

VISIONTEK

Service Web Portal User Manual

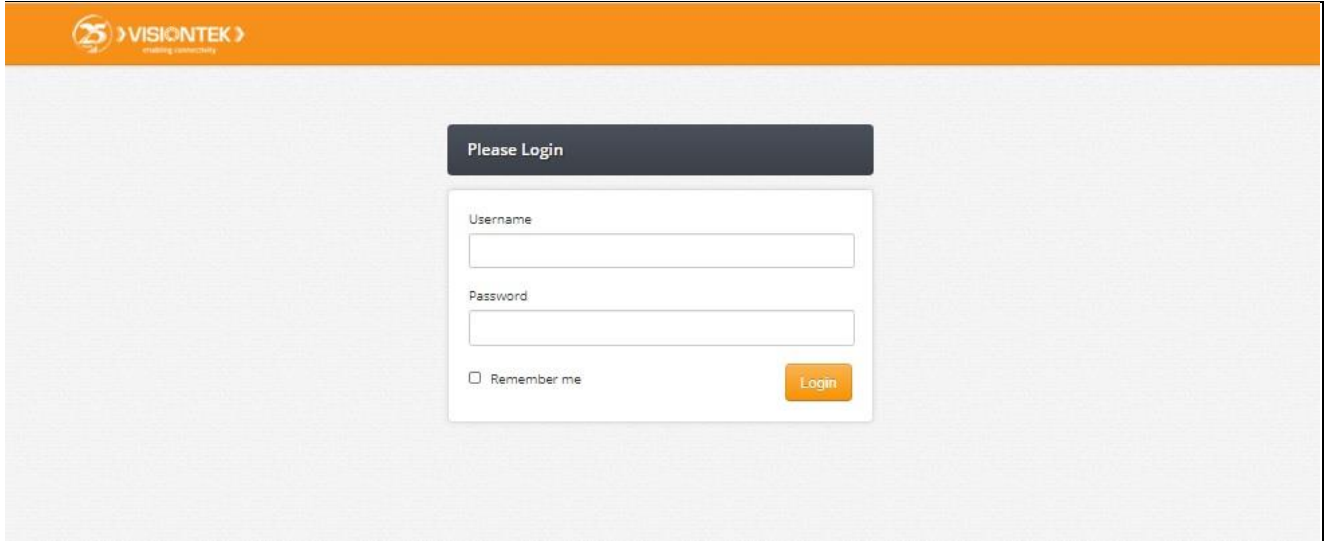
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URL : <http://care.visiontek.co.in/>

User Name: VS&WS

Pass Word: 123456

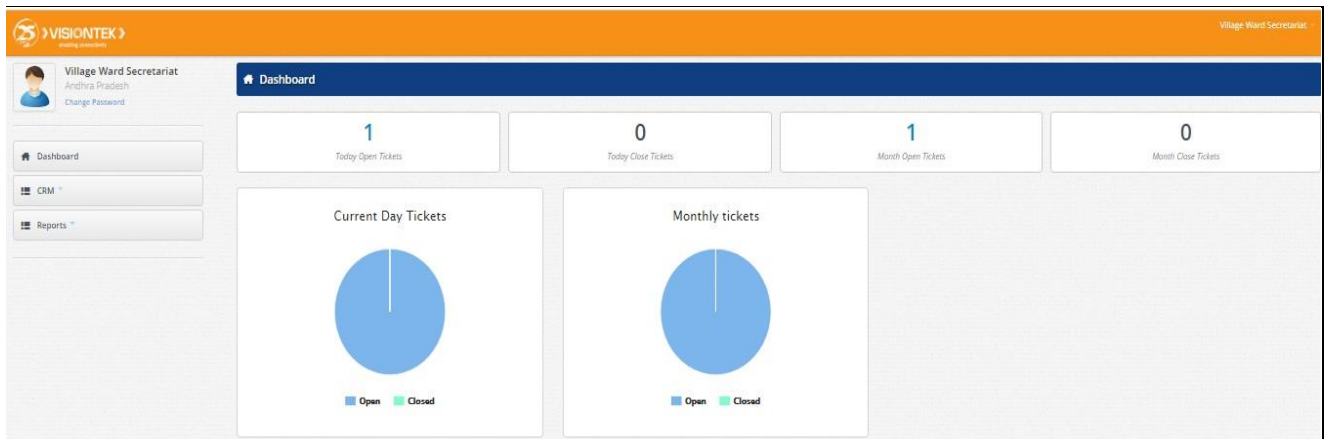


The login page features a dark grey header with the Visiontek logo and tagline. The main content area is white and contains a 'Please Login' form. The form has two input fields for 'Username' and 'Password', a checkbox for 'Remember me', and an orange 'Login' button.

Dash Board:

It gives a brief description of total open and closed tickets.

PI chart and graphical data for easy and quick knowledge of tickets update.



TO CREAT SERVICE TICKET

A. **Select CRM: Tickets:** (Select CRM → Tickets)

- a. Tickets
- b. Feedback

Here we can see the page of List of tickets. Here we can create and Edit the tickets.

The screenshot shows the 'Ticket List' page in the Visiontek CRM. The page features a navigation menu on the left with options for Dashboard, CRM, and Reports. The main content area displays a table of tickets with the following data:

Ticket No	User	Assigned To	Closed By	City/Village	District	Created Date	Customer Name	Reported Issue	Resolution	Status
2008291485	ANTP-VS&WS	Allabakashthonduru	Allabakashthonduru	Anantapur	Anantapur	14-08-20 11:23	Grama and Ward Secretariat	Adaptor	Others	Closed

At the bottom of the page, there is a footer with copyright information: © 2016 VISIONTEK, Linkwell Telesystems Pvt.Ltd. All rights reserved. Application Version 4.0. Contact information includes: Linkwell Telesystems Pvt. Ltd. 1-11-252/1B, Behind shoppers Stop, Begumpet, Hyderabad - 500016, Telangana, India | Ph:7730977309 | www.visiontek.co.in | Mail:customersupport@visiontek.co.in

Click on “Create Ticket”

When selection of the “Create Ticket” page will option to enter details of the customer, picture as below, here need to be filled the fields which are mandatory (* Marked) through drop downs.

VISIONTEK
Building connectivity

Village Ward Secretariat
Andhra Pradesh
Change Password

Ticket

Create Ticket

FPS ID / ARD No / Institution ID *

Customer Name *

Complainant Name *

Complainant Contact No. *

Complaint State *

Branch *

Complaint District *

Complaint City/Village *

Complaint Location/Tehsil/Taluk/Mandal *

Mail Id

FPS ID / ARD No / Institution ID

Unit Serial No

Tier *

Product Category *

Product Model *

Warranty Mode

Reported Issue *

Qty

Assigned To

Assigned By

Comments

Create

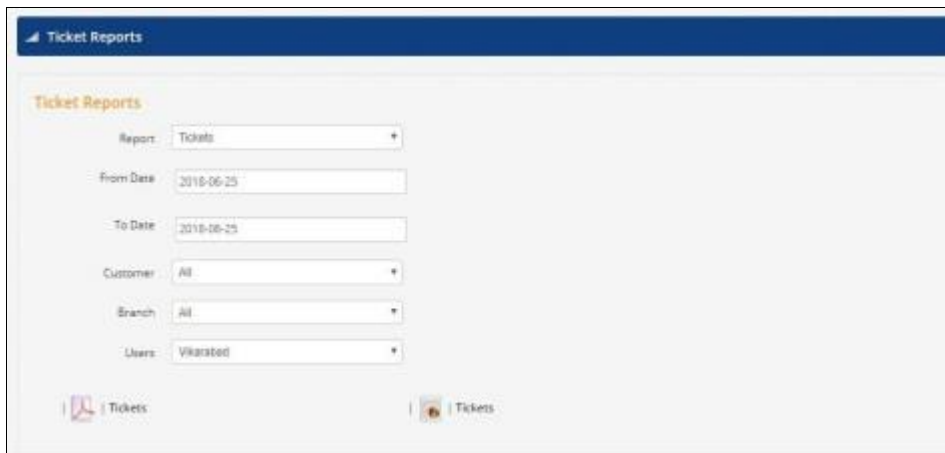
Once we create the ticket it will create as Open ticket, and in will reflected in Dashboard as well as in list of tickets.

Copy option given to create multiple tickets for the same customer.

2. Reports:
Tickets



Tickets: Here we can download the created tickets from day to day report. In reports drop down select the “Tickets” option. And also select from date, To date, Customer, Branch and Users.



As per the requirement you can download the tickets report either in PDF or Excel format

A. Feedback:

Feedback List						
Subject	Feedback	Contact Person	Unit Serial No.	Product Model	Created By	Actions
RD	All Devices RD Updated Successfully	ARONLINE LIMITED	111504565	GL-11	Kama/pasha	Edit
VISIONTEK	Good Service Support	Testing	123123123	GL-11	Kama/pasha	Edit
Performance	All Devices are working Properly. Performance of Visontek Devices are Good.	Mr. Rajendra Wajkar(DSO Ujain)		GL-11	Bhushangajar	Edit
RD	RD Updated Successfully in All Devices	The Commissioner Food and Civil Supplies Dept.	11367890	GL-11	Kama/pasha	Edit

In this page both Engineer and customers can give their valuable feedback about the product and services.

ESCALATION MATRIX				
	District	Name of Engineer	Call Center	eMail ID
Level 1	Srikakulam	S. Srinivas	9701601416	sklm.support@visiontek.co.in
	Vizayanagaram	M. Suresh	9133302258	vzm.support@visiontek.co.in
	Visakhapatnam	N.Somesh	9701601428	vskp.support@visiontek.co.in
	East Godavari	JV Shiva Kumar	9133302247	eg.support@visiontek.co.in
	West Godavari	J. Durga Prasad	9133302259	wg.support@visiontek.co.in
	Krishna	Y.Hemanth	9701601320	krishna.support@visiontek.co.in
	Guntur	Syed.Nagoor Basha	9133302248	guntur.support@visiontek.co.in
	Prakasham	A.Danaiah	9133302246	ongole.support@visiontek.co.in
	Nellore	K.Venkatesh	9701601414	nellore.support@visiontek.co.in
	Chittoor	C.Veerendra Kumar	9701601318	chittor.support@visiontek.co.in
	Kadapa	K.Sudheer	9133302242	cuddapah.support@visiontek.co.in
	Kurnool	N.Nagaraju	9133302243	kurnool.support@visiontek.co.in
	Anantapuram	T.Allabakash	9133302241	anantapur.support@visiontek.co.in

	Name	Designation	Contact No	eMail ID
Level 2	K.Chandrasekhar	Project Manager	9177404534	chandrasekhar@visiontek.co.in

Thank You