

Feedback Management System (FMS)

Introduction

- FMS is part of SWS initiatives to provide Online Services and Web Integration to agency that do not have feedback management system service.



Feedback Management System (FMS)

FMS Summary

- Simplify the process of giving feedback to [Agency Name].
- IC No. and Passport No. must be used to search for the details submitted and also for the progress of the feedback on the [Agency Name] portal.



Feedback Management System (FMS)

Features & Benefit

- **Multiple Language**
- **Authentication**
- **Header & Footer Template**
- **Search Ticket by date range**
- **Generate Report**
- **Email Template**
- **Google Analytic Template**



Feedback Management System (FMS)

Email Verification

Generate Graph Report

New Features & Benefit

dwi-language
header & footer

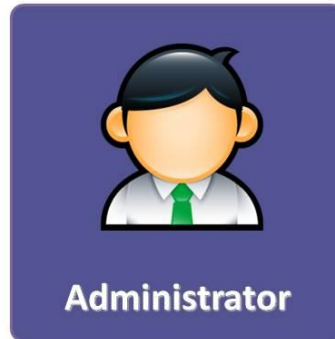
Hide/view
breadcrumb

Show tickets
by date range



Feedback Management System (FMS)

User



Feedback Management System (FMS)



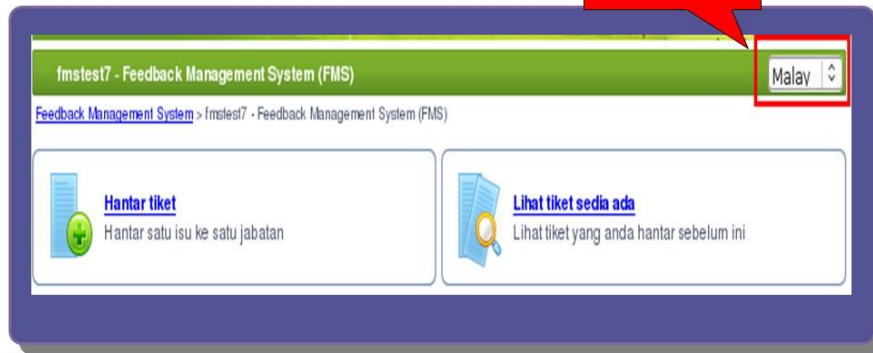
End User Page



Feedback Management System (FMS)

Front Page

language



Feedback Management System (FMS)

Submit a ticket



Fill - in Form

Feedback Management System (FMS)

View Existing ticket



IC/ Passport No. are required field

IC/Pasport #*

- -

[Lihat tiket](#)

[Lupa ID Ialuan?](#)

* Search ticket will be based on the authentication setting.

Feedback Management System (FMS)

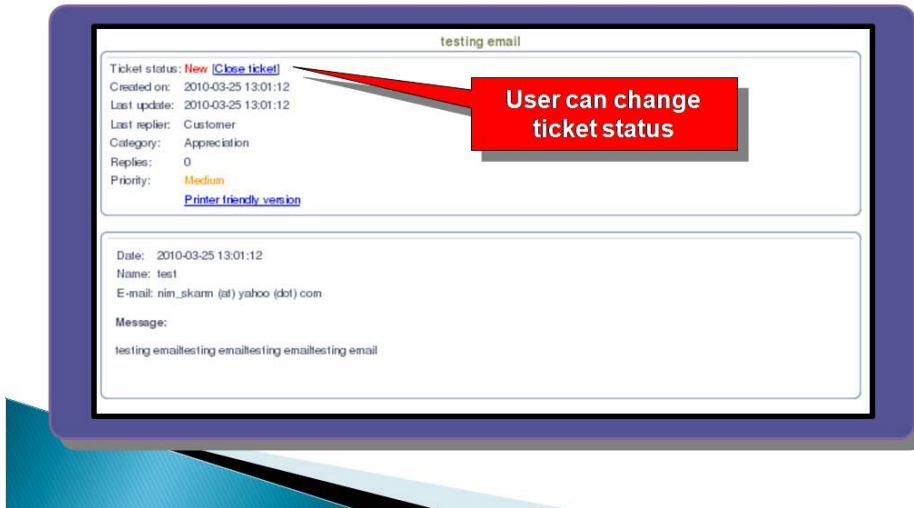
List of feedback

Feedback Management System > (mstest7 - Feedback Management System (FMS) >

No.	ID Ialuan	Kemaskini terakhir	IC/Pasport #	Nama	Subjek	Status	Pembalas terakhir	Prioriti
1	URSGAJUA31	2010-05-17 15:23:48	999999999999	Mohd Iskandar	testing	Baru	Petanggan	
2	ZESYN&JNT3	2010-05-17 15:23:48	999999999999	Mohd Iskandar	testing_2	Baru	Petanggan	

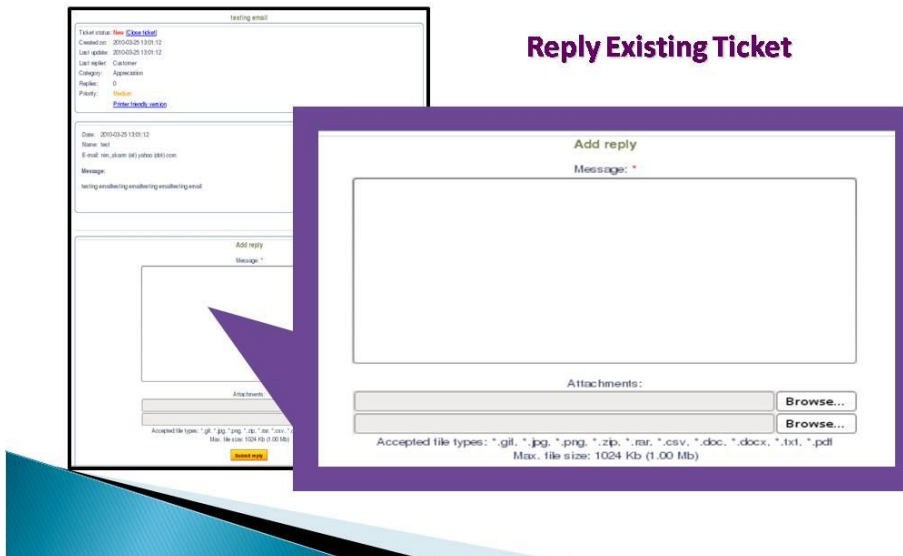
Feedback Management System (FMS)

View Existing ticket



Feedback Management System (FMS)

Reply Existing Ticket



Feedback Management System (FMS)

Display reply from user or staff

The screenshot displays a ticket thread in a Feedback Management System. At the top, it shows metadata: 'Last update: 2010-03-23 16:18:52', 'Last replied: Customer', 'Category: Complaint', 'Replies: 1', and 'Priority: Low'. Below this, the first message is from 'nim_skarm' (at gmail dot com) dated '2010-03-23 16:00:47', with the message 'testing new version fms' and an attachment 'fms_form.png'. A second message, dated '2010-03-23 16:18:52', is from 'nim_skarm' with the message 'testing reply' and an attachment 'error_form.png'. At the bottom, there is an 'Add reply' section with a 'Message:' input field.

Feedback Management System (FMS)

Forgot Ticket ID

Enter email address and system will send the ticket id thru the email

The screenshot shows a 'Forgot Ticket ID' form. It contains two input fields: 'IC/Passport #:*' and 'Ticket tracking ID:*'. Below these is a yellow 'View ticket' button. A red box highlights a blue link that says 'Forgot tracking ID?'. Underneath, a text prompt reads 'Please enter your e-mail address and your ticket IDs will be sent to you:'. An input field contains the email address 'nimskarm@gmail.com', and a yellow 'Send me my tracking ID' button is positioned below it.