





Automation of Item Verification Request (IVR)

IVRApp: Version 1.0

HELP SHEET

Action Description	Steps
How To Assign a Task?	From home page click on NEW REQUESTS tile or click ASSIGN A TASK from the side bar menu or click the  BELL ICON at the top right hand corner of the application.
How To Update a task?	<p>Click ALL ASSIGNED TASKS from the side bar menu. Here assigned tasks show with status "In Progress". The status can be updated to "completed" or "reassign". For completed and reassigned tasks respectively.</p> <p>Select Reassign task option and click the reassign task button for reassignment.</p> <p>Select complete option and click the complete button for completed task.</p> <p>There will be a pop-up message for any update.</p>
How to Reopen closed/completed tasks?	<p>Click PERFORMANCE TABLE from the side bar menu. A pass code is requested. Enter passcode to access Performance table.</p> <p>The interface shows 2 menu options "Home" and "Page" found on the top left side of performance table page.</p> <p>"PAGE" consists of 4 drop down menu options of: Completed Task page, Task Progress View page, Staff Performance page.</p> <p>Select COMPLETED TASKS. Here a completed (closed) task can be re-opened. If successful there will be a pop-up message "tasks re-opened successfully".</p>
How to manage IVR User feedback page?	At the top of right-hand corner of every page you will find an  ENVELOP icon. By clicking on the envelop icon this will display top three feedbacks from the users then click on any of the feedback you will be redirected to the follow-up page where you can view and perform further actions.

Action Description	Steps
How To Reset Password/Forgot password?	You can reset your password by click on the  USER ICON at the top right-hand corner of the application. Select reset password then enter your email and old password.
How To Add To Staff List?	Login as admin click menu then select ADD STAFF .
How To Manage Performance Page?	From the side bar menu click PERFORMANCE TABLE you will provide a pass code to access this page. Here you will find Completed Task page, Task Progress View page, Staff Performance page (shows total and average task assigned to individual staff) and button to pull data from database. This page can only be accessed with admin privilege.
What is Export File button for?	 Will pull report from database as excel file.