

OS TICKET SYSTEM

<https://help.shritek.com>

WELCOME TO SHRIDEVI TICKET SYSTEM



OSTicket

Shridevi Help Desk

SUPPORT CENTER

Guest User | [Sign In](#)



Support Center Home



Open a 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](#)

[Check Ticket Status](#)

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ShriTEK Innovations

USER LOGIN PAGE:-

Click on the **Open a New Ticket** button

help.shritek.com or in app

Open a New Ticket

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

Contact Information

Email Address *

Full Name *

Support Center

Department

Ticket Details

Enter Your Issue *

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

Drop files here or choose them

Contact

Priority Level

Select

Your Location

Mobile Number *

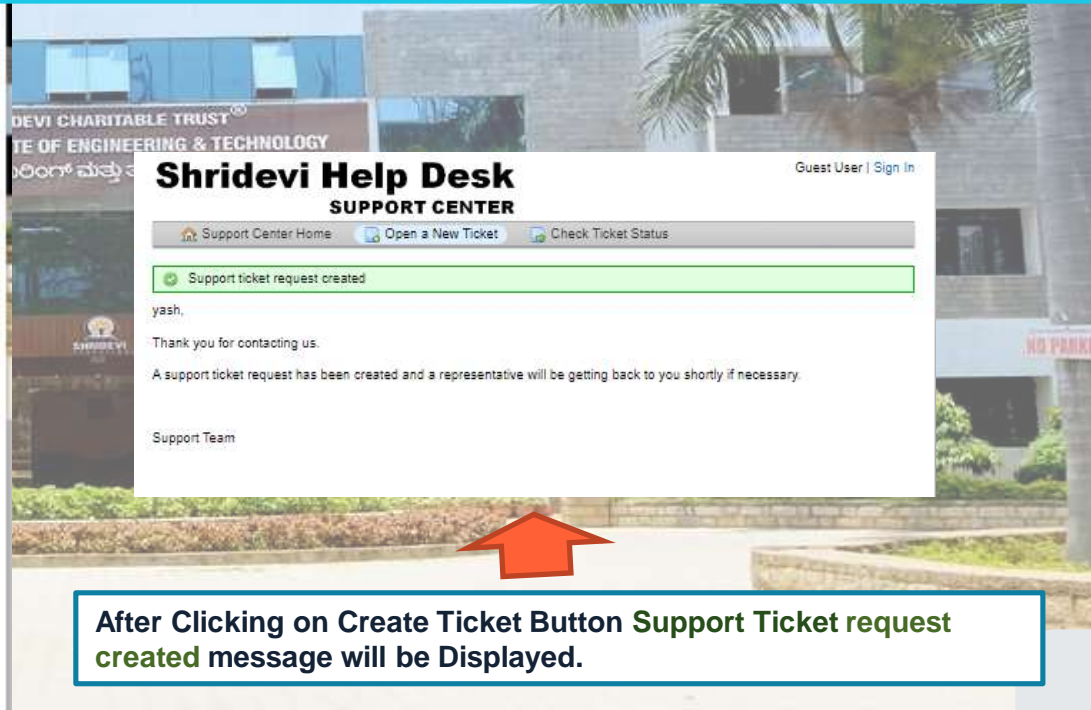
Ext

Your Department *

Create Ticket Reset Cancel

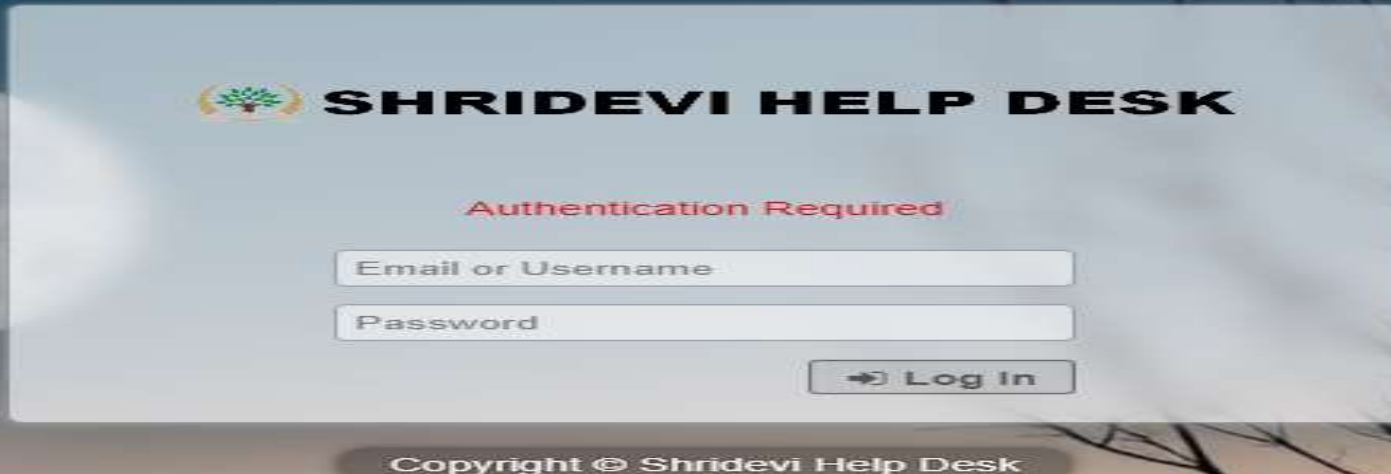
USER INFORMATION PAGE:-

- Enter the valid Email address in Email text field.
- Enter the valid Name in Full Name text field.
- Select the Support in Support Center Drop down.
- Enter the description and select remaining things.
- Click on the **Create Ticket** Button.



After Clicking on Create Ticket Button Support Ticket request created message will be Displayed.

**Admin Login Page,will login through these url
or app
<https://help.shritek.com/scp/login.php>**



SHRIDEVI HELP DESK

Authentication Required

Email or Username

Password

Log In

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- Enter the Valid Email or Username and Password.
- Click on Login Button.

Admin work



SHRIDEVI HELP DESK

Welcome, **Praveen.** | [Agent Panel](#) | [Profile](#) | [Log Out](#)

[Dashboard](#)[Users](#)[Tasks](#)[Tickets](#)[Knowledgebase](#)[Open](#)[My Tickets](#)[Closed](#)[Search](#)[New Ticket](#) [\[advanced\]](#)[Sort](#)[Open](#)

	Ticket	Last Updated	Subject	From	Priority	Assigned To
<input type="checkbox"/>	180354	8/29/24 1:34 PM	internet problem	vijay shankar	Normal	Praveen GS

Select: [All](#) [None](#) [Toggle](#)

Page: **[1]** [Export](#)

Showing 1 - 1 of about 1

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Admin will check with his dashboard or mail about the tickets which are appeared from it user from it dept. Click on A ticket in Subject Column.

SHRIDEVI HELP DESK

Welcome, **Praveen** | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard | Users | Tasks | **Tickets** | Knowledgebase

Open | My Tickets | Closed | Search | New Ticket

Ticket #180354

internet problem

Status:	Open	User:	vljay shankar (5) (Manage Collaborators)
Priority:	Normal	Email:	yashuvirat08@gmail.com
Department:	Support	Source:	Web (115 240 147 226)
Create Date:	8/29/24 1:34 PM		
Assigned To:	Praveen GS	Help Topic:	IT Department
SLA Plan:	Default SLA	Last Message:	8/29/24 1:34 PM
Due Date:	8/30/24 7:34 AM	Last Response:	

Contact

Priority Level:	Normal
Your Location:	tmk
Mobile Number:	(909) 090-9090
Your Department:	it

Ticket #180354: Transfer

Department: *

IT

☐ Maintain referral access to current department

Optional reason for the transfer

Reset Cancel Transfer

Click on '**Support,**' select your department, and then click 'Transfer'.

Click on the '**Assigned to**' dropdown and select the mini agents you want to assign the ticket to.

Admin work

Ticket #180354: Reassign to a Team

This ticket is currently assigned to you

Assignee: *

— Select —

Agents

- janarthan babu
- Praveen GS
- shiva prakash
- Varanath Kumar
- yashu r

Assign

Admin work

In below image you can see transferred and assigned to mini agent.....

✓ Ticket transferred to IT department successfully

✓ Ticket assigned to yashu r successfully

🔄 Ticket #180354




Mini Agent work



Mini agent will login through these url or app
<https://help.shritek.com/scp/login.php>

Mini Agent work

 **SHRIDEVI HELP DESK**

Welcome, **yashu.** | [Agent Panel](#) | [Profile](#) | [Log Out](#)

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[Open](#) ▾ | [My Tickets](#) ▾ | [Closed](#) ▾ | [Search](#) ▾ | [New Ticket](#)

[\[advanced\]](#) ▾

[Open](#) ▾ ▾

Ticket	Last Updated	Subject	From	Priority	Assigned To
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Select: [All](#) [None](#) [Toggle](#)

Page: [\[1\]](#) [Export](#)

Showing 1 - 1 of about 1

The ticket assigned by the **admin** can be seen by the **mini agent** through their login or email. The mini agent can click on the subject to check the details.

Ticket **#180354** has been assigned to you by Praveen

[Show quoted text](#)



Mini Agent work

Post Reply

Post Internal Note

From:

Support <girishltumkur@gmail.com> ▾

Recipients:

"vijay shankar" <yashuvirat08@gmail.com>
▶ Collaborators

Reply To:

All Active Recipients ▾ ?

Response:

Select a canned response ▾

<> T A Aa B I U S ≡ ☒ 📎 ≡ 🔗 — ↗

Start writing your response here. Use canned responses from the drop-down above

📎 Drop files here or choose them

Signature:

☒ None

Ticket Status:

Open (current) ▾

Post Reply

Reset


POST REPLY

After clicking on the ticket below, the mini agent can mark the work as completed, reply to the agent with some text, and change the ticket status to 'Closed'.

POST INTERNAL NOTE

IF WORK IS STILL INCOMPLETE WANT TIME MEANS HE WILL REPLY TO AGENT WITH THESE ,LIKE I NEED SOME TIME TO COMPLETE THESE WORK OR OTHER REASON..

Now the **agent** can see the closed ticket by the mini agent in their dashboard




SHRIDEVI HELP DESK

Dashboard | Users | Tickets | Knowledgebase

Open | My Tickets | Closed | Search | New Ticket

Today

Ticket	Date Closed	Subject	From	Closed By
180354	02/24 2:06 PM	internet porblem	vijay shankar	yashika



Re: internet porblem [#180354] Inbox ☆

Support 2:06 pm to me

Dear vijay,
OK CLOSED

Users can check their email for the ticket status to see if it is completed. They can also log in with their email ID and check the ticket number for the current status.



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A wooden-framed chalkboard with a black surface is centered in the image. The words "Thank You" are written in a white, serif font. The chalkboard is placed on a rustic wooden surface. To the left of the chalkboard is a portion of a vintage orange rotary telephone. To the right is a portion of a black rotary telephone. A green leafy plant is visible in the top right corner.

Thank
You

Design and Developed by **Shritek Innovations.**