**Administration Document**

**This document is responsible for administration configuration. This document will guide administrator for configuring admin task.**

1. Open the application in Internet Explorer.
2. Use the following login to login into the system.

**Username: admin**

**Password: admin@123**

**Once you login into system you will see page with the description below.**

1. Administration have following four category of task

**3.1) Organization Task:** Organization task has following six categories

**Define Organization:** Administrator can edit the organization name from here.

**Create Customer:** Customer information will be added here. Only internal helpdesk will have

Multiple customers.

**Define Region:** From this option administrator can define regions.

**Define Site:** From this option administrator can define regions

**Define Department:** From this option administrator can define regions.

**Import User from active Directory:** Use following steps for this:

1. Login with the domain user account.
2. Open the application.
3. Click the Import User from active Directory option in admin tab.
4. Provide the domain name and click import.
5. All Active directory users will be imported.

**Change Application Setting:** administrator can change server name , e-mail server ip , escalate mail , admin e-mailid , and contact number.

**3.2) User Task**

**Create user:** User can be created from here.

**View User:** Edit or delete user can be done from here.

**Mapped multiple user to site:** Multiple users can be map to the sites.

**Mapped user To Sites:** users can be map to the sites.

**Define CAB Member:** cab member for change management approval authority can be created from here.

**Define Authority for Escalation:** create email id which needed for escalation.

**Map Technician to category subcategory:** Technician can be map to the category and subcategory.

**3.3) Define Services**

**Define Service Window:** Service window will define working days.

**Define SLA:** SLA will define the resolution time for escalation level.

**Define Holiday:** We can create all the holiday of the year.

**Define Color scheme for calls:** color scheme for open, closed calls can be set from here.

**Define Service Products**: Service products for cmdb like desktop, laptops etc can be create here.

**Define CI:** All the Parameters for change management can be created from here.

**3.4) Other Task,**

**Add category:** administrator can add category from here.

**Add subcategory:** administrator can add subcategory from here.

**Add task:** administrator can add task from here.

**Add Mode:** administrator can add mode from here.

**Add Priority:** administrator can add priority from here.

**Add Status:** administrator can add Status from here.

**Add Change Status:** administrator can add Change Status from here.

**Add Vendor:** administrator can add Vendor from here.

**Add Country:** administrator can add Country from here.

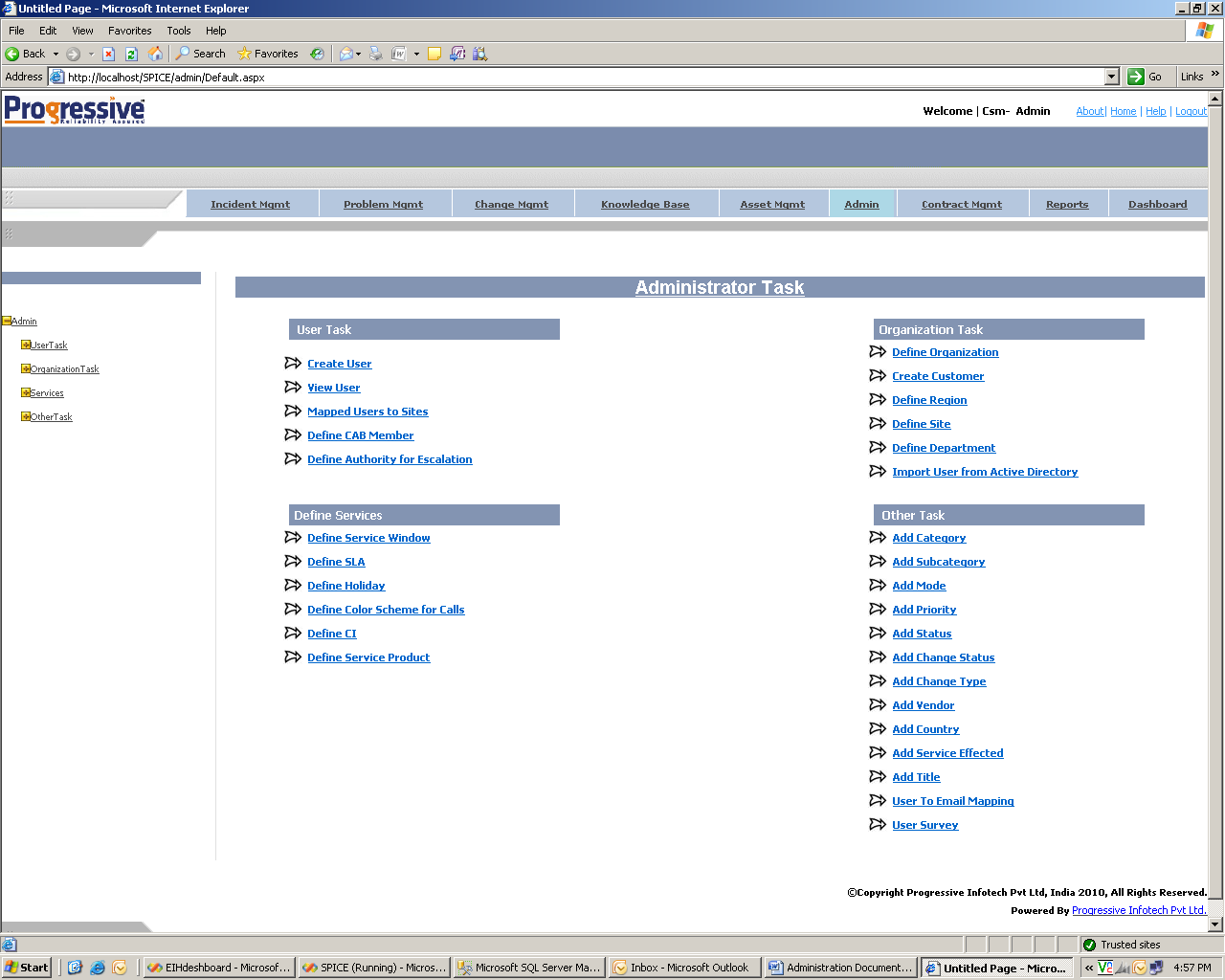
**Add Service Effected:** administrator can add Service effected from here.

**Add title:** administrator can add title from here.

**User to Email Mapping:** **–** for mapping users to their Email address.

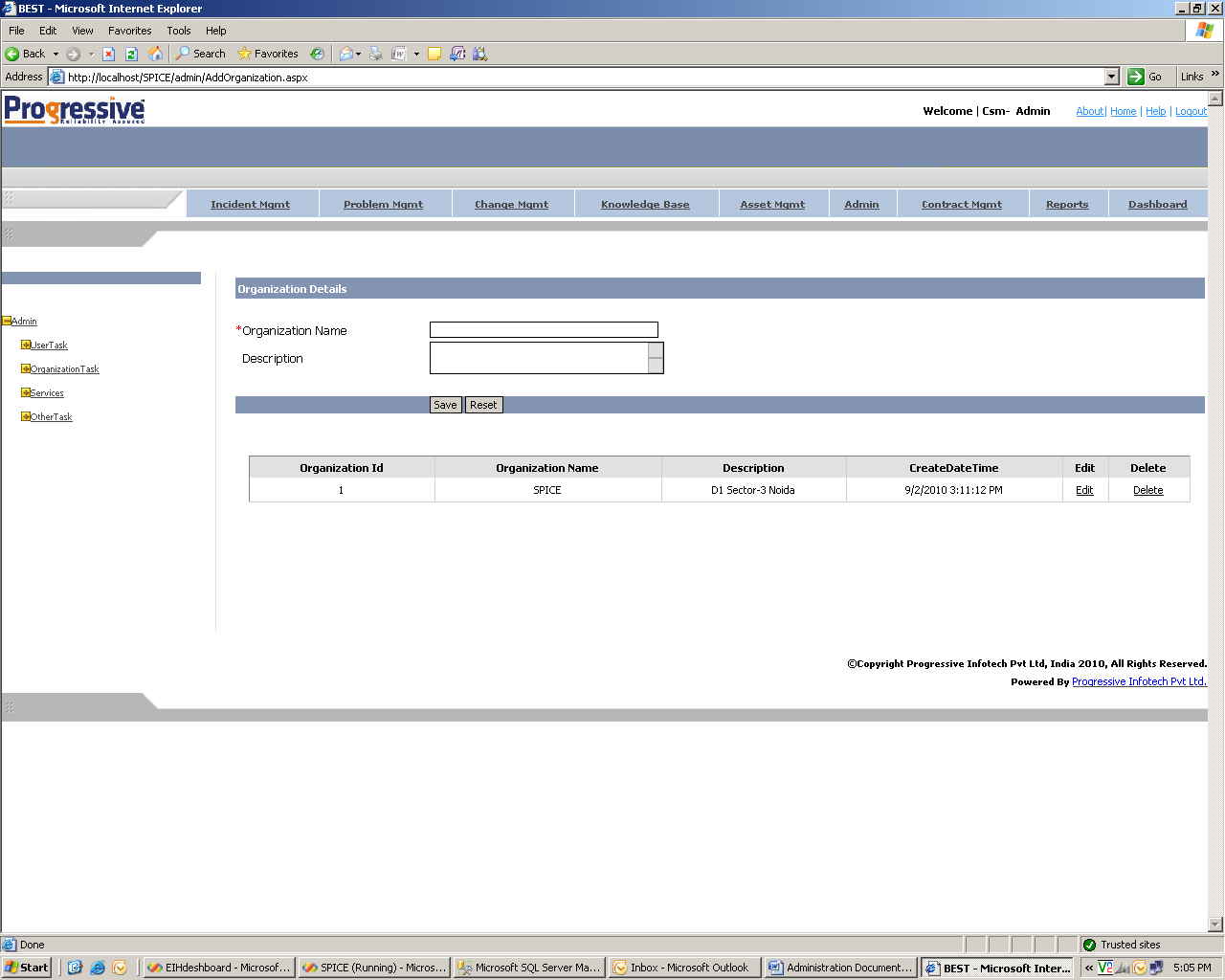
**User survey:** To get feedback from users.

**Admin home page is shown below…**

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***Organization Task***

1. First of all admin will start from creating Organization. In the **Organization Task** above, when admin clicks on “Define Organization” he is redirected to a new page AddOrganisation.aspx.

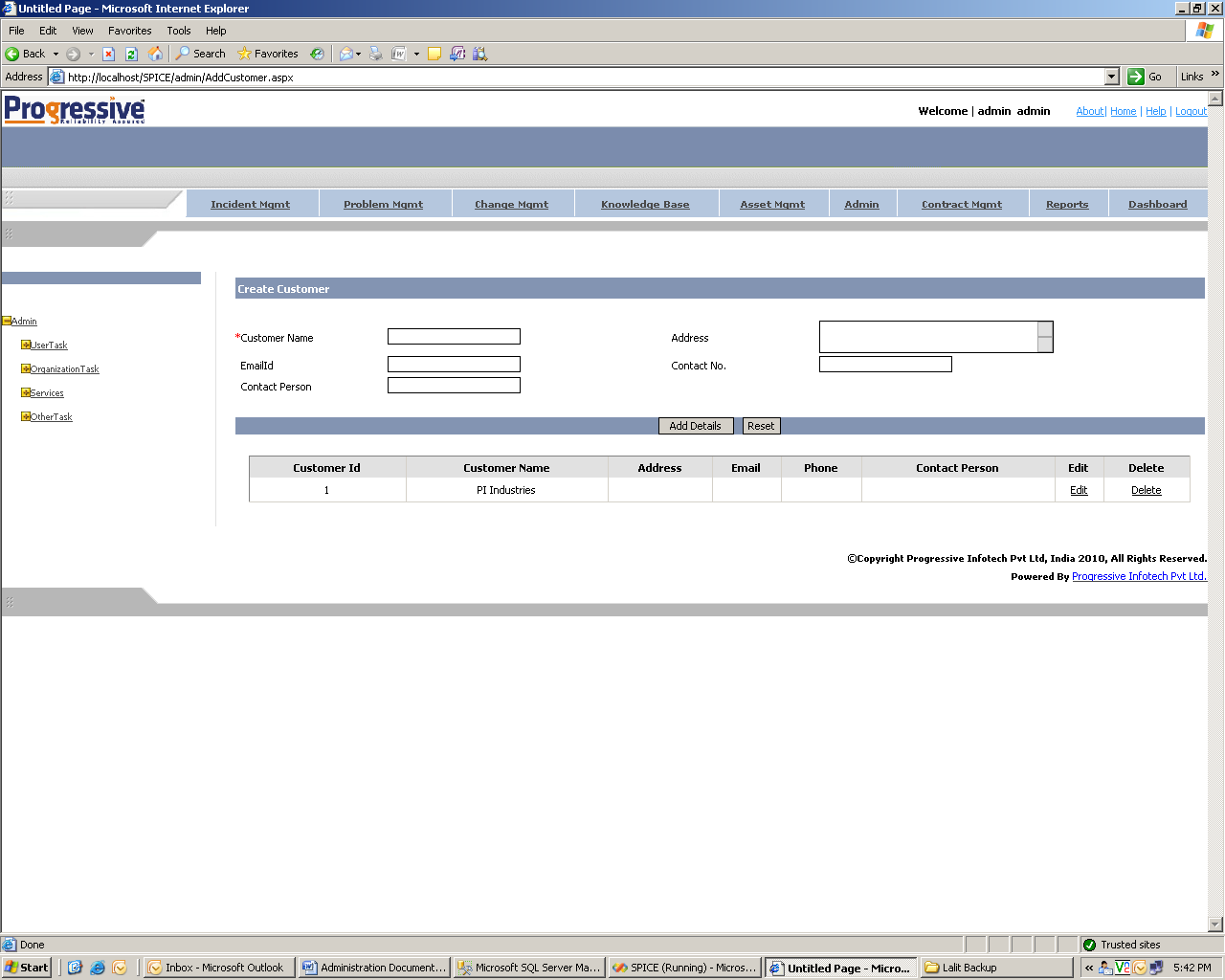


In AddOrganization.aspx page, Admin will enter Organization name and description in textboxes. When admin clicks on “save” button. New organization is added into system. The above picture shows added organization.

Admin can **edit Organization** Name and Description when admin clicks on **Edit link** in the table shown in above picture. All details are in editable mode. After editing admin has to clicks on update link. Organization is then updated.

1. After Organization added successfully, admin creates customers for its different sites.

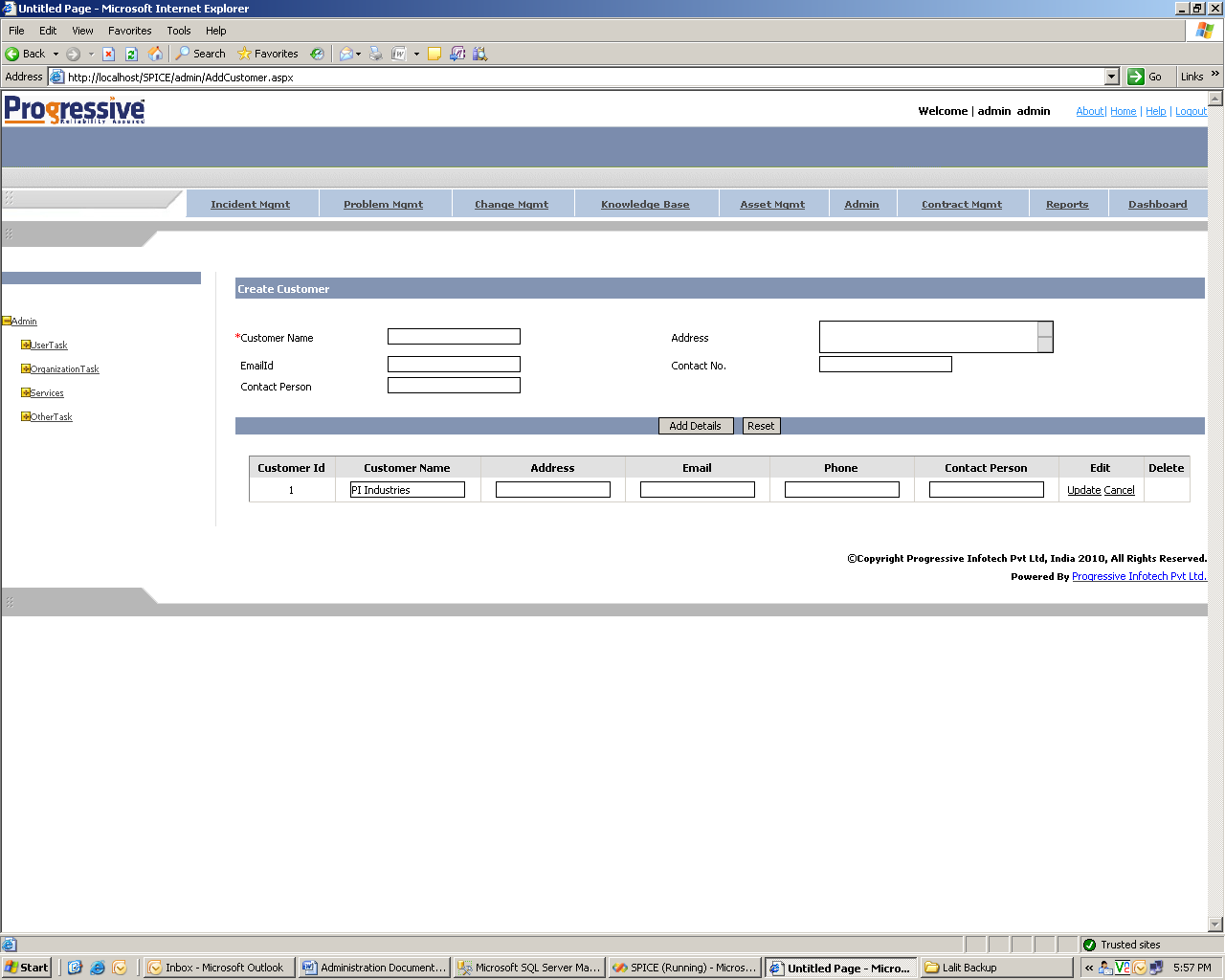
For creating customer, admin clicks on **Create Customer** link. A new page **Addcustomer.aspx** opens. Page screen is shown below.



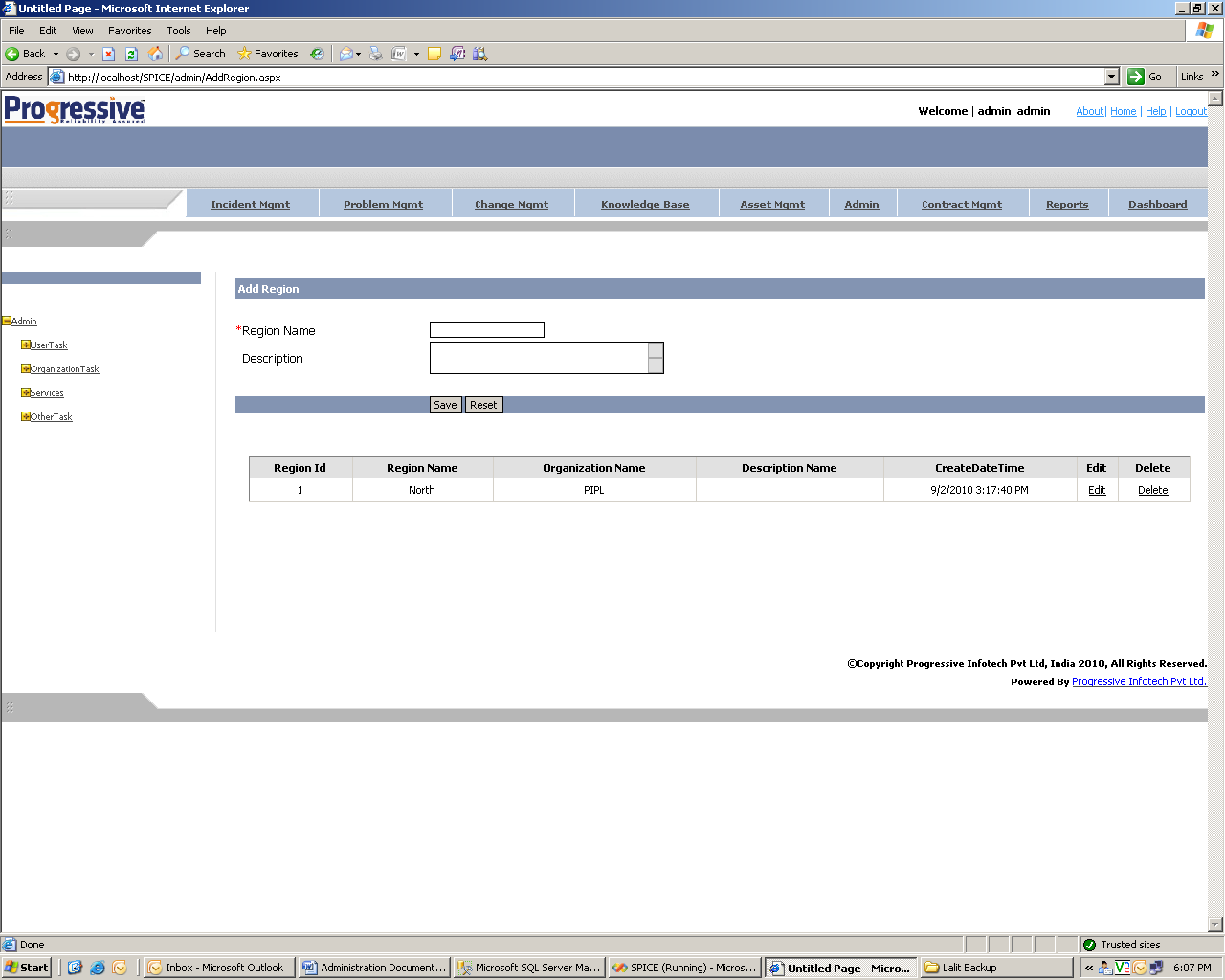
In **AddCustomer.aspx** page, admin has to enter the customer details like Customer Name, Email Id, Address, Contact Person, Contact No.

When admin clicks on “Add Details”. Customer is added. One added customer is shown in the above image.

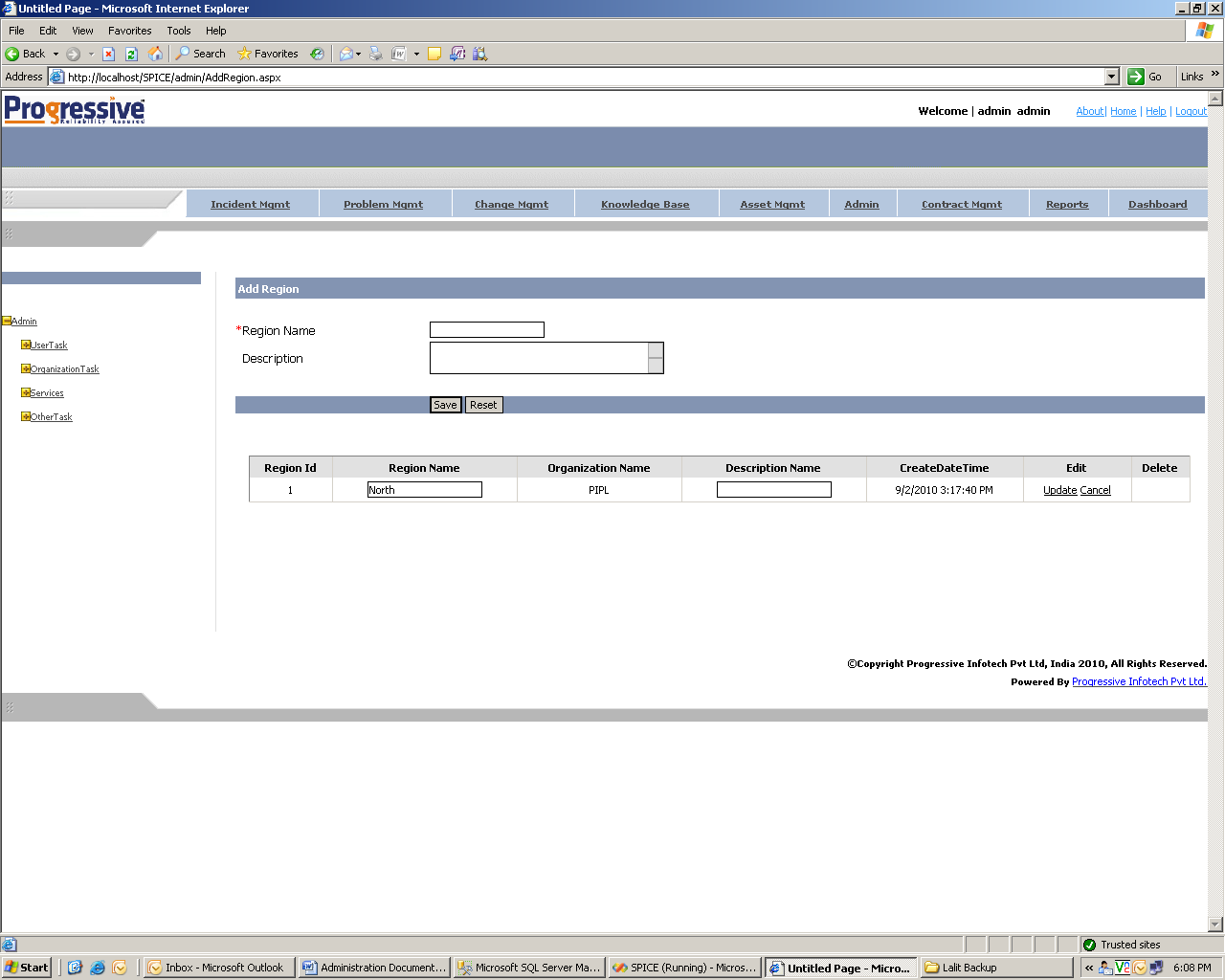
Admin can **edit** customer details by clicking Edit link. When admin clicks on Edit, all informations are in editable mode. After editing, admin has to clicks on **Update** link. Image is shown below.



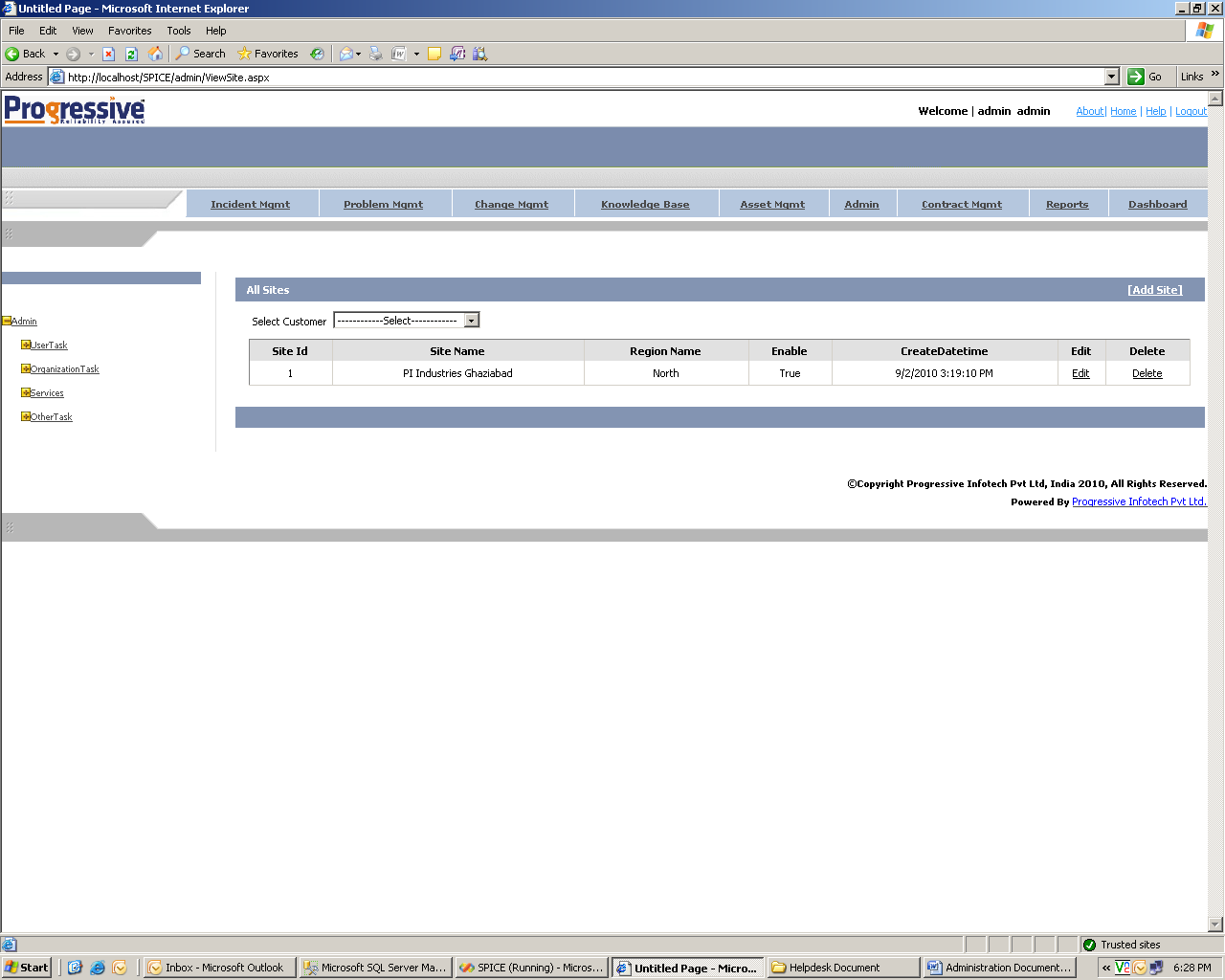
1. Third step is to create Region. Admin creates region by clicking on “Define Region” in admin home page. As admin clicks on “Define Region” he is redirected to a new page called “AddRegion.aspx”. Where admin has to enter region name and description. When admin clicks on “save” region is added. New added region is shown in the picture below.



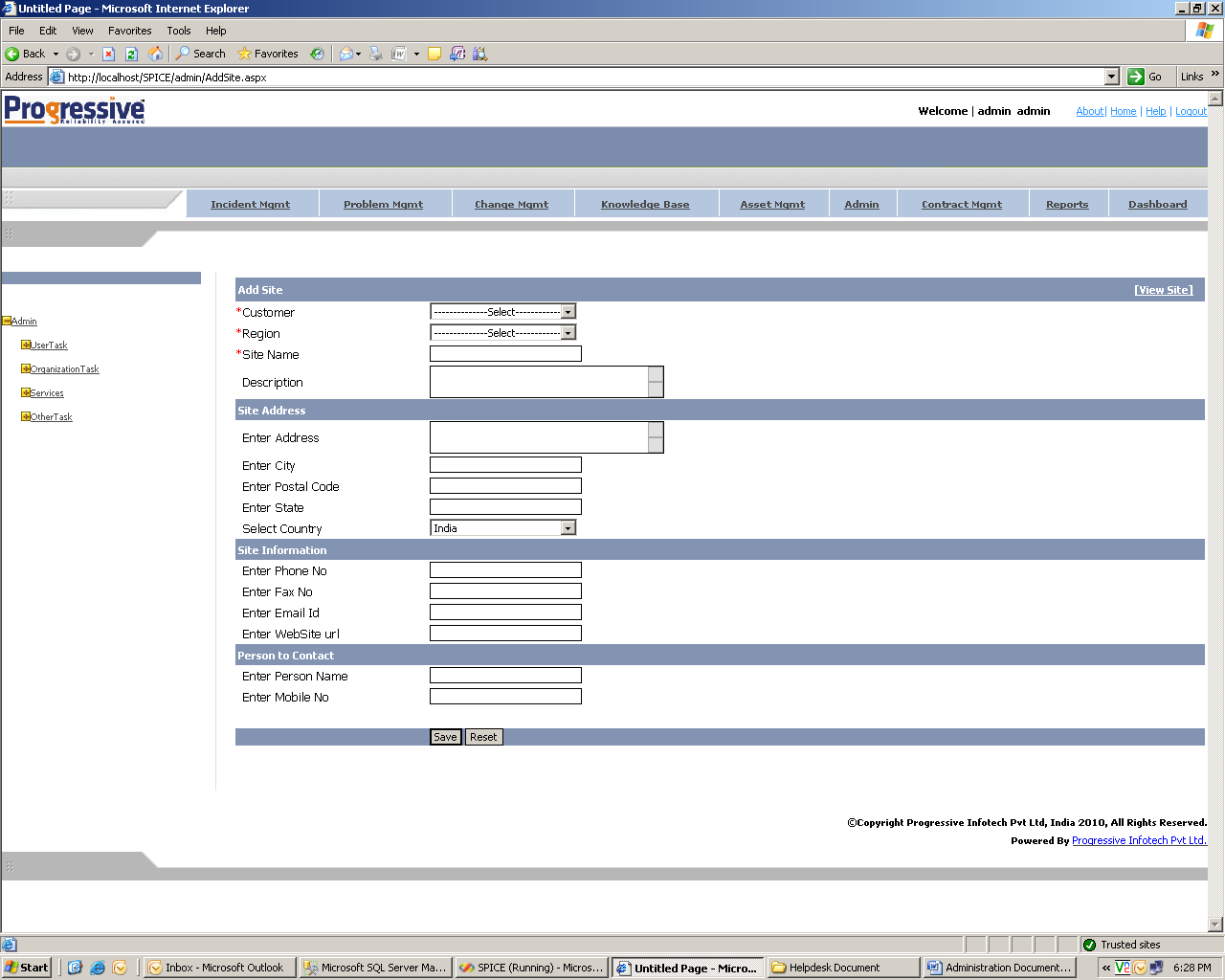
Admin can **edit** Region details by clicking Edit link. When admin clicks on Edit, all informations are in editable mode. After editing, admin has to clicks on **Update** link. Image is shown below.



1. Forth step is to define site for customer. Admin creates sites by clicking on “Define Site” in admin home page. As admin clicks on “Define Site” he is redirected to a new page called “ViewSite.aspx” as shown in the image below.



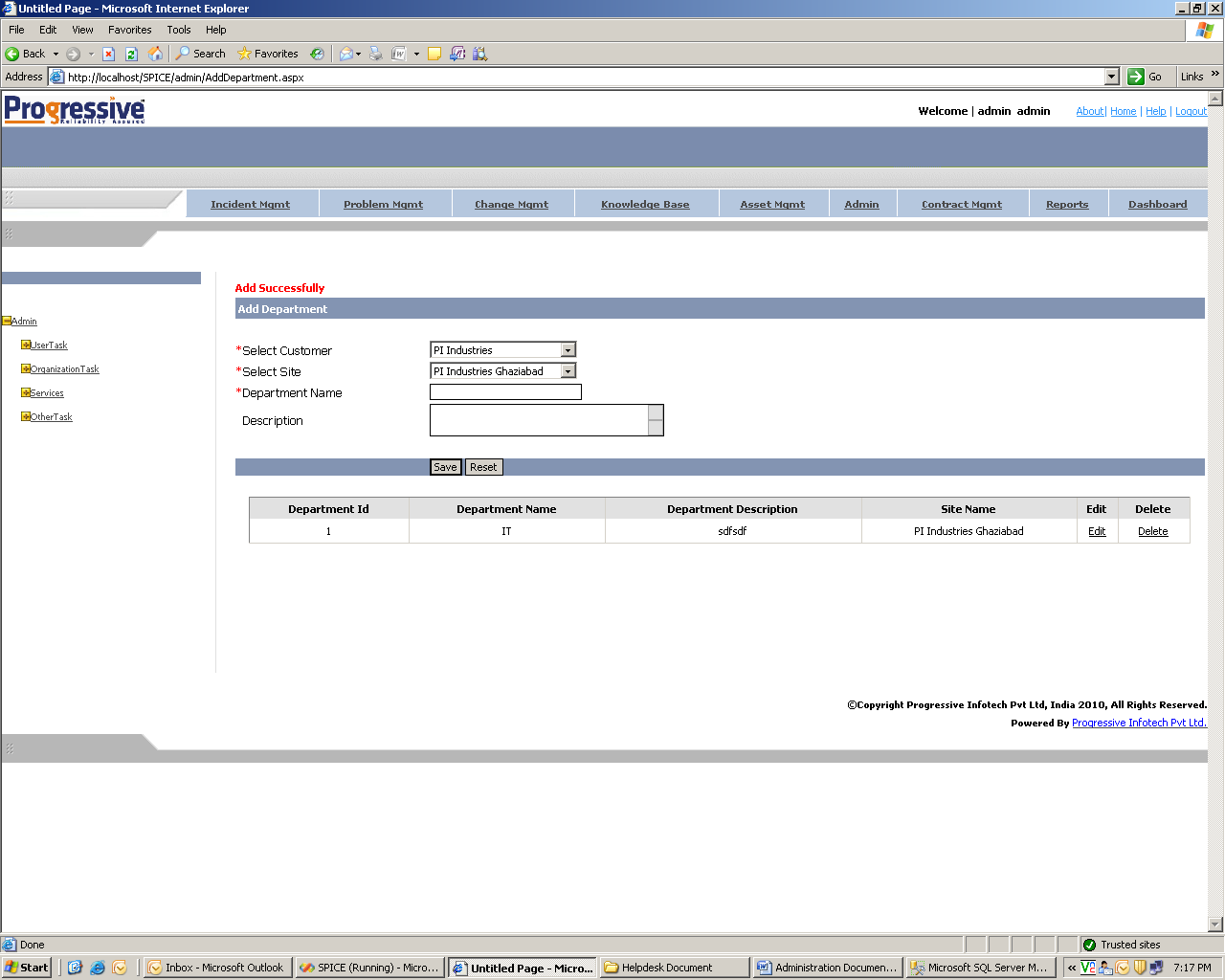
Admin has to select customer from the combo box and then clicks on “Add site”. After he clicks on “Add site” he is redirected to a new page called “AddSite.aspx” as shown in the below picture.



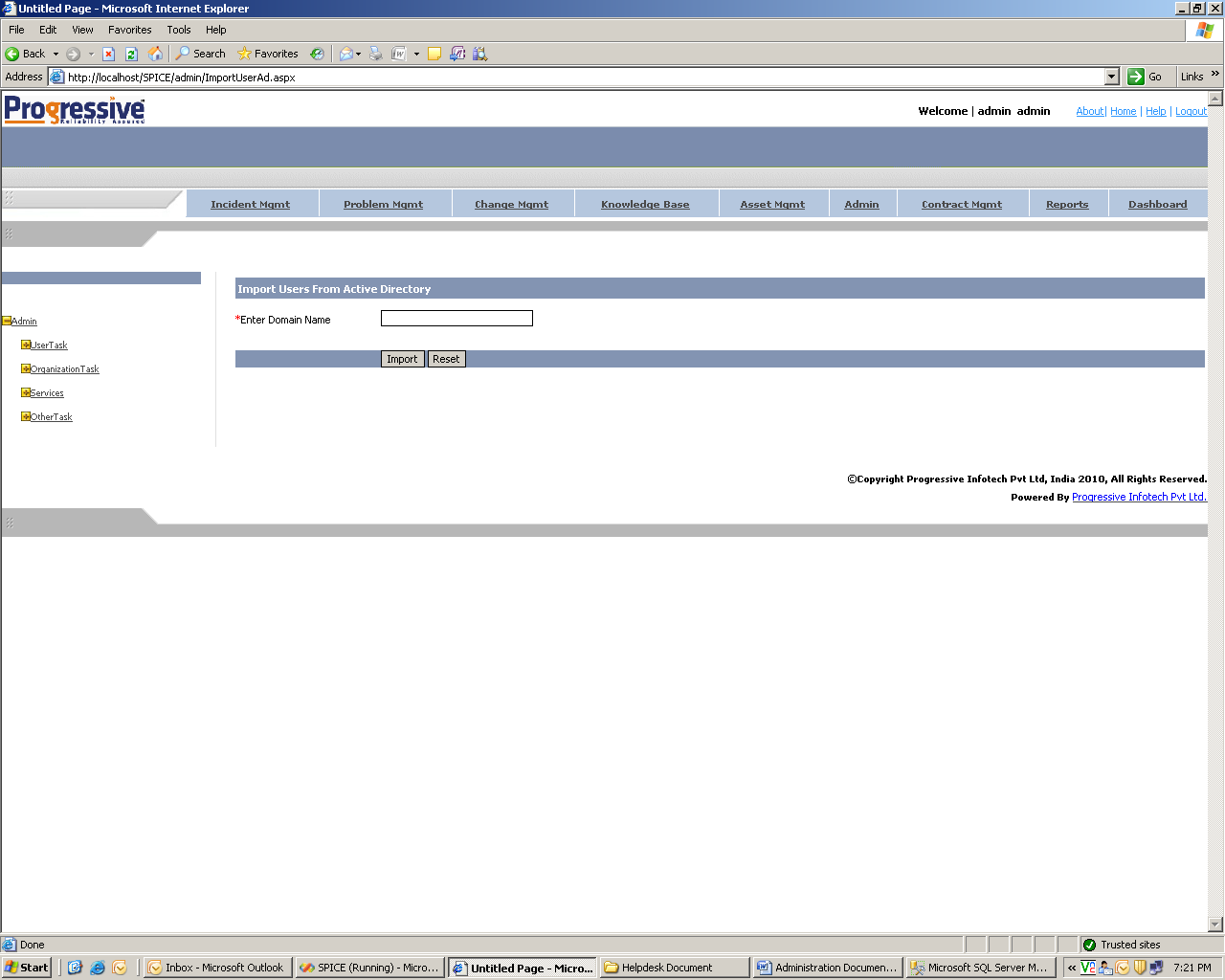
Here in the page given above. Admin has to enter details. Customer, Region, Site Name are required necessary. Admin select customer from the combo box. Then select region and then enters all details.

When user clicks on “save” button. View site.aspx page is opened with the added site in that customer.  
Admin can view sites on the basis of selected customer in combo box.

(5) Next step is to define department. To define department admin clicks on “Define Department” in the admin home page. After user clicks on “Define Department” he is redirected to a new page called “AddDepartment.aspx”. In this page admin has to select customer and site and then enter department name and description. When admin clicks on save button department is added into system and new department are shown to admin as shown in below picture.

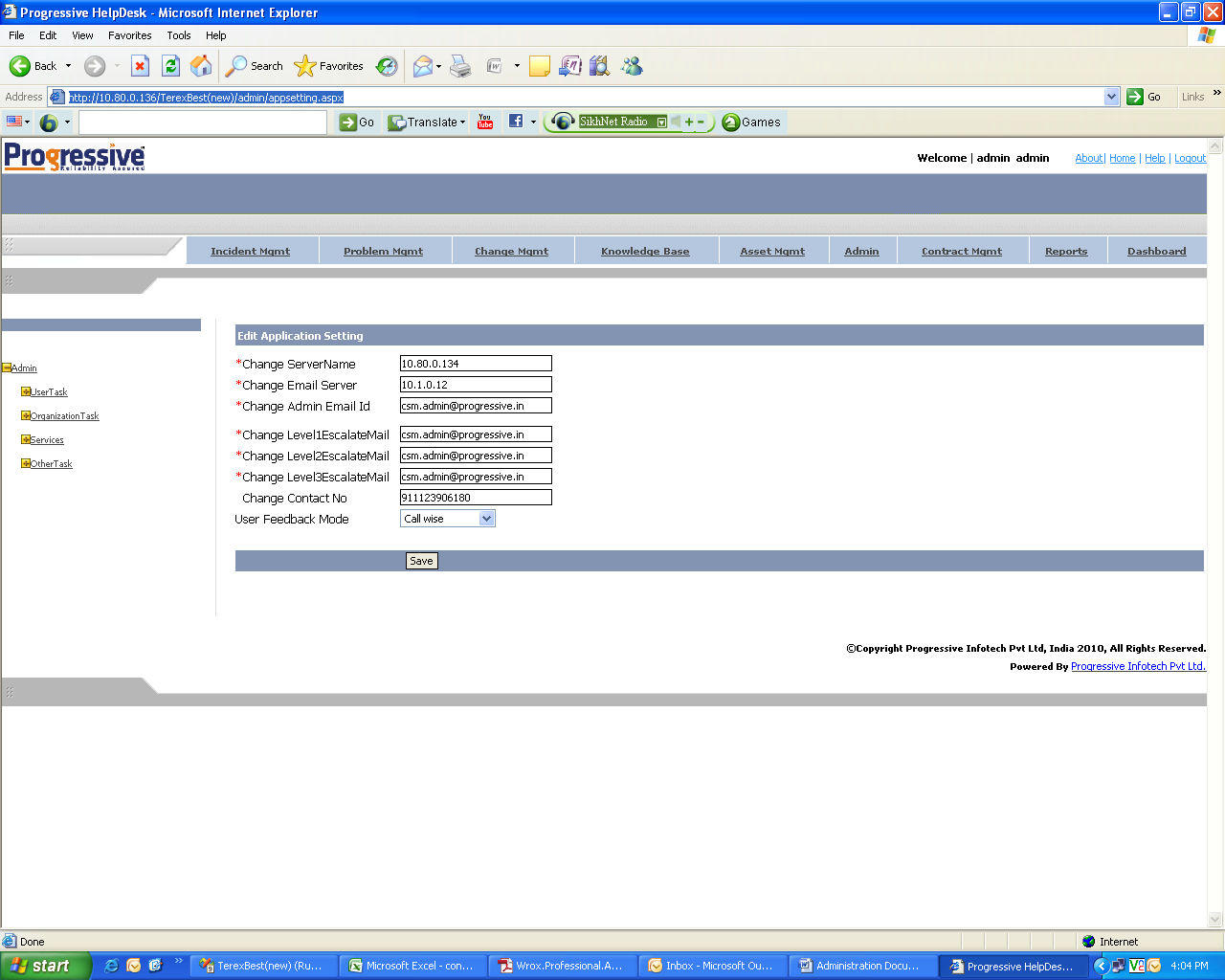


(6) Next step is to Import users from Active directory. For this admin clicks on “Import User from Active Directory”. After clicking, admin is redirected to new page called “ImportUserAd.aspx” as shown in below image.



In this page admin has to enter domain name. Then clicks on “Import”. All users of the domain are added to Helpdesk tool.

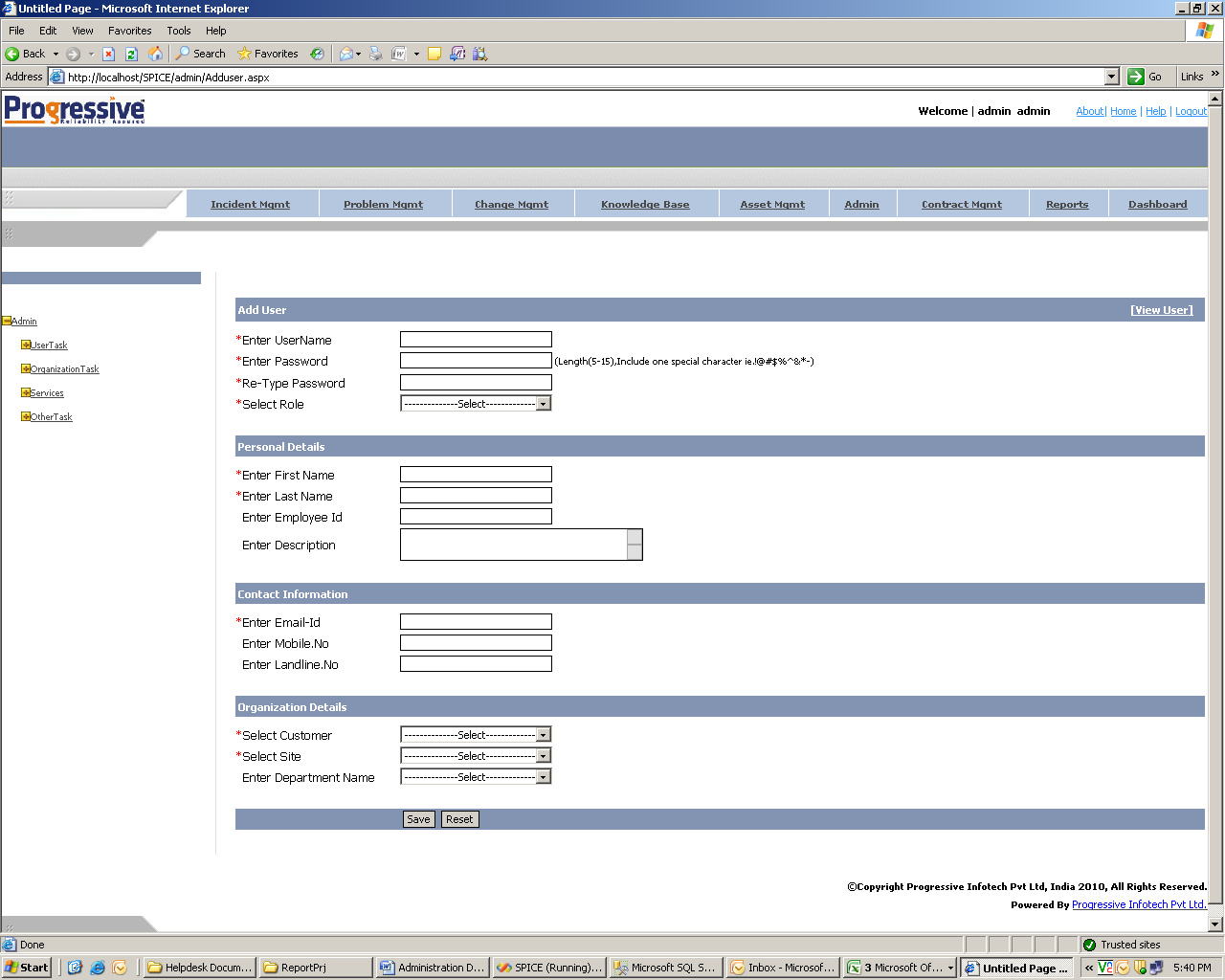
(7) Next step is Change application setting. For this admin Clicks on “change application setting”. After clicking, admin redirected to new page called “appsetting.aspx” as shown in below image.



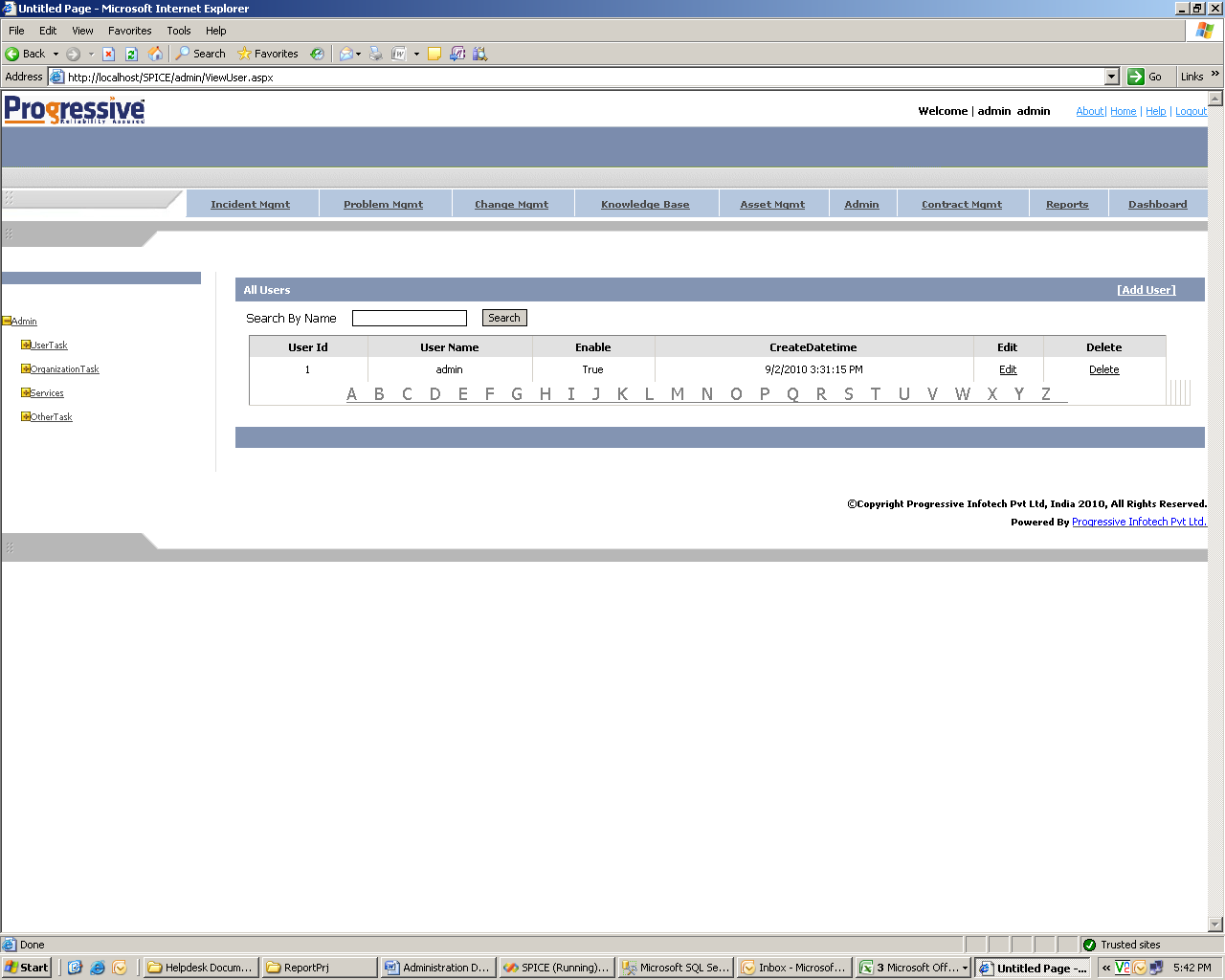
In this page admin has to enter Change server Name , Change Email server , Change Admin Email id , Change (level 1,level 2,level 3) escalate mail and change contact number. Then a click on save button and all information is updated to helpdesk tool.

***User Task***

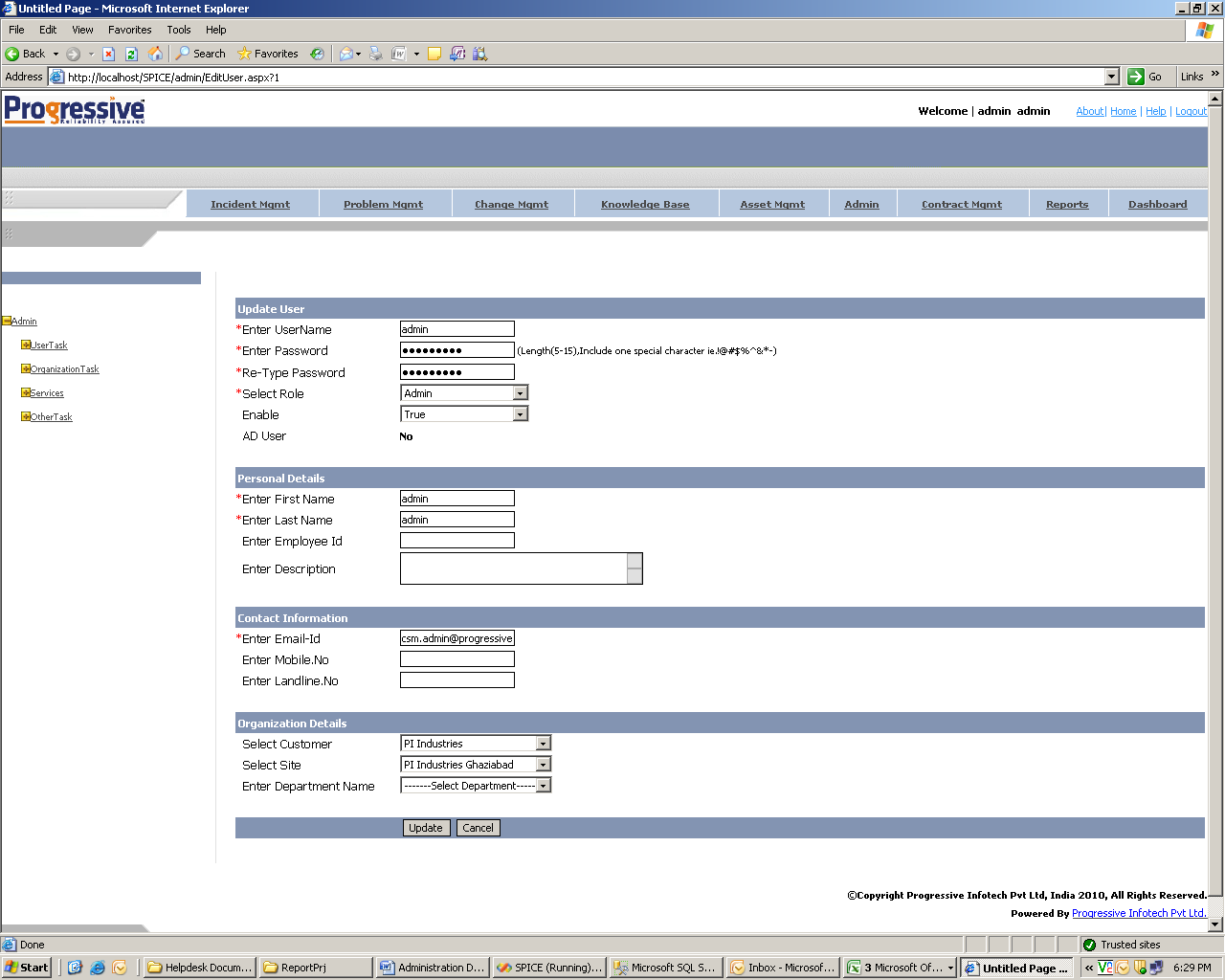
(1) **Create User** - First step in User Task is to create user. For creating user, admin clicks on “Create User” in admin home page in User Task section. Admin redirect to a page called “adduser.aspx”. Page is shown below.



Admin enters details. And then clicks on “Save”. After clicking on “save”, admin is redirected to a page “viewuser.aspx” as shown below.



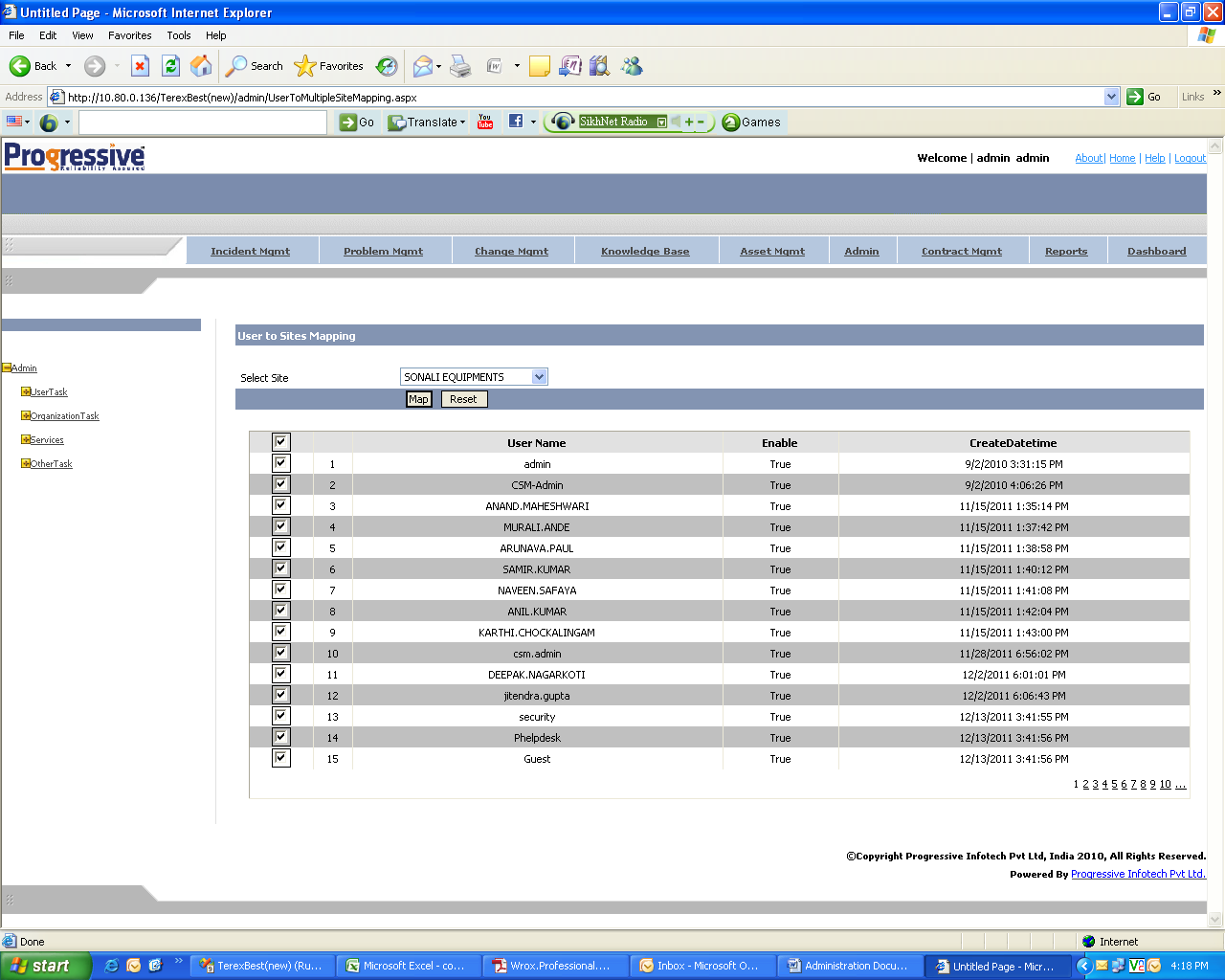
Admin can view user by entering user name in search box or simply clicking on Alphabetical. Admin can edit user by clicking on “edit”. When admin clicks on “edit” he is redirected to a page called “Edituser.aspx” as shown in below image.



After editing user’s details, admin has to click on “Update”.

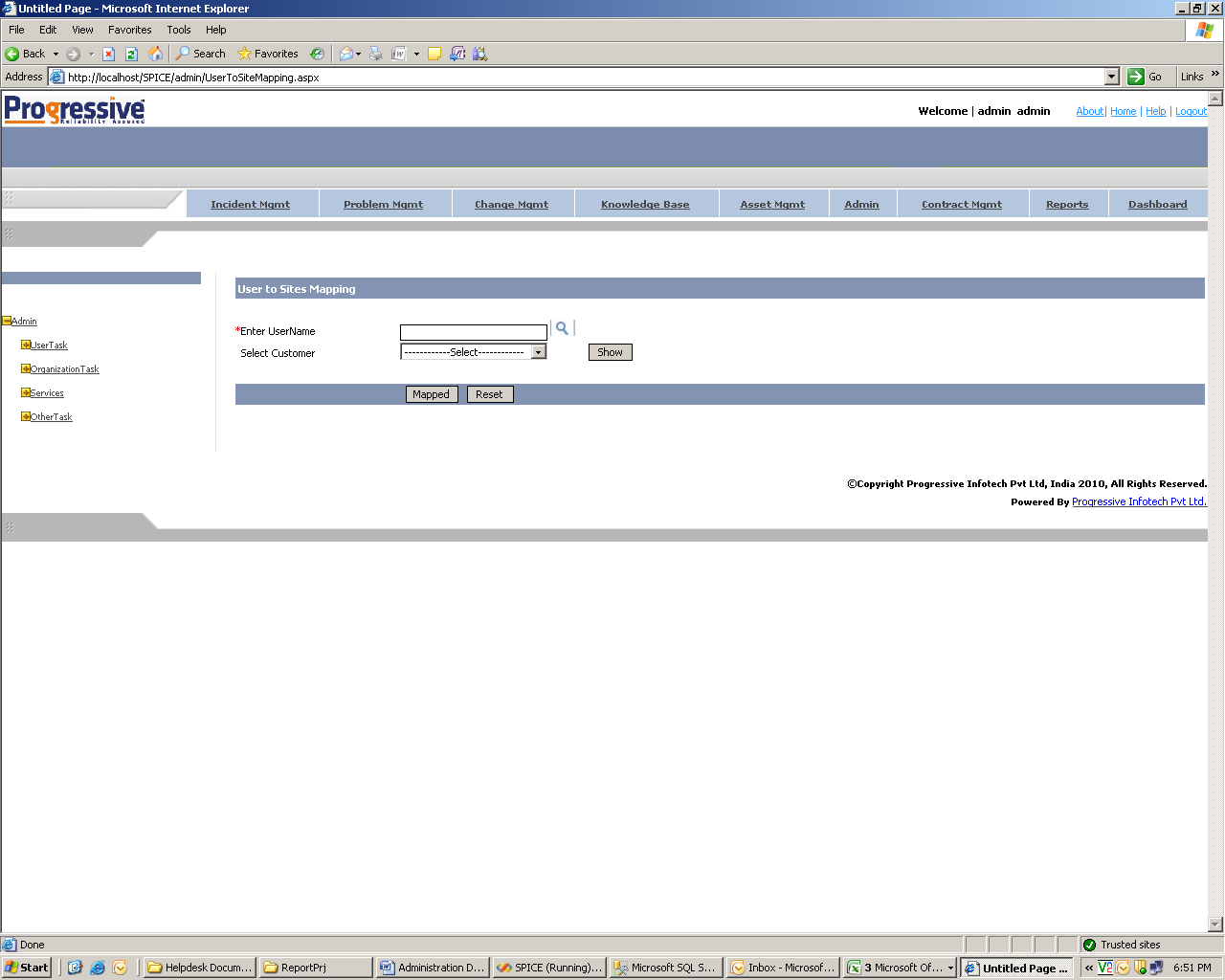
(2) **View User-** Admin can view, search all users in helpdesk tool. View user is described just above.

(3)**Mapped multiple user to site-** as when admin clicks on this link in admin home page. He is redirected to “UserToMultipleSiteMapping.aspx” as shown below.



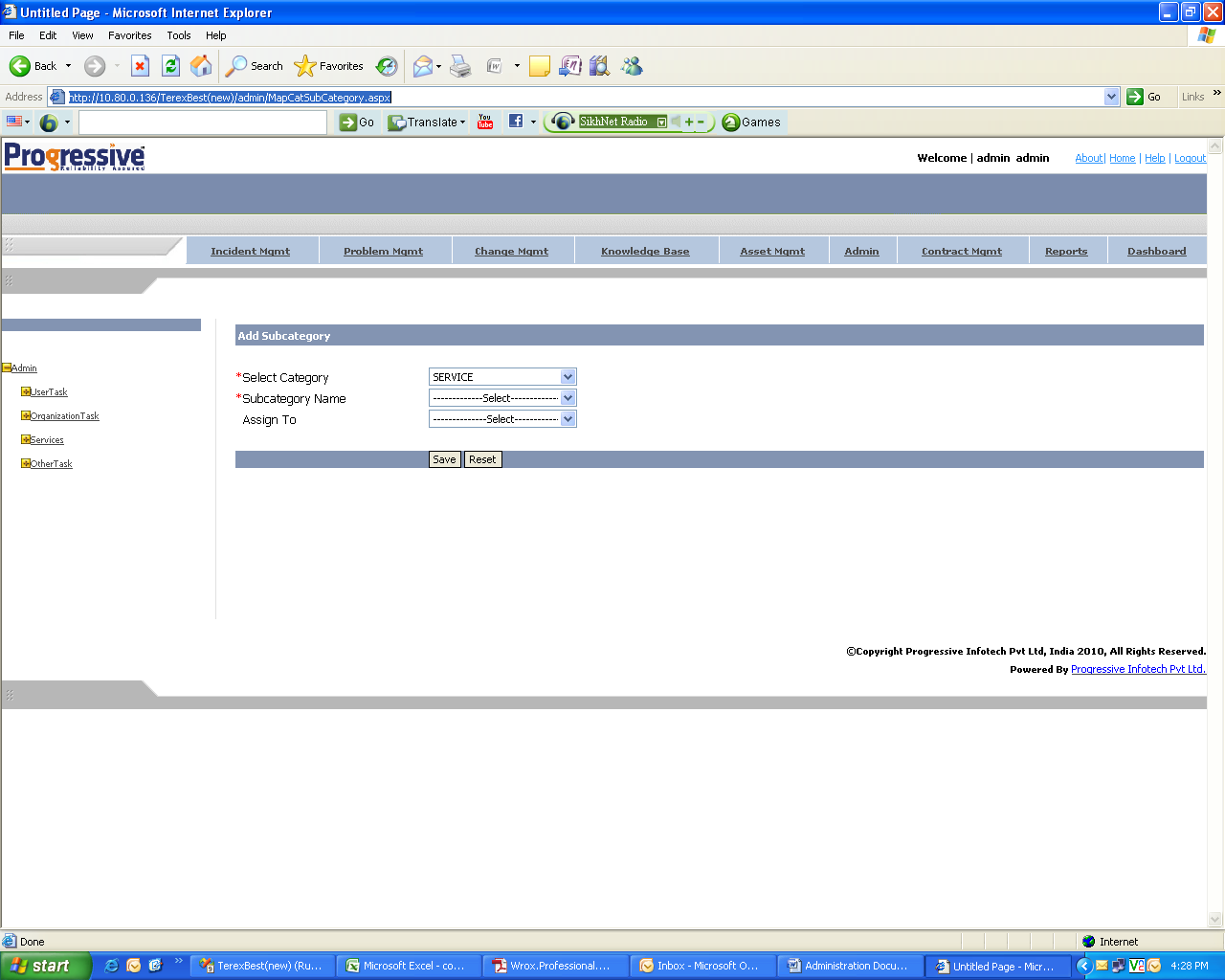
Admin has to select site. And then admin click on map.

(4) **Mapped Users to Sites** – as when admin clicks on this link in admin home page. He is redirected to “UserToSiteMapping.aspx” as shown below.



Admin can write user name in textbox or can search user by clicking on search image in right. When admin clicks on search image. Following page opens.

(5)**Map Technician to category and subcategory-** admin clicks on “Map technician to category and subcategory” in admin home page in User Task section. Admin redirect to a page called “MapCatSubCategory.aspx”. Page is shown below.

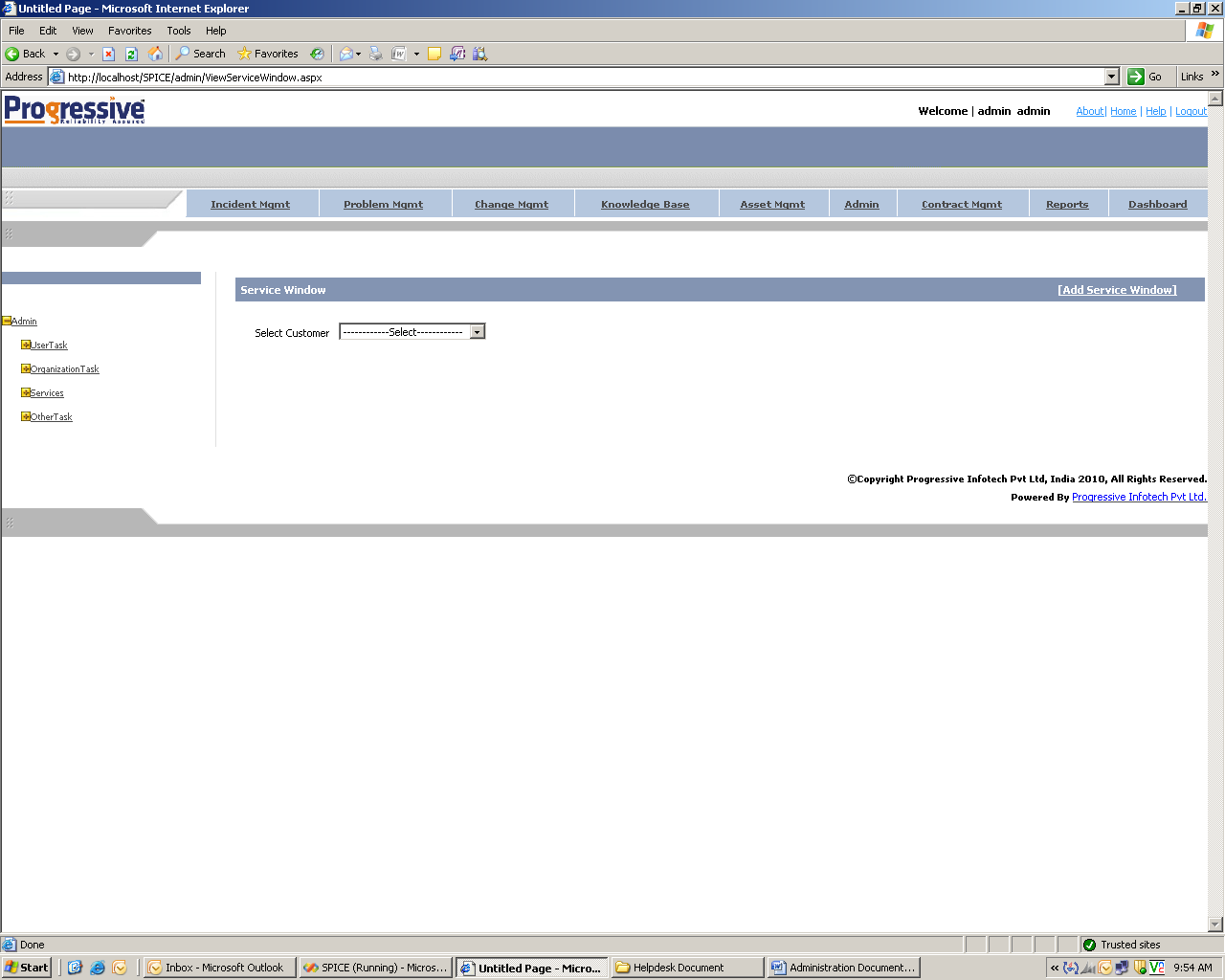


Admin has to select category, subcategory and assign to. And then admin click on save.

**Define Services**

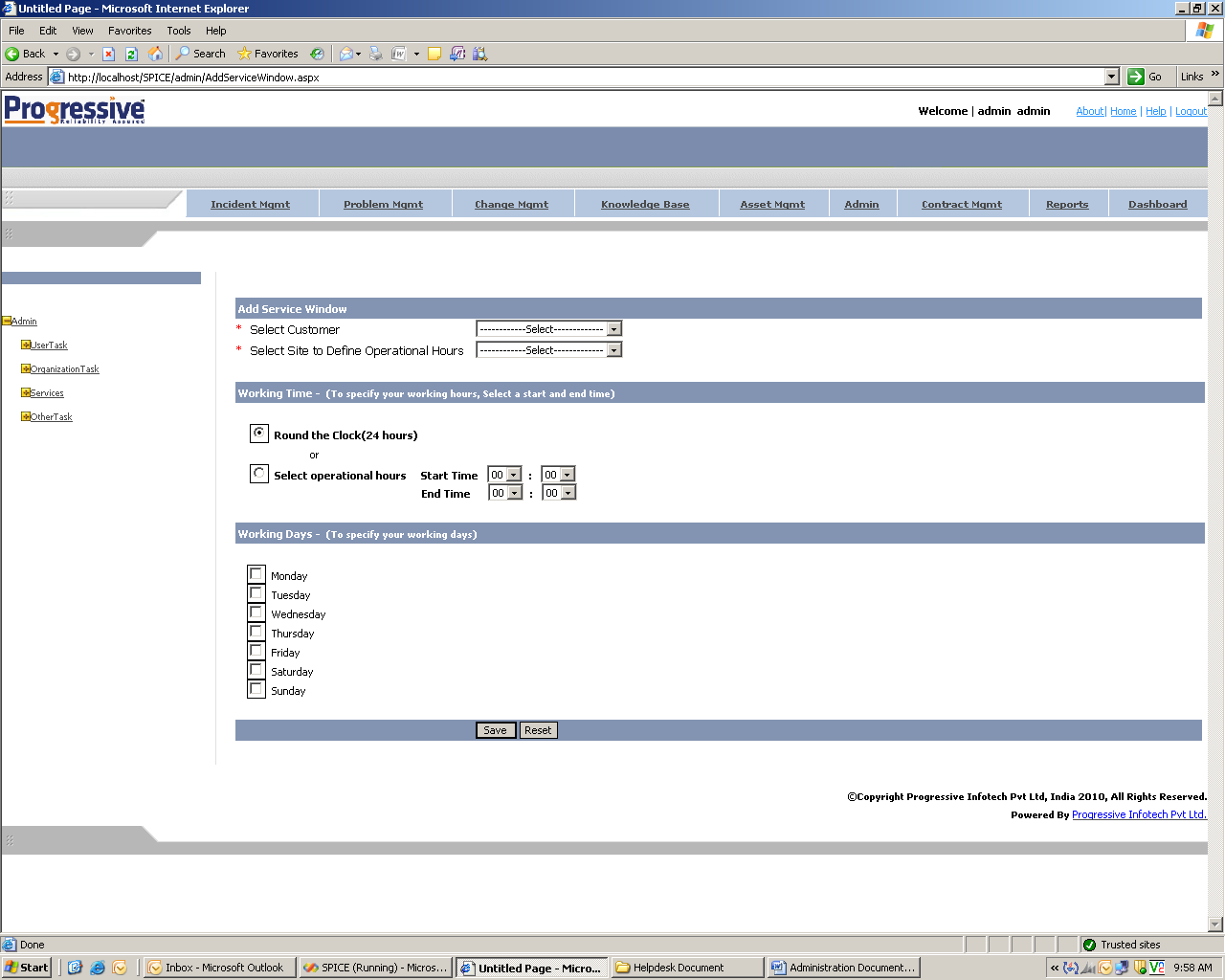
(1)**Define Service Window –** To define service window. Admin has to click on “Define Service Window”.

Below page is opened.



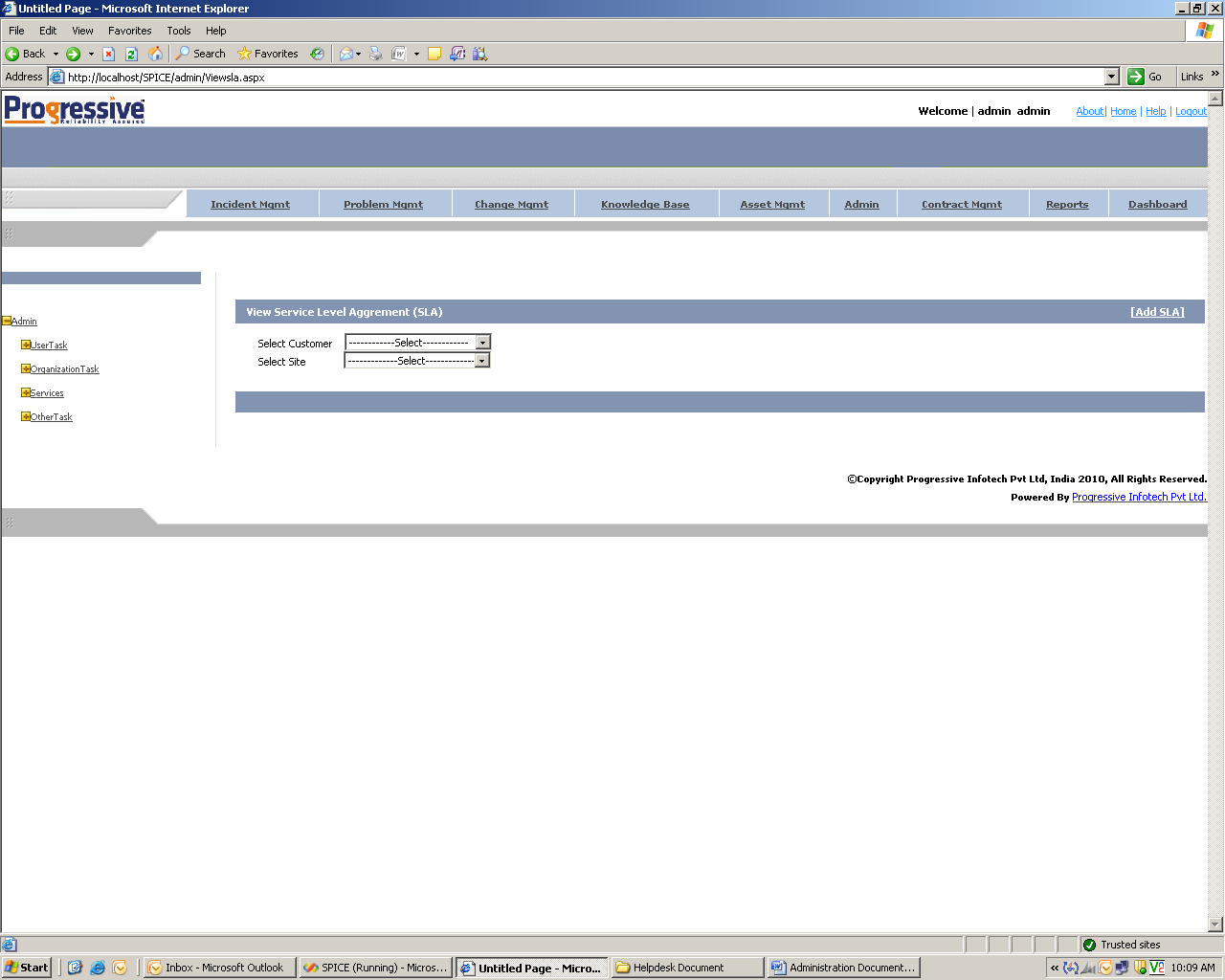
Where admin has to select customer and then click on Add Service Window link on the right side.

When admin clicks on “Add service window” he is redirected to a page shown below.

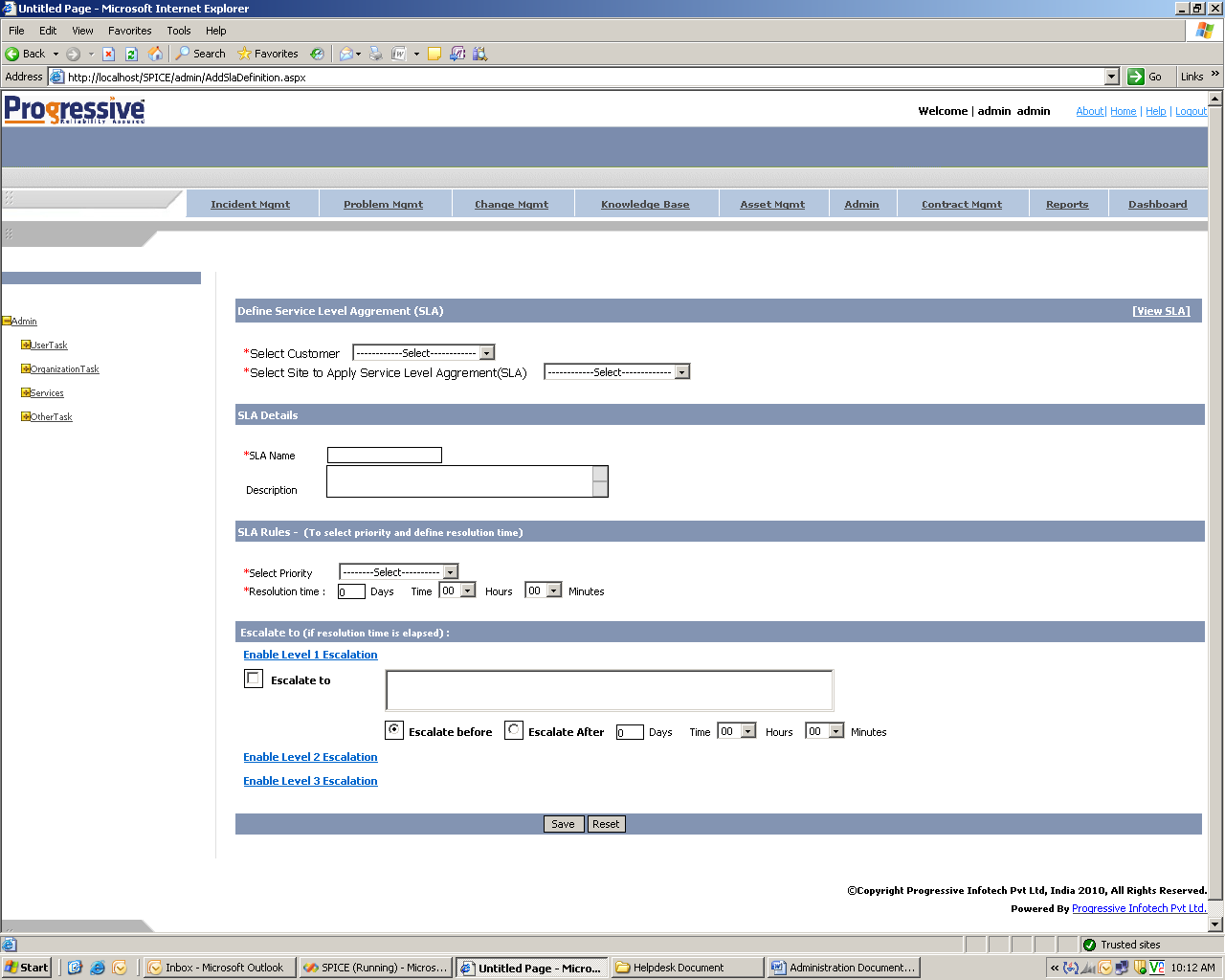


Admin has to select customer, site, operation hour, days and then clicks on “Save”. Service window is set for that site.

(2)**Define SLA –** To define SLA, admin clicks on “Define SLA” in Admin home page. He is redirected to a page shown below.



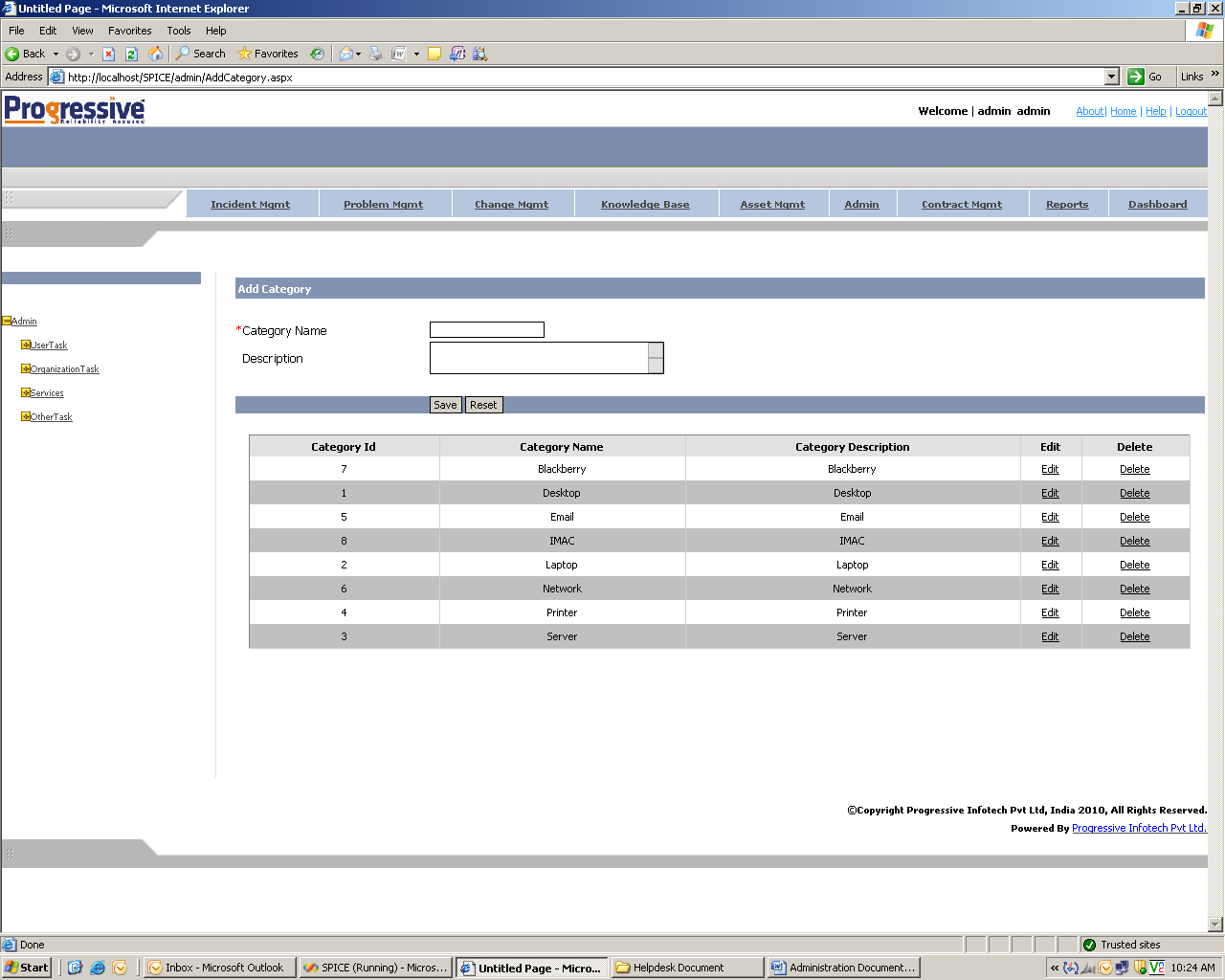
Where admin can view SLA and can add SLA. To see SLA already made, admin has to select customer and site from the combo box. And to add SLA admin has to clicks “Add SLA” on the right side of page. When admin clicks on “Add SLA” he is redirected to a new page as shown below.



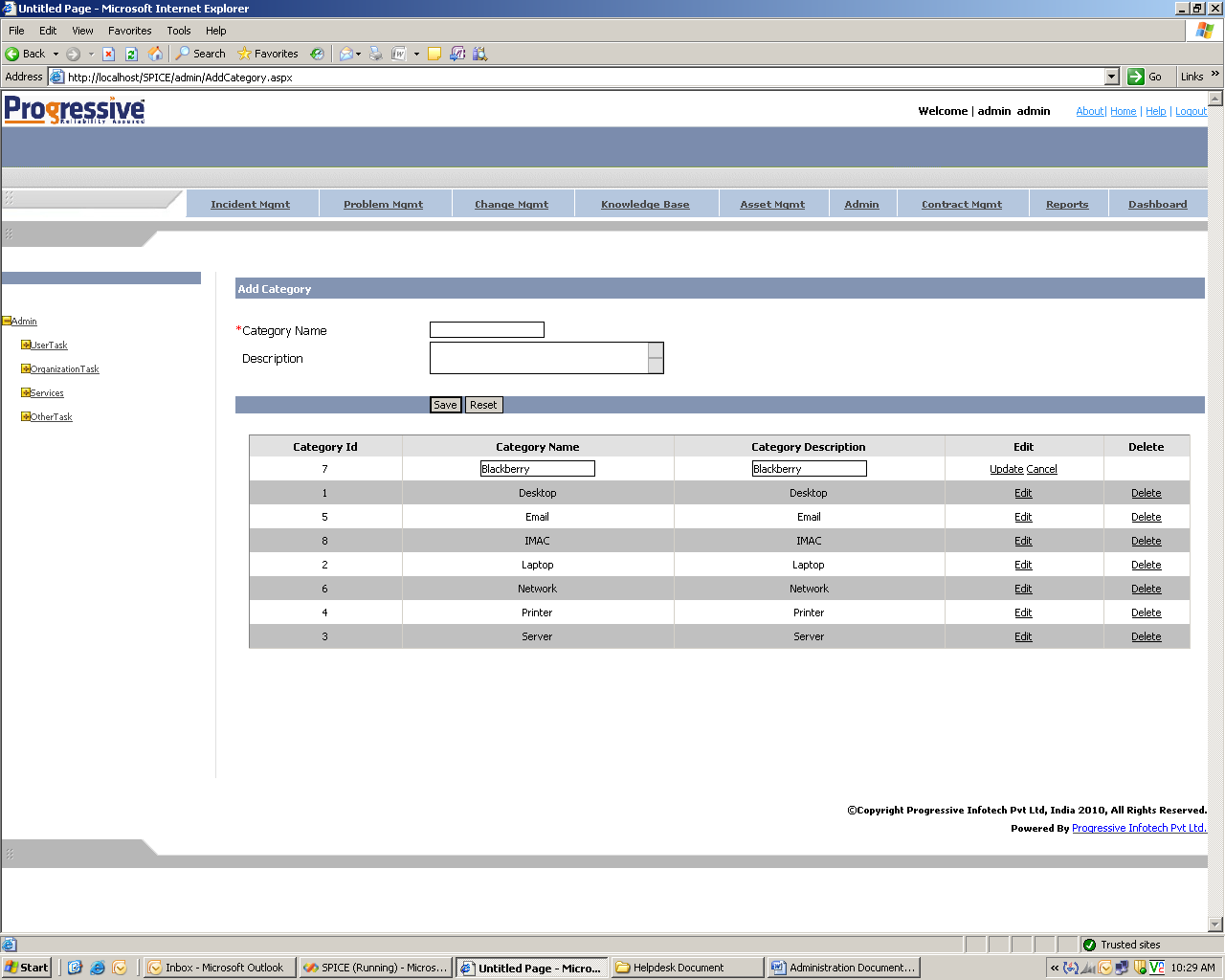
Admin select customer, site and then enters SLA Name, select priority, resolution time and then enters escalations. After clicking on “Save” SLA is defined for that customer, site.

**Other Task**

(1)**Add Category –** Admin can add category by clicking on “Add Category”. After clicking on “Add Category”, admin is redirected to below page. Below page is showing already added category. For creating new category admin enters category name, description and then clicks on “Save”. For editing category clicks on “Edit” in the category row.

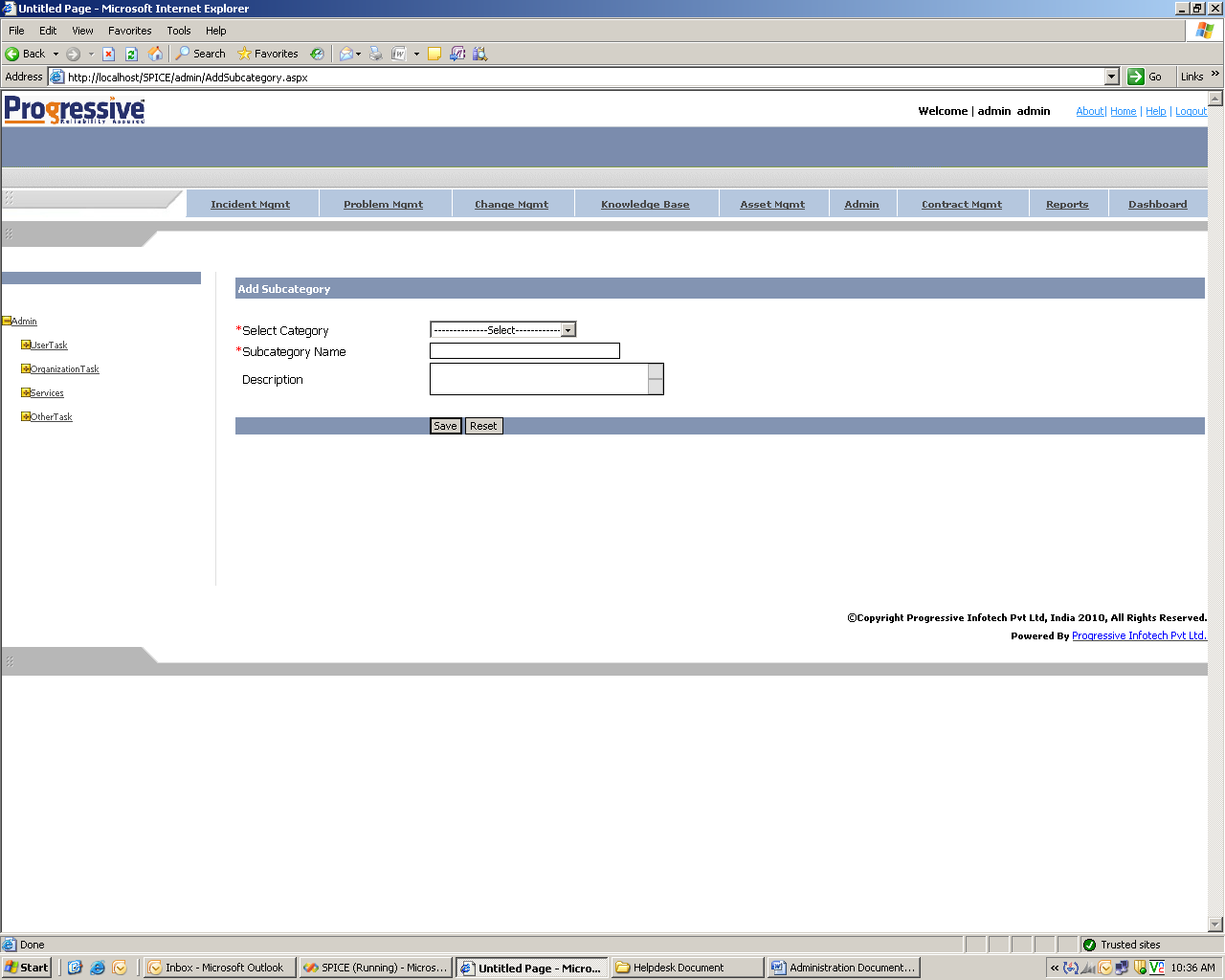


When admin clicks on “Edit”, category row becomes in editable mode as shown below.

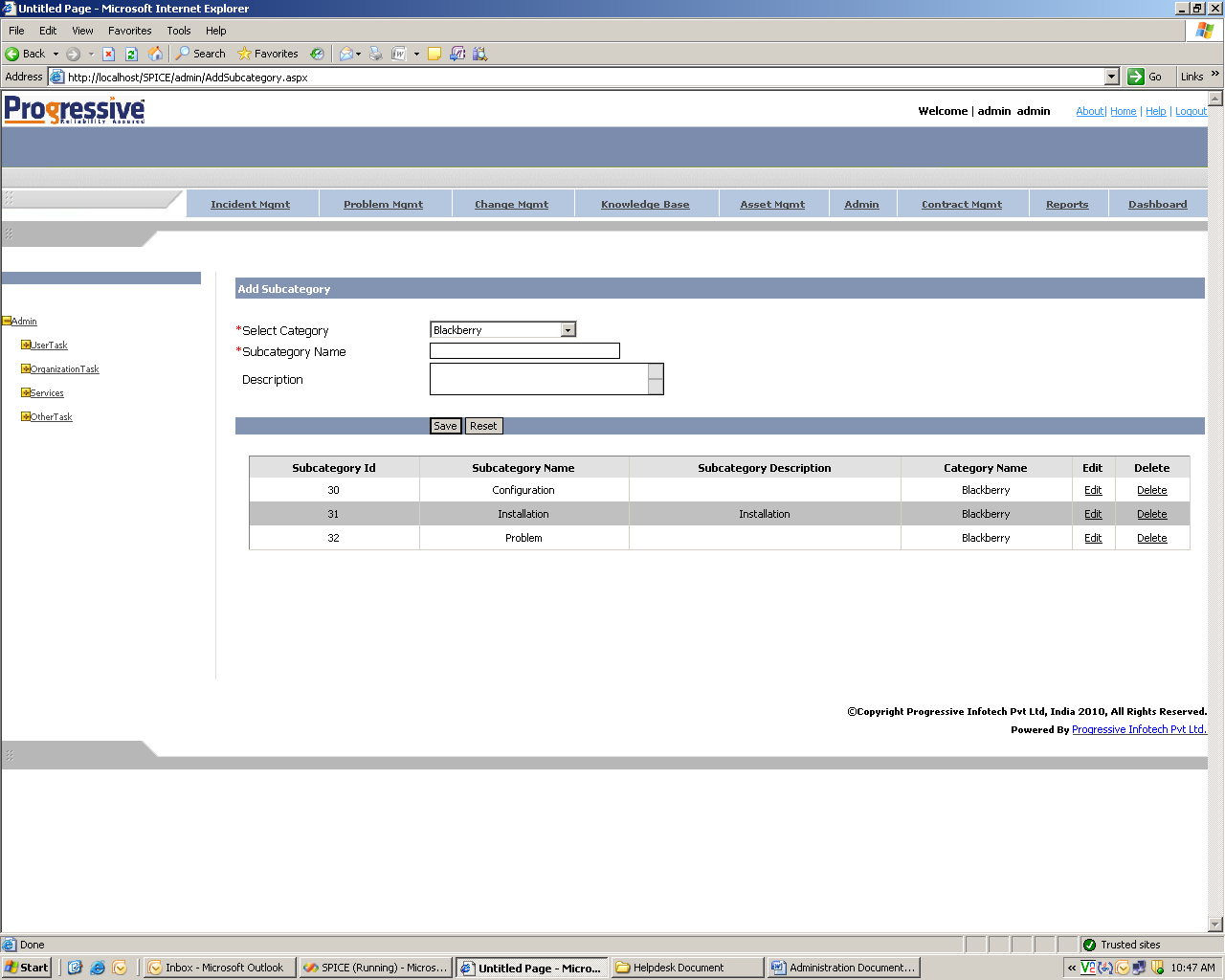


Admin clicks on update. Category is updated.

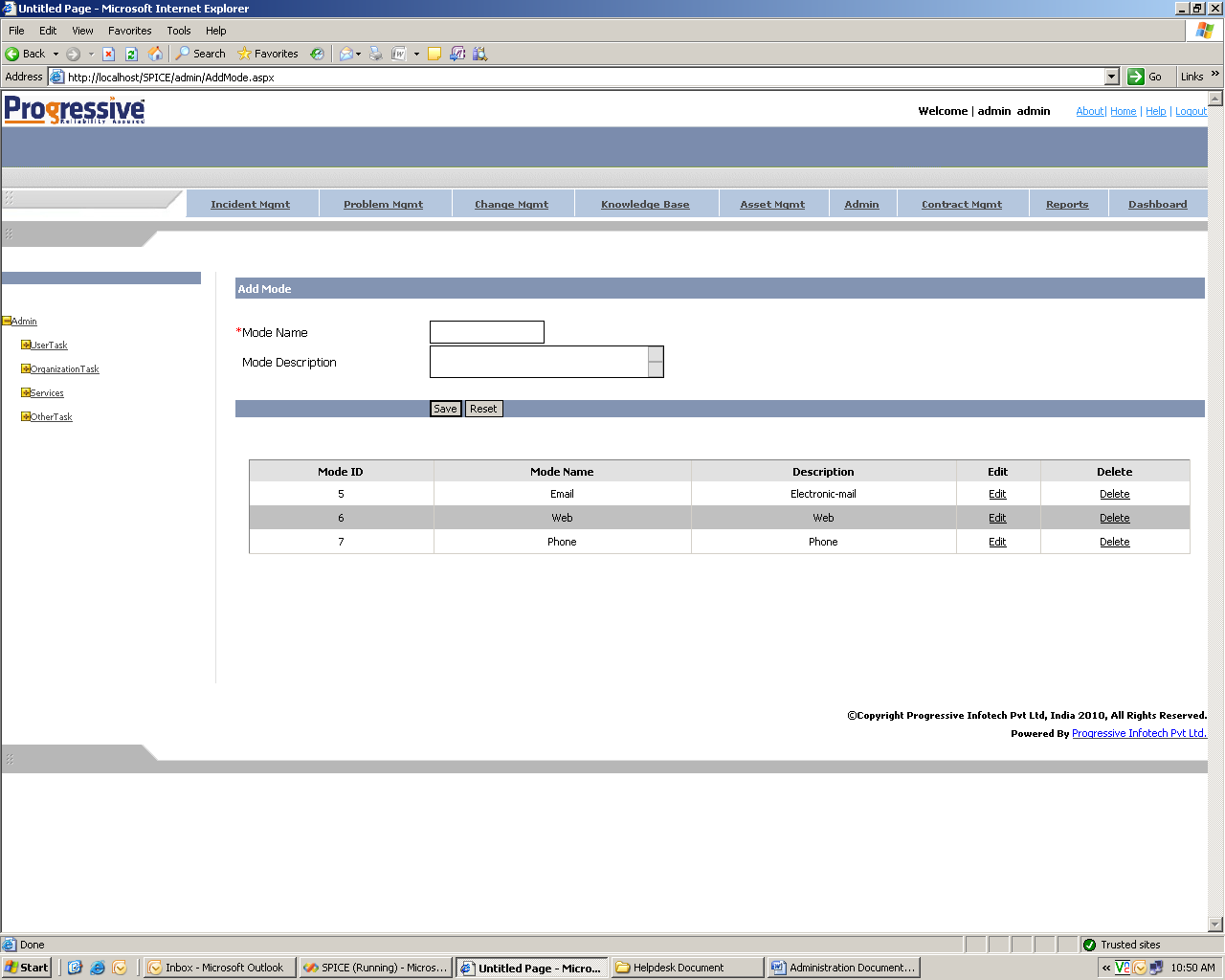
(2) **Add Subcategory -** Admin can add sub category by clicking on “Add Subcategory”. After clicking on “Add subcategory”, admin is redirected to below page.



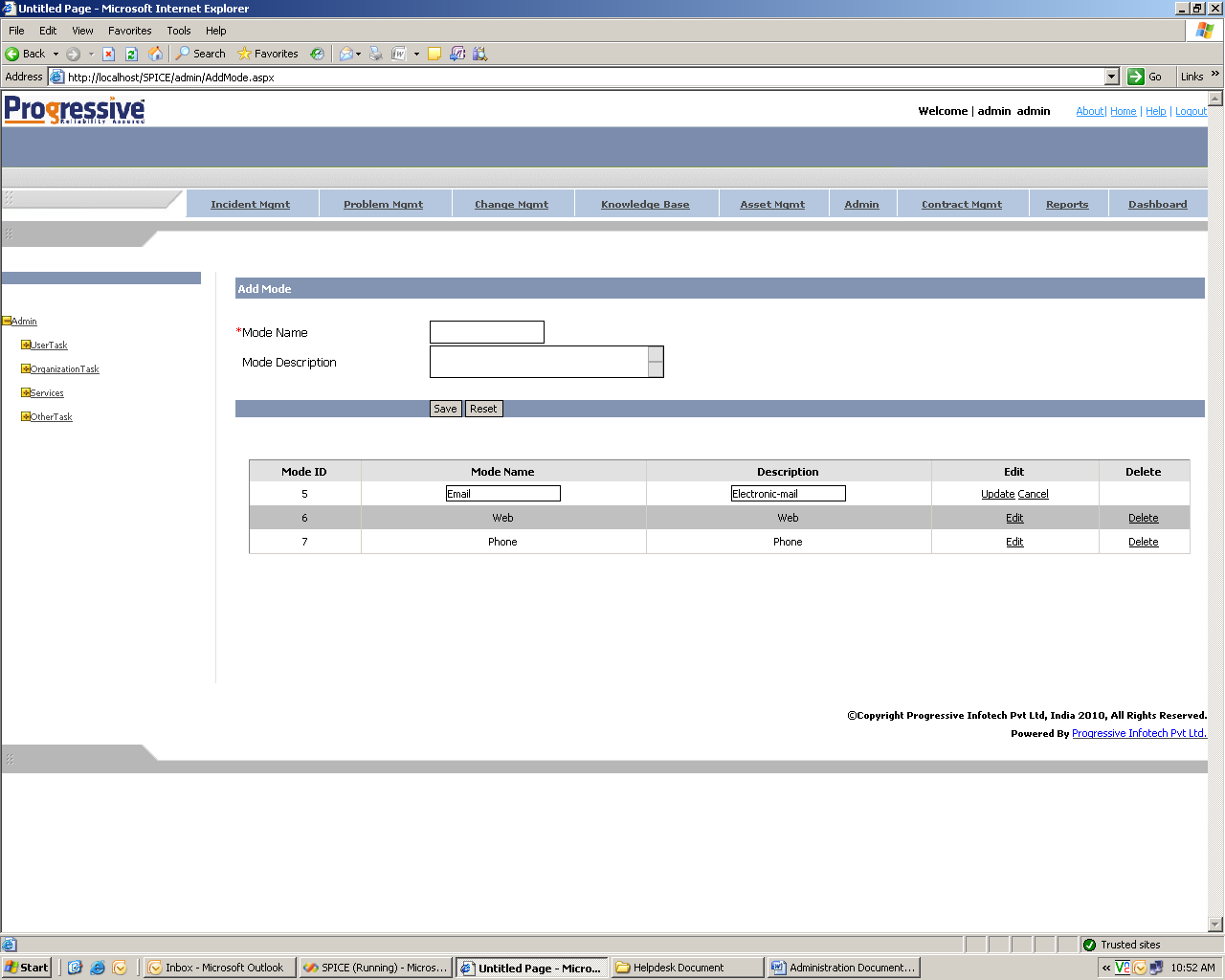
Admin has to select category. And the enters subcategory, description. Then clicks on “Save”. Subcategory is added as shown in below picture.



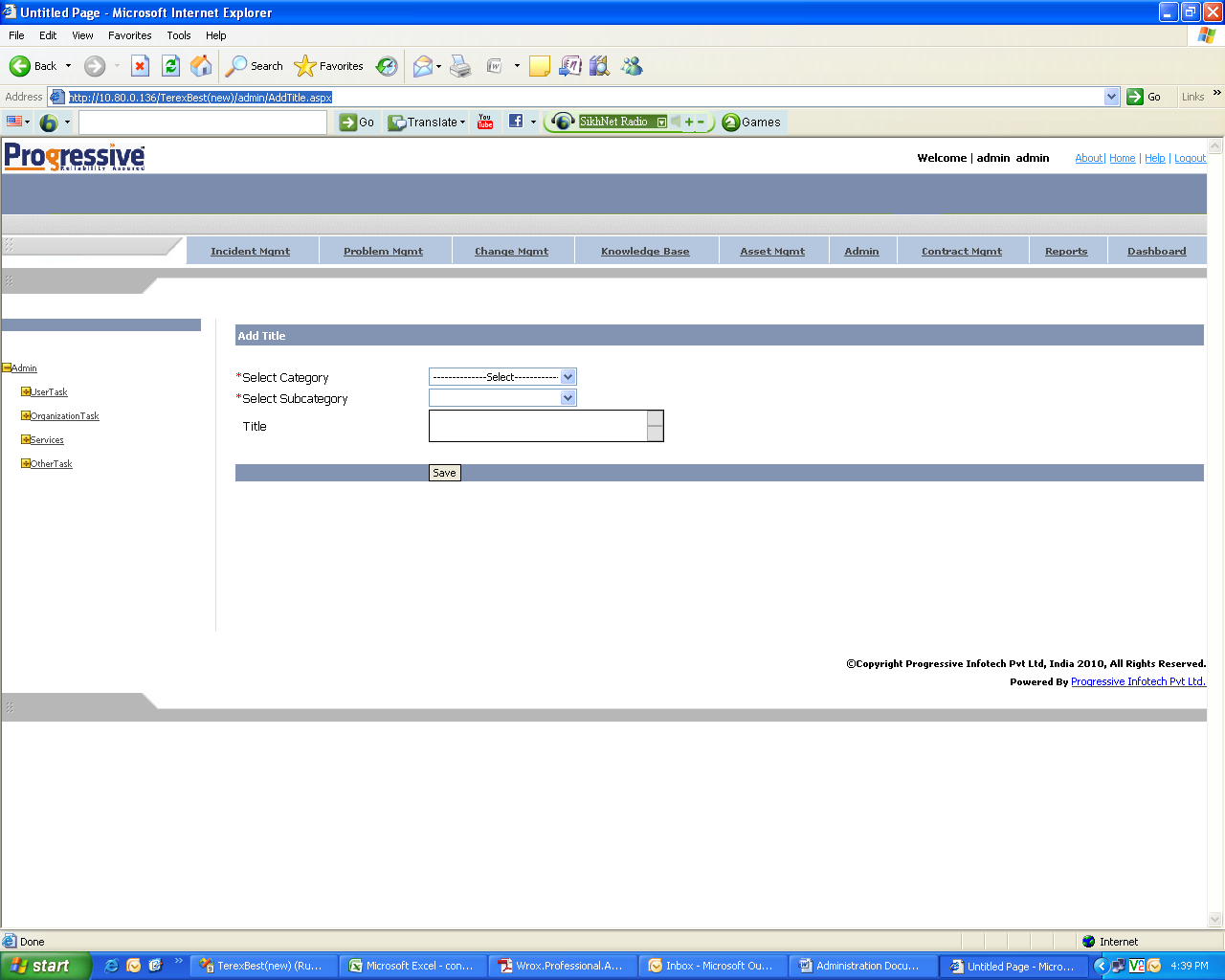
(3) **Add Mode -** Admin can add Mode by clicking on “Add Mode”. After clicking on “Add Mode”, admin is redirected to below page.



For adding Mode, admin enters Mode name, Mode description and then clicks on “Save”. Mode can be edited by clicking on “Edit” in the right side of Mode. Editable mode is shown below.

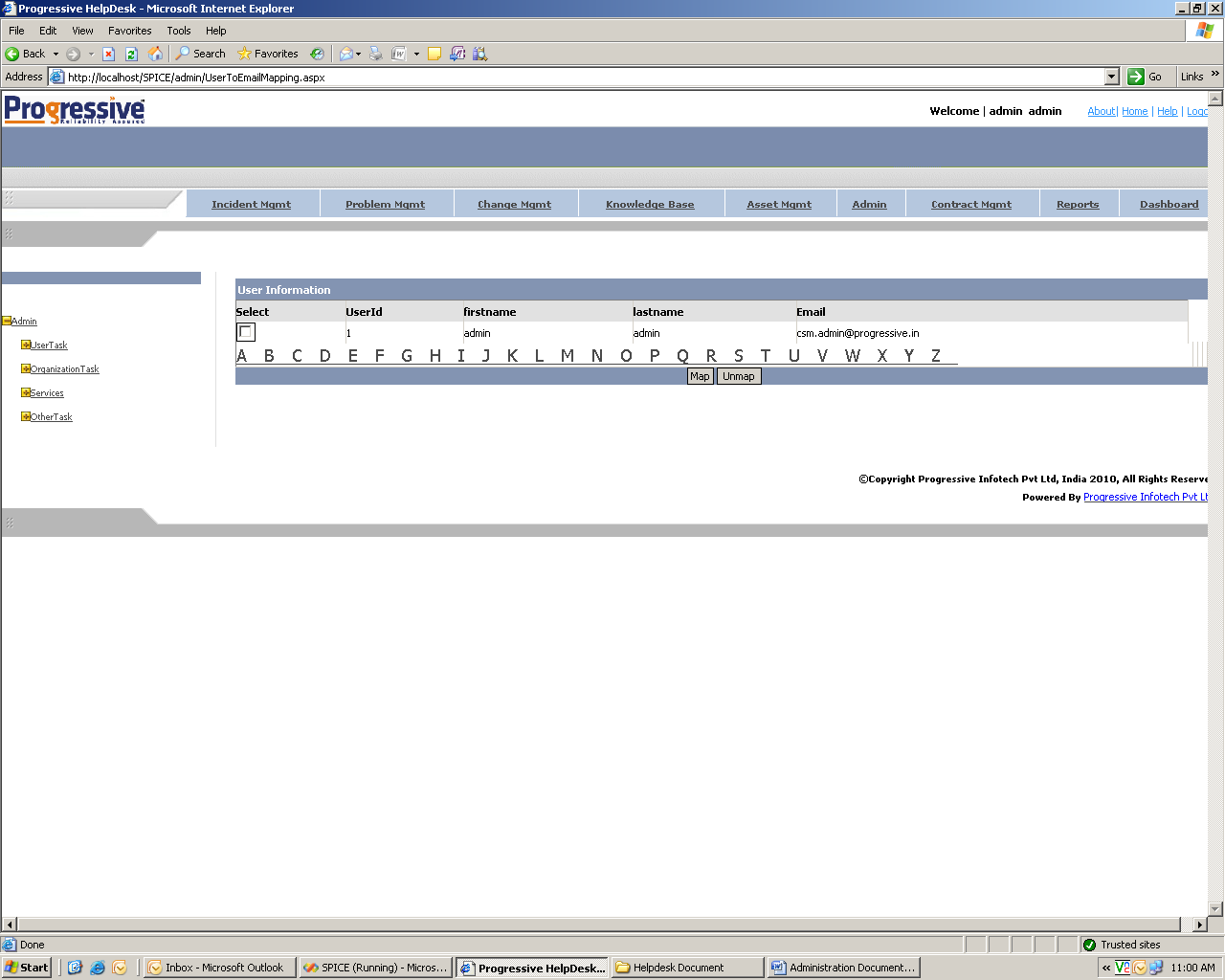


(4)**ADD Title-** Admin can add Title by clicking on “Add Title”. After clicking on “Add Title”, admin is redirected to below page called “AddTitle.aspx”.



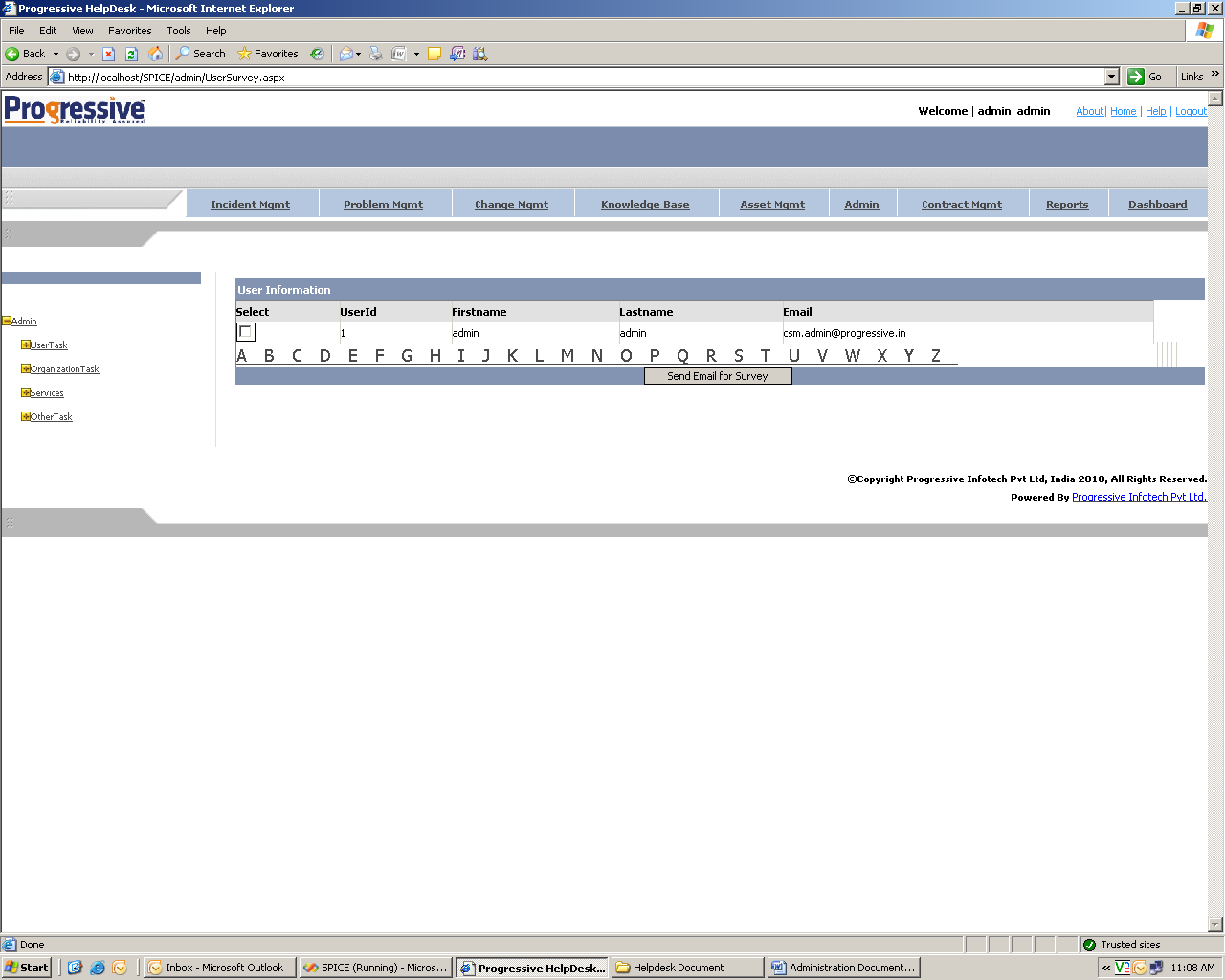
Admin has to select category , subcategory and enter title. And then admin click on save.

(4) **User to Email Mapping –** for mapping user’s mail address, admin clicks on “User to Email Mapping”. Admin clicks on “User to Email Mapping” in admin home page. He is redirected to below page.



Admin select user for mapping and then clicks on “Map”. Or user can be unmapped by clicking on “Unmap”.

(5)**User Survey -** For sending request for survey, admin clicks on “User Survey”. Admin clicks on “User Servey” in admin home page. He is redirected to below page.



Admin select users and then clicks on “Send Email for Survey”. Email sent to users.