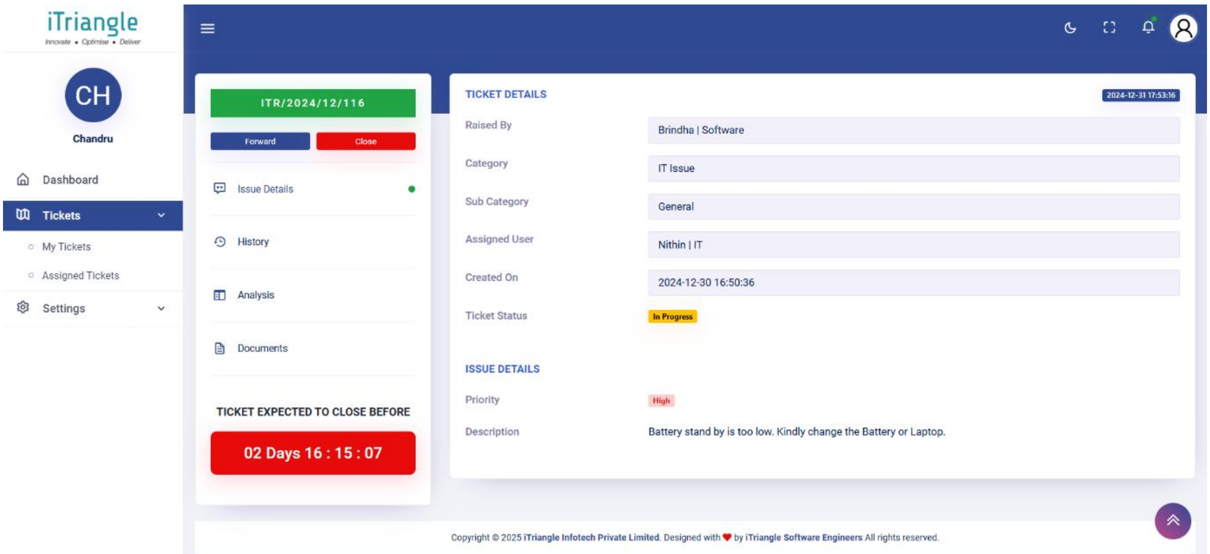
2.2.1 Add New Ticket



- The **Add Ticket** feature allows users to create a new ticket by filling out several key details. The user selects the relevant **Category (Department)** and **Sub-Category**, specifies the **Responsible Department**, and assigns the ticket to a specific team member.
- The **Expected Closure** date is set to indicate when the issue should be resolved. The user can also provide a detailed **Issue Description** and set the **Priority** level of the ticket. Additionally, there's an option to **Attach Files** such as screenshots or documents related to the issue.
- Once the form is completed, the ticket can be submitted.

TICKET DETAILS

A) To View The Ticket Details



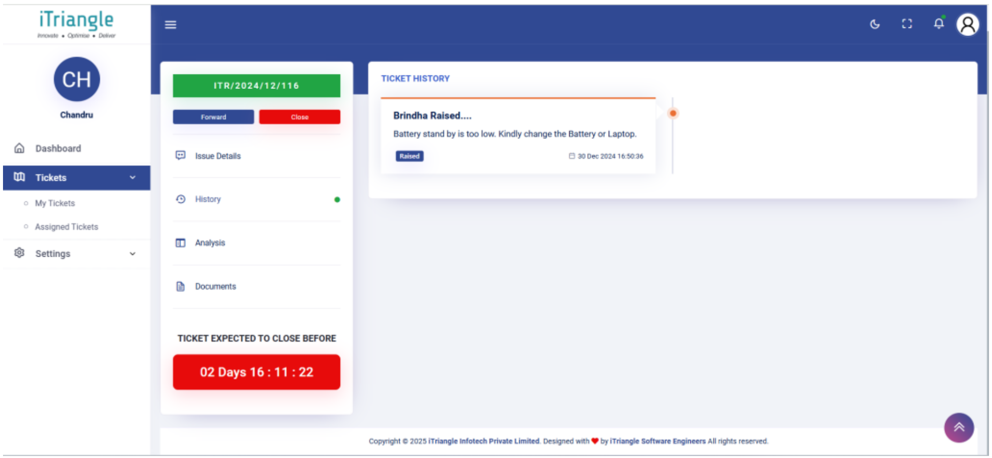
Based on the ticket number, users can view detailed information about the ticket, such as who raised the ticket, the category it falls under, the department or individual to whom it has been assigned, and the date the ticket was created. The ticket's status is displayed, showing whether it is **Completed** or **In Progress**, along with its **Priority** level (Low, Medium, or High). The full **Description** of the ticket is also available to provide more context on the issue.

On the left-hand side of the page, there are two options:

- **Forward the Ticket**: This allows the ticket to be forwarded to another staff member within the same department for further handling.
- **Close the Ticket**: When selected, this option marks the ticket as **Closed**, indicating that the issue has been resolved and the ticket is no longer active.

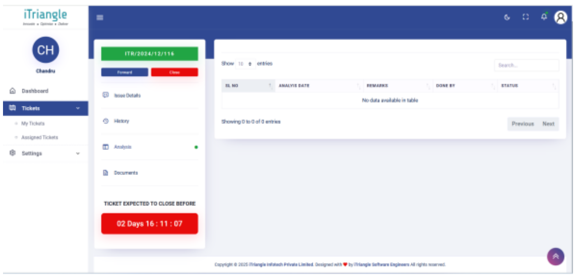
Additionally, there is a **Date and Time** box labeled **"Ticket Expected to Close"**, which specifies the deadline by which the ticket should be closed. This indicates the expected resolution time for the issue, ensuring that the ticket is resolved before the set date.

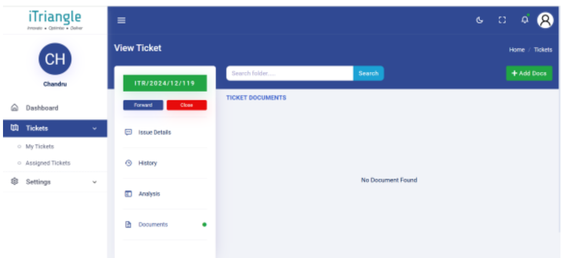
B) Ticket History



This section shows the tickets that have been **successfully closed by the logged-in user**. It displays the ticket number, closure date, and confirmation that the ticket has been resolved.

C)Ticket Analysis And Documents

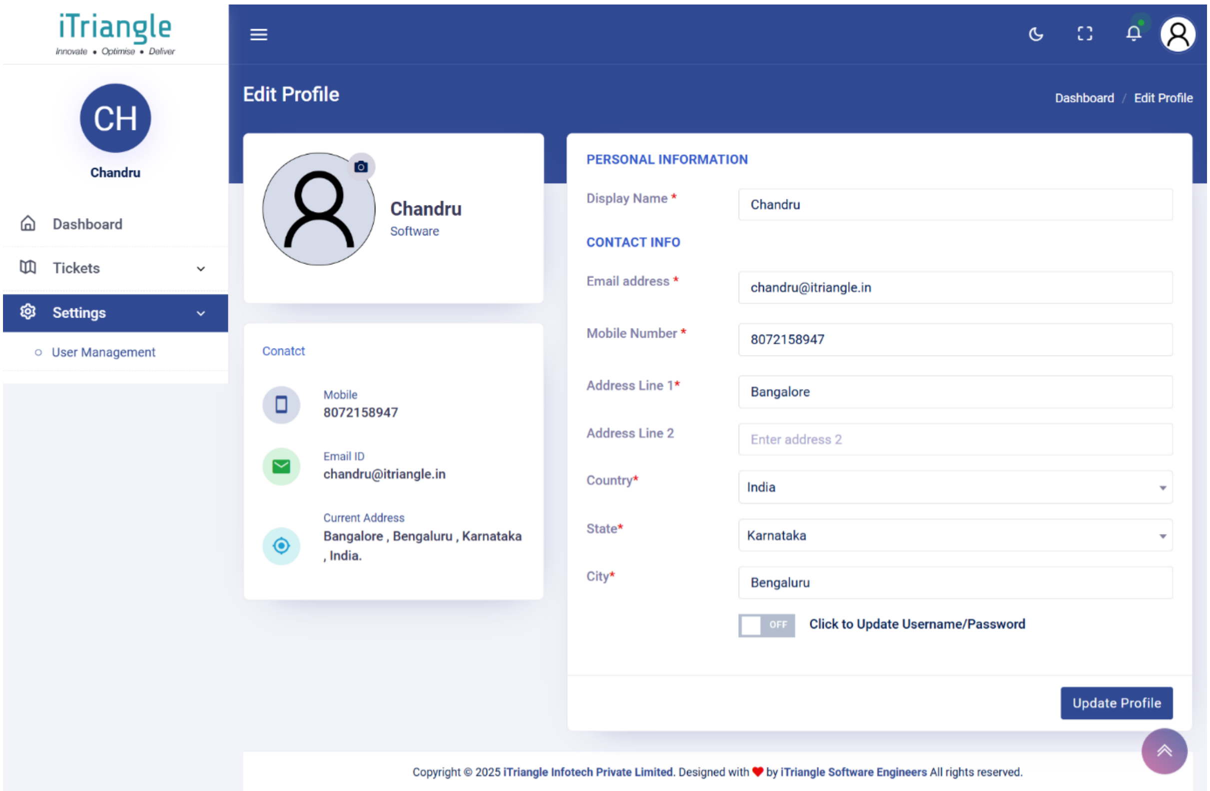




This section shows the **analysis done by the logged-in user** for each ticket, including the **date** of the analysis, **remarks** provided, and the user who performed the action. It also displays the **status** of the particular ticket.

Additionally, the document section allows users to **upload files** related to the resolution of the particular ticket issue. This feature enables the user to attach relevant documents, such as screenshots, reports, or other supporting materials, which are important for solving the issue.

3. My Profile



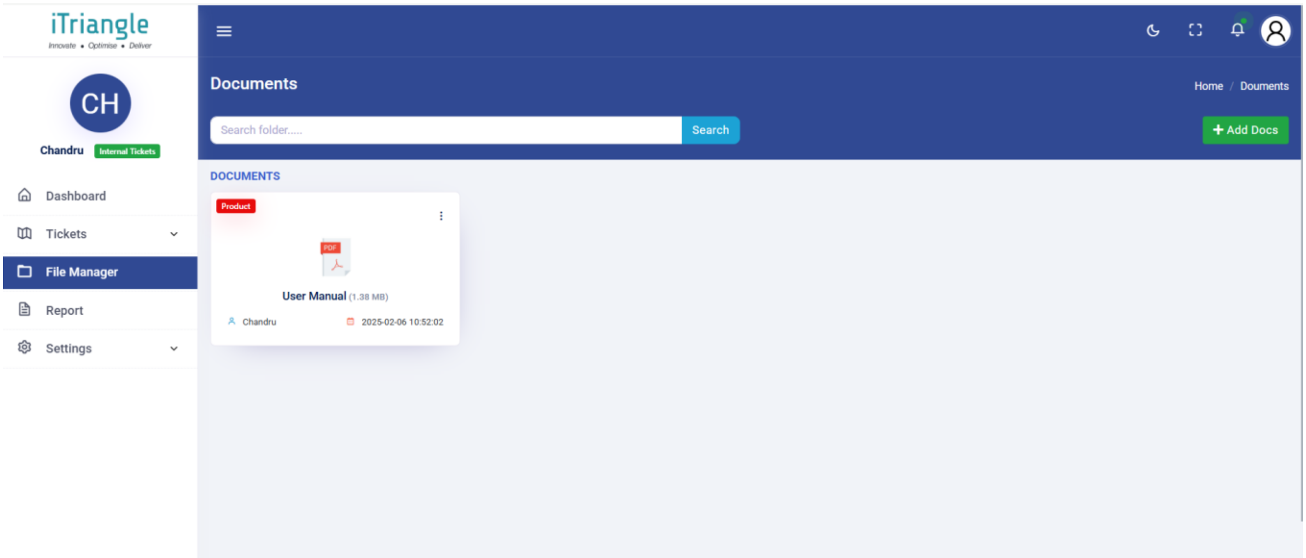
The **My Profile** section displays the details of the logged-in user, such as **username**, **email**, **current address**, and **personal information**. These details can be updated and changed as needed, allowing the user to keep their profile up to date.

4. File Manager

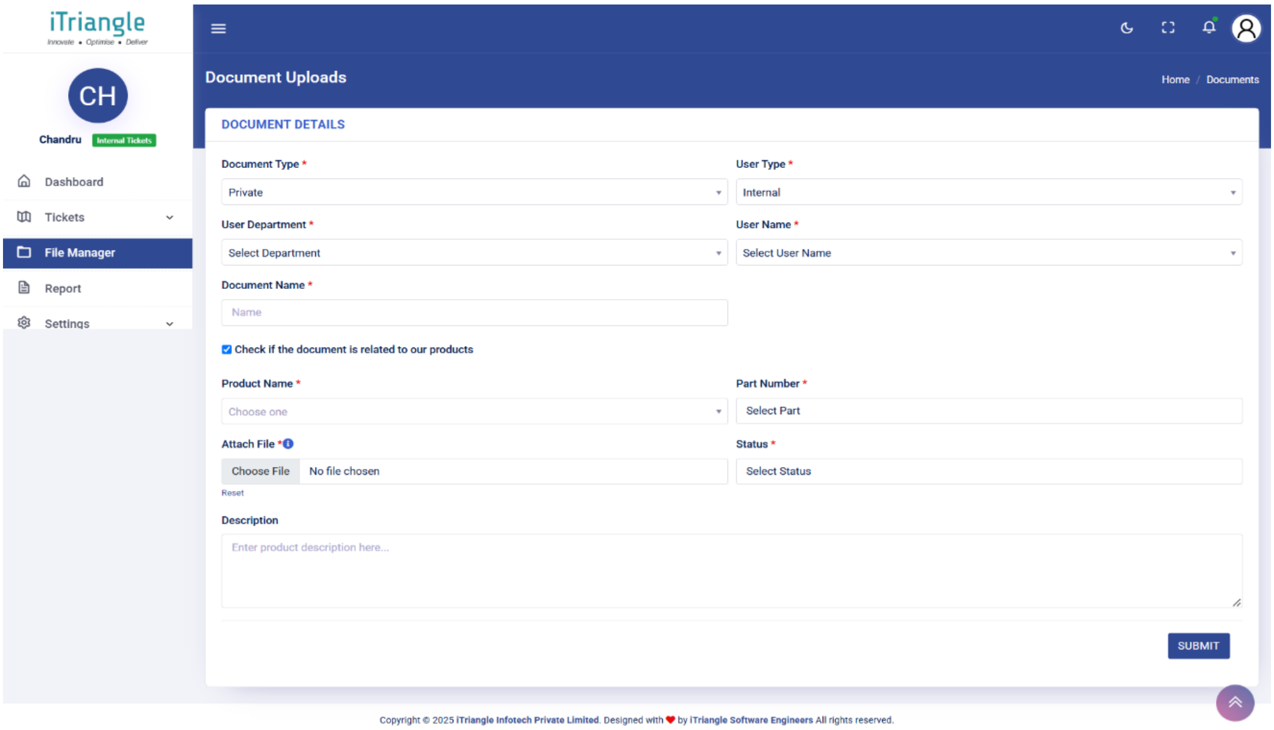
File Manager: Admins and managers can upload documents with three access levels:

- **Internal** (visible only to iTriangle users)
- **Private** (visible only to specific customer or user)
- **Public** (visible to both iTriangle users and customers).

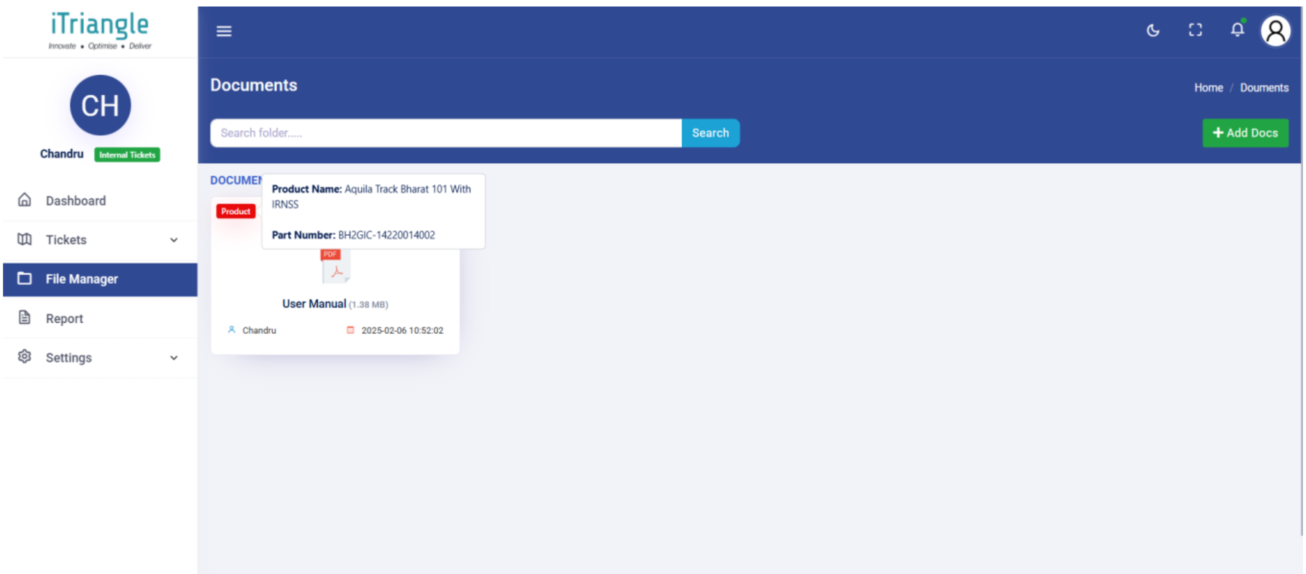
While uploading, they can also link the document to a specific product, making it easier to categorize and view files. This feature ensures secure document management, efficient organization, and controlled access based on user roles.



- **They can add the documents by clicking on “ADD DOCS” Button.**



- **They can also check if the document is related to a product so that, categorizing documents will be easier (by clicking on checkbox).**

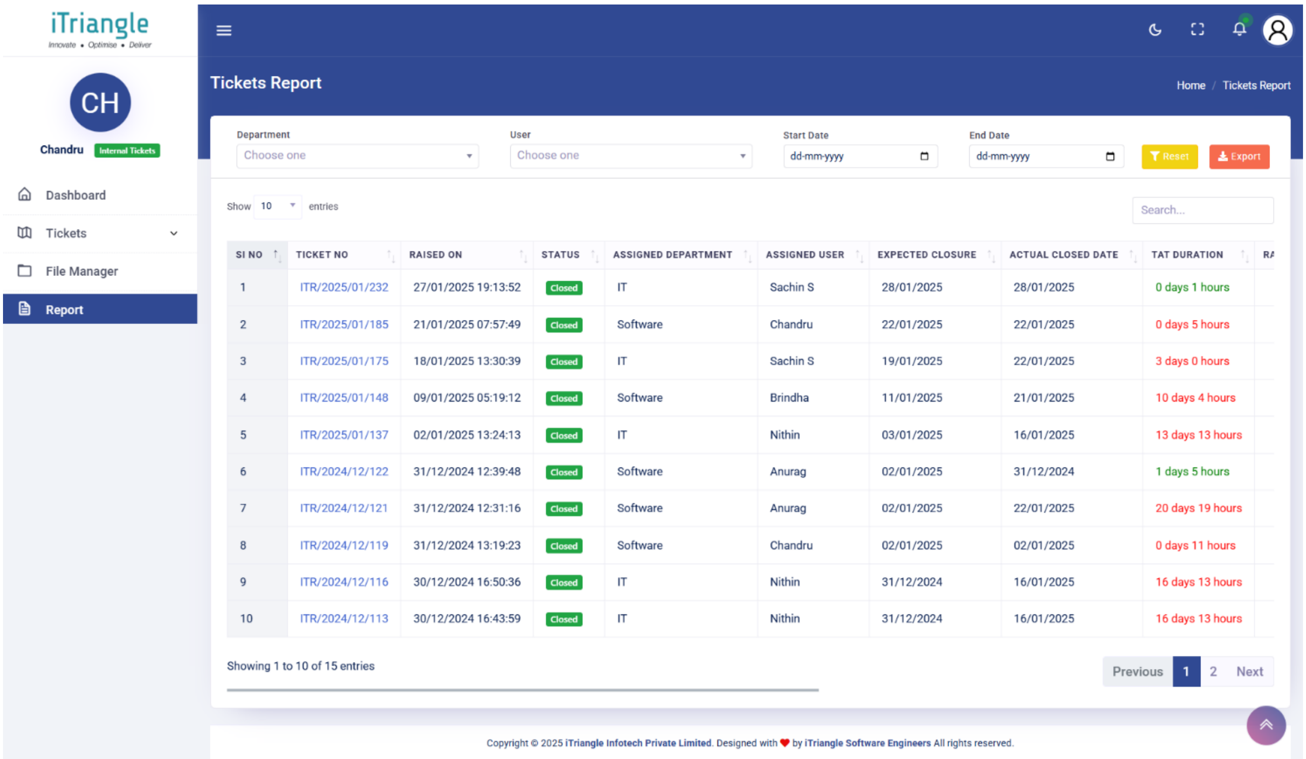


5. Reports

The section provides a comprehensive view of all raised tickets with role-based access. **Admins** can see all tickets, **Managers** can view tickets within their department, and **Employees** can access only the tickets they have raised or those assigned to them.

A **filtering option** based on department, user, and date range helps streamline the search process.

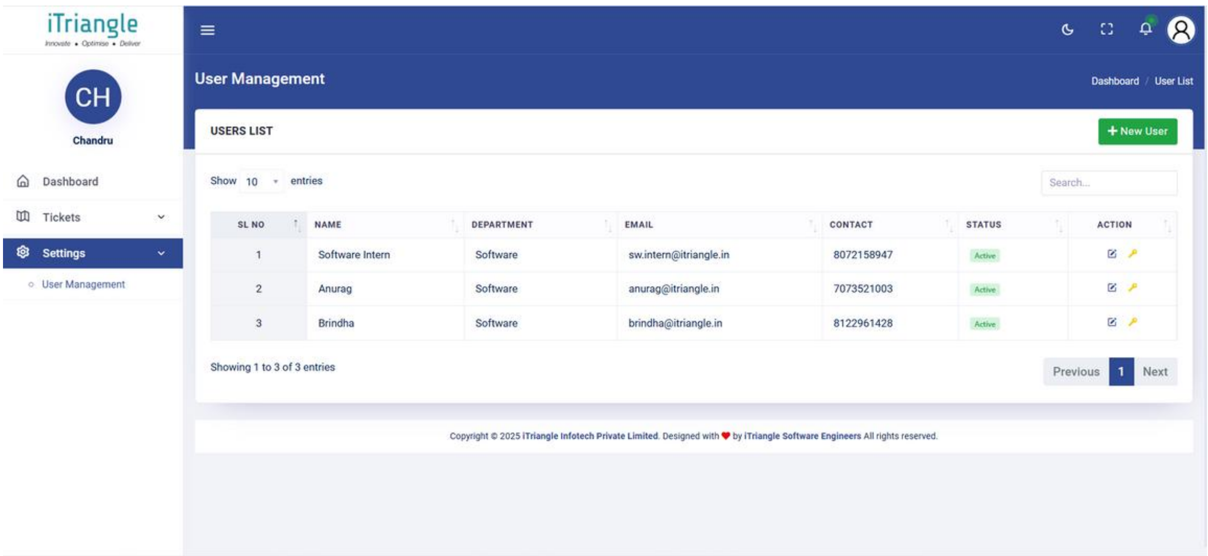
Additionally, users can **download tickets data in Excel format**, for record-keeping. This ensures efficient ticket tracking and management across the organization.



6. Settings

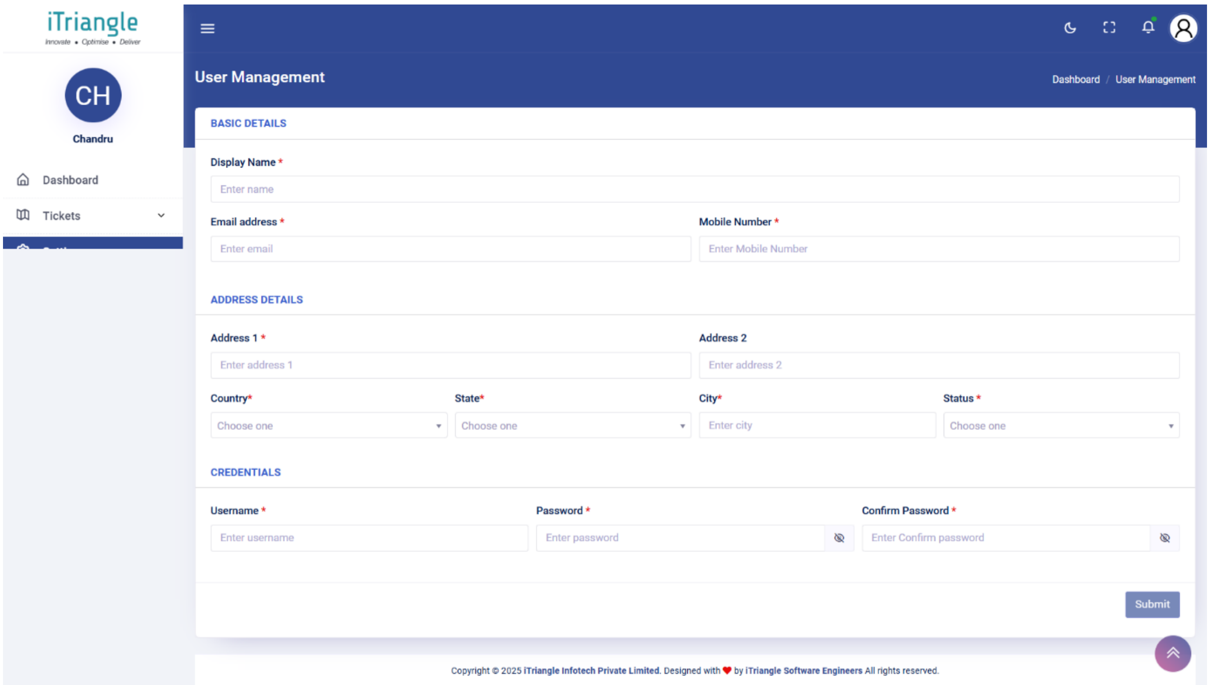
6.1 Users Management

The **Users List** displays all the staff members within a particular de partment, providing an overview of the entire team. This includes key details such as **name**, **department**, **email**, **contact information**, and the **status** of the user (whether the user is active or not).



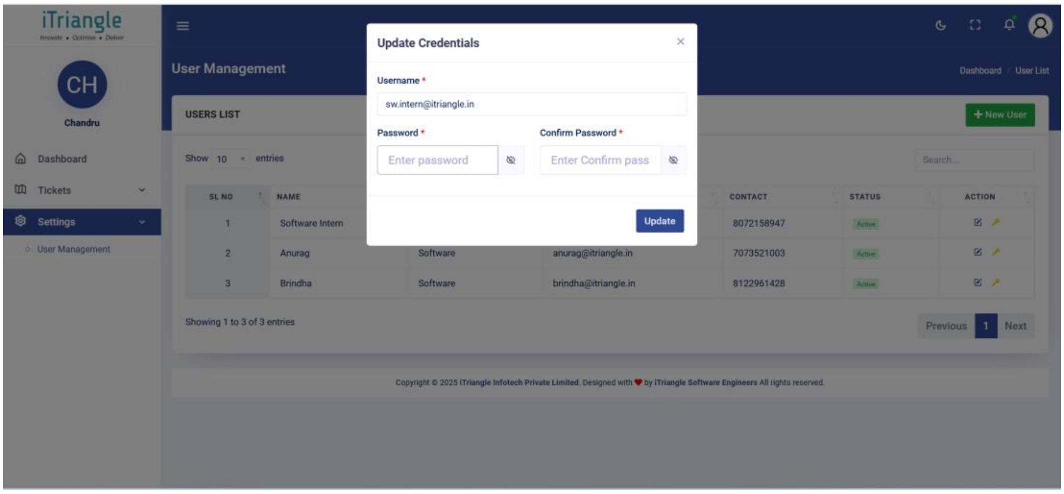
Additionally, a new user can be added by clicking the **"Add New User"** button. This will open a form where the basic details of the new user, such as name, role, department, and contact information, can be entered. Once the details are filled out, they can be saved, and the new user will be successfully added to the system.

6.1.1 To add new user



To Change/Update the user password

After creating and saving a new user, if the password needs to be changed, the password can be updated by selecting the user's name. Under the **User Action** section, there is a **key** icon; by clicking on this icon, the username and new password can be entered to update the password for that particular user.


iTriangle
CH
Chandru
Dashboard
Tickets
Settings
User Management
User Management
Dashboard / User List
USERS LIST
New User
Show 10 entries
Search...
SL NO
NAME
CONTACT
STATUS
ACTION
1
Software Intern
8072158947
Active
2
Anurag
Software
anurag@itriangle.in
7073521003
Active
3
Brindha
Software
brindha@itriangle.in
8122961428
Active
Showing 1 to 3 of 3 entries
Previous
1
Next
Update Credentials
Username *
sw.intern@itriangle.in
Password *
Enter password
Confirm Password *
Enter Confirm pass
Update