

“Ticketing system help you find issues,
Analyze them deeper, and identify the
Root causes of problems that affect
Your business productivity”.

CRM TICKET SYSTEM

INTELLECTINFOTRADE PVT LTD.

INTRODUCTION

This SOP is documentation of CRM ticket system which will help you how to use CRM ticket system such as raised ticket, export report of open ticket as well as closed tickets, how to make enquiry for products etc.

Ticketing system help you find issues, analyze them deeper, and identify the root causes of problems that affect your business productivity.

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Version: - 1.0

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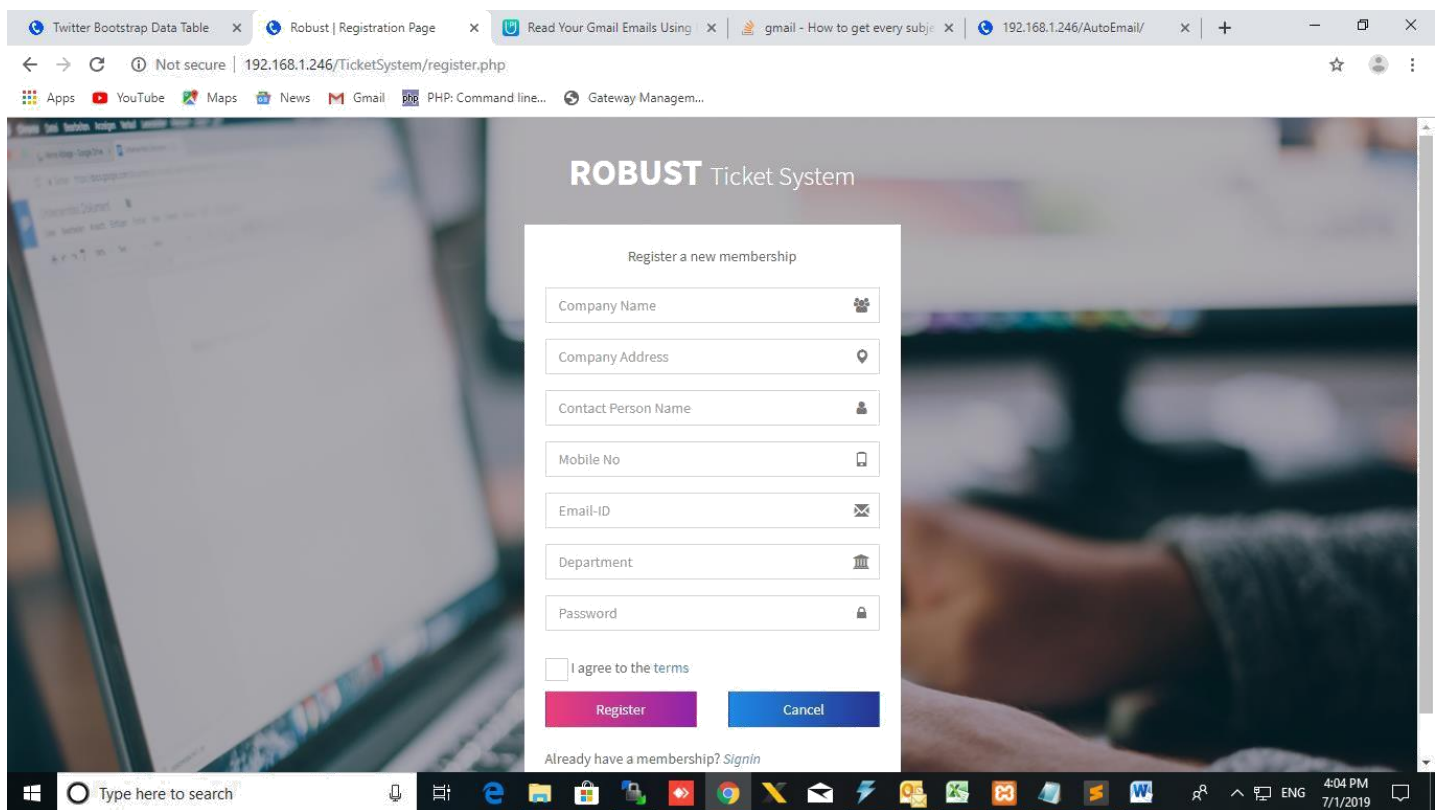
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2. CRM Login – 2.1.1) Registration Page

1. For Registration form - type URL in your browser
(<http://ticket.intellectinfotrade.com/login.php>).
2. Enter following details - “Company Name, Company Address, Contact Person Name, Mobile Number, Email-Id, Department, Password and select checkbox”.
3. Click on “Register” button for registration of user.

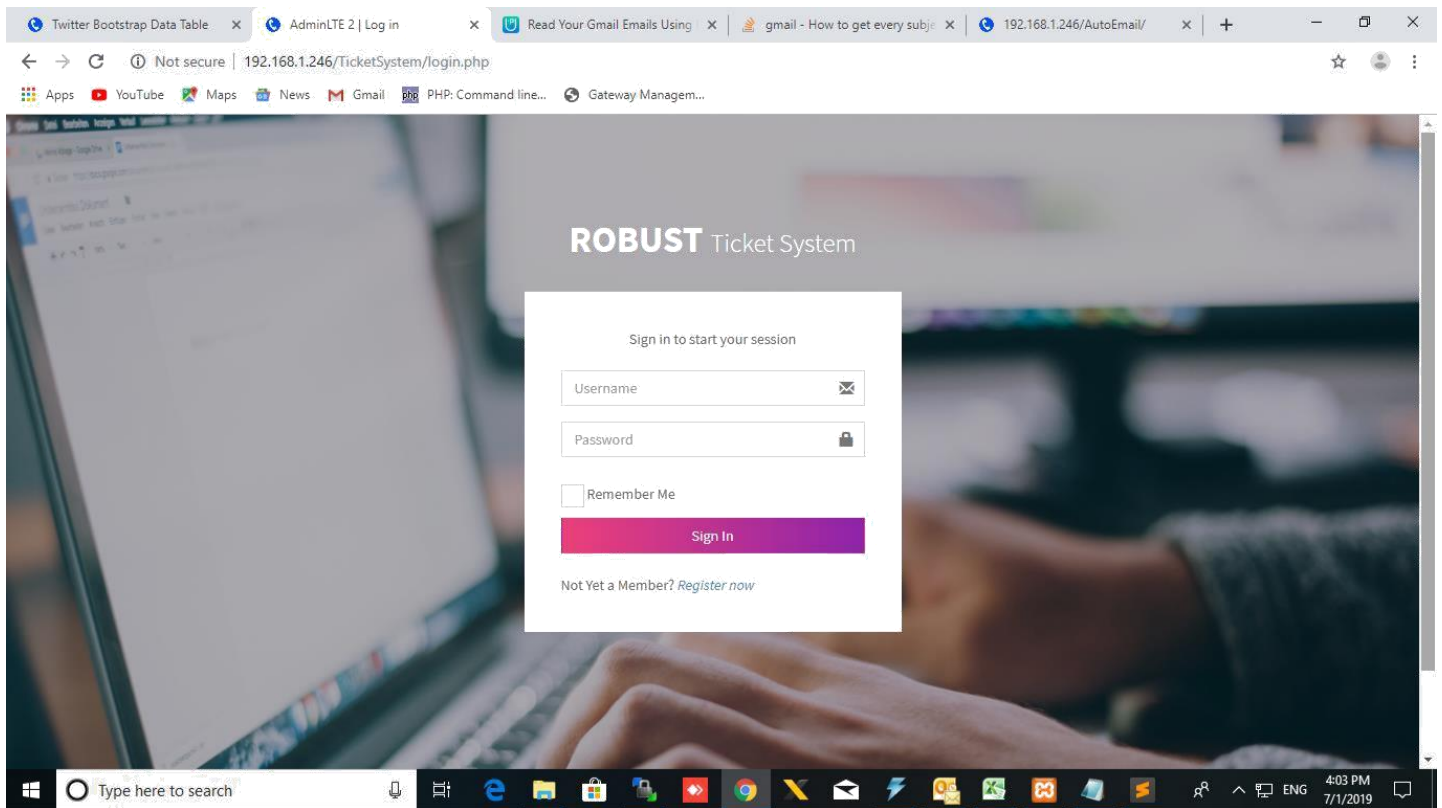
Note : If your company have multiple branches then you have to create multiple user account for company based on different branch location.



The screenshot displays a web browser window with the URL 192.168.1.246/TicketSystem/register.php. The page features the 'ROBUST Ticket System' logo at the top. The main content is a registration form titled 'Register a new membership'. The form includes the following fields: Company Name, Company Address, Contact Person Name, Mobile No, Email-ID, Department, and Password. Below these fields is a checkbox labeled 'I agree to the terms'. At the bottom of the form are two buttons: 'Register' (purple) and 'Cancel' (blue). A link for 'Already have a membership? Signin' is located at the bottom of the form. The browser's taskbar at the bottom shows the Windows logo, a search bar, and various application icons. The system tray on the right indicates the time as 4:04 PM on 7/1/2019.

2. CRM Login – 2.1.2) Login Page

1. For Login form - type URL in your browser
(<http://ticket.intellectinfotrade.com/login.php>)
2. Enter following details - “Username and password”.
3. Click on “Sign in” button for login user in ticket system.



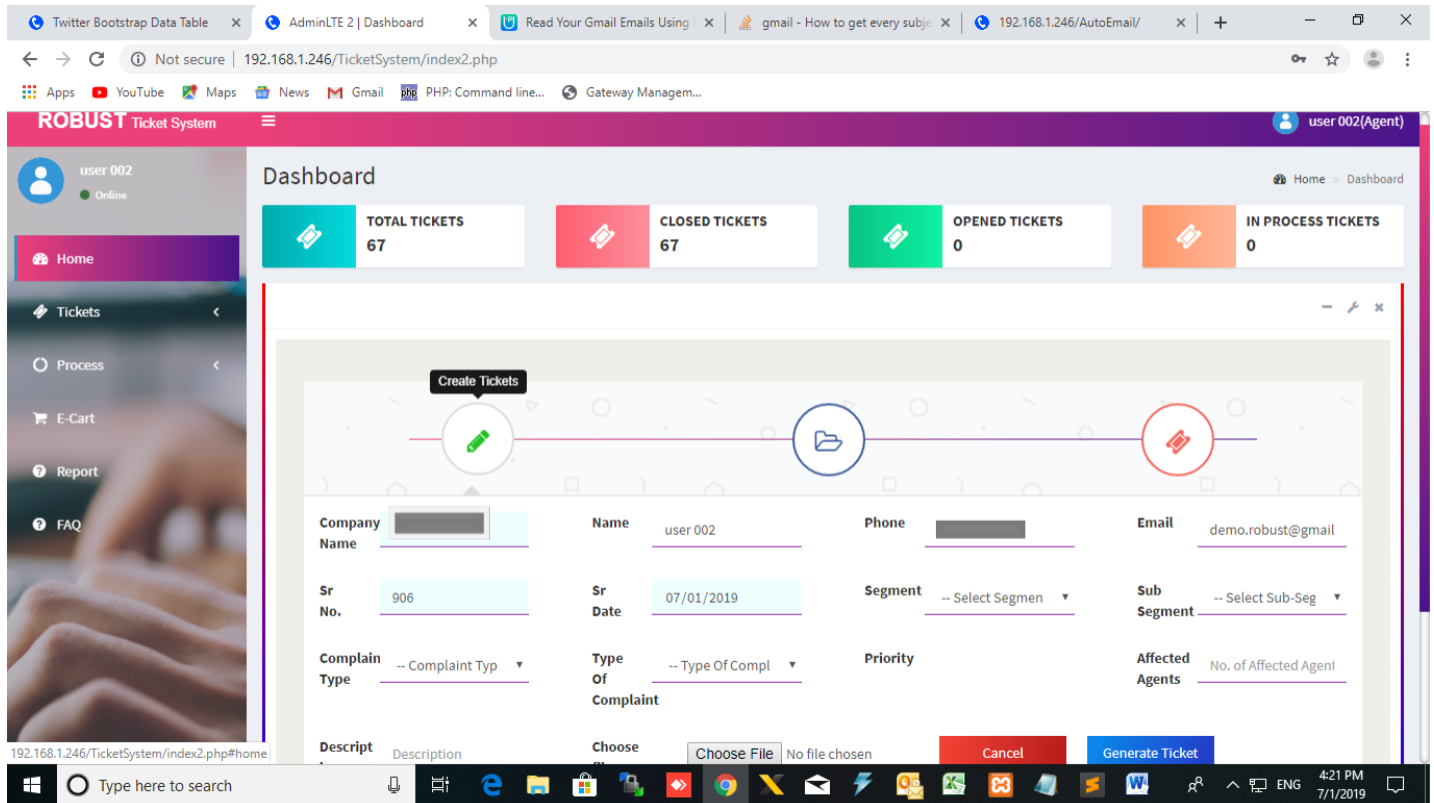
3. Dashboard – 3.1) User Dashboard

3.1.1.1. Create Ticket / Generate Ticket:

- You can “generate ticket” by filling following fields in create ticket such as :
 - a) **Segment** – it should be ACD (Dialer), Telephony (Gateway) & App.
 - b) **Sub-segment** – ACD (Dialer or CRM), Telephony (GSM Gateway, VOIP Gateway and PRI Card) & App (Mobile, Web and ERP).
 - c) **Complaint Type** – it should be new requirement, Issue, Not working, Installation, and Demo & Training.
 - d) **Type Of Complaints** – Depends on which complaint type you will select.
 - e) **Priority** – It will auto selected
 - f) **Affected Agent** – It Means how much agents facing this issue.
 - g) **Description** – You have to enter description for your issue/ requirement etc.
 - h) **Choose File** – You can upload image of the issue you are facing in real-time.
 - i) **Click on “Generate Ticket” To raise ticket.**

Note: Few Fields are auto-fetched (auto displayed) such as (Company Name, Name, Phone number, email-address, Serial no / ticket number and Serial date).

Important Note: If your AMC is not activated system will not allow you to raise ticket.



3.1.1.2. Open Tickets:

- If you have raised ticket you will able to see your raised tickets with attachment if available in open ticket tab.
- You can export report list of open ticket by click on “Export Report” Button.

The screenshot displays the ROBUST Ticket System dashboard. At the top, there are four summary cards: TOTAL TICKETS (67), CLOSED TICKETS (67), OPENED TICKETS (0), and IN PROCESS TICKETS (0). The main content area is titled "Open Tickets" and features a diagram with three circular nodes connected by a horizontal line. Below the diagram, there is a search bar and an "Export Report" button. A table with the following columns is shown: Sr No, Ticket Code, Name, Number, Date, Subject, Priority, Status, and Attachment. The table currently displays "No data available in table" and "Showing 0 to 0 of 0 entries". The dashboard also includes a sidebar with navigation options like Home, Tickets, Process, E-Cart, Report, and FAQ, and a user profile for "user 002(Agent)".

3.1.1.3. Closed Tickets:

- You can able to see your closed tickets list in closed ticket tab.
- You can export report list of closed ticket by click on “Export Report” Button.

The screenshot displays the ROBUST Ticket System dashboard. At the top, there are four summary cards: TOTAL TICKETS (67), CLOSED TICKETS (67), OPENED TICKETS (0), and IN PROCESS TICKETS (0). Below these is a navigation flow diagram with three steps: a green circle with a pencil icon, a blue circle with a folder icon, and a red circle with a ticket icon labeled 'Closed Tickets'. A table below the diagram shows a list of closed tickets with columns for Sr No, Ticket Code, Name, Number, Date, Subject, Priority, Status, and Attachment. Two tickets are visible in the table. A search bar and an 'Export Report' button are located above the table.

Sr No	Ticket Code	Name	Number	Date	Subject	Priority	Status	Attachment
1	162			2018-06-08	MissCall Reports	High	Closed	
2	178			0000-00-00	list not showing in campaign	Medium	Closed	

3.2 Process Wise Ticket List:

3.2.1.1. Process 1:

- In process 1 Tab is the first phase of opened ticket.
- When your ticket is resolved but within 24hr no confirmation from user weather issue has been resolved or not then ticket goes to process 1.

The screenshot displays the ROBUST Ticket System interface. The browser address bar shows the URL `192.168.1.246/TicketSystem/process1.php`. The page title is "Process 1 Tickets List". The user is logged in as "user 002". The interface includes a sidebar with navigation options: Home, Tickets, Process, E-Cart, Report, and FAQ. The main content area shows a table with the following columns: Sr No, Ticket Code, Name, Number, Date, Subject, Priority, Assigned To, Status, and Attachment. The table is currently empty, displaying the message "No data available in table". The footer of the page contains the copyright notice: "Copyright © 2015-2019 IntellectInfotrade. All rights reserved." The Windows taskbar at the bottom shows the system time as 4:50 PM on 7/1/2019.

3.2.1.2. Process 2:

- In process 2 Tab is the second phase of opened ticket.
- When your ticket is resolved but within 48hr no confirmation from user weather issue has been resolved or not then ticket goes to process 2.

The screenshot displays the ROBUST Ticket System interface. The browser address bar shows the URL `192.168.1.246/TicketSystem/process2.php`. The page title is "Process2 Tickets List". The interface includes a sidebar with navigation options: Home, Tickets, Process, E-Cart, Report, and FAQ. The main content area shows a table with columns: Sr No, Ticket Code, Name, Number, Date, Subject, Priority, Assigned To, Status, and Attachment. The table is currently empty, displaying "No data available in table" and "Showing 0 to 0 of 0 entries". A search bar is located at the top right of the table area. The footer of the page contains the copyright notice: "Copyright © 2015-2019 IntellectInfotrade. All rights reserved."

3.2.1.3. Process 3:

- In process 3 Tab is the third phase of opened ticket.
- When your ticket is resolved but within 72hr no confirmation from user weather issue has been resolved or not then ticket goes to process 3.
- Once ticket goes to third phase ticket will auto closed.

The screenshot displays the ROBUST Ticket System interface. The top navigation bar is purple and contains the text "ROBUST Ticket System" on the left and "user 002" on the right. A sidebar on the left lists navigation options: Home, Tickets, Process, E-Cart, Report, and FAQ. The main content area is titled "Process3 Tickets List" and features a search bar and a table with columns: Sr No, Ticket Code, Name, Number, Date, Subject, Priority, Assigned To, Status, and Attachment. The table is currently empty, displaying "No data available in table" and "Showing 0 to 0 of 0 entries". The bottom of the page shows a Windows taskbar with the search bar and various application icons, along with the system clock indicating 4:53 PM on 7/1/2019.

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3.3. E-Cart I:

3.3.1.1. Activate AMC

- You can make a request to renew AMC by filling following information such as (Decision Maker Name, Designation of decision maker, mobile- number, and email-id).
- **Note:** Company Name will be auto fetched (Auto displayed).
- Click on “Renew AMC” to make AMC activation request.

The screenshot displays a web browser window with the URL `192.168.1.246/TicketSystem/E-Cart_new.php`. The browser's address bar shows the page is not secure. The page title is "ROBUST Ticket System" and the user is logged in as "user 002".

The interface features a sidebar menu with options: Home, Tickets, Process, E-Cart (highlighted), Report, and FAQ. The main content area is titled "Renew AMC | Product Details List" and contains a form for activating AMC. The form includes the following fields:

- Company Name:** A text input field with a greyed-out value.
- Decision Maker Name:** A text input field with "Name" as a placeholder.
- Designation:** A dropdown menu with "Owner" selected.
- Mobile:** A text input field with "Mobile" as a placeholder.
- Email ID:** A text input field with "Email ID" as a placeholder.

A blue "Renew AMC" button is located to the right of the Email ID field. Below the form, there is a red text prompt: "Click to activate Your AMC Here".

At the bottom of the page, there is a copyright notice: "Copyright © 2015-2019 IntellectInfotrade. All rights reserved." The Windows taskbar at the bottom shows the system time as 4:58 PM on 7/1/2019.

3.3 E-Cart II:

3.3.1.2. Product Details List

- In Product Detail tab you will able to see list of products and there description.
- GSM Gateway

The screenshot shows a web browser window displaying the 'Renew AMC | Product Details List' page. The browser's address bar shows the URL '192.168.1.246/TicketSystem/E-Cart_new.php'. The page features a sidebar with navigation options: Home, Tickets, Process, E-Cart (highlighted), Report, and FAQ. The main content area displays a product titled 'GSM Gateway'. The product description includes:

- Product Description**
 - GSM Gateway is a multi-functional gateway which helps to effectively implement calls between 2G/3G/VoLTE mobile network.
 - Users are able to change SIM card easily without restarting equipment.
 - Even user can also use combination GSM and VoLTE as per requirements.
 - Companies can significantly reduce the money they spend on telephony, especially the money they spend on calls from PRI or PSTN Line
- Available in**
 - Synway , OpenVox, Dinstar with 4,8,16, and 32 with SIM Bank or Without SIM Bank

The browser's taskbar at the bottom shows the Windows logo, a search bar, and various application icons. The system tray on the right indicates the time as 4:59 PM on 7/1/2019.

E1/ T1 Gateway

E1/ T1 (PRI) Gateway

Product Description

- It is a single-span Gateway offering 30/60/120 simultaneous ** VOIP to ISDN PRI calls.
- This in-line device sits between ISDN PBX and E1/T1 PRI line to connect PBX users to the IP network for cost-effective communication.
- For an IP based system, it provides E1/T1 PRI trunking.

Available in

Synway , OpenVox, Dinstar, Sangoma, Matrix with 1,2 and 4 Ports in Basic and Enterprise model.

[Read More..](#)

Unified Telephony

Product Description

- Best for Small Medium Enterprises, Individuals like Doctors, Advocate, CA, Real Estate etc.

Unified Telephony

Unified Telephony

Product Description

- Best for Small Medium Enterprises, Individuals like Doctors, Advocate, CA, Real Estate etc.
- No need to dedicated Server (ACD), Technical Team to manage or complicated routing.
- User friendly enter-phase, multiple inbuilt features like, IVR, Click to Call, CDR, Dashboard, Call Recording, Inbuilt 8 ports GSM/VoLTE Gateway **, Integration with 3rd party application.
- Call Barging, Three way conference, and many more

Available in

Neron, Synway, OpenVox

[Read More..](#)

Conference Phones

Conference Phones


AdminLTE 2 | Dashboard x Intellect Infotech x Gateway Management Softwa x Twitter Bootstrap Data Table x New Tab x

Not secure | 192.168.1.246/TicketSystem/E-Cart_new.php

Apps YouTube Maps News Gmail PHP: Command line... Gateway Managem...

Available in
Neron, Synway, OpenVox
[Read More...](#)

Conference Phones



Conference Phones

Product Description

- Enterprise-grade and performance-oriented, Yealink conference phones deliver best-in-class HD audio quality for everyone in a meeting to keep pace with the team's collaboration and contribute inspired work.
- Dead-zone-free voice pickup, the coverage area of the CP920 adapts to multiple room environments and provides a full sound experience.
- Yealink Noise Proof Technology for Smart and Powerful Noise Elimination.
- Ergonomic Design, Best-in-Class Experience.
- Hybrid UC Meeting Enabled.

Available in
CP960,CP920 model.
[Read More...](#)

IP Phones

Type here to search

2:07 PM 7/3/2019

IP Phones


AdminLTE 2 | Dashboard x Intellect Infotech x Gateway Management Softwa x Twitter Bootstrap Data Table x New Tab x

Not secure | 192.168.1.246/TicketSystem/E-Cart_new.php

Apps YouTube Maps News Gmail PHP: Command line... Gateway Managem...

[Read More...](#)

IP Phones



IP Phones

Product Description

- HD Voice-HD Speakers,HD headset
- User friendly metallic keypad.
- Built in USB port,USB call recording,bluetooth and wifi connectivity
- 3 way conferencing
- Android based smart phone,well suited for executive and buy manages with collaboration demands.

Available in
T21(P)E2,T23 G,T29 G,T40 P,T48S,T58A model.
[Read More...](#)

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Type here to search

2:07 PM 7/3/2019

Enquiry Form :

You can make enquiry for particular product by click on read more.

You will get enquiry form where you have to fill following fields as below:

Contact Person Name

Email-Address

Mobile Number

Number of quality

Product Required

Gateway type

Comments

Click on “Enquire Now” for make enquiry of product.

Note: Company Name will be auto fetched (Auto displayed)

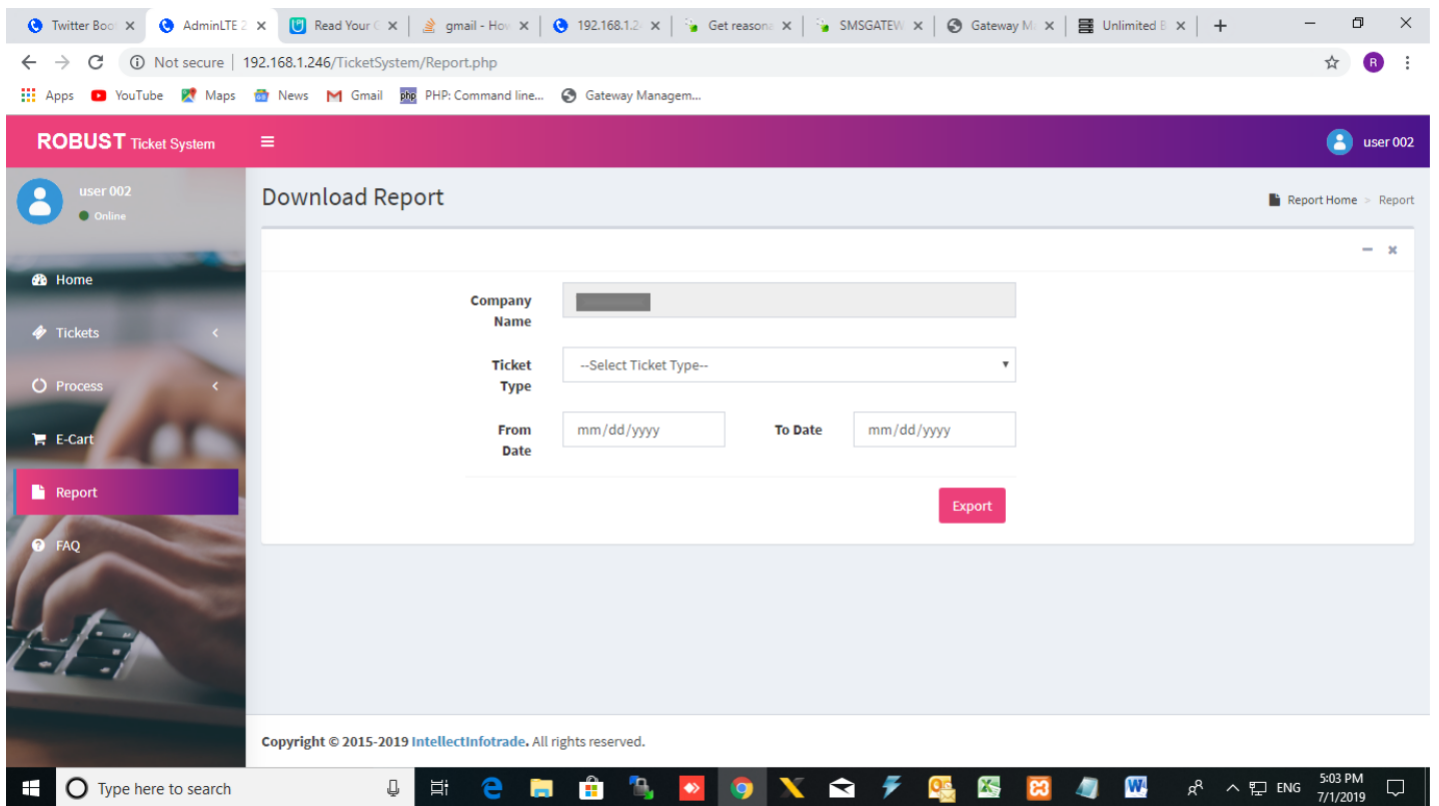
The screenshot displays a web browser window with several tabs open, including 'AdminLTE 2 | Dashboard', 'Gateway Management', 'Twitter Bootstrap Data', 'webmail.intellectinfotr...', 'Animate.css', and 'GitHub - daneden/anim...'. The address bar shows the URL '192.168.1.246/TicketSystem/E-Cart_new.php'. The main content area features a 'Product Enquiry Form' modal with the following fields:

- Company Name:** Intellect Infotrade Pvt Ltd
- Contact Person Name:** Enter contact Person Name
- Email address:** Enter email
- Mobile No:** +91
- Number of Quantity:** No of quantity
- Product Required:** --Select Days--
- Gateway Type:** GSM Gateway
- Comments:** Enter ...

Buttons for 'Close' and 'Enquire now' are located at the bottom of the form. The background shows a product description for a gateway, mentioning '3G/VoLTE mobile network' and 'SIM card easily without restarting equipment'.

3.4. Report (Export Report)

- You can export report daily bases, weekly, monthly as well as yearly bases.
- You have to simply select ticket type: Open, Closed or in process.
- Select From date and to date.
- Click on “Export” button to get report.



3.5. FAQ (Frequently asked questions) :

- A list of questions and answers relating to a particular subject, especially one giving basic information for users.

- The purpose of an FAQ is generally to provide information on frequent questions or concerns; however, the format is a useful means of organizing information, and text consisting of questions and their answers may thus be called an FAQ.