Vi IoT Smart Central

User Guide

Case Management

Version: V1.0

#TogetherforTomorrow

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Contents

Introduction

Cases are the issues/ complaints that are raised by the customers. This module allows you to view and register the cases/complaints that are related to the service and so on.

CSR can assign the cases to the respective teams. The teams will then work on fixing the customer's issue/complains. At any time, CSR can view the status of the cases.

When a case is not closed within a given time, the case can be escalated to the Team Member for immediate attention.

The following type of case can be created:

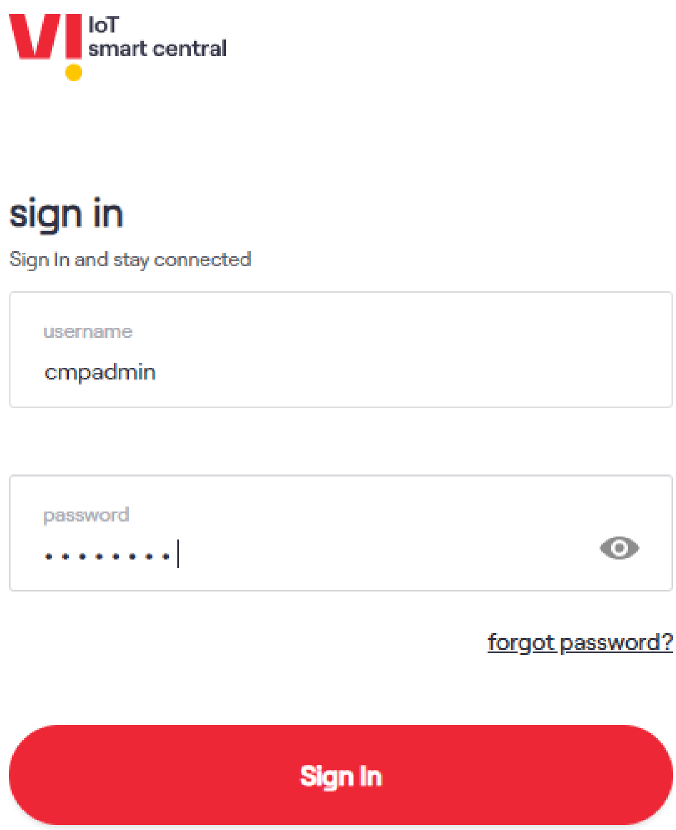
Normal Case – When the CSR receives a call from customers regarding some billing issue.

- CSR assigns the case to the Back Office (BO) Team and the BO team assigns the ticket to the Finance team.
- The Finance team will work on fixing the issue and assign it back to BO Team.
- The BO Team will assign the BO Call Back Team, who, in turn, will tell the customer the issue has been resolved.

Login

To login to the Case Management Application:

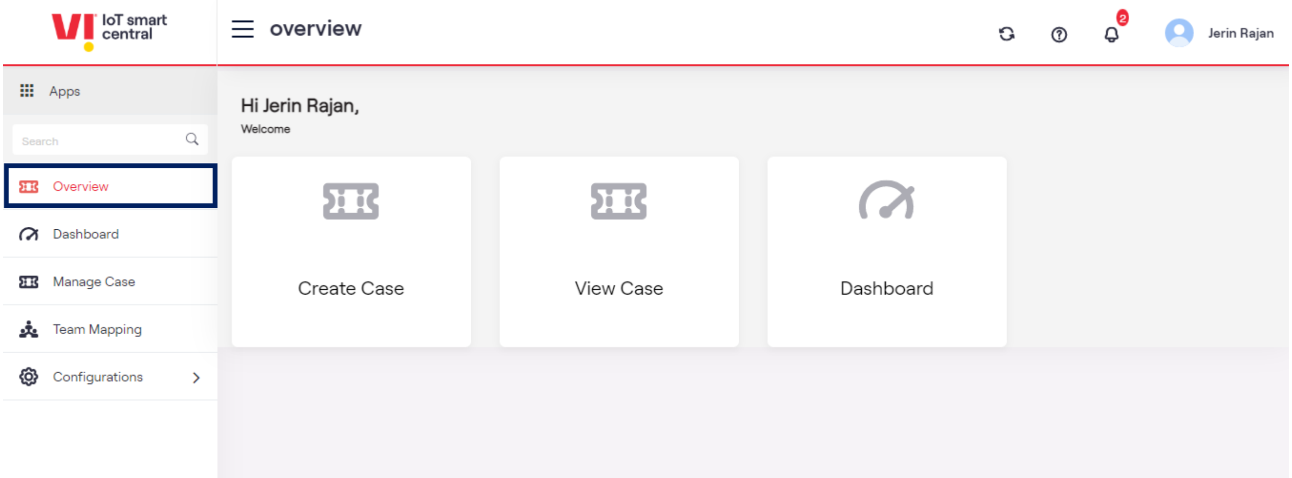
1. Enter the URL (found in the release notes) in the web browser. The login page is displayed.



2. Enter the **Username** and **Password** in the corresponding fields. Refer to the previous screen.
    - Click the **View** button to view the hidden password.
3. After entering all the required details, click the **Sign In** button.

Note
The Sign In button is enabled after entering the username and password only.

After a successful login, the **Overview** page is displayed on the screen.

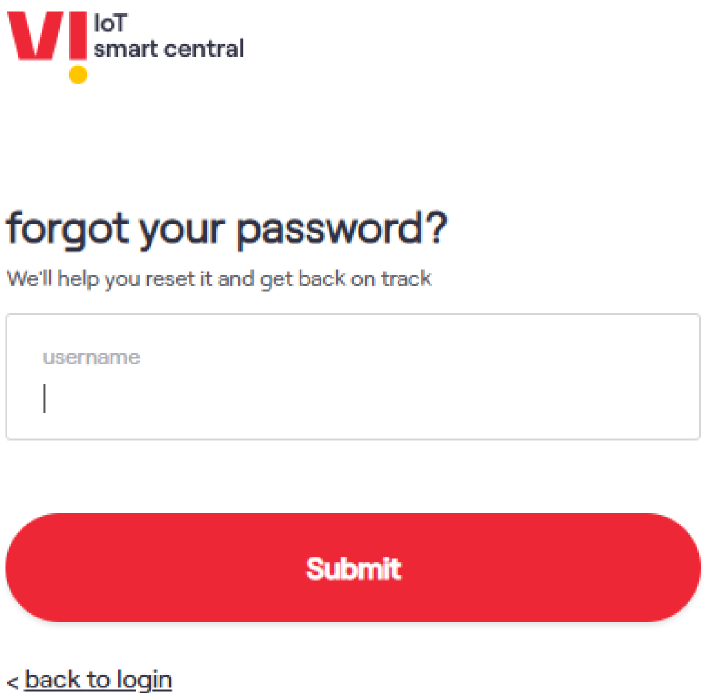


The following options can be navigated directly as quick links from the **Overview** page.

- **Create Case**
- **View Case**
- **Dashboard**

Forgot Password

This option allows users to reset the password in case they forget the current password. The random password is sent to the registered mail ID. Users can log in to the application with that and later change it to the required password.



1. Enter the username in the corresponding field and click the **Submit** button.

The user will get an email with the instructions to reset the password.

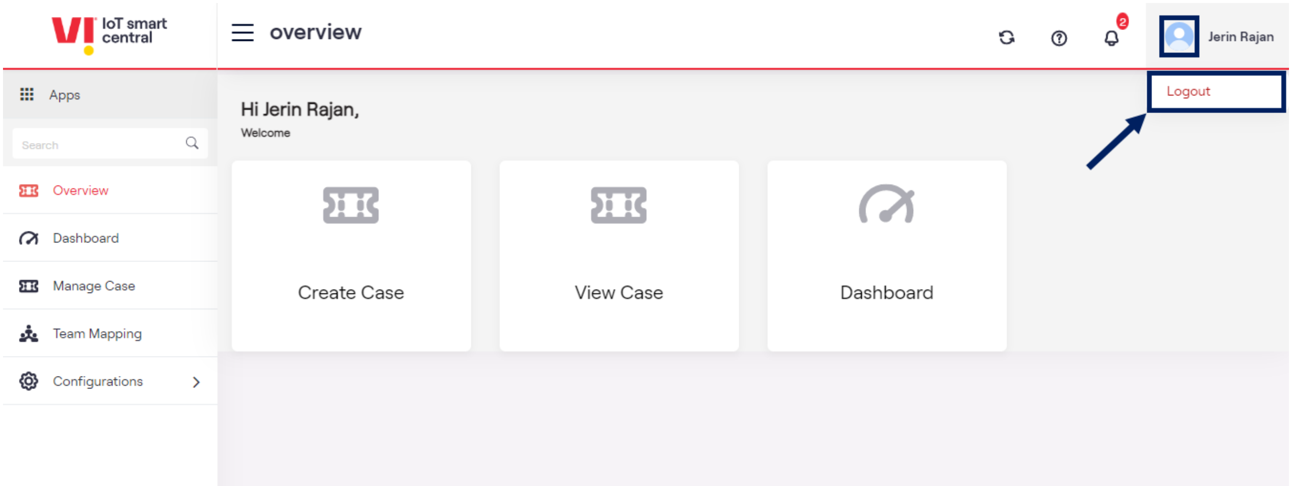
Click the **back to login** button to back to the login page.

Logout from the Application

Using this option, Vi can logout from the application at any time.

To logout from the application:

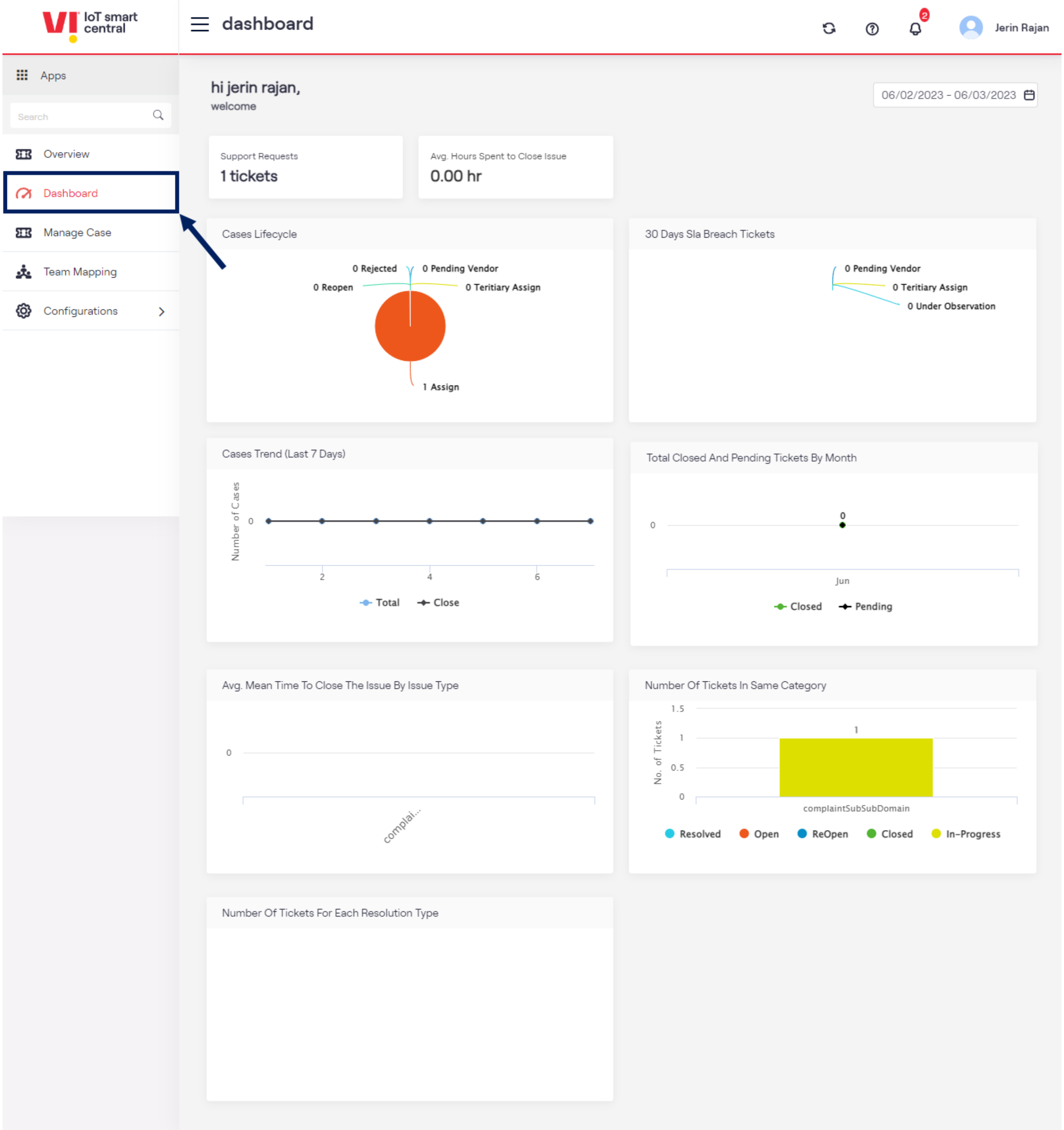
1. On the top right corner of the screen, click the **Profile >> Logout** button to logout from the application. Refer to the following screen.



You will be logged out from the application.

Dashboard

The following details are displayed on the **Case Management** dashboard screen.



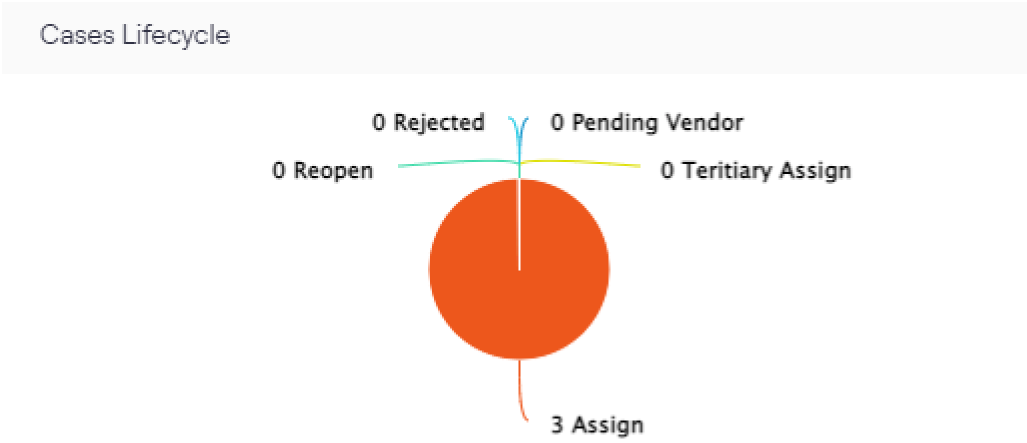
- **Support Request**

- **Average Hours Spent to Close Issue**

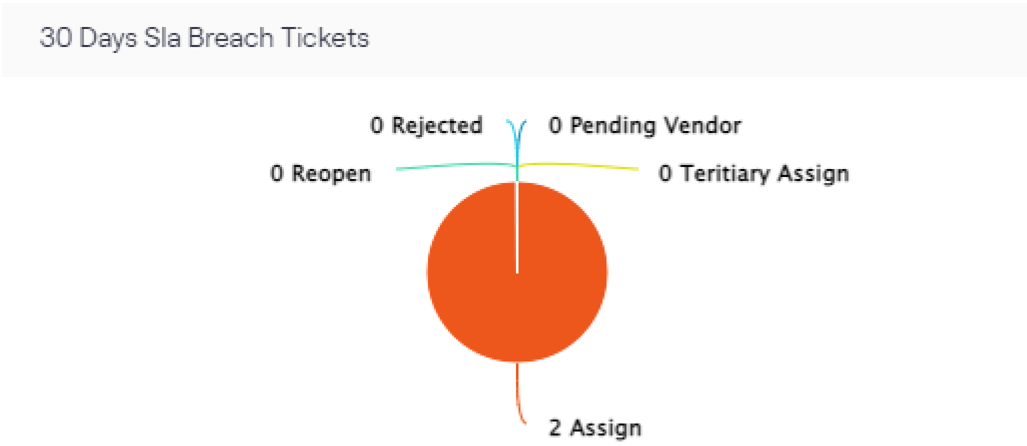
Avg. Hours Spent to Close Issue

0.00 hr

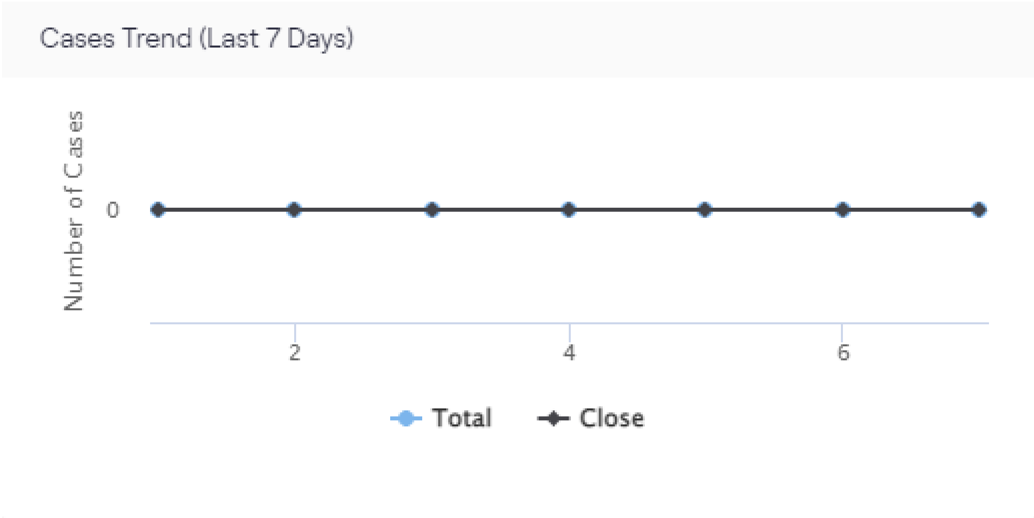
- **Cases Life Cycle**



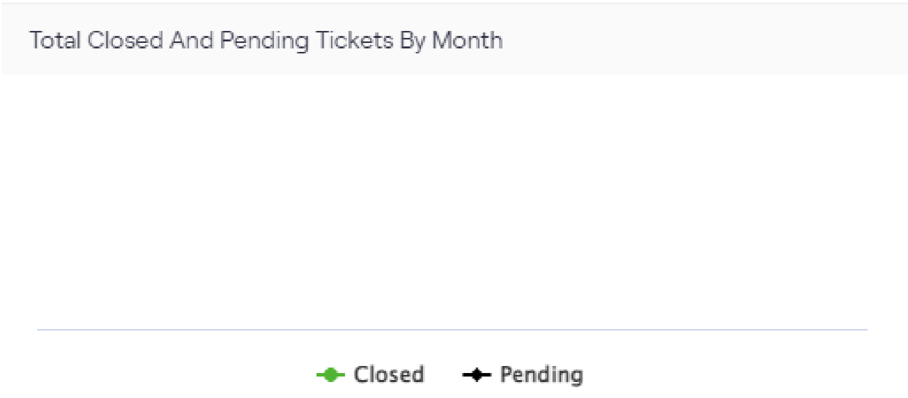
- **30 Days SLA Breach Tickets**



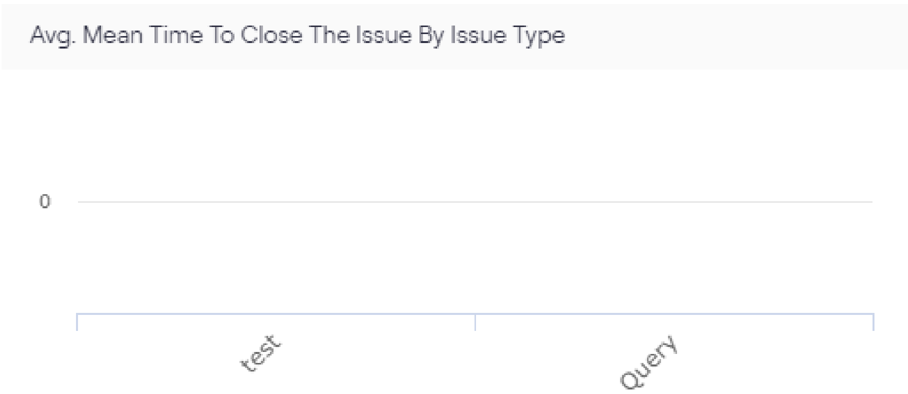
- **Case Trend (Last 7 Days)**



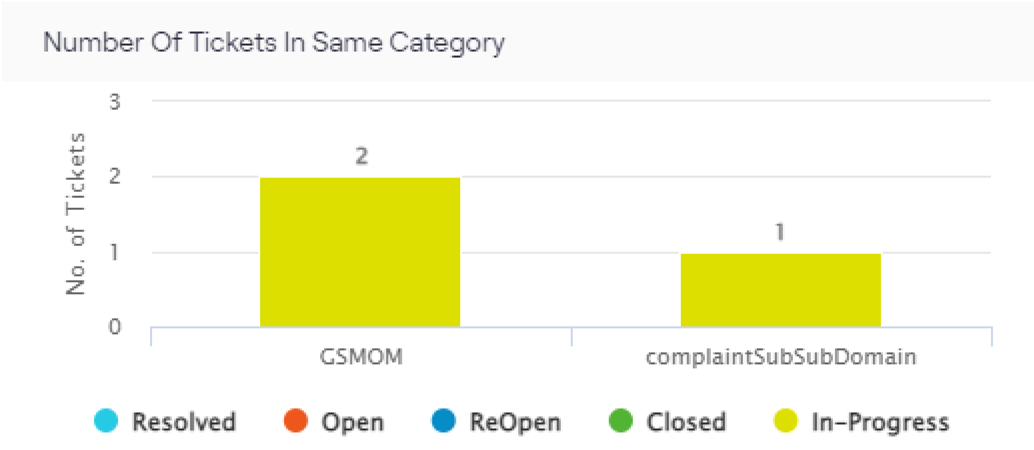
- **Total Closed and Pending Tickets by Month**



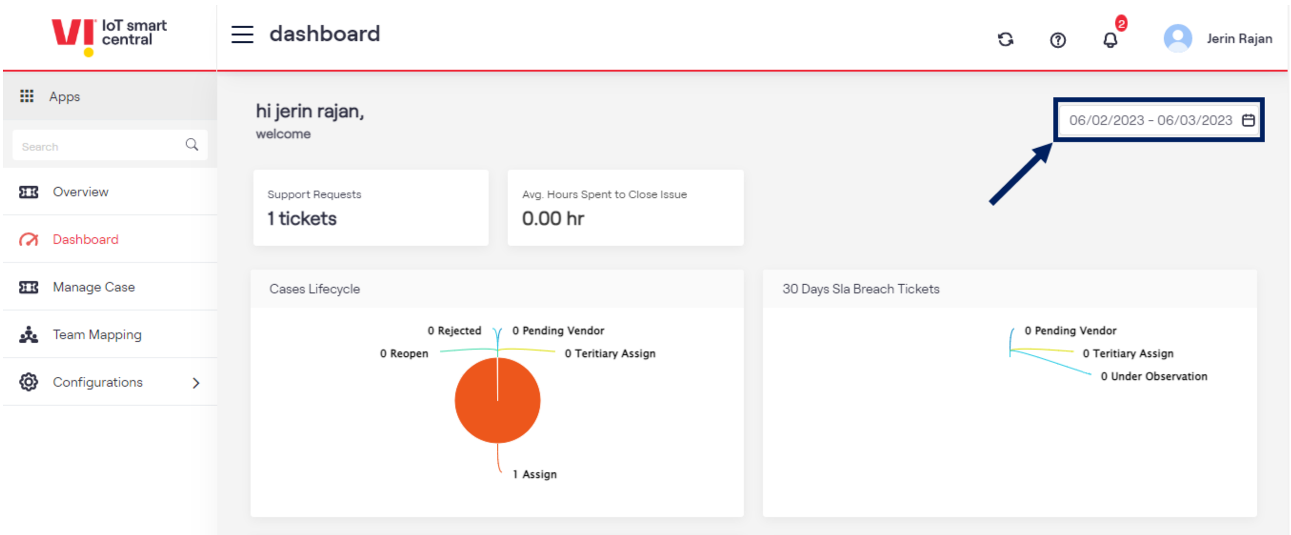
- **Avg. Mean Time To Close The Issue By Issue Type**



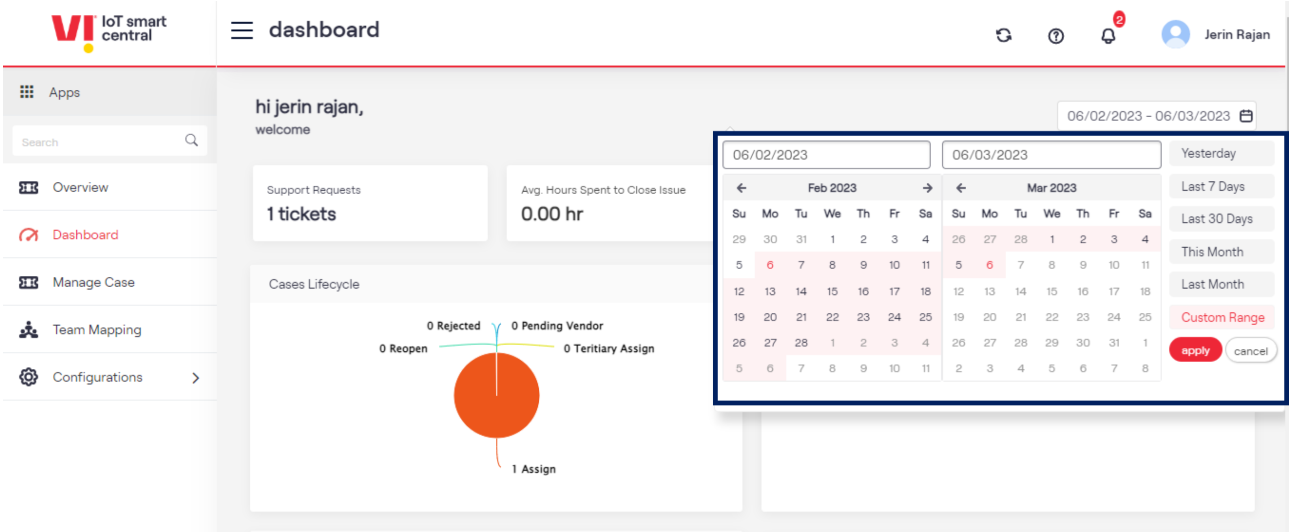
- **Number Of Tickets In Same Category**



- **Number Of Tickets For Each Resolution Type**
- On the **Dashboard** screen, click the **Date Picker** to select the desired date to view the tickets details on the selected date. Refer to the following screen.



- After clicking the **Date Picker** button, the following screen will be displayed.

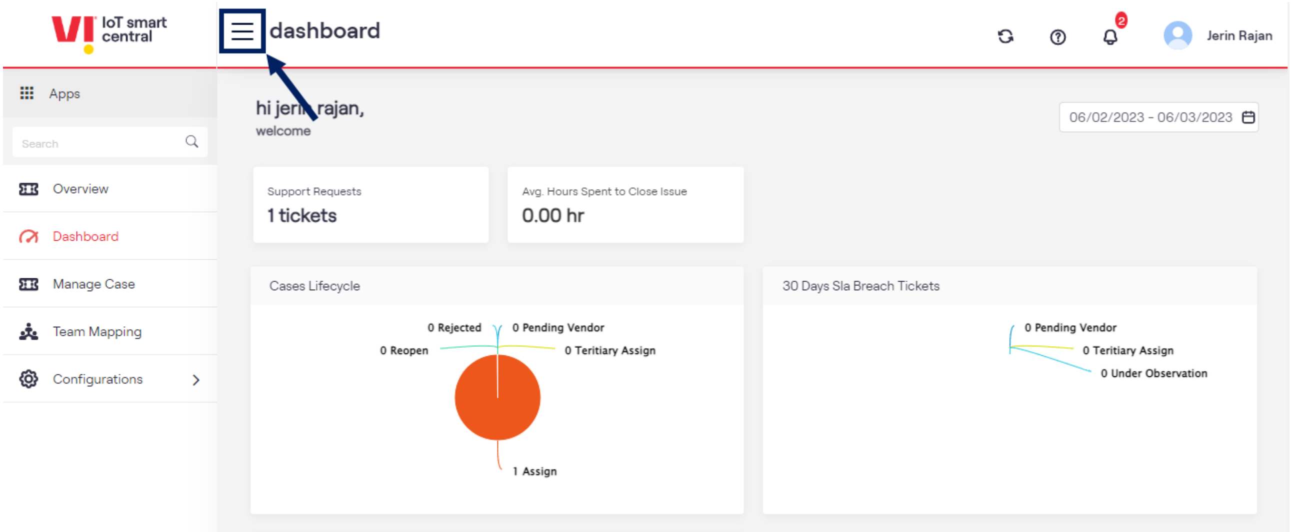


- Select the desired date that you want to view the tickets details on that specific date and click the **Apply** button.

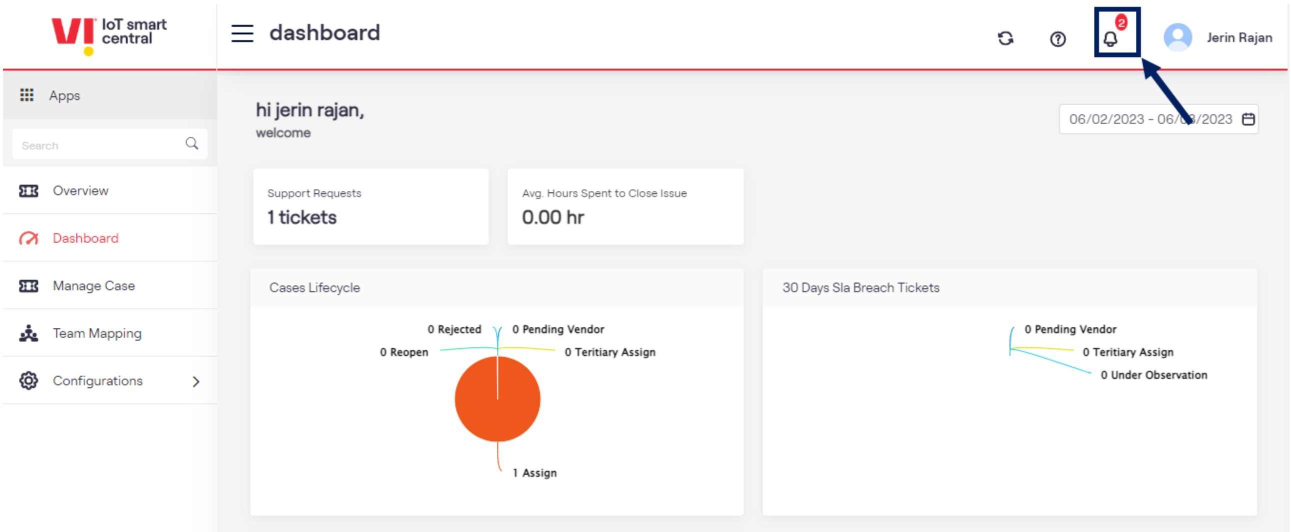
The **Dashboard** details are displayed based on the selected date.

Commonly used Options in the GUI

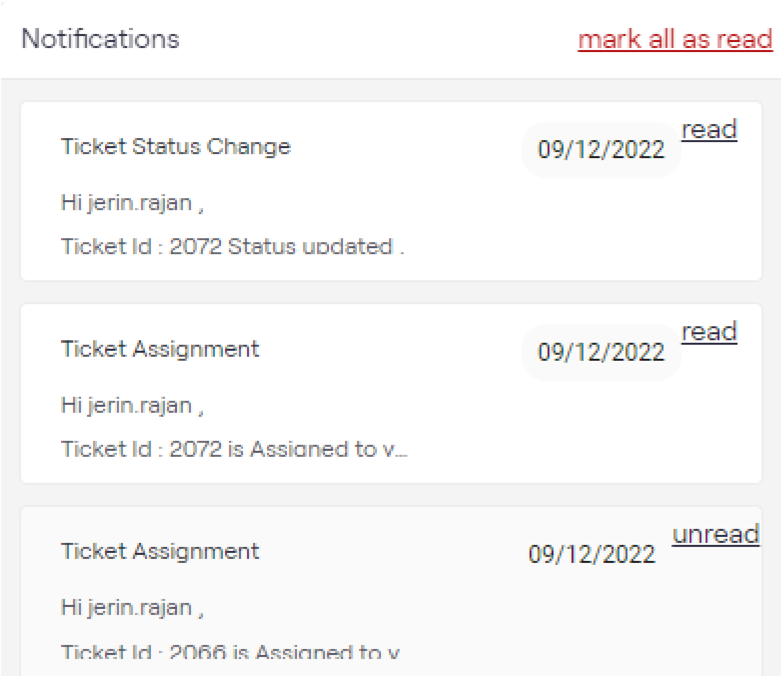
- Click ☰ to view/hide the side menus. Refer to the following screen.



- On the right corner of the screen, click the **Notifications** button 🔔 to view the received notifications in the application. Refer to the following screen.



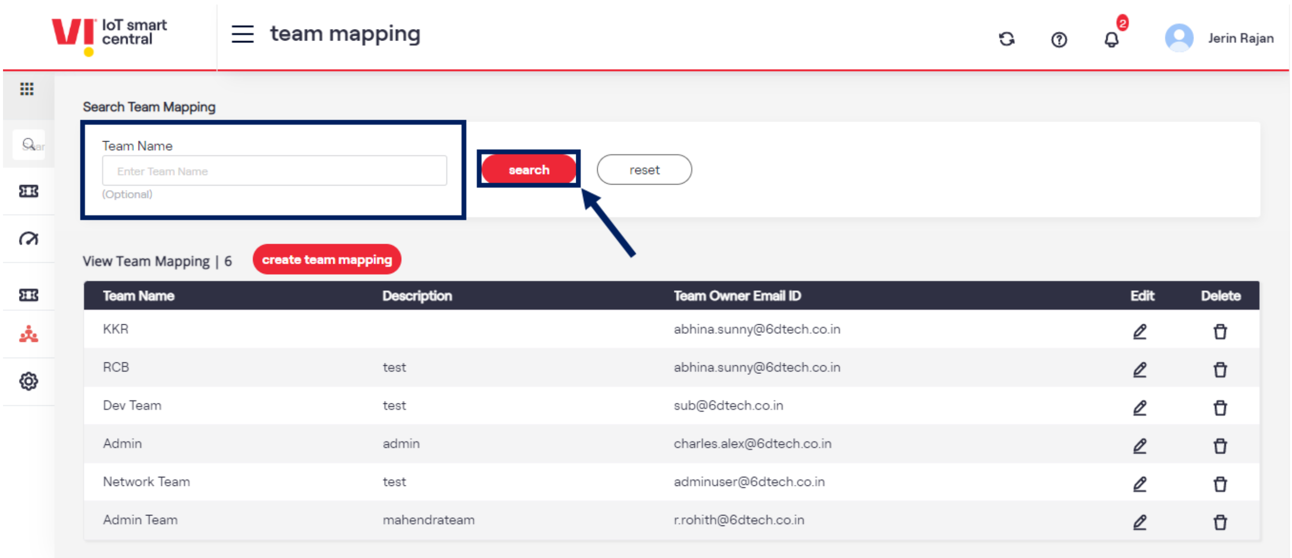
- After clicking the **Notifications** button, the following screen will be displayed.



- Click the **Read** button to read the notification.
- Click the **Mark All as Read** button to mark all the notifications as read.

You can search for specific parameters using the **Search** Option.

- Enter the name of the parameters in the search fields that you want to view and click the **Search** button. Refer to the following screen.

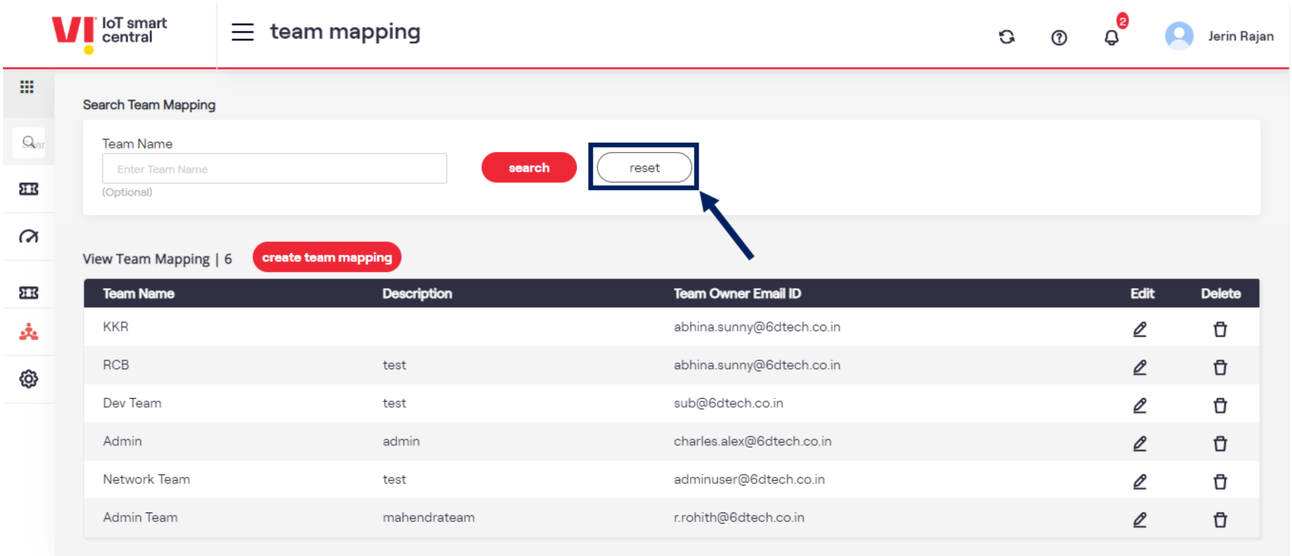


The results are displayed based on your search criteria.

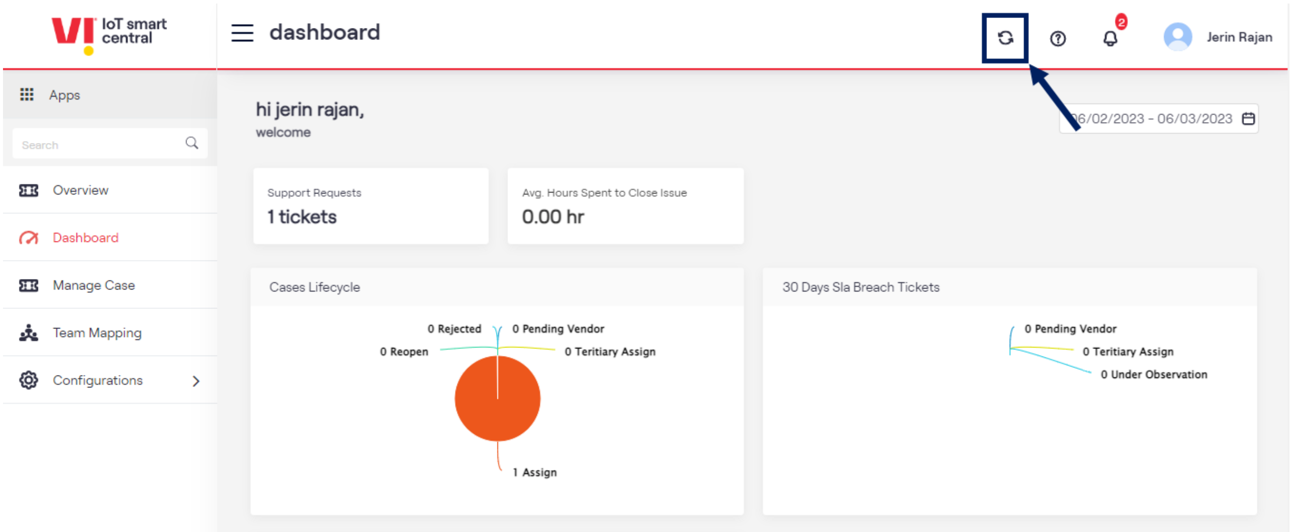
Note

The search process will be the same for all the menus.

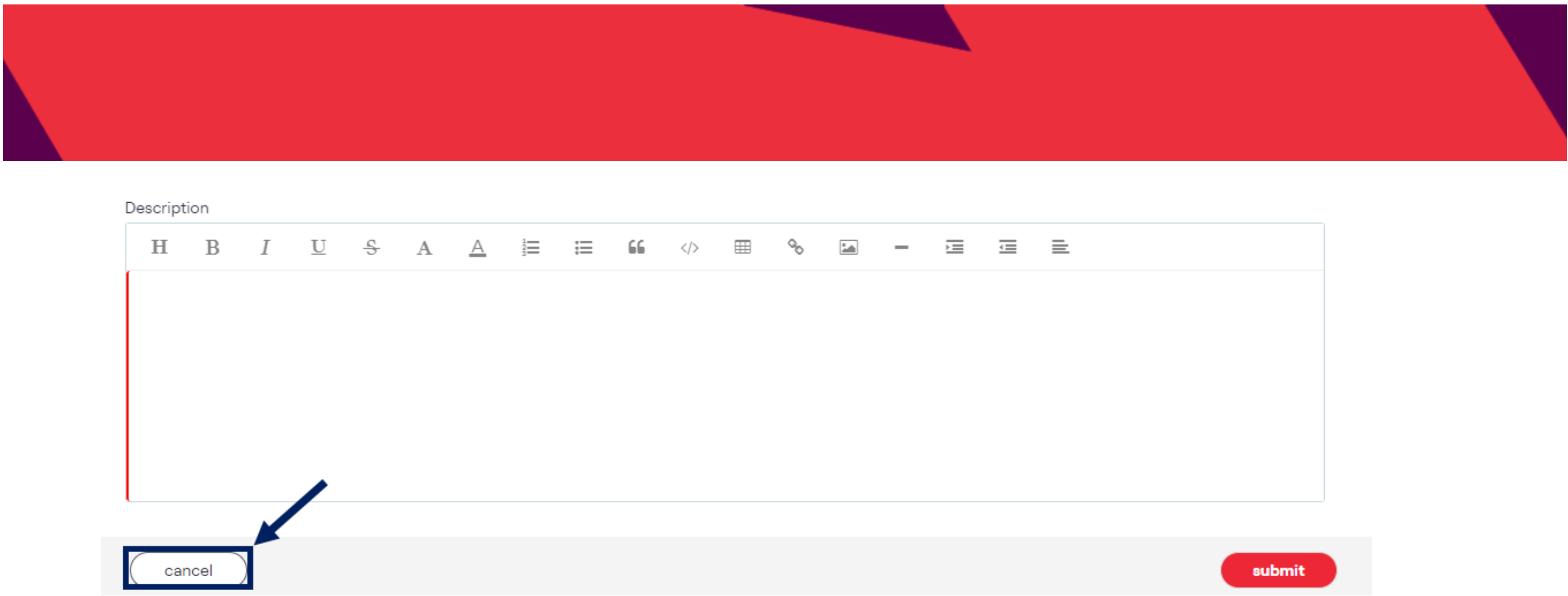
- Click the **Reset** button to reset the displayed content on the screen. Refer to the following screen.



- On the right corner of the screen, click the **Refresh** button to refresh the cache in the application. Refer to the following screen.



- Click the **Cancel** button to cancel the operation. Refer to the following screen.

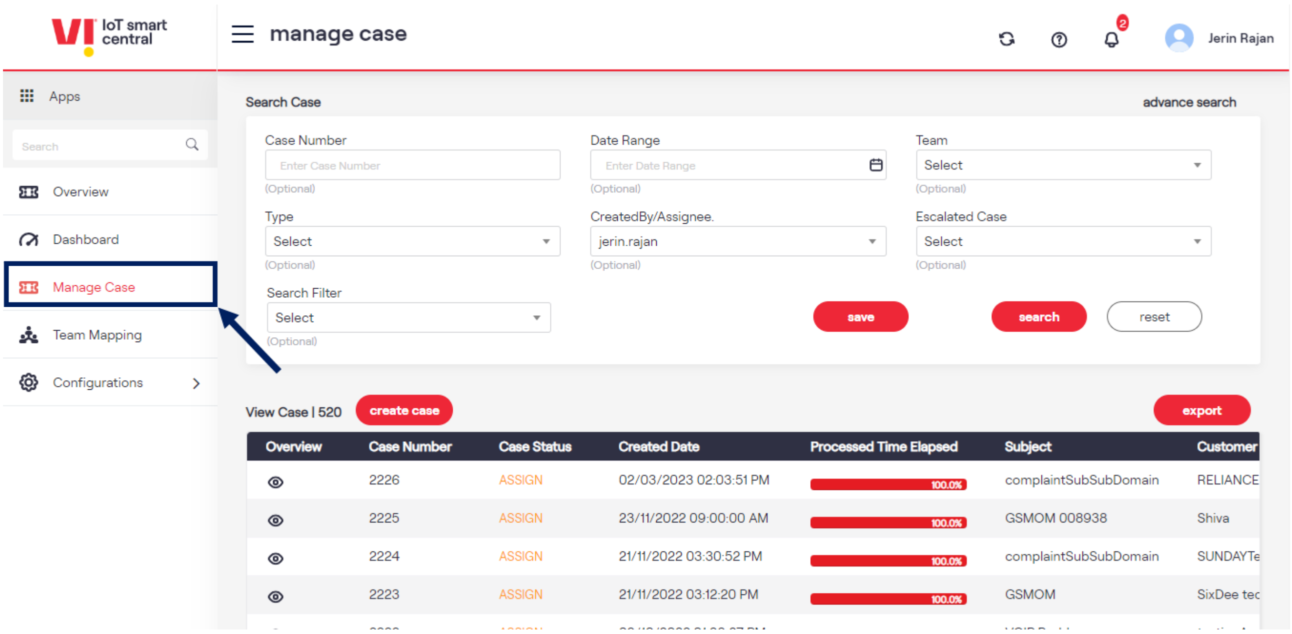

Description
cancel
submit

Manage Case

Using this manage case option, Vi can manage and create all the cases. Based on the entered details that ticket will be raised on the specific query and assigned with the respective team. Vi can also view the case details such as Overview, Details, Remarks, History, Documents, Child Case, External Notes, and Internal Notes. These details will be filled while creating the new case.

To manage the case:

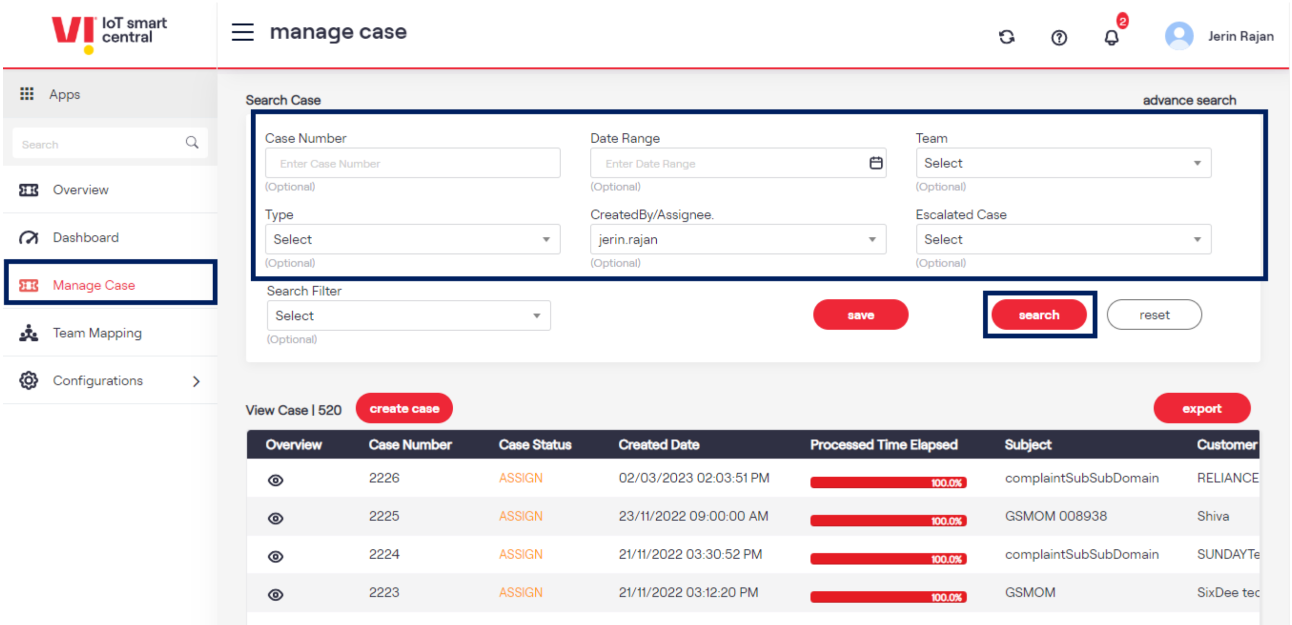
1. On the side menu, click the **Manage Case** to view the manage case details. Refer to the following screen.



Search Case:

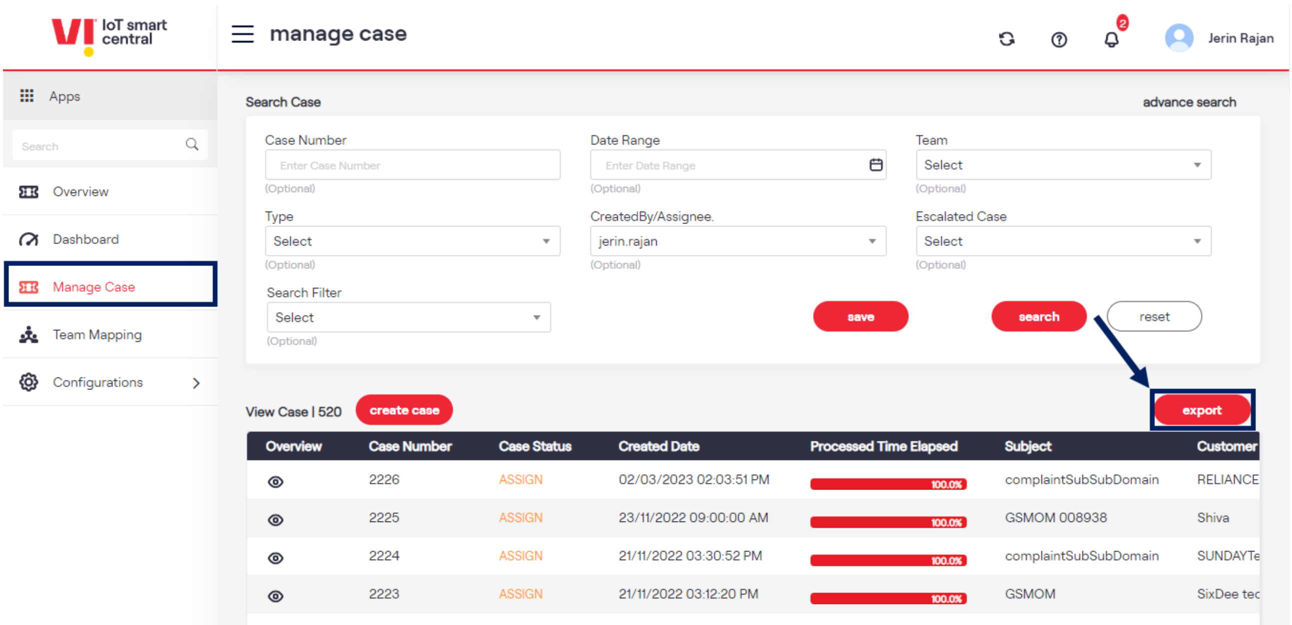
You can search for specific case details using this **Search** option.

- Enter/select the required details in the corresponding fields and click the **Search** button. Refer to the following screen.



Results are displayed based on the search criteria.

- On the **Manage Case** screen, click the **Export** button to export the case details. Refer to the following screen.

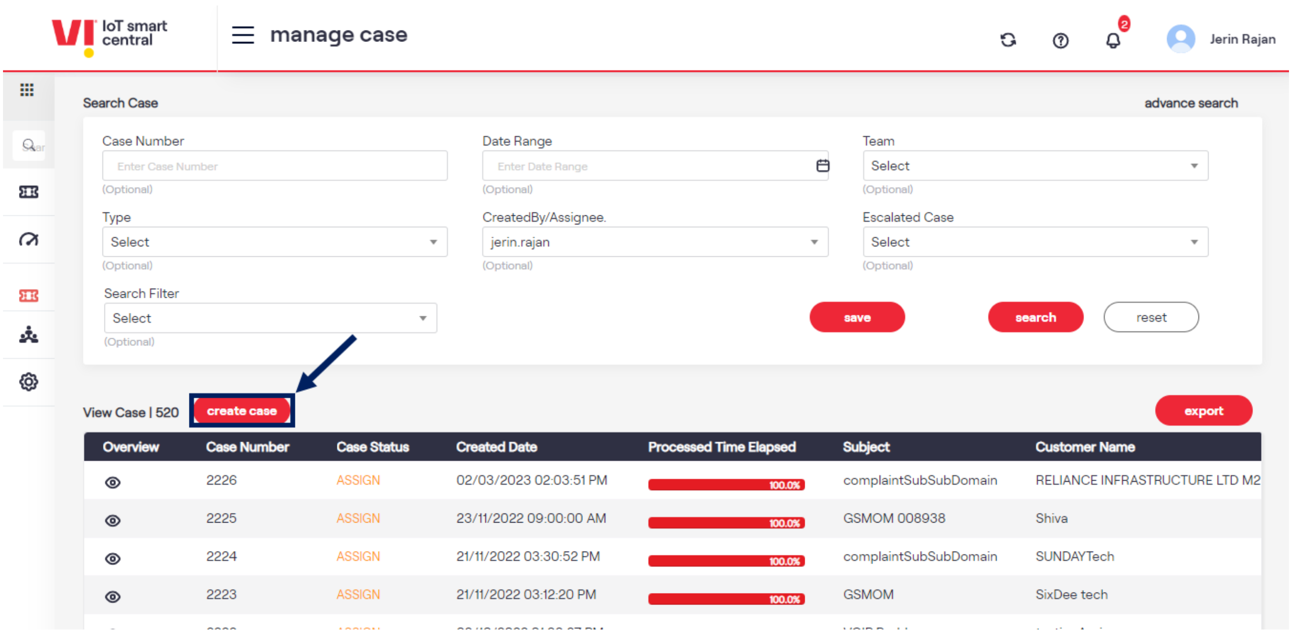


The report will be exported and downloaded.

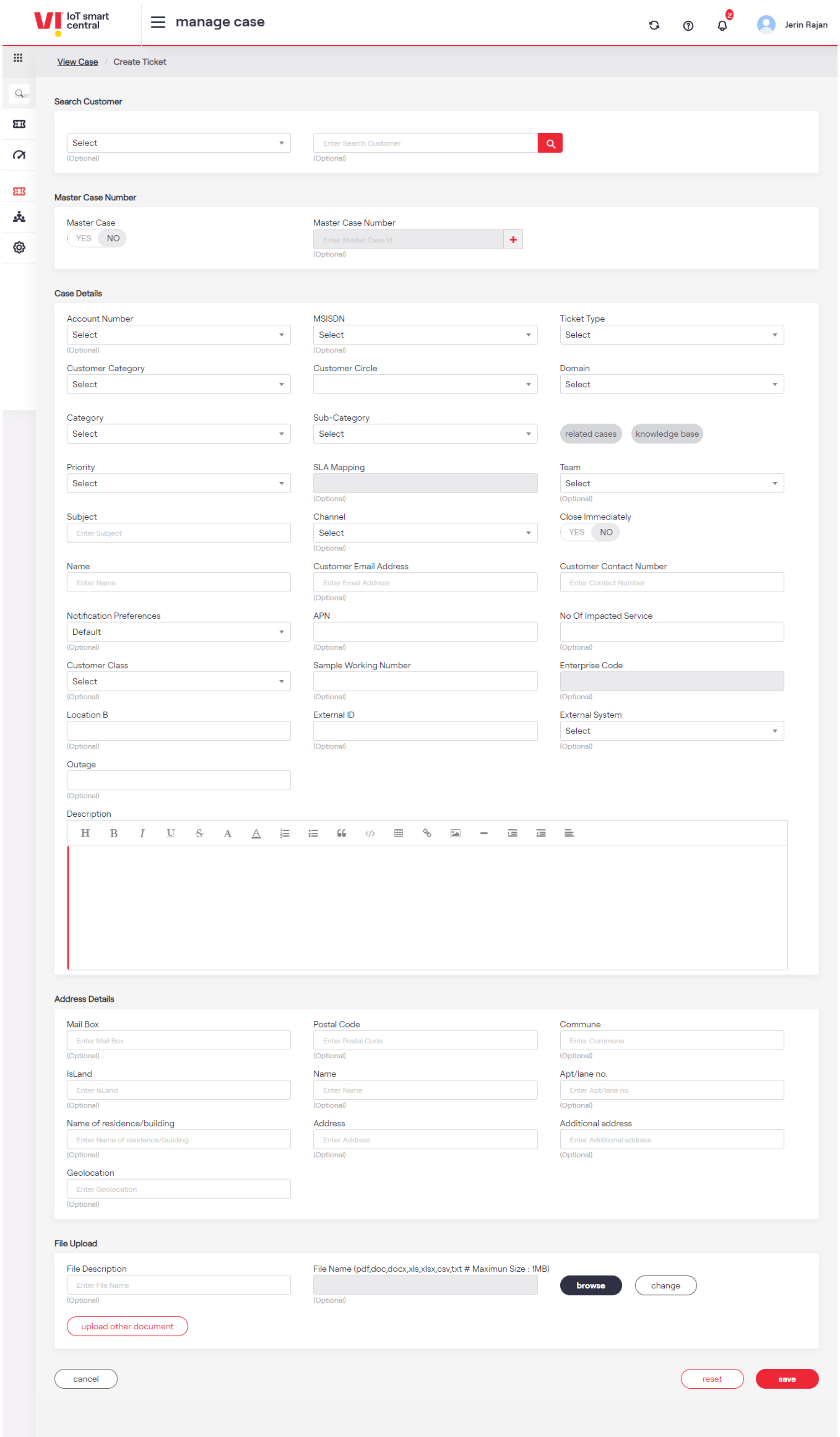
Create Case

Using this create case option, Vi can create a new case.

1. On the **Manage Case** screen, click the **Create Case** button to create a new case. Refer to the following screen.

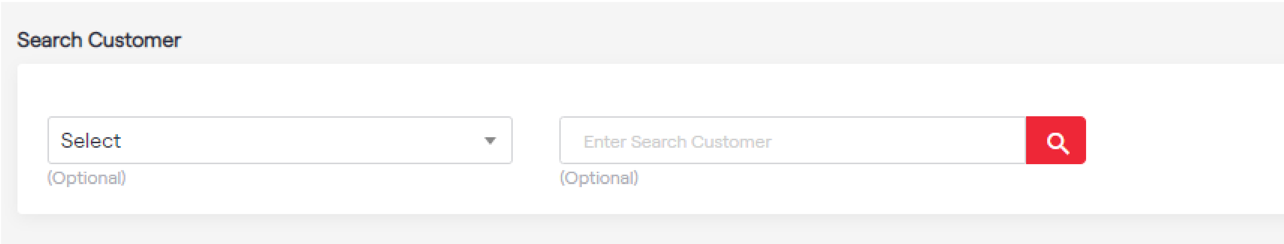


2. After clicking the **Create Case** button, the following screen will be displayed.

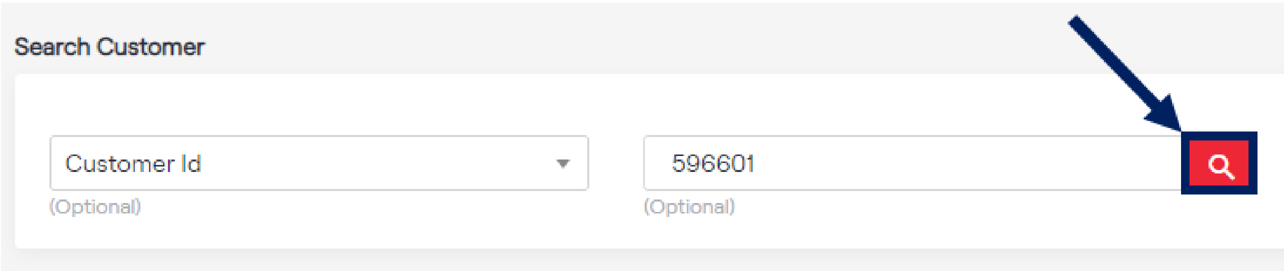


Search Customer:

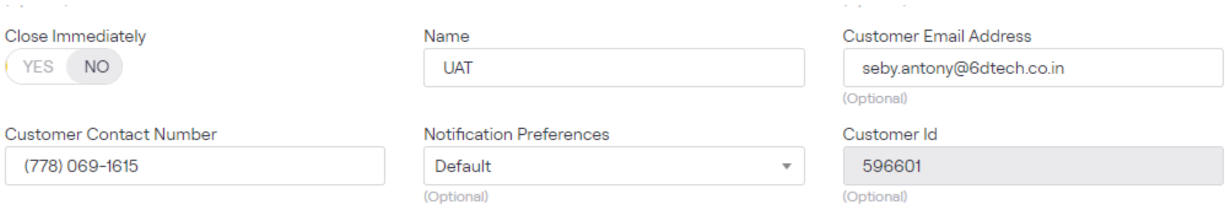
3. Select the **Category** for which the case needs to be created. For example, Account ID or Customer ID.



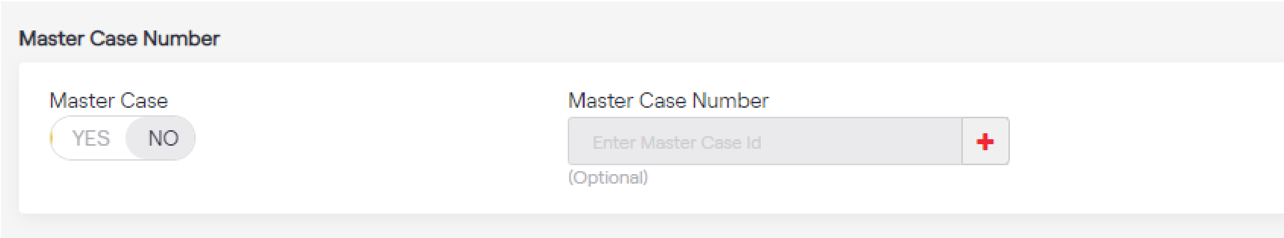
4. Enter the details of the selected category. For example, If the CSR selects the Account Name and enter the account name.
5. You can search the customer details with the customer ID. Once you searched with customer ID that customer details such as Customer Name, Email Address, Contact Number, and Customer ID will be auto populated under case details.
6. After entering the Customer ID, click the **Search** button to view the customer details for which you want to view the case details. Refer to the following screen.



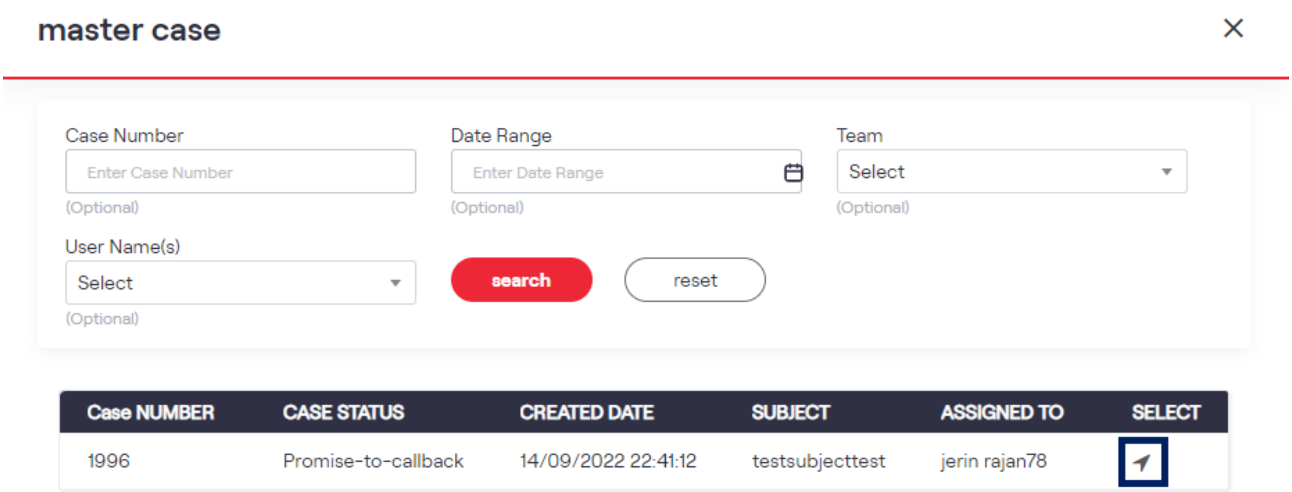
7. After clicking the **Search** button, the customer details are auto populated under case details. Refer to the following screen.



Master Case Details:

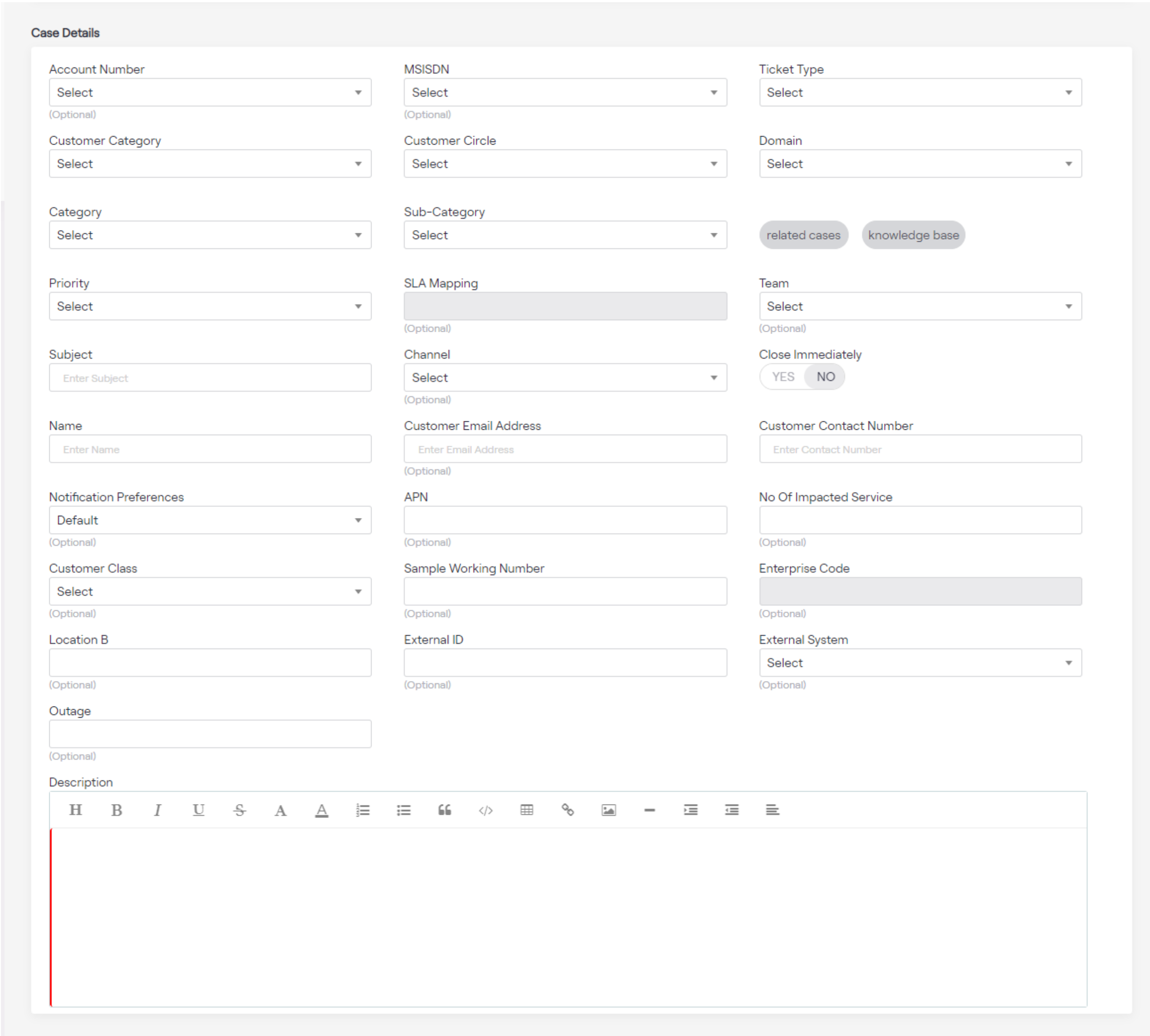


- **Master Case**- If CSR wants to make the case as Master case, then CSR enables the Master Case button “**YES**”.
- **Master Case Number**- If CSR enables Master Case button “**YES**”, then select the master case ID.
- Click the **Add** button to add the master case number. The following screen is displayed.



- Click the **Select** button to select the required case number.

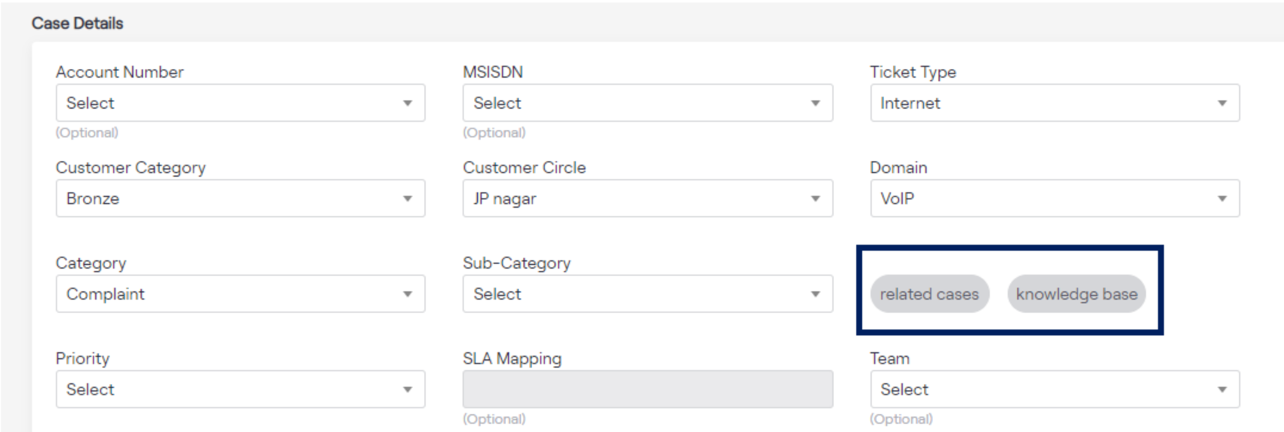
Case Details:



8. Enter/select the following details in the corresponding fields.
    - **Account Number**- Select the account number of the customer for which we need to create a case.
    - **MSISDN** - Select the customer MSISDN number in the drop-down list.
    - **Service Identifier**- Select the service for which the service the customer has issue.
    - **Ticket Type –** Select the ticket type in the drop-down list. It refers to the type for which the customer has an issue. For example, if the customer has Internet issues, select the case type as **Internet**.
    - **Customer Category –** Select the customer category in the drop-down list. For example, the customer type can be **Employee, General, and Regular**.
    - **Customer Circle –** Select the customer circle in the drop-down list.

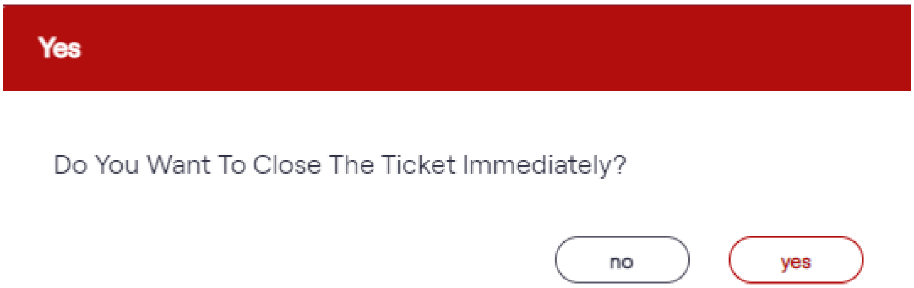
- **Domain –** Select under which domain the customer is facing the issue.
- **Category –** Select the category in the drop-down list. Based on the selected domain the subdomain details are available.
- **Sub-Category –** Select the sub-category in the drop-down list. Based on the selected category the sub-category details are available.

9. Click the **Related Cases** to view the previously solved cases on the same issue cases will be displayed.
10. Click the **Knowledge Base** to view the solutions to solve the issue for case. Refer to the following screen.



- **Priority -** CSR can assign the priority for the Case based on the severity of the issue raised by the Customer. The priorities configured are Low, Medium, and High.
- **SLA Mapping-** The SLA Mapping option will be enabled based on the selection of Ticket Type and Priority.
- **Team -** CSR can assign the Case to a team. CSR can also assign the Case to a specific user. For example, CSR can assign the case to the IT team.
- **Assignee**- Based the team selected the assignees will be listed to select. For example, Case admin or admin.
- **Subject –** The subject of the case is auto-populated based on the ticket type. CSR can also edit the same.
- **Channel -** Select the channel from where the case details will be sent. For example, SMS or social media.
- **Close Immediately** - If the CSR can close the case immediately while creating the ticket itself, then Toggle “**YES**”.

- If the close immediately button is turned “**YES**”, the following confirmation pop-up window screen is displayed.



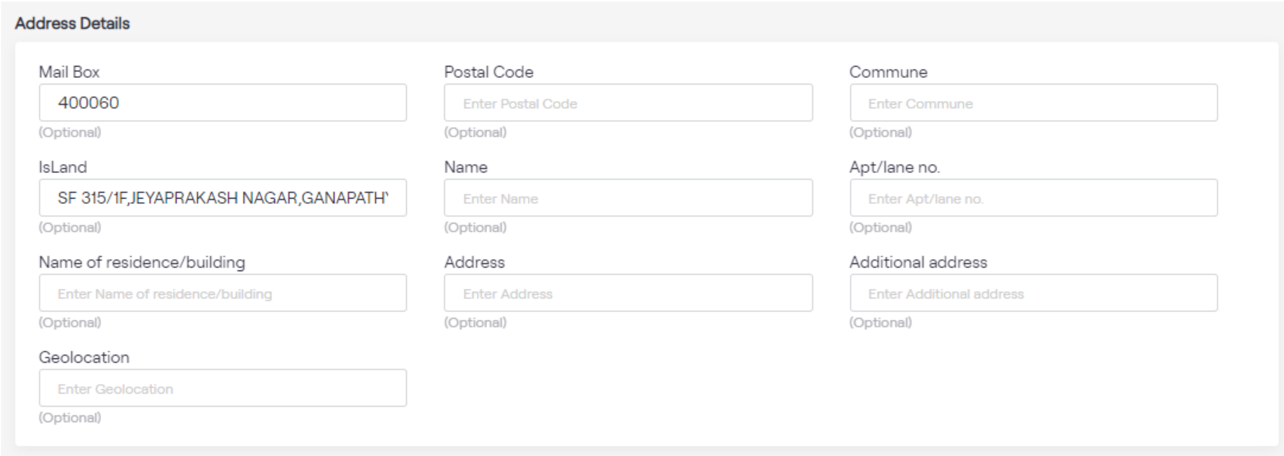
- If you receive this confirmation message, “**Do you want to close the Ticket Immediately?”,** click “**Yes**” to confirm the action.

Or

Click “**No**” to discard the action.

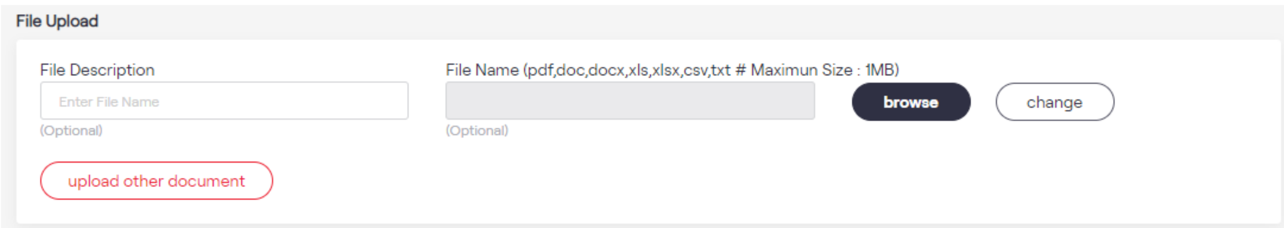
- **Name** – Based on the entered customer ID, the customer name is displayed.
- **Customer Email Address** - Based on the entered customer ID, the customer email address is displayed.
- **Customer Contact Number** - Based on the entered customer ID, the customer contact address is displayed.
- **Notification Preferences** - Select the notification preference as **Default** or **Custom** in the drop-down list.
- **Notification Channel** – If the Custom is selected, select the notification channel as **SMS** or **Portal** in the drop-down list.
- **Customer ID** – By default, the customer ID is auto-populated.
- **APN** – Enter the APN address of the SIM.
- **Number of Impacted SIMs** – Enter how many sims are impacted with the issue.
- **Customer Class** – Enter the customer class.
- **Sample Working Number** – Enter the sample working number for the customer.
- **Enterprise Code** - By default, the enterprise code is auto-populated.
- **Location B** – Enter the location B details in this field.
- **External ID** – Enter the external ID in this field.
- **External System** – Select the external system in the drop-down list.
- **Outage** – Select the outage date in the calendar.
- **Description** – Enter the short descriptions/comments for the created ticket.

Address Details:



- **Mail Box –** Enter the customer mail box number.
- **Postal Code -** Enter the postal code of the customer city.
- **Commune** – Enter the commune in this field.
- **IsLand –** Enter the Island in this field.
- **Name -** Enter the name of the apartment.
- **Apt/lane Number-** Enter the apt number/lane number of the customer.
- **Name of Residence/Building** - Enter the residence/building name of the customer.
- **Address -** Enter the customer address in this field.
- **Additional Address -** Enter the customer additional address.
- **Geolocation –** Enter the geolocation of the customer residing area.

File Upload



- **File Description**- Enter the description of the file.
- Click the **Browse** to upload the file.

- Click **Change** to reset the entered details.
- Click **Upload Other Document** to upload more file.

11. After entering all the required details, click **Save**.

    Or

    Click **Reset** to go back to the previous screen.

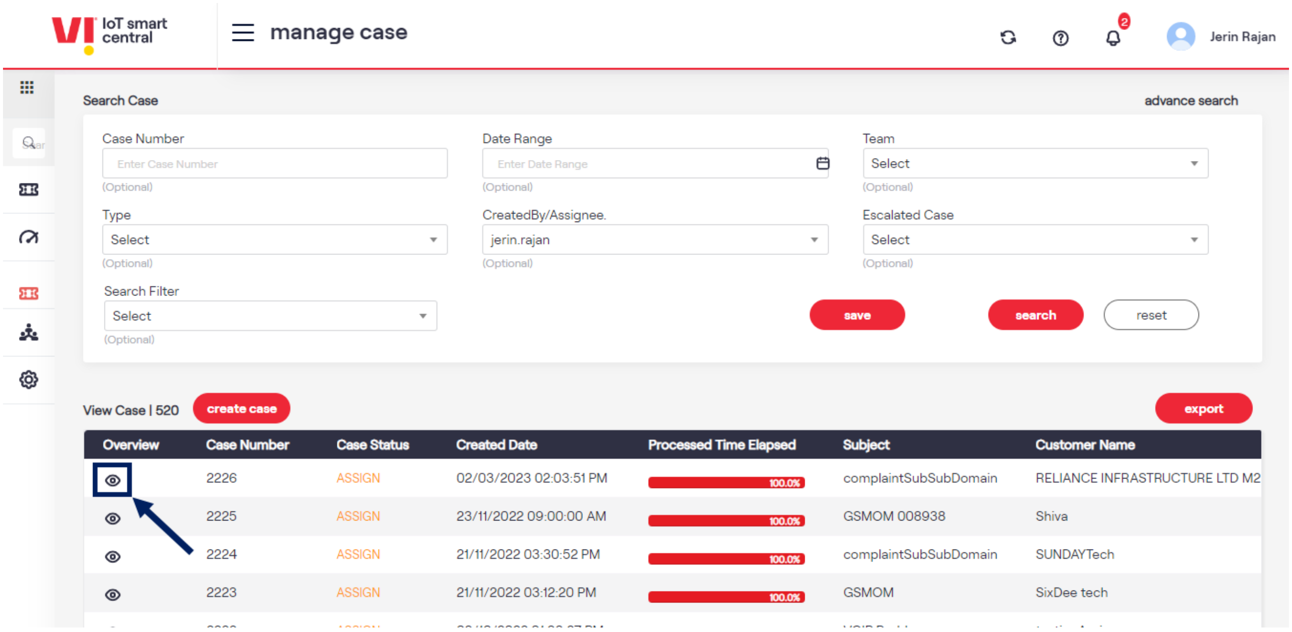
A success message is displayed, indicating the case is created successfully.

Modify Cases

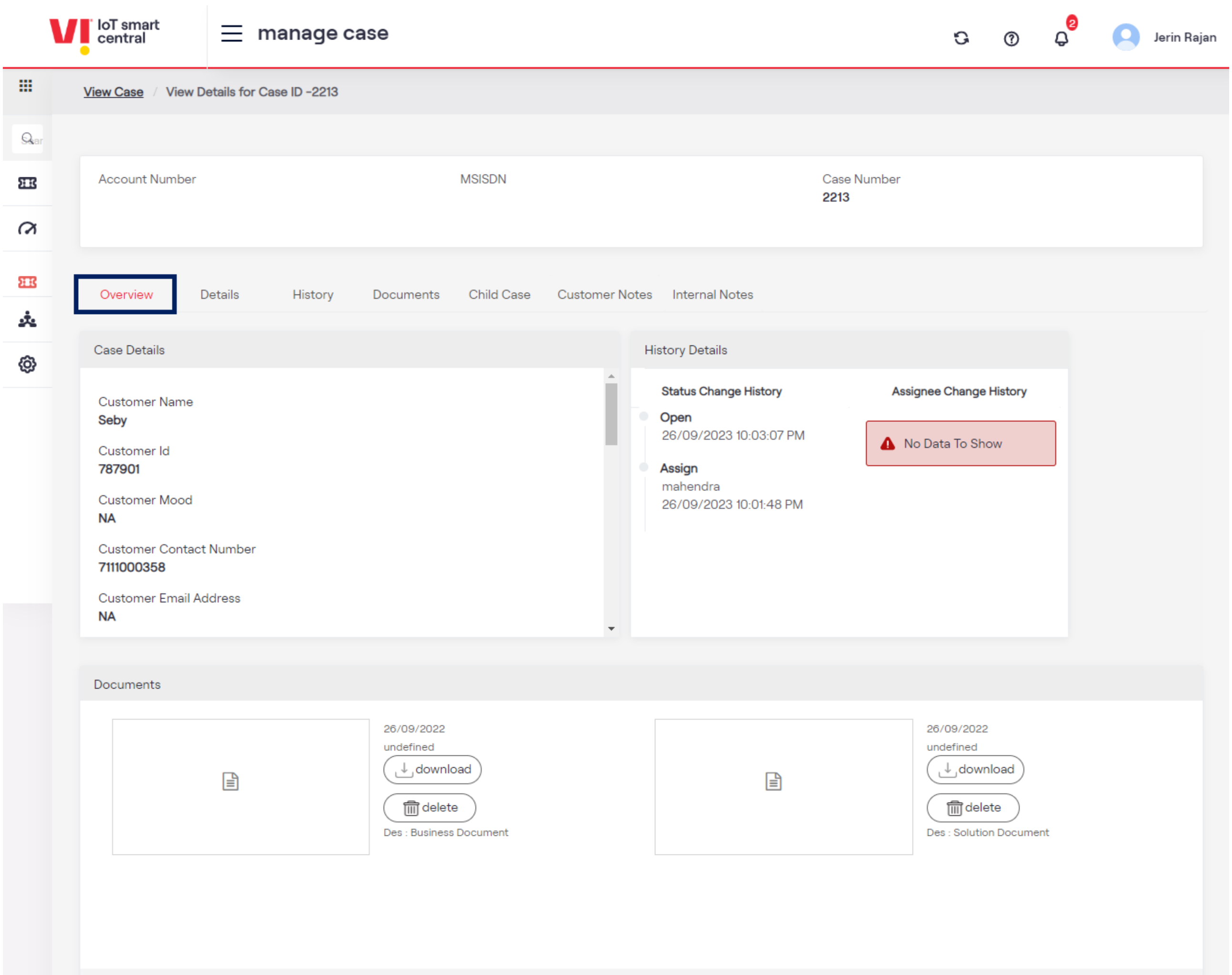
This modify option allows Vi to modify the existing case details.

Overview

1. On the **Manage Case** screen, click the **Overview** button to modify/view the existing case details. Refer to the following screen.



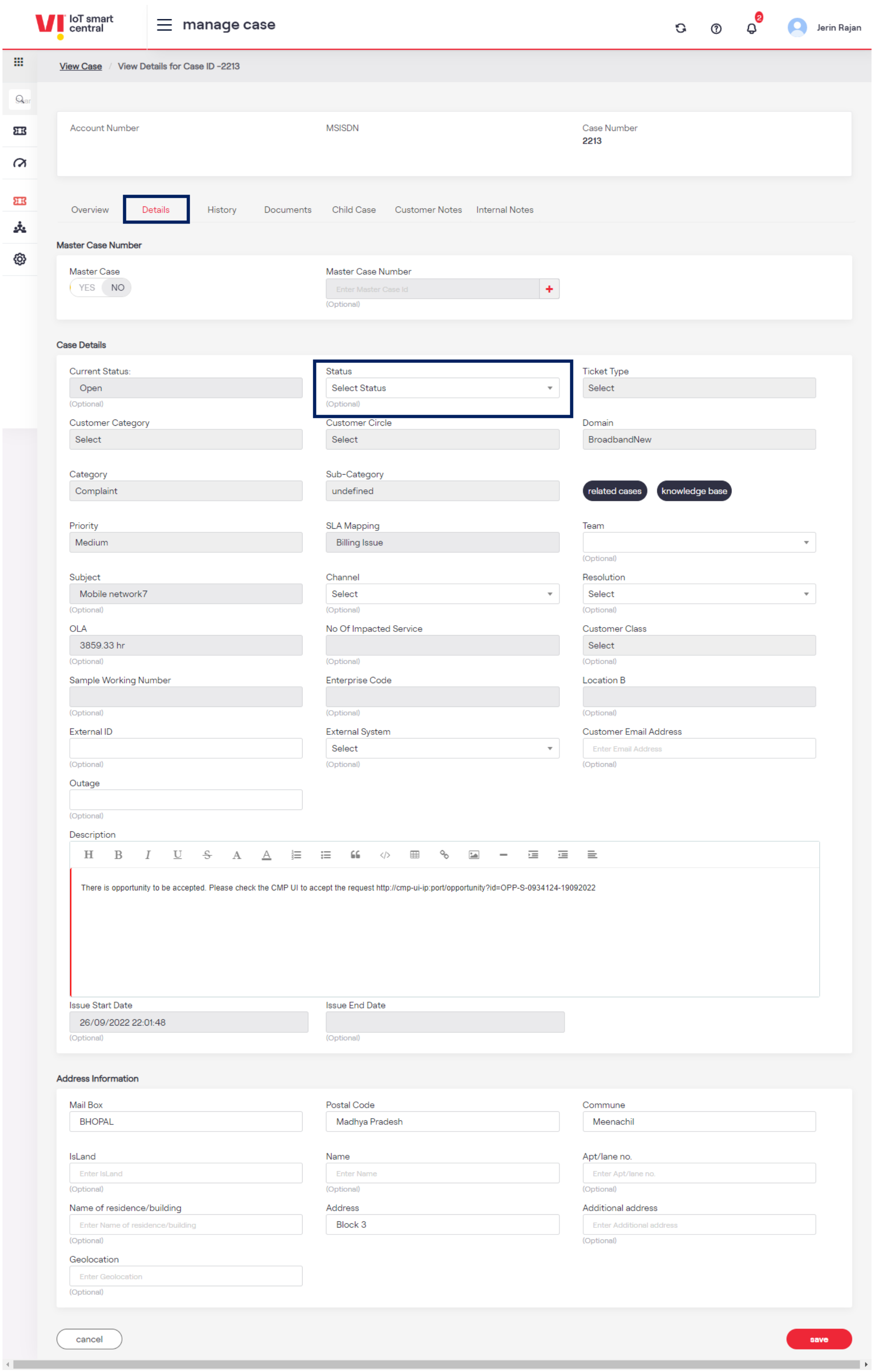
2. After clicking the **Overview** button, the following screen will be displayed.



- On the Overview screen, Vi can view the **Case Details**, **Remarks History**, **Status Change History**, and **Assignee Change History**.
- Click **Download** button to download the attached **Business** and **Solution** documents.
- Click **Delete** to delete the attached file.

Details

1. On the **Manage Case** screen, click **Details** button to view the case details. Refer to the following screen.



The **Current Status** of the Case can be changed under these details.
You can modify the following fields:

- **Status -** Vi can change the status of the tickets in the drop-down list.

The following are the status of the case:

- **Assign**
- **Tertiary Assign**
- **Resolved**
- **Pending Customer**
- **Pending Vendor**
- **Rejected**
    - Vi can also edit the **Team**, **Channel**, and address details.

2. After entering all the information, click **Save**.

Or

Click **Cancel** to go back to the previous screen.

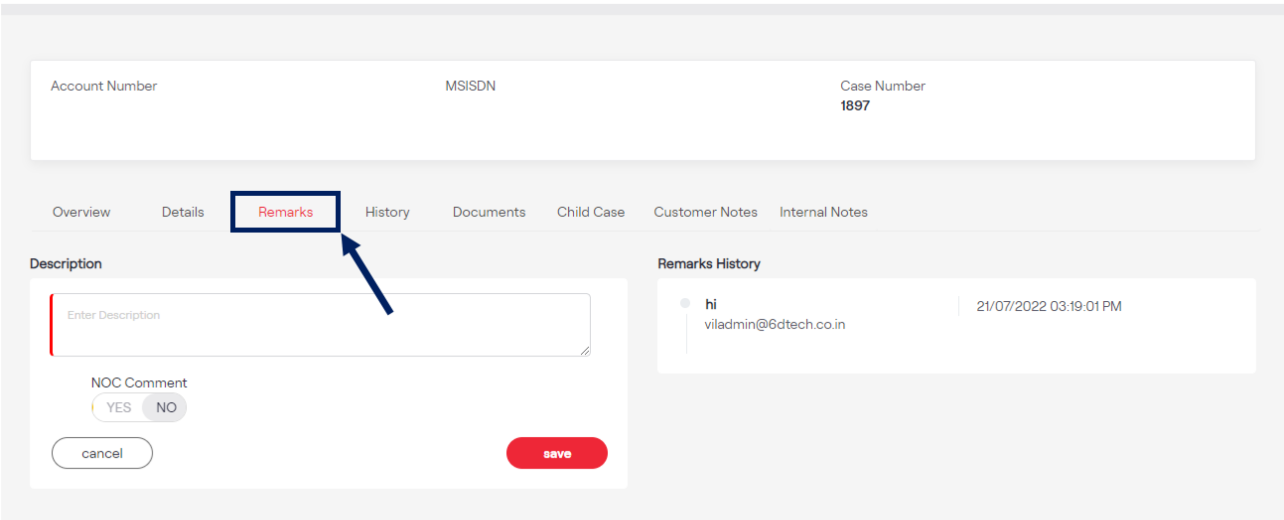
A success message is displayed, indicating the case details are updated successfully.

Remarks

This option allows Vi to add any remarks related to the case. For example, When CSR assigns the case to the BO team. CSR can add a remark mentioning that the case has been assigned to the BO team. Vi can also enable or disable the NOC comment.

<u>To add the remarks:</u>

1. On the **Manage Case** screen, click **Remarks** tab, the following screen is displayed.



2. Click "**Yes**" to enable the NOC comment.

3. Enter the remarks and click **Save**.

Or

Click **Cancel** to go to the previous screen.

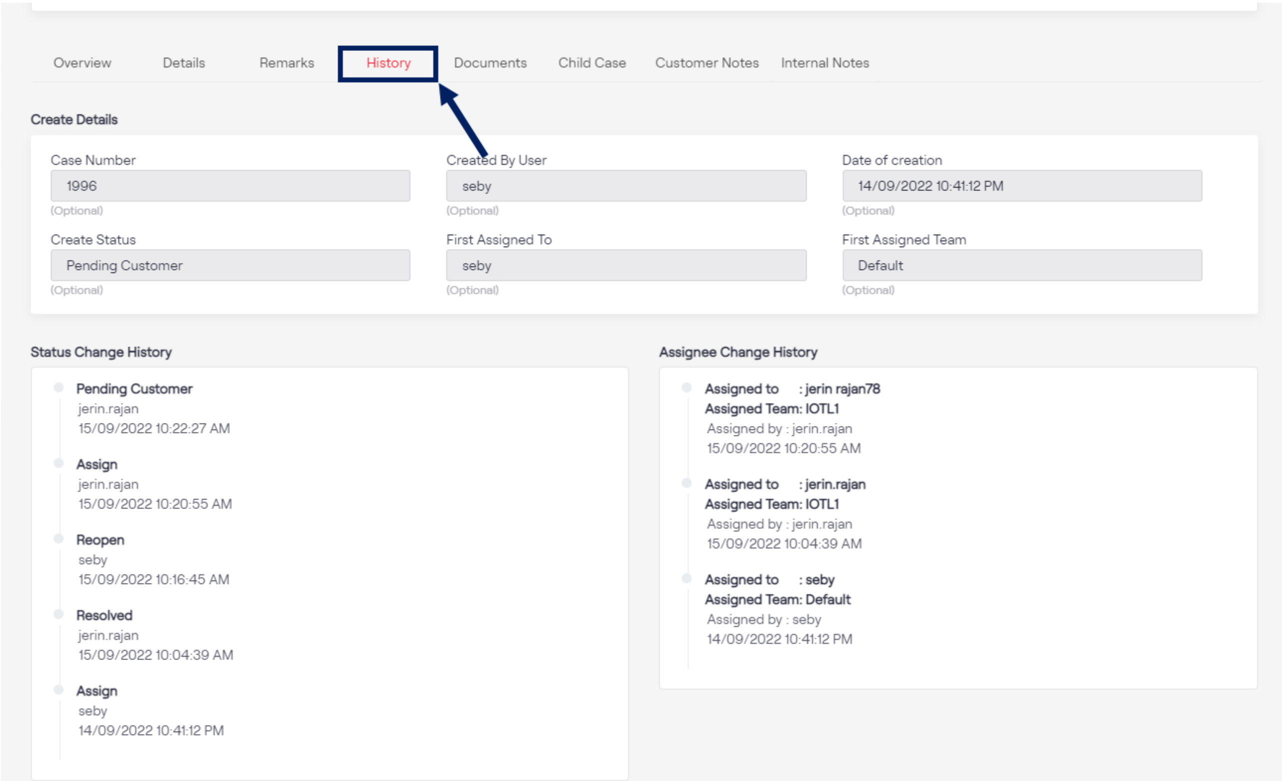
The remarks are added to the remarks history.

Case History

This option allows Vi to view all the details related to a specific case.

<u>To view the case history:</u>

1. On the **Manage Case** screen, click **History**. The following screen will be displayed.



The following information is displayed under case history:

- **Case Number -** The serial number of the case is displayed.
- **Created By User -** The name of the user who created the case is displayed.
- **Date of Creation -** The date when the case was created is displayed.
- **Create Status –** Indicates the current status of the case.
- **First Assigned To** – Indicates the user's name of the individual to whom the case is assigned.
- **First Assigned Team** – Indicates the team to which the case is assigned.
- **Status History Change** - Any change in the status of the case is displayed.

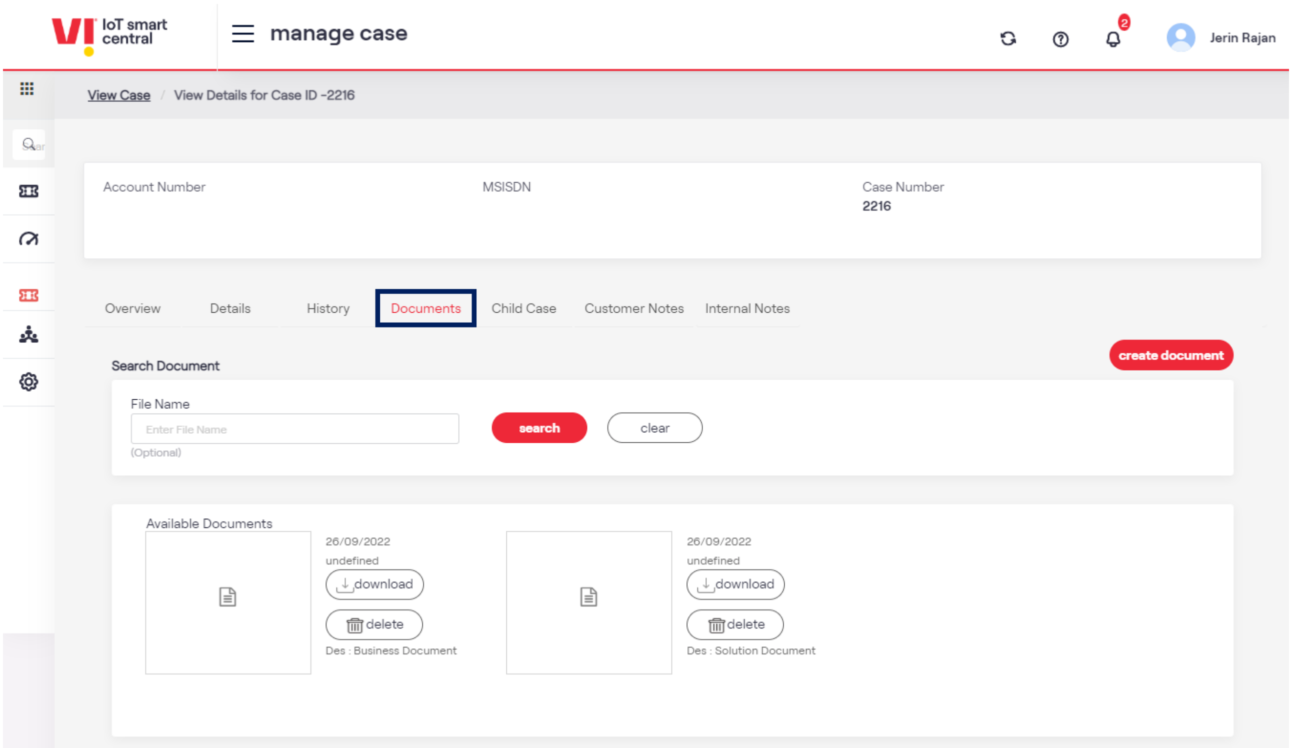
- **Assignee Change History** - Any change in the assignee of the case is displayed.

Documents

This option allows Vi to view all the uploaded documents related to the case.

To view the uploaded documents:

1. On the **Manage Case** screen, click **Documents** tab. The following screen is displayed.

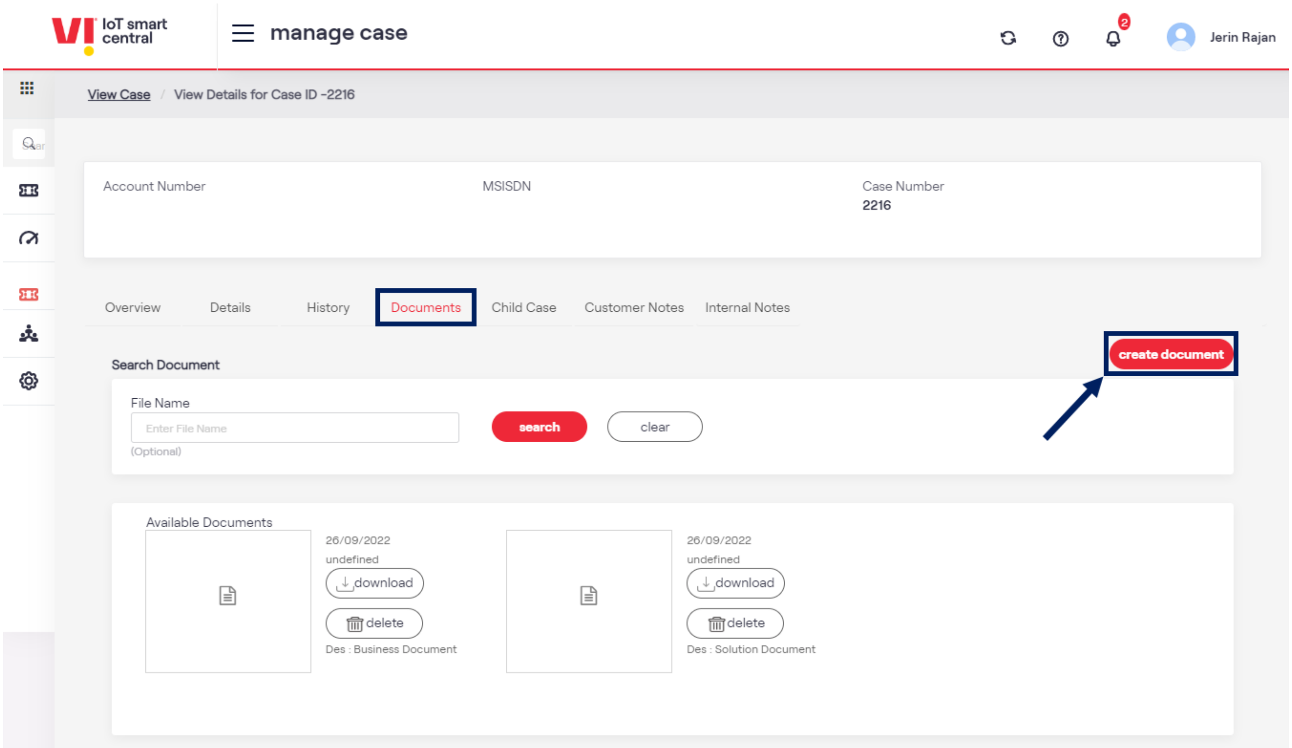


Vi can search for a specific document using the File Name.

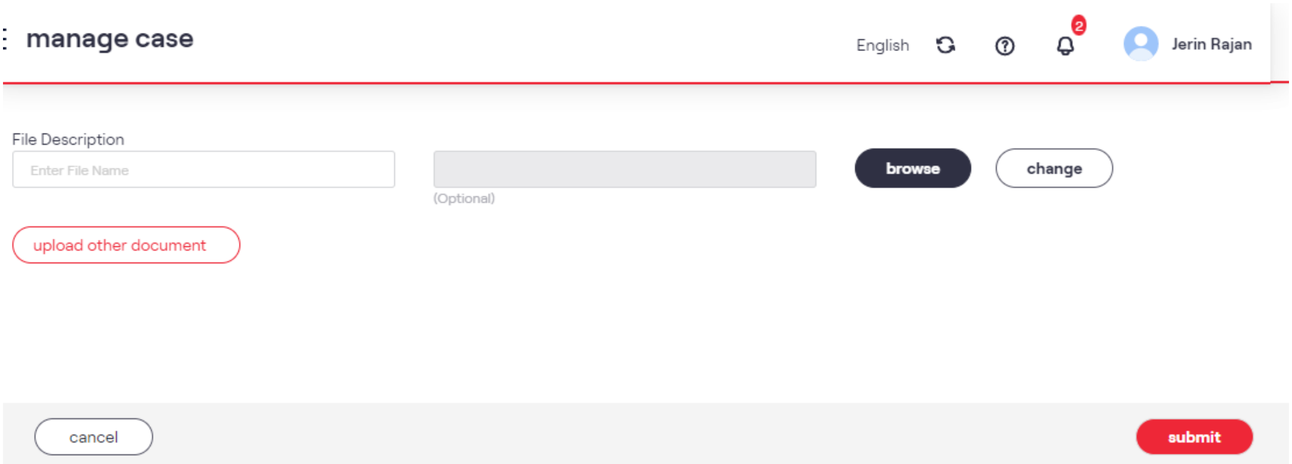
- Enter the **Fine Name** and click the **Search** button.
- Click **Download** button to download the attached **Business** and **Solution** documents.
- Click **Delete** to delete the attached file.

To upload a new file:

1. On the **Documents** screen, click **Create Document**. Refer to the following screen.



2. After clicking the **Create Document** button, the following screen is displayed.



- **File Description**- Enter the description of the file.
- Click the **Browse** to upload the file.

- Click **Change** to reset the entered details.

- Click **Upload Other Document** to upload more file.

3. After entering the details, click **Save**.

Or

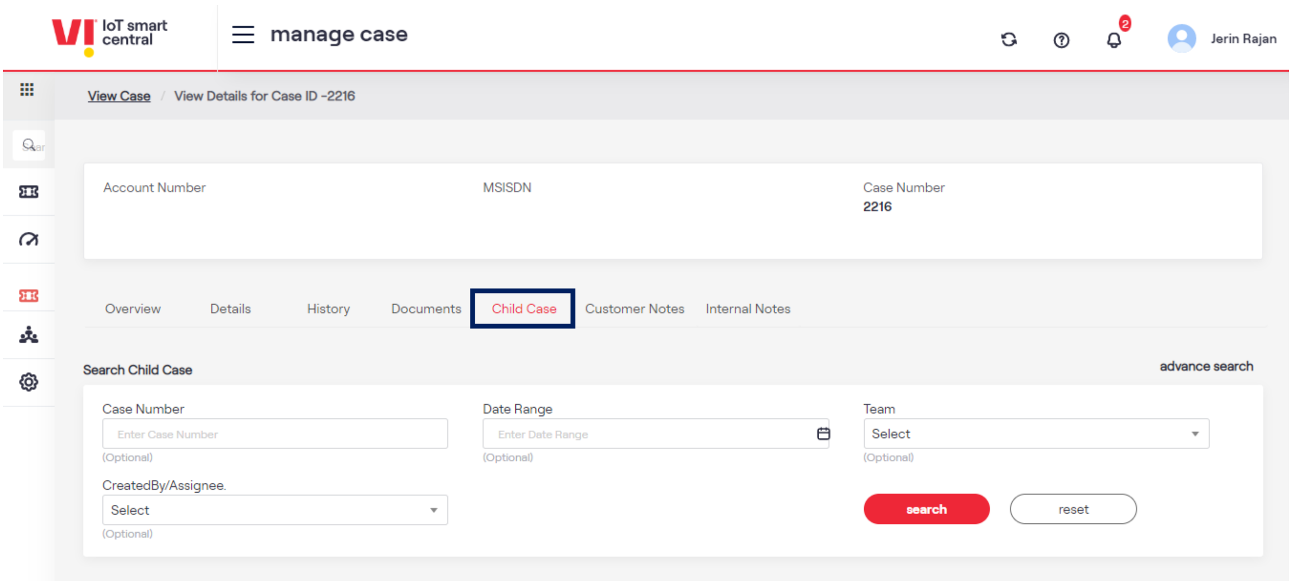
Click **Reset** to go back to the previous screen.

A success message is displayed, indicating the document is uploaded successfully.

Child Cases

This option allows Vi to view all the child cases under the master case.

1. On the **Manage Case** screen, click **Child Cases**. Refer to the following screen.



- You can search for a specific child case using the case number, date range, Team, and created by/assignee and click **Search**.

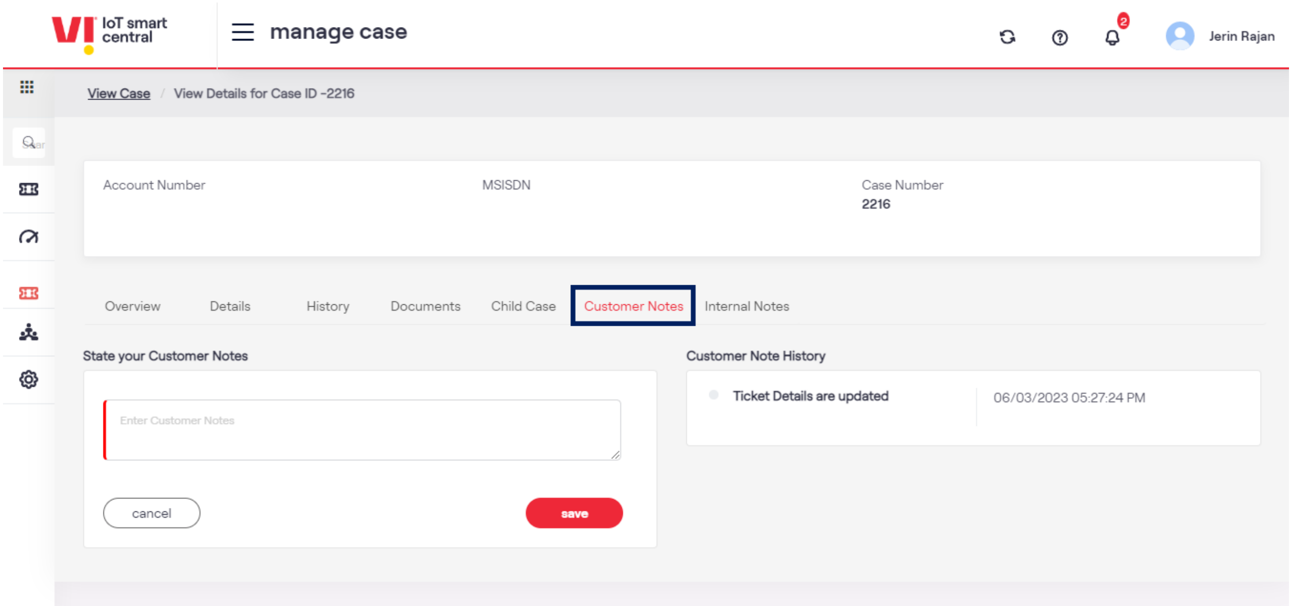
The results are displayed based the selection.

Customer Notes

This option allows Vi to add the customer notes and view all the customer notes of the case.

<u>To view the Customer Notes:</u>

1. On the **Manage Case** screen, click the **Customer Notes**. The following screen is displayed.



2. Enter the **Customer Notes** in the corresponding field and click the **Save** button.

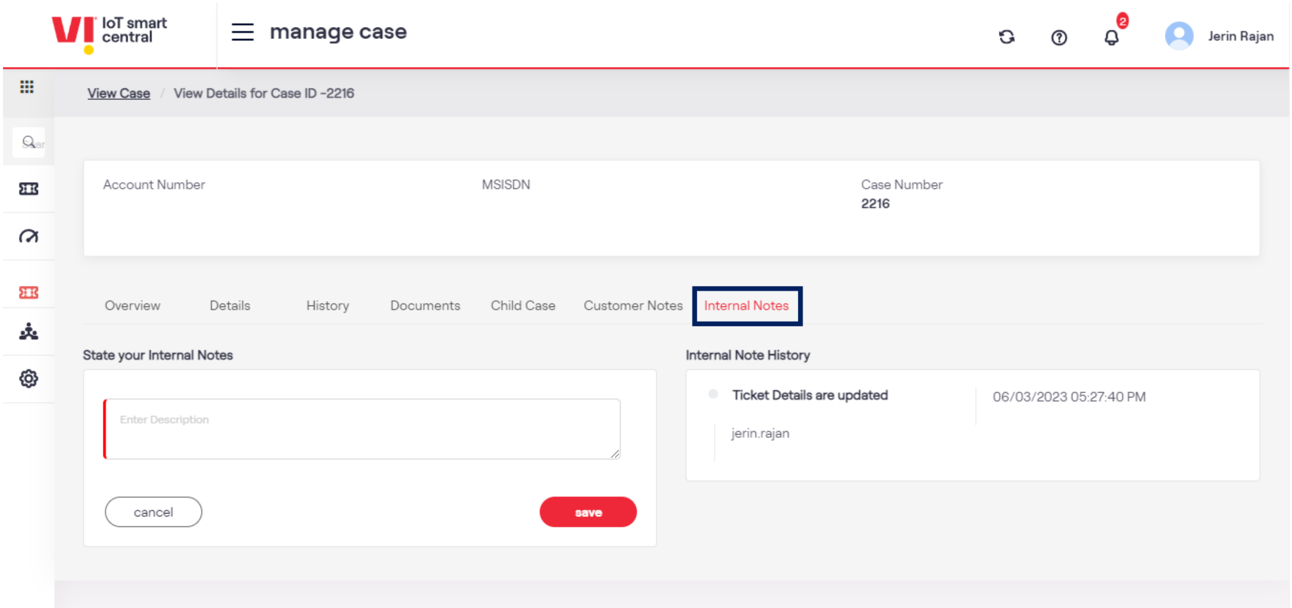
The stated notes are displayed under the **Customer Note History.**

Internal Notes

This option allows Vi to add the internal notes and view all the internal notes of the case.

<u>To view the Internal Notes:</u>

1. On the **Manage Case** screen, click the **Internal Notes**. The following screen is displayed.



2. Enter the **Internal Notes** in the corresponding field and click the **Save** button.

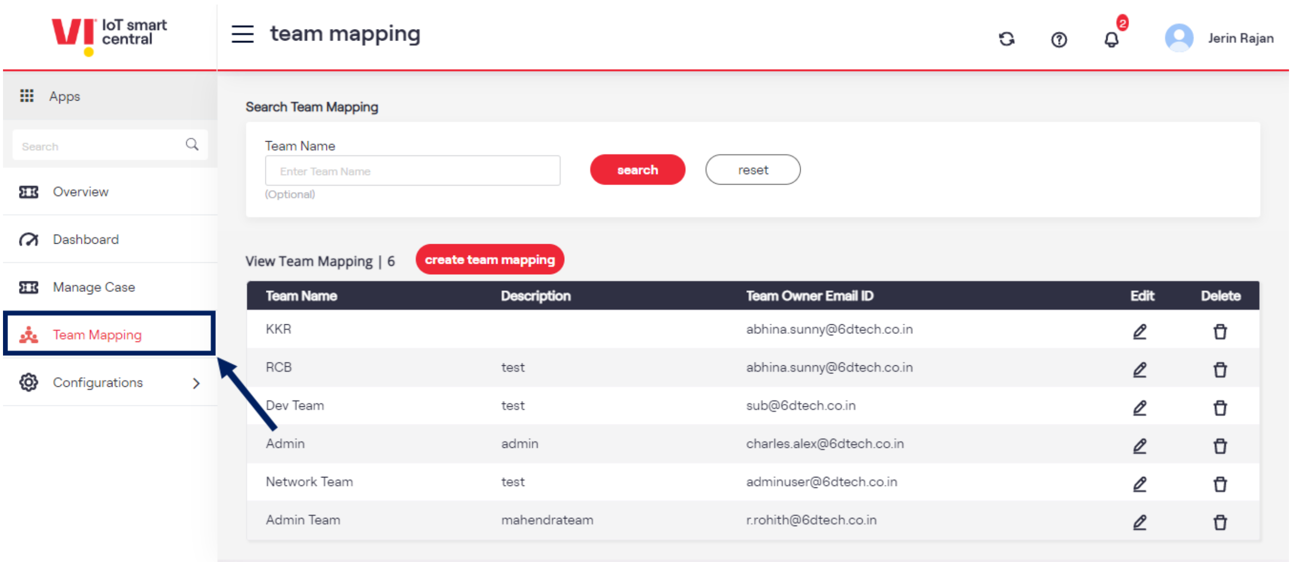
The stated notes are displayed under the **Internal Note History.**

Team Mapping

Using this team mapping option, Vi can manage and create various teams. For example, Vi can create teams such as Accountant, Bill Collector, Billing, and so on. The configured team is assigned to the product type and assign type. They will work on solve the issues when the ticket is raised by the user/customer.

<u>**To manage the Team Mapping:**</u>

1. On the side menu, click the **Team Mapping** to view the team mapping details. Refer to the following screen.



Vi can search for specific **Team Name** using the **Search** option.

- Enter the **Team Name** in the corresponding field and click the **Search** button.

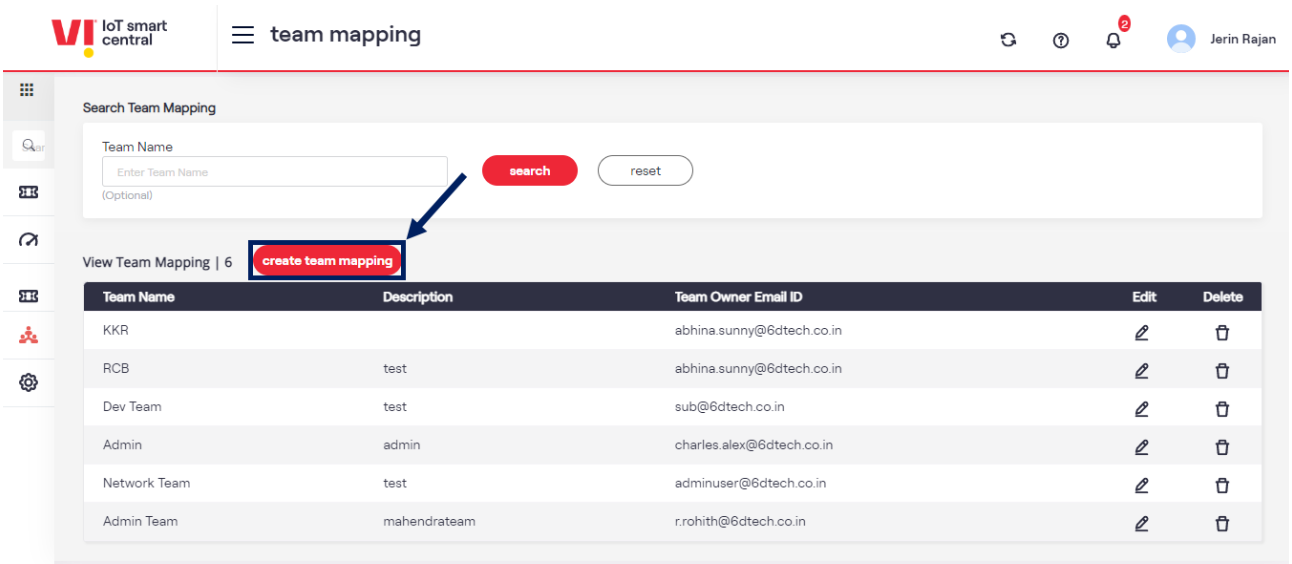
The results are displayed based on the search criteria.

- Click the **Reset** button to clear the entered data in the Search field.

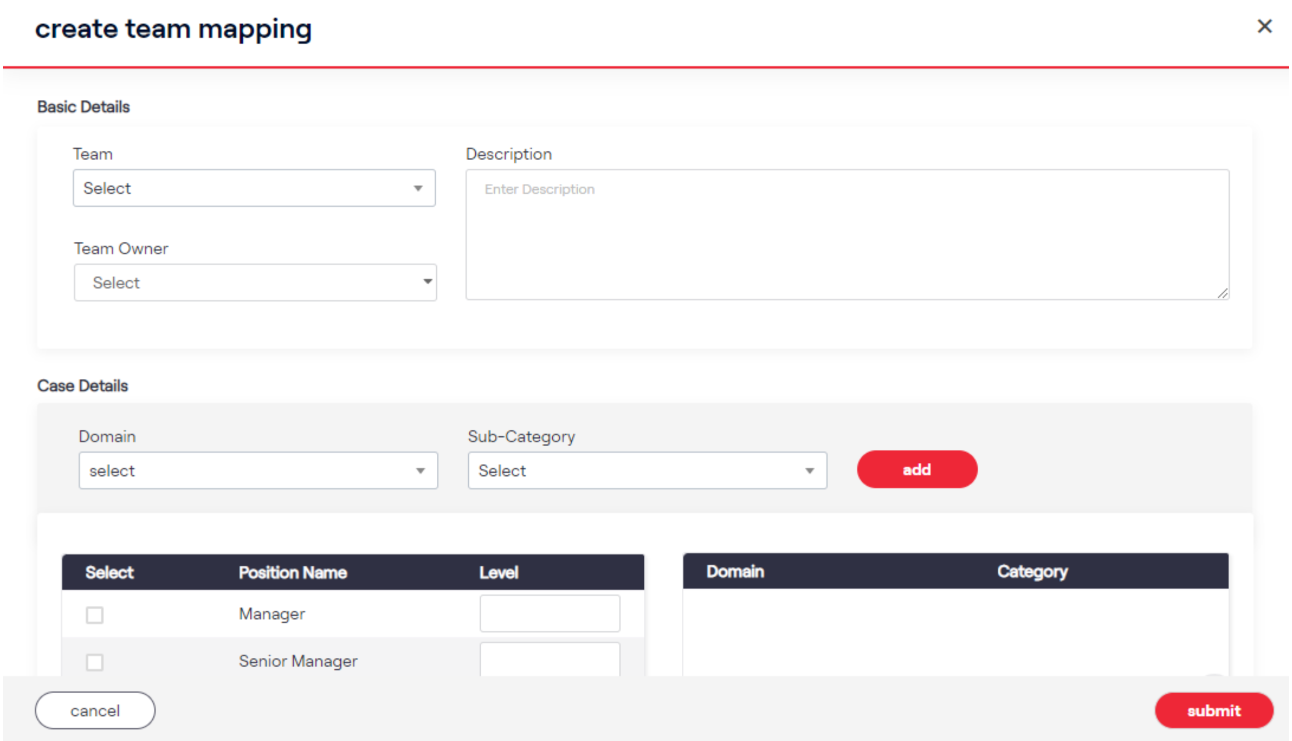
Create Team Mapping

Using this create team mapping, Vi can create a new team.

1. On the **Team Mapping** screen, click the **Create Team Mapping** button to create a team mapping. Refer to the following screen.



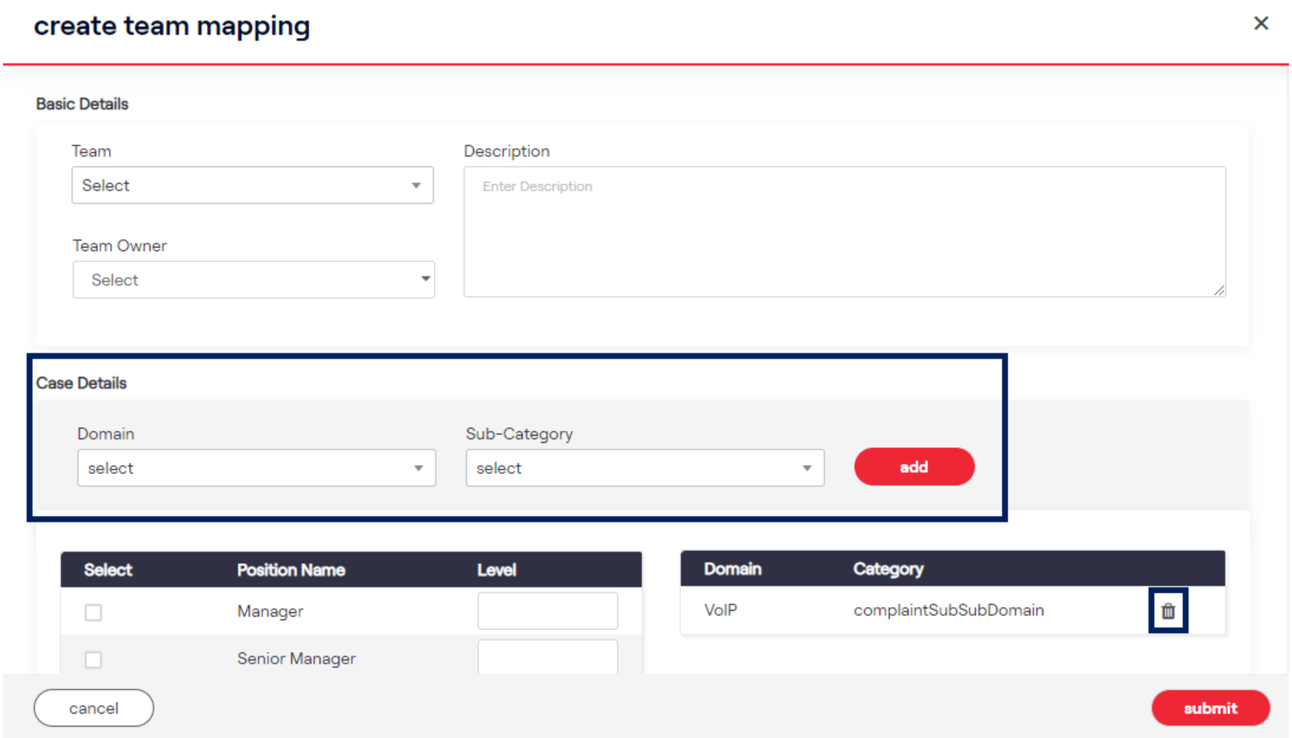
2. After clicking the **Create Team Mapping** button, the following screen will be displayed.



3. Enter/Select the following details in the corresponding fields.

Field	Description
Team	Select the team name in the drop-down list. For example, Accountant, Bill Collector, and so on.
Team Owner	Select the team owner in the drop-down list. **Note** The team owner details will be displayed based on the selected team.
Description	Enter the brief description about the team.
Domain	Select under which domain the customer is facing the issue.
Sub-Category	Select the sub-category in the drop-down list. Based on the selected domain the sub category details are available.

4. After selecting the **Domain** and **Sub-Category**, click the **Add** button to add the domain and sub-category details.
5. After clicking the **Add** button, the following screen will be displayed.



- Click the **Delete** button  to delete the existing domain and sub-subdomain. Refer to the above screen.

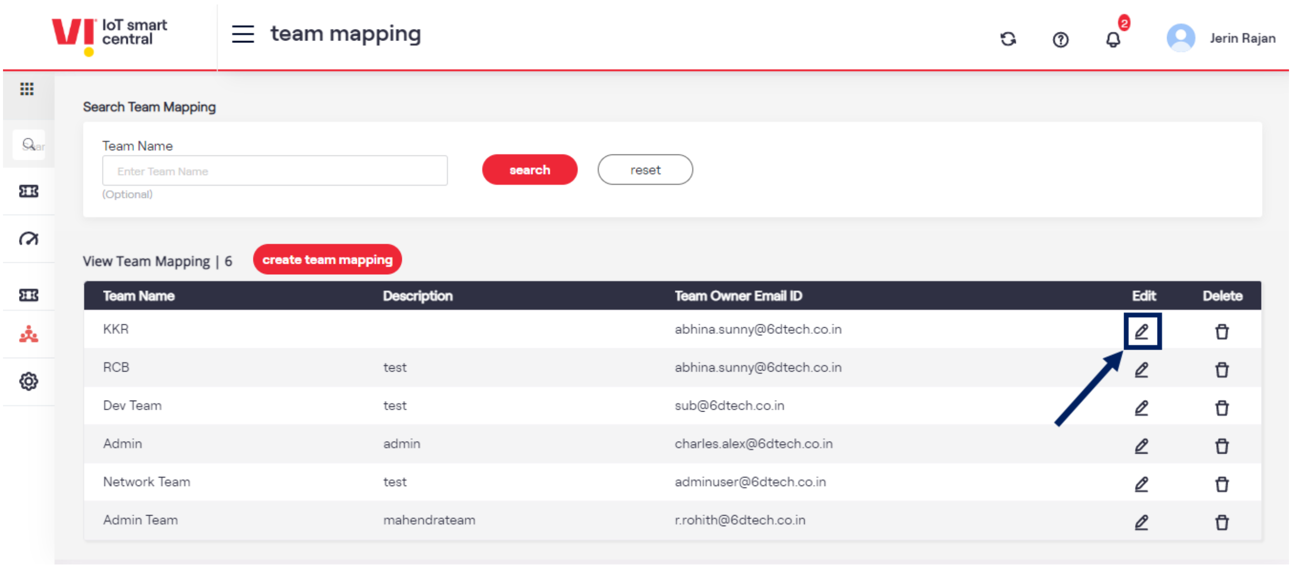
6. Select the **Position** checkbox and enter that **Position Level** in the corresponding field.
7. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **Team Mapping** is created successfully.

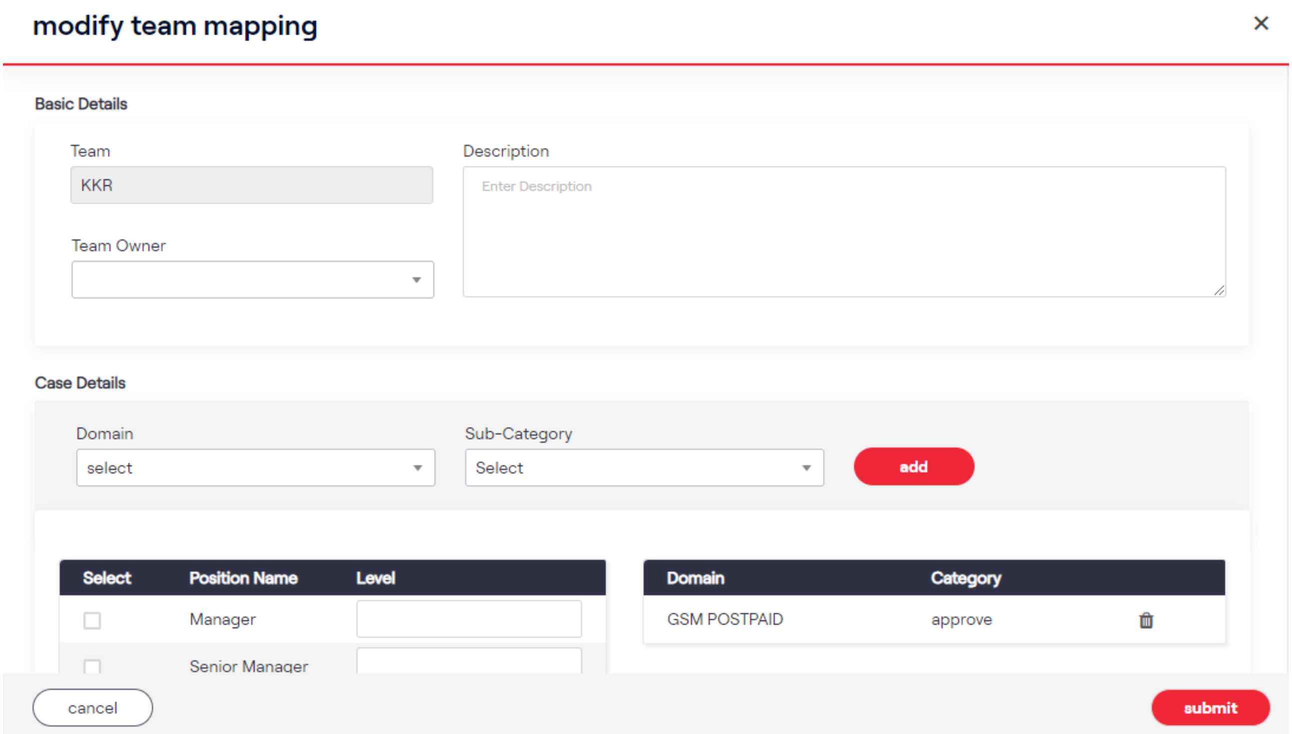
<u>To Edit the Team Mapping:</u>

Using this edit team mapping option, Vi can edit the existing team mapping details.

1. On the **Team mapping** screen, click the **Edit** button to edit the existing team mapping details. Refer to the following screen.



2. After clicking the **Edit** button, the following screen is displayed.



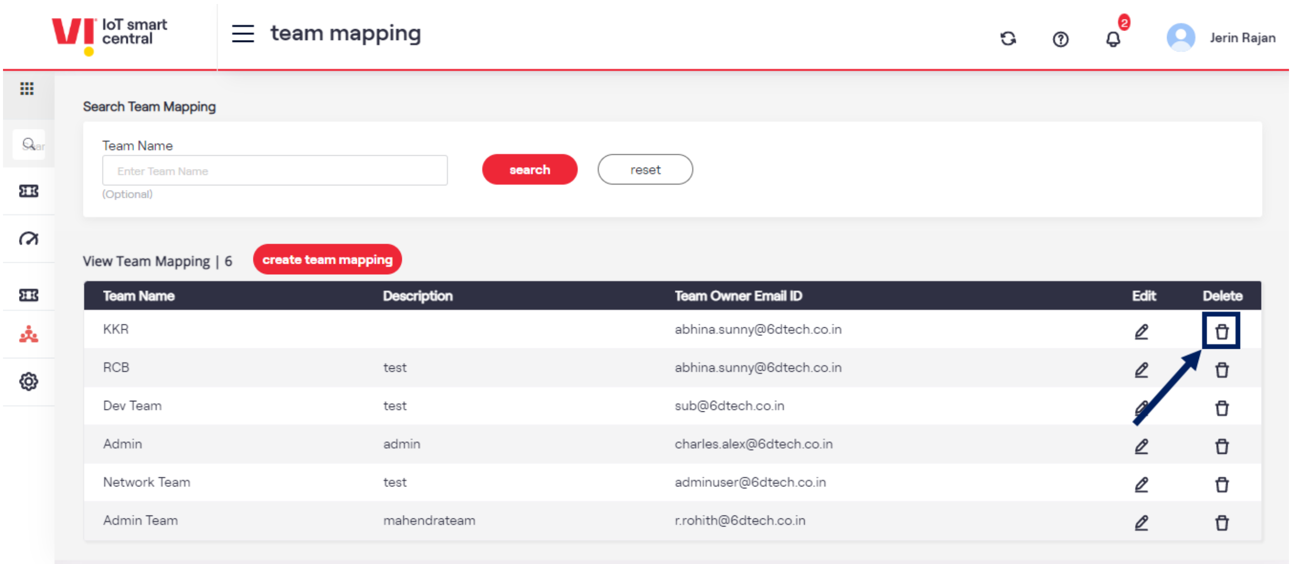
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **Team Mapping** is modified successfully.

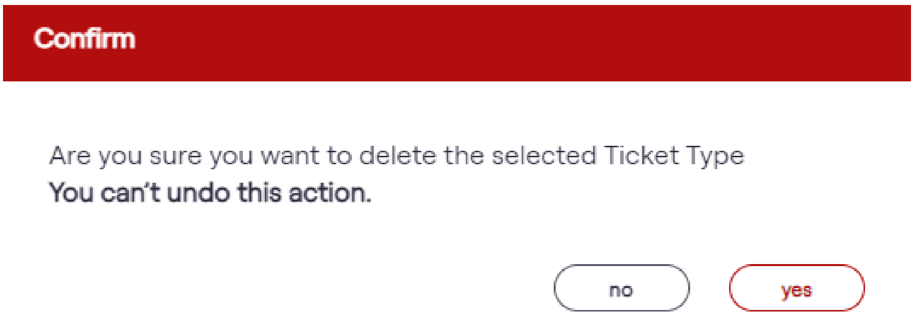
To delete the Team Mapping:

Using this delete team mapping, Vi can delete the existing team mapping.

1. On the **Team mapping** screen, click the **Delete** button to delete the existing team mapping. Refer to the following screen.



2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, "**Are you sure you want to delete the selected Ticket Type. You can't undo this action".** Click "**Yes**" to confirm the action.

If click "**Yes**", a success message is displayed, indicating that the selected Team Mapping is deleted successfully.

Or

Click "**No**" to discard the action.

Configurations

This option allows Vi to configure the following operations.

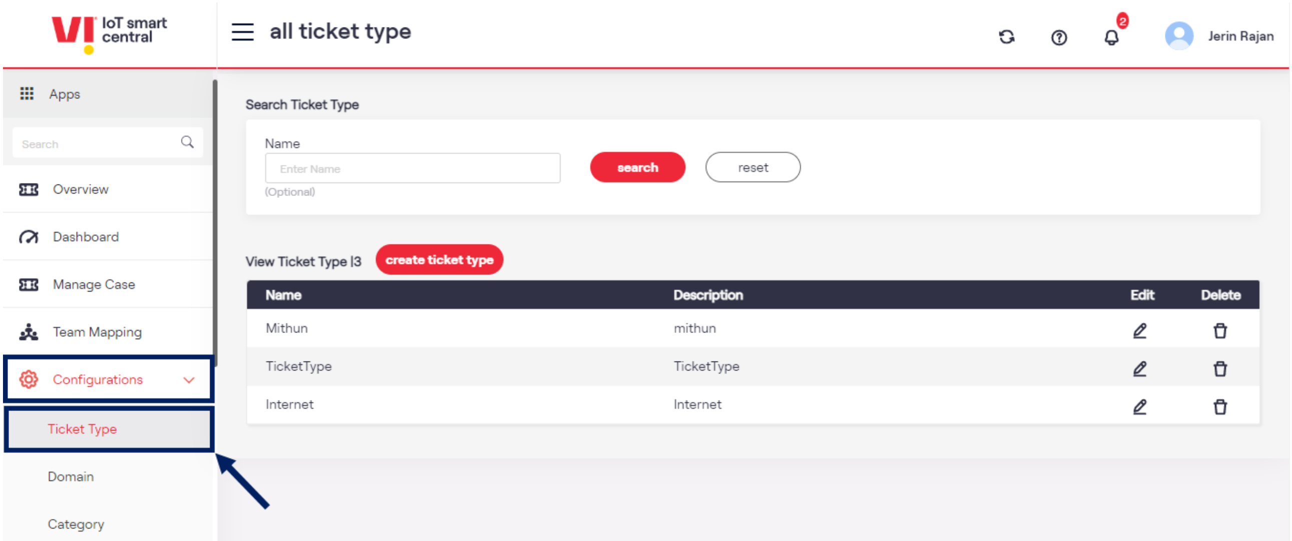
- Ticket Type
- Domain
- Category
- Sub-Category
- SLA Master
- Resolution
- Priority Mapping
- SLA Mapping
- Source
- Caused Code
- Meta Data
- Message Template
- FAQ
- Holidays
- Knowledge Base

Ticket Type

This option allows Vi to create a ticket type. Tickets are created based on the issues. While creating a new ticket, you need to select the ticket type for which issue the customer is facing. For example, if a customer faces any issue with the internet, then the ticket name will be created as the Internet.

To manage the Ticket Type:

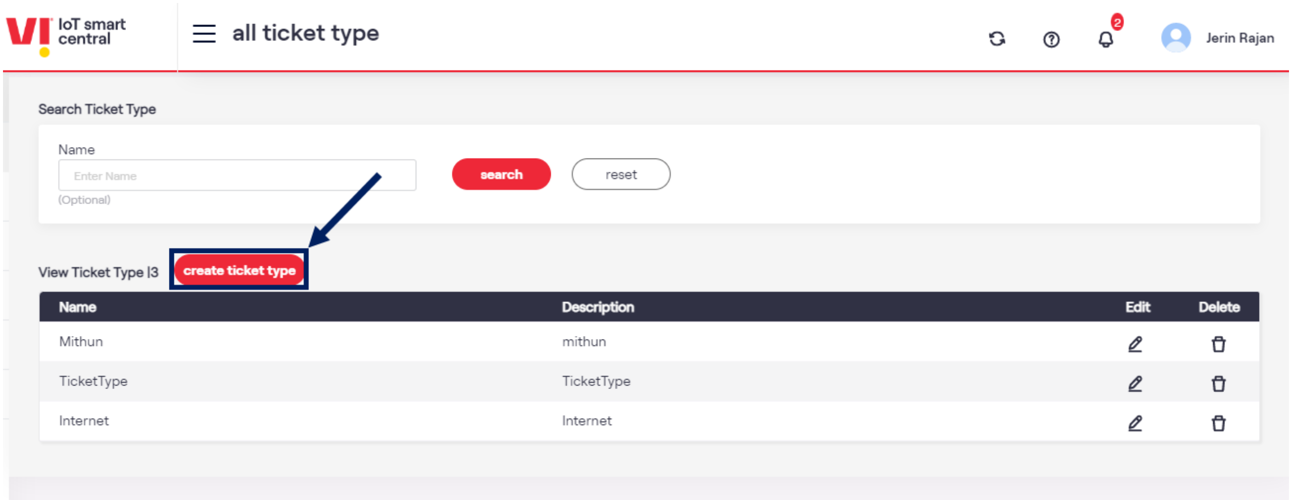
1. On the side menu, select **Configurations >> Ticket Type** to view the ticket type. Refer to the following screen.



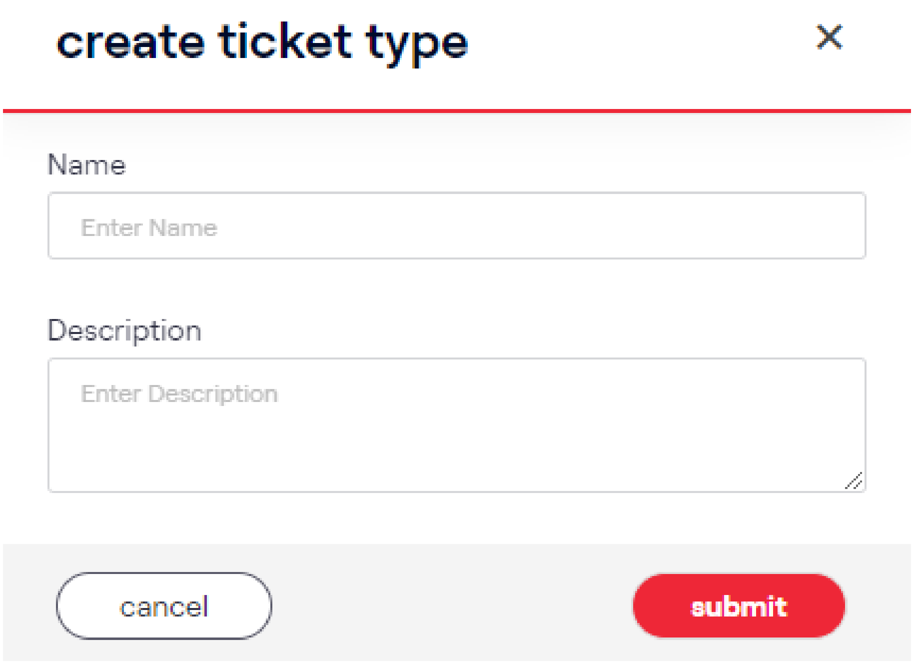
Create Ticket Type

Using this create product type option, Vi can create a new ticket type.

1. On the **Ticket Type** screen, click the **Create Ticket Type** button to create a new ticket type. Refer to the following screen.



2. After clicking the **Create Ticket Type** button, the following screen is displayed.



3. Enter/Select the following details in the corresponding fields

Field	Description
Name	Enter the name of the ticket type in this field.
Description	Enter a brief description of the ticket type

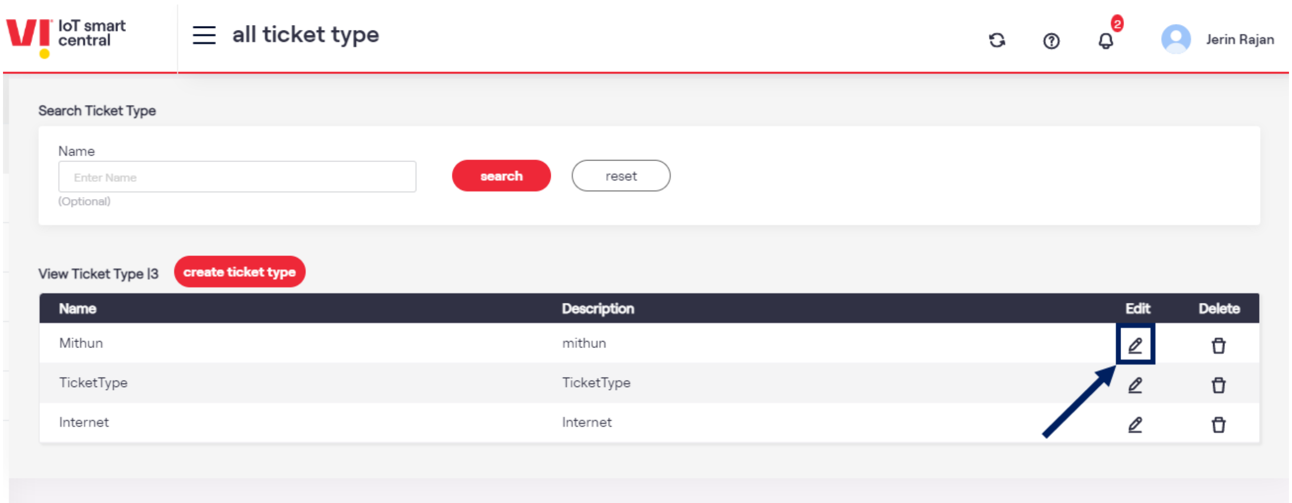
4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **Ticket Type** is created successfully.

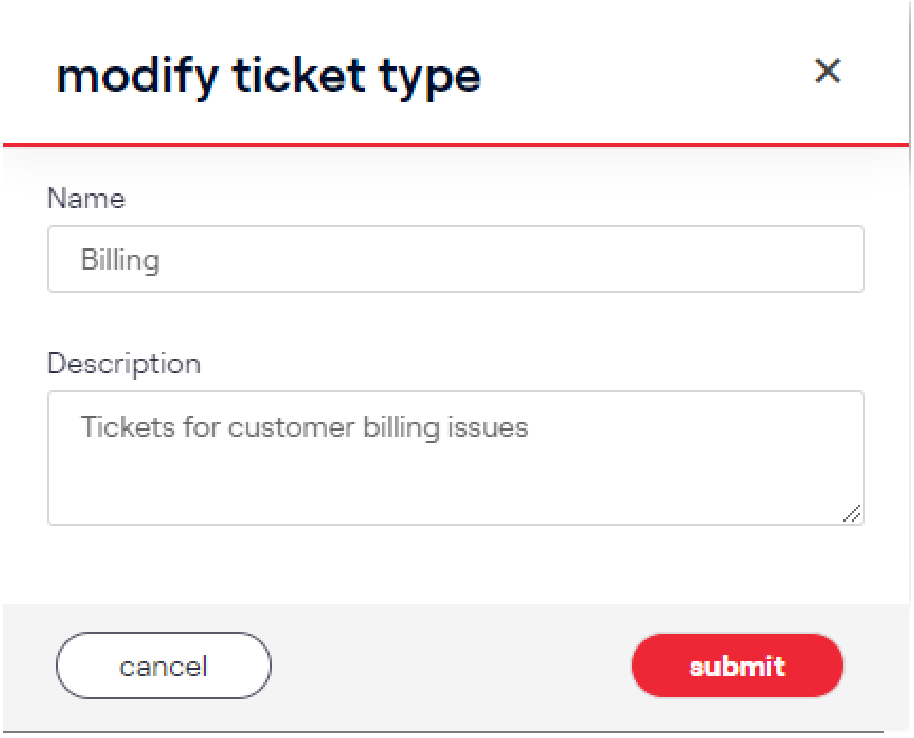
To Edit the Ticket Type:

Using this edit product type option, Vi can edit the existing ticket type.

1. On the **Ticket Type** screen, click the **Edit** button to edit the existing ticket type details. Refer to the following screen.



2. After clicking the **Edit** button, the following screen is displayed.



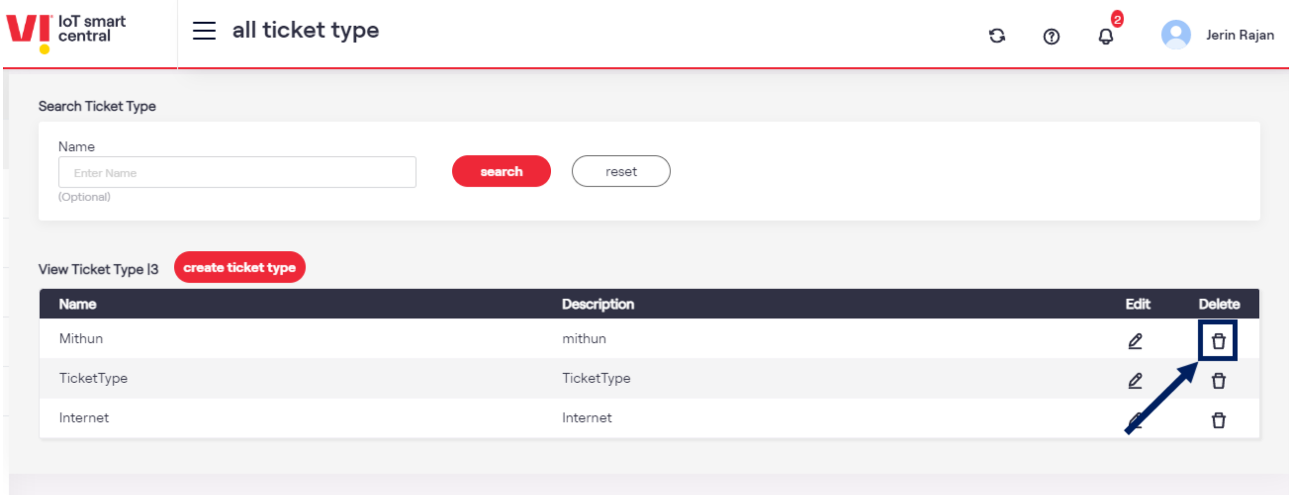
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **Ticket Type** is modified successfully.

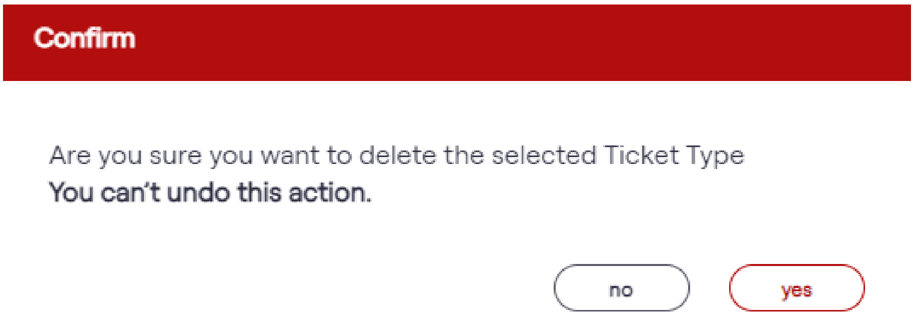
To Delete Ticket Type:

Using this delete ticket type option, Vi can delete the existing ticket type.

1. On the **Ticket Type** screen, click the **Delete** button to delete the existing ticket type. Refer to the following screen.



2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, "**Are you sure you want to delete the selected Ticket Type. You can't undo this action".** Click "**Yes**" to confirm the action.

If click "**Yes**", a success message is displayed, indicating that the selected ticket type is deleted successfully.

Or

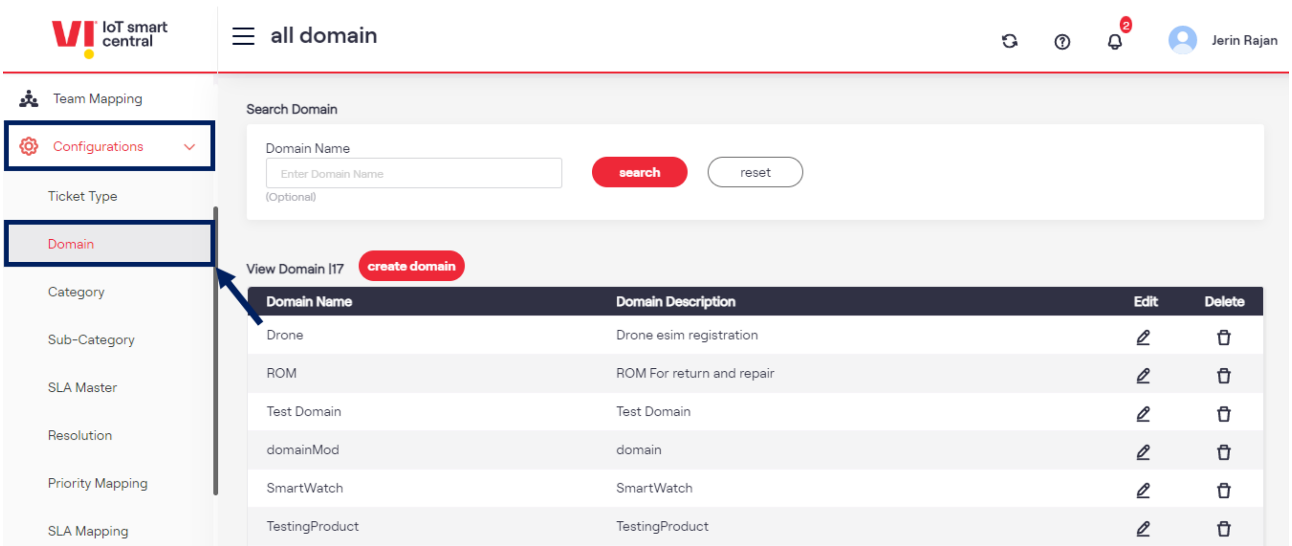
Click "**No**" to discard the action.

Domain

This option allows Vi to create a domain. These domains help to identify under which category the ticket issue is facing. For example, the domain can be "**Internet Issue**". Based on the domain, the subdomain and sub-subdomain can be configured. Vi can also modify and delete the existing domains.

<u>To manage the Domain:</u>

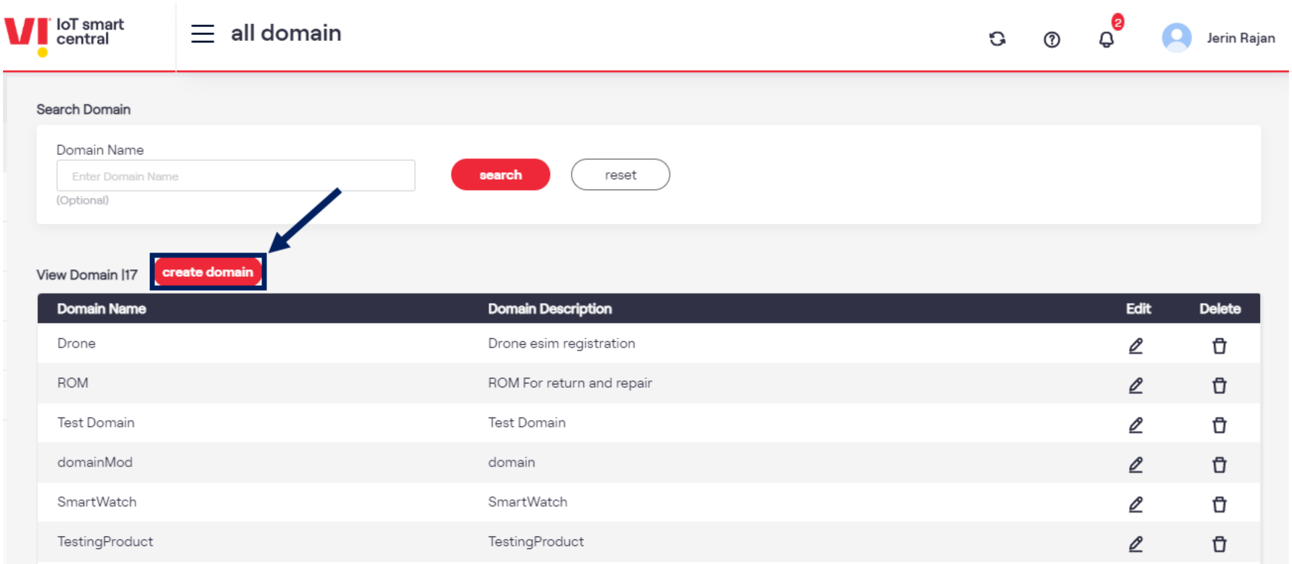
1. On the side menu, select **Configurations >> Domain** to view the domain details. Refer to the following screen.



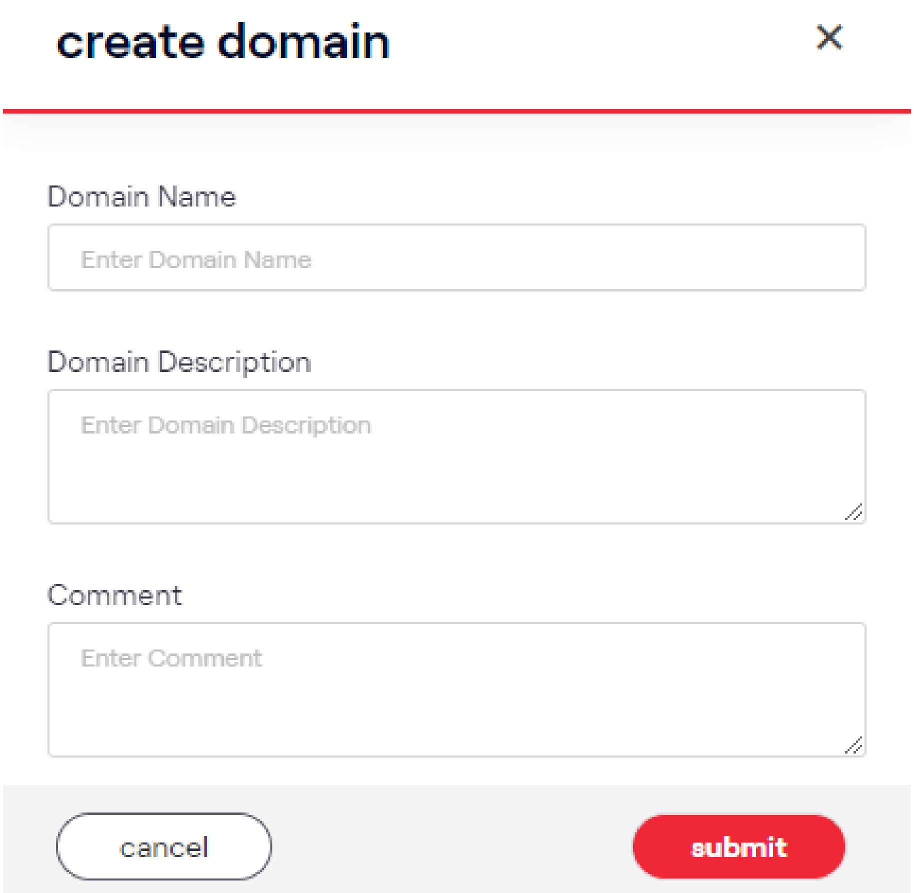
Create Domain

Using this create domain option, Vi can create a new domain.

1. On the **Domain** screen, click the **Create Domain** button to create a new domain. Refer to the following screen.



2. After clicking the **Create Domain** button, the following screen is displayed.



3. Enter/Select the following details in the corresponding fields.

Field	**Description**
Domain Name	Enter the name of the domain this field.
Domain Description	Enter a brief description of the domain.
Comment	Enter the comments of the domain, if any.

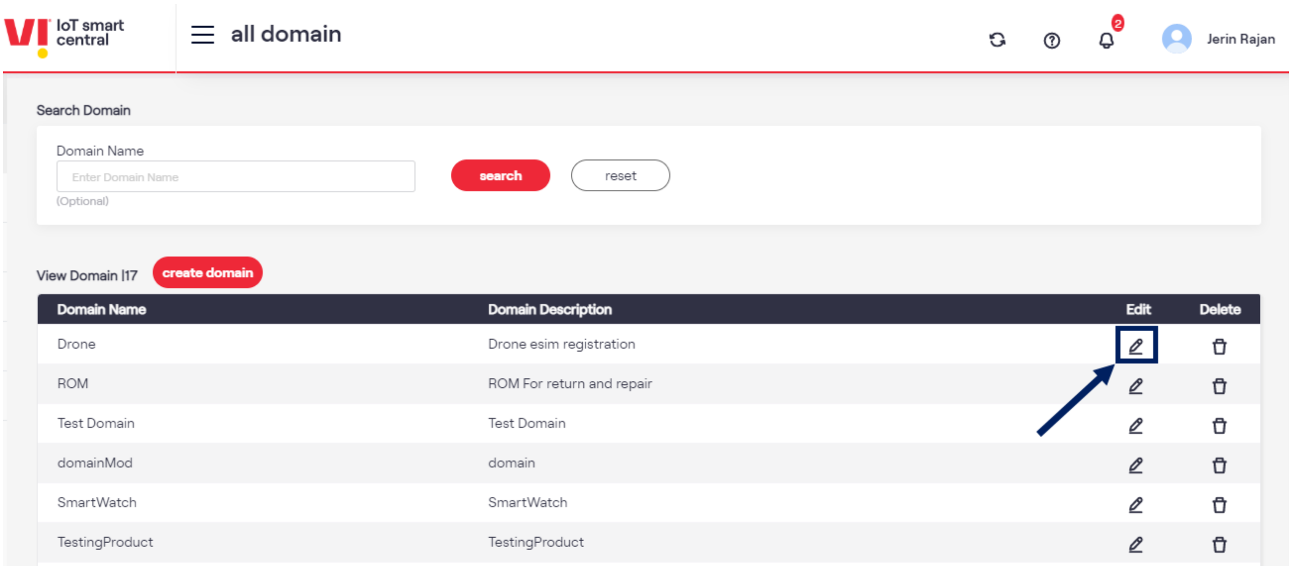
4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **Domain** is created successfully.

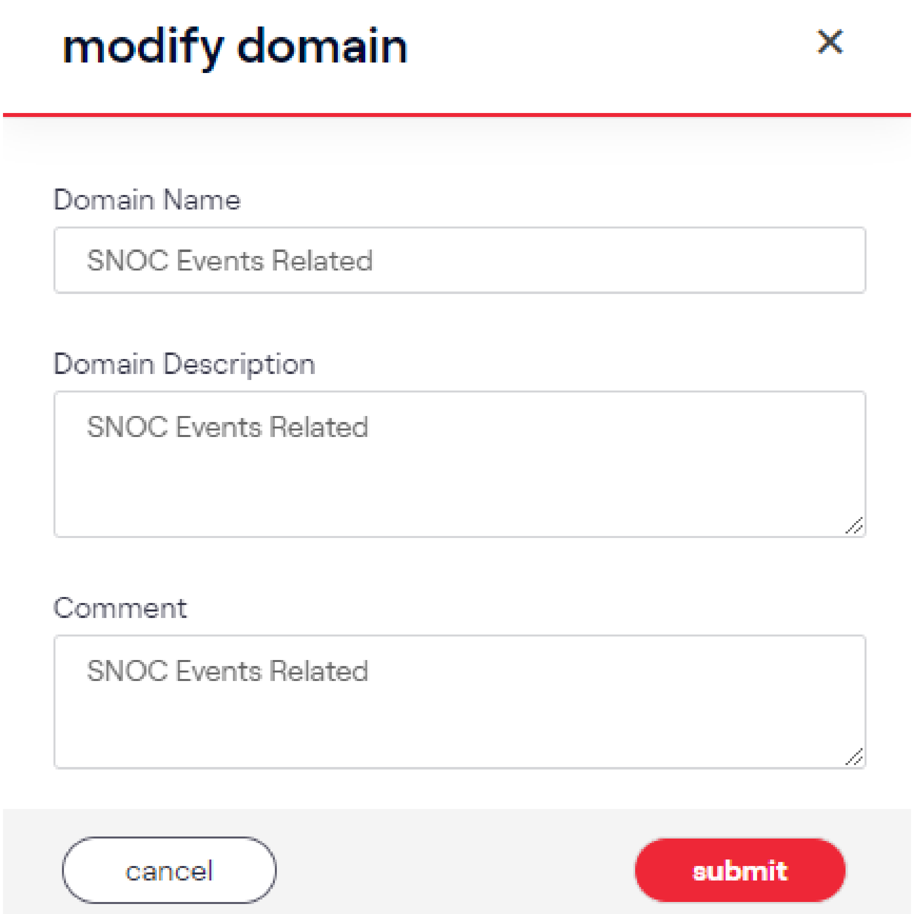
<u>To Edit the Domain:</u>

Using this edit domain option, Vi can edit the existing domain details.

1. On the **Domain** screen, click the **Edit** button ✎ to edit the existing domain details. Refer to the following screen.



2. After clicking the **Edit** button, the following screen is displayed.



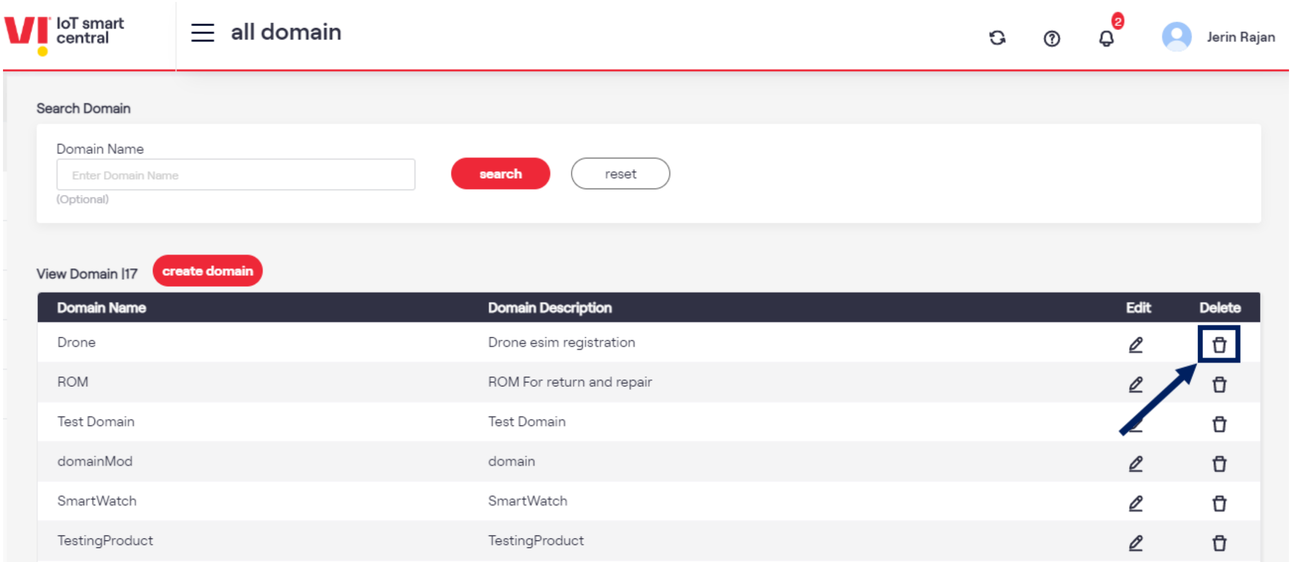
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **Domain** is modified successfully.

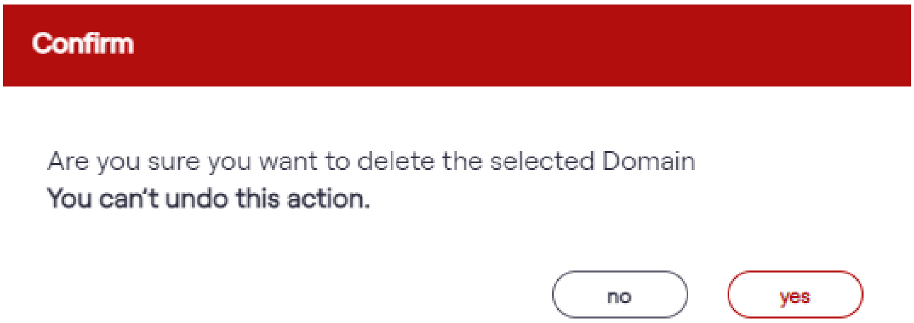
<u>To Delete the Domain:</u>

Using this delete option, Vi can delete the existing domain.

1. On the **Domain** screen, click the **Delete** button to delete the existing domain. Refer to the following screen.



2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, "**Are you sure you want to delete the selected Domain. You can't undo this action".** Click "**Yes**" to confirm the action.

If click "**Yes**", a success message is displayed, indicating that the selected domain is deleted successfully.

Or

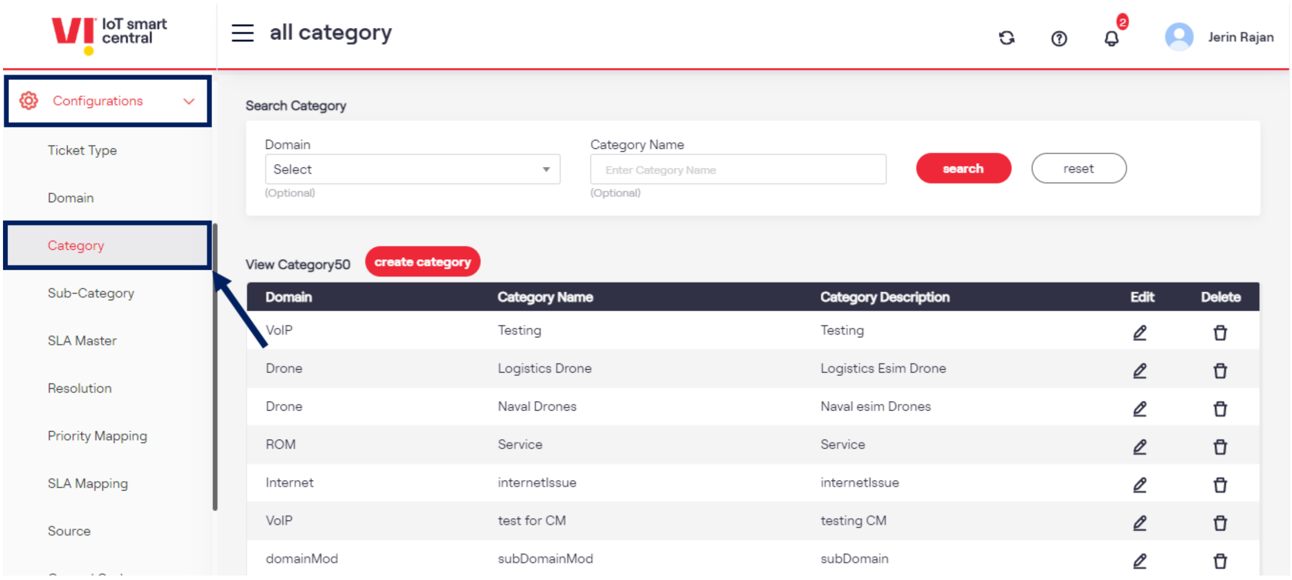
Click "**No**" to discard the action.

Category

This option allows Vi to create a category. These categories are created under domain. Based on the domain, the category can be configured. For example, the domain can be “**Internet Issue**” and the category can be “**Slow Data Speed**”. Vi can also modify and delete the existing categories.

<u>To manage the Category:</u>

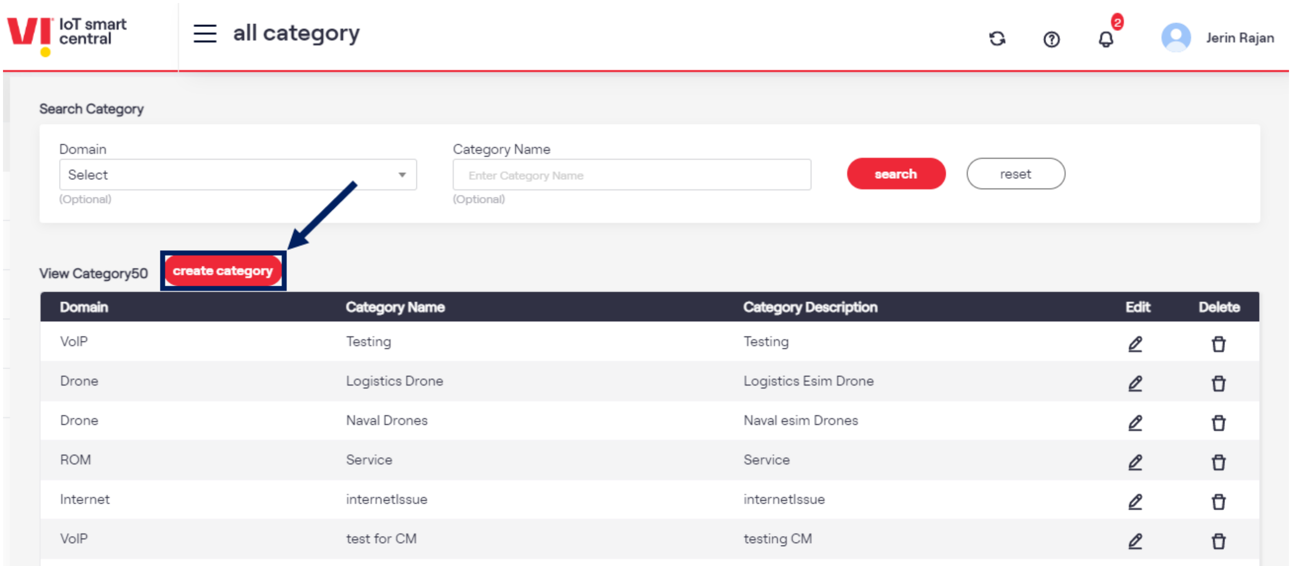
1. On the side menu, select **Configurations >> Category** to view the category details. Refer to the following screen.



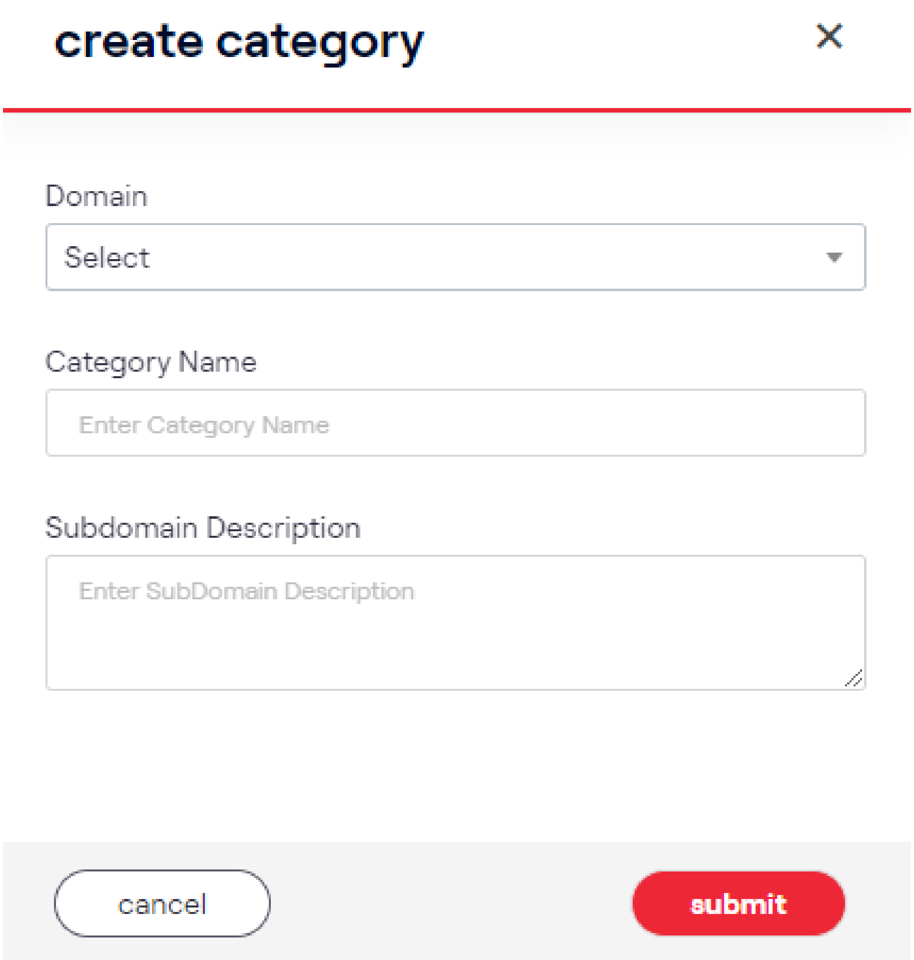
Create Category

Using this create option, Vi can create a new category.

1. On the **Category** screen, click the **Create Category** button to create a new category. Refer to the following screen.



2. After clicking the **Create Category** button, the following screen is displayed.



3. Enter/Select the following details in the corresponding fields.

Field	Description
Domain	Select under which domain the subdomain is creating in the drop-down list.
Category Name	Enter the name of the category.
Category Description	Enter a brief description of the category.

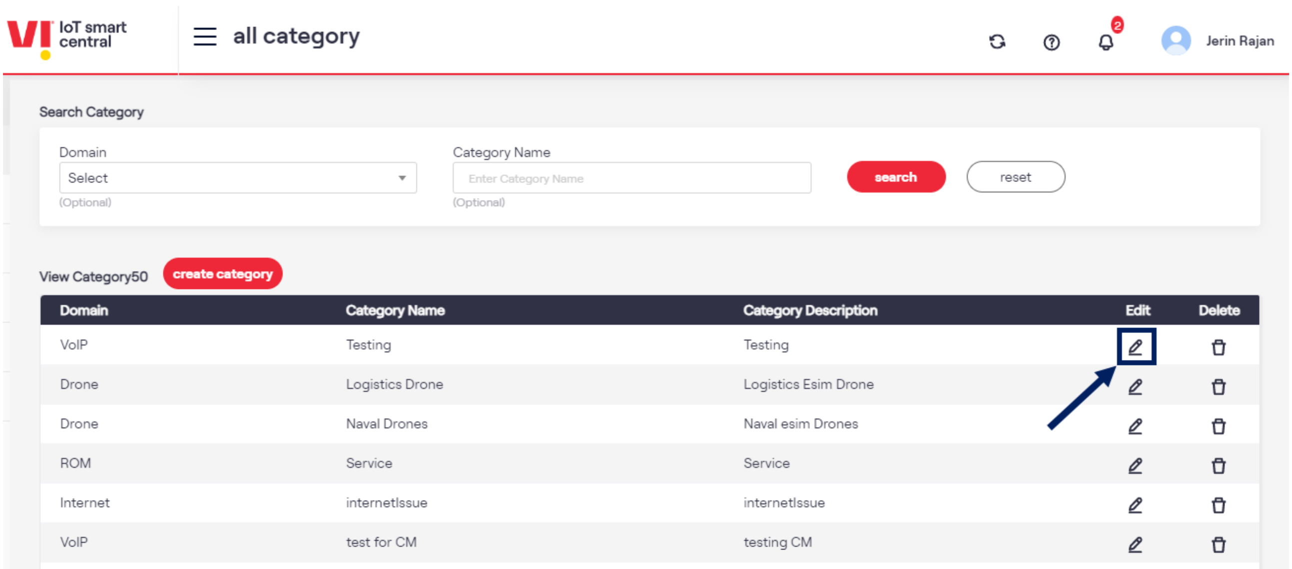
4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **Category** is created successfully.

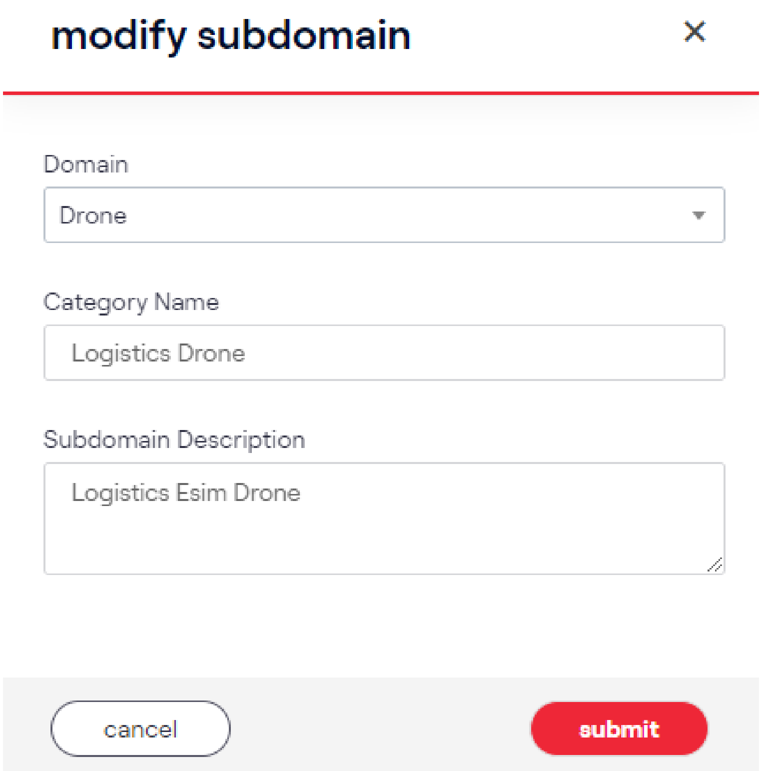
<u>To Edit the Category:</u>

Using this edit option, Vi can edit the existing category details.

1. On the **Category** screen, click the **Edit** button to edit the existing category details. Refer to the following screen.



2. After clicking the **Edit** button, the following screen is displayed.



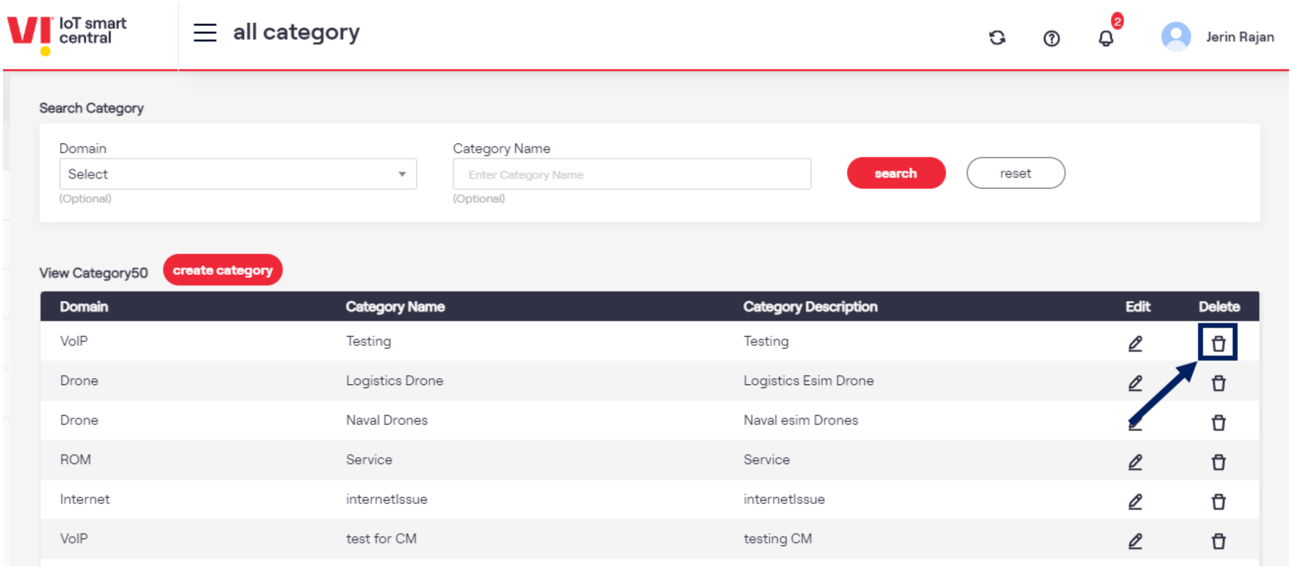
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **Category** is modified successfully.

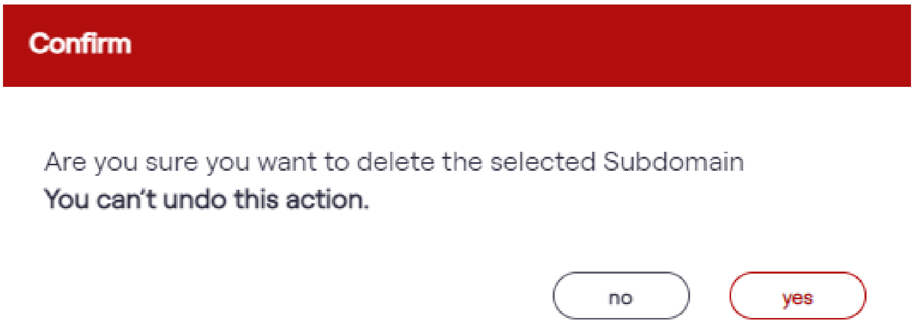
<u>To Delete the Category:</u>

Using this delete option, Vi can delete the existing category.

1. On the **Category** screen, click the **Delete** button to delete the existing category. Refer to the following screen.



2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, "**Are you sure you want to delete the selected Category. You can't undo this action".** Click "**Yes**" to confirm the action.

If click "**Yes**", a success message is displayed, indicating that the selected category is deleted successfully.

Or

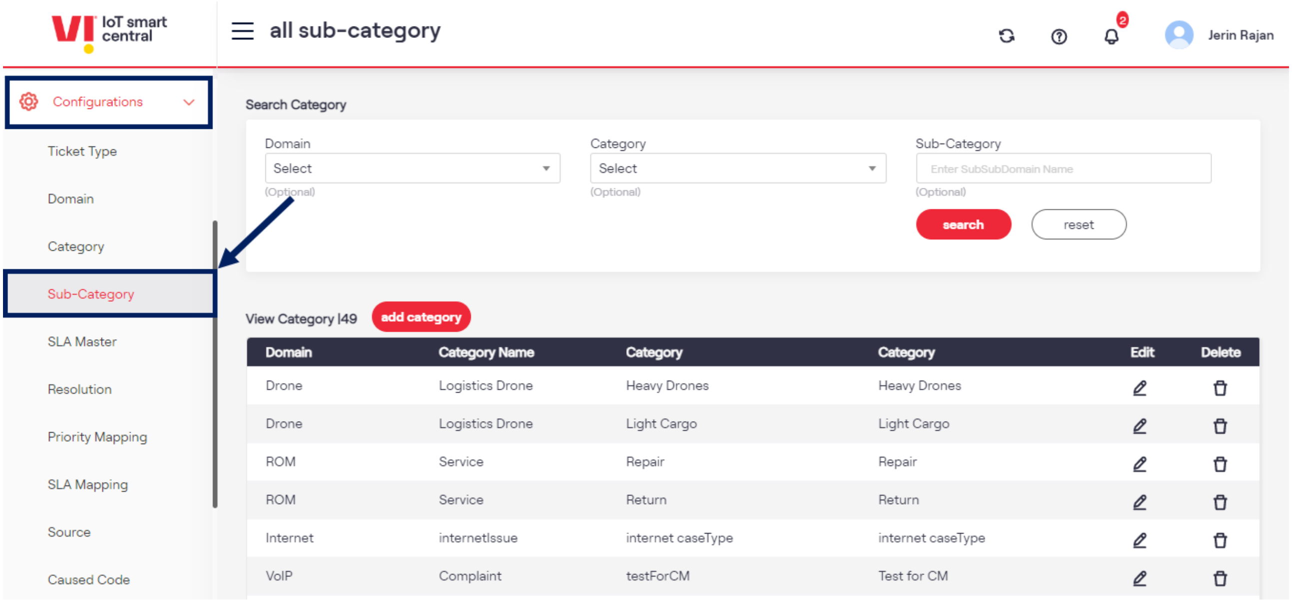
Click "**No**" to discard the action.

Sub-Category

This option allows Vi to create a sub-category. These subcategories are created under domain and category. Based on the domain and category, the sub-category can be configured. For example, the domain can be "**Internet Issue**" and the sub-category can be "**Slow Data Speed**". Vi can also modify and delete the existing sub-categories.

<u>To manage the Sub- category:</u>

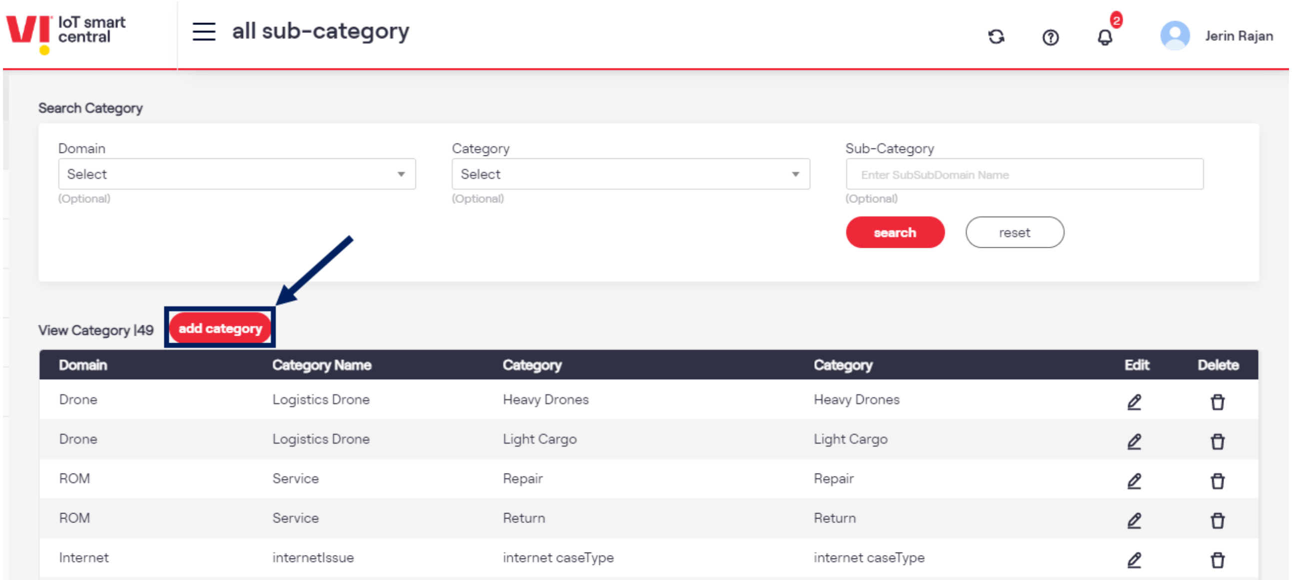
1. On the side menu, select **Configurations >> Sub- Category** to view the sub- category details. Refer to the following screen.



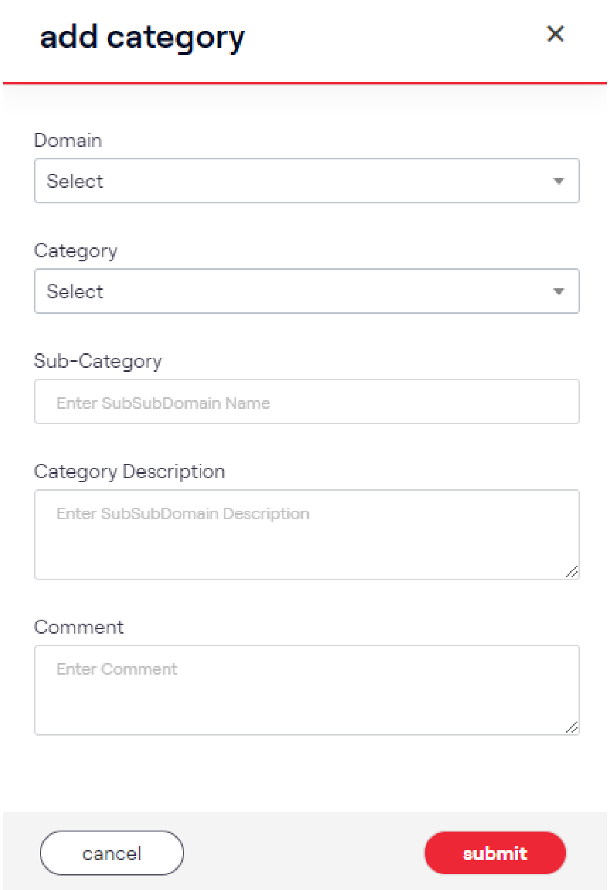
Add Sub-Category

Using this create option, Vi can create a add sub- category.

1. On the **Sub- Category** screen, click the **Add Sub- Category** button to add a new sub-category. Refer to the following screen.



2. After clicking the **Add Sub-Category** button, the following screen is displayed.



3. Enter/Select the following details in the corresponding fields

Field	Description
Domain	Select under which domain the category is creating in the drop-down list.
Category	Select under which category the sub- category is creating in the drop-down list.
Sub-category Name	Enter the name of the sub- category.
Sub-category Description	Enter a brief description of the sub- category.
Comments	Enter the comments of sub- category, if any.

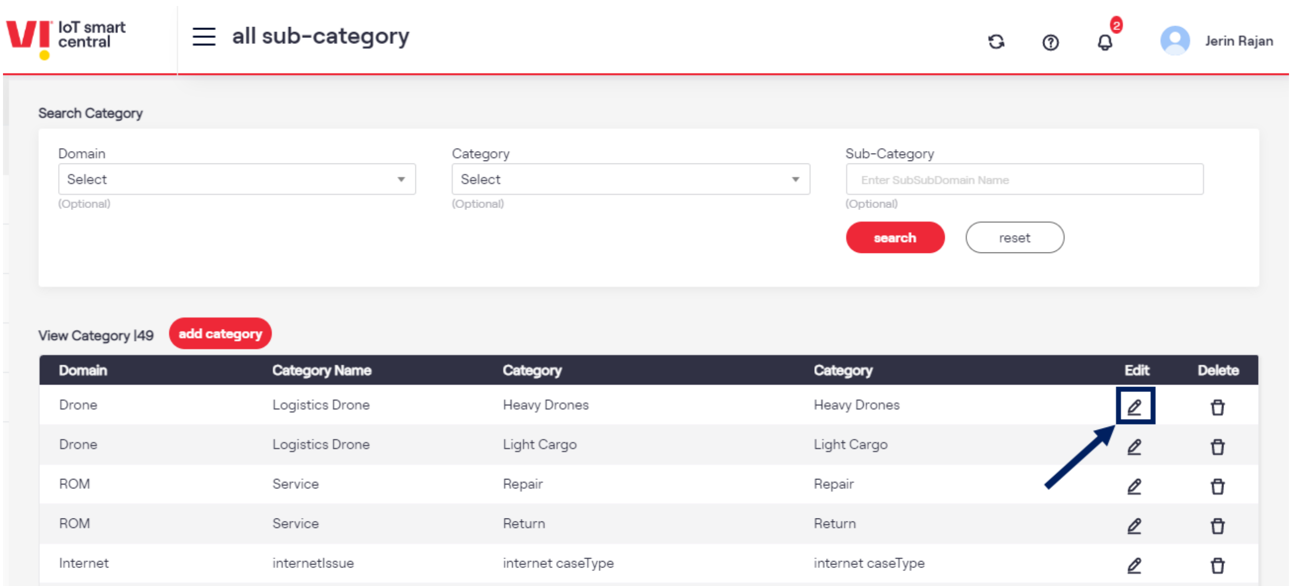
4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **Sub- category** is added successfully.

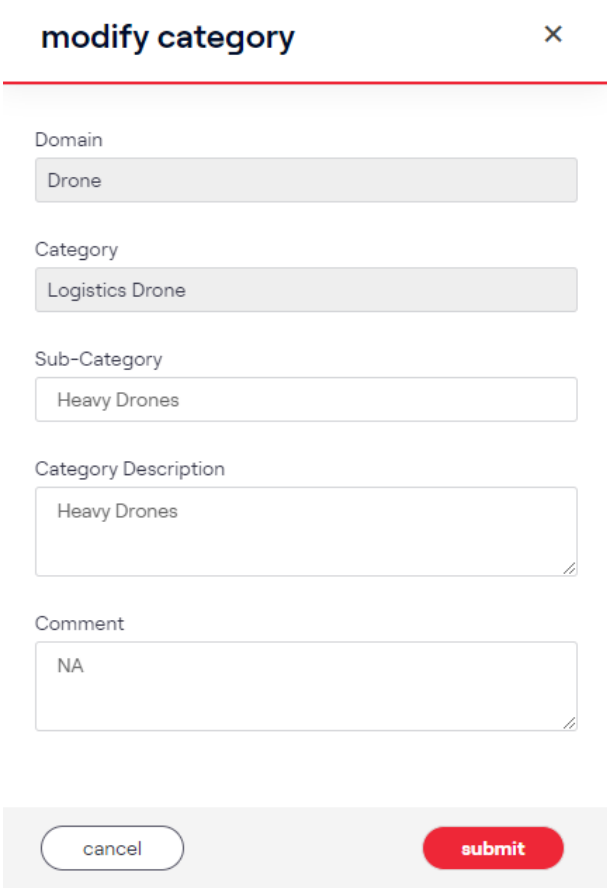
<u>To Edit the Sub- category:</u>

Using this edit option, Vi can edit the existing sub- category details.

1. On the **Sub-Category** screen, click the **Edit** button to edit the existing sub-category details. Refer to the following screen.



2. After clicking the **Edit** button, the following screen is displayed.



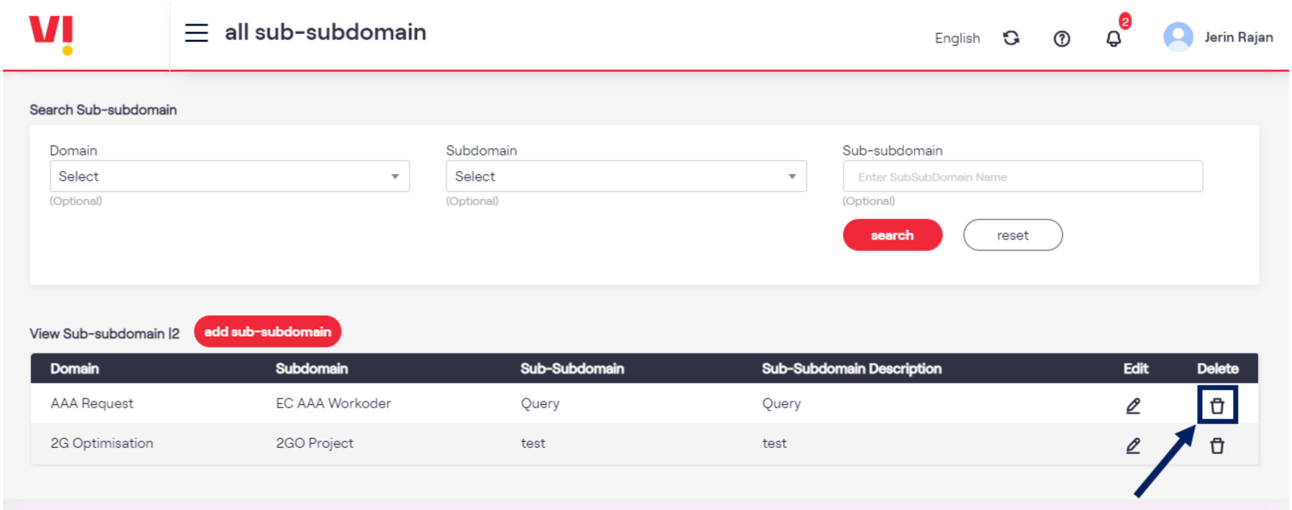
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **Sub-category** is modified successfully.

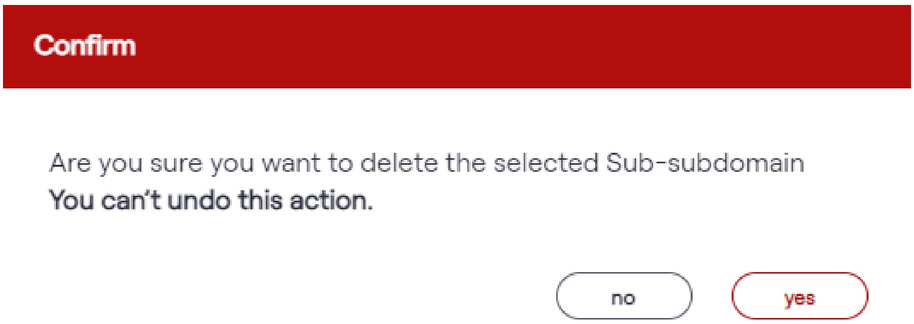
<u>To Delete the Sub-category:</u>

Using this delete option, Vi can delete the existing sub-category.

1. On the **Sub-category** screen, click the **Delete** button to delete the existing sub-category. Refer to the following screen.



2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, “**Are you sure you want to delete the selected sub-category. You can’t undo this action”.** Click “**Yes**” to confirm the action.

If click “**Yes**”, a success message is displayed, indicating that the selected sub-category is deleted successfully.

Or

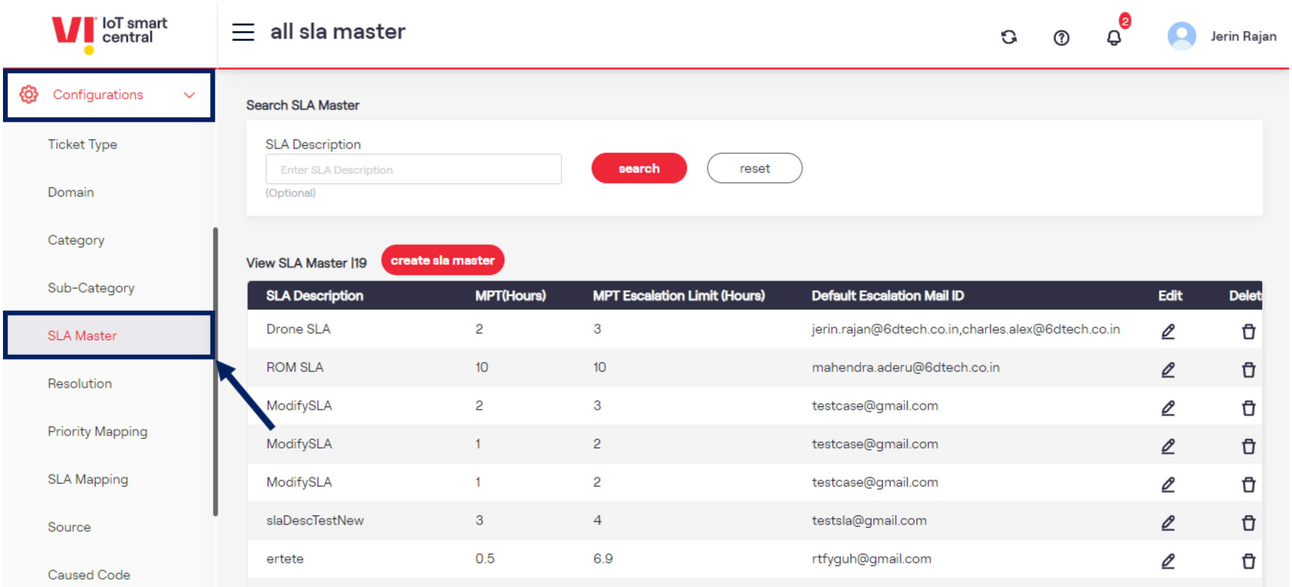
Click “**No**” to discard the action.

SLA Master

Service Level Agreement is defined as an agreement for all customers using the services being delivered by the service provider. It is created based on MPT hours and MPT escalation limit. While creating a new case, you need to select the SLA and the corresponding mail ID and phone number with which the customer is facing issues.

<u>To manage the SLA master:</u>

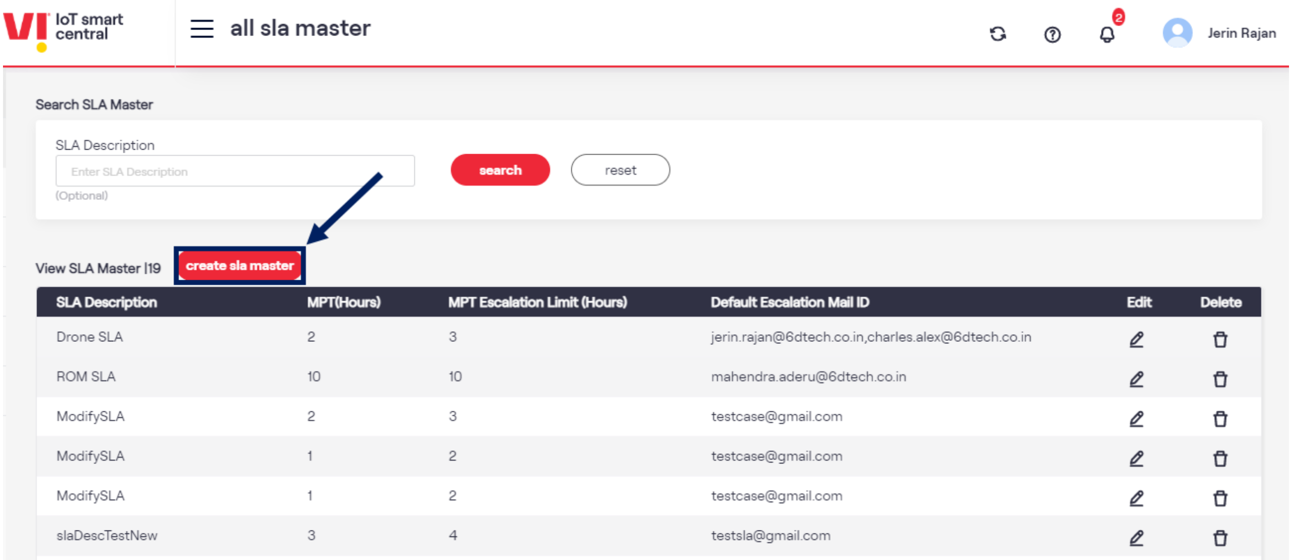
1. On the side menu, select the **Configurations >> SLA Master** to view the SLA master details. Refer to the following screen.



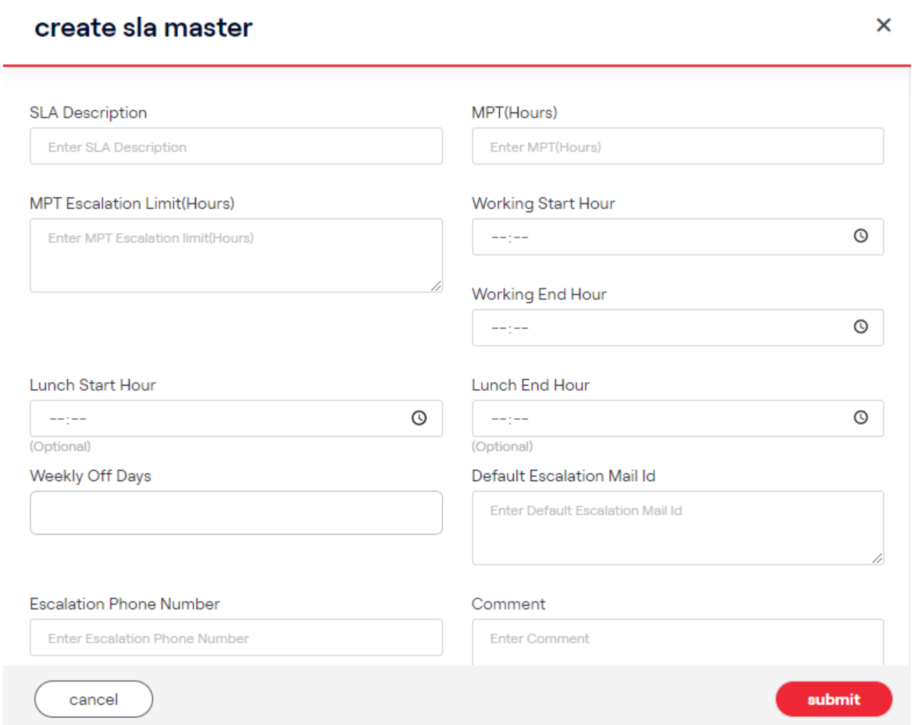
Create SLA Master

Using this create SLA master option, Vi can create a new SLA master.

1. On the **SLA Master** screen, click the **Create SLA Master** button to a new SLA master. Refer to the following screen.



2. After clicking the **Create SLA Master** button, the following screen will be displayed.



3. Enter/Select the following details in the corresponding fields.

Field	Description
SLA Description	Enter a description of the SLA
Max Processing Time (Hours)	Enter the value in hours. For example, “**3**”.
Max Processing Time Escalation Limit (Hours)	Enter the value in percentage. For example, “**50**” hrs.
Working Start Hour	Click to select the working start hours.
Working Start Hour	Click to select the working end hours.
Lunch Start Hour	Click to select the lunch start hours.
Lunch End Hour	Click to select the lunch end hours.
Weekly Off Days	Select the weekly off days in the drop-down list. For example, Monday, Tuesday, and so on.
Default Escalation Mail ID	Enter the Default Escalation mail ID in this field. It is an email to which escalation mail to be sent if SLA breaches.
Escalation Phone Number	Enter the phone number to contact for escalation.
Comment	If you have any extra information that you won't mention for the description, you can enter that information in this field
Escalation Required	Turn “**Yes**” to enable the escalate required. Or Turn “**No**”.

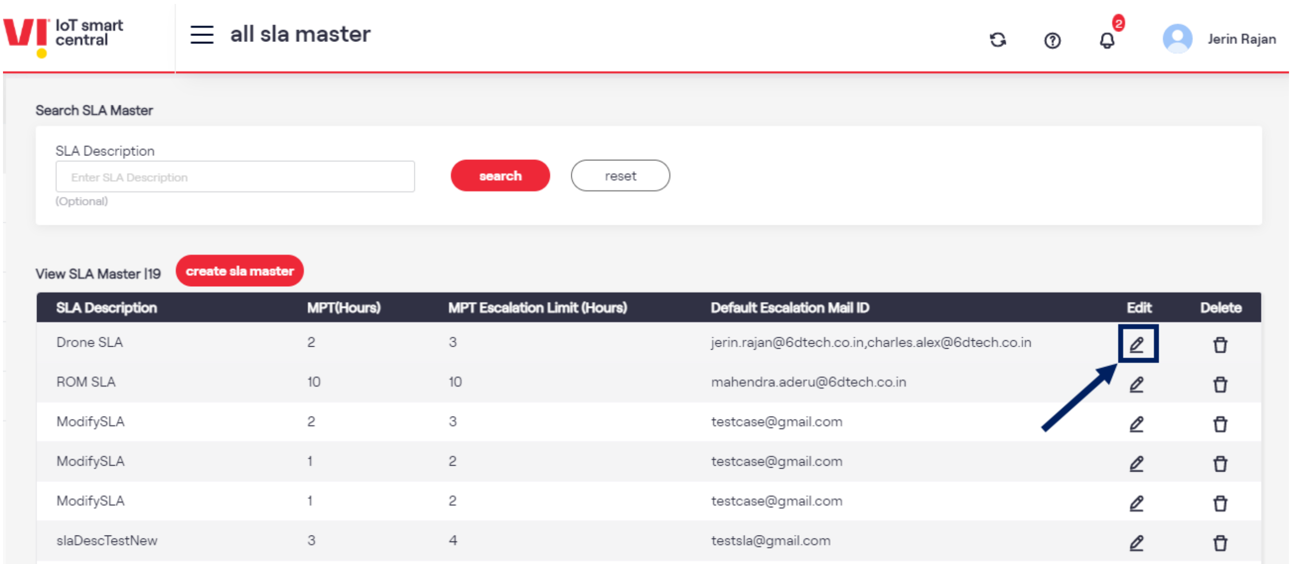
4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **SLA Master** is created successfully.

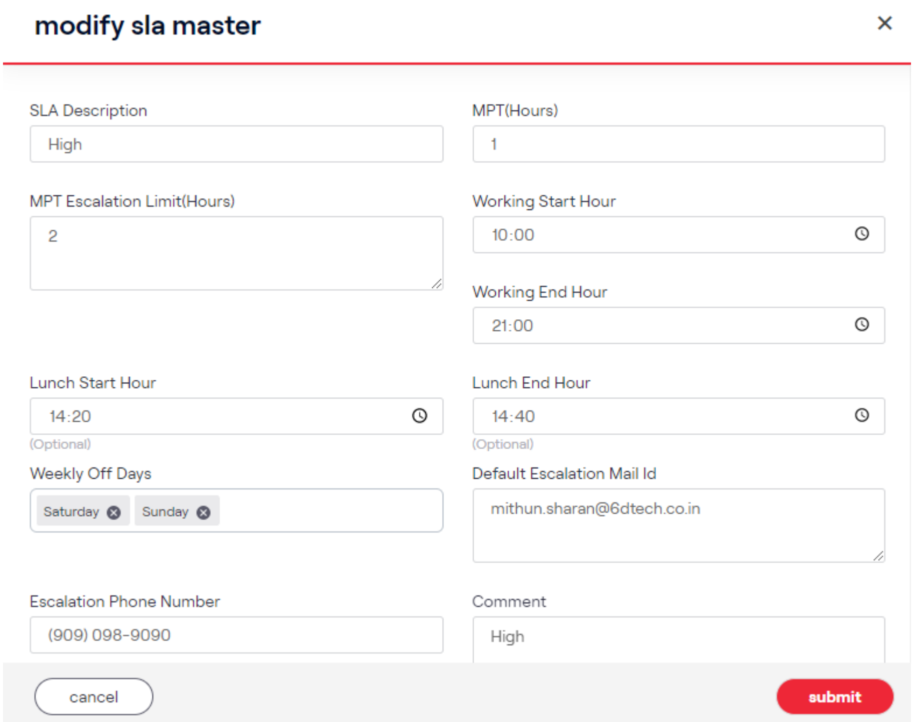
<u>To Edit the SLA Master:</u>

Using this edit option, Vi can edit the existing SLA master details.

1. On the **SLA Master** screen, click the **Edit** button to edit the existing SLA Master details. Refer to the following screen.



2. After clicking the **Edit** button, the following screen is displayed.



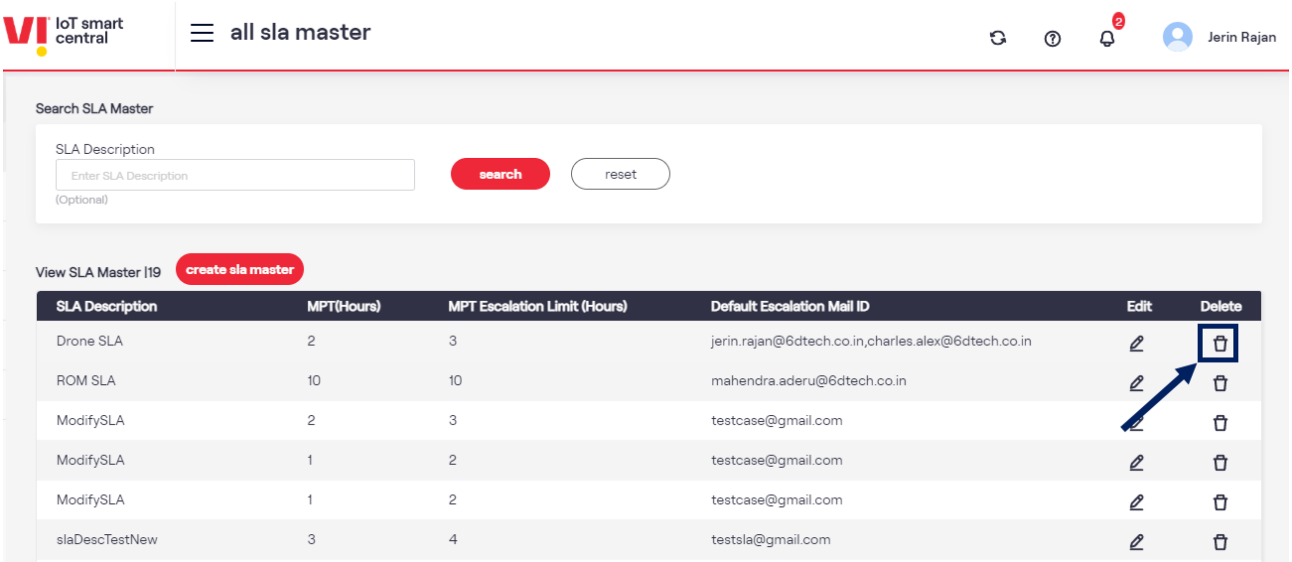
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **SLA Master** is modified successfully.

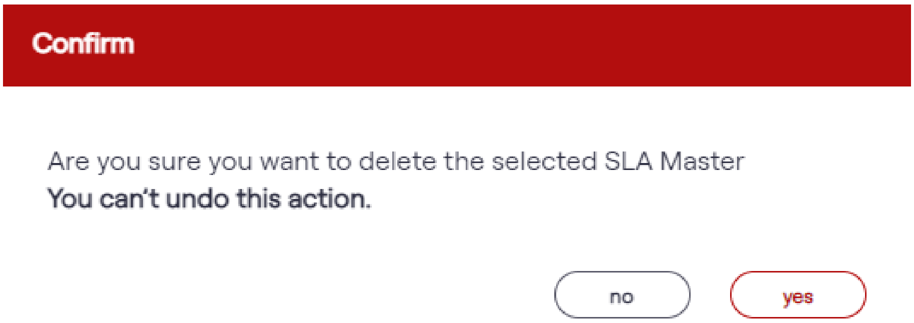
To Delete the SLA Master:

Using this delete option, Vi can delete the existing SLA master.

1. On the **SLA Master** screen, click the **Delete** button 🗑 to delete the existing SLA master. Refer to the following screen.



2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, "**Are you sure you want to delete the selected SLA Master. You can't undo this action".** Click "**Yes**" to confirm the action.

If click "**Yes**", a success message is displayed, indicating that the selected SLA master is deleted successfully.

Or

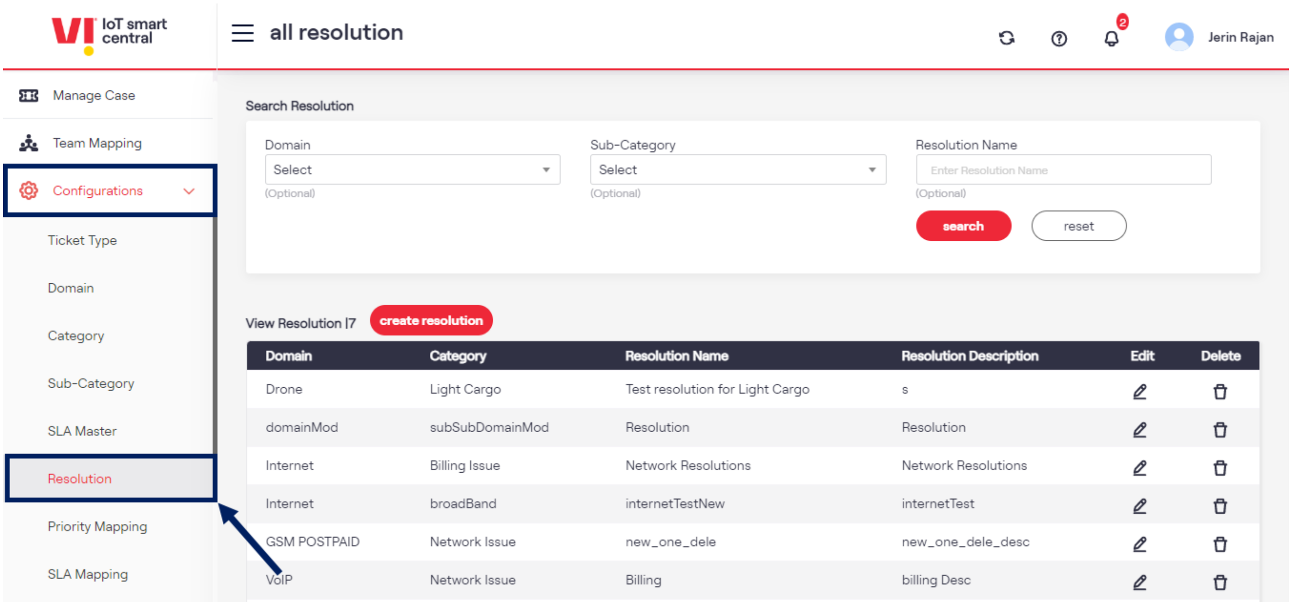
Click "**No**" to discard the action.

Resolution

The time taken by the agents to resolve cases to the customer's satisfaction is the resolution time. The case resolution time depends on the priority of the case configured in the system. Vi can set up an SLA that defines the time within which cases need to be resolved.

To manage the Resolution:

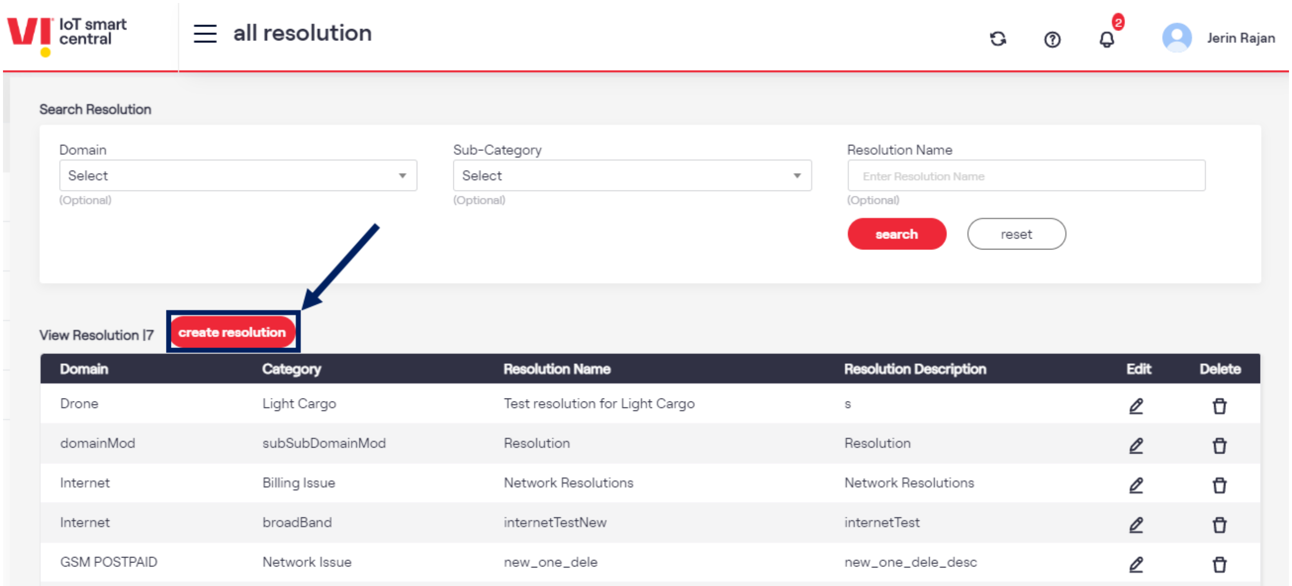
1. On the side menu, select the **Configurations >> Resolution** to view the resolution details. Refer to the following screen.



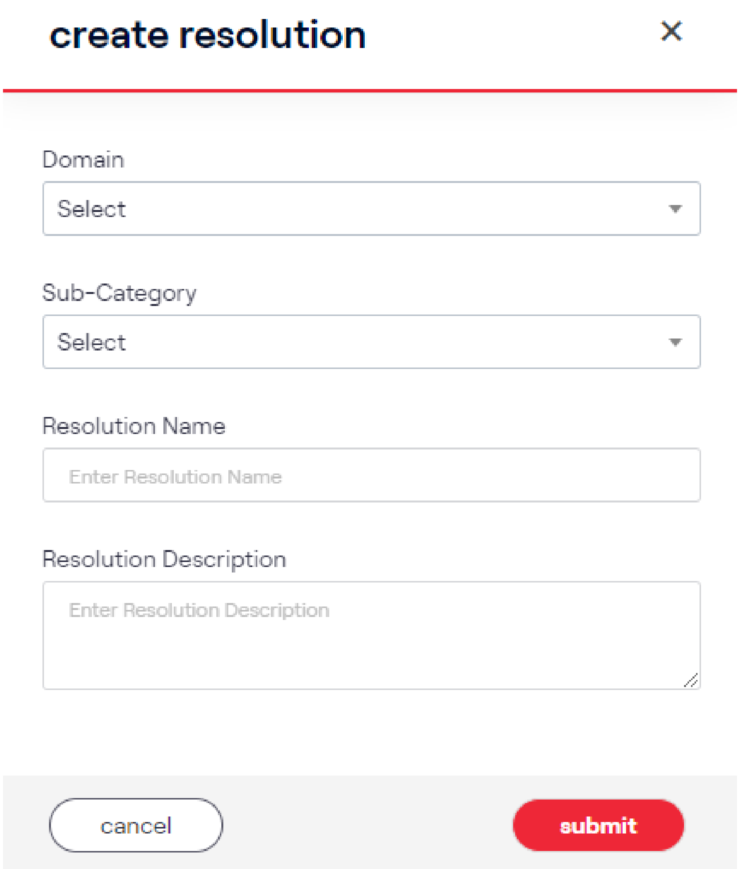
Create Resolution

Using this create option, Vi can create a new resolution.

1. On the **Resolution** screen, click the **Create Resolution** button to a new resolution. Refer to the following screen.



2. After clicking the **Create Resolution** button, the following screen is displayed.



3. Enter/Select the following details in the corresponding fields.

Field	Description
Domain	Select the domain in the drop-down list.
Sub-category	Select the sub-category in the drop-down list. **Note** **Sub-category** will be displayed based on the **Domain** selection.
Resolution Name	Enter the name for the resolution.
Resolution Description	Enter the brief description of the resolution.

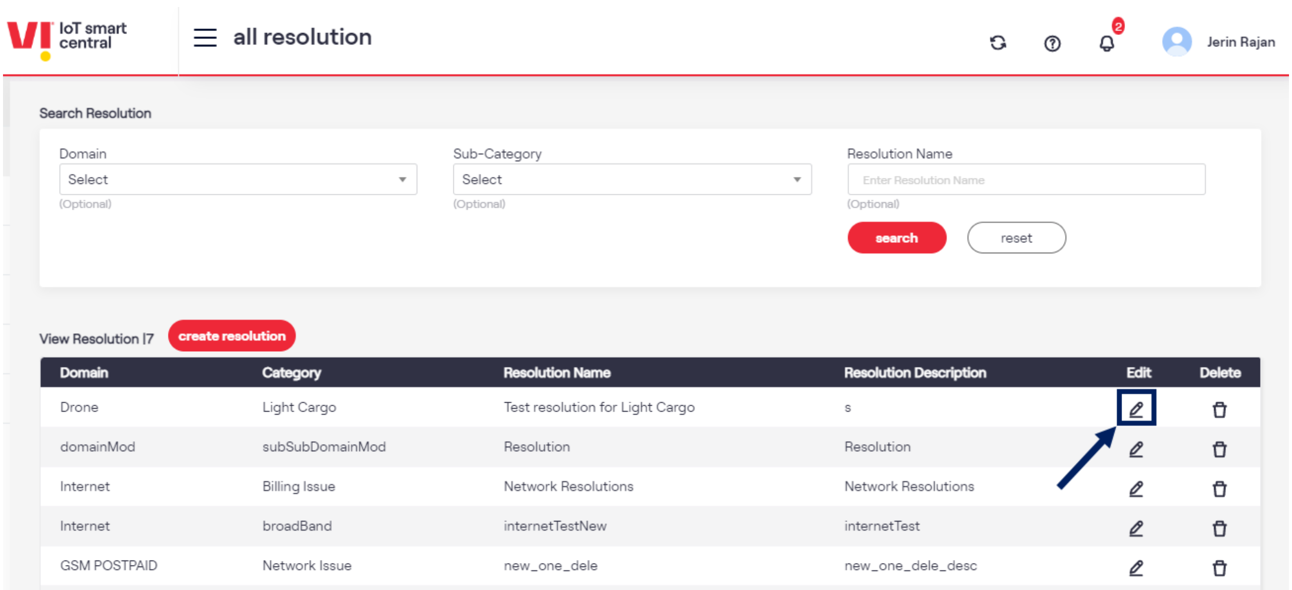
4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **Resolution** is created successfully.

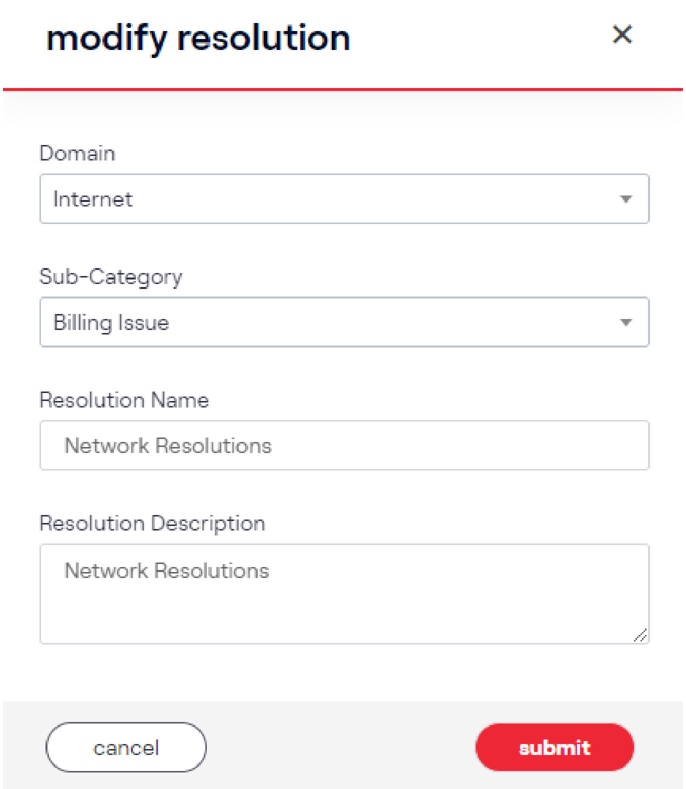
<u>To Edit the Resolution:</u>

Using this edit option, Vi can edit the existing resolution details.

1. On the **Resolution** screen, click the **Edit** button to edit the existing resolution details. Refer to the following screen.



2. After clicking the **Edit** button, the following screen is displayed.



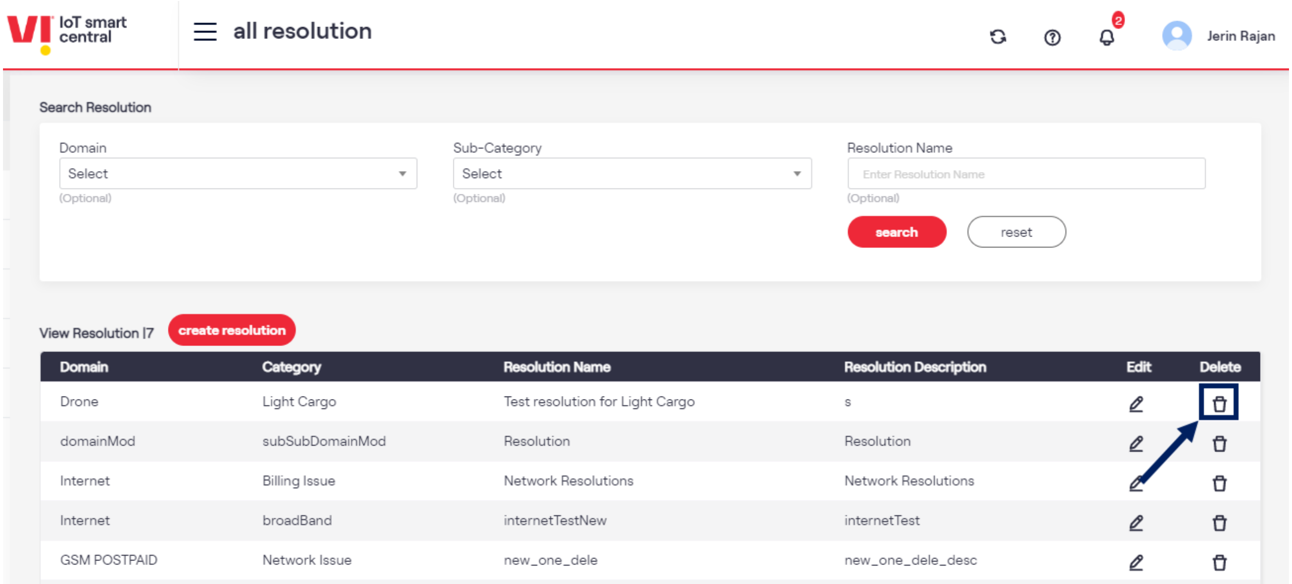
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **Resolution** is modified successfully.

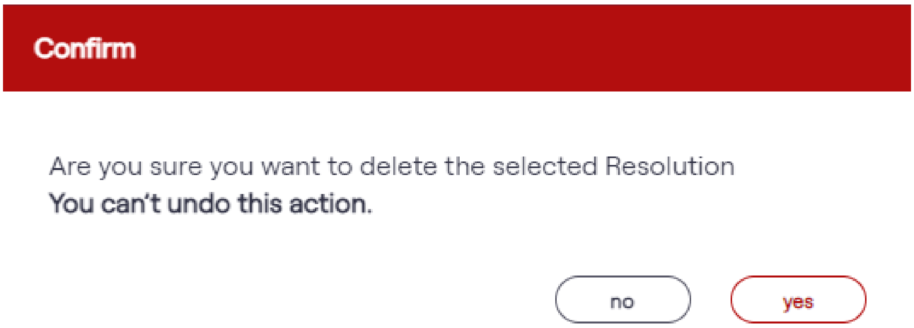
To Delete the Resolution:

Using this delete option, Vi can delete the existing resolution.

1. On the **Resolution** screen, click the **Delete** button to delete the existing resolution. Refer to the following screen.



2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, "**Are you sure you want to delete the selected Resolution. You can't undo this action".** Click "**Yes**" to confirm the action.

If click "**Yes**", a success message is displayed, indicating that the selected resolution is deleted successfully.

Or

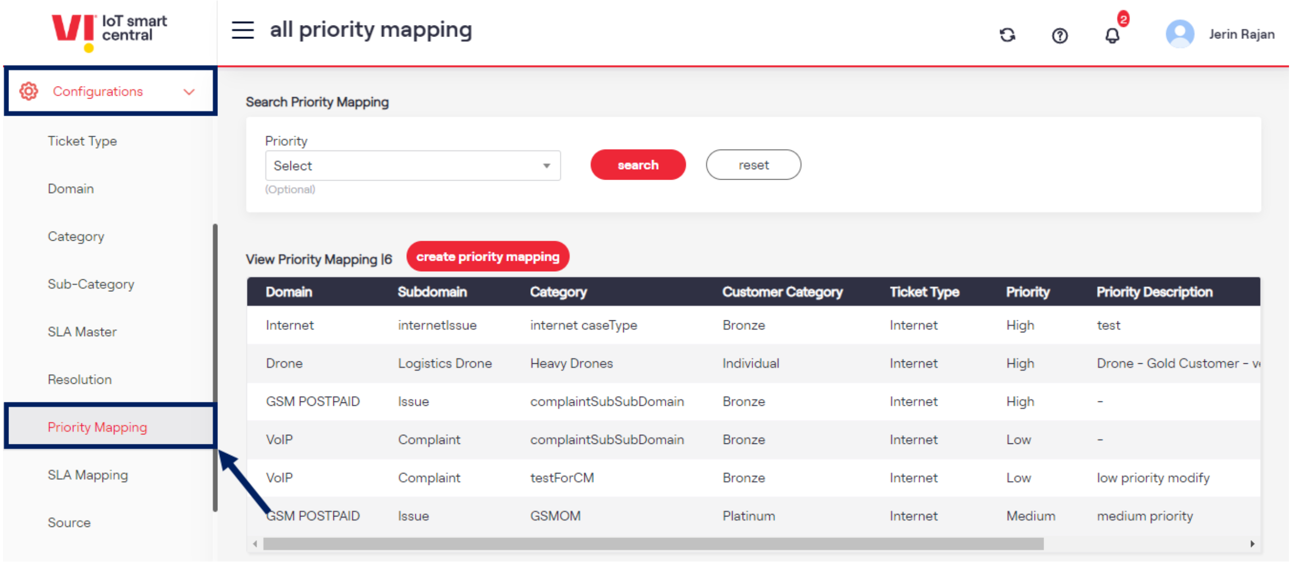
Click "**No**" to discard the action.

Priority Mapping

Using this priority mapping option, Vi can configure the priority mapping, and this is created based on the **Domain, Customer Category**, and **Ticket Type**. The priority can be Low, Medium, and High, and based on the given the priority, the ticket issue is resolved.

<u>To manage the Priority Mapping:</u>

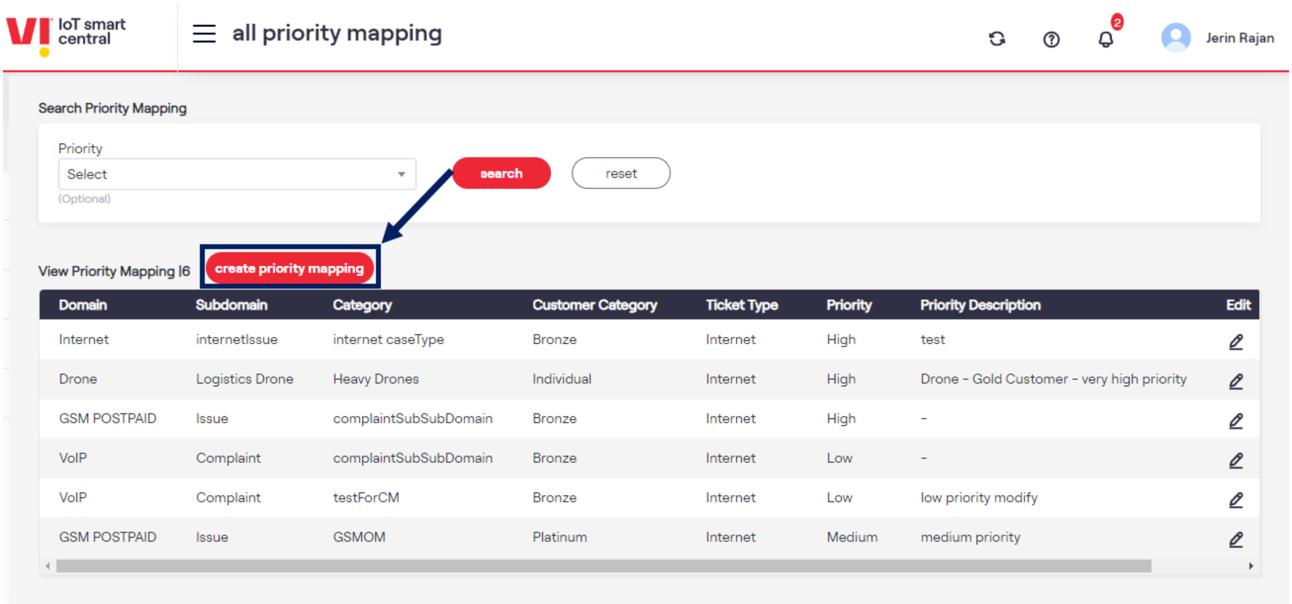
1. On the side menu, select **Configurations >> Priority Mapping** to view the priority mapping details. Refer to the following screen.



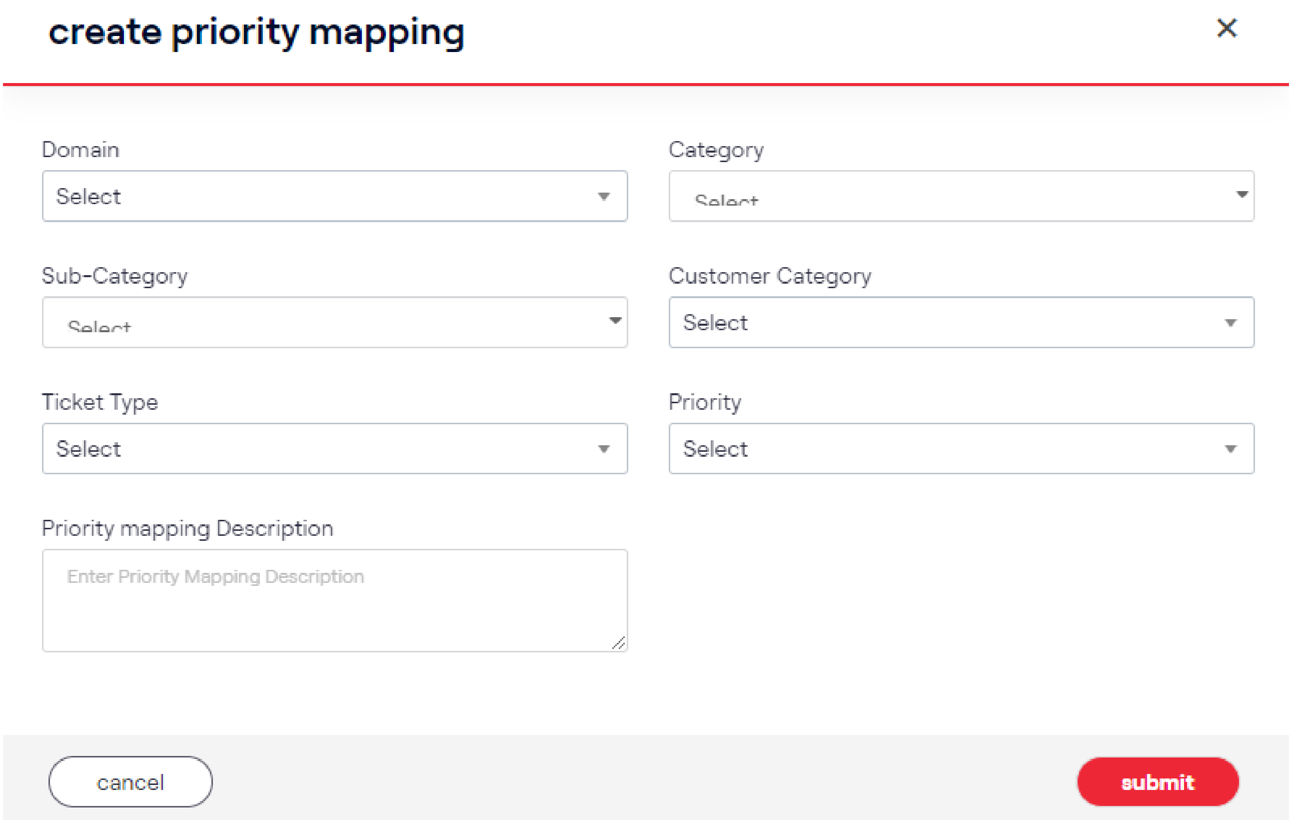
Create Priority Mapping

Using this create option, Vi can create a new priority mapping.

1. On the **Priority Mapping** screen, click the **Create Priority Mapping** button to create a new priority mapping. Refer to the following screen.



2. After clicking the **Create Priority Mapping** button, the following screen is displayed.



3. Enter/Select the following details in the corresponding fields.

Field	Description
Domain	Select the domain in the drop-down list. For example, "**AAA Request**".
Category	Select the category in the drop-down list. Based on the domain the category details are displayed in the drop-down list.
Sub-category	Select the sub- category in the drop-down list. Based on the category the sub- category details are displayed in the drop-down list.
Customer Category	Select the customer category in the drop-down list. For example, **Employee, General**, and so on.
Ticket Type	Select the customer category in the drop-down list. For example, **Employee, General**, and so on.
Priority	CSR can assign the priority for the case based on the severity of the issue raised by the Customer. The priorities configured are Low, Medium, and High.
Priority Mapping Description	Enter the description of the priority mapping.

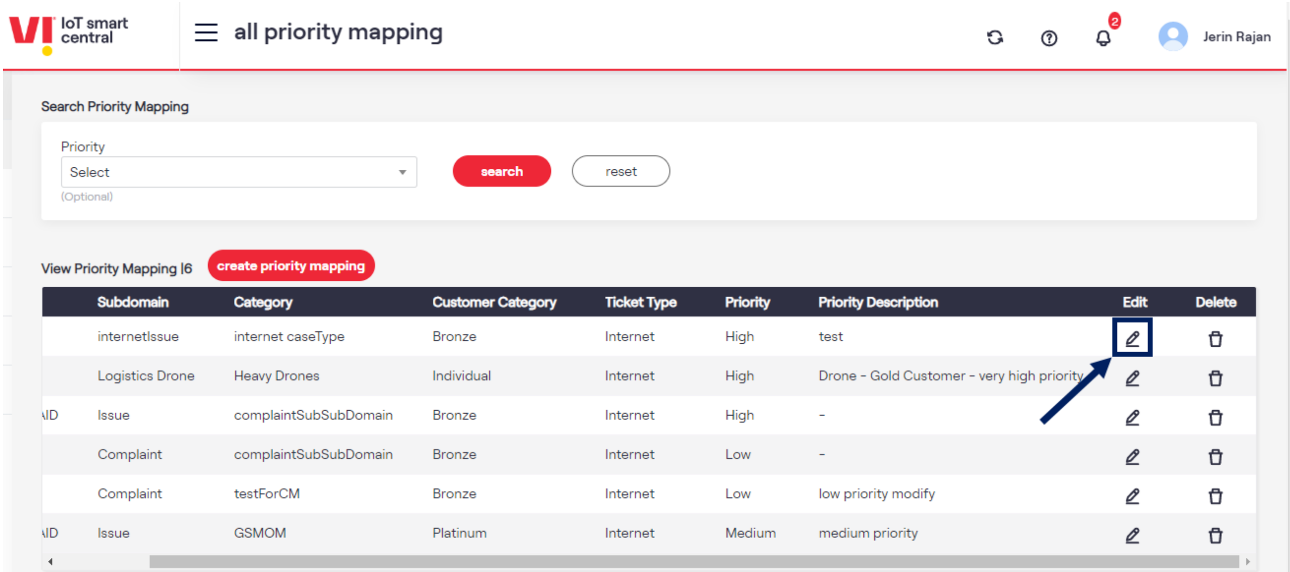
4. After entering all the required details, click the **Submit** button**.**

A success message is displayed, indicating that the **Priority Mapping** is created successfully.

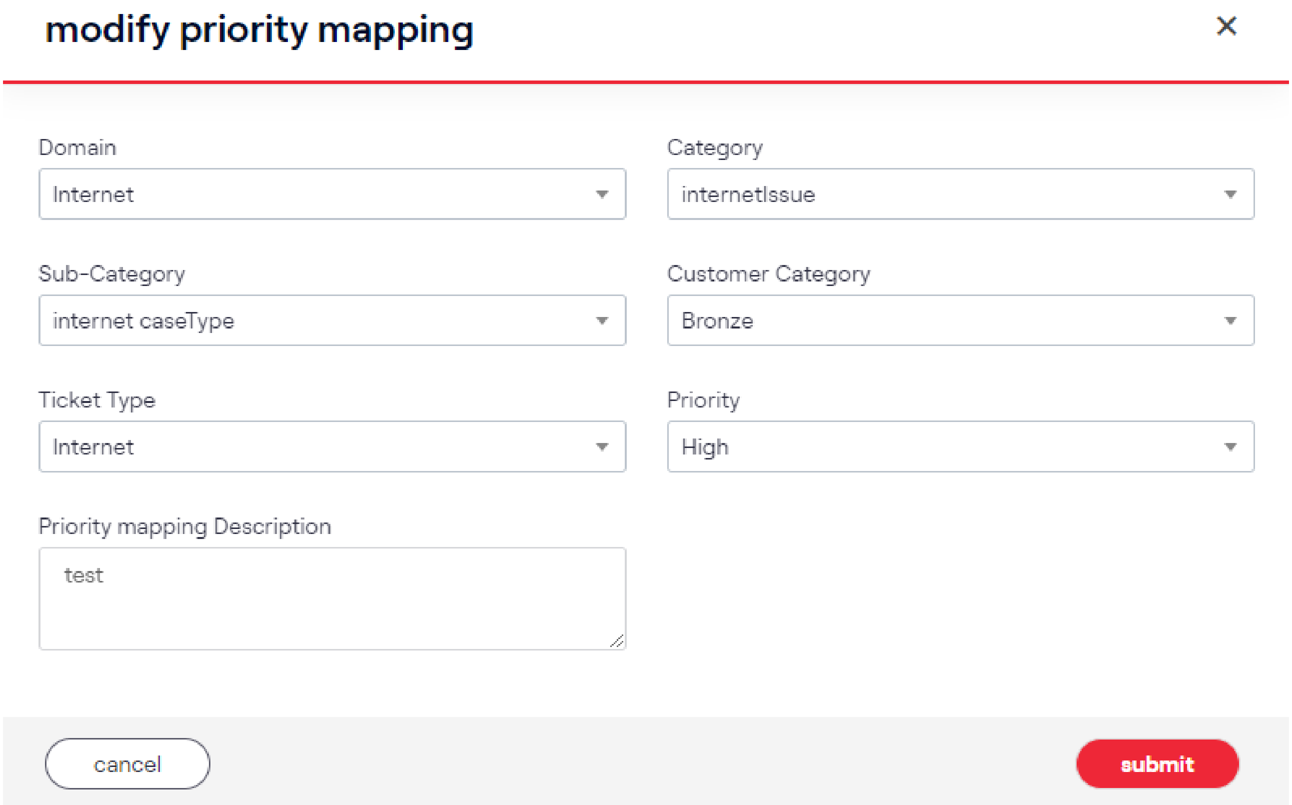
<u>To Edit the Priority Mapping:</u>

Using this edit option, Vi can edit the existing priority mapping.

1. On the **Priority Mapping** screen, click the **Edit** button to edit the existing priority mapping details. Refer to the following screen.



2. After clicking the **Edit** button, the following screen is displayed.



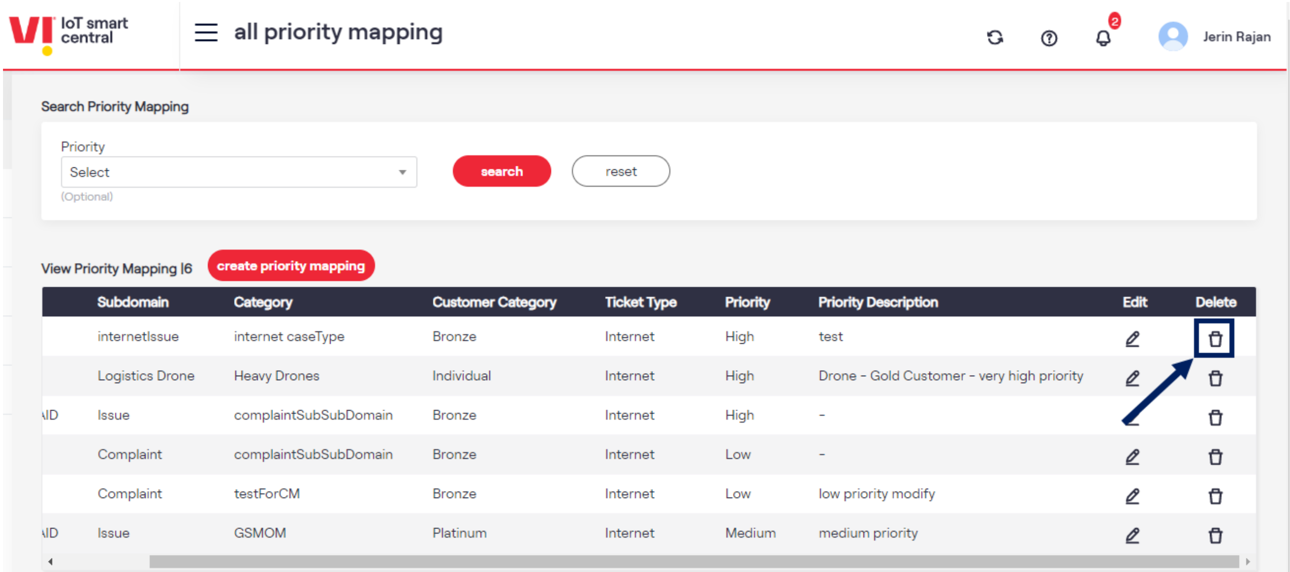
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **Priority Mapping** is modified successfully.

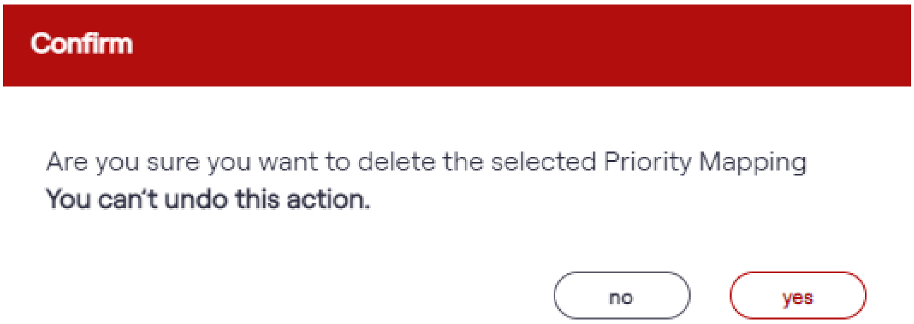
<u>To Delete the Priority Mapping:</u>

Using this delete option, Vi can delete the existing priority mapping.

1. On the **Priority Mapping** screen, click the **Delete** button to delete the existing priority Mapping. Refer to the following screen.



2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, "**Are you sure you want to delete the selected Priority Mapping. You can't undo this action".** Click "**Yes**" to confirm the action.

If click "**Yes**", a success message is displayed, indicating that the selected priority mapping is deleted successfully.

Or

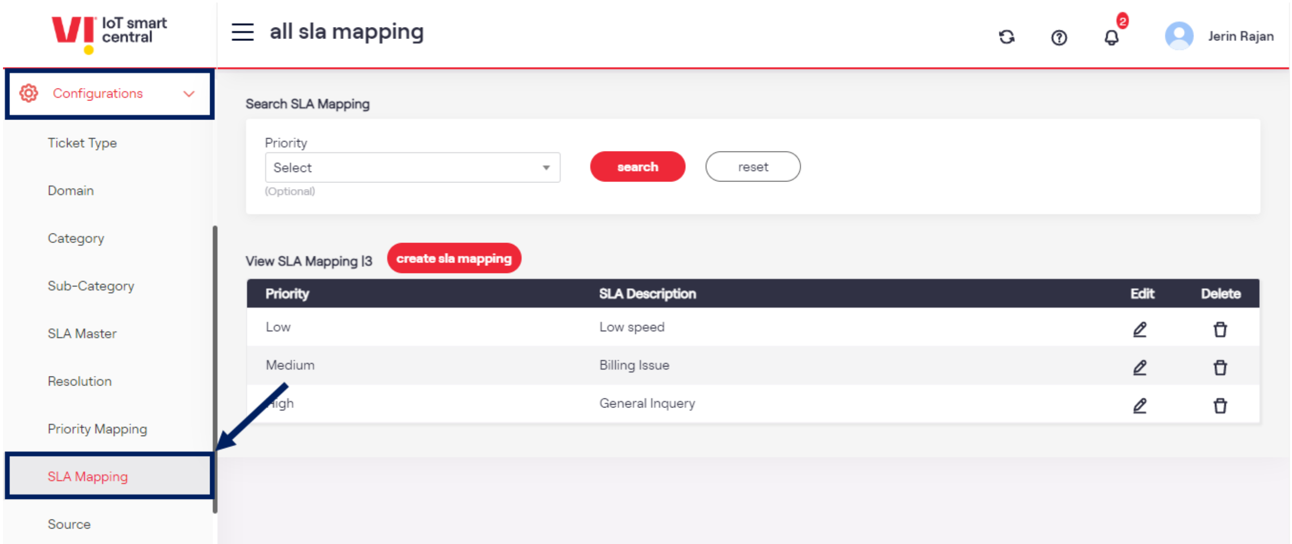
Click "**No**" to discard the action.

SLA Mapping

Using this SLA mapping option, Vi can configure the team mapping where the teams are already created through UMS. While creating a new case, the SLA Mapping option is enabled based on the selection of Priority.

To manage the SLA mapping:

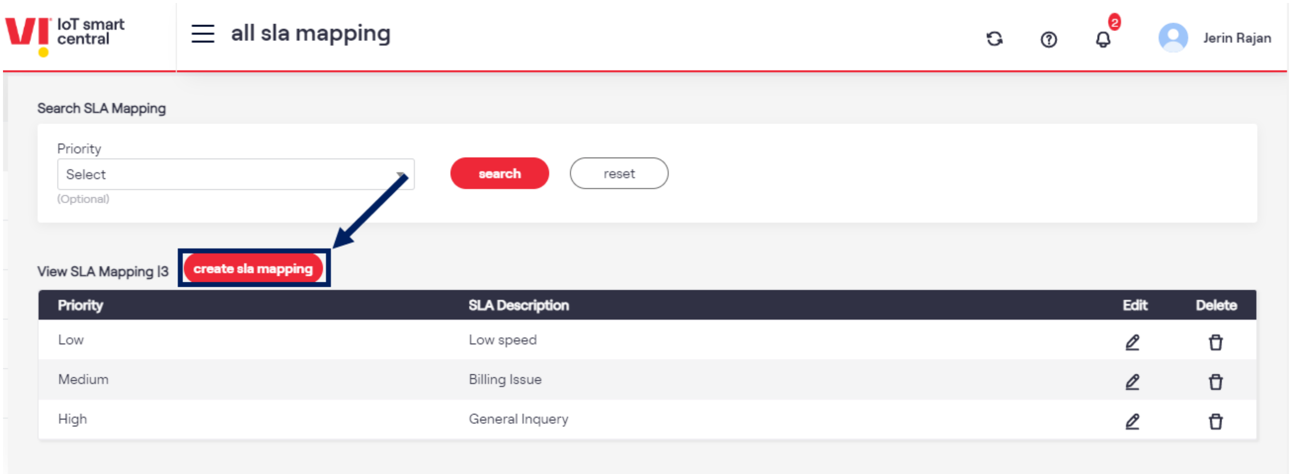
1. On the side menu, select **Configurations >> SLA Mapping** to view the SLA mapping details. Refer to the following screen.



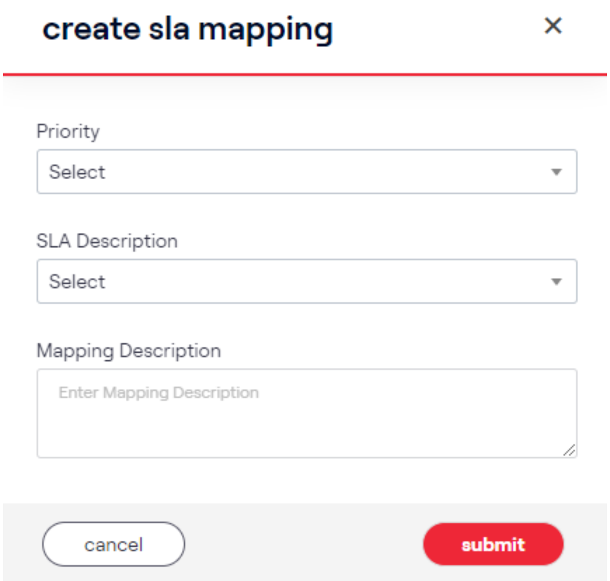
Create SLA Mapping

Using this create option, Vi can create a new SLA mapping.

1. On the **SLA Mapping** screen, click the **Create SLA Mapping** button to create a new SLA mapping. Refer to the following screen.



2. After clicking the **Create SLA Mapping** button, the following screen will be displayed.



3. Enter/Select the following details in the corresponding fields.

Field	**Description**
Priority	CSR can assign the priority for the case based on the severity of the issue raised by the Customer. The priorities configured are Low, Medium, and High.
SLA Description	Select the description of the SLA in the drop-down list. For example, "**Internet Issue**".
Mapping Description	If you have any extra information that you won't mention for the case, you can enter that information in this field.

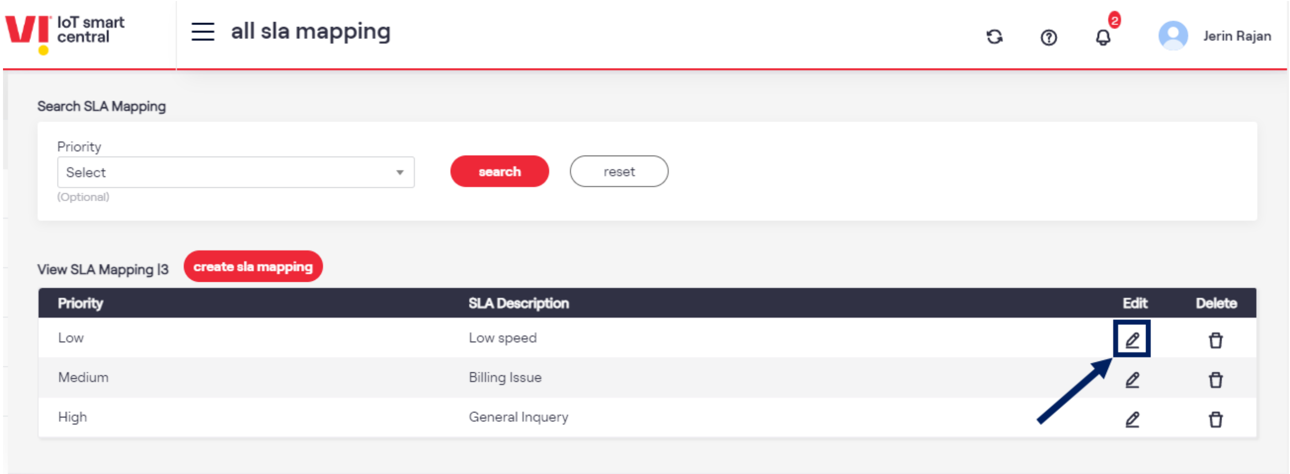
4. After entering all the required details, click the **Submit** button**.**

A success message is displayed, indicating that the **SLA Mapping** is created successfully.

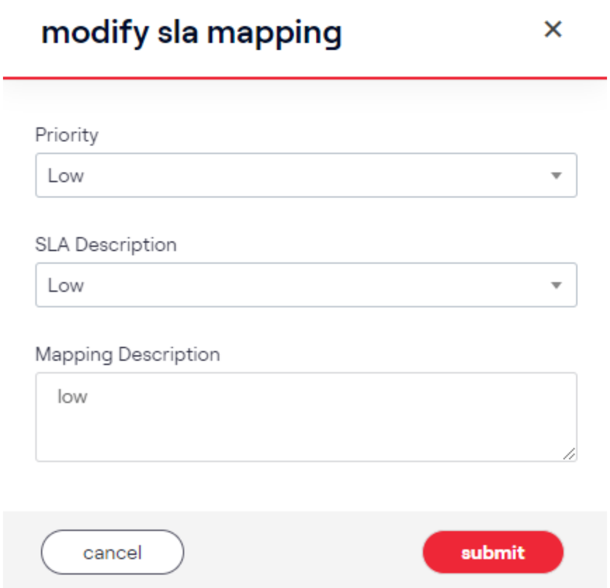
<u>To Edit the SLA Mapping:</u>

Using this edit SLA mapping option, Vi can edit the existing SLA mapping.

1. On the **SLA Mapping** screen, click the **Edit** button to edit the existing SLA mapping details. Refer to the following screen.



2. After clicking the **Edit** button, the following screen is displayed.



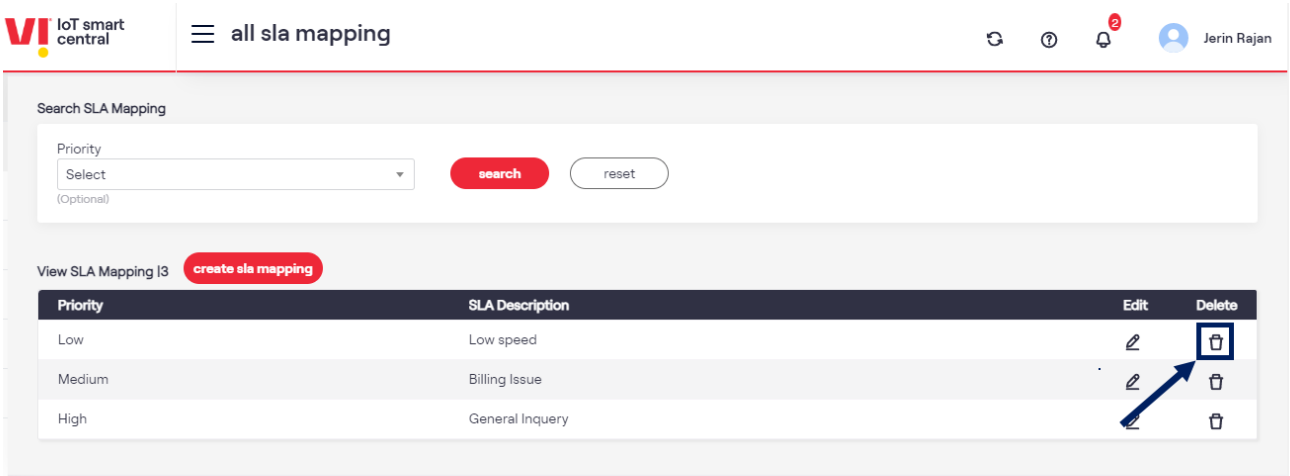
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **SLA Mapping** is modified successfully.

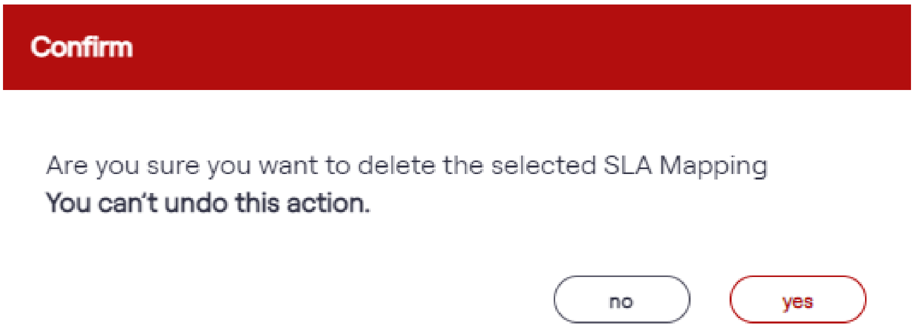
<u>To Delete the SLA Mapping:</u>

Using this delete option, Vi can delete the existing SLA mapping.

1. On the **SLA Mapping** screen, click the **Delete** button to delete the existing SLA Mapping. Refer to the following screen.



2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, "**Are you sure you want to delete the selected SLA Mapping. You can't undo this action".** Click "**Yes**" to confirm the action.

If click "**Yes**", a success message is displayed, indicating that the selected SLA mapping is deleted successfully.

Or

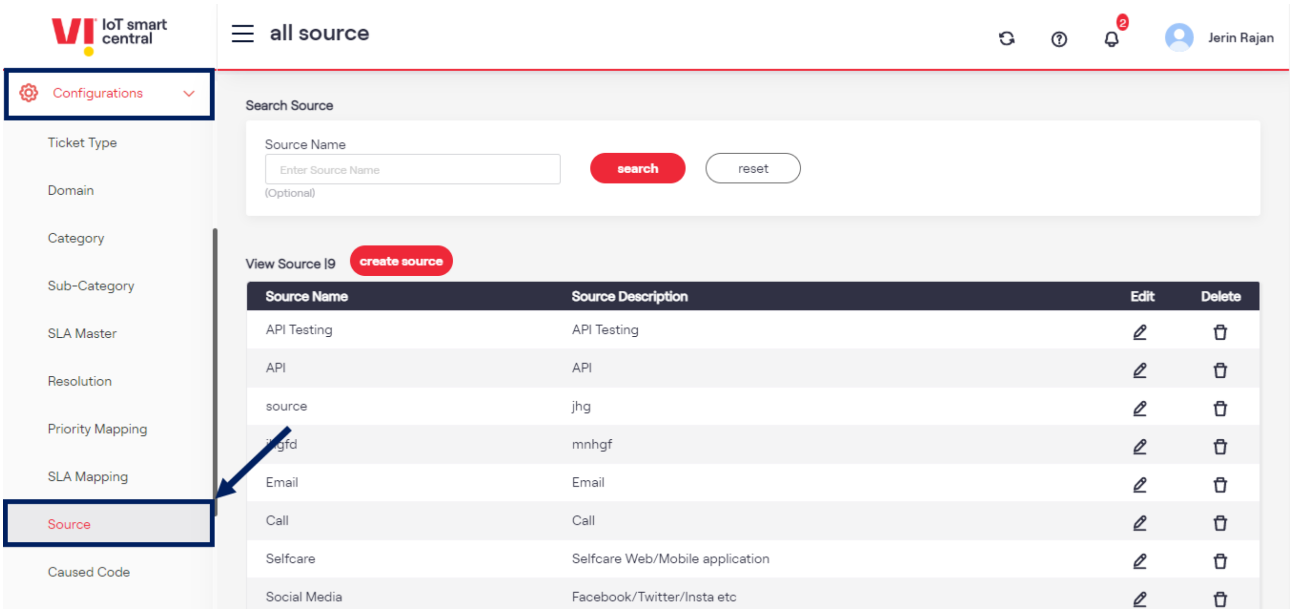
Click "**No**" to discard the action.

Source

Using this source option, Vi can configure the source for the case issue. For example, if the source of the case regarding the message failure, then the source can be configured as "**SMS**".

To manage the source:

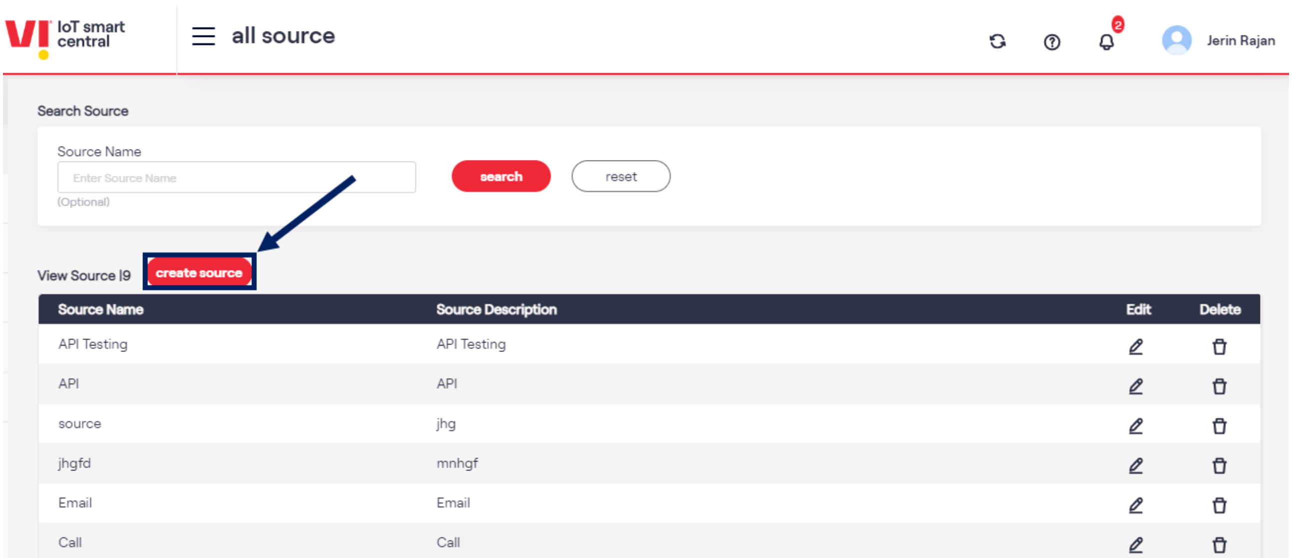
1. On the side menu, select the **Configurations >> Source** to view the source details. Refer to the following screen.



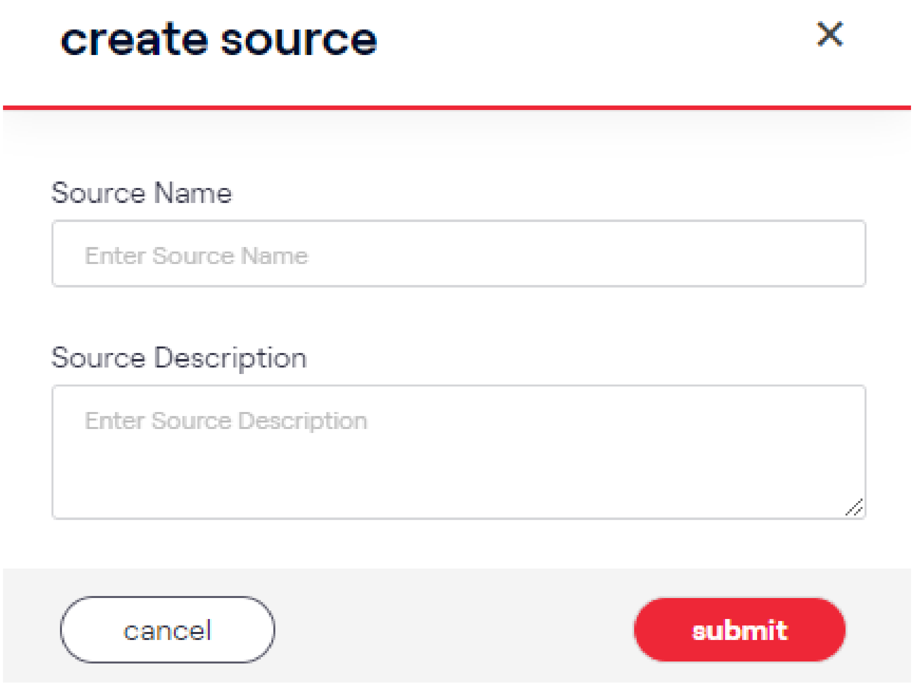
Create Source

Using this create source option, Vi can create a new source.

1. On the **Source** screen, click the **Create Source** button to create a new source. Refer to the following screen.



2. After clicking the **Create Source** button, the following screen will be displayed.



3. Enter/Select the following details in the corresponding fields.

Field	Description
Source Name	Enter the name of the case source in this field. For example, "**SMS**".
Source Description	If you have any extra information that you won't mention for the source, you can enter that information in this field.

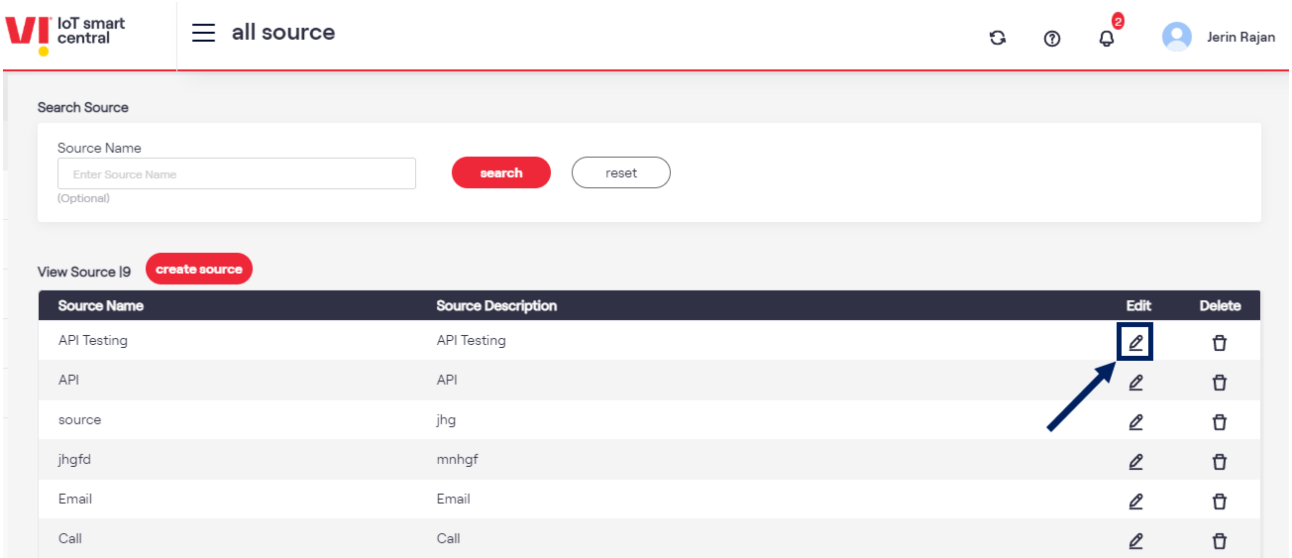
4. After entering all the required details, click the **Submit** button to create the source.

A success message is displayed, indicating that the **Source** is created successfully.

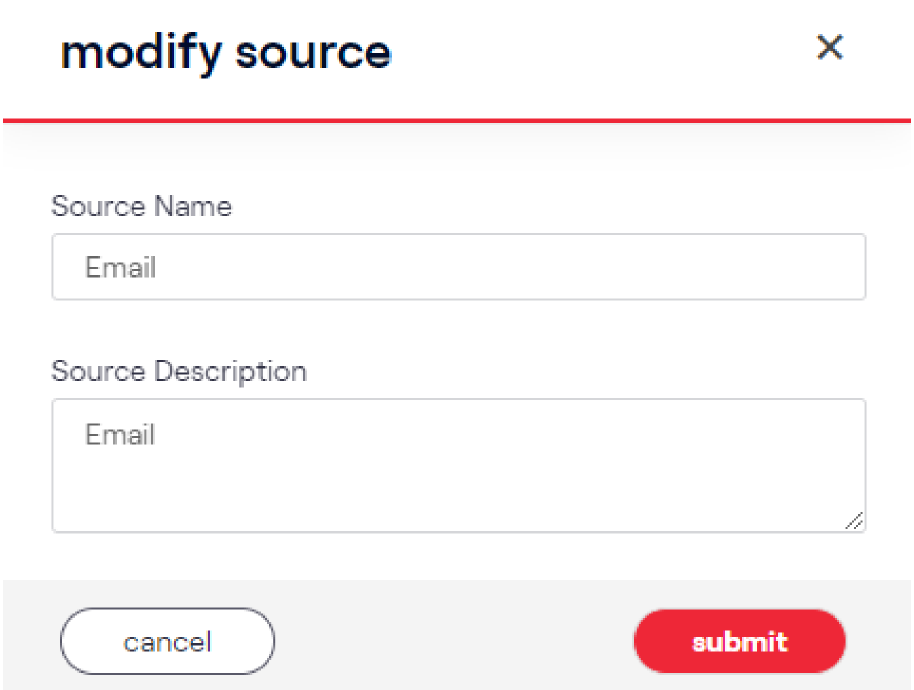
To Edit the Source:

Using this edit source option, Vi can edit the existing source details.

1. On the **Source** screen, click the **Edit** button to edit the existing source. Refer to the following screen



2. After clicking the **Edit** button, the following screen is displayed.



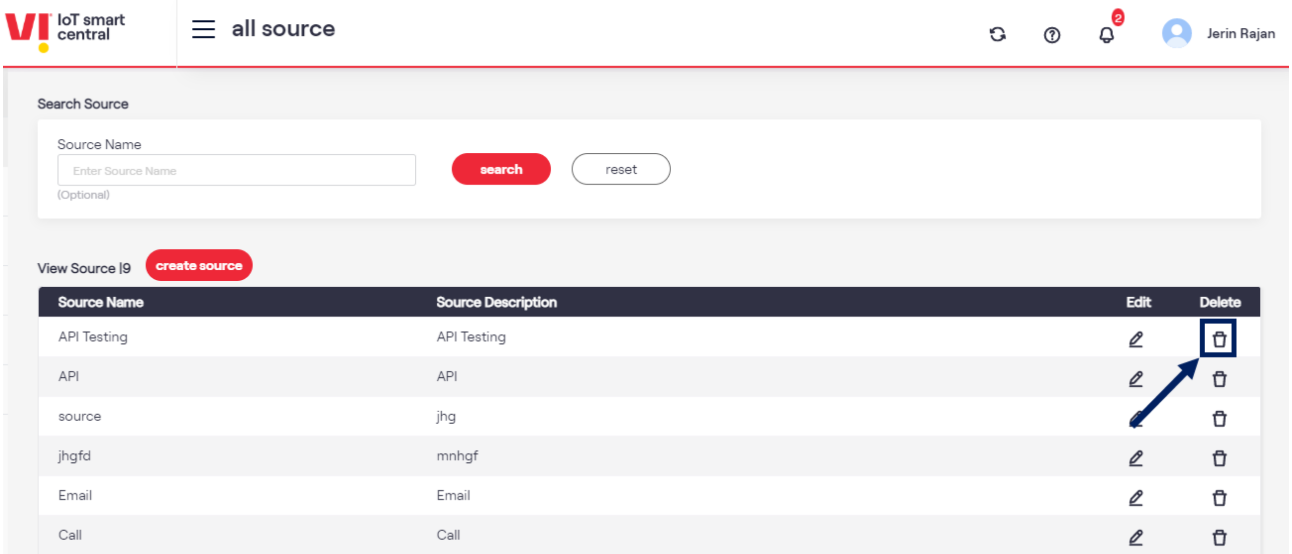
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **Source** is modified successfully.

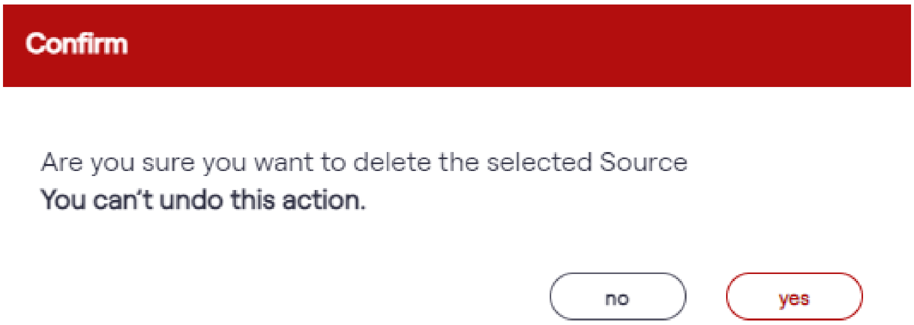
To Delete the Source:

Using this delete source option, Vi can delete the existing source.

1. On the **Source** screen, click the **Delete** button to delete the existing source. Refer to the following screen.



2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, "**Are you sure you want to delete the selected Source. You can't undo this action".** Click "**Yes**" to confirm the action.

If click "**Yes**", a success message is displayed, indicating that the selected source is deleted successfully.

Or

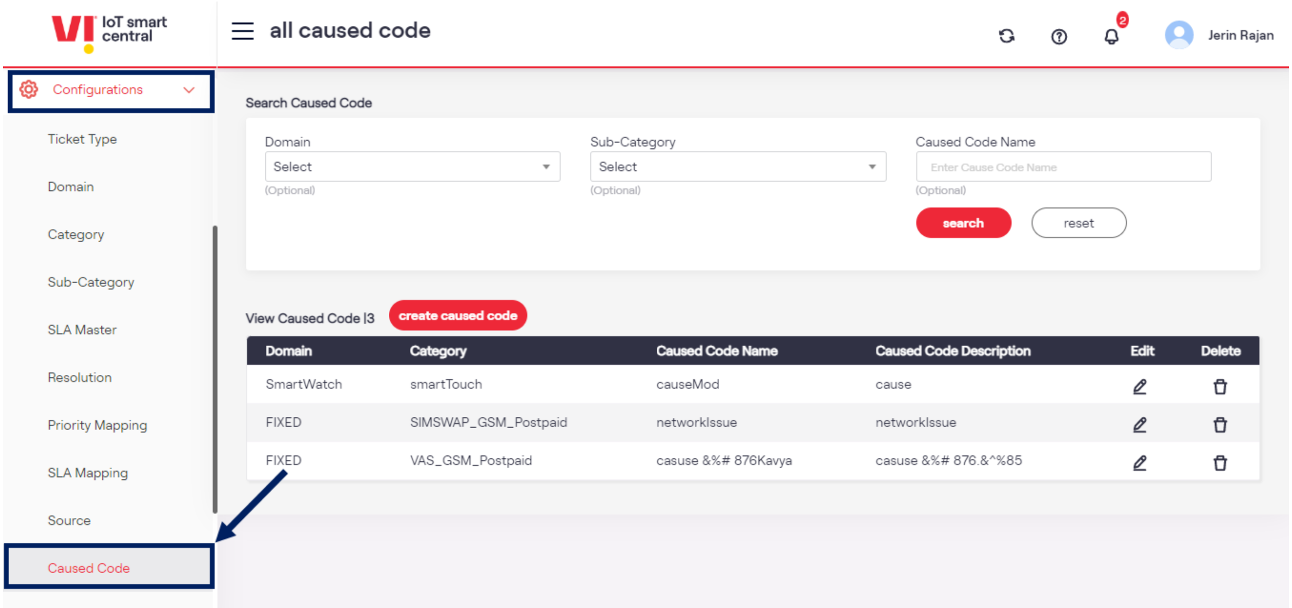
Click "**No**" to discard the action.

Caused Code

Using this caused option, Vi can configure the code for the cases. For example, Vi can configure the cause code as “**Slow Internet**” for the Product Type “**Mobile**” and Case “**Internet Issue**”. The created caused code will be listed in the drop-down list when creating a new case.

<u>To manage the caused code:</u>

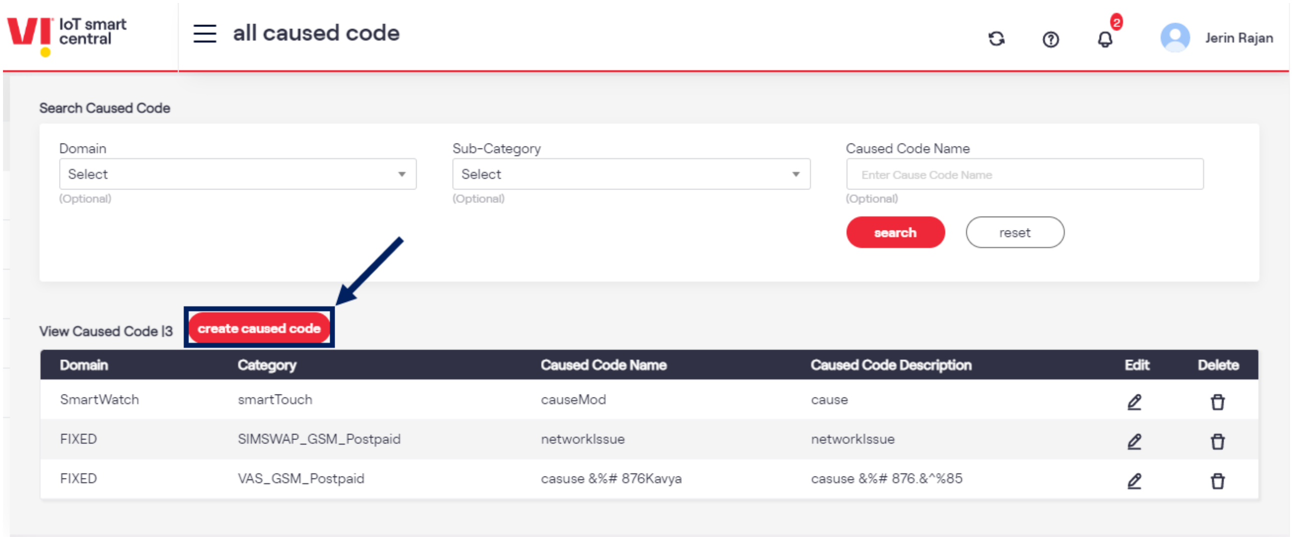
1. On the side menu, select **Configurations >> Caused Code** to view the caused code details. Refer to the following screen.



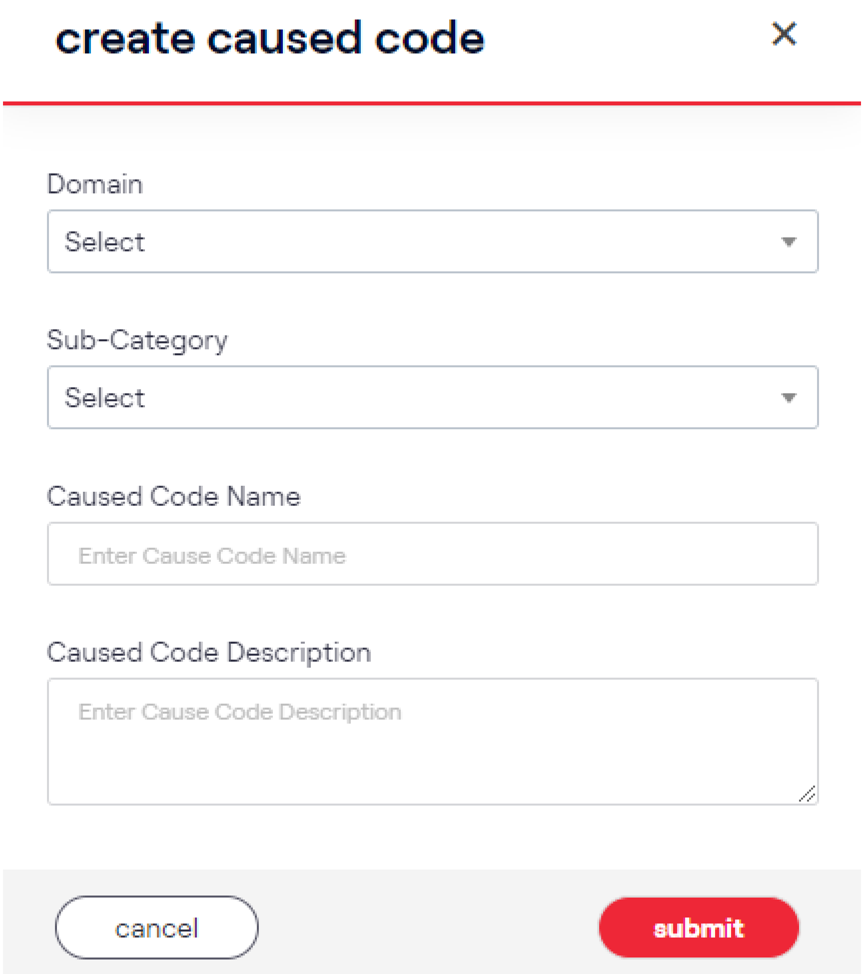
Create Caused Code

Using this create caused code option, Vi can create a new caused code.

1. On the **Caused Code** screen, click the **Create Caused Code** button to create a new caused code. Refer to the following screen.



2. After clicking the **Create Caused Code** button, the following screen will be displayed.



3. Enter/Select the following details in the corresponding fields.

Field	Description
Domain	Select the domain in the drop-down list. For example, "**AAA Request**".
Sub-category	Select the sub-category in the drop-down list. Based on the domain the sub-category details are displayed in the drop-down list.
Caused Code Name	Enter the name of the case caused code in this field. For example, "**Slow Internet**".
Caused Code Description	If you have any extra information that you won't mention for the caused code, you can enter that information in this field.

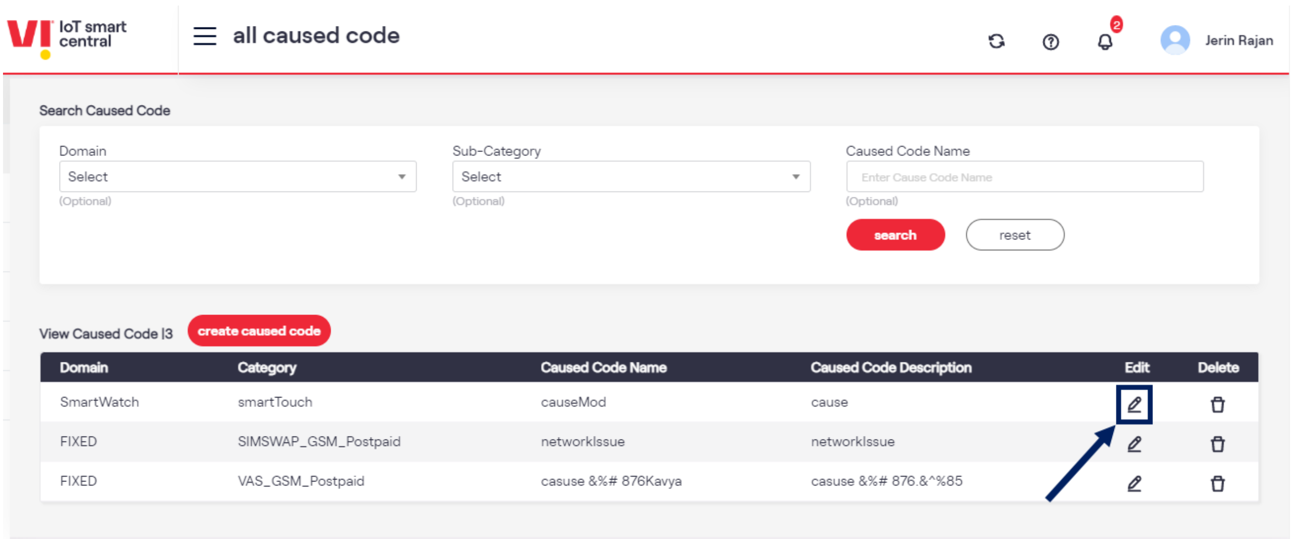
4. After entering all the required details, click the **Submit** button to create caused code.

A success message is displayed, indicating that the **Caused Code** is created successfully.

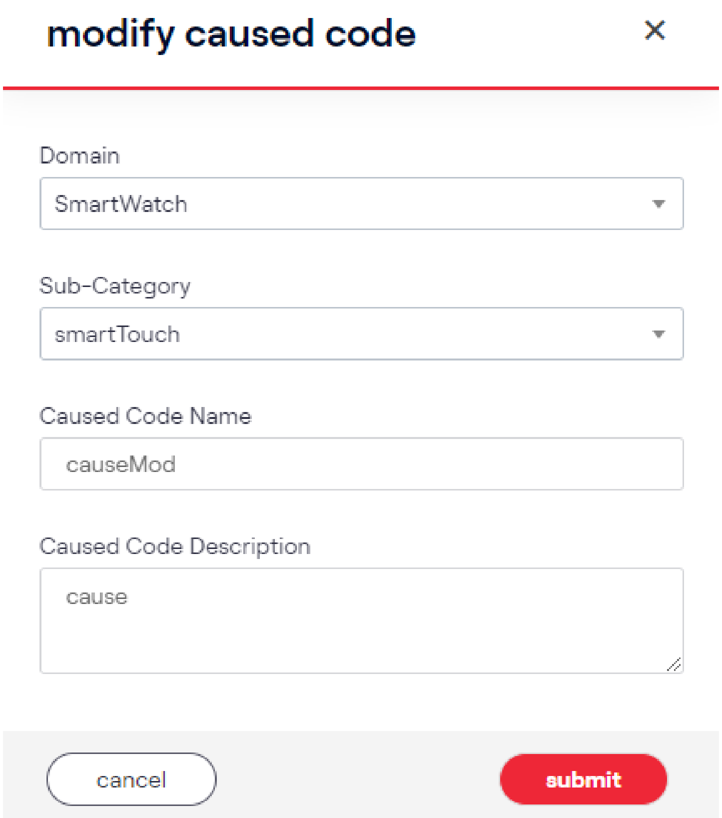
To Modify the Caused Code:

Using this modify caused code option, Vi can modify the existing caused code.

1. On the **Caused Code** screen, click the **Modify** button ✎ to modify the existing caused code. Refer to the following screen



2. After clicking the **Modify** button, the following screen is displayed.



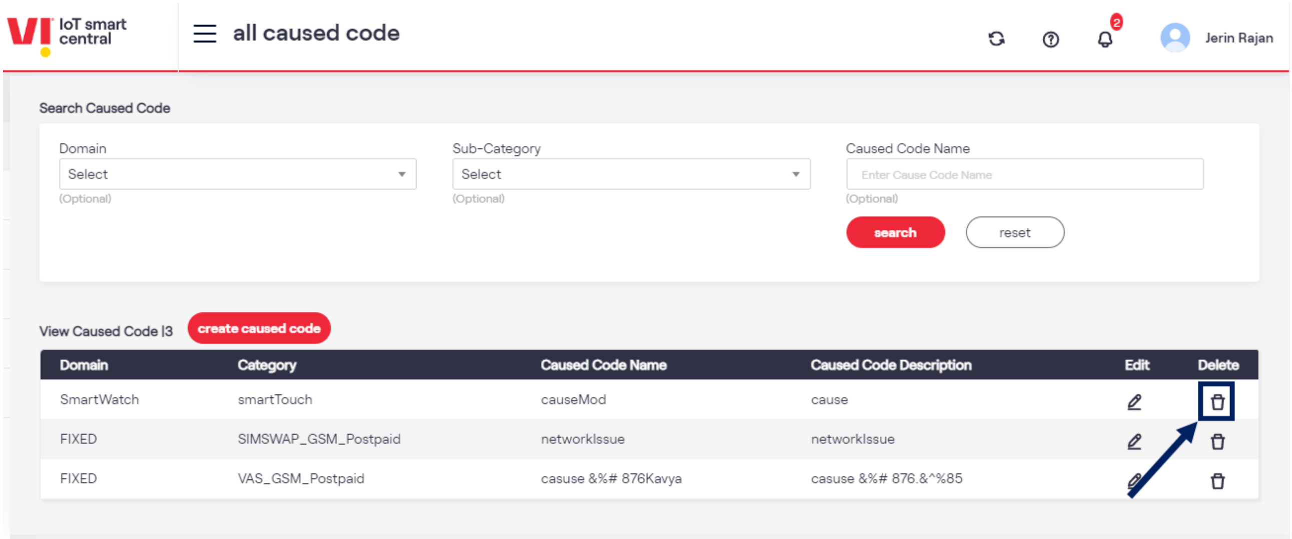
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **Caused Code** is modified successfully.

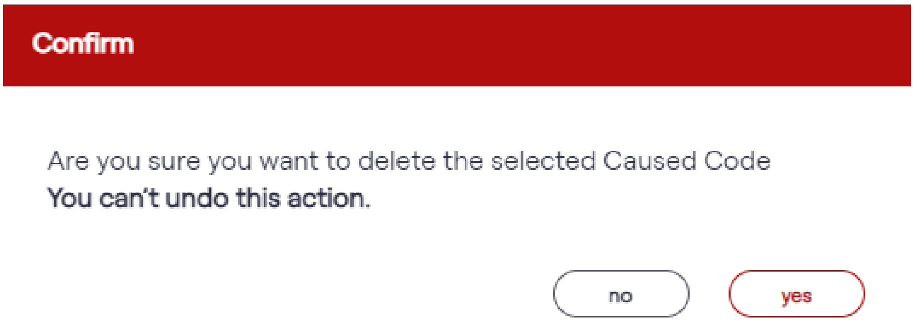
<u>To Delete the Caused Code:</u>

Using this delete caused code option, Vi can delete the existing caused code.

1. On the **Caused Code** screen, click the **Delete** button to delete the existing caused code. Refer to the following screen.



2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, "**Are you sure you want to delete the selected Caused Code. You can't undo this action".** Click "**Yes**" to confirm the action.

If click "**Yes**", a success message is displayed, indicating that the selected caused code is deleted successfully.

Or

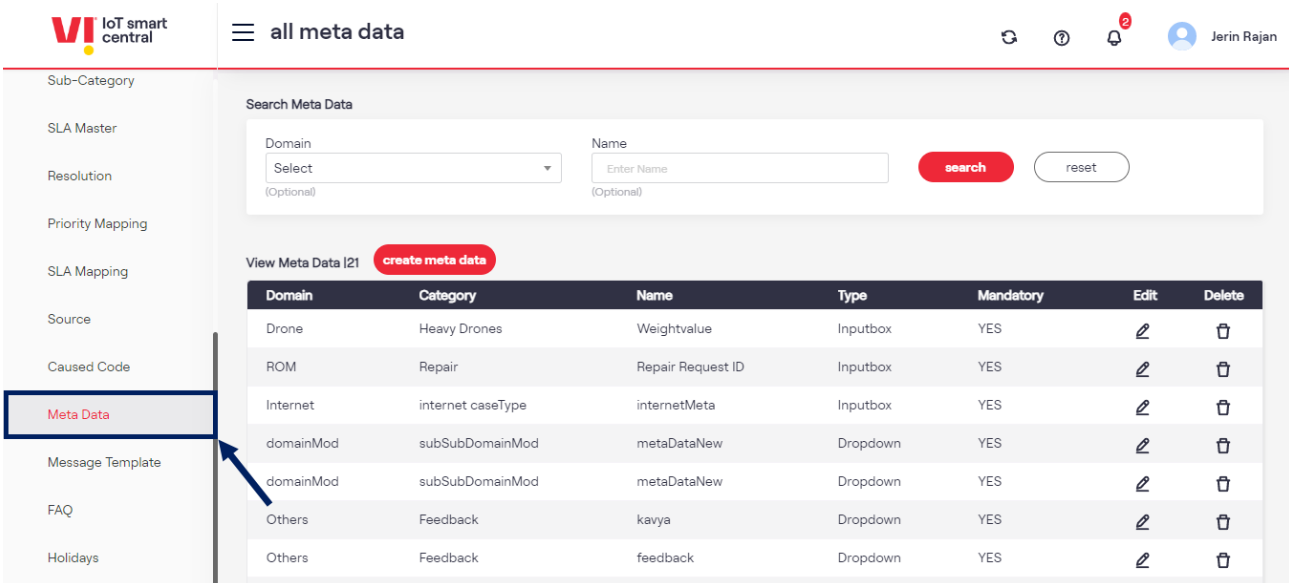
Click "**No**" to discard the action.

Meta Data

Using this option, Vi can configure the meta data and it contains all the product information. It helps users to find the relevant information and discover the resources. Vi can also modify and delete the existing meta data details.

<u>To manage the Meta Data:</u>

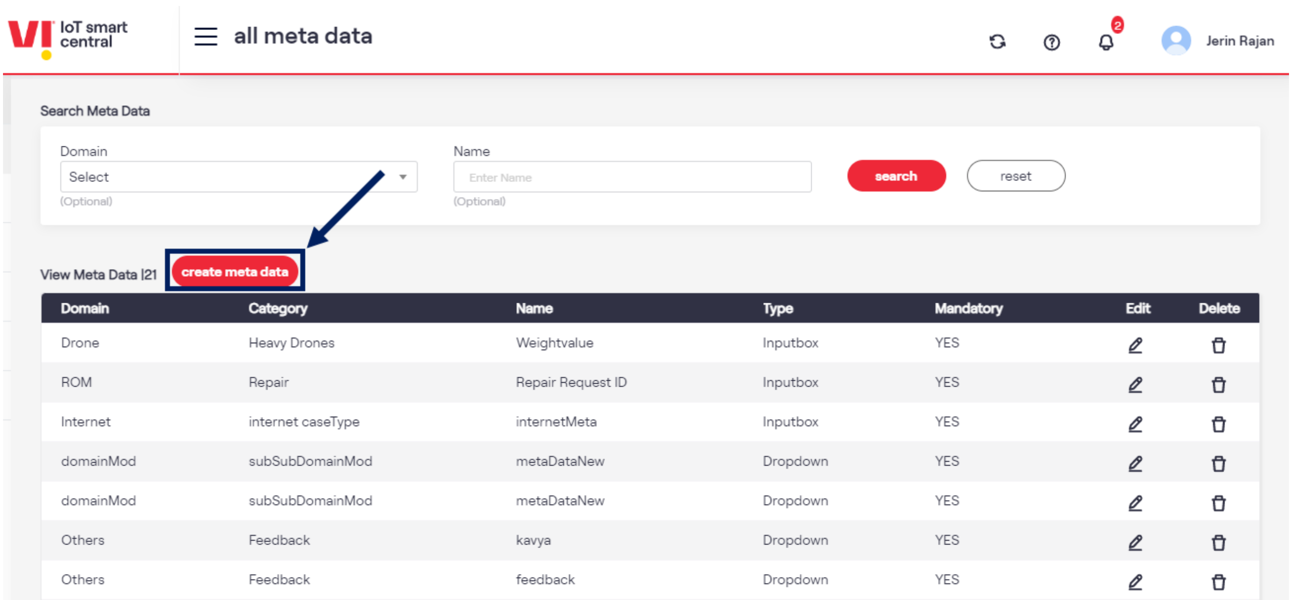
4. On the side menu, click the **Configurations >> Meta Data** to view the meta data screen. Refer to the following screen.



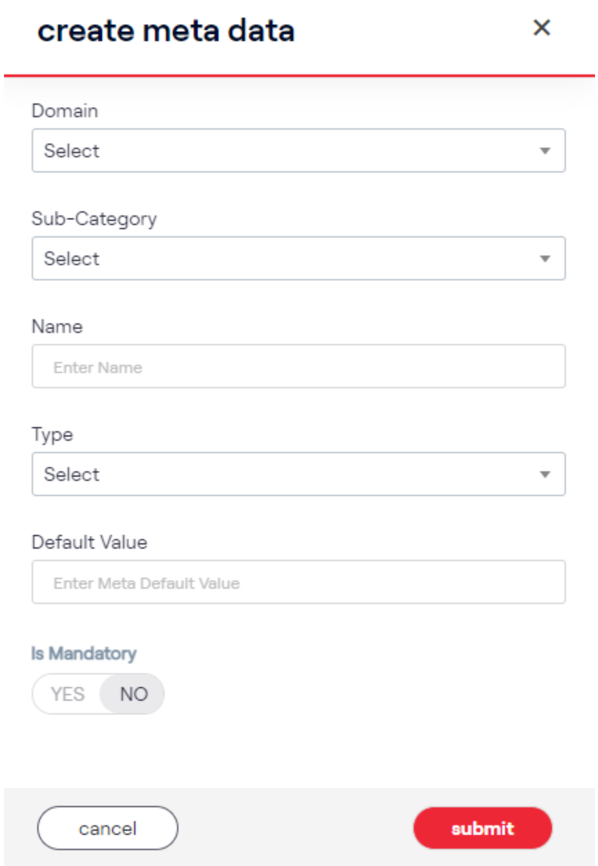
Create Meta Data

Using this create meta data option, Vi can create a new meta data.

1. On the **Meta Data** screen, click the **Create Meta Data** button to create a new meta data. Refer to the following screen.



2. After clicking the **Create Meta Data** button, the following screen is displayed.



3. Enter/select the following details in the corresponding fields.

Field	Description
Domain	Select the domain in the drop-down list. For example, “**AAA Request**”.

Sub-category	Select the sub- category in the drop-down list. Based on the domain the sub- category details are displayed in the drop-down list.
Name	Enter the name of the meta data.
Type	Select the meta data type in the drop-down list. For example, Inputbox, Textarea, and Dropdown.
Default Value	Enter the default value of the meta data.
Is Mandatory	Click "**Yes**" if it is mandatory. Or Click "**No**".

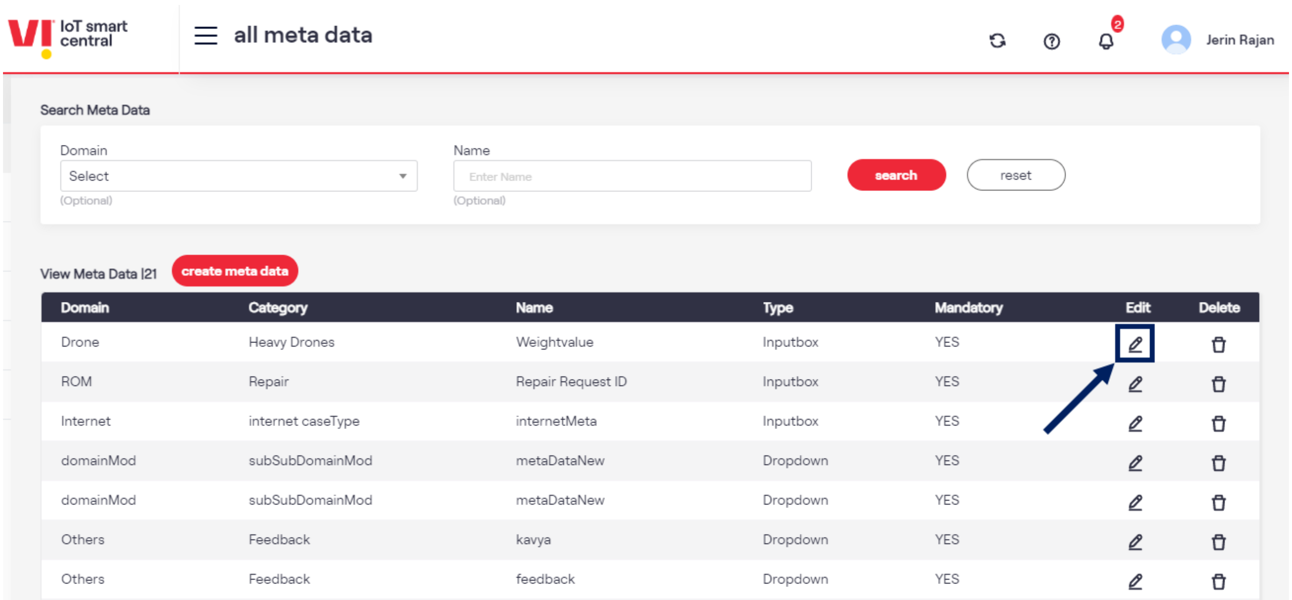
4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **Meta Data** is created successfully.

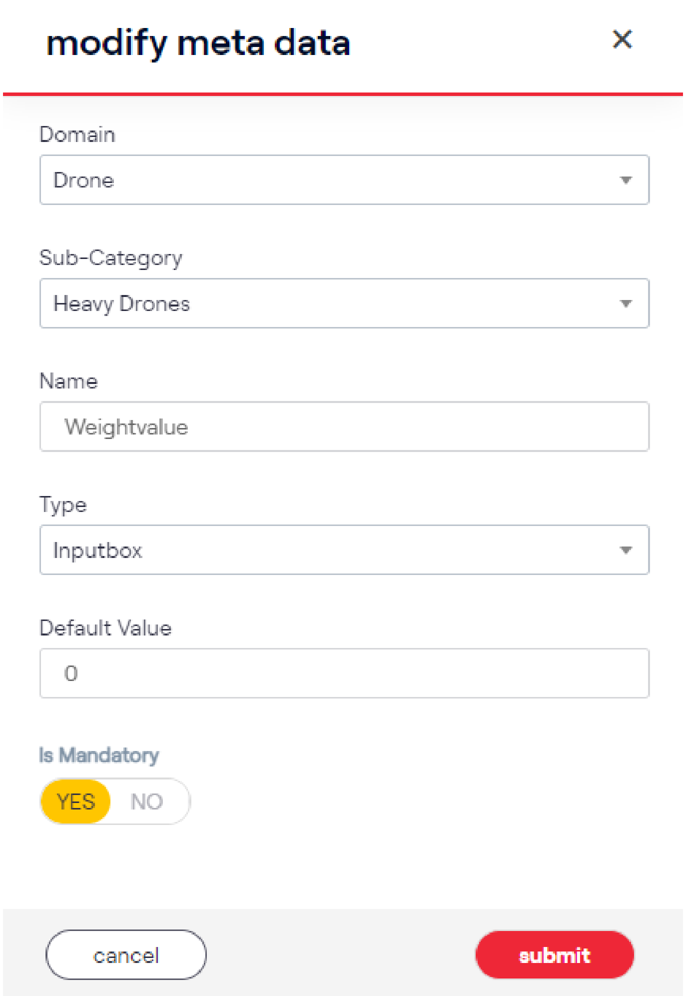
<u>To Edit the Meta Data:</u>

Using this edit option, Vi can modify the existing meta data details.

1. On the **Meta Data** screen, click the **Edit** button to modify the existing meta data details. Refer to the following screen.



2. After clicking the **Edit** button, the following screen is displayed.



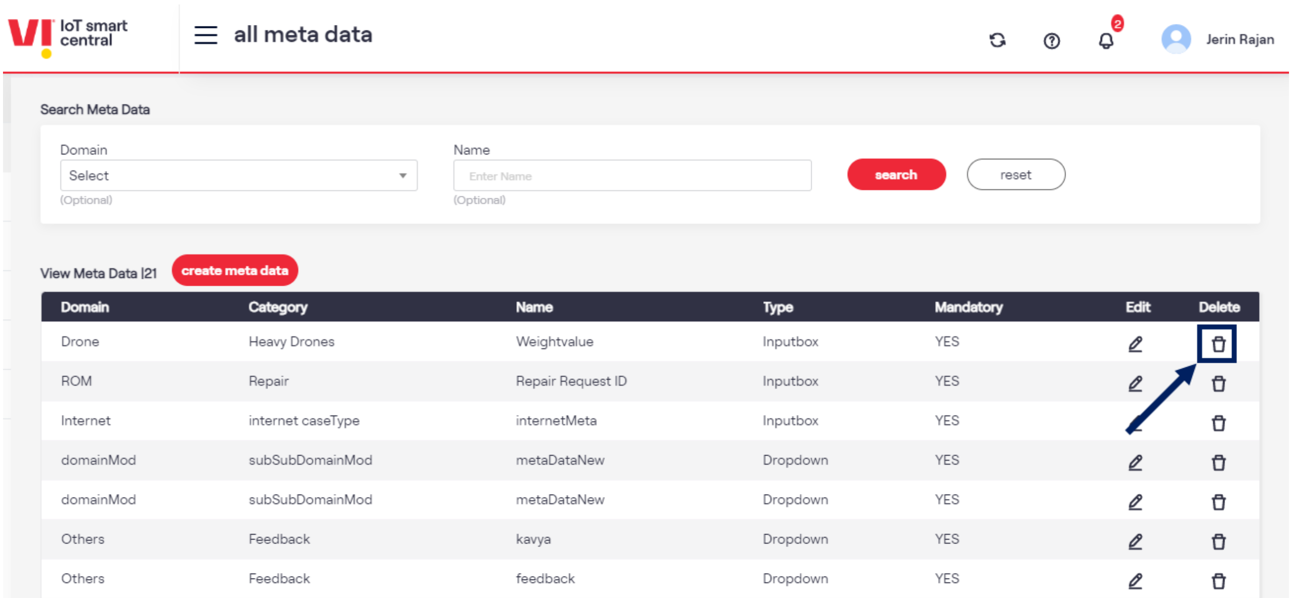
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the meta data is modified successfully.

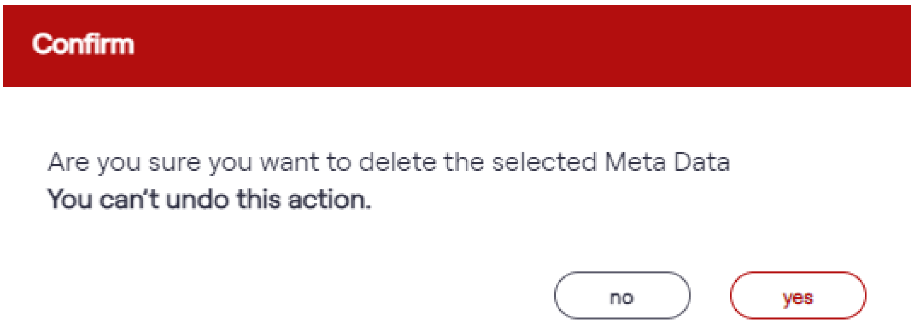
To Delete the Meta Data:

Using this delete meta data option, Vi can delete the existing meta data.

1. On the **Meta Data** screen, click the **Delete** button to delete the existing meta data. Refer to the following screen.



2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, "**Are you sure you want to delete the selected Meta Data. You can't undo this action".** Click "**Yes**" to confirm the action.

If click "**Yes**", a success message is displayed, indicating that the selected meta data is deleted successfully.

Or

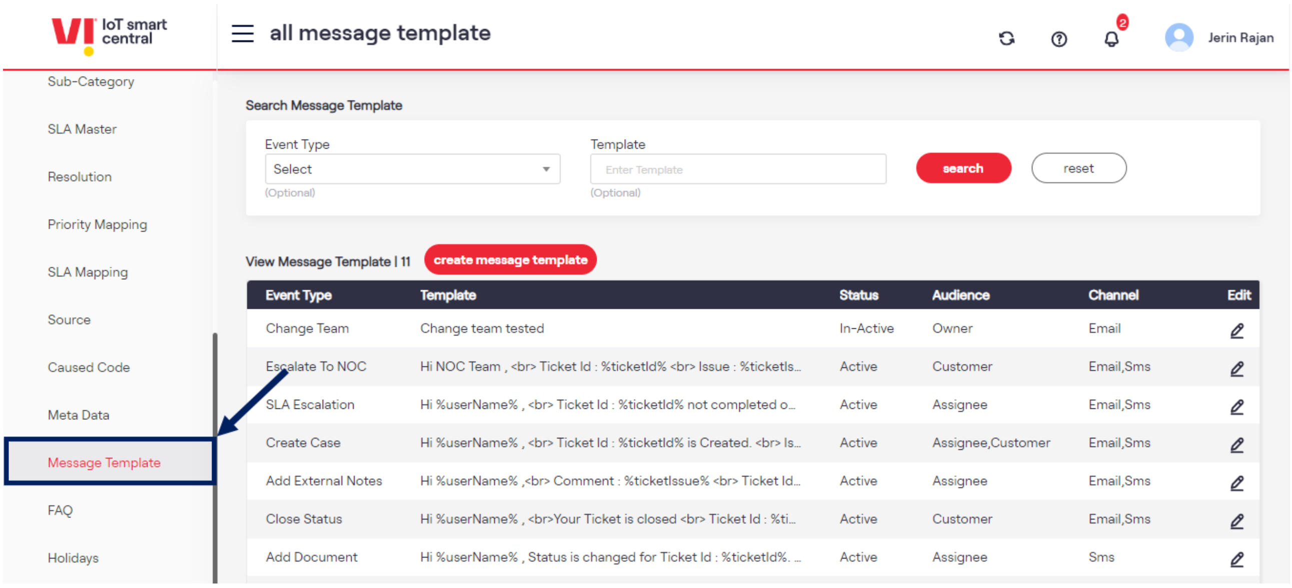
Click "**No**" to discard the action.

Message Template

Using this message template option, Vi can configure the message template to the various events such as Create Case, Assignee Change, and so on. Once the message template is created, it will send those messages to the audience through different channels such as, Email, SMS, and Portal. Vi can also modify and delete the existing message templates.

To manage the message template:

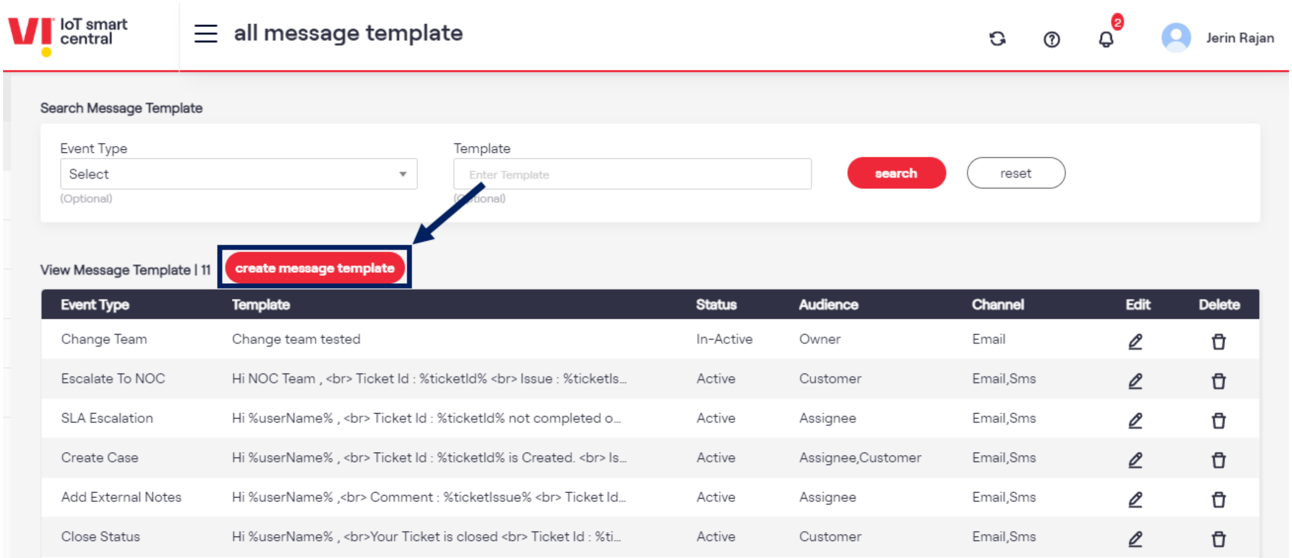
1. On the side menu, click the **Configurations >> Message Template** to view the message template details. Refer to the following screen.



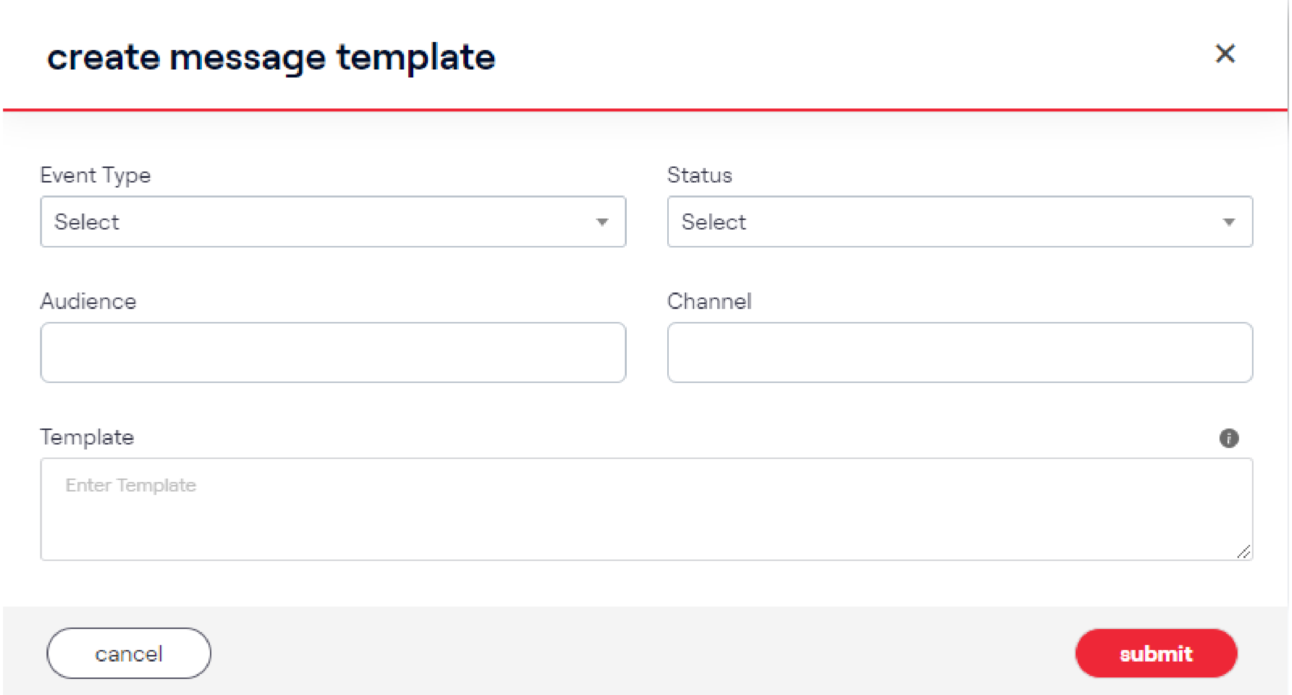
Create Message Template

Using this create message template option, Vi can create a new message template.

1. On the **Message Template** screen, click the **Create Message Template** button to create a new message template. Refer to the following screen.



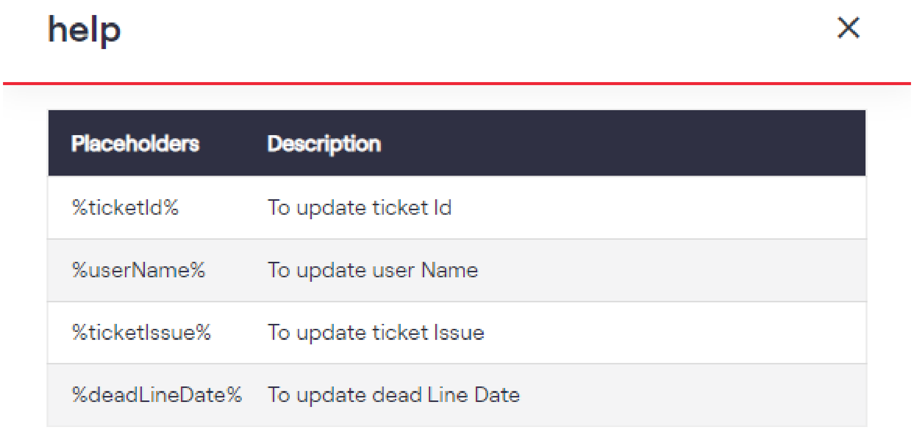
2. After clicking the **Create Message** button, the following screen is displayed.



3. Enter/select the following details in the corresponding fields.

Field	Description
Event Type	Select the event type in the drop-down list. For example, Create Case, Close Case, and so on.
Status	Select the event status in the drop-down list. For example, Active and Inactive.
Audience	Select the audience in the drop-down list. For example, Owner, Customer, and so on.
Channel	Select the channel in the drop-down list. For example, Email, SMS, and Portal.
Template	Enter the message template in this field.

- Click the **Help** button to view the how message template should be written, and it will you to write the placeholder and description details.
- After clicking the **Help** button, the following screen is displayed.



Placeholders	Description
%ticketId%	To update ticket Id
%userName%	To update user Name
%ticketIssue%	To update ticket Issue
%deadLineDate%	To update dead Line Date

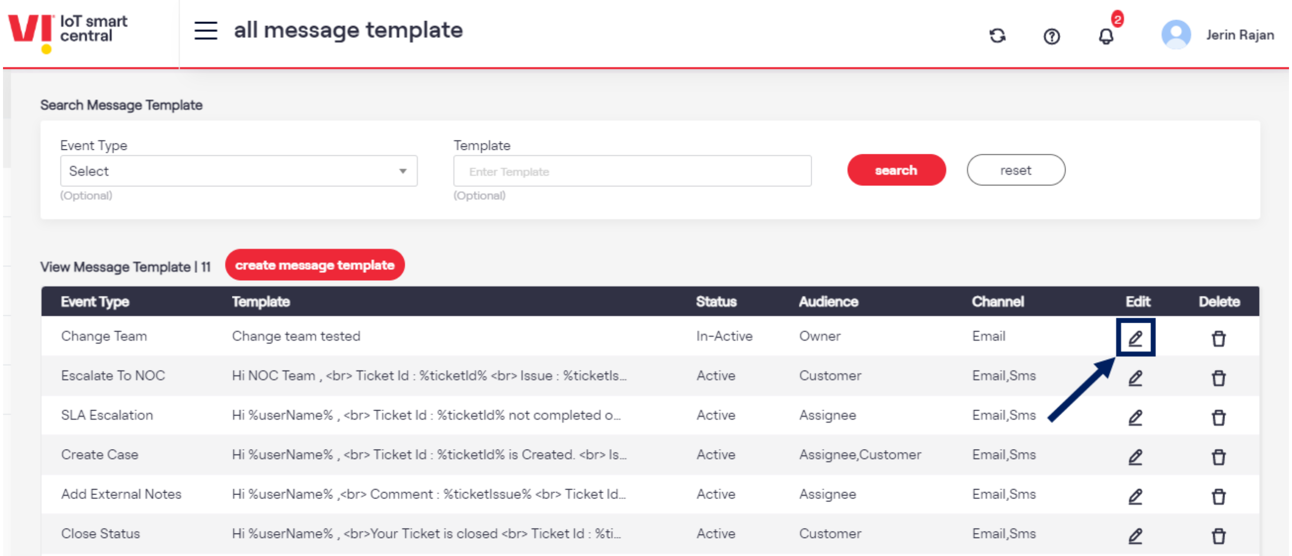
4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **Message Template** is created successfully.

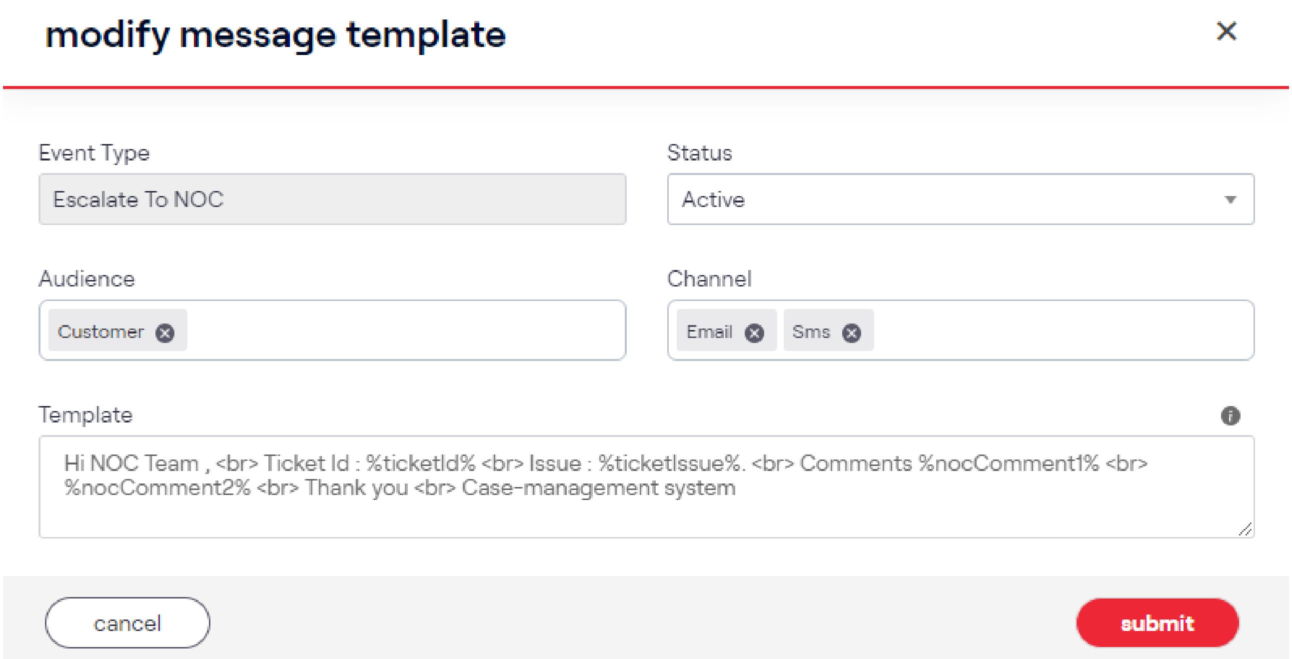
<u>To Edit the Message Template:</u>

Using this edit option, Vi can edit the existing message template details.

1. On the **Message Template** screen, click the **Edit** button to modify the existing message template details. Refer to the following screen.



2. After clicking the **Edit** button, the following screen is displayed.



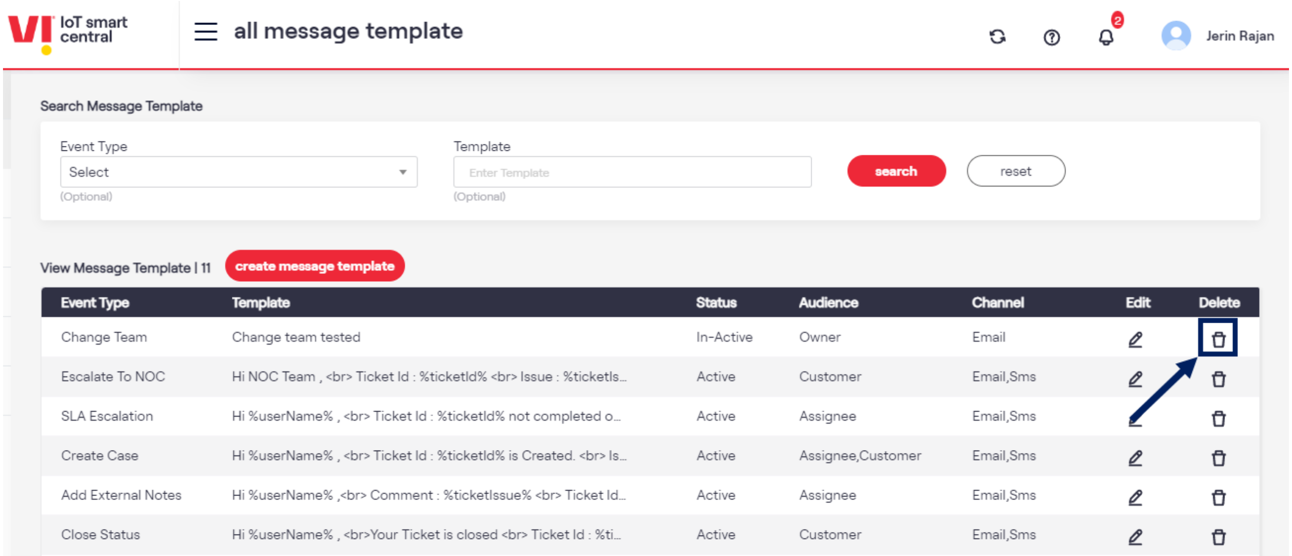
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the message template is modified successfully.

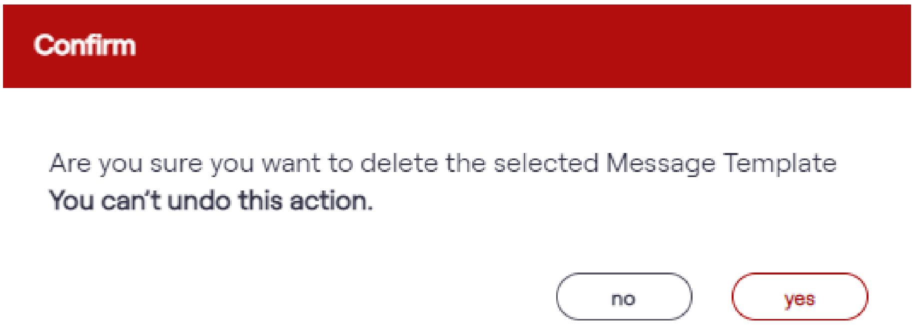
<u>To Delete the Message Template:</u>

Using this delete message template option, Vi can delete the existing message template.

1. On the **Message Template** screen, click the **Delete** button to delete the existing message template. Refer to the following screen.



2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, “**Are you sure you want to delete the selected Message Template. You can’t undo this action”.** Click “**Yes**” to confirm the action.

If click “**Yes**”, a success message is displayed, indicating that the selected message template is deleted successfully.

Or

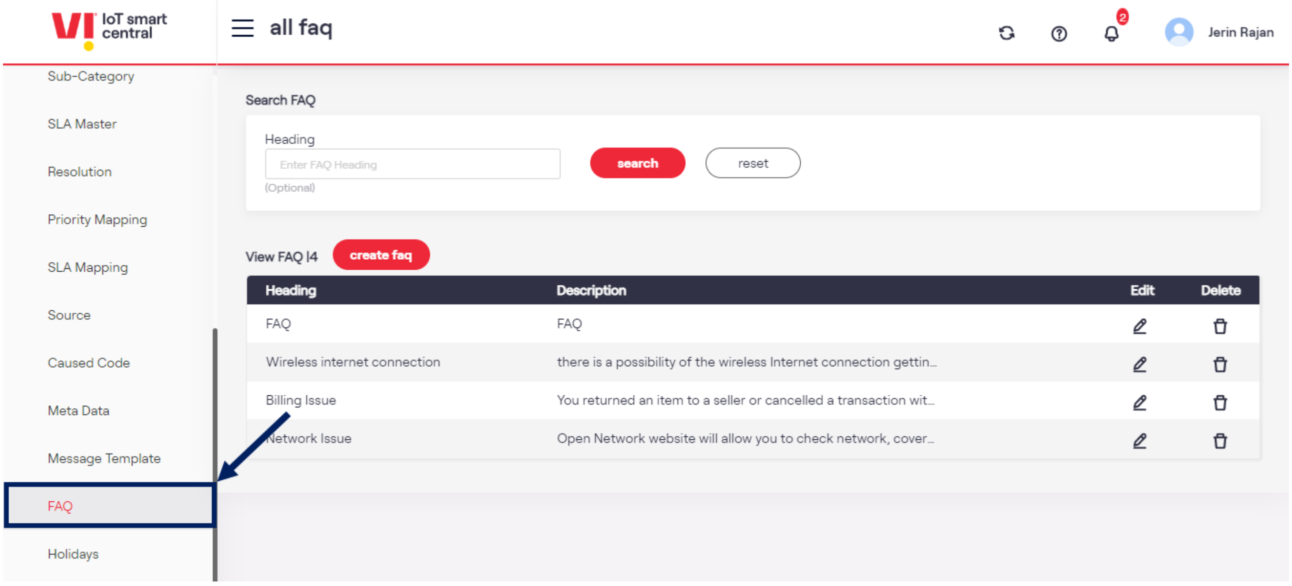
Click “**No**” to discard the action.

FAQ

Using this frequently asked questions option, Vi can create what all the questions are raising from the customer frequently. So that customers can directly view the customized questions and select them based on their requirement.

To manage the FAQ:

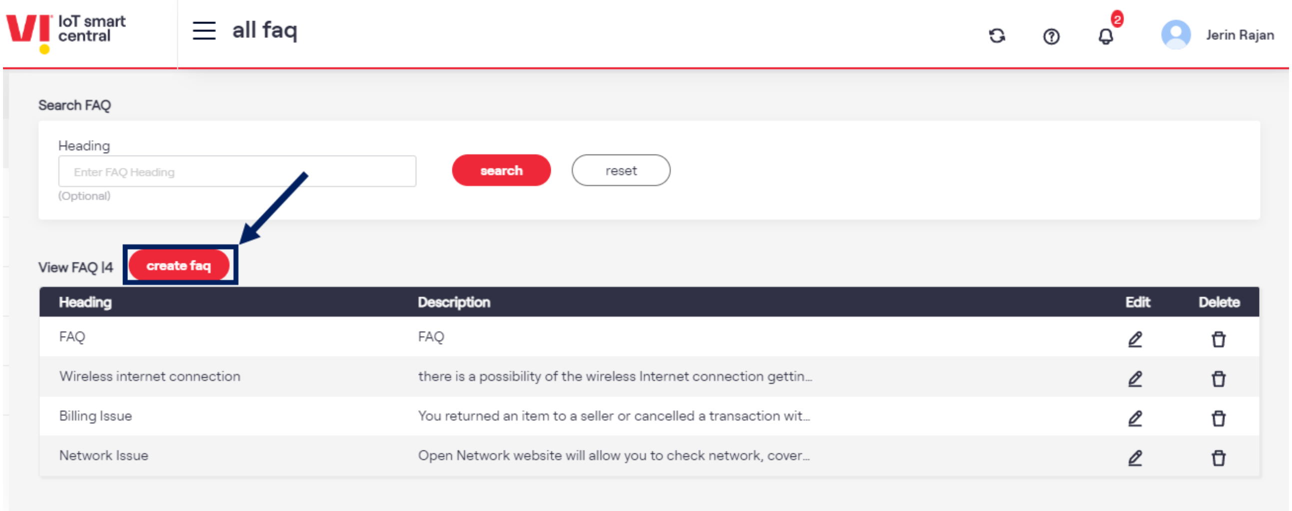
1. On the side menu, click the **Configurations >> FAQ** to view the FAQ details. Refer to the following screen.



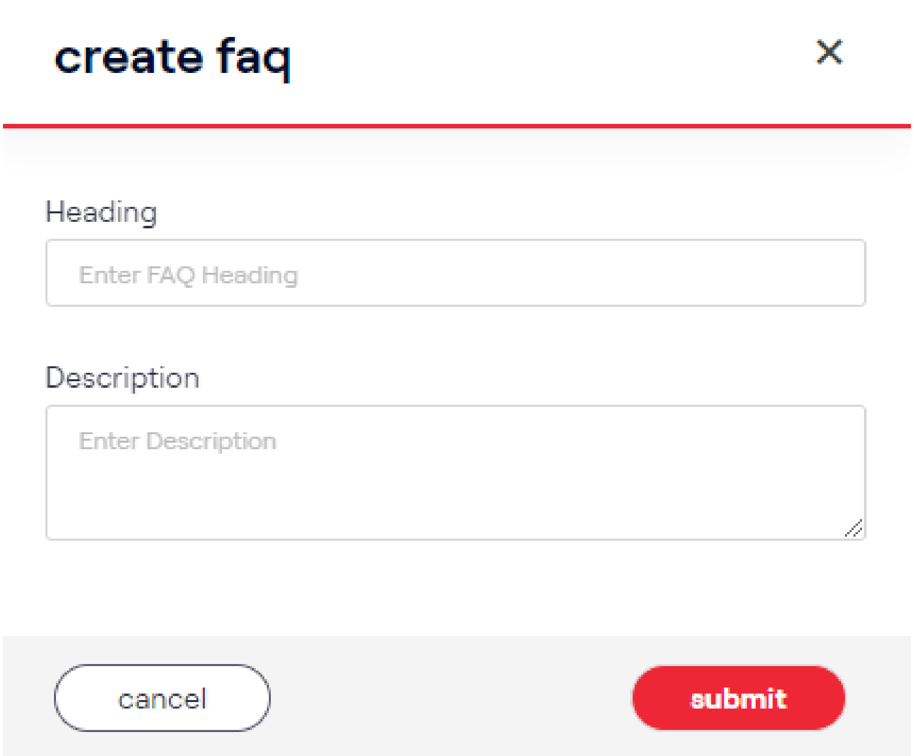
Create FAQ

Using this create FAQ option, Vi can create a new FAQ.

1. On the **FAQ** screen, click the **Create FAQ** button to create a new FAQ. Refer to the following screen.



2. After clicking the **Create FAQ** button, the following screen will be displayed.



3. Enter/select the following details in the corresponding fields.

Field	Description
Heading	Enter the heading for the FAQ.
Description	Enter the description of the FAQ that you want to tell in briefly.

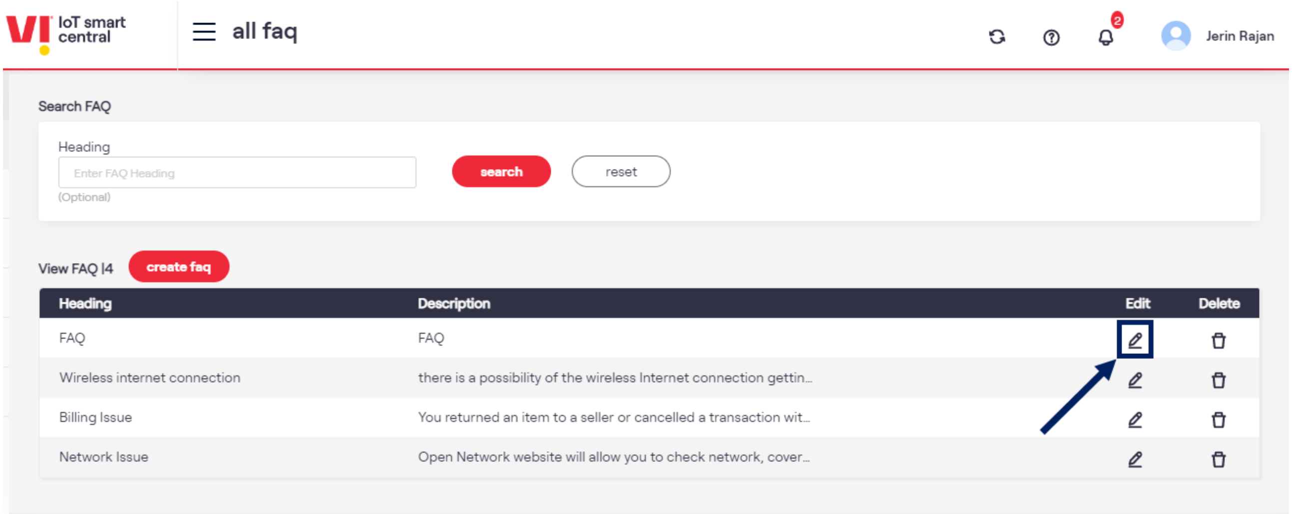
4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **FAQ** is created successfully.

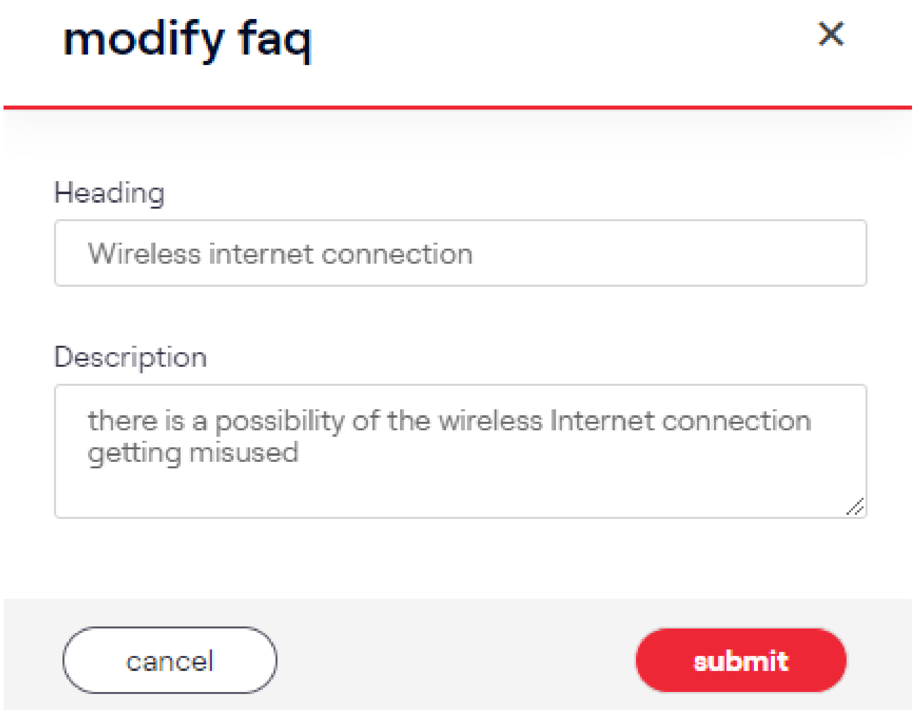
To Edit the FAQ:

Using this edit option, Vi can edit the existing FAQ details.

1. On the **FAQ** screen, click the **Edit** button ✎ to edit the existing FAQ details. Refer to the following screen.



2. After clicking the **Edit** button, the following screen is displayed.



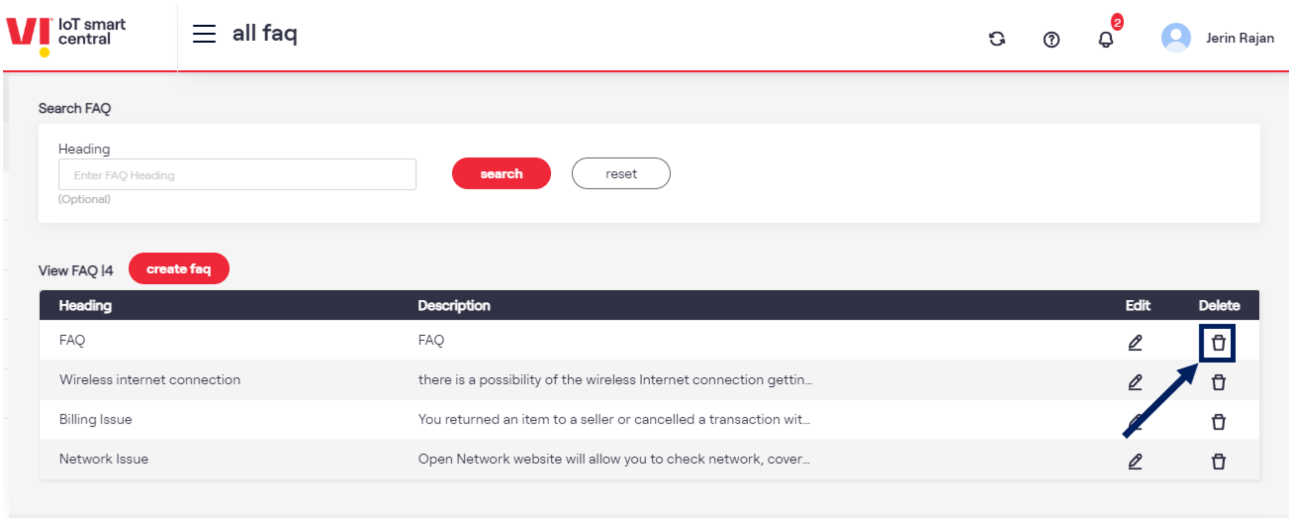
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **FAQ** is modified successfully.

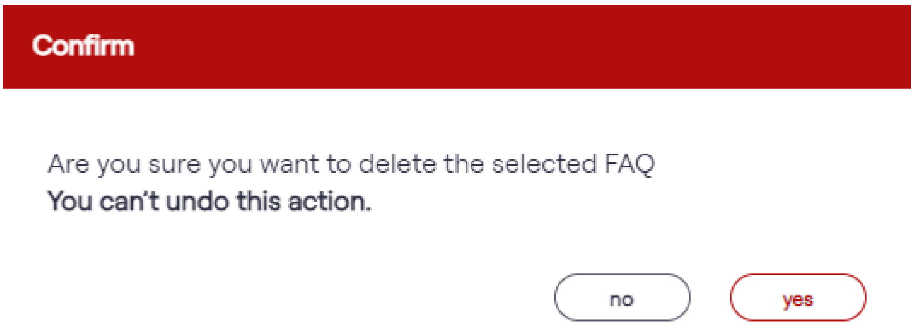
To Delete the FAQ:

Using this delete FAQ option, Vi can delete the existing FAQ.

1. On the **FAQ** screen, click the **Delete** button to delete the existing FAQ. Refer to the following screen.



2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, "**Are you sure you want to delete the selected FAQ. You can't undo this action".** Click "**Yes**" to confirm the action.

If click "**Yes**", a success message is displayed, indicating that the selected FAQ is deleted successfully.

Or

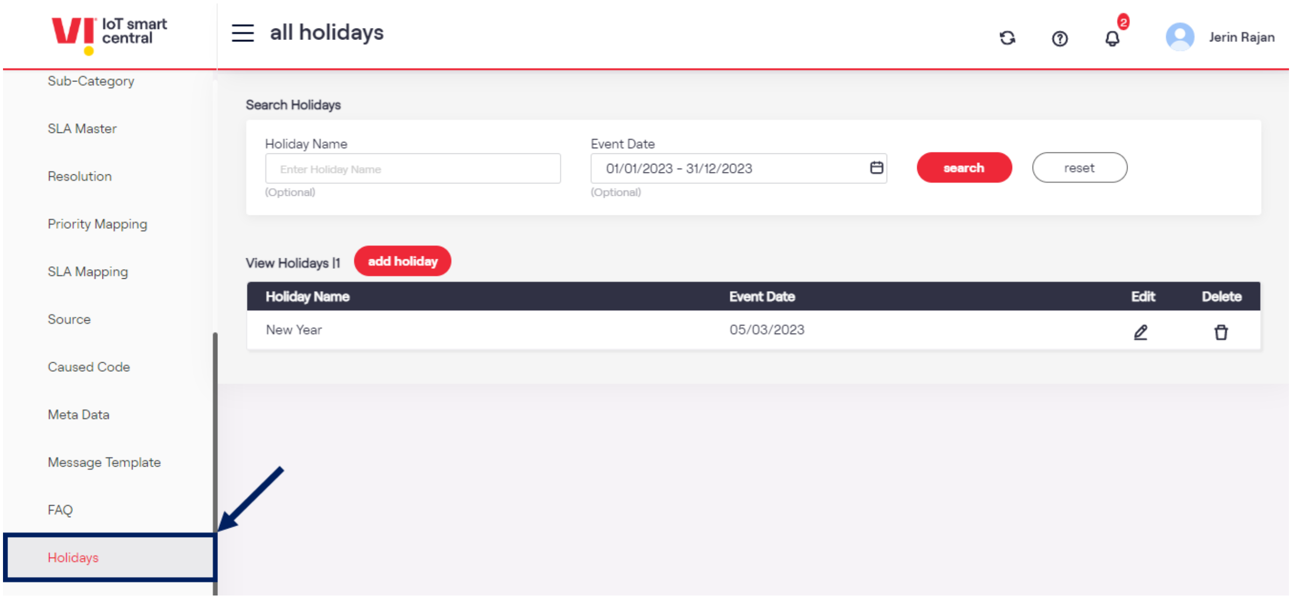
Click "**No**" to discard the action.

Holidays

Using this holidays option, Vi can configure the holidays for events on specific dates.

To manage the Holidays:

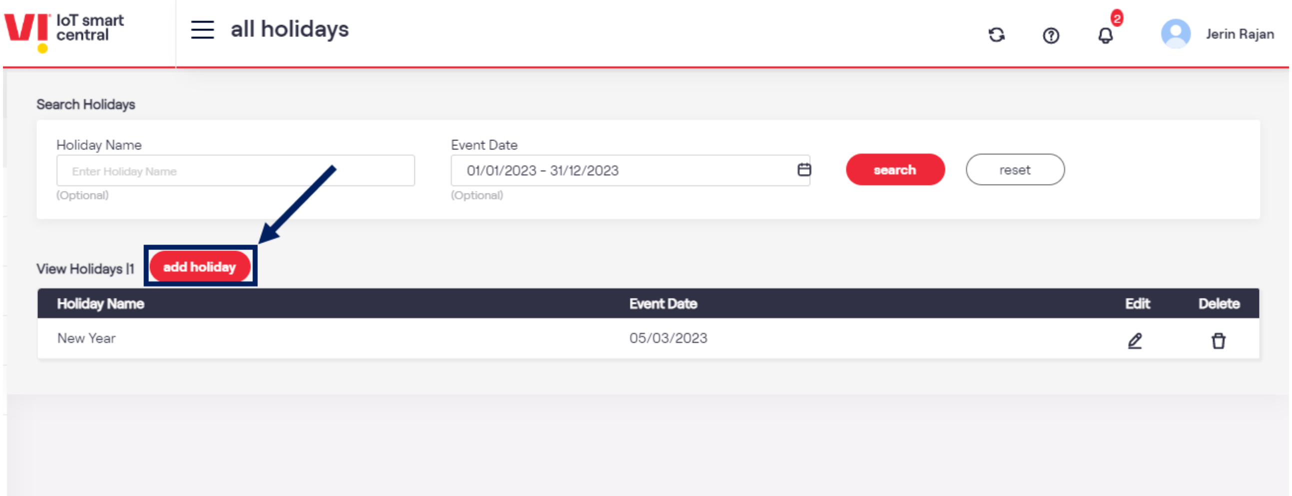
1. On the side menu, click the **Configurations >> Holidays** to view the holidays details. Refer to the following screen.



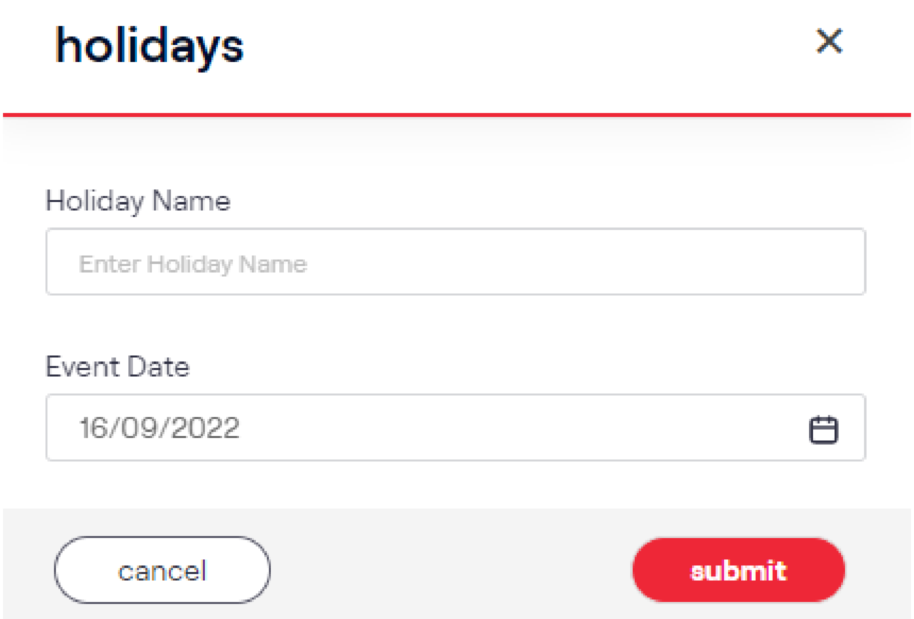
Add Holidays

Using this add holidays option, Vi can add a new holiday.

1. On the **Holiday** screen, click the **Add Holiday** button to add a new Holiday. Refer to the following screen.



2. After clicking the **Add Holiday** button, the following screen is displayed.



3. Enter or select the following details in the corresponding fields.

Field	Description
Holiday Name	Enter the name of the holiday.
Event Date	Select the event date in the calendar.

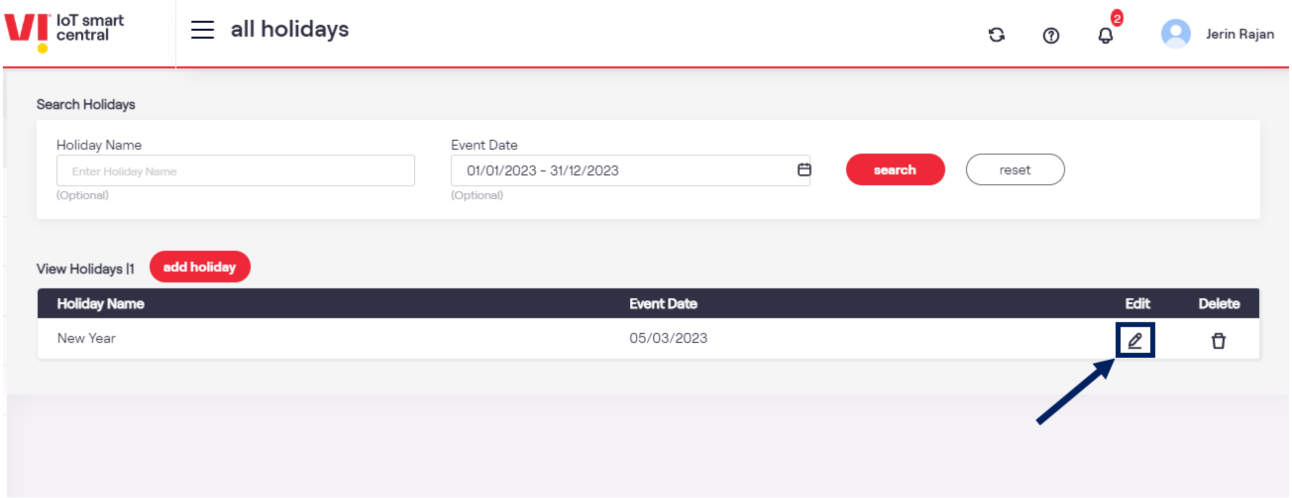
4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **Holiday** is created successfully.

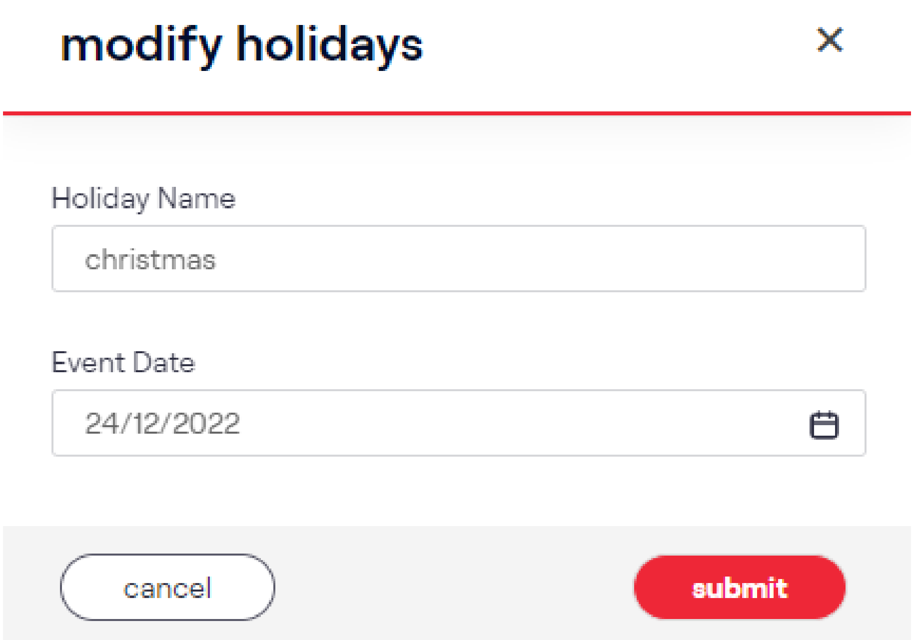
To Edit the Holiday:

Using this edit option, Vi can edit the existing holiday details.

1. On the **Holiday** screen, click the **Edit** button  to edit the existing holiday details. Refer to the following screen.



2. After clicking the **Edit** button, the following screen is displayed.



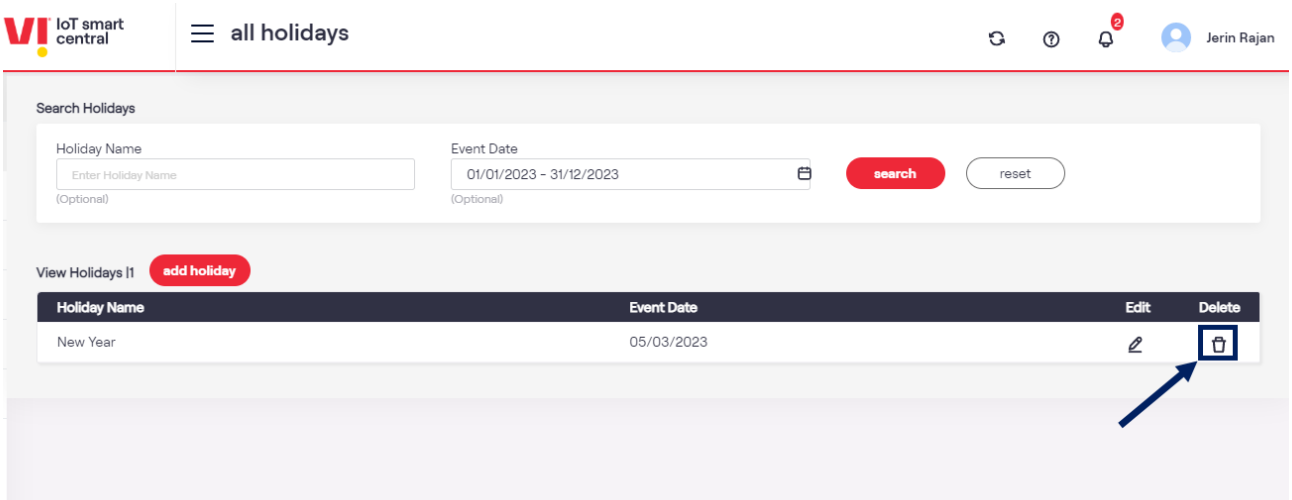
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **Holiday** is modified successfully.

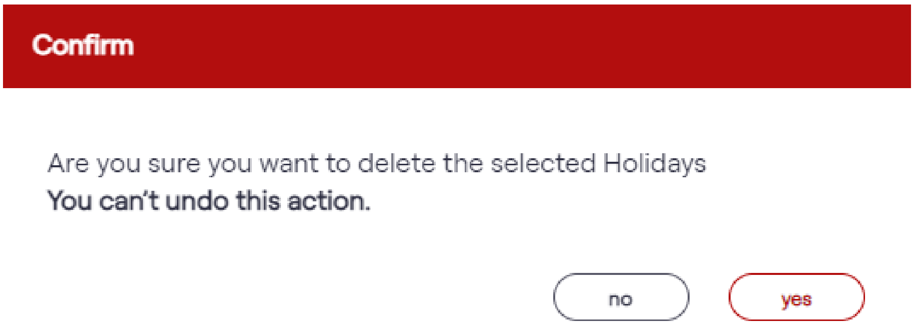
<u>To Delete the Holiday:</u>

Using this delete holiday option, Vi can delete the existing holiday.

1. On the **Holiday** screen, click the **Delete** button to delete the existing holiday. Refer to the following screen.



2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, "**Are you sure you want to delete the selected Holiday. You can't undo this action".** Click "**Yes**" to confirm the action.

If click "**Yes**", a success message is displayed, indicating that the selected holiday is deleted successfully.

Or

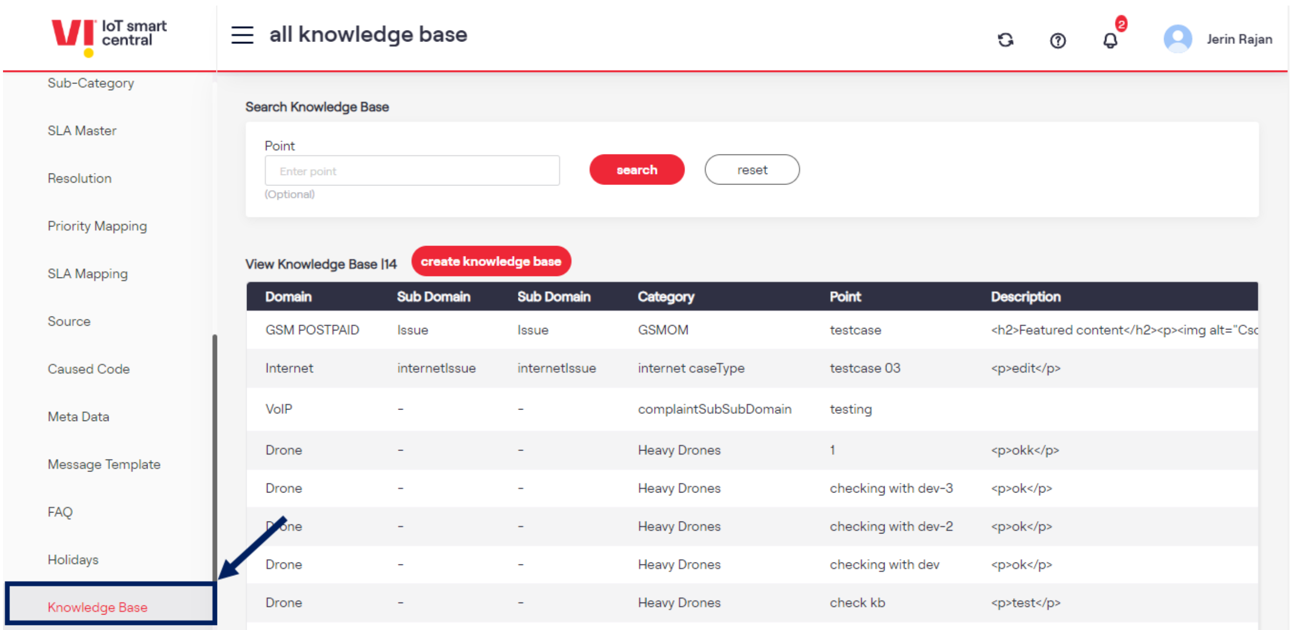
Click "**No**" to discard the action.

Knowledge Base

Using this Knowledge Base option, Vi can configure the knowledge base for domains. It helps to suggest a point when the issue is facing. Vi can also modify and delete the existing knowledge base.

To manage the Knowledge Base:

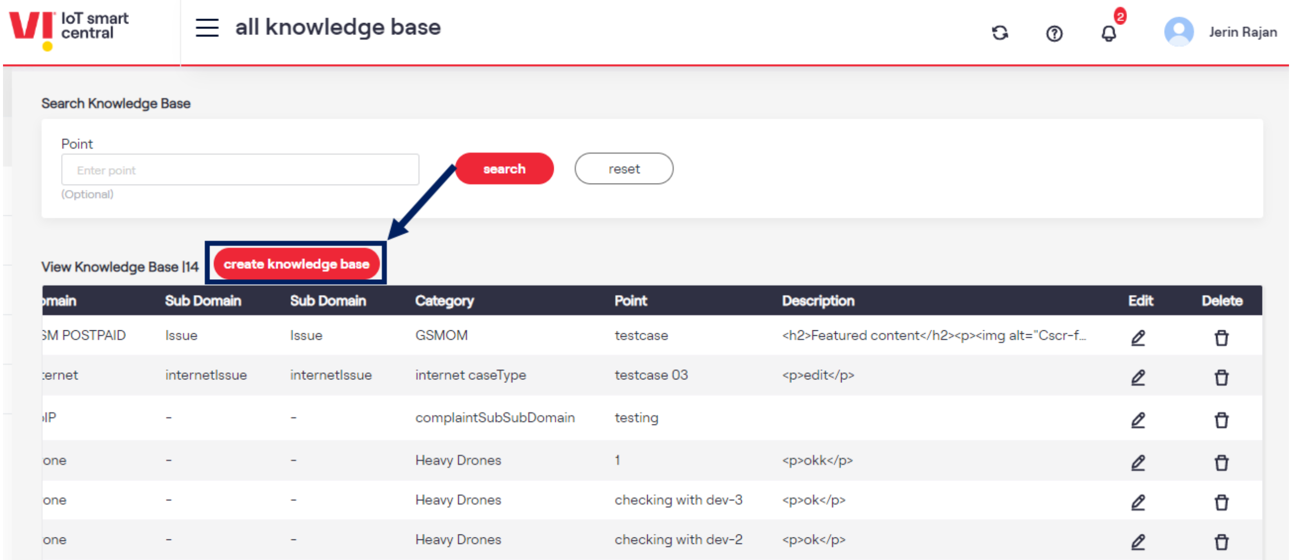
1. On the side menu, click the **Configurations >> Knowledge Base** to view the knowledge base details. Refer to the following screen.



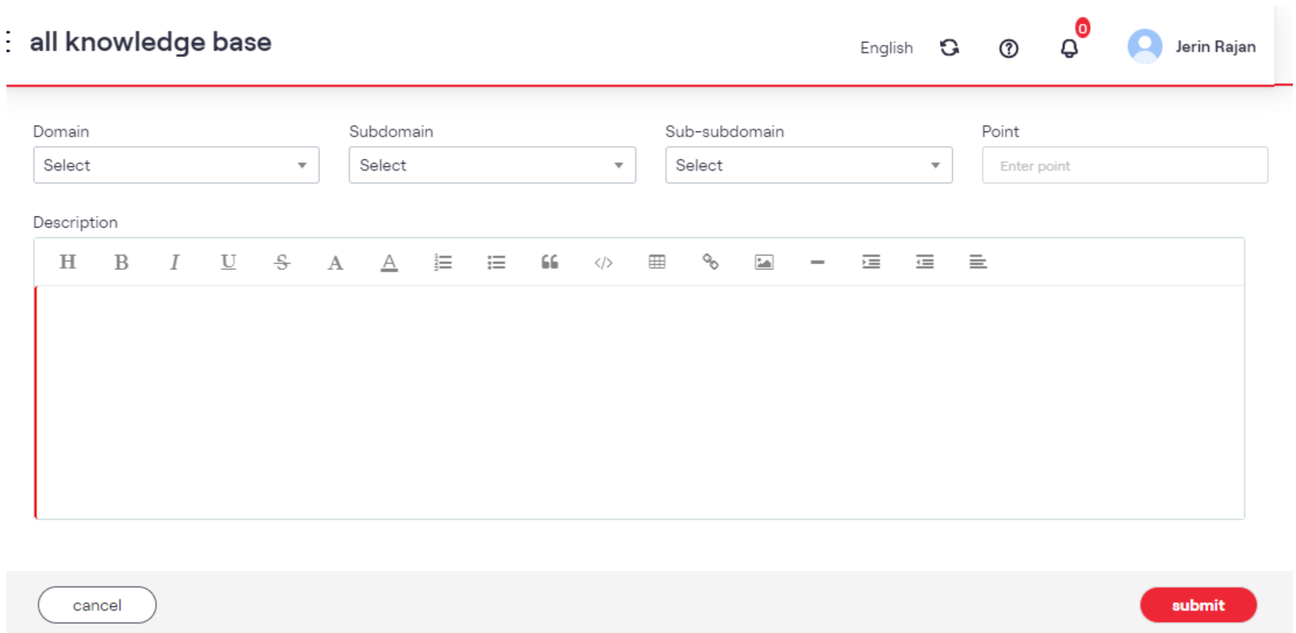
Create Knowledge Base

Using this create option, Vi can create a new knowledge base.

1. On the **Knowledge Base** screen, click the **Create Knowledge Base** button to create a new Knowledge Base. Refer to the following screen.



2. After clicking the **Create Knowledge Base** button, the following screen is displayed.



3. Enter or select the following details in the corresponding fields.

Field	Description
Domain	Select the domain in the drop-down list. For example, “**AAA Request**”.
Subdomain	Select the subdomain in the drop-down list. Based on the domain the subdomain details are displayed in the drop-down list.
Sub-subdomain	Select the sub-subdomain in the drop-down list. Based on the subdomain the sub-subdomain details are displayed in the drop-down list.
Point	Enter the knowledge base point in this field.
Description	Enter the description of the knowledge base point.

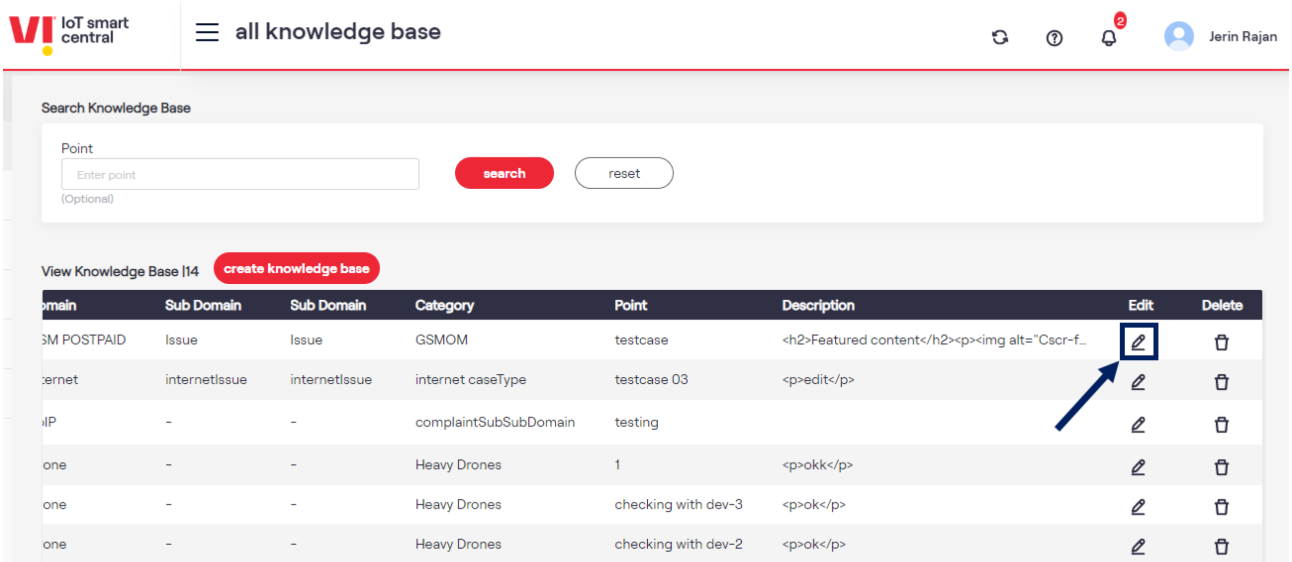
4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **Knowledge Base** is created successfully.

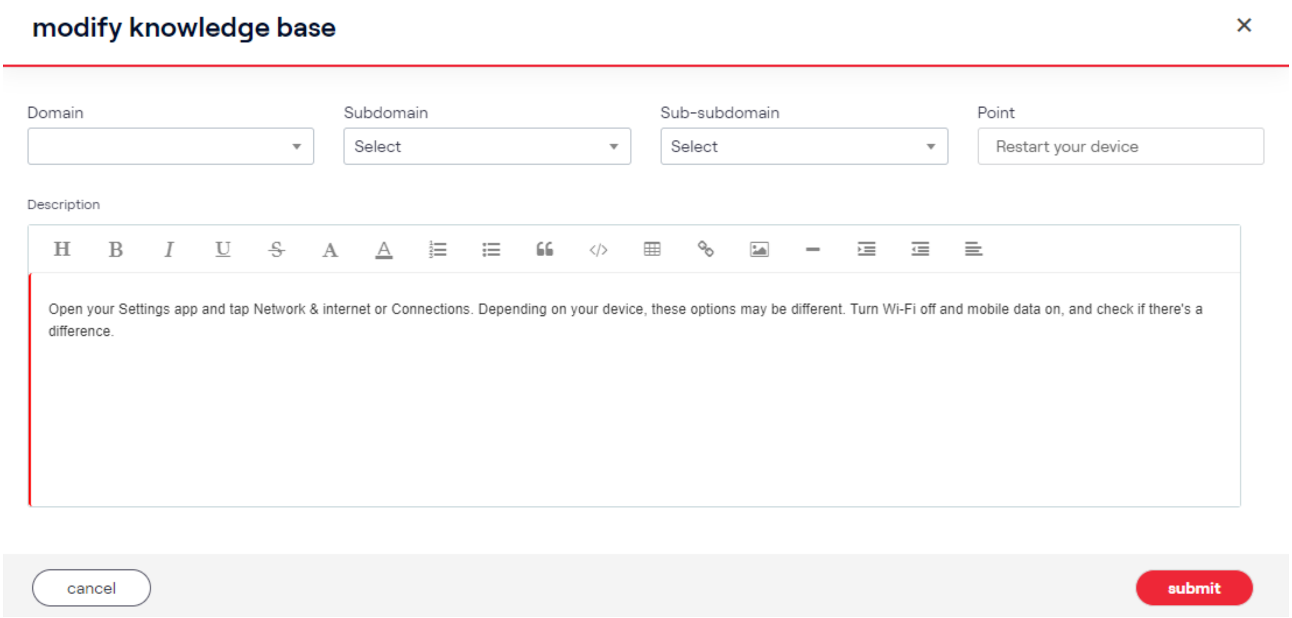
<u>To Edit the Knowledge Base:</u>

Using this edit option, Vi can edit the existing knowledge base details.

1. On the **Knowledge Base** screen, click the **Edit** button to edit the existing knowledge base details. Refer to the following screen.



2. After clicking the **Edit** button, the following screen is displayed.



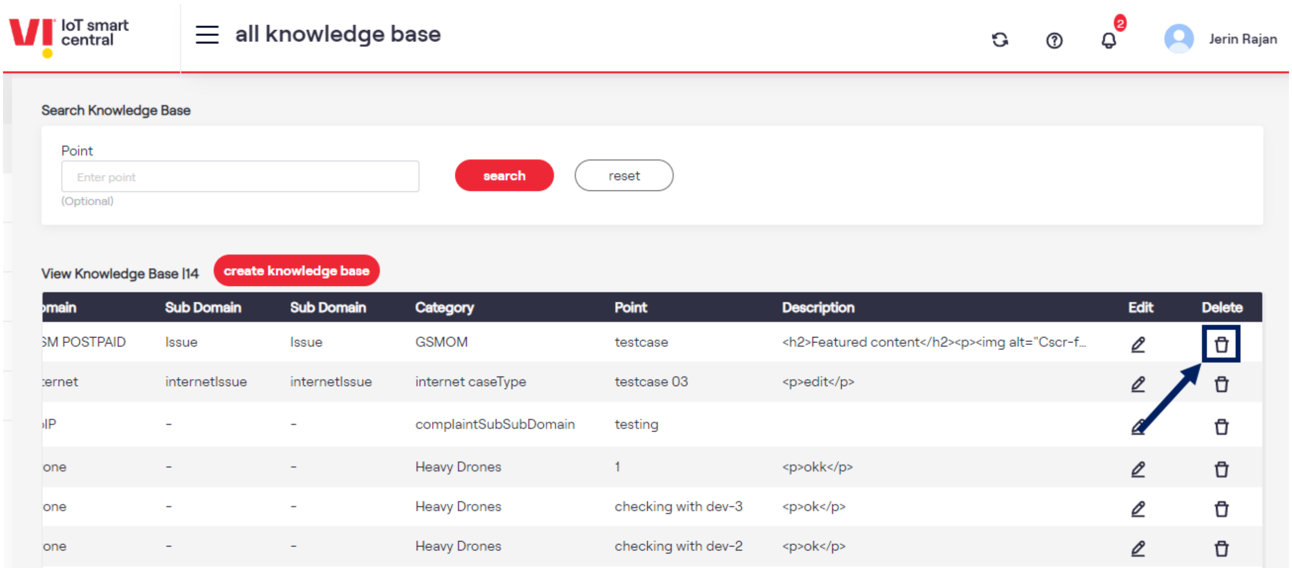
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **Knowledge Base** is modified successfully.

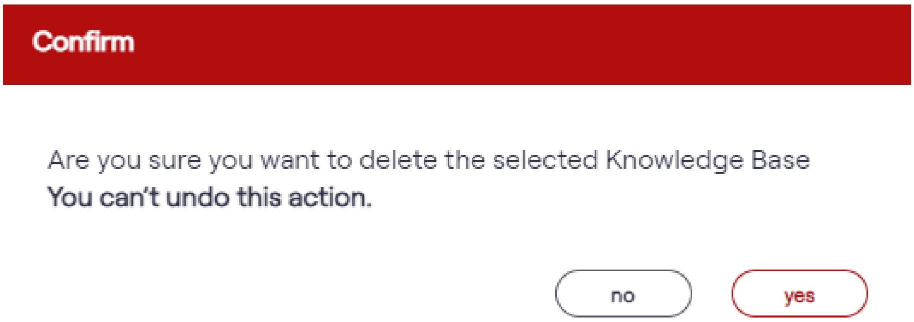
<u>To Delete the Knowledge Base:</u>

Using this delete option, Vi can delete the existing knowledge base.

1. On the **Knowledge Base** screen, click the **Delete** button to delete the existing knowledge base. Refer to the following screen.



2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, "**Are you sure you want to delete the selected Knowledge Base. You can't undo this action".** Click "**Yes**" to confirm the action.

If click "**Yes**", a success message is displayed, indicating that the selected knowledge base is deleted successfully.

Or

Click "**No**" to discard the action.

business

Enterprise Mobility

Communication

Connectivity

Security

IoT

Cloud