Support Module

Support module is used when the user wants to raise a ticket if he encounters any issue or if he feels he need some additional features or enhancements to be added.

They are three roles involved in the support module that is the Admin role, Manager role, Support Engineer role, user.

When the User raises a new support ticket he will be directed to a new page where he can enter the details needed to address the issue.

Ticket Number

Summary

Description

Attachments

Priority

Issue Type

* Support User Module:

Adding Support Request: The first time he creates a ticket an auto generated ticket number will appear. In the summary he can write the title of what the issue is regarding (ex: Cannot login to my visual studio account).

In the description he has to give details about what problem he is facing and where is the issue. If he thinks that there should be some enhancements added to the existing features then he should give a brief description about where he wants and why.

The user can add up to five attachments so that the support engineer would understand where he is facing the issue and the user has to list the priority for the issue (high, medium, low). The user should also state what type of an issue is it(Task, Bug, Enhancement, Feature).

The user has three buttons to select that is Submit, Save, Clear.

Submit: The request will be submitted when the user clicks on submit button. The request will be sent to the manager.

Save: The request will be saved when the user clicks on save and this request can be viewed only by the user not by anyone else. The request will not be sent to the manager.

Clear: The request will be cleared when the user clicks on clear.

View Support Request: The user can view all his support tickets when he click on the support module in his homepage or after he raises a service request ticket.

The user can view the following details in his list.

* Service Request Number
* Summary
* Priority
* Status: The status depends on how the user if the user submits the form the status will be open if the user saves the form the status will be saved.
* Submitted Date: The submitted date is on which date the user has submitted the form. The user can submit any number of request in one day.
* Modified Date: When the user submits the form the modified date will be empty but when the manager or support engineer views the request the modified date will be changed.

Edit Support Request: The user can edit his ticket only when he saves the ticket if he had saved his ticket he can see it in his list with the status as saved but this cannot be viewed by the manager or support engineer.

All the fields can be edited except for the service request number. The user can select update to update the new data or cancel by clicking clear all.

* Support Manager Module:

View Support List: The manager can view all the support tickets raised by all the users and even he can see to which support engineer he has assigned to do the job. The fields in the manager support list are.

* Service Ticket Number: The service ticket number is read only field.
* Summary: The manager can only view the summary.
* Priority: The manager can only view the priority (High, Medium, Low).
* Status: The manager can only view the status (High, Medium, Low).
* Submitted Date: The manager can only view the submitted date
* Reported By: The manager can only the view the first and last name of the user who raised the ticket.
* Assigned To: This field will be empty till the manager does not update the service request to any of the support engineer,Whenever the manager opens the ticket to assign the support engineer to the ticket then the date will be change that is the modified date.

Edit Support List: The manager can edit only the assign to field all the other fields are only read only. In the assign to field the manager can assign to any support engineer.

* Support Engineer Module:

View Support List: The support engineer can view the support tickets which are assigned on his name. In this list he can see

* Service Ticket Number: The ticket number is read only field.
* Summary: The support engineer can read the summary.
* Priority: The manager can only view the priority (High, Medium, Low).
* Status: The manager can only view the status (High, Medium, Low).
* Reported By: The support engineer can see the first and the last name of the person who raised the support ticket.
* Submitted Date: The support engineer can only view the submitted date.
* Modified Date: The support engineer can view the modified date which was changed by the manager

Edit Support Engineer List: In the support manager edit we will have a notes column where the support engineer can write down the work he has done he can also use the notes as reference for future purpose.

The support engineer has also a comments section where he can write down the comments before closing the tickets. The comments is the means of interaction between the support engineer and manager.

The status can be updated by support engineer before closing the ticket. This will be reflected in the support manager and the user list view.

Flow Chart For Support Module:

1: As a user when you login to your account you will be able to see Support Module on the left side under the Dashboard.

2: Once you click on the Support you will find My Support Ticket in which you can raise a new service ticket.

3: When a new service request is raised it notifies in My Support List, Support Manager List View, Support Admin List view. The status of the ticket will be in Open state.

4: The Support Manager has to assign the ticket to a Support Engineer who will take care of the issues raised by the user. The Status of the ticket will be in Assigned state.

5: When the Support Engineer will open the ticket then only it will move from open state to In progress.

6: After the Support Engineer will complete working on the ticket he will move it to done state.

7: In the Done state the user will be notified that the service has been completed and now the user has to notify if his issue has been resolved or not .

8: In the User My Support Details he can be able to see the two options yes and no. If he clicks on yes that means he is satisfied with the service and his issue has been resolved

9: When the user clicks on yes then the Support Engineer will be enabled with the option to close the service ticket.

10: If the user clicks on no then that means he is not satisfied with the service and his issue has not been resolved and he would want the Support Engineer to look into his request again.

11: When the user clicks on no he will also see a comments sections where he can describe why he felt that his request has not been completed.

12: The Support Engineer will not be enabled with the option to close the ticket and the status would be changed to Done.

13:If the user will not notify if his request has been resolved or not the Support request will be automatically closed after 48 hours.