NETSINITY SDN BHD
Your ICT Consultancy Provider

Taskwise Management System

User Manual (Web Application)

<u>ENGINEER</u>

Use Case Diagram

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

Taskwise Management System

- Manager
- Engineer
- Client

- UC - 1 login account
- UC - 2 register engineer / client / manager
- UC - 3 edit profile
- UC - 4 manage project
  - <<include>> link project to client
  - <<extend>> UC - 5 manage attachment
- UC - 6 manage task
  - <<extend>> (from UC - 5 manage attachment)
  - <<include>> assign task
  - <<include>> link task to project or ticket
- UC - 7 view assigned task
- UC - 8 update task status
- UC - 9 manage issues ticket
  - <<extend>> (from UC - 5 manage attachment)
- UC - 10 check ticket status
- UC - 11 update ticket status
- UC - 12 generate ticket report
- UC - 13 view engineer remark
  - <<include>> calculate KPI
- UC - 14 generate monthly report
- UC - 15 view and delete notification
- UC - 16 manage chat
  - <<extend>> (to UC - 9 manage issues ticket)
  - <<extend>> (to UC - 11 update ticket status)
  - <<extend>> (to UC - 10 check ticket status)
  - <<extend>> (to UC - 12 generate ticket report)

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

Sign In to Netsinity

Email

Enter your email

Password **Forgot Password ?**

Enter your pasword

Continue

1. Fill in email and password

2. Press "Continue" button

Task Distribution

This week, this year, and this month tasks assigned to you

This Month

Total Task: 9

Pending   On Hold   Completed

4.0
3.5
3.0
2.5
2.0
1.5
1.0
0.5
0

1 Nov 2 Nov 3 Nov 4 Nov 5 Nov 6 Nov 7 Nov 8 Nov 9 Nov 10 Nov 11 Nov 12 Nov 13 Nov 14 Nov 15 Nov 16 Nov 17 Nov 18 Nov 19 Nov 20 Nov 21 Nov 22 Nov 23 Nov 24 Nov 25 Nov 26 Nov 27 Nov 28 Nov 29 Nov 30 Nov

3. Login to homepage

Summation of `estimated completed hour` of each task that is "COMPLETED" per week

Weekly Workload

Workload Per Day

4.0
3.5
3.0
2.5
2.0
1.5
1.0
0.5
0

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Ticket Status

This Month

Total Ticket: 2

Pending   Reopened   Solved

*Tickets without `due date` will not be considered here

This Year, this month and this week tickets assigned to you

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

NETSINITY SDN BHD
Your ICT Consultancy Provider

Sign In to Netsinity

Email

Enter your email

Password Forgot Password ?   1. Click "Forgot Password"

Enter your pasword

Continue

NETSINITY SDN BHD
Your ICT Consultancy Provider

Forgotten Password ?

Enter your email to reset your password.

Email

Please enter your email ⊙

2. Enter your email

Submit   Cancel

3. Click "Submit" button

Reset Password Link [Inbox ×]   🖨 ⤢

C mouyuancheng2@gmail.com   2:50 PM (0 minutes ago) ☆ ↩ ⋮
to me ▾

Please click on the given link to reset your password

http://localhost:3000/user/verify-reset-link/eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJfaWQiOiI2NGMwYWY4OTkwZTMyMW
JhMDhjMjk4ZWMiLCJlbWFpbCI6Im1vdXl1YW5jaGVuZzZAZ21haWwuY29tIiwiaWF0IjoxNjk5ODU4MjI5LCJleHAiOjE2OTk4NTg1Mjl9.
SOHPcatjQhv7vcg-QdkaeBQeRdp5Z06SGHWYi7QiQ5U

4. Receive reset password link & click

NETSINITY SDN BHD
Your ICT Consultancy Provider

Reset Password

mouyuancheng2@gmail.com

Password

Please enter your new password 👁

Reset

UC - 3 edit profile

Profile Details

2a. Click "Edit
Profile" button   **Edit Profile**

Name	**CHENG MOU YUAN**
Contact Phone ⓘ	**0164487293** Verified
Joining Date	**14 February 2023**
Age	**15**
Gender	**Female**
Education Background	**Medical**
Marital Status	**Married**
Distance From Home	**23 KM**
Education Level	**Below College**
Environment Satisfaction Level	**Medium**
Job Satisfaction Level	**High**
Number of Companies Worked	**1**
Overtime	**No**
Relationship Satisfaction Level	**Very High**
Total Working Experience	**9 year(s)**
Worklife Balance	**Better**
Experience Years In This Company	**0.7 year(s)**
Experience Years In Current Role	**8**
Attrition	**No**
Years Since Last Promotion	**5**

Profile Details

Profile Picture

3a, 2b. Update
details

Name *

CHENG MOU YUAN

Contact Phone *

0164487293

4a, 3b. Click "Save Changes" button   **Save Changes**

Age *	15	
Gender *	Female	⌄
Education Background *	Medical	⌄
Marital Status *	Married	⌄
Distance From Home * ⓘ	23	KM
Education Level *	Below College	⌄
Environment Satisfaction *	Medium	⌄
Job Satisfaction *	High	⌄
Number of Companies Worked *	1	
Overtime ⓘ*	No Yes	
Relationship Satisfaction * ⓘ	Very High	⌄
Working Experience ⓘ*	9	
Worklife Balance * ⓘ	Better	⌄
Experience Years in This Company *	0.7	
Experience Years in Current Role *	8	
Attrition ⓘ*	No Yes	

Make sure the information is accurate and correct

Save

Sign-in Method

Email Address
mouyuancheng2@gmail.com

Password
****

5a, 4b. Click "Reset Password" button

Reset Password

Sign-in Method

Email Address
admin2@gmail.com

6a, 5b. Fill in & reset
password

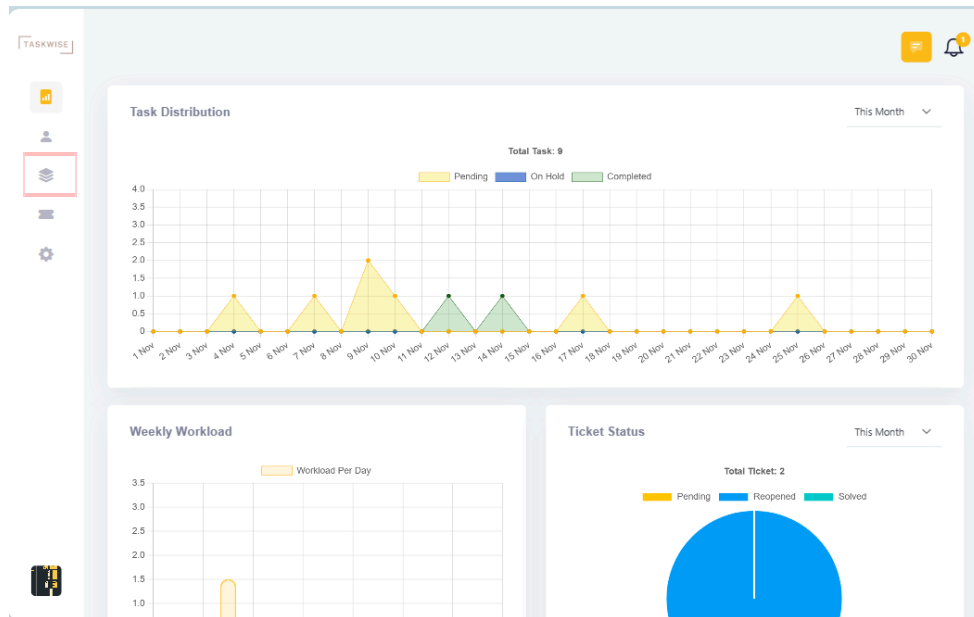| Current Password	New Password	Confirm New Password
••••••••••••••••••••••••••••••••		

Update Password   Cancel

UC - 7 view assigned task

UC - 8 update task status

1. Click "Task" icon

3. Click on a task

2. See all tasks assigned to you

Task Details

View Project Details

Task Name:	**TASK CREATED**
Project Name:	**31 Oct**
Due Date:	**November 10, 2023**
Estimated Completed Time:	**2 hours**
Priority:	**High**
Status:	Pending
Main Contact Person:	ads
Other Member:	Ling Shu Yun CHENG MOU YUAN
Description:	HJM

Attachment: ⬇ ravi-pinisetti-sxWyOaHJb0s-unsplash.jpg

> Ticket List

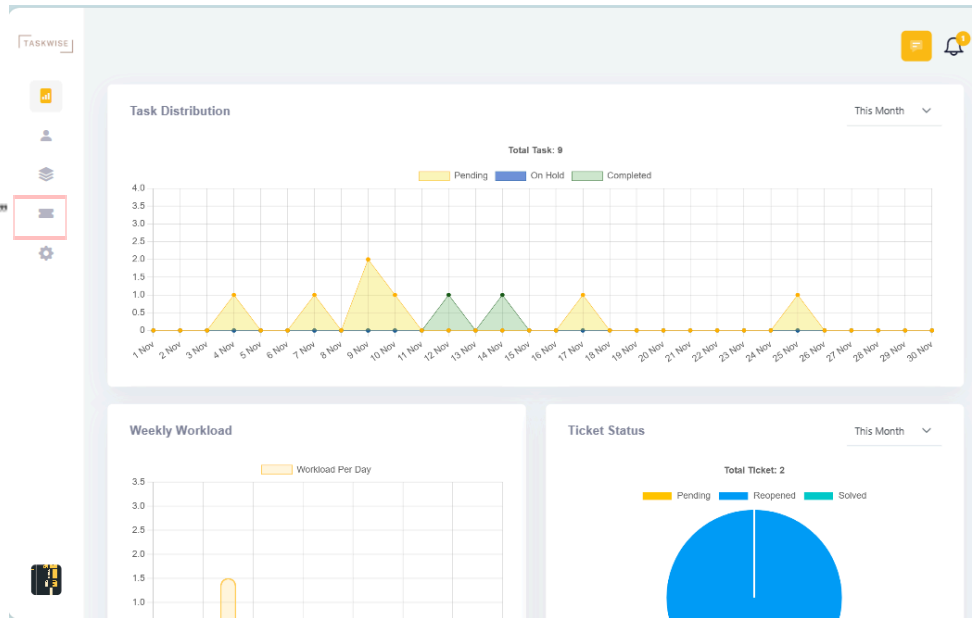Back   **Mark As Completed**

UC - 8 update task status

* You can only update the task status IF all its issue tickets are "Solved" / no issue ticket

UC - 11 update ticket status
UC - 12 generate ticket report

1. Click "Ticket" icon

Task Distribution   This Month

Total Task: 9

Pending   On Hold   Completed

Weekly Workload

Workload Per Day

Ticket Status   This Month

Total Ticket: 2

Pending   Reopened   Solved

Projects   Tasks   **Tickets**

2. See all tickets assigned to you

Recent Tickets All   All

Client

Cheng Kee Chai
client2@gmail.com

Pending

swap engineer   3. Click on a ticket
Created On: November 12, 2023

project 1
Project

Low
Priority

Not Set
Due Date

CHENG MOU YUAN   **Main Contact Person**

Ee Siew Ming
client1@gmail.com

Pending

sdfsdhhh
Created On: November 11, 2023

5 Nov
Project

Low
Priority

Not Set
Due Date

houren engineer 1

hc1
hc1@gmail.com

Solved

5 Nov HC
Created On: November 5, 2023

Cheng Kee Chai
client2@gmail.com

Overdue   Reopened

Ticket for CMYYYY
Created On: November 1, 2023

Ticket Details

See its task details **View Task Details**

Ticket Name: swap engineer

Issued By: Cheng Kee Chai

Issued For: vc

Project Name: project 1

Priority: Low

Status: Reopened

4. When the ticket is marked as unsolved, it will change to "Reopened" status

Tips: Number of reopened tickets will affect your KPI

Description:

fsdf

Attachment: *No file is uploaded*

Due Date: November 18, 2023

Update   Update ticket due date

Generate Ticket Report

UC - 12 generate ticket report

Back   **Mark As Solved**

Update ticket due date

Ticket Details

View Task Details

Ticket Name:	**swap engineer**
Issued By:	Cheng Kee Chai
Issued For:	**vc**
Project Name:	**project 1**
Priority:	**Low**
Status:	Solved
Description:	fsdf
Attachment:	*No file is uploaded*

Due Date: **November 18, 2023**

Update

Generate Ticket Report   Back   **Solved**

Sample Ticket Report

Company:	Netsinity Sdn Bhd
Project:	project 1
Task:	vc
Main Contact Person:	CHENG MOU YUAN (mouyuancheng2@gmail.com)

Client:	-
Issuer:	Cheng Kee Chai
Ticket No:	65503E7703B2DCFDC9F6DFD5

Ticket Details

Issue:	swap engineer
Description:	fsdf
Priority:	Low
Status:	Reopened
Raised by:	12 November 2023
Due Date:	18 November 2023
Closed On:	N/A

UC - 15 view and delete notification

View and delete notification here

Task Distribution

Total Task: 9

Pending On Hold Completed

Notification Clear All

You've been assigned a task
🕐 2 hours ago ×

You've been assigned a task
🕐 1 day ago ×
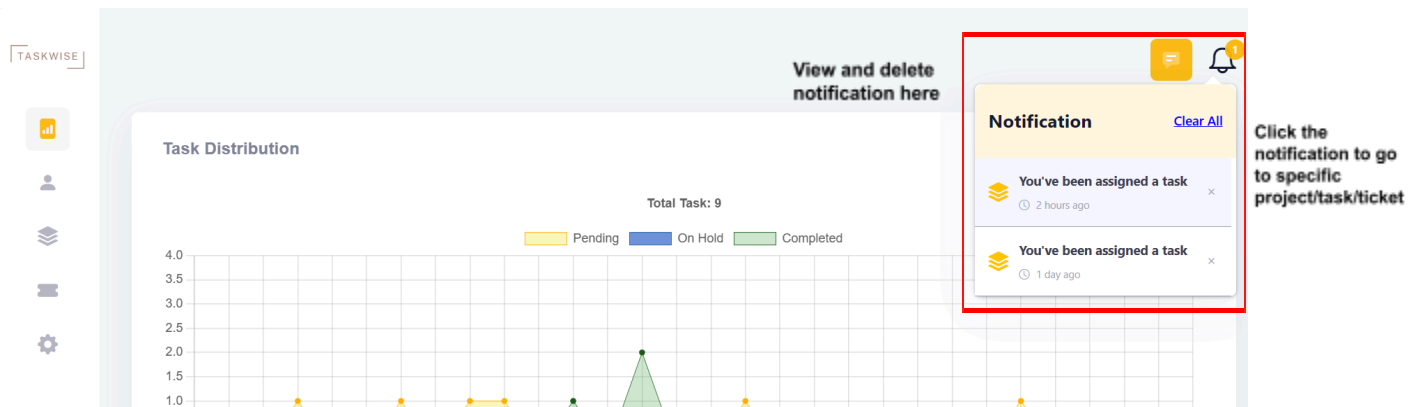
UC - 16 manage chat

Task Distribution

Click to see
unread message

Chat   Mark all as read

No Unread Chat

Total Task: 9

Pending   On Hold   Completed

Ticket Details

View Task Details

Ticket Name:	**swap engineer**
Issued By:	Cheng Kee Chai
Issued For:	**vc**
Project Name:	**project 1**
Priority:	**Low**
Status:	Solved
Description:	fsdf

1. Click on
"Chat" icon

Attachment: **No file is uploaded**

Due Date: **November 18, 2023**

Update

Generate Ticket Report

Back   Solved

Ticket Details

		View Task Details

Ticket Name: swap engineer

Issued By: Cheng Kee Chai

Issued For: vc

Project Name: project 1

Completed By: November 14, 2023

Priority: Low

Status: Solved

Description: fsdf

Attachment: *No file is uploaded*

Due Date: November 18, 2023

View chat

Cheng Kee Chai
● Offline

Cheng Kee Chai 11:22 PM

lalala

11:22 PM **You**

asdsad

Type a message

🗑 Delete chat   Send chat   Send