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 :
Login Main Menu Tickets Search Date
b) View ticket details & support notes
Login Main Menu Tickets Ticket Details Support Notes SN Details
c) Create new support notes
Login Main Menu Tickets Ticket Details Support Notes New SN Publish
d) Create new task (personal)
Login Main Menu Task New Task Selection Publish
e) View task details & update task status
Login Main Menu Task Task Details Status Save
(HELPDESK) f) Create new ticket
Login Main Menu Tickets New Ticket Selection Publish
a) View ticket details & undate the status (including assignment)

Tickets Ticket Details

Status

Selection

Save

Login

Main Menu

(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.

