Users Manual: Helping Hand

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ITCS-6112-051
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Steps to Deploy the Help Desk System:

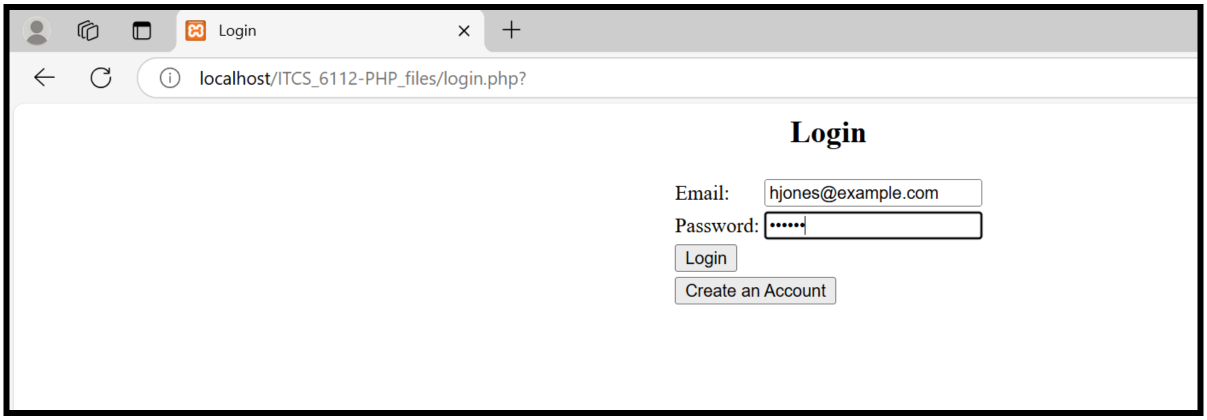
1. Download and install mySQL, PHP and Apache (or any other web server that supports PHP), if they are not already installed. Make sure to include the mySQL extensions for PHP and the PHP module for Apache. (Ubuntu example: sudo apt-get install apache2 mysql mysql-server php libapache2-mod-php php8.3-mysql)
2. Import “install.sql” into the mysql database. (Ex: mysql < install.sql)
3. Extract the remaining files to the root directory of your webserver.
4. Update $server, $username and $password in “db_connect.php” to the appropriate values for your mysql installation.
5. Start your web server. If it is already running, restart it.
6. Login into the system through http://<hostname>/login.php
    - User: admin@example.com
    - Password: admin
7. Change the default user email and password via the “User Account Management” link on the dashboard.
8. Add clients, specialists, or managers via the “User Account Management” link on the dashboard.

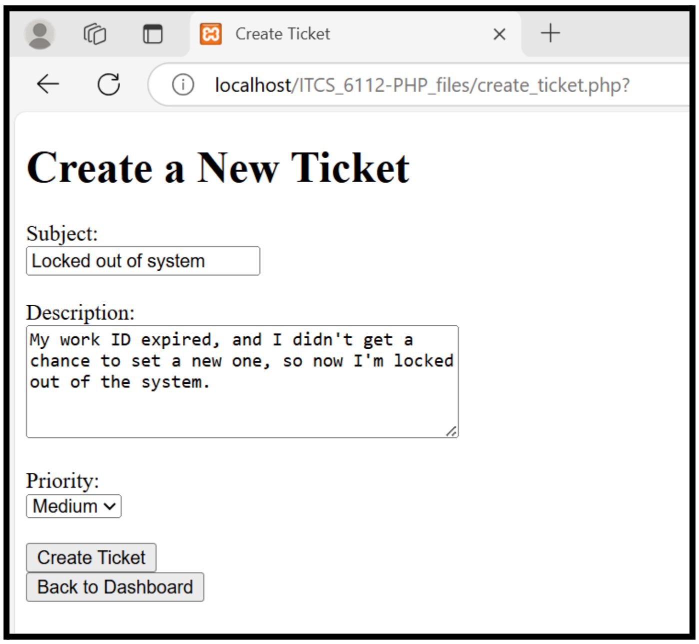
Main features of the Help Desk System:

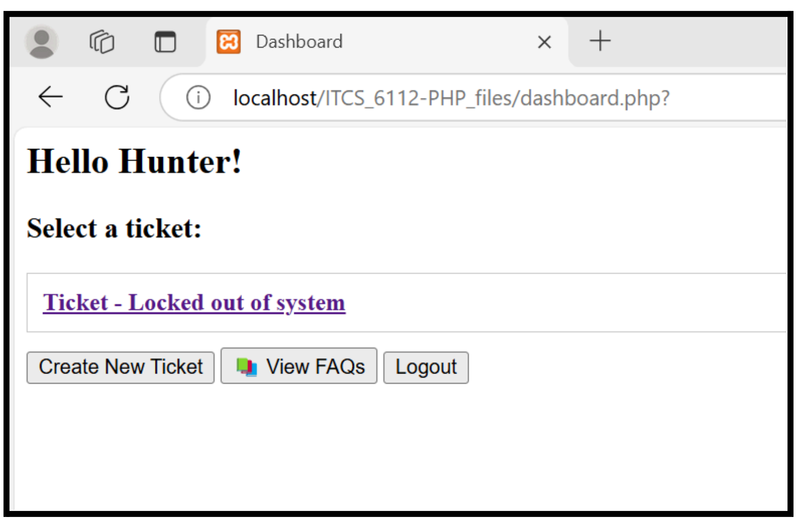
The main features of this help desk system are like any other with additional features as well. There are three types of users for this system: regular workers (clients), support staff (specialists), and managers. The regular workers, who have any kind of issue with their tasks, are able to login or create an account, submit a ticket for help, view their other current tickets, and add comments to those tickets. The support staff are able to view any tickets assigned to them, create their own tickets for their own issues, add comments to those tickets, add a ticket to the FAQ page for other users with common issues, edit tickets, close tickets they completed, view metrics based on the tickets, and generate reports based on the tickets as well. Managers are able to add new users and update current users of the system, view metrics based on the tickets, and generate reports based on the tickets. We also take recommendations of any features you would like to see in our help desk system.

Main Scenario Walkthrough:

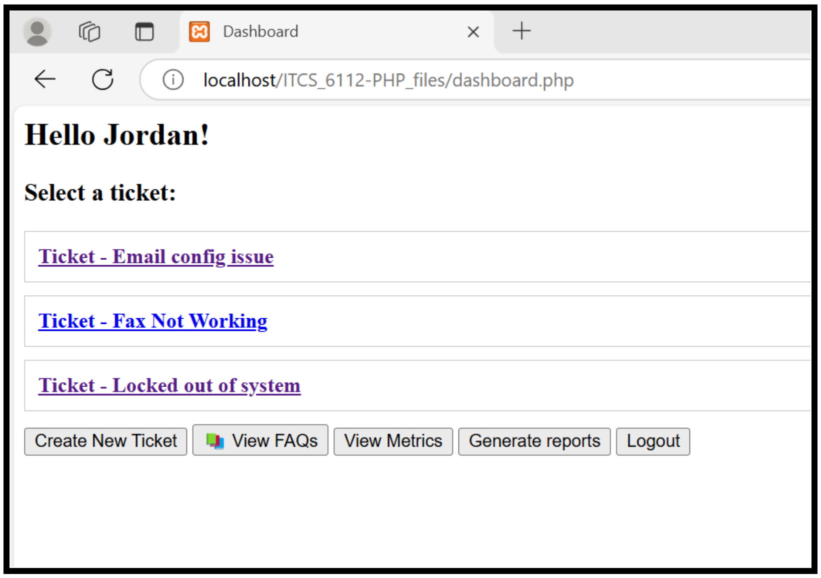
When the workers of a business firm are having a technical issue, they're able to log into the help desk system with their user accounts by entering their email and password. If they don't have a user account, they can create their own through the login page as well. Once they're in the system, they can click on the 'create ticket' button which will take them to the create ticket page. From there, they'll type a subject, description, and priority of the technical issue that they're facing.

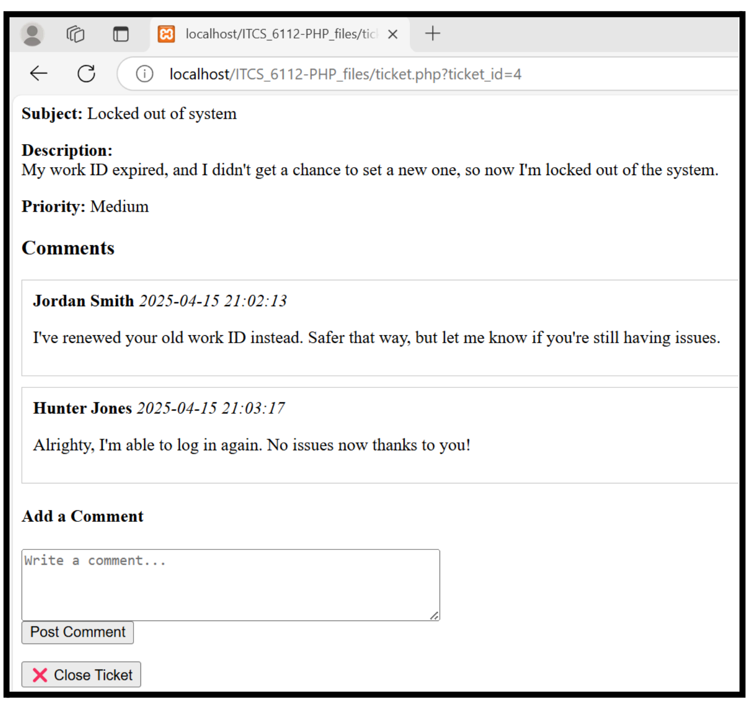

Login
localhost/ITCS_6112-PHP_files/login.php?
Login
Email:
hjones@example.com
Password:
Login
Create an Account


Create Ticket
localhost/ITCS_6112-PHP_files/create_ticket.php?
Create a New Ticket
Subject:
Locked out of system
Description:
My work ID expired, and I didn't get a chance to set a new one, so now I'm locked out of the system.
Priority:
Medium
Create Ticket
Back to Dashboard


Dashboard
localhost/ITCS_6112-PHP_files/dashboard.php?
Hello Hunter!
Select a ticket:
Ticket - Locked out of system
Create New Ticket
View FAQs
Logout

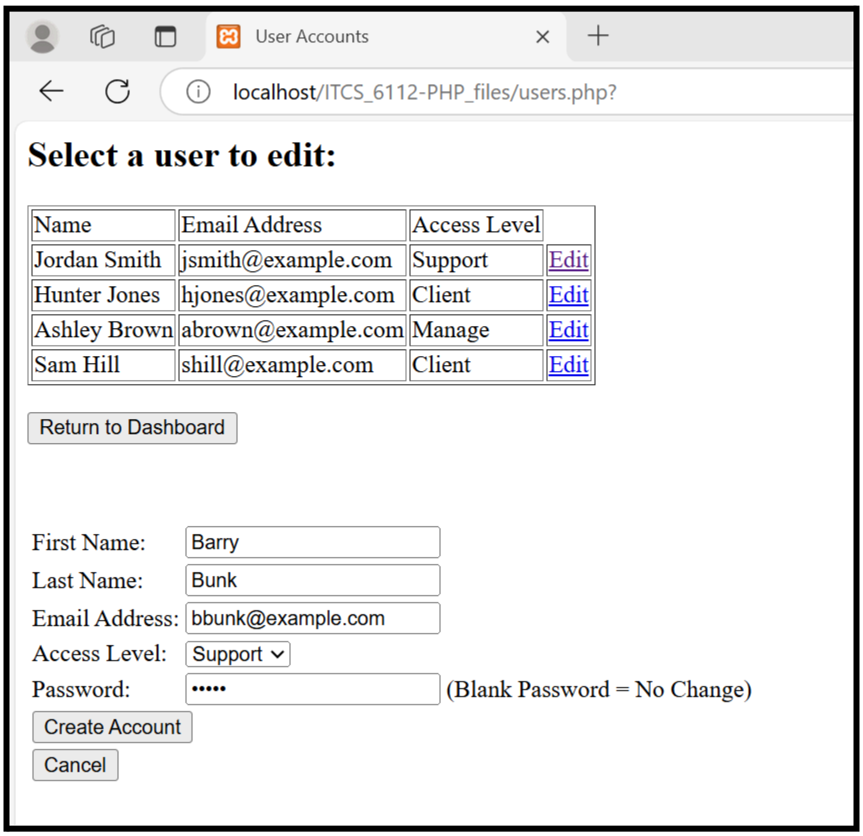
After the worker submits their ticket, one of the support staff will be assigned this ticket and be able to see all the details of the ticket. To communicate with each other, the support staff and the worker can add comments to the ticket. Once the staff come up with a solution that works for the client that submitted the ticket, the support staff can then close the ticket. Once that happens, the ticket won't be visible in the help desk system.

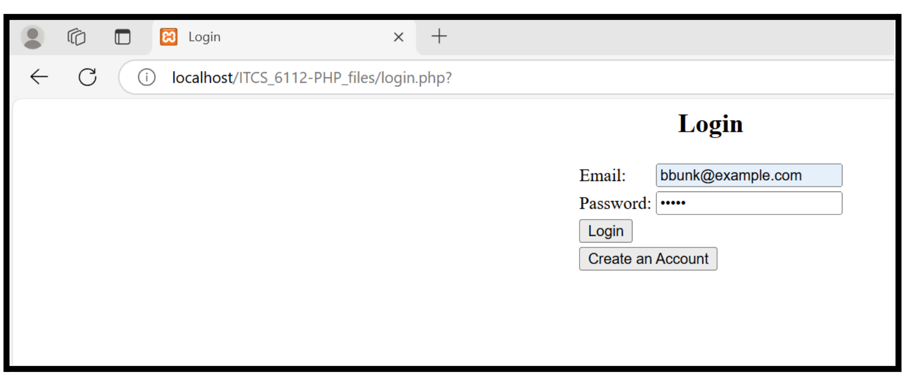


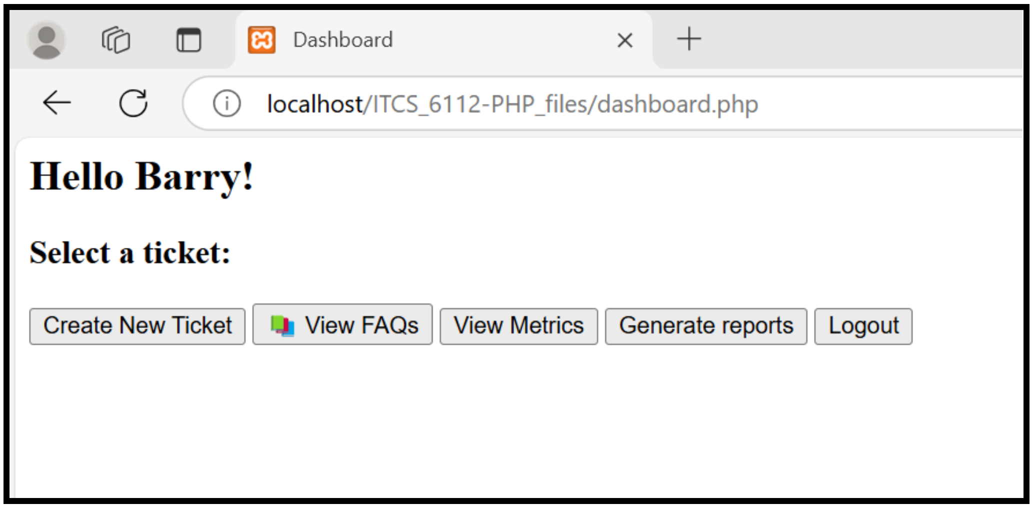


Additional Scenario Walkthrough

Whenever new support staff are hired, it's the manager's responsibility to make sure that they have their own user account set up within the help desk system. To do this, the manager will log into his/her account and click on the create new user button. This will take them to a create user page in which they'll type down all of the essential information that the system needs in order to give the new support staff the right permissions. After that, the support specialist can log into his new account and be able to do everything he/she can do.

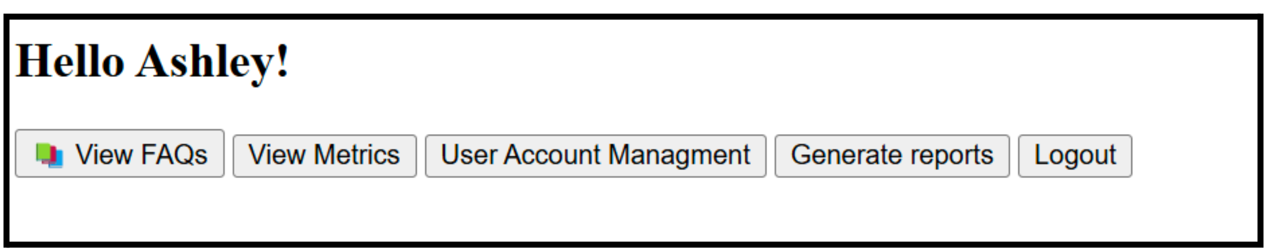






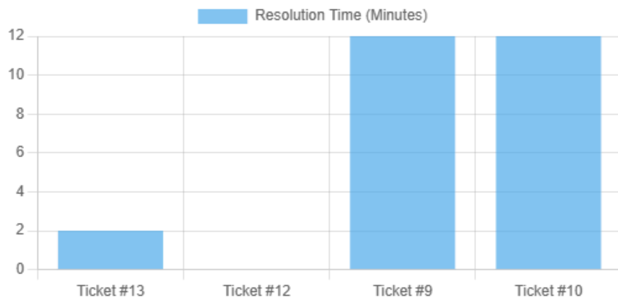
Additional Scenario Walkthrough

One of the tasks that a manager has to perform is regularly viewing the metrics and generating reports based on the current tickets in the help desk system. The manager does this to see if anything can be improved upon or to see how to replicate successful results. To perform this task, the manager can log into his user account, and right on the dashboard, he/she should be able to see the metrics of the help desk system that help improve team performance. To dive deeper, he/she can click the generate reports button to view reports based on the current tickets in the system. These reports give summaries that the managers can analyze in order to improve their decision making.

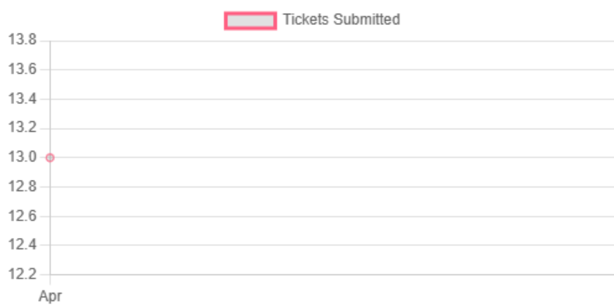


Metrics

Resolution Time (Last 4 Tickets)



Monthly Ticket Volume



← Back to Dashboard

Report Tickets Table

	Low	Medium	High	Total
Open	0	1	2	3
Closed	0	1	0	1
Total	0	2	2	4

Back to Dashboard