



ENABLING BUSINESS PROCESSES

**Brief Documentation
On
Key Features
Of**

**Meridian's
Cloud Based Ticketing Portal
(CBTS)**

CBTS Home



Client Home Page

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



[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 AI.
- Azure Bot Framework.
- Teams API.
- Email API.