



kapture

**FLIPKART VAS L2 AGENTS
USER MANUAL**

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Kapture CX

What is a CX?

Typically, CX involves the analysis of vast amounts of data in order to analyze the interactions that a business or organization has with its customers.

Data from CX systems is compiled from various communication channels such as calls, emails, live chat, social media, etc.

Using a CX, businesses can better understand their target audiences and how to better serve them, retaining customers and increasing sales.

Kapture CX Overview

Kapture provides an efficient case system that can automate and streamline time-consuming tasks.

Kapture CX is the best CX available and is a complete solution that allows your company to manage and analyze interactions with your past, current, and potential customers. Kapture CX's all-in-one Customer Service platform has all the tools your teams need to deliver better and more intelligent customer service.

Kapture CX compiles data from a range of different communication channels, including a company's website, phone, email, live chat, and social media.

Kapture uses data analysis about customers' history with your company to improve business relationships with your customers, specifically focusing on customer retention and ultimately driving sales growth.

Goals of Kapture CX

Kapture helps you to prioritize, categorize, assign, and resolve incoming cases promptly to deliver personalized customer support experiences.

Scope of Kapture CX

Kapture provides an option to assign an SLA to your support team within which cases should be resolved. Kapture gives robust analytics using which you can easily find metrics like typical case resolution time under each channel, a channel with the highest case traffic, and lots more.

Being an omnichannel platform Kapture unifies all your cases coming from various sources - chat, email, social media, and calls on one platform. This helps your support agents to access and resolve cases faster.

Process Overview of Kapture CX

With Kapture CX, find out which cases need your attention the most by customizing the view into assigned, unassigned, or pending cases. You can set up multiple filters depending on different case properties like priority, status, type, and more.

Introduction

Training Manual

Training includes a case module of Kapture to provide you with a variety of information, ranging from basic access to cases to advanced steps to be followed.

This user guide is focused on describing features, functionality, and the application interface. It also includes a vast amount of advanced technical information and instructional topics that are designed to teach you how to use Kapture CX to accomplish your tasks.

Getting Started

This section provides information to help you get the most out of Kapture CX.

Getting Familiar with the Interface

Kapture CX includes several modules to help you accomplish a wide range of tasks. Each module also includes a large variety of different menu actions that can be performed.

Actions to be performed by L2 Agents

Login to your Account

How to Login?

An employee can log into the Kapture Account by adding the **email ID/username** and **password** of the employee as shown in the screenshot below.

For example, add:

- **Email id** - <Email/UserName>
- **Password** - <Password>

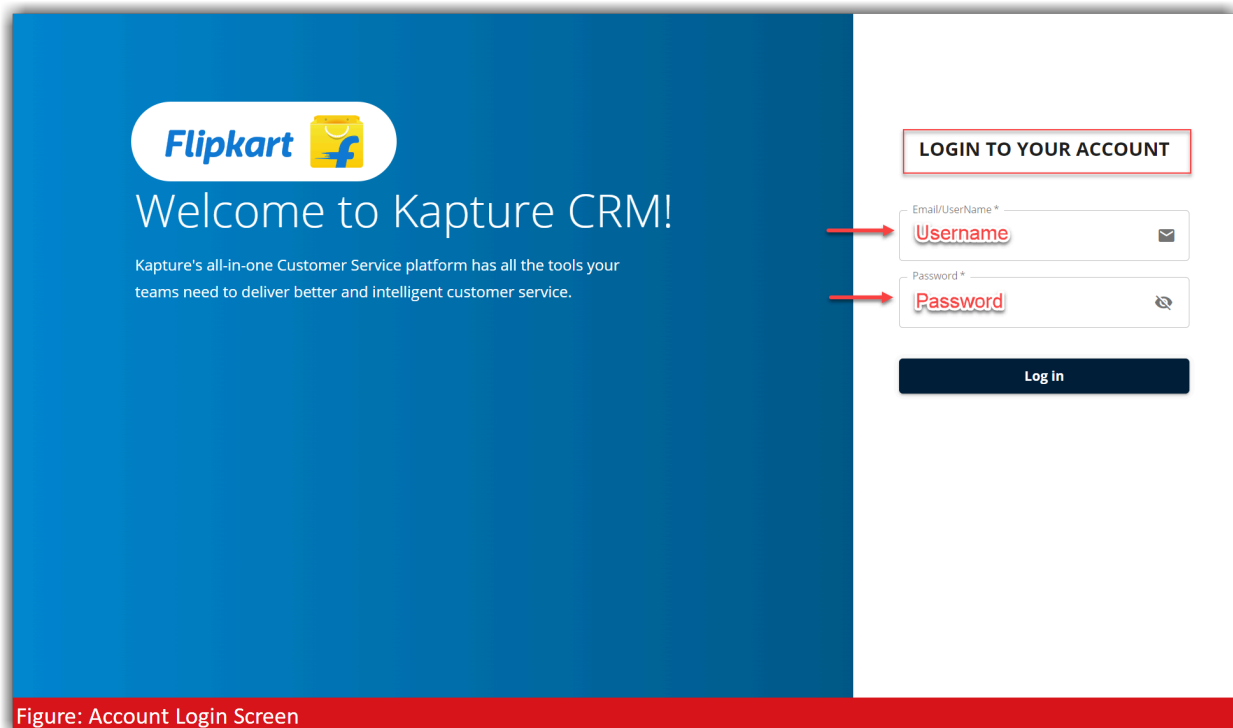


Figure: Account Login Screen

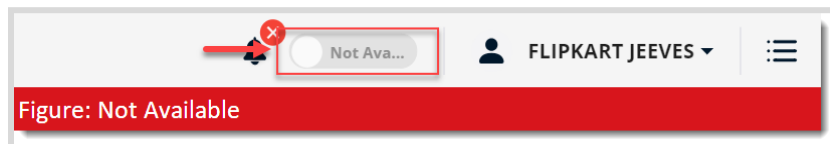
Agents Availability

“Available” and “Not Available” show the accessibility or the availability of the agent when the ticket is assigned. An agent can choose “Available” to show their presence and “Not Available” for their absence.

How to go Available?

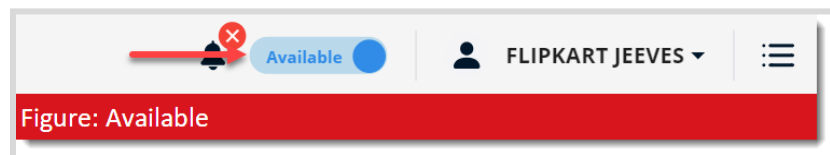
Step 1:

- The “Not Available” status is shown with a white toggle button as shown in the screenshot given below.



Step 2:

- Click on the toggle button to go “Available” as shown in the screenshot given below.



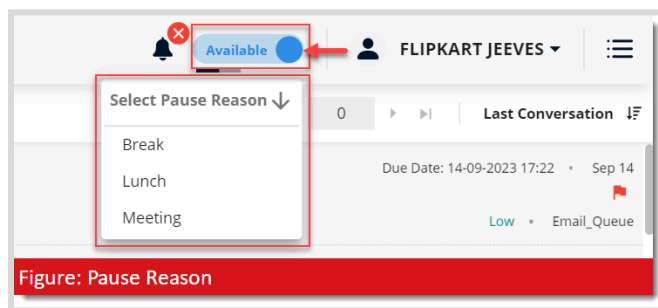
How to Go “Not Available”?

Step 1:

- Click on the toggle button which is in the “Available” state, and the following drop-down list appears asking the reason to pause.

Step 2:

- Select a reason from the drop-down as shown in the screenshot given below. Click on “OK”.

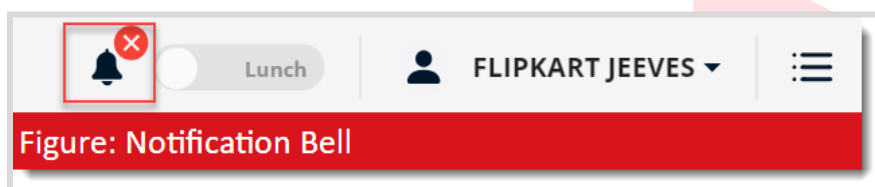


- The selected reason reflects under the toggle button as shown in the screenshot given below.



Review Notifications

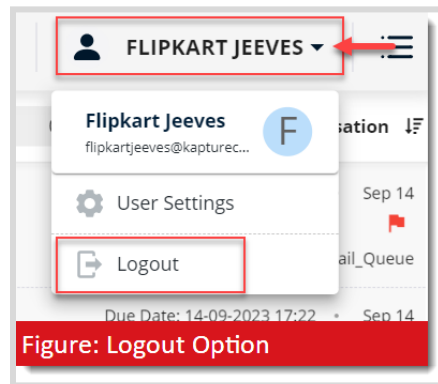
The agents have to **review notifications**. A **notification bell** is used to receive notifications of incoming tickets, reminders, or callbacks.



How to Logout?

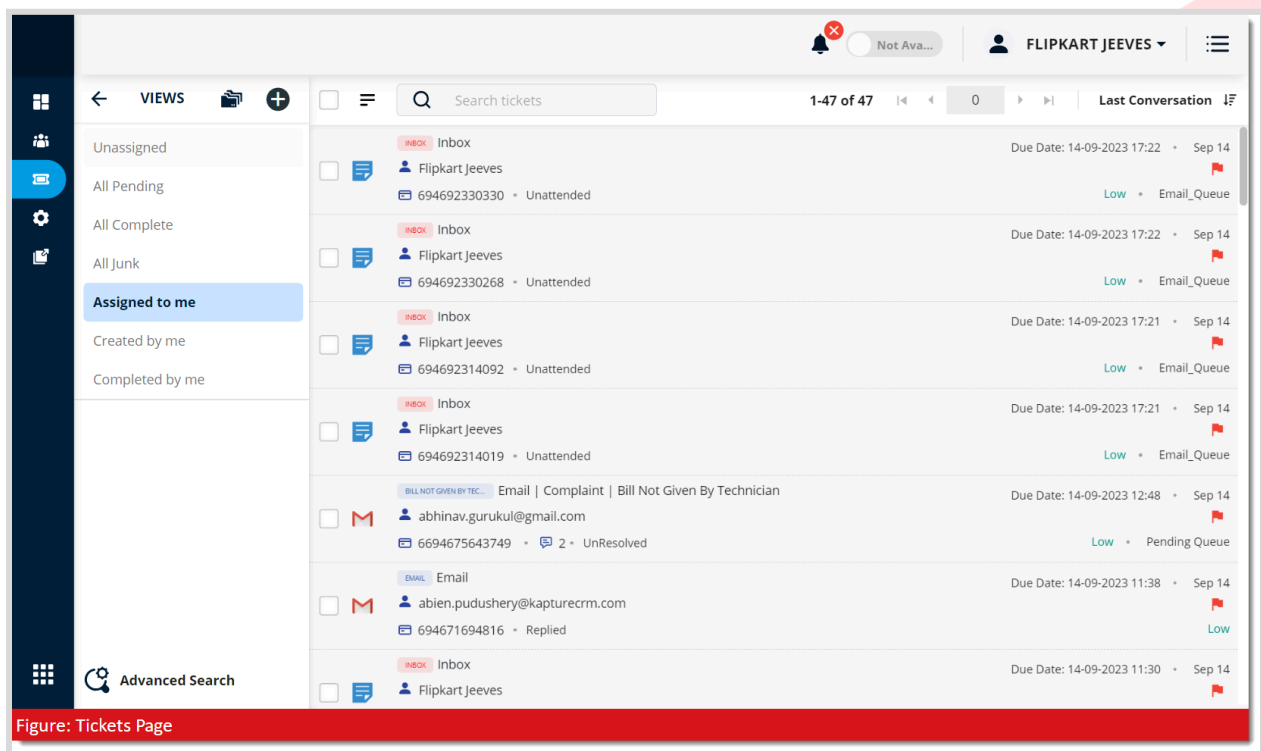
Step 1: Click on the user profile tab.

Step 2: A drop-down appears, select the **“Logout”** option to log out of the account.



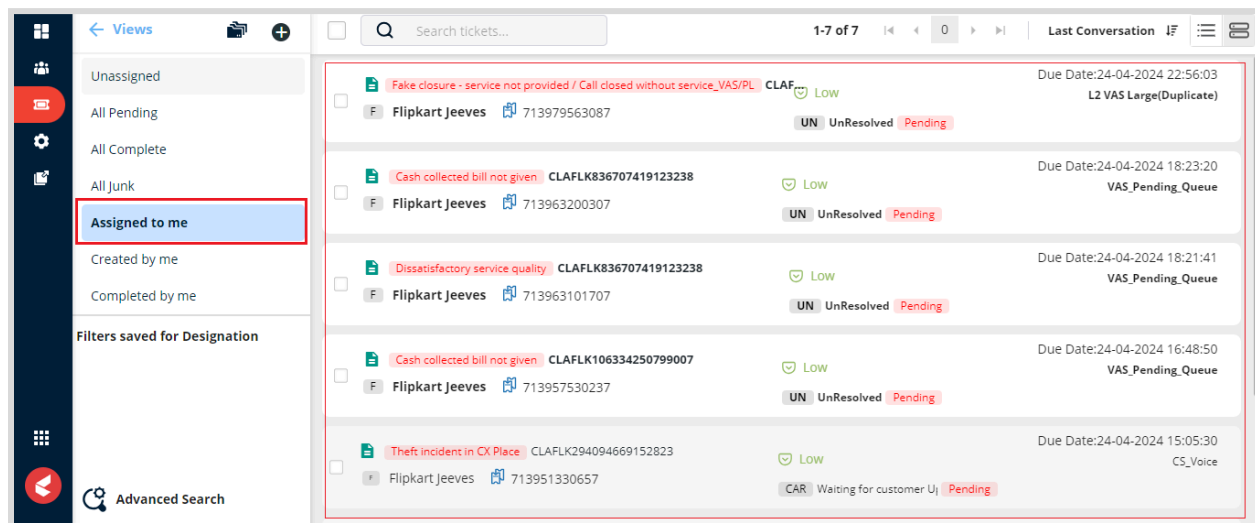
How to view a ticket?

When the agent logs into the account and clicks on the **“Ticket”** tab available on the left corner of the page, the following ticket page appears that contains the **Unassigned Ticket, All Pending Ticket, All Complete, All Junk, and Assigned To Me, etc.** When you select a ticket, its details are displayed on the newly opened screen.



How L2 Agent Work on a VAS Created Ticket

Once the L2 agent logs into their account, they will be on the Ticket Listing page with all the tickets assigned to the agent.



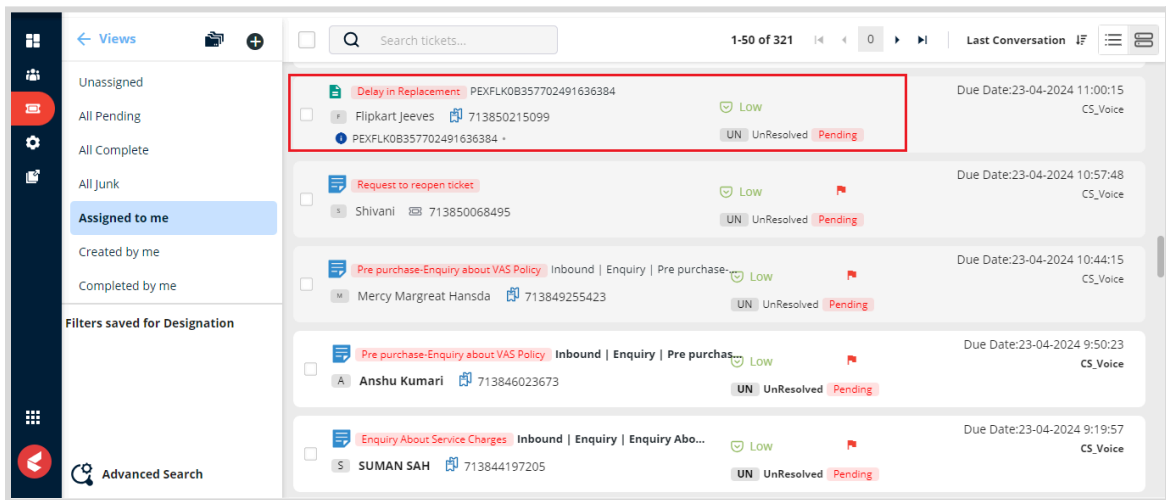
The tickets displayed are either tagged to a **Policy ID** or **Claim ID**.

- **Policy ID:** A unique identifier for the policy which is created/tagged to the product purchased by the customer. Eg: PEXFLK0B059196622991497
- **Claim ID:** A unique identifier for the claim/issue which is raised against the associated. Eg: CLAFK326398112357705

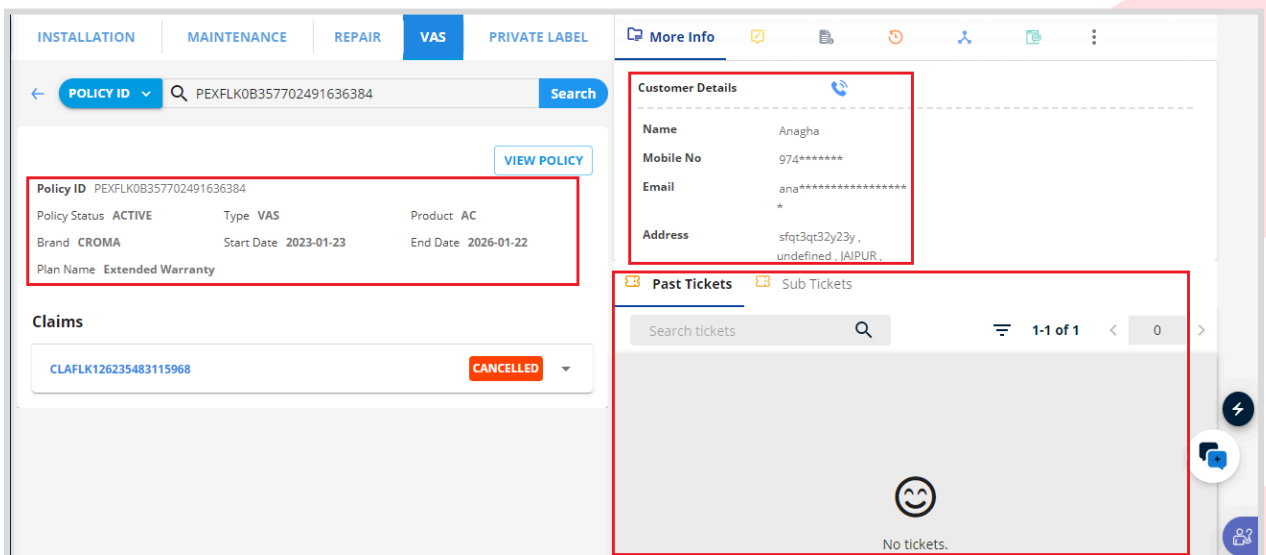
1. Ticket Tagged with a Policy

An internal ticket tagged with a Policy is one in which an L1 agent has created an incident at a Policy Level and is 'Unresolved'.

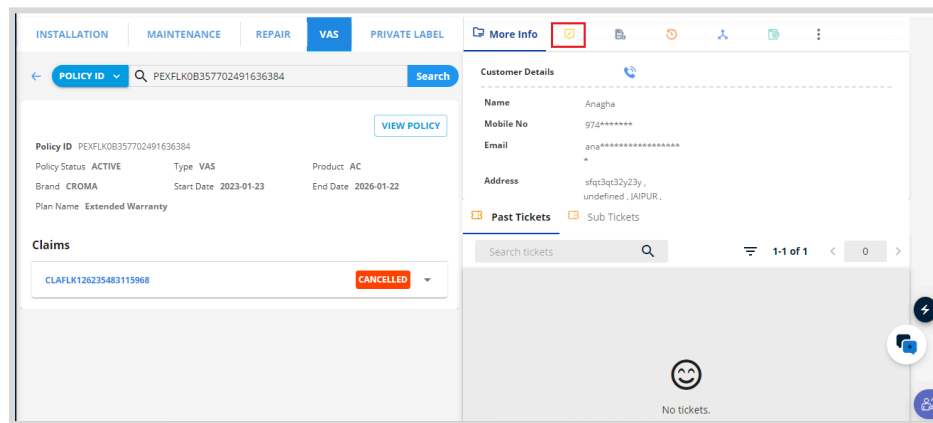
- As a first step, the agent needs to click on a particular ticket (*tagged with a Policy*) assigned to them from the listing page.



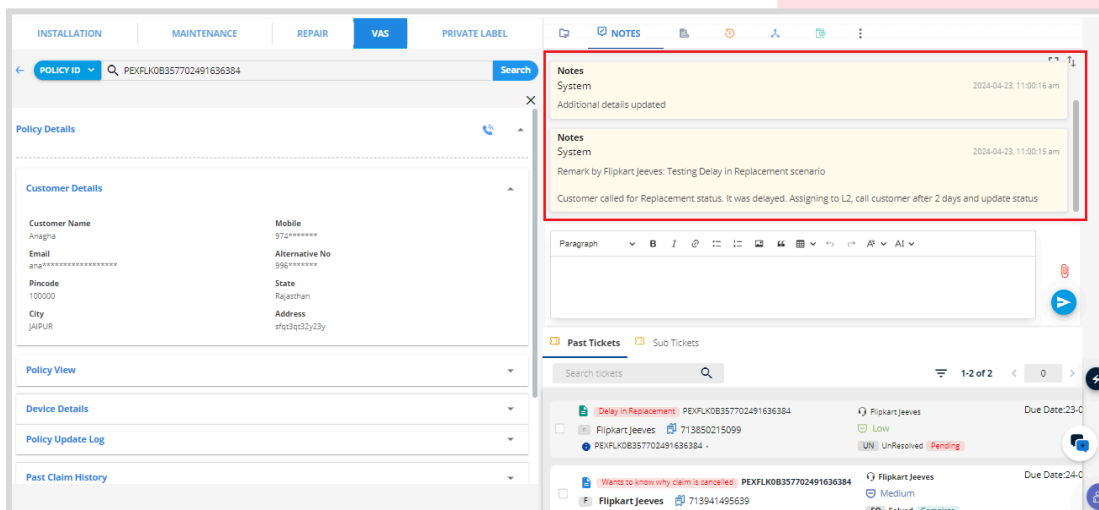
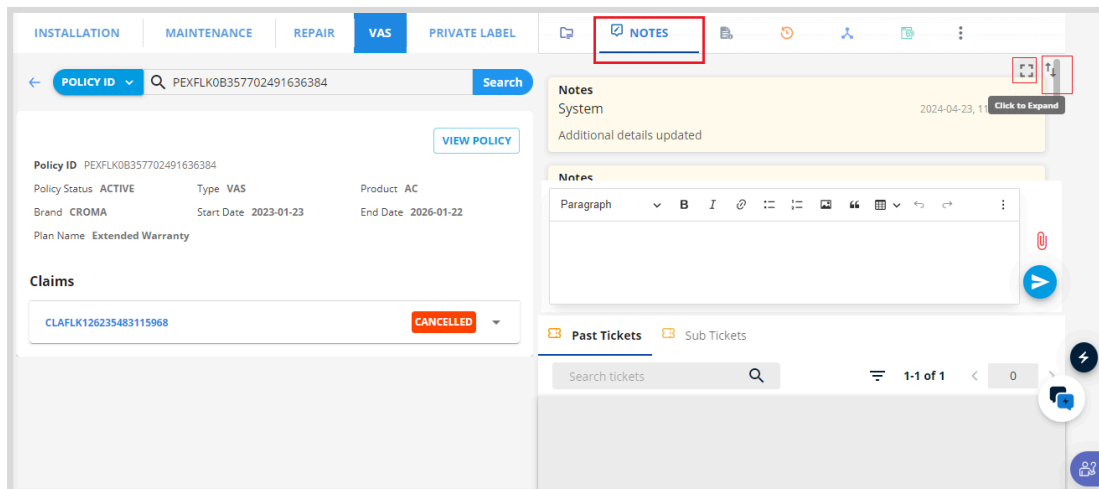
- Upon clicking the ticket, a ticket detail view opens up on the screen.
 - Agents can view high level information of the tagged **'Policy'** on the left side while **'Customer Details'** along with any **'Past tickets'** are visible on the right side of the screen



- Further, the agent needs to click on the **'Notes'** icon to view the comments/notes associated with this ticket.



- Upon clicking the 'Notes' icon, the 'Notes' tab will be active as shown in the below screenshot. Agents can use the Expand or Scroll option to view the Notes in detail.



- Incase, the agent needs to see further details of Policy, click on '**View Policy**' button which will open up the Policy Detailed View screen

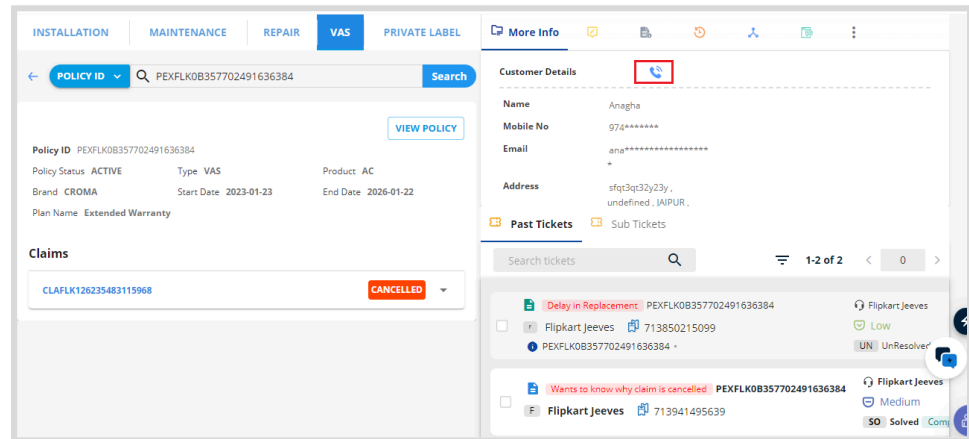
- Agents can view details of the **Policy** on the left side while **Policy Level actions** along with any **Past tickets** are visible on the right side of the screen
- Agents can also view the same 'Notes' from Policy Detailed View by clicking the Notes icon

- Based on Notes and Policy Details, Agent can either make an **Outbound call** or take **Policy Level action** as a next step.

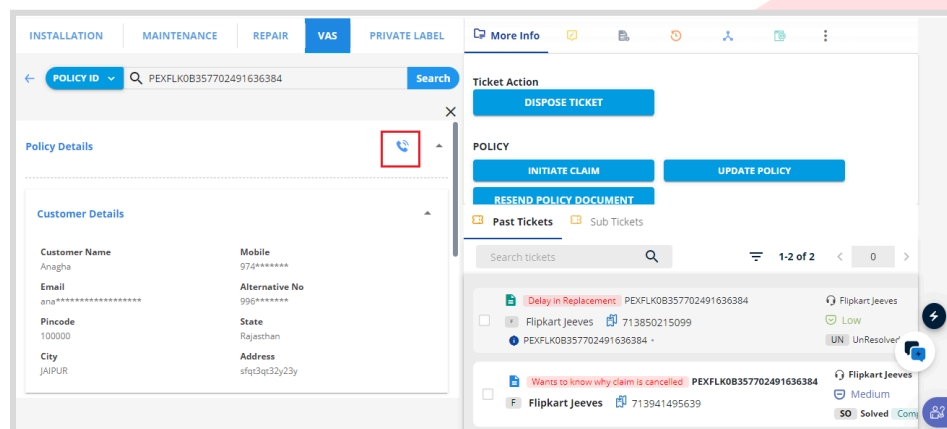
❖ Outbound Call

Outbound Call option is available in two sections -

1. Call icon in the Customer Details section within Policy List view

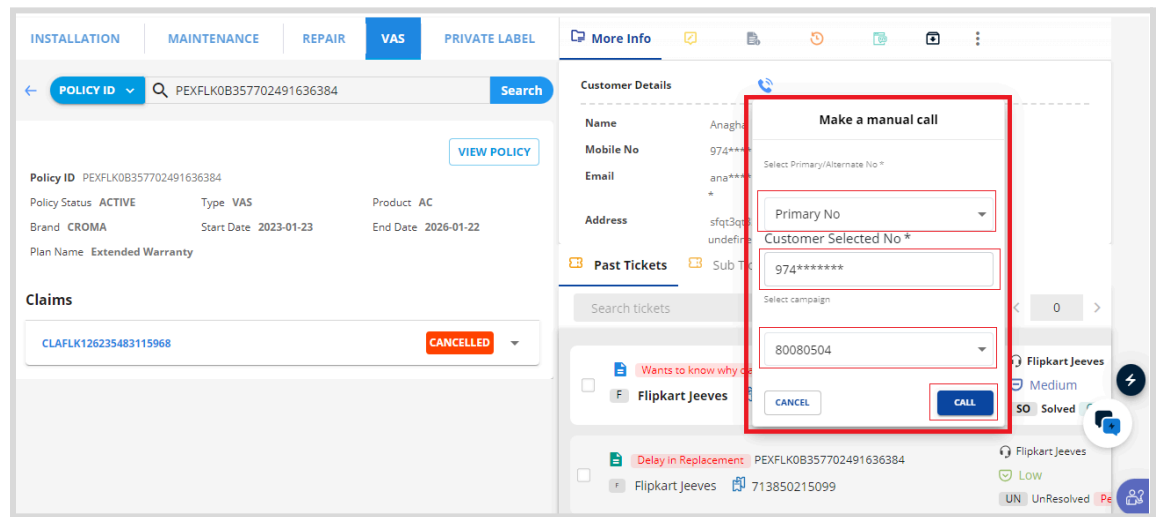


2. Call icon in the Policy Details section within Policy Detailed view



Upon clicking the call icon, a call window opens up on the screen as shown in the below image.

- Agent needs to select whether to use 'Primary/Alternate Number' for calling upon which the respective phone number will be populated. Also, 'Campaign Number' needs to be selected from the list available and then click on '**Call**' button to initiate the Manual call to the customer.




The screenshot displays the Flipkart VAS L2 Agents User Manual interface. On the left, the 'POLICY ID' is PEXFLK0B357702491636384, and the 'Policy Status' is ACTIVE. The 'Type' is VAS, 'Product' is AC, 'Brand' is CROMA, 'Start Date' is 2023-01-23, and 'End Date' is 2026-01-22. The 'Plan Name' is Extended Warranty. The 'Claims' section shows a claim ID CLAFKL126235483115968 with a 'CANCELLED' status. On the right, the 'Customer Details' section shows the Name, Mobile No, Email, and Address. A 'Past Tickets' section is also visible. A 'Make a manual call' dialog box is open, showing a 'Primary No' dropdown menu, a 'Customer Selected No' input field with the value 974*****, and a 'Select campaign' dropdown menu with the value 80080504. The dialog box has 'CANCEL' and 'CALL' buttons.

❖ Policy Level Actions

The Policy related actions include **“Initiate Claim”, “Update Policy”, and “Resend Policy Document”**.

Note: The actions buttons available under this section are dynamic in nature and are dependent on the Policy status. Agents can perform these actions only if they are applicable for the policy while this section will be blank if none of the actions are applicable for the policy.



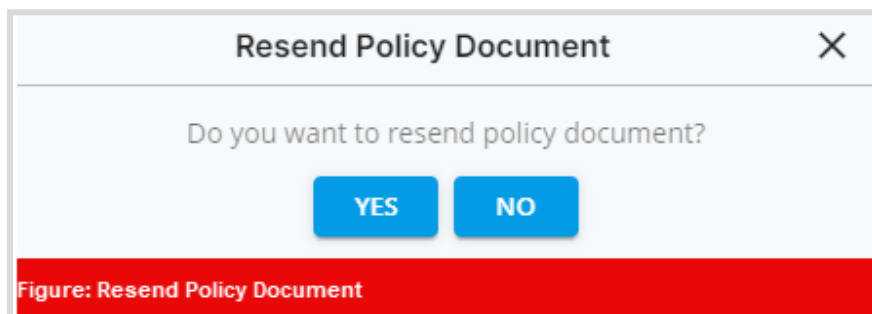
The screenshot shows the 'POLICY' section with three buttons: 'INITIATE CLAIM', 'UPDATE POLICY', and 'RESEND POLICY DOCUMENT'.

Please note that before Initiating a Claim agent can/need to use the ‘Update Policy’ action button (*as required*) to update any relevant information related to the customer or the device.

● **Resend Policy Document**

Agents have the capability to resend policy documents to the customer when requested by the customer. Upon clicking the "Resend Policy Document" button, a notification will

prompt asking for confirmation to resend the document and on selecting 'Yes', the policy document will be sent to the registered email id of the customer.

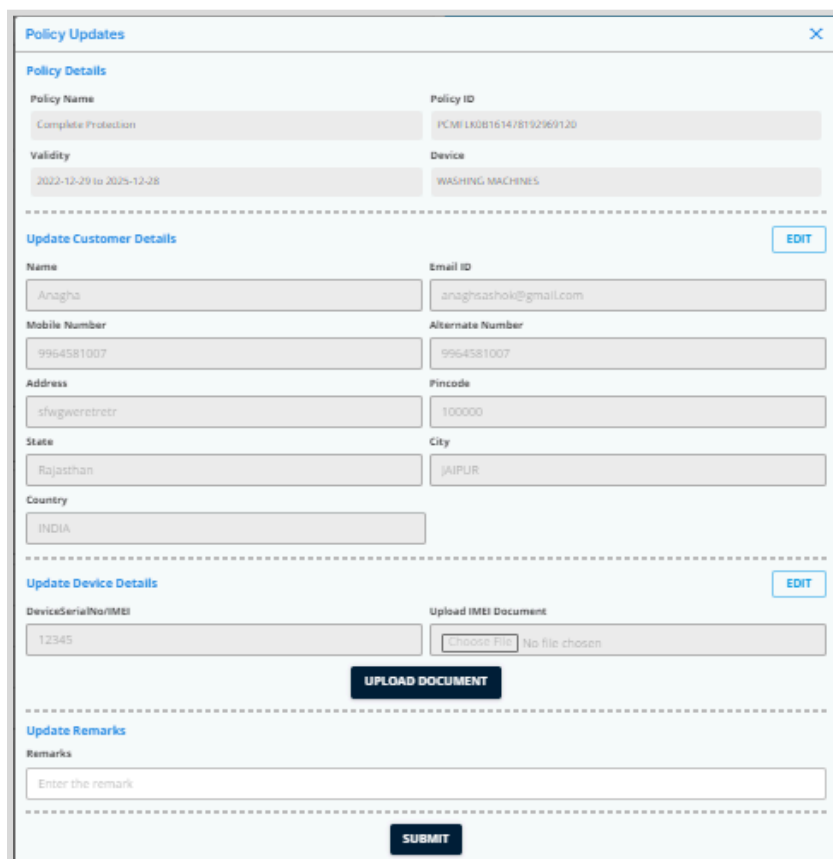


A dialog box titled "Resend Policy Document" with a close button (X) in the top right corner. The main text asks "Do you want to resend policy document?". Below the text are two buttons: "YES" and "NO". At the bottom, there is a red banner with the text "Figure: Resend Policy Document".

● Update Policy

This policy action enables the agent to update the existing policy or customer details (KYC) before initiating a new claim for the customer associated with the policy ID.

On click of 'Update Policy' button, a new pop-up opens up for agents to update the policy details.



A form titled "Policy Updates" with a close button (X) in the top right corner. The form is divided into several sections:

- Policy Details:** Contains fields for "Policy Name" (Complete Protection), "Policy ID" (PCMIK0B1614/8192969120), "Validity" (2022-12-29 to 2025-12-28), and "Device" (WASHING MACHINES).
- Update Customer Details:** Includes fields for "Name" (Anagha), "Email ID" (anaghasashok@gmail.com), "Mobile Number" (9964581007), "Alternate Number" (9964581007), "Address" (shwgweretret), "Pincode" (100000), "State" (Rajasthan), "City" (JAIPUR), and "Country" (INDIA). There is an "EDIT" button.
- Update Device Details:** Includes fields for "DeviceSerialNo/IMEI" (12345) and "Upload IMEI Document" (Choose File, No file chosen). There is an "UPLOAD DOCUMENT" button.
- Update Remarks:** Includes a "Remarks" field with a placeholder "Enter the remark" and a "SUBMIT" button.

Agents can update the **KYC** for customers in the Update Customer Details section.

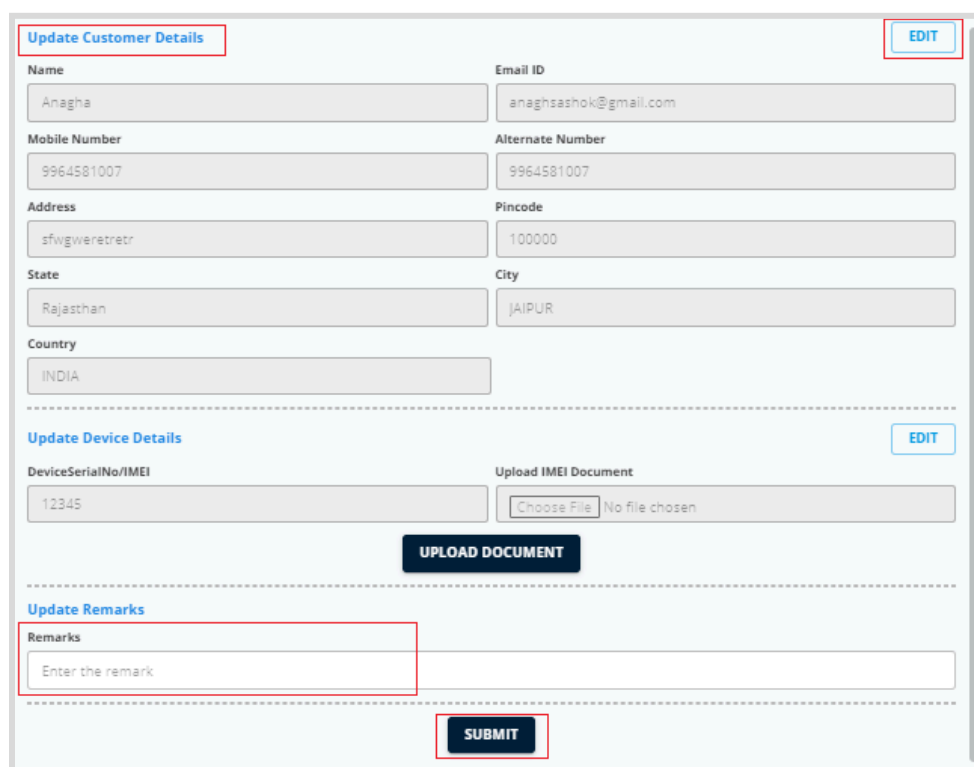
Step 1: Click on the **Edit** button to start modifying/updating the KYC details

Step 2: Update the relevant KYC details.

Note: Agents can update any customer details except the 'Name' field. Also, updating/changing the Pin Code will automatically populate the City and State associated with the pin code.

Step 3: Agents need to provide the **remarks** in the Update Remarks section

Step 4: Click on the '**Submit**' button to complete the section



Update Customer Details EDIT

Name: Anagha Email ID: anaghsashoki@gmail.com

Mobile Number: 9964581007 Alternate Number: 9964581007

Address: sfgweretetr Pincode: 100000

State: Rajasthan City: JAIPUR

Country: INDIA

Update Device Details EDIT

DeviceSerialNo/IMEI: 12345 Upload IMEI Document: Choose File No file chosen

UPLOAD DOCUMENT

Update Remarks

Remarks: Enter the remark

SUBMIT

Agents can use the Update Device Details section to upload the **Replacement certificate**.

Step 1: Upon clicking the **Edit** button, the fields under device details will be enabled for update

Step 2: Select the new replacement document from the agent's computer system by clicking on 'Choose File'

Step 3: Update the serial number in the 'Device Serial Number' field

Step 4: Click on '**Upload Document**' to upload the new replacement document

Step 5: Provide the remarks for this device details update under 'Remarks' field

Step 6: Click on the 'Submit' button to complete the process

After completing the Policy update action, the pop-up closes and the user will be in the Policy detailed view screen.

Additionally, agents can verify if the latest KYC information and Replacement Certificate is updated with the Policy by navigating to the **Policy Update Log** section on the left side of Policy Details screen.

The screenshot shows the 'Policy Details' page with a red box highlighting the 'Policy Update Log' section. The table below contains the data from the log.

Update...	Old Value	New Val...	remarks	Update...	Update...
ACTIVATED	N/A	N/A	Policy created	radha c	2024-03-04
CUSTOMER_...	VIEW	VIEW	customer de...	squire	2024-03-26
CUSTOMER_...	VIEW	VIEW	replacement...	squire	2024-03-26
CUSTOMER_...	VIEW	VIEW	pin code and...	squire	2024-03-26

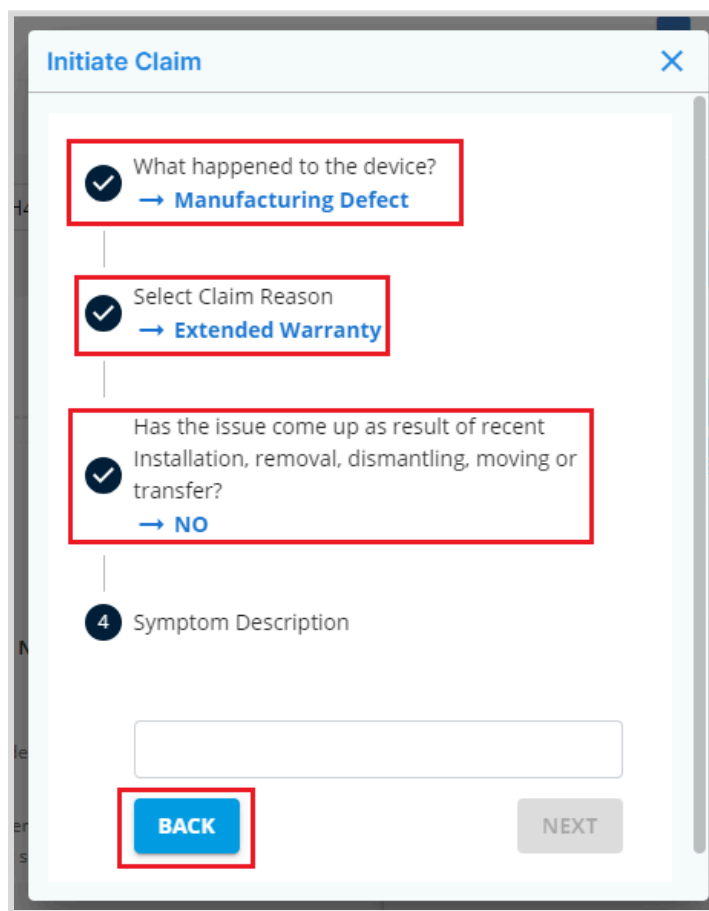
• **Initiate Claim**

This policy action enables the agent to create a new claim for the customer associated with the particular policy ID. On click of 'Initiate Claim' button, a new pop-up opens up for agents to start the KYI process.

The screenshot shows the 'Initiate Claim' pop-up form. It has a title bar with a close button (X). The main content area has a step indicator '1' followed by the question 'What happened to the device?'. Below the question is a text input field with a dropdown arrow. At the bottom, there are two buttons: 'BACK' (disabled) and 'NEXT' (active). A red banner at the bottom of the form reads 'Figure: Initiate Claim'.

Step 1: Provide response for the KYI questions displayed on screen one after the other based on the customer inputs

Step 2: Continue with the questionnaire until a summary screen appears. Incase, agent needs to go back and review/change the answer for any of the question(s) during this process, use the **Back** button or Click on the particular **question**



The screenshot shows a web form titled "Initiate Claim" with a close button (X) in the top right corner. The form contains four steps, each with a circular icon and a checkmark:

- Step 1: "What happened to the device?" with a link "→ Manufacturing Defect".
- Step 2: "Select Claim Reason" with a link "→ Extended Warranty".
- Step 3: "Has the issue come up as result of recent Installation, removal, dismantling, moving or transfer?" with a link "→ NO".
- Step 4: "Symptom Description" (indicated by a blue circle with the number 4).

Below the steps is a text input field. At the bottom, there are two buttons: a blue "BACK" button and a grey "NEXT" button.

Step 3: A summary screen appears upon completing the questions, agent needs to review the answers provided for the KYI questions

Step 4: Click on the 'Edit' button to go back and modify answers *if needed*. Please note that upon clicking Edit, the KYI questionnaire will be available to modify and on completing changes, the summary screen appears again

Step 5: Click on the 'Submit' button to complete the claim registration process

Preview Initiate Claim

All steps are completed and here is preview of your response

What happened to the device?

Manufacturing Defect

Select Claim Reason

Extended Warranty

Has the issue come up as result of recent Installation, removal, dismantling, moving or transfer?

NO

Symptom Description

test

What issue are you facing with device?

Cooling Issue

Claim Settlement Option

Repair

Repair Mode

On-site

When did it happen?

2024-04-17

Accept/Reject Claim

Accept

EDIT

SUBMIT

After completing the Initiate claim action, users will be redirected to the Claim Detailed view screen of the new claim which was created.

ANCE

REPAIR

VAS

PRIVATE LABEL

More Info

CLAIM ID

CLAFLK101034495465801

Search

Claims

POLICY

VIEW CASE DETAILS

Claim View

Plan

Extended_Warranty_AC

Policy Id

PEXFLK08343817427629590

Claim Status

in_progress

Claim Id

CLAFLK101034495465801

Claim Registered By

radha c

Claim Registered On

2024-03-05T13:14:43

Service Partner

SRMS

Service Partner Request Id

FLRC-9BASLH-ZY7BHD-LP5D0H-LQ1XGFO

Task Type

Task Status

CLAIM

CANCEL CLAIM

TERMINAL ACTION

REPAIR

Additional Ticket Detail

Past Tickets

Sub Tickets

Search tickets

0-0 of 0

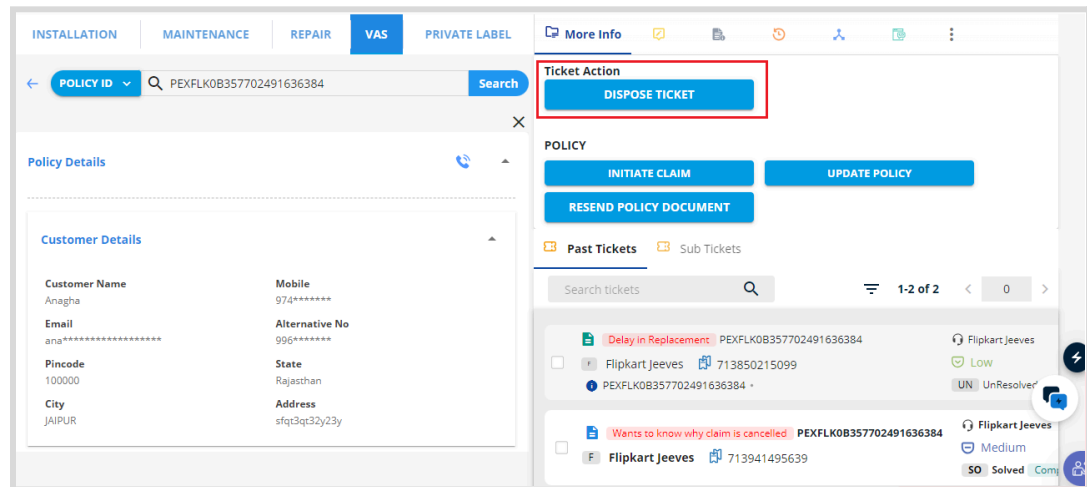
0

No Data Found

- Post completing the Manual call to customer and/or Policy Level Action, agent needs to Dispose the existing ticket using '**Dispose Ticket**' option

❖ Dispose Ticket

Agents need to dispose of the current ticket using the Dispose Ticket button available within the Policy Detailed view of the ticket.



Upon clicking the '**Dispose Ticket**' button, a pop-up opens on the screen to input details for disposing of the ticket.

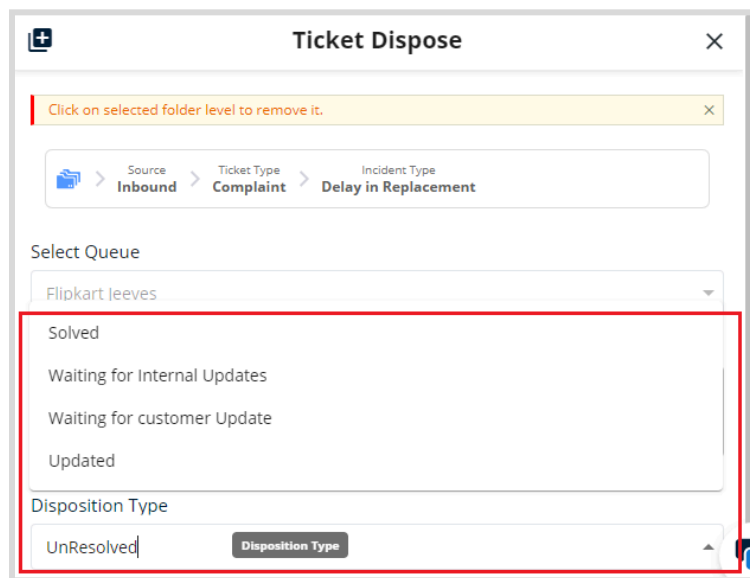
- ➔ Based on the action performed (*outbound call/policy level action*), the Agent will update the '**Remarks**' for the incident.

The 'Ticket Dispose' form is shown with a breadcrumb trail: Source > Inbound > Ticket Type > Complaint > Incident Type > Delay in Replacement. The 'Select Queue' dropdown is set to 'L2_VAS_CMP'. The 'Remarks' field is highlighted with a red box and contains the text: 'Testing scenario Remarks: Called customer to share the latest update on delayed replacement. Need to call customer again in 2 days incase replacement is still not ready'. The 'Disposition Type' dropdown is set to 'UnResolved'. A 'SUBMIT' button is located at the bottom right of the form.

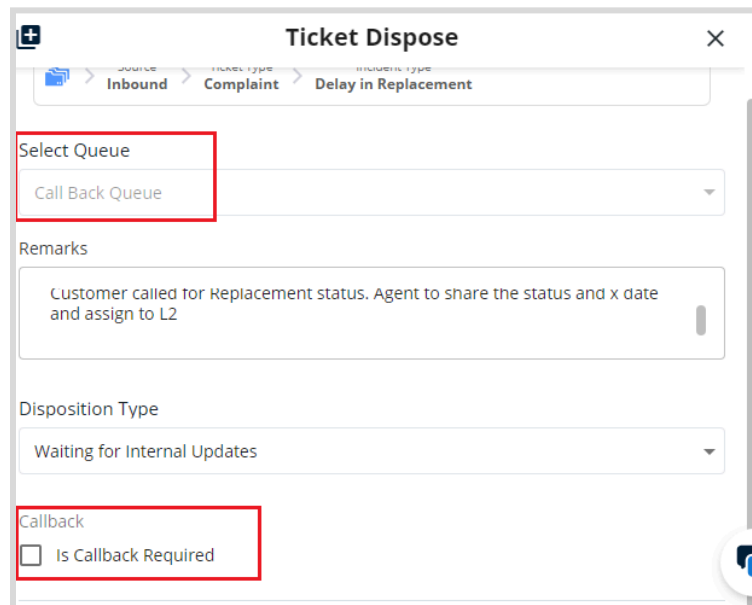
Note: L2 agent will not be able to change any folder or queue details and it will be rendered **non-editable** by greying them out, as shown in the above image.

- Further, the agent needs to select a '**Disposition Type**' from one of the 4 options available - *Solved*, *Waiting for Internal Updates*, *Waiting for Customer Updates*, *Unresolved*.

Note: By default, the tickets assigned to L2 agent will be tagged as 'Unresolved', the agent needs to select an appropriate disposition type based on the action performed (*outbound call/policy level action*).



- If the Disposition Type is chosen as either Waiting for Internal Updates or Waiting for Customer Updates, then an additional **Call Back** option appears.
 - Agent needs to mandatorily Opt in for the **Call Back** option while the queue will be automatically changed to Call Back queue when either of these 2 disposition types are selected.



Ticket Dispose

Inbound Complaint Delay in Replacement

Select Queue

Call Back Queue

Remarks

Customer called for Replacement status. Agent to share the status and x date and assign to L2

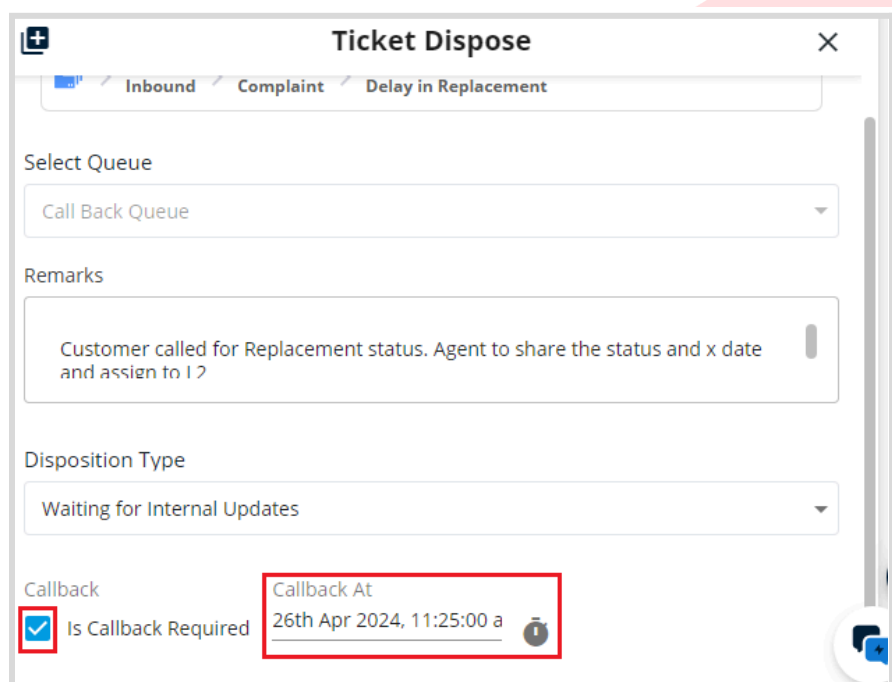
Disposition Type

Waiting for Internal Updates

Callback

☐ Is Callback Required

- For **Call Back** cases, agents need to Click on the Checkbox upon which Call Back Time selection appears. Select the 'Date & Time' for call back by clicking on the 'Callback At' field as highlighted in the below image.



Ticket Dispose

Inbound Complaint Delay in Replacement

Select Queue

Call Back Queue

Remarks

Customer called for Replacement status. Agent to share the status and x date and assign to L2

Disposition Type

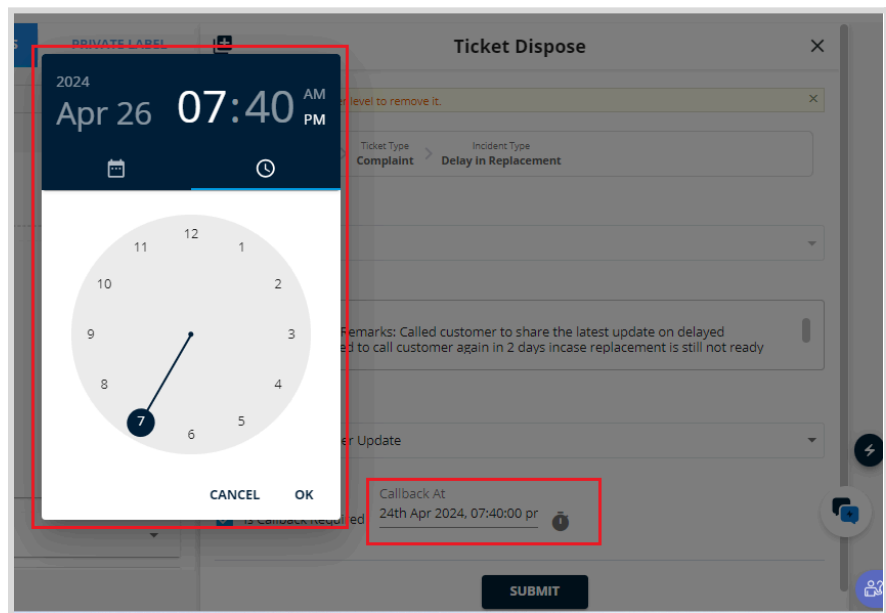
Waiting for Internal Updates

Callback

☒ Is Callback Required

Callback At

26th Apr 2024, 11:25:00 a



- Finally, the agent needs to click on the **'Submit'** button to complete the Ticket Dispose process.

+

Ticket Dispose

×

Click on selected folder level to remove it.

Source

Ticket Type

Incident Type

Inbound

Complaint

Delay In Replacement

Select Queue

Call Back Queue

Remarks

Testing scenario Remarks: Called customer to share the latest update on delayed replacement. Need to call customer again in 2 days incase replacement is still not ready

Disposition Type

Waiting for customer Update

Callback

Is Callback Required

☒

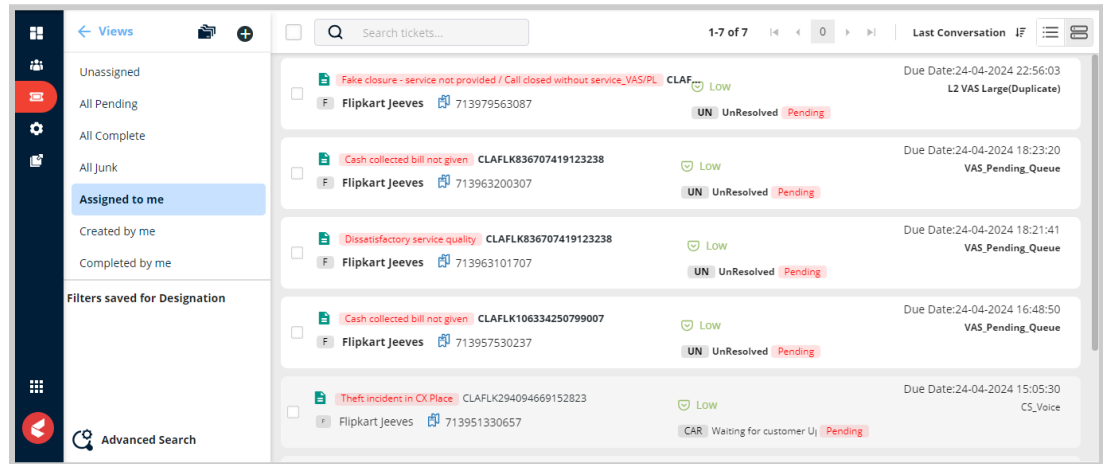
Callback At

26th Apr 2024, 07:40:00 pr

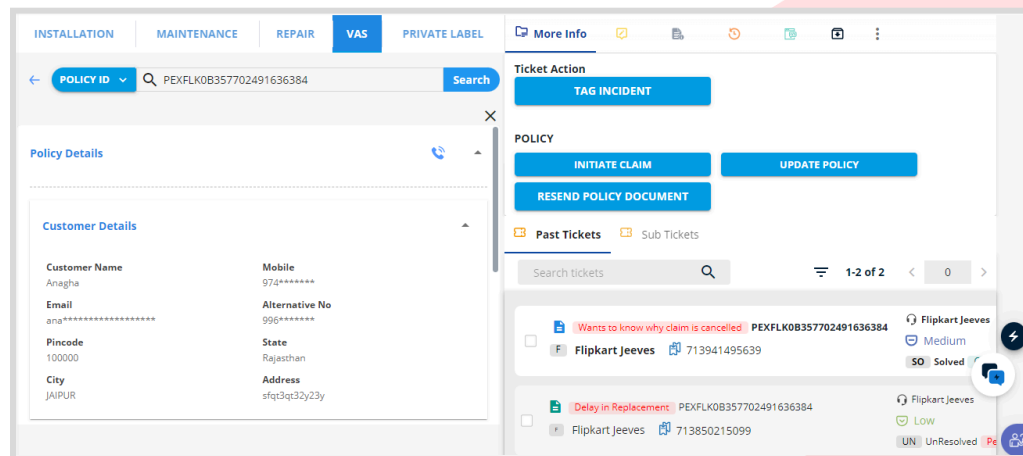
ⓘ

SUBMIT

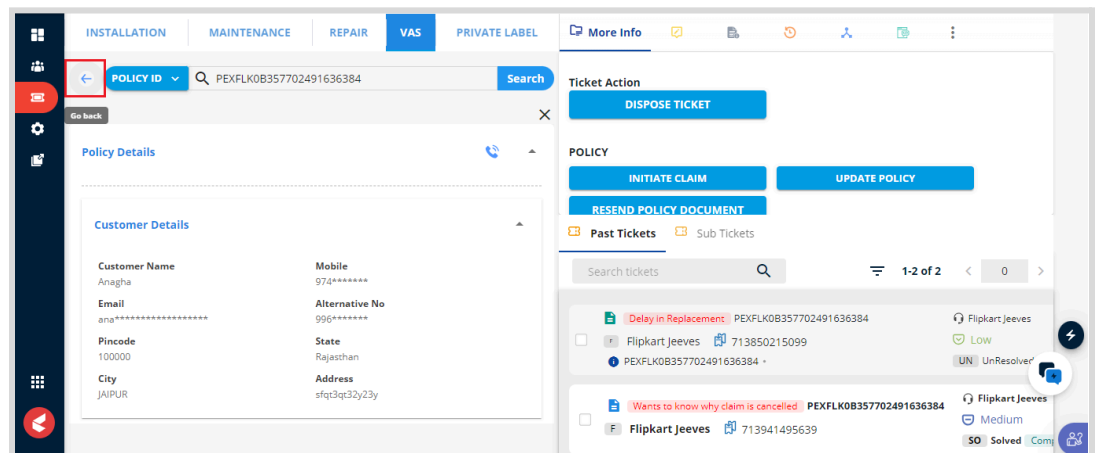
- Once the ticket has been disposed of as mentioned above, the pop-up closes and,
 - Agent will be redirected to the Ticket Listing page in case the Ticket is disposed of as 'Solved'.



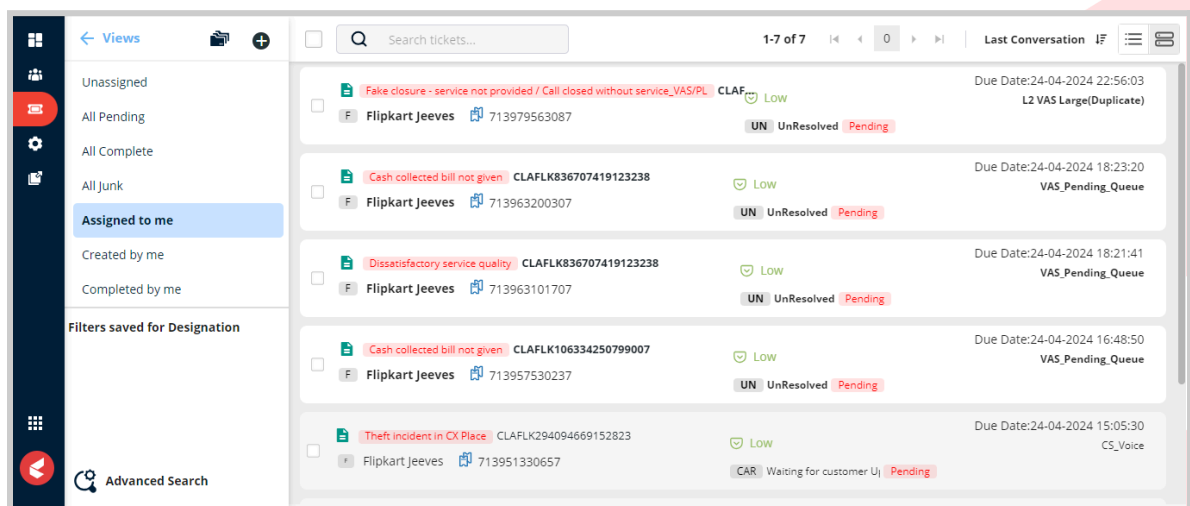
- Agent will be in the same Claim Detailed screen incase of Ticket is disposed of as 'Waiting for Internal Updates', 'Waiting for Customer Updates' or 'Unresolved'.



- Post this, the agent needs to click on 'Go Back' as shown in the below screenshot to close this ticket and move back to the ticket listing page.



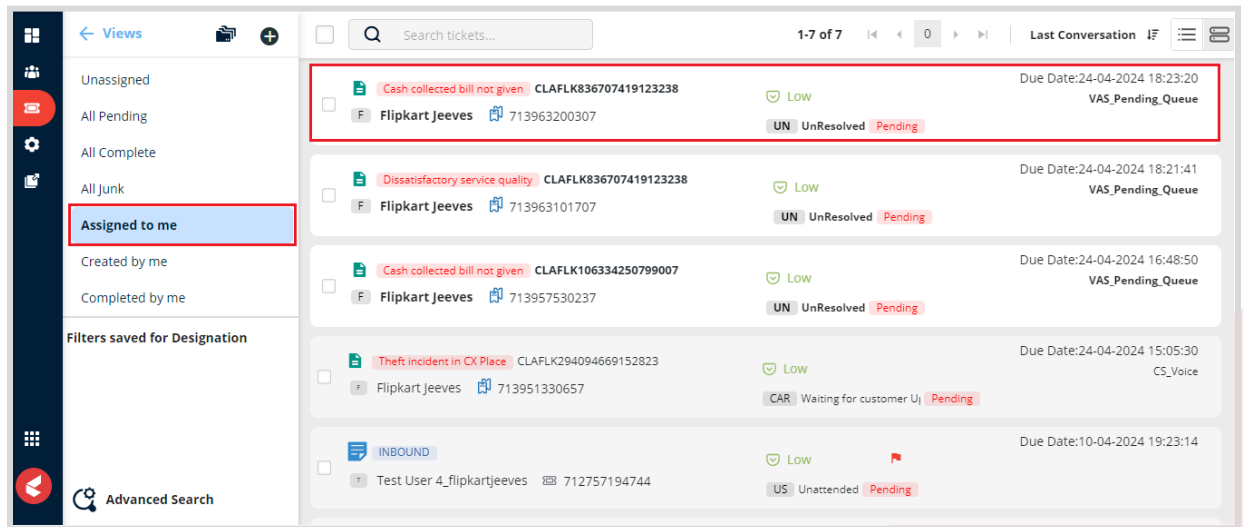
- In both the above cases, agents will be landing on the Ticket listing page 'Assigned to Me' section with a list of tickets assigned to the agent. Agents can now start work on the next assigned ticket.



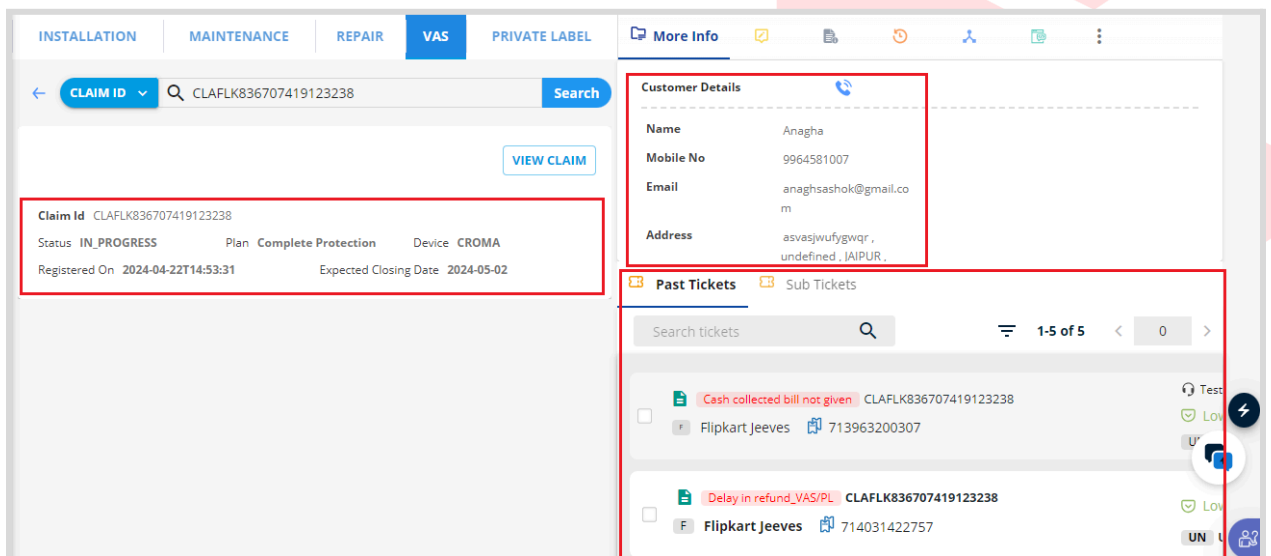
2. Ticket Tagged with a Claim

An internal ticket tagged with a Claim is one in which an L1 agent has created an incident at a Claim Level and is 'Unresolved'.

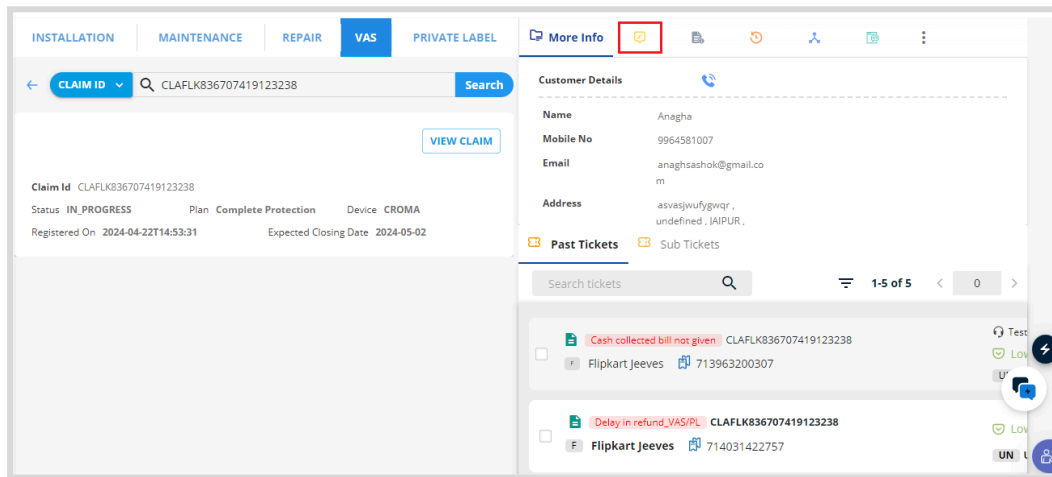
- As a first step, the agent needs to click on a particular ticket assigned to them from the listing page.



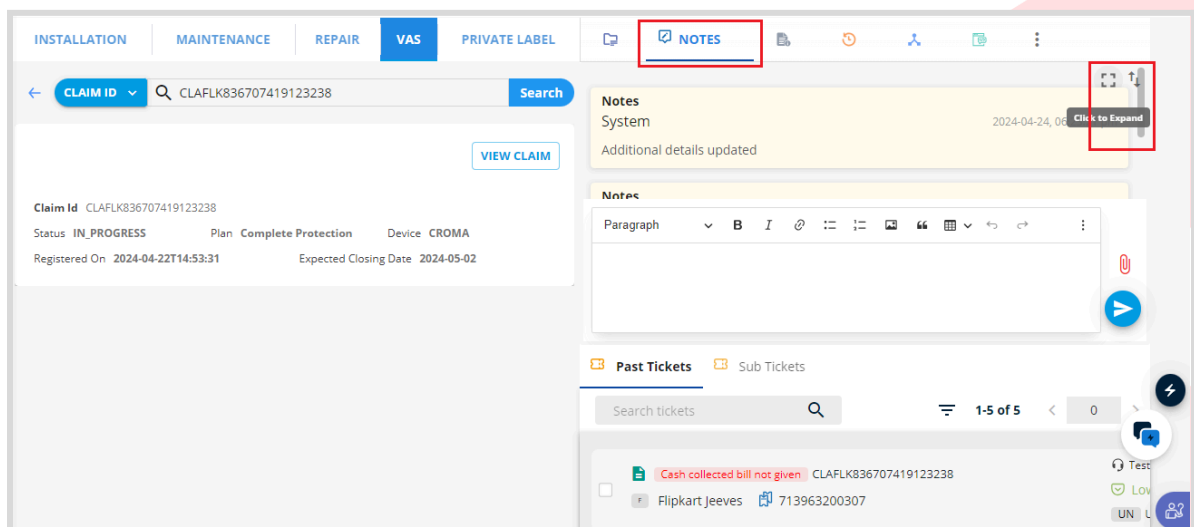
- Upon clicking the ticket, a ticket detail view opens on the screen
 - Agents can view high level information of the tagged **Claim** on the left side while **Customer Details** along with any **Past tickets** are visible on the right side of the screen

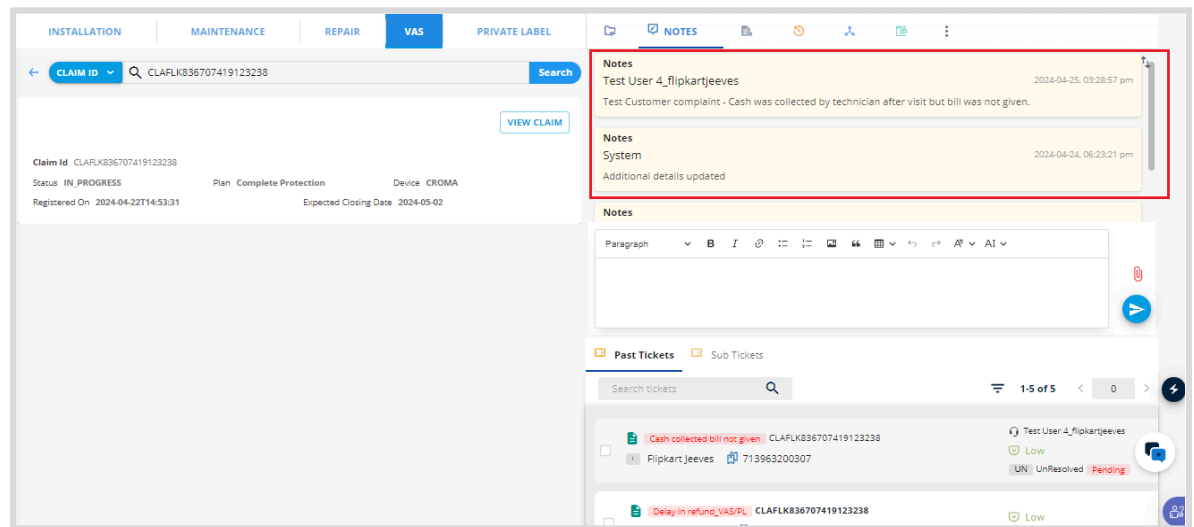


- Further, the agent needs to click on the **'Notes'** icon to view the comments/notes associated with this ticket.

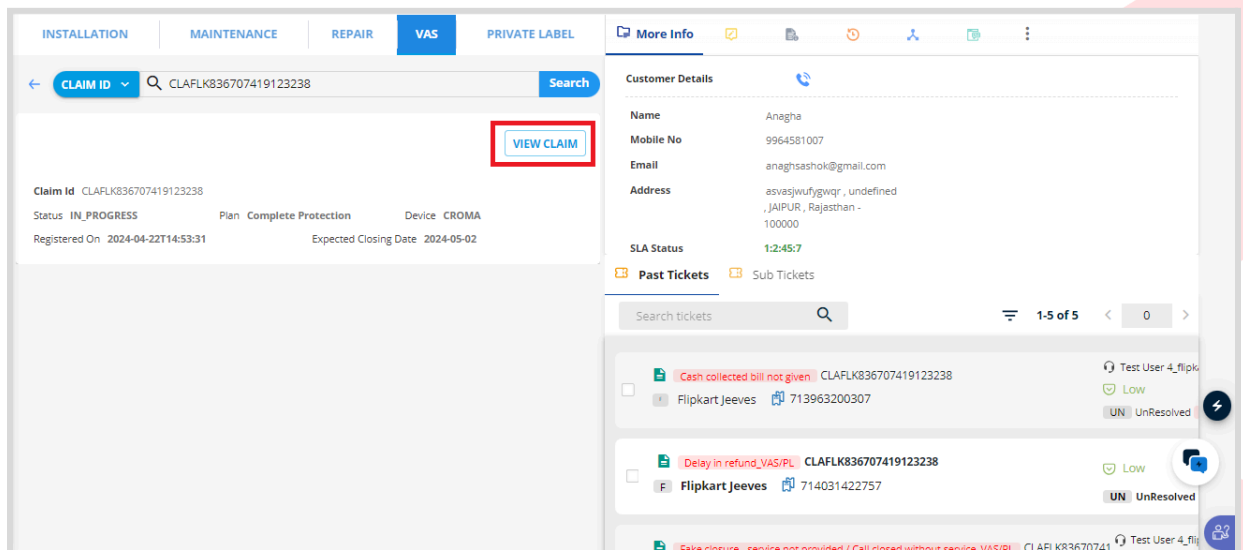


- Upon clicking the Notes icon, the **'Notes'** tab will be active as shown in the below screenshot. Agents can use the Expand or Scroll option to view the Notes in detail.

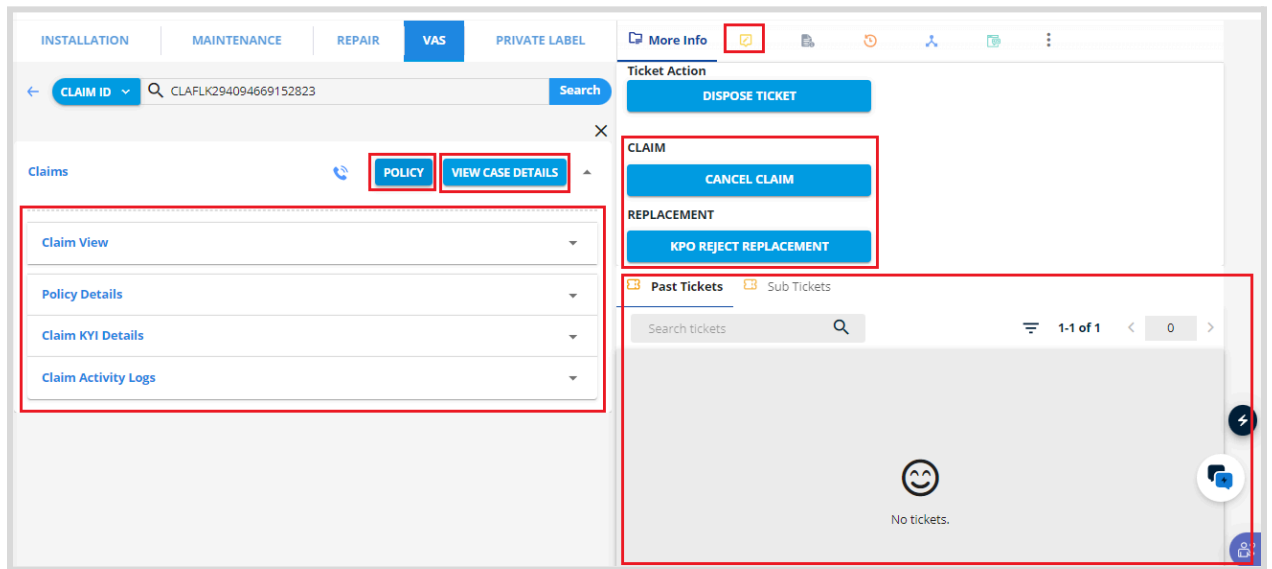




- In case, the agent needs to see further details of Claim, click on '**View Claim**' button which will open up the Claim Detailed View screen.



- Agents can view details of the **Claim** on the left side while **Claim Level actions** along with any **Past tickets** are visible on the right side of the screen
- Agents can also view the same '**Notes**' from Claim Detailed View by clicking the **Notes** icon
- Agents can use the '**Policy**' button for navigating to the Policy Details page of the Policy associated with this claim and use the '**View Case Details**' button to access SRMS details.

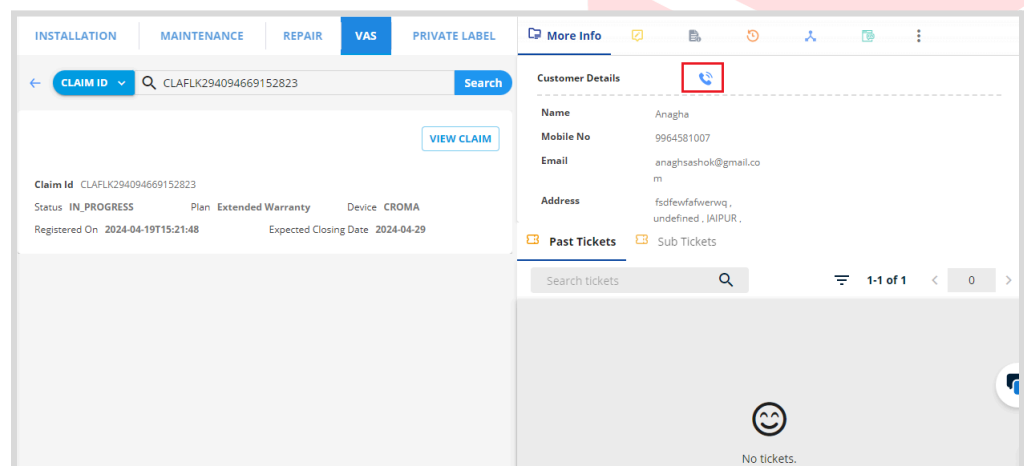


- Based on Notes and Claim Details, an Agent can either make an **Outbound call** or take **Claim Level action** as a next step.

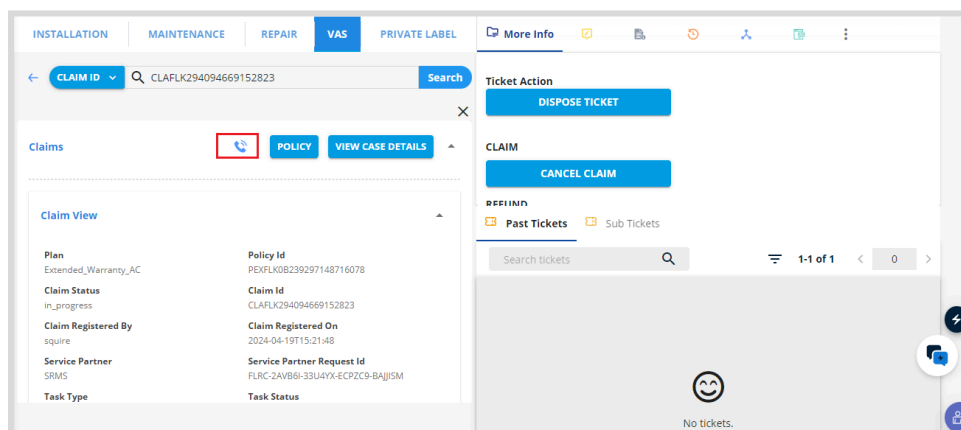
❖ Outbound Call

Outbound Call option is available in two sections -

1. Call icon in the Customer Details section within Claim List view

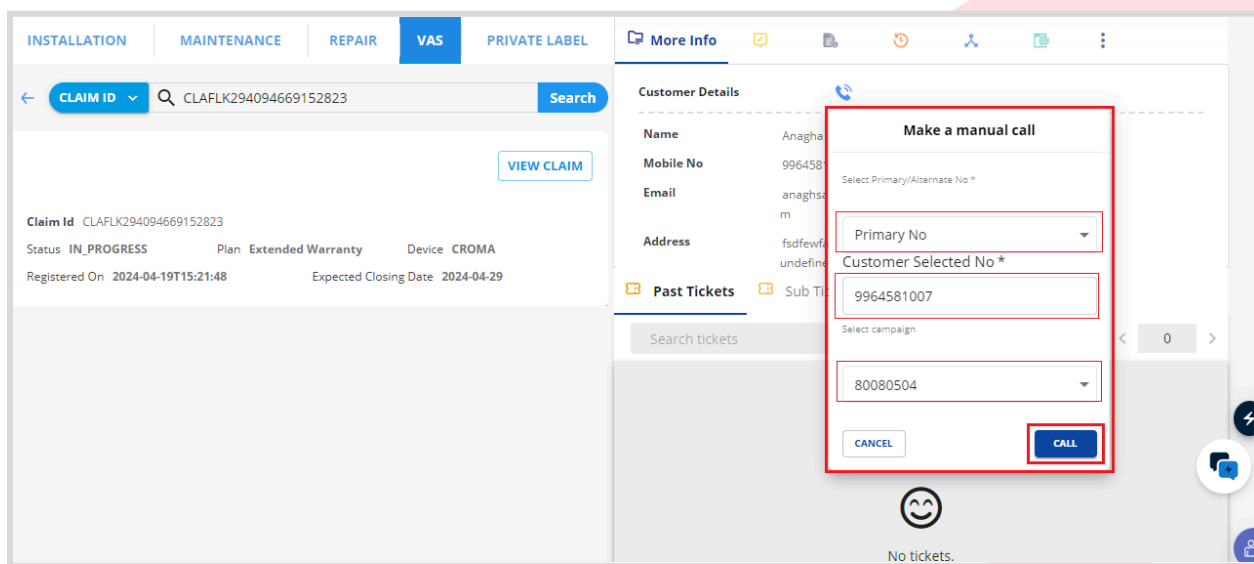


2. Call icon in the Claim Details section within Claim Detailed view



Upon clicking the call icon, a call window opens up on the screen as shown in the below image.

- Agent needs to select whether to use 'Primary/Alternate Number' for calling upon which the respective phone number will be populated. Also, 'Campaign Number' needs to be selected from the list available and then click on '**Call**' button to initiate the Manual call to the customer.



❖ Claim Level Actions

The Claim related actions include 'Cancel Claim', 'Terminal Action', 'Cancel Refund', 'Cancel Replacement', 'KPO Reject Replacement', 'KPO Reject Refund' and 'KPO Reject Repair'.

Note: The actions buttons available under this section are dynamic in nature and are dependent on the Claim status. Agents can perform these actions only if they are applicable for the claim while this section will be blank if none of the actions are applicable for the claim.

● Cancel Claim

This claim action enables the agent to cancel any claim that is currently 'In progress'. Upon clicking the "Cancel Claim" button a notification will prompt asking for confirmation to cancel the claim and on selecting 'Yes', the claim will be cancelled.

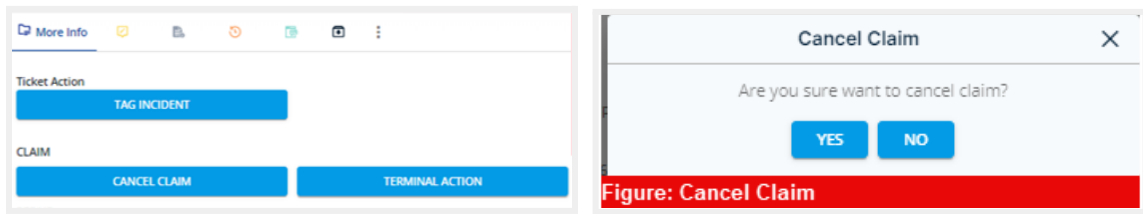
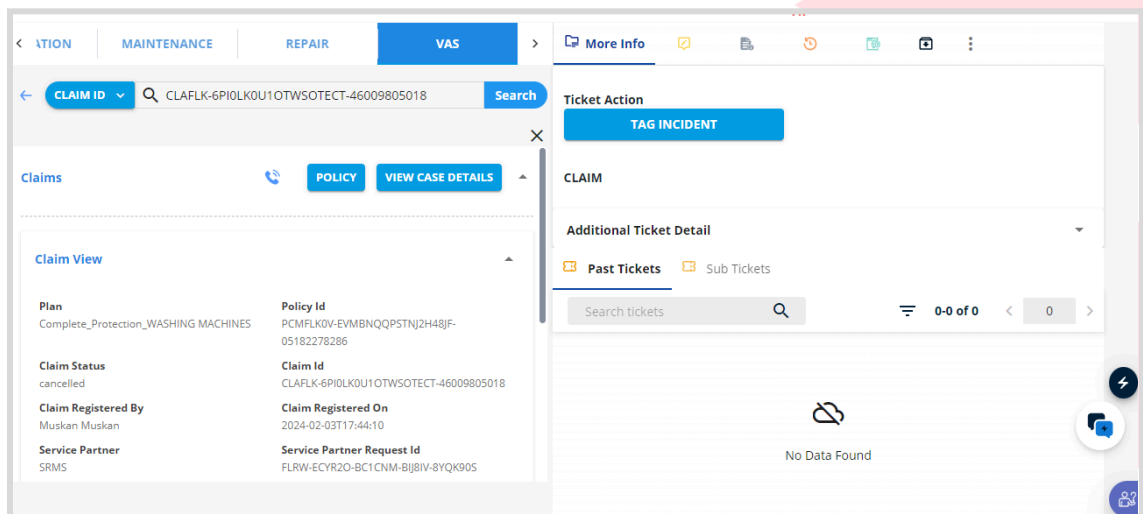


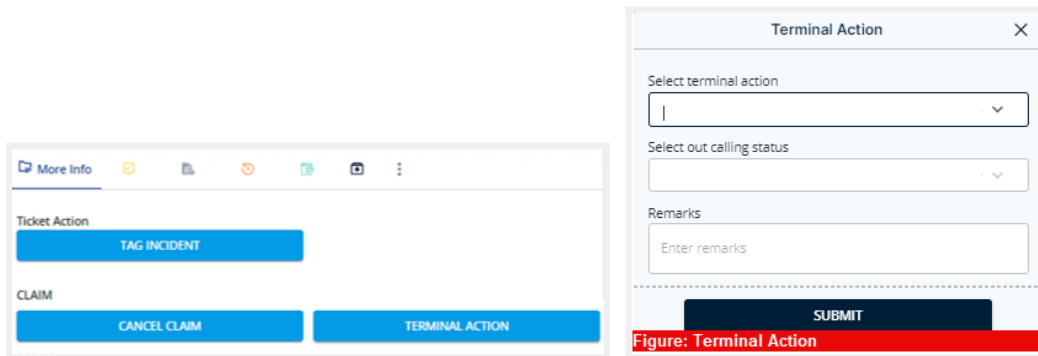
Figure: Cancel Claim

After completing the above action, pop-up closes and the user will be on the same claim detailed view itself

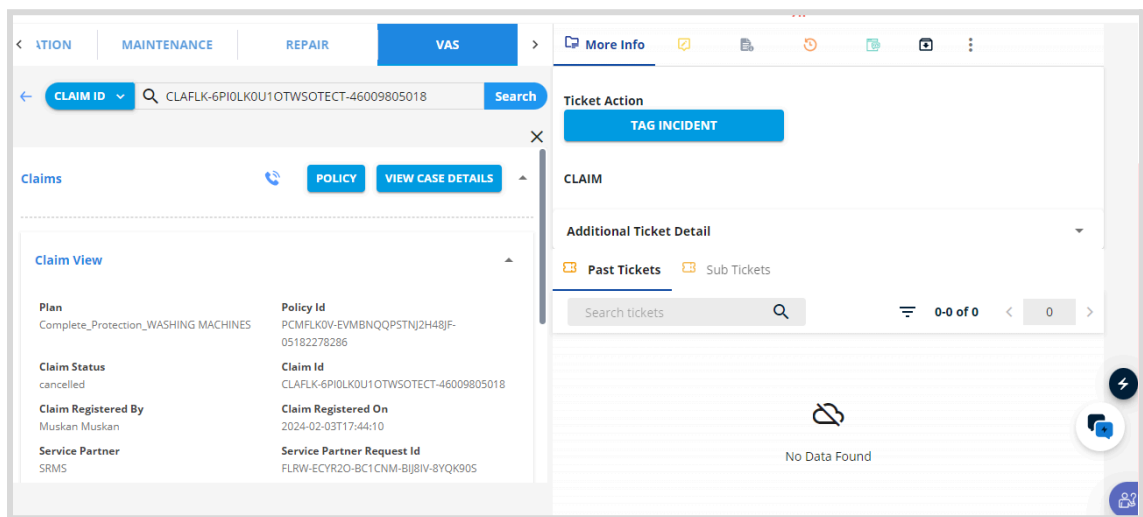


● Terminal Action

This functionality enables the agents to execute Terminal action from the application based on the claim status. Upon clicking the "Terminal Action" button, a pop-up appears on the screen and agents need to provide the necessary information requested and click on the 'Submit' button.



After completing the above action, pop-up closes and the user will be on the same claim detailed view itself.



- KPO Reject Repair**

This option enables the agents to take KPO Reject Repair action from the application based on the claim status. Upon clicking the "KPO Reject Repair" button, a pop-up appears on the screen and agents need to provide the necessary information requested and click on the 'Submit' button.

The image shows a 'KPO Reject Repair' form. It has a title bar with 'KPO Reject Repair' and a close button. Below the title bar is a section 'Select KPO Reject Outcomes' with a dropdown menu. Underneath is a 'Remarks' section with a text input field containing the placeholder 'Enter remarks'. At the bottom of the form is a large blue 'SUBMIT' button.

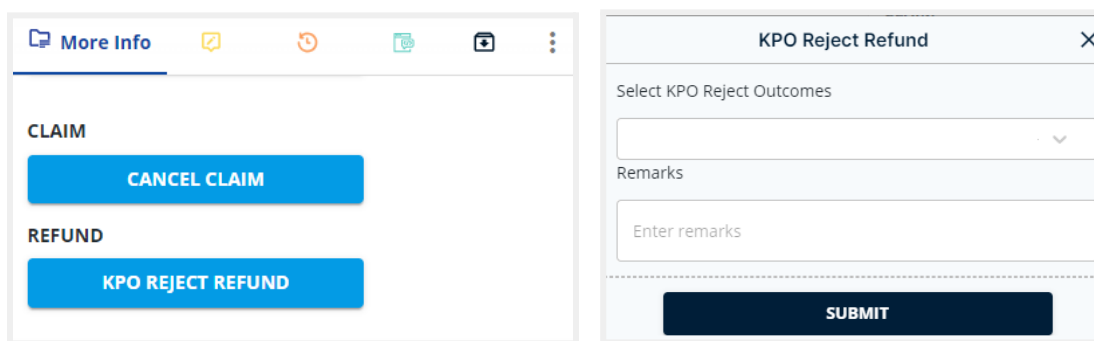
Figure: KPO Reject Repair

After completing the above action, the pop-up closes and the user will be on the same claim detailed view itself.

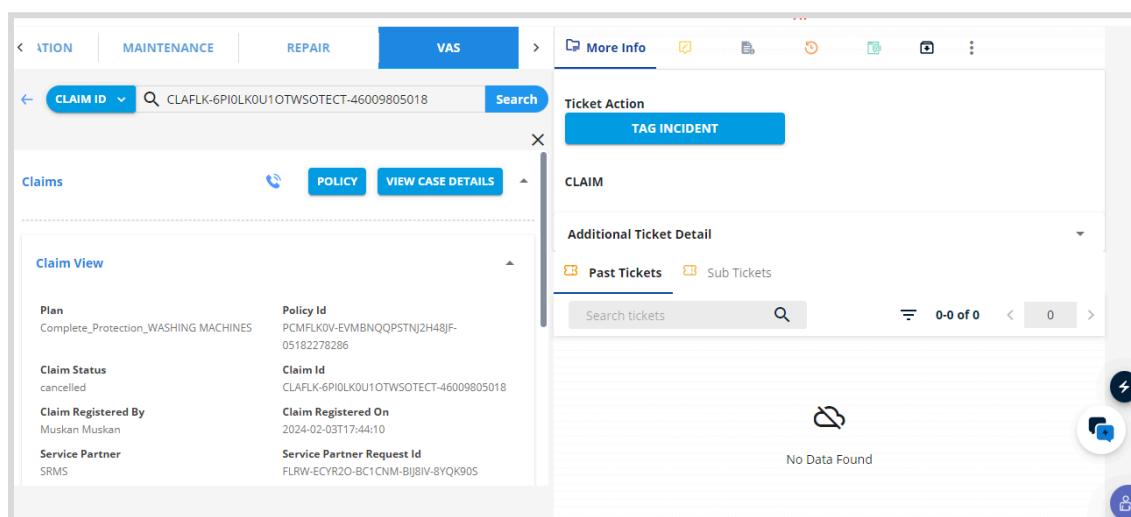
The image shows a web application interface for a claim detailed view. The top navigation bar includes tabs for 'ACTION', 'MAINTENANCE', 'REPAIR', and 'VAS'. Below the navigation bar is a search bar with 'CLAIM ID' and a search icon. The main content area is divided into two columns. The left column, titled 'Claims', contains a 'Claim View' section with details: Plan (Complete_Protection_WASHING MACHINES), Policy Id (PCMLKOV-EVMBNQQPSTNJ2H48JF-05182278286), Claim Status (cancelled), Claim Registered By (Muskan Muskan), Service Partner (SRMS), Claim Id (CLAFK-6PIOLKOU1OTWSOTECT-46009805018), Claim Registered On (2024-02-03T17:44:10), and Service Partner Request Id (FLRW-ECYR20-BC1CNM-BJ8IV-8YQK905). The right column, titled 'Ticket Action', contains a 'TAG INCIDENT' button. Below this is a 'CLAIM' section with 'Additional Ticket Detail' and 'Past Tickets' (0-0 of 0). The bottom of the right column shows 'No Data Found'.

- KPO Reject Refund**

This functionality enables the agents to take KPO Reject Refund action from the application based on the claim status. Upon clicking the "KPO Reject Refund" button, a pop-up appears on the screen and agents need to provide the necessary information requested and click on the 'Submit' button.



After completing the above action, the pop-up closes and the user will be on the same claim detailed view itself.



- KPO Reject Replacement**

This option enables the agents to take KPO Reject Replacement action from the application based on the claim status. Upon clicking the "KPO Reject Replacement" button, a pop-up appears on the screen and agents need to provide the necessary information requested and click on the 'Submit' button.

More Info

CLAIM

CANCEL CLAIM

REPLACEMENT

KPO REJECT REPLACEMENT

KPO Reject Replacement

Select KPO Reject Outcomes

Remarks

Enter remarks

SUBMIT

After completing the above action, the pop-up closes and the user will be on the same claim detailed view itself.

ACTION
MAINTENANCE
REPAIR
VAS

CLAIM ID
CLAFK-6PIOLK0U1OTWSOTECT-46009805018
Search

Claims

Plan
Complete_Protection_WASHING MACHINES

Policy Id
PCMLKOV-EVMBNQPPSTNJ2H48JF-05182278286

Claim Status
cancelled

Claim Registered By
Muskan Muskan

Service Partner
SRMS

Claim Id
CLAFK-6PIOLK0U1OTWSOTECT-46009805018

Claim Registered On
2024-02-03T17:44:10

Service Partner Request Id
FLRW-ECYR20-BC1CNM-BJ8IV-8YQK90S

Ticket Action
TAG INCIDENT

CLAIM

Additional Ticket Detail

Past Tickets
Sub Tickets

Search tickets

0-0 of 0

No Data Found

Cancel Replacement

This functionality enables the agents to take Cancel Replacement action from the application based on the claim status. Upon clicking the "Cancel Replacement" button, a pop-up appears on the screen and agents need to provide the necessary information requested and click on the 'Submit' button.

More Info

CLAIM

CANCEL CLAIM

REPLACEMENT

CANCEL REPLACEMENT

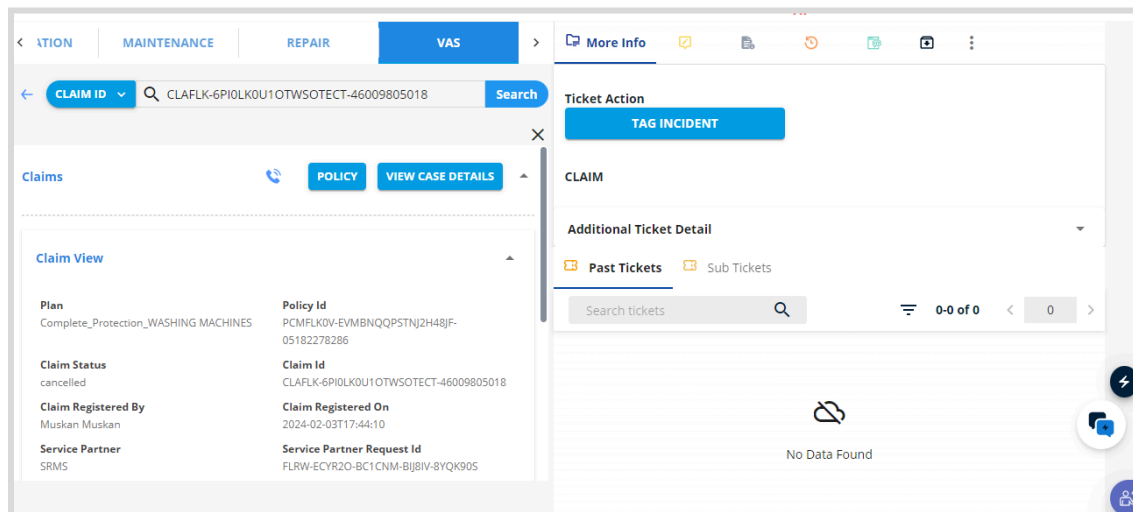
Cancel Replacement

Remarks

Enter remarks

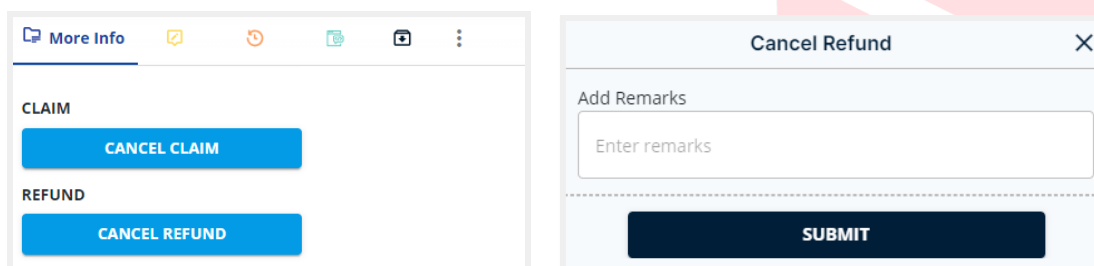
SUBMIT

After completing the above action, the pop-up closes and the user will be on the same claim detailed view itself.

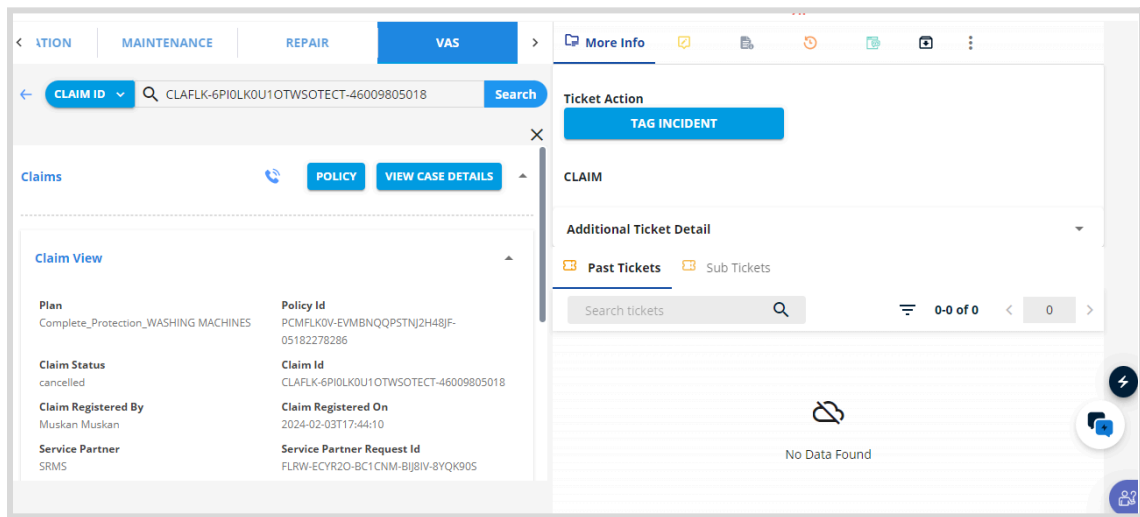


- Cancel Refund**

This claim action enables the agents to take Cancel Refund action from the application based on the claim status. Upon clicking the "Cancel Refund" button, a pop-up appears on the screen and agents need to provide the necessary information requested and click on the 'Submit' button.



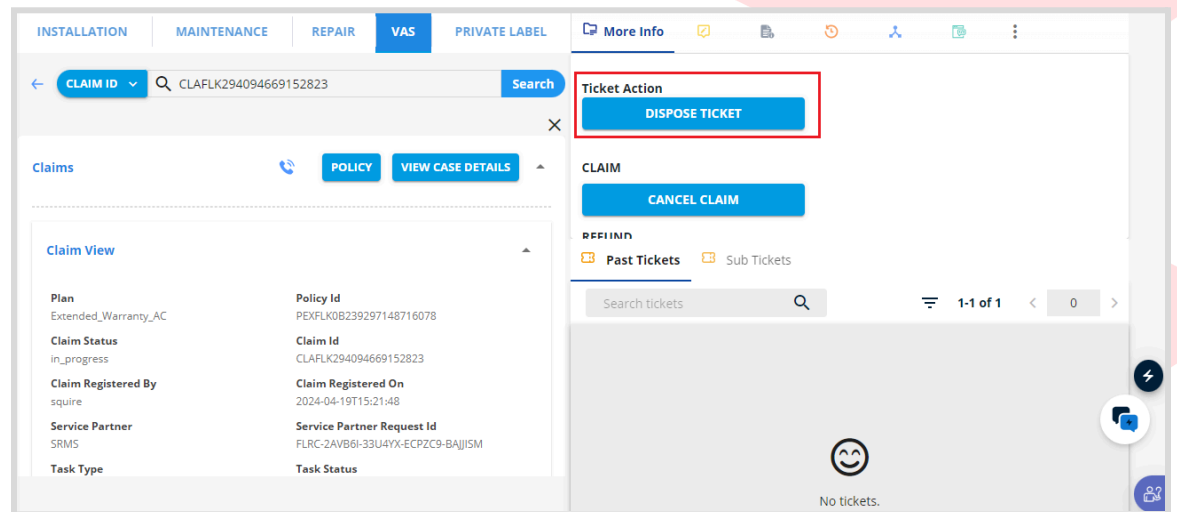
After completing the above action, the pop-up closes and the user will be on the same claim detailed view itself.



- Post completing the Manual call to customer and/or Claim Level Action, agent needs to Dispose the existing ticket using 'Dispose Ticket' option

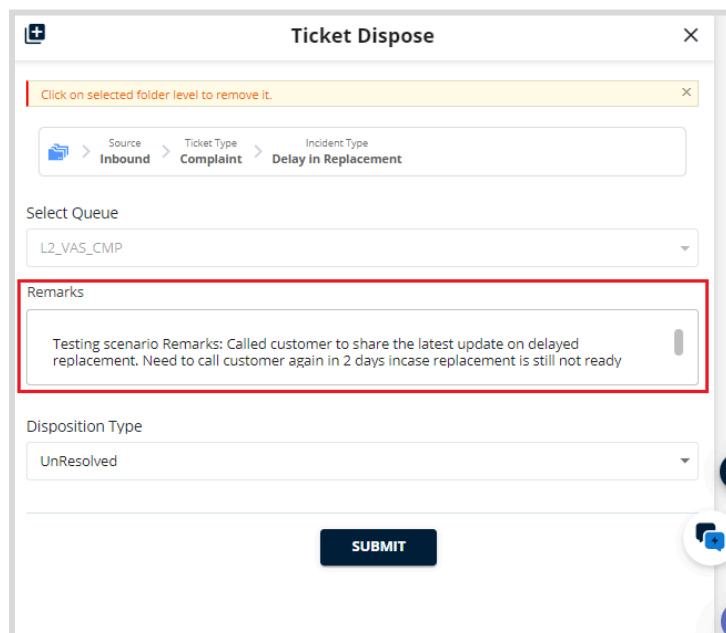
❖ Dispose Ticket

Agents need to dispose of the current ticket using the 'Dispose Ticket' button available within the Claim Detailed view of the ticket.



Upon clicking the **Dispose Ticket** button, a pop-up opens on the screen to input details for disposing the ticket.

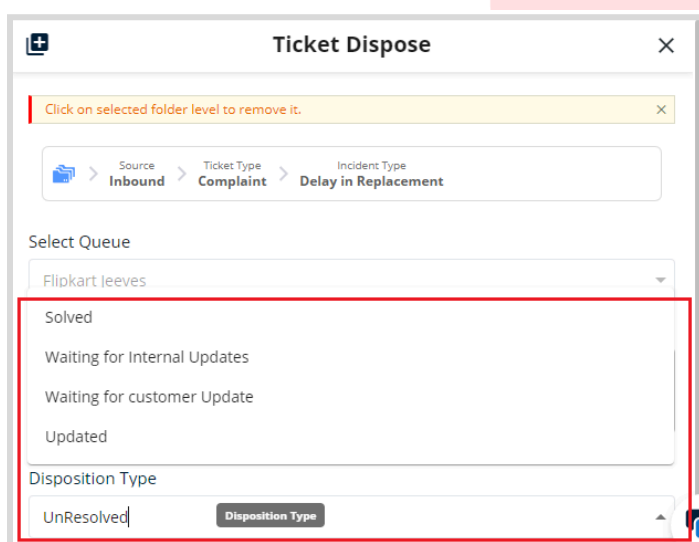
- Based on the action performed (*outbound call/claim level action*), the Agent will update the 'Remarks' for the incident.



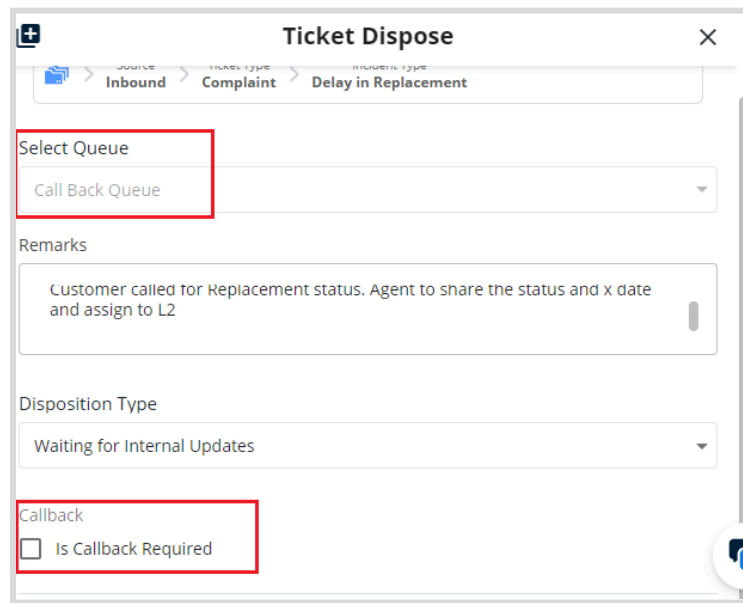
Note: L2 agent will not be able to change any folder or queue details and it will be rendered **non-editable** by greying them out, as shown in the above image.

- Further, the agent needs to select a '**Disposition Type**' from one of the 4 options available - *Solved*, *Waiting for Internal Updates*, *Waiting for Customer Updates*, *Unresolved*.

Note: By default, the tickets assigned to L2 agent will be tagged as '**Unresolved**', the agent needs to select an appropriate disposition type based on the action performed (*outbound call/policy level action*).



- If the Disposition Type is chosen as either Waiting for Internal Updates or Waiting for Customer Updates, then an additional **Call Back** option appears.
 - Agent needs to mandatorily Opt in for the Call Back option while the queue will be automatically changed to Call Back queue when either of these 2 disposition types are selected.



Ticket Dispose

Source: Inbound | Ticket type: Complaint | Incident type: Delay in Replacement

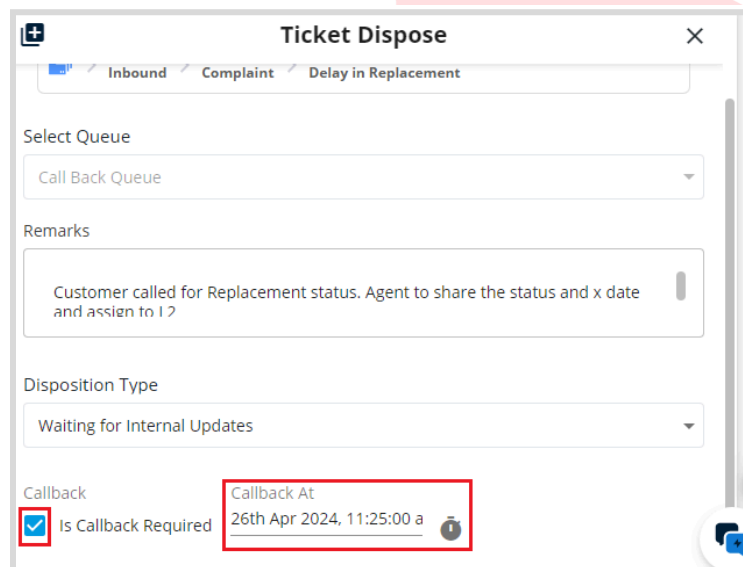
Select Queue
Call Back Queue

Remarks
Customer called for Replacement status. Agent to share the status and x date and assign to L2

Disposition Type
Waiting for Internal Updates

Callback
☐ Is Callback Required

- For Call Back cases, agents need to Click on the Checkbox upon which Call Back Time selection appears. Select the 'Date & Time' for call back by clicking on the 'Callback At' field as highlighted in the below image.



Ticket Dispose

Source: Inbound | Ticket type: Complaint | Incident type: Delay in Replacement

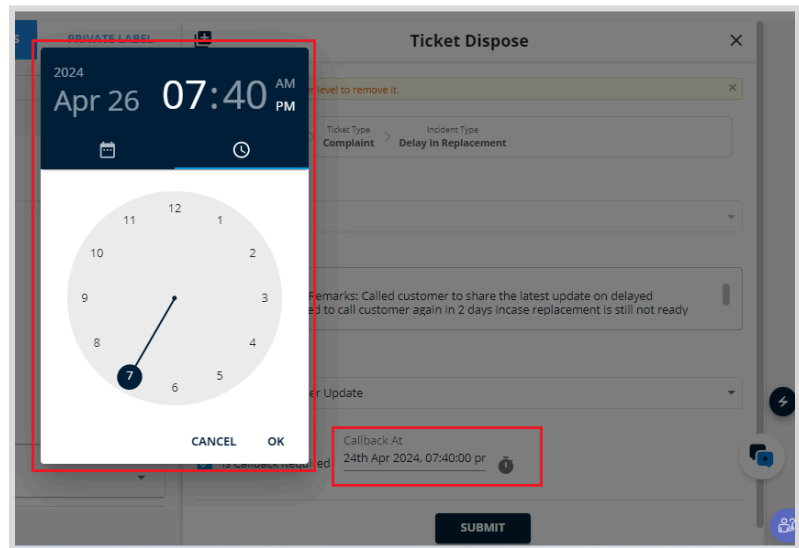
Select Queue
Call Back Queue

Remarks
Customer called for Replacement status. Agent to share the status and x date and assign to L2

Disposition Type
Waiting for Internal Updates

Callback
☒ Is Callback Required

Callback At
26th Apr 2024, 11:25:00 a



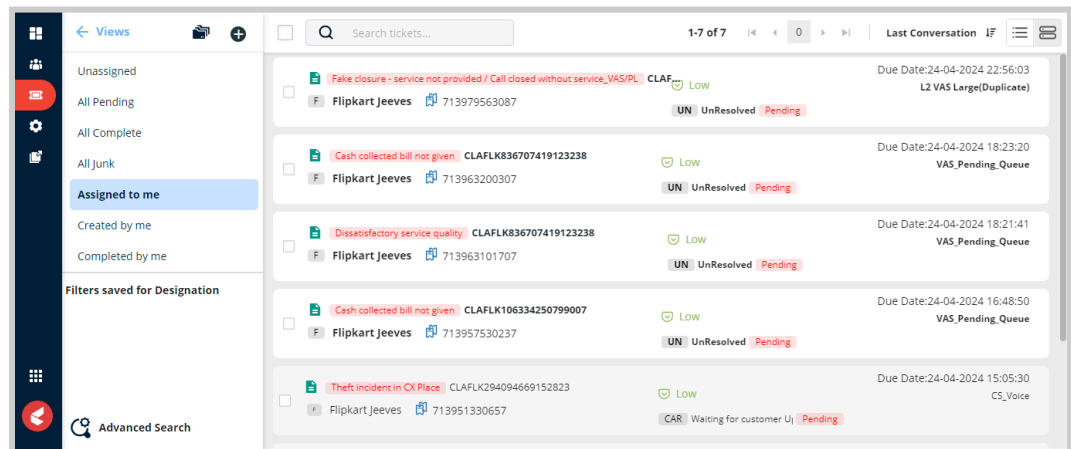
- Finally, the agent needs to click on the **'Submit'** button to complete the Ticket Dispose process.

The screenshot shows the 'Ticket Dispose' form. At the top, there is a breadcrumb trail: 'Source Inbound > Ticket Type Complaint > Incident Type Delay in Replacement'. Below this, there is a 'Select Queue' dropdown menu with 'Call Back Queue' selected. A 'Remarks' text area contains the text: 'Testing scenario Remarks: Called customer to share the latest update on delayed replacement. Need to call customer again in 2 days incase replacement is still not ready'. Below the remarks, there is a 'Disposition Type' dropdown menu with 'Waiting for customer Update' selected. At the bottom, there is a 'Callback' section with a checked checkbox 'Is Callback Required' and a 'Callback At' field showing '26th Apr 2024, 07:40:00 pr'. A red box highlights the 'SUBMIT' button at the bottom right.

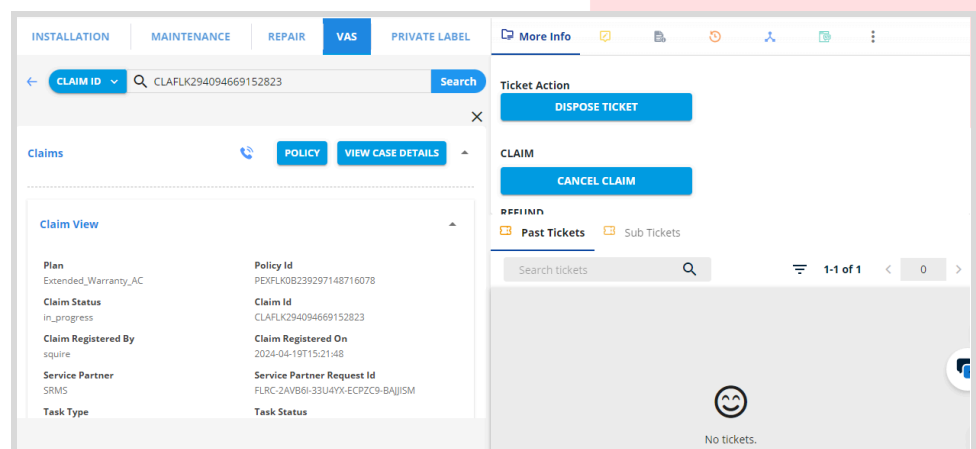
Please note that **disposing of a ticket tagged with a Claim** can have one of the below mentioned scenarios.

- **Claim with an active SRMS Incident:** The 'Remarks' and 'Disposition Type' selected while disposing the ticket will also be updated in the corresponding SRMS incident along with the current ticket disposed of by the agent in Kapture.
- **Claim without SRMS Incident:** The 'Remarks' and 'Disposition Type' selected while disposing the ticket will only be updated in the current ticket disposed of by the agent in Kapture.

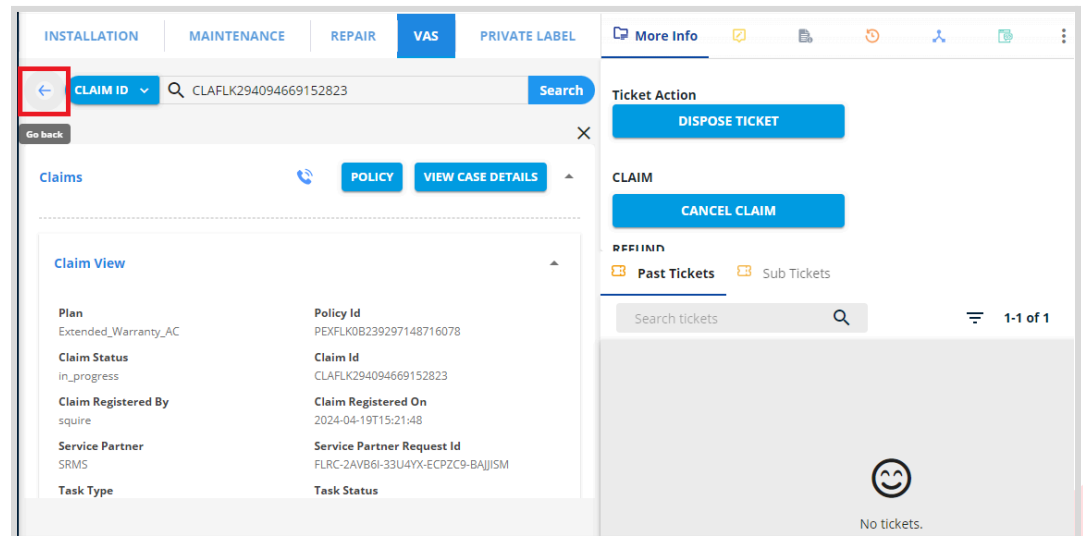
- Once the ticket has been disposed of as mentioned above, the pop-up closes and,
- Agent will be redirected to the Ticket Listing page in case the Ticket is disposed of as 'Solved'.



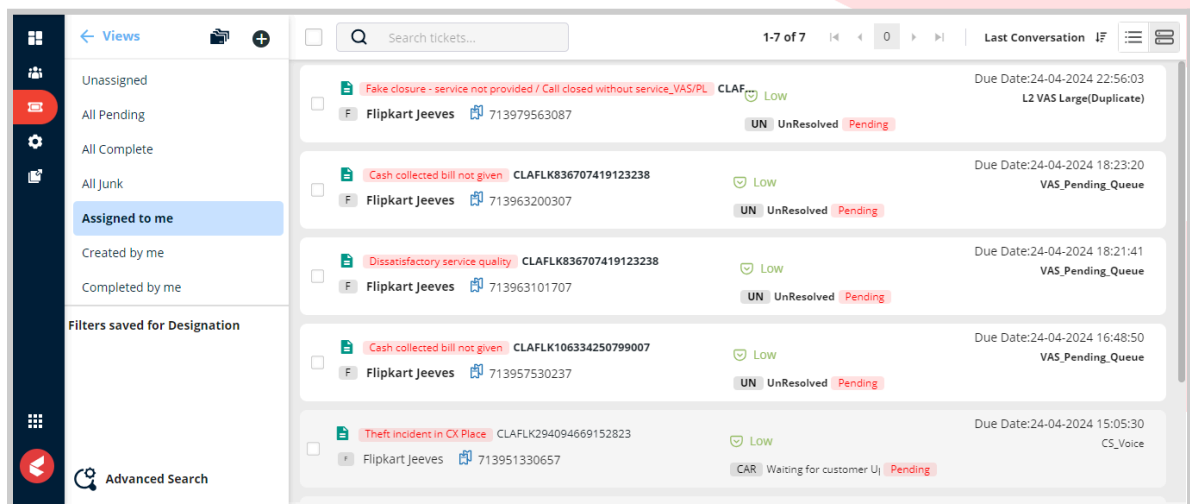
- Agent will be in the same Claim Detailed view screen incase of Ticket is disposed of as 'Waiting for Internal Updates', 'Waiting for Customer Updates' or 'Unresolved'.



- Post this, the agent needs to click on 'Go Back' as shown in the below screenshot to close this ticket and move back to the ticket listing page.



- In both the above cases, agents will be landing on the Ticket listing page 'Assigned to Me' section with a list of tickets assigned to the agent. Agents can now start work on the next assigned ticket.

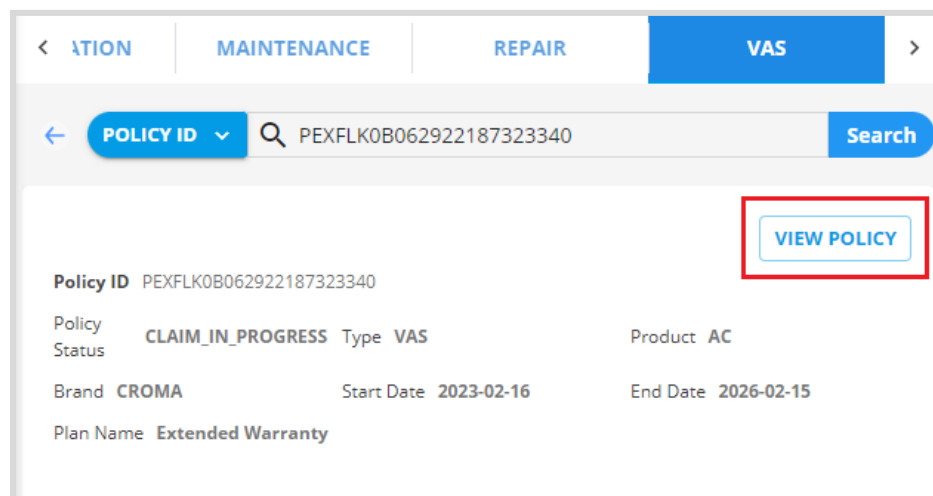


3. Policy Detailed View

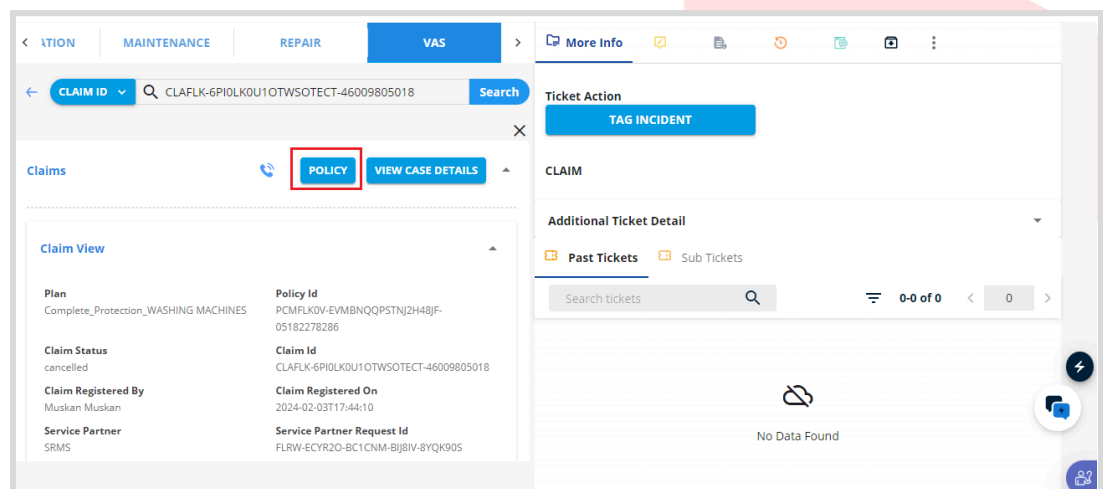
Policy Detailed View provides users with detailed information related to the Policy purchased by the customer.

Agents can navigate to Policy Detailed view via one of the below options.

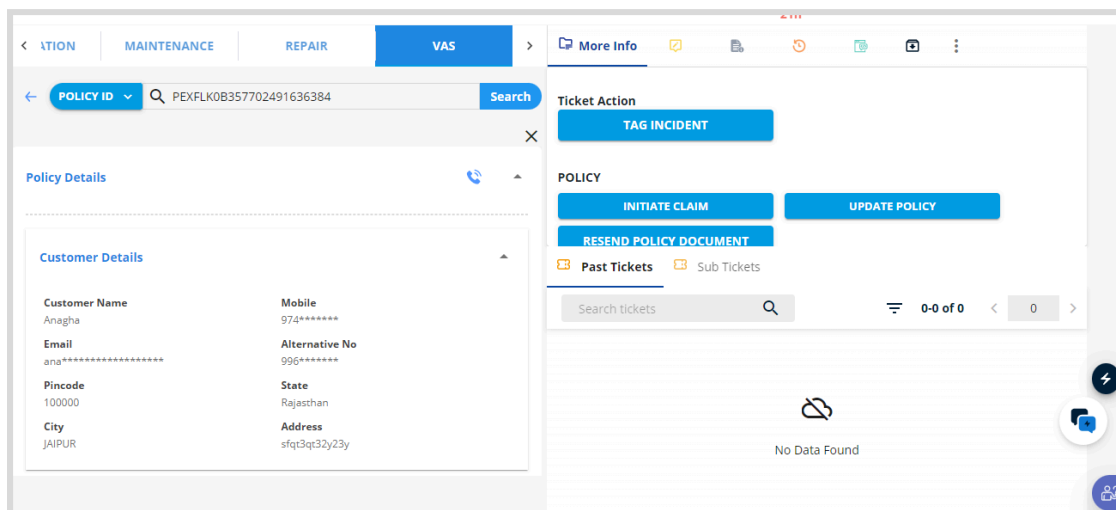
1. Clicking on the **'View Policy'** button within the Policy listing section.



2. Clicking on the **'Policy'** button within the Claim detailed view screen of a particular claim



Let's now investigate the various views accessible in the Policy Details screen.



- On the left side of the Policy Details view, agents can view details of policy with information such as *customer details, policy view, device details, policy update log, past claim history, construct details* etc. depending upon what information is available for the policy.



PS: In case, any of the section is not applicable for the policy then that section will not be displayed here for the policy.

Customer details: This section contains customer details like *name, mobile number, email address, pin code, state, city, and address*.

Customer Details

Customer Name	Mobile
Dummy_123	*****314
Email	Pincode
*****.com	560037
State	City
Karnataka	BANGALORE
Address	
E702 RV_ (Customer City:BENGALURU)	

Figure: Customer Details

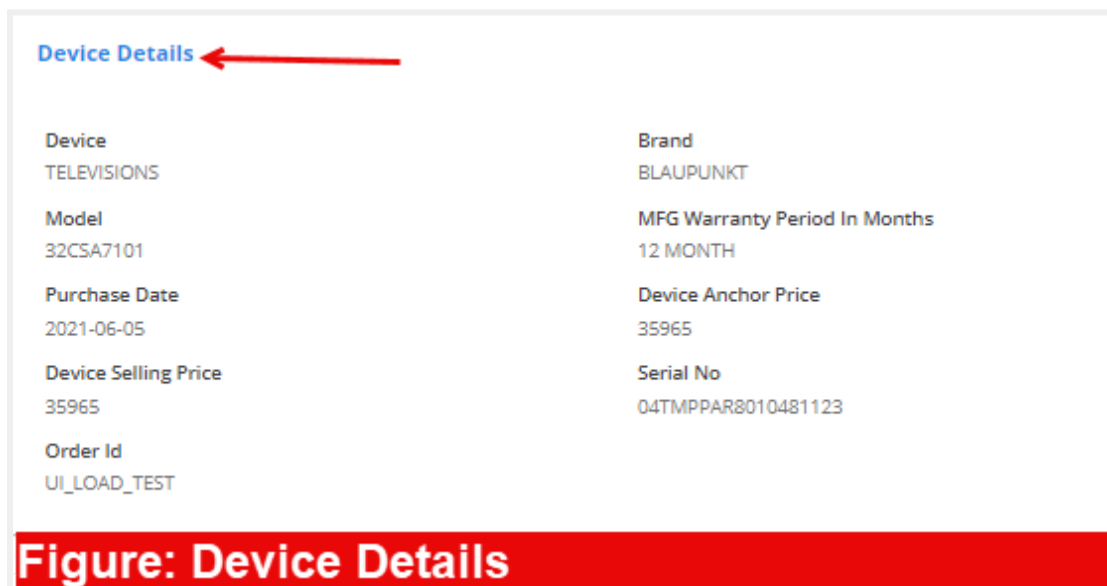
Policy View: This section contains policy details like the *Policy Id, Policy Status, Plan Name, Policy Purchase Date, Purchased Source, Plan Price, Excess Amount, Validity, TAT (in Days)* and *Construct Title*.

Policy View

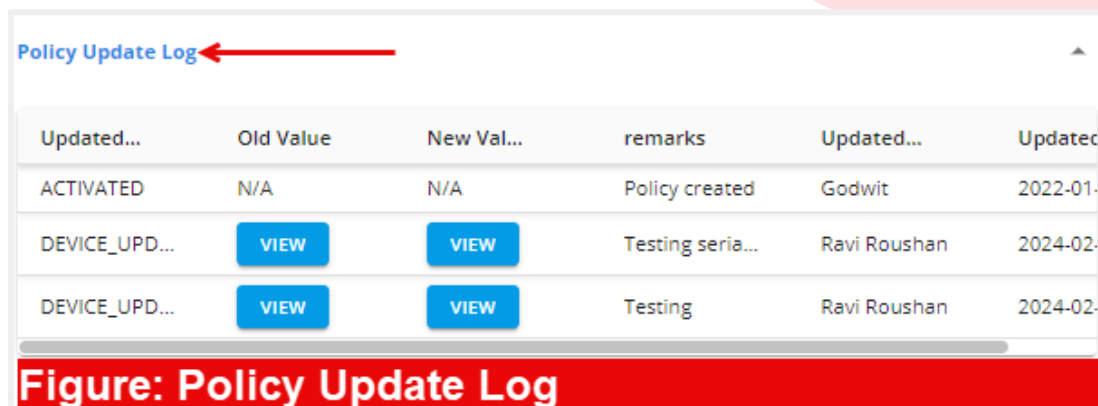
Policy Id	Policy Status
PEXJVS0V-6NXFSY6LBD12I4U10C-74449901295	active
Plan Name	Policy Purchase Date
Extended Warranty	2022-01-31
Purchased Source	Plan Price
srms	800
Excess Amount Only If Available	Validity
N/A	2022-06-05 to 2024-06-05
TAT Days	Construct Title
30	Extended Warranty 2 Year

Figure: Policy View

Device Details: This section contains device details like the *Device type, Brand, Model, MFG Warranty Period (In Months), Purchase Date, Device Anchor Price, Device Selling Price, Serial No* and *Order Id*.



Policy Update Log: This section contains a record of all the actions, events, and interactions associated with the particular policy based on time with details such as *Updated Type, Old Value, New Value, Remarks, Updated By and Updated On* as shown in the screenshot below. Certain updates to Policy like customer details, device details etc. performed by agents from Kapture CRM will also get reflected here as a record.



PS: The first action or event is listed at the top of the records list.

Construct Details: This section contains details of construct such as *Tenure In Months, Max Count Claims, Starting Date, and Spare Parts Category*.

Construct Details

Tenure In Months

24 MONTH

Max Count Claims

-1

Repair Mode Construct Level

On-site

Starts From

Expiration of Brand Warranty

Spare Parts Category

Brand Authorised

Figure: Construct Details

Past Claim History: This section contains a record of all the **Claims** associated with the particular policy with information such as *Claim Id, Plan Name, Policy Id, Status, Registration Date, Registered By and Device*.

Past Claim History

Claim Id	Plan Na...	Policy Id	Status	Registra...	Device	Registere...
CLAPLK-10FQE0VZ	Complete Pr...	PCMLK0V-8...	COMPLETED	2023-05-29	MOTOROLA	Jyotish Kumar
CLAPLK-DYH05UU!	Complete Pr...	PCMLK0V-8...	COMPLETED	2023-10-09	MOTOROLA	Jyotish Kumar
CLAPLK-3Z0RAKU6	Complete Pr...	PCMLK0V-8...	COMPLETED	2023-11-10	MOTOROLA	Jyotish Kumar
CLAPLK-7KN2ABO!	Complete Pr...	PCMLK0V-8...	COMPLETED	2023-12-23	MOTOROLA	Jyotish Kumar
CLAPLK290605685	Complete Pr...	PCMLK0V-8...	COMPLETED	2024-02-20	MOTOROLA	Jyotish Kumar
CLAPLK631262253	Complete Pr...	PCMLK0V-8...	IN_PROGRESS	2024-03-11	MOTOROLA	Jyotish Kumar

Figure: Past Claim History

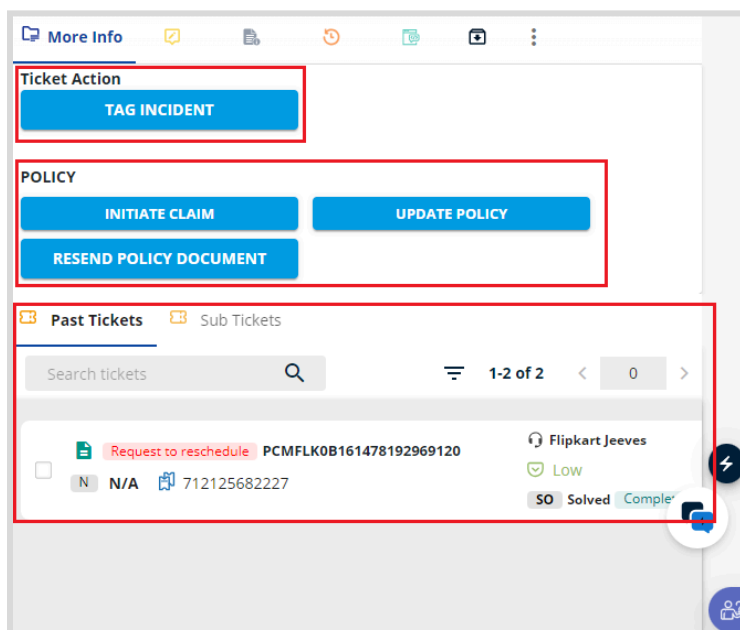
Activity Logs: This section contains a record of all the activities associated with the particular policy with information such as *Status, Purpose, Remarks, Updated By, Updated On and Reason*.

Activity Logs

Status	Purpose	Remarks	Updated On	Updated By	Reason
KYC_SUCCESS	CLAIM	Claim Initiation	2023-12-23	Hitesh Nama	Claim Initiation
KYC_SUCCESS	CLAIM	Claim Initiation	2024-02-20	Shubham Gupta	Claim Initiation
KYC_SUCCESS	CLAIM	Claim Initiation	2024-03-11	Yogita Keshwani	Claim Initiation

Figure: Active Logs

- On the right side of the Policy details view, the agent will be able to access the available actions associated with the Policy, Kapture Ticket as well as the Past tickets associated with the policy.

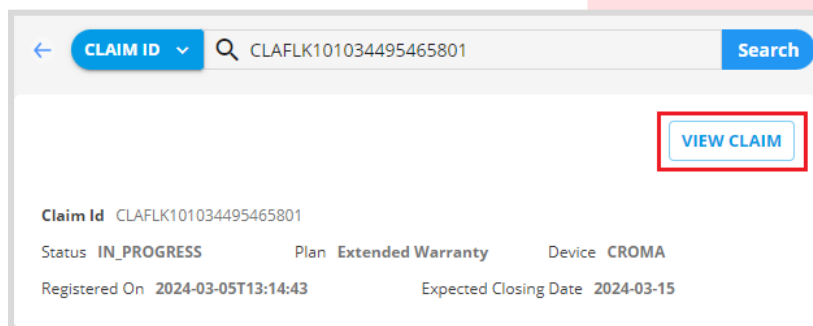


4. Claim Detailed View

Claim Detailed View provides users with detailed information related to the claim associated with the policy purchased by the customer.

Agents can navigate to Claim Detailed view via one of the below options:

1. Clicking on the **'View Claim'** button within the claim listing section.



2. Clicking on the **Claim ID** within the policy listing section. This option will be available only when a claim is present for the policy.

POLICY ID
PEXFLK0B062922187323340
Search

VIEW POLICY

Policy ID

PEXFLK0B062922187323340

Policy Status

CLAIM_IN_PROGRESS

Type

VAS

Product

AC

Brand

CROMA

Start Date

2023-02-16

End Date

2026-02-15

Plan Name

Extended Warranty

Claims

CLAFK765202959226942

IN_PROGRESS

Policy Id

PEXFLK0B062922187323340

Plan

Extended Warranty

Status

IN_PROGRESS

Registered On

2024-03-05

Device

CROMA

Registered By

Anagha

VIEW CASE DETAILS

- Clicking on the **Claim ID** within the Past Claim History section of the policy detailed view. This option will be available only when a claim is present for the particular policy for which a detailed view is accessed.

POLICY ID
PEXFLK0B062922187323340
Search

Policy Details

Customer Details

Policy View

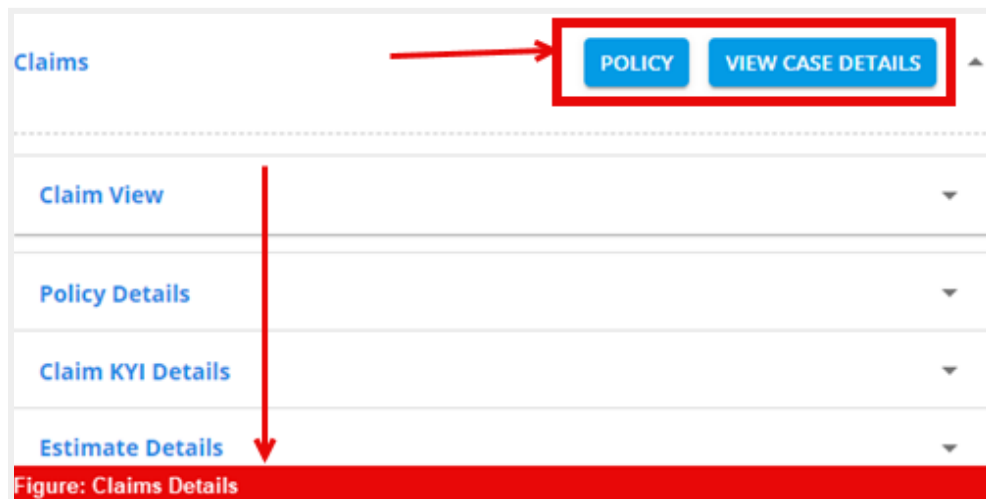
Device Details

Policy Update Log

Past Claim History

Claim Id	Plan Na...	Policy Id	Status	Registra...	Devi...
CLAFK765202959	Extended W...	PEXFLK0B06...	IN_PROGRESS	2024-03-05	CROMA

- Let's now investigate the various views accessible in the Claim Details screen.
 - On the left side of the Claim Details view, agents can view details of policy with information such as *customer details, policy view, device details, policy update log construct details etc.* depending upon what information is available for the claim.
 - Agents can use the '**Policy**' button for navigating to the Policy Details page and '**View Case Details**' button to access SRMS details.



PS: In case, any of the sections is not applicable for the claim then that section will not be displayed here for the claim.

Claim View: This section contains claim details like the *Plan name, Claim Id, Claim Status, Plan Name, Claim Registered Date, Claim Registered By, Service Partner, Service Partner Id, Task Type, Task Status and TAT (in Days).*

Claim View

Plan

Extended_Warranty_AC

Claim Status

initiated_cancellation

Claim Registered By

radha c

Service Partner

SRMS

Task Type

REPLACEMENT

TAT

N/A

Policy Id

PEXFLK0B257110710649051

Claim Id

CLAFK111225871415421

Claim Registered On

2024-03-06T09:12:10

Service Partner Request Id

FLRE-C0VLCX-DVD1J0-MWBW7O-EY4NHKT

Task Status

CANCELLATION_REJECTED

Figure: Claim View

PS: TAT is displayed from the application side based on the applicable turnaround time for the claim depending upon the claim status, task type and task status.

Customer details: This section contains customer details like name, mobile number, email address, pin code, state, city, and address.

Customer Details

Customer Name

Dummy_123

Email

*****@com

State

Karnataka

Address

E702 RV_ (Customer City:BENGALURU)

Mobile

*****314

Pincode

560037

City

BANGALORE

Figure: Customer Details

Claim KYI: This section contains the KYI details provided by the customer while submitting the claim.

Claim KYI Details	
Question	Answers
What happened to the device?	Manufacturing Defect
Has the issue come up as result of recent Installatio...	NO
Select Claim Reason	Extended Warranty
Accept/Reject Claim	Accept
Symptom Description	Test
Claim Settlement Option	Repair
Repair Mode	On-site
What issue are you facing with device?	No Power (No LED on Power Button)
When did it happen?	2024-03-14

Figure: Claim KYI Details

Estimate Details: This section contains the estimation details in case of any excess payment to be done by customer with details such as *Payment Mode*, *Outcome*, *Service and Excess Charges*, *Amount to be Collected*, *RSA Consumed*, *Total cost of Covered and Non-Covered parts*. This section will be available in the claim details view only if the customer needs to do excess payment for the claim.

Estimate Details	
Payment Mode COD	Outcome REPAIR
Service Charge 0	Excess Charge 0
Amount To Be Collected 0	Rsa Consumed 0
Total Cost Of Covered Part 2669.3	Total Cost Of Non Covered Part 0
TOTAL COST OF COVERED PARTS	TOTAL COST OF NON COVERED PARTS

Figure: Estimate Details

UCP Process Refund Action: This section contains the details of Refund in case the claim is eligible for Refund with details like *Approved Amount*, *Pickup status*, *Remarks* and *Payment Date*. This section will be available in the claim details view only if the customer is eligible for refund for the claim.

UCP Process Refund Action	
Approved Amount	Pickup Status
1	Yes
Remarks	Payment Date
Test	30-03-2024, 12:30:20

Figure: UCP Proces Refund

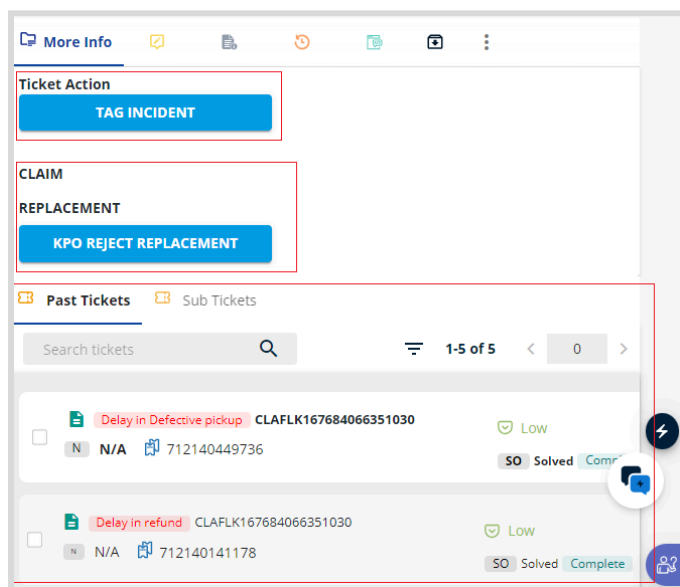
Claim Activity Logs: This section contains a record of all the activities associated with the particular claim with information such as *Status*, *Purpose*, *Remarks*, *Updated By*, *Updated On* and *Reason*.

Claim Activity Logs			
Task	Status	Updated By	Updated On
CLAIM	CREATED	radha c	2024-03-18T15:48:47
KYC	COMPLETED	radha c	2024-03-18T15:48:47
CLAIM	IN_PROGRESS	radha c	2024-03-18T15:48:47
KYI	CREATED	SYSTEM	2024-03-18T15:48:48
KYI	COMPLETED	radha c	2024-03-18T15:48:48
REPAIR	CREATED	SYSTEM	2024-03-18T15:49:13
REPAIR	ALLOCATED	SYSTEM	2024-03-18T15:50:29
REPAIR	IN_PROGRESS	SYSTEM	2024-03-18T15:51:18
REPAIR	RESCHEDULED	SYSTEM	2024-03-18T15:51:31
REPAIR	TERMINAL_ACTION_REQ...	squire	2024-03-18T18:29:35
REPAIR	INITIATED_CANCELLATI...	squire	2024-03-18T18:29:35

Figure: Claim Activity Logs

PS: The latest action or event is listed at the bottom of the records.

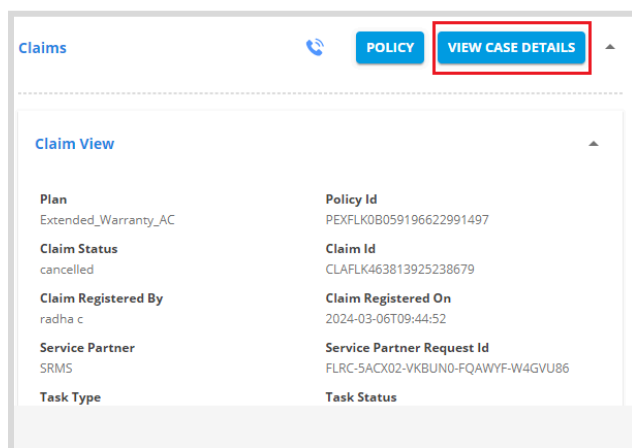
- On the right side of the claim detailed view, the agent will be able to access the available actions associated with the Claim, Kapture Ticket as well as the Past tickets associated with the claim.



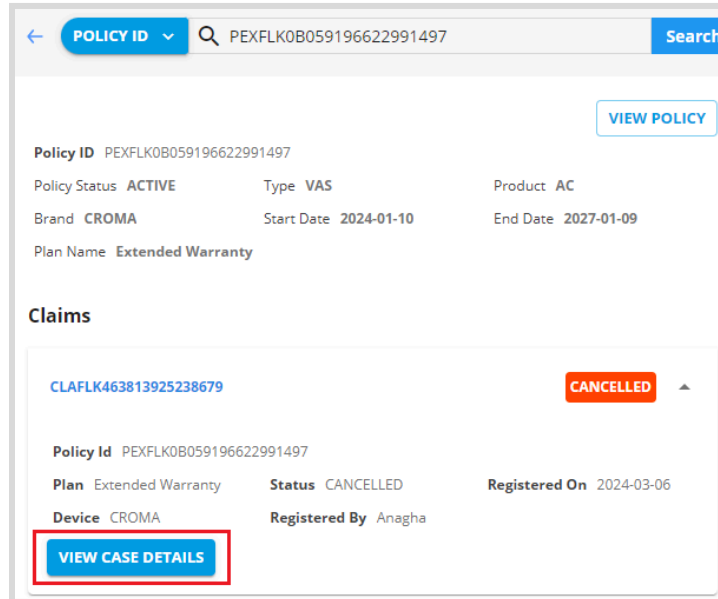
5. SRMS Case Details

Agents can access the **SRMS (Service Request Management System)** case details via one of the options below:

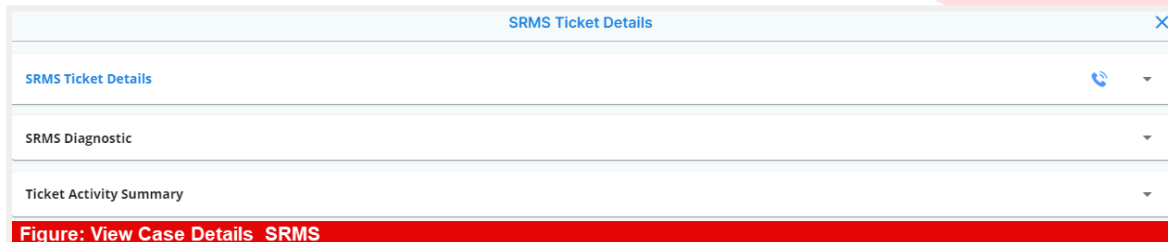
- Clicking on the **'View Case Details'** button within the claim details page of a claim. This button will be available within the claim details page only if the claim has a SRMS case ID.



2. Clicking on the ‘**View Case Details**’ button within the policy listing section. This option will work only if a SRMS case id is present for the claim.



SRMS case Details view provides users with detailed information related to the SRMS case ID associated with the claim registered by the customer. On clicking the button, a pop-up window will open with SRMS ticket details available for the case id.



PS: In case, any of the sections is not applicable for the case then that section will not be displayed here.

SRMS Ticket Details: This section contains information about the SRMS ticket for this case with details such as the *Case Id, SRMS Status, SRMS Sub Status, Customer Name, Compliant Type, Plan Name, Provider, Service Promised Date, Reschedule Visit Date, Technician Name, Creation Date* etc.

SRMS Ticket Details	
Case ID FLRT-B483E1-TO8NPB-YIZJM6-HNE3GAL	Customer Name Radha
Complaint Type Repair	Status Service Allocated
Sub Status Without Parts	Provider flipkart
SPD 21-03-2024, 12 AM- 11 PM	Reschedule Visit Date Invalid date
Technician DUMMY TECHNICIAN2 (5 * RATED)	Creation Date 19-03-2024, 05:28:19

Figure: SRMS Ticket Details

SRMS Ticket Activity: This section contains a summary of the activities associated with the case ID with details such as *SRMS ticket Status*, *SRMS ticket*, *Updated By*. Each activity is shown as a row and agents can click on a particular row to see more details about the activity like *Request type*, *Status Update Time*, Remarks etc.

Ticket Activity Summary		
Ticket Status	Sub Status	Updated By
ATTRIBUTE_UPDATED	Not Applicable	UNIFIED_ALLOCATOR
Status ATTRIBUTE_UPDATED Status Update Time 2024-03-21 08:10:34 Request Type REPAIR	Sub Status Not Applicable Update By UNIFIED_ALLOCATOR	
Service Created	Not Applicable	flipkart

Figure: SRMS Ticket Activity

SRMS Diagnostic: This section contains the diagnostic information associated with the case including the Technician visit information.

SRMS Diagnostic

Plan Id

PCQJVS0V-DEYBIW0NGORNI410EG-74227758392

Plan Name

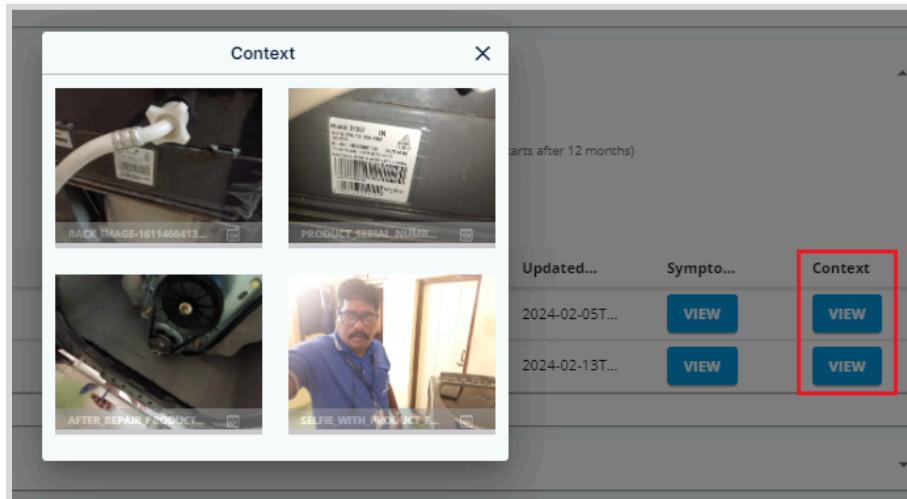
Complete Protection Lite 3 year

Visit Info

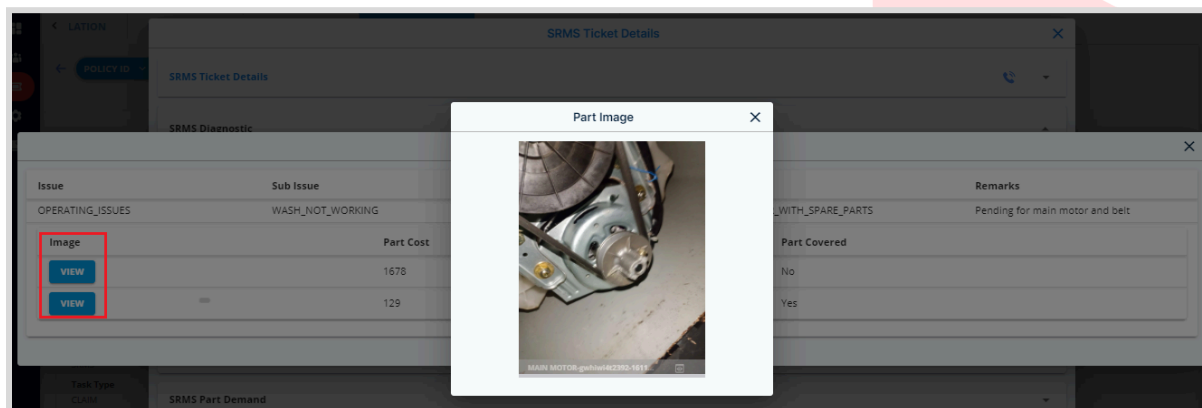
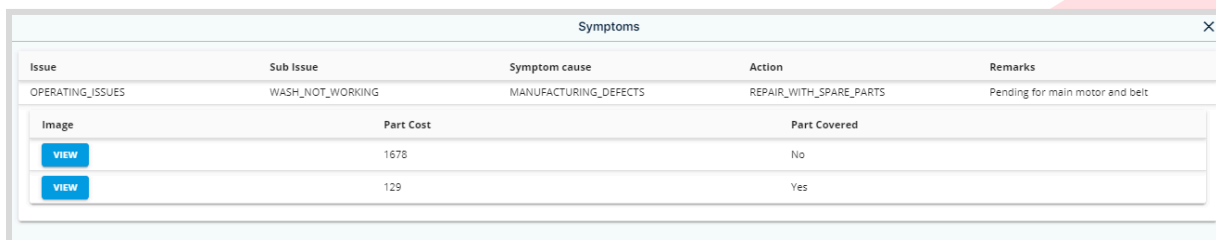
Total A...	Total Co...	Service ...	Custom...	Reason	Technici...	Update...	Sympto...	Context
0	0	0	0	Manufacturi...	SHEKHAR	2024-02-10T...	VIEW	VIEW
0	0	0	0	Manufacturi...	SHEKHAR	2024-02-10T...	VIEW	VIEW

Figure: SRMS Diagnostic Information

Agents can access the Context for a particular visit by clicking on the **View** button on the specific row upon which a pop-up opens with the associated images.



Additionally, agents can also see the Symptoms for the particular visit by clicking on the **View** button under Symptoms while any associated images with respect to the parts can be viewed by clicking on the View button in that part row.



SRMS Sales: This section contains the sales information associated with the case. Agents can click on the 'Resend Invoice' button to resend the invoice to the customer upon request. Invoice will be sent to the customer's registered email address.

Sales

Resend Invoice

Sales Order ID

ORF1DMKZNP1J1X7H4XWVEQ8M3CKZN0

Order Date

2023-01-31T17:50:35

Technician ID

S000122227

Technician Name

NA

Payment Mode

NA

Total Amount

550

Total Amount Payable

0

Status

COMPLETED

Item Details

ItemName	SalesType	Quantity	UnitOfMeasurment	BasePrice	TaxRate	Tax	TotalAmount	AmountRecieved
REPAIR SERVICE	SERVICE	1	NOS	466.1	18	83.9	550	550

SRMS Part Demand: This section contains the Part demand details associated with the case.

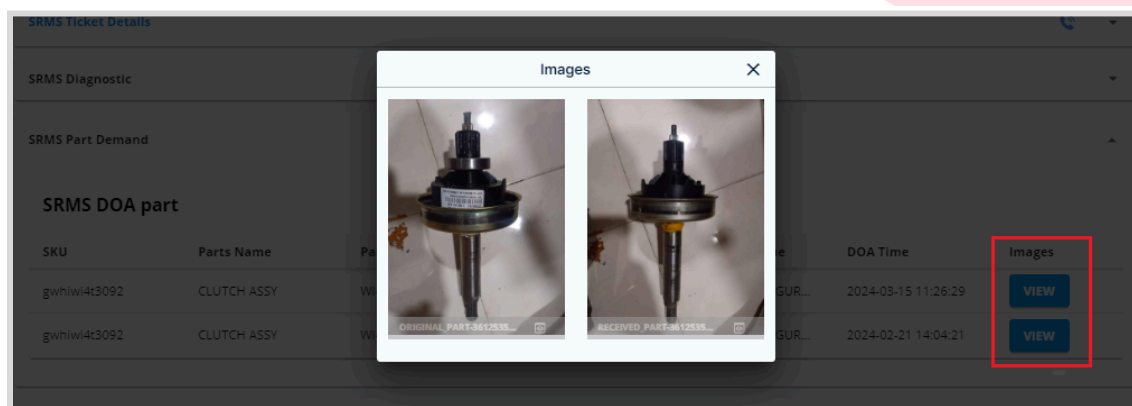
SRMS Part Demand

SRMS DOA part

SKU	Parts Name	Part Code	Primary Issue	Secondary Issue	DOA Time	Images
gwhiwi4t3092	CLUTCH ASSY	WI4TLWMLLLK0P8	WRONG_PART	WRONG_CONFIGU...	2024-03-15 11:26:29	VIEW
gwhiwi4t3092	CLUTCH ASSY	WI4TLWMLLLK0P8	WRONG_PART	WRONG_CONFIGU...	2024-02-21 14:04:21	VIEW

Figure: SRMS Part Demand

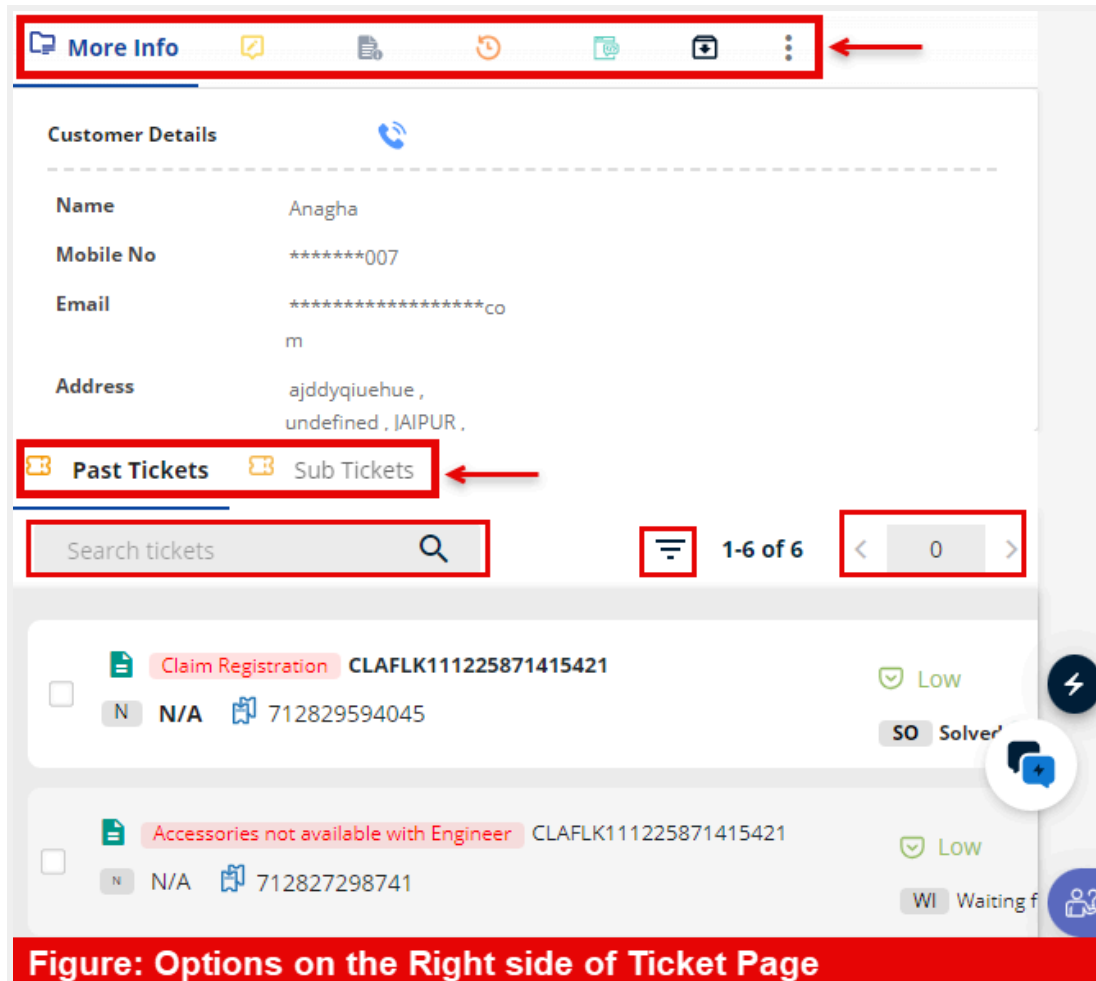
Agents can click on the **View** button to see the images associated with the part.



Additional options available to the agent

Below are a few additional options available for agents to use in Kapture.

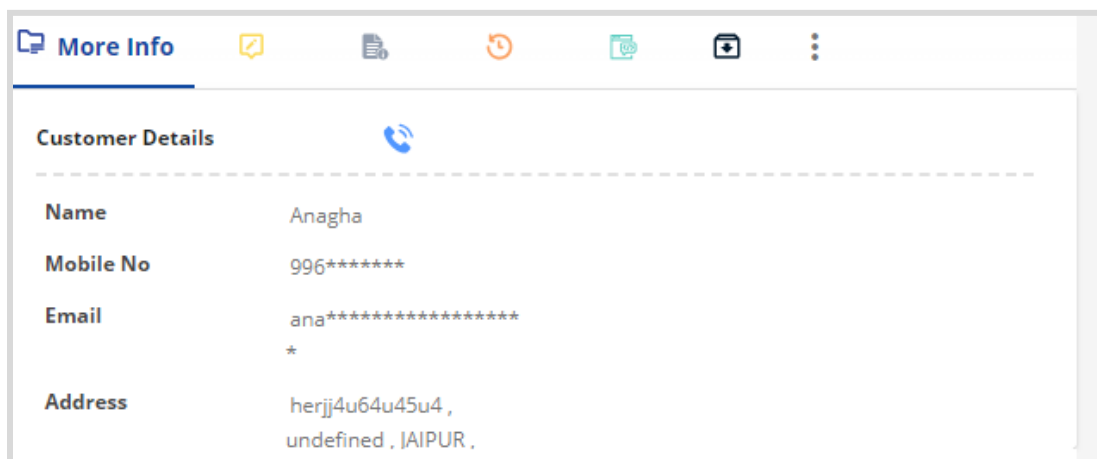
- **More Info (Ticket Details)**
- **Past Tickets**
- **Notes**



The screenshot displays the Kapture interface for a ticket. At the top, a navigation bar includes a 'More Info' tab, which is highlighted with a red box and a red arrow. Below this, the 'Customer Details' section shows information for a customer named Anagha, including their mobile number, email, and address. Below the customer details, there are two tabs: 'Past Tickets' and 'Sub Tickets', both highlighted with red boxes and a red arrow. Below the tabs, there is a search bar with the text 'Search tickets' and a magnifying glass icon, highlighted with a red box. To the right of the search bar, there is a pagination control showing '1-6 of 6' and a page number '0', also highlighted with a red box. The main content area displays a list of tickets. The first ticket is titled 'Claim Registration' with ID 'CLAFLK111225871415421', status 'Low', and a 'SO Solver' icon. The second ticket is titled 'Accessories not available with Engineer' with the same ID, status 'Low', and a 'WI Waiting for' icon. A red banner at the bottom of the screenshot reads 'Figure: Options on the Right side of Ticket Page'.

More Info

As implied by its name, the **Customer Details** tab provides information pertaining to the customer, including their **Name, Mobile Number, Email, Address, and SLA Status**.



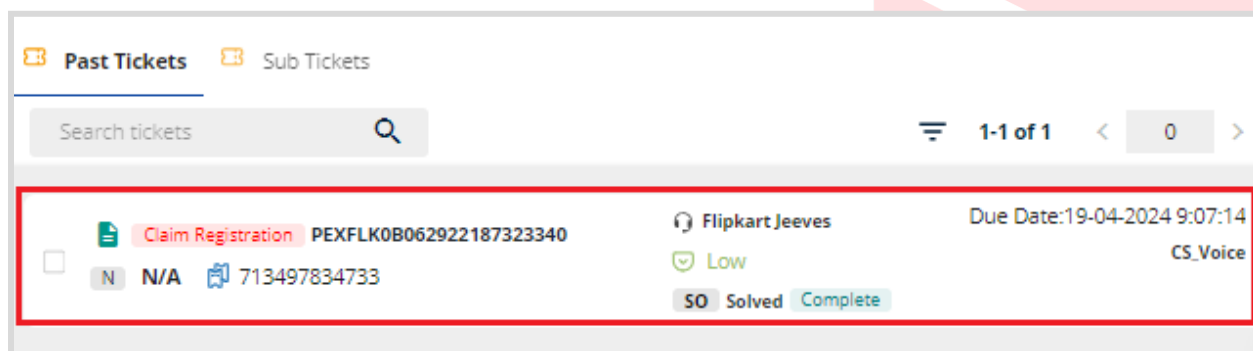
The screenshot shows the 'More Info' tab with a 'Customer Details' section. The details are as follows:

Field	Value
Name	Anagha
Mobile No	996*****
Email	ana***** *
Address	herjj4u64u45u4 , undefined , JAIPUR ,

Past Tickets

A Past Ticket will help the agent to know if the same customer (*with his Name, Contact Number, and Email in the database*) has raised any other ticket.

This segment provides specific information, including the **Kapture Ticket ID, Ticket Status, Due Date, Assigned user, Incident Name, Ticket Priority**.

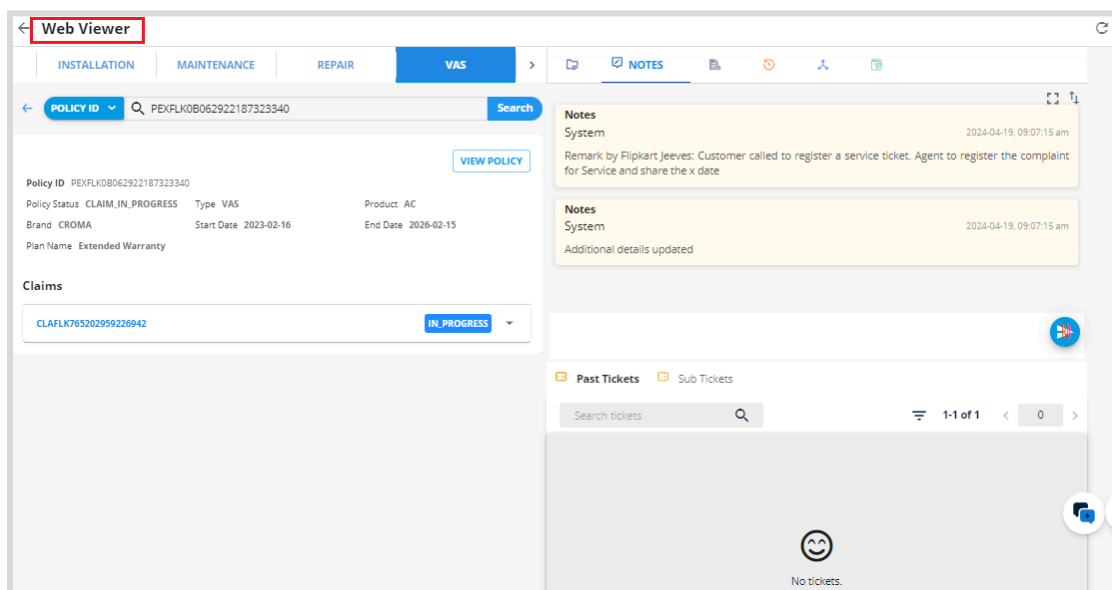


The screenshot shows the 'Past Tickets' section with a search bar and a list of tickets. The first ticket is highlighted with a red box:

Incident Name	Ticket ID	Assigned User	Ticket Priority	Due Date
Claim Registration	PEXFLK0B062922187323340	Flipkart Jeeves	Low	19-04-2024 9:07:14

Additional details for the selected ticket include: N/A, 713497834733, SO Solved, Complete, and CS_Voice.

Upon selecting a ticket within the "Past Ticket" section, a "Web Viewer" window will be launched, displaying relevant details associated with the selected past ticket.



Notes

It consists of a brief record of points or ideas written down related to the ticket. A new note can be created using the writing space given at the end of the screen. If there are no notes created it will show a message **"No Notes Found"**.

If the ticket has been resolved, the notes section will exhibit the **"Dispose Remarks"** for comprehensive record-keeping.

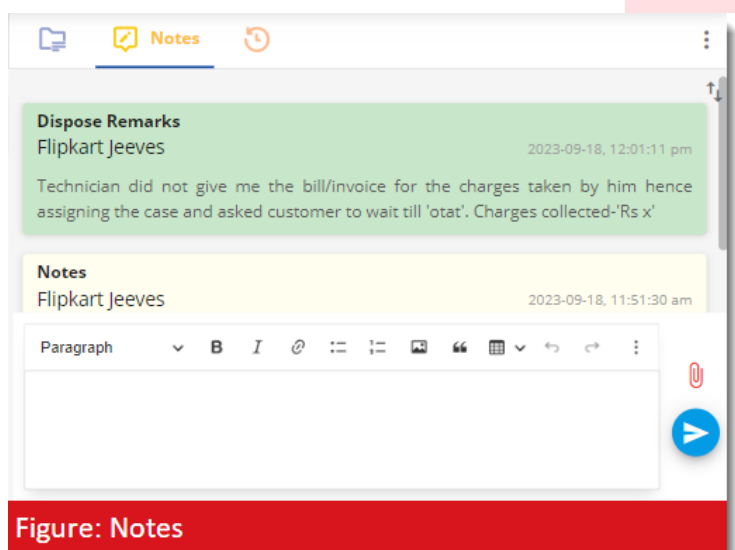


Figure: Notes