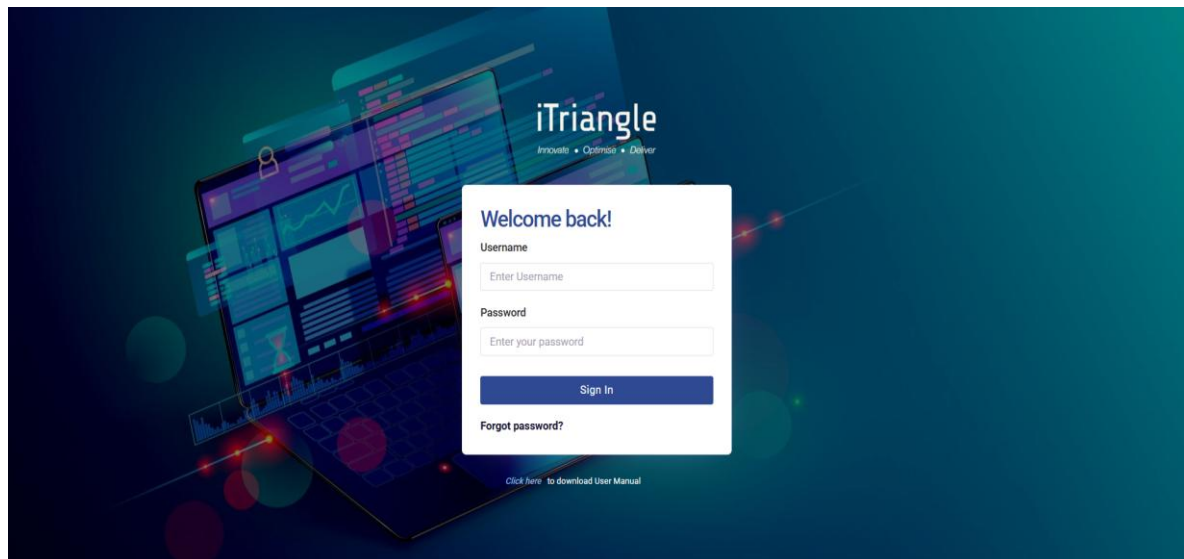


INTRODUCTION:

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.

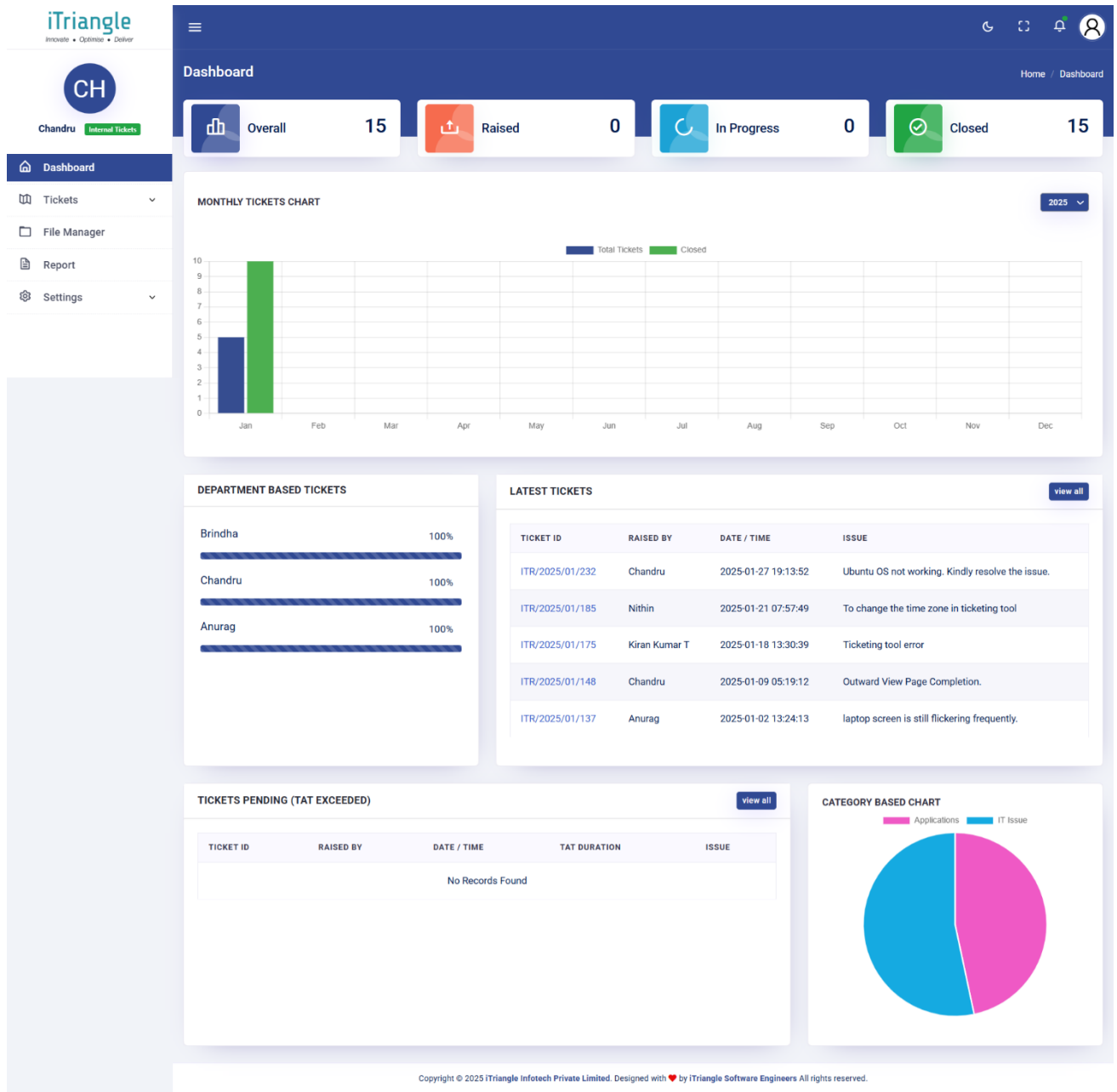
Tickets: A section where users can view, manage, and update the tickets they have raised or are assigned to. This allows for easy tracking and resolution of ongoing issues.

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



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.

- ❖ 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.

iTriangle Infotech Private Limited

2.2 Assigned Tickets

- ❖ Assigned Ticket Page displays all the Tickets Assigned by the other users to the logged in user. 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.



CH

Chandru Internal Tickets

Dashboard

Tickets

My Tickets

Tickets

TICKETS LIST

Choose one

Reset

Export

New Ticket

Show 10 entries

Search...

| SI NO | TICKET NO | RAISED ON | STATUS | ASSIGNED DEPAERTMENT | ASSIGNED USER | EXPECTED CLOSURE | ACTUAL CLOSURE | TAT DURATION | RAI |
|-------|-----------------|---------------------|-------------|----------------------|-----------------|------------------|----------------|------------------|-----|
| 1 | ITR/2025/02/243 | 03/02/2025 17:04:01 | In Progress | Software | Software Intern | 05/02/2025 | - | - | |
| 2 | ITR/2025/01/185 | 21/01/2025 07:57:49 | Closed | Software | Chandru | 22/01/2025 | 22/01/2025 | 0 days 5 hours | |
| 3 | ITR/2025/01/175 | 18/01/2025 13:30:39 | Closed | IT | Sachin S | 19/01/2025 | 22/01/2025 | 3 days 0 hours | |
| 4 | ITR/2025/01/148 | 09/01/2025 05:19:12 | Closed | Software | Brindha | 11/01/2025 | 21/01/2025 | 10 days 4 hours | |
| 5 | ITR/2024/12/122 | 31/12/2024 12:39:48 | Closed | Software | Anurag | 02/01/2025 | 31/12/2024 | 1 days 5 hours | |
| 6 | ITR/2024/12/121 | 31/12/2024 12:31:16 | Closed | Software | Anurag | 02/01/2025 | 22/01/2025 | 20 days 19 hours | |
| 7 | ITR/2024/12/119 | 31/12/2024 13:19:23 | Closed | Software | Chandru | 02/01/2025 | 02/01/2025 | 0 days 11 hours | |
| 8 | ITR/2024/11/002 | 08/11/2024 16:12:49 | Closed | Software | Brindha | 10/11/2024 | 06/12/2024 | 26 days 18 hours | |
| 9 | ITR/2024/11/001 | 08/11/2024 16:09:47 | Closed | Software | Brindha | 10/11/2024 | 10/12/2024 | 30 days 10 hours | |

Showing 1 to 9 of 9 entries

Previous

1

Next

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2.2.1 Add New Ticket

The screenshot shows the 'Create Tickets' interface in the iTriangle system. The left sidebar contains navigation links: Dashboard, Tickets (selected), My Tickets, Assigned Tickets, and Settings. The main content area is titled 'Create Tickets' and includes a user profile 'CH Chandru'. The form is structured as follows:

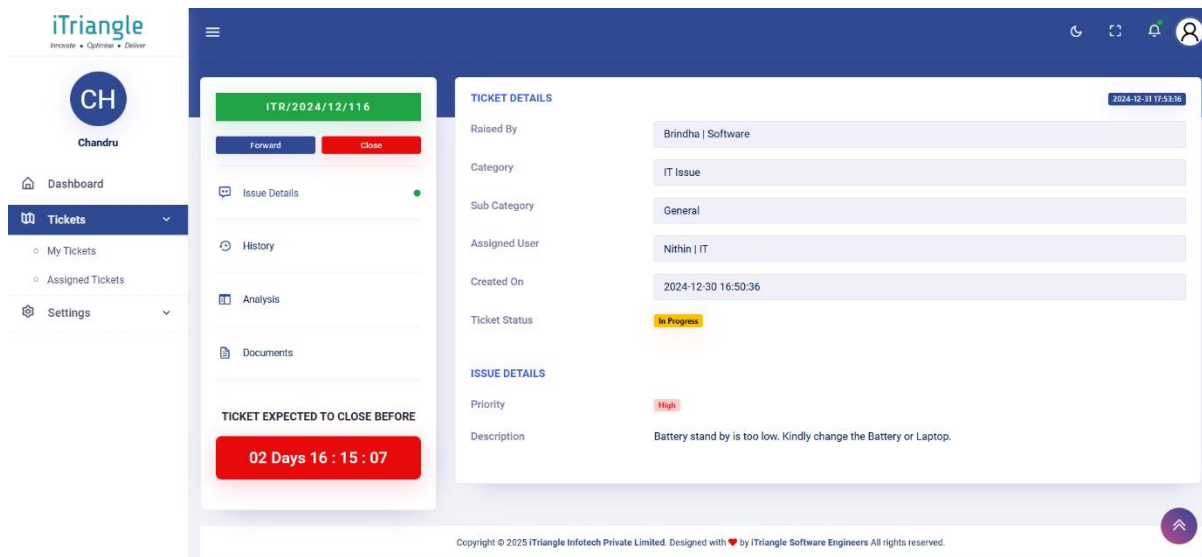
- CATEGORY DETAILS**
 - Category**: Applications
 - Sub Category**: SMT Tool
 - Responsible Department**: Software
 - Assigned To**: Anurag
 - Expected Closure**: 04-01-2025
- ISSUE DETAILS**
 - Priority**: Medium
 - Attach File**: Choose File (No file chosen)
 - Issue Description**: Any description (if any)

A 'Submit' button is located at the bottom right of the form.

- 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



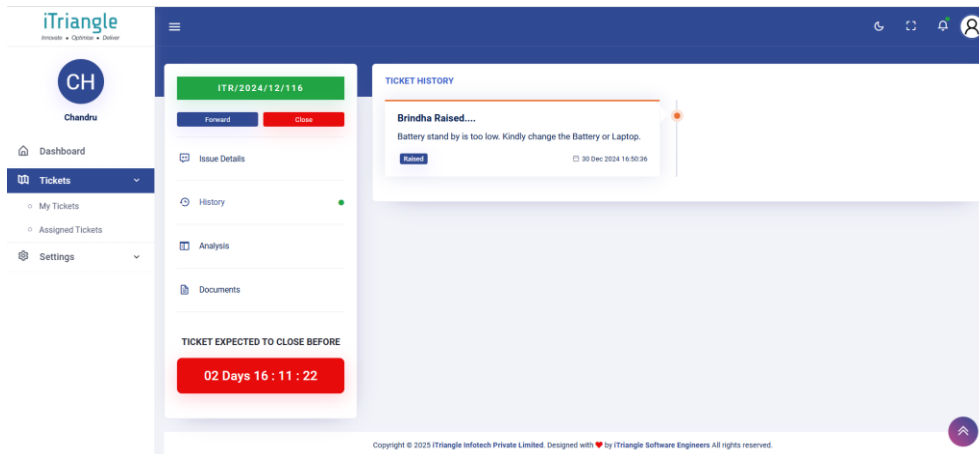
Based on the ticket number, users can view detailed information about the ticket, such as who raised the ticket, the category it falls under, the department or individual to whom it has been assigned, and the date the ticket was created. The ticket's status is displayed, showing whether it is **Completed** 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.

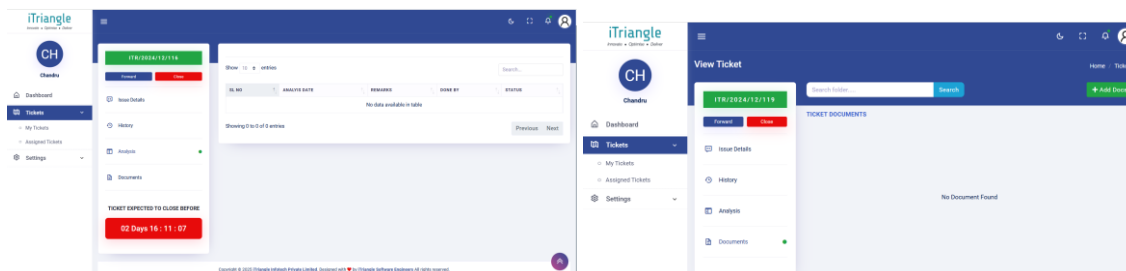
Additionally, there is a **Date and Time** box labeled "**Ticket Expected to Close**", which specifies the deadline by which the ticket should be closed. This indicates the expected resolution time for the issue, ensuring that the ticket is resolved before the set date.

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 screenshot displays the 'Edit Profile' interface in the iTriangle application. The left sidebar shows the user's profile 'CH Chandru' and navigation options: Dashboard, Tickets, and Settings (with a sub-link for User Management). The main content area is titled 'Edit Profile' and includes a profile card, a contact summary, and a form for updating personal and contact information.

Profile Card:

- Display Name: Chandru
- Software

Contact Summary:

- Mobile: 8072158947
- Email ID: chandru@itriangle.in
- Current Address: Bangalore, Bengaluru, Karnataka, India.

Form Fields:

- PERSONAL INFORMATION**
 - Display Name*: Chandru
- CONTACT INFO**
 - Email address*: chandru@itriangle.in
 - Mobile Number*: 8072158947
 - Address Line 1*: Bangalore
 - Address Line 2: Enter address 2
 - Country*: India
 - State*: Karnataka
 - City*: Bengaluru

Buttons:

- Update Profile

Footer:

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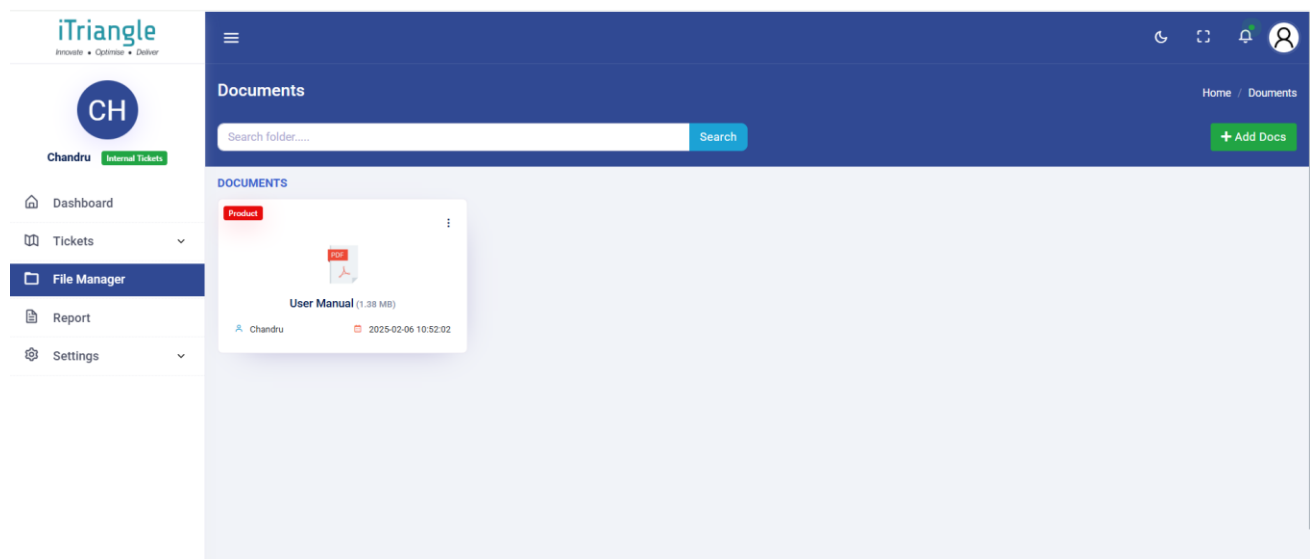
The **My Profile** section displays the details of the logged-in user, such as **username**, **email**, **current address**, and **personal information**. These details can be updated and changed as needed, allowing the user to keep their profile up to date.

4. File Manager

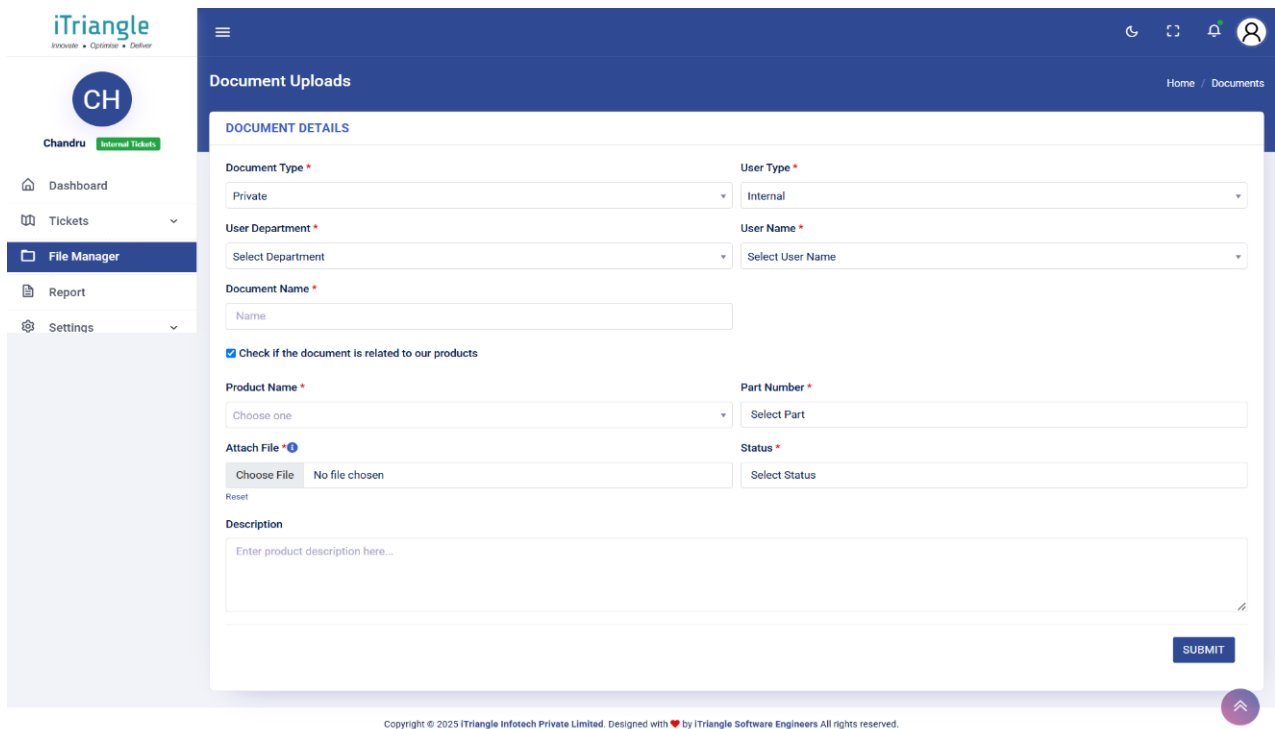
File Manager: Admins and managers can upload documents with three access levels:

- **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.

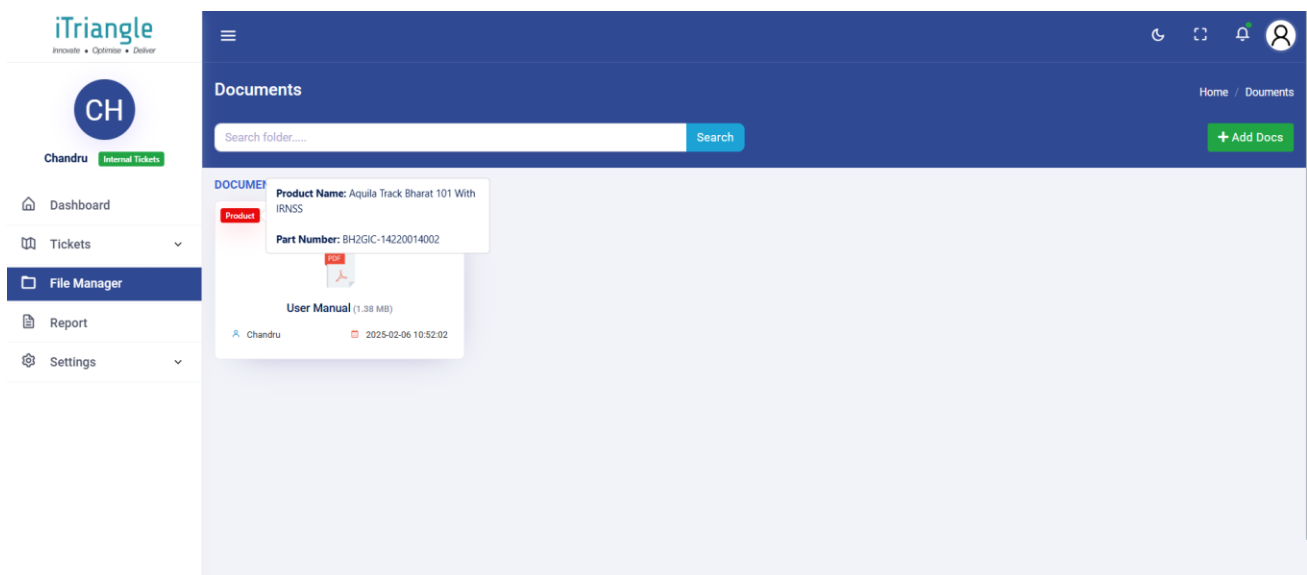


The screenshot shows the 'Document Uploads' form in the iTriangle application. The form is titled 'DOCUMENT DETAILS' and includes the following fields and options:

- Document Type ***: A dropdown menu with 'Private' selected.
- User Type ***: A dropdown menu with 'Internal' selected.
- User Department ***: A dropdown menu with 'Select Department' selected.
- User Name ***: A dropdown menu with 'Select User Name' selected.
- Document Name ***: A text input field with 'Name' entered.
- Check if the document is related to our products**: A checked checkbox.
- Product Name ***: A dropdown menu with 'Choose one' selected.
- Part Number ***: A dropdown menu with 'Select Part' selected.
- Attach File ***: A file selection area showing 'Choose File' and 'No file chosen'.
- Status ***: A dropdown menu with 'Select Status' selected.
- Description**: A text area with the placeholder 'Enter product description here...'.
- SUBMIT**: A blue button at the bottom right.

The left sidebar shows the user 'Chandru' with the role 'Internal Tickets' and a navigation menu with options: Dashboard, Tickets, File Manager (selected), Report, and Settings.

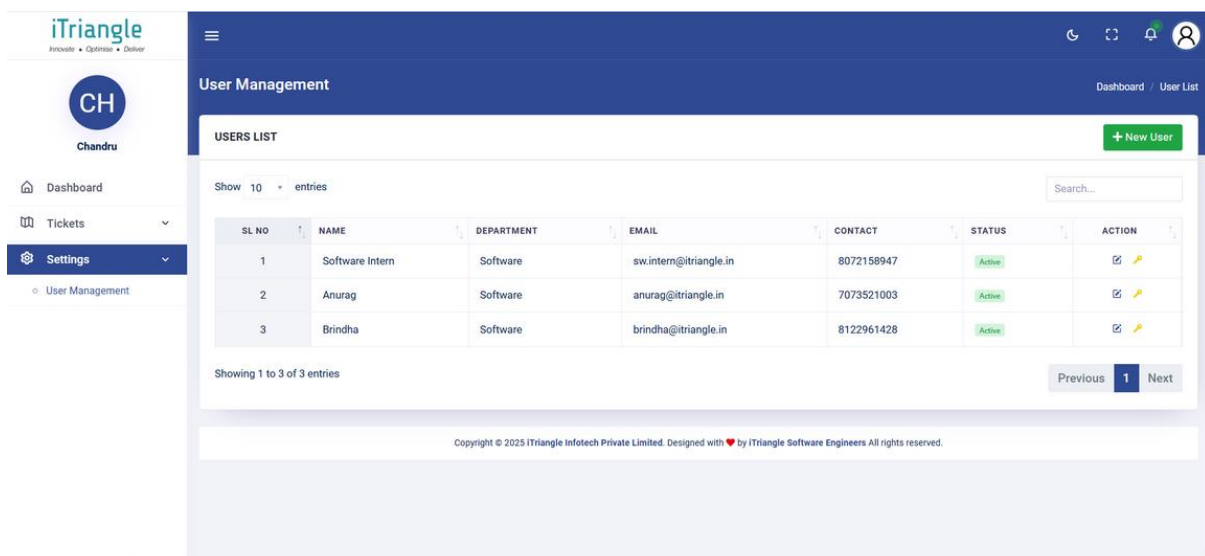
- They can also check if the document is related to a product so that, categorizing documents will be easier (by clicking on checkbox).



6. Settings

6.1 Users Management

The **Users List** displays all the staff members within a particular department, 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).

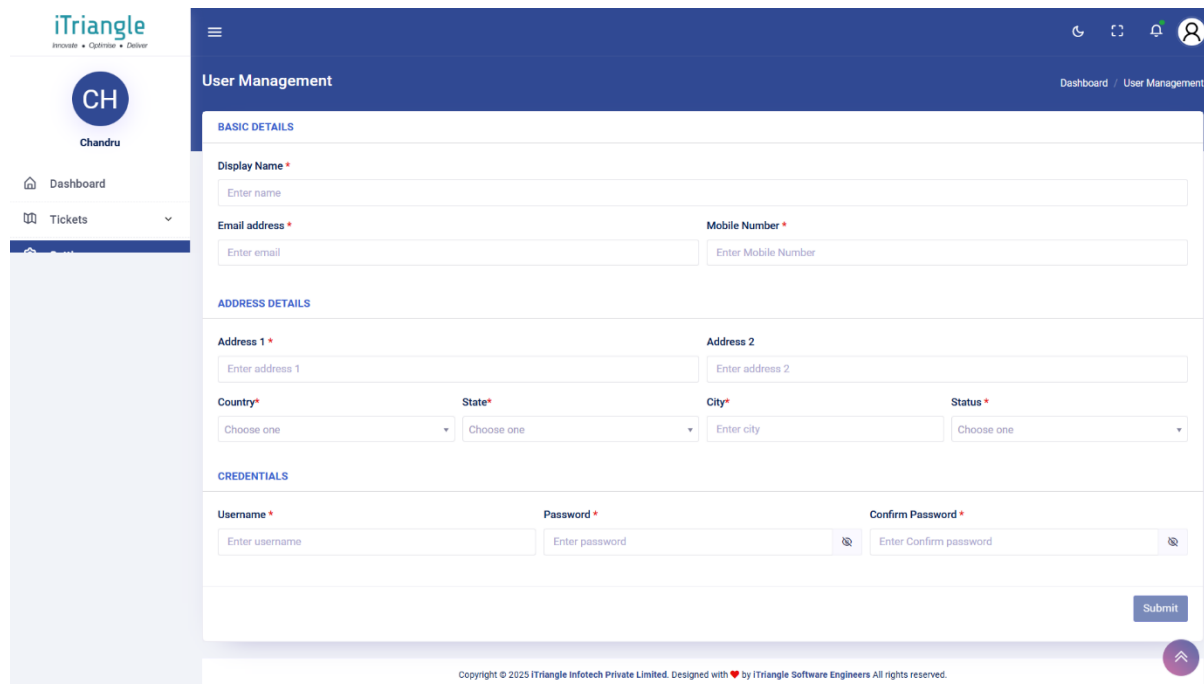


The screenshot displays the iTriangle User Management interface. On the left, a sidebar shows the user profile 'CH Chandru' and navigation links for Dashboard, Tickets, and Settings (with a sub-link for User Management). The main content area is titled 'User Management' and 'USERS LIST'. It features a '+ New User' button and a search bar. Below is a table with 3 entries, showing columns for SL NO, NAME, DEPARTMENT, EMAIL, CONTACT, STATUS, and ACTION. The table shows three users: Software Intern, Anurag, and Brindha, all with 'Active' status. At the bottom, there is a pagination bar showing 'Showing 1 to 3 of 3 entries' and 'Previous 1 Next'.

| SL NO | NAME | DEPARTMENT | EMAIL | CONTACT | STATUS | ACTION |
|-------|-----------------|------------|------------------------|------------|--------|---|
| 1 | Software Intern | Software | sw.intern@itriangle.in | 8072158947 | Active | Edit Delete |
| 2 | Anurag | Software | anurag@itriangle.in | 7073521003 | Active | Edit Delete |
| 3 | Brindha | Software | brindha@itriangle.in | 8122961428 | Active | Edit Delete |

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



The screenshot shows the 'User Management' page in the iTriangle dashboard. The page is divided into three main sections: BASIC DETAILS, ADDRESS DETAILS, and CREDENTIALS. The BASIC DETAILS section includes fields for Display Name, Email address, and Mobile Number. The ADDRESS DETAILS section includes fields for Address 1, Address 2, Country, State, City, and Status. The CREDENTIALS section includes fields for Username, Password, and Confirm Password. A 'Submit' button is located at the bottom right of the form. The left sidebar shows the user's profile 'CH' and the name 'Chandru'. The top navigation bar includes links to Dashboard, Tickets, and a user profile icon.

Basic Details

Display Name *

Email address *

Mobile Number *

Address Details

Address 1 *

Address 2 *

Country *

State *

City *

Status *

Credentials

Username *

Password *

Confirm Password *

Submit

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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.

