



e-con Systems India Pvt. Ltd

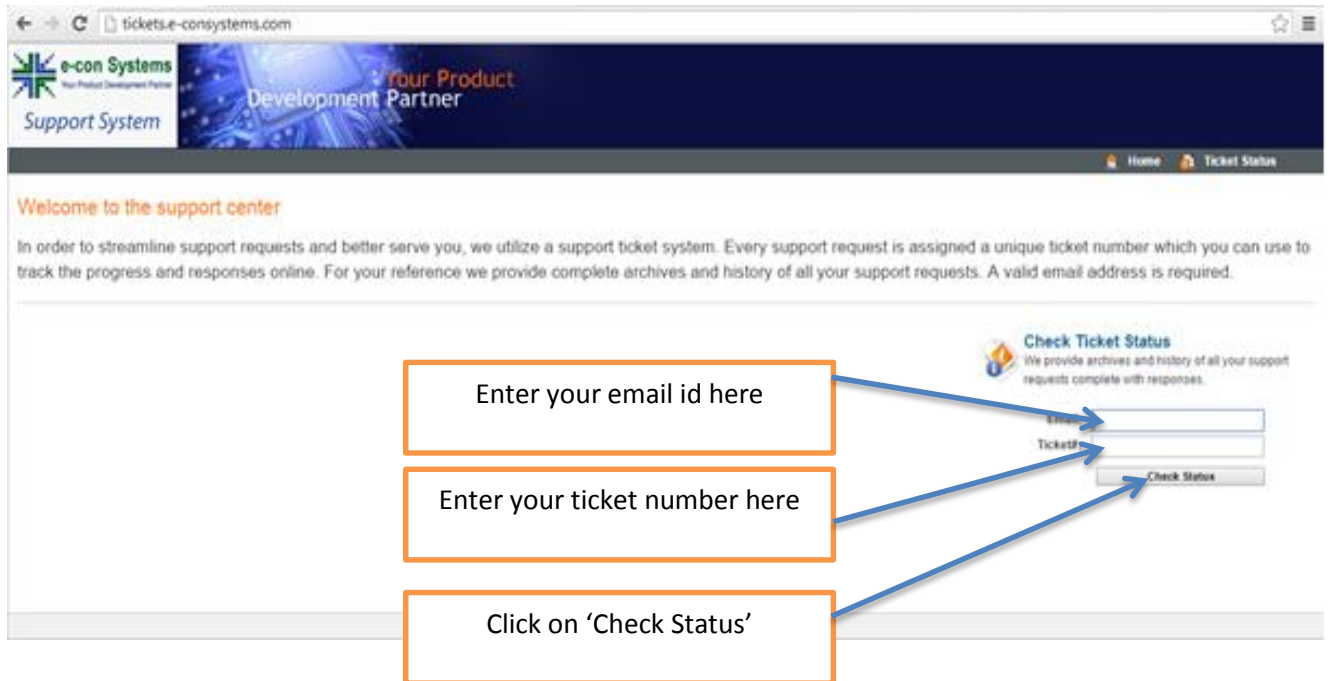
RISHABH INFO PARK,
RR Tower – IV, 7th Floor,
Super A-16 & A-17, Thiru-Vi-Ka Industrial Estate,
Guindy, Chennai - 600 032,
Tamil Nadu, India
www.e-consystems.com

STANDARD OPERATING PROCEDURE TO ACCESS TICKETS



On the browser, please type tickets.e-consystems.com.

You will be asked to enter the log in credentials.



The screenshot shows the website interface for 'e-con Systems Support System'. The page title is 'Welcome to the support center'. Below the header, there is a paragraph explaining the support ticket system. The main content area features a 'Check Ticket Status' section with a sub-header 'Check Ticket Status' and a description: 'We provide archives and history of all your support requests complete with responses.' There are two input fields: 'Email' and 'Ticket#', and a 'Check Status' button. Three orange-bordered boxes with blue arrows point to these elements: 'Enter your email id here' points to the 'Email' field, 'Enter your ticket number here' points to the 'Ticket#' field, and 'Click on 'Check Status'' points to the 'Check Status' button.

The ticket number you entered will be displayed.



Support System

Home New Ticket My Tickets Log Out

Ticket #1420

Ticket Status: open Name: Sudha A
Department: Support Email: sudha.a@e-consystems.com
Create Date: 10/30/2014 2:52 pm Phone:

Subject: Test ticket

Ticket Thread

Thu, Oct 30 2014 2:52pm
Ticket created by staff

Thu, Oct 30 2014 2:52pm - Sudha Avataram
This is a test ticket. To create a procedure document.

Enter Message *

Attach File
Choose File No file chosen

Post Reply Reset Cancel

Click here to view your all your tickets

Support System

Home New Ticket My Tickets Log Out

Showing 1 - 3 of 3 All Tickets

View Open View Closed Refresh

Ticket #	Create Date	Status	Subject	Department	Email
1467	12/09/2014	Closed	Test ticket	Support	sudhaknrajesh@yahoo.com
1464	12/03/2014	Closed	Test Ticket	Support	sudhaknrajesh@yahoo.com
1457	11/26/2014	Closed	Test	Support	sudhaknrajesh@yahoo.com

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Click on the ticket number you wish to track



The screenshot shows the 'Support System' interface for 'e-con Systems'. At the top, it says 'Your Product Development Partner'. The main content area displays 'Ticket #1457' with a status of 'closed'. Ticket details include: Department: Support, Create Date: 11/26/2014 1:28 pm, Name: Sudha, Email: sudhahnrajesh@yahoo.com, and Subject: Test. A 'Ticket Thread' section shows three messages: 'Ticket created by staff', 'To test whether the mail is sent', and 'Closing - Test ticket'. Below the thread, a message box is titled 'Ticket will be reopened on message post' with the prompt 'Enter Message *'. An arrow points from a text box '1. Enter your queries /comments here' to this message box. Below the message box is an 'Attach File' section with a 'Choose File' button and 'No file chosen' text. At the bottom of the message box area are three buttons: 'Post Reply', 'Reset', and 'Cancel'. An arrow points from a text box '2. Click here' to the 'Post Reply' button.

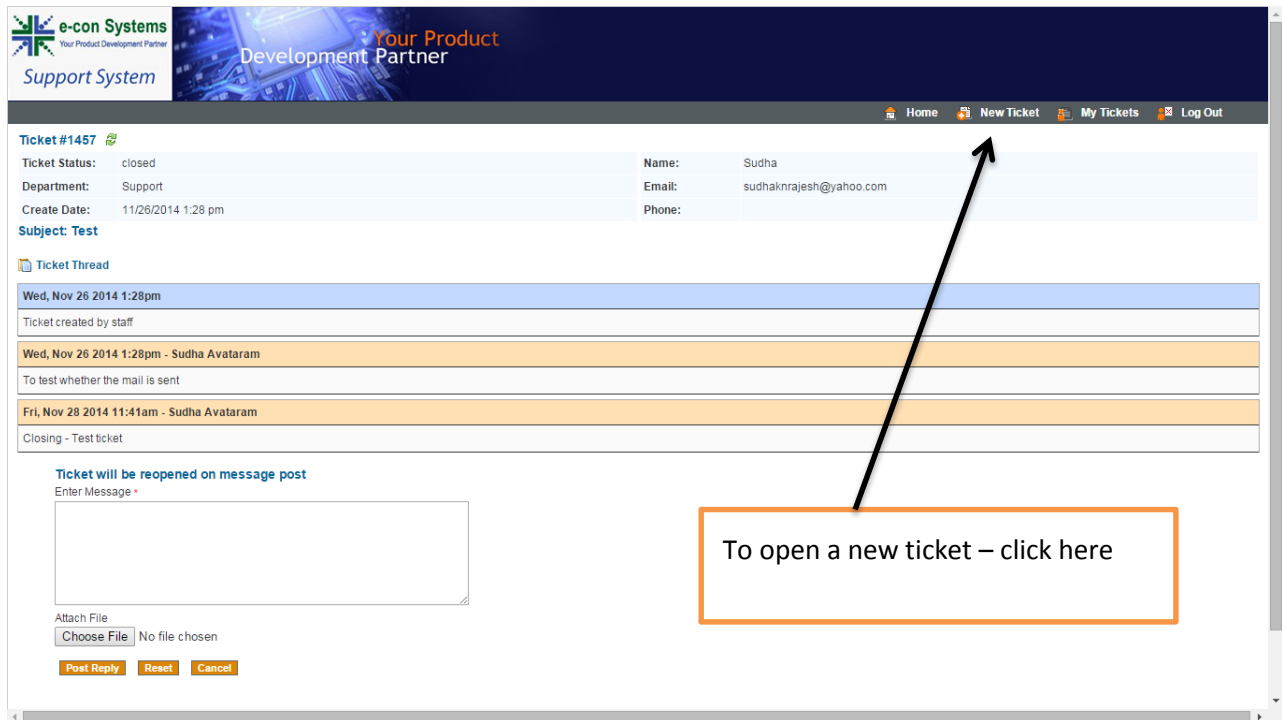
If you want to post queries related to the same product and your previous ticket is closed – log in to ticket system, access your closed ticket and do as the screen below shows -

This screenshot is identical to the one above, showing the 'Support System' interface for 'e-con Systems' with ticket #1457. The 'Ticket Thread' and 'Ticket will be reopened on message post' section are visible. An arrow points from a text box 'To reopen a closed ticket, just enter the message and click on post reply' to the 'Post Reply' button.



If you want to upload more than one file to the ticket system – please zip it and attach it to your query in the ticket.

If you want to create a new ticket



The screenshot displays the 'e-con Systems Support System' interface. At the top, there is a navigation bar with 'Home', 'New Ticket', 'My Tickets', and 'Log Out' links. The main content area shows 'Ticket #1457' with a status of 'closed'. The ticket details include: Department: Support, Name: Sudha, Email: sudhaknrajesh@yahoo.com, Create Date: 11/26/2014 1:28 pm, and Subject: Test. Below the details is a 'Ticket Thread' section with three messages: 'Ticket created by staff' (Wed, Nov 26 2014 1:28pm), 'To test whether the mail is sent' (Wed, Nov 26 2014 1:28pm - Sudha Avataram), and 'Closing - Test ticket' (Fri, Nov 28 2014 11:41am - Sudha Avataram). At the bottom, there is a 'Ticket will be reopened on message post' section with a text input field, an 'Attach File' section with a 'Choose File' button, and 'Post Reply', 'Reset', and 'Cancel' buttons. A black arrow points from a text box to the 'New Ticket' button in the navigation bar.

To open a new ticket – click here



It was a pleasure serving you

Your happiness is our happiness

