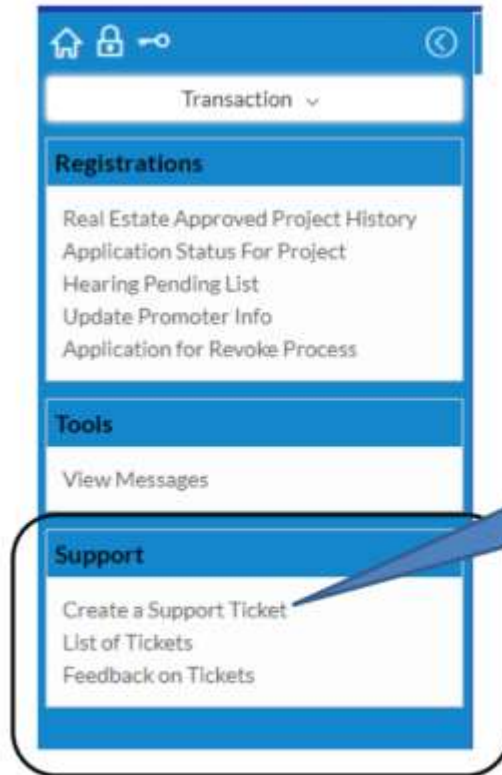


User Manual

Support Ticket Creation

Version : 1.0

Nov 2022



Click on "Create a Support Ticket" link to create a ticket to department

Support Ticket Creation Screen

West Bengal Real Estate Regulatory Authority
(WBRERA)

TRANSACTION

← Create a Support Ticket

Save

Basic Info

Ticket No Date

Subject* Select Listed Issue*

Details*

Contact Details

Name* Mobile No.* Email*

Support Ticket Creation Screen -2

West Bengal Real Estate Regulatory Authority (WBRERA)

Transaction

Save

« Create a Support Ticket

Save

▼ Contact Details

Name*

Mobile No.*

Email*

▼ Documents Upload

S.No	File Description	Upload File
	<input type="text"/>	<input type="text"/>

File Description

Upload File*

Allowed Type

pdf

Add

Save

List of Tickets

After submitting the ticket it will come into “List of Tickets”, the next menu of “Create a Support Ticket”. By default it will display all the Open issues. You can select “Status” on filter to show closed also

The screenshot shows the 'List of Tickets' interface. At the top, there are options for 'Filters' (5), 'Print', 'PDF', and 'Excel'. The total number of records is 3, and the page number is 1 of 1. Below this is a search filter section with fields for 'Ticket No.', 'Name', 'Mobile', 'Email', and 'Status'. The 'Status' dropdown is currently set to 'Open'. There are 'Search' and 'Clear' buttons. Below the search section is a table with the following data:

SL#	Ticket#	Date of Submission	Subject	Purpose	Name	Mobile	Email	Feedback	View	Status
1	REBA-SUP-00000001	22/11/2022	test 3	Agent rectification re-submission issue	[Redacted]	[Redacted]	[Redacted]	Reply	View Feedbacks	Open

Callouts in the image point to the 'Status' dropdown menu (labeled 'Select status to filter'), the 'View Feedbacks' link (labeled 'Click to view all feedbacks'), and the 'Reply' link (labeled 'Click to open reply window').

Reply Feedback

Clicking on “Reply” link it will open the below screen to provide any further feedback or reply on feedback etc.



The screenshot shows a web application window titled "Support Feedback". At the top, there are navigation options: "Filters (5)", "Print", "PDF", and "Excel". On the right side of the header, it displays "total no of records: 2" and "Page No.: 1 | of 1". Below the header, there is a "Save" button. The main content area is divided into two sections:

- Feedback Details:** This section contains a "Feedback*" text area and a "Set Status*" dropdown menu with "Open" selected.
- Upload Help Documents:** This section includes a "Browse File*" button, a "File Description" text input field, and a "File Type" dropdown menu with "pdf" selected.