

Ticket System – USER MANUAL

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1. Generate Ticket

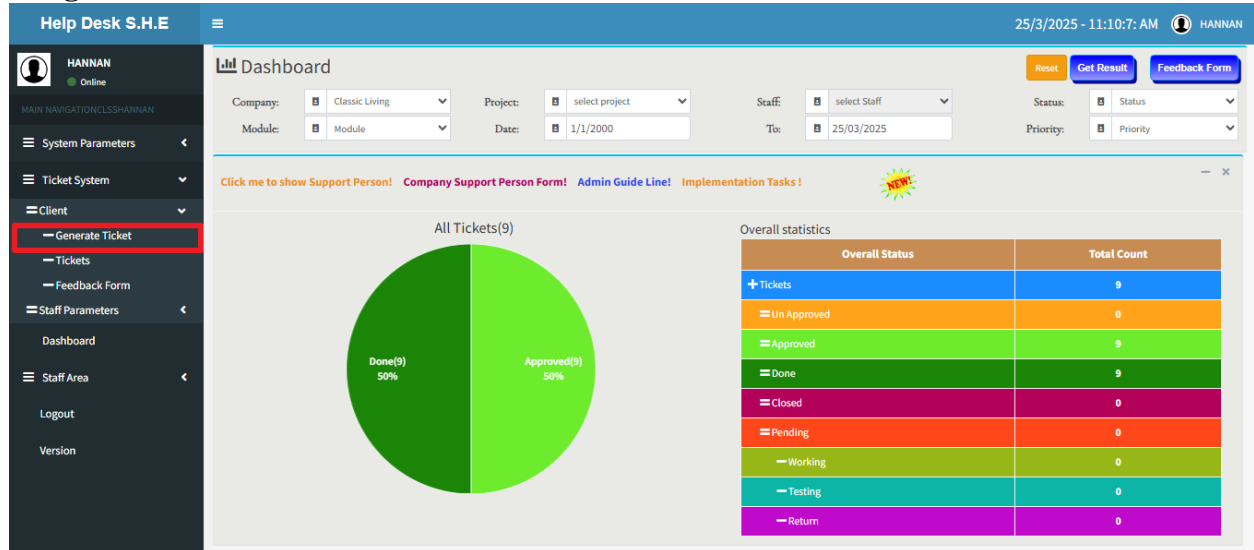
Step 1.1: [Generate Ticket]

Instructions:

Go to Ticket System → Client → Generate Ticket

To generate a ticket for any requirement click on the highlighted area as shown image.

Image:



Instructions:

Upon clicking on **Generate Ticket**, The system will direct you to the page as shown in image. Here, Please fulfill the highlighted area as showing in image and click on save on bottom of page.

Image:

The screenshot shows the 'Generate Ticket' form. The form fields are as follows:

- Ticket No: 10
- Staff: HANNAN
- Posting Date: 2025-03-25
- File 1: Choose file (No file chosen)
- File 3: Choose file (No file chosen)
- Status: Pending
- Reference: Enter ...
- Description: [Empty text area]
- Company: Classic Living
- Project: Classic Atrium (highlighted with a red box)
- Module: SAMS/Accounts (highlighted with a red box)
- File 2: Choose file (No file chosen)
- File 4: Choose file (No file chosen)
- Priority: --Select-- (highlighted with a red box)

A large red box highlights the 'Description' field with the text 'Please input Remarks here'.

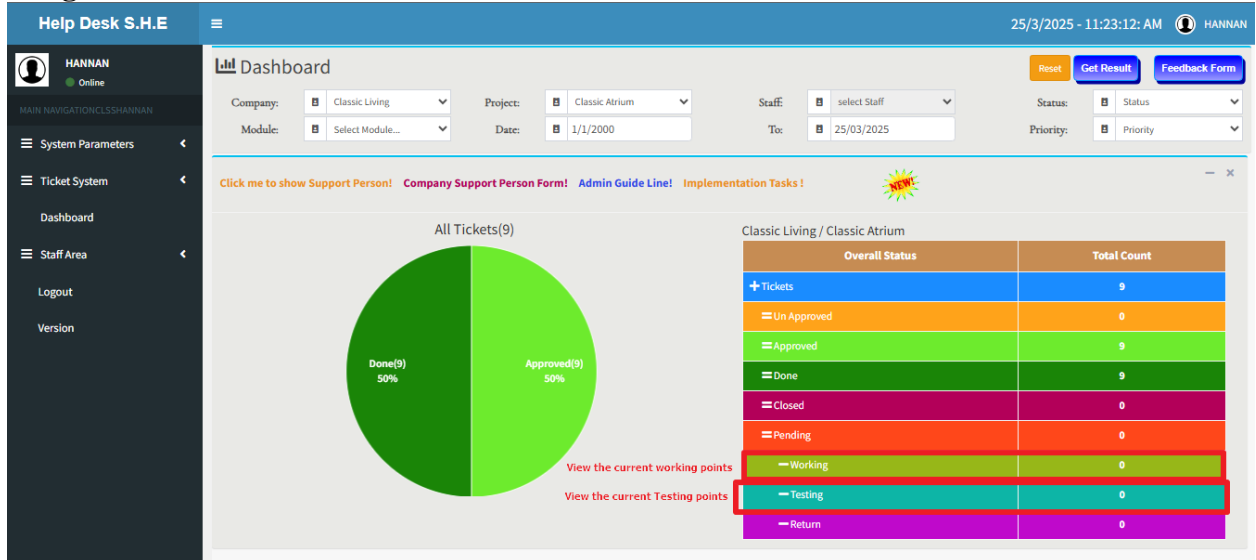
2. Pending Points

Step 2.1: [View Pending Points]

Instructions:

Upon generating your tickets, you will be able to review all your pending points and testing points as shown in image below.

Image:



3. Dashboard – Ticket System

Step 3.1: [Dashboard]

Instructions:

Upon Clicking Get result, you will be able to view the current status of your on-going concerns in ticket system. i.e. (Pending, Testing, Done Points)

Image:

