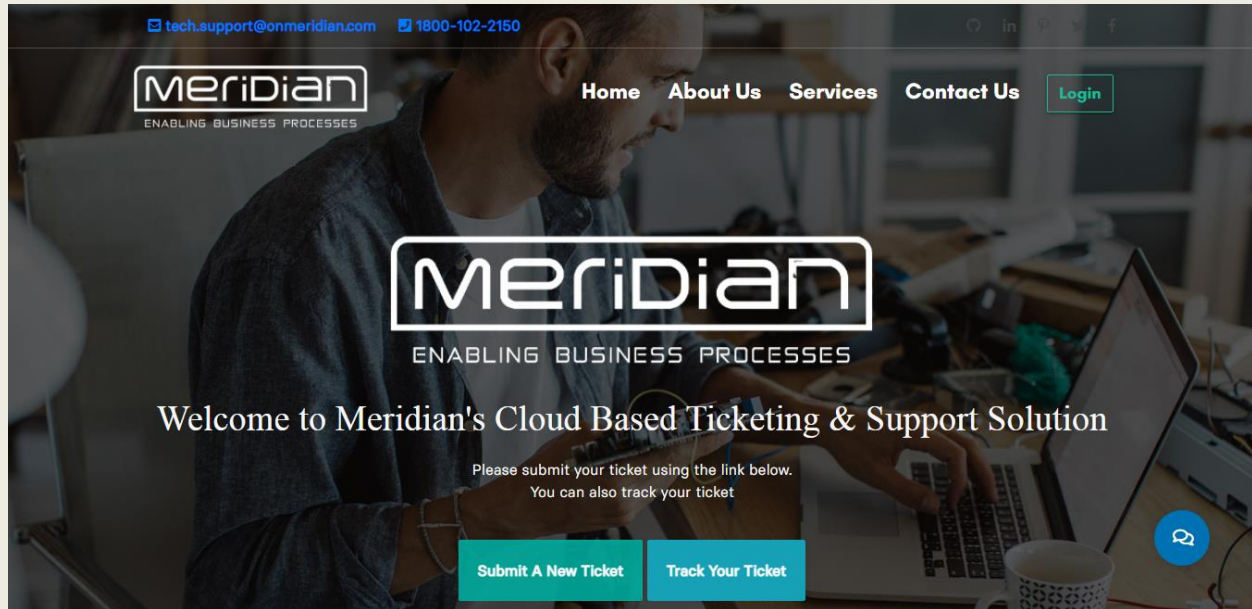




**Brief Documentation
On
Key Features
Of**

**Meridian's Cloud-based
Support Ticketing Portal**

Client View



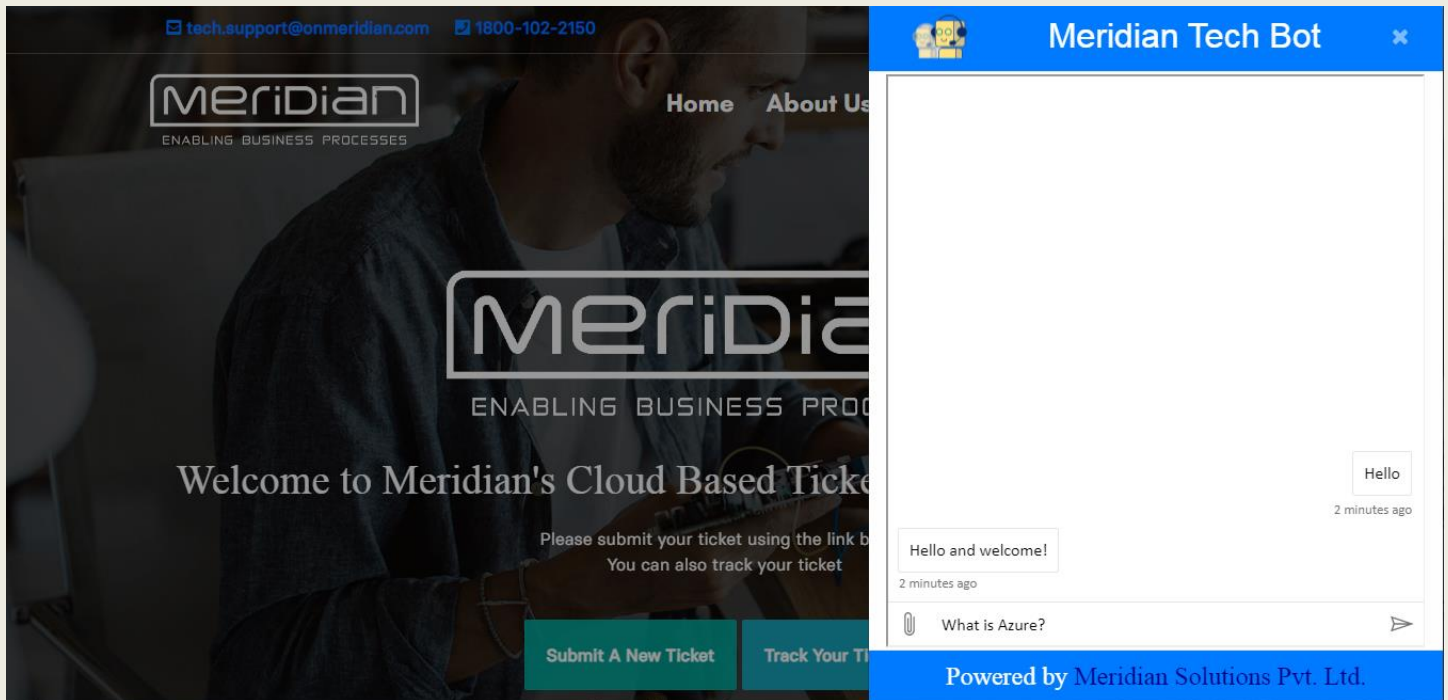
Client Home Page

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.

Client View

Screenshots:



Chat Bot

Your ticket details

Support Ticket for Office 365

Enter your ticket details below. If you are reporting a problem, please remember to provide as much relevant information as possible.

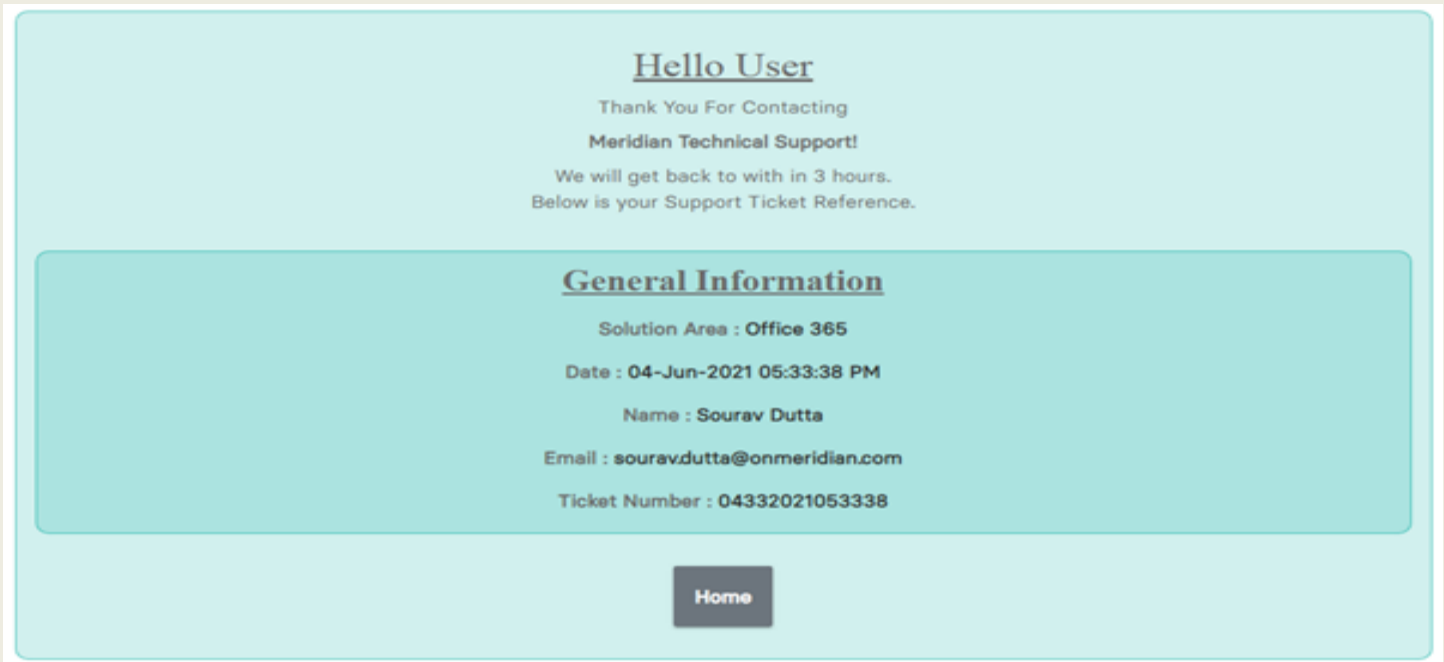
General Information

Full Name :	<input type="text" value="Sourav Dutta"/>
Email Address :	<input type="text" value="sourav.dutta@onmeridian.com"/>
Mobile Number :	<input type="text" value="7044073653"/>
Company Name :	<input type="text" value="Meridian"/>
Priority :	<input type="text" value="Medium"/>
Subject :	<input type="text" value="Test Documentation"/>
Details :	<input type="text" value="Test Documentation"/>
Attachments :	<div>Choose File No file chosen Allowed JPG, GIF or PNG. Max size of 1 MB</div>
Clear All :	<input type="button" value="Refresh"/>
CAPTCHA :	<div>Please enter the text you see in the image into the textbox below <div>4CFEmQ</div><input type="text" value="4CFEmQ"/></div>

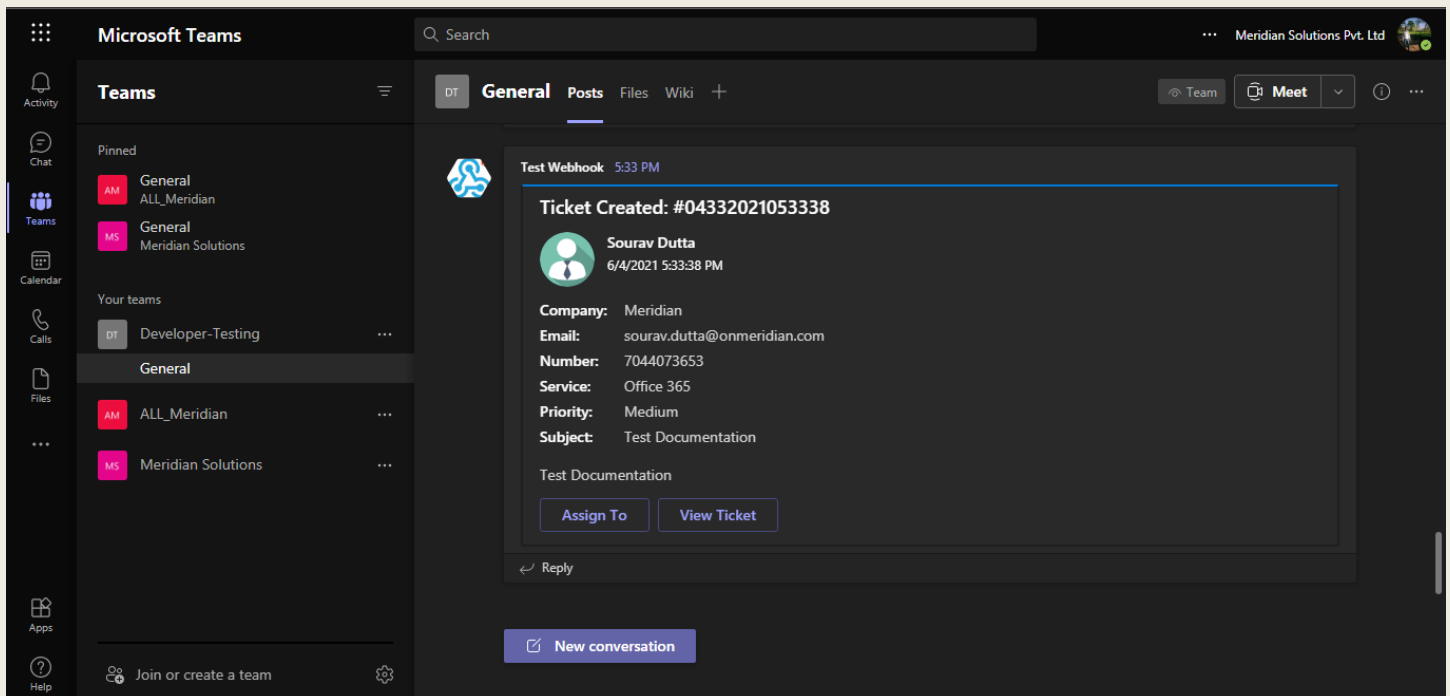
Ticket Submit

Client View

Screenshots:



Ticket Submit



Teams Channel Notification

Agent View




Agent 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.

Agent View

Screenshots:

**Meridian**




admin
Tech Support

[Home](#)

- Dashboard
- Customers
- Create Ticket
- Support Ticket

Dashboard

Home > Dashboard

**Meridian**
ENABLING BUSINESS PROCESSES

Welcome admin

Your Tickets

Ticket	Select	Status	Assigned	Ticket_no	Name	Email	Company Name	Priority value	Subject	Cre Date
<input type="button" value="VIEW"/>	<input checked="" type="checkbox"/>	Open	admin	04332021053338	Sourav Dutta	sourav.dutta@onmeridian.com	Meridian	Medium	Test Documentation	04/0
<input type="button" value="VIEW"/>	<input type="checkbox"/>	Open	saifi	04592021105900	Archit Jain	archit.jain@kratikal.com	KRATIKAL	Medium	Technical Support Required - Exchange	04/0
<div><div>admin</div><div>sourav</div><div>shankar</div><div>vikas</div><div>saifi</div><div>simran</div><div>...</div><div><div>x admin</div><div>x sourav</div><div>x shankar</div></div></div>										
<div>Please type your reply here</div> <div><input type="button" value="Choose File"/> No file chosen</div> <div><input type="button" value="Send Reply"/></div> <div>Assign To Tech Support</div> <div>--Select--</div> <div>Please type your remarks here</div> <div><input type="button" value="Forward"/></div> <div>Status</div> <div>--Select--</div> <div><input type="button" value="Change Status"/></div>										

Admin Dashboard

Agent View

Screenshots:

The screenshot shows the 'Customer Master' page in the Meridian system. The left sidebar contains the Meridian logo, a user profile for 'admin Tech Support', and navigation links for 'Home', 'Customers', 'Create Ticket', and 'Support Ticket'. The 'Customers' link is active. The main content area is titled 'Customer Master' and includes a breadcrumb trail: 'Home > Customers > Customer Master'. It features two panels: 'Add/Edit Customer' on the left and 'Customer List' on the right. The 'Add/Edit Customer' panel has fields for 'Customer Name', 'Company Name', 'Number', 'Email', 'Service' (a dropdown menu), and buttons for 'SUBMIT' and 'CANCEL'. The 'Customer List' panel shows a table with columns: ID, Name, Company, Number, Email, Service, and Action. The table contains three entries: 1. Raja, NS PLUS TECHNOLOGY, 84894 8258, Manoj.kumar@nsplustech.com, BASIC; 2. Suresh Kaza, Orbit Analytics, 6786656620, suresh.kaza@orbitanalytics.com, BASIC; 3. PRAVIN, NEWEL, 0087325211, pravin@neweltech.com, BASIC. A search bar and a 'Show 10 entries' indicator are also present.

ID	Name	Company	Number	Email	Service	Action
1	Raja	NS PLUS TECHNOLOGY	84894 8258	Manoj.kumar@nsplustech.com	BASIC	
2	Suresh Kaza	Orbit Analytics	6786656620	suresh.kaza@orbitanalytics.com	BASIC	
3	PRAVIN	NEWEL	0087325211	pravin@neweltech.com	BASIC	

Customer Master

The screenshot shows the 'New Ticket' page in the Meridian system. The left sidebar is similar to the previous screenshot, but the 'Create Ticket' link is active. The main content area is titled 'New Ticket' and includes a breadcrumb trail: 'Home > Create Ticket > New Ticket'. It features a 'Ticket Details' form with the following sections: 'Please Choose The Product/Solution Area' (dropdown), 'Please Assign A Tech Support' (dropdown), 'EXISTING' (dropdown), 'Please Select A Customer From The List' (a list box showing a scrollable list of customer names and companies: Raja - NS PLUS TECHNOLOGY, Suresh Kaza - Orbit Analytics, PRAVIN NARHE - NEWEL TECHNOLOGIES, Archit Jain - KRATIKAL, Blesson - Bbridgeconn.com), 'Please Select Managed Service Tier' (dropdown), 'Please Select Priority' (dropdown), 'Subject' (text field), and 'Please type your details here' (text area). There are also buttons for 'CHOOSE FILE', 'SUBMIT', and 'CANCEL'. The bottom right corner of the form area has a label 'Ticket Brief Details' and 'Upload Attachment'.

Agent Create Ticket

Agent View

Screenshots:

Closed Tickets

Total Closed Tickets: 5

Total Open Tickets: 2

Show 10 entries

ID	#Ticket	Created	Subject	From	Priority	Status
1	03192021021923	03-Jun-2021	E-mail issue	Raja	Medium	Closed
3	04522021095215	04-Jun-2021	Quotation of Microsoft	Suresh Kaza	Medium	Closed
4	04202021102041	04-Jun-2021	Delivery failure	PRAVIN NARHE	Medium	Closed
6	04342021013459	04-Jun-2021	ISSUE with one drive	Blesson	Low	Closed

SKINS | **SETTINGS**

GENERAL SETTINGS

- ☒ Save History
- ☒ Show Status
- ☒ Auto Submit Issue
- ☒ Show Status To All

SIDEBAR MENU COLORS

LIGHT | DARK

THEME COLORS

LIGHT | DARK

SKINS

Disk Space: 26% remaining

Sidemenu Collapse, Skins & Light Mode on Closed Ticket Page

Meridian

admin
Tech Support

Home | Customers | Create Ticket | **Support Ticket** | My Tickets | Open Tickets | Closed Tickets

Support Ticket | Home > Support Ticket > Open Tickets

Open Tickets

Total Tickets: 2

Open Tickets: 2

Waiting Inputs: 0

Resolved: 0

Copy | CSV | Excel | PDF | Print

Search:

ID	#Ticket	Created	Subject	From	Priority	Status	Assign To	Action
5	04592021105900	04-Jun-2021	Technical Support Required - Exchange	Archit Jain	Medium	Open	saifi	
8	04332021053338	04-Jun-2021	Test Documentation	Sourav Dutta	Medium	Open	admin	

Showing 1 to 2 of 2 entries

PREVIOUS | 1 | NEXT

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Export Table & Dark Mode on Open Ticket Page