

RAMS TICKETING SERVICE

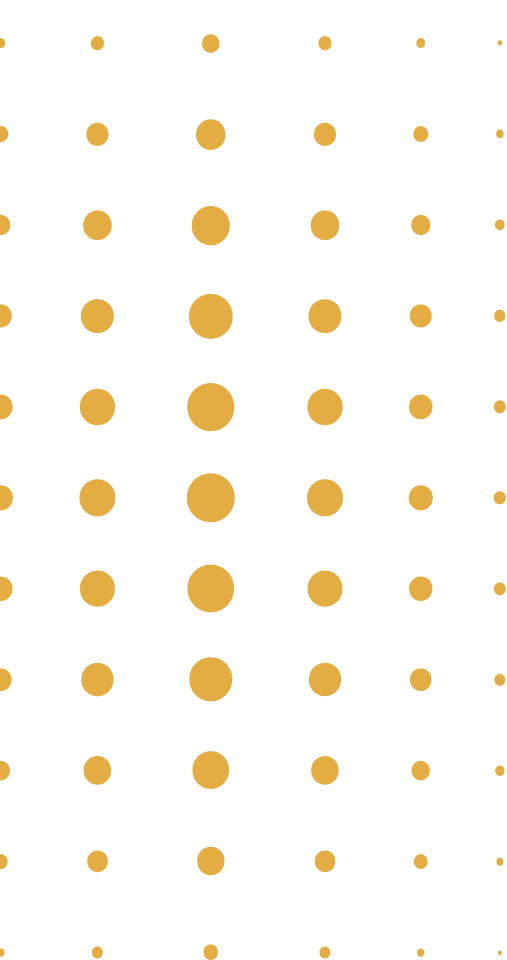


USER MANUAL



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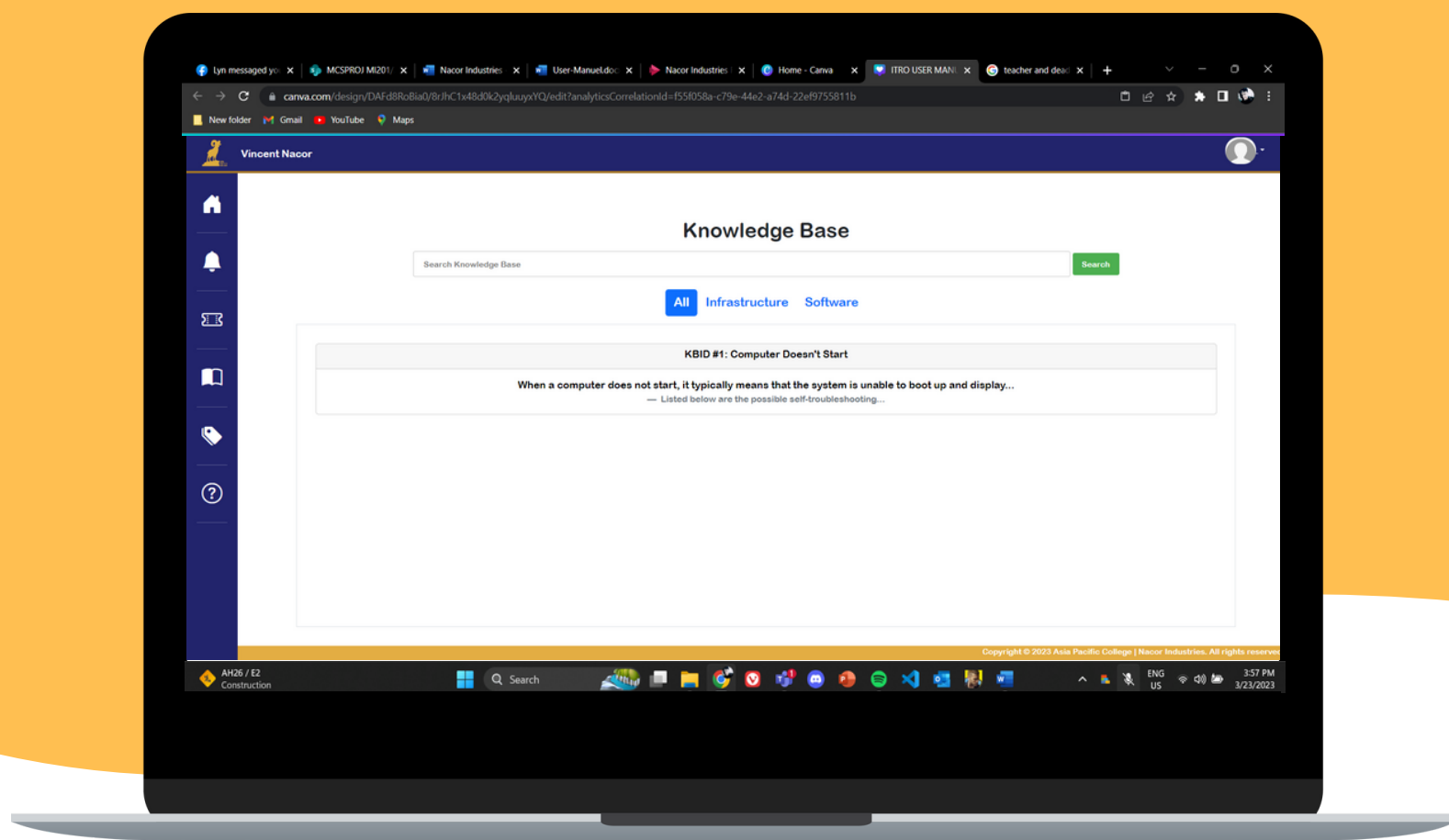


ABOUT

RAMS Corner Ticketing System is a web-application that is made specifically to ease the transaction between the APC-ITRO and the APC Students/APC Faculty when it comes to sending queries or reporting problems and issues.

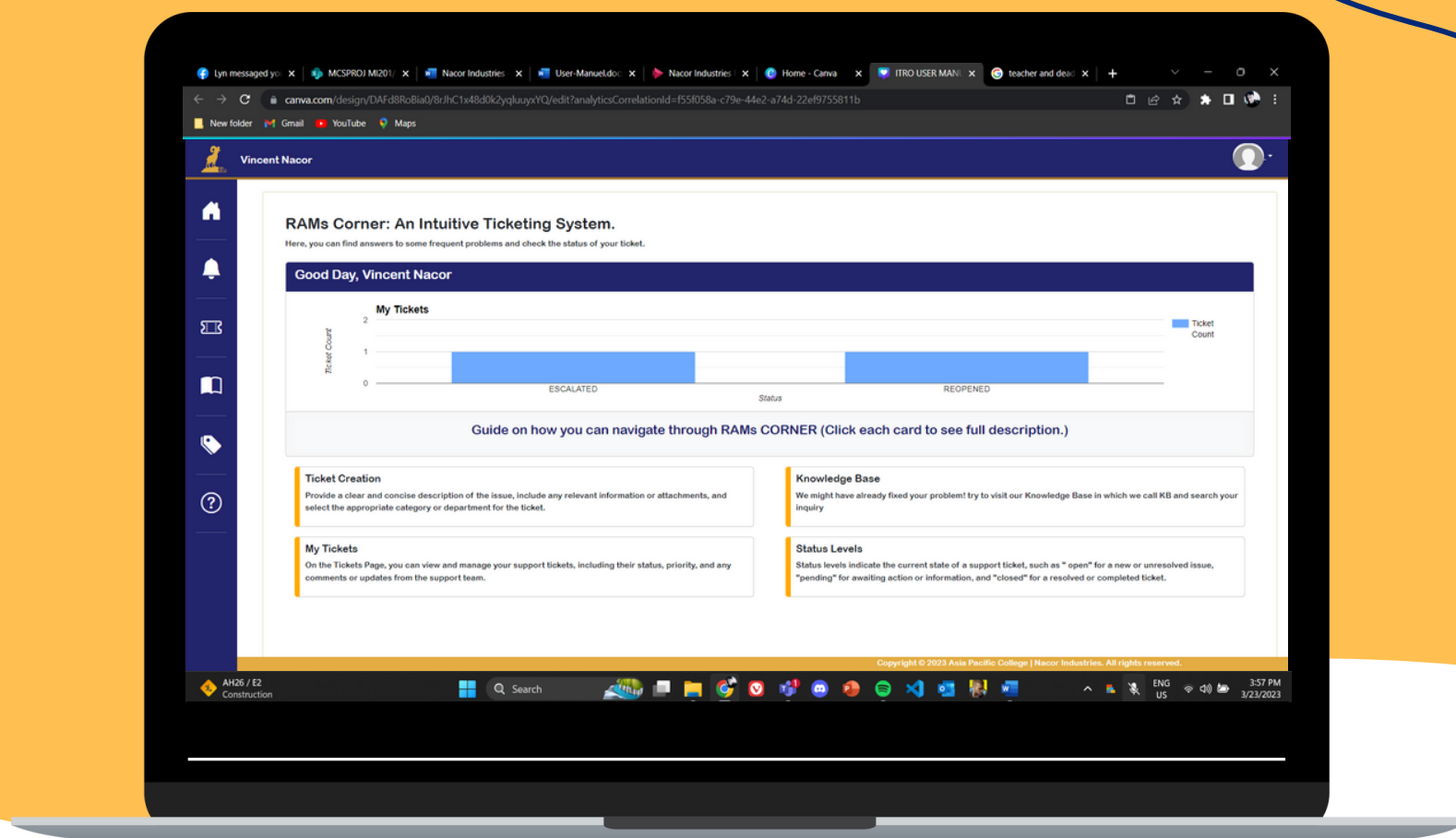
The web-application is developed by **Nacor Industries**, a group of students from APC, under the course of BSIT-MI.

KNOWLEDGE BASE



1. **Search** – This allows you to search and browse for an existing resolved ticket.
2. **All** – this button displays all the existing resolved tickets in the library
3. **Infrastructure** – this button allows you to filter the KB content for hardware related problem/issues that already has solutions.
4. **Software** - this button allows you to filter the KB content for software related problem/issues that already has solutions.

USER DASHBOARD



1. **Dashboard** – this will lead act as the home page of RAMS Corner: IT ticketing system.

2. **My tickets** – if you want to see your ticket history sent, you will click this button and it will display all the tickets that you sent.

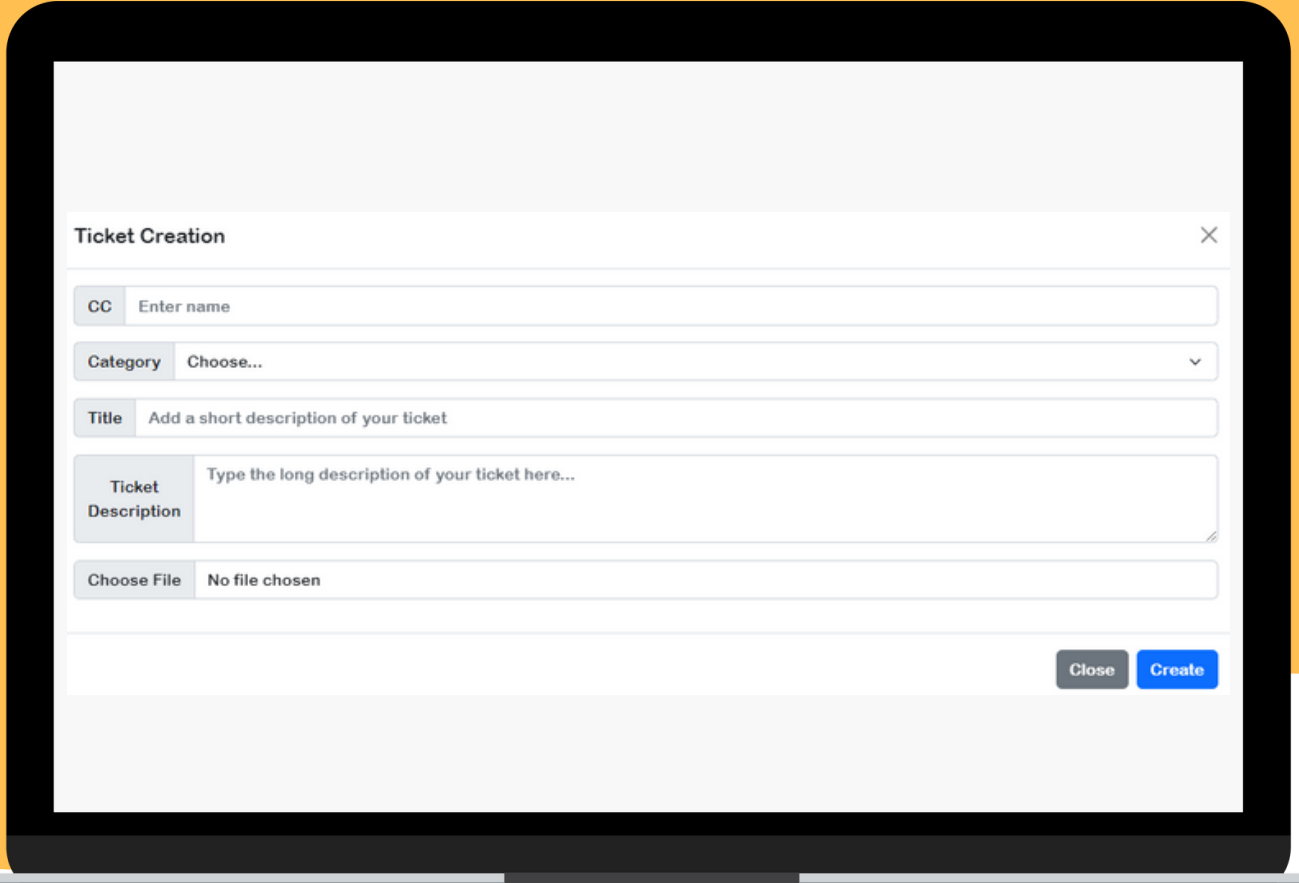
3. **Knowledge base** – This library contains the steps and guides of previous problems/issues resolved that have been recorded to give you an option whether you want to troubleshoot on your own.

4. **Create Ticket** – you can create and send a ticket to ITRO office by clicking the create ticket button and fill out necessary details needed to create a ticket (refer to page 1 for more information regarding creation of ticket).

5. **Category** – this button allows you to see if the ticket category falls under the infrastructure or software category.

5. **Status Levels** – if you were to click this button, this allows you to filter the ticket based on its status (New, Opened, Pending, Ongoing, Resolved, Closed, Reopened, Rejected, Cancelled).

TICKET CREATION



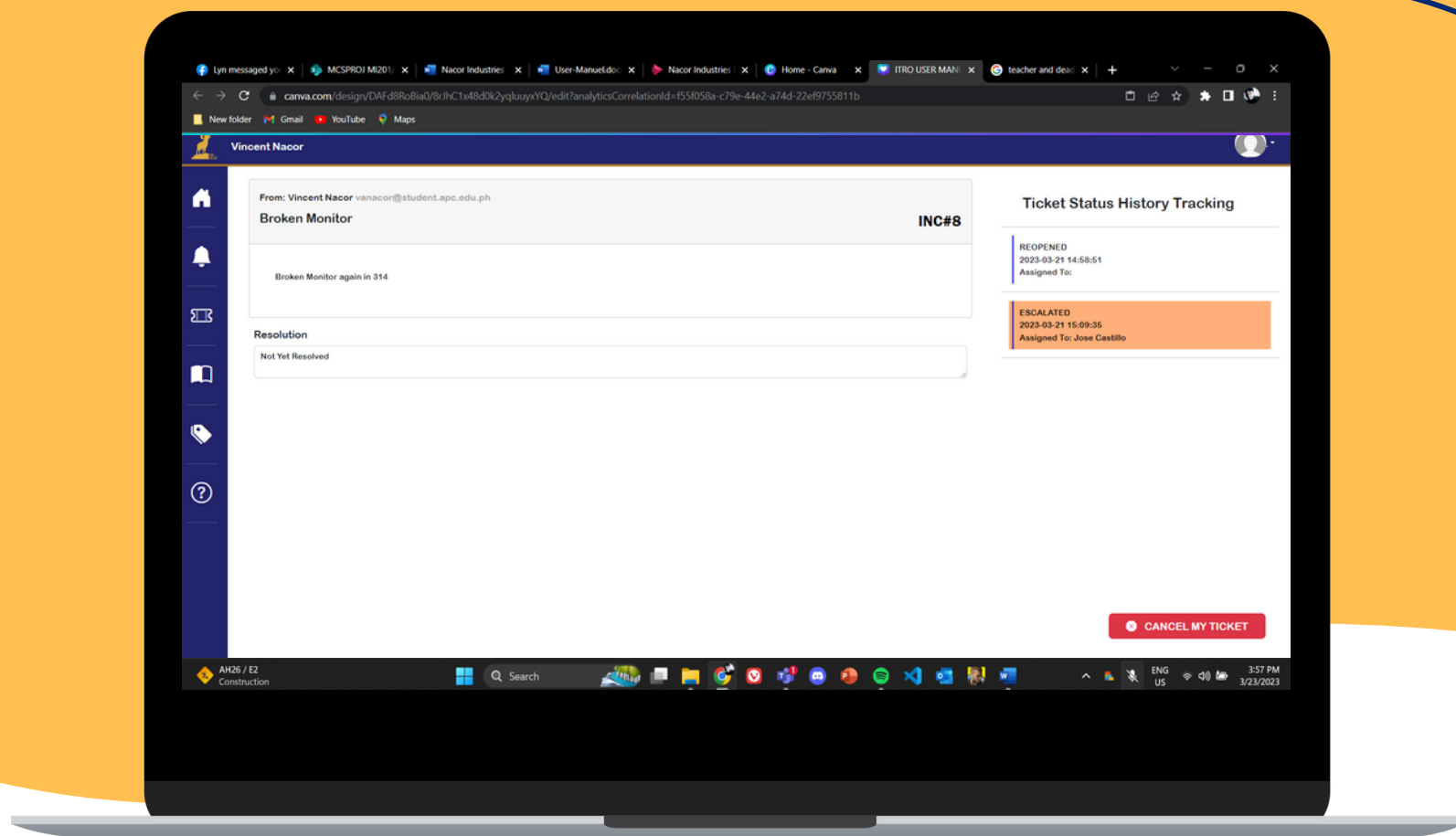
The image shows a laptop screen with a 'Ticket Creation' form. The form is titled 'Ticket Creation' with a close button (X) in the top right corner. It contains the following fields:

- CC**: A text input field with the placeholder 'Enter name'.
- Category**: A dropdown menu with the placeholder 'Choose...' and a downward arrow.
- Title**: A text input field with the placeholder 'Add a short description of your ticket'.
- Ticket Description**: A text area with the placeholder 'Type the long description of your ticket here...'.
- Choose File**: A file upload button with the text 'No file chosen'.

At the bottom right of the form are two buttons: 'Close' (grey) and 'Create' (blue).

- 1. CC** – You can tag someone related to your own ticket (e.g., professor, student, APC staff etc.)
- 2. Category** – You can choose if the ticket is related to infrastructure or software technical concern (e.g., (1) “classroom project does not work” is subjected to Infrastructure category (2) “Office 365 needs reactivation” is subjected to software category) It will provide better categorization for the admin to sort sent tickets according to the ITRO staff specific field of work for the most accurate solution to the tickets possible.
- 3. Title** – this is where you will put the short description regarding your ticket.
- 4. Ticket Description** – you can give a long description of what the ticket is about and all the details you need to include, to further elaborate the tic
- 5. Upload file** – you can attach an image or any file that will provide further details and information regarding your ticket.

TICKET DETAILS



1. Resolution– Written in this section are instructions on how you can self-trouble the problem you encountered. on some cases, ITRO personnel replaces the item if it's beyond fixing(e.g Monitor with broken lcd resulting of no display at all).

2. Ticket Status History Tracking – In this part of status tracking page, It shows the history and current status of the ticket. The status is also highlighted to provided emphasis on the status of the ticket

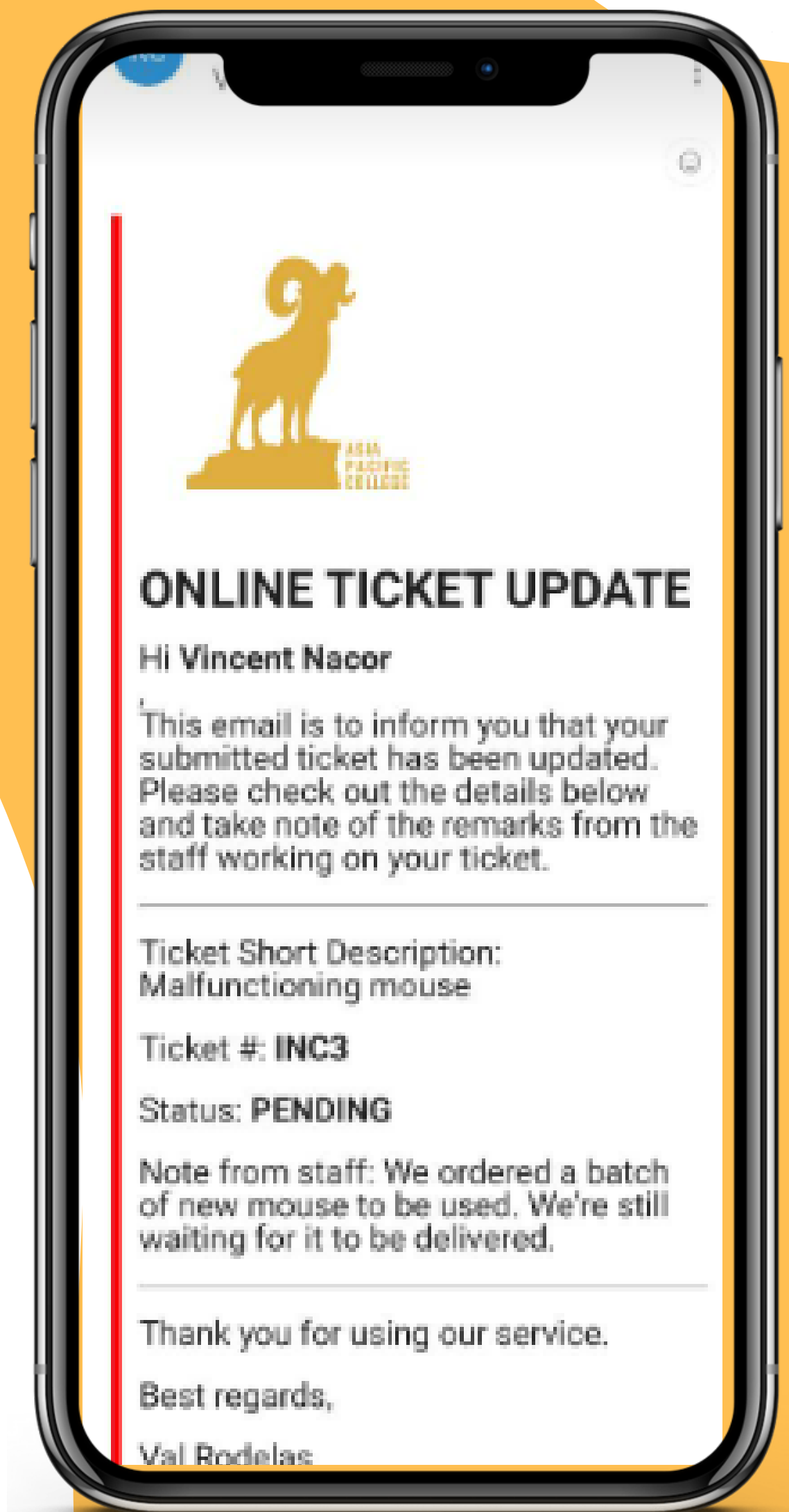
3. Cancel Ticket – if at some point the issue you encountered stops affecting your productivity, you can click cancel my Ticket to void the ticket you sent.

4. Reopen Ticket – If the problem still persists even after the user and the personnel marked the ticket "resolved" user have the liberty to Reopen the ticket so that the personnel can have further investigation to find the very root of the problem.

STATUS LEVELS

1. **New**- Tickets that are recently sent and waiting for it to be opened by the ITRO staff or admin himself.
2. **Opened**- The ticket is now opened by the ITRO staff or admin for inspection.
3. **Pending**- The ticket is now being reviewed. The ITRO staff or admin is checking if the ticket is relatively part of their scope of work, which if so, shall be provided with corresponding solution.
4. **Ongoing**- The ticket is now being worked on. The ITRO staff or admin is now looking for the best solution to resolve your ticket.
5. **Resolved**- The ticket is now resolved. the ITRO staff or admin successfully provided a solution on the sent ticket.
6. **Closed**- the ticket is closed by the ITRO Staff or admin after providing solution to the ticket.
7. **Reopened**- ticket is subjected for reopening if the problem/issues still persist or reoccurred after providing solution to the said ticket.
8. **Rejected**- tickets are rejected once ITRO staff or admin determined ticket sent was inappropriately created or considered as nonsensical with regards to the technical services that ITRO office provide (e.g., students deliberately created tickets for trolling purposes) or basically problems/issues that does not encompasses the ITRO scope of work.
9. **Cancelled**- the client have pulled out his/her ticket.

TICKET UPDATES



Never miss a beat! Upon every step of the way, the web-app, will notify you about every updates made onto your ticket along with an automated email!