



LIFE GEN BIO  
EMPOWERING YOUR CAREER

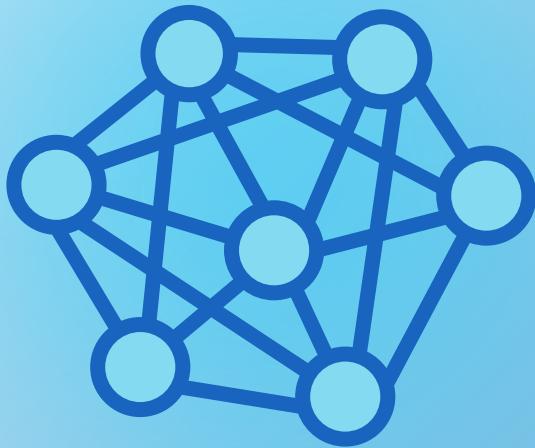
# SMART TICKETING SYSTEM

**SIMPLIFYING SUPPORT. STRENGTHENING OPERATIONS.**

At Lifegenbio, precision, reliability, and speed matter. Our Support Ticketing System is built to ensure that every request technical, operational, or service-related is tracked, managed, and resolved with clarity and accountability.

# A SMARTER WAY TO MANAGE *support*

As Lifegenbio grows, so does the complexity of internal processes and customer interactions. Managing support through scattered emails or informal channels leads to delays, missed updates, and lack of visibility.

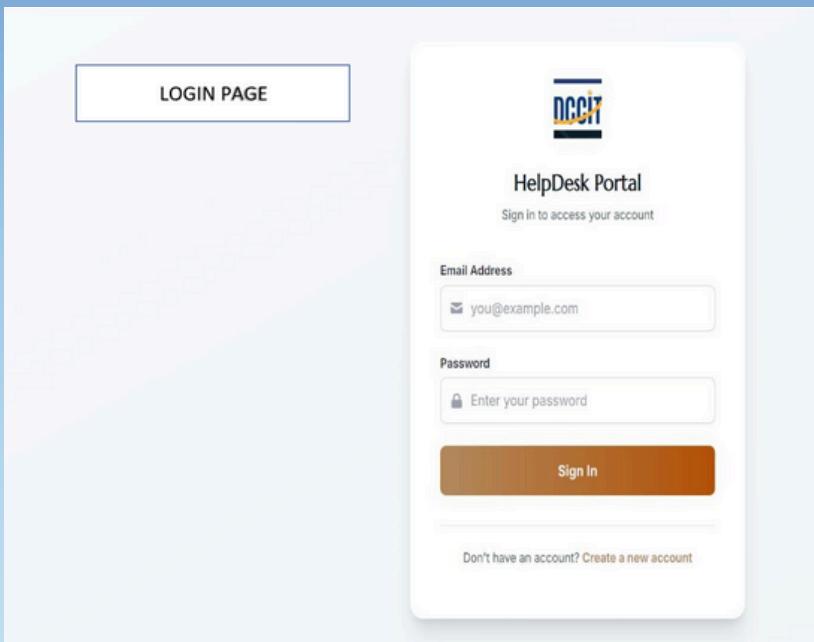


The Lifegenbio Ticketing System brings everything into one secure platform—ensuring structured communication, faster resolutions, and complete transparency across teams.

# Getting Started: SECURE LOGIN

## STEP 1: LOG IN TO THE SYSTEM

Users can securely log in using their registered credentials.



Once logged in, the dashboard gives instant access to:

- Ticket creation
- Ticket history
- Current ticket status
- Quick search options

A simple interface ensures users can start immediately without training.



# Creating a New Ticket

## STEP 2: RAISE YOUR QUERY

Creating a ticket is quick and intuitive.  
Users can:

- Click on “Create New Ticket”
- Enter ticket subject and description
- Select relevant categories or priority
- Attach files or screenshots for better clarity

The screenshot shows the HelpDesk Portal interface. At the top, there's a navigation bar with the DCCIT logo, 'HelpDesk Portal', and 'Support & Ticketing System'. A callout box points to the '+ Create New Ticket' button. Another callout box points to the search bar labeled 'Search Filters and Tab to get Ticket List along with new Tickets'. Below the search bar, there's a table titled 'All Tickets' with columns for REQUESTER, SUBJECT, ASSIGNEE, PRIORITY, STATUS, CREATED, and UPDATED. Two tickets are listed:

REQUESTER	SUBJECT	ASSIGNEE	PRIORITY	STATUS	CREATED	UPDATED
customer@dccit.co	hey I want to schedule a db backup <small>SLA</small> <small>0</small> db backup is required because we are migrati...	support	Medium	Solved	Jan 7	3d
customer@dccit.co	Hello I am having problem with my product <small>SLA</small> <small>0</small> I was trying to login to my system but unfort...	support	Medium	Solved	Jan 7	3d

A callout box points to a box labeled 'User Panel' at the bottom left. The bottom right corner of the screen shows '2 tickets'.

Every ticket captures all necessary details upfront, helping faster and more accurate resolutions.

# UPLOADING ATTACHMENTS

## PROVIDE SUPPORTING INFORMATION FOR FASTER RESOLUTION

To ensure clarity, users can upload attachments such as:

The screenshot shows a ticket management interface. At the top, there's a search bar and a 'Create New Ticket' button. On the left, a sidebar has 'Dashboard' and 'All Tickets' options, with 'All Tickets' being the active tab. The main area displays 'Ticket #2' with three attachments listed: 'download.png', 'camera\_capture\_1768436536355.jpg', and 'camera\_capture\_17684388626501.jpg'. Below the attachments is an 'AI Assistant' section with 'Summarize' and 'Draft Reply' buttons. To the right, there's a 'Properties' panel with dropdown menus for 'Status' (Solved), 'Priority' (Medium), 'Support Group' (Information Technology), and 'Assignee' (support). A large orange 'Update Ticket' button is at the bottom of the properties panel. At the bottom of the main ticket view, it says 'Conversation (10)' and shows a comment from 'customer' dated 1/7/2026, 10:08:14 PM.

### Attachments can be added:

- While creating the ticket
- Or later from the ticket details page

- Screenshots
- Documents
- Error logs
- Reports or reference files

This feature minimizes unnecessary back-and-forth and helps support teams resolve issues more efficiently.

# TICKET LISTING & SEARCH OPTION

## VIEW, SEARCH & FILTER TICKETS EASILY

All submitted tickets appear in a centralized ticket list.

The screenshot shows a ticket listing interface with the following elements:

- Header:** A search bar labeled "Search tickets..." and a "Create New Ticket" button.
- User Profile:** "support Agent" with a profile picture.
- Section Title:** "All Tickets".
- Filter Bar:** Buttons for "All" (2), "Open" (0), "Pending" (0), and "Breached" (2). Below it are search fields for "Search...", "Status: All", and "Priority: All".
- Table Headers:** REQUESTER, SUBJECT, ASSIGNEE, PRIORITY, STATUS, CREATED, UPDATED.
- Table Data:** Two ticket entries.

REQUESTER	SUBJECT	ASSIGNEE	PRIORITY	STATUS	CREATED	UPDATED
customer@dccit.co	hey I want to schedule a db backup db backup is required because we are migrat...	s support	Medium	Solved	Jan 7	3d
customer@dccit.co	Hello I am having problem with my p... I was trying to login to my system but unfort...	s support	Medium	Solved	Jan 7	3d
- Annotations:**
  - A callout bubble points to the "Breached" section of the filter bar with the text: "List of Tickets with Important tabs and search and filter Properties".
  - A callout box points to a red "SLA" badge on the second ticket entry with the text: "Red SLA means SLA has been Breached".
- Footer:** "2 tickets".

Users can:

- View tickets based on status (Open, In Progress, Closed)
- Use search filters to find tickets quickly
- Locate tickets using ticket numbers or keywords
- Identify new or updated tickets instantly

This organized view ensures users always know the current state of their requests.

# Ticket Details Page

## COMPLETE VISIBILITY INTO YOUR TICKET

The screenshot shows a ticket details page for 'Ticket #2'. The ticket subject is 'hey I want to schedule a db backup'. The message body contains the text: 'db backup is required because we are migrating our system'. The ticket is marked as 'Solved' and has a priority of 'Medium'. The properties panel on the right shows 'Status: Solved', 'Priority: Medium', 'Support Group: Information Technology', and 'Assignee: support'. A callout box points to the top right of the ticket header, stating: 'Ticket Details Page to update and change status or reassign the Tickets'.

Each ticket opens into a detailed view showing:

- Ticket subject and description
- Current status and assigned team
- Message history between user and support
- Attached documents or files

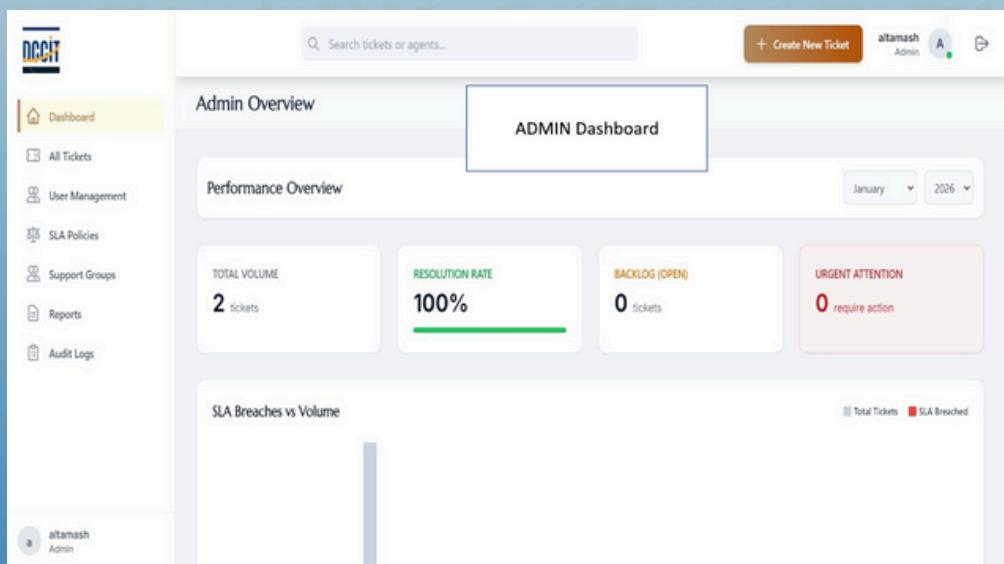
Users can review updates, respond to queries, or add additional information directly within the ticket—keeping all communication in one place.

# AGENT DASHBOARD & TICKET MANAGEMENT

## EFFICIENT HANDLING BY SUPPORT TEAMS

Support agents access a dedicated dashboard that provides:

- Quick search using ticket numbers
- A list of assigned and unassigned tickets
- Ticket statistics and workload overview



Agents can also:

- Create tickets on behalf of users
- Update ticket status
- Reassign tickets to appropriate teams
- This ensures each query reaches the right expert without delays.

This ensures each query reaches the right expert without delays.

# SLA TRACKING & PRIORITY INDICATORS

## ENSURING TIMELY RESOLUTION

The system actively tracks Service Level Agreements (SLAs) to maintain response quality.

The screenshot shows the 'SLA Policies' section of a software interface. On the left, there's a sidebar with icons for Dashboard, All Tickets, User Management, SLA Policies (which is selected and highlighted in orange), Support Groups, Reports, and Audit Logs. The main area has a search bar at the top right with placeholder text 'Search tickets or agents...' and a 'Create New Ticket' button. The 'SLA Policies' heading includes a sub-instruction 'Define expected response and resolution times (in hours)'. Below this, four boxes represent different priority levels: 'LOW' (green), 'MEDIUM' (light blue), 'HIGH' (orange), and 'URGENT' (red). Each box contains two input fields: 'First Response (Hours)' and 'Resolution Time (Hours)'. The values are as follows:

Priority	First Response (Hours)	Resolution Time (Hours)
LOW	12	72
MEDIUM	6	48
HIGH	3	24
URGENT	1	12

Key highlights:

- Tickets approaching SLA deadlines are flagged
- SLA breaches are clearly highlighted (Red Indicator)
- Priority-based handling ensures critical issues are addressed first

This helps maintain accountability and ensures consistent service quality.

# Internal & External Communication

## CLEAR SEPARATION OF MESSAGES

The ticketing system supports both:

- User-visible messages, and
- Internal messages for agents

The screenshot shows a ticketing system interface. At the top, there's a navigation bar with a logo, a search bar, and a 'Create New Ticket' button. Below the navigation is a sidebar with 'Dashboard' and 'All Tickets' options, and a user profile for 'support Agent'. The main area is titled 'Ticket #2' and contains a 'Conversation (IO)' section. It shows three messages: one from 'customer' and two from 'altamash'. The message from 'customer' says 'db backup is required because we are migrating our system'. The messages from 'altamash' say 'eszrhr'. To the right of the conversation is a 'Properties' panel with dropdown menus for 'Status' (set to 'Solved'), 'Priority' (set to 'Medium'), 'Support Group' (set to 'Information Technology'), and 'Assignee' (set to 'support'). A large yellow highlight box surrounds the internal messages from 'altamash'.

Internal messages (highlighted separately) allow agents to:

- Collaborate internally
- Share technical notes
- Discuss resolution strategies

These internal notes are not visible to users, ensuring professional and focused communication.

# ADMIN DASHBOARD OVERVIEW

## COMPLETE SYSTEM CONTROL FOR ADMINISTRATORS

Administrators have access to a powerful dashboard that provides:

- Overall system insights
- Ticket performance statistics
- User and agent activity overview

The screenshot shows the Admin Overview page of a support system. On the left, a sidebar menu includes 'Dashboard' (selected), 'All Tickets', 'User Management', 'SLA Policies', 'Support Groups', 'Reports', and 'Audit Logs'. At the top right, there's a search bar ('Search tickets or agents...'), a 'Create New Ticket' button, and a user profile for 'altamash Admin'. The main area features a 'Current Status Distribution' chart and an 'Agent Workload (Active)' table.

AGENT	ACTIVE TICKETS	LOAD
support	0	Low
MD ALTAMASH	0	Low

This enables effective monitoring and continuous improvement of support operations

# AUDIT LOGS & TRANSPARENCY

## TRACK EVERY ACTION TAKEN ON A TICKET

### The Audit Log records:

- Ticket creation and updates
- Status changes
- Agent assignments
- Time-stamped actions

This ensures complete transparency, traceability, and compliance throughout the ticket lifecycle.

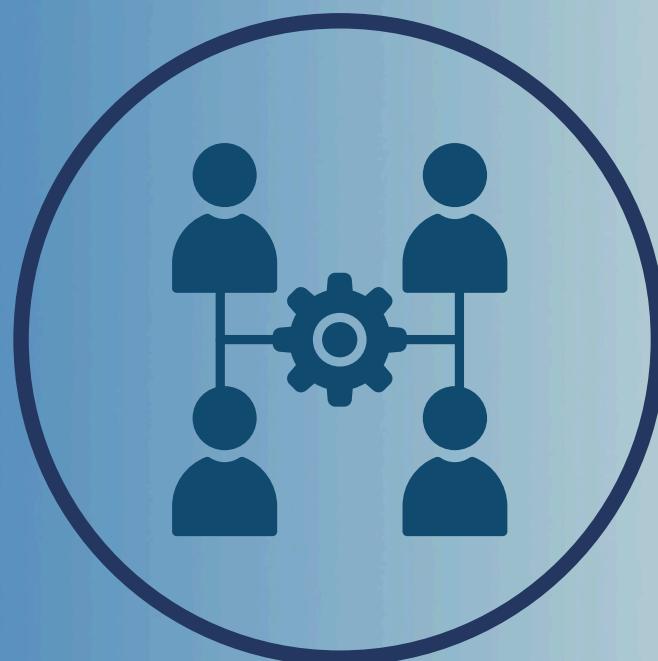


# USER & SUPPORT GROUP MANAGEMENT

Admins can:

- Create and manage user accounts
- Define support groups
- Assign agents to specific groups

This structured setup ensures tickets are routed correctly and handled by the appropriate teams.



# SYSTEM REPORTS & INSIGHTS

## DATA-DRIVEN DECISION MAKING

The system generates comprehensive reports covering:

This screenshot shows the 'Overall System Report' section of the HelpDesk interface. It includes a search bar at the top, followed by a summary box with metrics: Volume (2), SLA Breaches (2, 100% of total), Avg Response (86.4h), and Avg Resolution (180.4h). Below this are sections for 'Top Performers' (support) and 'Tickets by Group' (Information Technology).

- Ticket volume and resolution time
- SLA compliance
- Agent performance
- Overall system efficiency

This screenshot shows the 'Agent Activity: support' dashboard. It features a 14-day activity chart showing peaks on Tuesdays and Wednesdays, and a hourly activity breakdown for Monday, January 19, with a single bar at 8am.

These insights help Lifegenbio continuously enhance service quality and operational efficiency.

# WHY LIFEGENBIO'S TICKETING SYSTEM?

**BUILT FOR RELIABILITY,  
TRANSPARENCY & GROWTH**

- ✓ Centralized support management
- ✓ Faster issue resolution
- ✓ Real-time tracking & updates
- ✓ Clear communication channels
- ✓ Scalable and secure architecture

Support contact:  
MD Altamash  
+91 72578 30471

[info@lifegenbio.com](mailto:info@lifegenbio.com)