

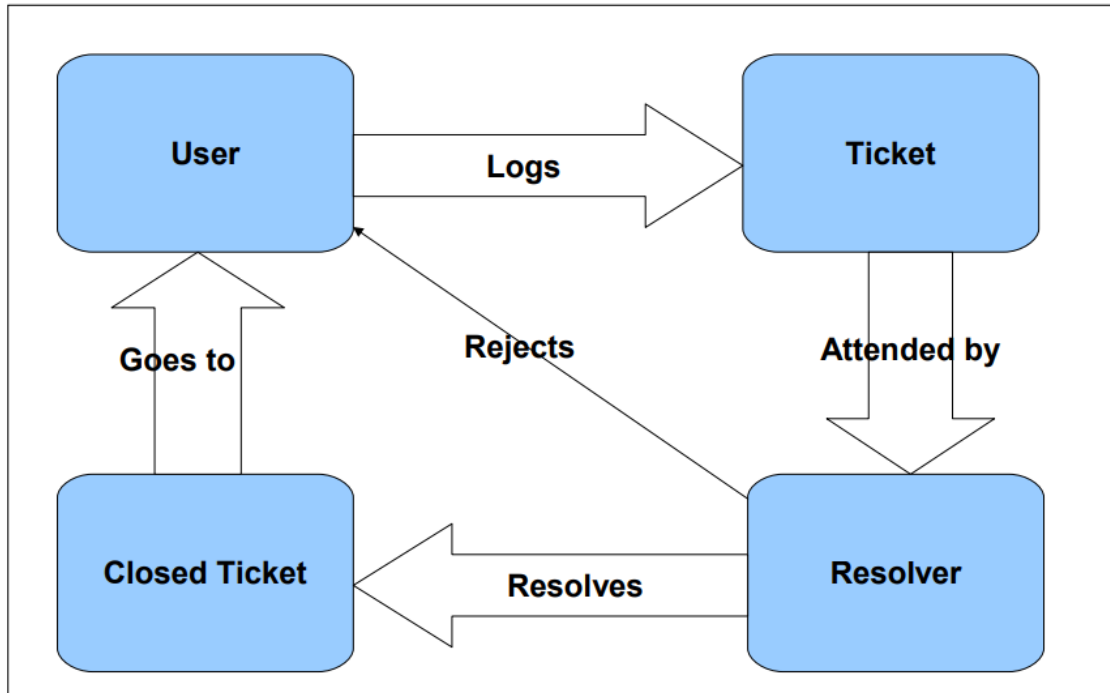
# Issue Tracking functionality for Customized Sevaarth Application

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## Flow Chart of Issue Tracking Functionality



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## 1. Introduction.

In customized Sevaarth application user can raise ticket at their level with the help of below functionality if they have any issues related to the application. It is online ticketing tool which help the user to get the issues resolve directly instead of sending emails and it's also helps to trace the problems and get their expected solution within stipulated time.



## 2. How to raise an issue in customized sevaarth Application.

Current Module : Payroll      Screen Number : ???PAYROLL.RAISETICKET???

Current Path : Reports > Payroll > Raise Ticket

10 Records found, displaying all Records.

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Ticket Id	Title	Description	Created Date	Status	Priority
CH991000014	ssasasas	ssasassss	08/05/2015	Open	High
CH991000013	One Employee does not appeared	ssasasasssasasas	08/05/2015	Open	High
CH991000011	NO editing possible	sdrfg	23/04/2015	Open	Default
CH991000012	Neww	thyrth	23/04/2015	Open	Default
CH991000010	Error is displayed while generating paybill	Error is displayed	21/04/2015	Closed	Low
CH991000008	maintain ddo hst	Dear sir, I am facin	17/04/2015	Closed	Default
CH991000007	Problem in Paybill	gfdfg	16/04/2015	Hard Closed	Default
CH991000006	test	asdfsf	15/04/2015	In Progress	Default
CH991000005	Joining Problem	Not able to join	15/04/2015	Open	Default
CH991000003	fgfhg	hgj	13/04/2015	Request for further Information	High

**Add New Ticket**



## Use the below steps for raising the issue online.

1. Follow the below path:  
**Path:** Worklist > Raise Ticket.
2. Click on 'Add New Ticket' button.
3. Enter 'Title' of the occurred issue.
4. Select 'Screen Name' from dropdown  
(**Note:** Selected screen name should be the one where exact issue has occurred)
5. Enter complete Description of the occurred issue
6. Enter Login credentials  
(**Note:** Share username and valid password of Level1/Level2 officer)
7. Enter active Mobile Number.  
(**Note:** Mobile Number should be 10 digits, starting with 7, 8 or 9)
8. Enter active Email Id.
9. (**Note:** 'History' Field will display if User and Issue Resolver has updated anycomments in 'Your Inputs' field for raised issue.)
10. Click on 'Submit' button.  
(**Note:** The system generated 'Ticket Id' will generate and Ticket request will be displayed in Issue Resolver's login for the required resolution)
11. Click on 'Ticket Id'.  
(**Note:** To view the any comments from the Issue Resolver's or update yourremarks.)



### Raise New Ticket

Title	<input type="text" value="One employee name does appeared in paybill"/>	Screen Name	<input type="text" value="View / Approve / Delete Bill"/>
Description	<input type="text" value="Below employee does name does not appeared in April month paybill.Employee Name-Mahadev Raje"/>	Credentials	<input type="text" value="LVL1-02710100004_AST PWD-Password ,LVL2-9971010001 pwd- Password"/>
Mobile No	<input type="text" value="9999999999"/>	Email Id	<input type="text" value="test@gmail.com"/>
History	<input type="text" value="User2015-05-13 15:35:00ok&lt;br/&gt;####&lt;br/&gt;Resolver&lt;br/&gt;2015-05-13-15.58.29&lt;br/&gt;Share valid password"/>	Your Inputs	<input type="text"/>



# Thank You

Contact Us @

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