

OSRS – Login

User ID

Password

Login

[Terms & conditions](#)

* Developer notes *

Using this form is optional; requests can be submitted either by this form included with OSRS (customizable), or via PHP POST for a fully customized experience on your website.

What can we help you with?

Our company offers multiple services. Select one to continue.

I need...

Select...

Service description: is Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Dapibus ultrices in iaculis nunc

Please fill in the following form:

Your first name

Your last name

Your email

Your phone number

Details

Attach documents:

🔍 Browse...

Submit


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Open Service Request System (OSRS)

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- [Requests Database](#)
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My Dashboard

You have no assigned request.

- 

Submit a service request
- 

Lookup request

* SCENARIO *

User: Normal

Status: No request assigned

Open Service Request System (OSRS)

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My Dashboard

You have 3 assigned requests, 0 past due.

My assigned requests:

Request # <div>↑↓</div>	Title <div>↑↓</div>	Service type <div>↑↓</div>	Status <div>↑↓</div>	Due date <div>↑↓</div>
OSRS – 945	Need help with my account	Account maintenance	Assigned	2024-03-29
OSRS – 912	Button not working	Bug fix	Assigned	2024-03-18
OSRS – 898	Legal document accessibility	Accessibility remediation	In Progress	2024-03-10

Show resolved requests 

My stats:

Period:

This year

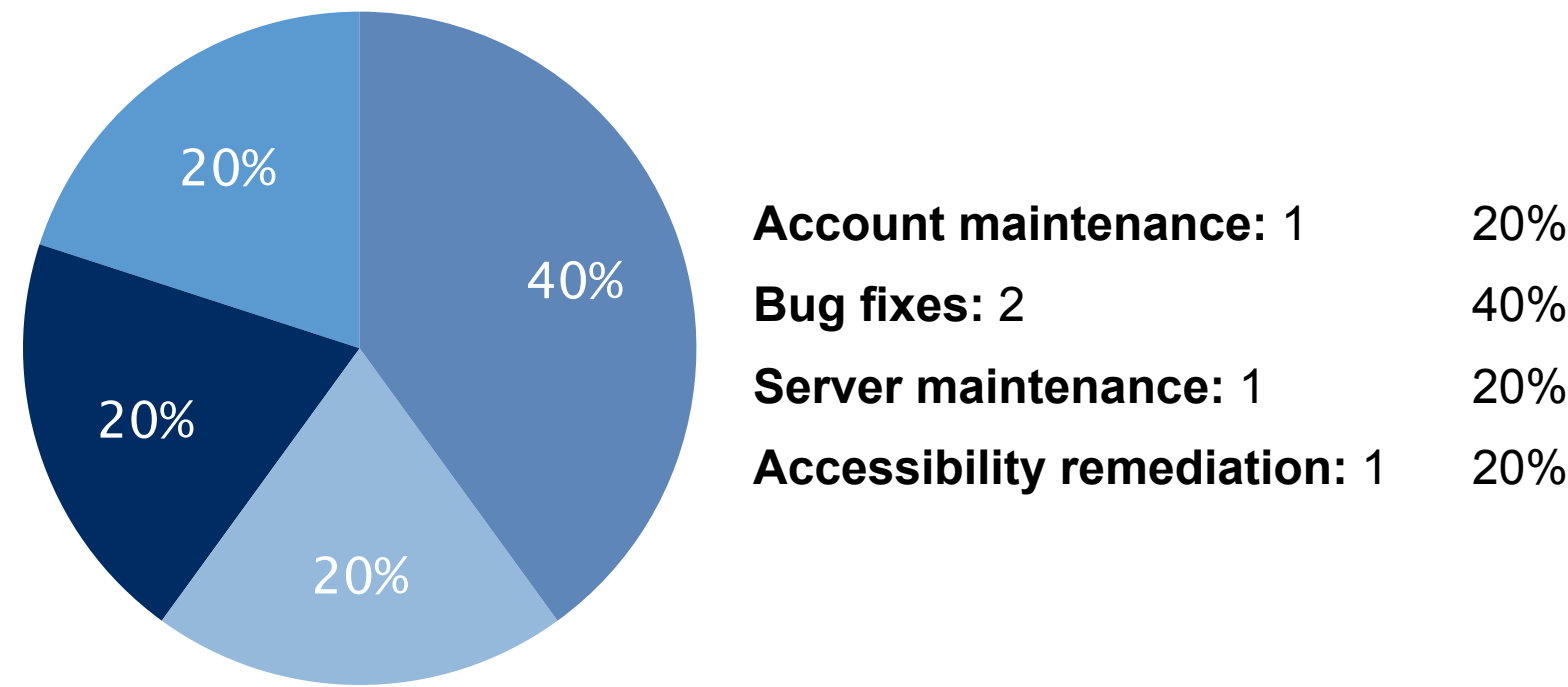
Average response time: 1 business days

Average resolve time: 5 business days

Avegare client satisfaction: 10/10

Resolved requests: 2

Types of requests handled:



* SCENARIO *

User: Normal

– 3 requests assigned

– 2 resolved requests

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My Dashboard

You have 3 assigned requests, 0 past due.

My assigned requests:

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Hide resolved requests ↗

Request # <div>↑↓</div>	Title <div>↑↓</div>	Service type <div>↑↓</div>	Status <div>↑↓</div>	Due date <div>↑↓</div>
OSRS – 885	Error message on click	Bug fix	Resolved	2024-03-05
OSRS – 856	New features migration	Server maintenance	Resolved	2024-02-23

* SCENARIO *

User: Normal

– 3 requests assigned

– 2 resolved requests

My stats:

Period: This year ⬆

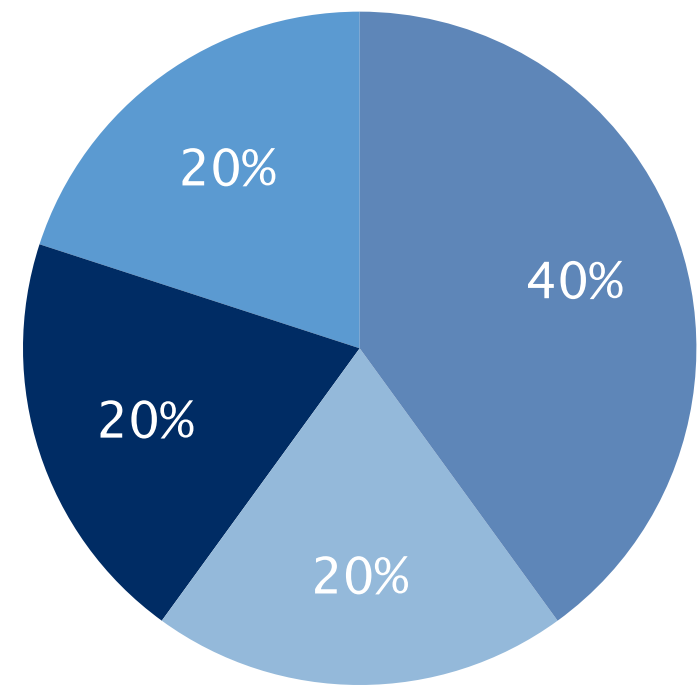
Average response time: 1 business days

Average resolve time: 5 business days

Avegare client satisfaction: 10/10

Resolved requests: 2

Types of requests handled:



Account maintenance: 1 20%

Bug fixes: 2 40%

Server maintenance: 1 20%

Accessibility remediation: 1 20%

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Requests Database

Lookup requests using various filters.

Show :

Opened requests (default) ⬆⬇⬆

▶ Advanced search

Request # <div>⬆⬇⬆</div>	Title <div>⬆⬇⬆</div>	Service type <div>⬆⬇⬆</div>	Status <div>⬆⬇⬆</div>	Due date <div>⬆⬇⬆</div>	Client name <div>⬆⬇⬆</div>	Assigned team member <div>⬆⬇⬆</div>
OSRS – 945	Need help with my account	Account maintenance	Assigned	2024-03-29	John Doe	Ashley Simpson
OSRS – 912	Button not working	Bug fix	Assigned	2024-03-18	Jane Doe	Alex Mclean
OSRS – 898	Legal document accessibility	Accessibility remediation	In Progress	2024-03-10	Jane Smith	Brandon Poulin
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Open Service Request System (OSRS)

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Requests Database

Lookup requests using various filters.

Show :

Opened requests (default) ⬆⬇⬆

▼ Advanced search

Lookup by:

Default (all) ⬆⬇⬆

Keyword(s):

Request #⬆⬇⬆

Title⬆⬇⬆

Service type⬆⬇⬆

Status⬆⬇⬆

Due date⬆⬇⬆

Client name⬆⬇⬆

Assigned team member⬆⬇⬆

OSRS – 945	Need help with my account	Account maintenance	Assigned	2024-03-29	John Doe	Ashley Simpson
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Request details: OSRS-945 Need help with my account

Progress:

Opened

Quality checked

Assigned

Resolved

Survey sent

Description:

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Dapibus ultrices in iaculis nunc sed augue lacus viverra vitae. Fringilla ut morbi tincidunt augue interdum velit euismod in. Ultricies leo integer malesuada nunc vel risus commodo viverra maecenas. Ultricies leo integer malesuada nunc vel risus commodo viverra maecenas. Vitae aliquet nec ullamcorper sit. In nisl nisi scelerisque eu ultrices vitae. Tellus in metus vulputate eu. At urna condimentum mattis pellentesque id nibh tortor. Viverra vitae congue eu consequat ac felis.

Attach documents

Screenshot.jpg

General info:

Title: Need help with my account
Service type: Bug fix
Client: John doe (john.doe@example.com)
Date received: 2024-03-08
Client due date: 2024-03-19
Service standard due date: 2024-03-21

Status: Assigned
Assigned team member: Ashley Simpson
Survey: Not sent to client...

Client communication log:

Client commented on 2024-03-16

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Ashley commented on 2024-03-16

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Internal communication log:

Ashley commented on 2024-03-16

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.