



User Manual

August 1st, 2023

Group Members





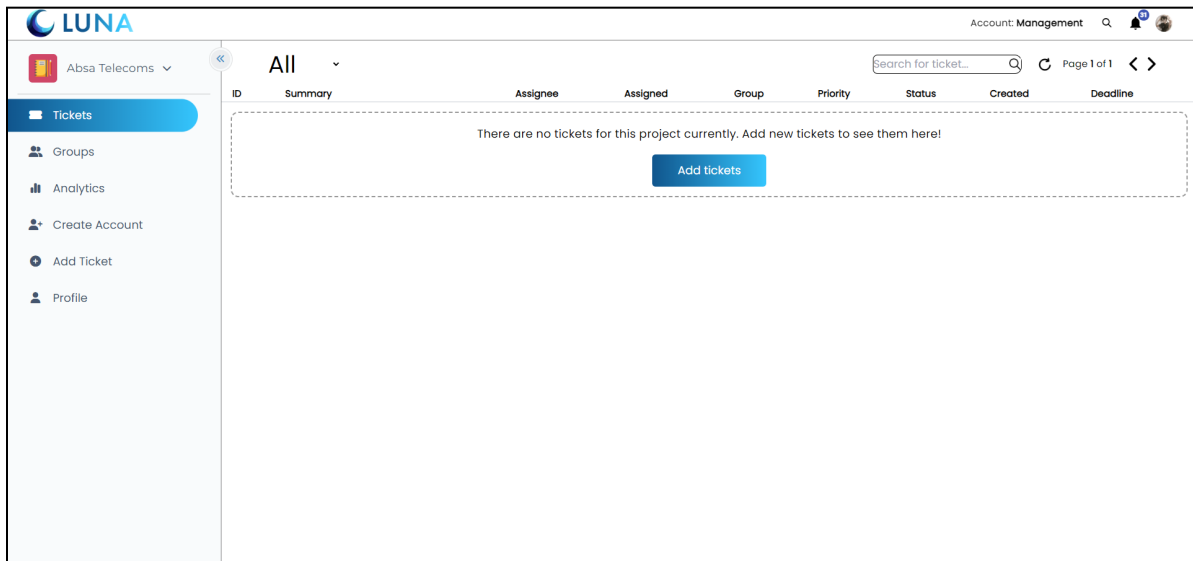
				
Priyul Mahabeer	Ashir Butt	Jaimen Govender	Dharshan Pillay	Edwin Sen-Hong Chang
u20421169			u19027487	u20424575



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System Overview



The primary objective of this ticketing system is to streamline the project management processes, enhance communication, and improve the overall efficiency of the organization. As a company grows it becomes increasingly challenging to manage numerous projects effectively. The proposed ticketing system will serve as a centralized management tool that processes and catalogs customer service requests, tracks project progress and allocates work among the management, technical, and functional teams. The ticketing system will enable seamless collaboration between teams by facilitating the assignment and tracking of tasks, communication through internal notes, and efficient handling of client requirements and project changes. Furthermore, the system will incorporate AI-driven data analytics to optimize ticket assignments, analyze project costs, and identify areas for improvement.

Requirements

Minimum Requirements:

- Stable Internet Connection
- Any compatible browser:
 - Chrome
 - Opera
 - Safari

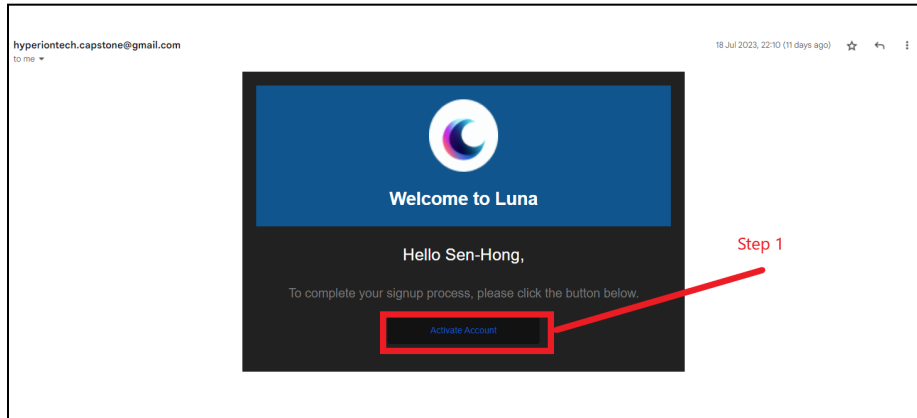
Access Requirements:

1. Have an account that is made by a manager or administrator
2. Activated account and resetted password

User Guide

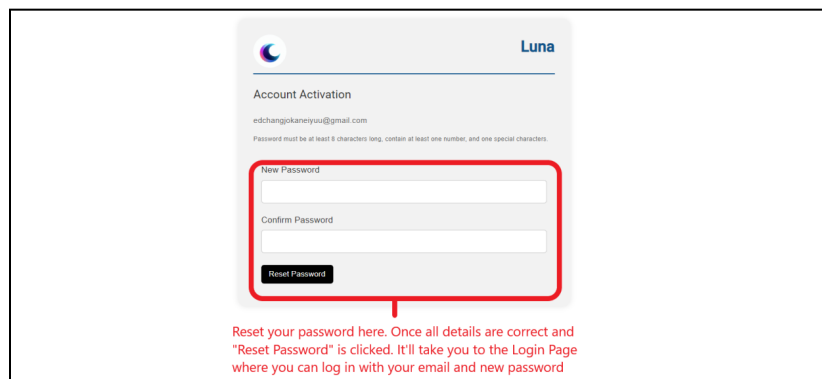
Internal User

Register your account:



As an internal system for a company, user's would only be able to log in to the system when a manager or administrator has made an account for you. The account will be registered with your email address, so once the account is created, you can check your email for the invitation. Please note that your account will only be activated once and only then would you be able to login to the system with the account that has been made for you. These invitations will become invalid after a day or once you have activated your account

Clicking on Activate Account will take you to this page:



Login to your account:



Now you'll be able to log into your account with that email address and with password that you have resetted in the previous page. Fill in the fields and then press the login button.

Dashboard Page (Tickets Page):

- Administrator account has all the functionality that all the other account types have. In the creation of accounts phase, they would be able to make all new different accounts except for Administrator accounts.
- Management account also has all the functionality that all the other account types have, but they are only able to see tickets from the the groups that they are a part of. In the creation of accounts phase, they would only be able to make new Functional and Technical Accounts
- Functional accounts have limited functionality. They are only able to view tickets from the groups they are a part of. They are still able to make new tickets, but creation of accounts is disabled.
- Technical accounts have limited functionality. They are only able to view tickets from the groups they are a part of. They will not be able to make new tickets and new accounts. They will work on tickets according to the request.

Note*: An account can have multiple roles: Management, Functional and Technical.

Admin View

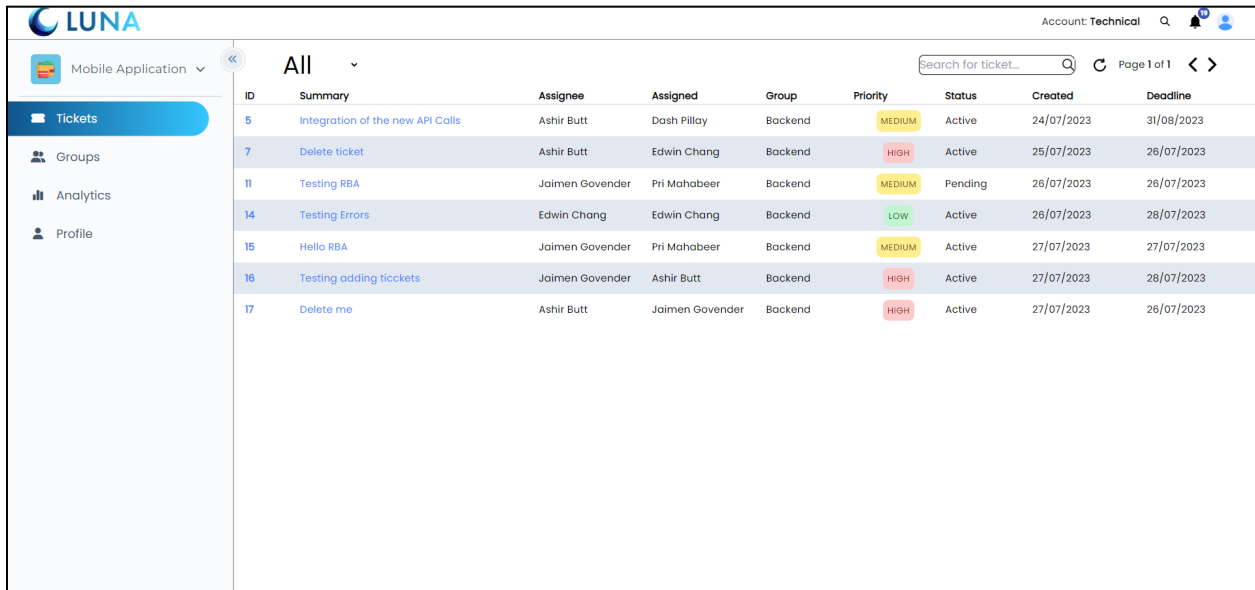
The screenshot shows the Admin View of the LUNA system. The user is logged in as 'Admin'. The page displays a list of tickets for a specific project, but it is currently empty. A message indicates that there are no tickets for this project at the moment, and a button is provided to add new tickets. The interface includes a sidebar with navigation options and a top header with account information and search functionality.

Management View

The screenshot shows the Management View of the LUNA system. The user is logged in as 'Management'. The page displays a list of tickets for a specific project. The table below shows the details of the tickets.

ID	Summary	Assignee	Assigned	Group	Priority	Status	Created	Deadline
4	Fix Bugs	Edwin Chang	Ashir Butt	Integration	HIGH	Pending	24/07/2023	25/07/2023
5	Integration of the new API Calls	Ashir Butt	Dash Pillay	Backend	MEDIUM	Active	24/07/2023	31/08/2023
7	Delete ticket	Ashir Butt	Edwin Chang	Backend	HIGH	Active	25/07/2023	26/07/2023
11	Testing RBA	Jaimen Govender	Pri Mahabeer	Backend	MEDIUM	Pending	26/07/2023	26/07/2023
12	Testing Todo	Edwin Chang	Edwin Chang	Integration	LOW	Active	26/07/2023	27/07/2023
14	Testing Errors	Edwin Chang	Edwin Chang	Backend	LOW	Active	26/07/2023	28/07/2023
15	Hello RBA	Jaimen Govender	Pri Mahabeer	Backend	MEDIUM	Active	27/07/2023	27/07/2023
16	Testing adding tickets	Jaimen Govender	Ashir Butt	Backend	HIGH	Active	27/07/2023	28/07/2023
17	Delete me	Ashir Butt	Jaimen Govender	Backend	HIGH	Active	27/07/2023	26/07/2023
18	retry delete	Ashir Butt	Edwin Chang	Integration	HIGH	Active	27/07/2023	19/07/2023

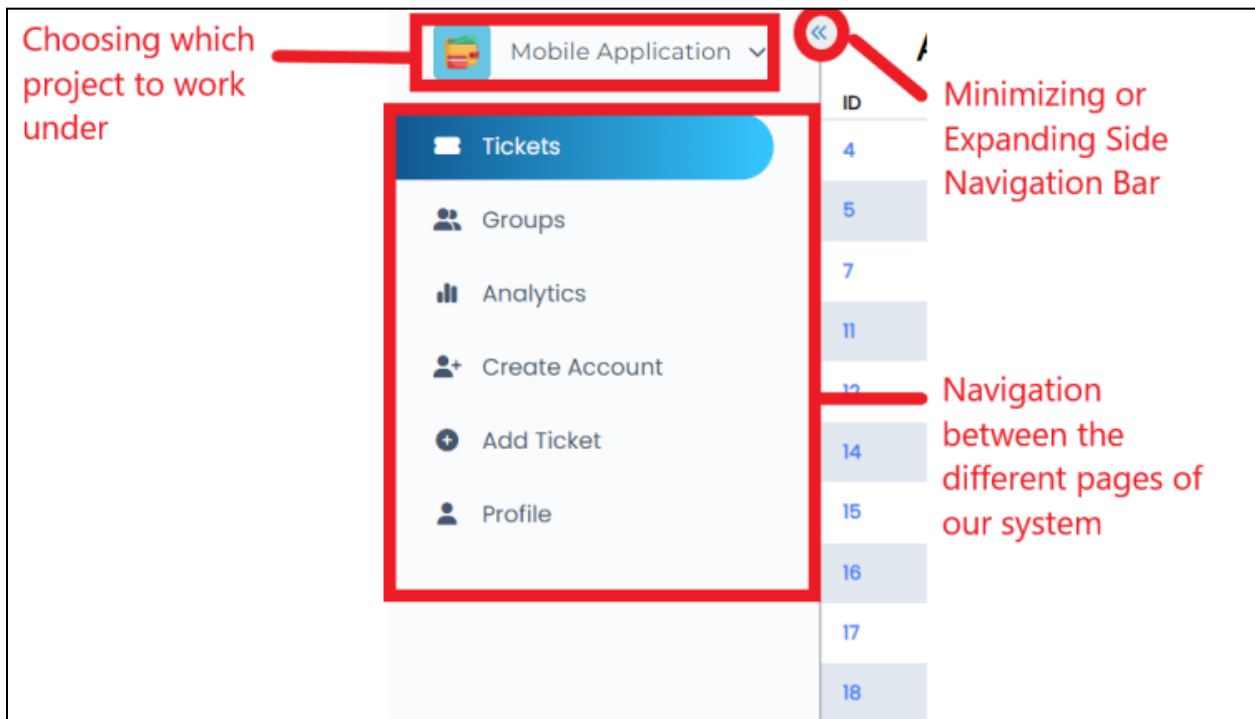
Technical View



ID	Summary	Assignee	Assigned	Group	Priority	Status	Created	Deadline
5	Integration of the new API Calls	Ashir Butt	Dash Pillay	Backend	MEDIUM	Active	24/07/2023	31/08/2023
7	Delete ticket	Ashir Butt	Edwin Chang	Backend	HIGH	Active	25/07/2023	26/07/2023
11	Testing RBA	Jaime Govender	Pri Mahabeer	Backend	MEDIUM	Pending	26/07/2023	26/07/2023
14	Testing Errors	Edwin Chang	Edwin Chang	Backend	LOW	Active	26/07/2023	28/07/2023
15	Hello RBA	Jaime Govender	Pri Mahabeer	Backend	MEDIUM	Active	27/07/2023	27/07/2023
16	Testing adding tickets	Jaime Govender	Ashir Butt	Backend	HIGH	Active	27/07/2023	28/07/2023
17	Delete me	Ashir Butt	Jaime Govender	Backend	HIGH	Active	27/07/2023	28/07/2023

Clicking on any ticket will take you to the Ticket-Details Page.

Side Navigation

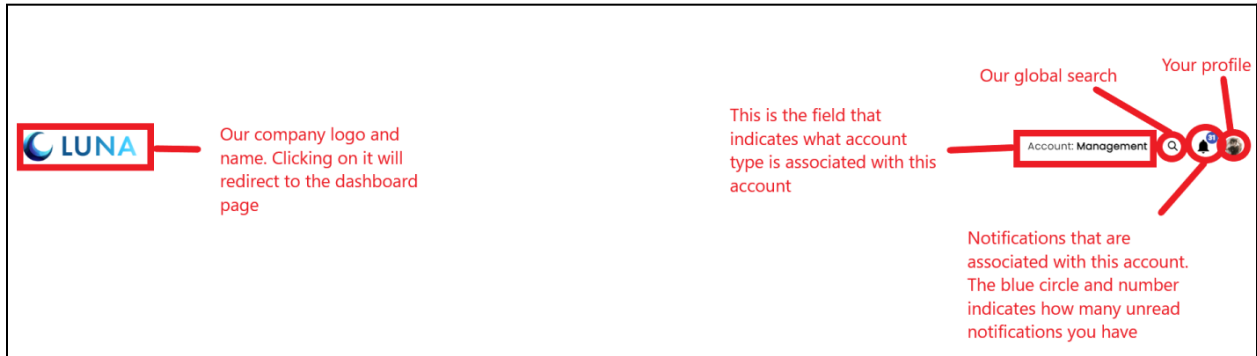


Choosing which project to work under

Minimizing or Expanding Side Navigation Bar

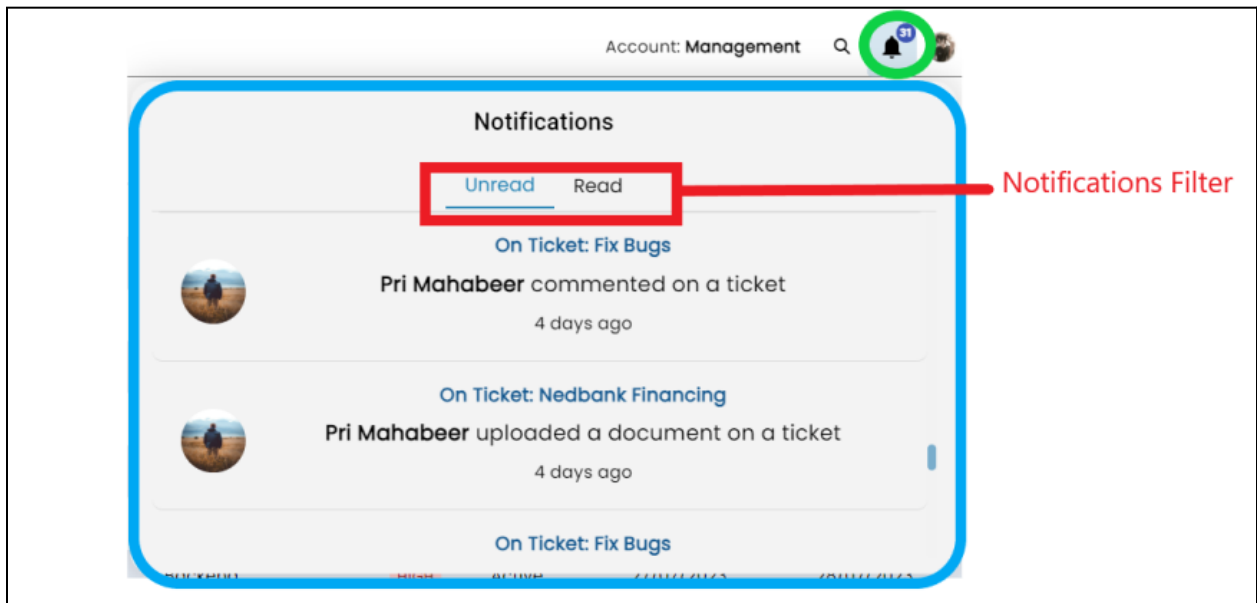
Navigation between the different pages of our system

Page Header



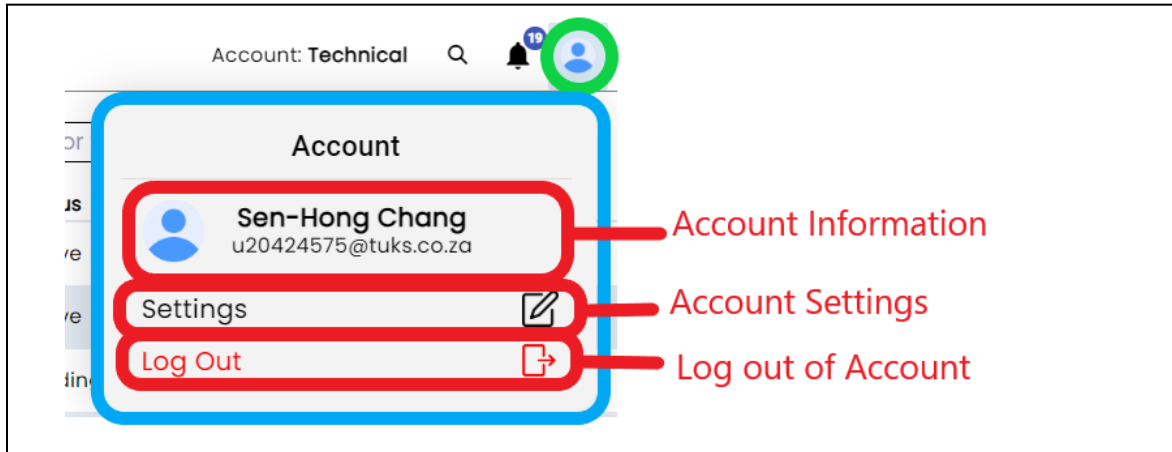
Notifications

Clicking on the notifications icon (in green) in the Page Header will open up the notifications panel (in blue).



Profile

Clicking on the profile icon (in green) in the Page Header will open up the profile panel (in blue).



Groups Page:

Admin and Management View

The screenshot shows the 'All Groups' page in the Luna system. The page header includes 'Account: Management' and 'Add People' and 'Create Group' buttons. The table below lists the groups:

Group Name	Number of Group Members	Action	Details
Frontend	5	Remove Group	View analytics
Integration	9	Remove Group	View analytics
Backend	11	Remove Group	View analytics
AI	14	Remove Group	View analytics
Services	10	Remove Group	View analytics
Notifications	9	Remove Group	View analytics

Remove Group will remove the group from the entire system and also unlink all members within that group. View analytics will take you to the analytics page of that group and show their group performance. Look at the [Analytics Page](#) for more details.

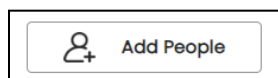
Clicking into any of the entries will show you the group members:

The screenshot shows the LUNA user management interface. The top navigation bar includes the LUNA logo, the user's account name 'Management', and search, notification, and profile icons. The main content area is titled 'All Groups' and features a table of group members. The table has columns for Name, Surname, Email, Role, and Action. The 'Action' column contains a 'Remove' link for each member. On the left, a sidebar menu includes options like Tickets, Groups (highlighted), Analytics, Create Account, Add Ticket, and Profile. At the top right of the main area, there are buttons for 'Add People', 'Create Group', and a refresh icon.

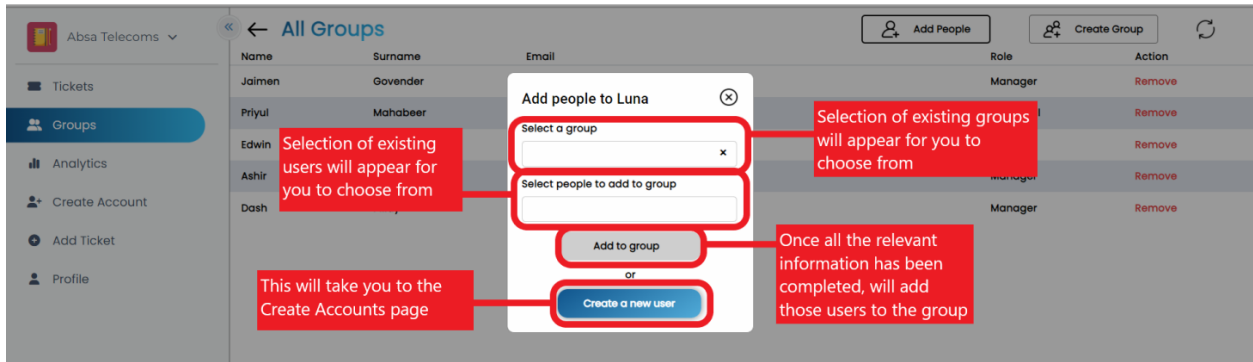
Name	Surname	Email	Role	Action
Jaimen	Govender	jaimengovender26@gmail.com	Manager	Remove
Priyul	Mahabeer	priyul20@gmail.com	Technical	Remove
Edwin	Chang	edwinchang1991@gmail.com	Manager	Remove
Ashir	Butt	deathapple99884@gmail.com	Manager	Remove
Dash	Pillay	dharshanpillay@gmail.com	Manager	Remove

Removing any person can unlink that person from the group. Clicking on any entry here would take you directly to the relevant user's page. Look at [Profile Page](#) for more information.

Add People



When this "Add People" button is clicked, an overlay would appear:

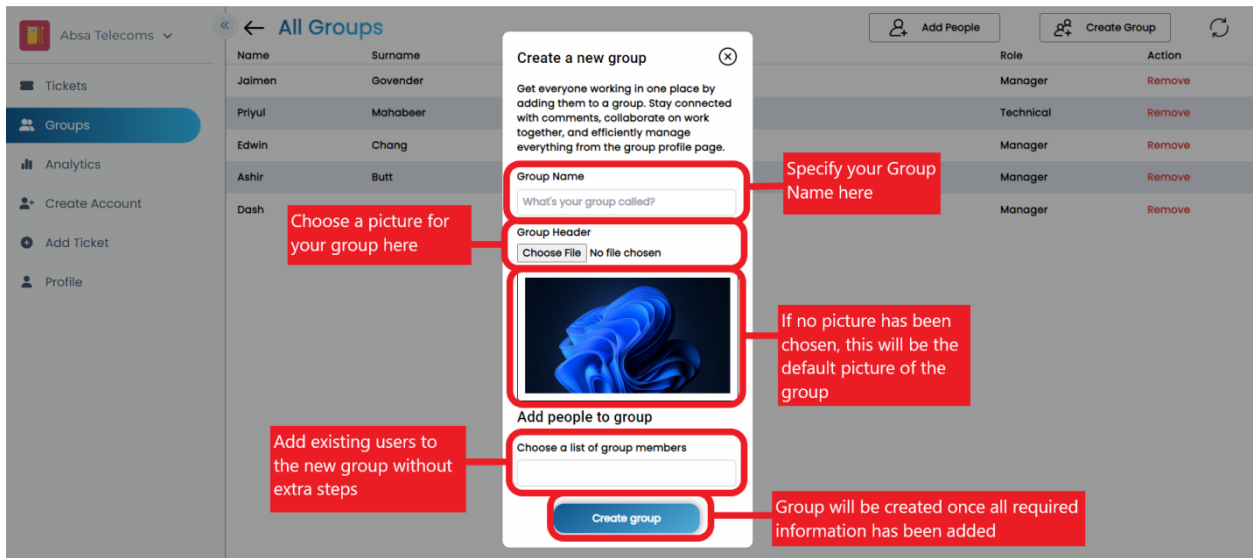


More than one user can be chosen to be added to a group. Look at [Create Account Page](#) for more information.


Add Group



When "Create Group" button is clicked, an overlay would appear:



When any user has been added to a group, either from a newly created group or existing group, it'll send a notification to the relevant user:




Group: Notifications Test

Edwin Chang assigned you to a group

3 days ago


Functional and Technical View


Account: Technical


Mobile Application ▾

- Tickets
- Groups
- Analytics
- Profile


My Groups




AI
View Statistics



Backend
View Statistics



Notifications
View Statistics




Services
View Statistics


Team Members

Name	Surname	Email	Role	Action
Jaimen	Govender	jaimengovender26@gmail.com	Manager	View profile
Priyul	Mahabeer	priyul20@gmail.com	Technical	View profile
Pri	Mahabeer	u20421169@tuks.co.za	Manager	View profile
Edwin	Chang	edwinchang1991@gmail.com	Manager	View profile
Ashir	Butt	deathapple99884@gmail.com	Manager	View profile
Dash	Pillay	dharshanpillay@gmail.com	Manager	View profile
Dharshan	Pillay	u19027487@tuks.co.za	Technical	View profile


My Groups




Backend
View Statistics



Notifications
View Statistics



AI
View Statistics



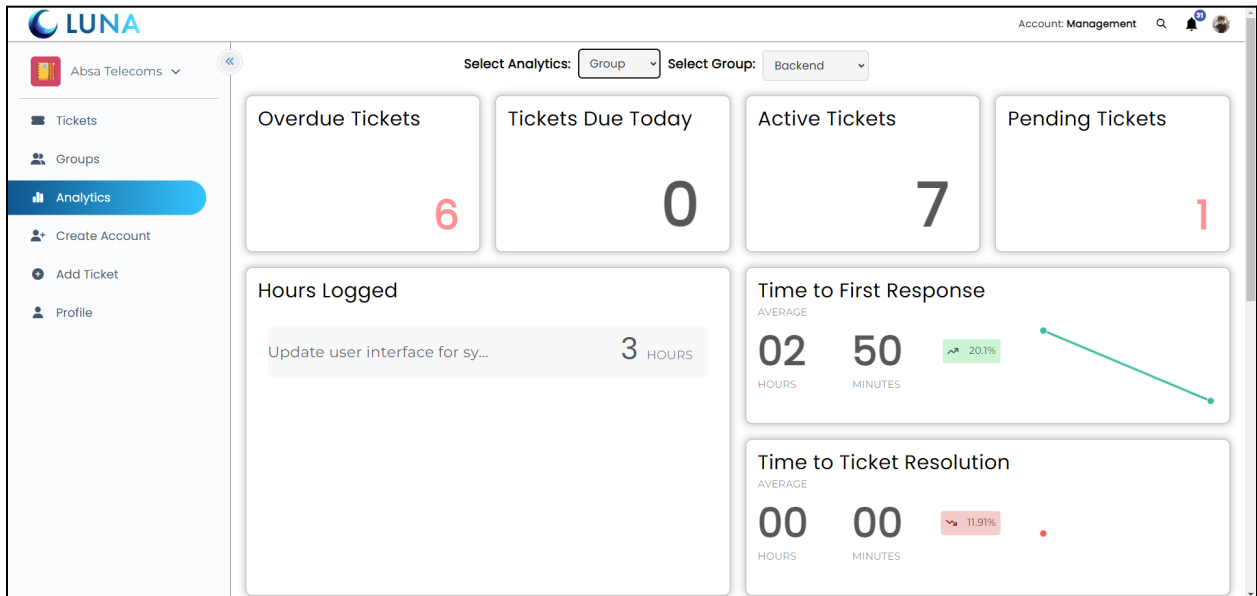
Services
View Statistics

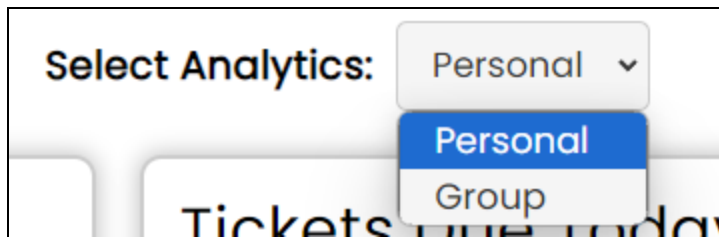
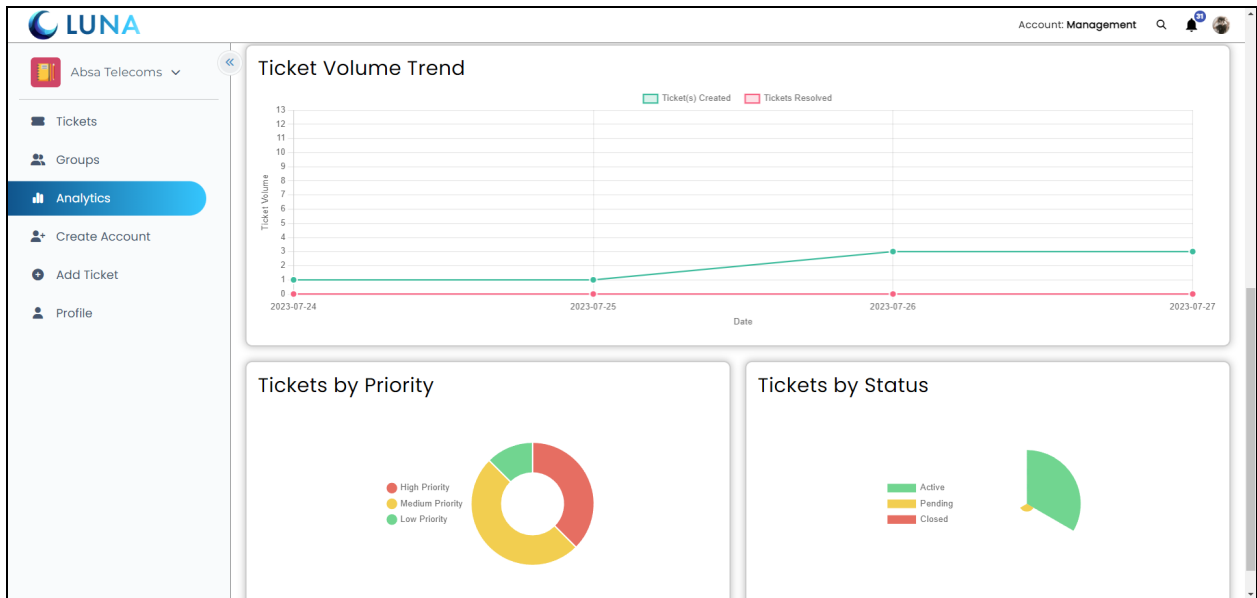
These are the groups that you are a part of. Clicking into any one of them would show the members of that group, like the view provided above. "View Statistics" will take you to the relevant group's analytics. Look at the [Analytics Page](#) for more information.

Team Members				
Name	Surname	Email	Role	Action
Jaimen	Govender	jaimengovender26@gmail.com	Manager	View profile
Priyul	Mahabeer	priyul20@gmail.com	Technical	View profile
Pri	Mahabeer	u20421169@tuks.co.za	Manager	View profile
Edwin	Chang	edwinchang1991@gmail.com	Manager	View profile
Ashir	Butt	deathapple99884@gmail.com	Manager	View profile
Dash	Pillay	dharshanpillay@gmail.com	Manager	View profile
Dharshan	Pillay	u19027487@tuks.co.za	Technical	View profile
Sen-Hong	Chang	u20424575@tuks.co.za	Technical	View profile
Jaimen	Govender	qeqeqe@gmail.com	Technical	View profile

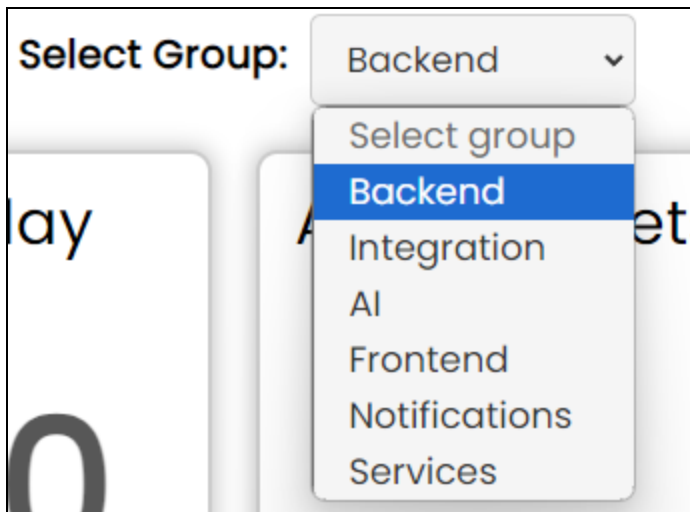
These are the members associated with the group that is selected. Clicking on any of the entries will take you to the relevant user's profile page. Look at [Profile Page](#) for more information.

Analytics Page:



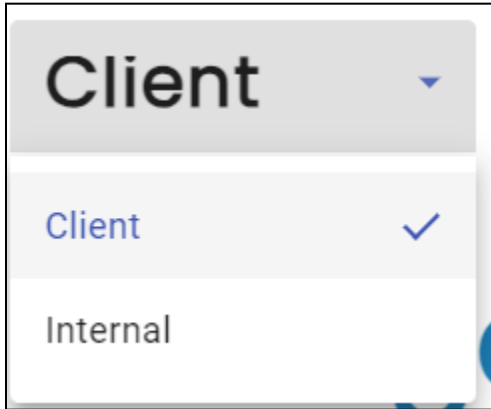


You can choose between looking at your own performance or looking at a group's performance as a whole.



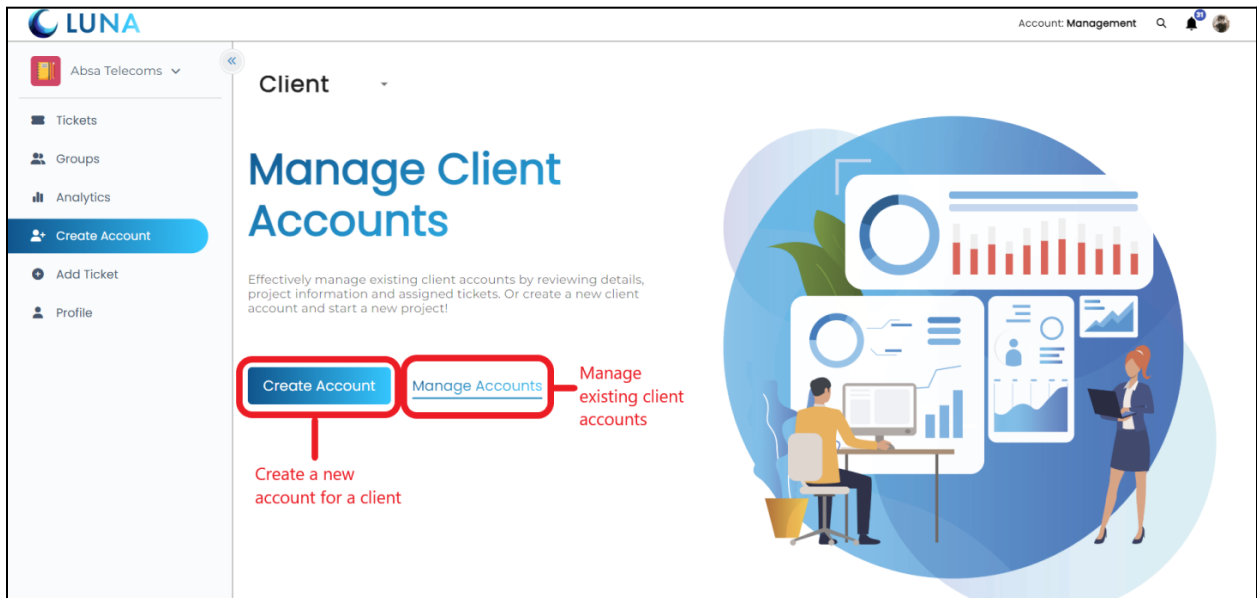
Once "Group" is selected in the "Select Analytics:", another selection panel will pop up where you can choose between all existing groups to view their relevant performances.

Create Account Page:



You can choose to create either a Client account or an Internal account from the selection panel at the top of the page.

Client



Create Account

Client Details

Name: Surname:

Organisation:

Email:

Industry:

Continue [Back](#)

User can specify the industry that the client is a part of from this selection

Once all required information has been entered, and "Continue" is pressed:

Initial Project

All client accounts must have at least one project registered to them. Create this clients initial project here!

Assigned Groups

No Group Selected

Complete [Back](#)

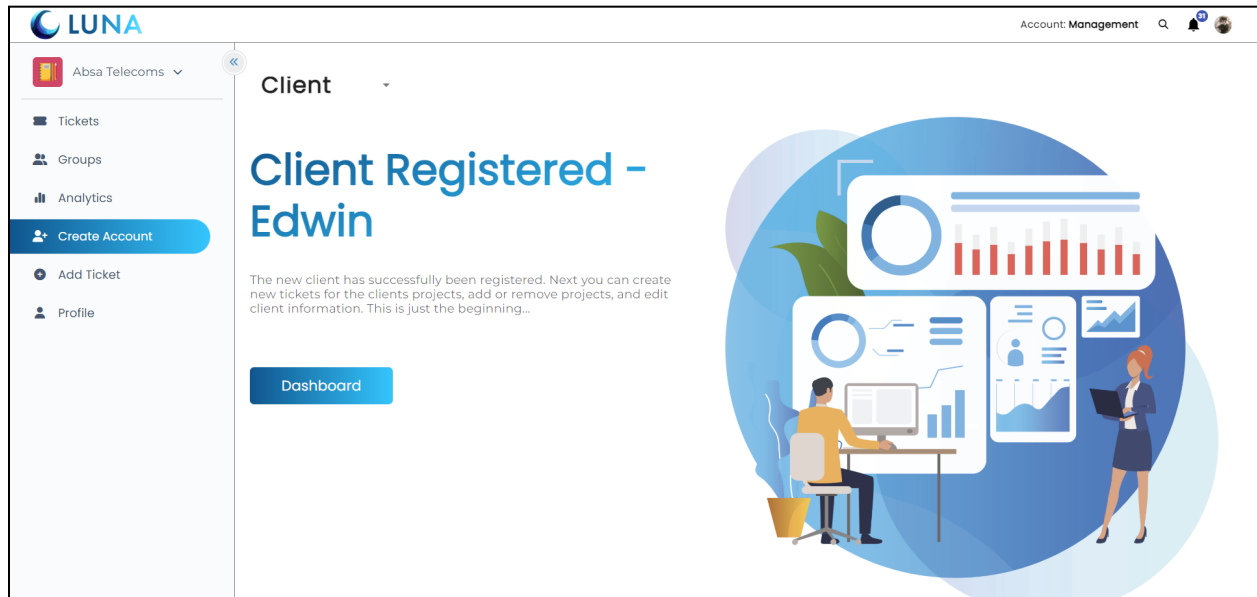
Specify the name of the project here

Change the icon of a project from our given selection

Add groups that will be part of this project here

Adding a group has the same display as the Internal Account add group. Take a look at the Internal Account group display [here](#).

Once all information has been completed. Clicking on “Complete” button, will take you to this page:



This is the response page that the Client Account has been created for the Client. Clicking on the “Dashboard” button will take you back to the Dashboard Page/ Tickets Page.

Manage Accounts

Account: Management

Absa Telecoms

Client

Edit Client Information

Choose a client to edit their information.

Organisation

Continue Back

Choose existing Organisations within the system to edit the corresponding Client Details

Once Organisation has been selected, when “Continue” button is clicked, this page will show up:

Account: Management

Absa Telecoms

Client

Huawei

Organisation Name

You can see all the clients of the organisation here

Members

Name	Surname	Email	Actions
Edwin	Chang	edwinchang1991@gmail.com	Remove

Add

Projects

Project Name	Action	Action
App Gallery	Edit	Remove

Add

Complete Back

You can see all the projects under the organisation here

On Add for members, it'll take you to the page where the Client Account is created. You can [click here](#) to take a look.

Once Add Projects is clicked on, it'll take you to this page:

LUNA Account: Management

Absa Telecoms

Client

New Project

Select a client to which the new project should be added.

Client
Edwin

Untitled

Assigned Groups

No Group Selected

Complete Back

Specify which client under the organisation is in charge of this project

The page is similar to the page above where project icon, name and groups are specified during Client Account creation. The only difference is now that you will be able to select from a list of Clients associated with this Organization.

Internal

LUNA Account: Management

Absa Telecoms

Internal

Create New Internal Account

Name: Name Surname: Surname

Email: Email Address of the user

Roles

Technical Functional

Select roles for this user

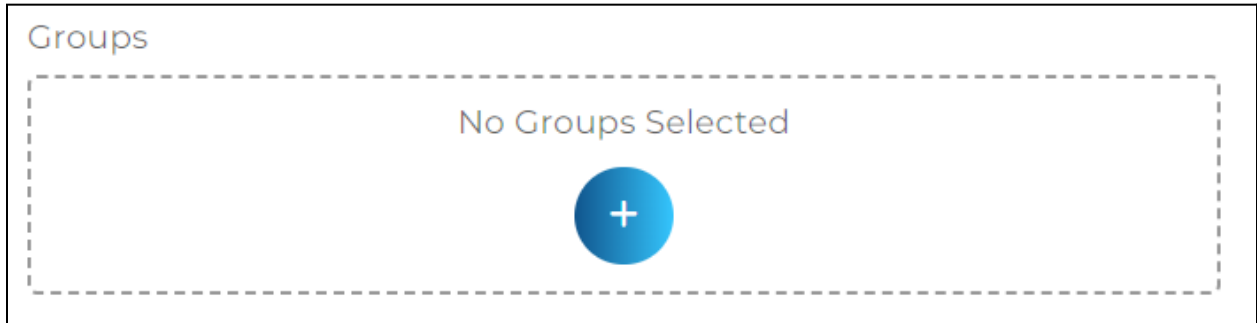
Groups

No Groups Selected

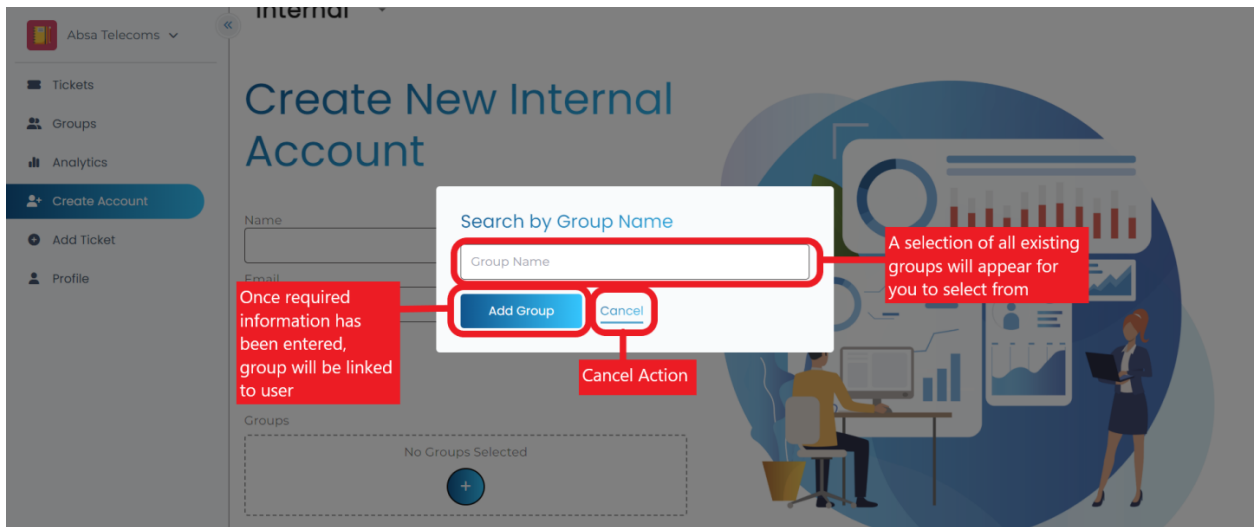
Select which groups this user will be a part of here

Create Account

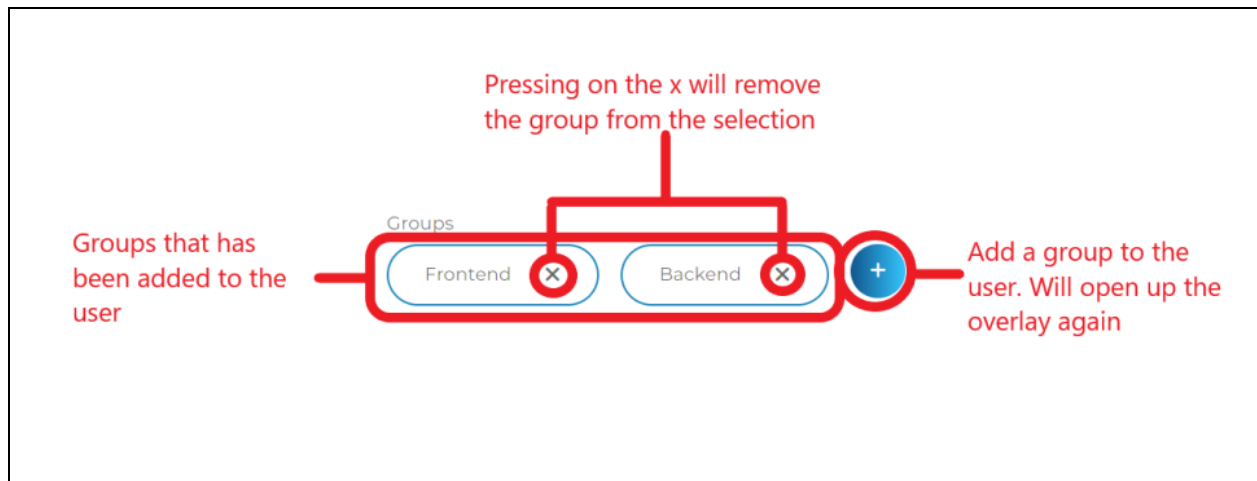
Once all required information has been entered. Creates the account



When the plus icon in groups is selected, an overlay will appear:



When a group is added, it'll show up in this format:



Once an account is created, an email will be sent to the relevant user for them to activate the account and set their own password. Look at [Register your account](#) for more information.

Add Ticket Page:

Account: Management

LUNA

Absa Telecoms

Tickets

Groups

Analytics

Create Account

Add Ticket

Profile

Create Ticket

Assignee: Edwin

Project *

App Gallery

Select the Project that the ticket falls under here. Selection will list out all existing Projects

Summary *

Ticket Summary

Description *

Full description of Ticket goes here

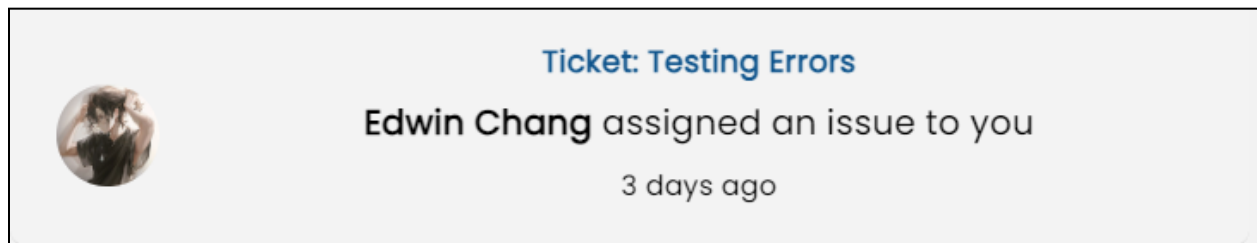
The screenshot shows the "Add Ticket" page in the LUNA system. The page has a sidebar with navigation options: Tickets, Groups, Analytics, Create Account, Add Ticket (highlighted), and Profile. The main content area is titled "Create Ticket" and shows the assignee as "Edwin". There is a "Project" dropdown menu currently set to "App Gallery", with a red box and text annotation explaining that selecting a project will list all existing projects. Below the project selection is a "Summary" field containing the text "Ticket Summary". At the bottom is a "Description" field with a rich text editor toolbar and the placeholder text "Full description of Ticket goes here". The top right corner shows the user's account as "Management".

The screenshot shows the 'Add Ticket' form in the LUNA system. The form includes the following fields and features:

- End Date ***: A date picker field with the placeholder 'yyyy/mm/aa'. Callout: "Specify Deadline of the ticket here".
- Priority ***: A dropdown menu. Callout: "Priority is chosen here".
- Todo's**: A section titled "No Todos Added" with a plus icon. Callout: "Sub Tasks for this specific Ticket, to give everyone a clear view of what they have to do and the progress".
- AI Generated Todo's**: A section titled "Work in Progress" with a note "Choose what to keep by selecting the checkboxes". Callout: "AI Generated Todo's from NLP of the Ticket Description".
- Group ***: A dropdown menu with "Integration" selected. Callout: "Select groups that are part of this project".
- Assigned ***: A dropdown menu with "Edwin" selected. Callout: "From the selected group, assign it to a user under that group".
- Suggested Technical Members**: A blue box containing a list of suggested members. Callout: "AI will generate the best suited Technical Members that will be able to work on this ticket, based on performance, response to ticket, etc.".

A "Submit" button is located at the bottom right of the form.

Once all required information has been entered. You will be able to Submit this information as a new Ticket. Once you submit, a notification will be sent to the assigned user and it'll take you directly to the Ticket-Details Page of that ticket.



Ticket-Details Page:

The screenshot shows the LUNA interface for a ticket titled "Incorporate AI". The page is divided into several sections:

- Header:** LUNA logo, PWA Nedbank, and account information (Management).
- Left Sidebar:** Navigation menu with options: Tickets, Groups, Analytics, Create Account, Add Ticket, and Profile.
- Ticket Summary:** Shows the ticket title "Incorporate AI" and the creator "Ashir Butt" on "24/07/2023".
- Description:** "Incorporate AI into budget planning. Help make user's financing more simpler."
- Todo's:** A list of tasks: "Research AI" (checked) and "Implement AI" (unchecked).
- Activity Filter:** A row of buttons: All, Comments, Internal Note, History, Work Logs, Attachments.
- Activity Feed:** A comment from "Pri" added 5 days ago: "I am researching the AI as we speak." It is marked as an "Internal Note".
- Ticket Information Panel (Right):** Shows the ticket status as "Active", SLA details (Time to first response: TODAY 14:00, Time to resolution: 9 MAY 16:00), Assignee: John, and Priority: MEDIUM.

Annotations in red highlight specific features:

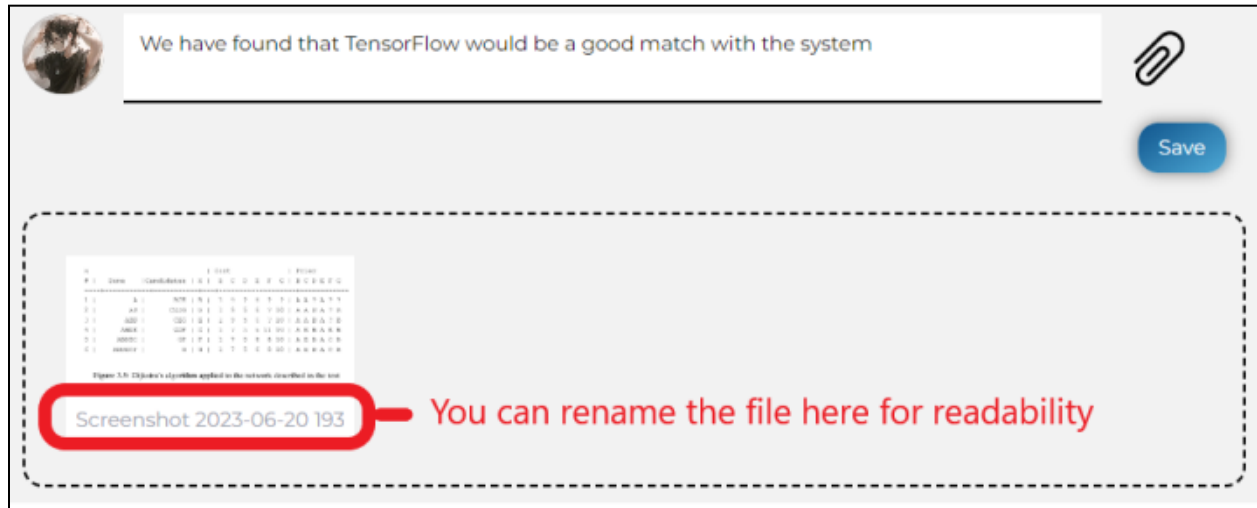
- "Ticket Summary" points to the ticket title.
- "Ticket Description" points to the description text.
- "Todo's that you can mark as done or not-done" points to the todo list.
- "Activity Filter" points to the filter buttons.
- "Previous comment section" points to the comment from Pri.
- "Ticket Information" points to the status dropdown.

This close-up focuses on the "Activity" section, specifically the "Add a note..." form. The "Attachments" button is highlighted with a red circle, and a red arrow points to a paperclip icon, indicating that files can be attached to comments.

Annotations in red:

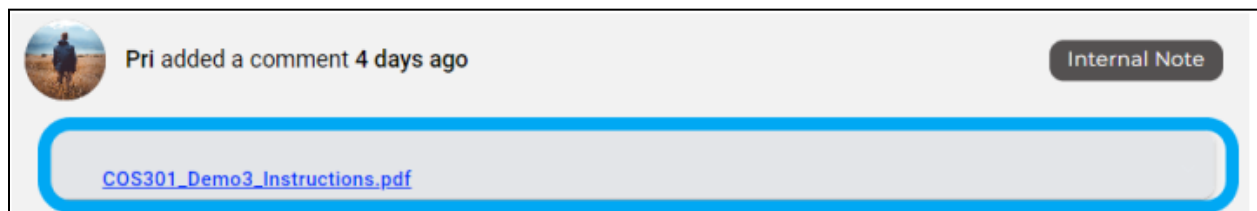
- "Attachments can be added to your comment" points to the paperclip icon.

If there is an attachment with the comment, the display will look like this:



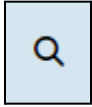
Once all the details for comment have been completed, pressing the “Save” button will upload the comment and an attachment, if there was one attached.

The comments section will then have the new comment as well:

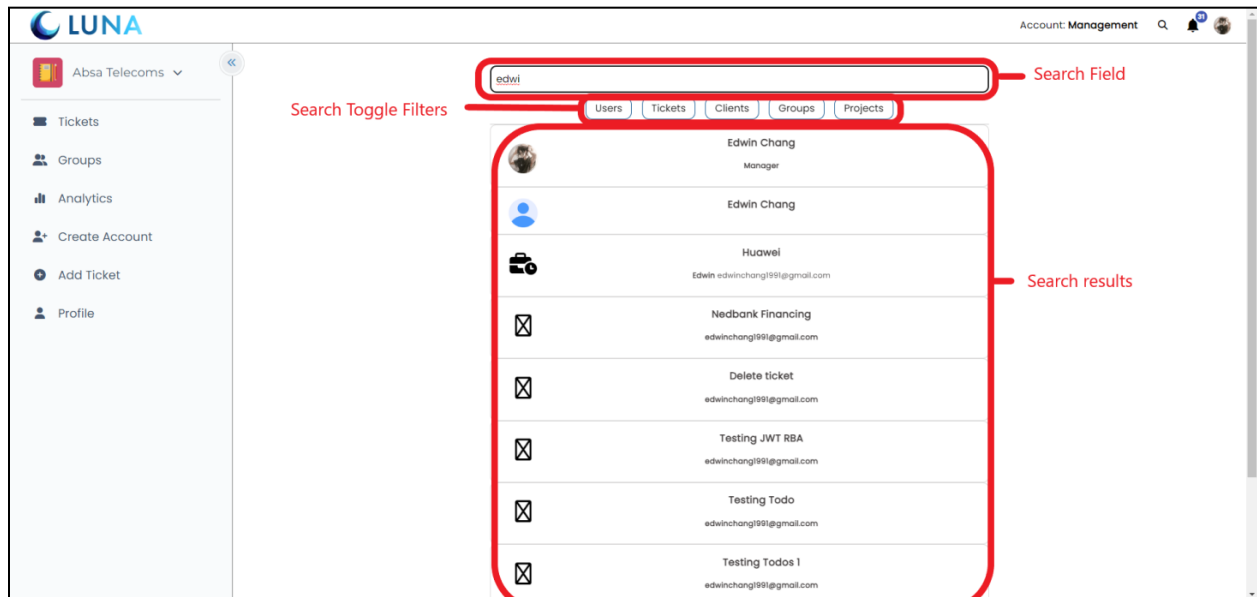


You will be able to expand the block(in blue) to reveal the picture. You can also click on the link itself to take you to a separate page of the picture/document so that you can have a bigger view of the picture/document.

Global Search Page:



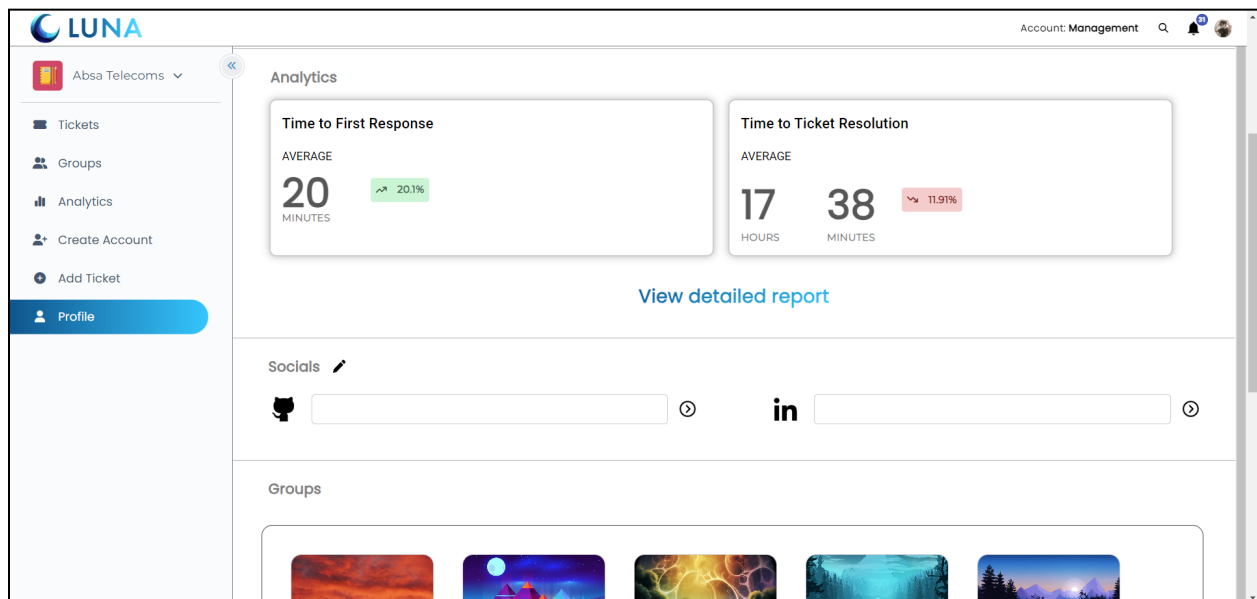
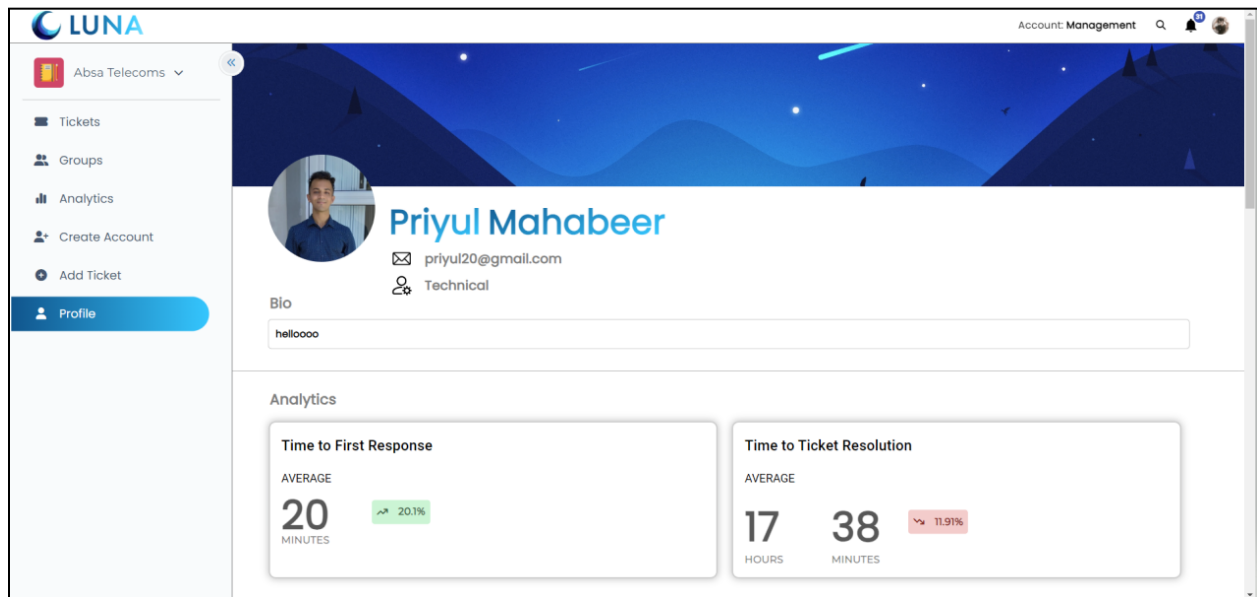
Click on the Search button on the Page Header, right next to notifications to go to the Global Search Page:

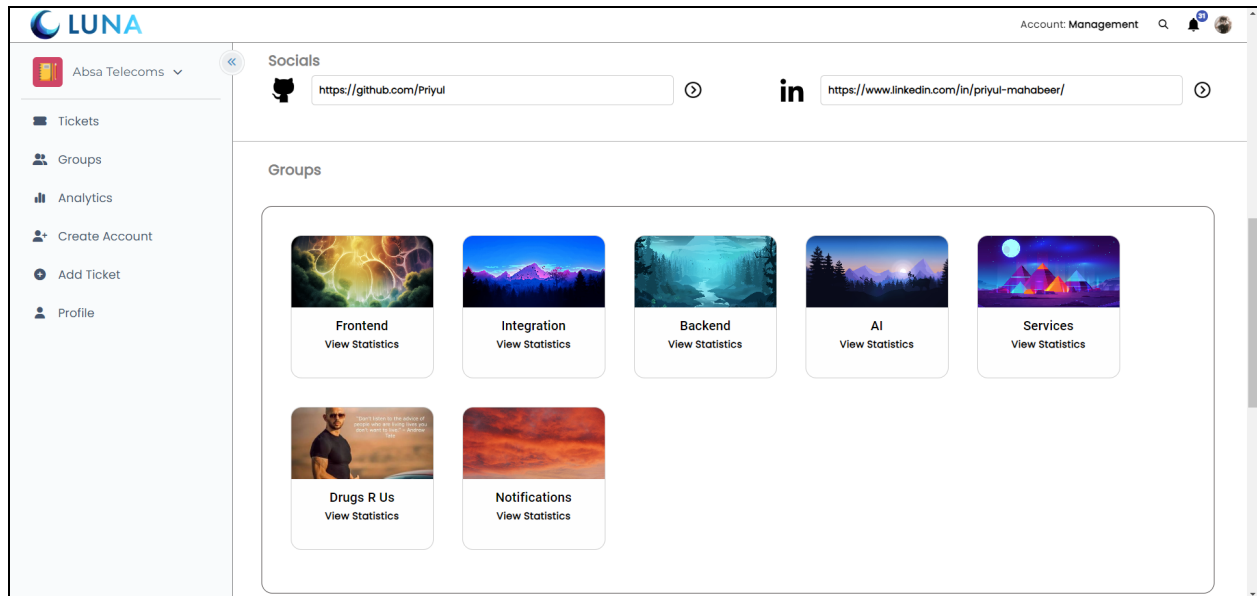


Clicking on any of the search results will take you to the relevant pages.

Profile Page:

This is the profile page. Here you would be able to change your profile picture and profile header. Your name, email and role would be displayed at the top. You can change your bio to anything you want and fill in your Github and LinkedIn Social links. You would also be able to see your own analytics, groups you are part of and also alter your notifications settings.





When you are viewing another person's profile, instead of notifications settings, you would be able to view the tickets that they are a part of:

The screenshot shows the LUNA user interface with the 'Tickets' section active. The table below lists 17 tickets with the following columns: ID, Summary, Assignee, Assigned, Group, Priority, Status, Created, and Deadline.

ID	Summary	Assignee	Assigned	Group	Priority	Status	Created	Deadline
1	Nedbank Financing	edwinchang1991@gmail.com	edwinchang1991@gmail.com	AI	LOW	Done	24/07/2023	01/08/2023
3	Incorporate AI	deathapple99884@gmail.com	u20421169@tuks.co.za	AI	MEDIUM	Active	24/07/2023	10/08/2023
4	Fix Bugs	edwinchang1991@gmail.com	deathapple99884@gmail.com	Integration	HIGH	Pending	24/07/2023	25/07/2023
5	Integration of the new API Calls	deathapple99884@gmail.com	dharshanpillay@gmail.com	Backend	MEDIUM	Active	24/07/2023	31/08/2023
7	Delete ticket	deathapple99884@gmail.com	edwinchang1991@gmail.com	Backend	HIGH	Active	25/07/2023	26/07/2023
8	Buy Shrooms 🚫	u20421169@tuks.co.za	priyul20@gmail.com	AI	MEDIUM	Active	25/07/2023	01/08/2023
10	Smoke zol	u20421169@tuks.co.za	jaimengovender26@gmail.com	Backend	MEDIUM	Active	26/07/2023	01/08/2023
11	Testing RBA	jaimengovender26@gmail.com	u20421169@tuks.co.za	Backend	MEDIUM	Pending	26/07/2023	26/07/2023
12	Testing Todo	edwinchang1991@gmail.com	edwinchang1991@gmail.com	Integration	LOW	Active	26/07/2023	27/07/2023
13	Testing Todos 1	edwinchang1991@gmail.com	edwinchang1991@gmail.com	AI	LOW	Active	26/07/2023	27/07/2023
14	Testing Errors	edwinchang1991@gmail.com	edwinchang1991@gmail.com	Backend	LOW	Active	26/07/2023	28/07/2023
15	Hello RBA	jaimengovender26@gmail.com	u20421169@tuks.co.za	Backend	MEDIUM	Active	27/07/2023	27/07/2023
16	Testing adding tickets	jaimengovender26@gmail.com	deathapple99884@gmail.com	Backend	HIGH	Active	27/07/2023	28/07/2023
17	Delete me	deathapple99884@gmail.com	jaimengovender26@gmail.com	Backend	HIGH	Active	27/07/2023	26/07/2023