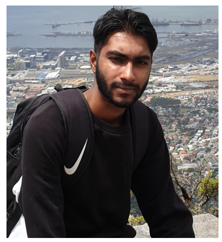
LUNA

User Manual

August 1st, 2023

Group Members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u20421169			u19027487	u20424575

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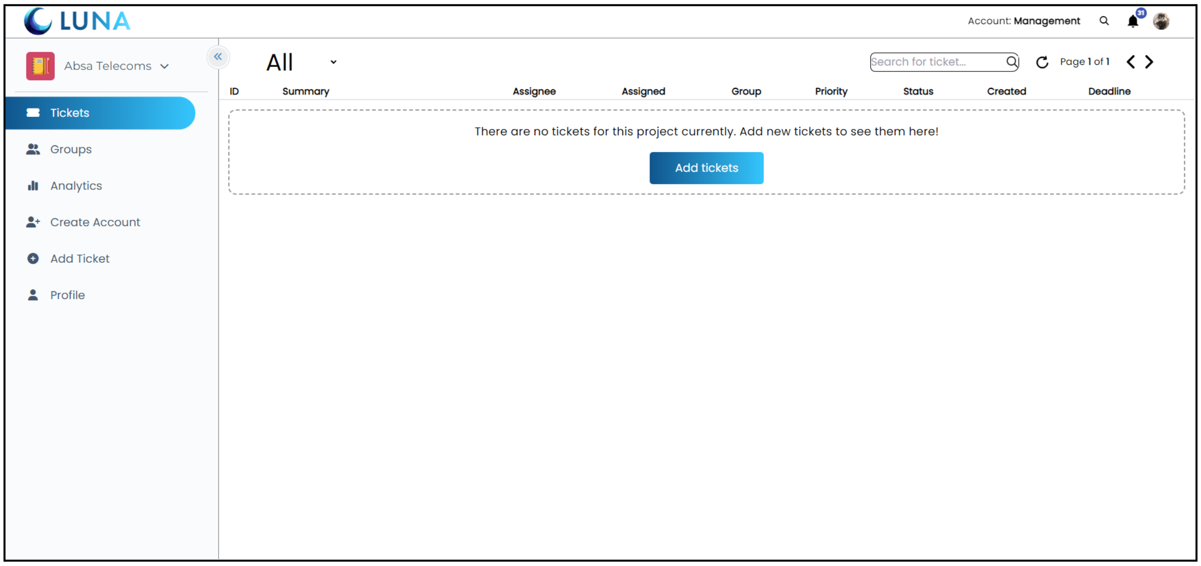
System Overview



The primary objective of this ticketing system is to streamline the project management processes, enhance communication, and improve the overall efficiency of the organization. As a company grows it becomes increasingly challenging to manage numerous projects effectively. The proposed ticketing system will serve as a centralized management tool that processes and catalogs customer service requests, tracks project progress and allocates work among the management, technical, and functional teams. The ticketing system will enable seamless collaboration between teams by facilitating the assignment and tracking of tasks, communication through internal notes, and efficient handling of client requirements and project changes. Furthermore, the system will incorporate AI-generated to do's to help improve efficiency.

Requirements

Minimum Requirements:

- Stable Internet Connection
- Any compatible browser:
    - Chrome
    - Opera
    - Safari

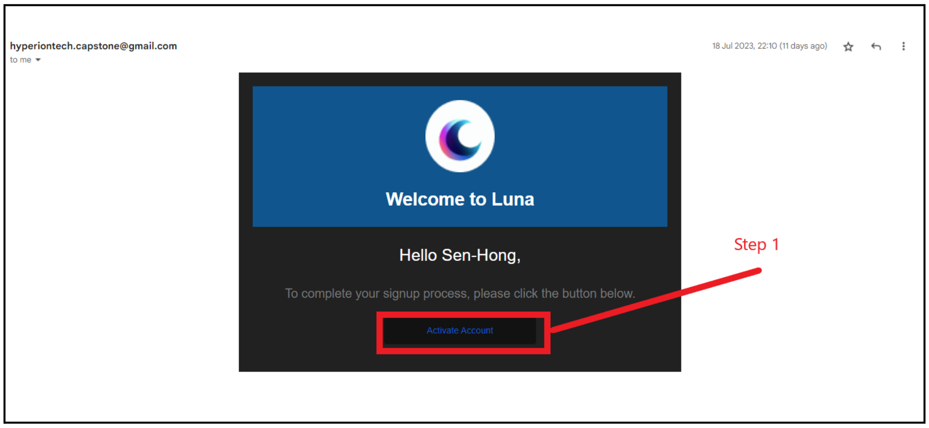
Access Requirements:

1. Have an account that is made by a manager or administrator
2. Activated account and resetted password

User Guide

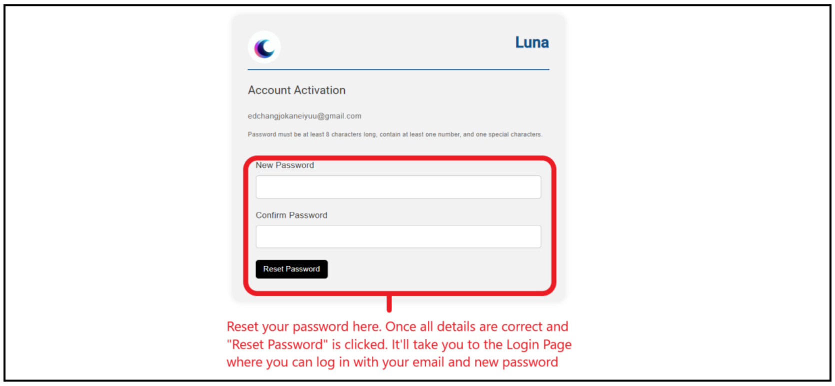
Internal User

Register your account:



As an internal system for a company, user's would only be able to log in to the system when a manager or administrator has made an account for you. The account will be registered with your email address, so once the account is created, you can check your email for the invitation. Please note that your account will only be activated once and only then would you be able to login to the system with the account that has been made for you. These invitations will become invalid after a day or once you have activated your account

Clicking on Activate Account will take you to this page:



Login to your account:

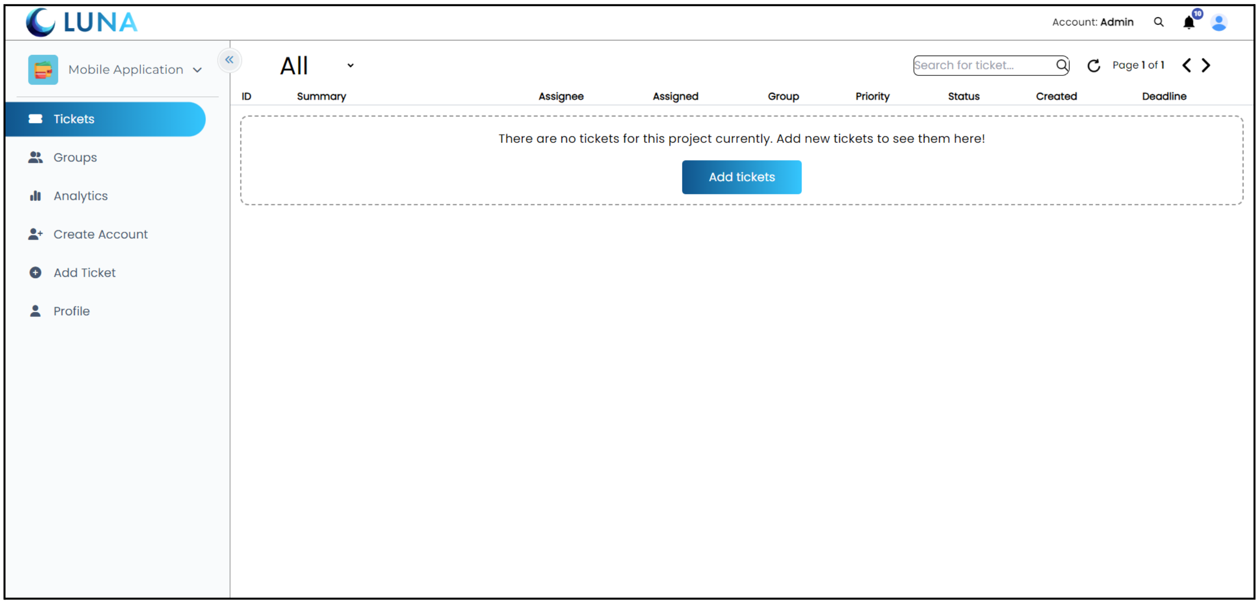
Now you'll be able to log into your account with that email address and with password that you have resetted in the previous page. Fill in the fields and then press the login button.

Dashboard Page (Tickets Page):

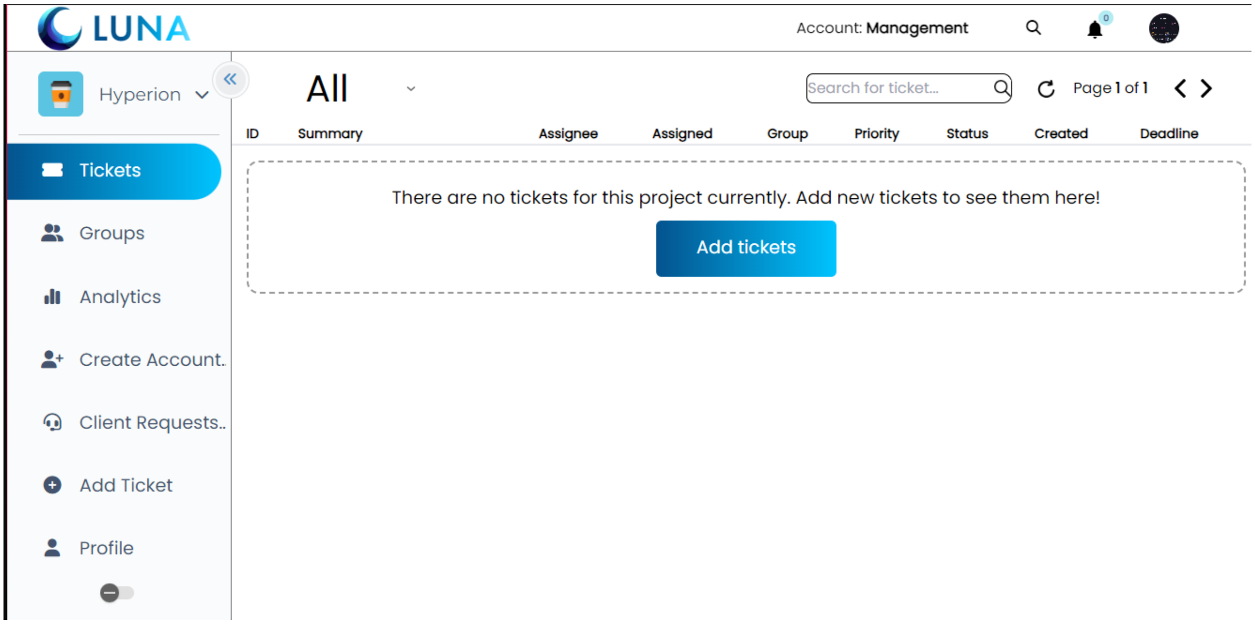
- Administrator account - has all the privileges that the other account types have. They also have the ability to create user accounts with a management role, functional role or a technical role. Admins are not able to create other admin accounts.
- Management account - has the privileges of functional and technical accounts, but they are only able to see tickets from the groups that they are a part of. They are also able to make functional , technical and client accounts for the respective member.
- Functional accounts - have limited functionality. They are only able to view tickets from the groups they are a part of. They are still able to make new tickets, but creation of accounts is disabled.
- Technical accounts - have limited functionality. They are only able to view tickets from the groups they are a part of. They will not be able to make new tickets and new accounts. They will work on tickets according to the request.

Note*: An account can have multiple roles: Management, Functional and Technical.

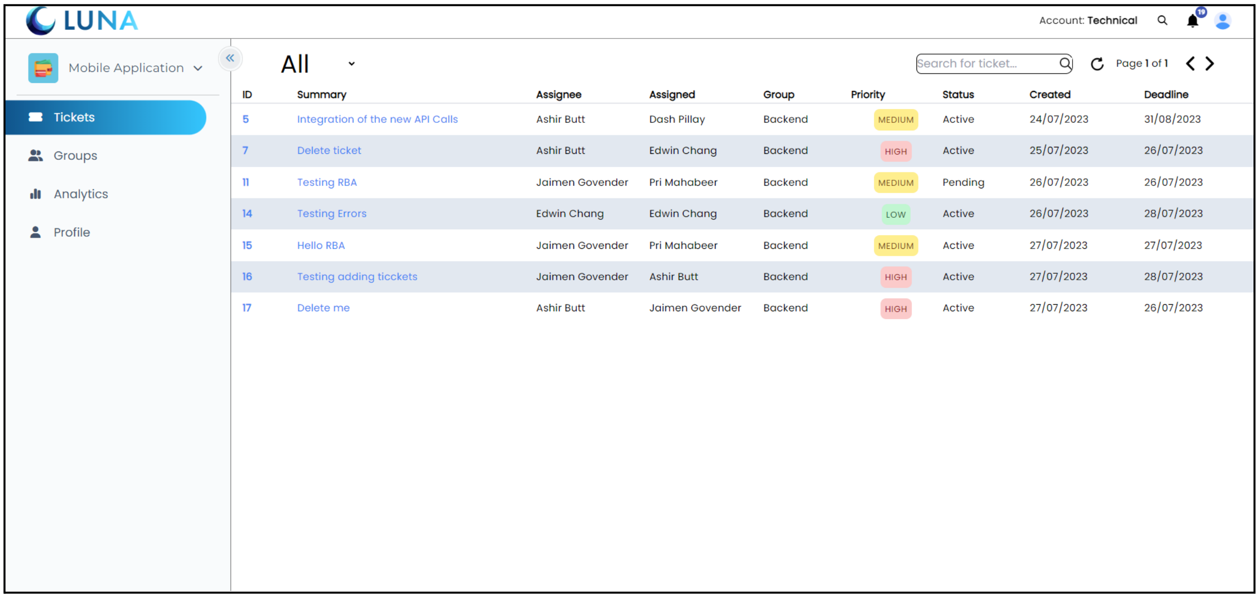
Admin View



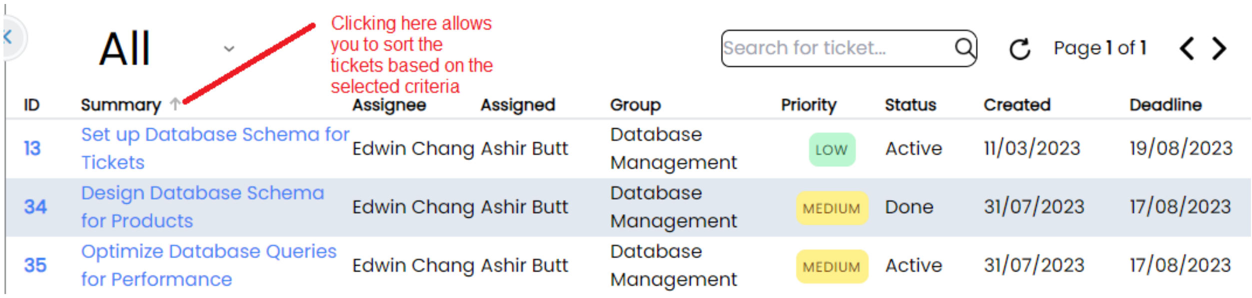
Management View



Technical View

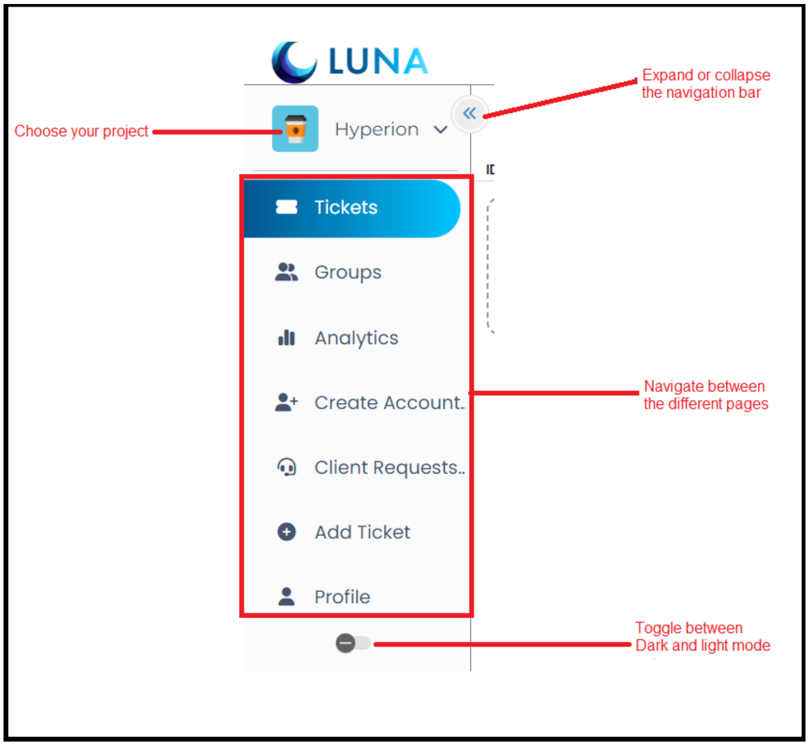


Clicking on any ticket will take you to the Ticket-Details Page.

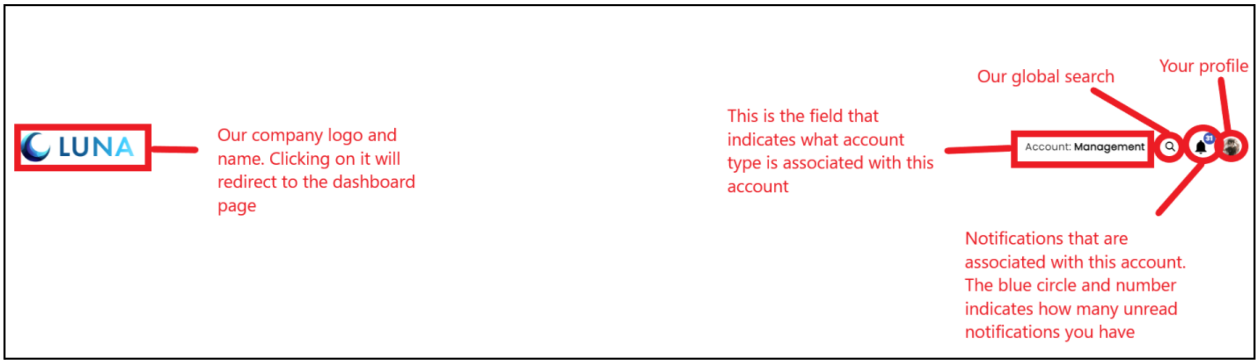


Clicking on the arrow next to your desired criteria will sort the tickets in ascending order. Clicking it again will sort the tickets in descending order.

Side Navigation

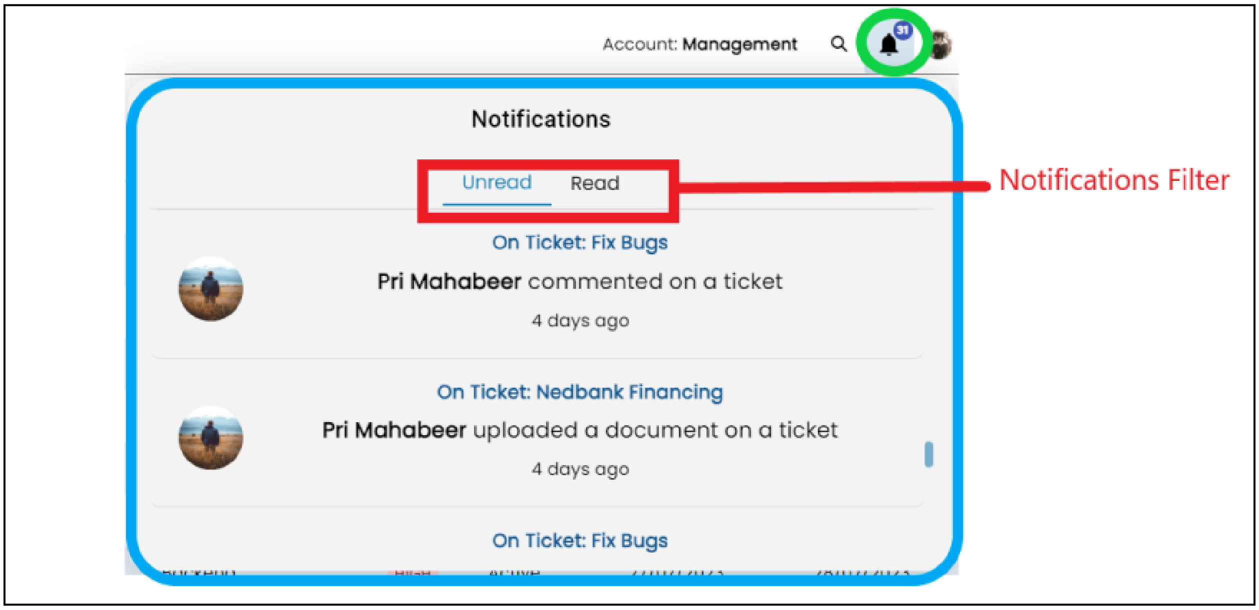


Page Header



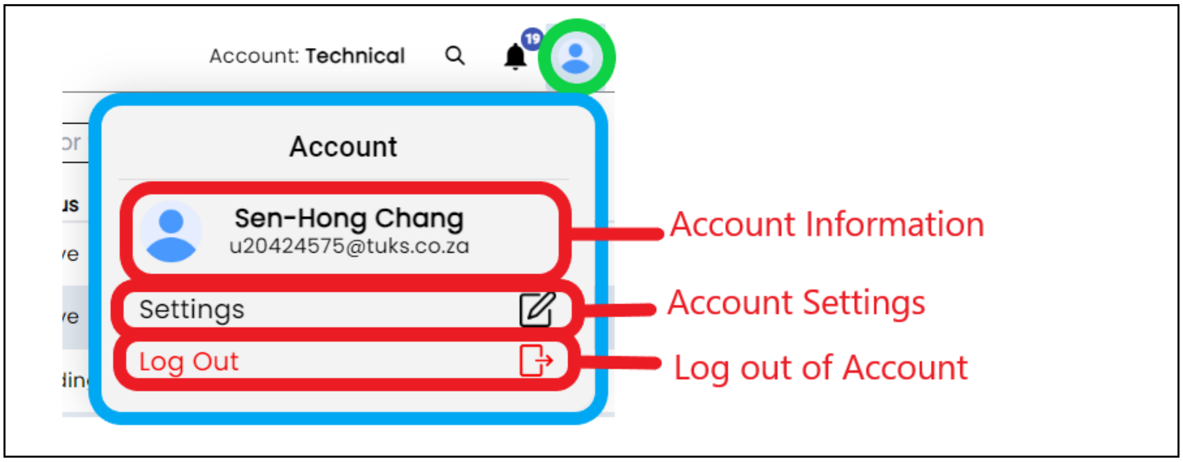
Notifications

Clicking on the notifications icon(in green) in the Page Header will open up the notifications panel(in blue).



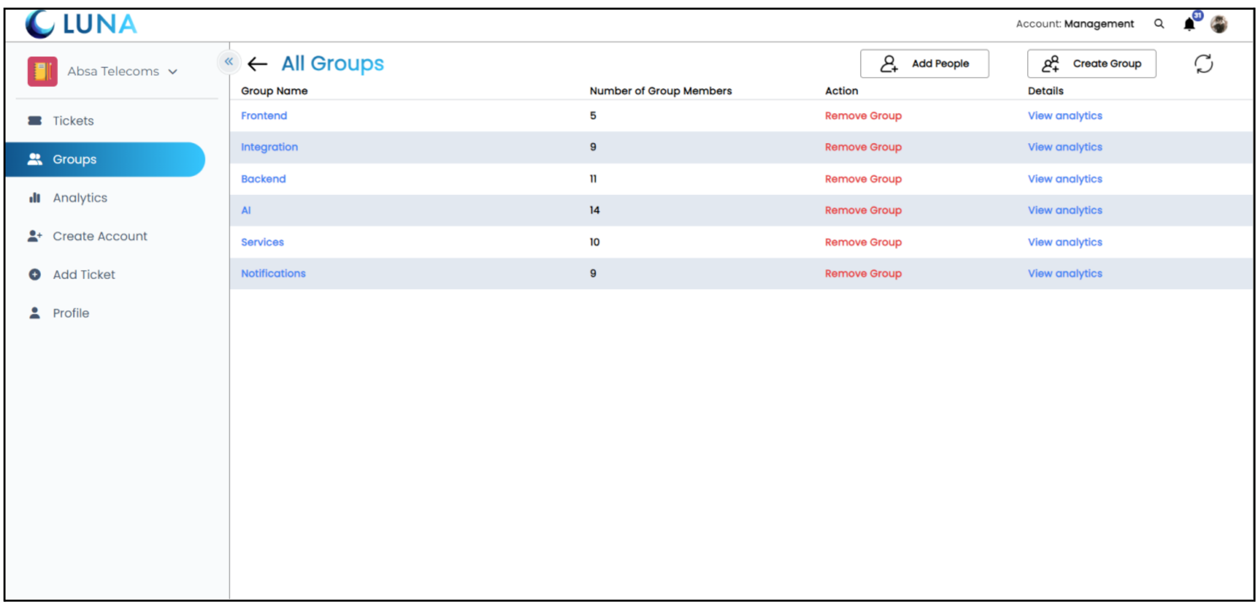
Profile

Clicking on the profile icon(in green) in the Page Header will open up the profile panel(in blue).



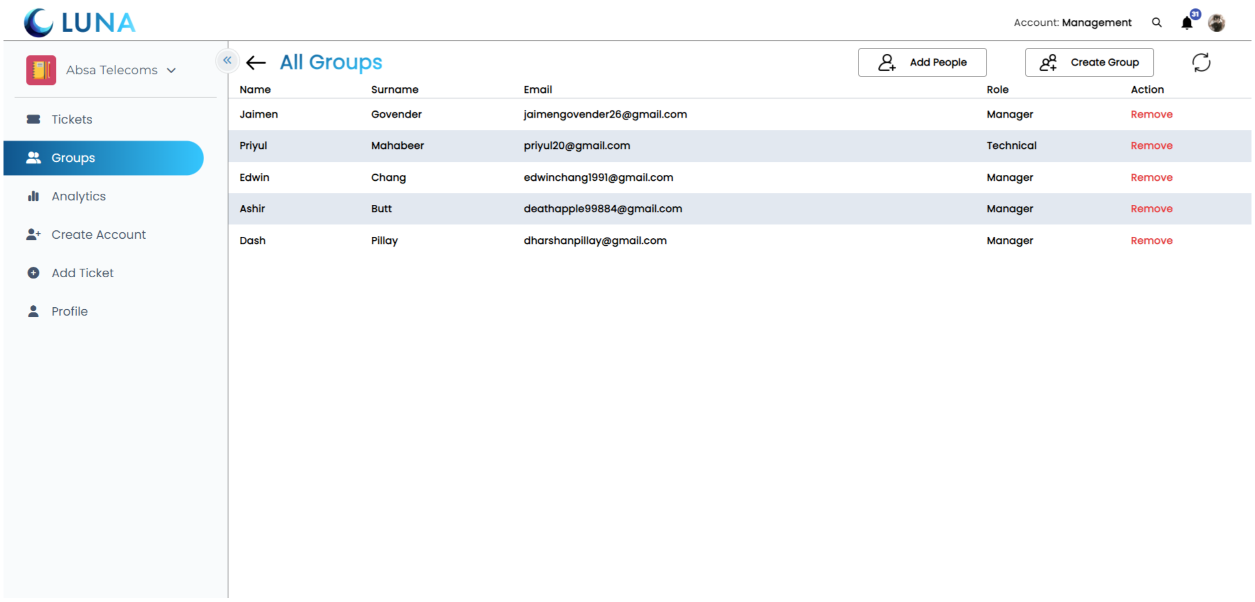
Groups Page:

Admin and Management View



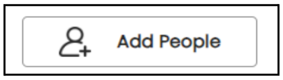
Remove Group will remove the group from the entire system and also unlink all members within that group. View analytics will take you to the analytics page of that group and show their group performance. Look at the Analytics Page for more details.

Clicking into any of the entries will show you the group members:

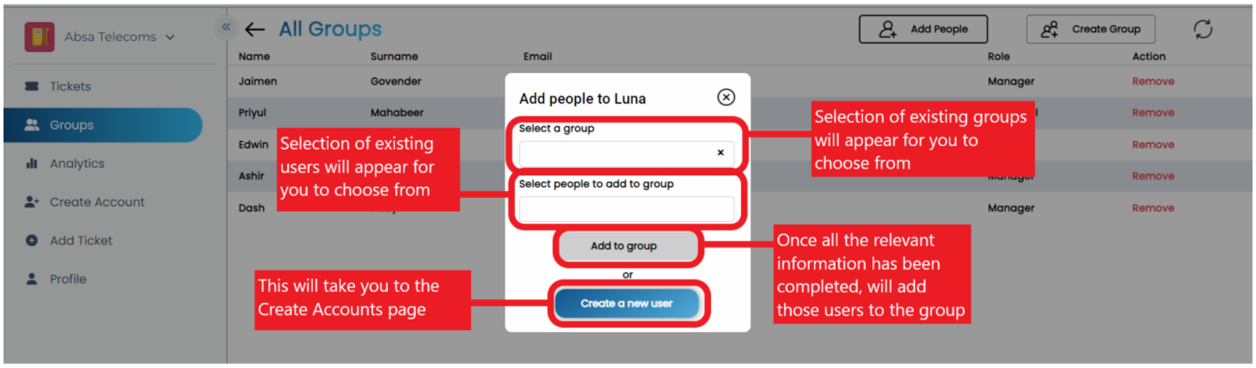


Removing any person can unlink that person from the group. Clicking on any entry here would take you directly to the relevant user's page. Look at [Profile Page](#) for more information.

Add People



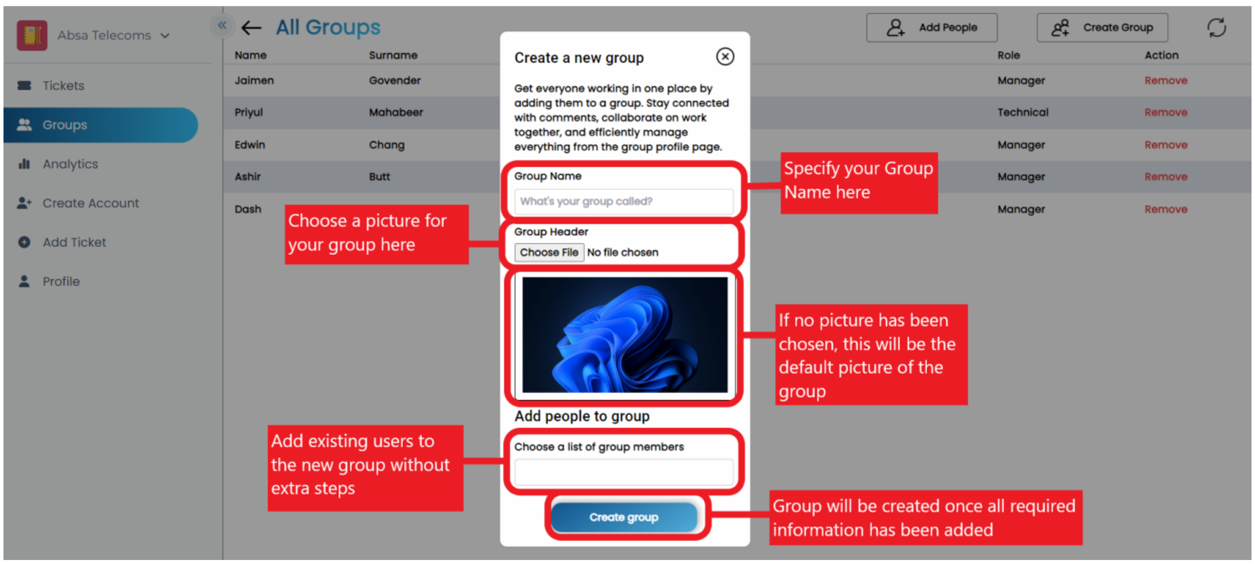
When this "Add People" button is clicked, an overlay would appear:



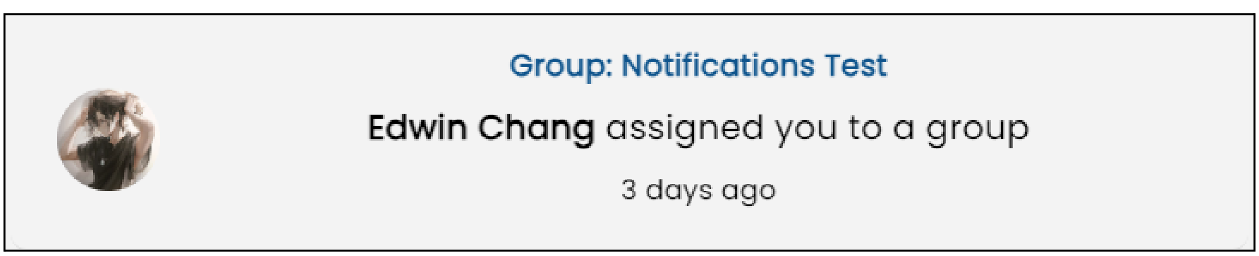
More than one user can be chosen to be added to a group. Look at [Create Account Page]() for more information.

Add Group

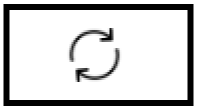
When “Create Group” button is clicked, an overlay would appear:



When any user has been added to a group, either from a newly created group or existing group, it’ll send a notification to the relevant user:

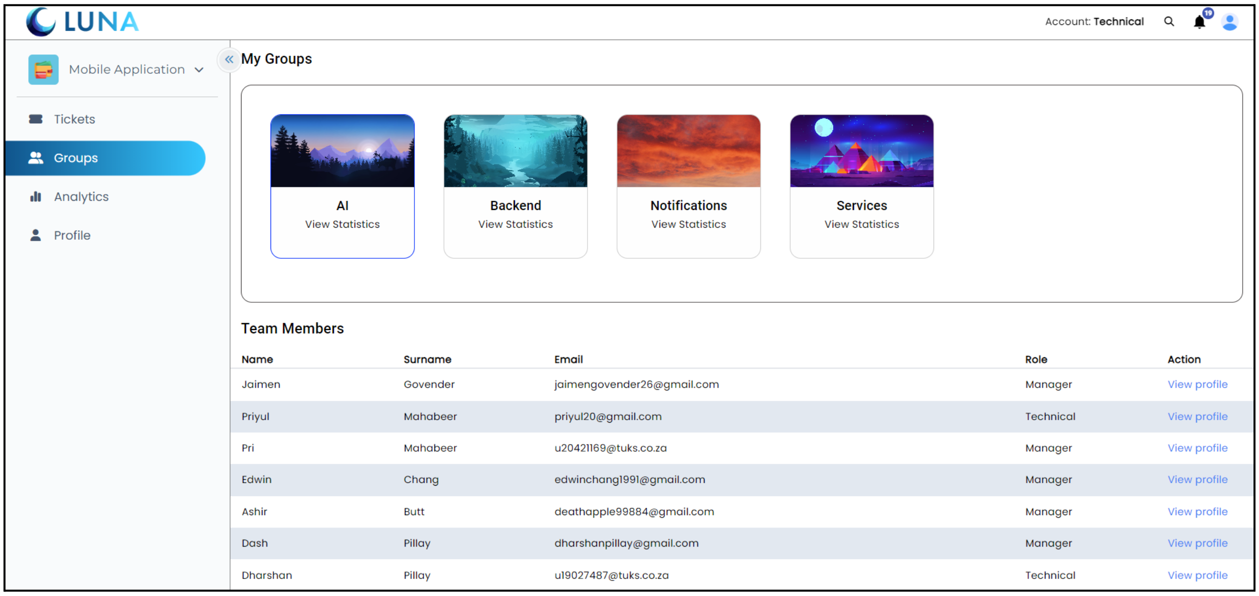


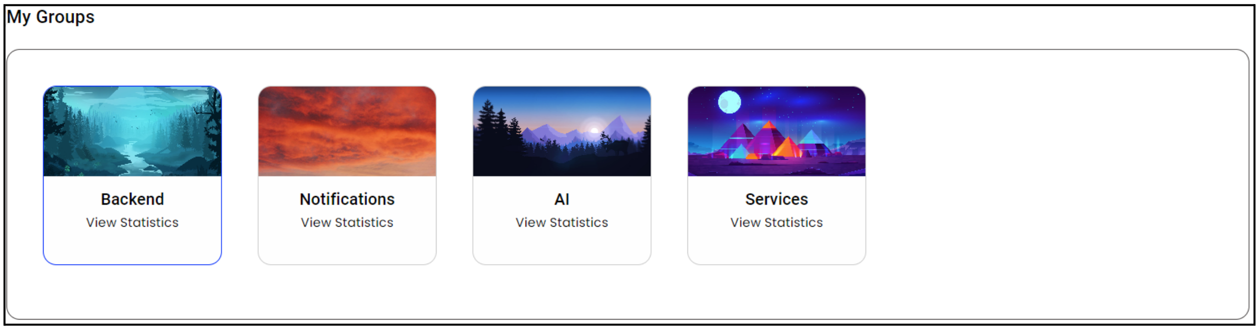
Refresh:



When “refresh” is clicked the page will be refreshed.

Functional and Technical View





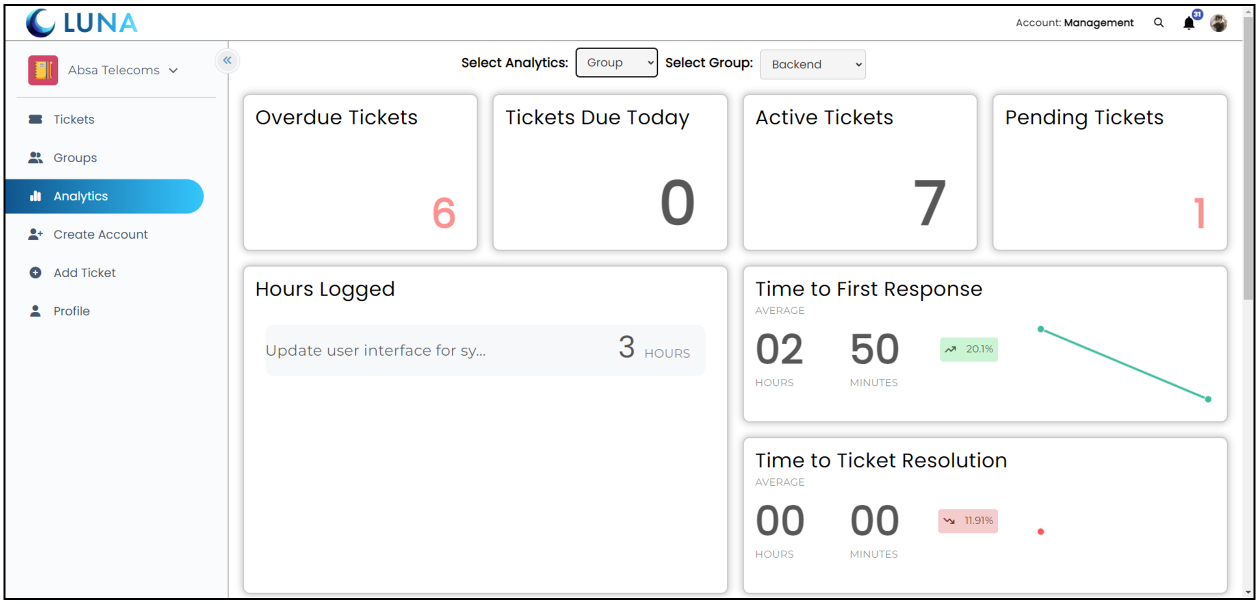
These are the groups that you are a part of. Clicking into any one of them would show the members of that group, like the view provided above. “View Statistics” will take you to the relevant group’s analytics. Look at the [Analytics Page](#) for more information.

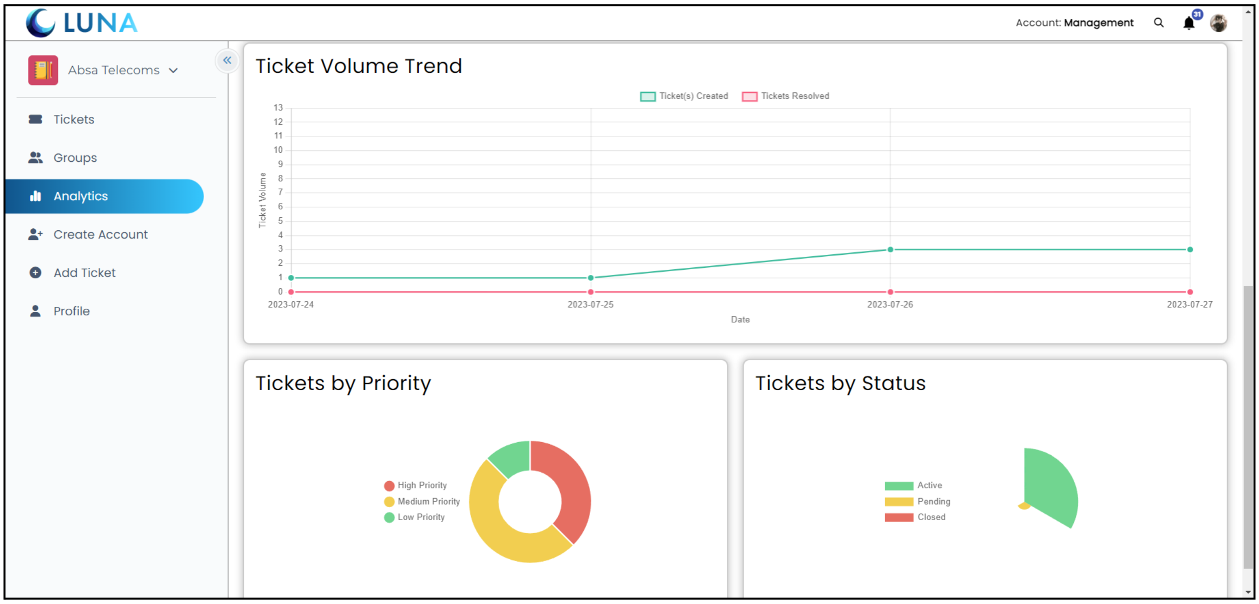
Team Members

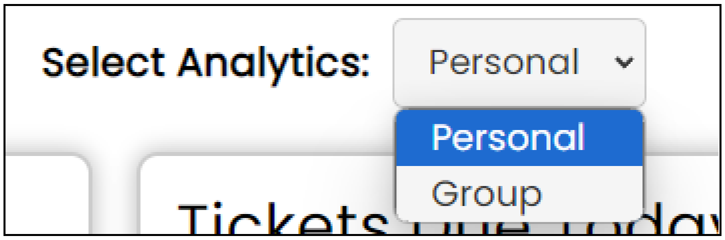
Name	Surname	Email	Role	Action
Jaimen	Govender	jaimengovender26@gmail.com	Manager	View profile
Priyul	Mahabeer	priyul20@gmail.com	Technical	View profile
Pri	Mahabeer	u20421169@tuks.co.za	Manager	View profile
Edwin	Chang	edwinchang1991@gmail.com	Manager	View profile
Ashir	Butt	deathapple99884@gmail.com	Manager	View profile
Dash	Pillay	dharshanpillay@gmail.com	Manager	View profile
Dharshan	Pillay	u19027487@tuks.co.za	Technical	View profile
Sen-Hong	Chang	u20424575@tuks.co.za	Technical	View profile
Jaimen	Govender	qeqeqe@gmail.com	Technical	View profile

These are the members associated with the group that is selected. Clicking on any of the entries will take you to the relevant user's profile page. Look at Profile Page for more information.

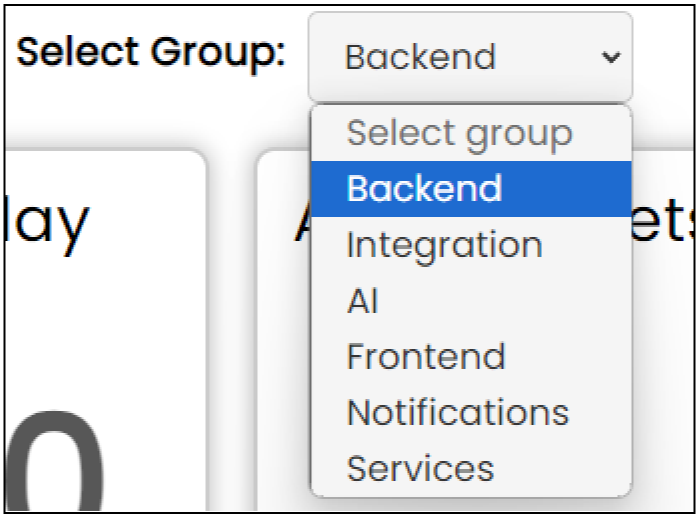
Analytics Page:





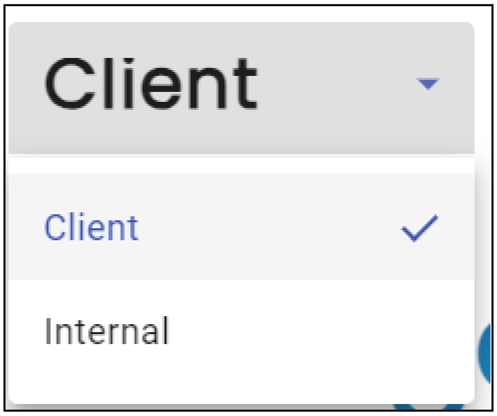


You can choose between looking at your own performance or looking at a group's performance as a whole.



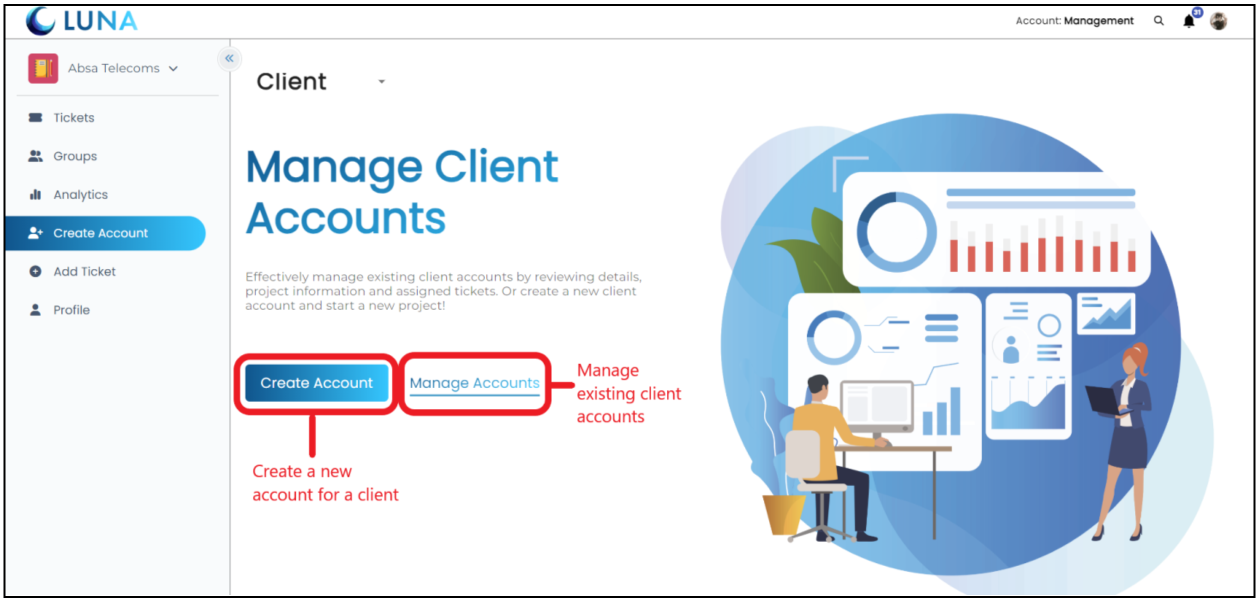
Once "Group" is selected in the "Select Analytics:", another selection panel will pop up where you can choose between all existing groups to view their relevant performances.

Create Account Page:

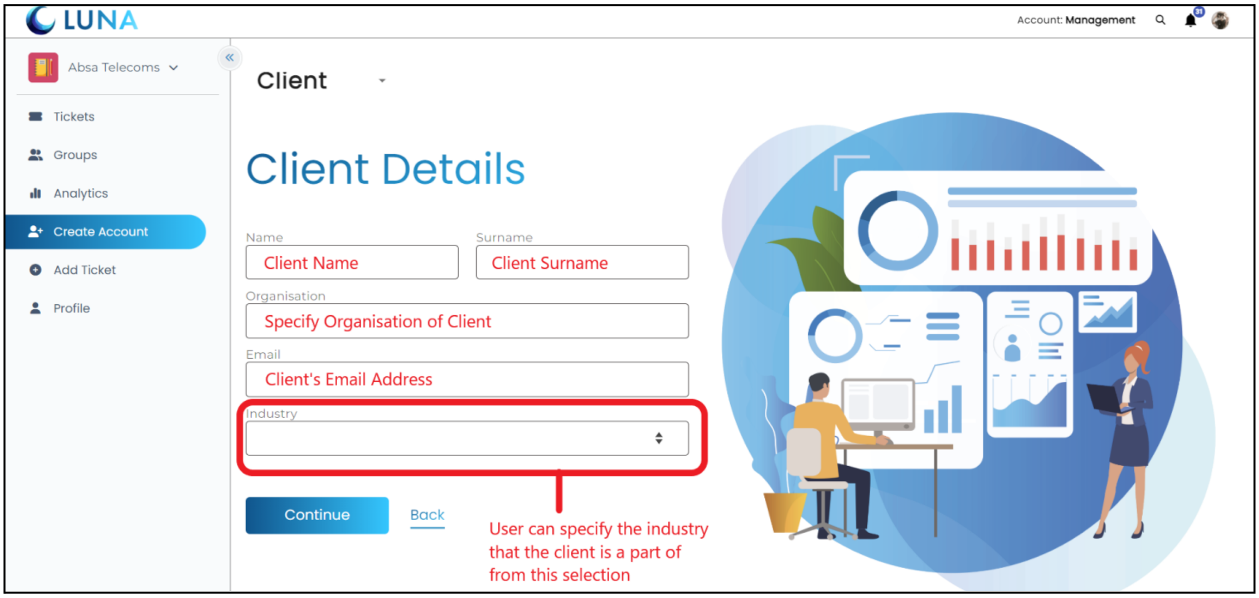


You can choose to create either a Client account or an Internal account from the selection panel at the top of the page.

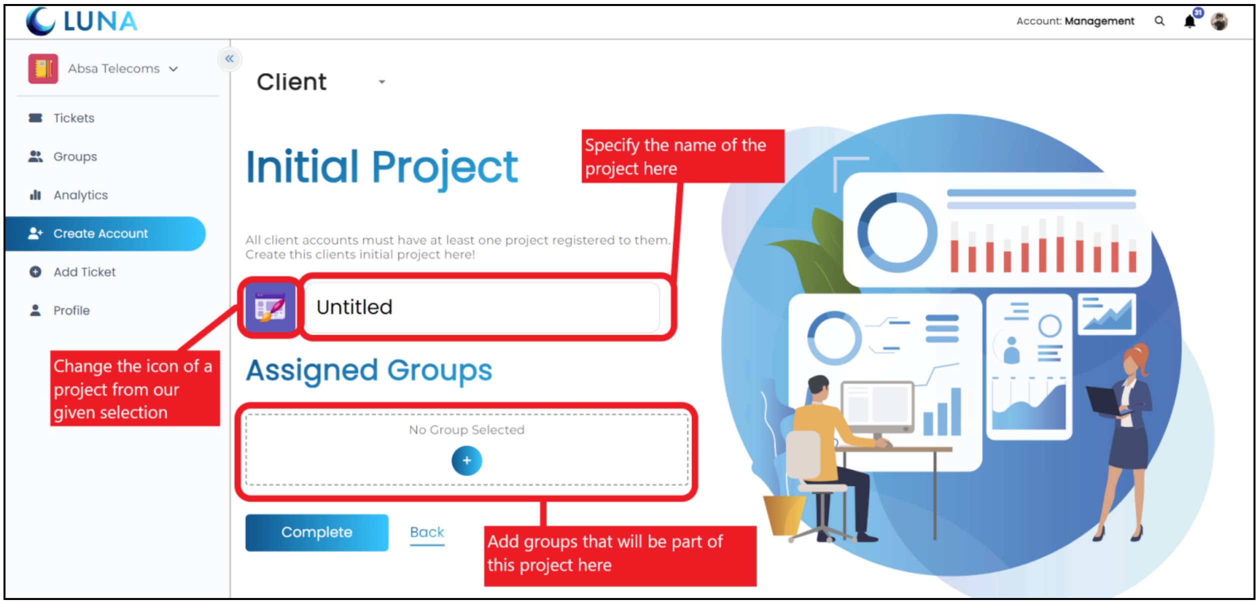
Client



Create Account

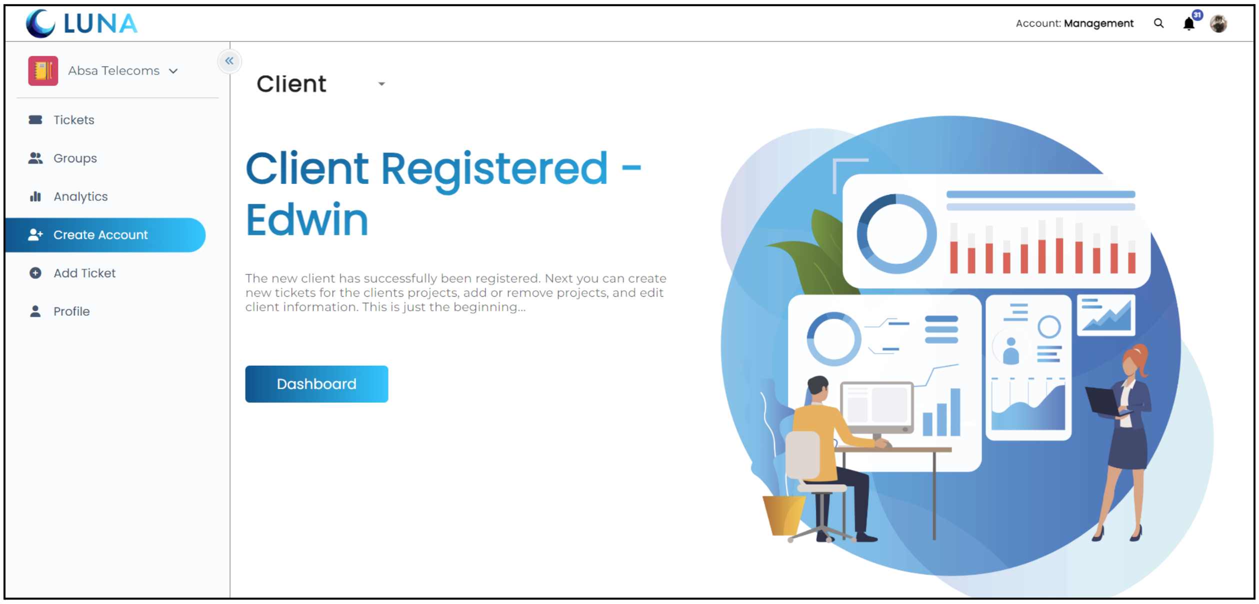


Once all required information has been entered, and "Continue" is pressed:



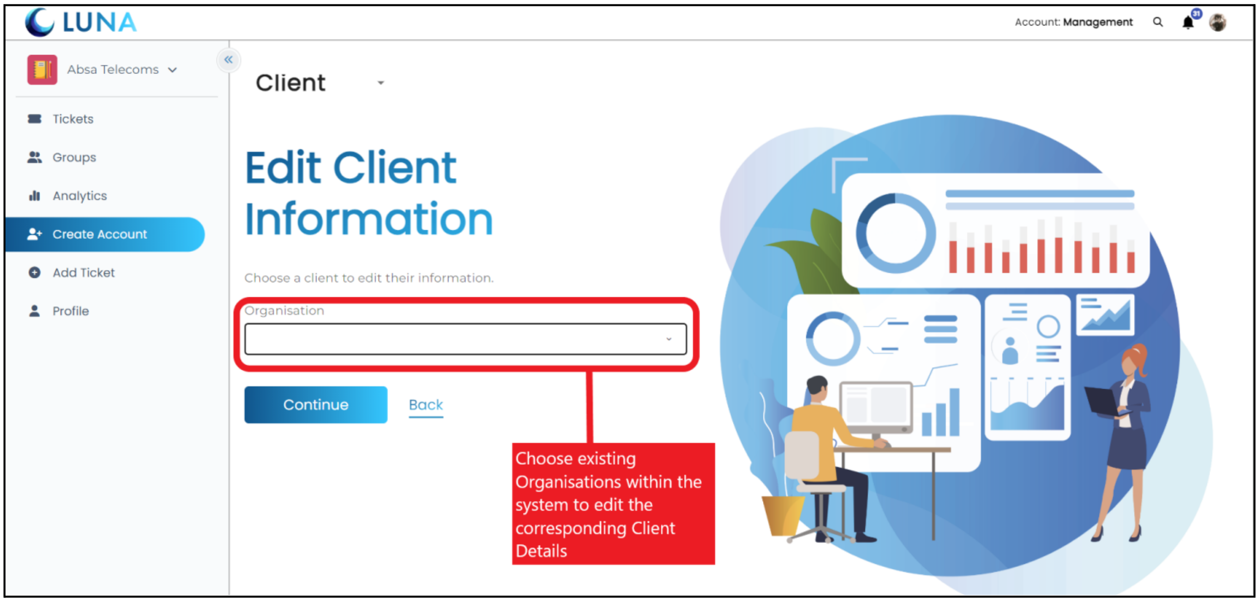
Adding a group has the same display as the Internal Account add group. Take a look at the Internal Account group display [here](#).

Once all information has been completed. Clicking on "Complete" button, will take you to this page:

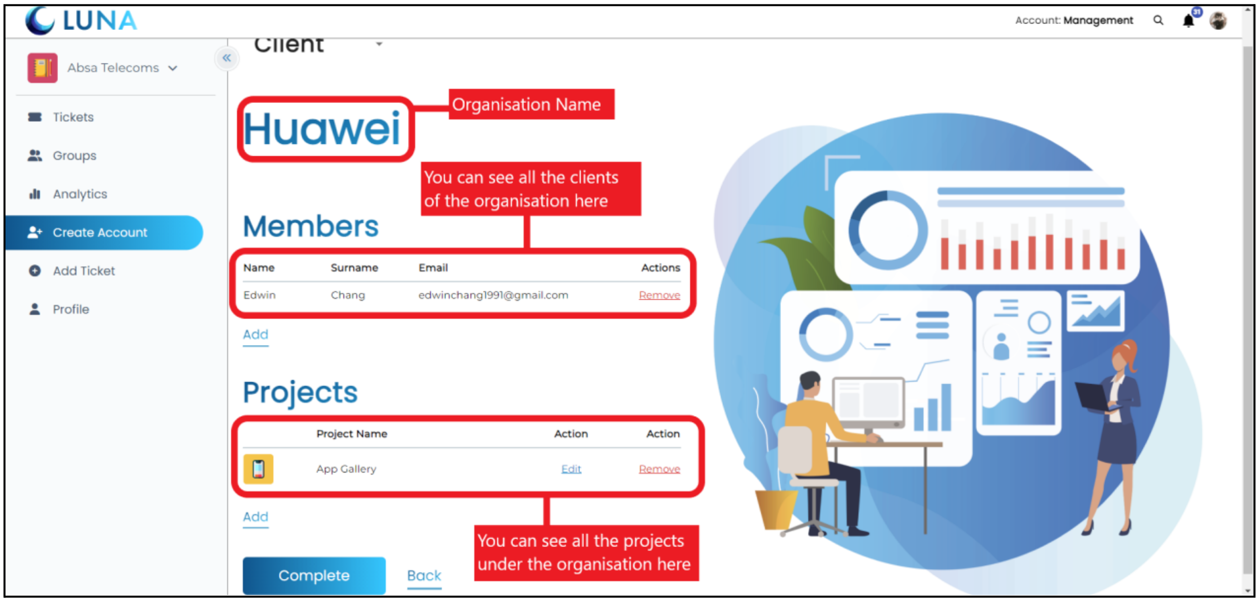


This is the response page that the Client Account has been created for the Client. Clicking on the "Dashboard" button will take you back to the Dashboard Page/ Tickets Page.

Manage Accounts

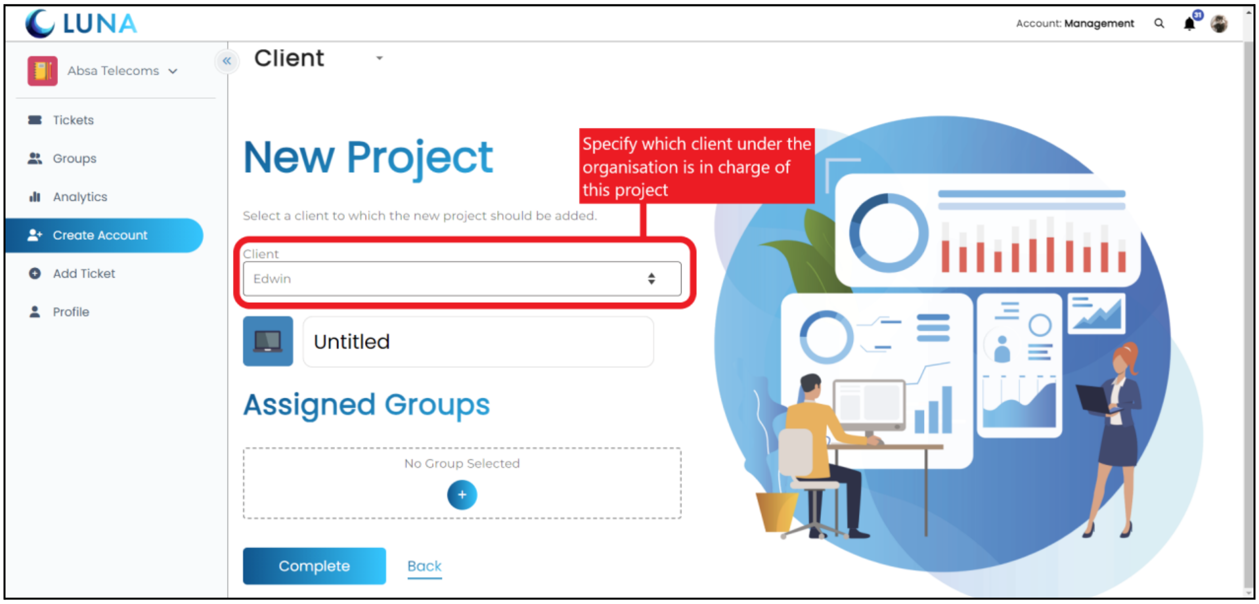


Once Organisation has been selected, when "Continue" button is clicked, this page will show up:



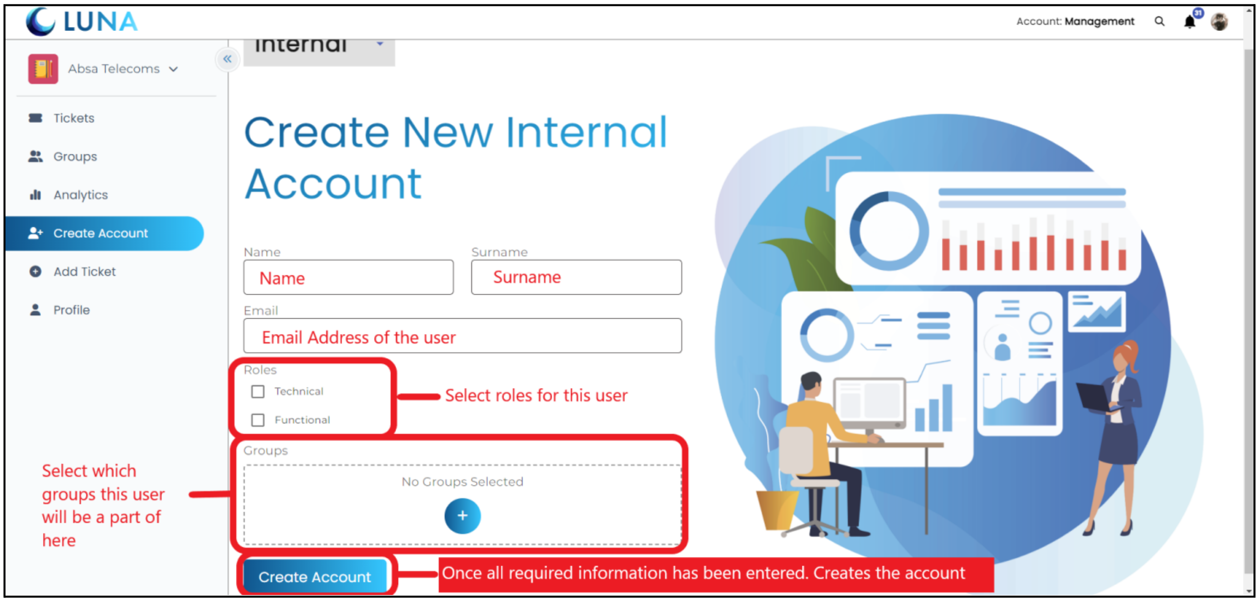
On Add for members, it'll take you to the page where the Client Account is created. You can [click here] to take a look.

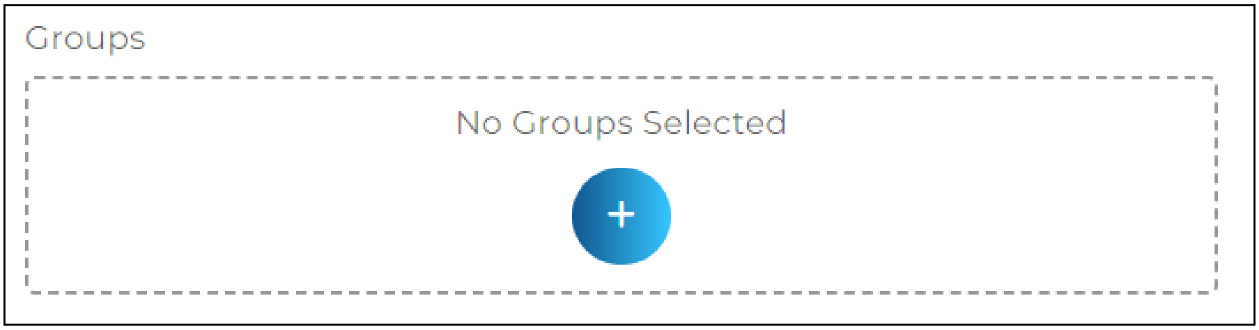
Once Add Projects is clicked on, it'll take you to this page:



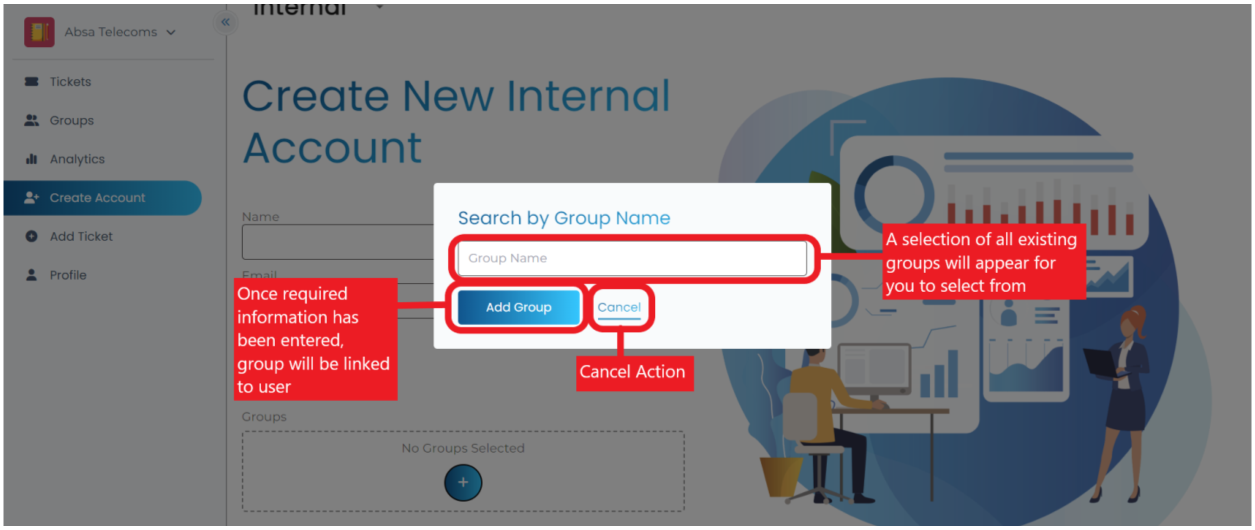
The page is similar to the page above where project icon, name and groups are specified during Client Account creation. The only difference is now that you will be able to select from a list of Clients associated with this Organization.

Internal

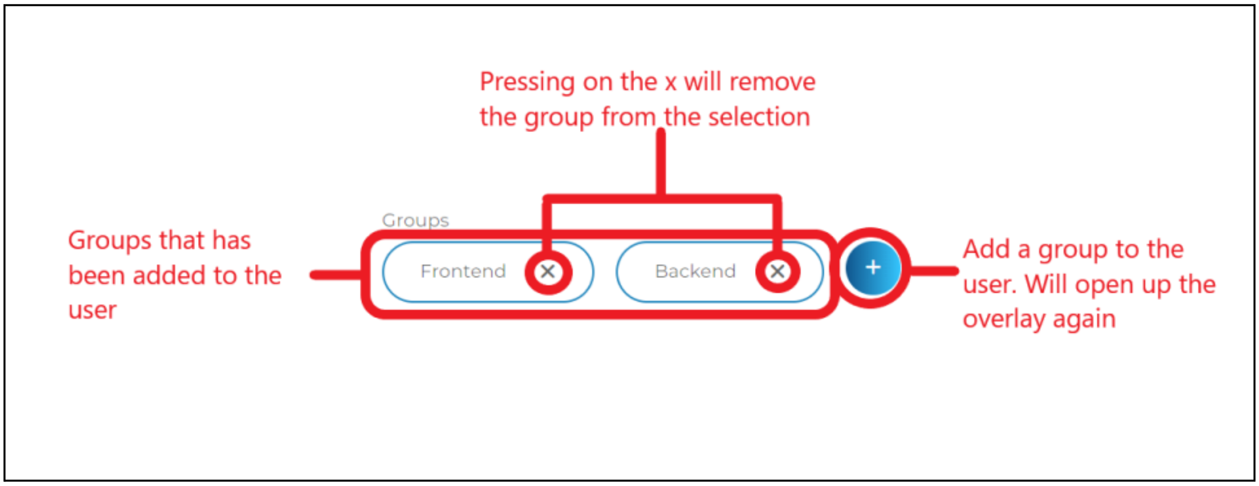




When the plus icon in groups is selected, an overlay will appear:

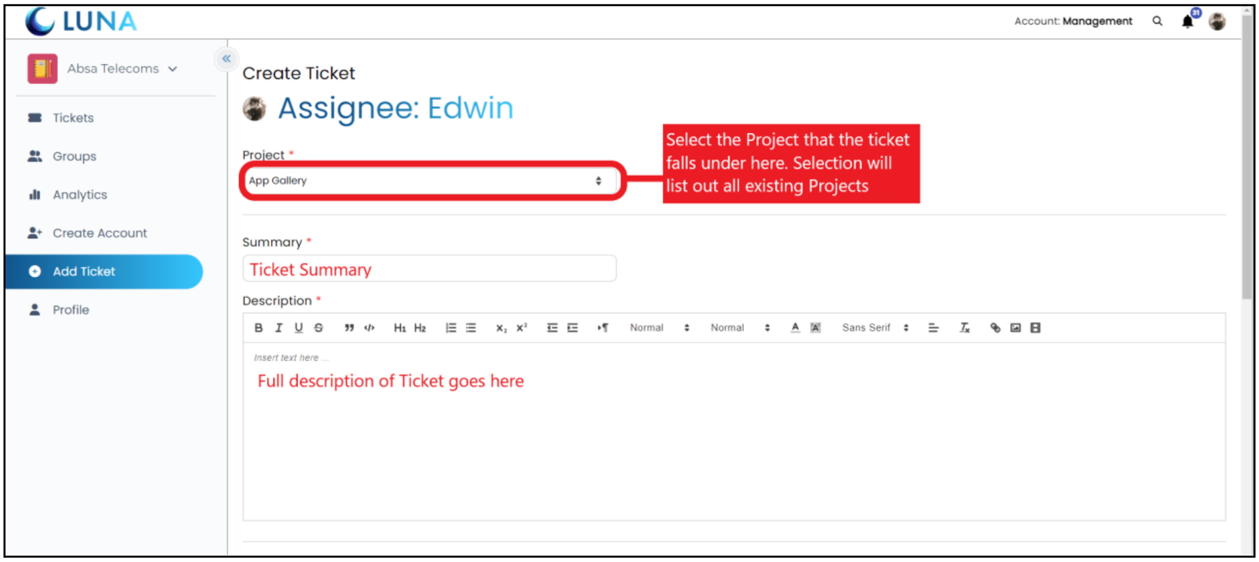


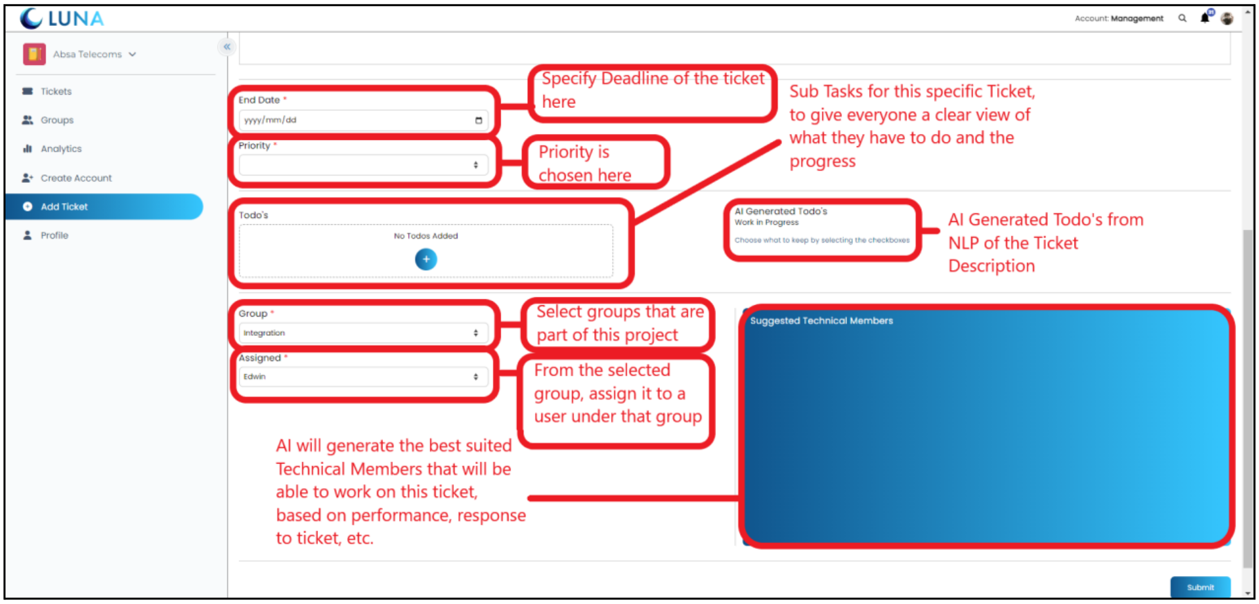
When a group is added, it'll show up in this format:



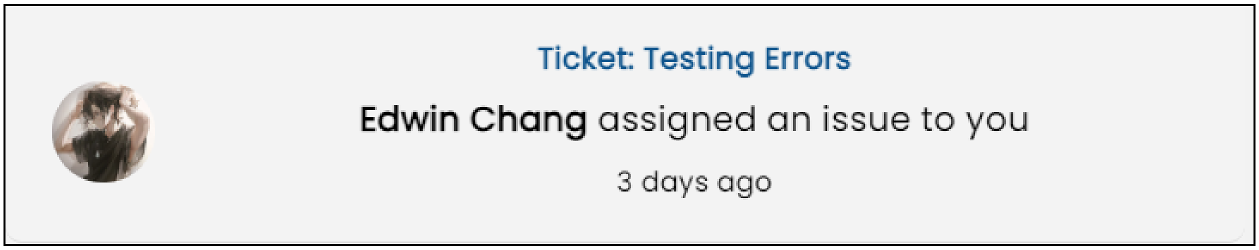
Once an account is created, an email will be sent to the relevant user for them to activate the account and set their own password. Look at Register your account for more information.

Add Ticket Page:

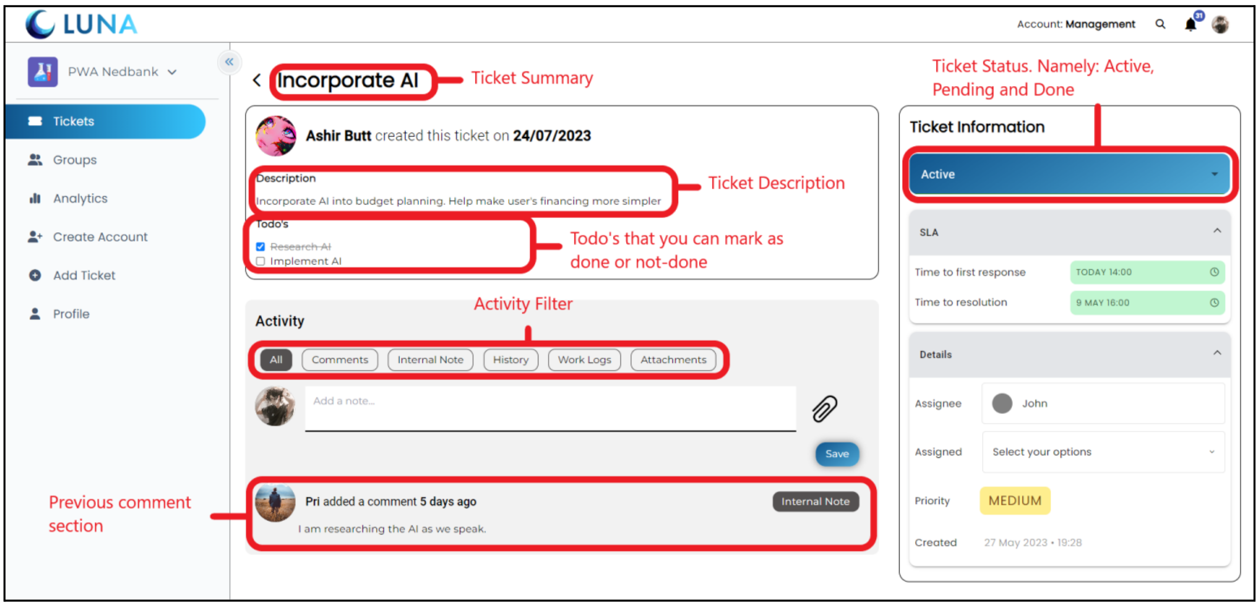




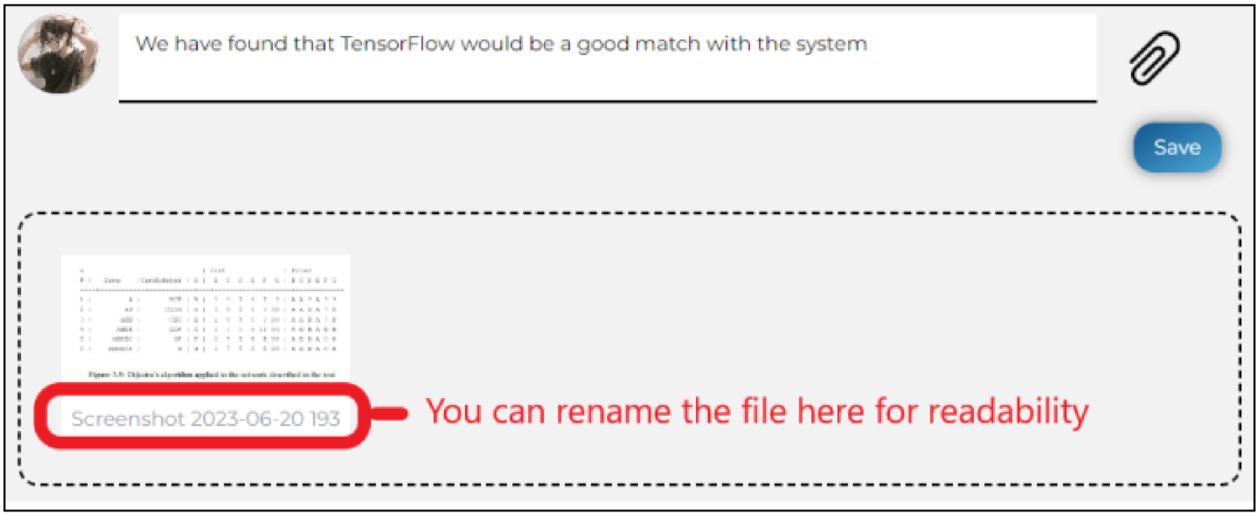
Once all required information has been entered. You will be able to Submit this information as a new Ticket. Once you submit, a notification will be sent to the assigned user and it'll take you directly to the Ticket-Details Page of that ticket.



Ticket-Details Page:

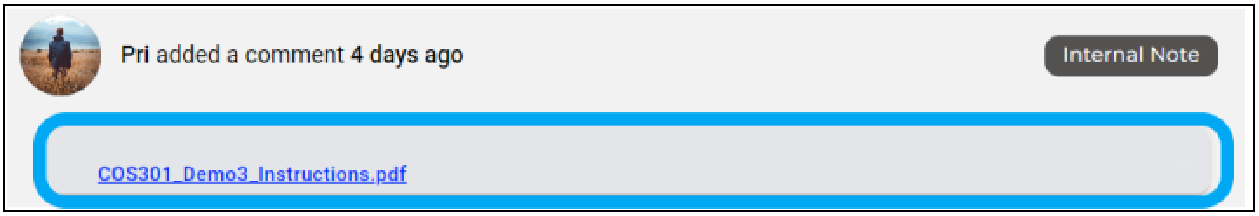


If there is an attachment with the comment, the display will look like this:



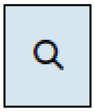
Once all the details for comment have been completed, pressing the “Save” button will upload the comment and an attachment, if there was one attached.

The comments section will then have the new comment as well:

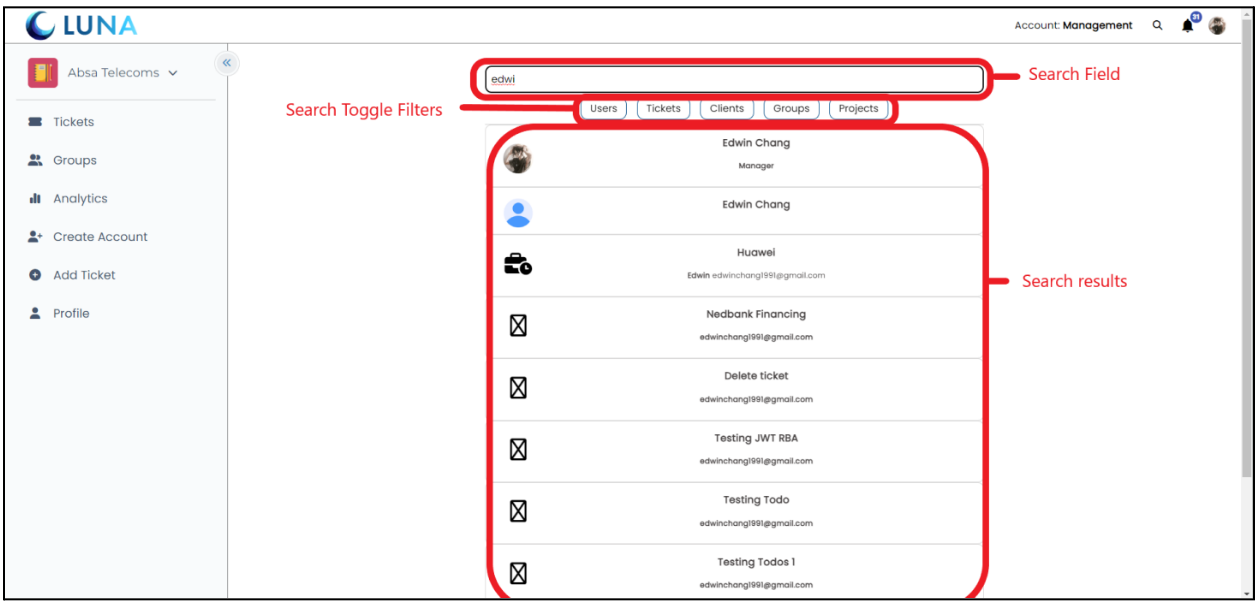


You will be able to expand the block (in blue) to reveal the picture. You can also click on the link itself to take you to a separate page of the picture/document so that you can have a bigger view of the picture/document.

Global Search Page:



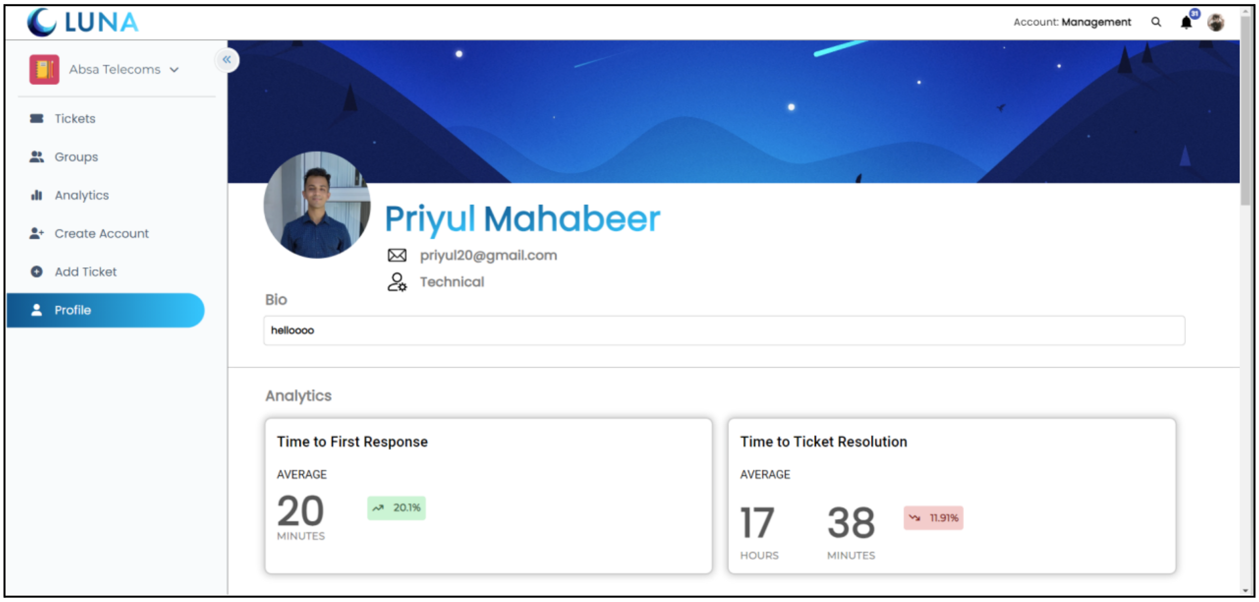
Click on the Search button on the Page Header, right next to notifications to go to the Global Search Page:

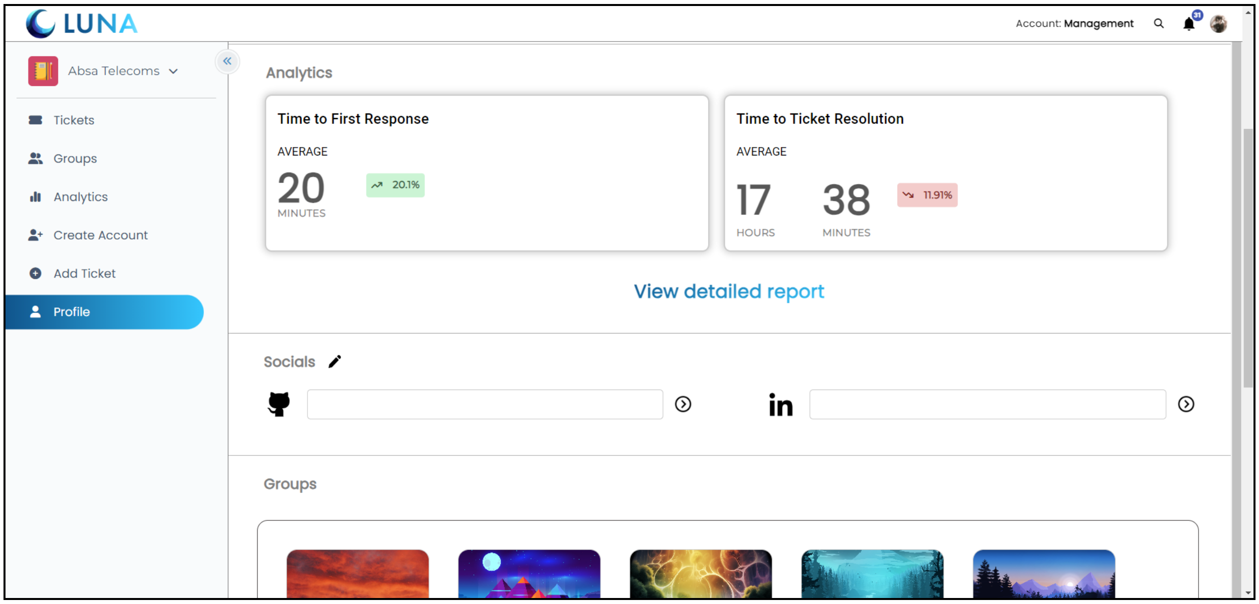


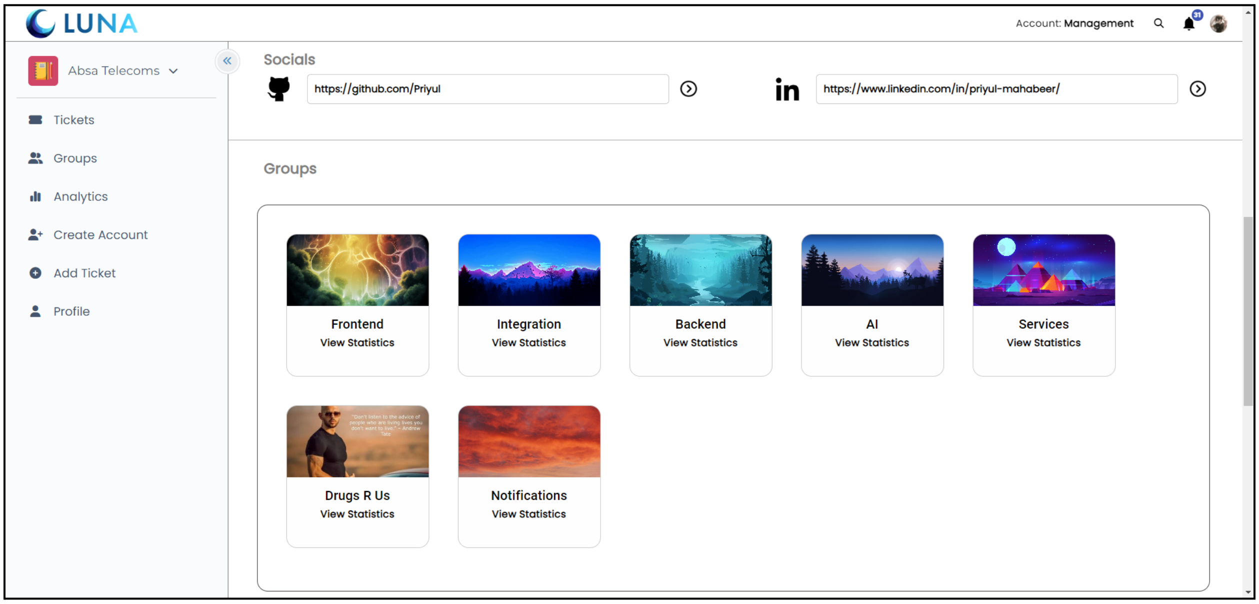
Clicking on any of the search results will take you to the relevant pages.

Profile Page:

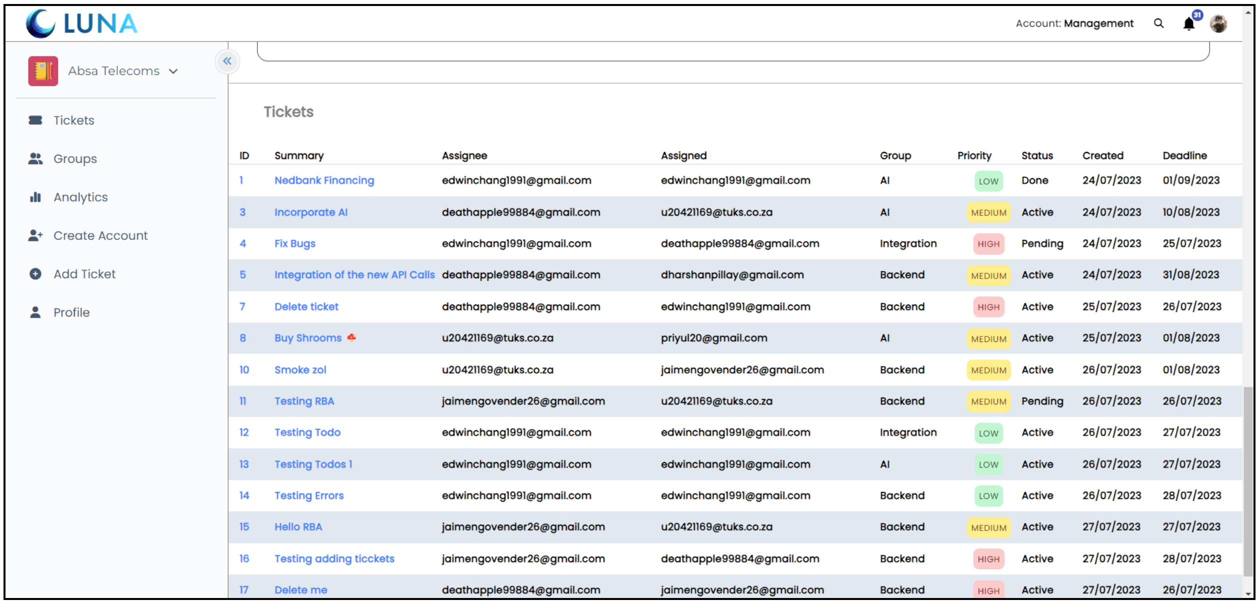
This is the profile page. Here you would be able to change your profile picture and profile header. Your name, email and role would be displayed at the top. You can change your bio to anything you want and fill in your Github and LinkedIn Social links. You would also be able to see your own analytics, groups you are part of and also alter your notifications settings.





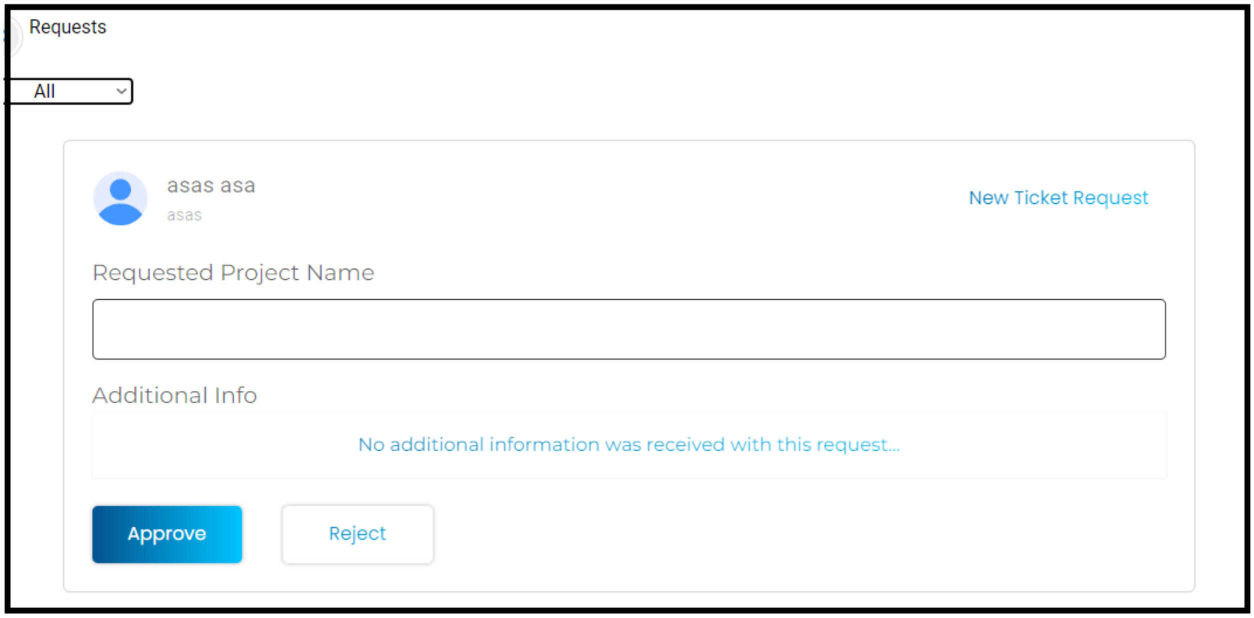


When you are viewing another person's profile, instead of notifications settings, you would be able to view the tickets that they are a part of:

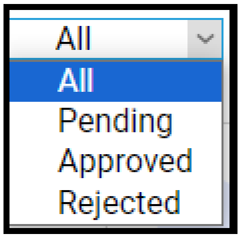


ID	Summary	Assignee	Assigned	Group	Priority	Status	Created	Deadline
1	Nedbank Financing	edwinchang1991@gmail.com	edwinchang1991@gmail.com	AI	LOW	Done	24/07/2023	01/09/2023
3	Incorporate AI	deathapple99884@gmail.com	u20421169@tuks.co.za	AI	MEDIUM	Active	24/07/2023	10/08/2023
4	Fix Bugs	edwinchang1991@gmail.com	deathapple99884@gmail.com	Integration	HIGH	Pending	24/07/2023	25/07/2023
5	Integration of the new API Calls	deathapple99884@gmail.com	dharshanpillay@gmail.com	Backend	MEDIUM	Active	24/07/2023	31/08/2023
7	Delete ticket	deathapple99884@gmail.com	edwinchang1991@gmail.com	Backend	HIGH	Active	25/07/2023	26/07/2023
8	Buy Shrooms 🍄	u20421169@tuks.co.za	priyul20@gmail.com	AI	MEDIUM	Active	25/07/2023	01/08/2023
10	Smoke zol	u20421169@tuks.co.za	jaimengovender26@gmail.com	Backend	MEDIUM	Active	26/07/2023	01/08/2023
11	Testing RBA	jaimengovender26@gmail.com	u20421169@tuks.co.za	Backend	MEDIUM	Pending	26/07/2023	26/07/2023
12	Testing Todo	edwinchang1991@gmail.com	edwinchang1991@gmail.com	Integration	LOW	Active	26/07/2023	27/07/2023
13	Testing Todos 1	edwinchang1991@gmail.com	edwinchang1991@gmail.com	AI	LOW	Active	26/07/2023	27/07/2023
14	Testing Errors	edwinchang1991@gmail.com	edwinchang1991@gmail.com	Backend	LOW	Active	26/07/2023	28/07/2023
15	Hello RBA	jaimengovender26@gmail.com	u20421169@tuks.co.za	Backend	MEDIUM	Active	27/07/2023	27/07/2023
16	Testing adding ticckets	jaimengovender26@gmail.com	deathapple99884@gmail.com	Backend	HIGH	Active	27/07/2023	28/07/2023
17	Delete me	deathapple99884@gmail.com	jaimengovender26@gmail.com	Backend	HIGH	Active	27/07/2023	26/07/2023

Client Requests Page



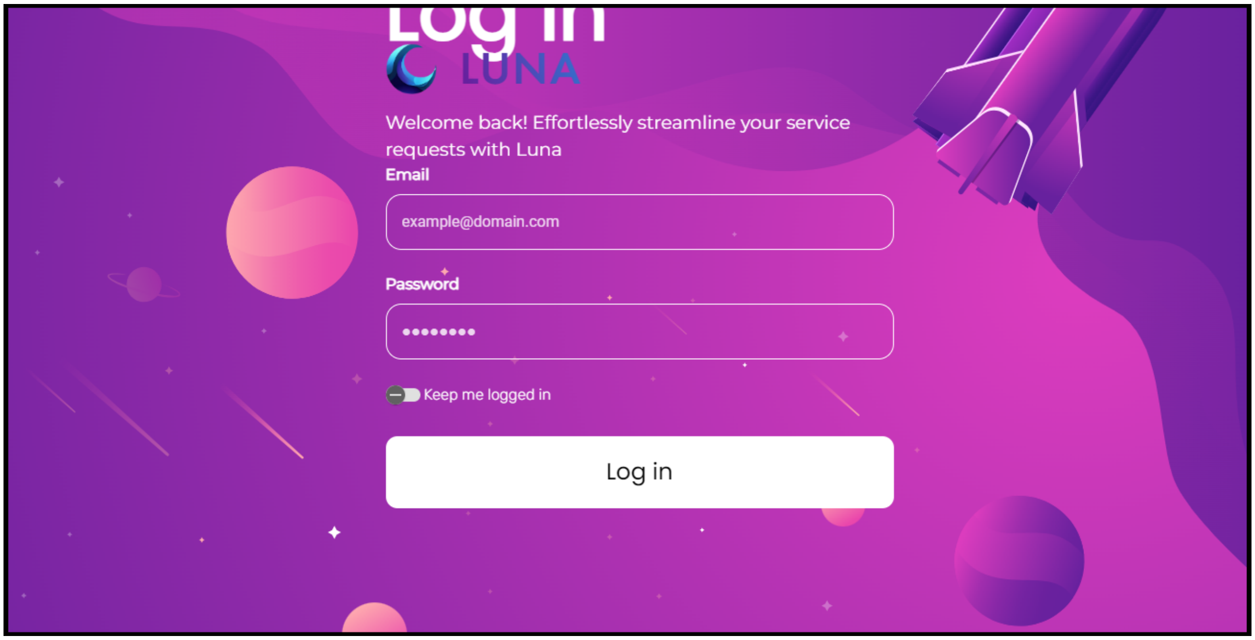
This is the Client Requests page. Here you can view, approve and reject requests made by clients on their projects. The client's name, company name and profile picture are displayed at the top. The additional information provided by the client will be under “Additional Info”.



This is the filter on the Client’s Request page. By switching between the available options, you can view all your client requests, “Pending” client requests, “Approved” client requests and “Rejected” client requests.

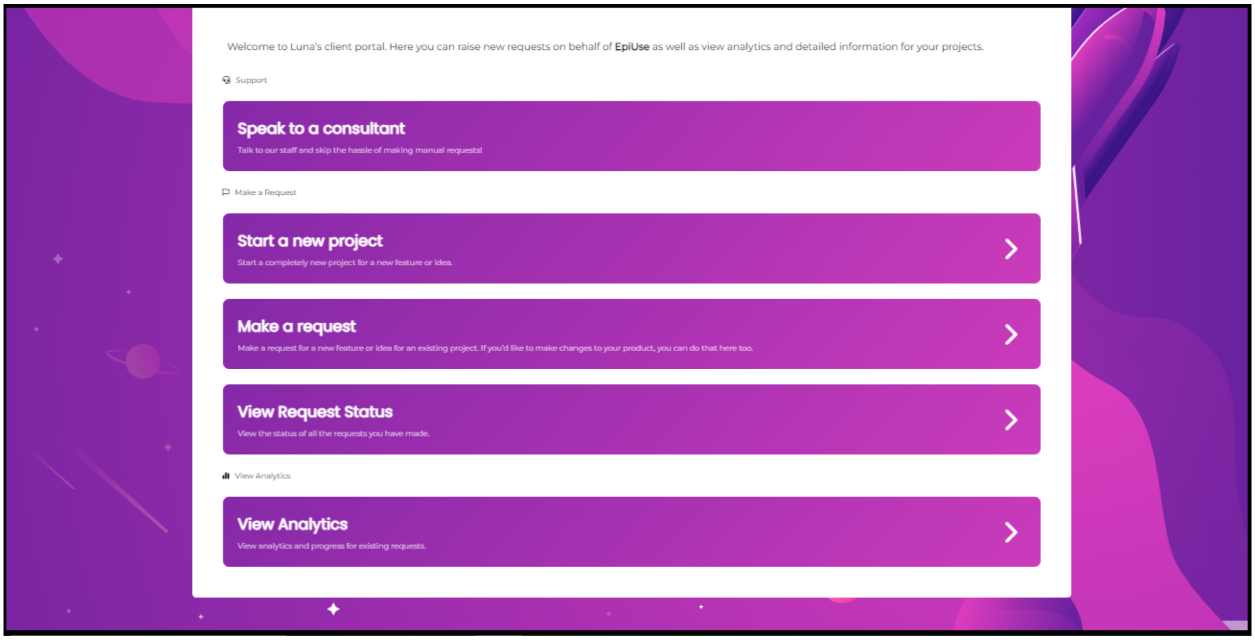
Client Portal

Clients will have their own separate platform to log in and interact with their project. Clients are required to use the login details that were used to create the client account in the first place.



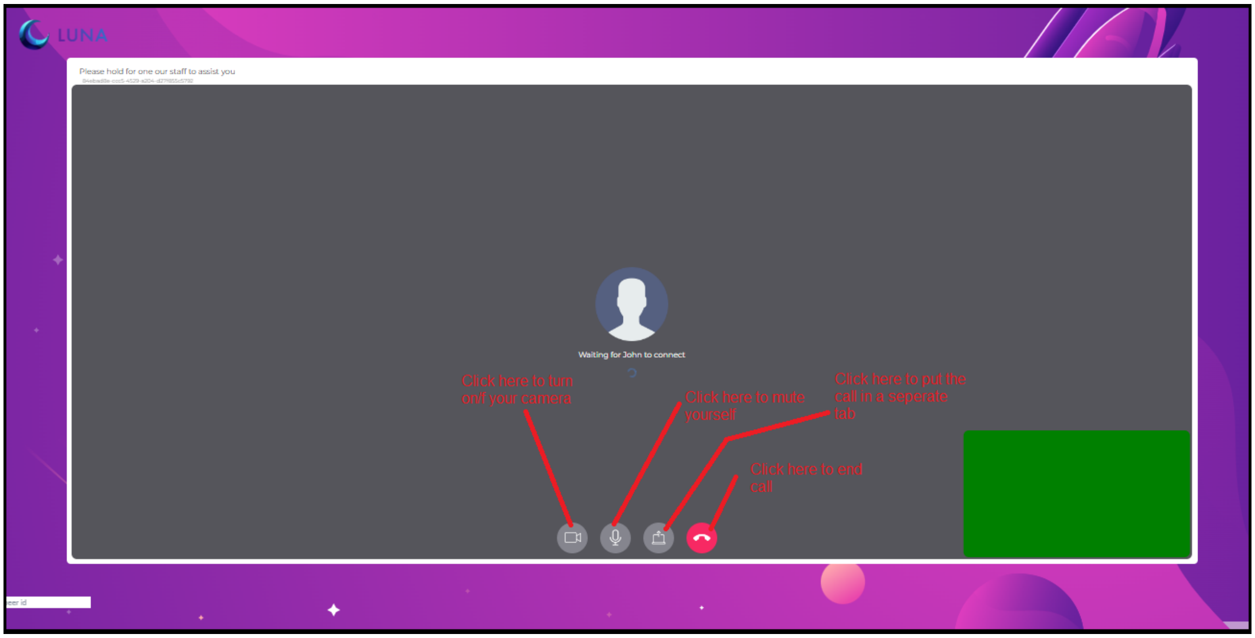
Client Dashboard

Here the client can select a variety of options pertaining to their project or even start a new project.



Speak to a consultant

If the client feels the need to speak to a consultant, all they need to do is click on the button below. From here they will be taken to a voice/video call with a consultant.

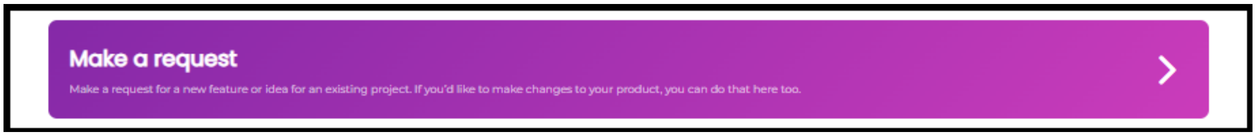


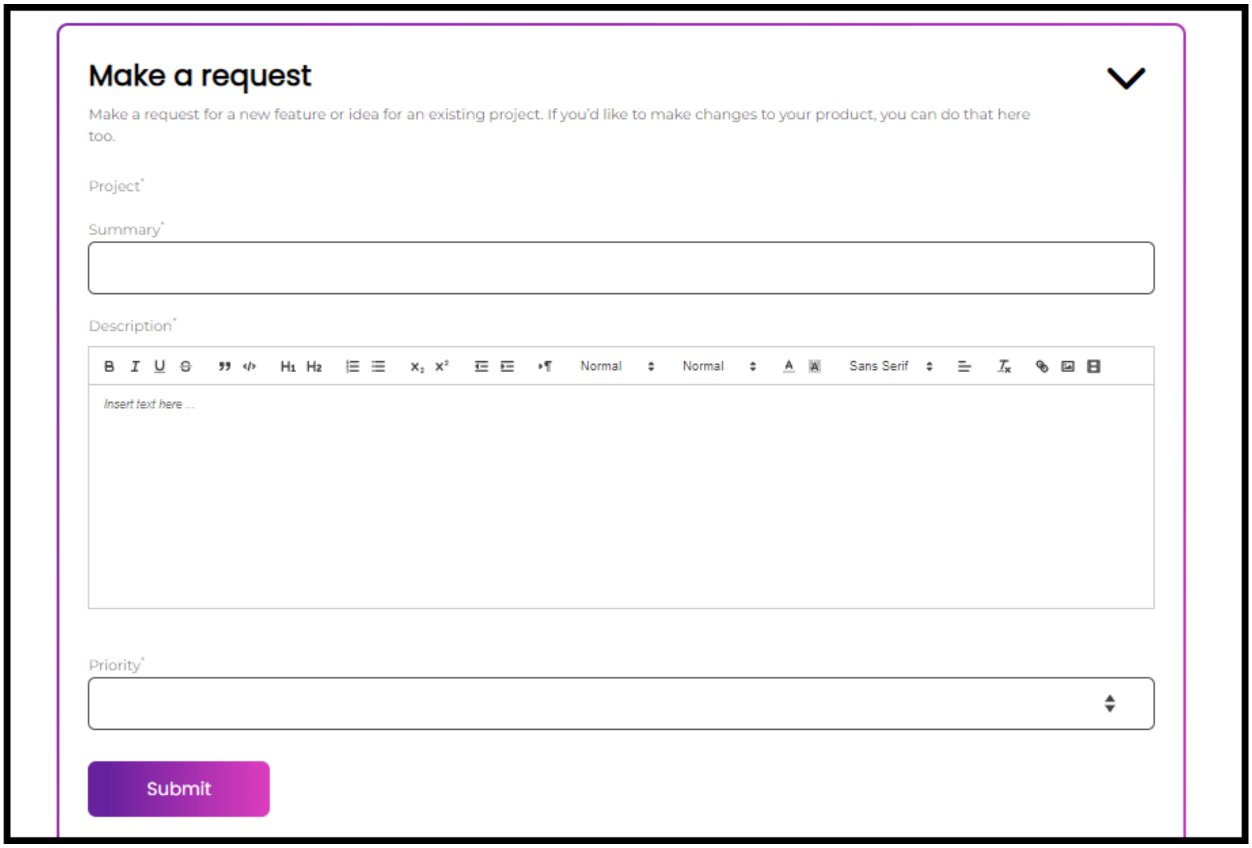
Start a new project

When the client clicks on the button below they will be shown a form, where they can enter the project name and any additional information about the project.

Make Requests

When the client clicks on this button they will be presented with a form, where they can enter the summary of the request, provide a description of what you need done, and you can choose the priority..





View Requests

By clicking on the button below the user is able to view the status of requests that have been made.