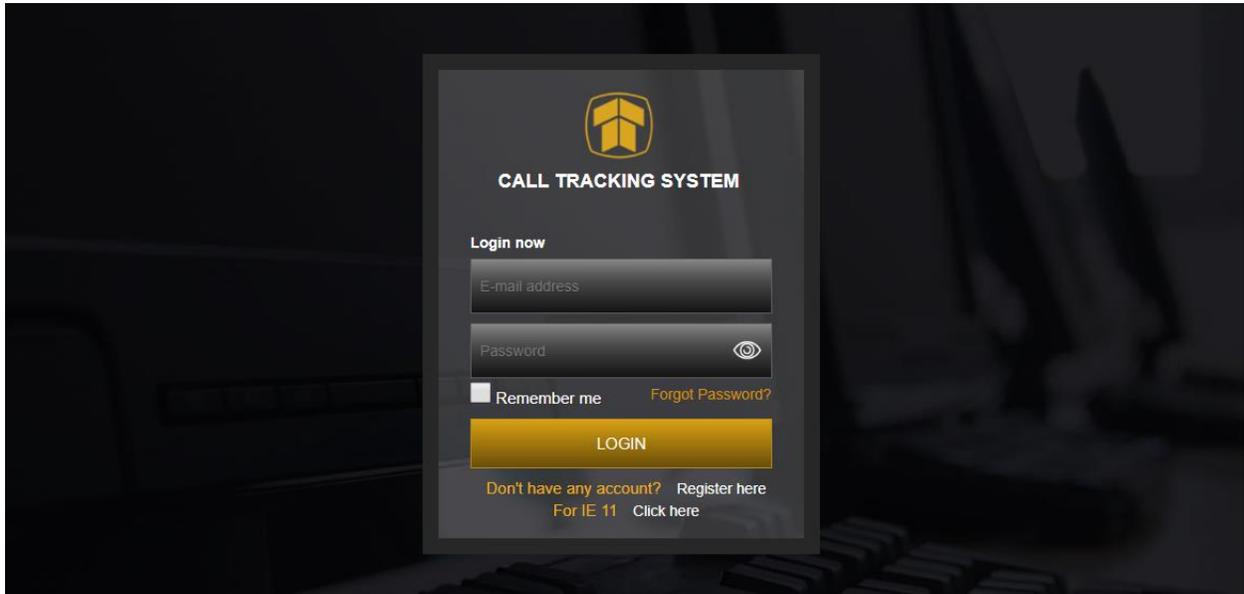


**Thakral Information Systems Pvt. Ltd.
Dhaka, Bangladesh**

Customer User Manual for Manage e-Call Tracking System

01. Login URL: <https://cts.thakral.com.bd>



- Enter your login credential for access this application.

02. User Registration (If customer is new then he/she can personally submit user request for login this Call Tracking System)



03. Welcome Dashboard

04. Create Call Log: Dashboard → Call Management → ‘Log a new call’

1. Brand Name: Select the ‘Product Brand’ name. [Mandatory]

2. Product Serial No: Type your ‘Product Serial’ for support log. [Mandatory]

After enter your product serial few product related data has been load automatically. [E.g. Warranty Status, Product category, series, model, product details, machine type.]

3. Branch Name: Select your service ‘Branch Name’. [Mandatory]

After select the Branch Name few field is filled automatically. E.g. Branch Unit, Address, Contact Person, Contact No. [If you want to add any ‘Branch Name’. Please share your ‘Branch list’ with our contact person. Branch location field is writable so customer can change this location address and please note in Customer message for adding this branch.]

4. Support Division: Select your ‘Support Division’. [Mandatory]

5. Support District: Select your ‘Support District’. [Mandatory]

6. System Status: Select your ‘System Status’. [Mandatory] [E.g. Running/Down/Hanging]

7. Problem Reported: Select your symptom from ‘Problem Reported’ list. [Mandatory]

8. Problem Description: Type your product issues with details. [Optional]

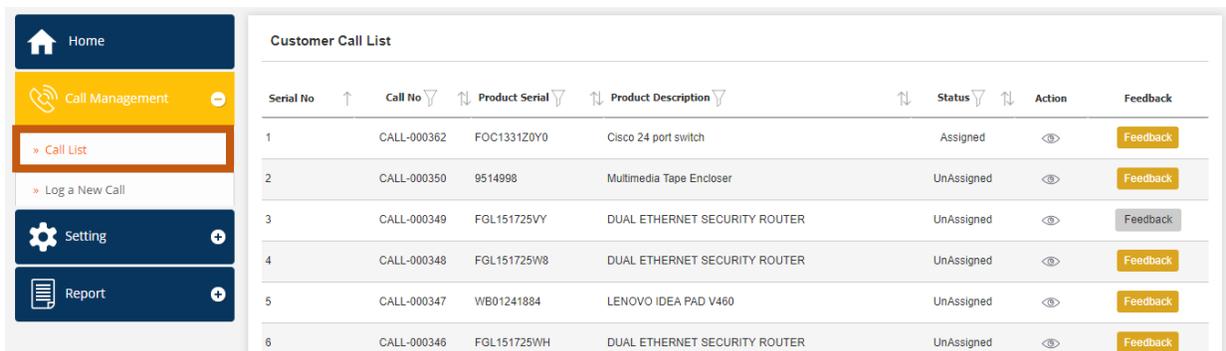
9. Customer Message: Type your message or any other contact person name. [Optional]

10. Attach image: Attach your problem related images.

11. Feedback Message: Customer, Manager & Help Desk get message after call submit.

[For Testing period it’s not working]

05. Call List: Dashboard → Call Management → Call List



Serial No	Call No	Product Serial	Product Description	Status	Action	Feedback
1	CALL-000362	FOC1331Z0Y0	Cisco 24 port switch	Assigned		Feedback
2	CALL-000350	9514998	Multimedia Tape Encloser	UnAssigned		Feedback
3	CALL-000349	FGL151725VY	DUAL ETHERNET SECURITY ROUTER	UnAssigned		Feedback
4	CALL-000348	FGL151725W8	DUAL ETHERNET SECURITY ROUTER	UnAssigned		Feedback
5	CALL-000347	WB01241884	LENOVO IDEA PAD V460	UnAssigned		Feedback
6	CALL-000346	FGL151725WH	DUAL ETHERNET SECURITY ROUTER	UnAssigned		Feedback

- From existing this page customer get all the call list with identification no, product serial, call status etc.

Status	Action	Feedback
Close		Feedback
UnAssigned		Feedback
UnAssigned		Feedback
UnAssigned		Feedback

After click on this 'symbol' open a pop-up and displayed call related information.

When customer provided his/her feedback then 'Feedback' activity shown disable.

After engineer activity submission customer can provided his/her feedback by this action.

06. Customer Feedback: Dashboard → Call Management → Call List

Status	Action	Feedback
Close		Feedback
UnAssigned		Feedback

After click on this 'symbol' open a pop-up and displayed 'Feedback' page.

Feedback

Call No: Product Description:

Problem Description: Call Status:

Feedback Status:* Satisfaction Level:*

Do you want to Close The Call? * Yes No

Remarks:*

- After support when engineer submit his/her support activity with details. Then 'Feedback' button is active for Customer comments.
- After customer comments 'Help Desk' close to this call and confirm from Customer.

07. Call ID Search by ID, Product Serial

Customer Call List

Serial No	Call No	Product Serial	Product Description
1	CALL-000362	FOC1331Z0Y0	Cisco 24 port switch
2			multimedia Tape Encloser
3			AL ETHERNET SECURITY ROUTER
4			AL ETHERNET SECURITY ROUTER

After click this icon search icon open a list page. Then type your searching id.

08. Update Information

Home → Setting → Change Password

Update Profile

Name:*	Customer
User Type:*	Customer
Company Name:*	Brac Bank Limited
Mobile No:*	01666666666
Email Id:*	customer@gmail.com
Address:*	Dhaka
Other Contact No:*	9874

Submit

- Existing this page 'Address' and 'Other Contact No' are editable field.

09. Change Password

Home → Setting → Change Password

Change Password

Change Password:

Confirm Password:*

10. Call Report

Home → Report → Call Report Details

Welcome Customer

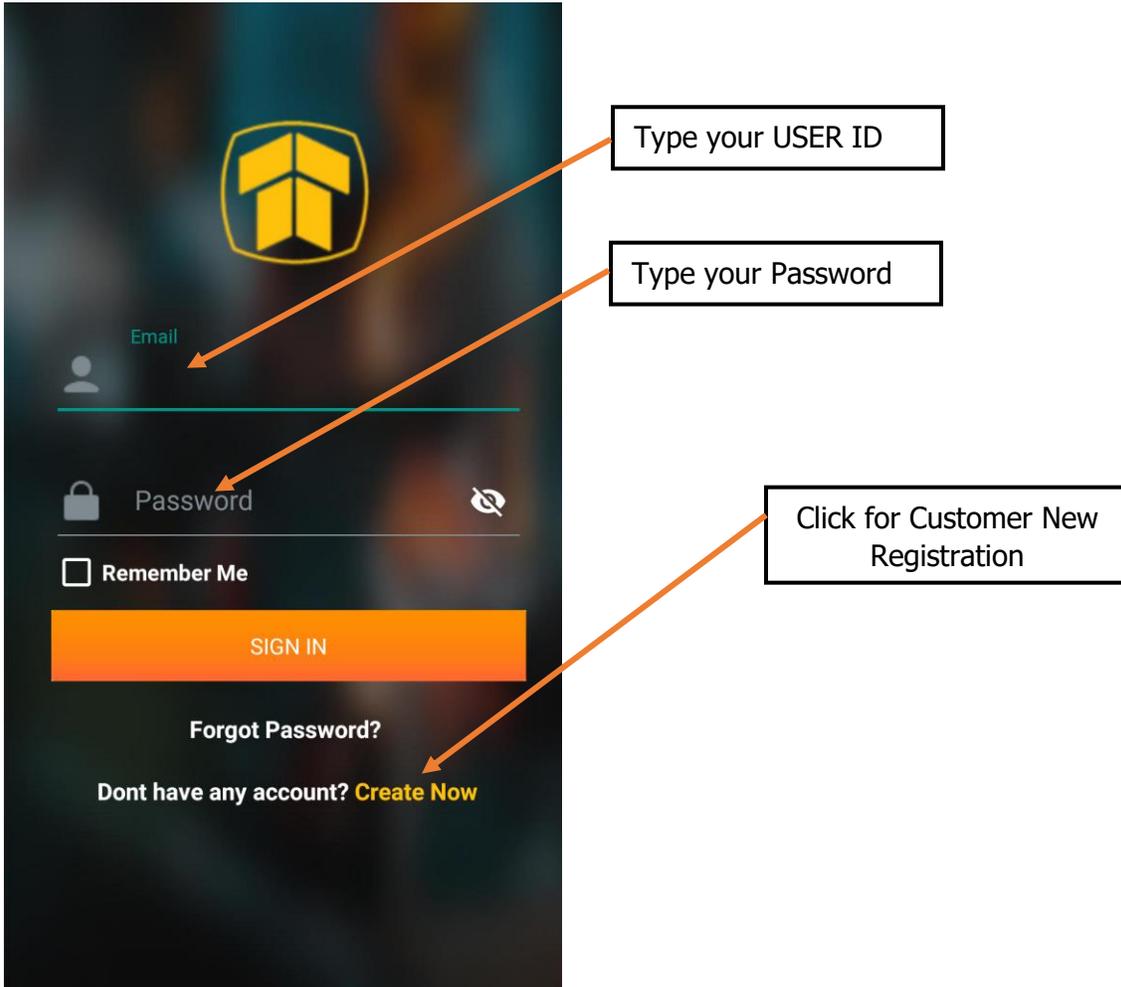
- Home
- Call Management
- Setting
- Report**
 - » Call Report Details
 - » Call Report With Product Details
 - » Branch and Zone Wise Call Info
 - » Branch Wise Support Details

Call Report Details

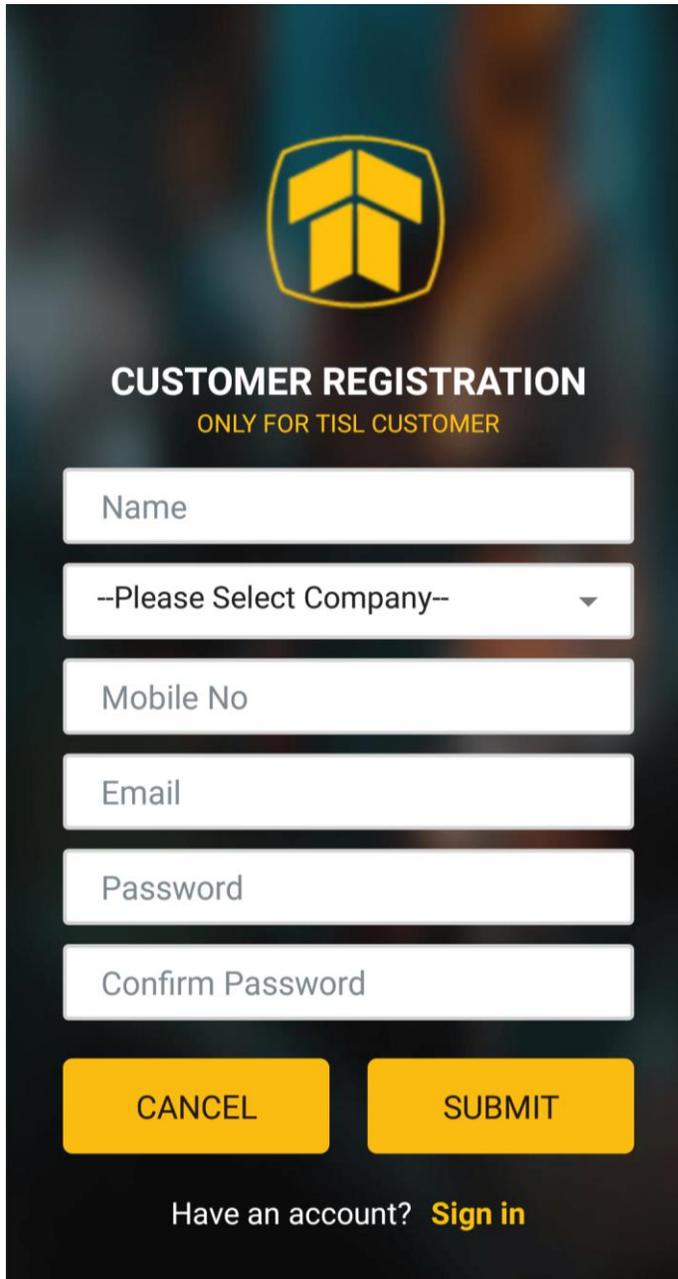
<input type="text" value="dd----yyyy"/>	<input type="text" value="dd----yyyy"/>	--Select Division Name--
--Select District Name --	--Select Brand Name--	----Select Call Status ----
----Select Service Type ----	--Select Cus Branch Name--	--Select Cus Unit Name--

Mobile Application

01.Login Screen



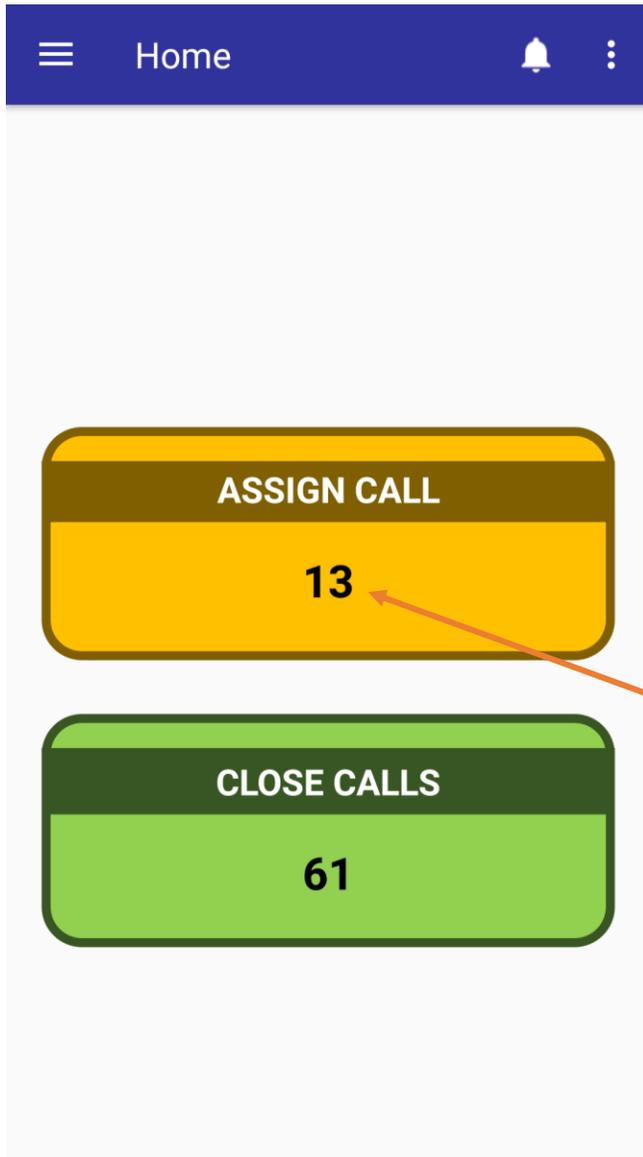
02. Customer Registration (If customer is new then he/she can personally submit user request for login this Call Tracking System)



The image shows a mobile application interface for customer registration. At the top, there is a yellow logo consisting of three stylized shapes forming a shield-like emblem. Below the logo, the text "CUSTOMER REGISTRATION" is displayed in white, with "ONLY FOR TISL CUSTOMER" in yellow underneath. The form consists of several input fields: "Name", a dropdown menu with "--Please Select Company--", "Mobile No", "Email", "Password", and "Confirm Password". At the bottom, there are two yellow buttons labeled "CANCEL" and "SUBMIT". Below the buttons, the text "Have an account? [Sign in](#)" is visible.

Fill up this page with your company information.
After submit user request, Admin check and approved your account.

03. Dashboard Screen

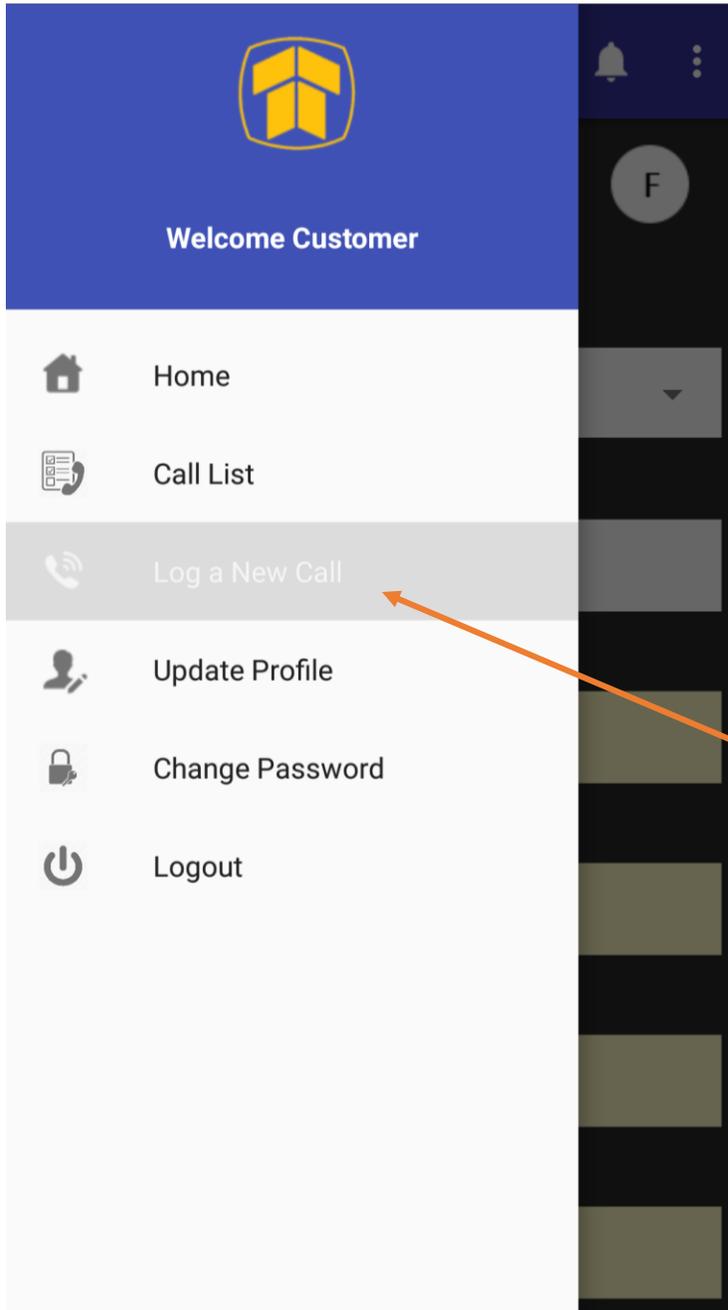


This list is your Call up-to-date Status.

How many Calls are Assigned and Closed?

After click this link you can see the details of Call List.

04. Side Menu



There are a Side Menu →
Click to '**Log a New Call**'
for Create a Support
Ticket.

05.Customer Call Log → Page No - 01

The screenshot shows a mobile application interface titled "Call Register". At the top, there is a blue header with a menu icon, the title "Call Register", a notification bell icon, and a vertical ellipsis icon. Below the header are four circular buttons labeled "1", "2", "3", and "F". The main form area has a black background with white text and input fields. The fields are: "Brand Name :" with a dropdown menu showing "--Please Select Brand--"; "Serial No :" with a text input field containing a vertical bar; "Service Type :" with a yellow text input field; "Start Date :" with a yellow date input field; "End Date :" with a yellow date input field; and "Product Description :" with a yellow text input field. At the bottom, there are two yellow buttons labeled "CANCEL" and "NEXT".

Annotations with arrows pointing to the form fields:

- "Select your 'Product Brand'" points to the "Brand Name" dropdown.
- "Type your 'Product Serial'" points to the "Serial No" text input.
- "This all field are automatically filled up by Product Serial Enter." points to the "Service Type", "Start Date", "End Date", and "Product Description" fields.

06. Customer Call Log → Page No – 02

Brand Name :
LENOVO

Product Category :
DESKTOP

Product Series :
ThinkCentre

Product Model :
M71e

Machine Type :
3156AB4

Customer Name :

DETAILS SAVED, Going to next Page!!!

PREVIOUS NEXT

This all field are automatically filled up by Product Serial Enter.

07. Customer Call Log → Page No – 03

The screenshot shows a mobile application interface titled "Call Register". At the top, there is a blue header with a menu icon, the title "Call Register", a notification bell, and a three-dot menu. Below the header are four circular buttons labeled "1", "2", "3", and "F". The main form area contains several fields:

- Branch :** A dropdown menu with the text "--Please Select Branch--". An annotation points to this field: "Select your 'Support Branch Name'".
- Unit :** A yellow text input field. An annotation points to this field: "This field are automatically filled by 'Branch' Selection."
- Branch Address :** A yellow text input field. An annotation points to this field: "This field are automatically filled by 'Branch' Selection."
- Support Zone Division :** A dropdown menu. An annotation points to this field: "Select your 'Support Zone Division'. [E.g. for inside of Dhaka Support Division will be 'Dhaka City']".
- Support Zone Dist :** A dropdown menu. An annotation points to this field: "Select your 'Support District'".
- Contact Person :** A white text input field. An annotation points to this field: "This field are automatically filled by 'Branch' Selection."

At the bottom of the form are two yellow buttons labeled "PREVIOUS" and "NEXT".

08. Customer Call Log → Page No – 04

The screenshot shows a mobile application interface titled "Call Register". At the top, there is a blue header with a menu icon, the title "Call Register", a notification bell icon, and a vertical ellipsis icon. Below the header, there are four circular buttons labeled "1", "2", "3", and "F". The main form area is dark-themed and contains several input fields and buttons:

- Problem Reported :** A dropdown menu currently showing "OS Problem". An annotation points to this field with the text: "Select your 'Problem Symptom'".
- System Status :** A dropdown menu currently showing "System Hanging". An annotation points to this field with the text: "Select your 'System Status'. [E.g. System are down or running.]".
- Problem Description :** A large text input field. An annotation points to it with the text: "Type your problem details."
- Customer Message :** Another large text input field. An annotation points to it with the text: "Type Customer Message. This field is optional."
- BROWSE FILE** button, followed by radio buttons for **Email** and **Phone**. An annotation points to the "BROWSE FILE" button with the text: "You can attach any problem related photos for more details."
- At the bottom, there are two yellow buttons: **PREVIOUS** and **PREVIEW**. An annotation points to the "PREVIEW" button with the text: "Preview & Submit Button".

09. Side Menu → Call List

The screenshot displays the 'CallList' application interface. At the top, there is a dark blue header with a hamburger menu icon, the text 'CallList', a bell icon, and a vertical ellipsis icon. Below the header, the text 'ALL CALL LIST' is displayed. The main content area shows three call records, each in a white card with a light gray border. Each card contains the following information: Call No, Product SI No, System Status, Customer, and Call Status. Below the information are yellow buttons for 'VIEW', 'COMMENT', and 'FEEDBACK'. The first card has 'VIEW' and 'COMMENT' buttons. The second card has 'VIEW', 'COMMENT', and 'FEEDBACK' buttons. The third card has 'VIEW' and 'COMMENT' buttons. At the bottom of the screen, there is a dark blue bar with the text 'BACK'.

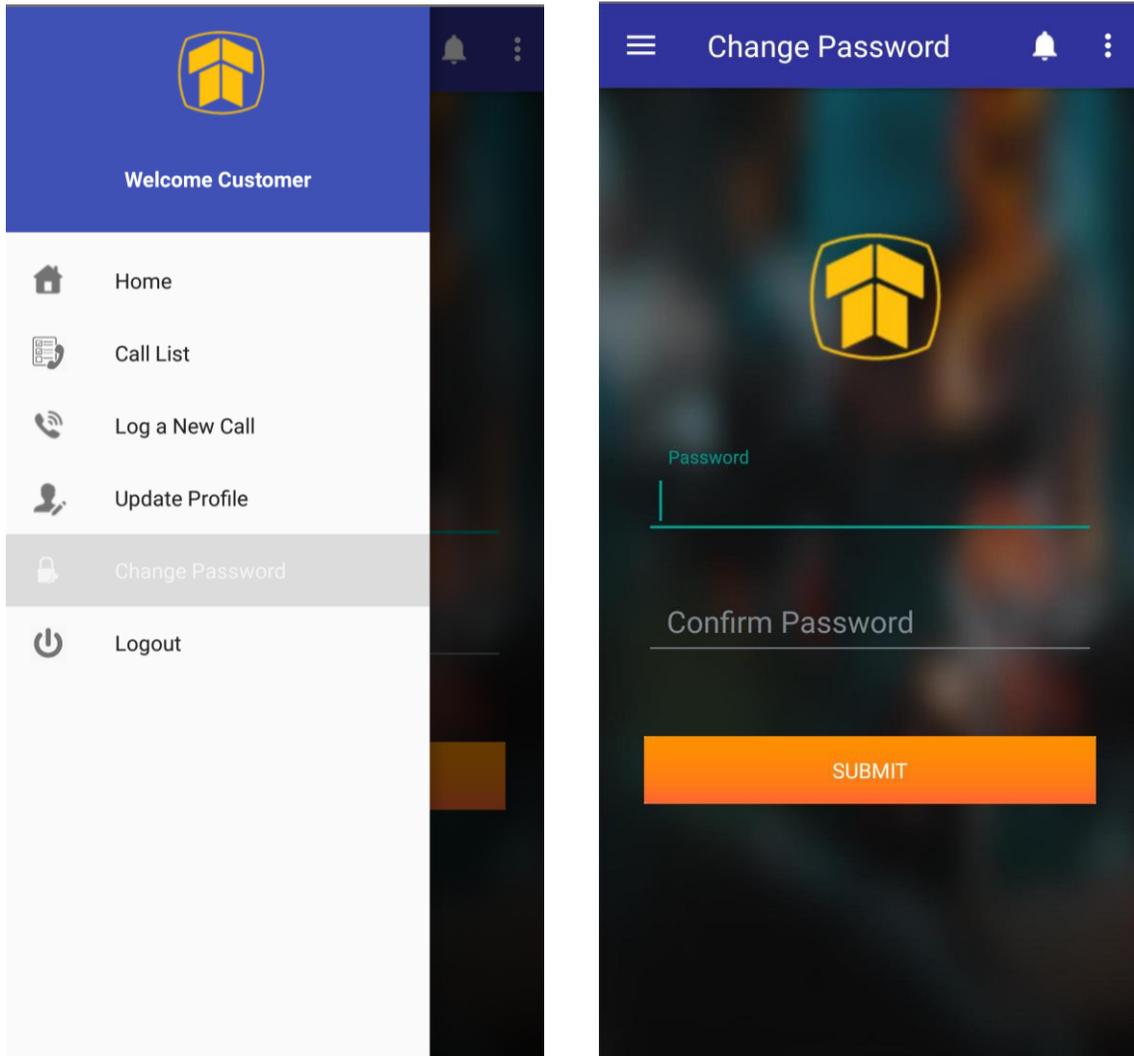
Call No	Product SI No	System Status	Customer	Call Status	Actions
CALL-000362	FOC1331Z0Y0	System Hanging	Brac Bank Limited	Close	VIEW, COMMENT
CALL-000350	9514998	System Running	Brac Bank Limited	UnAssigned	VIEW, COMMENT, FEEDBACK
CALL-000349	FGL151725VY	System Running	Brac Bank Limited	UnAssigned	VIEW, COMMENT

You can show call information after click this link.

By this Comment link you can show the all comments of Single Call.

When engineer resolved the customer problem then Customer can give his/her Feedback.

10. Side Menu → Change Password



- You can change your login password from this existing page.