

# TICKETING SYSTEM

The mobile application interface shows a summary of ticket backlog categories:

- CRITICAL**: 0 tickets
- HIGH**: 0 tickets
- MEDIUM**: 0 tickets
- LOW**: 0 tickets

**SUMMARY BREAKDOWN**

Total Closed Tickets: 0

## USER GUIDE



To access the ticketing portal, kindly go to this link:

[ticketing.tomsworld.com.ph/toms-world](https://ticketing.tomsworld.com.ph/toms-world)

POWERED BY:

INFORMATION TECHNOLOGY & SERVICES DEPARTMENT



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# How to Access?

To access ticketing system, you must have the following requirements.

- Device
  - (Recommended: Laptop / Desktop / Tablet / Mobile)
- Web Browsers
  - (Recommended: Microsoft Edge / Safari / Firefox / or any web browsers)
- Internet Connection
- MS 365 Account
- Login Credentials

Weblink:

Go to your web browser, type the following link on your URL.

**[ticketing.tomsworld.com.ph/toms-world](https://ticketing.tomsworld.com.ph/toms-world)**

(You can also copy this link and paste on your web browsers, for any assistance please call your respective IT Officer)

# Login Module

Once you access the site, this page will appear.

Hello I'm Tom!



Welcome to Toms World Philippines

[Sign In Your Account](#)

Email Address

Password

[LOGIN](#)

[Forgot Password?](#)

Having trouble to Acces you Account?

For technical concern, please contact your respective IT Officers.

To download User Manual Guide.

[CLICK HERE](#)

Powered by:

IT Department - [Vhran.Guanio@tomsworld.com.ph](mailto:Vhran.Guanio@tomsworld.com.ph)

To login your account:

- Input your email address and password
  - (If you do not have access / account, please coordinate with your respective IT Officer. They will assist you and create your account)
- To download user guide, at the lower part of the form, click download 'User Manual Guide'

For any assistance and support:

Please call your respective IT Officers

See IT Officer Directories at the end of this document

# Main Dashboard Module

Once you have successfully access your account, this page will appear.

Toms World Philippines Centralized System

Welcome! VHRAN-ARJGIE GUANIO

IT Head / Information Technology Department

08:36:24 AM Thu, 23 March 2023

## ⚠ USER RESTRICTION

You are allowed to access:

**Account Management** **Document Monitoring** **Helpdesk Support** **Inventory Management System**

## 💻 SOFTWARE & SYSTEM



HELP DESK SUPPORT



ACCOUNT MANAGEMENT



DOCUMENT MONITORING

Main Dashboard Module consist of the following:

- Header
- Notification Icon
- Profile / Logout Button
- User Information
- User Restriction
- Software and System
- Memo Board
- Calendar

To Access Ticketing System, on your Software & System section, click '['Help Desk Support'](#)

For any assistance and support:

Please call your respective IT Officers

See IT Officer Directories at the end of this document

# Help Desk Module

The screenshot shows the Tom's World Help Desk Module dashboard. On the left is a vertical sidebar with links: My Dashboard, AI Management, Ticketing System, Pages Under Development, and Analytics Report. The main area has a header "Dashboard" with three orange cards: "PENDING" (0), "ON-GOING" (0), and "POSTED TICKETS" (0). Below this is a table titled "List of Tickets (Critical / High / Medium / Low)" with columns: Ticket No., Request By, Department, Date Request, and Status. A message says "No data available in table". To the right is a section titled "Backlogs" with four cards: "CRITICAL" (0), "HIGH" (0), "MEDIUM" (0), and "LOW" (0). At the bottom right is a "SUMMARY BREAKDOWN" section with four lines: Total Closed Tickets: 0, Total Ongoing: 0, Total Pending: 0, and Total Backlogs: 0. The footer copyright notice reads: © Copyright 2023 Tom's World Philippines. All Rights Reserved - Powered by VAG.

## Side Panel Links

- My Dashboard
- AI Management
- Ticketing System

## Dashboard Shortcuts

- Ticket Status (Pending, Ongoing, Posted Ticket)
- List of Tickets
- Backlogs
- Summary Breakdown

For any assistance and support:

Please call your respective IT Officers

See IT Officer Directories at the end of this document

# Ticket System

Ticketing system compose of the following access:

- **My Created Tickets**

- This feature will allow you to view your **Created Tickets**.
- Allow user to Create New Ticket
- Allow user to filter tickets by Date
- Allow user to filter sort by Department.
- Allow user to filter by Status.

- **Ticket Monitoring**

- This feature will allow user to view his / her Pending tickets - created by another employee.
- Allow user to view posted tickets.
- Allow user to filter tickets.
- Allow user to Post Tickets.
- Allow user to monitor his/her Pending, Ongoing & Posted Tickets.

For any assistance and support:

Please call your respective IT Officers

See IT Officer Directories at the end of this document

# My Created Tickets

How to Create New Ticket?  
Click the 'Create Ticket' Button

 **Create Ticket**

Ticket Automation Form will appear.

 **Ticket Automation**

Department

Assignee

 **LIST OF CONCERN**

#	Primary Concern	Action
1		<a href="#">Delete</a>

 **Add Concern**

Attachment

Priority Level

**Close**    **Send Ticket**

# My Created Tickets

To send ticket you must fill out the following field;

## Department

- Select the concerning Department

## Assignee

- Select the concerning employee of the selected department

## List of Concern

- Input your detailed concern
- To add another concern click **Add Concern Button**
- To delete concern click **Delete** link.

## Attachment

- If you want to attached image or photo of your concern click **Choose File**.
- Recommended file attachments are in image file type.

## Priority Level

- Please select your Initial assessment on the priority level
- Critical / Urgent
- High
- Medium
- Low

For any assistance and support:

Please call your respective IT Officers

See IT Officer Directories at the end of this document

# My Created Tickets

To send ticket you must fill out the following field;

## Department

- Select the concerning Department

## Assignee

- Select the concerning employee of the selected department

## List of Concern

- Input your detailed concern
- To add another concern click **Add Concern Button**
- To delete concern click **Delete** link.

 Add Concern

## Attachment

- If you want to attached image or photo of your concern click **Choose File**.
- Recommended file attachments are in image file type.

## Priority Level

- Please select your Initial assessment on the priority level
- Critical / Urgent
- High
- Medium
- Low

## Send Ticket

 Send Ticket

- To send your ticket click **Sent Ticket Button**.

For any assistance and support:

Please call your respective IT Officers

See IT Officer Directories at the end of this document

# View My Created Ticket

To view your created ticket status.  
Click View Ticket on the Table Record.

## Ticket No.

TN-0323796

[View Ticket](#)

Ticket Details will Appear.

### Ticket No.:

TN-0323195 - Pending

### Priority Level:

Critical

### Date Request:

Mar Thu, 23 2023 09:15 am

### Date of Last Update/Seen:

Mar Thu, 23 2023 09:15 am

### Requested by:

VHRAN-ARGIE GUANIO

### Department / Branch:

Information Technology Department

### Remarks:

### Ticket Trail

Ticket Trail for TN-0323195 - Pending



Ticket Created

Mar Thu 23, 2023 09:15 am

Ticket submitted successfully. Waiting for the response of concern person.

### Concern

Concern ABCD

Concern 123

### Evaluate Concern

### Solutions

[Download Attachment](#)

[Print Ticket](#)

For any assistance and support:

Please call your respective IT Officers

See IT Officer Directories at the end of this document

# Ticket Monitoring Request

To respond on the tickets requested by another employee, you can view your pending tickets.

**My Pending Tickets**

[My Pending Tickets](#) [My Posted Tickets](#)

[Export Data](#)

From dd/mm/yyyy To dd/mm/yyyy Department Select All

Show 25 entries

Ticket No.	Request By	Department	Date Request
TN-0323985 <a href="#">View Ticket</a>	Leo Cabilitan	Information Technology Department	Thu Mar 23, 2023 09:00 am

Showing 1 to 1 of 1 entries

To address or resolve ticket, click View Ticket

Concern	Solutions
Desktop won't turn on	

[Download Attachment](#)  [Posted](#) [Transfer Ticket](#)

This form will appear.

- you can now input your solutions, then click posted button.
  - Note if the ticket are already posted you cannot transfer this ticket.
- you can also download attachment.
- If the concern is not direct to you,
- you can also transfer this ticket to another department or co-employees.

To view your Posted Tickets, click **My Posted Tickets**

[My Posted Tickets](#)

# How to Close Tickets?

Once your ticket status was posted, you can now view your ticket and close this ticket.

Ticket No.	Concern Person	Department	Date Request	Status	Days Count
TN-0323195 <a href="#">View Ticket</a>	Leo Cabilitasan	Information Technology Department	Thu Mar 23, 2023 09:15 am	Posted	1 day

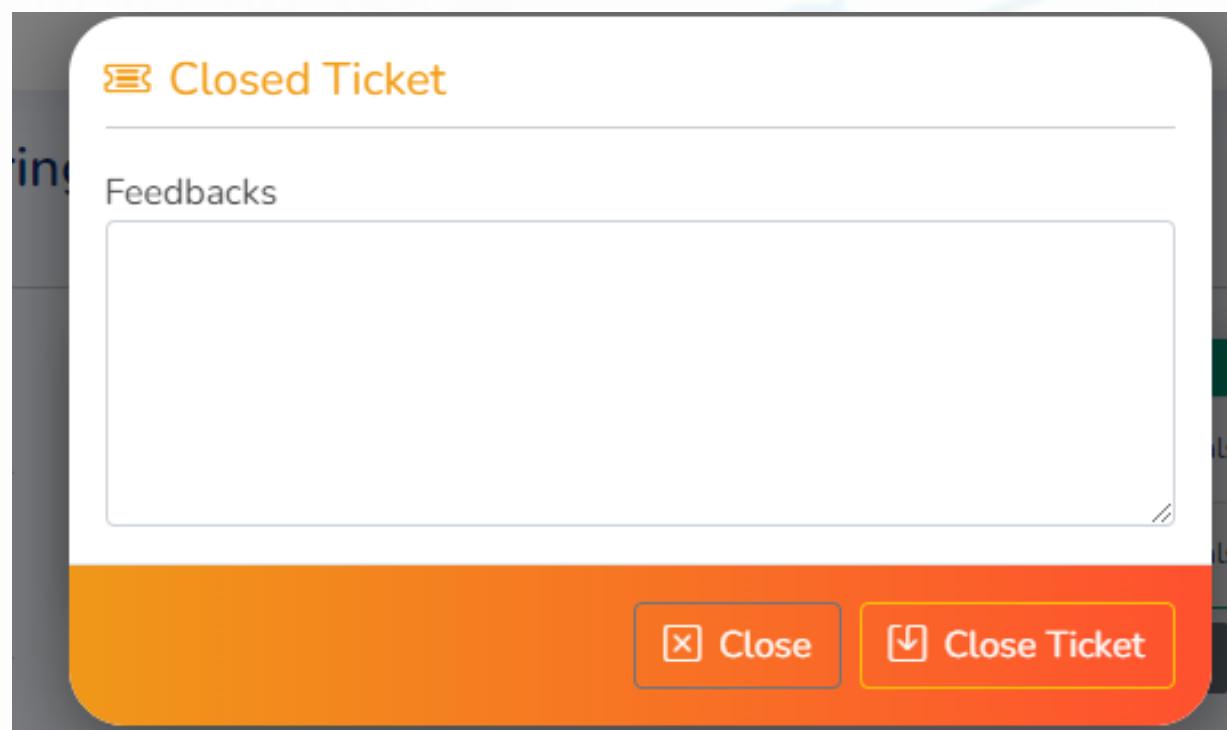
Click View Ticket.

Concern	Evaluate Concern	Solutions
Concern ABCD Evaluated by: Leo Cabilitasan		Please check your User Credentials and Password
Concern 123 Evaluated by: Leo Cabilitasan		Please check your User Credentials and Password

[Download Attachment](#)  [Print Ticket](#)  [Close Ticket](#)

This form will appear.

- you can also download this attachment.
- you can print this ticket.
- to close ticket, click Close Ticket Button



This form will appear.

- Add your Feedback
- Close this ticket, hit the button 'Close Ticket'
- If the solution, for instance is not working or unresolved, click Return this ticket and add your feedback to this ticket.
- It will apply the same process

For any assistance and support:

Please call your respective IT Officers

See IT Officer Directories at the end of this document

# **Appendix A**

# **IT Officer Directories**

## **DIVISION 1**

- IT Officer: Clark Paul Ventura
- IT Officer: Enrique Manabat III

## **DIVISION 2**

- IT Officer: Glen Felix
- IT Officer: Victor Padilla Jr.

## **DIVISION 3**

- IT Officer: Jed Garcia

## **DIVISION 4**

- IT Officer: Mamerto Manolo
- IT Officer: Christian Amacido

## **DIVISION 5**

- IT Officer: Alan Morante
- IT Officer: Den Andre Zembrano

## **DIVISION 6**

- IT Officer: Jerald Luagna

## **HEAD OFFICE**

- IT Officer: Leo Cabilitan

**IT Operations Head:**

**Chuck P. Ortega**

**IT Director Head**

**Vhran-Arjgie L. Guanio**

