

# MOCAAD SUPPORT DESK

## User Manual & System Workflow Guideline

A Comprehensive Guide to Requesting Support and Ticket Lifecycle Processes

### What this Guide Covers:

- First Visit & Getting Started: Accessing the system and signing in.
- Who Supports Me: The relationship between Users, Departments, and Teams.
- How I Get Support: Ticket creation, AI chatbot guidance, and communication.
- System Workflows: Lifecycle stages of a support request (OPEN to CLOSED).
- SLA Policies: Response and resolution timelines based on priority.

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## 1. First Visit & Getting Started

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Welcome to the MOCAAD Support Desk. This platform is designed to streamline IT support requests, department tickets, and general corporate inquiries across our organization.

### System URL Access & Authentication

To access the support environment, open your browser and navigate to the application URL:

<http://localhost:3000>

Use your corporate credentials to sign in. Enter your email address and your password on the login screen to gain access to the system dashboard.

### Developer Quick-Login Access

For testing and development purposes, the login page features "Developer Quick-Login Access" badges. Clicking any of these badges will bypass manual entry and automatically sign you in as that specific user role (e.g. Super Admin, IT Director, Support Agent, Manager, or Employee) to experience the workspace tailored to their permissions.

## 2. Who Supports Me & How I Get Support

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### Who Supports Me?

Our support desk is structured around your organizational Department (e.g., HR, Finance, IT, Operations). Here is how the support hierarchy works to assist you:

**Your Department:** Every user belongs to a specific department. When you open a ticket, it is associated with your department context.

**Support Teams:** Cross-functional groups of IT and support personnel are mapped to each department. When a ticket is created, the system auto-assigns it to the designated Support Team matching your department.

**Assigned Agent:** Individual members of the support team (Support Agents) will claim or be assigned your ticket. They will be your primary point of contact for troubleshooting and resolution.

### How Do I Get Support?

The system provides multiple channels and tools to log requests and collaborate on resolutions:

#### 1. Create a Support Ticket

Go to the "Support Tickets" page and click "Create Ticket". Fill in the title, description, and select the category. You can attach relevant screenshots, logs, or diagnostic files (images, PDFs) directly to the ticket to give agents context.

#### 2. Leverage AI Chatbot Helper

Navigate to "AI Support Chatbot" from the sidebar. You can chat with our AI assistant for immediate self-service troubleshooting. The AI can provide solutions instantly or assist in drafting a detailed ticket if further human support is needed.

#### 3. Ticket Comments & Collaboration

Once a ticket is open, you can communicate directly with your assigned agent. Add public comments to share details. Support agents can also use internal comments to collaborate with other experts behind the scenes.

#### 4. Real-time Notifications

Stay updated automatically. The system sends instant notifications (displayed in the top-right bell menu and via email logs) whenever an agent takes your ticket, updates its status, or posts a new comment.

# 3. Ticketing Lifecycle & Processes Followed

## The Ticket Lifecycle (Status Transitions)

Every ticket goes through a standardized workflow process from creation to final closing. The system logs all transitions in the ticket history log for auditing purposes:

- OPEN** The ticket has been successfully submitted and is queued for team assignment.
- IN PROGRESS** A support agent is actively working on the issue and investigating solutions.
- PENDING** The ticket is temporarily paused awaiting additional user inputs, files, or vendor feedback.
- RESOLVED** The solution has been applied, and the issue is fixed. The user is notified to verify.
- CLOSED** The user has verified the solution, or the ticket has been finalized. It is now archived and locked.
- ESCALATED** The ticket has bypassed standard routing due to SLA breach or extreme technical complexity.

## SLA Response & Resolution Policy

To guarantee high service standards, the MOCAAD Support Desk enforces an SLA (Service Level Agreement) policy. The system automatically calculates the SLA Deadline from the moment a ticket is created based on the priority level:

Priority Level	SLA Deadline	Description / Trigger Criteria
<b>CRITICAL</b>	<b>4 Hours</b>	Total outage of a vital business system, affecting entire departments.
<b>HIGH</b>	<b>12 Hours</b>	Major degradation of service, affecting multiple users with no workaround.
<b>MEDIUM</b>	<b>24 Hours</b>	Standard business requests, individual software issues or minor bugs.
<b>LOW</b>	<b>48 Hours</b>	General questions, request for documentation, or non-urgent queries.

### IMPORTANT SLA BREACH PROTOCOL:

If a ticket exceeds its SLA deadline without reaching RESOLVED status, the system triggers an automatic escalation. Notifications are dispatched to the IT Director and Super Admins, and the ticket is prioritized in the queue.





