

e-Helpdesk System

User Guide for CLIENT



Rexit Solutions Sdn Bhd
42 Jalan BM 1/2 Taman Bukit Mayang Emas
47301 Petaling Jaya
603.7803.6623 (general) 603.7803.6922 (fax)
ehelpdesk@rexit.com www.rexit.com

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INTRODUCTION

Rexit has hit another milestone in our development of products and services. We would like to extend our appreciation by bridging the gap between Rexit and our customers. Our e-Helpdesk System is one such system that aims to do so.

We understand the predicaments that customers go through when requesting for support and maintenance; therefore with this e-Helpdesk System, our objective is to make sure that every single issue brought up by you is attended in an efficient and timely manner. We aim to increase your confidence in us by providing more transparent service level through this system.

We welcome feedback and comments on this system as we believe in continuous improvement. Please do email your feedback and comments to ehelpdesk@rexit.com.

GETTING STARTED

2.1 Logging In To e-Helpdesk System

In order to get to the e-Helpdesk System, please log on to www.rexit.com. You will see Rexit's homepage.



Click on the e-Helpdesk button as shown and you will see the following page.



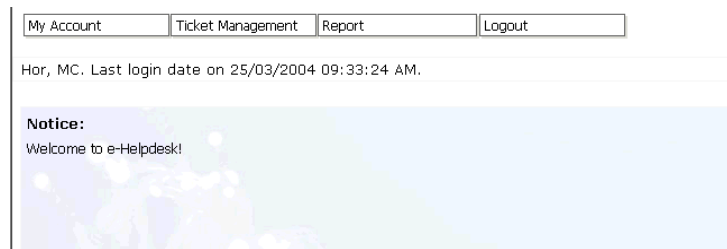
Click on your company logo to get to the sign in page as shown.



The image shows a login form for 'e-Helpdesk'. At the top, it says 'e-Helpdesk' in a stylized font, followed by 'Welcome to e-Helpdesk' in red. Below this, there are two input fields: 'Login:' and 'Password:'. At the bottom of the form, there are two buttons: 'Submit' and 'Reset'.

1024x768. v1.0 Unicode Supported. Copyright Rexit 2004. All Rights Reserved.

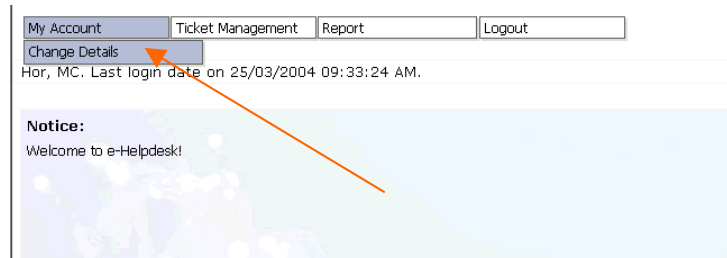
Please enter your **Login** and **Password**, which have been created for you. Then click on the **Submit** button. After logging in, you will see the main page of administration.



The image shows the main page of the administration dashboard. At the top, there are four tabs: 'My Account', 'Ticket Management', 'Report', and 'Logout'. Below the tabs, it says 'Hor, MC. Last login date on 25/03/2004 09:33:24 AM.' There is a 'Notice:' section with the text 'Welcome to e-Helpdesk!' and a background image of a globe.

2.2 Change Your Password

It is advised that you change your password the first time you have logged in. To do so, from the main page, go to **My Account** and click on **Change Details** as shown.



The image shows the same admin dashboard as above, but with the 'My Account' tab selected. Underneath the 'My Account' tab, the 'Change Details' option is highlighted with a blue background. An orange arrow points to the 'Change Details' option. The rest of the dashboard content is the same as in the previous screenshot.

You will then see the screen as shown.

Change Details [Menu](#) | KIB-wklee | 12/04/2004

Company	: KIB - Kurnia Insurans (Malaysia) Berhad
User ID	: wklee
Password	: <input type="password"/> (Encrypted)
First Name *	: <input type="text" value="WK"/>
Last Name *	: <input type="text" value="Lee"/>
E-mail 1 *	: <input type="text" value="wklee@kurnia.com.my"/>
E-mail 2	: <input type="text"/>
CC 1	: <input type="text"/>
CC 2	: <input type="text"/>
CC 3	: <input type="text"/>
Fax 1 *	: <input type="text" value="0378755922"/>
Fax 2	: <input type="text"/>
Contact Number 1 *	: <input type="text" value="0378753333"/>
Contact Number 2	: <input type="text"/>

Change the password in the **Password** field. The password is always encrypted. You can also make any necessary changes to your account details. You can set to have any e-mail correspondences between the system and you to be sent to your superior or colleague(s) involved in the CC1, CC2 and CC3 fields.

Click on the **Update** button when you are done. You will then see this message: **Record updated**. Your new password will be activated the next time you log in to the system.

2.3 Forgot Password

If you have forgotten your password, please send an e-mail to ehelpdesk@rexit.com from your e-mail address stated in your **My Account** section for verification. Please state the e-mail subject title as **Forgot Password**. An example is shown.

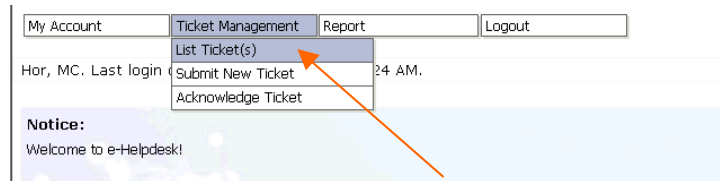
To: ehelpdesk@rexit.com
From: <Your registered e-mail address with the e-Helpdesk System>
Subject: Forgot Password

TICKET MANAGEMENT

This is the core of the e-Helpdesk System for clients. In this section you can submit an enquiry, complaint, feedback or even an idea to Rexit. There are three (3) main sections here; List Ticket(s), Submit New Ticket and Acknowledge Ticket.

3.1 List Ticket(s)

To get to this page, from the main page, go to Ticket Management and click on List Ticket(s) as shown.



You will then see the page as shown.

List Ticket(s) [Menu](#) | KIB-wklee | 08/04/2004

8 Record(s): [A](#) [1](#)

Search Criteria

Ticket ID : Submission Date : From To [Reset Date](#)

Submitted By : Subject : (Keyword)

Your Reference ID : Ticket Status :

Your User Reference : (Keyword) Acknowledgement Status :

Product : Priority :

Search Results

Ticket ID	Your Ref. ID	Submitted By	Product Name	Submission Date	Ticket/Ack. Status	Subject
T-RXT-00000006	RXT-Web-0001	Hor, MC	Rexit's Website Development	25/03/2004 10:09	In View/NO	Change layout for Products-Insurance Page
T-RXT-00000005	e-SMS-0005	Hor, MC	Electronic Short Messaging Services System	25/03/2004 09:12	Cancelled/NO	Spelling mistakes in Broadcast Module
T-RXT-00000004	e-SMS-0004	Hor, MC	Electronic Short Messaging Services System	25/03/2004 09:07	Keep In View/NO	No SMS reply for some users
T-RXT-00000003	e-SMS-0003	Hor, MC	Electronic Short Messaging Services System	24/03/2004 22:37	Work In Progress/NO	Sending of SMS Problem
T-RXT-00000002	e-SMS-0002	Hor, MC	Electronic Short Messaging Services System	24/03/2004 22:27	Completed/YES	Must support Chinese and Thai characters
T-RXT-00000001	e-SMS-0001	Hor, MC	Electronic Short Messaging Services System	24/03/2004 22:22	New/NO	Change in Maxis ECPA

The different colours show the different status of each ticket. Ticket here refers to the request made by you. The following table explains the different colour status.

No.	Colour	Ticket Status	Description
1		New	Ticket has been successfully submitted but yet to be viewed by Rexit.
2		In View	Rexit has viewed the ticket but no action taken yet.
3		Work-in-Progress	Confirmed acceptance of ticket by Rexit. Project Manager has assigned the ticket and development work is in progress to fulfil the ticket request.

4		Returning Ticket (Completed/ KIV/Cancelled)	<p>Ticket is returned to you by Rexit with one of the following categories tagged to it:</p> <p>Completed – Development work for the ticket has been completed. Ticket is returned to you for acknowledgement.</p> <p>Keep In View (KIV) – Ticket request is kept for future consideration.</p> <p>Cancelled – Ticket is cancelled by Project Manager with a valid reason. No development work will be carried out for this ticket.</p> <p>NOTE: All returning tickets to you would have been acknowledged by Rexit's Project Manager in charged.</p>
5		Acknowledged Ticket	Ticket request has been either Completed/KIV/Cancelled and you have acknowledged its successful completion
6		Rejected Ticket	Ticket is completed but rejected by you for a valid reason. Ticket is returned to the Project Manager for further action.

To view details of each ticket submitted, from the List Ticket(s) page, click on the Ticket ID link and you will see the page as shown.

View Ticket Details [Menu](#) | KIB-wklee | 12/04/2004

Ticket Details [Back](#)

Ticket ID : T-KIB-00000020

Your Reference ID : e-AMS - 0034

Your User Reference : Farida

Ticket Source : ONLINE

Submitted By : KIB-wklee - Lee, WK

Product ID : KIBeAMS

Product Name : Electronic Agency Management System (e-AMS)

Ticket Subject : Spelling Error

Ticket Content : In the Client Management module: 'Cover Note' is not spelt correctly. Pls rectify.

Attachment : -

Priority : MEDIUM

Reply Method : E-mail: YES mchor@rexit.com
Fax: NO 0378036922

Ticket/Ack. Status : Completed / YES

Submission Date : 12/04/2004 15:11

Ticket Last Updated : 12/04/2004 15:14

Acknowledgement Date : 12/04/2004 15:15

Client's Comments : Work done is checked. Acknowledge ticket completed.

Vendor's Details

Project Distributor : Hor Mei Cheng (Angeline)

Project Manager : Tang Weng Leong

Technical : Tong Pau Kin (Ken)

Expected Completion Date : 13/04/2004 00:00

Comments : Ticket request completed.


© Rexit 2004. All Rights Reserved. [Help](#) | [Print](#)

You can check the **Expected Completion Date** for the ticket submitted and also any **Comments** posted by the Project Manager regarding the ticket.

3.1.1 Search For Ticket(s)

You can also search for a specific ticket submitted by doing a search in the **List Ticket(s)** page.

The following table explains the search criteria for the tickets.

No.	Criteria	Description
1.	Ticket ID	Key in the Ticket ID, which is system generated when a ticket is submitted. This criterion will be a specific search.
2.	Submission Date	Select the From and To Submission Dates to display all the tickets within this range. Please click on the calendar icon  to select the date. Click on Reset Date to deselect the date.
3.	Submitted By	You can specifically select to list all the tickets submitted by a particular user of your company.
4.	Subject	You can search by entering keywords that were used for the submitted tickets. System will return a search result of all tickets that contain the keywords entered.
5.	Your Reference ID	Enter your company's own Reference ID that was submitted along with the ticket. This criterion will be a specific search.
6.	Your User Reference	Enter the name of the user associated with this ticket that was submitted along with the ticket. System will return a search result of all tickets that contain the keywords entered.
7.	Ticket Status	You can specifically select to list all the tickets submitted based on the status – New/In View/Work In Progress/Completed/Keep In View/Cancelled . Please refer to Section 3.1 List Tickets for the ticket status explanation .
8.	Product	You can specifically select to list all the tickets submitted based on the product category.
9.	Acknowledgement Status	You can specifically select to list all the tickets submitted based on the acknowledgement status – Yes/No .
10.	Priority	You can specifically select to list all the tickets submitted based on the priority status – High/Medium/Low .

Once the search criteria are selected, click on the **Search** button. The search results will be displayed in the **Search Results** section.

3.1.2 Cancel A Submitted Ticket

You can cancel a ticket at any point in time if you feel the ticket submitted is not relevant anymore. To cancel a ticket, go to the List Ticket(s) page.

	Ticket ID	Your Ref. ID	Submitted By	Product Name	Submission Date	Ticket/Ack. Status	Subject
<input type="radio"/>	T-KIB-00000005	eQMS-0001	Lee, WK	Electronic Quotation Management System	01/04/2004 19:35	In View/NO	Revised Gantt Chart
<input type="radio"/>	T-KIB-00000004	IIMS-0001	Lee, WK	Integrated Insurance Management System	01/04/2004 19:34	Cancelled/YES	Timeline for Phase 2 Development
<input checked="" type="radio"/>	T-KIB-00000003	eSMS-0002	Lee, WK	Electronic Short Messaging Services	01/04/2004 19:33	New/NO	Change in Maxis ECPA
<input type="radio"/>	T-KIB-00000001	eAMS-0001	Lee, WK	Electronic Agency Management System	01/04/2004 19:28	Work In Progress/NO	Spelling mistakes in Cover Note Form

Cancel

Select the ticket to be cancelled by clicking on the radio button. Then click on the Cancel button.

A confirmation message will pop up: **Are you sure that you want to cancel the selected ticket?** Click on the OK button to proceed; if otherwise click on the Cancel button to return to the List Ticket(s) page.

You are then required to enter reasons/comments for the cancellation as shown.

[Menu](#) | KIB-wklee | 08/04/2004

Cancel Ticket

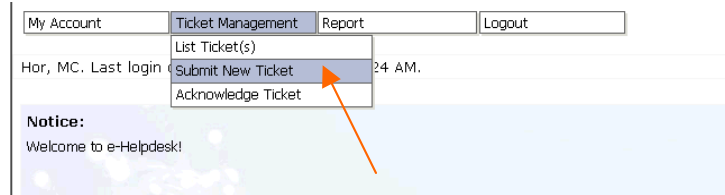
Ticket Details			
Ticket ID	: T-KIB-00000003		
Your Reference ID	: eSMS-0002		
Your Name Reference	:		
Ticket Source	: ONLINE		
Company ID	: KIB - Kurnia Insurans (Malaysia) Berhad		
Submitted By	: KIB-wklee - Lee, WK		
Product ID	: eSMS		
Product Name	: Electronic Short Messaging Services		
Ticket Subject	: Change in Maxis ECPA		
Ticket Content	: Maxis has upgraded to ECPA 5.0. Pls make sure that it is implemented in e-SMS System.		
Attachment	: -		
Priority	: MEDIUM		
Reply Method	E-mail:	YES	mchor@rexit.com
	Fax:	NO	0378036922
Ticket Status	: New / NO		
Date of Submission	: 01/04/2004 19:33		
Ticket Last Updated	: -		
Acknowledgement Date	: -		
Vendor's Details			
Project Distributor	: Hor Mei Cheng (Angeline)		
Project Manager	: -		

Comments :

When you are done, click on the Submit button. The ticket status will now turn to grey to indicate a cancelled ticket. The system will automatically send an e-mail notification to Rexit's Project Distributor.

3.2 Submit New Ticket - Via Online

This section will explain how you can submit a ticket online through the e-Helpdesk System. To get to this page, from the main page, go to Ticket Management and click on Submit New Ticket as shown.



You will then see the page as shown.

Submit New Ticket [Menu](#) | KIB-wkLee | 08/04/2004

Ticket ID : (System generated)

Submitted By : Lee, WK

Product :

Priority :

Reply Method * : E-mail (Mandatory)
 Fax

Ticket Subject * :

Ticket Content * :

Your Reference ID :

Your User Reference :

Attachment : (File size must be less than 8Mb)

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Please enter all the data for the ticket.

The following table describes the fields to be entered.

No.	Field Name	Description	Mandatory
1	Ticket ID	System generated once the ticket is submitted.	Auto
2	Submitted By	Based on the person who has logged in.	Auto
3	Product	Select the product that is related to the ticket.	Y
4	Priority	You can prioritise your tickets based on these three (3) options: High, Medium and Low. Default: Medium	N
5	Reply Method	The notification method you would like to receive from e-Helpdesk System regarding the ticket submitted. The e-mail and the fax here refer to <i>E-mail 1</i> and <i>Fax 1</i> set in your user details. It is mandatory to select the reply method for e-mail.	Y
6	Ticket Subject	Enter a short heading for the subject. The keywords in the heading can be searched upon.	Y
7	Ticket Content	Description of the ticket. The content here should	Y

		be clear and precise.	
8	Your Reference ID	You can enter your company's own Reference ID associated with this ticket for your internal use.	N
9	Your User Reference	You can enter your company's own user(s) associated with this ticket for your internal use.	N
10	Attachment	Any related document that could describe the ticket further can be uploaded here. You can attach any file format as long as the size is less than 8MB. The system will not accept the file if it exceeds the recommended size. Just click on the Browse button to select your file and then click on the Open button to attach it to the ticket.	N

When you are done, click on the **Submit** button. A confirmation message will pop up: **Are you sure you want to submit the ticket?** Click on the **OK** button to proceed; if otherwise click on the **Cancel** button to return to the **Submit New Ticket** form.

Once a ticket has been submitted, you can check its status in the **List Ticket(s)** function as explained in 3.1 **List Ticket(s)**.

3.3 Submit New Ticket – Via Fax

You can have the alternative of submitting a ticket via fax. However, the time taken for it to be processed is slightly delayed compared to submitting it online. To submit a ticket via fax, please fax to us at **03-7803 6922** and state the following:

<p style="text-align: center;"> Attention: e-Helpdesk Subject: <Subject heading for the ticket> From: <Your Name & Company Name> Date: <Date of ticket submission> Your Reference ID <Your internal reference for this ticket> Your Reference User: <Your user involved for this ticket> </p>
--

Our Project Distributor in charged will submit the fax received as a new ticket. Once it is done so, you will be able to view it in your **List Ticket(s)** section as shown.

List Ticket(s) [Menu](#) | KIB-wkLee | 08/04/2004

1 Record(s): [A](#) [1](#)

Search Criteria

Ticket ID : Submission Date : From To [Reset Date](#)

Submitted By : Subject : (Keyword)

Your Reference ID : Ticket Status :

Your User Reference : (Keyword) Acknowledgement Status :

Product : Priority :

Search Results

	Ticket ID	Your Ref. ID	Submitted By	Product Name	Submission Date	Ticket/Ack. Status	Subject
<input type="radio"/>	T-KIB-00000003	eSMS-0002	Lee, WK	Electronic Short Messaging Services	01/04/2004 19:33	New/NO	Change in Maxis ECPA

Click on the Ticket ID link to view the details of the ticket as shown.


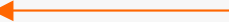
View Ticket Details [Menu](#) | RXT-RXTMCHor | 12/04/2004

Ticket Details [Back](#)

Ticket ID : T-RXT-00000007

Your Reference ID : RXT-Web-0002

Your User Reference :

Ticket Source : FAX  

Submitted By : RXT-RXTMCHor - Hor, MC

Product ID : RXTWeb

Product Name : Rexit's Website Development

Ticket Subject : Changes to the content in Products-Insurance page

Ticket Content : Please refer to attachment.

Attachment : -

Priority : MEDIUM

Reply Method : E-mail: YES mchor@rexit.com
Fax: YES 78036922

Ticket/Ack. Status : Cancelled / YES

Submission Date : 25/03/2004 11:05

Ticket Last Updated : 26/03/2004 15:23

Acknowledgement Date : 26/03/2004 16:04

Client's Comments : -

Vendor's Details

Project Distributor : Hor Mei Cheng (Angeline)

Project Manager : Hor Mei Cheng (Angeline)

Technical : -

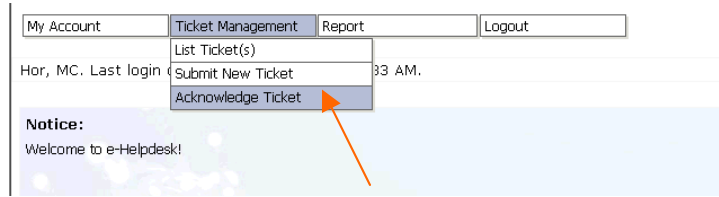
Expected Completion Date : -

Comments : Issue addressed earlier on.

To view the fax sent in by you, click on the fax icon as indicated. The fax will be displayed in a new window.

3.4 Acknowledge Ticket

To get to this page, from the main page, go to Ticket Management and click on Acknowledge Ticket as shown.



You will then see the page as shown.

Acknowledge Ticket [Menu](#) | KIB-wklee | 08/04/2004

1 Record(s): [A 1](#)

Search Criteria

Ticket ID : Submission Date : From To [Reset Date](#)

Submitted By : All Subject : (Keyword)

Your Reference ID : Ticket Status : All

Your User Reference : (Keyword) Product : All

Search Results

Ticket ID	Your Ref. ID	Submitted By	Product Name	Submission Date	Ticket/Ack. Status	Subject
<input type="radio"/> T-KIB-0000011	Gen-0002	Lee, WK	General Issues/Queries	08/04/2004	Keep In View/NO	e-Helpdesk System

The returning tickets will automatically appear in this page and will be highlighted in green. Each returning ticket will have either one of the following statuses: **Completed**, **Keep In View (KIV)** or **Cancelled**.

To view the status details and any comments posted by the Project Manager in charged, click on the **Ticket ID** link.

To acknowledge the ticket, you will need to select the ticket by checking the radio button on the left.

Once you have selected the ticket to be acknowledged, click on the **Acknowledge** button. A confirmation message will pop up: **Are you sure that you want to acknowledge the selected ticket?** Click on the **OK** button to proceed; if otherwise click on the **Cancel** button to return to the **Acknowledge Ticket** screen.

You are then required to select Yes and enter in any comments regarding the completion of the ticket as shown.

Acknowledge Ticket [Menu](#) | KIB-wklee | 08/04/2004

Ticket Details	
Ticket ID	: T-KIB-0000011
Your Reference ID	: Gen-0002
Your Name	: KH Tan
Reference	
Ticket Source	: ONLINE
Company ID	: KIB - Kurnia Insurans (Malaysia) Berhad
Submitted By	: KIB-wklee - Lee, WK
Product ID	: Gen
Product Name	: General Issues/Queries
Ticket Subject	: e-Helpdesk System
Ticket Content	: Pls change the login page colour.
Attachment	: -
Priority	: MEDIUM
Reply Method	: E-mail: YES mchor@rexit.com Fax: YES 0378036922
Ticket Status	: Keep In View / NO
Date of Submission	: 08/04/2004 16:24
Ticket Last Updated	: 08/04/2004 16:26
Acknowledgement Date	: -
Vendor's Details	
Project Distributor	: Hor Mei Chena (Anqeline)

Acknowledge : Yes No

Comments :

Once a ticket is acknowledged, it will disappear from the Acknowledge Ticket page and the colour status of the ticket will turn to grey in the List Ticket(s) page.

3.4.1 Reject Ticket

If you are not satisfied with the work done, you can have the option to reject a completed ticket. To do so, from the main page, go to Ticket Management and click on Acknowledge Ticket as shown.

My Account **Ticket Management** Report Logout

Hor, MC. Last login 33 AM.

- List Ticket(s)
- Submit New Ticket
- Acknowledge Ticket**

Notice:
Welcome to e-Helpdesk!

You will then see the page as shown.

Acknowledge Ticket [Menu](#) | KIB-wklee | 08/04/2004

1 Record(s): [A](#) [1](#)

Search Criteria

Ticket ID	: <input type="text"/>	Submission Date	: From <input type="text"/> To <input type="text"/> Reset Date
Submitted By	: All <input type="button" value="v"/>	Subject	: <input type="text"/> (Keyword)
Your Reference ID	: <input type="text"/>	Ticket Status	: All <input type="button" value="v"/>
Your User Reference	: <input type="text"/> (Keyword)	Product	: All <input type="button" value="v"/>

Search Results

Ticket ID	Your Ref. ID	Submitted By	Product Name	Submission Date	Ticket/Ack. Status	Subject
T-KIB-0000011	Gen-0002	Lee, WK	General Issues/Queries	08/04/2004	Keep In View/NO	e-Helpdesk System

To reject a ticket, you will need to select the ticket by checking the radio button on the left.

Once you have selected the ticket to be rejected, click on the **Acknowledge** button. A confirmation message will pop up: **Are you sure that you want to acknowledge the selected ticket?** Click on the **OK** button to proceed; if otherwise click on the **Cancel** button to return to the **Acknowledge Ticket** screen.

You are then required to select **No** and enter in any comments regarding the rejection of the ticket as shown.

Acknowledge Ticket [Menu](#) | KIB-wklee | 08/04/2004

Ticket Details	
Ticket ID	: T-KIB-0000011
Your Reference ID	: Gen-0002
Your Name Reference	: KH Tan
Ticket Source	: ONLINE
Company ID	: KIB - Kurnia Insurans (Malaysia) Berhad
Submitted By	: KIB-wklee - Lee, WK
Product ID	: Gen
Product Name	: General Issues/Queries
Ticket Subject	: e-Helpdesk System
Ticket Content	: Pls change the login page colour.
Attachment	: -
Priority	: MEDIUM
Reply Method	: E-mail: YES mchor@rexit.com Fax: YES 0378036922
Ticket Status	: Keep In View / NO
Date of Submission	: 08/04/2004 16:24
Ticket Last Updated	: 08/04/2004 16:26
Acknowledgement Date	: _
Vendor's Details	
Project Distributor	: Hor Mei Cheng (Angeline)

Acknowledge : Yes No

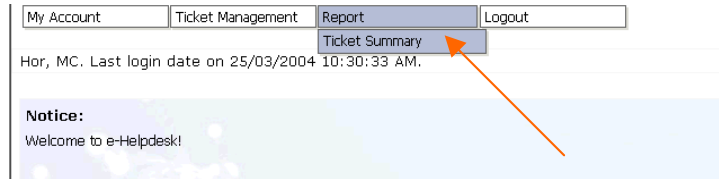
Comments :

Once a ticket is rejected, it will disappear from the **Acknowledge Ticket** page and return to the **List Ticket(s)** screen in purple colour indicating a **Rejected Ticket** status. The system will automatically send an e-mail notification to Rexit's Project Distributor to take further action for this rejected ticket.

REPORT

4.1 Ticket Summary

To get to this page, from the main page, go to **Report** and click on **Ticket Summary** as shown.



You will then see the page as shown.

Ticket Summary [Menu](#) | RXT-RXTMCHor | 25/03/2004

Report Criteria

Submission Date : From To [Reset Date](#)

Product : All

Report Summary

Ticket Status	Number of Tickets	
	Acknowledge: Yes	Acknowledge: No
New	0	2
In View	0	1
Work In Progress	0	1
Completed	1	0
Keep In View	0	1
Cancelled	0	1
Total:	1	6

The default report for the ticket summary will display the latest information based on the system date.

The following table explains the report criteria that you can use to customise your own report.

No.	Report Criteria	Description
1.	Submission Date	Select the From and To Submission Dates to display the report within this range. Please click on the calendar icon <input type="calendar"/> to select the date. Click on Reset Date to deselect the date.
2.	Product	You can select a particular product category for your report.

When you are done, click on the **Generate** button.

The report generated will show the number of tickets submitted according to the selected report criteria. It will be further narrowed down to the **Ticket Status** (New/In View/Work In Progress/Completed/Keep In View [KIV]/Cancelled) and the **Acknowledgement Status** (Acknowledge: Yes/Acknowledge: No) of the tickets.

OTHERS

5.1 Help File

In every screen, there is **Help** link which you can click to guide you through the function. The example shown is for the **List Ticket(s)** function.

List Ticket(s) Menu | RXT-RXTMCHor | 25/03/2004

2 Record(s): [A](#) [1](#)

Search Criteria

Ticket ID : Submission Date : From To [Reset](#)

Submitted By : Subject : (Keyword)

Your Reference ID : Ticket Status :

Product : Acknowledgement Status :

Priority :

Search Results

Ticket ID	Your Ref. ID	Submitted By	Product Name	Submission Date	Ticket/Ack. Status	Subject
T-RXT-00000007	RXT-Web-0002	Hor, MC	Rexit's Website Development	25/03/2004 11:05	New/NO	Changes to the content in Products-Insurance page
T-RXT-00000006	RXT-Web-0001	Hor, MC	Rexit's Website Development	25/03/2004 10:09	In View/NO	Change layout for Products-Insurance Page

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The **Help** link is always at the bottom right corner. The **Help** guide will be displayed in a new window as shown.

List Ticket(s)

1. Ticket ID System-generated ID assigned to a submitted ticket.
2. Submission Date The date the ticket was submitted. Click on **Reset Date** to deselect the date.
3. Submitted By User in your company who submitted the ticket.
4. Subject Keyword search for the subject of the ticket.
5. Your Reference ID Your company's own Reference ID for this ticket.
6. Ticket Status
New: Submitted but has yet to be viewed by Rexit.
In View: Rexit has viewed the ticket but no action taken yet.
Work In Progress: Project Manager has assigned the ticket and development work is in progress.
Completed: Development work for the ticket has been completed. Ticket is returned to user for acknowledgement.
KIV: Ticket is kept for future consideration.
Cancelled: Ticket is cancelled by Project Manager with a valid reason. No development work will be carried out for this ticket.

	New Ticket
	In View Ticket
	Work In Progress Ticket
	Returning Ticket (Completed/KIV/Cancelled)
	Acknowledged Ticket

5.2 E-mail & Fax Reply Notification

An e-mail notification will be sent to you in reply to your submitted ticket on two occasions:

- i) When the Project Manager assigns one of the following statuses to a ticket: **Completed**, **Keep In View (KIV)** or **Cancelled**.
- ii) When you acknowledge **Yes** to a returning ticket.

If you have indicated to receive fax in your **Reply Method** when submitting a ticket, you will receive a fax when the Project Manager assigns one of the following statuses to a ticket: **Completed**, **Keep In View (KIV)** or **Cancelled**.

The following are samples of the e-mail and fax format you will receive:

E-mail Reply Notification

The screenshot shows an email client window titled "Ticket Status Notification (T-RXT-00000002) - Message (HTML)". The window includes a menu bar (File, Edit, View, Insert, Format, Tools, Actions, Help) and a toolbar with icons for Reply, Reply to All, Forward, and other actions. The email header shows it was sent on Thu 3/25/2004 9:59 AM from ehelphdesk@rexit.com to mchor@etsc.com and mchor@rexit.com. The subject is "Ticket Status Notification (T-RXT-00000002)".

Ticket Status Notification

Ticket ID	: T-RXT-00000002
Your Reference ID	: e-SMS-0002
Product	: Electronic Short Messaging Services System
Submitted By	: Hor, MC
Submitted On	: 24/03/2004
Ticket Subject	: Must support Chinese and Thai characters
Ticket Content	: SMS Broadcast should support Chinese and Thai characters. User can have the option to select either English and/or Chinese and/or Thai only.
Ticket Status	: Keep In View

Vendor

Project Distributor	: Hor Mei Cheng (Angeline)
Project Manager	: Hor Mei Cheng (Angeline)
Comment	: This will be kept for the second phase of development which is scheduled for July 2004.

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Fax Reply Notification

The screenshot shows a Microsoft Internet Explorer browser window displaying a web page from "http://www.rexit.com/ehelphdesk/hr/general/getPDF.jsp?AUTONUM=5". The page content includes the company name "Rexit Solutions Sdn. Bhd.", the title "Ticket Status Notification", and the recipient "Attention to: Hor, MC".

Ticket ID	: T-RXT-00000009
Your Reference ID	: e-SMS-0006
Product	: Electronic Short Messaging Services System
Submitted By	: Hor, MC
Submitted On	: 25/03/2004
Ticket Subject	: Revised Gantt Chart
Ticket Content	: Pls send to me the revised Gantt Chart.
Ticket Status	: Completed
Project Distributor	: Hor Mei Cheng (Angeline)
Project Manager	: Hor Mei Cheng (Angeline)
Comment	: Already emailed to you.

5.3 Menu Link

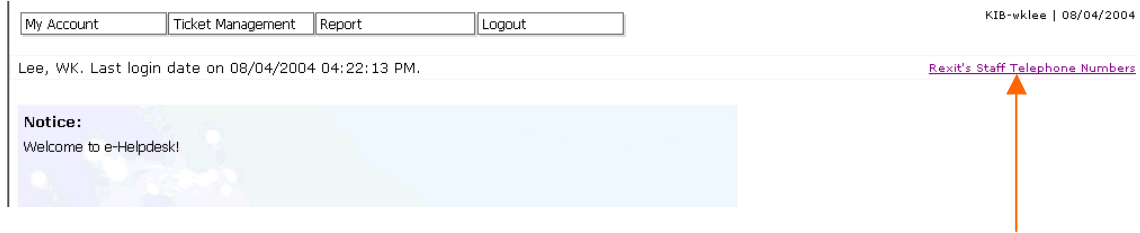
In every page, there is a **Menu** link on the top right corner for you to return to the main page of administration.

5.4 Print Function

The **Print** function is similar to the browser print function.

5.5 Rexit's Staff Telephone Numbers

To facilitate any telephone correspondences with our staff, we have provided a list of telephone number extensions of our staff in the main page as shown.



The screenshot shows a user interface with a navigation bar at the top containing links for 'My Account', 'Ticket Management', 'Report', and 'Logout'. On the right side of the navigation bar, the text 'KIB-wklee | 08/04/2004' is displayed. Below the navigation bar, a user profile section shows 'Lee, WK. Last login date on 08/04/2004 04:22:13 PM.' and a link for 'Rexit's Staff Telephone Numbers' with an orange arrow pointing to it. A notice box below the profile says 'Notice: Welcome to e-Helpdesk!'.

Once clicked on the link, you will see the page as shown.

Rexit's Staff Telephone Numbers

General Line: (603) 7803 6623
Fax: (603) 7803 6922
E-mail: e-Helpdesk System: ehelpdesk@rexit.com
General enquiries: info@rexit.com

Name	Extension Number
Si Tho Yoke Meng	2028
Tong Tin Heng	2002
Victor Loo	2103
Wong Keng San	2003
Tang Weng Leong	2113
Beh Tze Wei	2113
Anil Kumar	2115
Appandarajan Poornachandran	2118
Ashok Kumar Siddan	2019
B Saravana Pandian	2117
C Nagaraju	2111
Chandoly Satesh Kumar	2107
Chee Ping Wei	2027
Chia Swee Heang	2108
Chung Lai Kwan (Clarissa)	2112
Jayaprakash Ilavaram	2109
Jitendra G. Bachchhar	2107
K. Thirumalaivasan	2016
Kho Kah Mun	2117
Kok Yow Cheong (Frank)	2106
Liong Mei Fong	2112
Mohamad Fauzi B Ali	2106
Mohd Faizul B Ya'kub	2015
Naveen Govindaraju	2118