

Sid1

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TIMO-3.0 User Manual

Version 1.9



ABSTRACT

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

PREPARED BY:



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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

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.

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 'Languages' menu in Google Chrome.



as their default language under

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:

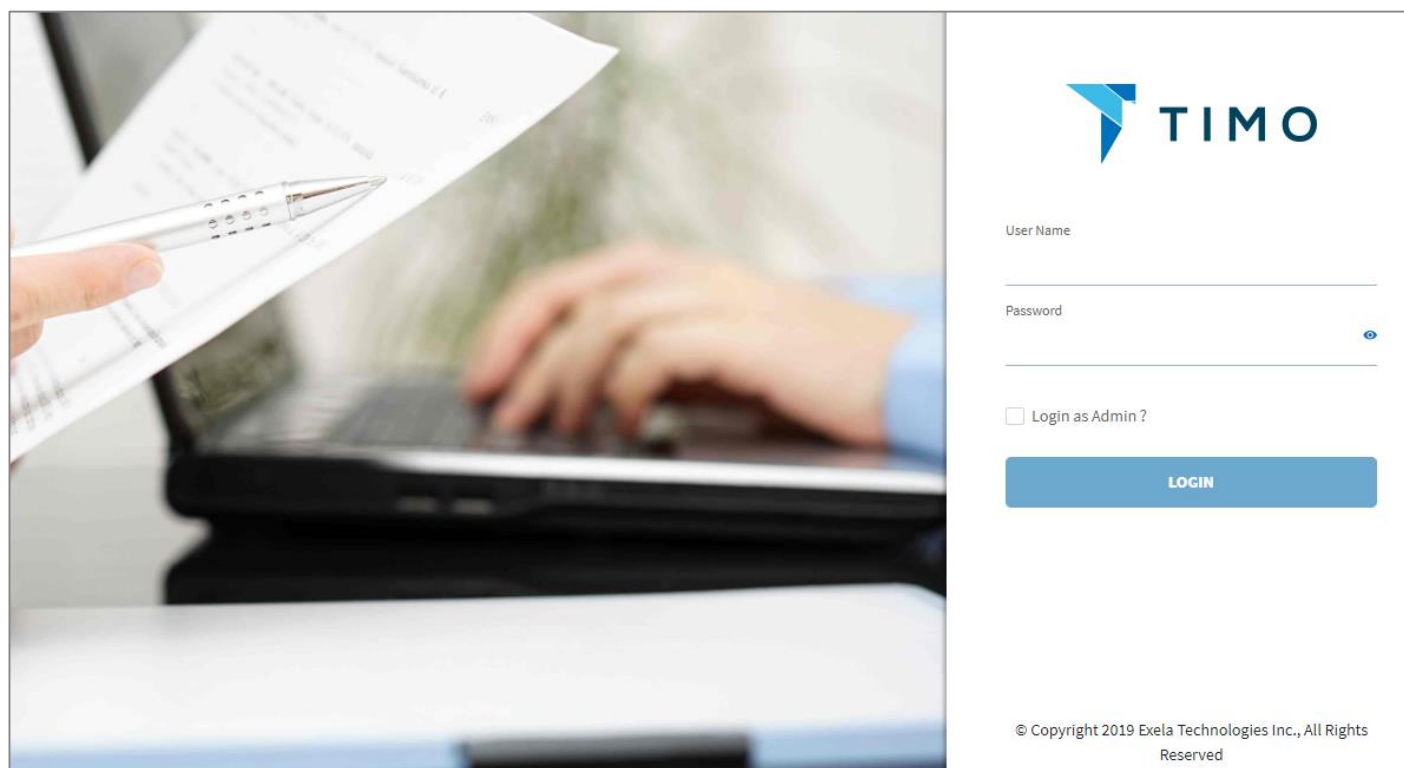





Figure 1: Log In

- 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  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.


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:

Dashboard




24

All Tickets



24


Open



0

Resolved

Q Global Filter

Export to 

TICKET	REQUESTED ON	REQUESTED BY	PRODUCT	INCIDENT STATEMENT	CUSTOMER P...	ASSIGNED TO	STATUS
Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter
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

1

2


3

Rows per page: 10



Record Count: 24

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:

Raise a Ticket

CLEAR

CREATE TICKET

Product

▼

Company Name

Exela Technologies

Type

▼

Customer Assigned Priority

▼

Ticket reference:(Max 45 characters)

Functionality

▼

Sub Functionality

▼

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

Incident Statement (Max 500 characters)

Full Description

Notes



Type Here...

Characters remaining : 2600 (Maximum 2600 characters)

Attach Files

Attached Files : 0

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:

Notes

B *I* A ☰ ☷

Type Here...

Characters remaining : 2600 (Maximum 2600 characters)

- 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

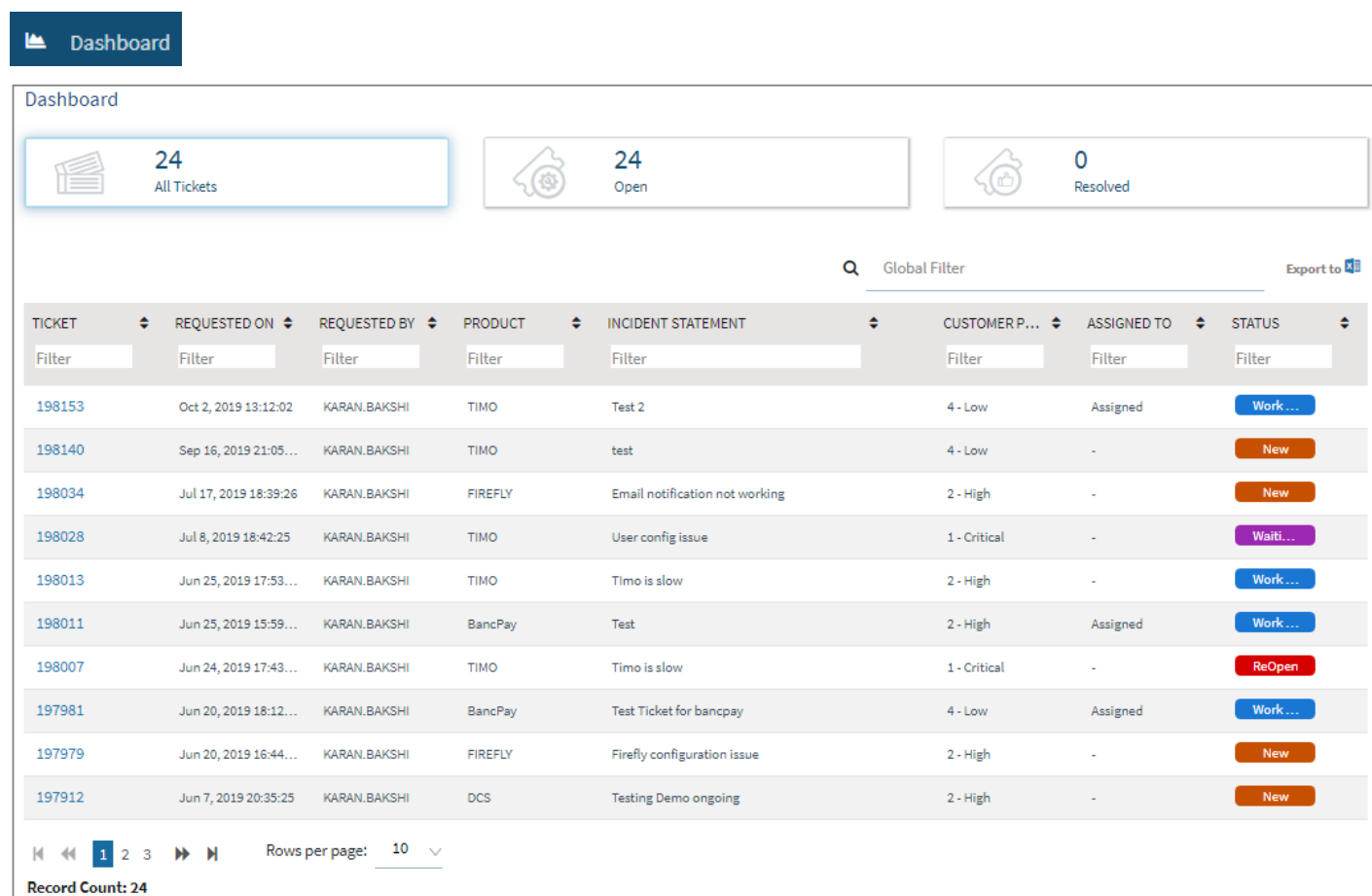


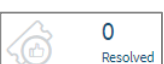



Figure 3: Customer - Dashboard

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:

TICKET

Filter

198153

198140

- The details page will appear:

Ticket 198153 (Work In Progress)

Action To Analyst ⓘ ✎ ↺ UPDATE ⋮

Product TIMO	Company Name Exela Technologies	Assigned To Assigned
Raised On October 02, 2019, 13:11:16	Raised By KARAN.BAKSHI	Status Work In Progress
Type Issue	Functionality Ticket Process	Customer Assigned Priority 4 - Low
Product Version	Sub Functionality	Ticket Reference:(Max 45 characters)
Requestor Email ID	Requestor Contact Number	Requestor Time Zone
Operating System	Database	Web Server
Application Server	Estimated Resolution Date -	Mail Notification To (Separate mail id by ; or ,)
Incident Statement (Max 500 characters) Test 2		
Full Description Test 2		
Category	Subcategory	Category Text:(max 95 characters)
<input type="checkbox"/> Escalate <input checked="" type="checkbox"/> Mail Notification		

Notes

Type Here...

Characters remaining : 2600 (Maximum 2600 characters)

Attach Files

Attached Files : 0

Filter By

ALL

KARAN.BAKSHI, Customer

October 02, 2019, 13:12:02

Test 2

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

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:

Customer Assigned Priority



1 - Critical
2 - High
3 - Moderate
4 - Low

- Mention the reference in the **'Ticket Reference'** field
- Click on the Action To Analyst drop down list to select appropriate action:

Action ● To Analyst ▼

Work In Progress

To Analyst


- 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:

Notes

B I A [List Icon] [List Icon]


Type Here...


Characters remaining : 2600 (Maximum 2600 characters)

- 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:



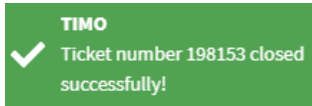
Close Ticket


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

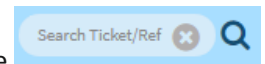
Are you sure to close this ticket ? 



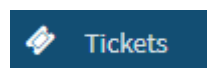
- Click on '**CANCEL**' button to close the message
- Click on '**SUBMIT**' button to close the ticket. Following message will appear:



- 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

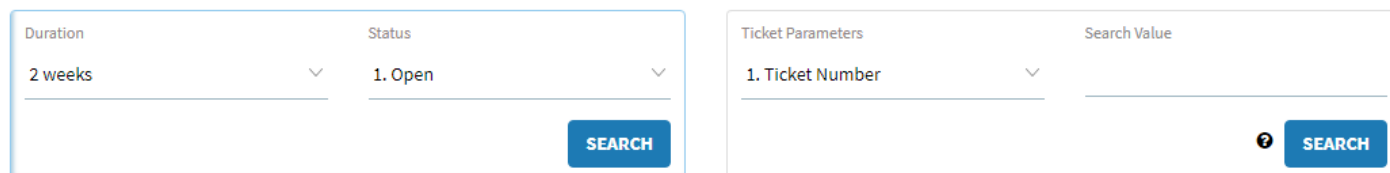


5.3. Tickets



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

Tickets

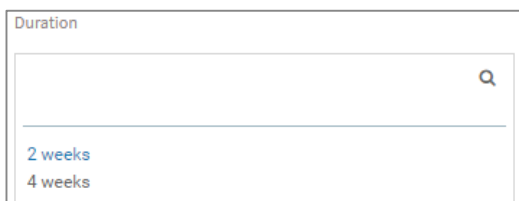


The screenshot shows the 'Tickets' search interface. It has two main sections. The left section has two dropdown menus: 'Duration' with '2 weeks' selected and 'Status' with '1. Open' selected. Below these is a blue 'SEARCH' button. The right section has a 'Ticket Parameters' dropdown with '1. Ticket Number' selected and a 'Search Value' input field. Below these is a blue 'SEARCH' button with an information icon to its left.

Figure 4: Customer-Submitter-Requester-Tickets

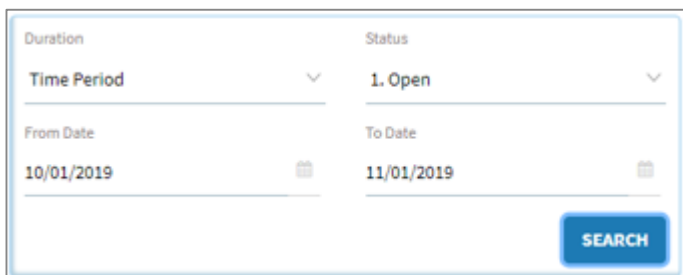
Here, customers can view open and closed tickets for the past two, four weeks or for a specified duration. Details such as ticket number, date raised, product, functionality, ticket type, status and customer priority can be viewed.

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



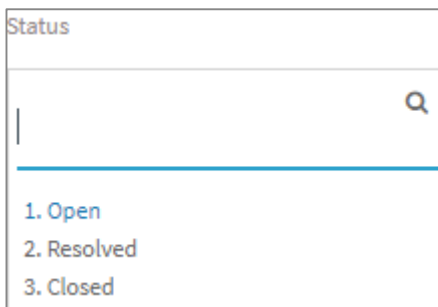
The screenshot shows the 'Duration' dropdown menu. It has a search icon in the top right corner. Below the search bar, there are two options: '2 weeks' and '4 weeks'.

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




The screenshot shows the 'Tickets' search interface with the 'Duration' dropdown set to 'Time Period'. Below the dropdown, there are two date fields: 'From Date' with '10/01/2019' and 'To Date' with '11/01/2019'. A blue 'SEARCH' button is at the bottom right.

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



The screenshot shows the 'Status' dropdown menu. It has a search icon in the top right corner. Below the search bar, there are three options: '1. Open', '2. Resolved', and '3. Closed'.


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:

Ticket 198153 (ReOpen)

UPDATE

Product
TIMO

Raised On
October 02, 2019, 13:11:16

Type
Issue

Product Version

Requestor Email ID

Operating System

Application Server

Incident Statement (Max 500 characters)
Test 2

Company Name
Exela Technologies

Raised By
KARAN.BAKSHI

Functionality
Ticket Process

Sub Functionality

Requestor Contact Number

Database

Estimated Resolution Date

Assigned To

Status
ReOpen

Customer Assigned Priority
4 - Low

Ticket Reference:(Max 45 characters)

Requestor Time Zone

Web Server

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

Full Description
Test 2

Category

Subcategory

Category Text:(max 95 characters)

☐ Escalate

☒ Mail Notification

Notes

Type Here...

Characters remaining : 2600 (Maximum 2600 characters)

Attach Files

Attached Files : 0

Filter By
ALL

KARAN.BAKSHI, Customer

Test 2

October 02, 2019, 13:12:02

Audit Trail (Status changes) - recent 5 of 11

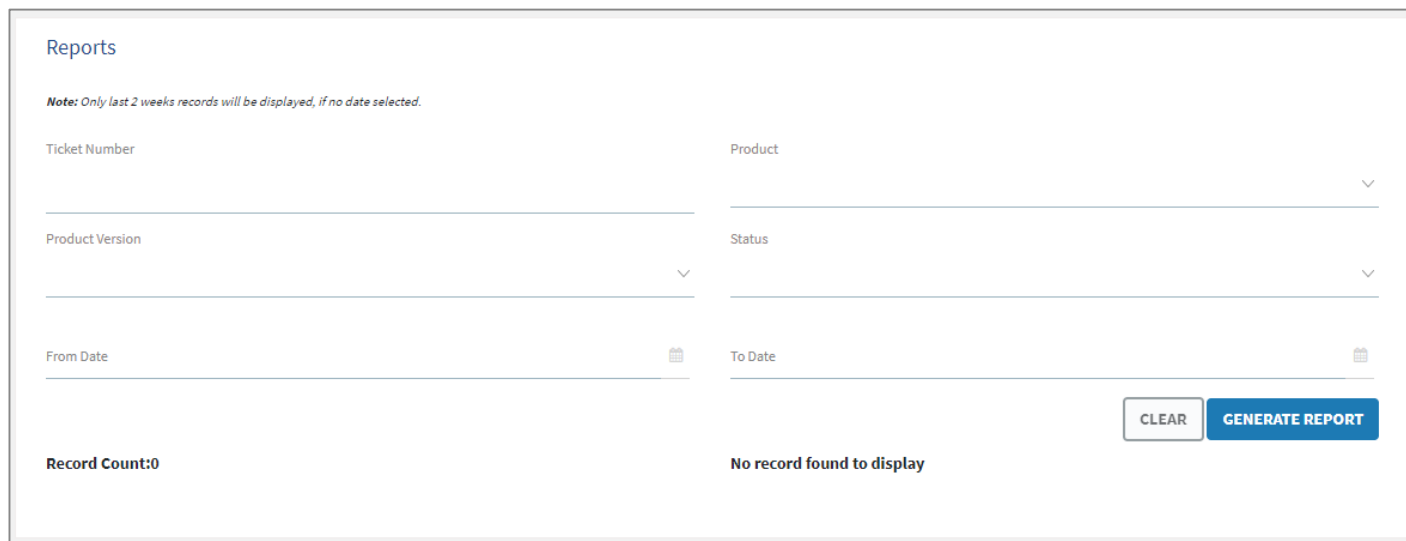
PREVIOUS STATUS	CURRENT STATUS	BY	TIME
Closed	ReOpen	KARAN.BAKSHI	Nov 8, 2019 12:23:40
ReOpen	Closed	KARAN.BAKSHI	Nov 8, 2019 12:22:15
--	--	KARAN.BAKSHI	Nov 8, 2019 12:22:08
Closed	ReOpen	KARAN.BAKSHI	Nov 8, 2019 12:22:08
Work In Progress	Closed	KARAN.BAKSHI	Nov 8, 2019 12:21:34

NOTE: Explained in details in the above Section 5.2 Dashboard

5.4. Reports

Reports

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



Reports

Note: Only last 2 weeks records will be displayed, if no date selected.

Ticket Number Product

Product Version Status

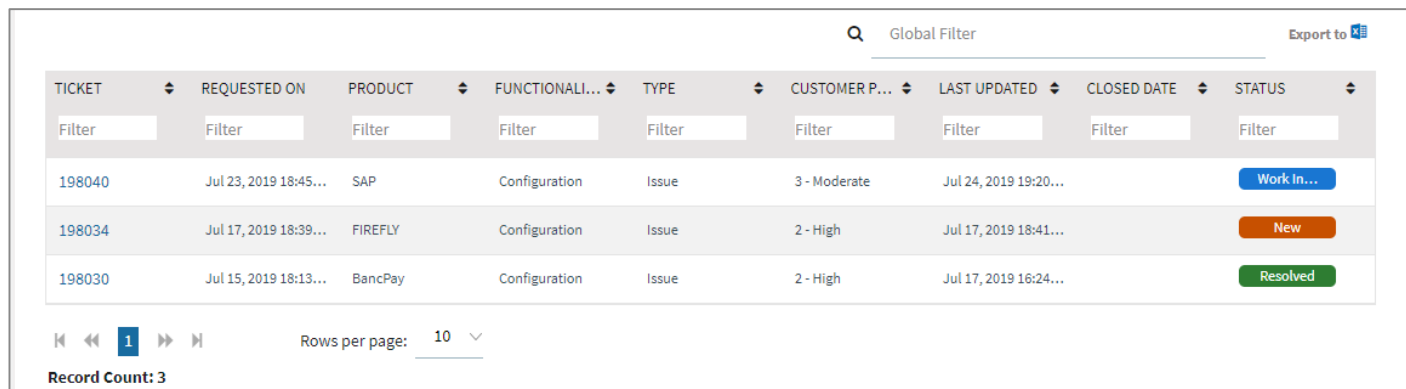
From Date To Date

Record Count:0 **No record found to display**


CLEAR **GENERATE REPORT**

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
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

Global Filter Export to 

Rows per page: 10

Record Count: 3

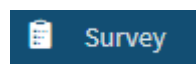
Here user can view ticket details such as ticket number, request date, product, functionality, ticket type, customer priority, ticket last updated date, ticket closed date and the status.

- Click on the ticket number to open the details:

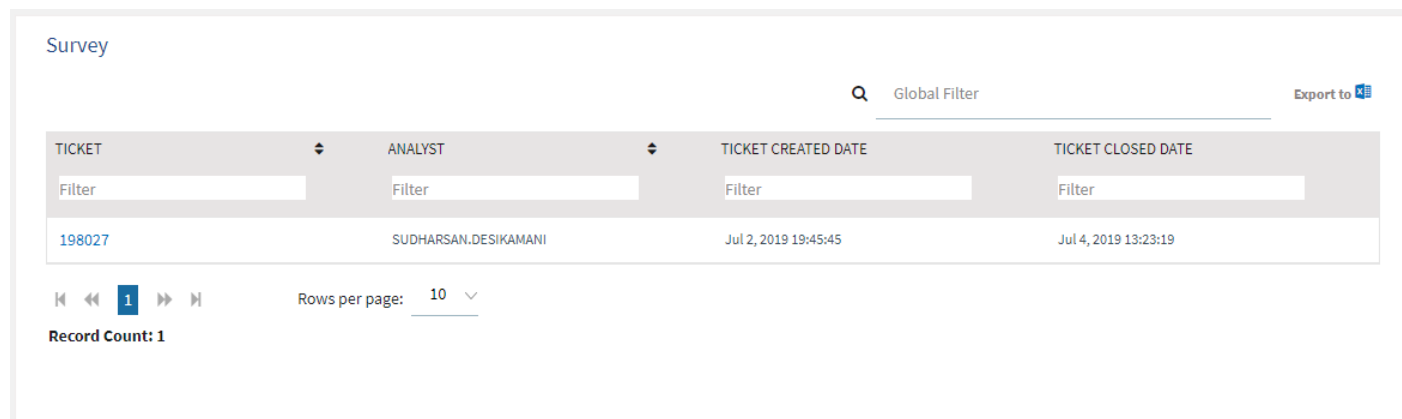
TICKET
↕
Filter
190370

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


5.5. Survey



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



Survey

Global Filter Export to 

TICKET	ANALYST	TICKET CREATED DATE	TICKET CLOSED DATE
Filter	Filter	Filter	Filter
198027	SUDHARSAN.DESIKAMANI	Jul 2, 2019 19:45:45	Jul 4, 2019 13:23:19

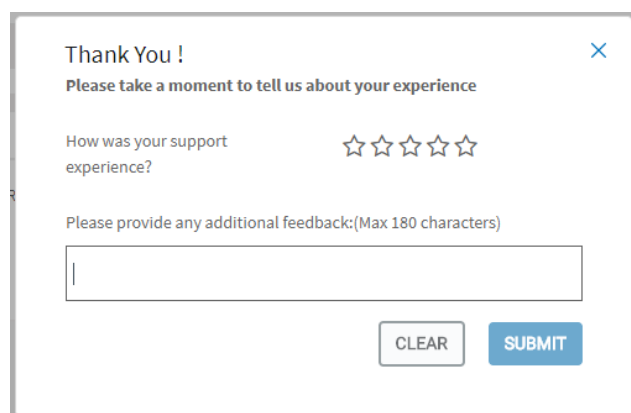
Rows per page: 10

Record Count: 1

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:



Thank You ! ×

Please take a moment to tell us about your experience

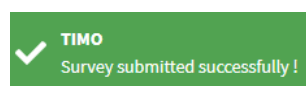
How was your support experience? ☆☆☆☆☆


Please provide any additional feedback:(Max 180 characters)

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

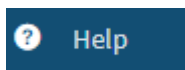


- Provide additional comments in the feedback box provided
- Click on the **'SUBMIT'** button to submit the survey. The following message will appear:



- 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:

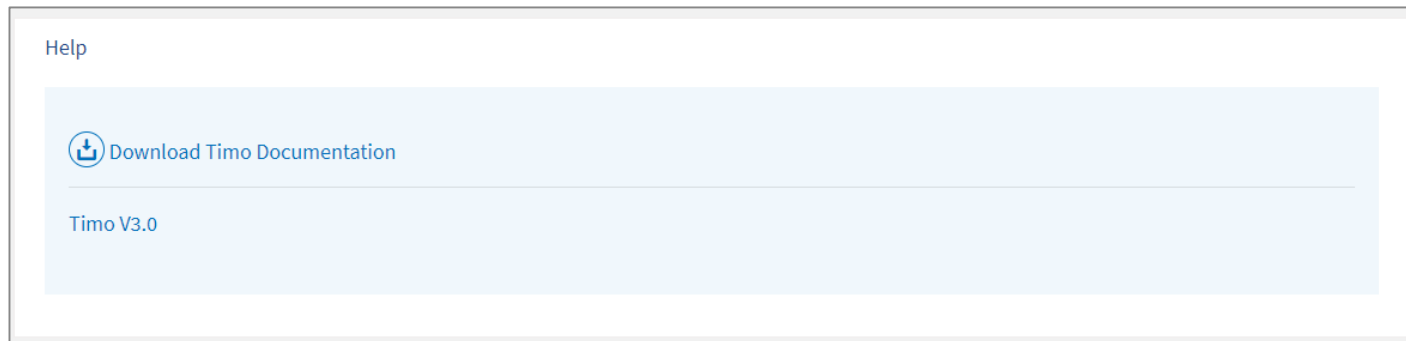

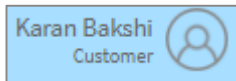


Figure 7: Customer-Submitter-Requester-Help

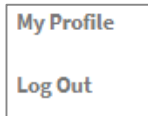
Here, customers can access TIMO help documents, user manuals for reference. A user with the Customer/Submitter/Requester role can access documents only for assigned/permitted products.

- 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:

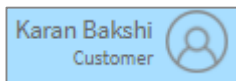
My Profile: Karan.Bakshi

Registration Date	Status
2019-02-07T10:22:13.303+0000	Active
First Name	Last Name
Karan	Bakshi
Company	Role
Exela Technologies	Customer
Contact Number	Email
1231231231	Karan.Bakshi@exelaonline.com
City	Country

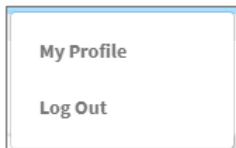
CANCELUPDATE

- 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

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:

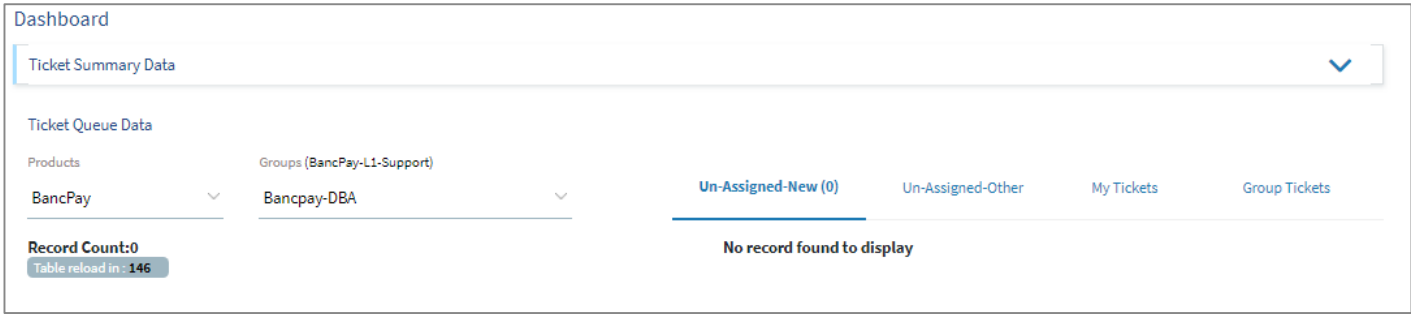

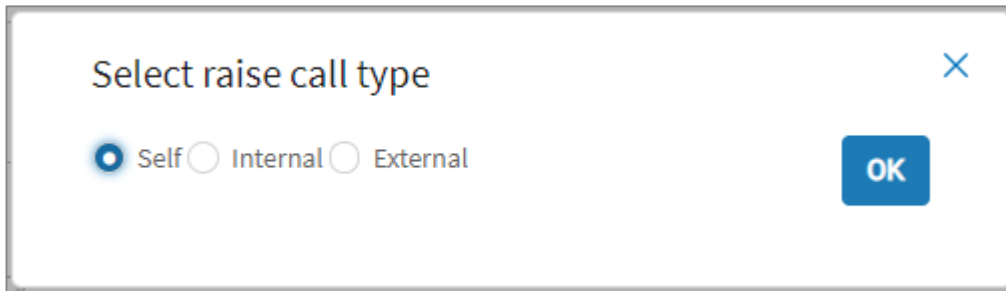


Figure 8: Support Analyst-Landing Page

6.1. Raising a Ticket

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






Select raise call type



☒ Self ☐ Internal ☐ External

OK

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:

Raise a Ticket - External

CLEAR

CREATE TICKET

Product	Company Name:(Max 20 characters)	Type
Customer Assigned Priority	Ticket reference:(Max 45 characters)	Functionality
Requested By:(Max 45 characters)	Requested On 08/11/2019 15:17	Sub Functionality

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

Advanced

Incident Statement (Max 500 characters)

Full Description

Notes

Type Here...

Characters remaining : 2600 (Maximum 2600 characters)

Attach Files

Attached Files : 0

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

Dashboard

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

Dashboard

Ticket Summary Data

Ticket Queue Data

Products: TIMO

Groups (HelpDesk): HelpDesk

Un-Assigned-New (8) | Un-Assigned-Other | My Tickets | Group Tickets

9 columns selected

Global Filter

Export to

TICKET	TICKET REF...	COMPANY	REQUESTE...	INCIDENT STATEMENT	CUSTOMER...	ASSIGNED TO	STATUS	ACTION
198140		Exela Technolo...	Sep 16, 2019 21...	test	4 - Low	HelpDesk	New	
198134		Test	Sep 16, 2019 18...	Test	4 - Low	HelpDesk	New	
198068		19/08/2019 12:22	Aug 21, 2019 15...	Test 2	4 - Low	HelpDesk	New	
198052		Exela Technolo...	Aug 8, 2019 12:...	Test	4 - Low	HelpDesk	ReOpen	
198007		Exela Technolo...	Jun 24, 2019 17...	Timo is slow	1 - Critical	HelpDesk	ReOpen	
195972		Exela Technolo...	Apr 25, 2019 12:...	Testing Ticket in TIMO	3 - Moderate	HelpDesk	New	
195970		Exela Technolo...	Apr 25, 2019 11:...	Test	2 - High	HelpDesk	New	
190139		Exela Technolo...	Feb 27, 2019 16...	Testing	2 - High	HelpDesk	ReOpen	

Record Count: 8

Table reload in: 156

SAVE VIEW

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 Summary Data

My Ticket Data						Group Ticket Data					
PRODUCT	GROUP	WIP	WFC	OH	RSLD	PRODUCT	GROUP	WIP	WFC	OH	RSLD
BancPay	Bancpay-DBA	1	0	0	0	BancPay	Bancpay-DBA	1	0	0	0
OC-Incident	In-Support	8	0	0	0	BancPay	BancPay-L1-Support	0	0	0	0
TIMO	HelpDesk	3	0	0	0	BancPay	Bancpay-Server	3	0	0	0
						OC-Incident	In-Support	84	10	4	3

Ticket Queue Data

Ticket Queue Data

Products

Groups (HelpDesk)

TIMO

HelpDesk

Un-Assigned-New

Un-Assigned-Other

My Tickets (3)

Group Tickets

OPEN

RESOLVED

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:

9 columns selected

Global Filter

Export to x

TICKET	TICKET R...	COMPANY	REQUEST...	INCIDENT STATEMENT	CUSTOM...	ASSIGNE...	STATUS	ACTION
Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	
+ 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	

1

Rows per page: 10

Record Count: 6

Table reload in: 120

SAVE VIEW

- 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.

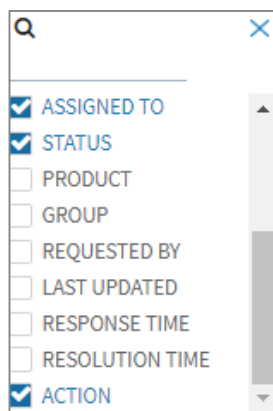
Ticket details such as ticket number, ticket reference, company, requested date, incident status, customer priority, assigned to, status, product, group, requested by, last updated by, response time, resolution time and action can be managed.

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:



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:

Ticket 195970.0 (New)

195970 - High

UPDATE

Product

TIMO

Company Name

Exela Technologies

Status

New

Assigned To

-

Requested By

NITIN.LANJEWAR

Created By

Nitin.Lanjewar

Group

HelpDesk

Requested On

April 25, 2019, 11:53:31

Created On

April 25, 2019, 11:53:31

Ticket Reference

-

Customer Assigned Priority

2 - High

Functionality

Ticket Process

Type

Incident

Support Assigned Priority

Sub Functionality

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

Advanced

Incident Statement (Max 500 characters)

Test

Full Description

Test

Category

Subcategory

Category Text:(max 95 characters)

☐ Escalate

☒ Mail Notification

Notes

Internal

Type Here...

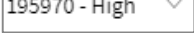

Characters remaining : 2600 (Maximum 2600 characters)

Attach Files

Attached Files : 0

Audit Trail (Status / Analyst changes)

PREVIOUS STATUS	CURRENT STATUS	PRE-ASSIGNEE	CURRENT-ASSIGNEE	BY	TIME
--	--	--	HelpDesk	NITIN.LANJEWAR	Apr 25, 2019 11:53:31
--	New	--	--	NITIN.LANJEWAR	Apr 25, 2019 11:53:31

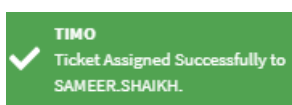
- View the next tickets in queue in the  drop down list at the top of the page
- Click on the  icon to assign the open ticket to a particular group. Following window will appear:

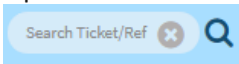



- Move the cursor over '**Assign To Me**' to select the group to which the ticket can be assigned. Following window will appear:



- 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:

Tickets

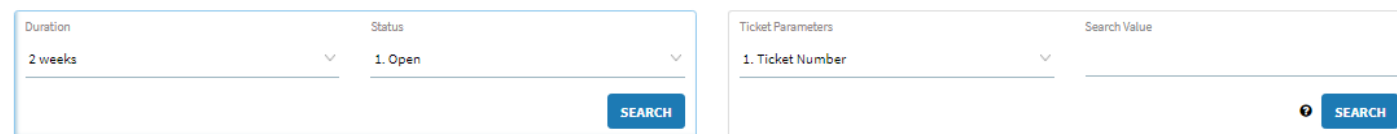


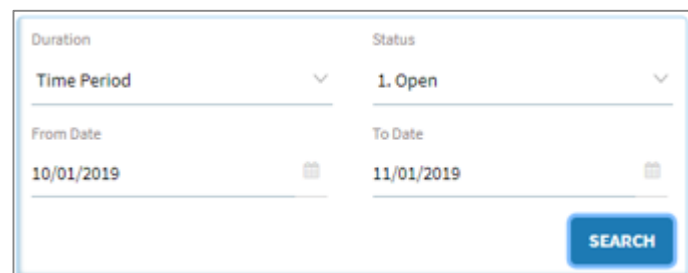
Figure 10: Support Analyst-Tickets Analysis

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.

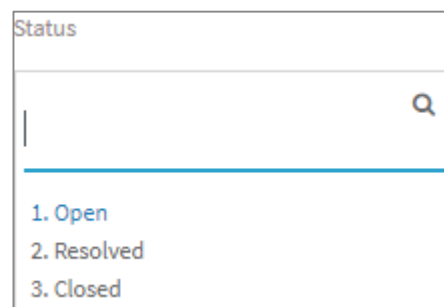
- Select the duration from the drop down list in the **'Duration'** field:



- 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.

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


TICKET	TICKET REFERENCE	REQUESTED ON	PRODUCT	FUNCTIONALITY	TYPE	CUSTOMER PRIORITY	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  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

Assigned To
SAMEER.SHAIKH

Group
HelpDesk

Ticket Reference
-

Type
Request

Company Name
Exela Technologies

Requested By
sameer.shaikh0209@gmail.com

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

Customer Assigned Priority
2 - High

Support Assigned Priority
2 - High

Status
Work In Progress

Created By
sameer.shaikh

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

Functionality
Ticket Process

Sub Functionality

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

Advanced

Incident Statement (Max 500 characters)

Test

Full Description

Test

Category

Subcategory

Category Text:(max 95 characters)

☐ Escalate

☒ Mail Notification

Notes

Type Here...

Internal

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

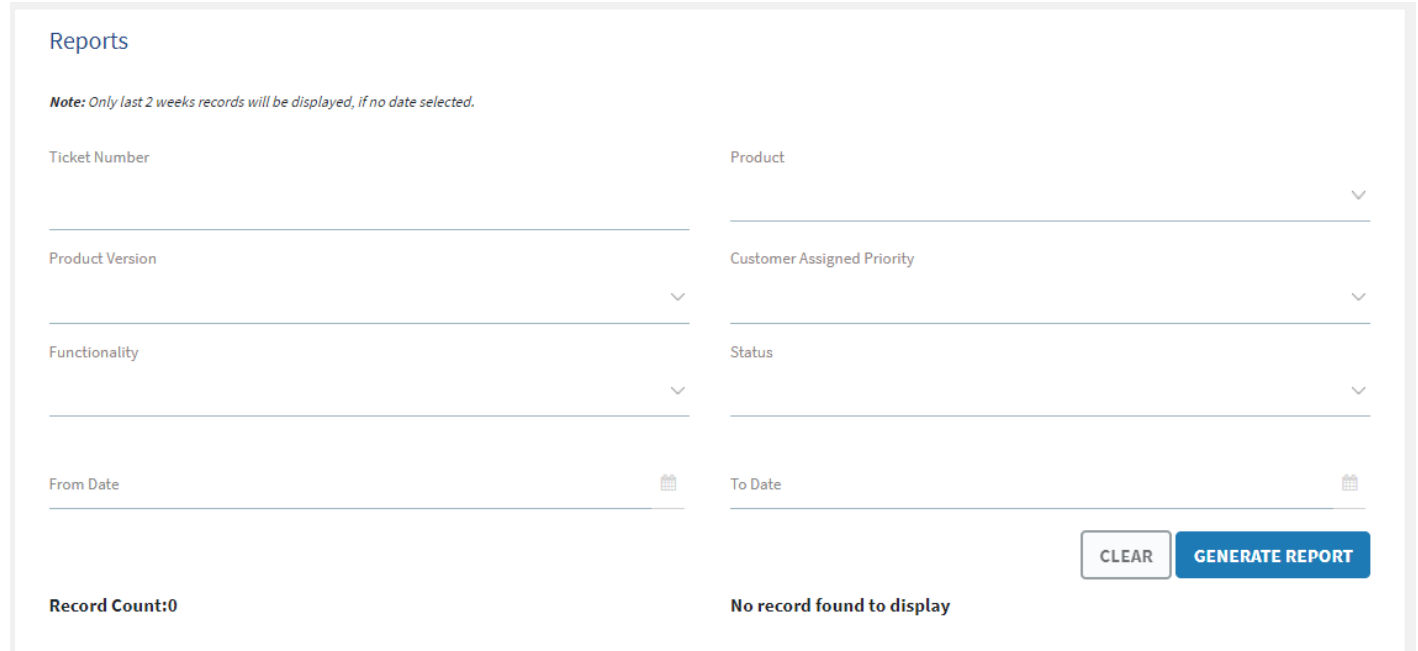
NOTE:

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

6.4. Reports

Reports

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



Reports

Note: Only last 2 weeks records will be displayed, if no date selected.

Ticket Number

Product

Product Version

Customer Assigned Priority

Functionality

Status

From Date

To Date

CLEAR **GENERATE REPORT**


Record Count:0 **No record found to display**

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:

9 columns selected

Global Filter

Export to 

TICKET	TICKET RE...	PRODUCT	COMPANY ...	COMPANY ...	REQUESTE...	REQUESTE...	CREATED BY	TYPE
Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter
+ 198039		SAP	Exela Technol...		SATTI.REDDI	Jul 23, 2019 0...	satti.reddi	Change Request

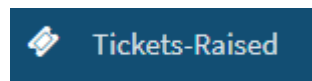
Rows per page: 10

Record Count: 1

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:

Tickets

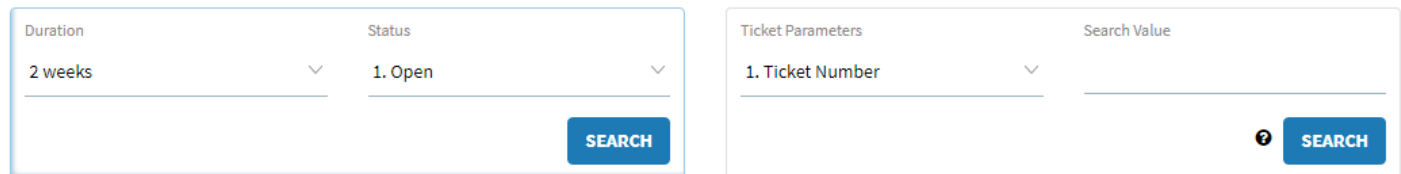
The screenshot shows two side-by-side filter panels. The left panel has 'Duration' set to '2 weeks' and 'Status' set to '1. Open', with a 'SEARCH' button at the bottom right. The right panel has 'Ticket Parameters' set to '1. Ticket Number' and a 'Search Value' input field, with a 'SEARCH' button at the bottom right and a help icon.

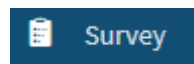
Figure 12: Support Analyst-Tickets Raised

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



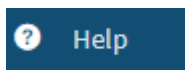
- Click on the '**Survey**' menu, the following page will appear:

The screenshot shows a header area with 'Survey' and 'Record Count:0' on the left, and 'No record found to display' on the right.

Figure 13: Support Analyst-Survey

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

6.7. Help



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

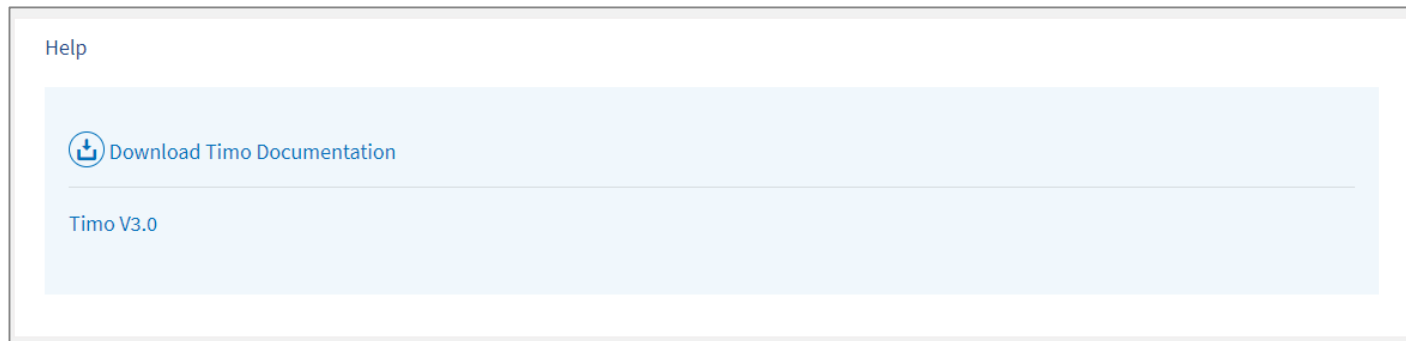

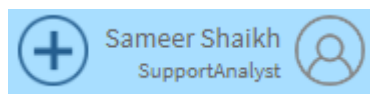


Figure 14: Support Analyst-Help

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:

My Profile

Log Out

6.8.1. My Profile

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

My Profile: Sameer.Shaikh

Registration Date	Status
First Name *	Last Name *
Company	<div style="color: red; font-size: small;">Last name is required.</div> Role
Contact Number	Email
City	Country

CANCEL UPDATE

Select Groups for Mail Notification

☐

OC-Incident:In-Support

☐

RPS:RPS_SSC

☐

TIMO:Configuration

☐

TIMO:HelpDesk

☐

UCS:UCS_SSC

- 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:

Dashboard

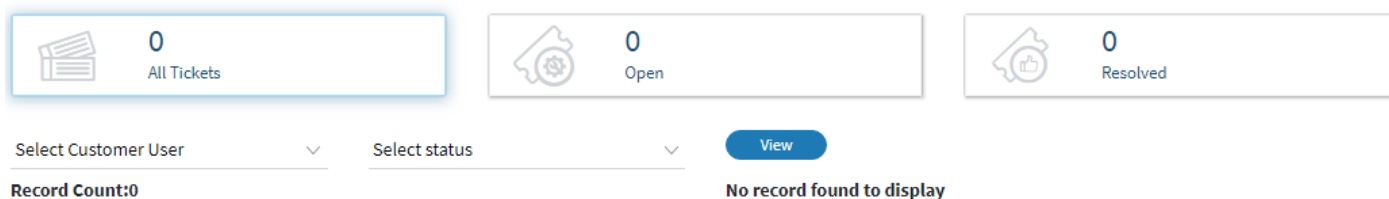





Figure 15: Customer Manager-Landing Page

7.1. Raising a Ticket

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

Raise a Ticket

CLEAR

CREATE TICKET

Product

Company Name

Type

Customer Assigned Priority

Ticket reference:(Max 45 characters)

Functionality

Sub Functionality

Advanced

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

Incident Statement (Max 500 characters)

Full Description

Notes

Type Here...

Characters remaining : 2600 (Maximum 2600 characters)


Attach Files

Attached Files : 0

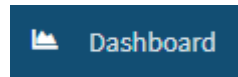
User with **'Customer Manager'** role can raise a ticket for self in this section.

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

7.2. Dashboard



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

Dashboard

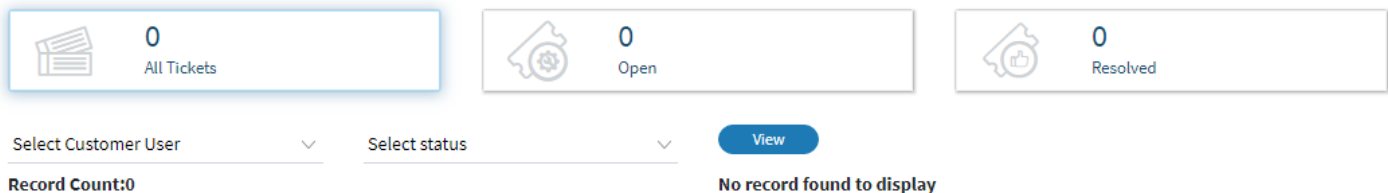

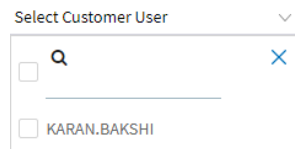



Figure 16: Customer Manager-Dashboard


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  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
Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter
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...

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

Product Version

Sub Functionality

Ticket Reference:(Max 45 characters)

Requestor Email ID

Requestor Contact Number

Requestor Time Zone

Operating System

Database

Web Server

Application Server

Estimated Resolution Date

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

Type Here...

Characters remaining : 2600 (Maximum 2600 characters)

Attach Files

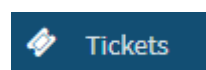
Attached Files : 0

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

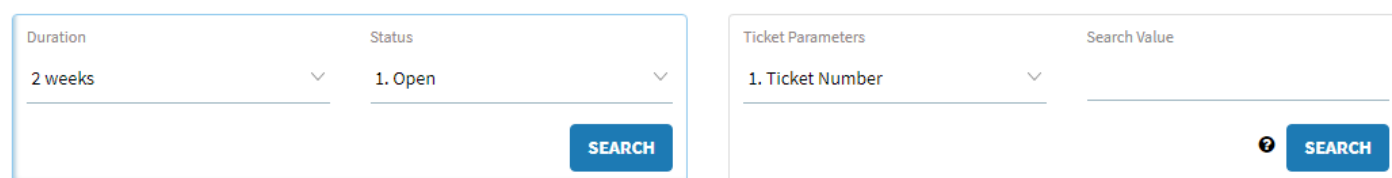
NOTE: Follow the same process as explained in **Section 5.2 Dashboard**

7.3. Tickets



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

Tickets



The screenshot shows the 'Tickets' page with two main search filter sections. The left section has 'Duration' (set to '2 weeks') and 'Status' (set to '1. Open'), with a 'SEARCH' button. The right section has 'Ticket Parameters' (set to '1. Ticket Number') and a 'Search Value' field, also with a 'SEARCH' button and an information icon.

Figure 17: Customer Manager-Tickets

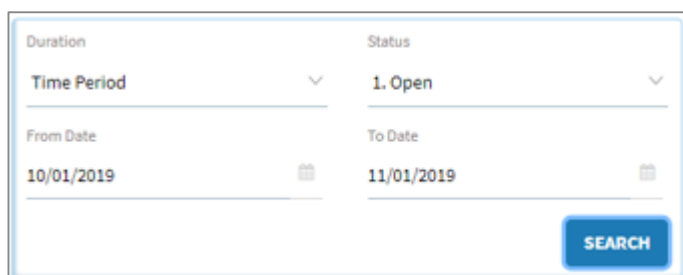
Here, customer manager can view open and closed tickets for the past two, four weeks or for a specified duration. Details such as ticket number, date raised, product, functionality, ticket type, status and customer priority and incident can be viewed.

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



The screenshot shows the 'Duration' dropdown menu with options '2 weeks' and '4 weeks'.

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



The screenshot shows the 'Tickets' page with 'Duration' set to 'Time Period'. Below it, 'From Date' is '10/01/2019' and 'To Date' is '11/01/2019'. The 'Status' is '1. Open'. A 'SEARCH' button is at the bottom right.

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

Status

Q

1. Open

2. Resolved

3. Closed

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
<div><div>1</div><div>Rows per page: 10</div></div>							

- 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:

Ticket 198153 (ReOpen)

UPDATE

Product
TIMO

Raised On
October 02, 2019, 13:11:16

Type
Issue

Product Version

Requestor Email ID

Operating System

Application Server

Incident Statement (Max 500 characters)
Test 2

Company Name
Exela Technologies

Raised By
KARAN.BAKSHI

Functionality
Ticket Process

Sub Functionality

Requestor Contact Number

Database

Estimated Resolution Date

Assigned To
-

Status
ReOpen

Customer Assigned Priority
4 - Low

Ticket Reference:(Max 45 characters)

Requestor Time Zone

Web Server

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

Full Description
Test 2

Category

Subcategory

Category Text:(max 95 characters)

☐ Escalate

☒ Mail Notification

Notes

Type Here...

Characters remaining : 2600 (Maximum 2600 characters)

Attach Files

Attached Files : 0

Filter By

ALL

KARAN.BAKSHI, Customer

Test 2

October 02, 2019, 13:12:02

Audit Trail (Status changes) - recent 5 of 11

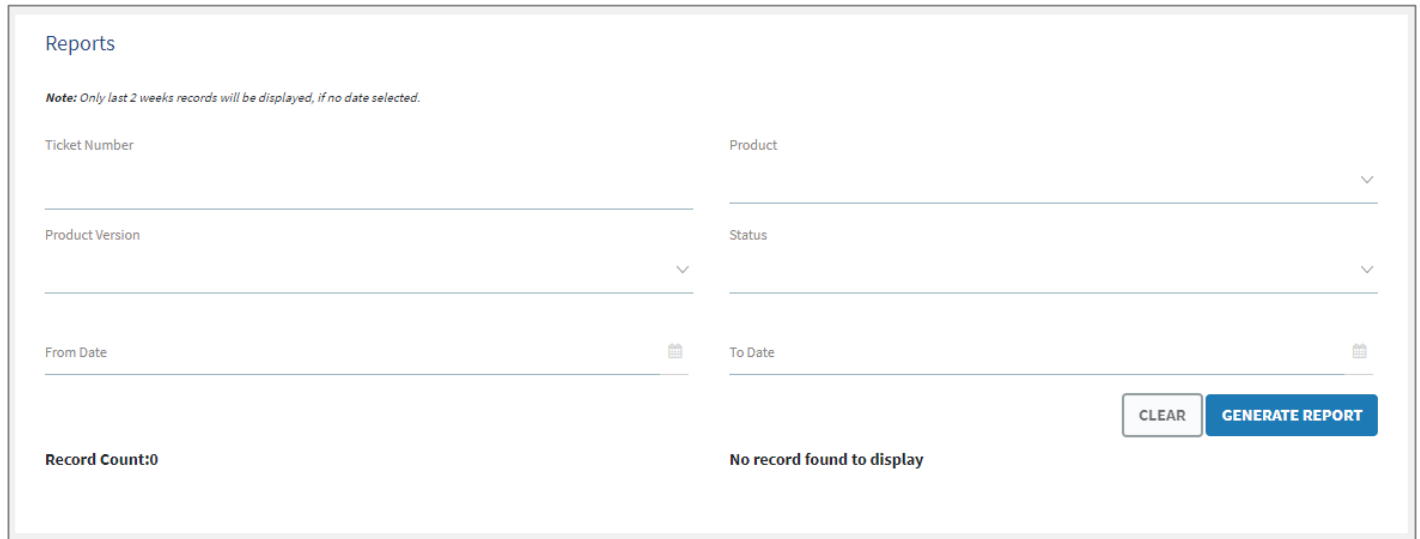
PREVIOUS STATUS	CURRENT STATUS	BY	TIME
Closed	ReOpen	KARAN.BAKSHI	Nov 8, 2019 12:23:40
ReOpen	Closed	KARAN.BAKSHI	Nov 8, 2019 12:22:15
--	--	KARAN.BAKSHI	Nov 8, 2019 12:22:08
Closed	ReOpen	KARAN.BAKSHI	Nov 8, 2019 12:22:08
Work In Progress	Closed	KARAN.BAKSHI	Nov 8, 2019 12:21:34

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

7.4. Reports

Reports

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



Reports

Note: Only last 2 weeks records will be displayed, if no date selected.

Ticket Number Product ▼

Product Version Status ▼

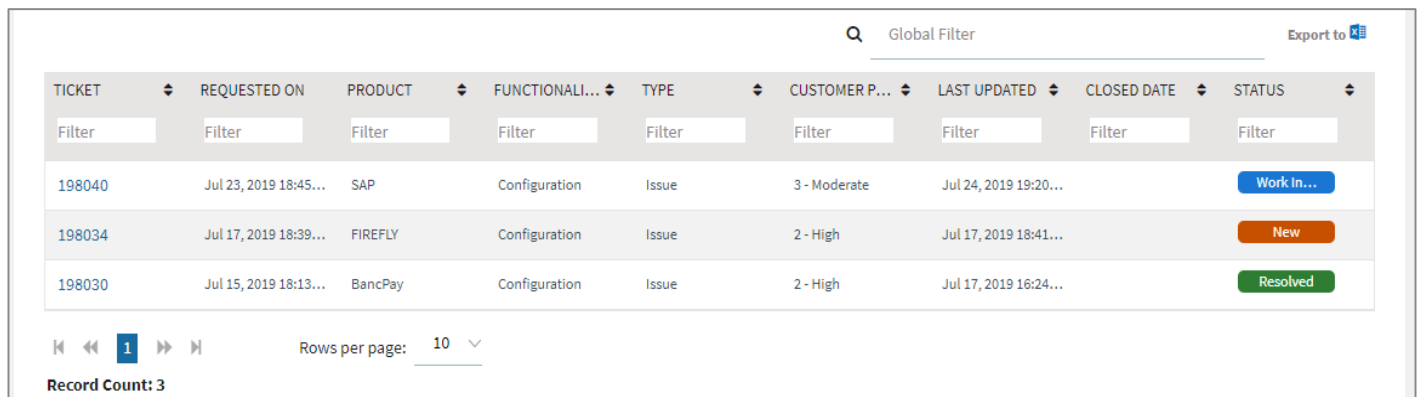
From Date To Date ▼

Record Count:0 **No record found to display**

CLEAR **GENERATE REPORT**

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:

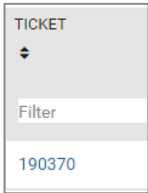


TICKET	REQUESTED ON	PRODUCT	FUNCTIONALI...	TYPE	CUSTOMER P...	LAST UPDATED	CLOSED DATE	STATUS
198040	Jul 23, 2019 18:45...	SAP	Configuration	Issue	3 - Moderate	Jul 24, 2019 19:20...		Work In...
198034	Jul 17, 2019 18:39...	FIREFLY	Configuration	Issue	2 - High	Jul 17, 2019 18:41...		New
198030	Jul 15,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

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.

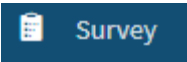
- Click on the ticket number to open the details:



NOTE:

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

7.5. Survey



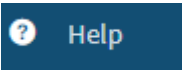
- Click on the ‘**Survey**’ menu, the following page will appear:



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:

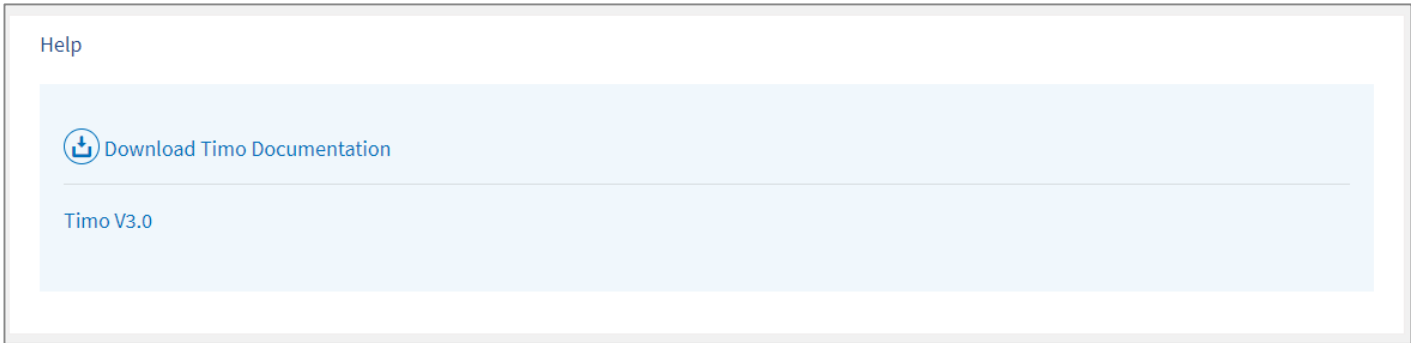

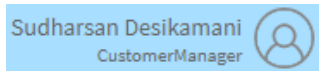


Figure 20: Customer Manager-Help

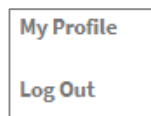
Here, customers can access TIMO help documents, user manuals for reference. A user with the Customer Manager role can access documents only for assigned/permitted products.

- 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:

My Profile: Sudharsan.Desikamani

Registration Date	Status
2019-01-26T14:19:50.010+0000	Active
First Name *	Last Name *
Sudharsan	Desikamani
Company	Role
Exela Technologies	CustomerManager
Contact Number	Email
+91 2039537627	Sudharsan.Desikamani@exelaonline.com
Contact Number is invalid	
City	Country

CANCEL **UPDATE**

- 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:

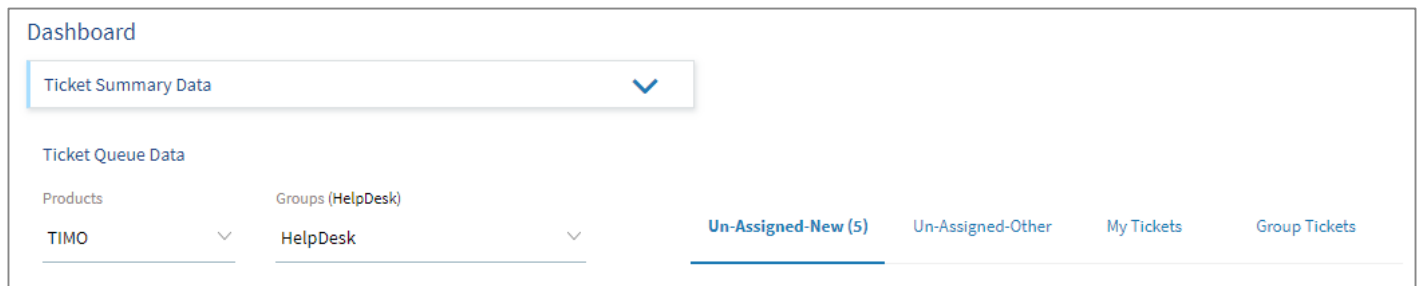





Figure 21: Support Manager-Landing Page

8.1. Raising a Ticket

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

Raise a Ticket

CLEAR

CREATE TICKET

Product *

▼

Company Name *

Exela Technologies

Type *

▼

Customer Assigned Priority *

▼

Ticket reference:(Max 45 characters)

Functionality

▼

Sub Functionality

▼

Advanced

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

Incident Statement (Max 500 characters) *

Full Description *

Notes

Type Here...

Characters remaining : 2600 (Maximum 2600 characters)

Attach Files

Attached Files : 0

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:

Dashboard

Ticket Summary Data

Ticket Queue Data

Products: TIMO Groups (HelpDesk): HelpDesk

Un-Assigned-New (5) Un-Assigned-Other My Tickets Group Tickets

9 columns selected Global Filter Export to

TICKET	TICKET R...	COMPANY	REQUES...	PRODUCT	INCIDENT STATEMENT	CUSTOM...	ASSIGNE...	GROUP
Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter
+ 198068		19/08/2019 ...	Aug 21, 201...	TIMO	Test 2	4 - Low	HelpDesk	HelpDesk
+ 198052		Exela Techn...	Aug 8, 2019 ...	TIMO	Test	4 - Low	HelpDesk	HelpDesk
+ 198007		Exela Techn...	Jun 24, 201...	TIMO	Timo is slow	1 - Critical	HelpDesk	HelpDesk
+ 195970		Exela Techn...	Apr 25, 201...	TIMO	Test	2 - High	HelpDesk	HelpDesk
+ 190139		Exela Techn...	Feb 27, 201...	TIMO	Testing	2 - High	HelpDesk	HelpDesk

Record Count: 5

Table reload in: 175

SAVE VIEW

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:

Ticket 198068.0 (New)

198068 - Low

UPDATE

Product
TIMO

Assigned To
-

Group
HelpDesk

Ticket Reference
-

Type
Issue

Company Name
19/08/2019 12:22

Requested By
19/08/2019 12:22

Requested On
August 21, 2019, 15:22:21

Customer Assigned Priority
4 - Low

Support Assigned Priority
4 - Low

Status
New

Created By
Dwarkadas.Pardeshi1

Created On
August 21, 2019, 15:24:12

Functionality

Sub Functionality

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

Advanced

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:

◀ Assign To Me

◀ Assigned To Group

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

HelpDesk

◀ Assign To Me

◀ Assigned To Group

- 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.

Abhay.Jamwal

Abhishek.Sadgir

Dwarkadas.Pardeshi1

GUNDERAO.MUZUMDA

Krishna.Karki

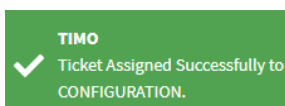
◀ Configuration

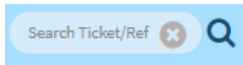

◀ HelpDesk

◀ Assign To Me

◀ Assigned To Group

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



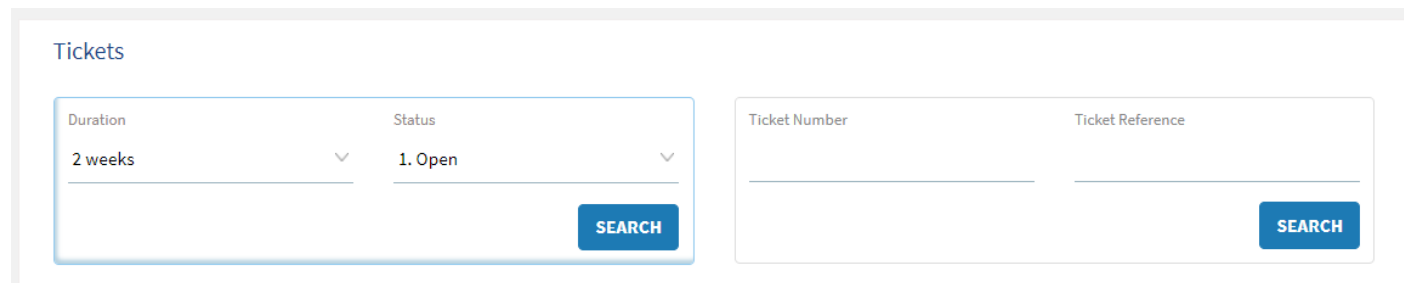
- To search for a ticket, enter the ticket number or ticket reference number in the  global search bar on the top right section
- Click on the  icon, the application will take you to the ticket details page for that ticket

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

8.3. Tickets Analysis

Tickets-Analysis

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



The screenshot shows the 'Tickets' analysis interface. It features two main search sections. The left section has two dropdown menus: 'Duration' with '2 weeks' selected and 'Status' with '1. Open' selected. Below these is a blue 'SEARCH' button. The right section has two input fields: 'Ticket Number' and 'Ticket Reference', followed by another blue 'SEARCH' button.

Figure 23: Support Manager-Ticket Analysis

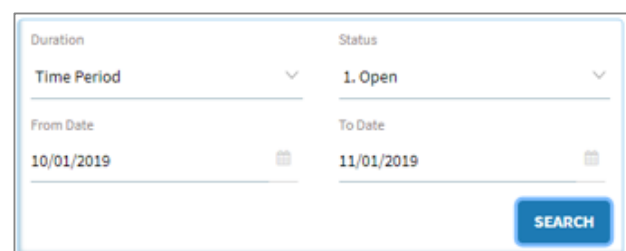
Here, Support Manager can view and manage details of the tickets raised for the customer.

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:



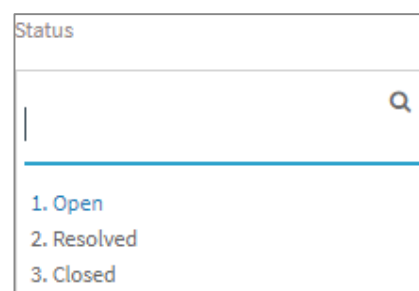
The screenshot shows the 'Duration' dropdown menu. It has a search icon in the top right corner. The dropdown list is open, showing two options: '2 weeks' and '4 weeks'.

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




The screenshot shows the 'Tickets' analysis interface with the 'Time Period' option selected in the 'Duration' dropdown. Below the dropdowns, there are two date input fields: 'From Date' with '10/01/2019' and 'To Date' with '11/01/2019'. A blue 'SEARCH' button is at the bottom right.


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



The screenshot shows the 'Status' dropdown menu. It has a search icon in the top right corner. The dropdown list is open, showing three options: '1. Open', '2. Resolved', and '3. Closed'.

- 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  button, ticket details page will appear:

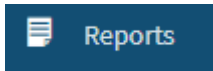
TICKET	TICKET REF...	REQUESTE...	REQUESTE...	PRODUCT	ANALYST	ASSIGNED ...	FUNCTIONA...	INCIDENT S...
Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter
+ 198175		SAMEER.SHAIKH	Oct 24, 2019 18:...	TIMO	SAMEER.SHAIKH	HelpDesk	Ticket Process	Test
+ 198171		SANTOSH.GUN...	Oct 15, 2019 21:...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

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

NOTE:

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

8.4. Reports



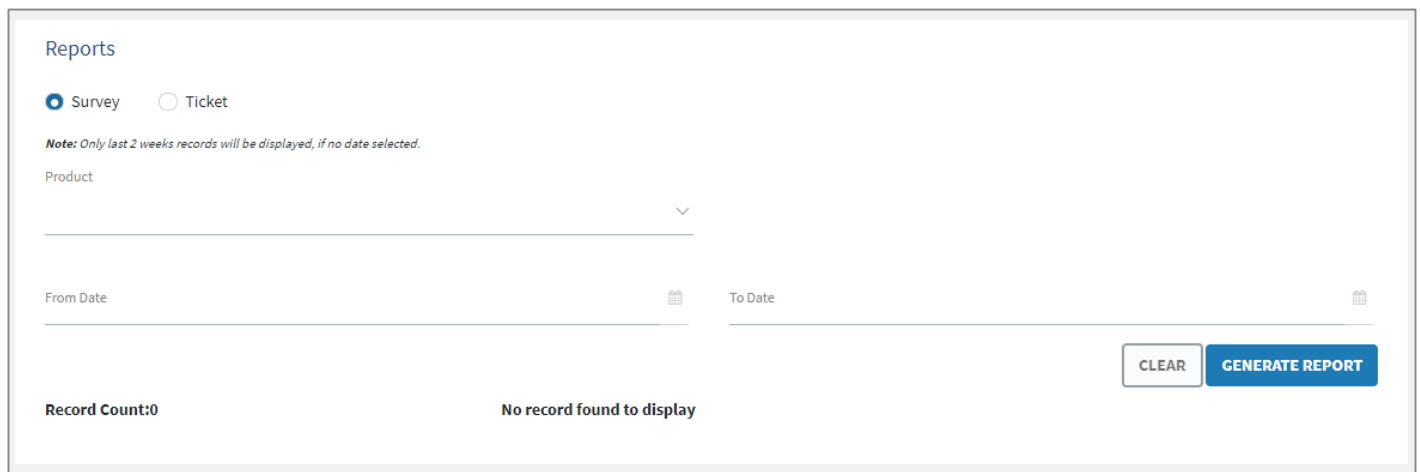
- Click on the **'Reports'** menu, the following page will appear:

Reports

☐ Survey ☐ Ticket

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:



The screenshot shows the 'Reports' page with the 'Survey' radio button selected. Below the radio buttons, a note states: 'Note: Only last 2 weeks records will be displayed, if no date selected.' There is a 'Product' dropdown menu. Below that are 'From Date' and 'To Date' fields with calendar icons. At the bottom right are 'CLEAR' and 'GENERATE REPORT' buttons. At the bottom left, it says 'Record Count:0' and 'No record found to display'.

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

Reports

Survey

Ticket

Note: Only last 2 weeks records will be displayed, if no date selected.

Escalated Tickets

Product

Product Version

Functionality

From Date

Ticket Number

Groups

Status

Customer Assigned Priority

To Date

CLEAR

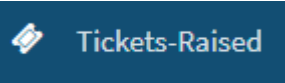
GENERATE REPORT

Record Count:0

No record found to display

- 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:

Duration

2 weeks

Status

1. Open

SEARCH

Ticket Parameters

1. Ticket Number

Search Value

?

SEARCH

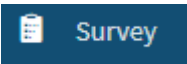
Figure 25: Support Manager-Tickets Raised

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:

Survey

Global Filter

Export to

TICKET	ANALYST	TICKET CREATED DATE	TICKET CLOSED DATE
Filter	Filter	Filter	Filter
198072	-	Aug 21, 2019 20:20:35	Aug 21, 2019 20:23:51
198024	GUNDERAO.MUZUMDAR	Jun 28, 2019 12:05:43	Jun 28, 2019 17:52:15

1

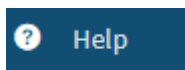
Rows per page: 10

Record Count: 2

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:

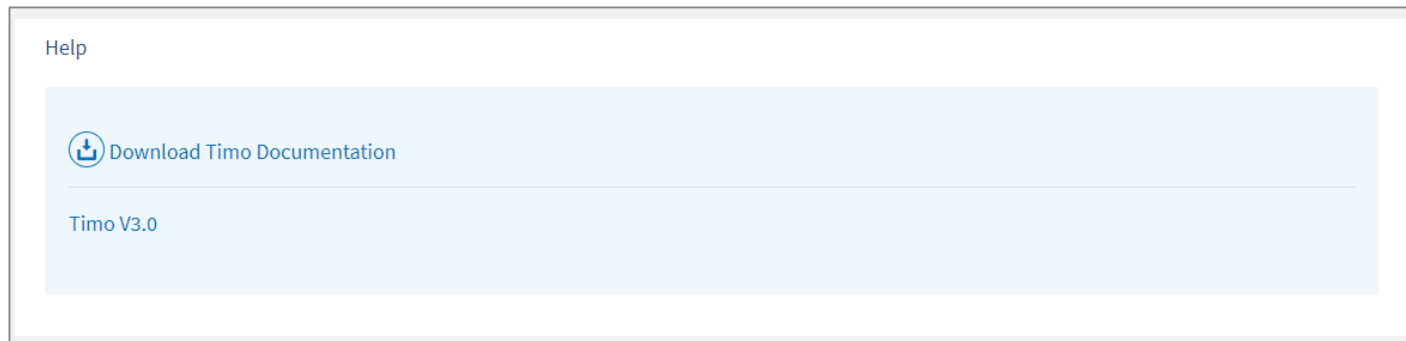



Figure 27: Support Manager-Help

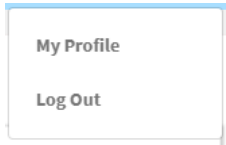
Here, Support Manager can access TIMO help documents, user manuals for reference. A user with the Support Manager role can access documents only for assigned/permitted products.

- 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:

My Profile: Santosh.Gundre

Registration Date	Status
2019-01-26T14:16:38.477+0000	Active
First Name *	Last Name *
Santosh	Gundre
Company	Role
Exela Technologies	SupportManager
Contact Number	Email
3443123421	Santosh.Gundre@exelaonline.com
City	Country

CANCEL

UPDATE

Select Groups for Mail Notification

☐ TIMO:HelpDesk

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.

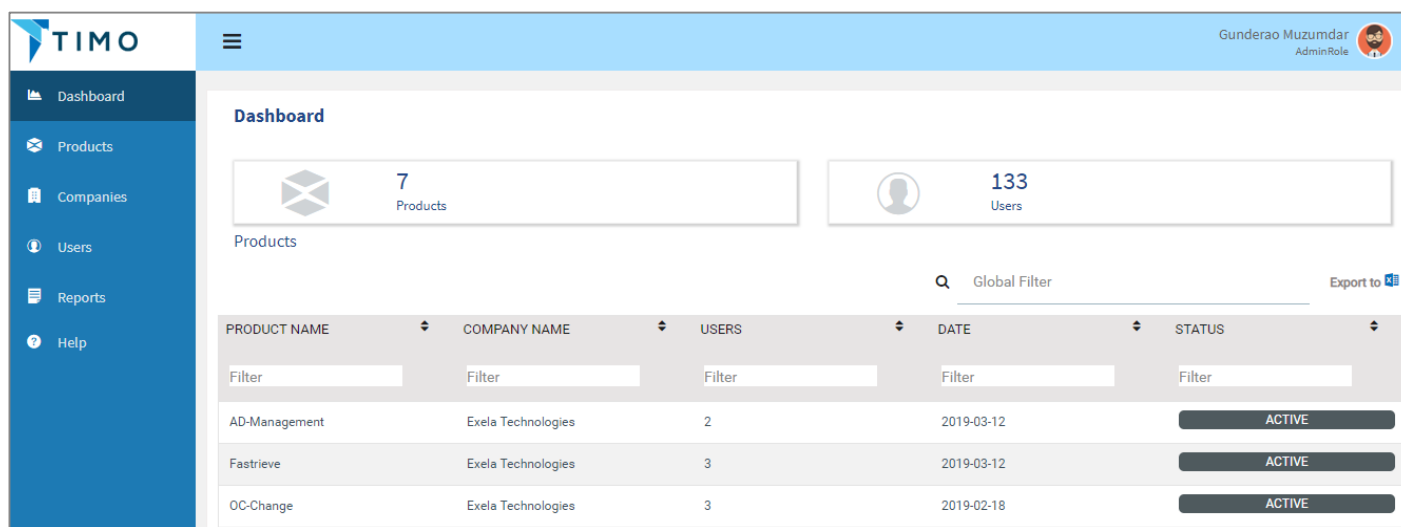
An Admin can perform a few of the tasks available to the Support Manager and Support Analyst roles along with some additional access permissions such as product, company and users.

While logging-in to TIMO application, Admin will have to click on the ☐ **Login as Admin ?** 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:

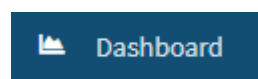


The screenshot shows the TIMO Admin Dashboard. The top navigation bar includes the TIMO logo, a hamburger menu, and the user profile 'Gunderao Muzumdar' with 'AdminRole'. The left sidebar contains links to Dashboard, Products, Companies, Users, Reports, and Help. The main content area is titled 'Dashboard' and features two summary cards: '7 Products' and '133 Users'. Below these is a 'Products' table with columns for Product Name, Company Name, Users, Date, and Status. The table includes filter inputs for each column and an 'Export to' button. The data rows show three products: AD-Management, Fastrieve, and OC-Change, all with status 'ACTIVE'.

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


Figure 28: Admin-Landing Page


9.1. 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

Record Count: 7
Users

Global Filter [Export to](#)

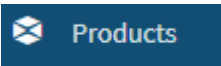
LOGIN NAME	FIRST NAME	LAST NAME	COMPANY	EMAIL	DATE	STATUS
Max.Anwar	Max	Anwar	Exela Technologies	Max.Anwar@exelaonline...	2019-03-12	
Adam.Jankowski	Adam	Jankowski	Exela Technologies	Adam.Jankowski@exela...	2019-02-27	
Adrian.Kopczynski	Adrian	Kopczynski	Exela Technologies	Adrian.Kopczynski@exel...	2019-02-27	
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	nojdborg	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	

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

9.2. Products




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

Products

ADD PRODUCT

Global Filter

Export to 



PRODUCT NAME	COMPANY NAME	USERS	DATE	STATUS
Filter	Filter	Filter	Filter	Filter
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

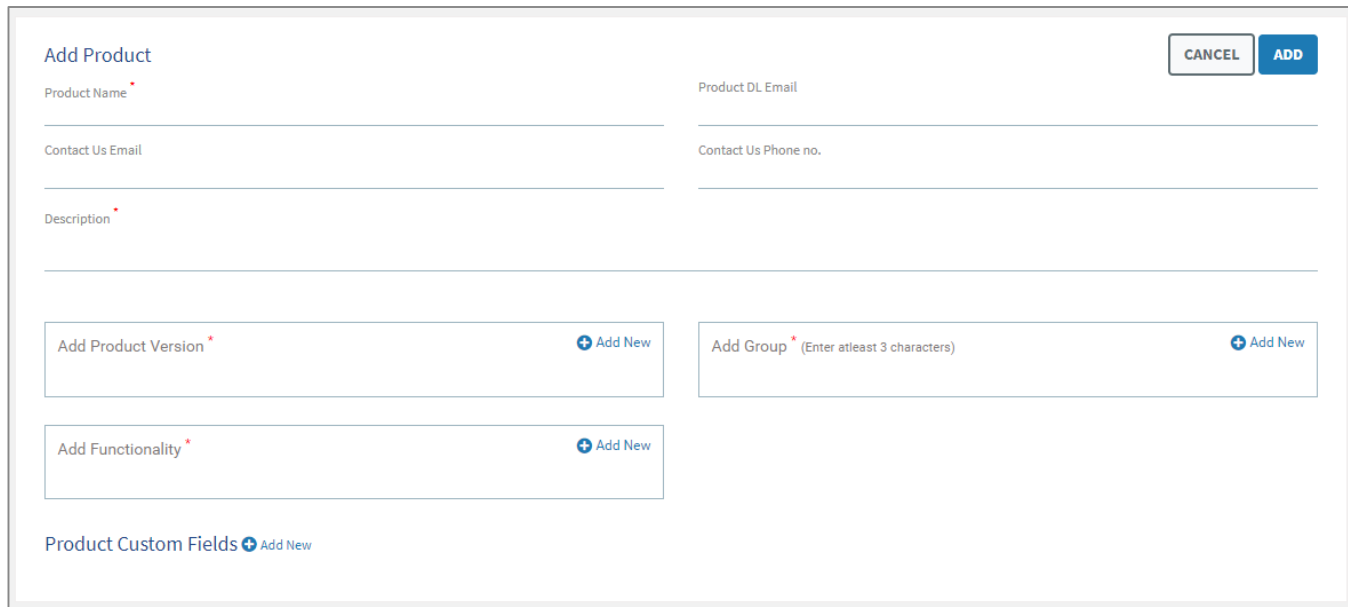
Record Count: 7

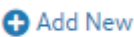
1

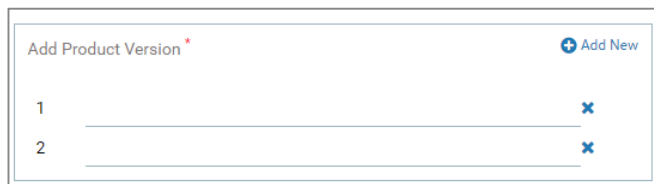
Figure 30: Admin-Products




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

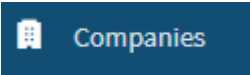


- Mention name of the product in '**Product Name**' field
- Enter the DL in the '**Product DL Email**' field
- Enter the email in '**Contact Us Email**' field
- Enter phone number in '**Contact Us Phone No.**' field
- Enter the product description in the '**Description**' field
- Admin can add version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



- Similarly, Admin can add details about '**Group**' and '**Functionality**' in respective sections
- Click on the [Product Custom Fields](#)  to add custom fields
- Click on  button to add the product after entering information in all fields
- Click on the  button to close the page

9.3. Companies





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

A screenshot of the "Companies" management page. It features a table with columns: COMPANY NAME, WEBSITE, EMAIL, COUNTRY, CONTACT NUMBER, and ACTION. The table contains three rows: IPP, WCW, and Exela Technologies. Each row has an edit icon in the ACTION column. Above the table is a "Global Filter" search bar and an "Export to" button. Below the table is a "Record Count: 3" indicator and pagination controls showing page 1 of 1.





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  button to add new company:

A screenshot of the "ADD COMPANY" form. It includes a "Company Name" field, a "Website (URL)" field, a "Contact Number" field, an "Email" field, a "Street" field, a "City" field, a "Zip" field, a "State" field, and a "Country" dropdown menu. There is also a "Description(Optional)" field. On the right, there are two panels: "Select Products Available" and "Selected". The "Select Products Available" panel has a search bar and a list of products with checkboxes: TIMO, OCP, OC-Incident, OC-Change, ETHOS, FIREFLY, FCB, and PCH. The "Selected" panel is empty. At the top right, there are "BACK" and "SUBMIT" buttons. On the left, there is an "Upload Document" button and an "Upload file" button.

- Click on  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  button to submit new company details
- Click on the  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 

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:

EDIT USER

First Name

Max

Contact Number

123

Role

Customer

Available

☐

Q

☐

TIMO

☐

OCP

☐

OC-Incident

☐

OC-Other

Selected

☒

Q

☐

PCH

Last Name

Anwar

Company Name

Exela Technologies


Email

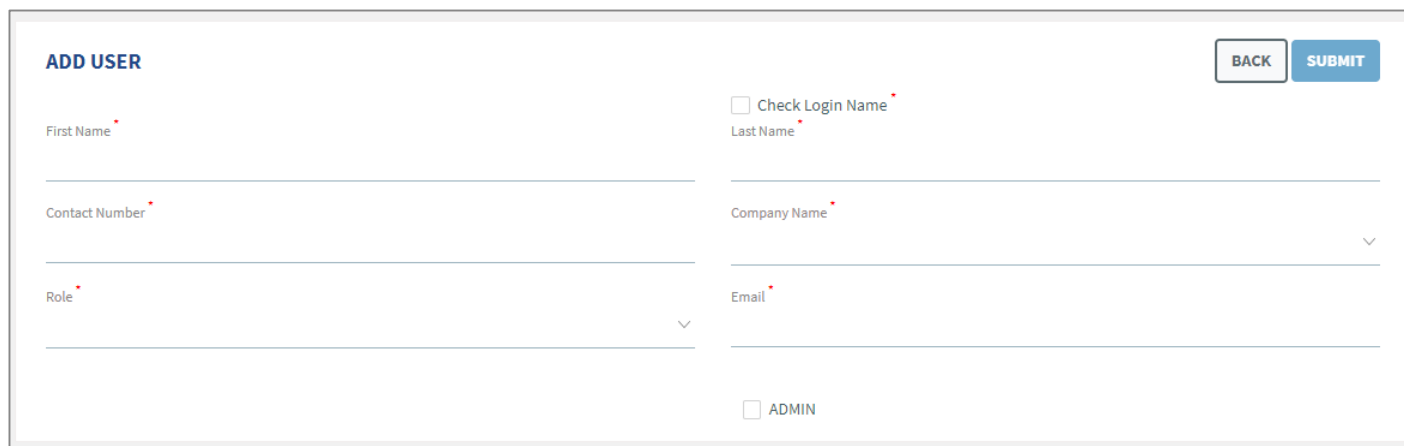
Max.Anwar@exelaonline.com

BACK


INACTIVE

UPDATE

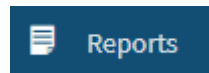
- Edit required details and click on the **'UPDATE'** button to save the changes
- Click on the **'INACTIVATE'** button to de-activate a user
- Click on the **'BACK'** button to go back to the main page of **'Users'** menu
- Click on  button to add new user, the following page will appear:



The screenshot shows the 'ADD USER' form. It has a title 'ADD USER' in the top left and two buttons, 'BACK' and 'SUBMIT', in the top right. The form contains several input fields: 'First Name', 'Last Name', 'Contact Number', 'Company Name' (with a dropdown arrow), 'Role' (with a dropdown arrow), and 'Email'. There is also a checkbox labeled 'Check Login Name' and another checkbox labeled 'ADMIN' at the bottom right.

- 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



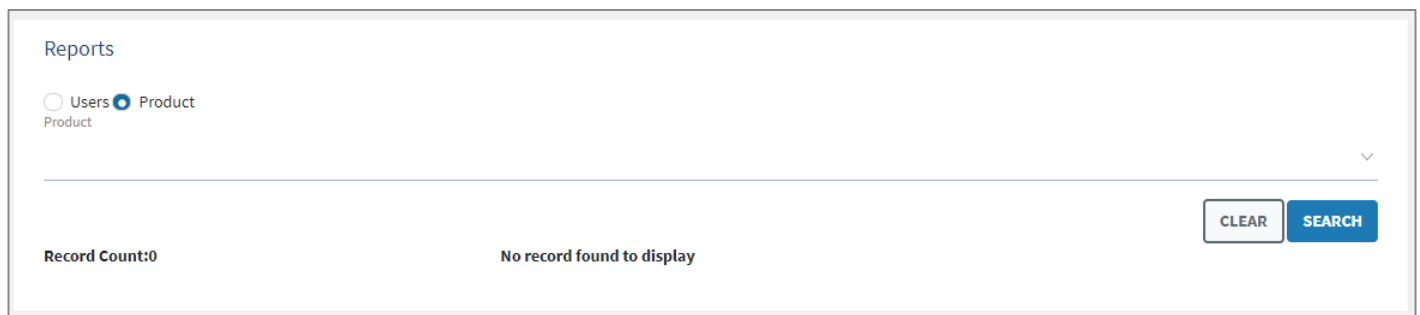
- Click on the '**Reports**' menu, the following page will appear:

Reports

☐ Users ☐ Product

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:



Reports

☐ Users ☒ Product

Product

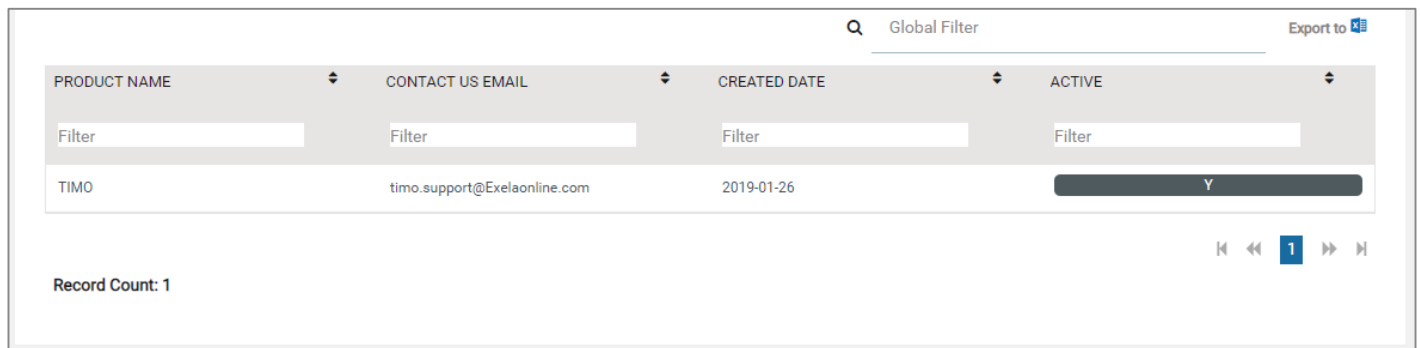
Record Count:0

No record found to display


CLEAR SEARCH

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:




Global Filter

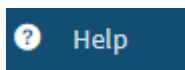
Export to 

PRODUCT NAME	CONTACT US EMAIL	CREATED DATE	ACTIVE
TIMO	timo.support@Exelaonline.com	2019-01-26	Y

Record Count: 1

- Click on  to export the report in an excel sheet
- Similarly, Admin can generate reports on the basis of users

9.6. Help



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

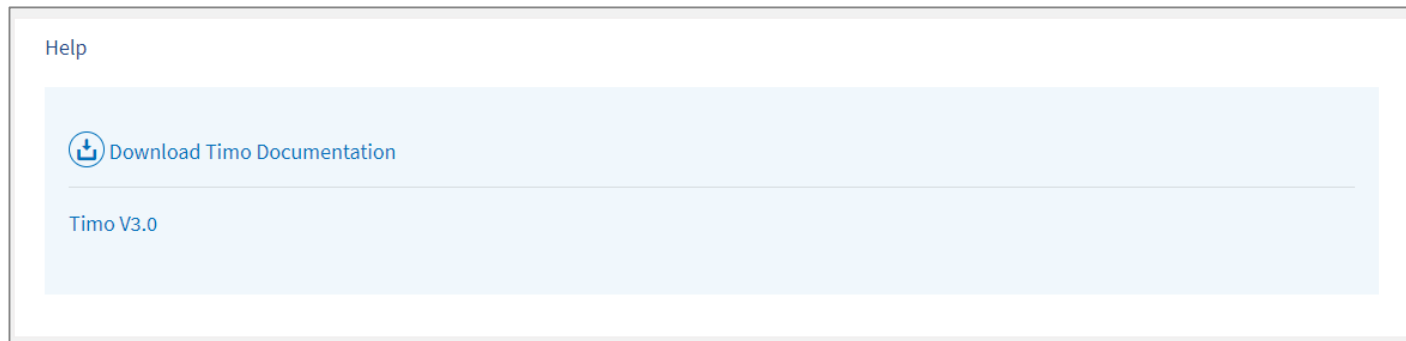

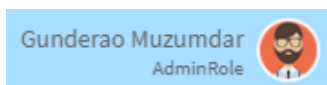


Figure 34: Admin-Help

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