

PAYBITOPRO USER SUPPORT CONSOLE MANUAL



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Login Form

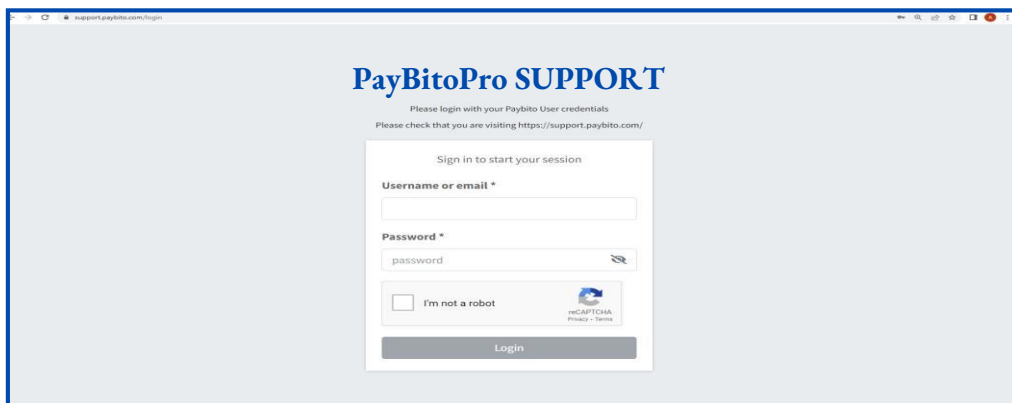
This login page is on the PayBitoPro support website. The form consists of an email or username, password, and Captcha entry, and click on the login button.



The screenshot shows a web browser window with the address bar displaying "support.paybitopro.com/login". The page has a light blue background. At the top center, the text "PayBitoPro SUPPORT" is displayed in a bold, dark blue font. Below this, there is a smaller line of text: "Please login with your Paybitopro User credentials" and another line: "Please check that you are visiting https://support.paybitopro.com/". The main form is a white box with a light gray border. It contains the following elements: a heading "Sign in to start your session", a label "Username or email *" above a text input field, a label "Password *" above a password input field with a toggle icon, a checkbox labeled "I'm not a robot" next to a reCAPTCHA logo, and a "Login" button at the bottom.

After successful entry of all fields & verify captcha, the login button will be activated.

Note: You can use your trade.paybitopro.com Login Credentials




This is a duplicate of the screenshot above, showing the PayBitoPro SUPPORT login form with the same fields and layout.



After successful login the below (Dashboard) screen will come.

Hi Ananta Kumar singh
User!


[Dashboard](#)
[Create Ticket](#)
[Closed Ticket](#)
[Logout](#)


OPEN TICKET LIST

TICKET ID	TITLE	STATUS	CREATED ON	ACTION
PST37074155000615	test	active	2023-05-12 04:03:21	<input type="button" value="Reply"/>
PST37074153005356	Testing the create a ticket	active	2023-05-12 03:37:34	<input type="button" value="Reply"/>
PST37074156504072	ticket	active	2023-05-10 05:43:56	<input type="button" value="Reply"/>
PST37074151548179	testing purpose	active	2023-05-01 12:21:48	<input type="button" value="Reply"/>
PST37074158024837	Testing for create ticket	active	2023-05-01 12:06:47	<input type="button" value="Reply"/>
PST37074152715784	test	active	2023-04-12 04:37:22	<input type="button" value="Reply"/>
PST37074157996090	testing closeticket with ratings and feedback	active	2023-04-12 04:10:10	<input type="button" value="Reply"/>
PST37074156668805	hello twed 3	active	2023-04-12 03:36:36	<input type="button" value="Reply"/>
PST37074158670012	hello twed from ananata	active	2023-04-12 03:21:57	<input type="button" value="Reply"/>
PST37074155377805	Testing create ticket for user	active	2023-04-11 09:35:49	<input type="button" value="Reply"/>

Showing 1 to 10 of 10 entries

There are Four Modules that a user can use i.e.: [Dashboard](#), [Create ticket](#), [Closed tickets](#) and [Logout](#).

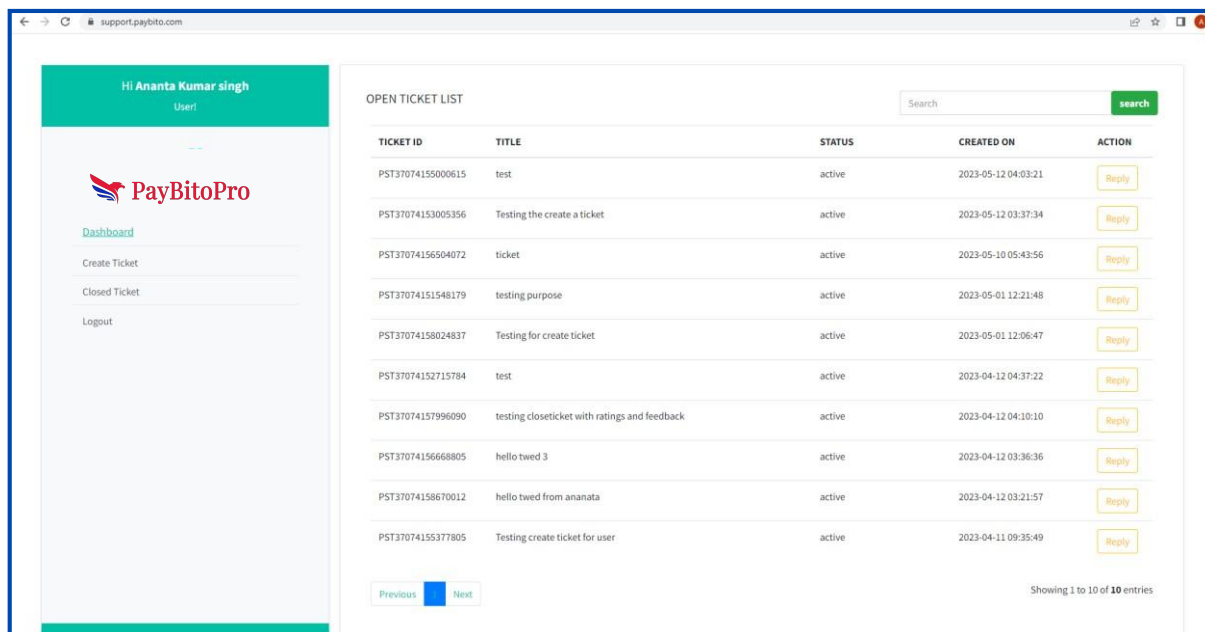
Hi Ananta Kumar singh
User!


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Dashboard

In the dashboard page the user can see all open ticket lists with headings of TICKET ID, TITLE, STATUS, CREATED ON, and ACTION. If the user have more than 10 tickets then user can see 10 tickets in the dashboard, if the user wants to see more tickets than using Pagination see the more tickets.



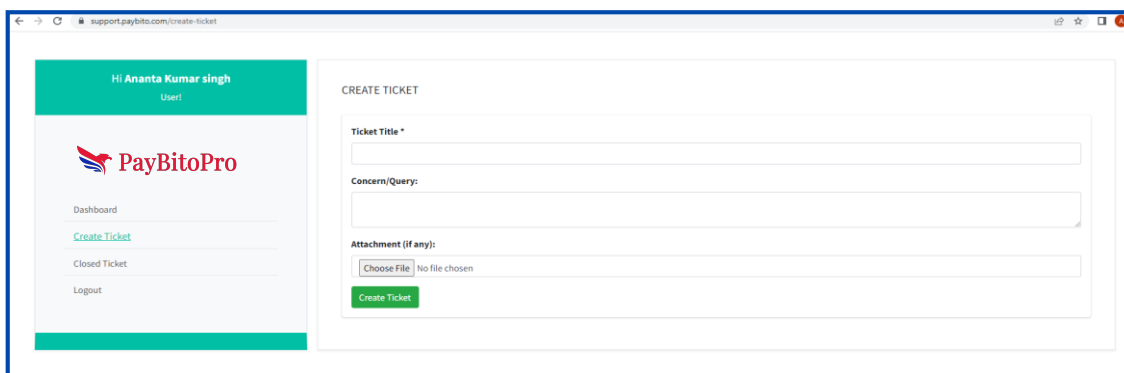
The screenshot shows the PayBitoPro dashboard for user 'Hi Ananta Kumar Singh'. The 'OPEN TICKET LIST' table contains 10 entries, each with a 'TICKET ID', 'TITLE', 'STATUS', 'CREATED ON' date, and an 'ACTION' column with a 'Reply' button. The table is paginated, showing 'Showing 1 to 10 of 10 entries'.

TICKET ID	TITLE	STATUS	CREATED ON	ACTION
PST37074155000615	test	active	2023-05-12 04:03:21	Reply
PST37074153005356	Testing the create a ticket	active	2023-05-12 03:37:34	Reply
PST37074156504072	ticket	active	2023-05-10 05:43:56	Reply
PST37074151548179	testing purpose	active	2023-05-01 12:21:48	Reply
PST37074158024837	Testing for create ticket	active	2023-05-01 12:06:47	Reply
PST37074152715784	test	active	2023-04-12 04:37:22	Reply
PST37074157996090	testing closeticket with ratings and feedback	active	2023-04-12 04:10:10	Reply
PST37074156668805	hello tweed 3	active	2023-04-12 03:36:36	Reply
PST37074158670012	hello tweed from ananata	active	2023-04-12 03:21:57	Reply
PST37074155377805	Testing create ticket for user	active	2023-04-11 09:35:49	Reply

Here in the ACTION column users can reply to the ticket and also view the ticket to know more about reply tickets.

Create tickets

In this module the user can create a ticket .User fill up the required input field that is -Ticket Title, concern query and attachment if any (document format only accepted .png, .jpeg).Click on create ticket to create/submit the ticket.



The screenshot shows the 'CREATE TICKET' form in the PayBitoPro dashboard. The form includes fields for 'Ticket Title *', 'Concern/Query:', and 'Attachment (if any):'. The 'Attachment' field has a 'Choose File' button and shows 'No file chosen'. A green 'Create Ticket' button is at the bottom of the form.



After successful ticket creation the below page will open with Ticket ID, Ticket title, client name, Created on, and status on the top of the page. You can see your document by clicking check Attachments

View tickets

Here you can view the ticket details you have raised
And reply on the ticket

#PST37074153005356

Testing the create a ticket

Client: Ananta Kumar Singh Created on: 2023-05-12 03:37:34 Status: Active

Ananta Kumar singh

Issue resolved

Check Attachment

Concern/Query:

Attachment (if any):

Choose File No file chosen

Close Ticket

Reply Ticket

From Here you can also replied your query with documents and close your ticket if user's issue is solved.

Concern/Query:

Attachment (if any):

Choose File No file chosen

Close Ticket

Reply Ticket



Clicked on Closed button the below popup will shows, here you can see the Rating and Feedback field to give ratings and feedback .click on submit to closed the ticket.

Close Ticket

Rating *

Please select rating

Feedback

Close

Submit

After successful closing the ticket user can see below screen with ticket ID, client name, Created on, status of the ticket (open or closed) and Reopen ticket.

#PST37074153005356

Testing the create a ticket

Client: Ananta Kumar Singh

Created on: 2023-05-12 03:37:34

Status: Closed

Reopen Ticket

Ananta Kumar singh

2023-05-12 03:37:34

Issue resolved

Check Attachment

Clicking the reopen button to reopen the closed ticket again. Click on reopen button below popup will show to confirm or cancel the reopen ticket, click on confirm below popup shows. And again same screen will shows that is after create a ticket.





Success

Ticket #PST37074153005356 Reopen successfully.

OK

#PST37074153005356

Testing the create a ticket

Client: Ananta Kumar Singh

Created on: 2023-05-12 03:37:34

Status: **Active**

Ananta Kumar singh

🕒 2023-05-12 03:37:34

Issue resolved

📎 Check Attachment

Concern/Query:

Attachment (if any):

Choose File No file chosen

Close Ticket

Reply Ticket

Closed tickets


In closed ticket modules, the user can see Closed Ticket lists with headings of TICKET ID, TITLE, STATUS, CREATED ON, and ACTION. If the user have more than 10 closed tickets then user can see 10 tickets in dashboard, if the user wants to see more tickets than using Pagination see the more closed tickets.



CLOSED TICKET LIST				
<input type="text" value="Search"/>				<input type="button" value="search"/>
TICKET ID	TITLE	STATUS	CREATED ON	ACTION
PST37074153451438	Final test	closed	2023-04-19 04:30:15	<input type="button" value="View"/>
<input type="button" value="Previous"/> <input checked="" type="button" value="Next"/>				Showing 1 to 10 of 1 entries


Search Box

There is a search box in opened ticket list and closed ticket list on the top right corner. Here user can search a ticket by ticket id and ticket title by clicking search button.

<div> <div>Hi Ananta Kumar singh User!</div> <div>  <div>Dashboard</div> <div>Create Ticket</div> </div> </div>				
SEARCH TICKET LIST				
<input type="text" value="PST37074153451438"/>				<input type="button" value="search"/>
TICKET ID	TITLE	CLIENT	CREATED ON	ACTION
PST37074153451438	Final test	37074 Ananta Kumar singh	2023-04-19 04:30:15	<input type="button" value="Reply"/>

Logout

User can logout from PayBitoPro Support user by clicking on logout button


Dashboard
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