



# Operational Guide

IT 2.0

---

## Support Desk Management

[for End Users (Departmental Employees)]



# INDEX

## Table of Contents

1	Introduction.....	5
2	User Login .....	6
3	Support Desk (For End Users) .....	9
3.1	Raise Tickets ( E U ).....	10
3.1.1	Warning messages and its reasons in file attachment process while raising ticket	13
3.2	Outward Tickets (EU).....	15
3.2.1	Closure Confirmation received .....	18
3.2.2	Submit Additional Information sought by Support Desk Support user .....	21
3.3	Report & Analytics .....	23
3.3.1	Ticket Search.....	24
3.3.2	Detailed Report – End User .....	26
3.4	FAQ's & Documented Solutions .....	28
4	Flow Chart.....	31



# ABBREVIATIONS

Sl. No.	Abbreviation	Description
1	Addl.	Additional
2	CEPT	Center for Excellence in Postal Technology
3	CO	Circle Office
4	DO	Divisional Office
5	EU	End User
6	FAQ	Frequently Asked Questions
7	HO	Head Post Office
8	ID	Identification
9	Info	Information
10	IT	Information Technology
11	JPEG / JPG	Joint Photographic Experts Group
12	KB	Kilobyte
13	L1	Level 1
14	L2	Level 2
15	L3	Level 3
16	L4	Level 4
17	L5	Level 5
18	L6	Level 6
19	OTP	One Time Password
20	PDF	Portable Document Format
21	PO	Post Office
22	RO	Regional Office
23	URL	Uniform Resource Locator
24	Viz.	Namely



**Operational Guide :**

Operational Guide Version 1.0 Dated 27.02.2025

Operational Guide Version 2.0 Dated 29.4.2025

CEPT Training Material - for Internal Use Only

**DISCLAIMER**

The operational procedure provided in this Operational Guide is just an illustration for the user for using the Online Establishment portal. If the reader has any doubt in the department ruling and guidelines, he/she should refer to the respective manuals and volumes only. This Operational Guide should not be cited as Rulings.



## 1 Introduction

This Operational Guide on Support Desk Management for End-users (i.e. Departmental Employees) enables the PO End Users to raise tickets for Functional & Technical issues faced by them in the various modules being used in the office.

After raising the ticket by the End user, there will be up to 6 different levels for providing the resolution to the End User. A typical 6 level escalation matrix can be like the one which is shown below.

SL NO	Support Desk Level	Office in charge
1	Level -1	Divisional Office
2	Level -2	Regional Office
3	Level -3	Circle Office
4	Level -4	CEPT L1 Support
5	Level -5	CEPT L2 Support
6	Level -6	CEPT L3 Support

Depending on the sub module selected at the time of raising ticket, Support Desk Support Levels are pre configured. For each sub module, Support Desk Support Level will be configured with minimum 3 levels and maximum up to 6 levels. Having all the 3 levels of CEPT Support is a must for 3 to 6 level configuration.

After the resolution is provided by Support Desk Support user to the ticket ID, End User need to confirm 'Closure Confirmation' within 48 hours of receipt of resolution remarks to close the ticket either by confirming resolution or re-route the ticket back to the Support Desk Support user who provided resolution. Else, the ticket will be closed automatically.

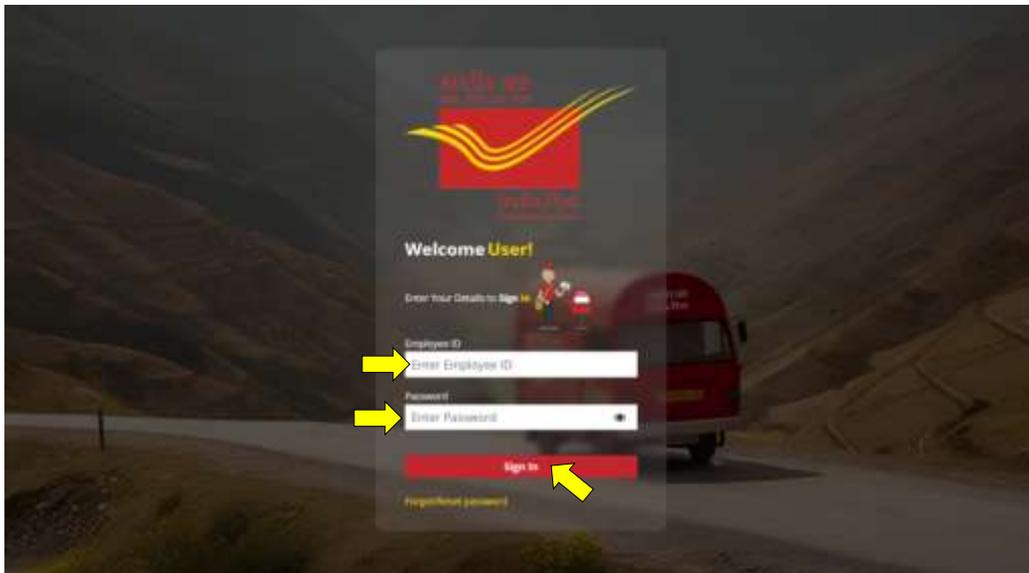
Support Desk Support user may seek additional information for better clarity of the issue description. In such case, End User need to furnish the additional information sought within 7 days. Else, the ticket will be closed automatically.



## 2 User Login

Production / Live URL: <https://prod.cept.gov.in/employeeportal>

Training URL: <https://training.cept.gov.in/employeeportal>

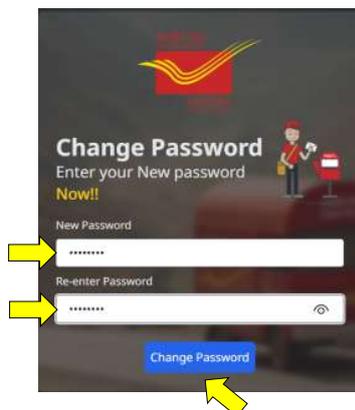


After entering URL in the address bar of any recommended web browser, login screen as shown above will appear.

### Enter Login Details:

- ➔ Login ID: Use your Employee ID.
- ➔ Default Password: Dop@1234

Enter login credentials and press “Enter” key in the key board or click on “Sign In” button.



**Note:** Upon login with default password, user may be prompted to change password. When prompted, user needs to change the password other than default password as per password policy and subsequently login with changed password.



**Welcome User!**

Enter Your Details to **Sign In**

Employee ID  
Enter Employee ID

Password  
Enter Password

**Sign In**

Forgot/Reset password

Then onwards user can reset password using password reset link available in the login page.

Mobile number updation is compulsory for resetting password

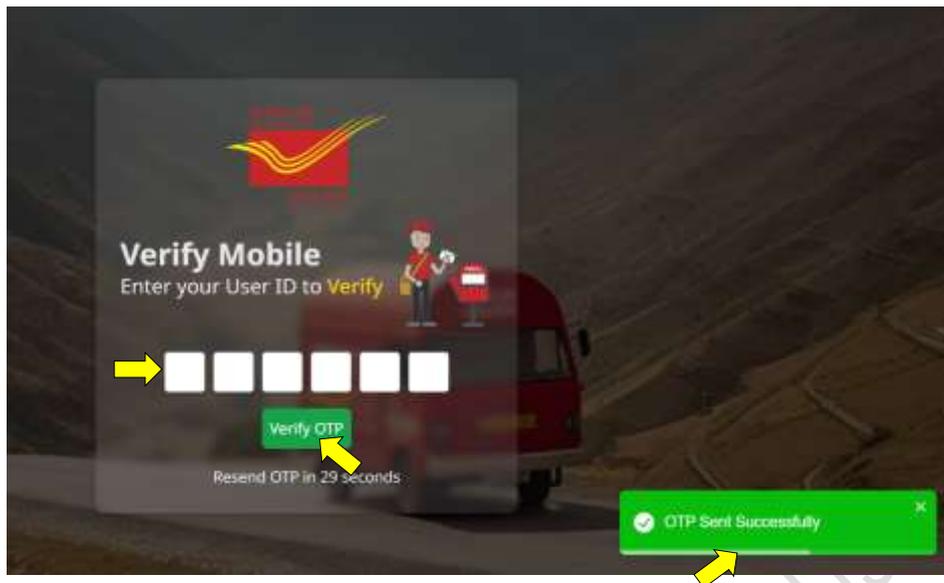
**Verify Mobile**

Enter your User ID to **Verify**

Employee ID/User Name

**Send OTP**

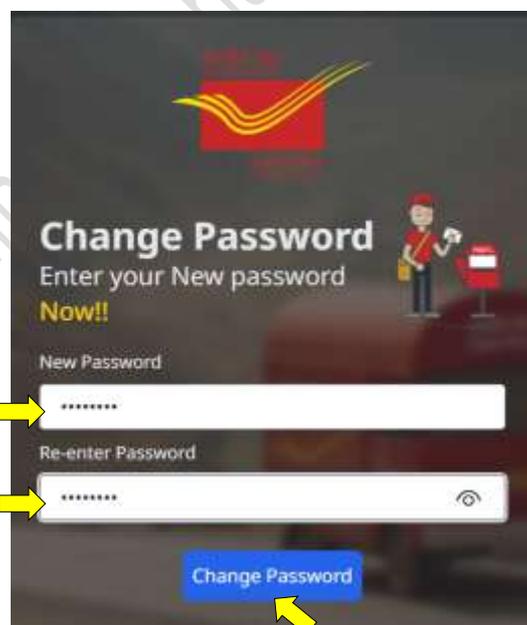
After clicking on “Forgot / Reset Password”, user will be prompted to enter Employee ID, after entering employee ID, click on “Send OTP” button.



After click on “Send OTP” button, OTP will be sent to the registered mobile number of the employee. User need to enter enter OTP and click on “Verify OTP”.



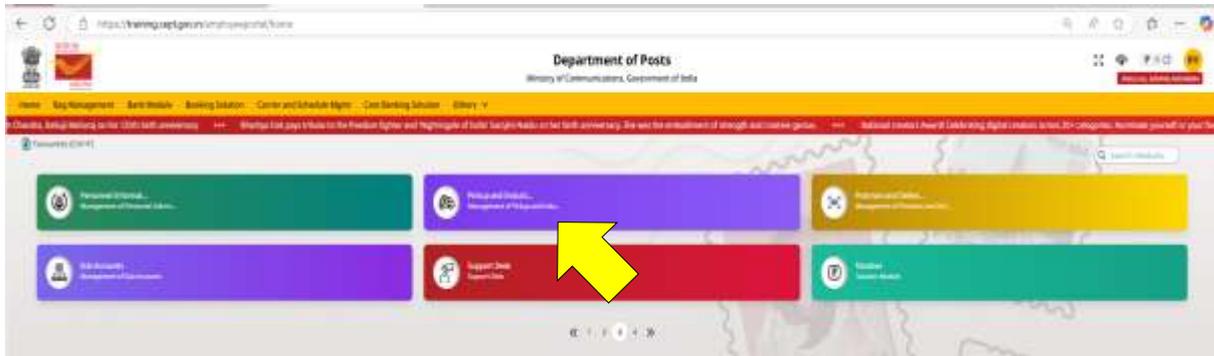
After the OTP is validated, a flash pop-up as shown will appear and user will be prompted to change / reset password.



User will be prompted to enter new password and re-enter new password. After entering them, click on “Change Password” button. A confirmation pop-up about change of password will appear on screen.



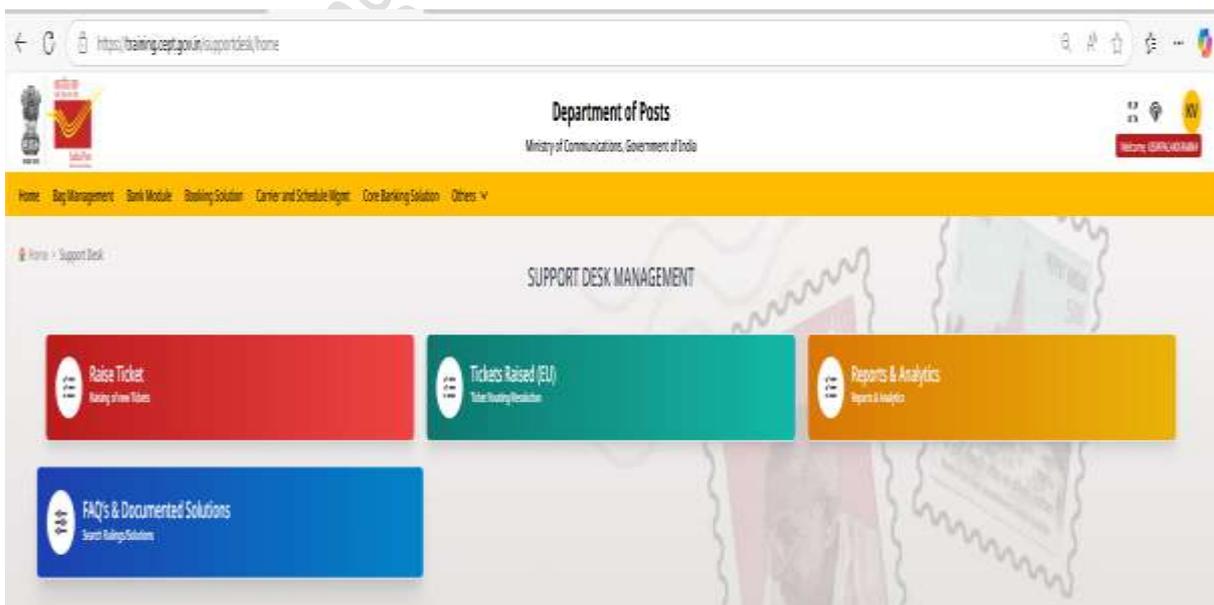
### 3 Support Desk (For End Users)



In Home page, locate “Support Desk” card and click on it. User can navigate and locate by clicking on page numbers or << or >> button available in the bottom of page.



Alternatively, user can type any key words of card title i.e. either Support or Desk in searcher field available. After typing key characters, only the cards having the key word entered in searcher field will be filtered and displayed. Then user can easily locate and click on “Support Desk” card.

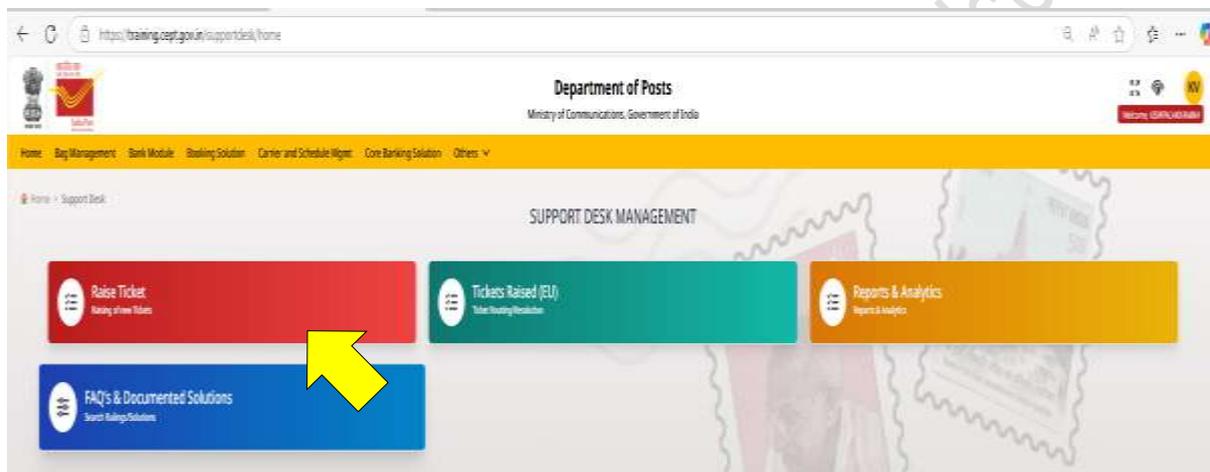




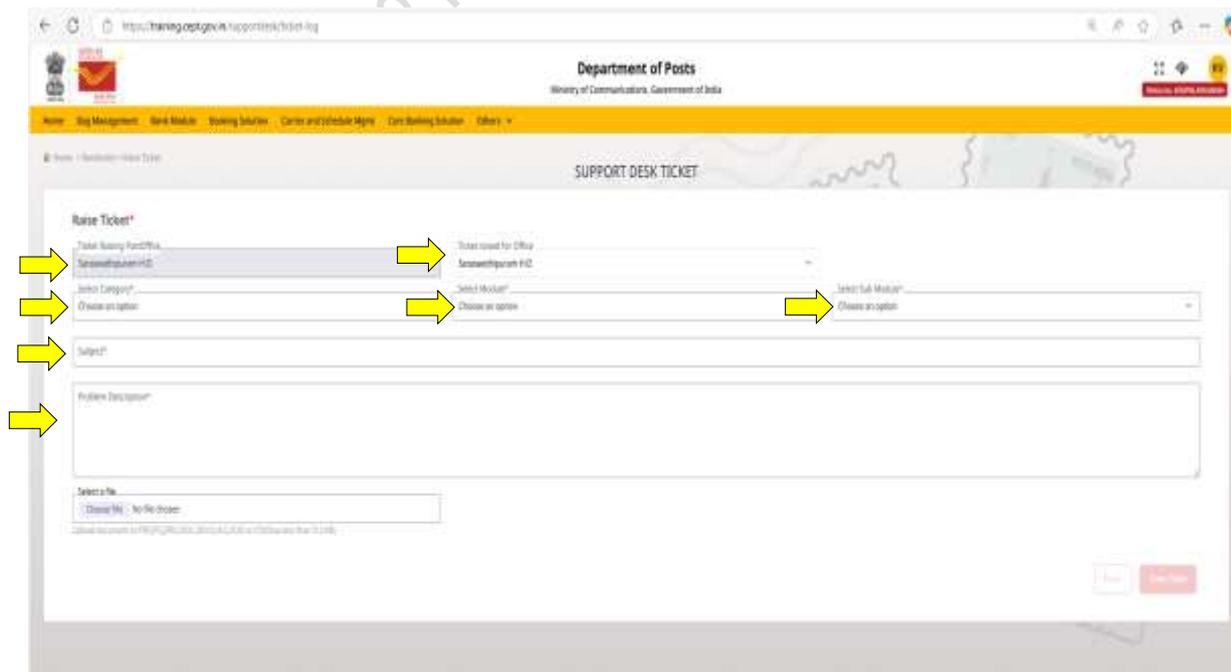
After clicking on “Support Desk” card, Support Desk Management page with 4 (four) sub cards will appear viz.,

- ➔ Raise Tickets (EU)
- ➔ Ticket Raised (EU)
- ➔ Reports & Analytics
- ➔ FAQs & Documented Solutions

### 3.1 Raise Tickets ( E U )



Click on “Raise Tickets ( EU )” sub card to raise ticket on issues being faced on various modules.





After clicking on “Raise Tickets ( EU )” sub card, support desk ticket screen will be displayed to raise the tickets

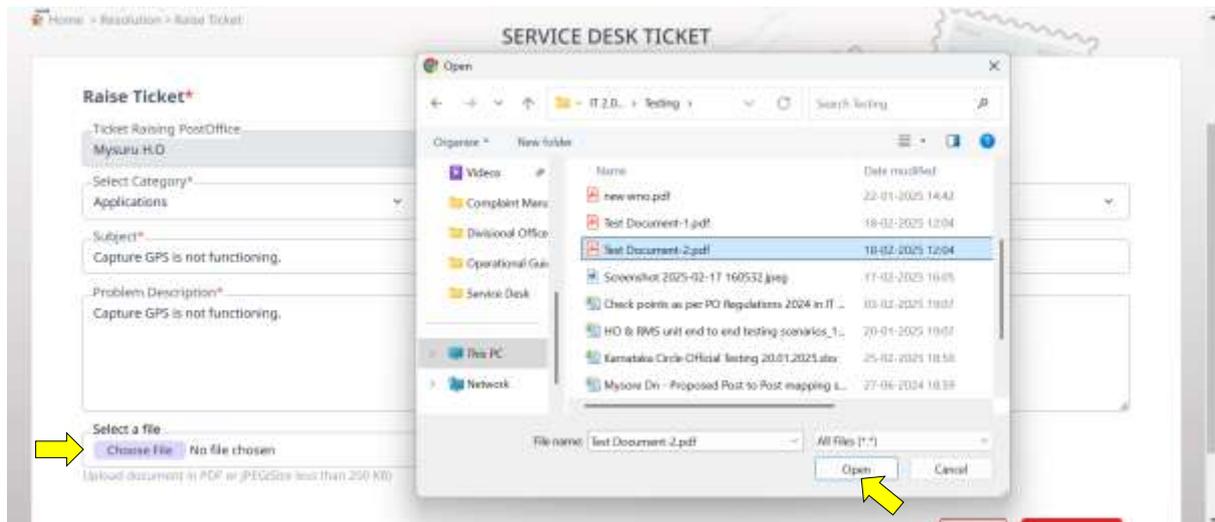
By default, ‘Ticket Raising Post Office’ and ‘Ticket raised for Office’ fields will be auto filled with the name of the office to which the logged in user is mapped. In ‘Ticket raised for Office’, name of the office can be selected through drop down list, If user wishes to raise a ticket on behalf of some other office.

**Note :-** If ticket is raised on behalf of some other office, details will be available in the login of user who raised the ticket and resolution and other event details will also be routed to the user who raised the ticket.

Selection of Category, Module and Sub Module are mandatory appropriate selection can be made using the drop down list in each of these fields.

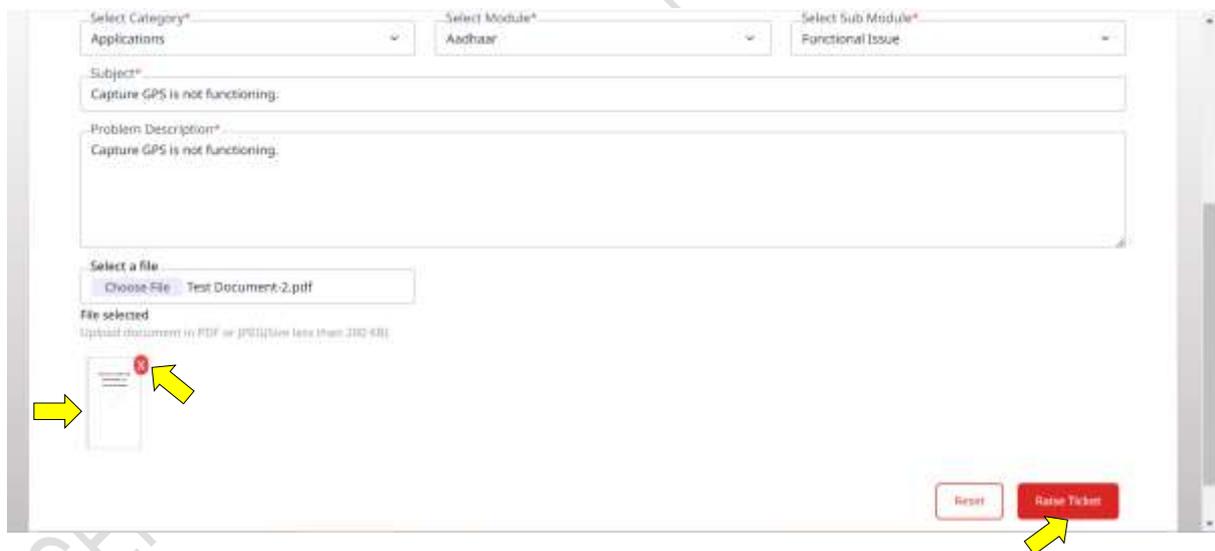
Enter Subject and Problem Description in the concerned fields.

**Note :-** Minimum of 10 characters to be entered both in ‘Subject’ & ‘Problem Description’ field. Else, alert message as shown above will appear.



While raising ticket, supporting documents, images can be attached by clicking on “Choose File” button in ‘Select a file’ field, browse for the required file / image in the local system and click on “Open” button. However, ticket can be raised without attachment also.

**Note :-** Only 1 (one) file either in PDF or in JPEG/JPG file format with file size less than 512 KB can be attached.

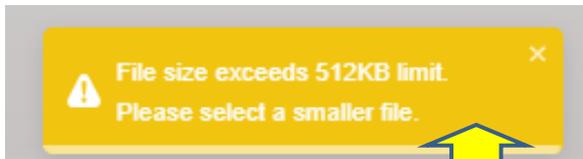


In case any PDF / JPEG / JPG file is attached successfully, it's thumbnail image is shown below the ‘Select a file’ field. To remove the attached file, click on “x” mark of the thumbnail image of attached file.

To raise a ticket, click on “Raise Ticket” button.



### 3.1.1 Warning messages and its reasons in file attachment process while raising ticket



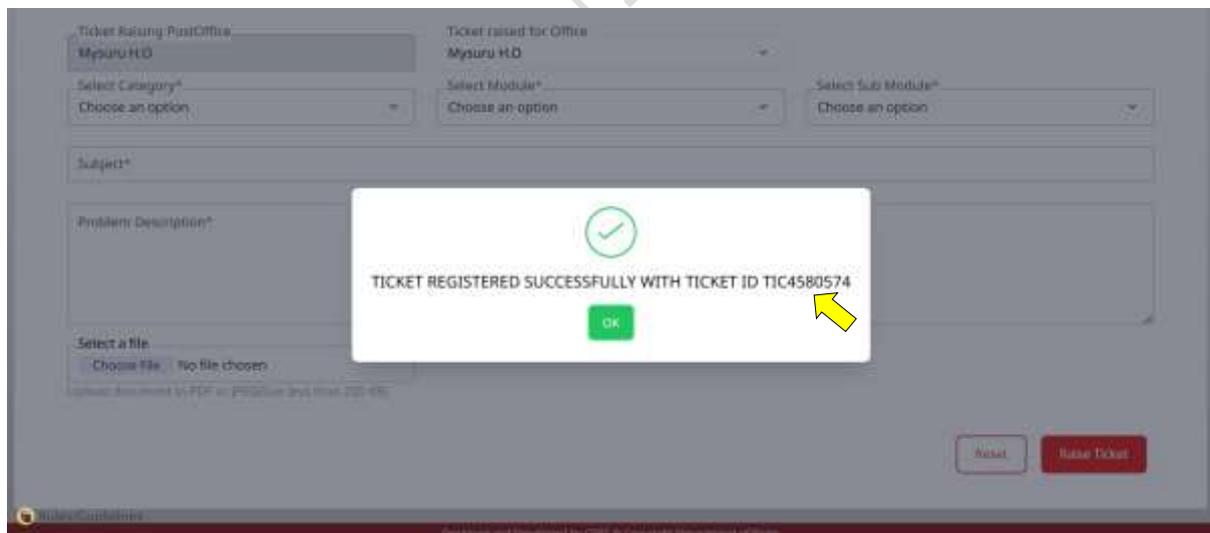
In case file size of prescribed file format exceeds 512 KB limit, then a flash pop-up message as shown will appear in the bottom right corner of screen



In case selected file format is other than PDF or JPG / JPEG then a flash pop-up message as shown will appear in the bottom right corner of screen

Possible warning messages and its reasons in file attachment process while raising of Support Desk ticket by End User in “Raise Ticket (EU)” option are shown below.

**Solution :** - To avoid such warning messages, try to attach only one file of PDF / JPG / JPEG file format having file size less than 512 KB.



After clicking on “Raise Ticket” button, a unique 10 digit ticket ID will be generated and pop-up message as shown above will appear with ticket ID. Click on “Ok” button to close the pop-up message

For Ex : In above screen shot, ticket ID generated is “**TIC4580574**”



Ticket will be routed to the concerned Support Desk Support user as per the pre-configuration done for each category, module and sub module.

Details of category, module and sub module wise ticket routing after it is registered is shown in Annexure-A

CEPT Training Material - for Internal Use Only

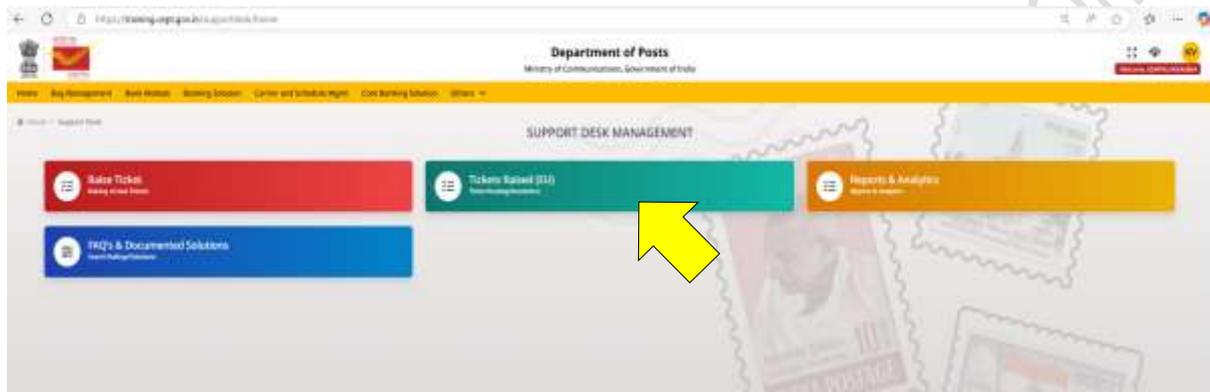


### 3.2 Ticket Raised (EU)

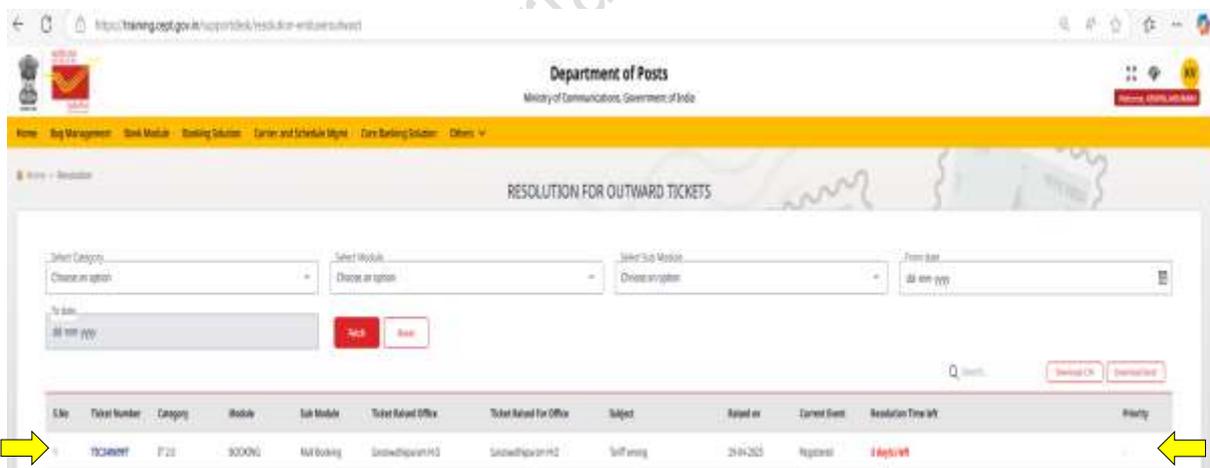
All tickets raised by End User before its closure will be available in Ticket Raised (EU).

List of closed tickets can be viewed in ‘Detailed Report – End User’ by applying status for ‘closed’. (Refer 3.3.2 of this Operational Guide)

Routing details of closed tickets can be fetched by using ‘Ticket Search’ by furnishing valid ticket ID. (Refer 3.3.1 of this Operational Guide)



Click on “Ticket Raised (EU)” sub card available under “Support Desk” card.



After clicking on “Ticket Raised (EU)” sub card, page as shown above with tabular information with column headers viz., Sl. No., Ticket Number, Category, Module, Sub Module, Ticket Raised Office, Subject, Raised on, Current Event will be displayed without applying any filter(s).



The screenshot shows a table with 10 rows of ticket data. At the top right, there is a search bar and two buttons: 'Download CSV' and 'Download Excel'. At the bottom right, there is a pagination control showing 'Rows per page: 10' and page numbers '1', '2', '3', '31'. Yellow arrows point to the search bar, the 'Download Excel' button, and the pagination controls.

S.No	Ticket Number	Category	Module	Sub Module	Ticket Raised Office	Subject	Raised on
1	TIC4580574	Applications	Aadhaar	Functional Issue	Mysuru H.O	Capture GPS is not functioning.	26-02-2025
2	TIC2320887	Applications	Aadhaar	Functional Issue	Mysuru H.O	tests subject	22-02-2025
3	TIC3581549	Applications	POS /Booking Module	Functional Issue	Mysuru H.O	sdvj jshfbvm slkvn oauwfv ac arudwhfv pauwfv	20-02-2025
4	TIC4017344	Applications	POS /Booking Module	Functional Issue	Mysuru H.O	sdvj jshfbvm slkvn oauwfv ac arudwhfv pauwfv	20-02-2025
5	TIC9428669	Applications	POS /Booking Module	Functional Issue	Mysuru H.O	sdvj jshfbvm slkvn oauwfv ac arudwhfv pauwfv	19-02-2025
6	TIC6950832	Applications	POS /Booking Module	Functional Issue	Mysuru H.O	sdvj jshfbvm slkvn oauwfv ac arudwhfv pauwfv	19-02-2025
7	TIC9185315	Applications	POS /Booking Module	Functional Issue	Mysuru H.O	sdvj jshfbvm slkvn oauwfv ac arudwhfv pauwfv	19-02-2025
8	TIC2490826	Applications	POS /Booking Module	Functional Issue	Mysuru H.O	sdvj jshfbvm slkvn oauwfv ac arudwhfv pauwfv	19-02-2025
9	TIC8245984	Applications	Aadhaar	Functional Issue	Mysuru H.O	test subject	18-02-2025
10	TIC2326017	Applications	Aadhaar	Functional Issue	Mysuru H.O	SMT - Aadhaar functioning issue (18-02-2025) for testing upto level 6	18-02-2025

- 1) Maximum 10 rows per page will be displayed by default. User can navigate between pages by clicking on |<, <, >, >| icons available in bottom right corner of page.
- 2) Provision of searcher is available. In the searcher field, key characters may be entered. Then as per the key characters entered, data will be filtered and displayed.
- 3) Provision to download the entire data in Excel format is also available by clicking on “Download Excel” button. File in Excel format will be downloaded as per the web browser settings.

The screenshot shows the filter application process. It includes a 'Ticket raised for Office' dropdown set to 'Mysuru H.O', 'From date' and 'To date' fields set to '26-02-2025', and three dropdown menus for 'Select Category', 'Select Module', and 'Select Sub Module'. A red 'Fetch' button is highlighted with a yellow arrow. Below the filters is a table with one row of ticket data. At the bottom right, there is a pagination control showing 'Rows per page: 10' and page numbers '1', '2', '3', '31'. Yellow arrows point to the 'Fetch' button and the pagination controls.

S.No	Ticket Number	Category	Module	Sub Module	Ticket Raised Office	Subject	Raised on
1	TIC4580574	Applications	Aadhaar	Functional Issue	Mysuru H.O	Capture GPS is not functioning.	26-02-2025

User can apply various filters like by Category, Module, Sub Module, From Date, To Date by selecting appropriate values in the concerned fields and click on “Fetch” button. Then only those tickets meeting the applied filter criteria will be displayed. To know more about the ticket, click on the desired Ticket ID.



**Ticket Details\***

Ticket Number TIC4580574	Category Name Applications	Module Name Aadhaar	Sub Module Functional Issue
Raised By Circle Karnataka Circle	Raised By Region South Karnataka Region	Raised By Division Mysuru Division	Raised By Office Mysuru H.O
Ticket Office Mysuru H.O	Created Date 26-02-2025	Ticket Status Registered	

Subject  
Capture GPS is not functioning.

Description  
Capture GPS is not functioning.

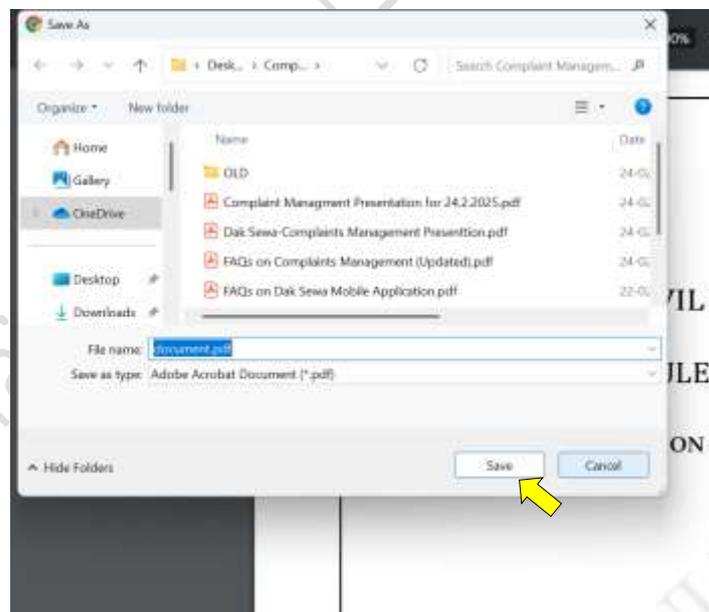
**Uploaded Documents**

File Name	Uploaded By	Upload Date
TIC4580574_1740557624548634756.pdf	End User	2/26/2025, 7:13:44 PM

**Routing Details**

Support Role	Support Office	Event Description	Resolution Remarks	Created Date
End User	Mysuru H.O	Registered	Capture GPS is not functioning.	26-02-2025

After clicking on the desired ticket ID, page with 'Ticket Details', 'Uploaded Documents' (if any) and 'Routing Details' will be displayed as shown above.



When clicked on the file name appearing under 'Uploaded documents' section, uploaded file will be downloaded as per the browser settings.



### 3.2.1 Closure Confirmation received

S.No	Ticket Number	Category	Module	Sub Module	Ticket Raised Office	Subject	Raised on	Current Event
21	TIC2141593	Applications	PDS /Booking Module	Functional Issue	Mysuru H.O	ಸಿಬಿ ಜಿಠೆಬಿಂ ಸಿಲಿಂ ಅಕುರ್ವೆ ಅ: ಅಕುರ್ವೆ ಪುರ್ವೆ	17-02-2025	Registered
22	TIC9612348	Applications	PDS /Booking Module	Functional Issue	Mysuru H.O	ಸಿಬಿ ಜಿಠೆಬಿಂ ಸಿಲಿಂ ಅಕುರ್ವೆ ಅ: ಅಕುರ್ವೆ ಪುರ್ವೆ	17-02-2025	Registered
23	TIC7304994	Applications	PDS /Booking Module	Functional Issue	Mysuru H.O	ಸಿಬಿ ಜಿಠೆಬಿಂ ಸಿಲಿಂ ಅಕುರ್ವೆ ಅ: ಅಕುರ್ವೆ ಪುರ್ವೆ	17-02-2025	Sent for resoluti...
24	TIC8249566	Applications	PDS /Booking Module	Functional Issue	Mysuru H.O	ಸಿಬಿ ಜಿಠೆಬಿಂ ಸಿಲಿಂ ಅಕುರ್ವೆ ಅ: ಅಕುರ್ವೆ ಪುರ್ವೆ	17-02-2025	Sent for resoluti...
25	TIC2504384	Applications	PDS /Booking Module	Functional Issue	Mysuru H.O	ಸಿಬಿ ಜಿಠೆಬಿಂ ಸಿಲಿಂ ಅಕುರ್ವೆ ಅ: ಅಕುರ್ವೆ ಪುರ್ವೆ	17-02-2025	Sent for resoluti...

Click on “Ticket Raised (EU)” sub card. Then, page as shown above will be displayed.

In case resolution is provided by Support Desk Support user of any level (L1 through L6), End User need to click on the ticket ID for which ‘Current Event’ is shown as ‘Sent for resolution confirmation’.

#### Routing Details

Support Role	Support Office	Event Description	Resolution Remarks	Created Date
L1 Support	Mysuru Division	Sent for resolution confirmation	Resolved	17-02-2025
End User	Mysuru H.O	Registered	ಸಿಬಿ ಜಿಠೆಬಿಂ ಸಿಲಿಂ ಅಕುರ್ವೆ ಅ: ಅಕುರ್ವೆ ಪುರ್ವೆ	17-02-2025

Closure Confirmation

After clicking on the desired ticket ID, another page opens showing the Ticket details and Routing Details with “Closure Confirmation” button.

In Routing Details, resolution provided will be shown under column header ‘Resolution Remarks’.

Click on “Closure Confirmation” button.

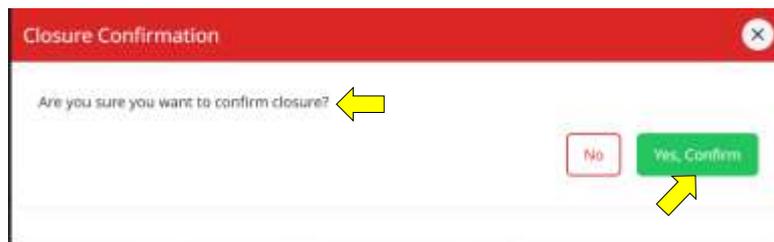


### 3.2.1.1 Confirm Closure Confirmation

This is in continuation of 3.2.1

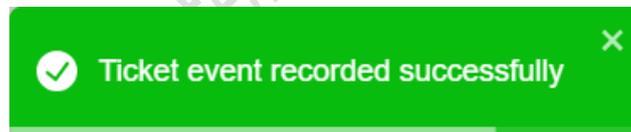
End user to view the resolution under the ‘Resolution Remarks’ column header and click on “Closure Confirmation” button.

 **Note :** - If closure confirmation is not updated within 48 hours of providing resolution remarks, it gets auto closed.



After clicking on “Closure Confirmation” button, a dialogue box as shown above will appear seeking closure confirmation as “Are you sure you want to confirm closure?” with two buttons viz., “Yes, Confirm” and “No”.

If resolution provided to the End User has resolved the issue, click on “Yes, Confirm”



After clicking on “Yes, Confirm” button, a flash pop-up message as displayed above will appear and ticket gets closed.

 **Note :** - After updation of event description, ticket will not be available in “Ticket Raised (EU)” sub card.

List of closed tickets can be viewed in ‘Detailed Report – End User’ by applying status for ‘closed’. (Refer 3.3.2 of this Operational Guide)

Routing details of closed tickets can be fetched by using ‘Ticket Search’ by furnishing valid ticket ID. (Refer 3.3.1 of this Operational Guide)

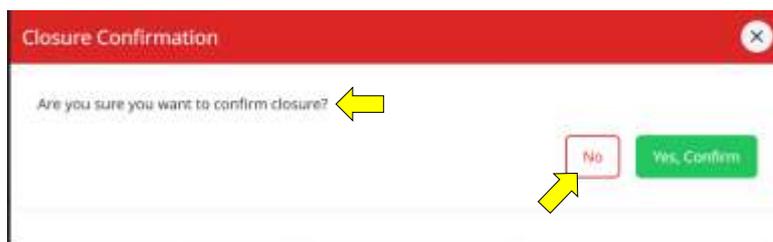


### 3.2.1.2 Closure confirmation not confirmed

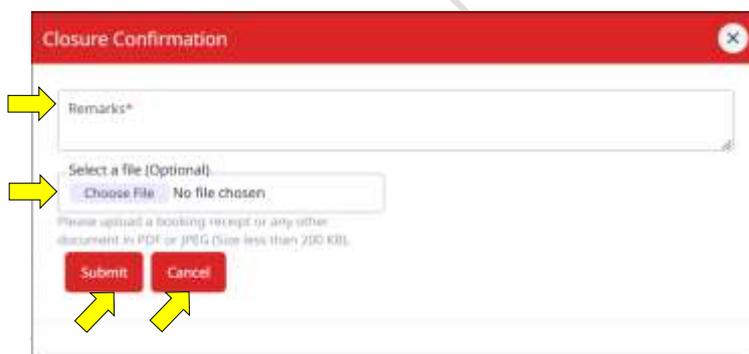
This is in continuation of 3.2.1

End user to view the resolution under the ‘Resolution Remarks’ column header and click on “Closure Confirmation” button.

 **Note :** - If closure confirmation is not updated within 48 hours of providing resolution remarks, it gets auto closed.



If the resolution provided by Support Desk Support team has not resolved the issue or End User is not ready to accept the resolution provided, End User need to click on “No” button.

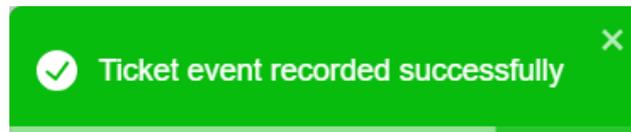


Upon clicking on “No” button, dialogue box as shown above will appear to enter remarks and attach any one supporting file (if required – this is optional – if attached, file should be in PDF / JPG / JPEG format with file size less than 512 KB) with two buttons “Submit” and “Cancel”.

Clicking on “Cancel” will close the dialogue box and redirect to the result of Ticket Raised (EU) page.



Enter suitable remarks and attach file (if required) and click on “Submit” button.



After clicking on “Submit” button, a flash pop-up message as displayed above will appear and the ticket gets re-routed to the Support Desk support user who provided the resolution remarks.

### 3.2.1.3 Closure confirmation not updated within 48 hours of providing resolution

 **Note :** - If closure confirmation is not updated as discussed in 3.2.1.1 or 3.2.1.2, ticket gets auto closed after 48 hours of providing resolution remarks.

### 3.2.2 Submit Additional Information sought by Support Desk Support user

Support Desk Support user may seek clarification / additional information for better clarity of the issue description. In such case, End User need to furnish the additional information sought within 7 days. Else, the ticket will be closed automatically.

In “Ticket Raised”, search and locate Ticket ID for which ‘Clarification required for End User’ remarks available under the column header ‘Current Event’ and click on the desired ticket ID.



➔ **Routing Details**

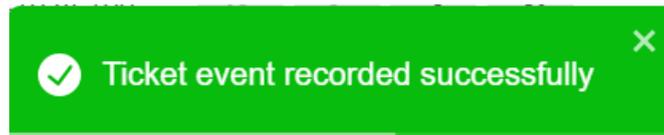
Support Role	Support Office	Event Description	Resolution Remarks	Created Date
L1 Support	Mysuru Division	Clarifications required from End User	please provide information on .....	28-02-2025
End User	Mysuru H.O	Resolution not accepted	No remarks	27-02-2025
L1 Support	Mysuru Division	Sent for resolution confirmation	Resolved	17-02-2025
End User	Mysuru H.O	Registered	siv hoains;ivan;sdoudnnonzmmms :jbpwruh v pu	17-02-2025

Submit Additional Information

After clicking on the desired ticket ID page showing the ticket details will be shown. Under ‘Routing Details’ section, End User will find “Submit Additional Information” button. Click on this button.

After clicking on “Submit Additional Information” button, a dialogue box as shown above will appear.

Enter additional information sought by the Support Desk Support user in ‘Remarks’ field. If required attach file (this is optional). If file attached, End User to ensure that, only one file of PDF or JPEG / JPG format with file size less than 512 KB is attached. Click on “Submit” button. Clicking on “Cancel” button will re-direct to Ticket Raised page.

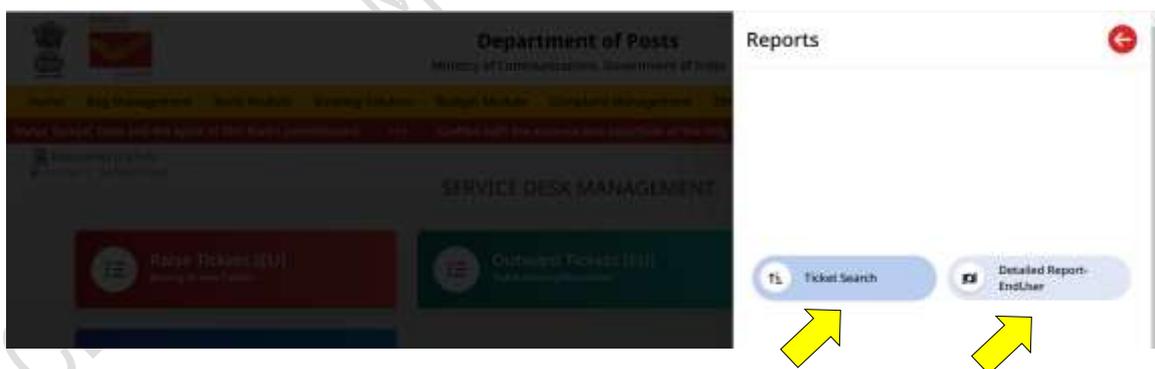


After clicking on “Submit” button, a flash pop-up message as shown above will appear and the ticket will be re-routed to the Support Desk Support user who sought Additional Information.

### 3.3 Report & Analytics



Click on “Reports & Analytics” sub card available under “Support Desk” card.

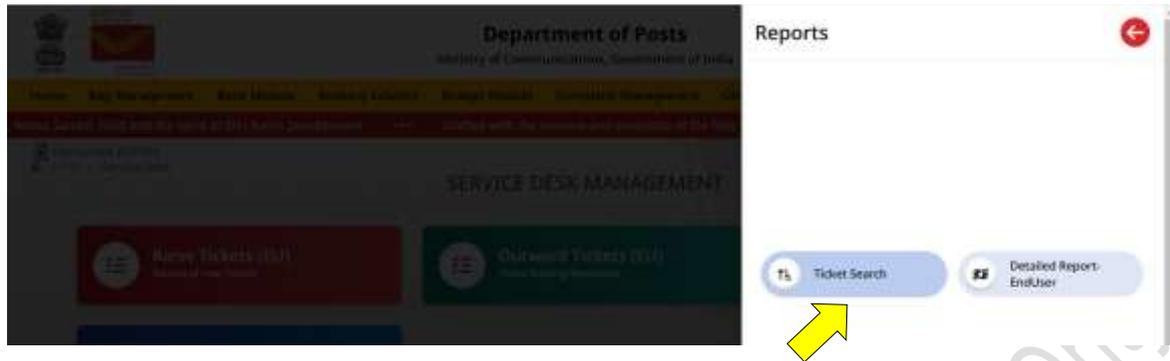


After clicking on “Reports & Analytics” sub card, following 2 (two) options will be available in side panel for selection.

- ➔ **Ticket Search**
- ➔ **Detailed Report – End User**



### 3.3.1 Ticket Search

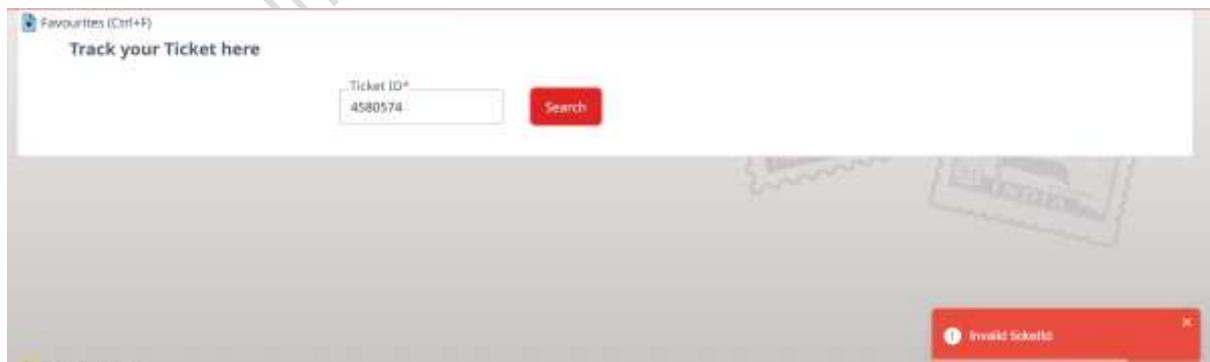


Click on “Ticket Search” option under “Reports & Analytics” sub card.



After clicking on “Ticket Search” option, page as shown above will appear with option to enter Ticket ID in ‘Ticket ID’ field.

Enter the complete Ticket ID with prefix as generated at the time of raising ticket and click on “Search” button.

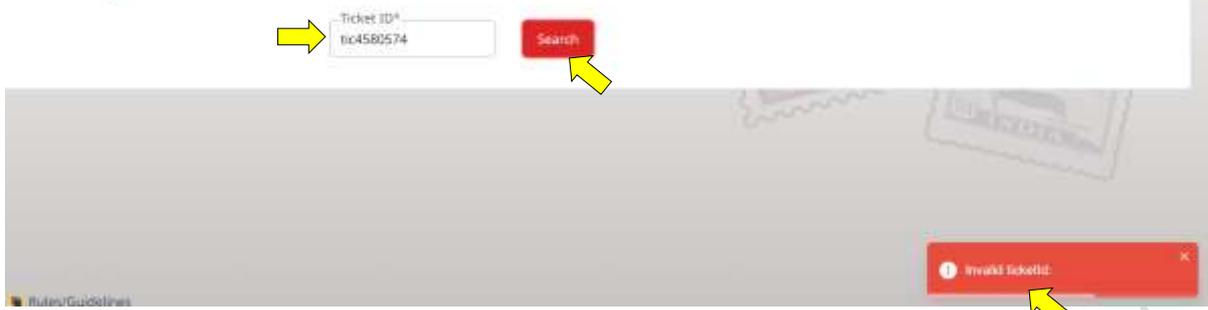


In case only the ticket number in numeric (i.e. without prefix such as TIC) is entered and clicked on “Search” button, flash pop-up as shown above will appear.



Favourites (Ctrl+F)

Track your Ticket here



In case valid/invalid ticket number with prefix in lowercase (i.e. 'tic' instead of 'TIC') is entered and clicked on "Search" button, then also flash pop-up as shown above will appear.

 **Note :** - Complete ticket ID with **prefix only in uppercase** need to be entered to search and fetch details of ticket

 Track your Ticket here

Ticket ID\*  
TIC4580574

Search

Ticket Number: TIC4580574

Category Name: Applications

Module Name: Aadhaar

Sub Module: Functional Issue

Subject: Capture GPS is not functioning.

 Uploaded Documents

Documents Uploaded

File Name	Uploaded By	Upload Date
TIC4580574_1740537624544634756.pdf	End User	2/26/2025, 7:13:44 PM

Problem Description: Capture GPS is not functioning.

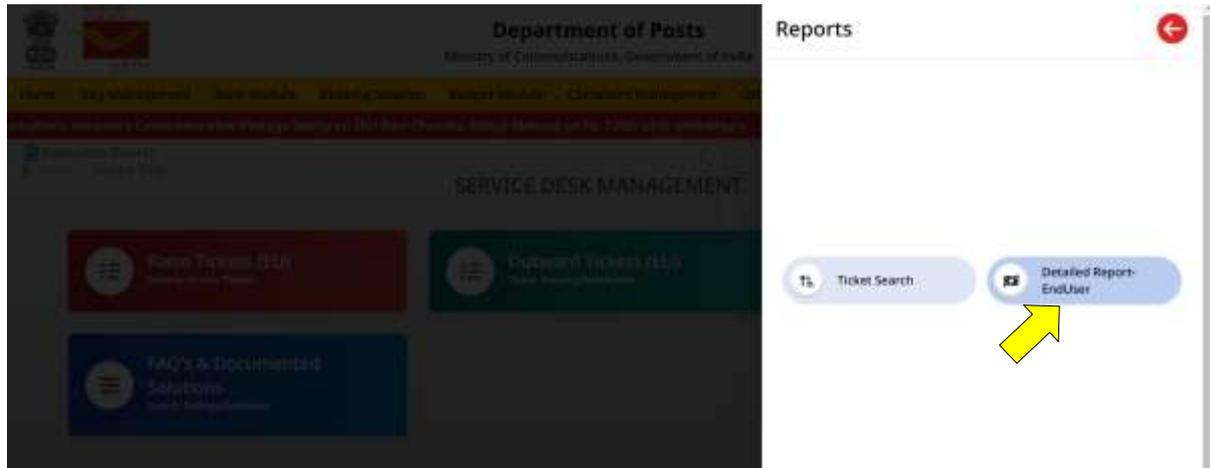
 Routing Details

Support Role	Support Office	Event Description	Resolution Remarks	Created Date
End User	Mysuru H.O.	Registered	Capture GPS is not functioning.	26-02-2025

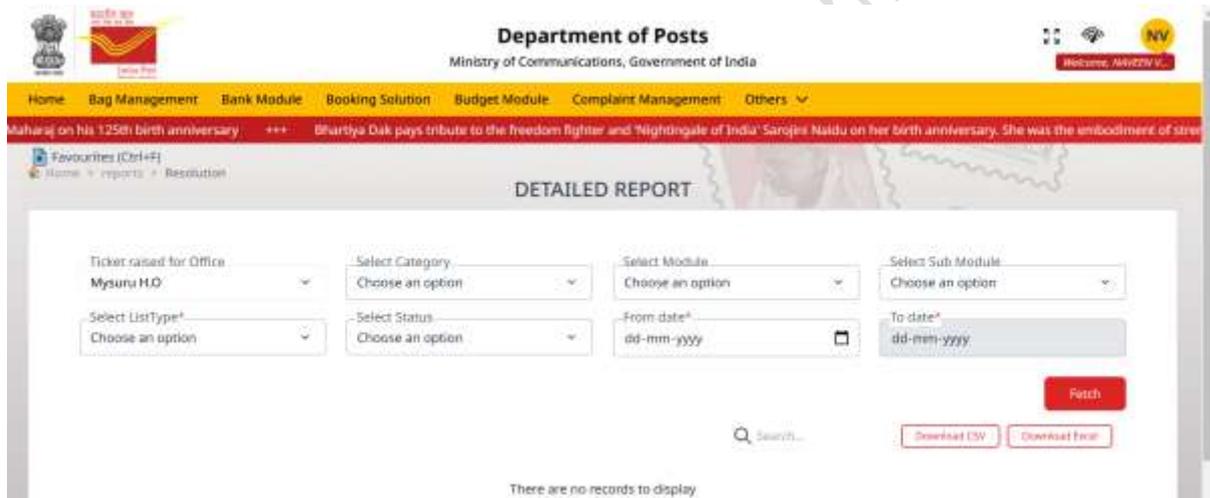
After entering valid ticket ID and clicked on "Search" button, 'Ticket Details', 'Uploaded Documents' (if any) and 'Routing Details' will be displayed as shown above.



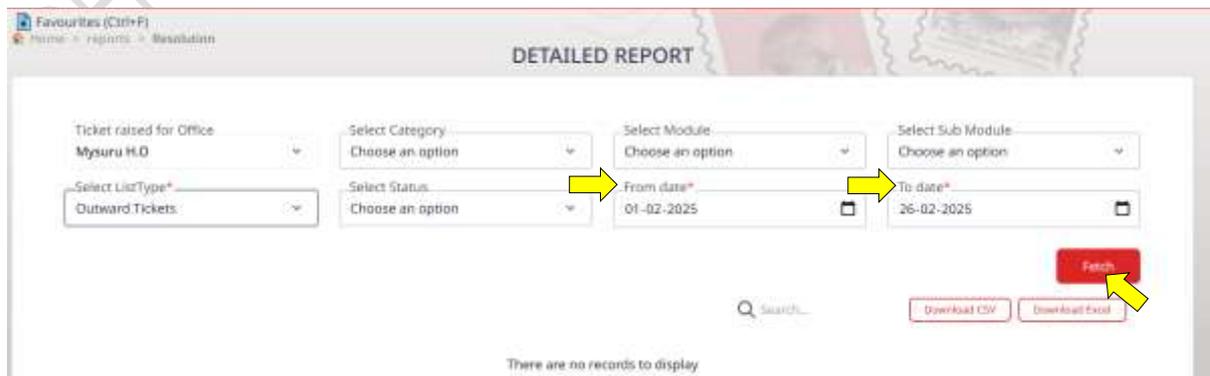
### 3.3.2 Detailed Report – End User



Click on “Detailed Report – End User” option under “Reports & Analytics” sub card,



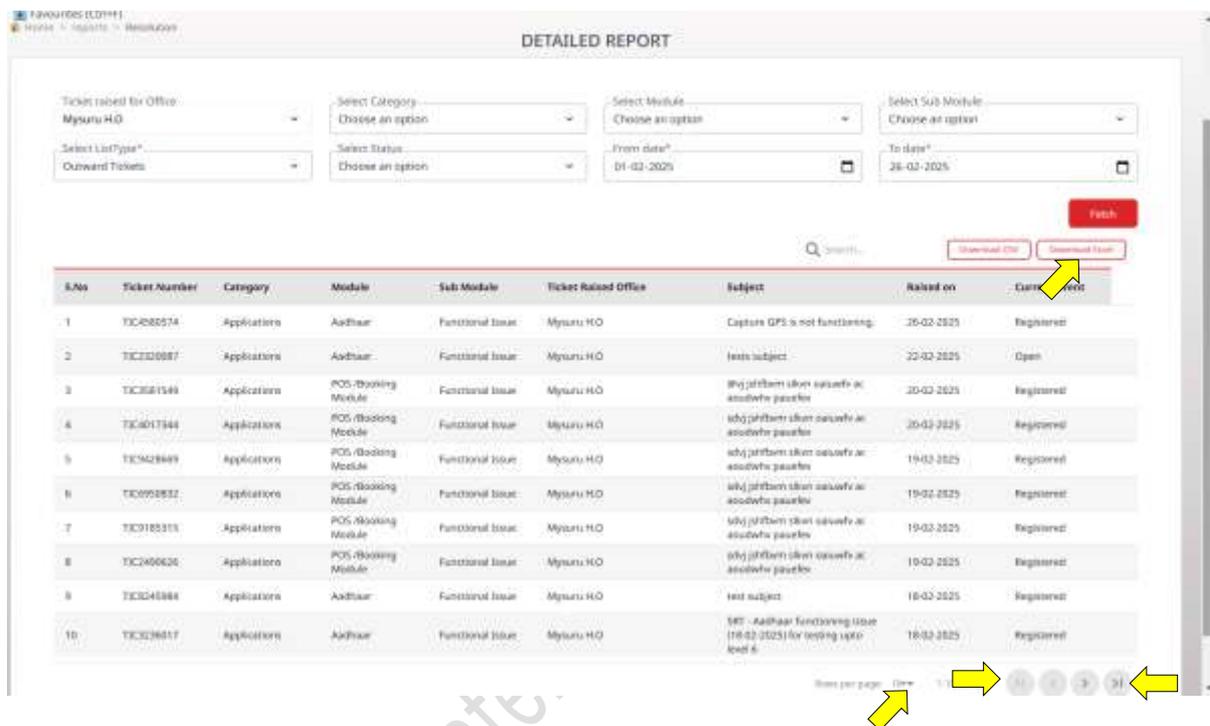
After clicking on “Detailed Report – End User” option, detailed report page as shown above will appear.





User can apply various filters for the required report depending on category, module and sub module, status. Select Outward Tickets in 'Select List Type' field . Select From date and To Date. Click on “Fetch” button. Selection of list type and date range is mandatory.

 **Note** :- Selected date range should not exceed 30 days.



The screenshot shows a web application interface for a 'DETAILED REPORT'. At the top, there are several filter fields: 'Ticket raised for Office' (Mysuru HO), 'Select Category' (Choose an option), 'Select Module' (Choose an option), 'Select Sub Module' (Choose an option), 'Select List Type\*' (Outward Tickets), 'Select Status' (Choose an option), 'From date\*' (01-02-2025), and 'To date\*' (28-02-2025). A red 'Fetch' button is located to the right of the date fields. Below the filters is a search bar and two buttons: 'Download CSV' and 'Download Excel'. The main part of the interface is a table with 10 rows of ticket data. The columns are: S.No, Ticket Number, Category, Module, Sub Module, Ticket Raised Office, Subject, Raised on, and Current Status. The table contains 10 rows of data, with the last row having a colspan of 2 in the Subject column. At the bottom right, there is a pagination control showing 'Rows per page: 10' and navigation icons for first, previous, next, and last page. Yellow arrows point to the 'Download Excel' button and the pagination controls.

S.No	Ticket Number	Category	Module	Sub Module	Ticket Raised Office	Subject	Raised on	Current Status
1	TC280254	Applications	Aadhaar	Functional Issue	Mysuru HO	Capture GPS is not functioning.	26-02-2025	Registered
2	TC280257	Applications	Aadhaar	Functional Issue	Mysuru HO	Test subject	22-02-2025	Open
3	TC281548	Applications	POS/Booking Module	Functional Issue	Mysuru HO	ಇದ್ದು ಪರಿಹರಿಸಿ ಉಳಿ ಸೇವೆಗೆ ಅನುಮತಿ ಪಡೆದು	20-02-2025	Registered
4	TC281744	Applications	POS/Booking Module	Functional Issue	Mysuru HO	ಇದ್ದು ಪರಿಹರಿಸಿ ಉಳಿ ಸೇವೆಗೆ ಅನುಮತಿ ಪಡೆದು	20-02-2025	Registered
5	TC282849	Applications	POS/Booking Module	Functional Issue	Mysuru HO	ಇದ್ದು ಪರಿಹರಿಸಿ ಉಳಿ ಸೇವೆಗೆ ಅನುಮತಿ ಪಡೆದು	19-02-2025	Registered
6	TC282832	Applications	POS/Booking Module	Functional Issue	Mysuru HO	ಇದ್ದು ಪರಿಹರಿಸಿ ಉಳಿ ಸೇವೆಗೆ ಅನುಮತಿ ಪಡೆದು	19-02-2025	Registered
7	TC282833	Applications	POS/Booking Module	Functional Issue	Mysuru HO	ಇದ್ದು ಪರಿಹರಿಸಿ ಉಳಿ ಸೇವೆಗೆ ಅನುಮತಿ ಪಡೆದು	19-02-2025	Registered
8	TC280626	Applications	POS/Booking Module	Functional Issue	Mysuru HO	ಇದ್ದು ಪರಿಹರಿಸಿ ಉಳಿ ಸೇವೆಗೆ ಅನುಮತಿ ಪಡೆದು	19-02-2025	Registered
9	TC284884	Applications	Aadhaar	Functional Issue	Mysuru HO	Test subject	18-02-2025	Registered
10	TC328617	Applications	Aadhaar	Functional Issue	Mysuru HO	NET - Aadhaar Functioning Issue (18-02-2025) for testing upto level 6	18-02-2025	Registered

- 1) Maximum 10 rows per page will be displayed by default. User can navigate between pages by clicking on |<, <, >, >| icons available in bottom right corner of page.
- 2) Provision to download the entire data in Excel format is also available by clicking on “Download Excel” button. File in Excel format will be downloaded as per the web browser settings



Favourites (Ctrl+F)  
Home > reports > Resolution

DETAILED REPORT

Ticket raised for Office: Mysuru H.O.  
Select Category: Choose an option  
Select Module: Choose an option  
Select Sub Module: Choose an option  
Select ListType\*: Outward Tickets  
Select Status: Choose an option  
From date\*: 01-02-2025  
To date\*: 26-02-2025

Fetch

1549 x Download CSV Download Excel

S.No	Ticket Number	Category	Module	Sub Module	Ticket Raised Office	Subject
1	TIC3581549	Applications	POS /Booking Module	Functional Issue	Mysuru H.O	@vj jshfbvm silvm oaiuwfv ac aoudwhv pauefev
2	TIC8401549	Applications	POS /Booking Module	Functional Issue	Mysuru H.O	s@vj jshfbvm silvm oaiuwfv ac aoudwhv pauefev

Rows per page: 10 1-10 of 100

Provision of searcher is available. In the searcher field, key characters may be entered. Then as per the key characters entered, data will be filtered and displayed

### 3.4 FAQ's & Documented Solutions

Department of Posts  
Ministry of Communications, Government of India

Welcome, ANZEN K.

Home Bag Management Bank Module Booking Solution Budget Module Complaint Management Others

ed with the essence and essentials of the holy Earth, Water, Sandal, Gold and the spirit of Shri Ram's Janmbhoomi. Crafted with the essence and essentials of the holy

Favourites (Ctrl+F)  
Home > Service Desk

SERVICE DESK MANAGEMENT

Raise Tickets (EU)  
Raising of new Tickets

Outward Tickets (EU)  
Ticket Routing/Resolution

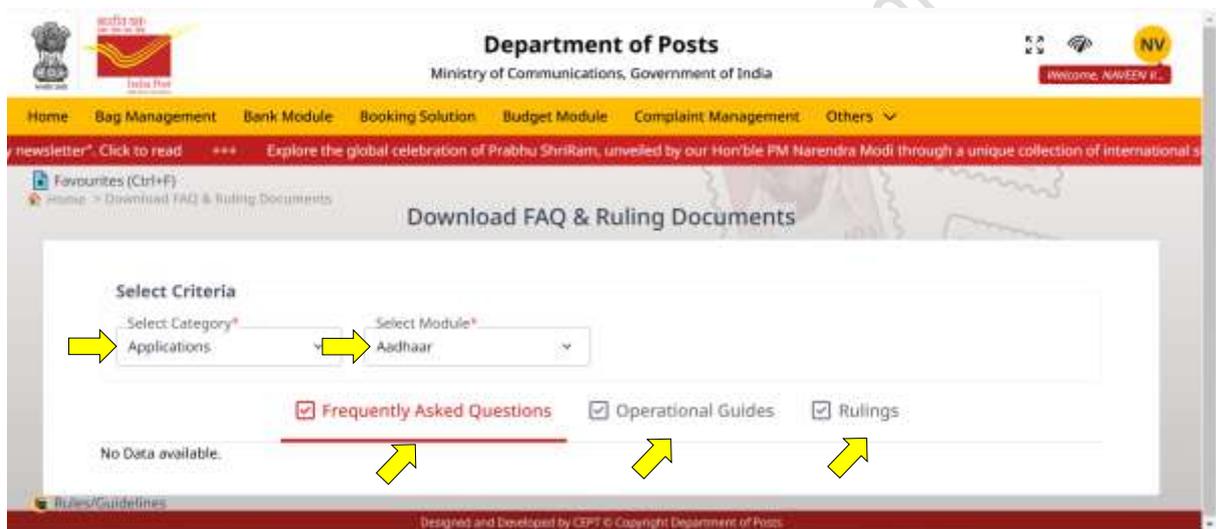
Reports & Analytics  
Reports & Analytics

FAQ's & Documented Solutions  
Search Rating/Solutions

Click on “FAQ's & Documented Solutions” sub card under “Support Desk” card.



After clicking on “FAQ’s & Documented Solutions” sub card, page as shown above will appear.



After selecting Category and Module from the drop down list in the concerned fields, page as shown above will appear.

In this page, three (3) tabs are available viz.,

- ➔ **Frequently Asked Questions,**
- ➔ **Operational Guides and**
- ➔ **Rulings**

If CEPT Admin of Support Desk has uploaded any documents like FAQ, Operational Guides and Rulings related to the category and module, the same will be displayed under the concerned tabs for reference by user.



- ✍ End user is always advised to refer to these documents before raising ticket to any issue, since after referring to the documented solution, end user may get resolution in such documents. But, even after referring to such documents, end user still wishes to raise ticket, it can be done by using 'Raise ticket (EU)' sub card option. (Detailed procedure of raising a ticket by end user has been described in 3.1 of this Operational Guide)

CEPT Training Material - for Internal Use Only



## 4 Flow Chart

