

**KloudDial**

**V 1.0.0**

# User Module

## User Listing and User Management

### User List

Display all users who have access to log in to the Kloud Dial admin panel. Admins can search for details by username and email. Admin can Delete And Edit data as they need.

<div>Name</div> <div>Email</div>			
User Name	Email	Last modified	Action
Himanshu babariya	Himanshubabariya12683@gmail.com	27/8/2023 24:08 pm	<div>Edit</div> <div>Delete</div>

### 1. User List Page

## Search

UserName(Search)	User Need this for Search
Email(Search)	User Need this for Search

## Listing

UserName	User Name From Details
Email	Email From Details
Last Modified Date	Last modified date from database
Action	<b>Edit:</b> Edit details of user <b>Delete:</b> Soft Delete User From DataBase ( <b>Confirmation Required</b> )

# User Add

Admins can add user data and grant access to specific pages of the portal by selecting various pages on the "User Add" page. Once an account is created, a mail will be sent to the new user's email address with an 8-digit generated password containing special characters, uppercase, and lowercase letters.

User Name :

Email :

Access : ☐ Domain ☐ Domain Add Edit ☐ User List

☐ User Add Edit ☐ Reporting ☐ Helpdesk

☐ Post Reply

## 2.User Add Page

### Fields:

UserName	Username you want to store in
----------	-------------------------------

	database
Email	Email you want to store in database
Access	Select pages which you want to select for particular Access
Save	Save Data
Clear	Clear form

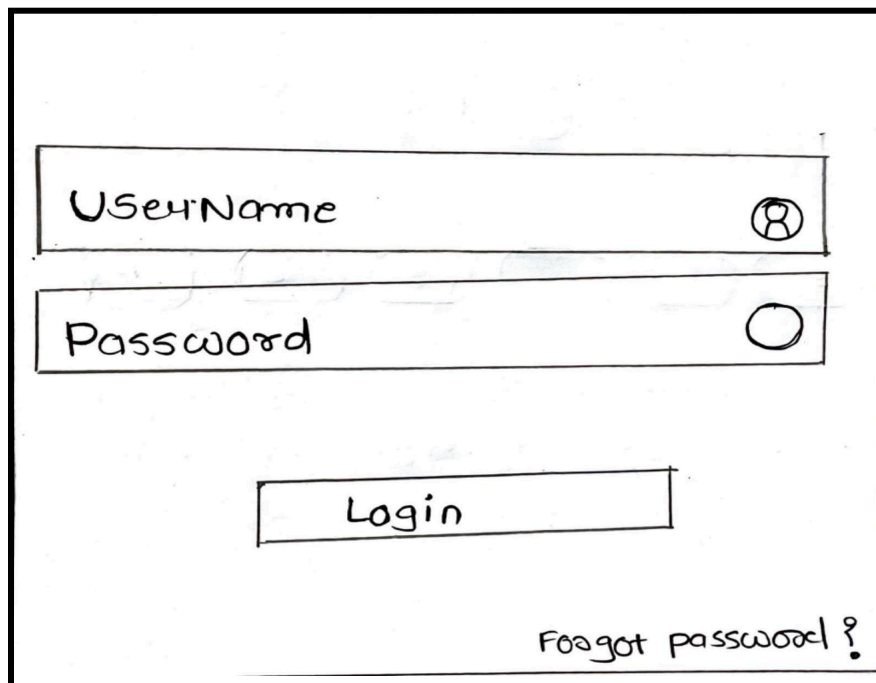
## User Edit

Admins can also edit details and change access permissions on the "Edit User" page.

# Authentication Module

## Login User

Users can log into the system using their valid credentials (username and password). If the credentials are incorrect, a pop-up message will display **"Please Enter Valid Credentials"**. Users can also select the "Forgot Password" link if needed.



A hand-drawn diagram of a login form. It consists of a rectangular frame containing two input fields. The first field is labeled 'UserName' and has a small circle with a person icon inside. The second field is labeled 'Password' and has a small circle icon inside. Below these fields is a 'Login' button. In the bottom right corner of the frame, there is a link that says 'Forgot password?'.

### 3.Login User

**Fields:**

Username	User Name for login Into System
Password	Password For Validation
Login	Will redirect to Enter Google Authenticator Code Section
Forgot Password	Will redirect you to Forgot password Screen

## Enter Google Authenticator Code (2-Step Authentication)

Once the username and password are validated, the user will be prompted to enter a 6-digit code generated by the Google Authenticator app. They need to enter this code to gain access to the system. After entering the correct Google Authenticator code, users will be redirected to the dashboard.

Enter Google Authenticator code

This will be display on your Google Authenticator app with some Email

8 7 6 5 4 3

OK

The diagram shows a rectangular box representing a user interface. At the top, the text 'Enter Google Authenticator code' is written in a handwritten style. Below this, a line of text reads 'This will be display on your Google Authenticator app with some Email'. Underneath the text, there are six square boxes, each containing a digit: 8, 7, 6, 5, 4, and 3. To the right of these boxes, at the bottom right corner of the main box, is a rectangular button labeled 'OK'.

4.Enter 2FA Code



## Forgot Password

Users can click on the "Forgot Password" link on the login page to be redirected to the Forgot Password screen. There, they can enter their registered email address. If the email is registered, the user will receive a 6-digit code generated by their Google Authenticator app to proceed with resetting their password. If the email address is not registered, a pop-up message will display indicating that the email address is not found in the system.

Hand-drawn sketch of a "Forgot Password" screen. The screen is enclosed in a rectangular border. In the top-left corner, there is a left-pointing arrow followed by the text "Login". In the center, the text "Forgot password?" is written. Below this, there is a rounded rectangular input field containing the placeholder text "Enter Email". Underneath the input field is a rounded rectangular button labeled "Send Otp". At the bottom of the screen, there is a line of text: "→ otp will be send to your Email."

### 5.Forgot Password Screen

**Fields:**

Enter Email	Enter Email for Forgot Password
Send	2FA google Authenticator Screen

**After send same screen as image No 4 will be display**

# Change Password

After entering the 2FA Code, users will be directed to a screen where they can change their password accordingly.

The screen is also displayed just after login, at the time when the user logs in for the first time, and will include a **current password** field.

Hand-drawn sketch of a 'Change Password' screen. The screen has a black border. In the top left corner, there is a back arrow icon followed by the text 'Login'. In the top center, the title 'Chang Password' is written. Below the title, there are two rounded rectangular input fields. The first field is labeled 'New password' and the second field is labeled 'confirm password'. At the bottom center, there is a rounded rectangular button labeled 'Change'.

**6.Change password Screen**

## Fields:

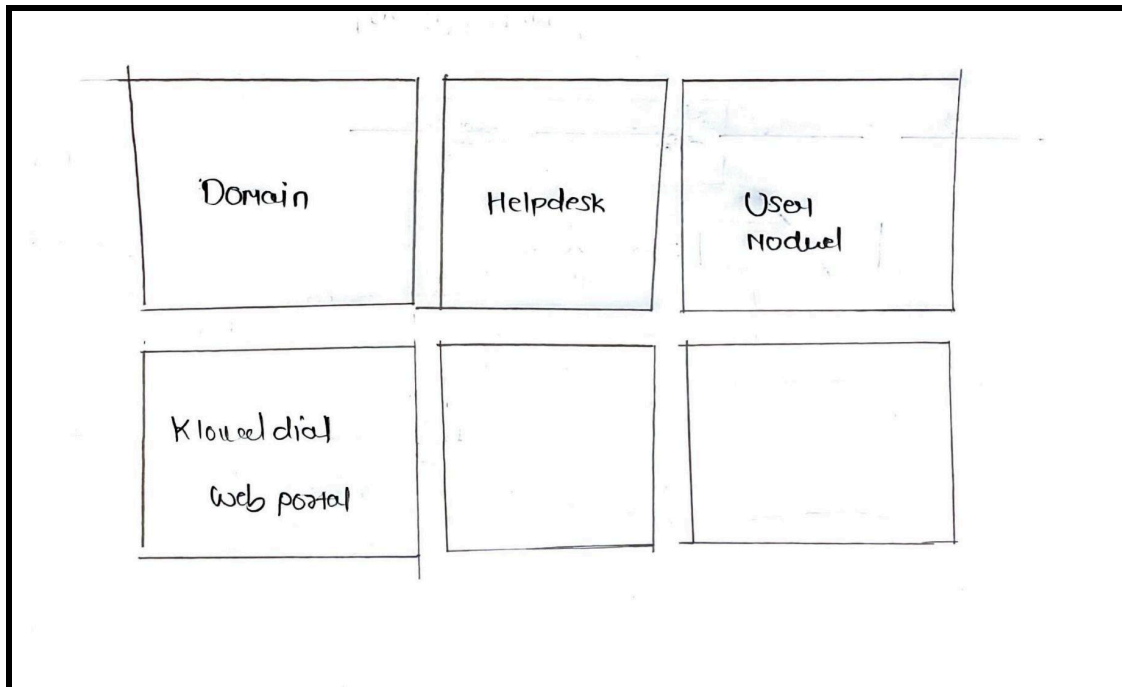
New Password	Enter new Password
Confirm Password	Conformation of Password

Change	Change Password
--------	-----------------

After changing the password user will be redirect to login page

# Dashboard Module

After successfully logging into the system, the admin user will be redirected to the dashboard where they can access various portals such as Domain Management, User Management, Helpdesk Management, and Error Reporting System using their login credentials.



**6.Dashboard Page**

# Domain Module

## Domain Listing and Domain Management

## Domain List

Here, the user can view all the domains they have added from the "User Domain Add" page. Initially, all domain data will be fetched from the API. Once the data is retrieved, the admin can remove specific domains from the database. The admin can also search for domains using the domain name, MAC address, or IP address. If in case any error we can restart the device from here

# Domain List

No	Domain	Ip Address	MAC Address	Last modified	Restart	Action
1	Domain Name	198.196.0.1	12:12:12:12:12	28/4/2024 19:07 AM	<input type="button" value="Restart"/>	<input type="button" value="view"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>

## 7.Domain List Page

### Fields:

Domain Name	Domain name will display here
IP Address	Ip address for particular domain will display here
MAC Address	MAC address for particular domain will display here
Last Modified	Last modification date of data will be displayed here.
<b>Restart</b>	If error will occur in device then we can restart the device from here. <b>(Using API)</b>
Action	<b>View:</b> with the help of this button we can view detail of domain in model <b>pop-up</b>  <b>Edit:</b> with this button we can edit data of Domain  <b>Delete:</b> with this button we can delete data of employee <b>with conformation</b>

## Domain View

Upon clicking the "View" button, all details of the selected domain will be displayed.

Domain

Name :

xyz domain 1

IP Address :

198.196.0.1

MAC Address :

12 : 12 : 12 : 12 : 12

Last modified :

24/8/2024 19:61 AM

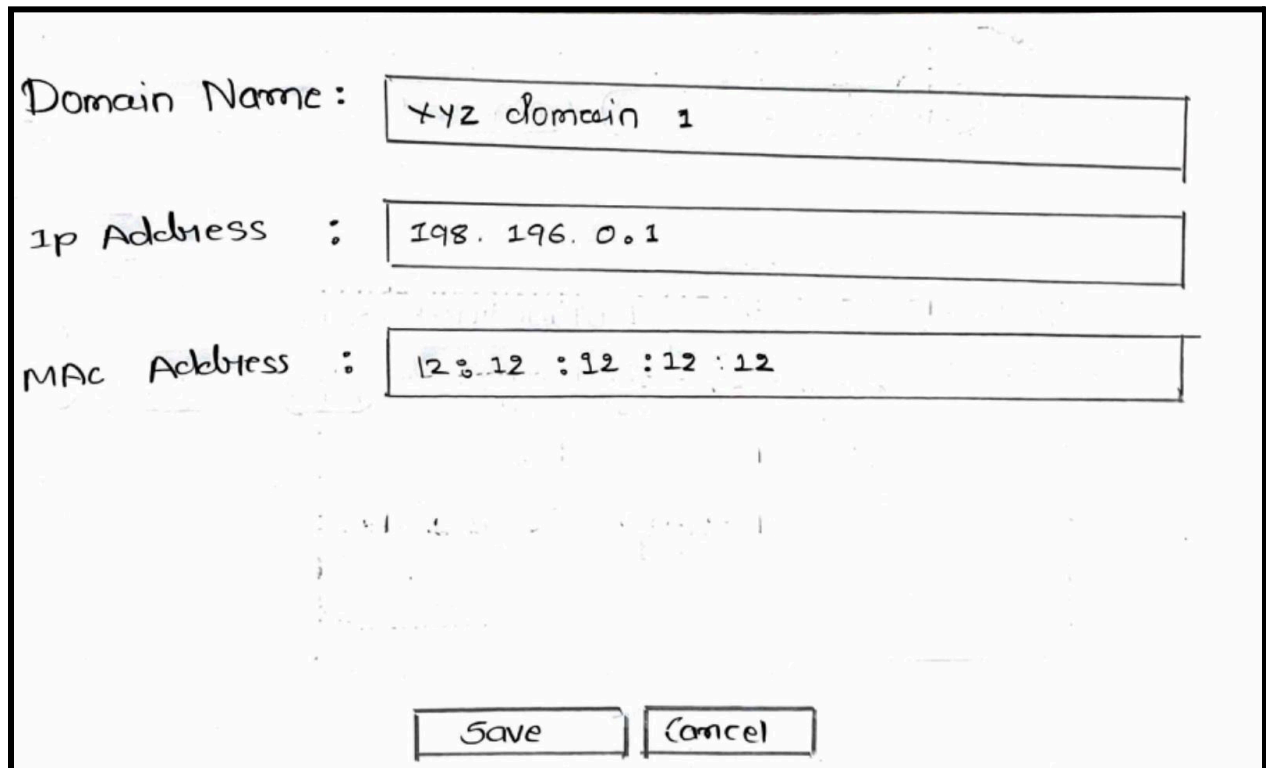
cancel

### 8.View page Domain



# Domain Management

Admin can add data of domain in this page. Admin will insert IP Address, MAC address, Domain Name.



A hand-drawn form for domain management. It contains three input fields: 'Domain Name' with the value 'xyz domain 1', 'Ip Address' with the value '198. 196. 0.1', and 'MAC Address' with the value '12 : 12 : 12 : 12 : 12'. At the bottom, there are two buttons labeled 'Save' and 'Cancel'.

## 9.View page Domain

### Fields:

Domain Name	Domain name add here
IP Address	Ip address for particular domain will be add here
MAC Address	MAC address for particular domain will be add here

Save	Save data to database
Cancel	Clear form

After adding data successfully, you will be redirect to Domain Listing Page

# Error Reporting Module

In this module, all devices are monitored at 15-minute intervals using two methods: **web scraping** of data and **API calls** at each domain endpoint. These methods are executed alternately every **15 minutes**, ensuring continuous monitoring and data collection. The module systematically iterates through all the domains in the domain list to verify their functionality. By employing both web scraping and API calls, we can comprehensively assess the status of each device and ensure accurate monitoring.

If any device errors are detected during this process, our API initiates an internal call to restart the affected device, aiming to resolve the issue promptly. In cases where a hardware issue is identified or the error cannot be diagnosed through the available methods, the device status will be marked as “not solved.” This dual approach ensures that we can address most issues efficiently, while also providing a clear indication of unresolved hardware problems, allowing for further investigation and intervention.

Error comes in order that new error comes first

Here admin can search data by domain name , By IP address, MAC Address, Error Code.

No	Action	Domain Name	Error code	IP Address	Status	Arrive time	Reboot time	Mac Address
1	<input type="button" value="View"/> <input type="button" value="Delete"/>	xyz 1	Error001	192.168.0.1	<input type="button" value="Solved"/>	12/12/2024 24:00	12/12/2024 24:00	12:12:12 12:12
2	<input type="button" value="View"/> <input type="button" value="Delete"/> <input type="button" value="Ticket"/>	xyz 2	Error002	192.168.0.1	<input type="button" value="Not solve"/>	12/12/2024 23:00	-	12:12:12 12:12

< 1 2 3 ... 10 >

## 10.Error Repairing Page

### Fields:

Error code	Error code will be generated by backend and display here
Action	<p><b>View:</b> Admin can view error details by clicking this button</p> <p><b>Delete:</b>with this button we can delete data of Error <b>with conformation(soft delete)</b></p> <p><b>Ticket:</b> When an error is not</p>

	resolved or detected, this option will be displayed. Upon clicking it, the admin user can directly generate a ticket in the help desk.
Domain Name	Domain name will display here
IP Address	IP address will display here of that particular Domain
MAC Address	MAC address will display here of that particular Domain
Status	The status of the error will be displayed here. If the error is detected and resolved by simply restarting, the status will show as “ <b>Solved.</b> ” If the error is not detected, the status will show as “ <b>Not solved.</b> ”
Error Arrival Time	time of error arrival will display here
Reboot Time	If error is resolved, then reboot time of device will be display here and if it's not resolved then this field shown as blank

We want pagination and the number of rows per page.

## Error view Page

Admin can view error details by clicking this view button pop up model will open and details of that error will display in pop up model.

Error 0001

Not Solved

Domain Name : xyz

IP Address : 192.168.0.1

MAC Address : 22:12:12:12:12

Error Acrow time : 24-08-2024 17:00 AM

Error Solved time : -  
(Reboot)

Error Detected by : 

Web

API

Cancel

Delete

ticket

## 11.Error Repairing Page

If the error is not solved then the badge is “Not Solved” otherwise Badge is “Solved”

**Details:**

Domain Name	Domain name add here
IP Address	Ip address for particular domain will be add here
Error Code	Error Code will display here
MAC Address	MAC address for particular domain will be add here
Error Occur Time	Date and time of Error arrival
Error solved Time	If the error is resolved or restarted via API, the error solve time will be displayed here. Otherwise, this field will be hidden.
Ticket	If the error is not solved then the admin can directly generate a ticket from here.
Delete	Delete error from Llst

# HELP DESK

## Ticket Generation Module

### Wordpress Side

We need to create a form on the existing KloudDial website where users can submit their problems to generate a support ticket. Once the request is submitted, an email containing the ticket number will be automatically generated and sent to the provided email address. This process allows any user to log their issues into the KloudDial helpdesk portal effectively.

Here user add all the details like Property Name, Contact Person Name, Email, Phone No, Description etc.

**Add:** Here is one doc attached filed also with limitation of **PNG**  
**JPEG, PDF**



Add problem / ticket (user side)

Property Name :

Contact No :

Email :

Phone No :

Contact person Name :

Description :

## 11. Ticket generation Page From User Side

**Fields:**

Property Name	User will Insert Property name here
Contact No	User will inset Contact No Here
Email Address	User will Enter Email Address here
Phone No	User will Enter Property Phone Number here.
Contact Person Name	Add the Details of Contact Person for conversation
Description	Add detailed Description of problem
Save	With this button we can save data and generate <b>ticket</b> and will send mail to <b>User email</b>
Cancel	Clear the Form

After the form submission ticket will be generated and the format of ticket no is “**TIC0001**”.

## Admin Side Ticket Generation

Admin can directly create tickets for property from there side , here they want to add additional domain and issue. Once the request is submitted, an email containing the ticket number will be automatically generated and sent to the provided email address.

Generate ticket

Property Name :

Domain :  ✓ Issue :  ✓

Email :

Contact person Name :

Contact No :  phone no :

Description :

### 12. Ticket generation Page From Admin Side

**Fields:**

Domain	Select one Domain From Listed Domain
Issue	Select one of the issue from issue list
Property Name	User will Insert Property name here
Contact No	User will inset Contact No Here
Email Address	User will Enter Email Address here
Phone No	User will Enter Property Phone Number here.
Contact Person Name	Add the Details of Contact Person for conversation
Description	Add detailed Description of problem
Save	With this button we can save data and generate <b>ticket</b> and will send mail to <b>User email</b>
Cancel	Clear the Form

After the form submission ticket will be generated and the format of ticket no is “**TIC0001**”.

# Ticket tracking Module

Tickets generated either by users or directly by admins on the KloudDial platform will enter the help desk ticket tracking system automatically. Tickets initiated by WordPress users will initially be categorized as “**pending**”. Admins have the ability to approve these requests by selecting the domain and specifying the issue. Tickets created directly by admins will bypass the pending stage and enter the “**Working on**” stage immediately. Upon completion of the work, admins can update the ticket status to “**Completed**”. Throughout the lifecycle of the ticket, admins can monitor its progress and status changes.

Default Stage will be Pending Every Stage, Where Tickets come in order of New First.

Admin can Search ticket number and domain name, all the table header and action menu for every status will different.



<b>Working ON</b>	Tickets which are Continue in work (Approved from Admin)	Here, all tickets that have been approved by admin and are currently being worked on are tracked. After completing the support, admins can update the status to <b>"Completed"</b> .
<b>Completed</b>	Tickets which are Completed	All previously completed support tickets are available for admin tracking and reporting purposes.

We want pagination in each and every stage with real time searching based on domain and ticket no.

Admin can Search by ticket number and domain name, all the table header and action menu for every status will different.

## Pending Stage

Here, all requests initiated by any End User will enter this stage. After admin confirmation, the request transitions to the "**Working On**" stage.

### Listing data in this page:

Ticket no	Ticket number will generated by system for each and every new support ticket
Domain name	Domain name selected by user
Issue	Issue named selected by user
Contact Details	<p>Contact details contain</p> <p><b>Contact Person Name:</b> contact person which are going to talk with admin throughout the support</p> <p><b>Phone No:</b>Property Phone Number</p> <p><b>Contact No:</b>Contact Number will be display here of that contact person</p>



Ticket Arrival date	Date of ticket created
Property Name	Property Name added by User
Action	This will display menu of action

### Action Menu for Pending Stage:

This menus will display when clicks on Action button in pending stage

Approve
View
Reject
Post Reply

**13. Action menu for pending stage**

### Details:

<b>Approve</b>	Approve new request by selecting Issue and domain for particular request.this can be done by admin user
<b>View</b>	Admin Can View Details of support ticket with full description

<b>Reject</b>	Reject Ticket after confirmation(ask you are sure you want to reject )
<b>Post replays</b>	This feature allows any admin to send messages to the client who generated the ticket. The screen tracks admin replies to users.

### **Approve:**

With this button, admins can first verify if the ticket contains valid data. If the ticket is deemed invalid, admins can promptly remove or reject it from the list. If the support ticket is valid, an "Approve" button will appear, triggering a modal where admins select the issue and domain from dropdown menus. Once the domain and issue are selected, the ticket progresses to the "**Working On**" stage.

Approve

Select Issue

Select Domain

Approve

#### 14. Approve pending Ticket

##### Details:

<b>Select Issue</b>	Select Issue from issue list
<b>Select Domain</b>	Select Domain From Existing Domain From Database
<b>Approve(Button)</b>	<p>After clicking this button, the request status will change to <b>"Working on"</b> . static email will be sent to the User's email id for just information.</p> <p>Conformation Required!!</p>

## Status Changes History

A hand-drawn sketch of a form titled "Status Changes History". At the top, it says "Ticket No: 804032". Below that, it shows a status transition: "Pending → Working ON". Underneath, there is a section labeled "Enter Message" with a large rectangular box for text. Inside this box, the text "ee xyz" is written. At the bottom right of the box, there is a small button labeled "Save".

**14(2). Status Changes History**

Whenever you change the status of ticket this pop will ask you for any remarks for history. this will be showing in view of ticket

## View:

Using this button admin can see the details description of Ticket

Domain	: Domain1
Contact person Name	: Haasleheri
Contact No	: 8849999677
Phone No	: 801-993
Description	: "xyz. demo"
Arrival Date	: 24/8/2023 8:00
Completed Date	: 25/8/2024 9:00
<div>Reject</div> <div>complete</div> <div>cancel</div>	
History	
Admin	24/8/2023
"msg"	New → Working on
Admin 2	25/8/2023

15.view of Ticket

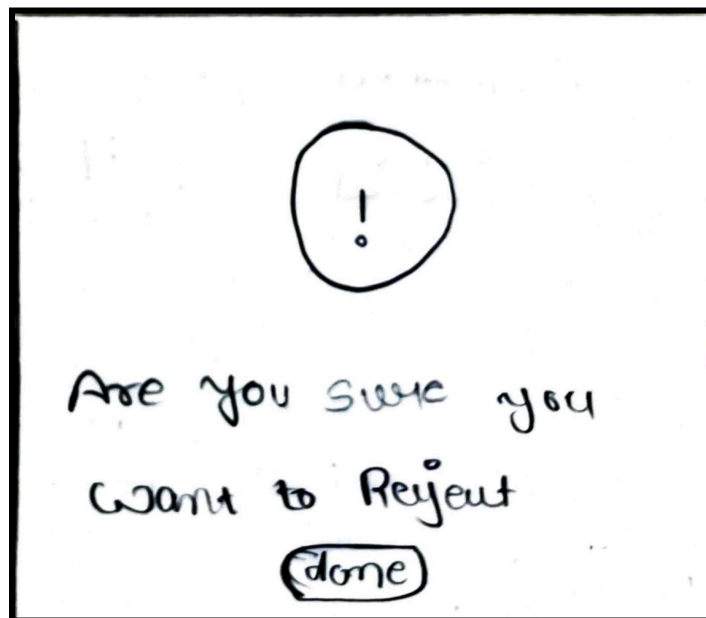
**Details:**

Ticket No	Ticket Number display here.
Property Name	Property Name Display here.
Domain	Domain Name will display here.
Contact Person Name	Contact Person name will display here
Contact No	Contact Number will display here
Phone No	Phone Number
Arrival Date	Date of arrival will display here of Ticket
Completed Date	This timestamp will only display in the completed stage.
History	History will be display here for all the status change with message
Reject	In Pending and working on stage we will display this button for rejection (with Confirmation )of the ticket
Complete	In working on stage we will display this button for Completion (with

	Confirmation )of the ticket
Cancel	Just for close the pop-up

## Reject :

Reject Ticket after confirmation(ask you are sure you want to reject )



**16.Rejection Confirmation of Ticket**

## **Post replays Module:**

This feature allows any admin to communicate with the client who initiated the ticket. The system logs all admin replies to users.

Admins can type a message in the description box and click "Send". An email containing the message will be sent to the user's email address, and the message will also appear on the same screen. Any admin with access to that page can view the entire conversation, including replies from admins, which display their name and the timestamp of each message. Admins can monitor all replies provided by other admin users.



chat Details

24/8/2024 8:00 am Admin Admin

re Hi! Hi! Hi! Hi! Hi!

25/8/2024 8:01 pm change Demo

re Hi! Hi! Hi! Hi! Hi!

Message (Post Replay)

Description

Send

Clear

## 16.Post replays of Ticket

### Details:

Post replay Details	Here, all replies given by admins to end users will be displayed. These messages will be sent to the end user via email and include the current admin's name. On the screen, each reply is shown with the admin's name, date, time, and the reply message.
Description	Admin will enter message here and click on send button for

	send mail to user
Send	Button for send mail and store reply
Clear	Clear description message box

## Working ON Stage:

Here, all tickets that have been approved by admin and are currently being worked on are tracked. After completing the support, admins can update the status to **"Completed"**.

### Listing data in this Stage :

Ticket no	Ticket number will generated by system for each and every new support ticket
Domain name	Domain name selected by user

Issue	Issue named selected by user
Contact Details	<p>Contact details contain</p> <p><b>Contact Person Name:</b> contact person which are going to talk with admin throughout the support</p> <p><b>Phone No:</b>Property Phone Number</p> <p><b>Contact No:</b>Contact Number will be display here of that contact person</p>
Ticket Arrival date	Date of ticket created
Ticket Approved Date	Date of ticket approval by admin user
Property Name	Property Name added by User
Action	This will display menu of action

### **Action Menu for working on Stage:**

This menus will display when clicks on Action button in pending stage

Reject
Complete
View
Post Reply

### 17. Action menu for pending stage

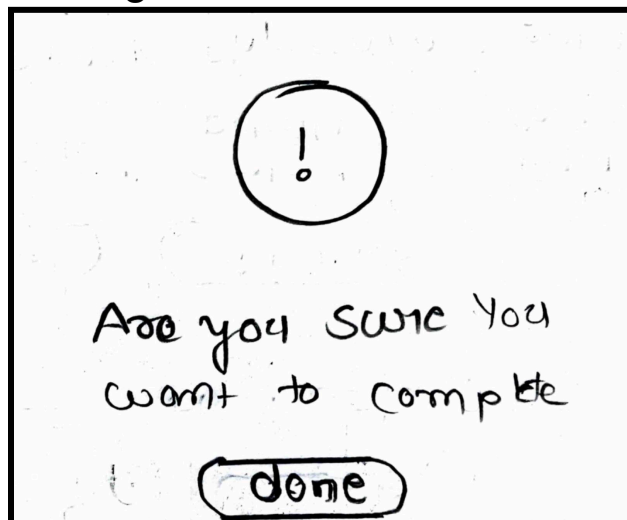
#### Details:

<b>Complete</b>	Complete Support ticket with confirmation(ask you are sure you want to <b>Complete Support Ticket</b> )
<b>View</b>	Admin Can View Details of support ticket with full description
<b>Reject</b>	Reject Ticket after confirmation(ask you are sure you want to reject )
<b>Post replays</b>	This feature allows any admin to send messages to the client who generated the

	ticket. The screen tracks admin replies to users.
--	---

## Complete :

After confirmation (asking "Are you sure you want to Complete?"), clicking this button will move the support ticket to the Completed Stage.



18. Confirmation of Completion

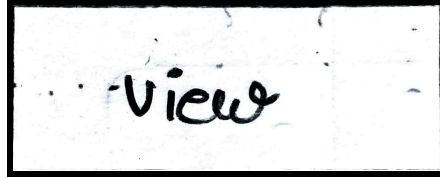
## Completed Stage:

All previously completed support tickets are available for admin tracking and reporting purposes.all the completed support ticket will display here.admin can search data by domain

## Listing data in this Stage :

Ticket no	Ticket number will generated by system for each and every new support ticket
Domain name	Domain name selected by user
Issue	Issue named selected by user
Contact Details	<p>Contact details contain</p> <p><b>Contact Person Name:</b> contact person which are going to talk with admin throughout the support</p> <p><b>Phone No:</b>Property Phone Number</p> <p><b>Contact No:</b>Contact Number will be display here of that contact person</p>
Ticket Arrival date	Date of ticket when it's created
Ticket Completed Date	Date of ticket Completion
Property Name	Property Name added by User
Action	This will display menu of action

### Action Menu for Completed Stage:



### **19. View For Completion Stage**

### **First Changes 5/8/2024**

Do not Write OTP just write Verification Code.  
Remove first column with number in every screen