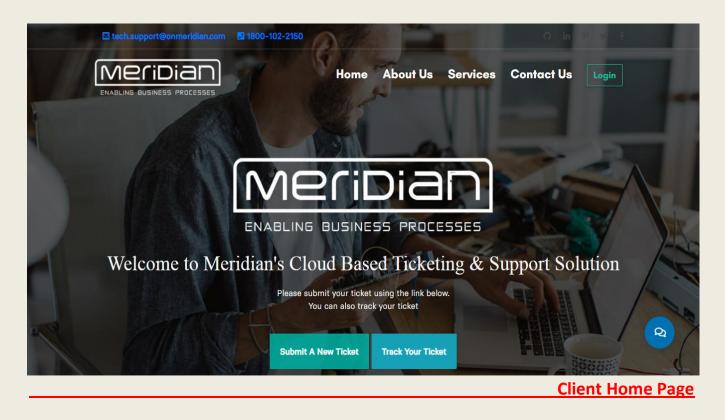


ENABLING BUSINESS PROCESSES

Brief Documentation On Key Features Of

<u>Meridian's</u> <u>Cloud Based Ticketing Portal</u> <u>(CBTS)</u>

<u>CBTS Home</u>



Key Features:

- Chat Bot.
- Client Side Ticket Creating.
- On Successful Ticket Creation, a ticket number is generated and a mail is sent automatically to Tech Support Admin along with Teams Channel Notification.
- A mail is also sent to the client with the submitted details along with the ticket number and also attachment if there is any.
- Client Side Ticket Tracking.

CBTS Tech Support Login

Meridian	
ENABLING BUSINESS PROCESSES Support Ticket Login Enter Crodentials	
Usemame	
Password Remember me Forgot Password?	

Tech Support Login Page

Key Features:

- Agents can login with their provided credentials.
- Agents can create ticket directly for clients from our console and assign to the specific agent.
- Agents can add customer from the customer master page.
- Admin agents can see ticket report, transfer ticket, change ticket status, add remarks to another tech support and send email to customer with add CC feature.
- Sub-admin agents can transfer ticket, change ticket status, add remarks to another tech support and send email to customer with add CC feature.
- Trail of remarks is reflected on the ticket page.
- Trail of replies is reflected on the ticket page.
- Admin and sub-admin agents can see the ticket locking email from the customer too after selecting the ticket.
- After creating a ticket by admin/subadmin, a notification and email goes to the assigned admin, the customer and also Teams channel with the assigned person's name.
- After closing a ticket, the ticket gets moved to the closed tickets page from the open ticket page.

New Features:

- All Tickets Page with Search Filter.
- Reports Page with Advanced Search Filter.
- Search Filter Capabilities:
 - i. Date From and To Filter.
 - ii. Account Type Filter.
 - iii. Customer/Company Name Filter.
- Ticket Solution Information
- Ticket Solution Capabilities:
 - i. Store information whether ticket solved internally or externally.
 - ii. Store solution link with ticket if available and also in the database.
- Ticket Solution Bot with links integrated from solution database.
- Export everything to excel sheet.
- Send email after ticket closed.

Tools & Technologies

Programming Languages:

- Front End (UI) HTML, CSS, SCSS, Bootstrap, JAVASCRIPT, JQUERY, AJAX.
- Back End ASP.NET, ASP.NET WEB API, ASP.NET CORE, JSON.
- Database Microsoft SQL, Microsoft Azure Data Storage.

Tools:

- Visual Studio 2019.
- Microsoft SQL Server Management Studio 2019.
- Azure Data Studio.
- Postman API Tester.
- Microsoft Teams.

Technologies:

- Azure Cloud Hosting.
- Azure Al.
- Azure Bot Framework.
- Teams API.
- Email API.