

Hackathon 2021

Email Based Incident Tracking System

By Team V3

User Guide

Dashboard

Users can see all the received emails from the customers and their automatically assigned category and priority here. All the time tracking details including the start of the ticket and its details are also displayed here.

The emails that cannot be classified as Service Requests or Issues, are shown as uncategorized. The total counts of Tickets, Requests, issues, and other uncategorized Tickets are displayed at the top of the dashboard.

The dashboard displays ticket management information. At the top, there are four summary cards: 'TICKET COUNT' (61), 'REQUEST COUNT' (13), 'ISSUE COUNT' (35), and 'UNCATEGORIZED TICKETS' (13). Below these is a 'Tickets' section with a 'Show 10 entries' dropdown. The main part of the dashboard is a table of tickets. Annotations with yellow callouts point to specific parts of the interface: 'automatically assigned category' points to the 'CATEGORY' column, 'automatically assigned priority' points to the 'PRIORITY' column, 'Received emails from customers' points to the 'FROM' column, and 'Ticket status' points to the 'STATUS' column.

FROM	CATEGORY	SUBJECT	PRIORITY	STATUS	TICKET STARTED	ACTION
hazeljasper877@gmail.com	request	Account expired for my team member	Low	Open	Fri Nov 26 2021 at 3:30:09 PM	Gc
hazeljasper877@gmail.com	request	SSH not accessible as Citrix issue	High	Open	Fri Nov 26 2021 at 3:34:40 PM	Gc
hazeljasper877@gmail.com	request	Site not accessible as loadbalacer issue	High	Open	Fri Nov 26 2021 at 3:31:47 PM	Gc
hazeljasper877@gmail.com	request	Telnet not working as Citrix issue	High	Open	Fri Nov 26 2021 at 3:35:52 PM	Gc
hazeljasper877@gmail.com	request	Site not accessible as VPN issue	High	Open	Fri Nov 26 2021 at 3:33:02 PM	Gc
hazeljasper877@gmail.com	request	Telnet not working as Citrix issue	High	Open	Fri Nov 26 2021 at 3:35:20 PM	Gc
hazeljasper877@gmail.com	request	Site not accessible as SSL certificate issue	High	Open	Fri Nov 26 2021 at 3:30:58 PM	Gc
henrynora70@gmail.com	issue	Inventory details missing for a client	High	Open	Fri Nov 26 2021 at 3:35:32 PM	Gc
henrynora70@gmail.com	issue	Financial records missing for a client	High	Open	Fri Nov 26 2021 at 3:32:15 PM	Gc
henrynora70@gmail.com	issue	UPS inventory details missing for a client	High	Open	Fri Nov 26 2021 at 3:44:38 PM	Gc

Showing 1 to 10 of 58 entries

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Ticket Conversations

When clicked on “Go to ticket” on the above table, users can view the entire conversation with the customer regarding the opened ticket.

