# NxtGen

Ticket-Mitra Guide

The Ticketing Software is a comprehensive platform designed to streamline support ticket management for organizations. It allows users to create, update, and track tickets efficiently while providing tools for engineers and support staff to manage inquiries effectively. The software aims to improve communication, enhance productivity, and provide clear visibility into ticket statuses.

Dashboard Page Guide

Overview: The Dashboard is the central hub of the ticketing software, providing a comprehensive view of ticket statuses and insightful analytics. It features real-time data on open and resolved tickets, alongside powerful filtering options and responsive charts to help users manage and analyze ticket information effectively.
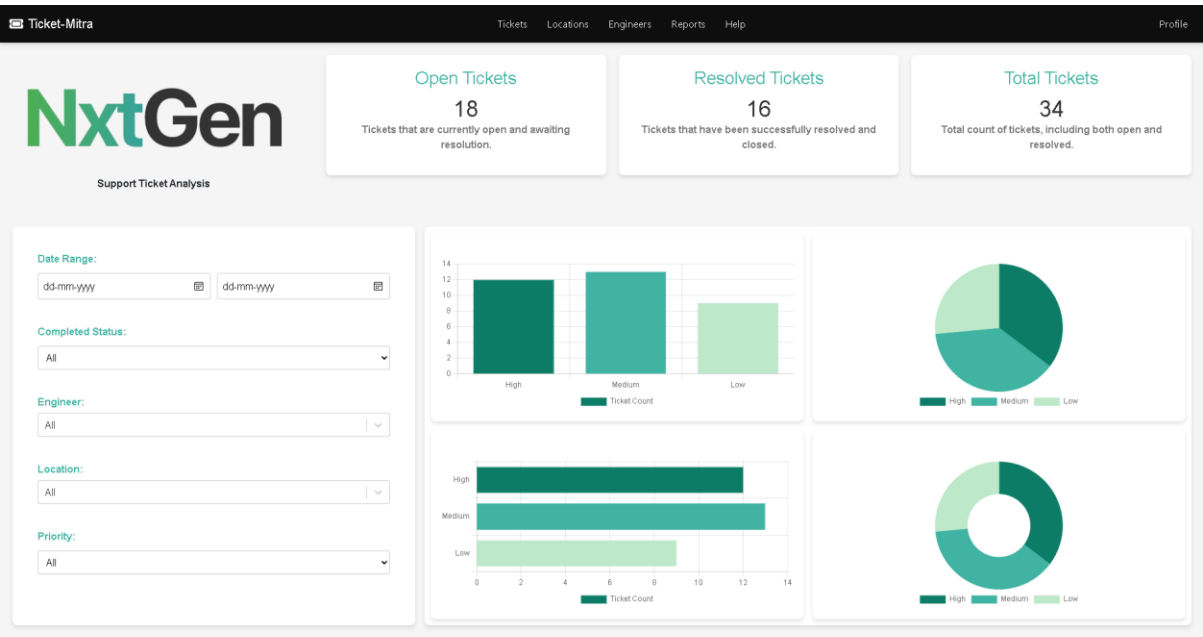
Key Features:

1. **Ticket Status Summary:**

   o   At the top of the Dashboard, users can view:

     ▪ **Open Tickets:** This includes both paused and uncompleted tickets.

     ▪ **Resolved Tickets:** A count of tickets that have been successfully addressed.

     ▪ **Total Tickets:** An aggregate count of all tickets in the system.
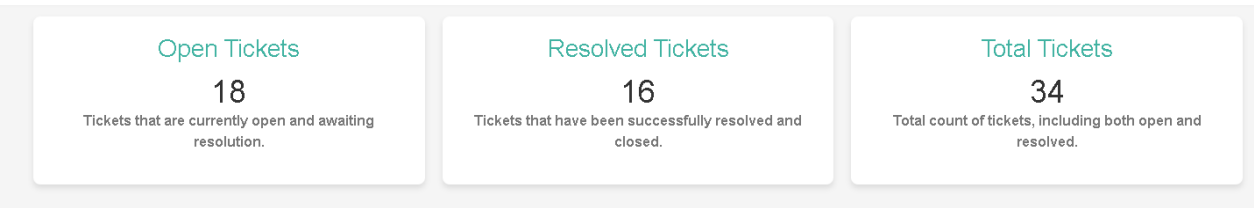
2. **Filters Section:**

- Below the ticket status summary, users can apply various filters to customize the data displayed in the charts:

  - **Date Range:** Users can specify a date range to filter tickets based on when they were created.

  - **Completed Status:** A dropdown that allows selection of:

    - Completed

    - Paused

    - Not Completed

  - **Engineer's Name:** A dropdown to filter tickets by the assigned engineer.

  - **Location:** This filter shows the company branch location associated with each ticket.

  - **Priority:** A dropdown with options for high, medium, and low priority tickets.

Date Range:

| dd-mm-yyyy | 🗓 | dd-mm-yyyy | 🗓 |

Completed Status:

All ⌄

Engineer:

All ⌄

Location:

All ⌄

Priority:

All ⌄

3. **Charts:**

- The charts below the filters are designed to be responsive, adapting to different screen sizes.

- They display data based on the applied filters, allowing users to visualize ticket distribution and trends based on priority.

- The charts automatically update when filters are applied, providing real-time insights into ticket management.
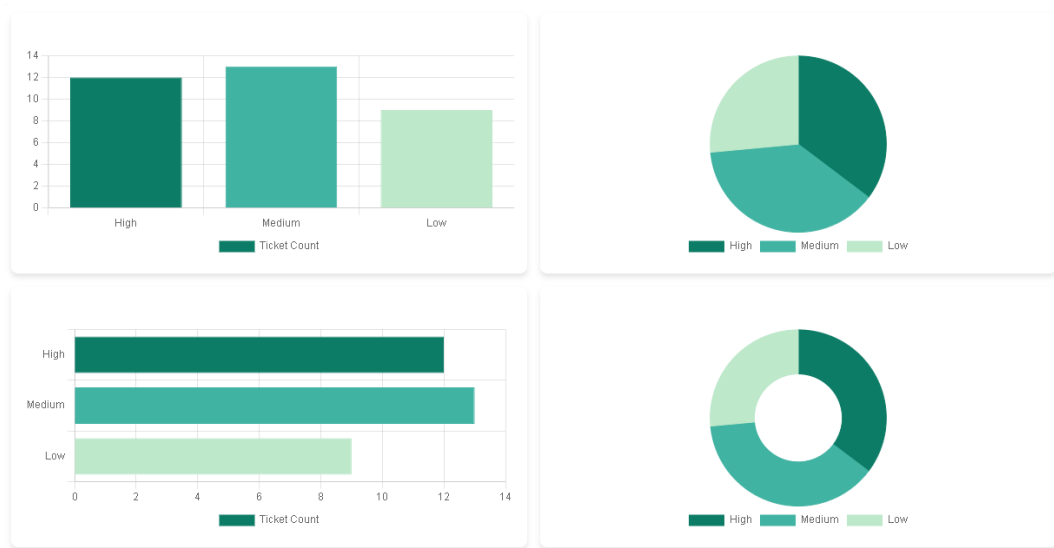
Usage Tips:

- Regularly check the status summary to keep track of open and resolved tickets.

- Utilize the filters to focus on specific data sets, such as tickets assigned to a particular engineer or those within a certain date range.

- Monitor the charts for a visual representation of ticket priorities, helping to identify areas needing attention.

Tickets Page Guide

Overview: The Tickets page serves as a central hub for managing support tickets raised by engineers via application. It allows users to search, view, edit, and manage tickets effectively, ensuring that all issues are tracked and resolved in a timely manner.

Key Features:

1. **Search Functionality:**

   o Users can search for tickets based on the **engineer's name** or **ticket number**, facilitating quick access to specific tickets.

2. **Open Tickets Overview:**

   o At the top of the page, a badge displays the number of **open tickets**, providing users with immediate insight into outstanding issues.

   o

   o Each open ticket includes:

   ▪ **Engineer's Name:** The name of the engineer who raised the ticket.

   ▪ **Company Branch:** The branch associated with the ticket.

   ▪ **Description of Ticket:** A brief overview of the Tickets.

   ▪ **Ticket Issue:** Issues related to tickets raised by engineer.

   ▪ **Support Ticket Priority:** Indicates the urgency of the ticket (e.g., high, medium, low).

   o Each open ticket has the following action buttons:

   ▪ **Mark as Read:** Moves the ticket to the closed tickets table.

   ▪ **Edit:** Opens the ticket for editing to update details.

   ▪ **Delete:** Permanently removes the ticket from the system.

3. **Closed Tickets Table:**

   o When a ticket is marked as read, it is transferred to the **closed tickets table**.

   o This table displays the same information as the open tickets but reflects their status as closed.

   o Closed tickets have options to:

   ▪ **Mark as Unread:** Reverts the ticket back to open status.

   ▪ **Delete:** Permanently deletes the closed ticket.

Closed Tickets

| Engineer	Company Branch	Description	Note	Priority	Ticket #	Actions
Frank Blue	Innovate Solutions - HSR Layout	Network switch not detecting devices.	Testing from mobile to desktop adding images and also updating ticket	Medium	T000008	✉ 🗑
Charlie Black	TechCorp - Bandra	Software update causing system crashes.	testing some issues	Low	T000005	✉ 🗑
Tina Teal	TechWorld - Gachibowli	System security breach detected.	test edit feature	Medium	T000021	✉ 🗑
Quinn Lime	Urban Solutions-Bandra	testing bugs	testing edit button testing something	Medium	T000033	✉ 🗑
Alice Johnson	GoaTech - Mapusa	Firewall misconfiguration detected.	testing partial	Medium	T000029	✉ 🗑

Usage Tips:

- Use the search function to efficiently locate specific tickets without scrolling through the entire list.

- Regularly check the badge for open tickets to prioritize resolutions.

- Utilize the edit function to keep ticket details up to date, ensuring accurate tracking of issues.

Location Page Guide

Overview: The Location page serves as a vital tool for managing company locations within the ticketing software. It features a bar chart that provides insights into the distribution of companies across various cities and includes a user-friendly form for adding and updating location details.


Key Features:
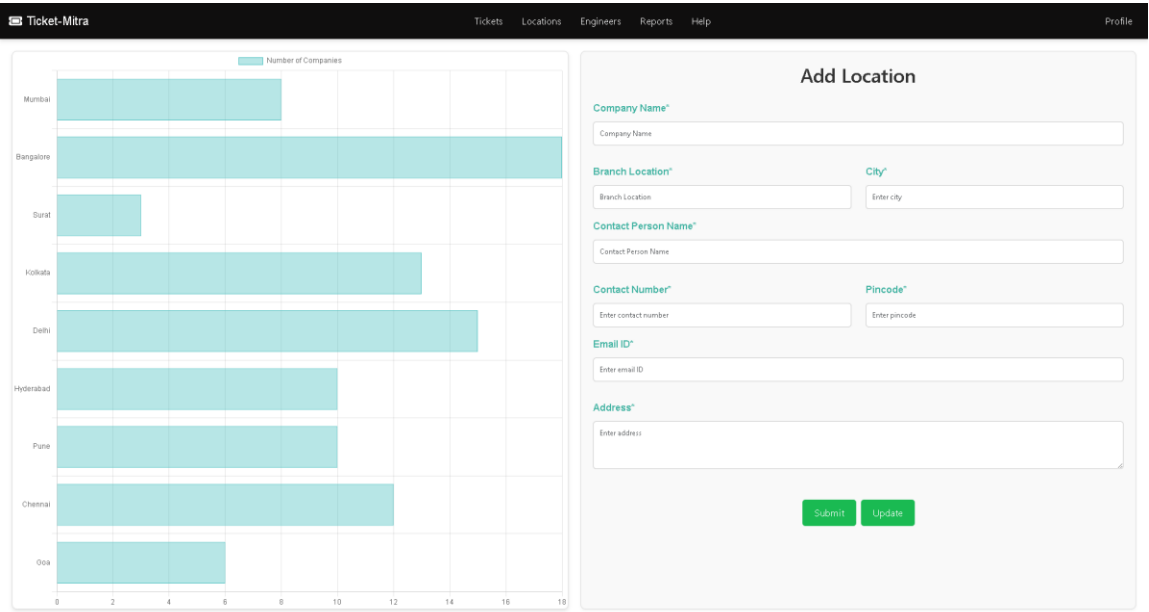
1. **Bar Chart:**

   o On the left side of the page, a bar chart visually represents the number of companies in each city.

   o This chart allows users to quickly assess where the company presence is concentrated, facilitating strategic planning and resource allocation.

2. **Location Form:**

   o The right side of the page houses a form for adding new locations, which includes the following fields:

      ▪ **Company Name:** The name of the company being added.

      ▪ **Branch Location:** Specific branch details for the company.

      ▪ **City:** The city in which the company is located.

      ▪ **Contact Person's Name:** The name of the individual to contact at the company.

      ▪ **Contact Number:** A phone number for reaching the contact person.

      ▪ **Pin code:** The postal code for the location.

      ▪ **Email ID:** The contact email for the company.

      ▪ **Company Address:** The physical address of the company.

3. **Action Buttons:**

   o **Submit Button:** Saves the new location details and displays an alert indicating successful addition (e.g., "Location added successfully").

   o **Update Button:**

      ▪ Opens a modal that allows users to select a company branch from a dropdown menu.

      ▪ Users can update existing information and save the changes, with a confirmation alert (e.g., "Updated successfully") displayed upon completion.
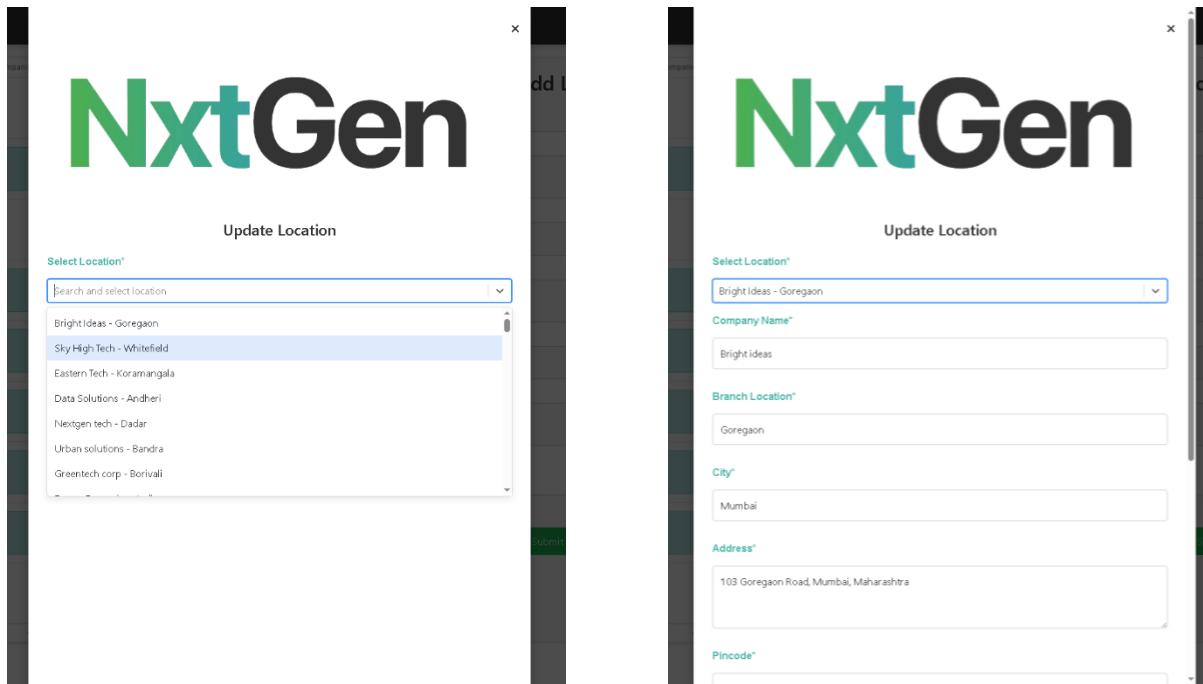
4. **Alerts:**

   o The page provides feedback through alerts, notifying users of successful actions such as adding or updating a location. This enhances user experience by confirming that their input was processed correctly.

Usage Tips:

- Utilize the bar chart to identify cities with a high concentration of company locations, which can inform decision-making.

- When adding a new location, ensure all fields are completed accurately for effective record-keeping.

- Use the update functionality to keep location data current and relevant, making it easy to manage company information.

Engineers Page Guide

Overview: The Engineers page is designed to provide a comprehensive overview of engineers within the ticketing software, showcasing their profiles, performance metrics, and ticket management functionalities. This page allows users to view and update engineer information, manage tickets, and analyze performance data.
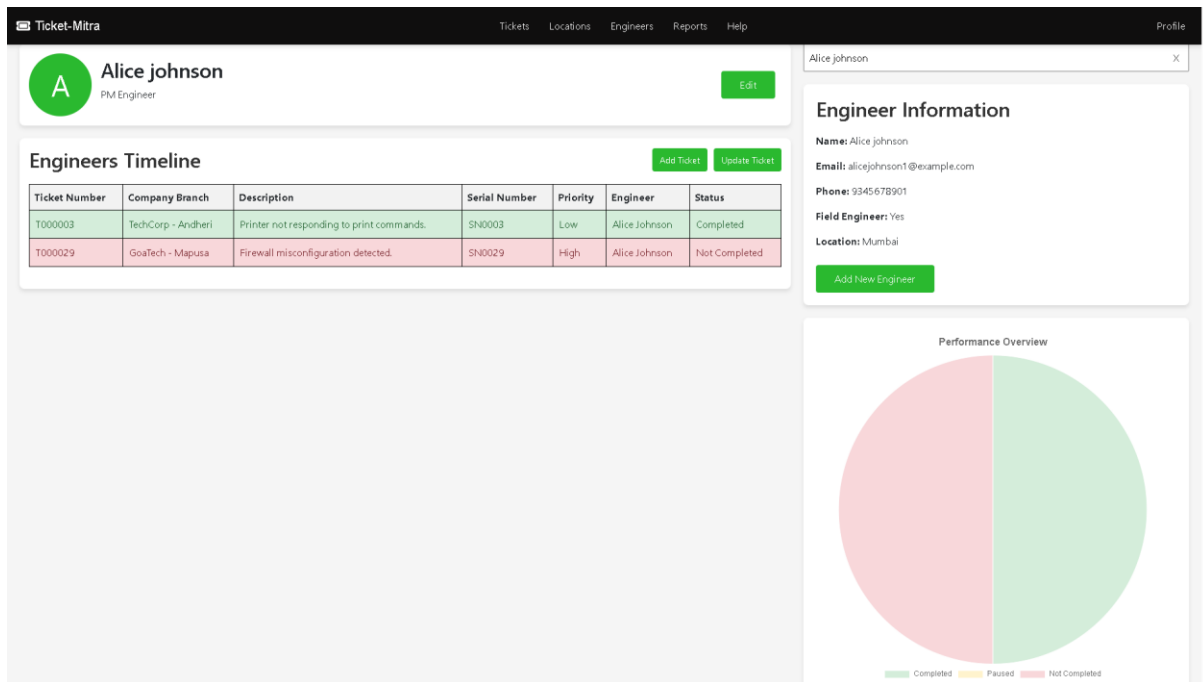
Key Features:

1. **Profile Section:**

   o Displays the engineer's **name** and **domain**.

   o Includes an **Edit** button that enables users to update the engineer's information.

   o Features a **search option** to select a specific engineer. Upon selection, the engineer's data—including name, email, phone number, field engineer status, and location—appears in the Engineer Information section.

2. **Engineer Timeline:**

   o Below the profile section, there is a table showing all tickets associated with the selected engineer, providing a clear overview of their workload and activity.
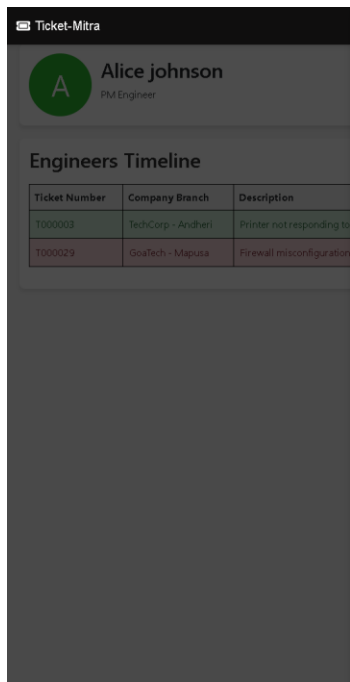

3. **Performance Overview Graph:**

   o A graph positioned below the engineer information visualizes the engineer's performance based on the tickets they have handled.

   o It illustrates how many tickets are **completed**, **paused**, and **not completed**, allowing for quick assessment of performance.

Performance Overview

Completed ▢ Paused ▢ Not Completed
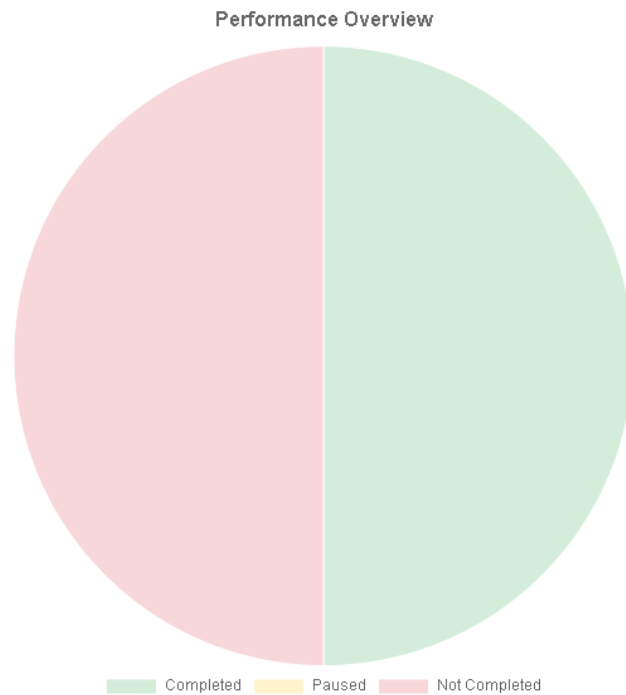
4. **Add Ticket Functionality:**

   o Users can add new tickets through a dedicated form, which includes:

      ▪ **Company Branch:** A dropdown that displays all available locations from the location database.

      ▪ **Description of Issue:** A detailed description of the problem.

      ▪ **Serial Number:** The relevant serial number associated with the ticket.

      ▪ **Priority:** Options to set the priority level (high, medium, low).

      ▪ **Assign Engineer:** A dropdown to select an engineer from the available options in the database.

      ▪ **Submit Button:** To save the new ticket.
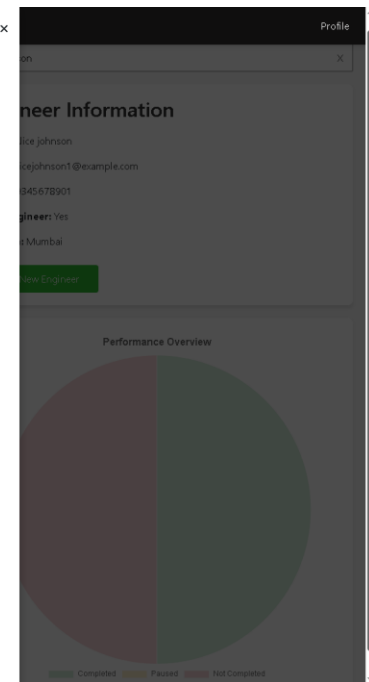
5. **Update Ticket Functionality:**

   o   The update form allows users to search for existing tickets via:

      ▪   **Ticket Number or Location:** A dropdown for easy ticket retrieval.

   o   Options to add ticket-related images.

   o   **Toggle Buttons** for setting the ticket status to **paused** or **completed**.
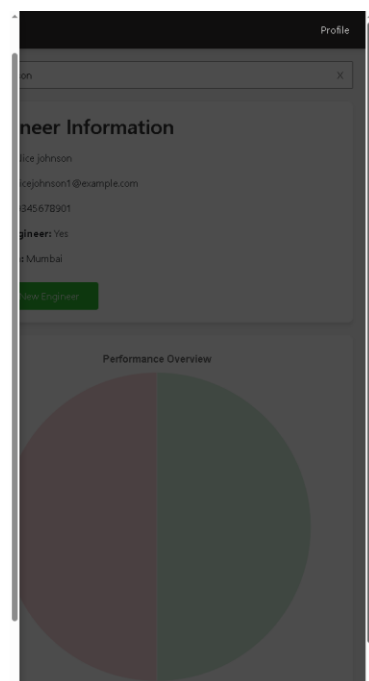
6. **Add Engineer Form:**
   - This form enables users to add new engineers, requiring:
     - **Name**
     - **Phone Number**
     - **Email ID**
     - **Field Engineer Status:** A toggle button to indicate if the engineer is a field engineer.
     - **Location** and **Domain:** To provide additional context about the engineer's role.

Usage Tips:

- Utilize the search option to quickly find and manage specific engineers' data.

- Regularly check the performance overview graph to assess engineers' workloads and efficiency.

- Ensure that all fields are filled accurately when adding or updating tickets for effective record-keeping.

Reports Page Guide

Overview: The Reports page is designed to provide users with a flexible tool for analysing ticketing data. By applying various filters, users can customize their view and download personalized reports in CSV format.

Key Features:

1. **Filter Functionality:**

   o The Reports page includes a set of filters similar to those found on the Dashboard. Users can filter data based on specific criteria, such as:

      ▪ Date range

      ▪ Ticket status (completed, paused, not completed)

      ▪ Engineer names

      ▪ Company branches

      ▪ Ticket priority (high, medium, low)

2. **Data Display Table:**

   o Below the filter section, a table presents the filtered data. This allows users to easily review and analyze ticketing information based on the selected filters.

   o The table format is organized to facilitate quick insights into the ticketing data.

3. **Download CSV Button:**

   o Users can download the displayed data in a personalized CSV format using the **Download CSV** button.

   o This feature enables users to save and share reports for further analysis or record-keeping.

Usage Tips:

- Experiment with different filter combinations to gain comprehensive insights into specific ticketing trends and issues.

- Regularly download CSV files for offline analysis or reporting needs.

- Review the data table to identify patterns or areas requiring attention based on filtered results.

Help Page Guide

The Help Page serves as a comprehensive resource for users to find answers to frequently asked questions regarding the ticketing software. It aims to enhance user experience by providing clear, concise information about common tasks, functionalities steps.
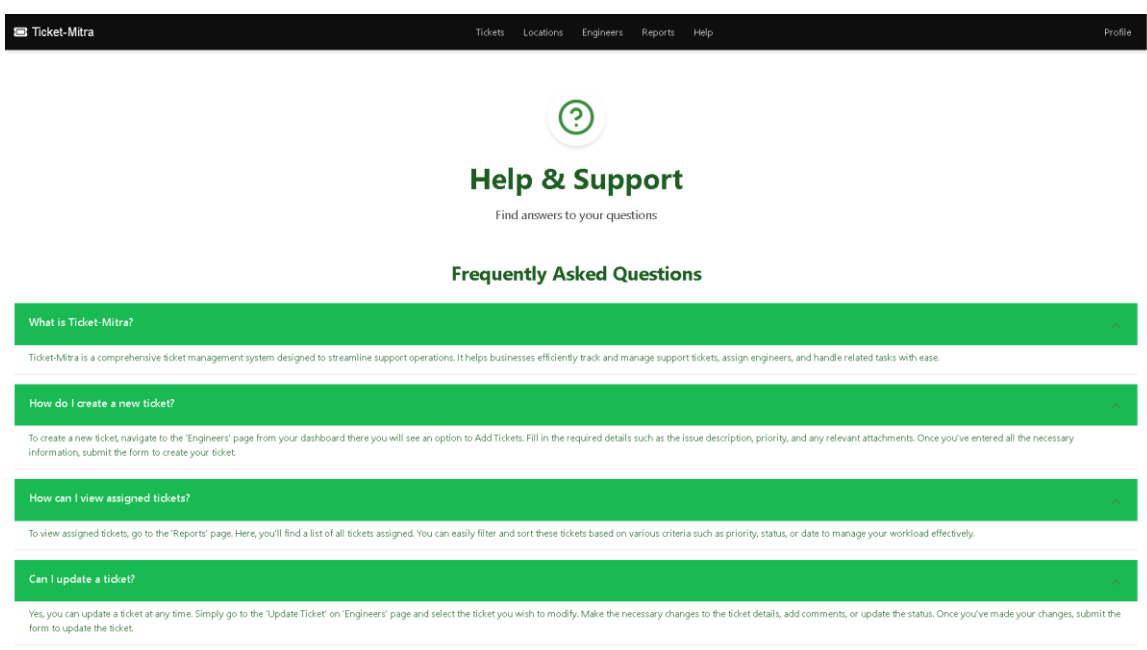
Features

1. **Frequently Asked Questions (FAQs)**:

   o The page lists common queries related to ticket creation, updates, search functionalities, and more.

   o Each question is followed by a detailed answer to assist users in navigating the system effectively.

2. **User-Friendly Interface**:

   o The Help Page is designed to be intuitive and easy to navigate.

   o Users can quickly find the information they need without confusion.

3. **Responsive Design**:

   o The page is optimized for both desktop and mobile devices, ensuring accessibility from any platform.

How to Use the Help Page

1. **Navigating the FAQs**:

   o Scroll through the list of questions to find relevant topics.

   o Click on a question to reveal the answer below it.

Conclusion

The Help Page is a vital tool for users to familiarize themselves with the ticketing software, enhancing their ability to manage tickets efficiently. Regularly reviewing the Help Page can provide insights into new features and updates.