

# User Manual

Version 1.0

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IT Helpdesk Portal

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Submitted in the partial fulfillment of the  
requirements of ENPM809W – Project Phase 2

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# 1. Introduction

## 1.1 Purpose

This document tries to describe installation of the application on the reader's system and how to use the application and exercise the test cases. This project assumes that the data is passing through an encrypted channel like HTTPS.

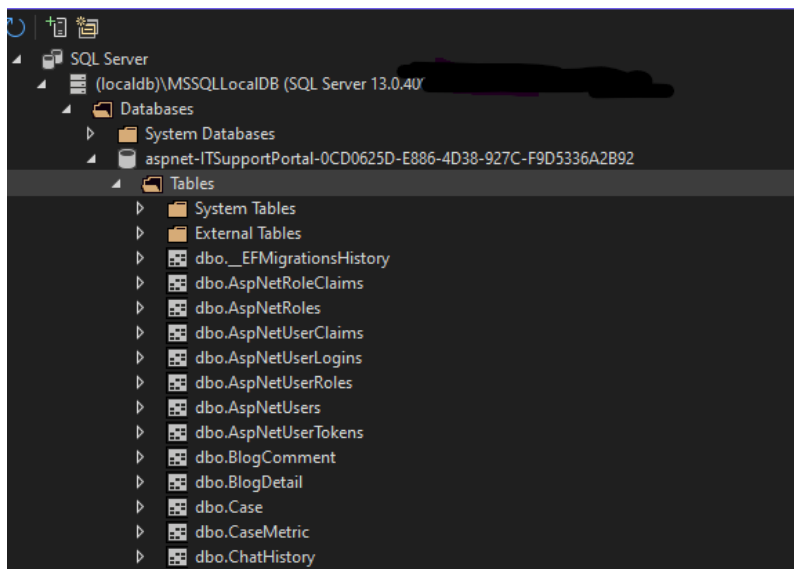
## 1.2 Setup

After cloning the repository install Visual Studio 2022 which has .NET 6.0 SDK support by default. Visual Studio 2019 does not support SDK 6.0. During Installation select ASP.NET and web development under workload options. Open the solution file located at ITSupportPortal/ITSupportPortal.sln and Build the Solution. Open the Package Manager Console and type “Update-Database” command to apply migrations to database.

For running the test cases, select Test from the menu bar and click on Run All Tests. To look at the test cases view the Folder ITSupportPortal.Tests/Controller.

Logs can be viewed at ITSupportPortal/Logs/ folder.

For viewing the database, click view on the menu bar and select SQL Server Object Explorer.



## 2. Usage of Application

Initially only one administrator account is created with credentials “admin” and “Securepassword@123”. Other account for support agents and admins can be created using this account.

Normal registration flow will create customer accounts. For the purposes of demonstration, I have already created 1 customer account with name “customer1” and 1 agent account with name “agent1”.

### 2.1 Admin Perspective

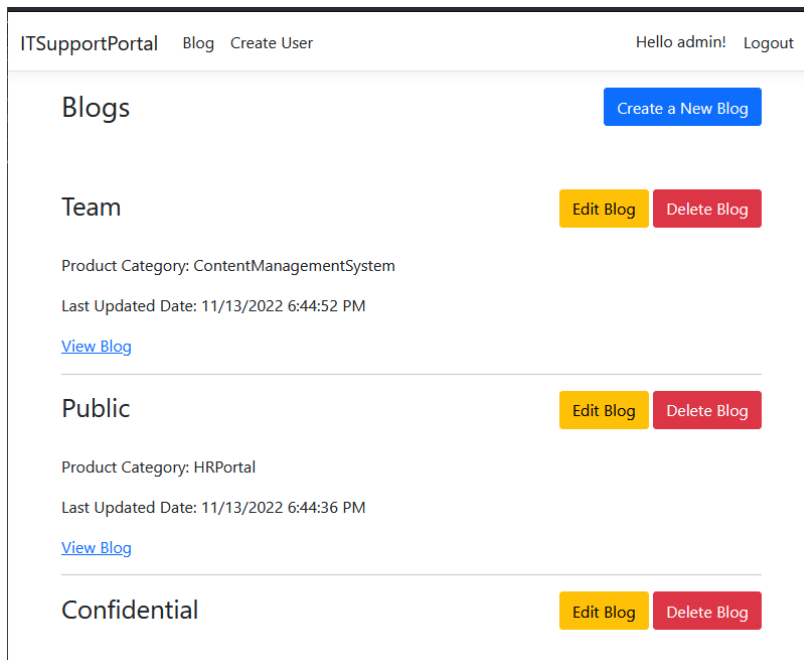
1. Create new Support Agent / Admin account by clicking on ‘Create User’ on the header.

The screenshot shows the 'Create a New Account' page of the ITSupportPortal. The top navigation bar includes 'ITSupportPortal', 'Blog', and 'Create User' on the left, and 'Hello admin!' and 'Logout' on the right. The main heading is 'Create a New Account' with a subtext 'Use the form below to create a new account.' Below this, there are two bullet points: 'Passwords are required to be a minimum of 12 characters in length.' and 'At least one digit, one alphanumeric character, lowercase and uppercase letter.' The 'Account Information' section contains a 'Type Of Account' dropdown menu set to 'SupportAgent', a 'User Name' text box with 'agent1', an 'E-mail' text box with 'agent1@gmail.com', a 'Password' text box with 12 dots, and a 'Confirm Password' text box with 12 dots. A 'Register' button is at the bottom. The footer shows '© 2022 - ITSupportPortal'.

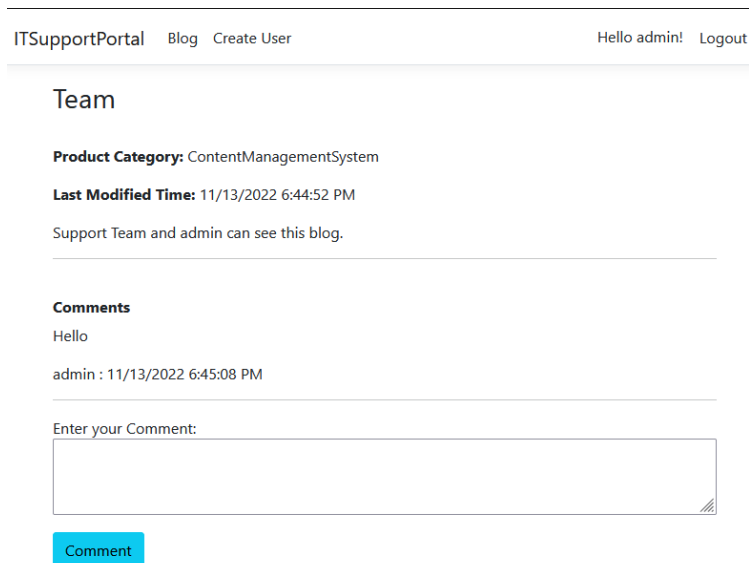
2. By clicking on the ‘Blog’ on the top bar, admins can create/edit/update blogs and set authorization levels.

The screenshot shows the 'Create a New Blog Post' page of the ITSupportPortal. The top navigation bar includes 'ITSupportPortal', 'Blog', and 'Create User' on the left, and 'Hello admin!' and 'Logout' on the right. The main heading is 'Create a New Blog Post'. Below this, there is a 'Subject of the blog' text box with 'Test'. The 'Contents' section is a large text area with the text 'Loren ipsum'. Below the text area, there is a 'Set visibility of the blog' dropdown menu set to 'Confidential', a 'Select Product Category' dropdown menu set to 'Select', and a 'Create' button. The footer shows '© 2022 - ITSupportPortal'.

3. The main page for blogs looks like below where admins can modify/delete blogs.



4. And add comment on them after clicking view blog



5. Metrics for the product category are pulled from database into the home page of admin users which can be accessed by clicking on the Top Left “ITSupportPortal” banner.

# Welcome to IT Support Portal

## Case Metrics

Product Category	Number of Cases	Average Assignment Time	Average Resolution Time
ServiceAfter	2	0:00:01:04	0:00:00:59
DNSToolbox	1	0:00:01:13	0:00:00:05


## 2.2 Customer Perspective

1. Click on Cases on the Header and select create new blog. Users can create new case and optionally add a file to the case only of type jpg or pdf.

ITSupportPortal

Cases

Blog

Hello customer1! 

### Raise Ticket

Please enter your case details

Enter Subject

Describe your problem

Select a Product Category

Upload JPG/PDF File  IT HelpDesk Portal - Application Design Document (Updated).pdf

2. After creation the case will move to the queue which will be displayed in the next section of support agent. Meanwhile the cases view for customer will look something like this.

ITSupportPortal

Cases

Blog

### Cases Registered

Actions	CaseID	Creation Time	Agent Assigned	Title	T
<input type="button" value="Open"/>	a60f575a-5db7-4ffd-871d-ef643bc71284	11/13/2022 6:59:58 PM	No Agent Assigned	How to add users to AD?	R
<input type="button" value="Open"/>	ec7797a3-fea5-4007-a307-111505620f1a	11/13/2022 6:55:25 PM	No Agent Assigned	How to add users to AD?	Rv

### Previous Cases

Actions	CaseID	Creation Time	Agent Assigned	T
<input type="button" value="Re-Open"/>	10f15330-59ea-4e9c-ace1-ccbfb6e4e084	11/13/2022 11:16:19 AM	agent1	C
<input type="button" value="Re-Open"/>	8dc24f8f-f402-471a-9d9b-9debe57cb264	11/13/2022 11:52:52 AM	agent1	a
<input type="button" value="Re-Open"/>	e92b327a-b842-4d3a-98bb-0d30e9902dfb	11/13/2022 11:53:51 AM	agent1	a

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ITSupportPortal

3. Upon clicking the open button customers can add comments and chat real time with the support agent if they are online.

ITSupportPortal Cases Blog Hello customer1! Lo

---

Case Details Close Case

**Customer Name:** customer1  
**Creation Time:** 11/13/2022 6:59:58 PM  
**Title:** How to add users to AD?  
**Description:** Restarting didn't work.  
Get File

---

»customer1 : [11/13/2022 7:03:44 PM] > Hello  
»customer1 : [11/13/2022 7:04:06 PM] > Can you please fix this issue before this weekend?

Message

Send Message

---

4. Either Customer or Agent can close the case which will move the case to Previous-Cases queue. And can be re-opened by customer by clicking on the Re-Open Button available on the cases page.
5. Lastly by clicking on the Blog tab in the header blogs with authorization level of Public will be displayed to customer and they can comment on those blogs.

ITSupportPortal Cases Blog Hello customer1!

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Blogs

Public

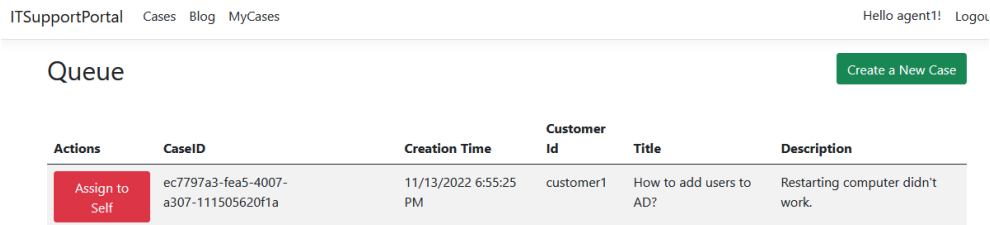
Product Category: HRPortal  
Last Updated Date: 11/13/2022 6:44:36 PM  
[View Blog](#)

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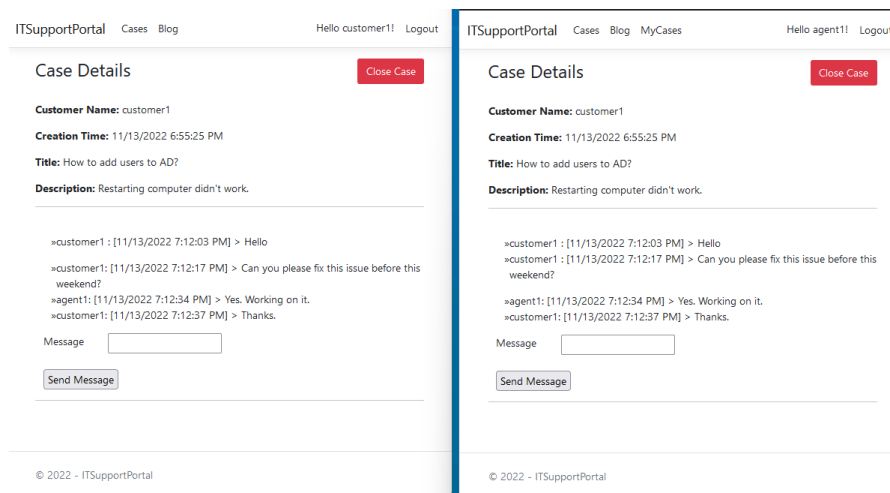
## 2.3 Support Agent Perspective

1. The Cases Tab in the agent account is the queue from which the agent can assign the cases to self, and they will be transferred to the case tab of agent. It can be viewed using “MyCases”.



Queue <span>Create a New Case</span>					
Actions	CaseID	Creation Time	Customer Id	Title	Description
<span>Assign to Self</span>	ec7797a3-fea5-4007-a307-111505620f1a	11/13/2022 6:55:25 PM	customer1	How to add users to AD?	Restarting computer didn't work.

2. By clicking on Open button, the agent can start answering the queries of customers by real time chat. And view previous messages entered by customers.



ITSupportPortal Cases Blog MyCases Hello agent1! Logout

Case Details Close Case

**Customer Name:** customer1

**Creation Time:** 11/13/2022 6:55:25 PM

**Title:** How to add users to AD?

**Description:** Restarting computer didn't work.

»customer1 : [11/13/2022 7:12:03 PM] > Hello

»customer1: [11/13/2022 7:12:17 PM] > Can you please fix this issue before this weekend?

»agent1: [11/13/2022 7:12:34 PM] > Yes. Working on it.

»customer1: [11/13/2022 7:12:37 PM] > Thanks.

Message

Send Message

© 2022 - ITSupportPortal

ITSupportPortal Cases Blog MyCases Hello agent1! Logout

Case Details Close Case

**Customer Name:** customer1

**Creation Time:** 11/13/2022 6:55:25 PM

**Title:** How to add users to AD?

**Description:** Restarting computer didn't work.

»customer1 : [11/13/2022 7:12:03 PM] > Hello

»customer1 : [11/13/2022 7:12:17 PM] > Can you please fix this issue before this weekend?

»agent1: [11/13/2022 7:12:34 PM] > Yes. Working on it.

»customer1: [11/13/2022 7:12:37 PM] > Thanks.

Message

Send Message

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3. In addition to these functionalities the agent can also view and comment of blogs that have authorization levels of public or team.
4. Support agent can also create case tickets on behalf of customers.