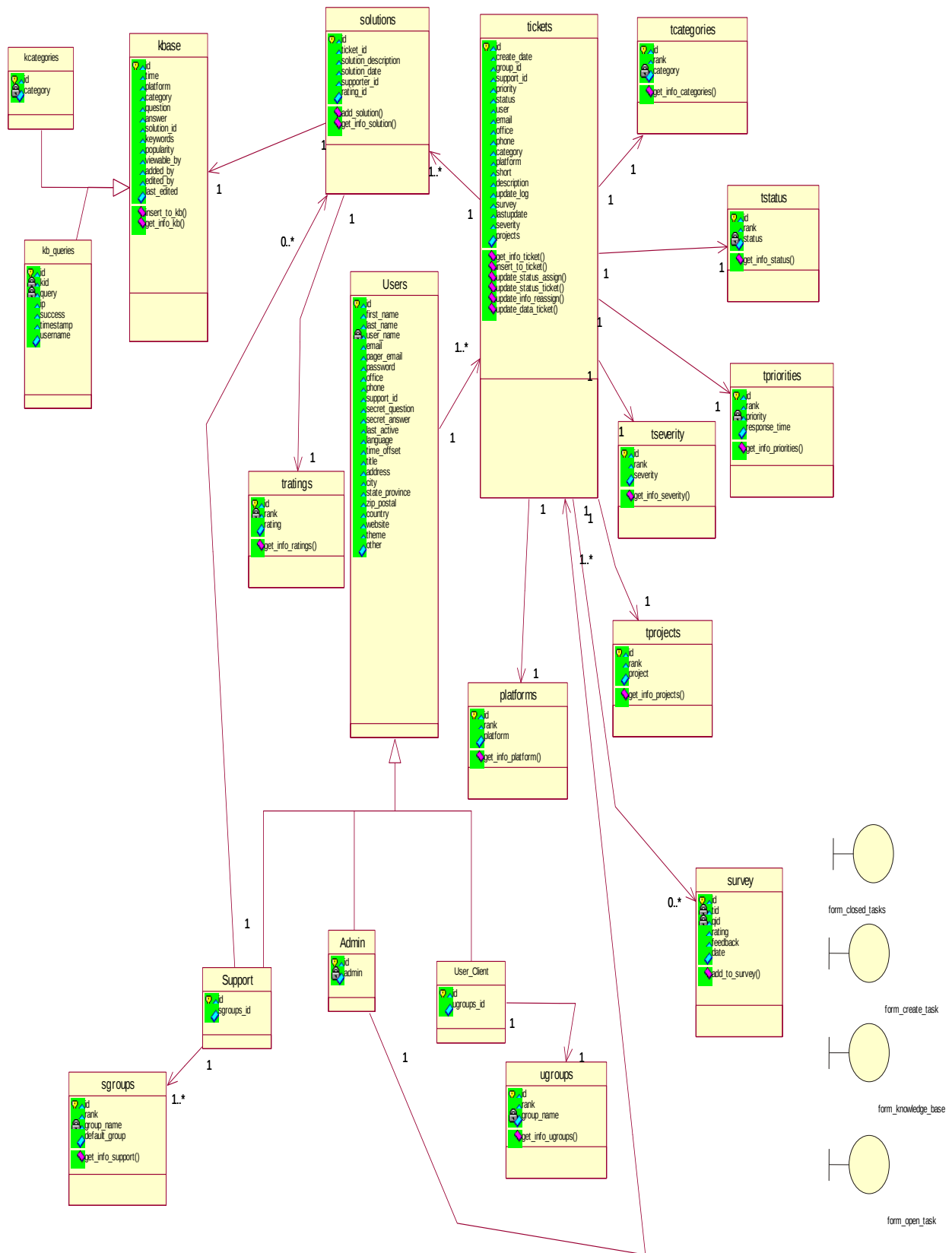
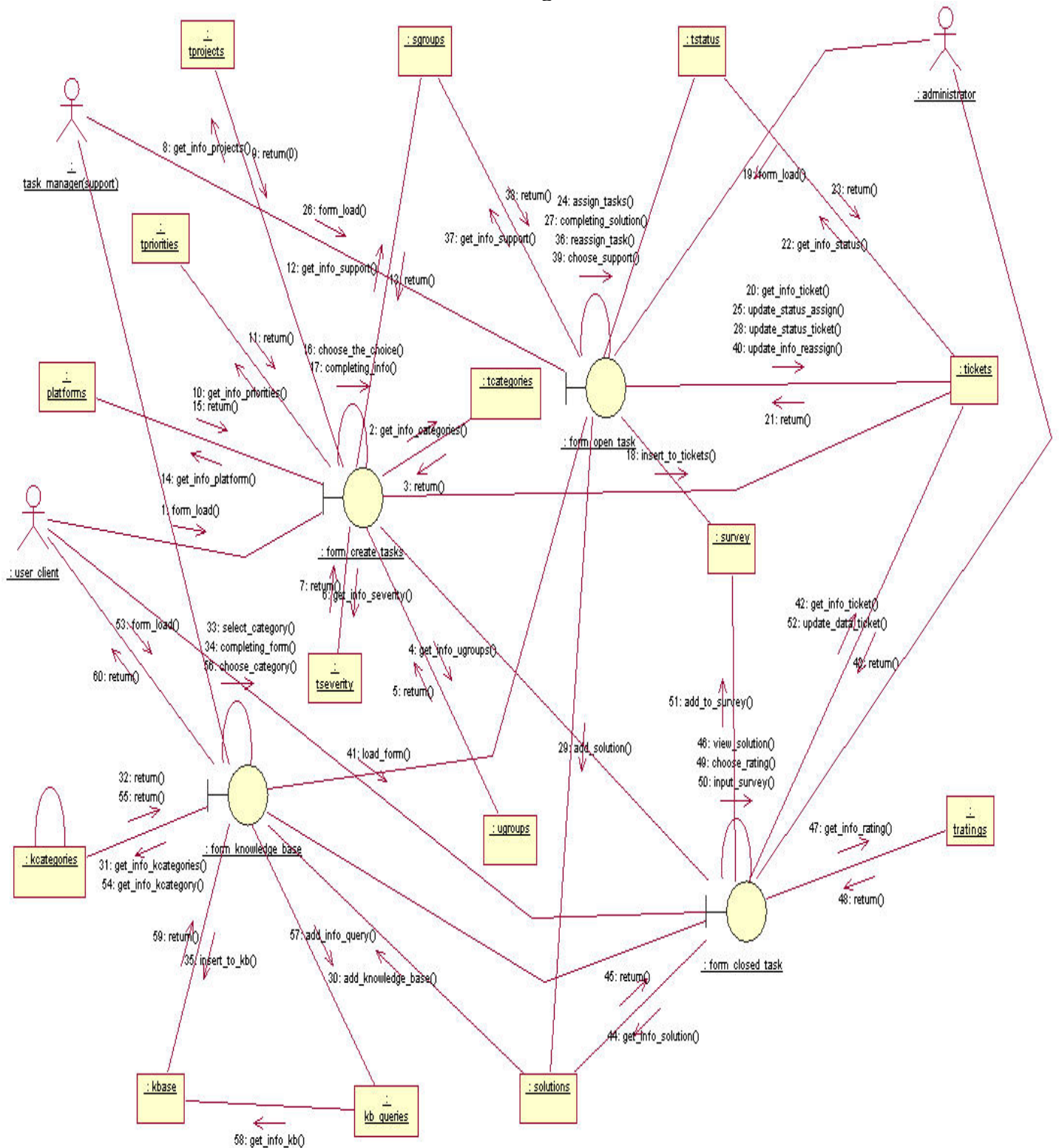


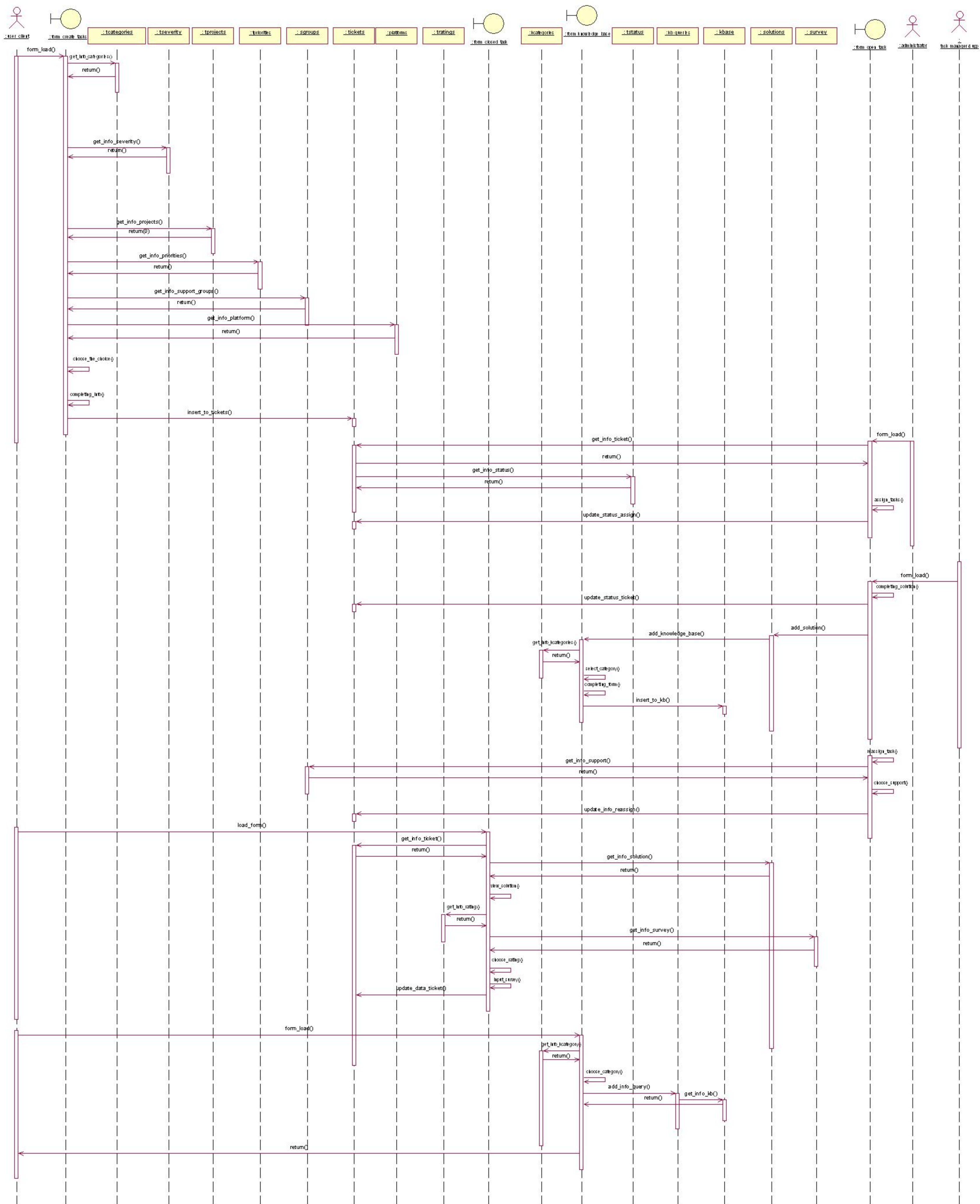
Lampiran

Class Diagram Trouble Ticket



Collaboration Diagram Trouble Ticket





LAMPIRAN TAMPILAN

1. Tampilan halaman Login

Pantja Simpati Helpdesk

Pantja Simpati Helpdesk Login

User Name:

Password:

[Register for an account](#) | [Forgot Your Password?](#)

2. Tampilan Halaman Home

home | user manual | you are logged in as **arum** | logout



PT. PANTJA SIMPATI
A member of i! Tiga Serangkai Group

User Options	Announcements
Task Options - Create Task - My Open Tasks (0) - My Closed Tasks (0) - My Group's Tasks (0) - My Group's Recent Tasks (0) - Task Search	19/07/09 7:18 Primus sudah di update dengan versi terbaru, jika ada bugs atau eror segera laporkan pada IT melalui Aplikasi ini, terima kasih. admin
FAQ Options Knowledge Base	
User Options Edit Profile	

There is 1 user and 0 guests online
Who's Online: arum

home | logout

3. Tampilan halaman Add Feedback

home | user manual | you are logged in as **arum** | logout



PT. PANTJA SIMPATI
A member of i⁴ Tiga Serangkai Group

User Options	Feedback for Task #6
Task Options - Create Task - My Open Tasks (0) - My Closed Tasks (1) - My Group's Tasks (0) - My Group's Recent Tasks (1) - Task Search	We appreciate your feedback !
	Task Satisfaction: Good ▼
	Task Feedback: oke banget
	Submit
FAQ Options Knowledge Base	
User Options Edit Profile	

There is 1 user and 0 guests online
Who's Online: arum

home | logout

4. Tampilan Halaman Add User

home user manual control panel you are logged in as asepyudhyurdary (logout)																																					
Task Options - User Options - Themes - Knowledge Base - Attachments - Templates Check Consistency - system Settings - .																																					
User Options • Add New User • User Groups • Task Manager Groups • User Search	Add User Enter all of the information for the new user. <table><tr><td>First Name:</td><td> </td><td>Required</td></tr><tr><td>Last Name:</td><td> </td><td>Required</td></tr><tr><td>User Name:</td><td> </td><td>Required</td></tr><tr><td>Email Address:</td><td> </td><td>Required</td></tr><tr><td>Pager Email:</td><td> </td><td></td></tr><tr><td>Password:</td><td> </td><td>Required</td></tr><tr><td>Password again:</td><td> </td><td>Required</td></tr><tr><td>Title:</td><td> </td><td></td></tr><tr><td>Phone Number</td><td> </td><td></td></tr><tr><td>Office:</td><td> </td><td></td></tr><tr><td>Address:</td><td> </td><td></td></tr><tr><td>City:</td><td> </td><td></td></tr></table>	First Name:		Required	Last Name:		Required	User Name:		Required	Email Address:		Required	Pager Email:			Password:		Required	Password again:		Required	Title:			Phone Number			Office:			Address:			City:		
First Name:		Required																																			
Last Name:		Required																																			
User Name:		Required																																			
Email Address:		Required																																			
Pager Email:																																					
Password:		Required																																			
Password again:		Required																																			
Title:																																					
Phone Number																																					
Office:																																					
Address:																																					
City:																																					

5. Tampilan Halaman Edit Profile

home user manual control panel you are logged in as asepyudiyurdany logout																														
 PT. PANTJA SIMPATI A member of i ⁴ Tiga Serangkai Group																														
<table border="1"> <thead> <tr> <th>Task Manager Options</th> </tr> </thead> <tbody> <tr> <td> Task Options - Create Task - My Open Tasks (0) - My Group's Tasks (2) - Unassigned Tasks (2) - My Recent Tasks - My Group's Recent Tasks - Search For Task </td> </tr> <tr> <td> Task # : Go! </td> </tr> <tr> <td> Contacts - Contacts Search </td> </tr> <tr> <td> FAQ Options - Knowledge Base - Task Manager Knowledge Base - Add to Knowledge Base - Knowledge Base Stats </td> </tr> </tbody> </table>	Task Manager Options	Task Options - Create Task - My Open Tasks (0) - My Group's Tasks (2) - Unassigned Tasks (2) - My Recent Tasks - My Group's Recent Tasks - Search For Task	Task # : Go!	Contacts Contacts Search	FAQ Options - Knowledge Base - Task Manager Knowledge Base - Add to Knowledge Base - Knowledge Base Stats	<table border="1"> <thead> <tr> <th colspan="2">Edit Profile</th> </tr> </thead> <tbody> <tr> <td colspan="2">Edit Profile - Required</td> </tr> <tr> <td>User Name:</td> <td>asepyudiyurdany</td> </tr> <tr> <td>First Name:</td> <td> Asep Yudi </td> </tr> <tr> <td>Last Name:</td> <td> Yurdany </td> </tr> <tr> <td>Email Address:</td> <td> ayudiyurdany@pantjasimpati.co.id </td> </tr> <tr> <td>Password:</td> <td> Enter password if changing, otherwise leave blank.</td> </tr> <tr> <td colspan="2">Edit Profile - Optional</td> </tr> <tr> <td>Pager Email:</td> <td> </td> </tr> <tr> <td>Title:</td> <td> IT Staff </td> </tr> <tr> <td>Phone Number:</td> <td> 119 </td> </tr> <tr> <td>Office:</td> <td> IT Department </td> </tr> </tbody> </table>	Edit Profile		Edit Profile - Required		User Name:	asepyudiyurdany	First Name:	Asep Yudi	Last Name:	Yurdany	Email Address:	ayudiyurdany@pantjasimpati.co.id	Password:	Enter password if changing, otherwise leave blank.	Edit Profile - Optional		Pager Email:		Title:	IT Staff	Phone Number:	119	Office:	IT Department
Task Manager Options																														
Task Options - Create Task - My Open Tasks (0) - My Group's Tasks (2) - Unassigned Tasks (2) - My Recent Tasks - My Group's Recent Tasks - Search For Task																														
Task # : Go!																														
Contacts Contacts Search																														
FAQ Options - Knowledge Base - Task Manager Knowledge Base - Add to Knowledge Base - Knowledge Base Stats																														
Edit Profile																														
Edit Profile - Required																														
User Name:	asepyudiyurdany																													
First Name:	Asep Yudi																													
Last Name:	Yurdany																													
Email Address:	ayudiyurdany@pantjasimpati.co.id																													
Password:	Enter password if changing, otherwise leave blank.																													
Edit Profile - Optional																														
Pager Email:																														
Title:	IT Staff																													
Phone Number:	119																													
Office:	IT Department																													

6. Tampilan Halaman Create Announcement

home user manual control panel you are logged in as asepyndiyurdary logout										
 PT. PANTJA SIMPATI A member of iQ ⁴ Tiga Serangkai Group										
<table border="1"> <thead> <tr> <th>Task Manager Options</th> </tr> </thead> <tbody> <tr> <td> Task Options - Create Task - My Open Tasks (0) - My Group's Tasks (1) - Unassigned Tasks (1) - My Recent Tasks - My Group's Recent Tasks - Search For Task Task #: Go! </td> </tr> <tr> <td> Contacts - Contacts Search </td> </tr> <tr> <td> FAQ Options - Knowledge Base - Task Manager Knowledge Base - Add to Knowledge Base - Knowledge Base Stats </td> </tr> </tbody> </table>	Task Manager Options	Task Options - Create Task - My Open Tasks (0) - My Group's Tasks (1) - Unassigned Tasks (1) - My Recent Tasks - My Group's Recent Tasks - Search For Task Task #: Go!	Contacts Contacts Search	FAQ Options - Knowledge Base - Task Manager Knowledge Base - Add to Knowledge Base - Knowledge Base Stats	<table border="1"> <thead> <tr> <th>Announcements</th> </tr> </thead> <tbody> <tr> <td style="text-align: right;">[Expand]</td> </tr> <tr> <td> Primus sudah di update dengan versi terbaru, jika ada bugs atau eror segera laporkan pada IT melalui Aplikasi ini, <u>terima kasih.</u> admin </td> </tr> <tr> <td> Visible To User Groups: ☒ HRD ☐ Akunting ☐ Marketing ☒ Finished Goods ☒ Logistic ☒ Production ☒ Purchasing ☐ IT ☒ Prepress </td> </tr> <tr> <td> Visible To User(s): No Users ▼ Add Announcement </td> </tr> </tbody> </table>	Announcements	[Expand]	Primus sudah di update dengan versi terbaru, jika ada bugs atau eror segera laporkan pada IT melalui Aplikasi ini, <u>terima kasih.</u> admin	Visible To User Groups: ☒ HRD ☐ Akunting ☐ Marketing ☒ Finished Goods ☒ Logistic ☒ Production ☒ Purchasing ☐ IT ☒ Prepress	Visible To User(s): No Users ▼ Add Announcement
Task Manager Options										
Task Options - Create Task - My Open Tasks (0) - My Group's Tasks (1) - Unassigned Tasks (1) - My Recent Tasks - My Group's Recent Tasks - Search For Task Task #: Go!										
Contacts Contacts Search										
FAQ Options - Knowledge Base - Task Manager Knowledge Base - Add to Knowledge Base - Knowledge Base Stats										
Announcements										
[Expand]										
Primus sudah di update dengan versi terbaru, jika ada bugs atau eror segera laporkan pada IT melalui Aplikasi ini, <u>terima kasih.</u> admin										
Visible To User Groups: ☒ HRD ☐ Akunting ☐ Marketing ☒ Finished Goods ☒ Logistic ☒ Production ☒ Purchasing ☐ IT ☒ Prepress										
Visible To User(s): No Users ▼ Add Announcement										

7. Tampilan Halaman Closed Task

home | user manual | you are logged in as **arum** | logout



PT. PANTJA SIMPATI
A member of i⁴ Tiga Serangkai Group

User Options	My Closed Tasks														
Task Options - Create Task - My Open Tasks (0) - My Closed Tasks (1) - My Group's Tasks (0) - My Group's Recent Tasks (1) - Task Search	<table> <thead> <tr> <th>ID</th> <th>Task Manager</th> <th>Group</th> <th>Short Description</th> <th>Created</th> <th>Status</th> <th>Feedback</th> </tr> </thead> <tbody> <tr> <td>00006</td> <td>asepyudiyurdany</td> <td>Primus</td> <td>PO nomor 200907/0010 jumlah harga nya tidak sesuai</td> <td>19/07/09</td> <td>Closed</td> <td>Completed</td> </tr> </tbody> </table>	ID	Task Manager	Group	Short Description	Created	Status	Feedback	00006	asepyudiyurdany	Primus	PO nomor 200907/0010 jumlah harga nya tidak sesuai	19/07/09	Closed	Completed
ID	Task Manager	Group	Short Description	Created	Status	Feedback									
00006	asepyudiyurdany	Primus	PO nomor 200907/0010 jumlah harga nya tidak sesuai	19/07/09	Closed	Completed									
FAQ Options Knowledge Base															
User Options Edit Profile															

There is 1 user and 0 guests online
Who's Online: arum

home | logout

8. Tampilan Halaman Open Task

home | user manual | control panel | you are logged in as **asepyudiyurdany** | logout



PT. PANTJA SIMPATI
A member of i⁴ Tiga Serangkai Group

Task Manager Options

Task Options

- Create Task
- My Open Tasks (0)
- My Group's Tasks (2)
- Unassigned Tasks (2)
- My Recent Tasks
- My Group's Recent Tasks
- Search For Task

Task # :

Contacts

- Contacts Search

FAQ Options

- Knowledge Base
- Task Manager Knowledge Base
- Add to Knowledge Base
- Knowledge Base Stats

Your Group's Open Tasks

ID	Task Manager	Short Description	user	Priority	Created	Status	Time
00005	support_pool	tidak bisa jalan	dany	Medium	23/06/09	Unassigned	
Last Task Action: <i>taskcreatedby dany</i>							
00006	support_pool	PO nomor 200907/0010 jumlah harga nya tidak sesuai	arum	Medium	19/07/09	Unassigned	
Last Task Action: <i>taskcreatedby arum</i>							

9. Tampilan Halaman Knowledge Base

home user manual you are logged in as arum logout																	
 PT. PANTJA SIMPATI A member of  Tiga Serangkai Group																	
<table border="1"> <tr> <th>User Options</th> </tr> <tr> <td> Task Options • Create Task • My Open Tasks (0) • My Closed Tasks (1) • My Group's Tasks (0) • My Group's Recent Tasks (1) • Task Search </td> </tr> <tr> <td> FAQ Options • Knowledge Base </td> </tr> <tr> <td> User Options • Edit Profile </td> </tr> </table>	User Options	Task Options • Create Task • My Open Tasks (0) • My Closed Tasks (1) • My Group's Tasks (0) • My Group's Recent Tasks (1) • Task Search	FAQ Options • Knowledge Base	User Options • Edit Profile	<table border="1"> <tr> <th colspan="2">Knowledge Base</th> </tr> <tr> <td>Search for</td> <td> Category Task Group </td> </tr> <tr> <td colspan="2"> % = wildcard search Go </td> </tr> <tr> <td> <u>Primus SIT Accounting</u> Primus SIT </td><td> <u>Primus Purchasing</u> </td></tr> <tr> <td> <u>Primus Logistic</u> </td><td> <u>Primus Marketing</u> </td></tr> <tr> <td> <u>Primus Expedition</u> </td><td> <u>Primus Purchase Request</u> </td></tr> </table>	Knowledge Base		Search for	Category Task Group	% = wildcard search Go		<u>Primus SIT Accounting</u> Primus SIT	<u>Primus Purchasing</u>	<u>Primus Logistic</u>	<u>Primus Marketing</u>	<u>Primus Expedition</u>	<u>Primus Purchase Request</u>
User Options																	
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FAQ Options • Knowledge Base																	
User Options • Edit Profile																	
Knowledge Base																	
Search for	Category Task Group																
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<u>Primus SIT Accounting</u> Primus SIT	<u>Primus Purchasing</u>																
<u>Primus Logistic</u>	<u>Primus Marketing</u>																
<u>Primus Expedition</u>	<u>Primus Purchase Request</u>																

10. Tampilan Halaman Solution

Task Description:	
Short Description:	PO nomor 200907/0010 jumlah harga nya tidak sesuai
Description:	jumlah pada primus 9.996 roll seharusnya adalah 10 roll sehingga mempengaruhi total harga
Attachments:	
Updates:	
July 19, 2009, 7:23 am by arum Task created by arum	
July 19, 2009, 7:50 am by asepyudiyurdany Transferred to asepyudiyurdany	
July 19, 2009, 7:50 am by asepyudiyurdany Client Update: Edit pada database tabel TPOITEM dan tabel TPURCHASEORDER set qty ditambah 0.004 pada item. sehingga pas jadi 10 roll	

11. Tampilan Halaman Contact Search

Task Manager Options		Contacts Search	
Task Options • Create Task • My Open Tasks (0) • My Group's Tasks (1) • Unassigned Tasks (1) • My Recent Tasks • My Group's Recent Tasks • Search For Task		Contact Details: User Name	
Task # : Go!		Search Type: ☒ Is like ☐ Is equal to	
Contacts • Contacts Search		Search String:	
FAQ Options		Search	

12. Tampilan Halaman Service Tracking

Service Level Tracking													
Select Task Input the task numbers that you would like to gather statistics for separated by commas. Task ID's: Get Stats													
Search Tasks <table border="1"> <tr> <td>Search Type:</td> <td>And ▼</td> </tr> <tr> <td>Task Manager Group:</td> <td> ▼</td> </tr> <tr> <td>Task Manager:</td> <td> ▼</td> </tr> <tr> <td>User Groups:</td> <td> ▼</td> </tr> <tr> <td>User:</td> <td> ▼</td> </tr> <tr> <td>Between Dates:</td> <td> Jul ▼ 19 ▼ 2009 ▼ And Jul ▼ 19 ▼ 2009 ▼ </td> </tr> </table> Search Create CSV File		Search Type:	And ▼	Task Manager Group:	▼	Task Manager:	▼	User Groups:	▼	User:	▼	Between Dates:	Jul ▼ 19 ▼ 2009 ▼ And Jul ▼ 19 ▼ 2009 ▼
Search Type:	And ▼												
Task Manager Group:	▼												
Task Manager:	▼												
User Groups:	▼												
User:	▼												
Between Dates:	Jul ▼ 19 ▼ 2009 ▼ And Jul ▼ 19 ▼ 2009 ▼												

13. Tampilan Halaman System Setting

home user manual control panel you are logged in as asepyudiyurdany (logout)	
Task Options - User Options - Themes - Knowledge Base - Attachments - Templates Check Consistency - system Settings - .	
Settings	
General Settings	
Task Management System Name:	Pantja Simpati Helpdesk
Administrator Email:	ayudiyurdany@pantjas
Task Management System Public/Private:	Private ▼
Task Management System On/Off:	On ▼
If your task management system is off, please enter a reason:	ON MAINTENANCE
Default Theme:	Pantja blue ▼
Default Language:	English ▼
Forum:	Off ▼
Forum Site URL:	http://
Users to list per page:	20
Number of announcements to list:	5

14. Tampilan Halaman Task Statistic

PT. PANTJA SIMPATI
A member of 11th Tiga Serangkai Group

Task Manager Options	Statistics								
Task Options - Create Task - My Open Tasks (0) - My Group's Tasks (0) - Unassigned Tasks (0) - My Recent Tasks - My Group's Recent Tasks - Search For Task Task # : Go!									
Contacts Contacts Search									
FAQ Options - Knowledge Base - Task Manager Knowledge Base - Add to Knowledge Base - Knowledge Base Stats									
Task Manager Options - Edit Profile - View Groups									
Reportings									
	Task Statistics <table> <tr> <td>Open Tasks:</td><td>2</td></tr> <tr> <td>Closed Tasks:</td><td>4</td></tr> <tr> <td>Total Tasks:</td><td>6</td></tr> </table>	Open Tasks:	2	Closed Tasks:	4	Total Tasks:	6		
Open Tasks:	2								
Closed Tasks:	4								
Total Tasks:	6								
	Priority Statistics Total Tasks For Each Priority (Percentage of Total Open Tasks) <table> <tr> <td>Critical</td><td>0%</td></tr> <tr> <td>High</td><td> 50%</td></tr> <tr> <td>Medium</td><td> 50%</td></tr> <tr> <td>Low</td><td>0%</td></tr> </table>	Critical	0%	High	50%	Medium	50%	Low	0%
Critical	0%								
High	50%								
Medium	50%								
Low	0%								
	Status Statistics Total Tasks For Each Status (Percentage of Total Open Tasks) <table> <tr> <td>Unassigned</td><td> 50%</td></tr> <tr> <td>Open</td><td> 50%</td></tr> </table>	Unassigned	50%	Open	50%				
Unassigned	50%								
Open	50%								

15. Tampilan Halaman Time Line Statistic

Task Manager Options		Task statistics for timeline: 18/06/09 To 19/07/09																																																	
Task Options - Create Task - My Open Tasks (0) - My Group's Tasks (0) - Unassigned Tasks (0) - My Recent Tasks - My Group's Recent Tasks - Search For Task Task # : Go!		From: 18/06/09 To: 19/07/09 Task Manager: All Group: All																																																	
		☒ Histogram ☒ Legend ☒ All Sum. ☒ Priorities ☒ Task Groups ☒ Categories ☒ Group ☒ Task Manager ☒ Life time																																																	
		Refresh																																																	
		Task Stats:																																																	
		<table border="1"> <thead> <tr> <th>Type</th> <th>Open from before 18/06/09</th> <th>Opened during</th> <th>Closed during</th> <th>Open on 19/07/09</th> </tr> </thead> <tbody> <tr> <td>All Sum.</td> <td>3</td> <td>2</td> <td>3</td> <td>2</td> </tr> <tr> <td colspan="5">Priorities</td> </tr> <tr> <td>Critical</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>High</td> <td>2</td> <td>0</td> <td>1</td> <td>1</td> </tr> <tr> <td>Medium</td> <td>1</td> <td>2</td> <td>2</td> <td>1</td> </tr> <tr> <td>Low</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td colspan="5">Task Groups</td> </tr> <tr> <td>Primus SIT Accounting</td> <td>1</td> <td>1</td> <td>1</td> <td>1</td> </tr> </tbody> </table>					Type	Open from before 18/06/09	Opened during	Closed during	Open on 19/07/09	All Sum.	3	2	3	2	Priorities					Critical	0	0	0	0	High	2	0	1	1	Medium	1	2	2	1	Low	0	0	0	0	Task Groups					Primus SIT Accounting	1	1	1	1
Type	Open from before 18/06/09	Opened during	Closed during	Open on 19/07/09																																															
All Sum.	3	2	3	2																																															
Priorities																																																			
Critical	0	0	0	0																																															
High	2	0	1	1																																															
Medium	1	2	2	1																																															
Low	0	0	0	0																																															
Task Groups																																																			
Primus SIT Accounting	1	1	1	1																																															
Contacts Contacts Search																																																			
FAQ Options - Knowledge Base - Task Manager Knowledge Base - Add to Knowledge Base - Knowledge Base Stats																																																			
Task Manager Options - Edit Profile - View Groups																																																			
Reporting TimeLine Stats																																																			

16. Tampilan Halaman Update Task

[home](#) | [user manual](#) | [control panel](#) | you are logged in as **asepyudiyurdany** | [logout](#)



PT. PANTJA SIMPATI
A member of **PT. Tiga Serangkai Group**

Task Manager Options	Update Task	
Task Options - Create Task - My Open Tasks (0) - My Group's Tasks (2) - Unassigned Tasks (2) - My Recent Tasks - My Group's Recent Tasks - Search For Task	Create printable version	
Task #: Go!	Task #00006	
	Task Opened:	July 19, 2009, 7:23 am
	Last Update:	July 19, 2009, 7:23 am
	Resolution Date:	N/A
	Attachments:	
Contacts Contacts Search	Task Manager Info	
FAQ Options - Knowledge Base - Task Manager Knowledge Base - Add to Knowledge Base - Knowledge Base Stats	Task Manager Group: Primus	Task Manager: asepyudiyurdany
	Task Priority: Medium	Task Status: Closed
	Task Severity: Minor Impact	Task Project: PRIMUS
Task Manager Options	User Info	
	User Name: Jarum	Email: indarwati@pantjasimpa

17. Tampilan Halaman Seting Task Categories

home user manual control panel you are logged in as asepyudiyurdary (logout)																												
Task Options - User Options - Themes - Knowledge Base - Attachments - Templates Check Consistency - system Settings - .																												
Task Options - Task Categories - Task Priorities - Task Status - Task Severity - Task Projects - Task Groups - Task Feedback	Task Categories Task Categories refer to the problem type of the task. Sorting is based on rank first, and then is alphabetic. <table><tr><td>Please Select</td><td>Rank: 0</td><td>Delete?</td></tr><tr><td>Software Problem</td><td>Rank: 1</td><td>Delete?</td></tr><tr><td>Hardware Problem</td><td>Rank: 2</td><td>Delete?</td></tr><tr><td>Network Problem</td><td>Rank: 3</td><td>Delete?</td></tr><tr><td>Printer Problem</td><td>Rank: 4</td><td>Delete?</td></tr><tr><td>Primus Problem</td><td>Rank: 5</td><td>Delete?</td></tr><tr><td colspan="3">Update</td></tr><tr><td>Add New Category:</td><td></td><td>Rank: </td></tr><tr><td colspan="3">Add New Category</td></tr></table>	Please Select	Rank: 0	Delete?	Software Problem	Rank: 1	Delete?	Hardware Problem	Rank: 2	Delete?	Network Problem	Rank: 3	Delete?	Printer Problem	Rank: 4	Delete?	Primus Problem	Rank: 5	Delete?	Update			Add New Category:		Rank:	Add New Category		
Please Select	Rank: 0	Delete?																										
Software Problem	Rank: 1	Delete?																										
Hardware Problem	Rank: 2	Delete?																										
Network Problem	Rank: 3	Delete?																										
Printer Problem	Rank: 4	Delete?																										
Primus Problem	Rank: 5	Delete?																										
Update																												
Add New Category:		Rank:																										
Add New Category																												
home control panel logout																												

18. Tampilan Halaman Task Priorities

home user manual control panel you are logged in as asepyudiyurdany (logout)																	
Task Options - User Options - Themes - Knowledge Base - Attachments - Templates Check Consistency - system Settings - .																	
Task Options • Task Categories • Task Priorities • Task Status • Task Severity • Task Projects • Task Groups • Task Feedback	Task Priorities These are the possible priorities of the tasks. The range is from a very high priority to a very low priority. The lower the rank, the higher the priority. The response time reflects the amount of time that can pass before the task is escalated. <table border="1"> <tr> <td>Critical</td> <td>Response Time: 2 hours</td> <td>Rank: 0</td> <td>Delete?</td> </tr> <tr> <td>High</td> <td>Response Time: 4 hours</td> <td>Rank: 1</td> <td>Delete?</td> </tr> <tr> <td>Medium</td> <td>Response Time: 12 hours</td> <td>Rank: 2</td> <td>Delete?</td> </tr> <tr> <td>Low</td> <td>Response Time: 48 hours</td> <td>Rank: 3</td> <td>Delete?</td> </tr> </table> Update Add New Priority: Response Time: hours Rank: Add New Priority	Critical	Response Time: 2 hours	Rank: 0	Delete?	High	Response Time: 4 hours	Rank: 1	Delete?	Medium	Response Time: 12 hours	Rank: 2	Delete?	Low	Response Time: 48 hours	Rank: 3	Delete?
Critical	Response Time: 2 hours	Rank: 0	Delete?														
High	Response Time: 4 hours	Rank: 1	Delete?														
Medium	Response Time: 12 hours	Rank: 2	Delete?														
Low	Response Time: 48 hours	Rank: 3	Delete?														
home control panel logout																	

19. Tampilan Halaman Theme Setting

home | user manual | control panel | you are logged in as **asepyudiyurdany** (logout)

Task Options - User Options - Themes - Knowledge Base - Attachments - Templates
Check Consistency - system Settings - .

Themes	
Delete?	Theme Name:
☐	asli Modify
☐	TechCorp Modify
☐	Pantja blue Modify
Add New Theme	

Submit Changes

home | control panel | logout

20. Tampilan Halaman Seting User Groups

home | user manual | control panel | you are logged in as **asepyudhyurdany** (logout)

Task Options - User Options - Themes - Knowledge Base - Attachments - Templates
Check Consistency - system Settings - .

User Options	User Groups																																				
- Add New User - User Groups - Task Manager Groups - User Search	These are the User Groups <table> <tr> <td>HRD</td> <td>Rank: 1</td> <td>Delete?</td> <td>More Options...</td> </tr> <tr> <td>Akunting</td> <td>Rank: 2</td> <td>Delete?</td> <td>More Options...</td> </tr> <tr> <td>Finished Goods</td> <td>Rank: 3</td> <td>Delete?</td> <td>More Options...</td> </tr> <tr> <td>Marketing</td> <td>Rank: 4</td> <td>Delete?</td> <td>More Options...</td> </tr> <tr> <td>Logistic</td> <td>Rank: 5</td> <td>Delete?</td> <td>More Options...</td> </tr> <tr> <td>Production</td> <td>Rank: 6</td> <td>Delete?</td> <td>More Options...</td> </tr> <tr> <td>Purchasing</td> <td>Rank: 7</td> <td>Delete?</td> <td>More Options...</td> </tr> <tr> <td>IT</td> <td>Rank: 8</td> <td>Delete?</td> <td>More Options...</td> </tr> <tr> <td>Prepress</td> <td>Rank: 9</td> <td>Delete?</td> <td>More Options...</td> </tr> </table> Update Group Data Add New Group: Rank: Add New Group	HRD	Rank: 1	Delete?	More Options...	Akunting	Rank: 2	Delete?	More Options...	Finished Goods	Rank: 3	Delete?	More Options...	Marketing	Rank: 4	Delete?	More Options...	Logistic	Rank: 5	Delete?	More Options...	Production	Rank: 6	Delete?	More Options...	Purchasing	Rank: 7	Delete?	More Options...	IT	Rank: 8	Delete?	More Options...	Prepress	Rank: 9	Delete?	More Options...
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Akunting	Rank: 2	Delete?	More Options...																																		
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Logistic	Rank: 5	Delete?	More Options...																																		
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Purchasing	Rank: 7	Delete?	More Options...																																		
IT	Rank: 8	Delete?	More Options...																																		
Prepress	Rank: 9	Delete?	More Options...																																		

21. Tampilan Halaman View Knowledge Base

home user manual control panel you are logged in as asepyudiyurdany logout								
 PT. PANTJA SIMPATI A member of  Tiga Serangkai Group								
<table border="1"> <tr> <th>Task Manager Options</th> </tr> <tr> <td> Task Options • Create Task • My Open Tasks (0) • My Group's Tasks (0) • Unassigned Tasks (0) • My Recent Tasks • My Group's Recent Tasks • Search For Task Task # : Go! </td> </tr> <tr> <td> Contacts • Contacts Search </td> </tr> <tr> <td> FAQ Options • Knowledge Base • Task Manager Knowledge Base • Add to Knowledge Base • Knowledge Base Stats </td> </tr> </table>	Task Manager Options	Task Options • Create Task • My Open Tasks (0) • My Group's Tasks (0) • Unassigned Tasks (0) • My Recent Tasks • My Group's Recent Tasks • Search For Task Task # : Go!	Contacts • Contacts Search	FAQ Options • Knowledge Base • Task Manager Knowledge Base • Add to Knowledge Base • Knowledge Base Stats	<table border="1"> <tr> <th>Knowledge Base</th> </tr> <tr> <td> Search for Category Task Group % = wildcard search Go! </td> </tr> <tr> <td> knowledge base >> hardware-printer >> hardware <i>ga bisa print?</i> pertama cek dulu apakah power printer sudah nyala, lalu cek koneksi printer dan komputer apakah terhubung dengan baik, Created on: July 19, 2009, 8:07 am Report this entry Edit this entry </td> </tr> </table>	Knowledge Base	Search for Category Task Group % = wildcard search Go!	knowledge base >> hardware-printer >> hardware <i>ga bisa print?</i> pertama cek dulu apakah power printer sudah nyala, lalu cek koneksi printer dan komputer apakah terhubung dengan baik, Created on: July 19, 2009, 8:07 am Report this entry Edit this entry
Task Manager Options								
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Search for Category Task Group % = wildcard search Go!								
knowledge base >> hardware-printer >> hardware <i>ga bisa print?</i> pertama cek dulu apakah power printer sudah nyala, lalu cek koneksi printer dan komputer apakah terhubung dengan baik, Created on: July 19, 2009, 8:07 am Report this entry Edit this entry								

22. Tampilan Halaman Knowledge Base Statistic

[home](#) | [user manual](#) | [control panel](#) | you are logged in as **asepyudiyurdany** | [logout](#)



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Task Manager Options	Knowledge Base Stats																																																					
Task Options - Create Task - My Open Tasks (0) - My Group's Tasks (0) - Unassigned Tasks (0) - My Recent Tasks - My Group's Recent Tasks - Search For Task Task # : Go!	15 Latest Unsuccessful Queries <table border="1"> <thead> <tr> <th>Query</th> <th>Query Date</th> <th>Query by</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> </tbody> </table>			Query	Query Date	Query by																																																
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FAQ Options - Knowledge Base - Task Manager Knowledge Base - Add to Knowledge Base - Knowledge Base Stats	15 Latest Questions Added <table border="1"> <thead> <tr> <th>Question</th> <th>Create Date</th> <th>Author</th> </tr> </thead> <tbody> <tr> <td>ga bisa print?</td> <td>July 19, 2009, 8:07:58 am</td> <td>asepyudiyurdany</td> </tr> <tr> <td>kenapa komputer sering restart sendiri?</td> <td>July 19, 2009, 8:06:04 am</td> <td>asepyudiyurdany</td> </tr> <tr> <td>Bagaimana jika nomor BKK- BKM dobel</td> <td>July 19, 2009, 8:03:56 am</td> <td>asepyudiyurdany</td> </tr> <tr> <td>siapakah</td> <td>July 18, 2009, 2:56:33 am</td> <td>danang</td> </tr> <tr> <td>bagaimana caranya</td> <td>June 13, 2009, 6:18:29 am</td> <td>ayudiyurdany</td> </tr> <tr> <td>nomor jurnal doble</td> <td>June 13, 2009, 5:14:16 am</td> <td>ayudiyurdany</td> </tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> </tbody> </table>			Question	Create Date	Author	ga bisa print?	July 19, 2009, 8:07:58 am	asepyudiyurdany	kenapa komputer sering restart sendiri?	July 19, 2009, 8:06:04 am	asepyudiyurdany	Bagaimana jika nomor BKK- BKM dobel	July 19, 2009, 8:03:56 am	asepyudiyurdany	siapakah	July 18, 2009, 2:56:33 am	danang	bagaimana caranya	June 13, 2009, 6:18:29 am	ayudiyurdany	nomor jurnal doble	June 13, 2009, 5:14:16 am	ayudiyurdany																														
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23. Tampilan Halaman Add Knowledge Base



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Task Manager Options	Add to Knowledge Base	
Task Options - Create Task - My Open Tasks (0) - My Group's Tasks (0) - Unassigned Tasks (0) - My Recent Tasks - My Group's Recent Tasks - Search For Task Task # : Go!	Task Group: Hardware Network Category: Hardware Question: Bagaimana jika komputer tidak bisa konek ke server? Answer: Keywords: (separated by commas) Viewable by: All Users Add Attachment: Browse...	
Contacts Contacts Search		
FAQ Options - Knowledge Base - Task Manager Knowledge Base - Add to Knowledge Base - Knowledge Base Stats		
Task Manager Options - Edit Profile - View Groups		