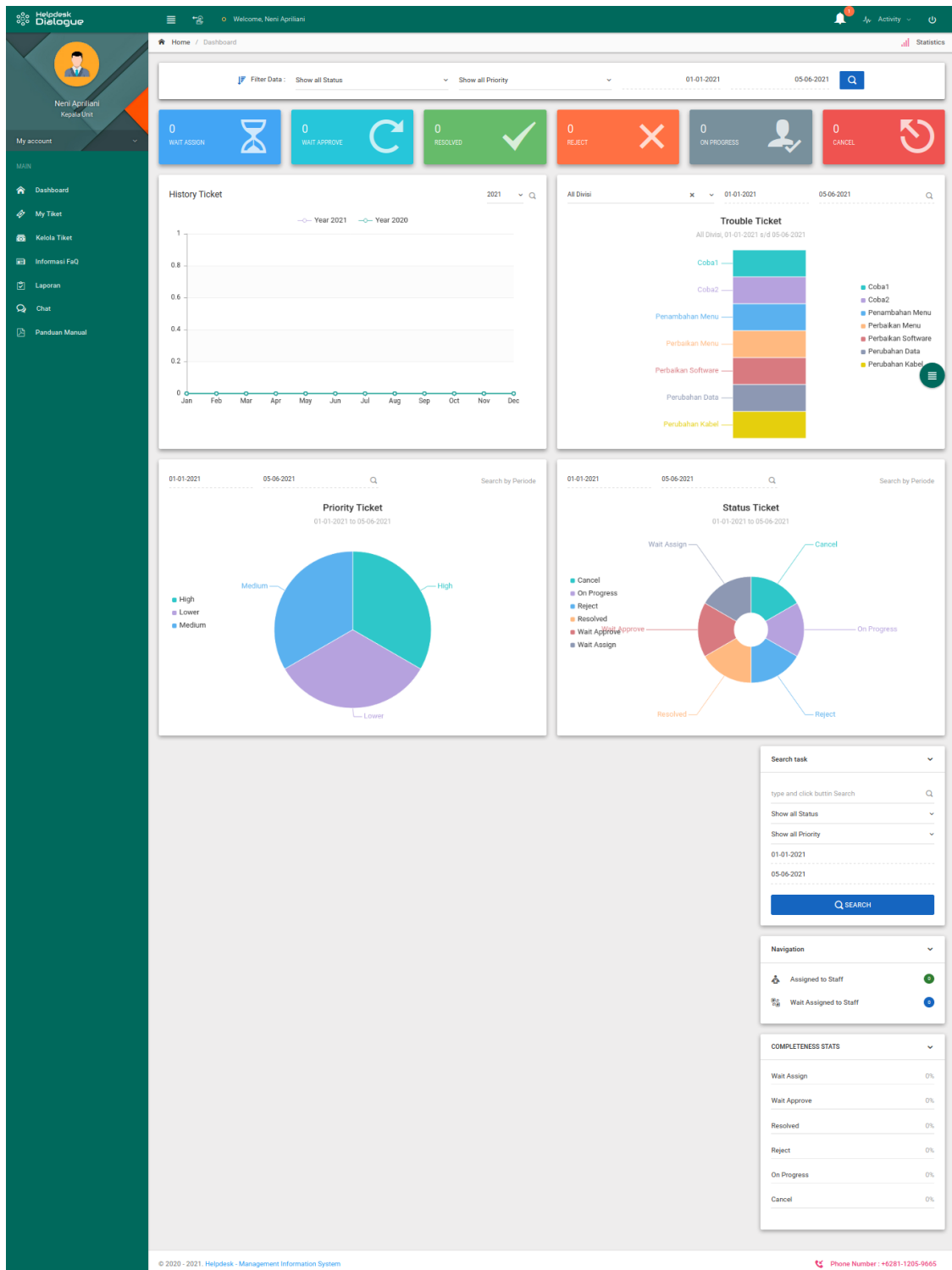


USER MANUAL TIKET

REPORT

Departemen : All Department

Pengguna : Admin



Gambar 1. Dashboard

Berikut langkah-langkah untuk menggunakan Menu Laporan:

- Pilih Menu **Main** -> **Laporan**, maka akan muncul tampilan seperti pada Gambar 2. List Laporan.


The screenshot shows the 'List Laporan' page in the Helpdesk Dialogue system. The page has a sidebar on the left with a navigation menu. The main content area displays a table of reports. The table has the following columns: #, Perusahaan, User Pembuat, Department Tujuan, Divisi, Trouble, Subject, Status, Tanggal Dibuat, and Action. There are 3 entries in the table. The first entry is for 'Unit Jahit' by 'Acep Karman' in the 'IT/MIS Department' and 'KABEL' division, with the trouble 'Perubahan Kabel' and status 'Perbaikan Menu'. The second entry is for 'Unit Jahit' by 'Acep Karman' in the 'IT/MIS Department' and 'PROGRAMMING' division, with the trouble 'Penambahan Menu' and status 'Menu'. The third entry is for 'Unit Jahit' by 'Acep Karman' in the 'IT/MIS Department' and 'PROGRAMMING' division, with the trouble 'Penambahan Menu' and status 'p'. The table also shows the date '05-06-2021' and an action icon. The page also includes filters for Date From, Date To, Company Name, Department Name, and Divisi Name. There is a search bar and a 'Show' dropdown. The bottom of the page shows 'Showing 1 to 3 of 3 entries' and a pagination control.

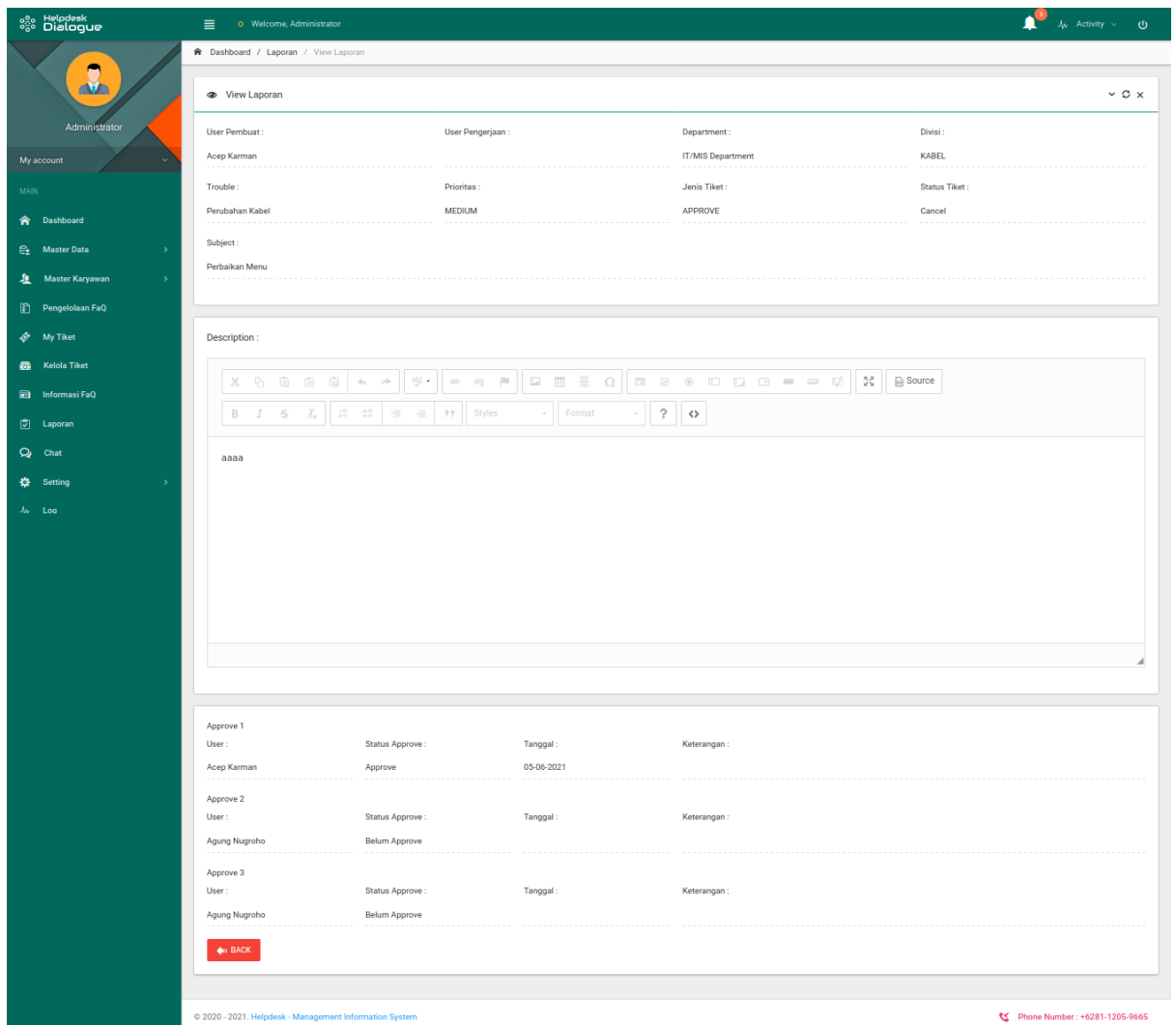
#	Perusahaan	User Pembuat	Department Tujuan	Divisi	Trouble	Subject	Status	Tanggal Dibuat	Action
1	Unit Jahit	Acep Karman	IT/MIS Department	KABEL	Perubahan Kabel	Perbaikan Menu	Cancel	05-06-2021	
2	Unit Jahit	Acep Karman	IT/MIS Department	PROGRAMMING	Penambahan Menu	Menu	Wait Approve	05-06-2021	
3	Unit Jahit	Acep Karman	IT/MIS Department	PROGRAMMING	Penambahan Menu	p	Wait Approve	05-06-2021	

Gambar 2. List Informasi FaQ

Gambar 2. List Laporan Menampilkan daftar laporan yang telah tersimpan dalam sistem.


1. View Laporan

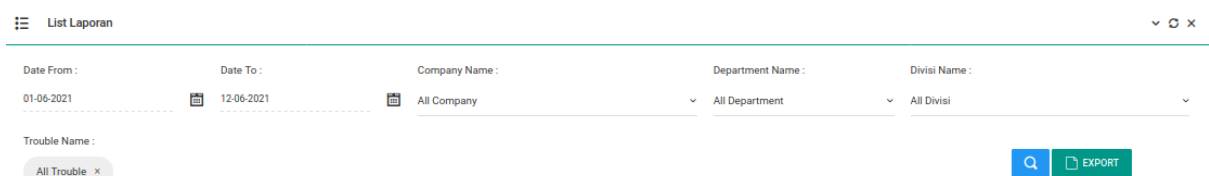
- Klik Tombol  pada kolom action di tampilan List Laporan, maka akan muncul tampilan seperti pada Gambar 3. View Laporan.



Gambar 3. View Informasi FaQ

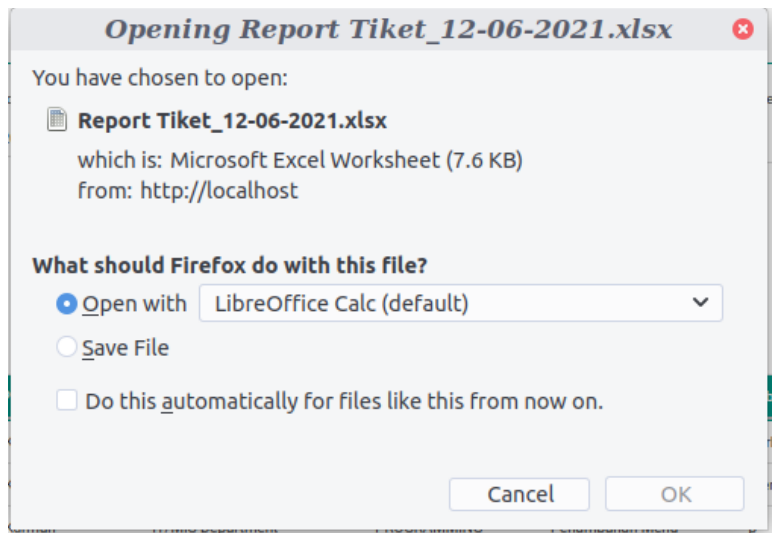
2. Export File

Untuk export file pilih date to, date from, company name, department name, divisi name, trouble name dengan pilihan yang sudah disediakan sesuai dengan pilihan yang diinginkan, lalu klik tombol  export pada ujung kanan, tampilan seperti pada Gambar 4. Export File.



Gambar 4. Export File

Jika sudah di klik maka akan muncul tampilan notifikasi export seperti pada Gambar 5. Notifikasi Export.



Gambar 5. Notifikasi Export