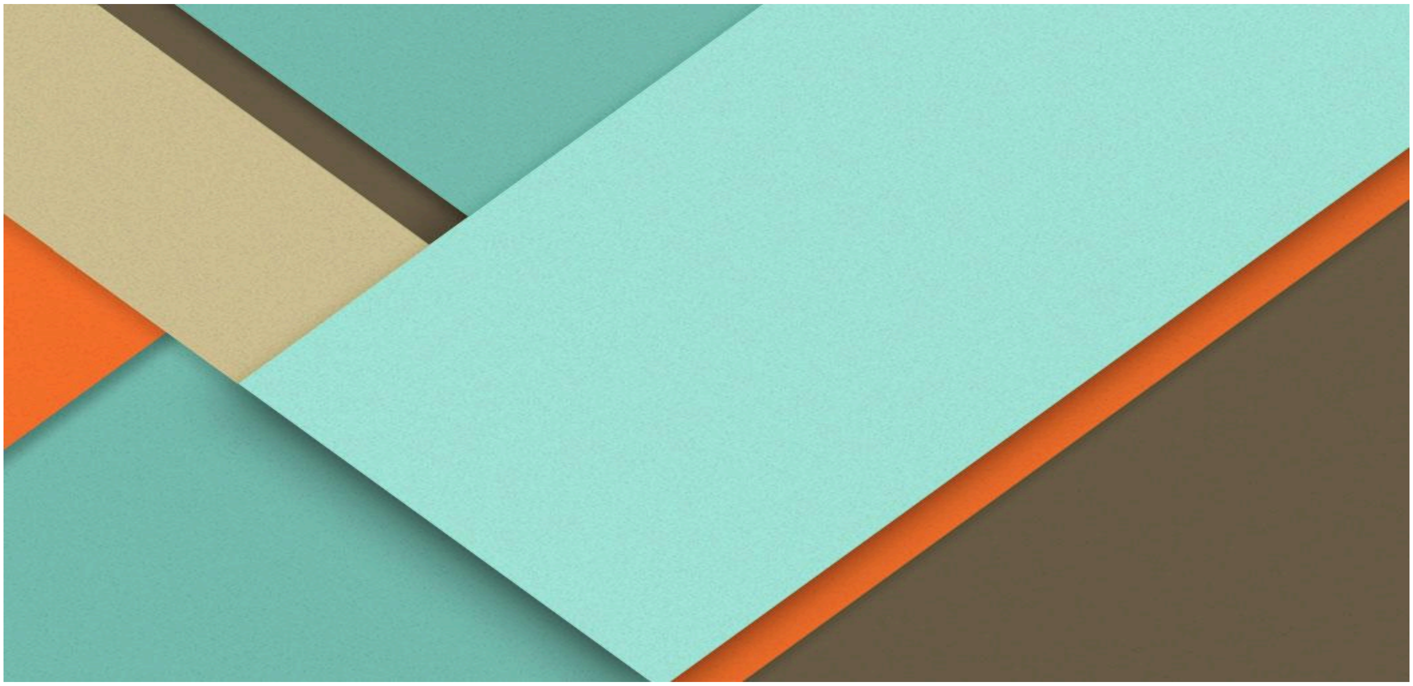
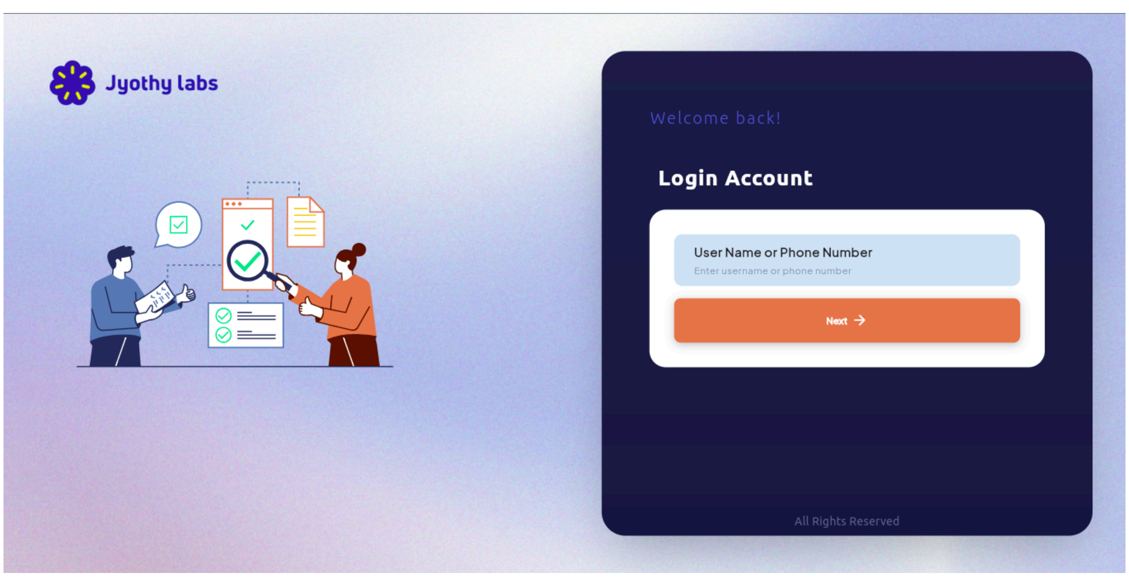


Ticketing Module

Overview

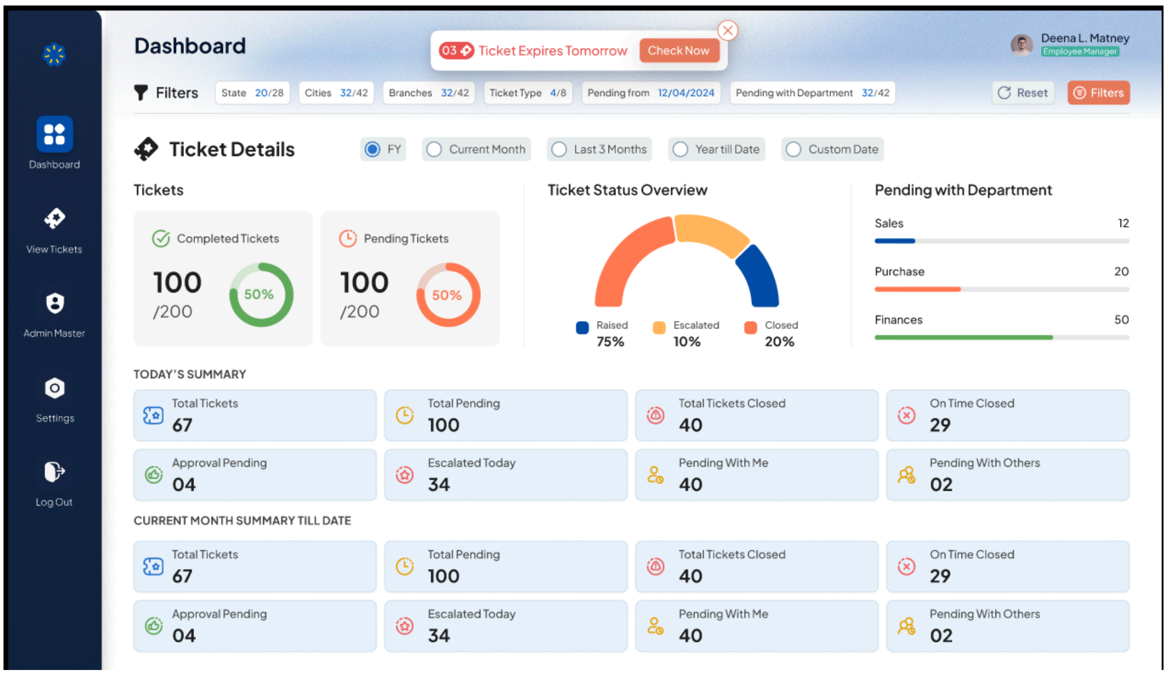
The **Ticketing Module** is designed to streamline issue tracking, request handling, and IT support for different operational needs. It allows users to raise, track, and resolve tickets efficiently based on predefined categories & Approval process.

1. Login



- Role-based access.
- Users can log in using either the newly created login credentials or the fabricare login credentials or LDAP or Mobile number.
- The GIF has to be replaced

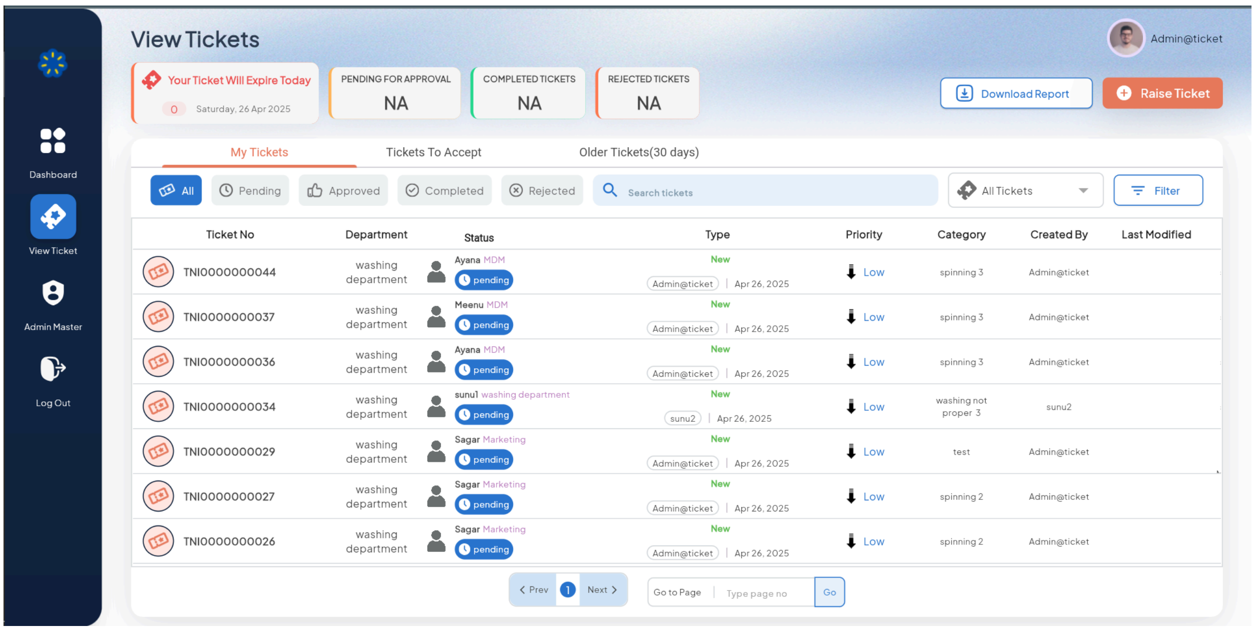
2. Dashboard Overview



- Displays real-time ticket metrics and performance insights.
- Filters Panel -Filter tickets by, State,City,Branch,Ticket Type,Pending From,Pending w.r.t. Department
- Option to reset or modify filters
- Only one date calendar should be given on top
- Need FY(Financial year) drop down next to the header filter, by default current FY should be displayed. Based on the year what we select, the ticket details has to be displayed
- No filters will be applied for Today's & Current month till date field, Get an additional field which will appear based on the filter, and that will be visible seperately when the filter is applied. Otherwise you can hide that field
- Daily Summary to be changed to "Today's summary"
- Monthly & yearly summary to be changed to "Current month till date"
- These blocks (Daily & Monthly) should be popped out like a 3D effect.
- Each block text will be considered which is shared latest.(check the above image)
- Daily Summary - The option given as Today, date range etc.. We need monthly, yearly, 3 months etc.. Also to be added. Let the Today option be there by default - Ref Jfleet 365 for the filters.

- need "Tickets Expires tomorrow" option with count - When we click on this it'll redirect to Pending ticket of these tickets.
- Total hours to be replaced with Department wise assigned ticket - If there is no tickets assigned then display a message

3.View Ticket (Visible to Admin and Users):



This module allows the admin to manage, track, and review the issue tickets within the organization. The interface is designed to give a clear view of ticket statuses, priorities, and related actions

1.Top Ticket Summary (Visible to Admin and Users):

1.Your Ticket Will Expire Today: Indicates the number of tickets (e.g., 10) that are due or expiring today and These tickets may fall into any of the following categories ,

- Tickets that are approaching their TAT as set during category creation.
- Tickets that require your action or intervention.
- Tickets that were raised by you but have not yet received any response or action from the others also.

2.Pending For Approval: Shows the count (e.g., 58) of tickets that are awaiting approval actions. This includes:

- Tickets that require your approval.

- Tickets you have raised that are still pending approval from the assigned approver or concerned authority.

3.Completed Tickets: Displays the number (93) of resolved tickets by the user & raised by the user.

4.Rejected Tickets: Shows the count (16) of tickets that were not approved.

5. Need another card as "Auto closed tickets".

6. Discarded ticket count is not required, show this only in the report when we download.

2.Tabs & Filters:

My Tickets: Displays the list of tickets that are either Raised by or assigned to the currently logged-in user. This includes:

1.All: View all tickets regardless of status.

2.Pending: This includes:

- Tickets that have been raised by you but not yet acted upon by aprovers.
- Tickets that are in progress but not marked as resolved or closed.
- Tickets are waiting for your action because you are an approver, and they require your approval to proceed to the next step.

2.2 Header Explanation:

Column	Description
Ticket No	Unique identifier for each ticket (e.g., TNI0000000161).
Department	For which department the ticket is raised to complete the task. (e.g., sales Department, MDM).
Status	The Status indicates the status of that particular ticket and it shows "Pending for your approval" when your action is required. If you raised the ticket & pending for others to approve, then it'll show as "Pending for approval"
Pending with	Action taker name to be added or the approver name if it is pending from Approver
Type	Optional: Type indicates the specific type of the ticket (e.g., New, Re-approval, Re-assign), showing whether it is newly raised, returned for re-approval, or reassigned due to an issue.
Priority	Importance level of the ticket: High (Red exclamation), Medium(dot),Low (Down arrow).
Category	Nature or issue type (e.g., 1, Discount configuration 2, Branch creation, 3, Delivery delay etc,,).

Column	Description
Ticket No	Unique identifier for each ticket (e.g., TNI0000000161).
Department	For which department the ticket is raised to complete the task. (e.g., sales Department, MDM).
Status	The Status indicates the status of that particular ticket and it shows "Pending for your approval" when your action is required. If you raised the ticket & pending for others to approve, then it'll show as "Pending for approval"
Pending with	Action taker name to be added or the approver name if it is pending from Approver
Type	Optional: Type indicates the specific type of the ticket (e.g., New, Re-approval, Re-assign), showing whether it is newly raised, returned for re-approval, or reassigned due to an issue.
Priority	Importance level of the ticket: High (Red exclamation), Medium(dot),Low (Down arrow).
Raised By	User/Admin who created the ticket (Admin@ticket).
Last Modified date/time	The most recent updated date & time to be captured.
Last Modified by	Who enters the recent action for that particular ticket

- **Approved**: Shows tickets that have been approved for processing by you.
- **Completed**: Lists resolved or closed tickets.

  When the ticket is closed give an option to Reopen the ticket for a certain duration (Keep it flexible to change the duration) for the requestor & the action taker (end user). When the requestor re-opens the ticket, give an option as "save & send" it to Action taker & only Save option. When the end user re-opens the ticket, give an option to save. Also, need Reason/Remarks option for re-opening along with the days to set the TAT for that reopened ticket (The TAT can be selected based on that category of ticket eg: if the TAT is 3 days for that ticket then maximum 3 days they can set the TAT).

- **Rejected**: Tickets that have been denied/Rejected by the approver.

  Rejected tickets can be reopened within a certain duration (Keep it flexible), this can be re-opened by the requestor only, when the ticket is reopened then the approval process has to be there. Also give the reason/remarks & TAT.

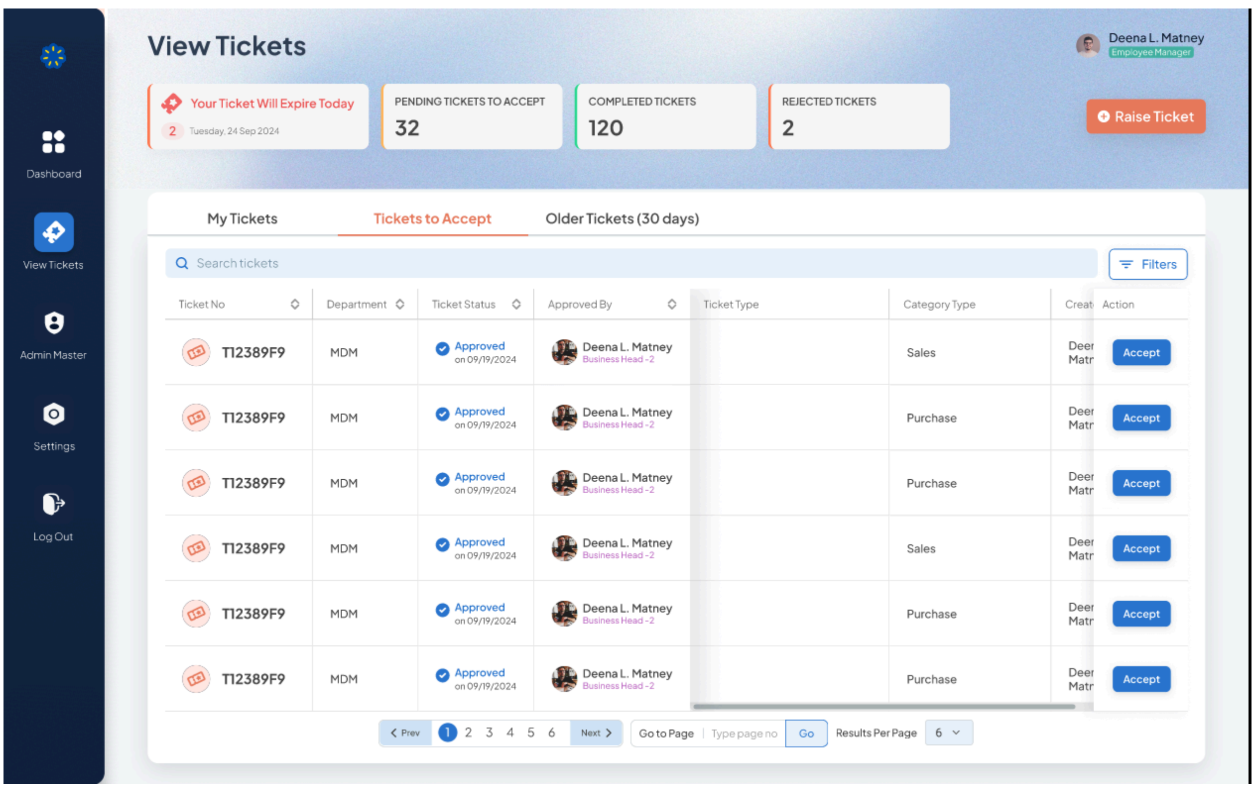
- **Auto closed**: The tickets which are closed by the system & the status also will be Auto closed.

  Give an option to re-open the ticket for both requestor & End user (Same as the completed ticket), when it is reopened, it has to start where it stopped (Eg: if it is Auto closed in the Approval process, then from Approval process it should start. If it is auto closed when it is moved to end user, then it should be available for the end user to take the Action.

And all the places it has maintain the History.

When a ticket is raised by a user (e.g., Meenu), it remains in the Pending status for that user until it is completed or closed, and it moves to the Completed page only after the final action is taken and the task is completed; throughout the process, the ticket's current status is continuously updated and viewable under the Status column. For an approver (e.g., Approver 1 - L1), the ticket appears in their Pending page until they take action; once approved, it moves to their Approved page, indicating that their part is complete, and the ticket then progresses to the next level of approval (e.g., Approver 2 - L2) & taking action. The Rejected tickets will move to the rejected section(Which are rejected by the Approver) When the ticket is auto closed by the system (This happens when the TAT is passed(Expired)) it will move to the Auto closed section. And all the tickets will be reflected in All section.

Ticket to accept :



The **Tickets** to accept functionality- This section is specifically for Action taker (**end users)** who receive tickets that require their acceptance. The action taker can be multiple users with same department. The ticket appears here until the users (you or others to whom the ticket is reflected) clicks the **Action** button to accept it. Once accepted, the ticket moves to the accepted user's **Pending** page for further processing or action.

The grid has to be added in the List view - (Every screen listing page including Admin master)

1.Action taker (End User) Logic Flow – Ticket Acceptance

When a ticket reaches the end user level (the stage where the ticket is to be closed), the logic defined during category creation comes into play. If multiple end users are assigned for a specific category, all of them will receive the ticket only after all approver levels (e.g., L1, L2) have completed their actions. At this point, the ticket appears on the Tickets to Accept page for all assigned end users. Once any one of the end users accepts the ticket by clicking the Action button, that user takes ownership of the ticket and it moves to their Pending page for further action. Simultaneously, the ticket will disappear from the Tickets to Accept page of the other end users, ensuring that only one user proceeds with the final closure .However, if only one end user is assigned, the system automatically moves the ticket to their Pending page, skipping the acceptance step, allowing them to proceed directly with the necessary action..

2. Tickets are not only sent to the end user but also to the selected approvers. For example, if multiple users such as User 1, User 2, and User 3 are assigned as L1 approvers during category creation, all of them will receive the ticket. Whoever approves first, the ticket will move to the Approved section of that user. For others it'll vanish from their screen. There is no specific acceptance concept for the approver.

End User Logic - Based on the role given to the user the tickets will be assigned to the end user, to choose an end user, the system has to check the State, city, brand & branch of the ticket raised & the user matching with the same details & the role given has assign option as Yes, if these criterias are matching then the ticket will assign to that particular user. Multiple users may match with the same access & role, then comes the Ticket to accept option.

Role - For each category, there will be headers Like View, Edit, Assign, Schedule for later & Re-assign with Y/N option, if Y is selected then the user can do that particular action, if no is selected then the user cannot do that action.

And if only the view option is given then the user can view that in the "All" ticket section, for the end user it'll reflect in the pending section till it is completed.

Admin should be able to add the headers like Schedule for later, re-assin etc

Role creation	**Store incharge**				End user		
	Department	**Category**	**View**	**Edit**	**Assign**	**Schedule for later**	**Re-assign**
	Sales	Del Delay	Y	Y	Y	Y	N
		Pic Delay	Y	Y	Y		
		Incentive	-	-	-		
	MDM	Discount	-	-	-		
	Team lead - Sales						
	Department	**Category**	**View**	**Edit**	**Assign**		
	Sales	Del Delay	Y	N	N		
		Pic Delay	Y	-	-		
	ZIC						
	Department	**Category**	**View**	**Edit**	**Assign**		
	Sales	Del Delay	Y	-	-		
		Pic Delay	Y	-	-		
		Incentive	Y	Y	Y		

Role Module – Admin Master Enhancement

We propose adding "Role" as a new module under the Admin Master section. Below is a detailed explanation of the feature and its intended functionality:

Module: Role Management

Functions Supported

Create,Update,Delete,View

1. Role Creation Page

Fields:

Role Name – Name of the role

Department – Option to select one or more departments to assign to the role

Category – Displays all categories under the selected departments (department-wise category view)

Access Options – Checkboxes for the following permissions:

View,Edit,Assign,Schedule for later,Re-Assign

Outcome: Role created successfully upon submission.

2. User Creation Page

While creating a user, include an additional option to select one or more roles for the user.

3. Scenario Identified

Case1:

Two roles are created:

Store Incharge,Team Lead

Configuration:

Both roles are assigned to the Sales department, but with different access permissions:

Store Incharge: Sales ⟶ Delete Delay (category) ⟶ Edit access: YES

Team Lead: Sales ⟶ Delete Delay (category) ⟶ Edit access: NO

Assignment:

A user is assigned both roles.

Result:

If any of the assigned roles grants Edit access for a specific category, the user will receive Edit access, regardless of restrictions in the other role

Older Tickets (30 Days)

This section displays tickets that are **older than 30 days** and have not yet been closed or resolved. These tickets are considered at risk of **expiration**, and users are encouraged to follow up or take necessary actions to ensure timely closure before they expire.

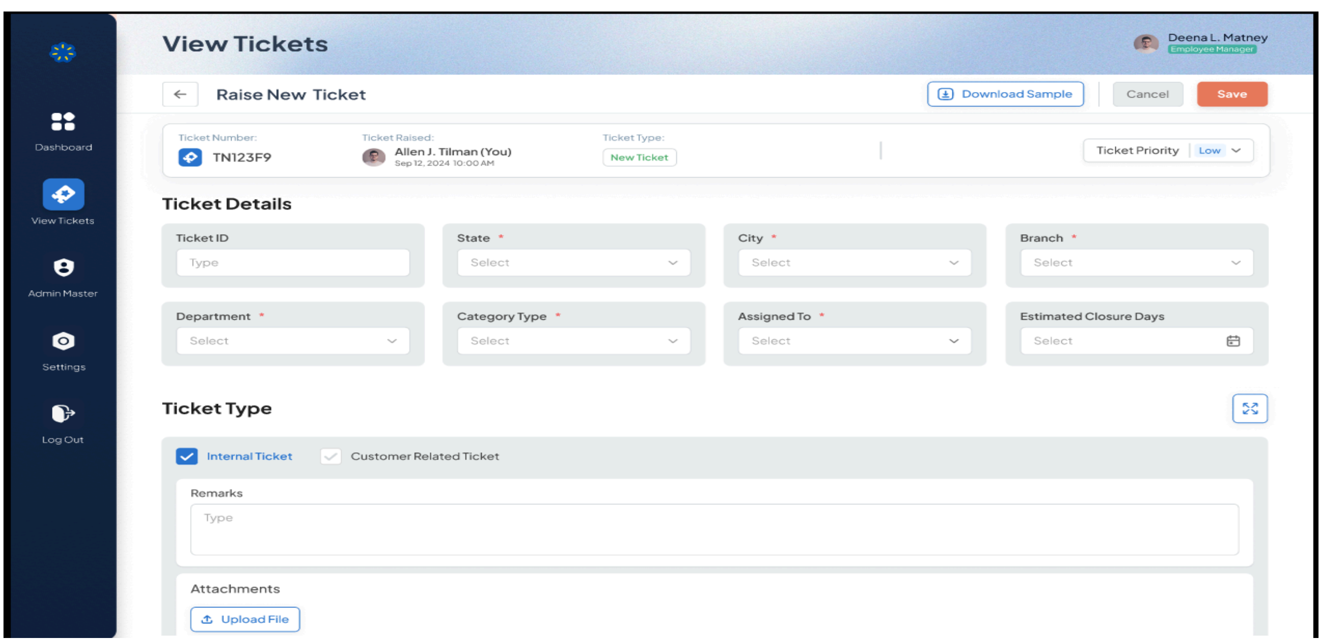
Search & Filter:

- **Search Tickets**: Allows keyword search by ticket number, status, or user.
- **All Tickets Dropdown**: Dropdown filter to narrow down ticket types or statuses, including “All Tickets”, "Raised by Me," "Approved by Me," and "Expiring Tickets. Pending with me & Pending with others"
- **Filter Button**: Advanced filter options (e.g., by department, priority, or date).

Top Actions:

- **Download Report**: Export current ticket data into a report (e.g., Excel).
- **Raise Ticket**: Create a new ticket with task/requirement details & the concern departments & category.

Raise Ticket



To raise a new ticket, click on the “Raise Ticket” button available either on the View Tickets page or by clicking the “+” icon on the dashboard.

💡 Tip: The “+” icon on the dashboard provides a quick-access shortcut to raise a ticket from Dashboard.

While raising a ticket if there are 2 member people based on the access & role,the requestor can choose the end user between those 2 members & it’ll directly assign to that end user

Ticket Information:

- Ticket Number: Auto-generated unique ID for the ticket.
- Raised By: Displays the logged-in user who is raising the ticket.
- Ticket Status: Default is "New Ticket".
- Ticket Priority: Set the priority as Low, Medium, or High based on the urgency

Ticket Details (Mandatory Fields):

- While raising a ticket, the requestor should manually select the State, City, and Branch. The requestor must be allowed to raise a ticket for any branch. Until a category is selected, the Branch field should remain disabled.
- Include an option in the Category configuration to define whether Branch selection is mandatory or not.
- Once the Category is selected: If the selected category requires a branch (as per configuration), enable and make the Branch field mandatory.
- If not required, keep it disabled based on the configuration.

Validation: Do not allow multiple branch selections while raising a ticket. A ticket must be associated with only one branch to avoid it being assigned to multiple users. This is different from the Ticket Accept concept.

- **Ticket Type**: Select the type like Customer-related or Internal ticket based on the requirement (Eg: Delivery delay is a customer related ticket & Configuration in the system is a internal related ticket.
- **State, City, Branch**: Select the respective location details of the user.
- **Department**: Choose the department relevant to the task you wish to raise.
- **Category Type:** Select the category of the requirement you want to raise. The available categories will be displayed based on the selected department. If multiple

categories were defined while creating the department, that will appear in the dropdown for selection. If only one category exists, it will be displayed automatically.

- **Assigned To:** Assign the ticket to the responsible user or team. The options will be displayed based on the selected category, which is configured according to the chosen State, City, and Branch. If multiple users or teams are mapped to the category, they will appear in a dropdown, the user can choose to select one of them. If only one is mapped, it will be auto-selected.

- **Estimated closure date**: The TAT what is set for that particular category, that will be calculated & reflected while raising ticket

Additional Fields:

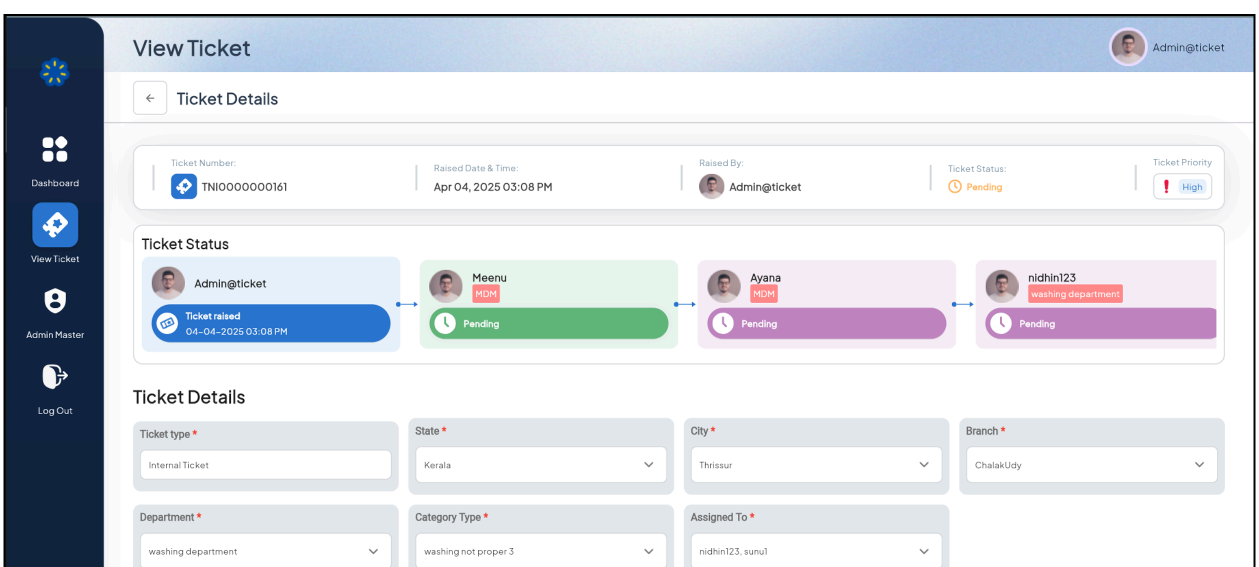
- **Remarks**: Add a detailed description of the issue or request. Give Bold, Italic, Underline, Colour etc.. option in the Remarks
- **Attachments**: Upload any supporting files or screenshots. There would be Mandatory attachments required for few tickets which will be defined in the category.
- **Full-Screen Icon**: Expand the form for a better view (optional). Give Bold, Italic, Underline, Colour etc.. option in the Remarks

Action Buttons:

- **Save**: Submit the ticket for further processing.
- **Cancel**: Abort the ticket creation process and return to the previous screen. A Popup will appear for reconfirming the cancellation.

View Ticket – Raised Ticket Screen

The approver list will be greyed till the ticket is moved to that particular approver.



Once a ticket is successfully raised, the **raised user** (e.g., `Admin@ticket`) can view its details in the **View Ticket** screen.(here ticket raised by admin)

Ticket Overview

- **Ticket Number**: Auto-generated and unique (e.g., `TNI0000000161`).
- **Raised Date & Time**: Shows when the ticket was submitted.
- **Raised By**: Displays the name of the user who raised the ticket.
- **Ticket Status**: Displays the current status (e.g., `Pending`).
- **Ticket Priority**: Shows the selected priority (e.g., `High`).

Ticket Status Flow - Give expand & hiding option The header ticket type is not required

A **status timeline** displays the flow of the ticket:

1. **Ticket Raised** – Initial step by the creator.
2. **Approver Levels (e.g., Meenu → Ayana)** – Shows progress through multiple approval stages.
3. **Action taker (End User) (e.g., nidhin123)** – Final recipient responsible for resolution.
4. Each stage is marked with:**User Name,Role or Department,Status (e.g., Pending),Time Stamp (where applicable)**

Ticket Details

Contains information filled while raising the ticket:**Ticket Type,State, City, Branch,Department,Category Type,Assigned To** (according to who accept/auto assign)

Estimated closure date: The TAT what is set for that particular category, that will be calculated & reflected while raising ticket

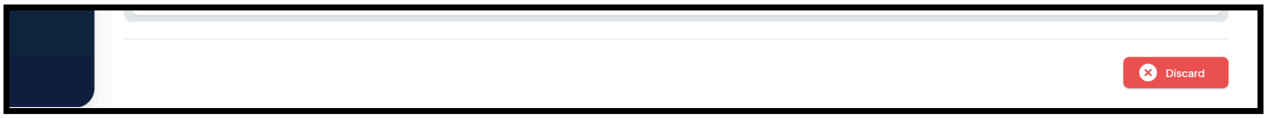
Remarks & Attachments

User-entered remarks and uploaded files appear under the **Remarks and attachment** section.

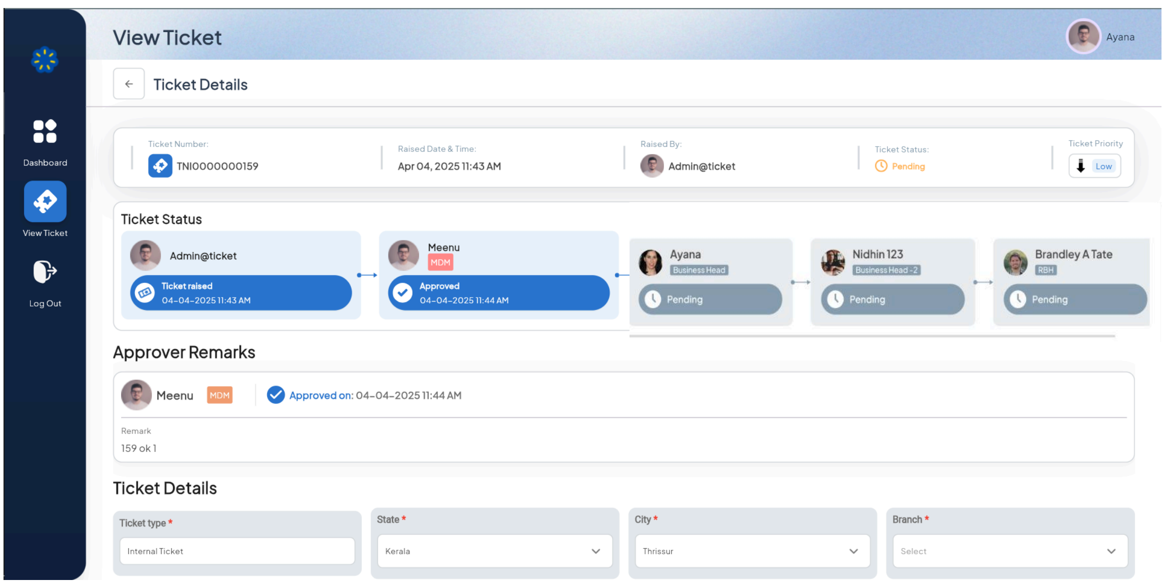
Action Option

- **Discard**: The user who raised the ticket will have the **Discard** button (if the ticket is still in the early stage or not yet acted upon by others).

- **Save option:** Need an option to put the comment for the users both requestor or the Action taker. If the comment is added that should be saved in the history along with date & time.



View Ticket – L1/L2 Approver Screen (for both l1 & l2 screen will be same only user login is different)



This screen is visible to **Level 2 Approvers** (e.g., Ayana), who are responsible for approving the ticket after it passes through L1.

Provide an expand/collapse button for Ticket Status and Ticket Details sections. Since this information is static, users can view it only when needed.

Ticket Overview

- **Ticket Number**: Auto-generated and unique (e.g., `TNI0000000161`).
- **Raised Date & Time**: Shows when the ticket was submitted.
- **Raised By**: Displays the name of the user who raised the ticket.
- **Ticket Status**: Displays the current status for users(e.g., `Pending`).
- **Ticket Priority**: Shows the selected priority (e.g., `Low`).

Ticket Status Flow

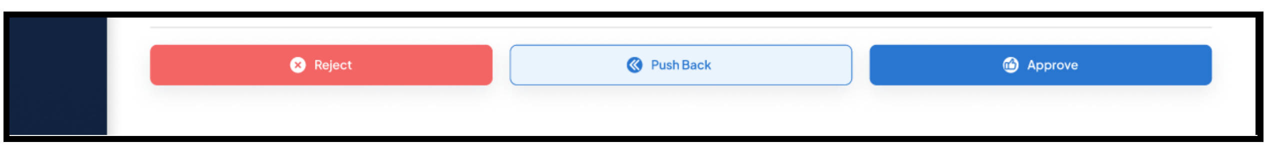
- **Admin@ticket** → Ticket Raised `04-04-2025 11:43 AM`
- **Meenu (MDM)** → Approved `04-04-2025 11:44 AM`
- **Ayana (MDM)** → Current approver, status: `Pending`
- **nidhin123 (Washing Department)** → Next stage after L3 approval

Approver Remarks Section

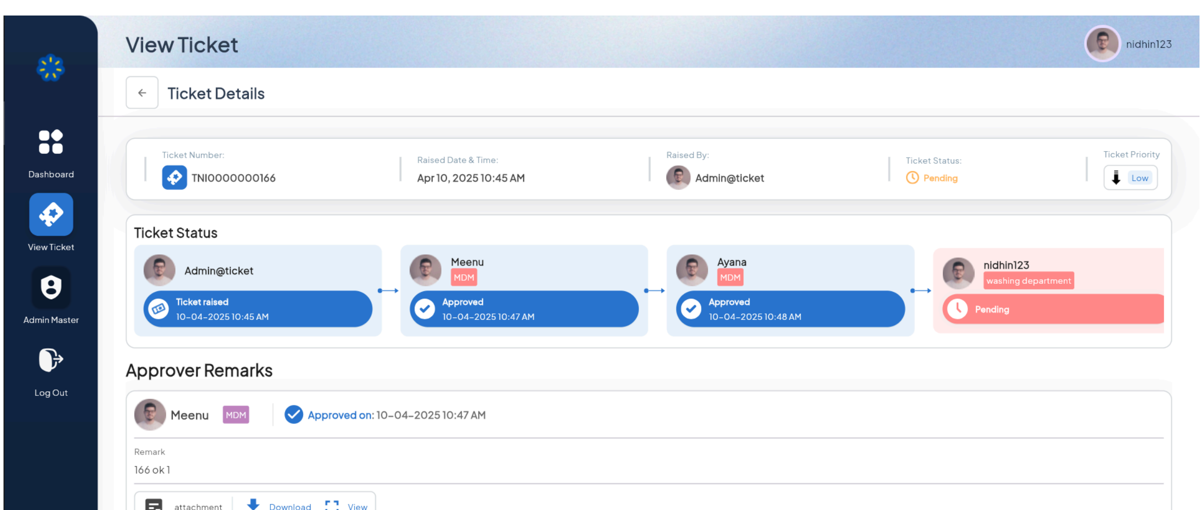
- Shows remarks entered by previous approvers.
- Displays approval status and timestamps.

Actions Available for L2 Approver (Ayana)

- **Approve**
- **Reject**
- **Push** - Allows the L2 Approver to return the ticket to the previous levels (L1 approver - Meenu/created user) for re-evaluation, clarification, or correction without fully rejecting the ticket. Push option is for the people who are there in that ticket including the requestor. Once the approval process is done, the push option will work only between the requestor & End user.
- **Add Remarks - (Approve & Reject buttons will be given (if they reject then mandatory remarks has to be given. For Approving also we can give remarks, but that doesn't need to be mandatory))**



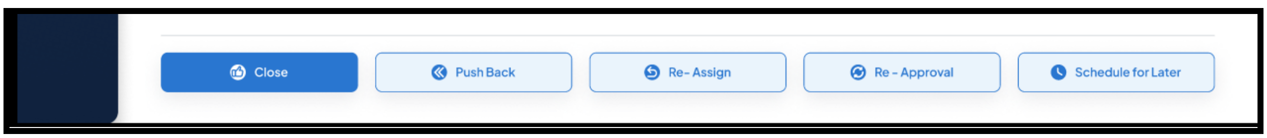
View Ticket – Action taker (End user) Screen(Ticket who complets)



Current Flow

- Ticket Number: TNI0000000166
- Raised by: Admin@ticket
- L1 Approver: Meenu → ✅ Approved
- L2 Approver : Ayana → ✅ Approved
- Current Status: With nidhin123 (washing department) → ⏳ Pending
- nidhin123 Role: End user – responsible to complete or close the ticket

Actions Available for Action taker (End user)



Close: No further steps are needed,The ticket gets closed in the system

Re-Assign: Send to someone else (Based on role)

Push:Once the approval process is done, the push option will work only between the requestor & End user.

Schedule For Later: Refers the task to a later time/date (Based on role)

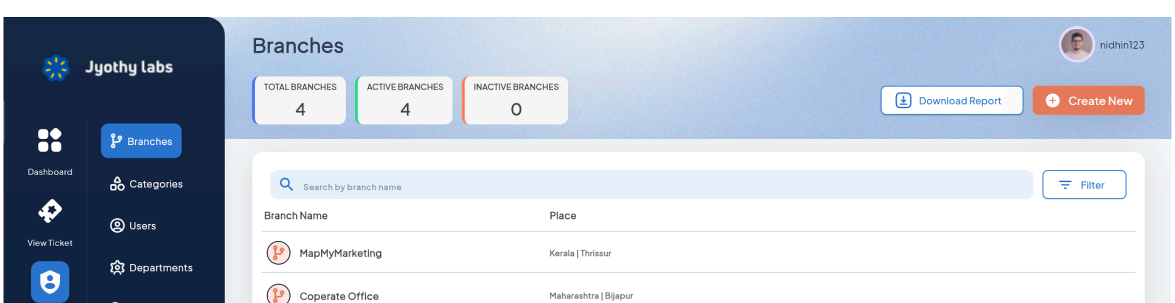
Re-approval - The Ticket will go through the approval process again directly. It'll not go to the requestor. And the History will be maintained for the previous re-approval also.

Save: This is Save the remarks entered (Purpose - Conversation between the requestor & the end user)

Discard: Discard option is not required for End user

2.Admin Master - Need option for all the masters to have upload option

This screen appears to the admin-only and is part of the Admin Master module.



1.Screen Title: Branches – Admin Master

To manage all branch-related data within the system – including adding new branches, searching existing ones, and viewing their details.

Top Summary Cards:

1. Total branches:
   shows the total number of branches listed in the system.
2. **Active branches:**
   indicates how many branches are currently active.
3. **Inactive branches:**
   displays how many branches are marked inactive or decommissioned.

Search Bar & Filter Button:

- Allows users to search for a branch by name.
- Opens advanced filters (like state, city, status) to narrow down search results.

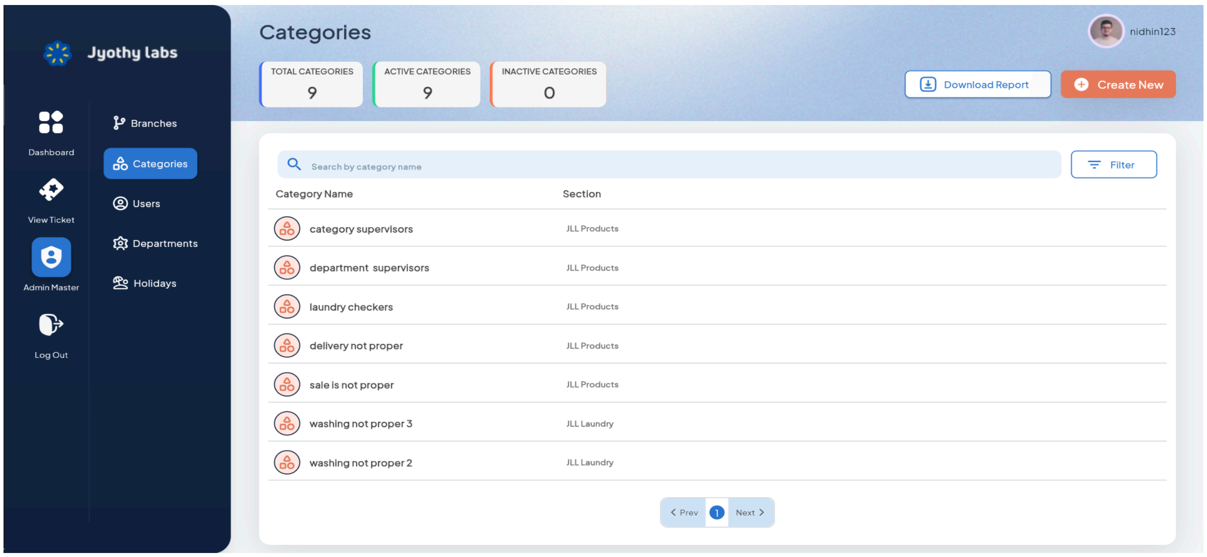
Download Report Button:

- Downloads the **branch list report** (probably in Excel format) for offline use or record-keeping

Create New Button:

- Opens a form to **add a new branch** to the system.
- Likely includes fields like branch name, place, address, status, etc.
- The branches will sync from fabricare. New branches - Push the new branches once it is active. And when the status changed to Inactive in fabricare, the same will reflect in the Ticketing module as well. And do not allow the user to create the ticket when the store is inactive. But when the ticket is already created, Inactivate should not affect the current ticket flow.
- The validations to be given for duplicate branches.
- Allow the Admin to create new branches manually.

2.Screen Title: Categories – Admin Master



To manage all tickets, categories are created to help classify the type of request or issue raised by the user. The user can select a category while raising a ticket, and these categories are defined and maintained within this system.

> Categories help in classifying tickets during issue submission. For example: "Delivery not proper" → likely a ticket related to delivery issues."Washing not proper 2" → raised for quality check in laundry service.

Top Summary Cards:

1. **Total categories:** displays the total number of categories configured in the system.
2. **Active categories:** indicates the number of categories that are currently active and available for use.
3. **Inactive categories:** shows the number of categories that are inactive, such as those that are deprecated or hidden from users. These will not be displayed for the user while raising the ticket.

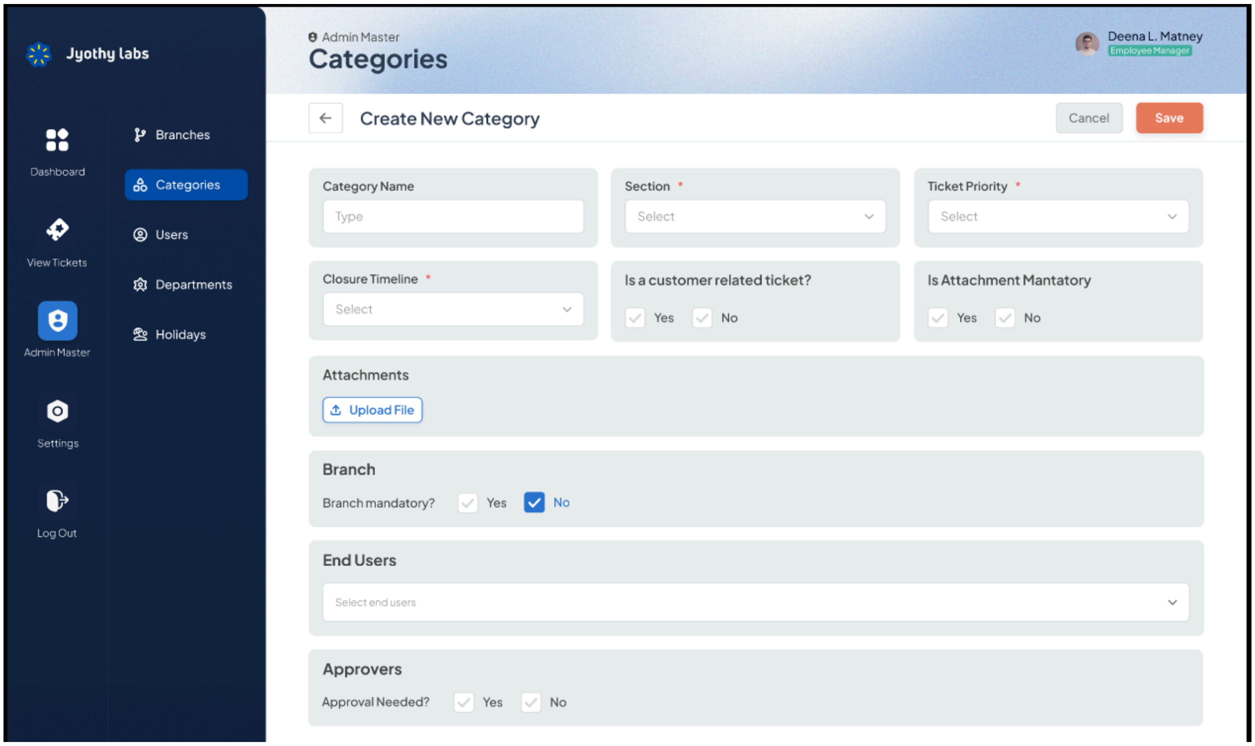
Download Report Button:

- Exports the list of categories in **Excel** format for documentation or analysis.

Create New Button:

- Opens a form to **add a new issue category**, specifying name, section, and possibly status.

2.1.Screen Title: Create New Category – Admin Master



To allow admin users to create new issue/ticket categories with specific properties to better classify and manage support or internal tickets/Customer related ticket.

Form Field Details:

- **Category Name**:Text input for naming the ticket category (Mandatory)
- **Section** : Dropdown to assign the category to a business segment like JLL Products or JLL Laundry. (Mandatory)
- **Ticket Priority** : Dropdown to set priority level for tickets under this category (e.g., Low, Medium, High). Helps in ticket escalation and response SLAs.
- **Closure timeline** : Dropdown will be displayed along with the text to choose/enter the no. of days for the ticket to calculate the closure date of a ticket which should exclude the Week off & Holidays while calculating the estimated closure time in the ticket. (Mandatory)
- **Action taker (End user)** : Select the end user here who will be the action taker for this category. This is not a mandatory field, If any username is entered here, then

directly the ticket will assign to that person. If there is no user entered, then check the logic given to assign the end user

- Gve reopen ticket expiry days count (can giveUI during the development)

Additional Configuration Toggles :

- **Is it a customer related ticket? :** Yes / No : Identifies if this category is for customer-facing or internal configurations related.
- **Is Attachment Mandatory?:**Yes / No:Specifies if users must upload supporting documents/screenshots while creating /approving tickets.
- **Upload Sample Format:**Allows admin to upload a reference file (e.g., Excel or PDF format users should follow while raising ticketing). This will reflect only when the category is selected in the Raise ticket.
- **Approver Needed?** : Yes / No:

  1.If set to 'No', the ticket will be automatically assigned to the selected end user. This bypasses the approval level, and the ticket will be directly assigned without requiring any further approval.

  2.If Yes, tickets under this category will follow an approval workflow before action is taken.

2.1 Approver levels will be given as L1, L2 etc & multiple users can be selected in the L1, L2 etc.. The Assignment happens based on the access (State, City, Brand & Branch) given to these users.. (Eg: L1 is selected as XYZ & has Karnataka access, then the tickets raised under this category & state karnataka then, the ticket will go to XYZ.)

If there are multiple user with same state, city & branch then it'll be seen for both the users & both the users will be reflected in the Ticket details section, but whoever approves 1st will be the approver & the other person will not be able to see this ticket also from the ticket details this user will not be seen.

We can edit the Approver in the Category at any time; however, the updated approver will only be reflected in newly raised tickets. Existing tickets that are already assigned or approved will not be affected.The change will only take effect in the remaining approval levels (if any) and for all new tickets raised after the update.

Example: Requester → L1 → L2 → L3 → Action Taker (End User)

Step 1: Requester raises the ticket → L1 approves

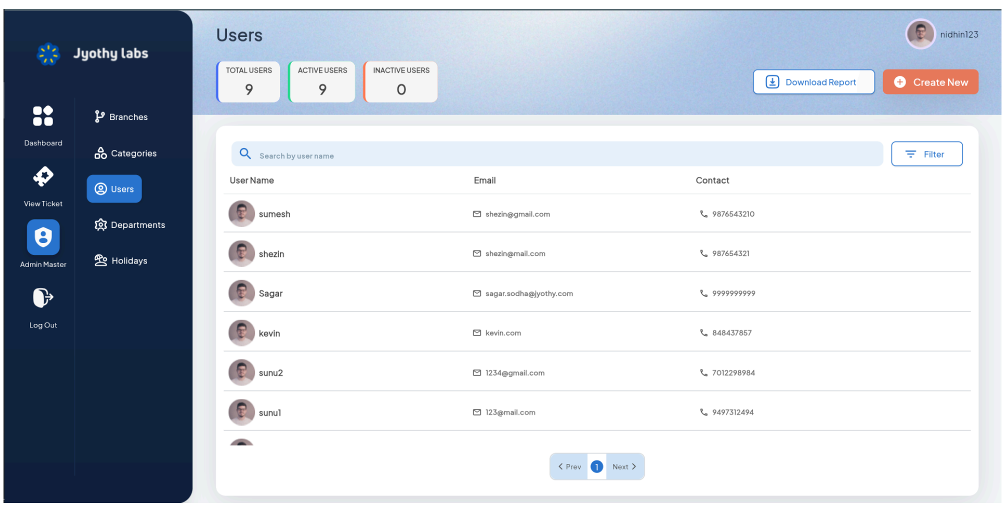
Step 2: L2 is pending (assigned and waiting for their action)

Step 3: L3 is still pending and not yet assigned

If the Category is edited/changed/updated during L2, and the Approver levels are modified in the updated Category:

- The changes will only reflect from the next unassigned level onward (in this case, L3 and beyond).
- Any levels already assigned or approved (like L1 and L2) will not be affected.
- The updated approvers will also reflect only for newly raised tickets under the modified Category.

3.Screen Title: Users – Admin Master



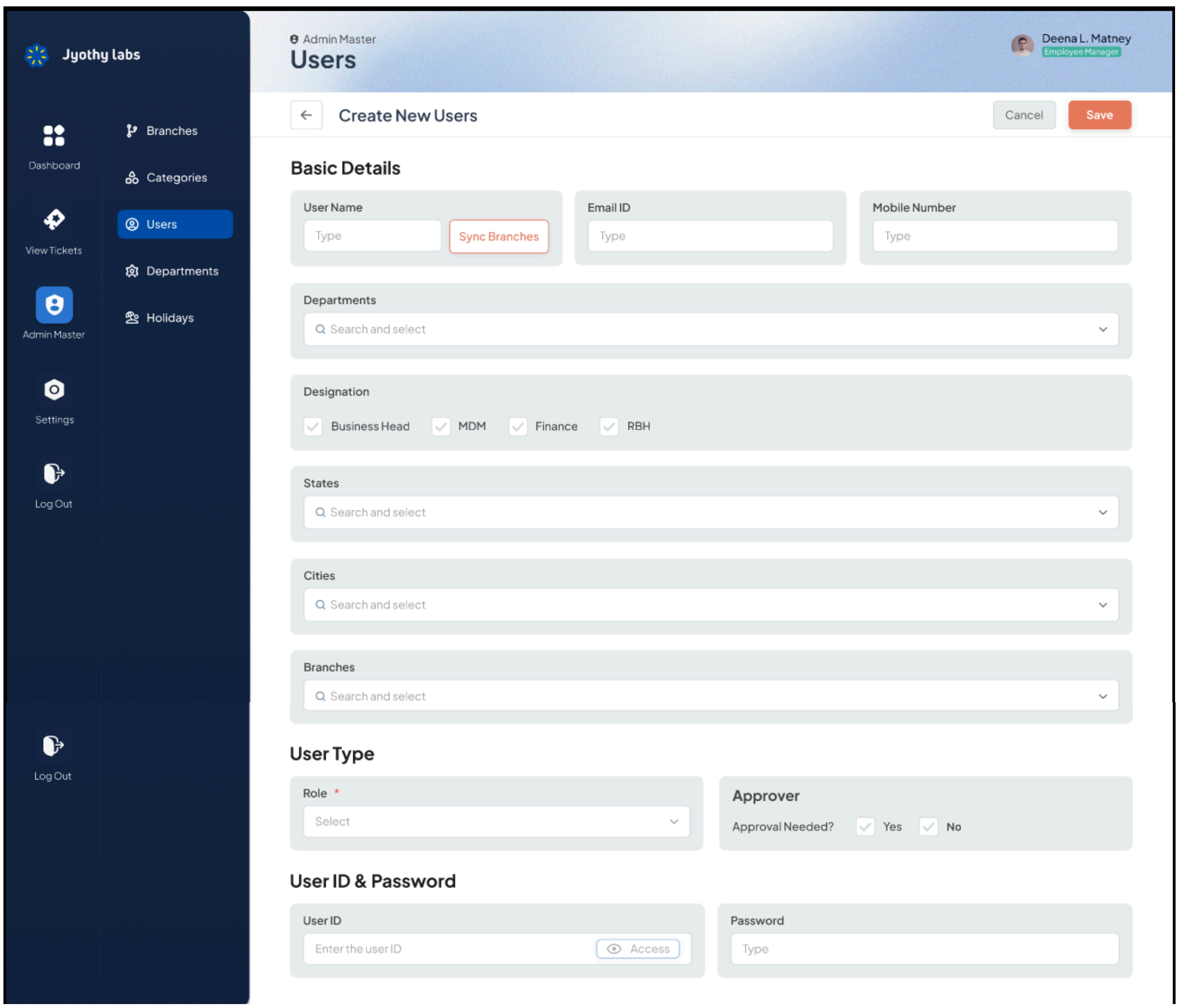
To view, manage, and add internal users (Admin, employees, support team members) for the ticketing system within Jyothy Labs.

Top Summary Tiles

- **Total Users**:Total number of registered users in the system.
- **Active Users**:Number of currently active users who can log in and perform tasks.
- **Inactive Users**:Number of deactivated or disabled users. Useful for auditing or access control

- Click **Create New :** Enter name, Assign role and activate status. The contact number should be unique for users. The users will sync from fabricare, based on that the State, City, brand & branch will get added to that user automatically.
- If the user is inactive in fabricare the same user should be marked as inactive in Ticketing module also. But in Ticketing module if we inactivate, that will not get updated in fabricare. If any pending tickets are there for this inactive user, then give an alert to a selective user via email.

3.1Screen Title: Create New Users – Admin Master



Header Section

- **Add Profile Photo**: Allows uploading a user image.
- **Save Button :** Submits the form and creates the user.
- **Cancel Button :** Discards current inputs and redirects back.

- For the normal user need setting option with Profile image update & Display the user name, password, reset password option, contact # & Email ID.

Basic Details Section

The data is fetched and selected from the dropdown sourced from the Fabricare.

- **Full Name** : Enter the full name of the user/Sync Button is present next to "Full Name" to auto-fill user data based on name from fabric care with search option in the dropdown. In the dropdown display only the users who are not added to the ticketing module.
- **Email ID** : Enter a valid and unique email address.
- **Mobile Number** : User's contact number. Should be 10 digits
- **Departments**: Select the user's department from the list.
- **Designation** : RBH/MDM/Business Head to be selected which is added in the Category
- **States** : Select the state where the user is located. Also it will be auto fetched from fabricare if the User name is synced from fabricare
- **Cities** : Filtered based on state; shows cities within that state. Also it will be auto fetched from fabricare if the User name is synced from fabricare
- **Branches**: Select the branch to which the user belongs. Also it will be auto fetched from fabricare if the User name is synced from fabricare
- **Brands**:Assign the relevant brand to the user. Also it will be auto fetched from fabricare if the User name is synced from fabricare

Validations

- All * marked fields are mandatory & give the symbol in Red.
- Email must be in a valid format (`user@example.com`). Unique for all the users
- Mobile numbers must contain only digits (typically 10 digits). Unique for all the users
- Dropdowns must have a selected option; cannot be left blank. And need search option

User Type

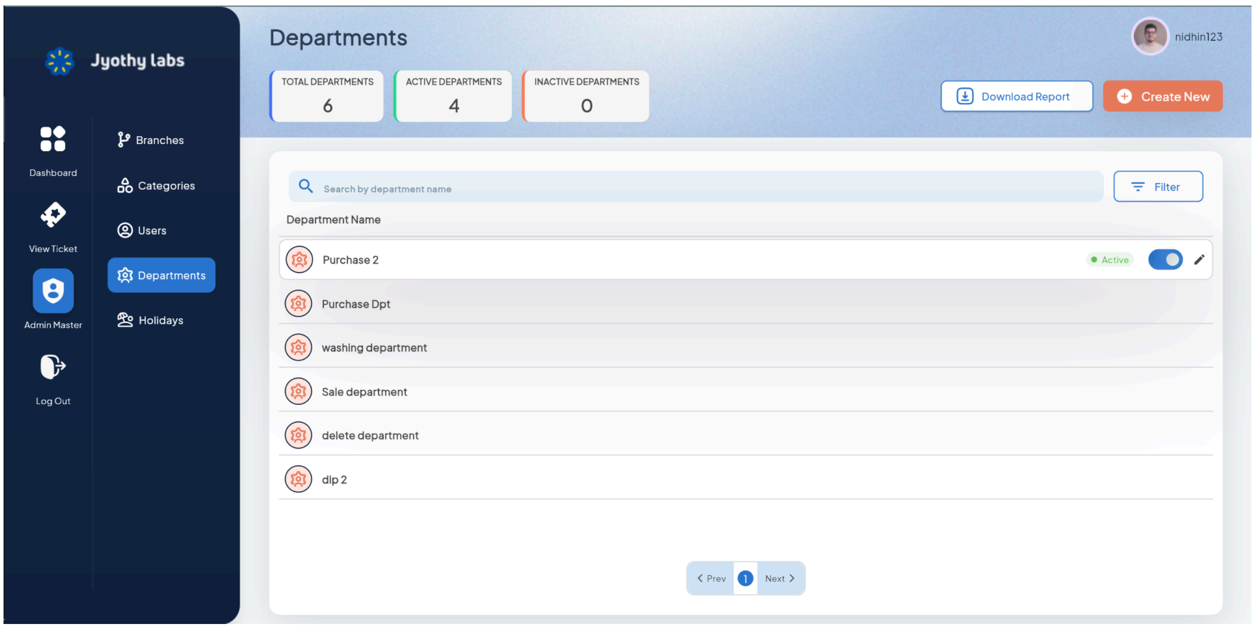
- **Role** : Select the user's role - Role will be created separately and that will get added here. Multiple roles can be selected.
- **Approver** : Choose if this user should have approval authority.

User ID & Password

If the user is from fabric care the password and user id will reflect according to the user selection

- **User ID** : Unique identifier for system login.
- **Password** : Set a secure password for user access.

4.Screen Title: Departments – Admin Master



The Departments module allows administrators to **create**, **manage**, and **monitor** departments within the organization. It provides an interface to **view department statuses**, **search/filter**, and **generate reports**.

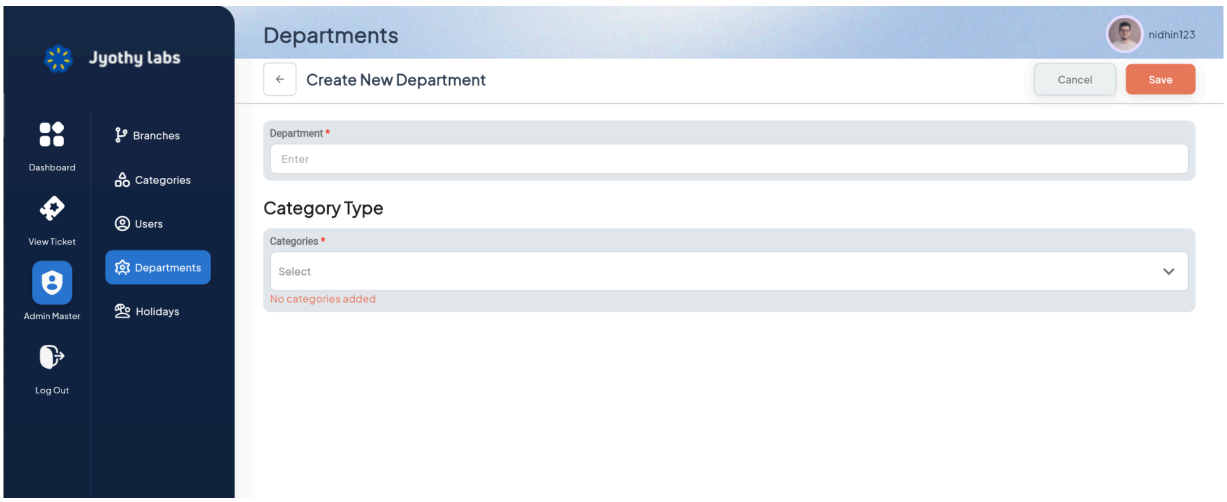
Actions

- **Add Department** : Click on `+ Create New` to open the department creation form.
- **Edit Department** : Click the ✏️ icon beside a department to update its name or status.
- **Activate/Deactivate :** Toggle the switch to change the department status. Green indicates Active.

Access Rights

- Only users with admin privileges can add/edit departments.
- Status toggles and edit options are visible to admin.

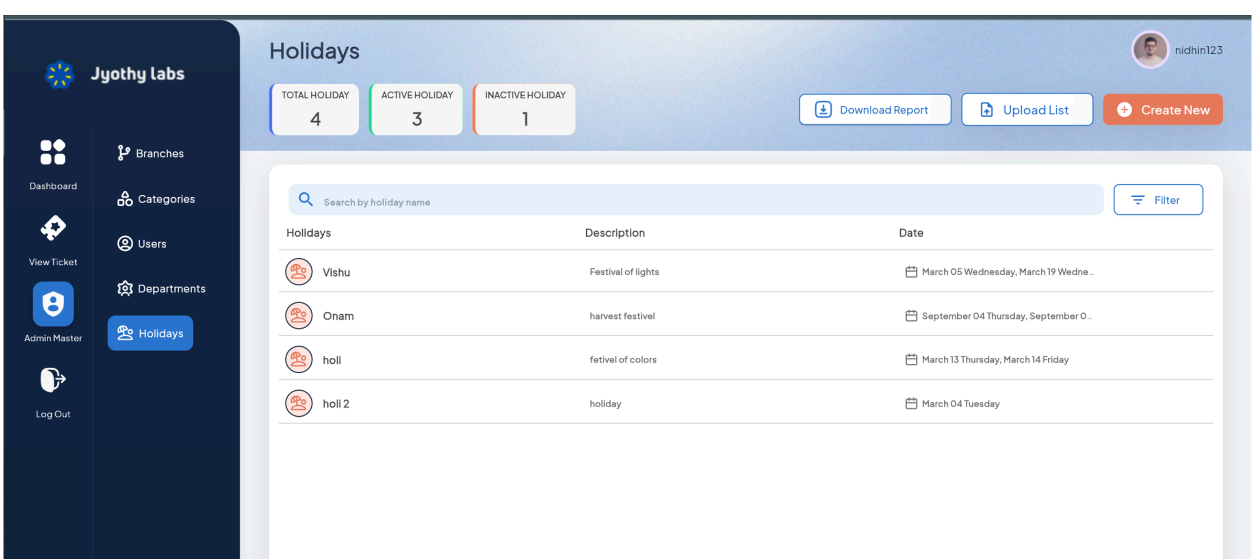
4.1.Screen Title: Create New Department – Admin Master



- **Department** (Text Field):Name of the department to be created (e.g., Purchase, Sales, HR, etc.),(Mandatory field – cannot be left blank)
- **Categories** (Dropdown):Select the category this department belongs to. Categories are pre-defined under the “Categories” module.(Mandatory field – cannot be left blank). Department & category are one of the check point to assign the ticket to the end user

Note: If no categories are listed, the system will display a warning: `No categories added`.

4.Screen Title: Holidays – Admin Master



Overview (Top Stats)

- **Total Holiday :** Displays total number of holidays in the system.
- **Active Holiday :**Number of currently active holidays.
- **Inactive Holiday :**Number of holidays marked as inactive.

Holiday List Table

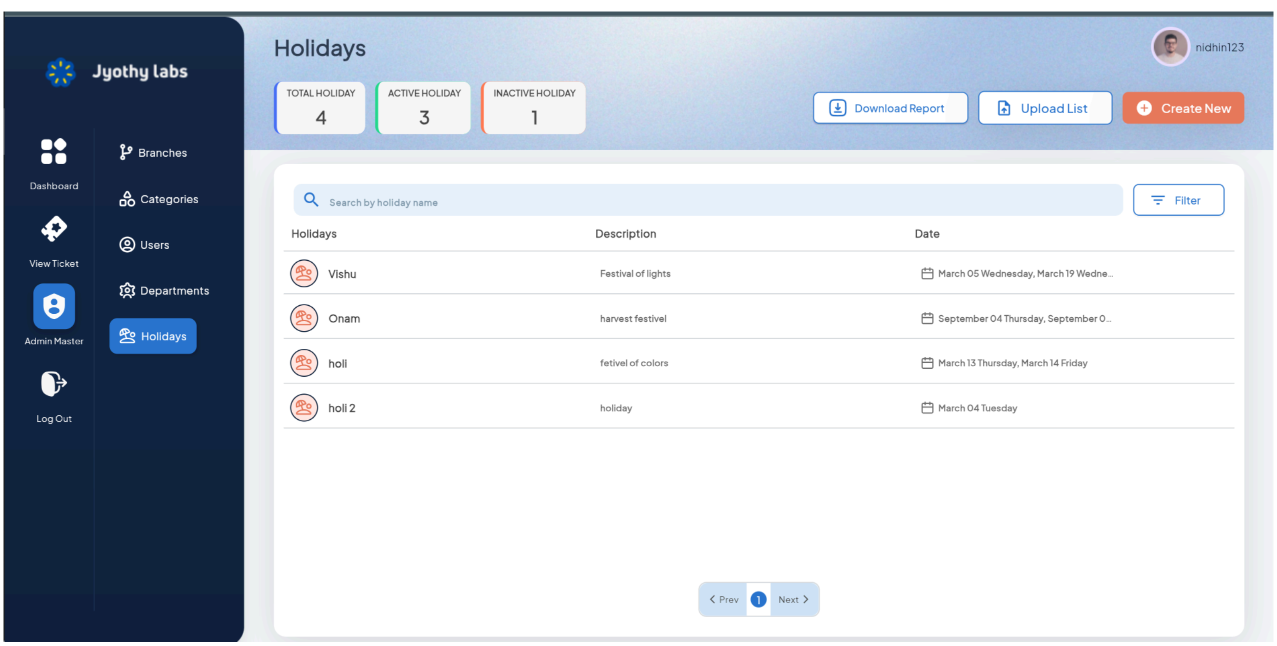
- **Holidays** :Name of the holiday (e.g., Vishu, Onam, Holi).
- **Description:**Short info about the holiday (e.g., Festival of lights).
- **Date:**Date(s) of the holiday, including day of the week. Multiple dates can be assigned to one holiday.

Opens filters to narrow down holiday results based on parameters like date, status, etc.

Actions

- **Download Report**: Exports the holiday list in a downloadable format (likely Excel).
- **Upload List**: Allows bulk holiday upload, likely via Excel/CSV.
- **Create New**: Open the “Add Holiday” form to manually add a new holiday to the list.

4.Screen Title: Create Holidays – Admin Master



From Admin master> Holidays, click the Create New button on the top right

Form Fields & Descriptions

- **Holiday Name:**Text (Required)- Name of the holiday (e.g., Diwali, Holi).
- **Description:**Text (Required)-Short description of the holiday (e.g., Festival of Lights).
- **States Dropdown:** (Required)-Allows selection of one or more states where this holiday is applicable.
- **Cities Auto-selected or Dynamic:**Cities will be auto-loaded based on selected state(s). Required field.
- **Holiday Calendar:**Calendar Date Picker. Allows selection of one or more dates for the holiday.

Calendar Functionality

- Users can **choose date(s)** by clicking on the calendar.
- Navigation arrows allow switching between months and years.
- Likely supports **multi-date selection** (based on holiday list view).

Validation Rules

- All fields marked with * are mandatory.
- States and corresponding Cities must be selected to save the holiday.
- At least one date must be picked from the calendar.
- Holidays & Week offs have to skip while calculating the closure timetime.

Week off details has to be taken from fabricare

Escalation matrix screen has to be added - Sample screenshot is given below

	Escalation Matrix		The reminders should exclude non-working hours & Sunday	
Accepting the ticket	Tickets which are assigned to RBH	RBH	Day 1 - 6 hours	1st Reminder
			Day 2 - 6 hours	2nd Reminder
			After 48 hours the ticket will get Auto closed	
Accepting the ticket	Tickets which are assigned to MDM	MDM	1 hours	1st Reminder
			After 2 Hours	2nd Reminder
			After 4th hours Escalate to shilpa.n@jyothy.com till it is accepted	
Closing of ticket	Tickets which are assigned to MDM	MDM	24 Hours	1st Reminder
			48 Hours	2nd Reminder
			After 72 hours Escalate to shilpa.n@jyothy.com until it is closed from MDM team	

Consider These points also

- App version with all these logics
- App notifications
- Emails Matrix to be given to send the email for the respective users. For every action the email has to trigger.if when we reply to any mail in the Ticketing module, that will get added in the remarks/comments.
- Need option to edit the Ticket details like category & department state, city & branch, if these fields are edited then it is as good as creating a new ticket which has to go through the approval flow.
- Reports - need to add few more columns like Age of the ticket, how many days it took to close a ticket, On time closed or not, Last interaction/Remarks etc. - The final format will be shared.
- Any validations, such as pop-ups or restrictions, that were discussed but not added in the document will be addressed in this phase.
- Ticket Status list:

1. Pending
2. Completed
3. Pending for Approval
4. Pending for your approval
5. Rejected
6. Pending to Accept
7. Discarded - This will be reflected only in the report.

- Check list option required - This is mainly for the Development tickets, once all the check lists are completed then allow the user to close the ticket.