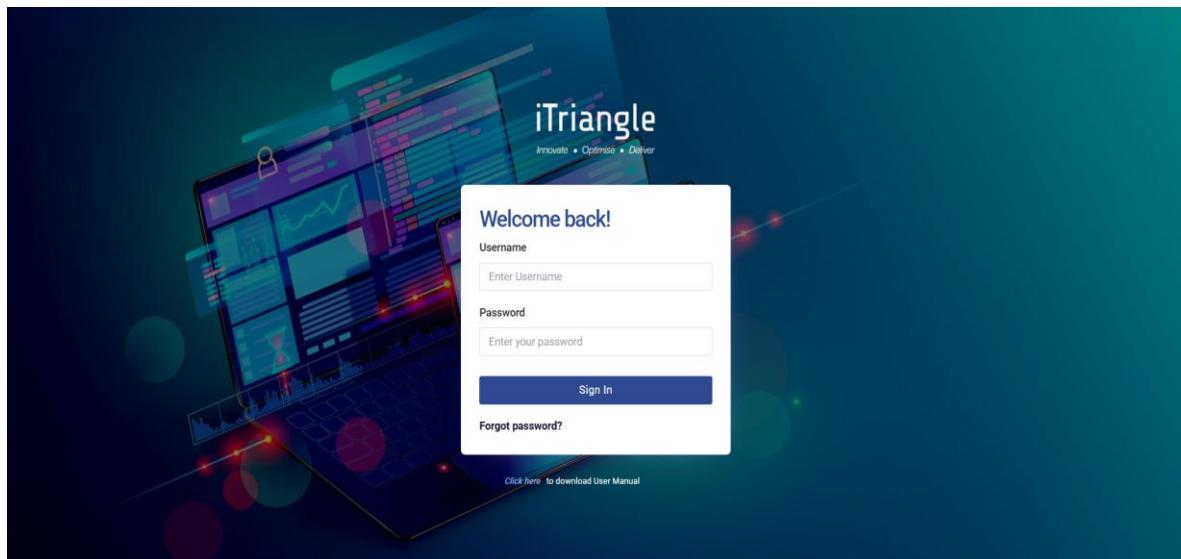


INTRODUCTION:

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

Overall 15

Raised 0

In Progress 0

Closed 15

MONTHLY TICKETS CHART

2025

DEPARTMENT BASED TICKETS

LATEST TICKETS

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)

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): 

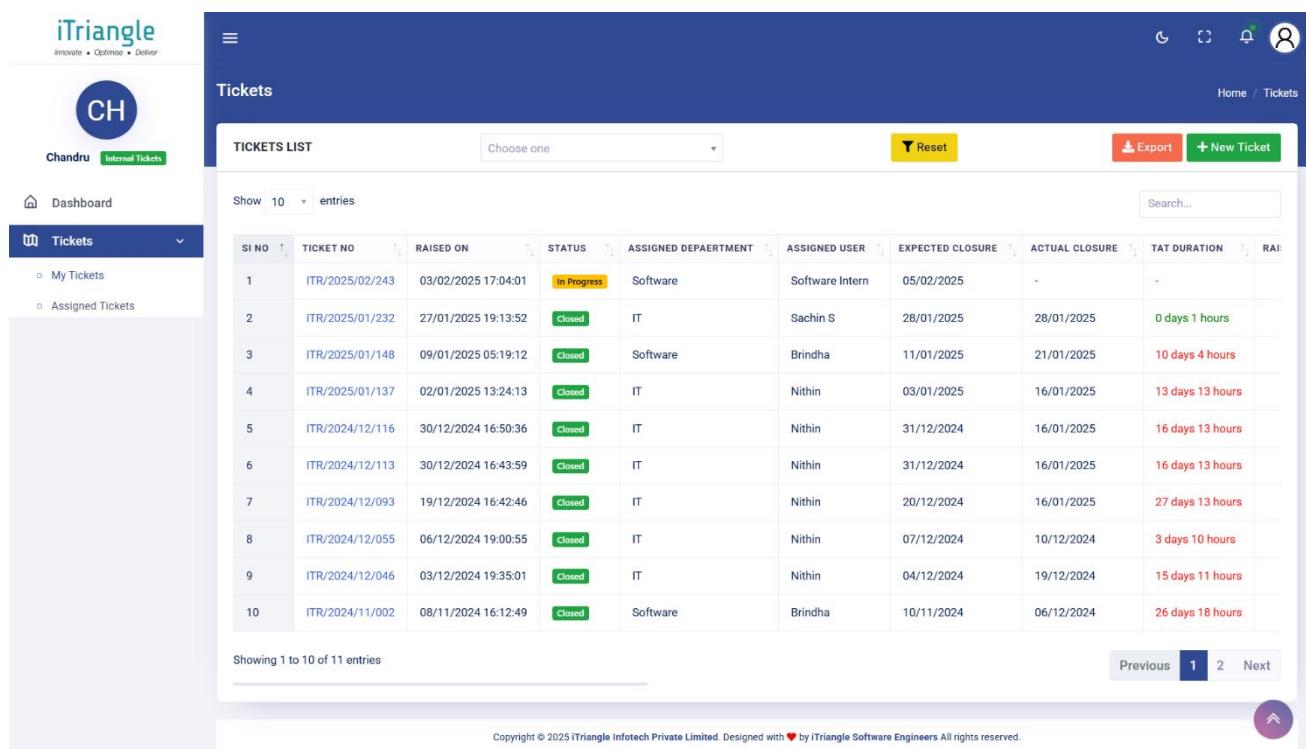
shows tickets pending beyond the expected resolution time (TAT exceeded) along with their details. Additionally, it includes a category-based pie chart that shows the distribution of issues across categories like Applications, Customer, IT Issues, Level 1, Travel Requests, and Software.

- ❖ 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

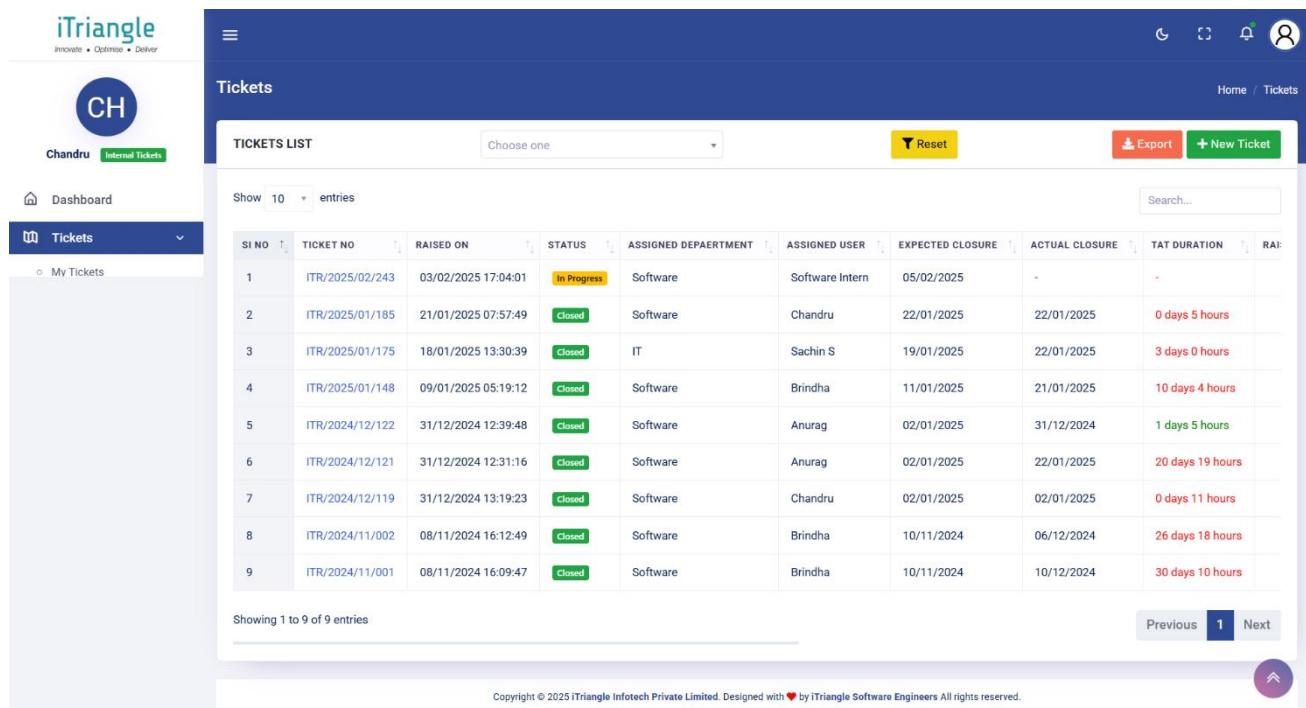
- ❖ My Ticket Page displays all the Tickets Raised by the logged in user. The Manager can view all tickets raised by team members, providing an overview of all issues.
- ❖ Department Members, however, can only access their own tickets and cannot view others' submissions.
- ❖ The page also includes an 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.



SI NO	TICKET NO	RAISED ON	STATUS	ASSIGNED DEPARTMENT	ASSIGNED USER	EXPECTED CLOSURE	ACTUAL CLOSURE	TAT DURATION	RA
1	ITR/2025/02/243	03/02/2025 17:04:01	In Progress	Software	Software Intern	05/02/2025	-	-	
2	ITR/2025/01/232	27/01/2025 19:13:52	Closed	IT	Sachin S	28/01/2025	28/01/2025	0 days 1 hours	
3	ITR/2025/01/148	09/01/2025 05:19:12	Closed	Software	Brindha	11/01/2025	21/01/2025	10 days 4 hours	
4	ITR/2025/01/137	02/01/2025 13:24:13	Closed	IT	Nithin	03/01/2025	16/01/2025	13 days 13 hours	
5	ITR/2024/12/116	30/12/2024 16:50:36	Closed	IT	Nithin	31/12/2024	16/01/2025	16 days 13 hours	
6	ITR/2024/12/113	30/12/2024 16:43:59	Closed	IT	Nithin	31/12/2024	16/01/2025	16 days 13 hours	
7	ITR/2024/12/093	19/12/2024 16:42:46	Closed	IT	Nithin	20/12/2024	16/01/2025	27 days 13 hours	
8	ITR/2024/12/055	06/12/2024 19:00:55	Closed	IT	Nithin	07/12/2024	10/12/2024	3 days 10 hours	
9	ITR/2024/12/046	03/12/2024 19:35:01	Closed	IT	Nithin	04/12/2024	19/12/2024	15 days 11 hours	
10	ITR/2024/11/002	08/11/2024 16:12:49	Closed	Software	Brindha	10/11/2024	06/12/2024	26 days 18 hours	

2.2 Assigned Tickets

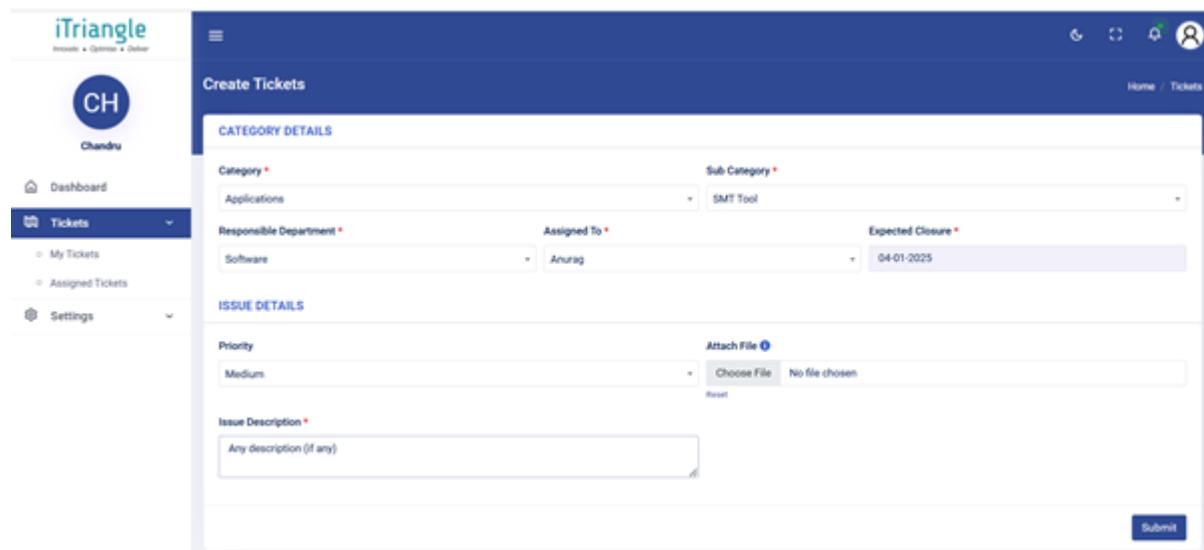
- ❖ Assigned Ticket Page displays all the Tickets Assigned by the other users to the logged in user. The Manager can view all tickets assigned to team members, providing an overview of all issues.
- ❖ Department Members, however, can only access their own tickets and cannot view others' assigned ticket.
- ❖ 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.



The screenshot shows the iTriangle Tickets List page. The header includes the iTriangle logo, a search bar, and navigation links for Home, Tickets, and a user profile for Chandru. The main content area is titled 'Tickets' and displays a table of 'TICKETS LIST'. The table has columns for SI NO, TICKET NO, RAISED ON, STATUS, ASSIGNED DEPARTMENT, ASSIGNED USER, EXPECTED CLOSURE, ACTUAL CLOSURE, TAT DURATION, and RA. There are 9 entries listed, showing various ticket details and their status (e.g., In Progress, Closed). The bottom of the page shows a footer with copyright information and navigation links for Previous, 1, and Next.

SI NO	TICKET NO	RAISED ON	STATUS	ASSIGNED DEPARTMENT	ASSIGNED USER	EXPECTED CLOSURE	ACTUAL CLOSURE	TAT DURATION	RA
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	

2.2.1 Add New Ticket



The screenshot shows the 'Create Tickets' form on the iTriangle platform. The left sidebar shows the user profile 'Chandru' and navigation links for 'Dashboard', 'Tickets' (selected), and 'Settings'. The main form is titled 'Create Tickets' and has two main sections: 'CATEGORY DETAILS' and 'ISSUE DETAILS'. In 'CATEGORY DETAILS', the 'Category' is set to 'Applications' and the 'Sub Category' is 'SMT Tool'. The 'Responsible Department' is 'Software' and the 'Assigned To' is 'Anurag'. The 'Expected Closure' date is set to '04-01-2025'. In 'ISSUE DETAILS', the 'Priority' is 'Medium'. There is an 'Attach File' section with a 'Choose File' button and a message 'No file chosen'. The 'Issue Description' field contains the placeholder '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

TICKET DETAILS

Raised By	Brindha Software
Category	IT Issue
Sub Category	General
Assigned User	Nithin IT
Created On	2024-12-30 16:50:36
Ticket Status	In Progress

ISSUE DETAILS

Priority	High
Description	Battery stand by is too low. Kindly change the Battery or Laptop.

TICKET EXPECTED TO CLOSE BEFORE

02 Days 16 : 15 : 07

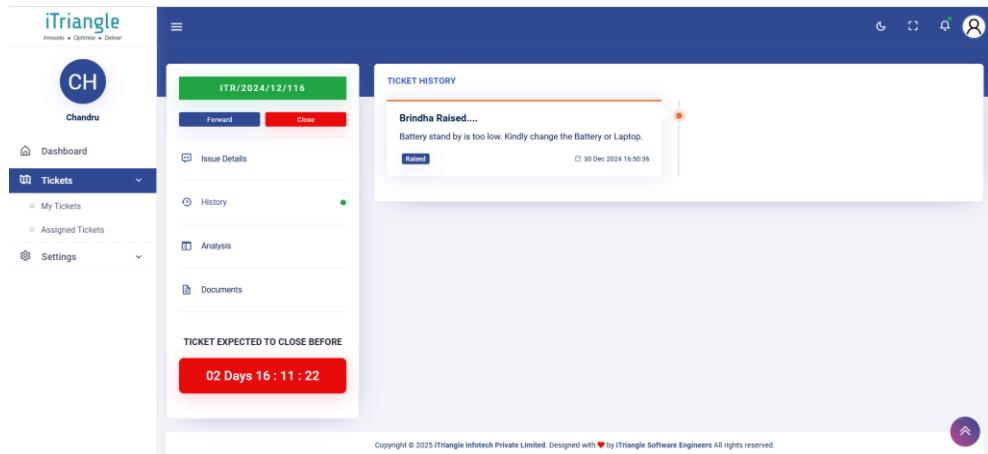
Based on the ticket number, users can view detailed information about the ticket, such as who raised the ticket, the category it falls under, the department or individual to whom it has been assigned, and the date the ticket was created. The ticket's status is displayed, showing whether it is **Completed**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

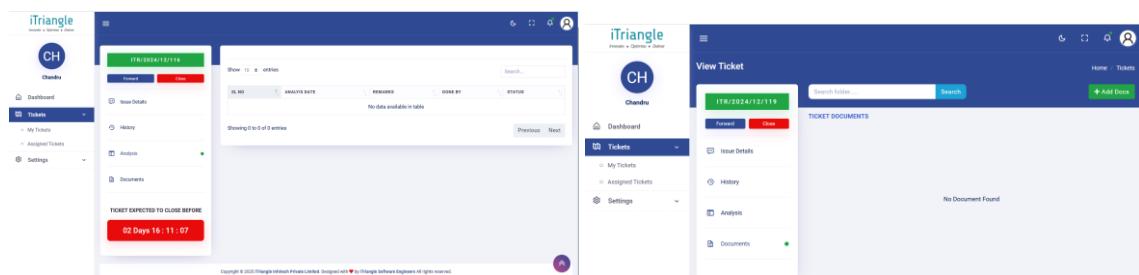
Additionally, there is a **Date and Time** box labeled "**Ticket Expected to Close**", which specifies the deadline by which the ticket should be closed. This indicates the expected resolution time for the issue, ensuring that the ticket is resolved before the set date.

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.

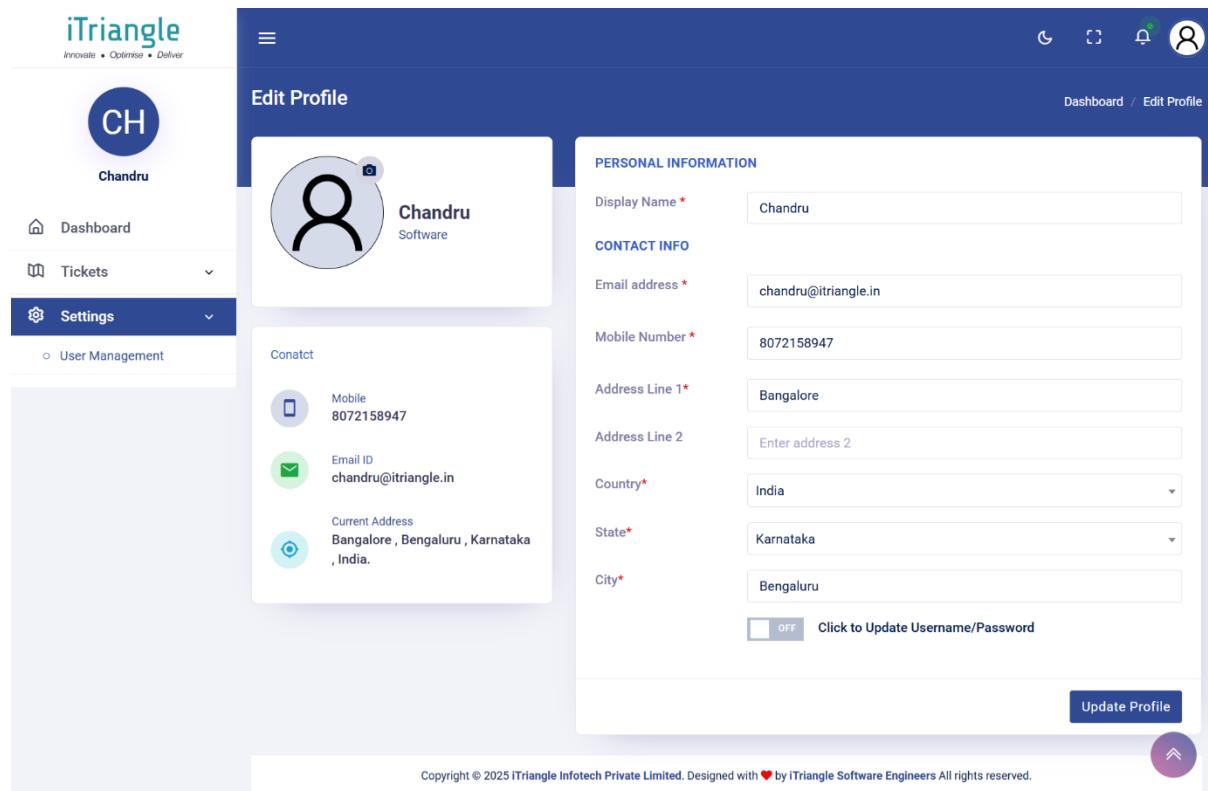
C) Ticket Analysis And Documents



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



Dashboard / Edit Profile

CH

Chandru

Dashboard

Tickets

Settings

User Management

Conatct

Mobile 8072158947

Email ID chandru@triangle.in

Current Address Bangalore, Bengaluru, Karnataka, India.

PERSONAL INFORMATION

Display Name * Chandru

CONTACT INFO

Email address * chandru@triangle.in

Mobile Number * 8072158947

Address Line 1* Bangalore

Address Line 2 Enter address 2

Country* India

State* Karnataka

City* Bengaluru

OFF Click to Update Username/Password

Update Profile

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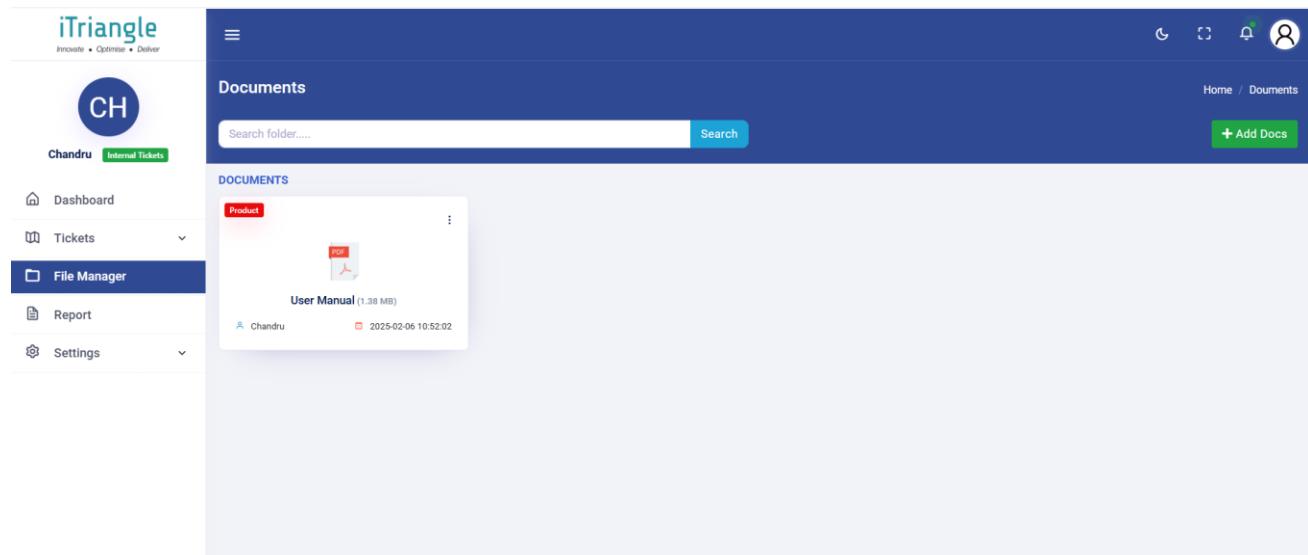
The **My Profile** section displays the details of the logged-in user, such as **username**, **email**, **current address**, and **personal information**. These details can be updated and changed as needed, allowing the user to keep their profile up to date.

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.

Document Uploads

DOCUMENT DETAILS

Document Type * User Type *

Private Internal

User Department * User Name *

Select Department Select User Name

Document Name *

Name

Check if the document is related to our products

Product Name * Part Number *

Choose one Select Part

Attach File * Status *

Choose File No file chosen Select Status

Reset

Description

Enter product description here...

SUBMIT

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

Documents

Search folder....

Search

+ Add Docs

DOCUMENT Product Name: Aquila Track Bharat 101 With IRNSS

Part Number: BH2GIC-14220014002

User Manual (1.38 MB)

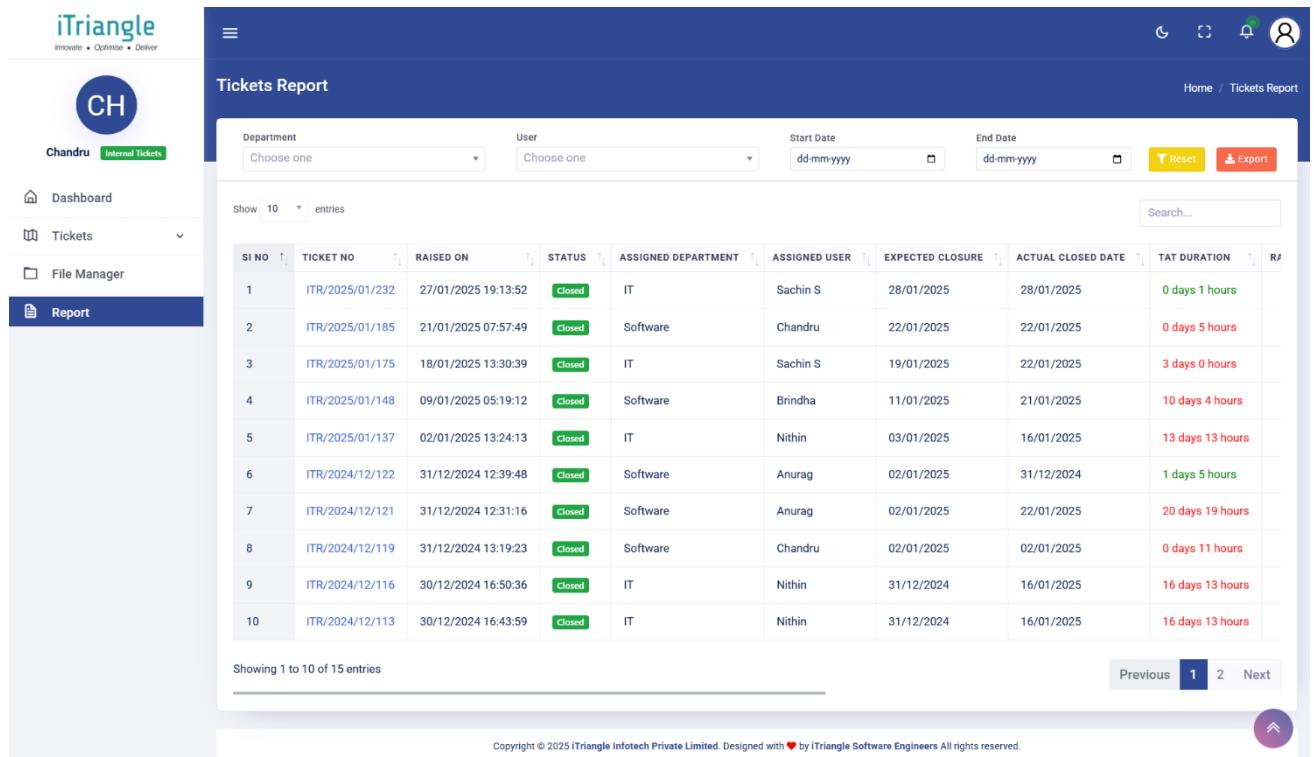
Chandru 2025-02-06 10:52:02

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.



Tickets Report

Department: Choose one User: Choose one Start Date: dd-mm-yyyy End Date: dd-mm-yyyy

Show 10 entries Search...

SI NO	TICKET NO	RAISED ON	STATUS	ASSIGNED DEPARTMENT	ASSIGNED USER	EXPECTED CLOSURE	ACTUAL CLOSED DATE	TAT DURATION	R#
1	ITR/2025/01/232	27/01/2025 19:13:52	Closed	IT	Sachin S	28/01/2025	28/01/2025	0 days 1 hours	
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/2025/01/137	02/01/2025 13:24:13	Closed	IT	Nithin	03/01/2025	16/01/2025	13 days 13 hours	
6	ITR/2024/12/122	31/12/2024 12:39:48	Closed	Software	Anurag	02/01/2025	31/12/2024	1 days 5 hours	
7	ITR/2024/12/121	31/12/2024 12:31:16	Closed	Software	Anurag	02/01/2025	22/01/2025	20 days 19 hours	
8	ITR/2024/12/119	31/12/2024 13:19:23	Closed	Software	Chandru	02/01/2025	02/01/2025	0 days 11 hours	
9	ITR/2024/12/116	30/12/2024 16:50:36	Closed	IT	Nithin	31/12/2024	16/01/2025	16 days 13 hours	
10	ITR/2024/12/113	30/12/2024 16:43:59	Closed	IT	Nithin	31/12/2024	16/01/2025	16 days 13 hours	

Showing 1 to 10 of 15 entries

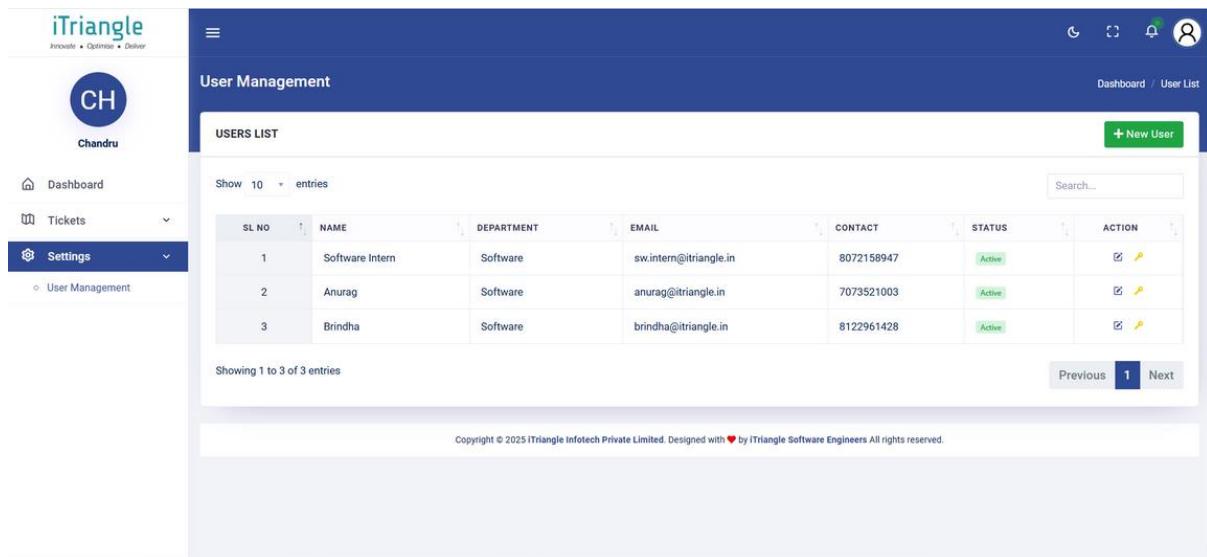
Previous 1 2 Next

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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).



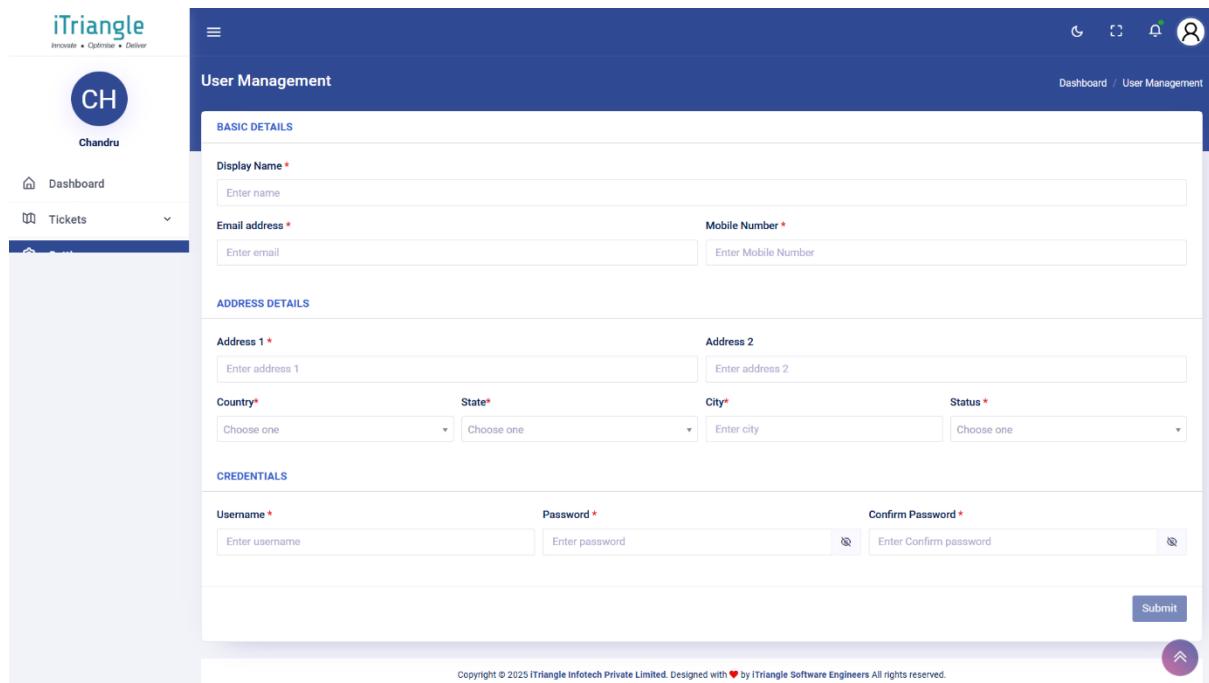
The screenshot shows the 'User Management' section of the iTriangle application. The left sidebar has a user profile for 'Chandru' and navigation links for 'Dashboard', 'Tickets', 'Settings' (which is selected), and 'User Management'. The main content area has a header 'User Management' with a 'Dashboard' and 'User List' link. Below is a table titled 'USERS LIST' with columns: SL NO, NAME, DEPARTMENT, EMAIL, CONTACT, STATUS, and ACTION. The table contains three entries:

SL NO	NAME	DEPARTMENT	EMAIL	CONTACT	STATUS	ACTION
1	Software Intern	Software	sw.intern@itriangle.in	8072158947	Active	<input checked="" type="checkbox"/> 
2	Anurag	Software	anurag@itriangle.in	7073521003	Active	<input checked="" type="checkbox"/> 
3	Brindha	Software	brindha@itriangle.in	8122961428	Active	<input checked="" type="checkbox"/> 

At the bottom, it says 'Showing 1 to 3 of 3 entries' and has 'Previous' and 'Next' buttons. A footer note says 'Copyright © 2025 iTriangle Infotech Private Limited. Designed with ❤ by iTriangle Software Engineers All rights reserved.'

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.

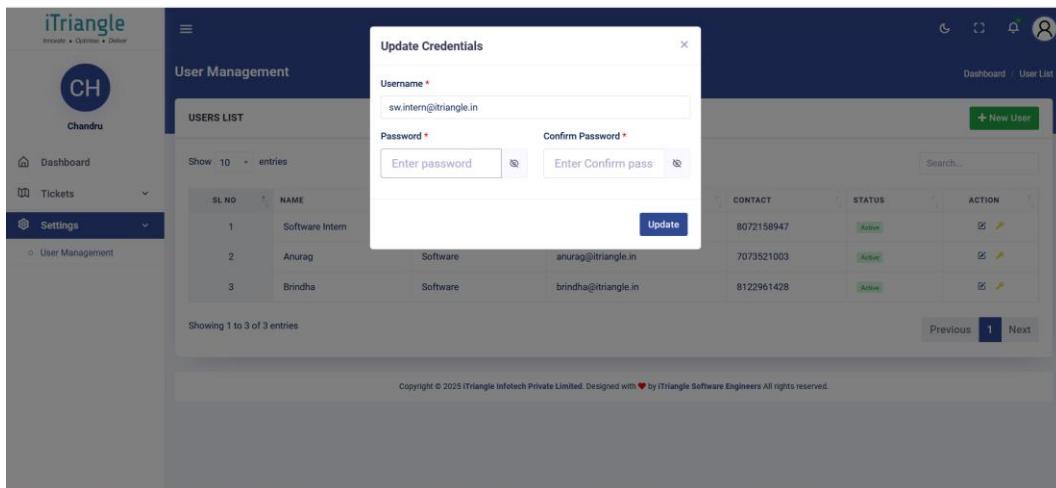
6.1.1 To add new user



The screenshot shows the iTriangle User Management interface. The left sidebar includes a profile picture for 'Chandru', a 'Dashboard' link, and a 'Tickets' dropdown. The main content area is titled 'User Management' and shows the 'Basic Details' section. It contains fields for 'Display Name*', 'Email address*', 'Mobile Number*', 'Address 1*', 'Address 2', 'Country*', 'State*', 'City*', and 'Status*'. Below these are 'Credentials' fields for 'Username*', 'Password*', and 'Confirm Password*'. A 'Submit' button is at the bottom right, and a copyright notice at the bottom states 'Copyright © 2025 iTriangle Infotech Private Limited. Designed with ❤ by iTriangle Software Engineers All rights reserved.'

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.



The screenshot shows the iTriangle User Management interface. On the left, there is a sidebar with a user profile (CH, Chandru), navigation links (Dashboard, Tickets, Settings, User Management), and a logo. The main content area is titled 'User Management' and shows a 'USERS LIST' table with three entries: 1. Software Intern, 2. Anurag, 3. Brindha. The table includes columns for SL NO, NAME, CONTACT, STATUS, and ACTION. A modal window titled 'Update Credentials' is open, prompting for 'Username' (sw.intern@itriangle.in), 'Password', and 'Confirm Password'. The 'Update' button is visible at the bottom of the modal. The footer of the page includes a copyright notice: 'Copyright © 2025 iTriangle Infotech Private Limited. Designed with ❤ by iTriangle Software Engineers All rights reserved.'