

Wireframes - Support Staff Views

In this document, we describe the wireframes for the views that are intended for the support staff.

Adhil Ahmed P M Shums
21F1003972

Afnan Ahmad
21F1003730

Preetodeep Dev
21F1005636

LOGO

Ticketing System Homepage - Support Staff

Profile

SEARCH FOR EXISTING TICKETS

My assigned tickets

OPEN TICKETS - NO RESPONSES YET

Votes	Title	Status	Visibility	Last Response Time
X	Lorem Ipsum	Open	Public	3 days ago
X	Lorem Ipsum	Open	Private	5 days ago
X	Lorem Ipsum	Open	Private	a week ago

OPEN TICKETS - AWAITING STUDENT RESPONSE



Votes	Title	Visibility	Last Response Time
X	Lorem Ipsum	Public	3 days ago
X	Lorem Ipsum	Private	5 days ago
X	Lorem Ipsum	Private	a week ago

FAQ

Description: This is the view that will come up when a support staff logs in to his/her profile (the profile homepage). This page provides a list of all open tickets in a tabular format and further divides them into tickets with no response and tickets that are awaiting student response. The support staff can then decide how to follow up with each ticket.

LOGO

My Assigned Tickets - Support Staff

 Profile 

SEARCH WITHIN ASSIGNED TICKETS

ASSIGNED TICKETS



Votes	Title	Status	Visibility	Last Response Time
X	Lorem Ipsum	Open	Public	3 days ago
X	Lorem Ipsum	Awaiting student response	Private	5 days ago
X	Lorem Ipsum	Open	Private	a week ago

FAQ


Description: This is the view that will come up when the support staff clicks on the “My assigned tickets” button from the homepage. This is the page that lists all tickets raised that have been assigned to the particular staff in a tabular format. Both public and private tickets raised by the students will be listed here. This page also provides options for searching within the assigned tickets.

LOGO


Support Staff Ticket View - [TICKET TITLE]

 Profile 


TICKET TITLE

 STUDENT

Lorem Ipsum Dolor Set Amet
Lorem Ipsum Dolor Set Amet
Lorem Ipsum Dolor Set Amet

 Support Staff

Lorem Ipsum Dolor Set Amet
Lorem Ipsum Dolor Set Amet

 STUDENT

Lorem Ipsum Dolor Set Amet
Lorem Ipsum Dolor Set Amet

Enter response here

Respond

Close

Escalate

Re-assign

Merge

Add to FAQ

Created on: [DATE, TIME]

Created by: [NAME]

Support agent assigned: [NAME]

Status: Open

Upvotes: 23

Device on which issue is faced: []



[OTHER RELEVANT DETAILS]

FAQ

Description: This is the view that will come up when the staff clicks on any ticket. This is the page that allows the staff to respond to the ticket. Various other administrative options related to ticket management (respond, close, escalate, re-assign, merge, etc.) are also present therein.

LOGO

User Profile - Support Staff

 Profile 

Username

Name

Bio

Designation

OTHER PROFILE-RELATED STUFF!

Lorem Ipsum

Lorem Ipsum

Lorem Ipsum

Lorem Ipsum

Lorem Ipsum

Lorem Ipsum

SAVE CHANGES TO PROFILE

FAQ

Description: This is the view that will come up when a support staff clicks on the “Profile” drop-down button from their homepage. This page allows the staff to edit various attributes associated with his/her profile, such as profile picture, username, name, biography, etc.