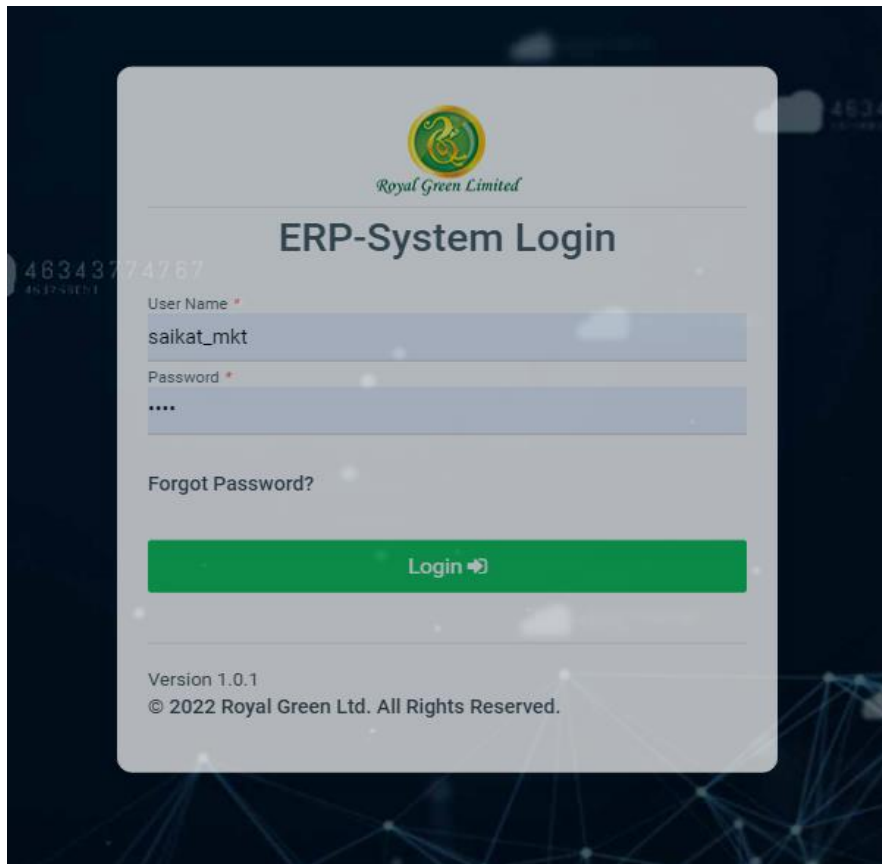


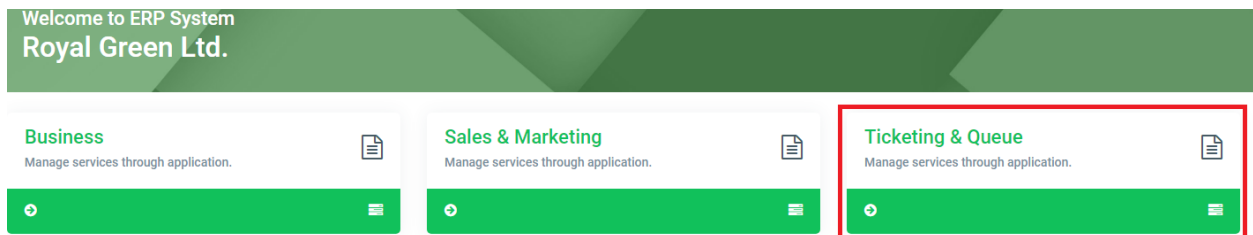
Ticketing System

1. Login Page:-



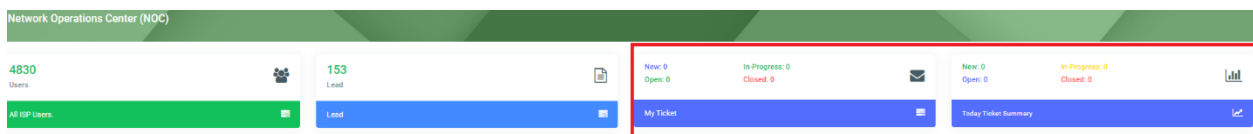
The login page features a central white card on a dark blue background with a network pattern. At the top of the card is the Royal Green Limited logo and name. Below this is the title 'ERP-System Login'. The login form includes a 'User Name' field with the text 'saikat_mkt' and a 'Password' field with masked characters '****'. A 'Forgot Password?' link is positioned below the password field. A large green 'Login' button with a right-pointing arrow is centered below the form. At the bottom of the card, the text 'Version 1.0.1' and '© 2022 Royal Green Ltd. All Rights Reserved.' is displayed.

2. Module Page



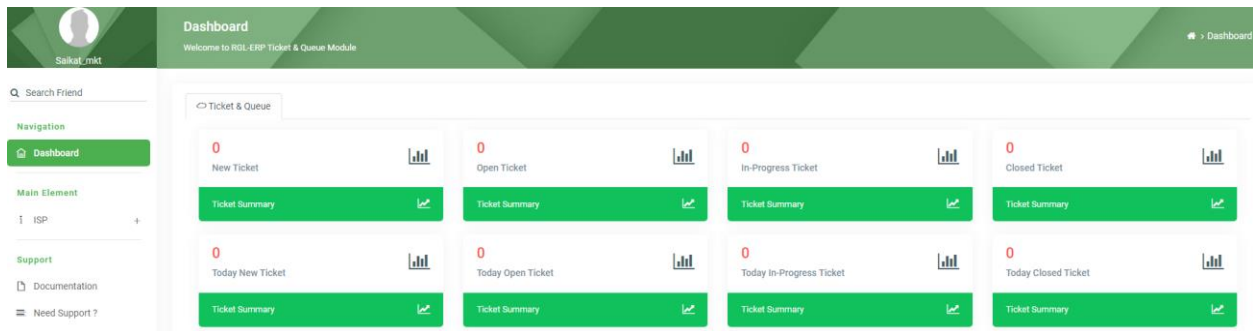
The module page has a green header with the text 'Welcome to ERP System Royal Green Ltd.'. Below the header are three white cards, each with a green bar at the bottom. The first card is for 'Business' (Manage services through application), the second for 'Sales & Marketing' (Manage services through application), and the third for 'Ticketing & Queue' (Manage services through application). The 'Ticketing & Queue' card is highlighted with a red border.

For NOC,

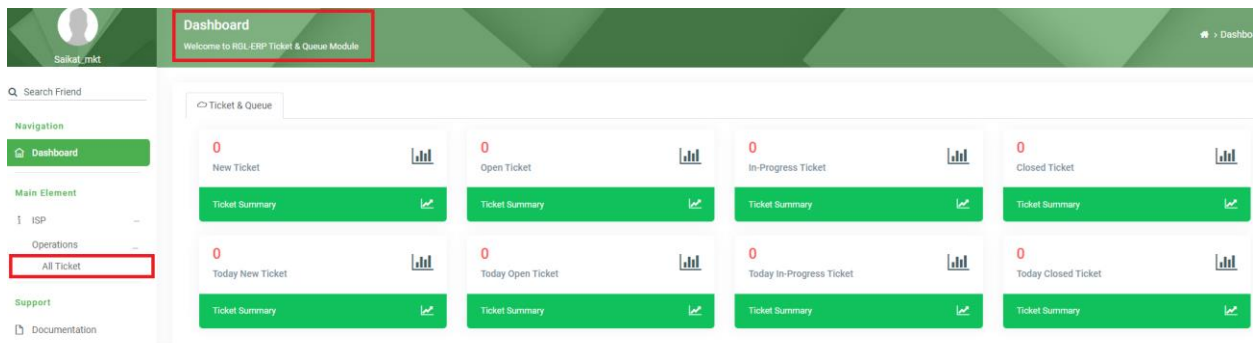


The NOC dashboard features a green header with the text 'Network Operations Center (NOC)'. Below the header are four white cards. The first card shows '4830 Users' and 'All ISP Users'. The second card shows '153 Lead' and 'Lead'. The third card shows 'New: 0, Open: 0, In-Progress: 0, Closed: 0' and 'My Ticket'. The fourth card shows 'New: 0, Open: 0, In-Progress: 0, Closed: 0' and 'Today Ticket Summary'. The third and fourth cards are highlighted with a red border.

3. Dashboard



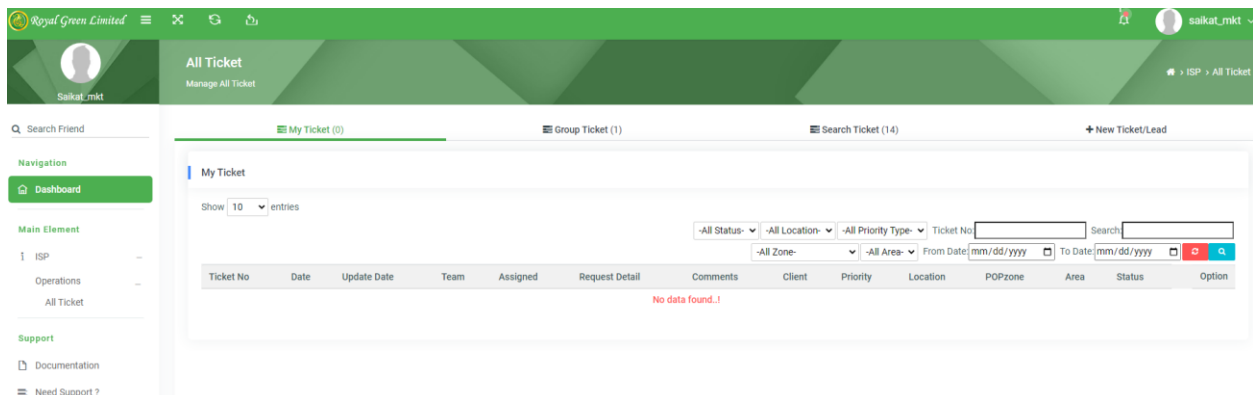
4. Ticket Menu



5. All Ticket Page

Here user will have:

- My Ticket
- Group Ticket
- Search Ticket
- New Ticket



Royal Green Limited

Network Operations Center (NOC)

My Ticket (0) Group Ticket (0) Search Ticket (15) + New Tickets/Lead

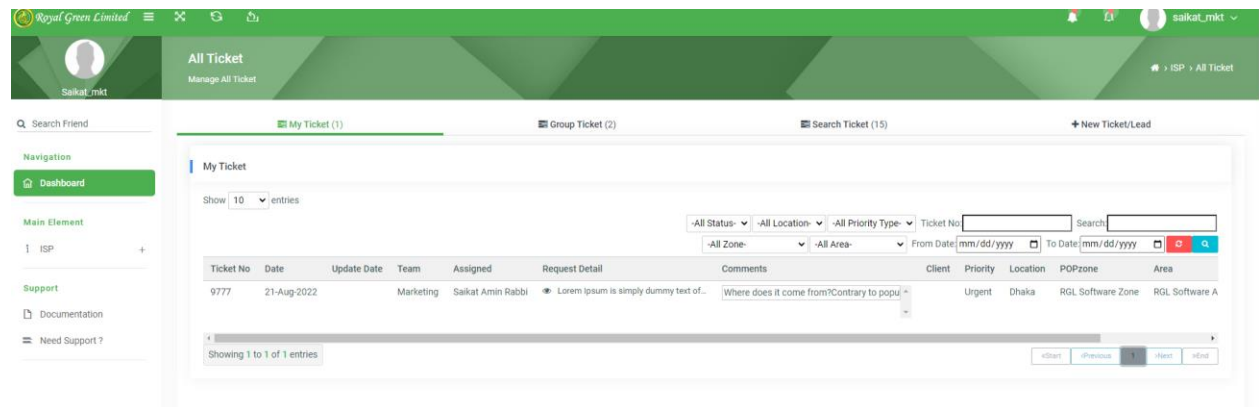
My Ticket

Show 10 entries

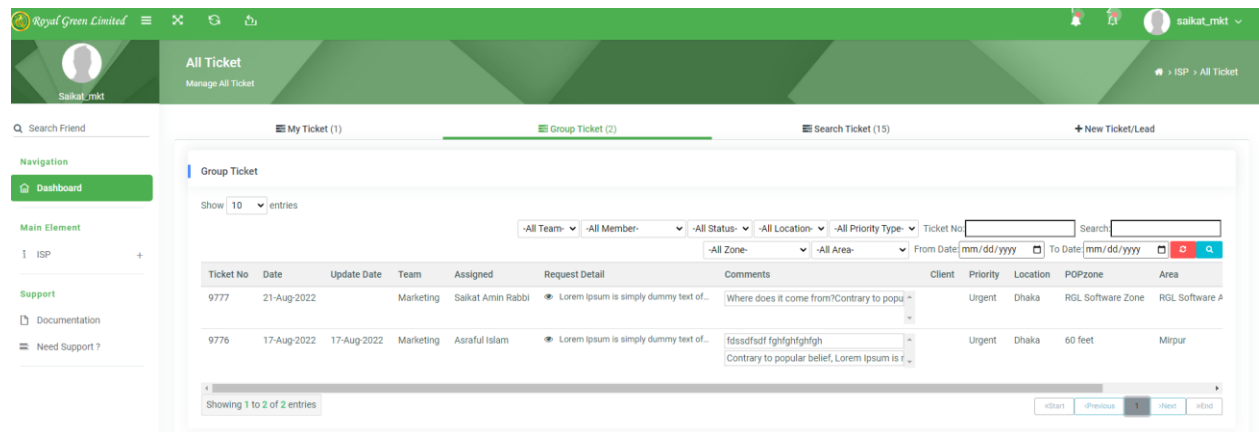
-All Status- -All Location- -All Priority Type- Ticket No. [] Search []
 -All Zone- -All Area- From Date mm/dd/yyyy To Date mm/dd/yyyy [] [] []

Ticket No	Date	Update Date	Team	Assigned	Request Detail	Comments	Client	Priority	Location	POPhone	Area	Status	Option
No data found.													

Description: Here, user will get the ticket list assigned by sender Or Team Leader. User can search ticket with various criteria.



Description: Here, user will get the Group Ticket list. User can search ticket with various criteria.



8. Search Ticket List

Description: User will have all ticket. User can search ticket with various criteria. User can search close ticket and reopen the ticket from this panel.

Search Ticket

Show 10 entries

-All Team- -All Member- -All Status- -All Location- -All Priority Type- Ticket No Search

-All Zone- -All Area- From Date mm/dd/yyyy To Date mm/dd/yyyy

Ticket No	Date	Update Date	Team	Assigned	Request Detail	Comments	Client	Priority	Location	POPZone
9777	21-Aug-2022		Marketing	Saikat Amin Rabbi	• Lorem Ipsum is simply dummy text of...	Where does it come from?Contrary to popu...		Urgent	Dhaka	RGL Software Zc
9776	17-Aug-2022	17-Aug-2022	Marketing	Asraful Islam	• Lorem Ipsum is simply dummy text of...	fdssadfdf fghthghghgh Contrary to popular belief, Lorem Ipsum is f...		Urgent	Dhaka	60 feet
9775	17-Aug-2022		Billing	Tamim	• Test for Android 18 description	Test for Android 18 comment		Urgent	Dhaka	Badda
9774	17-Aug-2022		Survey		• test desc	test comment		Urgent	Dhaka	Badda
9772	17-Aug-2022		Survey	Md. Lal Mia srv	• test description	Test for Android 2 comments		High	Chittagong	Banasree
9774	17-Aug-2022		Management	Chandan Sharma	• sdfsd	sdfsd		Urgent	Dhaka	Jagannath Unive
9773	17-Aug-2022		Survey		• gfighj	ghighj		Urgent	Dhaka	60 feet

Showing 1 to 10 of 15 entries

«Start «Previous 1 2 «Next «End

RE-OPEN

Click on ticket No. User can re-open it by changing the status of a ticket.

Created By: Asif Rezwanul Islam [Marketing]

Dates

Open Date: 16-Aug-2022 Last Response Date: 21-Aug-2022 Last Update Date: 21-Aug-2022 Last Close Date: 21-Aug-2022

Details

Client Id: 9769 Client Name Client Address

Ticket No: 9769 Team: Survey Group Member: Md Dalim Hossain srv

Location: Dhaka POPZone: Jagannath University Area

Subject

It is a long established fact that a reader will be distracted by the readable content of a page when looking at its layout. The point of using Lorem Ipsum

Description

It is a long established fact that a reader will be distracted by the readable content of a page when looking at its layout. The point of using Lorem Ipsum

Priority Type: High Set Date: 08/16/2022 03:45 PM

Status: Closed

Comment List

Show 10 entries

-All Team- -Select Member- Search

Comment Date	Created By	Comments	Images	Edit	History
8/16/22, 8:45 AM	AsifRezwanulIslam	• It is a long established fact that a rea...	1. pexelsphoto84271120220816084534635.jpeg		

9. New Ticket

Description: Here user can create new ticket.

The screenshot shows the 'All Ticket' form in a support system. The form is divided into several sections: 'Dates', 'Details', 'Description', 'New Comment', and 'Attachment'. Red arrows and boxes highlight specific areas for user input:

- Find existing user for new ticket:** A red box highlights the 'Client Name' field in the 'Details' section, with an arrow pointing to it from the text 'Find existing user for new ticket'.
- Subject here:** A red arrow points to the 'Subject (Required)' field in the 'Details' section.
- Ticket description here:** A red arrow points to the 'Description' text area.
- Put new comment here:** A red arrow points to the 'New Comment' text area.
- File attachment here:** A red box highlights the 'Attachment' section, with an arrow pointing to it from the text 'File attachment here'.

The form includes various fields for dates, client information, ticket details, and a rich text editor for descriptions and comments. It also features a file upload button for attachments.