NETSINITY SDN BHD
Your ICT Consultancy Provider

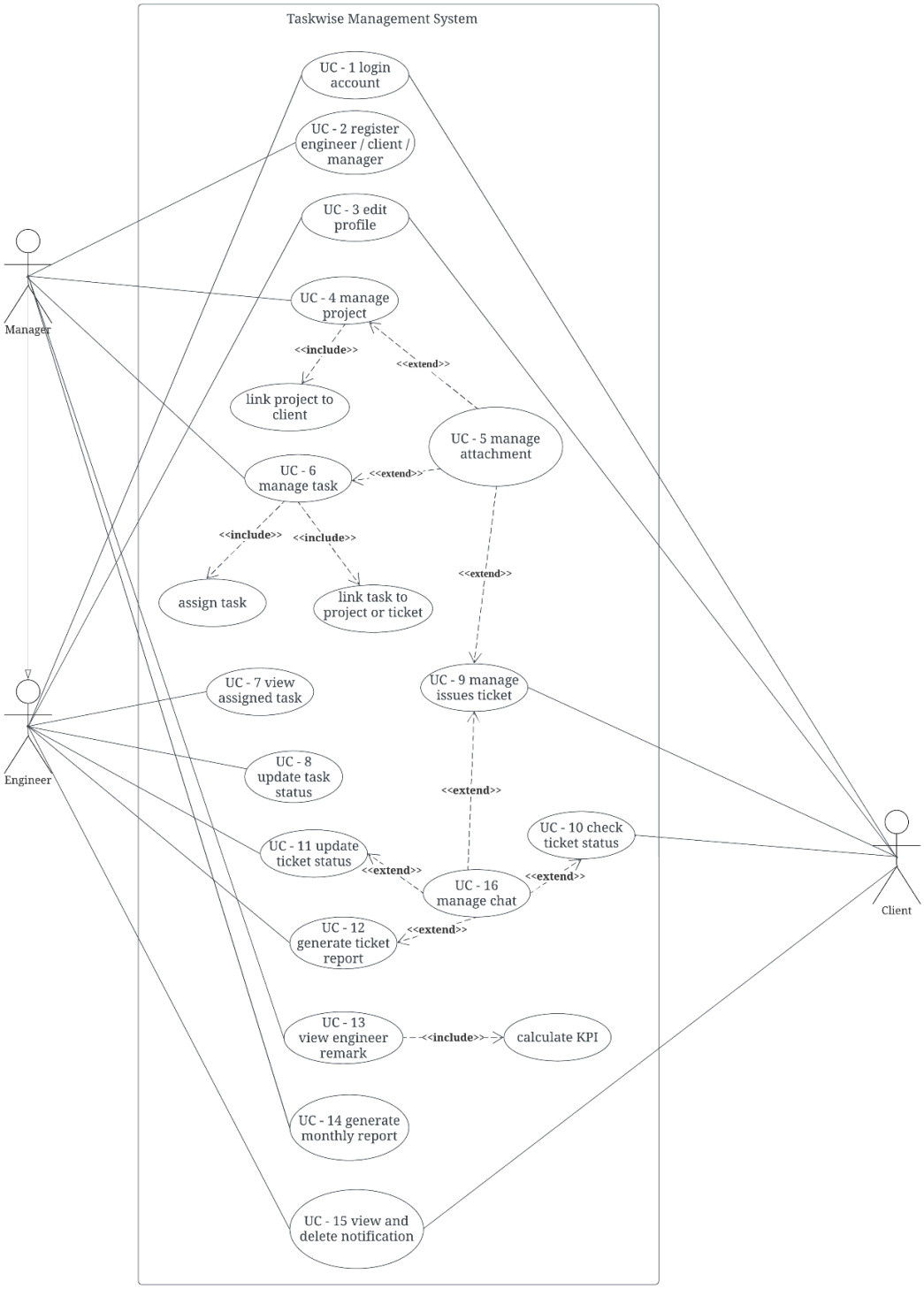
Taskwise Management System

User Manual (Web Application)

CLIENT

Use Case Diagram

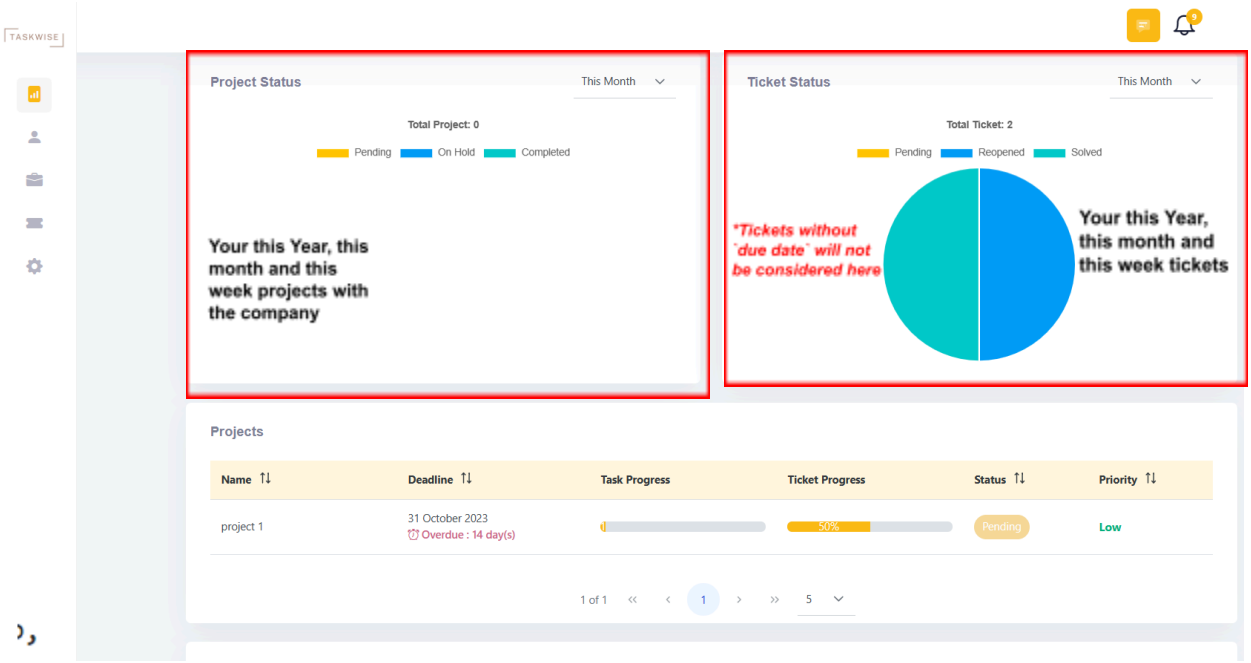
- Describe the functionalities provided to the user based on the different roles (***MANAGER, ENGINEER, CLIENT***)

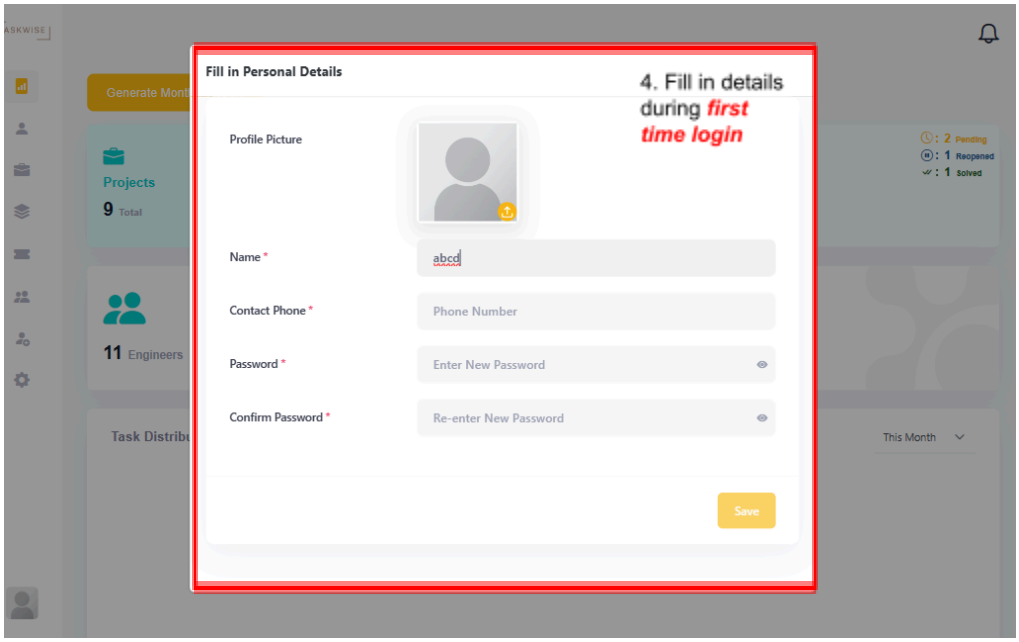


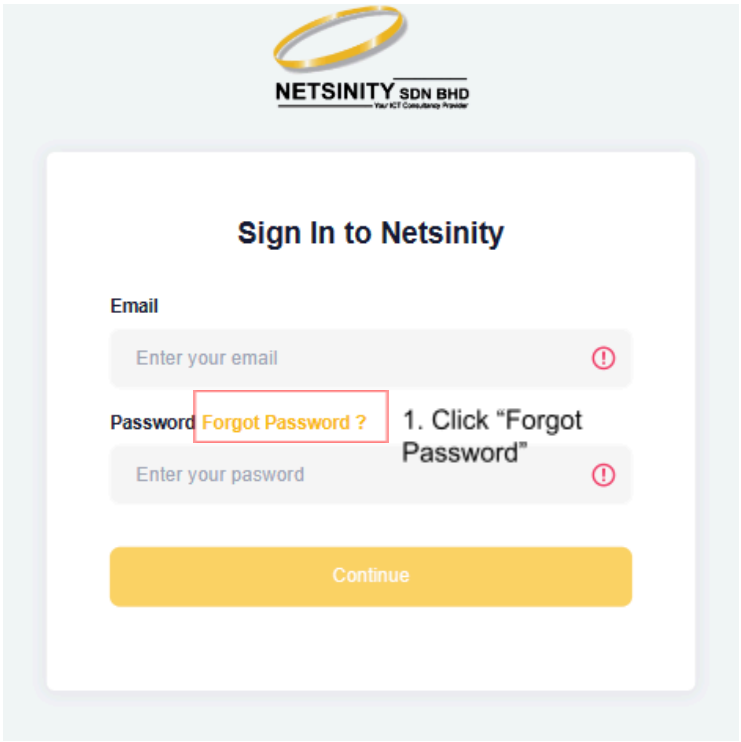
Role-Based Access

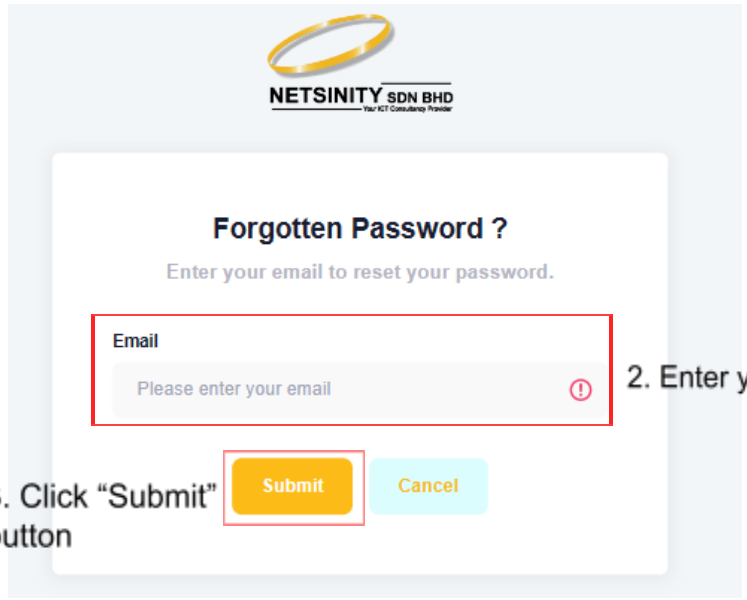
	MANAGER	ENGINEER	CLIENT
UC - 1 login account	✅	✅	✅
UC - 2 register engineer / client / manager	✅		
UC - 3 edit profile	✅	✅	✅
UC - 4 manage project	✅		
UC - 5 manage attachment	✅		✅
UC - 6 manage task	✅		
UC - 7 view assigned task		✅	
UC - 8 update task status	✅	✅	
UC - 9 manage issue ticket			✅
UC - 10 check ticket status			✅
UC - 11 update ticket status	✅	✅	
UC - 12 generate ticket report	✅	✅	
UC - 13 view engineer remark	✅		
UC - 14 generate monthly report	✅		
UC - 15 view and delete notification	✅	✅	✅
UC - 16 manage chat		✅	✅

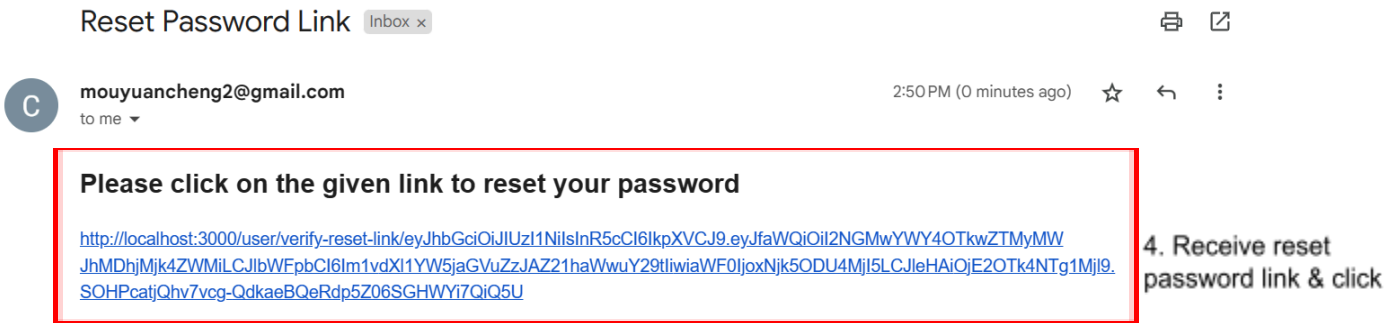
UC - 1 login account

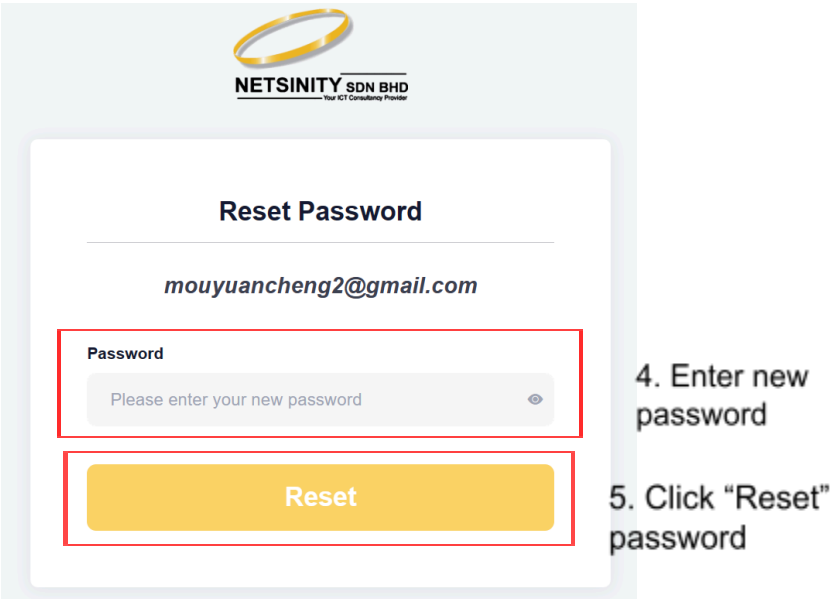



Fill in Personal Details
4. Fill in details during first time login
Profile Picture
Name *
abcd
Contact Phone *
Phone Number
Password *
Enter New Password
Confirm Password *
Re-enter New Password
Save
Projects
9 Total
11 Engineers
Task Distribu
This Month
2 Pending
1 Reopened
1 Solved

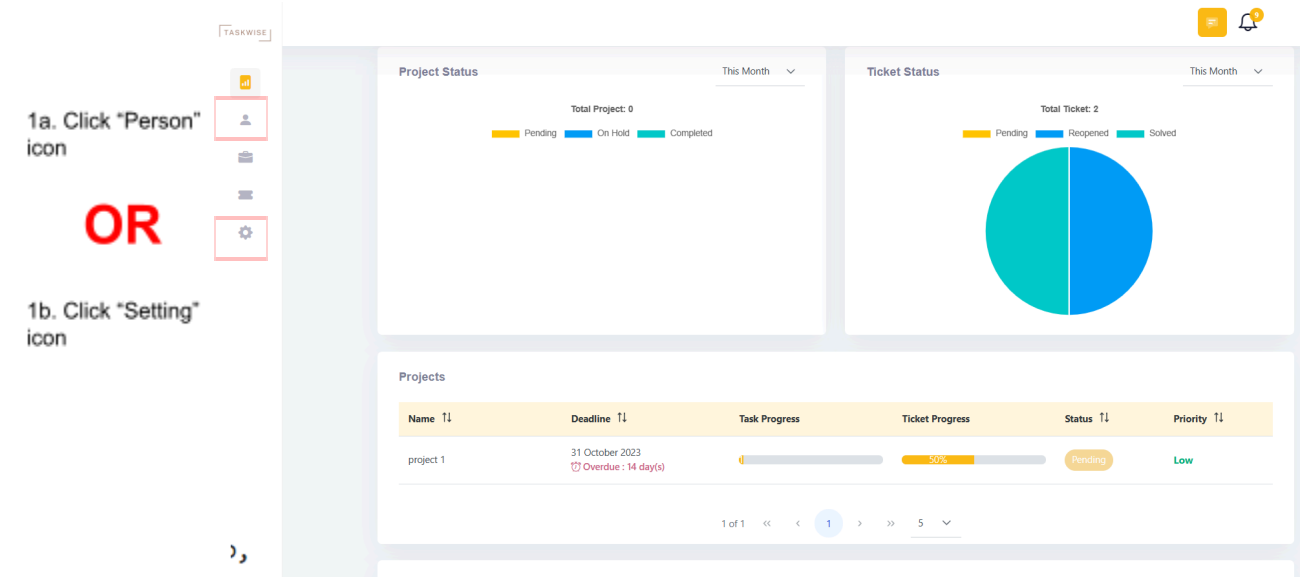

NETSINITY SDN BHD
Sign In to Netsinity
Email
Enter your email
Password
Forgot Password ?
1. Click "Forgot Password"
Enter your pasword
Continue

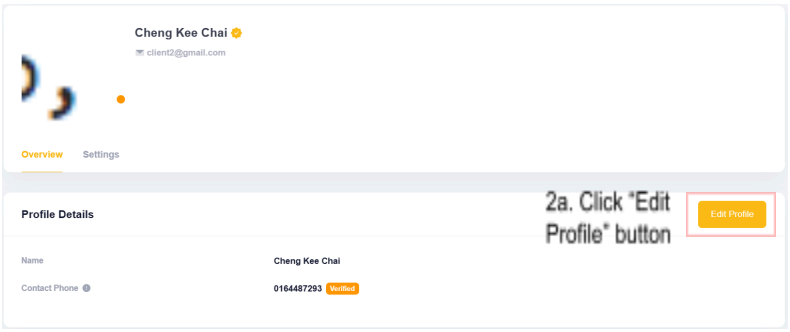

NETSINITY SDN BHD
Forgotten Password ?
Enter your email to reset your password.
Email
Please enter your email
2. Enter your email
3. Click “Submit” button
Submit
Cancel

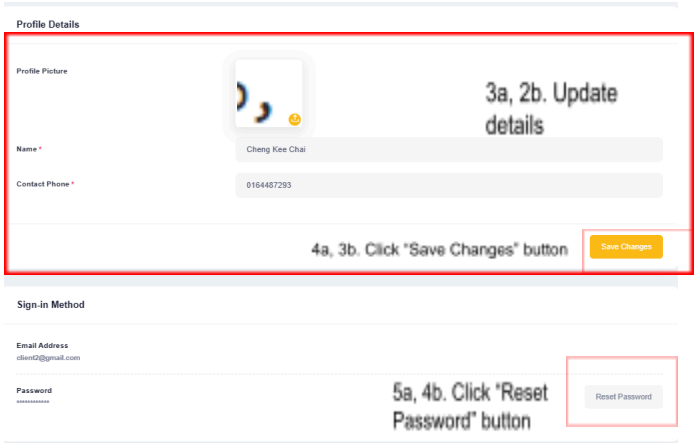

Reset Password Link
Inbox ×
mouyuancheng2@gmail.com
to me
2:50 PM (0 minutes ago)
Please click on the given link to reset your password
http://localhost:3000/user/verify-reset-link/eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJfaWQiOiI2NGMwYWY4OTkwZTMyMWJhMDhjMjk4ZWMiLCJlbWFpbCI6Im1vdXI1YW5jaGVuZzJAZ21haWwuY29tIiwiaWF0IjoxNjk5ODU4MjI5LCJleHAiOjE2OTk4NTg1MjI9.SOHPcatjQhv7vcg-QdkaeBQeRdp5Z06SGHWYi7QiQ5U
4. Receive reset password link & click

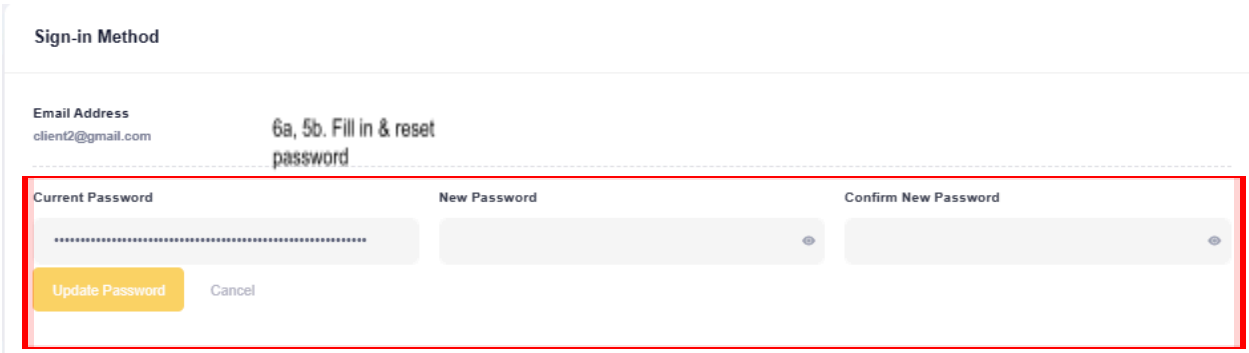

NETSINITY SDN BHD
Reset Password
mouyuancheng2@gmail.com
Password
Please enter your new password
4. Enter new password
Reset
5. Click “Reset” password

UC - 3 edit profile





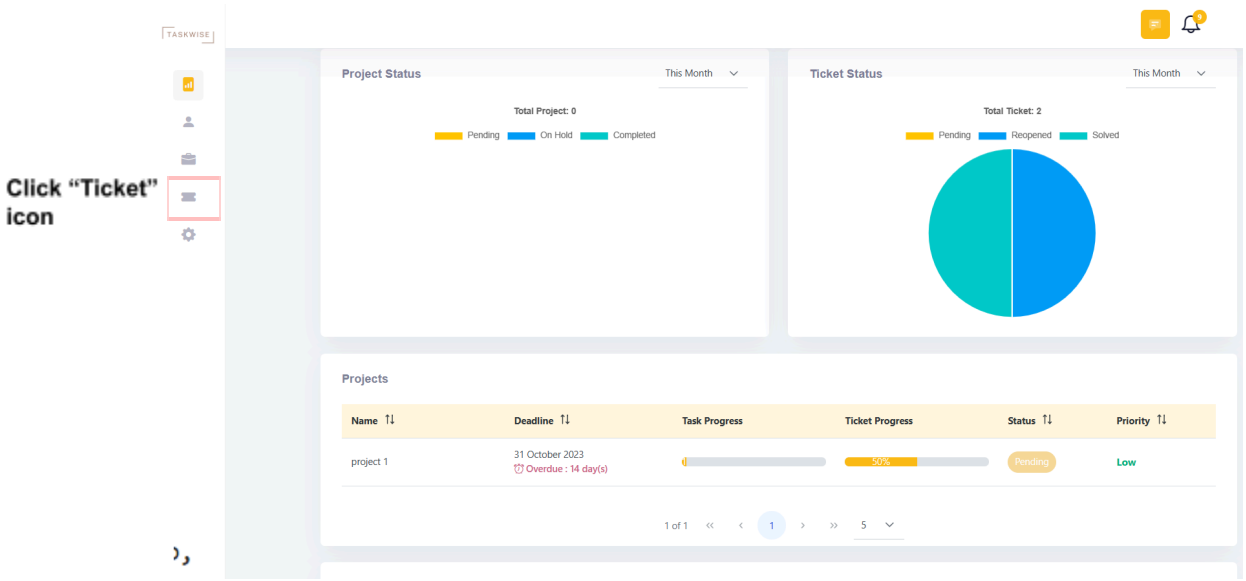


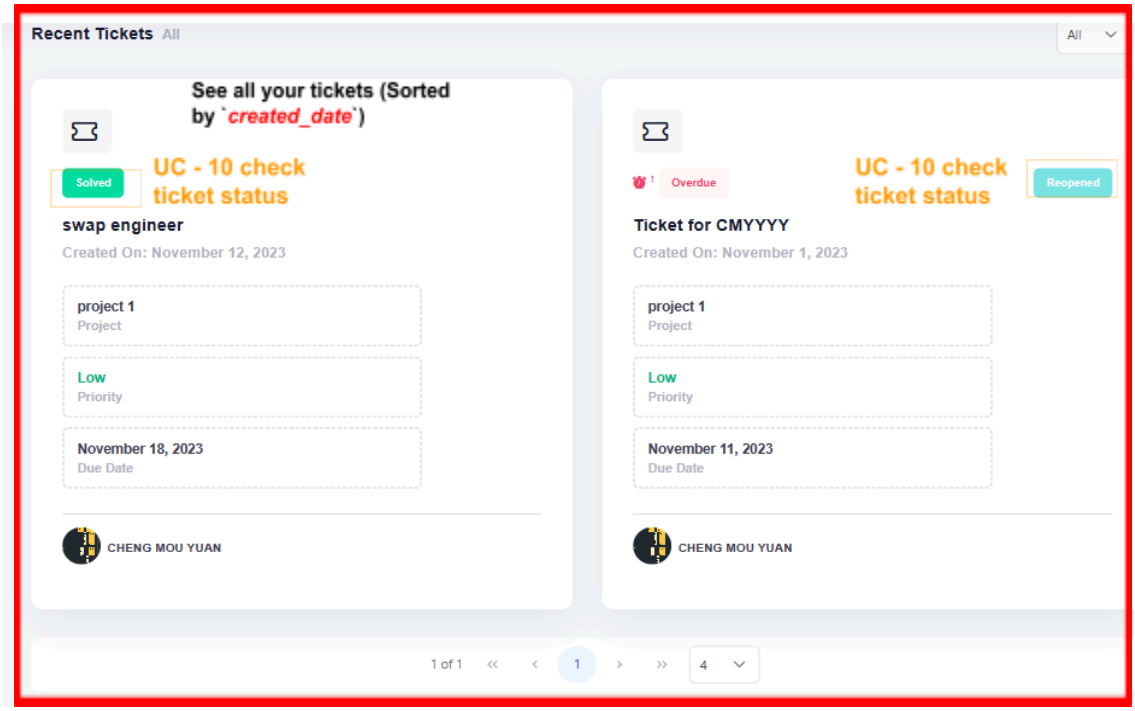


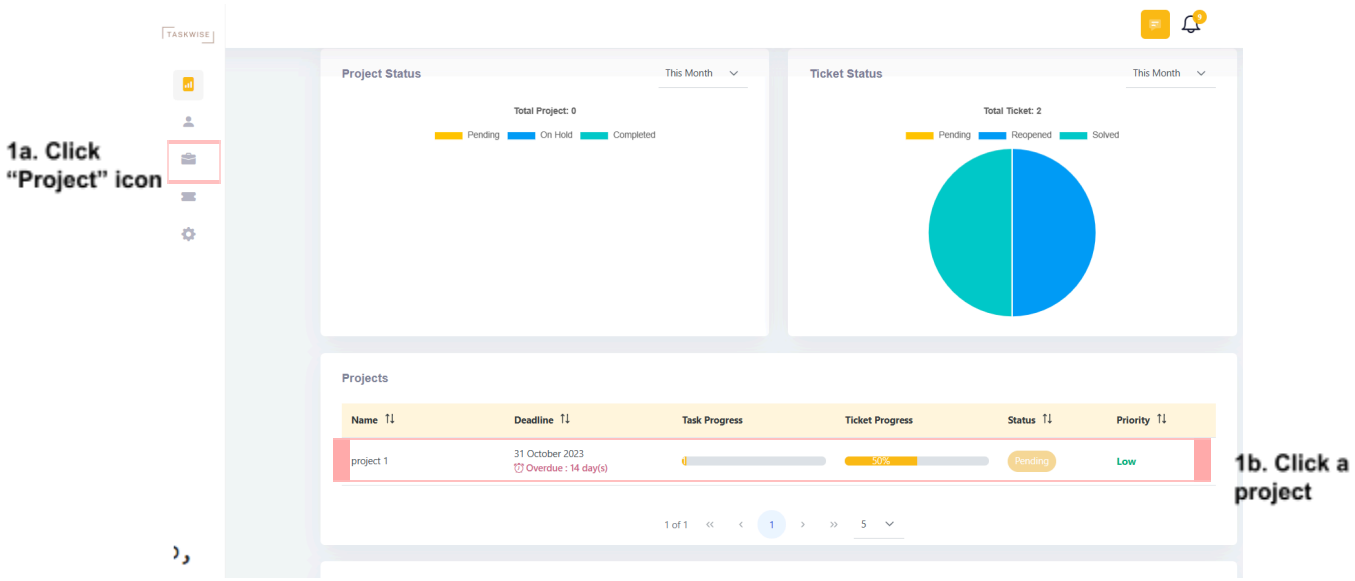
UC - 5 manage attachment

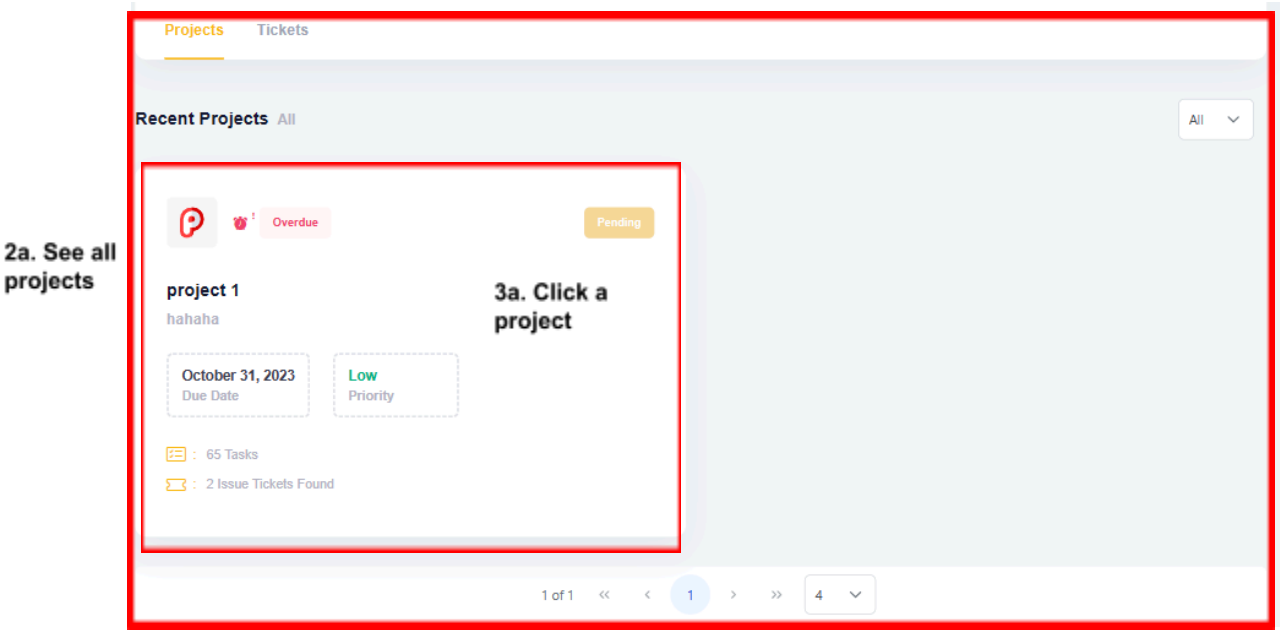
UC - 9 manage issue ticket

UC - 10 check ticket status

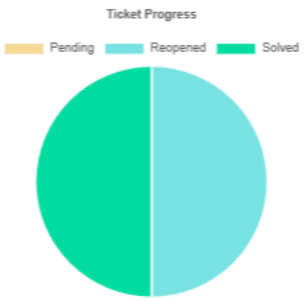





1a. Click "Project" icon
Project Status
This Month
Total Project: 0
Pending
On Hold
Completed
Ticket Status
This Month
Total Ticket: 2
Pending
Reopened
Solved
Projects
Name
Deadline
Task Progress
Ticket Progress
Status
Priority
project 1
31 October 2023
Overdue : 14 day(s)
50%
Pending
Low
1 of 1
1b. Click a project


2a. See all projects
Projects
Tickets
Recent Projects
All
All
Overdue
Pending
project 1
hahaha
3a. Click a project
October 31, 2023
Due Date
Low
Priority
65 Tasks
2 Issue Tickets Found
1 of 1
1
4

4a, 2b. See project details



Project Name: project 1

Project Type: Maintenance contract

Due Date: October 31, 2023

Priority: Low

Status: Pending

Team Member: CHENG MOU YUAN, Tan Gu Mao, Cheng Pei Yew, houren engineer 1, Tan Hou Ren, ads, Ling Shu Yun, ads, Siew Wen Ni

Description: hahaha

Attachment: Timetable.png

5a, 3b. Click "See All Tasks" button

Back | See All Tasks | See All Tickets

Task List

6a, 4b. See project's tasks

Name	Deadline	Status	Priority	Leader	Assignees
asd	11 November 2023 Overdue : 3 day(s)	Pending	Low		
vc Completed : 14 November 2023	9 November 2023	Completed	Low		
tsk tasksd Completed : 12 November 2023	9 November 2023	Completed	Low		No members selected
SD	9 November 2023 Overdue : 5 day(s)	Pending	Low		
ass	7 November 2023 Overdue : 7 day(s)	Pending	Low		
asd	18 November 2023	Pending	Low		No members selected

1 of 11 « ‹ 1 2 3 4 5 › » 6

Back to Project

7a, 5b. Click on a task

Task Details

8a, 6b. Click "New Ticket" button

New Ticket

Task Name: **asd**

Project Name: **project 1**

Due Date: **November 11, 2023**

Estimated Completed Time: **1 day**

Priority: **Low**

Status: Pending

Main Contact Person: ads

Other Member: Siew Wen Ni

Description: ee

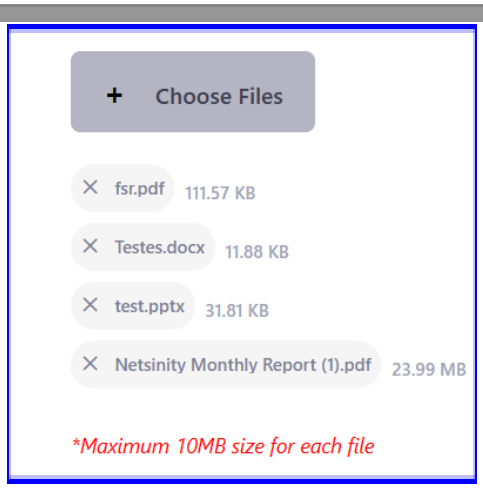
Attachment: ***No file is uploaded***

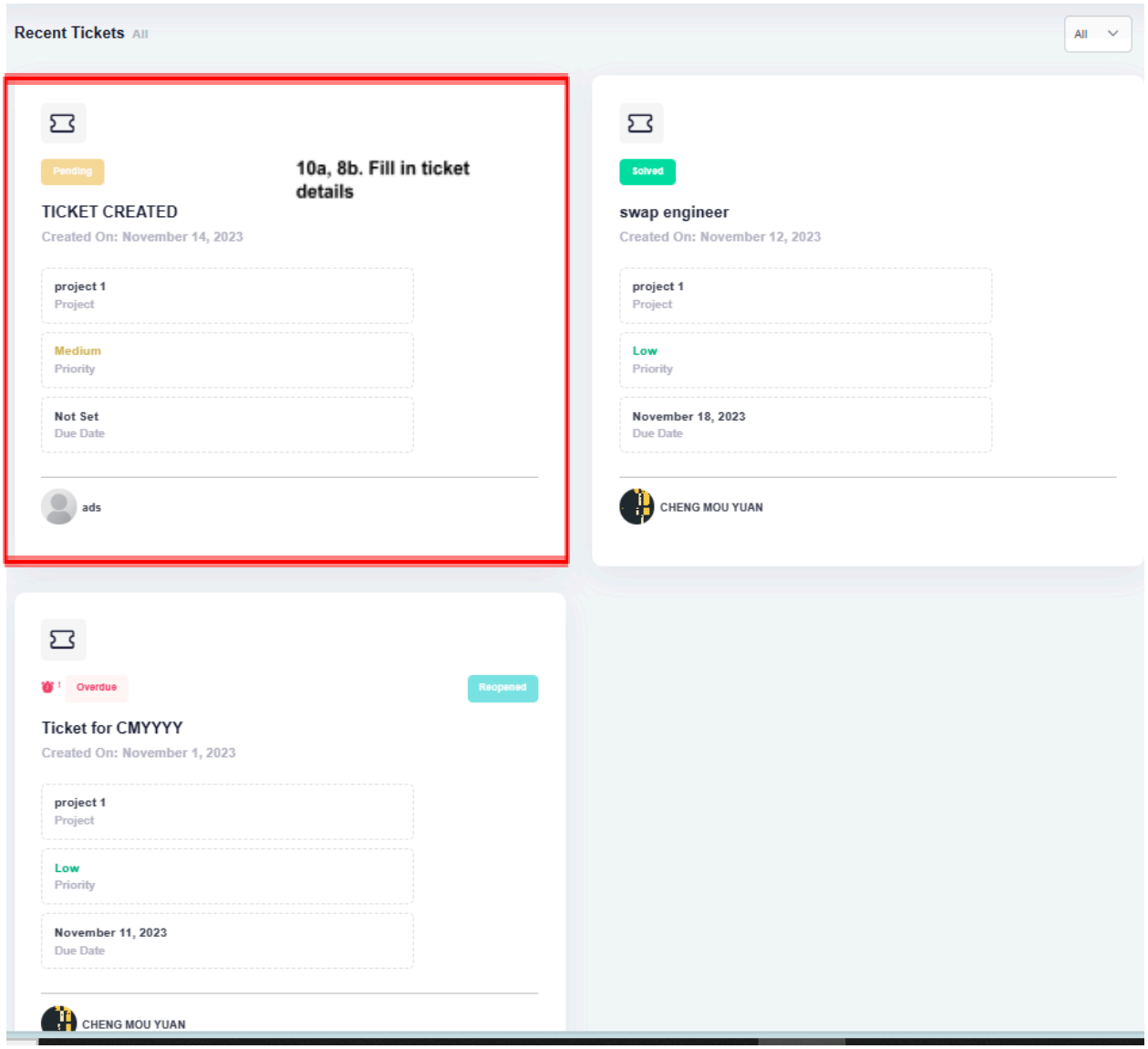
Ticket List

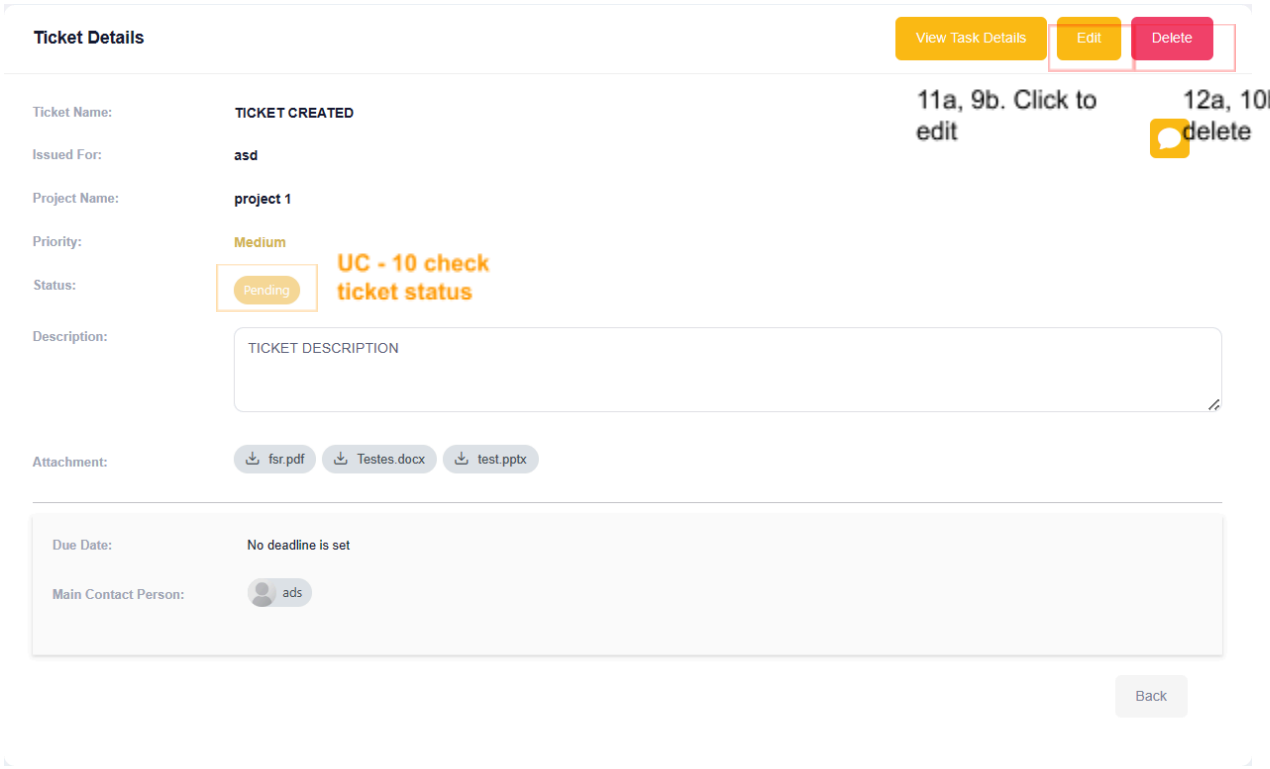
Back

Create Ticket
9a, 7b. Fill in ticket details
Ticket Name *
Enter Ticket Name
Priority *
Low
Reason *
Type the description
Attachment
+ Choose Files
UC - 5 manage attachment
Create Ticket

Attachment

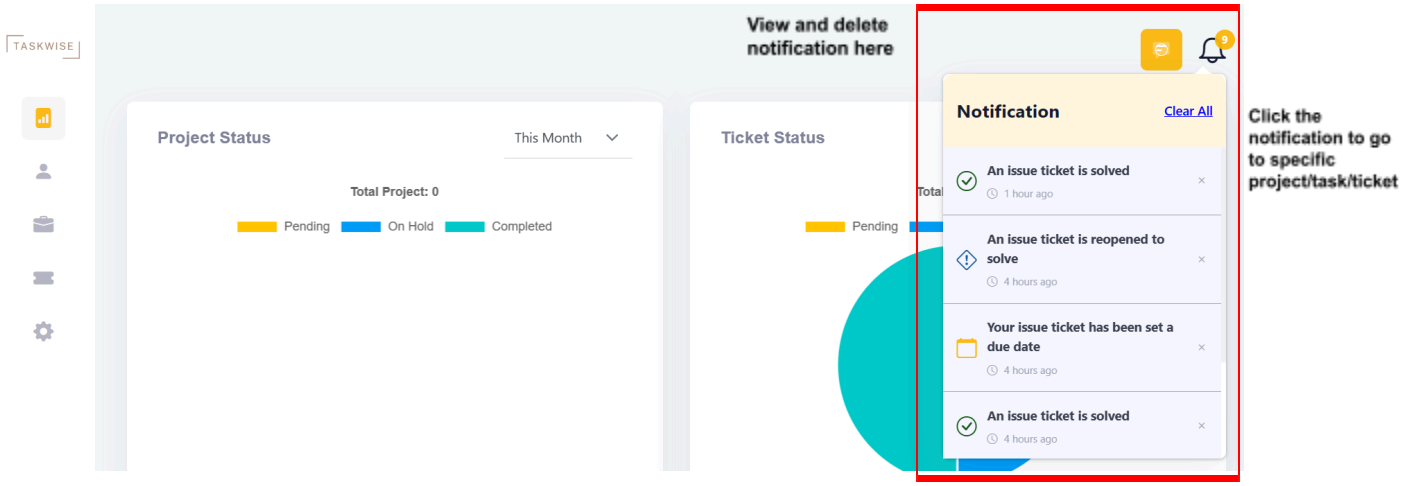

+ Choose Files
fsr.pdf 111.57 KB
Testes.docx 11.88 KB
test.pptx 31.81 KB
Netsinity Monthly Report (1).pdf 23.99 MB
*Maximum 10MB size for each file
Each file can have maximum size of 10MB only


Recent Tickets All
All
Pending
10a, 8b. Fill in ticket details
TICKET CREATED
Created On: November 14, 2023
project 1
Project
Medium
Priority
Not Set
Due Date
ads
Solved
swap engineer
Created On: November 12, 2023
project 1
Project
Low
Priority
November 18, 2023
Due Date
CHENG MOU YUAN
Overdue
Reopened
Ticket for CMYYYY
Created On: November 1, 2023
project 1
Project
Low
Priority
November 11, 2023
Due Date
CHENG MOU YUAN

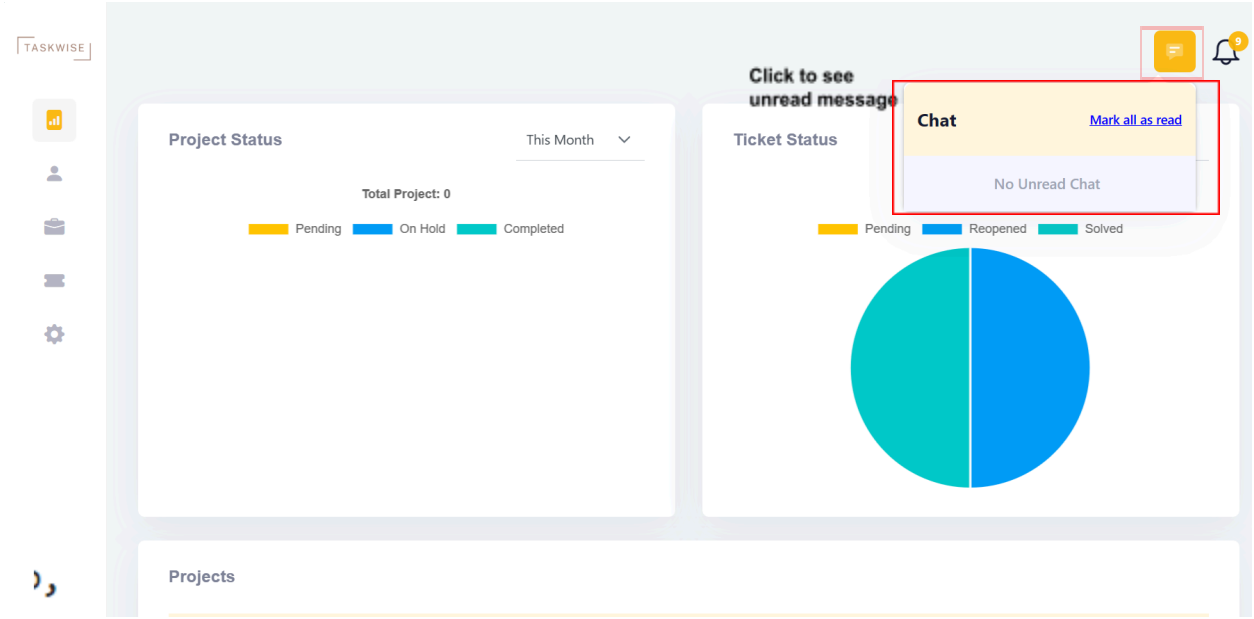


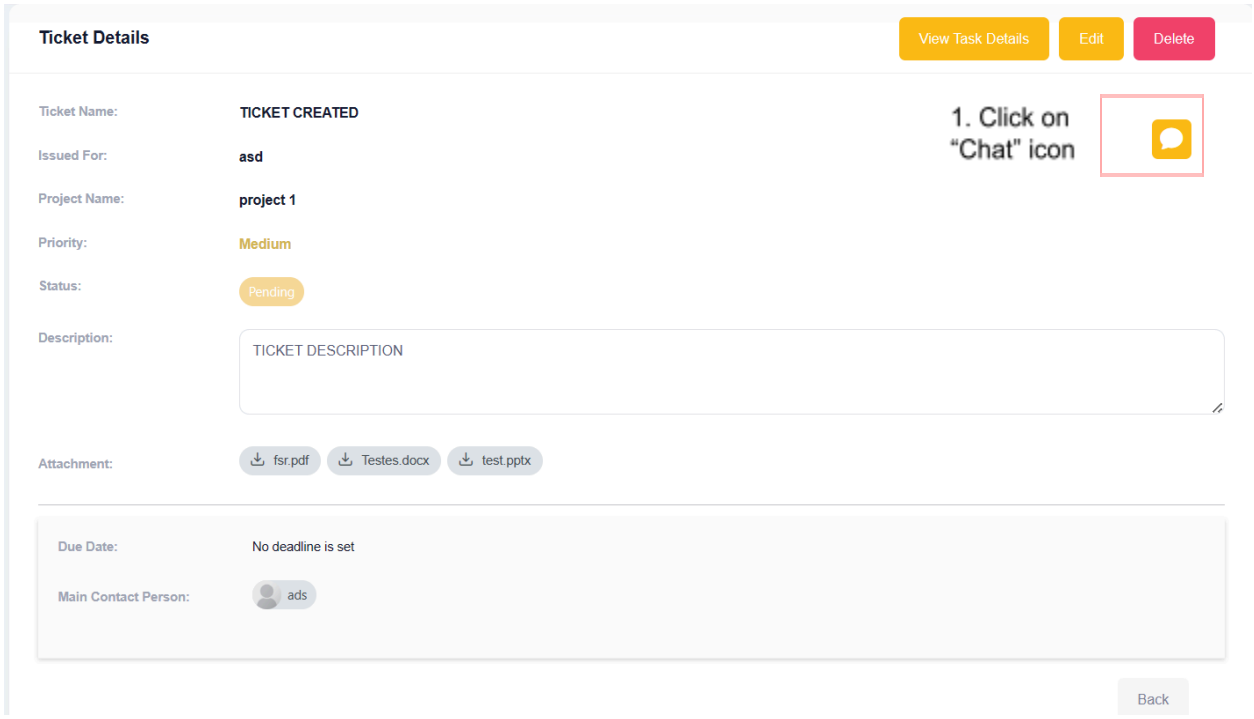
Confirmation to delete ticket

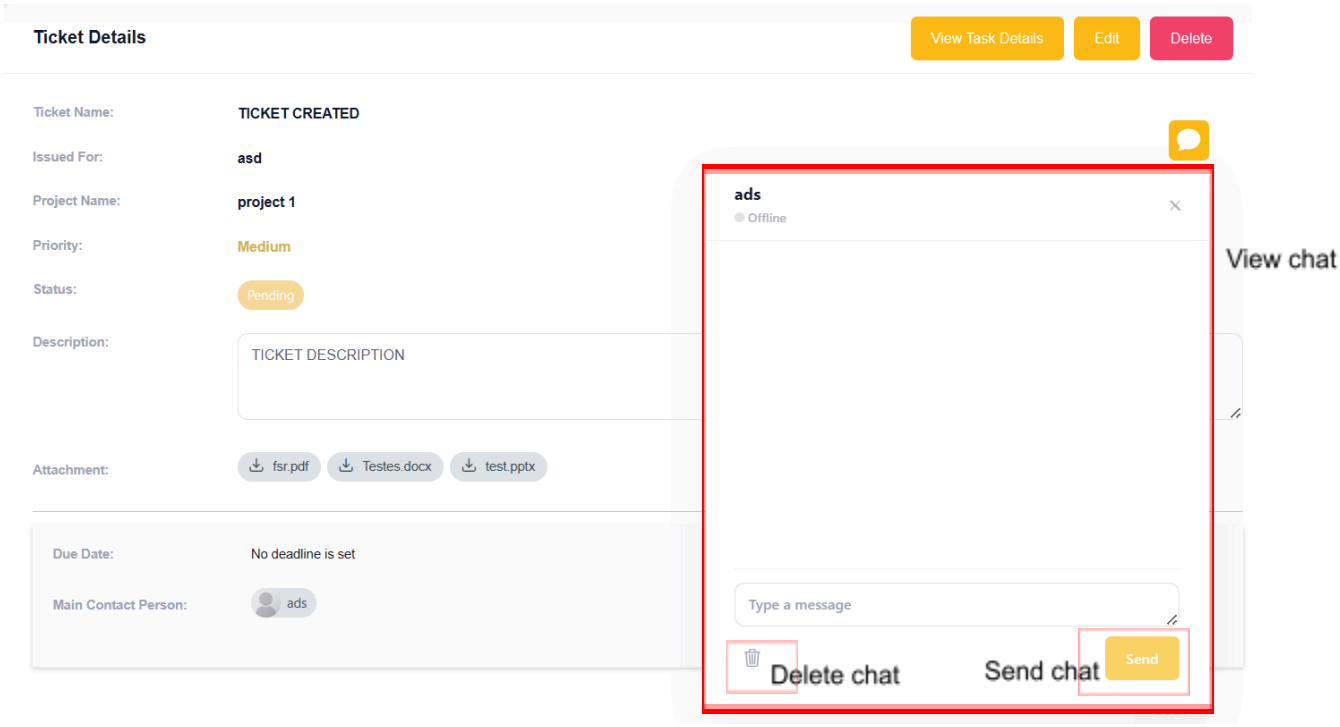
UC - 15 view and delete notification



UC - 16 manage chat






Ticket Details
View Task Details
Edit
Delete
Ticket Name:
TICKET CREATED
Issued For:
asd
Project Name:
project 1
Priority:
Medium
Status:
Pending
Description:
TICKET DESCRIPTION
Attachment:
fsr.pdf
Testes.docx
test.pptx
Due Date:
No deadline is set
Main Contact Person:
ads
ads
Offline
View chat
Type a message
Delete chat
Send chat
Send