

At the moment, there are three types of groups & two main menus.

Groups :-

- a) All
- b) Helpdesk
- c) Engineer

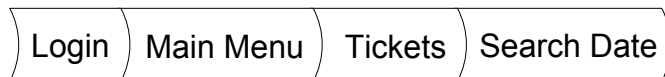
Menus :-

- a) Tickets
- b) Task

Below are the functions available according to the group:-

(ALL)

a) *Search tickets according to date :*



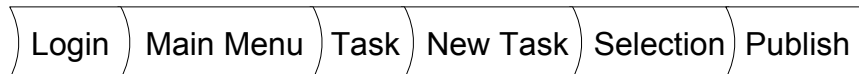
b) *View ticket details & support notes*



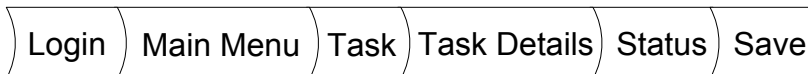
c) *Create new support notes*



d) *Create new task (personal)*

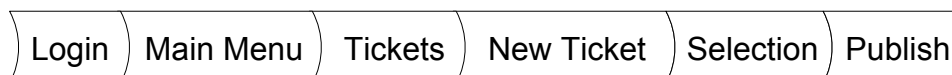


e) *View task details & update task status*



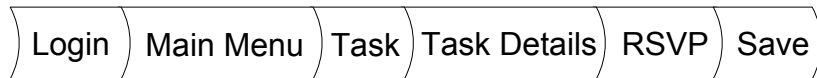
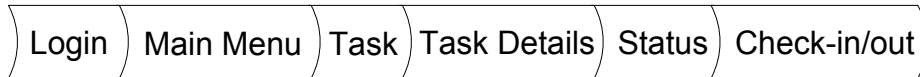
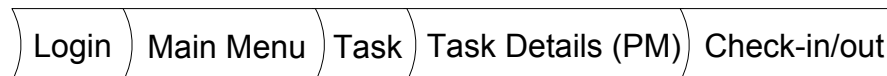
(HELPDESK)

f) *Create new ticket*



g) *View ticket details & update the status (including assignment)*



(ENGINEER)*h) Accept assignment**i) Change status (check-in/out)**j) Request Assistance on site**k) Preventive Maintenance (PM) Attendance*

The next page describes the flow of the operation. Note that there are red circles with alphabets that correspond to the functions above.

TICKETING & CORRECTIVE MAINTENANCE (CM) WORKFLOW

