

# Vision Troubleshoot Request (VTR) System Documentation

## Overview

The Vision Troubleshoot Request (VTR) system is a web-based application designed to manage and track troubleshoot requests for vision-related issues. The system provides a centralized platform for users to create, update, and view troubleshoot requests, and offers a range of features to facilitate efficient and effective troubleshooting.

The screenshot displays the VTR system interface. On the left is a sidebar with the **muRata** logo (tagline: INNOVATOR IN ELECTRONICS) and a menu under the heading **VTR** containing 'Request Form', 'Request Summary', and 'Request History'. The main content area is titled 'Vision Troubleshoot Request (VTR) System' and features a 'Request Form' section with a blue header. The form includes the following fields: 'Employee ID' (text input with placeholder 'Enter Employee ID'), 'Product' (dropdown menu with 'Select Product'), 'Product Series' (dropdown menu), 'Machine' (dropdown menu), and 'Machine No' (dropdown menu).

## Request Form

### Overview:

- This is the entry point for users to submit troubleshoot requests related to vision issues.

### Flow:

- **Access the Form:** Users can navigate to the Request Form from the homepage.
- **Fill Out the Form:** Users input required information, including:
  - User ID
  - Issue description
- **Submit Request:** After filling out the form, users click the submit button.
- **Confirmation Popup:** A confirmation message appears, indicating the request has been submitted successfully.
- **Next Steps:** Users are informed that the Vision team will support them shortly.


## Request Summary (Vision Team Only)

### Overview:

- This page is accessible only to Vision team members and provides an overview of all troubleshoot requests.

### Flow:

- **Login:** Vision team members enter their username and password to access the page.
- **View Requests:**
  - **Waiting List:** New requests that are yet to be attended to are displayed in red boxes with timers.
  - **In Progress:** Requests currently being addressed are shown in yellow boxes.
- **Manage Requests:**
  - Team members can click on a waiting status box, select their name from a dropdown, and click "Accept" to start working on the request.
  - After resolving the issue, they can select the problem faced, add remarks, and click the "Complete" button to update the request status to solved (green box).
- **Logout:** A logout button allows team members to exit the session.



**VTR**

- Request Form
- Request Summary
- Request History

## Vision Troubleshoot Request (VTR) System

Home / Page 1 / Page 2

### Request History

Waiting
In Progress
Solved
Download as CSV

Employee	Product	Series	Machine	Trouble	Status	Attend By	Problem	Remarks	Solved At
test 5	LQW	LQW15A_80	EST-935	Leakage	Solved	Naqiyuddin	Overjudge	fixed	2024-10-16 15:10:31.133
test 4	PLT	PLT	EST-LINE 3	Leakage	Solved	Naim	Leakage	done	2024-10-16 15:10:24.671
test 3	DLW	DLW43	RAM-R404M	Overjudge	Solved	Naim	Vision Sample	fixed	2024-10-16 15:10:18.145
test 1	LQW	LQW15A_80	EST-937	Vision Sample	Solved	Naim	Leakage	fixed	2024-10-16 15:10:08.958
test6	DLW	DLW32	RAM-RM03	unknown	Solved	Naqiyuddin	Leakage	leakage fix...	2024-10-16 15:06:08.723
test 2	DLW	DLW43	YCW-AM04	Overjudge	Solved	Yusrie	Leakage	testing	2024-10-16 15:04:37.958

## Request History

### Overview:

- This page allows users to view the status and details of their previous and current troubleshoot requests.

### Flow:

- Access the Page:** Users navigate to the Request History from the sidebar.
- Filter Requests:** Users can filter requests by status (Waiting, In Progress, Solved) with a default view of solved issues.
- Search Functionality:** Users can search for specific requests using keywords.
- View Details:** Clicking on a request row opens a popup with full details of the request, which can be closed after viewing.
- Download Options:** Users can click a button to download their request history as a CSV file for offline access.

## Key Features

The VTR system offers the following key features:

- **Troubleshoot Request Management:** The system allows users to create new troubleshoot requests, update existing requests, and view detailed information about each request.
- **Status Tracking:** The system enables users to track the status of each troubleshoot request, including "Waiting", "In Progress", and "Solved".
- **Waiting Time and Troubleshooting Time Tracking:** The system tracks the waiting time and troubleshooting time for each request, providing valuable insights into the efficiency of the troubleshooting process.
- **Counters and Metrics:** The system displays counters and metrics for the number of troubleshoot requests in each status, providing a quick overview of the system's workload and performance.

## Benefits

The VTR system offers several benefits, including:

- **Improved Efficiency:** The system streamlines the troubleshooting process, reducing the time and effort required to manage and track troubleshoot requests.
- **Enhanced Visibility:** The system provides real-time visibility into the status of each troubleshoot request, enabling users to track progress and identify bottlenecks.
- **Better Decision-Making:** The system provides valuable insights into the troubleshooting process, enabling users to make informed decisions about resource allocation and process improvement.

## Current Process with Microsoft Forms

Currently, the troubleshooting process involves using Microsoft Forms to collect information from users. Here's a high-level overview of the current process:

1. **Submission of Troubleshoot Requests:** Users submit a troubleshoot request through a Microsoft Form.
2. **Information Collected:** The form collects basic information such as the user's ID, issue description, and contact details.

3. **Data Storage:** The form submission is stored in an Oracle database for further processing and management.

### **Limitations of Microsoft Forms**

While Microsoft Forms is a simple and easy-to-use tool, it has several limitations that make it unsuitable for managing troubleshoot requests:

- **Lack of Automation:** The process is manual, which leads to delays and inefficiencies.
- **Limited Tracking:** It's difficult to track the status of each request, leading to confusion and miscommunication.
- **No Real-Time Visibility:** The team has limited visibility into the status of each request, making it challenging to prioritize and manage requests effectively.

### **How the VTR System Improves the Process**

The VTR system addresses the limitations of Microsoft Forms by providing a centralized platform for managing troubleshoot requests. Here's how the system improves the process:

1. **Automated Workflow:** The system automates the workflow, reducing manual intervention and minimizing delays.
2. **Real-Time Tracking:** The system provides real-time tracking of each request, enabling the team to prioritize and manage requests effectively.
3. **Improved Visibility:** The system provides real-time visibility into the status of each request, enabling the team to make informed decisions about resource allocation and process improvement.

### **Key Benefits of the VTR System**

The VTR system offers several benefits over the current process with Microsoft Forms, including:

- **Improved Efficiency:** The system automates the workflow, reducing manual intervention and minimizing delays.

- **Enhanced Visibility:** The system provides real-time visibility into the status of each request, enabling the team to make informed decisions about resource allocation and process improvement.
- **Better Decision-Making:** The system provides valuable insights into the troubleshooting process, enabling the team to identify bottlenecks and areas for improvement.

By replacing Microsoft Forms with the VTR system, the organization can streamline the troubleshooting process, reduce inefficiencies, and improve the overall user experience.

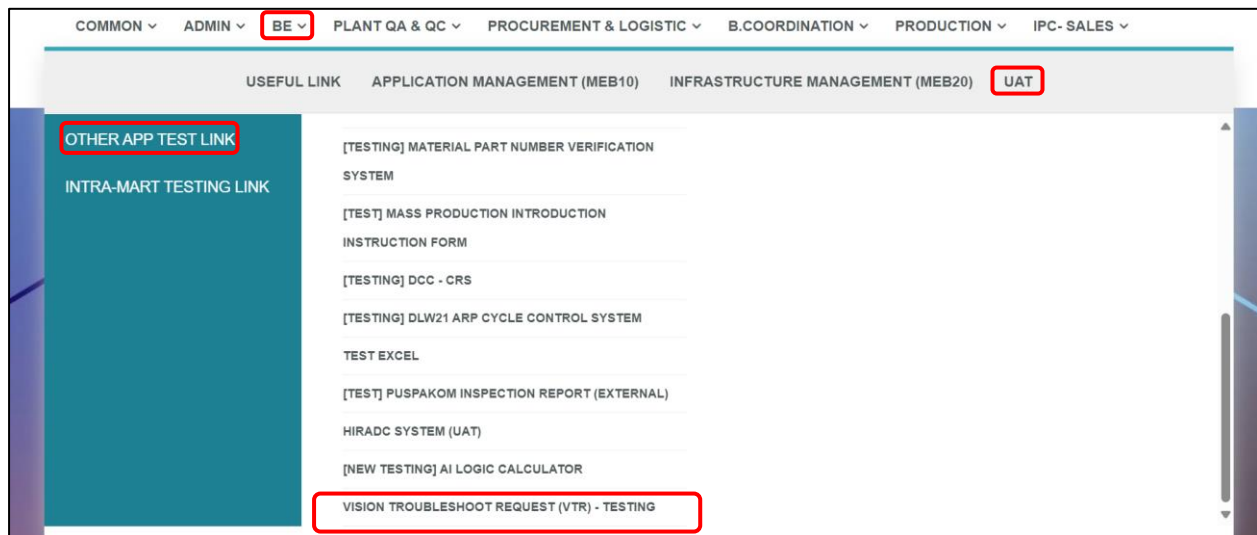
#### **Future enhancements for the VTR system**

- **Email Notifications for New Issues**
  - Automatic notifications sent to users when a new issue is submitted.
  - Ensures prompt action on new issues.
- **Master Table for Forms**
  - Centralized management and tracking of forms.
  - Ensures all forms are up-to-date and accurate.
- **Maintenance Page for Vision Members**
  - Dedicated page for vision members to view and manage new issue requests.
  - Notifications for new issues submitted to keep members informed.

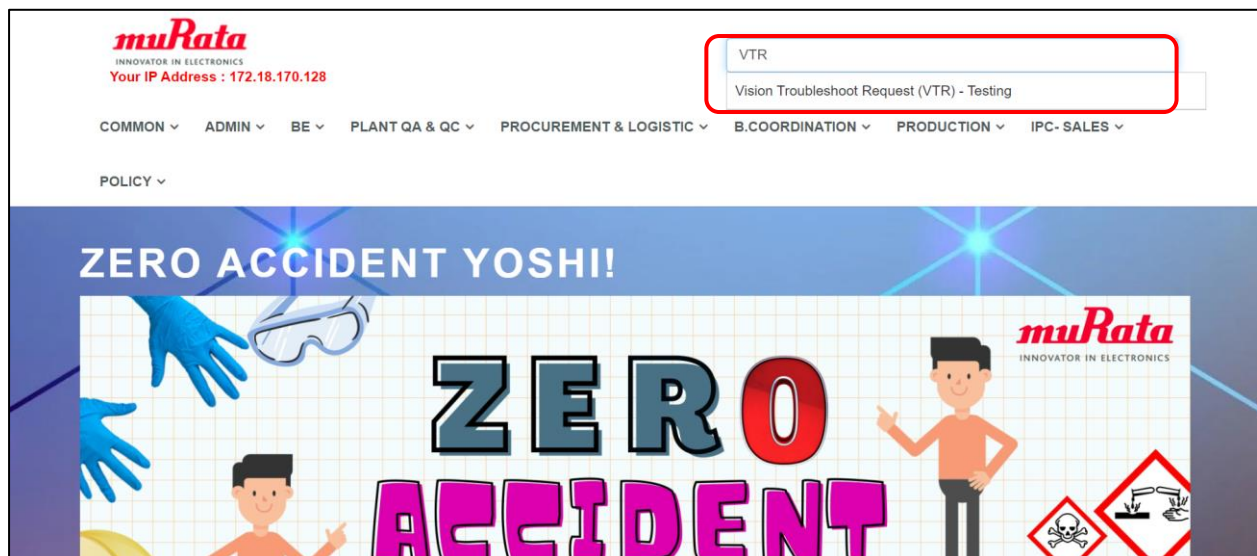
## User Manual VTR

1. User can find **Vision Troubleshoot Request (VTR) System** using two methods.

### A. Murata Homepage > BE > UAT > Other App test link



### B. Murata Homepage > search bar > keyword



## 2. Homepage will be the VTR Request Form

The screenshot displays the 'Vision Troubleshoot Request (VTR) System' interface. On the left is a sidebar with the 'muRata' logo and the text 'INNOVATOR IN ELECTRONICS'. Below the logo, the section is titled 'VTR' and contains three links: 'Request Form', 'Request Summary', and 'Request History'. The main content area is titled 'Vision Troubleshoot Request (VTR) System' and features a 'Request Form' section with a blue header. The form includes the following fields: 'Employee ID' (text input with placeholder 'Enter Employee ID'), 'Product' (dropdown menu with 'Select Product'), 'Product Series' (dropdown menu), 'Machine' (dropdown menu), and 'Machine No' (dropdown menu). A 'Submit' button is located at the bottom right of the form.

User can fill in the form using requested information needed to be inserted and click submit button to get confirmation popup. *Troubleshoot request submitted successfully! The Vision team will support you shortly. Thank you.* Can be closed.

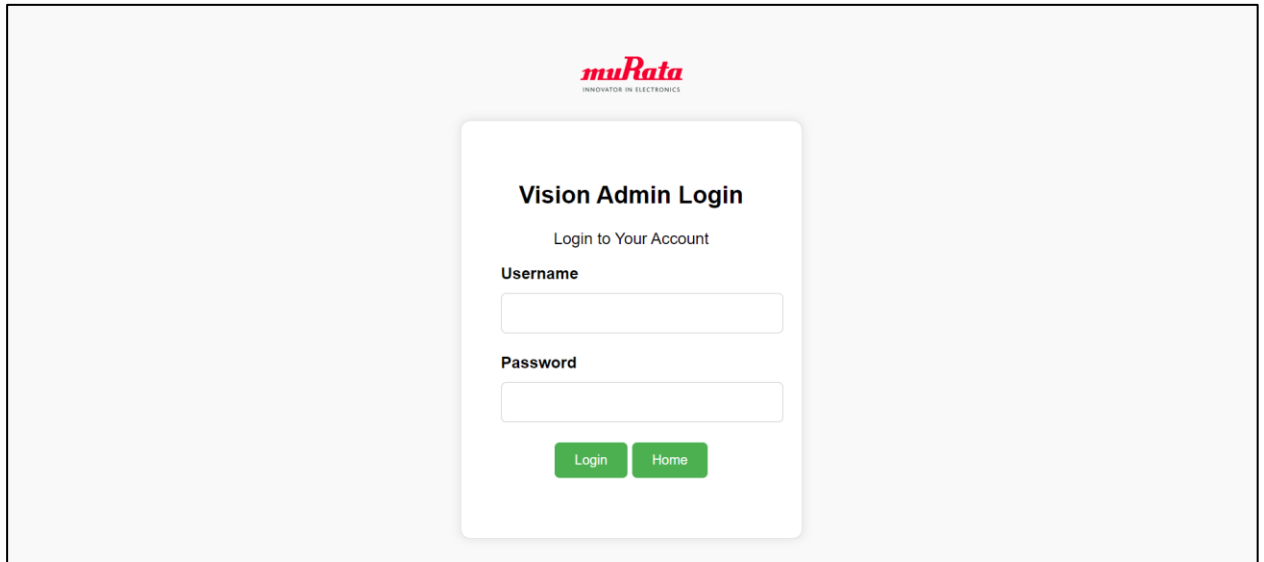
This screenshot shows the same 'Vision Troubleshoot Request (VTR) System' interface as the previous one, but with a confirmation message displayed at the bottom. The sidebar now has red boxes around the 'Request Form', 'Request Summary', and 'Request History' links. The main content area is identical. At the bottom of the page, a green banner contains the text: 'Troubleshoot request submitted successfully! The Vision team will support you shortly. Thank you.' A small red 'X' icon is visible in the bottom right corner of the banner.

Users can navigate between other pages using the sidebar, which includes three pages:

- Request Form
- Request Summary
- Request History

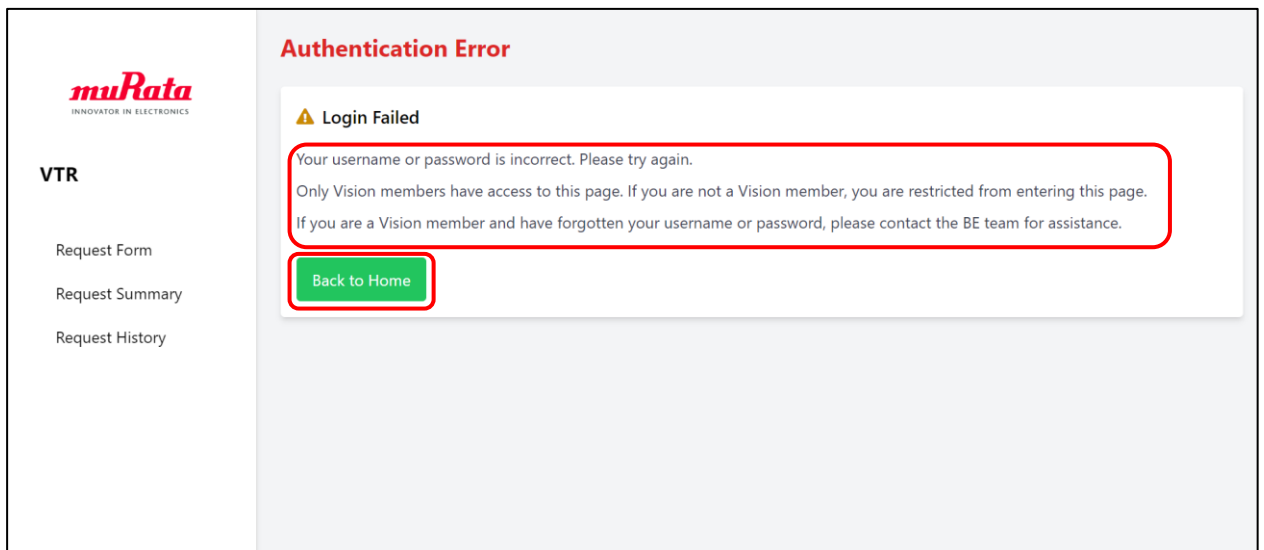


3. Request summary login page only accessible by the vision team. Vision members need to insert their **username and password** to access the system, and use **Login** button to login into the system for access summary page or can click **Home** button to back to homepage.



The image shows a login form titled "Vision Admin Login" with the subtext "Login to Your Account". It features two input fields: "Username" and "Password". Below the fields are two green buttons: "Login" and "Home". The form is centered on a light gray background with the muRata logo at the top.

4. Authentication error




The image shows an "Authentication Error" message. The message text is: "Login Failed", "Your username or password is incorrect. Please try again.", "Only Vision members have access to this page. If you are not a Vision member, you are restricted from entering this page.", and "If you are a Vision member and have forgotten your username or password, please contact the BE team for assistance." Below the message is a green button labeled "Back to Home". The message and button are highlighted with a red border. On the left side, there is a sidebar with the muRata logo and the text "VTR", "Request Form", "Request Summary", and "Request History".

Only Vision members have access to this page. If you are not a Vision member, you are restricted from entering this page.

If you are a Vision member and have forgotten your username or password, please contact the BE team for assistance. Has a [back to home](#) button to click for back to homepage.

## 5. Request summary page

Once successful login user will have access to the request summary page can attend the waiting list troubleshoot request or complete back previous problem that attended. The red box and counter shows waiting list new request while the yellow box shows the in-progress request that attended by the vision team. User can navigate between the page using the [Home/ page 1/ page2/](#) buttons on the top right corner. User can use the logout button to [Logout](#) the session to back to the home page.

  
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**VTR**  
  
Request Form  
Request Summary  
Request History

### Vision Troubleshoot Request (VTR) System

Home / Page 1 / Page 2Logout

#### Request Summary

Waiting 3In-progress 2

**DLW - DLW21**00:32:54  
**Trouble Details:** Overjudge

**PLT - PLT**00:32:41  
**Trouble Details:** Hardware00:08:31

**LQW - LQW15A**00:32:29  
**Trouble Details:** Leakage00:32:24

**LQW - LQW04A**00:17:20  
**Trouble Details:** Leakage

**PLT - PLT**00:15:38  
**Trouble Details:** Overjudge

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**DLW - DLW21** 00:32:54

**Trouble Details:** Overjudge

**Employee ID:** test

**Machine Details:** EST-161-1

Attend:  ▼

**Accept**

The red box will indicate the new request that still in waiting status for attend by the vision team with timer that shows how long the issue requested with the request details.

Vision members click on any waiting status box then **select their name** from the dropdown menu and click **accept** button to trigger the status and timer to update to in progress.

**PLT - PLT** 00:32:41

**Trouble Details:** Hardware 00:08:31

**Employee ID:** test

**Machine Details:** EST-LINE 3

**Attend By:** Naim

**Problem:**  ▼

**Remarks:**

**Complete**

The yellow box will indicate the request has been accepted by vision members and in progress to be fixed. During the in progress there will be additional timer to indicate the progress time.

After vision member has fixed the issue, they must come back again to this page to select what **problem** has been faced with **remarks** on the issue, the click the **complete** button, automatically update in database and the box will turn green and dismissed from this page.


## 6. Request History

Users can see their request status here and all the details of previous and current troubleshooted issues.

User can filter the status by clicking the filter button **Waiting**, **In Progress** and **Solved**, default it will show the solved issues.

User also able to click the **Download as csv** button for them to download the table list full in csv format.

User can **search** keywords to find any data row and click it to view.



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**VTR**

- Request Form
- Request Summary
- Request History

### Vision Troubleshoot Request (VTR) System

Home / Page 1 / Page 2

#### Request History


Waiting In Progress Solved Download as CSV

Search... Search

Employee	Product	Series	Machine	Trouble	Status	Attend By	Problem	Remarks	Solved At
test 5	LQW	LQW15A_80	EST-935	Leakage	Solved	Naqlyuddin	Overjudge	fixed	2024-10-16 15:10:31.133
test 4	PLT	PLT	EST-LINE 3	Leakage	Solved	Naim	Leakage	done	2024-10-16 15:10:24.671
test 3	DLW	DLW43	RAM-R404M	Overjudge	Solved	Naim	Vision Sample	fixed	2024-10-16 15:10:18.145
test 1	LQW	LQW15A_80	EST-937	Vision Sample	Solved	Naim	Leakage	fixed	2024-10-16 15:10:08.958
test6	DLW	DLW32	RAM-RM03	unknown	Solved	Naqlyuddin	Leakage	leakage fixe...	2024-10-16 15:06:08.723
test 2	DLW	DLW43	YCW-AM04	Overjudge	Solved	Yusrie	Leakage	testing	2024-10-16 15:04:37.958

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User able to view and rows by clicking the row will have a popup on the to shows full details of the data and can be closed using the close button there.



**VTR**

- Request Form
- Request Summary
- Request History

### Vision Troubleshoot Request (VTR) System

Home / Page 1 / Page 2

#### Request History

Waiting
In Progress
Solved
Download as CSV

Search... Search

Request Details

Employee ID:

test 5

Product:

LQW

Series:

LQW15A\_80

Machine No:

935

Trouble Details:

Leakage

Status:

Solved

Attend By:

Naqiyuddin

Problem:

Overjudge

Remarks:

fixed

Created At:

2024-10-16 13:46:40.733986

Accepted At:

2024-10-16 13:46:51.729

Solved At:

2024-10-16 15:10:31.133

Employee	Product	Series	Machine	Trouble	Status	Attend By	Problem	Remarks	Solved At
test 5	LQW	LQW15A_80	EST-935	Leakage	Solved	Naqiyuddin	Overjudge	fixed	2024-10-16 15:10:31.133

## Information for Assistance

If you encounter any issues while using the Vision Troubleshoot Request (VTR) system, please do not hesitate to contact the BE team for assistance. They are available to help resolve any problems you may face.

## Next enhancements


- Form- add example for the id input whether full form or just id (example: MME10001 or 10001)
- Add labels in the inputs.
- Get email notifications if new troubleshoot requested.
- Vision team can register new vision members id and password.
- Vision member can add vision member name in dropdown menu.
- Project version date update
- Project version position and style update
- Add dashboard page for vision team to generate data visualization and analysis.
- Change the view on the in progress where it's too long and overflow!
- Product – product series change to product series – machine no

## Vision Troubleshoot Request (VTR) Version 2

- Additional pages and functions

### Maintenance Page – Admin

- Added a maintenance page for admin (Vision members) to manage the request from users.



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VTR

- Request Form
- Request Summary
- Request History
- Admin

#### Maintenance Page

Logout


Entries List

[Vision Members](#) [Download as CSV](#)

Employee ID	Product Series	Machine	Machine No	Trouble Details	Problem	Remarks	Solved At	Actions
ME11145	LQH-M	YCW	W14	Overjudge	null	null	null	<a href="#">Edit</a> <a href="#">Delete</a>
ME81031	LQH-M	VIM	V04	Overjudge	null	null	null	<a href="#">Edit</a> <a href="#">Delete</a>
ME54199	DLW43	IAT	20-06	Overjudge	Other	LED NG. Already feedback to maintenance side.	2025-02-24 10:00:48.179	<a href="#">Edit</a> <a href="#">Delete</a>
ME55225	LQH-M	DSM	D01	Overjudge	Other	No changes made as the machine runs and no abnormal occurrence.	2025-02-24 09:05:18.097	<a href="#">Edit</a> <a href="#">Delete</a>
ME55962	LQH-M	EST	E10	Overjudge	Others	Pattern search for both camera. Add in contrast conversion and blob filter to filter out other than core.	2025-02-24 08:30:06.883	<a href="#">Edit</a> <a href="#">Delete</a>
ME55962	LQH-M	EST	E10	Overjudge	Others	Pattern search for both camera. Add in contrast conversion and blob filter to filter out other than core.	2025-02-24 08:29:49.701	<a href="#">Edit</a> <a href="#">Delete</a>
ME54634	DLW43	YCW	AM55	PROGRAM HILANG	Camera Abnormal	Camera 2 inspection program missing. Install backup program and make dummy sample confirmation. Monitor for 1 pallet.	2025-02-24 08:07:38.543	<a href="#">Edit</a> <a href="#">Delete</a>

### Edit Request

- Added a edit entry page for admin (Vision members) to edit the request from users or vision members comment after solve the issue or got errors when insert data.



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VTR

- Request Form
- Request Summary
- Request History
- Admin

#### Edit Entry

Product:  
LQH

Product Series:  
LQHM

Machine:  
YCW

Machine No:  
W16

Trouble Details:  
Overjudge

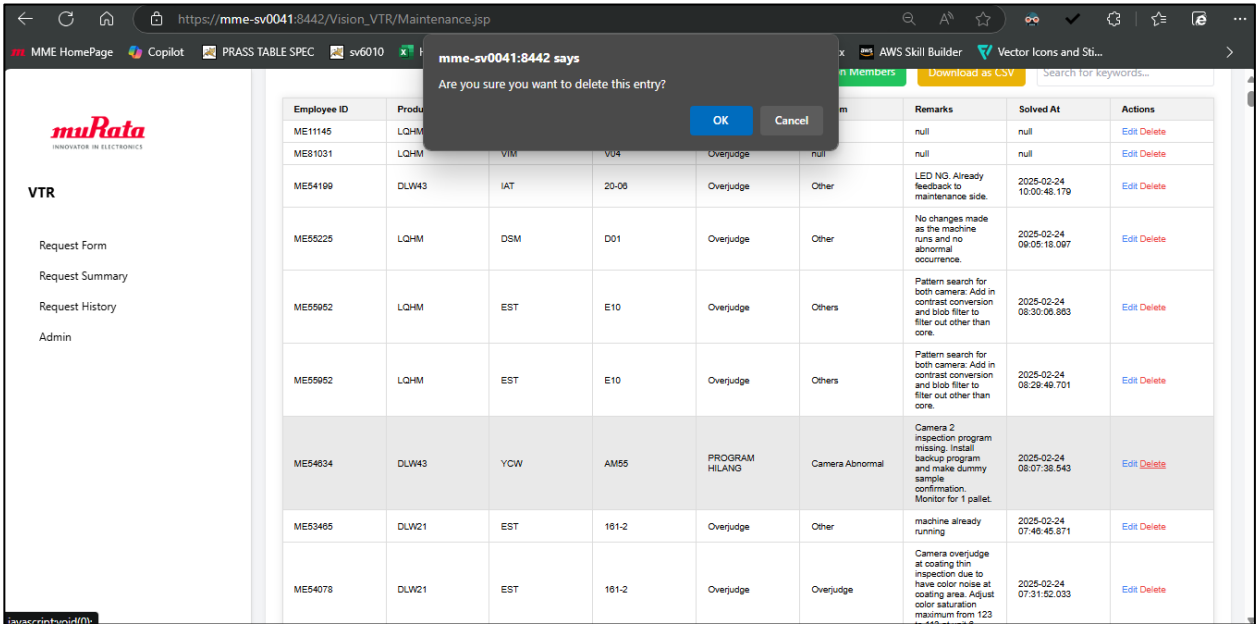
Problem:  
Overjudge

Remarks:  
BT variation judge as WK

[Update Entry](#) [Back to Maintenance](#)

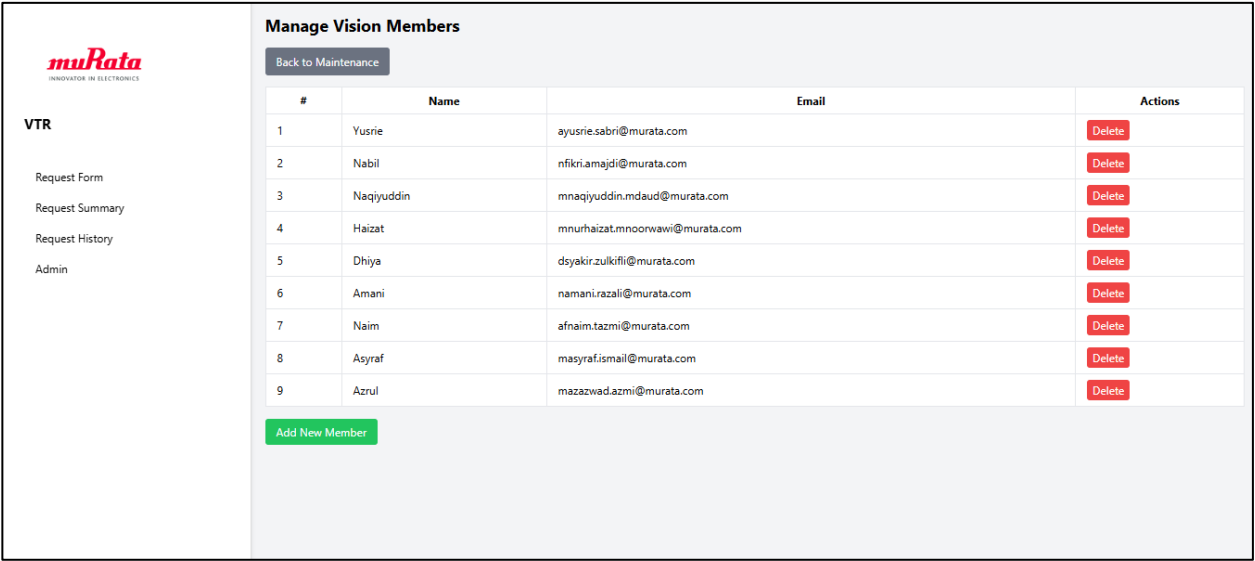
Delete Request

- Added a Delete page for admin (Vision members) to delete the request that is mistakenly added or data that tested.




Manage Vision Members

- Added a manage vision members page for admin (Vision members) to manage the vision members and email recipients for new request.



## Add New Vision Member

- Added an add new vision member page for admin (Vision members) to add new vision members and new email recipients upon a new request. They able to delete if the vision members left or don't need any one of the members do not need to get the email.



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**VTR**

- Request Form
- Request Summary
- Request History
- Admin

### Add New Vision Member

Name:

Email:

[Add Member](#)

[Back to Members List](#)