



*We add Worth to IT*



# User Manual

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## Ticketing Tool - Issue Tracking System

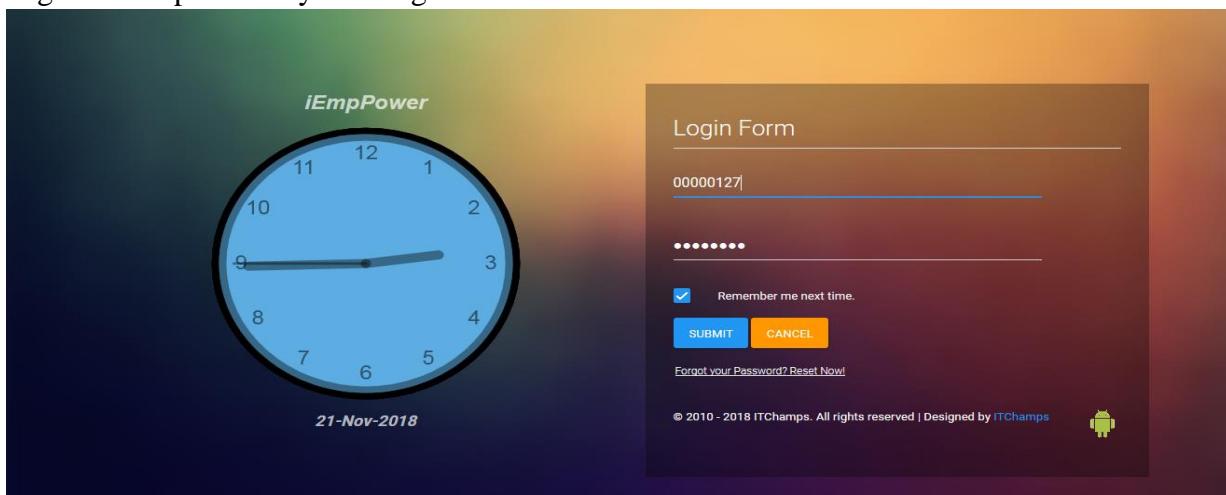
An Issue tracking system manages and maintains lists of issues as needed by an organization. Issue tracking system is commonly used to create, update, and resolve reported customer issues, or even issues reported by employees within the organization.

External Ticket - Tickets which are raised by the users of other organization (Ex. Client).

Internal Ticket - Tickets which are raised by the users within the organization.

[Login as user](#)

Login to IEmpPower by entering correct User ID and Password.

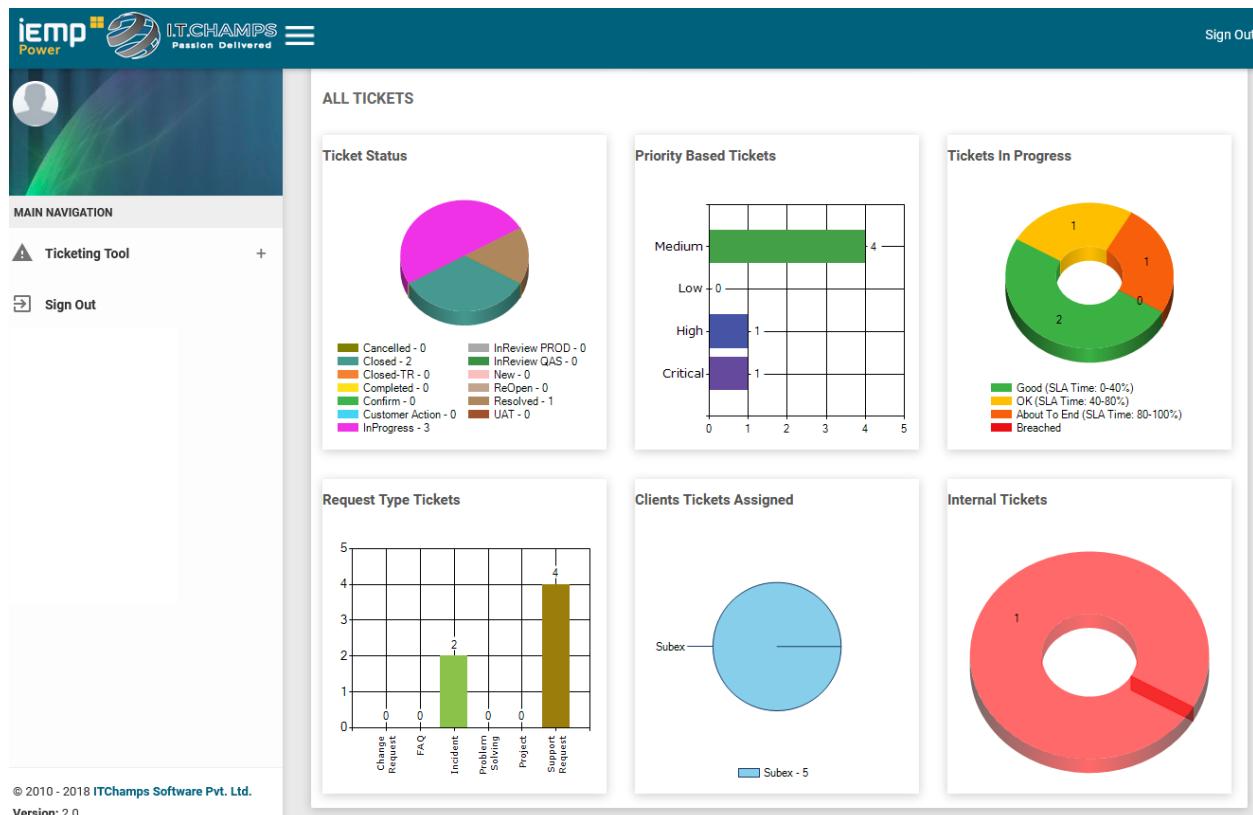


[Navigate to Issue Tracker](#)

## Issue Tracker Dashboard

Tickets are represented in form of graph and pie chart like Status based, ticket priority, tickets which are in progress with SLA, Category based, External tickets and internal tickets.

On click on each cell redirects to the Issue tracker where the respective ticket detail is loaded.



## Issue Tracker

Here the previous tickets which were created are loaded as well as new ticket can be created.

My queue - loads the ticket which are pending from my end. My queue will be selected as.

All - loads all the ticket of irrespective of status.

Reopen - loads the ticket which are in “Reopen” status (Tickets which are not working in production).

Closed - loads the ticket which are in “Closed” status.

In progress - loads the ticket which are in “In progress” status.

Resolved - loads the ticket which are in “Resolved” status (Confirmation given by the user).

Unassigned - loads the ticket which are not assigned to agent (New tickets).

**Issue Tracker**

Title	Client	From User	Assignee	Priority	Category	SLA	Agent	Ticket Ref. To	Status	Created On	Last Modified By	Last Modified On	View
Password Reset	Subex-Mahesh	Subex-	Medium	Support Request	Yes	00000198- Monica K.S	-	Resolved	20-Nov-2018 10:49:05	00000198- Monica K.S	20-Nov-2018 11:06:15	<a href="#">View</a>	

**Status Legend**

- SLA Time 0-40% Completed
- SLA Time 40-80% Completed
- SLA Time 80% and Above Completed

**MAIN NAVIGATION**

- [Ticketing Tool](#)
- [Sign Out](#)

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## External Ticket

### Creation of new ticket

**Issue Tracker**

Sln	Ticket ID	Title	Client	From User	Assignee	Priority	Category	SLA	Agent	Ticket Ref. To	Status	Created On	Last Modified By	Last Modified On	View
1	1	Password Reset	Subex-Mahesh	Subex-	Medium	Support Request	Yes	00000198- Monica K.S	-	Resolved	20-Nov-2018 10:49:05	00000198- Monica K.S	20-Nov-2018 11:06:15	<a href="#">View</a>	

**Status Legend**

- SLA Time 0-40% Completed
- SLA Time 40-80% Completed
- SLA Time 80% and Above Completed

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Create the ticket by providing necessary input details like title, issue description, user information, priority of the issue, attachments and comments etc.

Client field will be default as client name. Newly Created tickets will be assigned to CSS Team (Support Team) with Status as New by default for External tickets.

**Tickets**

Title	:	<input type="text" value="Change password"/>
Change password is not working		
Issue Description	:	<input type="text"/>
Client	:	<input type="text" value="Subex"/>
Raised By	:	<input type="text" value="Shifaz"/>
Requestor MailID	:	<input type="text" value="Shifazabc@Subex.com"/>
CC MailID's	:	<input type="text" value="Kiarnanc@Subec.com"/>
Assigned To	:	<input type="text" value="CSSTeam - Helpdesk"/>
Priority	:	<input type="text" value="Medium"/>
Change password is not working		
Comments	:	<input type="text"/>
Attachments	:	<input type="button" value="Browse..."/> No files selected.
Status	:	<input type="text" value="New"/>
<input type="button" value="Back"/> <input style="background-color: #0070C0; color: white; font-weight: bold; border: 1px solid #0070C0; padding: 2px 10px; border-radius: 5px;" type="button" value="Submit"/> <span style="color: red;">←</span>		

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**Tickets**

<b>Ticket Created Successfully!..</b> <input type="button" value="OK"/>		
Title	:	<input type="text" value="Change password"/>
Issue Description	:	<input type="text"/>
Client	:	<input type="text" value="Subex"/>
Raised By	:	<input type="text" value="Shifaz"/>
Requestor MailID	:	<input type="text" value="Shifazabc@Subex.com"/>
CC MailID's	:	<input type="text" value="Kiarnanc@Subec.com"/>
Assigned To	:	<input type="text" value="CSSTeam - Helpdesk"/>
Priority	:	<input type="text" value="Medium"/>

## View the created record

**Issue Tracker**

All

Sno	Ticket ID	Title	Client	From User	Assigned	Priority	Category	SLA	Agent	Ticket Ref. To	Status	Created On	Last Modified By	Last Modified On	Action
1	2	Change password	Subex-Shifaz	CSSTeam-Medium	No	-	-	-	-	New	20-Nov-2018 12:03:01	Subex-	20-Nov-2018 12:03:01	<a href="#">View</a>	
2	1	Password Reset	Subex-Mahesh	Subex-	Medium	Support Request	Yes	00000198-Monica K.S	-	Resolved	20-Nov-2018 10:49:05	00000198-Monica K.S	20-Nov-2018 11:06:15	<a href="#">View</a>	

**Tickets**

Ticket ID	: 2	Current Status	: New
Title	: Change password	Currently With	: CSSTeam -
Issue Description	: Change password is not working		
Client	: Subex-	Last Modified By	: Subex-
Raised By	: Shifaz	Last Modified On	: 20-Nov-2018 12:03:01
Requestor MailID	: Shifazabc@Subex.com		
CC MailID's	: Kiarnanc@Subec.com		
Priority	: Medium		
Comments	<div style="border: 1px solid #ccc; height: 50px; width: 100%;"></div>		
Attachments	: <input type="button" value="Browse..."/> No files selected.		
Status	: <input type="button" value="New"/>		

[Back](#) [Edit](#)

**Comments**

Sno	Ticket ID	Comments	Commented By	Commented On
1	2	Change password is not working	Subex -	20-Nov-2018 12:03:01

**Attachments**

## CSS Team Transferring the ticket to Associate Manager.

CSS team will transfer the created tickets to particular Associate Managers.

CSS team has to select the Category and type of issue. Category Types are FAQ, Support Request, Incident, Change Request, Problem solving and Project where only Support Request and Incident has SLA.

iemp<sup>®</sup>
ITCHAMPS
Passion Delivered
Sign Out



**MAIN NAVIGATION**

- ! **Ticketing Tool**
- ! **Sign Out**

### Tickets

Ticket ID	:	2	Current Status	:	New
Title	:	Change password	Currently With	:	CSSTeam -
Issue Description	:	Change password is not working	Last Modified By	:	Subex-
Client	:	Subex-	Last Modified On	:	20-Nov-2018 12:03:01
Raised By	:	Shifaz	Agent	:	-
Requestor MailID	:	Shifazabc@Subex.com			
CC MailID's	:	Kiaranc@Subex.com			
Assigned To	:	00000127 - K Karthik			
Priority	:	Medium			
Category	:	Support Request			
Issue Category	:	Configuration			
Comments	:	<p>Change password is not working. Please check.</p>			
Attachments	:	<input type="button" value="Browse..."/> No files selected.			
Review Required?	:	<input checked="" type="checkbox"/>			
Status	:	InProgress			
Planned Hours	:	0.00			
Actual Hours	:	0.00			

Back
Update

**Comments**

Sno	Ticket ID	Comments	Commented By	Commented On
1	2	Change password is not working	Subex -	20-Nov-2018 12:03:01

**Attachments**

**Status**

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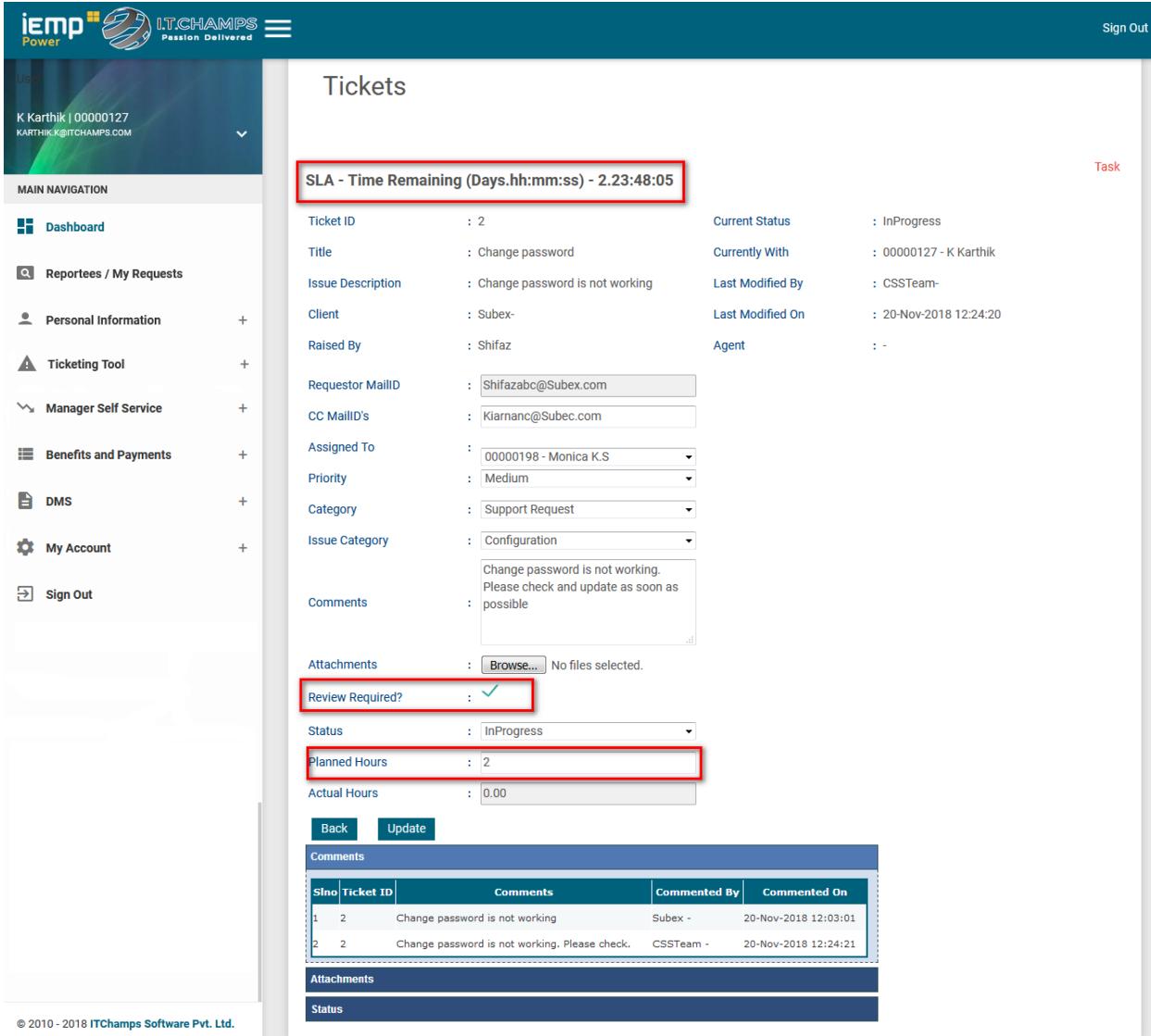
7 | Page

## Associate Manager assigning the ticket to Agent / Self Assign.

Associate Managers has to assign the ticket to agent or he / she can self assign the ticket.SLA starts as soon as CSS team assigns the ticket to associate manager.

If Associate Manager wants to review the code and document done by agent, then Associate Manager has to select Review required checkbox field. “InReviewQAS”, “InReviewPRD”, and “UAT” Status will be included in the status dropdown if Review required is checked. If Associate Manager doesn't select the Review required field, then agent will directly update the ticket as resolved status to Client for confirmation.

Managers has to enter the Planned Hours (Hours that can be taken by agent to solve the issue).



The screenshot shows the ITChamps Tickets module interface. A ticket for ticket ID 2 is being edited. The ticket details include:

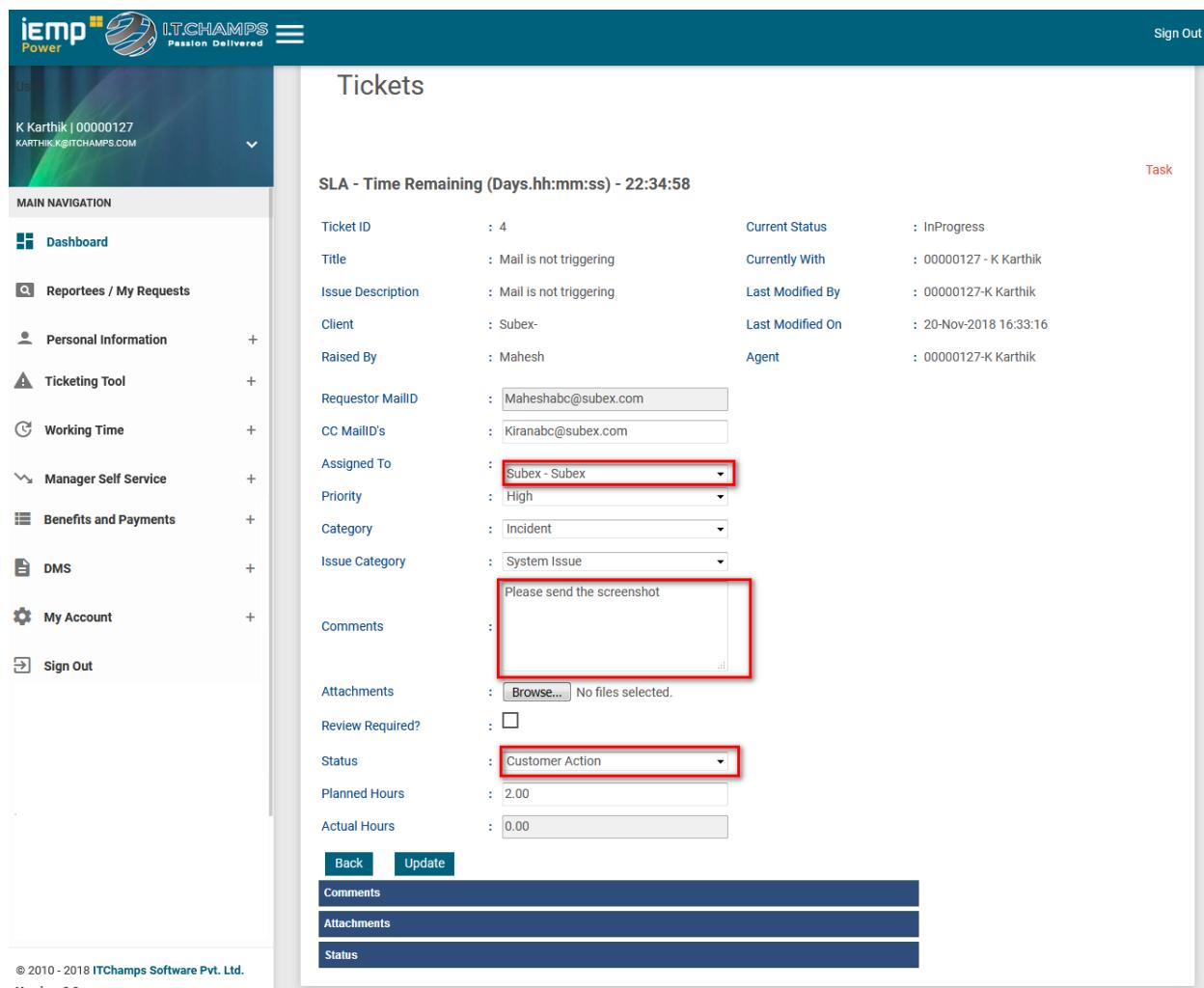
- Title:** Change password
- Issue Description:** Change password is not working
- Client:** Subex-
- Raised By:** Shifaz
- Requestor MailID:** Shifazabc@Subex.com
- CC MailID's:** Kiarnanc@Subec.com
- Assigned To:** Monica K.S
- Priority:** Medium
- Category:** Support Request
- Issue Category:** Configuration
- Comments:** Change password is not working. Please check and update as soon as possible
- Attachments:** No files selected.
- Review Required?**:
- Status:** InProgress
- Planned Hours:** 2
- Actual Hours:** 0.00

At the bottom, there are "Back" and "Update" buttons. Below the ticket details, there is a "Comments" section containing two entries:

SNo	Ticket ID	Comments	Commented By	Commented On
1	2	Change password is not working	Subex -	20-Nov-2018 12:03:01
2	2	Change password is not working. Please check.	CSSTeam -	20-Nov-2018 12:24:21

## Customer Action

If Agents needs any clarification from Client, Then Agent can clarify it by updating the status as Customer action and assign it to the client. SLA will be stopped when the ticket is in customer action and resumes after customer action is completed.



**Tickets**

SLA - Time Remaining (Days.hh:mm:ss) - 22:34:58

Ticket ID	:	4	Current Status	:	InProgress
Title	:	Mail is not triggering	Currently With	:	00000127 - K Karthik
Issue Description	:	Mail is not triggering	Last Modified By	:	00000127-K Karthik
Client	:	Subex-	Last Modified On	:	20-Nov-2018 16:33:16
Raised By	:	Mahesh	Agent	:	00000127-K Karthik
Requestor MailID	:	Mareshabc@subex.com			
CC MailID's	:	Kiranabc@subex.com			
Assigned To	:	Subex - Subex			
Priority	:	High			
Category	:	Incident			
Issue Category	:	System Issue			
Comments	:	Please send the screenshot			
Attachments	:	Browse...	No files selected.		
Review Required?	:	<input type="checkbox"/>			
Status	:	Customer Action			
Planned Hours	:	2.00			
Actual Hours	:	0.00			

**Back** **Update**

**Comments**

**Attachments**

**Status**

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**Tickets**

**MAIN NAVIGATION**

- [\*\*⚠ Ticketing Tool\*\*](#)
- [\*\*➡ Sign Out\*\*](#)

### Tickets

Ticket ID	: 4	Current Status	: Customer Action
Title	: Mail is not triggering	Currently With	: Subex -
Issue Description	: Mail is not triggering	Last Modified By	: 00000127-K Karthik
Client	: Subex-	Last Modified On	: 20-Nov-2018 18:01:00
Raised By	: Mahesh	Agent	: 00000127-K Karthik
Requestor MailID	: Maheshabc@subex.com		
CC MailID's	: Kiranabc@subex.com		
Assigned To	: 00000127 - K Karthik		
Priority	: High		
Category	: Incident		
Issue Category	: System Issue		
Comments	Customer action completed		
Attachments	: <a href="#">Browse...</a> Jellyfish.jpg		
Review Required?	<input type="checkbox"/>		
Status	: Customer Action		

[Back](#)
Completed

**Comments**

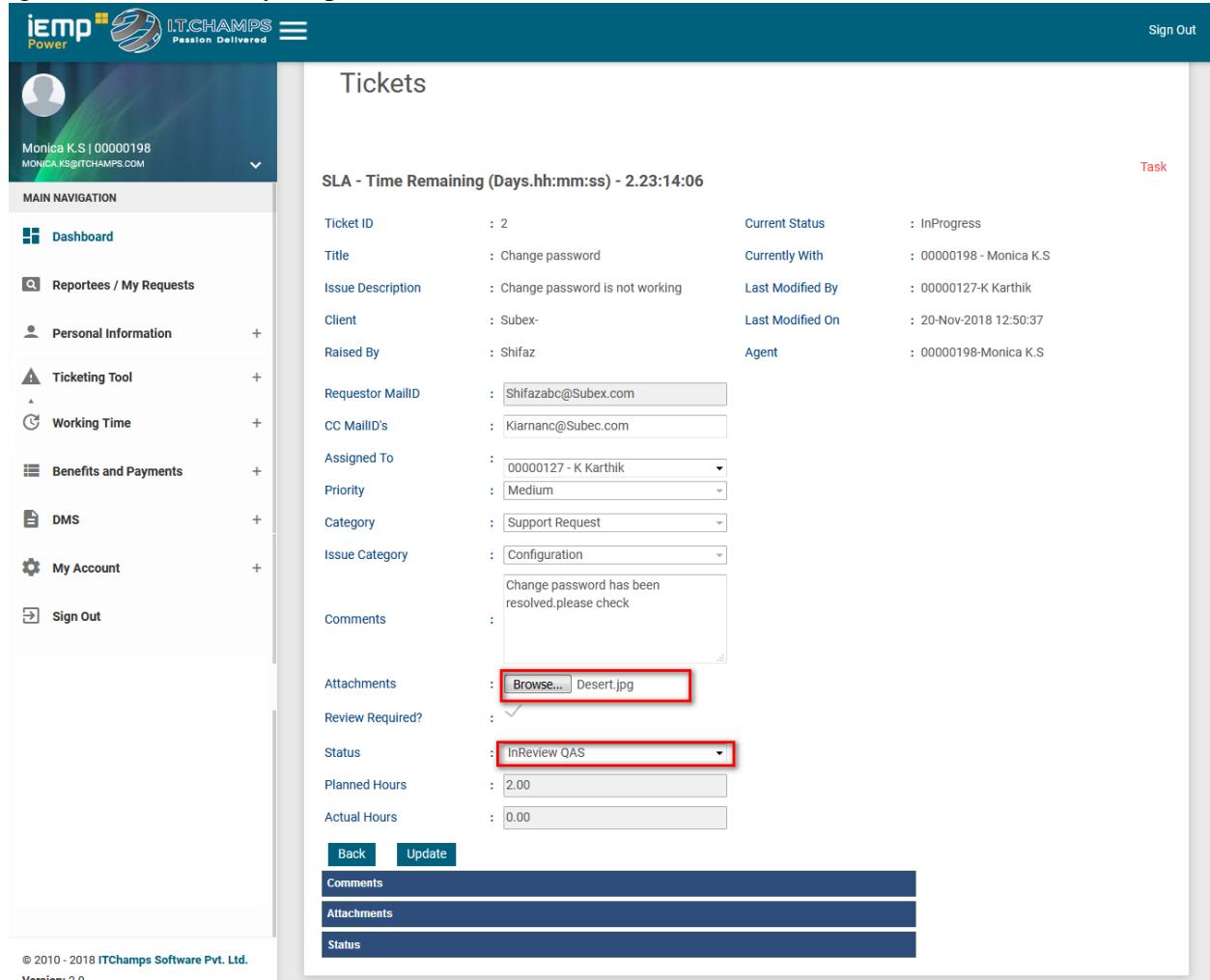
SNo	Ticket ID	Comments	Commented By	Commented On
1	4	Mail is not triggering	Subex -	20-Nov-2018 16:32:07
2	4	Please send the screenshot	00000127 - K Karthik	20-Nov-2018 18:01:00

**Attachments**

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## Agent updating back to Manager (Quality Review).

If Associate Manager has checked Review required field, then Agent has to upload the documents (which is mandate in “InReviewQAS” and “InReviewPRD” status) for review by the Associate Managers. If Associate manager doesn't select the Review required field, then agent will directly update it to resolved status to Client for confirmation.



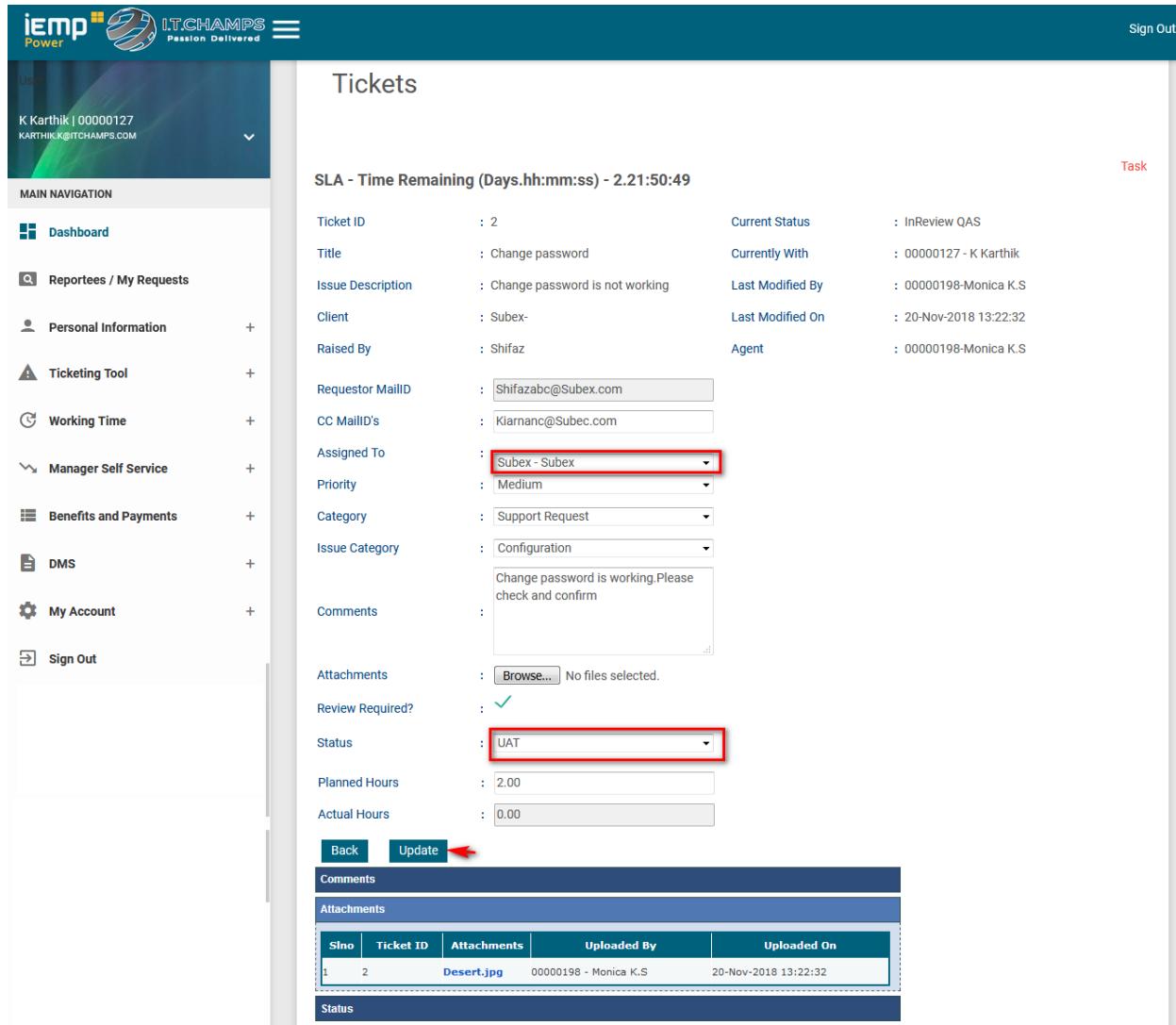
The screenshot shows the ITChamps Tickets application interface. The top navigation bar includes the ITChamps logo, user information (Monica K.S | 00000198, MONICA.KS@ITCHAMPS.COM), and a 'Sign Out' link. The main content area is titled 'Tickets' and displays an SLA - Time Remaining (Days.hh:mm:ss) of 2.23:14:06. A red 'Task' indicator is visible in the top right corner. The form contains the following fields:

Ticket ID	:	2	Current Status	:	InProgress
Title	:	Change password	Currently With	:	00000198 - Monica K.S
Issue Description	:	Change password is not working	Last Modified By	:	00000127-K Karthik
Client	:	Subex-	Last Modified On	:	20-Nov-2018 12:50:37
Raised By	:	Shifaz	Agent	:	00000198-Monica K.S
Requestor MailID	:	Shifazabc@Subex.com			
CC MailID's	:	Kiarnanc@Subec.com			
Assigned To	:	00000127 - K Karthik			
Priority	:	Medium			
Category	:	Support Request			
Issue Category	:	Configuration			
Comments	:	Change password has been resolved.please check			
Attachments	:	<input type="button" value="Browse..."/> Desert.jpg			
Review Required?	:				
Status	:	<input type="button" value="InReview QAS"/> (The dropdown menu is highlighted with a red box)			
Planned Hours	:	2.00			
Actual Hours	:	0.00			

At the bottom of the form are 'Back' and 'Update' buttons. Below the form, there are three sections: 'Comments', 'Attachments', and 'Status', each with a horizontal input field.

## Manager updating client for UAT

After Associate Manager reviews the code and document uploaded by Agent and if it's working fine, then Associate Manager will assign the ticket to client for UAT (Status updated as UAT). If the issue is not solved in Quality then Associate Manager updates it as "In progress" and sends back the ticket to Agent.



**Tickets**

SLA - Time Remaining (Days.hh:mm:ss) - 2.21:50:49

Ticket ID	:	2	Current Status	:	InReview QAS
Title	:	Change password	Currently With	:	00000127-K Karthik
Issue Description	:	Change password is not working	Last Modified By	:	00000198-Monica K.S
Client	:	Subex-	Last Modified On	:	20-Nov-2018 13:22:32
Raised By	:	Shifaz	Agent	:	00000198-Monica K.S
Requestor MailID	:	Shifazabc@Subex.com			
CC MailID's	:	Kiarnanc@Subex.com			
Assigned To	:	Subex - Subex			
Priority	:	Medium			
Category	:	Support Request			
Issue Category	:	Configuration			
Comments	:	Change password is working. Please check and confirm			
Attachments	:	Browse...	No files selected.		
Review Required?	:	<input checked="" type="checkbox"/>			
Status	:	UAT			
Planned Hours	:	2.00			
Actual Hours	:	0.00			

**Comments**

**Attachments**

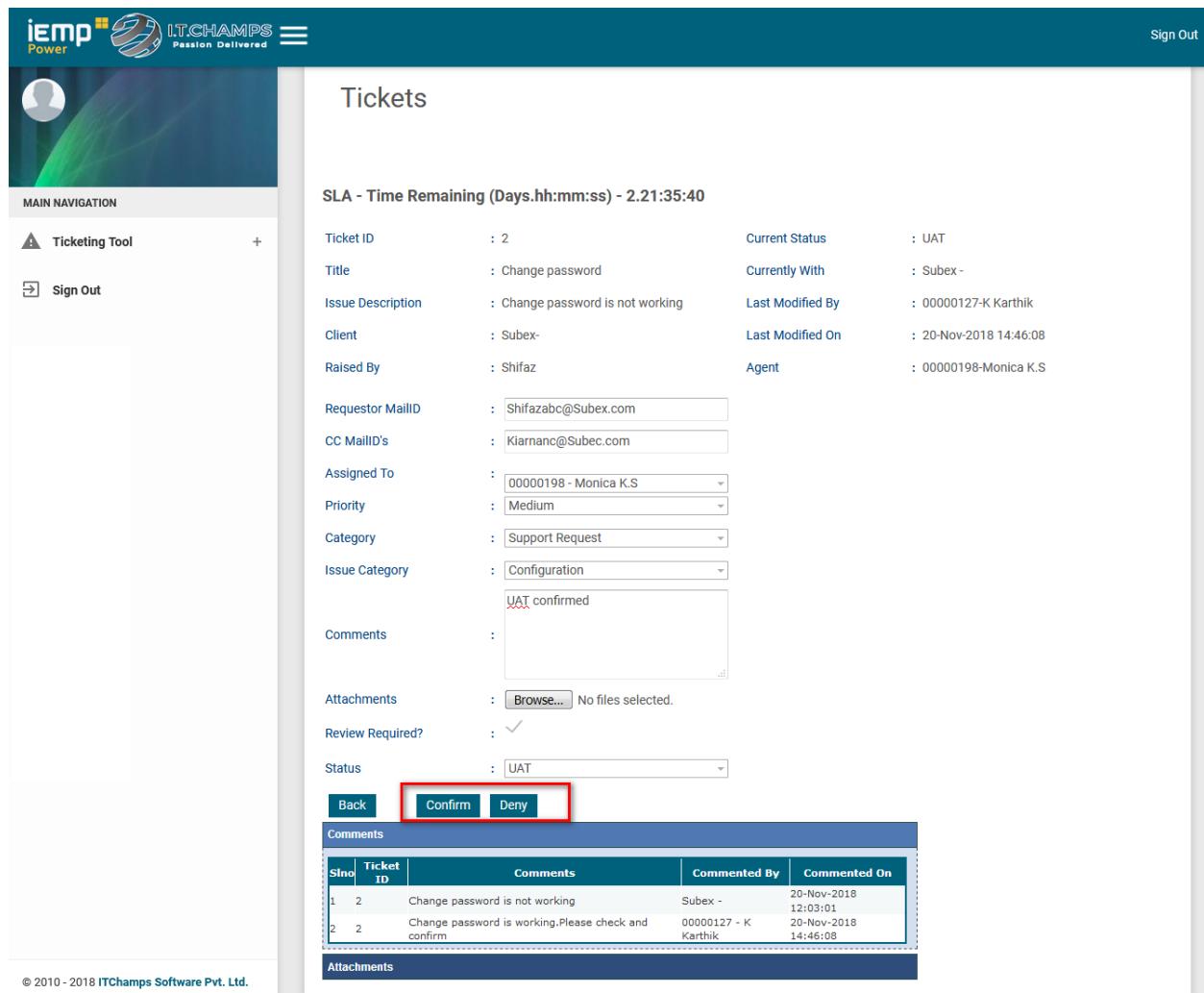
Slno	Ticket ID	Attachments	Uploaded By	Uploaded On
1	2	Desert.jpg	00000198 - Monica K.S	20-Nov-2018 13:22:32

**Status**

## Client providing UAT

If UAT is confirmed, then Client will confirm the ticket and ticket will be automatically assigned to Agent saying the ticket is confirmed with UAT completed Status.

If UAT is denied, then Client will deny and ticket will be automatically assigned to Agent saying the ticket is denied and goes back to In progress Status.



The screenshot shows the ITChamps Ticketing Tool interface. At the top, there's a header bar with the ITChamps logo and navigation links. Below it is a sidebar with 'MAIN NAVIGATION' and 'Ticketing Tool'. On the right, the main content area is titled 'Tickets' and displays a ticket detail page for ticket ID 2. The ticket details include:

- Ticket ID:** 2, **Current Status:** UAT
- Title:** Change password, **Currently With:** Subex -
- Issue Description:** Change password is not working, **Last Modified By:** 00000127-K Karthik
- Client:** Subex-, **Last Modified On:** 20-Nov-2018 14:46:08
- Raised By:** Shifaz, **Agent:** 00000198-Monica K.S
- Requestor MailID:** Shifazabc@Subex.com
- CC MailID's:** Kiarnanc@Subec.com
- Assigned To:** 00000198 - Monica K.S
- Priority:** Medium
- Category:** Support Request
- Issue Category:** Configuration
- Comments:** UAT confirmed
- Attachments:** No files selected.
- Review Required?**: checked
- Status:** UAT

At the bottom of the form, there are three buttons: 'Back', 'Confirm' (which is highlighted with a red box), and 'Deny'.

Below the form, there's a 'Comments' section containing a table with two rows of data:

Sno	Ticket ID	Comments	Commented By	Commented On
1	2	Change password is not working	Subex -	20-Nov-2018 12:03:01
2	2	Change password is working. Please check and confirm	00000127 - K Karthik	20-Nov-2018 14:46:08

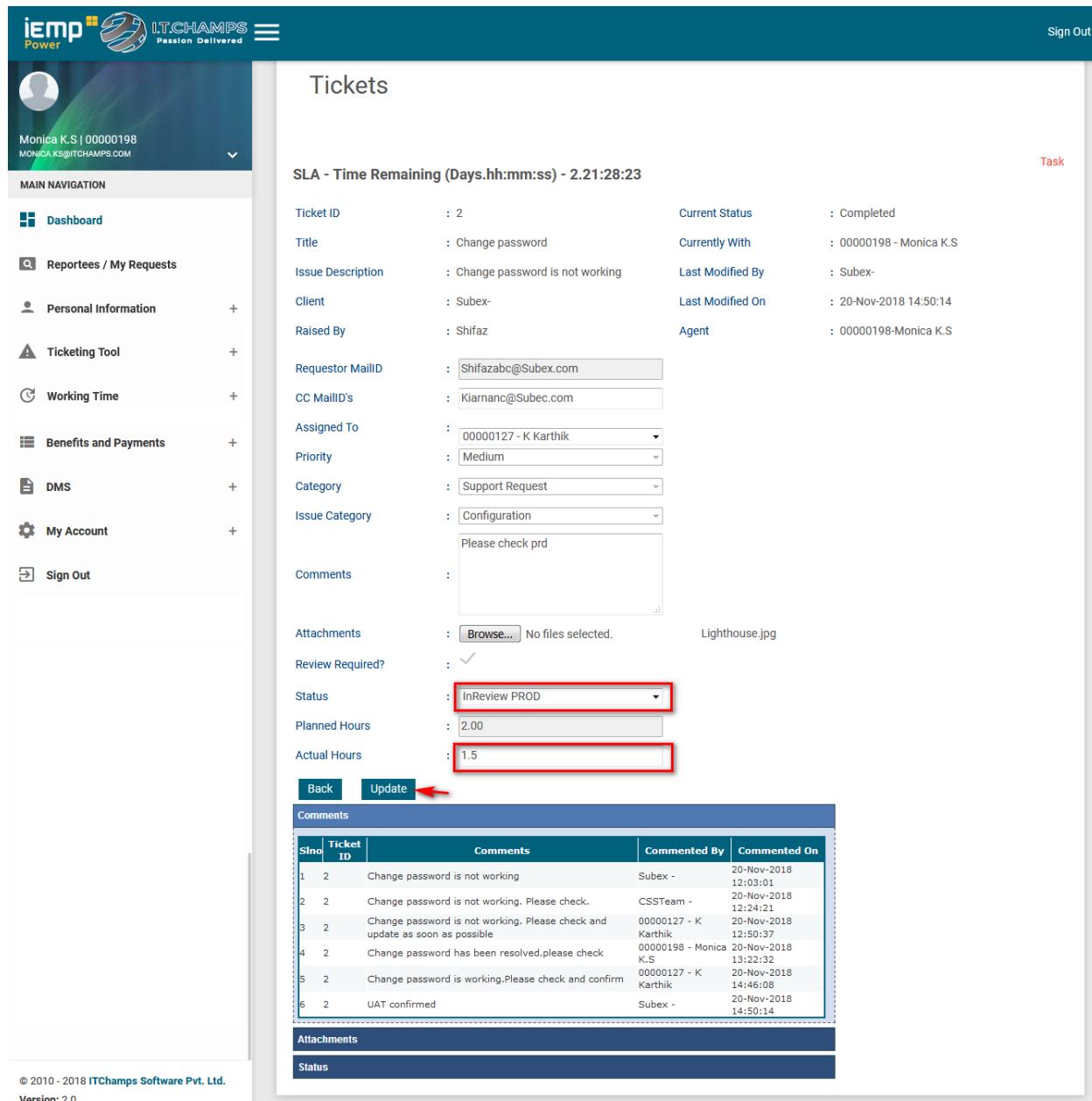
There's also a 'Attachments' section below the comments table.

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## Agent updating to Manager (Production Review).

After UAT has been completed by Client, Agent has to move the changes to production and upload the documents and assign it to Manager for review (In Review PRD).

When Agent updates to In Review PRD, Agent has to fill Actual Hours taken by him / her to solve the particular issue.



**Tickets**

SLA - Time Remaining (Days.hh:mm:ss) - 2.21:28:23 Task

Ticket ID	:	2	Current Status	:	Completed
Title	:	Change password	Currently With	:	00000198 - Monica K.S
Issue Description	:	Change password is not working	Last Modified By	:	Subex-
Client	:	Subex-	Last Modified On	:	20-Nov-2018 14:50:14
Raised By	:	Shifaz	Agent	:	00000198-Monica K.S
Requestor MailID	:	Shifazabc@Subex.com			
CC MailID's	:	Kiarnanc@Subex.com			
Assigned To	:	00000127 - K Karthik			
Priority	:	Medium			
Category	:	Support Request			
Issue Category	:	Configuration			
Comments Please check prd					
Comments	:				
Attachments	:	Browse...	No files selected.	Lighthouse.jpg	
Review Required?	:	<input checked="" type="checkbox"/>			
Status	:	InReview PROD			
Planned Hours	:	2.00			
Actual Hours	:	1.5			

**Comments**

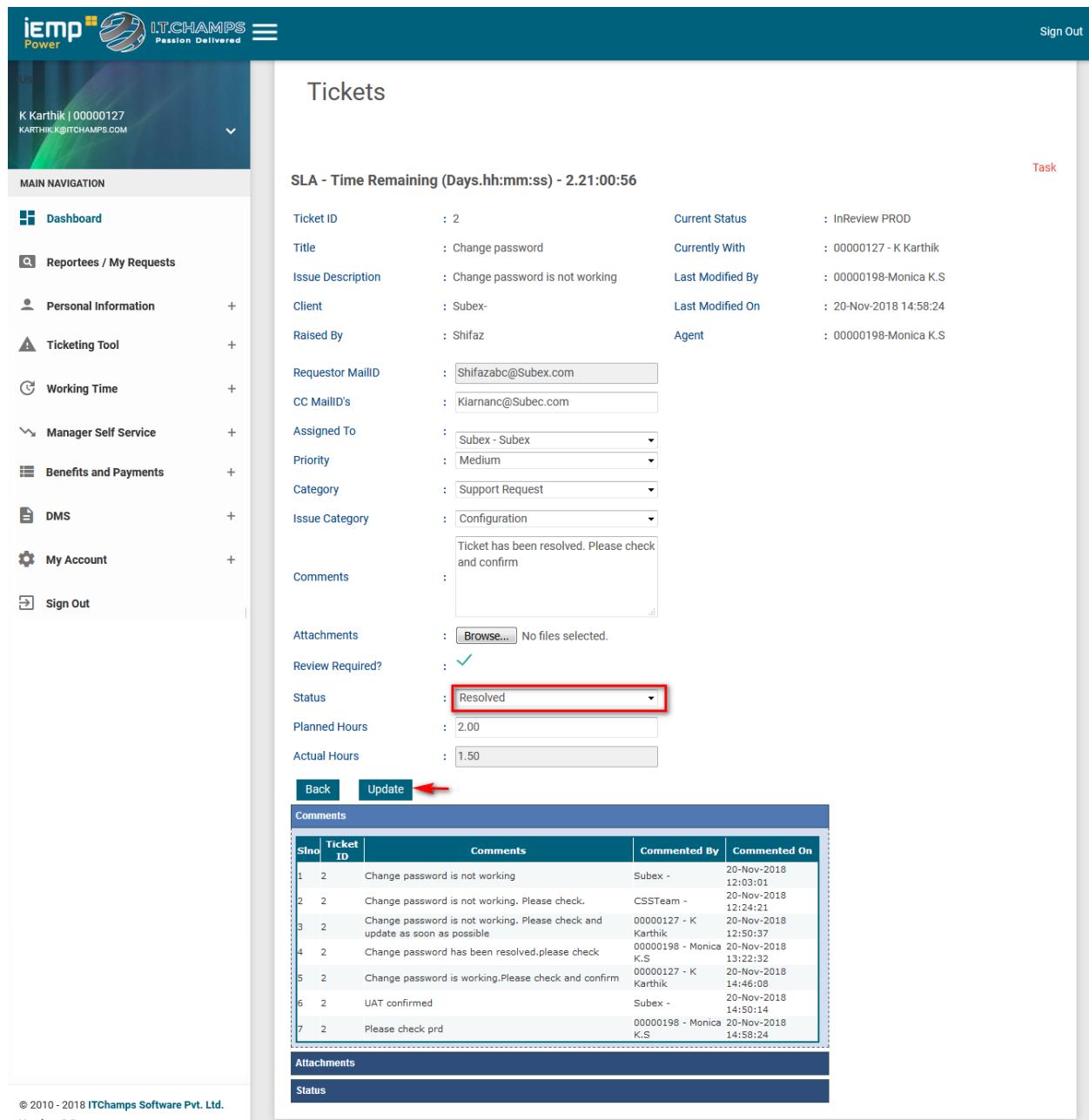
Sno	Ticket ID	Comments	Commented By	Commented On
1	2	Change password is not working	Subex -	20-Nov-2018 12:03:01
2	2	Change password is not working. Please check.	CSSTeam -	20-Nov-2018 12:24:21
3	2	Change password is not working. Please check and update as soon as possible	00000127 - K Karthik	20-Nov-2018 12:50:37
4	2	Change password has been resolved.please check	00000198 - Monica K.S	20-Nov-2018 13:22:32
5	2	Change password is working.Please check and confirm	00000127 - K Karthik	20-Nov-2018 14:46:08
6	2	UAT confirmed	Subex -	20-Nov-2018 14:50:14

**Attachments**

**Status**

## Manager updating client for Confirmation

After Manager Review the code and document uploaded by Agent and if it's working fine, then Manager updates the ticket to client as Resolved. If the issue is not solved in PRD then Manager Updates it as In progress and sends back the ticket to Agent.



The screenshot shows the ITChamps software interface for managing tickets. The main window is titled "Tickets" and displays a ticket for "Change password". The ticket details include:

- Ticket ID:** 2
- Title:** Change password
- Issue Description:** Change password is not working
- Client:** Subex-
- Raised By:** Shifaz
- Requestor MailID:** Shifazabc@Subex.com
- CC MailID's:** Kiarnanc@Subex.com
- Assigned To:** Subex - Subex
- Priority:** Medium
- Category:** Support Request
- Issue Category:** Configuration
- Comments:** Ticket has been resolved. Please check and confirm
- Attachments:** No files selected.
- Review Required?**: checked
- Status:** Resolved (highlighted with a red box)
- Planned Hours:** 2.00
- Actual Hours:** 1.50

At the bottom of the ticket form, there are "Back" and "Update" buttons, with an arrow pointing to the "Update" button.

Below the ticket form is a "Comments" section containing a table of previous comments:

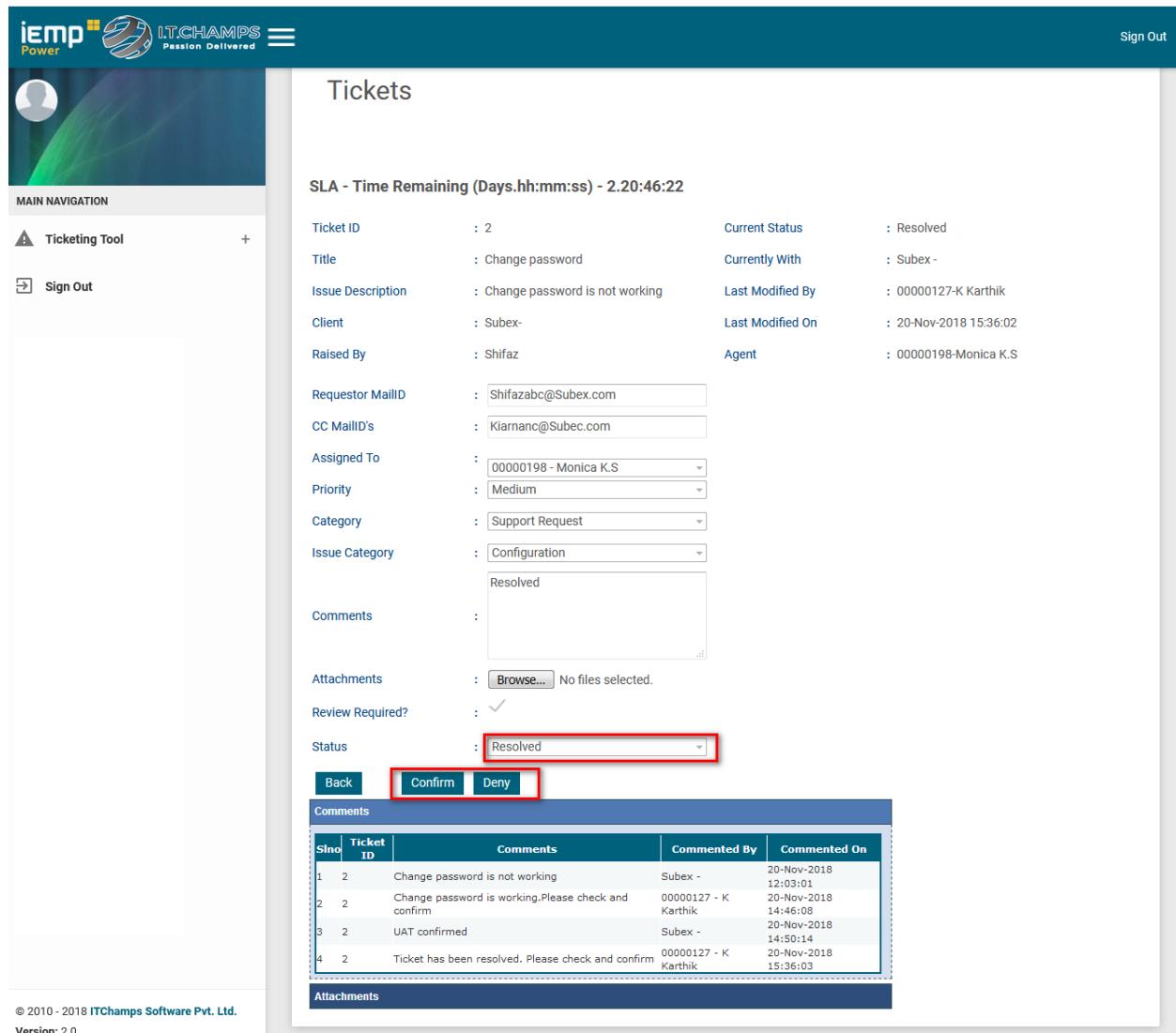
Sno	Ticket ID	Comments	Commented By	Commented On
1	2	Change password is not working	Subex -	20-Nov-2018 12:03:01
2	2	Change password is not working. Please check.	CSSTeam -	20-Nov-2018 12:24:21
3	2	Change password is not working. Please check and update as soon as possible	00000127 - K Karthik	20-Nov-2018 12:50:37
4	2	Change password has been resolved,please check	00000198 - Monica K.S	20-Nov-2018 13:22:32
5	2	Change password is working,Please check and confirm	00000127 - K Karthik	20-Nov-2018 14:46:08
6	2	UAT confirmed	Subex -	20-Nov-2018 14:50:14
7	2	Please check prd	00000198 - Monica K.S	20-Nov-2018 14:58:24

Below the comments table are sections for "Attachments" and "Status".

## Client providing Confirmation

If issue is resolved, then Client will confirm and ticket will be automatically assigned to CSSTeam saying the ticket is confirmed and working fine in PRD.

If issue is not resolved, then Client will deny and ticket will be automatically assigned to Agent saying the ticket is denied and goes back to reopen status.



The screenshot shows the iTemp ITCHAMPS Ticketing Tool interface. The top navigation bar includes the iTemp logo, ITCHAMPS logo, and a 'Sign Out' link. The main content area is titled 'Tickets' and displays a ticket detail page. The ticket details are as follows:

Ticket ID	:	2	Current Status	:	Resolved
Title	:	Change password	Currently With	:	Subex -
Issue Description	:	Change password is not working	Last Modified By	:	00000127-K Karthik
Client	:	Subex-	Last Modified On	:	20-Nov-2018 15:36:02
Raised By	:	Shifaz	Agent	:	00000198-Monica K.S
Requestor MailID	:	Shifazabc@Subex.com			
CC MailID's	:	Kiarnanc@Subec.com			
Assigned To	:	00000198 - Monica K.S			
Priority	:	Medium			
Category	:	Support Request			
Issue Category	:	Configuration			
Resolved					
Comments	:				
Attachments	:	<input type="button" value="Browse..."/> No files selected.			
Review Required?	:	<input checked="" type="checkbox"/>			
Status	:	<input style="border: 1px solid red; padding: 2px; width: 100px; height: 25px;" type="button" value="Resolved"/>			

Below the status dropdown are two buttons: 'Back' and 'Confirm' (highlighted with a red box). There is also a 'Deny' button. The 'Comments' section shows a history of interactions:

Sno	Ticket ID	Comments	Commented By	Commented On
1	2	Change password is not working	Subex -	20-Nov-2018 12:03:01
2	2	Change password is working. Please check and confirm	00000127 - K Karthik	20-Nov-2018 14:46:08
3	2	UAT confirmed	Subex -	20-Nov-2018 14:50:14
4	2	Ticket has been resolved. Please check and confirm	00000127 - K Karthik	20-Nov-2018 15:36:03

At the bottom left, there is a 'Comments' link and a 'Attachments' section.

## Closing of Ticket

All the confirm tickets will be assigned to CSS Team in order to close the tickets. None other than CSS Team can close the ticket.

The SLA will start when CSS team transfers the ticket to Associate Managers and runs till the ticket is closed by CSS Team.

Sign Out

MAIN NAVIGATION

 [Ticketing Tool](#)
[+ Sign Out](#)

### Tickets

SLA - Time Remaining (Days.hh:mm:ss) - 2.20:43:15 Task

Ticket ID	:	2	Current Status	:	Confirm
Title	:	Change password	Currently With	:	CSSTeam -
Issue Description	:	Change password is not working	Last Modified By	:	Subex-
Client	:	Subex-	Last Modified On	:	20-Nov-2018 15:39:58
Raised By	:	Shifaz	Agent	:	00000198-Monica K.S
Requestor MailID	:	Shifazabc@Subex.com			
CC MailID's	:	Kiarnanc@Subex.com			
Assigned To	:	- SELECT -			
Priority	:	Medium			
Category	:	Support Request			
Issue Category	:	Configuration			
Comments	:	closed			
Attachments	:	<input type="button" value="Browse..."/> No files selected.			
Review Required?	:	<input checked="" type="checkbox"/>			
Status	:	Closed			
Planned Hours	:	2.00			
Actual Hours	:	1.50			

[Back](#)
[Update](#)

Comments

SNo	Ticket ID	Comments	Commented By	Commented On
1	2	Change password is not working	Subex -	20-Nov-2018 12:03:01
2	2	Change password is not working. Please check.	CSSTeam -	20-Nov-2018 12:24:21
3	2	Change password is not working. Please check and update as soon as possible	00000127 - K	20-Nov-2018 12:50:37
4	2	Change password has been resolved.please check	00000198 - Monica K.S	20-Nov-2018 13:22:32
5	2	Change password is working.Please check and confirm	00000127 - K	20-Nov-2018 14:46:08
6	2	UAT confirmed	Subex -	20-Nov-2018 14:50:14
7	2	Please check prd	00000198 - Monica K.S	20-Nov-2018 14:58:24
8	2	Ticket has been resolved. Please check and confirm	00000127 - K	20-Nov-2018 15:36:03
9	2	resolved	Subex -	20-Nov-2018 15:39:59

Attachments

Status

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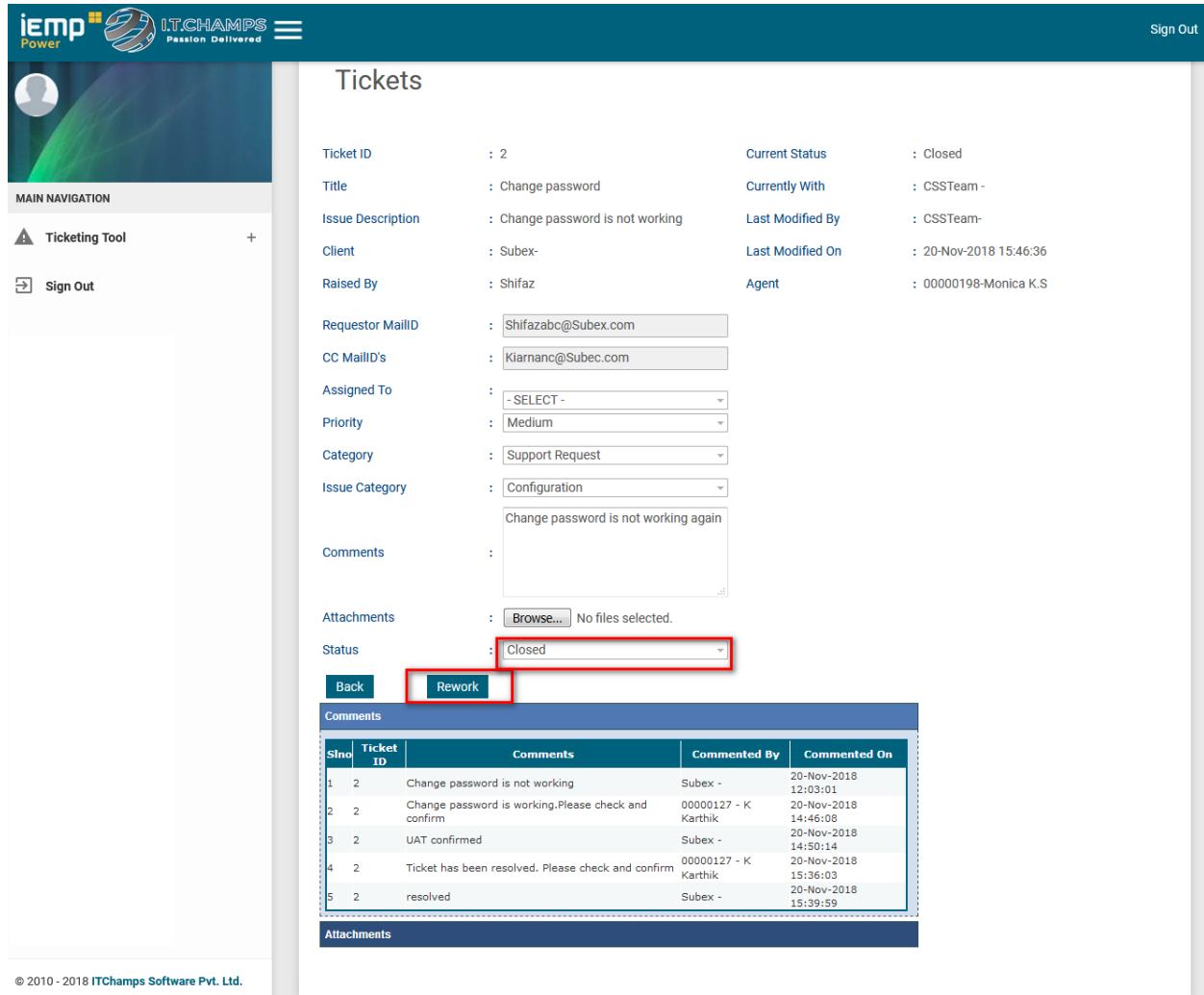
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## Rework of Ticket

If the issue is solved and later doesn't work fine, then client will raise as the ticket as been reopened by clicking on rework button. Only Closed tickets has the rework button.

Rework Ticket will be of reopen status and the ticket will be sent to CSS Team and the process repeats.

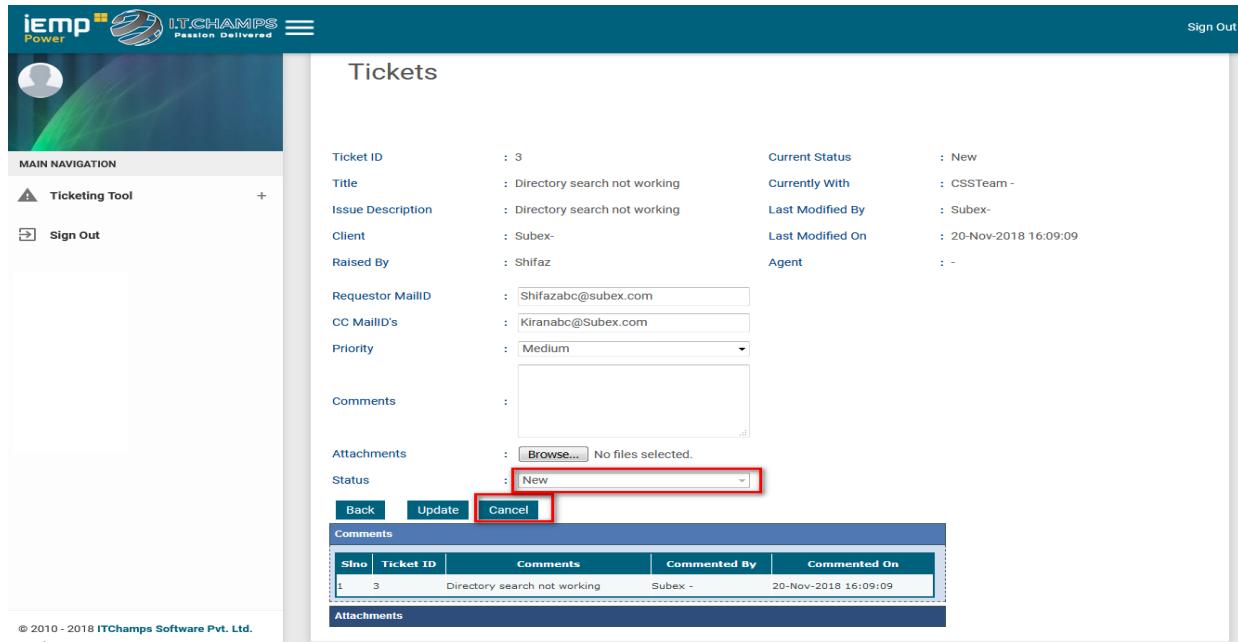


**Tickets**

Ticket ID	:	2	Current Status	:	Closed																														
Title	:	Change password	Currently With	:	CSSTeam -																														
Issue Description	:	Change password is not working	Last Modified By	:	CSSTeam-																														
Client	:	Subex-	Last Modified On	:	20-Nov-2018 15:46:36																														
Raised By	:	Shifaz	Agent	:	00000198-Monica K.S																														
Requestor MailID	:	Shifazabc@Subex.com																																	
CC MailID's	:	Kiarnanc@Subec.com																																	
Assigned To	:	- SELECT -																																	
Priority	:	Medium																																	
Category	:	Support Request																																	
Issue Category	:	Configuration																																	
Comments	:	Change password is not working again																																	
Attachments	:	Browse...	No files selected.																																
Status	:	<input type="button" value="Closed"/> <input style="background-color: #0070C0; color: white; border: 1px solid #0070C0; border-radius: 5px; padding: 2px 10px;" type="button" value="Rework"/>																																	
<input type="button" value="Back"/> <input type="button" value="Rework"/>																																			
<b>Comments</b> <table border="1"> <thead> <tr> <th>Sno</th> <th>Ticket ID</th> <th>Comments</th> <th>Commented By</th> <th>Commented On</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>2</td> <td>Change password is not working</td> <td>Subex -</td> <td>20-Nov-2018 12:03:01</td> </tr> <tr> <td>2</td> <td>2</td> <td>Change password is working. Please check and confirm</td> <td>00000127 - K Karthik</td> <td>20-Nov-2018 14:46:08</td> </tr> <tr> <td>3</td> <td>2</td> <td>UAT confirmed</td> <td>Subex -</td> <td>20-Nov-2018 14:50:14</td> </tr> <tr> <td>4</td> <td>2</td> <td>Ticket has been resolved. Please check and confirm</td> <td>00000127 - K Karthik</td> <td>20-Nov-2018 15:36:03</td> </tr> <tr> <td>5</td> <td>2</td> <td>resolved</td> <td>Subex -</td> <td>20-Nov-2018 15:39:59</td> </tr> </tbody> </table>						Sno	Ticket ID	Comments	Commented By	Commented On	1	2	Change password is not working	Subex -	20-Nov-2018 12:03:01	2	2	Change password is working. Please check and confirm	00000127 - K Karthik	20-Nov-2018 14:46:08	3	2	UAT confirmed	Subex -	20-Nov-2018 14:50:14	4	2	Ticket has been resolved. Please check and confirm	00000127 - K Karthik	20-Nov-2018 15:36:03	5	2	resolved	Subex -	20-Nov-2018 15:39:59
Sno	Ticket ID	Comments	Commented By	Commented On																															
1	2	Change password is not working	Subex -	20-Nov-2018 12:03:01																															
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5	2	resolved	Subex -	20-Nov-2018 15:39:59																															
<b>Attachments</b>																																			

## Ticket Cancellation

Ticket can be cancelled only by Clients ,CSS Team and Managers if the status is in “New” and “In Progress” status before assigning the ticket to an agent else message is displayed as “Cancellation of ticket can be done before assigning to agent (New and In Progress Status)” Client cancelling the ticket in new status

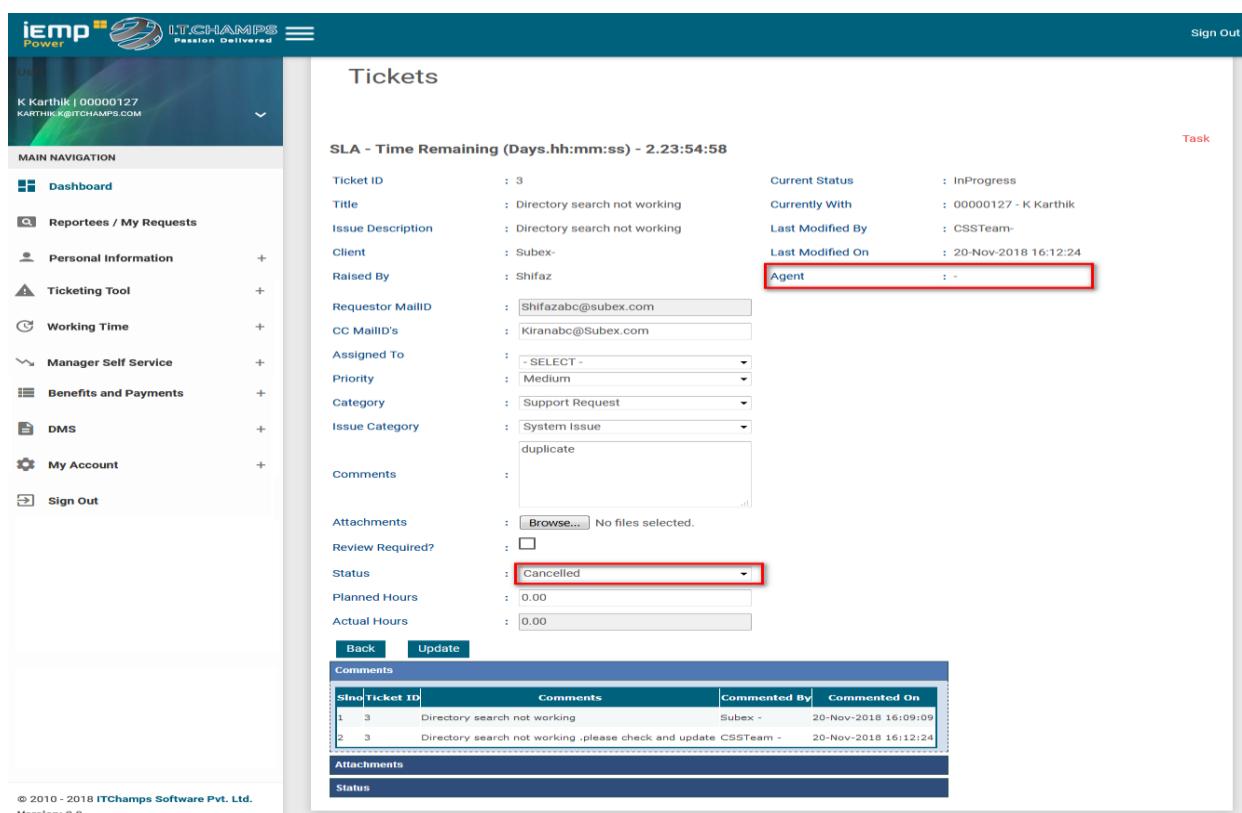


**Tickets**

Ticket ID	:	3	Current Status	:	New										
Title	:	Directory search not working	Currently With	:	CSSTeam -										
Issue Description	:	Directory search not working	Last Modified By	:	Subex-										
Client	:	Subex-	Last Modified On	:	20-Nov-2018 16:09:09										
Raised By	:	Shifaz	Agent	:	-										
Requestor MailID	:	Shifazabc@subex.com													
CC MailID's	:	Kiranabc@Subex.com													
Priority	:	Medium													
Comments	:														
Attachments	:	<input type="button" value="Browse..."/> No files selected.													
Status	:	<input type="button" value="New"/> <input type="button" value="In Progress"/> <input type="button" value="Cancelled"/> <input type="button" value="Pending Review"/>													
<input type="button" value="Back"/> <input type="button" value="Update"/> <input type="button" value="Cancel"/>															
<b>Comments</b> <table border="1"> <thead> <tr> <th>Sno</th> <th>Ticket ID</th> <th>Comments</th> <th>Commented By</th> <th>Commented On</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>3</td> <td>Directory search not working</td> <td>Subex -</td> <td>20-Nov-2018 16:09:09</td> </tr> </tbody> </table>						Sno	Ticket ID	Comments	Commented By	Commented On	1	3	Directory search not working	Subex -	20-Nov-2018 16:09:09
Sno	Ticket ID	Comments	Commented By	Commented On											
1	3	Directory search not working	Subex -	20-Nov-2018 16:09:09											
<b>Attachments</b>															

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Manager cancelling the ticket before agent is assigned.



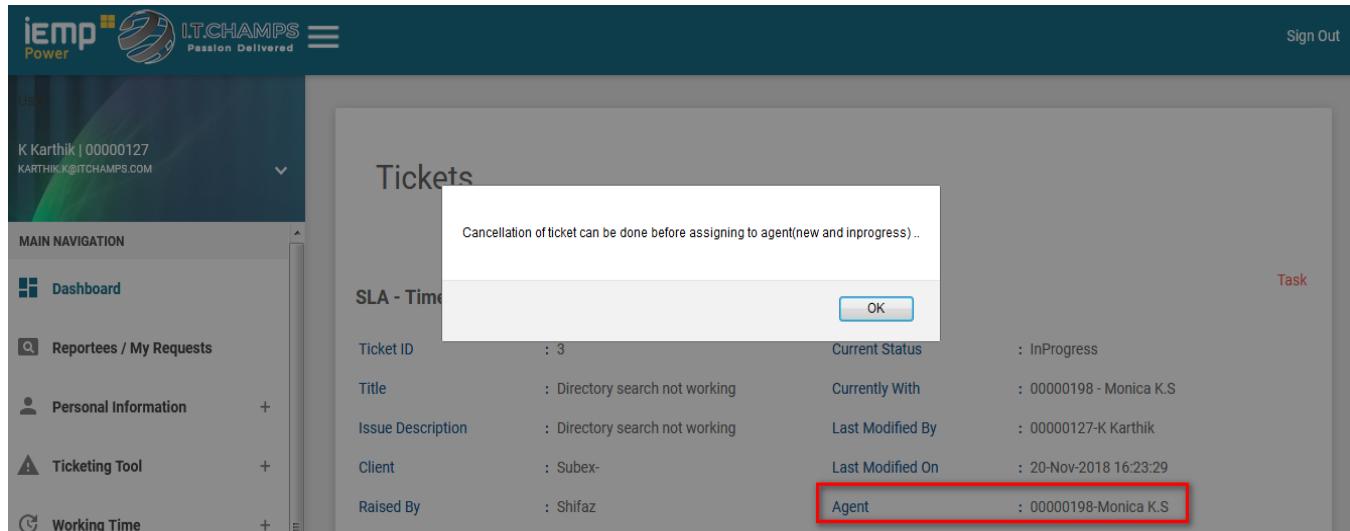
**Tickets**

SLA - Time Remaining (Days.hh:mm:ss) - 2.23:54:58

Ticket ID	:	3	Current Status	:	InProgress															
Title	:	Directory search not working	Currently With	:	00000127 - K Karthik															
Issue Description	:	Directory search not working	Last Modified By	:	CSSTeam-															
Client	:	Subex-	Last Modified On	:	20-Nov-2018 16:12:24															
Raised By	:	Shifaz	Agent	:	-															
Requestor MailID	:	Shifazabc@subex.com																		
CC MailID's	:	Kiranabc@Subex.com																		
Assigned To	:	<input type="button" value="SELECT"/>																		
Priority	:	Medium																		
Category	:	Support Request																		
Issue Category	:	System Issue																		
Comments	:	duplicate																		
Attachments	:	<input type="button" value="Browse..."/> No files selected.																		
Review Required?	:	<input type="checkbox"/>																		
Status	:	<input type="button" value="New"/> <input type="button" value="In Progress"/> <input type="button" value="Cancelled"/> <input type="button" value="Pending Review"/>																		
Planned Hours	:	0.00	Actual Hours	:	0.00															
<input type="button" value="Back"/> <input type="button" value="Update"/>																				
<b>Comments</b> <table border="1"> <thead> <tr> <th>Sno</th> <th>Ticket ID</th> <th>Comments</th> <th>Commented By</th> <th>Commented On</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>3</td> <td>Directory search not working</td> <td>Subex -</td> <td>20-Nov-2018 16:09:09</td> </tr> <tr> <td>2</td> <td>3</td> <td>Directory search not working ,please check and update</td> <td>CSSTeam -</td> <td>20-Nov-2018 16:12:24</td> </tr> </tbody> </table>						Sno	Ticket ID	Comments	Commented By	Commented On	1	3	Directory search not working	Subex -	20-Nov-2018 16:09:09	2	3	Directory search not working ,please check and update	CSSTeam -	20-Nov-2018 16:12:24
Sno	Ticket ID	Comments	Commented By	Commented On																
1	3	Directory search not working	Subex -	20-Nov-2018 16:09:09																
2	3	Directory search not working ,please check and update	CSSTeam -	20-Nov-2018 16:12:24																
<b>Attachments</b>																				
<b>Status</b>																				

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Manager cancelling the ticket after agent is assigned.



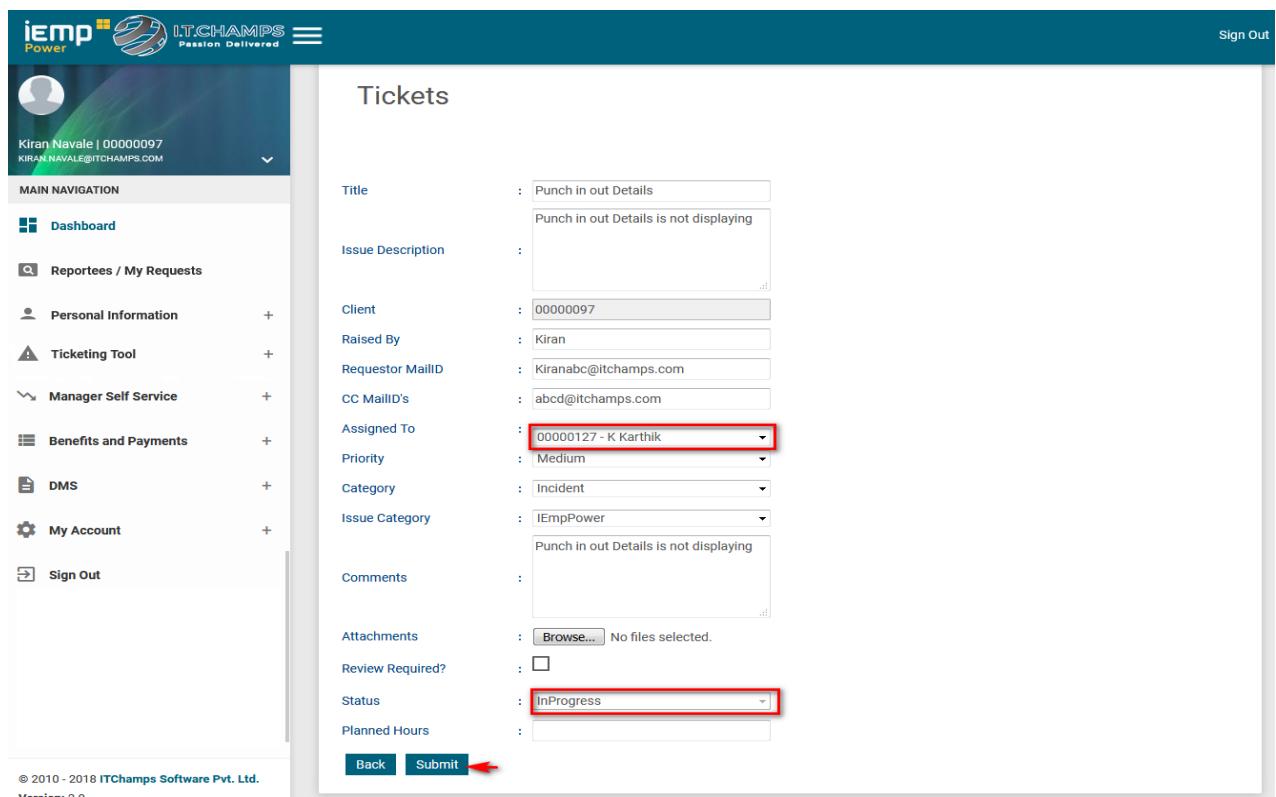
The screenshot shows the ITChamps Tickets module. A modal dialog box is displayed with the message: "Cancellation of ticket can be done before assigning to agent(new and inprogress) ..". Below the dialog, a ticket detail table is shown:

Ticket ID	:	3	Current Status	:	InProgress
Title	:	Directory search not working	Currently With	:	00000198 - Monica K.S
Issue Description	:	Directory search not working	Last Modified By	:	00000127-K Karthik
Client	:	Subex-	Last Modified On	:	20-Nov-2018 16:23:29
Raised By	:	Shifaz	Agent	:	00000198-Monica K.S

### Internal Ticket

Create the ticket by providing necessary input details like title, issue description, user information, priority of the issue, attachments, comments etc.

Internal tickets can be assigned directly to the agent or Associate Manager. By default the status for internal tickets will be “In progress”.



The screenshot shows the ITChamps Tickets module. A new ticket creation form is displayed. The "Assigned To" field and the "Status" field are highlighted with red boxes. An arrow points to the "Submit" button at the bottom of the form.

Manager will assign the ticket to the agent or he/she himself can resolve the ticket (Self Assign). If Manager requires to review what the agent has done, then manager has to select the Review required checkbox field. If not then agent will directly communicate with the customer. Managers has to enter the planned hours (Hours that can be taken by Agent to solve the issue).

Sign Out

Tickets
Task

**SLA - Time Remaining (Days.hh:mm:ss) - 4.23:57:57**

Ticket ID	:	7	Current Status	:	InProgress
Title	:	Punch in out Details	Currently With	:	00000127 - K Karthik
Issue Description	:	Punch in out Details is not displaying	Last Modified By	:	00000097-Kiran Navale
Client	:	00000097-Kiran Navale	Last Modified On	:	21-Nov-2018 11:59:37
Raised By	:	Kiran	Agent	:	00000127-K Karthik
Requestor MailID	:	<input type="text" value="Kiranabc@itchamps.com"/>			
CC MailID's	:	<input type="text" value="abcd@itchamps.com"/>			
Assigned To	:	<input type="text" value="00000198 - Monica K.S"/>			
Priority	:	<input type="text" value="Medium"/>			
Category	:	<input type="text" value="Incident"/>			
Issue Category	:	<input type="text" value="IEmpPower"/>			
Comments	:	<div style="border: 1px solid #ccc; padding: 5px; height: 40px; width: 100%;"> Punch in out Details is not displaying. Please check and update </div>			
Attachments	:	<input type="button" value="Browse..."/> No files selected.			
Review Required?	:	<input checked="" type="checkbox"/>			
Status	:	<input type="text" value="InProgress"/>			
Planned Hours	:	<input style="border: 2px solid red;" type="text" value="2.0"/>			
Actual Hours	:	<input type="text" value="0.00"/>			

Back
Update
←

**Comments**

Sno	Ticket ID	Comments	Commented By	Commented On
1	7	Punch in out Details is not displaying	00000097 - Kiran Navale	21-Nov-2018 11:59:37

**Attachments**

**Status**

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## Agent updating Customer as resolved.

After Agent solves the issue, agent has to update the customer as resolved with document attachments which is mandate. Agent also has to fill the actual hours taken by him/her to resolve the ticket.

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≡
Sign Out

Tickets
Task

**SLA - Time Remaining (Days.hh:mm:ss) - 4.23:53:52**

Ticket ID	:	7	Current Status	:	InProgress
Title	:	Punch in out Details	Currently With	:	00000198 - Monica K.S
Issue Description	:	Punch in out Details is not displaying	Last Modified By	:	00000127-K Karthik
Client	:	00000097-Kiran Navale	Last Modified On	:	21-Nov-2018 12:03:29
Raised By	:	Kiran	Agent	:	00000198-Monica K.S
Requestor MailID	:	Kiranabc@itchamps.com			
CC MailID's	:	abcd@itchamps.com			
Assigned To	:	00000097 - Kiran Navale			
Priority	:	Medium			
Category	:	Incident			
Issue Category	:	IEMPower			
Comments	:	Punch in out Details issue has been resolved			
Attachments	:	Browse...	No files selected.	Lighthouse.jpg	
Review Required?	:	<input type="checkbox"/>			
Status	:	Resolved			
Planned Hours	:	2.00			
Actual Hours	:	1.5			

Back
Update

Comments

Attachments

Status

SNo	Ticket ID	From User	To User	From Status	To Status	By	On
1	7	00000097-Kiran Navale	0000127-K Karthik	InProgress	InProgress	00000097 - Kiran Navale	21-Nov-2018 11:59:37
2	7	00000127-K Karthik	00000198-Monica K.S	InProgress	InProgress	00000127 - K Karthik	21-Nov-2018 12:03:29

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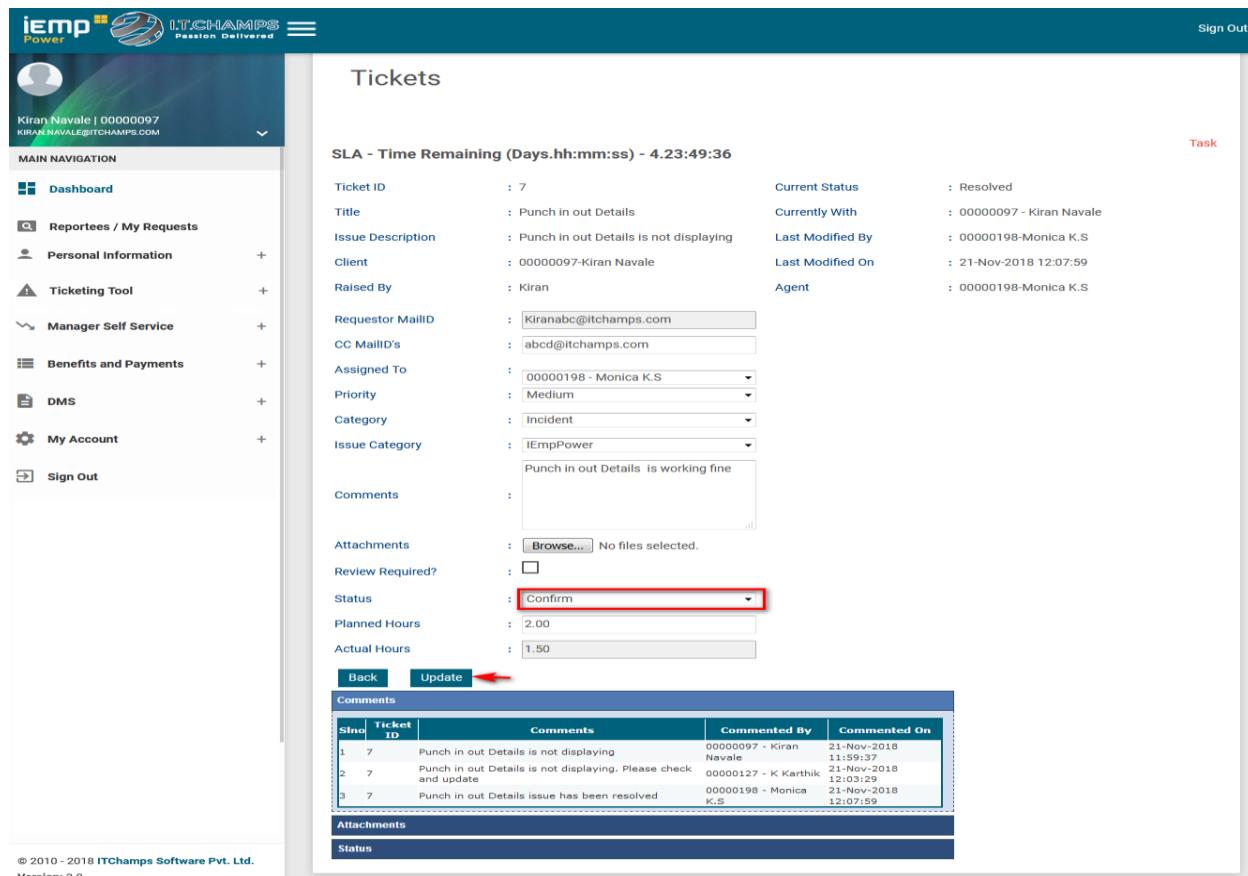
Version: 2.0

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## Customer confirmation.

If the issue is resolved and working fine, then customer updates the agent as confirmed. All the confirm tickets goes to CSSTeam in order to close the tickets.



The screenshot shows the ITChamps ticketing interface. On the left, there's a sidebar with navigation links like Dashboard, Reportees / My Requests, Personal Information, Ticketing Tool, Manager Self Service, Benefits and Payments, DMS, My Account, and Sign Out. The main area is titled 'Tickets' and displays a single ticket. The ticket details are as follows:

- SLA - Time Remaining (Days.hh:mm:ss) - 4.23:49:36**
- Ticket ID**: 7
- Title**: Punch in out Details
- Issue Description**: Punch in out Details is not displaying
- Client**: 00000097-Kiran Navale
- Raised By**: Kiran
- Requestor MailID**: Kiranabc@itchamps.com
- CC MailID's**: abcd@itchamps.com
- Assigned To**: 00000198 - Monica K.S
- Priority**: Medium
- Category**: Incident
- Issue Category**: iEmpPower
- Comments**: Punch in out Details is working fine
- Attachments**: No files selected.
- Review Required?**:
- Status**: Confirm (highlighted with a red box)
- Planned Hours**: 2.00
- Actual Hours**: 1.50

At the bottom of the ticket view, there are 'Back' and 'Update' buttons. A red arrow points to the 'Update' button. Below the ticket view, there's a 'Comments' section containing a table of previous comments:

Sno	Ticket ID	Comments	Commented By	Commented On
1	7	Punch in out Details is not displaying	00000097 - Kiran Navale	21-Nov-2018 11:59:37
2	7	Punch in out Details is not displaying. Please check and update	00000127 - K Karthik	21-Nov-2018 12:03:28
3	7	Punch in out Details issue has been resolved	00000198 - Monica K.S	21-Nov-2018 12:07:59

Below the comments table, there are sections for 'Attachments' and 'Status'.

**Task**

## Tickets

**SLA - Time Remaining (Days.hh:mm:ss) - 4.23:46:26**

Ticket ID	:	7	Current Status	:	Confirm
Title	:	Punch in out Details	Currently With	:	CSSTeam -
Issue Description	:	Punch in out Details is not displaying	Last Modified By	:	00000097-Kiran Navale
Client	:	00000097-Kiran Navale	Last Modified On	:	21-Nov-2018 12:12:09
Raised By	:	Kiran	Agent	:	00000198-Monica K.S
Requestor MailID	:	Kiranabc@itchamps.com			
CC MailID's	:	abcd@itchamps.com			
Assigned To	:	- SELECT -			
Priority	:	Medium			
Category	:	Incident			
Issue Category	:	iEmpPower			
Comments	:	closed			
Attachments	:	<input type="button" value="Browse..."/> No files selected.			
Review Required?	:	<input checked="" type="checkbox"/>			
Status	:	Closed			
Planned Hours	:	2.00			
Actual Hours	:	1.50			

[Back](#) [Update](#) 

Comments					
Sno	Ticket ID	Comments	Commented By	Commented On	
1	7	Punch in out Details is not displaying	00000097 - Kiran Navale	21-Nov-2018 11:59:33	
2	7	Punch in out Details is not displaying. Please check and update	00000127 - K Karthik	21-Nov-2018 12:01:32	
3	7	Punch in out Details issue has been resolved	00000198 - Monica K.S	21-Nov-2018 12:07:59	
4	7	Punch in out Details is working fine	00000097 - Kiran Navale	21-Nov-2018 12:12:09	

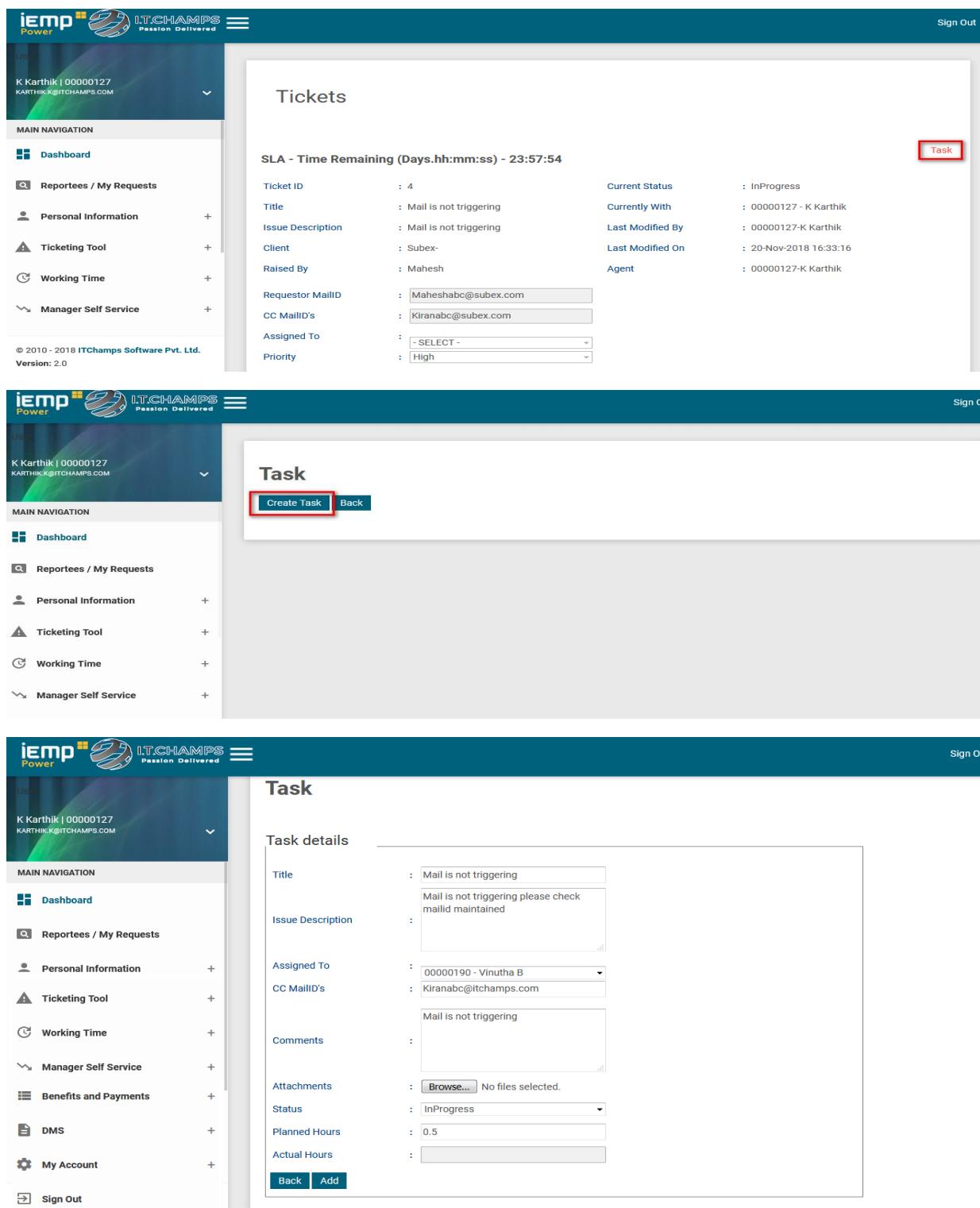
[Attachments](#)

[Status](#)

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## Task creation

If the ticket has to be resolved by multiple task, then Associate Manager can create task and can assign to particular Agent.



The screenshot displays three consecutive steps in the ITChamps software for creating a task:

- Step 1: Tickets View**  
The user is viewing a ticket details page. A red box highlights the "Task" button in the top right corner of the ticket summary table.
- Step 2: Task Creation Page**  
The user has clicked the "Create Task" button. A red box highlights the "Create Task" button on the left side of the page.
- Step 3: Task Details Form**  
The user is filling out the task details form. A red box highlights the "Title" field, which contains "Mail is not triggering". Other fields include "Issue Description" (Mail is not triggering please check mailid maintained), "Assigned To" (00000190 - Vinutha B), "CC MailID's" (Kiranabc@itchamps.com), and "Comments" (Mail is not triggering).

## The Assigned task by the Manager to an Agent

**iEMP Power** I.T.CHAMPS Passion Delivered

Vinutha B | 00000190  
VINUTHA.B@ITCHAMPS.COM

MAIN NAVIGATION

- Dashboard**
- Reportees / My Requests**
- Personal Information**
- Ticketing Tool**
- Working Time**
- Benefits and Payments**

## Issue Tracker

My Queue **New Ticket**

Status Legend																																			
<span style="color: green;">█</span>	- SLA Time 0-40% Completed																																		
<span style="color: yellow;">█</span>	- SLA Time 40-80% Completed																																		
<span style="color: red;">█</span>	- SLA Time 80% and Above Completed																																		
<b>Tickets</b>																																			
No Records Found !																																			
<b>Task</b>																																			
<table border="1"> <thead> <tr> <th>Slno</th> <th>Ticket ID</th> <th>Task ID</th> <th>Title</th> <th>Assigned To</th> <th>Agent</th> <th>Task Assigned By</th> <th>Status</th> <th>Created On</th> <th>Last Modified By</th> <th>Last Modified On</th> <th>View</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>4</td> <td>1</td> <td>Mail is not triggering</td> <td>00000190 - Vinutha B</td> <td>00000190 - Vinutha B</td> <td>00000127 - K Karthik</td> <td>InProgress</td> <td>20-Nov-2018 16:39:24</td> <td>00000127 - K Karthik</td> <td>20-Nov-2018 16:39:24</td> <td><a href="#">View</a></td> </tr> </tbody> </table>												Slno	Ticket ID	Task ID	Title	Assigned To	Agent	Task Assigned By	Status	Created On	Last Modified By	Last Modified On	View	1	4	1	Mail is not triggering	00000190 - Vinutha B	00000190 - Vinutha B	00000127 - K Karthik	InProgress	20-Nov-2018 16:39:24	00000127 - K Karthik	20-Nov-2018 16:39:24	<a href="#">View</a>
Slno	Ticket ID	Task ID	Title	Assigned To	Agent	Task Assigned By	Status	Created On	Last Modified By	Last Modified On	View																								
1	4	1	Mail is not triggering	00000190 - Vinutha B	00000190 - Vinutha B	00000127 - K Karthik	InProgress	20-Nov-2018 16:39:24	00000127 - K Karthik	20-Nov-2018 16:39:24	<a href="#">View</a>																								

**iEMP Power** I.T.CHAMPS Passion Delivered

Vinutha B | 00000190  
VINUTHA.B@ITCHAMPS.COM

MAIN NAVIGATION

- Dashboard**
- Reportees / My Requests**
- Personal Information**
- Ticketing Tool**
- Working Time**
- Benefits and Payments**

## Task

**Create Task** **Back**

Slno	Ticket ID	Task ID	Title	Assigned To	Agent	Task Assigned By	Status	Last Modified By	Last Modified On	View
1	4	1	Mail is not triggering	00000190 - Vinutha B	00000190 - Vinutha B	00000127 - K Karthik	InProgress	00000127 - K Karthik	20-Nov-2018 16:39:24	<a href="#">View</a>

## Agent updating the task as resolved.

Agent to whom the task is assigned can view the ticket details. After Agent resolves the task he / she updates as resolved to Manager.

**EMP Power ITCHAMPS Passion Delivered**

Vinutha B | 00000190  
VINUTHA.B@ITCHAMPS.COM

**MAIN NAVIGATION**

- Dashboard**
- Reportees / My Requests**
- Personal Information**
- Ticketing Tool**
- Working Time**
- Benefits and Payments**
- DMS**
- My Account**
- Sign Out**

**Task**

**Ticket details**

Ticket ID	:	4	Client	:	Subex-
Title	:	Mail is not triggering	Priority	:	High
Issue Description	:	Mail is not triggering	Category	:	Incident
<b>Attachments</b>					

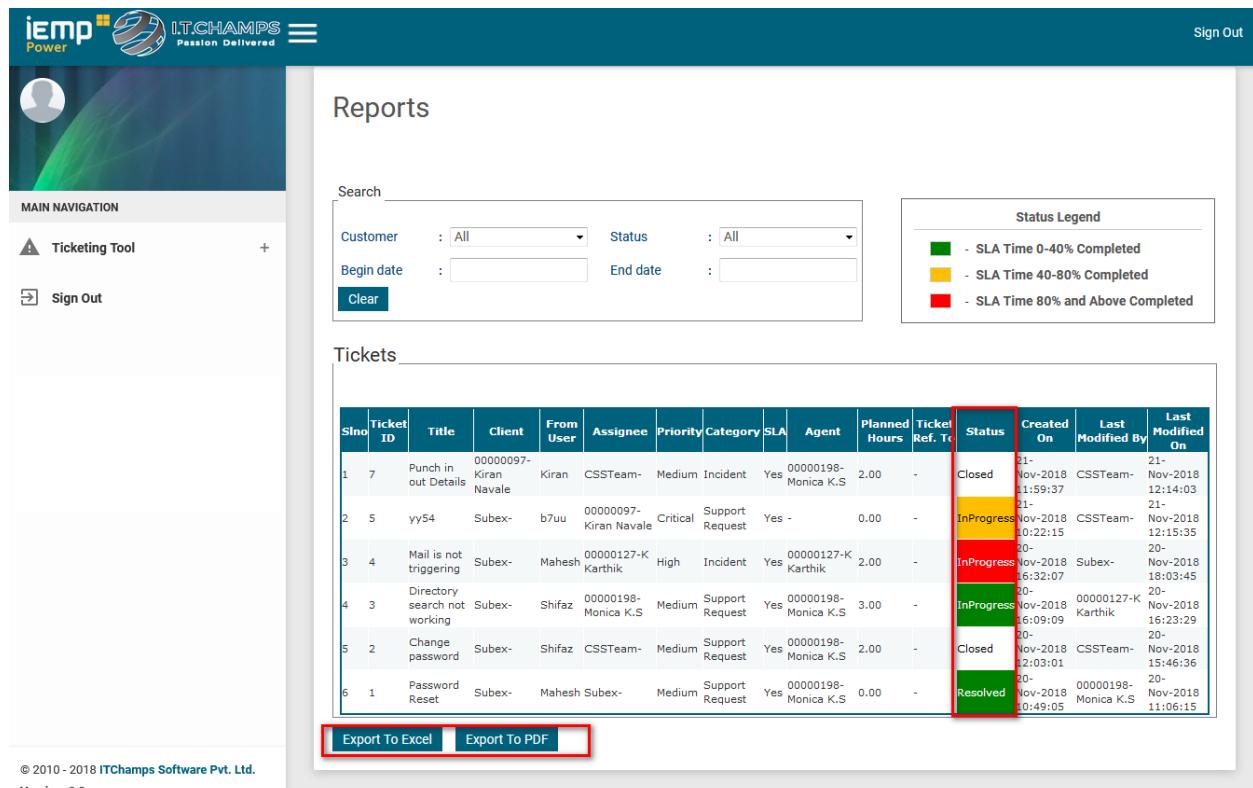
**Task details**

Task ID	:	1												
Title	:	Mail is not triggering												
Issue Description	:	Mail is not triggering please check mailid maintained												
Assigned To	:	00000190 - Vinutha B												
CC MailID's	:	Kiranabc@itchamps.com												
Comments	:	resolved												
Attachments	:	<input type="button" value="Browse..."/> Lighthouse.jpg												
Status	:	Resolved												
Planned Hours	:	0.50												
Actual Hours	:	0.5												
<b>Back</b> <b>Update</b>														
<b>Comments</b>														
<table border="1"> <thead> <tr> <th>Sno</th> <th>Ticket ID</th> <th>Task ID</th> <th>Comments</th> <th>Commented By</th> <th>Commented On</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>4</td> <td>1</td> <td>Mail is not triggering</td> <td>00000127 - K Karthik</td> <td>20-Nov-2018 16:39:24</td> </tr> </tbody> </table>			Sno	Ticket ID	Task ID	Comments	Commented By	Commented On	1	4	1	Mail is not triggering	00000127 - K Karthik	20-Nov-2018 16:39:24
Sno	Ticket ID	Task ID	Comments	Commented By	Commented On									
1	4	1	Mail is not triggering	00000127 - K Karthik	20-Nov-2018 16:39:24									
<b>Attachments</b>														
<b>Status</b>														

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## Ticket Report

All the tickets can be viewed and can be exported to PDF and Excel. Search option is given to search the tickets based on customer wise, internal tickets, external tickets, status based tickets and period based tickets. The coloring of status indicates the percentage of time completed within the SLA period.



The screenshot shows the ITChamps Ticketing Tool interface. At the top, there is a header bar with the ITChamps logo and navigation links. Below the header is a sidebar with 'MAIN NAVIGATION' and links for 'Ticketing Tool' and 'Sign Out'. The main content area is titled 'Reports' and contains a 'Search' section with dropdowns for 'Customer' (All), 'Status' (All), 'Begin date', and 'End date', along with a 'Clear' button. To the right of the search is a 'Status Legend' box with three entries: 'SLA Time 0-40% Completed' (green), 'SLA Time 40-80% Completed' (yellow), and 'SLA Time 80% and Above Completed' (red). Below the search is a table titled 'Tickets' with columns: Sno, Ticket ID, Title, Client, From User, Assignee, Priority, Category, SLA, Agent, Planned Hours, Ticket Ref. No., Status, Created On, Last Modified By, and Last Modified On. The table contains six rows of ticket data. At the bottom of the table are two buttons: 'Export To Excel' and 'Export To PDF'. The 'Status' column uses color coding to indicate ticket completion levels: green for 0-40%, yellow for 40-80%, and red for 80% and above.

Sno	Ticket ID	Title	Client	From User	Assignee	Priority	Category	SLA	Agent	Planned Hours	Ticket Ref. No.	Status	Created On	Last Modified By	Last Modified On
1	7	Punch in out Details	0000097-Kiran Navale	Kiran	CSSTeam-	Medium	Incident	Yes	00000198-Monica K.S	2.00	-	Closed	21-Nov-2018 11:59:37	CSSTeam-	21-Nov-2018 12:14:03
2	5	yy54	Subex-	b7uu	0000097-Kiran Navale	Critical	Support Request	Yes	-	0.00	-	InProgress	Nov-2018 10:22:15	CSSTeam-	Nov-2018 12:15:35
3	4	Mail is not triggering	Subex-	Mahesh	00000127-Karthik	High	Incident	Yes	00000127-Karthik	2.00	-	InProgress	Nov-2018 16:32:07	Subex-	Nov-2018 18:03:45
4	3	Directory search not working	Subex-working	Shifaz	00000198-Monica K.S	Medium	Support Request	Yes	00000198-Monica K.S	3.00	-	InProgress	Nov-2018 16:09:09	Karthik	Nov-2018 16:23:29
5	2	Change password	Subex-	Shifaz	CSSTeam-	Medium	Support Request	Yes	00000198-Monica K.S	2.00	-	Closed	Nov-2018 12:03:01	CSSTeam-	Nov-2018 15:46:36
6	1	Password Reset	Subex-	Mahesh	Subex-	Medium	Support Request	Yes	00000198-Monica K.S	0.00	-	Resolved	Nov-2018 10:49:05	Monica K.S	Nov-2018 11:06:15

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