Tutorial Request Ticket pada Web Aplikasi

| Login | |
|-------------------------------------|-------------------------|
| Masukkan Username dan password anda | |
| LETS GO | Ro |
| | |
| | THE |
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- 1. Masukkan NIK (nomor induk karyawan) yang terdapat pada aplikasi talenta,
- 2. Masukkan password: default123
- 3. Lalu tekan tombol enter atau pilih tombol let's go dibawah.

| IT DKND | Dashboard Password kamu masih default, silahkan update | i pada halaman profile atau ki con li n | Luk mengganti password | |
|-------------------|---|---|------------------------|-------------------------|
| Ticket Request | Retursort | 6 28 | | Log out |
| RT Request Ticket | RetailSoft : | Ticket IT: | Business Operational: | |
| 7 | Akses aplikasi retailsoft. | Ajukan ticket ke IT. | Ajukan ticket ke BO. | |
| 2 | 🕜 Transaksi 🕜 Reporting | Klik disini | Klik disini | |
| | Argent Management Office: Ajukan ticket ke PMO. Disk dame | 4 | | |
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Anda akan masuk ke halaman utama dan ada beberapa menu yang dapat dipilih:

- 1. Mengubah password dan profile dapat klik pada nomor 1 atau nomor 2 pada gambar.
- 2. Untuk mengajukan ticket dapat langsung tertuju pada divisi yang dituju seperti tertera pada nomor 4 digambar.
- 3. Atau dapat membuka halaman request pada nomor 3 seperti pada gambar.

| IT DKND | Home Ticket | | | 5 | ø | 1 |
|-------------------|--------------------------------|---|------------|---------|-------------|------------|
| Dashboard | Ticket | | | | | |
| Ticket Request | Halaman Utama | | | | | |
| RT Request Ticket | Pilih dept | | | | | |
| | Show 10 entries | | | Search: | | |
| | Ticket ID 🔺 Judul 🌵 Created At | PIC Tipe Error No data available in table | Pengerjaan | Status | Detail | |
| | Showing 0 to 0 of 0 entries | | | | Previous | Next |
| | | | | | | |
| | | | | | | |
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Setelah memenu request ticket, anda akan diarahkan ke halaman awal ticket.

- 1. Langkah pertama pilih department dituju seperti nomor 1.
- 2. Setelah memilih department lalu dapat memilih tombol ajukan ticket seperti nomor 2.

| IT DKND | Ticket | | s 👂 👤 |
|---|----------------------------|----------------|-------------------------|
| Dashboard Ticket Request | Ticket Buat Ticket | | |
| | Judul : | Catatan : | |
| | Tipe | Sub Tipe | |
| | Pilih Tipe | Pilih Sub Tipe | |
| | Upload Lampiran : | | |
| | Choose File No file chosen | OVE | |
| | | SAVE | |
| | | | |
| | | | |
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Setelah memilih ajukan ticket anda akan diminta untuk isi form sebagai persyaratan mengajukan ticket.

| IT DKND | Ticket | | s 👂 👤 |
|-----------|-----------------------------------|------------------------------|-------------------------|
| Dashboard | Ticket Buat Ticket | | |
| 2 | Judul : Printer error | Catatan : kertas nyangkut | |
| | Hardware Upload Lampiran : | Printer | |
| e. | Choose File No file chosen X HEMO | SAVE KEMBALI | |
| | | | |
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- 1. Isi semua data yang dibutuhkan dari nomor 1,2,3 dan 4
- 2. Isi nomor 5 jika memang ada foto atau file yang ingin dilampirkan
- 3. Pilih tombol save untuk mengirimkan request seperti nomor 6 pada gambar.

| IT DKND | Home Ticket | | | | | 5 | | 1 |
|-------------------|-----------------------------|--------------|--------------------|------------|--------------------|----------|-------------|--------|
| Dashboard | Ticket | | | | | | | |
| Ticket Request | Halaman Utama | | | | | | | |
| RT Request Ticket | Pilih dept | | | | | | | _ |
| | Ticket ID A Judul | Created At | PIC Tipe Error | Pengerjaan | Status | © Detail | | 0 |
| | IT00001 Printer error | 1 second ago | - Printer | e. | Waiting for pickup | DETAIL | | _ |
| | Showing 1 to 1 of 1 entries | | | | | Previous | 1 N | lext |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | © 2022 | , made by I | T DKND |

Jika ticket berhasil dibuat akan muncul tampilan seperti diatas, untuk melihat detail ticket dapat dipilih tombol detail seperti digambar.

| IT DKND | Home Tic | Modal title | | | | 2(×) | :: 🔎 | 1 |
|-------------------|-------------|------------------|--------------------|------------------|------------|--------------------|-----------------|---------|
| Dashboard | Ticket | Status | Lampiran | Solusi | Action | | | |
| Ticket Request | Halama | request | Tidak ada lampiran | Belum ada solusi | CANC | | | _ |
| RT Request Ticket | Pilih de | | | | | 1 | | |
| 100 C | Show 10 | | | | | CLOSE | Search: | |
| / · | Ticket ID | * Judul | Created At | PIC Tipe Error | Pengerjaan | Status | 🍦 Detail | 0 |
| - | IT00001 | Printer e | rror 1 second ago | - Printer | | Waiting for pickup | DETAIL | |
| | Showing 1 t | o 1 of 1 entries | | | | | Previous 1 | Next |
| TEP. | | | | | | | | |
| EL. | | | | | | | | |
| | | | | | | | | |
| | | | | | | | © 2022, made by | IT DKND |

Setelah memilih tombol detail ada beberapa aksi yang dapat dilakukan :

- 1. Untuk membatalkan ticket pilih tombol cancel seperti nomor 1.
- 2. Untuk menutup halaman detail dapat memilih nomor 2.

| IT DKND | Home Ticket | | | | | 5 | |
|-------------------|--------------------------------------|--------------|---------------|-----------------|-------------|----------|------------------|
| Dashboard | Ticket Halaman Utama | | | | | | |
| RT Request Ticket | Pilih dept | | | - | | | _ |
| | Show 10 entries Ticket ID 🔺 Judul | Created At | PIC | or 🔶 Pengerjaan | Status | Search: | ¢ |
| | IT00001 Printer error | 1 minute ago | Insan Printer | - | On Progress | DETAIL | |
| | Showing 1 to 1 of 1 entries | | 1 | | 2 | Previous | 1 Next |
| | | | | | | | |
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Jika sudah dipickup akan ada keterangan seperti nama PIC (1) dan status menjadi on progress (2).

| IT DKND | Home Ticket | ۰ ي |
|-------------------|--|-------------------------|
| Dashboard | Ticket | |
| Ticket Request | Halaman Utama | |
| RT Request Ticket | Pilih dept | |
| | Show 10 entries Ticket 10 * Judul Created At PIC Tipe Error Pengerjaan Status | Search: ¢ Detail ¢ |
| | IT00001 Printer error 8 minutes ago Insan Printer - this ticket has been resolved, click detail button and finish the ticket | |
| | Showing 1 to 1 of 1 entries | Previous 1 Next |
| E. | | |
| | | |
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- 1. Jika ticket sudah terjawab maka status akan berubah seperti pada gambar nomor 1.
- 2. Untuk menyelesaikan ticket dapat memilih tombol detail (2).

| IT DKND | Home Tic Modal title | | _ | | × | P 1 |
|-------------------|-----------------------------|-----------------------------|----------------------|--------------------------|--------------------------|-------------------------|
| Dashboard | Ticket | Lampiran | Solusi | Action | | |
| Ticket Request | Halama dijawab | Tidak ada lampiran | udah nih | S FINISH | | |
| RT Request Ticket | Pilih de | | 4 | 3 | - 1 | |
| | Show 10 | | | | CLOSE | Search: |
| | Ticket ID Judul | Created At PIC Tipe Erro | or Pengerjaan Status | | | Detail |
| | IT00001 Printer error | 8 minutes ago Insan Printer | - this ticket | has been resolved, click | detail button and finish | the ticket DETAIL |
| | Showing 1 to 1 of 1 entries | | | | | Previous 1 Next |
| | - | | | | | |
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Setelah memilih tombol detail akan keluar tampilan seperti berikut:

- 1. Status akan berubah (1), terdapat solusi (2).
- 2. Selesaikan ticket dengan memilih tombol selesai (3).

| IT DKND | Home Ticket | | | | | 5 | |
|-------------------|----------------------------------|---------------|--------------------|------------|----------------|-----------|-----------------|
| Dashboard | Ticket | | | | | | |
| Ticket Request | Halaman Utama | | | | | | |
| RT Request Ticket | Pilih dept | | | | | | |
| | AJUKAN TICKET Show 10 entries | | | | | Search: | |
| | Ticket ID 🔺 Judul | Created At | PIC Tipe Error | Pengerjaan | Status |) Detail | |
| | IT00001 Printer error | 8 minutes ago | Insan Printer | ÷ | Ticket Selesai | DETAIL | |
| | Showing 1 to 1 of 1 entries | | | | | Previous | 1 Next |
| | | | | | | | |
| | | | | | | | |
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Status akan berubah menjadi selesai setelah memilih tombol selesai oleh pengguna.