

Christopher Leo

User Manual

Chris Network Solutions

11/11/2020

User Guide

Contents

1.0 Introduction3

2.0 Functions3

2.1 Contact Form3

2.2 Login Page4

2.3 Ticketing System4-6

User Guide

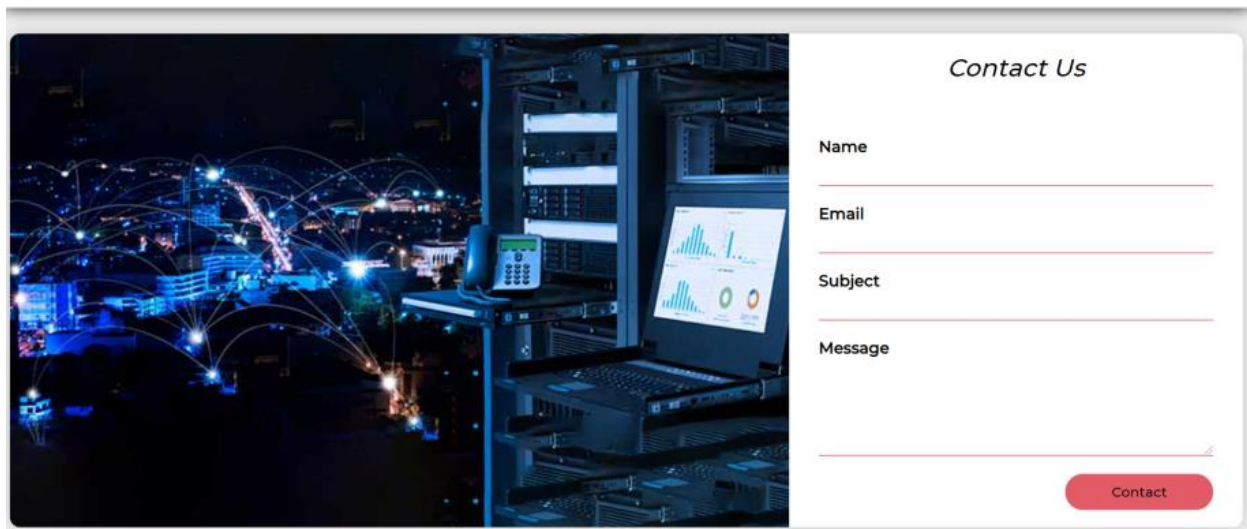
1.0 Introduction

Chris Network Solutions (<https://chrisnetworksolutions.com>) is a dynamic website for **Chris Leo** that publicizes Chris Leo's wide range of IT Support he provides. This website lists the various services Chris offers as well as additional information regarding Chris. Users would be able to inquire with Chris through the *Contact Form* located in the landing page of the website. Chris will be able to view any prospected customers' inquiry when going through the *Login Page*. Once accessing the login page, inquiries will be displayed in the *Ticketing System*, in which Chris or any additional administrators will be able to organize and manage new and existing tickets and keep contact with interested customers.

2.0 Functions

2.1 Contact Form

This is the form users will fill out if they are interested in inquiring with our client about his IT services. The Contact Form is in the landing page of the website. Users will input their name, email, subject, and a message of what they are inquiring about. When the form is submitted, the data gets sent into the *Ticketing System*.



Contact Us

Name

Email

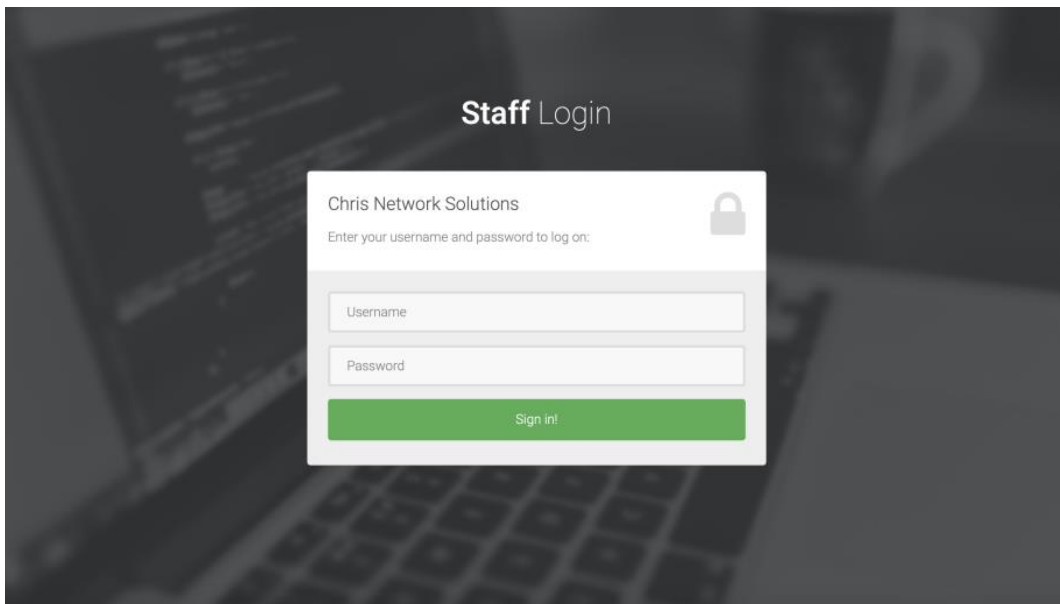
Subject

Message

User Guide

2.2 Login Page

This page of Chris Network Solutions allows specific users, in this case our client and his administrators, to be able to access the Ticketing System. The login page consists of an input of username and password. To access the login page, type into your address bar <https://chrisnetworksolutions.com/login>



2.3 Ticketing System

The ticketing system serves under the knowledge base of Chris Network Solutions. The ticketing system is only accessed by Chris and his administrators. As a result, the login page is related to the ticketing system since to access the ticketing system, you must login with valid credentials. In the ticketing system, our Chris can create a ticket based on his received contacts. Here, tickets are created, organized, and managed by Chris to proceed with providing the services he advertises. Additionally, Chris can update or even delete tickets if they insist.

User Guide

LogoHomeSettingsLogout

Ticket Details

Name

Q

Filter

StatusAny

Ticket +

#	Customer	Subject	Status	Cost	Action
43	Michael Dow	Screen Repair	Completed	\$99.00	→
37	Andres	Ticket problem	Work In Progress	\$12321.00	→
33	Patrick	Java HW	Canceled	\$55.00	→
31	Marco Polo	ps5 fix	New	\$54.00	→

To insert a new ticket, click on the red “Ticket +” button.

To view ticket details, click on the blue arrow under “Action”.

Insert Ticket

Enter Customer Name

Enter Customer Email

Enter Ticket Number

Enter Customer Phone

Enter Subject

Enter Schedule

Select Status

New

Enter Description

Enter Cost

Insert

Close

User Guide

Ticket Details

Name

Patrick

Email

Joew@sgs.com

Subject

Java HW

Status

Canceled

Cost

55.00

Description

Scheduled to

Date Created

2020-10-31 21:05:16

Last Updated

2020-11-05 20:45:03

Update

Delete

Close