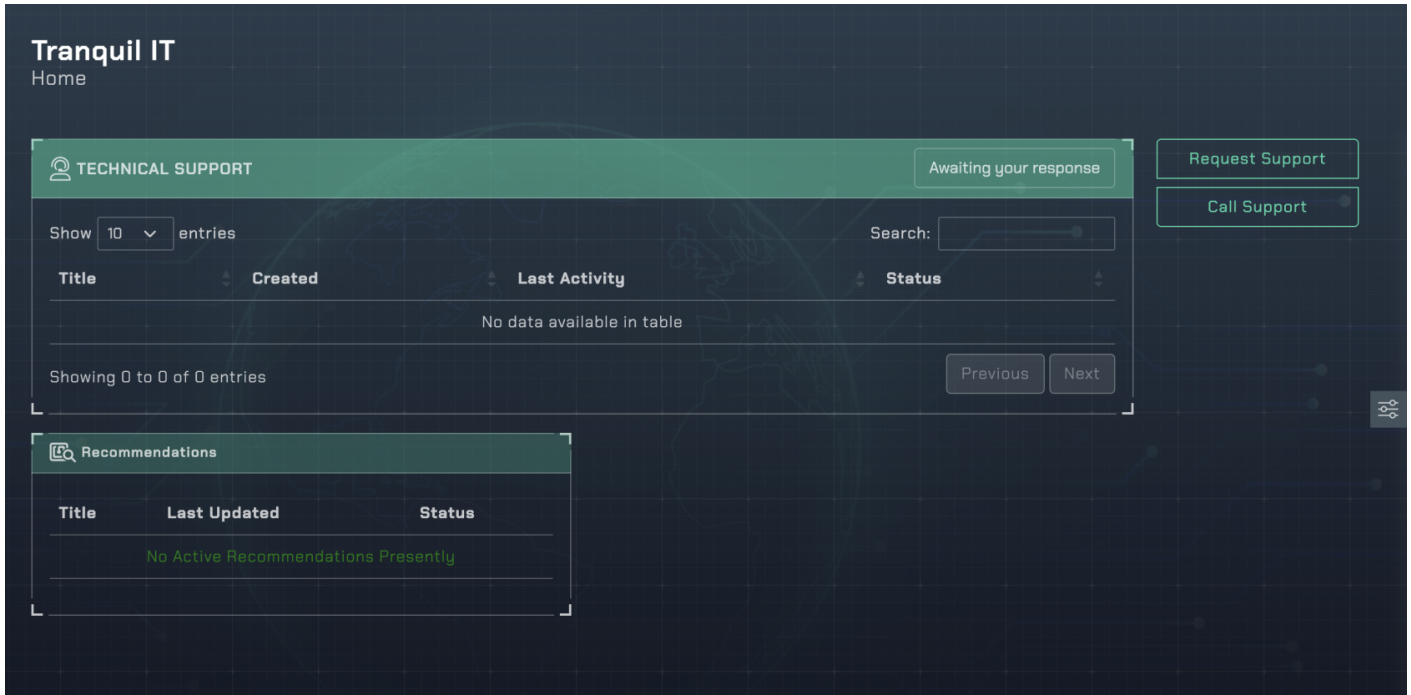


Home Page

The home page is designed to give our clients a quick overview of any matters that require their attention.

From here you can see any technical support issues that may be active, or require your input as well as any recommendations that have been made by our consultants that require your attention.



The screenshot displays the Tranquil IT Home page. At the top left, the logo "Tranquil IT" is shown above the word "Home". The main content area is divided into two primary sections: "TECHNICAL SUPPORT" and "Recommendations".

The "TECHNICAL SUPPORT" section features a green header bar with a magnifying glass icon and the text "TECHNICAL SUPPORT". To the right of this bar is a status indicator "Awaiting your response". Below the header, there are two buttons: "Request Support" and "Call Support". The main area contains a table with columns: "Title", "Created", "Last Activity", and "Status". A search bar is located to the right of the table. The table currently displays "No data available in table". Below the table, it says "Showing 0 to 0 of 0 entries" and includes "Previous" and "Next" pagination buttons.

The "Recommendations" section has a green header bar with a magnifying glass icon and the text "Recommendations". It contains a table with columns: "Title", "Last Updated", and "Status". The table currently displays "No Active Recommendations Presently".

You can make a call to our help desk automatically from the client area by clicking call support.

If you want to raise a support ticket directly, you can do so from the Request Support button, which will open the menu below

New Ticket ✕

Please supply the details of the issue that you are experiencing.

Select Contact

Mr Sean Watson

Select Device

Sean's Macbook

Subject

Browser Issue

Details

Hi,

I am having problems with.....|

[Continue](#)

Simply fill in the provided form with details of the issue you are experiencing and a new ticket will be opened on the helpdesk, with the priority support level appropriate to the device that you have selected when raising the ticket.

Active Tickets

Any active tickets or tickets which require your attention will be shown in the Technical Support area of the home page as shown.

TECHNICAL SUPPORT				Awaiting your response
Show	10	entries	Search:	
Title	Created	Last Activity	Status	
Test Ticket	8th December 2021	15th February 2023	Awaiting Client	
Showing 1 to 1 of 1 entries				Previous 1 Next

In order to interact with the ticket, simply click its title.

Ticket Details

[← Back to My Tickets](#)

Ticket ID [6HJQP3RGGW]	Assigned e-mail mr_test@tranquil.it.net	Site Not Set Yet	Priority Level- 0 Lowest	Attachments
Ticket Title Test Ticket	Contact Mr Test User	Phone 01279 658 331		
Device No Device Associated	Support Level Set Device			

Interactions

Response from Sean Watson
 just now
 Message to client that requires information from them, or an update.

Response from Sean Watson
 15th February 2023
 test 1234

The ticket details screen will now open and show you the details of the support ticket you have selected.

Ticket ID

The Ticket ID should be used when contacting tranquil support if you need to make reference to this ticket, it is the fastest way for our our team to identify your issue, especially if you are a large company that often has many tickets open at any one time.

Assigned e-mail

This is the e-mail address of the person raising the issue and the main contact for the ticket.

Site

This is where you can set the location of the issue, if this is appropriate.

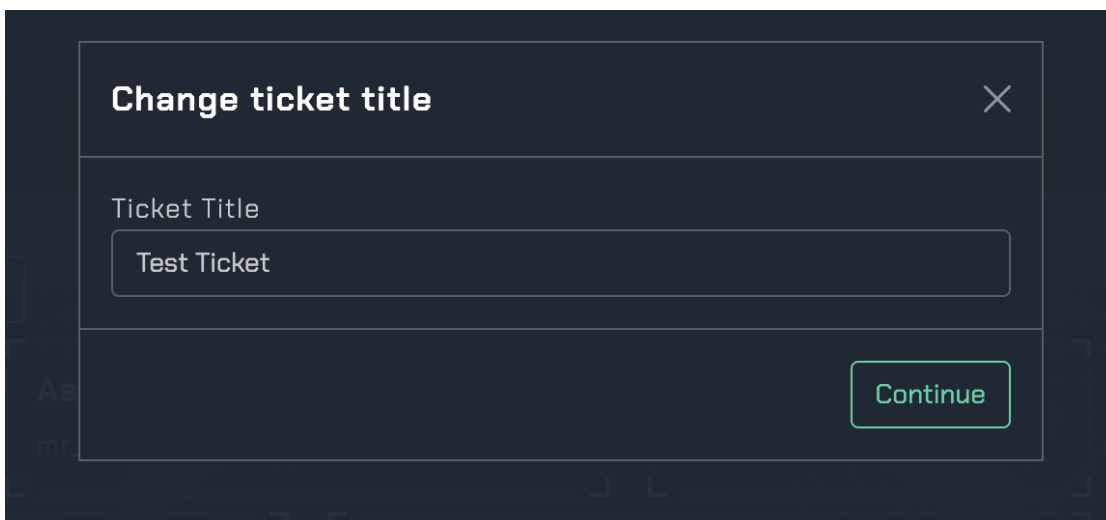
Priority

This shows the priority level that the Sentinel AI has assigned to your ticket on the basis of its initial triage. Often this Priority will be set to a default until the issue has been assessed by a member of our engineering team. This does not reflect the urgency of the particular issue, but rather the overall effect it is having on your entire IT infrastructure.

Do not worry if the Priority stays at 0, this often just means that one of our engineers is currently taking action on the ticket and it is no longer in a queue.

Ticket Title

The name of your ticket, often a brief description of the issue. You can change this easily by clicking on the title.

A screenshot of a dark-themed user interface showing a modal dialog box titled "Change ticket title" with a close button (X) in the top right corner. Inside the dialog, there is a label "Ticket Title" above a text input field containing the text "Test Ticket". At the bottom right of the dialog is a green "Continue" button. The dialog is overlaid on a blurred background of the application interface.

Contact

This section shows the member of staff that Tranquil IT will contact in order to resolve this ticket and the telephone details we hold by which to contact them.

Device

This shows the device to which this ticket is attached. It is important that the correct device is attached as this often controls the level of support that is provided. If for an example an unsupported device is selected it will always receive the lowest priority for attention, whereas a supported, or Premier supported device will receive the requisite SLA levels to which they subscribe.

Support Level

This shows the support level assigned to the device to which this ticket pertains.

Interactions

This section shows all interactions between the client and the Tranquil Support team.

Revision #2

Created 20 March 2025 14:48:01 by Sean Watson

Updated 20 March 2025 15:19:06 by Sean Watson