



What to search

Navigation

Dashboard

Contact

6

Documents

6

Support

6

Optus

GO



Dashboard

489

Requests Resolved

58 %

236

Pending Requests

20 %

185

Cannot be Resolved

15 %

900

Total Requests

Navigation > Dashboard

## Dashboard

All-in-one management

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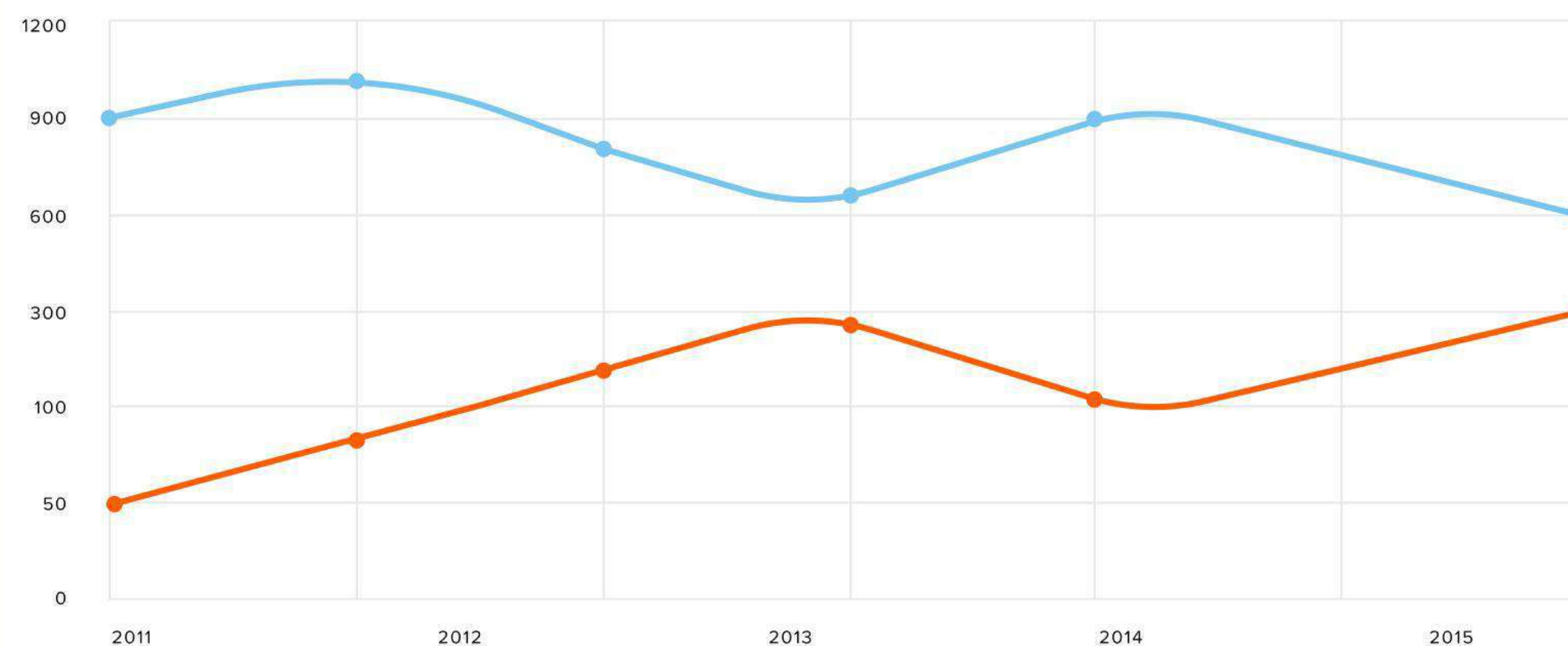
900

Total Requests

### Support Requests

A trend of all of the support requests

Export CSV



Resolved

Pending



Hours Spent

March 2017

1500 Hrs ↑



Bandwidth Usage

March 2017

50 GBs ↗

### Contacts

Recent contacts and details

View all

### Documents

Recently Opened

View all

## EXTRANET

Extranets are private networks that shares information of a business securely with customers, vendors, partners and suppliers.

Benefits of Extranet:

- Exchanging large data volume
- Sharing product catalogs
- Collaboration with other companies
- Sharing information with partners, and many more



# INDEX

## BASIC

### Dashboard

Loaded with recent updates from the various module

### Contact Directory

To keep track of contacts and display them to members

### Document sharing

Full featured document management module that has a Google docs like feel.

### Support

To keep track of faqs, useful link and display them to members

### User module

Full featured user management module

### Knowledge Base

To keep track of faqs, useful link and display them to members

## PRO

### Product & Orders

Full featured product & order management module

### Estimated & Sales Quotes

Manage and filter all quotes from one place.

### Invoice Management

Manage and update all invoices.

### Shipping & tracking

Track and manage shipments with ids

### News & Events

To keep track of news and display them to members

### Order Management

Manage orders in hassle free way

### Appointment & Reminders

Now you wont miss any important deals or meetings

### Chat Module

For real-time communication between the members

What to search



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Navigation > Dashboard

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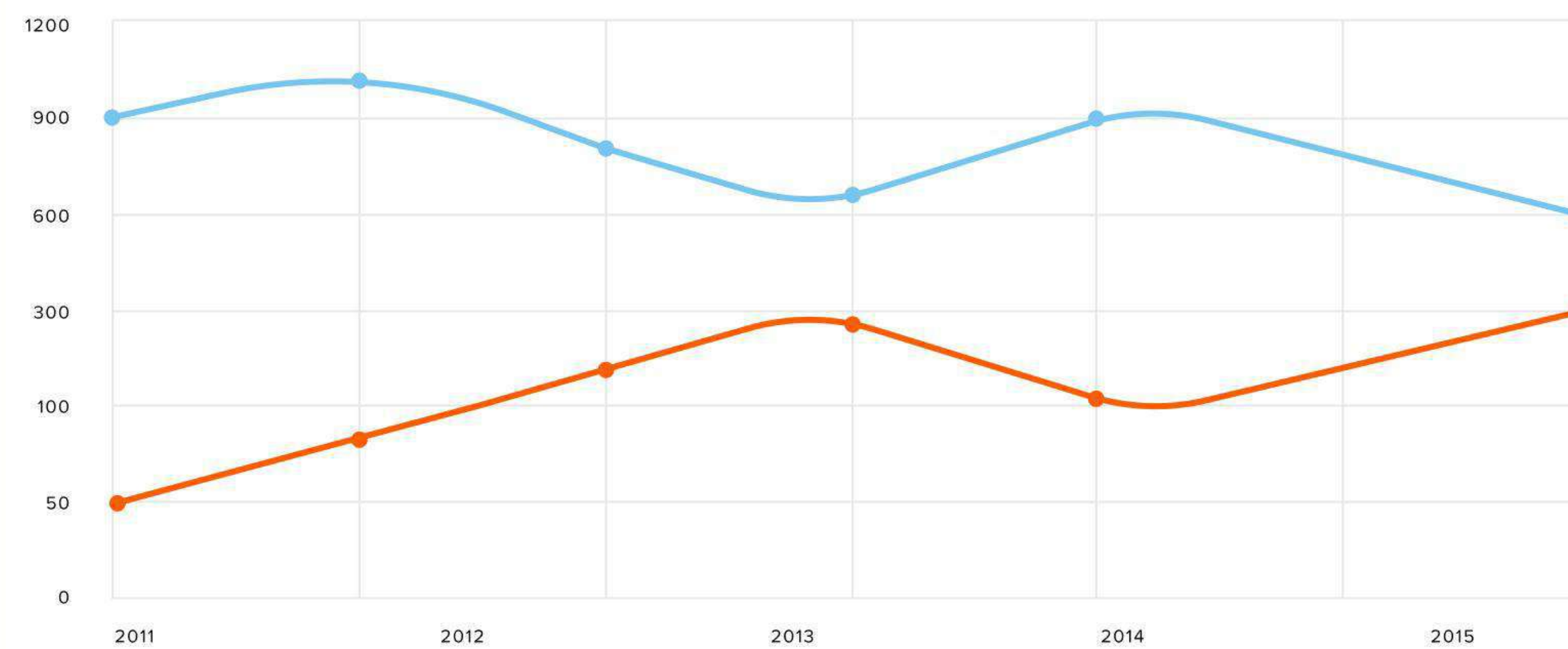
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View all

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Recently Opened

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## DASHBOARD

The dashboard module is loaded with recent updates from the various modules. The latest updates widget displays the latest updates from the news/pages/events modules.

The events widget is for displaying upcoming events like panels. The upcoming birthday widget is for displaying upcoming employee birthdays. The newcomer widget is for displaying new employees who have joined the company.

What to search



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Navigation > Contacts

# Contacts

Manage your connections

Search Contacts



New Contact

| Id | Name                  | Designation         | Phone              | Email            | Action |
|----|-----------------------|---------------------|--------------------|------------------|--------|
| 1  | <b>Airi Satou</b>     | Sales Manager       | 04 4567 66 Ext 248 | airi@email.com   |        |
| 2  | <b>Cedric Kelly</b>   | Office staff        | 050 123 45 67      | cedric@email.com |        |
| 3  | <b>Dai Rios</b>       | Marketing Executive | 050 123 45 67      | Dai@email.com    |        |
| 4  | <b>Martena Mccray</b> | Sales Manager       | 04 4567 66 Ext 248 | airi@email.com   |        |
| 5  | <b>Angelica Ramos</b> | Plant Manager       | 04 4567 66 Ext 248 | cedric@email.com |        |
| 6  | <b>Martena Mccray</b> | Project Lead        | 050 123 45 67      | Dai@email.com    |        |
| 5  | <b>Angelica Ramos</b> | Plant Manager       | 04 4567 66 Ext 248 | cedric@email.com |        |
| 6  | <b>Martena Mccray</b> | Project Lead        | 050 123 45 67      | Dai@email.com    |        |
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Navigation > Documents

## Documents

Organize your files



Administration

- Private
- Public
- Store
- New
- Operations
- Human Resources
- Recycle Bin



Downloads



Survey forms



Company  
profile



Marketing  
Documents



Data



Application  
forms

## DOCUMENTS

The organization chart is for drawing your department hierarchy in a flowchart form with the department head. From the chart, users can easily navigate to a list of employees in a particular department.

What to search



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Navigation &gt; Dashboard

## Support

Support Request Management

### Support Requests

Requests details

All

Resolved

Pending

Cannot be resolved

Export CSV

| Id | Requested by   | Title               | Category  | Date       | Status             | Priority |
|----|----------------|---------------------|-----------|------------|--------------------|----------|
| 1  | Airi Satou     | Sales Manager       | Product   | 05-10-2018 | Pending            | Medium   |
| 2  | Cedric Kelly   | Office staff        | Sale      | 05-10-2018 | Cannot be Resolved | High     |
| 3  | Dai Rios       | Marketing Executive | Marketing | 05-10-2018 | Resolved           | Medium   |
| 4  | Martena Mccray | Sales Manager       | Trading   | 05-10-2018 | Resolved           | High     |
| 5  | Angelica Ramos | Plant Manager       | Products  | 05-10-2018 | Pending            | Medium   |
| 6  | Martena Mccray | Project Lead        | Sales     | 05-10-2018 | Resolved           | High     |
| 7  | Angelica Ramos | Plant Manager       | Sales     | 05-10-2018 | Pending            | Normal   |
| 8  | Martena Mccray | Project Lead        | Sales     | 05-10-2018 | Resolved           | High     |
| 9  | Angelica Ramos | Plant Manager       | Sales     | 05-10-2018 | Pending            | Normal   |
| 10 | Martena Mccray | Project Lead        | Sales     | 05-10-2018 | Resolved           | High     |

## SUPPORT

The contact directory module is a full-featured contact management module that keeps track of contacts and displays them to members. It supports category management.

What to search



Navigation

- Dashboard
- Company
- Contact
- Documents
- Org Chart
- Products/Services
- Trainings
- Orders
- Quotes
- Invoices
- Reminders

Pro

Pro

Pro

Navigation > Users

# Users

Manage users

Users

Superiors

HR Managers

Departments

Search Users



## Users Details

New User

| Id | Name                                                                                                       | Designation         | Phone              | Email            | Action                                                                                                                                                                      |
|----|------------------------------------------------------------------------------------------------------------|---------------------|--------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  |  <b>Airi Satou</b>       | Sales Manager       | 04 4567 66 Ext 248 | airi@email.com   |       |
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## USERS

The user module is a full-featured department/client/department-wide user management module to keep track of departments, users and clients. This module enables the HR manager to be assigned to the company and the superiors to the employees. It supports setting the department head and adding employee photos, contact details, personal details, family details, official details, bank account details and documents.

What to search



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Products/Services

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Pro

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Pro

Reminders

Pro

Navigation > Company > FAQs

# Frequently Asked Questions

Answer to the most common questions

How about the legal side – Non-Disclosure Agreements, Contracts, etc.?

Yes, naturally both are available and even more. This helps to keep our business relationship transparent, safe and organized.

With every project we take on there are always:

Detailed proposal incl. deliverables, scope of work, time and cost

■ Invoice

■ Terms and Conditions

■ Non-Disclosure Agreement

■ Project site map

■ Layout cut

■ Visual draft

General FAQs

Support Ticket

Leave Management

Product & order

I don't know exactly what my requirements are. Can you help me?

What if I want upgrades in the future or changes to a web project that has been developed by you or another agency?

Do you provide hosting too? Can I use my preferred web host but have the site built by you?

Do you optimize websites for search engines (SEO)?

What services do you offer?

What technologies do you work with?

## KNOWLEDGE BASE

The FAQ module is a full-featured FAQ management module that tracks FAQs and displays them to members. It also supports category management.

The valuable links module is a full-featured link management module that tracks useful links and displays them to members. It supports category management and department-wide link filtering.

# CONTACT

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| <b>Czeck Republic</b> | <b>Qatar</b>        |
| <b>Hong Kong</b>      | <b>Saudi Arabia</b> |

