SHRIDEVI
EDUCATION

# OS TICKET SYSTEM

https://help.shritek.com

## WELCOME TO SHRIDEVI TICKET SYSTEM

osTicket

**USER LOGIN PAGE:-**

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

**help.shritek.com or in app**

pen a New Ticket

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

ntact Information

ail Address *

ll Name *

pport Center

Department *

cket Details

ter Your Issue *

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

Drop files here or choose them

ntact

iority Level

- Select — *

ur Location

obile Number *

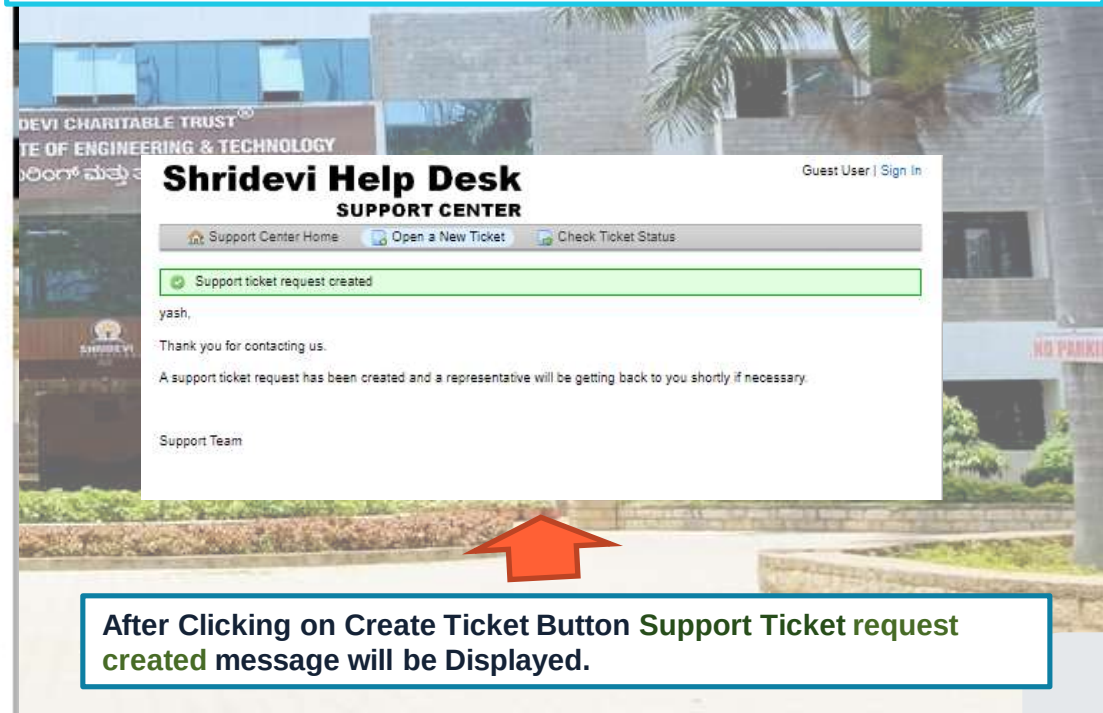
Ext

ur Department *

Create Ticket | Reset | Cancel

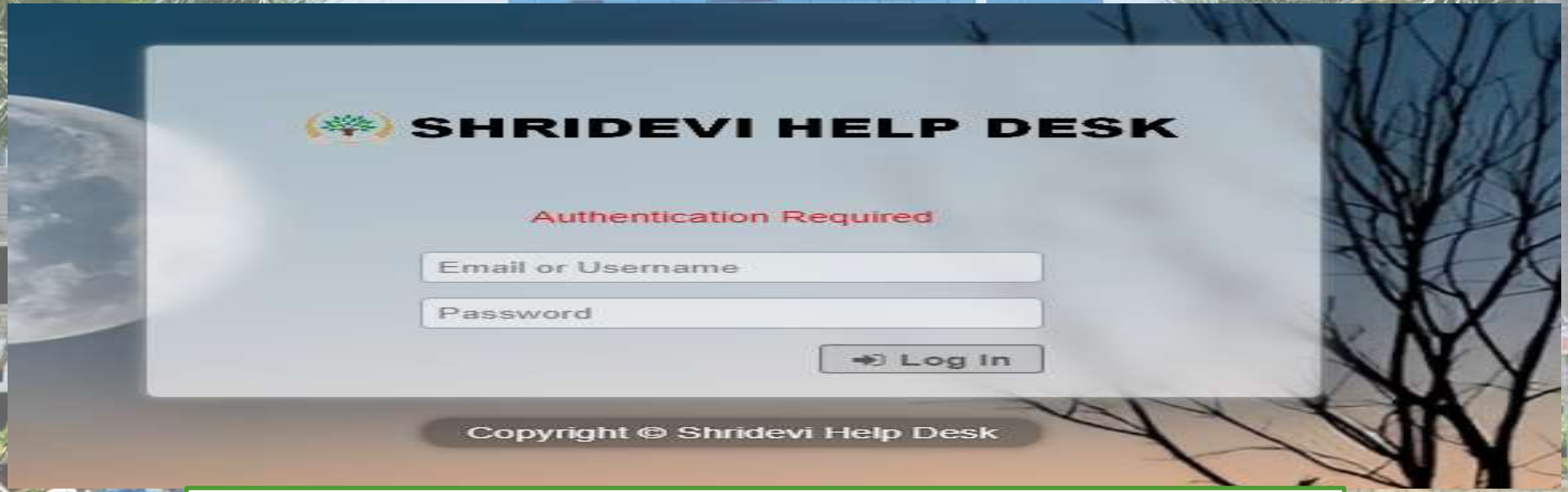
## USER INFORMATION PAGE:-

- 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.



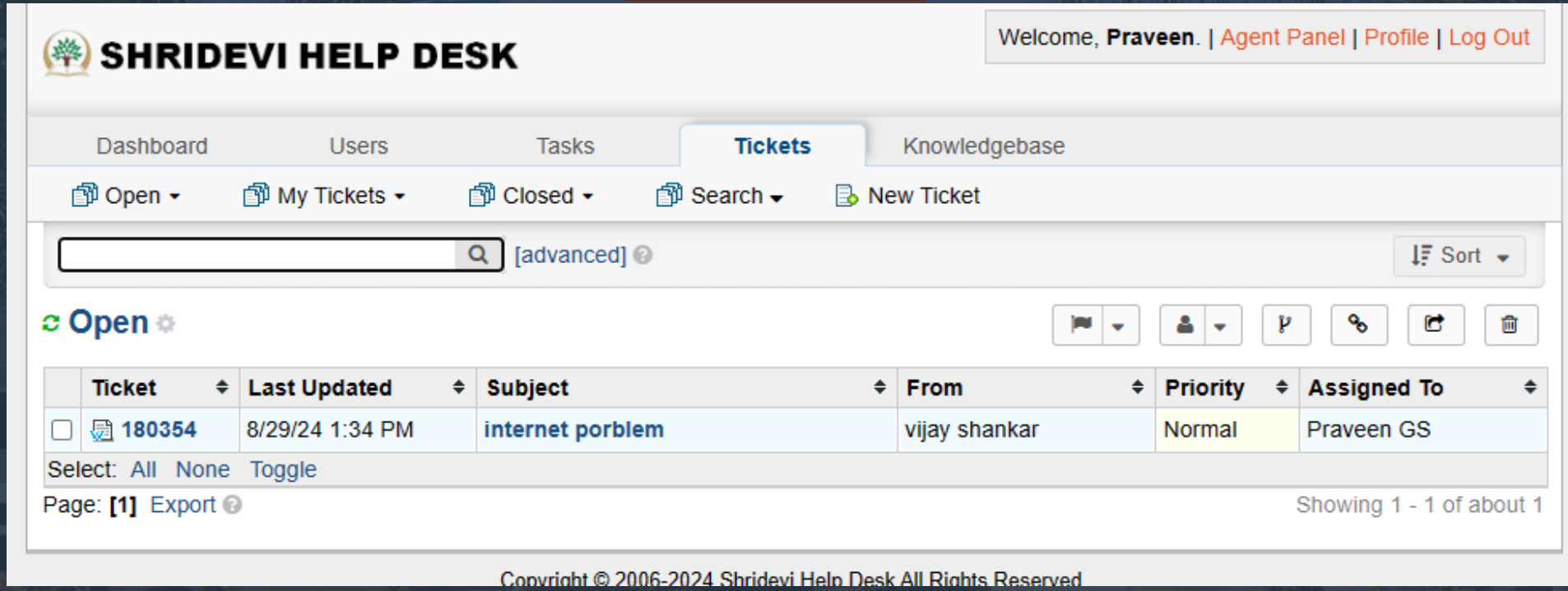

After Clicking on Create Ticket Button **Support Ticket request created** message will be Displayed.

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

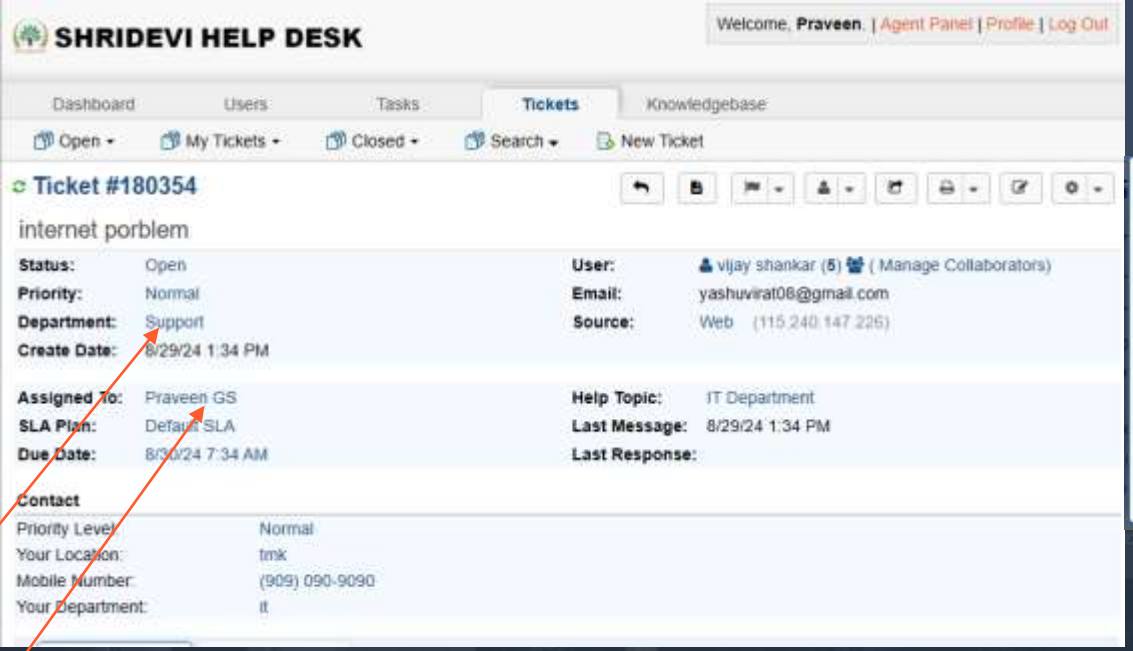


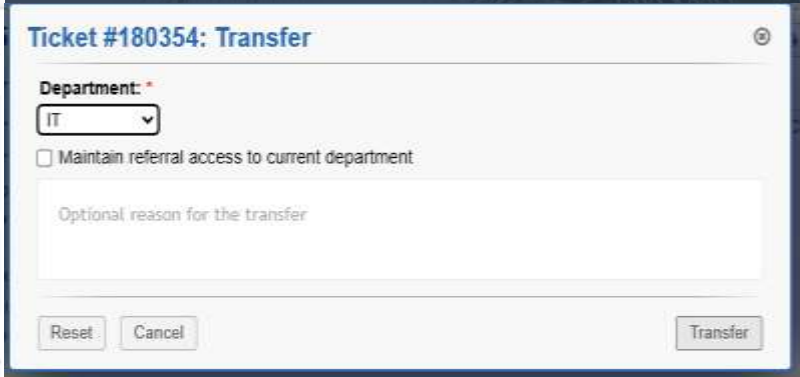

- Enter the Valid Email or Username and Password.
- Click on Login Button.

# Admin work




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.

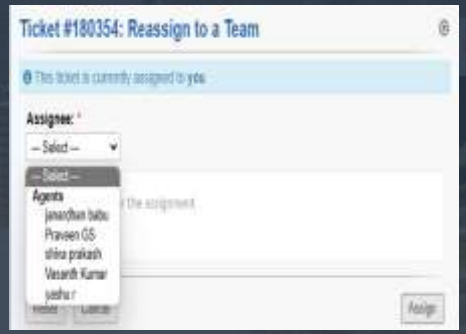



Click on **'Support,'** select your department, and then click 'Transfer.

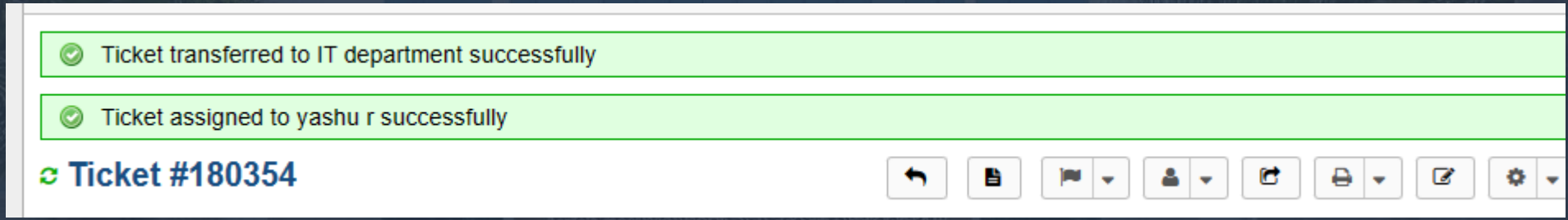
**Click on the 'Assigned to'** dropdown and select the mini agents you want to assign the ticket to.

**Admin work**



## Admin work

In below image you can see trasnferred and assigned to mini agent……




## 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

Dashboard | Tasks | **Tickets** | Knowledgebase

Open | My Tickets | Closed | Search | New Ticket

[advanced] Sort

**Open**

| Ticket | Last Updated | Subject | From | Priority | Assigned To |
|---|---|---|---|---|---|
| 180354 | 8/29/24 1:34 PM | internet porblem | vijay shankar | Normal | yashu r |

Select: All None Toggle

Page: [1] Export

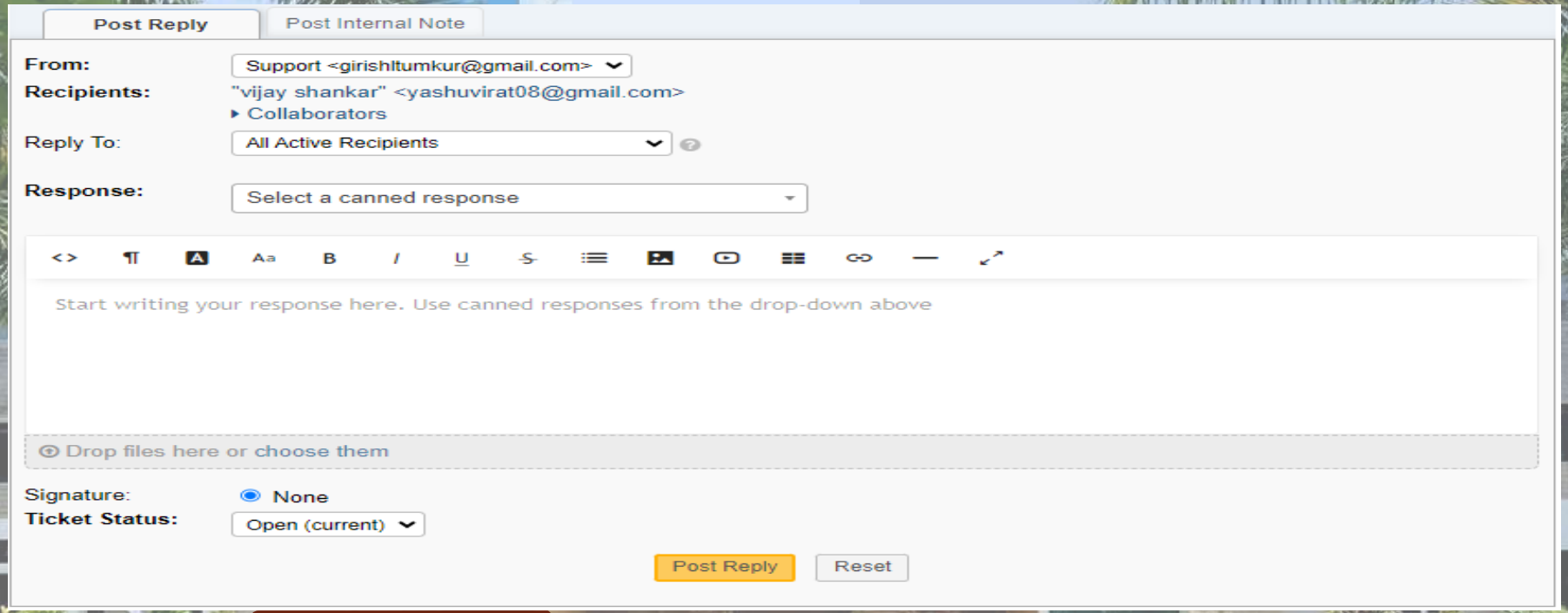
Showing 1 - 1 of about 1

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 C

Show quoted text

# Mini Agent work



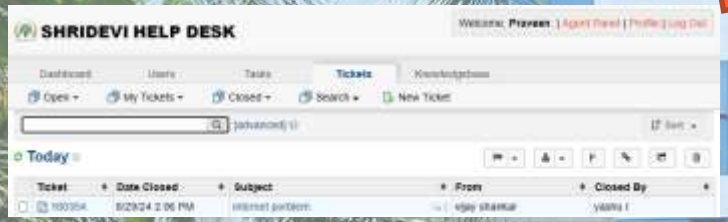

**POST REPLY**

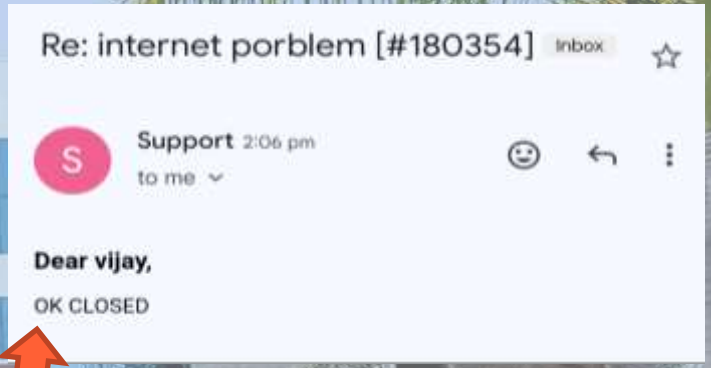
**After clicking on the ticket below, the mini agent can mark the work as completed, reply to the agent with some text, and change the ticket status to 'Closed.**

**POST INTERNAL NOTE**

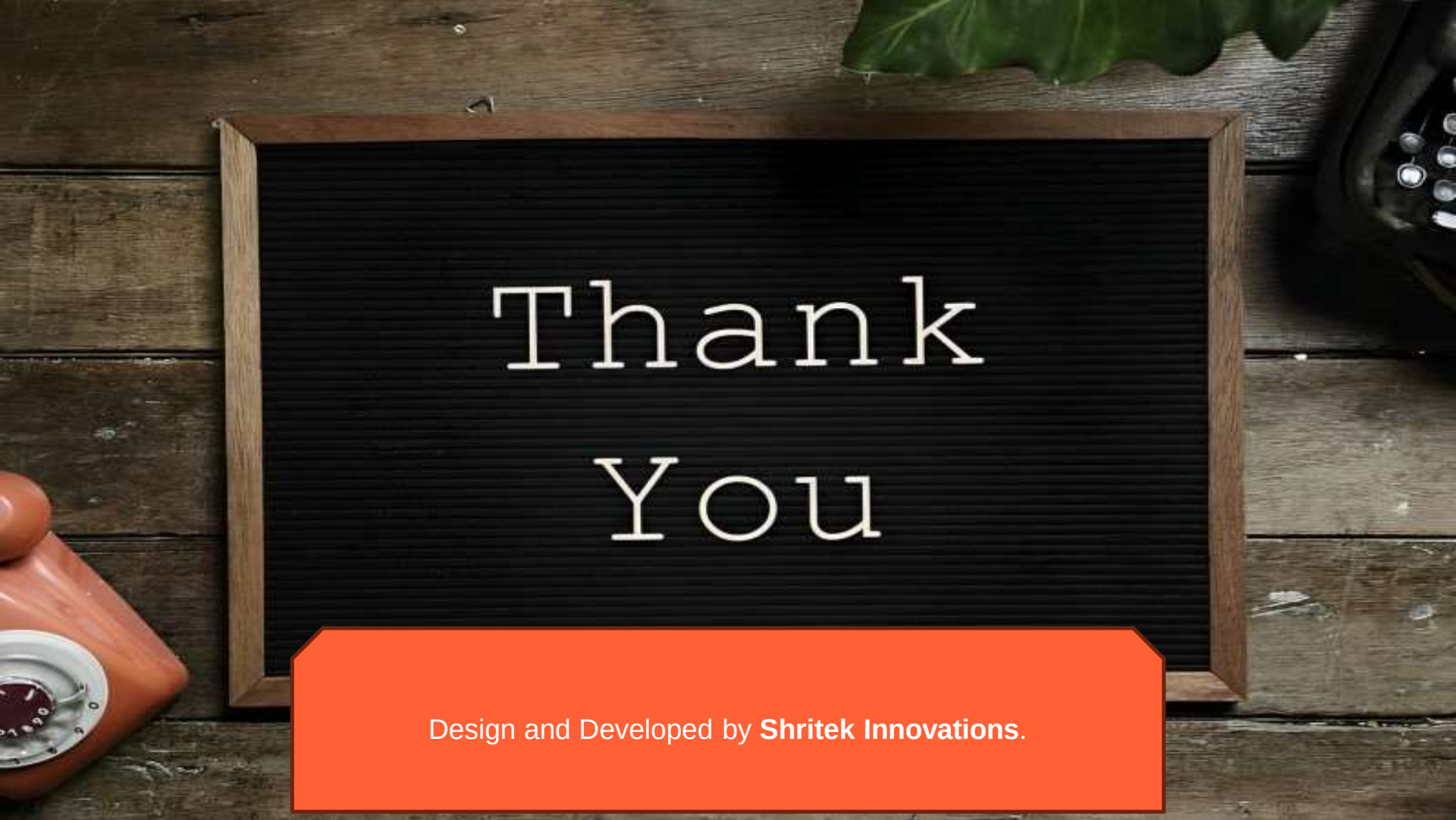
**IF WORK IS STILL INCOMPLETE WANT TIME MEANS HE WILL REPLY TO AGENT WITH THESE ,LIKE I NEED SOME TIME TO COMPLETE THESE WORK OR OTHER REASON..**

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



**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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