

VERSION 1.0



MANUAL

HelpDesk System

JABATAN PENJARA MALAYSIA


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PENDAHULUAN



Sign in to start your session

Username

Password

Login

Sistem HELPDESK meliputi aspek pengurusan pemasalahan yang berlaku pada pengguna produk yang di tawarkan kepada pengguna. Sistem ini melibatkan proses kerja penerimaan dan pendaftaran ticket mengenai masalah, bantuan penggunaan sistem

Sistem HELPDESK boleh diakses pada alamat ***<http://helpdesk.prismakhaslab.com>*** daripada komputer-komputer yang mempunyai akses internet pada rangkaian.

PENGUNA SISTEM

Pengguna sistem terdiri daripada 3 jenis dan setiap jenis pengguna mempunyai batasan kepenggunaan apabila mengakses atau menggunakan sistem.

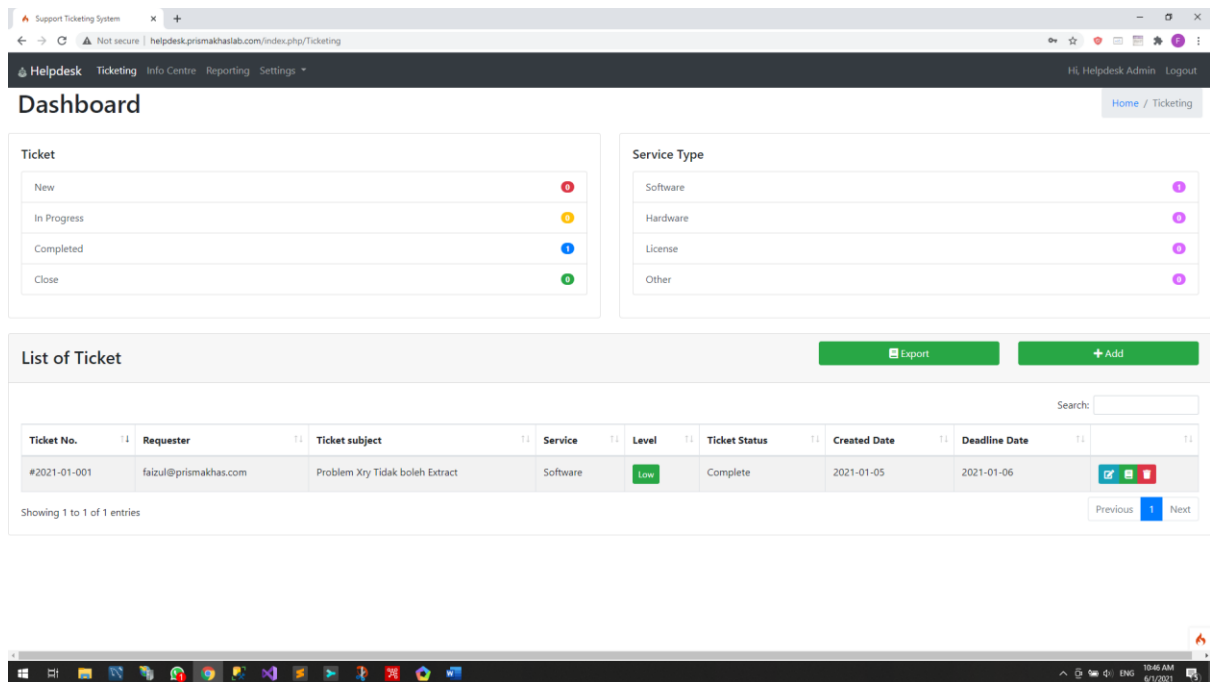
1. Pegawai Penyelia (boleh membuka ticket)
2. Admin (Pengendali user dan siapa yang akan menguruskan ticket)
3. Technical (melakukan tugas untuk menyelesaikan masalah)

Untuk mengguna sistem, setiap pengguna perlu mempunyai:-

- ID Pengguna
- Katalaluan

Hanya Admin boleh mewujudkan pengguna baru dan/atau mengemaskini akaun pengguna yang sudah tidak aktif menggunakan sistem.

PAPARAN MENU UTAMA



Rajah 1: Menu Utama Semua Pengguna

- 1) **Dashboard** akan memaparkan
 - a. Jumlah Ticket mengikut Status
 - b. Jumlah Ticket mengikut Service
 - c. Senarai Ticket semasa yang direkodkan.
- 2) Apabila butang **Export** di tekan. Sistem akan mengexport semua ticket dalam bentuk excel
- 3) Butang **Add** pula akan mempakan borang pendaftaran ticket baharu

Tambah Ticket

The screenshot shows a web browser window with the URL `helpdesk.prismakhaslab.com/index.php/Ticketing`. The page title is "Support Ticketing System". The main content area is titled "Add New Ticket". The form contains the following fields:

- Requester (Email):* (Text input)
- Client: (Dropdown menu, selected: JABATAN PENJAJARA MALAYSIA)
- Ticket subject: (Text input)
- Product Name: (Dropdown menu, selected: Canon ImageClass LBP6030W SN:NBIA233267)
- Description: (Text area, with sub-fields for Serial No and License No)
- Attachment: (Choose Files button, No file chosen)
- Service: (Dropdown menu, selected: Software)
- Level: (Dropdown menu, selected: Low)
- Created date: (Text input, 05/01/2021)

At the bottom of the form are "Add" and "Cancel" buttons. The background shows a dashboard with a "List of Ticket" table and a sidebar with navigation links.

Rajah 1.1 : Borang Pendaftaran Ticket

- 1) .Requester – Email Pengguna yang merekodkan masalah
- 2) Client – Agensi Pengguna
- 3) Ticket Subject – Tajuk Ticket
- 4) Product Name – Memaparkan semua product yang digunakan oleh pengguna

Product Name:

The dropdown menu displays a list of product names and their serial numbers. The selected item is highlighted in blue. The list includes:

- Canon ImageClass LBP6030W SN:NBIA233267
- Elcomsoft SN:AQAAAAeNO0+vA/XKS7q0evM25zINpsDkGkTx8XibDI+/hYDPzQ
- Faraday Bag SN:N/A
- HD710 Pro SN:1K3320346811
- HD710 Pro SN:1K3320346813
- IDC-4501 SN:2009-48DB-8F14-D713
- Lenovo ThinkBook 15-IML SN:LR0DMF7F
- Monitor 32 SN:5L0BDBPAJ5333B
- Oxygen Forensics SN:Sale ID: 166203
- PowerEdge R840 Server SN:CC4W053
- Ultrawide Monitor 29 SN:008INN4Q383
- Ultrawide Monitor 29 SN:008INTX4Q425
- Workstation P520c SN:PC1Q7XN4
- XAMN Horizon SN:
- XRY Complete SN:3-5348375
- XRY Drone SN:
- XRY Pinpoint SN:3-5348375

Rajah 1.2

- 5) Description – Maklumat tambahan tentang masalah yang berlaku
- 6) Attachment – Pautan bagi menyokong hujah masalah yang berlaku
 - a. Saiz: Tidak lebih daripada 20MB keseluruhan file
 - b. Format: txt,pdf,png,jpg
- 7) Service – Jenis Ticket samaada **Software,Hardware** atau **Other**

8) Level – Keutamaan setiap tiket aduan yang diwujudkan

Kategori Keutamaan Tiket ('Level')	Tempoh Masa Menjawab Tiket ('Response Time')	Tempoh Masa Penyelesaian Tiket ('Resolve Time')
Urgent	8 jam (waktu bekerja)	1 hari (waktu bekerja)
Low	24 jam (waktu bekerja)	3 hari (waktu bekerja)

Fungsi Butang di Senarai Ticket



Kemaskini ticket (Technical tidak boleh kemaskini maklumat ticket)



Papar perjalanan ticket



Buang ticket (Hanya Admin boleh melakukan Buang Ticket)

Ticket Status

Paparan tentang ticket

The screenshot shows a web application interface for a ticketing system. The top navigation bar includes links for Helpdesk, Ticketing, Info Centre, Reporting, and Settings. The main heading is "Ticket Status". Below this, there's a section for "Ticket #2021-01-001" with an "Update Ticket" button. The "Ticket Details" section on the left lists information such as Requester (faizul@prismakhas.com), Client Name (JABATAN PENJARA MALAYSIA), Product Name (XRY Complete), Description (Error phone SamsungXX driver not found), Service (Software), Level (Low), and Attachment. To the right, a table displays the ticket's history with columns for No, Ticket status, Created at, and Remarks. The table shows 10 entries, with the first entry being "Assigned" and the others being "Complete". A search bar is located above the table. At the bottom of the table, it says "Showing 1 to 10 of 11 entries" and includes "Previous", "1", "2", and "Next" navigation links.

No	Ticket status	Created at	Remarks
1	Assigned	2021-01-05 01:10:05	Assigned Task to Abdul Hadi
2	Update	2021-01-05 01:10:32	Level 1 - Support by Call/Email by Hadi Prisma Khas
3	Complete	2021-01-05 01:10:51	
4	Complete	2021-01-05 01:14:23	
5	Complete	2021-01-05 01:20:10	
6	Update	2021-01-05 01:20:15	
7	Complete	2021-01-05 01:20:20	
8	Complete	2021-01-05 01:21:13	
9	Complete	2021-01-05 01:22:20	
10	Complete	2021-01-05 01:23:26	

Rajah 1.3 : Maklumat Tentang Ticket

Ticket Details – Maklumat terperinci ticket

Table sebelah kanan menunjukkan perjalanan ticket

The screenshot shows a form titled "Update Ticket Status". It has three main sections: "Ticket status:" with a dropdown menu showing "Assigned Task to Abdul Hadi" and a green checkmark icon; "Created at:" with a text input field showing "05/01/2021"; and "Remarks:" with a text input field showing "Assigned Task to Abdul Hadi". At the bottom of the form, there are two buttons: "Add" (green) and "Cancel" (red).

Rajah 1.4 : Kemaskini Status Ticket

Perjalanan Ticket

No.	Jenis Status	
1.	New	Berlaku apabila Ticket baharu dicipta
2	Assign Task to [Technical Team]	Admin akan login ke Helpdesk System untuk melantik Technical Team
3	Update <ul style="list-style-type: none"> - Remarks: Level 1 Support by call/email - Remarks: Level 2 Onsite Support - Remarks: Level 3 Escalate to Principal - Remarks: No Remarks 	<p>Technical akan melakukan tugas dengan mengemaskini ticket sebagai update</p> <p>Level 1 – Support melalui telekomunikasi samada call atau email</p> <p>Level 2 – Technical akan ke Agensi yang melaporkan ticket untuk menyelesaikan masalah</p> <p>Level 3 – Jika Technical tidak dapat menyelesaikan ticket, permasalahan ini akan dibawa ke product Principal</p>
4	Completed	Technical telah selesai membuat tugas
5	Close	Pengguna telah mengakui tugas telah selesai
6	Rechecking	Pengguna boleh membuka semula tugas sebagai tidak selesai. Ticket akan dibuka semula dan process bermula dari no. 2

Knowledge Base

The screenshot shows a web browser window displaying the Knowledge Base interface. The browser's address bar shows the URL `helpdesk.prismakhaslab.com/index.php/kbase`. The page has a dark header with navigation links: Helpdesk, Ticketing, Info Centre, and Reporting. The user is logged in as 'Hi, Hadi Prisma Khas' and can click 'Logout'. Below the header, the page title is 'Knowledge Base' with a breadcrumb link 'Home / Knowledge Base'. A green '+ Add' button is in the top right. A search bar is located above the table. The table has columns: No., Title, Category, Description, Created by, and Created date. It contains 4 entries. At the bottom of the table, it says 'Showing 1 to 4 of 4 entries'. Navigation links 'Previous' and 'Next' are at the bottom right of the table area.

No.	Title	Category	Description	Created by	Created date
1	Mobile Forensic - IDC	Mobile	Mobile Forensic	Faizul	2020-12-17
3	Handphone Forensic - XRY	Mobile	Handphone Forensic	Admin	2020-12-17
4	Oxygen Forensic	Software	Oxygen Forensic	Admin	2020-12-17
5	Elcomsoft Password Recovery	Software	Password Recovery	Admin	2020-12-16

Rajah 1.5 Knowledge Base

Merupakan tempat berkongsi ilmu. Ia akan berdasarkan semua produk yang gunapakai oleh semua agensi yang menggunakan produk Prisma Khas

Tambah Base baharu melalui buton **+Add**

The screenshot shows a web application interface for a Knowledge Base. A modal window titled 'Add' is open, allowing users to create a new entry. The form includes fields for Title, Category, Description, Created by, and Created date. Below the form are 'Add' and 'Cancel' buttons. In the background, a table lists existing knowledge base entries.

No.	T	Title
1		Mobile Forensic - IDC
3		Handphone Forensic - XRY
4		Oxygen Forensic
5		Elcomsoft Password Recovery

Showing 1 to 4 of 4 entries

Rajah 1.6 Tambah Base baharu

Base juga boleh dikemaskini oleh pengguna

The screenshot shows the same web application interface, but with a modal window titled 'Update' open. This form is used to edit existing entries. The fields are pre-filled with data from the first entry in the background table: Title 'Mobile Forensic - IDC', Category 'Mobile', Description 'Mobile Forensic', Created by 'Faizul', and Created date 'dd/mm/yyyy'. 'Update' and 'Cancel' buttons are at the bottom of the modal.

No.	T	Title
1		Mobile Forensic - IDC
3		Handphone Forensic - XRY
4		Oxygen Forensic
5		Elcomsoft Password Recovery

Showing 1 to 4 of 4 entries

Rajah 1.7 Kemaskini Base

Article

Setiap Knowledge base boleh mempunyai banyak artikel.

The screenshot displays a web application interface for a knowledge base. The browser address bar shows the URL `helpdesk-prismakhaslab.com/index.php/article/index/3`. The application header includes navigation links: Helpdesk, Ticketing, Info Centre, and Reporting. The user is logged in as 'Hi, Hadi Prisma Khas' with a 'Logout' option. The main heading is 'Handphone Forensic - XRY Article', with a breadcrumb trail: Home / Handphone Forensic - XRY / Article. Below the heading is an 'Article List' section with a '+ Add' button. A search bar is located above the table. The table contains 5 entries, each with columns for No., Title, Description, Type, Folder, Status, Attachment, Created by, and Created date. Each entry also has a small icon with a red 'x' in the bottom right corner. The first entry is 'Broucher XRY Logical', the second is 'Broucher XRY Physical', the third is 'Broucher XAMN' with a description of 'Horizon', the fourth is 'Broucher XRY Drone', and the fifth is 'Broucher XRY Pinpoint'. The status for all entries is 'Active'. The 'Created by' field for all entries is 'admin', and the 'Created date' is '2020-12-16'. At the bottom of the table, it says 'Showing 1 to 5 of 5 entries' and 'Previous 1 Next'.

No.	Title	Description	Type	Folder	Status	Attachment	Created by	Created date
1	Broucher XRY Logical		Step	Document	Active	XRY Logical.pdf	admin	2020-12-16
2	Broucher XRY Physical		Step	Document	Active	XRY Physical.pdf	admin	2020-12-16
3	Broucher XAMN	Horizon	Step	Document	Active	XAMN.pdf	admin	2020-12-16
4	Broucher XRY Drone		Step	Document	Active	XRY Drone.pdf	admin	2020-12-16
5	Broucher XRY Pinpoint		Step	Document	Active	XRY PinPoint.pdf	admin	2020-12-16

Rajah 1.8 Senarai Article

Tambah Article

The screenshot shows the 'Add' form for creating a new article. The form is titled 'Add' and contains the following fields:

- Title:** A text input field.
- Description:** A large text area.
- Tag:** A dropdown menu with 'XRY Complete' selected.
- Type:** A dropdown menu with 'Permanent Solution' selected.
- Folder:** A text input field with 'Folder' as a placeholder.
- Status:** A dropdown menu with 'Active' selected.
- Attachment:** A button labeled 'Choose Files' and the text 'No file chosen'.
- Created by:** A text input field with 'hadi' as the value.
- Created date:** A text input field with '05/01/2021' as the value.

At the bottom of the form are two buttons: 'Cancel' (green) and 'Add' (red). The background shows an 'Article List' table with 5 entries.

No.	Title
1	Broucher XRY Logical
2	Broucher XRY Physical
3	Broucher XAMN
4	Broucher XRY Drone
5	Broucher XRY Pinpoint

Rajah 1.9 Tambah Article

Kemaskini Article

The screenshot shows the 'Update' form for editing an existing article. The form is titled 'Update' and contains the following fields:

- Title:** A text input field with 'Broucher XRY Physical' as the value.
- Description:** A large text area.
- Tag:** A dropdown menu.
- Type:** A dropdown menu with 'Permanent Solution' selected.
- Folder:** A text input field with 'Document' as the value.
- Status:** A dropdown menu with 'Active' selected.
- Attachment:** A button labeled 'Choose Files' and the text 'No file chosen'.
- Created by:** A text input field with 'admin' as the value.
- Uploaded File:** A text input field with 'XRY Physical.pdf' as the value.

At the bottom of the form are two buttons: 'Update' (green) and 'Cancel' (red). The background shows an 'Article List' table with 5 entries.

No.	Title
1	Broucher XRY Logical
2	Broucher XRY Physical
3	Broucher XAMN
4	Broucher XRY Drone
5	Broucher XRY Pinpoint

Rajah 1.10 Kemaskini Article

