



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.

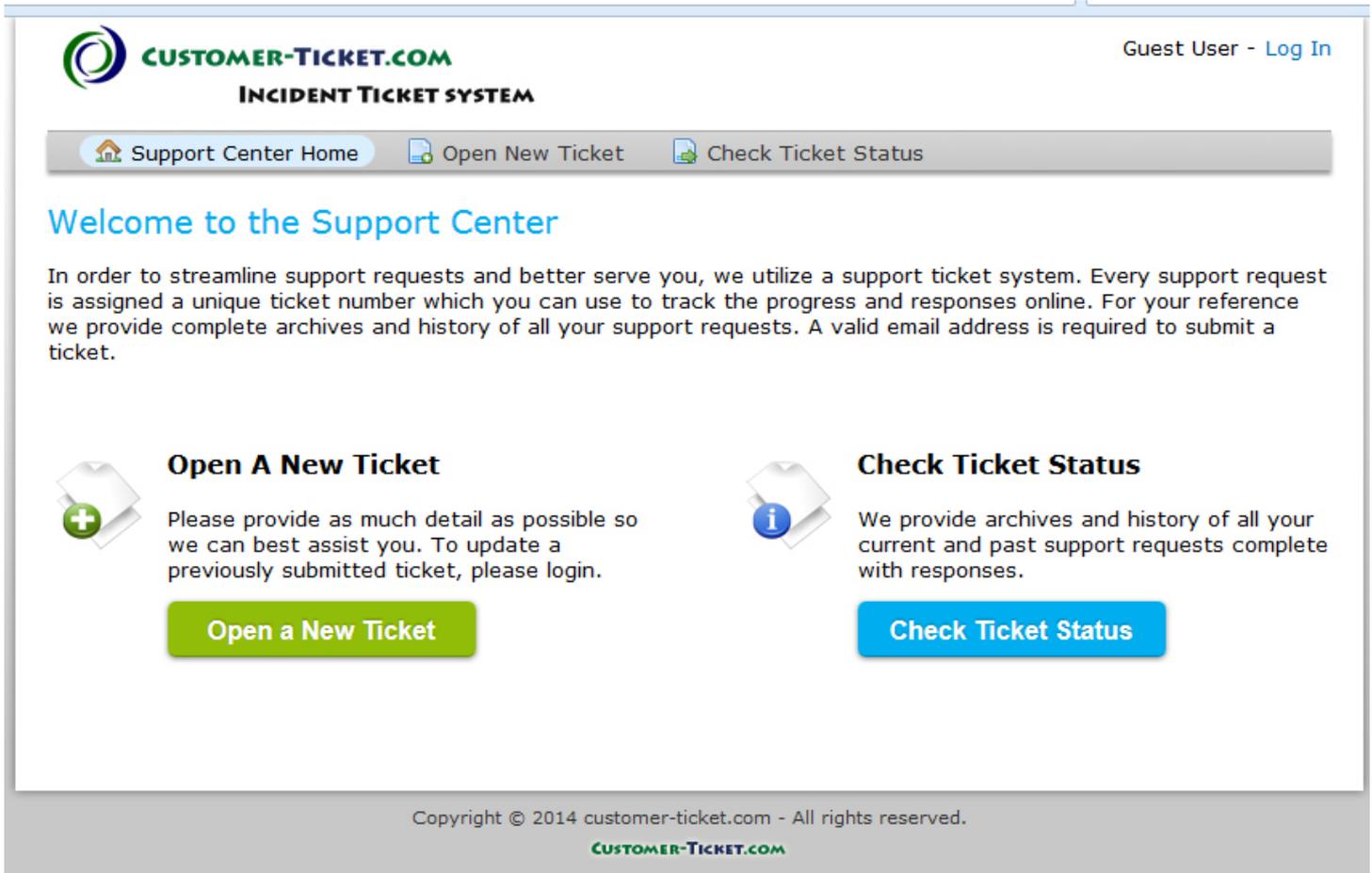
2. Create new incident ticket and check ticket status

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"



 **CUSTOMER-TICKET.COM**
INCIDENT TICKET SYSTEM

Guest User - [Log In](#)

[Support Center Home](#) [Open New Ticket](#) [Check Ticket Status](#)

Welcome to the Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.



Open A New Ticket

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.

[Open a New Ticket](#)



Check Ticket Status

We provide archives and history of all your current and past support requests complete with responses.

[Check Ticket Status](#)

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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

 **CUSTOMER-TICKET.COM** Guest User - [Log In](#)
INCIDENT TICKET SYSTEM

[Support Center Home](#) [Open New Ticket](#) [Check Ticket Status](#)

Open a New Ticket

Please fill in the form below to open a new ticket.

Help Topic: *

Your Information

Email Address: *

Full Name: *

Phone Number: Ext:

Ticket Details

Please Describe Your Issue

Issue Summary: *

Issue Details: Draft Saved 



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

*

Attachments: No file selected.

CAPTCHA Text:  *Enter the text shown on the image.* *

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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.

 **CUSTOMER-TICKET.COM**
INCIDENT TICKET SYSTEM

Guest User - [Log In](#)

[Support Center Home](#) [Open New Ticket](#) [Check Ticket Status](#)

Check Ticket Status

To view the status of a ticket, provide us with the login details below.

E-Mail Address:

Ticket ID:



If this is your first time contacting us or you've lost the ticket ID, please [open a new ticket](#).

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

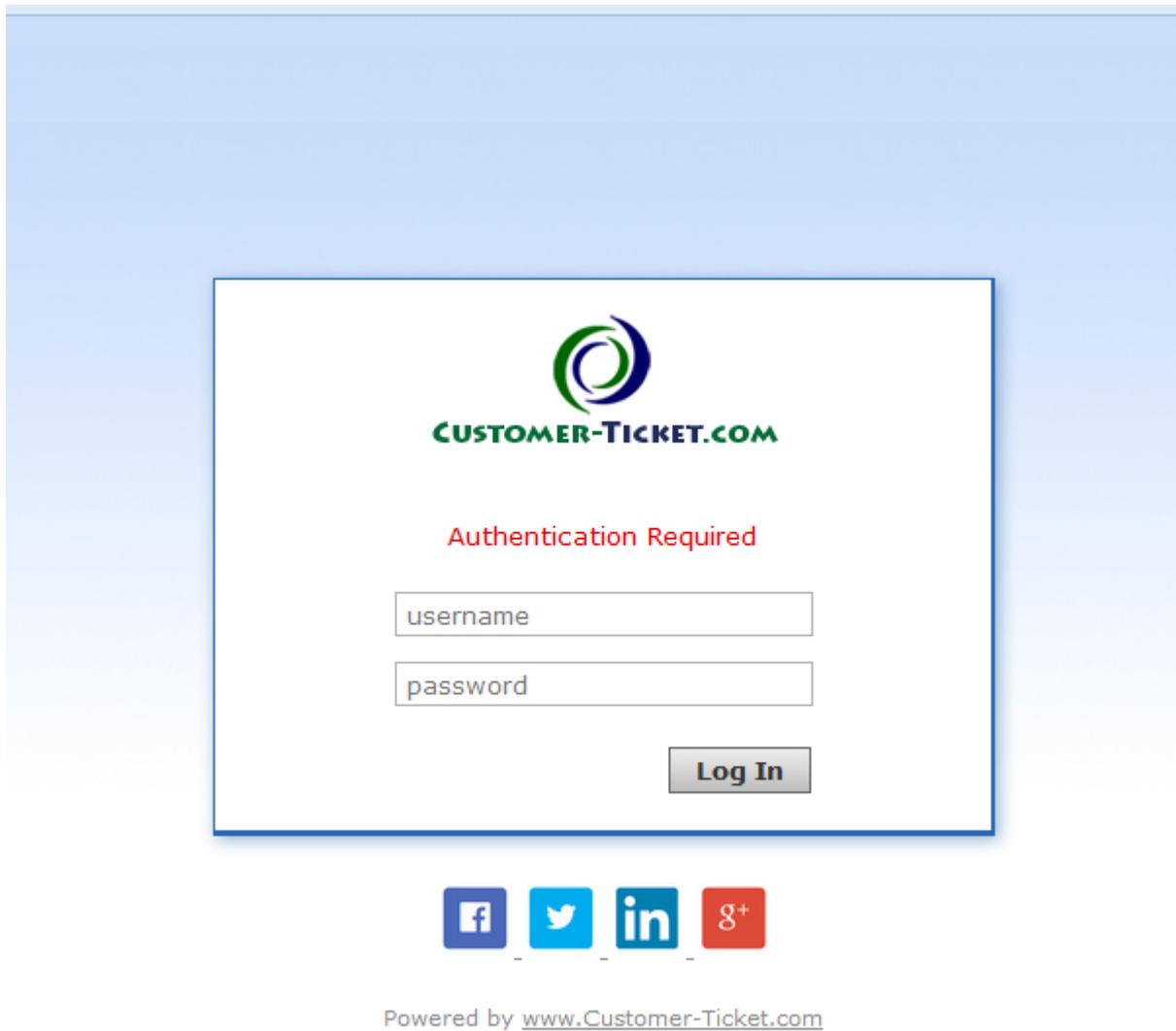
If you have not got a trial account yet, you are welcome to sign up at:

<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/>

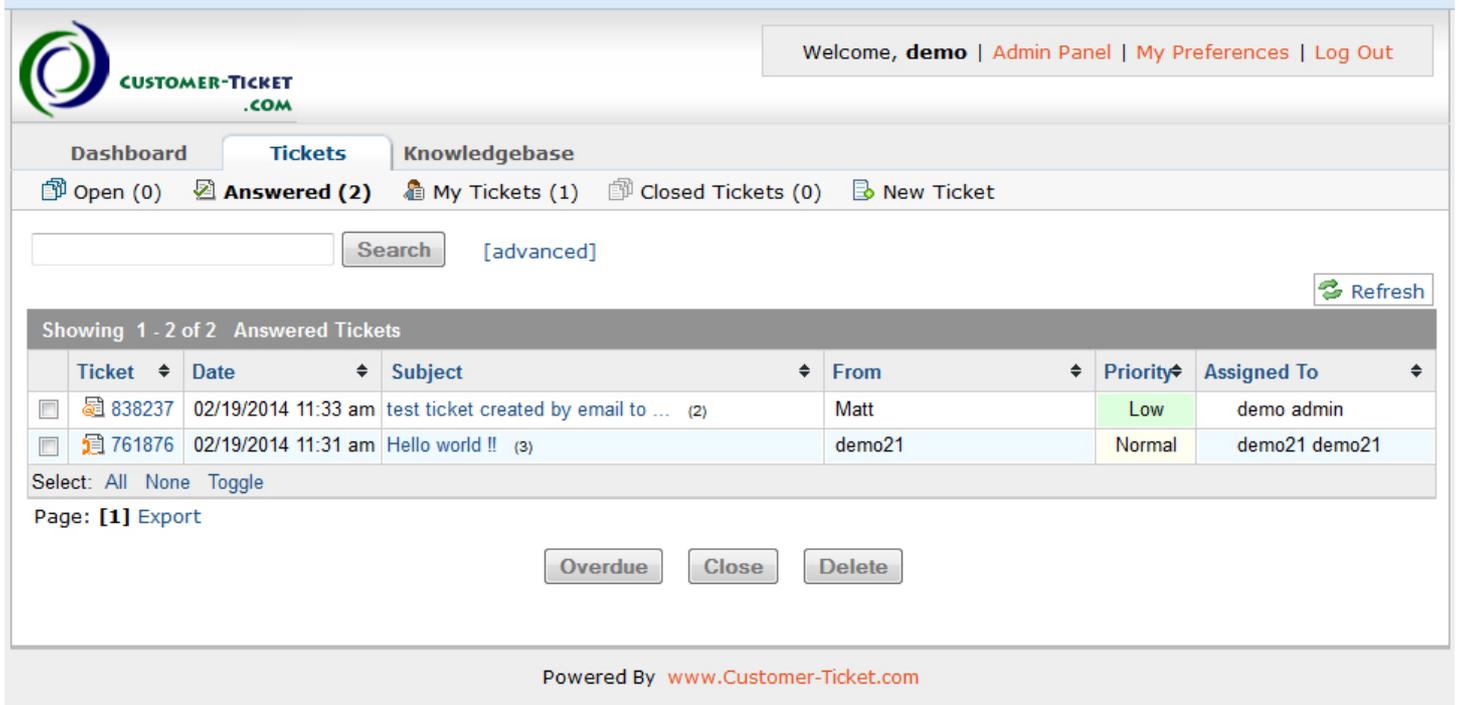
Below is the login page of our online demo system for authorized persons with system accounts. After logging into the system, detailed processing of tickets can be performed, including transferring tickets, assigning tickets, closing tickets, updating internal notes to communicate with other authorized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



Welcome, **demo** | [Admin Panel](#) | [My Preferences](#) | [Log Out](#)

Dashboard | **Tickets** | Knowledgebase

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

[advanced]

Showing 1 - 2 of 2 Answered Tickets

Ticket	Date	Subject	From	Priority	Assigned To
<input type="checkbox"/> 838237	02/19/2014 11:33 am	test ticket created by email to ... (2)	Matt	Low	demo admin
<input type="checkbox"/> 761876	02/19/2014 11:31 am	Hello world !! (3)	demo21	Normal	demo21 demo21

Select: All None Toggle

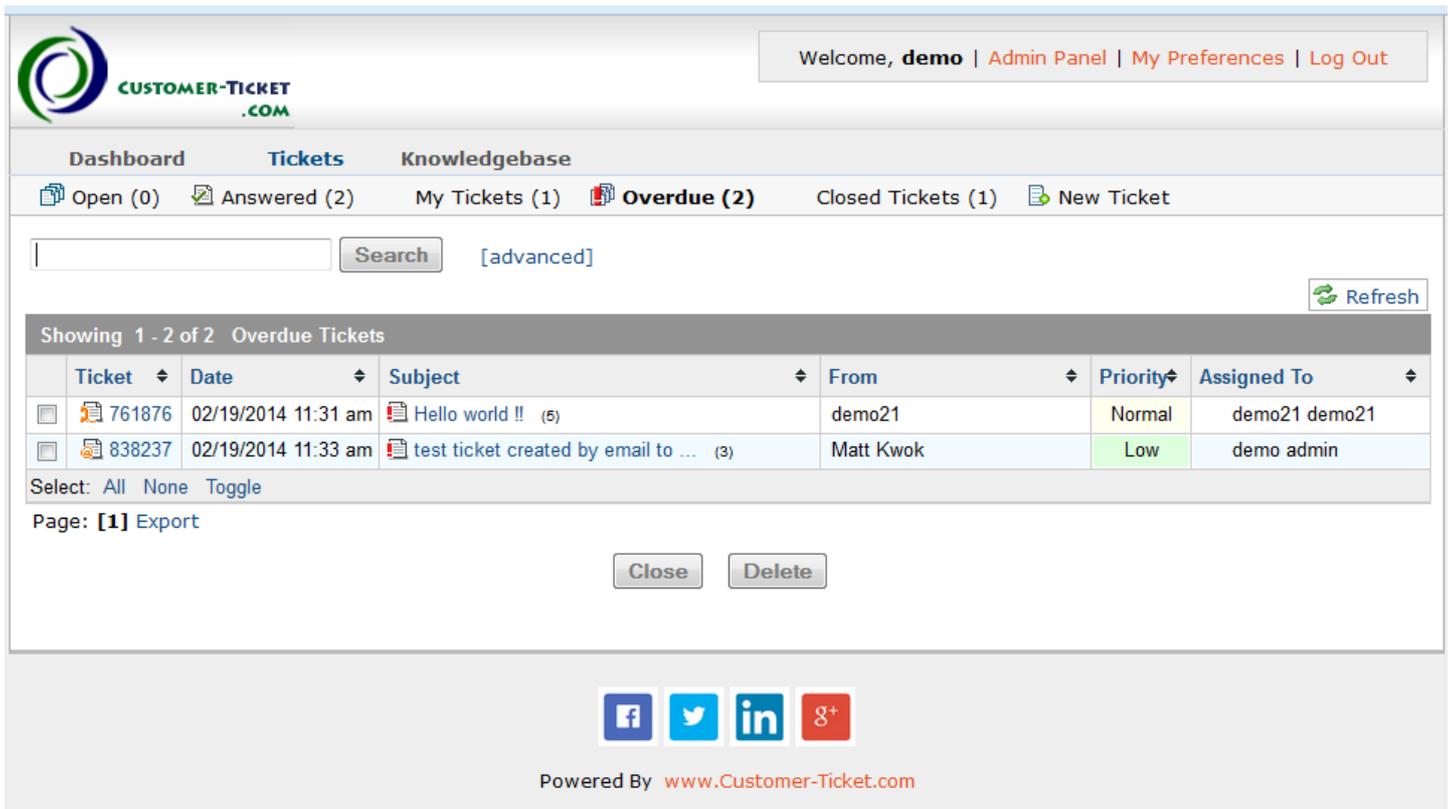
Page: [1] Export

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“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.



Welcome, **demo** | [Admin Panel](#) | [My Preferences](#) | [Log Out](#)

Dashboard Tickets Knowledgebase

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

Search [advanced] [Refresh](#)

Showing 1 - 2 of 2 Overdue Tickets

Ticket	Date	Subject	From	Priority	Assigned To
<input type="checkbox"/> 761876	02/19/2014 11:31 am	Hello world !! (5)	demo21	Normal	demo21 demo21
<input type="checkbox"/> 838237	02/19/2014 11:33 am	test ticket created by email to ... (3)	Matt Kwok	Low	demo admin

Select: All None Toggle

Page: [1] Export

[Close](#) [Delete](#)






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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.



Dashboard Tickets Knowledgebase

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

Open New Ticket

New Ticket

User Information:

Email Address: [input] *

Full Name: [input] *

Ticket Notice: Send alert to user.

Ticket Information & Options:

Ticket Source: Other [dropdown] *

Department: Sales [dropdown] *

Help Topic: General Inquiry [dropdown] *

SLA Plan: Default SLA (48 hrs - Active) [dropdown]

Due Date: [calendar] 00:00 [dropdown] Time is based on your time zone (GMT 8.0)

Assign To: - Select Staff Member OR a Team - [dropdown]

Ticket Details: Please Describe Your Issue

Issue Summary: [input] *

Issue Details:

Draft Saved [trash]

[Rich text editor toolbar]

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

*

Priority Level: Normal [dropdown]

Response: Optional response to the above issue.

Canned Response: - Select a canned response - [dropdown]

Append

Draft Saved [trash]

[Rich text editor toolbar]

Initial 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 [trash]

[Rich text editor toolbar]

Optional internal note (recommended on assignment)

[Open] [Reset] [Cancel]

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

	Post Reply	Post Internal	Dept. Transfer	Reassign Ticket
Department:	Note Ticket is currently in Support department.			
	- Select Target Department - *			
Comments: *	Enter reasons for the transfer			
	Transfer Reset			


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* Below is the “Reassign Ticket” window

	Post Reply	Post Internal	Dept. Transfer	Reassign Ticket
Assignee:	Note Ticket is currently assigned to demo21 demo21			
	- Select Staff Member OR a Team - *			
Comments: *	Enter reasons for the assignment or instructions for assignee			
	Reassign Reset			

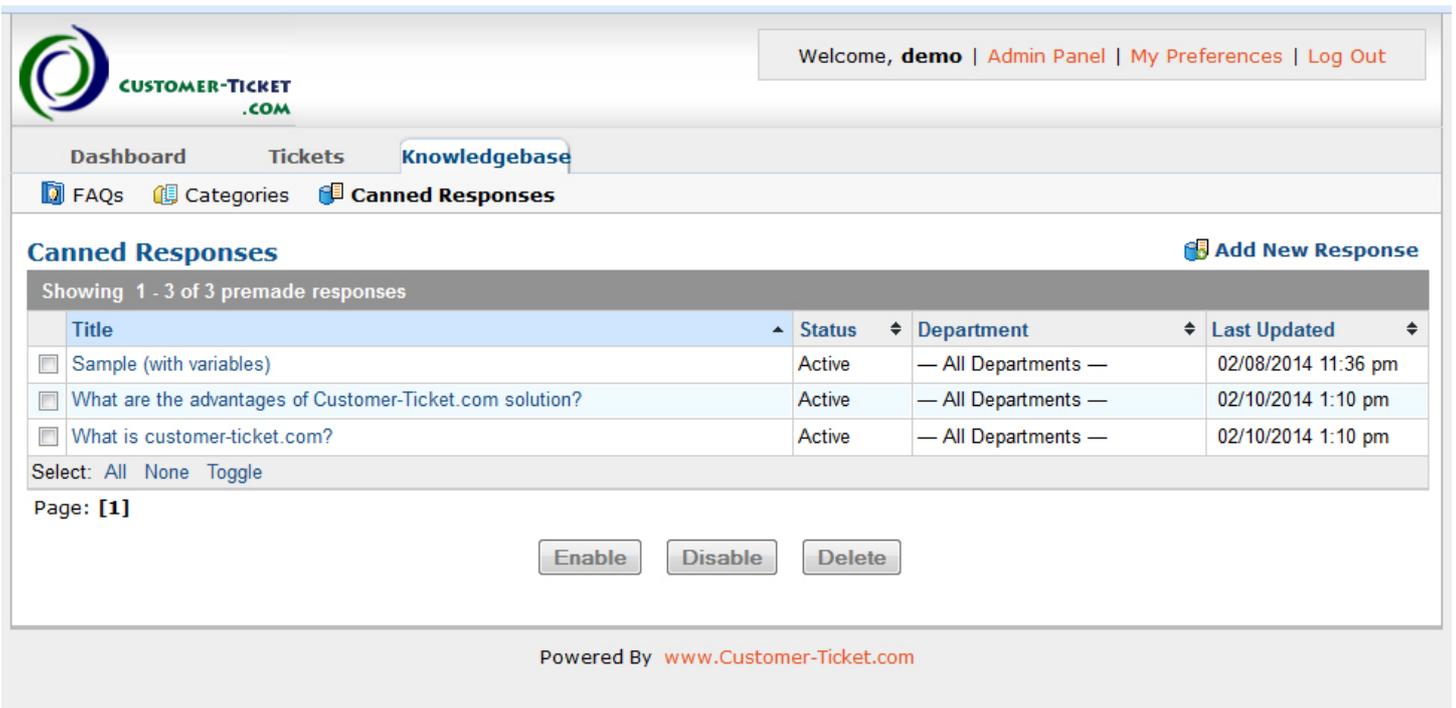

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4. Set up canned responses or frequently asked questions (FAQ)

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.



The screenshot shows the 'Canned Responses' management interface. At the top, there is a navigation bar with 'Dashboard', 'Tickets', and 'Knowledgebase' (selected). Below this are links for 'FAQs', 'Categories', and 'Canned Responses'. The main content area is titled 'Canned Responses' and includes an 'Add New Response' button. A table displays three pre-made responses, all with a status of 'Active' and assigned to 'All Departments'. Below the table are controls for selecting all or none, a page indicator for page 1, and buttons for 'Enable', 'Disable', and 'Delete'.

Title	Status	Department	Last Updated
<input type="checkbox"/> Sample (with variables)	Active	— All Departments —	02/08/2014 11:36 pm
<input type="checkbox"/> What are the advantages of Customer-Ticket.com solution?	Active	— All Departments —	02/10/2014 1:10 pm
<input type="checkbox"/> What is customer-ticket.com?	Active	— All Departments —	02/10/2014 1:10 pm

Select: All None Toggle

Page: [1]

Enable Disable Delete

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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.



[Welcome, demo](#) | [Admin Panel](#) | [My Preferences](#) | [Log Out](#)

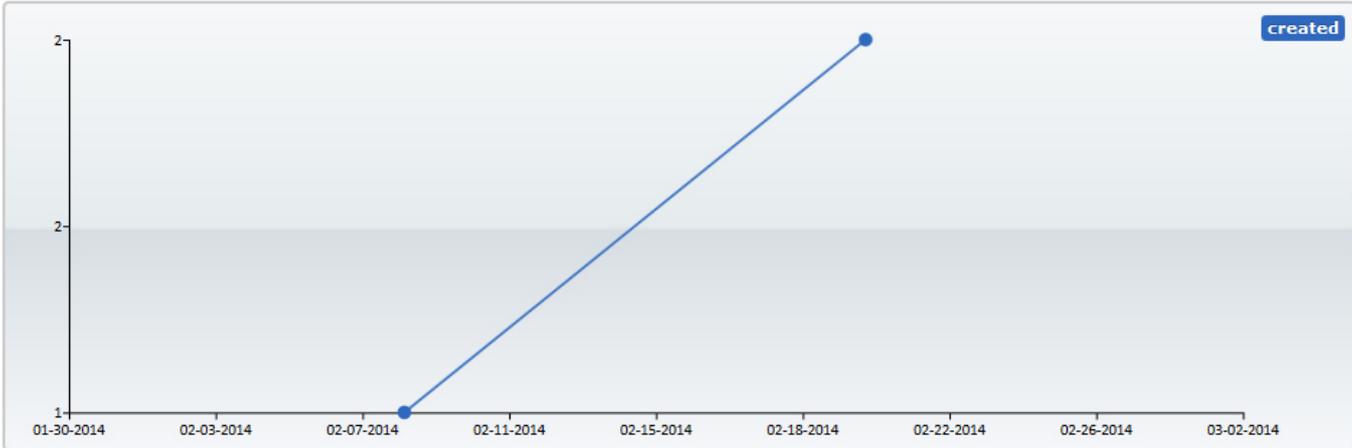
Dashboard
Tickets
Knowledgebase

Dashboard
Staff Directory
My Profile

Ticket Activity

Select the starting time and period for the system activity graph

Report timeframe:
 period:



Statistics

Statistics of tickets organized by department, help topic, and staff.

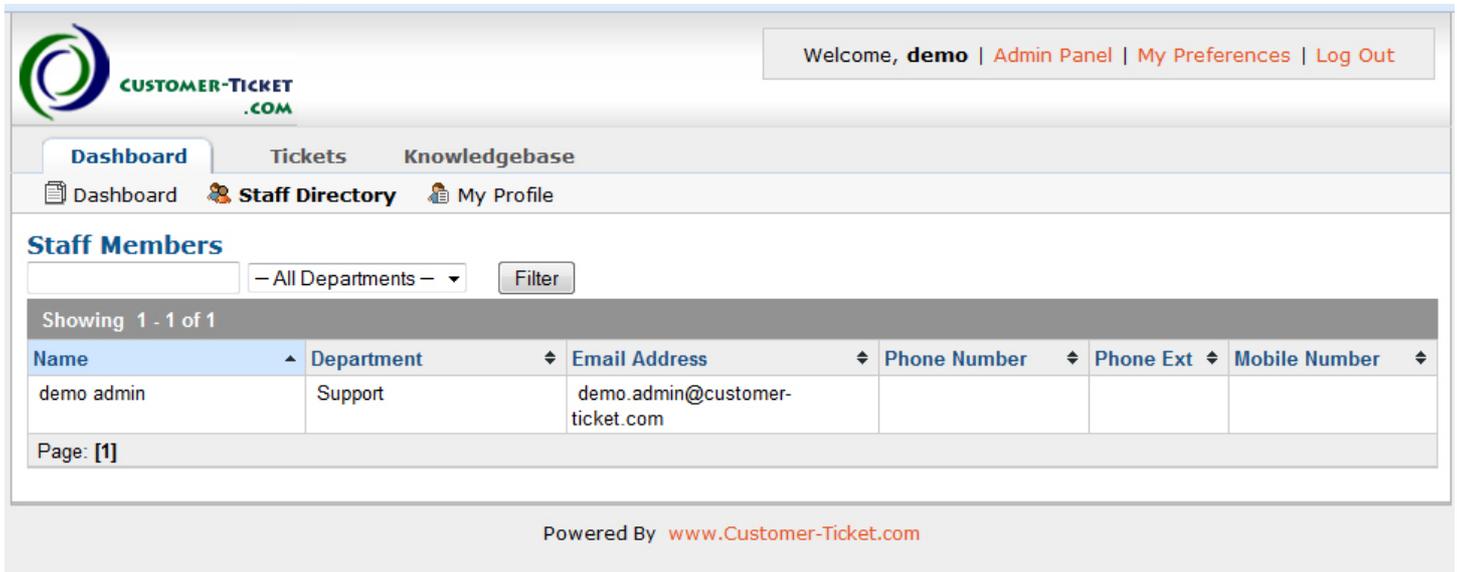
Department
Topics
Staff

Department	Opened	Assigned	Overdue	Closed	Reopened	Service Time	Response Time
Maintenance	1 ●	1 ●					
Sales	1 ●	0	0	0	0		0.0
Support	2 ●	0	0	0	0		0.0

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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.



The screenshot shows the 'Staff Directory' page in the Customer-Ticket.com system. At the top, there is a navigation bar with 'Dashboard', 'Tickets', and 'Knowledgebase'. Below this, there are links for 'Dashboard', 'Staff Directory', and 'My Profile'. The main content area is titled 'Staff Members' and includes a search filter set to '- All Departments -' and a 'Filter' button. Below the filter, it says 'Showing 1 - 1 of 1'. A table displays the staff member information:

Name	Department	Email Address	Phone Number	Phone Ext	Mobile Number
demo admin	Support	demo.admin@customer-ticket.com			

At the bottom of the table area, it says 'Page: [1]'. The footer of the page reads 'Powered By www.Customer-Ticket.com'.

~~~ End of Document ~~~