User Creation

1. create/ edit / delete users.

Customers

1. create/ edit/delete customers.

Roles and Rights

1. create new roles based on responsibilities.
2. assign rights to roles, i.e. which module they can see and what action they can perform.

Ticket updation and assignment:

· following are the kind of roles available, super_admin, csr_admin, csr_executive, advisory_admin, advisory_expert.

· Super_admin: all tickets are assign to it by default , it send anonymous to CSR_QUEUE and open tickets (non anynomous) to ADVISORY_QUEUE

· CSR_ADMIN: in csr_queue by default all tickets are assign to it, further they are re assign to any of team member.

o   the tickets which can be assigned to csr_admin are with following statuses "anonymous".

o   It can further reassign to csr_exec with "firstcall" status.

· CSR_EXECUTIVE: tickets assign to it by csr_admin with "first call" and from advisory_expert with "feedback required" status. It can further update the ticket to the following status "reopen" and reassign to advisory_expert or mark it as resolve and assign it to csr_admin.

· ADVISORY_ADMIN: tickets assign to it by super_admin with "open" status. Which it further reassign to advisory_expert with "advice_req" status.

· ADVISORY_EXpert: tickets assign to it by advisory_admin with "advice_req" status or from csr_executive with "reopen" status and it can further reassign to it to csr_executive with "feedback req" status.

User Queues.

1. Set of users which belongs to same department, or perform same or related kind of actions.

Dashboard.

1. every user have a dashboard where it can see all the tickets which are belong to him.
2. change the status of tickets
3. assign ticket to someone else.