


# Help Document

This is the help document for supervisors that assists them in easily understanding the tasks they need to perform.


# Login Page

 PINNACLE  
CONSULTING  
بناية للمستقبل

→ LOG IN

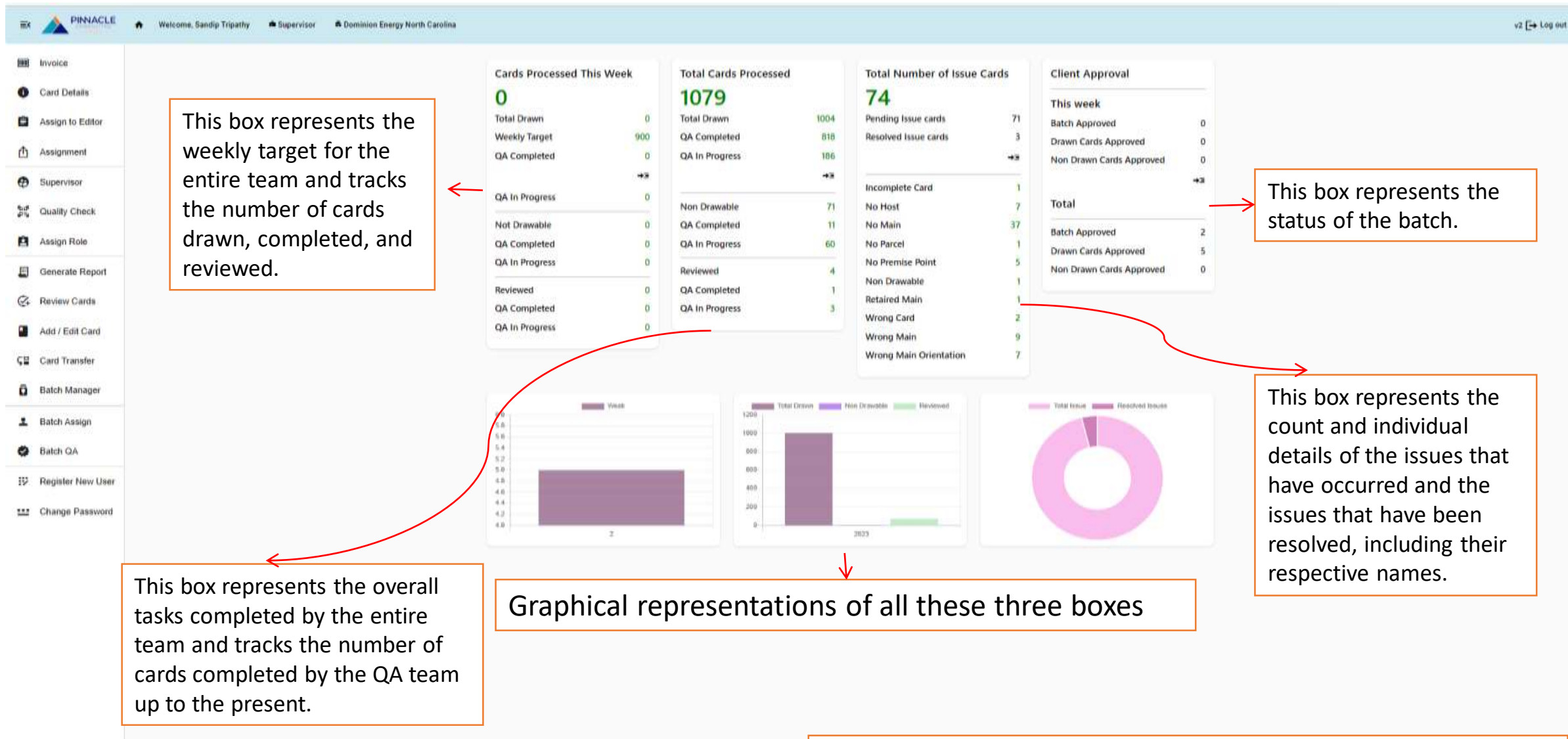
Login

Enter your username \*

Enter your password 

→ Login

# Dashboard



This box represents the weekly target for the entire team and tracks the number of cards drawn, completed, and reviewed.

This box represents the status of the batch.

This box represents the count and individual details of the issues that have occurred and the issues that have been resolved, including their respective names.

This box represents the overall tasks completed by the entire team and tracks the number of cards completed by the QA team up to the present.

Graphical representations of all these three boxes

Note :- Client Approval is only for Dominion Energy North Carolina\*

# Invoice

The screenshot shows the 'INVOICE' page in the Pinnacle Energy North Carolina system. The page includes a sidebar with navigation icons, a top header with the user's name (Sandip Tripathy) and role (Supervisor), and a main content area. The main content area has a search bar, a 'Show Batch details' button, and a table with columns 'DRAWN' and 'NOT DRAWN'. Annotations include a box for 'Step 1 - Select batch' pointing to the batch selection dropdown, a box for 'Step 2 - Click Here' pointing to the 'Show Batch details' button, and two boxes explaining the 'DRAWN' and 'NOT DRAWN' columns. A definition of an invoice is also provided.

**INVOICE**

Search invoice: --ALL--

- ☐ 04/28/2023\_B5 Approved
- ☒ 05/05/2023\_B7 Approved
- ☐ 05/09/2023\_B9 Approved
- ☐ 05/10/2023\_B10 Approved
- ☐ 05/19/2023\_B11 Approved

Step 1 - Select batch

Show Batch details

Step 2 - Click Here

DRAWN

NOT DRAWN

- This Indicate The Number Of Drawn Cards
- This Indicate The Number Of Not Cards

An invoice is a document that provides a detailed record of all the cards that have been provided to a client.. It serves as a request for payment from the customer to the client.

- Afterwards, we obtain the details of all the drawn and non-drawn cards.

Editing Management Tool | Pinnacle Timesheet | Editing Management Tool | https://n436.network-auth.com/ |

Not secure | 52.35.69.115/emt-dev1/ui/#/invoice

Pinnacle  
Welcome, Sandip Tripathy | Supervisor | Dominion Energy North Carolina | Log out

### INVOICE

Selected Batch ID: 7 | Batch Name: 05/05/2023\_BT | Show Batch details

Generate Invoice

DRAWN: 4 | NOT DRAWN: 1

- This Indicate The Number Of Drawn Cards
- This Indicate The Number Of Not Cards

Place Card...

INVOICE

Select Batch: --All--

BATCH NAME: INV\_DE\_00001, INV\_DE\_00002, INV\_DE\_00003

INVOICE

Select Batch: INV\_DE\_00001

BATCH NAME: 04/27/2023\_BT

Open Up Excel

| Batchname  | Drawn | nodrawn |
|------------|-------|---------|
| 04/27/2023 | 4     | 1       |
|            |       |         |
|            |       |         |
|            |       |         |

Type here to search

39°C Mostly sunny | 16:04 24-05-2023

S-2 :Unassigned Card Represent The Card That Is Not Assigned To any Editor Till Now

### S-5 Choose The User Whom Supervisor Wants To Assign The Cards

ose Editor :Supervisor  
This Option To Assign  
Editor.

- S-3 : Card Status:Choose The Card Status Of The Card

# Assignment

The screenshot shows the Pinnacle Assignment interface. The top navigation bar includes the Pinnacle logo, user information (Welcome, Sandip Tripathy, Supervisor, Dominion Energy North Carolina), and a version/logout link (v2 Log out). The left sidebar contains a menu with options: Invoice, Card Details, Assign to Editor, Assignment (highlighted with a red box), Supervisor, Quality Check, Assign Role, Generate Report, Review Cards, Add / Edit Card, Card Transfer, Batch Manager, Batch Assign, Batch QA, Register New User, and Change Password. The main content area is titled 'ASSIGNMENT' and features three filter dropdowns: Year (set to 'All'), Status (set to 'Cards on Editor Side'), and Work Type. Below these are input fields for Premise, House Number, Street, and City, followed by a 'Load Data' button. A table displays search results with columns: Premise, Service Order, House, Street, Suffix, City, Zip, Sub Desc, Work Type, Status, Year, Session, and Action. The table is currently empty, showing 'Search result of Data Panel: click to open' and 'Cards Submitted Today for QA: 0'. A 'General Comment Data panel' is visible at the bottom. Three red arrows point from text boxes to the Year, Status, and Work Type dropdowns. A fourth red arrow points from a text box to the search input fields. A large text box at the bottom contains a bullet point summarizing the search options.

**Choose Year**

**Status - This Indicate The Staus Of The Cards Editor Can Choose Status According To His Requirment Each Status Having Specific Work**

**Work Type - This Option Indicate The Type Of Service**

- We can gather the card details by entering the premise number. Alternatively, we can also utilize the house number, street, and city to accumulate the data. However, this option provides a plethora of data.

# Assign QA

INVOICE

CARD DETAILS

ASSIGN TO EDITOR

ASSIGNMENT

**SUPERVISOR**

QUALITY CHECK

ASSIGN ROLE

GENERATE REPORT

REVIEW CARDS

ADD / EDIT CARD

CARD TRANSFER

BATCH MANAGER

BATCH ASSIGN

BATCH QA

REGISTER NEW USER

CHANGE PASSWORD

WELCOME, SANDIP TRIPATHY

SUPERVISOR

DOMINION ENERGY NORTH CAROLINA

v2 Log out

ASSIGN QA

Filter with any below Data

| PSL NO | EDITOR NAME                 | EDITOR ID | SUBMITTED ON | COUNT | CHOOSE QA   | ASSIGN |
|--------|-----------------------------|-----------|--------------|-------|-------------|--------|
| 1      | Akash Das                   | PD080     | 13/04/2023   | 10    | Choose User | Assign |
| 2      | Akash Das                   | PD080     | 11/05/2023   | 1     | Choose User | Assign |
| 3      | Bibhu Charan Behera         | PD183     | 13/04/2023   | 31    | Choose User | Assign |
| 4      | Chandrasekanta Pehantasingh | PD199     | 14/04/2023   | 25    | Choose User | Assign |
| 5      | Rajesh Parida               | PD177     | 14/04/2023   | 38    | Choose User | Assign |

Items per page: 5 1 - 5 of 5

| QUALITY ANALYST   | SUBMITTED ON | ASSIGNED CARDS |
|-------------------|--------------|----------------|
| Akash Das         | 12/04/2023   | 15             |
| Sandip Tripathy   | 21/04/2023   | 1              |
| Satyabrata Mishra | 12/04/2023   | 27             |
| Satyabrata Mishra | 05/04/2023   | 3              |
| Satyabrata Mishra | 07/04/2023   | 5              |

PINNACLE ADMIN

Satyabrata Mishra

Bibhu Charan Behera

Rajesh Parida

Sandip Tripathy

Akash Das

Unassign

Unassign

Unassign

Unassign

Unassign

This page is utilized to assign cards to the QA team for analysis.

Tasks can be unassigned from this location

By selecting 'Choose User', you can indicate the name of the QA personnel to whom we are assigning the editor cards.

Type here to search

32°C Haze 19:45 22-05-2023



# Assign Role To User

INVOICE

CARD DETAILS

Assign to Editor

Assignment

Supervisor

Quality Check

Assign Role

Generate Report

Review Cards

Add / Edit Card

Card Transfer

Batch Manager

Batch Assign

Batch QA

Register New User

Change Password

WELCOME, Sandip Tripathy

Supervisor

DISMISSION ENERGY NORTH CAROLINA

v2 Log out

ASSIGN ROLE TO USER

Sandip Tripathy

Supervisor

Choose User

Choose Role

Request for Change

Cancel Process

Choose User: Select the user whom the supervisor wants to grant access to

Change Role To - Select the Role (QA/Editor/Supervisor).

# Generate Report

INVOICE

CARD DETAILS

ASSIGN TO EDITOR

ASSIGNMENT

SUPERVISOR

QUALITY CHECK

ASSIGN ROLE

GENERATE REPORT

REVIEW CARDS

ADD / EDIT CARD

CARD TRANSFER

BATCH MANAGER

BATCH ASSIGN

BATCH QA

REGISTER NEW USER

CHANGE PASSWORD

WELCOME, SANDIP TRIPATHY

SUPERVISOR

DOMINION ENERGY NORTH CAROLINA

v2 [Log out](#)

GENERATE REPORT

From: 11/05/2023 To: 12/05/2023

Work Type

Status

Issue Card

Submit

Reset

Download

| WFL NO. | LAST UPDATED DATE | PREMISE | SERVICE ORDER | STREET | SUFFIX | CITY | HOUSE | WORK TYPE | EDITOR | STATUS | ISSUE |
|---------|-------------------|---------|---------------|--------|--------|------|-------|-----------|--------|--------|-------|
|---------|-------------------|---------|---------------|--------|--------|------|-------|-----------|--------|--------|-------|

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- Using This Option Supervisor Can View The Report Of Any Services.

# Generate Report

Pinacle

Welcome, Sandip Tripathy

Supervisor

Dominion Energy North Carolina

GENERATE REPORT

Choose a date  
17/05/2023

Choose a date  
24/05/2023

Work Type  
--All--

Status  
--All--

Choose User  
--All--

Submit

Reset

| #BL NO | LAST UPDATED DATE | PREMISE                    | SERVICE ORDER                        | STREET    | SUFFIX | CITY        | HOUSE | WORK TYPE           | EDITOR                 | STATUS            | ISSUE            |
|--------|-------------------|----------------------------|--------------------------------------|-----------|--------|-------------|-------|---------------------|------------------------|-------------------|------------------|
| 1      | 23/05/2023        | <a href="#">7196587637</a> | 4F286971-6E30-4F0E-8C55-995B28D7A2D9 | B         | ST     | BUTNER      | 400   | New Install Service | Sandip Tripathy        | Completed Card    | No Main          |
| 2      | 23/05/2023        | <a href="#">1196587638</a> | 4F286971-6E30-4F0E-8C55-995B28D7A2D9 | B         | ST     | BUTNER      | 400   | New Install Service | Sandip Tripathy        | Completed Card    | No Main          |
| 3      | 23/05/2023        | <a href="#">2196587639</a> | 63F42358-C34C-4864-BF13-D4C339983D57 | B         | ST     | BUTNER      | 400   | New Install Service | Satyabrata Mishra      | Completed Card    | No Main          |
| 4      | 23/05/2023        | <a href="#">196596433</a>  | C891700F-399E-4473-B81A-CA79F64CECEB | FOREST    | CT     | CARRBORO    | 103   | New Install Service | Bibhu Charan Behera    | Completed Card    | Wrong Card       |
| 5      | 23/05/2023        | <a href="#">6196524463</a> | FBBE9A87-66C0-47EE-92A1-C52AADFEA9CB | FOREST    | CT     | CARRBORO    | 306   | New Install Service | Bibhu Charan Behera    | Completed Card    | No Premise Point |
| 6      | 23/05/2023        | <a href="#">196545739</a>  | FBF54034-5BAE-4C6F-A356-E6F3226C6CF  | AUTUMN    | DR     | CHAPEL HILL | 305   | New Install Service | Satyabrata Mishra      | Card ready for QA |                  |
| 7      | 23/05/2023        | <a href="#">7196538913</a> | B8C79512-8F7B-4FE9-AF08-2026230C034A | AUTUMN    | DR     | CHAPEL HILL | 307   | New Install Service | Satyabrata Mishra      | Card ready for QA |                  |
| 8      | 23/05/2023        | <a href="#">2210275914</a> | 6E3C954F-05B3-491F-AE1E-0A904D872123 | BATTLE    | LN     | CHAPEL HILL | 107   | New Install Service | Ritwik Satdarshan Kabi | Card ready for QA |                  |
| 9      | 23/05/2023        | <a href="#">6196571299</a> | 083EE031-9981-46EB-9B46-F45AB9F419B0 | BAXTER    |        | CHAPEL HILL | 30104 | New Install Service | Ritwik Satdarshan Kabi | Card ready for QA |                  |
| 10     | 23/05/2023        | <a href="#">6210481187</a> | 40CB5CAC-8FE3-4C2D-903C-32AC069DB32A | BEAR TREE | CRK    | CHAPEL HILL | 384   | New Install Service | Rajesh Panda           | Completed Card    |                  |

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Choose Date

--All--

Cards on Editor Side

Card ready for QA

Assigned

Returned

Reassigned

New Install Service

Replace Service

Relocate Service

Abandon Service

Locate Service

Meter Change Service

This indicates all the available services.

--All--

PINNACLE ADMIN – Admin – Dominion Energy North Carolina

Chandrakanta Pahantasingh – Editor – Dominion Energy North Carolina

Ritwik Satdarshan Kabi – Editor – Dominion Energy North Carolina

Satyabrata Mishra – QAnalyst – Dominion Energy North Carolina

Bibhu Charan Behera – QAnalyst – Dominion Energy North Carolina

This indicates all user details

# Card Review

**Pinnacle** Welcome, Sandip Trigathy Supervisor Dominion Energy North Carolina v2 Log out

**CARD REVIEW**

Choose a date Choose a date Choose Company

Choose User Work Type Get Data

| DATE | COMPANY NAME | WORK TYPE | EDITOR | PREMISE | CARD STATUS | REMARK | COMMENT |
|------|--------------|-----------|--------|---------|-------------|--------|---------|
|------|--------------|-----------|--------|---------|-------------|--------|---------|

- Card Review Option Is Used To Review The Cards.
- Step 1 -Choose The Date
- Step 2 - Choose The Company
- Step 3 - Choose The User
- Step 4 - Choose Work Type
- Step 5 - Click Get Data Button

# Card Review

[illegible]

# Add/Edit Card

- This Is The Master Edit Option Where Supervisor Can Edit Any Card

**ADD/EDIT CARD**

Enter Premise

| CARD ID | PREMISE | SERVICE ORDER | DATE CREATED | HOUSE# | STREET | SUFFIX | CITY | ZIP | SUB DESC | WORK TYPE | STATUS | EDITOR | YEAR | ACTION |
|---------|---------|---------------|--------------|--------|--------|--------|------|-----|----------|-----------|--------|--------|------|--------|
|---------|---------|---------------|--------------|--------|--------|--------|------|-----|----------|-----------|--------|--------|------|--------|

Welcome, Sandip Tripathy | Supervisor | Dominion Energy North Carolina

### ADD NEW CARD

Install date

Premise

House No.

City

Work Type

Service Order Number

Street

Zip

Choose User

Card URL

Suffix

Subdivision Description

**Add Card** **Cancel**

- Choose Date -Select The Date When Editor Fill The QA
- Work Type - This Option Indicate The Type Of Service
- Fill Premise -Fill The Premise Number That Is In The Map
- Fill Address - Fill The Address Here That Shown In The Map
- Fill Session - Fill The Session Here That Shown In The Map.
- Card Url -Paste The Cards Url In This Box.
- Service Order Number -Paste The Service Order Number In This Box.

# Card Transfer

The screenshot shows the 'CARD TRANSFER' interface in the Pinnacle system. The header includes the Pinnacle logo, user information (Welcome, Sandip Tripathy), role (Supervisor), and location (Dominion Energy North Carolina). The interface is divided into two main sections for 'From User' and 'To User'. The 'From User' section shows 'Ritwik Satdarshan Kabi - Editor - Dominion Energy North Carolina' with 'Assigned cards: 58'. The 'To User' section shows 'Bibhu Charan Behera - QAnalyst - Dominion Energy North Carolina' with 'Assigned cards: 149'. Below these, there is a 'Card Count' input field with the value '40' and a search icon. There is also an 'Enter Premise' input field with a search icon. A table of card details is visible at the bottom, with columns: CARD ID, PREMISE, SERVICE ORDER, DATE CREATED, HOUSE#, STREET, SUFFIX, CITY, ZIP, SUB DESC, WORK TYPE, STATUS, EDITOR, YEAR, and ACTION. Red arrows point from the 'From User' dropdown, the 'To User' dropdown, the 'Card Count' input, and the 'Enter Premise' input to callout boxes explaining the steps.

**Step 1:** Select the user who has the cards.

**Step 2:** Select the user to whom the cards will be transferred.

**Step 3:** Enter the number of cards that the supervisor wants to transfer.

Alternatively, we can directly transfer the cards by entering the premise number of the card

- Through this option, the supervisor can transfer cards from one editor to another.

# BATCH MANAGER

The supervisor generates a batch consisting of groups of cards, and when the supervisor submits the batch, it is transferred to the client.

**BATCH MANAGER**  
Total cards Completed **830**      Total cards Submitted **30**

Filter Status **View New Batch** **Generate Batch** **Submitted** **Billed**

| BATCHNAME      | CREATED ON | STATUS        | ACTION                  |
|----------------|------------|---------------|-------------------------|
| 05/10/2023_B10 | 10/05/2023 | Batch Created | Choose status <b>Go</b> |
| 05/09/2023_B9  | 09/05/2023 | Submitted     | Choose status <b>Go</b> |
| 05/05/2023_B7  | 05/05/2023 | Submitted     | Choose status <b>Go</b> |

**Completed Card for new batch**

Please verify!



| SERIAL | PREMISE    | SERVICE ORDER                        | HOUSE | STREET | CITY   | COMPLETED DATE | STATUS         | ISSUE    | COMMENT                 |
|--------|------------|--------------------------------------|-------|--------|--------|----------------|----------------|----------|-------------------------|
| 1      | 3210202023 | 4F9127AD-1812-4A33-BA1E-2279A85F8192 | 300   | C      | BUTNER | 31/03/2023     | Completed Card | No Issue |                         |
| 2      | 3210333673 | 5B547715-6744-4B7A-AC71-AP65E7374007 | 304   | C      | BUTNER | 31/03/2023     | Completed Card | No Issue |                         |
| 3      | 210166795  | C3F3AD79-ACCE-4654-BB75-99797609084F | 306   | C      | BUTNER | 31/03/2023     | Completed Card | No Issue |                         |
| 4      | 3198576932 | 4B679100-F503-4D12-8243-8B00A932B4F7 | 403   | C      | BUTNER | 28/04/2023     | Completed Card | No Main  | • N/Ct down stuff stuff |
| 5      | 319857443E | 4B679100-F503-4D12-8243-8B00A932B4F1 | 403   | C      | BUTNER | 28/04/2023     | Completed Card | No Main  | • N/Ct down stuff stuff |

- Step 1: View the new batch. If the batch consists of 500 cards, it is ready for processing.
- Step 2: GenerateBatch is generating a new batch with completed cards..

Note :- Batch Manager is only for Dominion Energy North Carolina\*



# Batch Assign

 Welcome, Sandip Tripathy Supervisor Dominion Energy North Carolina v2  Log out

## BATCH ASSIGN

04/27/2023\_B1 Batch Return

05/09/2023\_B8 Batch Return


Choose User

Step 2 - Choose The User

| NAME | PHONE | SERVICE ORDER | CITY | STREET | SUFFIX | HOUSE | BATCH QA BY | History |
|------|-------|---------------|------|--------|--------|-------|-------------|---------|
|------|-------|---------------|------|--------|--------|-------|-------------|---------|

Items per page: 10 0 of 0 < >


Step 1 - Choose The Batch



The Batch Assign page is utilized to assign batches to QA for work

Note :- Batch Assign is only for Dominion Energy North Carolina\*


# Batch QA























Welcome, Sandip Tripathy

Supervisor

Dominion Energy North Carolina

v2  Log out













BATCH QA

Select Batch  
04/27/2023\_B1 Batch Return

Data Table - click to open

Cards in Assigned Batch

| MAP   | PREMISE                    | SERVICE ORDER  | CITY   | STREET | SUFFIX | HOUSE | Actions   |
|---|----------------------------|--|--------|--------|--------|-------|---|
|  | <a href="#">6196581444</a> | <a href="#">6FE8E999-833E-4FA2-A2C9-38C4D41C5254</a> | BUTNER | 11TH   | ST     | 300   |  |
|  | <a href="#">2196543627</a> | <a href="#">C7B8B0A9-9D36-40E8-A148-83D7E3915828</a> | BUTNER | 11TH   | ST     | 302   |  |
|  | <a href="#">2196501944</a> | <a href="#">0997A265-401C-48A7-9519-6D8C689D5AD8</a> | BUTNER | 11TH   | ST     | 309   |  |
|  | <a href="#">218299718</a>  | <a href="#">F958C3A6-E95A-4CD1-8E62-43AF0B697ADE</a> | BUTNER | 11TH   | ST     | 311   |  |
|  | <a href="#">8196515712</a> | <a href="#">A0F3B5FE-887B-43A1-9FD0-C544EC97F783</a> | BUTNER | 11TH   | ST     | 314   |  |

Items per page: 10 1 - 5 of 5

Batch Comment panel - click to open

Send a comment on the entire batch.

After the fix, click the 'Submit' button.

Submit

This indicate the name of the batch(( batch name start with (date))

↓

These are the cards that have issues. After resolving the issue, QA should click the action button and select 'Fix'

Note :- Batch QA is only for Dominion Energy North Carolina\*

## Register New User

The screenshot displays the Pinnacle HR system interface. At the top, there's a navigation bar with the Pinnacle logo, user information (Welcome, Sandip Tripathy), roles (Supervisor, Dominion Energy North Carolina), and a version number (v2) with a log out option.

**REGISTER NEW USER**


The registration form includes several fields:

- Choose Company:** Step 1: Select the Company
- Choose role:** Step 2: Choose the Role (Editor/QA/Supervisor)
- Choose Active Status:** Step 3: Select the Status (Active/Inactive)
- Fill New ID:** Step 4: Fill in the New ID
- Fill First Name:** Step 5: Enter the Name
- Fill Last Name:**

Below the form are two buttons: "Register User" (blue) and "Reset" (orange).

| USER ID | ROLE   | USER NAME                 | COMPANY        | STATUS   | EDIT |
|---------|--------|---------------------------|----------------|----------|------|
| PS058   | Admin  | Sandip Tripathy           | South Carolina | Active   |      |
| PS080   | Admin  | Akash Das (SC)            | South Carolina | Active   |      |
| PS076   | Editor | Usha Gajja                | South Carolina | Disabled |      |
| PS166   | Editor | Riley Beaton              | South Carolina | Disabled |      |
| PS168   | Editor | Mahamaya Kashyap          | South Carolina | Disabled |      |
| PS069   | Editor | Narayan Das               | South Carolina | Disabled |      |
| PS171   | Editor | Anish Kumar Malla         | South Carolina | Active   |      |
| PS173   | Editor | Swetalina Mohanty         | South Carolina | Disabled |      |
| PS174   | Editor | Sudhanshu Sekhar Dash     | South Carolina | Active   |      |
| PS175   | Editor | Srujani Bishoi            | South Carolina | Disabled |      |
| PS188   | Editor | Hareesh Nayak             | South Carolina | Disabled |      |
| PS190   | Editor | Simran Praharaj           | South Carolina | Active   |      |
| PS196   | Editor | Raghubeer Prasad Singh    | South Carolina | Active   |      |
| PS199   | Editor | Chandrakanta Pahantasingh | South Carolina | Active   |      |


# Password Reset


















Welcome, Sandip Tripathy

Supervisor

Dominion Energy North Carolina

v2  Log out



RESET PASSWORD

NameSandip Tripathy

RoleSupervisor

New PasswordPassword

Confirm PasswordConfirm password

Request for Change

Cancel Process