

KL ONE IT : ONE STOP PLATFORM FOR IT TICKETS

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INTRODUCTION

- ❖ One stop platform for KL IT team to support and manage all IT tickets and assets for the complete employee of the organization.
- ❖ It helps you to collect most of the information about issues of the employees of the company.
- ❖ The interface is very user-friendly.

PURPOSE

- With the growth of organization the amount of IT issues / support required will increase. The whole support process now is manually handled, It is difficult to keep track of the number of Items closed and if the issue is resolved or not.
- The KL ONE IT application helps to solve these problems where each user can raise a ticket based on the issue or the support required which is assigned to admins in the IT team with a given set of time based on priority.
- The main objective of the system is which shows and helps you to collect most of the information about issues of the employees of the company.

TOOLS AND TECHNOLOGY

REACT JS

- React is a JavaScript-based UI development library. Facebook and an open-source developer community run it. Although React is library rather than a language, it is widely used in web development.

PYTHON.3

- Python is a high-level, general-purpose programming language. Its design philosophy emphasizes code readability with the use of significant indentation. Its language constructs and object-oriented approach aim to help programmers write clear, logical code for small- and large-scale projects.



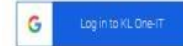
FAST API

- Fast API is a Web framework for developing RESTful APIs in Python.

FEATURES AND FUNCTIONALITIES

Dynamic Login to the application

- Login happens through Google SSO(single sign on) and only the users with KL mail id can login into the application.



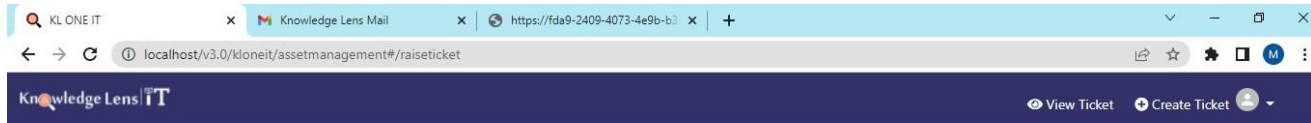
- The access to the application will be provided by the root admin.
- Root admin can set the role of the user at the initial login or can update the role later.



Access Denied !!!

*You are not authorized to access this application.
For assistance, please contact your system administrator.*

Knowledge Lens IT	
Home View Tickets User Management	
Manage Authorised Users Manage Unauthorised Users	
Email	Action
alysa.couth@knowledgekens.com	



Raise a Ticket

Category*
Server and Infrastructure

Sub-Category*
Cooler Not Functioning in Server Room
Issue
Cooler Not Functioning in Server Room
Malfunctioning in Servers
Security For Infrastructure
Facing Issues With Active Directory
Help Required In Setting Up Server
Help Required From Administrator
Server Room Access

Priority*
Medium Priority

Title*
cooler non-functioning

Description*
non-functioning cooler

Attach file (Optional)
Choose Files img4.jpg

Reset Submit

USER PAGE

- Users will be able to create tickets, select categories and the subcategories of the ticket.
- They will be able to see which admin the ticket is assigned to and view the status of the ticket.
- While rising the tickets user can add multiple images to their tickets.
- The user can select priority and can inform the supporter that he/she needs the issue to be solved firstly.

ROOT ADMIN & ADMIN

- Root admin dashboard will have a view of all the Total number of raised tickets, total tickets, closed ticket the status of each admin if they are online or offline and the admin performance as stats.

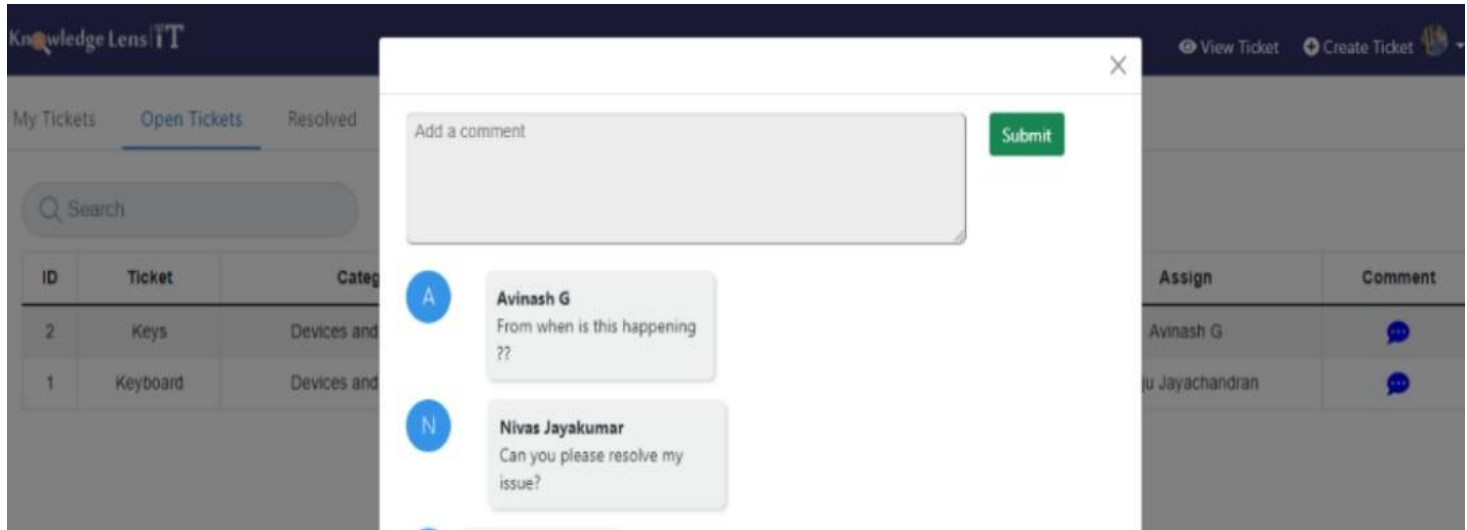


- Root admin will have the privilege to assign tickets to admin, view the admin status to see what are the tickets status and the number of closed tickets.



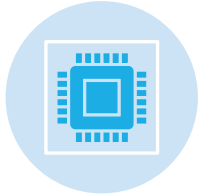
ID	Category	Sub Category	Raised By	Status	Assigned To	End Date	Action	Comment
KLT-1	Devices and Hardware	Keyboard Issue	Nivas Jayakumar	open (P2)	Avinash G	2022-03-18	 	

- Comment section to all open tickets. The users, admins and the root admins will be able to comment on the open ticket.

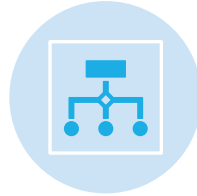


- View all the images attached to tickets.

Conclusion



The new computerized system was found to be much faster reliable and user friendly.



The system reliability is high and enough security has been provided. The system is very simple in design and to implement.

THANK YOU

