

USER GUIDE FOR GENERATING SUPPORT TICKET



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SOLUSOFT TECHNOLOGIES PVT LTD.

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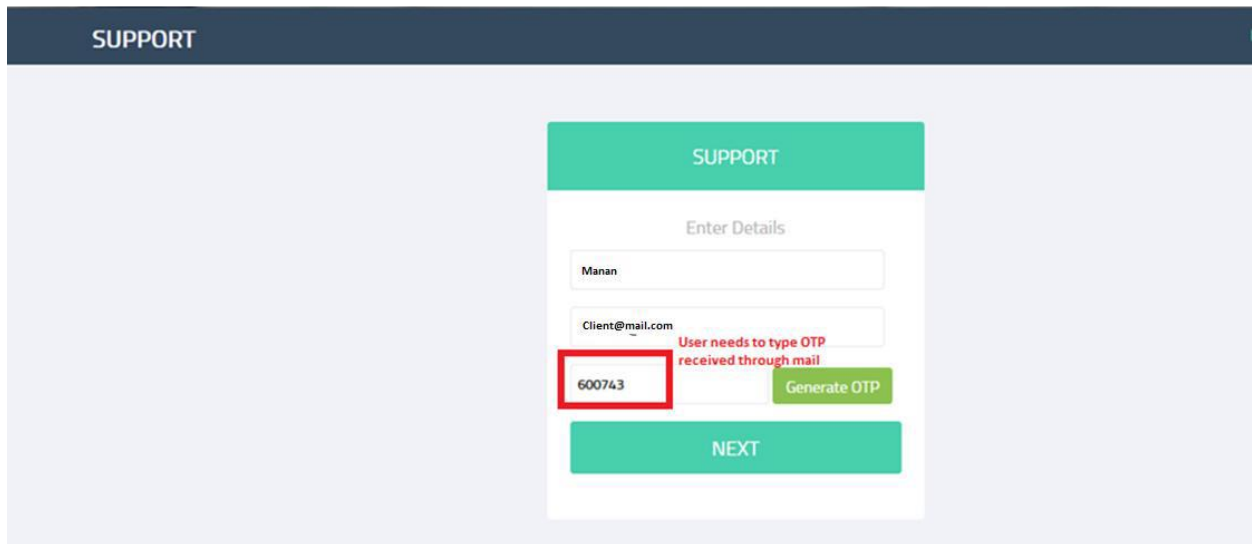
Contents

STEPS FOR GENERATING TICKET	3
ACKNOWLEDGEMENT	5
SUPPORT DETAILS	6

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STEPS FOR GENERATING TICKET

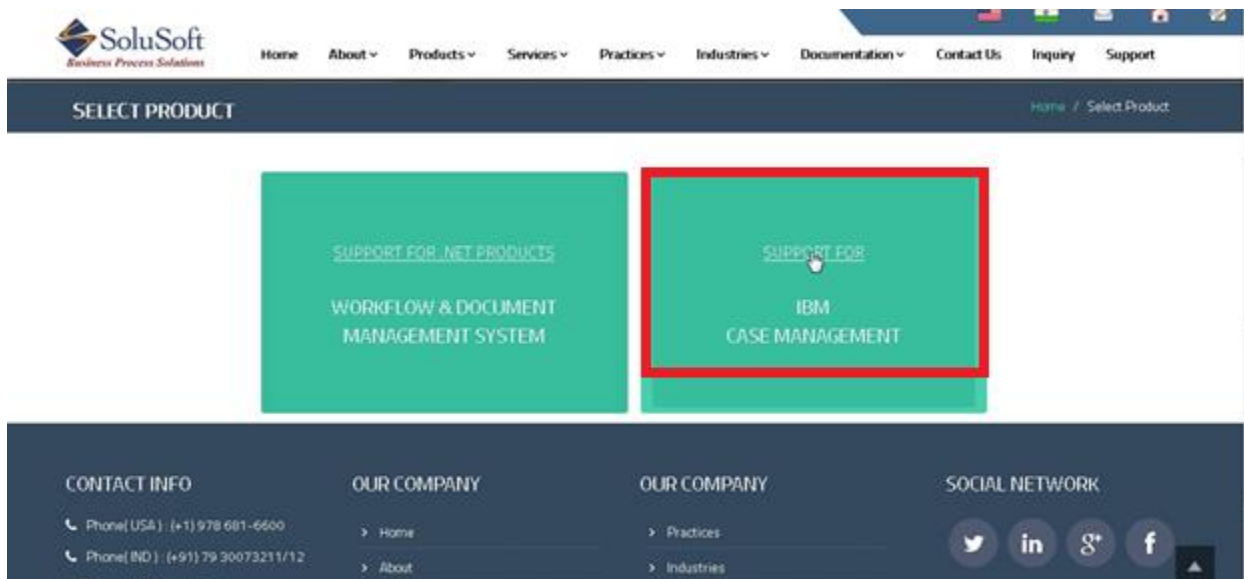
User needs to provide Name, and email ID. Once this is provided user needs to click on OTP button. OTP will be send to the mentioned email ID. Apply the OTP as show below.



The screenshot shows a web form titled "SUPPORT" with a sub-header "Enter Details". The form contains the following fields and elements:

- Name field: Manan
- Email field: Client@mail.com
- OTP field: 600743 (highlighted with a red box)
- OTP instruction: "User needs to type OTP received through mail" (in red text)
- Generate OTP button (green)
- Next button (green)

Clicking on Next button below screen will be show. User needs to click on IBM case Manager Support Icon.



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As shown below user need to fill all the required details to raise the issue.

The screenshot shows the 'ID GENERATION' support ticket form. The form includes the following fields and options:

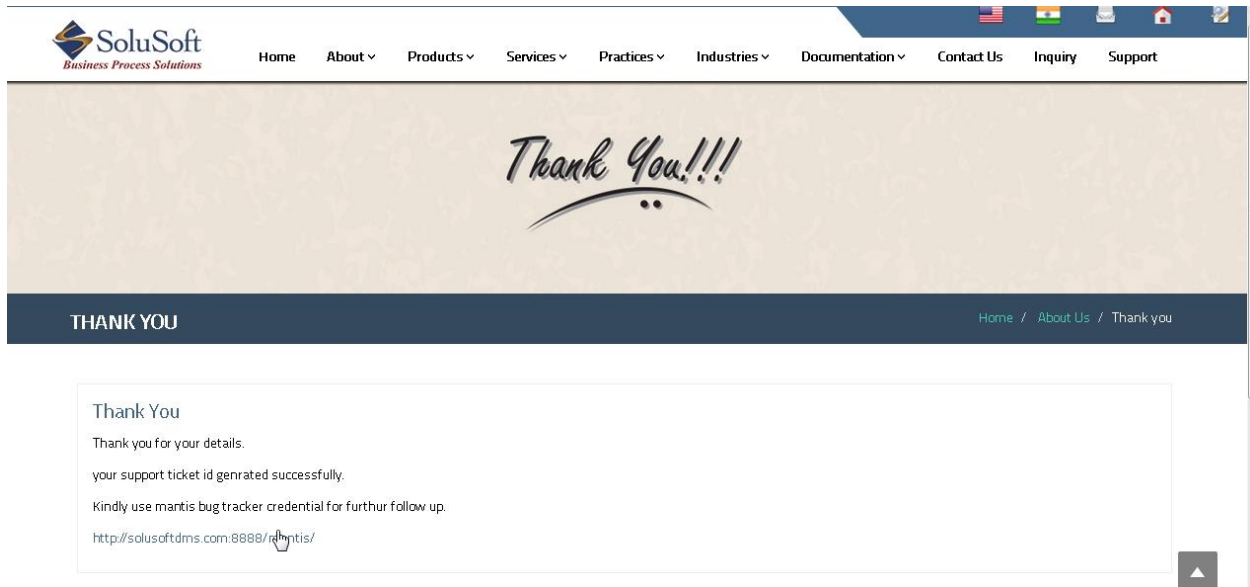
- Type of application ***: A dropdown menu with options: Select, Legal Request Form (highlighted), Procedure Module, and Other.
- Are all users facing the same issue?***: A text input field.
- In case of specific user, share user and machine details (e.g. Browser details, JRE details, Plugin, OS)**: A text input field.
- Reproducibility of problem ***: A dropdown menu set to 'Select'.
- priority ***: Radio buttons for 'High priority' and 'Low priority'.
- Please provide steps to reproduce issue**: A large text area.
- Is any other change done on server or client machine? ***: A text input field.
- Description of problem in detail ***: A large text area.
- Screenshot of issue**: A file upload field with a 'Browse...' button and 'No file selected.' text.
- Other details which user wants to share (e.g. recent password change or JRE update)**: A text input field.

At the bottom of the form, there is a green button labeled 'SUBMIT TO GENERATE SUPPORT TICKET'.

Once all the requested information are mentioned, user needs to click on “Submit to Generate Support Ticket”. This will provide information to SoluSoft to generate support ticket.

ACKNOWLEDGEMENT

On successful submission of support ticket below screen will be shown to the user



User will also receive mail with all the information that he had filled during “support ticket generation process”



User can track the issue by visiting below link with credentials provided by SoluSoft.
<http://solusoftdms.com:8888/mantis/>

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SUPPORT DETAILS

Contact Name	Location	Contact Number	E-Mail ID
Manan Bhatt	Ahmadabad	9033217515	mabhatt@solusofttechc .om
Puja Singh	Ahmadabad	9925008268	psingh@solu-soft.com
Jay Ruparelia	Ahmadabad	9898977701	jruparelia@solu- soft.com

Note: - SoluSoft does not provide any offsite and onsite support on Saturdays, Sundays and public holiday. (Working time from morning 9:30 AM to 7 PM)