**MPF Ticket System**

**SUMMARY**

The MPF Ticket System is a SharePoint dashboard created by the development team at the AFGSC DSK using a custom Node.js framework incorporating BootStrap 5, DataTable, and more. It is designed to be an all in one tool that CSS Personnel can use to take requests and make tickets that MPF technicians can self-assign and track progress with using automated templates and email messaging.

* Created by AFGSC/DSK at Barksdale AFB.
* Written in DattaBase custom SP framework. Custom framework components include gd-sprest, gd-sprest-bs, and DattaTable. Modern Web-frameworks have been incorprated into it giving a modern feel and functionality in-line with other web apps. These frameworks include Bootstrap 5, DataTables, and JQuery.
* Views/functionality based on user permissions include:
  + CSS User/Generic view:
    - Submit/Create a ticket
    - Priority-based color coding for “Date of Separation”: red (high), yellow (medium), green (low)
    - Upload reusable document templates
    - View ticket information and upload documentation
    - Help button:
      * About specifying app overview
      * Personnel for Points-of-Contact (PoC’s)
      * Contact Support for needed assistance with app
  + MPF Technicians/Adminstration view extras includes:
    - Archive items with “Status” change
    - View, edit, and upload documents for individual ticket items
    - Search through ticket items
    - Filter ticket items by “Status” and “Request Type”
    - Adminsitration options for the SharePoint backend:
      * “Manage Templates” to directly navigate to the templates library
      * “Manage Tickets” to directly navigate to SharePoint list used to store the ticket information
* Automatic email notifications for CSS PoC’s when:
  + Assigned a new ticket
  + A status on a ticket changes
  + When a new template has been uploaded on a ticket
* Custom app settings set through configuration file for the following:
  + Specify contact name, phone number, and email for:
    - Point-of-Contacts (POC’s)
    - Support Contacts
  + Site URL for automated email settings’ link to dashboard
  + The image for the background header used on the app
* Designed to be as intuitive as possible with controls and features that users will be able to learn by using the application and referring to documnetation.
* !!!IMPORTANT PRE-REQUISITE!!! Please *DO NOT* use ERA V 2.0 with Internet Explorer! Microsoft Edge, Google Chrome, and Firefox are the recommended browsers for this application.

**DISCLAIMER:**

The MPF Ticket System was developed by the AFGSC/DSK Software Development shop on behalf of 2CS Knowledge Management. For any issues with the MPF Ticket System, please contact 2CS Knowledge Management at [2CS.SCXK.KM@us.af.mil](mailto:2CS.SCXK.KM@us.af.mil).

DEVELOPMENT TEAM

|  |  |  |
| --- | --- | --- |
| Product Developer | AFGSC/DSK | Josh Gardiner, Peerless Technologies |

ADMINISTRATION GUIDE

**IMPORTANT NOTE: Folder containing the program files under “Site Assets” MUST be named “MPF-Ticket-System” for code to find the images folder for site banner!**

**Folder Structure**

Table

Description automatically generated

1. Images contains site banner

Graphical user interface, text, application

Description automatically generated

1. MPF-Ticket-System contains: Index, JavaScript, Web-part, and Config files

Graphical user interface, text, application, email

Description automatically generated

**Config-file Settings**

1. Edit “Point-of-Contacts” (POC’s) and “Support Contacts” name, phone number, and email and save changes in config file.

Graphical user interface, application

Description automatically generated

Graphical user interface, text, application, email

Description automatically generated

Graphical user interface, application

Description automatically generated

1. Set “Site URL” and “header background” for CSS PoC automated email dashboard link and the site banner respectively.

Graphical user interface, text, application

Description automatically generated

**CSS USER’S GUIDE**

**CSS User’s view:**

Graphical user interface, table

Description automatically generated

**Create a new ticket:**

1. Click on “Create a ticket” button.



Graphical user interface, application

Description automatically generated

* 1. Select Reenlistments or Extensions for extra fields.

Reenlistments:

Application

Description automatically generated with low confidence

Extensions:

Graphical user interface, text, application, email

Description automatically generated

**View, Edit, and Documents**

1. Select button group for option

Graphical user interface, application

Description automatically generated

**View:**

Graphical user interface, text, application, email

Description automatically generated

**Documents:**

Graphical user interface, text, application

Description automatically generated

**View, Download, View Properties of, and Delete Templates:**

1. Click “Templates” button

A picture containing text

Description automatically generated

Table

Description automatically generated

Table

Description automatically generated

# TECHNICIAN’S GUIDE

**MPF Technician’s view:**

Graphical user interface, application, email

Description automatically generated

**Submit a new ticket:**

1. Click on “Submit a ticket” button.



Graphical user interface, application

Description automatically generated

* 1. Select Reenlistments or Extensions for extra fields.

Reenlistments:

Application

Description automatically generated with low confidence

Extensions:

Graphical user interface, text, application, email

Description automatically generated

**View, Edit, and Documents**

1. Select button group for option

Graphical user interface

Description automatically generated

**View:**

Graphical user interface, text, application, email

Description automatically generated

**Edit:**

Graphical user interface, application

Description automatically generated

**Documents:**

Graphical user interface, text, application

Description automatically generated

**Archive a ticket:**

1. Click Edit:



1. Change “Status” to “Archive”:

Graphical user interface, text, application, email

Description automatically generated

3. Click “Update”

**View/Edit Archives:**

1. Click the “Archives” button.

Diagram

Description automatically generated

1. View, Edit, and Document buttons will function like the buttons for active tickets. See Step 2.

Graphical user interface

Description automatically generated

**View, Download, View Properties of, and Delete Templates:**

1. Click “Templates” button

A picture containing text

Description automatically generated

Table

Description automatically generated

Table

Description automatically generated

**Administration and Help buttons:**

* + - 1. Click “Administration” button

Graphical user interface

Description automatically generated with low confidence

Graphical user interface, text, application, chat or text message

Description automatically generated

* + - 1. Click “Help” button

Graphical user interface, application

Description automatically generated

Graphical user interface, text, application, chat or text message

Description automatically generated