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## **1. Introduction**

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The PoleOne Application is designed to fulfill the Required mentioned in the CIDCO FMS RFP.

Facility Management Services Contract Includes Supply of Helpdesk and Asset Management Software, Comprehensive Annual Maintenance Contract for Computers, Hardware, Peripherals, Networking, Operating System, Application Software's, and IT Equipment's.

PoleOne Application has 2 Main modules

1. Asset Management Module
2. Helpdesk Management Module

The purpose of this Document is to make users aware of the functionalities and features of the PoleOne application.

## 2. User Requirements

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This section outlines the functional and non-functional requirements to be considered when requesting new tickets and assets."

### 2.1 Functional Requirements

#### 2.1.1 Overall Function Flow

This module should be used by the **user** to perform the following:

- Add New Ticket Request
- Add New Asset Request
- View actions on Requested Tickets and Assets
- Download requested data in excel format

#### 2.1.2 Output

Section	Field Name
Request Ticket	Request Ticket with issue and items that user wants to send to Admin.
Request Asset	Request Asset with soft copy of asset request letter and items that user wants to send to Admin.

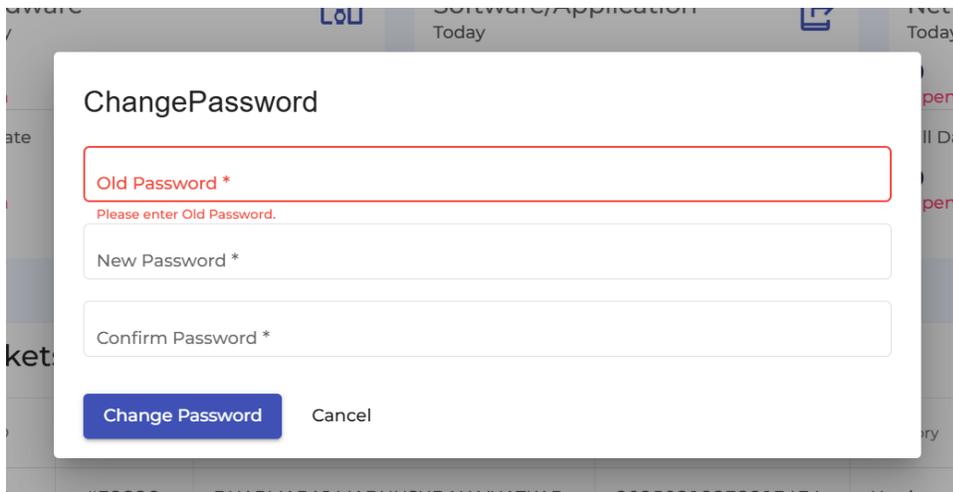
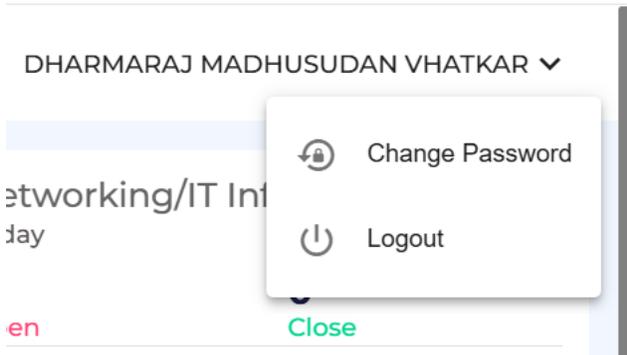
### 3. Dashboard

This section describes the process to be followed by user to request new ticket and asset.

#### 3.1 Accessing Dashboard

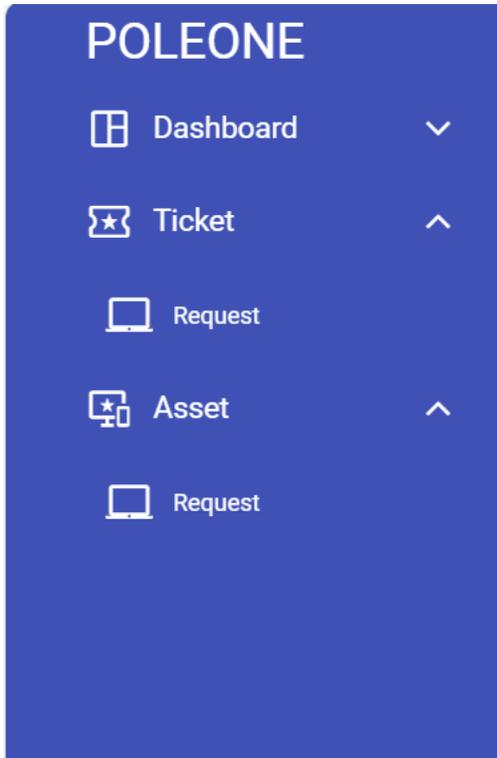
3.1.1 To access user functionality:

- Login to portal ( <https://eticket.cidcoindia.com> )
- Username is **Employee ID** and Default password is **1234**
- Once Login User can change the Password from Change Password Option on the upper Right Corner



## Systems Department

- Click **the Dashboard** in the left panel.



*Figure 3.1 1*

## Systems Department

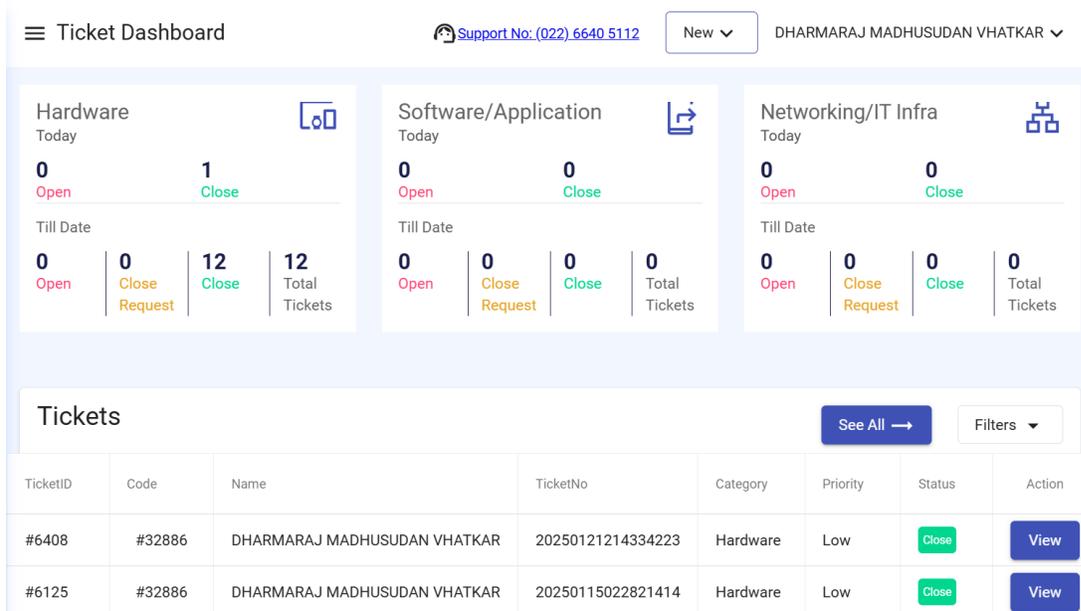


Figure 3.1 2

### 3.1.2 The tiles above the Ticket indicate:

- **Hardware Requests** – Indicate the count of open and closed tickets related to Hardware.
- **Software/Application Requests** - Indicate the count of open and closed tickets related to Application.
- **Networking/IT Infra Requests** - Indicate the count of open and closed tickets related to IT infrastructure.

### 3.1.3 View Tickets

The **Tickets** dashboard shows TicketID, Code, Name of the user whose request the ticket, Ticket Number, Category, Priority, Status and Action columns. The **Action** column in **Ticket** dashboard provides following options:

- **View** - allows you to view the requested ticket details like user, location, designation, ticket and Issue category and Product and Assigned engineer name.

User Details			
User	Location	Designation	Board
#32886 ...	CIDCO BHAV	Computer Oj	CIDCO

New Ticket	
Category	Issue Category
Hardware	Test Ticket

Selected Equipment Details	
Product :	Desktop
ModelNo :	DELL OPTIPLEX 3010
Category :	Hardware
SubCategory :	Desktop
Engineer :	Jayesh

Figure 3.1 3

### 3.1.4 Graphical representation of tickets

- The graphical representation of tickets is displayed using two types of charts, a bar chart and a line chart. These charts illustrate the count of open and closed tickets, categorized into Hardware, Infrastructure, and Application



Figure 3.1 4

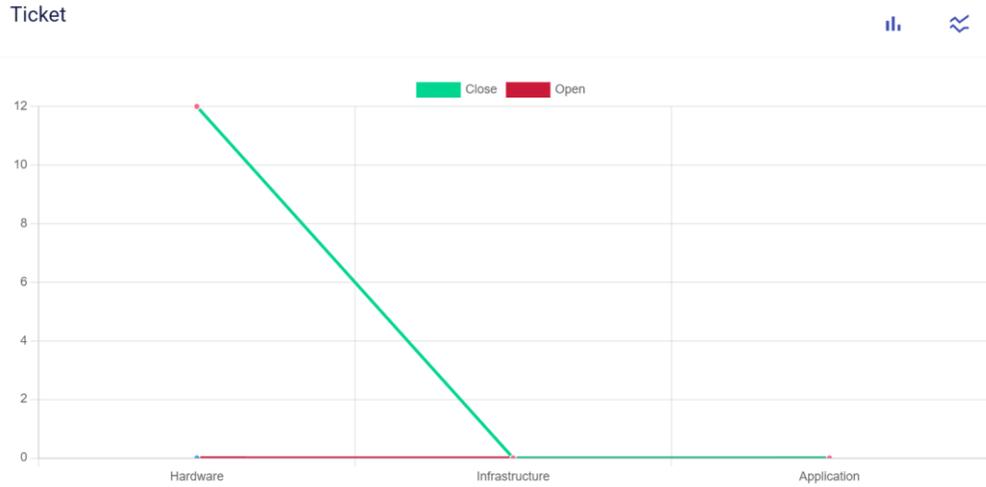


Figure 3.1 5

- Figure 3.1.4 and figure 3.1.5. displays the Open and Closed tickets using graphical representation.

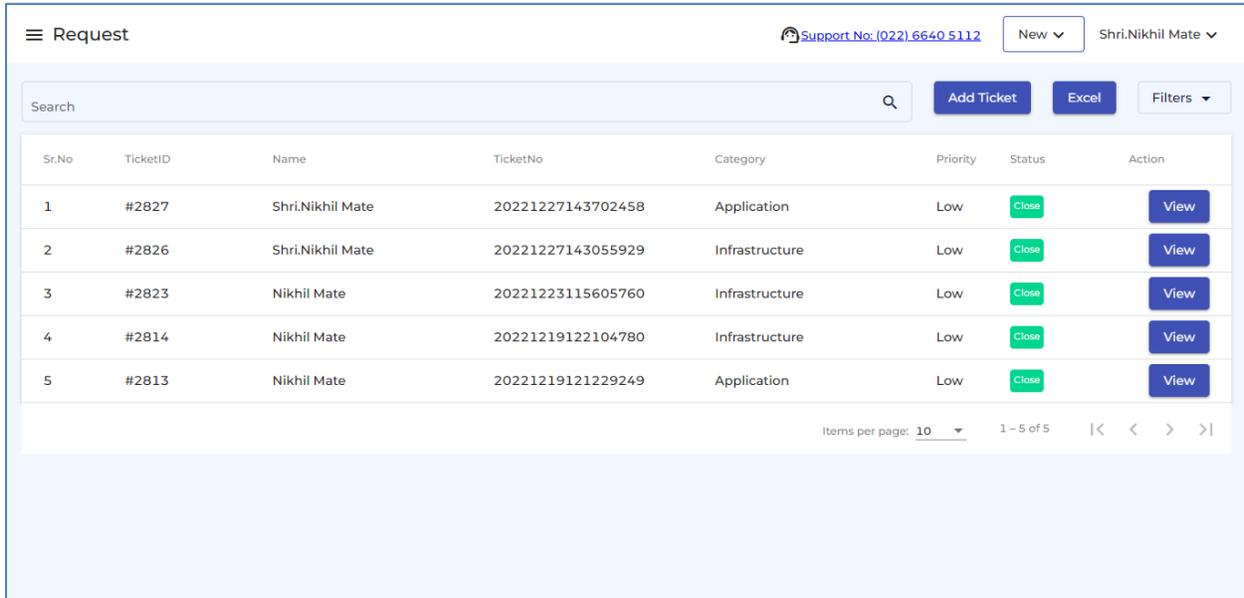
## 4. Ticket

### 4.1 Request Ticket

User can request a ticket to admin.

#### 4.1.1 To access request ticket functionality:

1. Login to portal (<https://eticket.cidcoindia.com>).
2. Click on **Ticket** tab in the left panel and select **Request tab**.
3. After select Request Option, Request screen is appeared.
4. Top right corner displays the logged username.
5. User can request the New Tickat using  or  buttons.
6. Click Excel () to export these details to an excel file.
7. Click on  tab, user can export date wise, category wise and status wise report in excel format.



Sr.No	TicketID	Name	TicketNo	Category	Priority	Status	Action
1	#2827	Shri.Nikhil Mate	20221227143702458	Application	Low	Close	View
2	#2826	Shri.Nikhil Mate	20221227143055929	Infrastructure	Low	Close	View
3	#2823	Nikhil Mate	20221223115605760	Infrastructure	Low	Close	View
4	#2814	Nikhil Mate	20221219122104780	Infrastructure	Low	Close	View
5	#2813	Nikhil Mate	20221219121229249	Application	Low	Close	View

Figure 4.1.1

4.1.2 Searching Ticket

To search for a specific ticket:

- Click **Search** (  Search ) present above the Ticket List.
- User can search ticket based on TicketID, Name, Ticket Category, Ticket Number, Priority and Status.

4.1.3 Add Ticket

- User can request new ticket by clicking  button.
- New Ticket screen is appeared.
- The **New Ticket** screen is divided into two sections. The left section provides below tabs:
  - New Ticket
  - Items
  - Selected Equipment Details.

## Systems Department

### 4.1.4 New Ticket

Select the appropriate category from the dropdown menu. Please note that this field is mandatory. Once a category is selected, a list of relevant items will be displayed based on your selection.

\Select the appropriate Issue Category from drop-down menu. Please note that this field is mandatory. Once a category is selected, a list of relevant items will be displayed based on your selection.

4.1.4.1 After that enter the appropriate explanation of issue. Note that this field is mandatory.

4.1.4.2 Enter the room number or address where the asset is located. Note that this field is mandatory

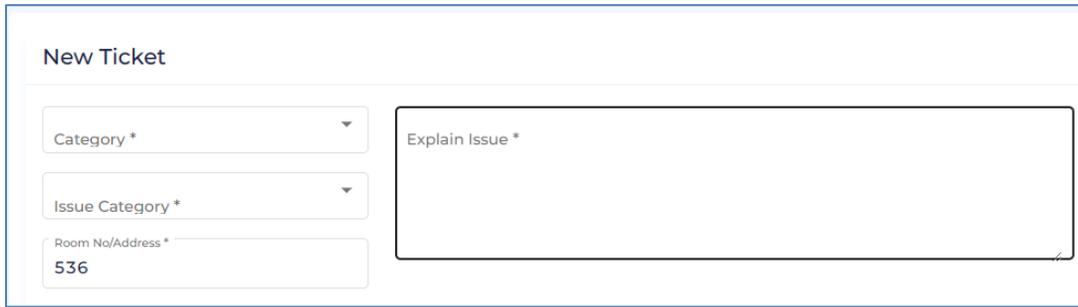


Figure 4.1.4

### 4.1.5 Items

- Based on the **Category** selection, Items list are appeared.
- It displays Product, SubCategory, AssetID, Serial Number and Action column.
- The **Action** column provides **Add** option.
- Click on **Add** + Add option to add the hardware/application/infrastructure issue for ticket request.
- User can add multiple items in single request.

## Systems Department

Product	SubCategory	AssetID	Serial Number	Action
Wifi Router	Wifi Router	AS - 5275	00000	<a href="#">+ Add</a>
Network Switch	Network Switch	AS - 5281	00000	<a href="#">+ Add</a>
Network Switch	Network Switch	AS - 5282	FXS2536Q15Q	<a href="#">+ Add</a>

Items per page: 10 1 - 3 of 3 |< < > >|

### 4.1.6 Selected Equipment Details

- This section displays details of selected issue from from Items (defined in section 4.1.4.2).
- If user want to delete the select items, then click on **Delete** icon  given on top right corner of the details box.
- After filling all the details click on **Create Ticket**  button to send a request to Admin

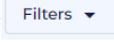
#### Selected Equipment Details

<p>Product : Wifi Router </p> <p>ModelNo : Tplink 751</p> <p>Category : Infrastructure</p> <p>SubCategory : Wifi Router</p> <p>SerialNumber : 00000</p> <p>Vendor : Ictcell</p> <p>Engineer :</p>	<p>Product : Network Swich </p> <p>ModelNo : 0000</p> <p>Category : Infrastructure</p> <p>SubCategory : Network Switch</p> <p>SerialNumber : FXS2536Q15Q</p> <p>Vendor : SM Network</p> <p>Engineer :</p>
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

[Create Ticket](#)

Figure 4.1.6

### 4.1.7 Filter Ticket

- Click **Search** (  ) present above the Ticket List.
- User can search ticket based on TicketID, Name, Ticket Category, Ticket Number, Priority and Status.

StartDate  EndDate  Status   [Apply](#)

## Systems Department

Field Name	Description
Start Date	Select start date to view the tickets from selected date.
End Date	Select end date to view the tickets upto selected date.
Category	Select appropriate category of ticket.
Status	Select the status of the ticket

Figure 4.1.7

### 4.1.8 View Tickets

Sr.No ↑	TicketID	Name	TicketNo	Category	Priority	Status	Action
1	#2827	Shri.Nikhil Mate	20221227143702458	Application	Low	Close	View
2	#2826	Shri.Nikhil Mate	20221227143055929	Infrastructure	Low	Close	View
3	#2823	Nikhil Mate	20221223115605760	Infrastructure	Low	Close	View
4	#2814	Nikhil Mate	20221219122104780	Infrastructure	Low	Close	View
5	#2813	Nikhil Mate	20221219121229249	Application	Low	Close	View

Items per page: 10 1 - 5 of 5 < > >>

• The Tickets displays TicketID, Name of the user whose request the ticket, Ticket Number, Category, Priority, Status and Action columns. The Action column in Ticket provides following options:

- **View** - allows you to view the requested ticket details.

### 4.1.9 View Ticket Details

You can view the ticket details of the respective ticket. To view the ticket details:

- Click  button in **Action** column corresponding to the ticket for which you want to view details.
- The **Ticket details** section appears.

#### 4.1.9.1 User Details

This section displays the user details whose send the ticket request. This is auto-filled section.

## Systems Department

### User Details

User <input type="text" value="Shri.Nikhil Mate"/>	Location <input type="text" value="Mumbai (HQ)"/>	Designation <input type="text" value="SENIOR CLERK"/>	Board <input type="text" value="M.S.I. Board"/>
-------------------------------------------------------	------------------------------------------------------	----------------------------------------------------------	----------------------------------------------------

Field Name	Description
User	It displays the username who send the ticket request.
Location	It displays the location from where the ticket is requested.
Designation	It displays the user designation who send the ticket request.
Board	

### 4.1.9.2 New Ticket

This section displays the ticket details. This is auto-filled section.

### New Ticket

Category <input type="text" value="Application"/>	Explain Issue <input style="width: 100%; height: 80px;" type="text" value="Cannot use the application"/>
Issue Category <input type="text"/>	
Room No/Address <input type="text" value="536"/>	

#### Selected Equipment Details

Product :	E-Billing
ModelNo :	000000
Category :	Application
SubCategory :	E-Billing
SerialNumber :	
Vendor :	Vinsys IT
Engineer :	Narendra

## Systems Department

Field Name	Description
Category	It displays the selected category at the time of ticket request.
Issue Category	It displays the selected issue category at the time of ticket request.
Explain Issue	It displays the explanation of issue which are faced by the user.
Room No/Address	It displays the room number or address where asset is located at the time of ticket request.
Selected Equipment Details	It displays equipment details.

## 5.Asset

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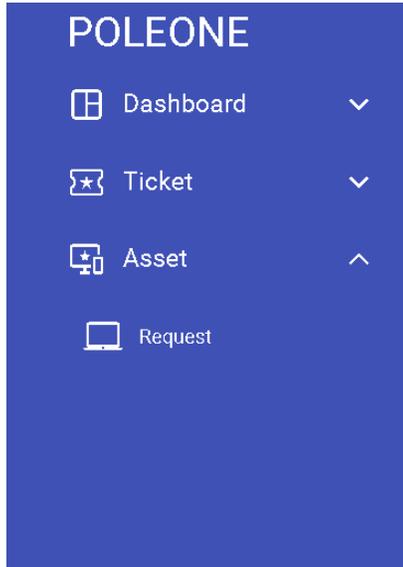
### 5.1 Request Asset

User can request an asset to admin.

## Systems Department

### 5.1.1 To access request asset functionality

- Login to portal (<https://eticket.cidcoindia.com/dashboard/ticket>).
- Click Asset tab in the left panel and select Request.



### 5.1.2 Request Asset

- After select Request Option Request screen is appeared.
- Click Excel (  ) to export these details to an excel file.
- Top right corner displays the logged username.
- User can request the New Asset using  or  buttons.

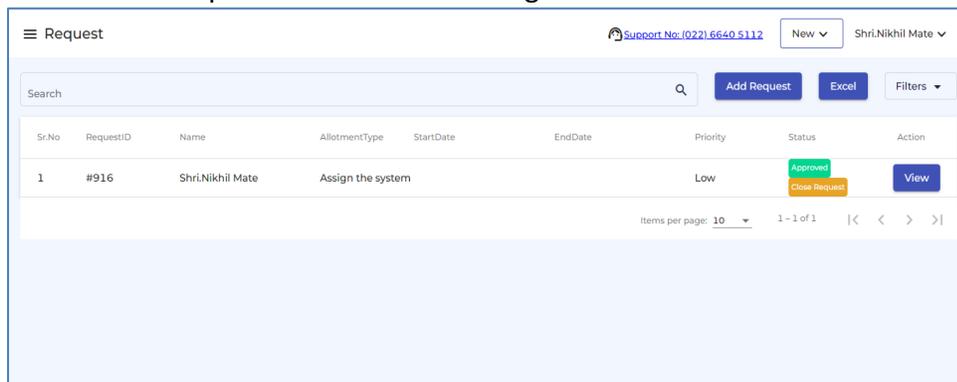


Figure 5.1.2

## Systems Department

### 5.1.3 Searching Asset

To search for a specific asset:

- Click **Search** (  Search ) present above the Asset List.
- User can search asset based on RequestID, Name, Allotement Type, Priority and Status.

### 5.1.4 Add Request (Asset)

- User can request new asset by clicking  button.
- New Asset screen is appeared.
- The **New Ticket** screen is divided into two sections. The left section provides below tabs:
  - New Request
  - Items
  - Selected Equipment Details

#### 5.1.4.1 Add Request

- Select appropriate **Allotement Type** from the allotement type drop-down. Note that this field is mandatory. Based on allotement type selection **Start Date and End Date options** are appeared.
- E.g., If User select Allotement type as a **Temporary Asset Request for Meeting**, then Start date and End Date options are enabled.
- Start Date and End Date are mandatory fields when they are enabled.
- After that enter the appropriate reason for asset request. Note that this field is not mandatory.
- Enter the room number or address where the asset is located. Note that this field is mandatory.
- User must upload the soft copy of the asset request letter (Stamp and Signed) in PDF format.

Click on  button to upload the document.

## Systems Department

### New Request

Allotment Type \*

Start Date \*

End Date \*

Reason

Enter Reason

Room No/Address \*

Choose File

No file chosen

536

Figure 5.1.4.1

### 5.1.4.2 Item

- This section displays the list of products/hardwares.
- It displays SubCategory, Category and Action column.
- The **Action** column provides **Add** and **Already Added** option.
- Click on **Add** + Add option to add the item for asset request. Action column also displays the **Already Added** i Already Added label if item is already requested by the user.
- User can add multiple items in single request.

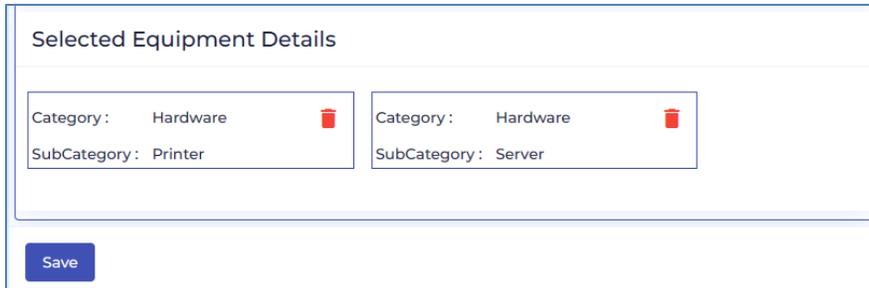
Sub Category	Category	Action
CPU	Hardware	<span style="color: #007bff; font-weight: bold;">i</span> Already Added
Keyboard	Hardware	<span style="color: #007bff; font-weight: bold;">i</span> Already Added
Laptop	Hardware	<span style="color: #007bff; font-weight: bold;">+</span> Add
Monitor	Hardware	<span style="color: #007bff; font-weight: bold;">i</span> Already Added
Mouse	Hardware	<span style="color: #007bff; font-weight: bold;">i</span> Already Added
Printer	Hardware	<span style="color: #007bff; font-weight: bold;">+</span> Add

Figure 5.1.4.2

## Systems Department

### 5.1.4.3 Selected Equipment Details

- This section displays the details of selected asset from Items (defined in section 5.1.4.2).
- If user want to delete the select items, then click on **Delete** icon  given on top right corner of the details box.
- After filling all the details click on **Save**  button to send a request to Admin.



The screenshot shows a form titled "Selected Equipment Details". It contains two input fields for equipment details. The first field has "Category: Hardware" and "SubCategory: Printer", with a red delete icon to its right. The second field has "Category: Hardware" and "SubCategory: Server", also with a red delete icon to its right. A blue "Save" button is located at the bottom left of the form.

Figure 5.1.4.3

### 5.1.5 Filter Assets

- Click **Search** (  ) present above the Asset List.
- User can search asset based on RequestID, Name, Allotement Type, Priority and Status.



The screenshot shows a filter bar with four input fields: "StartDate" with a calendar icon, "EndDate" with a calendar icon, "Allotment Type" with a dropdown menu showing "All", and "Status" with a dropdown menu. A blue "Apply" button is on the right.

Figure 5.1.5

Field Name	Description
Start Date	Select start date to view the Assets from selected date.
End Date	Select end date to view the Assets upto selected date.
Category	Select appropriate Allotement Type of asset.
Status	Select the status of the asset

### 5.1.6 View Assets

- The assests displays ProductID, Name of the user whose request the asset, Allotement Type, Start Date, End Date, Priority, Status and Action columns. The Action column in Asset provides following options:

## Systems Department

- View - allows you to view the requested asset details

Sr.No	RequestID	Name	AllotmentType	StartDate	EndDate	Priority	Status	Action
1	#916	Shri.Nikhil Mate	Assign the system			Low	Approved Close Request	View

Items per page: 10 1 - 1 of 1

Figure 5.1.6

### 5.1.7 View Asset Details

1. You can view the asset details of the respective asset. To view the asset details:
2. Click [View](#) button in **Action** column corresponding to the asset for which you want to view details.
3. The **Asset details** section appears.

#### 5.1.7.1 New Request

This section displays the requested asset details. This is auto-filled section.

### New Request

Allotment Type: User Asset Request

Start Date:

End Date:

Reason:

Room No/Address: 536

Choose File No file chosen [View](#)

---

### Selected Equipment Details

Category : Hardware  
 SubCategory : Scanner  
 Engineer : MAYUR

Figure 5.1.7.1

## Systems Department

Field Name	Description
Allotement Type	It displays the selected allotement type at the time of asset request.
Start Date	It displays the selected start date.
End Date	It displays the selected end date.
Reason	It displays the reason of why user requested the asset.
Room No/Address	It displays the room number or address where asset is located at the time of request.
File	View button shows the uploaded document.
Selected Equipment Details	It displays equipment details.