

ITSM Portal Documentation

Contents

1	Introduction	3
2	Requirements	3
3	How to Start	3
4	Database - Back End	3
4.1	Description of Tables	3
5	Name of the files used	4
6	Flowchart	4
7	Details	5
7.1	main.php	5
7.2	dashboard.php	5
7.3	direct1.php	6
7.4	direct.php	6
7.5	piedirect1.php	7
7.6	piedirect.php	7
7.7	img.php/img1.php	7
7.8	edit.php/edit1.php	8
7.9	pdf.php/pdf1.php	9
7.10	dbConfig.php	9
7.11	header.php	9
7.12	incident2.php	10
7.13	form.php	11
7.14	admin.php	11
7.15	database1.php/database3.php	12
7.16	view.php/view1.php	12
	7.16.1 Based on Technician, Ticketno, Category, Technician and Category	12
	7.16.2 Based on period and status	12
7.17	category.php	13
7.18	status.php	13
7.19	level.php	14
7.20	mode.php	15
7.21	priority.php	15
7.22	mail.php	16
8	References	16

1 Introduction

IT Service Management is a general term that describes a strategic approach for designing, delivering, managing and improving the way information technology (IT) is used within an organization. The goal of every IT Service Management framework is to ensure that the right processes, people and technology are in place so that the organization can meet its business goals. For this a webportal is designed using PHP, HTML, CSS and javascript.

2 Requirements

- 1.Sublime Text Editor
- 2.XAMPP
- 3.Web Browser like Chrome

3 How to Start

- 1.Install Sublime Editor
- 2.Install XAMPP (Note: Choose the folder you want to install XAMPP in. This folder will hold all your web application files, so make sure to select a drive that has plenty of space.)
- 3.Save your website codes in the folder C:\xampp\htdocs\your-testfolder.
- 4.Open xampp-control from the drive where you have saved xampp. (ie. C:\xampp\xampp-control). Under Actions select Start of Apache and MySQL.
- 5.Open your web browser and type in: <http://localhost> or 127.0.0.1.
- 6.Your website is ready.

4 Database - Back End

- 1.In browser type localhost/phpmyadmin
- 2.Database used: dc_activity1
- 3.Tables used (users, incident, change1, random, category, type, subcategory, status, mailout, statuslist, modelist, prioritylist)

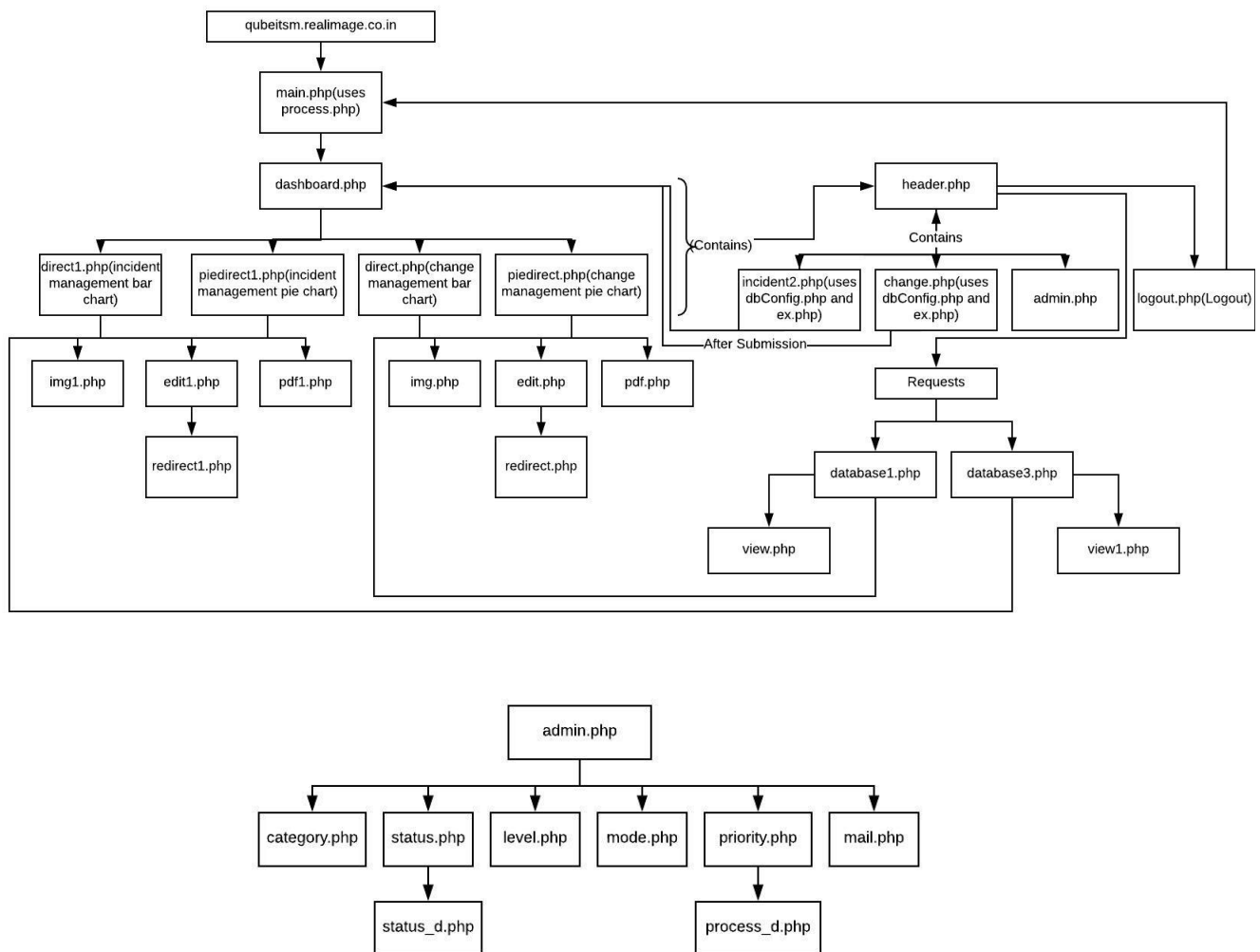
4.1 Description of Tables

users: Used for storing credentials, priviledges and email-id(s) of all users
incident: Used to store incident tickets
change1: Used to store change tickets
random: Used to generate ticket numbers which are random.
type: type_id and type_name
category: Contains category_id and category_name along with type_id
subcategory: subcategory_id and subcategory_name along with category_id
status: Used for seeing the status history of every ticket
mailout: Configured mail details
statuslist :Contains the list of status
modelist :Contains the list of modes
prioritylist :Contains the list of priorities

5 Name of the files used

- | | |
|------------------|------------------------|
| 1.main.php | 20.form.php |
| 2.process.php | 21.admin.php |
| 3.dashboard.php | 22.dbConfig.php |
| 4.direct1.php | 23.ex.php |
| 5.direct.php | 24.category.php |
| 6.piedirect.php | 25.status.php |
| 7.piedirect1.php | 26.status_d.php |
| 8.img1.php | 27.priority.php |
| 9.img.php | 28.priority_d.php |
| 10.edit1.php | 29.mode.php |
| 11.edit.php | 30.level.php |
| 12.pdf.php | 31.database1.php |
| 13.pdf1.php | 32.database3.php |
| 14.redirect1.php | 33.history.php |
| 15.redirect.php | 34.class.phpmailer.php |
| 16.view1.php | 35.class.smtp.php |
| 17.view.php | 36.mail.php |
| 18.header.php | 37.logout.php |
| 19.incident2.php | |

6 Flowchart

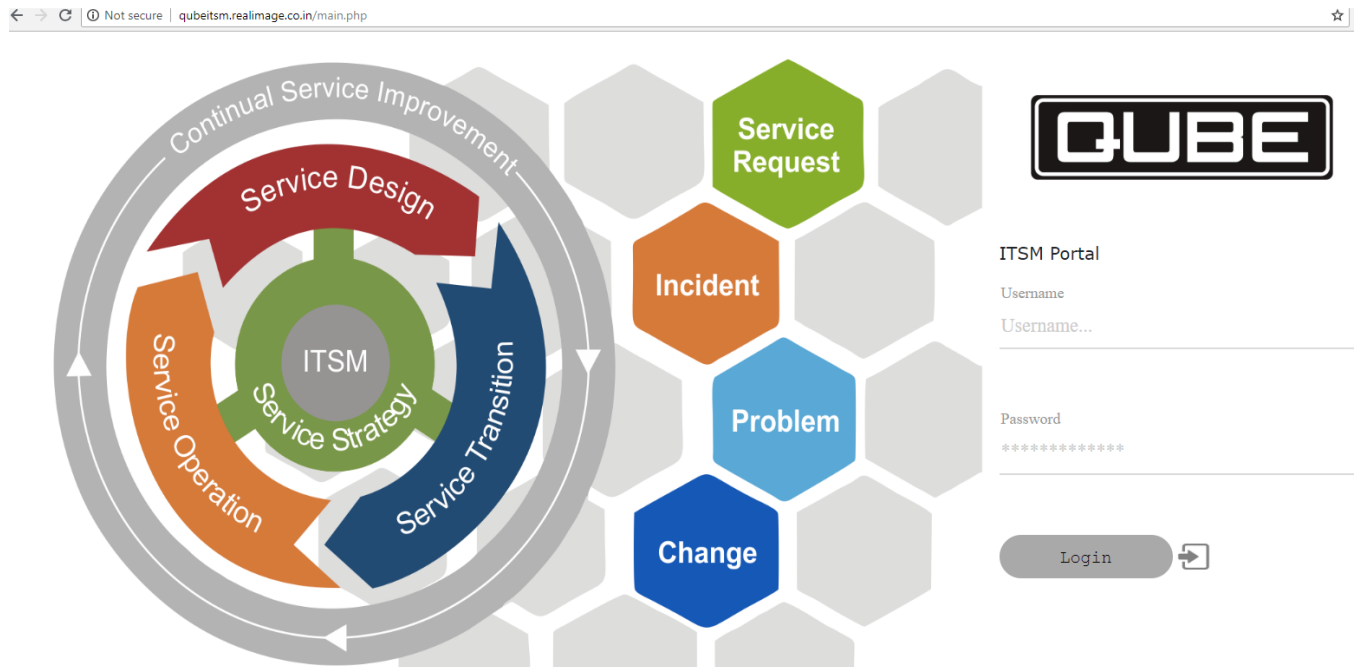


Note: form.php, incident2.php, redirect.php and redirect1.php requires SMTP configuration, hence uses class.phpmailer.php

and class.smtp.php

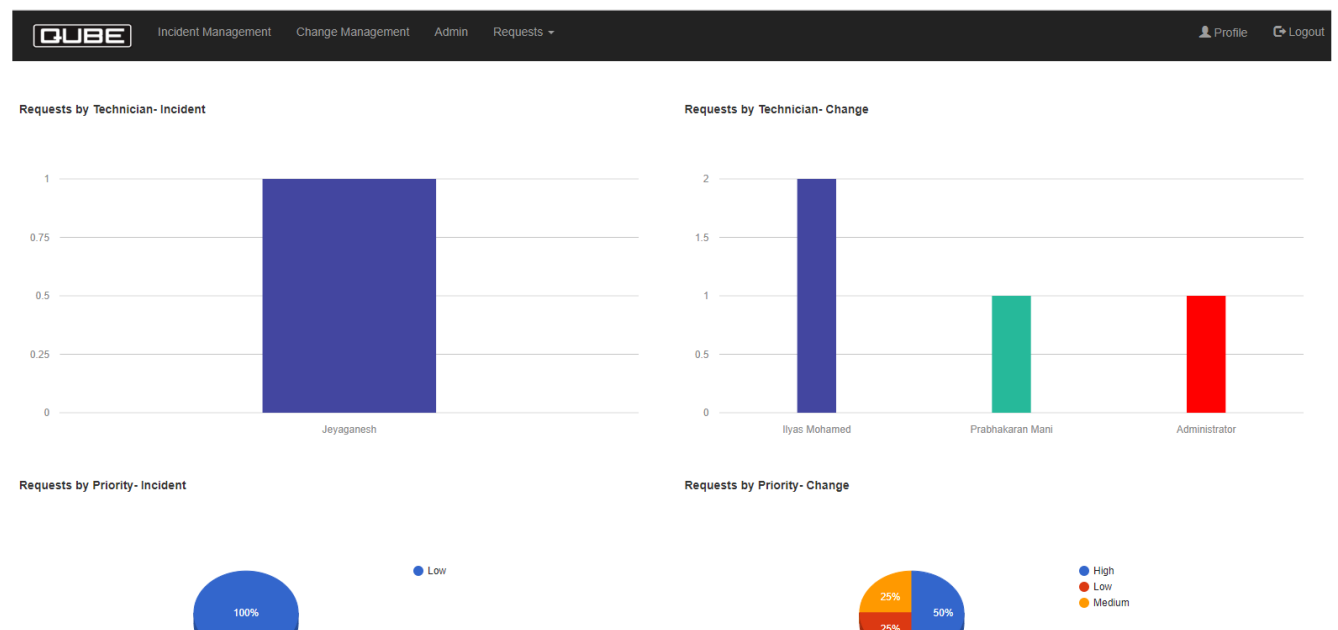
7 Details

7.1 main.php



This is the login page. Special privileges are given to admin. This is done using the table 'users' where column 'role' is used to assign the privilege. Only the users with role 'admin' will be able to access the webpages. main.php uses process.php for backend. main.php contains only the front end and the details entered will be taken by process.php and process.php will check for the credentials and redirects the page accordingly.

7.2 dashboard.php



Dashboard gives the details of the data represented in the form of bar and pie charts. As requests are made respective changes are reflected in the bar and pie charts. For bar charts, morris charts are used and for pie charts, google charts are used. The code for the charts used is javascript. On clicking the data of a chart, it redirects to page based on the data clicked.

(Note: There are two methods using which you can transfer data from one page to another (GET and POST). GET method is preferred where data entered is not important to be hidden whereas POST method is used when data entered should be hidden.

For more details refer: https://www.w3schools.com/tags/ref_httpmethods.asp)

Here GET method is used when clicking on a particular data in any of the charts. The selected data is transferred to another page (direct.php or direct1.php or piechart.php or piechart1.php) using GET method.

7.3 direct1.php

Ticket No	Status	Mode	Priority	Location	Name	Time	Site	Technician	Type	category	Subcategory	Item	E-Mail	Subject	Description	File
IN-820449	Open	Email	Low	Chennai	Qube	2018-07-05 00:59:00	Delhi	Jeyaganesh	Incident	Camera	2nd IT ser room-172.16.2.187	Hardware	realimage@qubecinema.com	Camera not working	Near Entrance	Click here

File

Resolution

Reason

[Click here](#)

Help

Unknown

[Edit](#)

[Print](#)

On Clicking on a data column of Requests by Technician-Incident from dashboard.php, it redirects to direct1.php. From the URL it can be seen that we have used GET method to carry data from one page to another. Click Here button redirects to corresponding image page (img1.php). Edit button is used to edit the corresponding incident ticket's description, status, priority and technician (edit1.php). Print is used to print the ticket in PDF format (pdf1.php). edit1.php, img1.php and pdf1.php uses GET method.

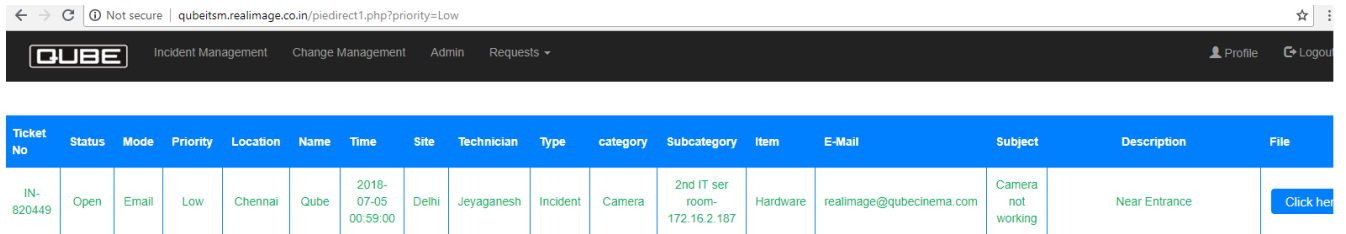
7.4 direct.php

Ticket No	Status	Mode	Priority	Location	Name	Time	Site	Technician	Type	category	Subcategory	Item	E-Mail	Subject	Description	File
CN-570880	Closed	Email	High	Chennai	Qube	2018-07-12 00:59:00	Andhra Pradesh	Ilyas Mohamed	Change	Network	Router-192.168.9.249	Hardware	qube@qubecinema.com	Access Card	Lost it..Help me	Click here
CN-264042	On Hold	Email	Medium	Chennai	Helloo	2018-07-04 00:59:00	Andhra Pradesh	Ilyas Mohamed	Change	Network	Router-192.168.9.249	Hardware	@gmail.com	Help	Ok na	Click here

On Clicking on a data column of Requests by Technician-Change from dashboard.php, it redirects to direct.php. Click Here button redirects to corresponding image page (img.php). Edit button is used to edit the corresponding incident ticket's description, status, priority and technician (edit.php). Print is used to print the ticket in PDF format (pdf.php). edit.php, img.php and pdf.php uses GET method.

(Note: To see Edit and Print button scroll towards right in webpage).

7.5 piedirect1.php

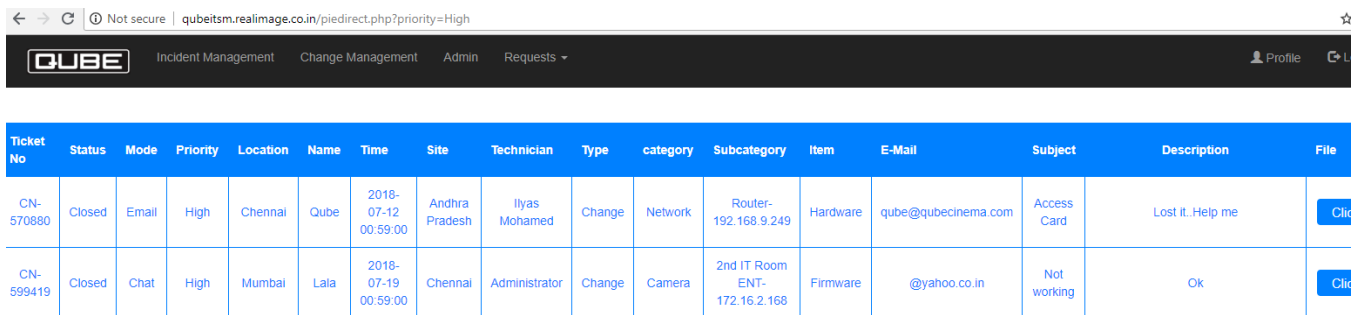


The screenshot shows a web browser window with the URL `qubeitsm.realimage.co.in/piedirect1.php?priority=Low`. The page header includes the QUBE logo and navigation links: Incident Management, Change Management, Admin, and Requests. A user profile and login button are also visible. The main content area displays a table of incident tickets with the following columns: Ticket No, Status, Mode, Priority, Location, Name, Time, Site, Technician, Type, category, Subcategory, Item, E-Mail, Subject, Description, and File. The table contains one row of data for ticket IN-820449.

Ticket No	Status	Mode	Priority	Location	Name	Time	Site	Technician	Type	category	Subcategory	Item	E-Mail	Subject	Description	File
IN-820449	Open	Email	Low	Chennai	Qube	2018-07-05 00:59:00	Delhi	Jeyaganesh	Incident	Camera	2nd IT ser room-172.16.2.187	Hardware	realimage@qubecinema.com	Camera not working	Near Entrance	Click here

On Clicking on any data of Requests by Priority-Incident piechart from dashboard.php, it redirects to piedirect1.php. Click Here button redirects to corresponding image page (img1.php). Edit button is used to edit the corresponding incident ticket's description, status, priority and technician (edit1.php). Print is used to print the ticket in PDF format (pdf1.php). edit1.php, img1.php and pdf1.php uses GET method. (Note: To see Edit and Print button scroll towards right in webpage).

7.6 piedirect.php

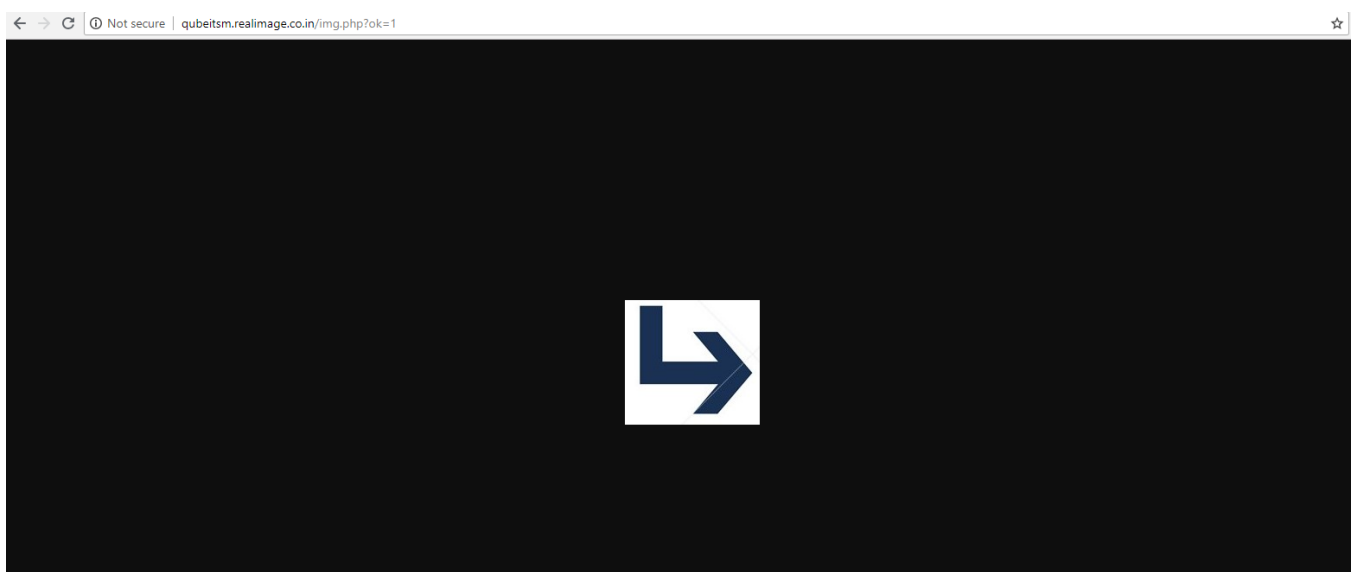


The screenshot shows a web browser window with the URL `qubeitsm.realimage.co.in/piedirect.php?priority=High`. The page header includes the QUBE logo and navigation links: Incident Management, Change Management, Admin, and Requests. A user profile and login button are also visible. The main content area displays a table of incident tickets with the following columns: Ticket No, Status, Mode, Priority, Location, Name, Time, Site, Technician, Type, category, Subcategory, Item, E-Mail, Subject, Description, and File. The table contains two rows of data for tickets CN-570880 and CN-599419.

Ticket No	Status	Mode	Priority	Location	Name	Time	Site	Technician	Type	category	Subcategory	Item	E-Mail	Subject	Description	File
CN-570880	Closed	Email	High	Chennai	Qube	2018-07-12 00:59:00	Andhra Pradesh	Ilyas Mohamed	Change	Network	Router-192.168.9.249	Hardware	qube@qubecinema.com	Access Card	Lost It. Help me	Click here
CN-599419	Closed	Chat	High	Mumbai	Lala	2018-07-19 00:59:00	Chennai	Administrator	Change	Camera	2nd IT Room ENT-172.16.2.168	Firmware	@yahoo.co.in	Not working	OK	Click here

On Clicking on any data of Requests by Priority-Change piechart from dashboard.php, it redirects to piedirect.php. Click Here button redirects to corresponding image page (img.php). Edit button is used to edit the corresponding incident ticket's description, status, priority and technician (edit.php). Print is used to print the ticket in PDF format (pdf.php). edit.php, img.php and pdf.php uses GET method. (Note: To see Edit and Print button scroll towards right in webpage).

7.7 img.php/img1.php



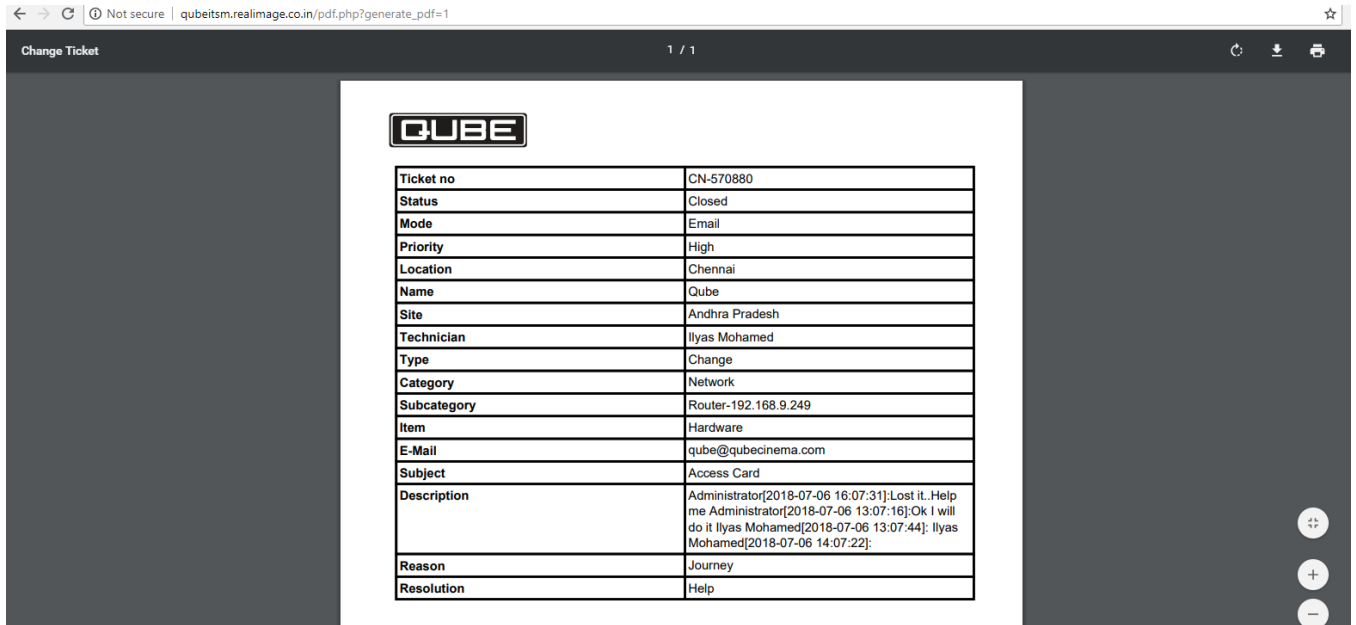
img.php is for change management and img1.php is for incident management. On clicking the Click here button from any of direct.php or piedirect.php or databasel.php or view.php redirects to img.php of change management displaying the corresponding image of the ticket. Similarly, On clicking the Click here button from any of direct1.php or piedirect1.php or database3.php or view1.php redirects to img1.php of incident management displaying the corresponding image of the ticket.

7.8 edit.php/edit1.php

The screenshot shows a web browser window with the address bar displaying "qubeitsm.realimage.co.in/edit.php?o=3". The page title is "Description". The form contains a text area with the following text: "Administrator[2018-07-06 17:07:39]:Ok", "Administrator[2018-07-06 13:07:29]:", and "Administrator[2018-07-06 14:07:11]:Everything is over". Below this is a large empty text box for editing. At the bottom, there are three dropdown menus: "Assign to Technician:" with "--Select Technician--", "Priority:" with "--Select Priority--", and "Status:" with "--Select Status--". At the very bottom are two buttons: "Apply Changes" and "Reset".

edit.php is for change management and edit1.php is for incident management. On clicking the Edit button from any of direct.php or piedirect.php or databasel.php or view.php redirects to edit.php of change management. Similarly, On clicking the Edit button from any of direct1.php or piedirect1.php or database3.php or view1.php redirects to edit1.php of incident management. Both edit.php and edit1.php has description text area, status, priority and technician drop down list. First description text area is readonly, it contains the description written by each technician to whom it is assigned along with the timestamp. Second description text box is for the technician to update the content. Status and Priority can be changed and the changes will be reflected in the corresponding database table. After a technician is done with his work, he can assign the ticket to someother technician which will be alerted to the other technician via e-mail. edit.php uses redirect.php which contains queries and php code for updating the changes made. Similarly, edit1.php uses redirect1.php.

7.9 pdf.php/pdf1.php



pdf.php is for change management and pdf1.php is for incident management. On clicking the Print button from any of direct.php or piedirect.php or database1.php or view.php redirects to pdf.php of change management. Similarly, On clicking the Print button from any of direct1.php or piedirect1.php or database3.php or view1.php redirects to pdf1.php of incident management. TCPDF software is used to view the contents in the form of pdf. Before working with PDF, tcpdf folder downloaded from net must be saved in your website folder.

7.10 dbConfig.php

PHP code for database connection with localhost.

7.11 header.php



header.php is included almost in all webpages to easily direct to a webpage. Clicking on the Qube logo directs to dashboard.php. Incident Management directs to incident2.php. Change Management directs to form.php. Admin directs to admin.php. Requests contains drop down list which contains incident and change requests details made so far. On placing the mouse over Profile, it shows the user who logged in and logout is used to log out of the website.

7.12 incident2.php

← → ↻ Not secure | qubeitsm.realimage.co.in/incident2.php ☆

QUBE Incident Management Change Management Admin Requests ▾ Profile Logout

New Incident Management

Status Priority

Mode Location

Requestor Details

Name Time Informed

Site Type

Technician Category

Subcategory Item

E-mail Id(s) to notify

Subject

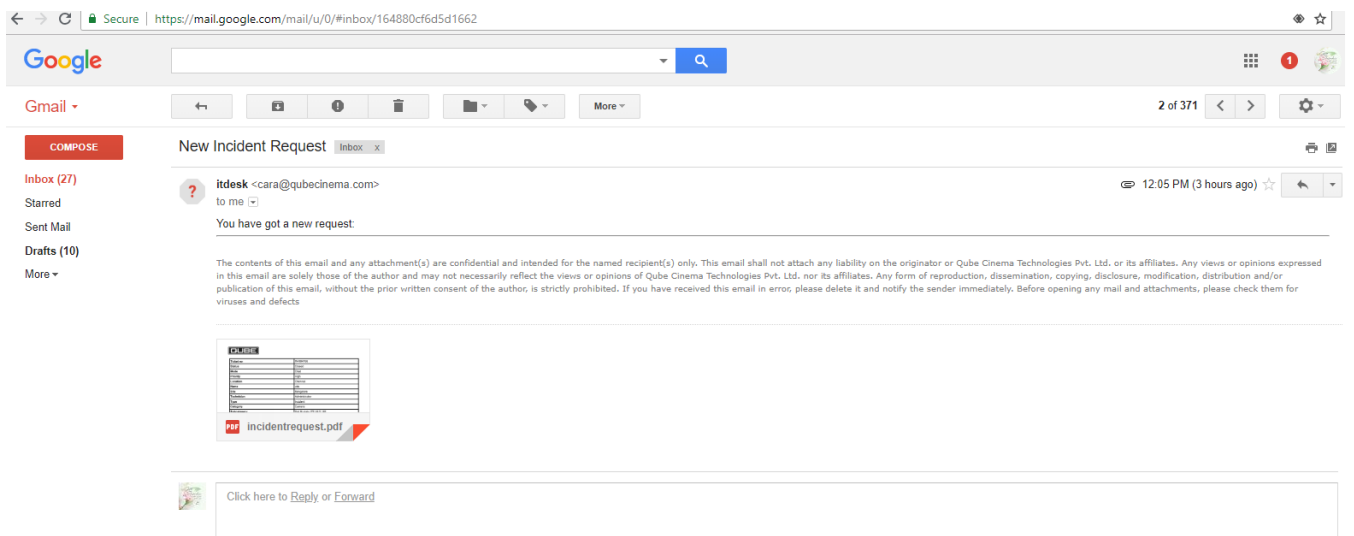
Description

Attachments : No file chosen

Reason

Resolution

After entering the details, Add Request button is clicked and a new ticket is raised and stored in database table incident. The corresponding Technician receives the mail in pdf format. Email is configured using SMTP protocol. Then you will be redirected to dashboard.php
(Note: Make sure you have class.phpmailer.php and class.smtp.php inside your website folder).



7.13 form.php

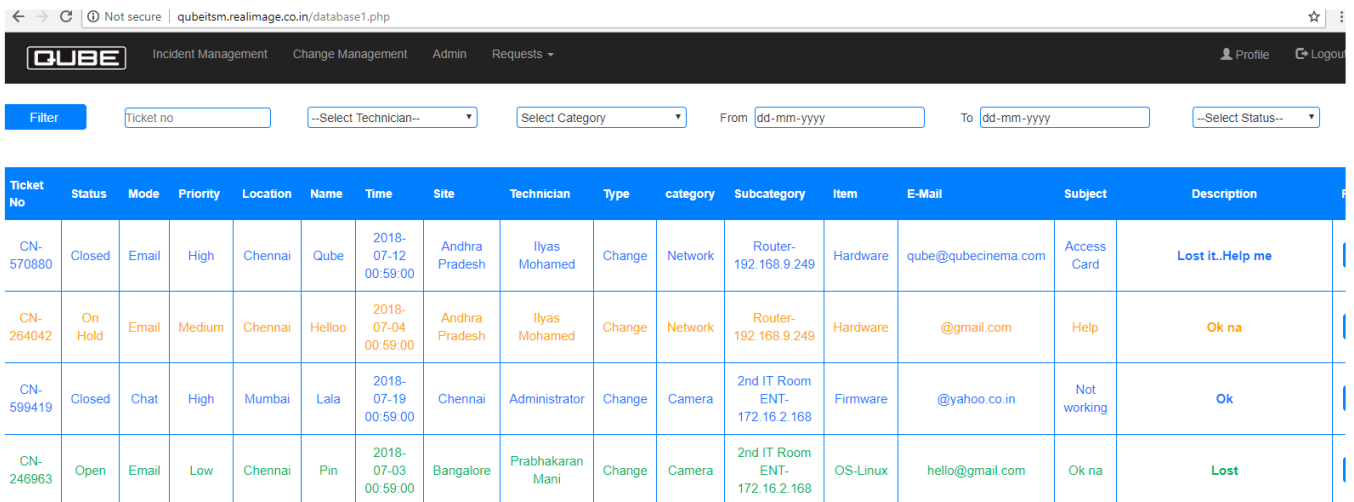
The screenshot shows the 'New Change Management' form in the QUBE application. The form is divided into two main sections: 'New Change Management' and 'Requestor Details'. The 'New Change Management' section includes fields for Status (set to 'Closed'), Priority (set to '--Select Priority--'), Mode (set to '--Select Mode--'), and Location (set to '--Select Location--'). The 'Requestor Details' section includes fields for Name, Time Informed (set to 'dd-mm-yyyy --:--'), Site (set to 'Not Associated to any site'), Type (set to 'Select Type'), Technician (set to '--Select Technician--'), Category (set to 'Select Type first'), Subcategory (set to 'Select Category first'), Item (set to '--Select Item--'), E-mail Id(s) to notify, and Subject.

After entering the details, Add Request button is clicked and a new ticket is raised and stored in database table change1. The corresponding Technician receives the mail in pdf format. Email is configured using SMTP protocol. Then you will be redirected to dashboard.php.
(Note: Make sure you have class.phpmailer.php and class.smtp.php inside your website folder).

7.14 admin.php

The screenshot shows the 'Admin Settings' page in the QUBE application. The page is divided into three main sections: 'Helpdesk Customizer', 'Organizational Details', and 'Users'. The 'Helpdesk Customizer' section includes links for Category, Status, Level, Mode, Priority, Worklog Type, Request Closure Code, Request Closing Rules, Incident-Additional Fields, Incident Template, Resolution Template, Reply Template, Task Type, Task Template, Task Closing Rules, Worklog - Additional Fields, Service Categories, Request Custom Menu, Custom Triggers, and Chat Settings. The 'Organizational Details' section includes links for Organisational Details, Mail Server Settings, SMS Notification Settings, Regions, Sites, Operational Hours, Holidays, Departments, Organizational Roles, Business Rules, Resolution Template, Reply Template, Task Type, Service Level Agreements, Notification Rules, and Preventive Maintenance Tasks. The 'Users' section includes links for Roles, User - Additional Fields, Support groups, User Groups, Active Directory, LDAP, Leave Types, Robo Technician, and Technician Auto Assign. The 'User Survey' section includes links for Survey Setting, Define Setting, Survey Preview, and Survey Results. The 'General Settings' section includes links for Self-Survey Portal Setting, Security Settings, and Theme.

7.15 database1.php/database3.php



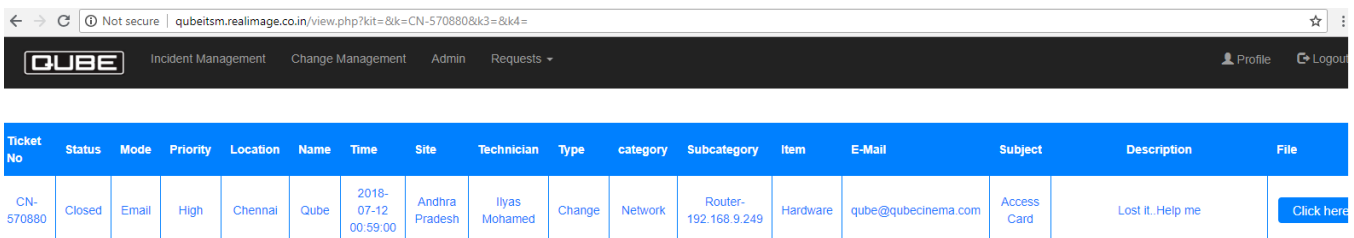
The screenshot shows the QUBE Incident Management interface. At the top, there's a navigation bar with 'Incident Management', 'Change Management', 'Admin', and 'Requests'. Below this is a filter bar with fields for 'Ticket no', 'Select Technician', 'Select Category', 'From' (dd-mm-yyyy), 'To' (dd-mm-yyyy), and 'Select Status'. The main table displays a list of tickets with columns: Ticket No, Status, Mode, Priority, Location, Name, Time, Site, Technician, Type, category, Subcategory, Item, E-Mail, Subject, and Description. The first ticket (CN-570880) is 'Closed' and 'High' priority, with a description 'Lost it..Help me'. The second ticket (CN-264042) is 'On Hold' and 'Medium' priority, with a description 'Ok na'. The third ticket (CN-599419) is 'Closed' and 'High' priority, with a description 'Ok'. The fourth ticket (CN-246963) is 'Open' and 'Low' priority, with a description 'Lost'.

Ticket No	Status	Mode	Priority	Location	Name	Time	Site	Technician	Type	category	Subcategory	Item	E-Mail	Subject	Description
CN-570880	Closed	Email	High	Chennai	Qube	2018-07-12 00:59:00	Andhra Pradesh	Ilyas Mohamed	Change	Network	Router-192.168.9.249	Hardware	qube@qubecinema.com	Access Card	Lost it..Help me
CN-264042	On Hold	Email	Medium	Chennai	Helloo	2018-07-04 00:59:00	Andhra Pradesh	Ilyas Mohamed	Change	Network	Router-192.168.9.249	Hardware	@gmail.com	Help	Ok na
CN-599419	Closed	Chat	High	Mumbai	Lala	2018-07-19 00:59:00	Chennai	Administrator	Change	Camera	2nd IT Room ENT-172.16.2.168	Firmware	@yahoo.co.in	Not working	Ok
CN-246963	Open	Email	Low	Chennai	Pin	2018-07-03 00:59:00	Bangalore	Prabhakaran Mani	Change	Camera	2nd IT Room ENT-172.16.2.168	OS-Linux	hello@gmail.com	Ok na	Lost

database1.php contains details of change requests and database3.php contains details of incident requests made. Status with Closed Requests are marked with blue color. High priority requests are marked with red color. Low priority requests are marked with green color. Medium priority requests are marked with yellow color. In the beginning of the page you can filter the details based on Technician, Ticketno, Category, Technician and Category and based on period and status (ex. last 20 days Closed requests). The filtered details uses view.php for change tickets and view1.php for incident tickets. (Note: To see Click Here, Edit and Print button scroll towards right in webpage).

7.16 view.php/view1.php

7.16.1 Based on Technician, Ticketno, Category, Technician and Category



The screenshot shows the QUBE Incident Management interface with a filtered view of tickets. The table displays a list of tickets with columns: Ticket No, Status, Mode, Priority, Location, Name, Time, Site, Technician, Type, category, Subcategory, Item, E-Mail, Subject, Description, and File. The first ticket (CN-570880) is 'Closed' and 'High' priority, with a description 'Lost it..Help me' and a 'Click here' button in the 'File' column.

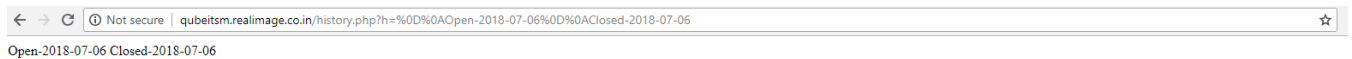
Ticket No	Status	Mode	Priority	Location	Name	Time	Site	Technician	Type	category	Subcategory	Item	E-Mail	Subject	Description	File
CN-570880	Closed	Email	High	Chennai	Qube	2018-07-12 00:59:00	Andhra Pradesh	Ilyas Mohamed	Change	Network	Router-192.168.9.249	Hardware	qube@qubecinema.com	Access Card	Lost it..Help me	Click here

view.php and view1.php uses GET method. On Filtering based on the above mentioned criteria we can see the filtered details. (Note: To see Edit and Print button scroll towards right in webpage).

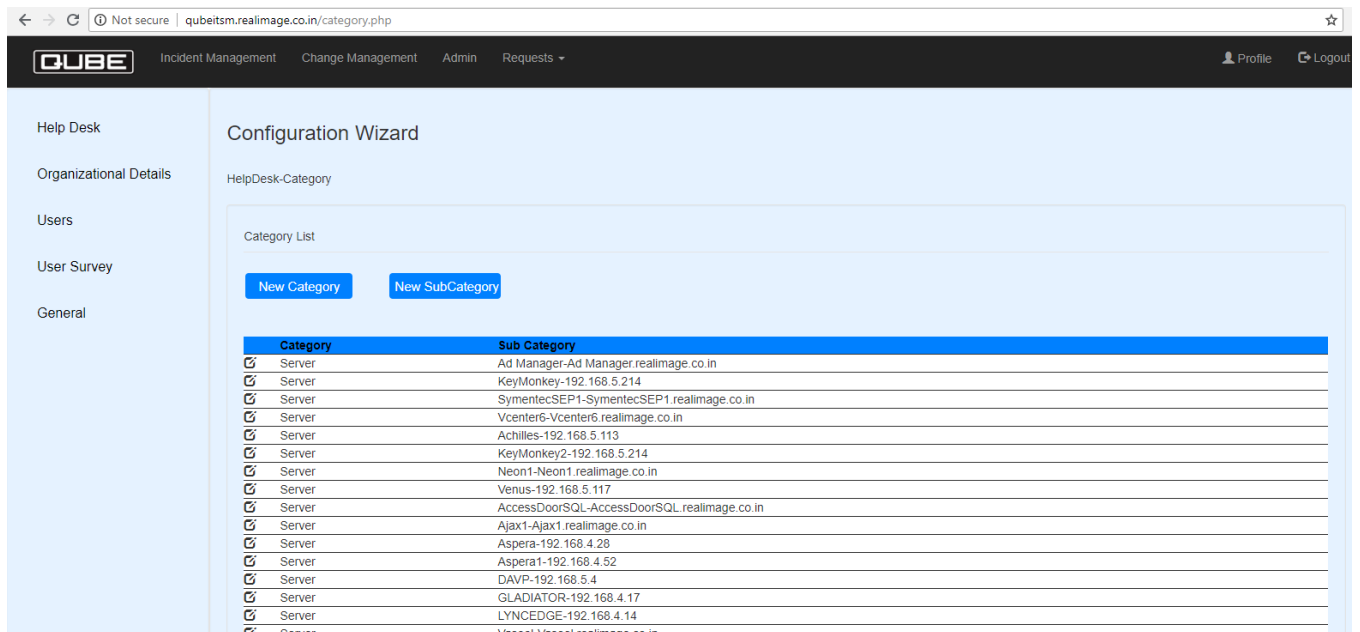
7.16.2 Based on period and status

File	Resolution	Reason	Status History		
Click here	Help	Journey	Edit	Print	History
Click here	See it	Fine	Edit	Print	History

On filtering based on the mentioned criteria we can see the details of the past x days Closed/Open/.. tickets. It has one extra Status History Field which on Click takes to history.php which also uses GET method.

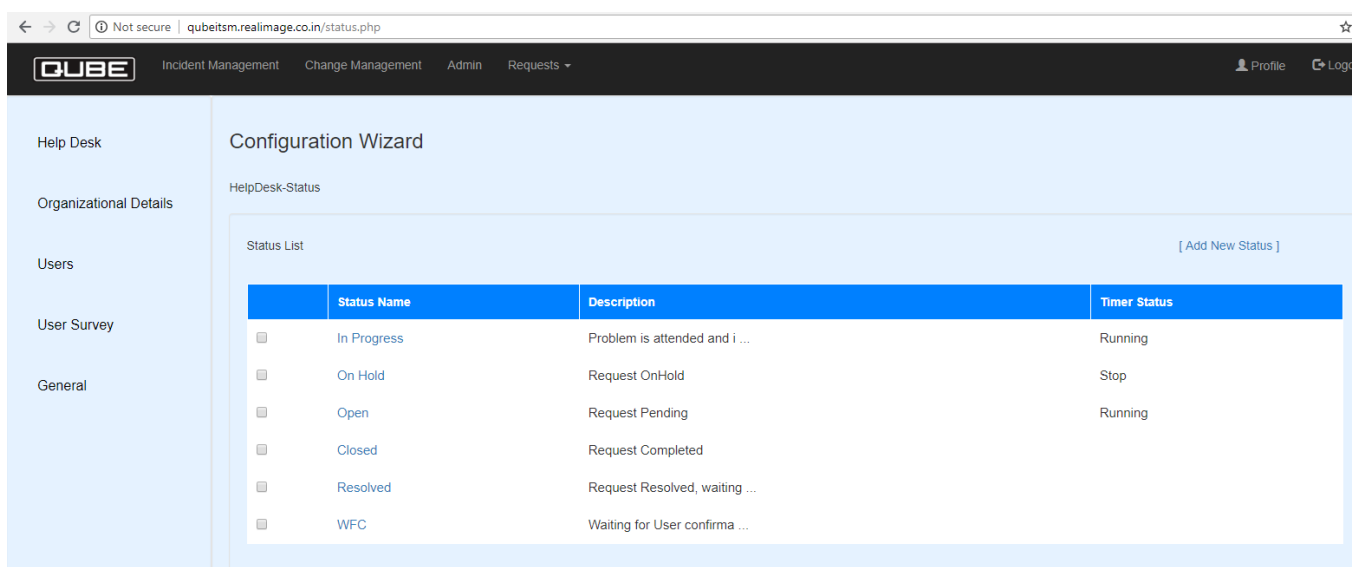


7.17 category.php



In admin.php on clicking Category link, it directs to category.php. Here we can add New category and subcategory and changes will be made in category and subcategory tables.

7.18 status.php



In admin.php on clicking Status link, it directs to status.php. To add a New Status, click on the link [Add New Status] present at the rightmost corner. The newly added status will be reflected in the table statuslist.

QUBE Incident Management Change Management Admin Requests

Profile Logout

Help Desk

Organizational Details

Users

User Survey

General

Status Name

Enter Status name

Description

Enter Description

Timer Status

Enter Timer Status

Add

To view incident and change tickets of each status, click on the link of Status Name and it directs to status.d.php which uses GET method to retrieve data.

QUBE Incident Management Change Management Admin Requests

Profile Logout

Change Requests

Ticket No	Status	Mode	Priority	Location	Name	Time	Site	Technician	Type	category	Subcategory	Item	E-Mail	Subject	Description	File
CN-246963	Open	Email	Low	Chennai	Pin	2018-07-03 00:59:00	Bangalore	Prabhakaran Mani	Change	Camera	2nd IT Room ENT-172.16.2.168	OS-Linux	hello@gmail.com	Ok na	Prabhakaran Mani[2018-07-06 17:07:53]:Lost	Click here

Incident Requests

Ticket No	Status	Mode	Priority	Location	Name	Time	Site	Technician	Type	category	Subcategory	Item	E-Mail	Subject	Description	File
IN-820449	Open	Email	Low	Chennai	Qube	2018-07-05 00:59:00	Delhi	Jeyaganesh	Incident	Camera	2nd IT ser room-172.16.2.187	Hardware	realimage@qubecinema.com	Camera not working	Jeyaganesh[2018-07-06 17:07:21]:Near Entrance	Click here
IN-907817	Open	Email	Low	Bangalore	Qube	2018-07-07 00:59:00	Banglore	Administrator	Incident	Camera	2nd flrCashROOM-172.16.2.176	Software	qube@qubecinema.com	ID Card	Administrator[2018-07-09 15:07:45]:Missing	Click here
IN-904836	Open	Email	Low	Hyderabad	Car	2018-07-07 23:00:00	Andhra Pradesh	Kumar P	Change	Camera	2nd IT ser room-172.16.2.187	Hardware	ca@qubecinema.com	Access Card	Kumar P[2018-07-10 11:07:00]:Ok Kumar P[2018-07-11 12:03:39]:	Click here

7.19 level.php

QUBE Incident Management Change Management Admin Requests

Profile Logout

Help Desk

Organizational Details

Users

User Survey

General

Configuration Wizard

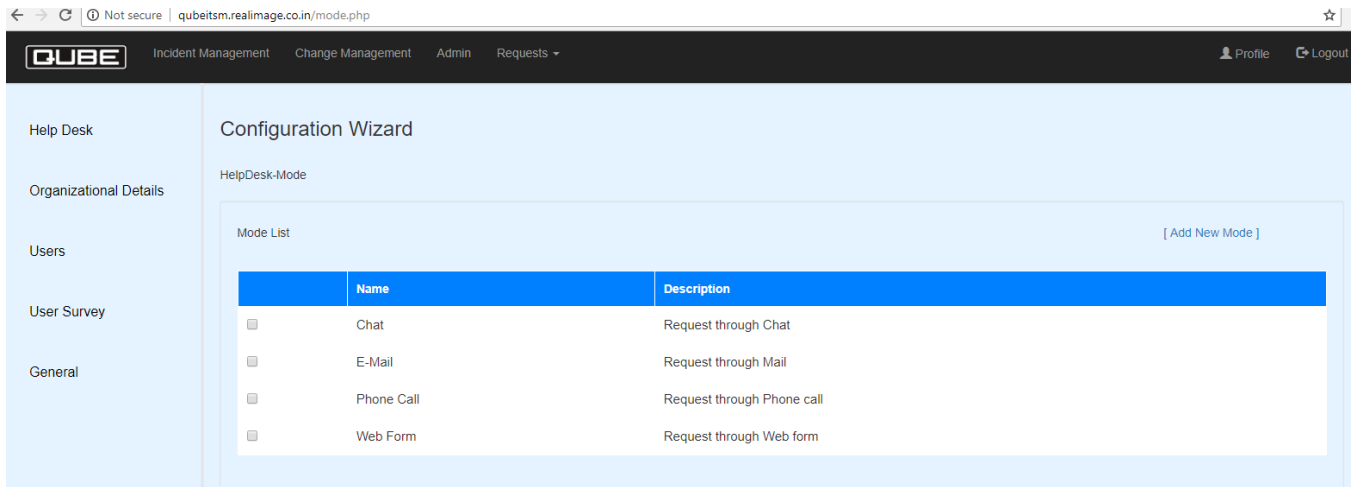
HelpDesk-Level

Level List [\[Add New Level \]](#)

	Name	Description
<input type="checkbox"/>	Info	Info
<input type="checkbox"/>	New Requirement	requirement for new purchase
<input type="checkbox"/>	Replacement	Trouble Shooting2
<input type="checkbox"/>	Temp Replacement	temp requirement
<input type="checkbox"/>	Tips	Tips
<input type="checkbox"/>	Troubleshoot	Trouble Shooting1

In admin.php on clicking Level link, it directs to level.php.

7.20 mode.php



Configuration Wizard

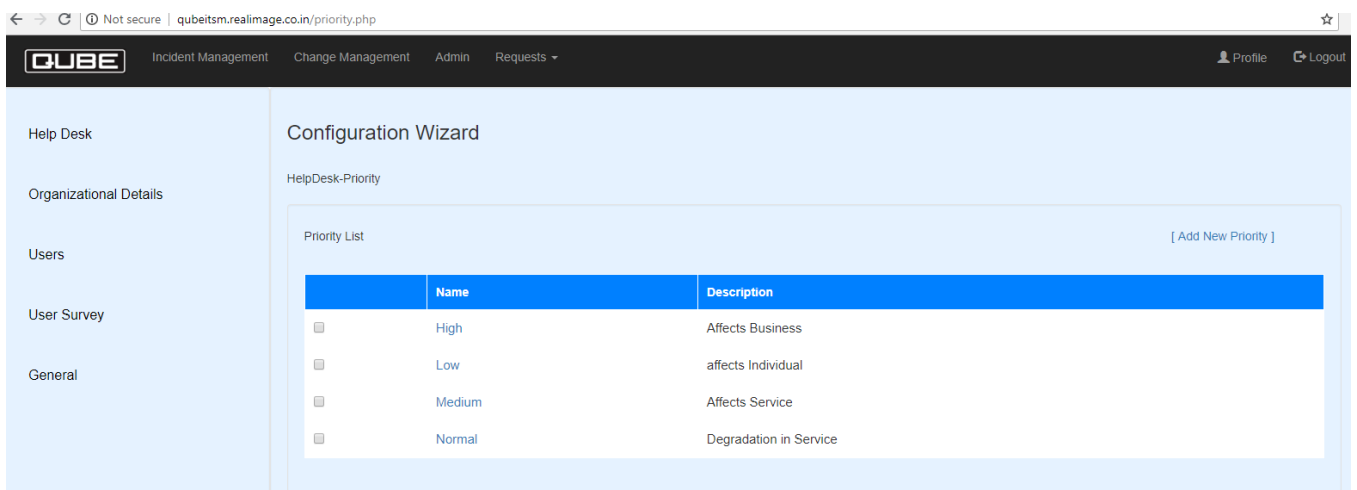
HelpDesk-Mode

Mode List [\[Add New Mode \]](#)

	Name	Description
<input type="checkbox"/>	Chat	Request through Chat
<input type="checkbox"/>	E-Mail	Request through Mail
<input type="checkbox"/>	Phone Call	Request through Phone call
<input type="checkbox"/>	Web Form	Request through Web form

In admin.php on clicking Mode link, it directs to mode.php. To add a New Mode, click on the link [Add New Mode] present at the rightmost corner. The newly added mode will be reflected in the table modelist.

7.21 priority.php



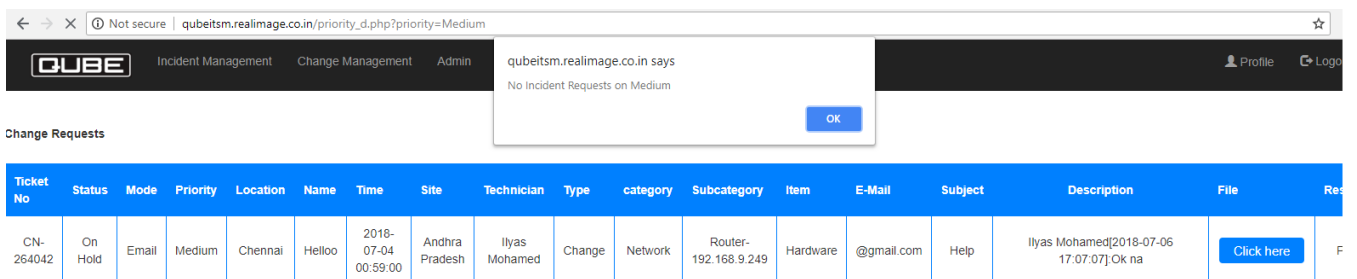
Configuration Wizard

HelpDesk-Priority

Priority List [\[Add New Priority \]](#)

	Name	Description
<input type="checkbox"/>	High	Affects Business
<input type="checkbox"/>	Low	affects Individual
<input type="checkbox"/>	Medium	Affects Service
<input type="checkbox"/>	Normal	Degradation in Service

In admin.php on clicking Priority link, it directs to priority.php. To add a New priority, click on the link [Add New Priority] present at the rightmost corner. The newly added priority will be reflected in the table prioritylist. To view incident and change tickets of each priority, click on the link of column Name and it directs to priority_d.php which uses GET method to retrieve data.



Change Requests

qubeitsm.realimage.co.in says
No Incident Requests on Medium

Ticket No	Status	Mode	Priority	Location	Name	Time	Site	Technician	Type	category	Subcategory	Item	E-Mail	Subject	Description	File	Res
CN-264042	On Hold	Email	Medium	Chennai	Helloo	2018-07-04 00:59:00	Andhra Pradesh	Ilyas Mohamed	Change	Network	Router-192.168.9.249	Hardware	@gmail.com	Help	Ilyas Mohamed[2018-07-06 17:07:07] OK na	Click here	F

7.22 mail.php

The screenshot shows a web browser window with the URL `qubeitsm.realimage.co.in/mail.php`. The page is titled "Configuration Wizard" and is part of the "HelpDesk - Mail Server Settings" section. The left sidebar contains a navigation menu with the following items: "Help Desk", "Organizational Details", "Users", "User Survey", and "General". The main content area is divided into two columns: "Incoming" and "Outgoing".

Incoming

*E-mail Id(s)

cara@qubecinema.com, caraevangeline10@gmail.com, caraevangeline97@gmail.com, jeyaganesh@qubecinema.com

Outgoing

*Server Name: outlook.office365.com

Alternative Server Name: postman.realimage.co.in

Sender's Name: Itdesk

*Reply-to Address: cara@qubecinema.com

E-mail Type: SMTP

*Username: cara@qubecinema.com

*Password:

Both columns have a "Save" button at the bottom.

In admin.php on clicking Mail Server Settings link, it directs to mail.php. Here we can configure the mail through which all mails are sent and you can add mail ids to which you must receive the tickets. For every technician, incoming E-mail id(s) can be added according to the technician's wish. Alert through mail of the ticket allotted to a technician will be sent to the all the mail ids given by the technician in Incoming E-mail ids field.

8 References

Few main references are as below:

1. <https://www.w3schools.com/pHP/default.asp>
2. <https://www.w3schools.com/Css/>
3. <https://www.w3schools.com/html/>
4. <https://www.w3schools.com/jS/default.asp>
5. https://www.quackit.com/php/tutorial/php_mail_configuration.cfm