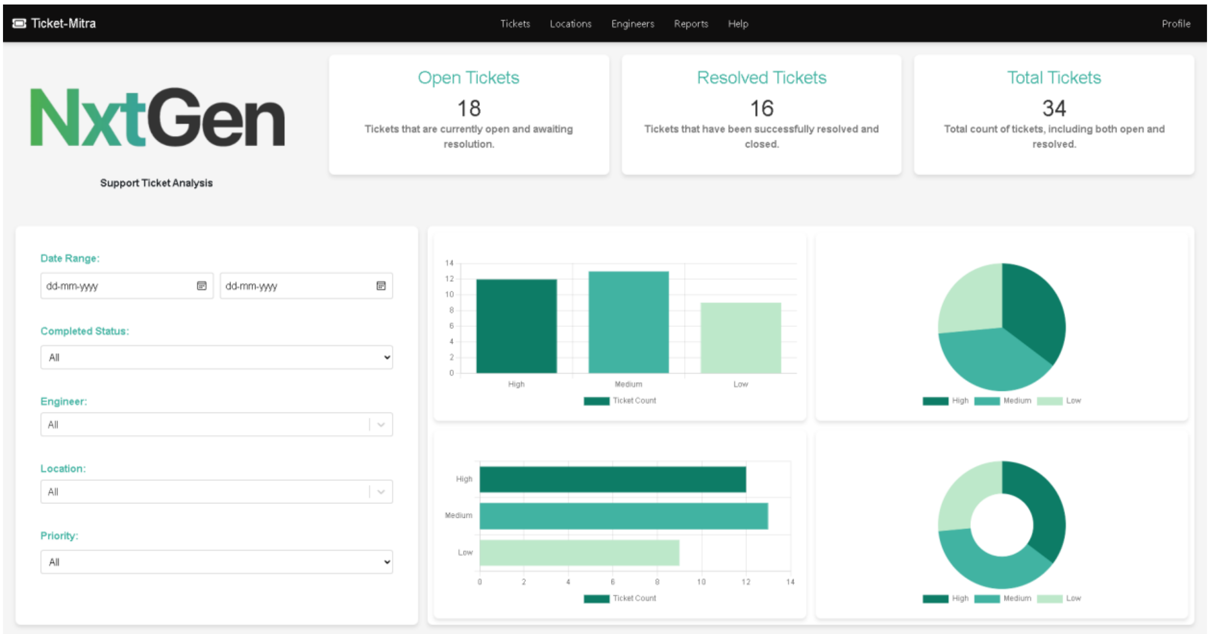
NxtGen

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.

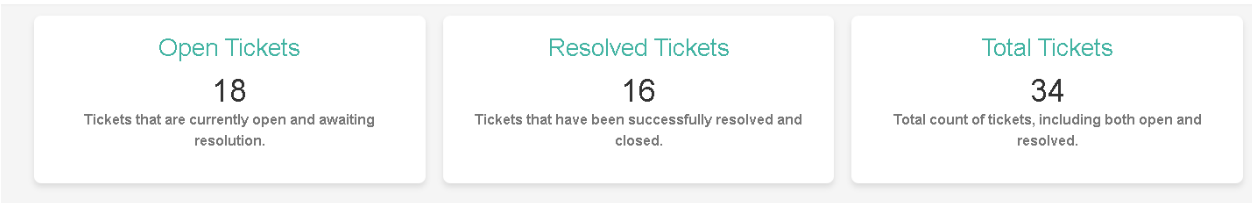
Dashboard Page Guide

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 analyse ticket information effectively.



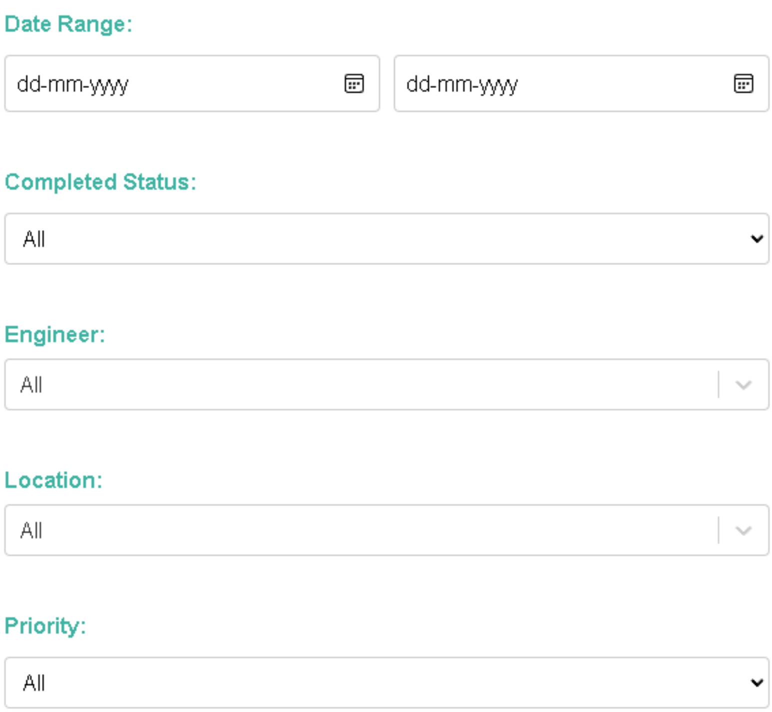
Key Features:

1. **Ticket Status Summary:**
   - 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.

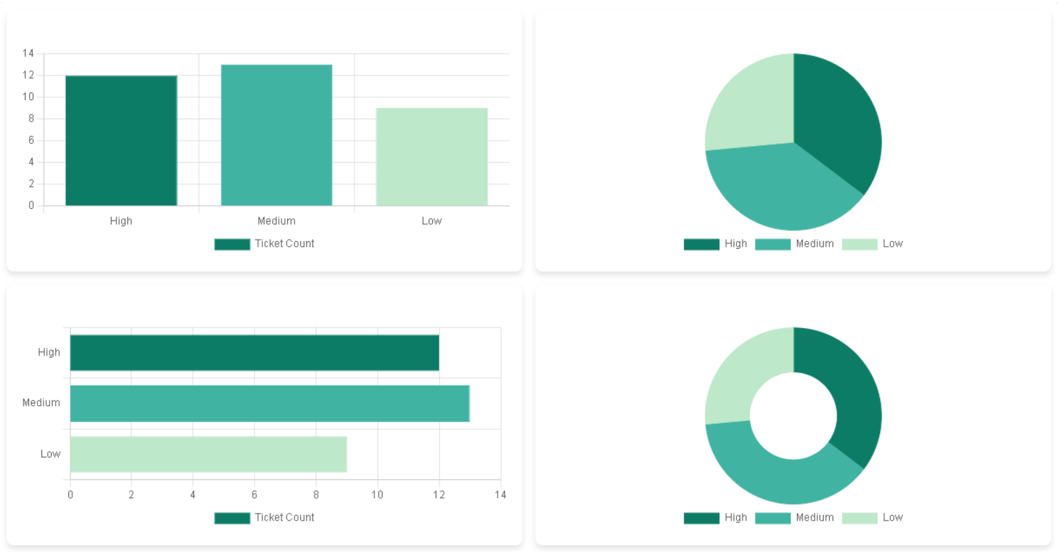


2. **Filters Section:**

- 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.



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.

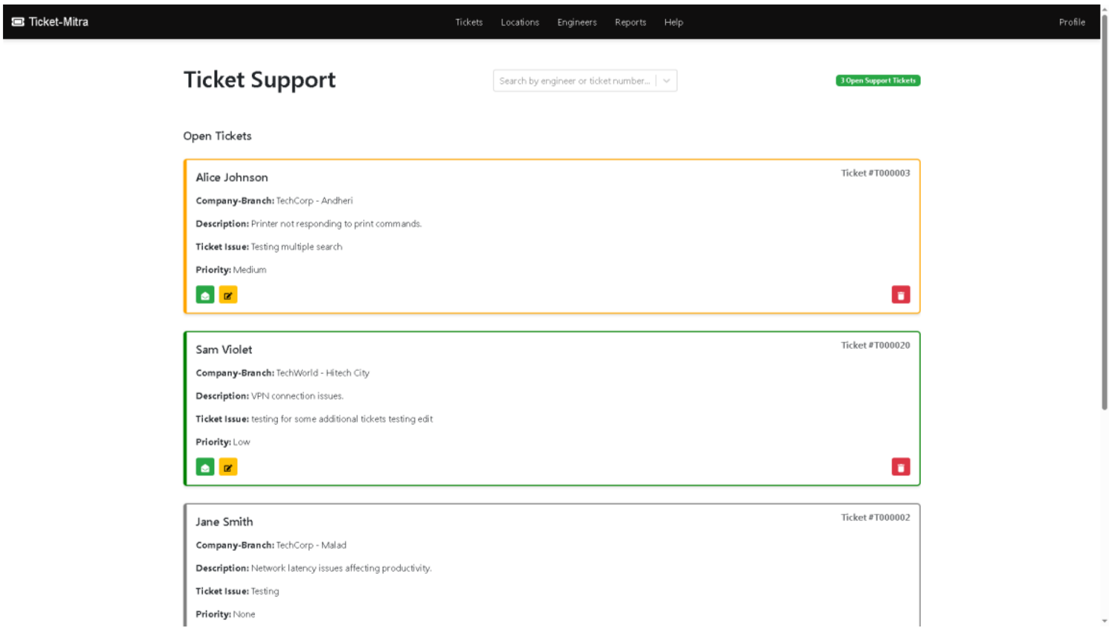


Usage Tips:

- 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:**
   - Users can search for tickets based on the **engineer's name** or **ticket number**, facilitating quick access to specific tickets.
2. **Open Tickets Overview:**
   - At the top of the page, a badge displays the number of **open tickets**, providing users with immediate insight into outstanding issues.

   - 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).

Alice Johnson

Ticket #T000003

Company-Branch: TechCorp - Andheri

Description: Printer not responding to print commands.

Ticket Issue: Testing multiple search

Priority: Medium

- 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:**
   - When a ticket is marked as read, it is transferred to the **closed tickets table**.
   - This table displays the same information as the open tickets but reflects their status as closed.
   - Closed tickets have options to:
     - **Mark as Unread:** Reverts the ticket back to open status.
     - **Delete:** Permanently deletes the closed ticket.

Closed Tickets

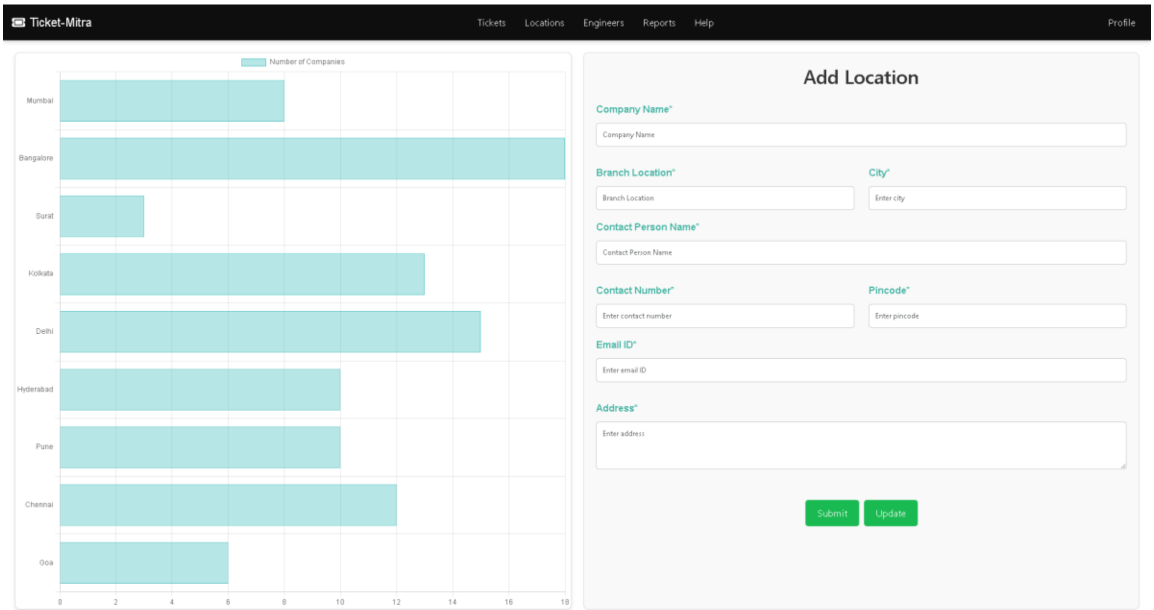
Engineer	Company Branch	Description	Note	Priority	Ticket #	Actions
Frank Blue	Innovate Solutions - HSR Layout	Network switch not detecting devices.	Testing from mobile to desktop adding images and also updating ticket	Medium	T000008	
Charlie Black	TechCorp - Bandra	Software update causing system crashes.	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.

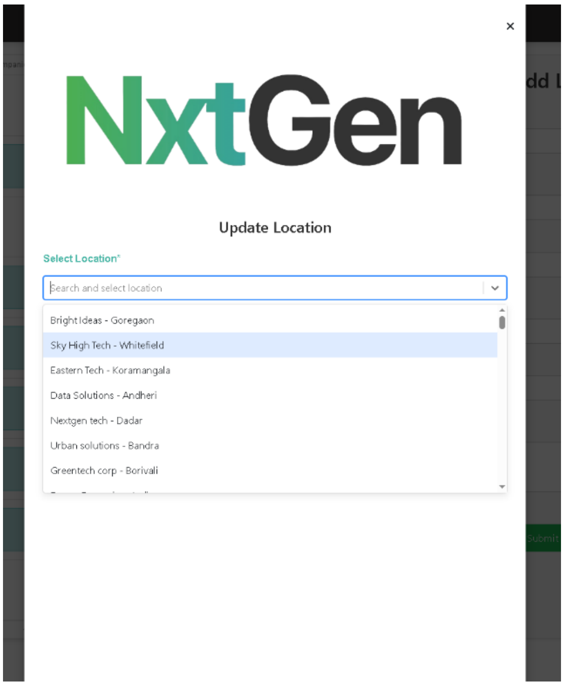


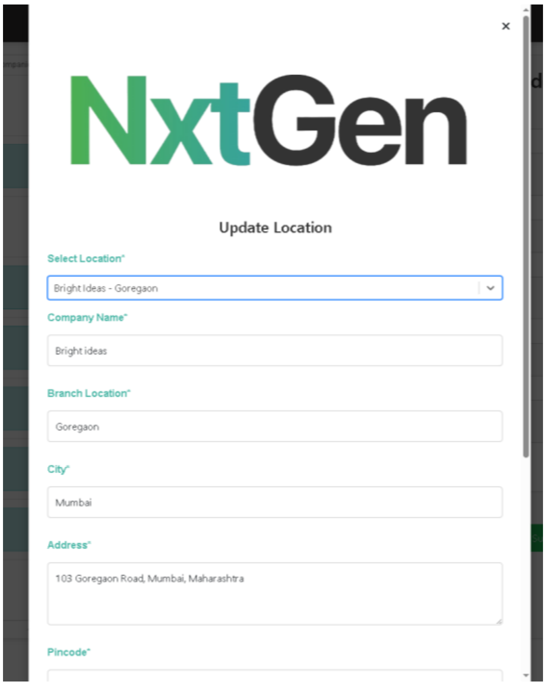
Key Features:

1. **Bar Chart:**
   - On the left side of the page, a bar chart visually represents the number of companies in each city.
   - This chart allows users to quickly assess where the company presence is concentrated, facilitating strategic planning and resource allocation.
2. **Location Form:**
   - 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:**
    - **Submit Button:** Saves the new location details and displays an alert indicating successful addition (e.g., "Location added successfully").
    - **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.





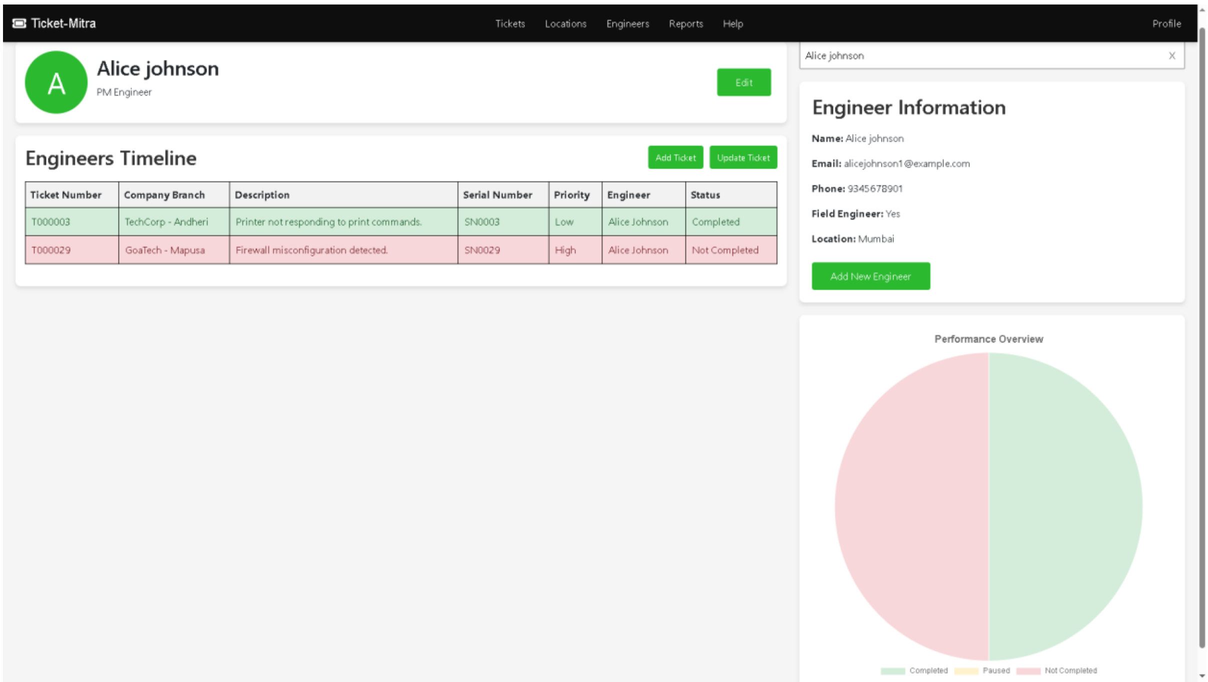
4. **Alerts:**
    - The page provides feedback through alerts, notifying users of successful actions such as adding or updating a location. This enhances user experience by confirming that their input was processed correctly.

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 analyse performance data.



Key Features:

1. **Profile Section:**
    - Displays the engineer's **name** and **domain**.
    - Includes an **Edit** button that enables users to update the engineer's information.
    - 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:**
    - 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.

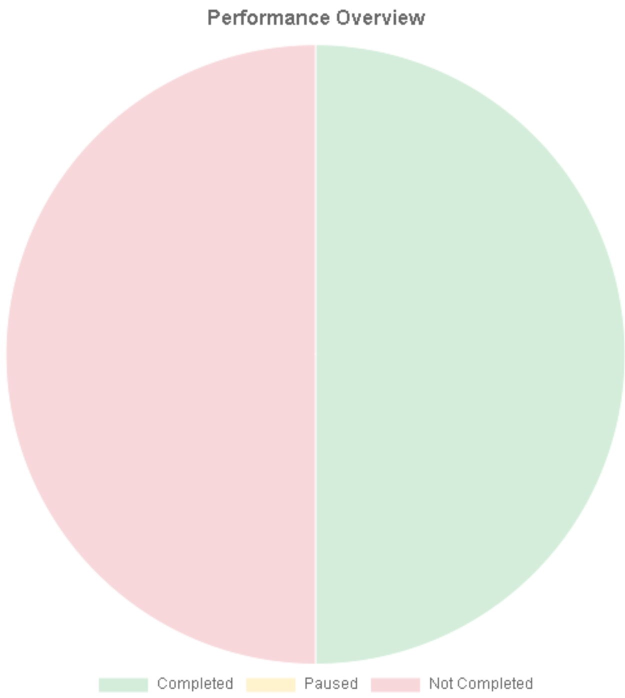
Engineers Timeline

Add Ticket   Update Ticket

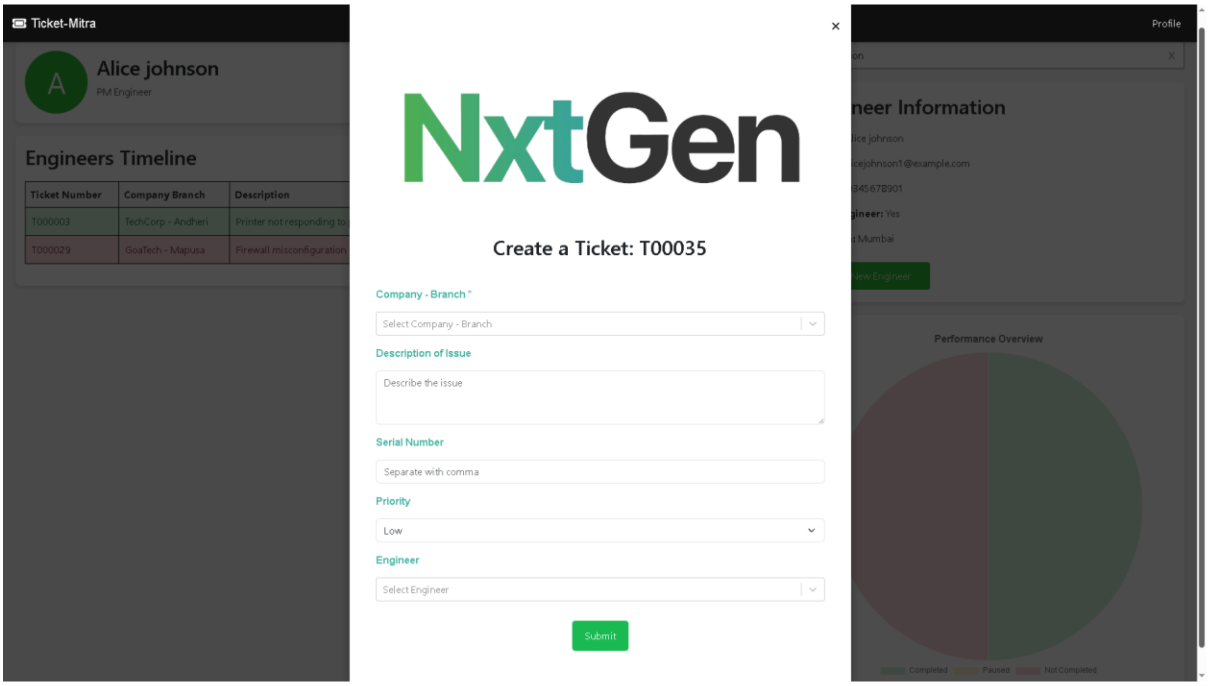
Ticket Number	Company Branch	Description	Serial Number	Priority	Engineer	Status
T000003	TechCorp - Andheri	Printer not responding to print commands.	SN0003	Low	Alice Johnson	Completed
T000029	GoaTech - Mapusa	Firewall misconfiguration detected.	SN0029	High	Alice Johnson	Not Completed

3. **Performance Overview Graph:**

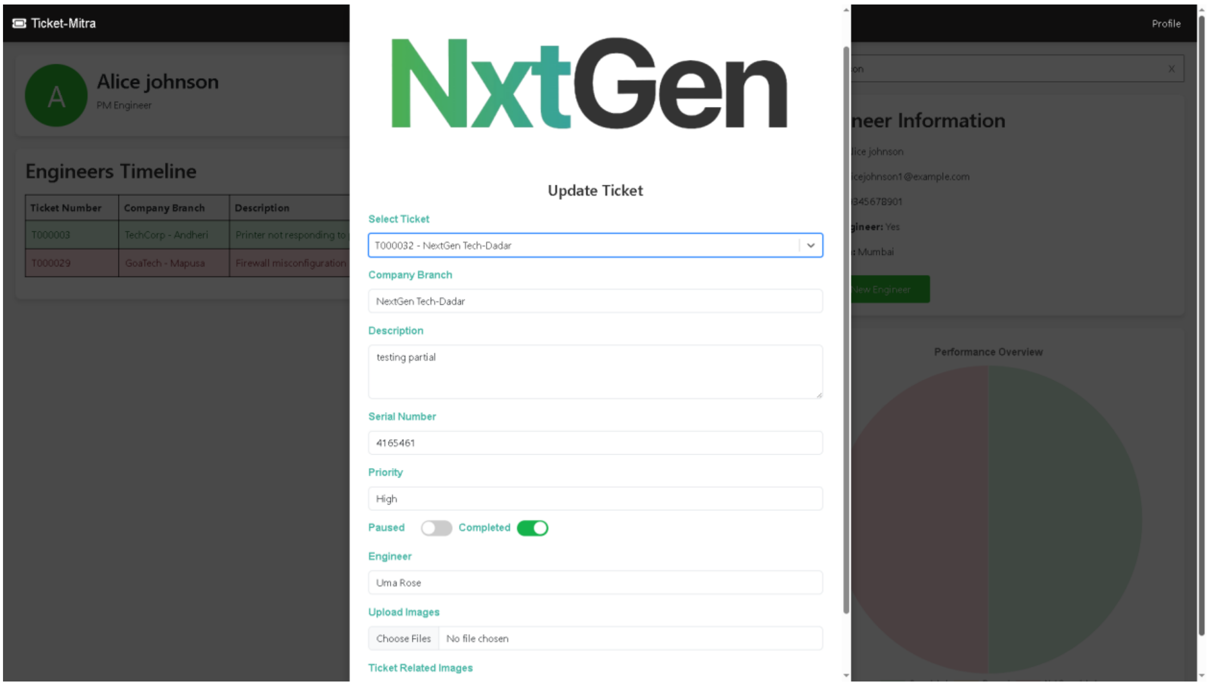
- A graph positioned below the engineer information visualizes the engineer's performance based on the tickets they have handled.
- It illustrates how many tickets are **completed**, **paused**, and **not completed**, allowing for quick assessment of performance.



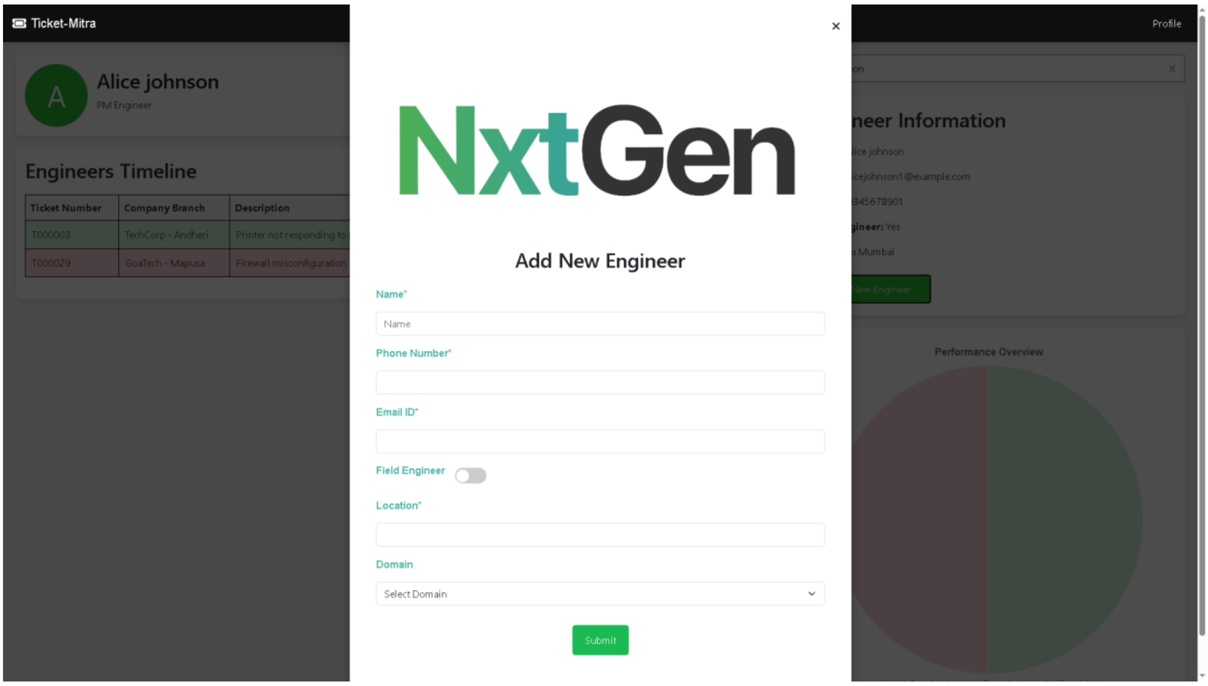
4. **Add Ticket Functionality:**
    - Users can add new tickets through a dedicated form, which includes:
        - **Company Branch:** A dropdown that displays all available locations from the location database.
        - **Description of Issue:** A detailed description of the problem.
        - **Serial 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:**
    - The update form allows users to search for existing tickets via:
        - **Ticket Number or Location:** A dropdown for easy ticket retrieval.
    - Options to add ticket-related images.
    - **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.



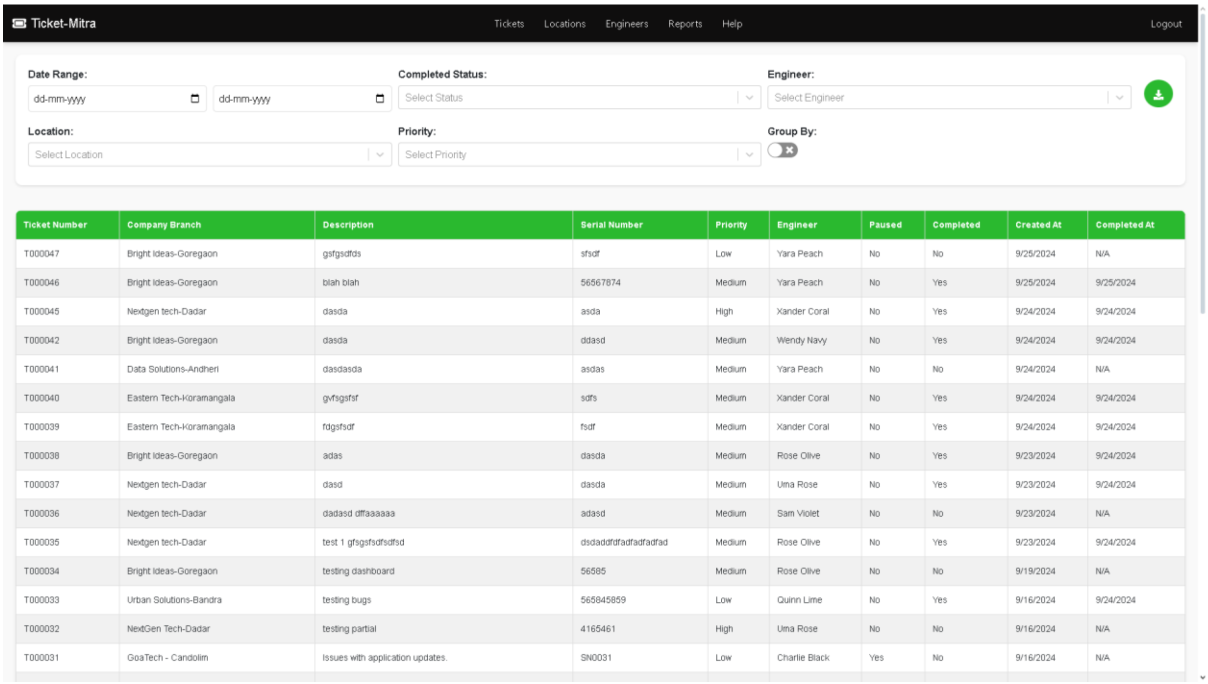
Usage Tips:

- 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

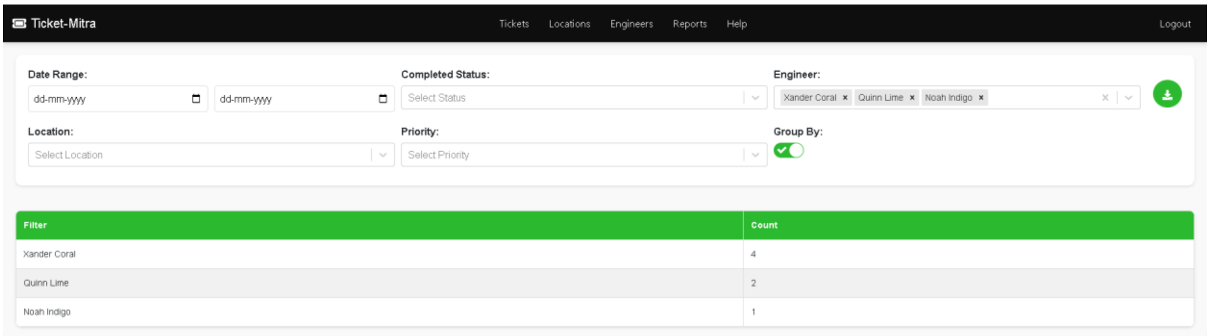
The Reports page offers users a powerful tool for analysing ticketing data with flexible filters and a new Group By feature. This enhancement allows users to group their filtered data and view counts based on selected criteria. Users can also download their personalized reports in CSV format.



Ticket Number	Company Branch	Description	Serial Number	Priority	Engineer	Paused	Completed	Created At	Completed At
T000047	Bright Ideas-Goregaon	gsfgsdfds	sfsdf	Low	Yara Peach	No	No	9/25/2024	N/A
T000046	Bright Ideas-Goregaon	blah blah	56567874	Medium	Yara Peach	No	Yes	9/25/2024	9/25/2024
T000045	Nextgen tech-Dadar	dasda	asda	High	Xander Coral	No	Yes	9/24/2024	9/24/2024
T000042	Bright Ideas-Goregaon	dasda	ddasd	Medium	Wendy Navy	No	Yes	9/24/2024	9/24/2024
T000041	Data Solutions-Andheri	dasdasda	asdas	Medium	Yara Peach	No	No	9/24/2024	N/A
T000040	Eastern Tech-Koramangala	gvfsgsfsf	sdfs	Medium	Xander Coral	No	Yes	9/24/2024	9/24/2024
T000039	Eastern Tech-Koramangala	fdgsfsdf	fsdf	Medium	Xander Coral	No	Yes	9/24/2024	9/24/2024
T000038	Bright Ideas-Goregaon	adas	dasda	Medium	Rose Olive	No	Yes	9/23/2024	9/24/2024
T000037	Nextgen tech-Dadar	dasd	dasda	Medium	Uma Rose	No	Yes	9/23/2024	9/24/2024
T000036	Nextgen tech-Dadar	dadasd dffaaaaaa	adasd	Medium	Sam Violet	No	No	9/23/2024	N/A
T000035	Nextgen tech-Dadar	test 1 gfsgsfsdfsdfsd	dsdaddfdfadfadfadfad	Medium	Rose Olive	No	Yes	9/23/2024	9/24/2024
T000034	Bright Ideas-Goregaon	testing dashboard	56585	Medium	Rose Olive	No	No	9/19/2024	N/A
T000033	Urban Solutions-Bandra	testing bugs	565845859	Low	Quinn Lime	No	Yes	9/16/2024	9/24/2024
T000032	NextGen Tech-Dadar	testing partial	4165461	High	Uma Rose	No	No	9/16/2024	N/A
T000031	GoaTech - Candolim	Issues with application updates.	SN0031	Low	Charlie Black	Yes	No	9/16/2024	N/A

Key Features

1. **Filter Functionality**
   The Reports page includes filters that help users narrow down data according to specific criteria. Filters include:
   - Date Range: Select the desired time period to analyse tickets.
   - Ticket Status: Filter tickets by status—completed, paused, or not completed.
   - Engineer Names: Narrow down results by selecting one or more engineers.
   - Company Branches: Filter by branch locations.
   - Ticket Priority: Group tickets based on priority levels—high, medium, or low.
2. **Group By Function**
   The new Group By functionality allows users to group data based on their selected filters, making it easier to aggregate and count records for each category.
   - Toggle Group By: A Toggle button allows users to activate the grouping feature, which automatically groups the data by the selected filters (e.g., date, status, priority).
   - Count of Data: Once grouped, the table will display a count of tickets for each category, helping users quickly identify patterns and insights.



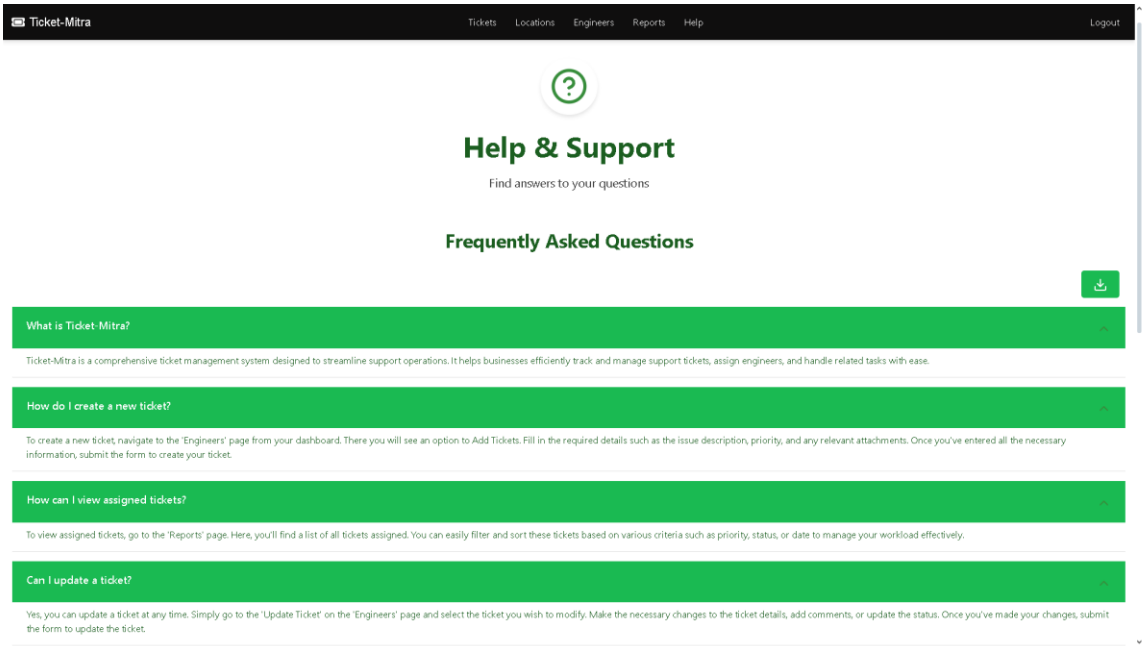
3. **Data Display Table**
   Below the filter and grouping sections, a dynamic table displays the filtered and grouped data:
   - The table is organized for ease of interpretation, presenting the grouped counts clearly.
   - This format helps users gain quick insights into ticketing data by category.
4. **Download CSV Button**
   Users can download the displayed data, including grouped counts, in CSV format:
   - After applying filters and grouping the data, click the Download CSV button to save a customized report for further analysis or record-keeping.

Usage Tips

- Leverage the Group By Function: Use the Group By toggle to automatically group and count tickets based on any combination of filters, such as ticket status or engineer names.
- Quickly Identify Trends: Grouped data can help you easily spot recurring issues, ticketing patterns, or high-priority tickets.
- Download Reports Regularly: Download the grouped data in CSV format to maintain up-to-date records and facilitate further analysis offline.

Help Page Guide

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



Features

1. **Frequently Asked Questions (FAQs):**
    - The page lists common queries related to ticket creation, updates, search functionalities, and more.
    - Each question is followed by a detailed answer to assist users in navigating the system effectively.
2. **User-Friendly Interface:**
    - The Help Page is designed to be intuitive and easy to navigate.
    - Users can quickly find the information they need without confusion.
3. **Responsive Design:**
    - 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:**
    - Scroll through the list of questions to find relevant topics.
    - 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.