

## Ticket Closing

For Closing your tickets, Please press **Red color int mark** look like below screenshot,

It will open a new page, please **fill all fields and press submit button** like below screenshot

It prompt **OK or CANCEL** buttons, Please **press OK button** for **Ticket closing**,

**Ticket Search**

Ticket No:  From Date:  To Date:  Name:   
 Customer Id:  Branch:  Assigned Team:  Type of Tickets:

**List Of Opened Ticket**

Total : 1

Ticket Id	Customer Id	Description	Raised Date	Due Date	Assigned Team	Assigned To	Status	Action	Update
ICETKD67045 - 7		IT COMPLAINTS @ HEAD OFFICE	08-Dec-2023 11:43 AM	08-Dec-2023	MANAGEMEN	RAJAJI.R	Opened	<input type="button" value="✖"/>	

**Enter Ticket Action**

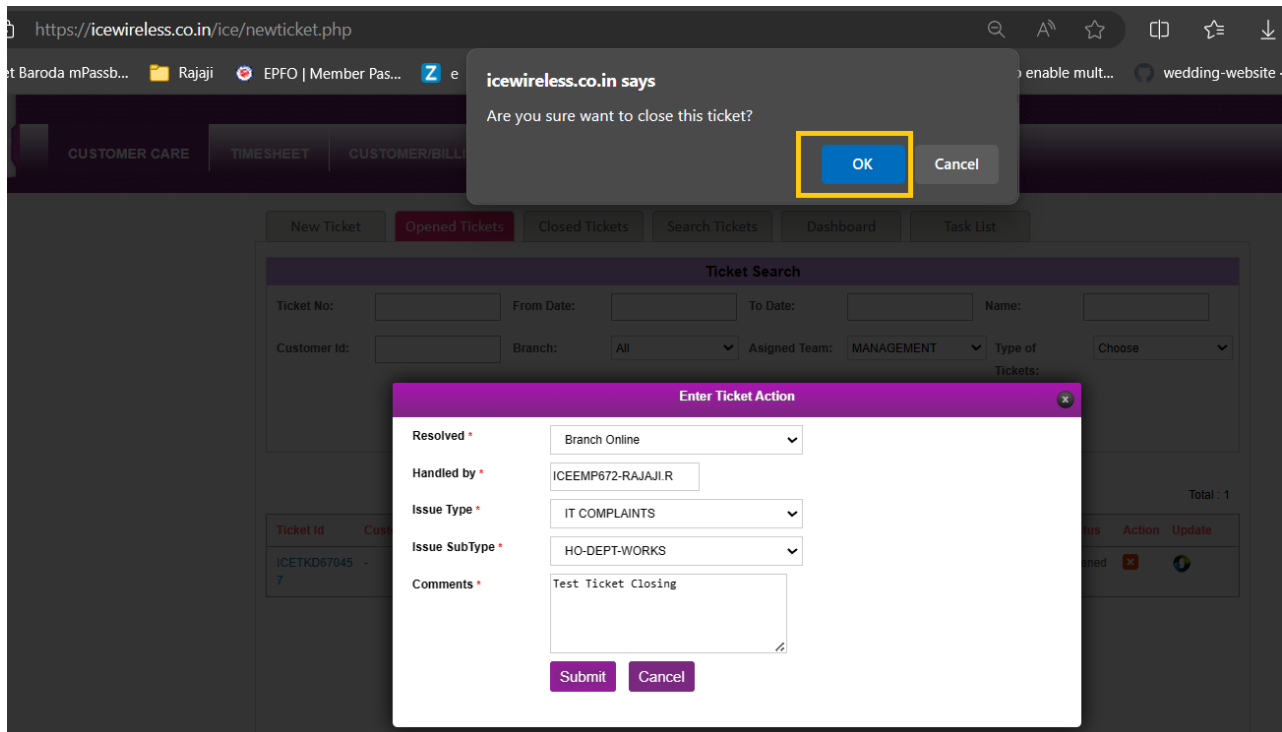
**Resolved \***

**Handled by \***

**Issue Type \***

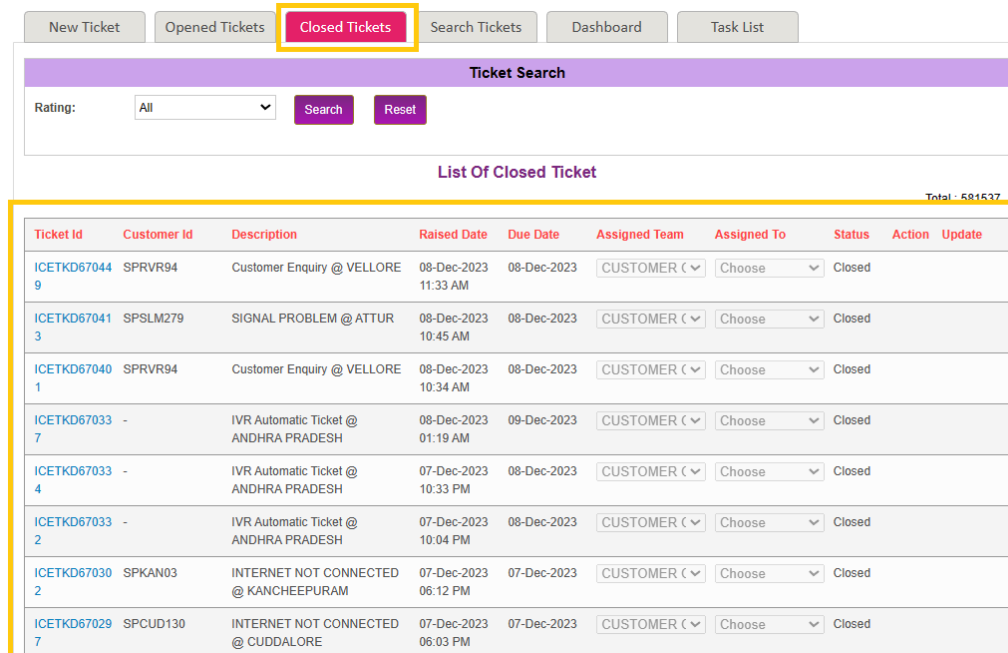
**Issue SubType \***

**Comments \***



## View All Closed Tickets

By Clicking Closed Ticket Menu like below Picture, we can view our entire closed tickets,



The screenshot shows the 'Closed Tickets' menu selected in the system interface. Below the menu, the 'Ticket Search' section is visible, followed by a 'List Of Closed Ticket' table. The table contains the following data:

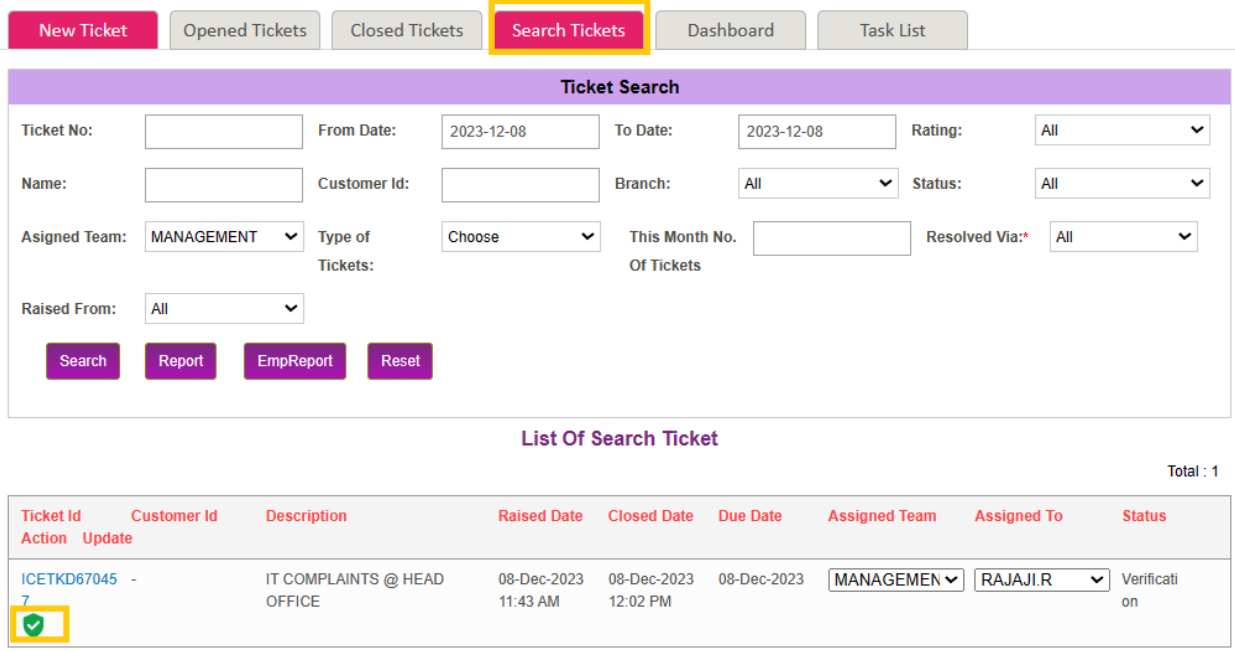
Ticket Id	Customer Id	Description	Raised Date	Due Date	Assigned Team	Assigned To	Status	Action	Update
ICETKD67044 9	SPRVR94	Customer Enquiry @ VELLORE	08-Dec-2023 11:33 AM	08-Dec-2023	CUSTOMER (C)	Choose (V)	Closed		
ICETKD67041 3	SPSLM279	SIGNAL PROBLEM @ ATTUR	08-Dec-2023 10:45 AM	08-Dec-2023	CUSTOMER (C)	Choose (V)	Closed		
ICETKD67040 1	SPRVR94	Customer Enquiry @ VELLORE	08-Dec-2023 10:34 AM	08-Dec-2023	CUSTOMER (C)	Choose (V)	Closed		
ICETKD67033 7	-	IVR Automatic Ticket @ ANDHRA PRADESH	08-Dec-2023 01:19 AM	09-Dec-2023	CUSTOMER (C)	Choose (V)	Closed		
ICETKD67033 4	-	IVR Automatic Ticket @ ANDHRA PRADESH	07-Dec-2023 10:33 PM	08-Dec-2023	CUSTOMER (C)	Choose (V)	Closed		
ICETKD67033 2	-	IVR Automatic Ticket @ ANDHRA PRADESH	07-Dec-2023 10:04 PM	08-Dec-2023	CUSTOMER (C)	Choose (V)	Closed		
ICETKD67030 2	SPKAN03	INTERNET NOT CONNECTED @ KANCHEEPURAM	07-Dec-2023 06:12 PM	07-Dec-2023	CUSTOMER (C)	Choose (V)	Closed		
ICETKD67029 7	SPCUD130	INTERNET NOT CONNECTED @ CUDDALORE	07-Dec-2023 06:03 PM	07-Dec-2023	CUSTOMER (C)	Choose (V)	Closed		

## Ticket Verification

All managers must verify their employee's tickets,

**Step 1:** Please click **Search Tickets** menu look like below picture

**Step 2:** Please select **Status as verification** and press **search button**, It will show all your verification pending tickets, (It was shows like **Green color Tickbox** below of our ticket ID)



The screenshot shows the 'Ticket Search' interface with the following filters and results:

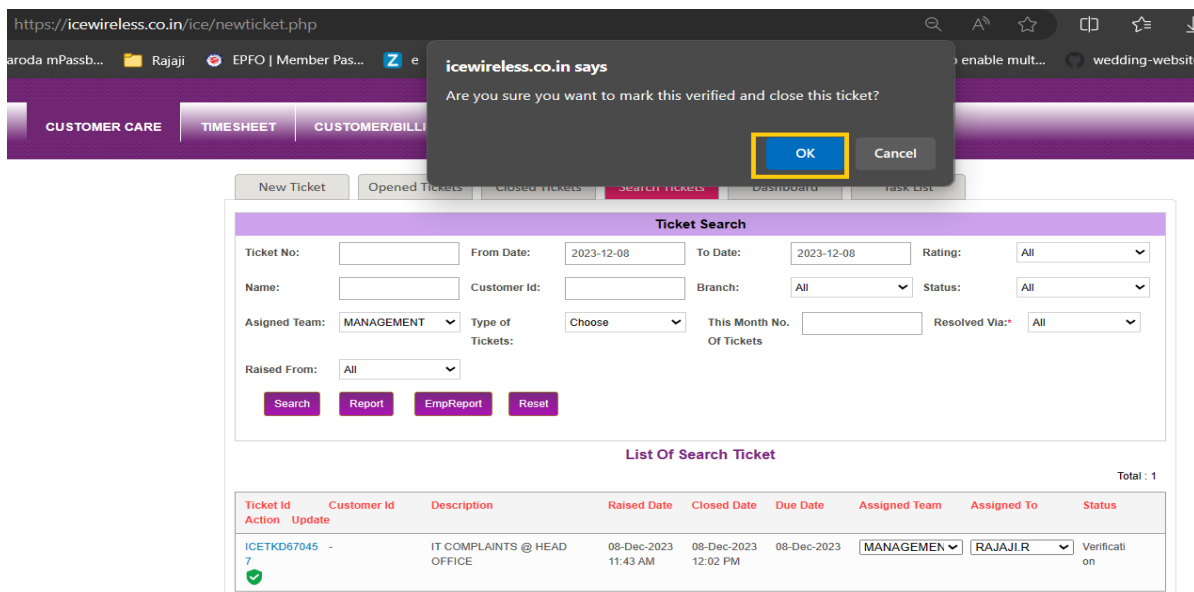
**Ticket Search Filters:**

- Ticket No: [Empty]
- From Date: 2023-12-08
- To Date: 2023-12-08
- Rating: All
- Name: [Empty]
- Customer Id: [Empty]
- Branch: All
- Status: All
- Assigned Team: MANAGEMENT
- Type of Tickets: Choose
- This Month No. Of Tickets: [Empty]
- Resolved Via: All
- Raised From: All

**List Of Search Ticket**

Ticket Id	Customer Id	Description	Raised Date	Closed Date	Due Date	Assigned Team	Assigned To	Status
ICETKD67045 7	-	IT COMPLAINTS @ HEAD OFFICE	08-Dec-2023 11:43 AM	08-Dec-2023 12:02 PM	08-Dec-2023	MANAGEMENT	RAJAJI.R	Verificati on

**Step 3:** Please click the **Green tick**, It will prompt **OK or CANCEL** menu, Please **click OK**, Now your tickets verified,



The screenshot shows the 'Ticket Search' interface with a confirmation dialog box overlaid. The dialog box contains the following text:

icewireless.co.in says  
Are you sure you want to mark this verified and close this ticket?

The dialog box has two buttons: **OK** and **Cancel**. The **OK** button is highlighted with a yellow box.

Now you can see **Green tick** was hidden from from search tickets,

New Ticket
Opened Tickets
Closed Tickets
Search Tickets
Dashboard
Task List

Ticket Search

Ticket No:	<input type="text"/>	From Date:	<input type="text" value="2023-12-08"/>	To Date:	<input type="text" value="2023-12-08"/>	Rating:	<input type="text" value="All"/>
Name:	<input type="text"/>	Customer Id:	<input type="text"/>	Branch:	<input type="text" value="All"/>	Status:	<input type="text" value="All"/>
Assigned Team:	<input type="text" value="MANAGEMENT"/>	Type of Tickets:	<input type="text" value="Choose"/>	This Month No. Of Tickets:	<input type="text"/>	Resolved Via:	<input type="text" value="All"/>
Raised From:	<input type="text" value="All"/>						

Search
Report
EmpReport
Reset

List Of Search Ticket

Total : 1

Ticket Id <small>Action Update</small>	Customer Id	Description	Raised Date	Closed Date	Due Date	Assigned Team	Assigned To	Status
<a href="#">ICETKD67045 - 7</a>		IT COMPLAINTS @ HEAD OFFICE	08-Dec-2023 11:43 AM	08-Dec-2023 12:02 PM	08-Dec-2023	<input type="text" value="MANAGEMENT"/>	<input type="text" value="RAJAJI.R"/>	Closed