

Manual Book

Cs.Helper



Dipersembahkan oleh :

Nashiruddin Sahal

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Akses User

1. Halaman Login

The screenshot shows the login interface for 'Cs Helper'. It features a central white box with the following elements:

- Header: 'Cs Helper' and 'Silahkan login untuk mulai'.
- Form fields: 'Email' and 'Password'.
- Checkbox: 'Remember Me'.
- Buttons: 'Sign In' (blue) and 'I forgot my password' (blue link).
- Link: 'Register a new membership' (blue link).

Callouts provide instructions:

- 'Klik tombol sign in untuk melanjutkan' points to the 'Sign In' button.
- 'Masukan Email yang terdaftar dan sudah aktif' points to the 'Email' field.
- 'Masukan Password dengan benar' points to the 'Password' field.
- 'Link untuk mendaftar sebagai anggota' points to the 'Register a new membership' link.

Gambar 1. Halaman Login

2. Halaman Home

The screenshot shows the home page of 'Cs.Helper'. It features a teal header with navigation links: 'Cs.Helper', 'Home', 'Informasi', 'Problem', and 'Hai, Nashiruddin Sahal'. A search bar is on the right. The main content area has a dark background with the text 'Selamat Datang di Web Pelayanan Pengaduan' and 'Cs.helper adalah layanan yang bertujuan untuk mengajukan pengaduan masalah.'.

Below this is a white form with the following fields:

- 'Nama*' with the value 'Nashiruddin Sahal'.
- 'Email*' with the value 'user@localhost.com2'.
- 'Masalah*' with the placeholder 'Masukan permasalahan'.

Callouts provide instructions:

- 'Nama customer terisi otomatis sesuai akun' points to the 'Nama*' field.
- 'Email Pengadu' points to the 'Email*' field.
- 'Permasalahan yang akan diadukan' points to the 'Masalah*' field.

Gambar 2. Halaman Home Atas

Email*

user@localhost.com2

Masalah*

Masukan permasalahan

Kategori*

Pilih Kategori Permasalahan

Lampiran*

Choose File No file chosen

Maksimal size 2 Mb

☒ Public ☐ Private

Kirim Pengaduan

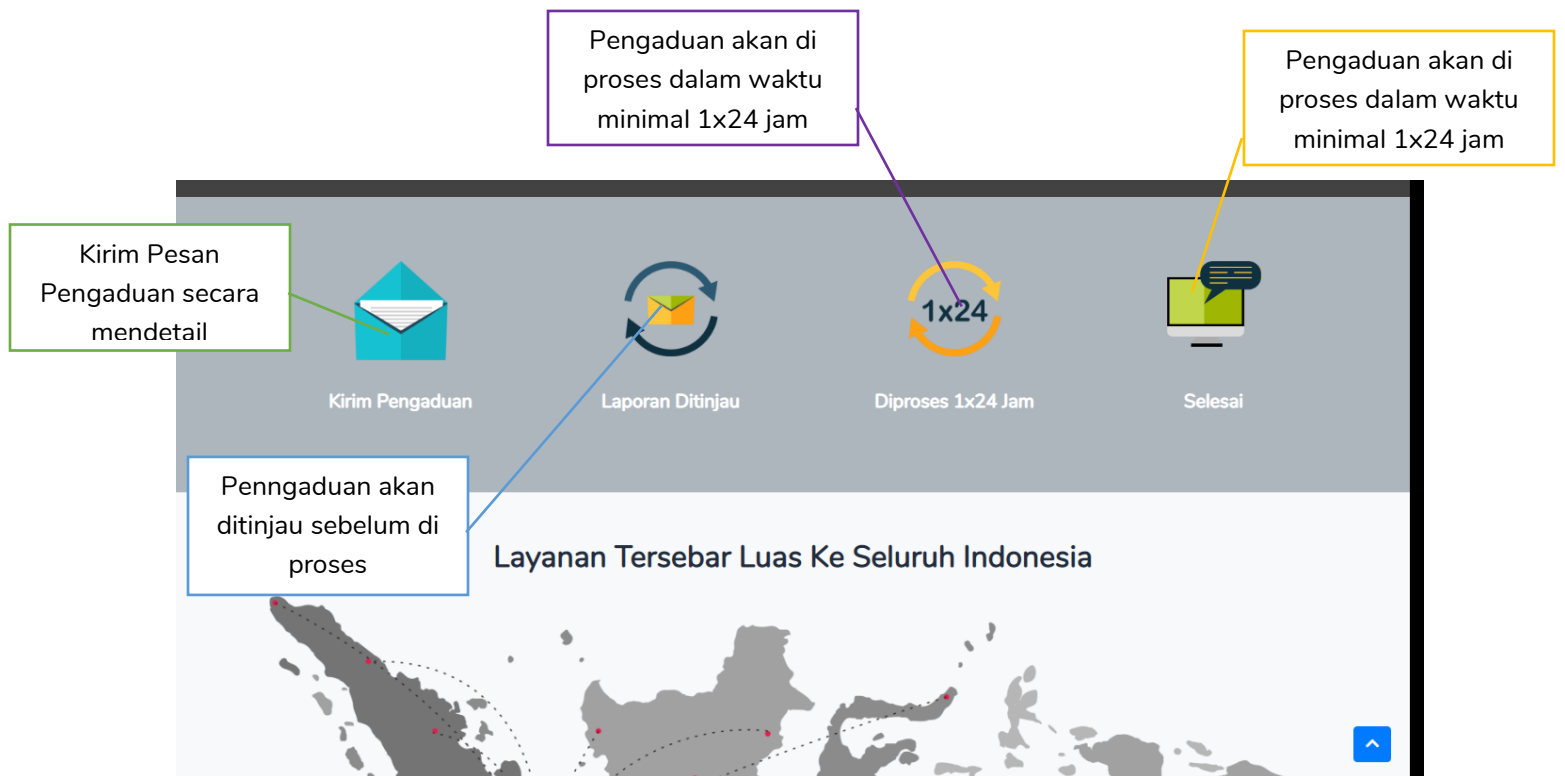
Lampiran pengaduan, berisi foto permasalahan, atau problem yang akan di keluhkan

Format(.png, jpg,

Kategori permasalahan yang terjadi

Jenis Pengaduan
Public = Bersifat umum, orang lain dapat melihatnya
Private = Bersifat rahasia

Gambar 3. Halaman Home Tengah

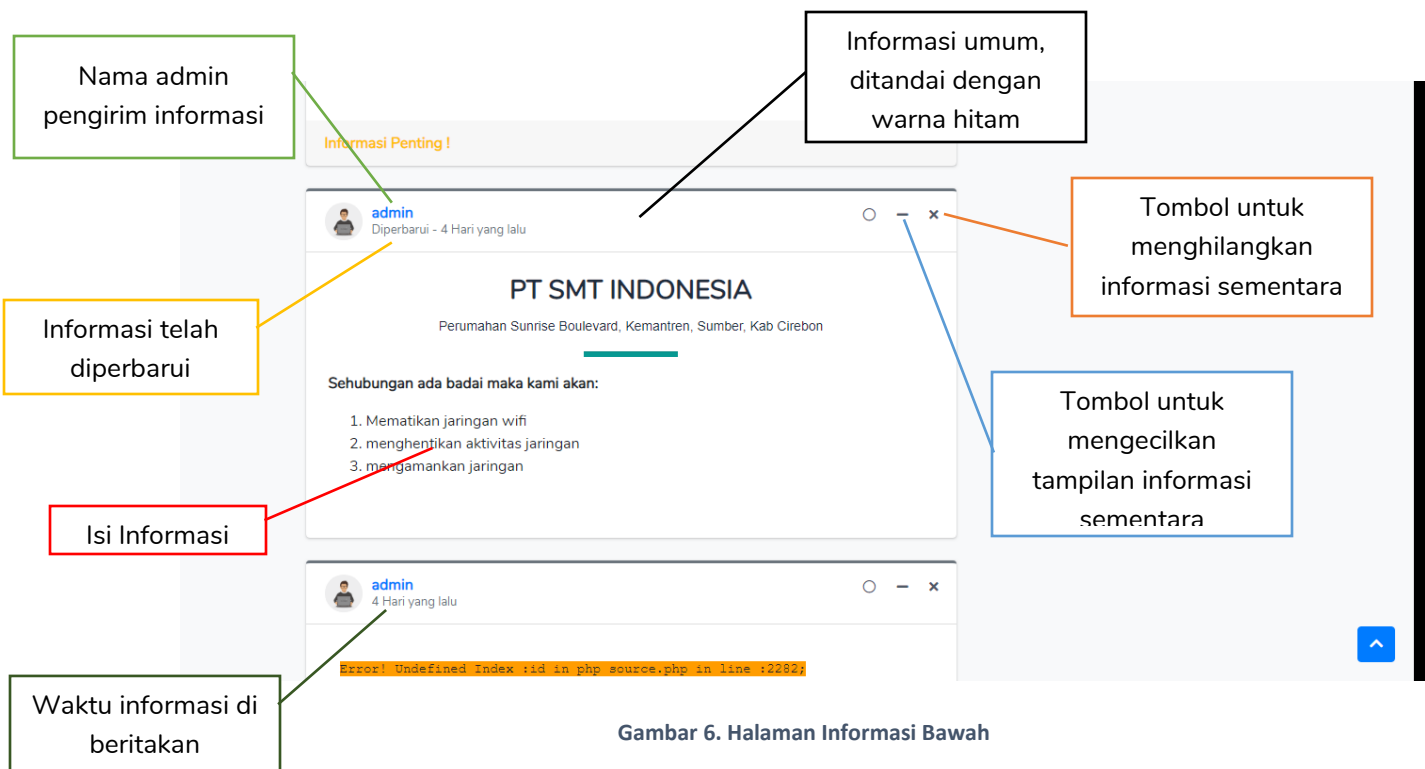


Gambar 4. Halaman Home Bawah

3. Halaman Informasi

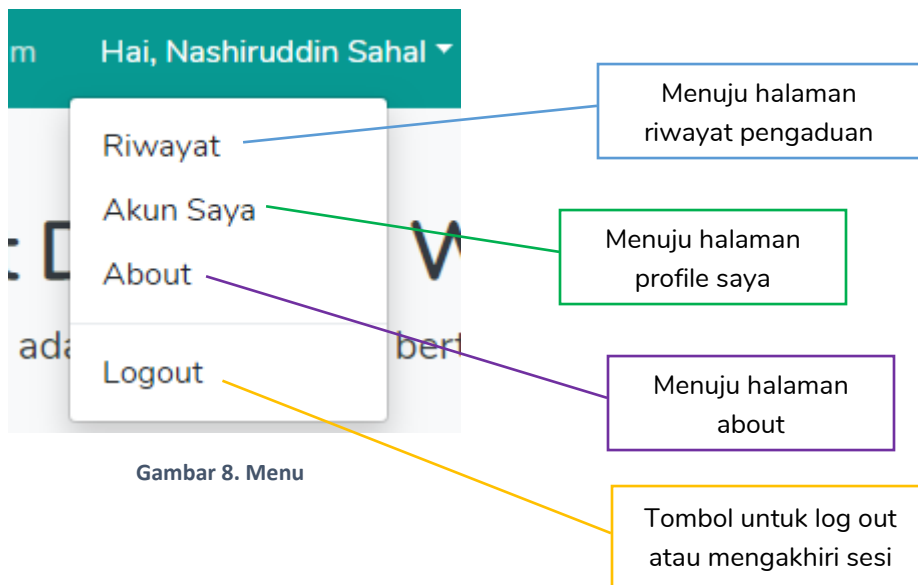
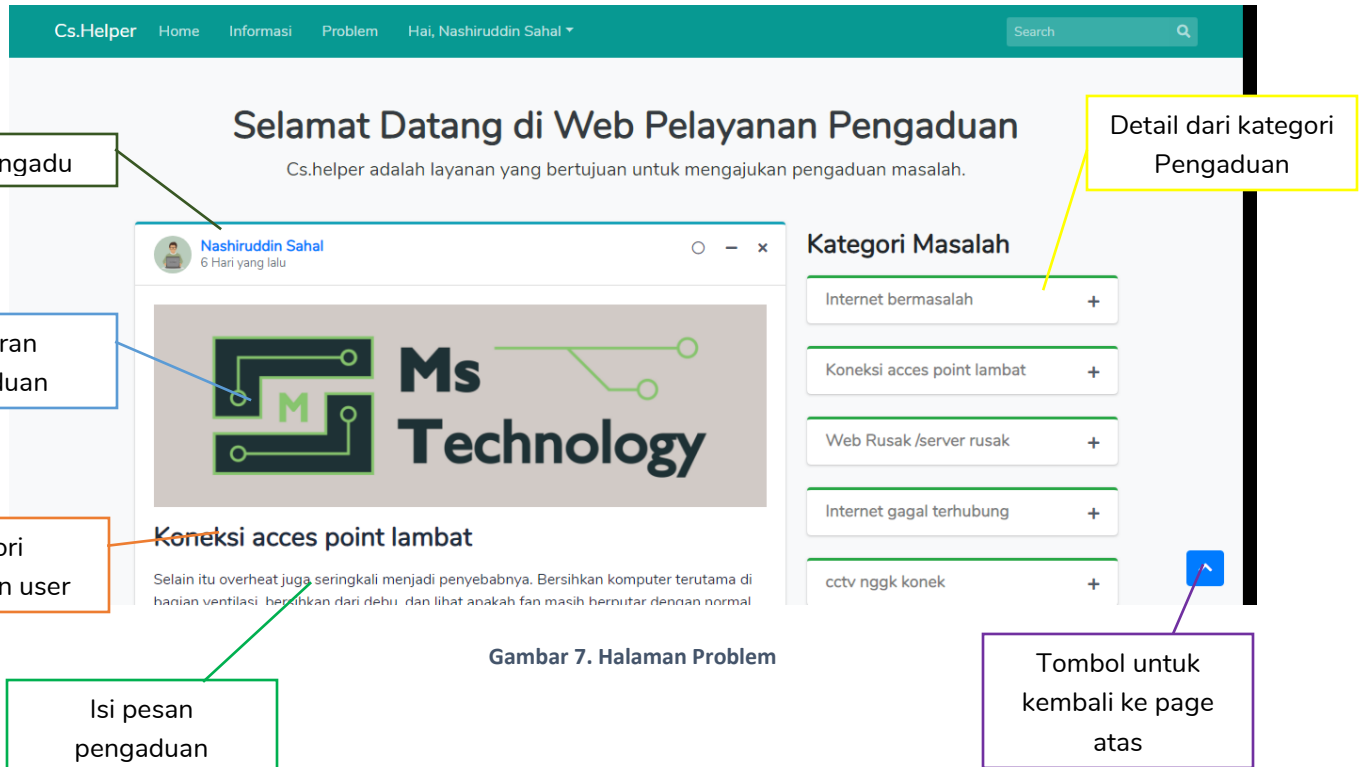


Gambar 5. Halaman Informasi Atas

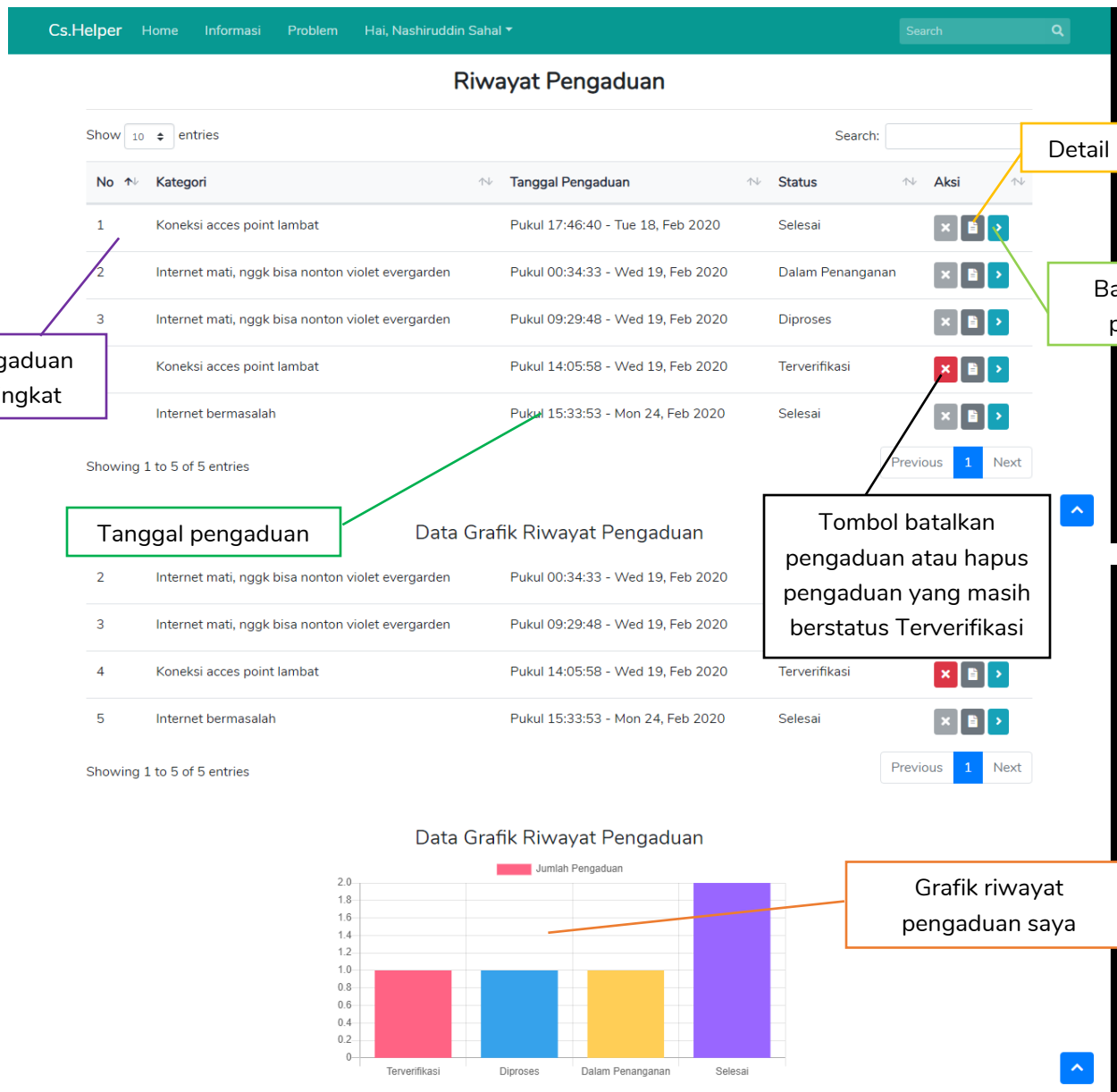


Gambar 6. Halaman Informasi Bawah

4. Halaman Problem

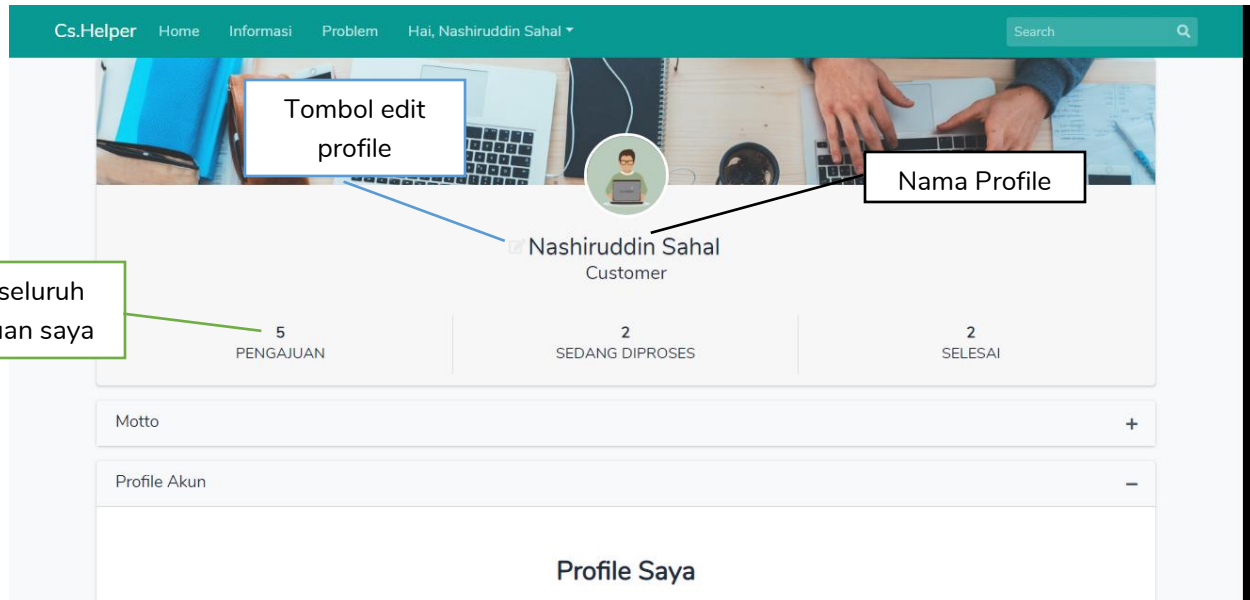


5. Halaman Riwayat Pengaduan

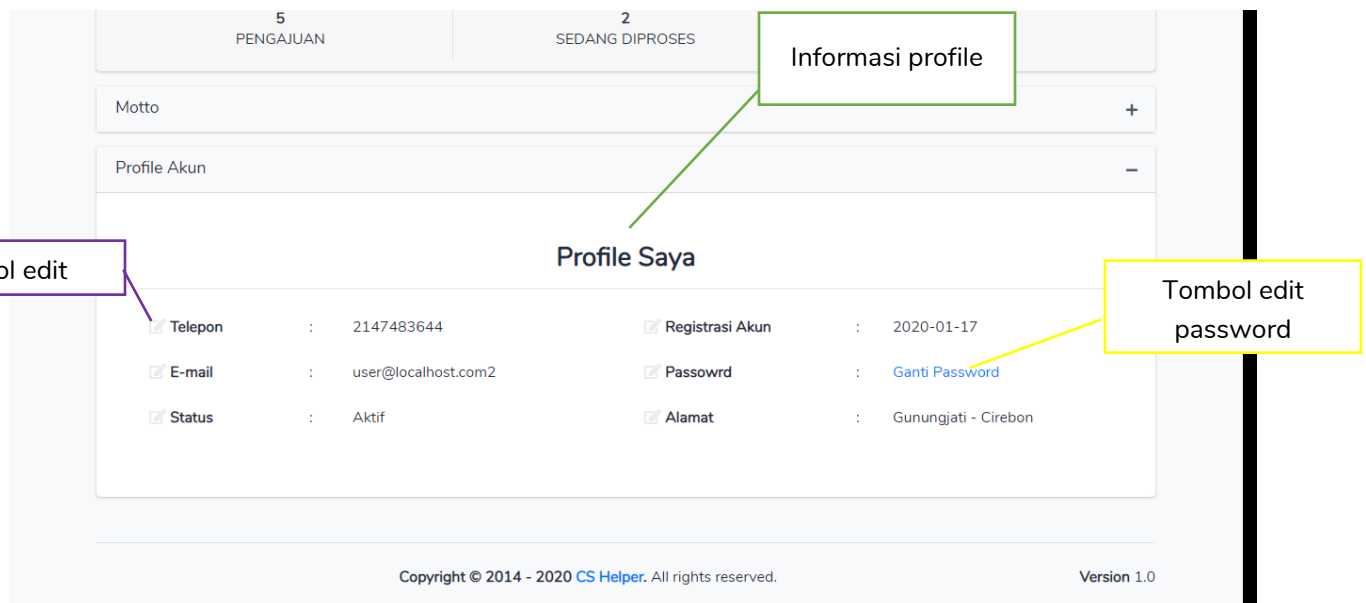


Gambar 9. Garfik Riwayat Pengaduan

6. Halaman Profil Saya



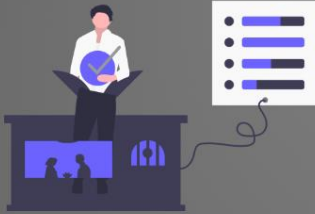
Gambar 10. Halaman Profile



Gambar 11. Profile Saya

Informasi
halaman about

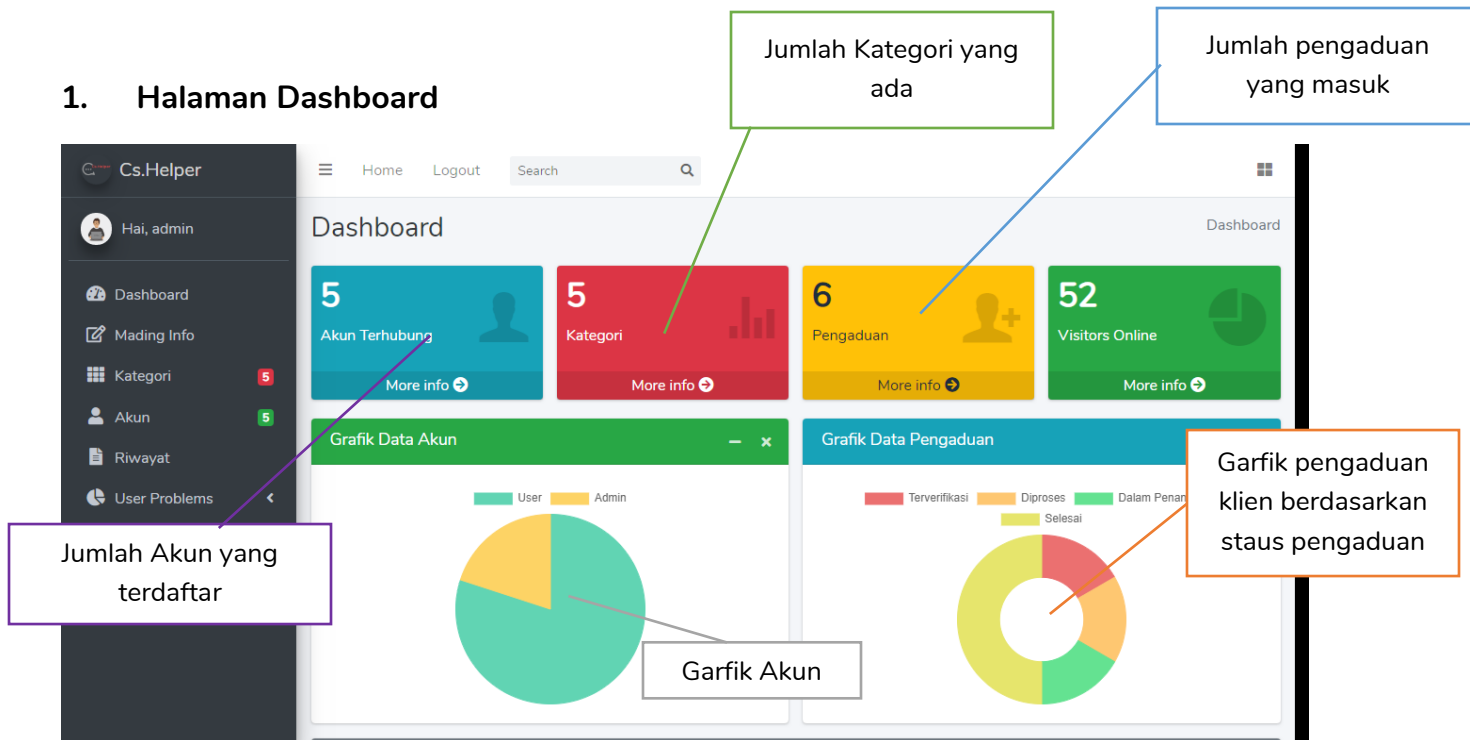
About Cs Helper



Lorem ipsum, dolor sit amet consectetur adipisicing elit. Doloremque optio similique dolorum voluptate suscipit ut, vitae corporis, laboriosam in, voluptatibus autem unde assumenda sed earum? Adipisci vero numquam facilis non. Lorem ipsum dolor sit amet consectetur adipisicing elit. Tempore nihil fuga iure, velit, voluptates quam nam laboriosam itaque adipisci in obcaecati soluta ex! Sequi doloremque, recusandae consequatur dignissimos nisi alias? Lorem ipsum dolor, sit amet consectetur adipisicing elit. Illum dolores quasi quidem inventore explicabo numquam quae dolore officia accusamus nobis! Quam nesciunt at dicta deserunt delectus ipsum id a mollitia. Lorem ipsum dolor sit amet consectetur adipisicing elit. Quibusdam, placeat modi? Error porro, inventore totam veniam in tempora, sapiente nostrum nisi aspernatur et quae? Quam iure cumque quidem officiis repellat! Lorem ipsum, dolor sit amet consectetur adipisicing elit. Libero, consequatur! Soluta, aliquid corrupti nihil repellendus doloribus eaque et quos ad voluptatibus harum cupiditate fuga reiciendis, accusantium obcaecati sint amet suscipit.

Akses Admininstrator

1. Halaman Dashboard



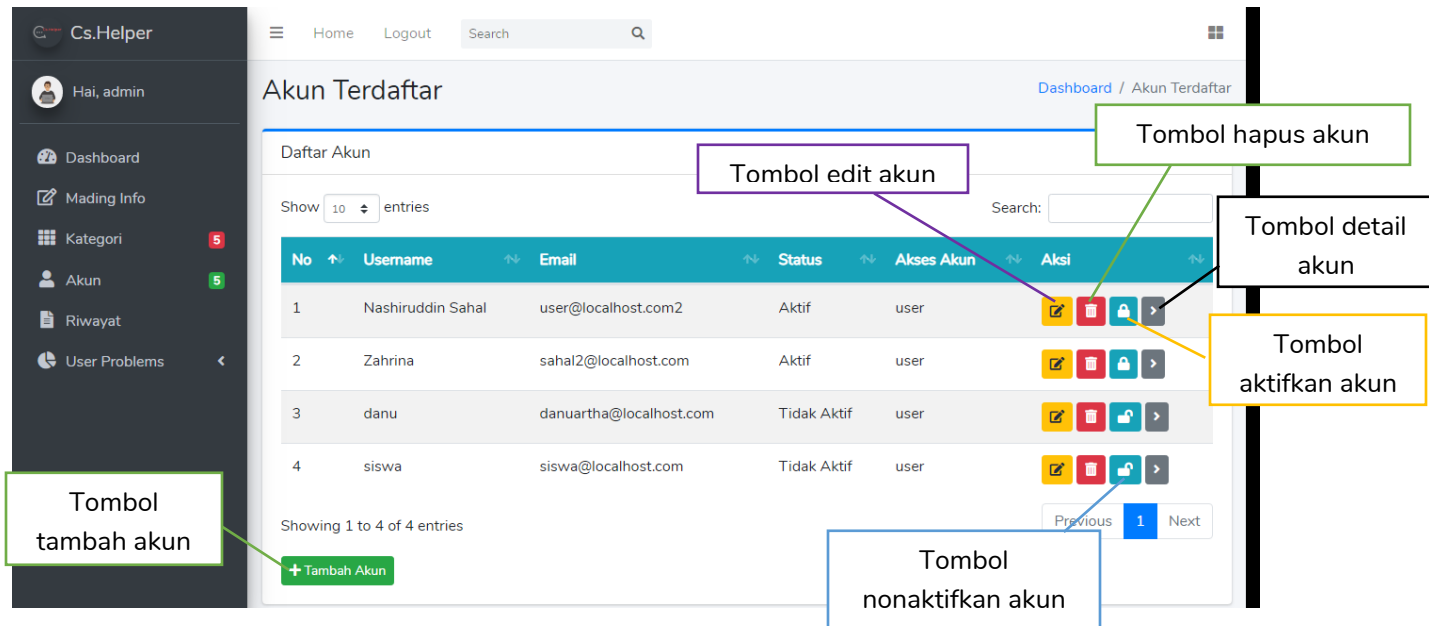
Gambar 12. Halaman Dashboard

2. Halaman Mading

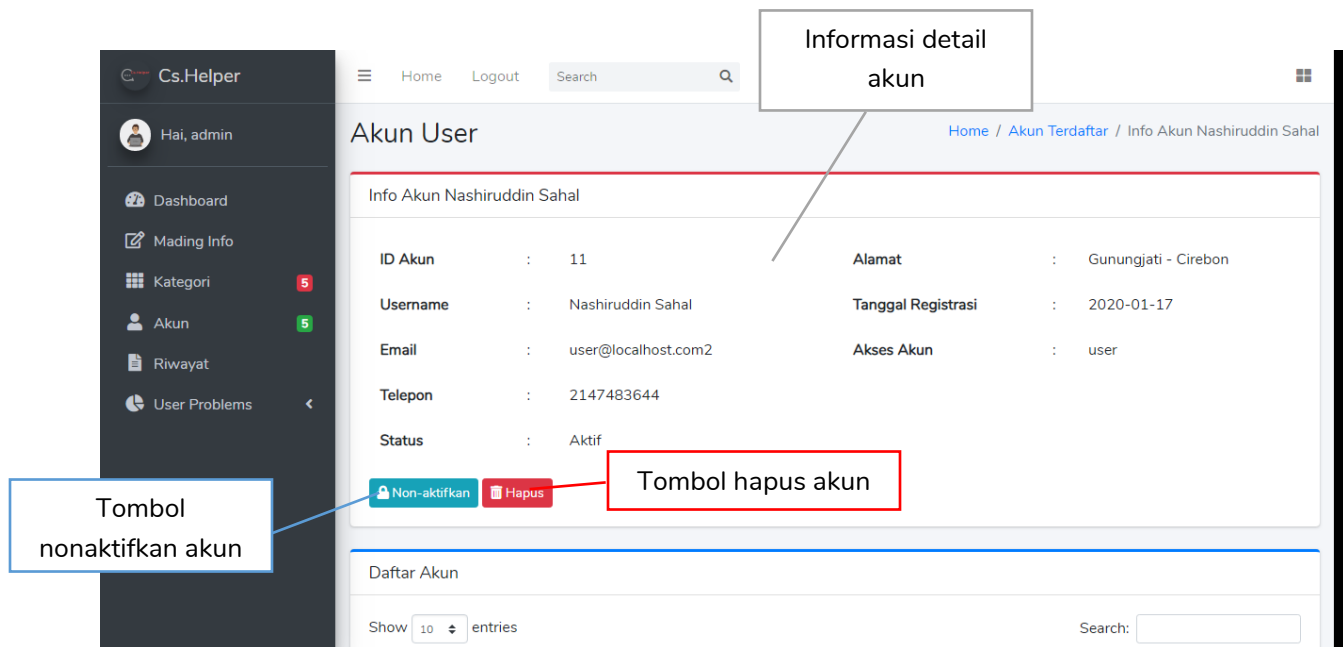
The screenshot shows the 'Kirimkan Informasi ke Mading!' page. It features a rich text editor with a toolbar (Bold, Underline, Strikethrough, Bulleted List, Numbered List, Indent, Outdent, Link, Unlink, Undo, Redo, Source Code, Help) and a text area. Below the editor are three checkboxes: 'Informasi Umum' (checked), 'Informasi Penting', and 'Informasi Darurat'. At the bottom left is a 'Siarkan Sekarang' button. Annotations with colored boxes and lines point to specific elements: a blue box points to the text area with the text 'Masukan Informasi di field ini'; a yellow box points to the 'Informasi Penting' checkbox with the text 'Jenis Informasi'; and a white box points to the 'Siarkan Sekarang' button with the text 'Tombol kirim'.

Gambar 13. Halaman Mading Informasi

3. Halaman Akun

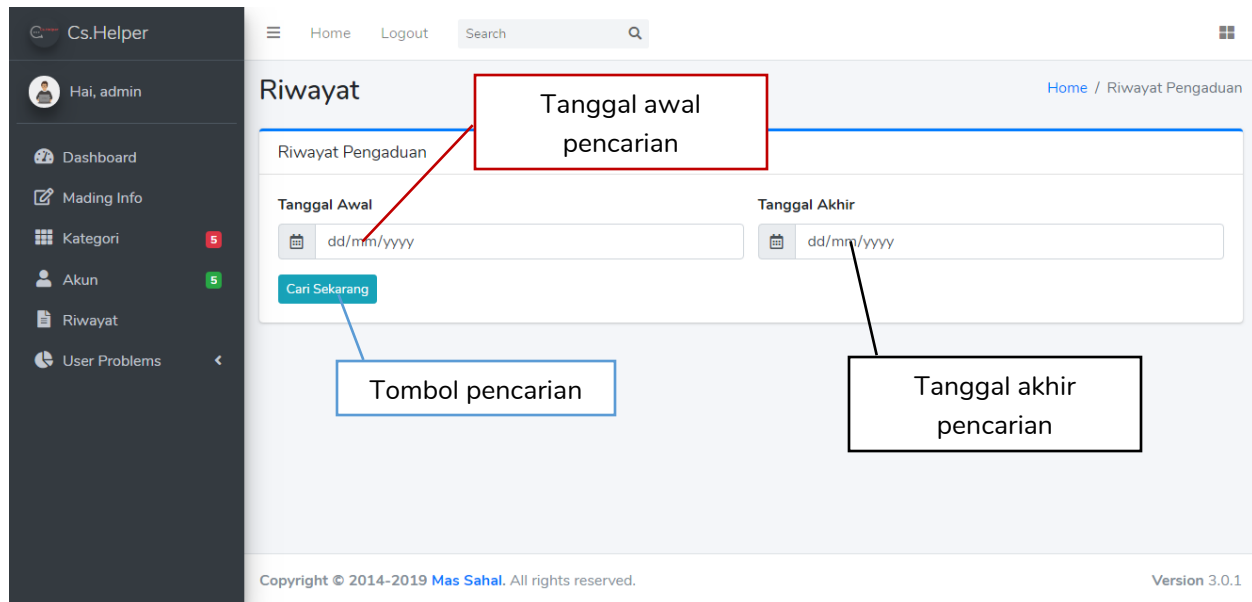


Gambar 16. Halaman Akun Terdaftar

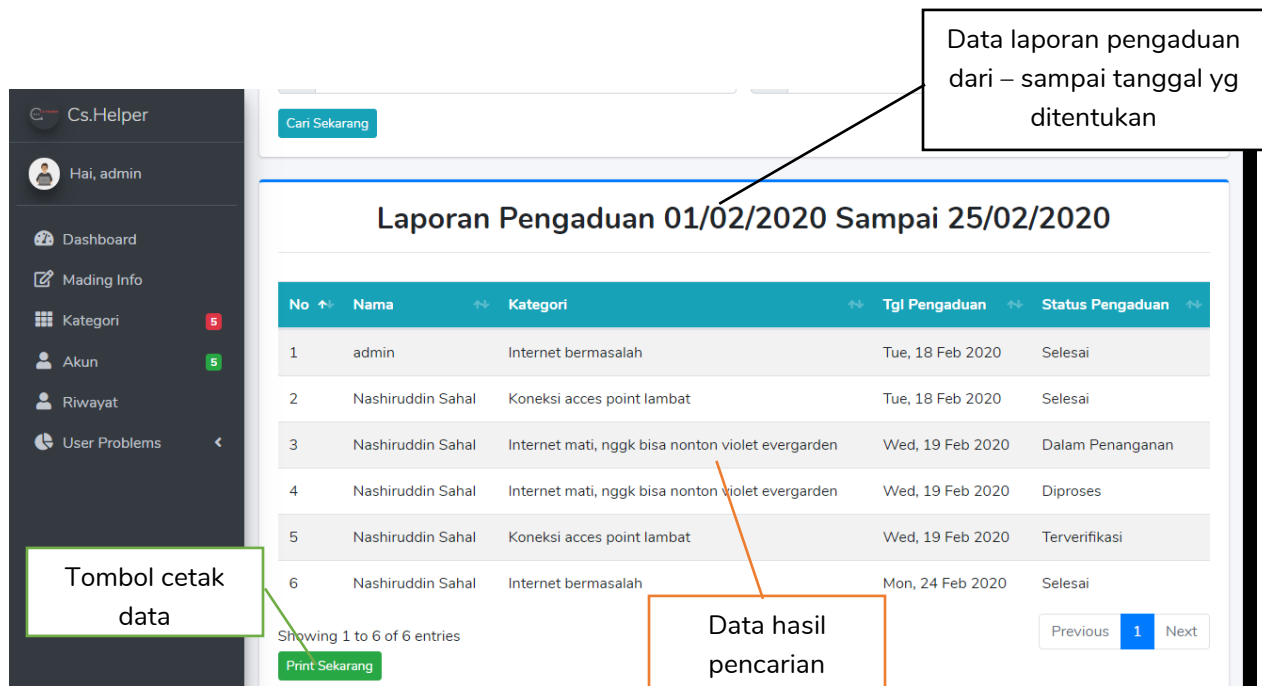


Gambar 17. Detail Akun

4. Halaman Riwayat Pengaduan



Gambar 18. Halaman Riwayat



Gambar 19. Hasil Pencarian Riwayat

5. Halaman Pengaduan Terverifikasi

Daftar Pengaduan

Show 10 entries

No	Nama	Kategori	Lampiran	Tgl Pengaduan	Aksi
1	Nashiruddin Sahal	Koneksi acces point lambat		Wed, Feb 2020	

Showing 1 to 1 of 1 entries

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Gambar 20. Halaman Pengaduan Terverifikasi

Internet mati, ngggk bisa nonton violet evergarden

Nyesel gabisa nonton

2 Tanggapan

6 Hari yang lalu

5 Hari yang lalu

Kembali Kirim Balasan

Gambar 21. Halaman Balasan Pengaduan

6. Halaman Pengaduan Diproses

Daftar Pengaduan

Show 10 entries

No	Nama	Kategori	Lampiran	Tgl Pengaduan	Aksi
1	Nashiruddin Sahal	Internet mati, nggk bisa nonton violet evergarden		Wed, Feb 2020	

Showing 1 to 1 of 1 entries

Previous 1

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Gambar 22. Halaman Pengaduan Diproses

7. Halaman Pengaduan Dalam Penanganan

Daftar Pengaduan

Show 10 entries

No	Nama	Kategori	Lampiran	Tgl Pengaduan	Aksi
1	Nashiruddin Sahal	Internet mati, nggk bisa nonton violet evergarden		Wed, Feb 2020	

Showing 1 to 1 of 1 entries

Previous 1

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Gambar 23. Halaman Pengaduan Dalam Penanganan

8. Halaman Pengaduan Selesai

The screenshot displays the 'Pengaduan - Selesai' page in the Cs.Helper application. The page features a sidebar with navigation links and a main content area with a table of completed complaints. The table has columns for 'No', 'Nama', 'Kategori', 'Lampiran', 'Tgl Pengaduan', and 'Aksi'. The 'Aksi' column contains three buttons: a red delete button, a grey detail button, and a blue reply button. Callouts identify these buttons and the table data.

Tombol hapus

Tombol detail pengaduan

Tombol untuk membalas pengaduan

Data pengaduan yang telah selesai

No	Nama	Kategori	Lampiran	Tgl Pengaduan	Aksi
1	admin	Internet bermasalah		Tue, Feb 2020	
2	Nashiruddin Sahal	Koneksi acces point lambat		Tue, Feb 2020	
		Internet bermasalah		Mon, Feb 2020	

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Gambar 24. Halaman Pengaduan Selesai