

NW Solutions (M) Sdn Bhd



We improve our customers' competitive edge

Help Desk – User Manual

- Login Screen
- Home
- Support Request Section
 - Create New Ticket
 - View Existing Ticket
 - Close Ticket
 - Reopen Closed Ticket



Login Screen



Key in **Customer ID** and **Password**, then click **Submit**

The screenshot shows the ReadyDesk login interface. At the top center is the ReadyDesk logo, which consists of a stylized red and grey icon followed by the text 'ReadyDesk'. Below the logo is the instruction: 'Enter your Customer account information to access the support ticket system.' The login form is a rounded rectangle containing two input fields: 'Customer ID:' and 'Password:'. A red arrow points from the green instruction box to the 'Customer ID' field. Below the form, the text 'Powered by ReadyDesk Help Desk Software' is displayed, with the ReadyDesk logo to the left of 'ReadyDesk'. A red box highlights the 'Submit' button. At the bottom of the form area is a blue, underlined link that says 'Forget your password?'.

Home



Powered by [ReadyDesk](#) Help Desk Software

Welcome to the New Help Desk system.

15/02/2012 10:01

Thank you for using the New Help Desk system.



Support Requests



[Submit New Ticket](#)

Submit a new support request



[View Existing Tickets](#)

View previously submitted tickets

My Profile



[Account](#)

View/change your account information



[Log Off](#)

Leave the customer portal

To **'Edit'** own profile

To **'Log Off'**

Create New Ticket



Powered by [ReadyDesk](#) Help Desk Software

Welcome to the New Help Desk system.

15/02/2012 10:01

Thank you for using the New Help Desk system.

Click **Submit New Ticket** to create a new ticket

Support Requests



[Submit New Ticket](#)

Submit a new support request



[View Existing Tickets](#)

View previously submitted tickets

My Profile



[Account](#)

View/change your account information



[Log Off](#)

Leave the customer portal

Create New Ticket (cont...)



Powered by [ReadyDesk](#) Help Desk Software

[Home](#) > Submit New Ticket

Company: Test Company
Customer ID: TEST001

* Name:

* Phone:

* Email:

* Category:

* Sub-Category:

* Priority:

* Module:

* Subject:

* Summary:

Select the relevant 'Category', 'Priority' and 'Module'

Type in the **Subject** and **Summary (details)** of the new ticket

Related Support Articles
None

Create New Ticket (cont...)

[Continue from previous page..]



Attach files here (Maximum total of **5 MB** for all files)

Attachment 1: No file selected.

Attachment 2: No file selected.

Attachment 3: No file selected.

Attachment 4: No file selected.

Total Size Limit: 5 MB

Create New Ticket (cont...)



Click **Home** to go back to the Main Screen

nw SOL moving ahead

Powered by [ReadyDesk](#) Help Desk Software

[Home](#) > [View Existing Tickets](#) > Ticket Details

Date Opened: 04/03/2015 12:28:51
Ticket ID: 918
Source: Web Ticketing System
Category: Support
Sub-Category: GST
Status: Open
*** Priority:** 2 - High
Severity Level: 2 - High

Customer ID: TEST001
Company: Test Company
*** Name:** Demo
*** Phone:** 0123456789
*** Email:** demo.1@democom.my
Module: GST

Subject: Tax Code Error
Summary: Hi NW,
Could you take a look at the file attached for tax code error.
Thank you.

History

Date: 04/03/2015 12:35:27 **Status:** Open **Updated By:** technician norman.seah **Updated From:** Tech Interface

Date: 04/03/2015 12:36:49 **Status:** Open **Updated By:** technician norman.seah **Updated From:** Tech Interface
This is to confirm that we have received the ticket and will be reverting to you with the solutions soon.

Message shown that the ticket has been received by NW Solutions Sdn Bhd and user

View Existing Ticket



Powered by [ReadyDesk](#) Help Desk Software

Welcome to the New Help Desk system.

15/02/2012 10:01

Thank you for using the New Help Desk system.



Support Requests



[Submit New Ticket](#)

Submit a new support request



[View Existing Tickets](#)

View previously submitted tickets

Click to view
created tickets

My Profile



[Account](#)

View/change your account information



[Log Off](#)

Leave the customer portal

View Existing Ticket (cont...)



Powered by [ReadyDesk](#) Help Desk Software

[Home](#) > View Existing Tickets

Search Tickets

Status: Source:

Category: Keyword:

Search ticket by:
a) Status
b) Category
c) Keyword

Click to view ticket details

Date Opened	Ticket ID	Subject	Source	Category	Status
04/03/2015 12:28:51	918	Tax Code Error	Web Ticketing System	Support	Open
25/02/2015 14:24:48	916	GST TEST	Web Ticketing System	Error	Closed
25/02/2015 10:51:05	913	Tcst	Web Ticketing System	Error	Closed
19/12/2014 12:36:32	863	tcst	Web Ticketing System	Error	Closed
08/04/2014 16:29:29	616	tcst	Web Ticketing System	Support	Closed
06/01/2014 16:40:54	554	tcst	Web Ticketing System	Error	Closed

Displaying items 1 - 6 of 6

Results per page:

View Existing Ticket (cont...)



All the correspondence's **History** are shown here

Date Opened: 04/03/2015 12:28:51
Ticket ID: 918
Source: Web Ticketing System
Category: Support
Sub-Category: GST
Status: Open
Priority: 2 - High
Severity Level: 2 - High

Customer ID: TEST001
Company: Test Company
Name: Demo
Phone: 0123456789
Email: demo.1@democom.my
Module: GST

Subject: Tax Code Error
Summary: Hi NW,
Could you take a look at the file attached for tax code error.
Thank you.

History

Date: 04/03/2015 12:35:27 **Status:** Open **Updated By:** technician norman.scah **Updated From:** Tech Interface

Date: 04/03/2015 12:36:49 **Status:** Open **Updated By:** technician norman.scah **Updated From:** Tech Interface
This is to confirm that we have received the ticket and will be reverting to you with the solutions soon.

Add Response

Type here to reply (**Add Response**) to the ticket

View Existing Ticket (cont...)

[Continue from previous page..]



Attachments

No Existing Attachments

Attachment 1:	<input type="button" value="Browse..."/>	No file selected.
Attachment 2:	<input type="button" value="Browse..."/>	No file selected.
Attachment 3:	<input type="button" value="Browse..."/>	No file selected.
Attachment 4:	<input type="button" value="Browse..."/>	No file selected.

Total Size Limit: 5 MB

1. Click '**Back**' to return to the main screen.
2. Click '**Close Ticket**' to close the ticket.
3. Click '**Submit**' if any '*Response*' or '*Attachments*' have been added.

Close Ticket



Add Response

Hi NW,
Case is closed as error has been rectified

Attachments

No Existing Attachments

Attachment 1: No file selected.

Attachment 2: No file selected.

Attachment 3: No file selected.

Attachment 4: No file selected.

Total Size Limit: 5 MB

< Back **Close Ticket** Submit

Close Ticket (cont...)



nw SOL moving ahead

Powered by [ReadyDesk](#) Help Desk Software

[Home](#) > [View Existing Tickets](#) > Ticket Details

Your ticket has been closed

Date Opened: 04/03/2015 12:28:51
Ticket ID: 918
Source: Web Ticketing System
Category: Support
Sub-Category: GST
Status: Closed
*** Priority:** 2 - High
Severity Level: 2 - High

Customer ID: TEST001
Company: Test Company
*** Name:** Domo
*** Phone:** 0123456789
*** Email:** domo.1@domocompany
Module: GST

Subject: Tax Code Error
Summary: Hi NW,
Could you take a look at the file attached for tax code error.
Thank you.

History

Date: 04/03/2015 12:35:27	Status: Open	Updated By: technician norman.sciah	Updated From: Tech Interface
Date: 04/03/2015 12:36:49	Status: Open	Updated By: technician norman.sciah	Updated From: Tech Interface
This is to confirm that we have received the ticket and will be reverting to you with the solutions soon.			
Date: 04/03/2015 12:55:54	Status: Closed	Updated By: customer TEST001	Updated From: Web Ticketing System
Hi NW, Case is closed as error has been rectified			

Are you sure you want to close this ticket?

Reopen Ticket



Date Opened: 04/03/2015 12:28:51	Customer ID: TEST001
Ticket ID: 918	Company: Test Company
Source: Web Tickoting System	* Name: Domo
Category: Support	* Phone: 0123456789
Sub-Category: GST	* Email: domo.1@domocom.my
Status: Closed	
* Priority: 2 - High	
Severity Level: 2 - High	Module: GST

Subject: Tax Code Error
Summary: Hi NW,
Could you take a look at the file attached for tax code error.
Thank you.

History

Date: 04/03/2015 12:35:27	Status: Open	Updated By: technician norman.scsh	Updated From: Tech Interface
Date: 04/03/2015 12:36:49	Status: Open	Updated By: technician norman.scsh	Updated From: Tech Interface
This is to confirm that we have received the ticket and will be reverting to you with the solutions soon.			
Date: 04/03/2015 12:55:54	Status: Closed	Updated By: customer TEST001	Updated From: Web Tickoting System
Hi NW, Case is closed as error has been rectified			

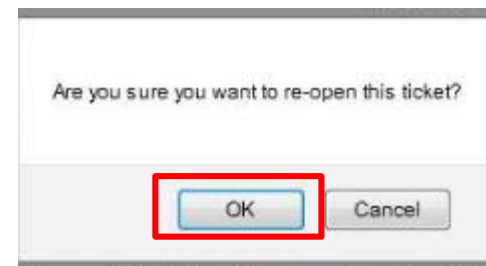
Attachments

No Existing Attachments

< Back Re-open Ticket

Click the 'Re-open Ticket' as shown.

Reopen Ticket (cont...)



Powered by [ReadyDesk](#) Help Desk Software

[Home](#) > [View Existing Tickets](#) > Ticket Details

Your ticket has been re-opened

Date Opened: 04/03/2015 12:28:51	Customer ID: TEST001
Ticket ID: 918	Company: Test Company
Source: Web Ticketing System	* Name: Demo
Category: Support	* Phone: 0123456789
Sub-Category: GST	* Email: demo.1@democom.my
Status: Open	
* Priority: 2 - High	
Severity Level: 2 - High	Module: GST

Subject: Tax Code Error
Summary: Hi NW,
Could you take a look at the file attached for tax code error.
Thank you.

History

Date: 04/03/2015 12:35:27	Status: Open	Updated By: technician norman.sciah	Updated From: Tech Interface
Date: 04/03/2015 12:36:49	Status: Open	Updated By: technician norman.sciah	Updated From: Tech Interface
This is to confirm that we have received the ticket and will be reverting to you with the solutions soon.			
Date: 04/03/2015 12:55:54	Status: Closed	Updated By: customer TEST001	Updated From: Web Ticketing System
Hi NW, Case is closed as error has been rectified			
Date: 04/03/2015 12:59:27	Status: Open	Updated By: customer TEST001	Updated From: Web Ticketing System
Ticket re-opened by customer			