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

Title	Employee ID
Mr. ~	Enter your reg_number
Employee Name	Contact Number
Enter your first name	Enter your number
Username	Address
Enter your email	Enter your last name
Devision	Password
Enter your last name	Enter your password

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

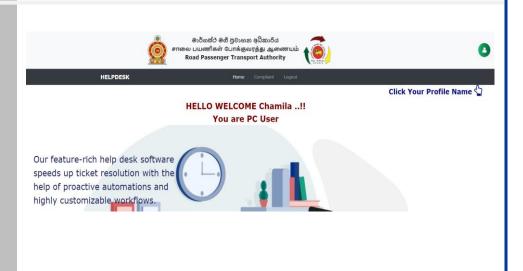
Step-2 login



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

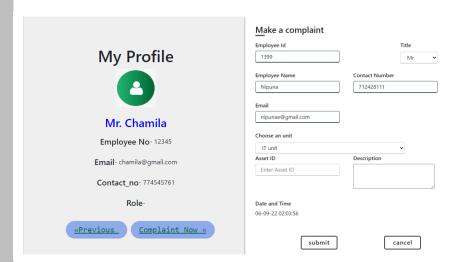


This is the interface you will access after logging in.

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.

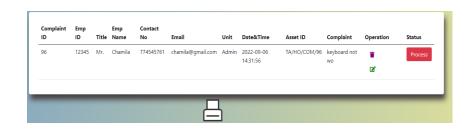
Step-4 Profile & complaint



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



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

SERVICE REALIZATION

QUALITY MEASUREMENT

QUALITY ANALYSIS

Sample text here sample text here.

Sample text here sample text here.

Sample text here sample text here.

Sample text here sample text here.