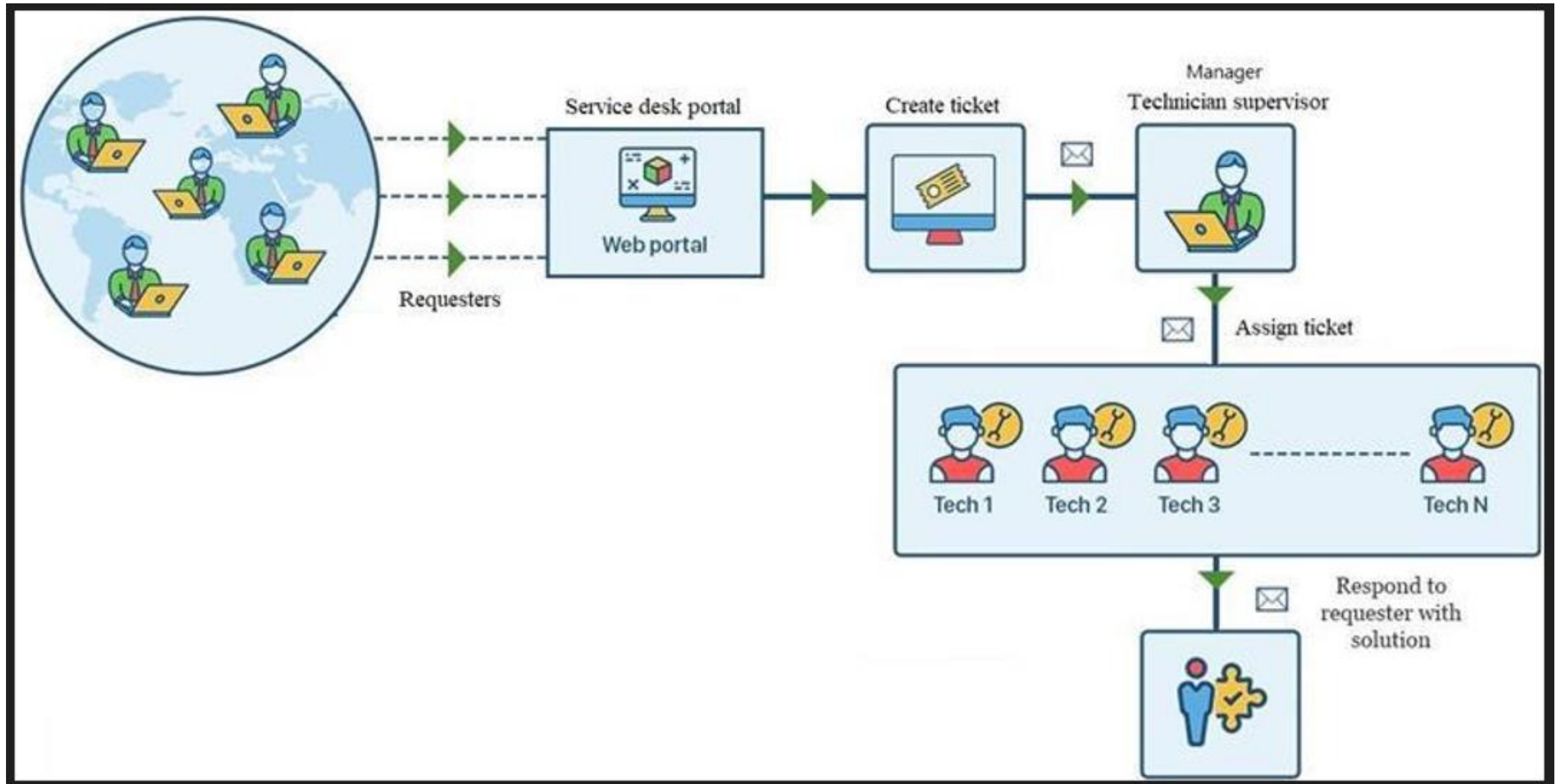


IT-Help Desk Process Flow



IJL INDIA JAPAN LIGHTING
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IT Help Desk..!

CCNO

Password

[Login Here](#)

HRMS CCNO
& Password

1

Help Desk ^

- User Request
- User Summary
- User Dashboard

Select User request to create ticket

2

Create Ticket

Issue Type

Category

Issue Description

File Upload

Choose File No file chosen

Submit

Logout

Help Desk

Create Ticket

Issue Type

Software

Issue categorory

Developing

Issue Description

Developed IT-Help desk Project

File Upload

Choose File

Help Desk.pptx

Submit

3

Select Type , category & Enter issue description and upload issue doc proof Like issue image

Logout

4.Details will capture in summary & action will take by assigned Engineer

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

REVATHI K

Help Desk

Admin Summary

Export to Clear Filter Search...

Drag a column header here to group by that column

View	Ticket No	Open On	CCNO	Emp_name	Dept	Issue Type	Issue Category	Description	Status	Engineer Name	Closed On
> 	6	18/5/2023	L6522	THAMARAI SELVAM R	SECURITY	CCTV	Camera Issue	op-u2 gangway camera was offline.	Pending		
> 	5	18/5/2023	L6522	THAMARAI SELVAM R	SECURITY	CCTV	Camera Issue	test 2	Pending		
> 	4	18/5/2023	L6522	THAMARAI SELVAM R	SECURITY	CCTV	Camera Issue	test 2	Pending		
> 	3	18/5/2023	L6522	THAMARAI SELVAM R	SECURITY	CCTV	Camera Issue	Test	Pending		
> 	2	18/5/2023	L6522	THAMARAI SELVAM R	SECURITY	CCTV	Camera Issue	Issue in Medical Center	Pending		
> 	1	18/5/2023	L6160	DINESH KUMAR M	INFORMATION TECHNOLOGY	IFS	Payroll	Pay slip modification (washing allowance to be added in pay slip for staff category)	In Progress	DINESH KUMAR M	

Page 1 of 1 (6 items) 1 Page size: 10

Logout

4

To Click the view image button in Summary



📞 Help Desk

Ticket No : 7

Department : SECURITY

Category : Camera Issue

Entered By : THAMARAI SELVAM R

Description : test

Open Date : May 18 2023 4:43PM

User Attachment : 7-user_attachment.jpg

Closed Date :

Status : Pending

Engineer Name :

Engineer Attachment :

Engineer Comments :

Assign ☆

Rejected ⓘ

Comment Box:



Choose File

No file chosen

Post comment

Cancel

Here End to End chat options also available in this Comment box



🚪 Logout

5.Count will captured in Dashboard

 Help Desk ▾

Admin Dashboard

Total



9

Tickets Total

Closed



0

Tickets closed

Observation



0

Tickets Observation

Un Assigned



5

Tickets Un Assigned

In Progress



3

Tickets In Progress

Rejected



1

Tickets Rejected

 Logout