INET INFOSYSTEM DEVELOPERS DOCUMENTATION

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INET Infosystem is a web-based application that was designed and developed for DCTECH Microservices Inc. management of client accounts, billing and collection, and help desk ticketing. This documentation serves to guide end users through all functionalities the Infosystem has to offer.

MODULES

A. User Interface

Login

DCTECH uses identity management system for single sign-on authentication

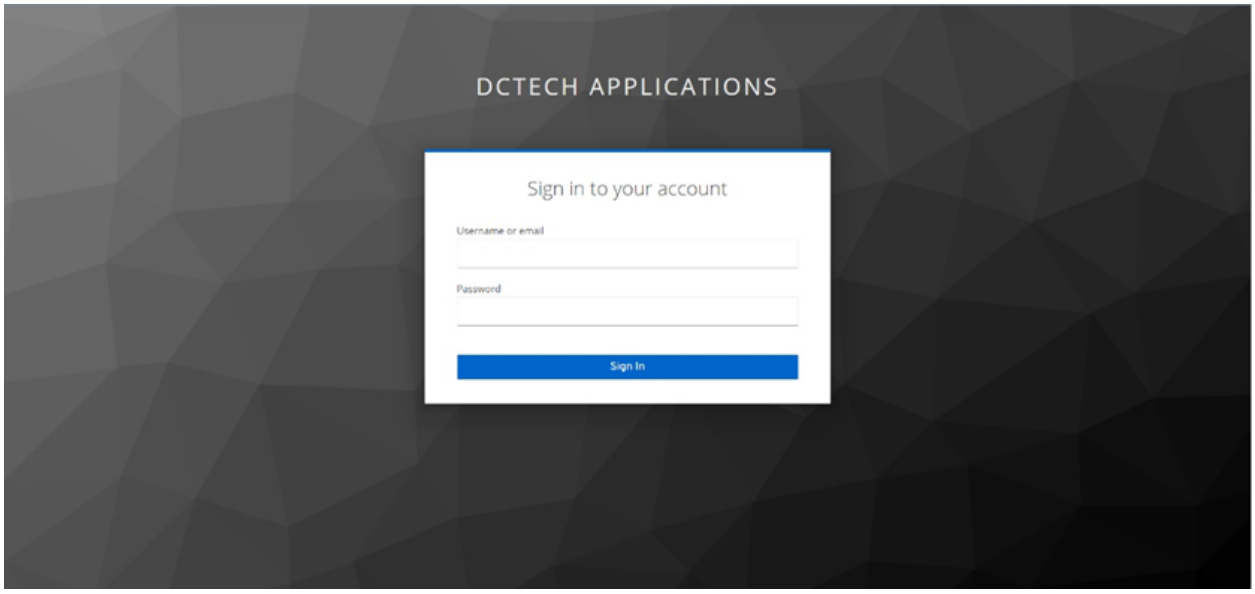


Fig. DCTECH Applications authentication page

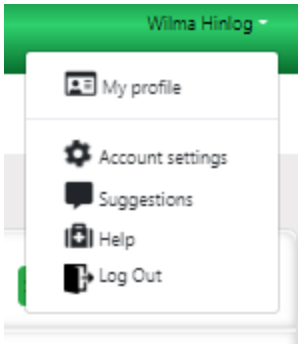


Fig. Managing Account Information

At the upper right of the homepage, you can click the dropdown arrow beside your name and click *My Profile* to view your account's information, *Account settings* to update your profile, *Suggestions* if you have suggestions/recommendations about the system, *Help* if you need help about the web-application, and *Logout* to log you out of the system.

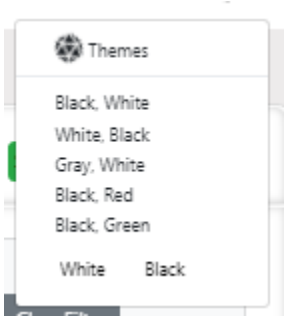
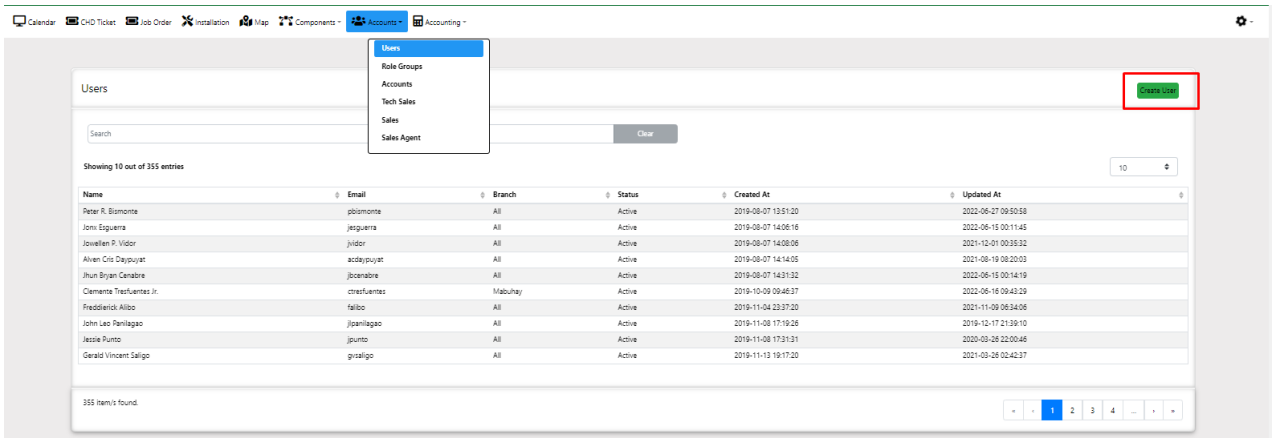


Fig. Themes and Color Setting

Users can change the themes and color of the view just by clicking the setting icon/symbol located at the upper right portion.

B. Users



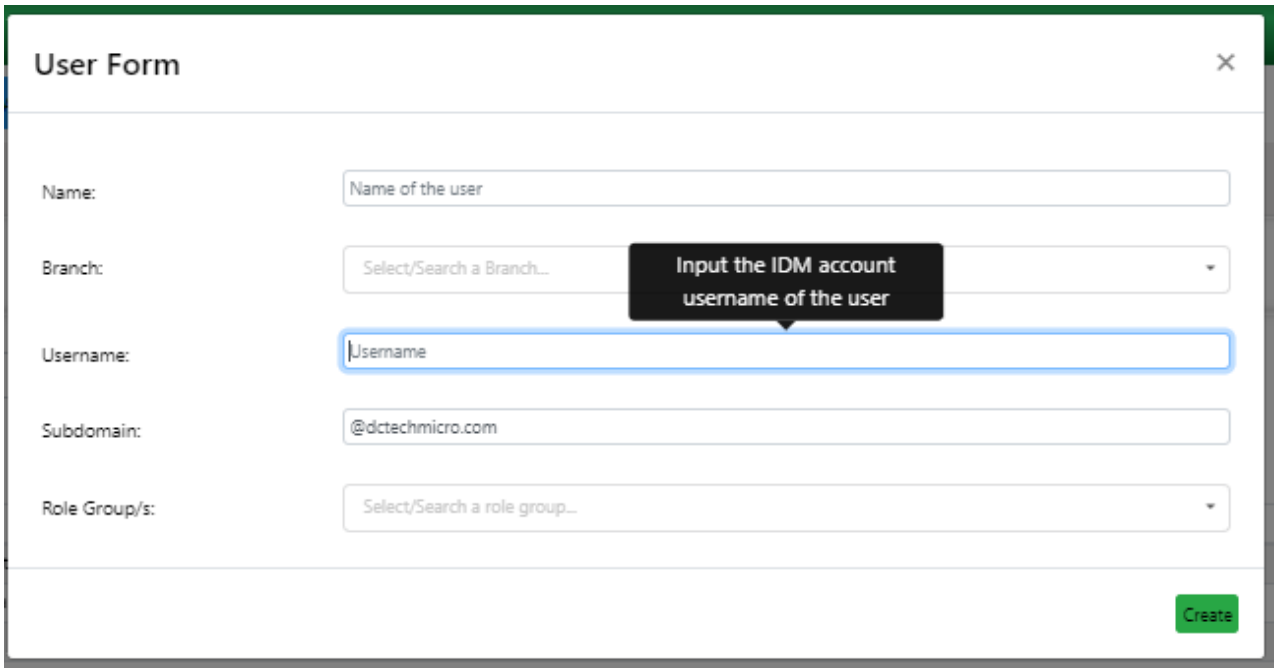
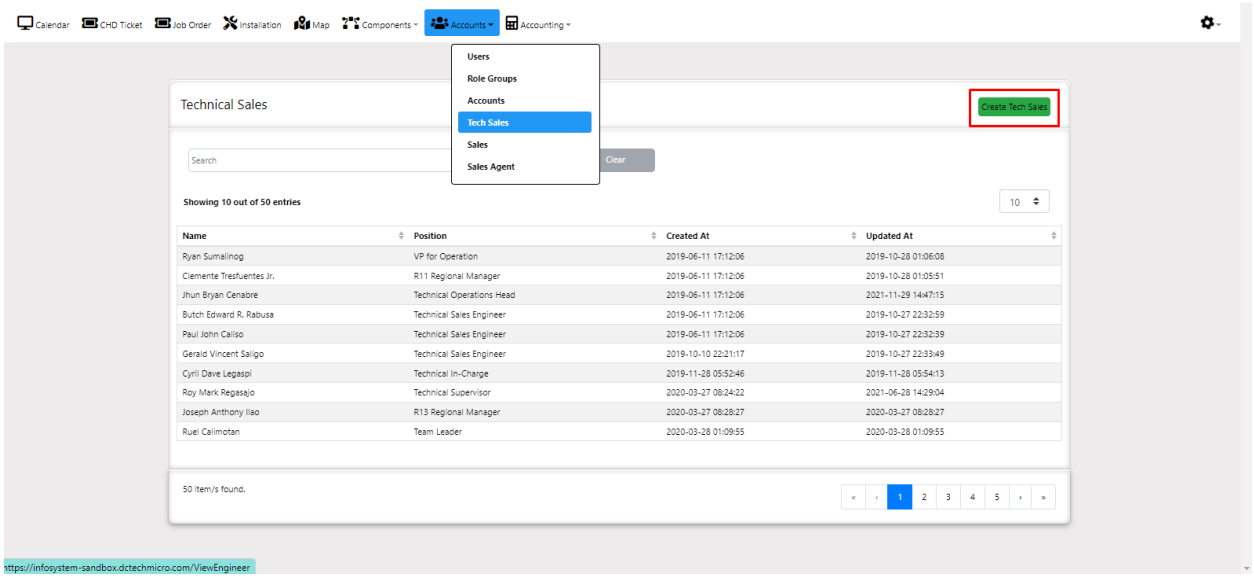
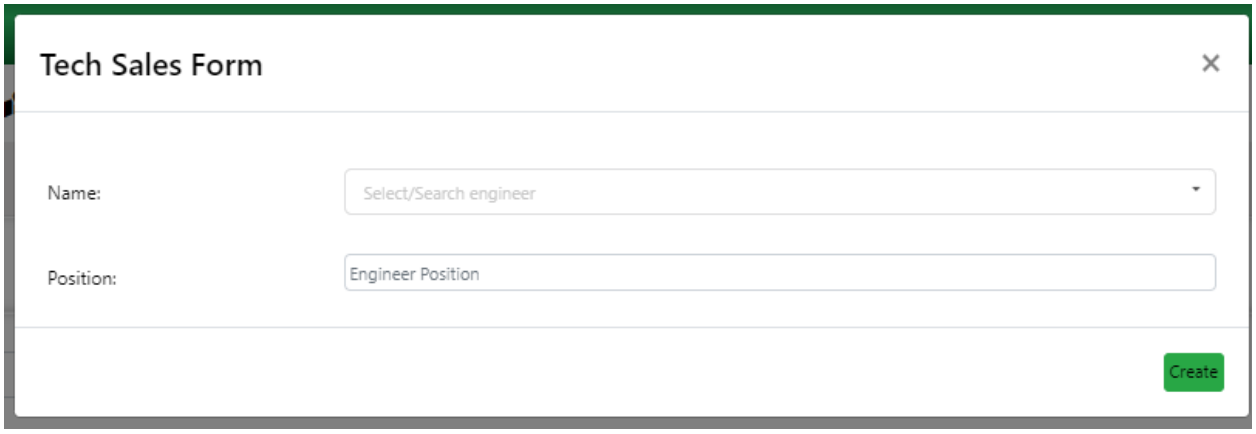


Fig. Creating Users

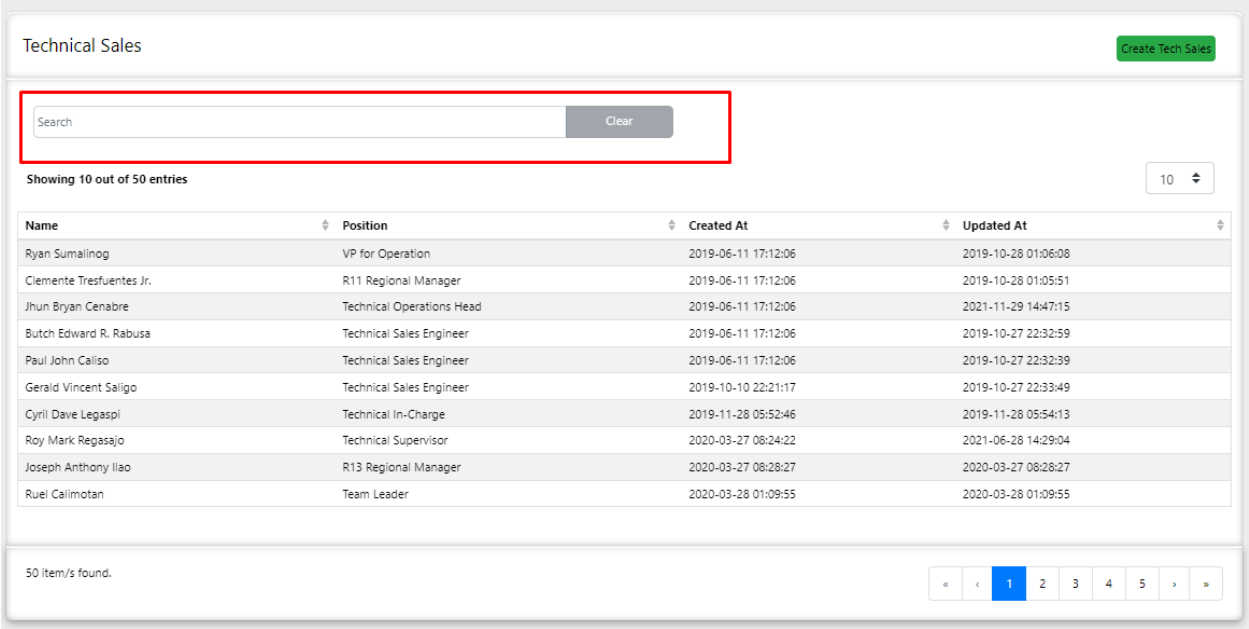
Click "*Users*" and then click the "*Create User*" button and fill up all the necessary information in the User form, make sure that you input the same username as the IDM username account of the employee.

Tech Sales



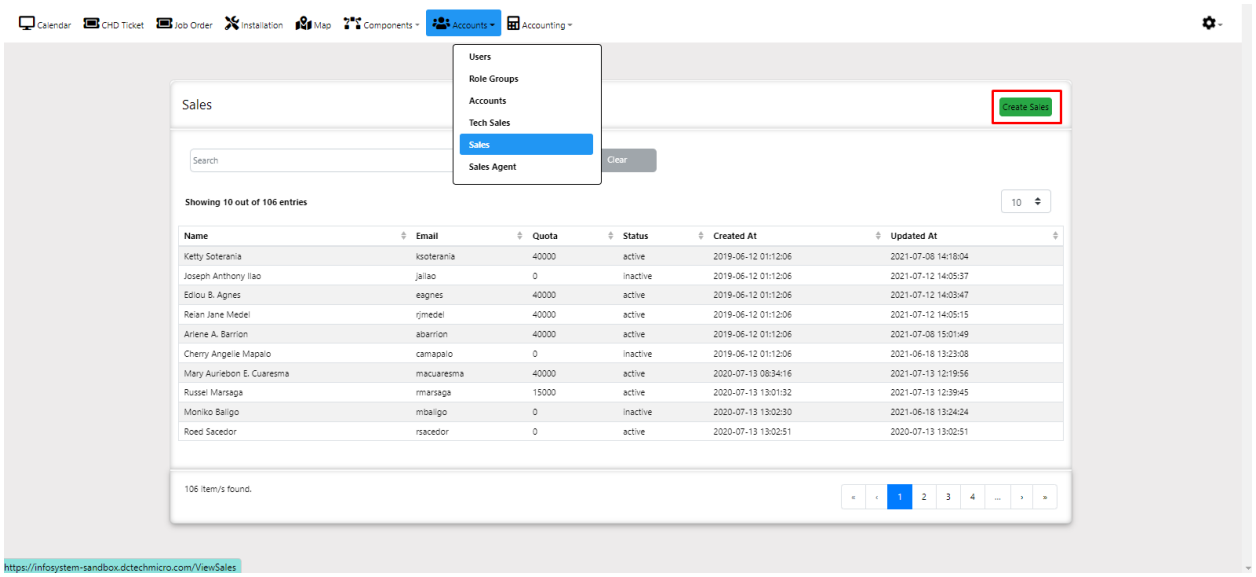


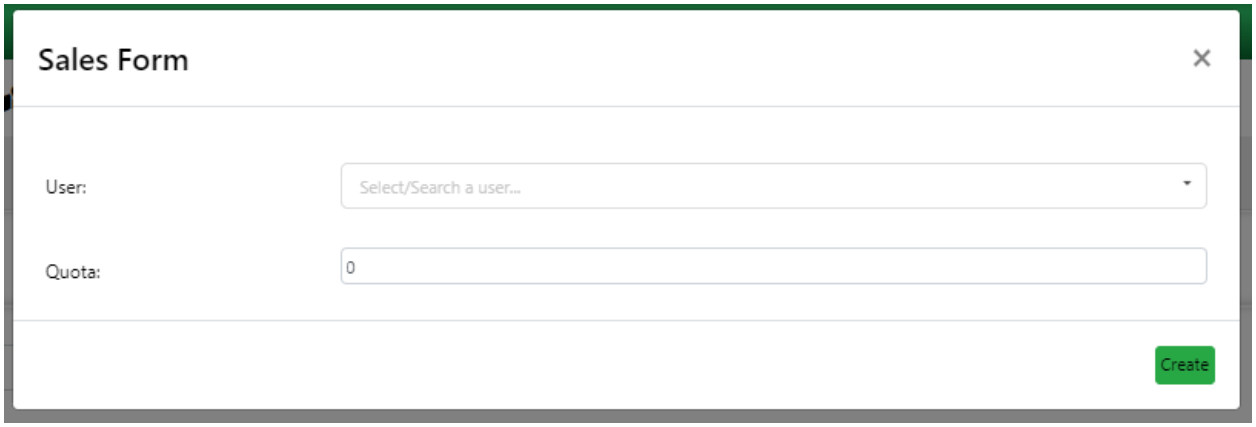
To create a tech sales account, just click the "*Create Tech Sales"* button, you can drop down the arrow to select the User name and input the designated position.



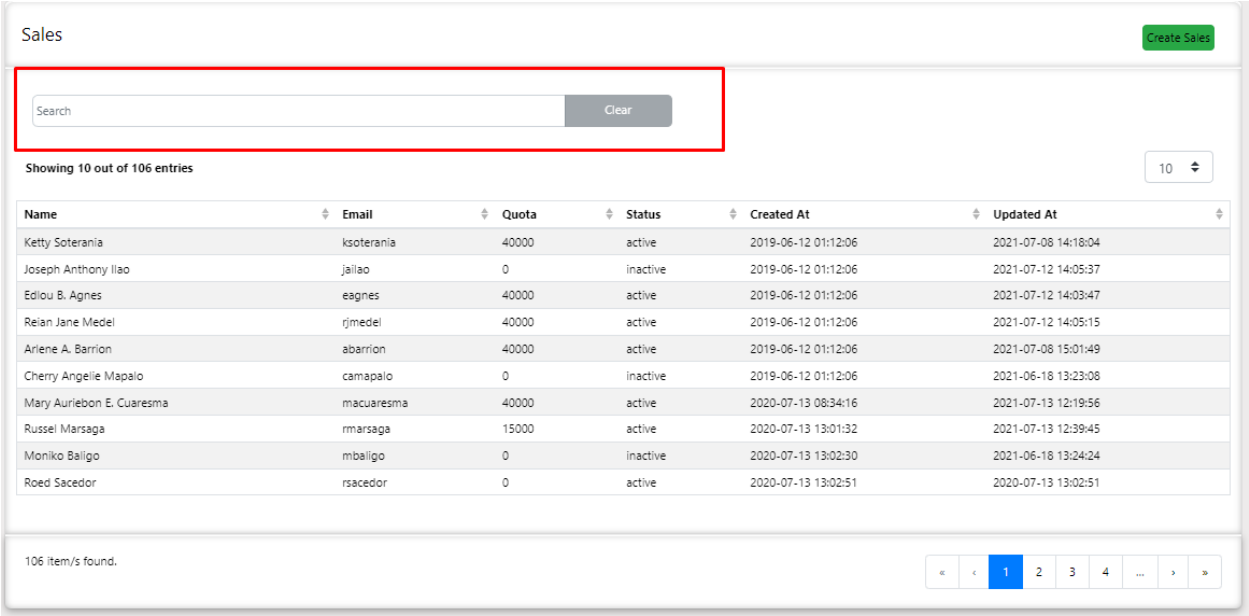
If the username for tech sales was successfully added, it will automatically be added to the table and checked using the search bar.

Sales



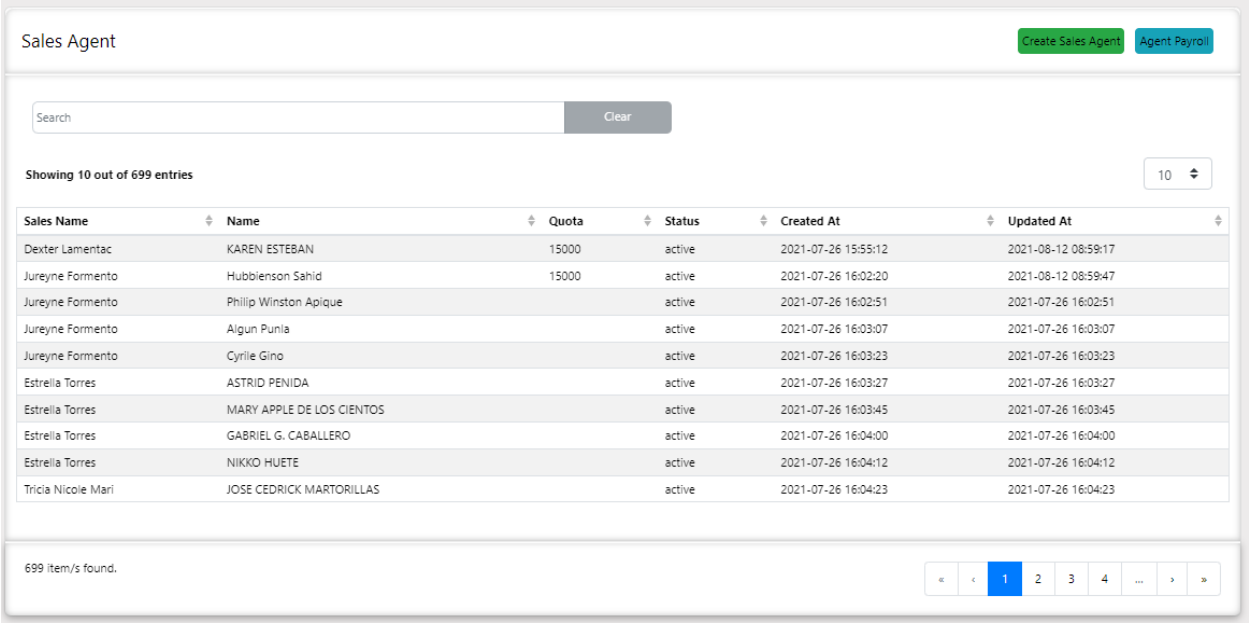


To create a sales account, just click the "*Create Sales"* button, you can drop down the arrow to select the User name and you can set the Quota amount.



If the username for sales was successfully added, it will automatically be added to the table and checked using the search bar.

Sales Agent



Sales Name	Name	Quota	Status	Created At	Updated At
Dexter Lamentac	KAREN ESTEBAN	15000	active	2021-07-26 15:55:12	2021-08-12 08:59:17
Jureyne Formento	Hubbienson Sahid	15000	active	2021-07-26 16:02:20	2021-08-12 08:59:47
Jureyne Formento	Philip Winston Apique		active	2021-07-26 16:02:51	2021-07-26 16:02:51
Jureyne Formento	Algun Punla		active	2021-07-26 16:03:07	2021-07-26 16:03:07
Jureyne Formento	Cyrile Gino		active	2021-07-26 16:03:23	2021-07-26 16:03:23
Estrella Torres	ASTRID PENIDA		active	2021-07-26 16:03:27	2021-07-26 16:03:27
Estrella Torres	MARY APPLE DE LOS CIENTOS		active	2021-07-26 16:03:45	2021-07-26 16:03:45
Estrella Torres	GABRIEL G. CABALLERO		active	2021-07-26 16:04:00	2021-07-26 16:04:00
Estrella Torres	NIKKO HUETE		active	2021-07-26 16:04:12	2021-07-26 16:04:12
Tricia Nicole Mari	JOSE CEDRICK MARTORILLAS		active	2021-07-26 16:04:23	2021-07-26 16:04:23

To create a sales agent account, just click the "*Create Sales Agent"* button and fill up all the necessary information in the Sales Agent form, make sure that you input the correct Sales Employee.

C. Calendar/Dashboard

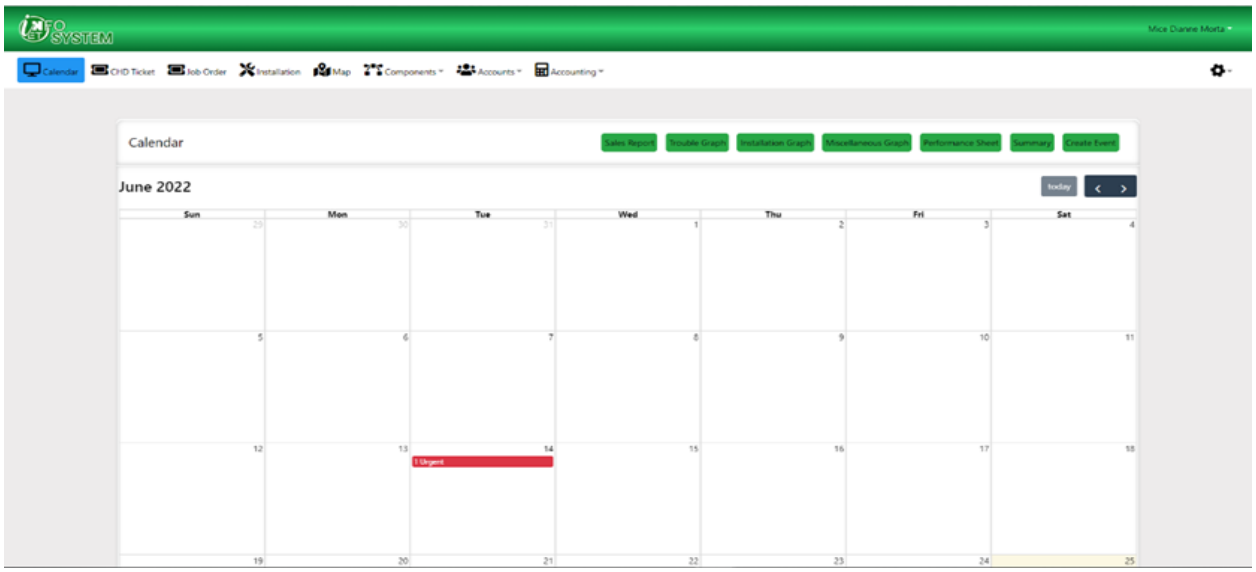


Fig. Calendar Module
Calendar module's basic function is creating a calendar event.

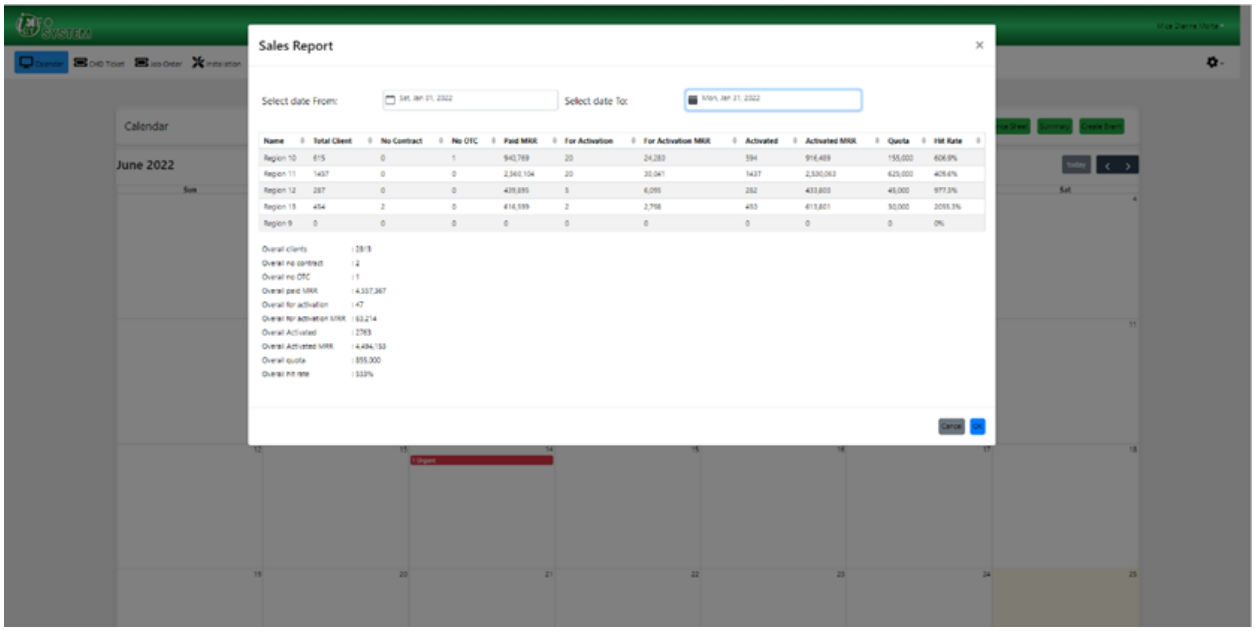


Fig. Generated sales report from January 01, 2022 to January 31, 2022

Sales report, trouble graph, installation graph, miscellaneous graph, installation performance sheet, and installation summary report has been added afterwards to help the management monitor the operations.

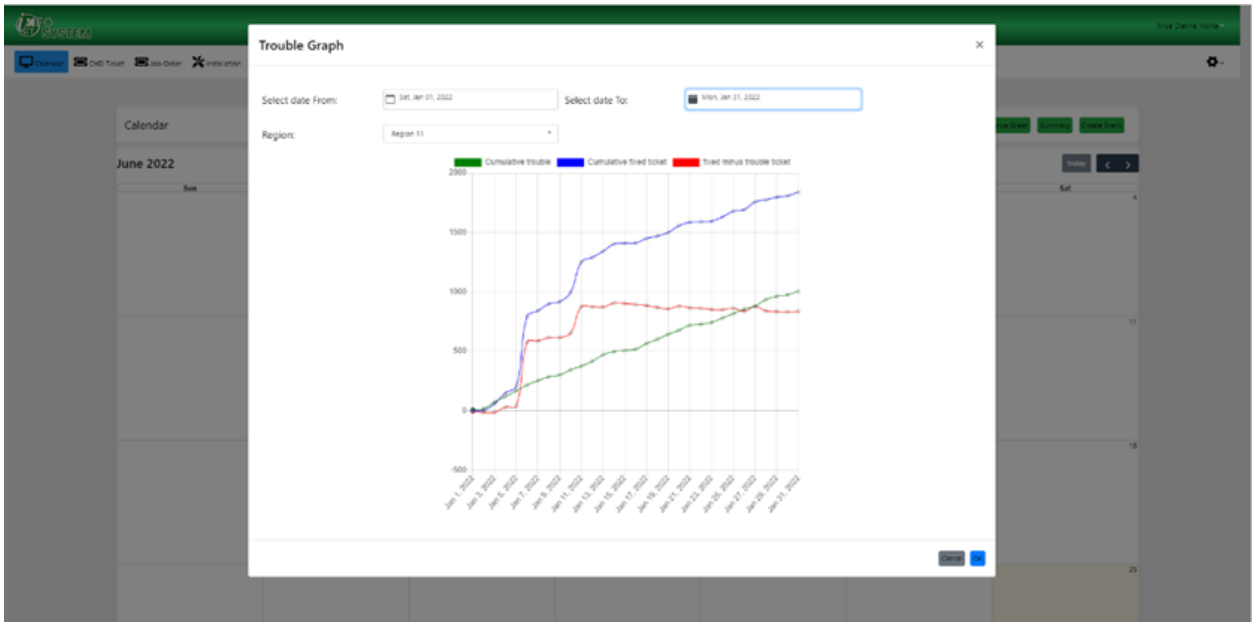


Fig. Generated trouble graph from January 01, 2022 to January 31, 2022

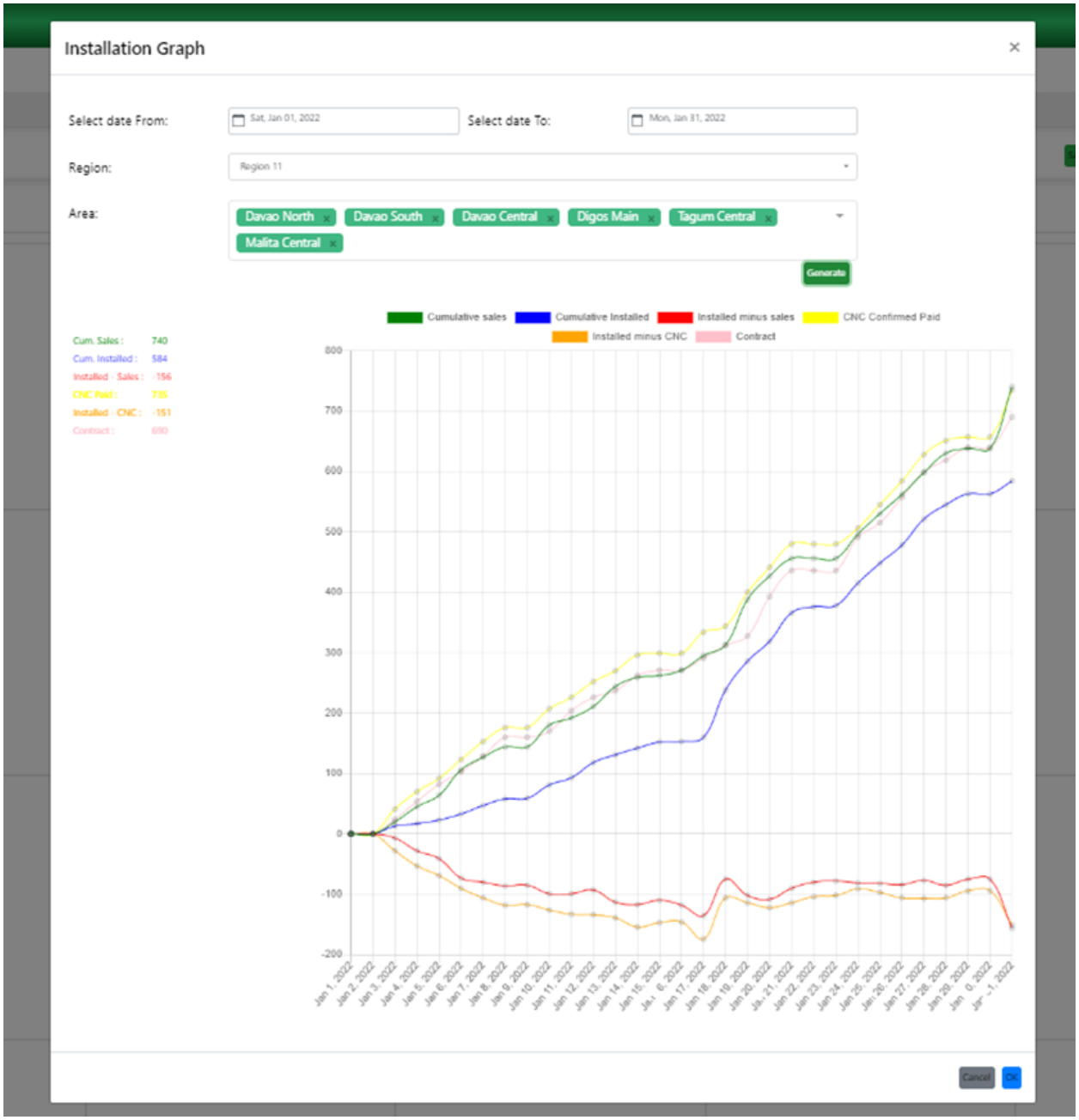


Fig. Generated installation graph from January 01, 2022 to January 31, 2022

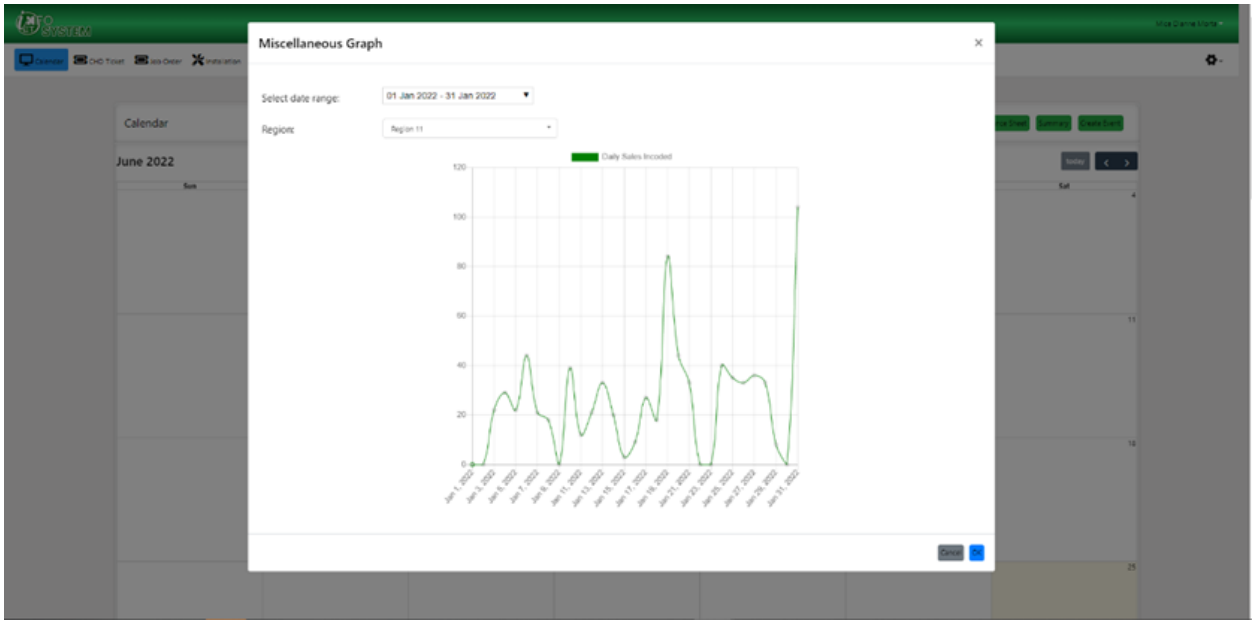


Fig. Generated miscellaneous graph from January 01, 2022 to January 31, 2022

D. CHD Ticket

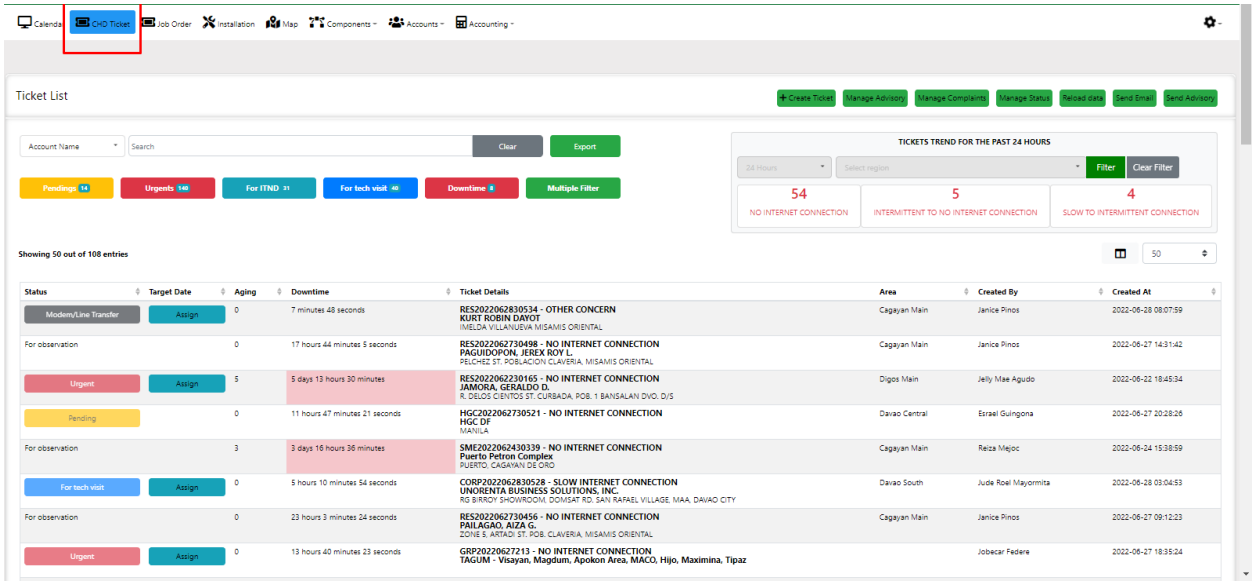
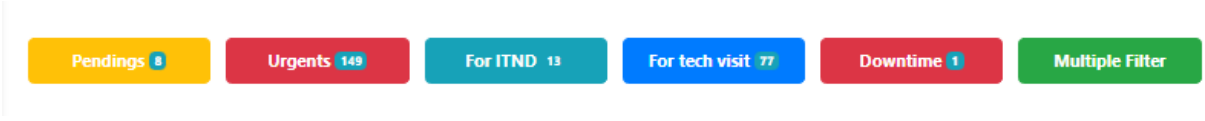


Fig. Ticket Dashboard

The chd ticket converts every customer's complaints with their internet connection into a ticket, those complaints are received from different channels like Viber, Facebook chats, Inbound calls, and Emails.

a. By creating a new ticket; Click the "*+ Create Ticket*" button on the upper right portion of the dashboard then fill up all the necessary information or complaints from the client.

b. The colorful status badges/buttons in the dashboard are used to filter or view all unresolved available ticket statuses.



b.1 The "*Urgent*" button is used to filter all the Urgent tickets in the dashboard and it will show how many urgent tickets are open or not yet resolved.

b.2 The "*Pending*" button is used to filter all the Pending tickets in the dashboard and it will show how many pending tickets are in the dashboard.

b.3 The "*ITND*" button is used to filter all the network related concerns ticket in the dashboard.

b.4 The "*Tech Visit*" button is used to filter all the open tickets that need technical staff to visit the client to thoroughly check the device/modem or any specific complaint of the client.

b.5 The "*Downtime*" button is used to filter all the possible downtimes like planned maintenance, emergency maintenance, and other network downtimes. This downtime status is also under Urgent status.

b.6 The "*Multiple filter"* button allows you to specifically filter a range of data based on the criteria you define.

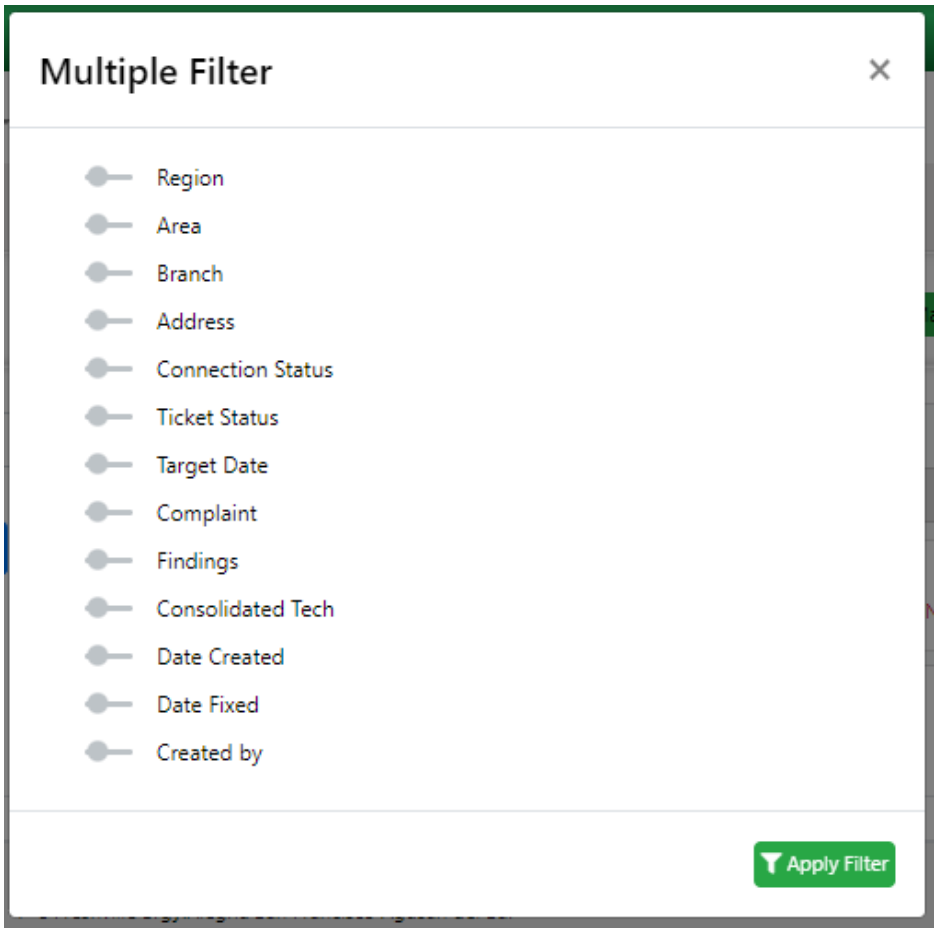
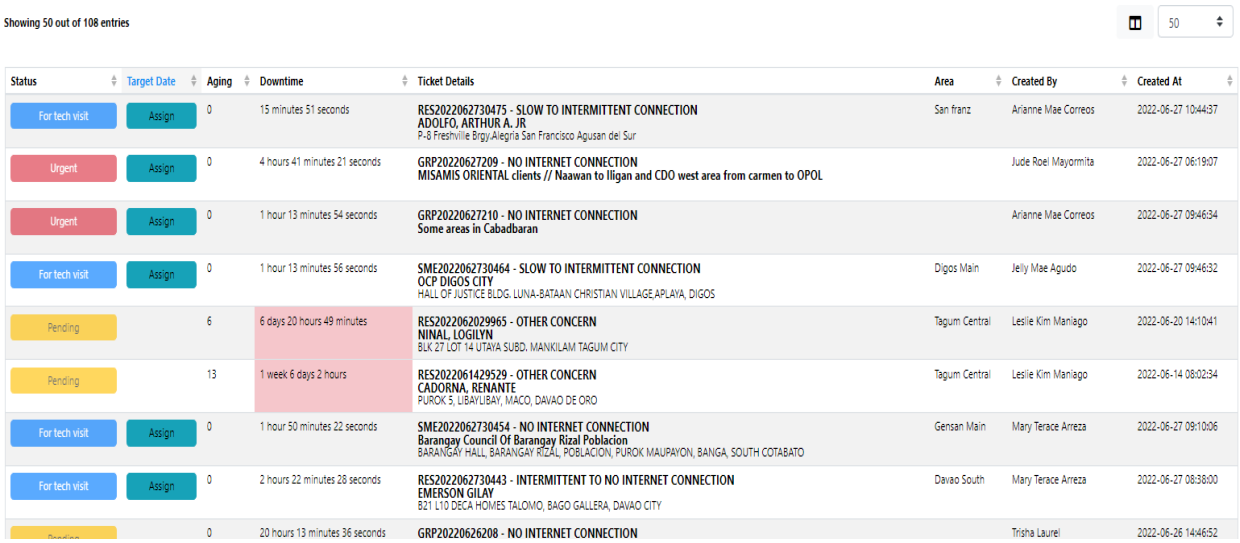


Fig. Ticket table



Showing 50 out of 108 entries

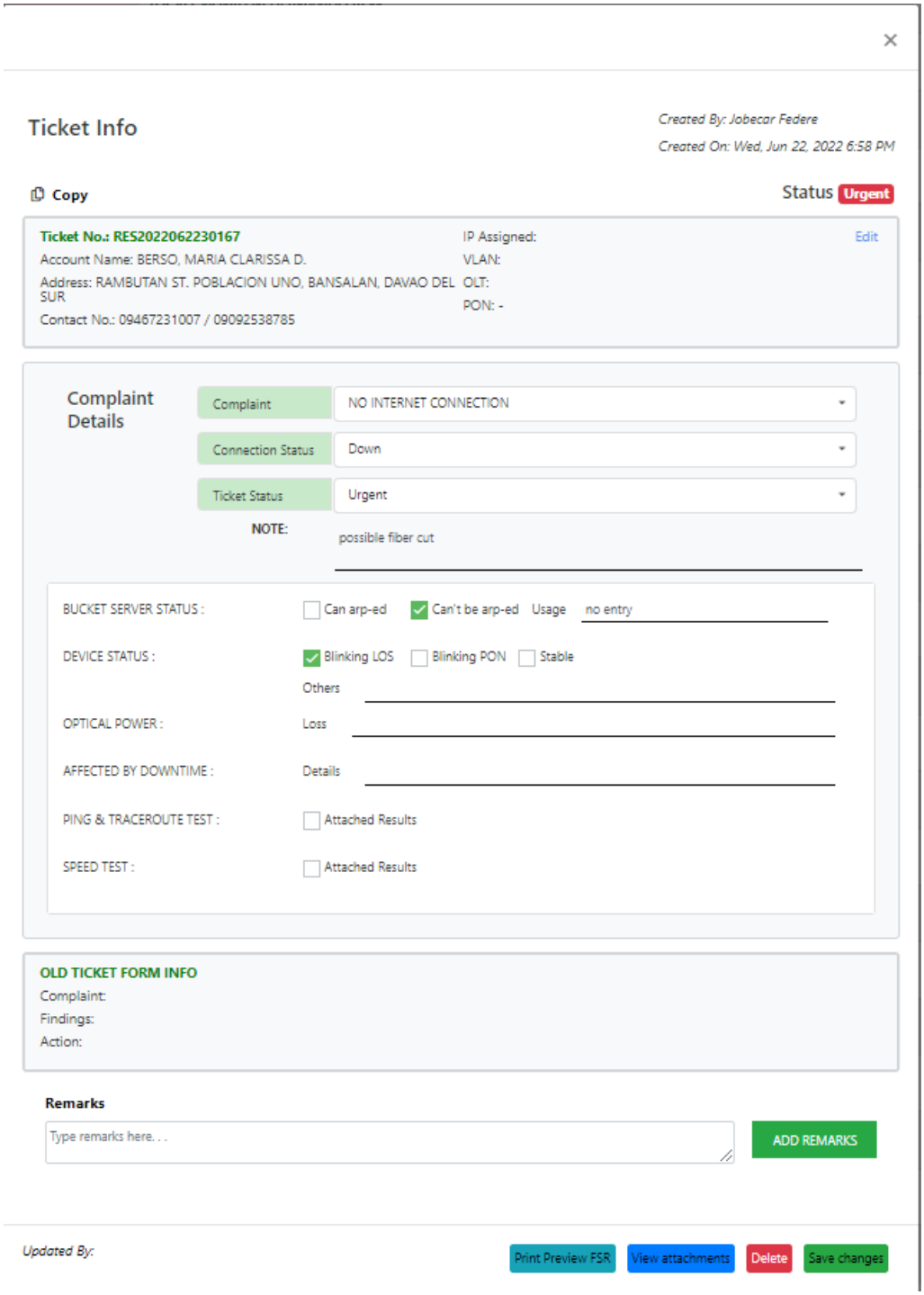
50

Status	Target Date	Aging	Downtime	Ticket Details	Area	Created By	Created At
For tech visit	Assign	0	15 minutes 51 seconds	RES2022062730475 - SLOW TO INTERMITTENT CONNECTION ADOLFO, ARTHUR A. JR P-8 Freshville Brgy.Alegria San Francisco Agusan del Sur	San franz	Arianne Mae Correos	2022-06-27 10:44:37
Urgent	Assign	0	4 hours 41 minutes 21 seconds	GRP20220627209 - NO INTERNET CONNECTION MISAMIS ORIENTAL clients // Naawan to Iligan and CDO west area from carmen to OPOL		Jude Roel Mayormita	2022-06-27 06:19:07
Urgent	Assign	0	1 hour 13 minutes 54 seconds	GRP20220627210 - NO INTERNET CONNECTION Some areas in Cabadbaran		Arianne Mae Correos	2022-06-27 09:46:34
For tech visit	Assign	0	1 hour 13 minutes 56 seconds	SME2022062730464 - SLOW TO INTERMITTENT CONNECTION OCP DIGOS CITY HALL OF JUSTICE BLDG. LUNA-BATAAN CHRISTIAN VILLAGE,APLAYA, DIGOS	Digos Main	Jelly Mae Agudo	2022-06-27 09:46:32
Pending		6	6 days 20 hours 49 minutes	RES2022062029965 - OTHER CONCERN NINAL, LOGILYN BLK 27 LOT 14 UTAYA SUBD. MANKILAM TAGUM CITY	Tagum Central	Leslie Kim Manlago	2022-06-20 14:10:41
Pending		13	1 week 6 days 2 hours	RES2022061429529 - OTHER CONCERN CADORNA, RENANTE PUROK 5, LIBAYLIBAY, MACO, DAVAO DE ORO	Tagum Central	Leslie Kim Manlago	2022-06-14 08:02:34
For tech visit	Assign	0	1 hour 50 minutes 22 seconds	SME2022062730454 - NO INTERNET CONNECTION Barangay Council Of Barangay Rizal Poblacion BARANGAY HALL, BARANGAY RIZAL, POBLACION, PUROK MAUPAYON, BANGA, SOUTH COTABATO	Gensan Main	Mary Terace Arreza	2022-06-27 09:10:06
For tech visit	Assign	0	2 hours 22 minutes 28 seconds	RES2022062730443 - INTERMITTENT TO NO INTERNET CONNECTION EMERSON GILAY 821 L10 DECA HOMES TALOMO, BAGO GALLERA, DAVAO CITY	Davao South	Mary Terace Arreza	2022-06-27 08:38:00
		0	20 hours 13 minutes 36 seconds	GRP20220626208 - NO INTERNET CONNECTION		Trisha Laurel	2022-06-26 14:46:52

The ticket table displayed all the unresolved tickets. It also displays the ticket status, ticket aging, total downtime hours, ticket information, area, created by, and created date-time stamp.

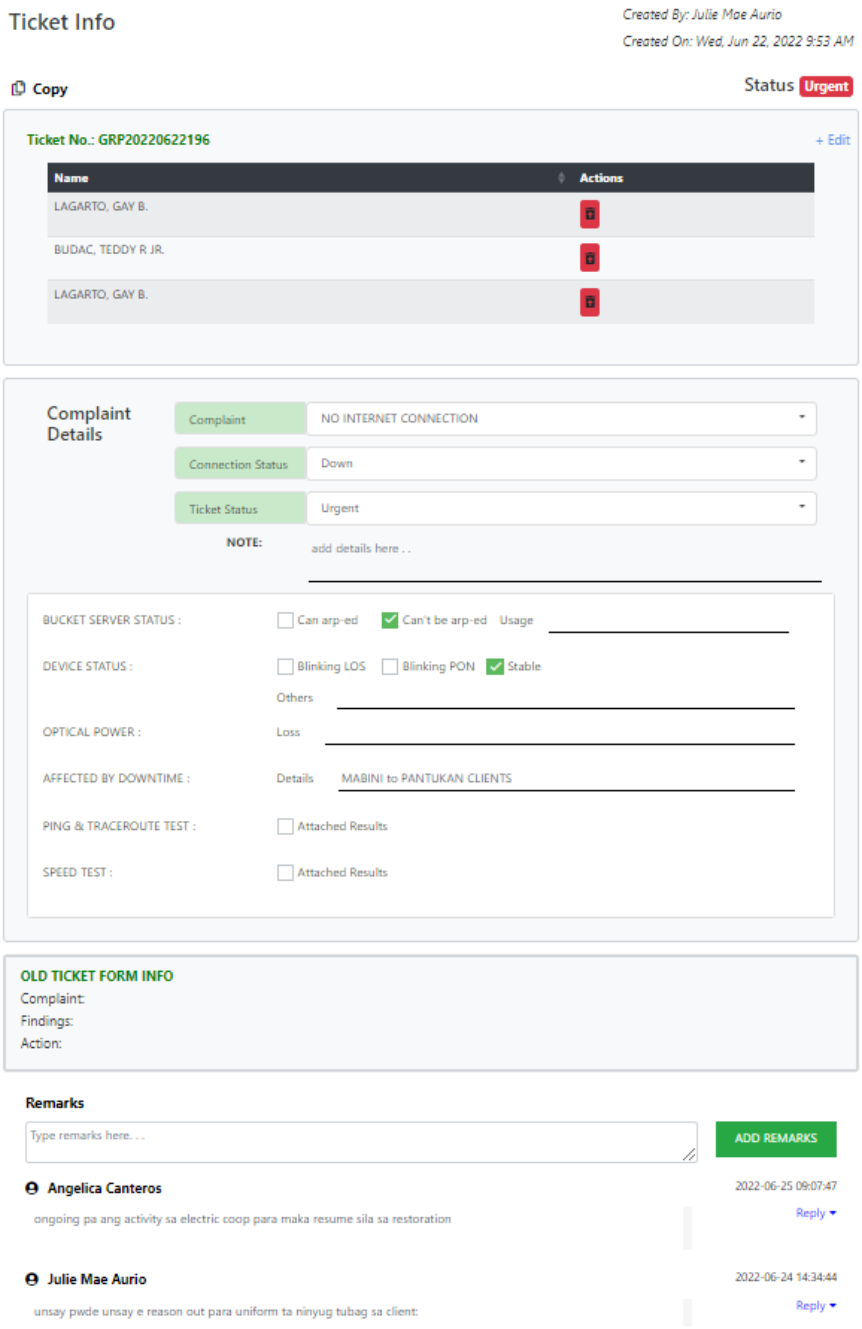
Fig. Ticket Type

a. Individual ticket
An individual ticket is created under one client's account. Can also attach a picture or screenshot of a sample speed test, etc.

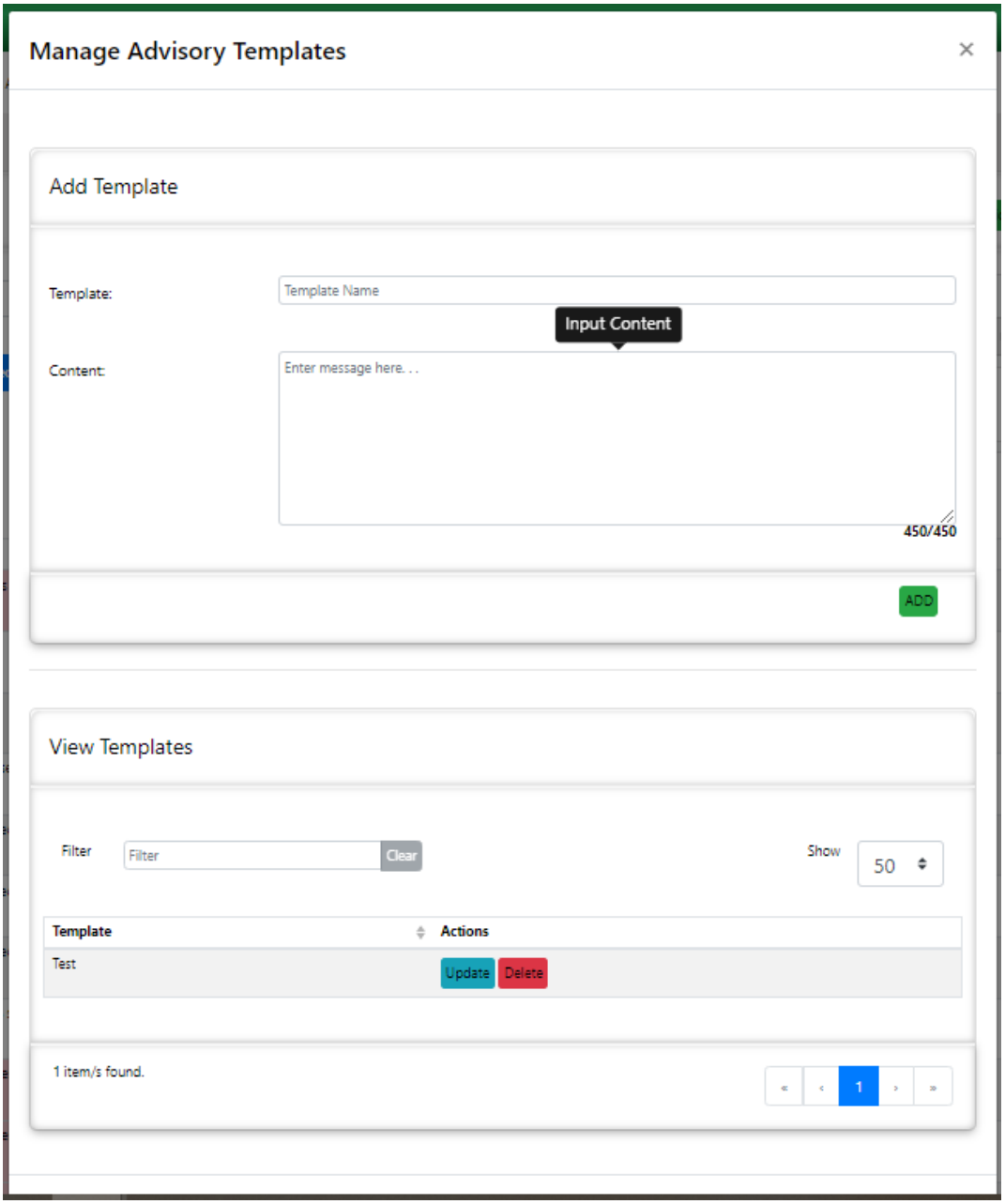


b. Group Ticket

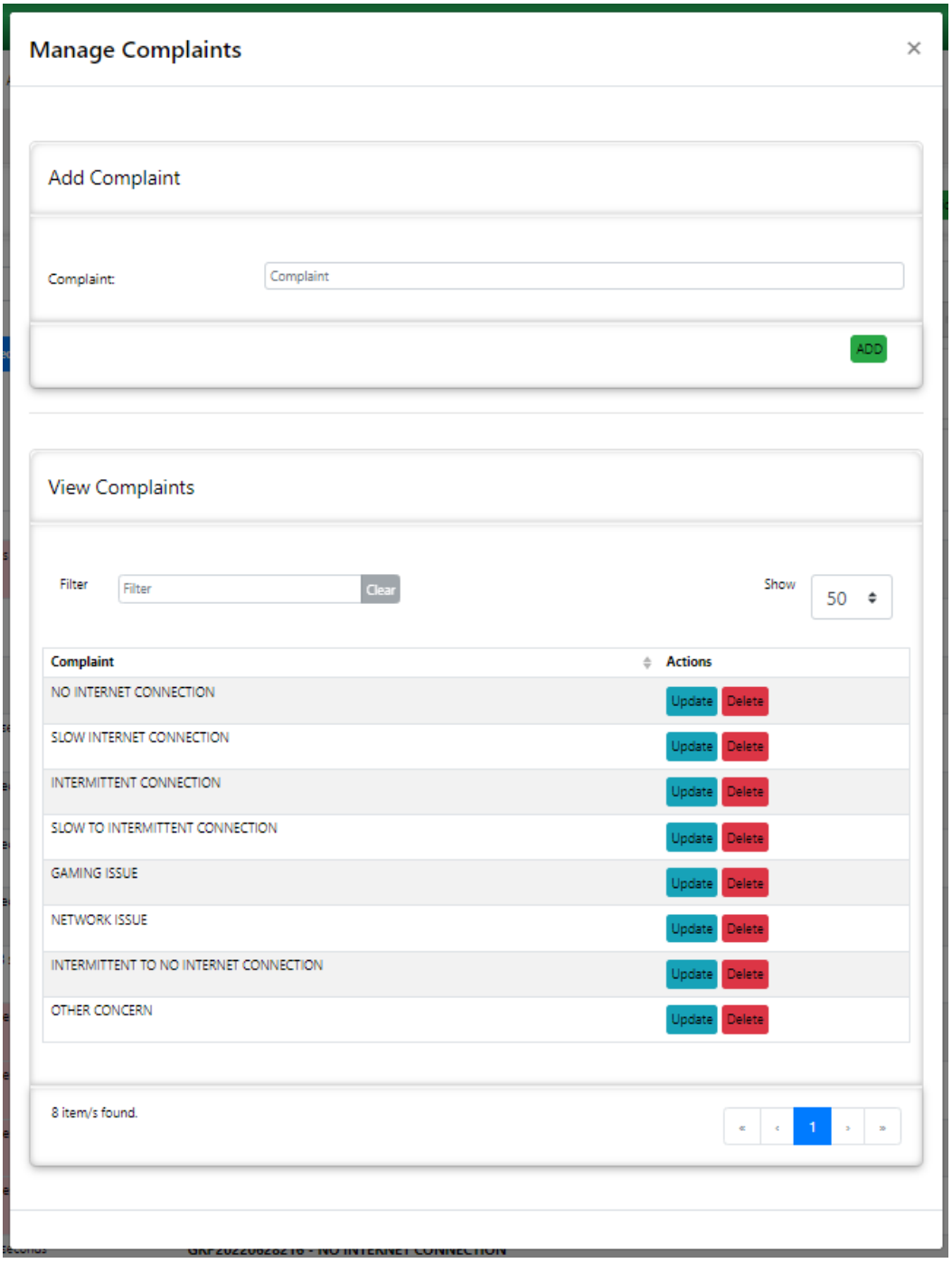
A group Ticket is a ticket that has more than 1 client added to the same ticket number or a group of clients complaining about the same issue at the same time and possibly in the same area.



Manage Advisory

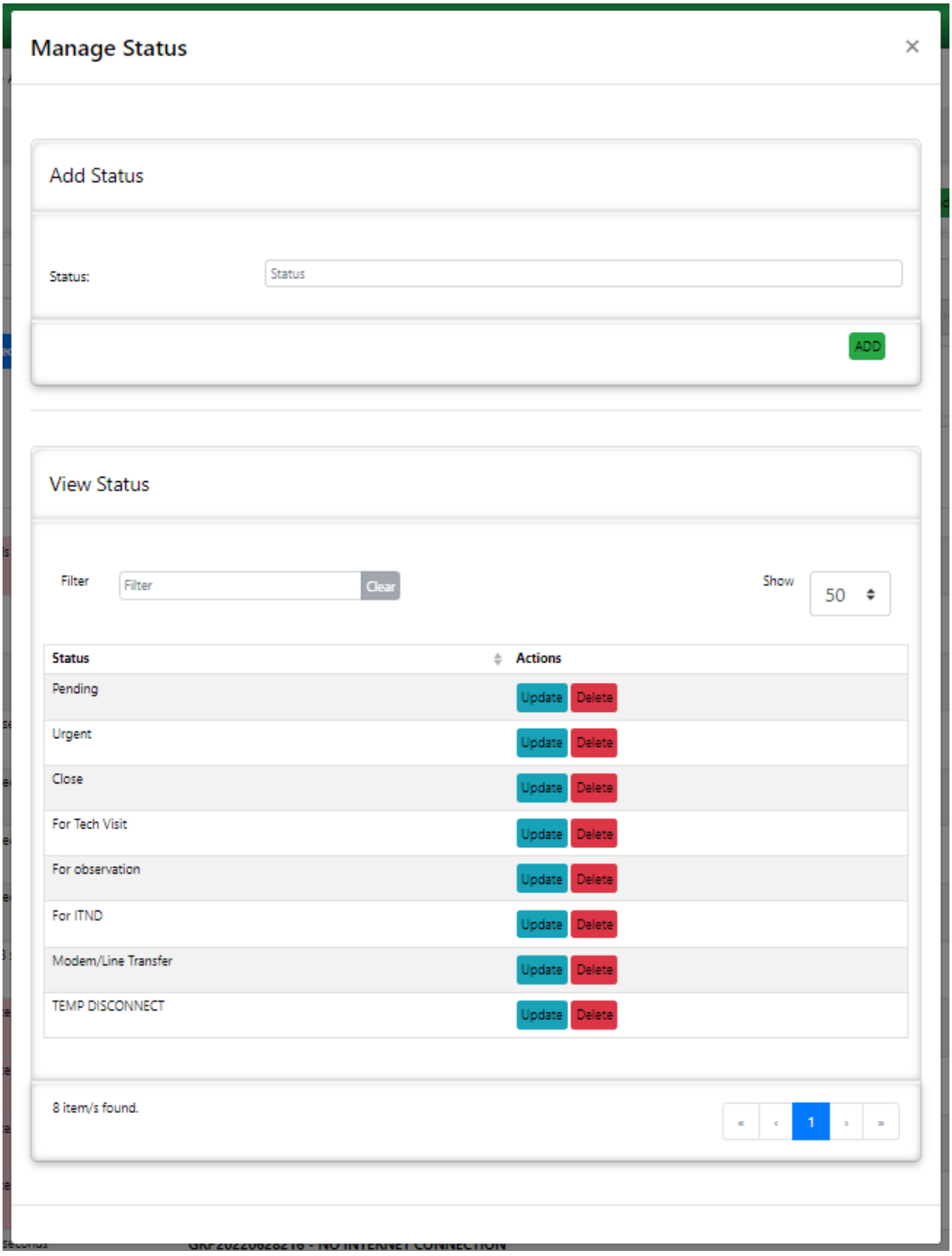


Manage Complaints



Admin-User can add, update or delete ticket complaints.

Manage Status



Admin-User can add, update or delete ticket status.

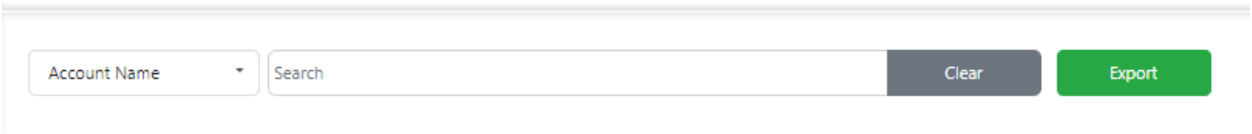
Send Email

List of tickets that has no connection

#	Ticket No.	Con. Status	Status	Aging
1	SME2022060628905	DOWN	Urgent	22
2	RES2022061729745	DOWN	Urgent	11
3	RES2022061829856	DOWN	Urgent	9
4	RES2022061929881	DOWN	Urgent	9
5	RES2022061929897	DOWN	Urgent	8
6	RES2022061929901	DOWN	Urgent	8
7	RES2022062029919	DOWN	Urgent	8
8	RES2022062029926	DOWN	Urgent	8
9	RES2022062029928	DOWN	Urgent	8
10	RES2022062029930	DOWN	Urgent	8
11	RES2022062029933	DOWN	Urgent	8
12	SME2022062029934	DOWN	Urgent	8
13	RES2022062029947	DOWN	Urgent	8
14	RES2022062029966	DOWN	Urgent	8
15	RES2022062029988	DOWN	Urgent	7
16	RES2022062130000	DOWN	Urgent	7
17	RES2022062130070	DOWN	Urgent	6
18	RES2022062130071	DOWN	Urgent	6
19	RES2022062230121	DOWN	Urgent	6
20	SME2022062230142	DOWN	Urgent	6
21	RES2022062230160	DOWN	Urgent	5
22	RES2022062230162	DOWN	Urgent	5
23	RES2022062230165	DOWN	Urgent	5
24	RES2022062230167	DOWN	Urgent	5
25	ENT2022062330188	DOWN	Urgent	5
26	RES2022062330195	DOWN	Urgent	5
27	RES2022062330203	DOWN	Urgent	5
28	RES2022062330204	DOWN	Urgent	5
29	SME2022062330210	DOWN	Urgent	5
30	RES2022062330222	DOWN	Urgent	5
31	RES2022062330248	DOWN	Urgent	5
32	SMELU2022062330249	DOWN	Urgent	5
33	RES2022062330259	DOWN	Urgent	4
34	RES2022062330261	DOWN	Urgent	4
35	RES2022062330265	DOWN	Urgent	4
36	RES2022062330276	DOWN	Urgent	4
37	RES2022062430284	DOWN	Urgent	4

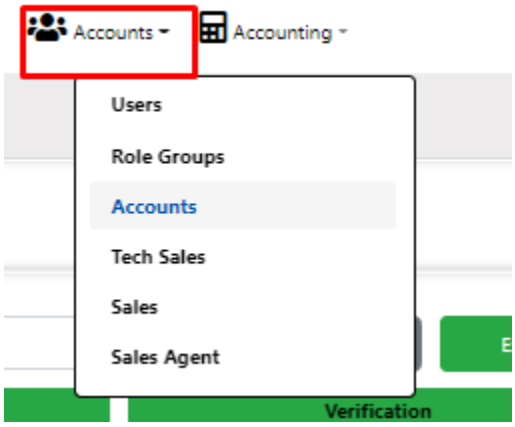
A Help Desk representative can send an email to the client with open tickets.

Ticket Search Bar

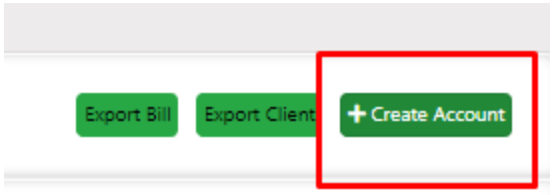


The ticket search bar/field allows you to search or filter specific ticket numbers, account name of client, or ticket statuses.

E. Account

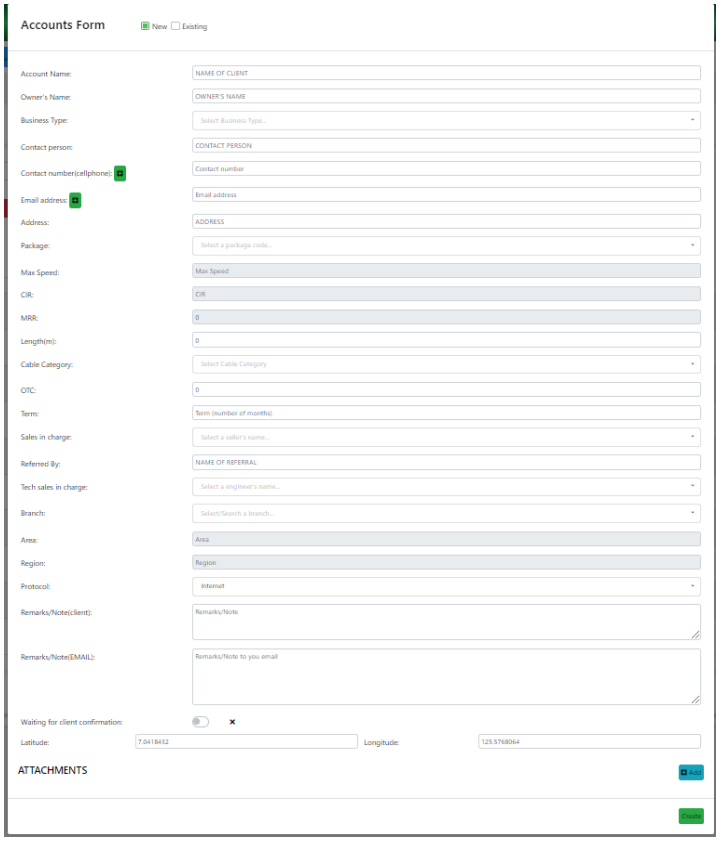


Select accounts to create a new client's account.

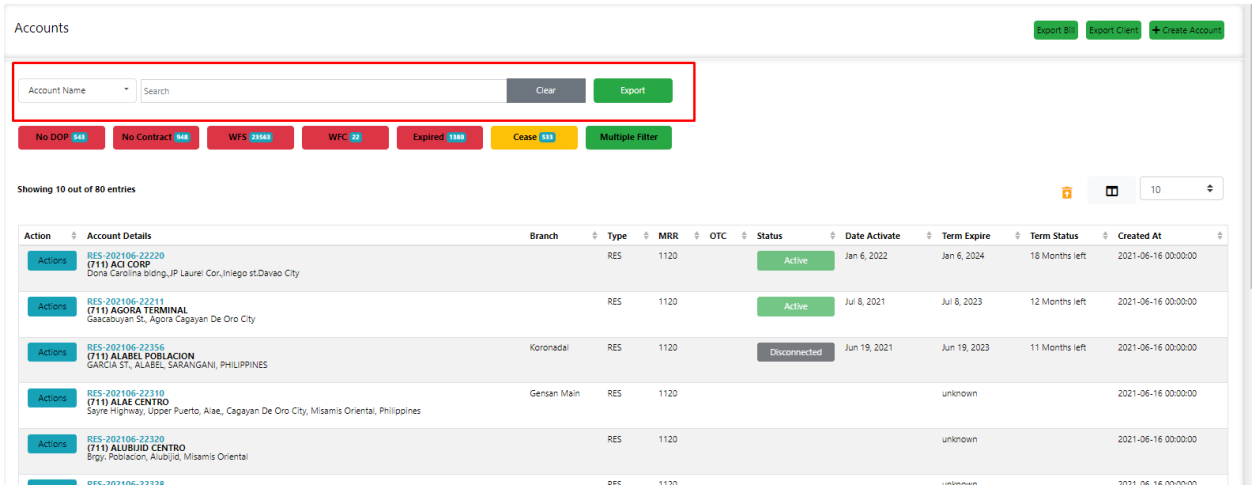


Click "+ *Create Account*" button and fill up all the necessary information in the account form.

A *sales representative* is responsible for collecting the client's information and inputting all the information in the account form including the attachments of the documents.

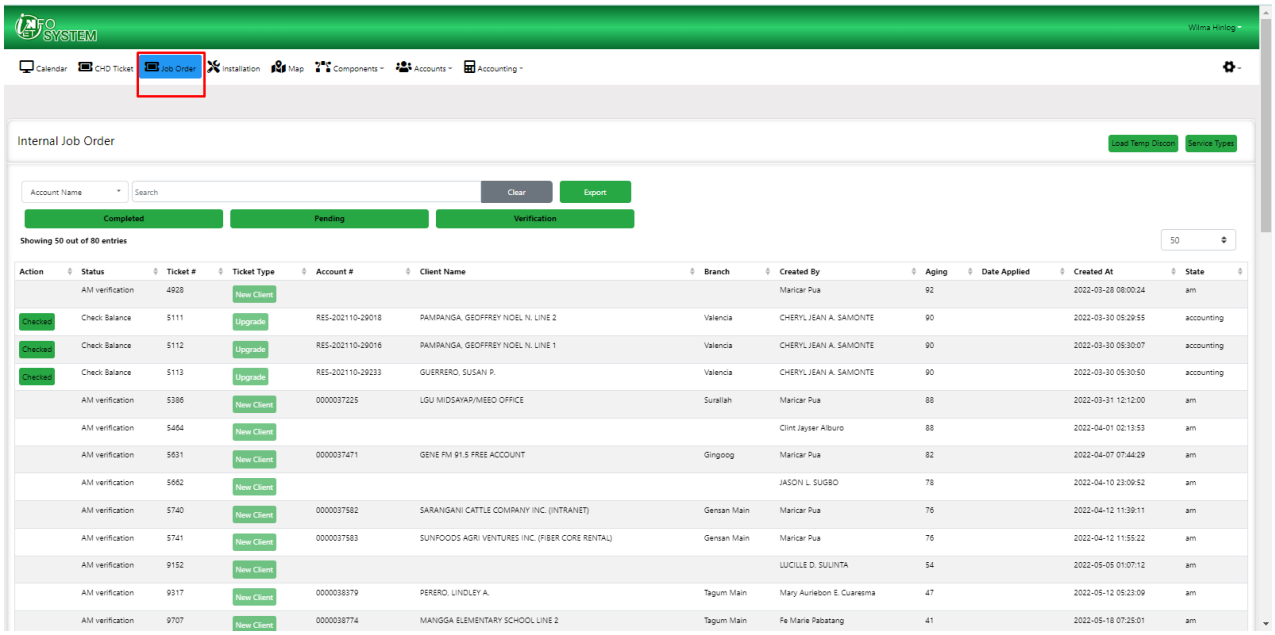


Once the sales representative completely fills up the account form it will automatically generate a ticket number and be listed in the job order dashboard table. The accounting staff will update the DOP of the new client.

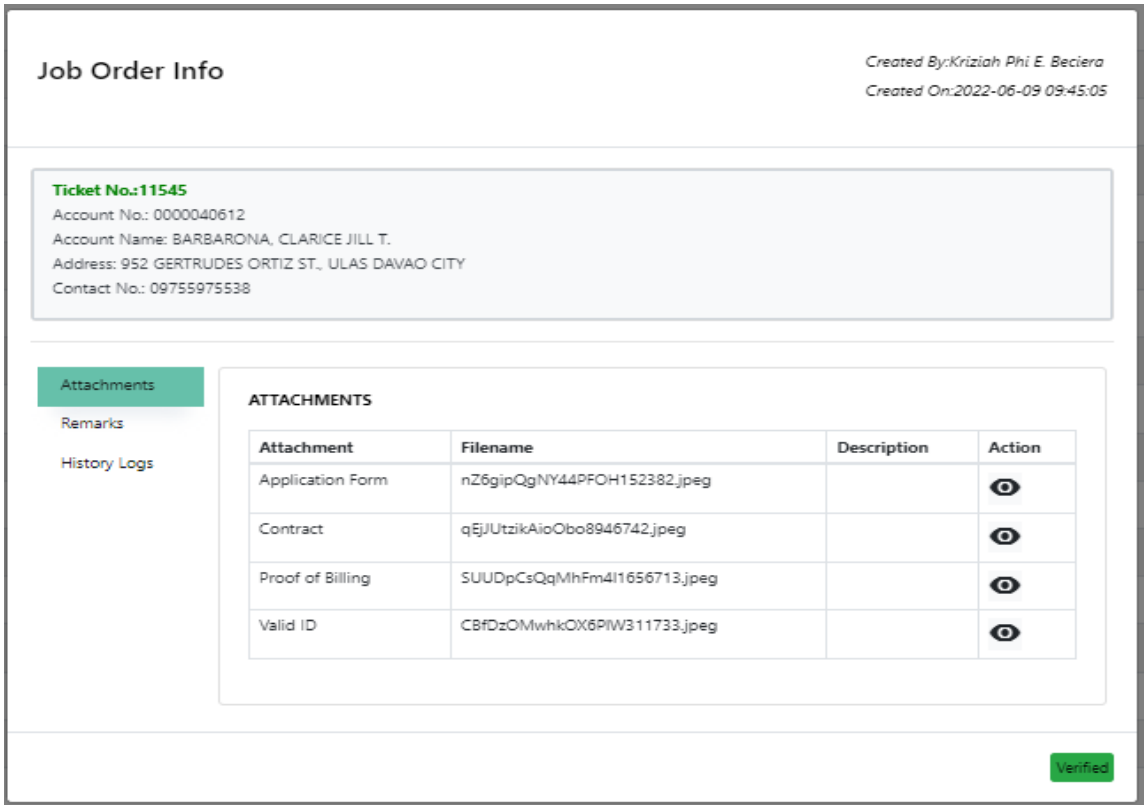


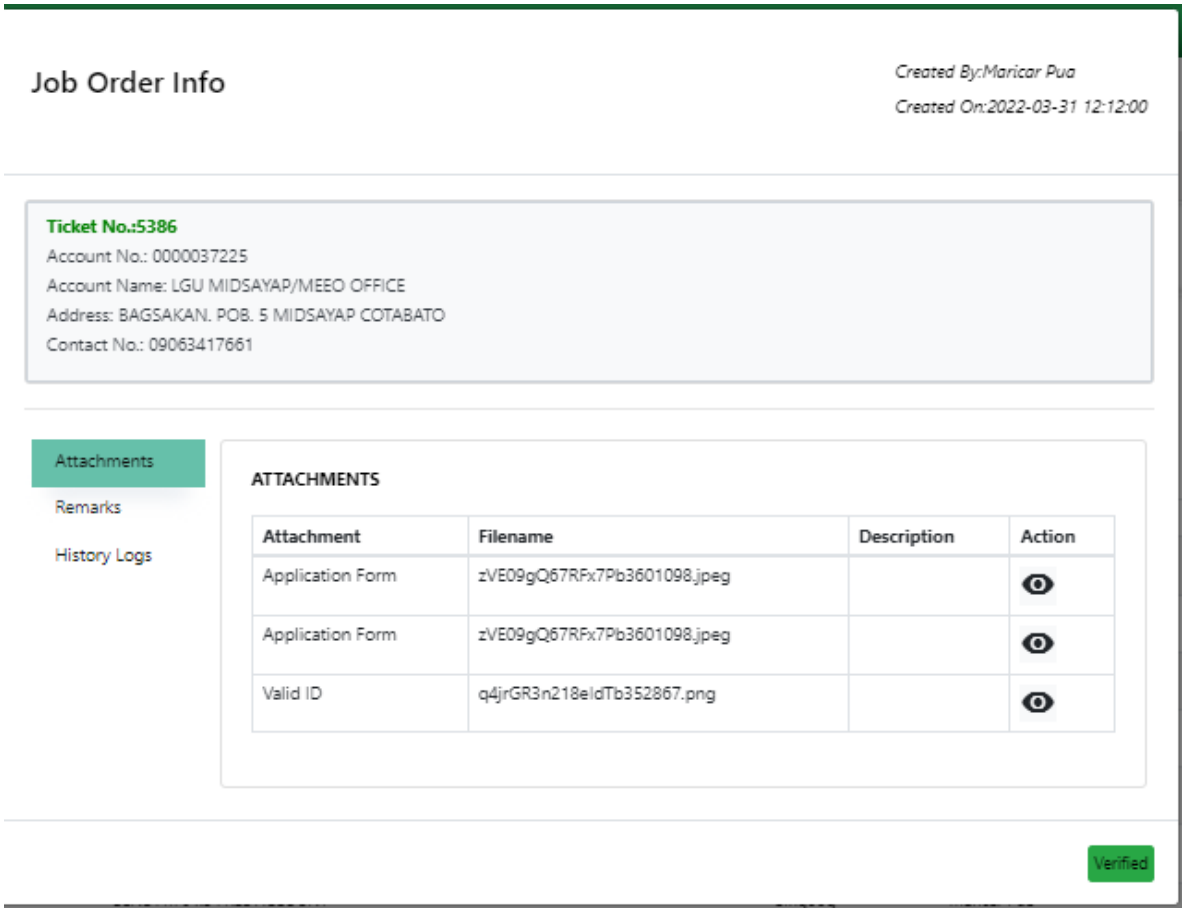
You can filter the account of the client using the account name, account number, address, and contact number.

F. JOB ORDER



a. *New client* - The account management staff will thoroughly check the client's information and the attached files submitted by the sales rep. Once they have already assessed it, they will tag it as a verified or verified client.




Job Order Info
Created By:Maricar Pua
Created On:2022-03-31 12:12:00
Ticket No.:5386
Account No.: 0000037225
Account Name: LGU MIDSAYAP/MEEO OFFICE
Address: BAGSAKAN. POB. 5 MIDSAYAP COTABATO
Contact No.: 09063417661
Attachments
Remarks
History Logs
ATTACHMENTS
Attachment
Filename
Description
Action
Application Form
zVE09gQ67RFx7Pb3601098.jpeg
Application Form
zVE09gQ67RFx7Pb3601098.jpeg
Valid ID
q4jrGR3n218eldTb352867.png
Verified

b. *Upgrade*

G. INSTALLATION

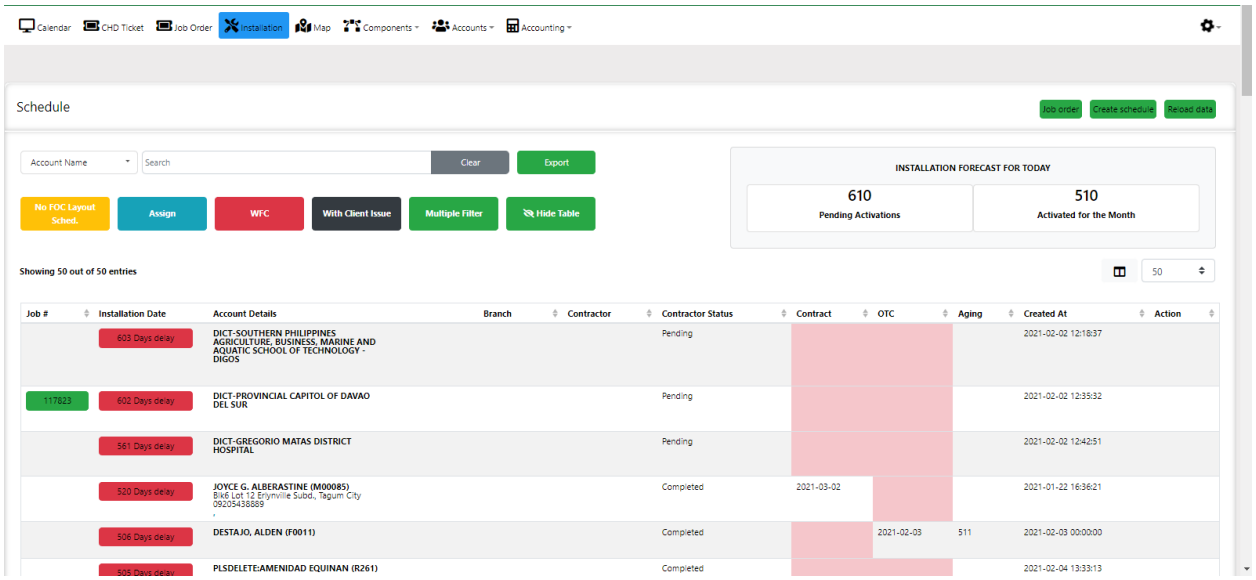


Fig. Installation Dashboard

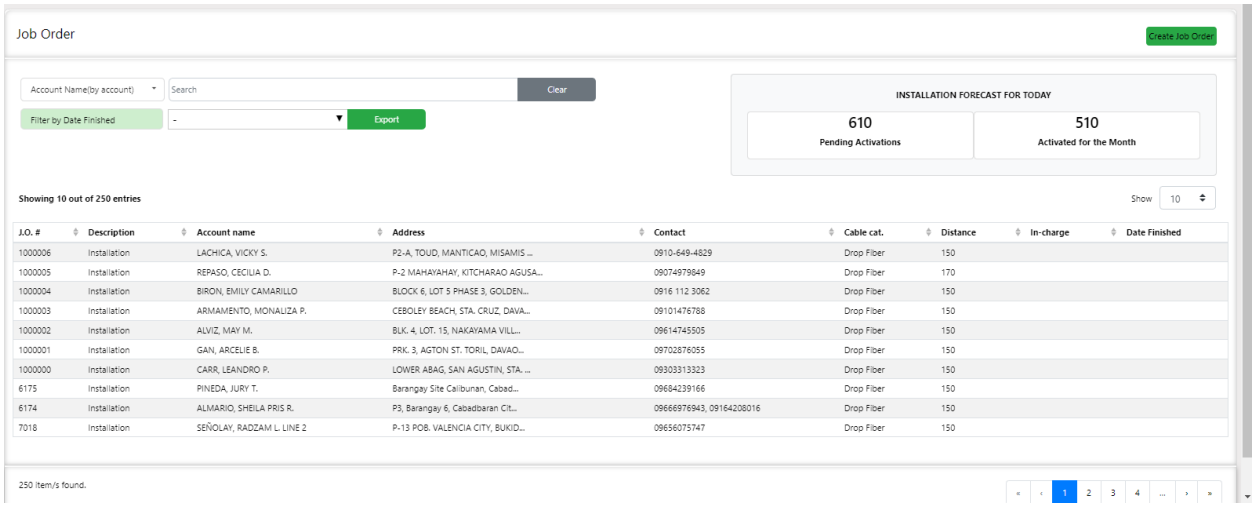
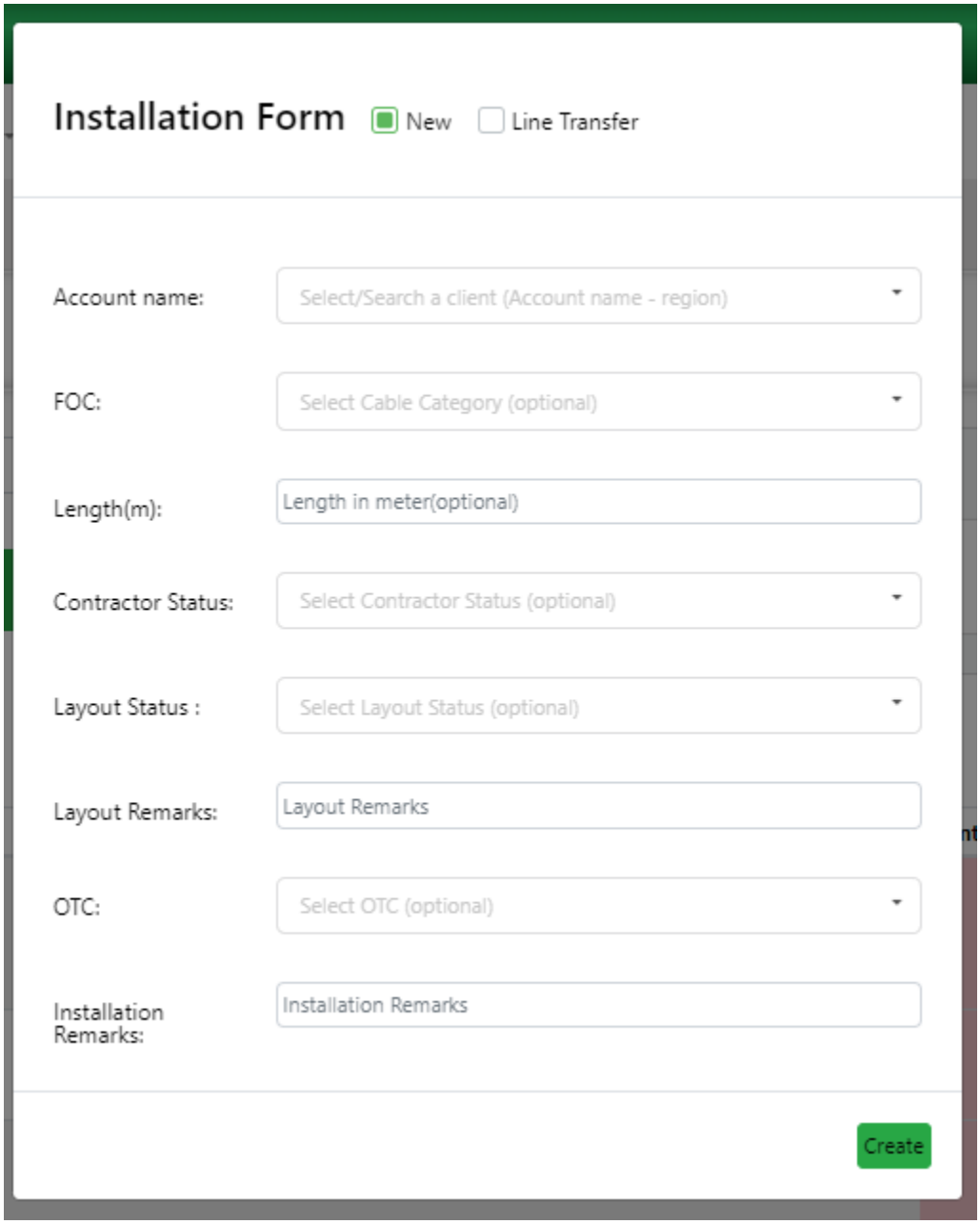


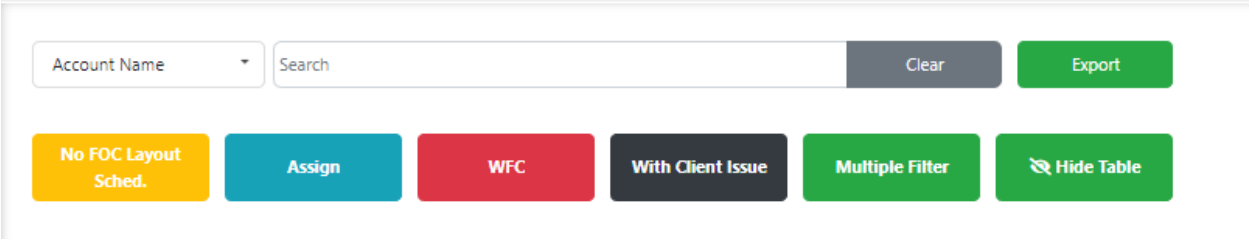
Fig. Job Order Dashboard

Fig. Create Schedule



Installation Form

Fig. Installation Search bar



You can filter the pending installation of the client using the account name, address, and contact number.

Fig. Installation Forecast

Real-Time displays the total pending activation and activated accounts of the client.

H. COMPONENTS

To access the dashboard of *Package Type, Packages, Business Type, Closure Type, Splitter Type, Branches, Regions, Areas, Buckets*, and *Team*, click the *Components* in the navigation bar.

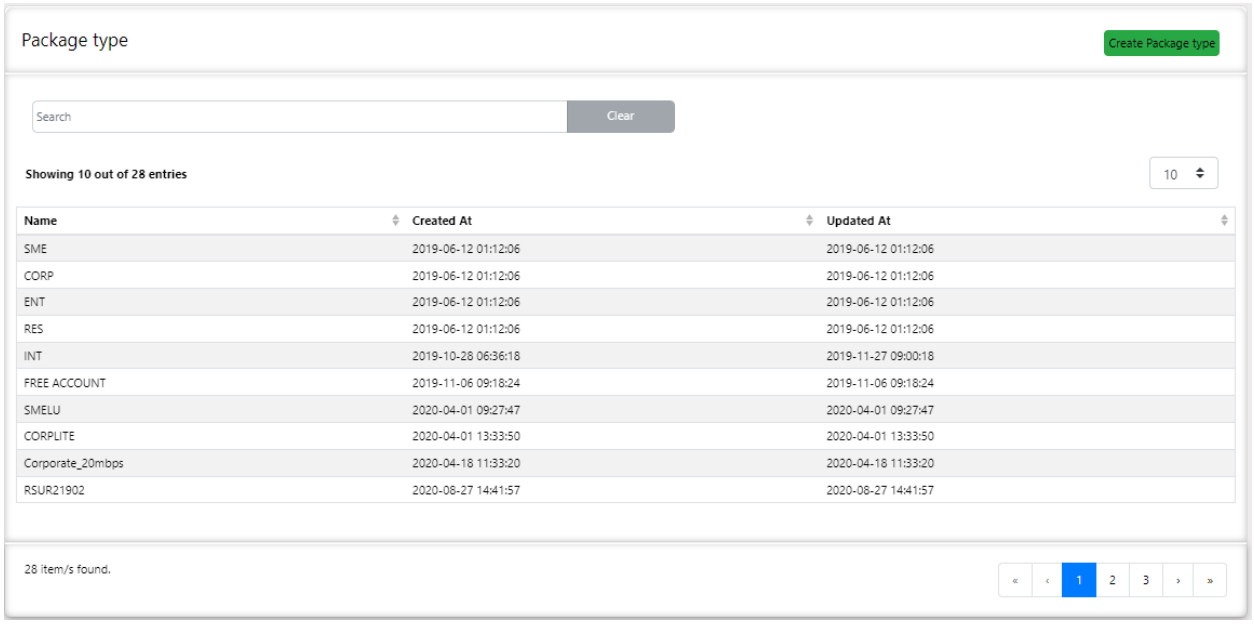


Fig. Packages Type dashboard, you can create, update and delete the package type item.

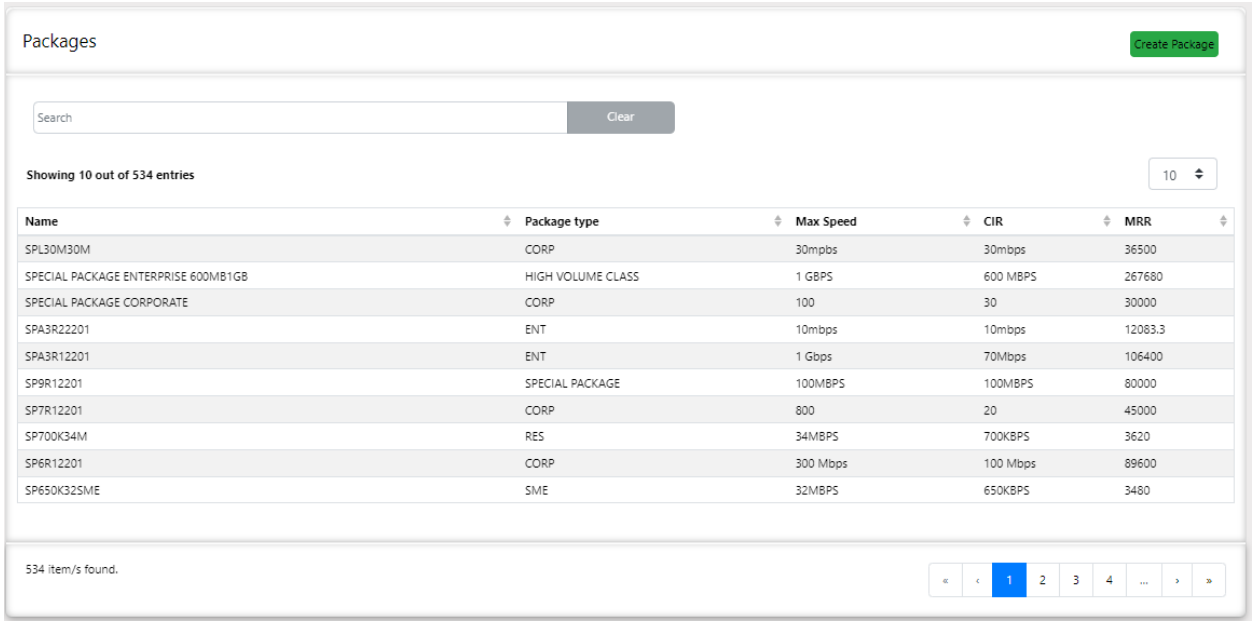


Fig. Packages dashboard, you can create, update and delete the package item.

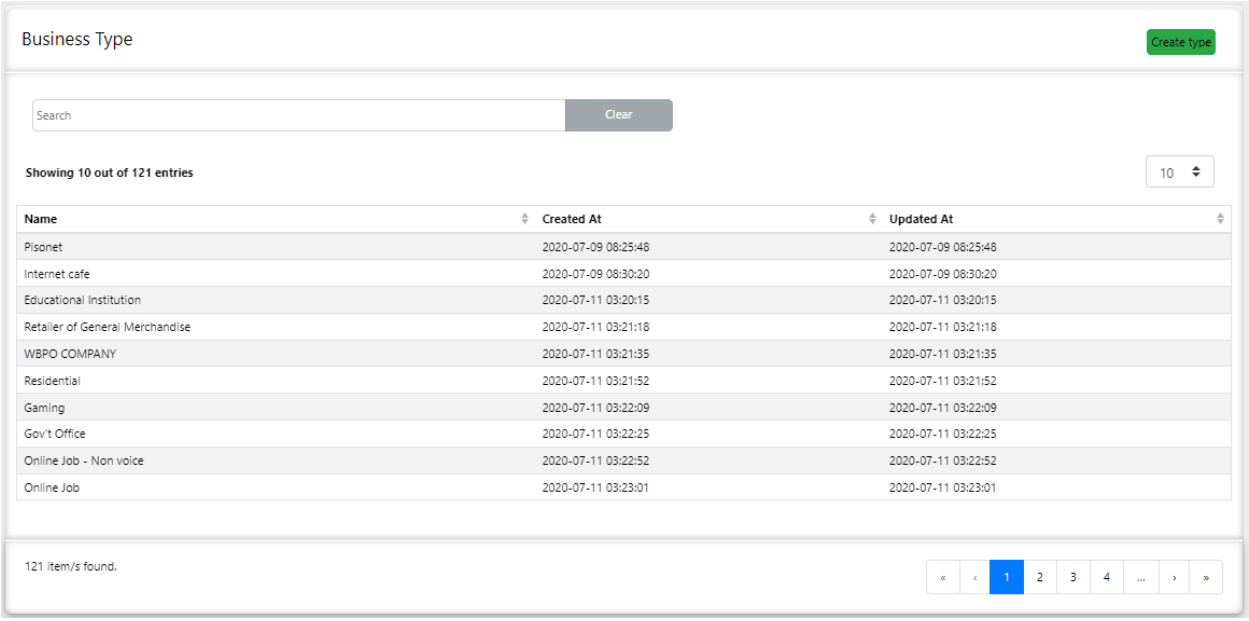


Fig. Business dashboard, you can create, update and delete the business item.

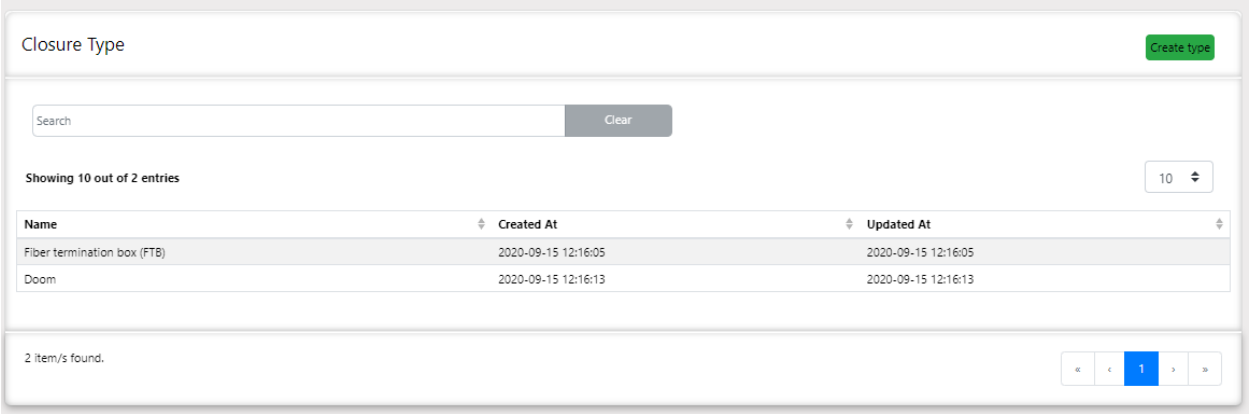


Fig. Closure Type dashboard, you can create, update and delete the closure type item.

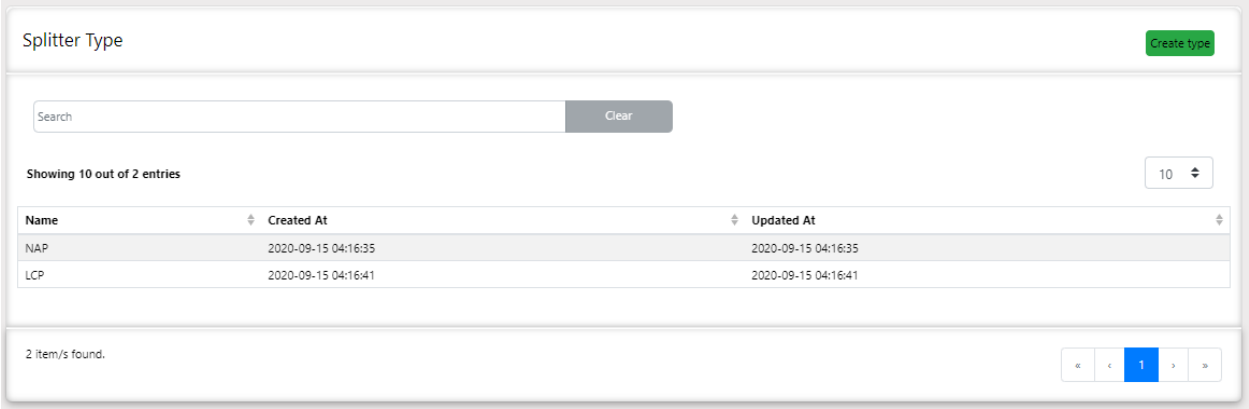


Fig. Splitter Type dashboard, you can create, update and delete the splitter type item.

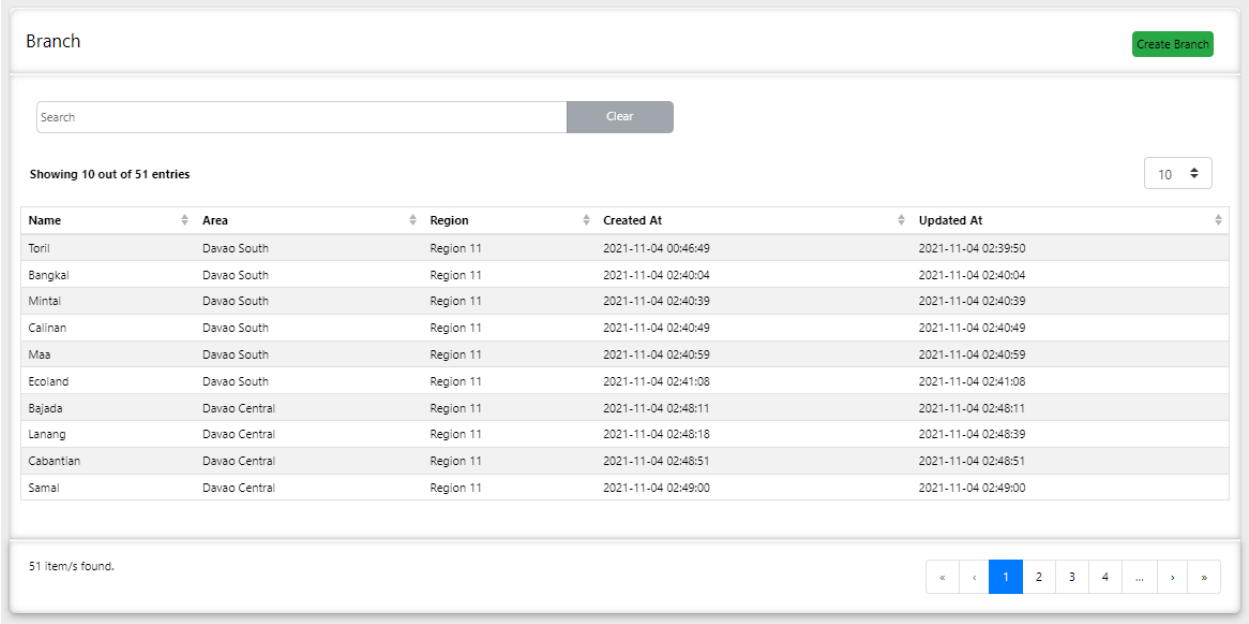


Fig. Branch dashboard, you can create, update and delete the branch item.

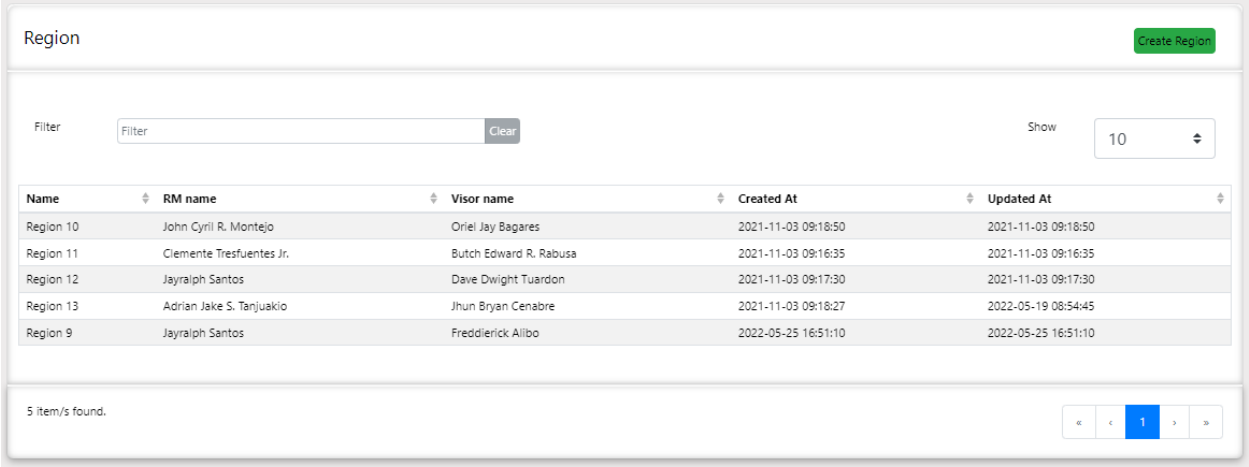


Fig. Region dashboard, you can create, update and delete the region item.

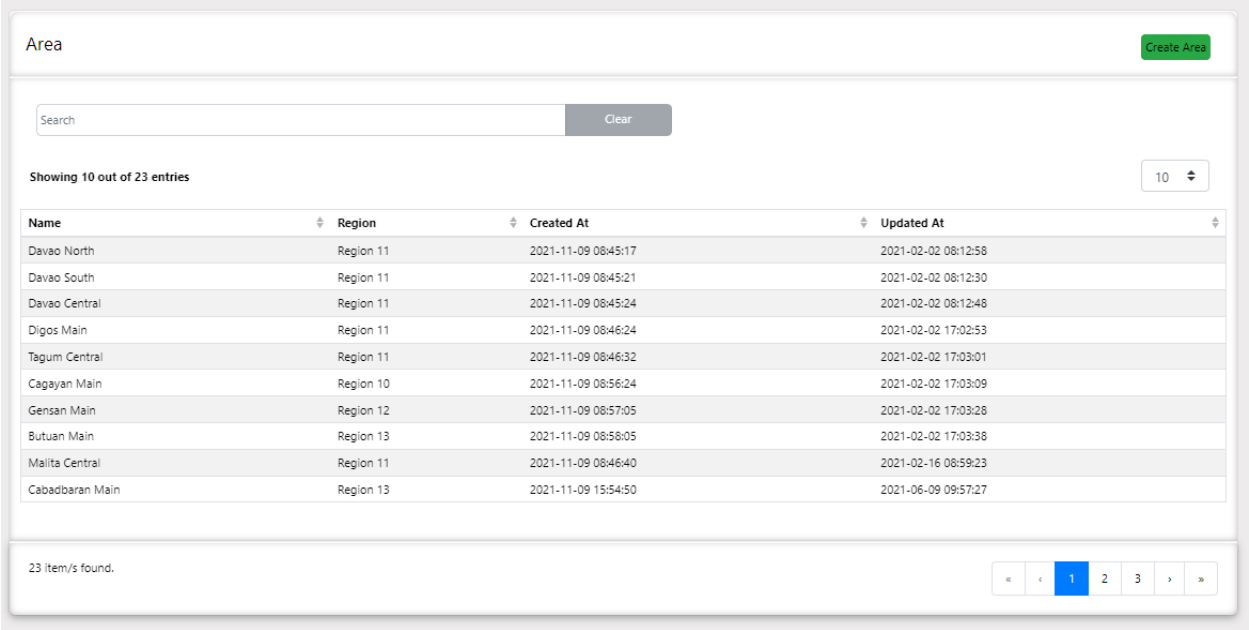
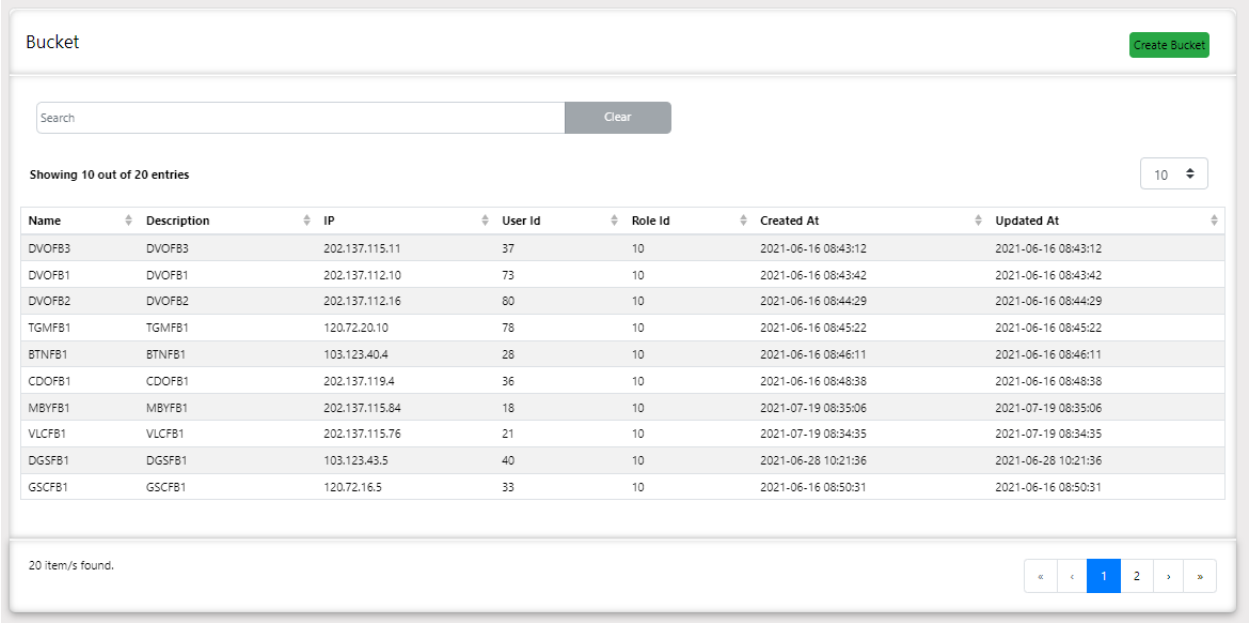
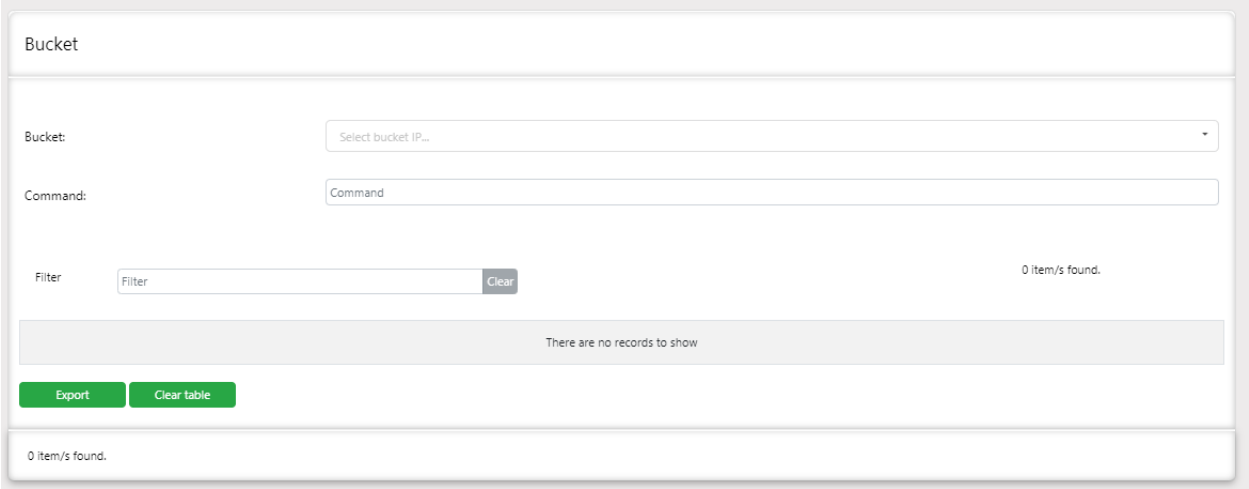


Fig. Area dashboard, you can create, update and delete the area item.


Bucket
Create Bucket
Search
Clear
Showing 10 out of 20 entries
10
Name
Description
IP
User Id
Role Id
Created At
Updated At
DVOFB3 DVOFB3 202.137.115.11 37 10 2021-06-16 08:43:12 2021-06-16 08:43:12
DVOFB1 DVOFB1 202.137.112.10 73 10 2021-06-16 08:43:42 2021-06-16 08:43:42
DVOFB2 DVOFB2 202.137.112.16 80 10 2021-06-16 08:44:29 2021-06-16 08:44:29
TGMFB1 TGMFB1 120.72.20.10 78 10 2021-06-16 08:45:22 2021-06-16 08:45:22
BTNFB1 BTNFB1 103.123.40.4 28 10 2021-06-16 08:46:11 2021-06-16 08:46:11
CDOFB1 CDOFB1 202.137.119.4 36 10 2021-06-16 08:48:38 2021-06-16 08:48:38
MBYFB1 MBYFB1 202.137.115.84 18 10 2021-07-19 08:35:06 2021-07-19 08:35:06
VLCFB1 VLCFB1 202.137.115.76 21 10 2021-07-19 08:34:35 2021-07-19 08:34:35
DGSFB1 DGSFB1 103.123.43.5 40 10 2021-06-28 10:21:36 2021-06-28 10:21:36
GSCFB1 GSCFB1 120.72.16.5 33 10 2021-06-16 08:50:31 2021-06-16 08:50:31
20 item/s found.
1
2


Bucket
Bucket:
Select bucket IP...
Command:
Command
Filter
Filter
Clear
0 item/s found.
There are no records to show
Export
Clear table
0 item/s found.

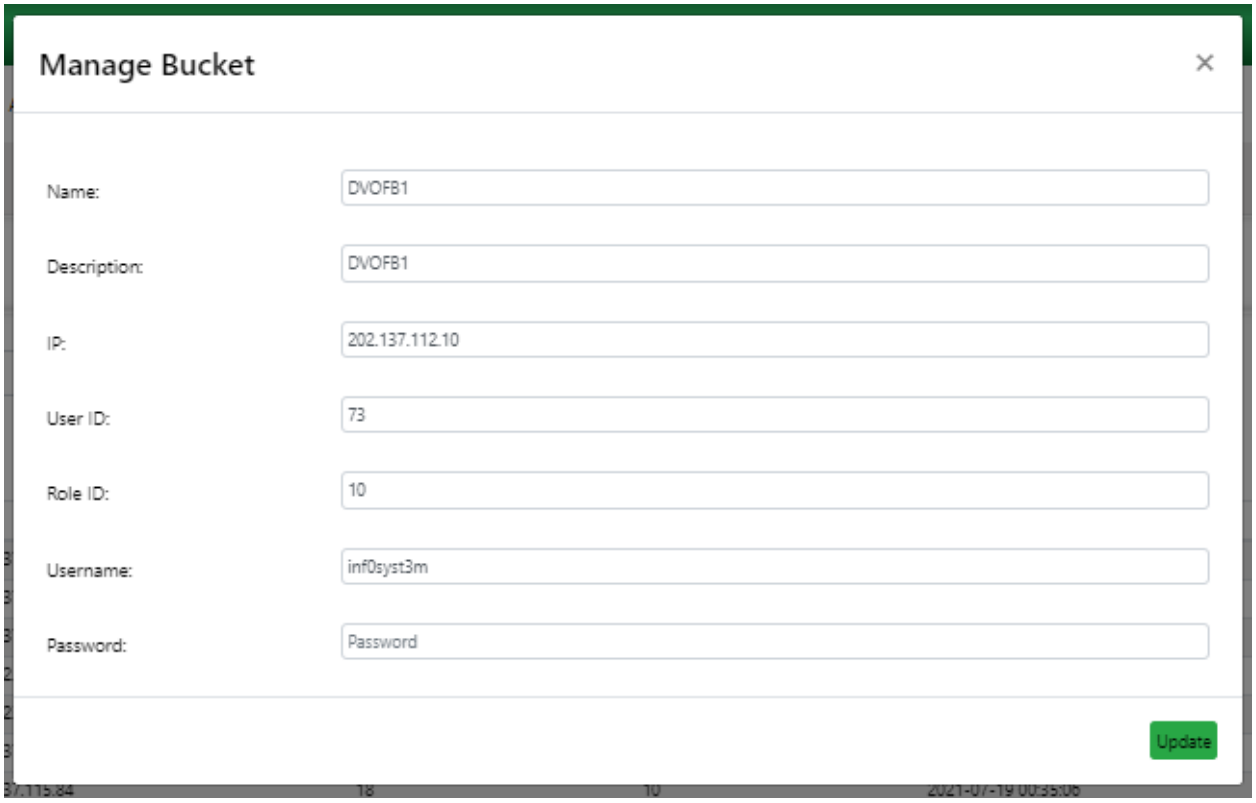


Fig. Bucket dashboard, you can create, update and delete the bucket item.

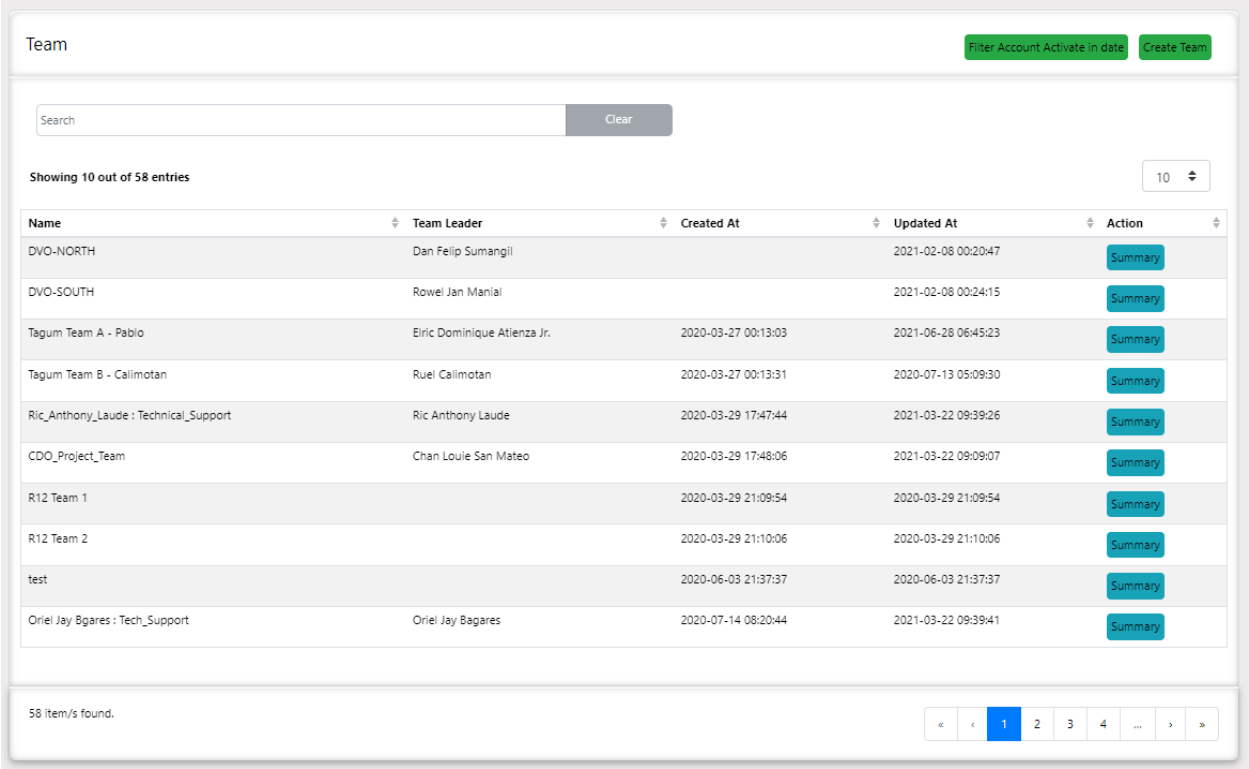


Fig. Team dashboard, you can create, update and delete the Team item.

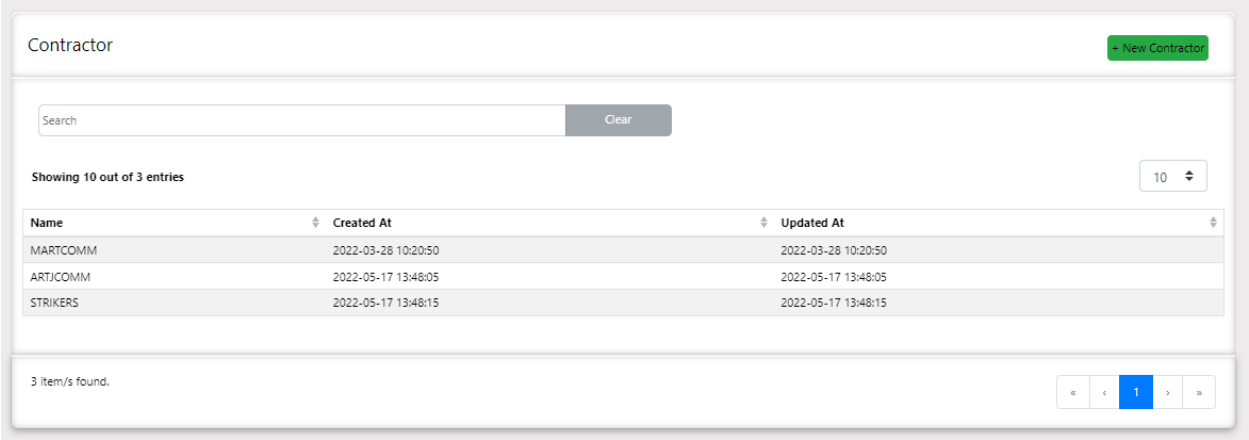


Fig. Contractor dashboard, you can create, update and delete the contractor item.

I. ACCOUNTING

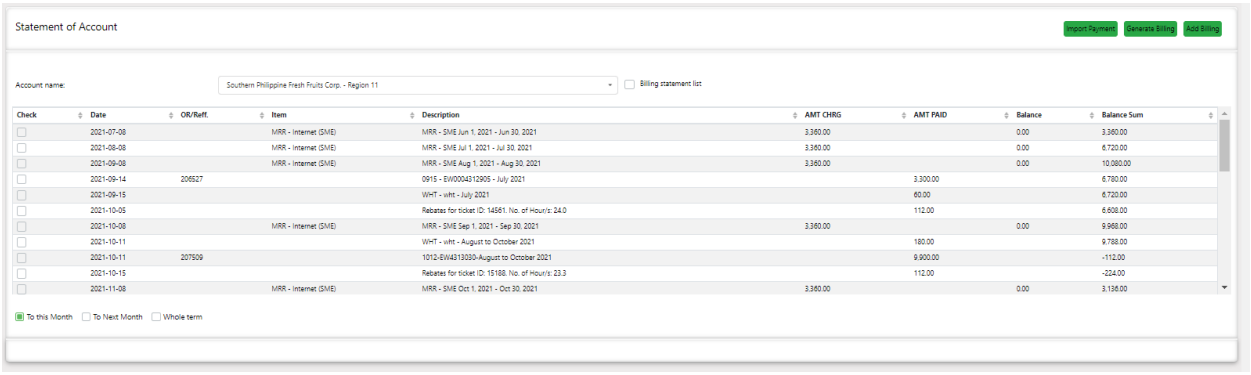


Fig. *Statement of Account* - all transactions of the client will be recorded to their statement of account.

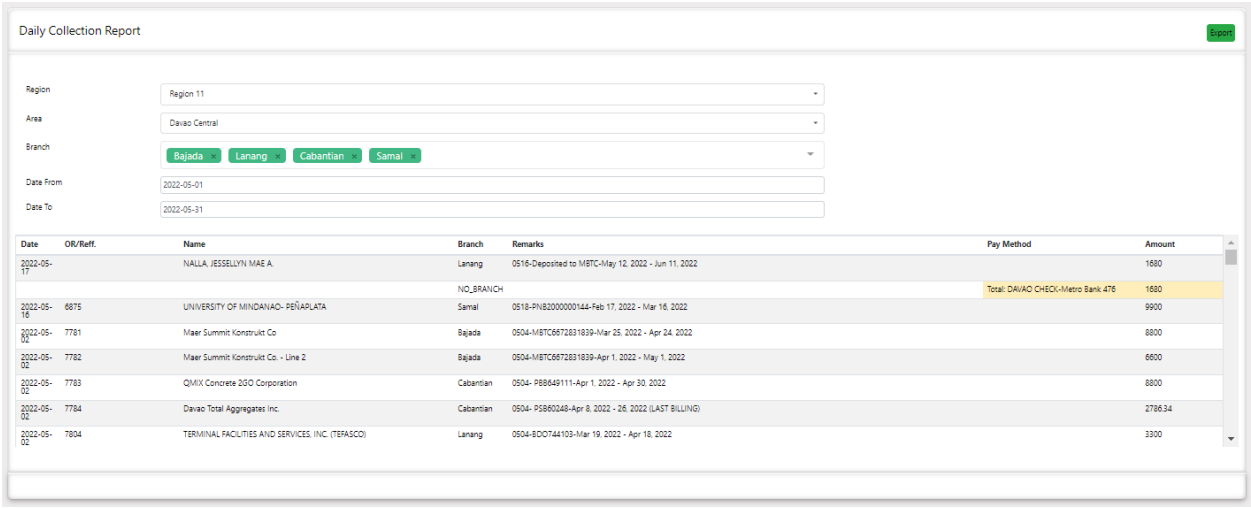


Fig. Daily Collection Report

Fig. Aging Report

Fig. WHT Report

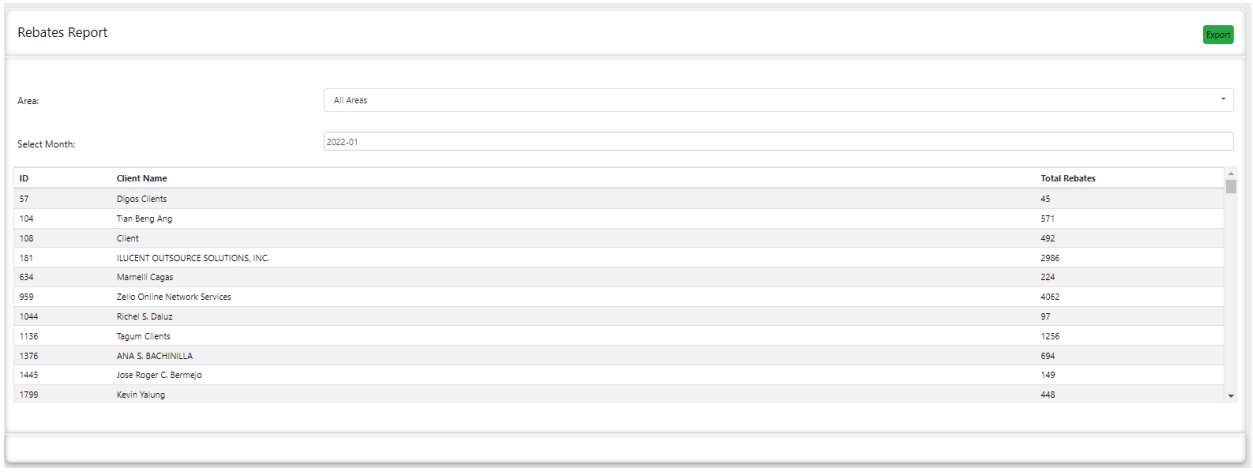


Fig. Rebates Report

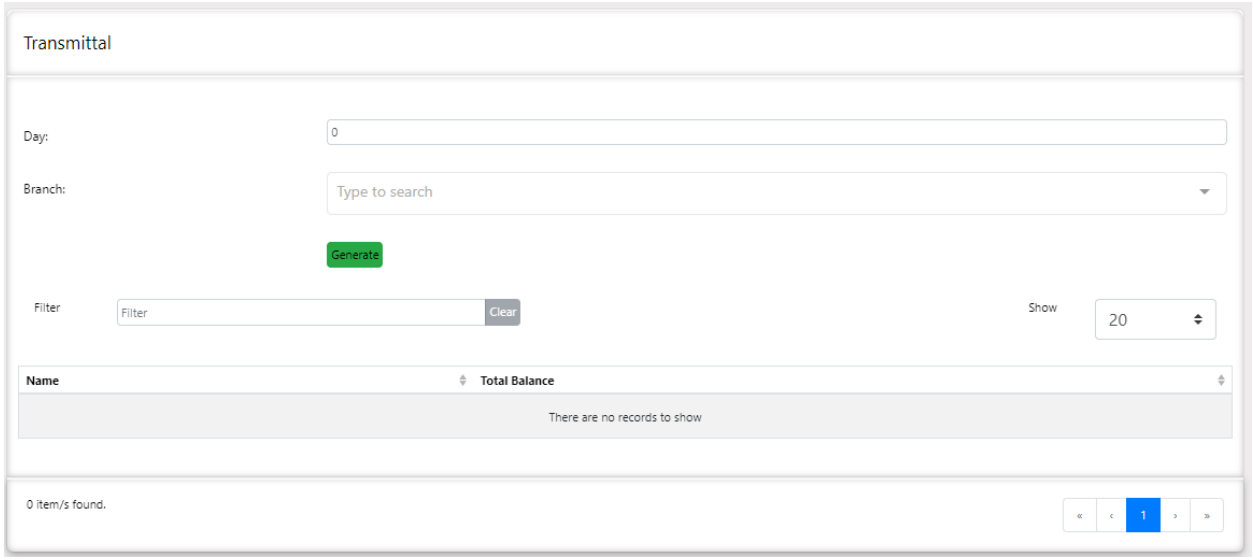


Fig. Transmittal

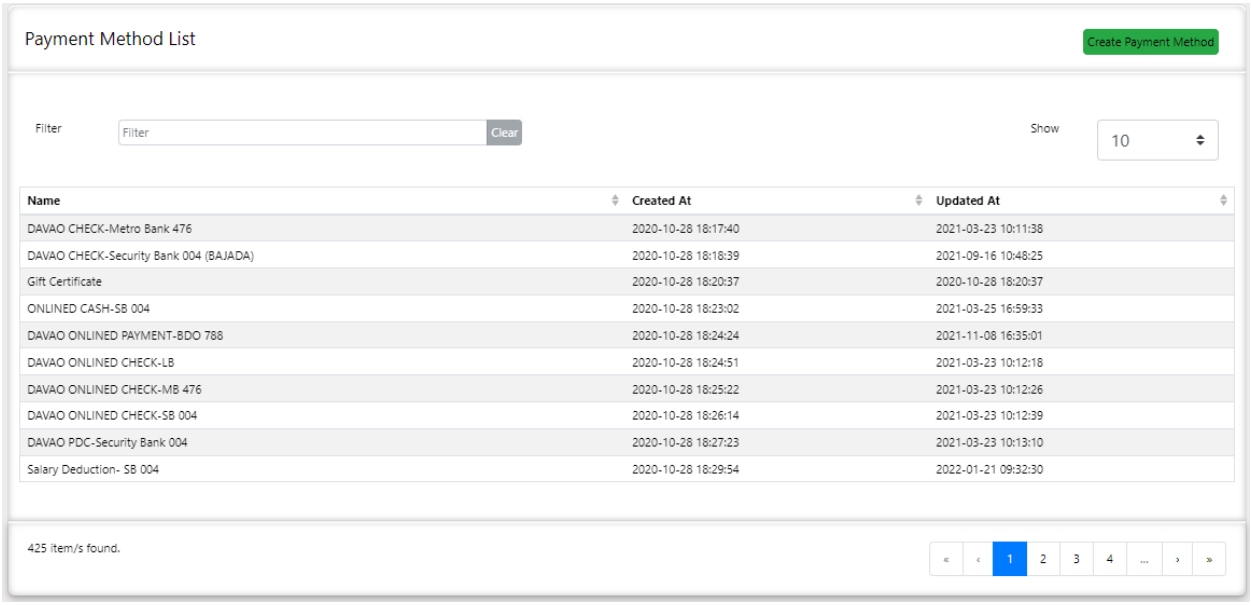


Fig. Payment Method List

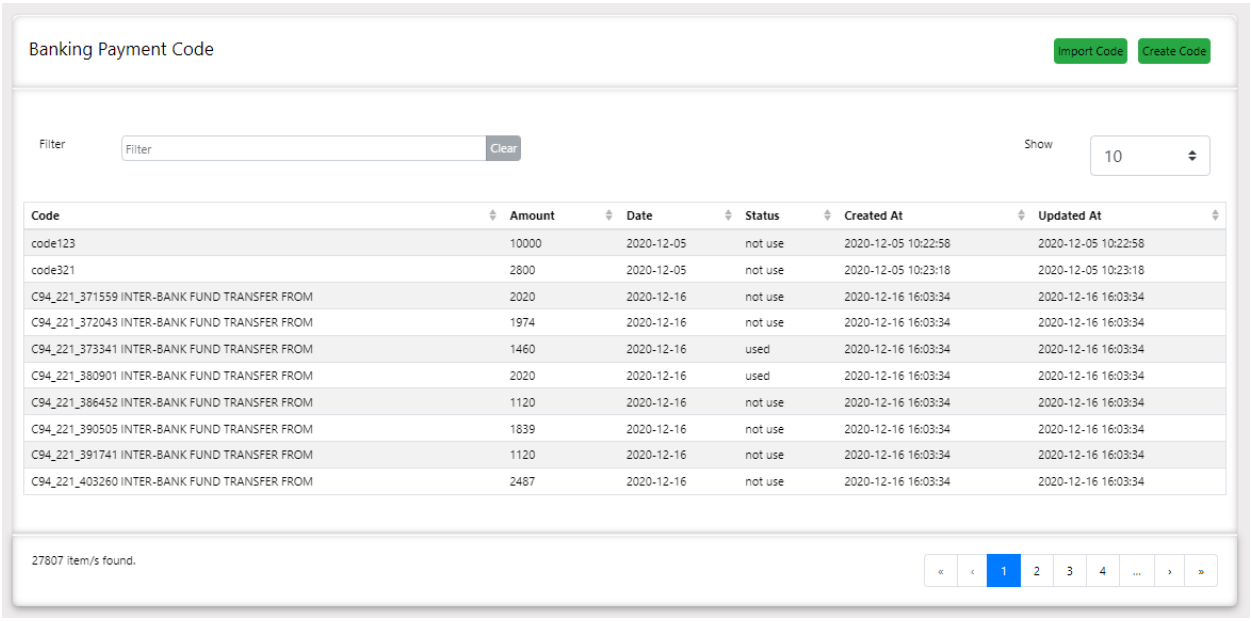
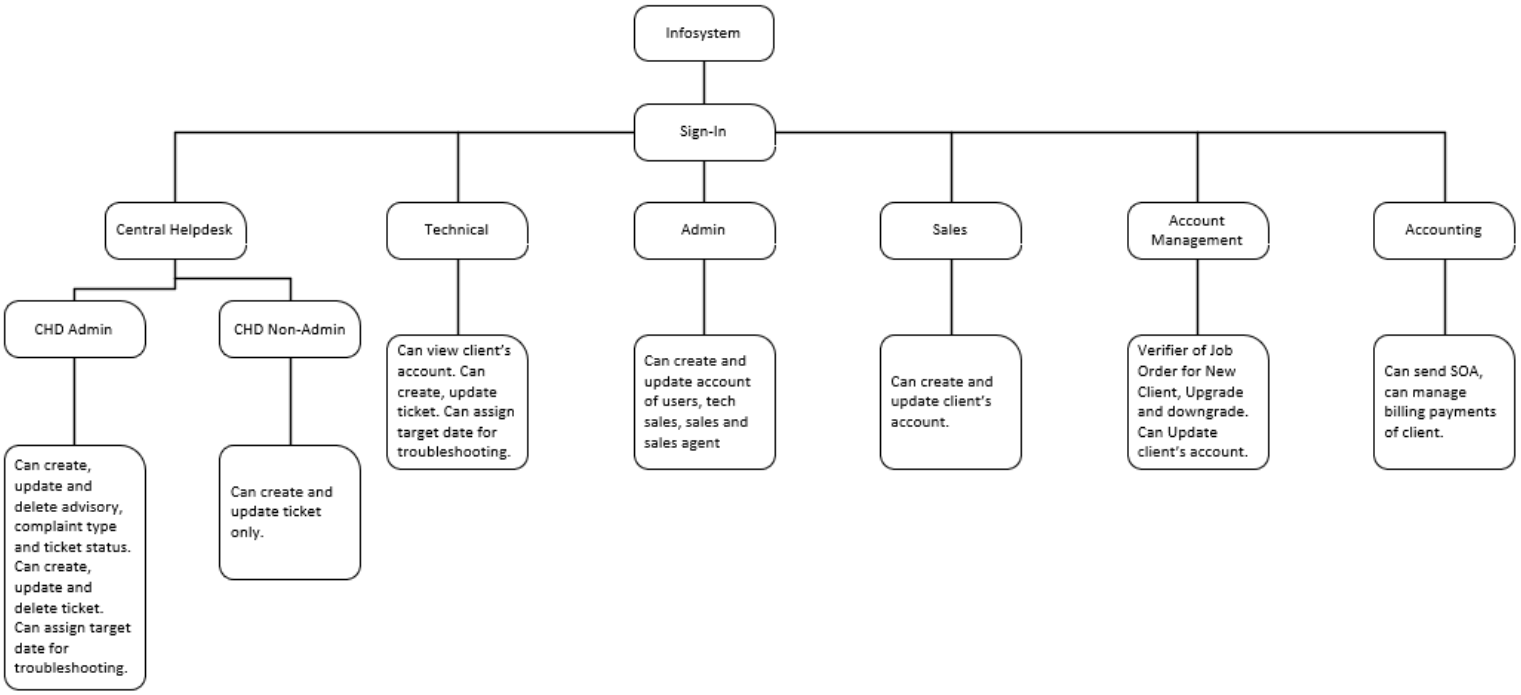


Fig. Banking Payment Code

J. SYSTEM FLOW OF INFOSYSTEM