The background of the central section features a light gray silhouette of a person's head and shoulders wearing a headset with two earpieces. To the right of the person's head is a large, light blue circular icon containing a white lowercase letter 'i', representing information or help. The text 'AEXIS e-Helpdesk System: User Guide' is centered over the person's head.

AEXIS e-Helpdesk System: User Guide

User Manual

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Section 1 Overview

1.1 *Project Background*

Aaxis e-Helpdesk Ticketing System is an online system built with the objective to manage Aaxis's Preventive and Corrective Maintenance in a more systematic way compared to the current ticketing system. This system can be accessed from anywhere at any time. Aaxis e-Helpdesk allows user to submit their ticket by filling up a form provided by the system. Upon the submission of ticket, the system will auto-generate an email to alert the assigned technician for the specific ticket. This decision is made fully by the system by weighing a few factors. This e-Helpdesk system supports four (4) types of users:

- Normal User
 - Create Ticket, Mark Complete Ticket, Edit Profile
- User Admin
 - Create Ticket, Mark Complete Ticket, View Dashboard, Edit Profile
- Technician
 - Create Ticket, Edit Ticket, Mark Complete Ticket, Add Claim, Edit Profile
- Administrator
 - Create Ticket, Edit Ticket, Delete Ticket, Mark Complete Ticket, View Report, Manage Claim, Manage Helpdesk Settings

1.2 *About This Guide:*

This Guide is a reference to users on the followings:

- Registration with e-Helpdesk
- Edit Profile
- Create New Ticket
- Mark Ticket Complete
- View Dashboard (User Admin)

E-HELPLDESK: USER GUIDE

1.3 *Who Will Be Using This Guide? :*

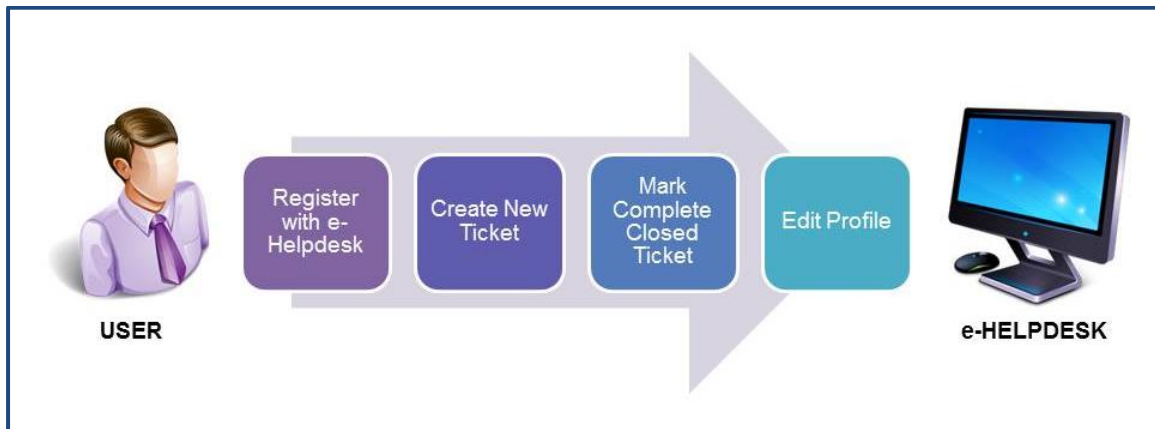
This guide is written specifically for external users and user admin who will be accessing the e-Helpdesk system.

GENERAL APPLICATION FLOW

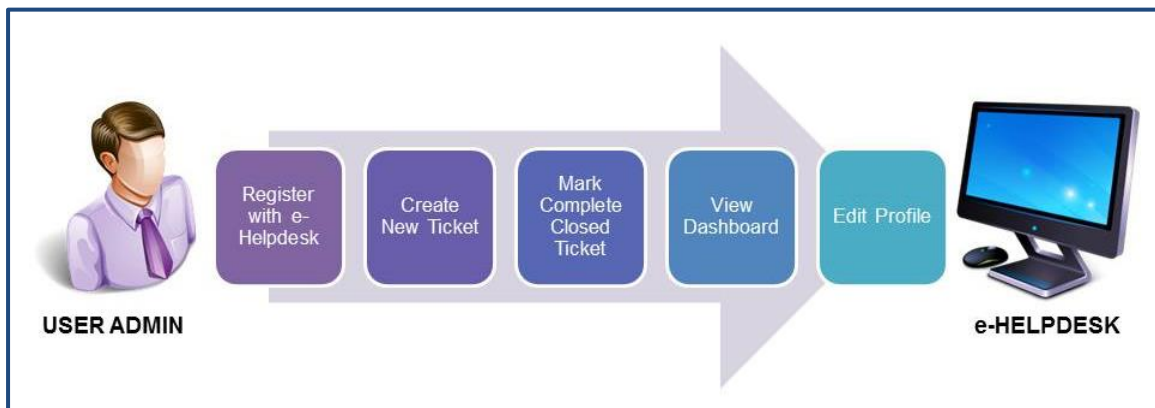
Section 2 General Flow

2.1 *General Processes Related to Users*

Below is the general process flow which user can execute once users have registered with e-Helpdesk.



General Processes related to Users



General Processes related to User Admin

The above diagram shows the general process for users after registering an account with the e-Helpdesk system. This guide is sectioned into few parts – User Registration, Create New Ticket, Mark Complete Ticket, Edit Profile and View Dashboard (User Admin).

E-HELPLDESK: USER GUIDE

Below are the general descriptions of the above diagram:

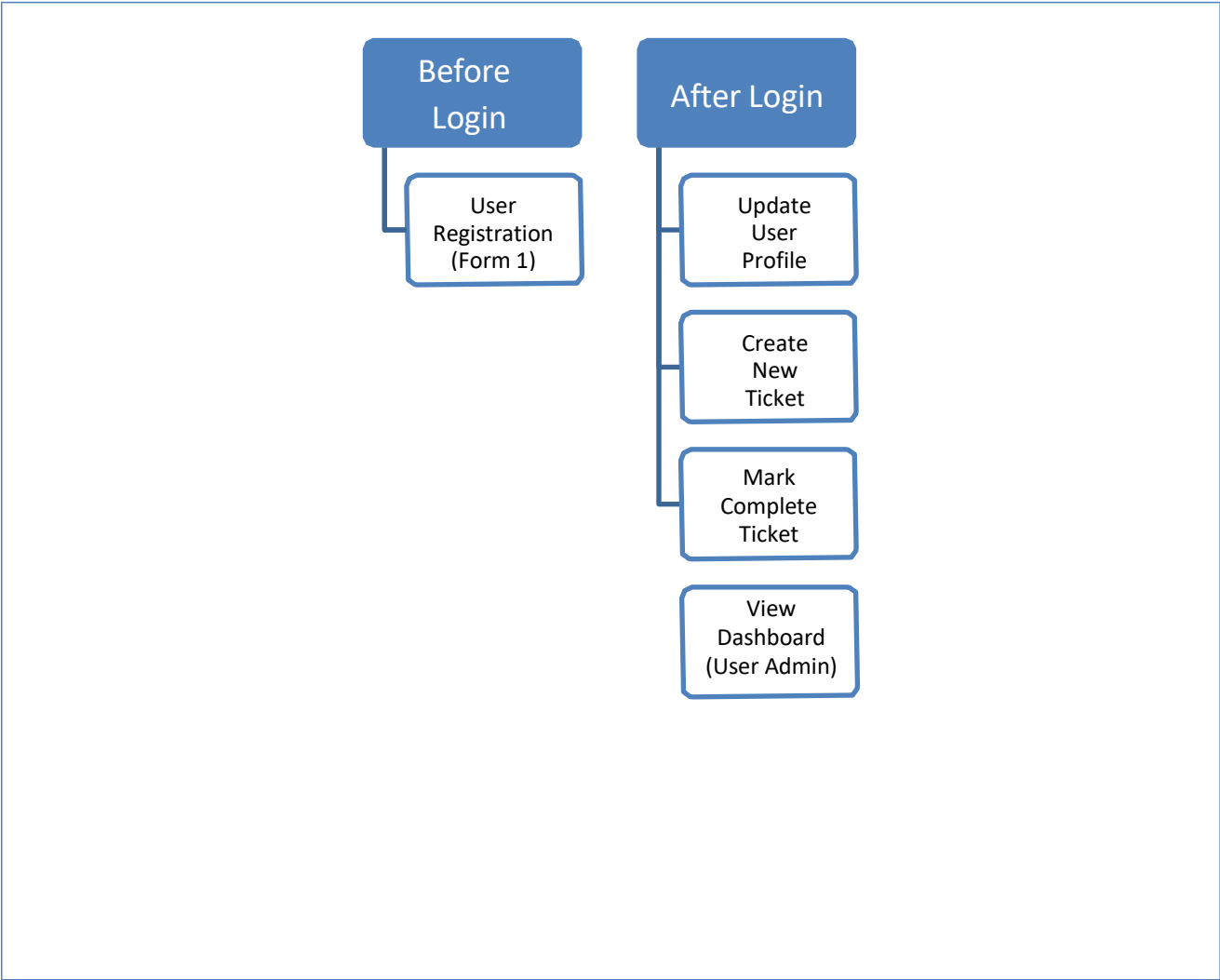
1. System provides online registration of user from e-Helpdesk Portal Main Page. Online form is based on Form 1.
2. Once registration has succeeded, user will be redirected to e-Helpdesk's Homepage.
3. User can proceed to create a ticket by clicking on the button 'CREATE NEW TICKET' provided on the Homepage, in which User will then have to fill up a form. The form is based on Form 2.
4. Referring to the tickets created by User, once actions has been taken and status has been marked 'Closed', User may proceed to 'Mark Complete' the mentioned ticket.
5. User is also allowed to edit his/her profile. The form for editing user profile is based on Form 3.



USER REGISTRATION

Section 3 List of Functions

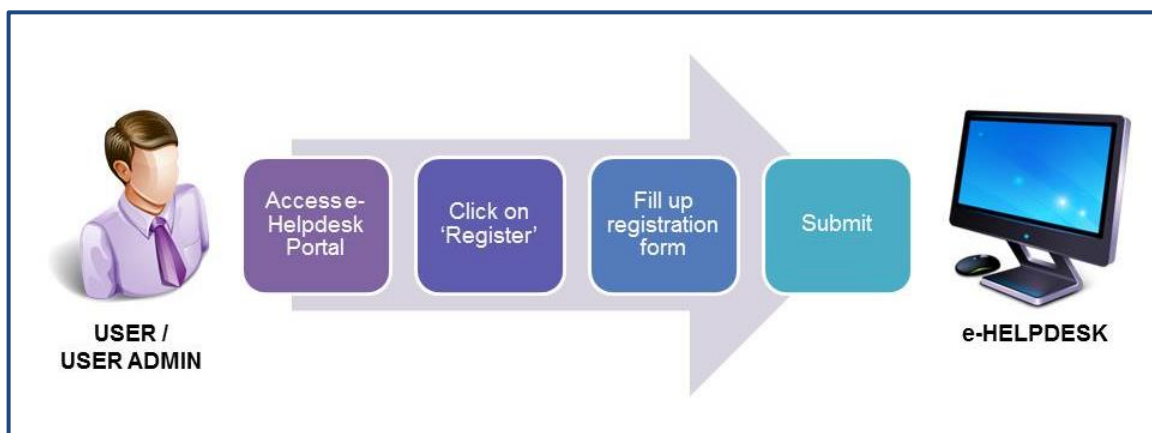
3.1 *List of Functions Related to Users*



List of Functions related to Users

Section 4 User Registration

4.1 *User Online Registration Flow*



User Online Registration Flow

AEXIS TECHNOLOGIES EHELPDESK

LOGIN REGISTER

REGISTER

NAME: RAIHAN BAHIAH

IC NO: 961212075294

E-MAIL ADDRESS: CINDERAILLA96@GMAIL.COM

MOBILE: 0182723308

OFFICE: 0123456789

STATE: SELANGOR

DEPARTMENT: AEXIS TECHNOLOGIES SDN BHD

ADDRESS: A-10-01,OASIS BUSINESS SUITES,

ADDRESS: JALAN PJU 1A/7A,PETALING JAYA

POSTCODE: 47301

PASSWORD:

CONFIRM PASSWORD:

RESET REGISTER

Screen 'Registration Form (Form 1)'.

Follow the steps below to register with Aaxis e-Helpdesk System.

Step 1: Go to www.ehelpdesk.aaxis.com.my > click on "REGISTER" on the top-right section of the page.

Result: The above screen (Form 1) is displayed.

Step 2: Fill-up the form.

Note: All fields are mandatory.

Step 3: Click on "REGISTER".

Result: User redirected to e-Helpdesk Homepage.

Section 5 Create New Ticket

5.1 *Create New Ticket*

This section will guide user on how to create a new ticket.

Pre-requisite: User must be a registered user in order to have access to create a new ticket.

AEXIS EHELPDESK RAIHAN BAHIAH

ACTIVE TICKETS 0 COMPLETED TICKETS 0

CREATE NEW TICKET

USER INFORMATION

USER NAME: RAIHAN BAHIAH

IC NO: 961212075294 MOBILE: 0182723308

EMAIL: CINDERAILLA96@GMAIL.COM OFFICE: 0123456789

STATE: SELANGOR

DEPARTMENT: AEXIS TECHNOLOGIES SDN BHD

ADDRESS: A-10-01,OASIS BUSINESS SUITES,

ADDRESS: JALAN PIJ 1A/7A,PETALING JAYA

POSTCODE: 47301

COUNTRY: MALAYSIA

TICKET INFORMATION

CATEGORY: HARDWARE

EQUIPMENT: KOMPUTER RIBA BRAND: HP

MODEL: ABC123 SERIAL NO: Z9Y-8X7

PROBLEM DESC:
 CANNOT START
 DESCRIBE YOUR ISSUE HERE IN DETAILS

BACK SUBMIT

Screen 'Create New Ticket (Form 2)'.

E-HELPLDESK: USER GUIDE

Follow the steps below to create new ticket.

Step 1: Click “CREATE NEW TICKET”.

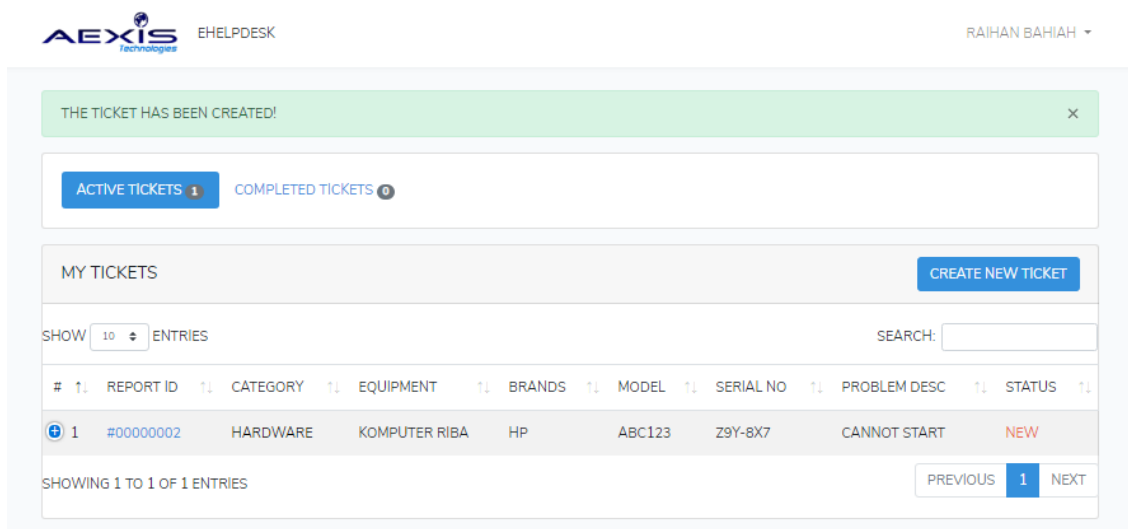
Result: The above screen (Form 2) is displayed.

Step 2: Fill up the displayed form.

Note: All fields are mandatory.

Step 3: “SUBMIT”.

Result: Success message is displayed as below:



The screenshot displays the AEXIS EHELPDESK user interface. At the top, the logo 'AEXIS Technologies' and 'EHELPDESK' are visible, along with the user name 'RAIHAN BAHIAH'. A green success message banner at the top states 'THE TICKET HAS BEEN CREATED!'. Below this, there are two buttons: 'ACTIVE TICKETS 1' and 'COMPLETED TICKETS 0'. The main section is titled 'MY TICKETS' and includes a 'CREATE NEW TICKET' button. A search bar and a 'SHOW 10 ENTRIES' dropdown are present. A table lists the tickets with columns: #, REPORT ID, CATEGORY, EQUIPMENT, BRANDS, MODEL, SERIAL NO, PROBLEM DESC, and STATUS. One ticket is shown with the status 'NEW'. At the bottom, it says 'SHOWING 1 TO 1 OF 1 ENTRIES' and includes 'PREVIOUS', '1', and 'NEXT' navigation links.


#	REPORT ID	CATEGORY	EQUIPMENT	BRANDS	MODEL	SERIAL NO	PROBLEM DESC	STATUS
1	#00000002	HARDWARE	KOMPUTER RIBA	HP	ABC123	Z9Y-8X7	CANNOT START	NEW

Screen Success Create Ticket

E-HELPLDESK: USER GUIDE

Step 4: View the details of the new created ticket simply by clicking on the “REPORT ID”.

Result: The page is as displayed below:

 EHELPOESK

RAIHAN BAHIAH ▾

ACTIVE TICKETS 1

COMPLETED TICKETS 0

#00000002

MARK COMPLETE

TICKET INFORMATION

OWNER: RAIHAN BAHIAH

STATUS: NEW

EQUIPMENT: KOMPUTER RIBA

BRAND: HP

TECHNICIAN: RAIHAN BAHIAH

PROBLEM DESC:
CANNOT START

CATEGORY: HARDWARE

MODEL: ABC123

SERIAL NO: Z9Y-8X7

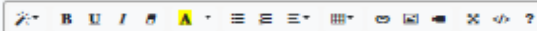
CREATED: 1 MINUTE AGO

LAST UPDATE: 1 MINUTE AGO

INTERNAL INFORMATION

#	DATE	DESCRIPTION	STATUS REMARKS	PART STATUS
---	------	-------------	----------------	-------------

PROBLEM DESC



REPLY

Screen View Ticket Details

Section 6 Mark Ticket Complete

6.1 *Mark Ticket Complete*

Pre-requisite: The ticket status must be “CLOSED” before marking it complete.

The screenshot displays the AEXIS EHELPDESK interface. At the top, the logo 'AEXIS Technologies' and 'EHELPDESK' are visible, along with the user name 'RAIHAN BAHIAH'. Below the header, there are tabs for 'ACTIVE TICKETS' (1) and 'COMPLETED TICKETS' (0). The main content area shows a ticket with ID '#00000002' and a green 'MARK COMPLETE' button. The 'TICKET INFORMATION' section contains the following details:

OWNER: RAIHAN BAHIAH	CATEGORY: HARDWARE
STATUS: CLOSED	MODEL: ABC123
EQUIPMENT: KOMPUTER RIBA	SERIAL NO: Z9Y-8X7
BRAND: HP	CREATED: 29 MINUTES AGO
TECHNICIAN: RAIHAN BAHIAH	LAST UPDATE: 26 SECONDS AGO
PROBLEM DESC: CANNOT START	

Below the ticket information is the 'INTERNAL INFORMATION' section, which is currently empty. At the bottom, there is a 'PROBLEM DESC' section with a rich text editor and a 'REPLY' button.

Screen View Ticket Details - Status: Closed

E-HELPLDESK: USER GUIDE

Follow the steps below to mark a ticket complete.

Step 1: ACTIVE TICKETS > REPORT ID (of desired ticket).

Result: The above screen is displayed.

Step 2: Click “MARK COMPLETE”.

Result: A success message is displayed as screen below:

The screenshot displays the AEXIS EHELPDESK user interface. At the top left is the AEXIS Technologies logo, and at the top right is the user name RAIHAN BAHIAH. A green success message banner at the top states: "THE TICKET #00000002 HAS BEEN COMPLETED!". Below this, there are two tabs: "ACTIVE TICKETS" (selected) and "COMPLETED TICKETS". The main section is titled "MY TICKETS" and includes a "CREATE NEW TICKET" button. Below the title, there is a "SHOW 10 ENTRIES" dropdown and a "SEARCH:" input field. A table header lists various columns: #, REPORT ID, CATEGORY, EQUIPMENT, BRANDS, MODEL, SERIAL NO, PROBLEM DESC, STATUS, and TECHNICIAN. The table body is empty, displaying "NO DATA AVAILABLE IN TABLE". At the bottom, it says "SHOWING 0 TO 0 OF 0 ENTRIES" and includes "PREVIOUS" and "NEXT" navigation buttons.

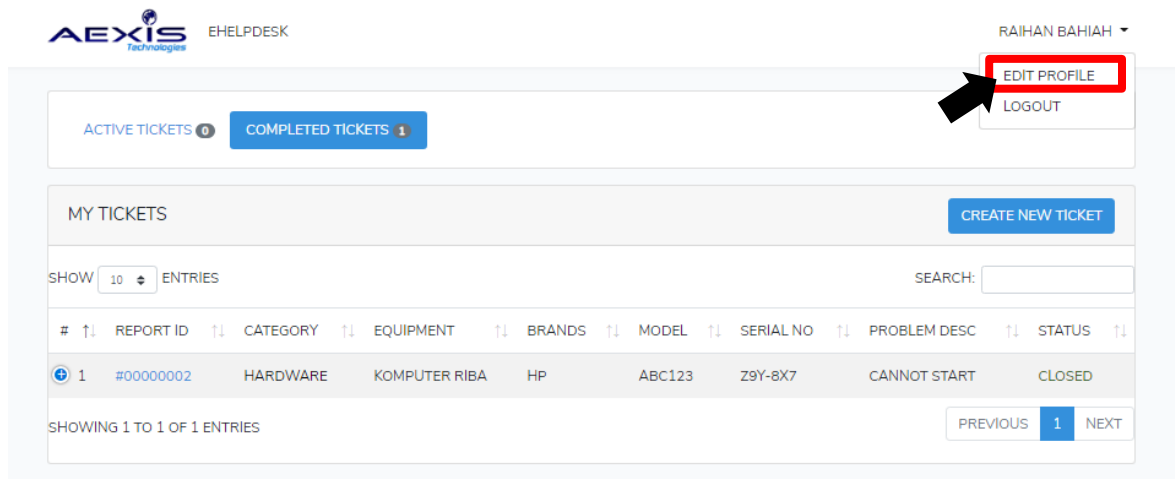
Screen Mark Complete Ticket Success

Section 7 Edit User Profile

7.1 *Edit User Profile*


Pre-requisite: The User should have already been registered with e-Helpdesk.

This section will guide user on how to update user profile.



Screen Guide to Edit Profile

E-HELPLDESK: USER GUIDE

 EHELPDESK

RAIHAN BAHIAH ▾

ACTIVE TICKETS 0

COMPLETED TICKETS 1

MY PROFILE

USER NAME:

RAIHAN BAHIAH

IC NO:

961212075294

EMAIL:

CINDERAILLA96@GMAIL.COM

MOBILE:

0182723308

OFFICE:

0123456789

STATE:

SELANGOR ▾

DEPARTMENT:

AEXIS TECHNOLOGIES SDN BHD ▾

ADDRESS:

A-10-01,OASIS BUSINESS SUITES,

ADDRESS:

JALAN PUJ 1A/7A,PETALING JAYA

POSTCODE:

47301

BACK

UPDATE

Screen Edit Profile (Form 3)

E-HELPLDESK: USER GUIDE

Follow the steps below to update user information.

Step 1: Select “EDIT PROFILE” from the drop-down menu on the top-right corner of any page.

Result: The above screen is displayed.

Step 2: Modify any field that user wants to update.

Step 3: “UPDATE”.

Result: A success message is displayed as below:

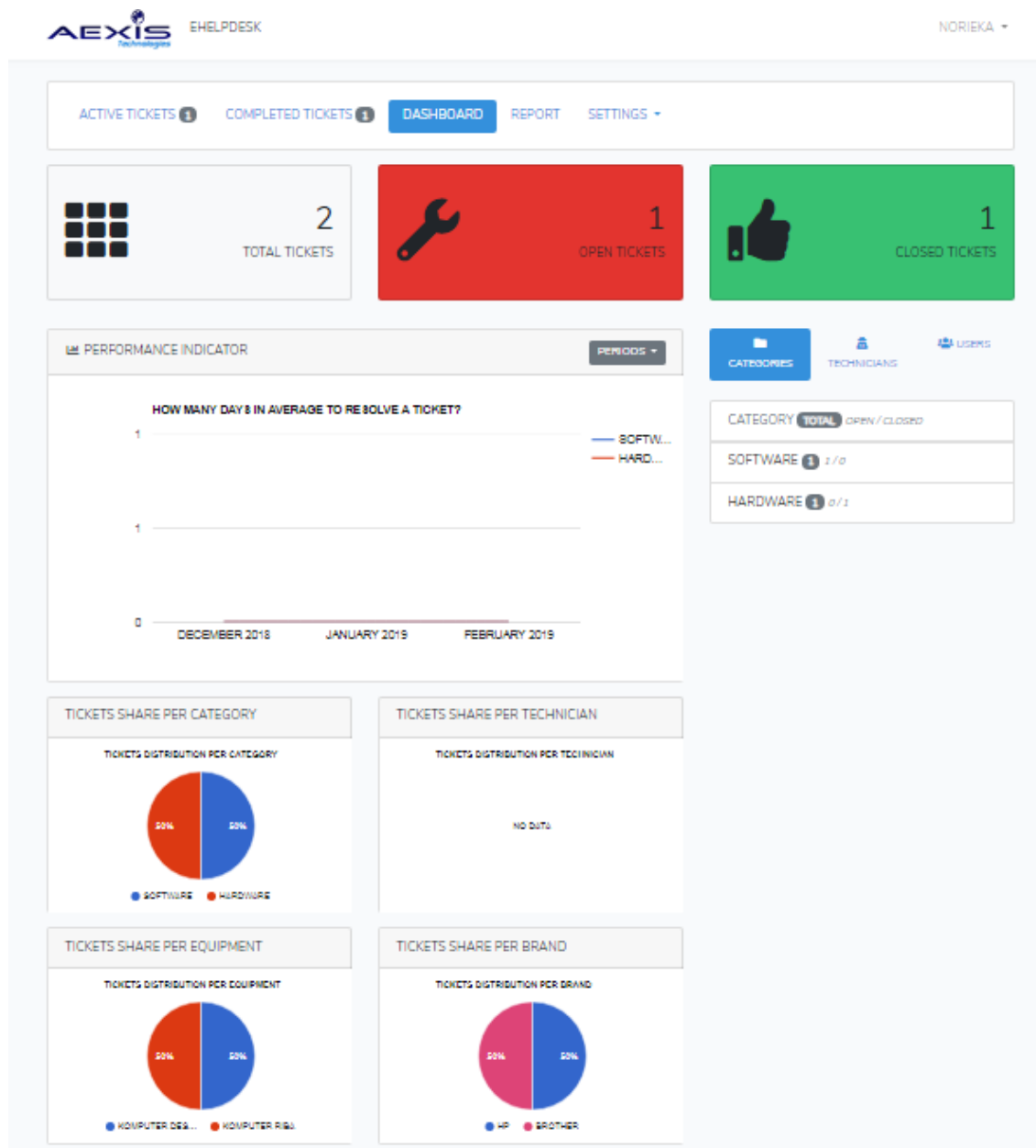
The screenshot shows the E-HELPDESK user interface. At the top, the logo for AEXIS Technologies is on the left, and the user name RAIHAN BAHIAH is on the right. A green success message banner at the top reads "USER PROFILE HAS BEEN UPDATED". Below this, there are two buttons: "ACTIVE TICKETS" (with a count of 0) and "COMPLETED TICKETS" (with a count of 1). The main section is titled "MY TICKETS" and includes a "CREATE NEW TICKET" button. Below the title, there is a "SHOW 10 ENTRIES" dropdown and a "SEARCH:" input field. A table header is visible with columns: #, REPORT ID, CATEGORY, EQUIPMENT, BRANDS, MODEL, SERIAL NO, PROBLEM DESC, STATUS, and TECHNICIAN. The table body is empty, displaying "NO DATA AVAILABLE IN TABLE". At the bottom, it says "SHOWING 0 TO 0 OF 0 ENTRIES" and has "PREVIOUS" and "NEXT" buttons.

Screen Edit Profile Success

Section 8 User Admin Dashboard

8.1 User Admin Dashboard

Pre-requisite: User must be assigned as “User Admin” to have access to the Dashboard.



Screen Dashboard

E-HELPLDESK: USER GUIDE

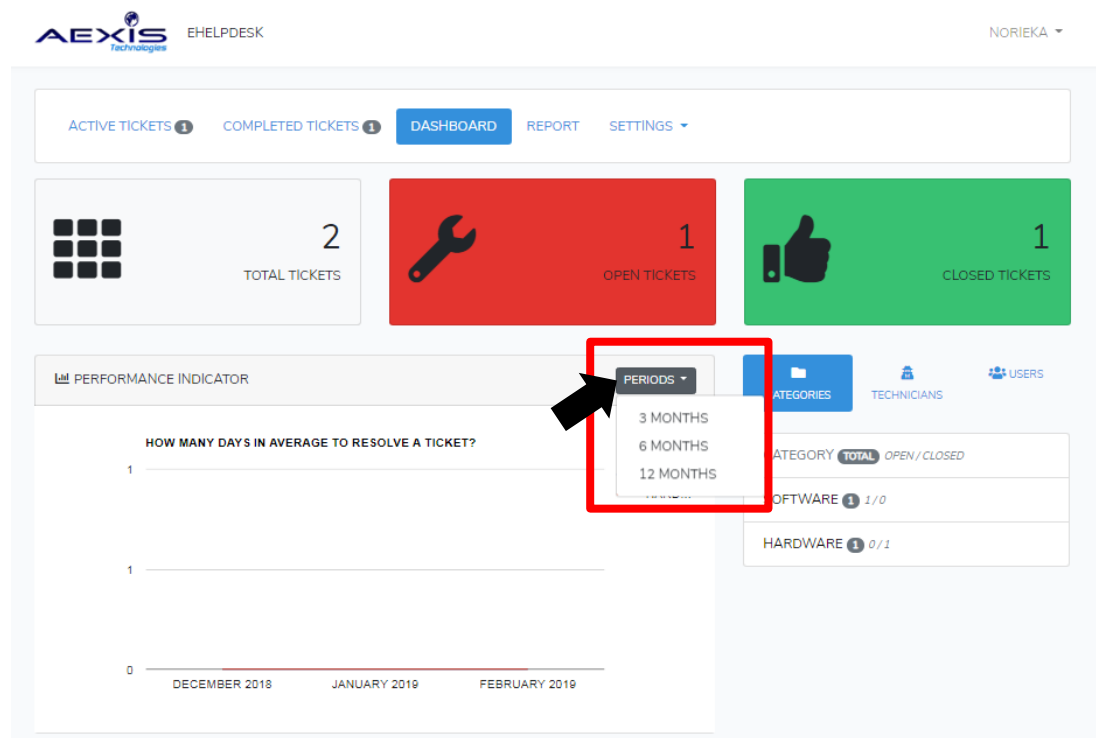
Follow the steps below to view “Dashboard”.

Step 1: Select “DASHBOARD” from the top menu of any page.

Result: The above screen is displayed.

Step 2: User Admin can view the line chart labeled “PERFORMANCE INDICATOR” by Period (3 Months, 6 Months, 12 Months) by toggling the drop-down menu on the top-right of the “PERFORMANCE INDICATOR” card

Result: The screen is as below.



Screen Guide Performance Indicator