

TICKETING SYSTEM

USER GUIDE

Version 1.0

Logging in

Before using the site a user is required to login, this prevents vandalism by unknown people. Till such a time as you, the client adds another agent there id one admin agent accounts and three normal agent accounts.

The details for these are:

Admin:

(Username: Admin, Password: Password1234)

Agents:

(Username: Agent1, Password: Password1234)

(Username: Agent2, Password: Password1234)

(Username: Agent3, Password: Password1234)

Case sensitive;

Choose which account you wish to log in with and enter the details in the login form

Agent login

Username :

Password :

Once those details are entered click submit and the dashboard will present itself depending on whether the details were entered correctly.

Using the dashboard

The dashboard has a few options to select from, these are:

- Add Ticket
- See Closed Tickets
- See Reports

Each of these lead to another page which will be covered further within the document; Also on this page, depending on whether there are tickets in the system and if you are logged in as an admin, there will be open tickets shown. To select a ticket hover the mouse over the ticket and select it, this will redirect to the ticket info page.

Active Jobs of Agent Admin Admin

| Title | Description | Priority | Date |
|---------------|---|----------------|------------|
| Sample ticket | Sample Ticket Text Sample Ticket Text Sample Ticket Text Sample Ticket Text. . . | Time-Sensitive | 2016-09-20 |

| | | | | |
|----------|------------|--------------------|-------------|------|
| Previous | Add Ticket | See Closed Tickets | See Reports | Next |
|----------|------------|--------------------|-------------|------|

The next and previous buttons will do exactly what you would expect, that is they navigate to the next page of tickets if there is one and go to the previous page of tickets if there is one.

Submit Ticket Page

This page is available to all users in its entirety and can be access from both the dashboard and the navigation bar. On the page the user is presented with some input fields that information is captured from about the ticket. The first set of these is the client info.

In this scope the client refers to the tickets client and not the overall client of the ticketing system.

The clients info is either entered or selected by selecting "Use Existing Client" at which point the entry fields will be replaced by a selection box containing previous clients names and info.

After entering/selecting the client info to submit alongside the ticket the user should move on to the "type", "priority" and "location" two of these fields are exclusively dropdowns whereas the "location" field is similar in nature to the client fields in that when "Use Existing Location" is selected it will be replaced by a dropdown.

Once the user has selected/input the desired info for these fields they should enter a title for the ticket, this is a 60 character limited field that forces the user to be concise and accurate with their title.

After entering the description the user should describe the ticket, there are no rules as to what the user can enter as a description but in the dashboard the description is cut down to the first 60 characters.

The user can also attach a relevant file to the main ticket which is presented to any agents that view the ticket.

Create a support ticket

| | |
|---|---|
| Client First Name : | <input type="text" value="Enter the clients name..."/> |
| Client Surname : | <input type="text" value="Enter the clients surname.."/> |
| Client Email : | <input type="text" value="Enter the clients email..."/> |
| Client Phone Number : | <input type="text" value="Enter the clients phone number..."/> |
| <input type="checkbox"/> Use Existing Client? | |
| Ticket Type : | <input type="text" value="Hardware"/> |
| Ticket Priority : | <input type="text" value="Low"/> |
| Location : | <input type="text" value="Enter a location for your ticket..."/> |
| <input type="checkbox"/> Use Existing location? | |
| Ticket Title : | <input type="text" value="Enter a title for your ticket..."/> |
| Description : | <div><div>Enter a description for your ticket...</div><div></div></div> |
| <div><div><div>Choose File</div>No file chosen</div><div><div>Submit</div><div>Clear</div><div>Home</div></div></div> | |

Edit Ticket Page

The edit ticket page is accessible from the dashboard by selecting a ticket; this page loads dynamically based on whether the user logged in is an admin or an agent. The differences between the admin page and the agent page are that an admin can assign agents to a ticket whereas an agent can only edit specific ticket details.

The edit ticket page is just an expanded submit ticket page, the differences between ticket submit and edit are that edit includes the status of a ticket, it shows the submitting agent, the submission date and depending on user privilege it gives the ability to assign agents to a ticket.

Edit ticket number: 3

Client First Name :

Client Surname :

Client Email :

Client Phone Number :

☐ Use Existing Client?

Submission Date :

Submitting Agent :

Ticket Status :

Ticket Type :

Ticket Priority :

Location :

☐ Use Existing location?

Ticket Title :

Description :

Unassign Agent(s) :

Assign Agent(s) :

To assign/un-assign an agent to a ticket, either, select each individual agent or drag the selection to the agents that you wish to add/remove from the ticket.

Once all the information is edited on the ticket as you want it select the submit button and all the data will be captured.

There is also a "View Agent Comments" button which takes you to the comments page where agents will add additional attachments to the ticket, make comments on work done relating to the ticket.

Comments Page

The comments page is where agents will be able to add more information to the ticket that cannot be captured in the base form or edited into the ticket; this page also allows agents to add more attachments to the document.

| Agent Name | Comment | Attachment |
|-------------|-----------------------------------|---------------------------------|
| Admin Admin | Sample Comment Without Attachment | View Attachment |
| Admin Admin | Sample Comment With Attachment | View Attachment |

Add Attachment

Comment

Choose File

No...n

Enter a comment

Submit

Go Back

There are a few buttons on this page; each of these is very self-explanatory. The go back button will return you to the ticket that you are commenting on, the view attachment button will show you the attachment that a comment has, the submit button will submit any comment/attachment to be captured by the database. The choose file will add an attachment to the comment you are submitting; when submitting a comment with an attachment the user should always add (Contains Attachment) to the end of the comment.

Add User Page

This page is admin only, in that it will redirect any non admin users to the dashboard if they try to access it. To create a new user, just enter the info for the user, making sure to follow all the form rules and to select a user privilege when completing the fields.

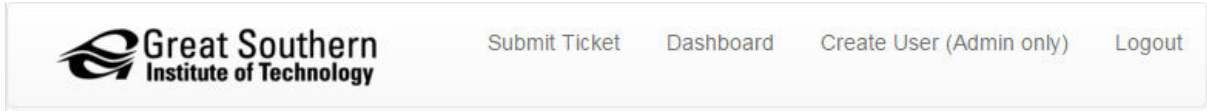
Once all the information is entered press the submit button and the new user will be created.

Create Agent Account

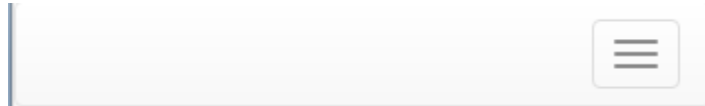
| | |
|-------------------------------|---|
| First Name : | <input type="text" value="Enter your first name..."/> |
| Last Name : | <input type="text" value="Enter your last name..."/> |
| Email Address : | <input type="text" value="Enter your email account..."/> |
| Username : | <input type="text" value="Enter a username..."/> |
| Password : | <input type="password" value="Enter a Password..."/> |
| Password Confirmation: | <input type="password" value="Confirm your Password..."/> |
| Privilege Type : | <div>Please select a privilege level...<div>▼</div></div> |
| | <div>Submit</div> |

The Navigation Bar

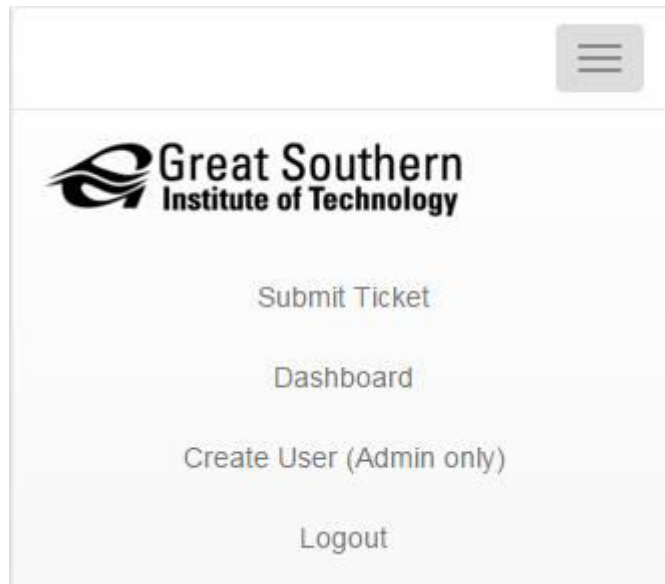
The Navigation Bar has 3 positions that it can be in; one of them is its general computer setting where it extends across the width of the screen and presents all its default options.



The collapsed navigation bar where all the options are hidden until a user clicks on it;



The extended navigation bar with all the default items shown;



The purpose of doing this is to make the site more mobile compatible.