Ticketing Tool Guide

1. Open https://bigcservice.com/

2. Click login button on top right corner of the dashboard

3. Click on submit ticket to create a new ticket

4. Fill all the details

5. Select department and Issue Type from the drop down

6. Attach file if required and Click on Submit

7. To view tickets Click on open Ticket

8. Click on the Ticket that you want to view

9. Check the Issue add comments in the Text block

10. If the ticket assigned to you is not related to you. You can go to edit Ticket and Edit Department

11. If You need to change anything related to that ticket you can edit the ticket and change the Department, Issue, Due date etc.,

12. You can close the ticket after resolving it

13. If you close a ticket by mistake you can also reopen the ticket within 15days.

14. You can change the Ticket status to In progress by clicking on "Mark in progress"

15. You can attach files if needed

16. You can post reply by writing text on the text block and click on "Post reply"

17. You can check all the tickets that are assigned to you in the Dashboard (Open tickets, Closed Tickets, Answered and Overdue)

18. You can check the Announcements and Add Announcements in the Announcements from left side of the dashboard

19. You can also check all your tickets that are assigned to you in "my tickets"