

I~TICKET

Product by

Idea Infinity IT Solutions Pvt Limited
idea matters...



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Purpose of the document

This document is generic user documentation. This document briefs on the highlights of i~ticket software application. Application flow is explained in terms of their features and how to use the same. The user can be familiar with application usage and features of i~ticket application referring to this document.

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What is i~ticket?

An **i~ticket** is a ticketing system that manages and maintains list of issues as needed by an organization. Issue tracking systems are commonly used in an organization's customers and support team to create, update, and resolve reported customer issues, or even issues reported by that organization's other employees

Login Screen:

To use the i~ticket application, Customer can login to the i~ticket application in two ways:

- Through their respective application (MMS, DTLSMS, CESCO, BESCO) on clicking given ticketing link provided in the respective application and login to the same using respective user name and password
- **Note:** For MMS and DTLSMS project application, ticketing link is provided in the “Help” page.

Material Management System

First Level Support

Show 5 entries

Circle	Division	Name	Mobile Number	Email ID
CHAMARAJNAGAR&KODAGU	CH NAGARA	ROHINI	8861997953	rohinim90@gmail.com
CHAMARAJNAGAR&KODAGU	KOLLEGALA	ABHILASH	8123059958	abhilash1828@gmail.com
CHAMARAJNAGAR&KODAGU	MADIKERE	DEVIKA	8310197831	devakishettycoorg@gmail.com
HASSAN	ARSIKERE	PRAVEEN	9900486714	preveen.rp@ideainfinityit.com
HASSAN	CR PATNA	JAYAKUMAR	8792926244	putto.chandu97@gmail.com

Showing 1 to 5 of 14 entries

Second Level Support

Show 5 entries

Circle	Name	Mobile Number	Email ID
HASSAN	PRAVEEN	9900486714	preveen.rp@ideainfinityit.com

Showing 1 to 1 of 1 entries

Final Level Support

Show 5 entries

Name	Mobile Number	Email ID
PRADEEP	7022999923	

Showing 1 to 1 of 1 entries

[Contact For Support : Click Here To Raise Ticket](#)

MMS Application

DTC Life Cycle Management System

Contact for Support :

[Click Here to Rise Ticket](#)

First Level

Circle	Division	Name	Phone Number
CHAMRAJNAGARA & KODUGU	CH NAGARA	NAGENDRA	9900050036
CHAMRAJNAGARA & KODUGU	KOLLEGAL	NAGENDRA	9900050036
CHAMRAJNAGARA & KODUGU	MADIKERI	NAGENDRA	9900050036
HASSAN	HASSAN	RAGHAVENDRA	9900486712
HASSAN	C R PATNA	RAGHAVENDRA	9900486712
HASSAN	H N PURA	RAGHAVENDRA	9900486712
HASSAN	ARSIKERE	RAGHAVENDRA	9900486712
MANDYA	MANDYA	SHARATH	9900486709
MANDYA	MADDUR	SHARATH	9900486709
MANDYA	PANDAVAPURA	SHARATH	9900486709
MANDYA	NAGAMANGALA	SHARATH	9900486709
MYSORE O&M	N R MOHALLA	SUNITH	9900486710

DTLSMS Application

CHAMUNDESHWARI ELECTRICITY SUPPLY CORPORATION LTD

ATP Process | Reports | User Settings | Master | Welcome **Kavya** | **LOG OUT**

Realtime Collection Information

[Click Here to Raise Ticket](#)

Last refreshed Time: 19-05-2017 4:52:58 PM

Name	Type of Location	No. of Machines	No. of Receipts	Cash	Cheque/DD	Total Collection
MYSORE-O&M	CIRCLE	26	2811	1,946,754	3,701,474	5,803,299
MYSORE-WORKS	CIRCLE	10	1231	867,491	438,680	1,326,171
MANDYA	CIRCLE	9	1236	707,934	214,048	921,982
HASSAN	CIRCLE	9	1528	817,404	262,162	1,091,168
<input type="text"/>		54	6806	4,339,583	4,616,364	9,142,620

1

CESCOM Application

BANGALORE ELECTRICITY SUPPLY COMPANY LTD

ATP Process | Reports | User Settings | Welcome **Kavya** | **LOG OUT**

Realtime Collection Information

[Click Here to Raise Ticket](#)

Last refreshed Time: 19-05-2017 4:53:54 PM

Name	Type of Location	No. of Machines	No. of Receipts	Cash	Cheque/DD	Total Collection
<input type="text"/>		0	0	0	0	0

1

No Records Found

BESCOM Application

- Using “www.iticket.co.in” URL can open the ticketing application and login to the same using respective user name and password

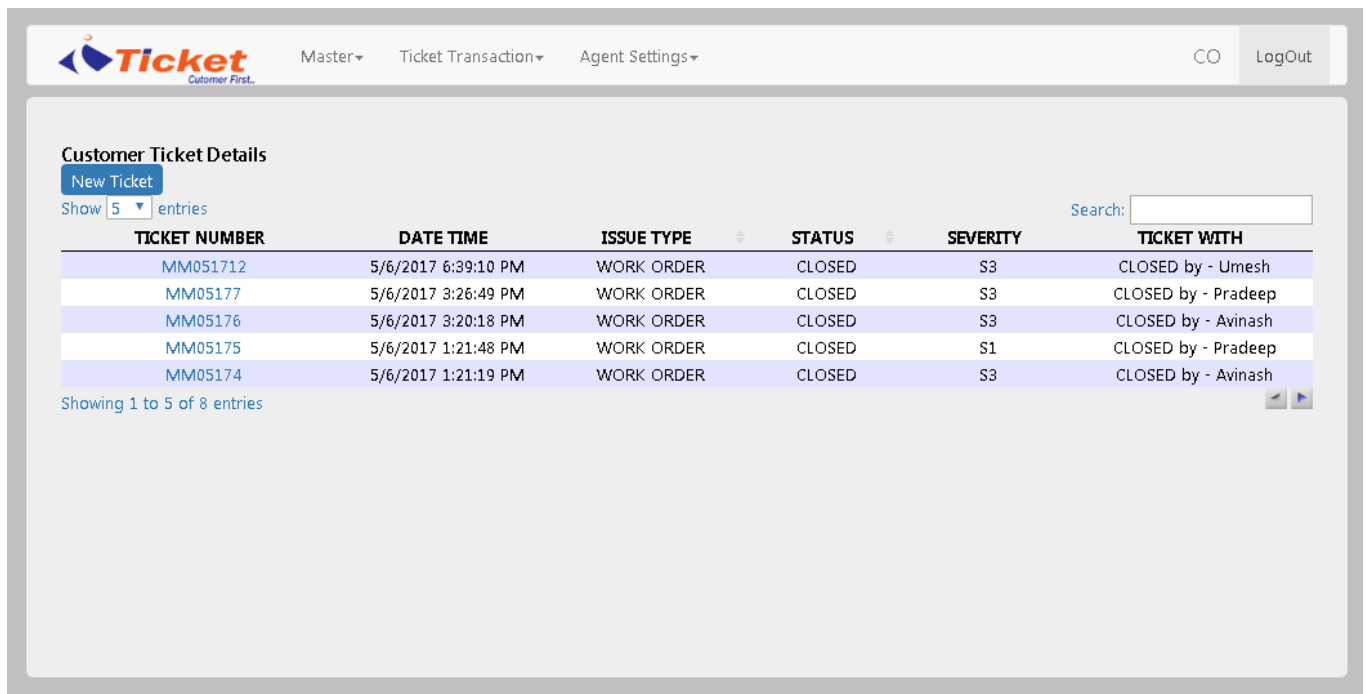
Following screen(screenshot-1) is the login screen of the i~ticket application.

- In which if customer tries to login then customer needs to select first field as customer and second field allows to select respective project in which customer belongs to and last two fields allows to enter valid user name and password respectively. In which if Agent tries to login then agent needs to select first field as agent and second field will be disabled for agent and last two fields allows to enter valid user name and password respectively.
- After entering the credentials click on “Login” button.

Screenshot: 1

Ticket Creation Steps:

- When customer logs in following, screen will be displayed



Customer Ticket Details

[New Ticket](#)

Show entries

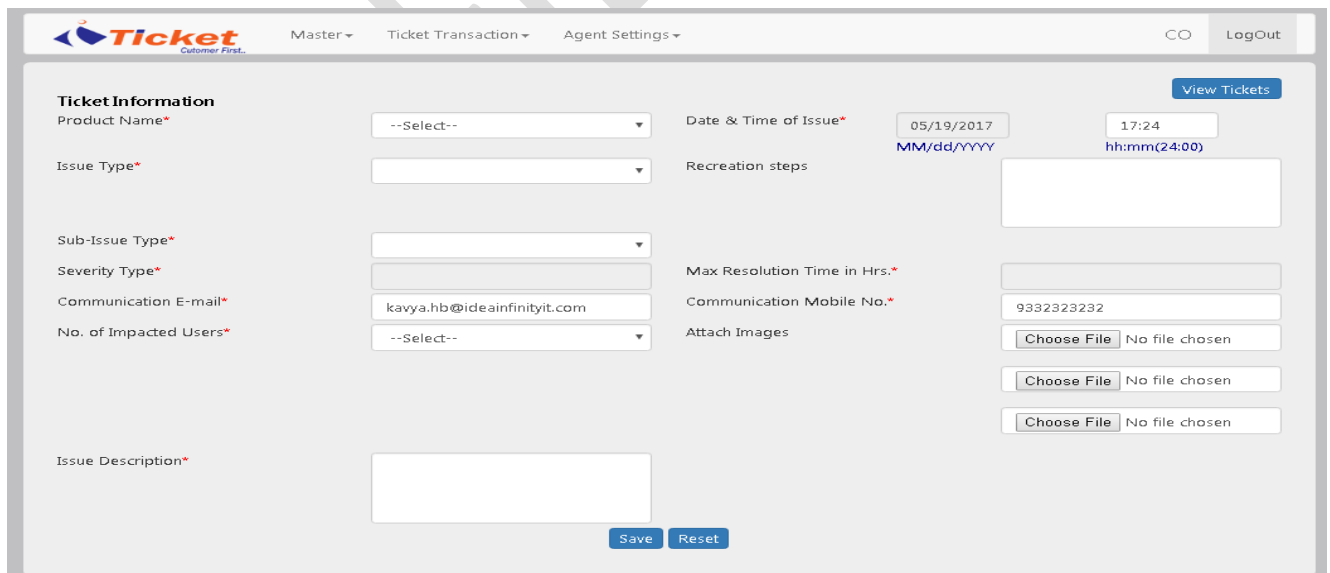
Search:

TICKET NUMBER	DATE TIME	ISSUE TYPE	STATUS	SEVERITY	TICKET WITH
MM051712	5/6/2017 6:39:10 PM	WORK ORDER	CLOSED	S3	CLOSED by - Umesh
MM05177	5/6/2017 3:26:49 PM	WORK ORDER	CLOSED	S3	CLOSED by - Pradeep
MM05176	5/6/2017 3:20:18 PM	WORK ORDER	CLOSED	S3	CLOSED by - Avinash
MM05175	5/6/2017 1:21:48 PM	WORK ORDER	CLOSED	S1	CLOSED by - Pradeep
MM05174	5/6/2017 1:21:19 PM	WORK ORDER	CLOSED	S3	CLOSED by - Avinash

Showing 1 to 5 of 8 entries

Screenshot-2

- Clicking on “New Ticket” button, Ticket Information page will be displayed to create the ticket as shown in the below screenshot



Ticket Information

Product Name*

Issue Type*

Sub-Issue Type*

Severity Type*

Communication E-mail*

No. of Impacted Users*

Date & Time of Issue*
MM/dd/YYYY hh:mm(24:00)

Recreation steps

Max Resolution Time in Hrs.*

Communication Mobile No.*

Attach Images No file chosen
 No file chosen
 No file chosen

Issue Description*

[View Tickets](#)

Screenshot-3

FIELD'S DESCRIPTION:

- **Product Name:** Allows to select respective project name for which project user raising ticket
- **Issue Type:** Allows to select type of issue from the dropdown list represents main type of issue that user is getting
- **Sub Issue Type:** Allows to select type of sub issue from the dropdown list represents sub type of issue that user is getting
- **Severity Type:** On selecting Sub Issue Type then severity field will get loaded by default with respective severity (say S1, S2, S3-Major, Medium, Minor respectively)
- **No. of Impacted Users:** This field allows user to select no. of impacted users from the given dropdown list representing that how many users getting this same issue (like, only 1, 1-10, 10-20, 20-50, 50-100, 100 and above users)
- **Issue Description:** Customer should describe the issue in detail in this field
- **Date & Time of Issue:** Customer should select date and time when exactly the issue was raised (Note: This field does not allow to select/enter future date and time respectively)
- **Communication E-mail:** E-mail id of the respective customer will get loaded for communication purpose
- **Communication Mobile No.:** Mobile No. of the respective customer will get loaded for communication purpose
- **Max Resolution Time in Hrs.:** Based on the selected Sub Issue Type Max Resolution Time will get loaded in terms of hours (say S1-12 hour, S2-24 hour, S3-48 hour)
- **Recreation Steps:** Customer can enter steps to reproduce the issue in step by step. This field is optional
- **Attach Images:** Customer can attach image (screenshot of the page) of the issue. This field is optional
- **ATP Machine Number:** Only for BESCOM and CESCO project ATP Machine Number field will get displayed on selecting Project in order to select ATP Machine Number from the provided dropdown list as shown in the below screenshot

The screenshot displays the 'Ticket Information' form. The 'Product Name' is set to 'BESCOM ATP'. The 'Date & Time of Issue' is '26/07/2017 10:20'. The 'Issue Type' is '--Select--'. The 'Sub-Issue Type' dropdown is open, showing a list of project names including '11101-S3-AUSTIN TOWN', '11102-S3-MURLUGESH PALYA', '11201-S4-MADIWALA O&M', '11202-S4-GURRAPPA PALYA', '11203-S4-RAJENDRA NAGAR', '11204-S4-KORAMANGALA', '11301-S7-MARTHAPALLY', '11302-S7-BASAVANAGAR', '11303-S7-KUNDANAHALLY', '12101-JAYANAGAR', '12102-S1-JAYNAGAR 9TH BLOCK', '12103-S1-SOMESHWARA NAGAR', '12201-S2-WILSON GARDON', '12202-S2-S R NAGAR', '12301-S5-ISRO LAYOUT', '12302-CHIKKALSANDRA', '12401-JP NAGAR', '12402-BTM LAYOUT', and '12403-KORAPPAKONTE'. The 'ATP Machine Number' field is highlighted with a red box and shows '--Select--'. Other fields include 'Severity Type', 'Communication E-mail', 'No. of Impacted Users', 'Issue Description', 'Recreation steps', 'Max Resolution Time in Hrs.', 'Communication Mobile No.' (9845202552), and 'Attach Images' (three 'Choose File' buttons). A 'View tickets' button is in the top right, and 'Save' and 'Reset' buttons are at the bottom.

- Once after entering all the required fields clicking on submit button ticket will get submitted successfully with the successful message showing all the necessary details as shown in the below screenshot.
 - Ticket with details: Once customer creates the ticket then particular ticket will get assigned to one default assignee who is supposed to close the ticket
 - Expected Resolution Time: Represents date and time within that period ticket supposed to be closed

The screenshot displays the iTicket web application interface. At the top, there is a navigation bar with the iTicket logo and menu items: Master, Ticket Transaction, Agent Settings, CO, and LogOut. The main content area is titled 'Ticket Information' and contains several input fields: Product Name*, Issue Type*, Sub-Issue Type*, Severity Type*, Communication E-mail*, No. of Impacted Users*, and Issue Description*. A 'Date & Time of Issue*' field is also present, with a 'Click Here' link and a date/time picker showing 'MM/dd/YYYY' and 'HH:MM(24: hh:mm(24:00)'. A 'Recreation steps' section is visible. A 'View Tickets' button is located in the top right corner. A modal dialog box is open in the center, displaying a success message: 'Thank you..! Your ticket has been submitted successfully, we will get back to you soon. Ticket Number : MM051770 Ticket With : Urnesh Expected Resolution Time : 5/20/2017 5:28:56 AM'. The dialog has an 'OK' button. Below the dialog, there are 'Attach Images' and 'Save' buttons. The 'Save' button is highlighted.

Screenshot-4

View Created Ticket:

- When customer is in Ticket Information page to create ticket clicking on View Ticket button then Ticket Details page will get opened showing existing ticket details in the grid as shown in the below screenshot.

Customer Ticket Details

New Ticket

Show 5 entries

Search:

TICKET NUMBER	DATE TIME	ISSUE TYPE	STATUS	SEVERITY	TICKET WITH
MM051770	5/19/2017 5:28:56 PM	WORK ORDER	PENDING	S1	Pending With - Umesh
MM051712	5/6/2017 6:39:10 PM	WORK ORDER	CLOSED	S3	CLOSED by - Umesh
MM05177	5/6/2017 3:26:49 PM	WORK ORDER	CLOSED	S3	CLOSED by - Pradeep
MM05176	5/6/2017 3:20:18 PM	WORK ORDER	CLOSED	S3	CLOSED by - Avinash
MM05175	5/6/2017 1:21:48 PM	WORK ORDER	CLOSED	S1	CLOSED by - Pradeep

Showing 1 to 5 of 9 entries

Screenshot-5

- On clicking particular ticket number then page will get opened loading all the customer entered details so that customer can view the details without doing any action as shown in the below screen shot.

Ticket Details

Back

Ticket No	MM051770	Severity	S1
Created On	5/19/2017 5:28:56 PM	Created By	CO
Issue Type	WORK ORDER	SubIssue Type	DATE CHANGE
Attachments			
Status	PENDING	Expected Resolution Time	5/20/2017 5:28:56 AM
Creator's Mobile No	9332323232	Creator's Email	kavya.hb@ideainfinityit.com
Creator's Description	test	Recreation steps	test
Ticket With	Umesh		

Show 5 entries

Search:

Assigned To	Assigned On	Status
Umesh	5/19/2017 5:28:56 PM	OPEN

Showing 1 to 1 of 1 entries

Screenshot-6

Reassigned Ticket:

- If default assignee of the ticket who was supposed to close the ticket has reassigned the ticket to some other person of the respective supporting team then that detail will get updated for the particular ticket number both in ticket details grid and view page of the particular ticket number as shown in the below screenshot

Customer Ticket Details

New Ticket

Show 5 entries

Search:

TICKET NUMBER	DATE TIME	ISSUE TYPE	STATUS	SEVERITY	TICKET WITH
MM051770	5/19/2017 5:28:56 PM	WORK ORDER	PENDING	S1	Pending With - Shrinidhi
MM051712	5/6/2017 6:39:10 PM	WORK ORDER	CLOSED	S3	CLOSED by - Umesh
MM05177	5/6/2017 3:26:49 PM	WORK ORDER	CLOSED	S3	CLOSED by - Pradeep
MM05176	5/6/2017 3:20:18 PM	WORK ORDER	CLOSED	S3	CLOSED by - Avinash
MM05175	5/6/2017 1:21:48 PM	WORK ORDER	CLOSED	S1	CLOSED by - Pradeep

Showing 1 to 5 of 9 entries

Screenshot-7

Ticket Details

Back

Ticket No: MM051770

Created On: 5/19/2017 5:28:56 PM

Issue Type: WORK ORDER

Attachments:

Status: PENDING

Creator's Mobile No: 9332323232

Creator's Description: test

Ticket With: Shrinidhi

Severity: S1

Created By: CO

SubIssue Type: DATE CHANGE

Expected Resolution Time: 5/20/2017 5:28:56 AM

Creator's Email: kavya.hb@ideainfinityit.com

Recreation steps: test

Show 5 entries

Assigned To

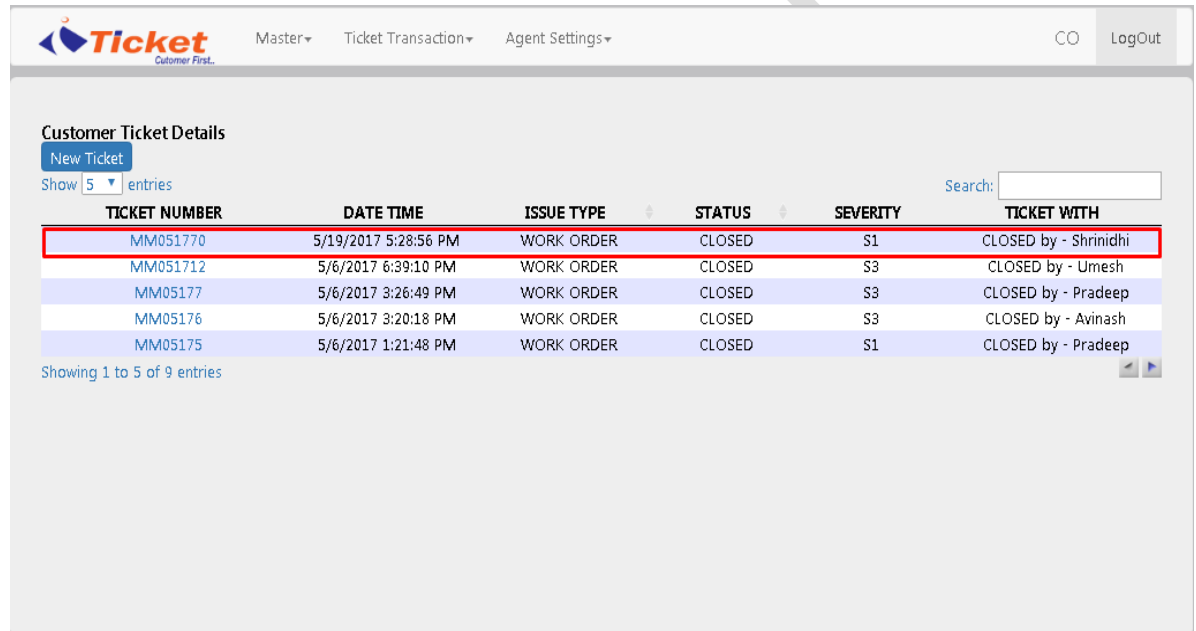
Assigned To	Assigned On	Status
Umesh	5/19/2017 5:28:56 PM	OPEN
Shrinidhi	5/19/2017 5:43:21 PM	REASSIGN

Showing 1 to 2 of 2 entries

Screenshot-8

Close Ticket:

- When created ticket is closed then the closed details will get updated for the particular ticket number both in ticket details grid and view page of the particular ticket number as shown in the below screenshot



Customer Ticket Details

New Ticket

Show 5 entries

Search:

TICKET NUMBER	DATE TIME	ISSUE TYPE	STATUS	SEVERITY	TICKET WITH
MM051770	5/19/2017 5:28:56 PM	WORK ORDER	CLOSED	S1	CLOSED by - Shrinidhi
MM051712	5/6/2017 6:39:10 PM	WORK ORDER	CLOSED	S3	CLOSED by - Umesh
MM05177	5/6/2017 3:26:49 PM	WORK ORDER	CLOSED	S3	CLOSED by - Pradeep
MM05176	5/6/2017 3:20:18 PM	WORK ORDER	CLOSED	S3	CLOSED by - Avinash
MM05175	5/6/2017 1:21:48 PM	WORK ORDER	CLOSED	S1	CLOSED by - Pradeep

Showing 1 to 5 of 9 entries

Screenshot-9

- In the ticket details grid for the particular ticket number status will get updated from “pending” to “closed” and closed by person name
- In the view page closed details will get updated including closed date & time, closed remarks

Ticket Details

Back

Ticket No: MM051770
 Created On: 5/19/2017 5:28:56 PM
 Issue Type: WORK ORDER
 Closed Date and Time: 5/19/2017 5:47:22 PM
 Attachments:
 Status: CLOSED
 Closed Remarks: closed successfully
 Creator's Mobile No: 9332323232
 Creator's Description: test
 Ticket With: Shrinidhi

Severity: S1
 Created By: CO
 SubIssue Type: DATE CHANGE
 Expected Resolution Time: 5/20/2017 5:28:56 AM
 Creator's Email: kavya.hb@ideainfinityit.com
 Recreation steps: test

Show 5 entries

Assigned To	Assigned On	Status
Umesh	5/19/2017 5:28:56 PM	OPEN
Shrinidhi	5/19/2017 5:43:21 PM	CLOSED

Showing 1 to 2 of 2 entries

Change Ticket Status:

Screenshot-10

Reopen Ticket:

- Closed ticket can be reopened by customer if issue is not been resolved
- In the Ticket Details page clicking on particular closed ticket number then view page will get opened along with "Status" field as shown in the below screenshot.
- Clicking on status field Reopen option will be displayed on selecting Reopen option and click on change status the ticket then confirmation message will get displayed clicking on "Ok" button then closed ticket will get reopened successfully.
- On reopening the closed ticket then ticket will get assigned to the person who has previously closed the ticket and later procedure will be same as explained in the section 2, 3, and 4.

i-ticket Master Ticket Transaction Agent Settings CO LogOut

Ticket Details Back

Ticket No	MM051770	Severity	S1
Created On	5/19/2017 5:28:56 PM	Created By	CO
Issue Type	WORK ORDER	SubIssue Type	DATE CHANGE
Closed Date and Time	5/19/2017 5:47:22 PM		
Attachments			
Status	CLOSED	Time	5/20/2017 5:28:56 AM
Closed Remarks	closed successfully		
Creator's Mobile No	9332323232	Creator's Email	kavya.hb@ideainfinityit.com
Creator's Description	test		
Recreation steps	test		
Ticket With	Shrinidhi		

Show 5 entries

Assigned To	Assigned On	Status
Umesh	5/19/2017 5:28:56 PM	OPEN
Shrinidhi	5/19/2017 5:43:21 PM	CLOSED

Showing 1 to 2 of 2 entries

Change Ticket Status Select

Success

Reopened Successfully

OK

Screenshot-11

i-ticket Master Ticket Transaction Agent Settings CO LogOut

Customer Ticket Details New Ticket

Show 5 entries

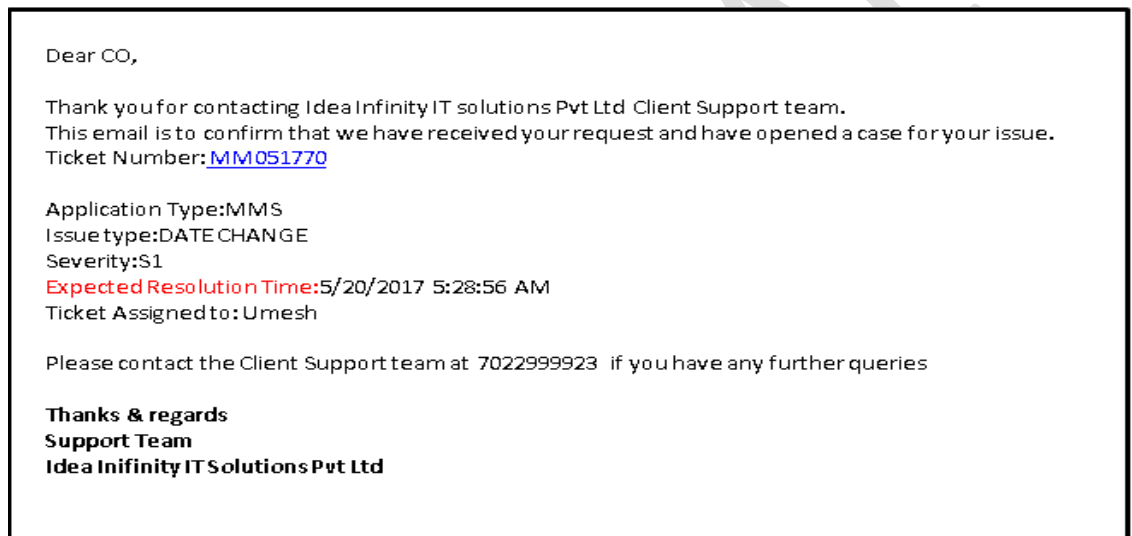
TICKET NUMBER	DATE TIME	ISSUE TYPE	STATUS	SEVERITY	TICKET WITH
MM051770	5/19/2017 5:28:56 PM	WORK ORDER	PENDING	S1	Pending With - Shrinidhi
MM051712	5/6/2017 6:39:10 PM	WORK ORDER	CLOSED	S3	CLOSED by - Umesh
MM05177	5/6/2017 3:26:49 PM	WORK ORDER	CLOSED	S3	CLOSED by - Pradeep
MM05176	5/6/2017 3:20:18 PM	WORK ORDER	CLOSED	S3	CLOSED by - Avinash
MM05175	5/6/2017 1:21:48 PM	WORK ORDER	CLOSED	S1	CLOSED by - Pradeep

Showing 1 to 5 of 9 entries

Screenshot-12

Email:

- On creating the ticket, customer will get email to his/her registered valid mail id ensuring that ticket has been created successfully with the details of the generated ticket number, ticket assigned person name, expected resolution time etc as shown in the below screenshot, on clicking ticket number link then customer can directly logged into the ticketing application if ticket application is opened in the default browser and if not opened on clicking ticket number then login page of the ticketing application will get displayed



Screenshot-13

- On closing the ticket by respective assignee then, customer will get email to his/her registered valid mail id ensuring that ticket has been closed successfully with the details of the closed ticket details and closed by person name etc as shown in the below screenshot

Dear CO,

Thank you for contacting Idea Infinity IT Solutions Pvt Ltd Client Support team .
This message is to confirm that we have resolved and closed your ticket MM051770
Please contact the Client Support team at 7022999923 if you have any further queries.

Thanks & regards
Support Team
Idea Infinity IT Solutions Pvt Ltd

Screenshot-14

- On reopening the closed ticket by customer then, customer will get email to his/her registered valid mail id ensuring that ticket has been reopened successfully with the details of the reopened ticket details as shown in the below screenshot

Dear CO,

Thank you for contacting Idea Infinity IT solutions Pvt Ltd Client Support team. This email is to confirm that we have received your request and have Re-opened a case for your issue.

Ticket Number: [MM051770](#)

Application Type:MMS

Issue type:DATE CHANGE

Severity:S1

Expected Resolution Time:5/20/2017 5:28:56 AM

Ticket Assigned to: Shrinidhi

Please contact the Client Support team at 7022999923 if you have any further queries

Thanks & regards
Support Team
Idea Infinity IT Solutions Pvt Ltd

Screenshot-15

CONFIDENTIAL