ENVI-COMM CORP.

Envi-comm: Environmental Compliance, Community and Commitment.

DTS

TICKETING MODULE

USER MANUAL

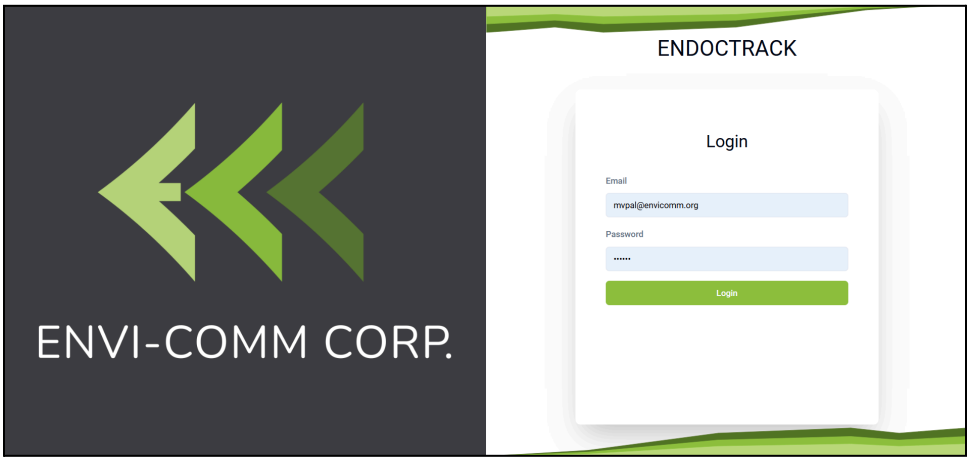
This document offers a comprehensive guide to using the DTS Ticketing System, designed for a simple and user-friendly experience. Each feature is accompanied by clear, step-by-step instruction to help you navigate and effectively use the ticketing system.

Ticketing Module

1. Access DTS Site

1.1. The site is accessible to any device with an internet connection and any browser application, visit the site by going to: https://dts.envicomm.org/

1.2. Fill out the login form by entering your access credentials:



1.3. Once logged in, you will be redirected to the dashboard which contains the following information:

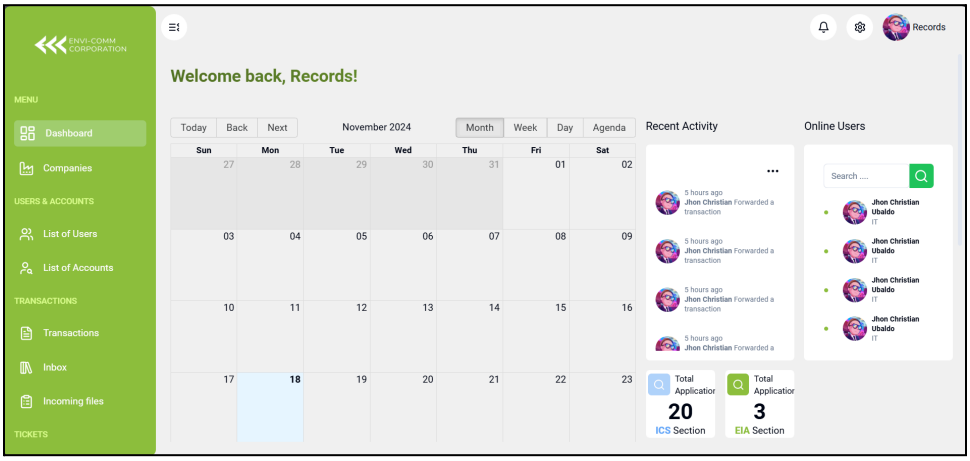
1.3.1. Recent Activities - Displays a log of the latest actions or events, such as ticket updates, user activities, or system changes, providing an overview of recent operations.

1.3.2. Online Users list. - Displays the users currently logged into the system.

1.3.3. Summary/Count of Applications per section - Shows the number of applications categorized by section or department, offering a quick overview of workload distribution.

1.3.4. Summary of Transactions by priority - A prioritized breakdown of transactions, such as high, medium, or low priority, to help identify and address urgent tasks efficiently.

1.3.5. Total count of Transactions - Provides the aggregate number of transactions recorded in the system, giving a snapshot of overall activity volume.



1.4. Access the Tickets Module by clicking the tickets section in the side navigation bar. The following are the available tabs under the Ticketing module.

1.4.1. Tickets List - A comprehensive view of all tickets, including their statuses and details. This serves as the main repository for tracking and managing tickets.

1.4.2. Tickets Inbox - A dedicated section for newly received or acknowledged tickets, requiring initial review or assignment.

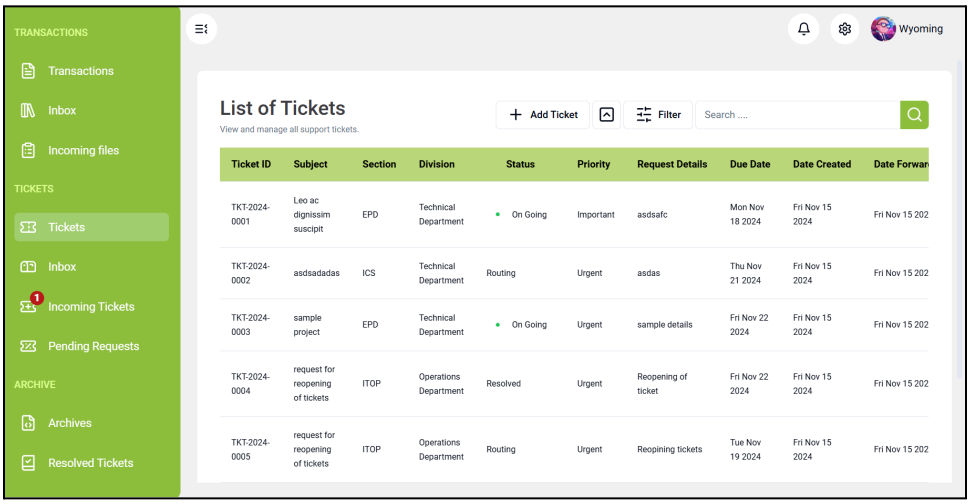
1.4.3. Tickets Incoming - Displays tickets that are currently being routed or transferred from other sections or departments, awaiting action or acknowledgment.

1.4.4. Pending Requests - A list of tickets that require additional information, approval, or action.

1.4.5. Archived Tickets List (only for authorized users) -A secure repository for closed or resolved tickets that are no longer active but retained for historical reference or compliance purposes, accessible only by authorized users.

2. Tickets

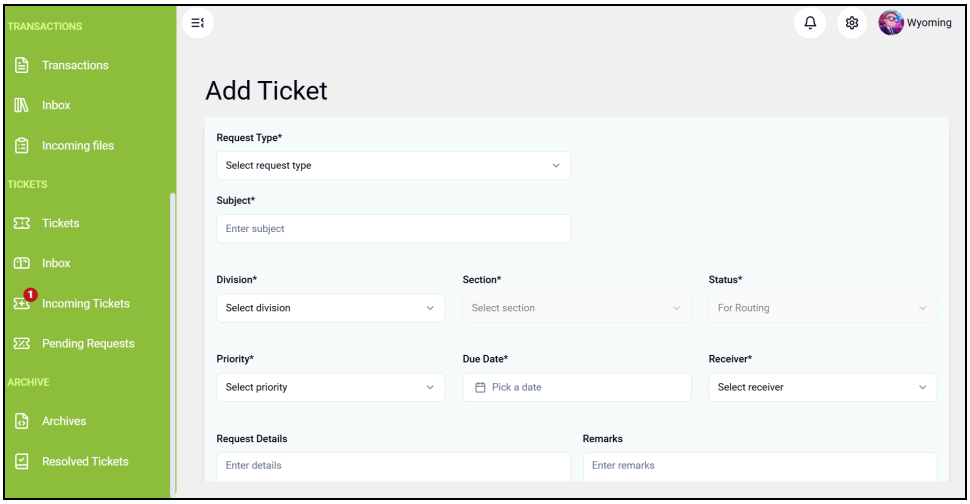
2.1. After login, scroll through the side navigation bar and click the Tickets tab. You will then be redirected to the list of Tickets.



2.2. At the bottom part of the ticket list, to the left you can see the number of tickets currently displayed. And on the right, you can view more tickets by clicking next or previous.

2.3. Add Ticket

2.3.1. In the List of Tickets page, click the “Add Ticket” button to create a ticket. Here, a user needs to fill up all the required information for each Request Type to send a ticket.

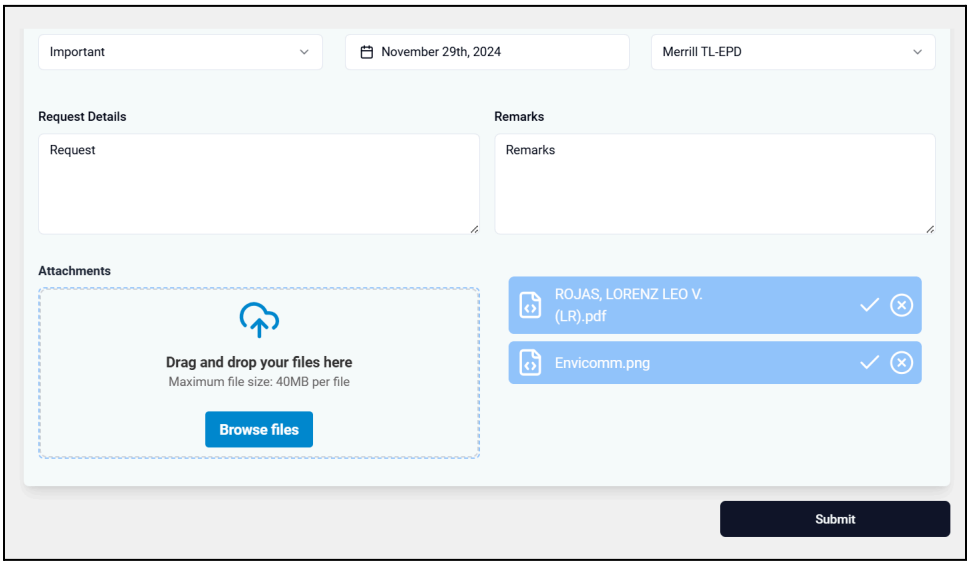


The following are the fields for each Request Type.

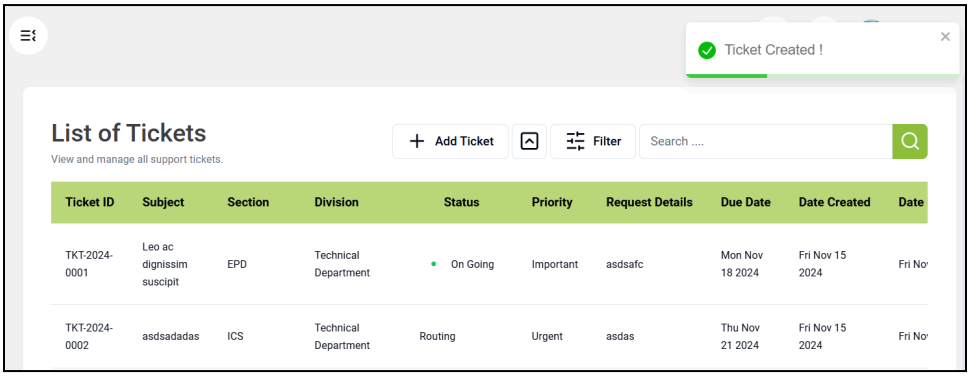
- **EPD**
  - Project (not required)
  - Transaction ID (not required)
  - Subject
  - Division
  - Section
  - Status
  - Priority
  - Due Date
  - Receiver
  - Request Details
  - Remarks
  - Attachments (File Upload) (not required)

- **IT and Marketing**
  - Subject
  - Division
  - Section
  - Status
  - Priority
  - Due Date
  - Receiver
  - Request Details
  - Remarks
  - Attachments (File Upload) (not required)

2.3.2. The ticket requestee can add attachments but it's not required. By clicking the “Browse Files” button, the system will open a file explorer where you can select files, or you can simply open the file explorer yourself and drag-and-drop them in the attachments section. Attachments upload only allow up to 40 MB per file.

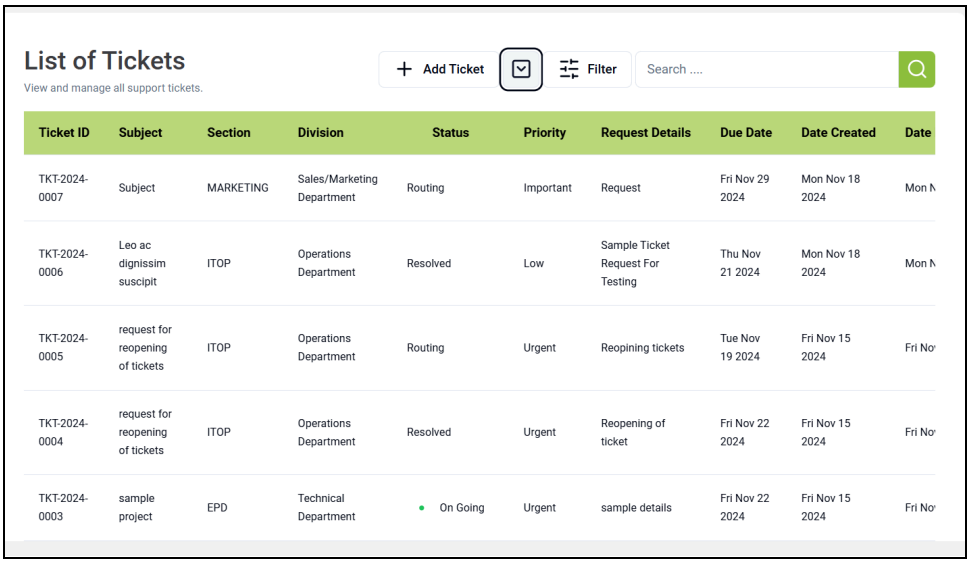


2.3.3. After filling up the inputs, click the submit button. You will then be notified that you have successfully created a ticket. You can view the details of your ticket in the “List of Tickets” table.



2.4. Sort Tickets

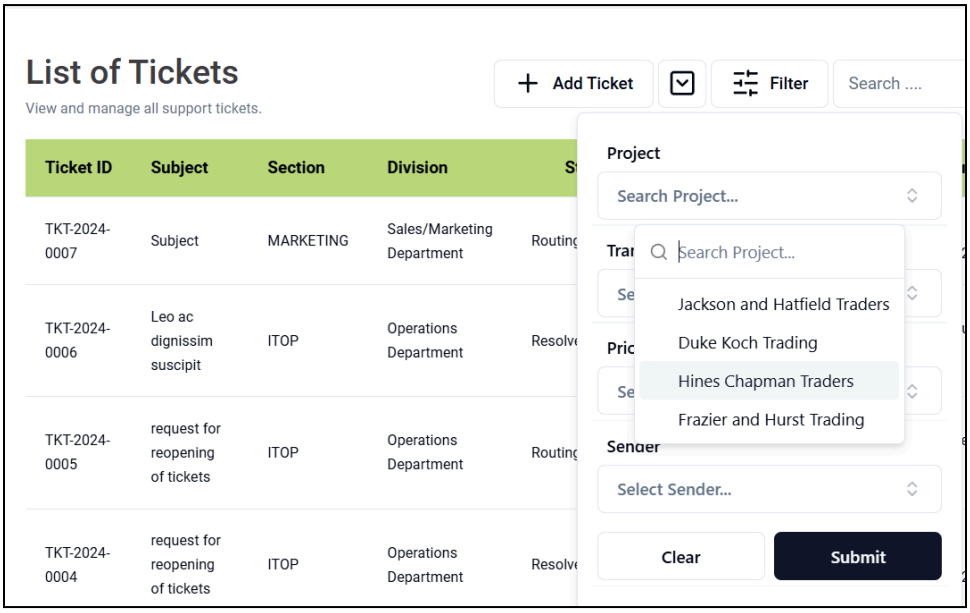
2.4.1. Right next to the “Add Ticket” button is the “Sort By” feature, you can sort the ticket list by ascending or descending order by toggling the “Up/Down” arrow icon.



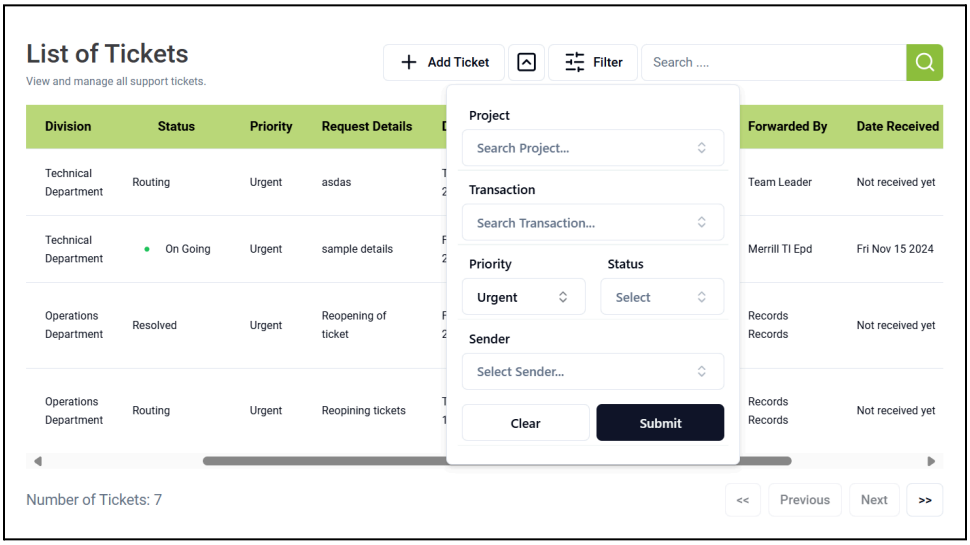
2.5. Filter Tickets

2.5.1. Beside the “Sort by” button is the “Filter Options”, you can filter the ticket list by clicking the Filter button. Here you can filter the list by:

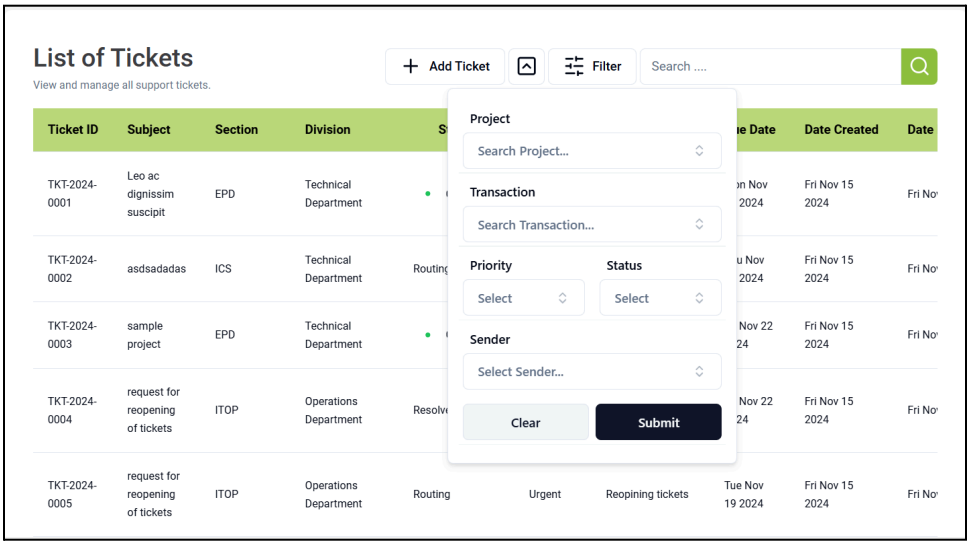
- Project
- Transaction
- Priority
- Sender



2.5.2. After clicking submit, you will then have a list of filtered tickets based on your inputs on the filter option(s).



2.5.3. Clicking the clear button will remove all the filtered options, bringing the list of tickets back to its default view.

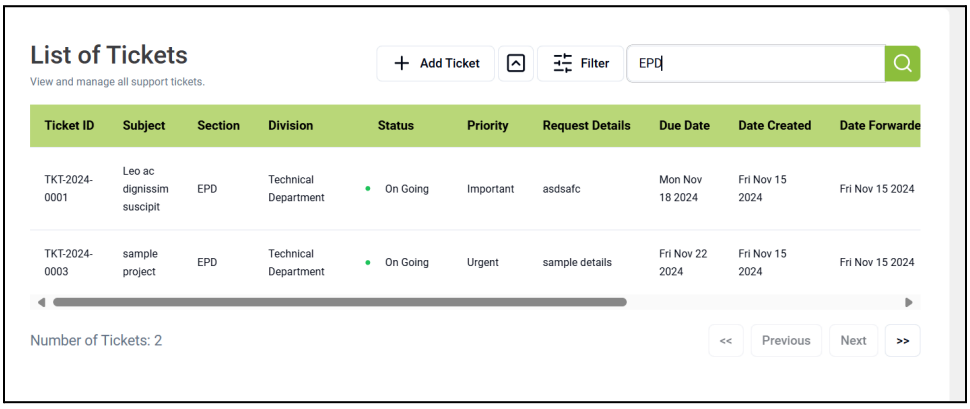


2.5. Search Tickets

2.5.1. Beside the “Filter” button, you can enter keywords to filter the list of tickets. This will only filter based on the following inputs:

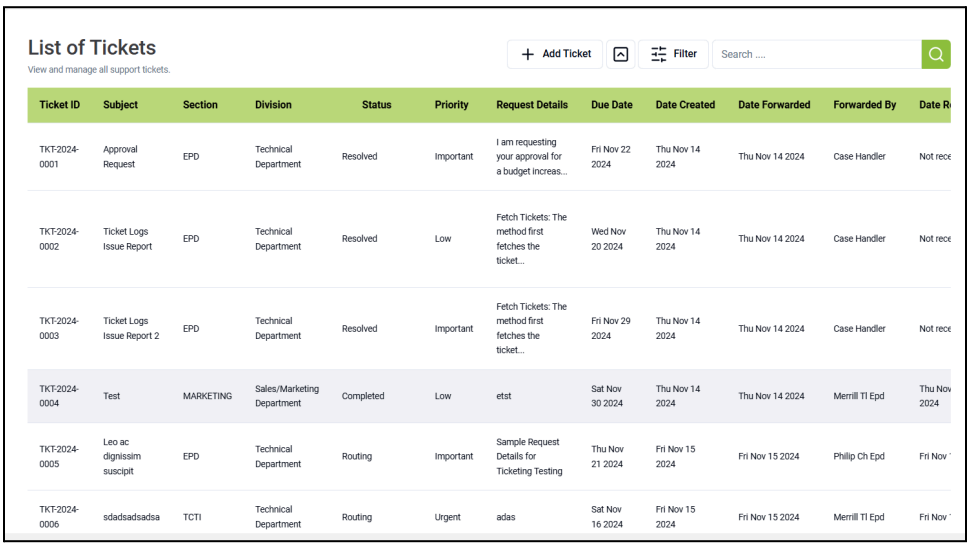
- Ticket ID
- Subject
- Section

- Status
- Priority
- Request Details



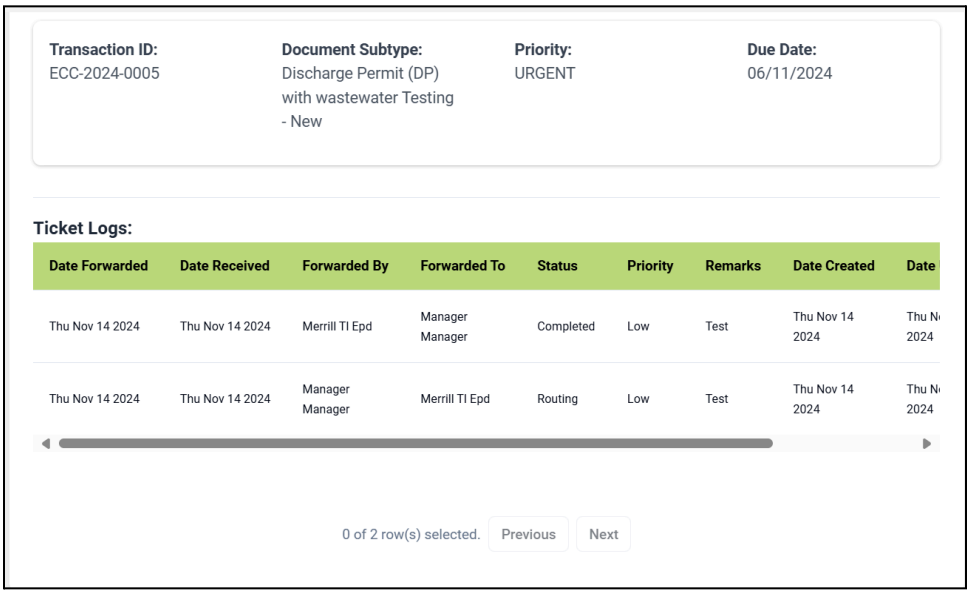
2.6. Ticket Details

2.6.1. Select a ticket in the ticket list.



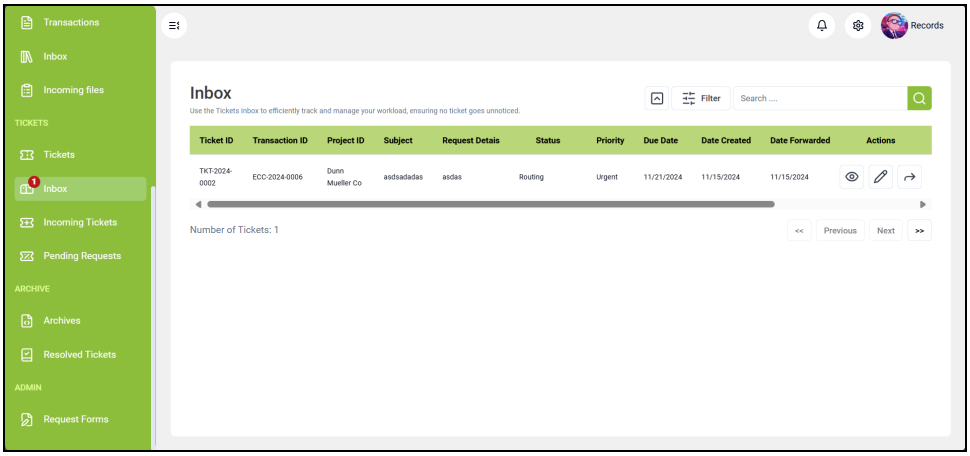
2.6.2. After clicking on a chosen ticket, you will then have a view of the full details and information about the ticket. You can also see the logs and the previous tickets related to it.

2.6.3. At the bottom part of the ticket details, you can click previous or next to view more ticket logs.

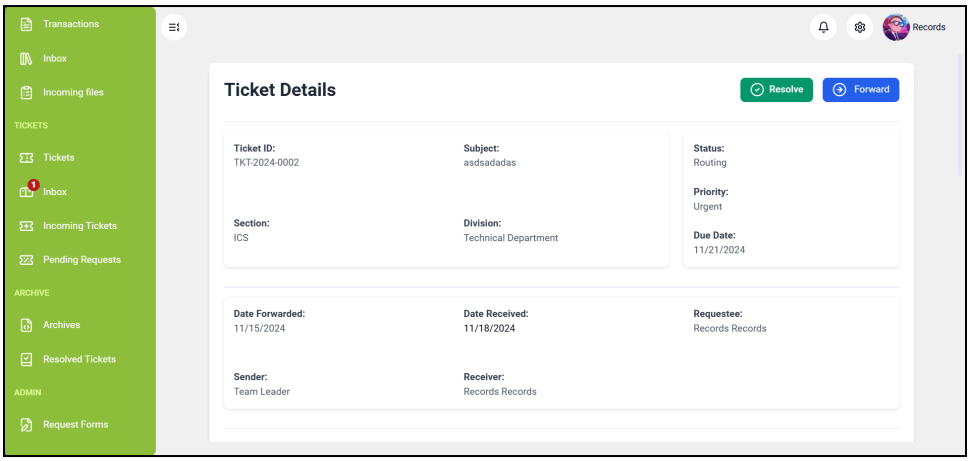


3. Inbox

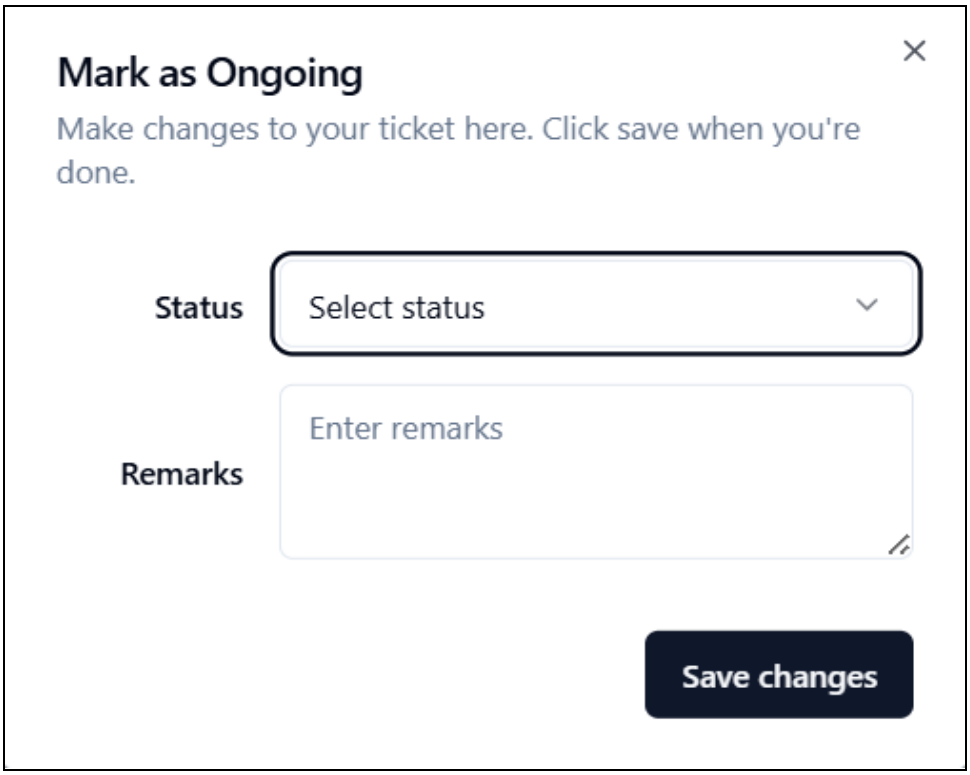
3.1. Actions (View, Update, and Forward Tickets) - A set of functionalities that allow the user to manipulate and manage the tickets stored in their tickets inbox.

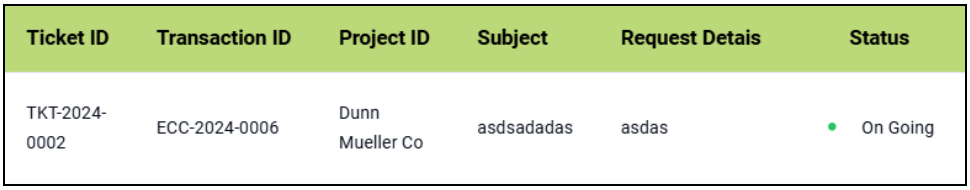


3.1.1. View Ticket - If you want to check the full details of a ticket inside your inbox, navigate to the Actions column of the Tickets Inbox table, and click the “eye” icon to view. This will open a new view for you to review the ticket details.



3.1.2. Update Ticket - If you want to update the ticket inside your inbox, navigate to the “Actions” column of the Tickets Inbox table, and click the “pencil” icon to make changes to the selected ticket. This will open the form view for editing the ticket details. Selecting the “On Going” option for the status will add an indicator for the user to be reminded which ticket they are currently working on.



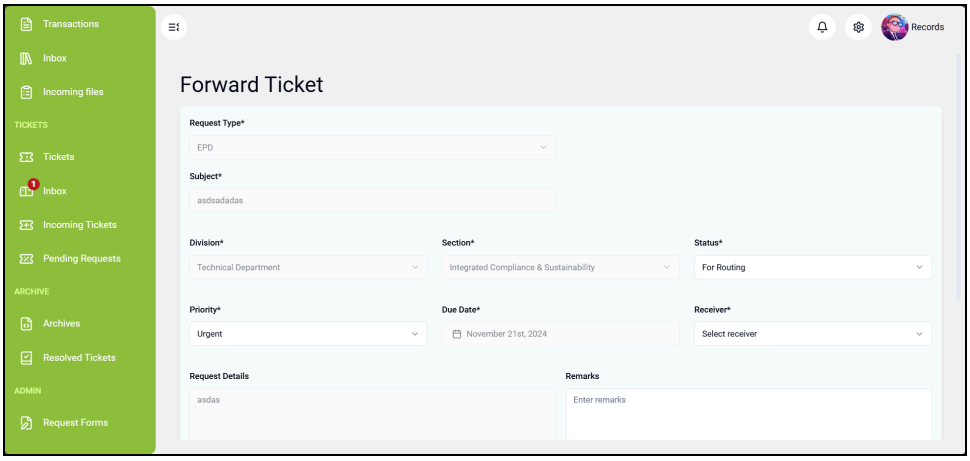


Ticket ID	Transaction ID	Project ID	Subject	Request Detais	Status
TKT-2024-0002	ECC-2024-0006	Dunn Mueller Co	asdsadadas	asdas	On Going

3.1.3. Forward Ticket - If you want to forward a ticket from your inbox, navigate to the “Actions” column of the Tickets Inbox table, and click the “arrow” icon to forward the ticket. This will open the form view for forwarding the ticket to the next user. The following information are required for forwarding the ticket:

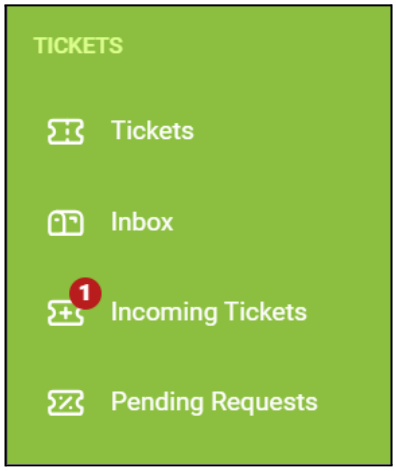
- Status
- Priority
- Receiver
- Remarks

Created by Lorenz Leo Rojas and Andre Cleofe Labendia



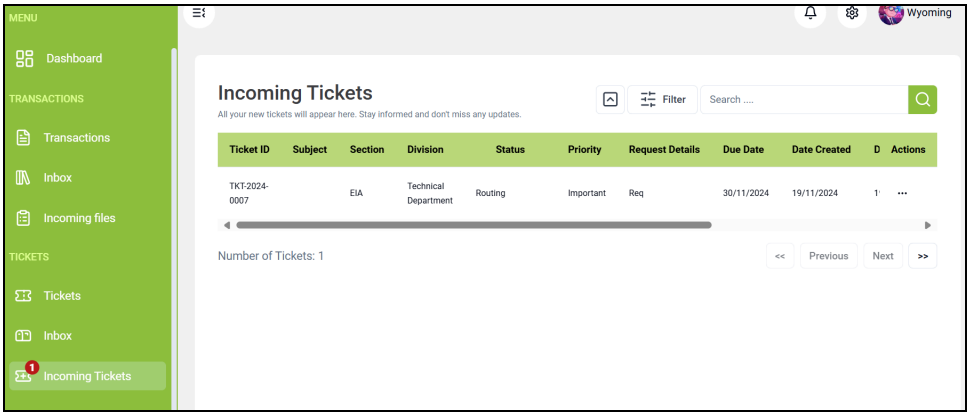
4. Incoming Tickets

4.1. When a ticket is sent to you, it will appear in your incoming tickets in the side nav found on the left. It will show a number of how many unreceived tickets.

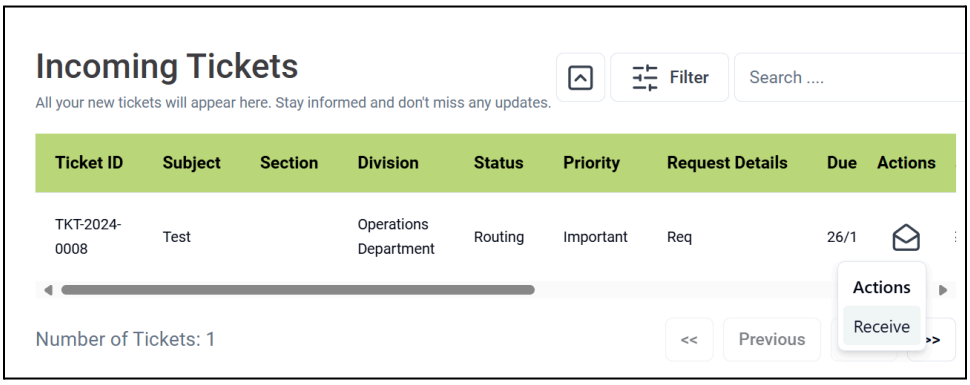


4.2. Incoming Ticket List

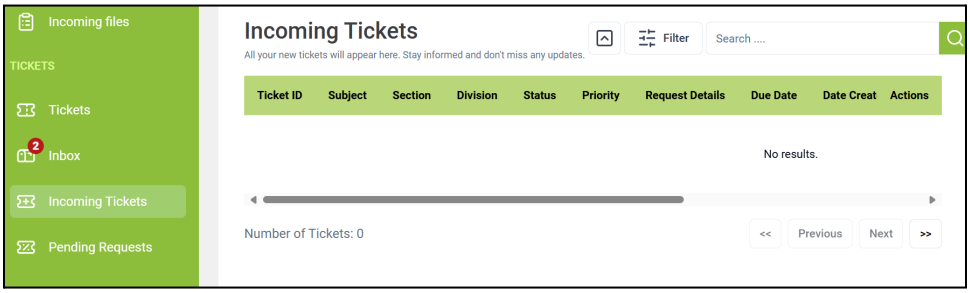
4.2.1. After clicking on the Incoming Tickets, you will then see a list of Incoming Tickets. The tickets that are listed in this table are the ones you have not received (acknowledged) yet.



4.2.2. In the table that contains the list of tickets, under the "Actions" column, click the receive icon to open the dropdown to receive the ticket.

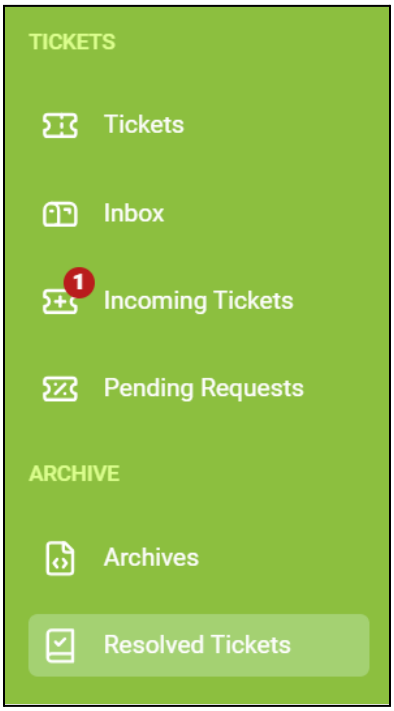


4.2.3. After receiving the ticket, it will then be removed from your incoming tickets table and it is immediately transferred to your inbox. A notification badge which displays the number of tickets you have received will be shown in your side-navigation.

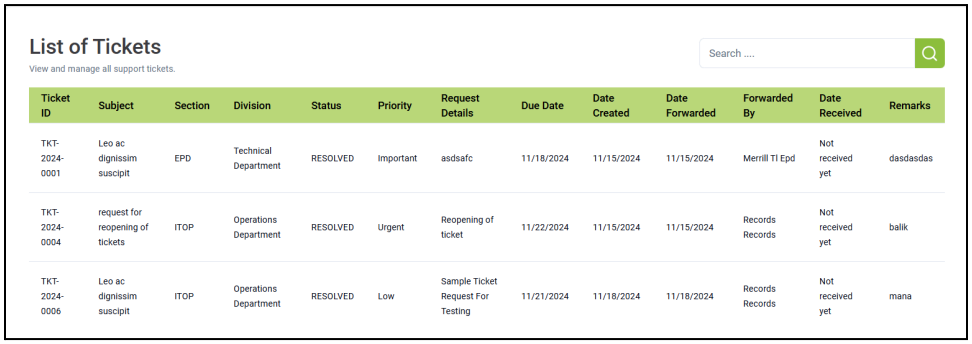


5. Archived Tickets

5.1. Resolved Tickets - This feature is accessible only for authorized users, users with access to the “Archives” section of the side-navigation bar can view the list of Resolved Tickets.



5.2. Resolved Tickets List - This list is only available to authorized users. This table contains the tickets that have been marked as “Resolved” by the requestor.



List of Tickets

View and manage all support tickets.

Search ....

Ticket ID	Subject	Section	Division	Status	Priority	Request Details	Due Date	Date Created	Date Forwarded	Forwarded By	Date Received	Remarks
TKT-2024-0001	Leo ac dignissim suscipit	EPD	Technical Department	RESOLVED	Important	asdsafc	11/18/2024	11/15/2024	11/15/2024	Merrill Tl Epd	Not received yet	dasdasdas
TKT-2024-0004	request for reopening of tickets	ITOP	Operations Department	RESOLVED	Urgent	Reopening of ticket	11/22/2024	11/15/2024	11/15/2024	Records Records	Not received yet	balik
TKT-2024-0006	Leo ac dignissim suscipit	ITOP	Operations Department	RESOLVED	Low	Sample Ticket Request For Testing	11/21/2024	11/18/2024	11/18/2024	Records Records	Not received yet	mana