



ENVI-COMM CORP.



Envi-comm: Environmental Compliance, Community and Commitment.

DTS

TICKETING MODULE

USER MANUAL

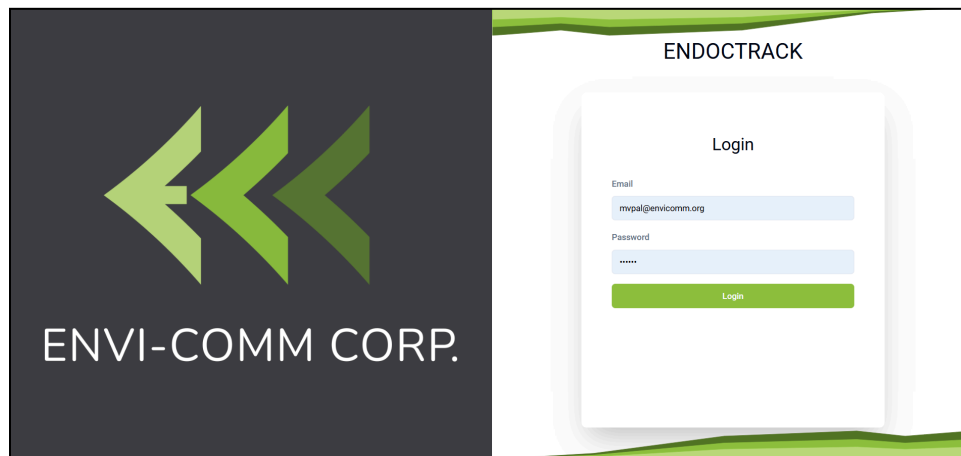
This document offers a comprehensive guide to using the DTS Ticketing System, designed for a simple and user-friendly experience. Each feature is accompanied by clear, step-by-step instruction to help you navigate and effectively use the ticketing system.

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:

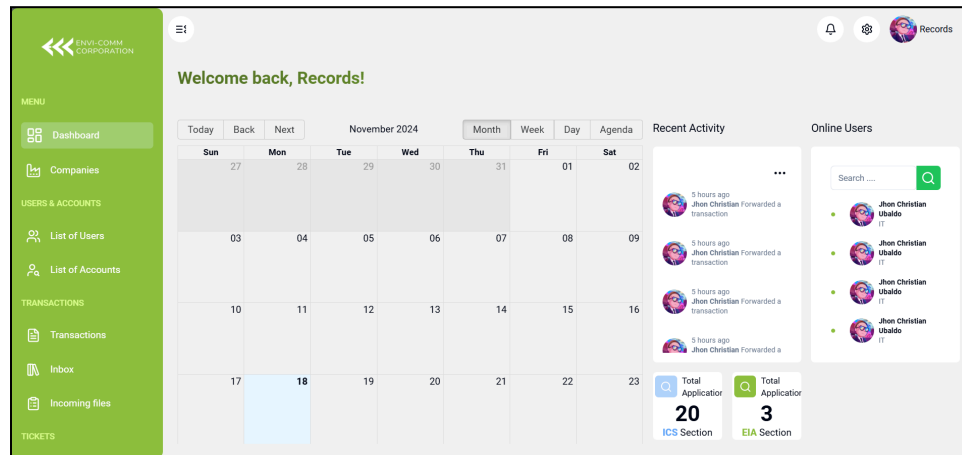
1.3.1. Recent Activities - Displays a log of the latest actions or events, such as ticket updates, user activities, or system changes, providing an overview of recent operations.

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.

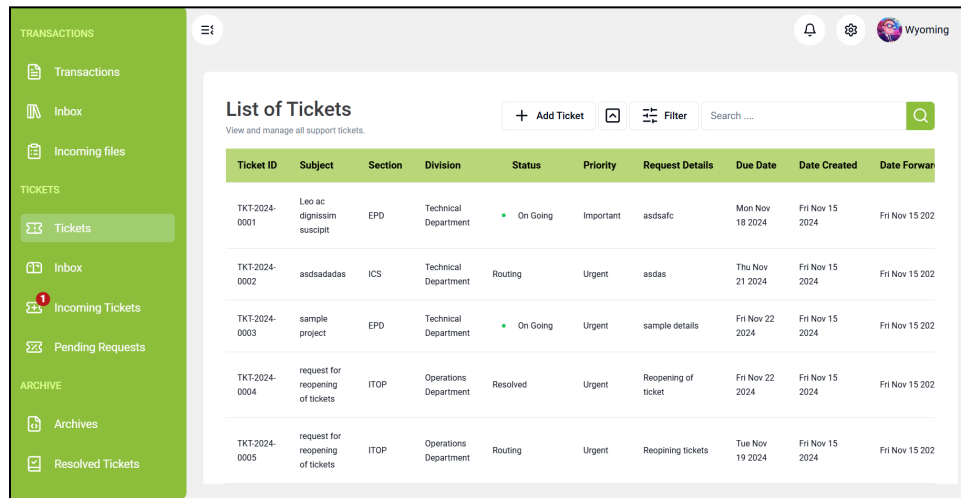
1.4.3. Tickets Incoming - Displays tickets that are currently being routed or transferred from other sections or departments, awaiting action or acknowledgment.

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.

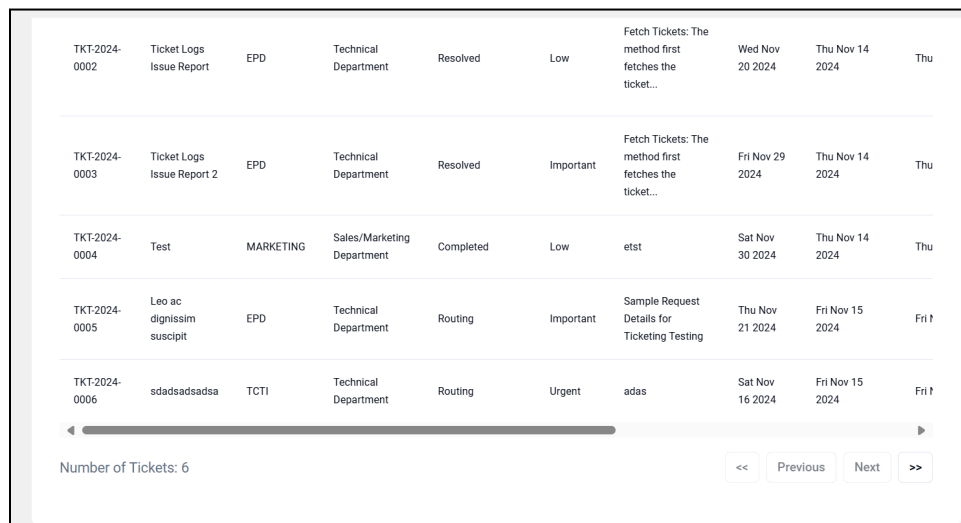
2. Tickets

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.



Ticket ID	Subject	Section	Division	Status	Priority	Request Details	Due Date	Date Created	Date Forwar
TKT-2024-0001	Leo ac dignissim suscipit	EPD	Technical Department	On Going	Important	asdsafc	Mon Nov 18 2024	Fri Nov 15 2024	Fri Nov 15 2024
TKT-2024-0002	asdsadasda	ICS	Technical Department	Routing	Urgent	asdas	Thu Nov 21 2024	Fri Nov 15 2024	Fri Nov 15 2024
TKT-2024-0003	sample project	EPD	Technical Department	On Going	Urgent	sample details	Fri Nov 22 2024	Fri Nov 15 2024	Fri Nov 15 2024
TKT-2024-0004	request for reopening of tickets	ITOP	Operations Department	Resolved	Urgent	Reopening of ticket	Fri Nov 22 2024	Fri Nov 15 2024	Fri Nov 15 2024
TKT-2024-0005	request for reopening of tickets	ITOP	Operations Department	Routing	Urgent	Reopening tickets	Tue Nov 19 2024	Fri Nov 15 2024	Fri Nov 15 2024

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.



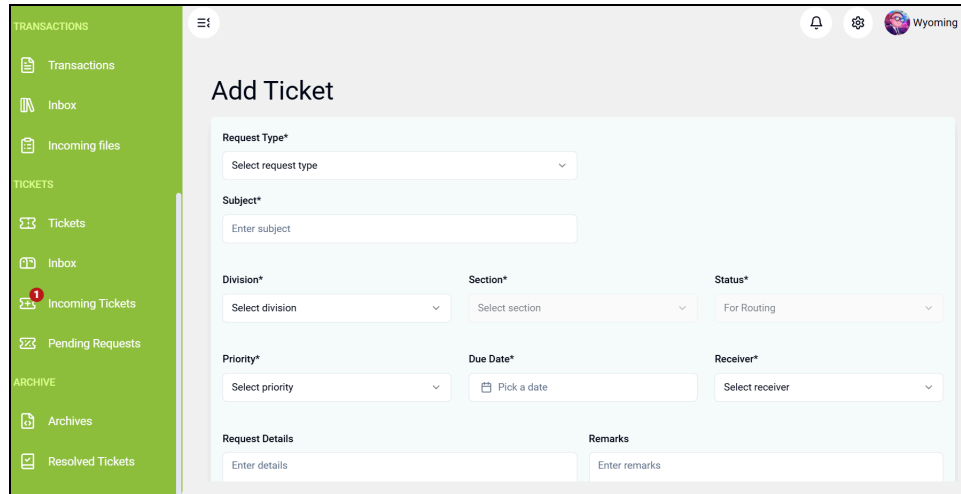
TKT-2024-0002	Ticket Logs Issue Report	EPD	Technical Department	Resolved	Low	Fetch Tickets: The method first fetches the ticket...	Wed Nov 20 2024	Thu Nov 14 2024	Thu
TKT-2024-0003	Ticket Logs Issue Report 2	EPD	Technical Department	Resolved	Important	Fetch Tickets: The method first fetches the ticket...	Fri Nov 29 2024	Thu Nov 14 2024	Thu
TKT-2024-0004	Test	MARKETING	Sales/Marketing Department	Completed	Low	etst	Sat Nov 30 2024	Thu Nov 14 2024	Thu
TKT-2024-0005	Leo ac dignissim suscipit	EPD	Technical Department	Routing	Important	Sample Request Details for Ticketing Testing	Thu Nov 21 2024	Fri Nov 15 2024	Fri
TKT-2024-0006	sdadsadsadsa	TCTI	Technical Department	Routing	Urgent	adas	Sat Nov 16 2024	Fri Nov 15 2024	Fri

Number of Tickets: 6

<< Previous Next >>

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.

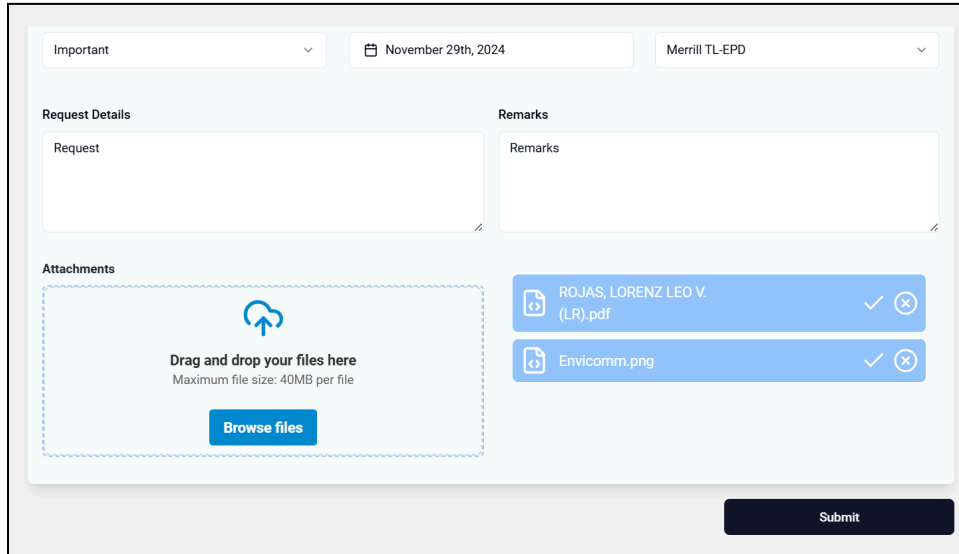
- **EPD**

- 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)

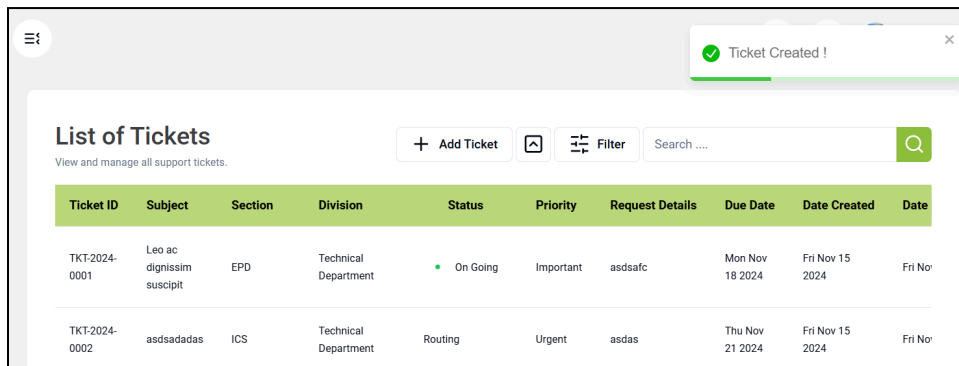
2.3.2. The ticket requestee can add attachments but it's not required. By clicking the “Browse Files” button, the system will open a file explorer where you can select files, or you can simply open the file explorer yourself and drag-and-drop them in the attachments section. Attachments upload only allow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



The screenshot shows a ticket creation form with the following sections:

- Metadata:** Includes dropdowns for priority (set to 'Important'), date (set to 'November 29th, 2024'), and location (set to 'Merrill TL-EPD').
- Request Details:** A text area labeled 'Request'.
- Remarks:** A text area labeled 'Remarks'.
- Attachments:** A dashed box with a cloud icon and the text 'Drag and drop your files here' and 'Maximum file size: 40MB per file'. Below it is a 'Browse files' button.
- Uploaded Files:** Two files are shown: 'ROJAS, LORENZ LEO V. (LR).pdf' and 'Envicomm.png', each with a checkmark and a close button.
- Submit:** A dark blue button at the bottom right.

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.



The screenshot shows the 'List of Tickets' interface with a success notification 'Ticket Created!' at the top. The table below lists the tickets:

Ticket ID	Subject	Section	Division	Status	Priority	Request Details	Due Date	Date Created	Date
TKT-2024-0001	Leo ac dignissim suscipit	EPD	Technical Department	On Going	Important	asdsafc	Mon Nov 18 2024	Fri Nov 15 2024	Fri Nov 15 2024
TKT-2024-0002	asdsadadas	ICS	Technical Department	Routing	Urgent	asdas	Thu Nov 21 2024	Fri Nov 15 2024	Fri Nov 15 2024

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.

List of Tickets

View and manage all support tickets.

+ Add Ticket

Filter

Search

Ticket ID	Subject	Section	Division	Status	Priority	Request Details	Due Date	Date Created	Date
TKT-2024-0007	Subject	MARKETING	Sales/Marketing Department	Routing	Important	Request	Fri Nov 29 2024	Mon Nov 18 2024	Mon N
TKT-2024-0006	Leo ac dignissim suscipit	ITOP	Operations Department	Resolved	Low	Sample Ticket Request For Testing	Thu Nov 21 2024	Mon Nov 18 2024	Mon N
TKT-2024-0005	request for reopening of tickets	ITOP	Operations Department	Routing	Urgent	Reopening tickets	Tue Nov 19 2024	Fri Nov 15 2024	Fri Nov
TKT-2024-0004	request for reopening of tickets	ITOP	Operations Department	Resolved	Urgent	Reopening of ticket	Fri Nov 22 2024	Fri Nov 15 2024	Fri Nov
TKT-2024-0003	sample project	EPD	Technical Department	On Going	Urgent	sample details	Fri Nov 22 2024	Fri Nov 15 2024	Fri Nov

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

List of Tickets

View and manage all support tickets.

+ Add Ticket

Filter

Search

Ticket ID	Subject	Section	Division	Status
TKT-2024-0007	Subject	MARKETING	Sales/Marketing Department	Routing
TKT-2024-0006	Leo ac dignissim suscipit	ITOP	Operations Department	Resolved
TKT-2024-0005	request for reopening of tickets	ITOP	Operations Department	Routing
TKT-2024-0004	request for reopening of tickets	ITOP	Operations Department	Resolved

Project

Search Project...

Transaction

Search Project...

Jackson and Hatfield Traders

Duke Koch Trading

Hines Chapman Traders

Frazier and Hurst Trading

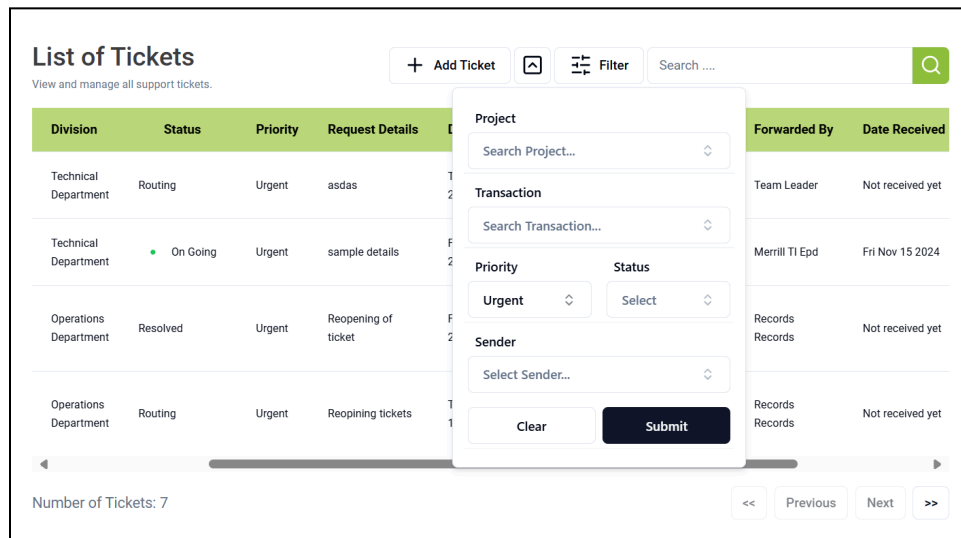
Sender

Select Sender...

Clear

Submit

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



List of Tickets
View and manage all support tickets.

Buttons: + Add Ticket, Filter, Search

Division	Status	Priority	Request Details	Forwarded By	Date Received
Technical Department	Routing	Urgent	asdas	Team Leader	Not received yet
Technical Department	On Going	Urgent	sample details	Merrill TI Epd	Fri Nov 15 2024
Operations Department	Resolved	Urgent	Reopening of ticket	Records Records	Not received yet
Operations Department	Routing	Urgent	Reopening tickets	Records Records	Not received yet

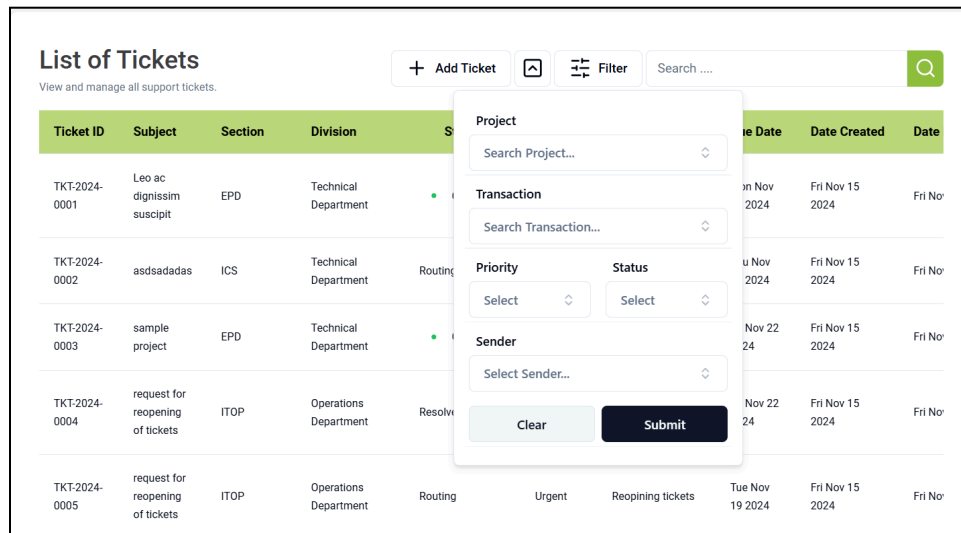
Number of Tickets: 7

Navigation: << Previous Next >>

Filter Modal:

- Project: Search Project...
- Transaction: Search Transaction...
- Priority: Urgent
- Status: Select
- Sender: Select Sender...
- Buttons: Clear, Submit

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



List of Tickets
View and manage all support tickets.

Buttons: + Add Ticket, Filter, Search

Ticket ID	Subject	Section	Division	Status	Date	Date Created	Date
TKT-2024-0001	Leo ac dignissim suscipit	EPD	Technical Department	On Going	Nov 15 2024	Fri Nov 15 2024	Fri Nov 15 2024
TKT-2024-0002	asdsadas	ICS	Technical Department	Routing	Nov 15 2024	Fri Nov 15 2024	Fri Nov 15 2024
TKT-2024-0003	sample project	EPD	Technical Department	On Going	Nov 22 2024	Fri Nov 15 2024	Fri Nov 15 2024
TKT-2024-0004	request for reopening of tickets	ITOP	Operations Department	Resolved	Nov 22 2024	Fri Nov 15 2024	Fri Nov 15 2024
TKT-2024-0005	request for reopening of tickets	ITOP	Operations Department	Routing	Tue Nov 19 2024	Fri Nov 15 2024	Fri Nov 15 2024

Filter Modal:

- Project: Search Project...
- Transaction: Search Transaction...
- Priority: Select
- Status: Select
- Sender: Select Sender...
- Buttons: Clear, Submit

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

Ticket ID	Subject	Section	Division	Status	Priority	Request Details	Due Date	Date Created	Date Forwarded
TKT-2024-0001	Leo ac dignissim suscipit	EPD	Technical Department	On Going	Important	asdsaf	Mon Nov 18 2024	Fri Nov 15 2024	Fri Nov 15 2024
TKT-2024-0003	sample project	EPD	Technical Department	On Going	Urgent	sample details	Fri Nov 22 2024	Fri Nov 15 2024	Fri Nov 15 2024

2.6. Ticket Details

2.6.1. Select a ticket in the ticket list.

Ticket ID	Subject	Section	Division	Status	Priority	Request Details	Due Date	Date Created	Date Forwarded	Forwarded By	Date R
TKT-2024-0001	Approval Request	EPD	Technical Department	Resolved	Important	I am requesting your approval for a budget increas...	Fri Nov 22 2024	Thu Nov 14 2024	Thu Nov 14 2024	Case Handler	Not rec
TKT-2024-0002	Ticket Logs Issue Report	EPD	Technical Department	Resolved	Low	Fetch Tickets: The method first fetches the ticket...	Wed Nov 20 2024	Thu Nov 14 2024	Thu Nov 14 2024	Case Handler	Not rec
TKT-2024-0003	Ticket Logs Issue Report 2	EPD	Technical Department	Resolved	Important	Fetch Tickets: The method first fetches the ticket...	Fri Nov 29 2024	Thu Nov 14 2024	Thu Nov 14 2024	Case Handler	Not rec
TKT-2024-0004	Test	MARKETING	Sales/Marketing Department	Completed	Low	etst	Sat Nov 30 2024	Thu Nov 14 2024	Thu Nov 14 2024	Merrill TI Epd	Thu Nov 2024
TKT-2024-0005	Leo ac dignissim suscipit	EPD	Technical Department	Routing	Important	Sample Request Details for Ticketing Testing	Thu Nov 21 2024	Fri Nov 15 2024	Fri Nov 15 2024	Philip Ch Epd	Fri Nov
TKT-2024-0006	sdadsadsadsa	TCTI	Technical Department	Routing	Urgent	adas	Sat Nov 16 2024	Fri Nov 15 2024	Fri Nov 15 2024	Merrill TI Epd	Fri Nov

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.

Ticket Details

Ticket ID:
TIC-2024-0004

Subject:
Test

Status:
Completed

Section:
MIS02700

Division:
Sales/Marketing Department

Priority:
Low

Due Date:
06/11/2024

Date Forwarded:
14/11/2024

Date Received:
14/11/2024

Requester:
Manager Manager

Sender:
Merrill TI EPD

Recipient:
Manager Manager

Request Details:
Test

Remarks:
Test

Project Details

Project ID:
Bef and Berry Co

Project Name:
Duke Fresh Trading

Project Address:
Boyer Roaden Pk

Contact Person:
No Contact Details

Transaction Details

Transaction ID:
ECC-2024-0005

Document Subtype:
Discharge Permit (DP) with wastewater Testing - New

Priority:
URGENT

Due Date:
06/11/2024

Ticket Logs

Date Forwarded	Date Received	Forwarded By	Forwarded To	Status	Priority	Remarks	Date Created	Date Updated	Attachments
Thu Nov 14 2024	Thu Nov 14 2024	Merrill TI EPD	Manager Manager	Completed	Low	Test	Thu Nov 14 2024	Thu Nov 14 2024	14.00001.MER
Thu Nov 14 2024	Thu Nov 14 2024	Manager Manager	Merrill TI EPD	Routing	Low	Test	Thu Nov 14 2024	Thu Nov 14 2024	14.00001.MER

0 of 2 row(s) selected.
Previous
Next

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

Transaction ID:
ECC-2024-0005

Document Subtype:
Discharge Permit (DP)
with wastewater Testing
- New

Priority:
URGENT

Due Date:
06/11/2024

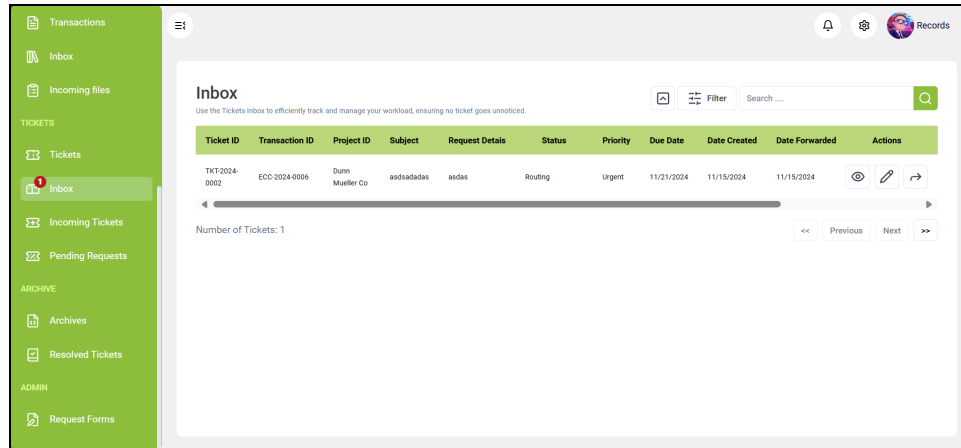
Ticket Logs:

Date Forwarded	Date Received	Forwarded By	Forwarded To	Status	Priority	Remarks	Date Created	Date
Thu Nov 14 2024	Thu Nov 14 2024	Merrill TI EPD	Manager Manager	Completed	Low	Test	Thu Nov 14 2024	Thu N 2024
Thu Nov 14 2024	Thu Nov 14 2024	Manager Manager	Merrill TI EPD	Routing	Low	Test	Thu Nov 14 2024	Thu N 2024

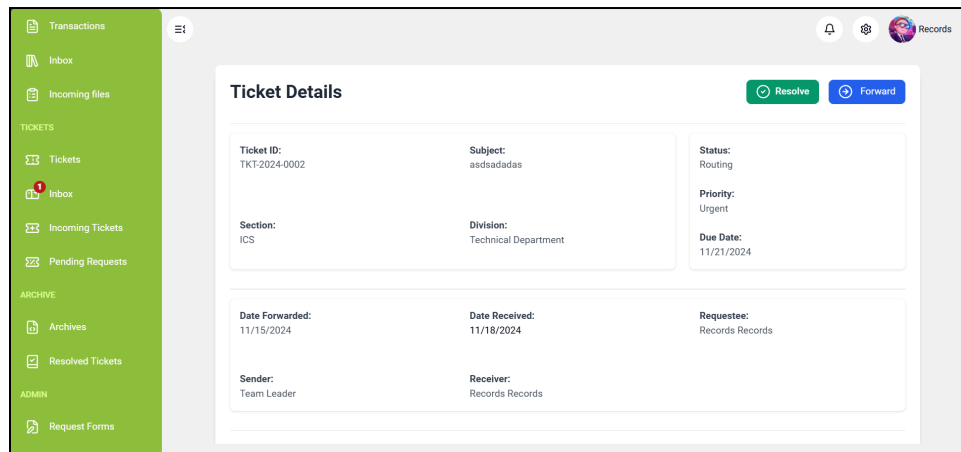
0 of 2 row(s) selected.
Previous
Next

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.

✕

Mark as Ongoing

Make changes to your ticket here. Click save when you're done.

Status

Select status

▼

Remarks

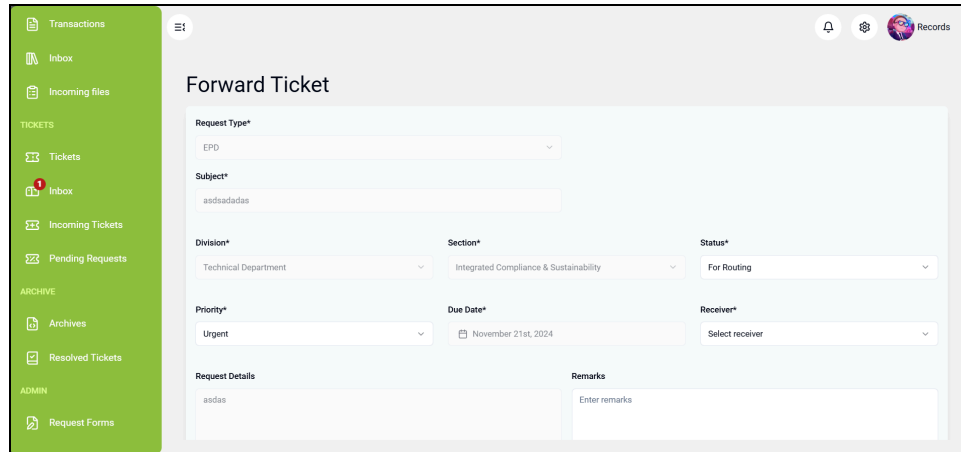
Enter remarks

Save changes

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

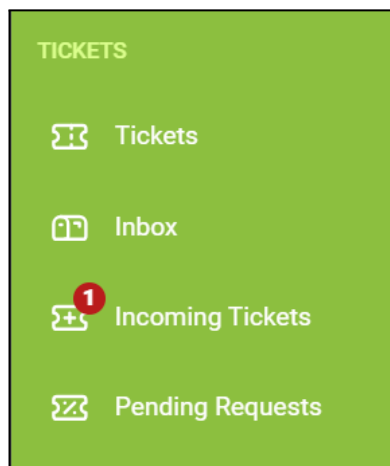
3.1.3. Forward Ticket - If you want to forward a ticket from your inbox, navigate to the “Actions” column of the Tickets Inbox table, and click the “arrow” icon to forward the ticket. This will open the form view for forwarding the ticket to the next user. The following information are required for forwarding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

- Status
- Priority
- Receiver
- Remarks



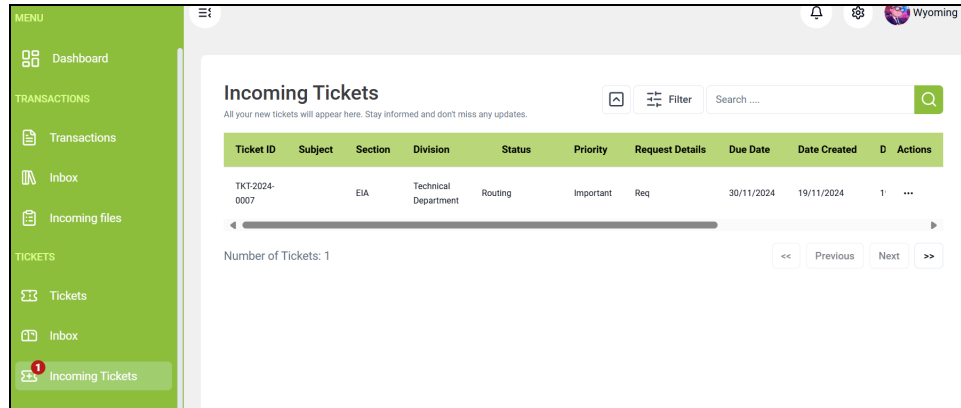
4. Incoming Tickets

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.

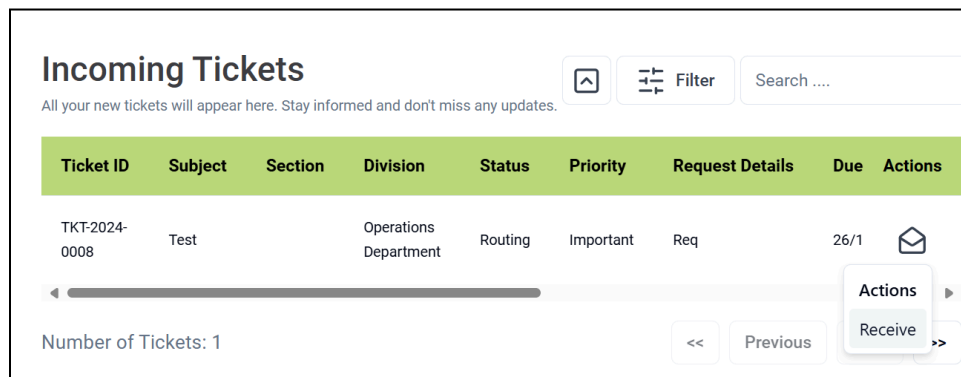


Incoming Tickets
All your new tickets will appear here. Stay informed and don't miss any updates.

Ticket ID	Subject	Section	Division	Status	Priority	Request Details	Due Date	Date Created	D	Actions
TKT-2024-0007	EIA		Technical Department	Routing	Important	Req	30/11/2024	19/11/2024	1	...

Number of Tickets: 1

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.

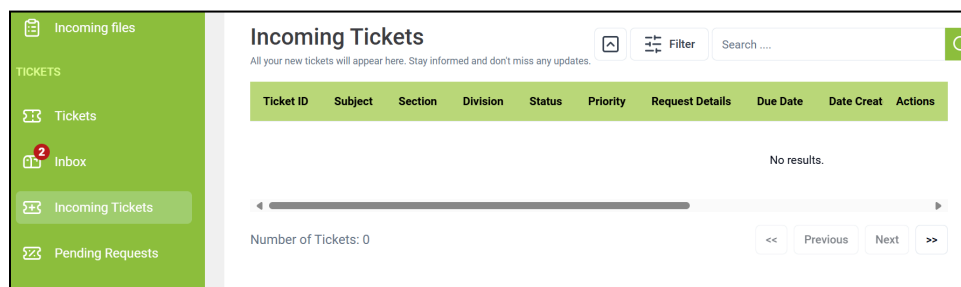


Incoming Tickets
All your new tickets will appear here. Stay informed and don't miss any updates.

Ticket ID	Subject	Section	Division	Status	Priority	Request Details	Due	Actions
TKT-2024-0008	Test		Operations Department	Routing	Important	Req	26/1	<div> <div>Actions</div> <div>Receive</div> </div>

Number of Tickets: 1

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.



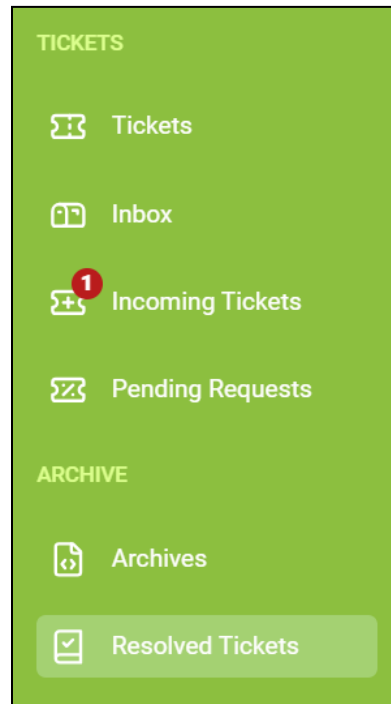
Incoming Tickets
All your new tickets will appear here. Stay informed and don't miss any updates.

Ticket ID	Subject	Section	Division	Status	Priority	Request Details	Due Date	Date Creat	Actions
No results.									

Number of Tickets: 0

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.

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 TI 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