Customer-Ticket.com

System Walkthrough & Test Cases

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1. Purpose of this document

Customer-Ticket.com offers a demonstration instance of our incident ticket solutions online for customers to get their first hand experience, building test cases, testing their business process workflows before they make a subscription decision.

URL for creating incident tickets and checking statuses:
http://www.customer-ticket.com/free-trial-demo/

URL for authorized staff to login into system to process, reply tickets and do administrative tasks:
http://www.customer-ticket.com/free-trial-demo/scp/

This system walkthrough document introduces some of the key features, process flows and test cases for reference. They will illustrate how the processes are relevant to different businesses and industries.

Hope this document will help you testing out and walking through our online trial incident ticket system.

- Kindly be noted that the online trial system is constantly refreshed with all ticket data removed, without prior notice.

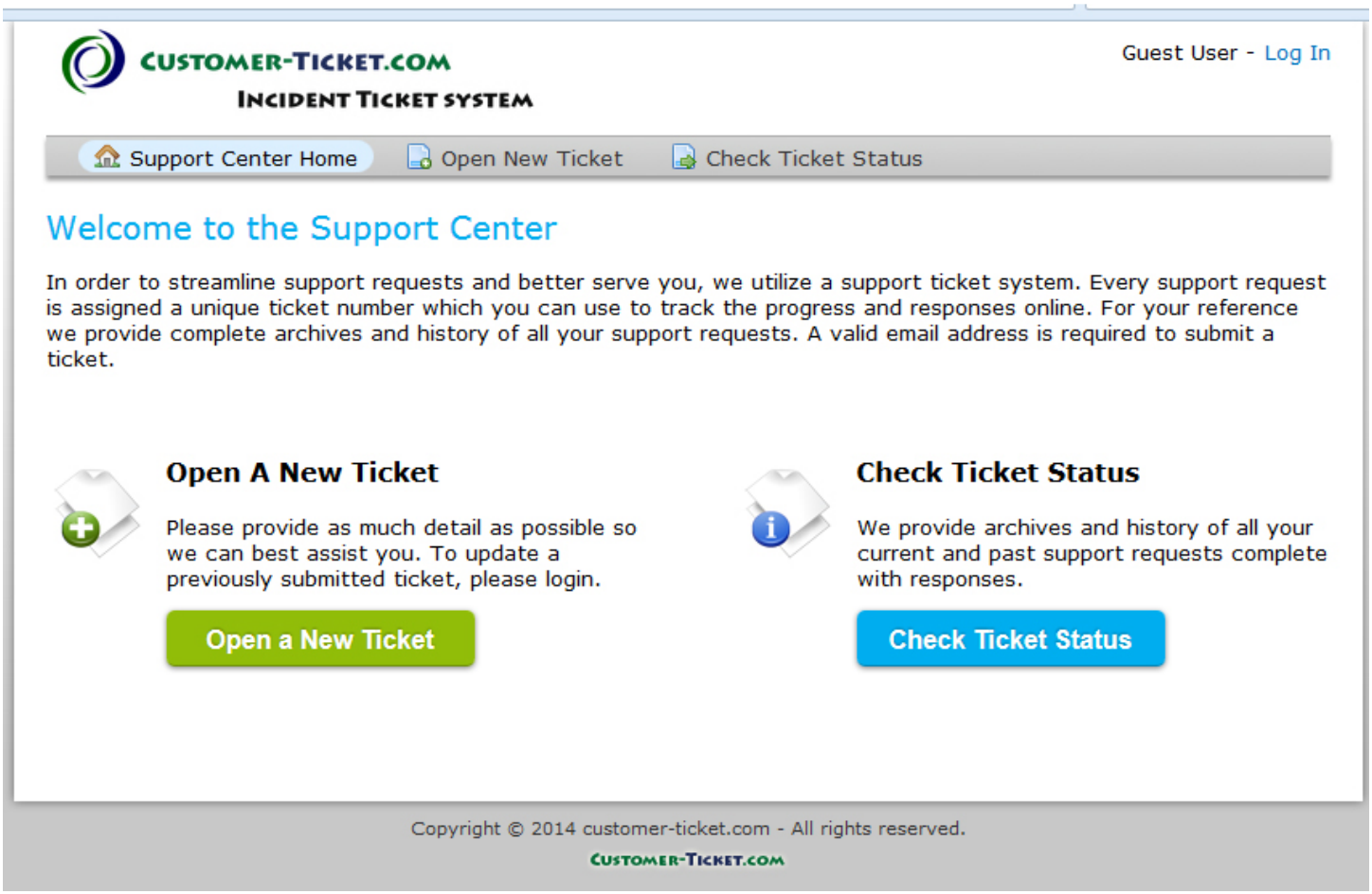
2. Create new incident ticket and check ticket status

In any Internet browser, go to http://www.customer-ticket.com/free-trial-demo/

Below is the main portal page of our online demo system for any persons without a system account to create new incident tickets or check the ticket status or update the ticket reply without logging into the system.

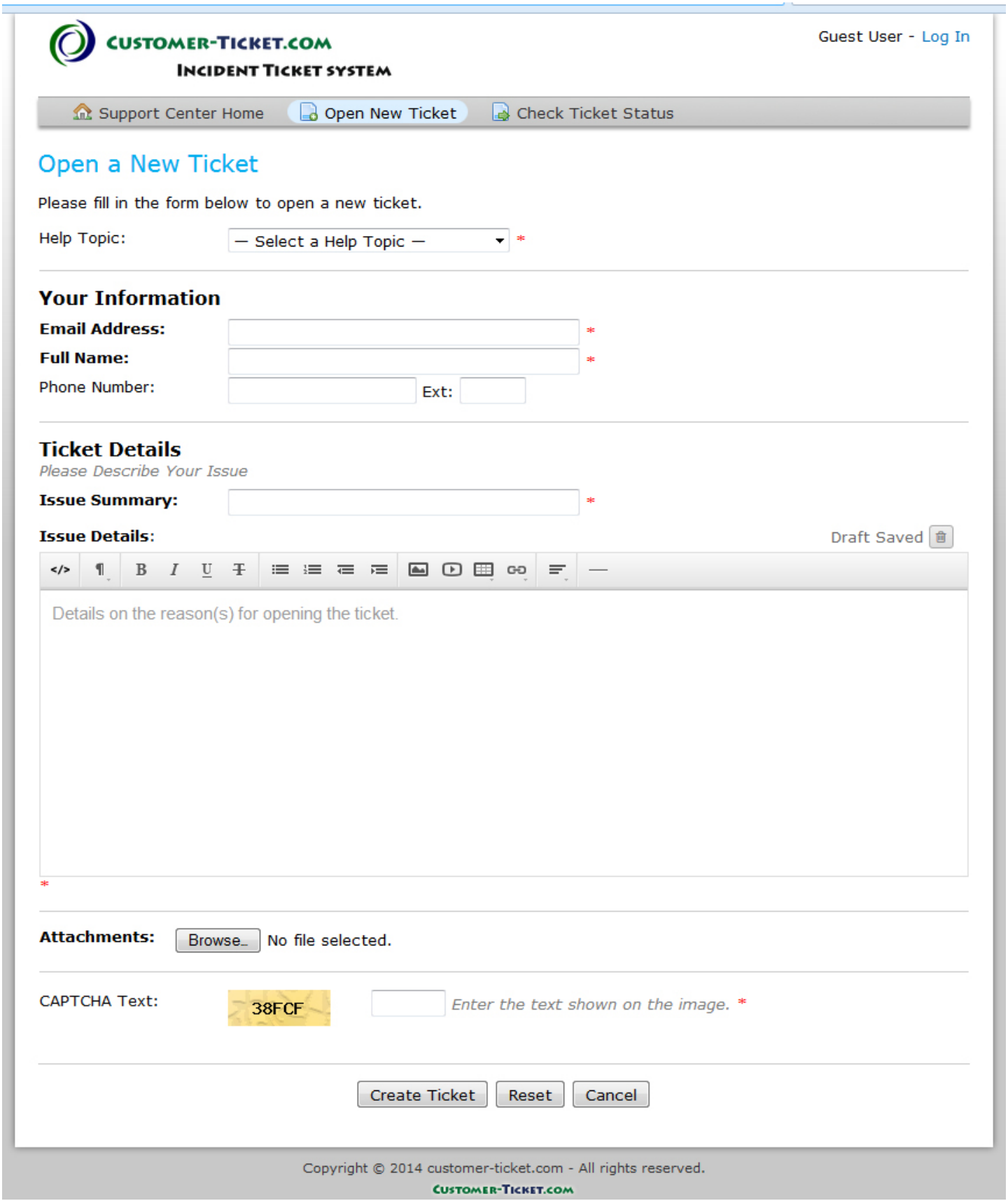
In the cases of businesses, customers may have a sales enquiry, or want to ask a product question. They are usually not required to login. They can just visit this page anytime and start creating tickets to ask questions.

* click on “Open a New Ticket” or “Check Ticket Status”



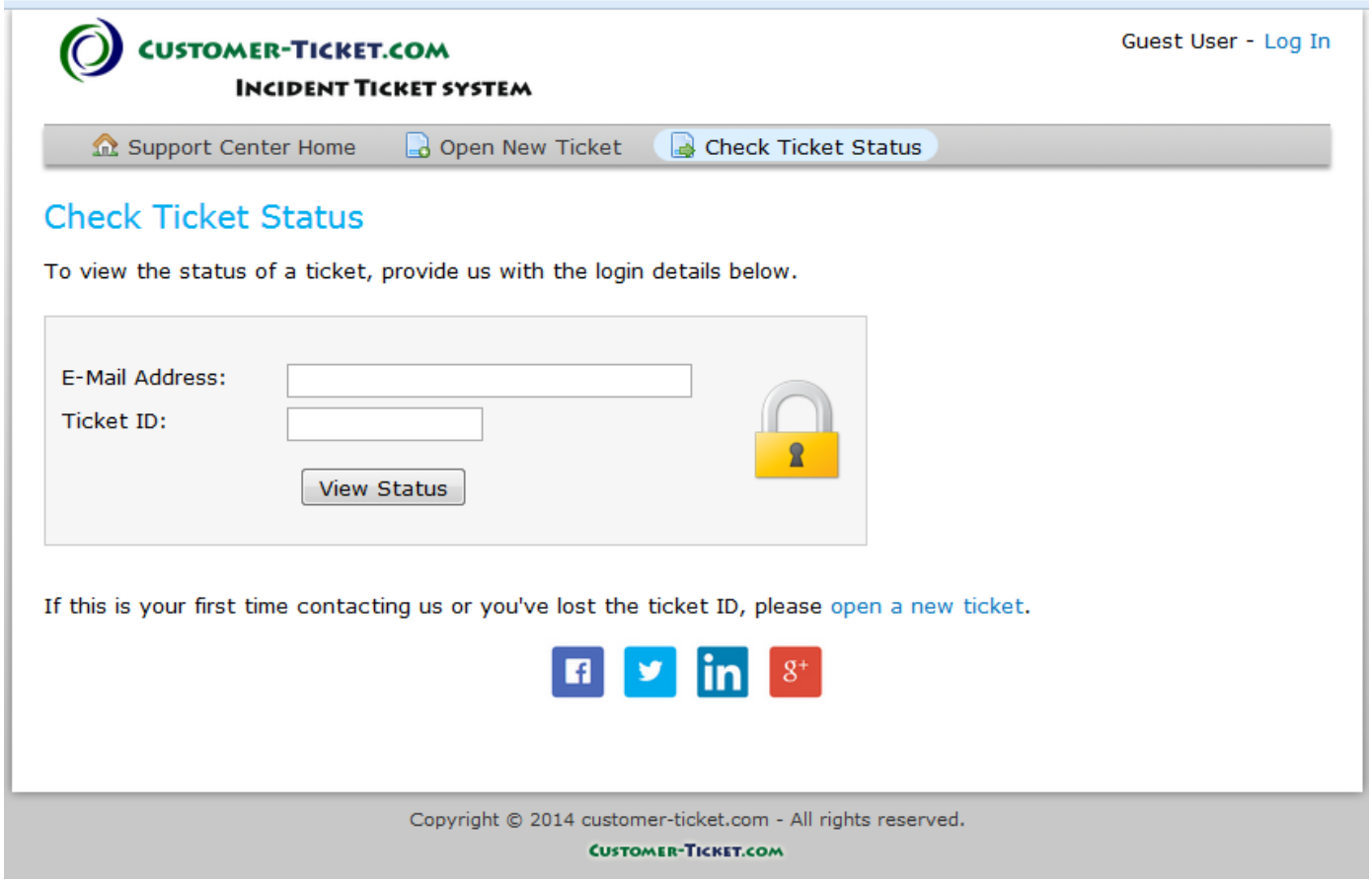
Once clicking “Open a New Ticket”, the below window comes up.

“Help Topic” is the category of group of tickets. Its value can be changed for different businesses at setup. E.g. “General Feedback”, “Sales Enquiry”, “Technical Support” etc



Once clicking “Check Ticket Status”, the below window comes up.

When a new ticket is created, the system will automatically send an acknowledgement email to the ticket creator with a randomly generated ticket ID number. With the email address and distinct ticket ID number, the ticket creator can always come back to check the ticket status, add in new messages and so on.



3. Incident ticket system log in for ticket processing and resolution

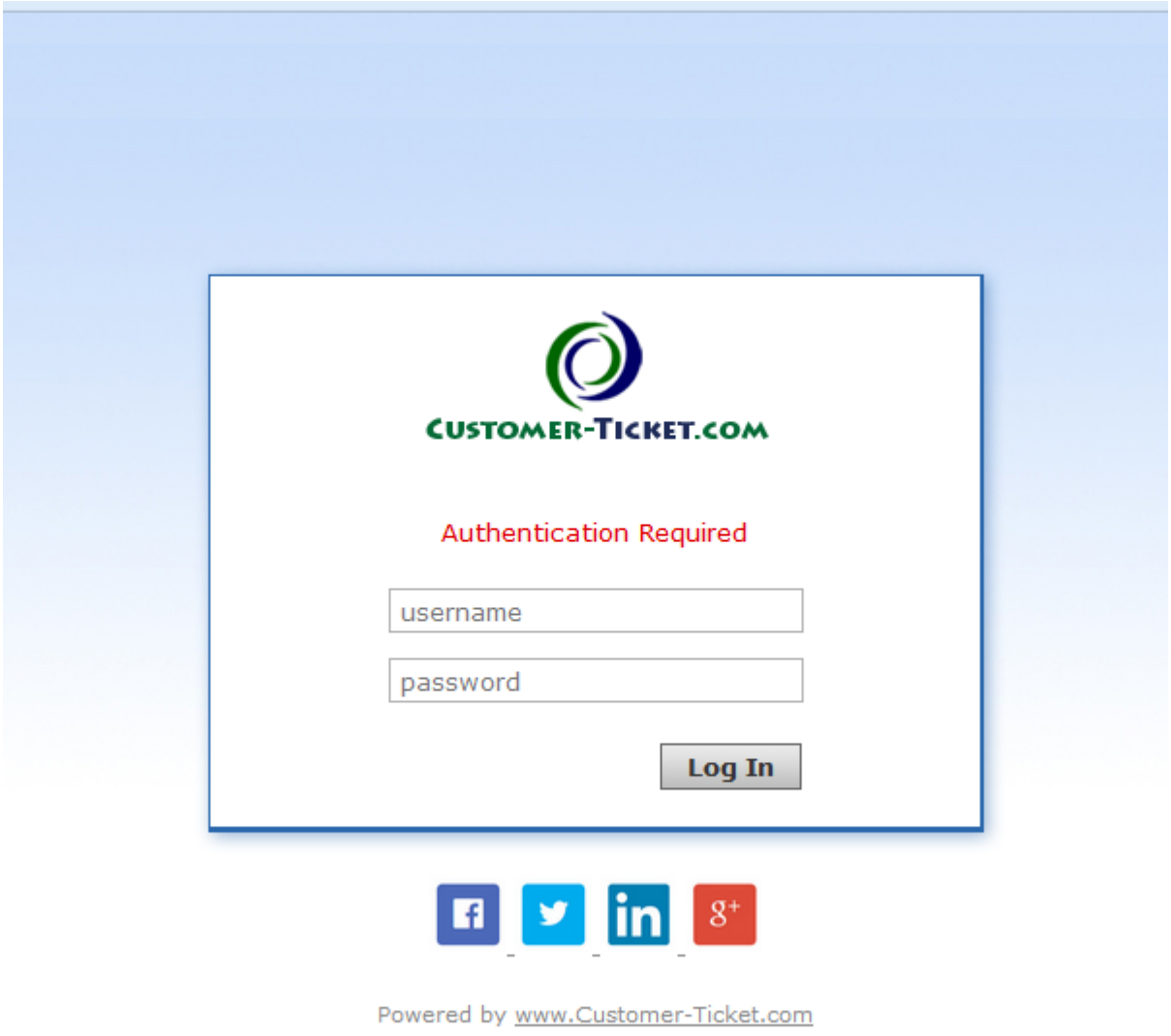
If you have not got a trial account yet, you are welcome to sign up at:

http://www.customer-ticket.com/signup-trial.html

If you have a login account, you can use much more functionalities by logging in.

In any Internet browser, go to http://www.customer-ticket.com/free-trial-demo/scp/

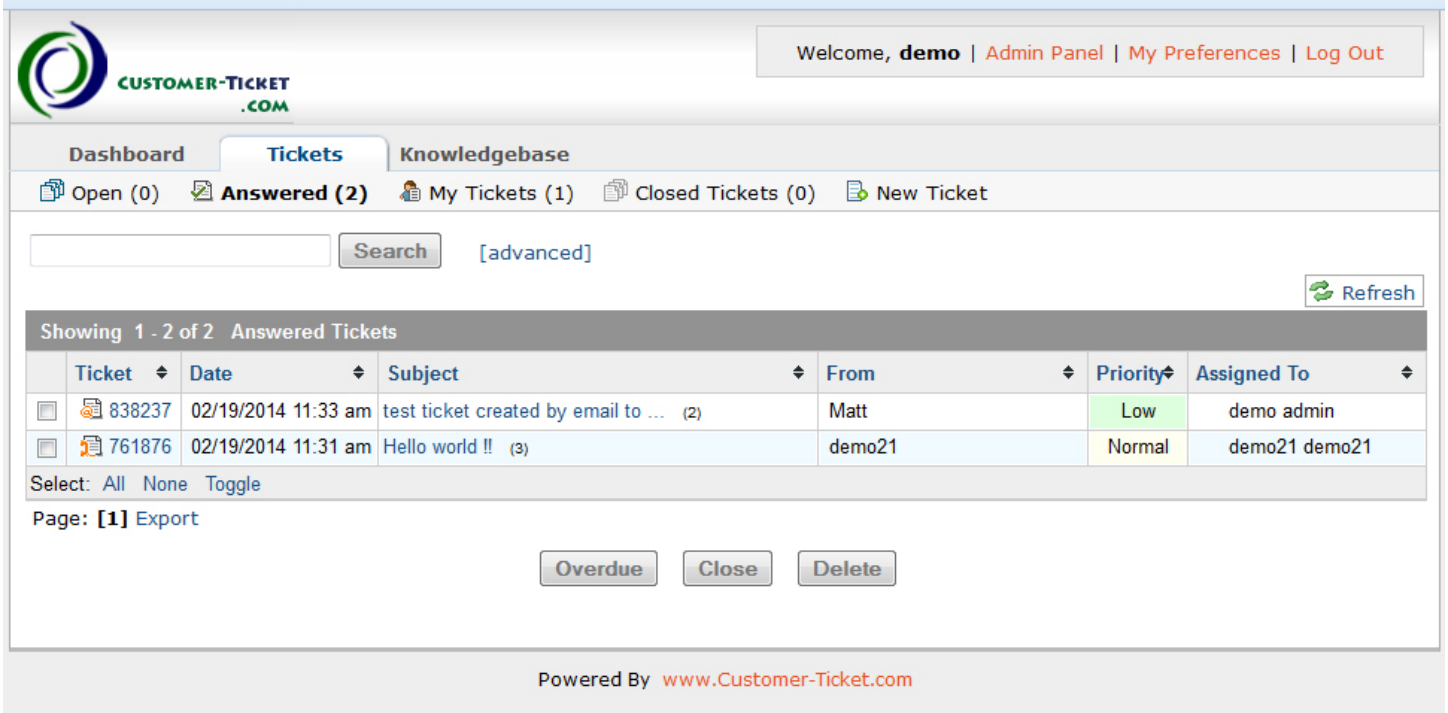
Below is the login page of our online demo system for authorized persons with system accounts. After logging into the system, detailed processing of tickets can be performed, including transferring tickets, assigning tickets, closing tickets, updating internal notes to communicate with other authorized users, replying tickets with canned responses and so on.



This is the view by an authorized staff after logging into the incident ticket system.

Open, answered, closed tickets are all classified accordingly and remain easily accessible under one single window, allowing fast and efficient ticket processing and ticket resolutions.

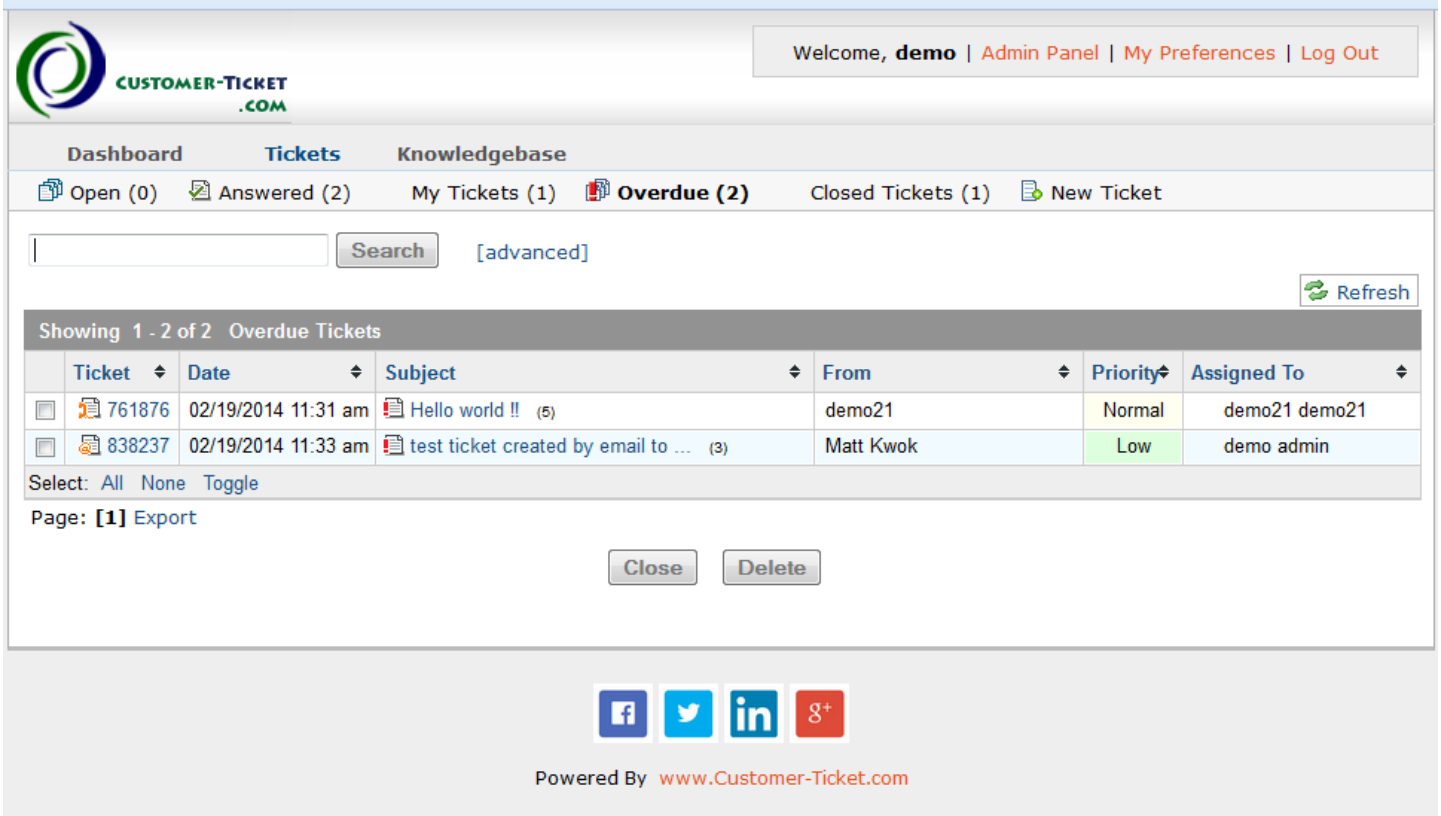
"My Tickets" are the tickets under the same department as the login user, or those tickets created by this login user.



"Overdue" are the tickets which are not yet closed after a specific period of time.

It allows easy identifications of the issues to be urgently attended to. In many industries, Service Level Agreement (SLA) is a key performance indicator. This SLA represents business capabilities to handle and resolve issues in timely manner, so it is crucial especially in customer service lines.

This function in the incident ticket solution helps to monitor the SLA performance, and ensure tickets are attended to without delay.



Below is another window to create New Ticket.

Since you have logged into the system, you now can enter specific details at the time creating a new ticket, including setting Service Level Agreement (SLA), setting due date, assigning a ticket directly.

Note that “Internal Note” is only visible by other authorized system users. They will not be readable to general users who do not have login account.

Why would an authorized account users need to create new tickets? Shouldn’t it only be external parties (customers, vendors, suppliers and business partners) to create new tickets?

In some implementations, this incident ticket system can be deployed for businesses with geographical offices, or for businesses with different operating departments. For those cases, this incident ticket solution is used as an internal collaboration platform, allowing staff to work together, coordinate, and collaborate effectively, instead of using emails. And these staff is usually all authorized system users with their individual access account, and they have much more specific details about the encountered issues. Therefore, they would surely need to enter as much as possible in order to get issues spelled out clearly and resolved efficiently. That is how it makes sense to have such a “New Ticket” window even after user login.

CUSTOMER-TICKET.COM

Welcome, **demo** | Admin Panel | My Preferences | Log Out

Dashboard | Tickets | Knowledgebase

Open (0) | Answered (2) | My Tickets (1) | Closed Tickets (0) | **New Ticket**

Open New Ticket

New Ticket

User Information:

Email Address: *

Full Name: *

Ticket Notice: ☑ Send alert to user.

Ticket Information & Options:

Ticket Source: Other *

Department: Sales *

Help Topic: General Inquiry *

SLA Plan: Default SLA (48 hrs - Active)

Due Date: 00:00 *Time is based on your time zone (GMT 8.0)*

Assign To: — Select Staff Member OR a Team —

Ticket Details: *Please Describe Your Issue*

Issue Summary: *

Issue Details: Draft Saved

Details on the reason(s) for opening the ticket.

*

Priority Level: Normal

Response: *Optional response to the above issue.*

Canned Response: — Select a canned response — ☑ Append Draft Saved

Intial response for the ticket

Attachments: Browse... No file selected.

Ticket Status: ☐ **Close On Response** *(Only applicable if response is entered)*

Signature: ◉ None ○ Dept. Signature (if set)

Internal Note Draft Saved

Optional internal note (recommended on assignment)

Open | Reset | Cancel

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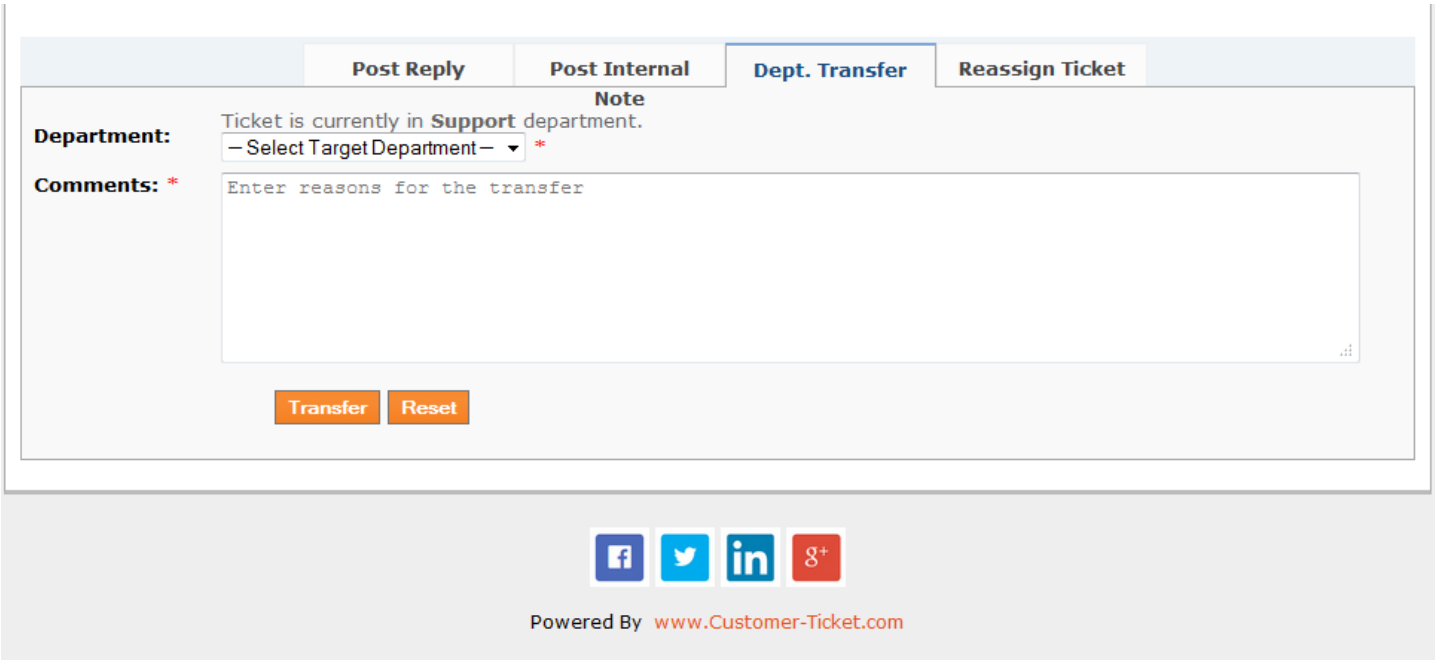
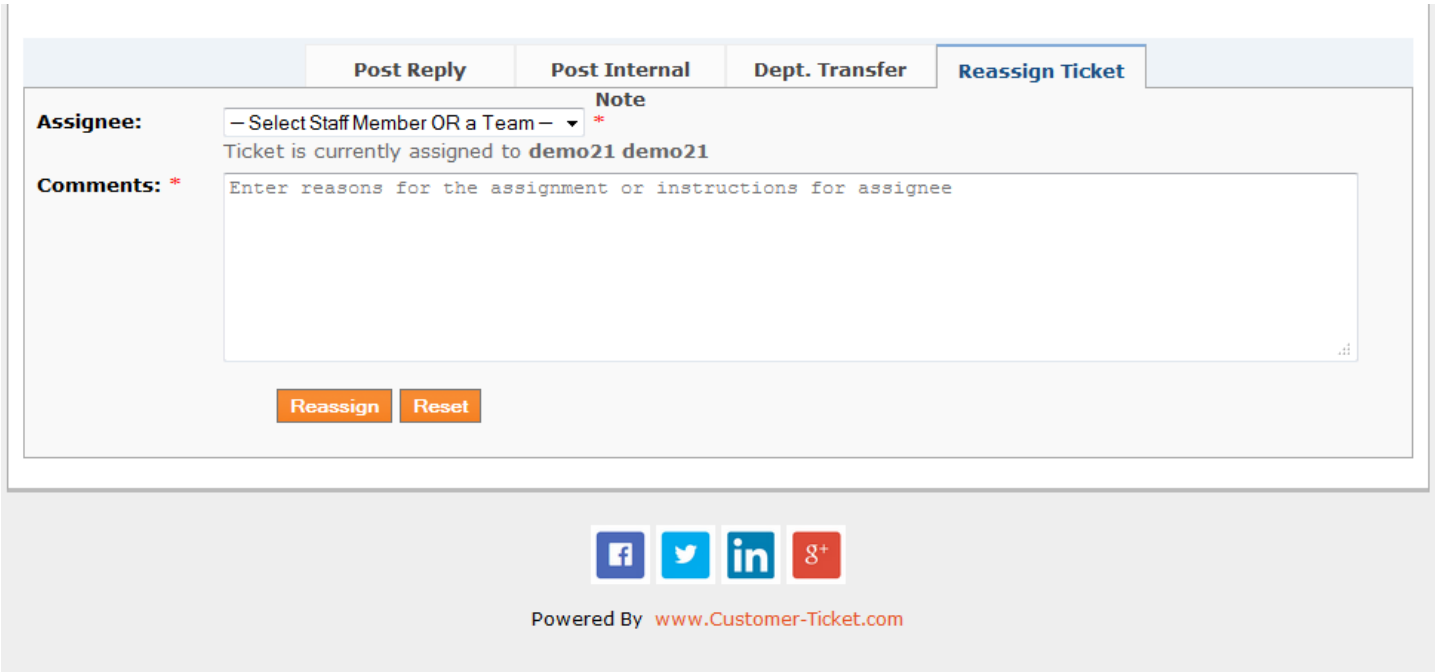
At the time of preparing reply to tickets, user will also have options to do “Department Transfer” or “Reassign Ticket”.

These 2 ticket operations are useful if the tickets need to be re-directed, or when certain tickets are handled specifically by particular business specialists or senior managers.

* Below is the “Department Transfer” window



* Below is the “Reassign Ticket” window

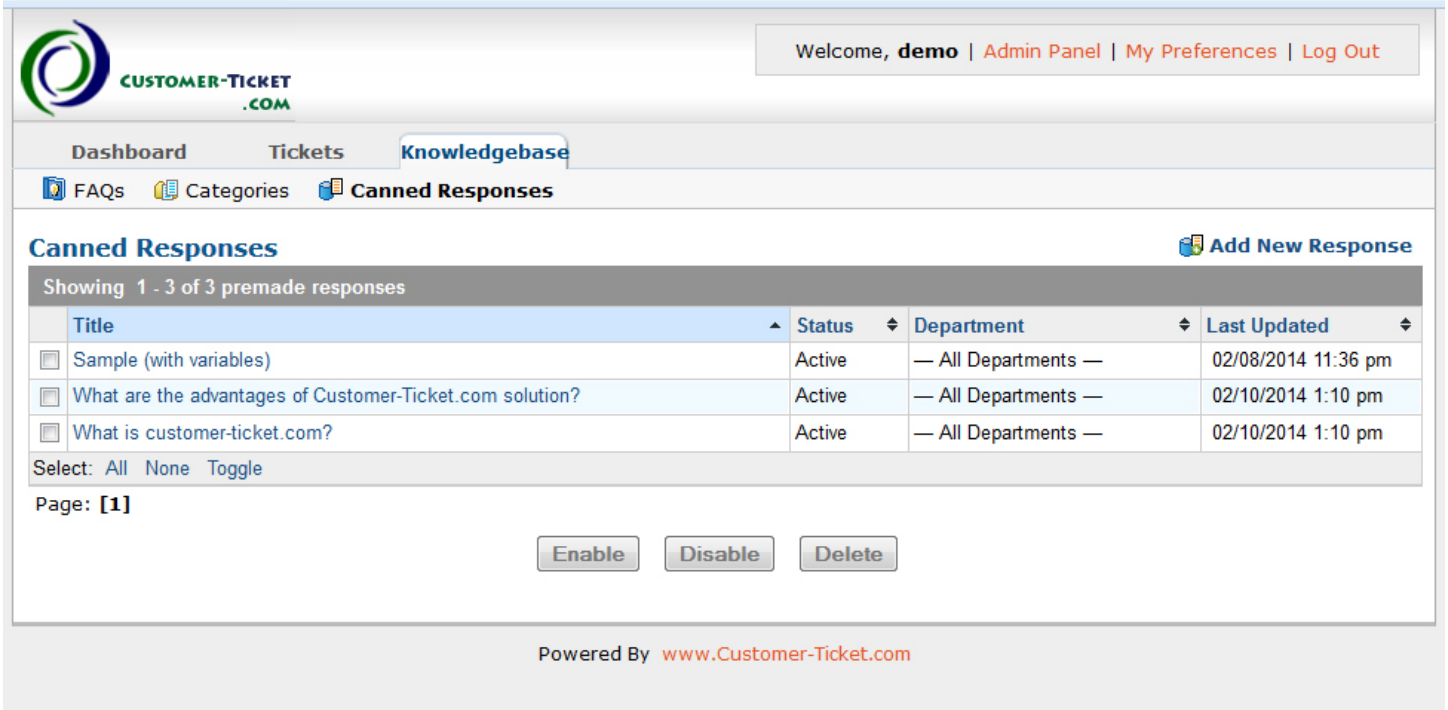


4. Set up canned responses or frequently asked questions (FAQ)

Very often, it happens that different customers ask the same or very similar questions. Canned responses allow standardized answering, consistent responses to the customers. It is also much more efficient to resolve standard issues or general enquiries.

You can always add new canned responses to reflect your business scenarios and customers frequently asked questions (FAQ).

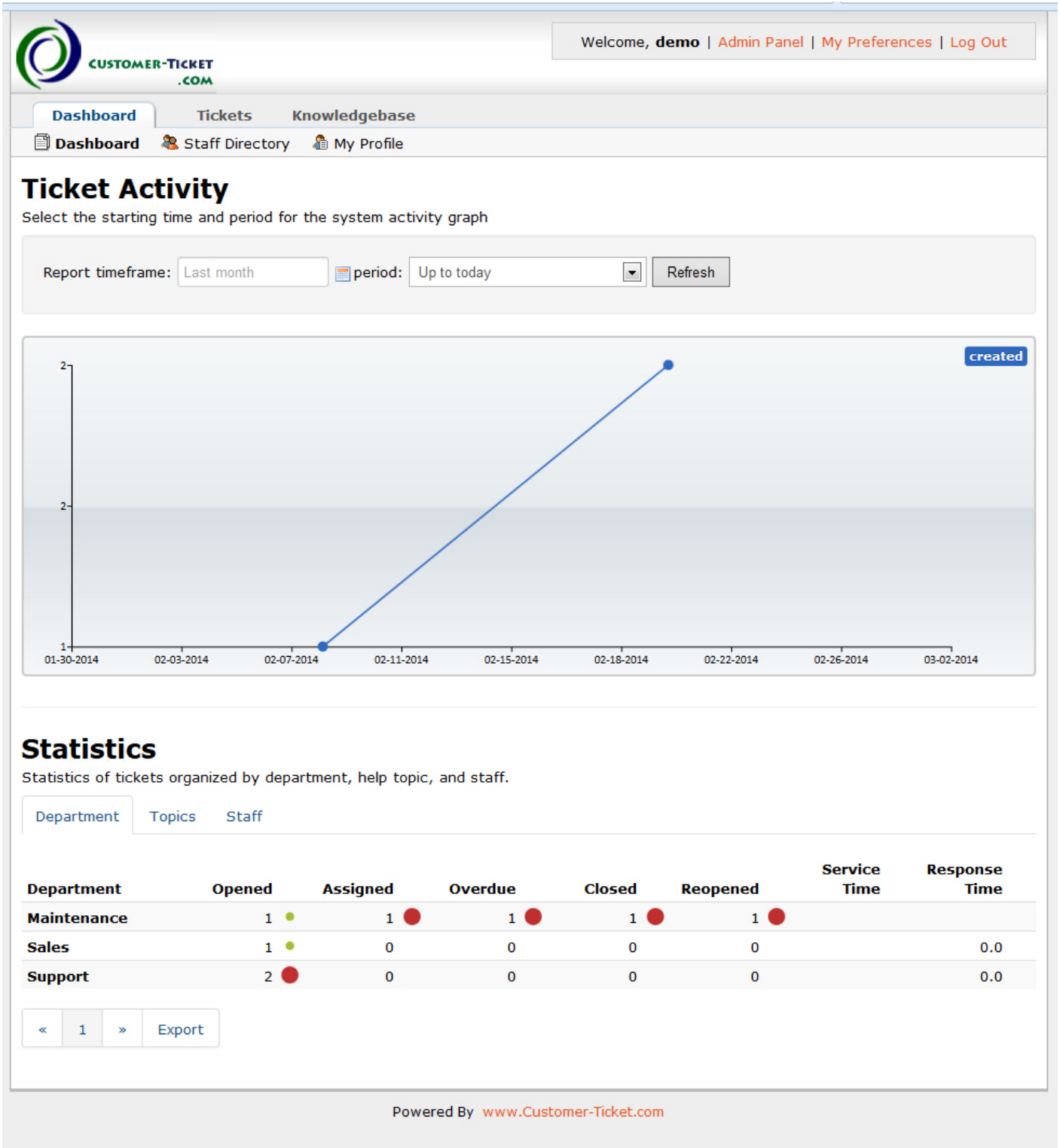
Once canned responses are set up, they can be selected and used while replying tickets.



5. Review real-time ticket activity and statistics

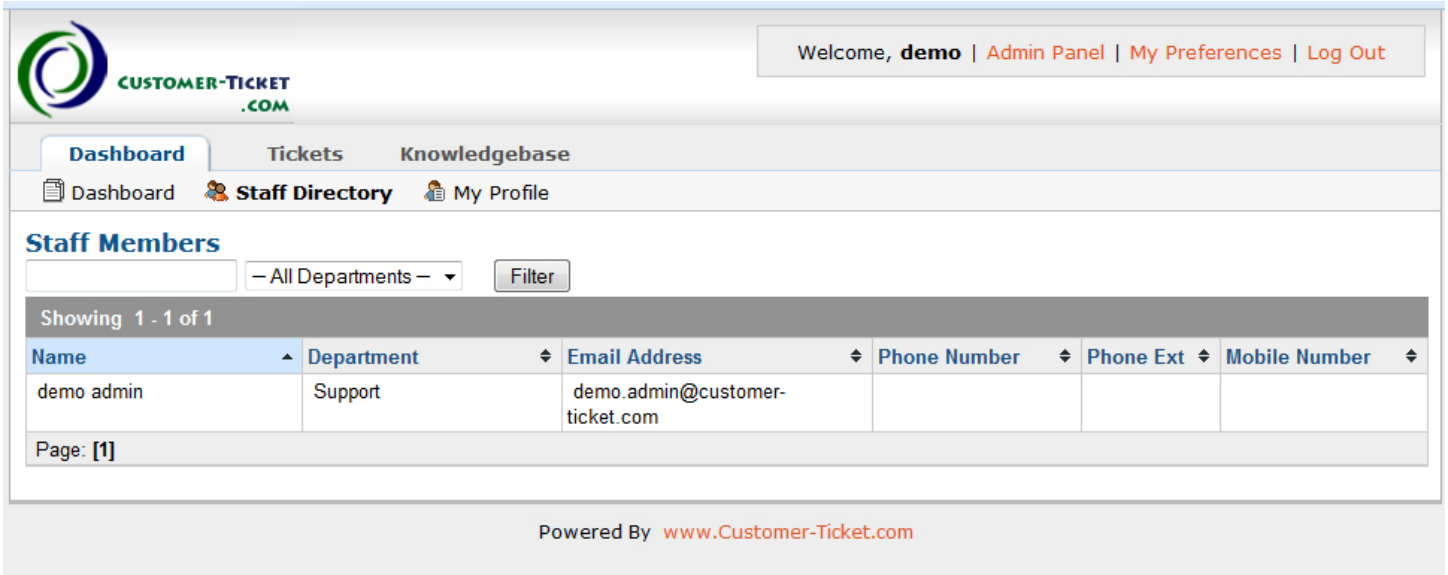
Ticket activities and statistics are available for management supervision and benchmarking.

For some businesses, it is essential certain reports are generated for management review. We can do technical customizations to produce tailor-made reports based on ticket details available in the incident ticket system. Kindly discuss with our sales team if you have such requirements.



6. Directory for users with authorized login accounts

Staff directory is a standard feature to allow looking up for internal communications, especially for businesses with sizeable workforce and staff manpower.



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