

DNNSmart ProjectManagement User Manual

Description

DNNSmart.ProjectManagement is a simple but must-have module. It can help you to manage your projects and customer requests. Whenever your clients need your support, they can register and submit tickets. If your clients have new projects, they can also submit ticket and discuss details. Using this module, it allows users to create tickets easily and review their request details, project status. It can help you to manage and follow up your projects smoothly, so we confirm that you need it.

Features

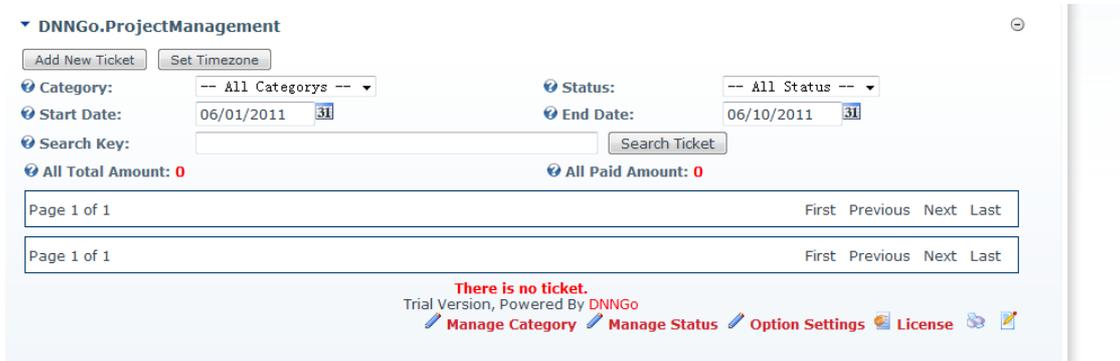
1. Only registered users can submit tickets.
2. Admin can configure category for tickets. When users submit tickets, they need to choose a category for tickets.
3. It supports searching tickets according to Start Date,End Date, category, status and search key.
4. Admin can configure status for ticket and change status for tickets. After admin changes status for the ticket, users can see it.
5. Admin can record and check payment status including total amount and paid amount for the project.
6. After submitting tickets and replying in tickets, admin and users will get e-mail notification asap. When they click "Add reply" through e-mail, they will login website and redirect to ticket detail page automatically.
- 7.It allows you to uploading multiple attachments in each one ticket.
- 8.Users can configure their own timezone, it's helpful for admin and users to know time difference.

Install and Option Settings:

You can enter Host -> Module Definition page and click "Install Module" button. Please see the screenshot below:



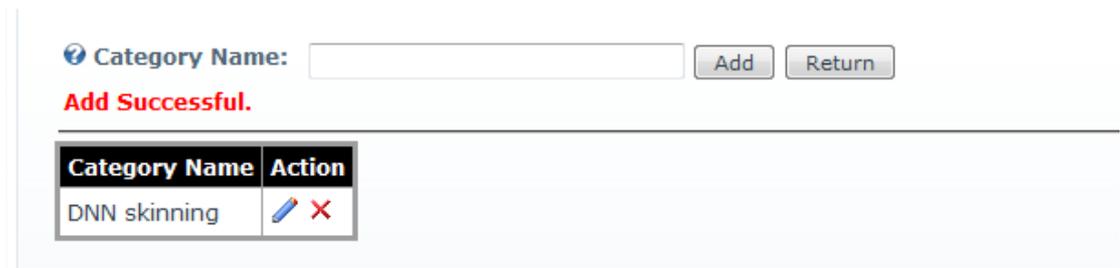
After you install module successfully, you can add this module on your page. Then you can see screenshot as below.



For "Manage Category" option, you can add and change category here. You can see it as below.



After you fill in category name and click add button, you will see below screenshot.



For "Manage Status", you can operate as above and add several status.

Status Name	Action
wait for client's feedback	
Designer is doing design work now.	

For option "Option Settings", you can configure default status as below .

Default Status:

Page Size:

You can also configure how many tickets will display per page as below.

Default Status:

Page Size:

How do users submit ticket?

After users visit the page, they will see below screenshot.

DNNGo.ProjectManagement

Category:
Status:

Start Date:
End Date:

Search Key:

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1. They can click "Set Timezone" button to configure their own timezone as below.

In order to communicate smoothly, please configure your TimeZone, Anyway, you can also click Skip button to skip this setting.

Your Timezone: GMT-4:00 ▼

2. Users can click "Add New Ticket" button to submit new ticket, see below screenshot.

Ticket Name: Query
Category: Custom Skin ▼
Ticket Description: I have one DNN sin customization project to discuss!
Upload: 选择文件 未选择文件
Attachments: Test.txt ▼

Ticket Name: Users can fill ticket name here.

Category: Users can select category for this ticket from drop down list.

Ticket Description: Users can type detail requests here.

Upload: Users can upload attachments here. It support uploading multiple attachments.

Attachments: Uploaded attachments will display in drop down list. You can also remove attachments.

After filling in above info, users can click "Submit" button.

How do admin manage tickets?

After users submitting tickets, admin will get e-mail notification as below.

Add Reply

Query

Ticket Number: 1	Submitter: joshua
Category: Custom Skin	
Server Date: 6/10/2011 10:42:18 PM (GMT-4)	Local Date: 6/10/2011 9:42:18 PM (GMT-5)

Ticket Detail:

I have one DNN sin customization project to discuss!

[Test.txt](#)

Admin can click "Add Reply", they admin will login automatically as below screenshot.

Reply Here:

Dear Client,
Thanks for your query. Can you please tell us your request for this DNN skin customization? Then we can give you our quote.
Regards,
Admin

Upload:

Attachments: -- No Attachment --

Query

Ticket Number: 1	Submitter: joshua
Category: Custom Skin	Status: Not Reply
Total Amount: 0	Paid Amount: 0
Server Date: 6/10/2011 10:42:18 PM (GMT-4)	Local Date: 6/10/2011 9:42:18 PM (GMT-5)

Ticket Detail:

I have one DNN sin customization project to discuss!

Attachments:

[Test.txt](#)

Then admin can reply this ticket. Admin can type message in text box, upload attachments as below screenshot.

Reply Here:

Dear Client,
 Thanks for your query. Can you please tell us your request for this DNN skin customization? Then we can give you our quote.
 Regards,
 Admin

Upload:

Attachments: -- No Attachment --

When admin go back to ticket list, the below interface will appear.

Category: -- All Categorys -- **Status:** -- All Status --

Start Date: **End Date:**

Search Key:

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Ticket Number: 1	Submitter: joshua
Ticket Name: Query	Status: Not Reply
Category: Custom Skin	Server Date: 6/10/2011 10:42:18 PM (GMT-4)
Attachments:	Local Date: 6/10/2011 9:42:18 PM (GMT-5)
Test.txt	
Click To See The Ticket Detail	

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After admin click "Click To See The Ticket Detail" link, admin will see below screenshot.

Admin can search tickets by category, status, start date and end date, typing keywords in search key.

Support Email: dnnsmart@gmail.com

Our Site: www.DNNSmart.net

Our Product List:

<http://store.dotnetnuke.com/home/product-details/dnnsmart-effect-collection-37---gallery--slide-show--banner--bulk-upload--28-effect-in-1?r=095a842e6896481d8f10>