VDI Ticket Management System

Training Manual

Smart Support AI

Developed By:
Team 04 - University of Pretoria in collaboration with
BMW IT Hub ZA

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Introduction

Purpose of this training manual

The purpose of this training manual is to provide new users with a comprehensive guide to understanding and utilizing Smart Support AI effectively. It is designed to ensure that users, particularly Operations Engineers, Administrators, and Super Administrators, are equipped with the knowledge and skills required to manage and maintain the system. This manual covers every function and feature available to each user role, including instructions for system access, role-specific responsibilities, and best practices for system operation. By the end of this training, users should be confident in navigating the platform, solving common issues, and executing essential tasks to ensure smooth system performance. This manual complements the user manual, offering a more in-depth focus on practical training, exercises, and troubleshooting.

Overview of the system

The system is a comprehensive web-based platform designed to streamline BMW's Virtual Desktop Infrastructure (VDI) service and its associated support ticket management. It introduces automation and efficiency into a previously manual process by integrating an AI-driven chatbot to handle low-priority tickets, which account for a significant portion of support requests. This solution allows the support team to focus on more critical, high-priority issues that have a greater impact on business performance. The system includes a robust ticket escalation mechanism to prevent the continuous reassignment of unresolved tickets and offers enhanced tools like breach timers, to-do lists, and real-time dashboards to monitor ticket statuses. With advanced reporting features and customer management capabilities, the system not only reduces inefficiencies but also improves the overall client experience, offering a faster, more responsive support service.

Targeted Audience

This training manual is designed for the primary users of the system: Operations Engineers, Administrators, and Super Administrators, who are responsible for managing client tickets, overseeing system operations, and maintaining system configurations. These roles are critical to ensuring that both the AI-driven support system and the manual processes run smoothly. The training also covers specific functions of the system related to customer management, reporting, and system maintenance. While Guests and Clients interact with the system through basic functionalities, this manual focuses on providing in-depth guidance for those managing and supporting the system at an operational level. The goal is to equip these key roles with the knowledge and skills needed to maximize the system's potential in resolving tickets efficiently and improving the client support experience.

How to use this manual

This manual is structured to guide you through every aspect of using the system effectively, with a particular focus on training new users. To make the most out of this manual, each section has been designed to build your understanding progressively, from accessing the system to mastering advanced administrative tasks. Below is an overview of how to use each section and an example of what to expect.

1. Introduction, Purpose, and Overview: These sections introduce the system and the manual's objectives. Before diving into specific tasks, it's helpful to read this part to understand the broader purpose of the system and who the manual is for.

2. Getting Started: This section walks you through the basics, such as system requirements, how to register an account, and how to log in and out. If you're a new user, follow these steps to ensure you have access to the platform. Each step is accompanied by screenshots and a table explaining the interface. For example, if you need help logging in, refer to the "Logging In/Out" section, where a numbered screenshot will show you exactly which fields to use and what to expect if there are any login issues.

3. Understanding User Roles: This section explains the permissions and tasks for each user role (Guest, Client, Operations Engineer, Administrator, Super Administrator). For example, if you're an Administrator, this section will guide you through your responsibilities and give you a clear understanding of how your role fits into the overall system.

4. Training Sections: The main content of the manual lies in the training sections for each role:
    - Guest and Client Role Training: This includes detailed screenshots and steps that Operations Engineers and Administrators need to understand these roles' functionality.
    - Operations Engineer & Administrator Training: These sections provide in-depth training on how to manage user accounts, system settings, and other operational tasks.
    - Super-Administrator Training: If you're in charge of high-level system configurations, this section explains advanced tasks such as database backup and restore. Screenshots will guide you visually, and exercises at the end will reinforce the learning.
5. Best Practices: This section outlines key recommendations for maintaining the system. It includes examples like how to regularly back up the database and ensure the system configurations are updated. Refer to this section when setting up routine maintenance tasks.
6. Exercises and Scenarios: Each training section ends with practical exercises. For example, after completing the Administrator training, you'll find tasks such as "Accepting a new user account and assigning a role" allowing you to apply the knowledge you've gained in a real-world scenario. These exercises will help solidify your understanding and ensure you are prepared for the daily tasks associated with your role.
7. FAQs & Troubleshooting: When faced with common system issues, this section provides solutions. For example, if you're an Administrator and encounter a login issue for a user, refer to the FAQs for quick steps to resolve the problem. This section is particularly useful when troubleshooting issues independently.
8. Appendices: The appendices include supplementary resources such as a glossary of terms, which will help you understand any technical language used in the system. It also includes additional technical support contact information for more complex problems

Getting Started

Introduction

The Getting Started section of this manual is designed to provide new users with the fundamental information needed to begin using the system. Whether you are an Operations Engineer, Administrator, or Super Administrator, this section covers the essential steps to ensure that you are set up properly. From understanding the necessary skills and system requirements to accessing the platform, registering your account, and managing login procedures, this section serves as the first step in your journey to mastering the system. By following these initial guidelines, you'll be prepared to dive into more complex system functions covered later in the manual.

Required Skill Sets

To effectively use the system, users must possess knowledge of key technologies and platforms that are central to the system's operations.

- A solid understanding of Azure and AWS virtual devices and virtual machines is essential, as these cloud platforms are fundamental to the system's infrastructure.
- Users should be able to troubleshoot common issues with virtual machines on both platforms.
- Additionally, familiarity with networking principles and network troubleshooting is crucial, as many of the system's functionalities rely on stable network connections.
- Proficiency in troubleshooting across various operating systems, including Windows, Linux, and macOS, is necessary to handle a wide range of client needs.
- Lastly, users are expected to have specific knowledge of BMW related software, especially in relation to their department or team, as it is integral to certain system operations. This combination of technical skills ensures that users can manage, maintain, and troubleshoot the system effectively
- Sufficient communication, language and people skills as users will be dealing with BMW clients, colleagues and partners.
- Good time management and the ability to work under pressure.

System Requirements

The system is designed to run on most modern devices, but it is important to ensure your hardware and software meet the minimum requirements. A stable internet connection is essential for accessing the web-based platform. The system is optimized for browsers like Google Chrome, Mozilla Firefox, and Safari; ensure your browser is up to date to prevent compatibility issues. Due to requirements, the system is not designed for mobile use. As for hardware, any modern computer or smartphone with a minimum of 4GB RAM and sufficient processing power should be able to handle the system's operations without issue.

Accessing the system

To access the system, users will need to navigate to the designated URL provided by the company. This can be done through any modern web browser. For first-time users, it's recommended to bookmark the URL for easy access in the future. Once you are on the system's login page, you'll be prompted to enter your account credentials, which will be provided to you upon registration. If you encounter any issues accessing the system, such as browser compatibility problems or connectivity issues, refer to the troubleshooting section of this manual for quick solutions.

Conclusion:

Having completed the "Getting Started" section, you should now have a basic understanding of how to register, log in, and begin navigating the system. With these foundational skills in place, you are ready to delve deeper into more specific features and tasks suited to your role.

System-wide Training

Introduction:

This section of the manual introduces the fundamental features and navigational elements of the system that apply to all users. From the home screen to FAQs, user profiles, and password changes, it offers a comprehensive overview of key functionalities and how to interact with them effectively, regardless of your role.

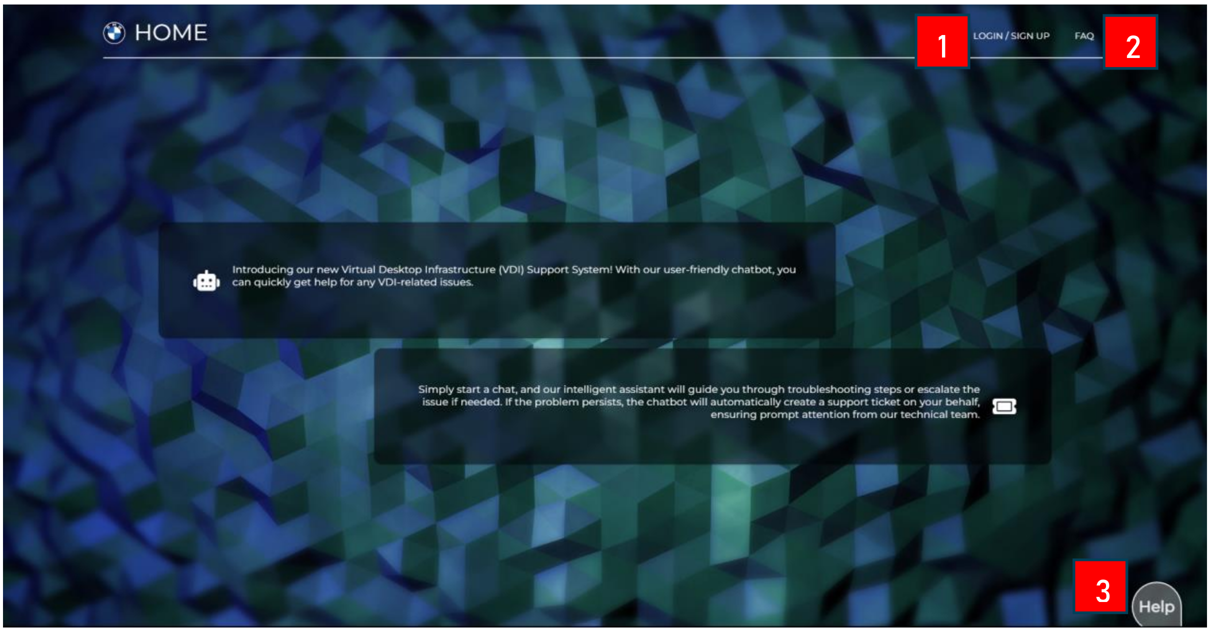
1.1 Home Screen (Before Logging In)

1.1.1 Purpose:

The purpose of this screen is a welcome page for new and returning users. The home page provides links to the Hubs socials as well as some short information about the system. There are links to Login/Sign Up and the FAQ.

1.1.2 Navigation:

The web application home page will be displayed to users when accessing the web application for the first time in a session.



1.1.3 Explanation:

#	Explanation
1	This is login/signup button link. It will take you to the login/signup page.
2	This is the FAQ button link. It will take you to the login/signup page.
3	This is the help video button. It will link you to the YouTube video which shows you how to register to the system.

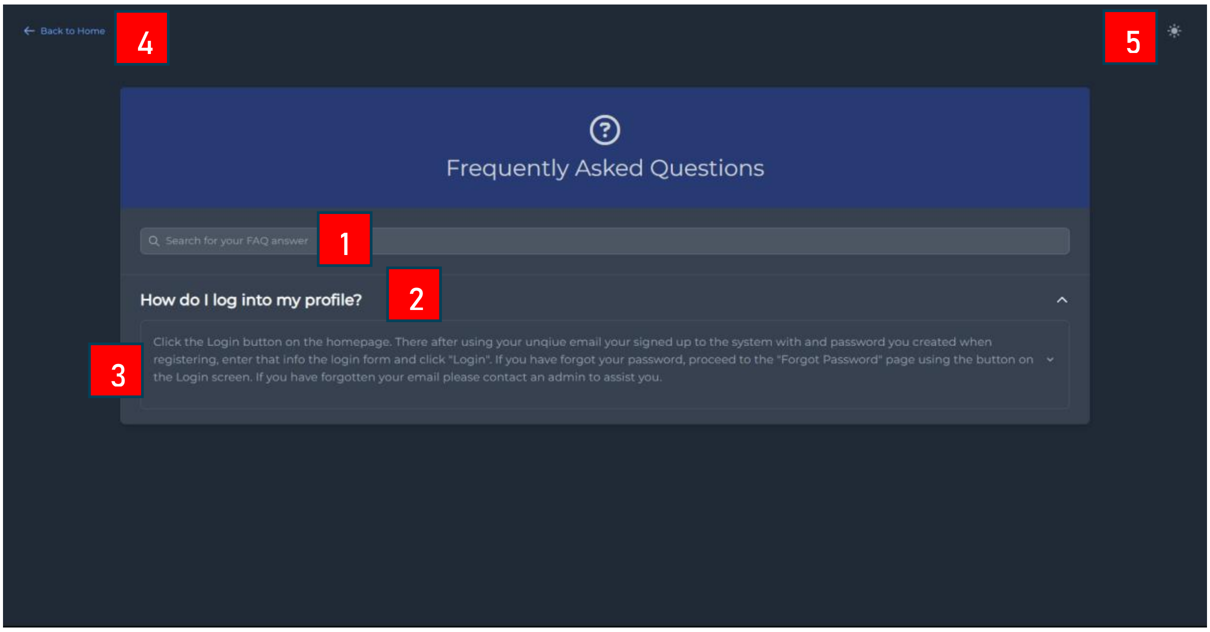
1.2 Frequently Asked Questions

1.2.1 Purpose:

The purpose of this screen is to provide frequently asked questions and answers to clients. The FAQ's will provide answers to questions regarding issues in a variety of categories and topics relevant to the system.

1.2.2 Navigation:

The FAQ page can be accessed through the Home Page FAQ button or through the client dashboard.



1.2.3 Explanation:

#	Explanation
1	This is the search bar for FAQ. It allows your to search for more specific FAQ's using keywords or other relevant search criteria.
2	This is the FAQ itself. This is a closeable button, so the answer for the FAQ will only appear when the question is clicked.
3	This is the answer for the FAQ.

4	This is the back button. It returns you to the 'Home' screen when clicked.
5	This is the dark/light mode button. It allows the user to change the page appearance from dark mode to light mode or visa verca.

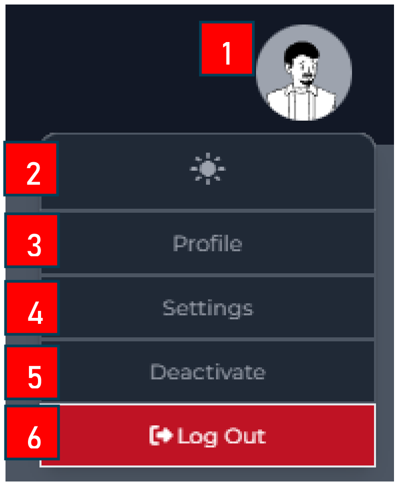
1.3 Profile Menu

1.3.1 Purpose:

The purpose of this menu is to provide the user customization to their profile as well as profile settings.

1.3.2 Navigation:

The menu can be accessed by clicking the profile photo on the user's dashboard.



1.1.3 Explanation:

#	Explanation
1	This is the users profile picture. It can be changed in the profile section.
2	This is the dark/light mode button. It allows the user to change the page appearance from dark mode to light mode or visa verca.
3	This is the profile button. It takes the user to their profile settings where they can customize personal information.
4	This is the dashboard settings where users can customize dashboard settings.
5	This is the deactivate button for a user's account. Deactivating a user account means it is unable to access the system until reverified through OTP.

6	This is the log out button so the user can log out of their account.

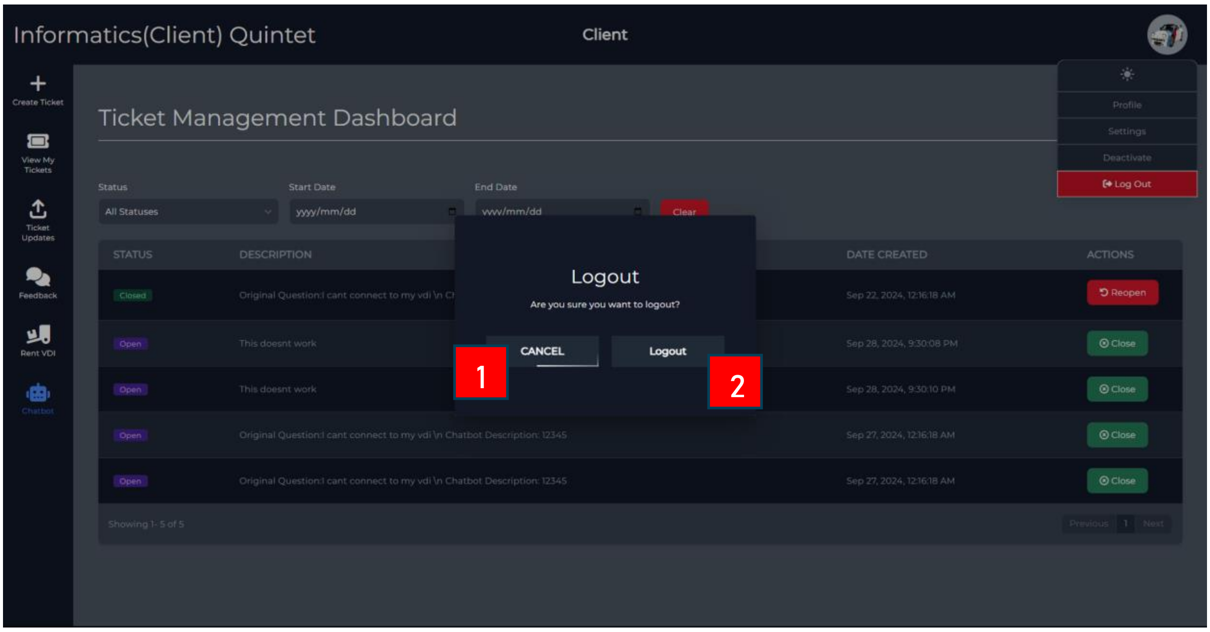
1.4 Logout Modal

1.4.1 Purpose:

The purpose of this modal is to provide confirmation for the user to log out. So there is a barrier preventing the user from logging out by mistake if they click the log out modal by mistake.

1.4.2 Navigation:

The logout modal is accessed when clicking the logout button in the user profile menu.



1.4.3 Explanation:

#	Explanation
1	Cancel button: The user can cancel the logging out process.
2	Logout Button: the user is logged out of their account and returned to the home screen of the web application.

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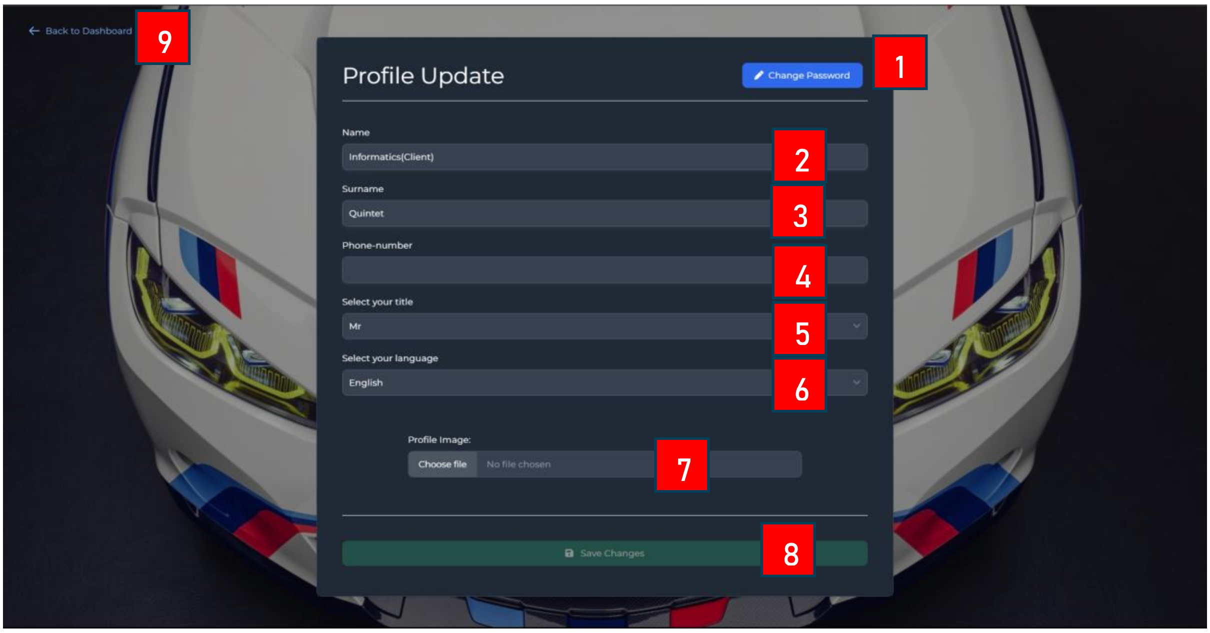
1.5 User Profile Menu

1.5.1 Purpose:

The purpose of this screen is to provide users the ability to customise their profile and personal information. Users can also change their password on this screen.

1.5.2 Navigation:

The profile menu can be accessed by clicking the Profile button in the profile menu on the user dashboard.



1.5.3 Explanation:

#	Explanation
1	Change password button: Navigates users to the change password form to change their password for their account.
2	Name input: Users can edit their first name
3	Surname Input: Users can edit their surname
4	Phone-number input: Users can edit their phone numbers
5	Title input: Users can edit their personal title
6	Language input: Users can edit their personal first choice language from the drop down provided.

7	Profile image upload button: users can upload a personal profile image to replace the seed image provided by the system.
8	Save changes button: When clicked it saves the users edits and changes to the system.
9	Back to dashboard button: returns the user to their account dashboard.

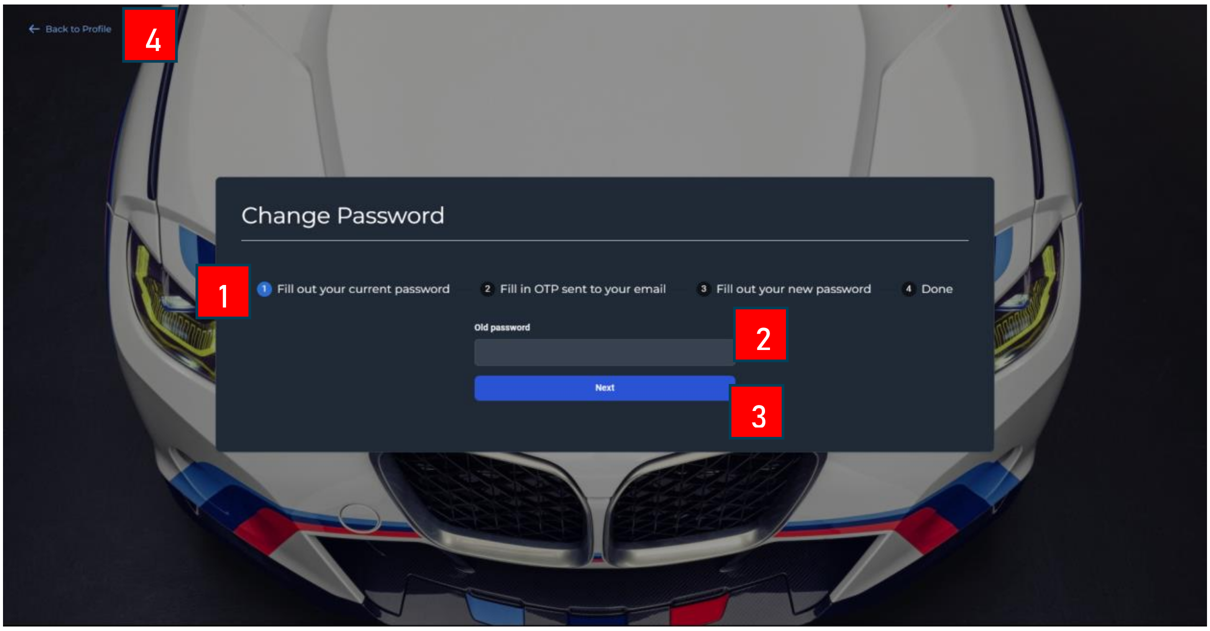
1.6 Change Password – Old Password Screen

1.6.1 Purpose:

The purpose of this screen is to provide users the option to change their password if they would like to. This section specifically is where users must enter their old password for their account.

1.6.2 Navigation:

The change password screen can be accessed via the change password button in the user profile customization menu.



1.6.3 Explanation:

#	Explanation
1	Change password timeline: This is the timeline the user will have to go through the process of one by one to change their password successfully.
2	Old password input: Here users enter their old password.
3	Next Button: after entering their old password successfully, the user clicks the next button to proceed to the OTP section.
4	Back to profile button: Navigates the user back to the profile customization screen

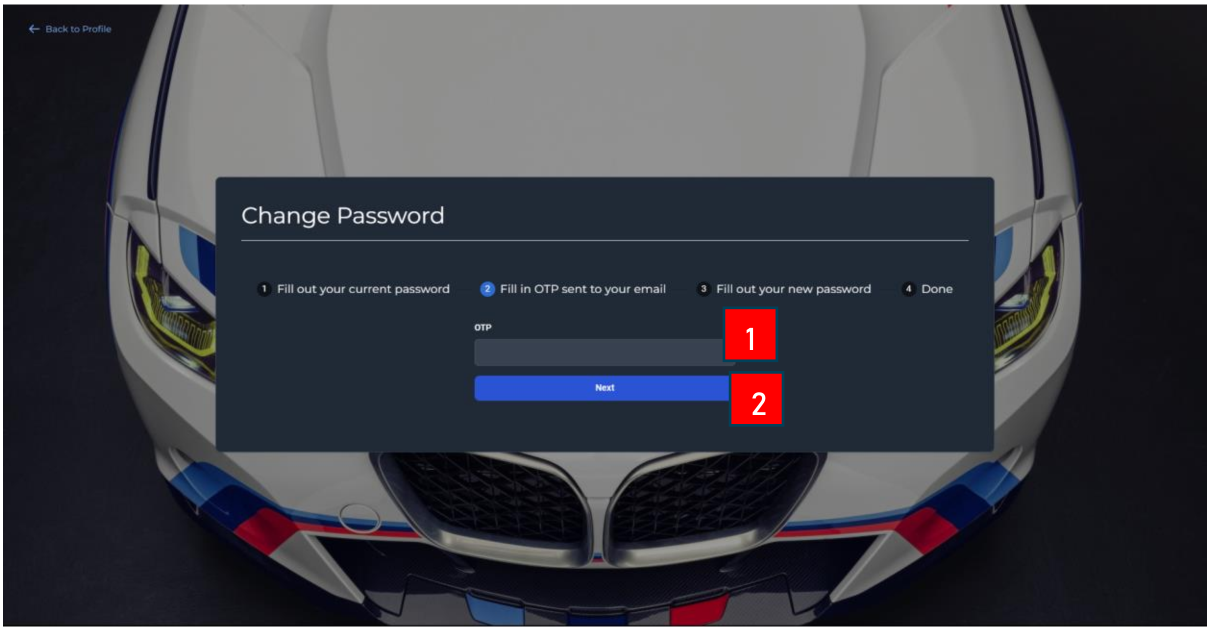
1.6 Change Password –OTP Screen

1.6.4 Purpose:

The purpose of this screen is to provide users the option to change their password if they would like to. This section specifically is where users must enter the OTP sent to their email for their account.

1.6.5 Navigation:

The change password screen can be accessed after entering the old password and clicking next.



1.6.6 Explanation:

#	Explanation
1	OTP Input: Users enter the OTP sent to their account email.
2	Next button: After entering the OTP successfully users can navigate to the next part of the change password process.

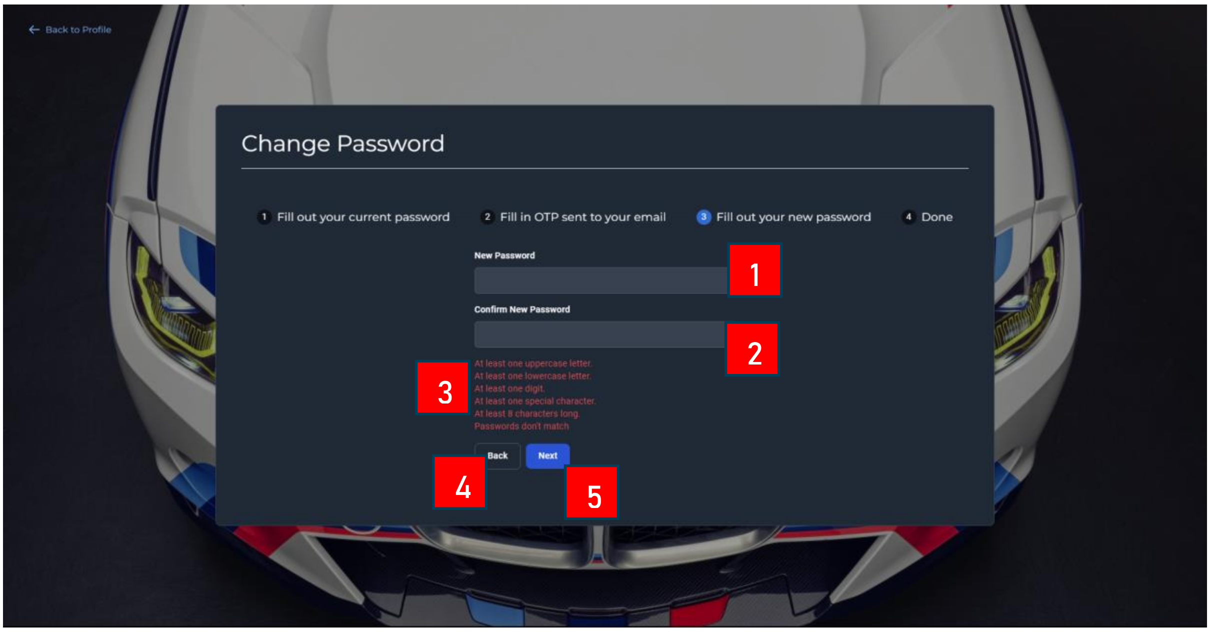
1.6 Change Password – New Password Screen

1.6.7 Purpose:

The purpose of this screen is to provide users the option to change their password if they would like to. This section specifically is where users must enter the new password they would like for their account.

1.6.8 Navigation:

The new password screen can be accessed after entering the OTP and clicking next.



1.6.9 Explanation:

#	Explanation
1	New password input: Users enter their new password for their account.
2	New password confirmation input: Users re-enter their password for confirmation.
3	Password criteria: Criteria all passwords must meet to be valid passwords.
4	Back button: User can navigate back to the OTP section
5	Next button: Users can complete the password changing process by clicking this button.

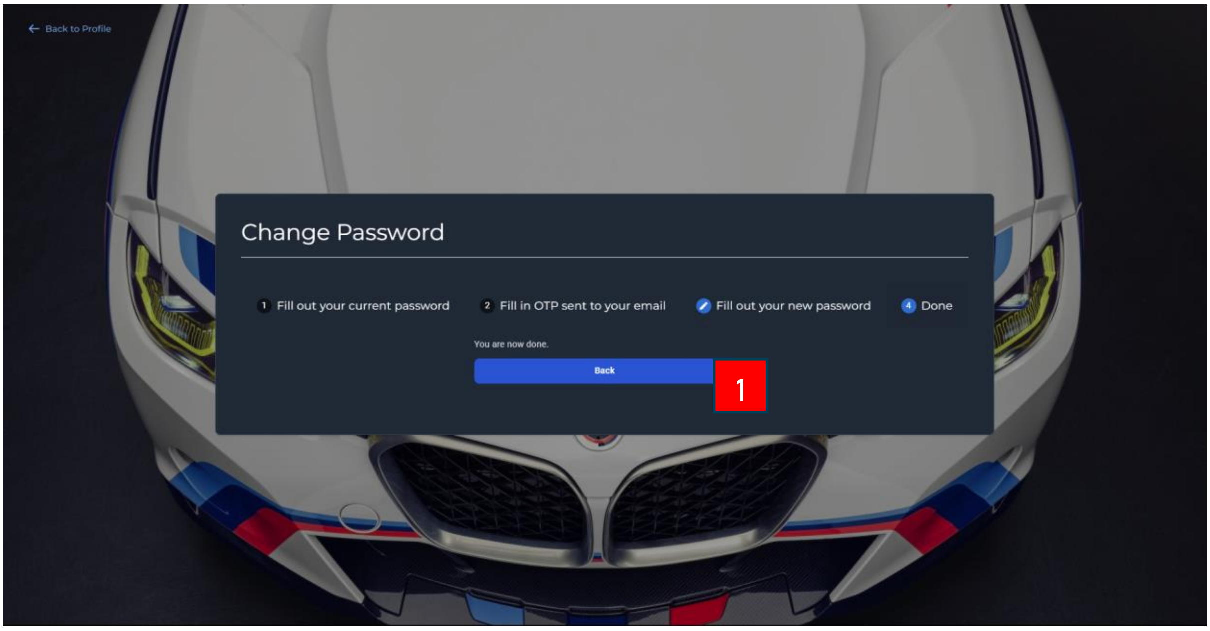
1.6 Change Password – New Password Screen

1.6.10 Purpose:

The purpose of this screen is to provide users the option to change their password if they would like to. This section specifically is where users receive confirmation of their password being updated successfully.

1.6.11 Navigation:

The password change success screen is show when after the user has entered and confirmed their new password.



1.6.12 Explanation:

#	Explanation
1	Back Button: Password has been changed successfully, this button takes the user back to the user profile customization screen.

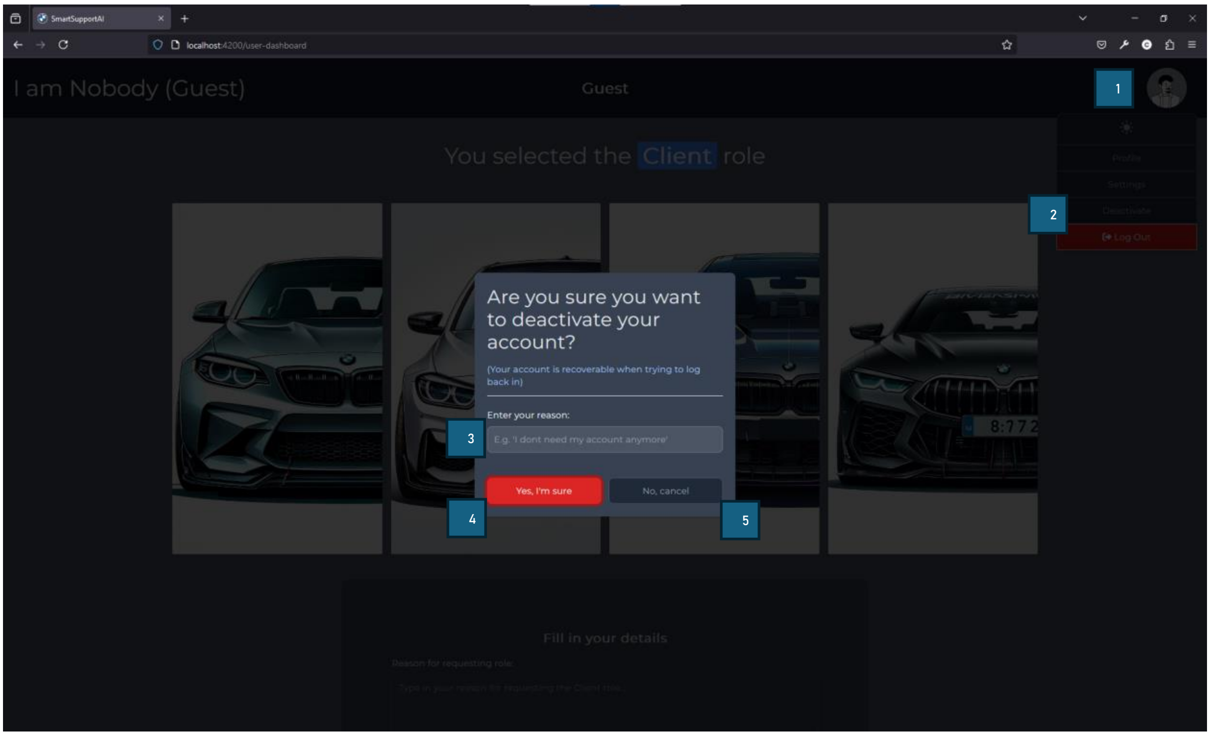
1.7 Request User Account Deactivation

1.7.1 Purpose:

The purpose of this use case is for a user to deactivate their account if they would no longer like to use the system, accounts within the system are never deleted but rather deactivated

1.7.2 Navigation:

Users access the deactivate account modal by clicking the deactivate account menu button in the profile menu.



1.7.3 Explanation:

#	Explanation
1	Profile image: The user can click on their profile picture to show the dropdown menu
2	Deactivate account menu item: The user can click on this button to display the deactivate account modal.
3	Reason textbox: The user can use this text box to give a reason as to why they would like to deactivate their account and why they will not be using it any longer.
4	Confirm button: The user can use this button to submit their deactivation request where it will be sent to an administrator to approve or disapprove.
5	Cancel button: The user can click on this button to exit the deactivation procedure and return to their dashboard

Logging In/Out

Logging in to the system is a simple process. From the homepage, click the "Login" button and enter your registered email and password in the provided fields. Upon successful login, you will be redirected to your user dashboard. When your session is complete, remember to log out to ensure the security of your account. This can be done by clicking the "Logout" button located on the top right in the sub-menu located by your profile picture. If you forget your password, use the "Forgot Password" link to initiate the recovery process via email.

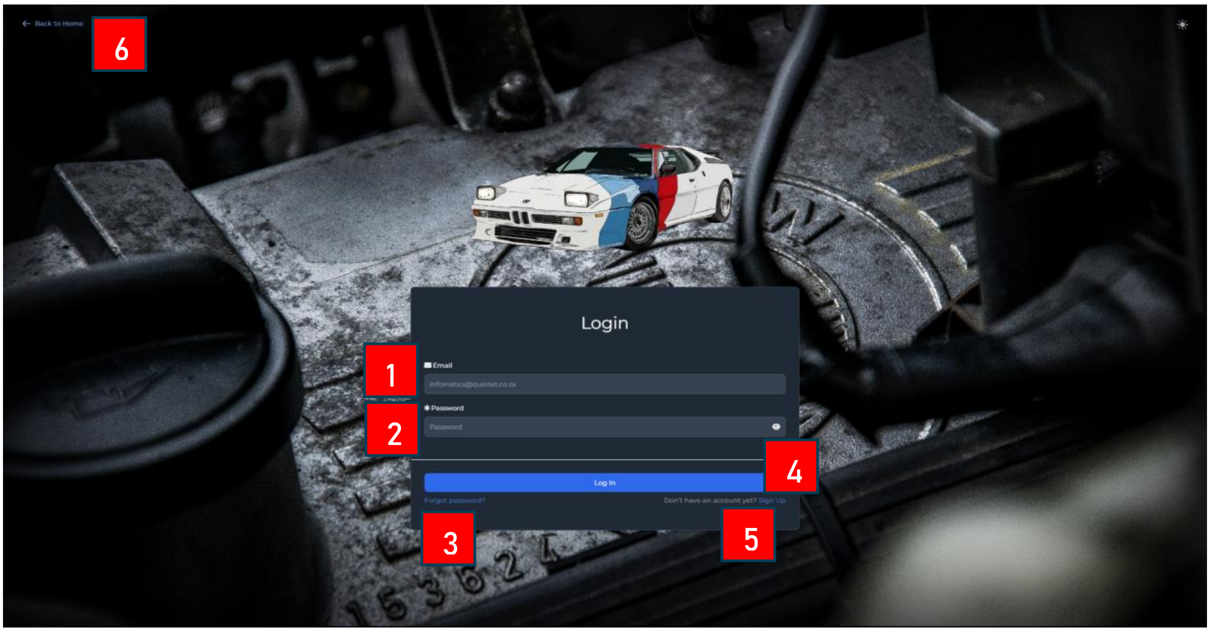
2.1 Login

2.1.1 Purpose:

The purpose of this screen is to allow the user to login to their system profile, which requires their unique email and chosen password. This screen also contains the link to 'Forgot Password' and 'Sign Up'

2.1.2 Navigation:

The login screen will appear when the Login/SignUp button is clicked on the homepage of the system.



2.1.3 Explanation:

#	Explanation
1	Email textbox: The user can enter their email
2	Password textbox: The user can enter their password
3	Forgot password link: The user can click on it to take them to the forgot password page
4	Login button: The user can click it to try log in
5	Sign-up link: The user can click on it to take them to the sign-up page

Registering an Account

Before using the system, each user must create an account. The registration process is straightforward and begins by navigating to the system's login page, where you will find an option to "Register." You will need to fill out the required fields, including your name, email address, and password. 2 factor authentication is required, and a code will be sent to the email you have registered with. Once the registration is complete, you will receive a confirmation email to finalize the process and activate your account.

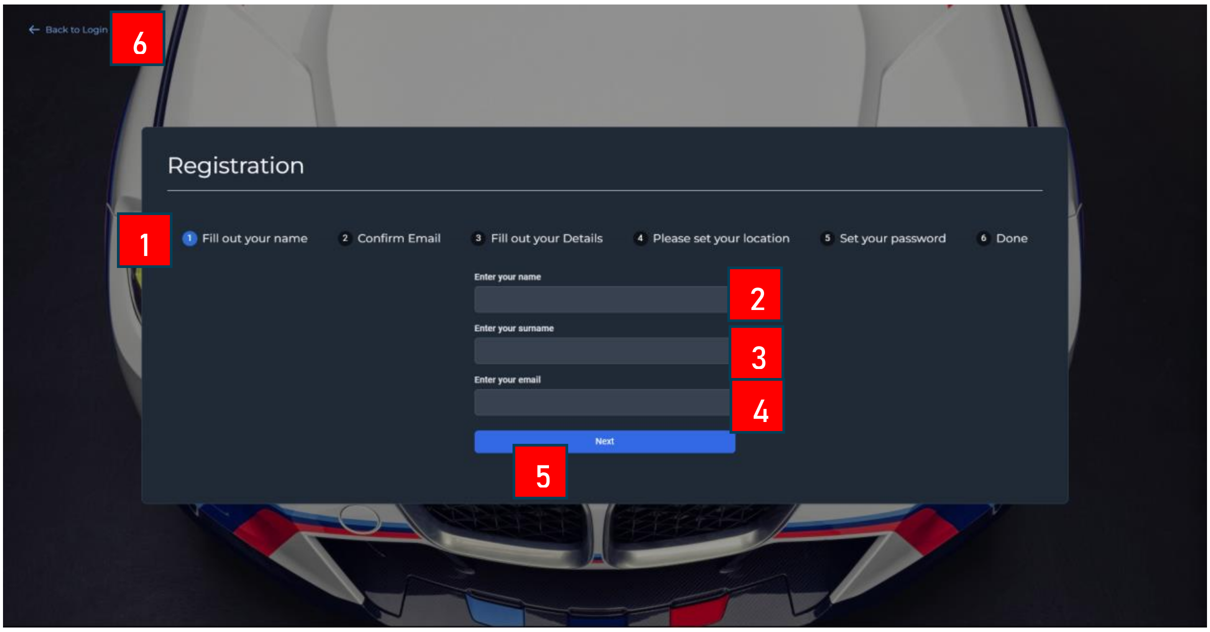
2.2 Register Account – Personal Details

2.2.1 Purpose:

The purpose of this screen is to provide new users the ability to register a new account with the system. Users are required to enter all the details to create a new account.

2.2.2 Navigation:

The register screen will be displayed if a user clicks the SignUp button on the log in modal.



2.2.3 Explanation:

#	Explanation
1	Registration Timeline: This is the steps the user will have to take to register an account successfully.
2	Name input: This is where the user enters their first name
3	Surname input: User enters their surname
4	Email input: User enters email for their account
5	Next button: Click this button when all details have been entered.
6	Back to login button: takes the user back to the login screen.

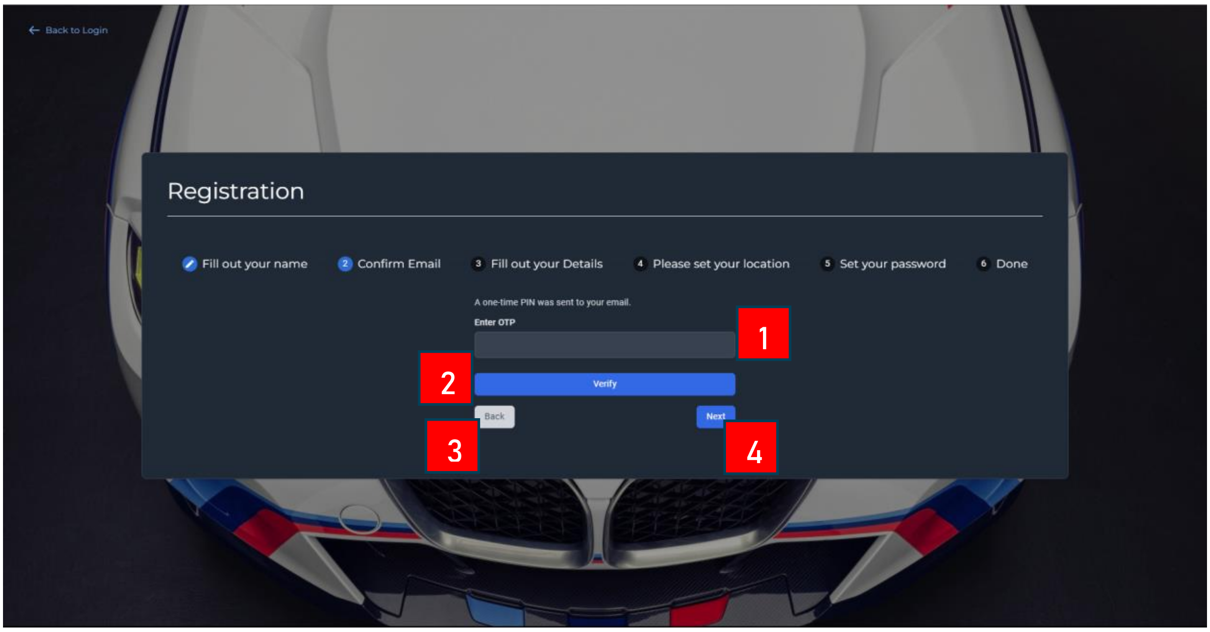
2.2 Register Account – OTP Verification

2.2.4 Purpose:

The purpose of this screen is to provide new users the ability to register a new account with the system. Users are required to verify their account and email with an OTP verification sent to their email they are using to register an account.

2.2.5 Navigation:

The OTP screen will be displayed once users have entered and confirmed their personal details and clicked the next button.



2.2.6 Explanation:

#	Explanation
1	OTP input: Users enter the OTP here which they received in their emails.
2	Verify button: When clicked it verifies that the users OTP is correct.
3	Back button: takes the user back to the personal details screen of the registration process.
4	Next button: Takes the user to the more details page after the OTP has been verified.

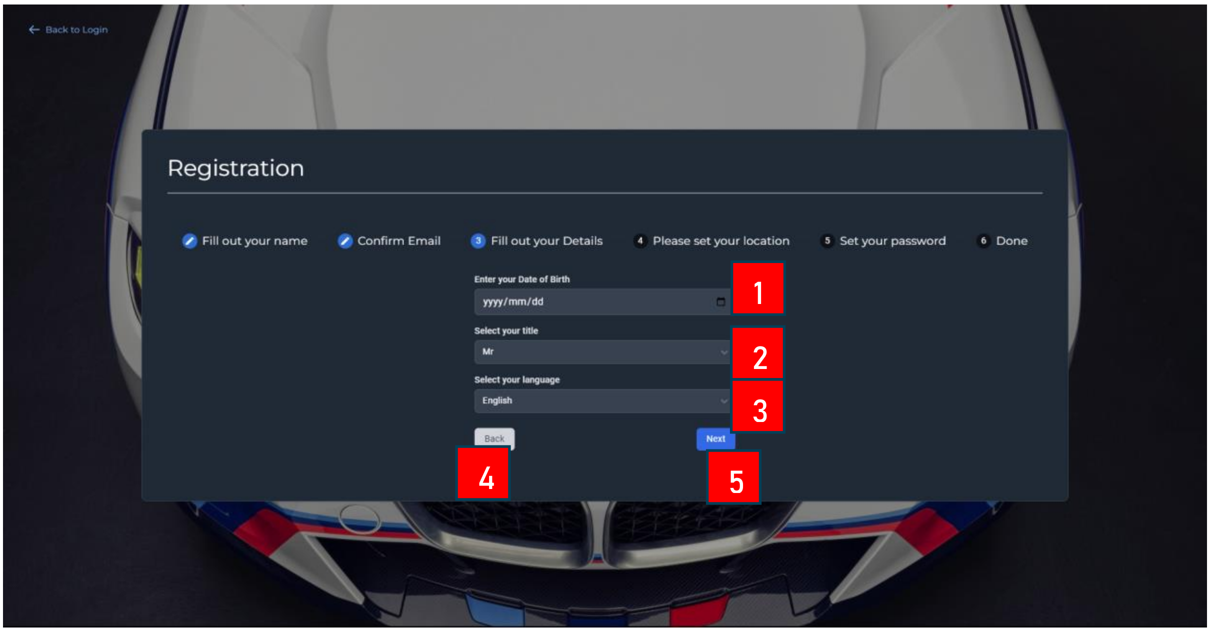
2.2 Register Account – More Personal Details

2.2.7 Purpose:

The purpose of this screen is to provide new users the ability to register a new account with the system. Users are required to enter more personal details for the creation of their account.

2.2.8 Navigation:

The more personal details screen will be displayed once users have entered and confirmed the OTP and clicked the next button.



2.2.9 Explanation:

#	Explanation
1	Date of birth picker: User selects their date of birth from the date picker dropdown
2	Title dropdown: User selects their title from the dropdown
3	Language dropdown: User selects their chosen language from the dropdown
4	Back button: Takes the user back to the OTP modal.
5	Next button: takes the user to the Location modal after entering their details.

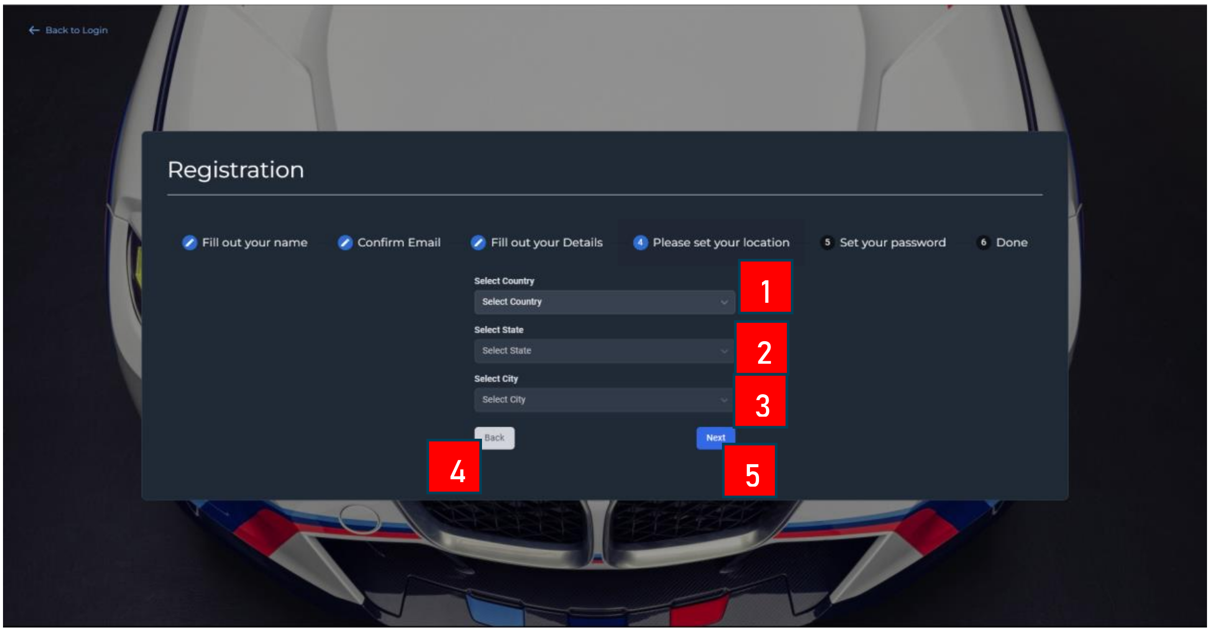
2.2 Register Account – Location Details

2.2.10 Purpose:

The purpose of this screen is to provide new users the ability to register a new account with the system. Users are required to enter their location details.

2.2.11 Navigation:

The location details screen will be displayed once users have entered and confirmed their personal details and clicked the next button.



2.2.12 Explanation:

#	Explanation
1	Country dropdown: Users can select their country
2	State dropdown: Users can select the state relevant to the country they selected
3	City dropdown: Users can select the city relevant to the state and country they selected.
4	Back button: Takes the user back to the personal detail's modal.
5	Next button: takes the user to the password modal after entering their location details.

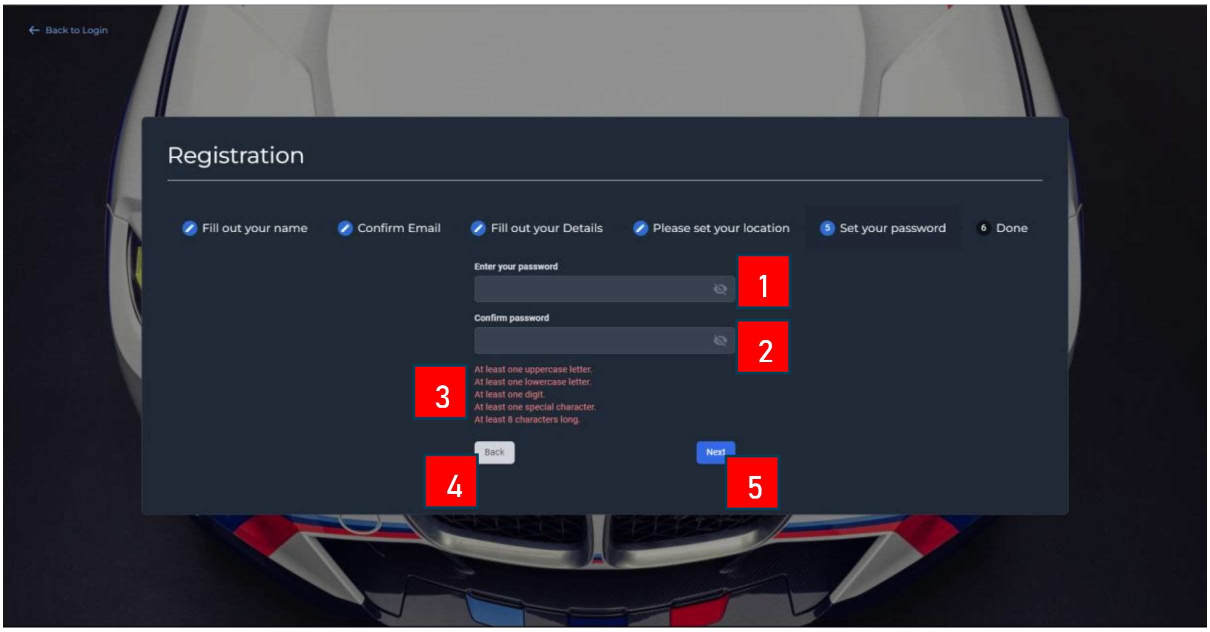
2.2 Register Account – Account Password

2.2.13 Purpose:

The purpose of this screen is to provide new users the ability to register a new account with the system. Users are required to enter in the chosen password for their account.

2.2.14 Navigation:

The password screen will be displayed once users have entered and confirmed their location details and clicked the next button.



2.2.15 Explanation:

#	Explanation
1	New password input: Users enter their chosen password for their account.
2	New password confirmation input: Users re-enter their password for confirmation.
3	Password criteria: Criteria all passwords must meet to be valid passwords.
4	Back button: User can navigate back to the Location section
5	Next button: Users can complete the registration process by clicking this button.

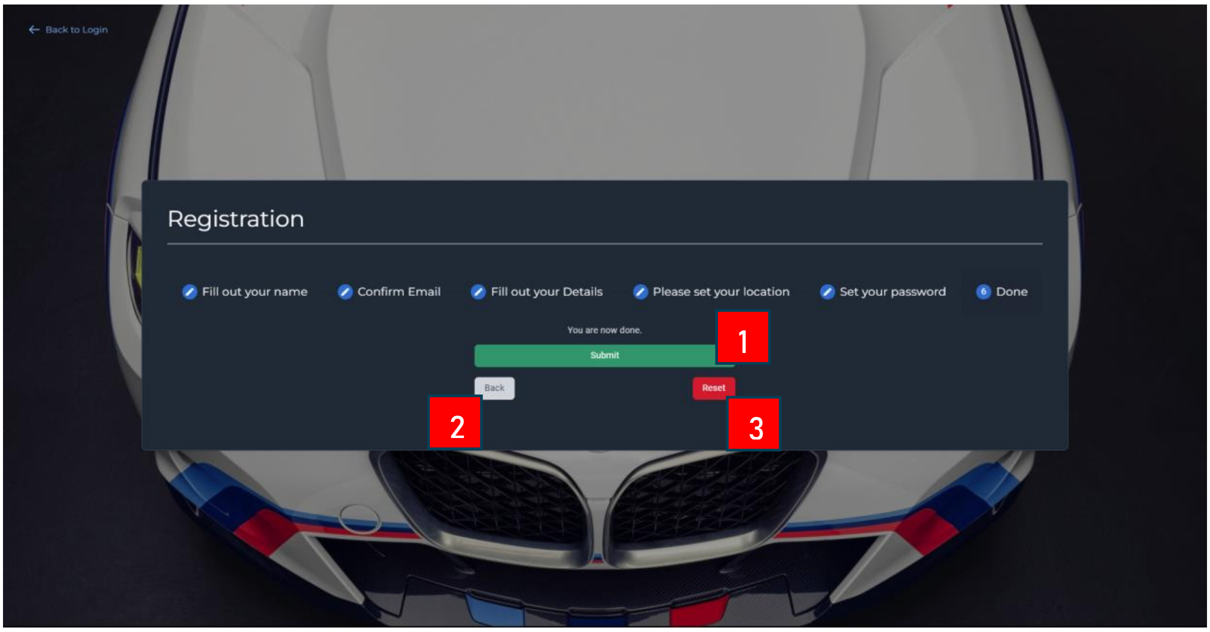
2.2 Register Account – Registration Submission

2.2.16 Purpose:

The purpose of this screen is to provide new users the ability to register a new account with the system. Users submit their account registration and receive a confirmation of account creation.

2.2.17 Navigation:

The registration confirmation screen will be displayed once users have entered and confirmed their password and clicked the next button.



2.2.18 Explanation:

#	Explanation
1	Submit button: Finishes the user's registration and creates the user account. Automatically assigning it a default role of 'Guest'.
2	Back button: User can navigate back to the password section
3	Reset button: Resets the registration process to the beginning.

Conclusion:

Having reviewed the system-wide training, you are now familiar with the core interface and general functionalities of the platform. This foundational knowledge will enable you to use the system effectively and adapt to the role-specific tasks covered later in the manual.

Understanding User Roles

Introduction:

"Understanding User Roles" outlines the distinct permissions, responsibilities, and access levels assigned to different user roles, including Guests, Clients, Operations Engineers, Administrators, and Super Administrators. This section helps clarify how each role fits into the overall system operations, ensuring users understand their specific capabilities and limitations.

Guest

A Guest in the system is a user with the most basic level of access, designed primarily for individuals who are considering applying for a more specific role within the system. Guests can select a role to apply for and can view the status of their application to see whether their request has been approved or rejected. Other than this, Guests have no additional permissions within the system. They are unable to interact with any of the system's functionalities, such as viewing or creating tickets, accessing dashboards, or managing virtual devices. The Guest role serves as the default base role assigned to any new user who registers with the system. From this role, users can apply for roles that grant more significant levels of access and functionality based on their job responsibilities.

Client

A Client in the system is primarily a user who seeks support for their Virtual Desktop Infrastructure (VDI). Their primary interaction with the system begins with the AI-powered chatbot, which is designed to handle basic issues and resolve most low-priority support requests. If the chatbot is unable to provide a satisfactory solution, the client can escalate the issue by interacting with an Operations Engineer for further assistance. Clients can create manual support tickets when allowed, typically when the chatbot is down for maintenance. Once a ticket is created, clients can view the status and receive updates on their open tickets, ensuring they are kept informed throughout the resolution process. They can also reopen closed tickets if the problem persists or close tickets that have been resolved to their satisfaction. Additionally, clients can provide feedback on both the system and the support experience, helping improve the service. Finally, clients can rent VDIs directly through the system, which is a key feature of the company's service offering.

Operations Engineer

An Operations Engineer plays a critical role in managing the support tickets that are assigned to them. These users are responsible for ensuring that client issues are resolved in a timely and efficient manner. Operations Engineers can view and manage tickets assigned to them, which involves updating ticket statuses, communicating with clients, and resolving issues. They also can update, add to, or remove from ticket groups, which helps categorize tickets and streamline the resolution process. Operations Engineers can enter live support chats with clients, providing real-time assistance for more urgent or complex problems. To keep track of their efficiency and performance, Operations Engineers can view current ticket-solving performance, allowing them to assess how well they are meeting service level agreements and other performance metrics.

Administrator

An Administrator has a broad range of responsibilities and permissions within the system, acting as a high-level manager of both users and support processes. Administrators can view all users in the system and their roles, except for fellow administrators and super-administrators. They also have access to view account requests for role applications and deactivation requests from users wishing to leave the system. Administrators can view the companies associated with the system, which is especially useful in managing client relationships. Administrators play a central role in ticket management, as they can view and manage all tickets in the system, including those not assigned to them. They can also manage ticket escalation requests to ensure tickets are addressed according to their priority level. Additionally, administrators can manage ticket groups to organize and streamline ticket handling.

To support analysis and reporting, administrators can download reports on system performance and ticket resolution. They are also able to customize graphs and dashboards, allowing them to create a personalized view of the system's statistics and performance metrics. A key part of the administrator role is managing the infrastructure, including virtual devices and software on virtual machines (VMs). Beyond ticket management, administrators can manage FAQs, train the chatbot, and manage ticket breach timers to ensure tickets are addressed within the required timeframe. Lastly, administrators can manage ticket tags to better organize and categorize tickets within the system.

Super-Administrator

A Super-Administrator holds the highest level of access within the system and has all the same functionalities as an administrator, with additional responsibilities related to overseeing administrators and managing the entire system. In addition to viewing and managing tickets, users, and VMs, the super-administrator is responsible for managing administrator accounts, including the ability to create, edit, and deactivate them. They also manage departments within the system, ensuring that all teams and units are properly organized and functioning. Super-administrators can handle admin account requests, including the approval and deactivation of administrative users.

An important feature available only to super-administrators is the ability to view the system audit log, which tracks all activities within the system. This log provides a detailed record of every action taken by users, ensuring transparency and accountability within the system. With these elevated permissions, super-administrators play a crucial role in maintaining system security, managing administrative processes, and overseeing the overall operation of the system.

Conclusion:

By understanding the differences in user roles and their associated tasks, you will be better equipped to fulfill your responsibilities within the system. As you proceed to role-specific training, this knowledge will serve as a vital reference for your interactions within the platform.

General Success, Failure & Confirmation Modals

Introduction:

The system uses various modals to indicate the success or failure of an operation, or to confirm actions. This section details the appearance and purpose of each modal, as well as how to interact with them. Understanding these modals is crucial to effectively navigating the system and ensuring that your actions are intentional and successful.

2.3 Success Modal

2.3.1 Purpose:

The purpose of this modal is to show the user when an operation has concluded successfully. The success modals are universal across the site and this modal also stands to represent all future success modals, this modal can be referenced as *"Success Modal"*

2.3.2 Navigation:

This modal is shown whenever an item or other relevant control/information has been updated/created/deleted successfully.

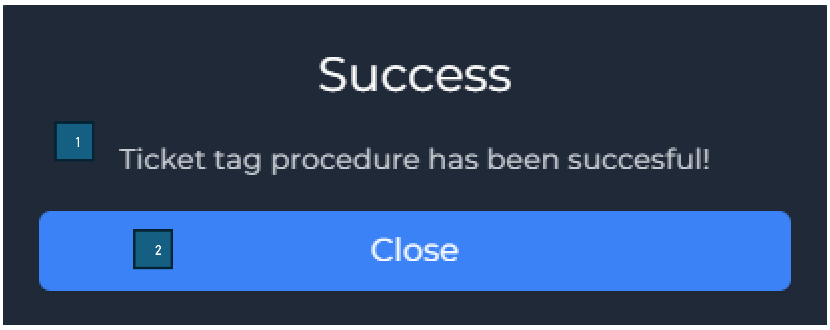


Figure A – Success Modal Screenshot and Table

2.3.3 Explanation:

#	Explanation
1	Procedure description: This description will represent any operation that is taking place.
2	Close button: This button will allow the user to close the modal and return to their original dashboard.

2.4 Error Modal

2.4.1 Purpose:

The purpose of this modal is to show the user when an operation has failed. The error modals are universal across the site and this modal also stands to represent all future error modals, this model can be referenced as *"Error Modal"*

2.4.2 Navigation:

This modal appears when there is a system generated error with anything the system attempts to process, update, create or delete.

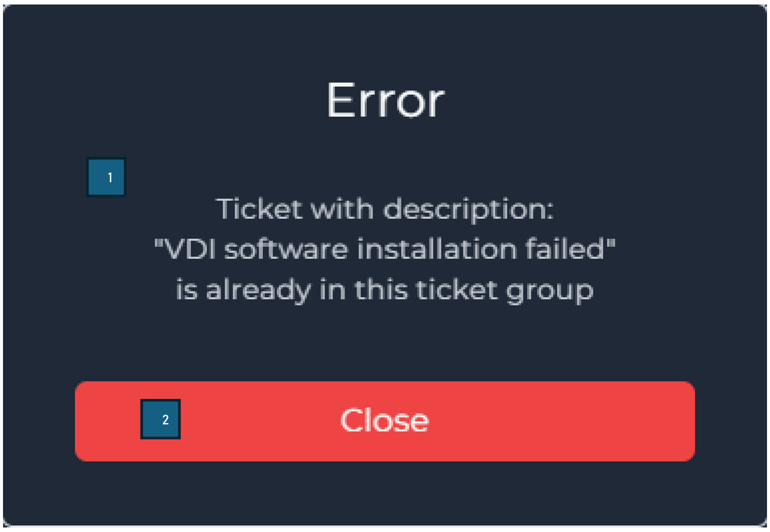


Figure B – Error Modal Screenshot and Table

2.4.3 Explanation:

#	Explanation
1	Procedure description: This description will represent any operation that is taking place.
2	Close button: This button will allow the user to close the modal and return to their original dashboard.

2.5 Confirmation Modal

2.5.1 Purpose:

The purpose of this modal is to confirm any operation the user is trying to accomplish. The confirmation modals are universal across the site and this modal will be referenced in place of all future modals. This modal will be referenced as "Confirmation Modal"

2.5.2 Navigation:

This modal appears in the system whenever confirmation of a process, create, update or delete is needed.

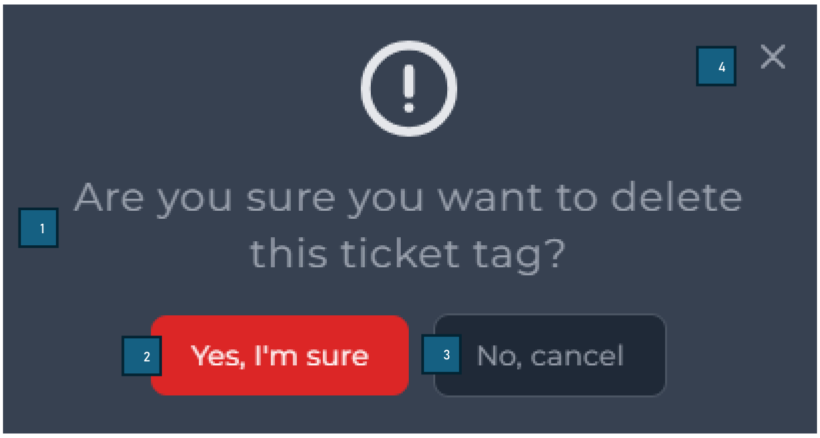


Figure C – Confirmation Modal Screenshot and Table

2.5.3 Explanation:

#	Explanation
1	Procedure description: This description will represent any operation that is taking place and needs to be confirmed.
2	Confirm Button: This button will allow any use to confirm the procedure they are trying to accomplish, this modal will then be followed by either a success modal or an error modal.
3	Cancel button: This button will allow the user to close the modal and return to their original dashboard.
4	Close button: This button will allow the user to close the modal and return to their original dashboard.

Conclusion:

By recognizing and understanding the different modals that appear throughout the system, you can confidently confirm operations, recognize errors, and acknowledge successful actions. These insights will help streamline your workflow and minimize confusion during system use.

Guest and Client Role Training

Introduction:

The "Guest and Client Role Training" section provides an overview of the functionalities available to these roles within the system. Operations Engineers and Administrators are required to familiarize themselves with this section to understand the experiences and limitations of Guests and Clients, particularly regarding role selection, ticket creation, and communication with support.

Guest Role Overview

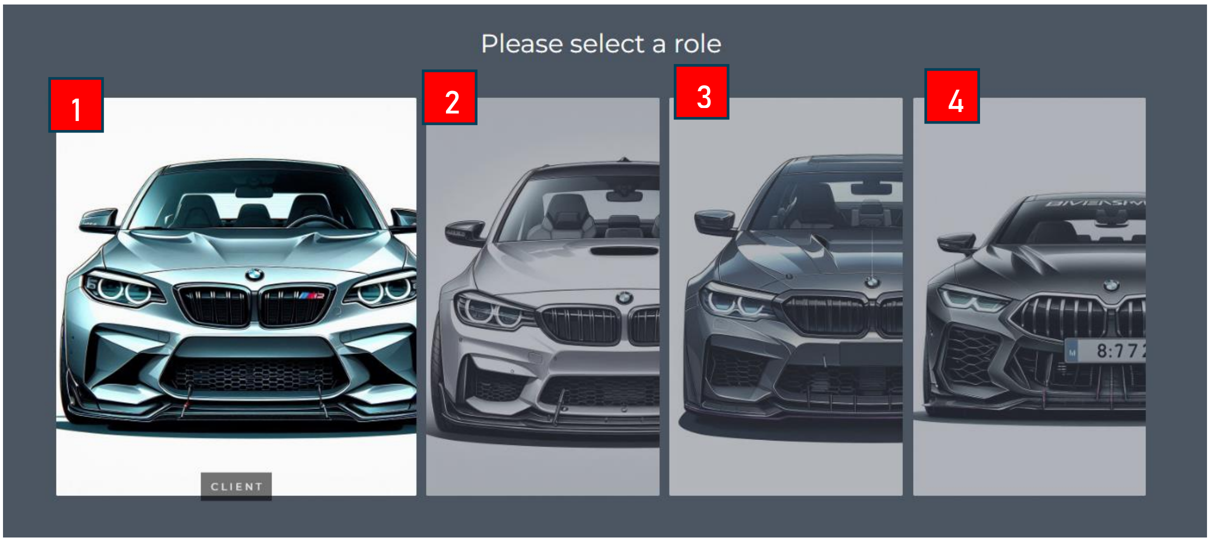
3.1 User Role Selections

3.1.1 Purpose:

The purpose of this screen is to allow a guest user to apply for a role within the system by selecting any one of the 4 available roles, client, operations engineer, administrator, super-administrator

3.1.2 Navigation:

Users are defaulted to this screen after creating a new account.



3.1.3 Explanation:

#	Explanation
1	Select role image: This is where the user can click to select a role, on any one of the 4 cars. This role is the client role
2	Operations Engineer Role
3	Administrator Role
4	Super-Administrator Role

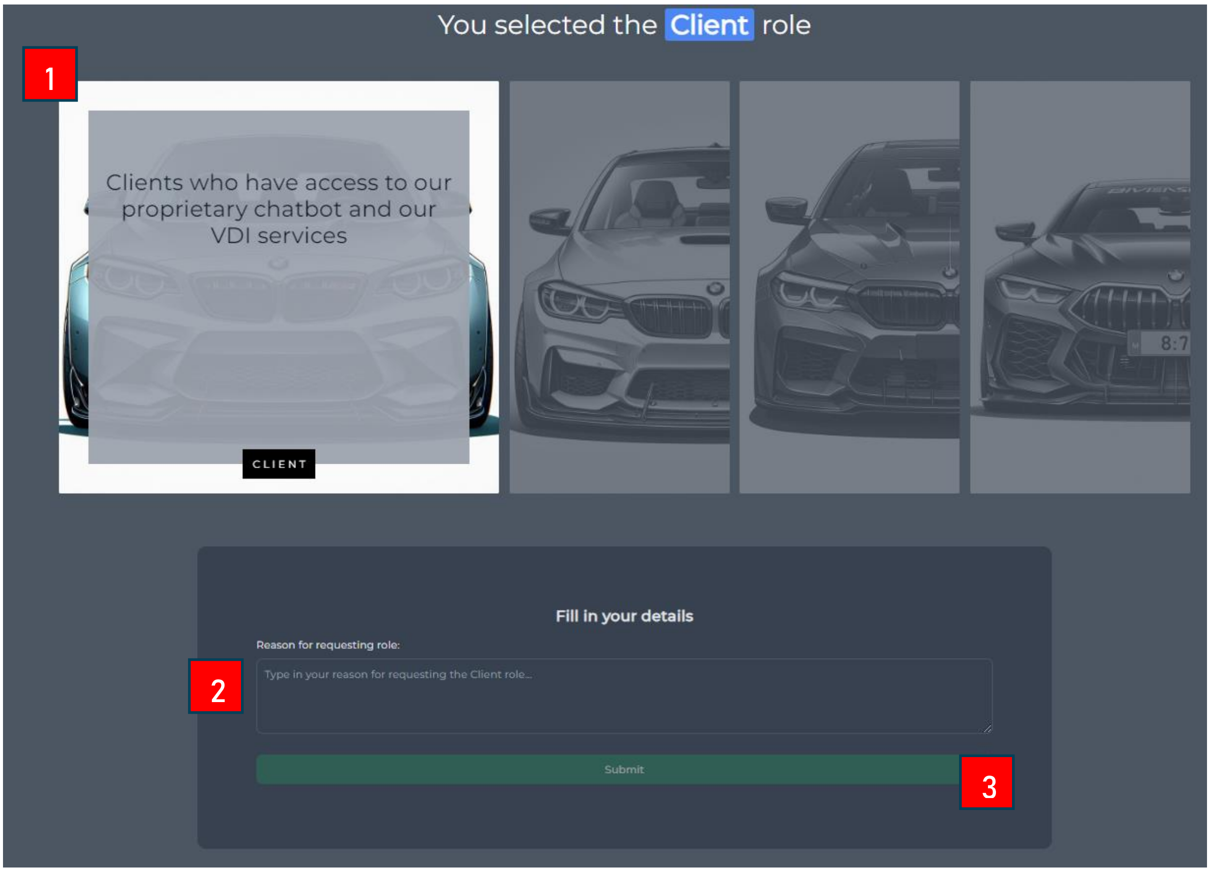
3.2 Apply for User Role

3.2.1 Purpose:

The purpose of this screen is to allow a guest user to apply for a role within the system by selecting any one of the 4 available roles, client, operations engineer, administrator, super-administrator

3.2.2 Navigation:

The user clicks on the role they wish to apply for and the information controls for that role will appear.



3.2.3 Explanation:

#	Explanation
1	Select role image: This is where the user can click to select a role, on any one of the 4 cars.
2	Reason text area: This is where the user can give a reason as to why they would like to apply for this specific role while giving a motivational. (Note some other roles may have an extra drop down to choose the department you are going to be apart of)
3	Submit button: This will allow the user to submit their request, the request will then be sent to the administrator, and they will then be able to approve or deny the request

Client Role Overview

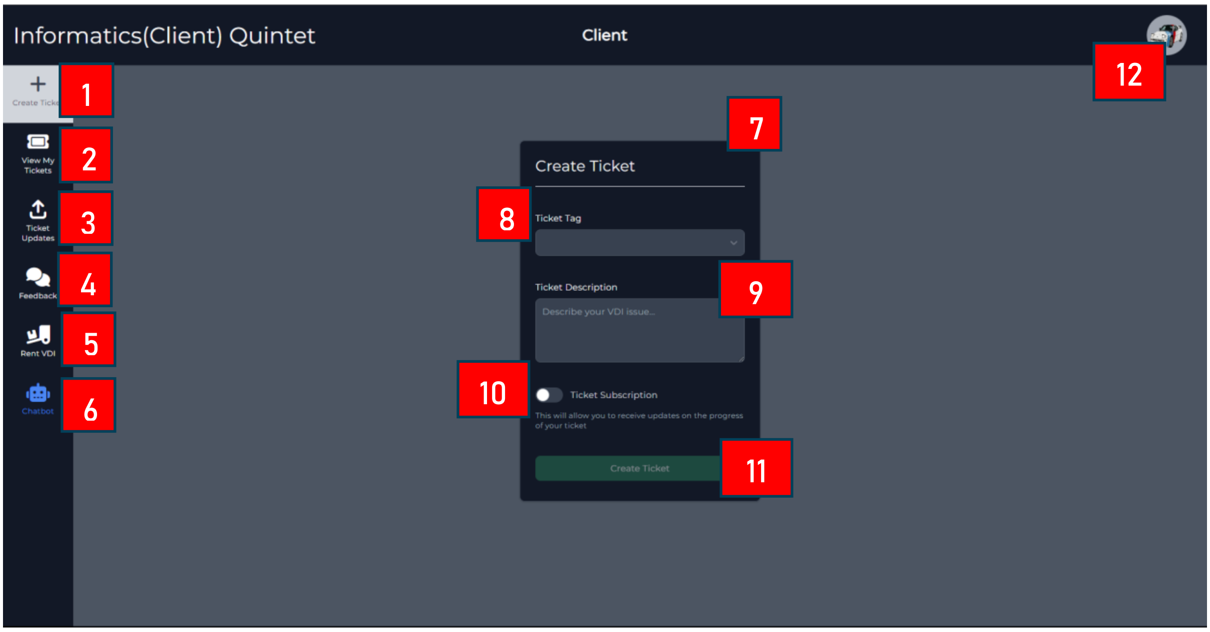
4.1 Create Ticket Manually

4.1.1 Purpose:

This screen represents the client dashboard as the opening page for a client which is “Create ticket”. In the client dashboard clients have access to all their features and functionalities which the client role has in the system. Clients can manually create tickets if the functionality to do so has been “turned on” by an admin due to the chatbot being down for maintenance or un-operational.

4.1.2 Navigation:

The client dashboard can be navigated to by a user with the client role logging into their account.



4.1.3 Explanation:

#	Explanation
1	Create ticket sidebar button: This opens the create manual ticket page for the client.
2	View my Tickets sidebar button: This opens the Ticket Manager page for the client
3	Ticket updates sidebar button: This opens the ticket updates notification page for the client.

4	Feedback sidebar button: This opens the client feedback page for the client.
5	Rent VDI sidebar button: This opens the VDI renting page for the client.
6	Chatbot sidebar button: This page opens the chatbot conversation page for the client.
7	Create ticket manually modal: This modal provides the user the ability to submit a ticket manually without going through the process of the chatbot.
8	Ticket Tag Dropdown: Allows the user to select the department they believe their issue is best related too.
9	Ticket Description Input: This input text box provides the user the ability to describe the current issue they are having.
10	Ticket Subscription option button: This option button provides the user the ability to subscribe to updates for the ticket they are submitting.
11	Create Ticket button: This button provides the user the option to submit their ticket to the system.
12	Profile picture: this is the users profile picture which they can access the profile menu from when clicking.

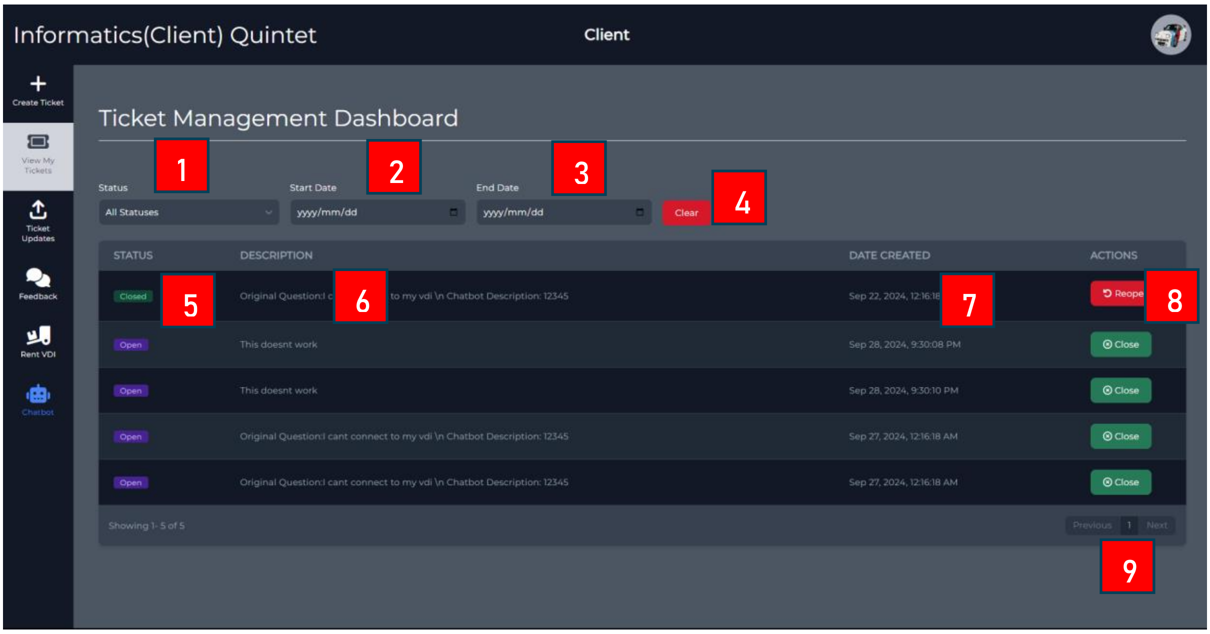
4.2 Ticket Management Screen

4.2.1 Purpose:

The purpose of this screen is to provide clients the opportunity to view their current tickets and previously submitted tickets in the system as well as perform actions on those tickets if required.

4.2.2 Navigation:

The ticket management page can be accessed through the sidebar navigation on the client dashboard.



4.2.3 Explanation:

#	Explanation
1	Ticket Status Dropdown: This dropdown allows the user to filter their tickets by certain ticket status'
2	Start Date Datepicker: This datepicker allows the user to select the starting date and filter the tickets they wish to view from.
3	End date datepicker: This datepicker allows the user to select the ending date and filter the tickets they want to view up until.
4	Clear button: This button allows the user to clear the previously selected filter selections.
5	Status column: This column shows the status of a ticket in present time.

6	Description Column: This column shows the ticket description
7	Date Created column: This column shows the date the ticket was created.
8	Action button column: this column allows the user to either reopen an already closed ticket or to close a ticket themselves.
9	Pagination controls: These controls allow the user to navigate between multiple pages of tickets they may have.

4.3 Ticket Updates Screen

4.3.1 Purpose:

The purpose of this screen is to provide users with up-to-date notifications on any updates to their tickets.

4.3.2 Navigation:

The ticket updates screen can be accessed from the sidebar menu on the client dashboard.

4.3.3 Explanation:

#	Explanation
1	Ticket Information: The title information for the ticket including the date, time and update count
2	Ticket description: Description for the ticket as described by the client.
3	Status update: Provides the update on the status of the ticket, giving the old ticket status and what the status has updated to.
4	Dismiss All button: This dismisses the current displayed notifications from the ticket update page.

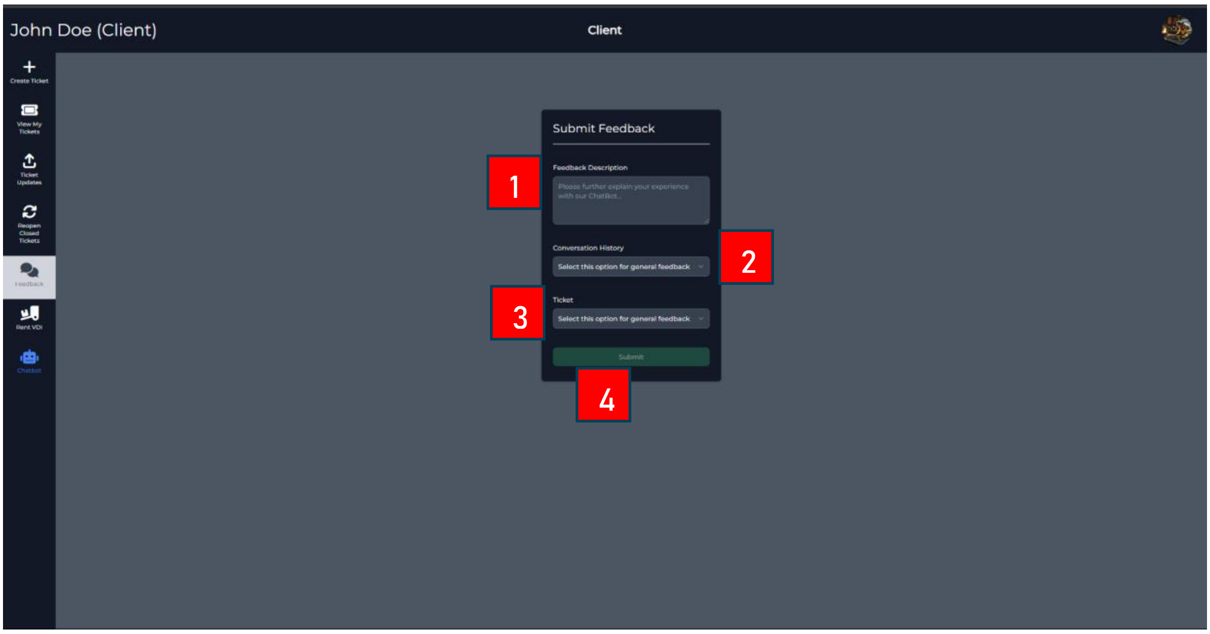
4.4 Home Screen

4.4.1 Purpose:

The purpose of this screen is to allow the client to provide feedback on an experience the client had with the chatbot, they can select previous conversations and tickets to provide feedback on.

4.4.2 Navigation:

The feedback page can be navigated to through the client dashboard sidebar navigation bar.



4.4.3 Explanation:

#	Explanation
1	Feedback description input: This input box allows the client to provide the feedback they had with the chatbot
2	Conversation dropdown: This dropdown displays all the conversations the client had with the chatbot, and they can select the relevant one
3	Ticket dropdown: This dropdown displays all the tickets created by the chatbot and the client can select the relevant one
4	Submit button: This button will try to post the feedback and if successful it will show the success modal, else it will show the error modal

4.5 Chatbot Conversation Screen

4.5.1 Purpose:

The purpose of this screen is to provide clients with a screen to conversate with the technical support chatbot. Users can ask the chatbot questions about their problems related to VDI's, ask to log a ticket regarding their issue or ask to speak to a real support operations engineer. Users can also view past chats they've had with the chatbot.

4.5.2 Navigation:

The chat conversations page can be accessed via the client dashboard sidebar navigation bar.

4.5.3 Explanation:

#	Explanation
1	Current chat: This visual clue shows client the current chat with the chatbot they are viewing.
2	+ button: Provides users the ability to start a new conversation with the chatbot.
3	Chatbot message: the light blue messages are messages from the chatbot. (grey messages are messages from support staff)
4	Your message: the darker blue messages are messages you (the client) send to the chatbot or a support staff agent.

5	Chat input: this is the input textbox for the chatbot where the client types their message before they send it.
6	Send button: The client clicks this button when they have finished typing their message and want to send it to the chatbot.

Conclusion:

With an understanding of how Guests and Clients interact with the system, Operations Engineers and Administrators can better anticipate their needs and provide more effective support. This knowledge serves as a foundation for addressing user inquiries and managing client-related tasks.

Operations Engineer & Administrator Training

Introduction:

This section provides in-depth training for Operations Engineers and Administrators, covering a wide range of functionalities, from ticket management and live chat support to report generation and company management. Each role-specific guide includes practical steps to master operational tasks within the system and streamline support workflows.

Operations Engineer Training

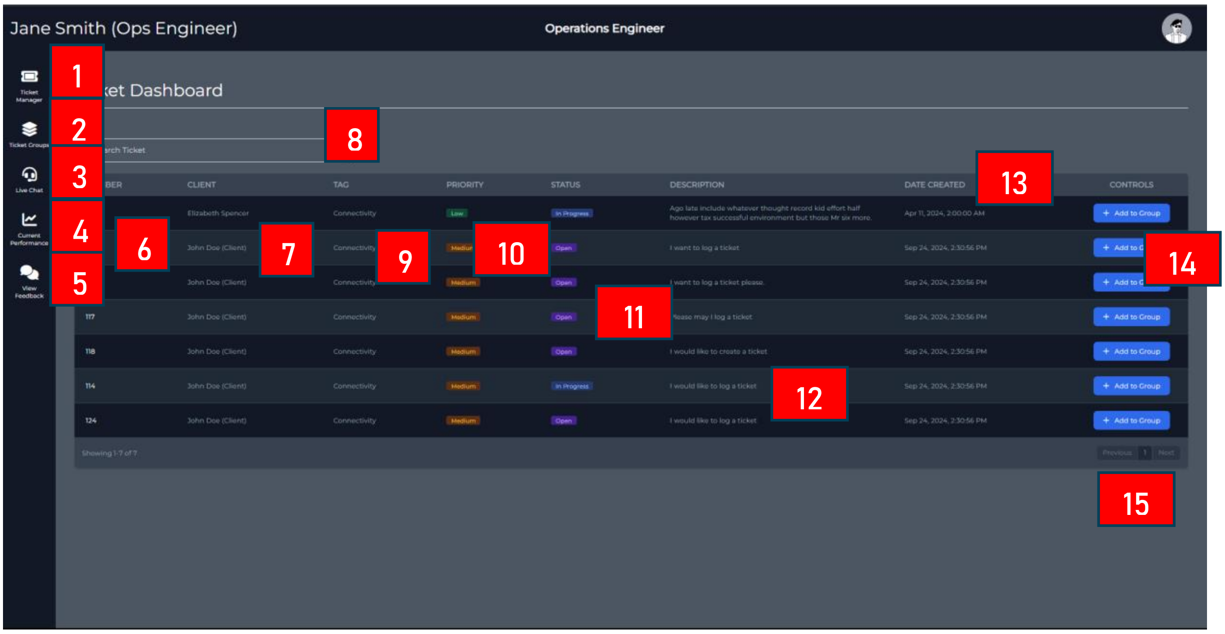
5.1 Operations Engineer Dashboard

5.1.1 Purpose:

This is the operations engineer dashboard. Operations engineers can access all the tasks, functionalities and processes they need to through this dashboard. The dashboard opens on the ticket management page where operations engineers can view all the current tickets assigned to them. Through the ticket management dashboard, the user can edit the ticket as well as add it to ticket groups.

5.1.2 Navigation:

The operations engineer dashboard will be displayed to the user when logging into an account with the operations engineer role. The ticket management screen is automatically displayed.



5.1.3 Explanation:

#	Explanation
1	Ticket Manager Sidebar button: This navigates the user to the ticket manager page
2	Ticket groups sidebar button: this navigates the user to the ticket groups manager page
3	Live chat sidebar button: this navigates the user to the live chat page.
4	Current performance sidebar button: This navigates the user to the current performance page
5	View feedback sidebar button: This navigates the user to the view feedback page
6	Ticket ID Column: Shows the ticket ID for the ticket
7	Client Column: Shows the client who's ticket it is.
8	Search Ticket Input: User can search for a specific ticket or filter the displayed results by certain keywords
9	Tag Column: This shows the tag that the ticket has.
10	Priority Column: This column shows the priority of the ticket
11	Status column: This column shows the status of the ticket.
12	Description Column: This column shows the ticket description

13	Date Created Column: This shows the date and time the ticket was created
14	Controls column: This column has the “Add to group” button which opens the modal to provide the operations engineer the option to add a ticket to a group
15	Pagination control: Provides the operations engineer the option to page between the different pages of tickets.

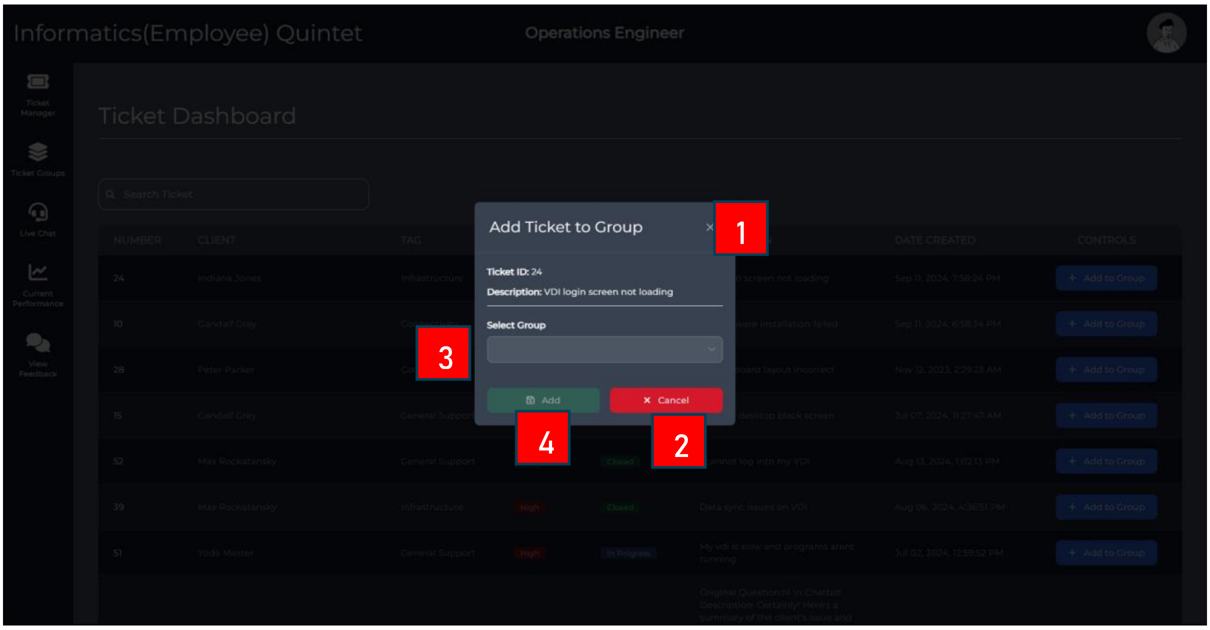
5.2 Add ticket to ticket group

5.2.1 Purpose:

The purpose of this screen is to allow the user to add a ticket to a ticket group within the system. The user can click on the add to group button and the add ticket modal will appear. The user can then fill in the required information and click add.

5.2.2 Navigation:

The user clicks the “Add ticket to ticket group” button on the ticket management page.



5.2.3 Explanation:

#	Explanation
1	Close button: This button allows the user to close the add modal and return to their dashboard
2	Select group drop down: Select a ticket group to add the ticket to.
3	Add button: This button will save the modal information and try to add the ticket group to the system. If successful, then the success modal will display otherwise if it fails the error modal will display
4	Cancel button: user can cancel the add ticket to ticket group process.

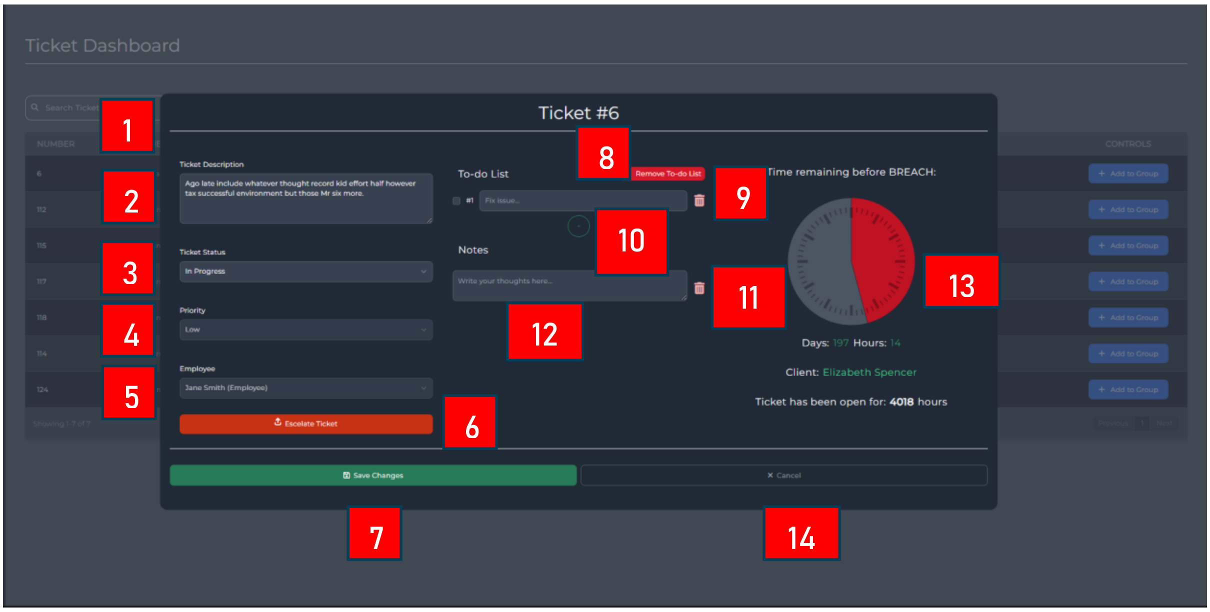
5.3 Edit Ticket Modal

5.3.1 Purpose:

The purpose of this function is to allow a user to update a ticket within the system. The user can click on the update button and an edit modal will appear. The user can then update any of the fields in the modal and click save.

5.3.2 Navigation:

The edit ticket modal can be accessed by clicking on any ticket in the ticket management table.



5.3.3 Explanation:

#	Explanation
1	Edit-Ticket Modal: This is the modal that appears for a specific ticket when an operations engineer opens a ticker from the ticket management screen.
2	Ticket Description Input: This is the input box for the ticket description
3	Ticket status dropdown: This dropdown provides the user the option to change the status of the ticket depending on its progress.
4	Ticket Priority Dropdown: This dropdown provides the user the option to change the priority of the ticket depending on its importance. (Note operations engineers cannot change the priority of a ticket)

5	Employee dropdown: The user can see the employee that has been assigned to the ticket. (Operations engineers cannot change which employee is assigned)
6	Escalate Ticket: When clicked this button navigates to the escalate ticket modal
7	Save button: This button will send the ticket information to the API and try to save the ticket changes. If successful the success modal will display else the error modal will display.
8	Delete button: This removes to do list button will delete both the to do list items and the note associated with the ticket
9	Delete to do list item button: This button will only delete the to do list item from the ticket
10	Create to do-list button: This button will pop up a blank to do list item and allow the user to add a to do list item. This can be done up to 4 times
11	Delete note button: This button will only delete the note from the ticket
12	Notes input: This input box will allow the user to edit the existing note on the ticket
13	Ticket breach radial timer: This clock timer shows a live count down of the breach timer for when the ticket breaches.
14	Cancel button: The user can cancel the ticket edits by clicking the cancel button to not save any changes made.

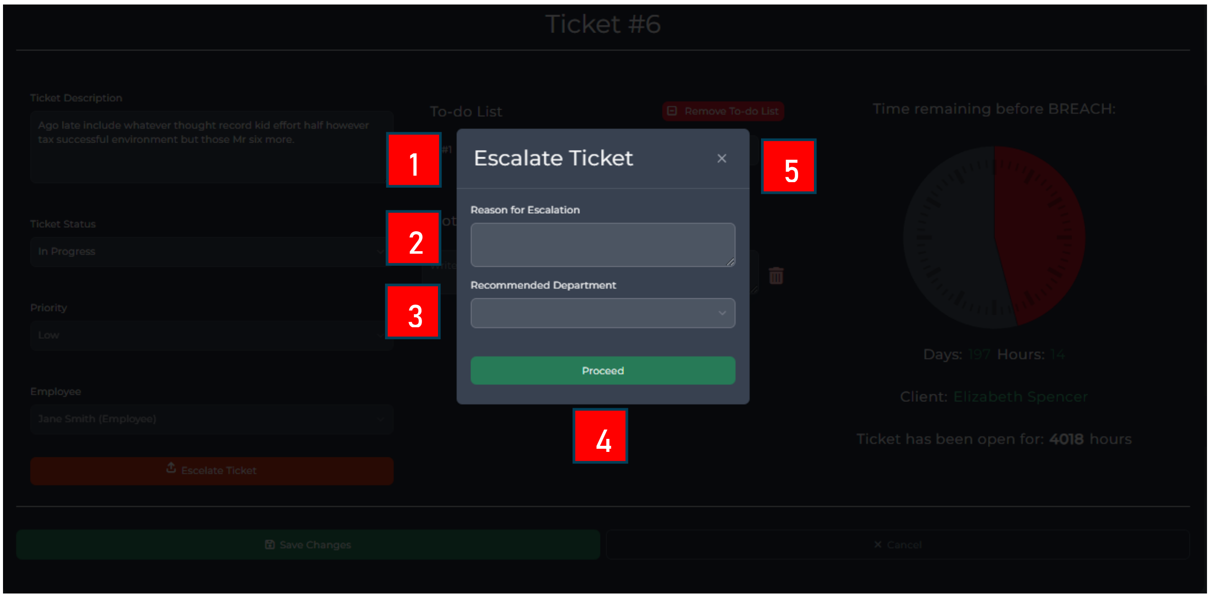
5.4 Escalate Ticket

5.4.1 Purpose:

The purpose of this function is to allow the employee to escalate a ticket to another employee or administrator if they cannot solve it. As they cannot reassign tickets themselves, they need to request escalation

5.4.2 Navigation:

The operations engineer dashboard will be displayed to the user when logging into an account with the operations engineer role. The ticket management screen is automatically displayed.



5.4.3 Explanation:

#	Explanation
1	Escalate Ticket Modal: This is the modal that appears when an operations engineer wants to escalate a ticket.
2	Reason for escalation input box: This input box is used for an employee to give a reason as to why they want the ticket escalated.
3	Department input box: This is where the employee can recommend a department for the ticket to be escalated too.

4	Proceed button: This will attempt to send the request to an admin, if successful the success modal will appear else the error modal will appear.
5	Close Modal button: The user can cancel the escalate ticket process and close the modal by clicking this button.

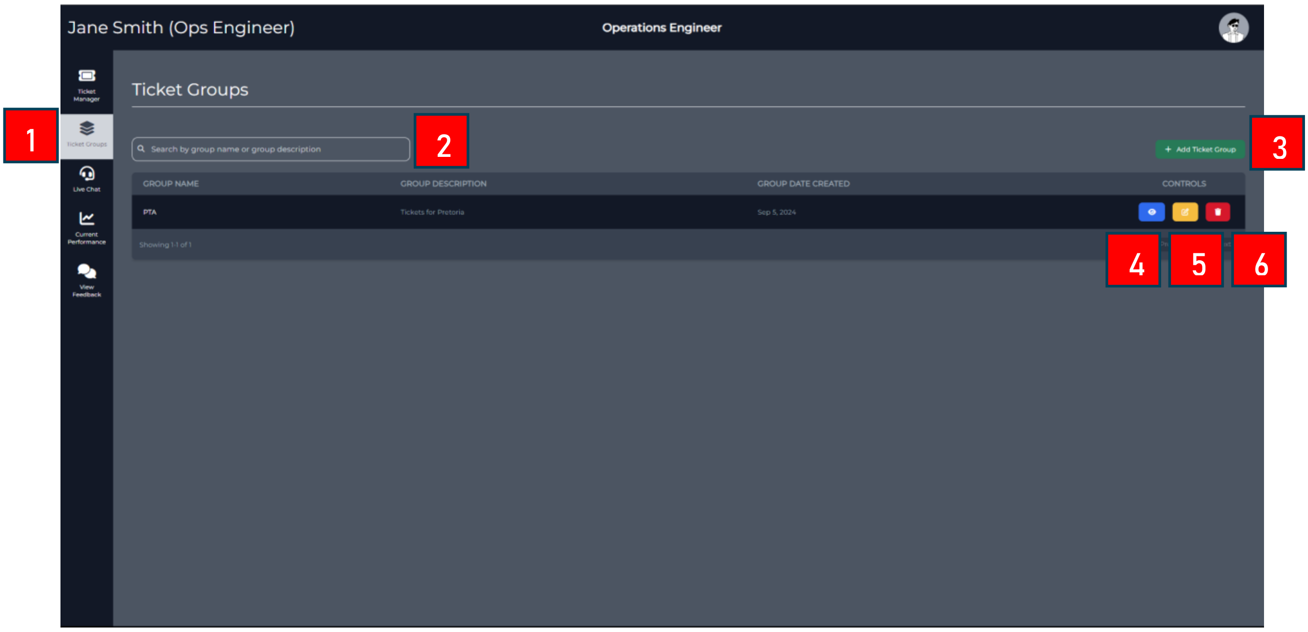
5.5 Ticket Group Page

5.5.1 Purpose:

This is the ticket groups dashboard. Its purpose is to show all the ticket groups in the system and provide functionalities around the system.

5.5.2 Navigation:

The user clicks the ticket groups button in the side bar of the operations engineer dashboard.



5.5.3 Explanation:

#	Explanation
1	Ticket Groups Sidebar button: This navigates the user to the ticket groups page
2	Search input: User can search for specific ticket groups using keywords.
3	Add ticket groups button: If the user wants to create new ticket groups for the system.
4	View tickets in ticket group button: User can view all the tickets within a specific ticket group
5	Edit ticket group: Users can edit the details of the ticket group
6	Delete ticket group button: Users can delete the ticket group.

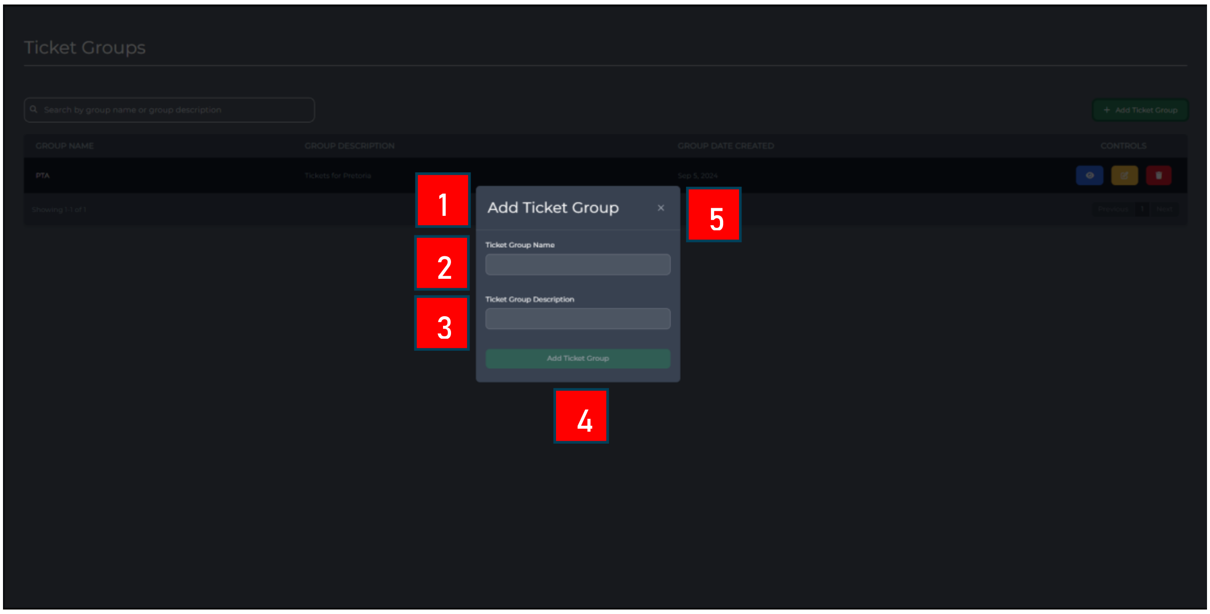
5.6 Create Ticket Group

5.6.1 Purpose:

The purpose of this screen is to allow the user to create a ticket group within the system. The user can click on the create button and the create modal will appear. The user can then fill in the required information and click save.

5.6.2 Navigation:

The user navigates to the add ticket group modal by clicking the add ticket group button on the ticket groups page.



5.6.3 Explanation:

#	Explanation
1	Add ticket group modal: The modal with all the controls to create a new ticket group for the system.
2	Ticket group name input box: This input box allows the user to enter in the name of the group that they want to add
3	Ticket group description input box: This input box allows the user to enter in the description of the group that they want to add
4	Add button: This button will save the modal information and try to add the ticket group to the system. If successful, then the success modal will display otherwise if it fails the error modal will display

5	Close Modal button: The user can cancel the add ticket process and close the modal by clicking this button.

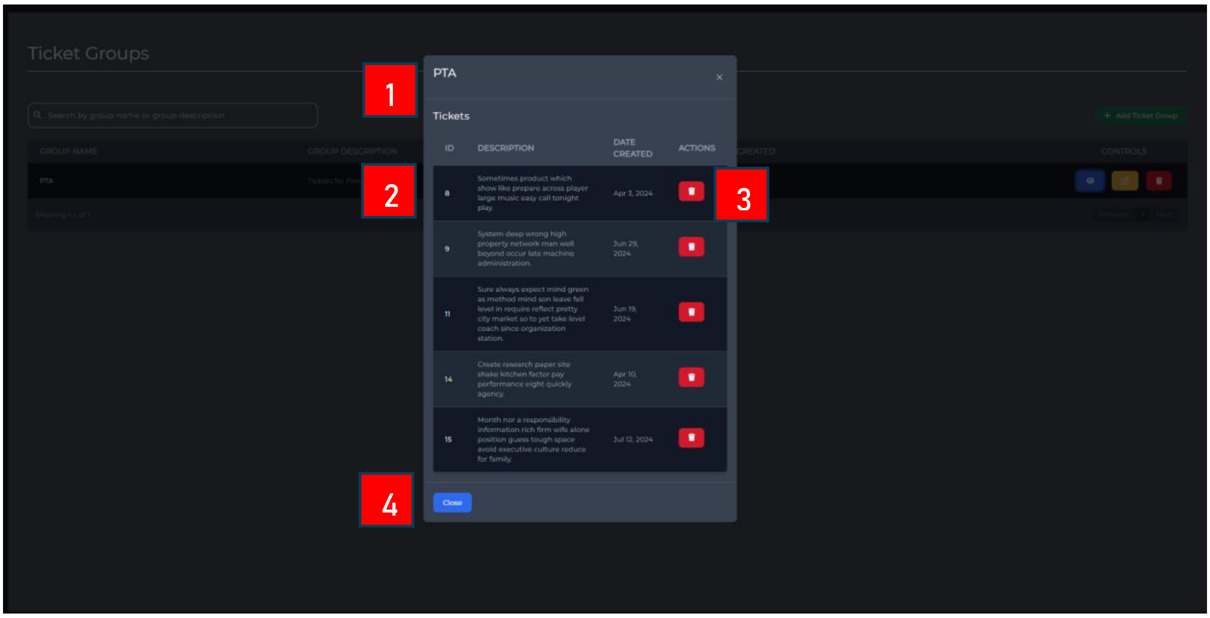
5.7 View Tickets in Ticket Group

5.7.1 Purpose:

The purpose of this screen is to allow the user to view the tickets in a ticket group within the system. The user can click on the view group button and the open the modal. The user can then see all the tickets within a specific group, as well as remove them from the group if needed.

5.7.2 Navigation:

The user can click the view tickets in group button which will open the modal.



5.7.3 Explanation:

#	Explanation
1	View tickets in group modal: This modal displays all the tickets within a specific group.
2	Ticket in ticket group: This is the details for one ticket in the ticket group including the ID, description, date created and action control.
3	Remove ticket from ticket group: This button when clicked will remove the selected ticket from the ticket group.
4	Close modal button: when the user is finished viewing or removing tickets from the ticket group, they can close the modal and return to the tickets group page.

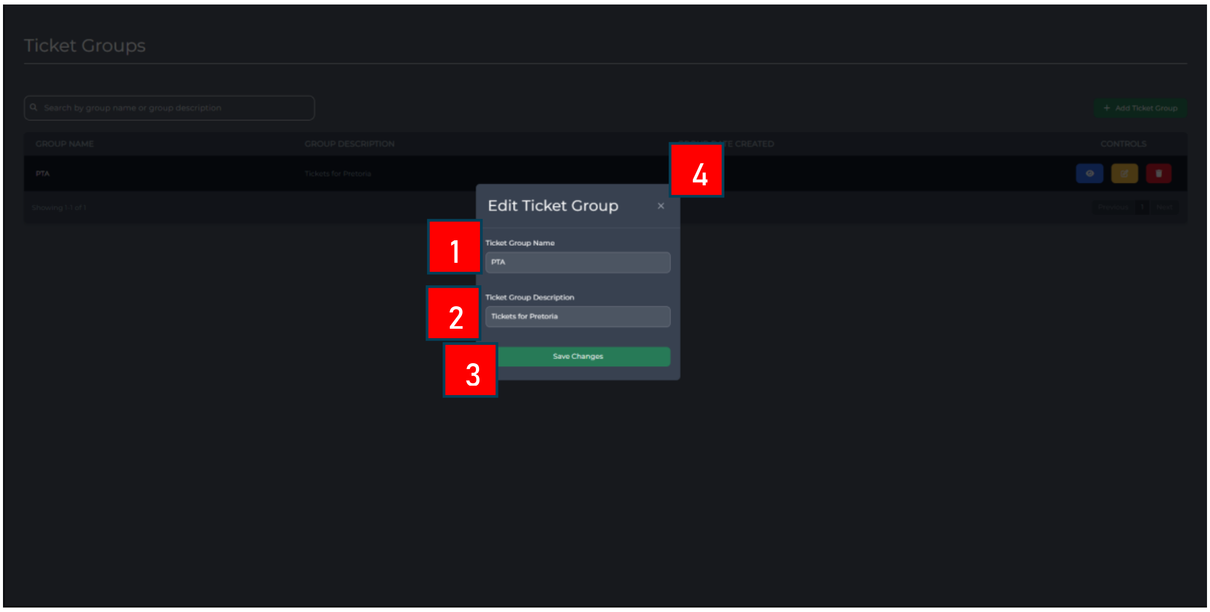
5.8 Edit Ticket Group

5.8.1 Purpose:

The purpose of this function is to allow a user to update a ticket group within the system. The user can click on the update button and an edit modal will appear. The user can then update any of the fields in the modal and click save.

5.8.2 Navigation:

The user clicks the edit ticket group button on the tickets group page for the specific group they want to edit.



5.8.3 Explanation:

#	Explanation
1	Ticket group name input box: This input box allows the user to enter in the name of the group that they want to edit
2	Ticket group description input box: This input box allows the user to enter in the description of the group that they want to edit.
3	Save button: This button will save the modal information and try to edit the ticket group in the system. If successful, then the success modal will display otherwise if it fails the error modal will display
4	Close button: This button allows the user to close the add modal and return to their dashboard

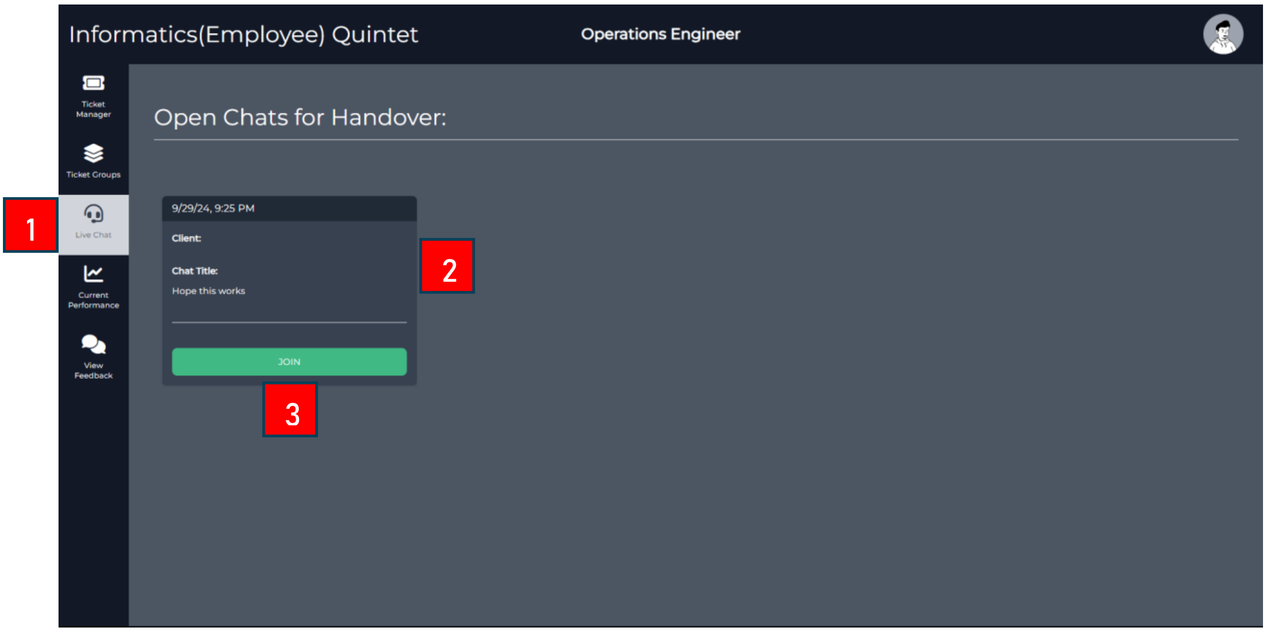
5.9 Live Chat handover

5.9.1 Purpose:

This is the dashboard for the handover to live agent processes. Here the operation engineer can view current requests from clients to speak to a real support employee (aka operation engineer).

5.9.2 Navigation:

The live chat page can be accessed through the operations engineer dashboard, via the sidebar navigation bar.



5.9.3 Explanation:

#	Explanation
1	Live chat sidebar button: The navigation button to access the live chat page on the dashboard.
2	Live chat modal: this represents a request from a client to have a real conversation with an operation engineer. The modal displays the client's name and a short description of the client issue.
3	Join button: This button will let the operations engineer join the live chat with the client to assist in their issue.

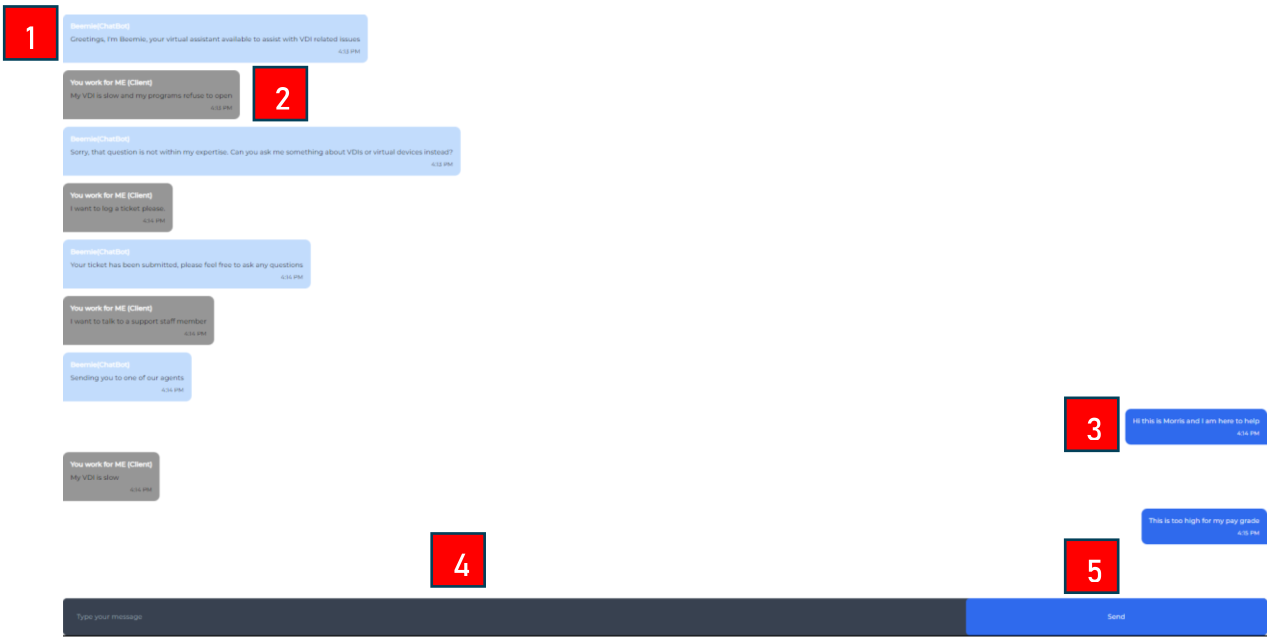
5.10 Live chat with client

5.10.1 Purpose:

This is the live chat with client page. Here the employee interacts with the client and attempts to solve their issue in person.

5.10.2 Navigation:

The operations engineer can access this page via the live chat page on the operations engineer dashboard. By clicking the 'join' button on a live chat request card.



5.10.3 Explanation:

#	Explanation
1	Chatbot message: Light blue messages represent messages from the chatbot
2	Dark grey message: dark grey messages represent messages from the client.
3	Dark blue messages: dark blue messages represent messages from the operations engineer.
4	Message input: Here the operations engineer can type their message to the client.
5	Send button: When the operations engineer has finished typing their message they click the send button to send it to the client.

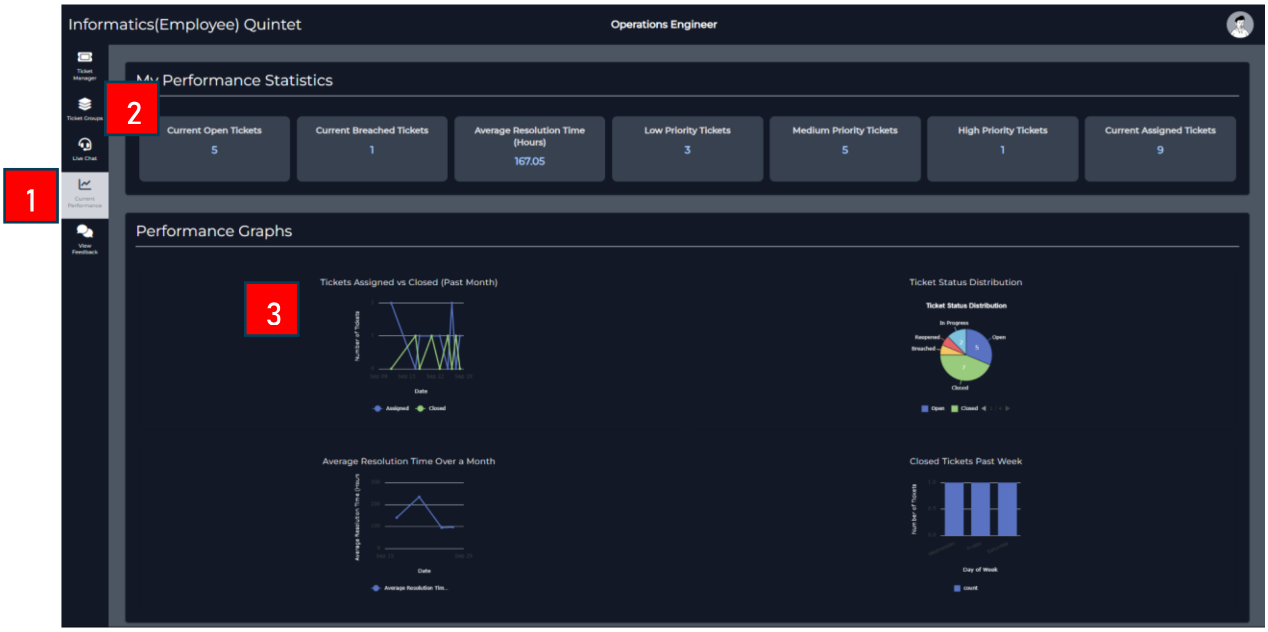
5.11 Operation Engineer Current Performance Page

5.11.1 Purpose:

This is the operations engineer current performance page. Here the operations engineer can view specific statistics regarding themselves only. These are not customizable like the admin statistics and charts.

5.11.2 Navigation:

The operations engineer current performance page can be accessed through the dashboard sidebar navigation bar.



5.11.3 Explanation:

#	Explanation
1	Current Performance side bar button: This is the side bar button for the current performance page to navigate to the page.
2	Performance statistics: These are the individuals statistics based on their performance. These are live and updated every second.
3	Performance Graphs: These are the individuals statistics in graph format based on their performance. These are live and updated every second.

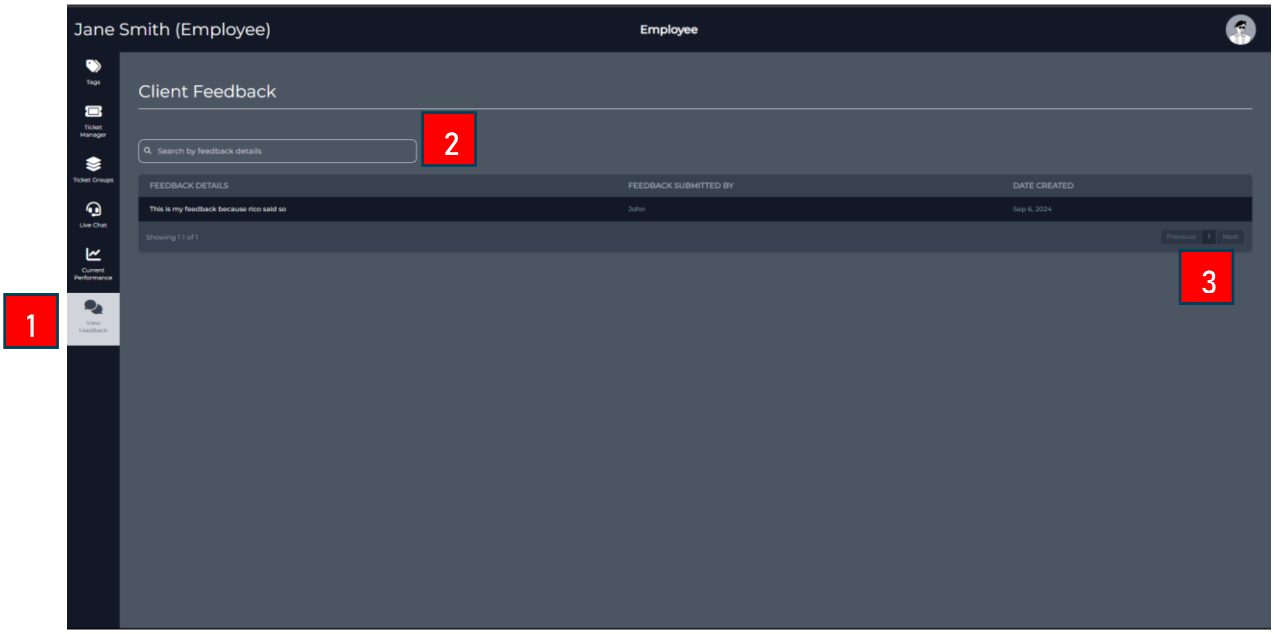
5.12 Client Feedback Page

5.12.1 Purpose:

This is the operations engineer client feedback page. Here the operations engineer can view client feedback in the system with regards to client tickets or client interactions with the chatbot or a live agent handover.

5.10.2 Navigation:

The operations engineer can navigate to this page through the sidebar menu on their dashboard.



5.12.3 Explanation:

#	Explanation
1	Feedback sidebar menu button: This button navigates the operations engineer to the feedback page
2	Search input: using keywords and naming convention the operations engineer can search for specific feedback from clients.
3	Pagination controls: here the operations engineer can access the different pages that may appear in the feedback table.

Administrator Training

Introduction

There are aspects of the administrator training that directly correlate to the employee training and therefore to reduce repetition will not be repeated in the administrator training. Please refer to employee training as well to ensure full competence with the administrator training.

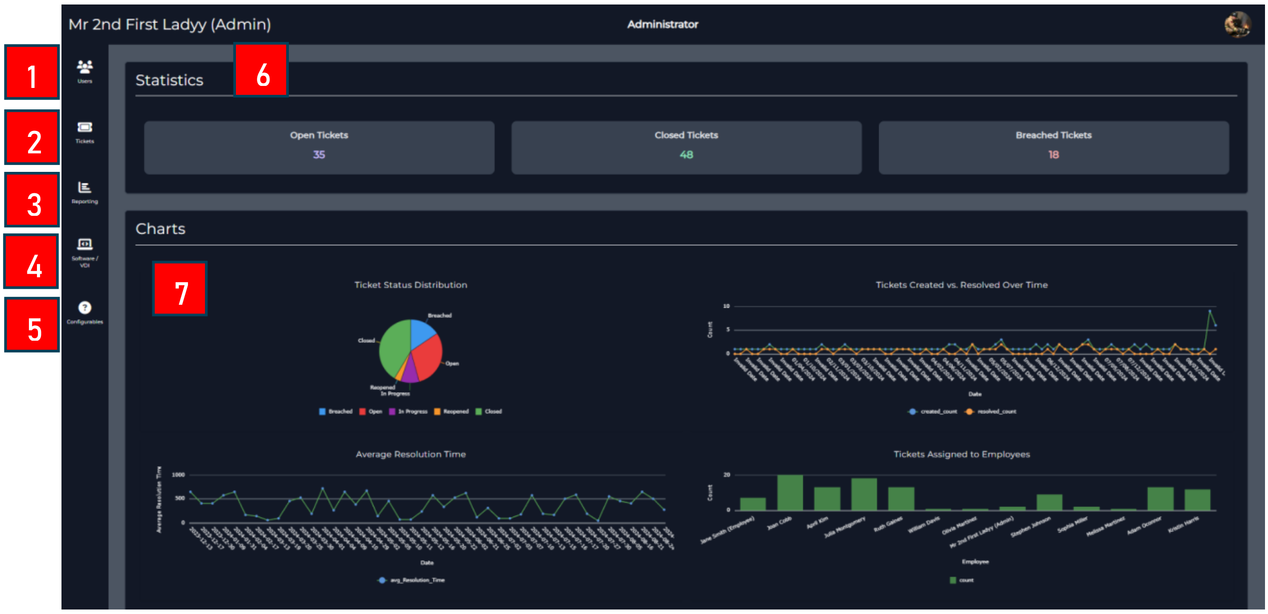
6.1 Administrator Dashboard

6.1.1 Purpose:

This is the administrator dashboard. Here the administrator can access all the pages and functionalities available to them. The home page on the dashboard displays their currently selected statistics and graphs.

6.1.2 Navigation:

The administrator dashboard can be accessed when a user logs in with an account that has the administrator role.



6.1.3 Explanation:

#	Explanation
1	Users sidebar menu: This is the sidebar category for users which displays all the pages related to users the admin can access

2	Ticket sidebar menu: This is the sidebar category for tickets which displays all the pages related to tickets the admin can access
3	Reporting sidebar menu: This is the sidebar category for reporting which displays all the pages related to reporting the admin can access
4	Software/VDI sidebar menu: This is the sidebar category for software and vdi which displays all the pages related to software and vdi the admin can access
5	Configurables sidebar menu: This is the sidebar category for system configurables which displays all the pages related to system configurables the admin can access
6	Statistics: This displays the chosen statistics the admin chose to display on the homepage.
7	Graphs: This displays the chosen graphs the admin chose to display on the homepage.

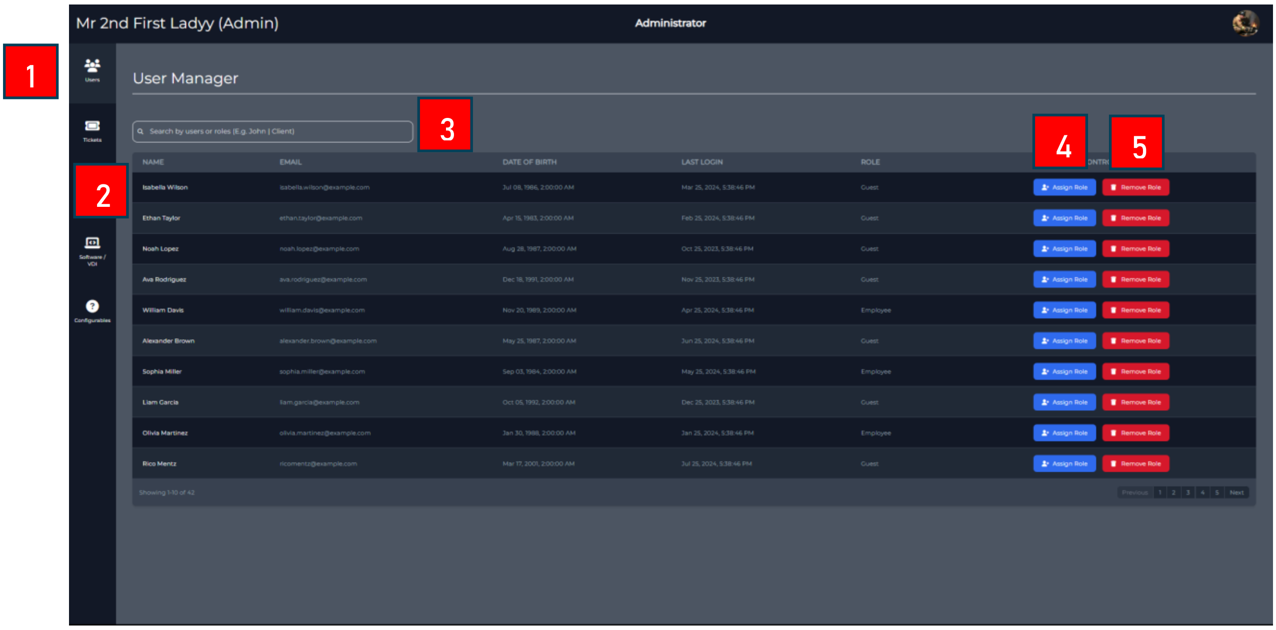
6.2 User Role Page

6.2.1 Purpose:

This is the user manager page. Here administrators can access all the users in the system and view the details for the users. Admins can also reassign the roles or remove the role from the user.

6.2.2 Navigation:

The admin can navigate to the user manager by clicking the users tab and then clicking the user tab menu button.



6.2.3 Explanation:

#	Explanation
1	Users Sidebar menu button. This opens the user's menu control where the admin can choose the page they would like to access.
2	Users table: this is the table which displays all the users in the system
3	Search input: Can search for specific works through naming conventions or keywords.
4	Assign Role: This button opens a modal which allows the admin to change the role of the user. Admins can only change the roles of guests, clients, or employees.

5	Remove Role: this button opens a confirmation modal to remove the role from a user. This automatically changes the role of the user to the guest role. Can only be done for guests, clients and employees.

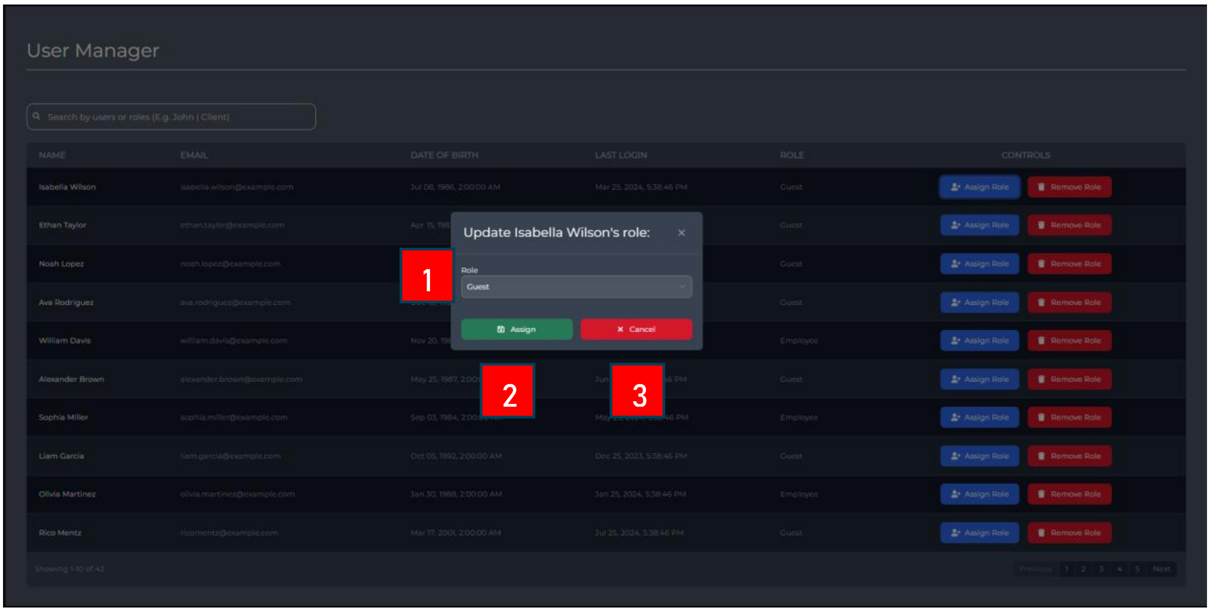
6.3 Update User Role

6.3.1 Purpose:

The purpose of this screen is to allow the admin or super admin to change any user's role in the system

6.3.2 Navigation:

Can be accessed by clicking the assign role button on the user manager table.



6.3.3 Explanation:

#	Explanation
1	Role dropdown: This dropdown shows all the available roles in the system
2	Assign button: This button will try to assign the role to the user and if successful will show the success modal, else if it fails it will show the error modal
3	Cancel button: This will close the modal and return the user to their dashboard

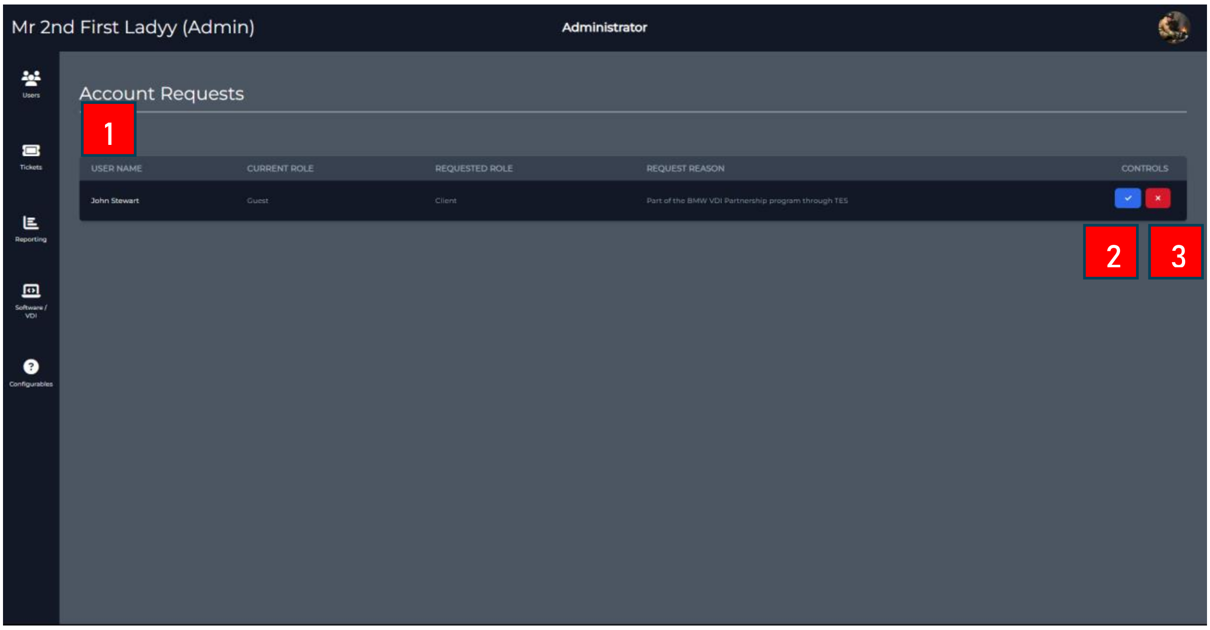
6.4 Account Requests

6.4.1 Purpose:

This is administrator screen for account requests. Here the administrator can accept or decline applications for new accounts.

6.4.2 Navigation:

The account requests screen can be accessed by clicking the account requests menu button in the user's category on the sidebar of the administrator dashboard.



6.4.3 Explanation:

#	Explanation
1	Account request card: Each account request will be displayed in its own card with details of the users name, current role and requested role as well as the reason for the request.
2	Accept request button: accepts the request
3	Decline request button: declines the request

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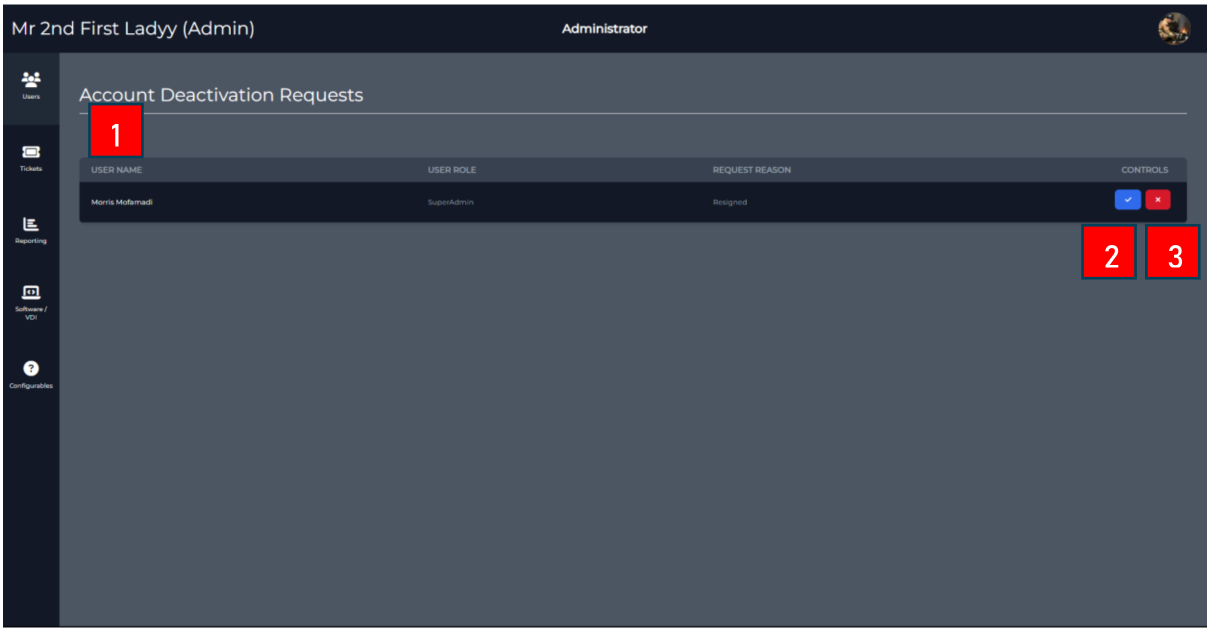
6.5 Account Deactivation Requests

6.5.1 Purpose:

This is the administrator screen for account deactivation requests. Here the administrator can accept or decline applications for deactivating accounts.

6.5.2 Navigation:

The account deactivation requests screen can be accessed by clicking the account deactivation requests menu button in the user's category on the sidebar of the administrator dashboard.



6.5.3 Explanation:

#	Explanation
1	Account deactivation request card: Each account deactivation request will be displayed in its own card with details of the users name, current role as well as the reason for the request.
2	Accept request button: accepts the request
3	Decline request button: declines the request

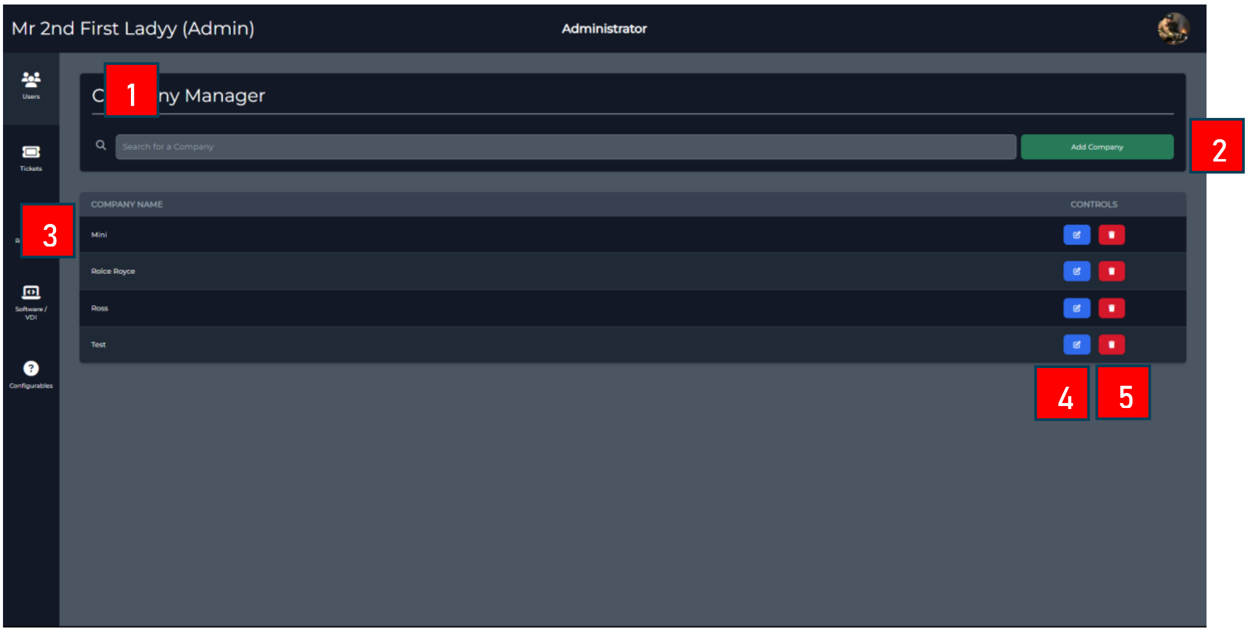
6.6 Company Manager

6.6.1 Purpose:

This is the administrator screen for managing companies. Here the admin can create, search, update and delete companies.

6.6.2 Navigation:

The companies page can be accessed through the user's category on the sidebar menu.



6.6.3 Explanation:

#	Explanation
1	Search input: Using keywords or naming conventions, the admin can search for a specific company or companies.
2	Add company button: User opens the add company modal.
3	Company table: displays all the current companies in the system
4	Edit company button: Opens the edit company modal
5	Remove company button: Removes the company from the system.

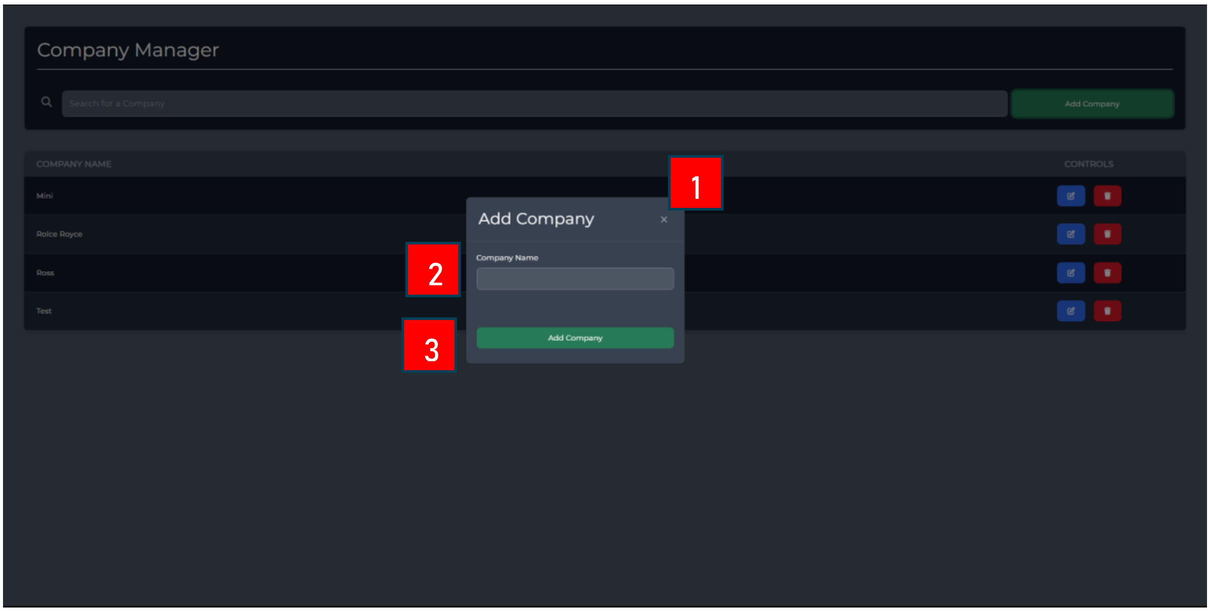
6.7 Add Company

6.7.1 Purpose:

The purpose of this screen is to allow the user to create a company within the system. The user can click on the create button and the create modal will appear. The user can then fill in the required information and click save.

6.7.2 Navigation:

The admin can access the add company modal by clicking the add company button in the company table.



6.7.3 Explanation:

#	Explanation
1	Close button: This button allows the user to close the add modal and return to their dashboard
2	Company input box: This input box allows the user to enter in the name of the company that they want to add
3	Add button: This button will save the modal information and try to add the company to the system. If successful, then the success modal will display otherwise if it fails the error modal will display

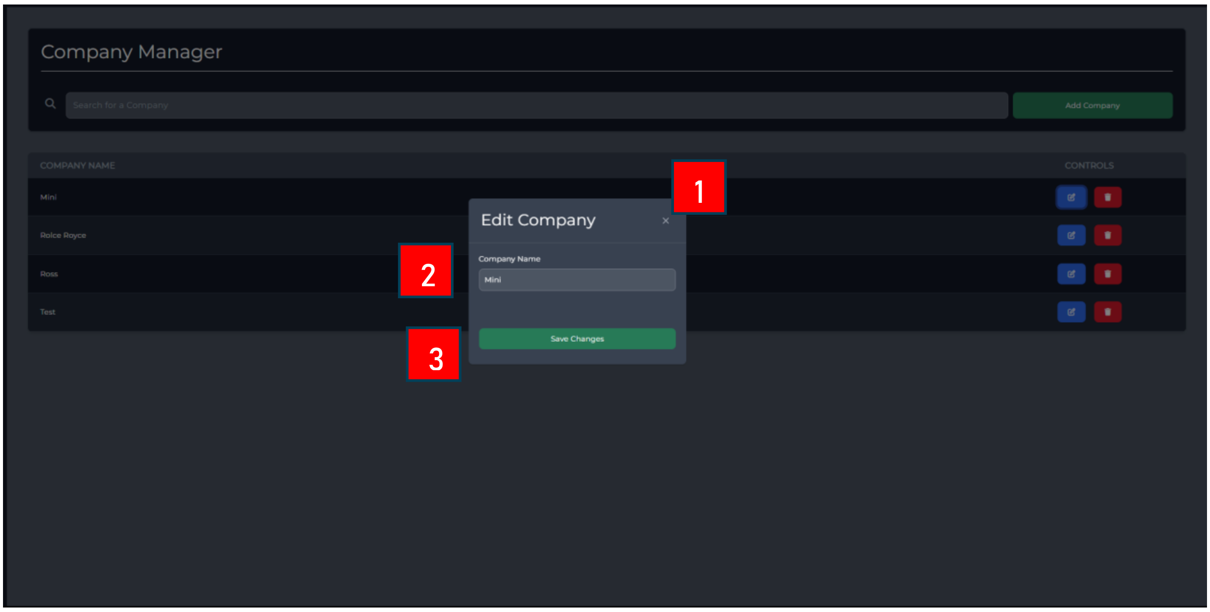
6.8 Edit Company

6.8.1 Purpose:

The purpose of this function is to allow a user to update a company within the system. The user can click on the update button and an edit modal will appear. The user can then update any of the fields in the modal and click save.

6.8.2 Navigation:

The admin can access the edit company modal by clicking the edit company button in the company table.



6.8.3 Explanation:

#	Explanation
1	Close button: This button allows the user to close the edit modal and return to their dashboard
2	Company input box: This input box allows the user to change the name of the company that they want to edit
3	Save button: This button will save the modal information and try to edit the company in the system. If successful, then the success modal will display otherwise if it fails the error modal will display

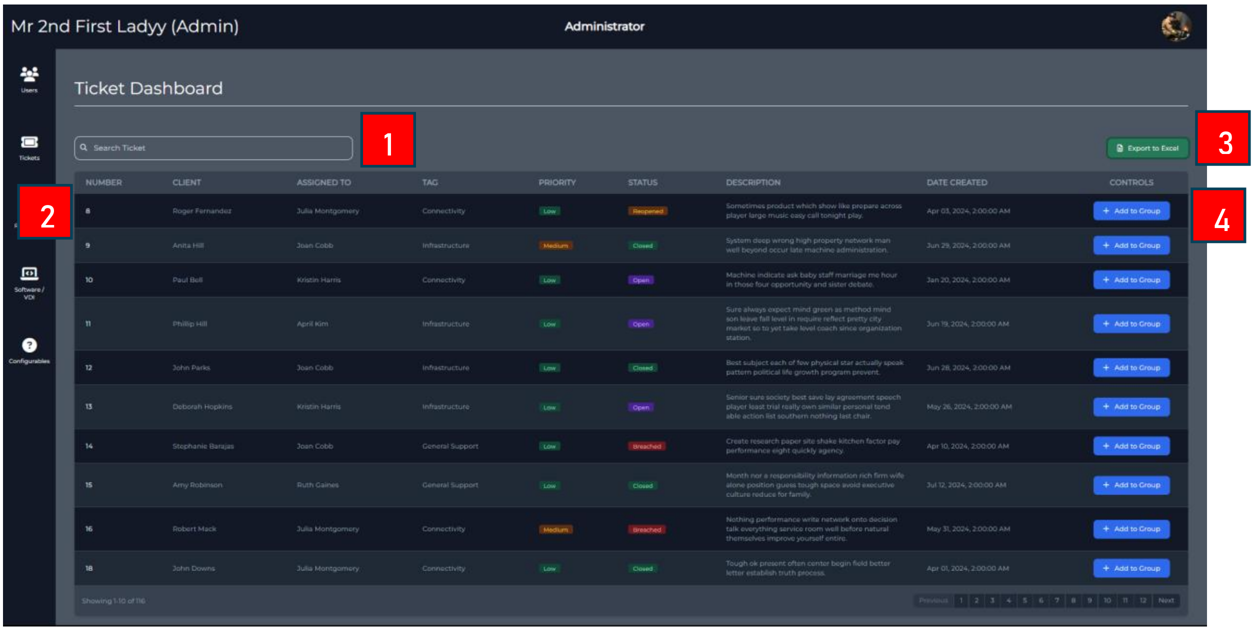
6.9 Ticket Manager

6.9.1 Purpose:

This is the ticket manager for the admin. Through the ticket management page, the user can edit the ticket as well as add it to ticket groups. The admin can also export the entire table to excel.

6.9.2 Navigation:

The ticket management screen is displayed when accessing the ticket manager through the tickets category on the sidebar.



6.9.3 Explanation:

#	Explanation
1	Search Input: Here the admin can search for a specific ticket based on criteria, keywords or naming conventions.
2	Ticket table: Displays all the tickets in the system with many details related to the ticket
3	Export button: Exports the current ticket table in its entirety to an excel sheet and downloads it to the user's browser.
4	Add to group button: opens the add to group modal

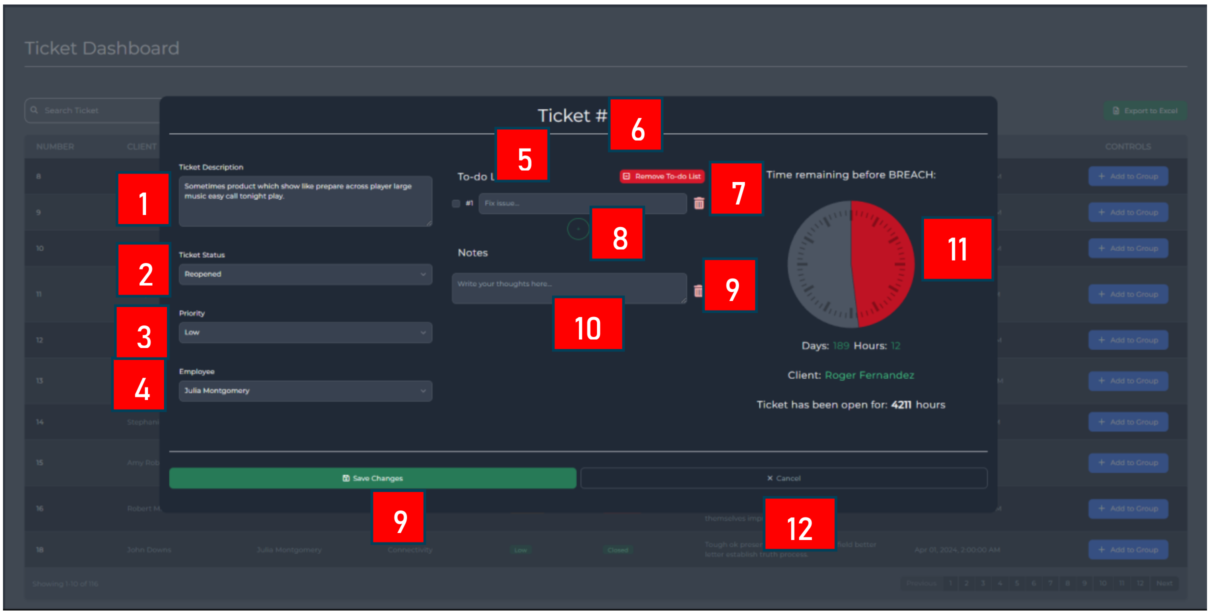
6.10 Edit Ticket

6.10.1 Purpose:

The purpose of this function is to allow a user to update a ticket within the system. The user can click on the update button and an edit modal will appear. The user can then update any of the fields in the modal and click save.

6.10.2 Navigation:

By clicking on a specific ticket, the user will open the modal for that ticket.



6.10.3 Explanation:

#	Explanation
1	Ticket Description Input: This is the input box for the ticket description
2	Ticket status dropdown: This dropdown provides the user the option to change the status of the ticket depending on its progress.
3	Ticket Priority Dropdown: This dropdown provides the user the option to change the priority of the ticket depending on its importance.
4	Employee dropdown: The user can see the employee that has been assigned to the ticket.
9	Save button: This button will send the ticket information to the API and try to save the ticket changes. If successful the success modal will display else the error modal will display.

6	Delete button: This removes to do list button will delete both the to do list items and the note associated with the ticket
7	Delete to do list item button: This button will only delete the to do list item from the ticket
8	Create to do-list button: This button will pop up a blank to do list item and allow the user to add a to do list item. This can be done up to 4 times
5	To do list input: Input the to do list item
9	Delete note button: This button will only delete the note from the ticket
10	Notes input: This input box will allow the user to edit the existing note on the ticket
11	Ticket breach radial timer: This clock timer shows a live count down of the breach timer for when the ticket breaches.
12	Cancel button: The user can cancel the ticket edits by clicking the cancel button to not save any changes made.

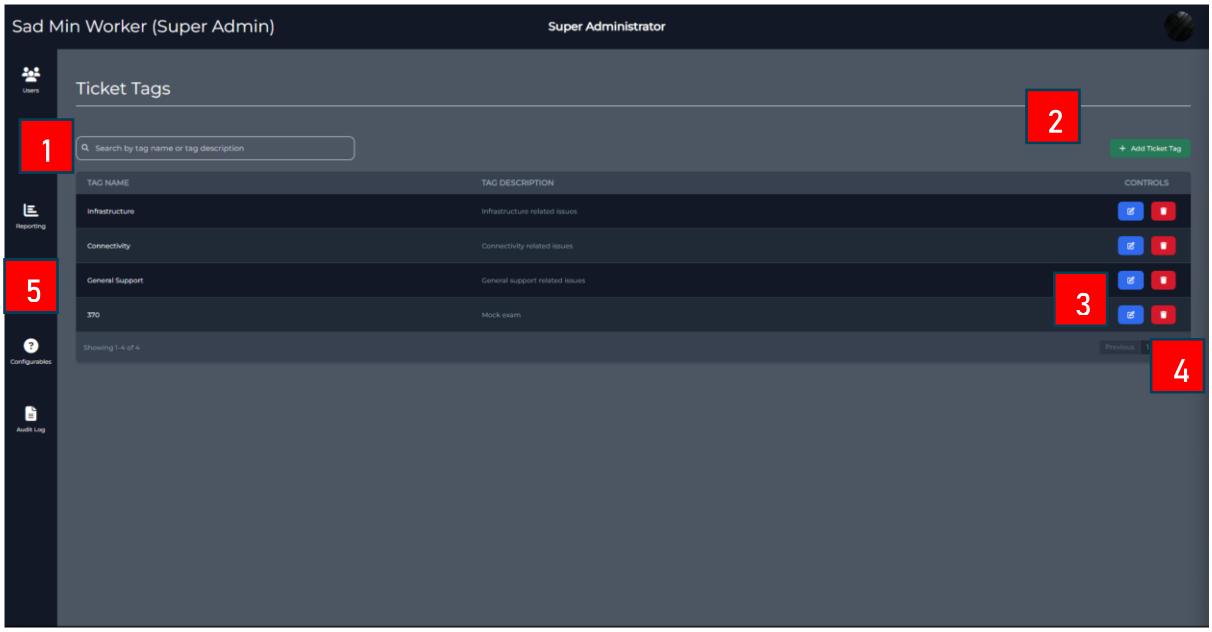
6.11 Ticket Tags Page

6.11.1 Purpose:

This is the administrator screen for managing ticket tags. Here the admin can create, search, update and delete tags.

6.11.2 Navigation:

The tags page can be accessed through the ticket's category on the sidebar menu.



6.11.3 Explanation:

#	Explanation
1	Search input: Using keywords or naming conventions, the admin can search for a specific tag/s
2	Add tags button: User opens the add tag modal.
3	Edit tag button: Edits the tag in the system.
4	Delete tag button: Deletes the tag from the system.
5	Tag table: displays all the current tags in the system

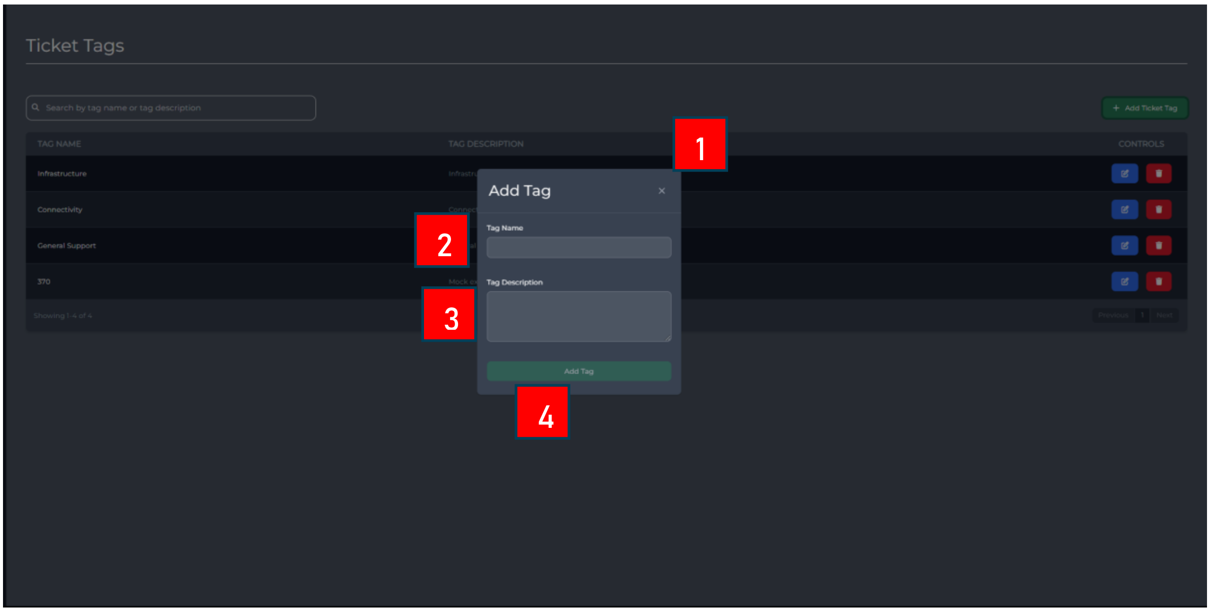
6.12 Add Ticket Tag

6.12.1 Purpose:

The purpose of this screen is to allow the user to create a ticket tag within the system. The user can click on the create button and the create modal will appear. The user can then fill in the required information and click save.

6.12.2 Navigation:

The admin access the add tag modal by clicking the add tag button on the ticket tags page.



6.12.3 Explanation:

#	Explanation
1	Close button: This button allows the user to close the add modal and return to their dashboard
2	Tag input box: This input box allows the user to enter in the name of the tag that they want to add
3	Tag description input box: This input box allows the user to enter in the description of the tag that they want to add
4	Add button: This button will save the modal information and try to add the tag to the system. If successful, then the success modal will display otherwise if it fails the error modal will display

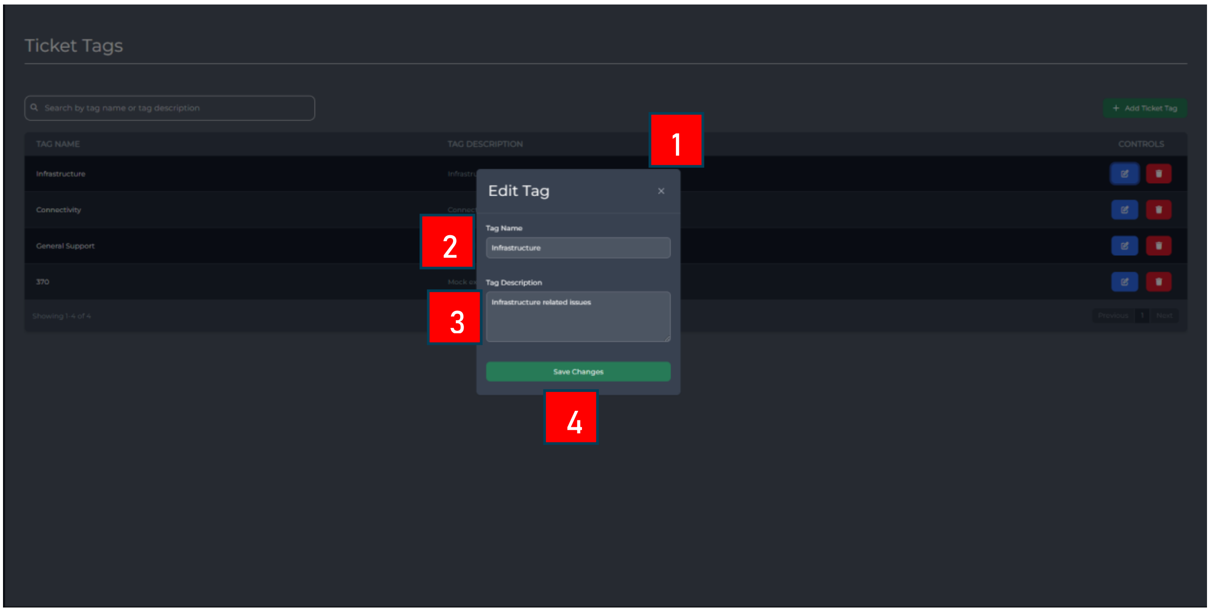
6.13 Update Ticket Tag

6.13.1 Purpose:

The purpose of this function is to allow a user to update a ticket tag within the system. The user can click on the update button and an edit modal will appear. The user can then update any of the fields in the modal and click save.

6.13.2 Navigation:

The admin accesses the edit tag modal by clicking the edit tag button on the ticket tags page.



6.13.3 Explanation:

#	Explanation
1	Close button: This button allows the user to close the add modal and return to their dashboard
2	Tag input box: This input box allows the user to enter in the name of the tag that they want to edit
3	Tag description input box: This input box allows the user to enter in the description of the tag that they want to edit
4	Save button: This button will save the modal information and try to update the tag in the system. If successful, then the success modal will display otherwise if it fails the error modal will display

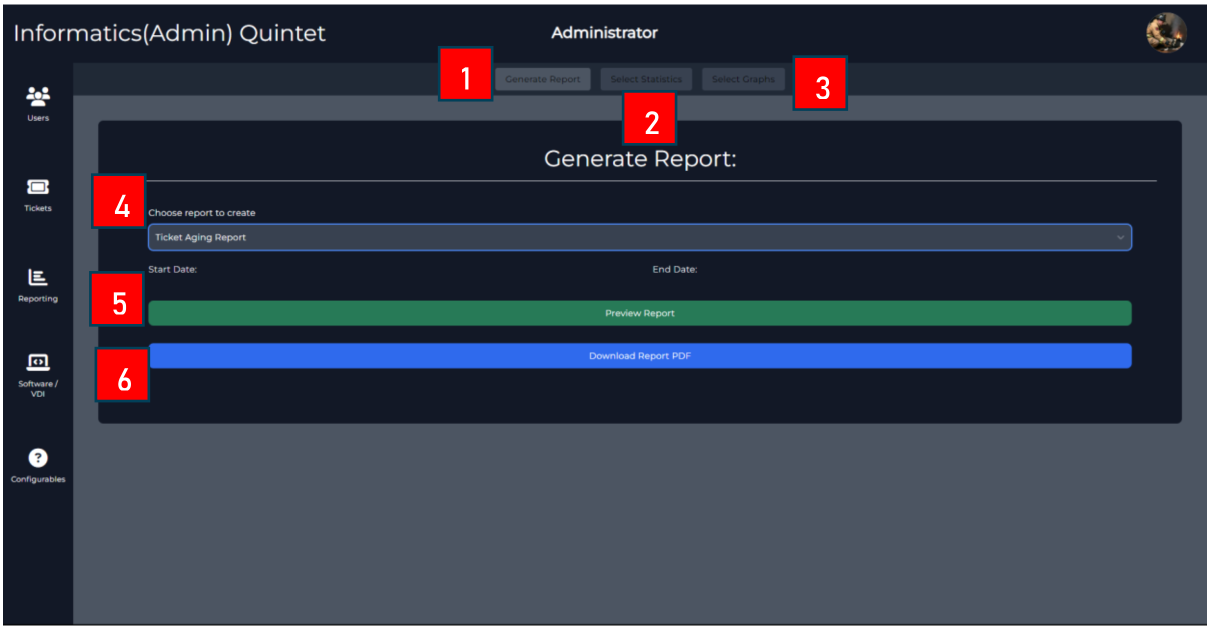
6.14 Generate Report Page

6.14.1 Purpose:

The purpose of this screen is to allow the admin to generate pdf reports and preview them or download them. There are multiple reports to choose from

6.14.2 Navigation:

The admin can access the generate report page through the reporting sidebar button on the admin dashboard.



6.14.3 Explanation:

#	Explanation
1	Generate Report mini navbar button: This button navigates the user to the generate report page.
2	Select statistics mini navbar button: This button navigates the user to the select statistics page.
3	Select graphs mini navbar button: This button navigates the user to the select graphs page.
4	Report dropdown: Admins can select one of 8 reports to preview or download
5	Preview Report button: The user can preview the report on the web application without having to download it

6	Download report button: Ability to download the report to the users browser in pdf format.

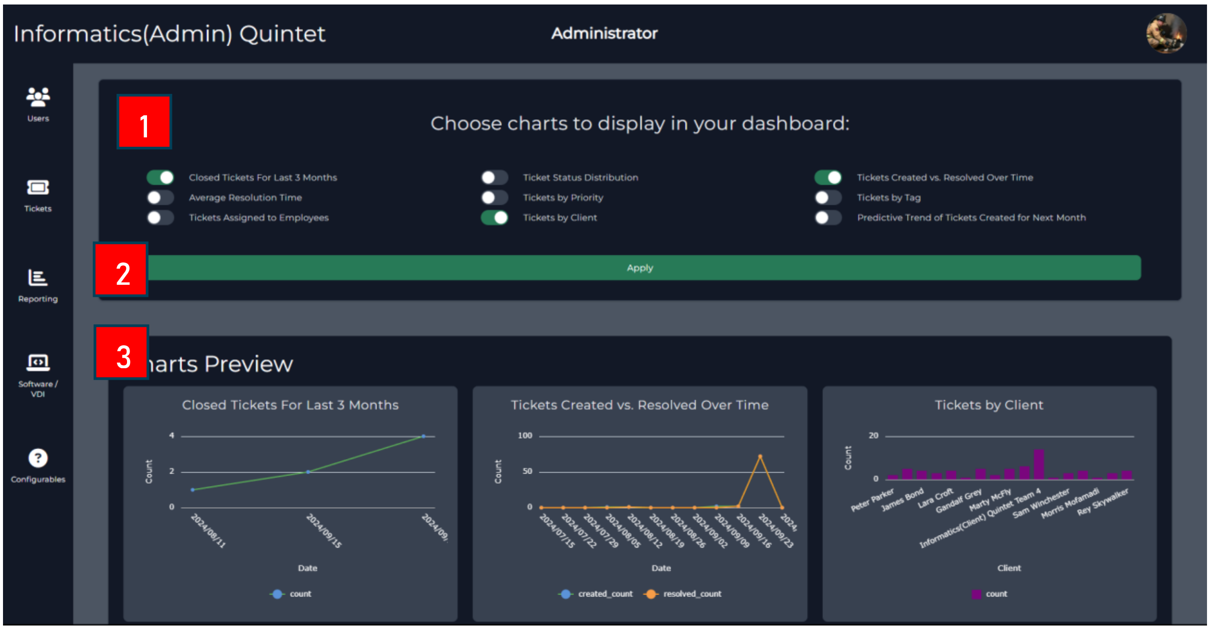
6.15 Select Graphs Page

6.15.1 Purpose:

The purpose of this screen is to provide admins the ability to customize the charts displayed on their home page.

6.15.2 Navigation:

The admins can access this page by clicking the select graphs button on the mini navbar after clicking the reporting button on the sidebar in the admin dashboard.



6.15.3 Explanation:

#	Explanation
1	Card toggle: This panel will allow admins to choose which statistics are relevant to them
2	Apply button: This button will save the admins option to local storage and create a preview
3	Preview card: This view shows the admin what the statistics will look like on their main dashboard

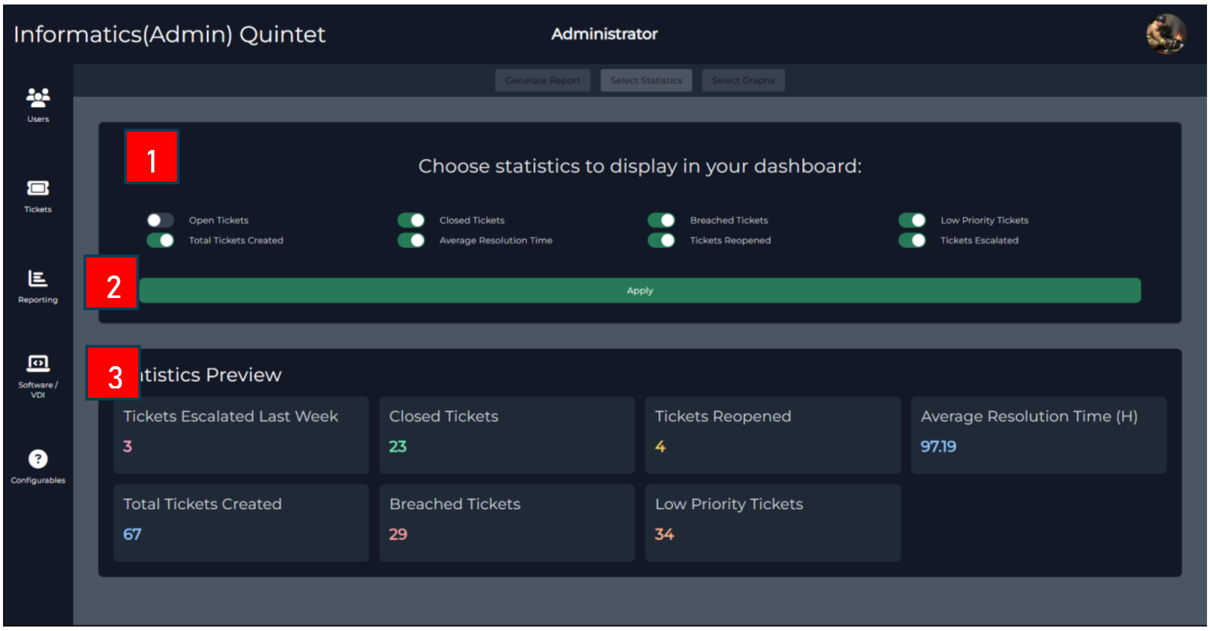
6.16 Select Statistics Page

6.16.1 Purpose:

The purpose of this screen is to provide admins the ability to customize the charts displayed on their home page.

6.16.2 Navigation:

The admins can access this page by clicking the select graphs button on the mini navbar after clicking the reporting button on the sidebar in the admin dashboard.



6.16.3 Explanation:

#	Explanation
1	Card toggle: This panel will allow admins to choose which statistics are relevant to them
2	Apply button: This button will save the admins option to local storage and create a preview
3	Preview card: This view shows the admin what the statistics will look like on their main dashboard

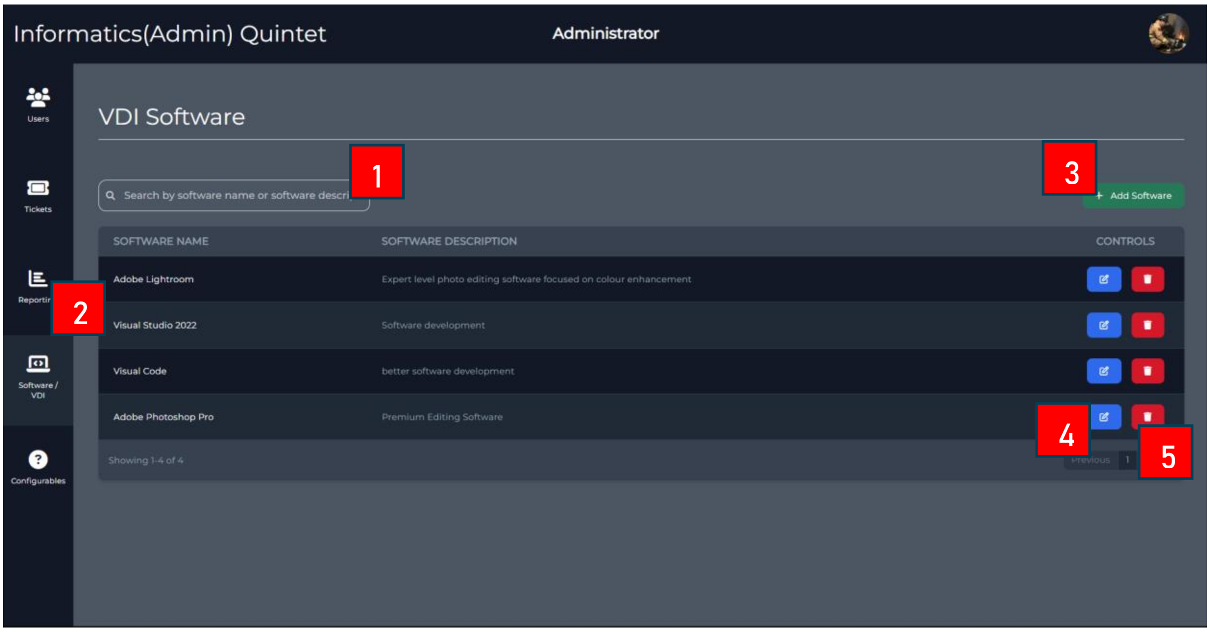
6.17 VDI Software

6.17.1 Purpose:

This is the administrator screen for managing VDI Software. Here the admin can create, search, update and delete software.

6.17.2 Navigation:

The VDI Software page can be accessed through the Software/VDI category on the sidebar menu.



6.17.3 Explanation:

#	Explanation
1	Search input: Using keywords or naming conventions, the admin can search for a specific software/s
3	Add software button: User opens the add software modal.
4	Edit software button: Edits the software in the system.
5	Delete software button: Deletes the software from the system.
2	software table: displays all the current software and their details in the system

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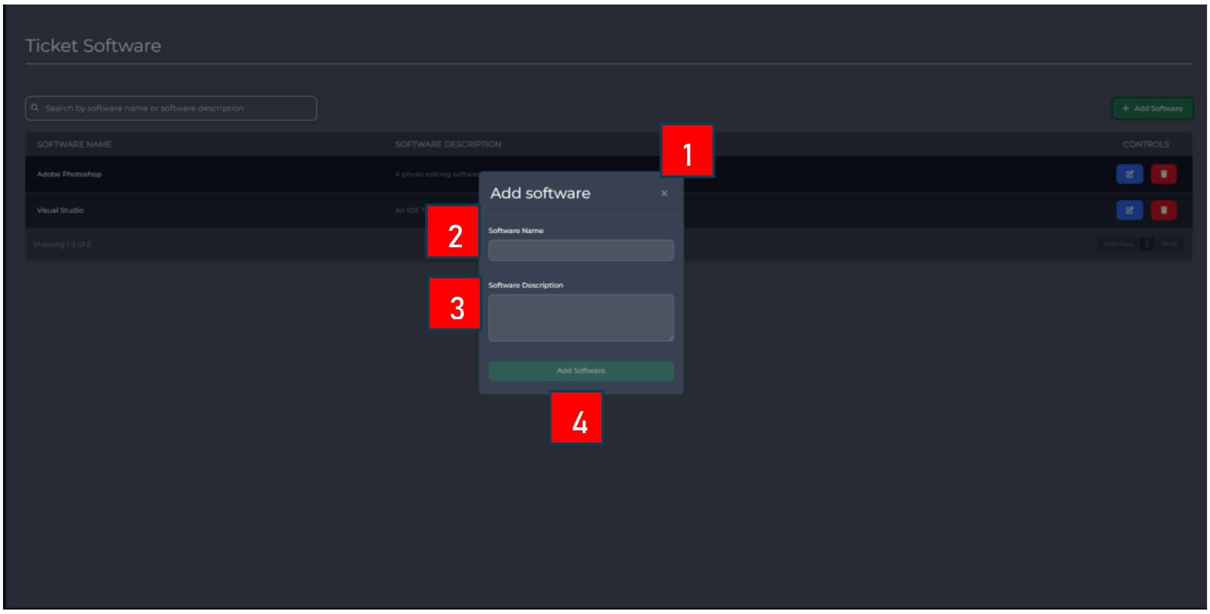
6.18 Add Software

6.18.1 Purpose:

The purpose of this screen is to allow the user to create a software within the system. The user can click on the create button and the create modal will appear. The user can then fill in the required information and click save.

6.18.2 Navigation:

The admin navigates to the add software modal by clicking the add software button.



6.18.3 Explanation:

#	Explanation
1	Close button: This button allows the user to close the add modal and return to their dashboard
2	Software name input box: This input box allows the user to enter in the name of the software that they want to add
3	Software description input box: This input box allows the user to enter in the description of the software that they want to add
4	Add button: This button will save the modal information and try to add the software to the system. If successful, then the success modal will display otherwise if it fails the error modal will display

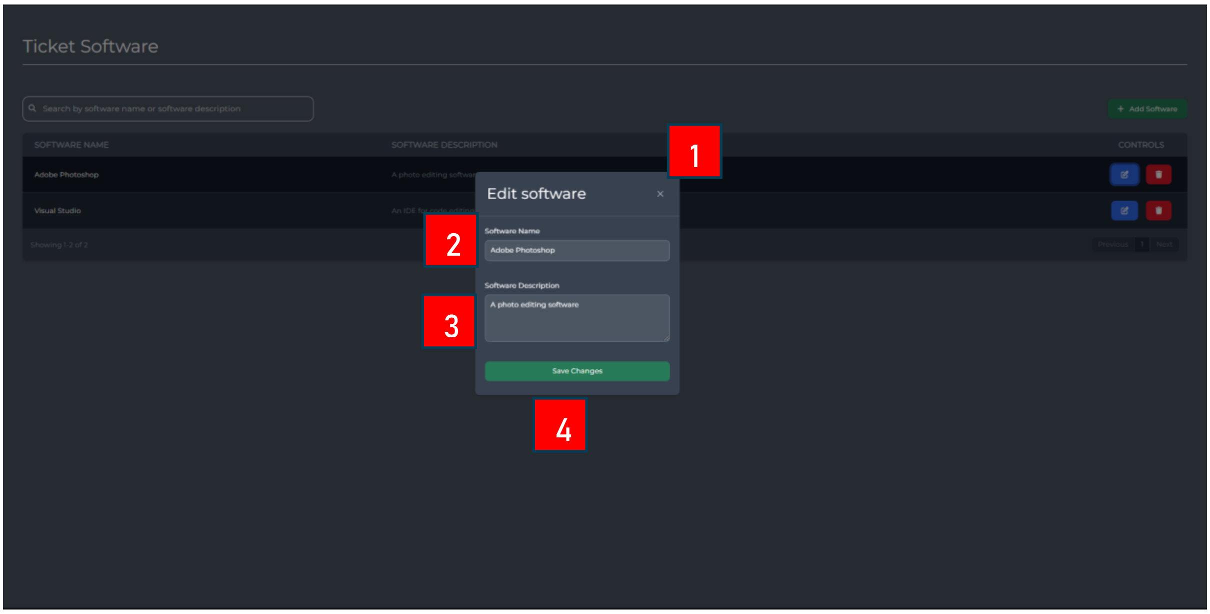
6.19 Edit Software

6.19.1 Purpose:

The purpose of this function is to allow a user to update a software within the system. The user can click on the update button and an edit modal will appear. The user can then update any of the fields in the modal and click save.

6.19.2 Navigation:

The admin navigates to the edit software modal by clicking the edit software button.



6.19.3 Explanation:

#	Explanation
1	Close button: This button allows the user to close the add modal and return to their dashboard
2	Software name input box: This input box allows the user to enter in the name of the software that they want to edit
3	Software description input box: This input box allows the user to enter in the description of the software that they want to edit
4	Save button: This button will save the modal information and try to update the software in the system. If successful, then the success modal will display otherwise if it fails the error modal will display

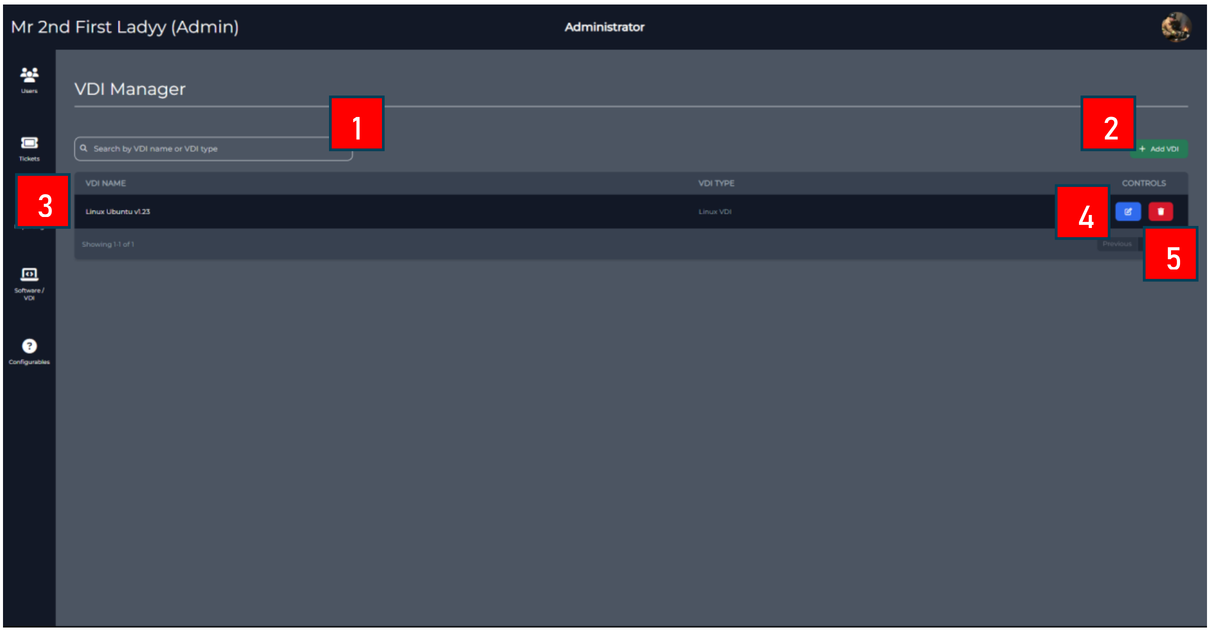
6.20 VDI manager

6.20.1 Purpose:

This is the administrator screen for managing VDI Software. Here the admin can create, search, update and delete software.

6.20.2 Navigation:

The VDI Software page can be accessed through the Software/VDI category on the sidebar menu.



6.20.3 Explanation:

#	Explanation
1	Search input: Using keywords or naming conventions, the admin can search for a specific software/s
2	Add software button: User opens the add software modal.
4	Edit software button: Edits the software in the system.
5	Delete software button: Deletes the software from the system.
3	software table: displays all the current software and their details in the system

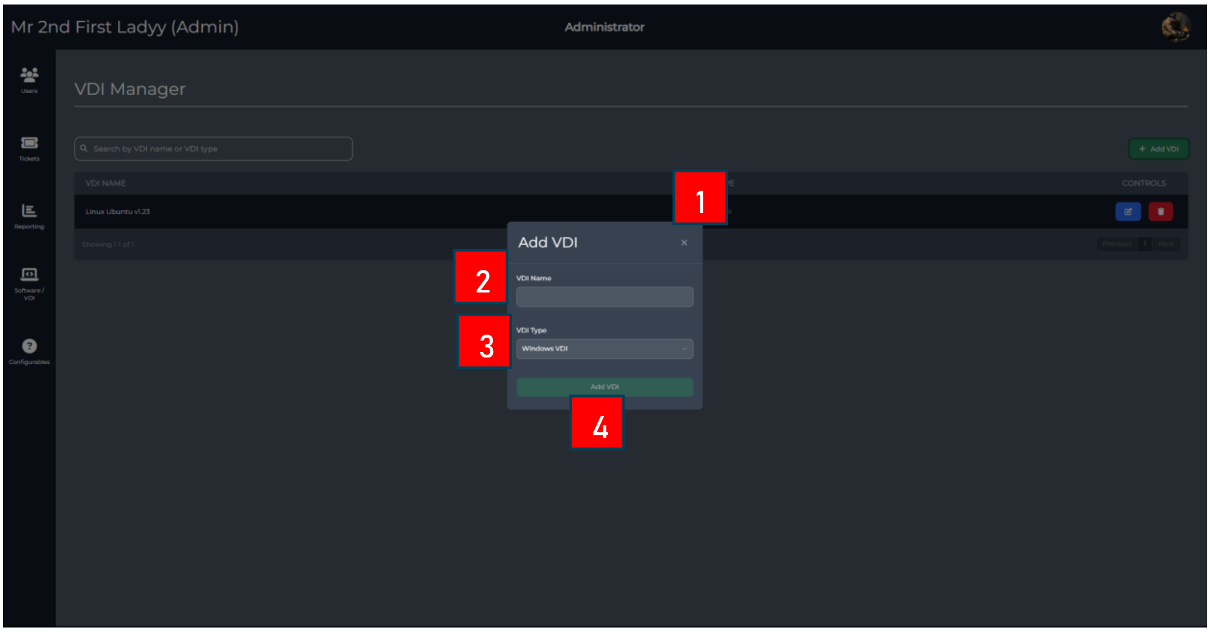
6.21 Add VDI

6.21.1 Purpose:

The purpose of this screen is to allow the user to create a VDI within the system. The user can click on the create button and the create modal will appear. The user can then fill in the required information and click save.

6.21.2 Navigation:

The admin navigates to the add VDI modal by clicking the add VDI button.



6.21.3 Explanation:

#	Explanation
1	Close button: This button allows the user to close the add modal and return to their dashboard
2	Software name input box: This input box allows the user to enter in the name of the software that they want to add
3	Software description input box: This input box allows the user to enter in the description of the software that they want to add
4	Add button: This button will save the modal information and try to add the software to the system. If successful, then the success modal will display otherwise if it fails the error modal will display

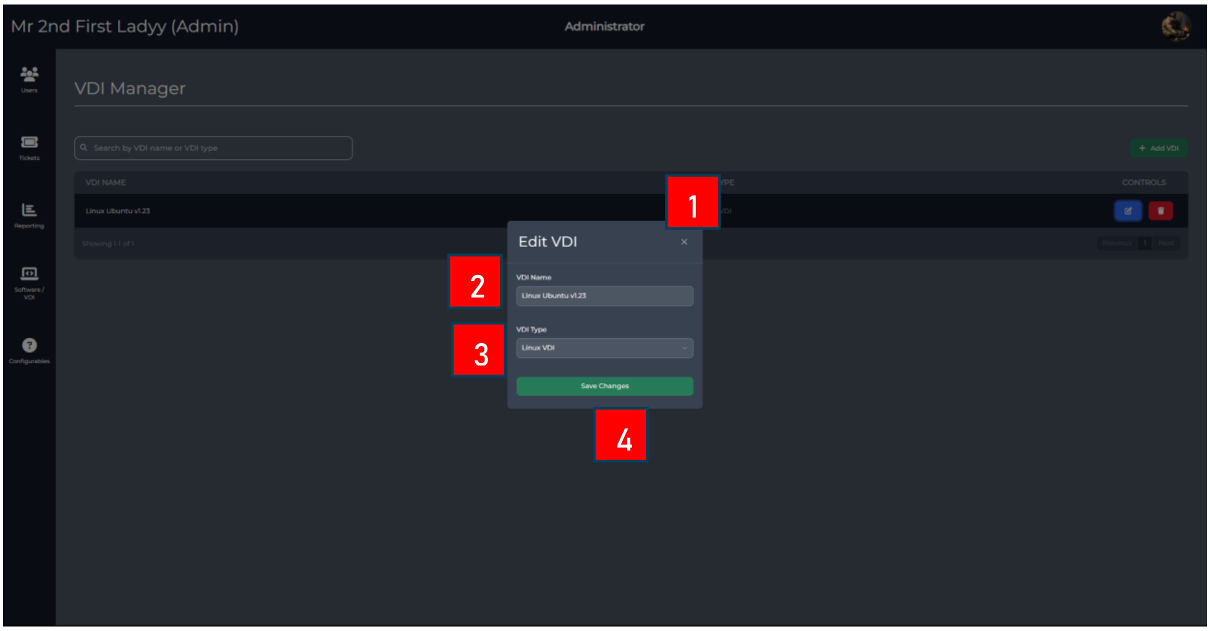
6.22 Edit VDI

6.22.1 Purpose:

The purpose of this function is to allow a user to update a VDI within the system. The user can click on the update button and an edit modal will appear. The user can then update any of the fields in the modal and click save.

6.22.2 Navigation:

The admin navigates to the edit VDI modal by clicking the edit VDI button.



6.22.3 Explanation:

#	Explanation
1	Close button: This button allows the user to close the add modal and return to their dashboard
2	VDI name input box: This input box allows the user to enter in the name of the VDI that they want to edit
3	VDI description input box: This input box allows the user to enter in the description of the VDI that they want to edit
4	Add button: This button will save the modal information and try to update the VDI in the system. If successful, then the success modal will display otherwise if it fails the error modal will display

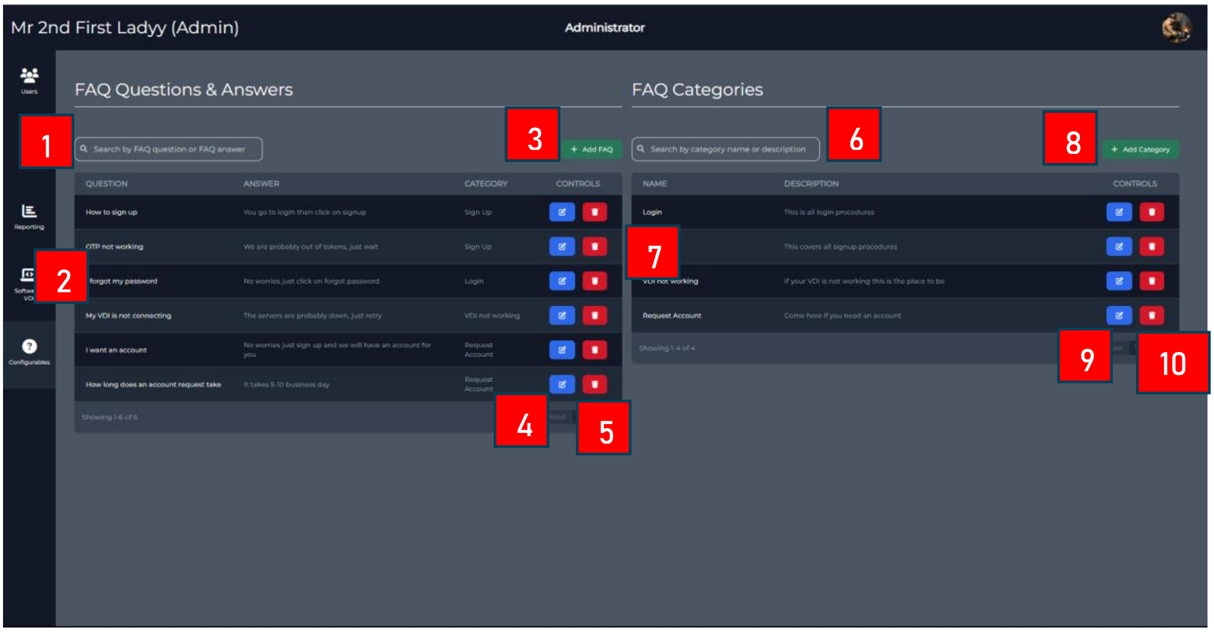
6.23 FAQ Config Screen

6.23.1 Purpose:

This is the administrator screen for managing FAQ categories and FAQ questions and answers. Here the admin can create, search, update and delete FAQ categories, questions and answers.

6.23.2 Navigation:

The FAQ Categories, Question and Answers page can be accessed through the configurables category on the sidebar menu.



6.23.3 Explanation:

#	Explanation
1	Search input: Using keywords or naming conventions, the admin can search for a specific FAQ categories.
2	FAQ Cateogry table: displays all the current FAQ Categories in the system
3	Add FAQ Categories button: User opens the add FAQ category modal.
4	Edit FAQ categories button: Edits the FAQ category in the system.
5	Delete FAQ Category button: Deletes the FAQ Category from the system.
6	Search input: Using keywords or naming conventions, the admin can search for a specific FAQ Questions and answers.

7	FAQ Questions and answers table: displays all the current FAQ Questions and answers in the system
8	Add FAQ Questions and answers button: User opens the add FAQ Questions and answers modal.
9	Edit FAQ Questions and answers. button: Edits the FAQ Questions and answers. in the system.
10	Delete FAQ Questions and answers button: Deletes the FAQ Questions and answers from the system.

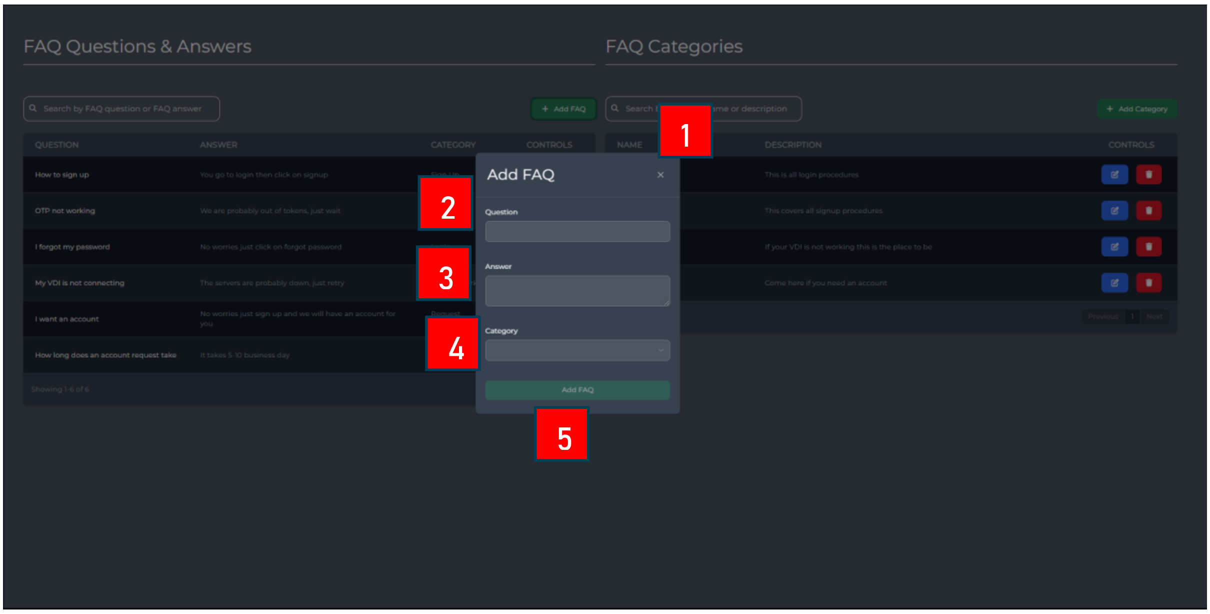
6.24 Add FAQ

6.24.1 Purpose:

The purpose of this screen is to allow the user to create a FAQ within the system. The user can click on the create button and the create modal will appear. The user can then fill in the required information and click save.

6.24.2 Navigation:

The admin navigates to the add FAQ modal by clicking the add FAQ button.



6.24.3 Explanation:

#	Explanation
1	Close button: This button allows the user to close the add modal and return to their dashboard
2	Question input box: This input box allows the user to enter in the question of the FAQ that they want to add
3	Answer input box: This input box allows the user to enter in the answer of the FAQ that they want to add
4	Category dropdown: This dropdown will populate with all the FAQ categories in the system and will allow the user to select one that is relevant to their FAQ

5	Add button: This button will save the modal information and try to add the tag to the system. If successful, then the success modal will display otherwise if it fails the error modal will display

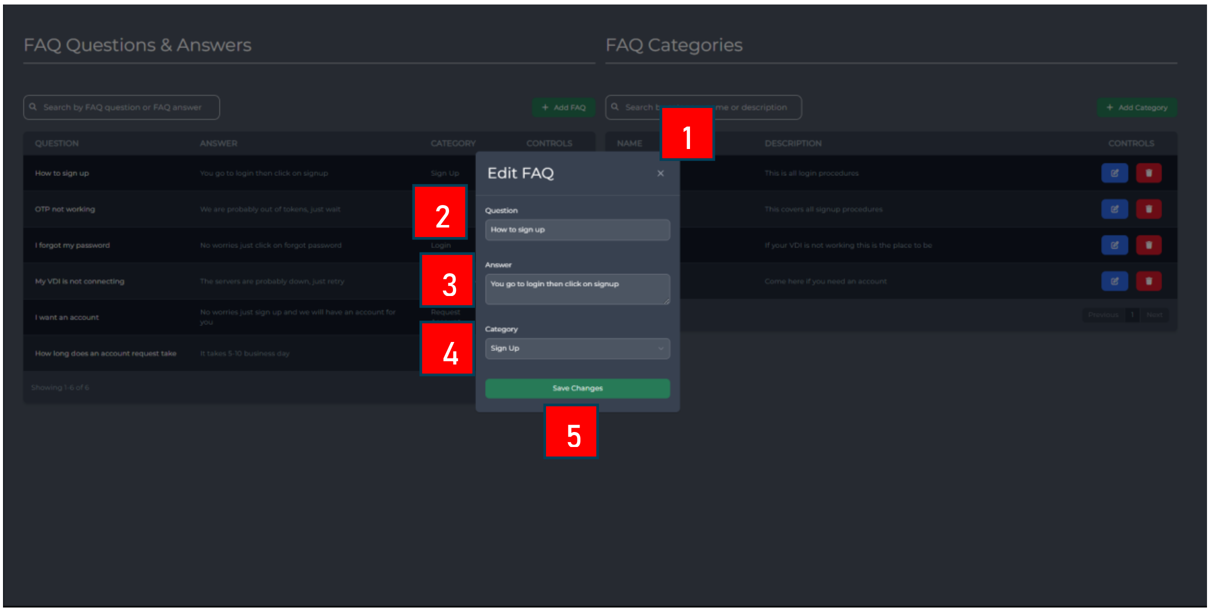
6.25 Edit FAQ

6.25.1 Purpose:

The purpose of this function is to allow a user to update an FAQ within the system. The user can click on the update button and an edit modal will appear. The user can then update any of the fields in the modal and click save.

6.25.2 Navigation:

The admin navigates to the edit FAQ modal by clicking the edit button.



6.25.3 Explanation:

#	Explanation
1	Close button: This button allows the user to close the add modal and return to their dashboard
2	Question input box: This input box allows the user to enter in the question of the FAQ that they want to edit
3	Answer input box: This input box allows the user to enter in the answer of the FAQ that they want to edit
4	Category dropdown: This dropdown will populate with all the FAQ categories in the system and will allow the user to select one that is relevant to their FAQ

5	Save button: This button tries to post the update to the database and if successful will display the success modal else it will display the error modal

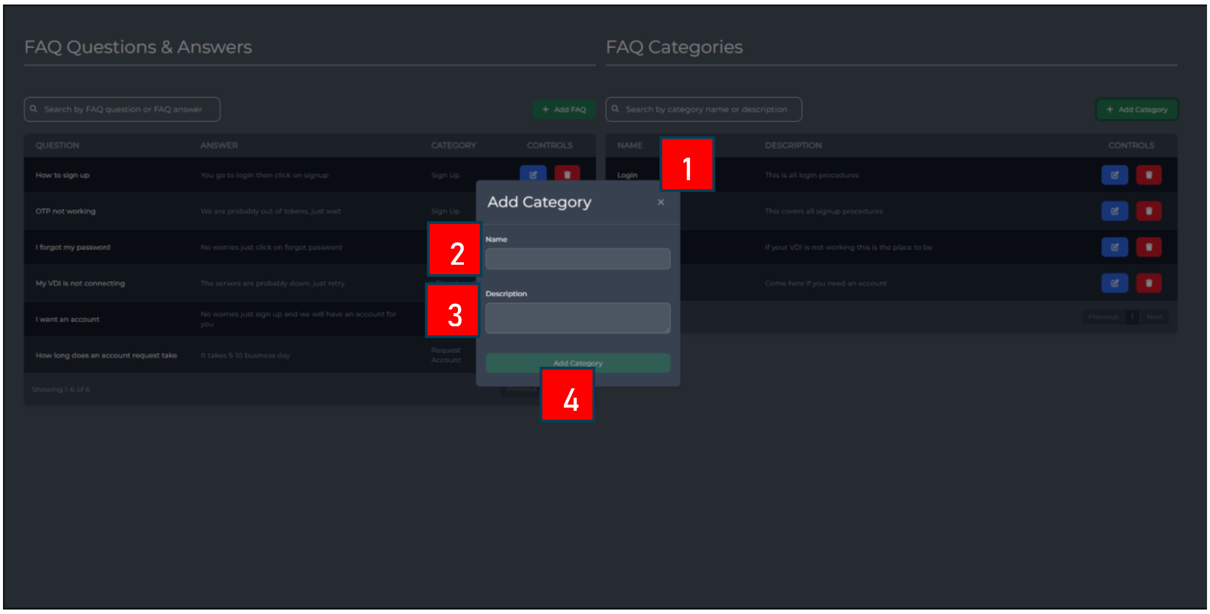
6.25 Add FAQ Category

6.25.1 Purpose:

The purpose of this screen is to allow the user to create a FAQ Category within the system. The user can click on the create button and the create modal will appear. The user can then fill in the required information and click save.

6.25.2 Navigation:

The admin navigates to the add FAQ Category modal by clicking the add FAQ Category button.



6.25.3 Explanation:

#	Explanation
1	Close button: This button allows the user to close the add modal and return to their dashboard
2	Category name input box: This input box allows the user to enter in the name of the category that they want to add
3	Category description input box: This input box allows the user to enter in the description of the category that they want to add
4	Add button: This button will save the modal information and try to add the category to the system. If successful, then the success modal will display otherwise if it fails the error modal will display

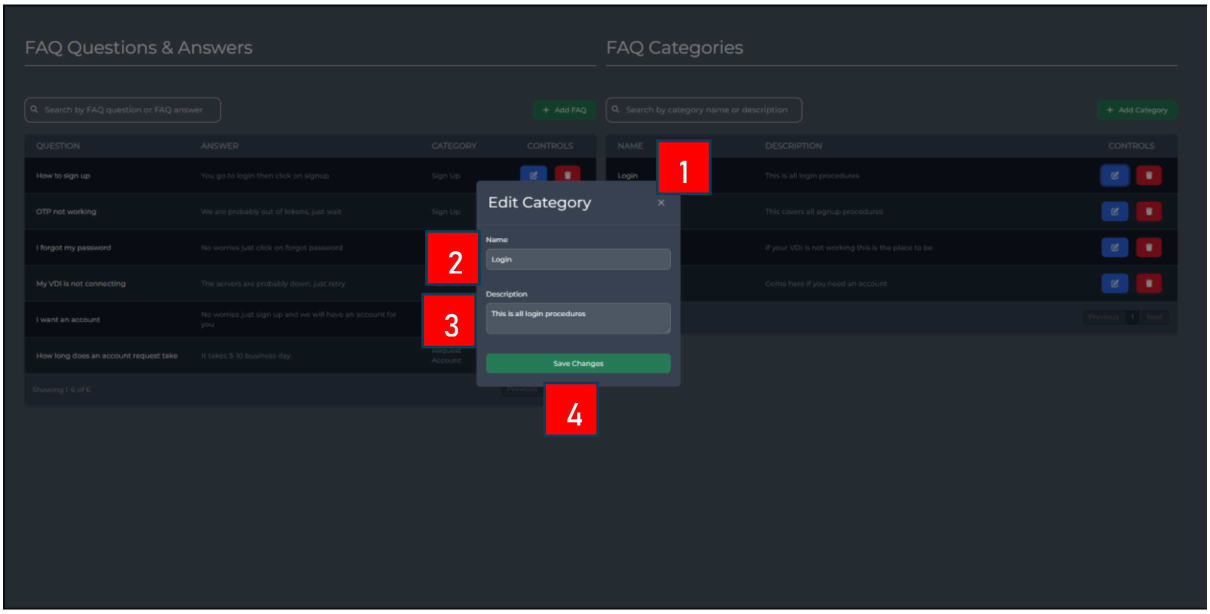
6.26 Edit FAQ Category

6.26.1 Purpose:

The purpose of this function is to allow a user to update an FAQ Category within the system. The user can click on the update button and an edit modal will appear. The user can then update any of the fields in the modal and click save.

6.26.2 Navigation:

The admin navigates to the add FAQ Category modal by clicking the add FAQ Category button.



6.26.3 Explanation:

#	Explanation
1	Close button: This button allows the user to close the add modal and return to their dashboard
2	Category name input box: This input box allows the user to enter in the name of the category that they want to edit
3	Category description input box: This input box allows the user to enter in the description of the category that they want to edit
4	Save button: This button will save the modal information and try to update the category in the system. If successful, then the success modal will display otherwise if it fails the error modal will display

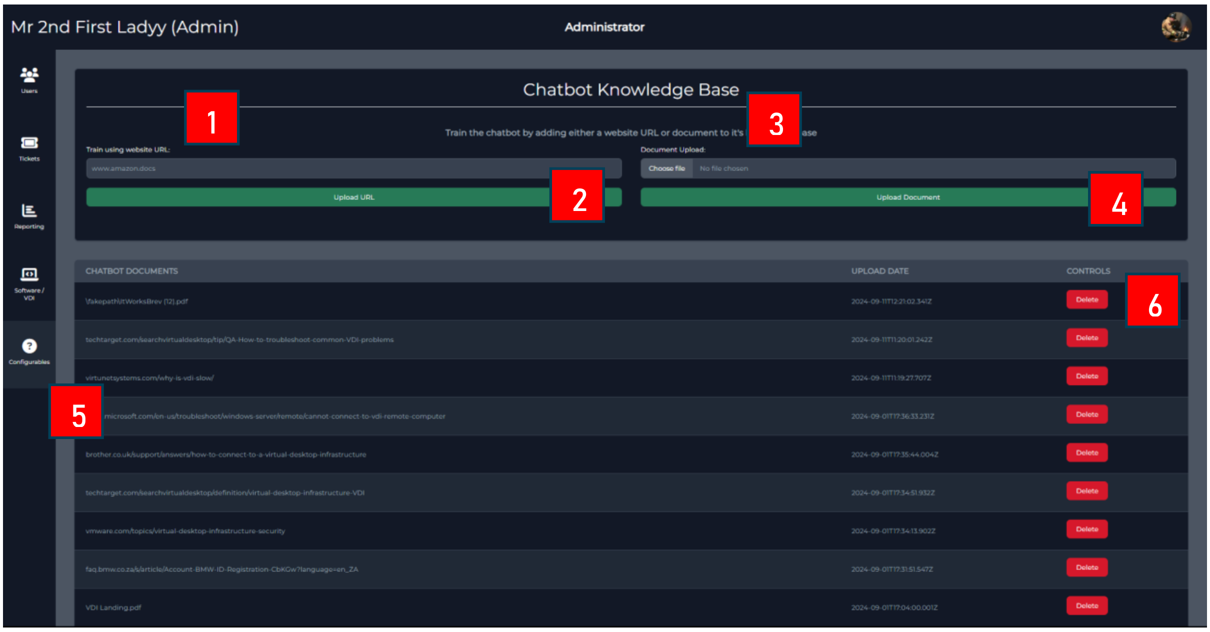
6.27 Chatbot Knowledge

6.27.1 Purpose:

The purpose of this screen is to provide admins the ability to train the chatbot with selected website URLs or documentation. The admins can also remove old training data if required.

6.27.2 Navigation:

The admins can access the chatbot knowledge page by pressing the Train chatbot menu item in the configurables category on the sidebar of the admin dashboard.



6.27.3 Explanation:

#	Explanation
1	URL input box: User can input the website URL into the textbox.
2	Upload URL button: When clicked it uploads the URL to the chatbot API to perform a scrape of the website and train on its data.
3	Document input box: User can upload a document.
4	Upload Document button: When clicked it uploads the Document to the chatbot API to perform a scrape of the document and train on its data.
5	Current training data uploads table: This table shows all the previous data that has been uploaded to the chatbot to be trained on whether it's a URL or document that was uploaded.

6	Remove button: When clicked this will remove that rows training data from the chatbot API so that it can no longer use the data for knowledge.

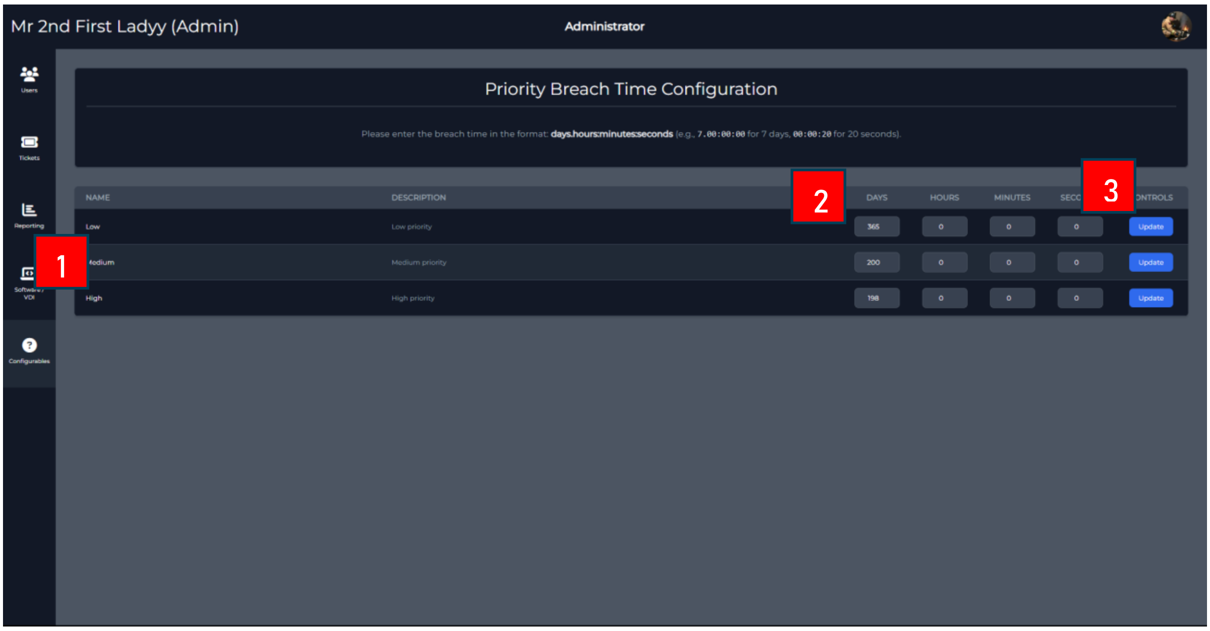
6.28 SLA Priority Breach Timer

6.28.1 Purpose:

The purpose of this screen is to provide the admins the ability to change the breaching time for low, medium or high priority. This will fall under the SLA agreement BMW IT Hub has with its clients.

6.28.2 Navigation:

The admin can access this screen by clicking the Ticket Breach Timer menu item when clicking the configurables button in the side bar of the admin dashboard.



6.28.3 Explanation:

#	Explanation
1	Breach timer table: shows the breach time for each priority and provides the opportunity to update the time.
2	Time input boxes: Can enter the chosen days, hours, minutes and second
3	Update button: updates the set days, hours, minutes and seconds for a breach timer.

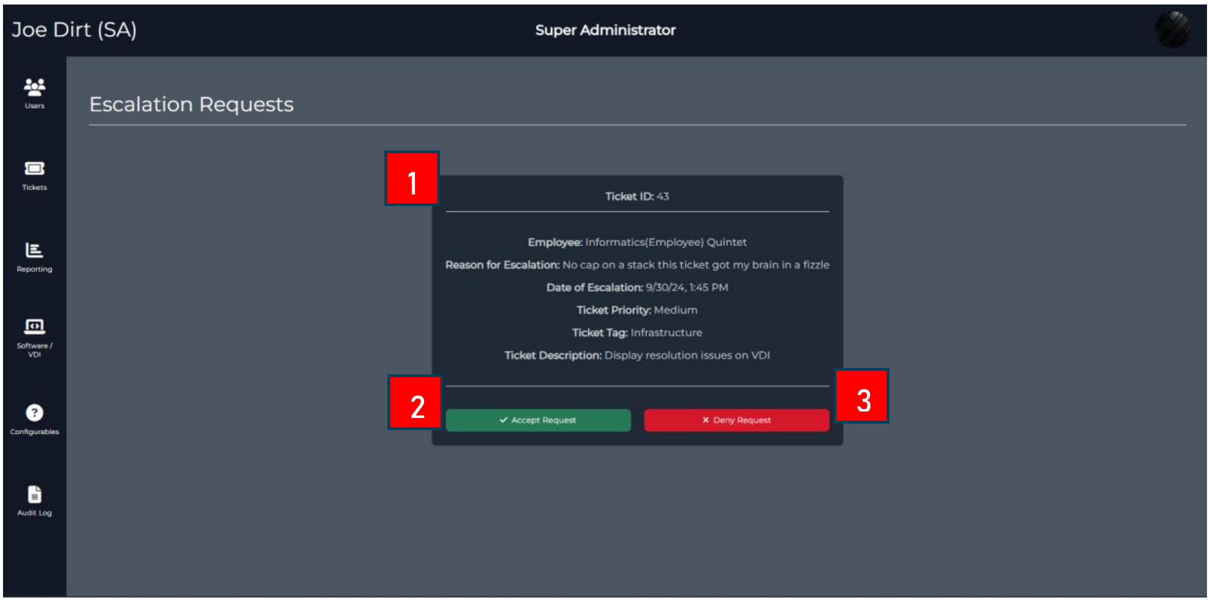
6.29 Escalate Ticket Requests

6.29.1 Purpose:

This is administrator screen for ticket escalation requests. Here the administrator can accept or decline requests from operations engineers to escalate tickets.

6.29.2 Navigation:

The ticket escalations requests screen can be accessed by clicking the tickets escalations requests menu button in the user's category on the sidebar of the administrator dashboard.



6.29.3 Explanation:

#	Explanation
1	Ticket escalation request card: Each ticket escalation request will be displayed in its own card with details of the users name, reason for escalation, date of escalation and ticket details.
2	Accept request button: accepts the request
3	Decline request button: declines the request

Super-Administrator Training

There are aspects of the super administrator training that directly correlate to the administrator and employee training and therefore to reduce repetition will not be repeated in the super administrator training. Please refer to administrator and employee training as well to ensure full competence with the super administrator training.

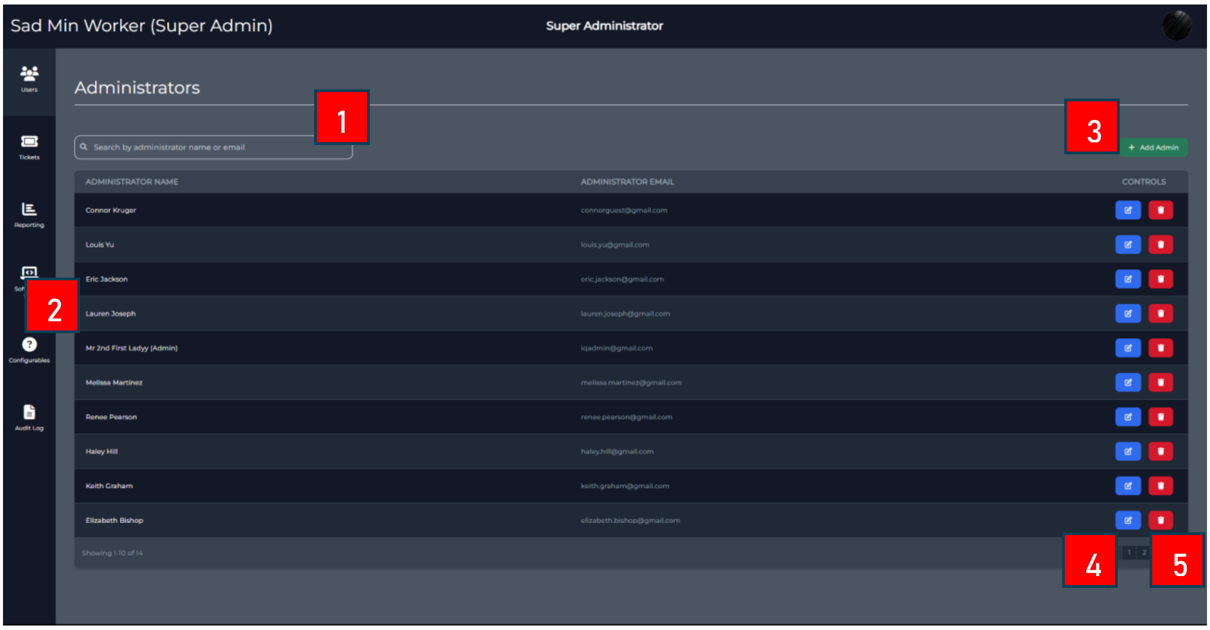
7.1 Administrator Manager

7.1.1 Purpose:

This is the super-administrator screen for managing administrators. Here the admin can create, search, update and delete administrators and super-administrators.

7.1.2 Navigation:

The super-administrator dashboard can be accessed via the logging in with an account with super administrator privileges. The administrator manager page can be accessed via the Administrators button in the sub menu under the users category on the side bar.



7.1.3 Explanation:

#	Explanation
1	Search input: Using keywords or naming conventions, the admin can search for a specific administrators
2	Administrator table: displays all the current tags in the system
3	Add administrator's button: User opens the add administrator modal.
4	Edit administrator button: Edits the administrator in the system.
5	Delete administrator button: Deletes the administrator from the system.

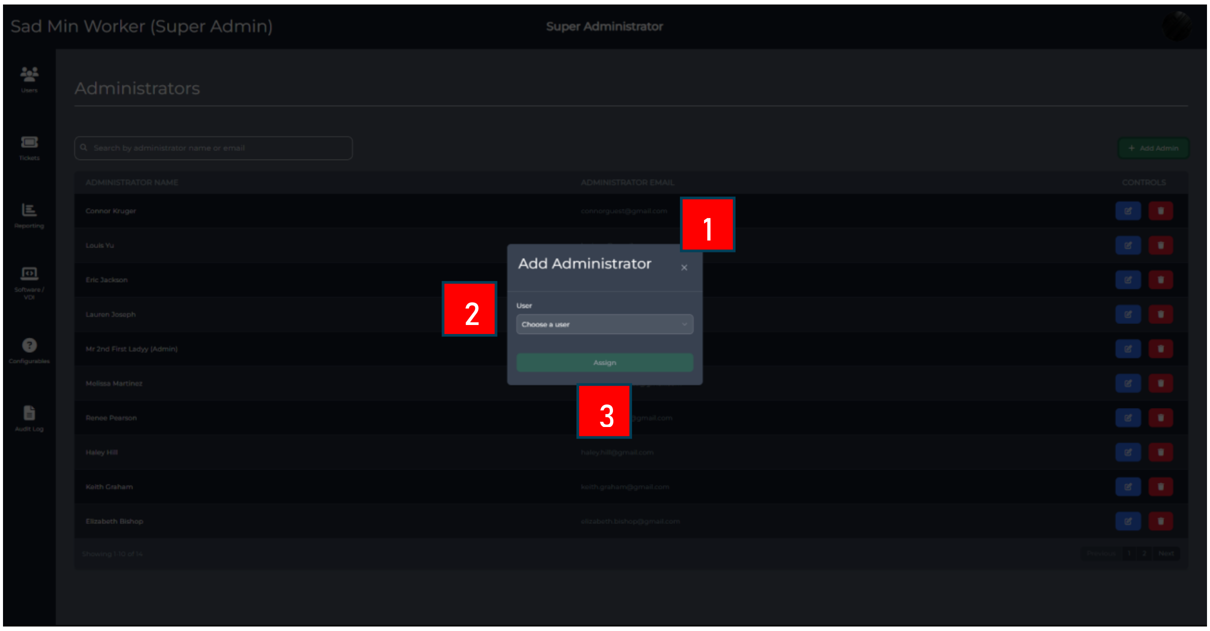
7.2 Add Administrator

7.2.1 Purpose:

The purpose of this screen is to allow the super-administrator to assign the administrator role to a user within the system. The super-administrator can click on the add administrator button and the add administrator modal will appear. The super-administrator can then fill in the required information and click save.

7.2.2 Navigation:

The admin navigates to the add administrator modal by clicking the add administrator button.



7.2.3 Explanation:

#	Explanation
1	Close button: This button allows the user to close the add modal and return to their dashboard
2	User dropdown: This dropdown is populated with every employee in the system and will allow the administrator to select one to assign the role of admin too
3	Save button: This button will try to assign the user an administrator role, if successful the success modal will show else the error modal will show

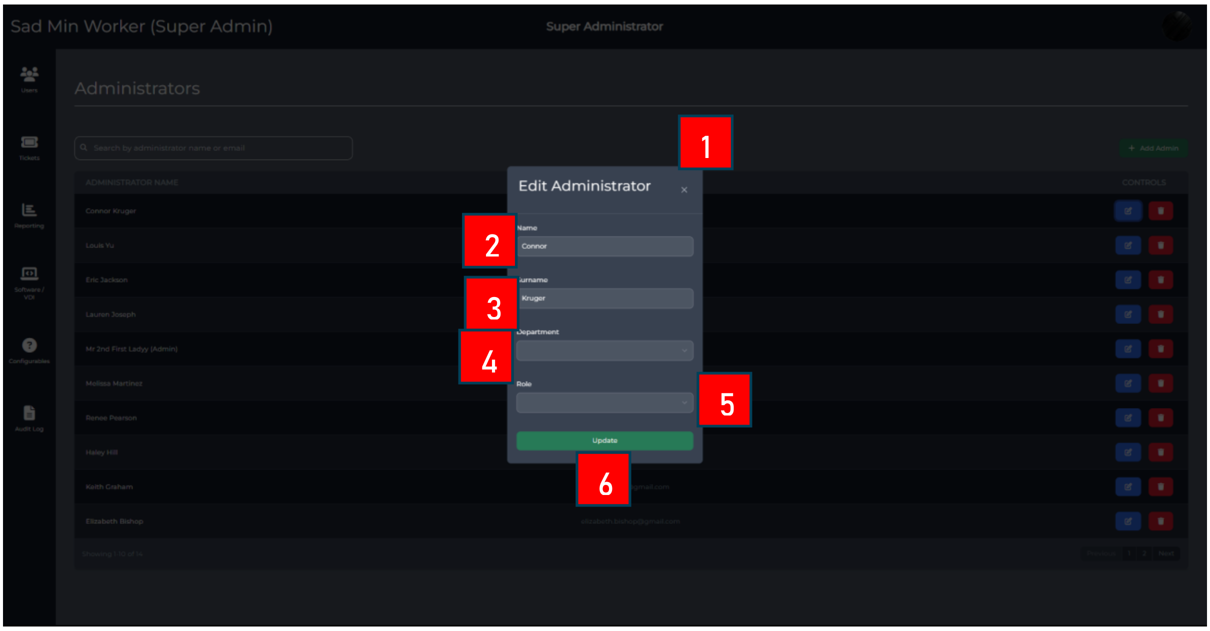
7.3 Edit Administrator

7.3.1 Purpose:

The purpose of this function is to allow a user to update an administrator within the system. The user can click on the update button and an edit modal will appear. The user can then update any of the fields in the modal and click save.

7.3.2 Navigation:

The admin navigates to the edit administrator modal by clicking the edit administrator button.



7.3.3 Explanation:

#	Explanation
1	Close button: This button allows the user to close the edit modal and return to their dashboard
2	Admin name input box: This input box allows the user to enter in the name of the admin that they want to edit
3	Admin surname input box: This input box allows the user to enter in the surname of the admin that they want to edit
4	Department dropdown: This input box allows the user to enter in the department of the admin that they want to edit
5	Role Dropdown: This input box allows the user to enter in the role of the admin that they want to edit

6	Update button: This button will save the modal information and try to edit the admin in the system. If successful, then the success modal will display otherwise if it fails the error modal will display

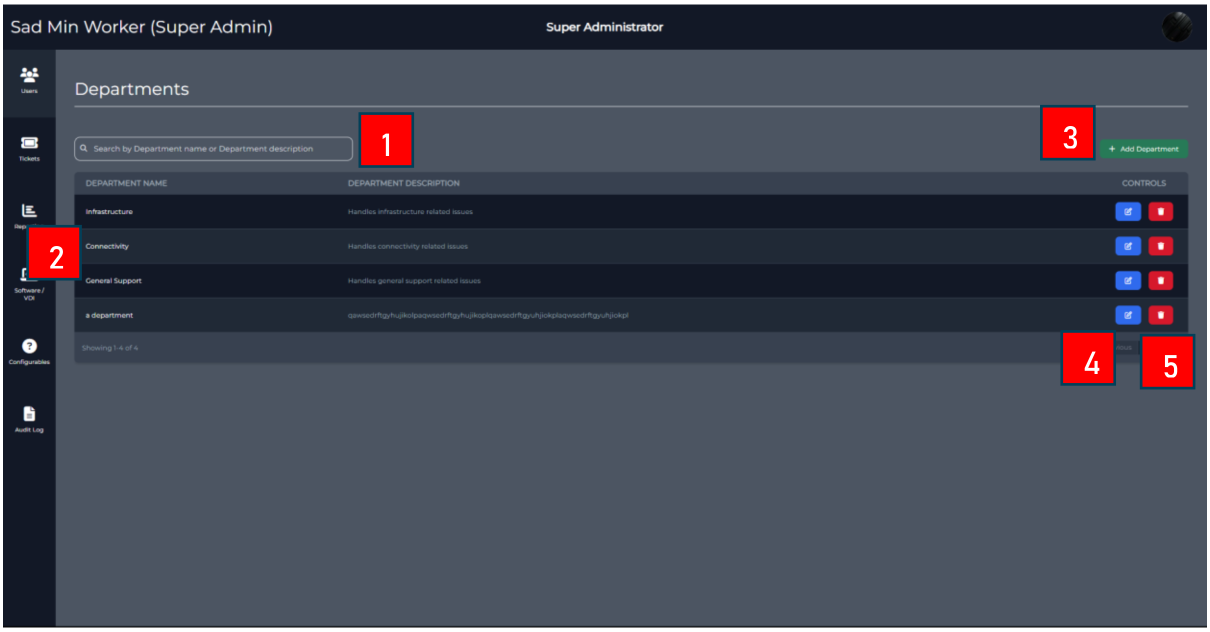
7.4 Department Manager

7.4.1 Purpose:

This is the super-administrator screen for managing departments. Here the admin can create, search, update and delete departments.

7.4.2 Navigation:

The departments page can be accessed through the user's category on the sidebar menu.



7.4.3 Explanation:

#	Explanation
1	Search input: Using keywords or naming conventions, the admin can search for a specific department/s
2	Department table: displays all the current departments in the system
3	Add departments button: User opens the add department modal.
4	Edit department button: Edits the department in the system.
5	Delete department button: Deletes the tag from the system.

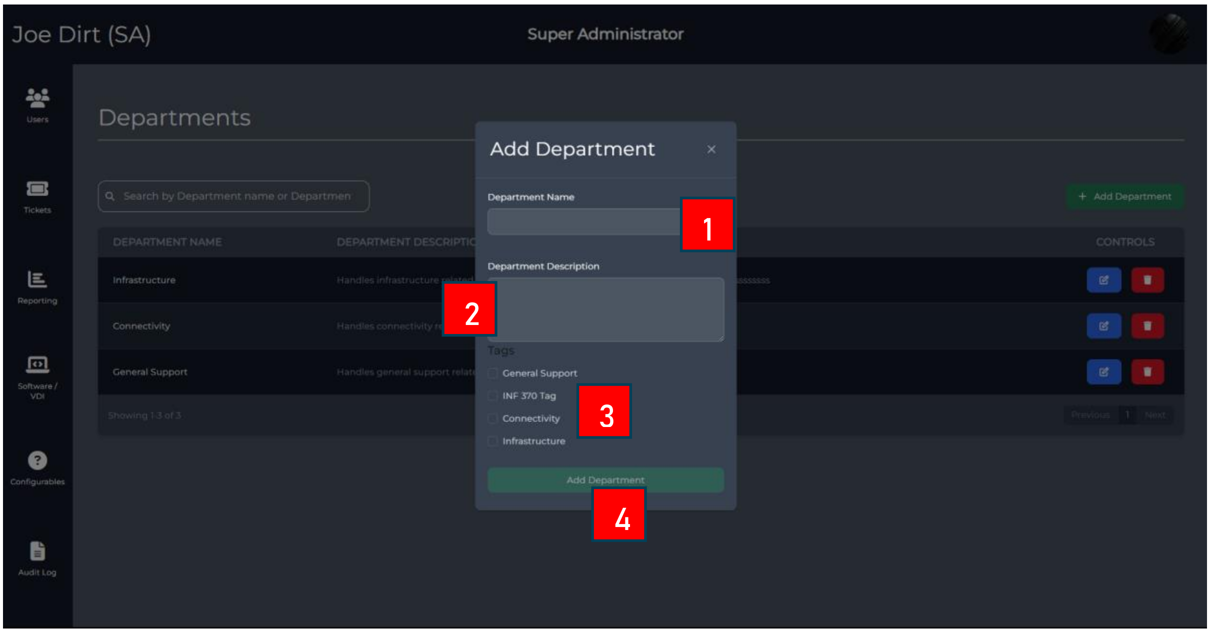
7.5 Add Department

7.5.1 Purpose:

The purpose of this screen is to allow the super-administrator to add new departments to the system. The super-administrator can click on the add department button and the add department modal will appear. The super-administrator can then fill in the required information and click save.

7.5.2 Navigation:

The admin navigates to the add department modal by clicking the add administrator department.



7.5.3 Explanation:

#	Explanation
1	Close button: This button allows the user to close the add modal and return to their dashboard
2	Department name input box: This input box allows the user to enter in the name of the department that they want to add
3	Department description input box: This input box allows the user to enter in the description of the department that they want to add
4	Add button: This button will save the modal information and try to add the department to the system. If successful, then the success modal will display otherwise if it fails the error modal will display

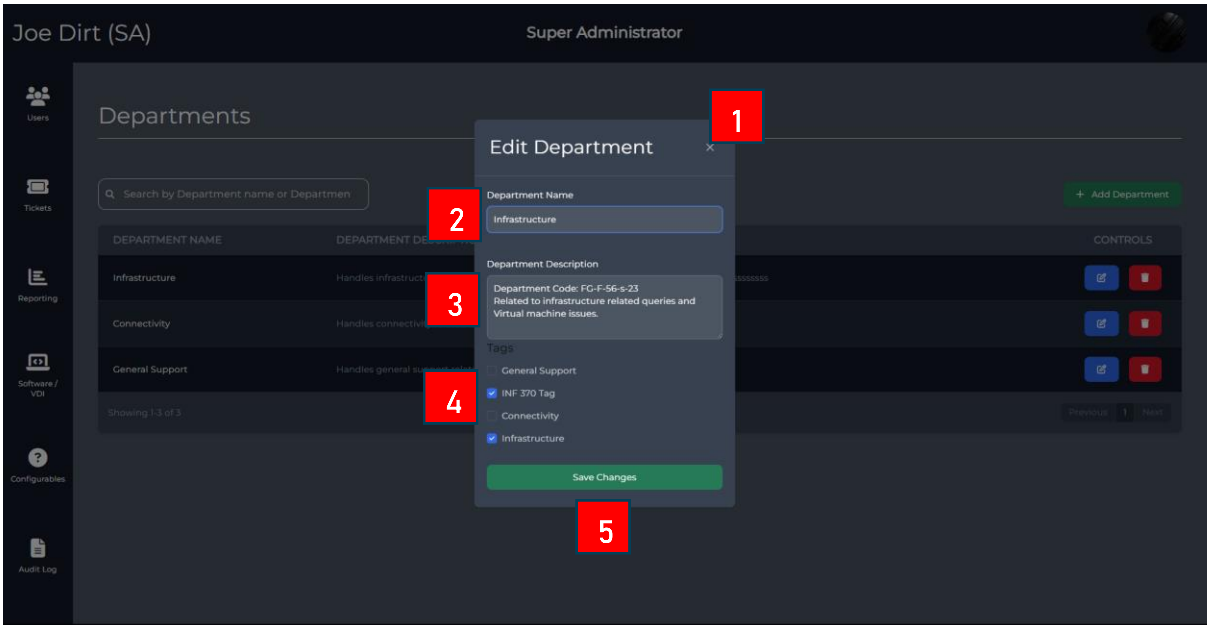
7.6 Edit Department

7.6.1 Purpose:

The purpose of this function is to allow a super-admin to update a department within the system. The user can click on the update button and an edit modal will appear. The user can then update any of the fields in the modal and click save.

7.6.2 Navigation:

The admin navigates to the edit department modal by clicking the edit administrator button.



7.6.3 Explanation:

#	Explanation
1	Close button: This button allows the user to close the edit modal and return to their dashboard
2	Department name input box: This input box allows the user to enter in the name of the department that they want to edit
3	Department Description: A description of the department.
4	Tags checklist: all the ticket tags the department is related to.
5	Update button: This button will save the modal information and try to edit the admin in the system. If successful, then the success modal will display otherwise if it fails the error modal will display

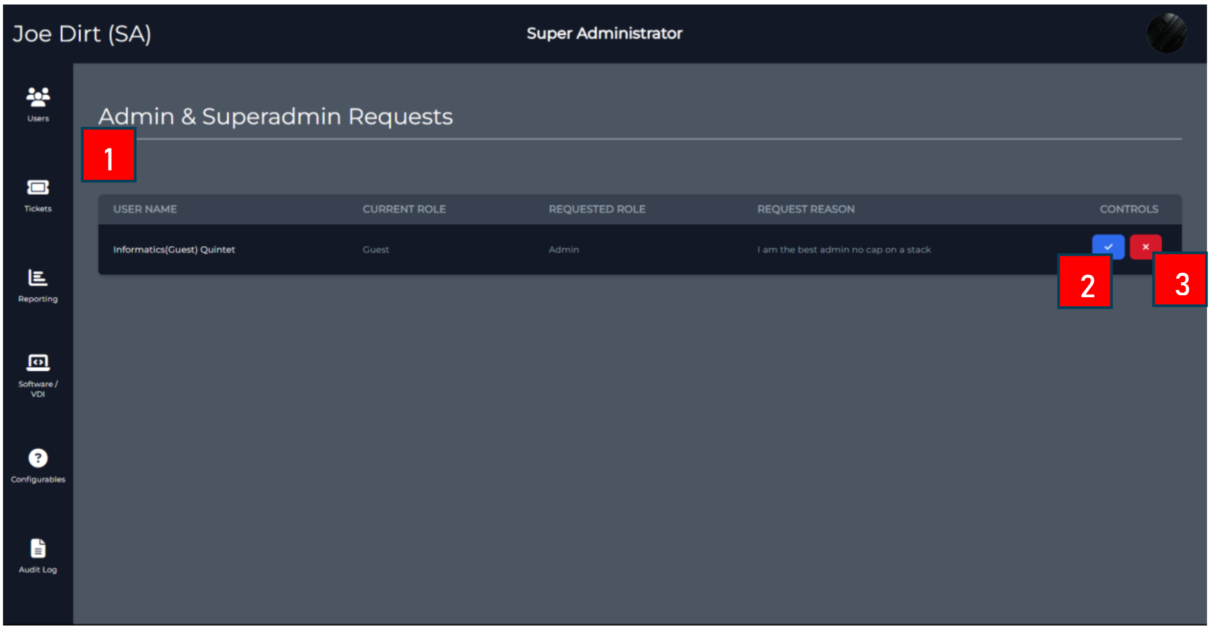
7.7 Admin Account Requests

7.7.1 Purpose:

This is super-administrator screen for admin account requests. Here the super administrator can accept or decline applications for accounts requesting the role of admin or super admin.

7.7.2 Navigation:

The admin account requests screen can be accessed by clicking the admin account requests menu button in the user's category on the sidebar of the super administrator dashboard.



7.7.3 Explanation:

#	Explanation
1	Admin account request card: Each admin account request will be displayed in its own card with details of the users name, current role and requested role as well as the reason for the request.
2	Accept request button: accepts the request
3	Decline request button: declines the request

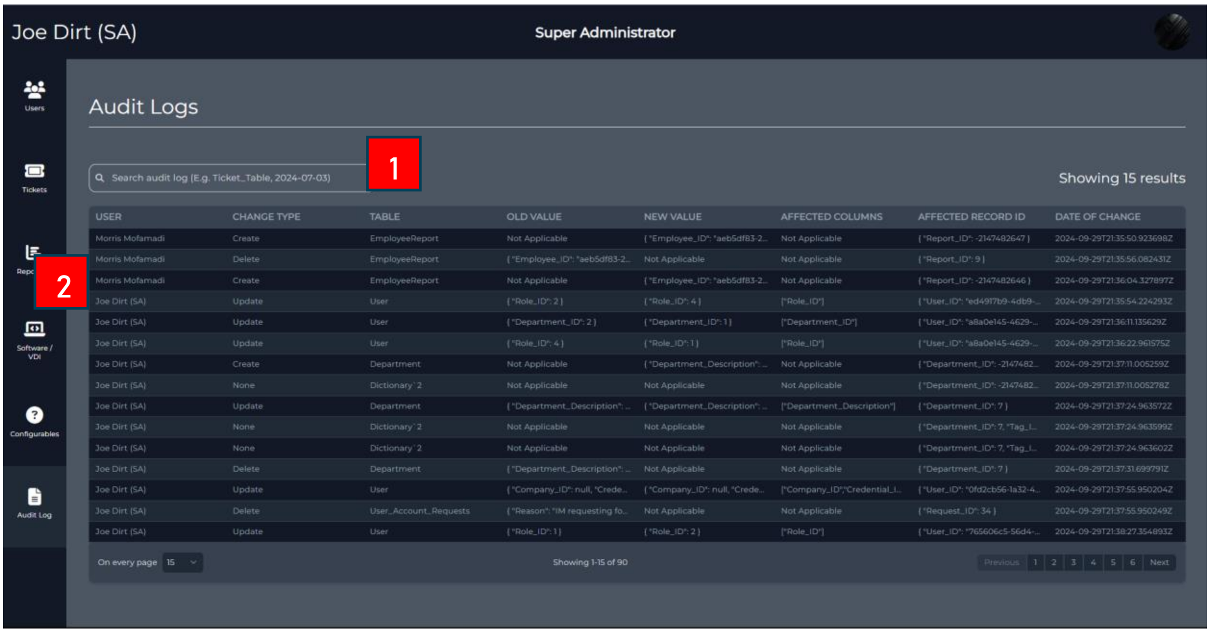
7.8 Audit Log Manager

7.8.1 Purpose:

This is the super-administrator screen for viewing audit logs of all the transactions in the system. Admins can only search audit logs as editing and deleting audit logs is against policy.

7.8.2 Navigation:

The audit logs page can be accessed through the Audit Log category on the sidebar menu.



7.8.3 Explanation:

#	Explanation
1	Search input: Using keywords or naming conventions, the super admin can search for a specific audit logs.
2	Audit log table: Here all the audit logs (transactions happening in the system) appear. The table displays all the relevant data for the audit log to ensure maximum data integrity and security.

Conclusion:

Having completed the role-specific training for Operations Engineers and Administrators, you should now be confident in handling your respective responsibilities. With these skills, you will be able to optimize system operations and enhance support for clients, ensuring efficient task completion and overall system effectiveness.

Best Practises

Introduction:

To maintain optimal system performance and ensure smooth operations, this section outlines best practices for daily tasks, system maintenance, and security. By adhering to these guidelines, users can prevent common issues, enhance user experience, and maintain the system's integrity.

To ensure the system operates smoothly and efficiently, it is important to adhere to certain best practices. These practices focus on regular system maintenance, proper database management, and keeping the system configurations up to date. Following these guidelines will help prevent issues, enhance system performance, and protect data integrity.

System Maintenance

Regular system maintenance is crucial for ensuring that both the database and virtual environments remain functional and secure. Maintenance activities include monitoring system performance, troubleshooting issues, and scheduling routine backups. Operations Engineers and Administrators should frequently check for system updates and ensure all components are running the latest versions to prevent vulnerabilities.

Database backup and restore

It is essential to perform regular backups to safeguard against data loss and ensure business continuity. Supabase offers automatic daily backups for Pro, Team, and Enterprise users. For critical environments, enabling Point-in-Time Recovery (PITR) provides a more granular recovery option, allowing you to restore data up to the exact second of any incident.

For manual backups, Supabase users can use the pg_dump utility. Here's a quick step-by-step guide to manually back up the PostgreSQL database:

1. Obtain Connection Details: From your Supabase dashboard, access the connection string under the database settings.
2. Backup Using pg_dump: Run the following command in your terminal:

```
pg_dump
"postgresql://<username>:<password>@<host>.supabase.com:5432/postgres" >
database-dump.sql
```

This will create a .sql file in your local directory, containing the full backup of the database.

Conclusion:

Implementing these best practices consistently will help ensure the system operates at its best. Regular maintenance, following security protocols, and staying proactive about updates are essential to providing effective support and minimizing disruptions.

3. Restoring the Backup: To restore the database, use the following command:

pg_restore-d "postgresql://<username>:<password>@<host>.supabase.com:5432/postgres" <database-dump.sql>

This will restore the data from the backup file to the live database.

By regularly performing backups and understanding the restore process, you ensure that your system can recover swiftly in case of failures.

Updating system configurations

Keeping system configurations updated is important for maintaining the system's security and performance. This includes both the application settings and the underlying virtual environments. For Supabase-hosted databases, configurations related to database replication, query optimization, and PostgreSQL extensions can be managed through the Supabase dashboard.

Steps for updating configurations:

1. Access the Configuration Dashboard: Navigate to your Supabase project's dashboard and select Database Settings.
2. Adjust Settings: Update parameters such as connection pooling, query optimizations, and timeout settings based on your system's load and performance needs.
3. Apply Changes: After updating, save and apply the configuration changes. These changes will take effect immediately but may require monitoring for any potential performance impacts.

Frequent updates ensure that your system takes advantage of the latest features, security patches, and performance improvements

By following these best practices, you ensure that the system runs efficiently, is secure, and can recover from unexpected issues quickly.

Exercises and Scenarios

Introduction:

Practical exercises and scenarios are designed to reinforce the learning objectives for each user role. By simulating real-world situations, users gain hands-on experience in executing system tasks, managing client interactions, and resolving common issues, ultimately enhancing their competency in system operations.

Operations Engineer Exercises:

Exercise 1:

1. Editing a Ticket and Adding a To-Do List and Notes

Objective: Learn how to effectively update a ticket, add specific tasks in a to-do list, and include detailed notes for future reference.

Scenario:
A client, "John Doe," has raised a ticket (#43) stating that their Virtual Desktop Interface (VDI) is experiencing slow performance. You need to update this ticket with a new to-do list and notes based on the troubleshooting steps.

Steps:

1. Access the Operations Engineer Dashboard:
Log in to your account and navigate to the "Ticket Manager" section via the sidebar.

2. Search for the Ticket:
Use the search bar to find ticket #43. Once found, click on it to open the ticket details.

3. Edit Ticket Details:

- In the "Ticket Description" input, update the description to reflect the current situation:
- "Client reports slow performance on VDI during peak hours."
- Change the status to "In Progress."

4. Adding a To-Do List:

- Under the "To-Do List" section, click on "Add To-Do Item."
- Enter each task as a separate to-do item:
- "Check network bandwidth during peak hours."
- "Analyze VDI resource usage (CPU, RAM)."

- "Contact client for remote troubleshooting session."
- Save each item by clicking "Add To-Do."

5. Adding Notes:

- In the "Notes" section, enter the following:
- "Client's VDI performance issue may be related to network congestion. To-do list includes steps to diagnose and resolve. Initial contact made; awaiting client response for remote access."
- Click "Save Notes."

6. Save and Close:
Click "Save" to update the ticket and then close the modal to return to the dashboard.

Outcome: The ticket is updated with relevant to-do items and notes, providing a clear action plan for resolution.

Exercise 2:

2. Managing Tickets in a Ticket Group

Objective: Understand how to group related tickets to streamline the resolution process.

Scenario:
There are several tickets related to "Network Latency Issues" from multiple clients. You are to create a ticket group and add these related tickets to it for better management.

Steps:

1. Navigate to Ticket Groups:
   From your dashboard, select "Ticket Groups" in the sidebar.
2. Create a New Ticket Group:
   - Click "Add Ticket Group."
   - Name the group "Network Latency Issues – October 2024."
   - Add a description:

"Group created for all tickets related to network latency issues reported in October."

   - Click "Save."

3. Add Tickets to the Group:
   - Search for the following tickets:
     - #28: "Client A reports intermittent disconnection."
     - #32: "Client B experiences high latency during video calls."
   - For each ticket, click on "Add to Group."
   - Select the group "Network Latency Issues – October 2024."
   - Confirm the addition by clicking "Add."
4. Review the Group:
   Go to the "Ticket Groups" page, select "View Tickets in Group" for "Network Latency Issues – October 2024," and confirm that tickets #28 and #32 are correctly grouped.

Outcome: Tickets related to network latency are consolidated into a single group for efficient tracking and resolution.

Exercise 3:

3. Live Chat Assistance

Objective: Assist a client in real-time through live chat and handle their issue promptly.

Scenario:
A client, "Jane Smith," has requested live chat assistance regarding a VDI not loading properly. You need to join the chat and help resolve the issue.

Steps:

1. Navigate to Live Chat:
   Go to the "Live Chat" section from the dashboard sidebar.
2. Join Client's Chat Request:
   - Locate the chat request from Jane Smith labeled "VDI not loading properly."
   - Click "Join" to enter the live chat.
3. Engage with the Client:
   - Greet the client:

"Hi Jane, I'm here to assist with your VDI issue. Could you please let me know when the problem started?"

- After receiving the client's response, walk them through basic troubleshooting steps:
  1. Ask them to check their internet connection.
  2. Instruct them to restart the VDI.
  3. If the problem persists, take a screenshot of any error messages.

4. Document the Chat:
   Throughout the chat, make notes of the client's responses and steps taken.
5. Escalate if Needed:
   If the issue is not resolved via chat, inform the client that the ticket will be escalated:

"It seems this issue needs further investigation. I'll escalate this ticket to ensure it's resolved as soon as possible."

6. Conclude the Chat:
   Thank the client and close the chat once the conversation is complete.

Outcome: The client receives real-time support, and their issue is either resolved or escalated as needed.

Exercise 4:

4. Escalating Tickets

Objective: Properly escalate a ticket to a higher level for resolution.

Scenario:
You are unable to resolve ticket #56 related to "VDI Connection Timeout." The issue appears to require an administrator's intervention.

Steps:

1. Find the Ticket:
   On your dashboard, search for and open ticket #56.
2. Initiate Escalation:
   - Click "Escalate Ticket."
   - Enter a reason for escalation:

"Repeated VDI connection timeout; unable to resolve with standard troubleshooting. Requires deeper investigation by administrator."

3. Select Department for Escalation:
   - In the "Department" dropdown, select "IT Infrastructure."
   - Click "Proceed" to send the escalation request.
4. Confirm Escalation:
   A confirmation modal will appear; click "Confirm" to finalize the escalation.

Outcome: The ticket is escalated to the appropriate department, and you have documented the reason for the escalation for smooth handover.

Exercise 5:

5. Viewing and Analyzing Current Performance

Objective: Monitor your performance metrics and assess your ticket resolution efficiency.

Scenario:
You want to evaluate your current performance, focusing on the number of tickets resolved this week and the average resolution time.

Steps:

1. Access Performance Dashboard:
   Click on "Current Performance" from the sidebar.
2. Review Performance Statistics:
   - Check the "Tickets Resolved This Week" metric. For example:

20 tickets resolved in the past 7 days.

   - Look at "Average Resolution Time." For example:

Average time: 3 hours per ticket.

3. Analyze Graphs:
   Review the line graph showing resolution trends. Identify any peaks in resolution times that may indicate issues in workflow or resource allocation.
4. Plan Improvements:
   Make a note of how you can improve your performance. For example:
   - Prioritize urgent tickets to reduce average resolution time.
   - Coordinate with team members to handle spikes in ticket volumes.

Outcome: You have a clear understanding of your performance and areas for improvement, which will help in enhancing efficiency and meeting SLAs.

Administrator Exercises:

Exercise 1:

1. Report Generation

Objective: Generate a detailed performance report based on ticket resolution statistics for a specified period.

Scenario:
You are required to create a report for the month of September 2024 to analyze ticket resolution times across different departments. The report will be used to identify any delays in addressing critical tickets.

Steps:

1. Navigate to Reporting:
   Log in to your Administrator account, then click on "Reporting" in the sidebar menu to access the report generation section.
2. Choose Reporting Period:
   - Select "Custom Range" from the date filter options.
   - Set the start date to "September 1, 2024," and the end date to "September 30, 2024."
3. Select Data for Report:
   - From the "Select Graphs" tab, choose "Ticket Resolution Time by Department."
   - Under "Select Statistics," tick the boxes for:
     - "Total Tickets Resolved."
     - "Average Resolution Time."
     - "Tickets Breached SLA."
4. Generate the Report:
   - Click "Generate Report."
   - Once generated, review the report, which shows:
     - IT Support Department: Resolved 50 tickets, with an average resolution time of 5 hours, and 3 tickets breached SLA.

- Customer Service Department: Resolved 30 tickets, with an average resolution time of 3 hours, and no SLA breaches.

5. Export and Save Report:
    - Export the report as a PDF by clicking the "Export" button.
    - Save the file as "September_2024_Ticket_Resolution_Report.pdf."

Outcome: A comprehensive report for September 2024 is generated, highlighting resolution times and SLA breaches across departments.

Exercise 2:

2. Company Management

Objective: Add, edit, and manage companies within the system to ensure accurate client representation.

Scenario:
A new client, "Tech Solutions," has started using the VDI service. You need to add this company to the system, including their details, and later update their contact information.

Steps:

1. Access Company Manager:
   Click on "Software/VDI" in the sidebar, and select "Company Manager" to access the company management page.
2. Add a New Company:
   - Click "Add Company."
   - Fill in the company details:
     - Name: "Tech Solutions"
     - Industry: "Technology"
     - Primary Contact: "Alice Johnson"
     - Contact Email: "alice.johnson@techsolutions.com"
     - Address: "123 Innovation Drive, Tech City"
   - Click "Save" to add the company.
3. Confirm Company Addition:
   Verify that "Tech Solutions" appears in the company table with all the details correctly populated.
4. Edit Company Information:
   A week later, you receive an update that the primary contact's email has changed.
   - Find "Tech Solutions" in the company table and click "Edit Company."
   - Update Contact Email to "ajohnson@techsolutions.com."

- Click "Save" to update the information.

5. Review Company Details:
   Double-check the table to confirm that the updated contact information is correct.

Outcome: The new company "Tech Solutions" is added to the system, and its details are updated successfully when needed.

Exercise 3:

4. Accepting Account Requests

Objective: Approve or decline requests for new user roles, ensuring that the right users have access to appropriate functionalities.

Scenario:
A user, "Michael Lee," has applied to change his role from "Guest" to "Client" to access the VDI rental feature.

Steps:

1. Go to Account Requests:
   Navigate to the "Users" section in the sidebar and click "Account Requests."
2. Review the Request Details:
   - Find the request card for "Michael Lee."
   - Check the current role ("Guest") and the requested role ("Client").
   - Read the reason provided:

"I need access to rent a VDI for remote work."

3. Accept the Request:
   - Click "Accept."
   - A confirmation modal will appear; confirm the action.
4. Check User Role Change:
   - Go to the "Users" table and search for "Michael Lee."
   - Confirm that his role has been successfully updated to "Client."

Outcome: The role change request for Michael Lee is approved, allowing him access to client-specific features.

Exercise 4:

5. Managing Software in the System

Objective: Add and manage software packages available for VDI deployment, ensuring they are up to date and correctly configured.

Scenario:
A new software package, "Remote Work Suite," needs to be added to the system and configured for VDI deployment.

Steps:

1. Navigate to Software Management:
   Go to "Software/VDI" in the sidebar and select "VDI Software."
2. Add New Software Package:
   - Click "Add Software."
   - Enter the software details:
     - Name: "Remote Work Suite"
     - Version: "v3.5"
     - Description: "A suite of tools for remote work, including document editing and video conferencing."
   - Set Deployment Status to "Active."
   - Click "Save."
3. Configure Software for VDI:
   - Once added, find "Remote Work Suite" in the software list.
   - Click "Configure" to set the installation parameters:
     - Install Directory: "/Program Files/RemoteWorkSuite/"
     - User Access Level: "All Users"
   - Save the configuration.
4. Verify Software Configuration:
   - Return to the "VDI Software" table.

- Ensure that "Remote Work Suite" has the correct status and configuration.

Outcome: The new software package is s

Exercise 5:

3. Chatbot Training

Objective: Upload website URLs and documentation to train the chatbot effectively, ensuring it can provide accurate responses based on the newly provided information.

Scenario:
The company has released new support documentation for VDI troubleshooting and general FAQs. You need to upload this documentation and URLs to train the chatbot.

Steps:

1. Access the Chatbot Knowledge Page:
   - From your administrator dashboard, navigate to the sidebar.
   - Select "Configurables" and then click "Train Chatbot."
2. Upload a New URL for Chatbot Training:
   - In the URL input box (#1), enter the URL for the new support page:

Example: "https://support.techsolutions.com/vdi-troubleshooting"

   - Click the Upload URL button (#2).
   - The system will scrape the website content and use the data to train the chatbot.

3. Upload a New Document for Chatbot Training:
   - If you have a PDF or Word document containing important information, use the Document input box (#3) to select the file from your computer.

Example: Upload the file "VDI_FAQ_September2024.pdf"

   - Click the Upload Document button (#4).
   - The document is uploaded to the chatbot API, and its contents are used for chatbot training.

4. Verify Training Data Uploads:
   - Scroll down to the Current Training Data Uploads Table (#5).

- Confirm that the new URL and document have been successfully uploaded. The table should list the details such as the file name, URL, upload date, and status.

5. Review and Manage Existing Training Data:
    - Use the Commands column (#6) to manage the training data:
        - To delete outdated or incorrect information, click the "Delete" button next to the specific URL or document.
    - If you need to re-train the chatbot with updated content, remove the old entry and re-upload the new one.

Outcome: The chatbot is trained with the latest information from both online resources and internal documentation, ensuring clients receive accurate support based on the most current data.

Super-Administrator Exercises:

Exercise 1:

1. FAQ Configuration

Objective: Add and manage Frequently Asked Questions (FAQs) to ensure users have access to relevant information directly within the system.

Scenario:
You have noticed several clients have asked about how to optimize VDI performance. You need to add an FAQ entry that addresses this question.

Steps:

1. Navigate to FAQ Configuration:
   - Access the “Configurables” section from the sidebar menu.
   - Click on “FAQ Config” to enter the FAQ management page.
2. Add a New FAQ:
   - Click the “Add FAQ” button.
   - Fill in the FAQ details:
     - Question: “How can I optimize my VDI performance?”
     - Answer: “To optimize your VDI performance, ensure your internet connection is stable, clear cache regularly, and allocate sufficient memory to the VDI session.”
     - Category: “VDI Performance Tips”
   - Click “Save” to add the new FAQ entry.
3. Verify FAQ Addition:
   - Go to the FAQ table and confirm that the newly added question appears under the "VDI Performance Tips" category.
   - Review the answer to make sure it is accurate and well-formatted.
4. Edit an Existing FAQ (if needed):
   - Locate an existing FAQ entry. For example:

Question: “How to change my password?”

- Click the "Edit" button.
- Update the answer to reflect current procedures:

Updated Answer: "To change your password, go to your profile settings, click on 'Change Password,' and follow the on-screen instructions."

- Save the changes.

Outcome: A new FAQ is successfully added, and any outdated entries are updated, providing users with the most relevant support information.

Exercise 2:

2. Audit Log Management

Objective: Review system activities through audit logs to maintain oversight and ensure compliance with operational policies.

Scenario:
You need to verify that there were no unauthorized changes made to the system over the past week.

Steps:

1. Access the Audit Log:
   - Go to the “Audit Log” section from the sidebar.
2. Filter Logs for the Past Week:
   - Use the date filter to set the range from “October 1, 2024” to “October 7, 2024.”
   - Apply the filter to narrow down the results.
3. Review Specific Activities:
   - Look for any activities related to user role changes, new user account creations, or deletions.
     - Example entry:

Date: October 5, 2024
Action: “Role changed from ‘Guest’ to ‘Client’”
Performed by: “Admin – Mary Turner”
Target User: “john.doe@company.com”

   - Click on each log entry to view further details if needed.

4. Download Audit Log Report (Optional):
   - If necessary, click "Export" to download a CSV or PDF of the filtered logs for archival or review.
5. Identify and Flag Suspicious Activities:
   - If you find any unauthorized changes, flag them for further investigation and notify relevant parties.

Outcome: The audit log is reviewed for the past week, ensuring all activities are legitimate and system integrity is maintained.

Exercise 3:

3. SLA Priority Breach Timer Management

Objective: Configure and manage SLA priority timers to ensure that tickets are resolved within the required timeframes based on their priority.

Scenario:
You need to adjust the breach timer for "High Priority" tickets from 4 hours to 3 hours due to new company policies.

Steps:

1. Navigate to SLA Configuration:
    - Go to the "Configurables" section on the sidebar.
    - Click on “SLA Priority Breach Timer.”
2. Select Priority Level to Edit:
    - From the priority list, select "High Priority."
    - Current settings show:

Time to Breach: 4 hours

3. Edit SLA Timer:
    - Click "Edit Timer."
    - Change the Time to Breach value to “3 hours.”
    - Save the updated timer settings.
4. Verify and Save Changes:
    - Review the new breach timer settings to confirm the update.
    - Click “Save Changes” to apply the new breach period.
5. Test SLA Breach Notifications (Optional):
    - Create a test "High Priority" ticket to confirm that breach notifications trigger correctly when unresolved within the new 3-hour window.

Outcome: The SLA timer for "High Priority" tickets is successfully adjusted to reflect the updated breach period of 3 hours.

Exercise 4:

4. Department Management

Objective: Manage system departments by adding, updating, or removing departments to keep the organizational structure up to date.

Scenario:
The company has added a new department, "Data Analytics," which requires a separate section in the system for ticket management.

Steps:

1. Access Department Management:
    - Go to the “Configurables” section and select "Departments."
2. Add a New Department:
    - Click the "Add Department" button.
    - Fill in the department details:
        - Department Name: "Data Analytics"
        - Description: "Responsible for analyzing and reporting on company data trends."
    - Click "Save" to add the new department.
3. Verify Department Addition:
    - Confirm that "Data Analytics" now appears in the department table with all correct details.
4. Edit an Existing Department:
    - Find an existing department that needs an update, for example: "Customer Support."
    - Click "Edit" and change the description to:

Updated Description: "Handles all customer-related support issues and inquiries."

- Save the updated information.

5. Remove a Department (if necessary):
    - If a department is no longer needed, locate it in the table.

- Click “Delete” and confirm the removal in the prompt that follows.

Outcome: The "Data Analytics" department is added, and any necessary updates or removals of other departments are completed, ensuring an up-to-date department structure.

Exercise 5:

5. Admin Account Requests

Objective: Review, approve, or deny admin account requests to ensure only authorized users are granted high-level access.

Scenario:
A user, "Sophia White," has applied to be an administrator to manage company tickets and software. You need to review and approve her request.

Steps:

1. Access Admin Account Requests:
   - Navigate to the "Users" section on the sidebar.
   - Click on "Admin Account Requests."
2. Review the Request Details:
   - Find the request from "Sophia White."
   - Review the provided details:

Requested Role: Administrator
Reason: "To manage ticket escalations and software deployment for Tech Solutions."

   - Check the user's current role and any additional notes provided.

3. Approve the Request:
   - If all information is valid, click "Approve."
   - A confirmation modal will appear; confirm the action to grant the user the Administrator role.
4. Verify the Role Change:
   - Go to the "Users" table and search for "Sophia White."
   - Confirm that her role has been updated to "Administrator."
5. Deny the Request (if necessary):
   - If the request is invalid, click "Deny" and provide a reason for rejection:

"Access denied due to insufficient justification for admin role requirements."

Outcome: Sophia White's request is approved, and she is granted the Administrator role, allowing her access to the necessary system functions

Conclusion:

Completing the exercises and scenarios provided will solidify your understanding of the system and its functionalities. This practical application ensures you are prepared for the tasks associated with your role, equipping you with the skills necessary for daily operations.

FAQs & Troubleshooting

Introduction:

The "FAQs & Troubleshooting" section provides solutions to common system issues, from login problems to operational glitches. This resource aims to empower users to resolve issues independently and minimize downtime by offering step-by-step guidance on typical troubleshooting procedures.

Common Issues and Solutions

1. Forgot Password
   - Solution:
     1. On the login page, locate and click on the "Forgot Password" link below the login fields.
     2. Enter the email address associated with your account.
     3. You will receive an email with a password reset link. If you don't see the email, check your spam or junk folder.
     4. Click the link in the email, and you will be redirected to the password reset page.
     5. Enter a new password (ensure it meets security requirements like including special characters and numbers).
     6. Confirm your new password and click "Submit".
     7. You can now log in using your new password.
2. Cannot Access the System (Connection Issue)
   - Solution:
     1. Ensure your device is connected to a stable and working internet connection (e.g., Wi-Fi or mobile data).
     2. Try accessing the system in a different browser like Google Chrome or Firefox.
     3. If the issue persists, clear your browser cache and cookies:
        - In Chrome, go to Settings > Privacy and Security > Clear Browsing Data.

- Select Cached images and files and Cookies and other site data and click "Clear data".

4. Disable any ad blockers or VPN software that might be interfering with the connection.
5. If you still cannot access the system, try restarting your router and device.
6. If the problem continues, contact support for further assistance.

3. Error Message When Logging In
   - Solution:
     1. Double-check that your email address and password are correct.
     2. Ensure that Caps Lock is not enabled when entering your password.
     3. If Two-Factor Authentication (2FA) is required, open your authenticator app or check your email/phone for the verification code.
     4. Enter the 2FA code promptly, as it expires after a short time.
     5. If login issues persist, attempt a password reset by following the steps outlined in the "Forgot Password" solution.
     6. Should the issue remain unresolved, contact support to check if there is an account lock or system error preventing login.
4. Chatbot Not Responding or Providing Inadequate Solutions
   - Solution:
     1. Ensure that your query is specific and clear. Use keywords that the system can recognize (e.g., "How do I reset my password?" instead of "Help with password").
     2. Try rephrasing your question if the chatbot gives an irrelevant response.
     3. If the chatbot fails to resolve the issue, click on the option to escalate to an Operations Engineer.

4. If there is no option to escalate, create a manual ticket from the dashboard by clicking "Submit a Ticket" and provide detailed information about your issue.
5. Monitor the status of the ticket on your dashboard for updates from the support team.

5. Ticket Not Appearing in the Dashboard
   - Solution:
     1. Ensure you have successfully submitted the ticket by checking for a confirmation notification or email.
     2. Refresh your dashboard page or log out and log back in to ensure the session is updated.
     3. Check the "My Tickets" section to confirm whether the ticket is listed under a different category (e.g., Closed Tickets or In Progress).
     4. If the ticket is still missing, verify that you have appropriate access rights to view it, as certain roles may limit visibility.
     5. Contact support if the ticket continues to be missing or if there was an error in submission.
6. Delayed Response from Support on Open Tickets
   - Solution:
     1. Review the priority level of your ticket. If it is marked as "low priority," it may take longer to receive a response.
     2. To escalate the ticket, open the ticket details and look for the option to change the priority or request an escalation.
     3. You can also follow up by using the live chat option in the dashboard to speak directly with an Operations Engineer.
     4. Ensure that your contact information and email notifications are enabled so that you receive updates as soon as support replies.
     5. If responses remain delayed, contact support directly via phone or email for urgent issues.

7. Unable to Reopen a Closed Ticket
   - Solution:
     1. Go to the "Closed Tickets" section of your dashboard.
     2. Select the ticket you wish to reopen and click on the "Reopen Ticket" button.
     3. If the "Reopen Ticket" button is unavailable, it may be due to ticket settings or your user permissions. In this case, click "Submit a New Ticket", referencing the old ticket number in the description.
     4. If reopening the ticket is critical, escalate the issue to an Administrator or contact support for manual assistance.
8. Failed to Rent VDI
   - Solution:
     1. Verify your account permissions to ensure you have the required access to rent a Virtual Desktop Infrastructure (VDI).
     2. Double-check your payment information to ensure it is valid and up to date.
     3. Confirm that the VDI you are trying to rent is available. Sometimes availability is limited based on demand or system settings.
     4. If the issue persists, submit a support ticket for assistance with troubleshooting rental issues.
9. Unable to Update User Information
   - Solution:
     1. Ensure that you have the correct user role permissions to edit user information. Only Administrators and certain roles can update user profiles.
     2. Navigate to the User Management section in your dashboard and locate the user you wish to update.
     3. Ensure all fields are filled out correctly, and any required fields (e.g., email, name) are not left blank.

4. If an error message appears, take note of the specific issue, such as invalid input or missing permissions, and attempt to correct it.

5. Contact support if you are unable to resolve the issue or if the update button remains unresponsive.

10. Error While Backing Up Database

- Solution:

    1. Ensure you have the correct Supabase connection string and access rights to perform backups.

    2. Use the following command in your terminal to manually back up the database:

```
pg_dump "postgresql://<username>:<password>@<host>.supabase.com:5432/postgres" > backup.sql
```

    3. If the backup fails, check your storage capacity and ensure the database size does not exceed the limit.

    4. Contact Supabase support or refer to their documentation for help if the backup command continues to fail.

Contacting Support

If you encounter issues that you are unable to resolve through the troubleshooting steps, or if you need additional assistance, the support team is available to help. Here are the options for contacting support:

1. Email Support:

    - You can send an email to the support team at vdisupport@bmwithub.co.za with details about the issue you're experiencing. Be sure to include your user role, ticket number (if applicable), and a description of the problem for faster assistance.

2. Knowledge Base:

    - Before contacting support, check the system's Knowledge Base for articles and guides that may help resolve your issue. This can be accessed from the Help menu in the system and covers common topics such as account management, ticket handling, and system configuration.

Conclusion:

By referring to the FAQs and troubleshooting steps, you will be able to quickly resolve common issues without needing additional support. This will help maintain your productivity and ensure that your experience with the system remains smooth and efficient.

Client Sign Off

10.1 Client Sign Off

I Bilal Khawaja,

(Full name)

IT Delivery Manager,

(Job title)

and Product Owner, have reviewed all the content in Iteration 8 that Team 4 have compiled regarding the Capstone Project and BMW IT Hub, and I approve of the final system design, implementation, system content, user manual, training manual, other documentation and all the content associated with Iteration 8.

Date: 27.09.2024

Khawaja

(Signature of client)

Team Sign Off

I, Stephen James Swart (Full Name), u20463368 (Student Number) hereby agree that I have read all documentation for Iteration 8 – Training Manual, User Manual, Change Request Docs, Brochure and all other relevant docs, and agree to its contents. By signing this document, I acknowledge that I have contributed to the document equally with respect to my team member.

Date: 30/09/2024 Signature:

I, Connor Leon Marthinus Kruger (Full Name), u22675664 (Student Number) hereby agree that I have read all documentation for Iteration 8 – Training Manual, User Manual, Change Request Docs, Brochure and all other relevant docs, and agree to its contents. By signing this document, I acknowledge that I have contributed to the document equally with respect to my team member.

Connor Kruger

Date: 30/09/2024 Signature:

I, Joachim Frederik Mentz (Full Name), u22574892 (Student Number) hereby agree that I have read all documentation for Iteration 8 – Training Manual, User Manual, Change Request Docs, Brochure and all other relevant docs, and agree to its contents. By signing this document, I acknowledge that I have contributed to the document equally with respect to my team member.

Date: 30/09/2024 Signature:

I, Morris Tiyiselani Mofamadi (Full Name), u22737512 (Student Number) hereby agree that I have read all documentation for Iteration 8 – Training Manual, User Manual, Change Request Docs, Brochure and all other relevant docs, and agree to its contents. By signing this document, I acknowledge that I have contributed to the document equally with respect to my team member.

Date: 30/09/2024 Signature:

I, Ross da Costa (Full Name), u22591070 (Student Number) hereby agree that I have read all documentation for Iteration 8 – Training Manual, User Manual, Change Request Docs, Brochure and all other relevant docs, and agree to its contents. By signing this document, I acknowledge that I have contributed to the document equally with respect to my team member.

Date: 30/09/2024

Signature: