



TIMO-3.0 Quick User Guide



PREPARED BY:

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TECHNOLOGIES

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TIMO Pre – requisites

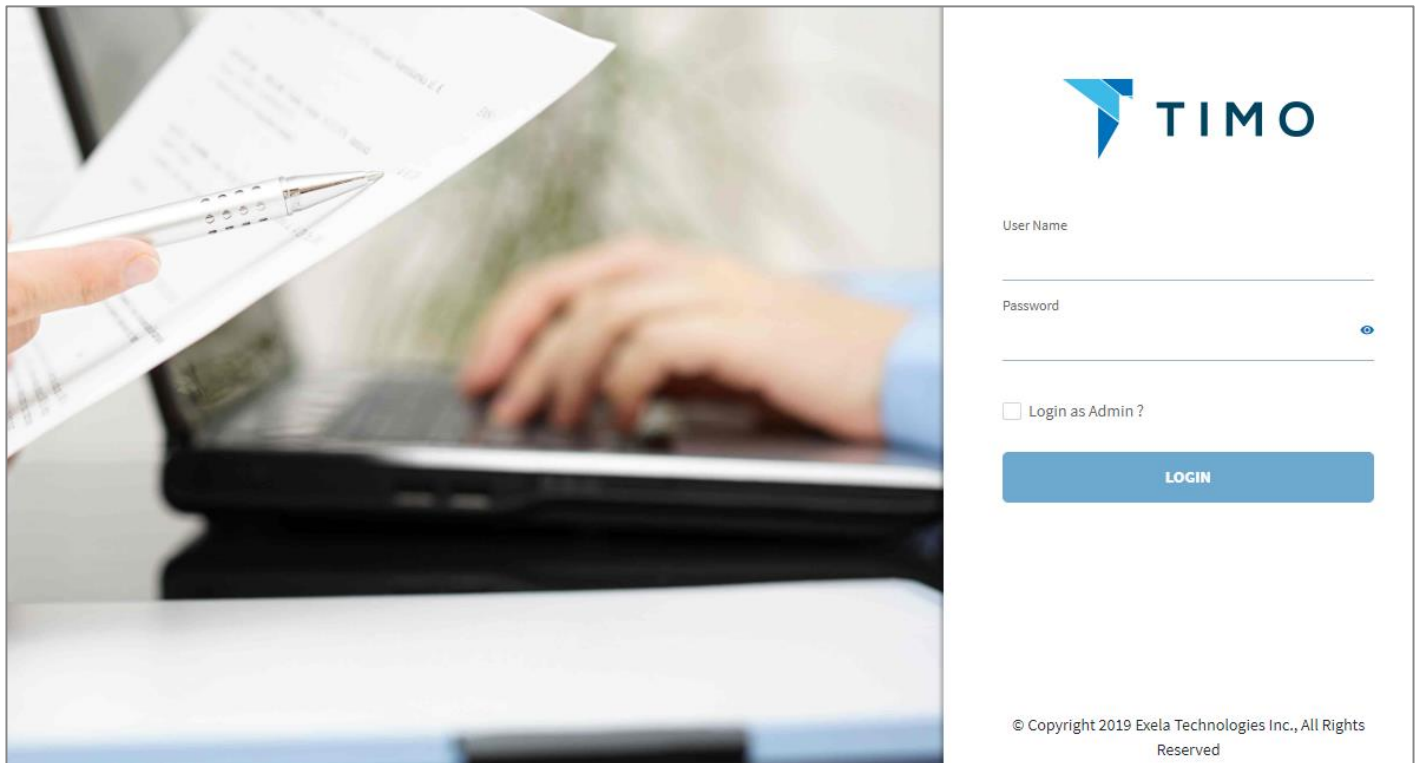
User needs the following to access the TIMO application:

- TIMO URL:
- <https://support.timo.global/#/login>
- Supported browsers (Chrome, Internet Explorer, Firefox, Safari etc.)
- Working internet connection
- Login credentials (If you have exelaonline.com credentials, the same can be used to login to TIMO)

1.1. Login



All the users would need to log in into the TIMO application to access all menus. To login to the application follow the steps below:

- Enter the application URL in a supported browser, following login page will appear:



The image is a composite. On the left, a person's hands are visible, holding a pen over a document. On the right, a screenshot of the TIMO login page is shown. The login page has a white background with the TIMO logo at the top. Below the logo are two input fields: 'User Name' and 'Password'. The 'Password' field has a small eye icon to its right. Below these fields is a checkbox labeled 'Login as Admin?'. At the bottom of the login form is a blue button with the word 'LOGIN' in white. At the very bottom of the page, there is a copyright notice: '© Copyright 2019 Exela Technologies Inc., All Rights Reserved'.

Figure 1: Log In

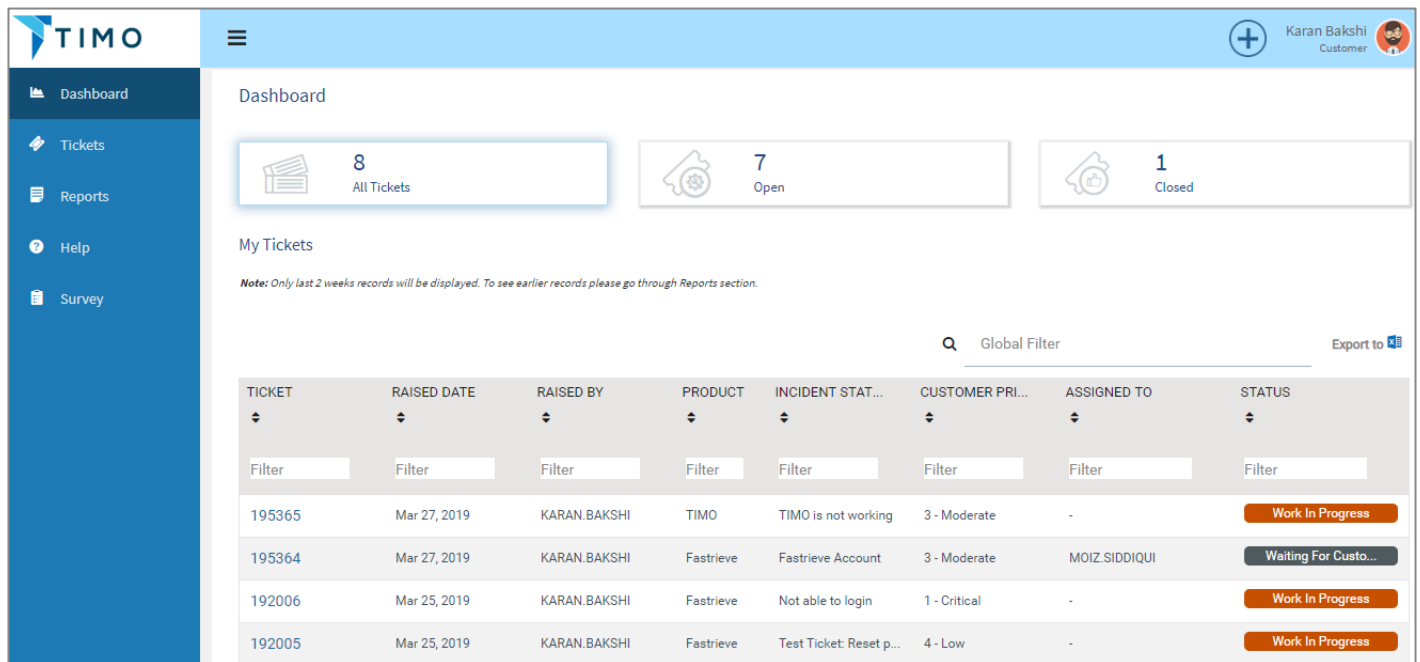
- Enter the user name in the '**User name**' field
- Enter the password in the '**Password**' field
- Click on the  icon to view the entered password
- Click on the  button to login to TIMO application

2. Customer / Submitter / Requester Role

Once the Customer/Submitter/Requester logs-in to the TIMO application he/she will have access to the following menus:

- **Dashboard**- Open and closed tickets with respect to the logged-in customers
- **Tickets**- Details of open and closed tickets for last two weeks and four weeks
- **Reports**- Customers can generate product-wise and ticket-wise reports
- **Help**- Support documentation, user manuals are stored here
- **Survey**- Customers can take a survey and give their ratings on the way tickets were managed

Once the Customer logs-in to TIMO using valid credentials, the following landing page will appear:



TIMO Dashboard

8 All Tickets | 7 Open | 1 Closed

My Tickets


Note: Only last 2 weeks records will be displayed. To see earlier records please go through Reports section.

Global Filter | Export to

TICKET	RAISED DATE	RAISED BY	PRODUCT	INCIDENT STAT...	CUSTOMER PRI...	ASSIGNED TO	STATUS
195365	Mar 27, 2019	KARAN.BAKSHI	TIMO	TIMO is not working	3 - Moderate	-	Work In Progress
195364	Mar 27, 2019	KARAN.BAKSHI	Fastrieve	Fastrieve Account	3 - Moderate	MOIZ.SIDDIQUI	Waiting For Cust...
192006	Mar 25, 2019	KARAN.BAKSHI	Fastrieve	Not able to login	1 - Critical	-	Work In Progress
192005	Mar 25, 2019	KARAN.BAKSHI	Fastrieve	Test Ticket: Reset p...	4 - Low	-	Work In Progress

Figure 2: Customer-Submitter-Requester-Landing Page

2.1. Raising a Ticket

- Click on the  icon beside the user name on the right hand corner. The following option will appear:



- Click on the **'Raise a Ticket'** option, the following page will appear:

Raise a Ticket

CLEARCREATE TICKET

Product*

▼

Company Name*

Exela Technologies

Type*

▼

Customer Assigned Priority*

▼

Ticket reference:(Max 45 characters)

Functionality

▼

Sub Functionality

▼

Advanced

Mail Notification To (Separate mail id by ; or ,)

Incident Statement (Max 500 characters)*

Full Description*

Notes

Type Here...



Characters remaining : 2600 (Maximum 2600 characters)

Attach Files



Attached Files : 0

User with a customer/submitter/requester role can raise a ticket in this section

- Select name of the product from the drop down list in the **'Product'** field
- Select ticket type from the drop down list in the **'Type'** field
- Select priority from the drop down list in the **'Customer Assigned Priority'** field
- Mention the reference in the **'Ticket Reference'** field (If Needed)




- Select functionality, Sub Functionality from respective drop down lists. (If relevant issue type is not available in the list then select the nearest one or keep it blank)
- Enter mail notification (Works as CC), incident statement and full description in respective fields
- Click on  icon to view ticket parameters
- Click on  icon to enter notes. The page will be scrolled down to the following notes section:

Notes



B *I* **A**  


Type Here...

Characters remaining : 2600 (Maximum 2600 characters)

- Click on  button to attach supporting documents
- Click on  button to create a new ticket. New ticket will be created and added in the list.
- Click on  button to view the ticket audit trail:


Audit Trail (Status / Analyst changes)					
PREVIOUS STATUS	CURRENT STATUS	PRE-ASSIGNEE	CURRENT-ASSIGNEE	BY	TIME
--	--	--	HelpDesk	KARAN.BAKSHI	Mar 28, 2019, 18:09:54
--	New	--	--	KARAN.BAKSHI	Mar 28, 2019, 18:09:54

- User can make required changes to relevant fields
- Click on the  button to save the changes
- If the ticket is resolved, click on the  icon. The following option will appear:



Close Ticket


- Click on 'Close Ticket' to close the ticket. Following message will appear:

Are you sure to close this ticket ? 

CANCEL

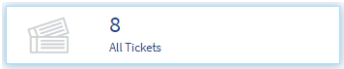

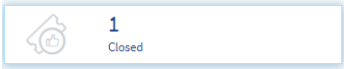

SUBMIT

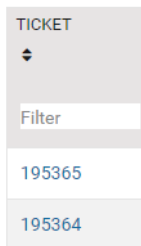
2.2. Dashboard

 Dashboard

Under the '**Dashboard**' section, the customer can view details of all tickets, open tickets and closed tickets. Details such as ticket number, raised date, person who raised the ticket, product against which the ticket is raised, incident statement, customer priority, person to whom the ticket is assigned and the status can be viewed.

The status of the ticket can be '**Works In-Progress**', '**Waiting for Customer**' and '**Closed**'.

- Click on  to view all tickets
- Click on  to view all open tickets
- Click on  to view all closed tickets
- Click on  to export the ticket details in an excel sheet
- Click on ticket number to view details of a particular ticket:



- The details page will appear:

Ticket 195365 (Work In Progress)

Action To Analyst UPDATE

Product
TIMO

Company Name
Exela Technologies

Assigned To
-

Raised On
March 27, 2019, 16:11:18

Status
Work In Progress

Group
Configuration

Type
Incident

Functionality
Ticket Process

Customer Assigned Priority
3 - Moderate

Product Version

Sub Functionality

Ticket Reference

Operating System

Database

Web Server

Application Server

Estimated Resolution Date
-

Mail Notification To (separate mail id by ; or ,)

Incident Statement (Max 500 characters)
TIMO is not working



Full Description
NA

Category
Mock data

Subcategory

☐ Escalate
☒ Mail Notification

Notes

B I A  

Type Here...

Characters remaining : 2600 (Maximum 2600 characters)

Attach Files

Attached Files : 0

Audit Trail (Status / Analyst changes)

PREVIOUS STATUS	CURRENT STATUS	PRE-ASSIGNEE	CURRENT-ASSIGNEE	BY	TIME
Waiting For Customer	Work In Progress	--	--	KARAN.BAKSHI	Mar 27, 2019, 16:36:35
Work In Progress	Waiting For Customer	--	--	KARAN.BAKSHI	Mar 27, 2019, 16:33:27
Waiting For Customer	Work In Progress	--	--	KARAN.BAKSHI	Mar 27, 2019, 16:31:08
Work In Progress	Waiting For Customer	--	--	KARAN.BAKSHI	Mar 27, 2019, 16:31:01
--	--	ABHISHEK.SADGIR	Configuration	ABHISHEK.SADGIR	Mar 27, 2019, 16:30:09

Details such as product, company name, assigned to, raised on, status and group will appear automatically.

- Customer can change the ticket priority as per the need:


Customer Assigned Priority

1 - Critical
2 - High
3 - Moderate
4 - Low

- Click on the **Action** **To Analyst** drop down list to select appropriate action:

Action **To Analyst**

Work In Progress
To Analyst


- Click on the  icon to add notes for the ticket. The page will scroll down to the **'Notes'** section:

Notes

B I A

Type Here...



Characters remaining : 2600 (Maximum 2600 characters)

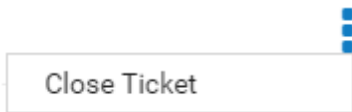
- Customer can add any specific notes with respect to the ticket
- Click on **Attach Files** button to attach any supporting documents
- Click on the ☐ **Escalate** checkbox if the customer/submitter/requester wants to escalate the ticket
- Click on  icon to view ticket audit trail. The page will scroll down to the **'Audit Trail'** section:

Audit Trail (Status / Analyst changes)

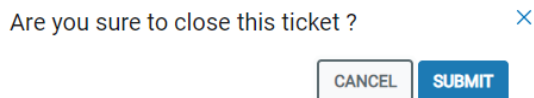
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--	--	ABHISHEK.SADGIR	Configuration	ABHISHEK.SADGIR	Mar 27, 2019, 16:30:09

- Edit details in other fields as per the requirements

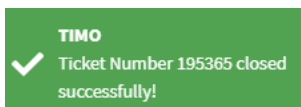
- Click on the  button to save the changes made to the ticket
- If the ticket is resolved, click on the  icon. The following option will appear:



- Click on '**Close Ticket**' to close the ticket. Following message will appear:



- Click on '**CANCEL**' button to close the message
- Click on '**SUBMIT**' button to close the ticket. Following message will appear:



2.3. The ticket will be closed and will be moved from '**Open**' folder to '**Closed**' folder

****Detailed user manual of TIMO is available in the HELP section as below**

