**Ticketing and Complain application:**

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| **S#** | **Features** | **Comments** |
| **1** | Online portal access for ticket Logging with or without logging into  application. | * Without logging is not possible yet, complaint registration page is not giving assets selection options, also date selection is not given. * Need to be validate by vendor. |
| **2** | Ticket Logging on behalf of someone. | Ok |
| **3** | Ticket communication – support engineer’s communication with  initiator of the issue. | * Need to be validate by vendor. |
| **4** | In-line attachments with ticket communication. | * Photo attachment is working okay but its display in complaints is not available. * Need to be validate by vendor. |
| 5 | Email Notifications on every ticket update, assignment of the issue to support engineer, taking over the issue by any support engineer. | * Who’s Support Engineer? No emails notifications enable yet. * Need to be validate by vendor. |
| 6 | Automatically create ticket by send an email on predefine email address | * Tickets with their status, escalations send to [merizameen@agripunjab.gov.pk](mailto:merizameen@agripunjab.gov.pk) |
| 7 | Automatically ticket routing based on defined threshold of category/priority. | * What are threshold limits for different categories/priorities? * Need to be validate by vendor. |
| 8 | Sorting on tables and Auto-refreshing feature on my issues tab. | * Is issue tab being complaint tab? * Need to be validate by vendor. |
| 9 | Users will be managed through Active Directory User Management which includes:  9. User creation  10. User updating  Password reset (Self-service and manual) | Ok |
| 10 | Administrator can reset user’s active directory password by going through Active Directory Profile management section. This feature will send the user new auto-generated randomly created password as an email and also sends SMS on his/her cell phone number defined in Active Directory. | * Admin can reset user’s password but autogenerated Email and SMS facilities are not available yet. * Need to be validate by vendor. |
| 11 | User can reset password by sending an email to specific email address with specific subject; the system will read that email address and sends him a confirmation email/SMS. Upon confirmation response system will generate password and sent via email or SMS as defined in Active Directory. | * This feature is not available yet. * Need to be validate by vendor. |
| 12 | Encrypted Active Directory administrator’s password to prevent unauthorized access. | * Need to be validate by vendor. |
| 13 | Search Engine. An extensive search engine where user can search Issues based upon the following criterion:   1. Issue Category   2. Email Settings  1. Email notifications enabled  2. Notify technicians of new issues (remember to edit the categories permissions!!!)  3. Use SSL to connect to the SMTP server (Vendor has to Supply certificates as per solution)  4. Email Templates | * Need to be validate by vendor. |
| 14 | Support SQL Server and 64 bit windows. | * Need to be validate by vendor. |
| 15 | SMS gateway integration | * Need to be validate by vendor. |