VDI Ticket

Management System

User Manual

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

Table of Contents

Introduction to Document

This document will include the user documentation for our client, BMW ZA Hub. The document will provide knowledge and insight to the users of the system of all its capabilities. This will be done by going through each use case step by step.

User Manual

This document is created to assist our users in using our web application. Every screen and function in the system is shown, along with what each input and button do. Please refer to the table of contents to locate a specific function.

Minimum System Requirements

Hardware

- Central Processing Unit – Intel Core i3 or AMD Ryzen 3
- Random Access Memory – 8 GB DDR4
- Storage – 256GB SSD
- Graphics Processing Unit – Integrated graphics
- Display - 1920 x 1080 (Full HD)

Software

- Operating system – Microsoft Windows (Windows 10+), macOS, or Linux
- Web Browser – Google Chrome, Safari, Microsoft Edge, Opera, Firefox, Brave

Sign-Off by Team

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.

Date: 30/09/2024 Signature: Connor Kruger

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:

Sign-Off by Client

10. 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)

Application

General Modals

Success Modal

- 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"*
- Navigation: This modal appears after every successful transaction

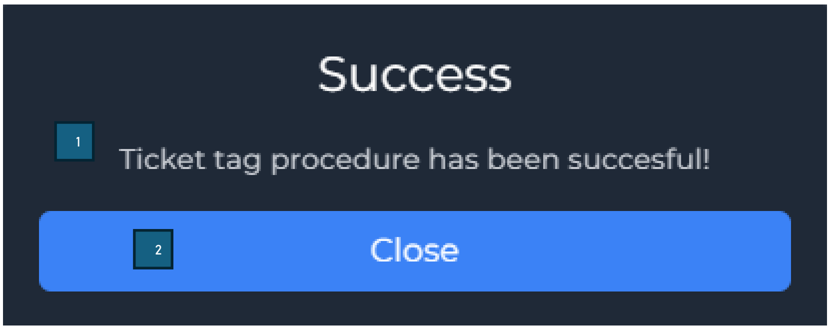

Figure A – Success Modal Screenshot and Table

- 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.

Error Modal

- 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"*
- Navigation: This modal appears after every failed transaction

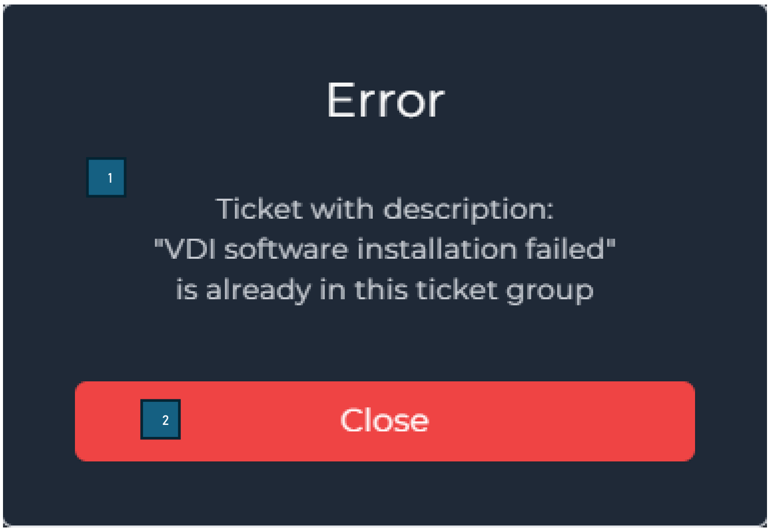

Figure B – Error Modal Screenshot and Table

- 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.

Confirmation Modal

- 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”
- Navigation: This modal appears every time the user needs to confirm a transaction

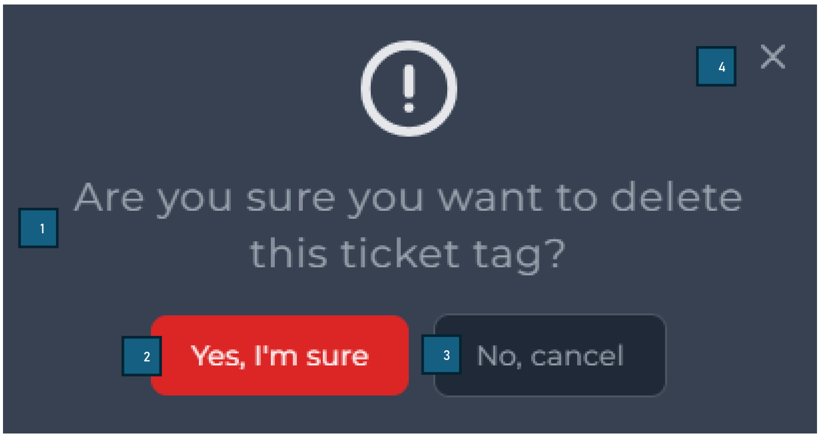

Figure C – Confirmation Modal Screenshot and Table

- 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.

1. Sub-System 1: Login

1.1. Login

1.1.1. Purpose: The purpose of this screen is to allow the user to login. It requires an email and password. The user can also forget password or create an account.

1.1.2. Navigation: The user can access this page by clicking on the Login button on the home page

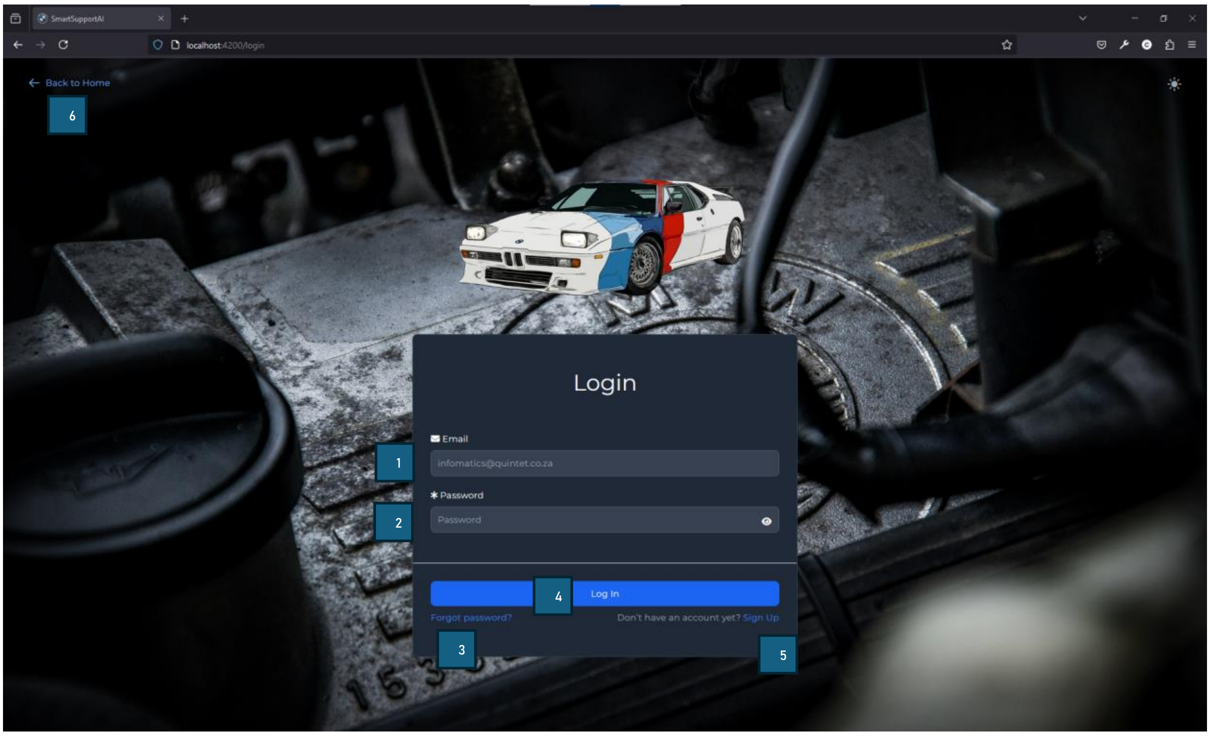

Figure 1.1 – Login Screenshot with Table

1.1.3. 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
6	Return button: The user can click it to return to the home page

1.2. Logout

1.1.1. Purpose: The purpose of this screen is to log the currently logged in user out of their account and remove their jwt token from session storage.

1.1.2. Navigation: The user can access this page by clicking on the Logout button in their profile menu

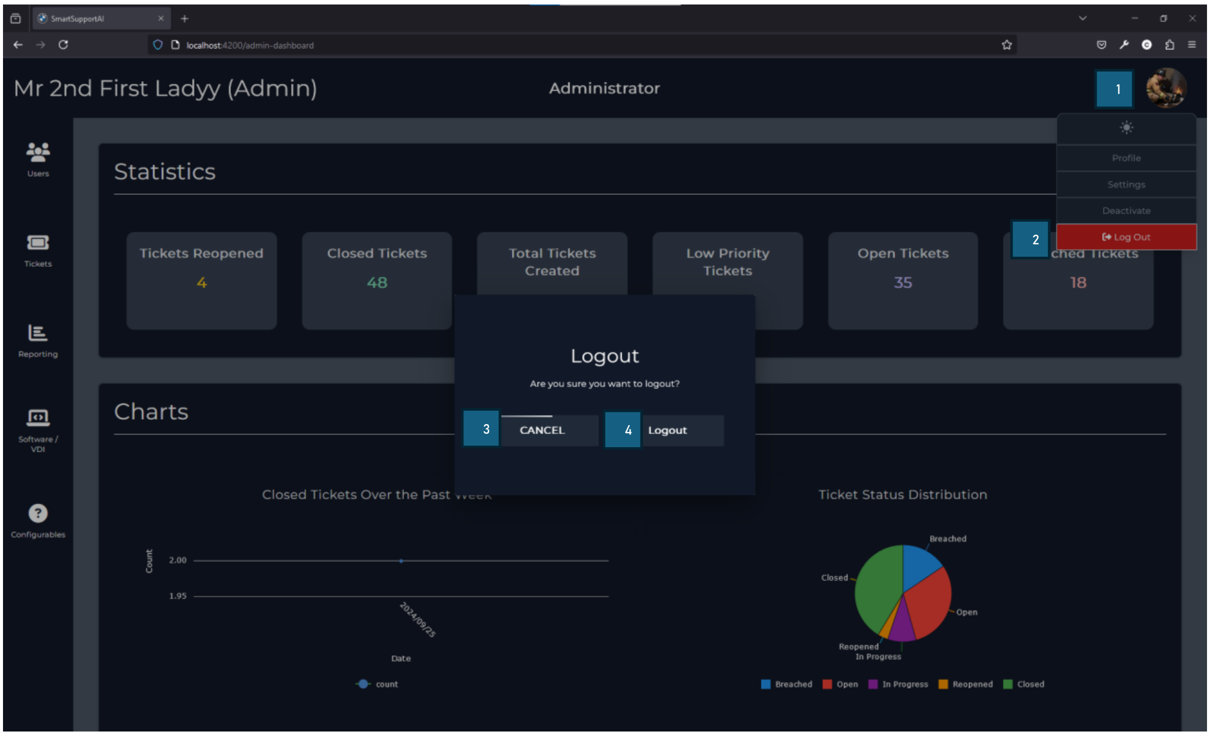

Figure 1.2 – Logout Screenshot with Table

1.1.3. Explanation:

#	Explanation
1	Profile photo: The user can click on their profile photo to show the dropdown menu
2	Logout button: The user can the click on the red logout button to display the logout modal
3	Cancel button: The user can click on the cancel button to cancel the logout procedure
4	Logout button (modal): the user can click on this button and their jwt token will be removed from session storage and they will be returned to the home screen

1.3. Change Password

1.3.1. Purpose: The purpose of this use case is to allow an existing user in the system to change their login password

1.3.2. Navigation: The user can access this page by clicking on the change password button on the edit profile page

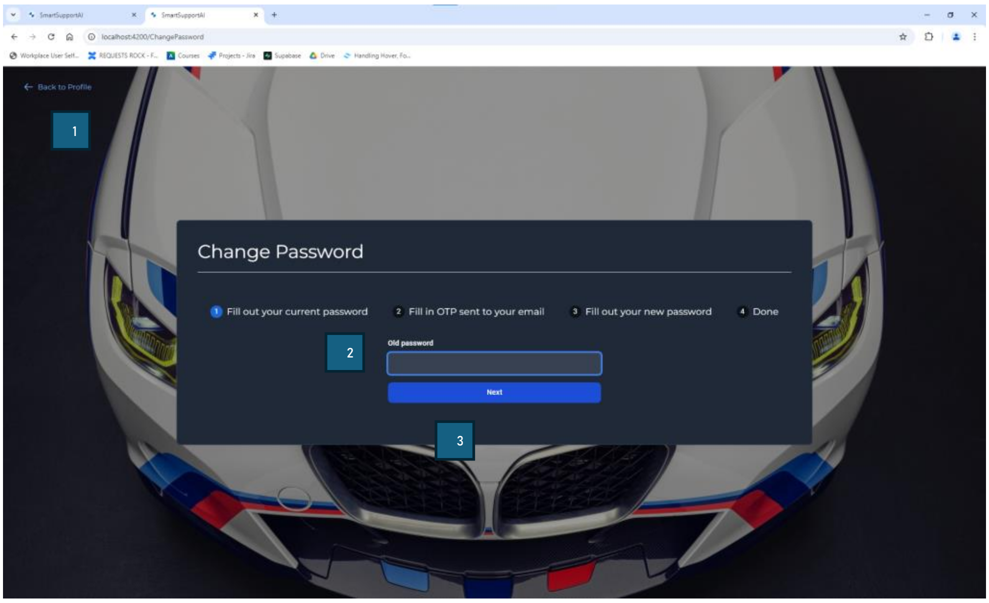

Figure 1.3.1 – Current Password Screenshot and Table

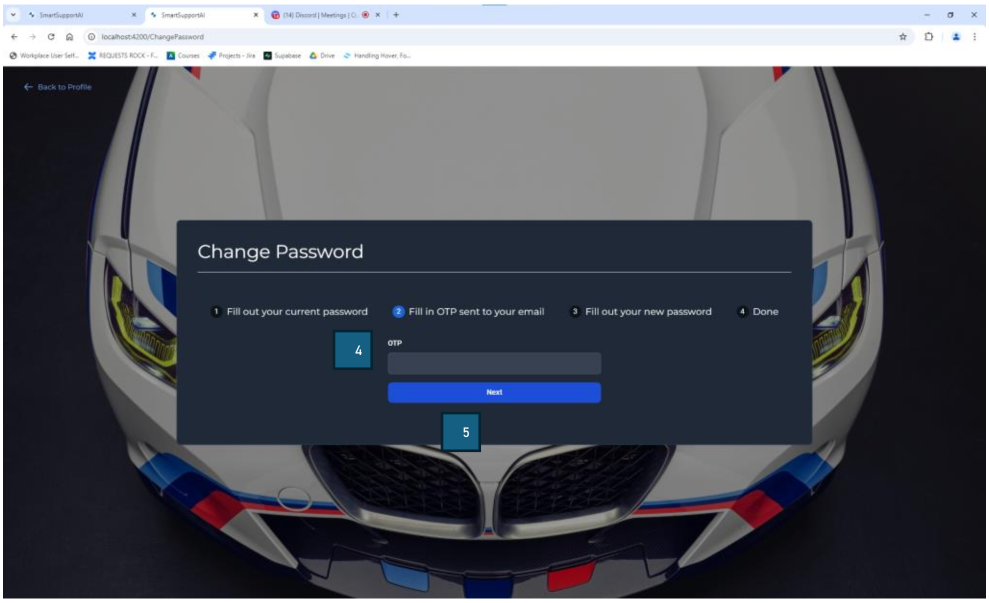

Figure 1.3.2 – Enter OTP Screenshot and Table

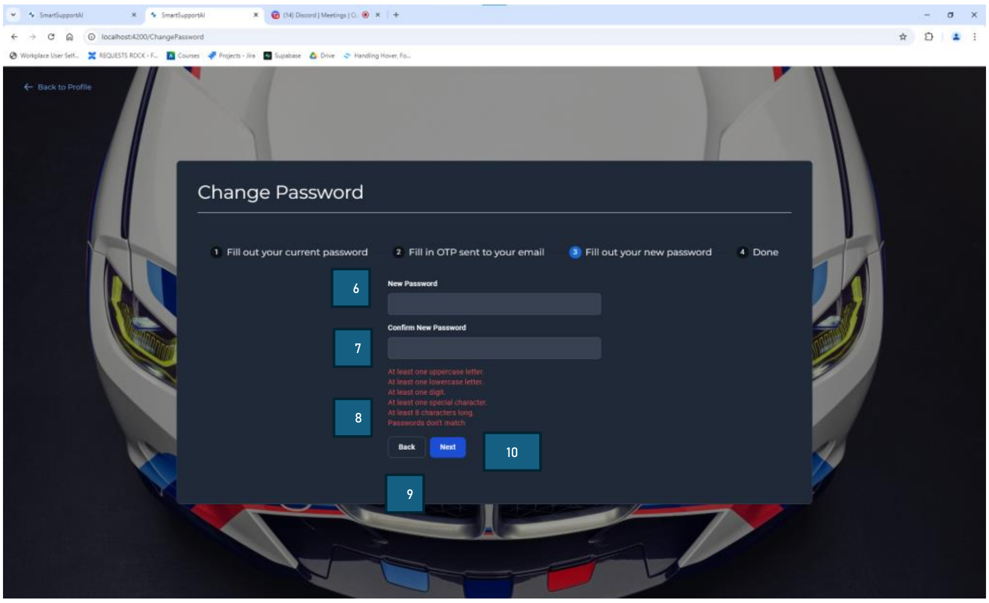

Figure 1.3.3 – New Password Screenshot and Table

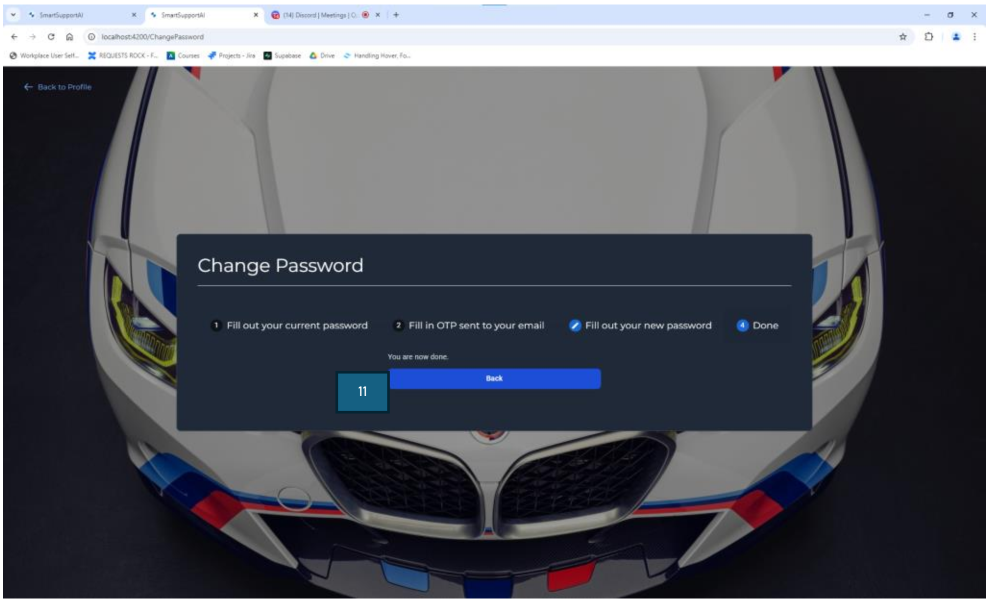

Figure 1.3.4 – Password Change Done Screenshot and Table

1.3.3. Explanation:

#	Explanation
1	Return to profile button: This button is used for the user to return to their profile editing page
2	Enter password input: This input box is used for the user to input their old password
3	Next button: This button is to confirm the password and move onto the OTP
4	Enter OTP input: This input box is used for the user to input their OTP which was sent to the email they input
5	Next button: This button is to confirm the password and move onto the password change section
6	New password input: This input allows the user to input a new password
7	Confirm password input: This input allows the user to confirm their password
8	Password label: This label represents the password criteria the user needs to comply with
9	Back button: This button allows the user to go back to their OTP input
10	Next button: This button will try to change the user's password, if successful it will take the user to the done screen if not it will show the error modal
11	Back Button: This button will take the user back to their profile editing page

1.4. Forgot Password

1.4.1. Purpose: The purpose of this screen is to allow a user to try and recover their password if they have forgotten it. This is done with their email and their OTP

1.4.2. Navigation: The user can access this page by clicking on the forgot password button on the login page

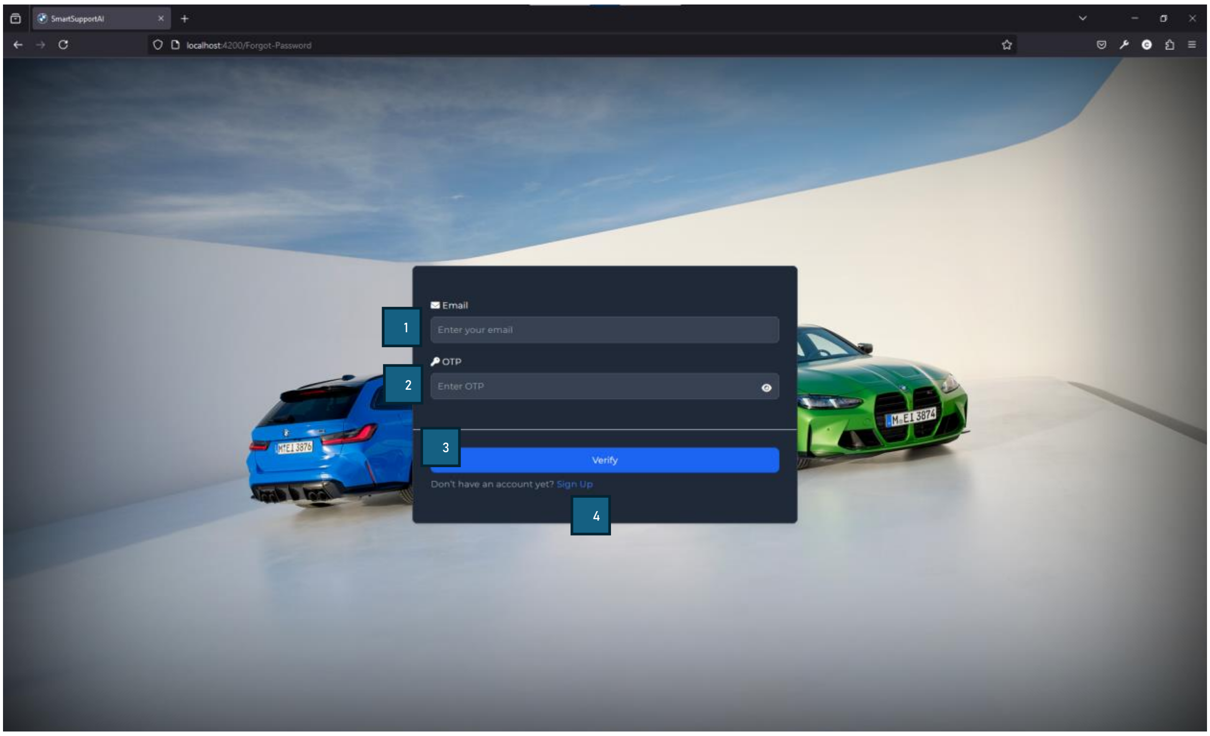

Figure 1.4 – Forgot Password Screenshot and Table

1.4.3. Explanation:

#	Explanation
1	Email textbox: This is a text box to allow the user to enter their email address
2	OTP textbox: This is a text box that allows the user to enter their OTP that they will receive in their email as soon as they log onto this page
3	Verify button: The user can click on this button to try to verify the users OTP, if it is correct they will be allowed to change their password, if not then an error will display
4	Sign-up link: The user can click on this link to allow the user to create an account if they do not have one.

2. Sub-System 2: User

2.1. Create User

2.1.1. Purpose: The purpose of these screens is to allow a new user to the system to create an account. This email will then be verified via an OTP. The user can then proceed to input their information and create an account

2.1.2. Navigation: The user can access this page by clicking on the sign-up button on the login page

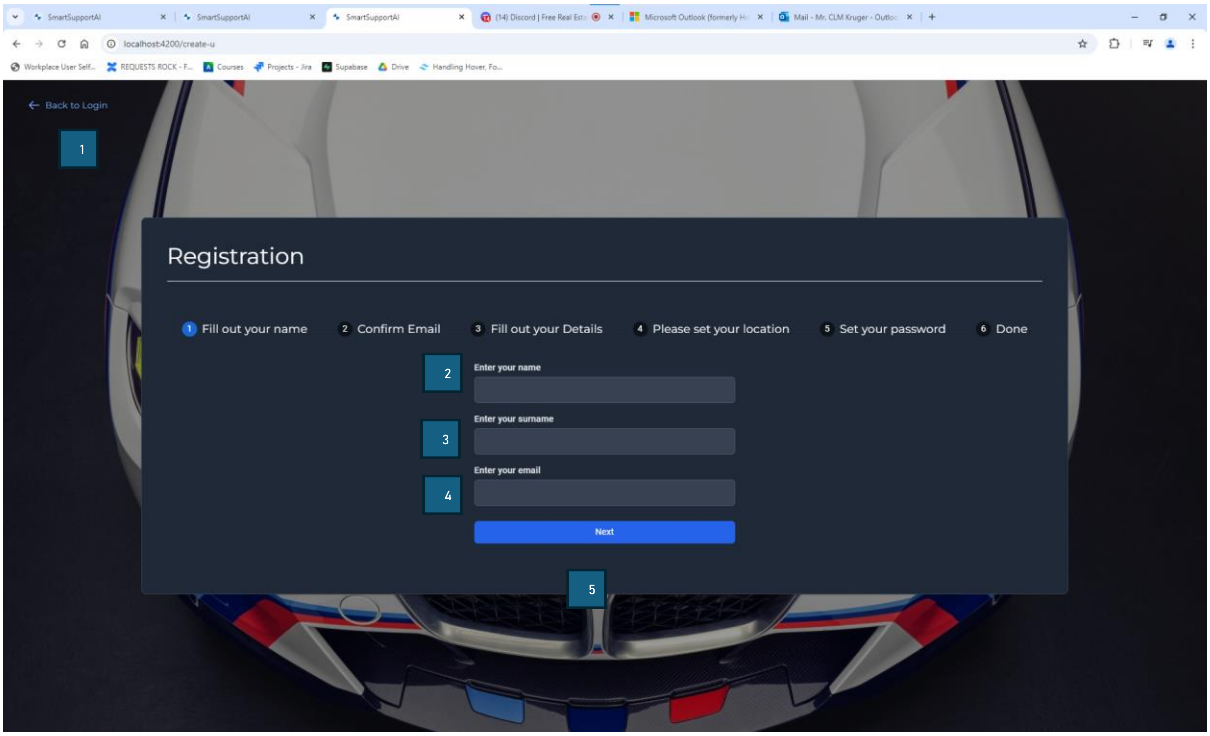

Figure 2.1.1 – Registration Screenshot and Table

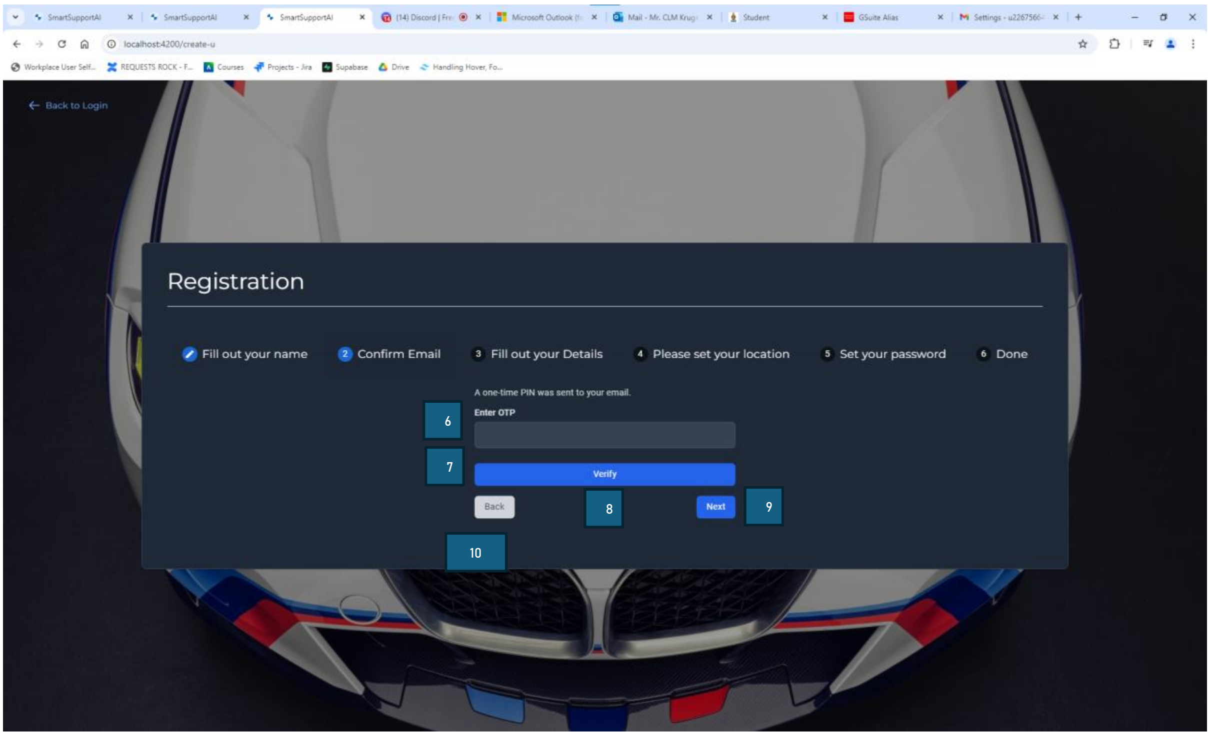

Figure 2.1.2 – Enter OTP Screenshot and Table

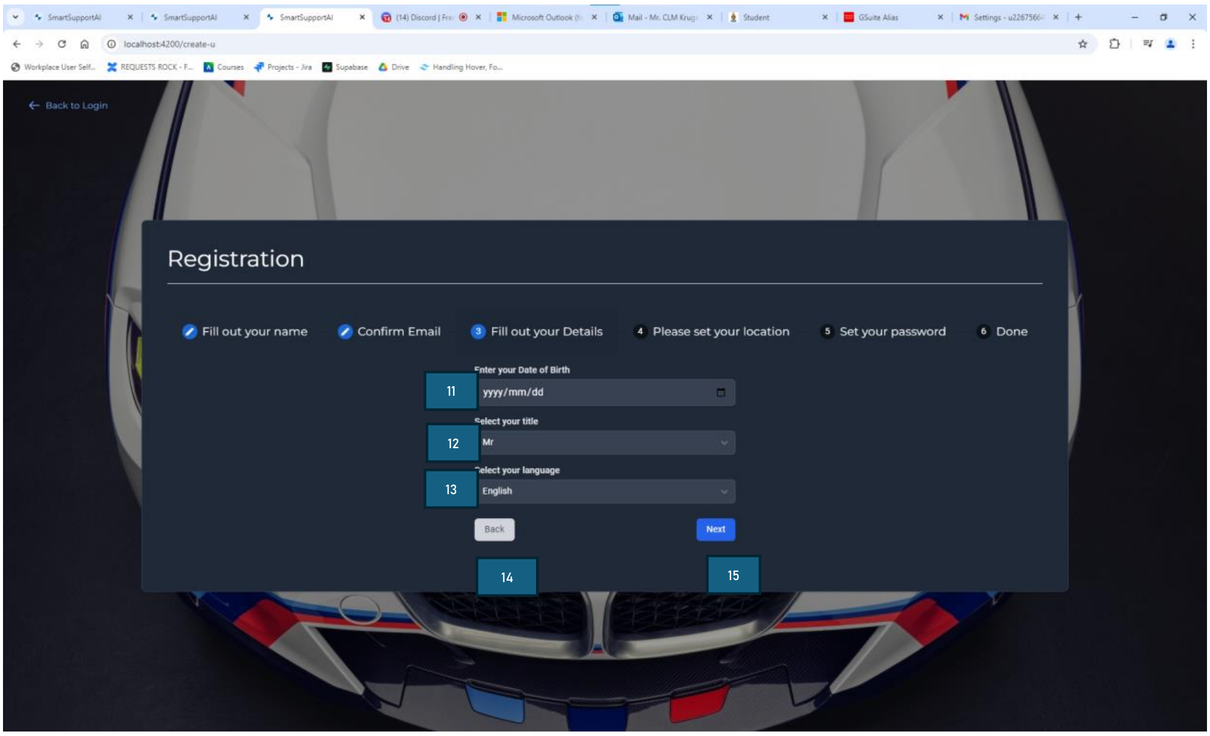

Figure 2.1.3 – Enter DOB Screenshot and Table

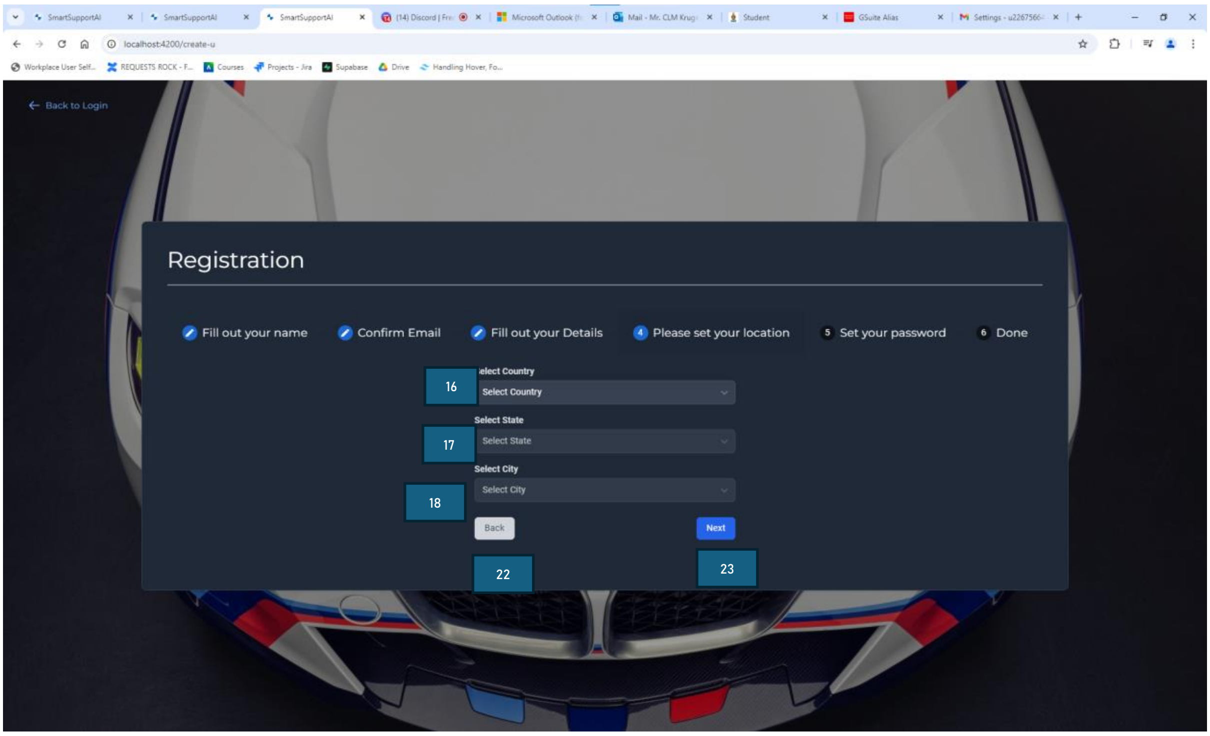

Figure 2.1.4 – Enter Country Screenshot and Table

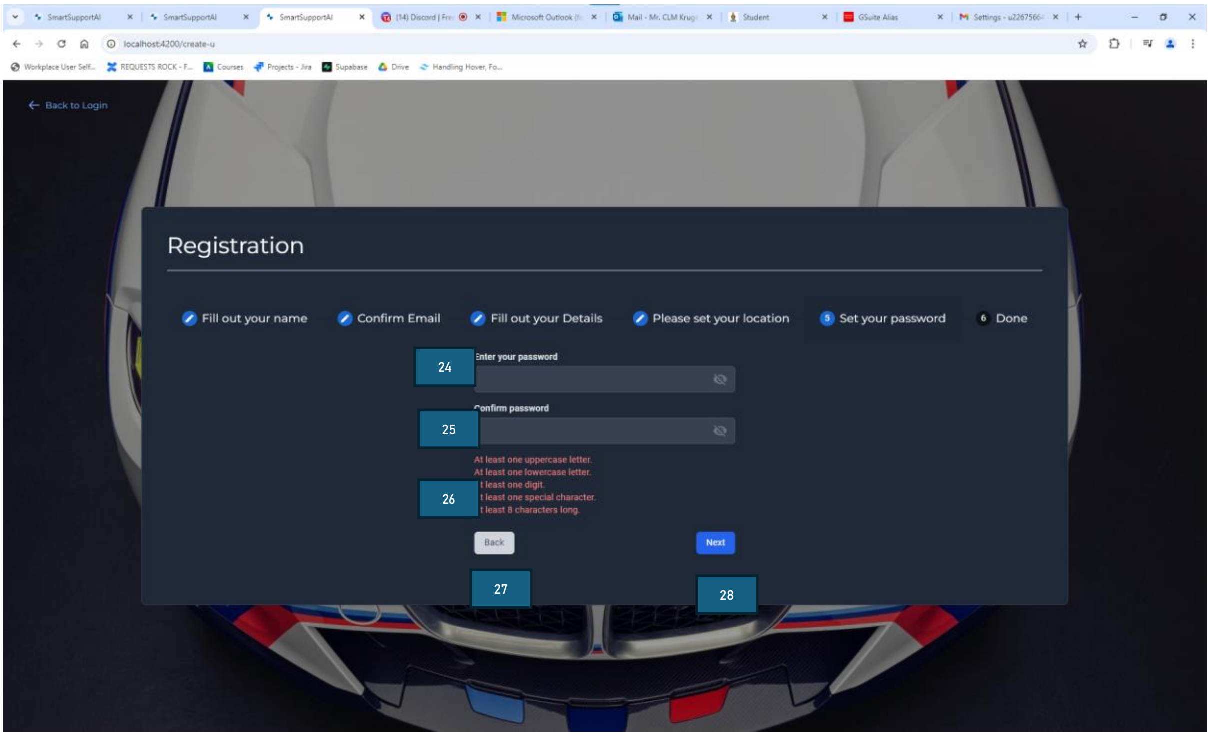

Figure 2.1.5 – Enter Password Screenshot and Table

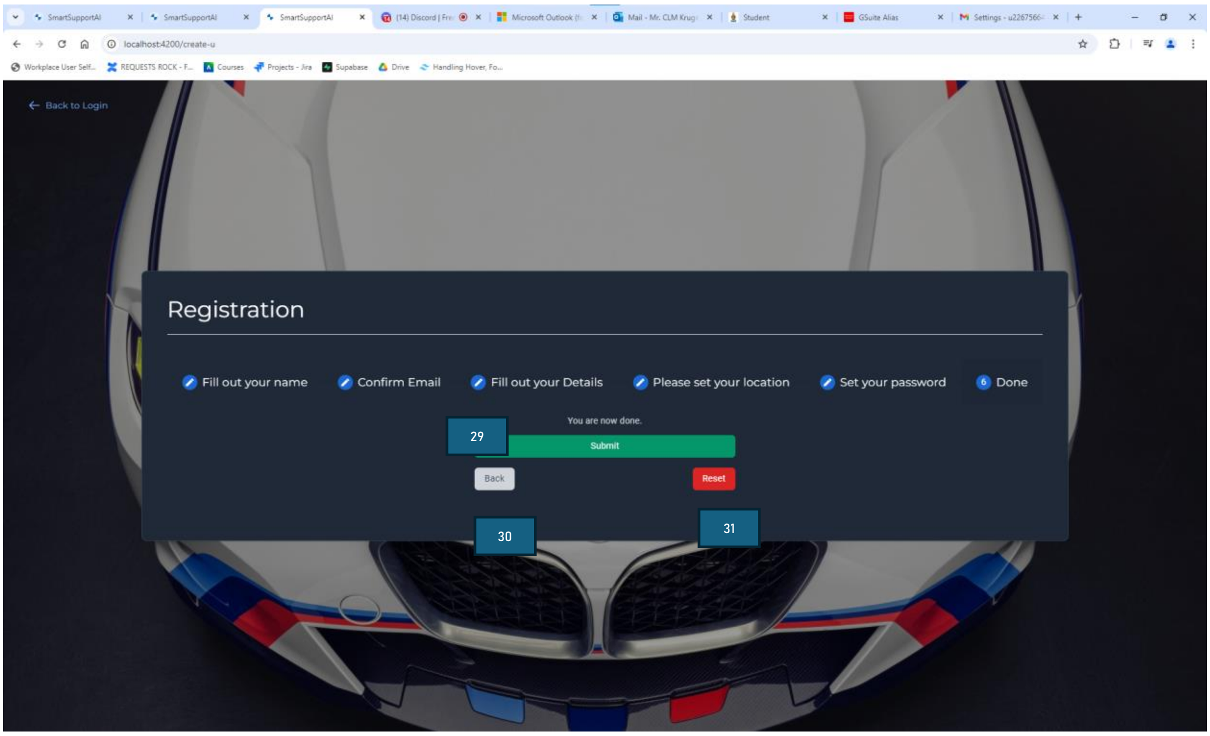

Figure 2.1.6 – Registration Complete Screenshot and Table

2.1.3. Explanation:

#	Explanation
1	Login button: This button takes the user back to the login
2	Name input: This input allows the user to input their name
3	Surname input: This input allows the user to input their surname
4	Email input: This input allows the user to input their email
5	Next button: This button takes the user to the next step after their inputs have been verified
6	OTP input: This input allows the user to input their OTP
7	Verify button: This button verifies the OTP sent to the email
8	Verify button: This button verifies the OTP sent to the email
9	Back button: This button takes the user to the previous step
10	Next Button: This button takes the user to the next step after verifying the inputs
11	DOB input: This input allows the user to input their DOB
12	Title input: This input allows the user to input their title
13	Language input: This input allows the user to input their language
14	Back button: This button takes the user to the previous step
15	Next Button: This button takes the user to the next step after verifying the inputs
16	Country dropdown: This input allows the user to input their country
17	Province dropdown: This input allows the user to input their province
18	City dropdown: This input allows the user to input their city

22	Back button: This button takes the user to the previous step
23	Next Button: This button takes the user to the next step after verifying the inputs
24	Password input: This input allows the user to input their password
25	Confirm password input: This input allows the user to confirm their password
26	Password criteria: This is the criteria needed for the user to create a successful password
27	Back button: This button takes the user to the previous step
28	Next Button: This button takes the user to the next step after verifying the inputs
29	Submit button: This button will take the user to their new guest dashboard if registration was successful
30	Back button: This button takes the user to the previous step
31	Reset Button: This button resets the form

2.2. Read User

2.2.1. Purpose: The purpose of this feature is to allow any administrator to search for a user by name or surname.

2.2.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

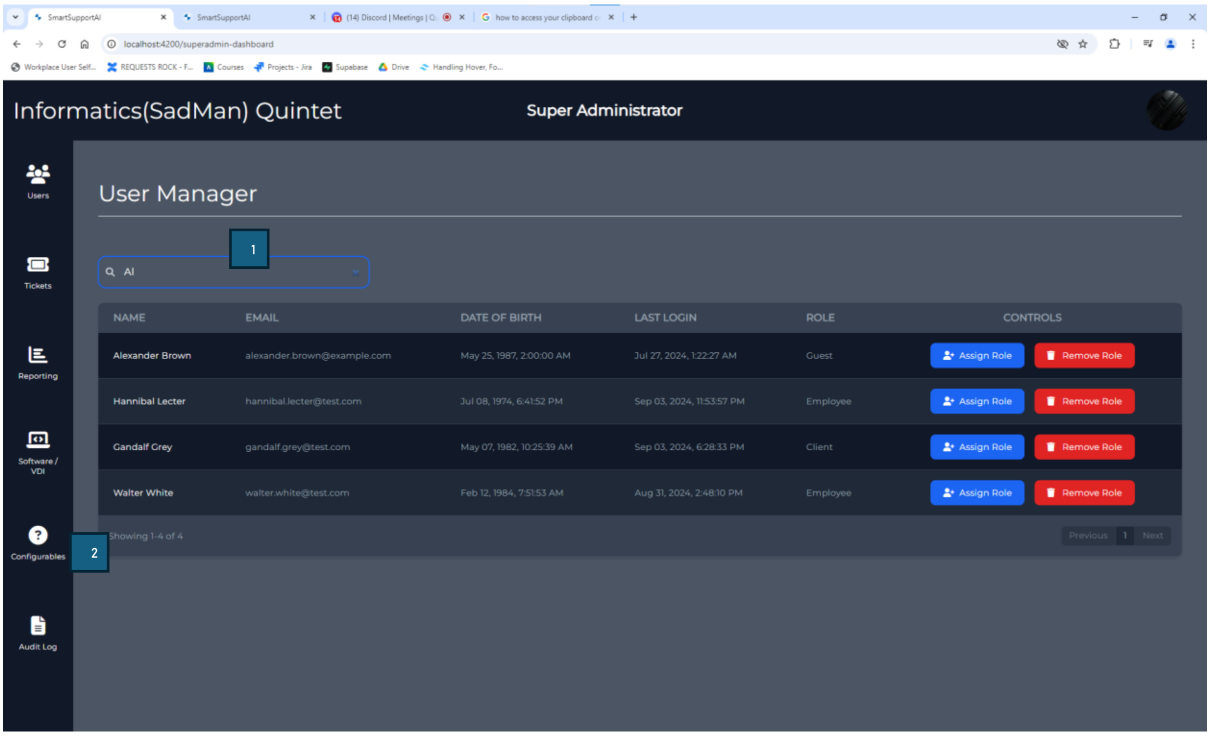

Figure 2.2 – Search User Screenshot and Table

2.2.3. Explanation:

#	Explanation
1	Search box: This search box allows the administrator to search for a user
2	User Table: This table shows filtered users based on the search box input

2.3. Update User

2.3.1. Purpose: The purpose of this use case is to allow the user to update their details as they change over time.

2.3.2. Navigation: The user can access this page by clicking on their profile icon

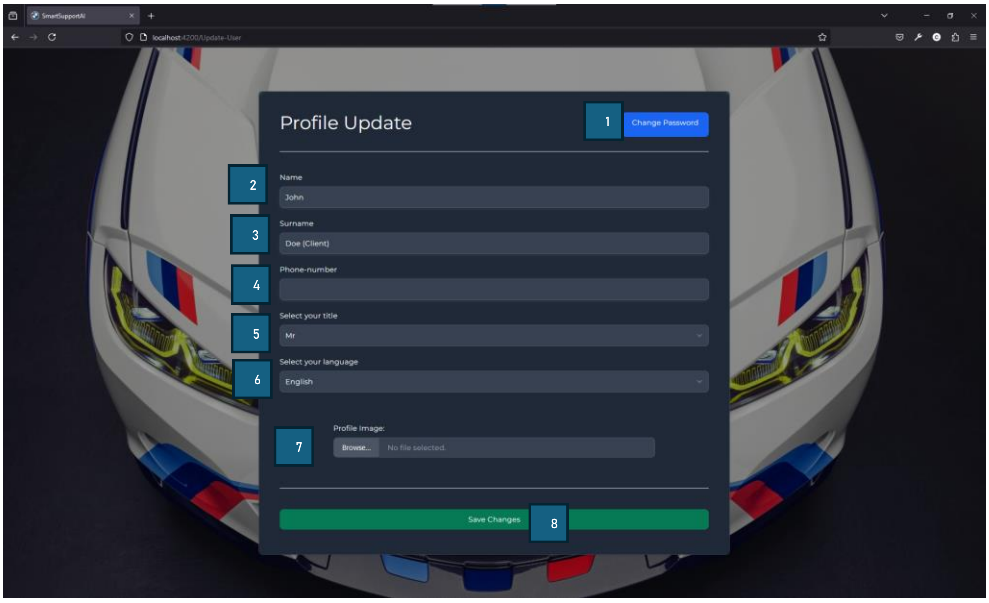

Figure 2.3 – Update User Screenshot and Table

2.3.3. Explanation:

#	Explanation
1	Change Password button: This button navigates the user to the change password web page
2	Name input box: This text box allows the user to change their name, if they spelt it incorrectly the first time or it has changed.
3	Surname input box: This text box allows the user to change their surname, if they spelt it incorrectly the first time or it has changed.
4	Phone number input box: This input box allows the user to update their phone number
5	Title dropdown: This dropdown allows the user to select a new title based on a list of predetermined titles
6	Language dropdown: This dropdown allows the user to select a new home language based on a list of predetermined languages
7	Image browser: This image input field allows the user to input any jpeg or png from their device and set it as their new profile photo
8	Save button: This button will take all the information from the form and update the user based on the information. If the information saves it will redirect the user to their dashboard, if not then an error message will display

2.4. Apply for User Role

2.4.1. 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

2.4.2. Navigation: This appears after guest login

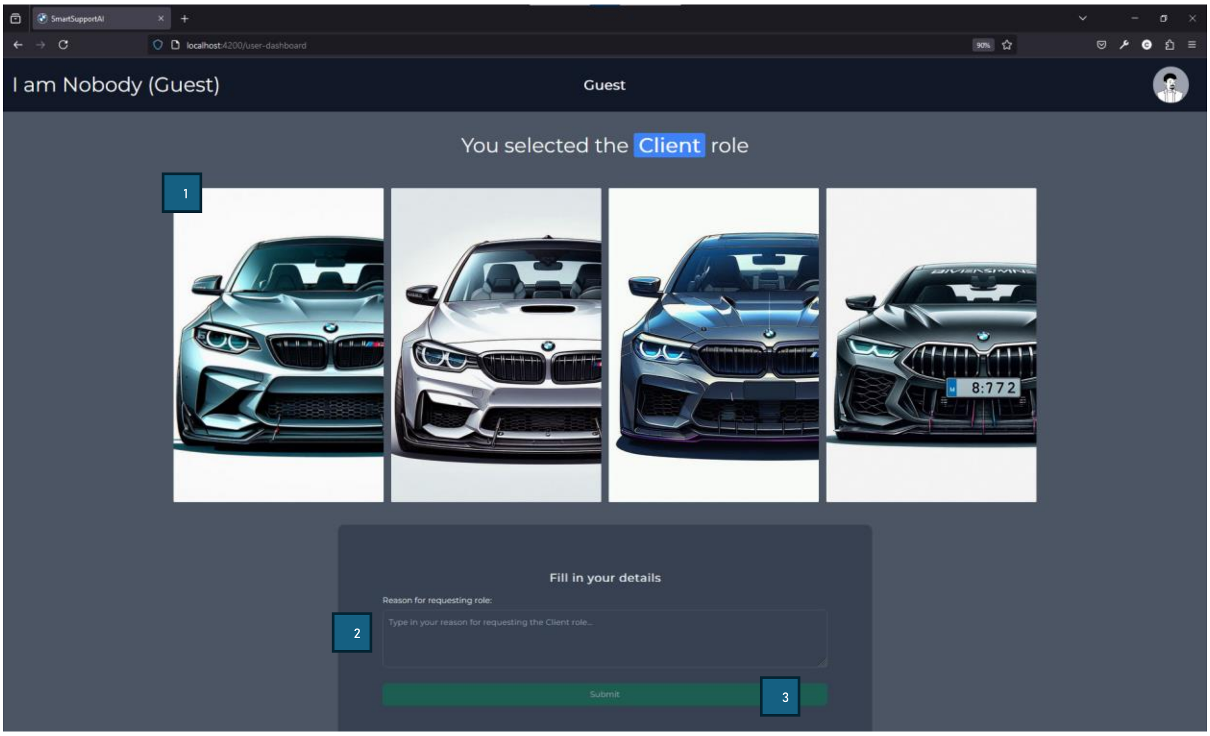

Figure 2.4 – Apply for Role Screenshot and Table

2.4.3. 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.
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

2.5. Request User Account Deactivation

2.5.1. 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

2.5.2. Navigation: The user can access this modal by clicking on their profile icon

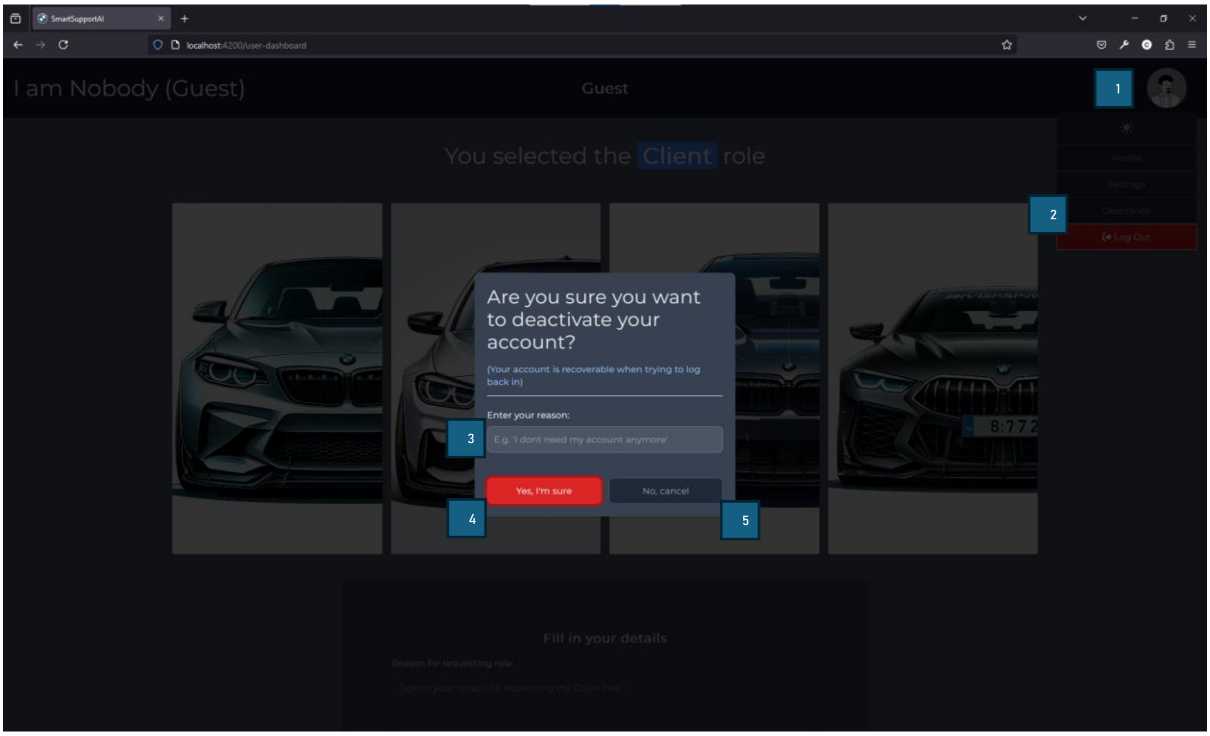

Figure 2.5 – Request Account Deactivation Screenshot and Table

2.5.3. 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

2.6. Deactivate User

2.6.1. Purpose: The purpose of this screen is to accept or deny any account deactivation requests. Accounts in the system are never deleted but rather deactivated

2.6.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

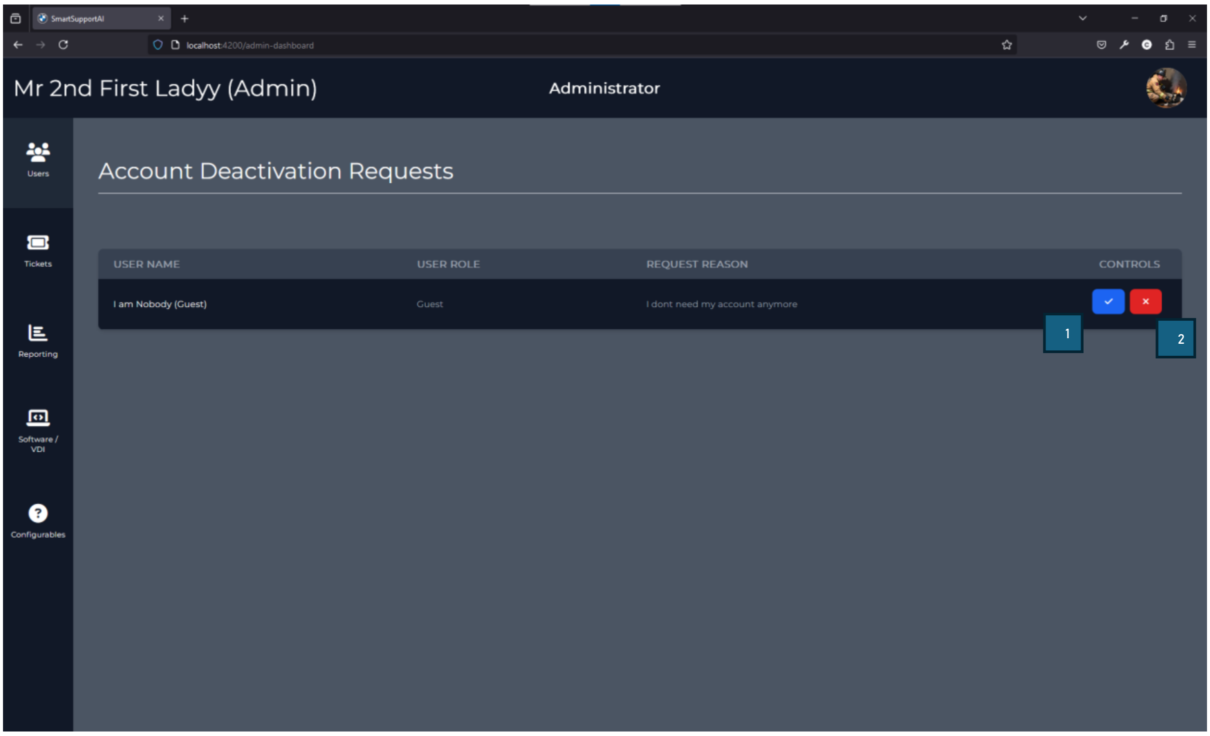

Figure 2.6 – Account Request Screenshot and Table

2.6.3. Explanation:

#	Explanation
1	Accept button: If the administrator wants to accept the account deactivation, they can click the accept button, and a confirmation modal will appear, and then after a success modal, or error modal if it failed.
2	Deny button: If the administrator wants to deny the account deactivation, they can click the deny button, and a confirmation modal will appear, and then after a success modal, or error modal if it failed.

2.7. Reactivate Account

2.7.1. Purpose: The purpose of this screen is to allow a user who used to have an account and got deactivated. The user can input their email and receive an OTP to verify that the account is theirs and their account will be reinstated

2.7.2. Navigation: The user can access this page by trying to login with a deactivated account

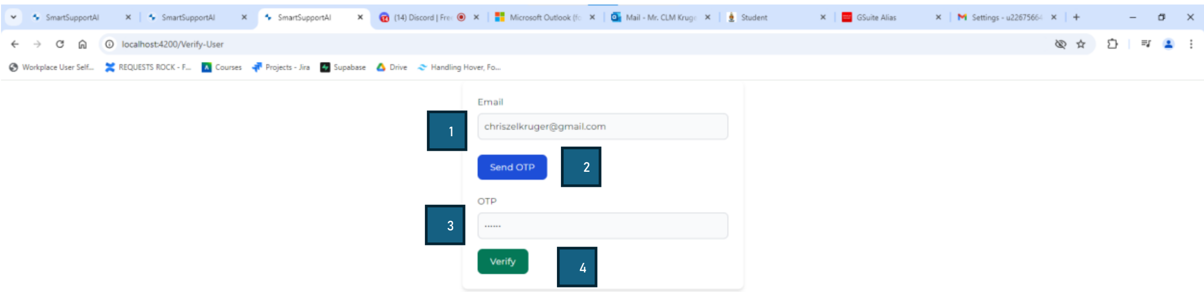

Figure 2.7 – Reactivate Account Screenshot and Table

2.7.3. Explanation:

#	Explanation
1	Email input: This input box allows the user to enter their email
2	Send OTP button: This button will verify the user email by sending an OTP
3	OTP input: This input box allows the user to enter the OTP sent to their email address to confirm their account
4	Verify button: This button will try to verify the users account and if successful will reinstate their account and show the success modal, else it will show the error modal

2.8. Verify User

2.8.1. Purpose: The purpose of this function is to verify a user's email with an OTP

2.8.2. Navigation: Automatic

2.8.3. Explanation: The system will fetch their email given in an input box and read it from the database. It will then generate an OTP and send it to the email. The user can then enter this OTP to verify themselves

3. Sub-System 3: Administrator

3.1. Assign User Role

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

3.1.2. Navigation: The user can access this modal by clicking on the add button in the table next to the relevant record

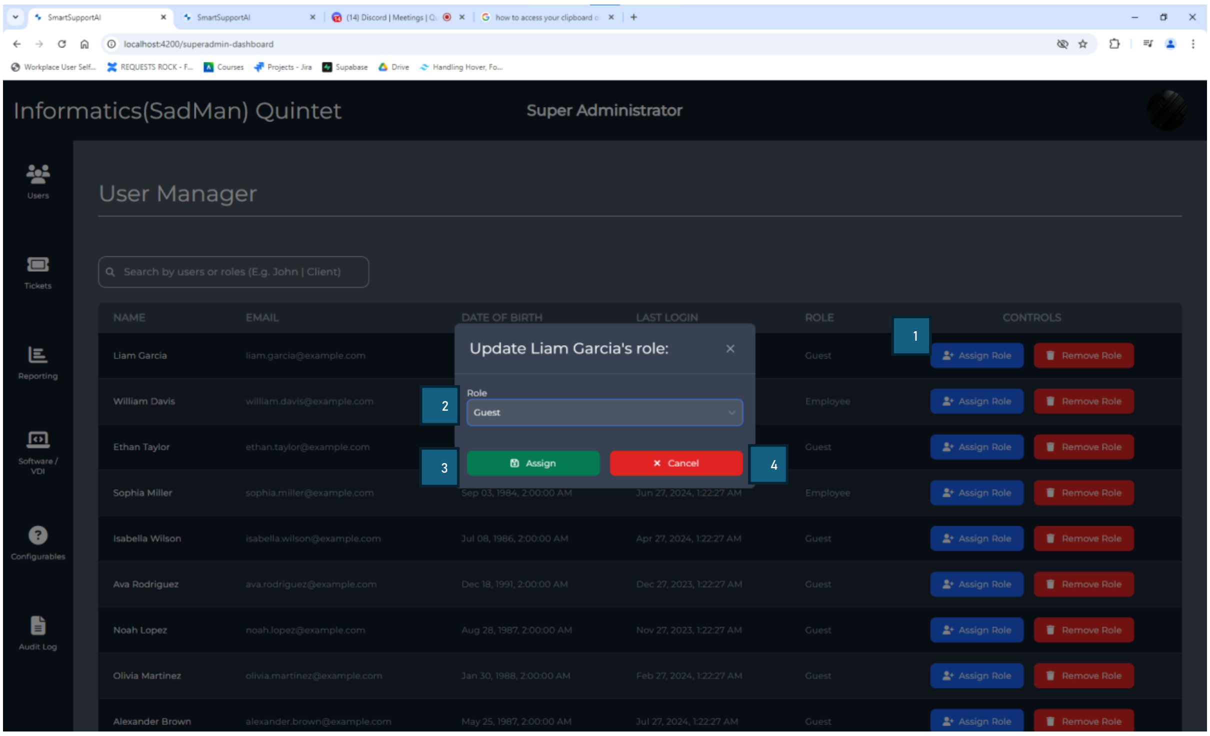

Figure 3.1 – Assign User Role Screenshot and Table

3.1.3. Explanation:

#	Explanation
1	Assign Role button: This button will open a modal allowing the admin to change the role of the selected user
2	Role dropdown: This dropdown shows all the available roles in the system
3	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
4	Cancel button: This will close the modal and return the user to their dashboard

3.2. Search User Role

3.2.1. Purpose: This procedure is to allow the system to search for all available roles in the system

3.2.2. Navigation: The user can access this dropdown in the ticket modal

Figure 3.2 – Search User Role Screenshot

3.2.3. Explanation: The dropdown menu shows all roles within the system.

3.3. Remove User Role

3.3.1. Purpose: The purpose of this function is to allow the admin or super admin to reset a user's role to the default guest role in the system

3.3.2. Navigation: The user can access this modal by clicking on the delete button in the table next to the relevant record

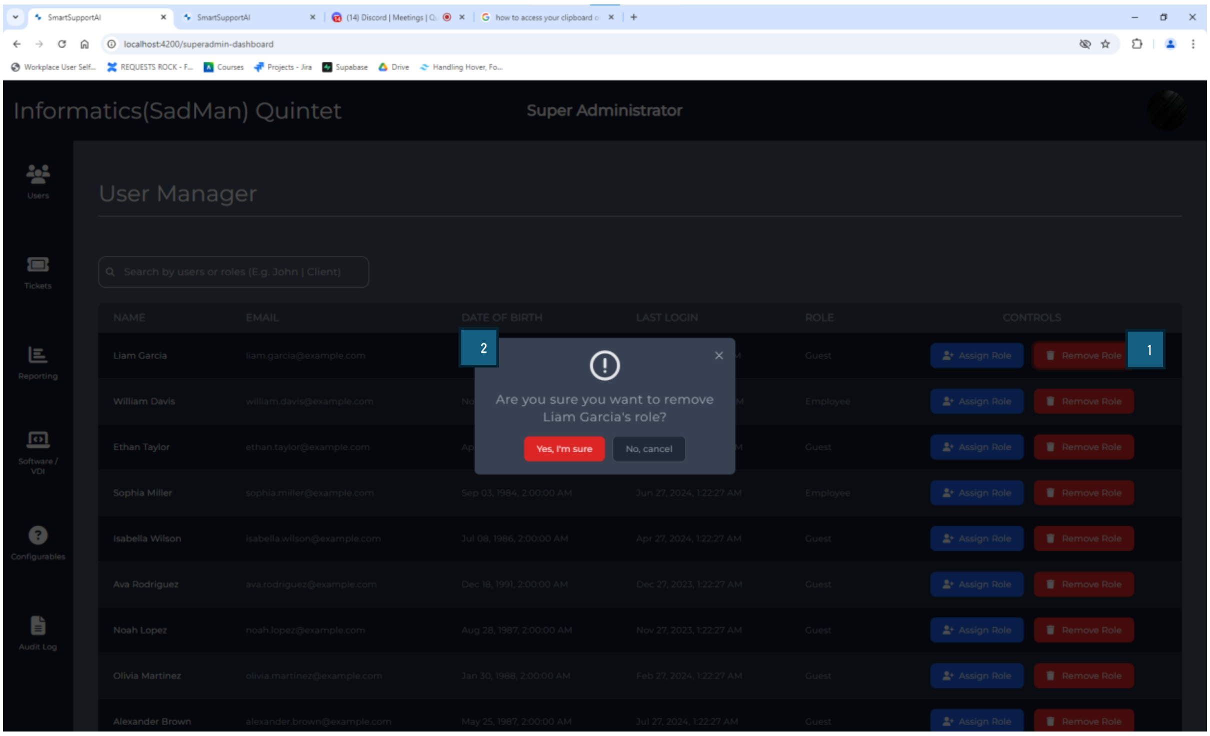

Figure 3.3 – Remove User Role Screenshot and Table

3.3.3. Explanation:

#	Explanation
1	Remove role button: This button will take the selected user and display a confirmation modal before their role can be removed.
2	Confirmation modal: Universal confirmation modal

3.4. Reassign Ticket

3.4.1. Purpose: The purpose of this function is to allow the administrator or super administrator to reassign a ticket to a new employee, as employees cannot reassign tickets themselves

3.4.2. Navigation: The user can access this modal by clicking on the edit button in the table next to the relevant record

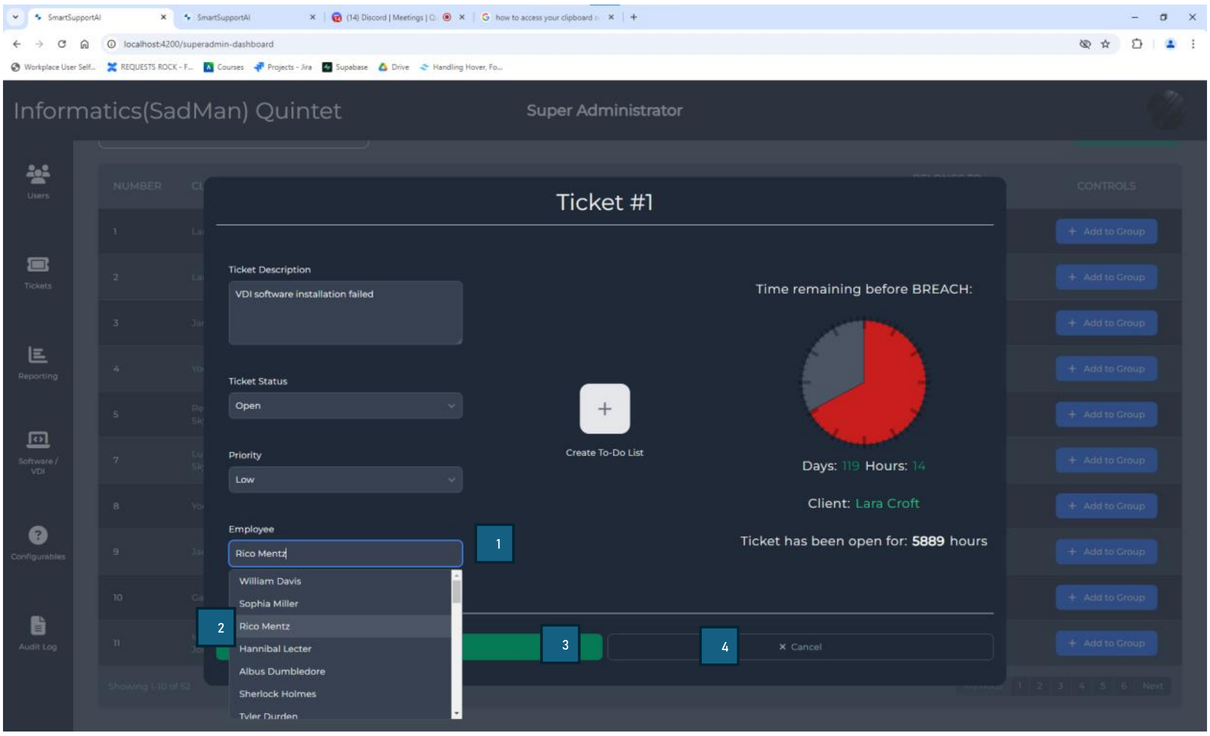

Figure 3.4 – Reassign Ticket Screenshot and Table

3.4.3. Explanation:

#	Explanation
1	Search box: When in the ticket modal this dropdown has a search function where you can search for the employee by typing in their name.
2	Dropdown: The admin can also reassign the ticket by simply clicking on the employee's name with the dropdown.
3	Save Button: The admin then has to save the ticket for it to be reassigned, if successful the success modal will appear else the error modal will appear.
4	Cancel button: The admin can also cancel the procedure by clicking the cancel button and be returned to their dashboard.

3.5. Update Ticket Prioritisation

3.5.1. Purpose: The purpose of this function is to allow an administrator to change the priority of a ticket as employees cannot change the priority themselves.

3.5.2. Navigation: The user can access this modal by clicking on the edit button in the table next to the relevant record

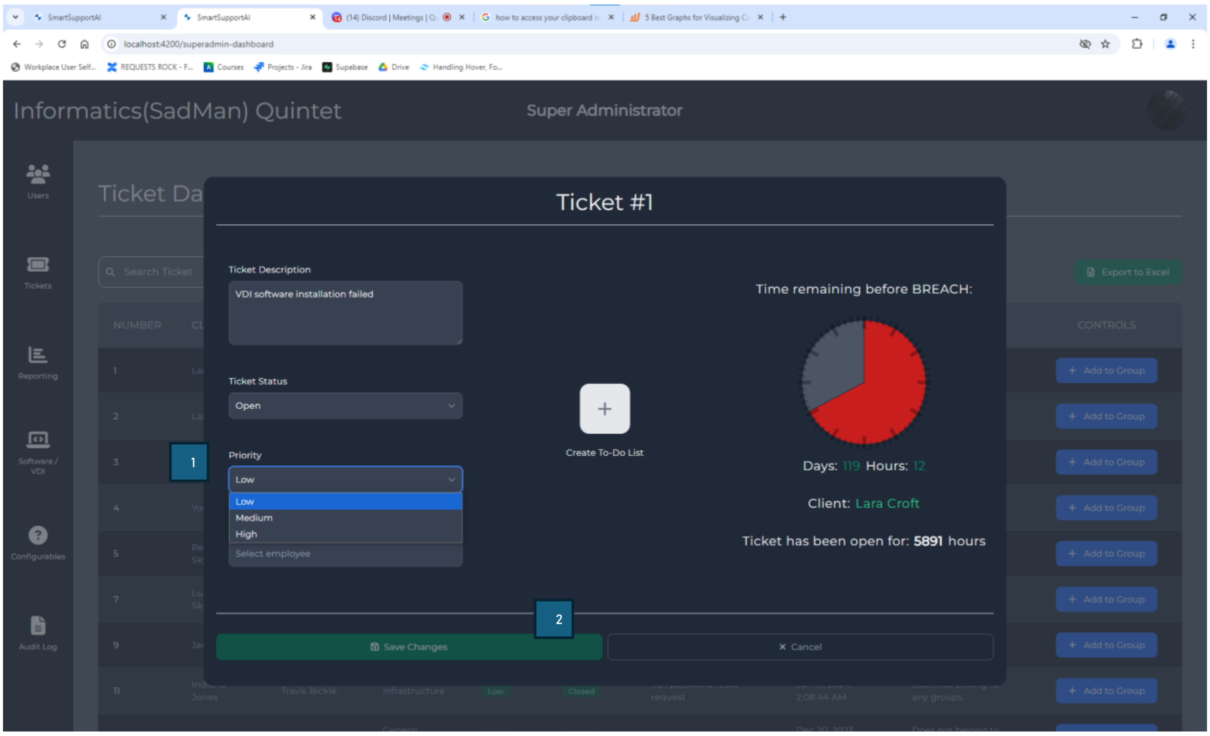

Figure 3.5 – Update Ticket Priority Screenshot and Table

3.5.3. Explanation:

#	Explanation
1	Priority dropdown: This dropdown allows the employee to select any of the priorities hardcoded in the system
2	Save button: This button will save the ticket information and priority and try edit the ticket. If successful it will display the success modal, else it will display the error modal

4. Sub-System 4: Employee

4.1. Escalate Ticket

4.1.1. 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

4.1.2. Navigation: The user can access this modal by clicking on the escalate button in the modal

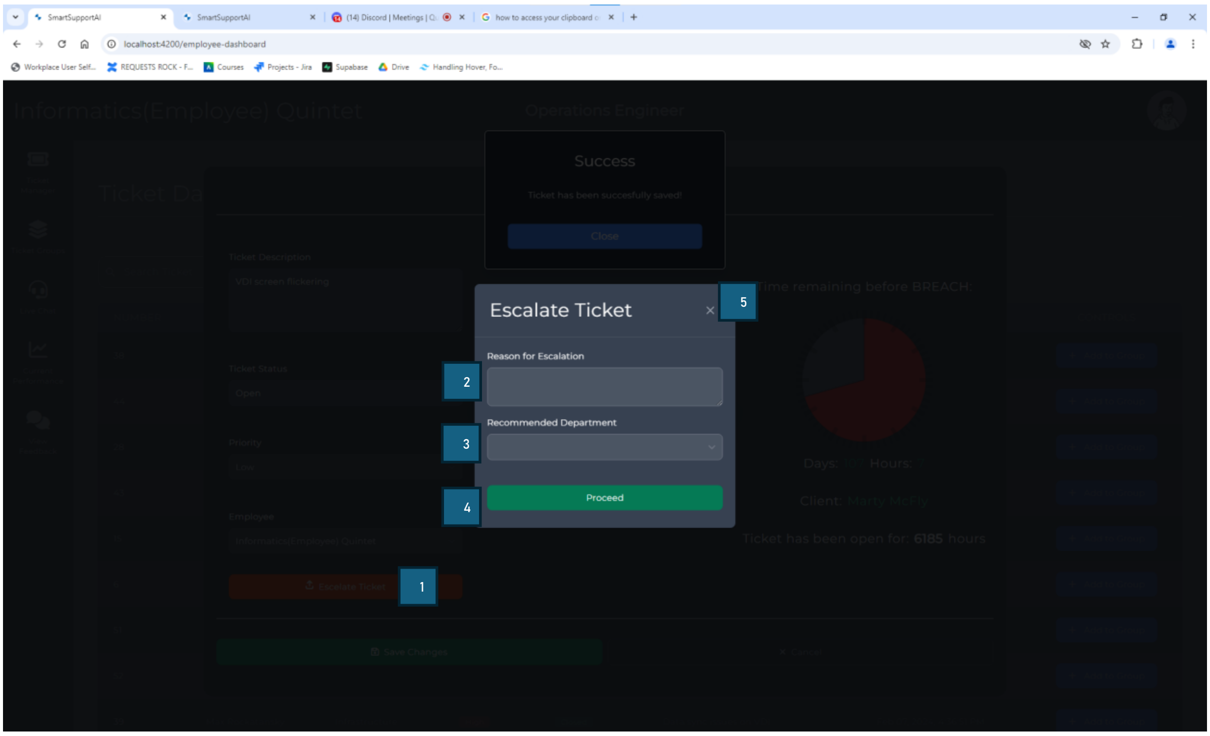

Figure 4.1 – Escalate Ticket Screenshot and Table

4.1.3. Explanation:

#	Explanation
1	Escalate ticket button: This button opens the escalate ticket model where the employee can provide escalation information.
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 button: This button allows the employee to close the escalation modal

5. Sub-System 5: Client

5.1. Provide Feedback

5.1.1. 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.

5.1.2. Navigation:

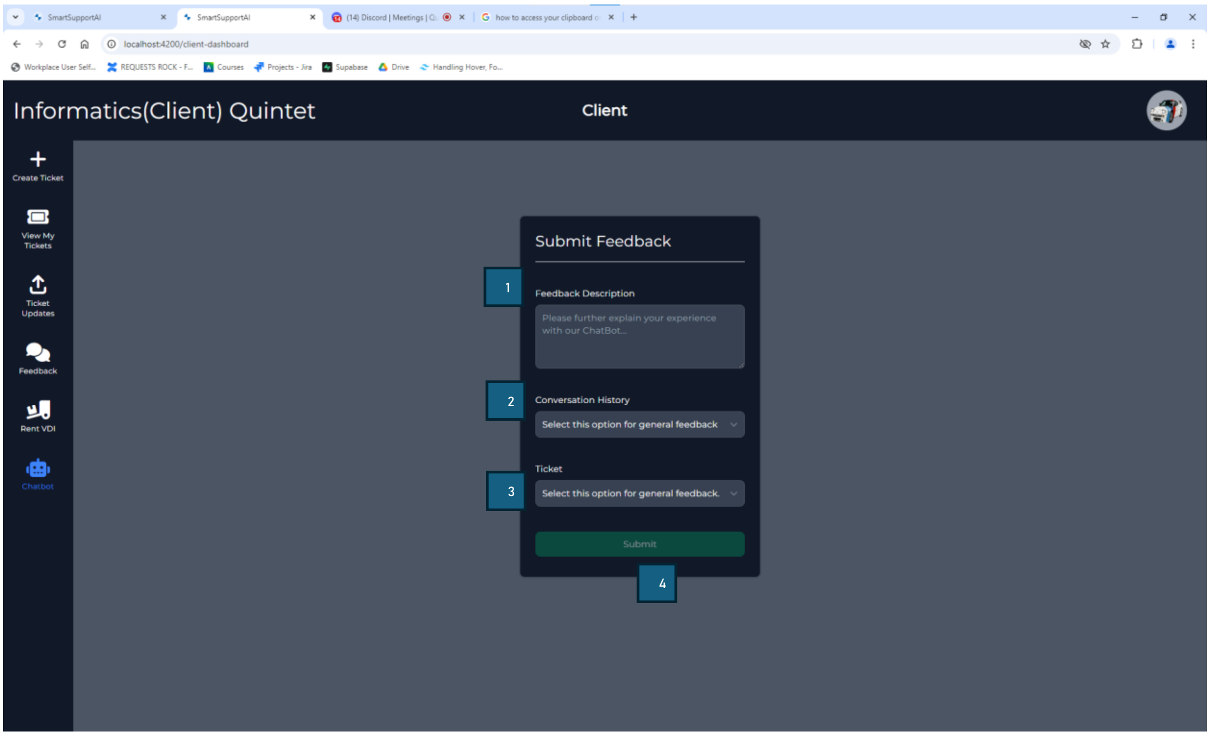

Figure 5.1 – Provide Feedback Screenshot and Table

5.1.3. 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

5.2. Create Company

5.2.1. 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.

5.2.2. Navigation: The user can access this modal by clicking on the add button in the table next to the relevant record

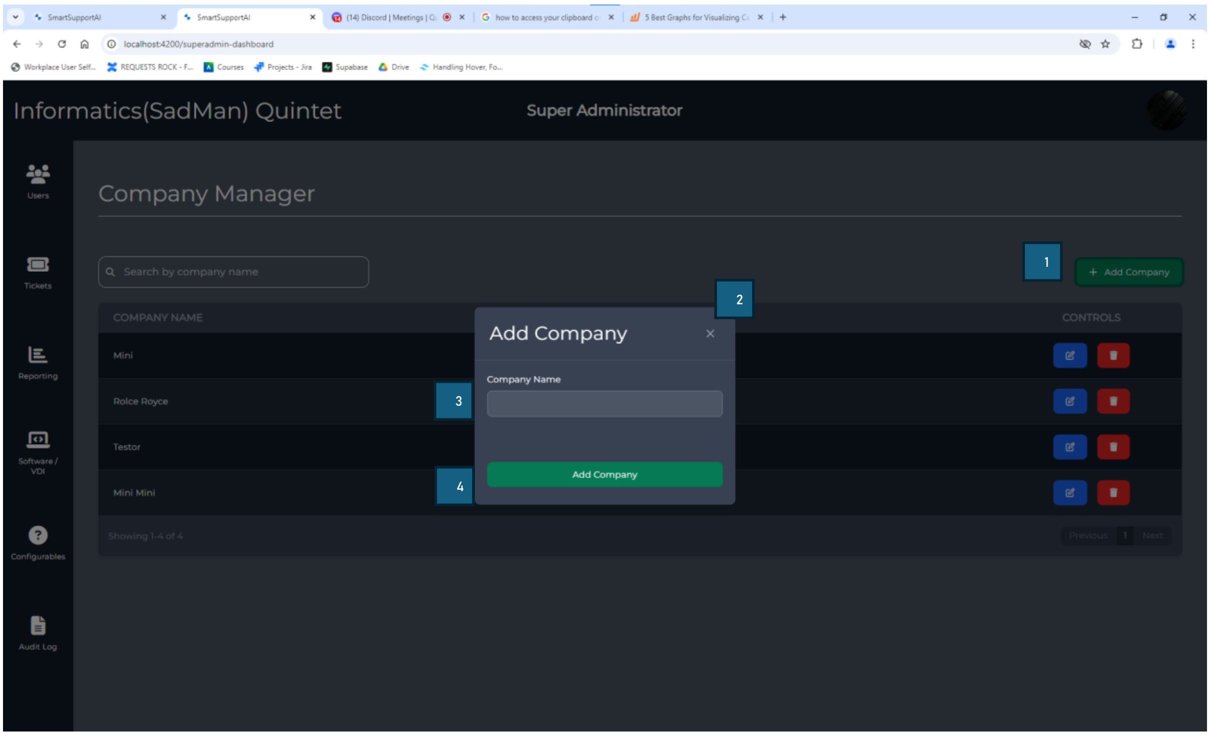

Figure 5.2 – Create Company Screenshot and Table

5.2.3. Explanation:

#	Explanation
1	Create button: This button allows the user to open the create modal where they can input the relevant details
2	Close button: This button allows the user to close the add modal and return to their dashboard
3	Company input box: This input box allows the user to enter in the name of the company that they want to add
4	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

5.3. Search Company

5.3.1. Purpose: The purpose of this screen is to allow a user to search for a company based on specific criteria put into the search box. The table will dynamically update with the records that contain the search criteria.

5.3.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

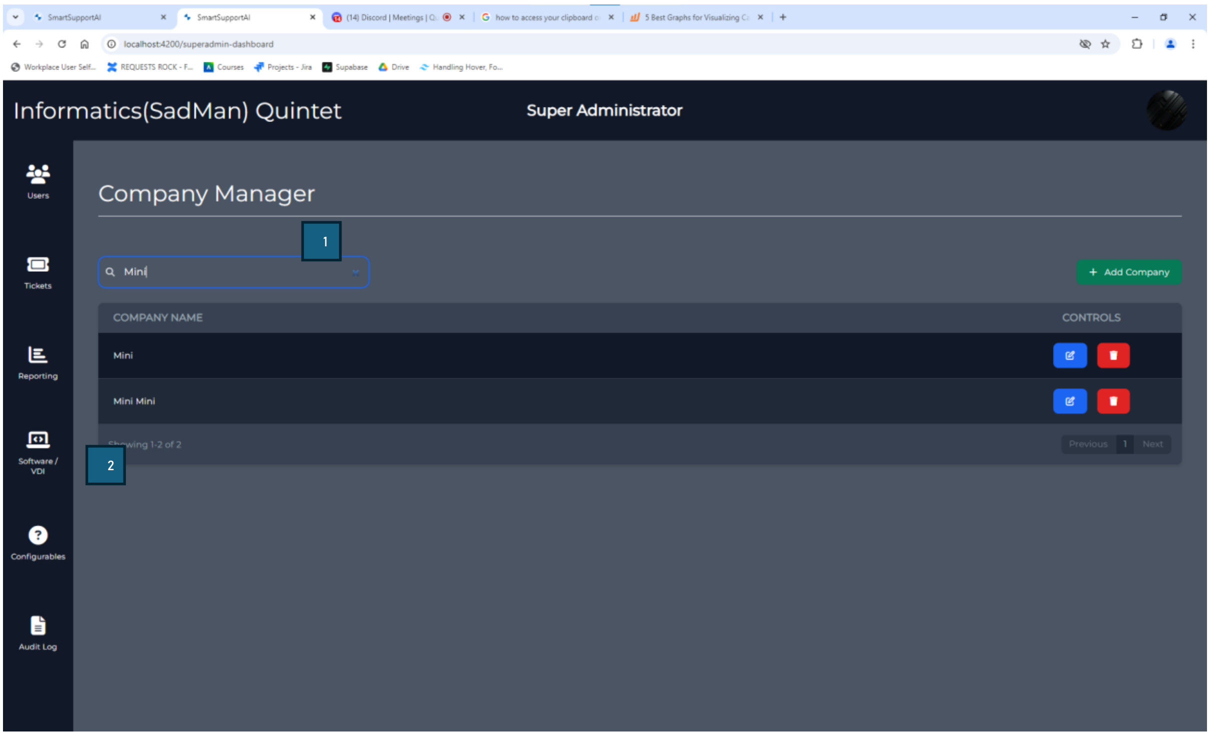

Figure 5.3 – Search Company Screenshot and Table

5.3.3. Explanation:

#	Explanation
1	Search input box: This search box will allow the user to input search criteria to try and filter the table data as they need it.
2	Table: The table will update dynamically based on the criteria put into the search box.

5.4. Update Company

5.4.1. 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.

5.4.2. Navigation: The user can access this modal by clicking on the edit button in the table next to the relevant record

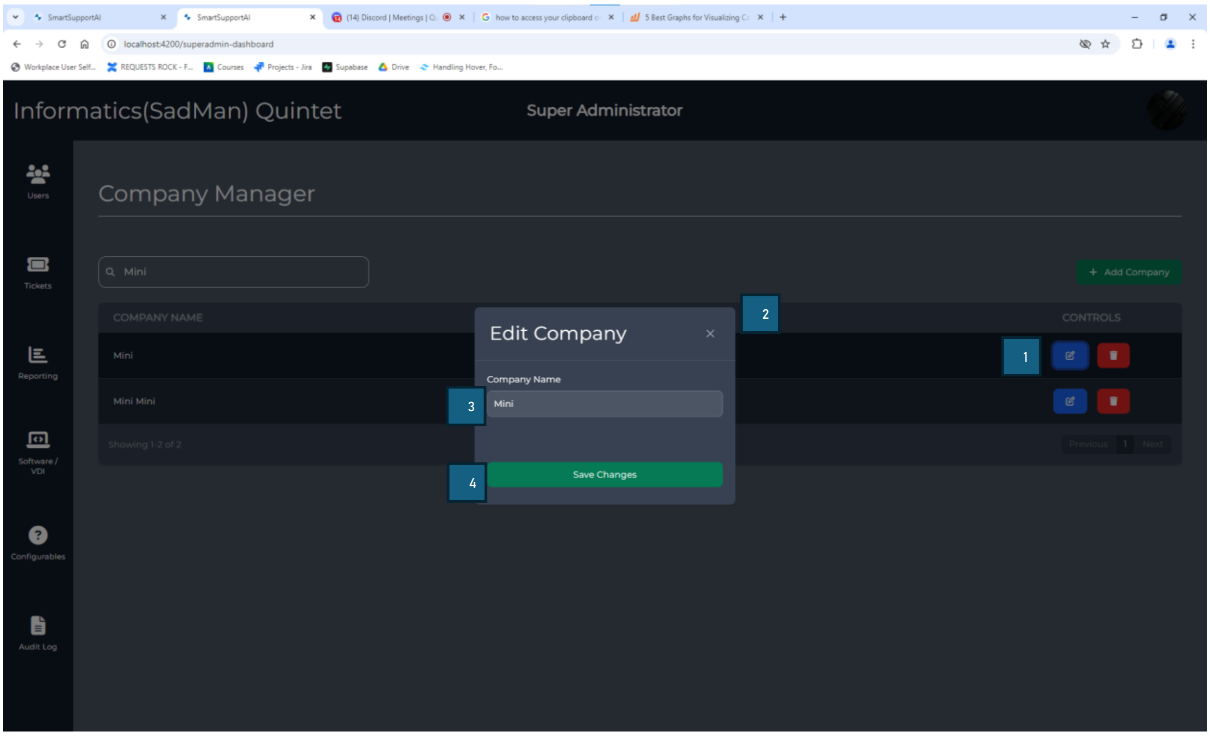

Figure 5.4 – Update Company Screenshot and Table

5.4.3. Explanation:

#	Explanation
1	Edit button: This button allows the user to open the edit modal where they can change the relevant details
2	Close button: This button allows the user to close the edit modal and return to their dashboard
3	Company input box: This input box allows the user to change the name of the company that they want to edit
4	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

5.5. Remove Company

5.5.1. Purpose: The purpose of this modal is to confirm the deletion of a company in the system. The universal confirmation will be used, and the user can confirm or deny the deletion.

5.5.2. Navigation: The user can access this modal by clicking on the delete button in the table next to the relevant record

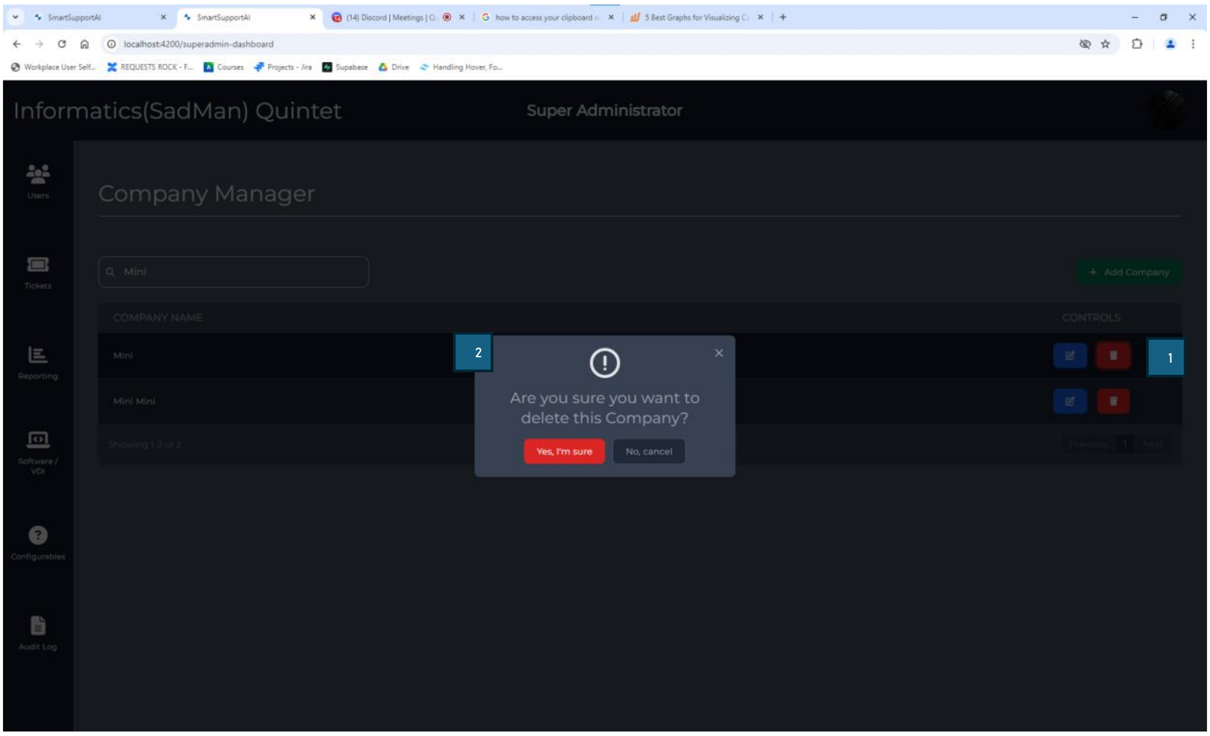

Figure 5.5 – Remove Company Screenshot and Table

5.5.3. Explanation:

#	Explanation
1	Delete to do list item button: This button will only delete the to do list item from the ticket
2	Delete to do list item button: This button will only delete the to do list item from the ticket

6. Sub-System 6: Chatbot

6.1. Begin Conversation

6.1.1. Purpose: The purpose of this screen is to begin a conversation with the chatbot when a client has an issue with any of their VDIs. They can describe the issue they are having and the chatbot can help in solving their issue.

6.1.2. Navigation: The user can access this page by clicking on the chatbot button on the client dashboard

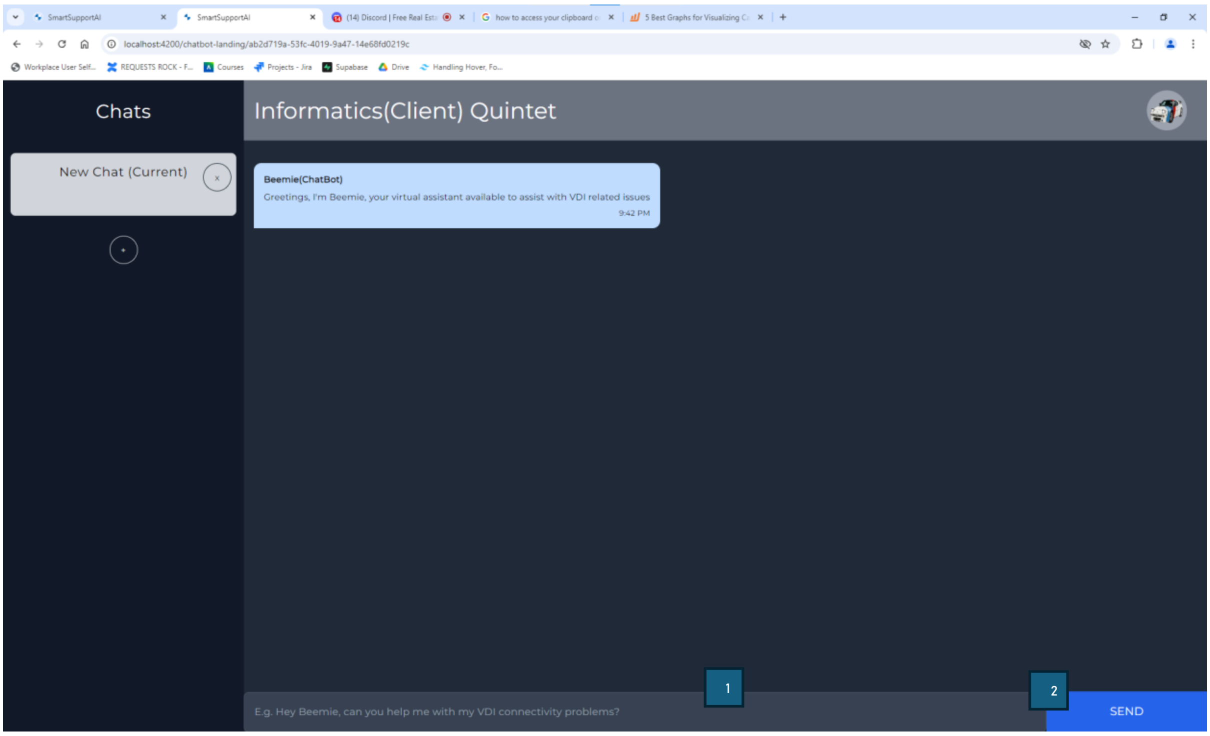

Figure 6.1 – Being Conversation Screenshot and Table

6.1.3. Explanation:

#	Explanation
1	Chatbot input: This input box allows the client to enter in a, message to ask the chatbot about their VDI.
2	Send button: This button will take the clients message and post it to the chatbot API which in turn will prompt it to give a response

6.2. Close Conversation

6.2.1. Purpose: The purpose of this function is to close an open conversation the chatbot has with a client

6.2.2. Navigation: Automatic

6.2.3. Explanation: The system will simply close off the ticket and save it to conversation history

6.3. Assign Ticket

6.3.1. Purpose: The purpose of this function is to assign a ticket to a client from the chatbot

6.3.2. Navigation: Automatic

6.3.3. Explanation: The system will scrape the conversation with the client and determine the relevant department and assign the ticket to an employee in that department

6.4. Prioritize Ticket

6.4.1. Purpose: The purpose of this function is to prioritize a ticket from the chatbot

6.4.2. Navigation: Automatic

6.4.3. Explanation: The system will scrape the conversation with the client and determine the severity and assign the ticket a priority

6.5. Generate Chatbot Response

6.5.1. Purpose: The purpose of this use case is to generate a response to a clients chatbot query

6.5.2. Navigation: Automatic

6.5.3. Explanation: The client will send a request to the chatbot and the chatbot will access the voice flow api and generate a response

6.6. Train Chatbot Information

6.6.1. Purpose: The purpose of this screen is to allow an admin or super admin to update the training data of the chatbot. The admin can either input a website link that the chatbot can scrap for information or the admin can upload individual files for the chatbot to train on

6.6.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

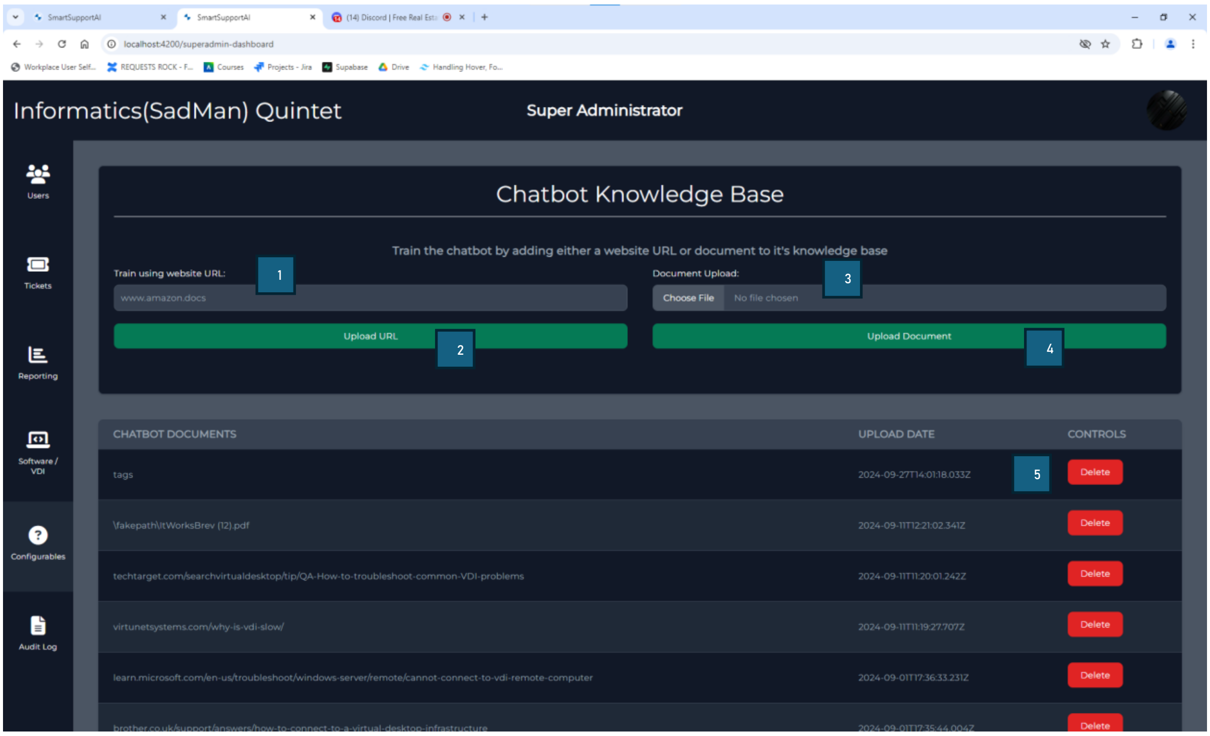

Figure 6.8 – Train Chatbot Information Screenshot and Table

6.6.3. Explanation:

#	Explanation
1	Website input box: This input box allows the admin to upload a website link to allow the chatbot to scrap the website for information and train the chatbot accordingly
2	Upload button: This button will upload the selected website to the chatbot API and train the chatbot
3	File input box: This input box allows the admin to upload a file to allow the chatbot to scrap the document for information and train the chatbot accordingly
4	Upload button: This button will upload the selected document to the chatbot API and train the chatbot
5	Delete button: This button allows the admin to go delete a training document from website. This will revert the chatbots training data to before the document was uploaded

6.7. Handover to Live Agent

6.7.1. Purpose: The purpose of this use case is to connect an employee to a client busy having a conversation with the chatbot

6.7.2. Navigation: Automatic

6.7.3. Explanation: The system will take the conversation the client is having a determine what department the ticket falls under, and connect an available employee to the conversation

7. Sub-System 7: Ticket

7.1. Create Ticket

7.1.1. Purpose: The purpose of this screen is to allow the user to create a ticket within the system, manually when the chatbot is down. 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.

7.1.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

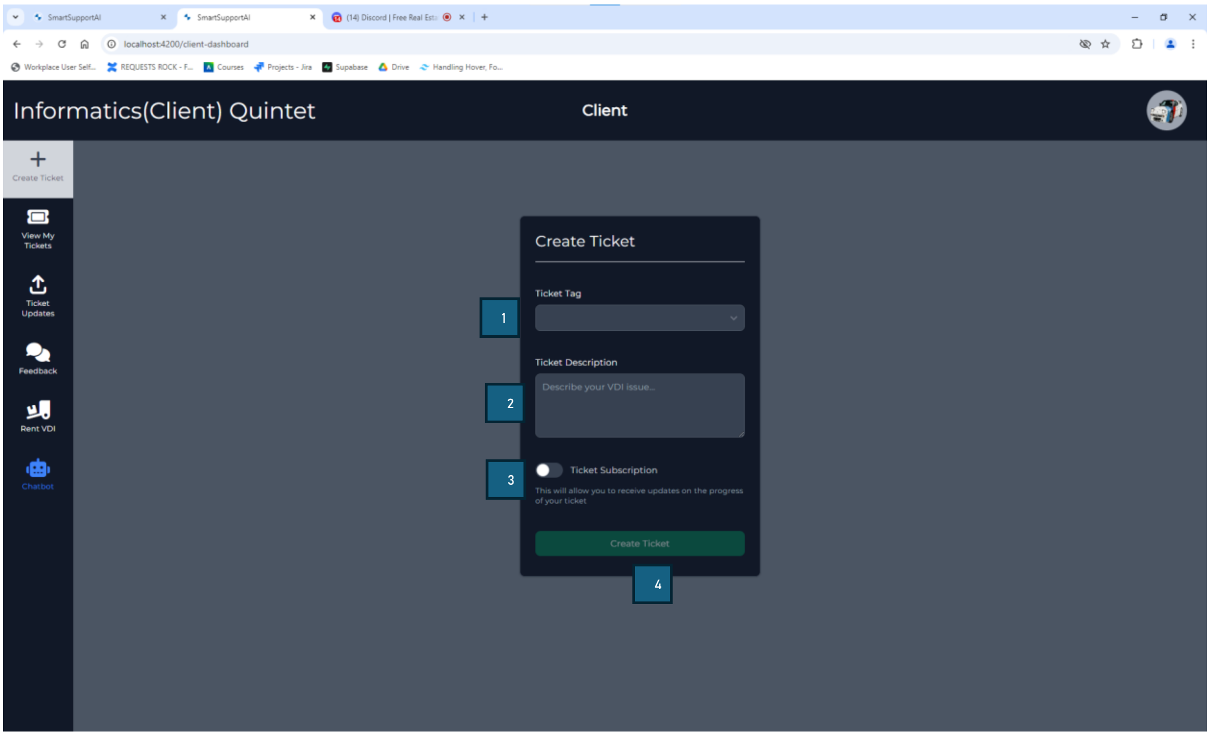

Figure 7.1 – Create Ticket Screenshot and Table

7.1.3. Explanation:

#	Explanation
1	Ticket tag dropdown: This dropdown will show all the available ticket tags in the system, and the client can choose whichever tag is relevant to their issue
2	Ticket description input: This input allows the user to describe the issue they might be having with their VDI
3	Subscribe toggle: This toggle allows the client to decide whether they would like to receive updates on their tickets or not. If yes then they will be sent ticket updates on this ticket, if not then they will not receive updates

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

7.2. Search Ticket

7.2.1. Purpose: The purpose of this screen is to allow a user to search for a ticket based on specific criteria put into the search box. The table will dynamically update with the records that contain the search criteria.

7.2.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

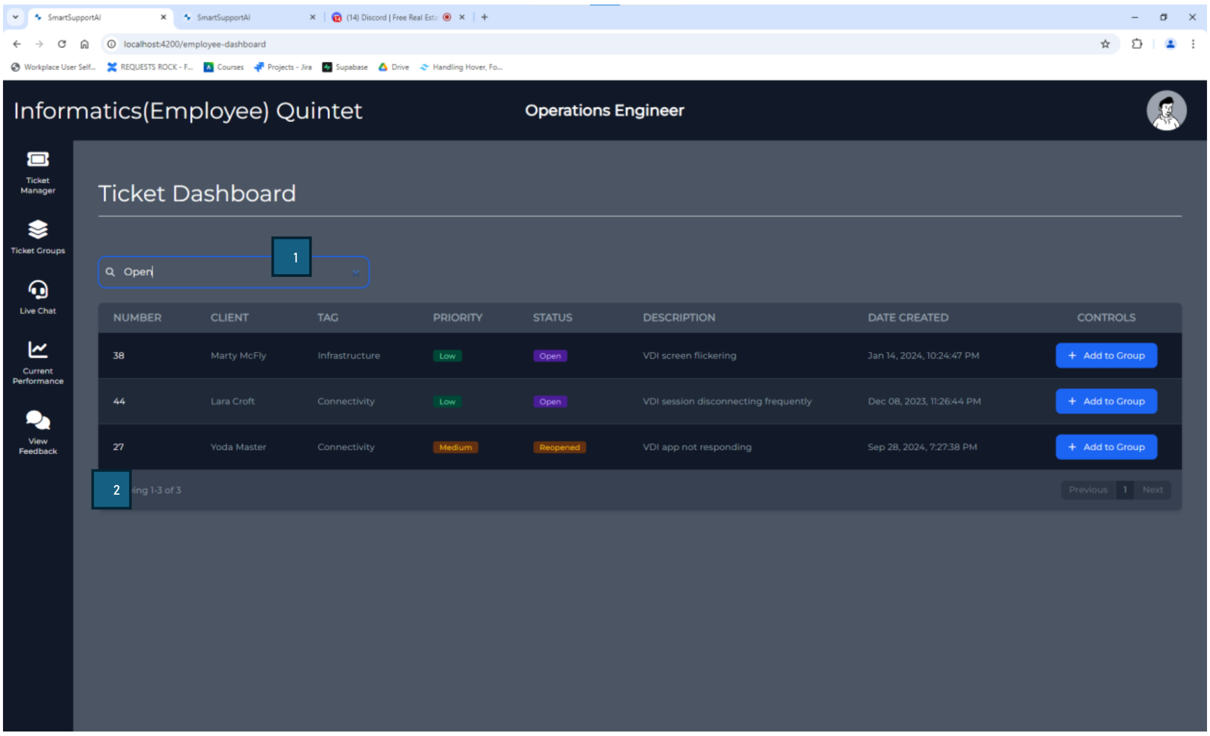

Figure 7.2 – Search Ticket Screenshot and Table

7.2.3. Explanation:

#	Explanation
1	Search input box: This search box will allow the user to input search criteria to try and filter the table data as they need it.
2	Table: The table will update dynamically based on the criteria put into the search box.

7.3. Update Ticket

7.3.1. 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.

7.3.2. Navigation: The user can access this modal by clicking on the edit button in the table next to the relevant record

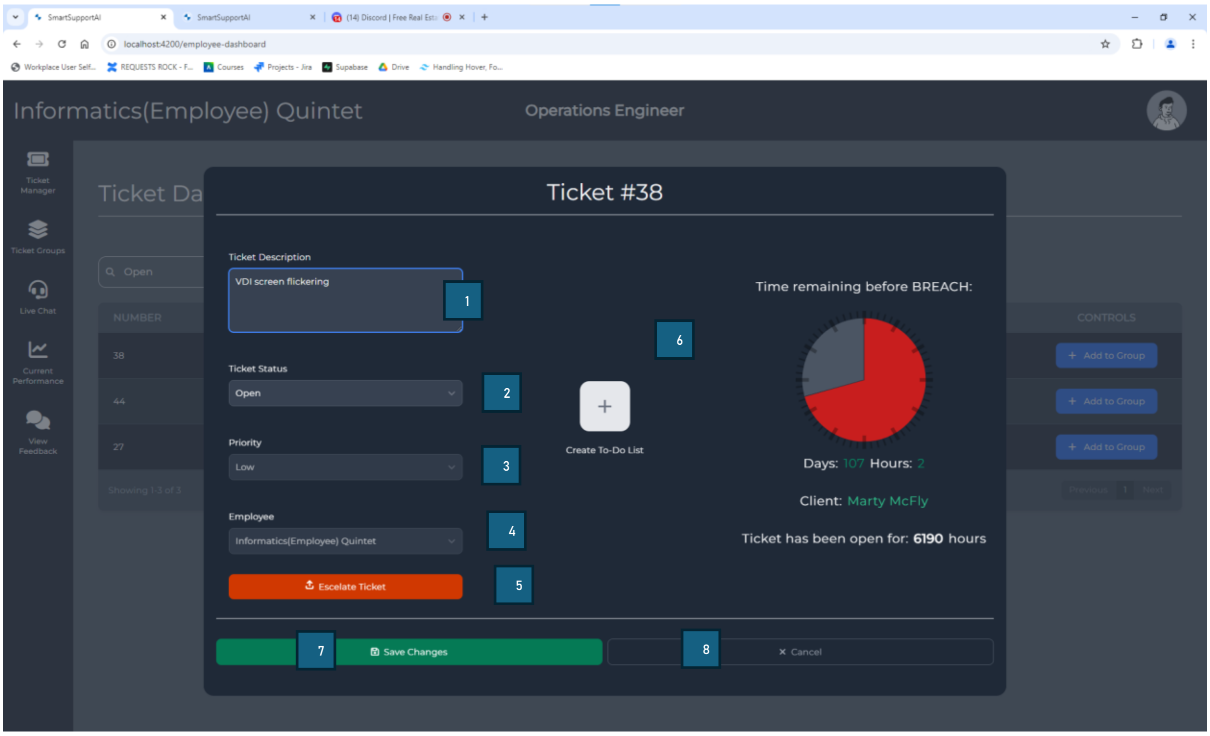

Figure 7.3 – Update Ticket Screenshot and Table

7.3.3. Explanation:

#	Explanation
1	Ticket description input: This input box allows an employee to change the description of a ticket
2	Status dropdown: This dropdown populates with all the status in the system
3	Priority dropdown: This dropdown populates with all the priorities in the system
4	Employee dropdown: This dropdown populates with all the employees in the system
5	Escalate ticket button: This button allows the employee to recommend the ticket get escalated to another department
6	Create to do list button: This button will open the create to do list items.

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	Cancel button: This button will close the edit modal and return the user to their dashboard

7.4. Create Ticket Tag

7.4.1. 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.

7.4.2. Navigation: The user can access this modal by clicking on the add button in the table next to the relevant record

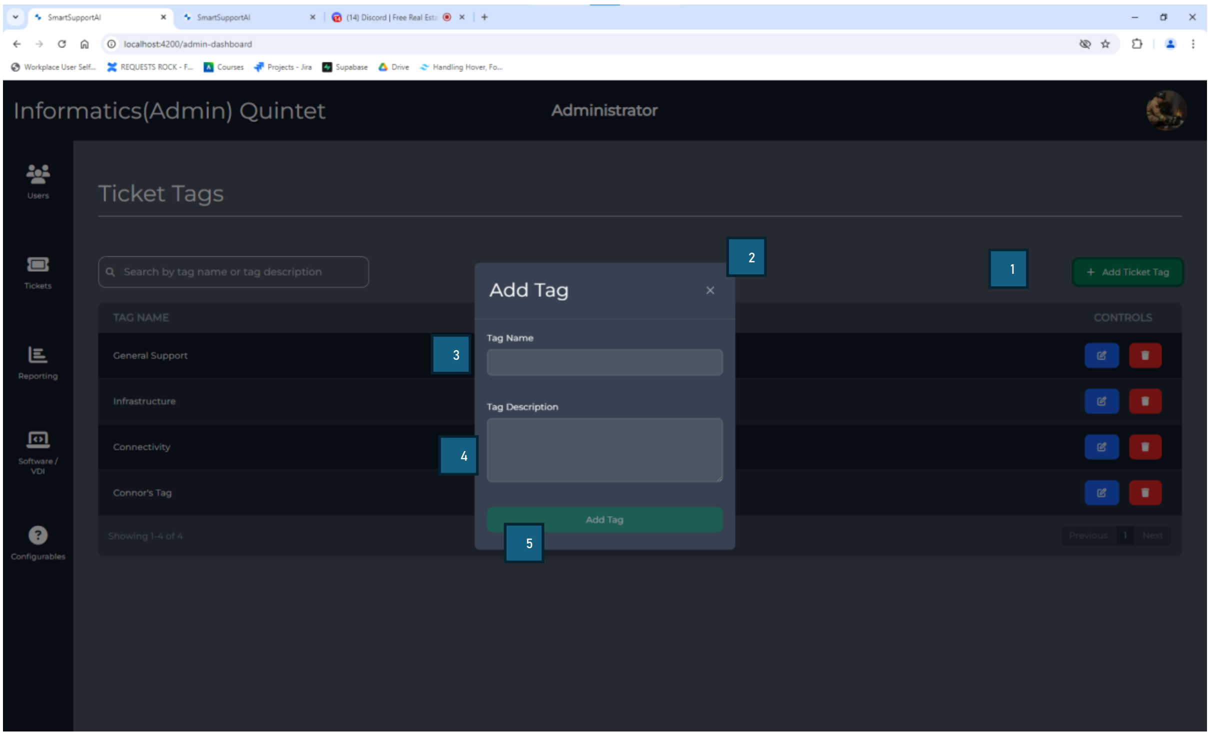

Figure 7.4 – Create Ticket Tag Screenshot and Table

7.4.3. Explanation:

#	Explanation
1	Create button: This button allows the user to open the create modal where they can input the relevant details
2	Close button: This button allows the user to close the add modal and return to their dashboard
3	Tag input box: This input box allows the user to enter in the name of the tag that they want to add
4	Tag description input box: This input box allows the user to enter in the description of the tag that they want to add
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

7.5. Search Ticket Tag

7.5.1. Purpose: The purpose of this screen is to allow a user to search for a ticket tag based on specific criteria put into the search box. The table will dynamically update with the records that contain the search criteria.

7.5.2. Navigation:

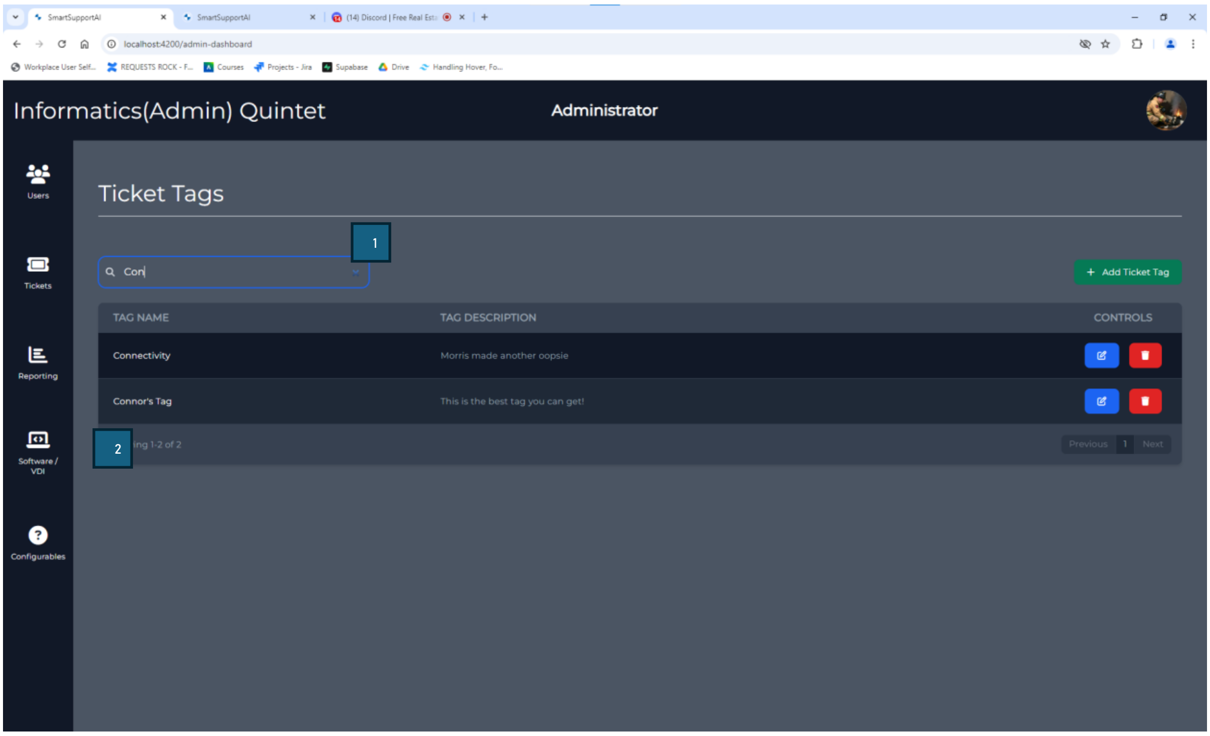

Figure 7.5 – Search Ticket Tag Screenshot and Table

7.5.3. Explanation:

#	Explanation
1	Search input box: This search box will allow the user to input search criteria to try and filter the table data as they need it.
2	Table: The table will update dynamically based on the criteria put into the search box.

7.6. Update Ticket Tag

7.6.1. 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.

7.6.2. Navigation: The user can access this modal by clicking on the edit button in the table next to the relevant record

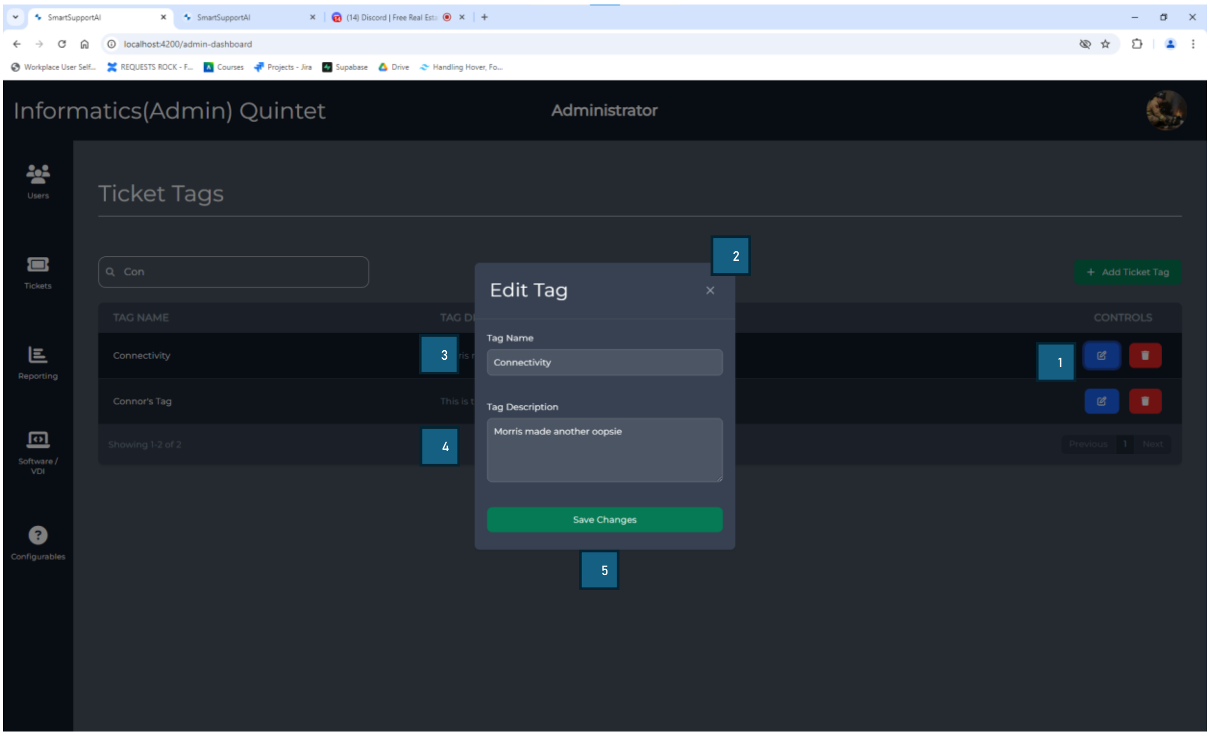

Figure 6.8 – Update Ticket Tag Screenshot and Table

7.6.3. Explanation:

#	Explanation
1	Edit button: This button allows the user to open the edit modal where they can input the relevant details
2	Close button: This button allows the user to close the add modal and return to their dashboard
3	Tag input box: This input box allows the user to enter in the name of the tag that they want to edit
4	Tag description input box: This input box allows the user to enter in the description of the tag that they want to edit
5	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

7.7. Delete Ticket Tag

7.7.1. Purpose: The purpose of this modal is to confirm the deletion of a ticket tag in the system. The universal confirmation will be used, and the user can confirm or deny the deletion.

7.7.2. Navigation: The user can access this modal by clicking on the delete button in the table next to the relevant record

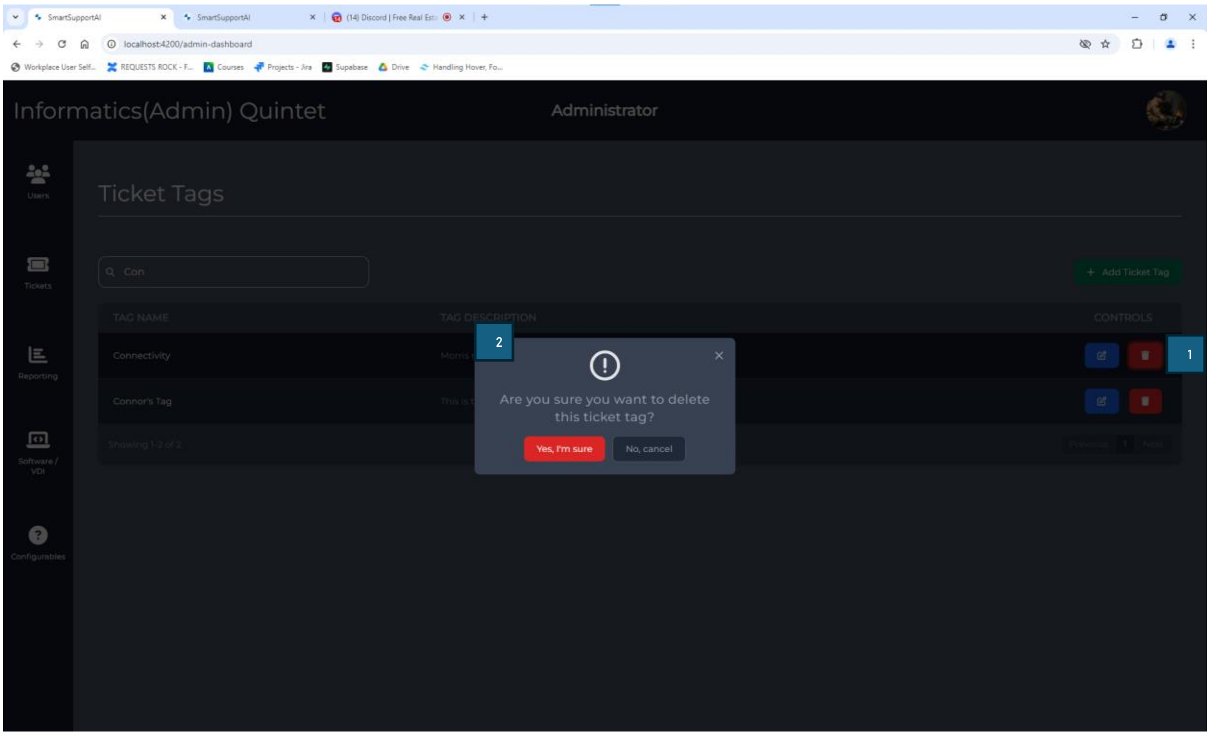

Figure 7.7 – Delete Ticket Tag Screenshot and Table

7.7.3. Explanation:

#	Explanation
1	Delete to do list item button: This button will only delete the to do list item from the ticket
2	Delete to do list item button: This button will only delete the to do list item from the ticket

7.8. View Ticket Updates

7.8.1. Purpose: The purpose of this screen is to provide the client with notifications on their tickets they have created. As soon as a tickets status has changed in the system a notification will be created and sent to the client informing them about the status change.

7.8.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

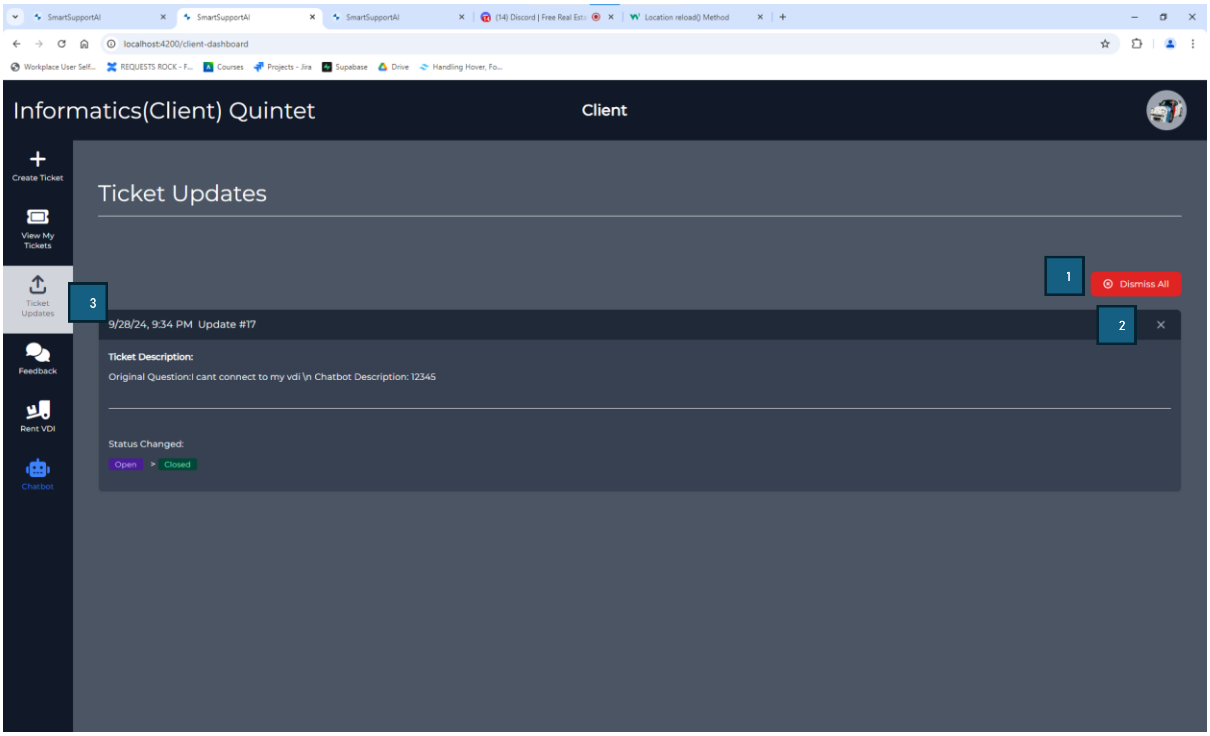

Figure 7.8 – View Ticket Updates Screenshot and Table

7.8.3. Explanation:

#	Explanation
1	Dismiss all button: This button will dismiss all the ticket updates the client has and mark them as viewed
2	Dismiss button: This button will dismiss only the selected update in the system
3	Ticket update: This card displays a ticket update each time the ticket status is changed within the system, a ticket update is created and displayed on the client dashboard

7.9. Reopen/Close Ticket

7.9.1. Purpose: The purpose of this screen is to allow the user to either reopen or close one of their tickets. If they created a ticket that they no longer have an issue with they can close it themselves, and if they have a ticket that was close by and employee and the issue persists, they can reopen the ticket

7.9.2. Navigation: The user can access this modal by clicking on the reopen/close button in the table next to the relevant record

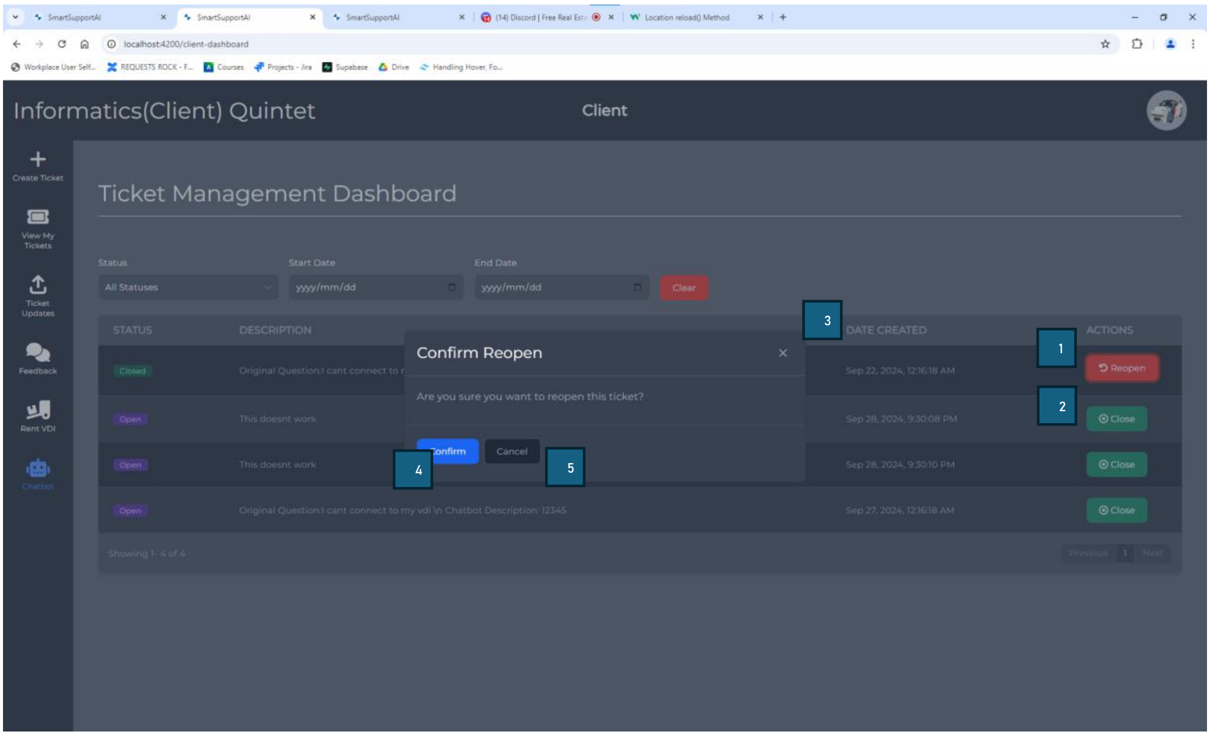

Figure 7.9 – Reopen/Close Tickets Screenshot and Table

7.9.3. Explanation:

#	Explanation
1	Reopen button: This button will open a confirmation modal asking if the client wants to reopen a ticket
2	Close button: This button will open a confirmation modal asking if the client wants to close a ticket
3	Close modal button: This button will close the confirmation modal
4	Confirm button: This will confirm the procedure and either open or close the ticket
5	Cancel button: This button will close the confirmation modal, and cancel the procedure

7.10. Create Ticket To-Do List

7.10.1. Purpose: The purpose of this screen is to allow the user to create a ticket to do list 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.

7.10.2. Navigation: The user can access this modal by clicking on the add button in the table next to the relevant record

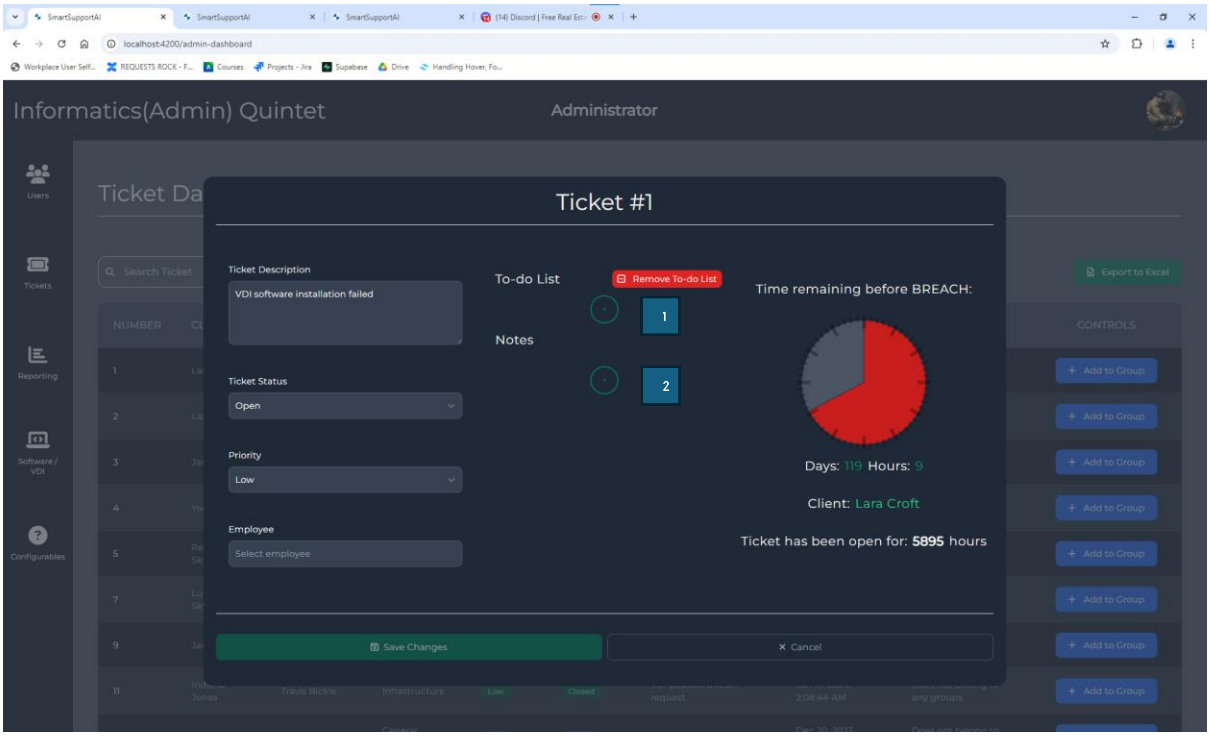

Figure 7.10 – Create Ticket To-Do List Screenshot and Table

7.10.3. Explanation:

#	Explanation
1	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
2	Create not button: This button will pop up a blank to do note and allow the user to add a note

7.11. Update Ticket To-Do List

7.11.1. Purpose: The purpose of this function is to allow a user to update a ticket to do list 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.

7.11.2. Navigation: The user can access this modal by clicking on the edit button in the table next to the relevant record

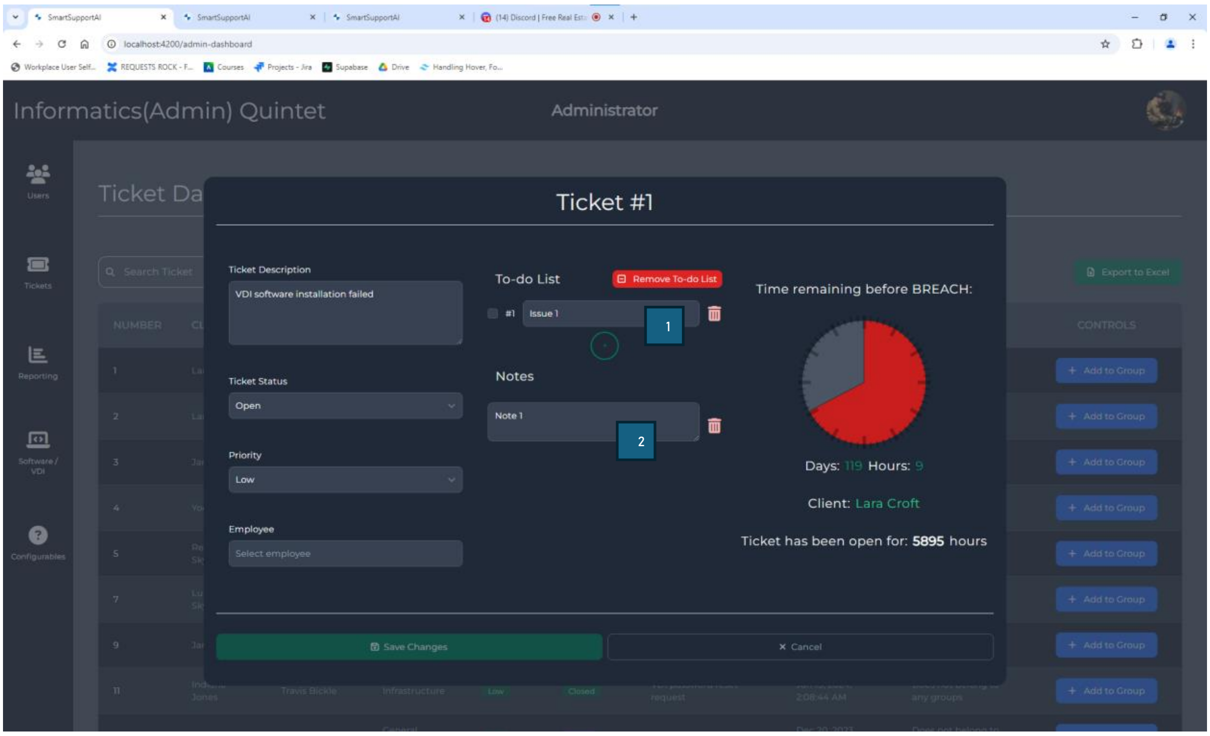

Figure 7.11 – Update Ticket To-Do List Screenshot and Table

7.11.3. Explanation:

#	Explanation
1	To do list item input: This input box will allow the user to edit the existing to do list item
2	Notes input: This input box will allow the user to edit the existing note on the ticket

7.12. Remove Ticket To-Do List

7.12.1. Purpose: The purpose of this modal is to confirm the deletion of a ticket to do list in the system. The universal confirmation will be used, and the user can confirm or deny the deletion.

7.12.2. Navigation: The user can access this modal by clicking on the edit button in the table next to the relevant record

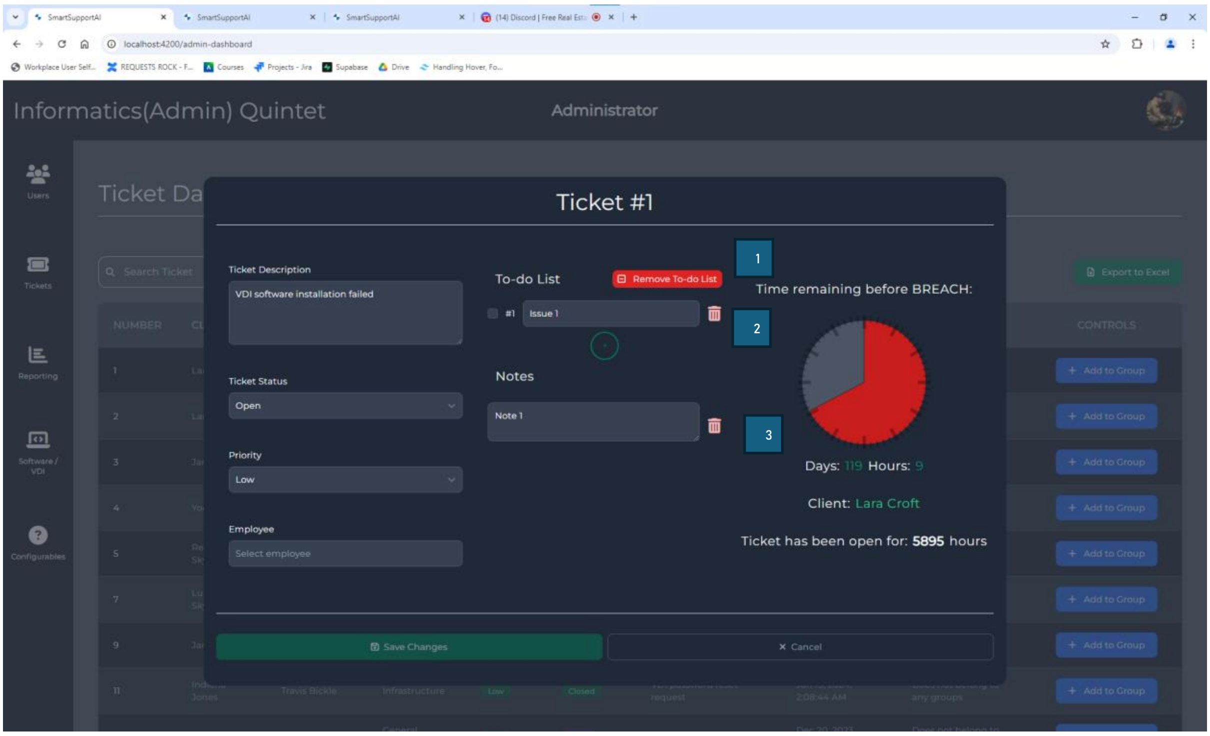

Figure 7.12 – Remove Ticket To-Do List Screenshot and Table

7.12.3. Explanation:

#	Explanation
1	Delete button: This removes to do list button will delete both the to do list items and the note associated with the ticket
2	Delete to do list item button: This button will only delete the to do list item from the ticket
3	Delete note button: This button will only delete the note from the ticket

7.13. Create Ticket Group

7.13.1. 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.

7.13.2. Navigation: The user can access this modal by clicking on the add button in the table next to the relevant record

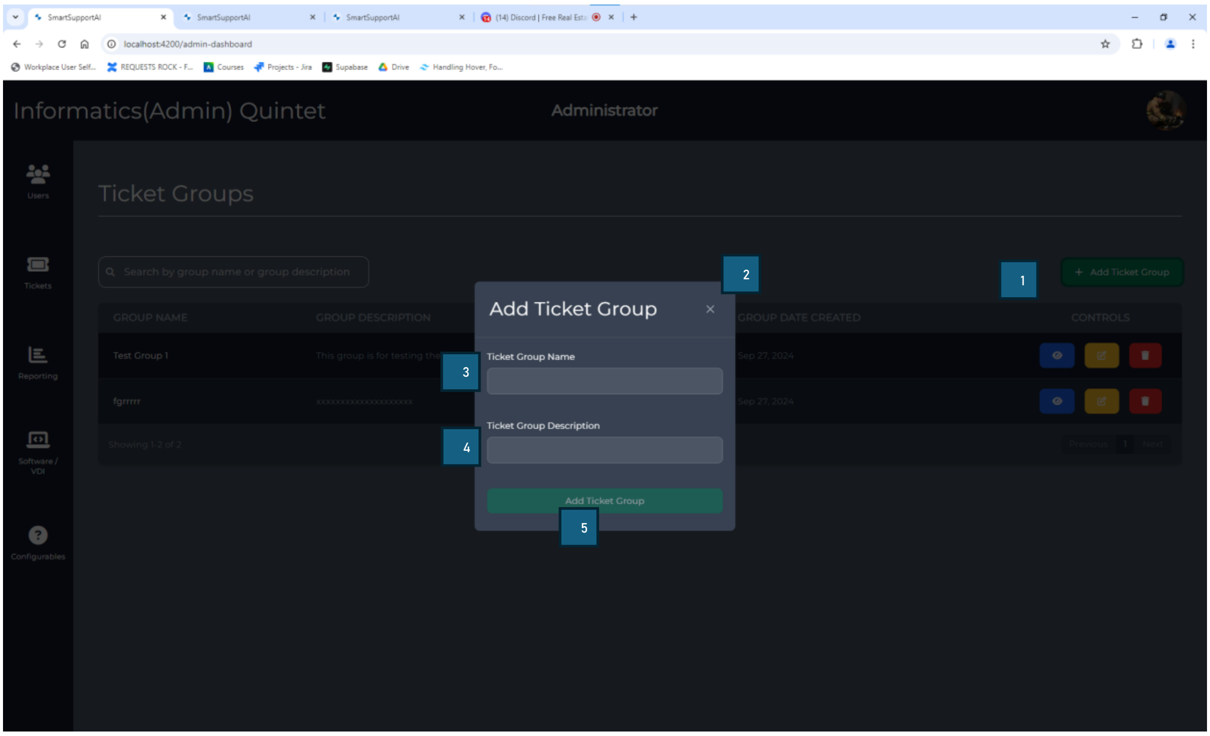

Figure 7.13 – Create Ticket Group Screenshot and Table

7.13.3. Explanation:

#	Explanation
1	Create button: This button allows the user to open the create modal where they can input the relevant details
2	Close button: This button allows the user to close the add modal and return to their dashboard
3	Ticket group name input box: This input box allows the user to enter in the name of the group that they want to add
4	Ticket group description input box: This input box allows the user to enter in the description of the group that they want to add
5	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

7.14. Update Ticket Group

7.14.1. 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.

7.14.2. Navigation: The user can access this modal by clicking on the edit button in the table next to the relevant record

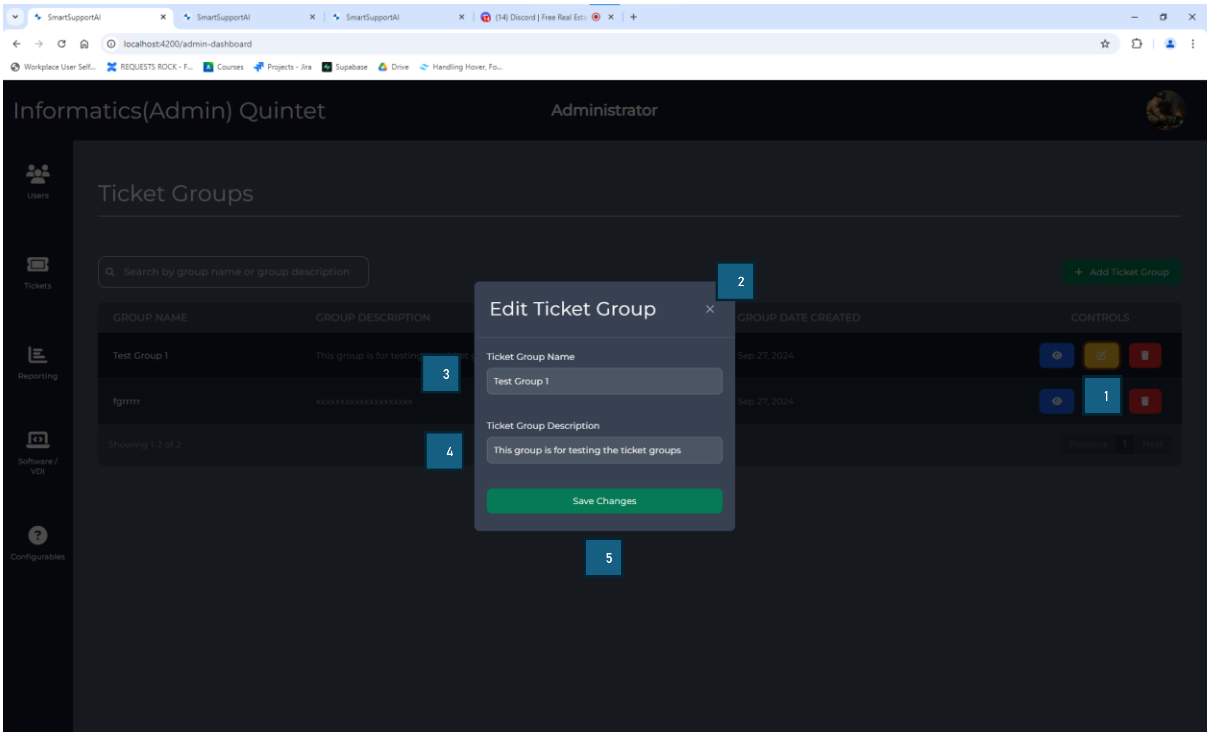

Figure 7.14 – Update Ticket Group Screenshot and Table

7.14.3. Explanation:

#	Explanation
1	Edit button: This button allows the user to open the edit modal where they can input the relevant details
2	Close button: This button allows the user to close the add modal and return to their dashboard
3	Ticket group name input box: This input box allows the user to enter in the name of the group that they want to edit
4	Ticket group description input box: This input box allows the user to enter in the description of the group that they want to edit
5	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

7.15. Search Ticket Group

7.15.1. Purpose: The purpose of this screen is to allow a user to search for a ticket group based on specific criteria put into the search box. The table will dynamically update with the records that contain the search criteria.

7.15.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

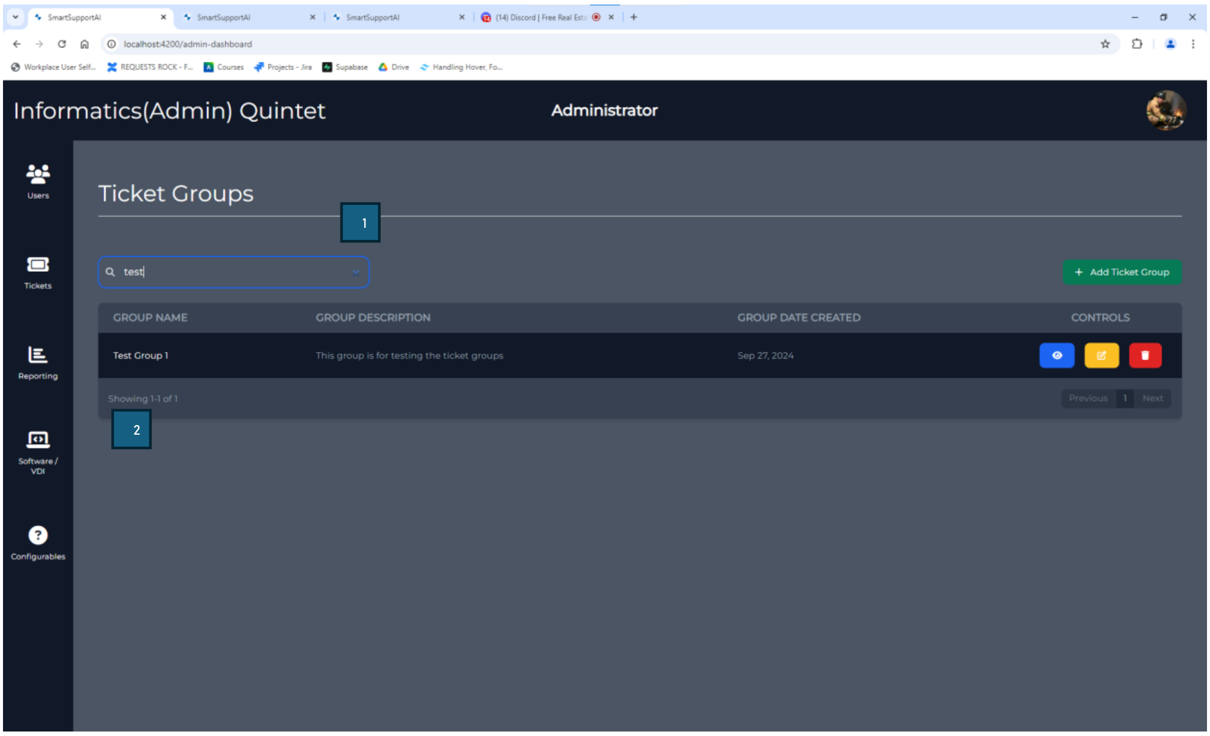

Figure 7.15 – Search Ticket Group Screenshot and Table

7.15.3. Explanation:

#	Explanation
1	Search input box: This search box will allow the user to input search criteria to try and filter the table data as they need it.
2	Table: The table will update dynamically based on the criteria put into the search box.

7.16. Delete Ticket Group

7.16.1. Purpose: The purpose of this modal is to confirm the deletion of a ticket group in the system. The universal confirmation will be used, and the user can confirm or deny the deletion.

7.16.2. Navigation: The user can access this modal by clicking on the delete button in the table next to the relevant record

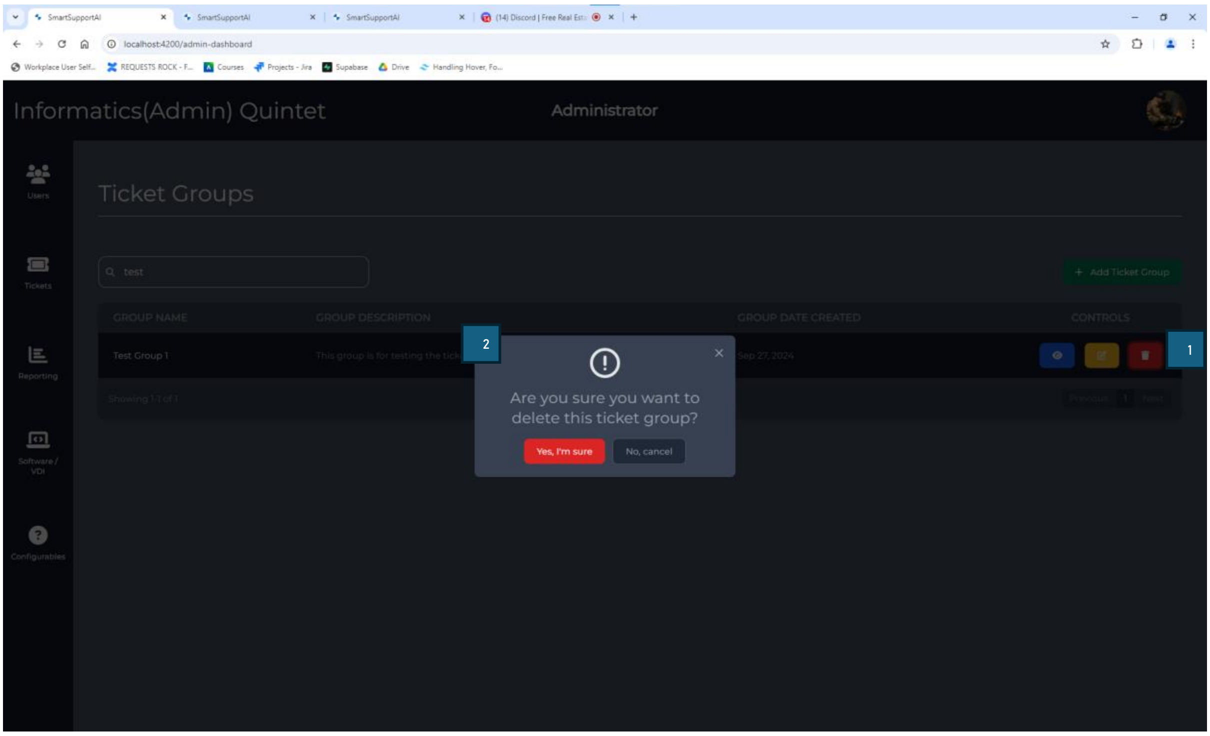

Figure 7.16 – Delete Ticket Group Screenshot and Table

7.16.3. Explanation:

#	Explanation
1	Delete button: The user can click on this button to open the delete confirmation modal.
2	Universal confirmation modal: This modal is the universal confirmation modal to confirm the deletion procedure.

7.17. Add Ticket to Ticket Group

7.17.1. Purpose: The purpose of this function is to allow an employee to add an existing ticket to an existing ticket group. These groups are community managed amongst the employees and is used to group similar ticket together

7.17.2. Navigation: The user can access this modal by clicking on the add button in the table next to the relevant record

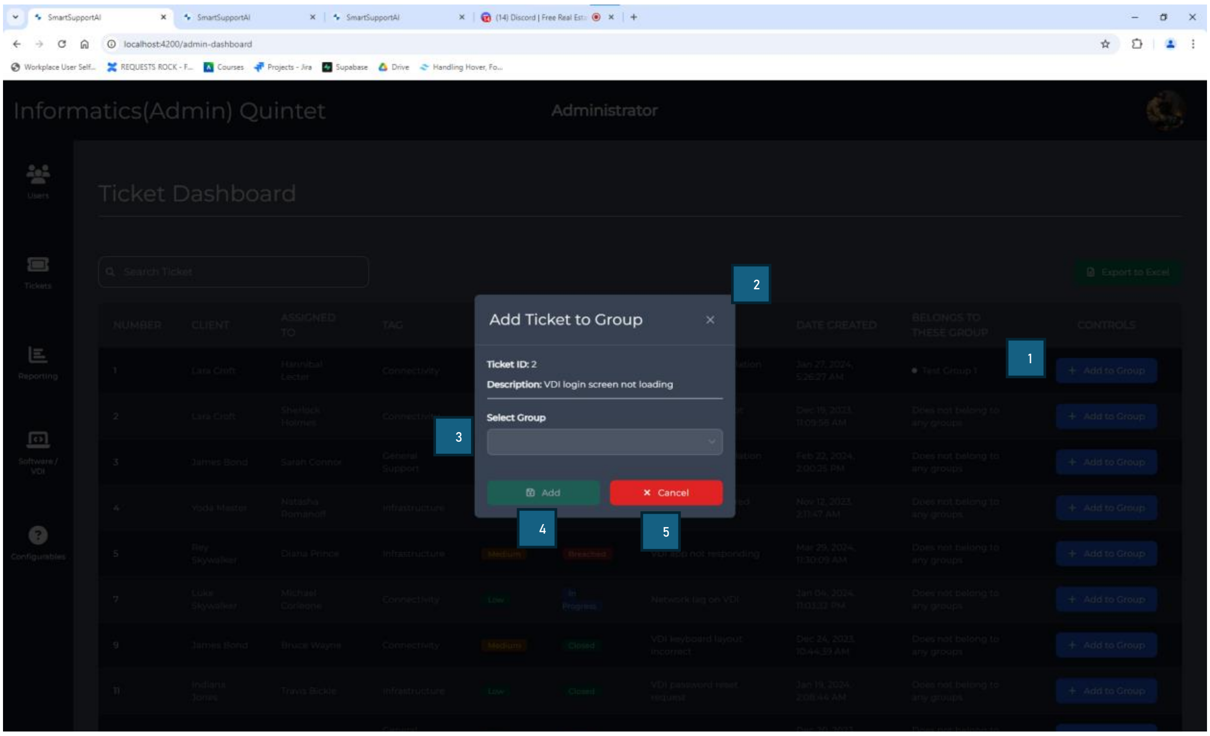

Figure 7.17 – Add Ticket To Ticket Group Screenshot and Table

7.17.3. Explanation:

#	Explanation
1	Add to ticket group modal: This button opens the add to ticket group modal
2	Close button: This button will close the modal and return the user to their dashboard
3	Select group dashboard: This dropdown populates with all the ticket groups and the user can chose a group to add the ticket to
4	Add button: This button will try to add the ticket to the ticket group and if successful will show the success modal and if not will show the error modal
5	Cancel button: This button will close the modal and return the user to their dashboard

7.18. Remove Ticket from Ticket Group

7.18.1. Purpose: The purpose of this function is to allow an employee to remove a ticket from on of the ticket groups. This can be done if the ticket no longer falls under that group or if it is closed

7.18.2. Navigation: The user can access this modal by clicking on the delete button in the table next to the relevant record

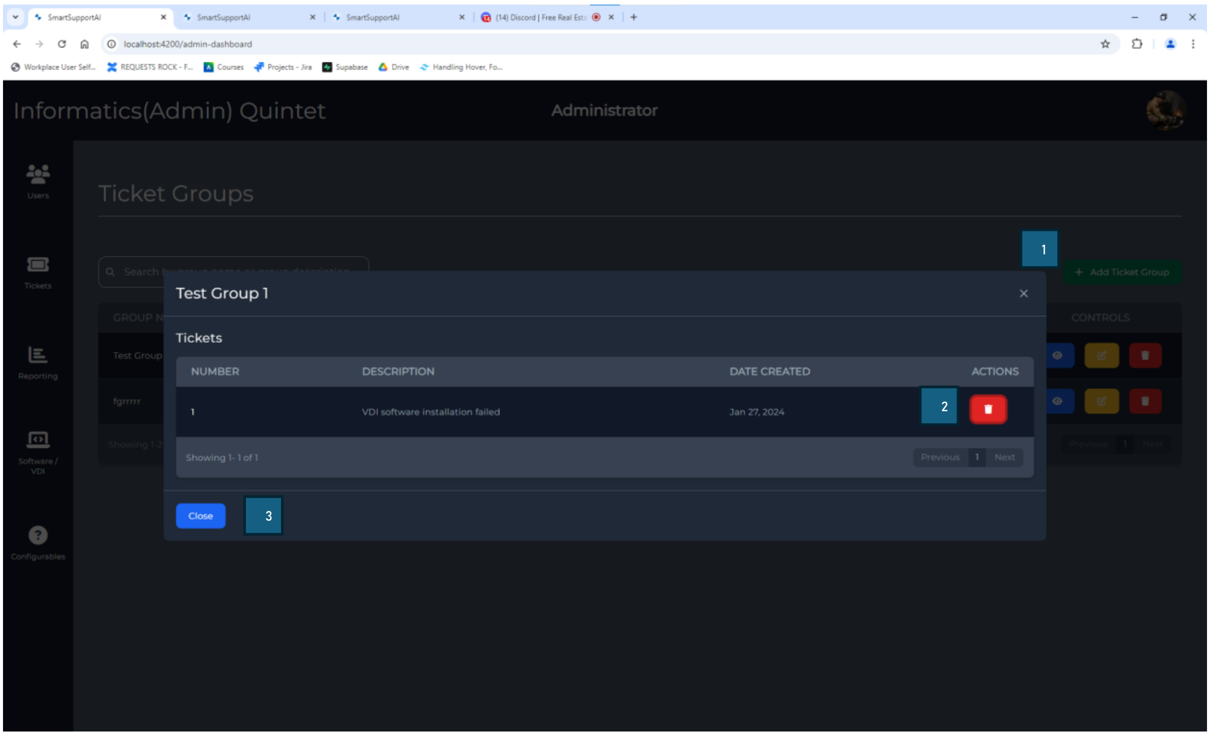

Figure 7.18 – Remove Ticket From Ticket Group Screenshot and Table

7.18.3. Explanation:

#	Explanation
1	Close button: This button will close the modal and return the user to their dashboard
2	Remove button: This button will remove the ticket from the selected ticket group
3	Close button: This button will close the modal and return the user to their dashboard

7.19. Detect Ticket Breach

7.19.1. Purpose: The purpose of this function is to detect when a ticket breaches

7.19.2. Navigation: Automatic

7.19.3. Explanation: The system will take the priority of the ticket and get the ticket priority times in the database, it will then determine when the ticket will breach based on the date the ticket was created

8. Sub-System 8: Reporting

8.1. View Live Statistics

8.1.1. Purpose: The purpose of this screen is to allow the admin and super admin to view valuable statistics about the system all in one place.

8.1.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

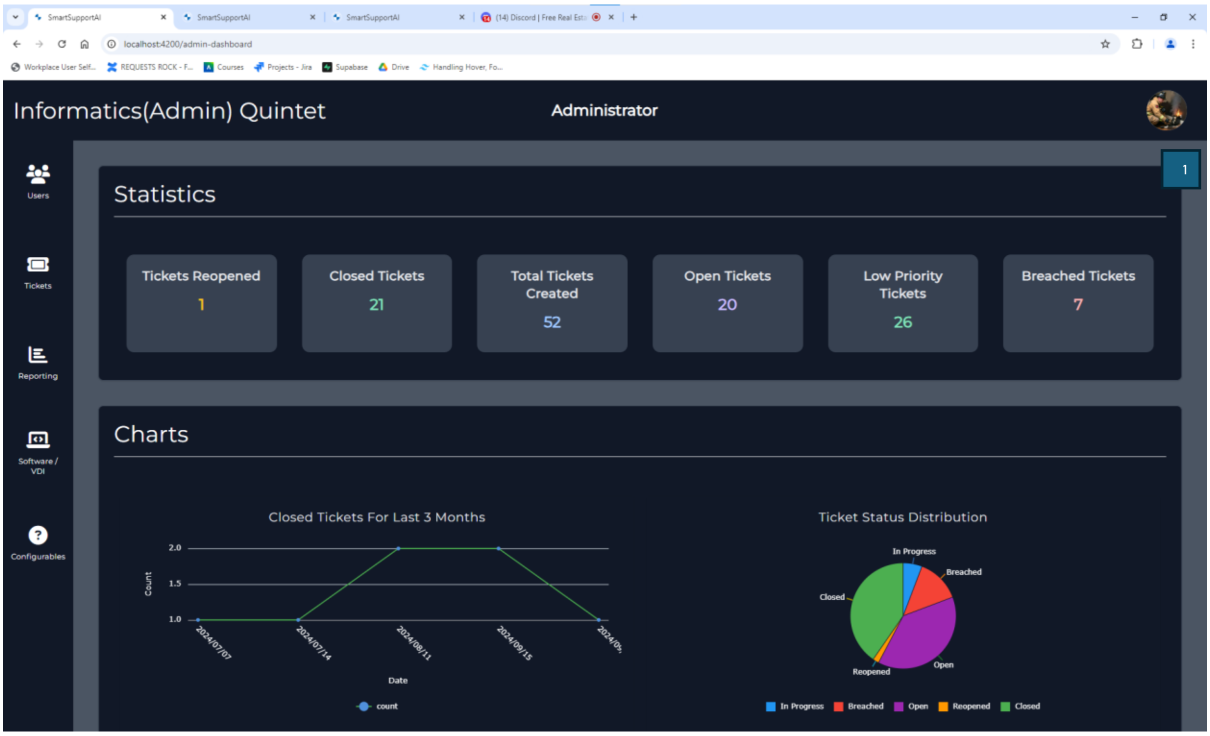

Figure 8.3 – View Live Statistics Screenshot and Table

8.1.3. Explanation:

#	Explanation
1	Card: This card displays all of the statistics in the system that the administrator thought were relevant to them

8.2. Customize Live Statistics

8.2.1. Purpose: The purpose of this screen is to allow the admins and super admins to choose which statistics are most relevant to them and then only view those statistics on their dashboard

8.2.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

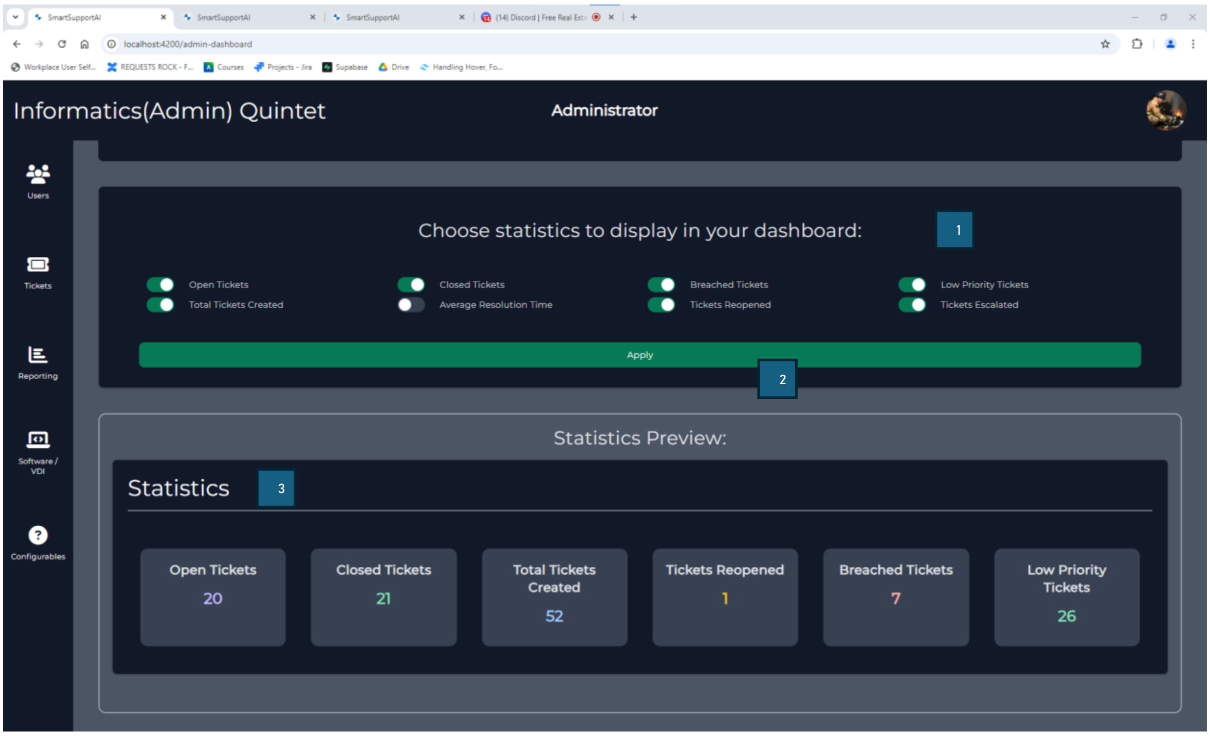

Figure 8.4 – Customize Live Statistics Screenshot and Table

8.2.3. 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

8.3. View Visual Statistics

8.3.1. Purpose: The purpose of this screen is to allow administrators to view statistics visually in the form of graphs and charts

8.3.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

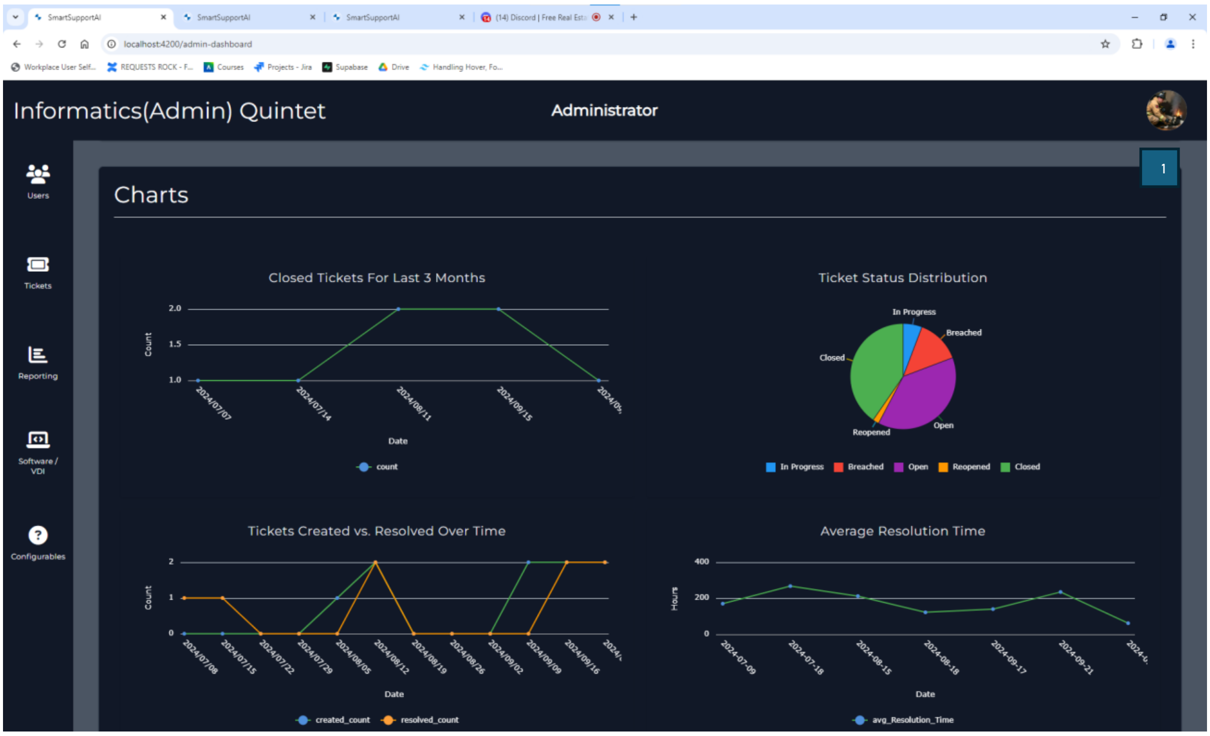

Figure 8.5 – View Visual Statistic Screenshot and Table

8.3.3. Explanation:

#	Explanation
1	Card: This card displays all of the statistics in the system that the administrator thought were relevant to them, in a graph or chart format

8.4. Customize Visual Statistics

8.4.1. Purpose: The purpose of this screen is to allow the admins and super admins to customize which graphs and charts they would like to view on their dashboard. They can select the ones most relevant to them and toggle them on

8.4.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

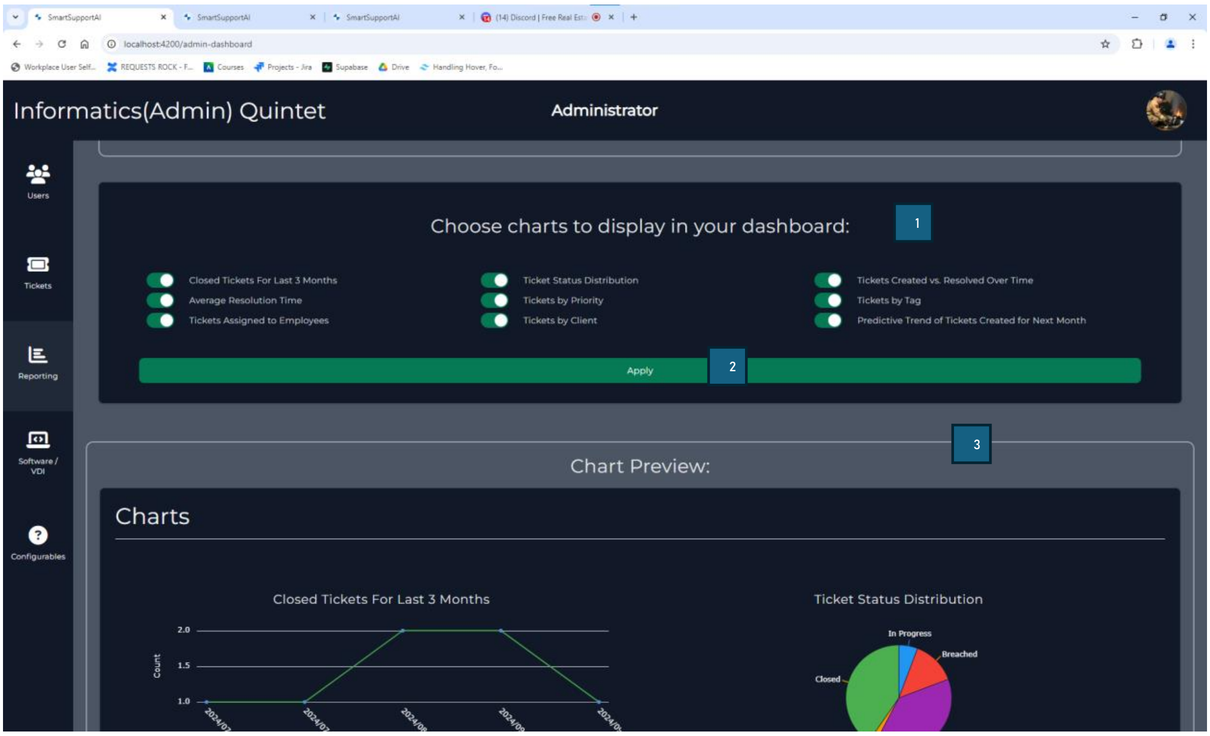

Figure 8.6 – Customize Visual Statistics Screenshot and Table

8.4.3. 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

8.5. Generate Ticket Escalation Report

8.5.1. Purpose: The purpose of this screen is to allow the admin to generate pdf reports for ticket escalation requests

8.5.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

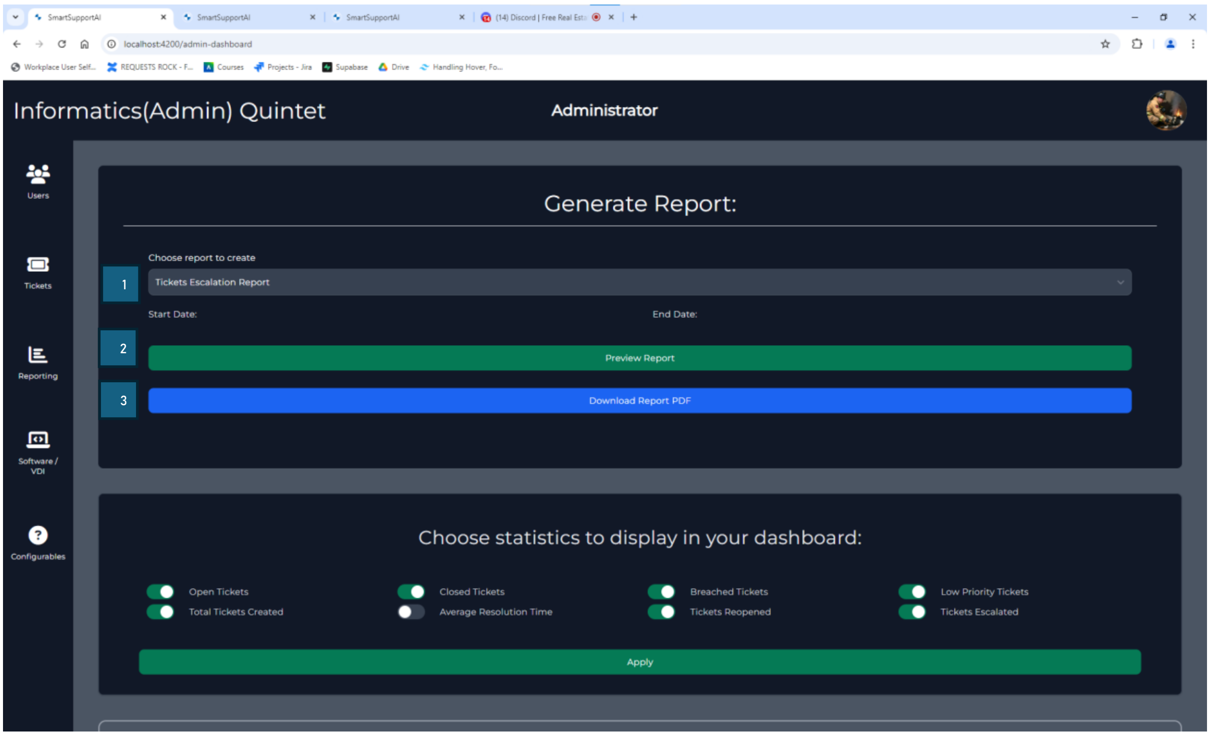

Figure 8.7 – Generate Ticket Escalation Report Screenshot and Table

8.5.3. Explanation:

#	Explanation
1	Report dropdown: This dropdown will allow the admin to select the report they would like to generate and download
2	Preview button: This button will allow the admin to view the report before deciding to download it to pdf.
3	Download button: This button will allow the admin to download the report to pdf

8.6. Generate Ticket Aging Report

8.6.1. Purpose: The purpose of this screen is to allow the admin to generate pdf reports for ticket aging

8.6.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

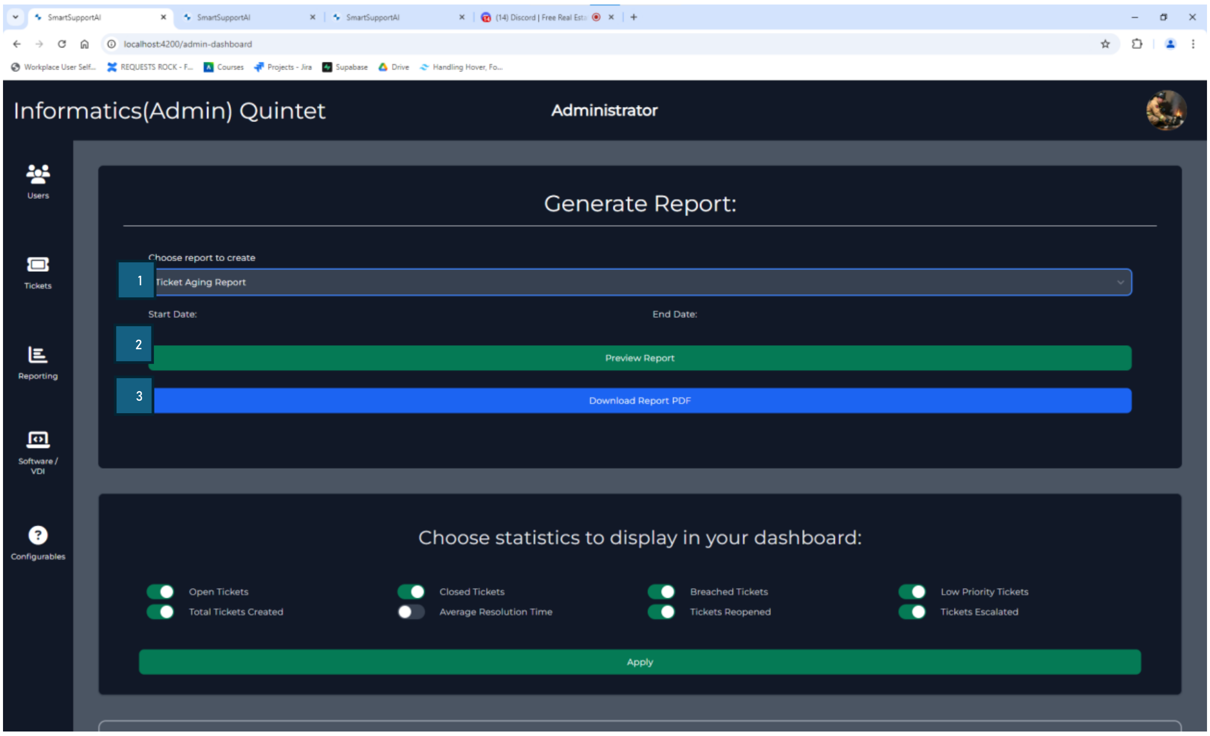

Figure 8.8 – Generate Ticket Aging Report Screenshot and Table

8.6.3. Explanation:

#	Explanation
1	Report dropdown: This dropdown will allow the admin to select the report they would like to generate and download
2	Preview button: This button will allow the admin to view the report before deciding to download it to pdf.
3	Download button: This button will allow the admin to download the report to pdf

8.7. Generate Client Satisfaction Report

8.7.1. Purpose: The purpose of this screen is to allow the admin to generate pdf reports for client satisfaction

8.7.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

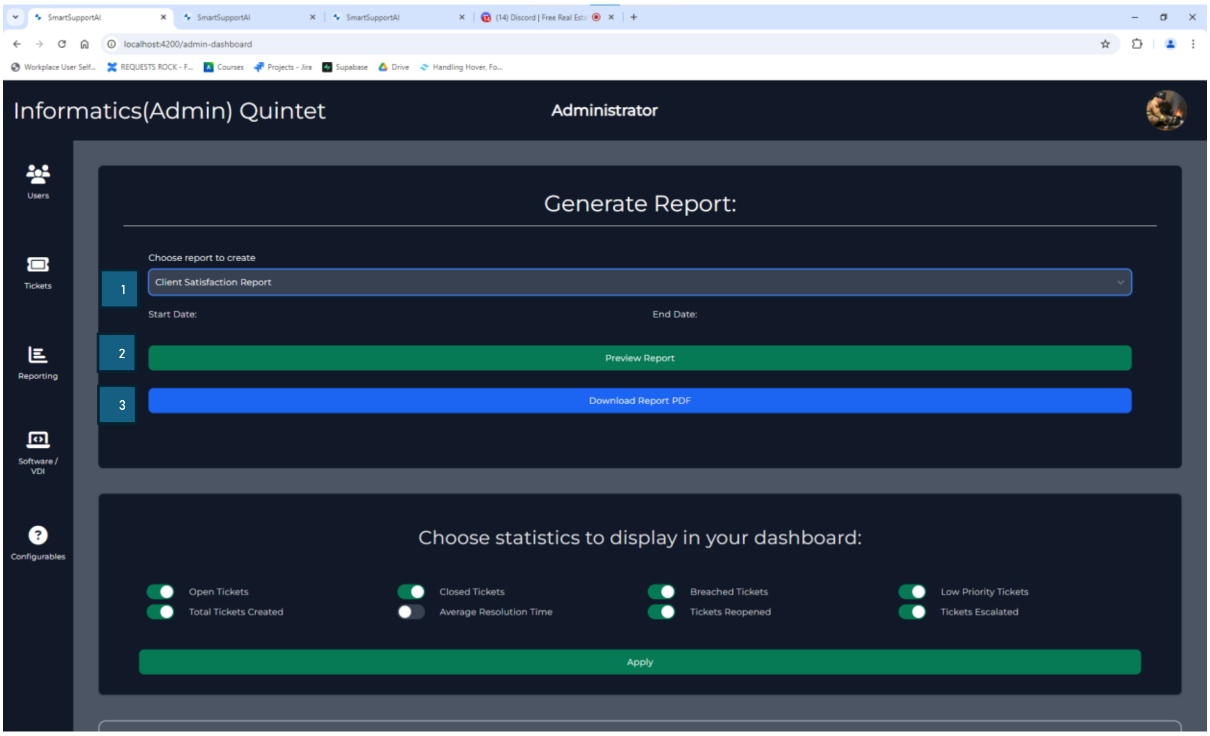

Figure 8.9 – Generate Client Satisfaction Report Screenshot and Table

8.7.3. Explanation:

#	Explanation
1	Report dropdown: This dropdown will allow the admin to select the report they would like to generate and download
2	Preview button: This button will allow the admin to view the report before deciding to download it to pdf.
3	Download button: This button will allow the admin to download the report to pdf

8.8. Generate Employee Performance Report

8.8.1. Purpose: The purpose of this screen is to allow the admin to generate pdf reports for employee performance

8.8.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

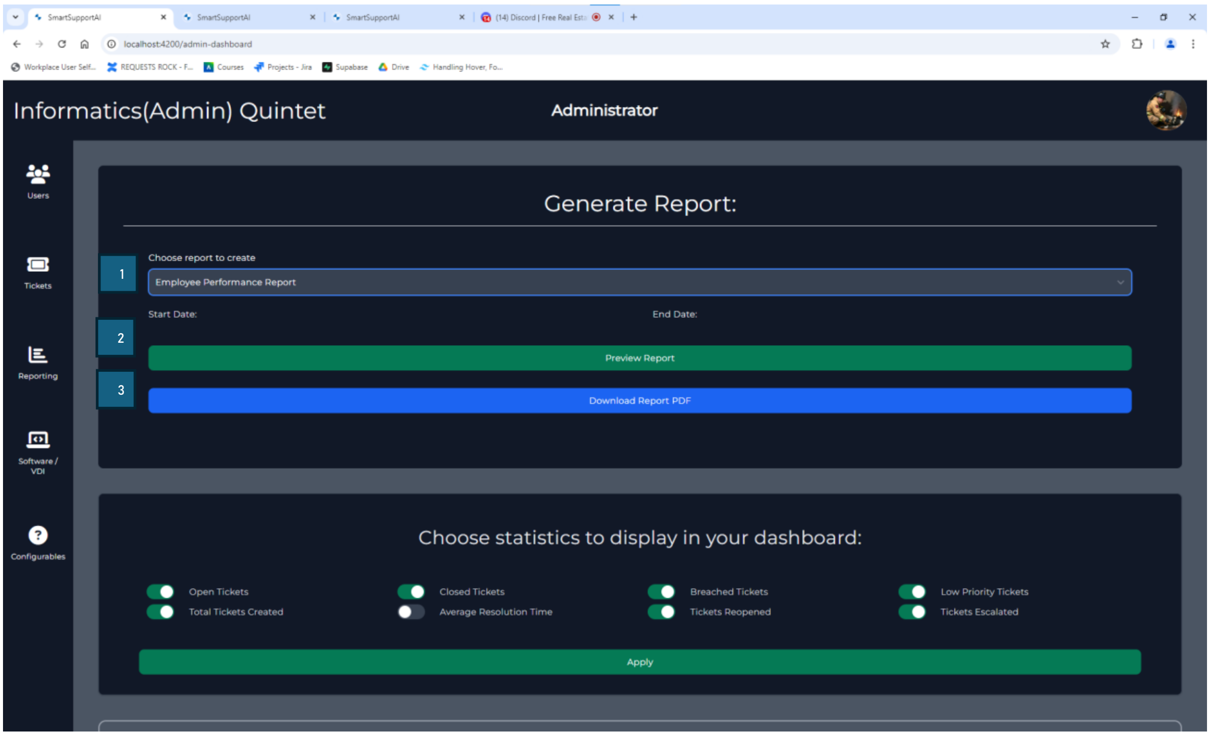

Figure 8.10 – Generate Employee Performance Report Screenshot and Table

8.8.3. Explanation:

#	Explanation
1	Report dropdown: This dropdown will allow the admin to select the report they would like to generate and download
2	Preview button: This button will allow the admin to view the report before deciding to download it to pdf.
3	Download button: This button will allow the admin to download the report to pdf

8.9. Generate Ticket Status Summary Report

8.9.1. Purpose: The purpose of this screen is to allow the admin to generate pdf reports for ticket status summaries

8.9.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

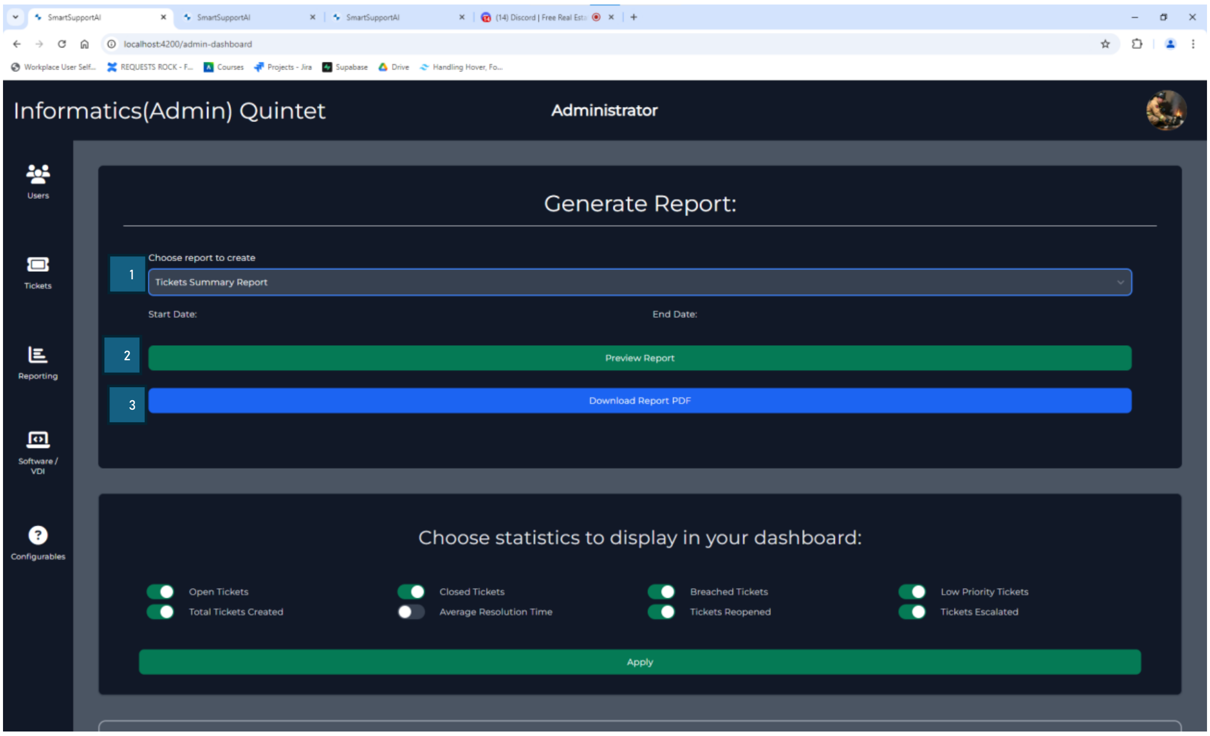

Figure 8.11 – Generate Ticket Status Summary Report Screenshot and Table

8.9.3. Explanation:

#	Explanation
1	Report dropdown: This dropdown will allow the admin to select the report they would like to generate and download
2	Preview button: This button will allow the admin to view the report before deciding to download it to pdf.
3	Download button: This button will allow the admin to download the report to pdf

8.10. Generate Tickets by Date Range Report

8.10.1. Purpose: The purpose of this screen is to allow the admin to generate pdf reports for ticket escalation requests

8.10.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

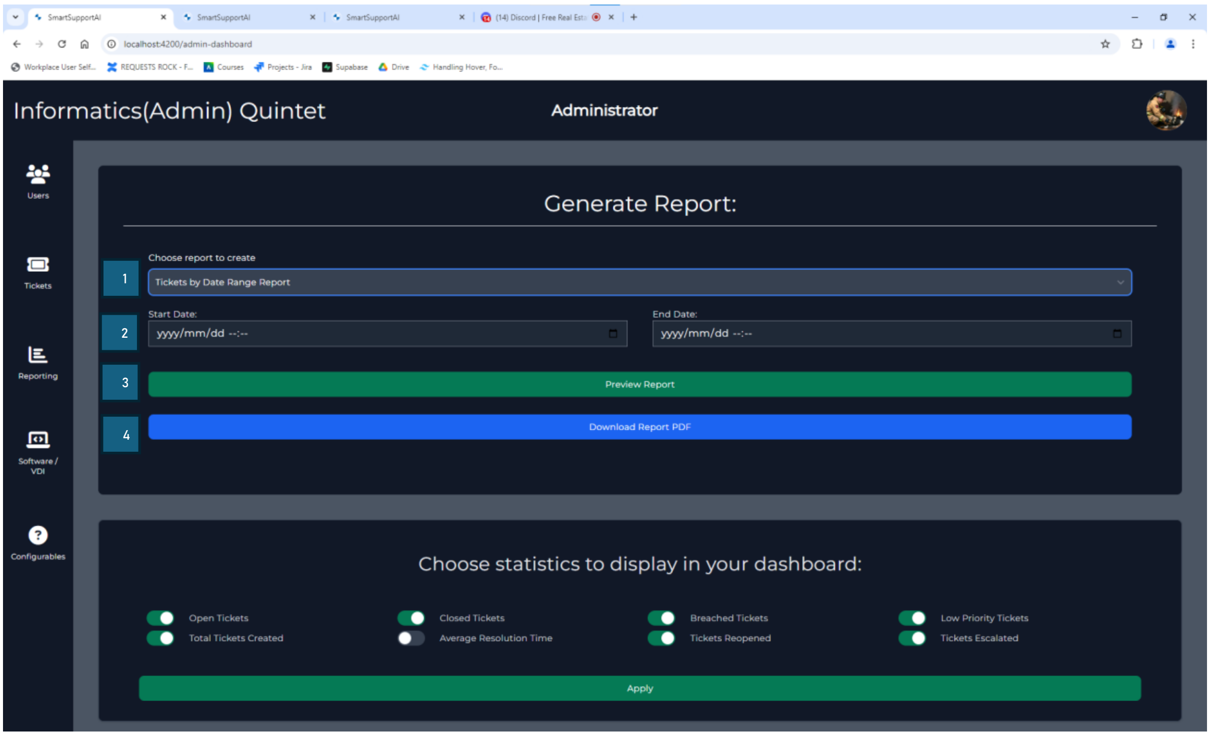

Figure 8.12 – Generate Tickets By Date Range Report Screenshot and Table

8.10.3. Explanation:

#	Explanation
1	Report dropdown: This dropdown will allow the admin to select the report they would like to generate and download
2	Date range input: these date range pickers will allow the user to select a date range that they would like to download for the tickets
3	Preview button: This button will allow the admin to view the report before deciding to download it to pdf.
4	Download button: This button will allow the admin to download the report to pdf

8.11. Generate Monthly Ticket Trends Report

8.11.1. Purpose: The purpose of this screen is to allow the admin to generate pdf reports for monthly ticket trends

8.11.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

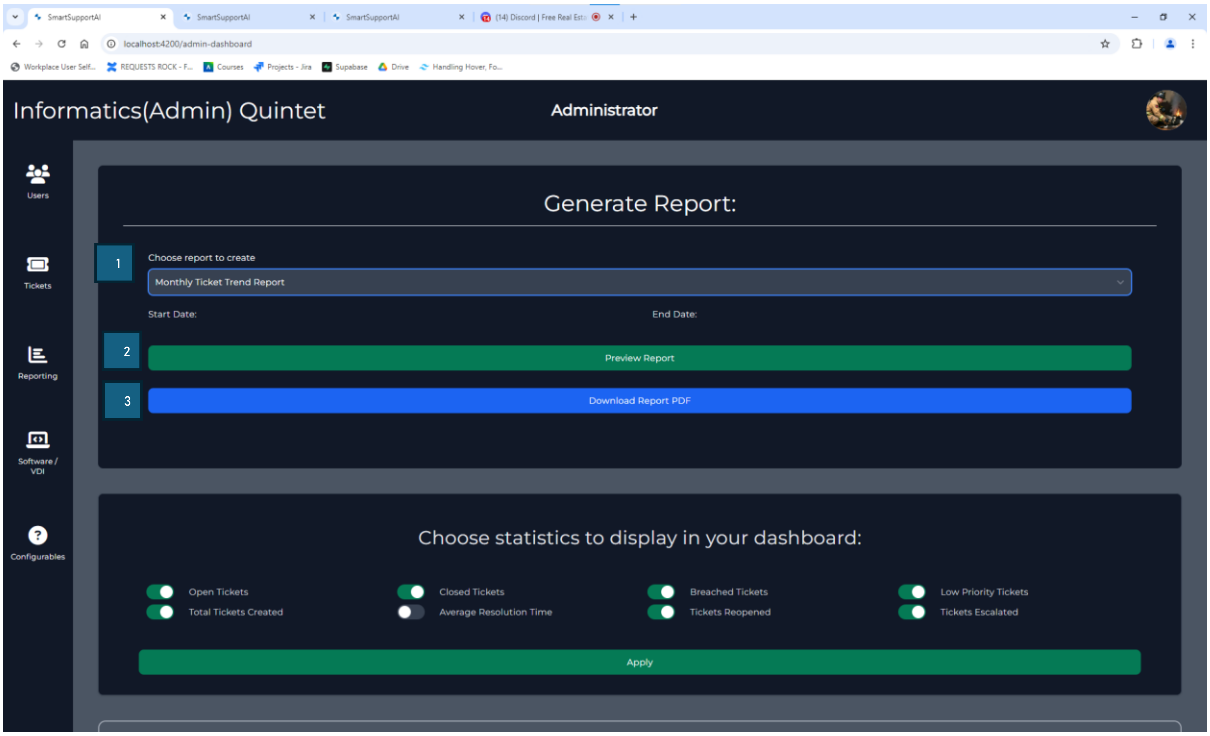

Figure 8.13 – Generate Monthly Ticket Trends Report Screenshot and Table

8.11.3. Explanation:

#	Explanation
1	Report dropdown: This dropdown will allow the admin to select the report they would like to generate and download
2	Preview button: This button will allow the admin to view the report before deciding to download it to pdf.
3	Download button: This button will allow the admin to download the report to pdf

8.12. Generate Tickets Summary Report

8.12.1. Purpose: The purpose of this screen is to allow the admin to generate pdf reports for ticket summaries

8.12.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

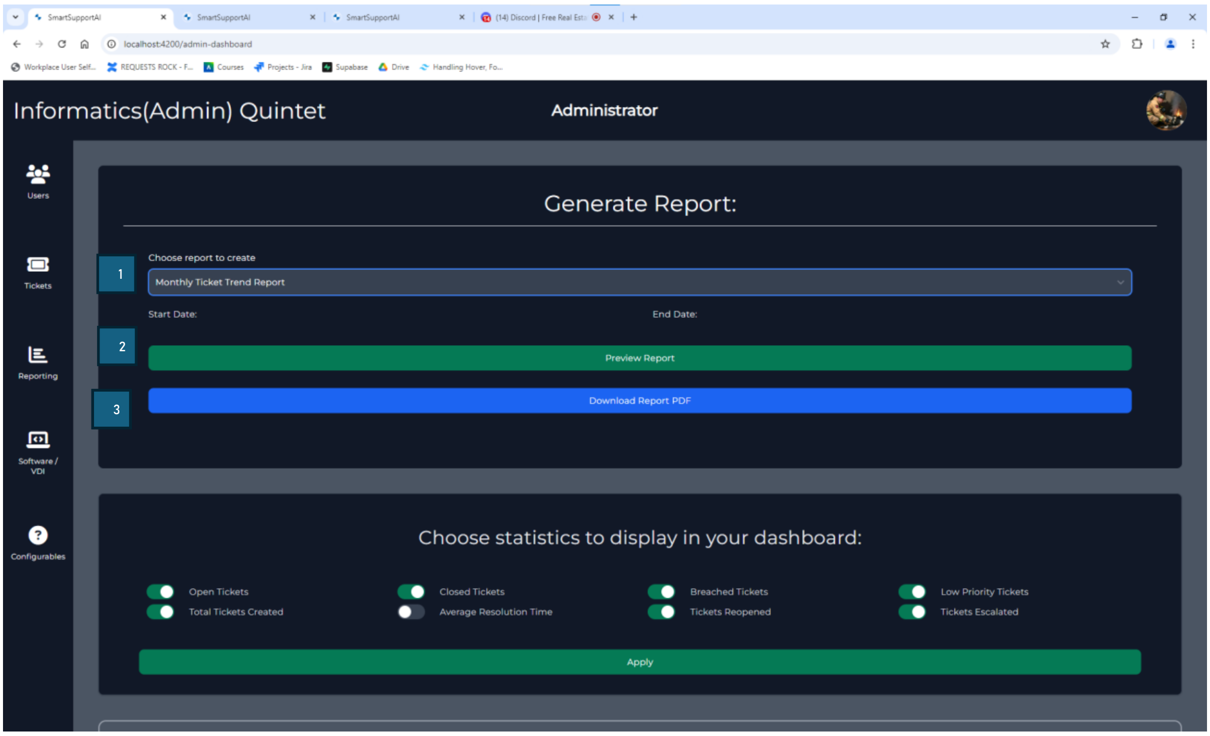

Figure 8.14 – Generate Tickets Summary Report Screenshot and Table

8.12.3. Explanation:

#	Explanation
1	Report dropdown: This dropdown will allow the admin to select the report they would like to generate and download
2	Preview button: This button will allow the admin to view the report before deciding to download it to pdf.
3	Download button: This button will allow the admin to download the report to pdf

9. Sub-System 9: Data Warehouse

9.1. Read Client Feedback

9.1.1. Purpose: The purpose of this function is to view the feedback provided by the client

9.1.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

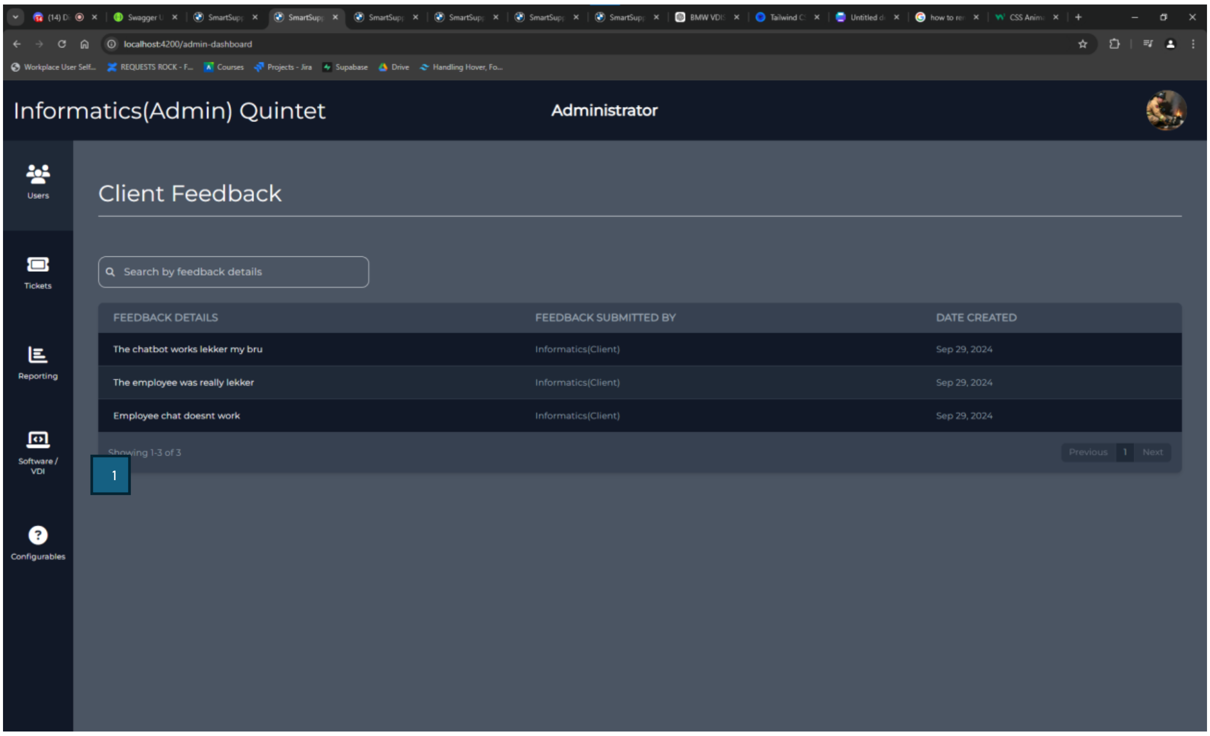

Figure 9.1 – Client Feedback Screenshot and Table

9.1.3. Explanation:

#	Explanation
1	Table: This table displays all the feedback provided in the system by all the clients in the system

9.2. Create Audit Log

9.2.1. Purpose: The purpose of this function is to create an audit log of every transaction that happens in the database

9.2.2. Navigation: Automatic

9.2.3. Explanation: Every time a table in the database is queried, it saves a record of the change that happened and adds it to the audit log along with the user that made the change

9.3. Read Audit Log

9.3.1. Purpose: The purpose of this screen is to provide a full audit of every transaction the system has with the database. This can only been seen by the super admin and is used to track all the users and their actions in the system

9.3.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

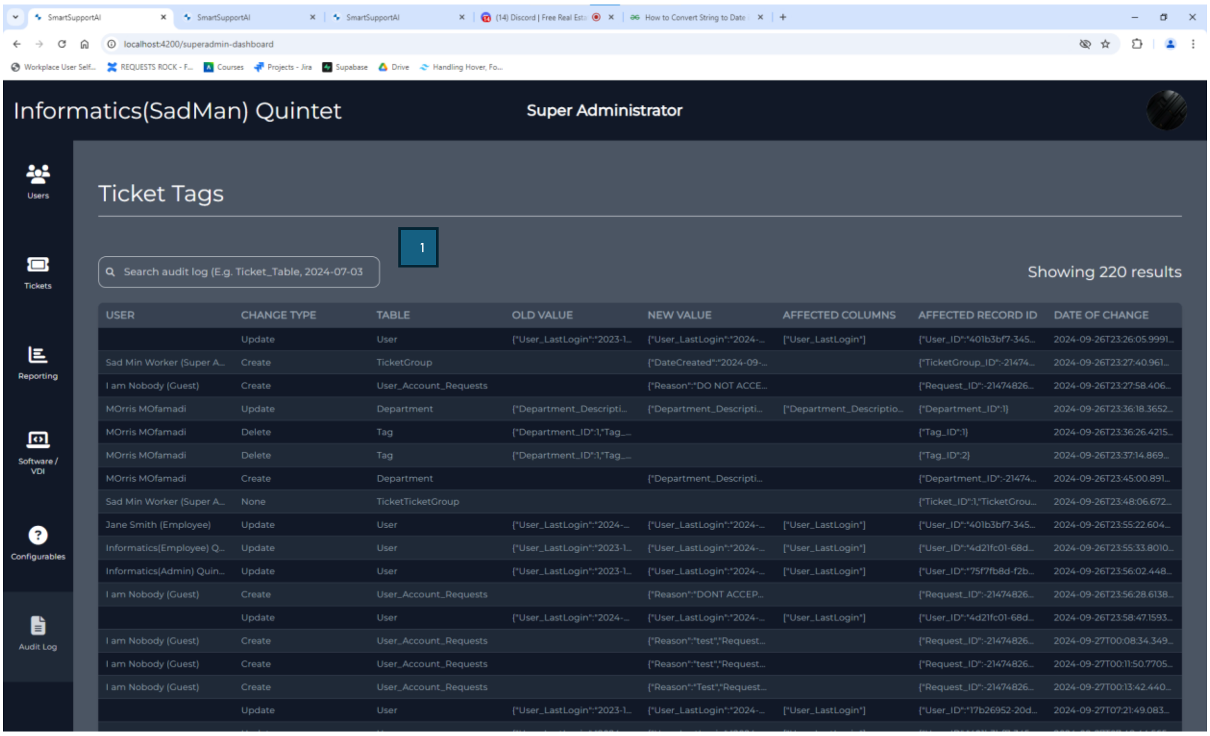

Figure 9.5 – Read Audit Log Screenshot and Table

9.3.3. Explanation:

#	Explanation
1	Audit table: This table displays all the transactions in the system and the user associated with each system transaction

10. Sub-System 10: FAQ & Help

10.1. Create FAQ

10.1.1. 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.

10.1.2. Navigation: The user can access this modal by clicking on the add button in the table next to the relevant record

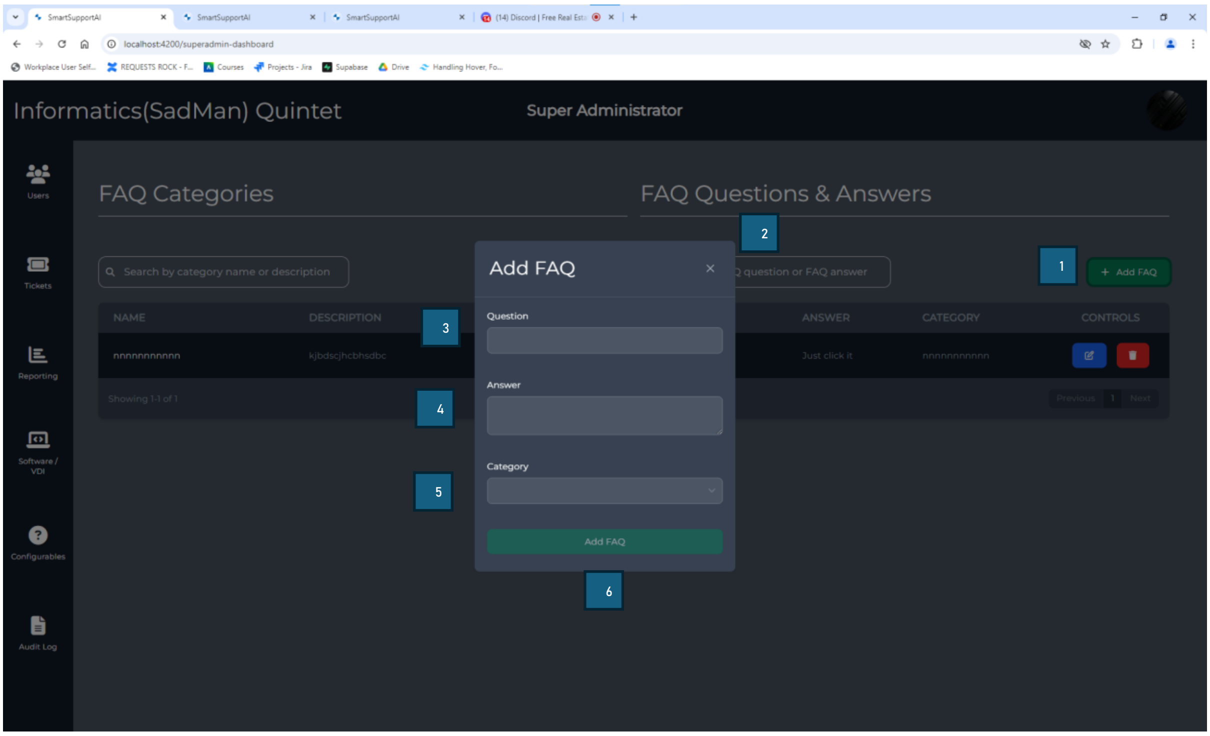

Figure 10.1 – Create FAQ Screenshot and Table

10.1.3. Explanation:

#	Explanation
1	Create button: This button allows the user to open the create modal where they can input the relevant details
2	Close button: This button allows the user to close the add modal and return to their dashboard
3	Question input box: This input box allows the user to enter in the question of the FAQ that they want to add
4	Answer input box: This input box allows the user to enter in the answer of the FAQ that they want to add
5	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

6	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

10.2. Update FAQ

10.2.1. Purpose: The purpose of this function is to allow a user to update a 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.

10.2.2. Navigation: The user can access this modal by clicking on the edit button in the table next to the relevant record

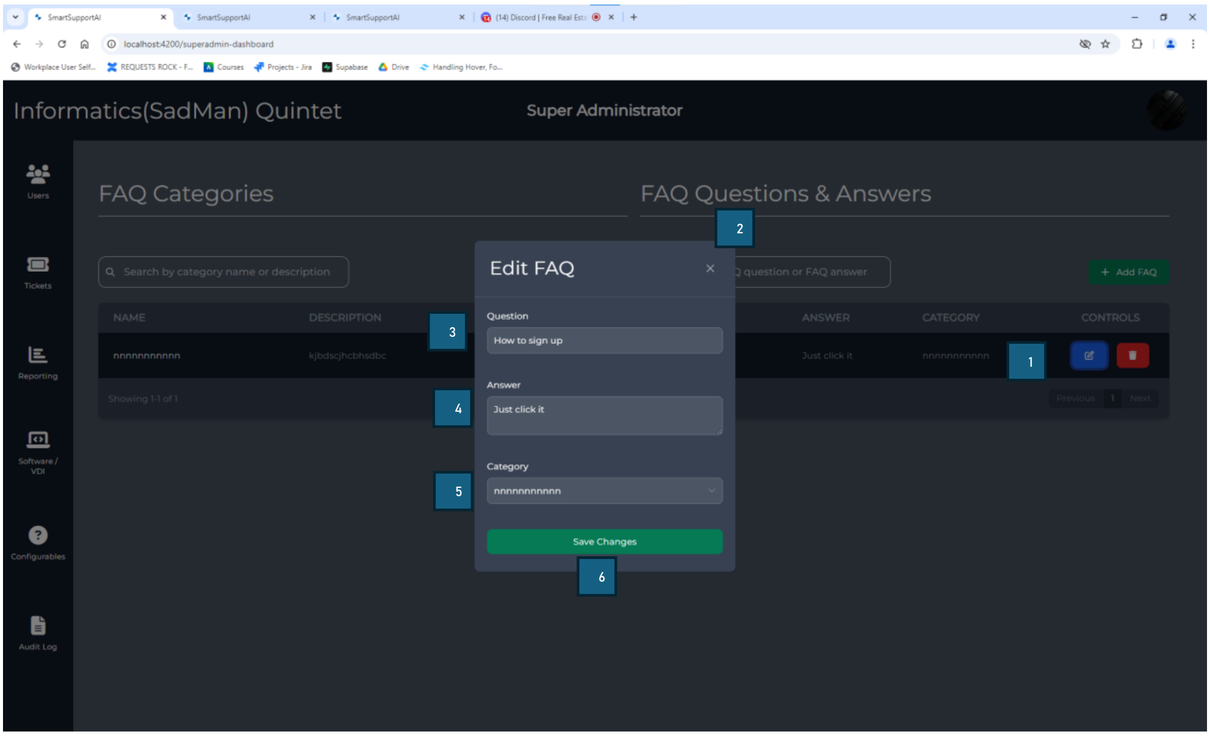

Figure 10.2 – Update FAQ Screenshot and Table

10.2.3. Explanation:

#	Explanation
1	Edit button: This button allows the user to open the edit modal where they can input the relevant details
2	Close button: This button allows the user to close the add modal and return to their dashboard
3	Question input box: This input box allows the user to enter in the question of the FAQ that they want to edit
4	Answer input box: This input box allows the user to enter in the answer of the FAQ that they want to edit
5	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
6	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

10.3. Delete FAQ

10.3.1. Purpose: The purpose of this modal is to confirm the deletion of a FAQ in the system. The universal confirmation will be used, and the user can confirm or deny the deletion.

10.3.2. Navigation: The user can access this modal by clicking on the delete button in the table next to the relevant record

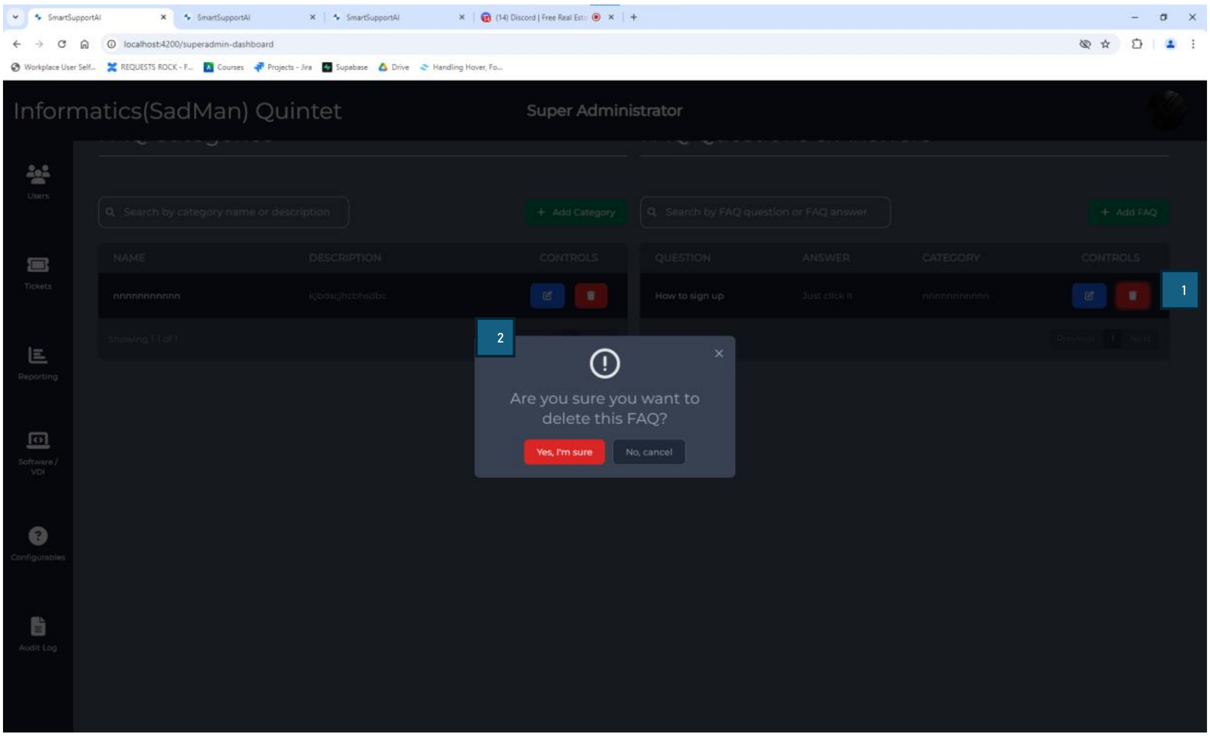

Figure 10.3 - Delete FAQ Screenshot and Table

10.3.3. Explanation:

#	Explanation
1	Delete button: The user can click on this button to open the delete confirmation modal.
2	Universal confirmation modal: This modal is the universal confirmation modal to confirm the deletion procedure.

10.4. Read FAQ

10.4.1. Purpose: The purpose of this screen is to allow a user to search for a FAQ based on specific criteria put into the search box. The table will dynamically update with the records that contain the search criteria.

10.4.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

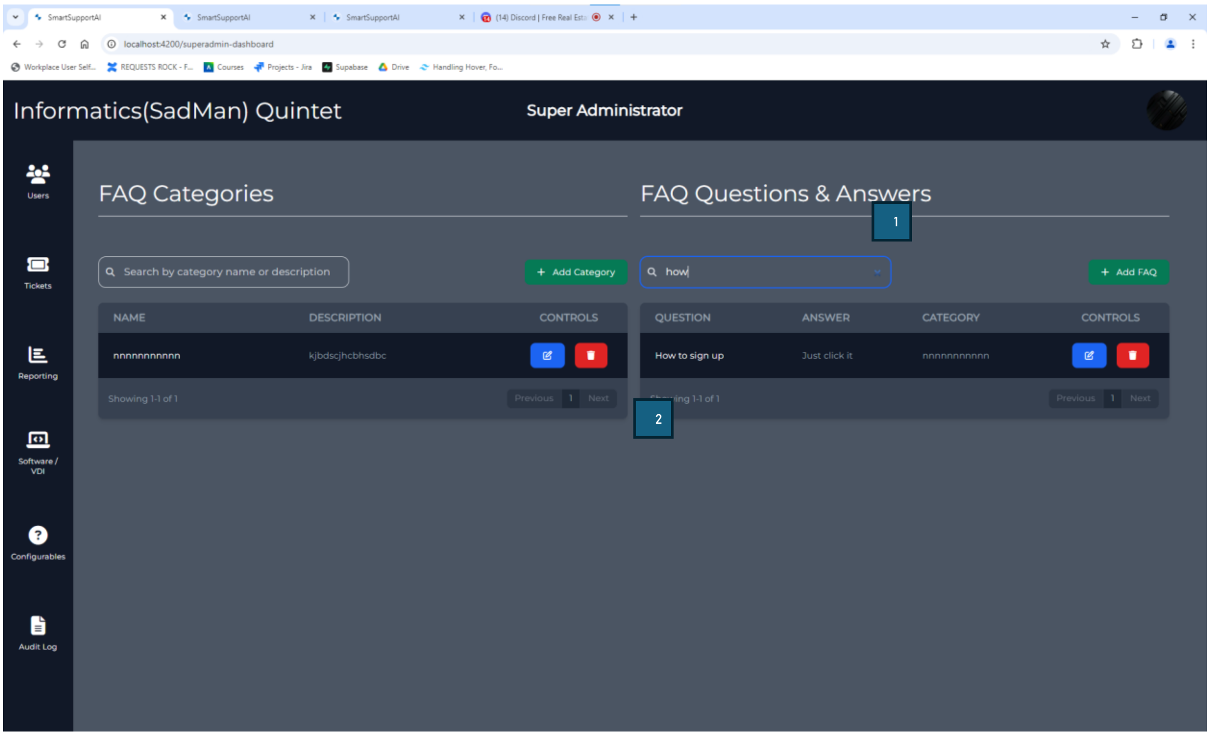

Figure 10.4 – Read FAQ Screenshot and Table

10.4.3. Explanation:

#	Explanation
1	Search input box: This search box will allow the user to input search criteria to try and filter the table data as they need it.
2	Table: The table will update dynamically based on the criteria put into the search box.

10.5. Create FAQ Category

10.5.1. 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.

10.5.2. Navigation: The user can access this modal by clicking on the add button in the table next to the relevant record

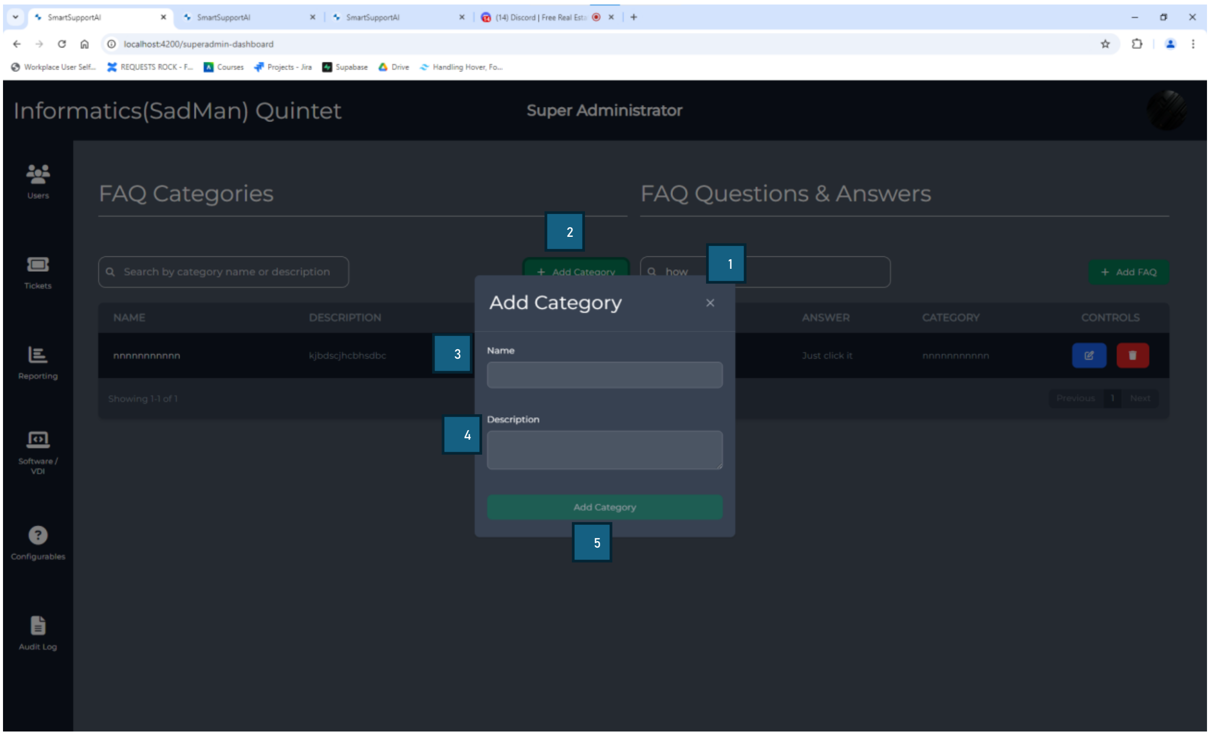

Figure 10.5 – Create FAQ Category Screenshot and Table

10.5.3. Explanation:

#	Explanation
1	Create button: This button allows the user to open the create modal where they can input the relevant details
2	Close button: This button allows the user to close the add modal and return to their dashboard
3	Category name input box: This input box allows the user to enter in the name of the category that they want to add
4	Category description input box: This input box allows the user to enter in the description of the category that they want to add
5	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

10.6. Read FAQ Category

10.6.1. Purpose: The purpose of this screen is to allow a user to search for a FAQ category based on specific criteria put into the search box. The table will dynamically update with the records that contain the search criteria.

10.6.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

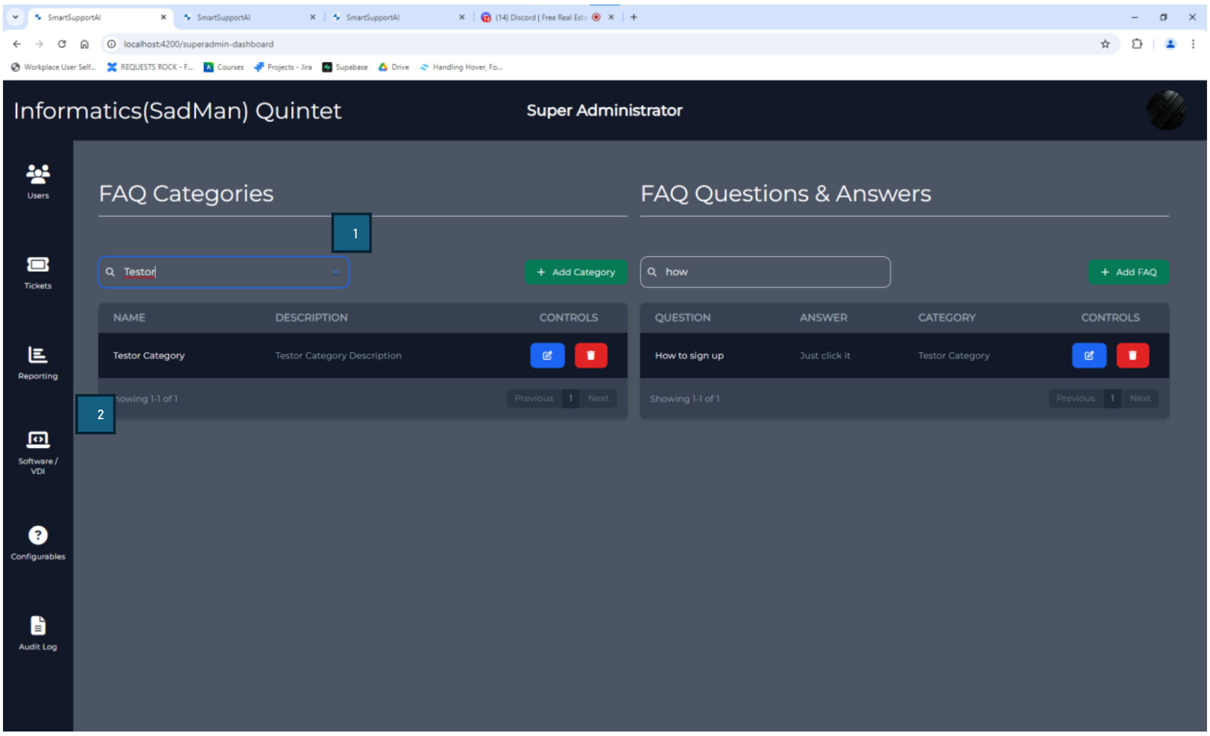

Figure 10.6 – Read FAQ Category Screenshot and Table

10.6.3. Explanation:

#	Explanation
1	Search input box: This search box will allow the user to input search criteria to try and filter the table data as they need it.
2	Table: The table will update dynamically based on the criteria put into the search box.

10.7. Update FAQ Category

10.7.1. Purpose: The purpose of this function is to allow a user to update a 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.

10.7.2. Navigation: The user can access this modal by clicking on the edit button in the table next to the relevant record

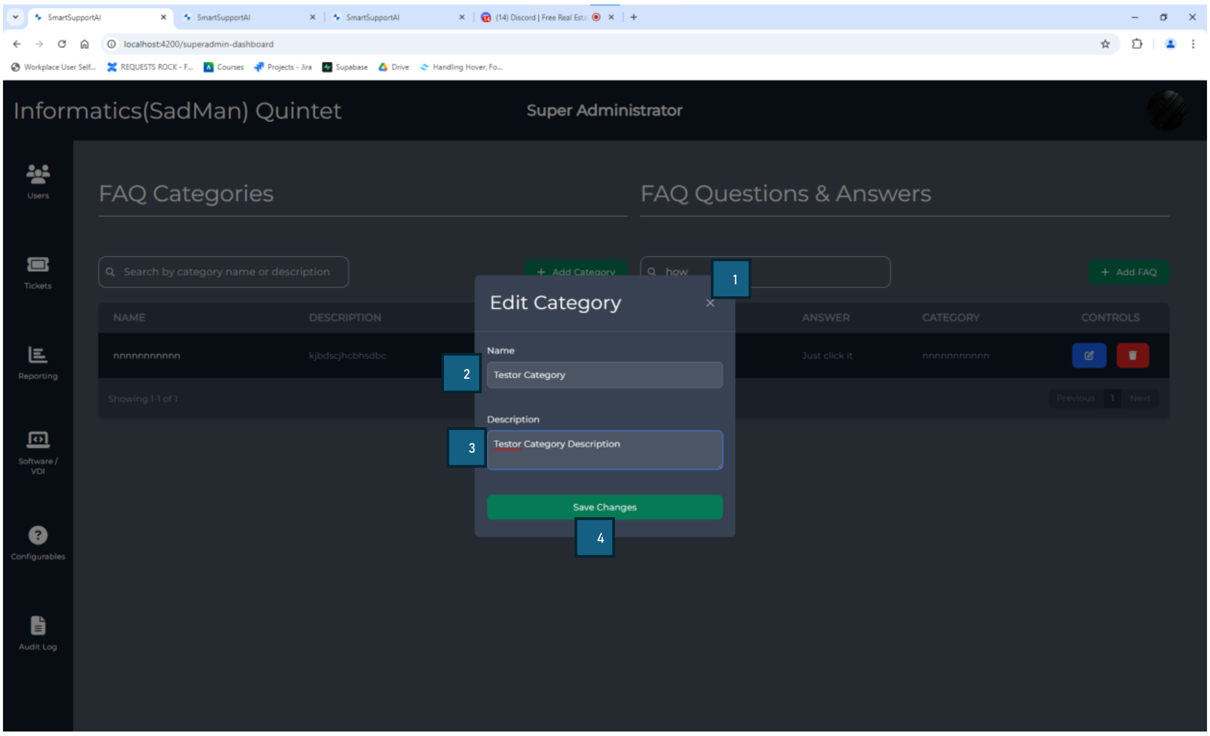

Figure 10.7 – Update FAQ Category Screenshot and Table

10.7.3. 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

10.8. Delete FAQ Category

10.8.1. Purpose: The purpose of this modal is to confirm the deletion of a FAQ category in the system. The universal confirmation will be used, and the user can confirm or deny the deletion.

10.8.2. Navigation: The user can access this modal by clicking on the delete button in the table next to the relevant record

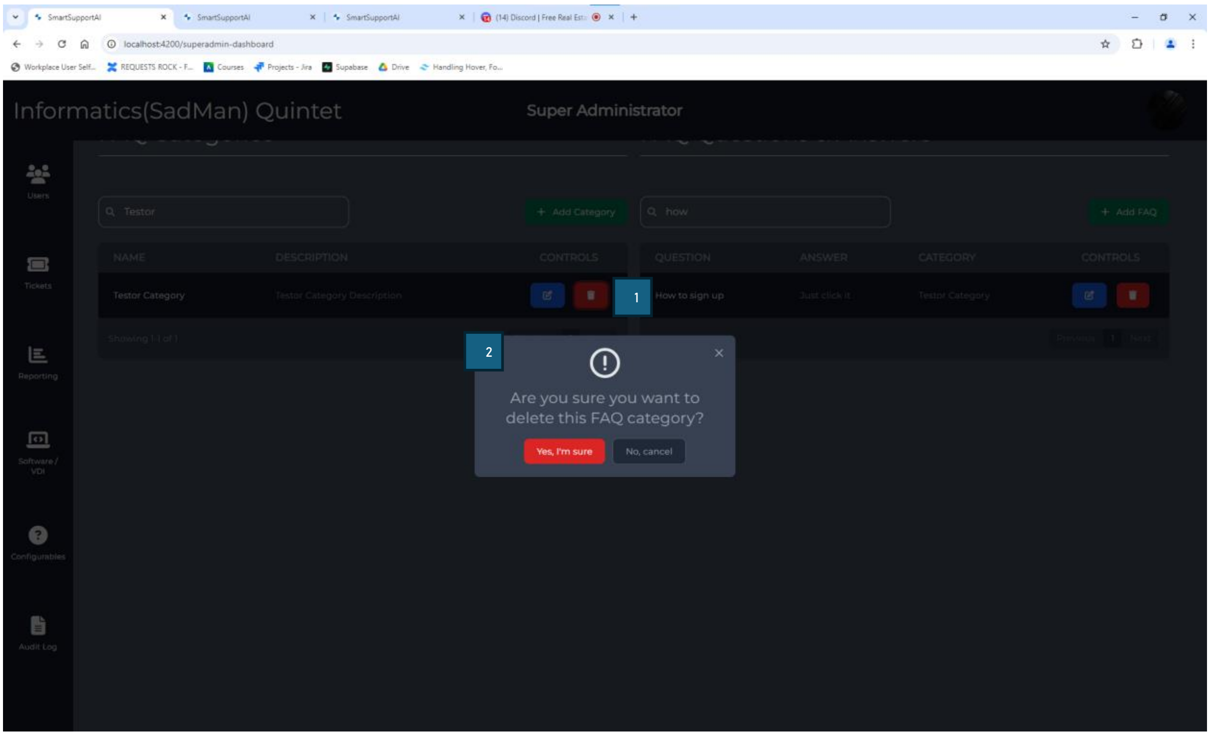

Figure 10.8 – Delete FAQ Category Screenshot and Table

10.8.3. Explanation:

#	Explanation
1	Delete button: The user can click on this button to open the delete confirmation modal.
2	Universal confirmation modal: This modal is the universal confirmation modal to confirm the deletion procedure.

11. Sub-System 11: Super-Administrator

11.1. Assign Administrator

11.1.1. Purpose: The purpose of this screen is for the super administrator to assign new administrators in the system. They can go through the existing employees and change their role to an administrator

11.1.2. Navigation: The user can access this modal by clicking on the add button in the table next to the relevant record

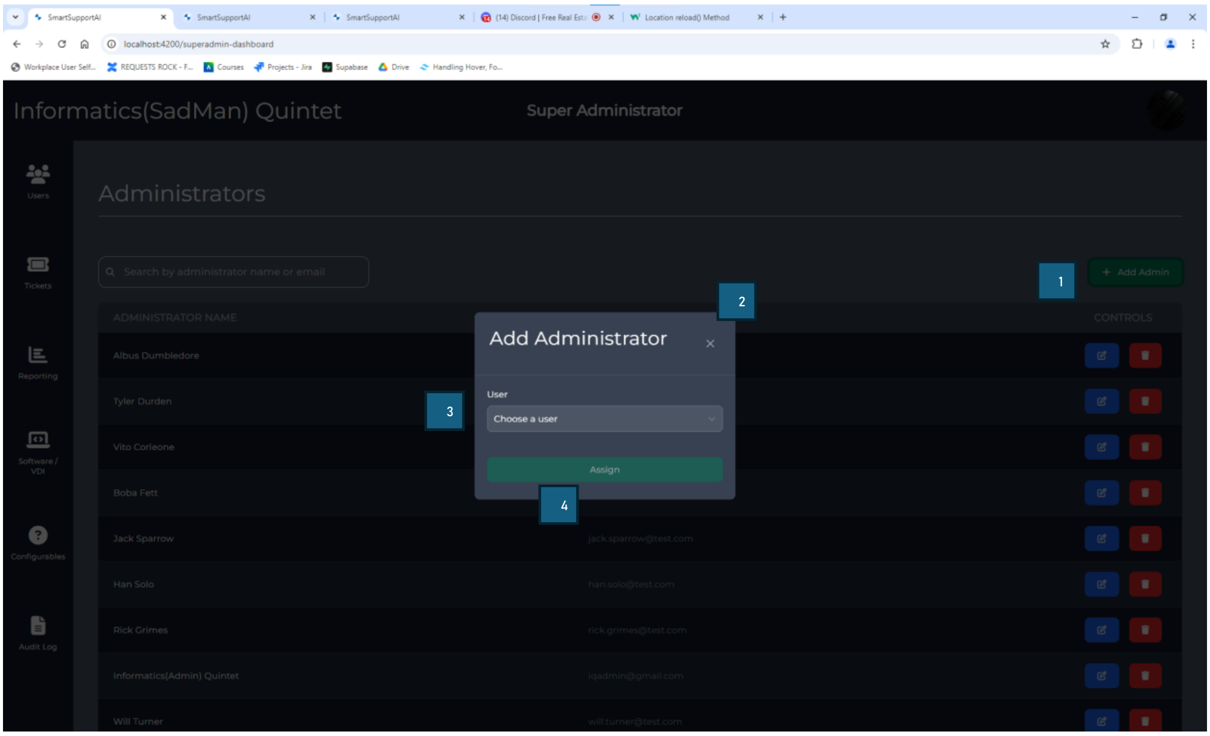

Figure 11.1 – Assign Administrator Screenshot and Table

11.1.3. Explanation:

#	Explanation
1	Create button: This button allows the user to open the create modal where they can input the relevant details
2	Close button: This button allows the user to close the add modal and return to their dashboard
3	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
4	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

11.2. Search Administrator

11.2.1. Purpose: The purpose of this screen is to allow a user to search for a administrator based on specific criteria put into the search box. The table will dynamically update with the records that contain the search criteria.

11.2.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

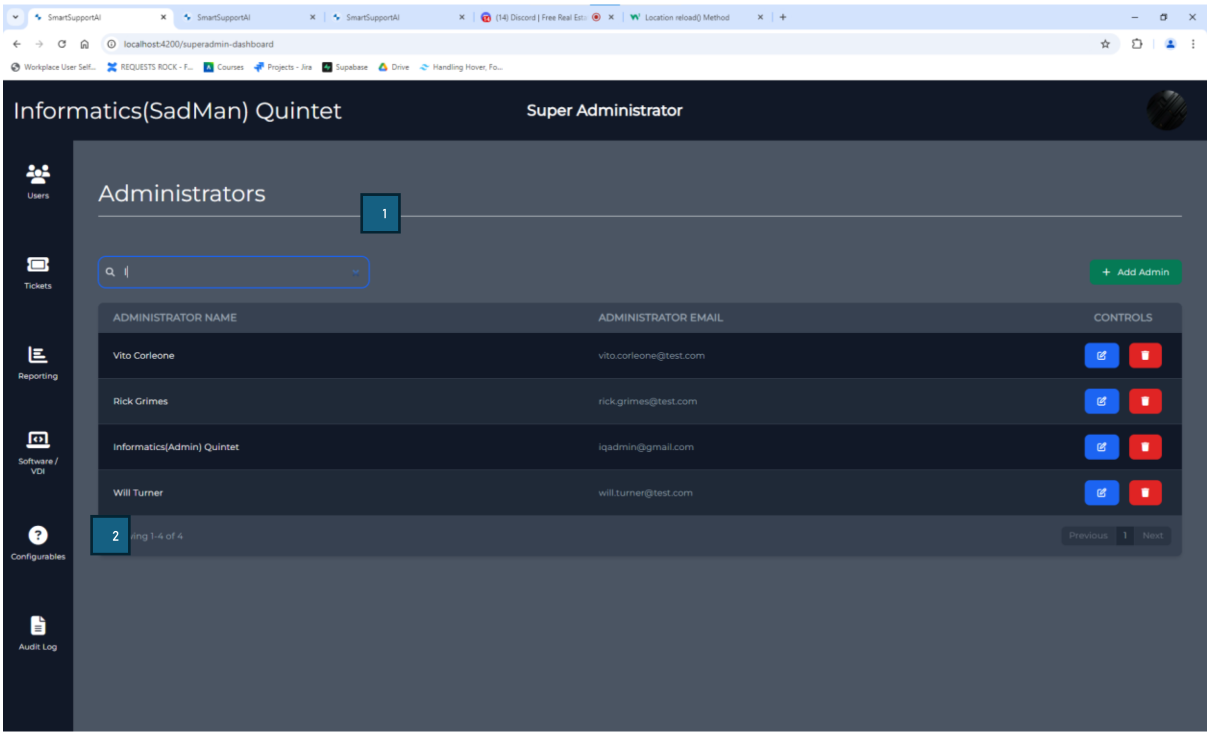

Figure 11.2 – Search Administrator Screenshot and Table

11.2.3. Explanation:

#	Explanation
1	Search input box: This search box will allow the user to input search criteria to try and filter the table data as they need it.
2	Table: The table will update dynamically based on the criteria put into the search box.

11.3. Update Administrator

11.3.1. Purpose: The purpose of this function is to allow a user to update a 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.

11.3.2. Navigation: The user can access this modal by clicking on the edit button in the table next to the relevant record

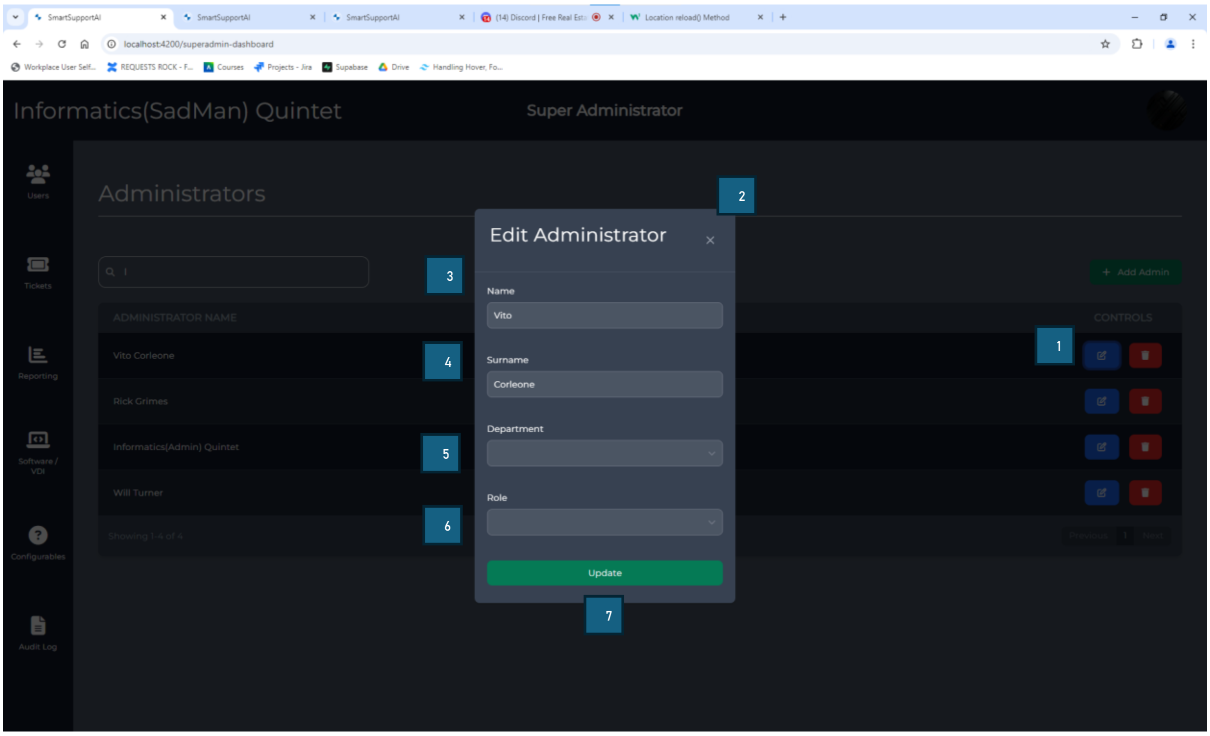

Figure 11.3 – Update Administrator Screenshot and Table

11.3.3. Explanation:

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

7	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

11.4. Remove Administrator

11.4.1. Purpose: The purpose of this modal is to confirm the deletion of a administrator in the system. The universal confirmation will be used, and the user can confirm or deny the deletion.

11.4.2. Navigation: The user can access this modal by clicking on the delete button in the table next to the relevant record

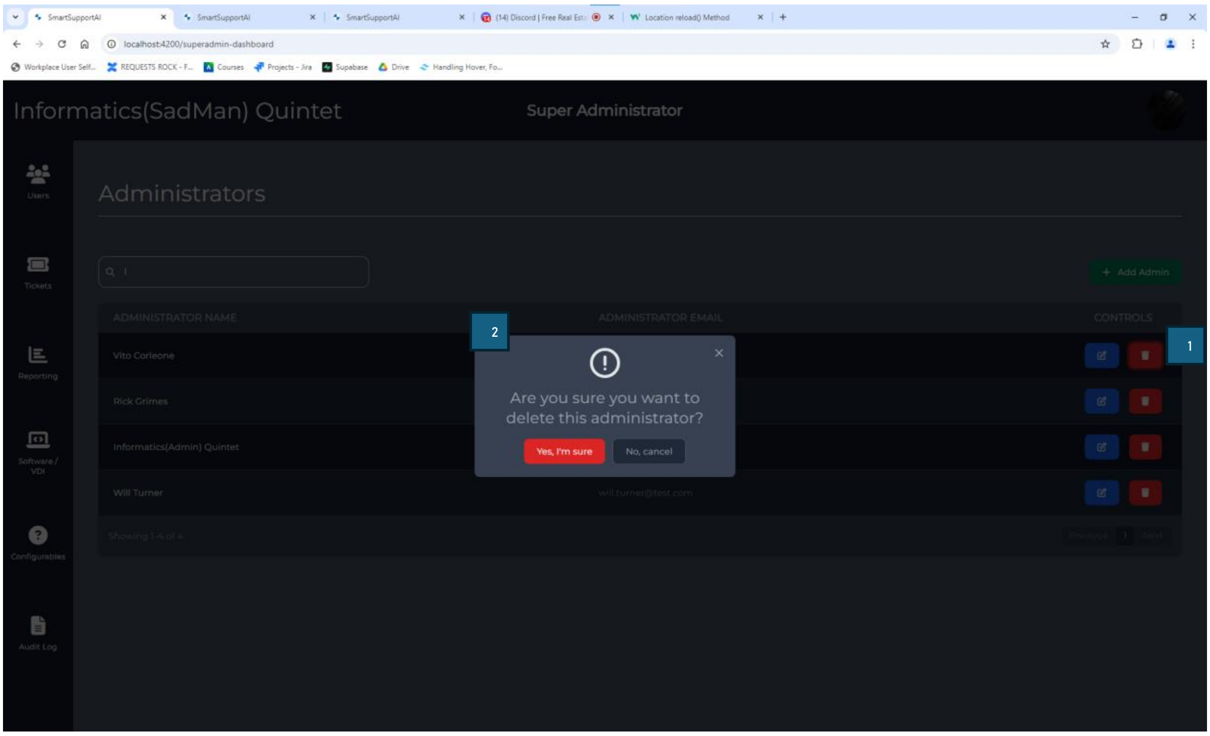

Figure 11.4 – Remove Administrator Screenshot and Table

11.4.3. Explanation:

#	Explanation
1	Delete button: The user can click on this button to open the delete confirmation modal.
2	Universal confirmation modal: This modal is the universal confirmation modal to confirm the deletion procedure.

11.5. Create Department

11.5.1. Purpose: The purpose of this screen is to allow the user to create a department 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.

11.5.2. Navigation: The user can access this modal by clicking on the add button in the table next to the relevant record

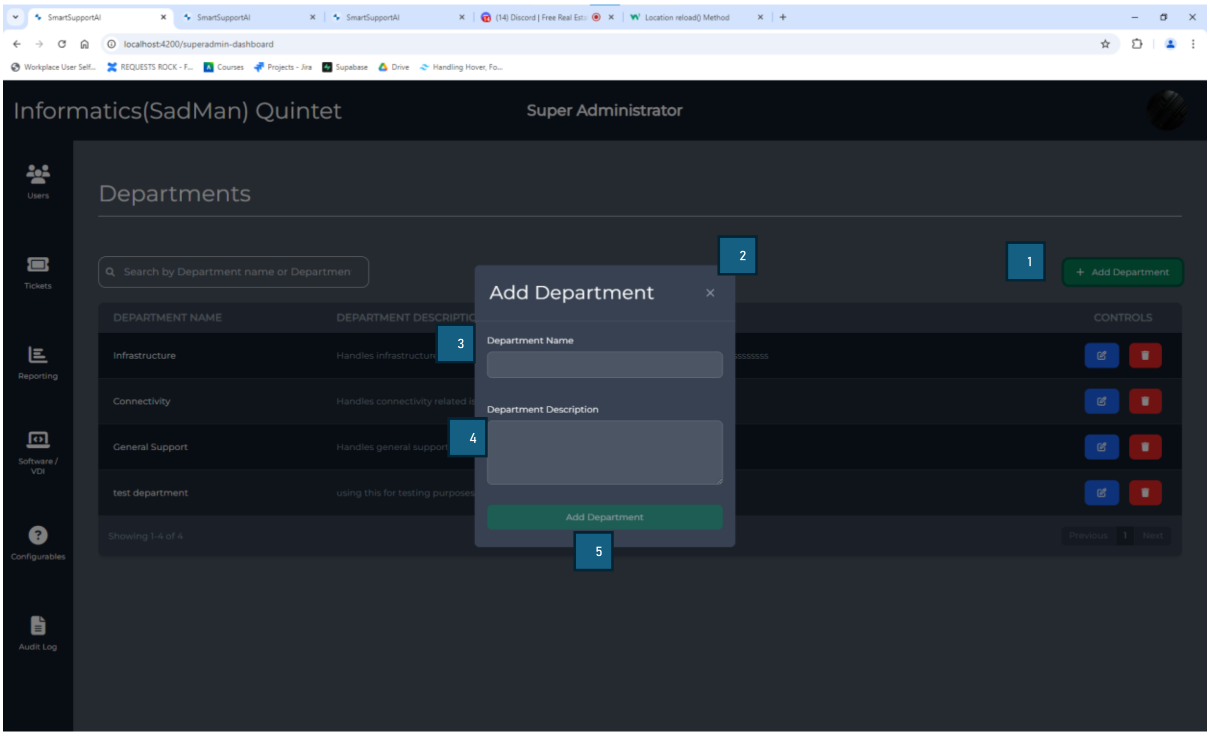

Figure 11.5 – Create Department Screenshot and Table

11.5.3. Explanation:

#	Explanation
1	Create button: This button allows the user to open the create modal where they can input the relevant details
2	Close button: This button allows the user to close the add modal and return to their dashboard
3	Department name input box: This input box allows the user to enter in the name of the department that they want to add
4	Department description input box: This input box allows the user to enter in the description of the department that they want to add
5	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

11.6. Search Department

11.6.1. Purpose: The purpose of this screen is to allow a user to search for a department based on specific criteria put into the search box. The table will dynamically update with the records that contain the search criteria.

11.6.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

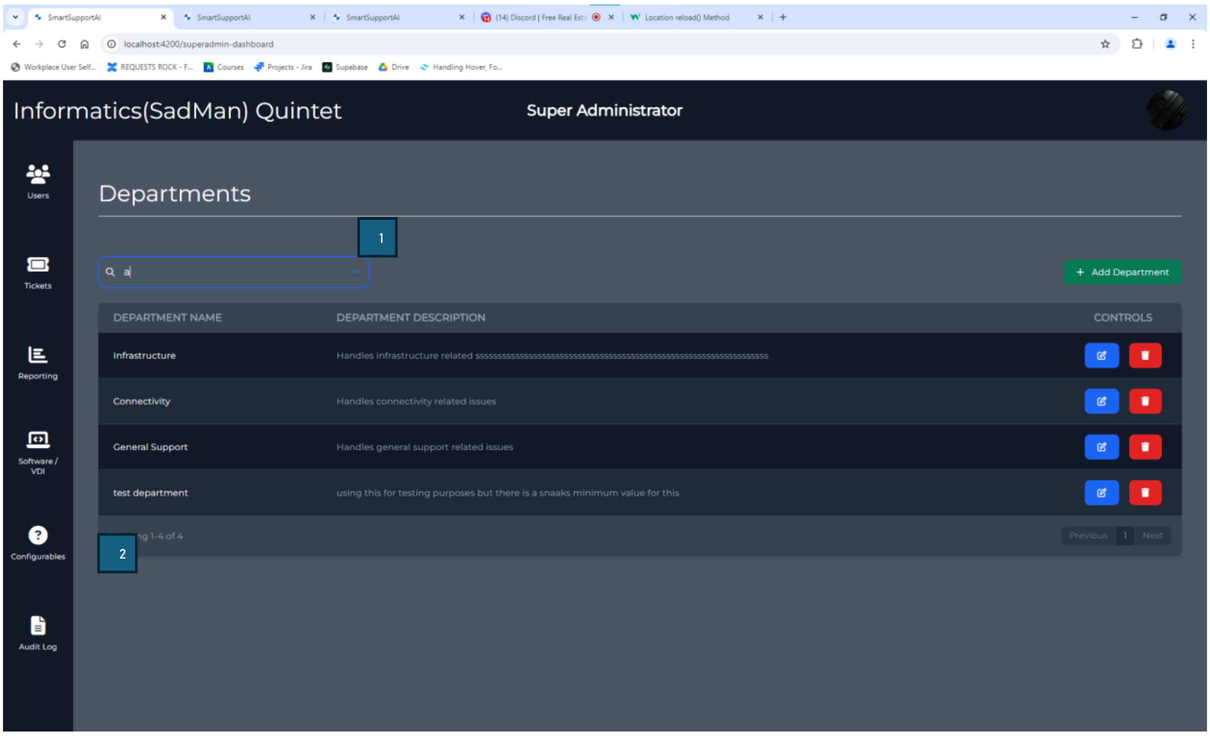

Figure 11.6 – Search Department Screenshot and Table

11.6.3. Explanation:

#	Explanation
1	Search input box: This search box will allow the user to input search criteria to try and filter the table data as they need it.
2	Table: The table will update dynamically based on the criteria put into the search box.

11.7. Update Department

11.7.1. Purpose: The purpose of this function is to allow a user 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.

11.7.2. Navigation:

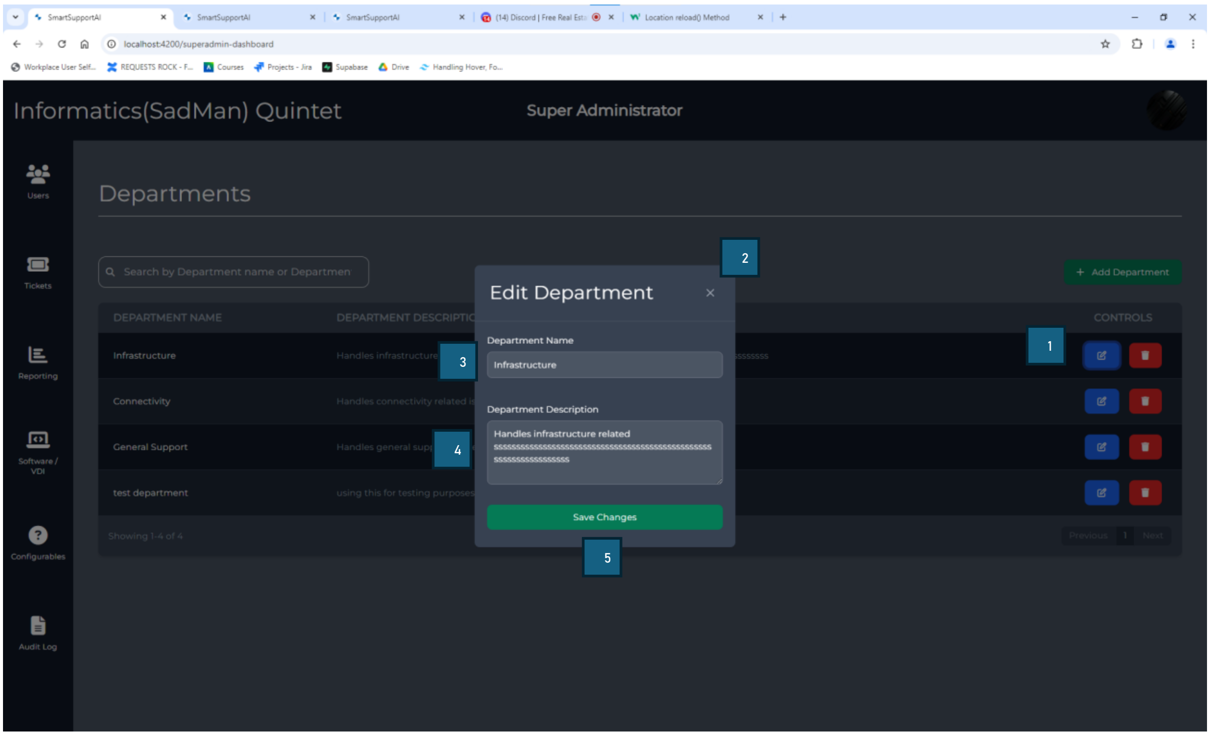

Figure 11.7 – Update Department Screenshot and Table

11.7.3. Explanation:

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

11.8. Remove Department

11.8.1. Purpose: The purpose of this modal is to confirm the deletion of a department in the system. The universal confirmation will be used, and the user can confirm or deny the deletion.

11.8.2. Navigation: The user can access this modal by clicking on the delete button in the table next to the relevant record

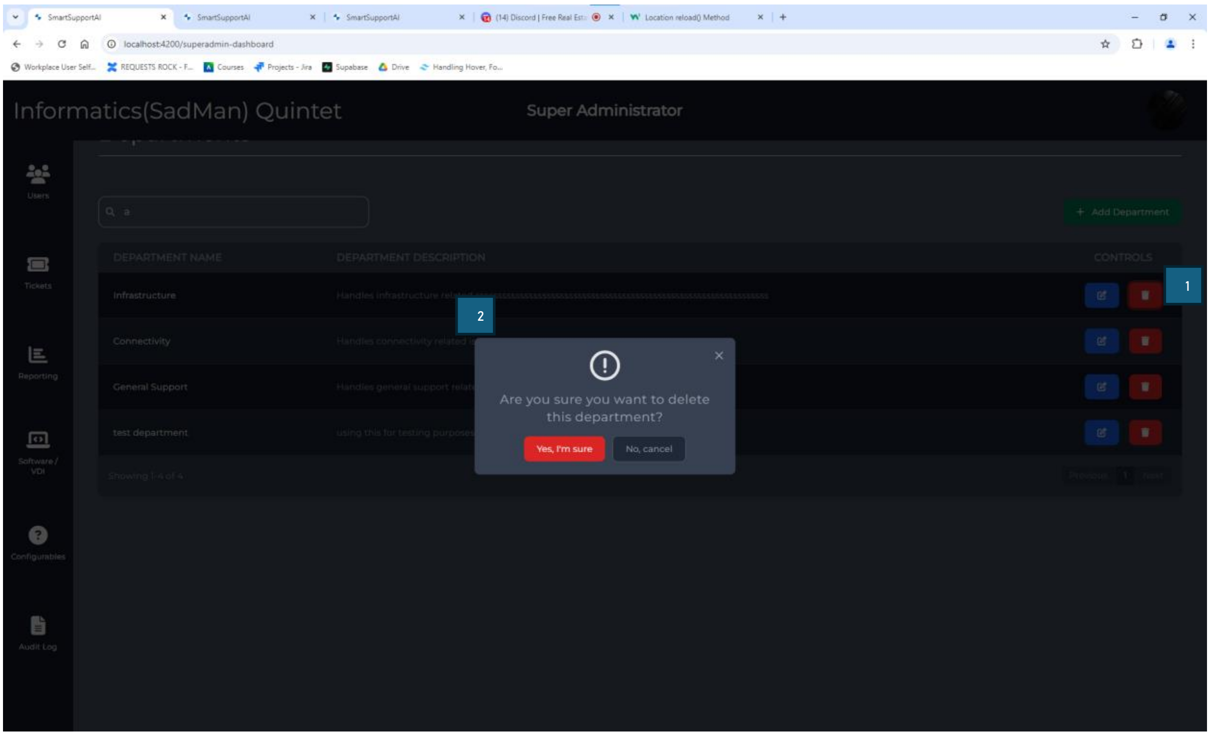

Figure 11.8 – Remove Department Screenshot and Table

11.8.3. Explanation:

#	Explanation
1	Delete button: The user can click on this button to open the delete confirmation modal.
2	Universal confirmation modal: This modal is the universal confirmation modal to confirm the deletion procedure.

12. Sub-System 12: Software

12.1. Create Software

12.1.1. 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.

12.1.2. Navigation: The user can access this modal by clicking on the add button in the table next to the relevant record

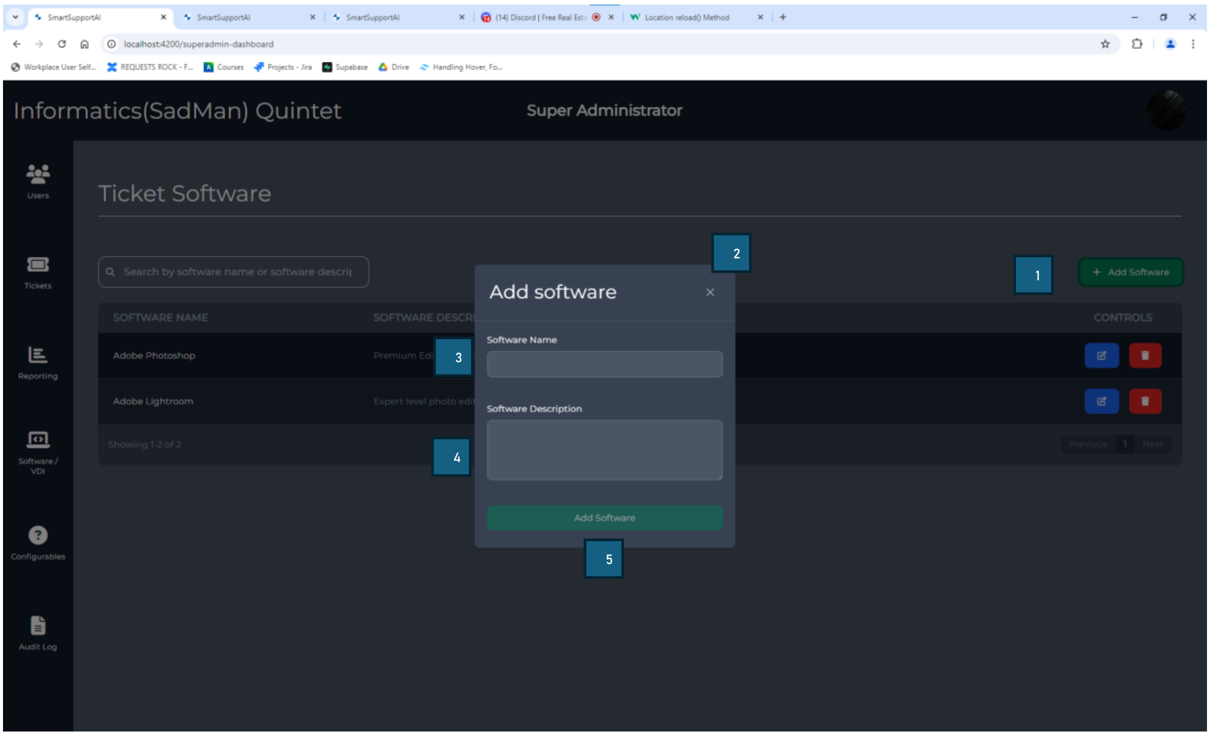

Figure 12.1 – Create Software Screenshot and Table

12.1.3. Explanation:

#	Explanation
1	Create button: This button allows the user to open the create modal where they can input the relevant details
2	Close button: This button allows the user to close the add modal and return to their dashboard
3	Software name input box: This input box allows the user to enter in the name of the software that they want to add
4	Software description input box: This input box allows the user to enter in the description of the software that they want to add
5	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

12.2. Search Software

12.2.1. Purpose: The purpose of this screen is to allow a user to search for a software based on specific criteria put into the search box. The table will dynamically update with the records that contain the search criteria.

12.2.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

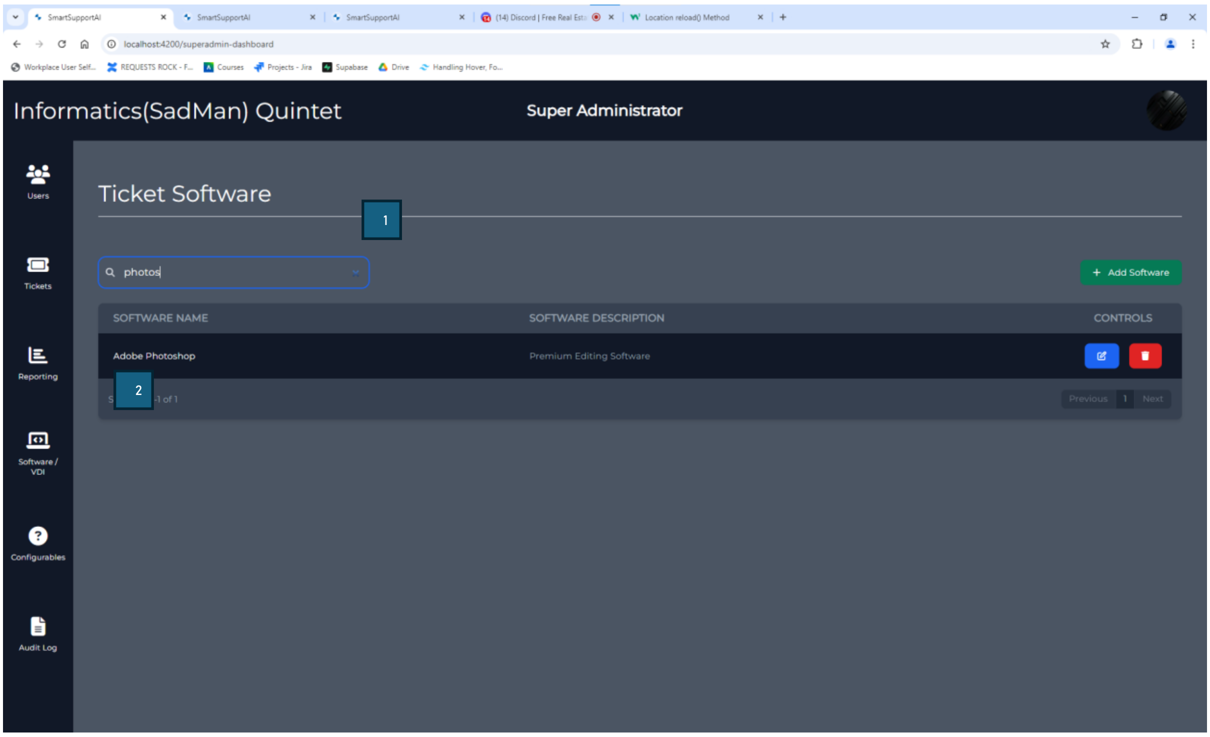

Figure 12.2 – Search Software Screenshot and Table

12.2.3. Explanation:

#	Explanation
1	Search input box: This search box will allow the user to input search criteria to try and filter the table data as they need it.
2	Table: The table will update dynamically based on the criteria put into the search box.

12.3. Update Software

12.3.1. 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.

12.3.2. Navigation: The user can access this modal by clicking on the edit button in the table next to the relevant record

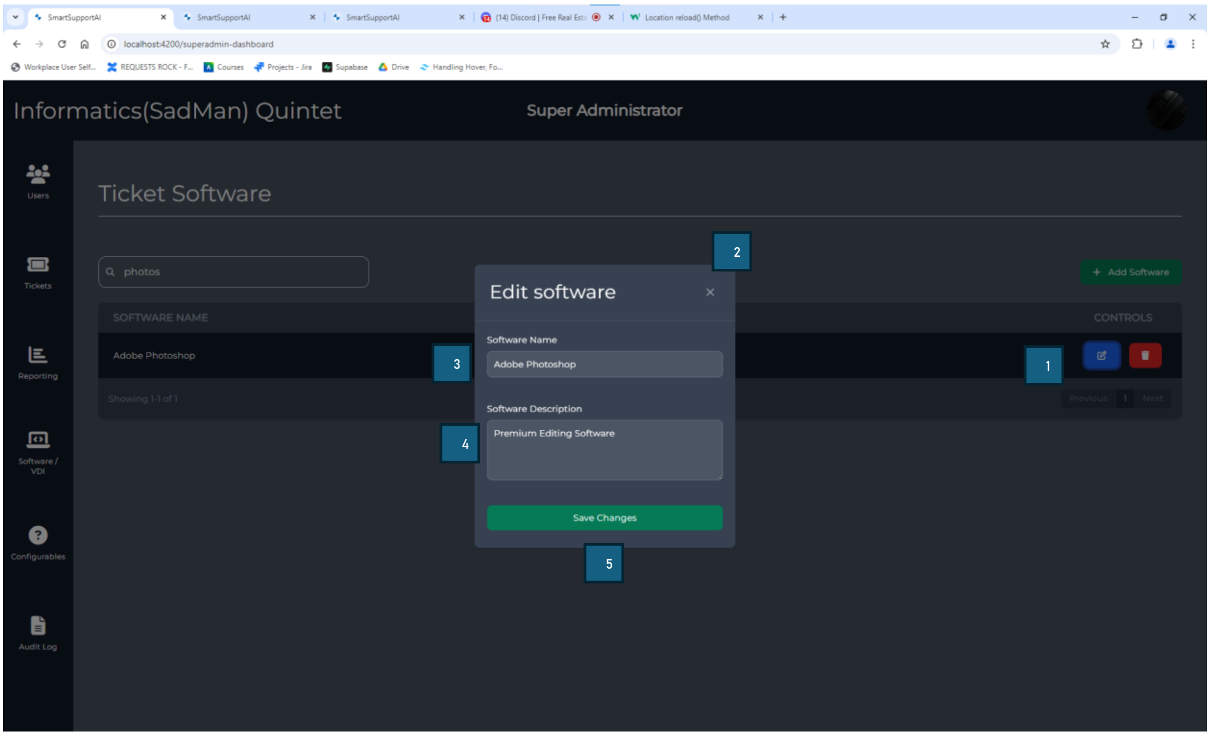

Figure 12.3– Update Software Screenshot and Table

12.3.3. Explanation:

#	Explanation
1	Edit button: This button allows the user to open the edit modal where they can input the relevant details
2	Close button: This button allows the user to close the add modal and return to their dashboard
3	Software name input box: This input box allows the user to enter in the name of the software that they want to edit
4	Software description input box: This input box allows the user to enter in the description of the software that they want to edit
5	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

12.4. Delete Software

12.4.1. Purpose: The purpose of this modal is to confirm the deletion of a software in the system. The universal confirmation will be used, and the user can confirm or deny the deletion.

12.4.2. Navigation: The user can access this modal by clicking on the delete button in the table next to the relevant record

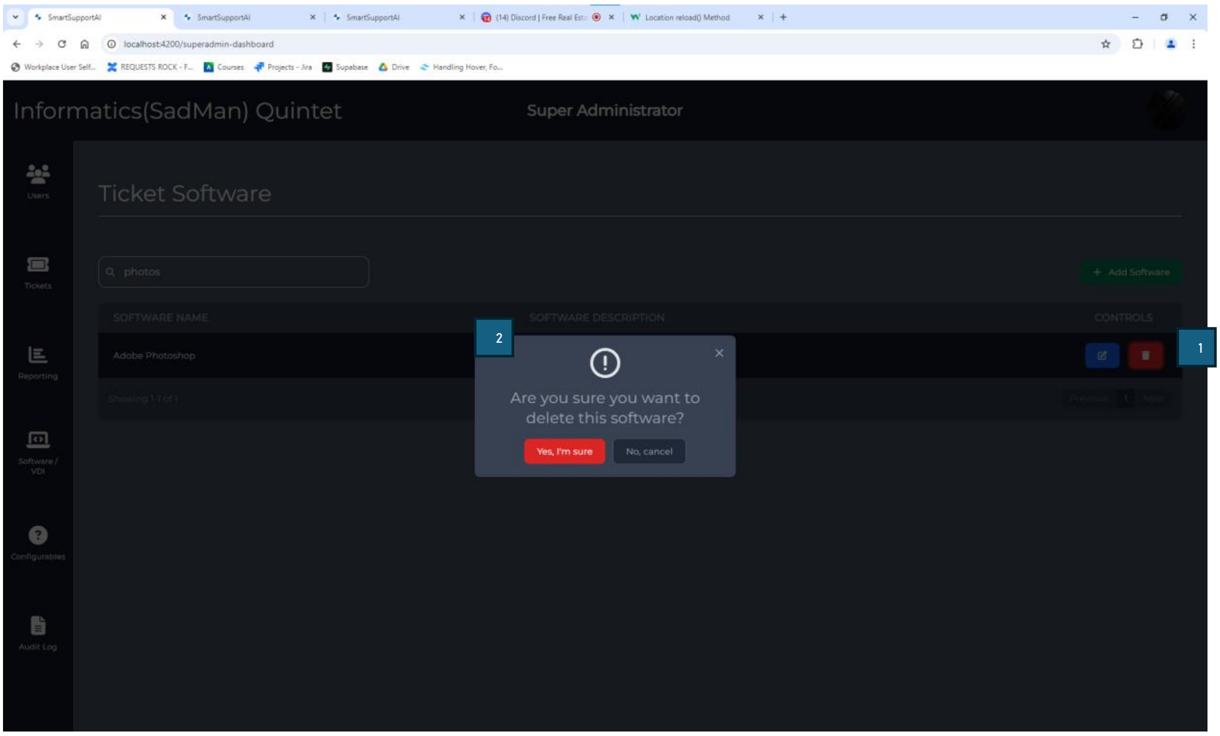

Figure 12.4 – Delete Software Screenshot and Table

12.4.3. Explanation:

#	Explanation
1	Delete button: The user can click on this button to open the delete confirmation modal.
2	Universal confirmation modal: This modal is the universal confirmation modal to confirm the deletion procedure.

13. Sub System 13: VDI

13.1. Create VDI

13.1.1. 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.

13.1.2. Navigation: The user can access this modal by clicking on the add button in the table next to the relevant record

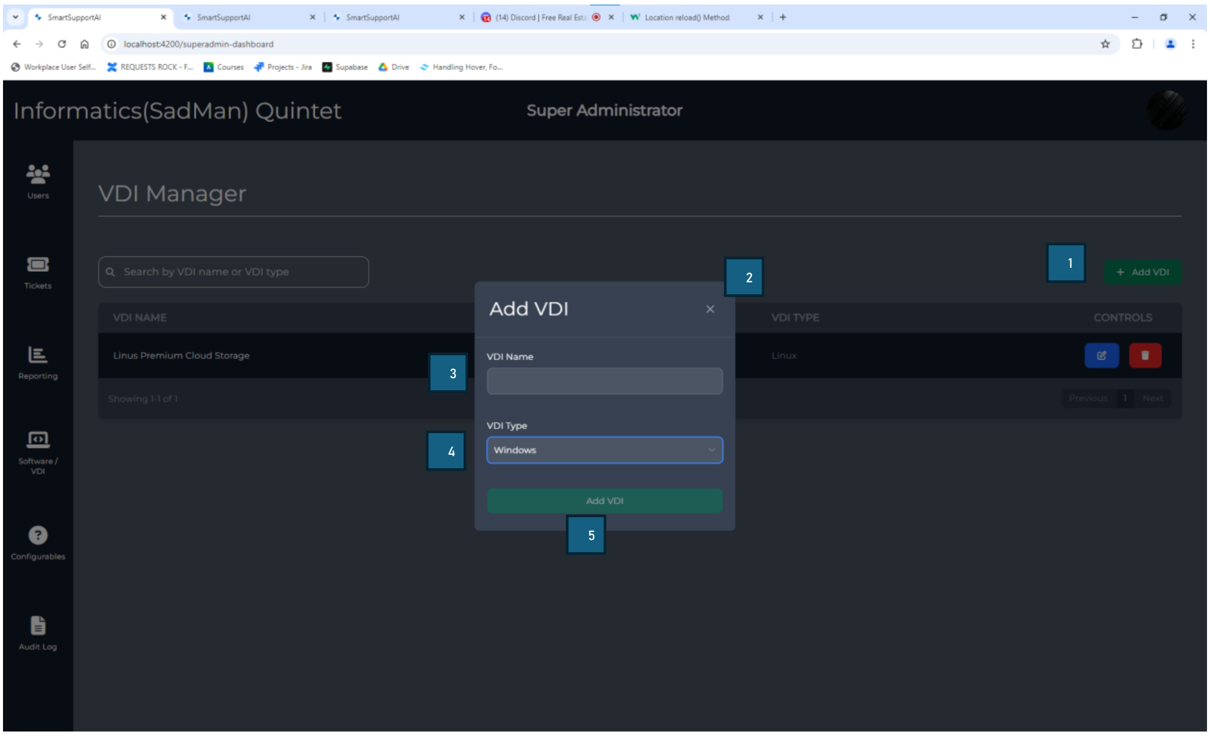

Figure 13.1 – Create VDI Screenshot and Table

13.1.3. Explanation:

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

13.2. Search VDI

13.2.1. Purpose: The purpose of this screen is to allow a user to search for a VDI based on specific criteria put into the search box. The table will dynamically update with the records that contain the search criteria.

13.2.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

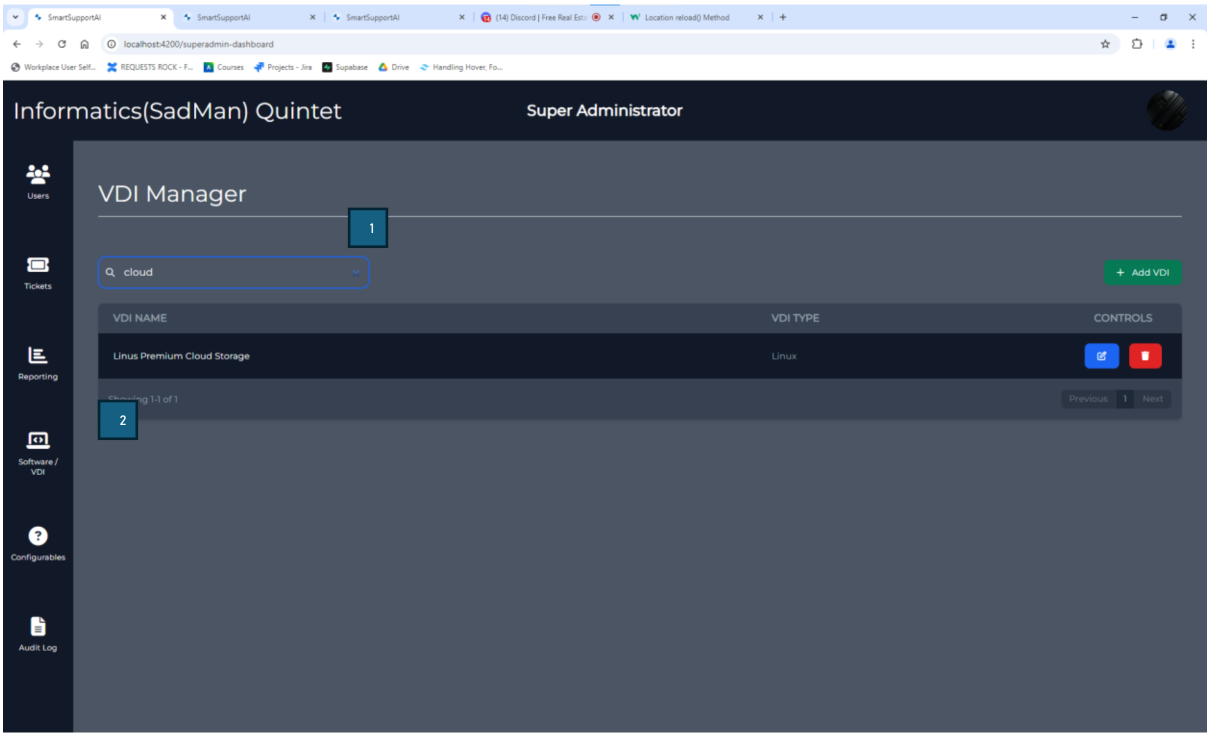

Figure 13.2 – Search VDI Screenshot and Table

13.2.3. Explanation:

#	Explanation
1	Search input box: This search box will allow the user to input search criteria to try and filter the table data as they need it.
2	Table: The table will update dynamically based on the criteria put into the search box.

13.3. Update VDI

13.3.1. 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.

13.3.2. Navigation: The user can access this modal by clicking on the edit button in the table next to the relevant record

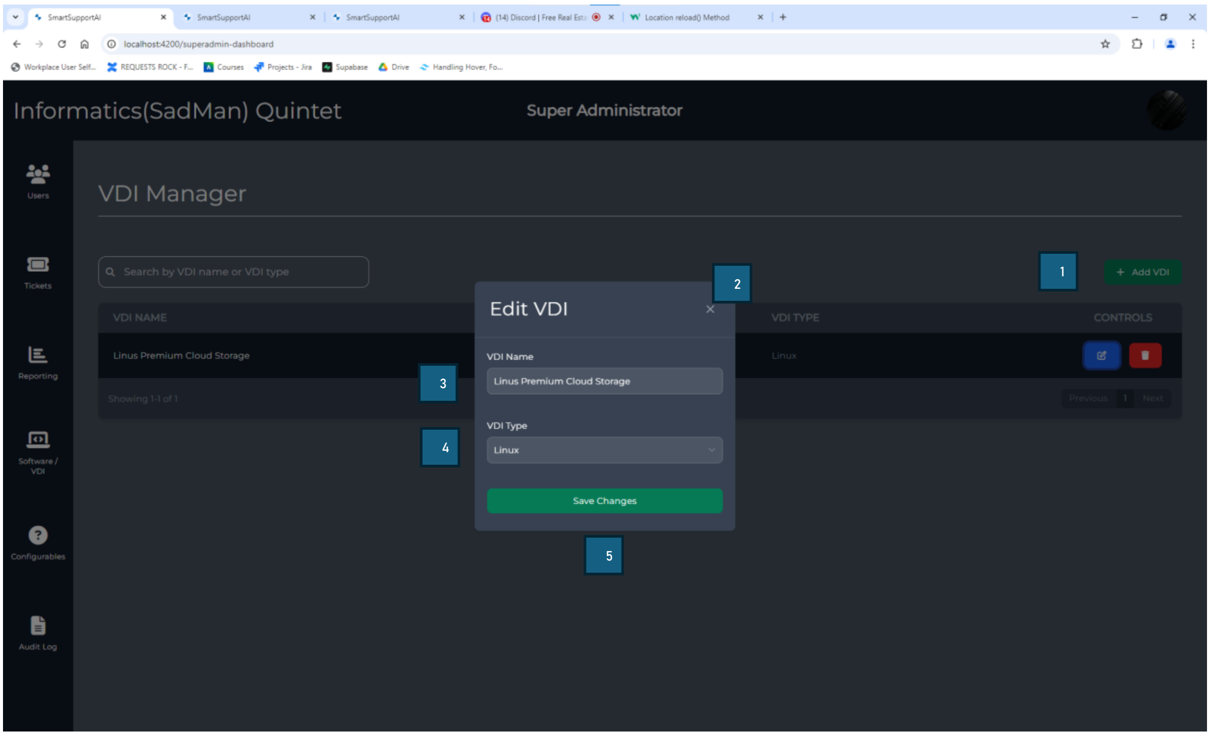

Figure 13.3 – Update VDI Screenshot and Table

13.3.3. Explanation:

#	Explanation
1	Edit button: This button allows the user to open the edit modal where they can input the relevant details
2	Close button: This button allows the user to close the add modal and return to their dashboard
3	VDI name input box: This input box allows the user to enter in the name of the VDI that they want to edit
4	VDI description input box: This input box allows the user to enter in the description of the VDI that they want to edit
5	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

13.4. Delete VDI

13.4.1. Purpose: The purpose of this modal is to confirm the deletion of a VDI in the system. The universal confirmation will be used, and the user can confirm or deny the deletion.

13.4.2. Navigation: The user can access this modal by clicking on the delete button in the table next to the relevant record

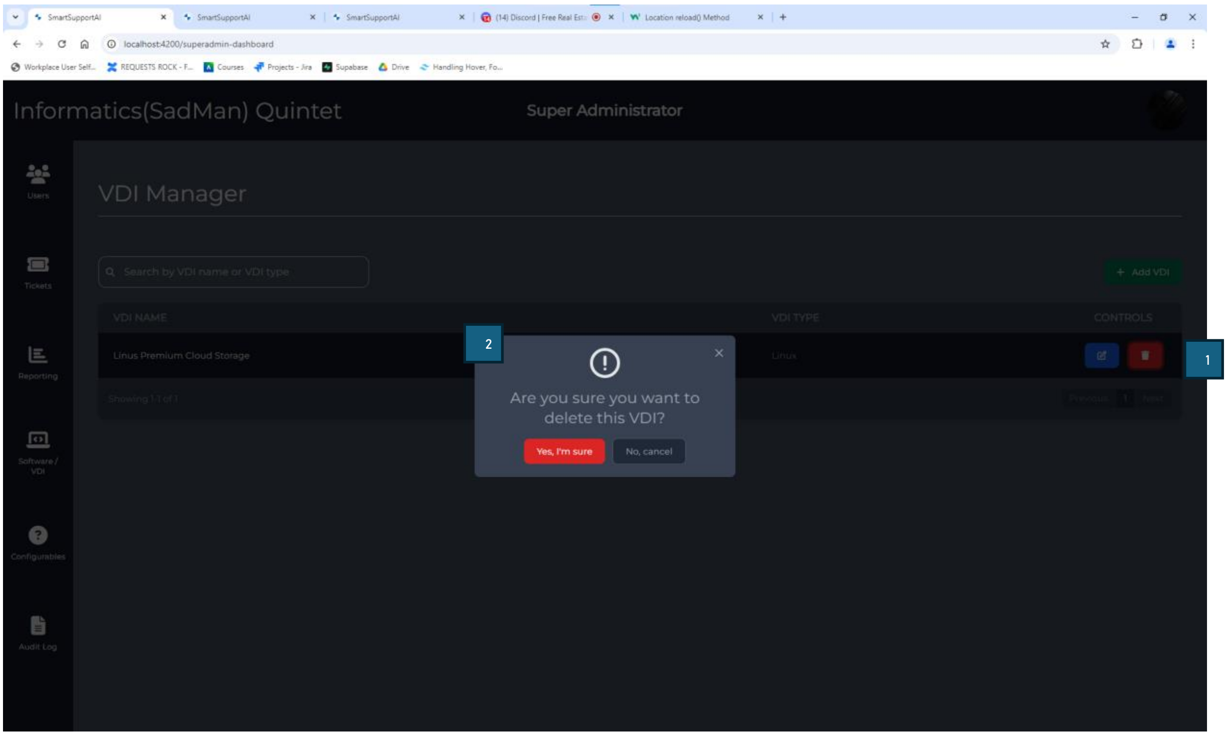

Figure 13.4 – Delete VDI Screenshot and Table

13.4.3. Explanation:

#	Explanation
1	Delete button: The user can click on this button to open the delete confirmation modal.
2	Universal confirmation modal: This modal is the universal confirmation modal to confirm the deletion procedure.

13.5. Rent VDI

13.5.1. Purpose:

13.5.2. Navigation: The user can access this screen by clicking on the use case name located in its section title on the sidenav

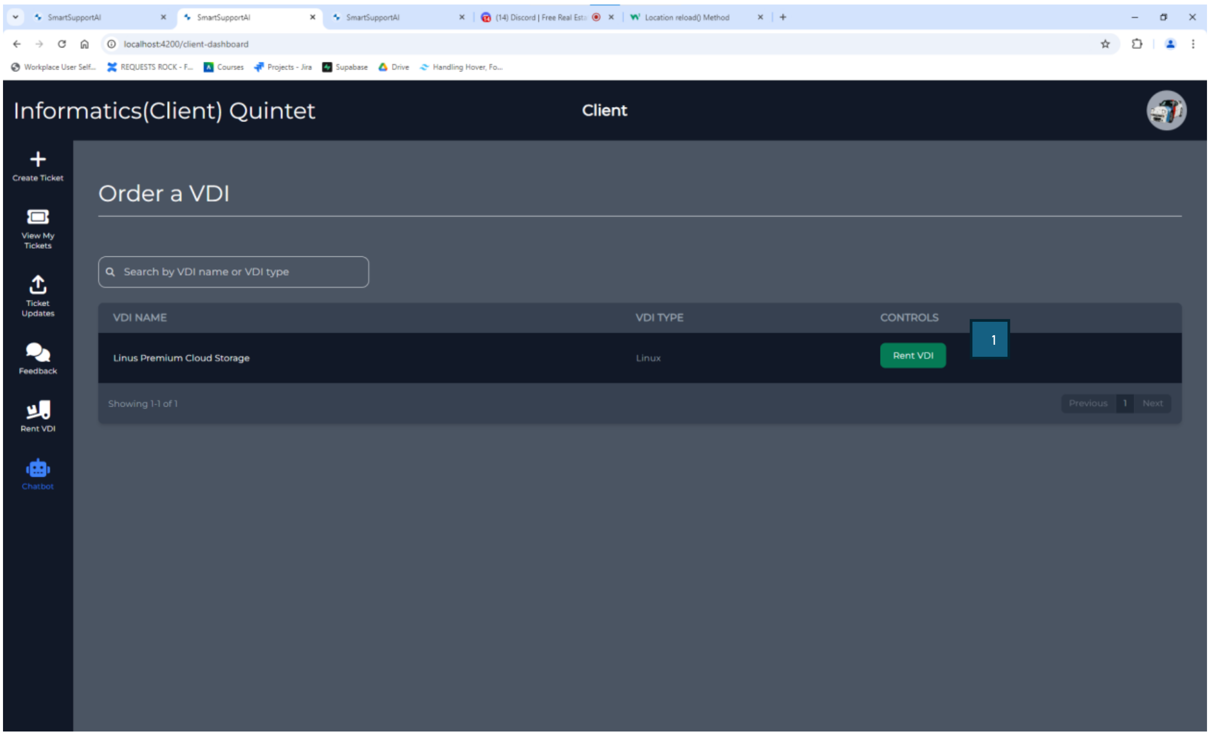

Figure 13.5 – Rent VDI Screenshot and Table

13.5.3. Explanation:

#	Explanation
1	Rent button: This button will rent the client the VDI and add it to their profile

Conclusion

Thank you for using this user manual as you go through our system. We hope this user manual has provided you with a comprehensive understanding of the system's features, functionality, and best practices. The goal of this guide is to help you navigate through the system confidently.