

Memasukkan Tiket

Helpdesk Employee

MENU

- Home
- Input Ticket**
- Active Tickets
- Tickets History
- Manual

Create Ticket

Employee > Create Ticket

Ticket Form

Problem :
Hardware

Description :

Location :

Add Ticket

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Helpdesk App

1. Buka Menu Input Ticket
2. Masukkan Jenis Permasalahan
3. Masukkan penjelasan detail dari permasalahan
4. Masukkan lokasi dari permasalahan
5. Klik add ticket untuk mengirim tiket ke IT support

Melihat Tiket Yang telah di inputkan

The screenshot displays the 'Helpdesk Employee' application interface. On the left, a dark sidebar contains a 'MENU' section with options: 'Home', 'Input Ticket', 'Active Tickets' (highlighted with a red circle and labeled '1'), 'Tickets History', and 'Manual'. The main content area is titled 'Show Tickets' and shows a list of 'Active Tickets'. The first ticket, labeled '2', is '#2 On process - Elrizky Mardhi' with the description 'Cant open sites' and timestamp '2016-04-29 07:12:11'. The second ticket, labeled '3', is '#3 Waiting confirmation - Elrizky Mardhi' with the description 'PC keep restarting' and timestamp '2016-04-29 07:12:35'. This second ticket includes 'Confirm' and 'Deny' buttons. The footer shows 'Copyright © 2016 Archisdiningrat.net' and 'Helpdesk App'.

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Show Tickets

Employee > Show Tickets

Active Tickets

#2 On process - Elrizky Mardhi

Cant open sites

2016-04-29 07:12:11

#3 Waiting confirmation - Elrizky Mardhi

PC keep restarting

2016-04-29 07:12:35

Confirm Deny

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Helpdesk App

1. Buka menu active ticket
2. Menandakan bahwa tiket sedang dikerjakan
3. Menandakan bahwa tiket butuh di konfirmasi

Melihat History Ticket

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Ticket's History

Employee > Tickets History

Tickets Data

| Ticket ID | Issued Time | Description | Status | |
|-----------|---------------------|--------------------|----------------------|---|
| #1 | 2016-04-25 18:20:12 | testtest | Not Valid | 2 |
| #2 | 2016-04-29 07:12:11 | Cant open sites | On process | |
| #3 | 2016-04-29 07:12:35 | PC keep restarting | Waiting confirmation | |

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Helpdesk App

1. Buka menu tickets history
2. Klik detail ticket

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Ticket Details

Admin > New Tickets

Ticket #3

Ticket Status: Waiting confirmation

Time Inserted: 2016-04-29 07:12:35

Assignee: Elrizky Mardhi

Employee Name: Imas Nur Tiarani

Bureau: Legal Adviser

Location: 4 th floor, manager room

Problem Type: Hardware

Description: PC keep restarting

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