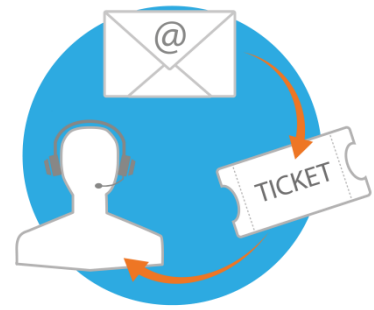


 **WebCentral**

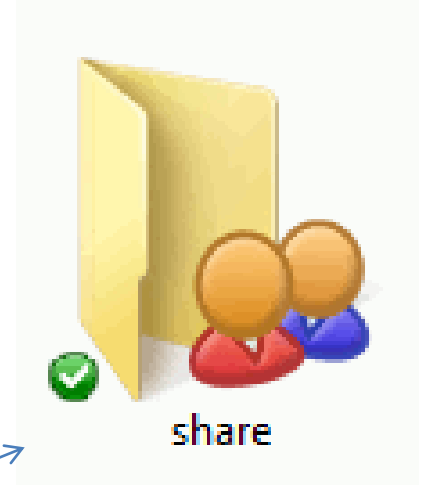
©INFINSYS Version 2.20



Internet proxy



Ticketing system



share



traffic load monitoring



LDAP SSO



DNS

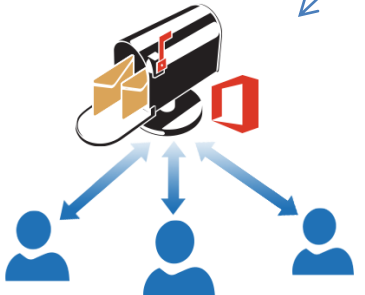
DHCP



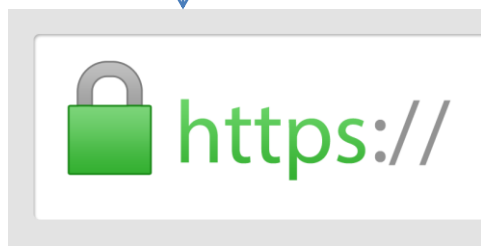
file integrity check



Forms



Mail Server



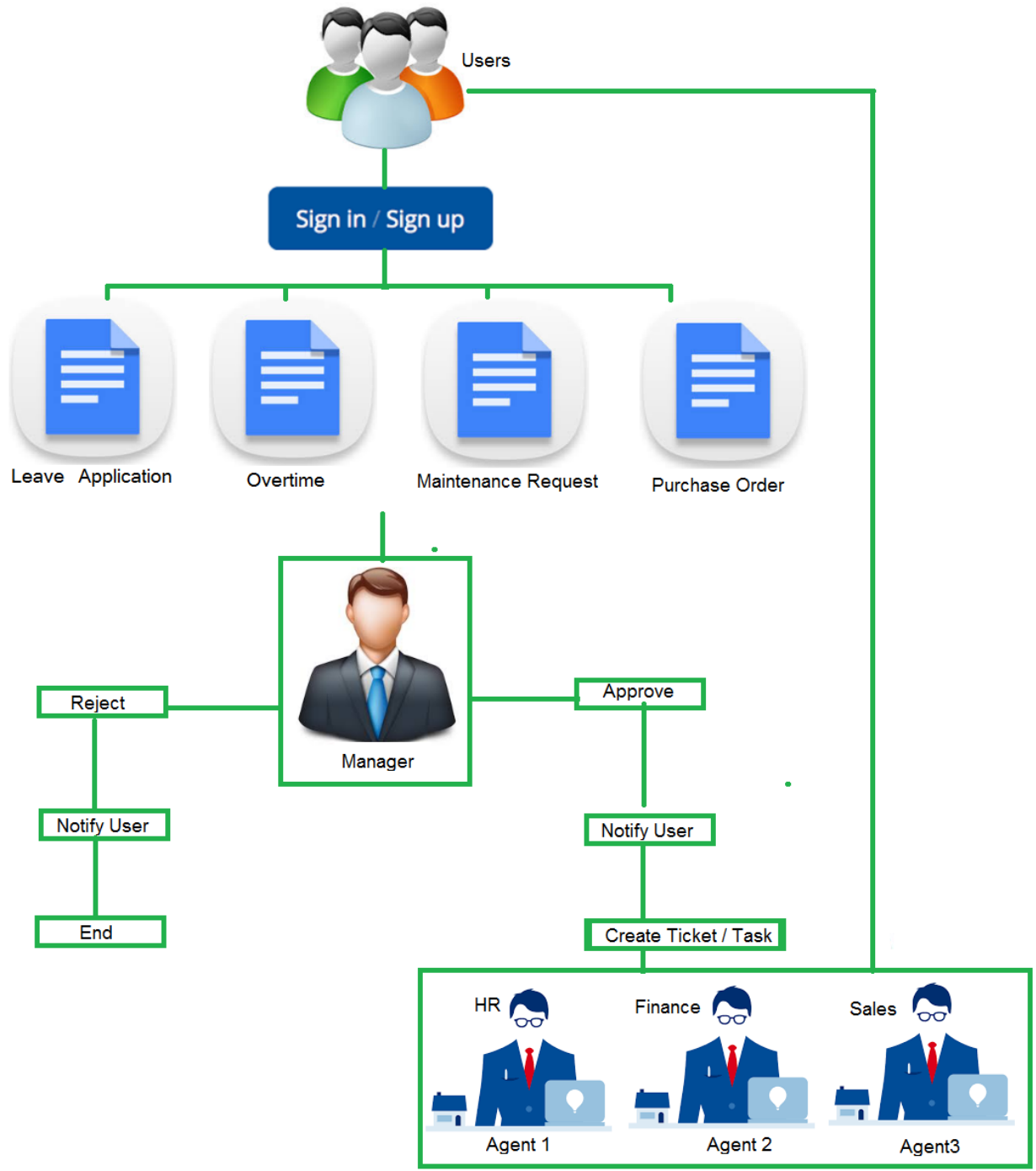
https://

Reject

Approve

Forms designer

WebCentral is a groupware containing
Email, Forms, Docs, DHCP, DNS, Proxy
Servers integrated with LDAP SSO.



Support Ticket System Features

- Ticket Filters
- Email Notifications
- Help Topics - Canned Response
- Ticket locking - Agent Collision Avoidance
- Assign and Transfer
- Auto-Responder - Get overdue alerts and notices on missed due dates, and priority escalation.
- Internal Notes
- Service Level Agreements
- Dashboard Reports

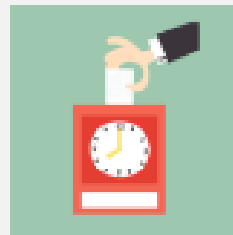
WebCentral

©INFINSYS Version 2.24

sureshk logged in since Friday 14th of July 2017 10:57:36 PM



Leave Request



Overtime



HelpDesk



Purchase Request



Pettycash



Maintenance Request

Employee Name

john

Leave Type

Annual Leave

Due of Leave First day of leave

Last day of leave

Days

Days

Emergency Contact Details

Other Details

Attach Documents

No file chosen

192.168.1.100 says:

Ticket 805241 submitted for management approval

Name	Number	created	More
sureshk	778838	14/07/2017:22:50:48	More
sureshk	653722	14/07/2017:22:51:14	More
sureshk	892416	14/07/2017:22:51:17	More
sureshk	805241	14/07/2017:23:00:22	More

Attachments

Sign In



User Name

Password

admin logged in since Friday 14th of July 2017 11:03:29 PM

Welcome to Control Center



Server Status



Proxy Log



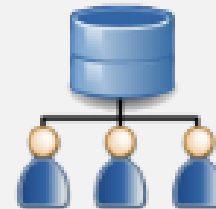
Who Am I



Approval Queue (7)



Database Manger



Directory Manager



<u>Name</u>	<u>Number</u>	<u>created</u>	Approve	Reject	Return	More
peter	272203	14/07/2017:19:39:12	Approve	Reject	Return	More
peter	765083	14/07/2017:19:39:16	Approve	Reject	Return	More
admin	172244	14/07/2017:19:59:12	Approve	Reject	Return	More
sureshk	778838	14/07/2017:22:50:48	Approve	Reject	Return	More
sureshk	653722	14/07/2017:22:51:14	Approve	Reject	Return	More
sureshk	892416	14/07/2017:22:51:17	Approve	Reject	Return	More
sureshk	805241	14/07/2017:23:00:22	Approve	Reject	Return	More

leave approved

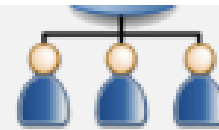
Ok

Cancel

<u>Name</u>	<u>Number</u>	<u>created</u>	Approve	Reject	Return	More
peter	272203	14/07/2017:19:39:12	Approve	Reject	Return	More
peter	765083	14/07/2017:19:39:16	Approve	Reject	Return	More
admin	172244	14/07/2017:19:59:12	Approve	Reject	Return	More
sureshk	778838	14/07/2017:22:50:48	Approve	Reject	Return	More



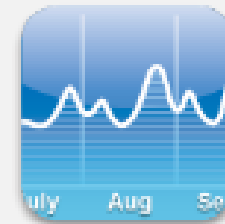
MariaDB



Approval Queue (6)

Database Manger

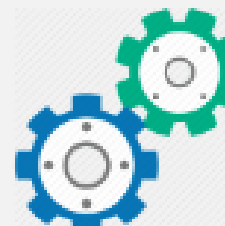
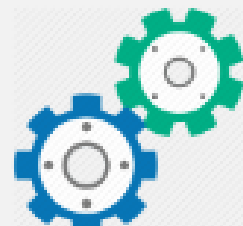
Directory Manager



Install

Mail Queue

Bandwidth



Tickets

App1

App2

[Dashboard](#)[Users](#)[Tickets](#)[Knowledgebase](#)[Open \(9\)](#) [Closed \(1\)](#) [New Ticket](#) [\[advanced\]](#) [?](#)[Refresh](#) **Open Tickets** — Showing 1 - 9 of 9

	Ticket	Date	Subject	From	Priority	Assigned To
<input type="checkbox"/>	892416	07/14/2017 2:51 pm	leave_request (3) ?	sureshk	Normal	
<input type="checkbox"/>	588959	07/14/2017 11:39 am	leave_request (11) ?	peter	Normal	
<input type="checkbox"/>	505016	07/14/2017 1:45 am	purchase_request (3) ?	john	Normal	
<input type="checkbox"/>	534446	07/14/2017 1:45 am	purchase_request (3) ?	john	Normal	
<input type="checkbox"/>	354208	07/14/2017 1:45 am	leave_request (5) ?	sureshk	Normal	
<input type="checkbox"/>	189557	07/14/2017 1:45 am	leave_request (5) ?	sureshk	Normal	
<input type="checkbox"/>	534065	07/14/2017 1:44 am	Signup	peter	Normal	
<input type="checkbox"/>	651010	07/14/2017 1:44 am	Signup	john	Normal	
<input type="checkbox"/>	815064	07/14/2017 1:40 am	osTicket Installed!	osTicket Support	Normal	

Select: [All](#) [None](#) [Toggle](#)

Dashboard

Tickets

Knowledgebase

Open (3)

Closed Tickets (0)

New Ticket

Ticket #268826

Print Claim Edit Close Delete More

Status:	Open	Name:	Me
Priority:	Normal	Email:	myself@me.com (1)
Department:	Support	Phone:	
Create Date:	04/23/2013 6:08 pm	Source:	Web (75.75.160.253)

Assigned To:	— Unassigned —	Help Topic:	Support
SLA Plan:	Default SLA	Last Message:	04/23/2013 6:08 pm
Due Date:	04/25/2013 6:08 pm	Last Response:	

Hello, world!

Ticket Thread (1)

04/23/2013 6:08 pm Hello, world!

Hello, world!

Post Reply

Post Internal Note

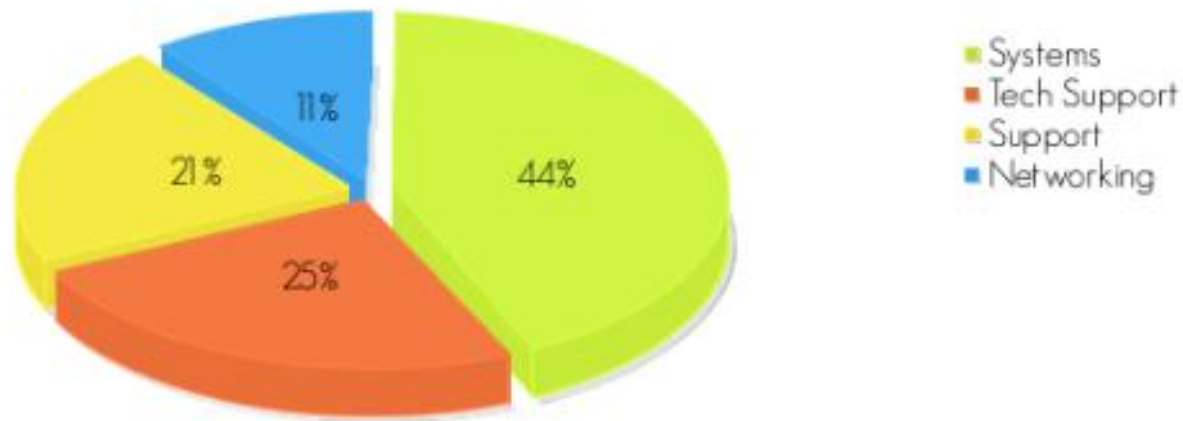
Dept. Transfer

Assign Ticket

TO: Me <myself@me.com> Email Reply

Response: Append

Tickets Per Department: This Week (Sun-Sat)



Department	Assigned	Tickets Open	Tickets Closed	Days to Resolution (Avg)
Systems	37	4	33	0.09
Tech Support	21	0	21	0.00
Support	18	0	18	0.11
Networking	9	1	8	1.63
Total	85		80	0.46

Please fill in the form below to open a new ticket.

Help Topic:

- ✓ — Select a Help Topic — *
- Commercial Support and Training
- Configurations & Setup Help
- Customizations and Modifications
- Feedback/Comments
- General Inquiry
- Professional Installation
- Security Vulnerability
- SupportSystem
- SupportSystem / Access
- SupportSystem / Billing
- SupportSystem / Feedback
- SupportSystem / Integration
- SupportSystem / Sales
- SupportSystem / Training
- SupportSystem / Trial
- System Migration and Integration

Your Information

Email Address:

Full Name:

Phone Number:

Ticket Details

Please Describe Your Issue

Issue Summary:

Issue Details:

Draft Saved 

Rich text editor toolbar with icons for: source code, undo, bold, italic, strikethrough, bulleted list, numbered list, decrease indent, increase indent, insert image, insert video, insert table, link, unlink, and a separator line.

Details on the reason(s) for opening the ticket.

Directory Service

The screenshot shows the LDAP Admin console for a domain controller. The left pane displays a directory tree for 'dc=tuxnetworks,dc=com [10.90.20.142]'. The right pane shows the properties of a selected entry, 'Tragurium'. A context menu is open over the 'Tragurium' entry, showing options like 'New', 'Edit Entry...', 'Copy...', 'Move...', 'Create alias...', 'Rename...', 'Delete', 'Refresh', 'Copy dn to clipboard', 'Search...', and 'Properties...'. The 'New' menu is expanded, showing options like 'Entry...', 'User...', 'Computer...', 'Group...', 'Mailing list...', 'Transport table...', 'Organizational unit...', 'Host...', 'Locality...', 'Group of unique names...', and 'Alias...'. The 'Host...' option is highlighted.

Attribute	Value	Type	Size
objectClass	top	Text	3
objectClass	locality	Text	8
I	Tragurium	Text	9
structuralObjectClass	locality	Text	8
entryUUID	837b5f9c-6e0f-1032-85ef-cfcb1ac6061b	Text	36
creatorsName	cn=admin,dc=tuxnetworks,dc=com	Text	30
createTimestamp	20130620160921Z	Text	15
entryCSN	20130620160921.999820Z#000000#000#000000	Text	40
modifiersName	cn=admin,dc=tuxnetworks,dc=com	Text	30
Timestamp	20130620160921Z	Text	15
		Text	15
		Text	12
		Text	4

Email Accounts

The image shows the Roundcube webmail interface. At the top, there is a dark header bar with the text "About" on the left, "jp@example.com" and a "Logout" button on the right. Below the header, the "roundcube" logo is on the left, and navigation links for "Mail", "Address Book", and "Settings" are on the right. The "Settings" link is highlighted with a blue gear icon. The main content area is divided into two columns. The left column is titled "Settings" and contains a list of options: "Preferences" (with a laptop icon), "Folders" (with a folder icon), "Identities" (with a person icon), and "Responses" (with a document icon). A large red arrow points from the top right towards the "Preferences" option. The right column is titled "Section" and contains a list of sub-sections: "User Interface", "Mailbox View", "Displaying Messages", "Composing Messages", "Address Book", "Special Folders", and "Server Settings".

About jp@example.com Logout

roundcube Mail Address Book Settings

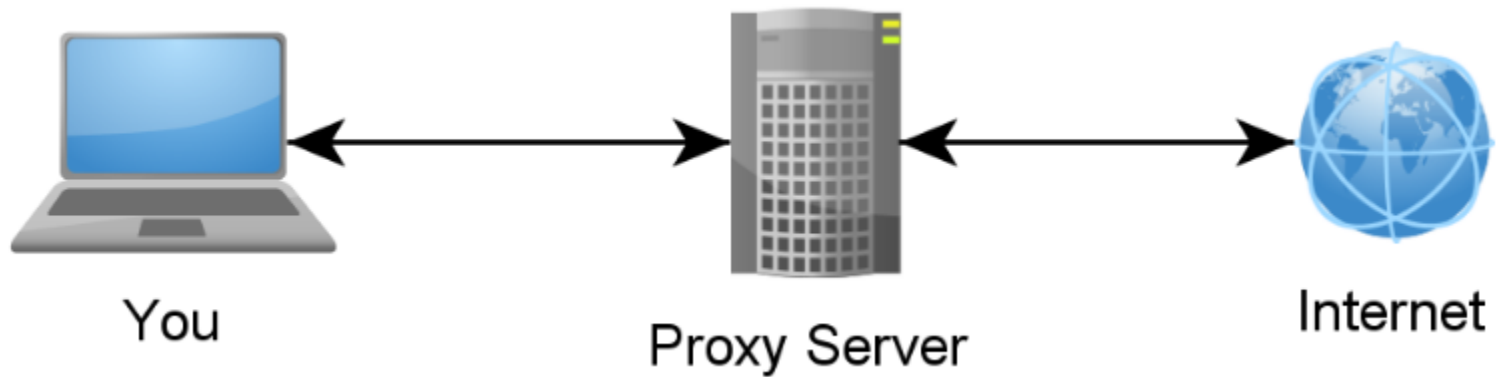
Settings

- Preferences
- Folders
- Identities
- Responses

Section

- User Interface
- Mailbox View
- Displaying Messages
- Composing Messages
- Address Book
- Special Folders
- Server Settings

Internet Proxy & Access Control



Shared Folders



For Free Trial Installation Email /Call us

support@infinsys.com

Call/WhatsApp: 0501969812