



http://bbh.org.in/cms



Call Management System

Enter Login Crdentials to manage !!!!

Login

Cancel

Priority

- ☐ High
☐ Medium
☐ Low

Date	Closed
Today	6
08/12/2013	5
07/12/2013	5
06/12/2013	4
05/12/2013	8
04/12/2013	1

Todays Closed
Ticket

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My Tickets

[Open \(4\)](#)[In Progress\(1\)](#)[In process\(1\)](#)[On Hold\(0\)](#)[Resolved\(10\)](#)[Closed\(7\)](#)

Priority	Ticket No	Description	Department	Complaint Date	Status
Low	BBHMC005	Fan Not Working	X Ray	06/12/2013	In Process
High	BBHMC007	Bulb Not Working	Wing 4	07/12/2013	In Progress
Low	BBHMC009	Fan Not Working	Ultrasound	08/12/2013	Open
High	BBHMC013	Fan Not Working	Doctors cabin	08/12/2013	Open
Low	BBHMC017	Fan Not Working	Accounts Office	09/12/2013	Open
Medium	BBHMC019	Tap is replaced	X Ray	09/12/2013	Resolved

Resolve Ticket

Close Ticket

All Tickets

[Open \(10\)](#)[In Progress\(14\)](#)[In process\(2\)](#)[On Hold\(1\)](#)[Resolved\(52\)](#)[Closed\(70\)](#)

Priority	Ticket No	Description	Department	Complaint Date	Status	Technician
Low	BBHMC028	Fan Not Working	Hostel 203	09/12/2013	Open	Admin
High	BBHMC027	Bulb Not Working	Library	09/12/2013	Open	Admin
Low	BBHMC026	Fan Not Working	Admin office	09/12/2013	Open	Admin
High	BBHMC025	UPS Not Working	Reception	09/12/2013	Open	Admin
Low	BBHMC024	Fan Not Working	MIS	09/12/2013	Open	Tech 3
Medium	BBHMC023	Fan Not Working	Wing 5	09/12/2013	Open	Tech 5
Low	BBHMC022	Fan Not Working	Admin office	09/12/2013	Open	Admin
High	BBHMC021	Flush Not Working	Reception	09/12/2013	Open	Admin
Low	BBHMC020	Fan Not Working	MIS2	09/12/2013	Open	Tech 2
Medium	BBHMC015	Fan Not Working	Wing 9	09/12/2013	Open	Tech 1

Move Ticket

Assign Ticket

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Ticket - BBHMC021

Complaint Date

09/12/2013 09:02 AM

Welcome Admin !!!!

Source Of Complaint

Hospital

Department

Reception

Defect

Defects

Flush Not Working

Remarks

Remarks

Please check this immediately!!!!

- ☐ Low
☐ Medium
☒ High

Sub Department

Sub Department 3

Technician

Technician 4

Zones

Zone 12

Status

In Progress

[Close](#)

Comments	Status	Date	Updated By
Assigned to Technician 4	In Progress	09/12/2013 11:05 AM	Admin

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Ticket - BBHMC007

09/12/2013 04:02 AM

Welcome Admin !!!!

Source Of Complaint Hospital

Department

X Ray

Defect

Defects

Tap Not Working

Remarks

Remarks

Please check this immediately!!!!

- ☐ Low
☒ Medium
☐ High

Sub Department

Sub Department 4

Technician

Technician 2

Zones

Zone 2

Status

Resolve ▼

Comments

Comments

New Tap is Replaced

Open
In Progress
In Process
On Hold
Closed/Done
Closed/Not

Parts Procured ☐ No
☒ Yes

Part Name

Tap

Department

Maintenance ▼

Store

Amount

By Cash ☐ No
☒ Yes

Update

Cancel

Comments	Status	Date	Updated By
Assigned to Technician 2	In progress	09/12/2013 05.00	Admin
Tap to be replaced	In progress	09/12/2013 06.00	Technician 2

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Ticket - BBHMC007

09/12/2013 04:02 AM

Welcome Admin !!!!

Source Of Complaint

Hospital

Department

X Ray

Defect

Defects

Tap Not Working

Remarks

Remarks

Please check this immediately!!!!

- ☐ Low
☒ Medium
☐ High

Sub Department

Sub Department 4

Technician

Technician 2

Zones

Zone 2

Status

Resolved

Comments

Comments

New Tap is Replaced

Parts Procured

Yes

Part Name

Tap

Department

Maintenance

Amount

0.0

[Close](#)

Comments	Status	Date	Updated By
Assigned to Technician 2	In progress	09/12/2013 05.00	Admin
Tap to be replaced	In progress	09/12/2013 06.00	Technician 2
New tap is Replaced	Resolved	09/12/2013 10:00	Technician 2

☐ High
☐ Medium
☐ Low

Welcome Admin !!!!

[Open \(4\)](#) | [In Progress\(1\)](#) | [In process\(1\)](#) | [On Hold\(0\)](#) | [Resolved\(10\)](#) | [Closed\(7\)](#)

[illegible]

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Welcome Admin !!!!

Report By Technician

[Department](#)
[Technician](#)
[Zone](#)
[All](#)

Technician ▲	Priori ▲	Ticket No ◆	Description	Department ▲	Complaint Date ◆	Resolved Date	Duration	Amount for
Technician 1	Low	BBHMC009	Fan Not Working	Department 1	08/12/2013 08:00	08/12/2013 08:00	12 hrs	0
	High	BBHMC013	Flush Not Working	Department 4	08/12/2013 09:00	09/12/2013 09:00	1 day	500
	Low	BBHMC017	Fan Not Working	Department 2	09/12/2013 08:00	09/12/2013 12:00	4 hrs	100
	Mediu	BBHMC019	Tap Not Working	Department 3	09/12/2013 10:00	09/12/2013 02:00	4 hrs	50
Total		4						650
Technician 2	Low	BBHMC010	Fan Not Working	Department 1	08/12/2013 08:00	08/12/2013 08:00	12 hrs	100
	High	BBHMC003	Flush Not Working	Department 4	08/12/2013 09:00	09/12/2013 09:00	1 day	1500
	Low	BBHMC011	Fan Not Working	Department 2	09/12/2013 08:00	09/12/2013 12:00	4 hrs	1000
	Mediu	BBHMC015	Tap Not Working	Department 3	09/12/2013 10:00	09/12/2013 02:00	4 hrs	50
	Mediu	BBHMC005	TV Not Working	Department 1	09/12/2013 10:00	09/12/2013 04:00	6 hrs	0
Total		5						2650

By Technician

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09/12/2013 09:02 AM

Welcome Admin !!!!

Source Of Complaint

Campus - Hostalite
Campus - Residence
Nursing School

Department

Department 2

Defect

Remarks

☐ High
☐ Medium
☐ Low

Welcome Admin !!!!

[Open \(10\)](#) | [In Progress\(14\)](#) | [In process\(2\)](#) | [On Hold\(1\)](#) | [Resolved\(52\)](#) | [Closed\(70\)](#)

4

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Ticket - BBHMC019

09/12/2013 04:02 AM

Welcome Admin !!!!

Source Of Complaint

Hospital

Department

X Ray

Defect

Defects

Tap Not Working

Remarks

Remarks

Please check this immediately!!!!

- ☐ Low
☒ Medium
☐ High

Sub Department

Sub Department 4

Technician

Technician 2

Zones

Zone 2

Status

Closed ▼

Reopen

Comments

Comments

Its Working fine now.

Update

Cancel

Skill of Staff

- ☒ V Good
☐ Good
☐ Avg
☐ Low
☐ V Low

Standard of Repair

- ☐ V Good
☒ Good
☐ Avg
☐ Low
☐ V Low

Courtesy

- ☒ V Good
☐ Good
☐ Avg
☐ Low
☐ V Low

Timeliness

- ☒ V Good
☐ Good
☐ Avg
☐ Low
☐ V Low

Comments	Status	Date	Updated By
Assigned to Technician 2	In progress	09/12/2013 05.00	Admin
Tap to be replaced	In progress	09/12/2013 06.00	Technician 2
New Tap is Replaced	Resolved	09/12/2013 10:00	Technician 2

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09/12/2013 09:02 AM

Welcome Admin !!!!

Source Of Complaint	Hospital
---------------------	----------

Department	Department 1
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Defect	Defect information entered by the user
--------	--

Remarks	Remark information entered by the user
---------	--

[Close](#)

Your Ticket has been Raised !!!

Your Ticket Reference No is BBHMXXXXX

Close


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Welcome Admin !!!!

Report By Zone

[Department](#)
[Technician](#)
[Zone](#)
[All](#)

Technician ▲	Priorit ▲	Ticket No ◆	Description	Department ▲	Technician ▲	Complaint Date ◆	Resolved	Duration	Amount for Procuration
Zone 1	Low	BBHMC009	Fan Not Working	Department 1	Tech 1	08/12/2013 08:00	08/12/201	12 hrs	0
	High	BBHMC013	Flush Not Working	Department 4	Tech 2	08/12/2013 09:00	09/12/201	1 day	500
	Low	BBHMC017	Fan Not Working	Department 2	Tech 3	09/12/2013 08:00	09/12/201	4 hrs	100
	Medium	BBHMC019	Tap Not Working	Department 3	Tech 1	09/12/2013 10:00	09/12/201	4 hrs	50
Total		4							650
Zone 2	Low	BBHMC010	Fan Not Working	Department 1	Tech 3	08/12/2013 08:00	08/12/201	12 hrs	100
	High	BBHMC003	Flush Not Working	Department 4	Tech 2	08/12/2013 09:00	09/12/201	1 day	1500
	Low	BBHMC011	Fan Not Working	Department 2	Tech 4	09/12/2013 08:00	09/12/201	4 hrs	1000
	Medium	BBHMC015	Tap Not Working	Department 3	Tech 1	09/12/2013 10:00	09/12/201	4 hrs	50
	Medium	BBHMC005	TV Not Working	Department 1	Tech 5	09/12/2013 10:00	09/12/201	6 hrs	0
Total		5							2650

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Ticket - BBHMC025

09/12/2013 10:02 AM

Welcome Admin !!!!

Source Of Complaint

Hospital

Department

Reception

Defect

Defects

UPS Not Working

Remarks

Remarks

Please check this immediately!!!!

- ☐ Low
☐ Medium
☒ High

Sub Department

Sub Department 1 ▼

Sub Department 2

Technician

Technician 1 ▼

Technician 2

Zones

Zone 1 ▼

Zone 2

Status

Closed/Done ▼

Open
In Progress
In Process
On Hold
Closed/Not Done

☒ Move to MIS

Comments

Comments

[Close](#)

Comments ▲	Status	Date	Updated By
Power supply is fine. But problem with UPS.	Closed/Not Done	09/12/2013 03:01 PM	Admin
New Ticket Raised BBHMISXXXX	Open	09/12/2013 3:01 PM	Admin

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Ticket - BBHMC025

09/12/2013 10:02 AM

Welcome Admin !!!!

Source Of Complaint

Hospital

Department

Reception

Defect

Defects

UPS Not Working

Remarks

Remarks

Please check this immediately!!!!

- ☐ Low
☐ Medium
☒ High

Sub Department

Sub Department 1 ▼

Sub Department 2

Technician

Technician 1 ▼

Technician 2

Zones

Zone 1 ▼

Zone 2

Status

Closed/Not Done ▼

☒ Move to MIS

Comments

Comments

Power supply is fine. But problem with UPS.

Update

Cancel

Open
In Progress
In Process
On Hold
Closed/Done

Comments ▲	Status	Date	Updated By

☐ High
☐ Medium
☐ Low

Welcome Admin !!!!

Closed(70)

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Ticket - BBHMC019

09/12/2013 04:02 AM

Welcome Admin !!!!

Source Of Complaint

Hospital

Department

X Ray

Defect

Defects

Tap Not Working

Remarks

Remarks

Please check this immediately!!!!

- ☐ Low
☒ Medium
☐ High

Sub Department

Sub Department 4

Technician

Technician 2

Zones

Zone 2

Status

Closed/Done

[Close](#)

Comments ▲	Status	Date	Updated By
Assigned to Technician 2	In progress	09/12/2013 05:00	Admin
Tap to be replaced	In progress	09/12/2013 06:00	Technician 2
New Tap is Replaced	Resolved	09/12/2013 10:00	Technician 2
Its Working fine now	Closed/Done	09/12/2013 03:00	User 1

Feed Back of User

Skill of Staff V Good

Standard of Repair

Good

Courtesy

V Good

Timeliness

V Good

☐ High
☐ Medium
☐ Low

Welcome Admin !!!!

[Open \(4\)](#) | [In Progress\(1\)](#) | [In process\(1\)](#) | [On Hold\(0\)](#) | [Resolved\(10\)](#) | [Closed\(7\)](#)

4

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Ticket - BBHMC021

09/12/2013 09:02 AM

Welcome Admin !!!!

Source Of Complaint

Hospital

Department

Reception

Defect

Defects

Flush Not Working

Remarks

Remarks

Please check this immediately!!!!

- ☐ Low
☐ Medium
☒ High

Sub Department

Sub Department 1 ▼

Sub Department 2

Technician

Technician 1 ▼

Technician 2

Zones

Zone 1 ▼

Zone 2

Status

Closed/Done ▼

☐ Move to MIS

Open
In Progress
In Process
On Hold
Closed/Not

Comments

Comments

Update

Cancel

Comments ▲	Status	Date	Updated By

- ☐ High
☐ Medium
☐ Low

Date	Closed
Today	6
08/12/2013	3
07/12/2013	5
06/12/2013	4
05/12/2013	8
04/12/2013	1

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Welcome Admin !!!!

[Open \(10\)](#) | [In Progress\(14\)](#) | [In process\(2\)](#) | [On Hold\(1\)](#) | [Resolved\(52\)](#) | [Closed\(70\)](#)

[illegible]

Priority

- ☐ High
☐ Medium
☐ Low

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Welcome Admin !!!!

[Open \(10\)](#)[In Progress\(14\)](#)[In process\(2\)](#)[On Hold\(1\)](#)[Resolved\(52\)](#)[Closed\(70\)](#)

Priority ▲	Ticket No ◆	Description	Department	Complaint Date ◆	Status ▼	
Low	BBHMC028	Fan Not Working	Hostel 203	09/12/2013	Resolved	Tech 2
High	BBHMC027	Bulb Not Working	Library	09/12/2013	Resolved	Tech 2
Low	BBHMC026	Fan Not Working	Admin office	09/12/2013	Resolved	Tech 2
High	BBHMC025	Flush Not Working	Reception	09/12/2013	Resolved	Tech 2
Low	BBHMC024	Fan Not Working	MIS	09/12/2013	Resolved	Tech 3
Medium	BBHMC023	Tap Not Working	Wing 5	09/12/2013	Resolved	Tech 5
Low	BBHMC022	Fan Not Working	Admin office	09/12/2013	Resolved	Tech 2
High	BBHMC021	Flush Not Working	Reception	09/12/2013	Resolved	Tech 3
Low	BBHMC020	Fan Not Working	MIS2	09/12/2013	Resolved	Tech 2
Medium	BBHMC015	Tap Not Working	Wing 9	09/12/2013	Resolved	Tech 1
Low	BBHMC028	Fan Not Working	Hostel 203	09/12/2013	Resolved	Tech 2
High	BBHMC027	Bulb Not Working	Library	09/12/2013	Resolved	Tech 2
Low	BBHMC026	Fan Not Working	Admin office	09/12/2013	Resolved	Tech 2
Low	BBHMC028	Fan Not Working	Hostel 203	09/12/2013	Resolved	Tech 2
High	BBHMC027	Bulb Not Working	Library	09/12/2013	Resolved	Tech 2
Low	BBHMC026	Fan Not Working	Admin office	09/12/2013	Resolved	Tech 2
High	BBHMC025	Flush Not Working	Reception	09/12/2013	Resolved	Tech 2
Low	BBHMC024	Fan Not Working	MIS	09/12/2013	Resolved	Tech 3
Medium	BBHMC023	Tap Not Working	Wing 5	09/12/2013	Resolved	Tech 5
Low	BBHMC022	Fan Not Working	Admin office	09/12/2013	Resolved	Tech 2
High	BBHMC021	Flush Not Working	Reception	09/12/2013	Resolved	Tech 3
Low	BBHMC020	Fan Not Working	MIS2	09/12/2013	Resolved	Tech 2

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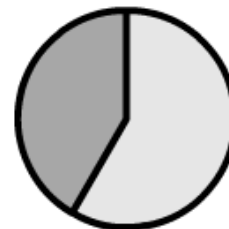
Welcome Admin !!!!

Report By Department

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[Technician](#)
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Department ▲	Priori ▲	Ticket No ◆	Description	Technician ▲	Complaint Date ◆	Resolved Date	Duration	Amount for
Department 1	Low	BBHMC009	Fan Not Working	Tech 1	08/12/2013 08:00	08/12/2013 08:00	12 hrs	0
	High	BBHMC013	Flush Not	Tech 4	08/12/2013 09:00	09/12/2013 09:00	1 day	500
	Low	BBHMC017	Fan Not Working	Tech 2	09/12/2013 08:00	09/12/2013 12:00	4 hrs	100
	Medium	BBHMC019	Tap Not Working	Tech 3	09/12/2013 10:00	09/12/2013 02:00	4 hrs	50
Total		4						650
Department 2	Low	BBHMC010	Fan Not Working	Tech 1	08/12/2013 08:00	08/12/2013 08:00	12 hrs	100
	High	BBHMC003	Flush Not	Tech 4	08/12/2013 09:00	09/12/2013 09:00	1 day	1500
	Low	BBHMC011	Fan Not Working	Tech 2	09/12/2013 08:00	09/12/2013 12:00	4 hrs	1000
	Medium	BBHMC015	Tap Not Working	Tech 3	09/12/2013 10:00	09/12/2013 02:00	4 hrs	50
	Medium	BBHMC005	TV Not Working	Tech 1	09/12/2013 10:00	09/12/2013 04:00	6 hrs	0
Total		5						2650

By Department

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