

GRUPO CODEINA

PRODUCT OWNER

OBJETIVO DO PRODUTO

SCRUM MASTER

PROFESSORES RESPONSÁVEIS

COMEÇAR

Log-in

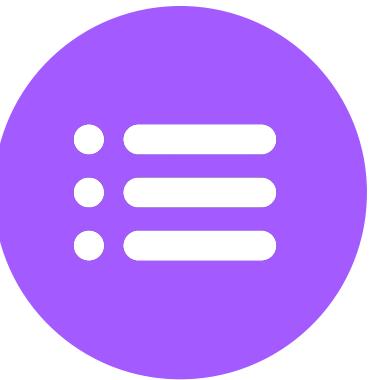
E-MAIL

SENHA

LOGIN

ainda não possui conta ? [registre-se aqui](#)



ENVIAR TICKET
AO SUPORTE

♪ ♪ ♪ ♪
TECWIZARDS
♪ ♪ ♪ ♪



Não encontrou seu problema ?



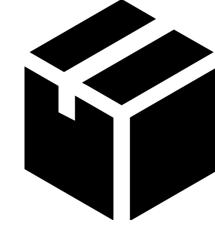
Problemas referentes
a Mal atendimento



Problemas referentes
a Mal funcionamento



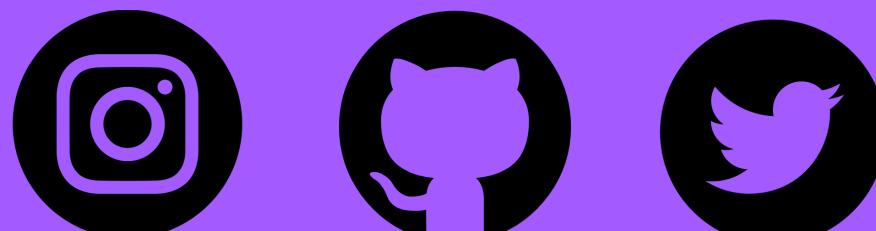
Problemas referentes
a falta de peças



Problemas referentes
a produtos não
entregues

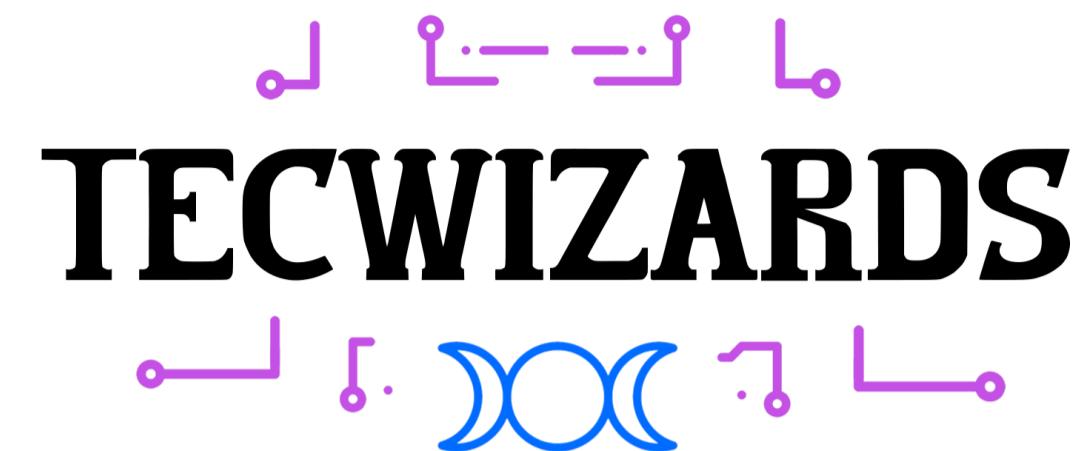


• e-mail: techwizards@gmail.com



• WhatsApp/ Telefone: 4002-8922

VOLTAR



Enviar uma Solicitação

Descreva o seu Problema

(Lembre-se de descrever onde e quando ele ocorreu)

Selecionar o tipo de problema

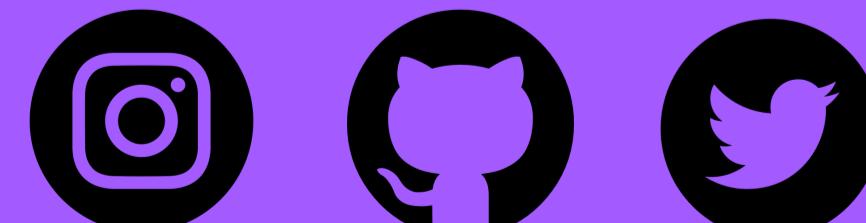


Anexar Arquivos



ENVIAR

• e-mail: tecwizards@gmail.com



• WhatsApp/ Telefone: 4002-8922

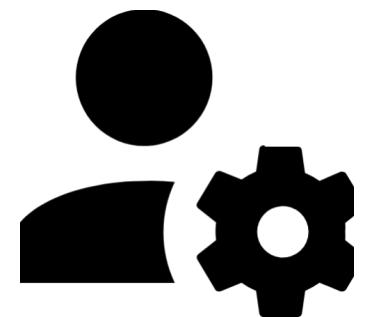
Selecione o tipo de problema



- > Hardwares e softwares defasados.
- > Proteção de energia ineficiente
- > Estratégias pobres de backup. ...
- > Falhas de segurança. ...
- > Conectividade ruim. ...
- > Falta de suporte especializado.

Menu

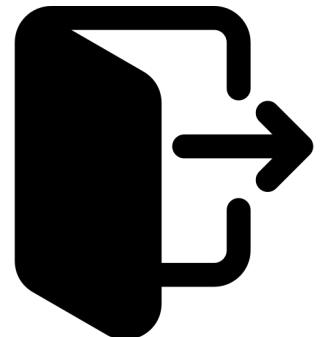
Configuração de conta



Minhas Chamadas



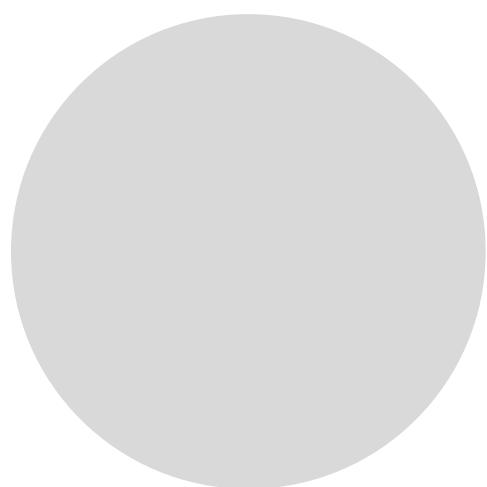
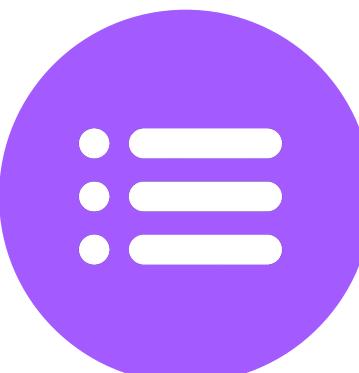
Sair



VOLTAR



TECWIZARDS



Nome: *****

CPF: *** * * * * *

Chamada 182 (12/08)

em processo

Assunto: Mal Funcionamento dos equipamentos

Suporte: Pedro Alcântara

Chamada 154 (09/08)

Respondida (13/08)

Assunto: Falha nos Equipamentos Da Faculdade

Suporte: Jorge Demaciano

Chamada 113 (09/08)

Respondida (10/08)

Assunto: Falha nos Equipamentos Da Faculdade

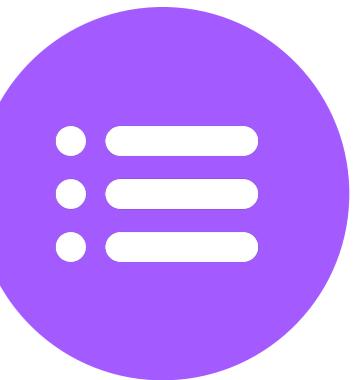
Suporte: Kristofer Johnsons

- e-mail: tecwizards@gmail.com



- WhatsApp/ Telefone: 4002-8922

VOLTAR



TECWIZARDS

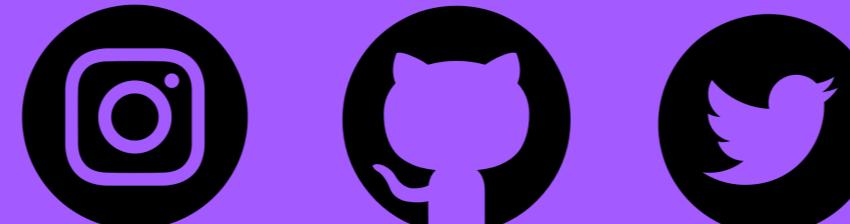
Chamada do Cliente(03):

Problema descrito do cliente

Solução apresentada pelo suporte

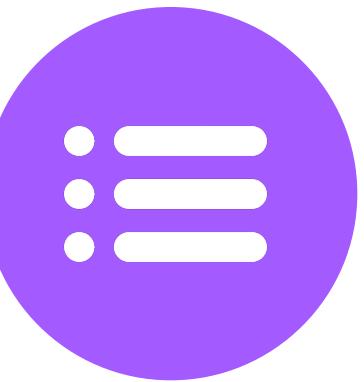
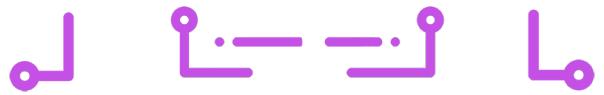
REABRIR TICKET

- e-mail: tecwizards@gmail.com

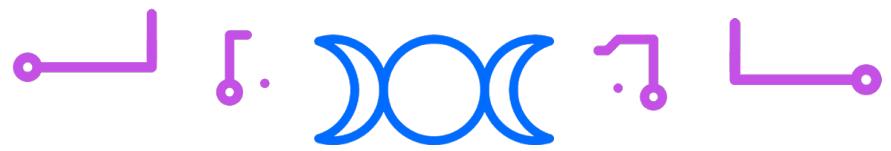


- WhatsApp/ Telefone: 4002-8922

VOLTAR



TECWIZARDS



NOME COMPLETO

SENHA

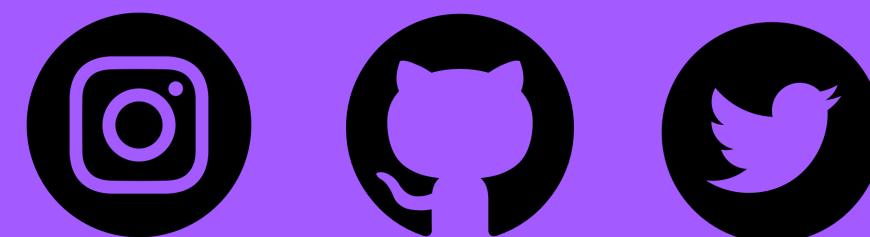
 

CPF

E-MAIL

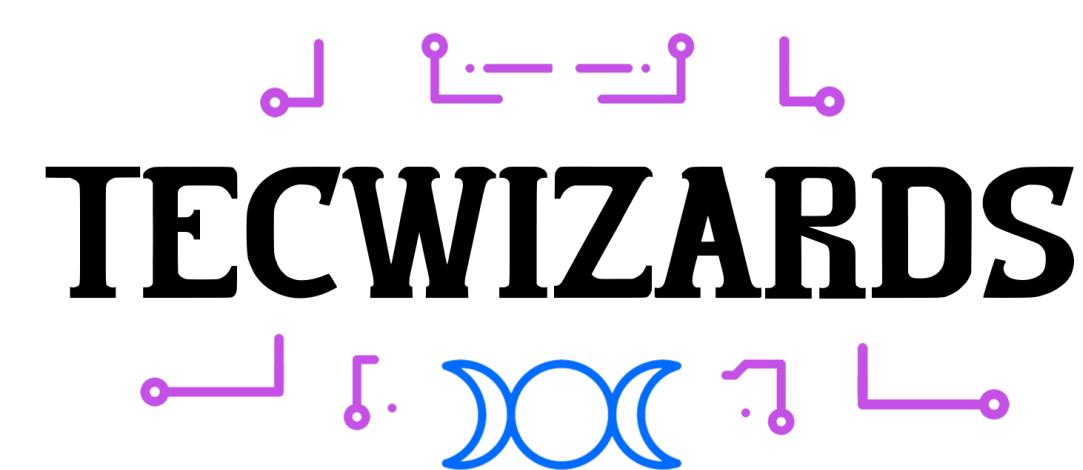
SALVAR

- e-mail: tecwizards@gmail.com

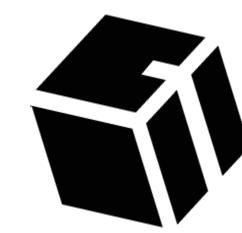


- WhatsApp/ Telefone: 4002-8922

SUPORTE



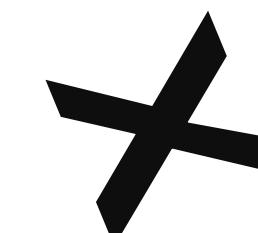
Não encontrou seu problema ?



Problemas referentes
a Mal atendimento



Problemas referentes
a Mal funcionamento

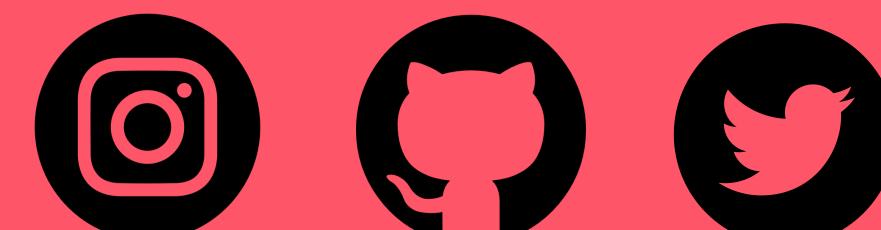


Problemas referentes
a falta de peças

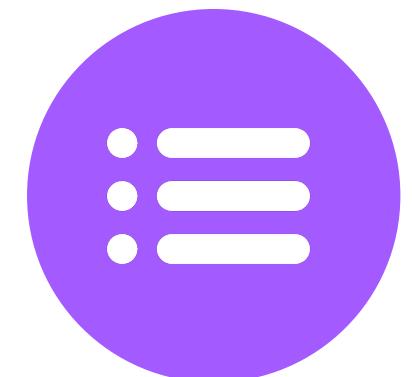


Problemas referentes
a produtos não
entregues

• e-mail: techwizards@gmail.com



• WhatsApp/ Telefone: 4002-8922



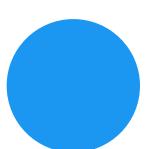
CHAMADAS

VOLTAR

 Chamada 113
(não respondida)

 Chamada 26
(Em progresso)

 Chamada 03
(não respondida)

 Chamada 12
(Finalizada)

Historico de Chamdas

- e-mail: techwizards@gmail.com

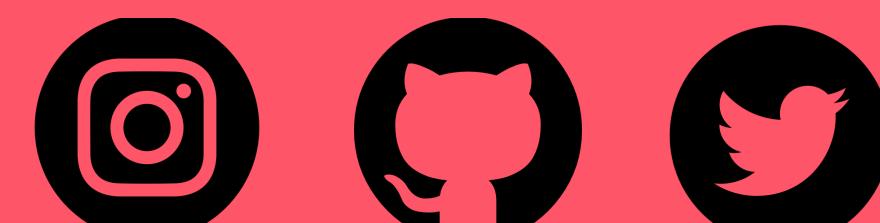


Chamada do Cliente(03):

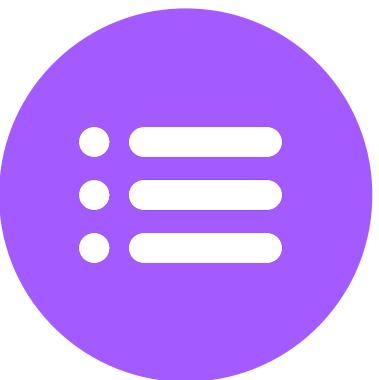
Problema descrito do cliente

Arquivos Anexados

RESPONDER



- WhatsApp/ Telefone: 4002-8922



CHAMADAS

VOLTAR

Chamada 113
(não respondida)

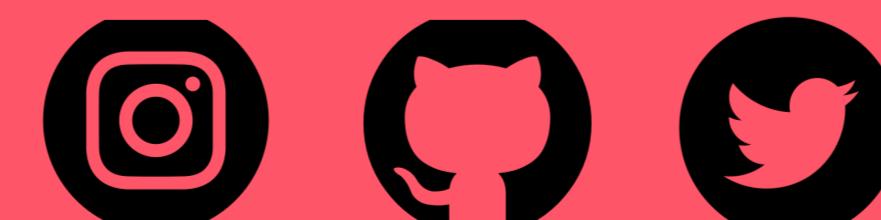
Chamada 26
(Em progresso)

Chamada 03
(não respondida)

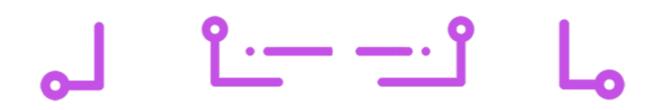
Chamada 12
(Finalizada)

Historico de Chamadas

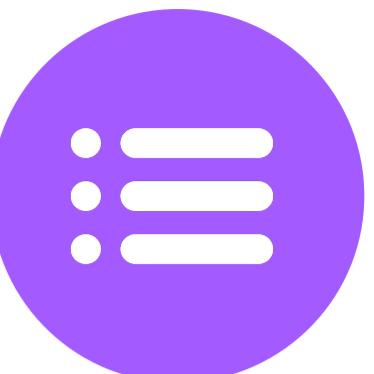
• e-mail: techwizards@gmail.com



• WhatsApp/ Telefone: 4002-8922



TECWIZARDS



Chamada do Cliente(03):

Insira a resposta aqui.



Anexar Arquivos

ENVIAR RESPOSTA

Blocos de Notas

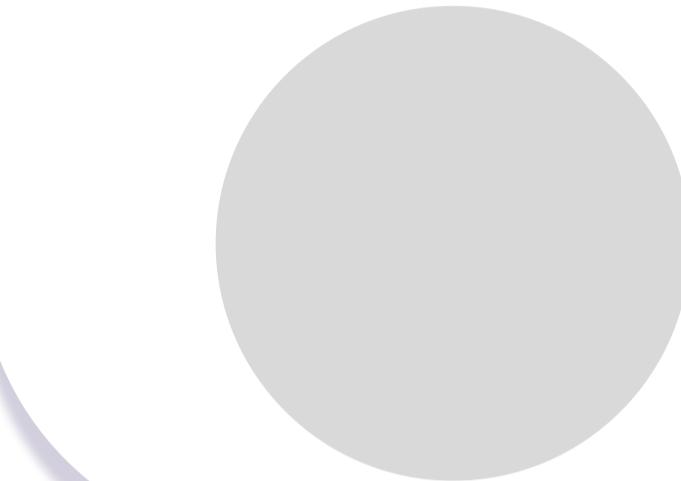
Digite Aqui

Status:
online

VOLTAR



♪ ♪ ♪ ♪ ♪
TECWIZARDS
♪ ♪ ♪ ♪ ♪



Nome: *****

CPF: *** * * * * *

Chamadas Respondidas:
Total: *** Hoje: ***

Privilégios: Suporte

Chamada 182 (12/08)

em processo

Assunto: Mal Funcionamento dos equipamentos
Suporte: Pedro Alcântara

Chamada 154 (09/08)

Respondida (13/08)

Assunto: Falha nos Equipamentos Da Faculdade
Suporte: Jorge Demaciano

Chamada 113 (09/08)

Respondida (10/08)

Assunto: Falha nos Equipamentos Da Faculdade
Suporte: Kristofer Johnsons

- e-mail: techwizards@gmail.com



- WhatsApp/ Telefone: 4002-8922

ADMINISTRADOR

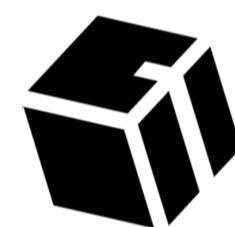
SUPORTE



TECWIZARDS



Não encontrou seu problema ?



Problemas referentes
a Mal atendimento



Problemas referentes
a Mal funcionamento



Problemas referentes
a falta de peças



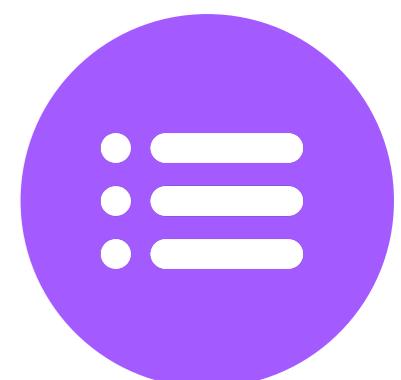
Problemas referentes
a produtos não
entregues

• e-mail: techwizards@gmail.com



• WhatsApp/ Telefone: 4002-8922

VOLTAR



GERENCIAR CHAMADAS

GERENCIAR PRIVILEGIOS

CADASTRAR EQUIPAMENTOS

CADASTRAR SOLUÇÕES

TECWIZARDS

Pesquise pelo CPF ou Nome



André Santos dos Campos
CPF: 991 384 578 10

Chamadas Atribuidas: 028
Online ●

André Santos dos Campos
CPF: 991 384 578 10

Chamadas Atribuidas: 027
Online ●

André Santos dos Campos
CPF: 991 384 578 10

Chamadas Atribuidas: 030
Online ●

André Santos dos Campos
CPF: 991 384 578 10

Chamadas Atribuidas: 016
Offline ●

André Santos dos Campos
CPF: 991 384 578 10

Chamadas Atribuidas: 022
Offline ●

André Santos dos Campos
CPF: 991 384 578 10

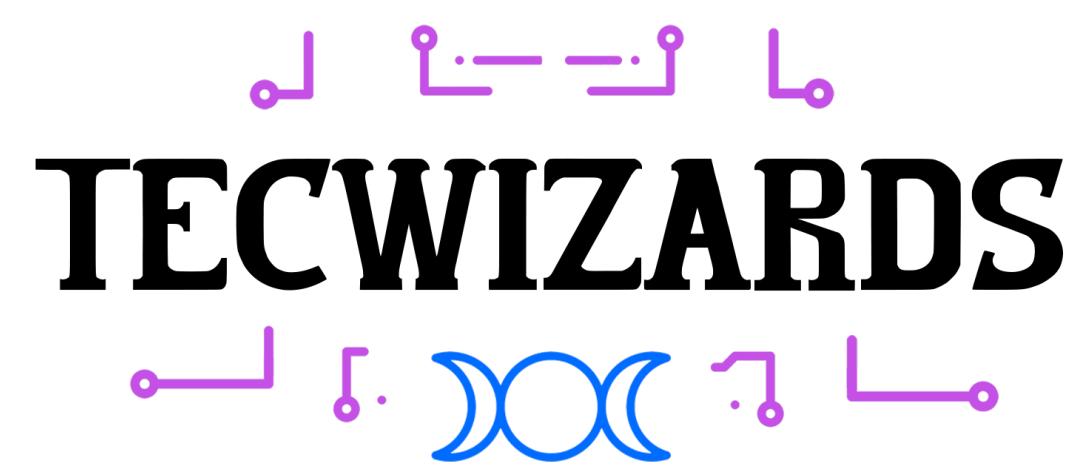
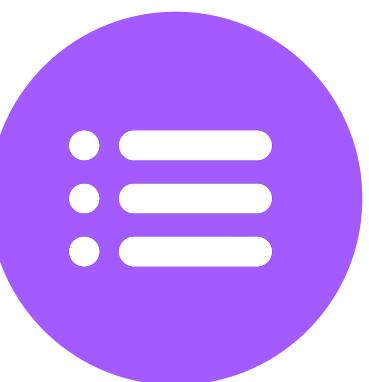
Chamadas Atribuidas: 028
Online ●

- e-mail: techwizards@gmail.com



- WhatsApp/ Telefone: 4002-8922

VOLTAR



Chamada 182 (12/08)

Ainda não respondida

Chamada 181 (09/08)

Ainda não respondida

Chamada 113 (09/08)

Ainda não respondida

Assunto: Mal Funcionamento dos equipamentos

Cliente: Pedro Barbosa Campos

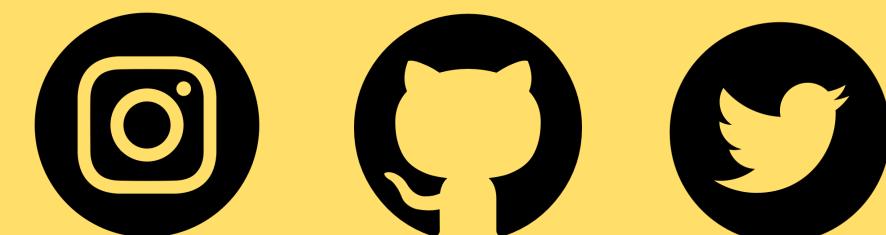
Assunto: Falha nos Equipamentos Da Faculdade

Cliente: Raimundo Carlos Gabriel

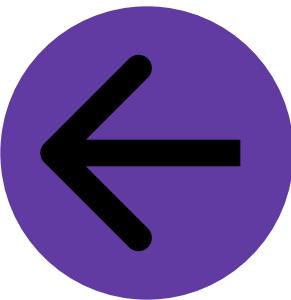
Assunto: Falha nos Equipamentos Da Faculdade

Cliente: Raimundo Carlos Gabriel

- e-mail: techwizards@gmail.com

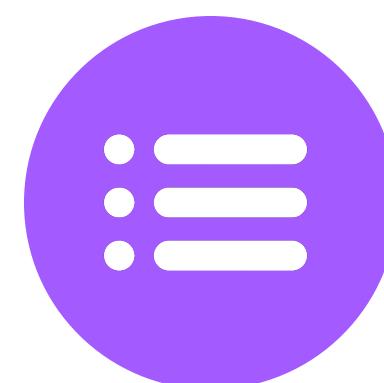


- WhatsApp/ Telefone: 4002-8922



Chamada 113 (09/08)

Chamada Não Atribuida



Nome Completo

CPF

Assunto:

** Texto descritivo do cliente **

Arquivos:

Foto_erro.png
Video_erro.mp4

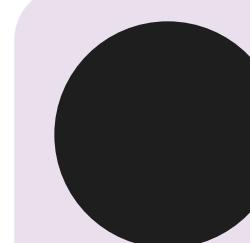
Atribuir Tarefa

- e-mail: techwizards@gmail.com



Suportes Disponíveis:

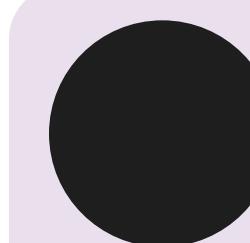
Pesquise pelo CPF ou Nome



Pedro Afonso R. D.

Online

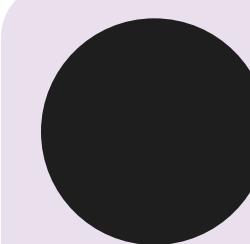
Chamadas Atribuídas: 08



Pedro Afonso R. D.

Online

Chamadas Atribuídas: 08

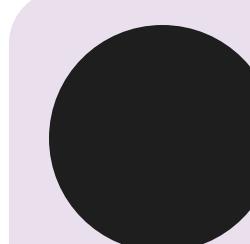


Pedro Afonso R. D.

Online

Chamadas Atribuídas: 08

Suportes Offline:



Pedro Afonso R. D.

Offline

Chamadas Atribuídas: 08

VOLTAR



TECWIZARDS



Pesquise pelo CPF ou Nome

André Santos dos Campos
CPF: 991 384 578 10

Chamadas Atribuidas: 028
Online

André Santos dos Campos
CPF: 991 384 578 10

Chamadas Atribuidas: 027
Online

André Santos dos Campos
CPF: 991 384 578 10

Chamadas Atribuidas: 030
Online

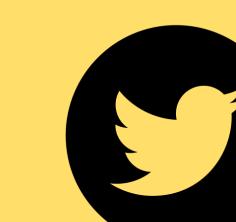
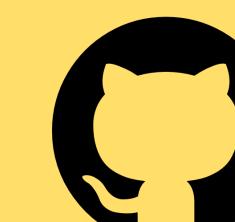
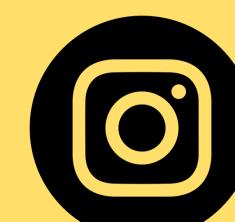
André Santos dos Campos
CPF: 991 384 578 10

Chamadas Atribuidas: 016
Offline

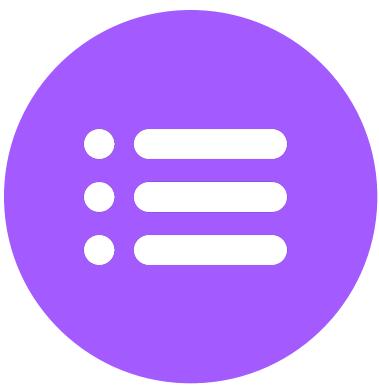
André Santos dos Campos
CPF: 991 384 578 10

Chamadas Atribuidas: 022
Offline

• e-mail: techwizards@gmail.com

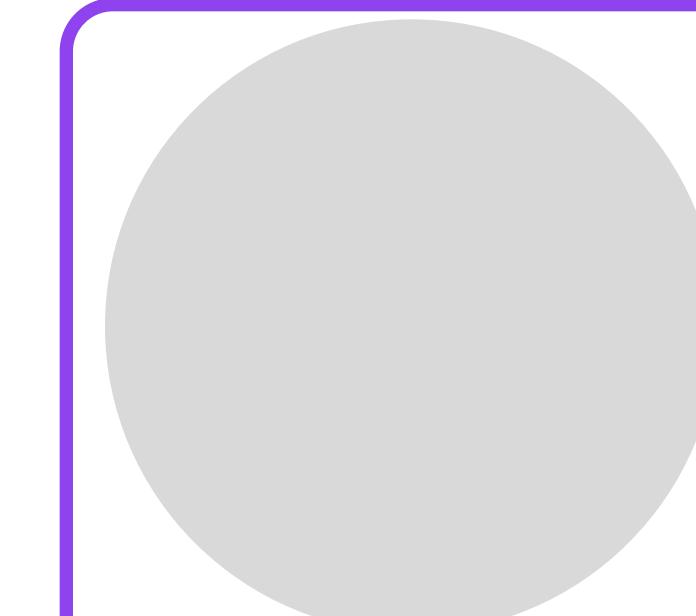


• WhatsApp/ Telefone: 4002-8922



Nome: *****

CPF: *** * * * * *



Chamadas Respondidas:
Total: *** Hoje: ***

Privilégios: Suporte Status: Online

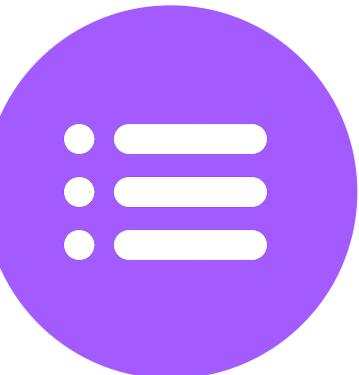
Tempo Online:
Total: *** Mensal: ***

Gerenciar
Historico de
Chamadas

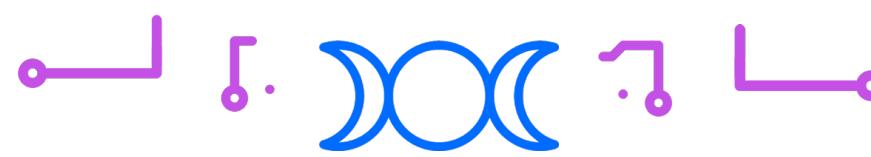
Editar Privilégios

ADICIONAR CONTA

VOLTAR



TECWIZARDS



NOME COMPLETO

SENHA

CPF

000.000.000-00

E-MAIL

NOME DO ADMINISTRADOR

ESCOLHER PRIVILEGIOS

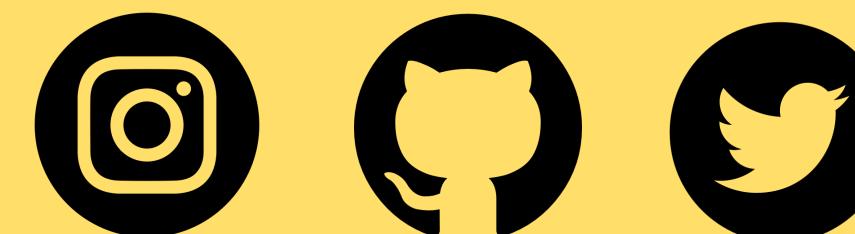
CLIENTE

SUPORTE

ADMINISTRADOR

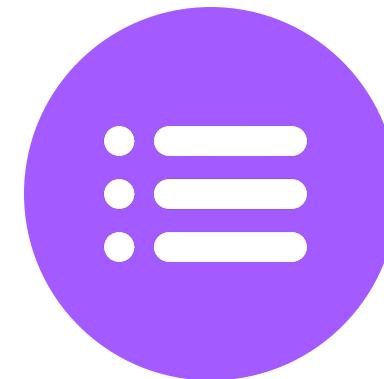
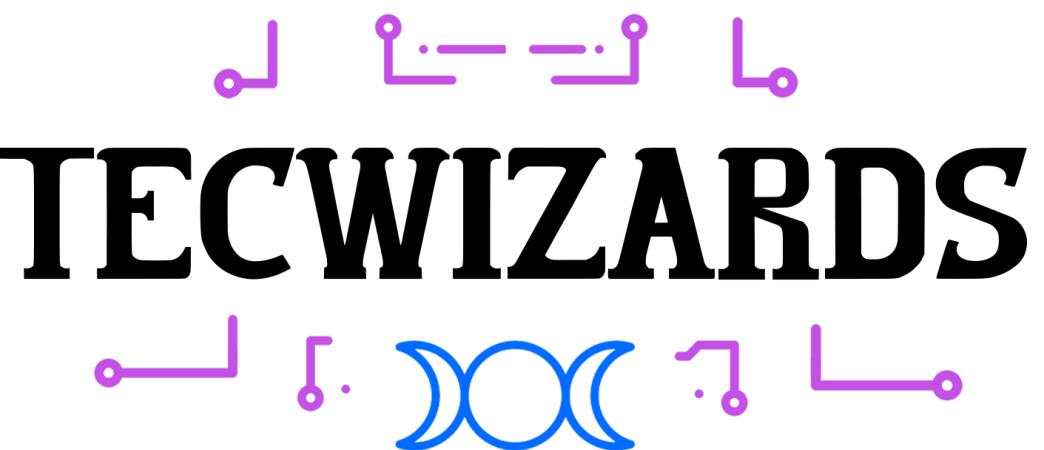
CRIAR CONTA

• e-mail: techwizards@gmail.com



• WhatsApp/ Telefone: 4002-8922

VOLTAR



Nome: *****

CPF: *** * * * * *

Chamadas Respondidas:
Total: *** Hoje: ***

Privilégios: Suporte

Chamada 182 (12/08)

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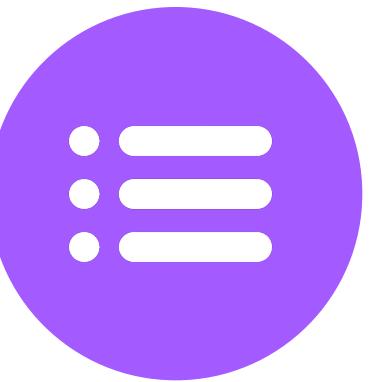
Suporte: Kristofer Johnsons

• e-mail: techwizards@gmail.com



• WhatsApp/ Telefone: 4002-8922

VOLTAR



J ڦ ڻ ڻ
TECWIZARDS
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NOME COMPLETO

***** * ***** *

SENHA

***** * ***** *



CPF

*** *** *** **

E-MAIL

*****@*****.*****

EXCLUIR

SALVAR

NOME DO ADMINISTRADOR

***** * ***** *

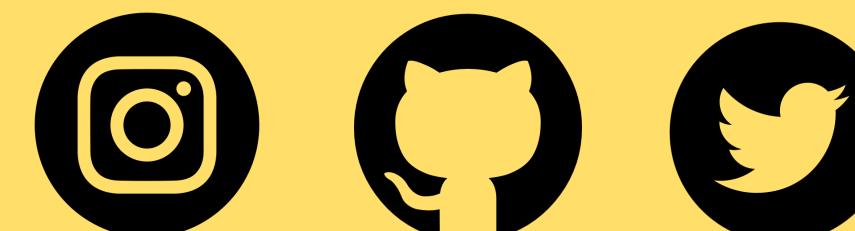
ESCOLHER PRIVILEGIOS

CLIENTE

SUPORTE

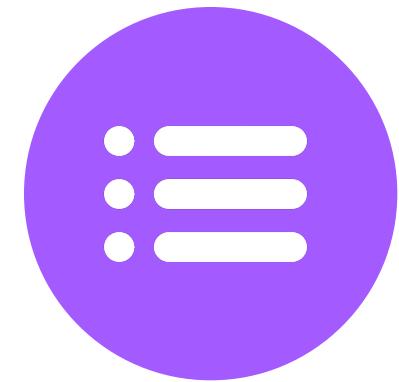
ADMINISTRADOR

• e-mail: techwizards@gmail.com



• WhatsApp/ Telefone: 4002-8922

VOLTAR



NOME DO EQUIPAMENTO

Pesquise pelo ID ou Nome

DESCRICAO DO EQUIPAMENTO



MARTELO
ID: 991 384 578 10

Maquita
ID: 991 384 578 10

Marreta de Ouro
ID: 666 333 777 69

EXCLUIR

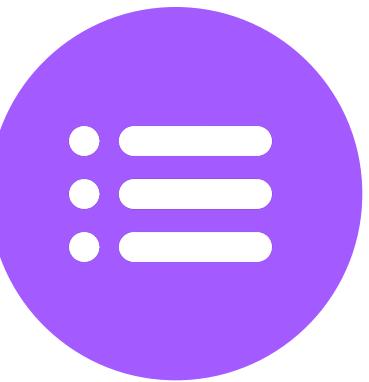
ENVIAR EQUIPAMENTO

• e-mail: techwizards@gmail.com



• WhatsApp/ Telefone: 4002-8922

VOLTAR



TÍTULO DA SOLUÇÃO

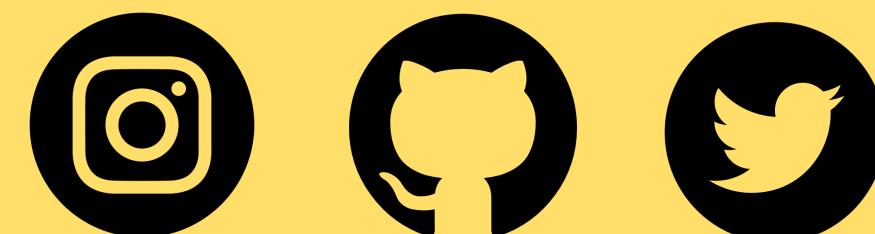
CONTEÚDO DA SOLUÇÃO



EXCLUIR

ENVIAR SOLUÇÃO

• e-mail: techwizards@gmail.com



• WhatsApp/ Telefone: 4002-8922