

Support Page		Ticket Form				Final Submission Page	
FAQ / Chat Bot & Support Ticket		Information to be filled by the applicant.				SLA informaton basis on query selected by the applicant with query number and link to follow the status of the query	
Cosmos Dashboard (Associate)							
Open Queries Assigned	Due Queries	CSAT	Resolve Count	Ontime Resolution %	Next follow up date & time	Download	
		Daily/Weekly/Monthly/Yearly	Daily/Weekly/Monthly/Yearly	Daily/Weekly/Monthly/Yearly			
Cosmos Dashboard (Supervisor)							
Total Open Queries (By client & Query type)	Due Queries (By Client & Query type)	CSAT	Resolve Count	Ontime Resolution %	Next follow up date & time	Download	
		Daily/Weekly/Monthly/Yearly	Daily/Weekly/Monthly/Yearly	Daily/Weekly/Monthly/Yearly			
Query page View							
Query number	Client Query	Query Date	Due Date	Assing to filter			
34234	CDA	22-Nov-22	25-Nov-22	Xyz			
323443	DHA	22-Nov-22	26-Nov-22	tutoo			
612652	CDA	22-Nov-22	27-Nov-22	Xyz			
901861	DHA	22-Nov-22	28-Nov-22	tutoo			
Query Form View							
	Applicant Name as per query form.						
	Email id						
Applicant Name with Salutation	Case Number if provided by the applicant	Search	Status (WIP/Closed/Stop)				
Query Content	Client		BPM linking				
	Query type Selected by the applicant						
Add note	Contact Number	Call Icon (Avaya Link & Whatapp option)	Onway communication to share the call back attempt details and query number				
Reply/Forward	Query type Selected by the associate						
Merge: Message should be given to the applicant with active ticket information.	Group Name						
Unmerge	Assing to						
Phoneix Ticket Details	Cricality type (Internal-General,Esclation,Urgent)						
IT ticket Details	Ticket Status						
	Next follow up date & time	Pop message to Associate and Supervisor regarding call back					

	Submit					
--	--------	--	--	--	--	--