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TIMO-3.0 User Manual

Version 1.9

TIMO

ABSTRACT

TIMO is a highly customizable issue tracking and product support management system.

PREPARED BY:

exela TECHNOLOGIES

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Revision History

Sr. No.	Name	Date	Revision Description	Version
1.	Mukesh	19/05/2017	Rebranding of Exela to TIMO. Additional functionalities included in the document.	1.5
2.	Manas Wakharkar	19/12/2018	Converted the manual into standard user manual template	1.6
3.	Manas Wakharkar	01/04/2019	Converted the manual into latest standard user manual template Updated the manual to reflect latest changes made to the application	1.7
4.	Manas Wakharkar	26/07/2019	Updated the manual as per recent changes made to Customer, Support Analyst and Support Manager roles	1.8
5.	Rutvij Desai	14/11/2019	Updated the manual as per recent changes made to Customer, Support Analyst, Support Manager and Customer Manager (new) roles	1.9

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1. Introduction

1.1. Scope of the Document

This is a user manual for TIMO product. The document explains all modules and menus of the product and the process to access them.

1.2. End Users

Following are some of the end users of TIMO user manual:

- Customer / Submitter / Requester
- Customer Manager
- Support Analyst
- Support Manager
- Admin

Role	Access Permissions to List of Tasks
Customer/ Submitter/ Requester Role	Dashboard, Tickets, Reports, Survey, Help
Customer Manager Role	Dashboard, Ticket Analysis, Reports, Survey, Help
Support Analyst Role	Dashboard, Ticket Analysis, Reports, Tickets Raised, Survey, Help
Support Manager Role	Dashboard, Ticket Analysis, Reports, Tickets Raised, Survey, Help
Admin Role	Dashboard, Products, Companies, Users, Reports, Notifications, Help

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2. About TIMO

2.1. Introduction

TIMO is an Exela Technologies application that provides a highly customizable issue tracking system as well as a product support management system.

TIMO helps internal and external users and customers to report various product-related issues and defects for a large number of Exela technologies products.

All notifications and communication are tracked in TIMO, providing a complete audit trail for all the service requests raised in the system.

TIMO helps in effectively managing all product fixes and enhancements for the various products of Exela Technologies.

TIMO supports comprehensive reporting to help monitor and process all service request calls and change management calls effectively and efficiently.

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3. Getting Started with TIMO

3.1. TIMO Pre-requisites

User needs the following to access the TIMO application:

- TIMO URL: http://uat.timo.global/timo/
- Supported browsers (Chrome, Internet Explorer, Firefox, Safari etc.)
- Working internet connection
- Login credentials

NOTE: French Canadian users would need to set French (Canada) - français (Canada) as their default language under **'Languages'** menu in Google Chrome.

3.2. Login

All users would need to log in into the TIMO application to access all menus. To login to the application, follow the steps below:

- Enter the application URL in a supported browser, following login page will appear:

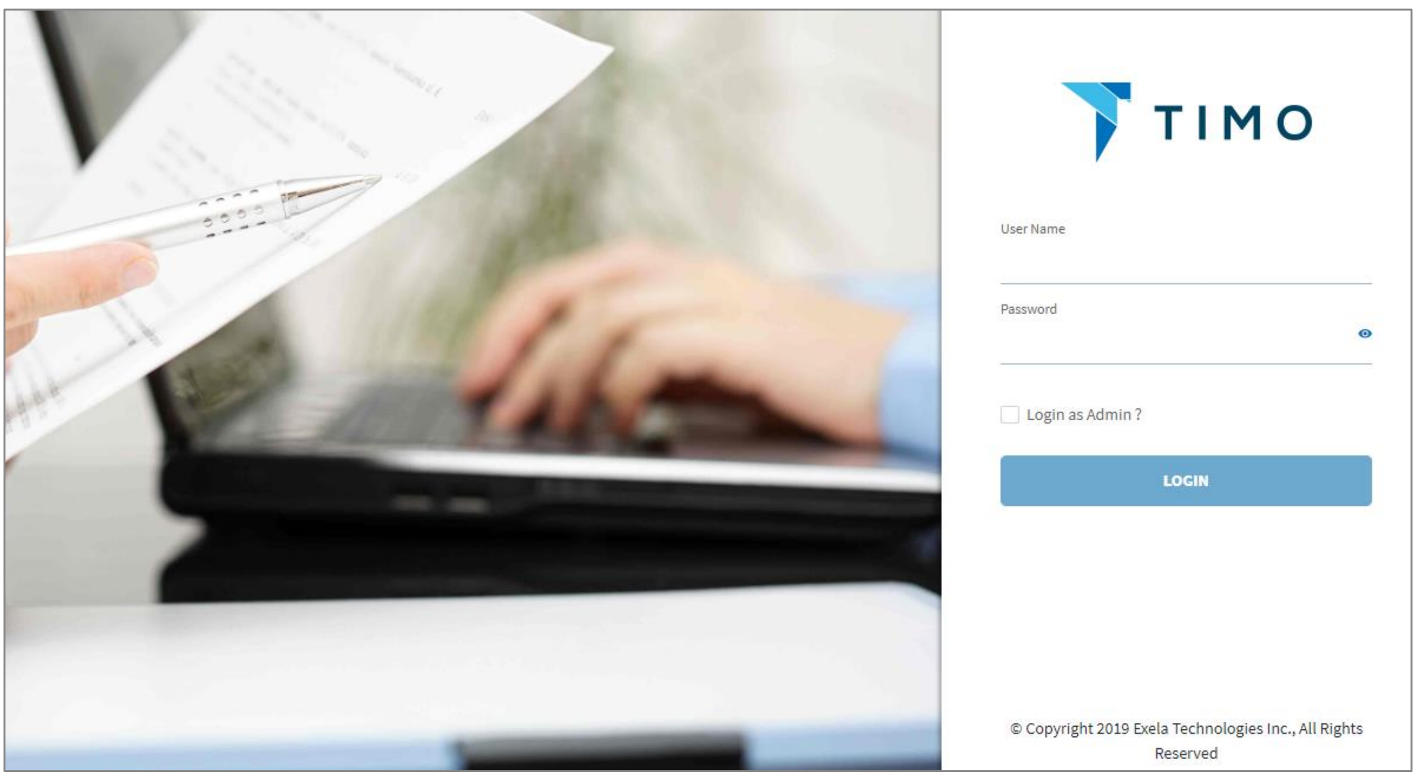

Figure 1: Log In

- Enter the user name in the **'User name'** field
- Enter the password in the **'Password'** field
- Click on the icon to view the entered password
- If you have been given the **'Admin'** rights, click on the Login as Admin ? checkbox
- Click on the LOGIN button to login to TIMO application

4. Navigating Through TIMO

4.1. Landing Page

The landing page of TIMO differs for the end user with '**Admin**' role. End users with other roles such as **'Customer'**, **'Customer Manager'**, **'Support Analyst'** and **'Support Manager'** will have a different landing page.

As a specific user logs-in to TIMO application, the respective modules/menus can be accessed.

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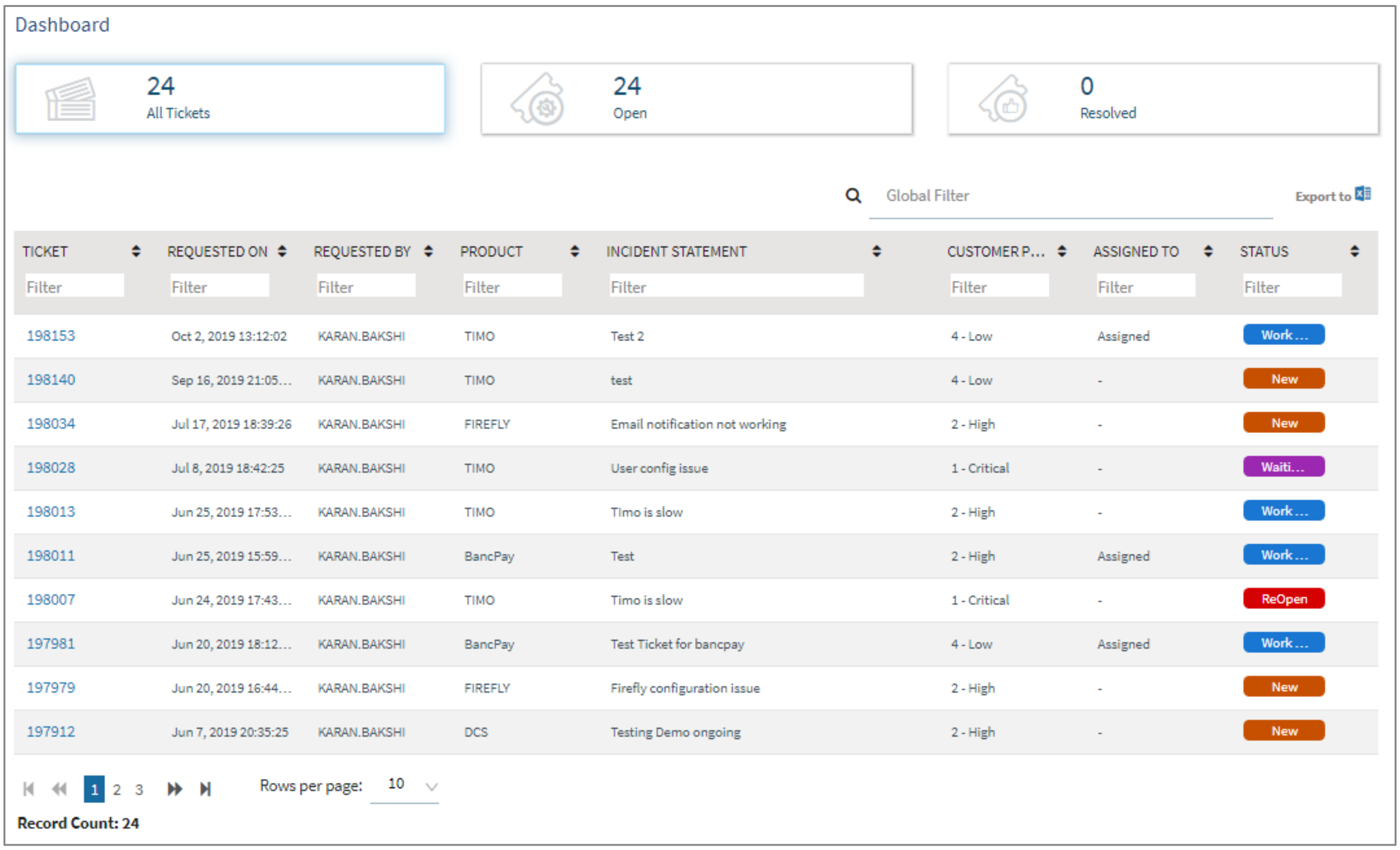
5. Customer / Submitter / Requester Role

Once the Customer/Submitter/Requester logs-in to the TIMO application he/she will have access to the following menus:

- **Dashboard** - Open and closed tickets with respect to the logged-in customers
- **Tickets** - Details of open and closed tickets for last two weeks and four weeks
- **Reports** - Customers can generate product-wise and ticket-wise reports
- **Survey** - Customers can take a survey and give their ratings on the way tickets were managed
- **Help** - Support documentation, user manuals are stored here

Once the Customer logs-in to TIMO using valid credentials, the following dashboard page will appear:

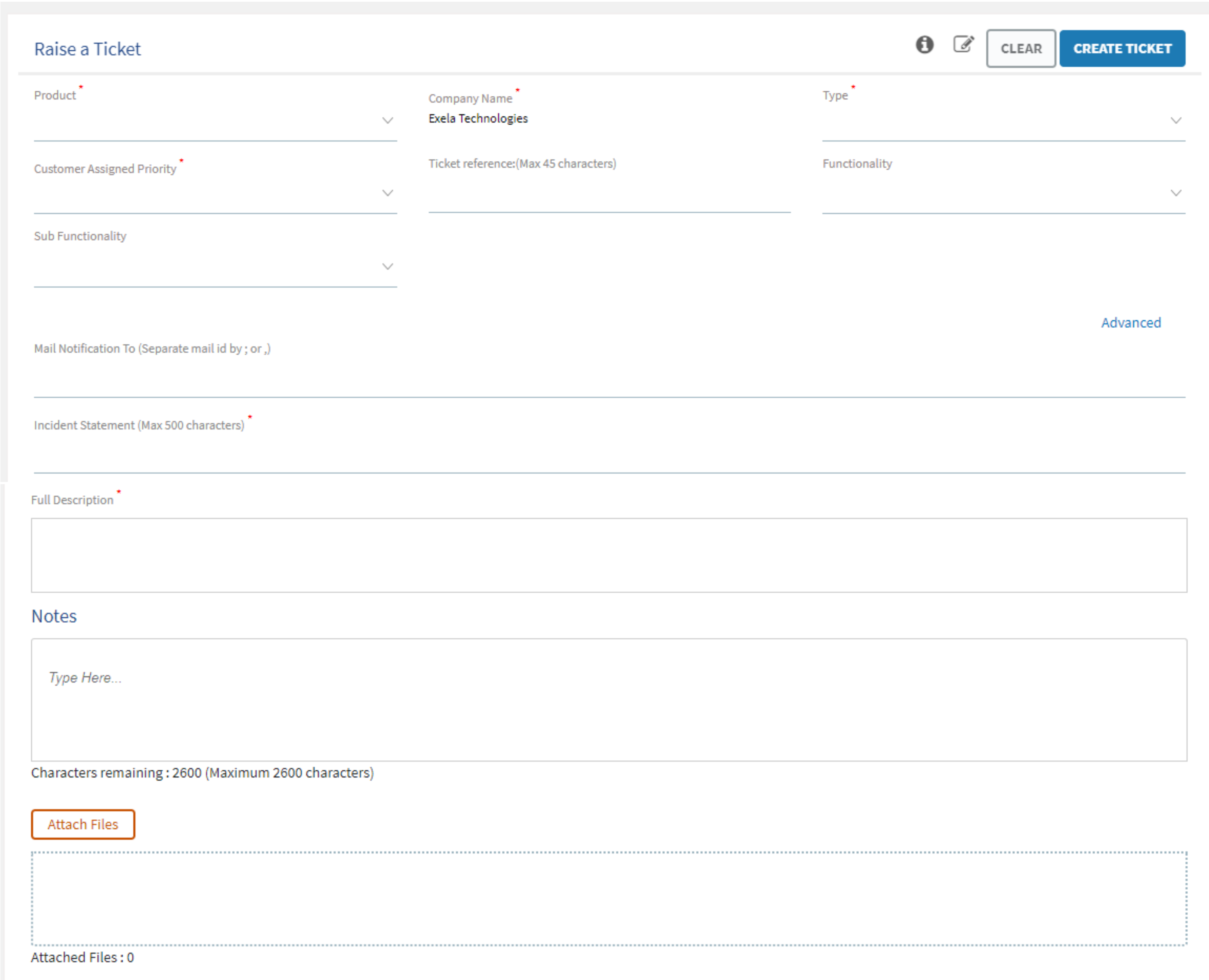


TICKET	REQUESTED ON	REQUESTED BY	PRODUCT	INCIDENT STATEMENT	CUSTOMER P...	ASSIGNED TO	STATUS
198153	Oct 2, 2019 13:12:02	KARAN.BAKSHI	TIMO	Test 2	4 - Low	Assigned	Work ...
198140	Sep 16, 2019 21:05...	KARAN.BAKSHI	TIMO	test	4 - Low	-	New
198034	Jul 17, 2019 18:39:26	KARAN.BAKSHI	FIREFLY	Email notification not working	2 - High	-	New
198028	Jul 8, 2019 18:42:25	KARAN.BAKSHI	TIMO	User config issue	1 - Critical	-	Waiti...
198013	Jun 25, 2019 17:53...	KARAN.BAKSHI	TIMO	Timo is slow	2 - High	-	Work ...
198011	Jun 25, 2019 15:59...	KARAN.BAKSHI	BancPay	Test	2 - High	Assigned	Work ...
198007	Jun 24, 2019 17:43...	KARAN.BAKSHI	TIMO	Timo is slow	1 - Critical	-	ReOpen
197981	Jun 20, 2019 18:12...	KARAN.BAKSHI	BancPay	Test Ticket for bancpay	4 - Low	Assigned	Work ...
197979	Jun 20, 2019 16:44...	KARAN.BAKSHI	FIREFLY	Firefly configuration issue	2 - High	-	New
197912	Jun 7, 2019 20:35:25	KARAN.BAKSHI	DCS	Testing Demo ongoing	2 - High	-	New

Figure 2: Customer-Submitter-Requester-Landing Page

5.1. Raising a Ticket

- Click on the icon beside the user name on the right hand corner to raise a ticket. The following page will appear:

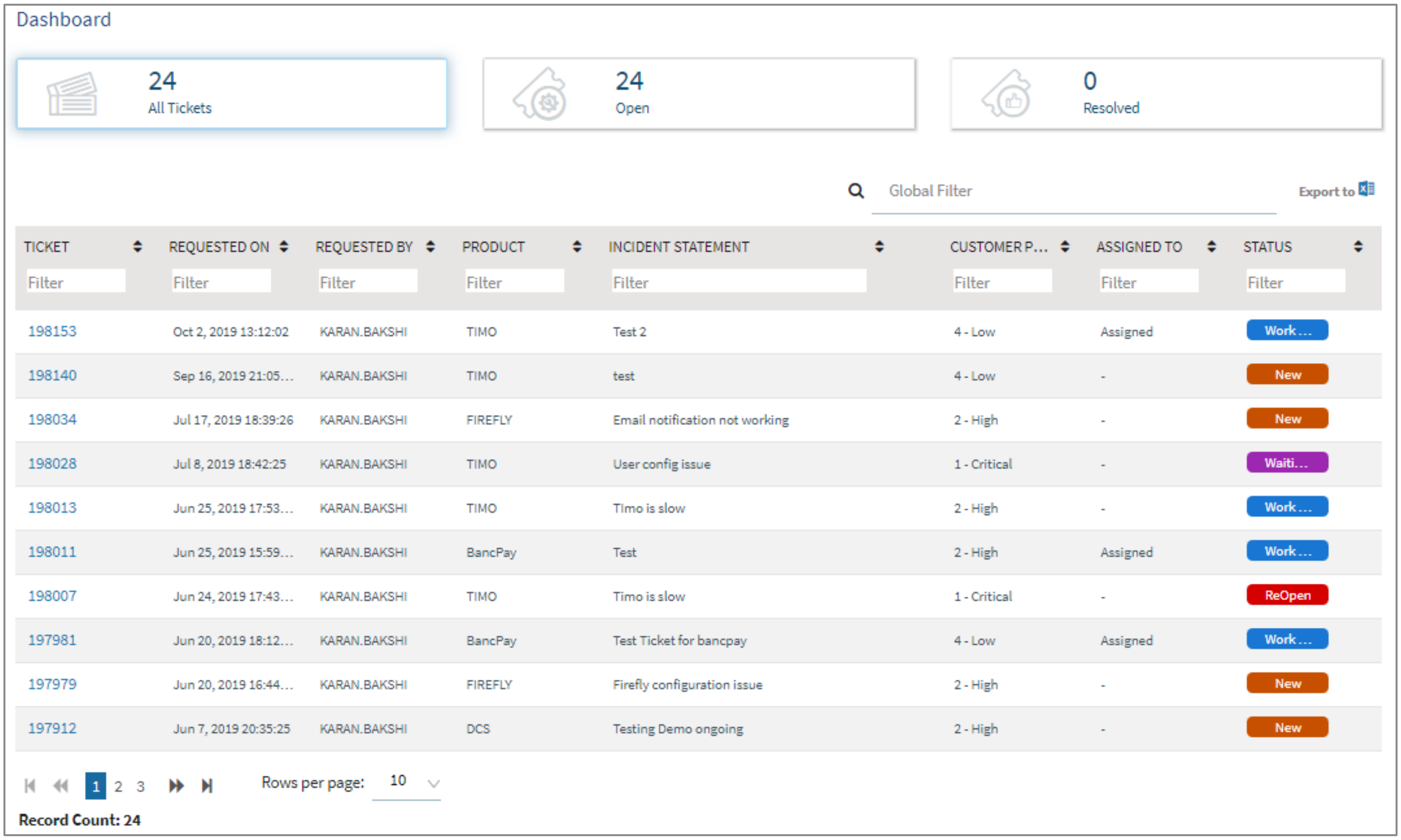


User with a customer/submitter/requester role can raise a ticket in this section.

- Select name of the product from the drop down list in the '**Product'** field
- Company name will be auto-populated
- Select the ticket type from the drop down list in '**Type**' field
- Mention the reference in the '**Ticket Reference'** field
- Select functionality, sub-functionality and customer assigned priority from respective drop down lists
- Enter mail notification, incident statement and full description in respective fields
- Click on icon to view ticket parameters
- Click on icon to enter notes. The page will scroll down to the following **'Notes'** section:

- Click on  button to attach supporting documents
- Click on  button to create a new ticket. New ticket will be created and added to the list.

5.2. Dashboard



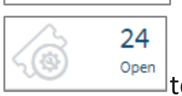
TICKET	REQUESTED ON	REQUESTED BY	PRODUCT	INCIDENT STATEMENT	CUSTOMER P...	ASSIGNED TO	STATUS
198153	Oct 2, 2019 13:12:02	KARAN.BAKSHI	TIMO	Test 2	4 - Low	Assigned	Work ...
198140	Sep 16, 2019 21:05...	KARAN.BAKSHI	TIMO	test	4 - Low	-	New
198034	Jul 17, 2019 18:39:26	KARAN.BAKSHI	FIREFLY	Email notification not working	2 - High	-	New
198028	Jul 8, 2019 18:42:25	KARAN.BAKSHI	TIMO	User config issue	1 - Critical	-	Waiti...
198013	Jun 25, 2019 17:53...	KARAN.BAKSHI	TIMO	Timo is slow	2 - High	-	Work ...
198011	Jun 25, 2019 15:59...	KARAN.BAKSHI	BancPay	Test	2 - High	Assigned	Work ...
198007	Jun 24, 2019 17:43...	KARAN.BAKSHI	TIMO	Timo is slow	1 - Critical	-	ReOpen
197981	Jun 20, 2019 18:12...	KARAN.BAKSHI	BancPay	Test Ticket for bancpay	4 - Low	Assigned	Work ...
197979	Jun 20, 2019 16:44...	KARAN.BAKSHI	FIREFLY	Firefly configuration issue	2 - High	-	New
197912	Jun 7, 2019 20:35:25	KARAN.BAKSHI	DCS	Testing Demo ongoing	2 - High	-	New

Figure 3: Customer - Dashboard

Under the '**Dashboard'** section, the customer can view details of all tickets, open tickets and closed tickets. Details such as ticket number, raised date, person who raised the ticket, product against which the ticket is raised, incident statement, customer priority, person to whom the ticket is assigned and the status can be viewed.

The status of the ticket can be '**Works In Progress'**, '**New'**, '**Waiting for Customer', 'Resolved'** and '**Closed'**.

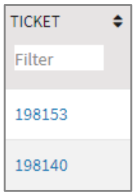
- Click on 

to view all tickets
- Click on 

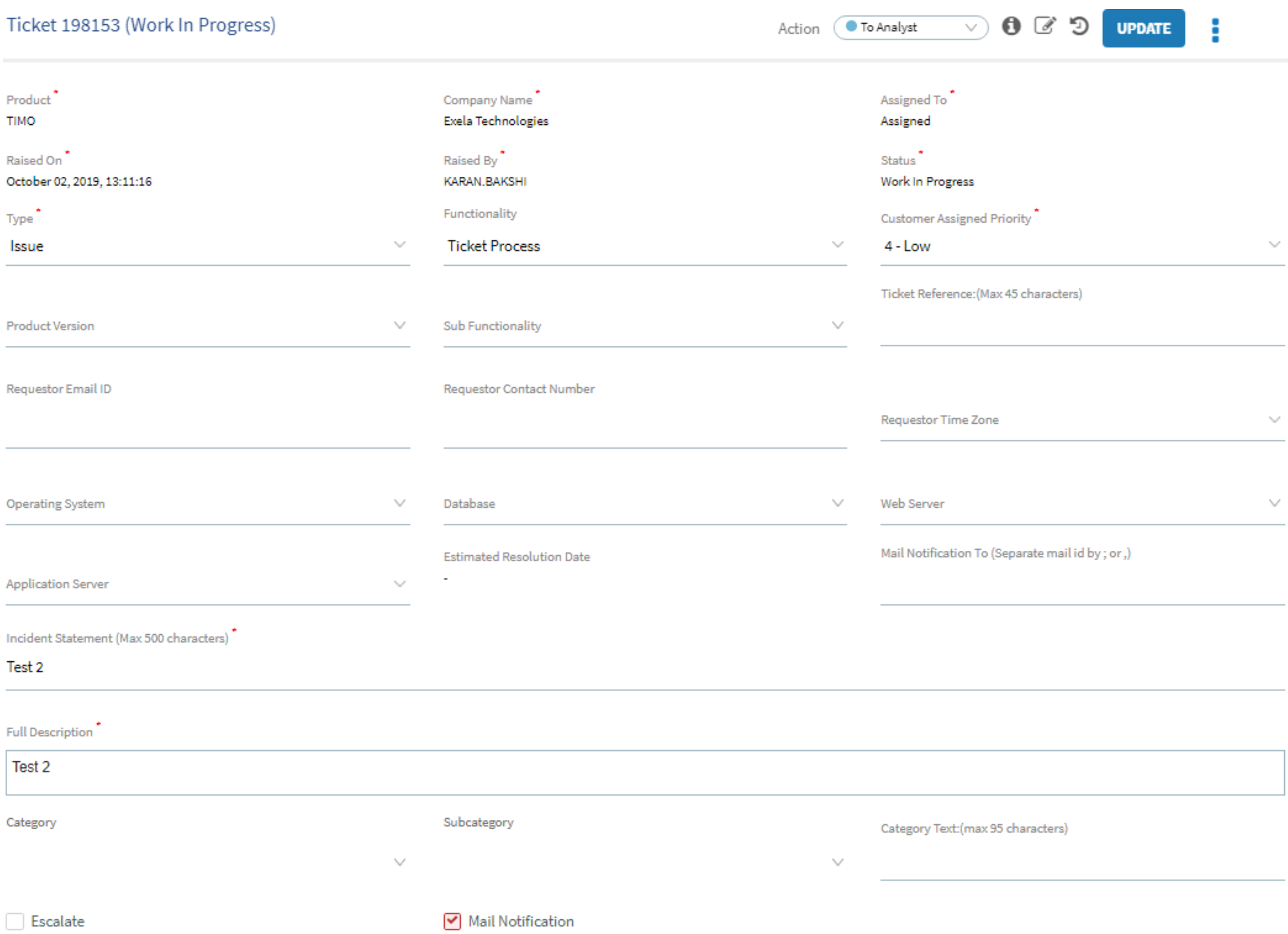
to view all open tickets
- Click on 

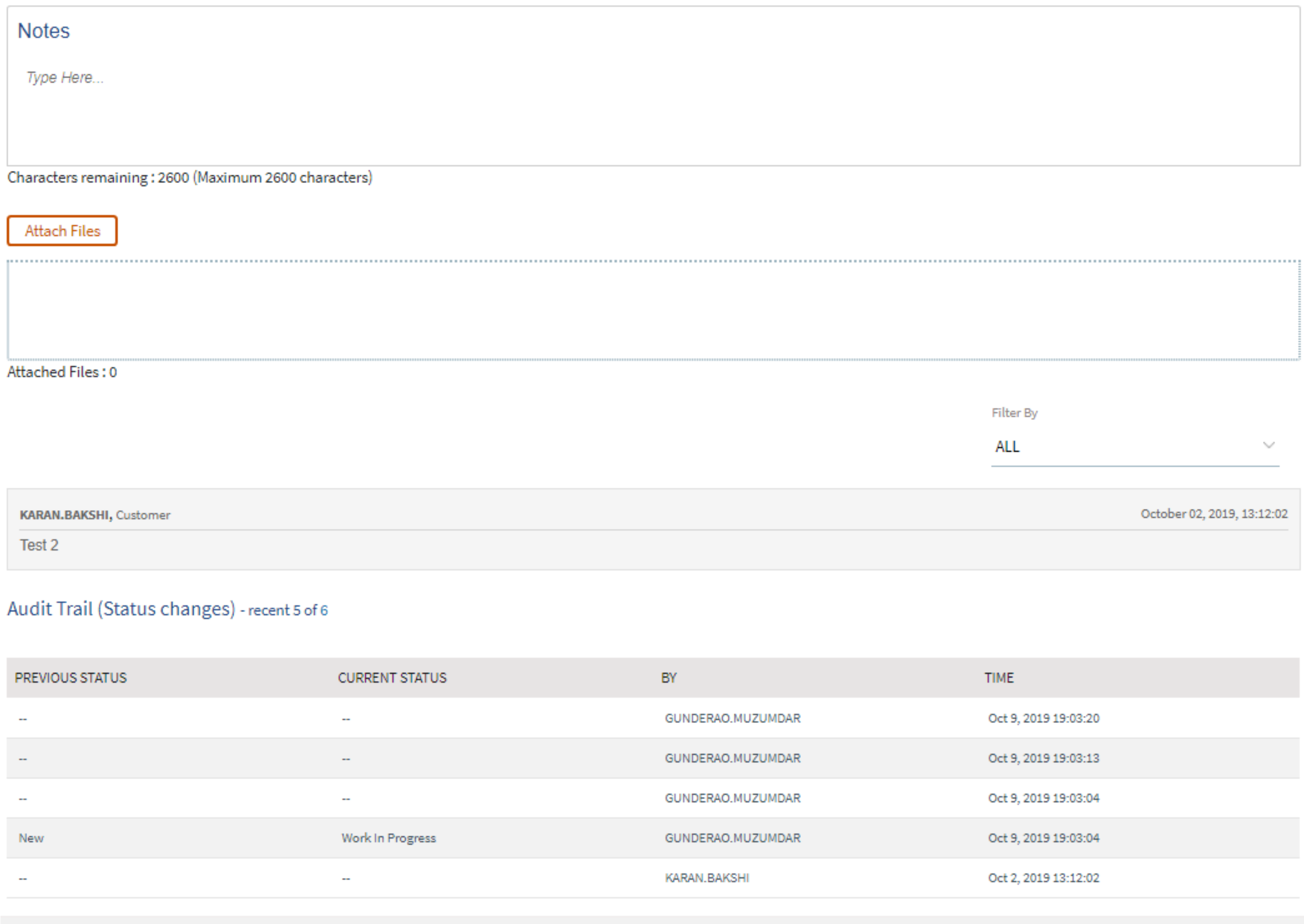
to view all resolved tickets
- Click on 

to export the ticket details in an excel sheet
- Click on ticket number to view details for a particular ticket:



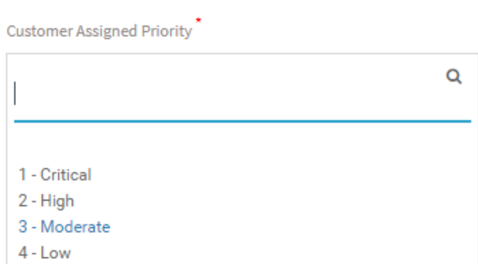
- The details page will appear:

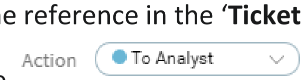




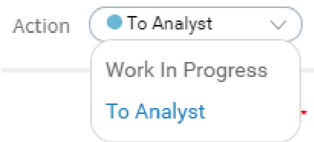
Details such as product, company name, assigned to, raised on, raised by, status and group will appear automatically.

- Select appropriate option from the drop down list in '**Type**', '**Functionality**', '**Customer Assigned Priority**', '**Product Version**', '**Sub Functionality**', '**Operating System**', '**Database**', '**Web Server**' and '**Application Server**' fields respectively
- Customer can change the ticket priority as per the need:



- Mention the reference in the '**Ticket Reference**' field
- Click on the 

drop down list to select appropriate action:



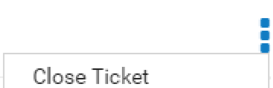
- Click on icon to view ticket parameters
- Click on the icon to add notes for the ticket. The page will scroll down to the '**Notes'** section:

- Customer can add any specific notes with respect to the ticket
- Click on Attach Files button to attach any supporting documents
- Click on the Escalate checkbox if the customer/submitter/requester wants to escalate the ticket
- Click on the Mail Notification checkbox if you want to receive a notification on your email address
- Click on icon to view ticket audit trail. The page will scroll down to the '**Audit Trail'** section:

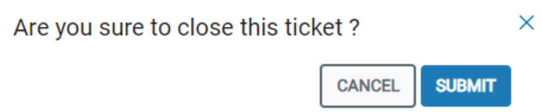
Audit Trail (Status changes) - recent 5 of 6

PREVIOUS STATUS	CURRENT STATUS	BY	TIME
--	--	GUNDERAO.MUZUMDAR	Oct 9, 2019 19:03:20
--	--	GUNDERAO.MUZUMDAR	Oct 9, 2019 19:03:13
--	--	GUNDERAO.MUZUMDAR	Oct 9, 2019 19:03:04
New	Work In Progress	GUNDERAO.MUZUMDAR	Oct 9, 2019 19:03:04
--	--	KARAN.BAKSHI	Oct 2, 2019 13:12:02

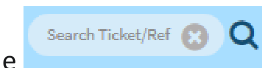
- Edit details in other fields as per the requirements
- Click on the UPDATE button to save the changes made to the ticket
- If the ticket is resolved, click on the icon. The following option will appear:



- Click on '**Close Ticket'** to close the ticket. Following message will appear:



- Click on '**CANCEL'** button to close the message
- Click on '**SUBMIT'** button to close the ticket. Following message will appear:

- The ticket will be closed and will be moved from '**Open'** to '**Closed'** folder
- To search for a specific ticket, enter the ticket number or ticket reference number in the global search bar on the top right of the page 

- Click on the  icon, the application will take you to the ticket details page for the searched ticket

DID: 02f9f248-e84b-468f-b22c-d58ec29be5fe

5.3. Tickets

- Click on the ‘**Tickets’** menu, the following page will appear:

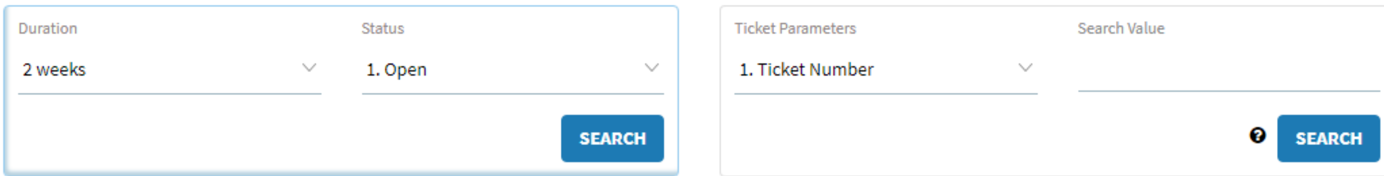
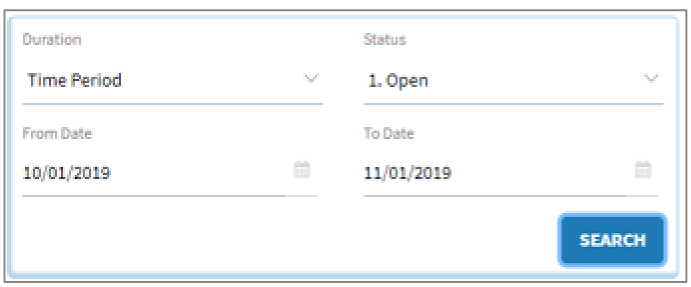


Figure 4: Customer-Submitter-Requester-Tickets

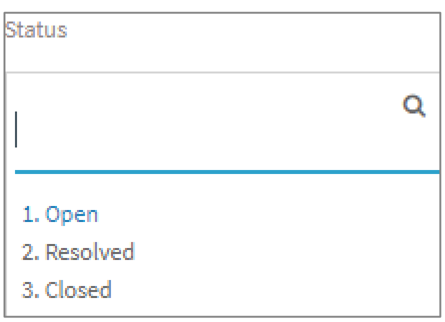
Here, customers can view open and closed tickets for the past two, four weeks or for a specified duration. Details such as ticket number, date raised, product, functionality, ticket type, status and customer priority can be viewed.

- Select the duration from the drop down list in the ‘**Duration’** field:

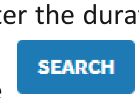
- Enter the dates when you select the **‘Time Period’** option from the drop down list



- Select the status from the drop down list in the ‘**Status’** field:



User can also search for a ticket by using ticket number and ticket reference or incident statement details.

- Enter the duration and status or enter the ticket number, ticket reference or incident statement and click on the  button. The ticket details will appear:

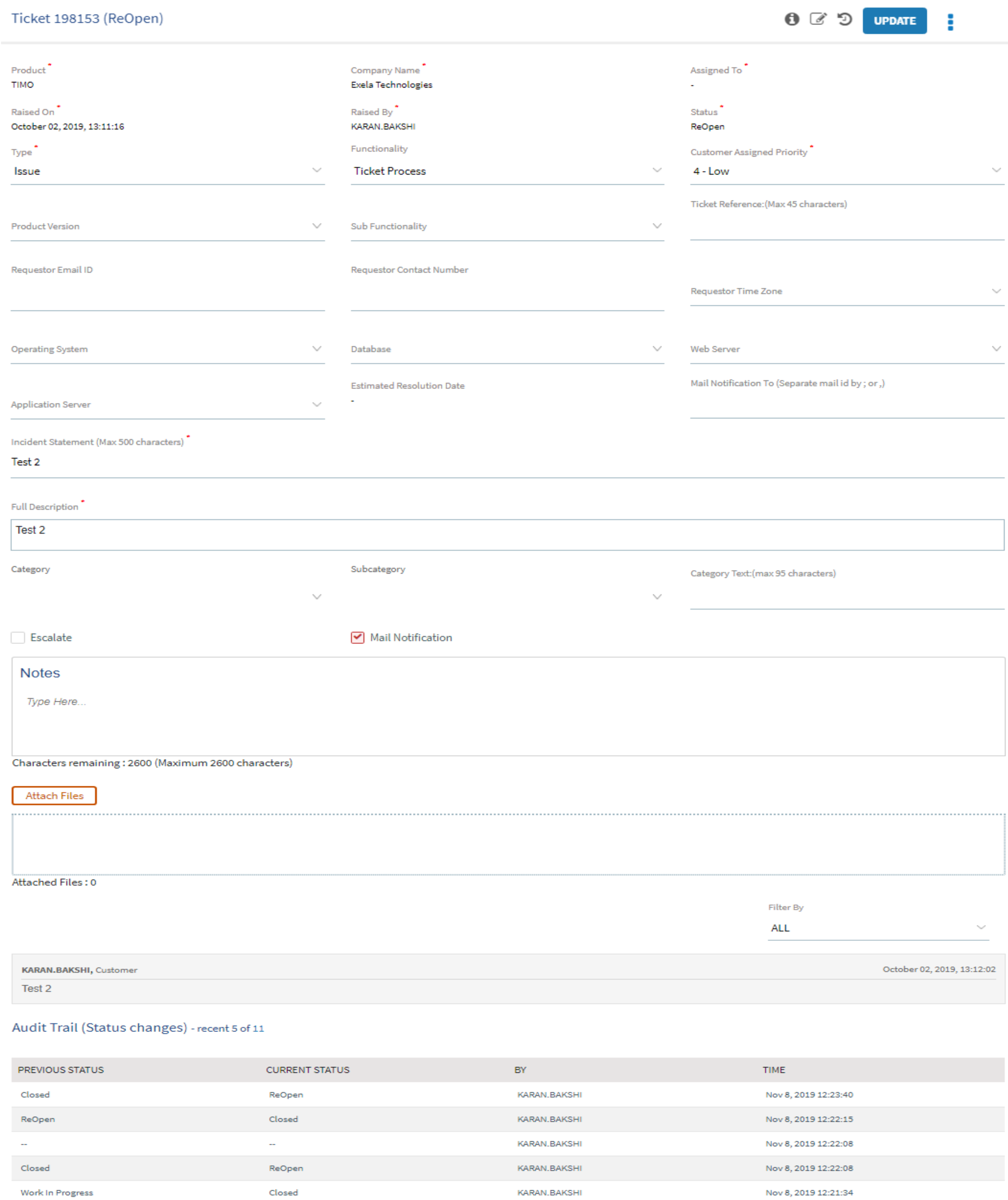
TICKET	REQUESTED ON	PRODUCT	FUNCTIONALITY	TYPE	CUSTOMER PR...	STATUS	INCIDENT STA...
Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter
198153	Oct 2, 2019 13:12:02	TIMO	Ticket Process	Issue	4 - Low	ReOpen	Test 2

1 Rows per page: 10

- Click on the Export to icon to extract details in an excel sheet
- Click on ticket number to view details of a particular ticket:

TICKET
Filter
198153

- The details page will appear:



NOTE: Explained in details in the above **Section 5.2 Dashboard**

5.4. Reports

- Click on the ‘**Reports’** menu, the following page will appear:

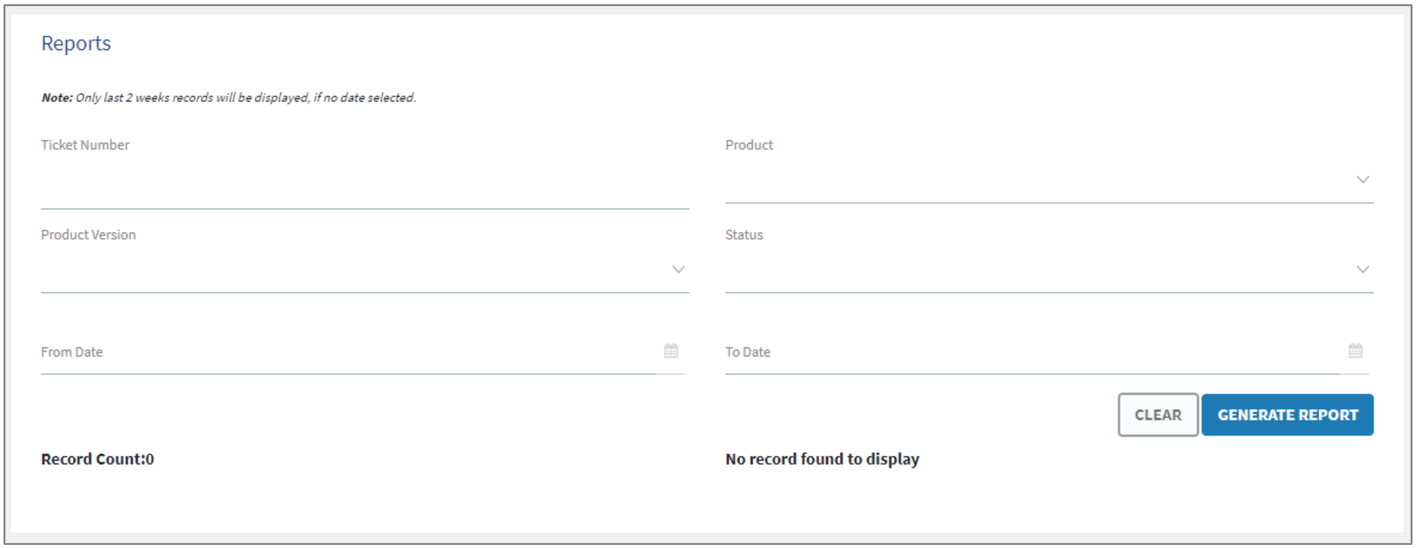
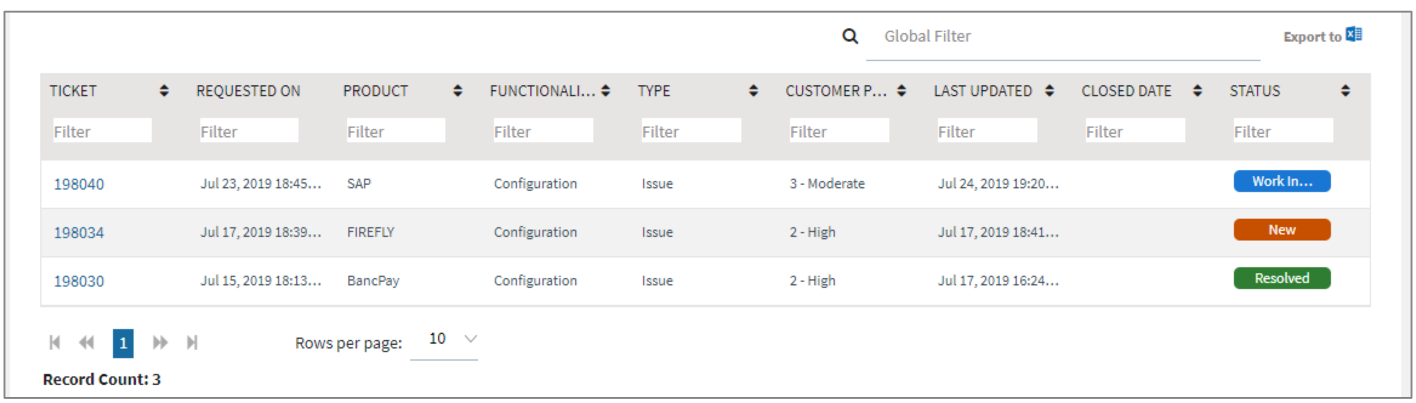


Figure 5: Customer-Submitter-Requester-Reports

- Select the product from the drop down list in the ‘**Product’** field
- Enter the ticket number in the ‘**Ticket Number’** field
- Select the ‘**Status’** from the drop down list in the ‘**Status’** field
- Select the version from the drop down list in the **’Product Version’** field
- Enter dates in ‘**From Date’** and ‘**To Date’** calendars respectively
- Click on the ‘**CLEAR’** button to clear all fields
- Click on the ‘**GENERATE REPORT’** button. The report on selected details will appear:



TICKET	REQUESTED ON	PRODUCT	FUNCTIONALI...	TYPE	CUSTOMER P...	LAST UPDATED	CLOSED DATE	STATUS
Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter
198040	Jul 23, 2019 18:45...	SAP	Configuration	Issue	3 - Moderate	Jul 24, 2019 19:20...		Work In...
198034	Jul 17, 2019 18:39...	FIREFLY	Configuration	Issue	2 - High	Jul 17, 2019 18:41...		New
198030	Jul 15, 2019 18:13...	BancPay	Configuration	Issue	2 - High	Jul 17, 2019 16:24...		Resolved

Rows per page: 10

Record Count: 3

Here user can view ticket details such as ticket number, request date, product, functionality, ticket type, customer priority, ticket last updated date, ticket closed date and the status.

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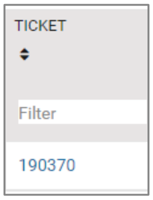
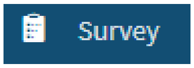
- Click on the ticket number to open the details:



NOTE: Explained in details in above **Section 5.2 Dashboard**

5.5. Survey



- Click on the '**Survey'** menu, the following page will appear:

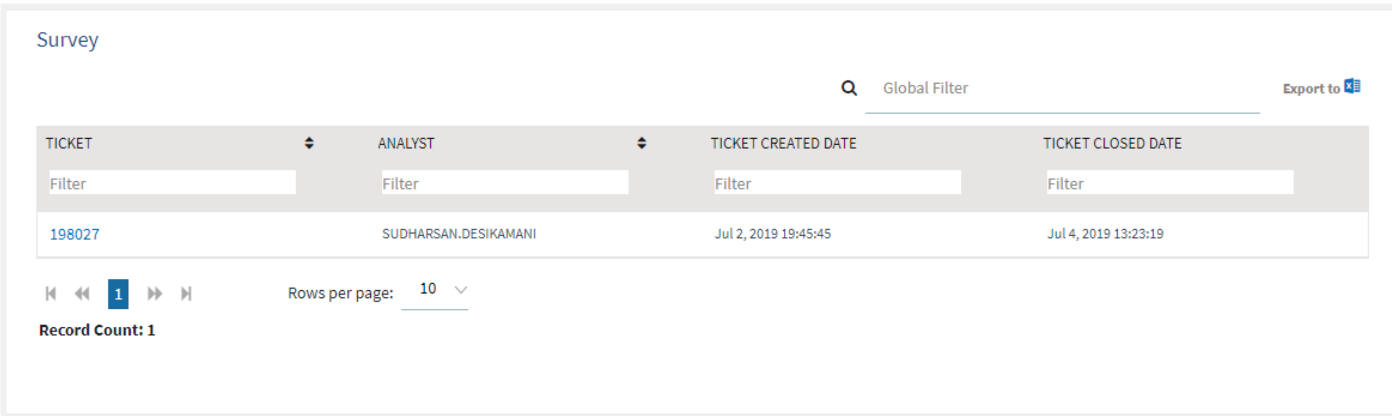
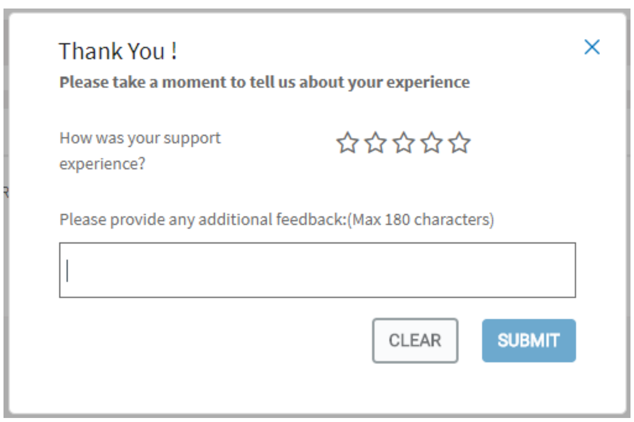


Figure 6: Customer-Submitter-Requester-Survey

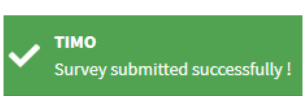
Here, a user with the Customer/Submitter/Requester role can view a list of tickets and give their feedback on how a particular ticket has been resolved.

- Click on the ticket number from the '**TICKET'** column. The following survey message will appear:



- Click on the '**CLEAR'** button to clear the survey
- Give ratings as per individual experience:

- Provide additional comments in the feedback box provided
- Click on the '**SUBMIT'** button to submit the survey. The following message will appear:



- User can extract the data in an excel sheet by clicking on the Export to button

5.6. Help

- Click on the '**Help'** menu, the following page will appear:

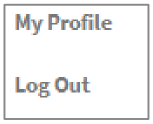
Figure 7: Customer-Submitter-Requester-Help

Here, customers can access TIMO help documents, user manuals for reference. A user with the Customer/Submitter/Requester role can access documents only for assigned/permitted products.

- Click on the  button to download relevant documents

5.7. Logging out

- Click on the profile name, the following options will appear:



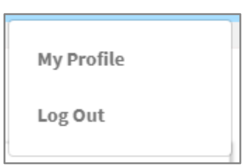
5.7.1. My Profile

- Click on '**My Profile'** menu, the following page will appear:

- Update required details in this section and click on the '**UPDATE'** button to save the changes
- Click on the '**CANCEL'** button to close the profile page

5.7.2. Log Out

- Click on the profile name, the following options will appear:



- Click on the '**Log Out'** button to sign out from TIMO application
- User will be logged-out and redirected to the login page

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6. Support Analyst Role

A Support Analyst would be a person who would first check the call that was raised and then assign it to the team of developers who would work on that particular product. Once the Support Analyst logs-in to the TIMO application, he/she will have access to the following menus:

- **Dashboard** - Support Analyst can view details of individual tickets and group tickets
- **Tickets Analysis** - Details of tickets raised by support analyst for the customer
- **Reports** - Can generate product-wise and ticket-wise reports
- **Tickets Raised** - Details of tickets raised by support analyst as a customer
- **Survey -** Support Analyst can take a survey and give their ratings on the way tickets were managed
- **Help** - Support documentation, user manuals are stored here

Once the Support Analyst logs-in to TIMO using valid credentials, the following landing page will appear:

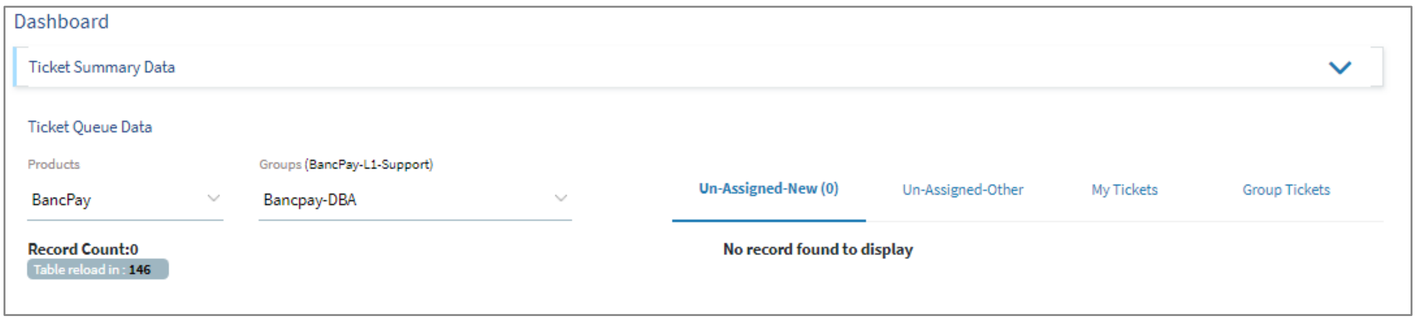
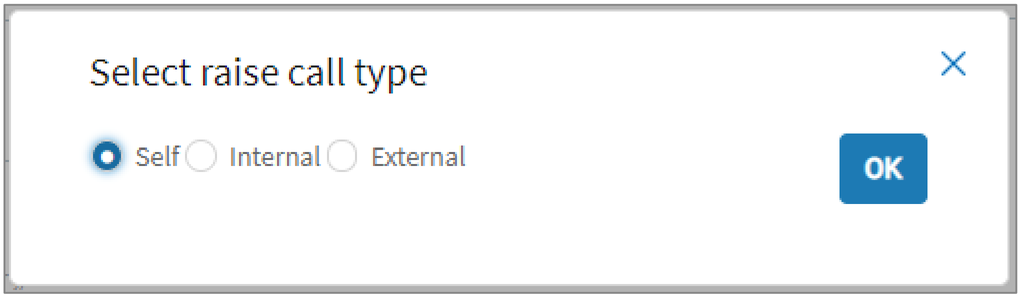


Figure 8: Support Analyst-Landing Page

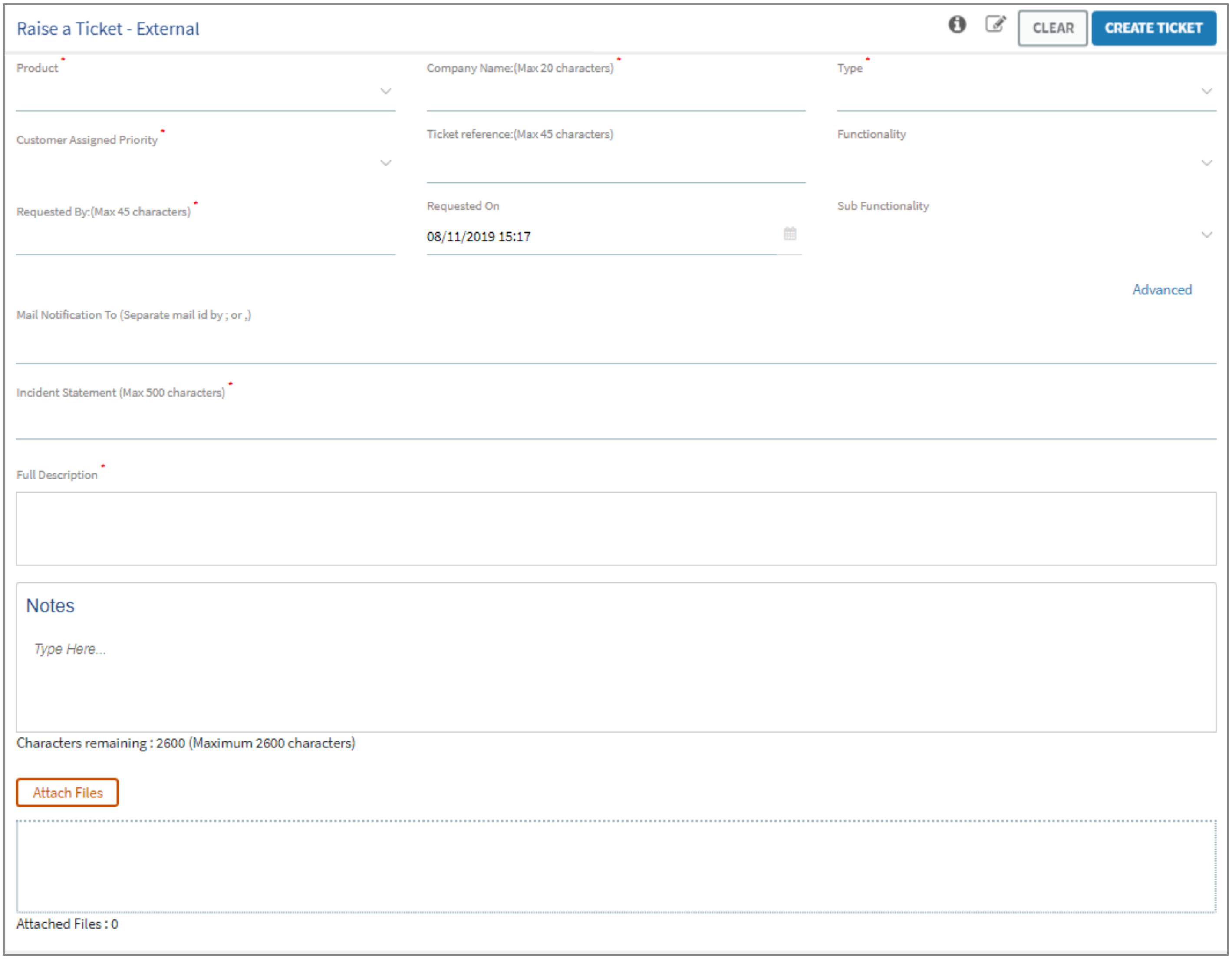
6.1. Raising a Ticket

- Click on the icon beside the user name on the right hand corner. The following options will appear:



Here, the support analyst can raise tickets for self, for internal company (on behalf of the company that he works for) and external company (for any other external company).

- Select Self option for raising a ticket for self
- Select Internal option for raising a ticket on behalf of the company
- Select External option for raising a ticket for an external company. The '**Raise a ticket'** page will appear:



NOTE:

Follow the same process as explained in **Section 5.1** above. In case you are raising a ticket for an **'External'** company, the default company name in **'Company Name'** field will disappear. Enter the name of the company on behalf of which you are raising a ticket.

6.2. Dashboard

- Click on the ‘**Dashboard’** menu, the following page will appear:

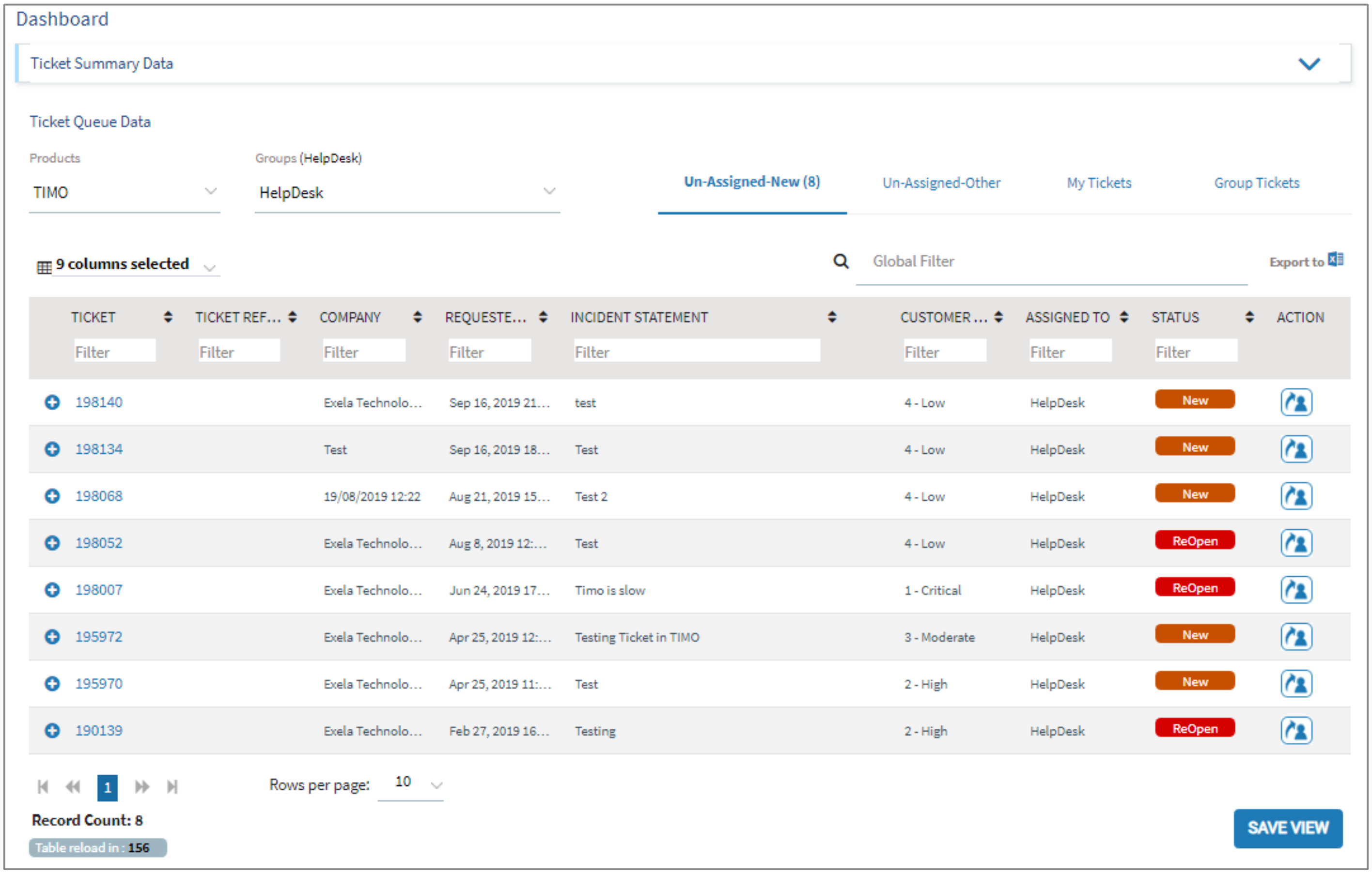
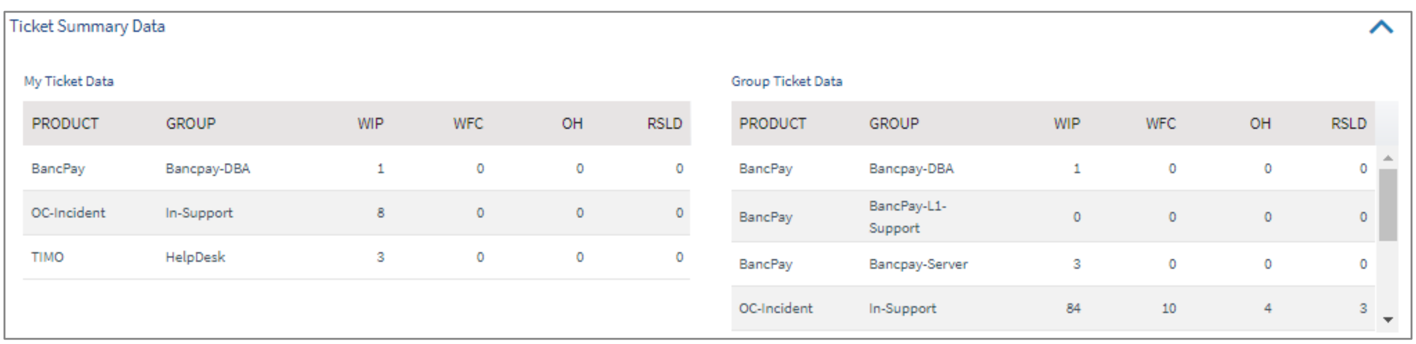


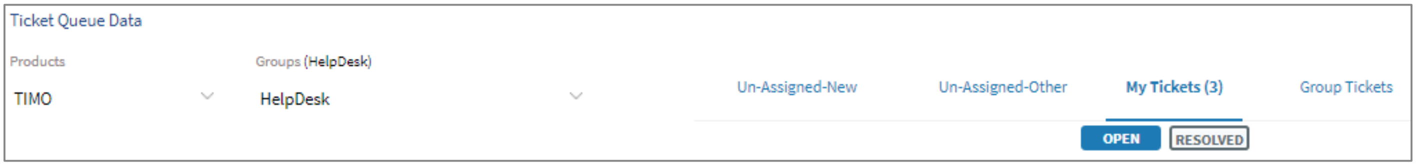
Figure 9: Support Analyst-Dashboard

Here, the Support Analyst will be able to manage details about self-tickets as well as tickets assigned to their groups.

- Click on the ‘**Ticket Summary Date’** drop down arrow to see the details of ticket summary:

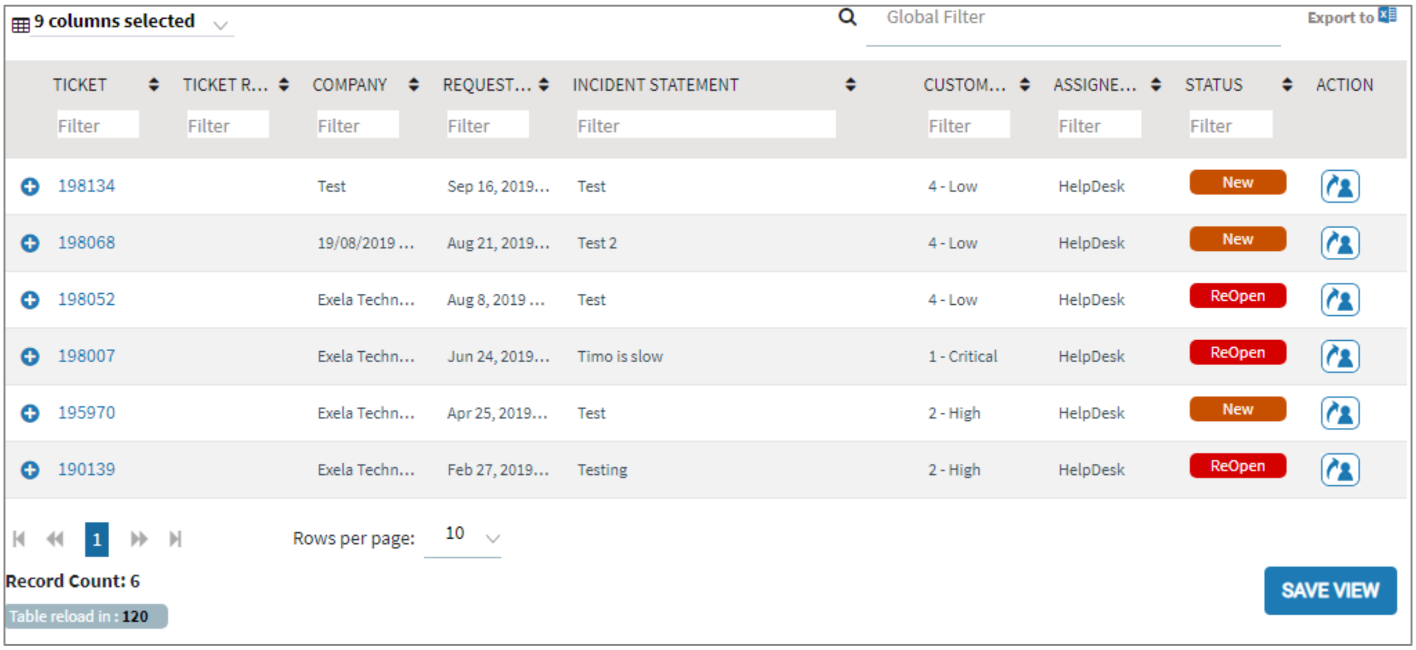


Ticket Queue Data



Here, user can view ticket queue data for different or all products and all groups. Data for unassigned (new), unassigned (other), self-tickets and group tickets can be viewed.

- Select the product and group from drop down list in respective columns
- Click on Un-Assigned-New (8) to view unassigned (new) tickets. The following page will appear:



TICKET	TICKET R...	COMPANY	REQUEST...	INCIDENT STATEMENT	CUSTOM...	ASSIGNE...	STATUS	ACTION
198134		Test	Sep 16, 2019...	Test	4 - Low	HelpDesk	New	
198068		19/08/2019 ...	Aug 21, 2019...	Test 2	4 - Low	HelpDesk	New	
198052		Exela Techn...	Aug 8, 2019 ...	Test	4 - Low	HelpDesk	ReOpen	
198007		Exela Techn...	Jun 24, 2019...	Timo is slow	1 - Critical	HelpDesk	ReOpen	
195970		Exela Techn...	Apr 25, 2019...	Test	2 - High	HelpDesk	New	
190139		Exela Techn...	Feb 27, 2019...	Testing	2 - High	HelpDesk	ReOpen	

- Similarly, click on any of the following options to view respective ticket details:

Un-Assigned-Other My Tickets Group Tickets

- Under '**My Tickets**', user has the option to view '**Open**' or '**Resolved**' tickets

Here, support analyst will be able to see the summary of new tickets that are still unassigned.

Ticket details such as ticket number, ticket reference, company, requested date, incident status, customer priority, assigned to, status, product, group, requested by, last updated by, response time, resolution time and action can be managed.

Here, by default, only nine columns can be viewed in the table. User has an option to select any nine fields from available options.

- Click on the **9 columns selected** drop down list to see all fields:

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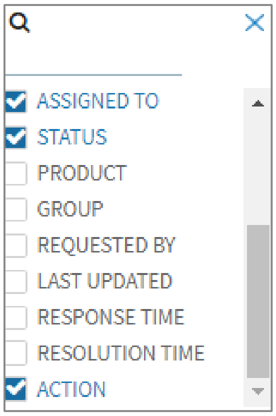
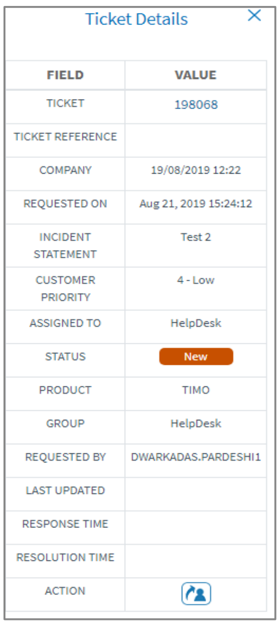


Selected nine columns will be visible on the screen in a tabular format

- Click on the 198068 icon beside the ticket number to view ticket details:

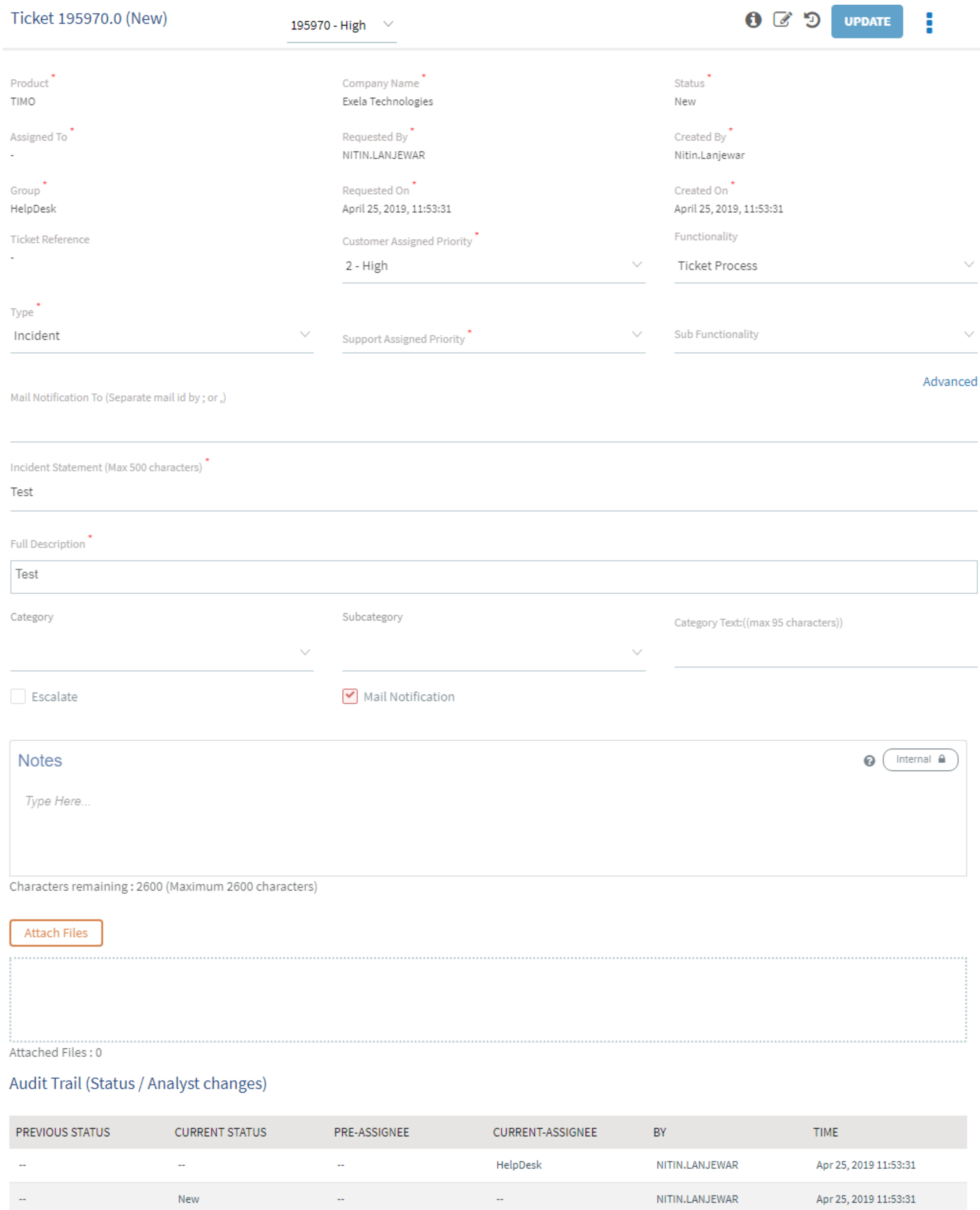


Ticket Details

FIELD	VALUE
TICKET	198068
TICKET REFERENCE	
COMPANY	19/08/2019 12:22
REQUESTED ON	Aug 21, 2019 15:24:12
INCIDENT STATEMENT	Test 2
CUSTOMER PRIORITY	4 - Low
ASSIGNED TO	HelpDesk
STATUS	New
PRODUCT	TIMO
GROUP	HelpDesk
REQUESTED BY	DWARKADAS.PARDESHI1
LAST UPDATED	
RESPONSE TIME	
RESOLUTION TIME	
ACTION	

- Click on Export to link to extract tickets data in an excel sheet
- Record Count: 8 field displays the number of searched results in the tabular format
- Table reload in : 11 timer auto-refreshes after 180 seconds to reflect the latest changes in the table
- Click on SAVE VIEW button to save the selected nine columns. Next time user logs-in, the same columns will be visible.

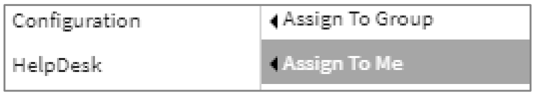
- Click on the ticket number under the '**Ticket'** column to open ticket details. Following page will appear:



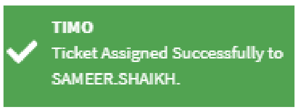
- View the next tickets in queue in the 

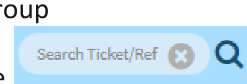
drop down list at the top of the page
- Click on the icon to assign the open ticket to a particular group. Following window will appear:

- Move the cursor over **'Assign To Me'** to select the group to which the ticket can be assigned. Following window will appear:



- Click on the group name to which you want to assign the ticket. Following message will appear:



- Select a group name under **'Assign to Group'** to change the previously assigned group
- To search for a ticket, enter the ticket number or ticket reference number in the 

global search bar on the top right section
- Click on the  icon, the application will take you to the ticket details page

NOTE: Support Analyst can assign tickets only to groups

Rest of the details for this section are as explained in above **Section 5.2 Dashboard**

6.3. Tickets Analysis

- Click on the '**Tickets Analysis'** menu, the following page will appear:

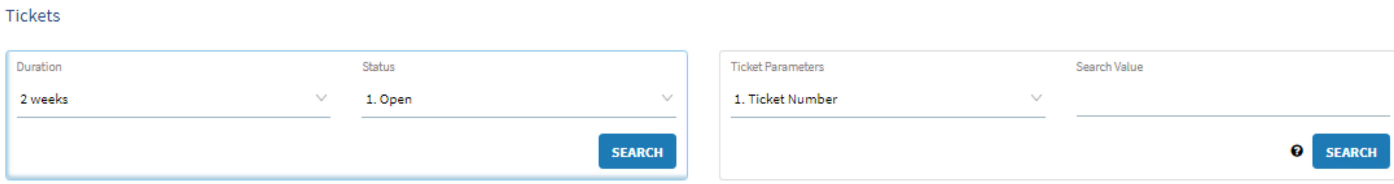
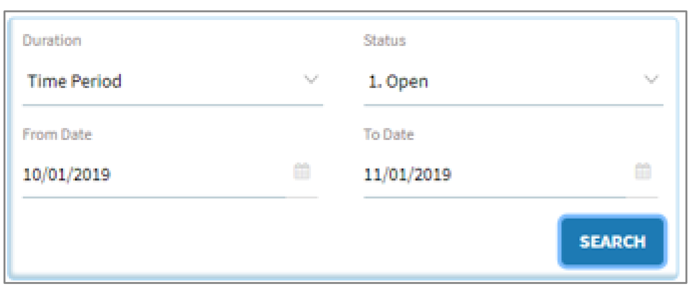


Figure 10: Support Analyst-Tickets Analysis

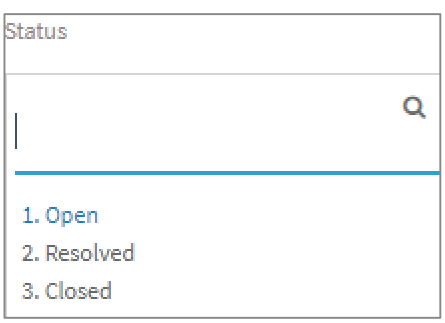
Here, support analyst can view open and closed tickets for the past two, four weeks or for a specified duration. Details such as ticket number, date raised, product, functionality, ticket type, status and customer priority can be viewed.

- Select the duration from the drop down list in the '**Duration'** field:

- Enter the dates when you select the **'Time Period'** option from the drop down list



- Select the status from the drop down list in the '**Status'** field:

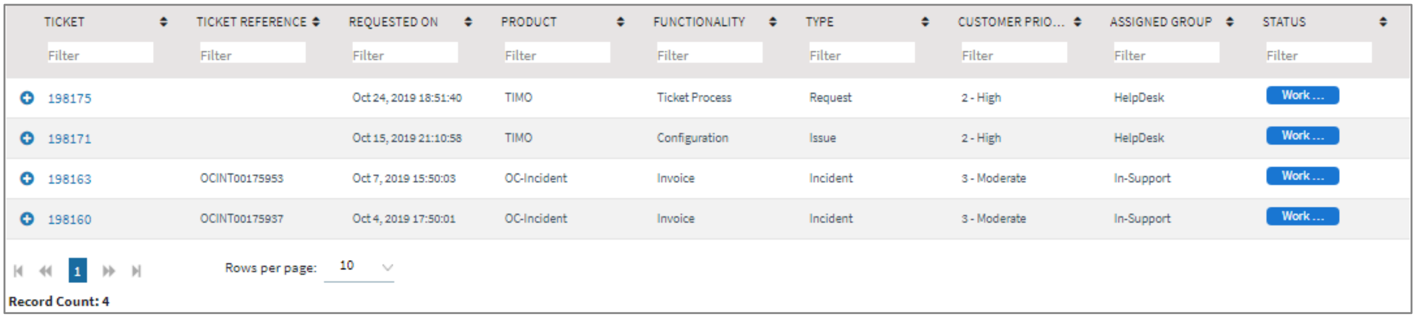


User can also search for a ticket by using ticket number and ticket reference or incident statement details.

- Support analyst can also search for the tickets by entering the ticket number in '**Ticket Number'** field, reference number in '**Ticket Reference'** field or by entering text in the '**Incident Statement'** field. If you search for the ticket by using the ticket number, reference number or incident statement, no need to enter duration and status details.

DID: 02f9f248-e84b-468f-b22c-d58ec29be5fe

- Click on the SEARCH button, ticket details page will appear:



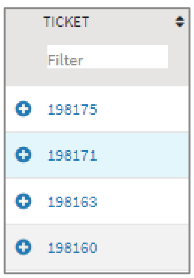
TICKET	TICKET REFERENCE	REQUESTED ON	PRODUCT	FUNCTIONALITY	TYPE	CUSTOMER PRIO...	ASSIGNED GROUP	STATUS
Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter
198175		Oct 24, 2019 18:51:40	TIMO	Ticket Process	Request	2 - High	HelpDesk	Work ...
198171		Oct 15, 2019 21:10:58	TIMO	Configuration	Issue	2 - High	HelpDesk	Work ...
198163	OCINT00175953	Oct 7, 2019 15:50:03	OC-Incident	Invoice	Incident	3 - Moderate	In-Support	Work ...
198160	OCINT00175937	Oct 4, 2019 17:50:01	OC-Incident	Invoice	Incident	3 - Moderate	In-Support	Work ...

1 Rows per page: 10

Record Count: 4

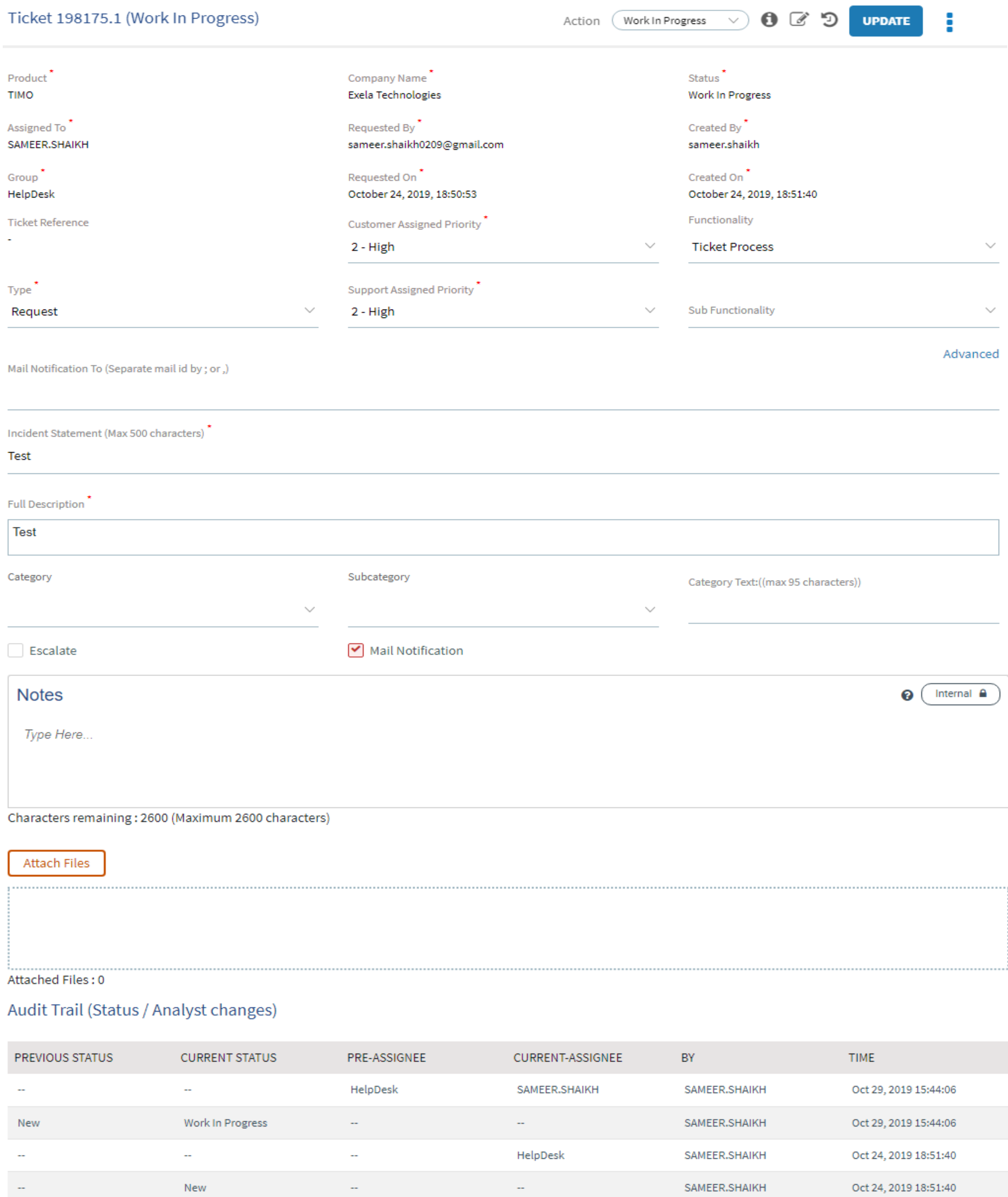
Ticket details such as ticket number, ticket reference, requested date, product against which the ticket is raised, functionality, type of ticket, priority, group assigned and status can be seen.

- Click on the Export to icon to extract details in an excel sheet
- Click on the ticket number to view details of a particular ticket:



TICKET
Filter
198175
198171
198163
198160

- Details of the ticket will appear:



Ticket 198175.1 (Work In Progress)

Action Work In Progress UPDATE

Product * TIMO

Company Name * Exela Technologies

Status * Work In Progress

Assigned To * SAMEER.SHAIKH

Requested By * sameer.shaikh0209@gmail.com

Created By * sameer.shaikh

Group * HelpDesk

Requested On * October 24, 2019, 18:50:53

Created On * October 24, 2019, 18:51:40

Ticket Reference -

Customer Assigned Priority * 2 - High

Functionality Ticket Process

Type * Request

Support Assigned Priority * 2 - High

Sub Functionality

Advanced

Mail Notification To (Separate mail id by ; or ,)

Incident Statement (Max 500 characters) * Test

Full Description * Test

Category

Subcategory

Category Text:((max 95 characters))

Escalate

Mail Notification

Notes

Internal

Type Here...

Characters remaining : 2600 (Maximum 2600 characters)

Attach Files

Attached Files : 0

Audit Trail (Status / Analyst changes)

PREVIOUS STATUS	CURRENT STATUS	PRE-ASSIGNEE	CURRENT-ASSIGNEE	BY	TIME
--	--	HelpDesk	SAMEER.SHAIKH	SAMEER.SHAIKH	Oct 29, 2019 15:44:06
New	Work In Progress	--	--	SAMEER.SHAIKH	Oct 29, 2019 15:44:06
--	--	--	HelpDesk	SAMEER.SHAIKH	Oct 24, 2019 18:51:40
--	New	--	--	SAMEER.SHAIKH	Oct 24, 2019 18:51:40

NOTE:

Explained in details in **Section 5.2 & 6.2 Dashboard** above

6.4. Reports

- Click on the '**Reports'** menu, the following page will appear:

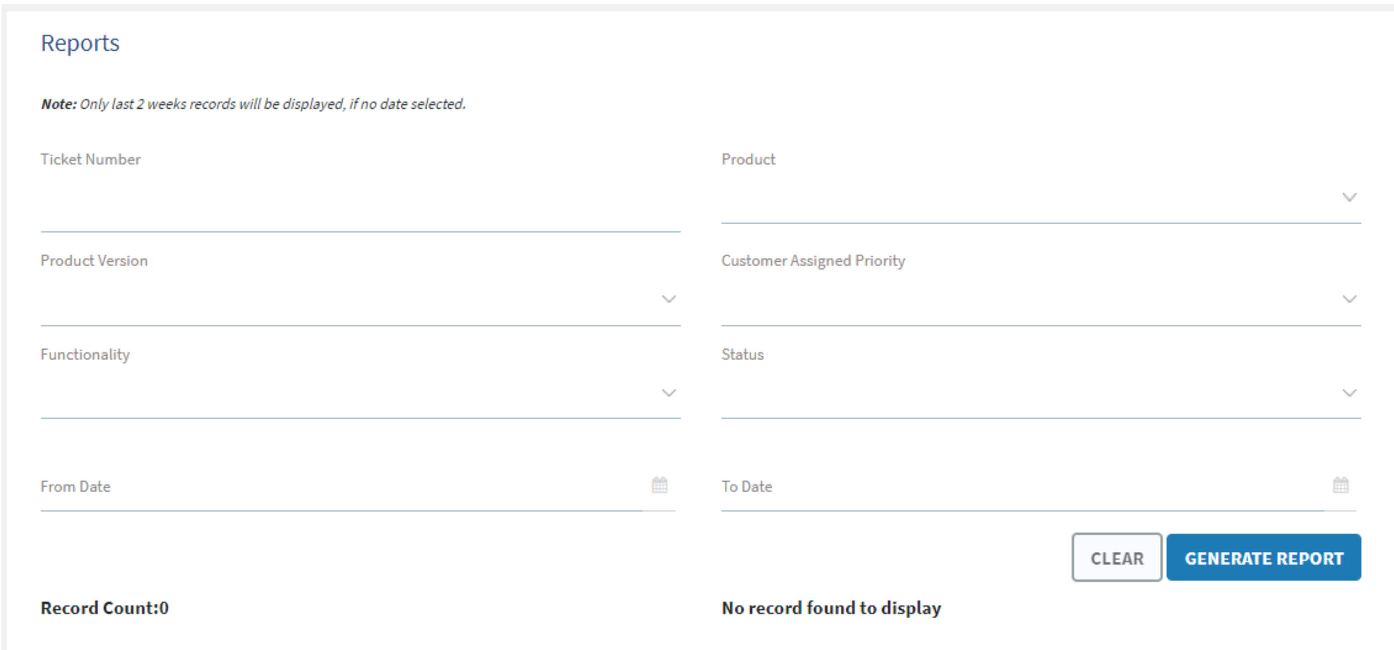
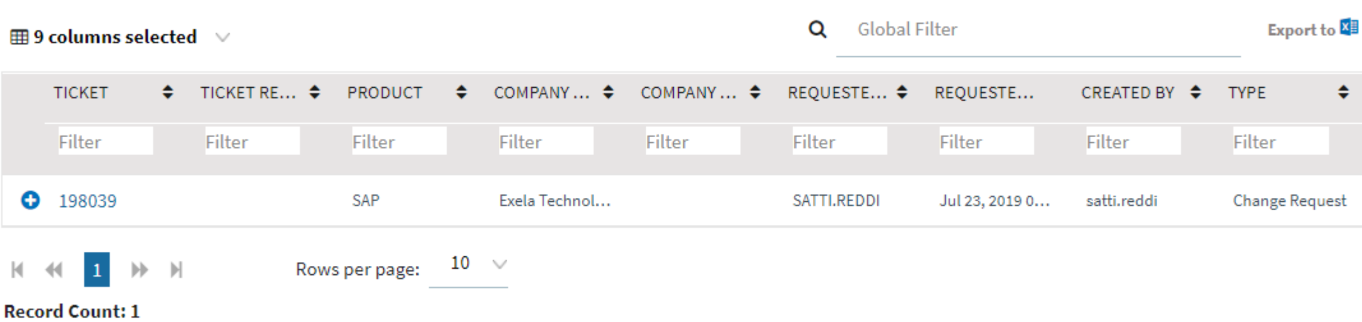


Figure 11: Support Analyst-Reports

- Enter ticket number in the '**Ticket Number'** field
- Select product name from the drop down list in the '**Product'** field
- Select version from the drop down list in the '**Product Version'** field
- Select priority from the drop down list in the '**Customer Assigned Priority'** field
- Select functionality from the drop down list in '**Functionality**' field
- Select status from drop down list in '**Status'** field
- Enter dates in '**From Date'** and '**To Date'** calendar fields
- Click on the '**GENERATE REPORT'** button. The report will appear in the tabular format:



NOTE:

Explained in details in above **Section 6.2 Dashboard**

6.5. Tickets Raised

- Click on the '**Tickets Raised**' menu, the following options will appear:

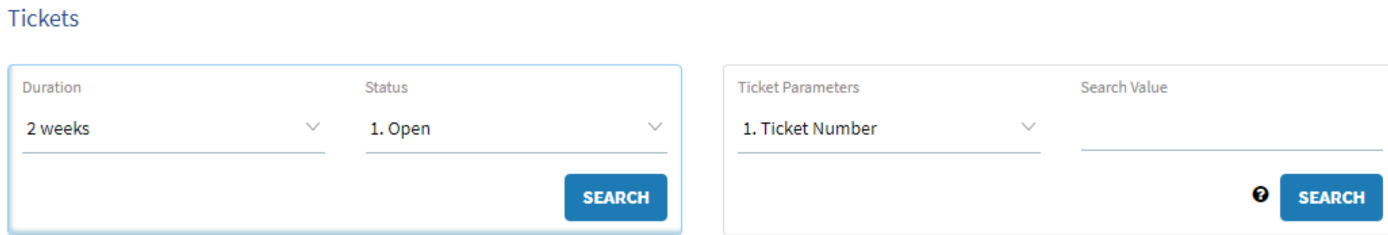


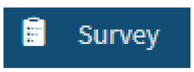
Figure 12: Support Analyst-Tickets Raised

Here, support analyst can view and manage details of tickets raised as a customer.

NOTE:

Explained in details in above **Section 6.3 Tickets Analysis**

6.6. Survey



- Click on the '**Survey**' menu, the following page will appear:

Figure 13: Support Analyst-Survey

NOTE: Follow the same process as explained in above **Section 5.5 Survey**

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6.7. Help

- Click on the '**Help**' menu, the following page will appear:

Figure 14: Support Analyst-Help

Here, Support Analyst can access TIMO help documents, user manuals for reference. A user with the Support Analyst role can access documents only for assigned/permitted products.

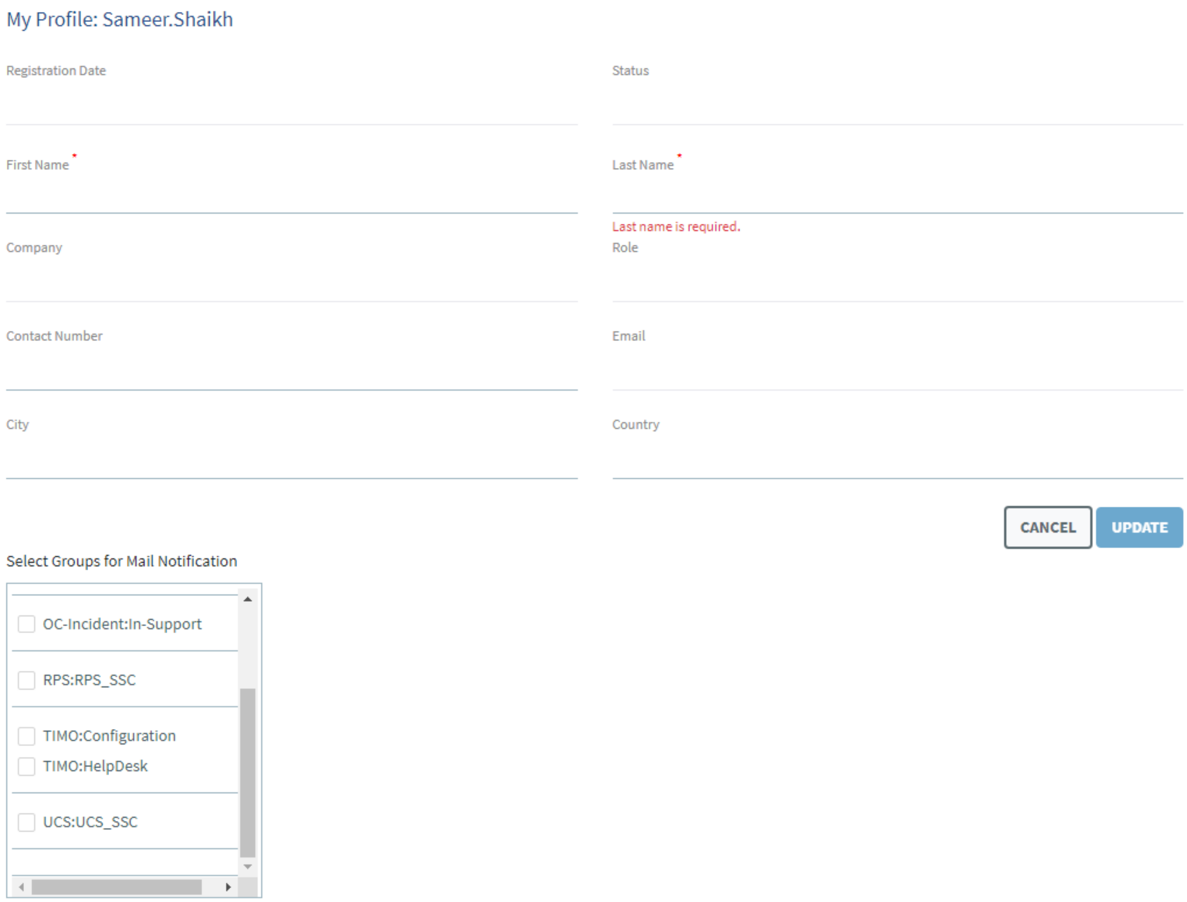
- Click on the  button to download relevant documents

6.8. Logging Out

- Click on the profile name, the following options will appear:

6.8.1. My Profile

- Click on **'My Profile'** menu, following page will appear:



- Click on the checkbox in the **'Select Groups for Mail Notification'** section to receive an email for any activity in the selected groups
- Click on UPDATE button after saving all other details

NOTE:

For remaining details, follow the same process as explained in above **Section 5.7**

7. Customer Manager Role

A Customer Manager would be someone who can supervise customer tasks or update the tickets raised by the customer when the original customer/submitter/requester is not available. However, a customer manager cannot assign a ticket. Once the Customer Manager logs-in to the TIMO application, they will have access to the following menus:

- **Dashboard** - Customer Manager can view tickets data with respect to group tickets, individual tickets, open/closed/WIP tickets
- **Tickets** - Details of tickets raised by the customer manager for the customer
- **Reports** - Can generate survey-wise and ticket-wise reports
- **Survey** - User with the Customer Manager role can view a list of tickets and give their feedback on how a particular ticket has been resolved
- **Help**- Support documentation, user manuals are stored here

Once the Customer Manager logs-in to TIMO using valid credentials, the following landing page will appear:

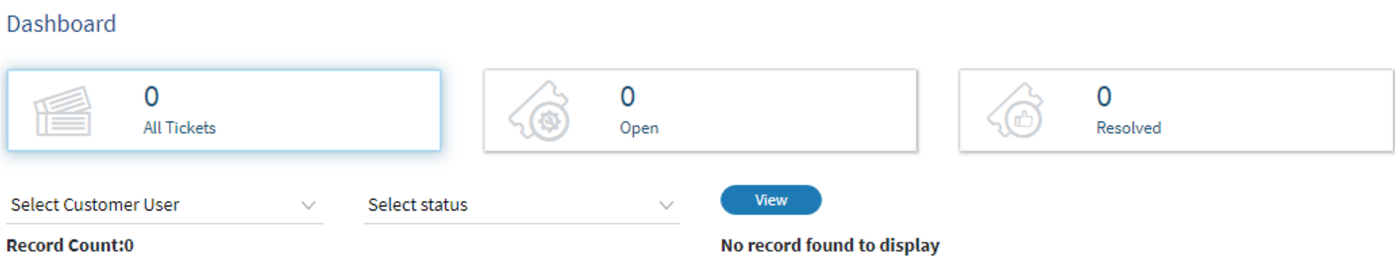
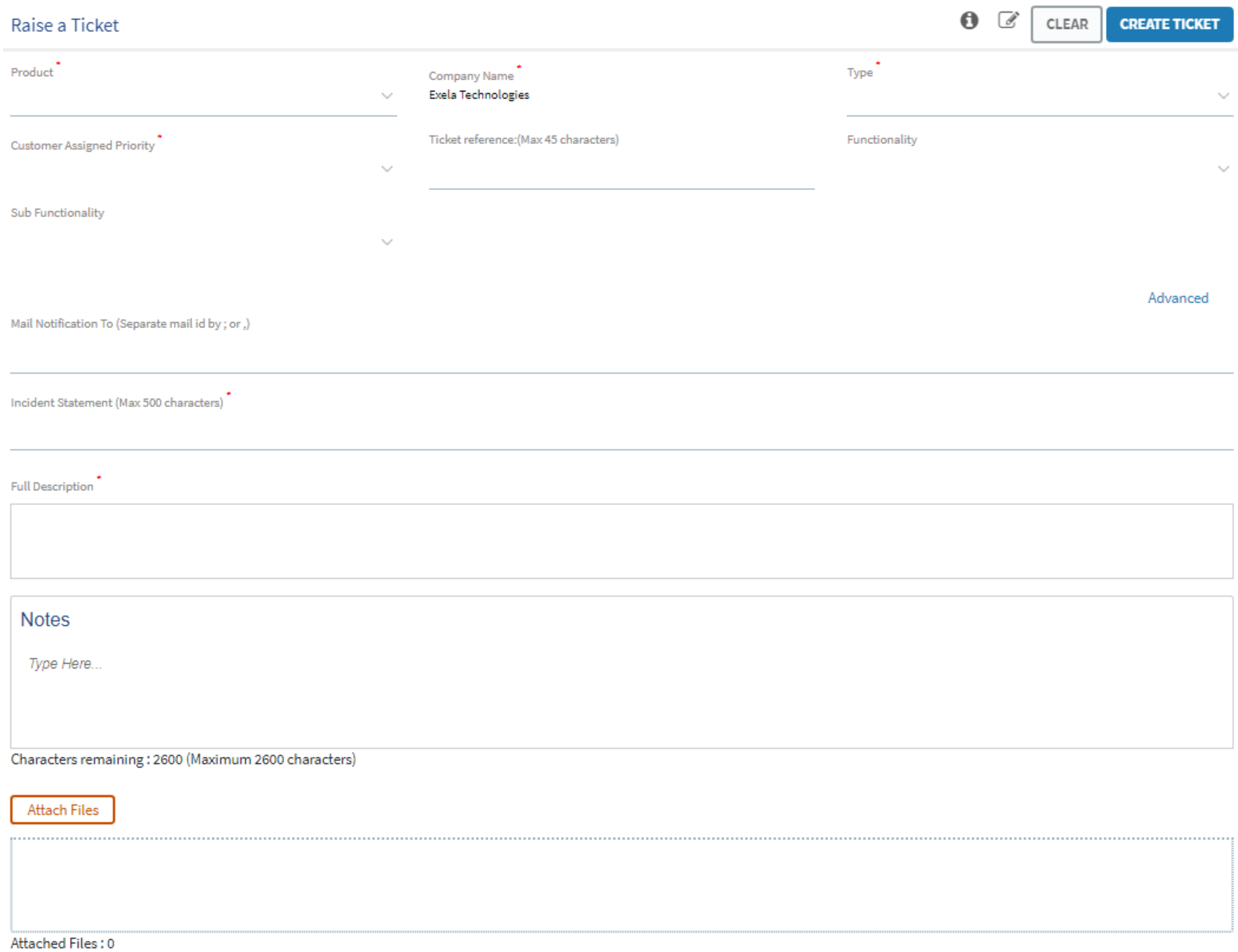


Figure 15: Customer Manager-Landing Page

7.1. Raising a Ticket

- Click on the icon beside the user name on the right hand corner. The following page will appear:



User with **'Customer Manager'** role can raise a ticket for self in this section.

NOTE:

Follow the same process as explained in above **Section 5.1**

Customer Manager can only raise a self-ticket and will not have an **'Internal'** or **'External'** option on clicking the icon

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7.2. Dashboard

- Click on the '**Dashboard'** menu, the following page will appear:

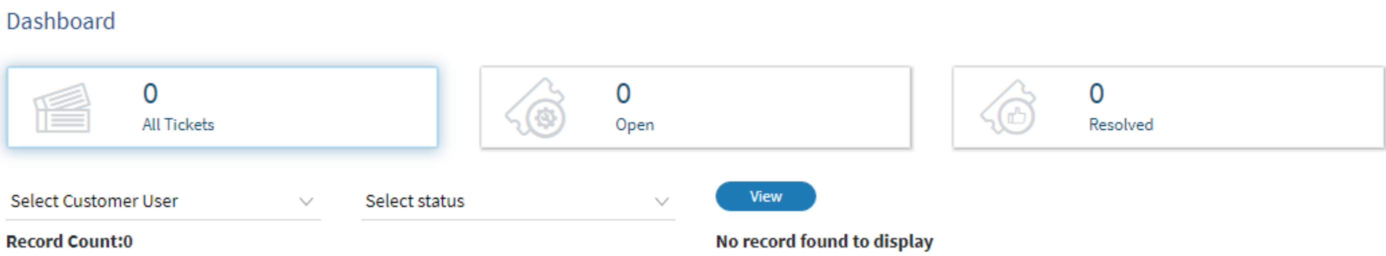
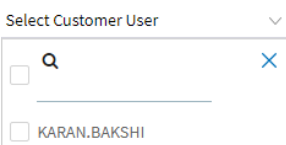


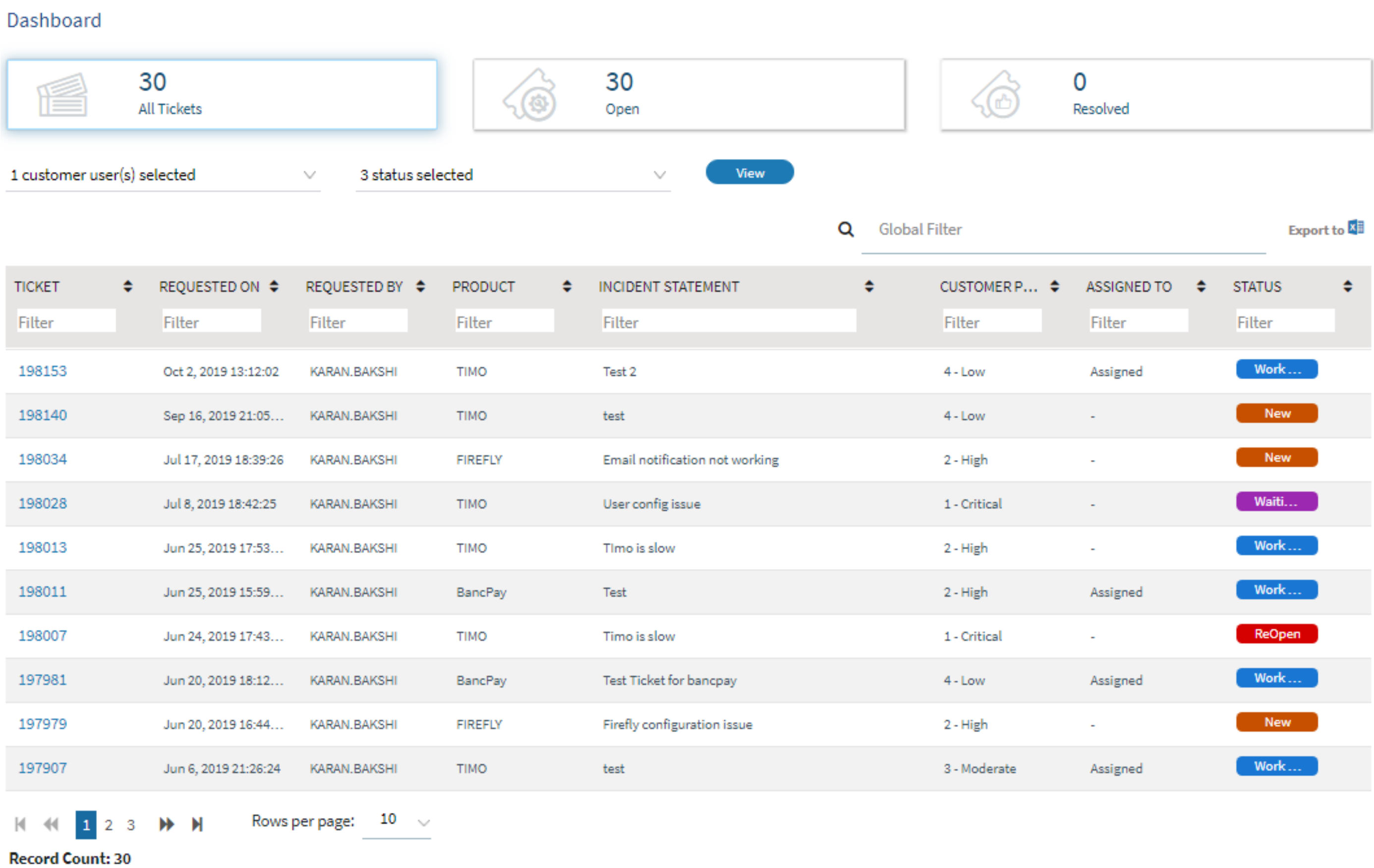
Figure 16: Customer Manager-Dashboard

Here, the Customer Manager will be able to manage details about self-tickets as well as tickets raised by other customer.

- Select the customer from the drop down list
- Select required status of the ticket from the drop down list. Status can be **'Work in Progress'**, **'Waiting for Customer'**, **'Resolved'**
- Customer Manager can enter text below icon to narrow down the user/status search



- Click on View button to view the list of tickets raised by the selected customer. Following page will appear:



Dashboard

30 All Tickets | 30 Open | 0 Resolved

1 customer user(s) selected | 3 status selected | View

Global Filter | Export to

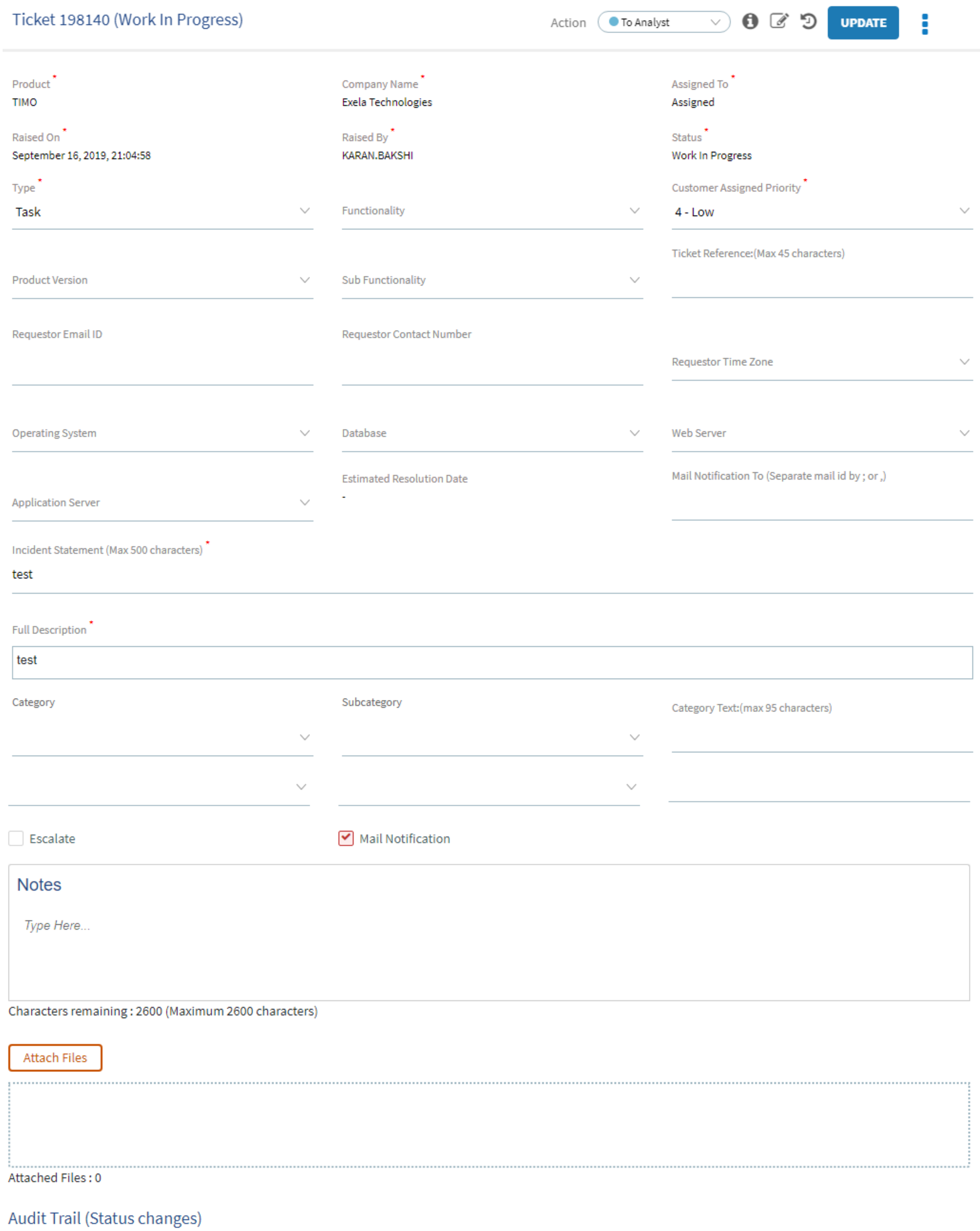
TICKET	REQUESTED ON	REQUESTED BY	PRODUCT	INCIDENT STATEMENT	CUSTOMER P...	ASSIGNED TO	STATUS
198153	Oct 2, 2019 13:12:02	KARAN.BAKSHI	TIMO	Test 2	4 - Low	Assigned	Work ...
198140	Sep 16, 2019 21:05...	KARAN.BAKSHI	TIMO	test	4 - Low	-	New
198034	Jul 17, 2019 18:39:26	KARAN.BAKSHI	FIREFLY	Email notification not working	2 - High	-	New
198028	Jul 8, 2019 18:42:25	KARAN.BAKSHI	TIMO	User config issue	1 - Critical	-	Waiti...
198013	Jun 25, 2019 17:53...	KARAN.BAKSHI	TIMO	Timo is slow	2 - High	-	Work ...
198011	Jun 25, 2019 15:59...	KARAN.BAKSHI	BancPay	Test	2 - High	Assigned	Work ...
198007	Jun 24, 2019 17:43...	KARAN.BAKSHI	TIMO	Timo is slow	1 - Critical	-	ReOpen
197981	Jun 20, 2019 18:12...	KARAN.BAKSHI	BancPay	Test Ticket for bancpay	4 - Low	Assigned	Work ...
197979	Jun 20, 2019 16:44...	KARAN.BAKSHI	FIREFLY	Firefly configuration issue	2 - High	-	New
197907	Jun 6, 2019 21:26:24	KARAN.BAKSHI	TIMO	test	3 - Moderate	Assigned	Work ...

1 2 3 Rows per page: 10

Record Count: 30

Here, customer manager will be able to see the summary of tickets raised by a customer. Ticket details such as ticket number, requested date, requested by, product, incident statement, customer priority, assigned to, status can be managed.

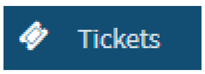
- Click on the ticket number under the '**Ticket**' column to open ticket details. Following page will appear:


Ticket 198140 (Work In Progress)
Action
To Analyst
UPDATE
Product *
TIMO
Company Name *
Exela Technologies
Assigned To *
Assigned
Raised On *
September 16, 2019, 21:04:58
Raised By *
KARAN.BAKSHI
Status *
Work In Progress
Type *
Task
Functionality
Customer Assigned Priority *
4 - Low
Ticket Reference:(Max 45 characters)
Product Version
Sub Functionality
Requestor Email ID
Requestor Contact Number
Requestor Time Zone
Operating System
Database
Web Server
Estimated Resolution Date
-
Mail Notification To (Separate mail id by ; or ,)
Application Server
Incident Statement (Max 500 characters) *
test
Full Description *
test
Category
Subcategory
Category Text:(max 95 characters)
Escalate
Mail Notification
Notes
Type Here...
Characters remaining : 2600 (Maximum 2600 characters)
Attach Files
Attached Files : 0
Audit Trail (Status changes)

PREVIOUS STATUS	CURRENT STATUS	BY	TIME
--	--	SAMEER.SHAIKH	Nov 8, 2019 15:55:00
New	Work In Progress	SAMEER.SHAIKH	Nov 8, 2019 15:55:00
--	--	KARAN.BAKSHI	Sep 16, 2019 21:05:21
--	New	KARAN.BAKSHI	Sep 16, 2019 21:05:21

NOTE: Follow the same process as explained in **Section 5.2 Dashboard**

7.3. Tickets



- Click on the '**Tickets'** menu, the following page will appear:

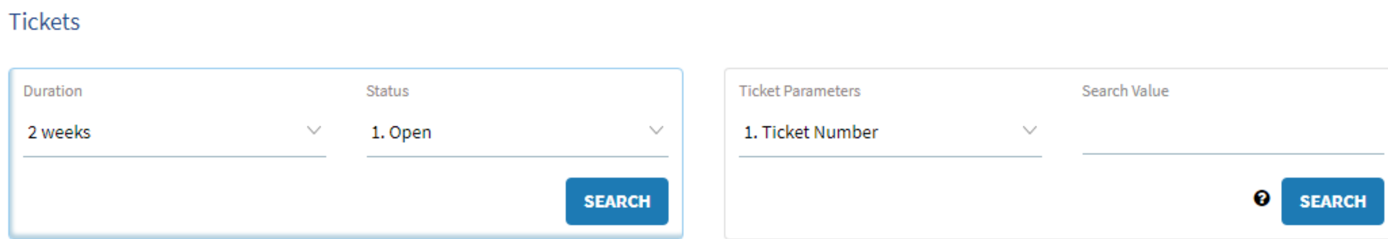
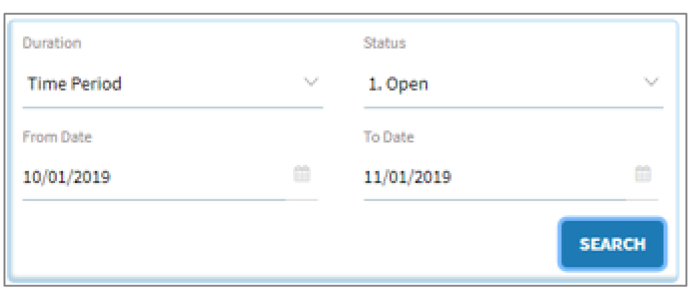


Figure 17: Customer Manager-Tickets

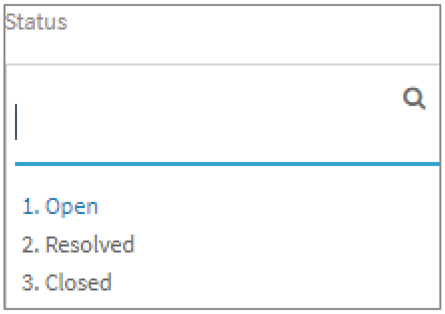
Here, customer manager can view open and closed tickets for the past two, four weeks or for a specified duration. Details such as ticket number, date raised, product, functionality, ticket type, status and customer priority and incident can be viewed.

- Select the duration from the drop down list in the '**Duration'** field:

- Enter the dates when you select the **'Time Period'** option from the drop down list

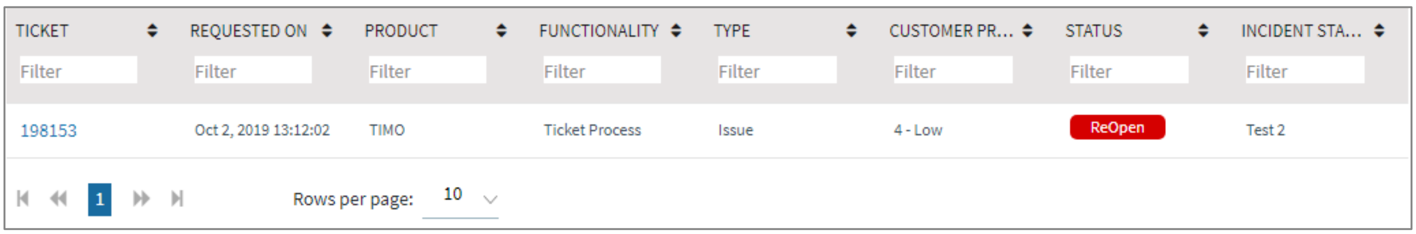


- Select the status from the drop down list in the '**Status'** field:



User can also search for a ticket by using ticket number and ticket reference or incident statement details.

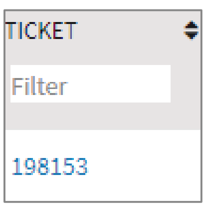
- Enter the duration and status or enter the ticket number, ticket reference or incident statement and click on the SEARCH button. The ticket details will appear:



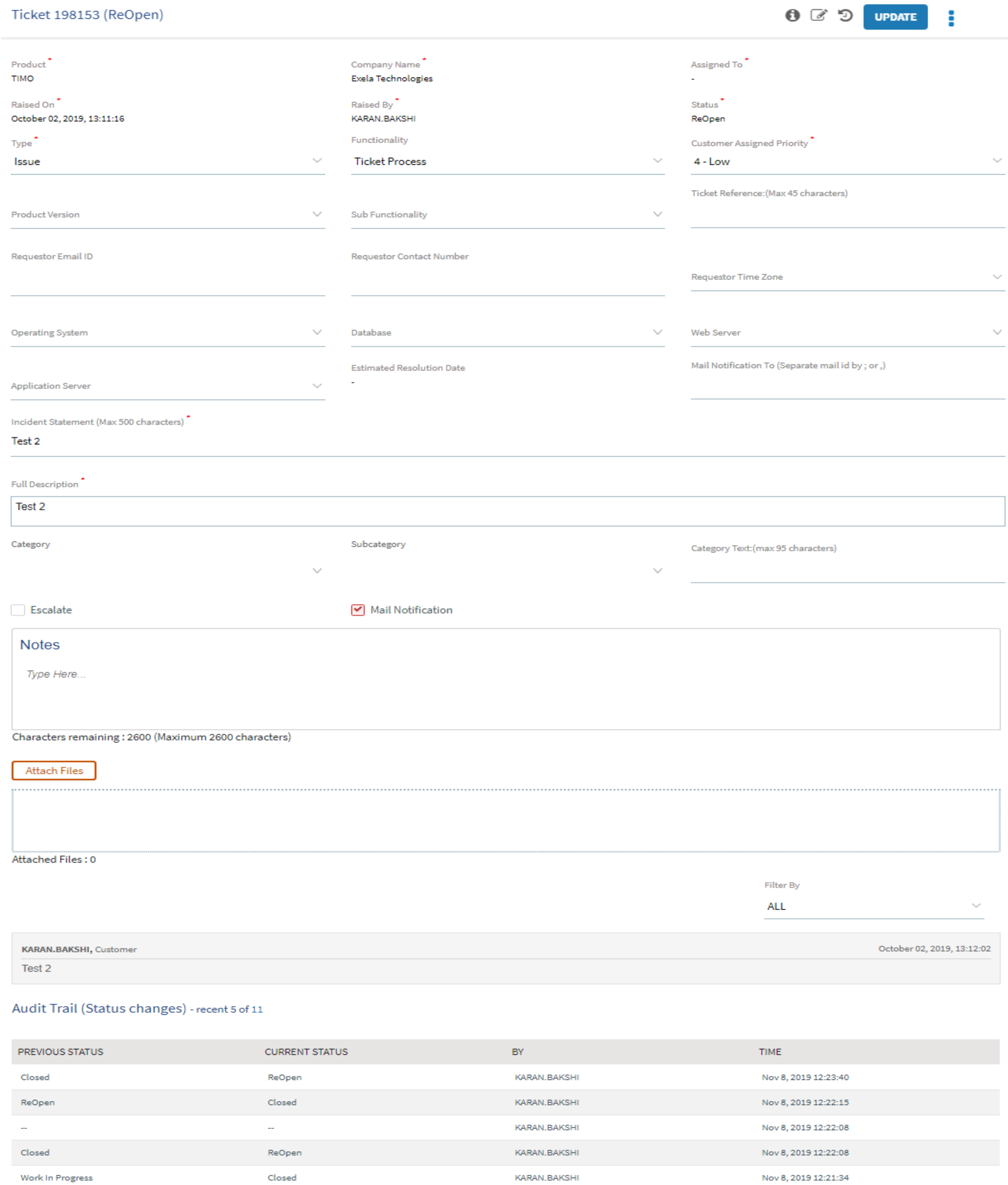
TICKET	REQUESTED ON	PRODUCT	FUNCTIONALITY	TYPE	CUSTOMER PR...	STATUS	INCIDENT STA...
Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter
198153	Oct 2, 2019 13:12:02	TIMO	Ticket Process	Issue	4 - Low	ReOpen	Test 2

Rows per page: 10

- Click on the Export to icon to extract details in an excel sheet
- Click on ticket number to view details of a particular ticket:



- The details page will appear:



Explained in details in above **Section 5.2 Dashboard**

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7.4. Reports

- Click on the '**Reports'** menu, the following page will appear:

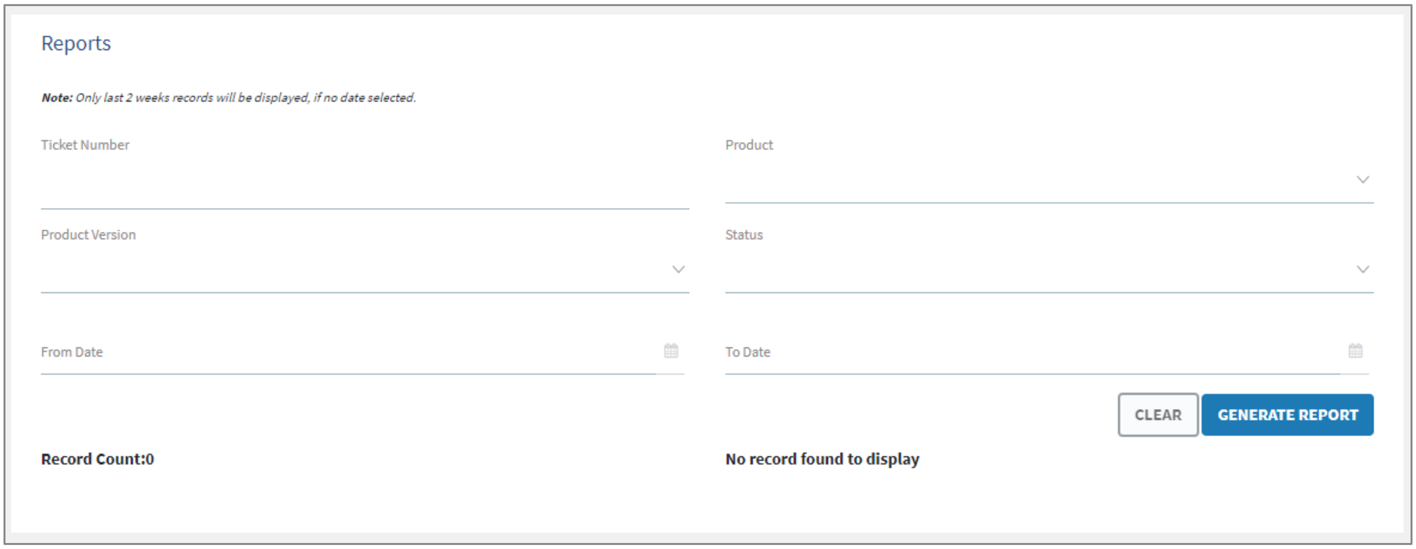
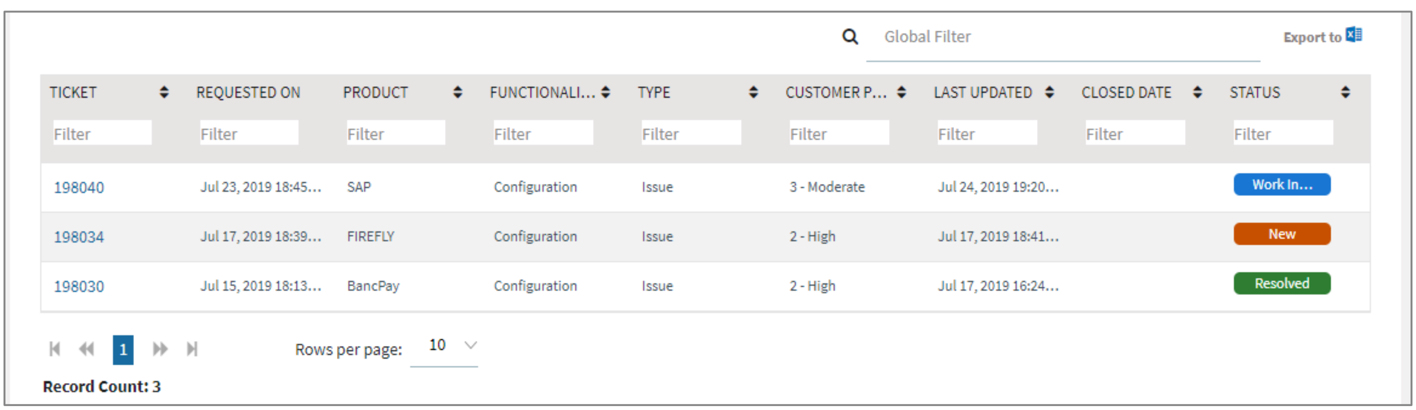


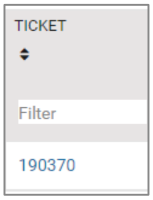
Figure 18: Customer Manager-Reports

- Select the product from the drop down list in the '**Product'** field
- Enter the ticket number in the '**Ticket Number'** field
- Select the status from the drop down list in the '**Status'** field
- Select the version from the drop down list in the **'Product Version'** field
- Enter dates in '**From Date'** and '**To Date'** calendars respectively
- Click on the '**CLEAR'** button to clear all fields
- Click on the '**GENERATE REPORT'** button. The report on selected details will appear:



Here user can view ticket details such as ticket number, request date, product, functionality, ticket type, customer priority, ticket last updated date, ticket closed date and the status.

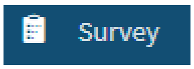
- Click on the ticket number to open the details:



NOTE:

Explained in details in above **Section 5.2 Dashboard**

7.5. Survey

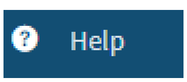


- Click on the '**Survey'** menu, the following page will appear:

Figure 19: Customer Manager-Survey

NOTE: Follow the same process as explained in above **Section 5.5**

7.6. Help



- Click on the '**Help'** menu, the following page will appear:

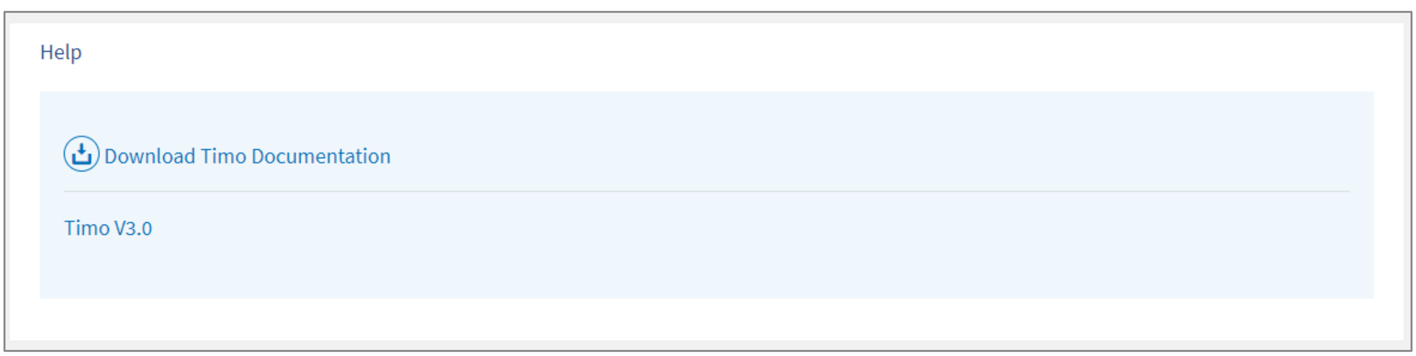


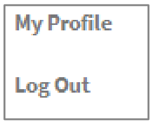
Figure 20: Customer Manager-Help

Here, customers can access TIMO help documents, user manuals for reference. A user with the Customer Manager role can access documents only for assigned/permitted products.

- Click on the  button to download relevant documents

7.7. Logging Out

- Click on the profile name, the following options will appear:



7.7.1. My Profile

- Click on '**My Profile'** menu, the following page will appear:

- Update required details in this section and click on the '**UPDATE'** button to save the changes
- Click on the '**CANCEL'** button to close the profile page

NOTE:

For rest of the details, follow the same process as explained in above **Section 5.7**

8. Support Manager Role

Once the Support Manager logs-in to the TIMO application they will have access to the following menus:

- **Dashboard** - Support Manager can view details of individual tickets and group tickets
- **Tickets Analysis** - Details of tickets raised by support analyst for the customer
- **Reports** - Can generate product-wise and ticket-wise reports
- **Tickets Raised** - Details of tickets raised by Support Manager as a customer
- **Survey -** Support Manager can take a survey and give their ratings on the way tickets were managed
- **Help** - Support documentation, user manuals are stored here

Once the Support Manager logs-in to TIMO using valid credentials, the following landing page will appear:

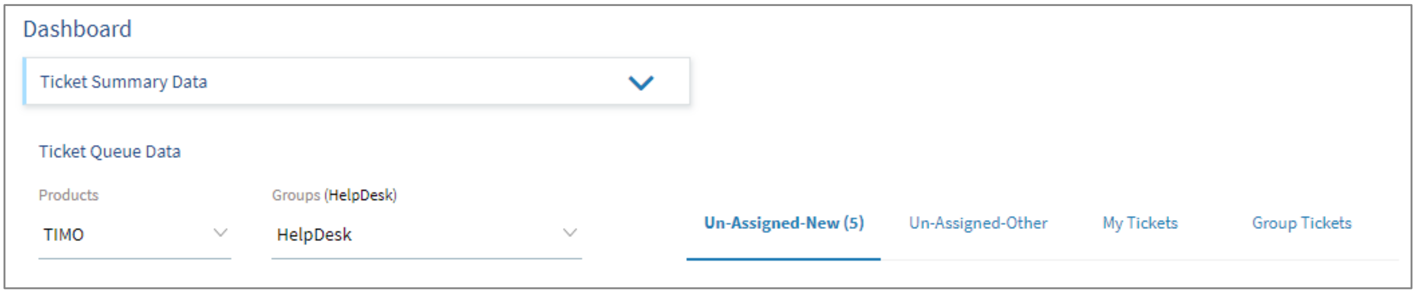
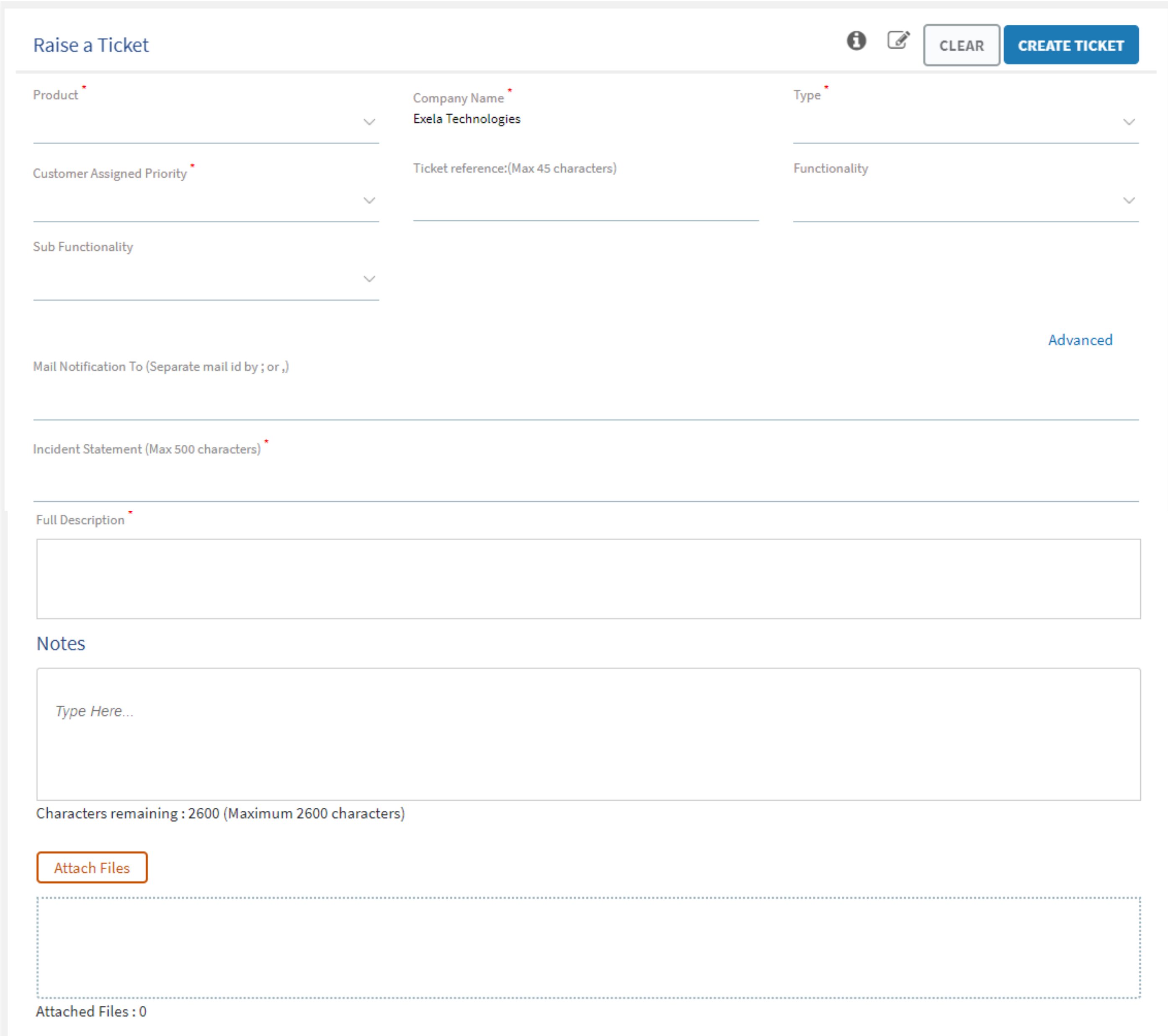


Figure 21: Support Manager-Landing Page

8.1. Raising a Ticket

- Click on the icon beside the user name on the right hand corner. The following page will appear:



User with a Support Manager role can raise a ticket in this section

NOTE:

Follow the same process as explained in above **Section 5.1**

8.2. Dashboard

- Click on the ‘**Dashboard’** menu, the following page will appear:

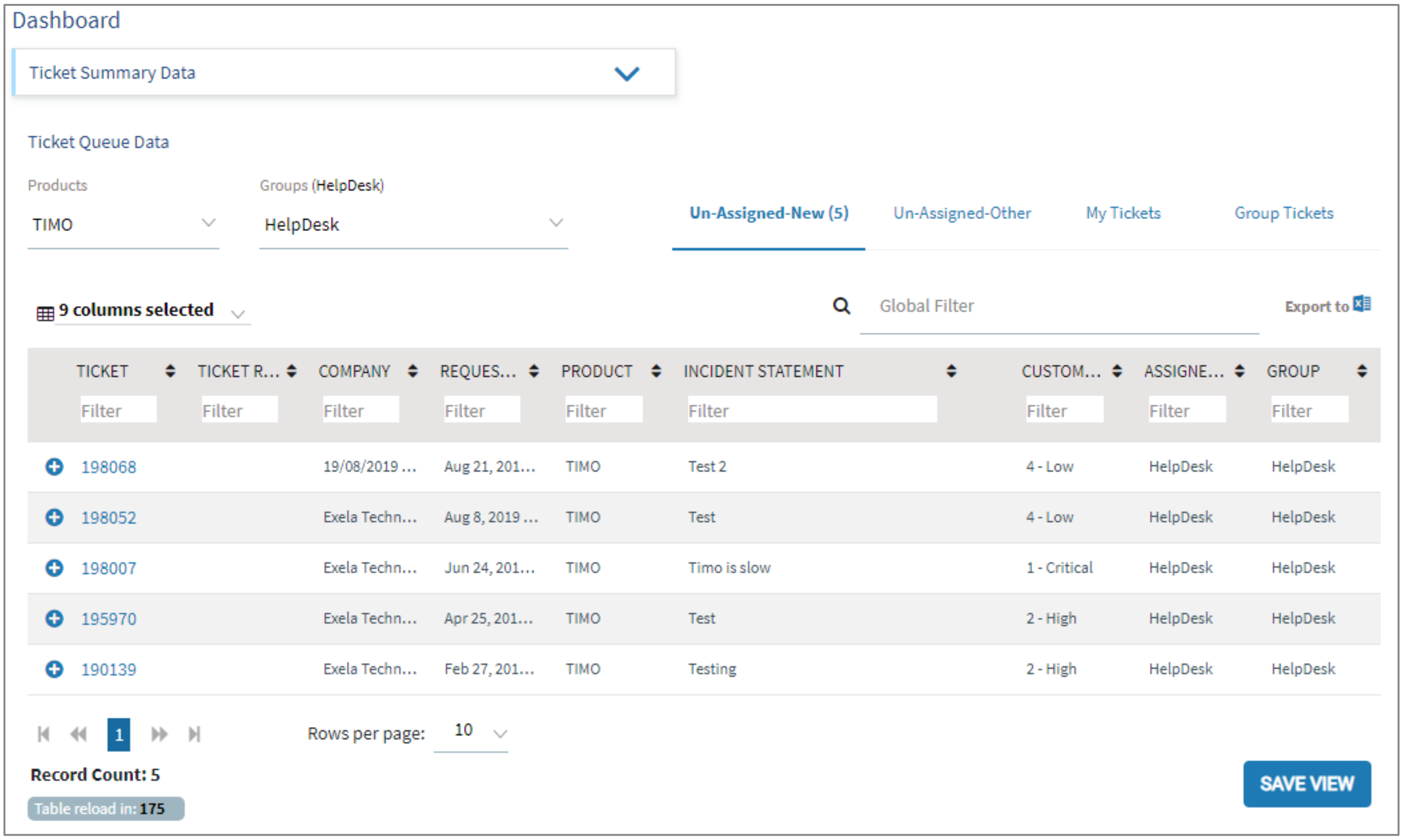


Figure 22: Support Manager-Dashboard

Here, the Support Manager will be able to manage details about self-tickets as well as tickets assigned to their groups. Support Manager can view unassigned tickets, self-tickets (open and closed) and group tickets.

- Click on the ticket number under the ‘**Ticket’** column to open ticket details. Following page will appear:

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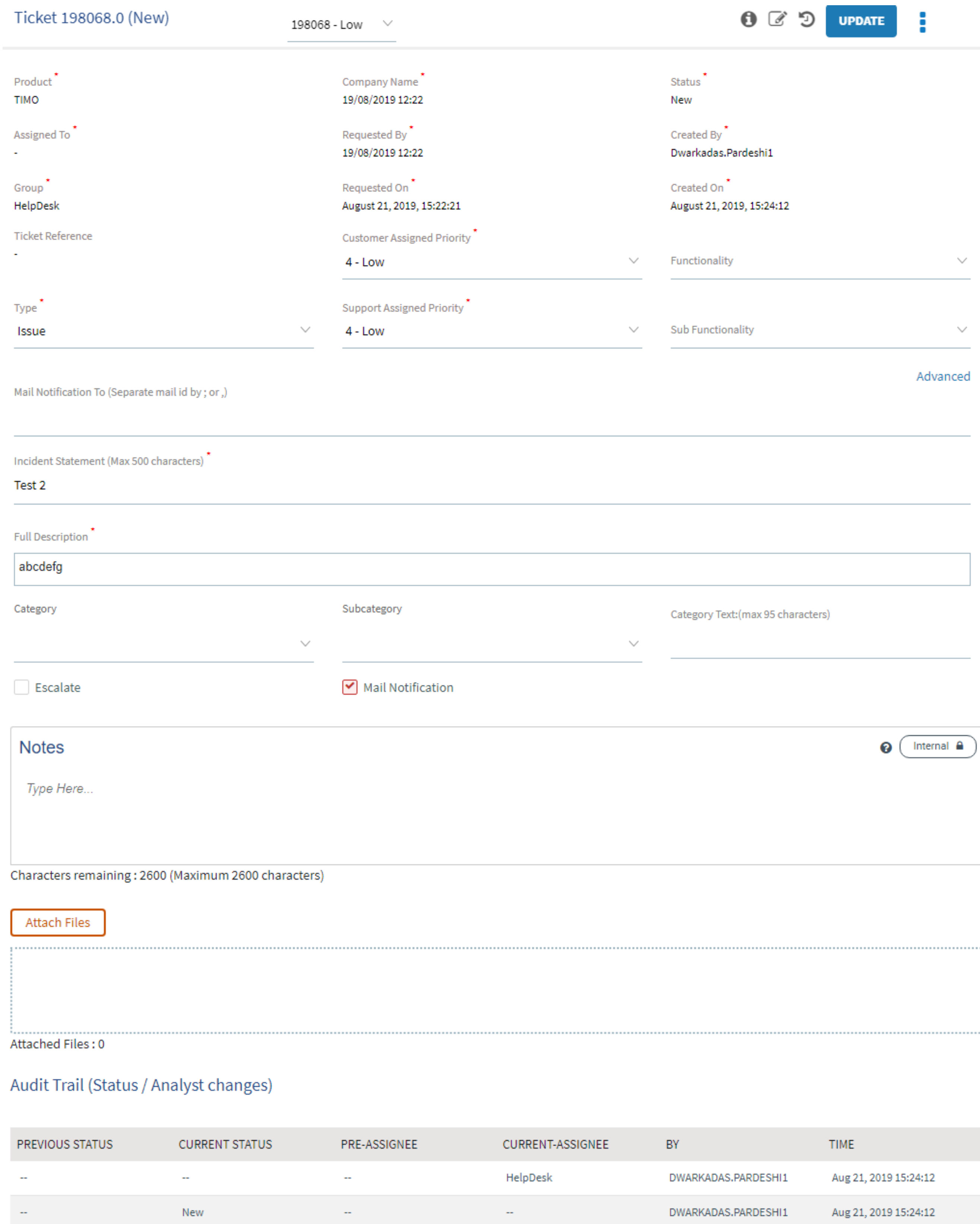
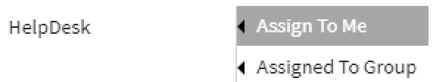
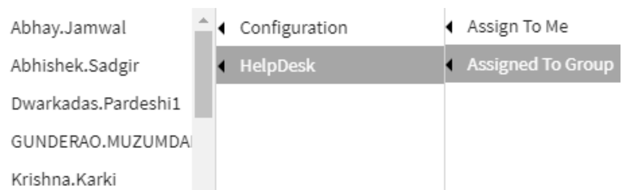

Ticket 198068.0 (New)
198068 - Low
UPDATE
Product
TIMO
Company Name
19/08/2019 12:22
Status
New
Assigned To
-
Requested By
19/08/2019 12:22
Created By
Dwarkadas.Pardeshi1
Group
HelpDesk
Requested On
August 21, 2019, 15:22:21
Created On
August 21, 2019, 15:24:12
Ticket Reference
-
Customer Assigned Priority
4 - Low
Functionality
Type
Issue
Support Assigned Priority
4 - Low
Sub Functionality
Advanced
Mail Notification To (Separate mail id by ; or ,)
Incident Statement (Max 500 characters)
Test 2
Full Description
abcdefg
Category
Subcategory
Category Text:(max 95 characters)
Escalate
Mail Notification
Notes
Internal
Type Here...
Characters remaining : 2600 (Maximum 2600 characters)
Attach Files
Attached Files : 0
Audit Trail (Status / Analyst changes)
PREVIOUS STATUS
CURRENT STATUS
PRE-ASSIGNEE
CURRENT-ASSIGNEE
BY
TIME
-- -- -- HelpDesk DWARKADAS.PARDESHI1 Aug 21, 2019 15:24:12
-- New -- -- DWARKADAS.PARDESHI1 Aug 21, 2019 15:24:12

- Click on the icon to assign the open ticket to a particular group. Following window will appear:

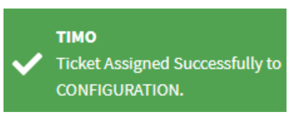
- Move the cursor over **'Assign To Me'** to select the group to which the ticket can be assigned. Following window will appear:

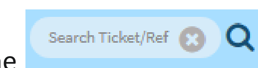


- Click on a group name to which you want to assign the ticket. Here, support manager can assign a ticket to an entire group or a user within that group.



- Select a group name under **'Assign to Group'** to change the previously assigned group
- Once the group is assigned, following message will appear:



- To search for a ticket, enter the ticket number or ticket reference number in the  global search bar on the top right section

- Click on the icon, the application will take you to the ticket details page for that ticket

NOTE: Explained in details in the above **Section 5.2 & 6.2 Dashboard**

8.3. Tickets Analysis

- Click on the '**Tickets Analysis'** menu, the following page will appear:

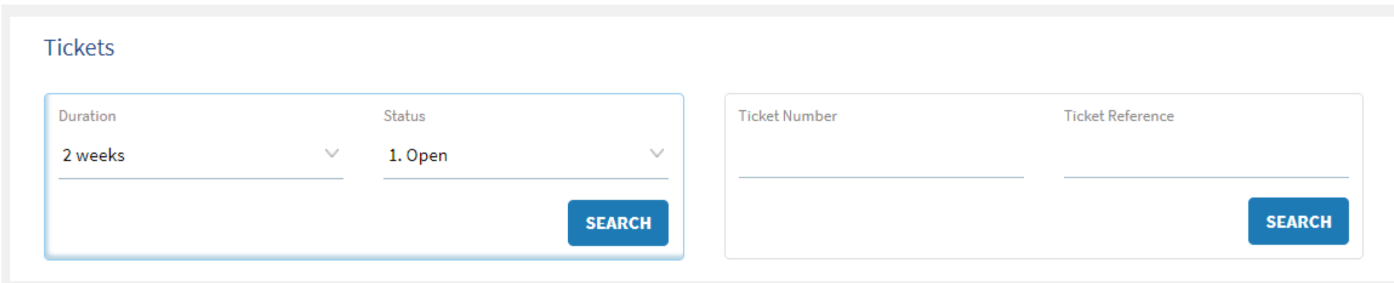
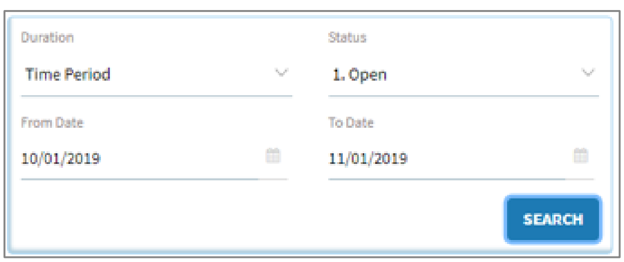


Figure 23: Support Manager-Ticket Analysis

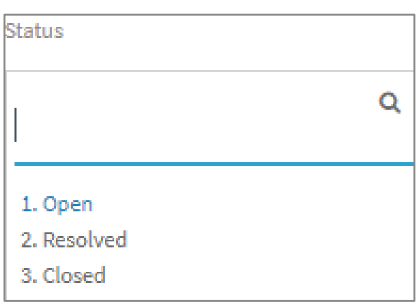
Here, Support Manager can view and manage details of the tickets raised for the customer.

Support Manager can view details of their tickets and tickets assigned to their groups for the past two weeks or four weeks or for a specified duration. Details such as ticket number, ticket reference, date when the ticket was raised, product, functionality, analyst, type, group assigned and status can be viewed. Select the duration from the drop down list in the **'Duration'** field:

- Enter the dates when you select the **'Time Period'** option from the drop down list



- Select the status from the drop down list in the '**Status'** field



- Support analyst can also search for the tickets by entering the ticket number in '**Ticket Number'** field, reference number in '**Ticket Reference'** field or by entering text in the '**Incident Statement'** field. If you search for the ticket by using the ticket number, reference number or incident statement, no need to enter duration and status details.
- Click on the SEARCH button, ticket details page will appear:

TICKET	TICKET REF...	REQUESTE...	REQUESTE...	PRODUCT	ANALYST	ASSIGNED ...	FUNCTIONA...	INCIDENT S...
Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter
198175		SAMEER.SHAIKH	Oct 24, 2019 18:...	TIMO	SAMEER.SHAIKH	HelpDesk	Ticket Process	Test
198171		SANTOSH.GUN...	Oct 15, 2019 21:...	TIMO	SAMEER.SHAIKH	HelpDesk	Configuration	tre

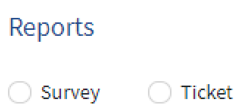
- Click on the Export to icon to extract details in an excel sheet

NOTE:

Explained in details in the above **Section 5.2 & 6.2 Dashboard**

8.4. Reports

- Click on the **'Reports'** menu, the following page will appear:



In this section, support manager can generate reports on the basis of survey and tickets

- Select the required option to proceed. For instance, click on the '**Survey**' radio button, the following page will appear:

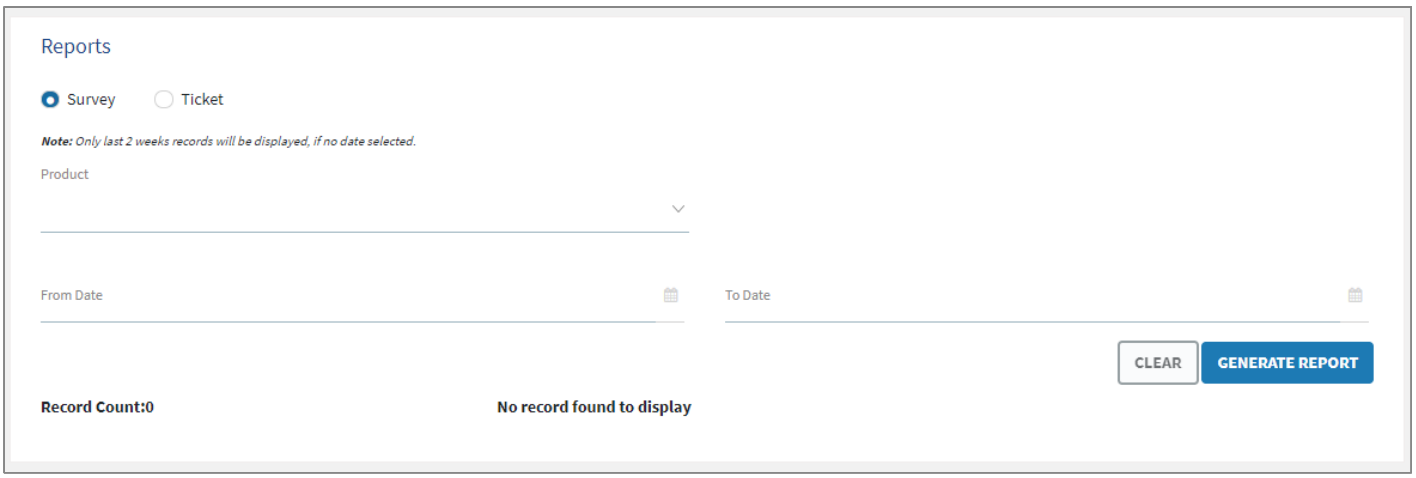
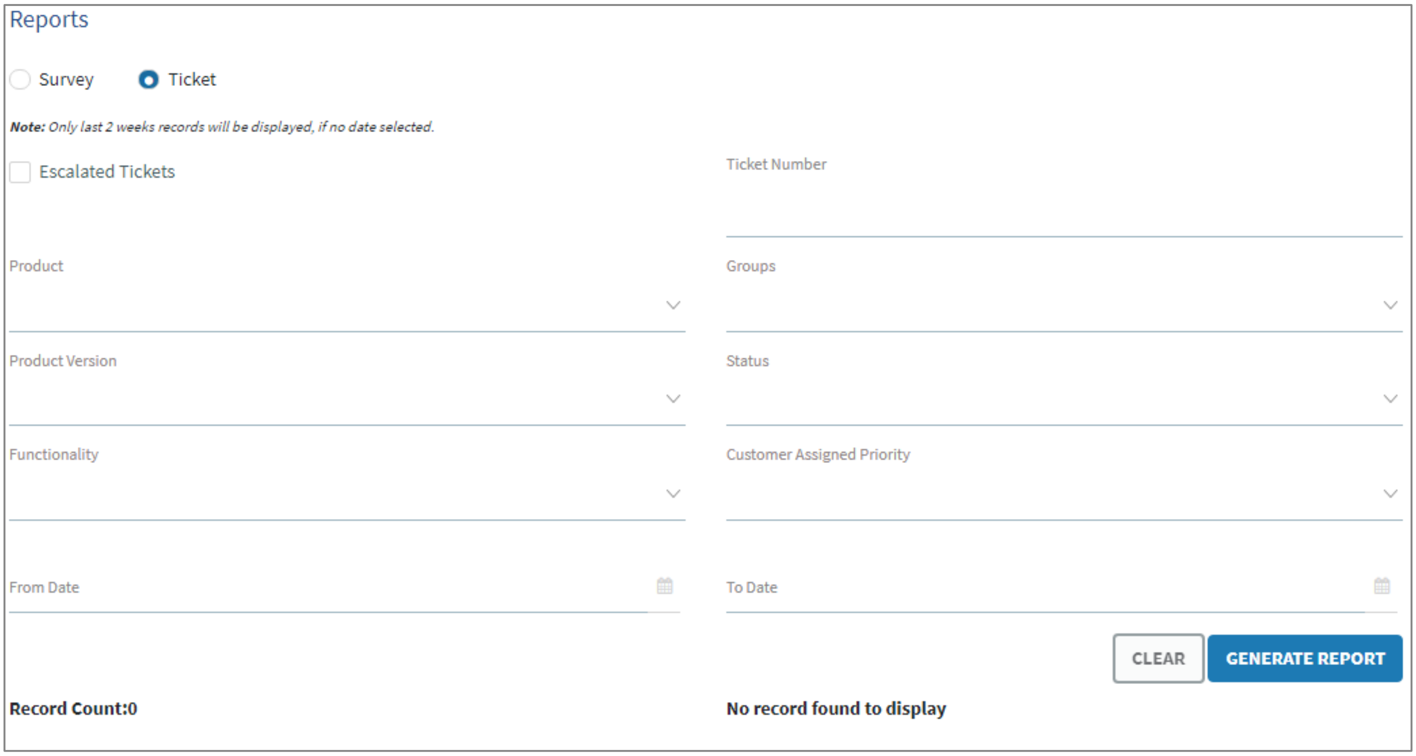


Figure 24: Support Manager-Reports

- Select the product from drop down list in the '**Product**' field
- Enter the dates in '**From Date**' and '**To Date**' calendars respectively
- The records will appear. Click on the '**GENERATE REPORT**' button to extract the report of surveys in an excel sheet
- Similarly, the Support Manager can click on '**Tickets**' radio button and proceed ahead to generate reports



- Enter all the necessary details and click on **GENERATE REPORT** button to generate the required report

8.5. Tickets Raised

- Click on the '**Tickets Raised'** menu, the following options will appear:

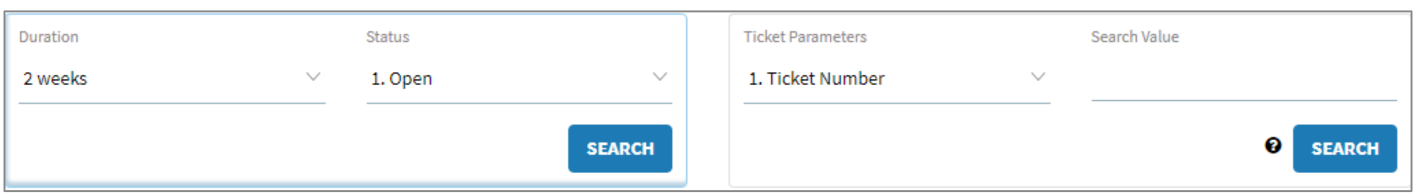


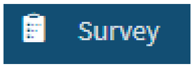
Figure 25: Support Manager-Tickets Raised

Here, Support Manager can view and manage details of tickets raised as a customer.

NOTE:

Explained in details in above **Section 6.3 Tickets Analysis**

8.6. Survey



- Click on the '**Survey'** menu, the following page will appear:

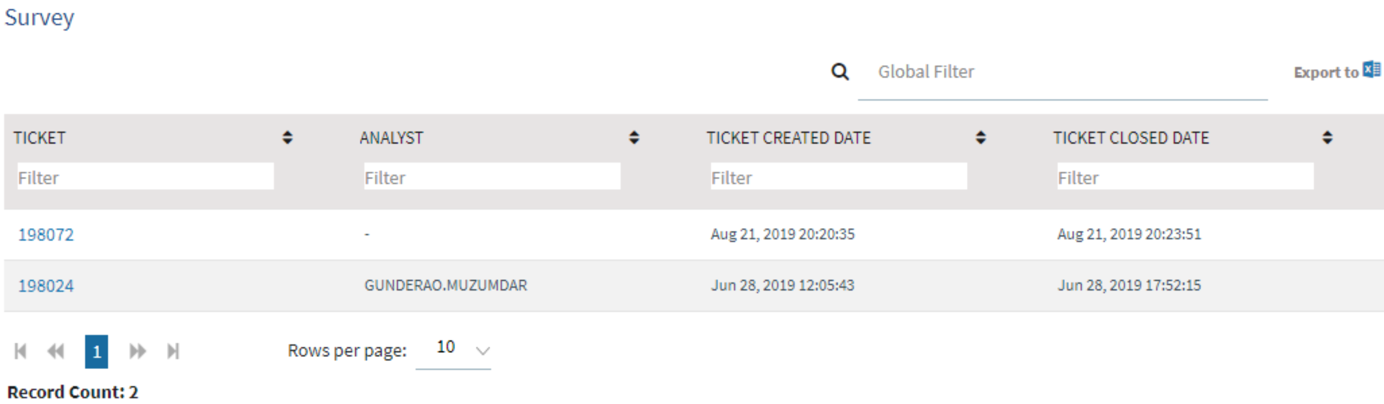


Figure 26: Support Manager-Survey

NOTE: Follow the same process as explained in above **Section 5.5 Survey**

8.7. Help

- Click on the ‘**Help’** menu, the following page will appear:

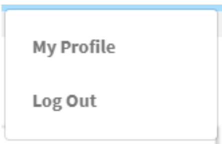
Figure 27: Support Manager-Help

Here, Support Manager can access TIMO help documents, user manuals for reference. A user with the Support Manager role can access documents only for assigned/permitted products.

- Click on the  button to download relevant documents

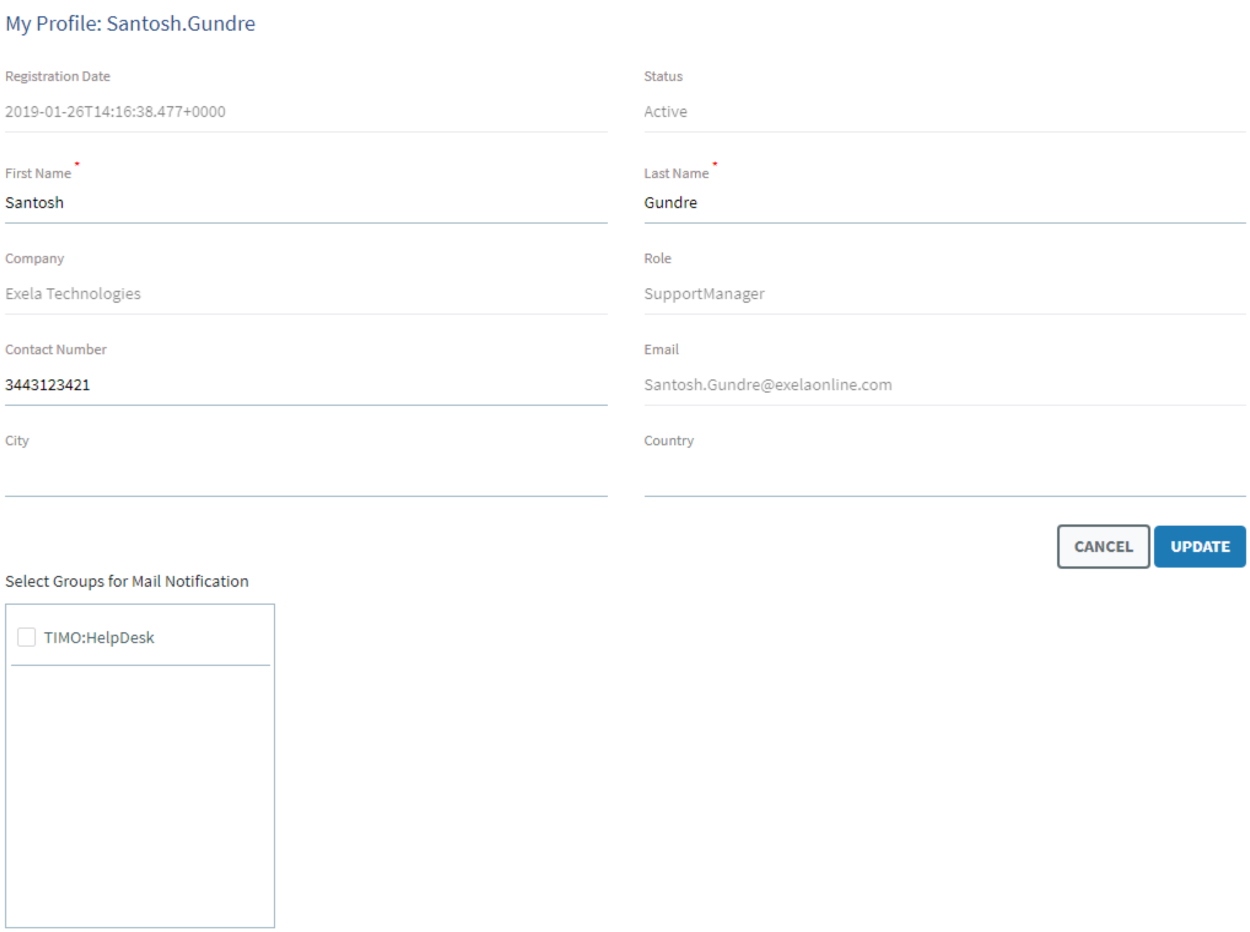
8.8. Logging Out

- Click on the profile name, the following options will appear:



8.8.1. My Profile

- Click on '**My Profile'** menu, the following page will appear:



NOTE:

For remaining details, follow the same process as explained in above **Section 5.7 Logging Out**

9. Admin Role

An Admin would be a person who would first check the list of new user registration requests and then authorize them. He/she will also be able to add a new product, a new company and its email notifications to TIMO.

An Admin can perform a few of the tasks available to the Support Manager and Support Analyst roles along with some additional access permissions such as product, company and users.

While logging-in to TIMO application, Admin will have to click on the 

checkbox available on the login page itself.

Once the Admin logs-in he/she will have access to the following menus:

- **Dashboard** - Admin can view details about products and users
- **Products** - Can view products that are already configured. Also, admin can add new products.
- **Companies** - Admin can view companies that are already configured. Also, can add new companies.
- **Users** - Can view details of users such as login name, first name, last name, company, role, email, date
- **Reports** - Admin can generate user-wise and product-wise reports
- **Help** - Support documentation, user manuals are stored here

Once the Admin logs-in to TIMO using valid credentials, the following landing page will appear:

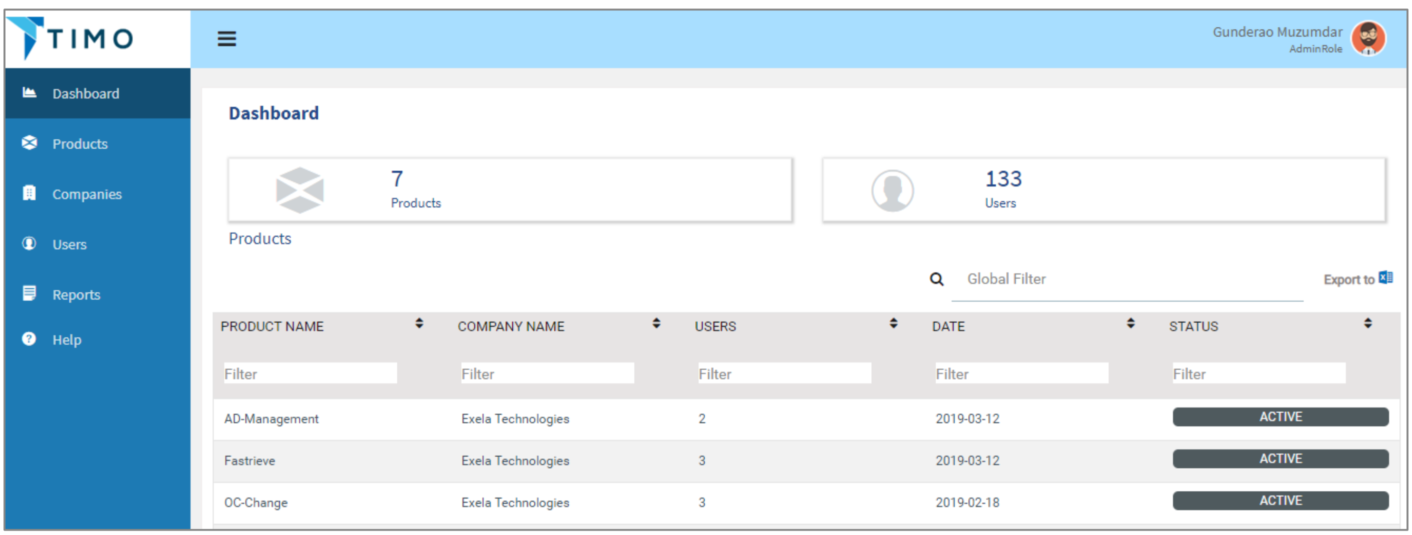
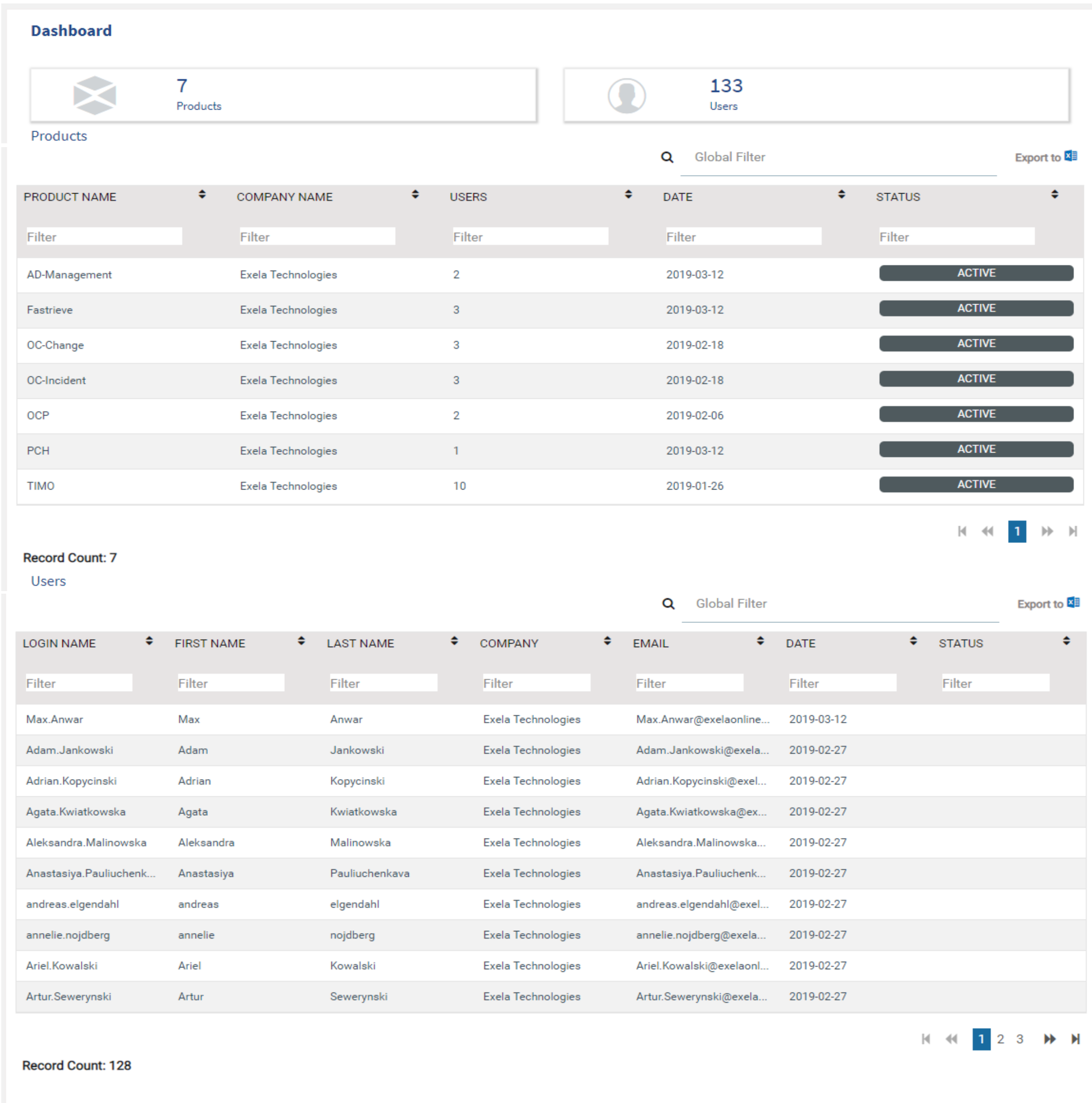


Figure 28: Admin-Landing Page

9.1. Dashboard

Dashboard

- Click on the ‘**Dashboard’** menu, the following page will appear:



Dashboard

7 Products

133 Users

Products

Global Filter Export to

PRODUCT NAME	COMPANY NAME	USERS	DATE	STATUS
AD-Management	Exela Technologies	2	2019-03-12	ACTIVE
Fastrieve	Exela Technologies	3	2019-03-12	ACTIVE
OC-Change	Exela Technologies	3	2019-02-18	ACTIVE
OC-Incident	Exela Technologies	3	2019-02-18	ACTIVE
OCP	Exela Technologies	2	2019-02-06	ACTIVE
PCH	Exela Technologies	1	2019-03-12	ACTIVE
TIMO	Exela Technologies	10	2019-01-26	ACTIVE

1

Record Count: 7

Users

Global Filter Export to

LOGIN NAME	FIRST NAME	LAST NAME	COMPANY	EMAIL	DATE	STATUS
Max.Anwar	Max	Anwar	Exela Technologies	Max.Anwar@exelaonline...	2019-03-12	
Adam.Jankowski	Adam	Jankowski	Exela Technologies	Adam.Jankowski@exela...	2019-02-27	
Adrian.Kopycinski	Adrian	Kopycinski	Exela Technologies	Adrian.Kopycinski@exel...	2019-02-27	
Agata.Kwiatkowska	Agata	Kwiatkowska	Exela Technologies	Agata.Kwiatkowska@ex...	2019-02-27	
Aleksandra.Malinowska	Aleksandra	Malinowska	Exela Technologies	Aleksandra.Malinowska...	2019-02-27	
Anastasiya.Pauliuchenk...	Anastasiya	Pauliuchenkava	Exela Technologies	Anastasiya.Pauliuchenk...	2019-02-27	
andreas.elgendahl	andreas	elgendahl	Exela Technologies	andreas.elgendahl@exel...	2019-02-27	
annelie.nojdberg	annelie	nojdberg	Exela Technologies	annelie.nojdberg@exela...	2019-02-27	
Ariel.Kowalski	Ariel	Kowalski	Exela Technologies	Ariel.Kowalski@exelaonl...	2019-02-27	
Artur.Sewerynski	Artur	Sewerynski	Exela Technologies	Artur.Sewerynski@exela...	2019-02-27	

1 2 3

Record Count: 128

Figure 29: Admin-Dashboard

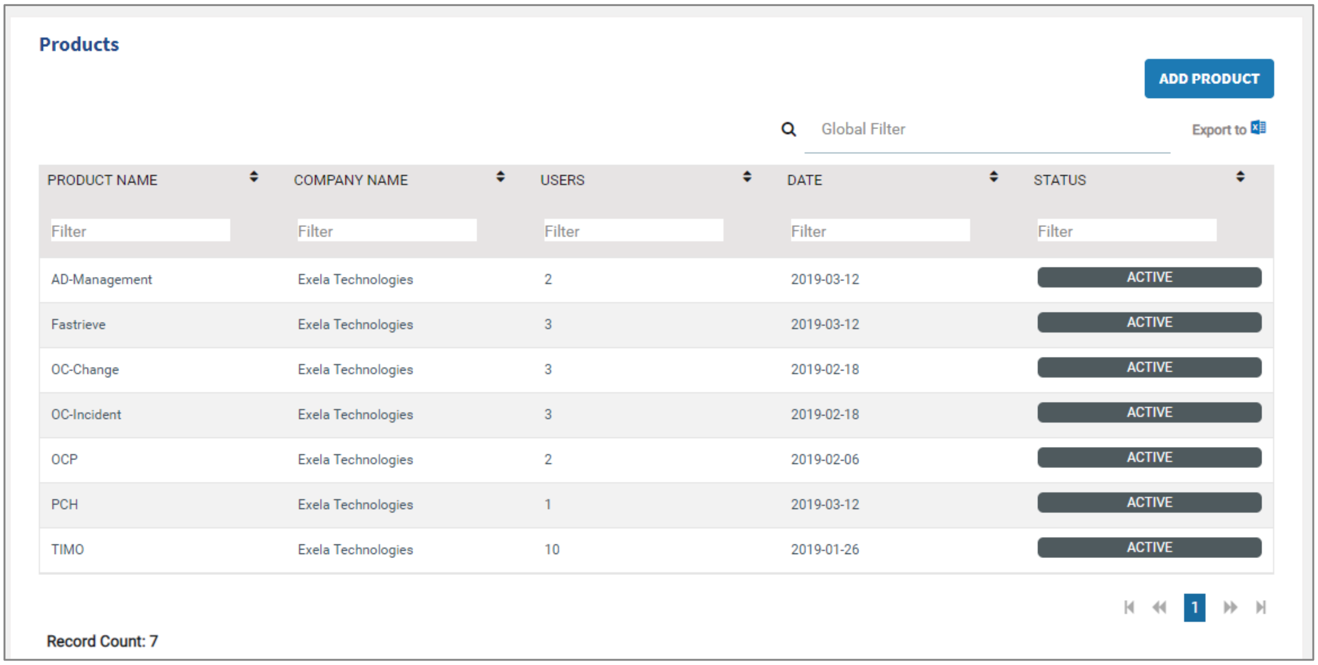
- Under the ‘**Dashboard’** section, Admin can view details of the products and users added in TIMO
- Product details such as product name, company name, users, date and status can be viewed
- User details such as user login name, first name, last name, company, email, date and status can be seen
- Click on the Export to link to export available data in an excel sheet

DID: 02f9f248-e84b-468f-b22c-d58ec29be5fe

9.2. Products

Products

- Click on '**Products'** menu, the following page will appear:

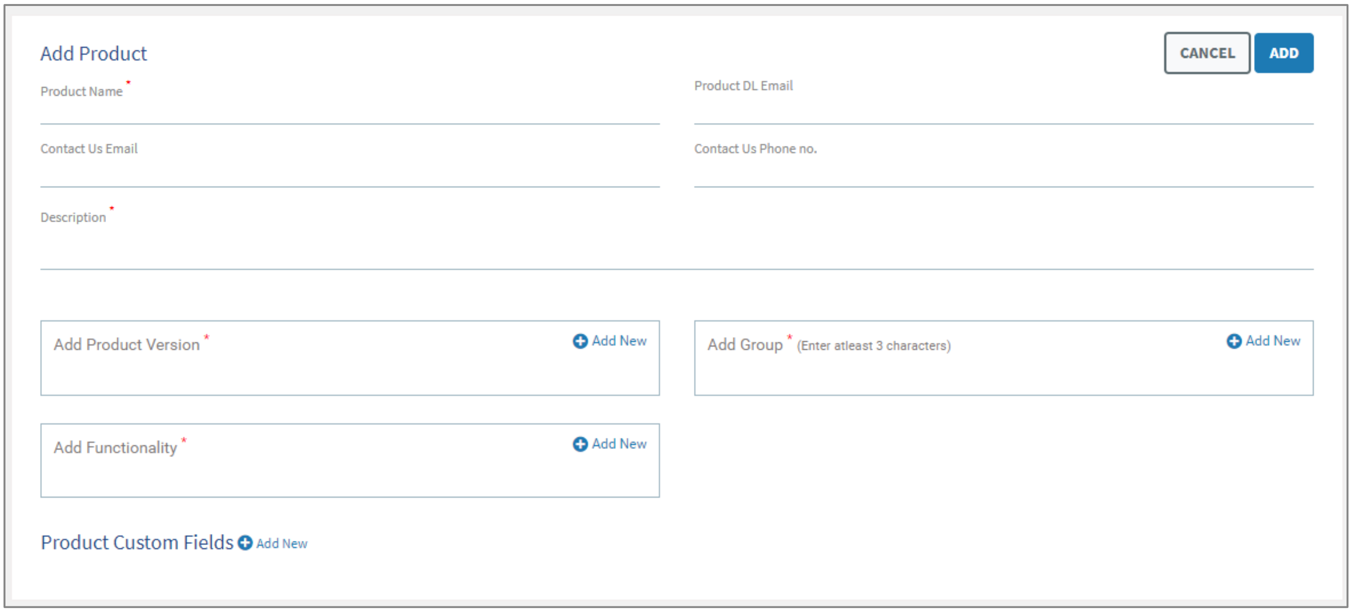


PRODUCT NAME	COMPANY NAME	USERS	DATE	STATUS
AD-Management	Exela Technologies	2	2019-03-12	ACTIVE
Fastrieve	Exela Technologies	3	2019-03-12	ACTIVE
OC-Change	Exela Technologies	3	2019-02-18	ACTIVE
OC-Incident	Exela Technologies	3	2019-02-18	ACTIVE
OCP	Exela Technologies	2	2019-02-06	ACTIVE
PCH	Exela Technologies	1	2019-03-12	ACTIVE
TIMO	Exela Technologies	10	2019-01-26	ACTIVE

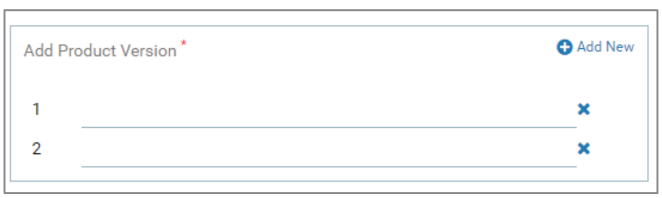
Figure 30: Admin-Products

Here, Admin can view details such as product name, company, users assigned for the product, date and the status of the product

- Click on the Export to link to generate product-wise report in an excel sheet
- Admin has rights to add new products. Click on the ADD PRODUCT button to add new products, the following page will appear:



- Mention name of the product in '**Product Name'** field
- Enter the DL in the '**Product DL Email'** field
- Enter the email in '**Contact Us Email'** field
- Enter phone number in '**Contact Us Phone No.**' field
- Enter the product description in the '**Description'** field
- Admin can add version details of the product if there are multiple versions of the product. Click on the Add New button for the same:



- Similarly, Admin can add details about '**Group'** and '**Functionality'** in respective sections
- Click on the Product Custom Fields Add New to add custom fields
- Click on ADD button to add the product after entering information in all fields
- Click on the CANCEL button to close the page

9.3. Companies

- Click on the '**Companies'** menu, the following page will appear:

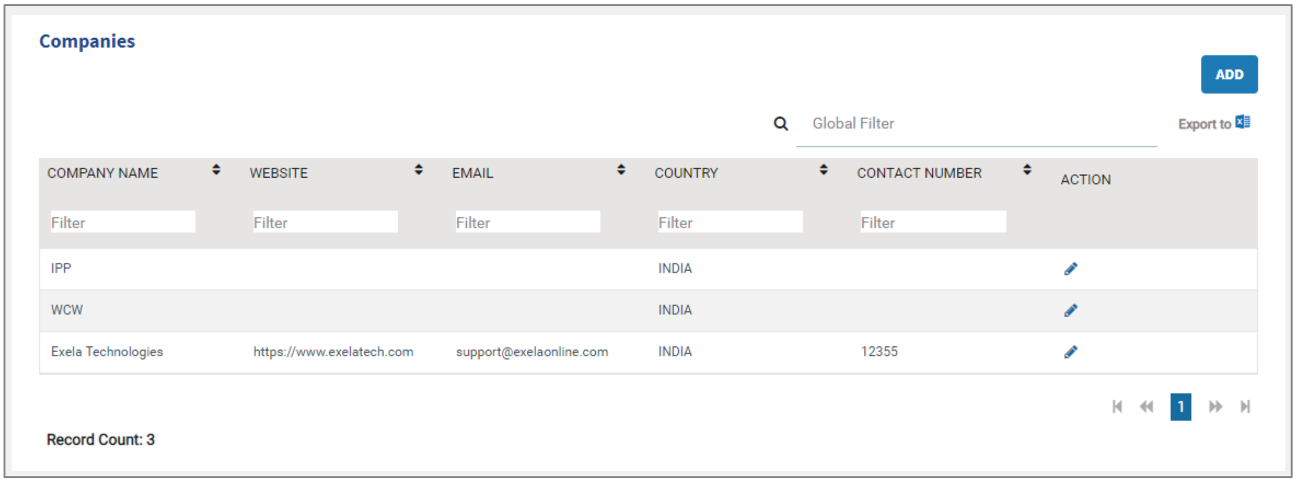
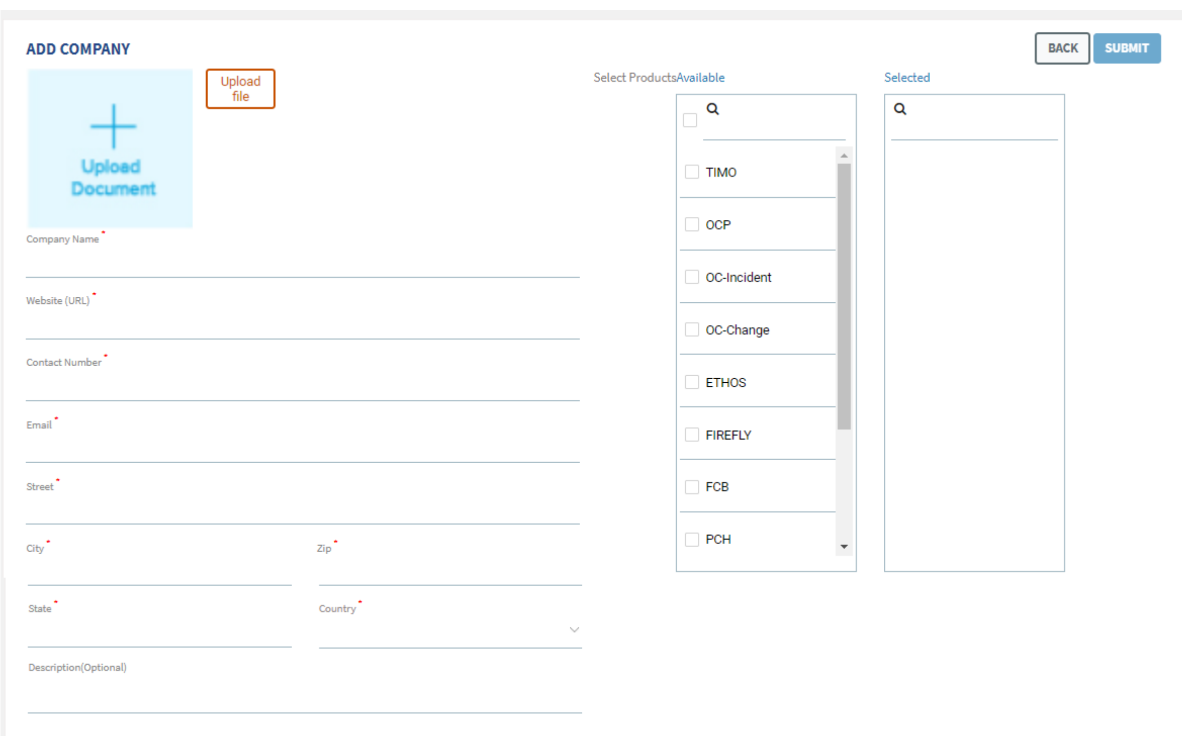


Figure 31: Admin-Companies

Here, Admin can view details of the companies such as company name, website, email address, country and contact number.

- Click on the button to edit details of a company

Admin has the right to add new company to the TIMO database. Click on the ADD button to add new company:



- Click on Upload file button to upload company image
- Enter name of the company in the '**Company Name'** field
- Enter URL in the '**Website (URL)**' field
- Enter contact number in the '**Contact Number'** field
- Enter other details such as email address, street, city zip code, state, country and description in respective fields
- Select products available from the list available in the right hand side section
- Click on the SUBMIT button to submit new company details
- Click on the BACK button to go back to the main page of '**Companies'** menu
- Admin can export a report of the companies added in TIMO in an excel sheet by clicking on Export to

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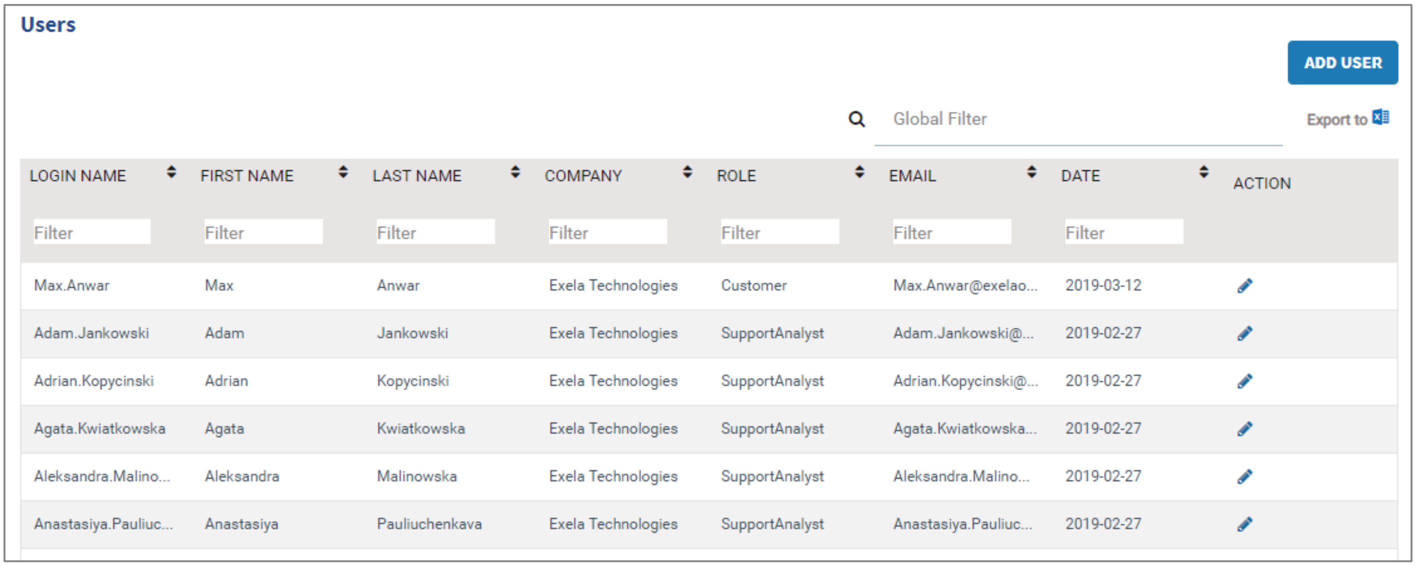
9.4. Users

Users

- Click on the '**Users**' menu, the following page will appear:


Users

ADD USER

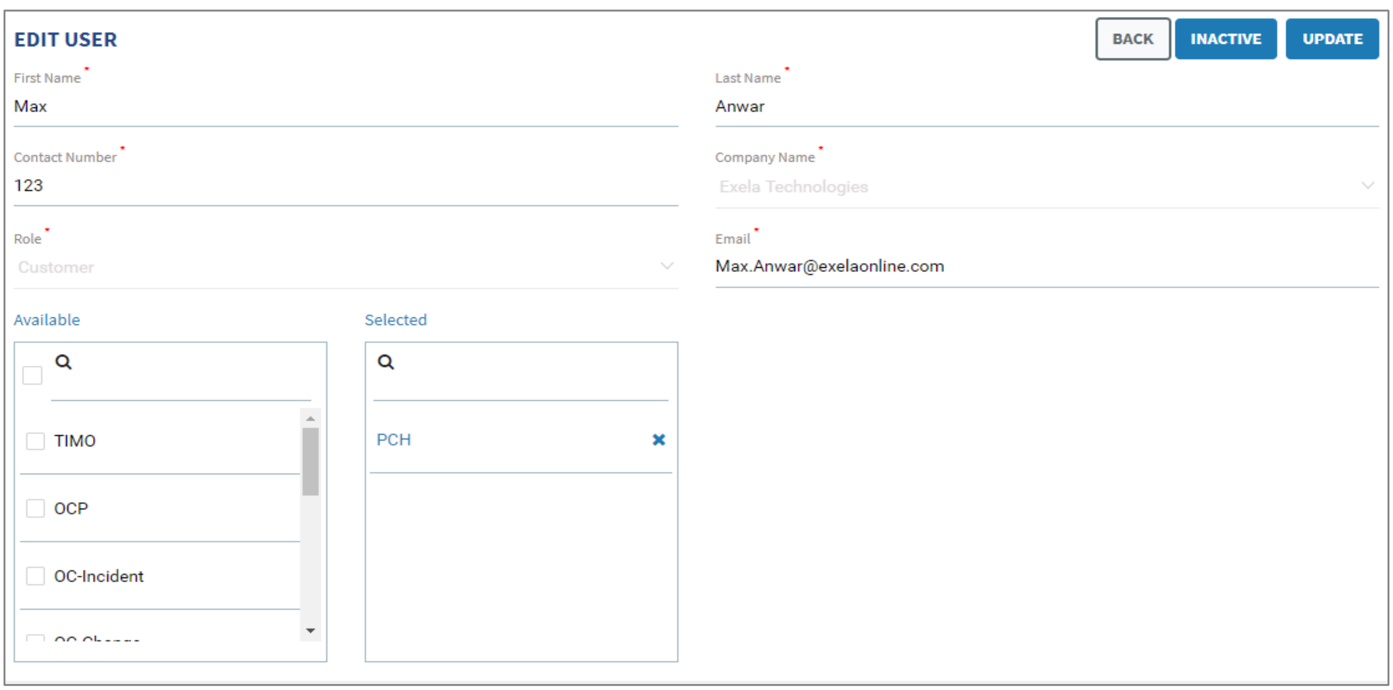
Global Filter Export to

LOGIN NAME	FIRST NAME	LAST NAME	COMPANY	ROLE	EMAIL	DATE	ACTION
Filter	Filter	Filter	Filter	Filter	Filter	Filter	
Max.Anwar	Max	Anwar	Exela Technologies	Customer	Max.Anwar@exelao...	2019-03-12	
Adam.Jankowski	Adam	Jankowski	Exela Technologies	SupportAnalyst	Adam.Jankowski@...	2019-02-27	
Adrian.Kopycinski	Adrian	Kopycinski	Exela Technologies	SupportAnalyst	Adrian.Kopycinski@...	2019-02-27	
Agata.Kwiatkowska	Agata	Kwiatkowska	Exela Technologies	SupportAnalyst	Agata.Kwiatkowska...	2019-02-27	
Aleksandra.Malino...	Aleksandra	Malinowska	Exela Technologies	SupportAnalyst	Aleksandra.Malino...	2019-02-27	
Anastasiya.Pauliuc...	Anastasiya	Pauliuchenkava	Exela Technologies	SupportAnalyst	Anastasiya.Pauliuc...	2019-02-27	

Figure 32: Admin-Users

Here, Admin can view user details such as login name, first name, last name, company, role, email address and date.

- Click on button to edit user details. The following page will appear:



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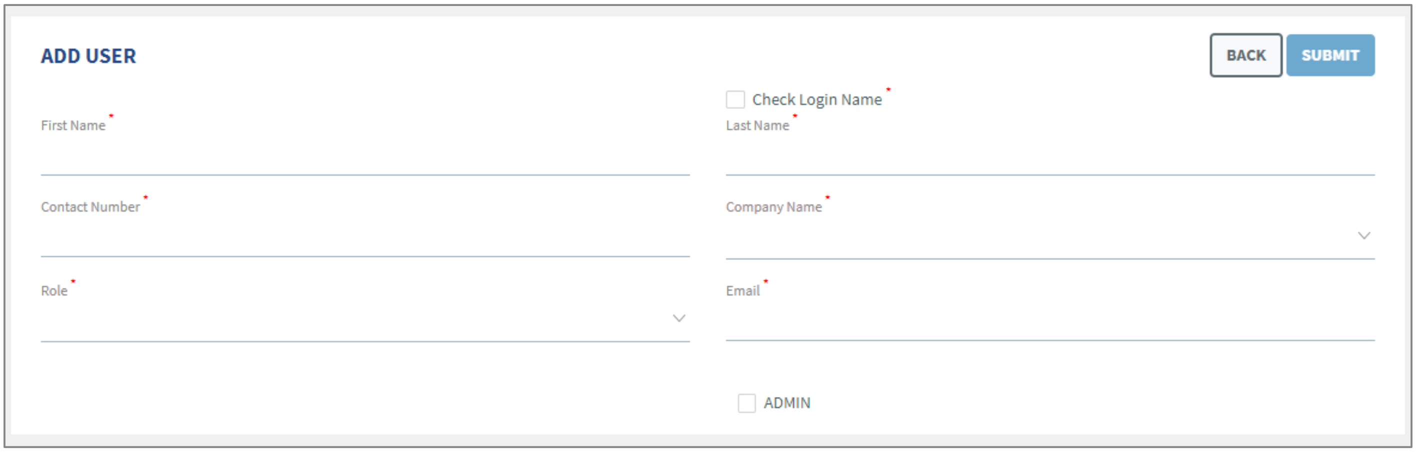
- Edit required details and click on the ‘**UPDATE’** button to save the changes
- Click on the ‘**INACTIVATE’** button to de-activate a user
- Click on the ‘**BACK’** button to go back to the main page of ‘**Users’** menu
- Click on 

button to add new user, the following page will appear:



- Enter first name in the ‘**First Name’** field
- Enter last name in the ‘**Last Name’** field
- Click on ‘**Check Login Name’** checkbox to check the availability of login name for the new user
- Enter number in the ‘**Contact Number’** field
- Enter name of the company in the ‘**Company Name’** field
- Enter user role from the drop down list in the ‘**Role’** field
- Enter email address in the ‘**Email’** field
- If the user needs to be assigned Admin rights, click on the ‘**ADMIN’** checkbox
- Click on the ‘**BACK’** button to close the page without saving details and go back to the main page of ‘**Users’** menu
- Click on the **‘SUBMIT’** button to save the new user details
- Click on the 

button to extract user reports in an excel sheet

9.5. Reports

- Click on the '**Reports'** menu, the following page will appear:

Admin can generate reports in an excel sheet on the basis of users and products

- For instance, click on the '**Products'** radio button to proceed. The following page will appear:

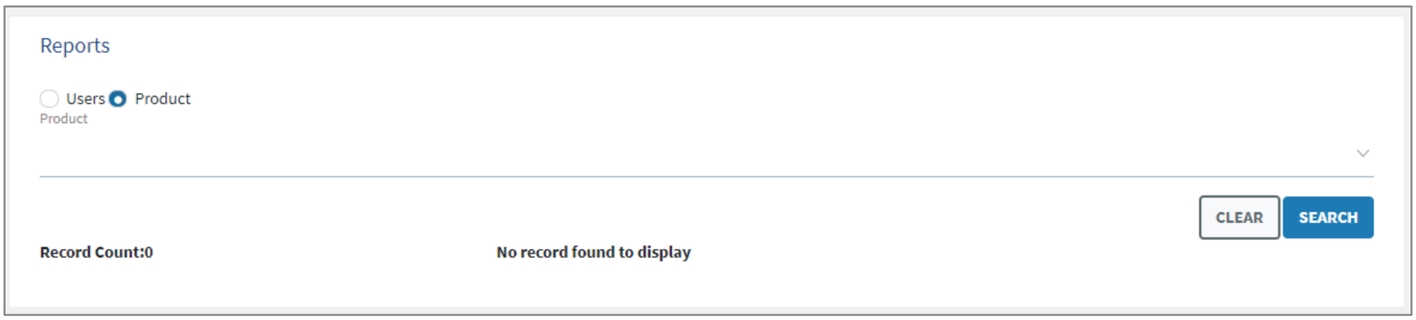
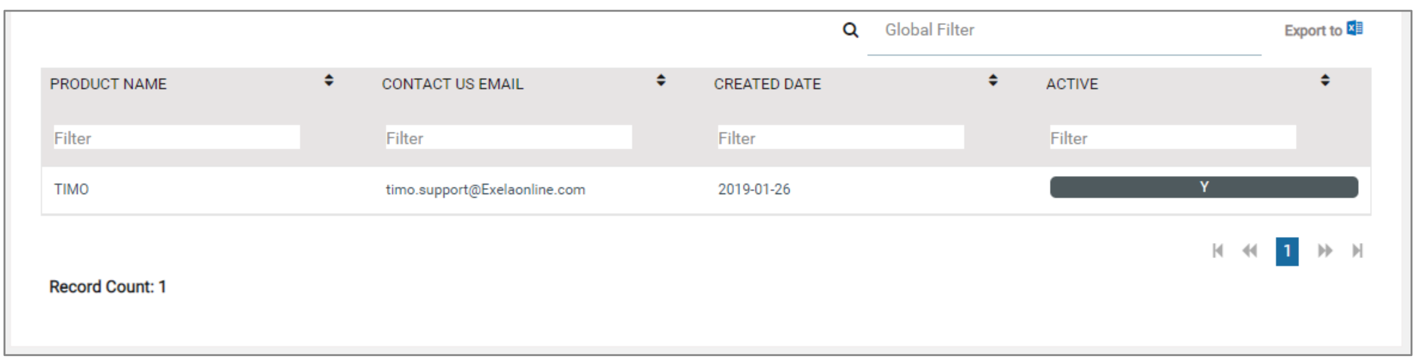
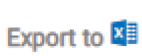


Figure 33: Admin-Reports

- Select the product from the drop down list in the '**Product'** field and click on the '**SEARCH'** button. A list of products will appear:



- Click on  to export the report in an excel sheet

- Similarly, Admin can generate reports on the basis of users

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9.6. Help

- Click on the '**Help'** menu, the following page will appear:

Figure 34: Admin-Help

Here, Admin can access TIMO help documents, user manuals for reference. A user with the Admin role can access documents only for assigned/permitted products.

- Click on the  button to download relevant documents

9.7. Logging-out

- Click on the profile name on the extreme right hand side. The following option will appear:

Log Out

- Click on the '**Log Out'** button to log out from the application