Ticket System – USER MANUAL

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	3.1.	Dashboard						

1. Generate Ticket

Step 1.1: [Generate Ticket] Instructions:

Go to Ticket System \rightarrow Client \rightarrow Generate Ticket

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

Help Desk S.H.E	=												25/3/202		10:7: A	M 🛈 HANNAM
HANNAN Online	<mark>և։։</mark> Dashb	oard	b										Reset	Get R	esuit	Feedback Form
MAIN NAVIGATIONCLSSHANNAN	Company:	8	Classic Living	~	Project:	8	select project	~	Staff:	8	select Staff	~	Status:	8	Status	~
	< Module:	8	Module	~	Date:	8	1/1/2000		To:	8	25/03/2025		Priority:	8	Priority	~
	Click me to sh	ow Su	pport Person!	Company	Support Person	Form	! Admin Guide Line	! Imp	elementation Tasks	I.	MAR					- ×
=Client	~			A11	Tickots(0)				Oursell sta		_					
- Generate Ticket		All Tickets(9) Overall statistics										Total Count				
— Tickets									Overali Status				Total Count			
- Feedback Form									+ Tickets	+ Tickets				9		
Staff Parameters	<								= Un Ap	■Un Approved				•		
Dashboard			Done	(9) Approved(9) 5 50%			ed(9)	=Approved =Done					9			
■ Staff Area	٠		50%								= Done				9	
Logout									= Close	= Closed				0		
										=Pending				0		
Version									— w	- Working				0		
									- Testing				0			
							— R	- Return				0				

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:

Help Desk S.H.E	=			25/3/20	025 - 11:15:51: AM 🜘 HANNAN
	Generate Ticket				
≡ System Parameters <	Ticket No: *	ـ 10	Company: *	Classic Living	
	Staff: *	A HANNAN	Project:	 Classic Atrium 	~
Dashboard	Posting Date: *	¥ 2025-03-25	Module:	SAMS/Accounts	Select module
	File 1:	D Choose file No file chosen	File 2:	Choose file No file chosen	
= Staff Area <	File 3:	D Choose file No file chosen	File 4:	Choose file No file chosen	
Logout	Status:	Pending	 Priority: 	•-Select	Select Priority level
Version	Reference:	Enter			
	Description:	X 6 6 6 × > \$- * = = =			
		B I S I _x ≟ ∷ ⊣⊭ ⊣⊭ 99 Styles	- Format - ?		
		Please input Remarks			

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 ongoing concerns in ticket system. i.e. (Pending, Testing, Done Points)

