



I.T.CHAMPS
Passion Delivered



User Manual

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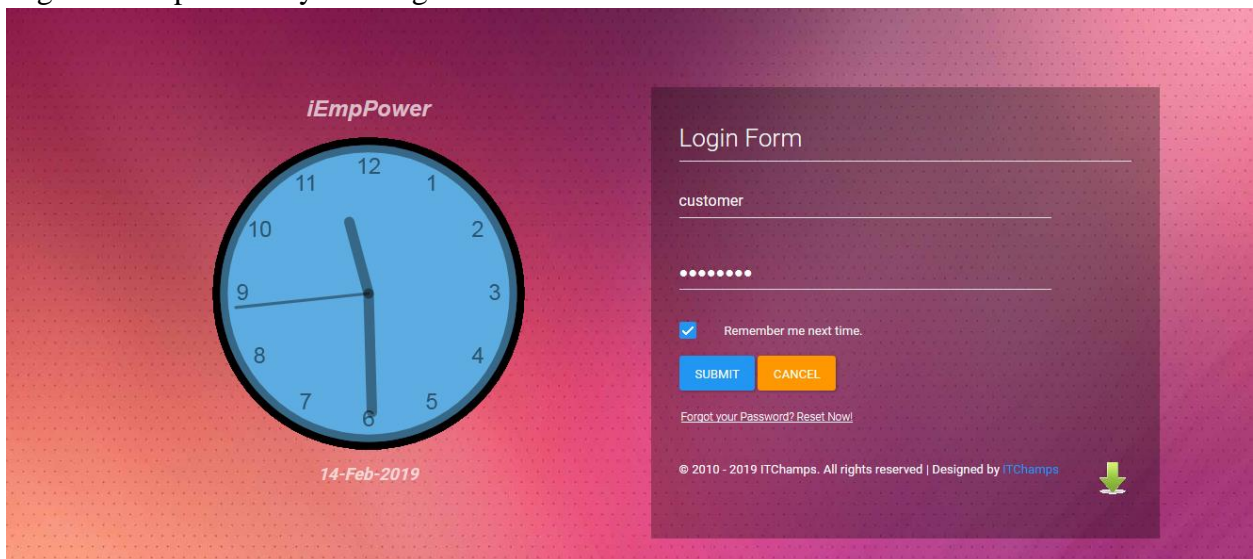
Ticketing Tool - Issue Tracking System

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).

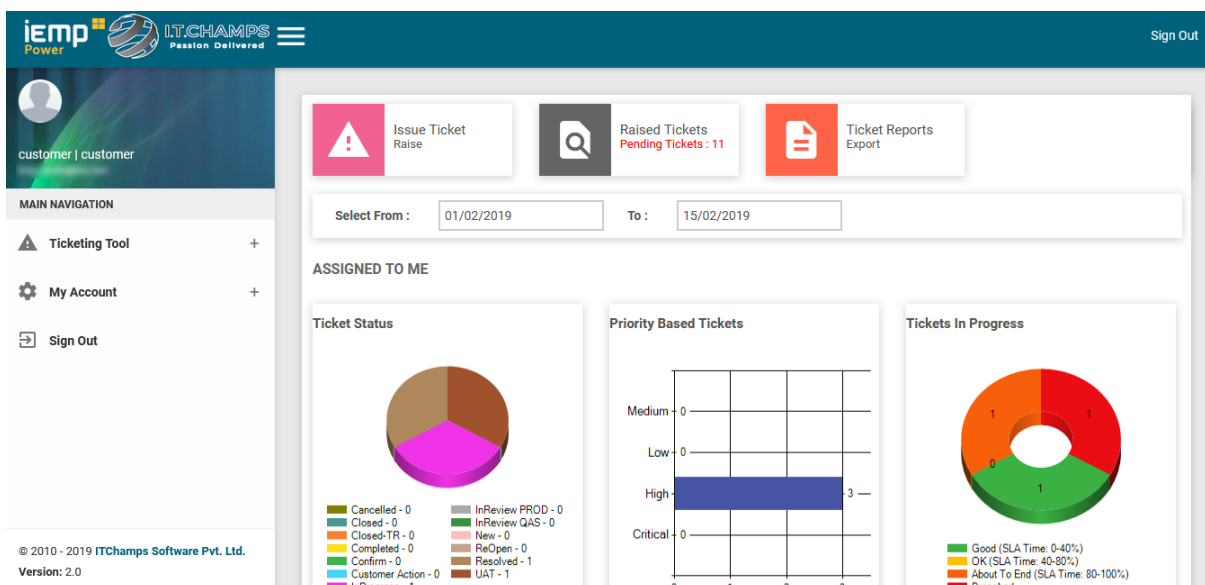
Login as User

Login to IEmpPower by entering correct User ID and Password.



The login form is titled "iEmpPower" and "Login Form". It features a large clock graphic on the left showing the time as approximately 10:10, with the date "14-Feb-2019" below it. The login fields include a username field with "customer" entered, a password field with masked characters, a "Remember me next time." checkbox, and "SUBMIT" and "CANCEL" buttons. Below the buttons is a link for "Forgot your Password? Reset Now!". The footer contains the copyright notice "© 2010 - 2019 ITChamps. All rights reserved | Designed by ITChamps" and a download icon.

Issue Tracker Dashboard



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Tickets are represented in the 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 the respective login employee. My queue will be selected as default.

All - loads all the ticket of irrespective of status.

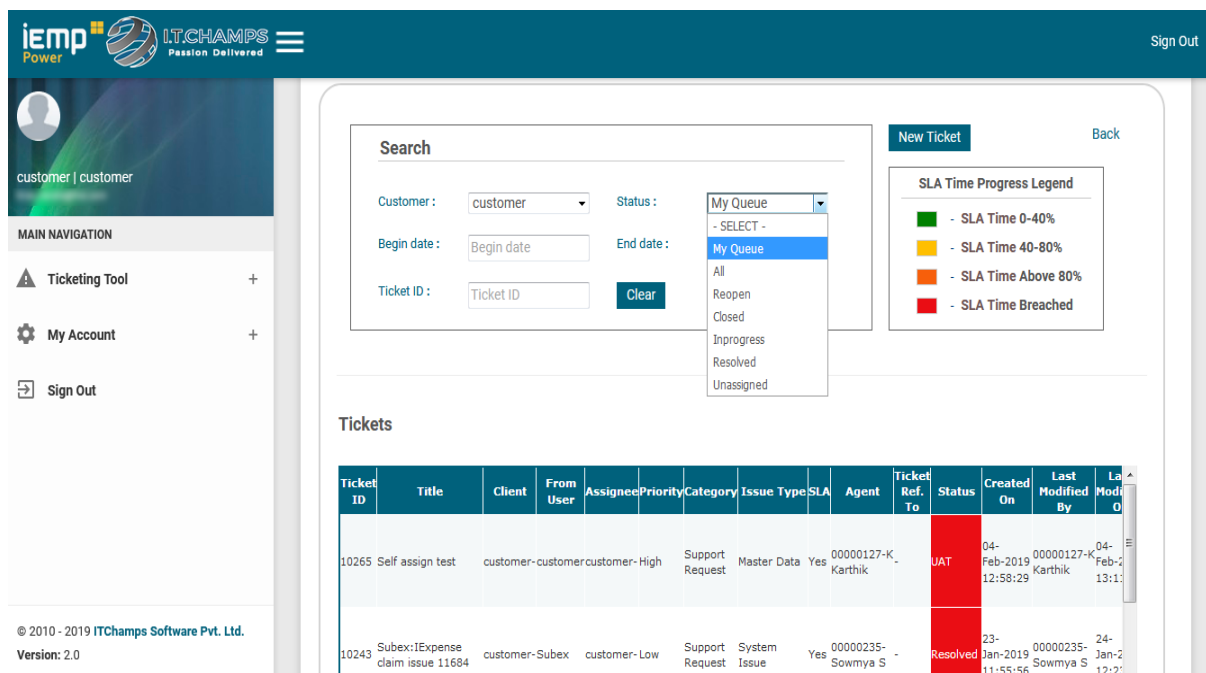
Reopen - loads the ticket which are in “Reopen” status (Tickets which are not working in production).

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

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

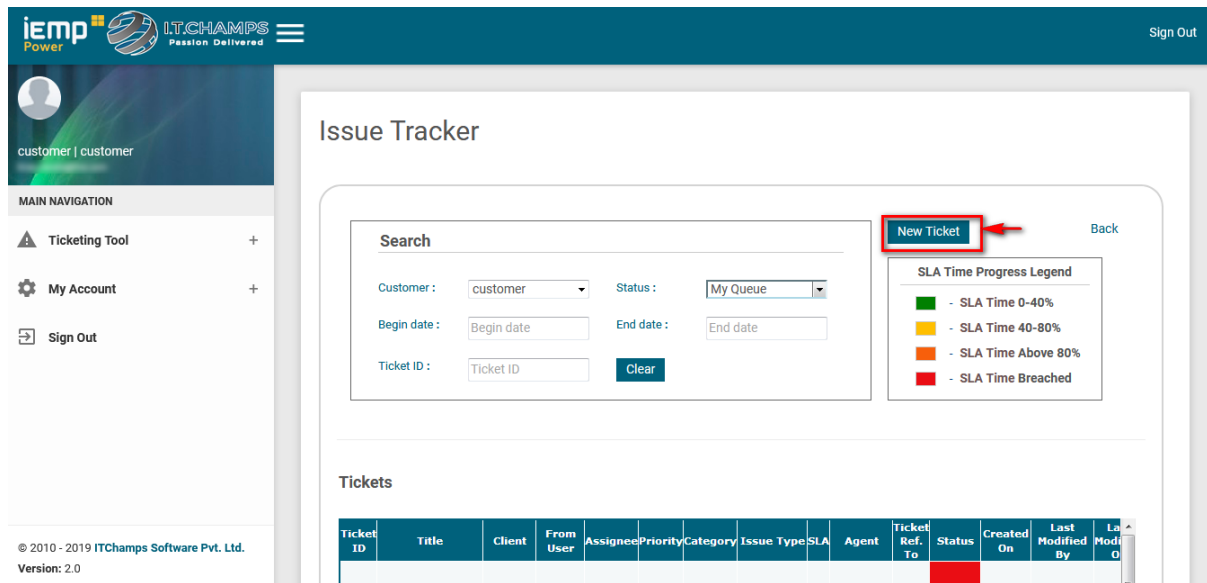
Resolved - loads the ticket which are in “Resolved” and “Confirm” status.

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



The screenshot shows the iemp ITCHAMPS Issue Tracker interface. The top header includes the iemp logo, ITCHAMPS logo, and a 'Sign Out' button. The left sidebar contains a 'MAIN NAVIGATION' menu with 'Ticketing Tool', 'My Account', and 'Sign Out' options. The main content area features a 'Search' section with filters for Customer, Status, Begin date, End date, and Ticket ID. A dropdown menu for Status is open, showing options: My Queue, - SELECT -, My Queue, All, Reopen, Closed, Inprogress, Resolved, and Unassigned. To the right of the search section is a 'New Ticket' button and a 'Back' button. Below the search section is a 'SLA Time Progress Legend' with four categories: SLA Time 0-40% (green), SLA Time 40-80% (yellow), SLA Time Above 80% (orange), and SLA Time Breached (red). The main section displays a table of tickets with columns: Ticket ID, Title, Client, From User, Assignee, Priority, Category, Issue Type, SLA, Agent, Ticket Ref. To, Status, Created On, Last Modified By, and Last Modified On. Two tickets are visible: Ticket ID 10265 (Self assign test, Status: UAT) and Ticket ID 10243 (Subex: IExpense claim issue 11684, Status: Resolved).

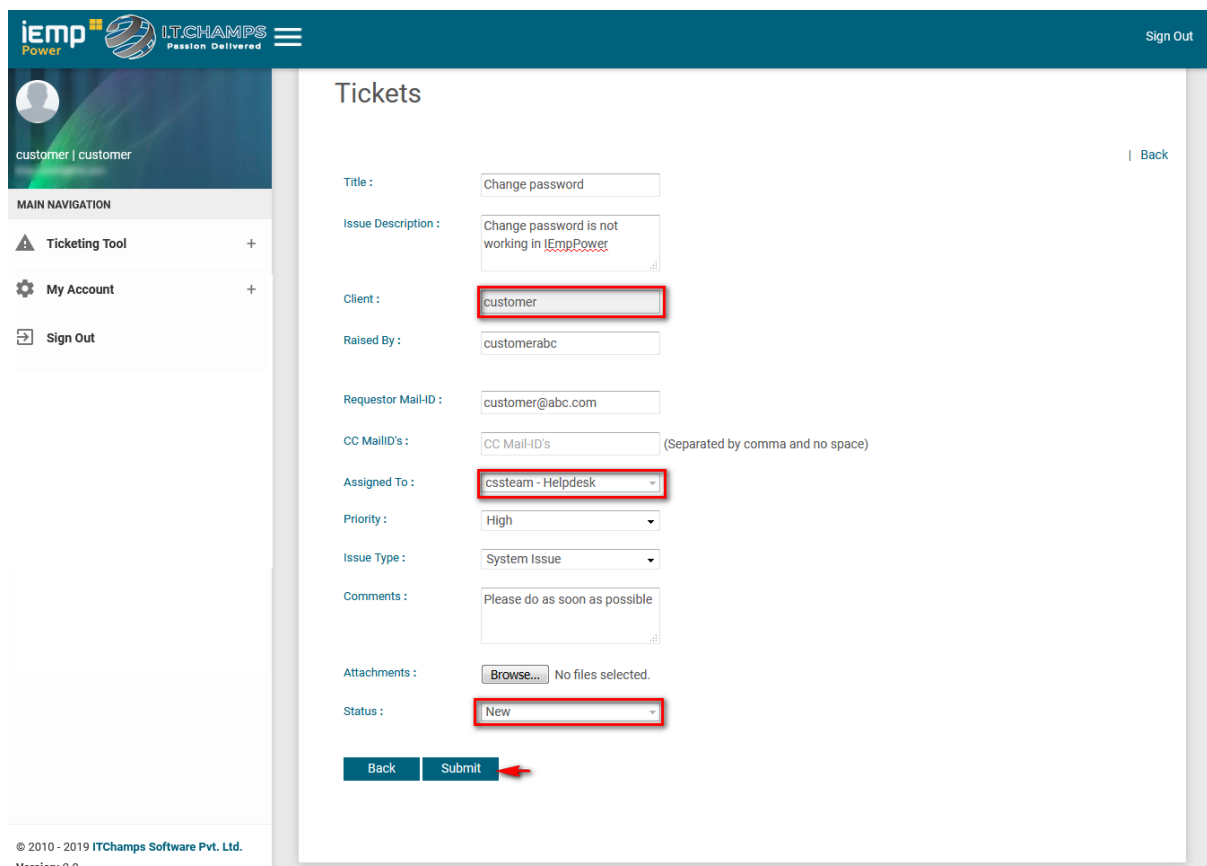
Creation of External Ticket



The screenshot shows the ITCHAMPS Issue Tracker interface. On the left is a sidebar with navigation links: Ticketing Tool, My Account, and Sign Out. The main content area is titled 'Issue Tracker'. It features a search bar with fields for Customer (dropdown), Status (dropdown), Begin date, End date, and Ticket ID, along with a Clear button. A 'New Ticket' button is highlighted with a red box and an arrow. To the right of the search bar is an 'SLA Time Progress Legend' with four color-coded categories: SLA Time 0-40% (green), SLA Time 40-80% (yellow), SLA Time Above 80% (orange), and SLA Time Breached (red). Below the search bar is a table titled 'Tickets' with columns: Ticket ID, Title, Client, From User, Assignee, Priority, Category, Issue Type, SLA, Agent, Ticket Ref. To, Status, Created On, Last Modified By, and Last Modified On.

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

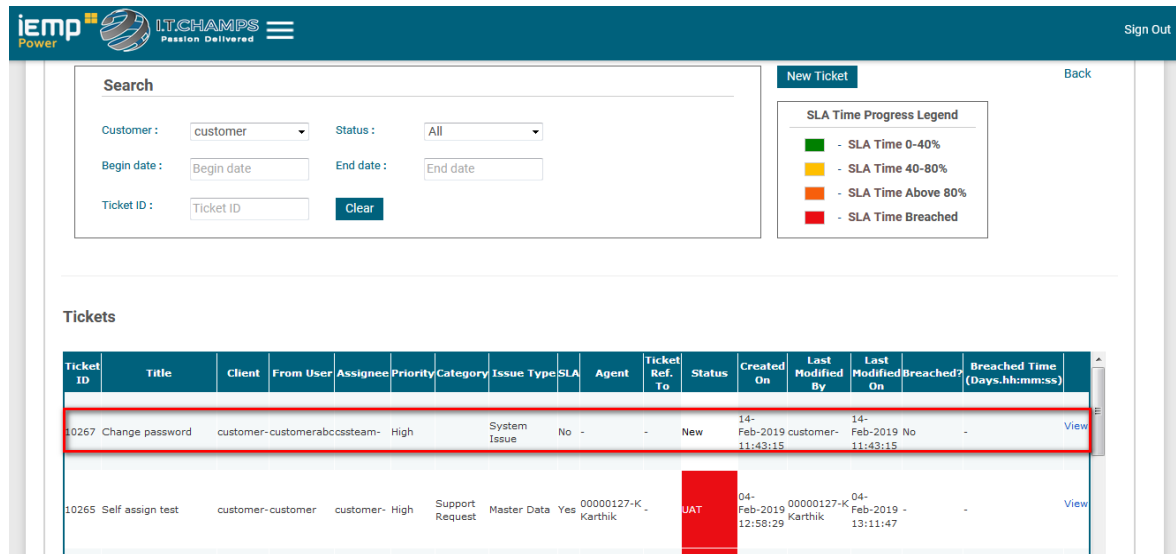
Client field will be default as client name. Newly Created tickets will be assigned to CSS Team (Support Team) with Status as New by default for External tickets.



The screenshot shows the ITCHAMPS Tickets form. The form fields are: Title (Change password), Issue Description (Change password is not working in IEmpPower), Client (customer), Raised By (customerabc), Requestor Mail-ID (customer@abc.com), CC Mail-ID's (CC Mail-ID's), Assigned To (cssteam - Helpdesk), Priority (High), Issue Type (System Issue), Comments (Please do as soon as possible), Attachments (Browse... No files selected.), and Status (New). The 'New Ticket' button is highlighted with a red box and an arrow.

View / Edit the created record

The ticket can be updated with comments and attachments at any status if required.



Search

Customer : Status :

Begin date : End date :

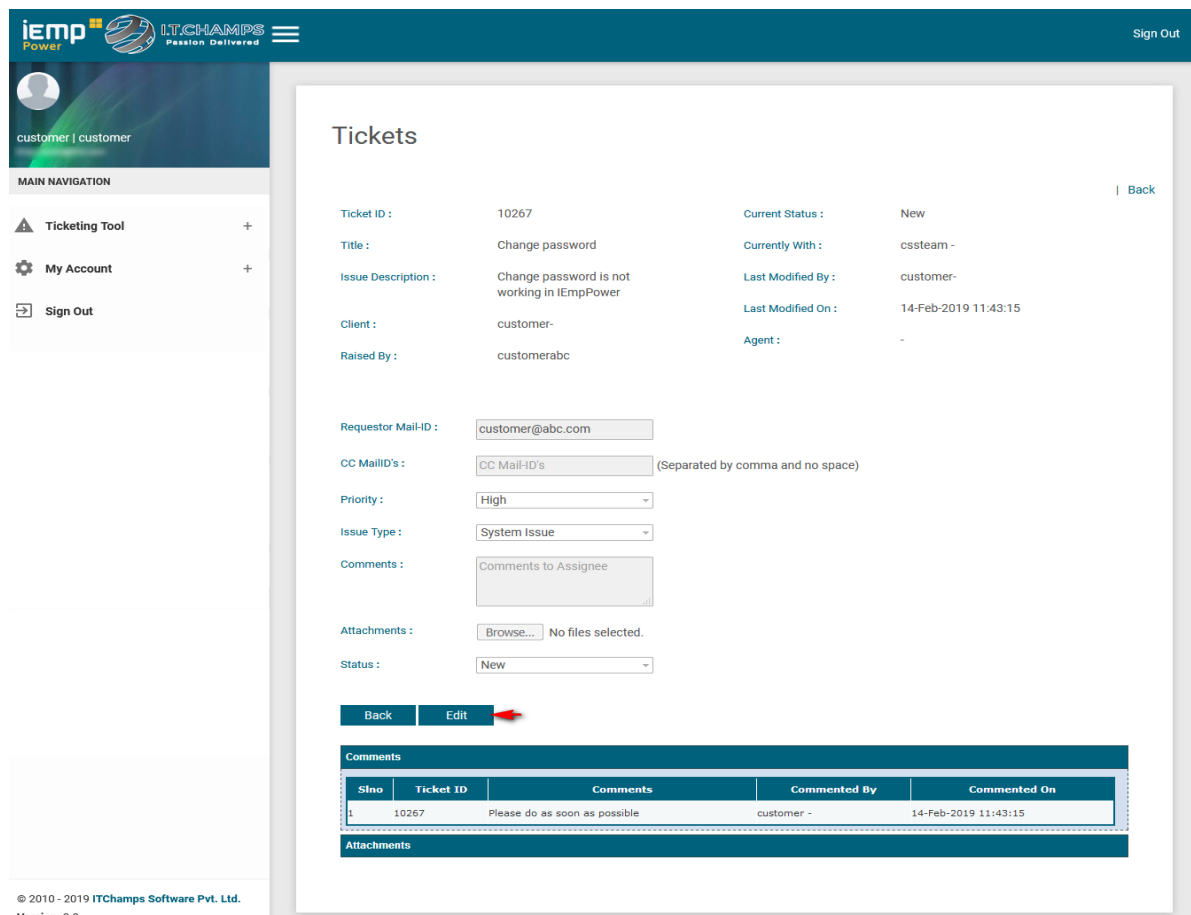
Ticket ID :

SLA Time Progress Legend

- SLA Time 0-40%
- SLA Time 40-80%
- SLA Time Above 80%
- SLA Time Breached

Tickets

Ticket ID	Title	Client	From User	Assignee	Priority	Category	Issue Type	SLA	Agent	Ticket Ref. To	Status	Created On	Last Modified By	Last Modified On	Breached?	Breached Time (Days.h:mm:ss)	
10267	Change password	customer-customerabcsteam-			High		System Issue	No	-		New	14-Feb-2019 11:43:15	customer-	14-Feb-2019 11:43:15	No		View
10265	Self assign test	customer-customer	customer-		High	Support Request	Master Data	Yes	00000127-K_Karthik	UAT		04-Feb-2019 12:58:29	00000127-K_Karthik	04-Feb-2019 13:11:47			View



Tickets

Ticket ID : 10267 Current Status : New

Title : Change password Currently With : cssteam -

Issue Description : Change password is not working in IEMP Power Last Modified By : customer-

Client : customer- Last Modified On : 14-Feb-2019 11:43:15

Raised By : customerabc Agent : -

Requestor Mail-ID :

CC Mail-ID's : (Separated by comma and no space)

Priority :

Issue Type :

Comments :

Attachments : No files selected.

Status :

Comments

Sno	Ticket ID	Comments	Commented By	Commented On
1	10267	Please do as soon as possible	customer -	14-Feb-2019 11:43:15

Attachments

Internal Process

After the ticket is assigned to CSS Team by Customer, CSS Team will then transfer the ticket to Manager and from Manager to Particular consultant.

CSS team will 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.

Priority of the ticket can be: Critical (4 hours), High (1 day), Medium (3 days) and Low (5 days) excluding Saturdays, Sundays and Public Holidays.



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

If Review of code or TR Movements is needed then Manager will select InReview needed before assigning to Consultant. After Consultant resolves the issue in Quality the Ticket will be sent back to Manager, where Manager will review and put it for UAT Confirmation to Customer.

At every stage the Mail will be triggered.

Client providing UAT

If the issue is not resolved then Customer will deny the ticket. The ticket will be assigned back to the consultant as InProgress status. If Customer confirms that the issue has been resolved in quality then the ticket will be sent back to consultant as UAT Completed and to move the changes to production.



I.T.CHAMPS
 Passion Delivered

customer | customer

MAIN NAVIGATION

- Ticketing Tool
- My Account
- Sign Out

Tickets

SLA - Time Remaining (Days.hh:mm:ss) - 20:26:23 [Back](#)

Ticket ID : 10267 Current Status : UAT
 Title : Change password Currently With : customer -
 Issue Description : Change password is not working in IEmpPower Last Modified By : 00000127-K Karthik
 Client : customer- Last Modified On : 14-Feb-2019 15:26:51
 Raised By : customerabc Agent : 00000198-Monica K.S

Requestor Mail-ID :
 CC Mail-ID's : (Separated by comma and no space)
 Assigned To :
 Priority :
 Category :
 Issue Category :
 Issue Type :
 Comments :
 Attachments : No files selected.
 Review Required? : ☒
 Status :



Sno	Ticket ID	Comments	Commented By	Commented On
1	10267	Please do as soon as possible	customer -	14-Feb-2019 11:43:15
2	10267	please provide the screenshot	00000198 - Monica K.S	14-Feb-2019 11:56:16
3	10267	screenshot has been provided	customer -	14-Feb-2019 15:25:09
4	10267	Please give UAT Confirmation	00000127 - K Karthik	14-Feb-2019 15:26:51

Attachments

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Client providing Confirmation

Once the consultant moves the changes to production then once again the tickets will be sent back to Manager, where Manager will check and put the status as resolved to Customer for Confirmation. Here if the Customer denies, then the ticket will be sent back to Consultant as Reopen Ticket Status. If Customer confirms then the ticket will be sent to CSS Team to close the ticket since the confirmation is given by the Customer.

customer | customer

MAIN NAVIGATION

- Ticketing Tool
- My Account
- Sign Out

Tickets

SLA - Time Remaining (Days.hh:mm:ss) - 20:14:31

Ticket ID :

10267

Current Status :

Resolved

Title :

Change password

Currently With :

customer -

Issue Description :

Change password is not working in IEmpPower

Last Modified By :

00000127-K Karthik

Client :

customer-

Last Modified On :

14-Feb-2019 15:38:40

Raised By :

customerabc

Agent :

00000198-Monica K.S

Requestor Mail-ID :

customer@abc.com

CC MailID's :

(Separated by comma and no space)

Assigned To :

00000198 - Monica K.S

Priority :

High

Category :

Support Request

Issue Category :

IEmpPower

Issue Type :

System Issue

Comments :

Attachments :

 No files selected.

Review Required? :

☒

Status :

Resolved

Back

Confirm

Deny

Comments

Sno	Ticket ID	Comments	Commented By	Commented On
1	10267	Please do as soon as possible	customer -	14-Feb-2019 11:43:15
2	10267	please provide the screenshot	00000198 - Monica K.S	14-Feb-2019 11:56:16
3	10267	screenshot has been provided	customer -	14-Feb-2019 15:25:09
4	10267	Please give UAT Confirmation	00000127 - K Karthik	14-Feb-2019 15:26:51
5	10267	working fine	customer -	14-Feb-2019 15:36:58
6	10267	changes moved to production, please check and give confirmation	00000127 - K Karthik	14-Feb-2019 15:38:40

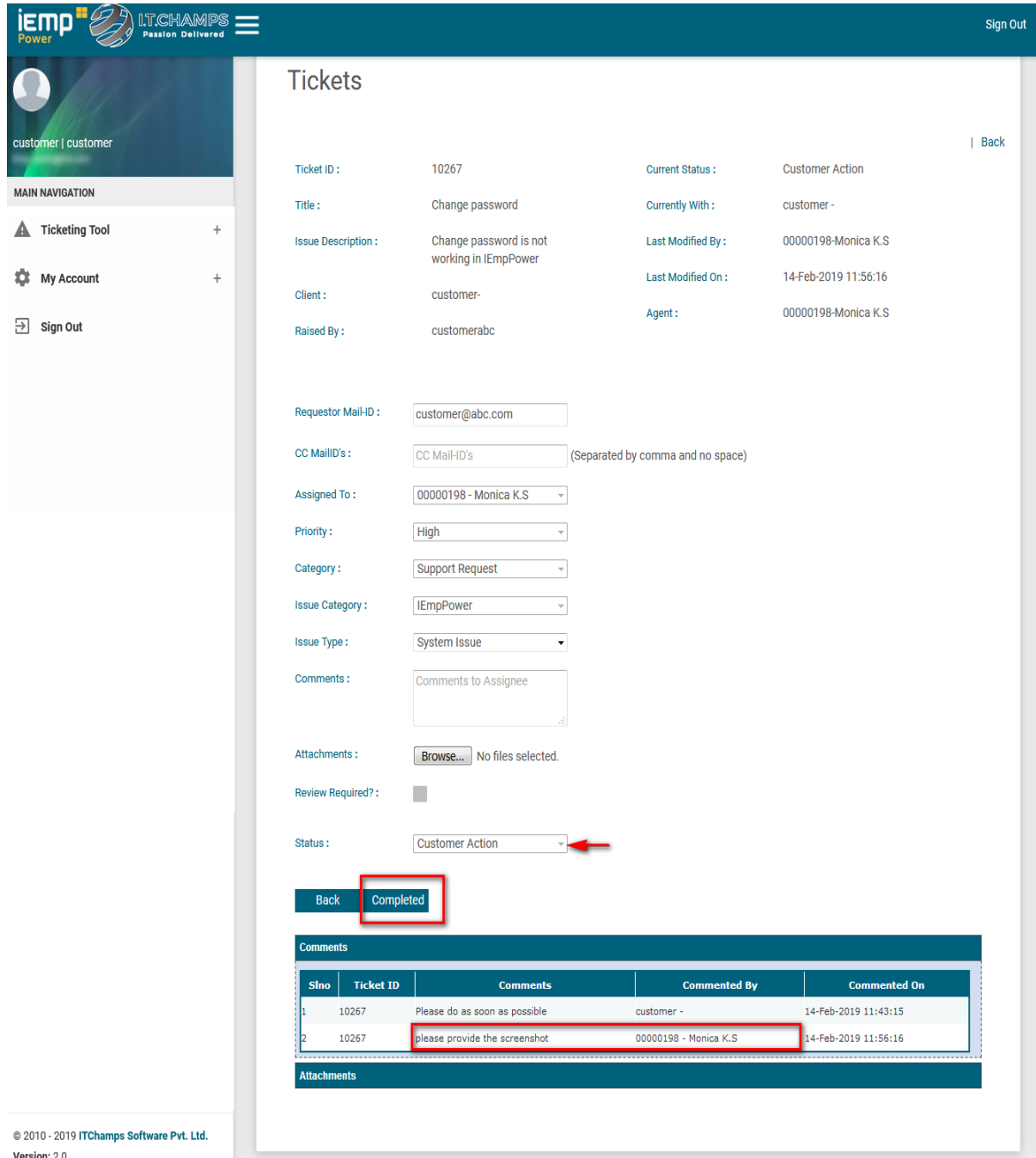
Attachments

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Customer Action

If Consultant needs any clarification from Customer, Then Consultant can clarify it by updating the status as Customer Action and assign it to the Customer. SLA will be stopped when the ticket is in Customer Action and resumes after Customer Action is completed.



The screenshot shows the 'Tickets' management page in the I.T.CHAMPS system. The left sidebar contains navigation links: 'Ticketing Tool', 'My Account', and 'Sign Out'. The main content area displays ticket details for Ticket ID 10267, titled 'Change password'. The current status is 'Customer Action', and it is assigned to 'customer -'. The ticket was last modified on 14-Feb-2019 at 11:56:16 by agent 00000198-Monica K.S.

Below the ticket details, there are input fields for 'Requestor Mail-ID' (customer@abc.com), 'CC Mail-ID's' (separated by comma and no space), 'Assigned To' (00000198 - Monica K.S.), 'Priority' (High), 'Category' (Support Request), 'Issue Category' (IEmpPower), and 'Issue Type' (System Issue). There is also a 'Comments' field with the placeholder 'Comments to Assignee' and an 'Attachments' section with a 'Browse...' button.

The 'Status' dropdown menu is set to 'Customer Action', indicated by a red arrow. Below the status field, there are two buttons: 'Back' and 'Completed', with the 'Completed' button highlighted by a red box.

At the bottom, there is a 'Comments' table with the following data:

Sno	Ticket ID	Comments	Commented By	Commented On
1	10267	Please do as soon as possible	customer -	14-Feb-2019 11:43:15
2	10267	please provide the screenshot	00000198 - Monica K.S	14-Feb-2019 11:56:16

Below the comments table is an 'Attachments' section.

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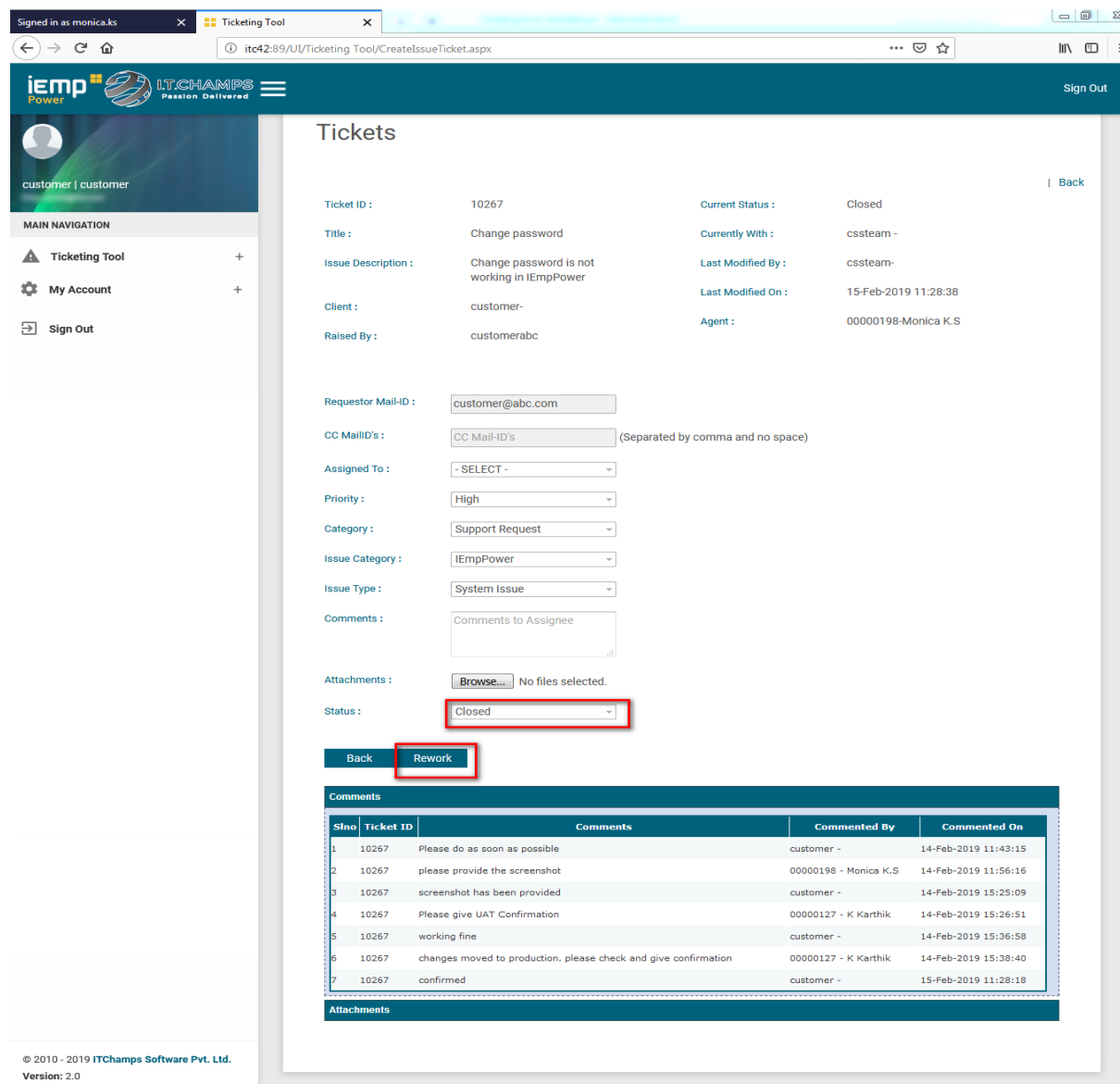
Closing of Ticket

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.

Rework of Ticket

If the issue is resolved and moved to production and later doesn't work fine, then Customer will raise the ticket as 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.



The screenshot shows the ITCHAMPS Ticketing Tool interface. The ticket details for ID 10267 are as follows:

Field	Value	Field	Value
Ticket ID	10267	Current Status	Closed
Title	Change password	Currently With	cssteam -
Issue Description	Change password is not working in IEmpPower	Last Modified By	cssteam-
Client	customer-	Last Modified On	15-Feb-2019 11:28:38
Raised By	customerabc	Agent	00000198-Monica K.S

The form fields for creating or updating a ticket are:

- Requestor Mail-ID: customer@abc.com
- CC Mail-ID's: (Separated by comma and no space)
- Assigned To: - SELECT -
- Priority: High
- Category: Support Request
- Issue Category: IEmpPower
- Issue Type: System Issue
- Comments: Comments to Assignee
- Attachments: Browse... No files selected.
- Status: Closed (highlighted with a red box)

Buttons: Back, Rework (highlighted with a red box)

Comments

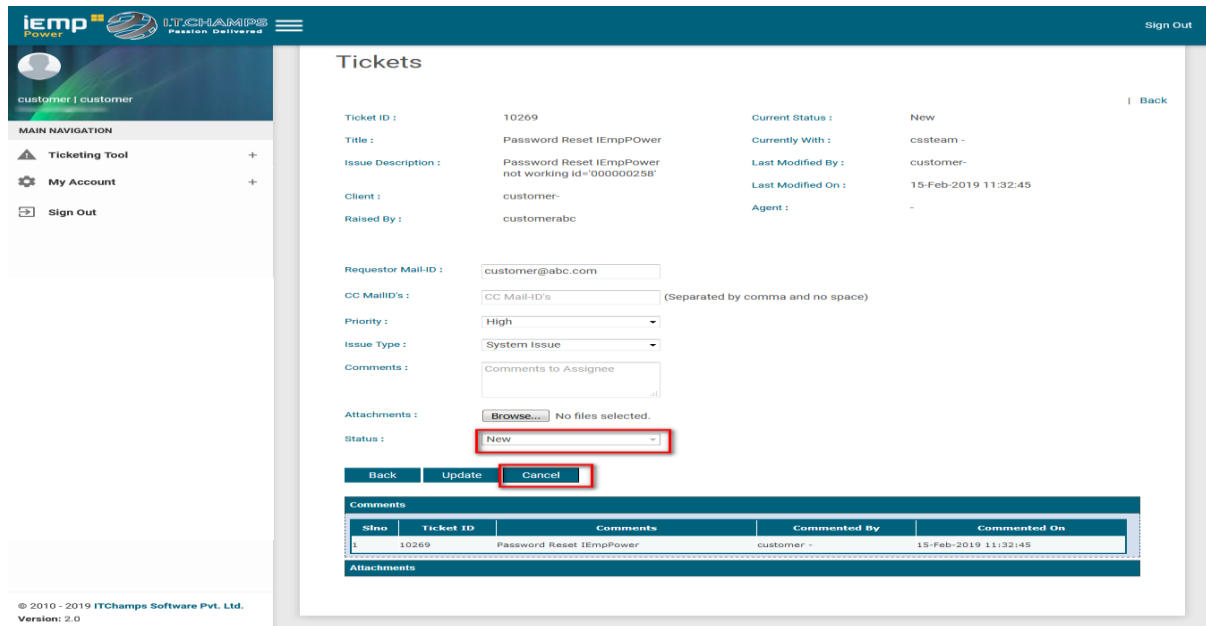
Sno	Ticket ID	Comments	Commented By	Commented On
1	10267	Please do as soon as possible	customer -	14-Feb-2019 11:43:15
2	10267	please provide the screenshot	00000198 - Monica K.S	14-Feb-2019 11:56:16
3	10267	screenshot has been provided	customer -	14-Feb-2019 15:25:09
4	10267	Please give UAT Confirmation	00000127 - K Karthik	14-Feb-2019 15:26:51
5	10267	working fine	customer -	14-Feb-2019 15:36:58
6	10267	changes moved to production, please check and give confirmation	00000127 - K Karthik	14-Feb-2019 15:38:40
7	10267	confirmed	customer -	15-Feb-2019 11:28:18

Attachments

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Ticket Cancellation

Ticket can be cancelled only by Customer, CSS Team and Managers if the status is in “New” and “In Progress” status.



Tickets

Ticket ID : 10269 Current Status : New [Back](#)

Title : Password Reset IEMPowPower

Issue Description : Password Reset IEMPowPower not working id="000000258"

Client : customer-

Raised By : customerabc

Currently With : cssteam -

Last Modified By : customer-

Last Modified On : 15-Feb-2019 11:32:45

Agent : -

Requestor Mail-ID : customer@abc.com

CC Mail-ID's : CC Mail-ID's (Separated by comma and no space)

Priority : High

Issue Type : System Issue

Comments : Comments to Assignee

Attachments : [Browse...](#) No files selected.

Status : New

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

Comments

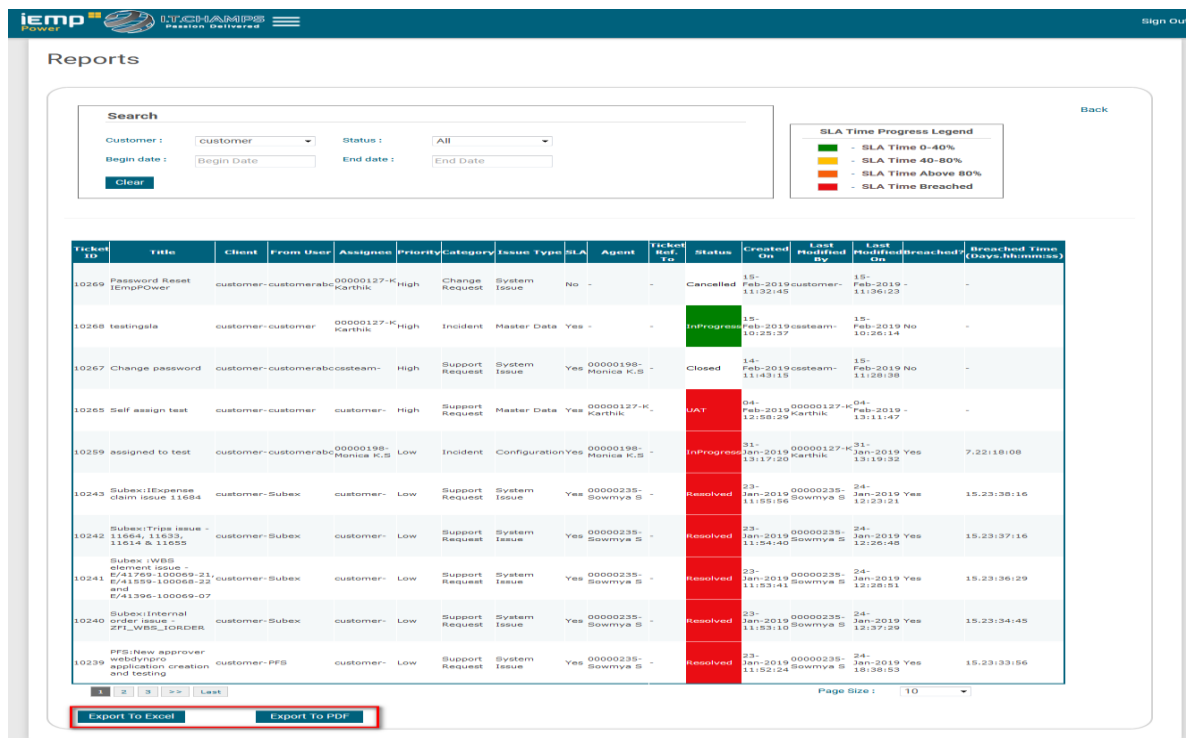
Sino	Ticket ID	Comments	Commented By	Commented On
1	10269	Password Reset IEMPowPower	customer -	15-Feb-2019 11:32:45

Attachments

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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, status based tickets and period based tickets. The coloring of status indicates the percentage of time completed within the SLA period.



Search

Customer : customer Status : All

Begin date : Begin Date End date : End Date

[Clear](#)

SLA Time Progress Legend

- SLA Time 0-40%
- SLA Time 40-80%
- SLA Time Above 80%
- SLA Time Breached

Ticket ID	Title	Client	From User	Assignee	Priority	Category	Issue Type	SLA	Agent	Ticket Ref. To	Status	Created On	Last Modified By	Last Modified On	Breached	Breached Time (Days:Hours:Min)
10269	Password Reset IEMPowPower	customer-customerabc	00000127-Karthik	High	Change Request	System Issue	No	-	-	-	Cancelled	15-Feb-2019 11:32:45	customer-	15-Feb-2019 11:36:23	-	-
10268	testingala	customer-customer	00000127-Karthik	High	Incident	Master Data	Yes	-	-	-	InProgress	15-Feb-2019 10:29:37	cssteam-	15-Feb-2019 10:26:14	-	-
10267	Change password	customer-customerabc	cssteam-	High	Support Request	System Issue	Yes	00000198-Monica K.S	-	-	Closed	14-Feb-2019 11:48:15	cssteam-	15-Feb-2019 11:38:38	-	-
10265	Self assign test	customer-customer	customer-	High	Support Request	Master Data	Yes	00000127-Karthik	-	-	NA	04-Feb-2019 12:58:29	00000127-Karthik	04-Feb-2019 13:11:47	-	-
10259	assigned to test	customer-customerabc	00000198-Monica K.S	Low	Incident	Configuration	Yes	00000198-Monica K.S	-	-	InProgress	21-Jan-2019 13:17:20	00000127-Karthik	21-Jan-2019 13:19:32	Yes	7.22:16:08
10243	Subex:Expense claim issue 11684	customer-Subex	customer-	Low	Support Request	System Issue	Yes	00000235-Sowmya S	-	-	Resolved	23-Jan-2019 11:55:56	00000235-Sowmya S	24-Jan-2019 12:33:23	Yes	15.23:38:16
10242	Subex:Trip issue - 11684, 11633, 11614 & 11655	customer-Subex	customer-	Low	Support Request	System Issue	Yes	00000235-Sowmya S	-	-	Resolved	23-Jan-2019 11:54:40	00000235-Sowmya S	24-Jan-2019 12:26:48	Yes	15.23:37:16
10241	Subex:WBS element issue - E/41769-100065-23 and E/41356-100065-07	customer-Subex	customer-	Low	Support Request	System Issue	Yes	00000235-Sowmya S	-	-	Resolved	23-Jan-2019 11:53:41	00000235-Sowmya S	24-Jan-2019 12:26:51	Yes	15.23:36:29
10240	Subex:Internal order issue - ZFL_WBS_ORDER	customer-Subex	customer-	Low	Support Request	System Issue	Yes	00000235-Sowmya S	-	-	Resolved	23-Jan-2019 11:53:10	00000235-Sowmya S	24-Jan-2019 12:37:29	Yes	15.23:34:45
10239	PFS:New approver webdynpro application creation and testing	customer-PFS	customer-	Low	Support Request	System Issue	Yes	00000235-Sowmya S	-	-	Resolved	23-Jan-2019 11:52:24	00000235-Sowmya S	24-Jan-2019 16:38:53	Yes	15.23:33:56

[Export To Excel](#) [Export To PDF](#)

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