



User Manual

August 1st, 2023

Group Members

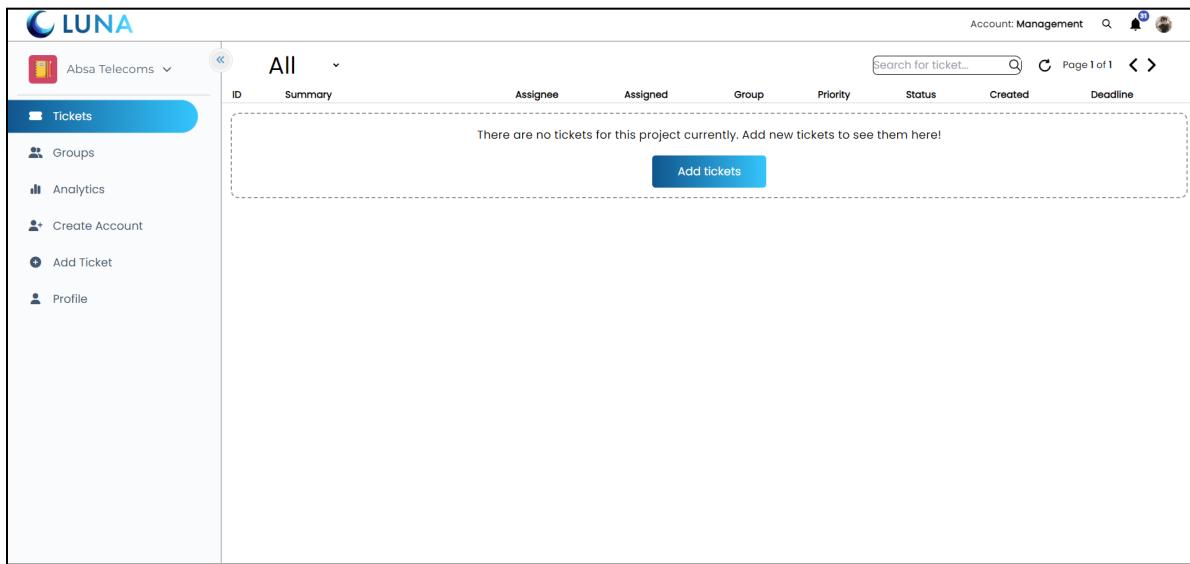
Priyul Mahabeer	Ashir Butt	Jaimen Govender	Dharshan Pillay	Edwin Sen-Hong Chang
u20421169	u20422475	u20464348	u19027487	u20424575



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System Overview



The primary objective of this ticketing system is to streamline the project management processes, enhance communication, and improve the overall efficiency of the organization. As a company grows it becomes increasingly challenging to manage numerous projects effectively. The proposed ticketing system will serve as a centralized management tool that processes and catalogs customer service requests, tracks project progress and allocates work among the management, technical, and functional teams. The ticketing system will enable seamless collaboration between teams by facilitating the assignment and tracking of tasks, communication through internal notes, and efficient handling of client requirements and project changes. Furthermore, the system will incorporate AI-generated to do's to help improve efficiency.

Requirements

Minimum Requirements:

- Stable Internet Connection
- Any compatible browser:
 - Chrome
 - Opera
 - Safari

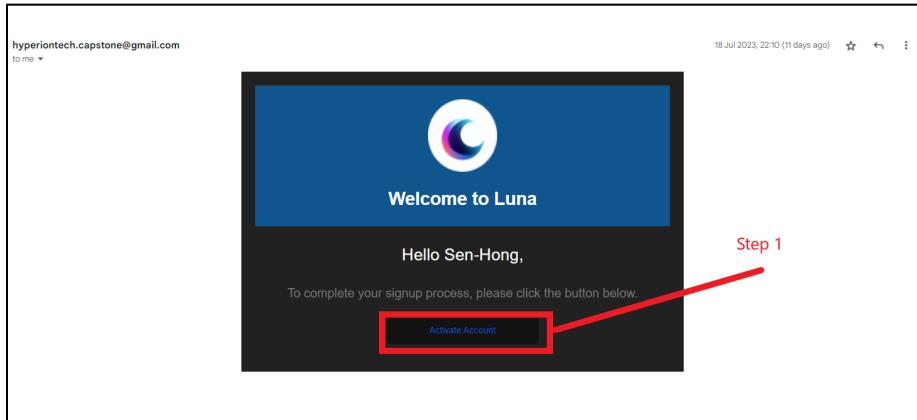
Access Requirements:

1. Have an account that is made by a manager or administrator
2. Activated account and resetted password

User Guide

Internal User

Register your account:

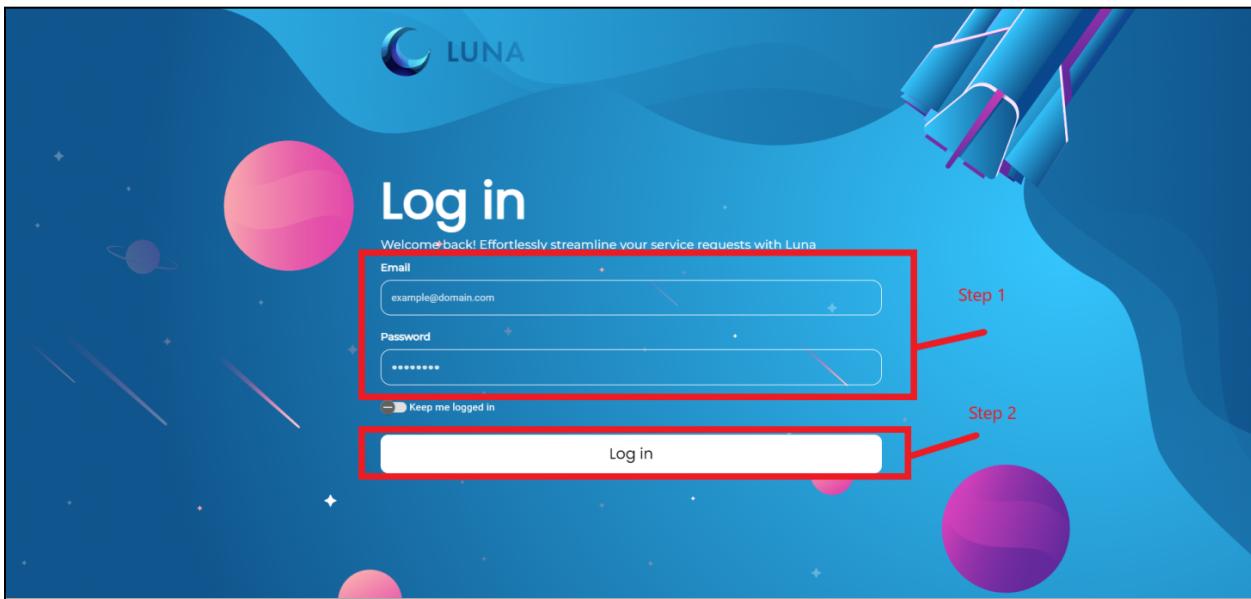


As an internal system for a company, user's would only be able to log in to the system when a manager or administrator has made an account for you. The account will be registered with your email address, so once the account is created, you can check your email for the invitation. Please note that your account will only be activated once and only then would you be able to login to the system with the account that has been made for you. These invitations will become invalid after a day or once you have activated your account

Clicking on Activate Account will take you to this page:

The image shows a "Luna" account activation page. At the top, there is a logo and the word "Luna". Below that, the title "Account Activation" is displayed. Underneath the title, an email address "edchangjokaneiyuu@gmail.com" is shown, followed by a password requirement: "Password must be at least 8 characters long, contain at least one number, and one special characters.". There are two input fields: "New Password" and "Confirm Password", both of which are highlighted with a red box. Below these fields is a "Reset Password" button. At the bottom of the page, there is a note: "Reset your password here. Once all details are correct and \"Reset Password\" is clicked. It'll take you to the Login Page where you can log in with your email and new password".

Login to your account:



Now you'll be able to log into your account with that email address and with password that you have resetted in the previous page. Fill in the fields and then press the login button.

Dashboard Page (Tickets Page):

- Administrator account - has all the privileges that the other account types have. They also have the ability to create user accounts with a management role, functional role or a technical role. Admins are not able to create other admin accounts.
- Management account - has the privileges of functional and technical accounts, but they are only able to see tickets from the groups that they are a part of. They are also able to make functional , technical and client accounts for the respective member.
- Functional accounts - have limited functionality. They are only able to view tickets from the groups they are a part of. They are still able to make new tickets, but creation of accounts is disabled.
- Technical accounts - have limited functionality. They are only able to view tickets from the groups they are a part of. They will not be able to make new tickets and new accounts. They will work on tickets according to the request.

Note*: An account can have multiple roles: Management, Functional and Technical.

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Admin View

The screenshot shows the Admin View of the LUNA application. The top navigation bar displays the account name "Account: Admin" and various icons for search, refresh, and user management. The main header "All" is followed by dropdown menus for "ID", "Summary", "Assignee", "Assigned", "Group", "Priority", "Status", "Created", and "Deadline". A search bar with placeholder text "Search for ticket..." and a magnifying glass icon is located above the main content area. The content area displays a message: "There are no tickets for this project currently. Add new tickets to see them here!" Below this message is a blue "Add tickets" button. On the left side, a sidebar menu is open under the "Mobile Application" section, showing options: Tickets (selected), Groups, Analytics, Create Account, Add Ticket, and Profile.

Management View

The screenshot shows the Management View of the LUNA application. The top navigation bar displays the account name "Account: Management" and various icons for search, refresh, and user management. The main header "All" is followed by dropdown menus for "ID", "Summary", "Assignee", "Assigned", "Group", "Priority", "Status", "Created", and "Deadline". A search bar with placeholder text "Search for ticket..." and a magnifying glass icon is located above the main content area. The content area displays a message: "There are no tickets for this project currently. Add new tickets to see them here!" Below this message is a blue "Add tickets" button. On the left side, a sidebar menu is open under the "Hyperion" section, showing options: Tickets (selected), Groups, Analytics, Create Account, Client Requests.., Add Ticket, and Profile.

Technical View

ID	Summary	Assignee	Assigned	Group	Priority	Status	Created	Deadline
5	Integration of the new API Calls	Ashir Butt	Dash Pillay	Backend	MEDIUM	Active	24/07/2023	31/08/2023
7	Delete ticket	Ashir Butt	Edwin Chang	Backend	HIGH	Active	25/07/2023	26/07/2023
11	Testing RBA	Jaimen Govender	Pri Mahabeer	Backend	MEDIUM	Pending	26/07/2023	26/07/2023
14	Testing Errors	Edwin Chang	Edwin Chang	Backend	LOW	Active	26/07/2023	28/07/2023
15	Hello RBA	Jaimen Govender	Pri Mahabeer	Backend	MEDIUM	Active	27/07/2023	27/07/2023
16	Testing oddding tickcets	Jaimen Govender	Ashir Butt	Backend	HIGH	Active	27/07/2023	28/07/2023
17	Delete me	Ashir Butt	Jaimen Govender	Backend	HIGH	Active	27/07/2023	26/07/2023

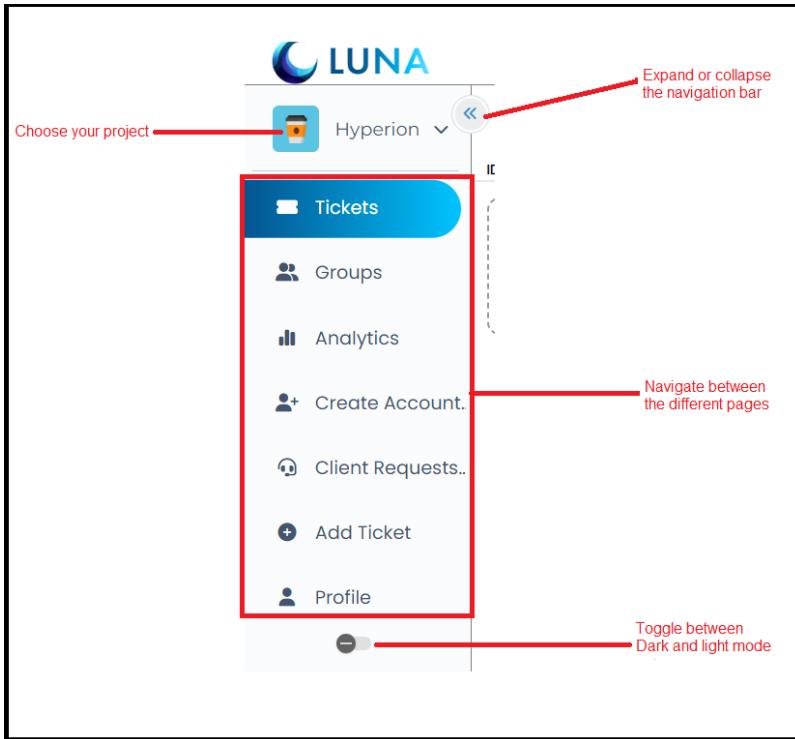
Clicking on any ticket will take you to the Ticket-Details Page.

ID	Summary	Assignee	Assigned	Group	Priority	Status	Created	Deadline
13	Set up Database Schema for Tickets	Edwin Chang	Ashir Butt	Database Management	LOW	Active	11/03/2023	19/08/2023
34	Design Database Schema for Products	Edwin Chang	Ashir Butt	Database Management	MEDIUM	Done	31/07/2023	17/08/2023
35	Optimize Database Queries for Performance	Edwin Chang	Ashir Butt	Database Management	MEDIUM	Active	31/07/2023	17/08/2023

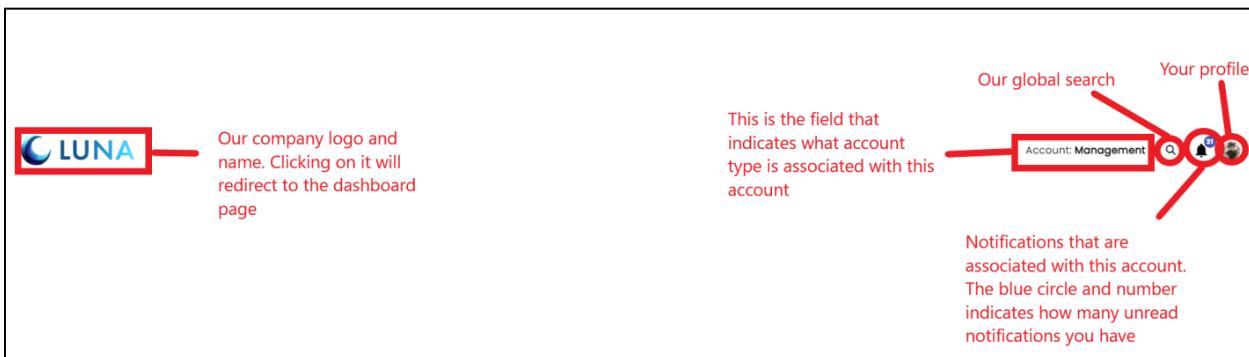
Clicking on the arrow next to your desired criteria will sort the tickets in ascending order.

Clicking it again will sort the tickets in descending order.

Side Navigation

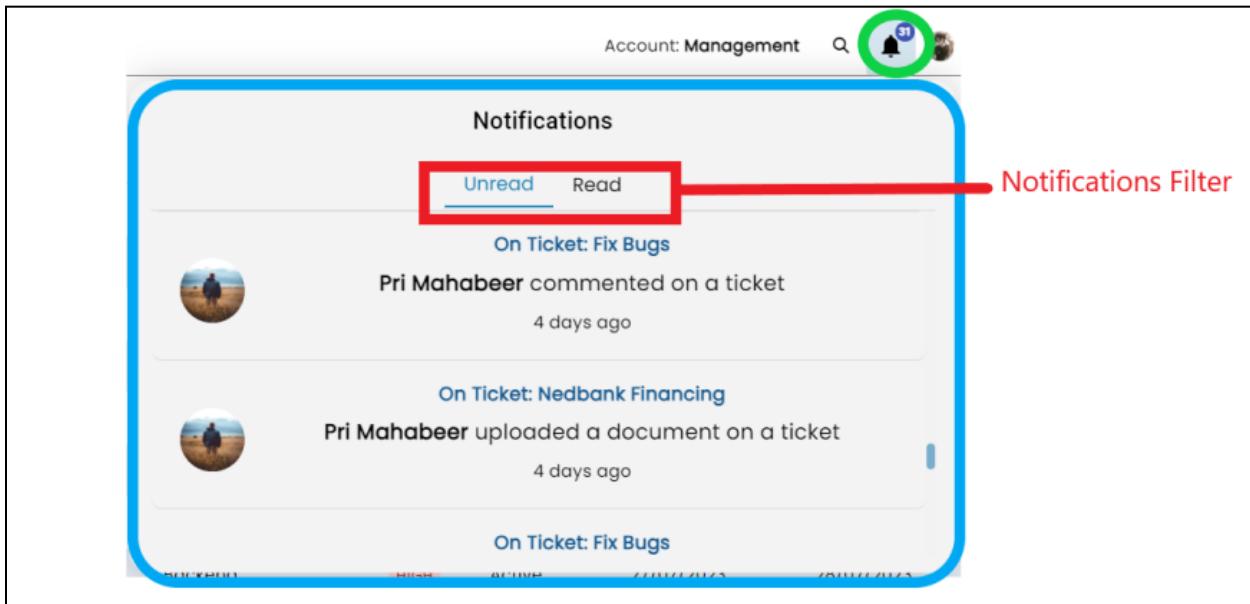


Page Header



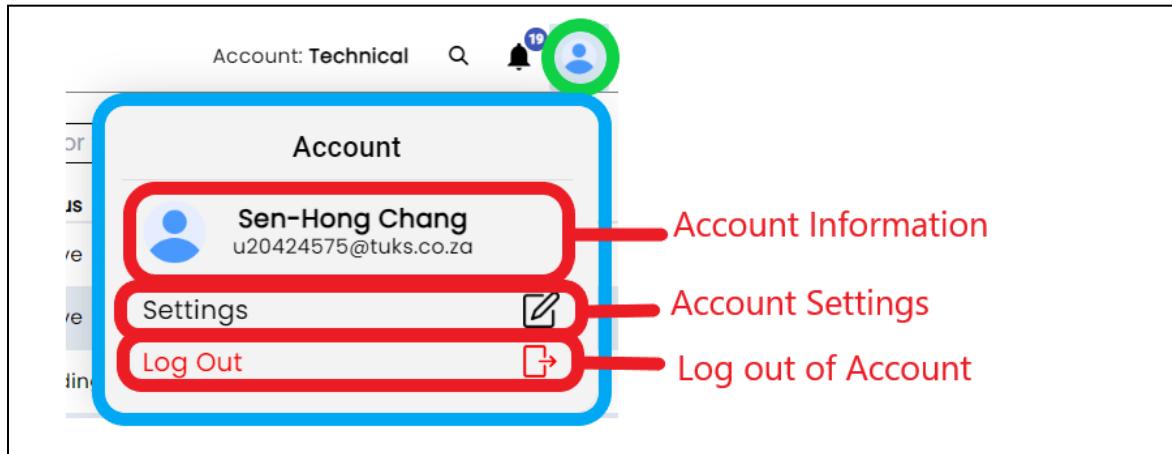
Notifications

Clicking on the notifications icon(**in green**) in the Page Header will open up the notifications panel(**in blue**).



Profile

Clicking on the profile icon(**in green**) in the Page Header will open up the profile panel(**in blue**).



Groups Page:

Admin and Management View

← All Groups			Add People	Create Group	Details
Group Name		Number of Group Members	Action		
Frontend		5	Remove Group	View analytics	
Integration		9	Remove Group	View analytics	
Backend		11	Remove Group	View analytics	
AI		14	Remove Group	View analytics	
Services		10	Remove Group	View analytics	
Notifications		9	Remove Group	View analytics	

Remove Group will remove the group from the entire system and also unlink all members within that group. View analytics will take you to the analytics page of that group and show their group performance. Look at the [Analytics Page](#) for more details.

Clicking into any of the entries will show you the group members:

Removing any person can unlink that person from the group. Clicking on any entry here would take you directly to the relevant user's page. Look at [Profile Page](#) for more information.

Add People



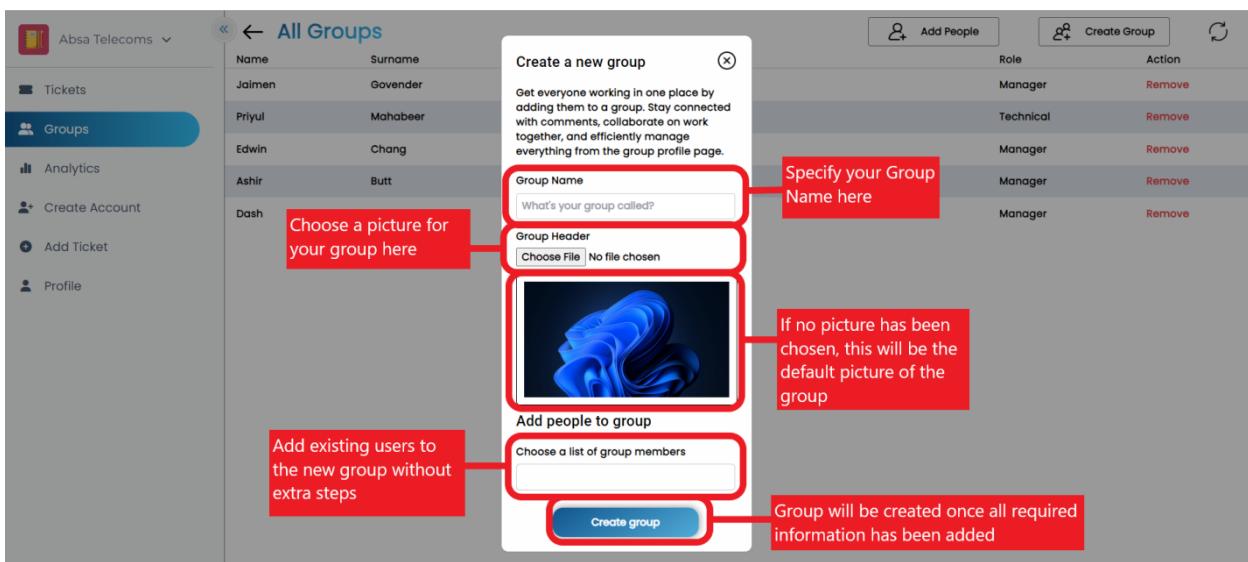
When this “Add People” button is clicked, an overlay would appear:

More than one user can be chosen to be added to a group. Look at [Create Account Page](#) for more information.

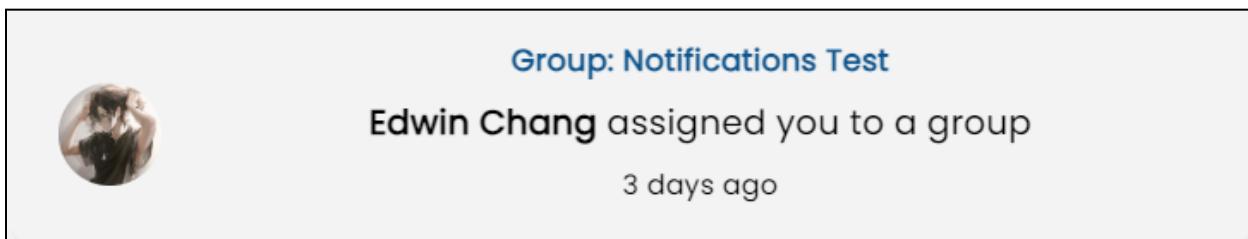
Add Group



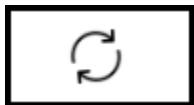
When “Create Group” button is clicked, an overlay would appear:



When any user has been added to a group, either from a newly created group or existing group, it'll send a notification to the relevant user:



Refresh:



When “refresh” is clicked the page will be refreshed.

Functional and Technical View

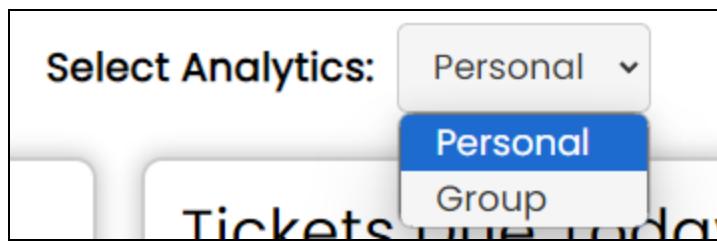
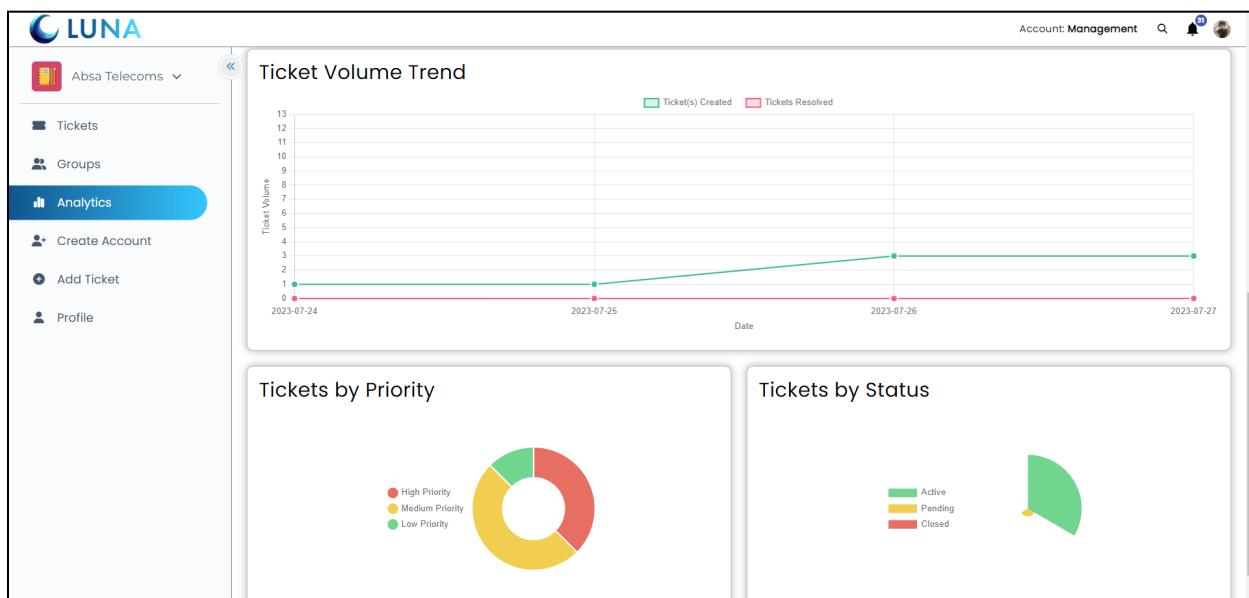
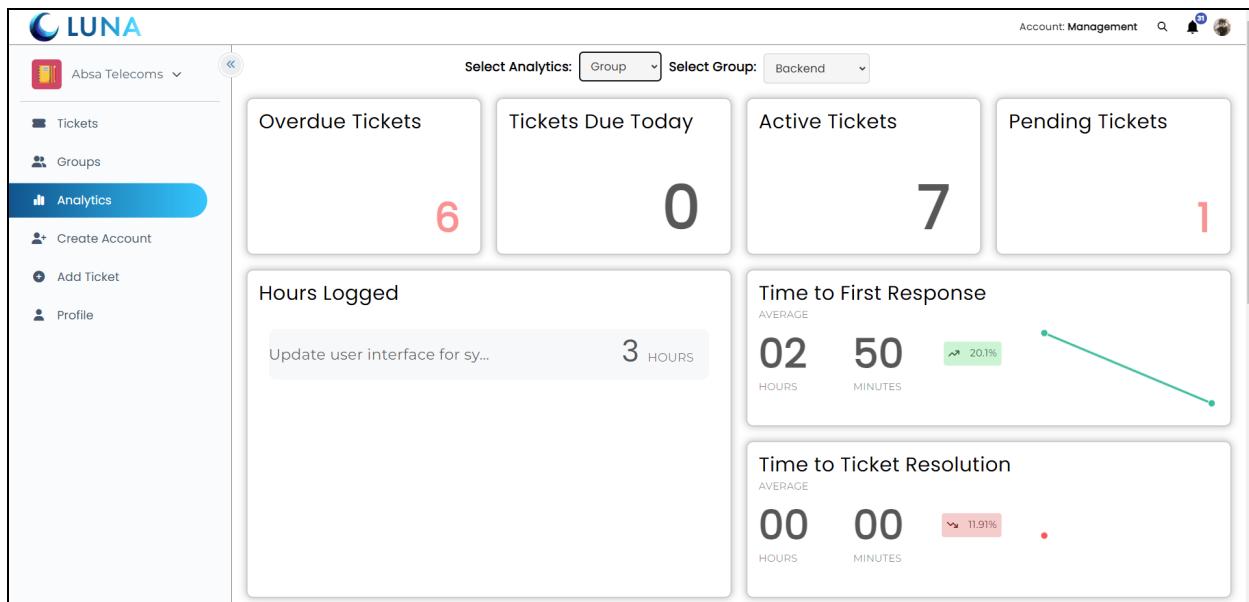
Name	Surname	Email	Role	Action
Jaimes	Govender	jaimesgovender26@gmail.com	Manager	View profile
Priyul	Mahabeer	priyul20@gmail.com	Technical	View profile
Pri	Mahabeer	u20421189@tuks.co.za	Manager	View profile
Edwin	Chang	edwinchang1991@gmail.com	Manager	View profile
Ashir	Butt	deathapple99884@gmail.com	Manager	View profile
Dash	Pillay	dharshanpillay@gmail.com	Manager	View profile
Dharshan	Pillay	u19027487@tuks.co.za	Technical	View profile

These are the groups that you are a part of. Clicking into any one of them would show the members of that group, like the view provided above. “View Statistics” will take you to the relevant group’s analytics. Look at the [Analytics Page](#) for more information.

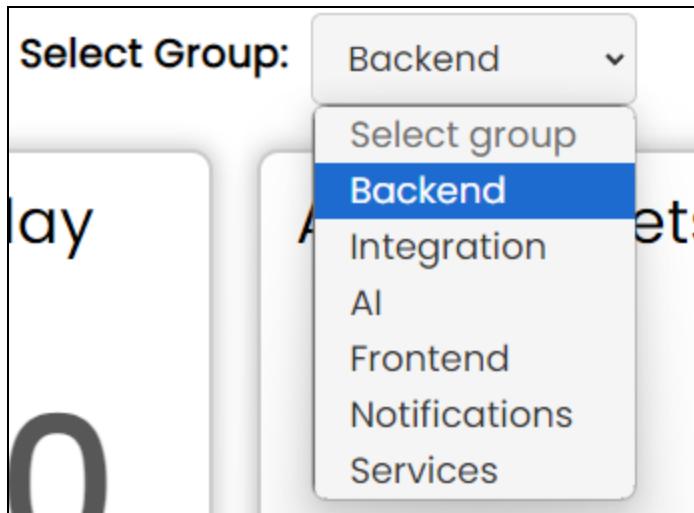
Team Members					
Name	Surname	Email	Role	Action	
Jaimen	Govender	jaimengovender26@gmail.com	Manager	View profile	
Priyul	Mahabeer	priyul20@gmail.com	Technical	View profile	
Pri	Mahabeer	u20421169@tuks.co.za	Manager	View profile	
Edwin	Chang	edwinchang1991@gmail.com	Manager	View profile	
Ashir	Butt	deathapple99884@gmail.com	Manager	View profile	
Dash	Pillay	dharshanpillay@gmail.com	Manager	View profile	
Dharshan	Pillay	u19027487@tuks.co.za	Technical	View profile	
Sen-Hong	Chang	u20424575@tuks.co.za	Technical	View profile	
Jaimen	Govender	qeqeqe@gmail.com	Technical	View profile	

These are the members associated with the group that is selected. Clicking on any of the entries will take you to the relevant user's profile page. Look at [Profile Page](#) for more information.

Analytics Page:

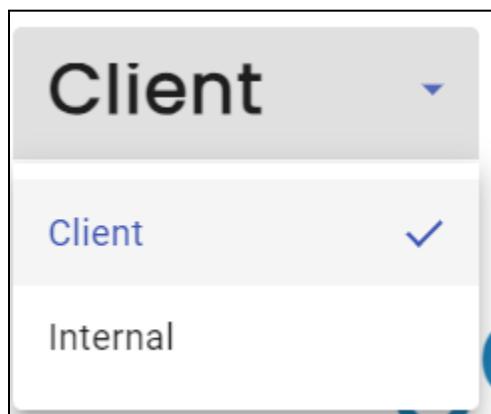


You can choose between looking at your own performance or looking at a group's performance as a whole.



Once "Group" is selected in the "Select Analytics:", another selection panel will pop up where you can choose between all existing groups to view their relevant performances.

Create Account Page:



You can choose to create either a Client account or an Internal account from the selection panel at the top of the page.

Client

LUNA

Absa Telecoms

- Tickets
- Groups
- Analytics
- Create Account**
- Add Ticket
- Profile

Client

Manage Client Accounts

Effectively manage existing client accounts by reviewing details, project information and assigned tickets. Or create a new client account and start a new project!

Create Account **Manage Accounts**

Create a new account for a client Manage existing client accounts

Create Account

LUNA

Absa Telecoms

- Tickets
- Groups
- Analytics
- Create Account**
- Add Ticket
- Profile

Client

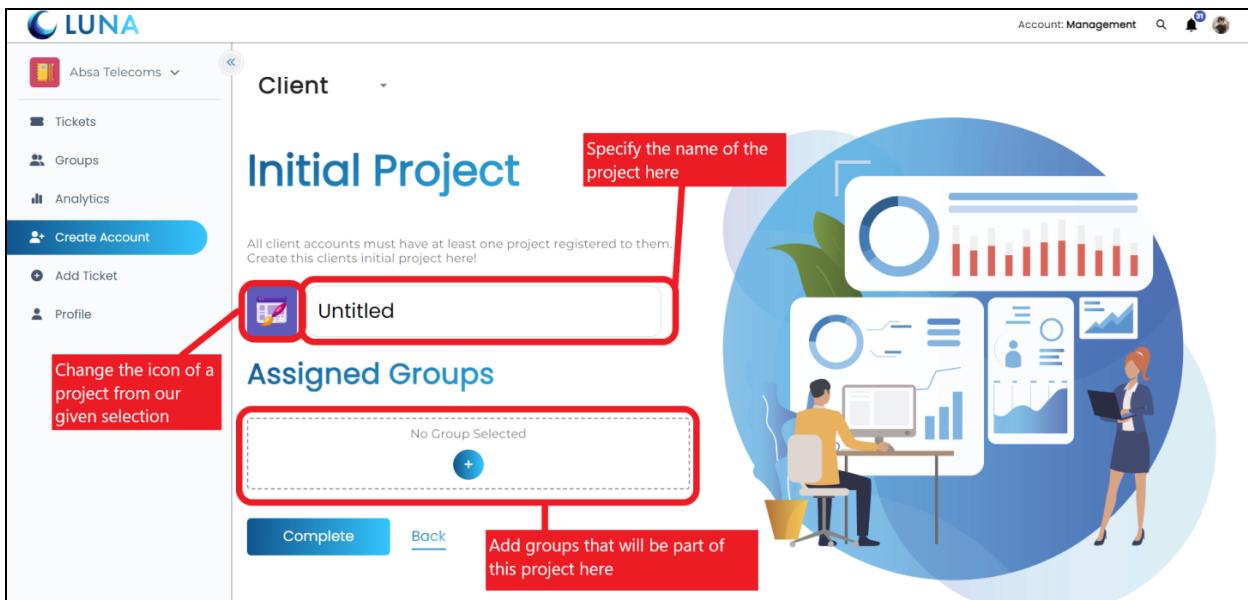
Client Details

Name Surname
 Organisation
 Email
 Industry

Continue **Back**

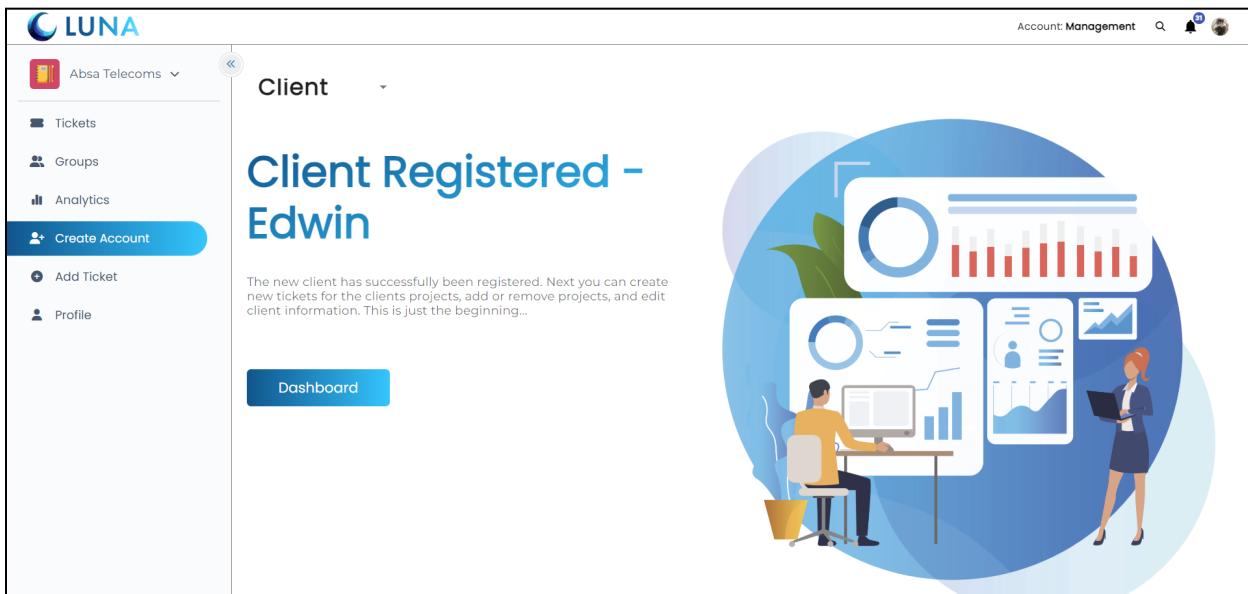
User can specify the industry that the client is a part of from this selection

Once all required information has been entered, and “Continue” is pressed:



Adding a group has the same display as the Internal Account add group. Take a look at the Internal Account group display [here](#).

Once all information has been completed. Clicking on “Complete” button, will take you to this page:



This is the response page that the Client Account has been created for the Client. Clicking on the “Dashboard” button will take you back to the Dashboard Page/ Tickets Page.

Manage Accounts

Edit Client Information

Choose a client to edit their information.

Organisation

Continue Back

Choose existing Organisations within the system to edit the corresponding Client Details

Once Organisation has been selected, when “Continue” button is clicked, this page will show up:

Client

Huawei

Organisation Name

You can see all the clients of the organisation here

Members

Name	Surname	Email	Actions
Edwin	Chang	edwinchang1991@gmail.com	Remove

Add

Projects

Project Name	Action	Action
App Gallery	Edit	Remove

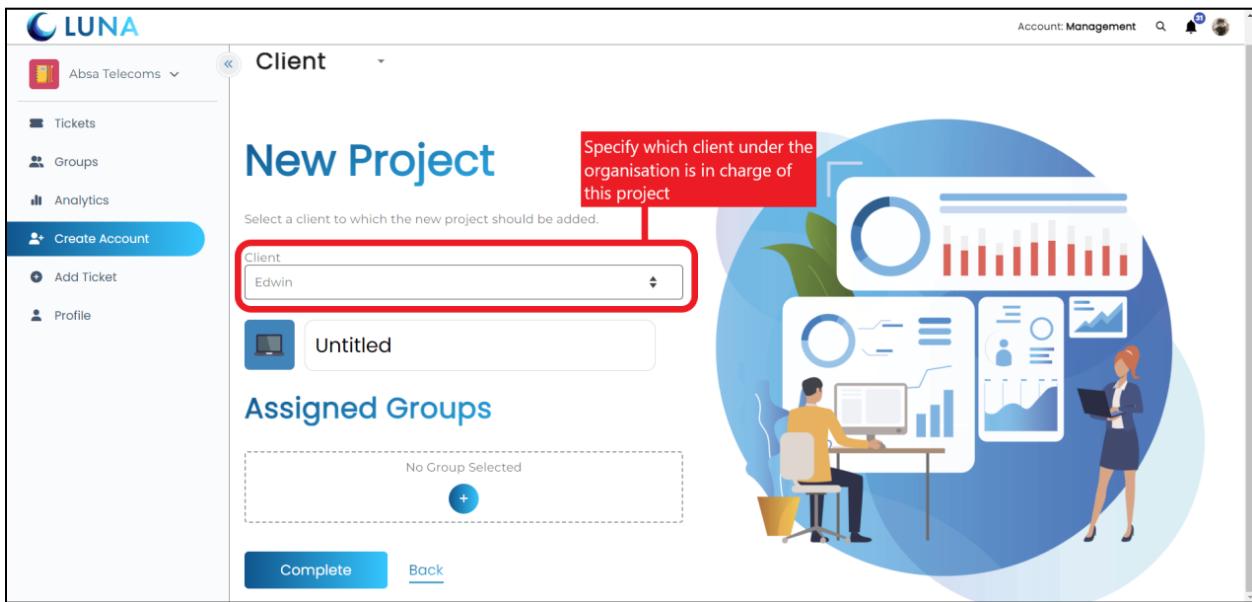
Add

Complete Back

You can see all the projects under the organisation here

On Add for members, it'll take you to the page where the Client Account is created. You can [click here](#) to take a look.

Once Add Projects is clicked on, it'll take you to this page:



The page is similar to the page above where project icon, name and groups are specified during Client Account creation. The only difference is now that you will be able to select from a list of Clients associated with this Organization.

Internal

LUNA Internal Account Management

Absa Telecoms

- Tickets
- Groups
- Analytics
- Create Account**
- Add Ticket
- Profile

Select which groups this user will be a part of here

Create New Internal Account

Name Surname

Email Email Address of the user

Roles
 Technical
 Functional
 Select roles for this user

Groups

 +

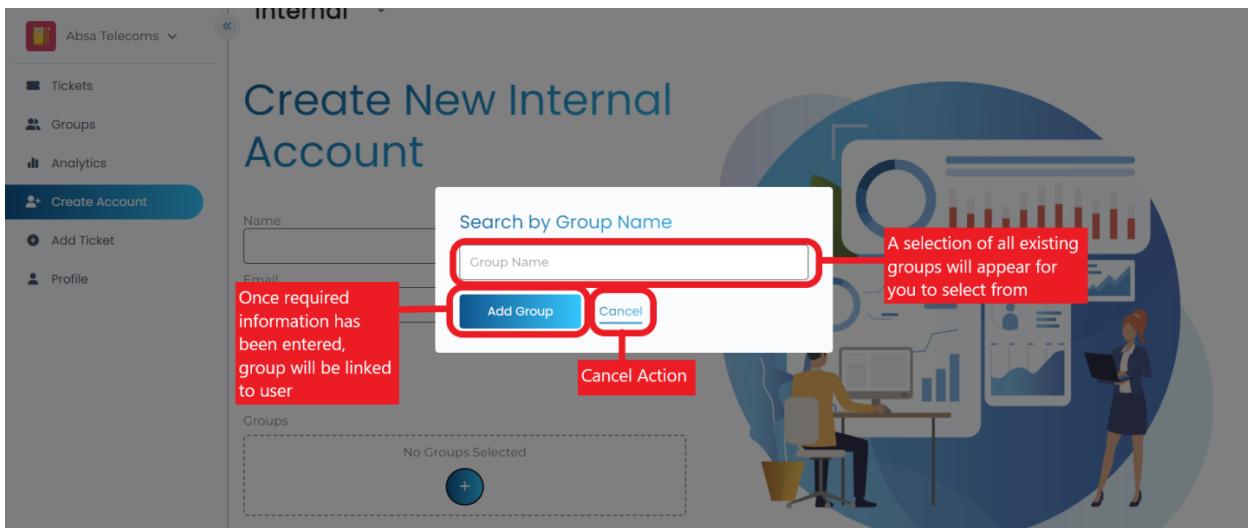
Create Account Once all required information has been entered. Creates the account

Groups

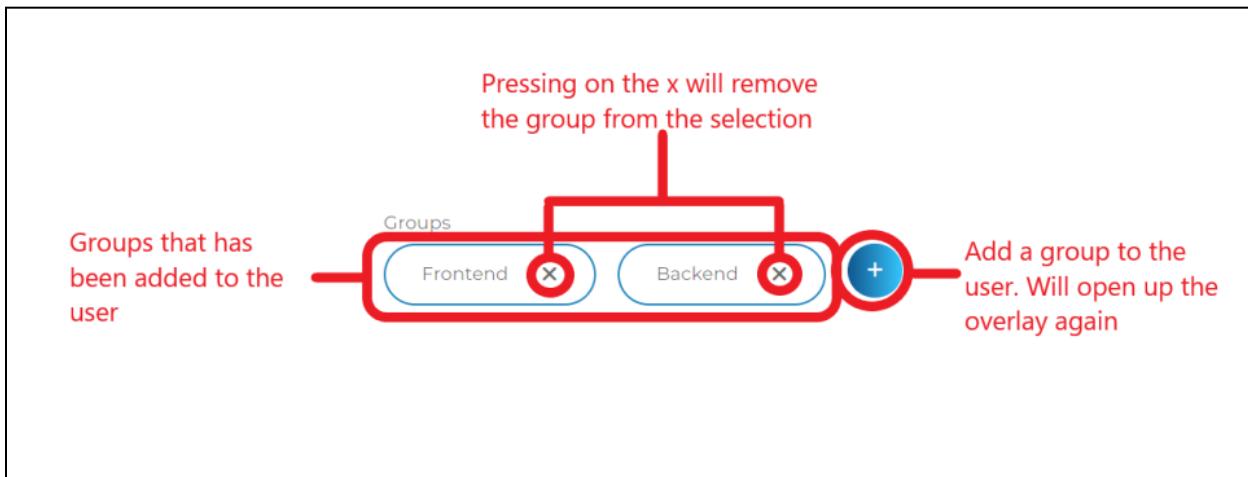
No Groups Selected

+

When the plus icon in groups is selected, an overlay will appear:



When a group is added, it'll show up in this format:



Once an account is created, an email will be sent to the relevant user for them to activate the account and set their own password. Look at [Register your account](#) for more information.

Add Ticket Page:

LUNA

Absa Telecoms

- Tickets
- Groups
- Analytics
- Create Account
- Add Ticket**
- Profile

Create Ticket

Assignee: Edwin

Project *

App Gallery

Select the Project that the ticket falls under here. Selection will list out all existing Projects

Summary *

Ticket Summary

Description *

Full description of Ticket goes here

LUNA

Absa Telecoms

- Tickets
- Groups
- Analytics
- Create Account
- Add Ticket**
- Profile

Create Ticket

End Date *

Priority *

Specify Deadline of the ticket here

Priority is chosen here

Sub Tasks for this specific Ticket, to give everyone a clear view of what they have to do and the progress

Todo's

No Todos Added

AI Generated Todo's from NLP of the Ticket Description

Group *

Assigned *

Select groups that are part of this project

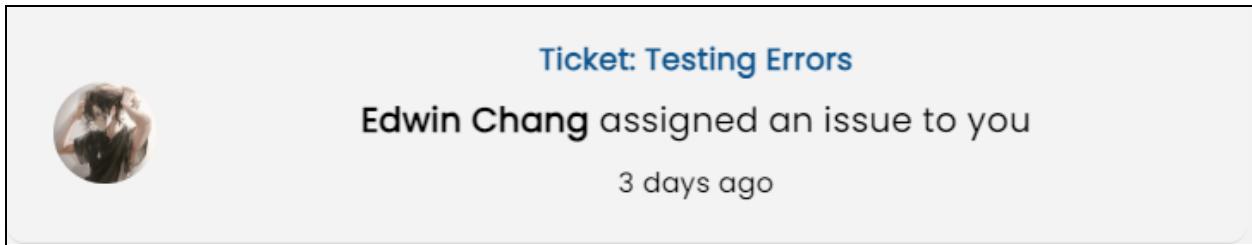
From the selected group, assign it to a user under that group

AI will generate the best suited Technical Members that will be able to work on this ticket, based on performance, response to ticket, etc.

Suggested Technical Members

Submit

Once all required information has been entered. You will be able to Submit this information as a new Ticket. Once you submit, a notification will be sent to the assigned user and it'll take you directly to the Ticket-Details Page of that ticket.



Ticket-Details Page:

The screenshot displays the Luna ticket management system. On the left, a sidebar includes links for Tickets, Groups, Analytics, Create Account, Add Ticket, and Profile. The main area shows a ticket summary for 'Incorporate AI' created by Ashir Butt on 24/07/2023. The ticket description is 'Incorporate AI into budget planning. Help make user's financing more simpler'. Below it, a 'Todo's' section lists 'Research AI' (checked) and 'Implement AI' (unchecked). A red box highlights the 'Ticket Description' and 'Todo's' sections. To the right, a 'Ticket Information' panel shows the ticket status as 'Active' (highlighted by a red box), SLA details (Time to first response: TODAY 14:00, Time to resolution: 9 MAY 16:00), and a 'Details' section with assignee 'John' and priority 'MEDIUM'. At the bottom, a comment from 'Pri' is shown, reading 'I am researching the AI as we speak.' A red box highlights the 'Internal Note' button. A red arrow points from the 'Previous comment section' label to the same comment.

Activity

Attachments can be added to your comment

All Comments Internal Note History Work Logs Attachments

 Add a note...

 Save

If there is an attachment with the comment, the display will look like this:

The screenshot shows a comment form. At the top, a user profile picture is next to the text "We have found that TensorFlow would be a good match with the system". To the right is a "Save" button with a paperclip icon. Below the text area, a dashed box encloses a PDF thumbnail titled "Screenshot 2023-06-20 193". The PDF contains a table with columns labeled "N", "Name", "Candidate", and "Result". The rows show various names and their results, such as "A" (Result: A), "ADD" (Result: ADD), "AMCA" (Result: AMCA), and "ANNA" (Result: ANNA). A caption below the table reads "Figure 3.5: Dijkstra's algorithm applied to the networks described in the test". A red arrow points from the text "You can rename the file here for readability" to the "Screenshot 2023-06-20 193" link.

Once all the details for comment have been completed, pressing the “Save” button will upload the comment and an attachment, if there was one attached.

The comments section will then have the new comment as well:

The screenshot shows the comments section. A user profile picture is next to the text "Pri added a comment 4 days ago". To the right is a "Internal Note" button. Below the comment, a blue-outlined box contains a link "COS301_Demo3_Instructions.pdf".

You will be able to expand the block (in blue) to reveal the picture. You can also click on the link itself to take you to a separate page of the picture/document so that you can have a bigger view of the picture/document.

Global Search Page:



Click on the Search button on the Page Header, right next to notifications to go to the Global Search Page:

The screenshot shows the LUNA application interface. On the left is a sidebar with navigation links: Tickets, Groups, Analytics, Create Account, Add Ticket, and Profile. The main header includes a search bar with the placeholder 'Search' and a notification bell icon. Below the header is a 'Search Toggle Filters' section with tabs for Users, Tickets, Clients, Groups, and Projects. A red box highlights the search field and the filter tabs. The main content area displays search results for the query 'edwi'. Each result is a card with a small profile picture, the name, title, and email address. A red box highlights the first result, 'Edwin Chang Manager'. The results are as follows:

Result	Name	Title	Email
1	Edwin Chang	Manager	
2	Huawei		Edwin.edwinchang991@gmail.com
3	Nedbank Financing		edwinchang991@gmail.com
4	Delete ticket		edwinchang991@gmail.com
5	Testing JWT RBA		edwinchang991@gmail.com
6	Testing Todo		edwinchang991@gmail.com
7	Testing Todos 1		edwinchang991@gmail.com

Clicking on any of the search results will take you to the relevant pages.

Profile Page:

This is the profile page. Here you would be able to change your profile picture and profile header. Your name, email and role would be displayed at the top. You can change your bio to anything you want and fill in your Github and LinkedIn Social links. You would also be able to see your own analytics, groups you are part of and also alter your notifications settings.

The screenshot shows the LUNA platform's profile page for a user named Priyul Mahabeer. The page includes a sidebar with navigation links: Absa Telecoms (dropdown), Tickets, Groups, Analytics, Create Account, Add Ticket, and Profile (which is highlighted). The main content area features a profile banner with a blue gradient background and a small profile picture of the user. Below the banner, the user's name 'Priyul Mahabeer' is displayed in large blue text, along with their email 'priyul20@gmail.com' and role 'Technical'. A 'Bio' section contains the text 'heooooo'. The 'Analytics' section displays two key performance metrics: 'Time to First Response' (Average: 20 MINUTES) and 'Time to Ticket Resolution' (Average: 17 HOURS 38 MINUTES). The overall interface has a modern, clean design with a dark header bar.

Analytics

Time to First Response
AVERAGE
20 MINUTES

Time to Ticket Resolution
AVERAGE
17 HOURS **38** MINUTES

[View detailed report](#)

Socials

[GitHub](https://github.com/Priyul) [LinkedIn](https://www.linkedin.com/in/priyul-mahabeer/)

Groups

[Frontend](#) [Integration](#) [Backend](#) [AI](#) [Services](#)

Socials

[GitHub](https://github.com/Priyul) [LinkedIn](https://www.linkedin.com/in/priyul-mahabeer/)

Groups

[Frontend](#) [Integration](#) [Backend](#) [AI](#) [Services](#)

[View Statistics](#) [View Statistics](#) [View Statistics](#) [View Statistics](#) [View Statistics](#)

[Drugs R Us](#) [Notifications](#)

[View Statistics](#) [View Statistics](#)

When you are viewing another person's profile, instead of notifications settings, you would be able to view the tickets that they are a part of:

LUNA

Absa Telecoms

Tickets

Groups

Analytics

Create Account

Add Ticket

Profile

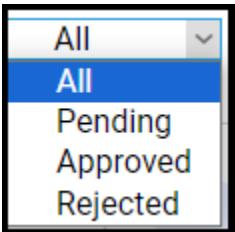
Tickets

ID	Summary	Assignee	Assigned	Group	Priority	Status	Created	Deadline
1	Nedbank Financing	edwinchang1991@gmail.com	edwinchang1991@gmail.com	AI	LOW	Done	24/07/2023	01/08/2023
3	Incorporate AI	deathapple99884@gmail.com	u20421169@tuks.co.za	AI	MEDIUM	Active	24/07/2023	10/08/2023
4	Fix Bugs	edwinchang1991@gmail.com	deathapple99884@gmail.com	Integration	HIGH	Pending	24/07/2023	25/07/2023
5	Integration of the new API Calls	deathapple99884@gmail.com	dharshanpillay@gmail.com	Backend	MEDIUM	Active	24/07/2023	31/08/2023
7	Delete ticket	deathapple99884@gmail.com	edwinchang1991@gmail.com	Backend	HIGH	Active	25/07/2023	26/07/2023
8	Buy Shrooms 🍄	u20421169@tuks.co.za	priyul20@gmail.com	AI	MEDIUM	Active	25/07/2023	01/08/2023
10	Smoke zol	u20421169@tuks.co.za	jaimengovender26@gmail.com	Backend	MEDIUM	Active	26/07/2023	01/08/2023
11	Testing RBA	jaimengovender26@gmail.com	u20421169@tuks.co.za	Backend	MEDIUM	Pending	26/07/2023	26/07/2023
12	Testing Todo	edwinchang1991@gmail.com	edwinchang1991@gmail.com	Integration	LOW	Active	26/07/2023	27/07/2023
13	Testing Todos I	edwinchang1991@gmail.com	edwinchang1991@gmail.com	AI	LOW	Active	26/07/2023	27/07/2023
14	Testing Errors	edwinchang1991@gmail.com	edwinchang1991@gmail.com	Backend	LOW	Active	26/07/2023	28/07/2023
15	Hello RBA	jaimengovender26@gmail.com	u20421169@tuks.co.za	Backend	MEDIUM	Active	27/07/2023	27/07/2023
16	Testing adding tickets	jaimengovender26@gmail.com	deathapple99884@gmail.com	Backend	HIGH	Active	27/07/2023	28/07/2023
17	Delete me	deathapple99884@gmail.com	jaimengovender26@gmail.com	Backend	HIGH	Active	27/07/2023	26/07/2023

Client Requests Page

The screenshot shows a client request interface. At the top left is a 'Requests' button. Below it is a dropdown menu set to 'All'. The main area displays a client's profile picture and name ('asas asa'), followed by a 'New Ticket Request' button. A text input field is labeled 'Requested Project Name'. Below this is an 'Additional Info' section containing a note: 'No additional information was received with this request...'. At the bottom are two buttons: a blue 'Approve' button and a white 'Reject' button.

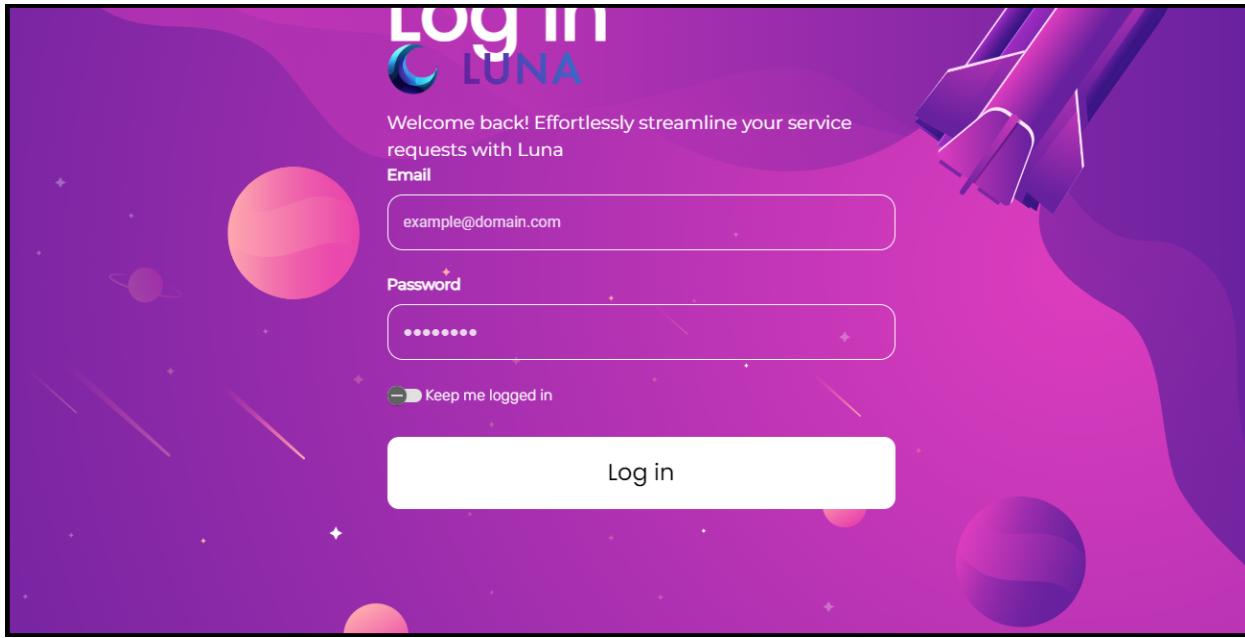
This is the Client Requests page. Here you can view, approve and reject requests made by clients on their projects. The client's name, company name and profile picture are displayed at the top. The additional information provided by the client will be under "Additional Info".



This is the filter on the Client's Request page. By switching between the available options, you can view all your client requests, "Pending" client requests, "Approved" client requests and "Rejected" client requests.

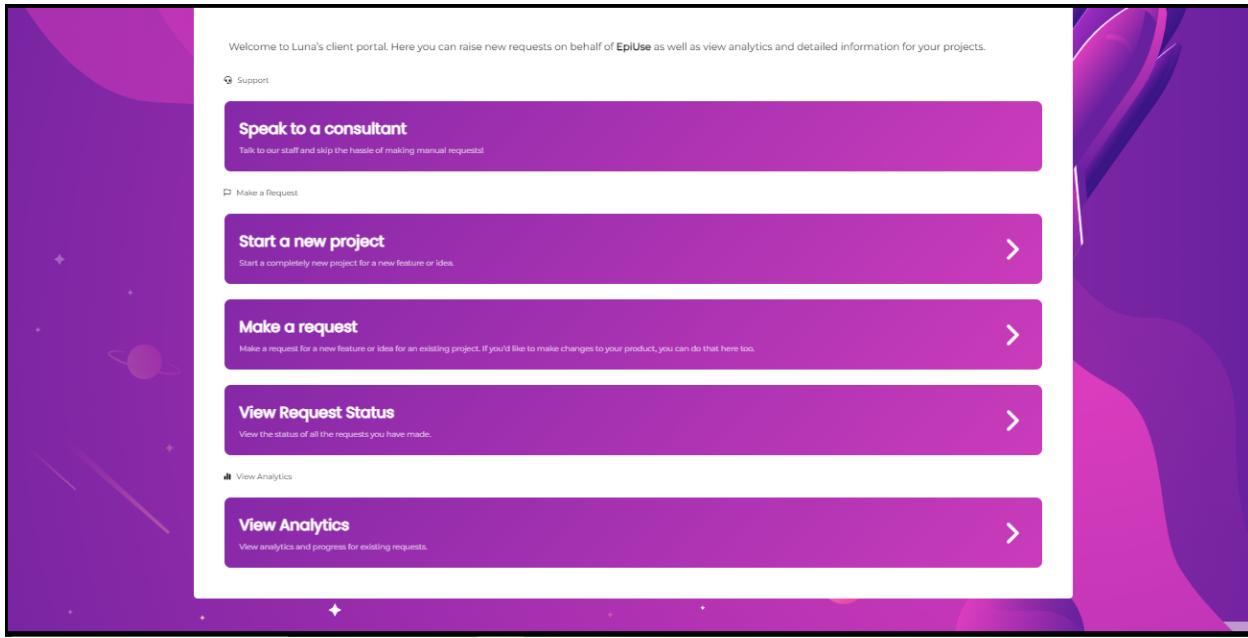
Client Portal

Clients will have their own separate platform to log in and interact with their project. Clients are required to use the login details that were used to create the client account in the first place.



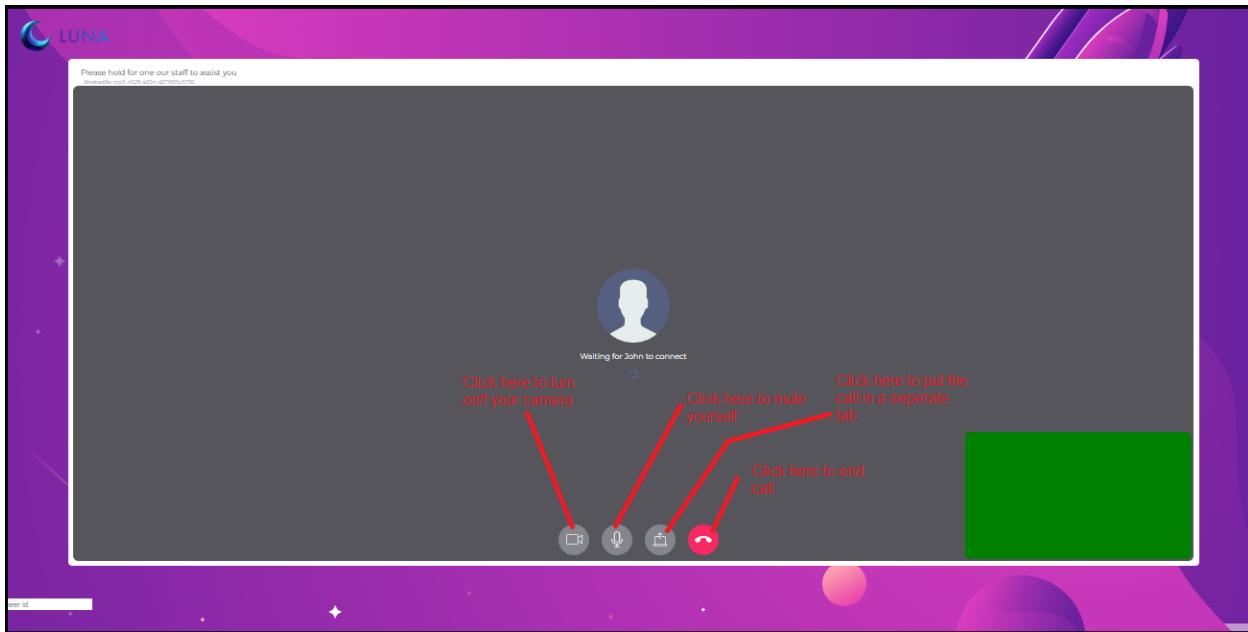
Client Dashboard

Here the client can select a variety of options pertaining to their project or even start a new project.



Speak to a consultant

If the client feels the need to speak to a consultant, all they need to do is click on the button below. From here they will be taken to a voice/video call with a consultant.



Start a new project

When the client clicks on the button below they will be shown a form, where they can enter the project name and any additional information about the project.

The image shows a user interface for starting a new project. At the top, there is a purple header bar with the text "Start a new project" and a small description below it: "Start a completely new project for a new feature or idea." To the right of the header is a large white arrow pointing to the right. Below the header is a main content area with a black border. In the top left corner of this area, there is a small "Make a Request" link. The main form has a purple border and contains the following fields:

- Project Name:** A text input field.
- Additional Information:** A larger text area for entering additional details.

At the bottom left of the form is a purple "Submit" button. The entire interface is set against a light gray background with a decorative blue and white diagonal pattern in the bottom right corner.

Make Requests

When the client clicks on this button they will be presented with a form, where they can enter the summary of the request, provide a description of what you need done, and you can choose the priority..

Make a request

Make a request for a new feature or idea for an existing project. If you'd like to make changes to your product, you can do that here too.

Project*

Summary*

Description*

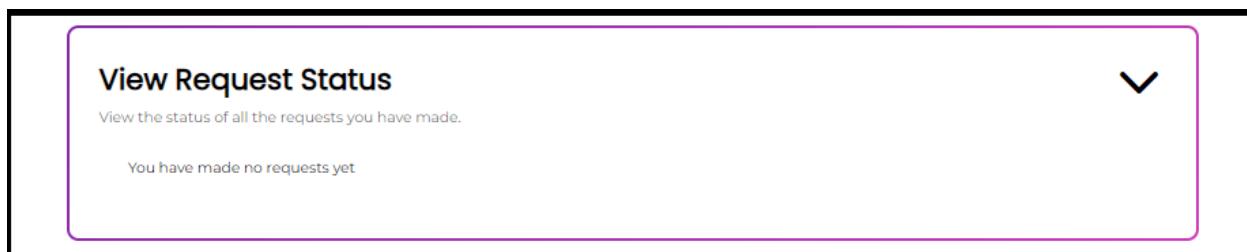
Insert text here ...

Priority*

Submit

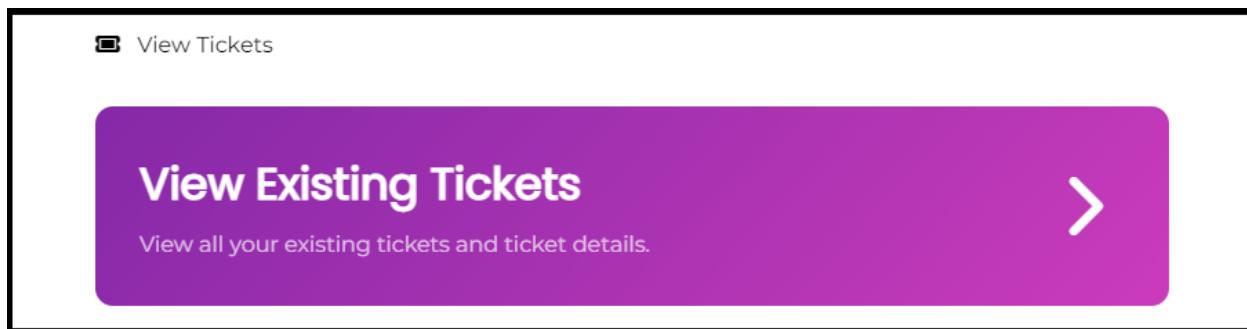
View Requests

By clicking on the button below the user is able to view the status of requests that have been made.



View Existing Tickets

By clicking on the button below the user is able to view existing tickets.



The screenshot shows a user interface for managing tickets. At the top left is a 'View Tickets' button. Below it is a section titled 'View Existing Tickets' with a downward arrow icon. A sub-instruction reads 'View all your existing tickets and ticket details.' A horizontal table header is shown with columns: ID, Summary, Assignee, Assigned, Group, Priority, Status, Created, and Due. A message in a dashed box states 'There are no tickets for this project currently. Add new tickets to see them here!' with a blue 'Add tickets' button below it. A scroll bar is visible on the right side of the main content area.