USER MANUAL

ROAD PASSENGER TRANSPORT AUTHORITY – WESTERN PROVINCE

INTRODUCTION

The principal purpose of a help desk is to cut down IT services and functions' downtimes, making them available for much longer periods of time. These platforms focus on end users, making sure that technical issues and customer concerns are quickly addressed and resolved. Issues are also easily prioritized by category, allowing IT professionals to engage in multitasking. When needed, a help desk can customize tickets so that more detailed information is collected and issues categorized for convenience. Such tools can automatically assign issues by analyzing tickets. These can be assigned to relevant staff that may be more adept in handling certain issues than others.

Helpdesk often also include multiple IT system management activities. There are,

- Service Request management
- Incident management
- Self-service and
- Reporting There are also usually strong links to problem

PURPOSE OF MANUAL

Step-1 Register	**Register Here** Title: Mr. Employee ID: Enter your reg_number Employee Name: Enter your first name Contact Number: Enter your number Username: Enter your email Address: Enter your last name Devision: Enter your last name Password: Enter your password submit cancel You have already account Login here First you click login button in home page and click PC user. Then press 'register here' if you not registered in this system. Fill the form and p=click the submit button
Step-2 login	**Login Here** Username: Enter your email Password: Enter your password submit Create your account Register here If you are a previous registered user, in this interface, enter the email address and password entered during registration. The same should be done if someone is currently registered.
Step-03 View details	මාර්ගස්ථ මගී පුවාහන අධිකාරිය சாலை பயணிகள் போக்குவரத்து ஆணையம் Road Passenger Transport Authority HELPDESK Home Complaint Logout Click Your Profile Name **HELLO WELCOME Chamila ..!!** **You are PC User** Our feature-rich help desk software speeds up ticket resolution with the help of proactive automations and highly customizable workflows.

This is the interface you will access after logging in.

If you have put a complaint earlier, you can see all details by clicking on the complaints.

After, click on the green profile icon to continue. you can see your profile and your role.

Step-4 Profile & complaint

My Profile

Mr. Chamila

Employee No- 12345

Email- chamila@gmail.com

Contact_no- 774545761

Role-

«Previous   Complaint Now »

Make a complaint

Employee Id	Title
1399	Mr.
Employee Name	Contact Number
Nipuna	712428111

Email

nipunae@gmail.com

Choose an unit

IT unit

Asset ID   Description

Enter Asset ID

Date and Time

06-09-22 02:03:56

submit   cancel

Click on the 'complaint now' button.

Then the form should be filled and click submits. All your personal information are auto filled.

Step-1 Complaint History

Complaint ID	Emp ID	Title	Emp Name	Contact No	Email	Unit	Date&Time	Asset ID	Complaint	Operation	Status
96	12345	Mr.	Chamila	774545761	chamila@gmail.com	Admin	2022-09-06 14:31:56	TA/HO/COM/96	keyboard not wo		Process

You can view all your previous and current complaints here. Whether it is processed or not is mentioned in the status bar.

If you want to get a printout of the report, click on the printer below and download it. If not, click 'Logout' at the top and leave the system.

RESOURCE MANAGEMENT

Sample text here sample text here.

SERVICE REALIZATION

Sample text here sample text here.

QUALITY MEASUREMENT

Sample text here sample text here.

QUALITY ANALYSIS

Sample text here sample text here.