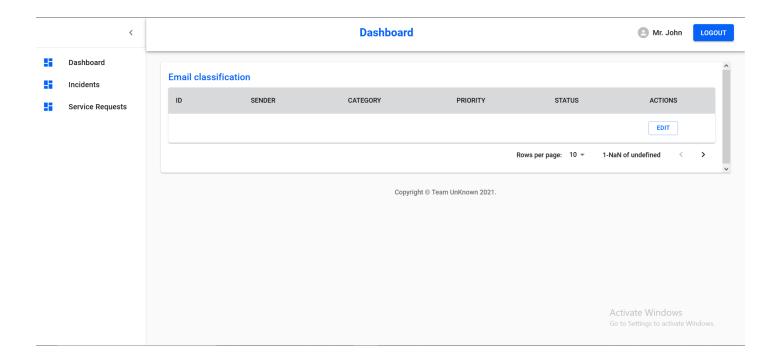
# **User Guide**

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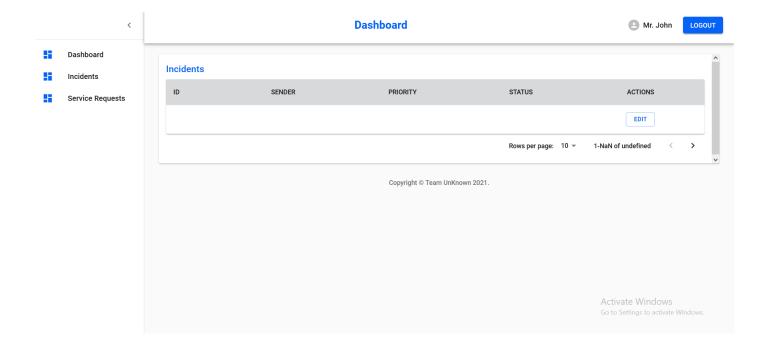
#### **Dashboard**

In the dashboard all email will be shown with details such as Sender, ID, Category, Status and priority. All the mails will have an action button named 'Edit' where clicking upon it we can change the category or priority of the mail another if we want.



## **Incidents** Tab

Here in this tab user can view all incident related emails and also edit the priority or category through using the action button 'Edit'



### **Service Request**

Here in this tab user can view all the service Request related emails to edit the priority or category through using the action button 'Edit'

