

## **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

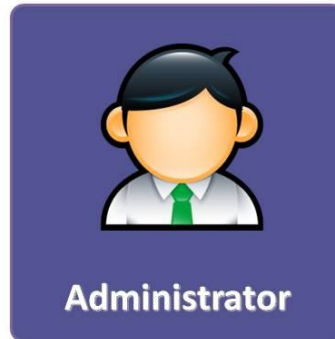
Hide/view  
breadcrumb

Show tickets  
by date range



# Feedback Management System (FMS)

## User



# Feedback Management System (FMS)



## End User Page



# Feedback Management System (FMS)

## Front Page

language

fmstest7 - Feedback Management System (FMS)

Feedback Management System > fmstest7 - Feedback Management System (FMS)

**Hantar tiket**  
Hantar satu isu ke satu jabatan

**Lihat tiket sedia ada**  
Lihat tiket yang anda hantar sebelum ini

# Feedback Management System (FMS)

## Submit a ticket



Fill - in Form

Silakan borang di bawah. Ruangan yang diperlukan ditanda dengan \*

Nama: \*

Email: \*

IC/Passport #: \*  
No. Kad Pengenalan Baru

Kategori: \*  
Appreciation

Prioriti: \*  
Bendah

Subjek: \*

Message: \*

## 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)

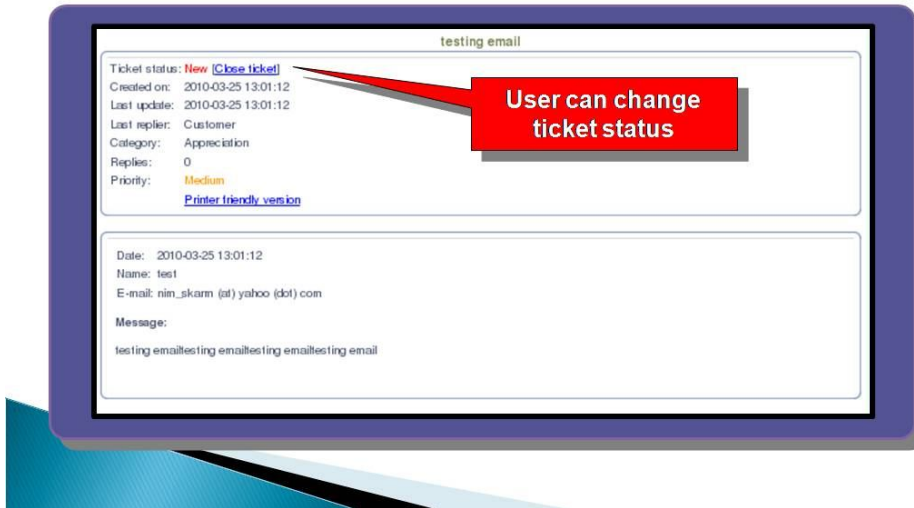
### List of feedback

Feedback Management System > (ms)est7 - Feedback Management System (FMS) >

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

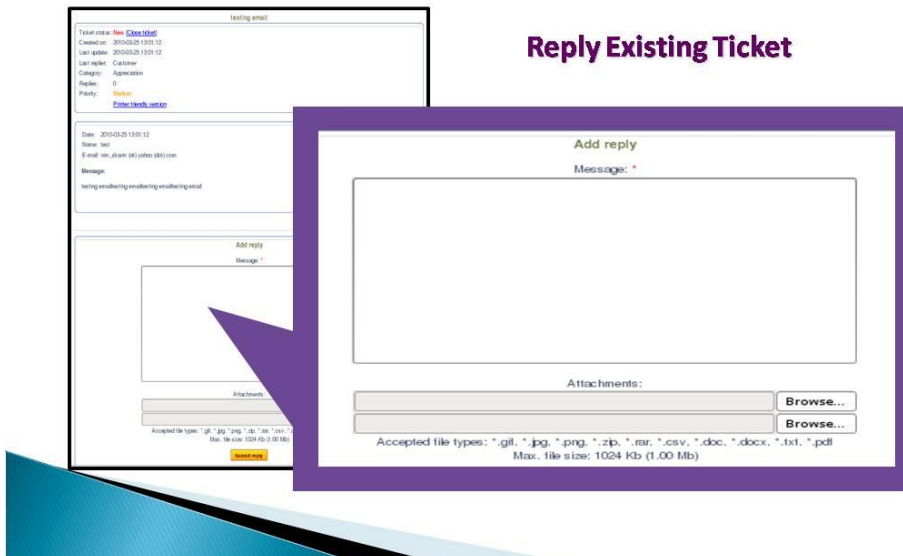
# Feedback Management System (FMS)

## View Existing ticket



# Feedback Management System (FMS)

## Reply Existing Ticket



## Feedback Management System (FMS)

**Display reply from user or staff**

Last update: 2010-03-23 16:18:52  
Last replied: Customer  
Category: Complaint  
Replies: 1  
Priority: Low  
[Printer friendly version](#)

Date: 2010-03-23 16:00:47  
Name: nin\_skarm  
E-mail: nimskarm (at) gmail (dot) com  
Message:  
testing new version fms  
Attachments:  
[fms\\_form.png](#)

Date: 2010-03-23 16:18:52  
Name: nin\_skarm  
Message:  
testing reply  
Attachments:  
[error\\_form.png](#)

Add reply  
Message: \*

## Feedback Management System (FMS)

### Forgot Ticket ID

IC/Passport #:\*   
Ticket tracking ID:\*   
  
[Forgot tracking ID?](#)

Please enter your e-mail address and your ticket IDs will be sent to you:

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