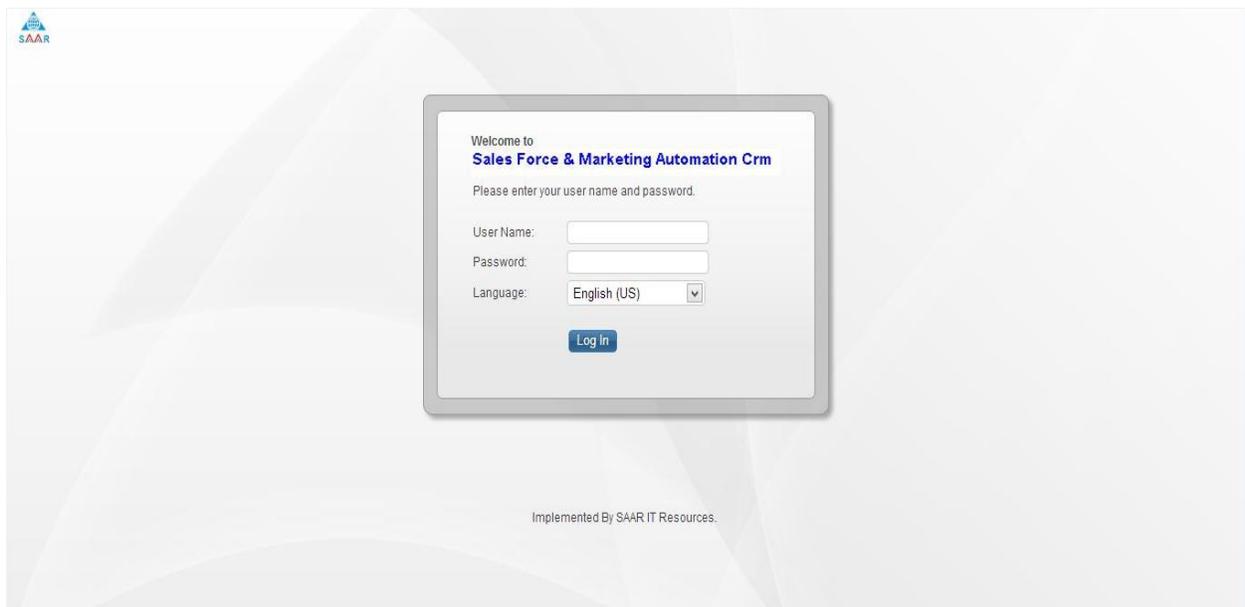


# Department of Cooperation, Marketing and Textile, Maharashtra: Online Grievances through Helpdesk Support

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## Step 1: Log In



SAAR

Welcome to  
**Sales Force & Marketing Automation Crm**

Please enter your user name and password.

User Name:

Password:

Language: English (US)

Implemented By SAAR IT Resources.

# Department of Cooperation, Marketing and Textile, Maharashtra: Online Grievances through Helpdesk Support

## Step 2 : Home Page : Case Search for Cooperation Department

The screenshot displays the SAAR Helpdesk Home Page. At the top, there is a dark blue navigation bar with icons for home, user profile, helpdesk, and support, along with a search bar. Below this is a light blue header with the SAAR logo and a welcome message: "Welcome, Coop-CCC CCC | Log Out | Employees | Support | About". A secondary navigation bar contains tabs for "Home", "Activities", "Contacts", "Cases", "Reports", and "Campaigns", with "Home" selected. On the right of this bar is an "All" dropdown menu. Below the navigation, there are buttons for "My Sugar", "Sales", and "Support", along with a "+" icon. To the right, there are links for "Print" and "Help", and buttons for "Add Sugar Dashlets" and "Change Layout". The main content area features two data tables. The first table, titled "My Calls", has columns for "Close", "Subject", "Related to", "Start Date", "Status", and "Accept?". It currently shows "No Data". The second table, titled "My Sugar Feed", has a search input field containing "Coop-CCC CCC" and a "Post" button. It also shows "No Data". At the bottom center of the page, it says "Implemented By SAAR IT Resources."

# Department of Cooperation, Marketing and Textile, Maharashtra: Online Grievances through Helpdesk Support

## Step 3: Case Search : Cooperation Department

The screenshot displays the SAAR helpdesk interface. At the top, there is a navigation bar with icons for home, user profile, and help, along with a search bar. Below this, a user greeting reads "Welcome, Coop-CCC CCC" with links for "Log Out", "Employees", "Support", and "About". The main navigation menu includes "Home", "Activities", "Contacts", "Cases", "Reports", and "Campaigns". A sub-menu is open under "Cases", listing "Actions" (Create Case, View Cases, View Case Reports) and "Last Viewed" (Certificate Upload Information, Unable To Login, Auditor Page Does Not Login). The "View Cases" option is highlighted with a red box. Below the navigation, there are sections for "My Sugar" (Sales, Support), "My Calls" (table with columns: Close, Subject, Related to, Start Date, Status, Accept?, and "No Data"), and "My Sugar Feed" (search bar with "Coop-CCC CCC" and "Post" button, and "No Data"). The footer states "Implemented By SAAR IT Resources."

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## Step 4: Look for Pending Input Cases with Subject Money Lending Act

The screenshot shows the SAAR helpdesk interface. The 'Cases' menu item is highlighted with a red box. Below the search bar, there is a table of cases. The table has columns for Num., Subject, Eld/UID No., Mobile No., Priority, Status, Date Created, and Assigned to. The case with Num. 1265 and Status 'Pending Input' is highlighted with a red box.

Num.	Subject	Eld/UID No.	Mobile No.	Priority	Status	Date Created	Assigned to
1269	Last Date Enquiry		9822551333	High	Closed	27/11/2013 05.30pm	
1265	Last Date Enquiry		9422686999	High	Pending Input	27/11/2013 05.06pm	
1262	User ID and Password		8291933661	High	Pending Input	27/11/2013 04.25pm	
1261	Certificate Upload Information		2512205881	High	Closed	27/11/2013 03.51pm	
1260	Last Date Enquiry		9881692420	High	Closed	27/11/2013 03.46pm	
1259	Last Date Enquiry		976955665	High	Closed	27/11/2013 03.43pm	

# Department of Cooperation, Marketing and Textile, Maharashtra: Online Grievances through Helpdesk Support

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## Step 5: Edit Case : Follow up the case and review the case details

The screenshot displays a web helpdesk interface. At the top left is the SAAR logo. The top right shows a user greeting: "Welcome, Coop CCC | Log Out | Employees | Support | About". A navigation bar includes "Home", "Activities", "Contacts", "Cases" (highlighted), "Reports", and "Campaigns". Below this is a "Report Submission" section with a star icon and a "Print ? Help" link. A toolbar contains buttons for "Edit" (highlighted with a red box), "Duplicate", "Find Duplicates", "Create Article", and "View Change Log". A pagination indicator shows "(8 of 14)".

The "Case Overview" section contains the following details:

Case Number:	1257	Campaigns:	
Contacts:	<a href="#">Pranjal Raut</a>	E-mail:	pareshraut@yahoo.com
Mobile No.:	9881849477		
Subject:	Report Submission		
Priority:	High	Status:	Pending Input

# Department of Cooperation, Marketing and Textile, Maharashtra: Online Grievances through Helpdesk Support

## Step 6: Review Case Details

The screenshot displays a web-based helpdesk interface. At the top, there is a navigation bar with tabs for Home, Activities, Contacts, Cases (selected), Reports, and Campaigns. Below the navigation bar, the user is logged in as 'User ID and Password'. The main content area is titled 'Case Overview' and shows the following details:

- Case Number: 1262
- Contacts: Jay Chavan
- Mobile No: 8291833661
- E-mail: ypadhyeco@yahoo.com
- Subject: User ID and Password
- Priority: High
- Status: Pending Input

Below the case overview, there is an 'Other' section with the following information:

- Assigned to: [Blank]
- Terms: Coop
- Date Modified: 27/11/2013 04:25pm by CoopAgent Agent
- Date Created: 27/11/2013 04:25pm by CoopAgent Agent

The 'Coop Details' section includes:

- Name: Y J Padye & Company CA
- Location: Taluka
- District: [Blank]
- User Name: [Blank]
- Empansal no: 57
- Description: [Blank]

At the bottom of the page, there are three sections: 'Activities', 'History', and 'Contacts'. Each section has a table with columns for Subject, Status, Contact, Date Modified, Date Created, and Assigned User. All three sections currently show 'No Data'.

At the very bottom of the page, it says 'Implemented By DWR IT Resources'.

# Department of Cooperation, Marketing and Textile, Maharashtra: Online Grievances through Helpdesk Support

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## Step 7: Provide the Solution and update the status of the call

The screenshot displays the SAAR helpdesk interface. At the top, there is a navigation bar with 'Home', 'Activities', 'Contacts', 'Cases', 'Reports', and 'Campaigns'. The 'Cases' tab is active. Below the navigation bar, the page title is 'Report Submission » Edit'. The main content area is divided into two sections: 'Case Overview' and 'Other'.

**Case Overview:**

- Number: \* 1257
- Contacts: Pranjai Raut
- Mobile No.: 9881849477
- Subject: \* Report Submission
- Priority: High
- Campaigns: (empty)
- E-mail: pateshsraut@yahoo.com

**Other:**

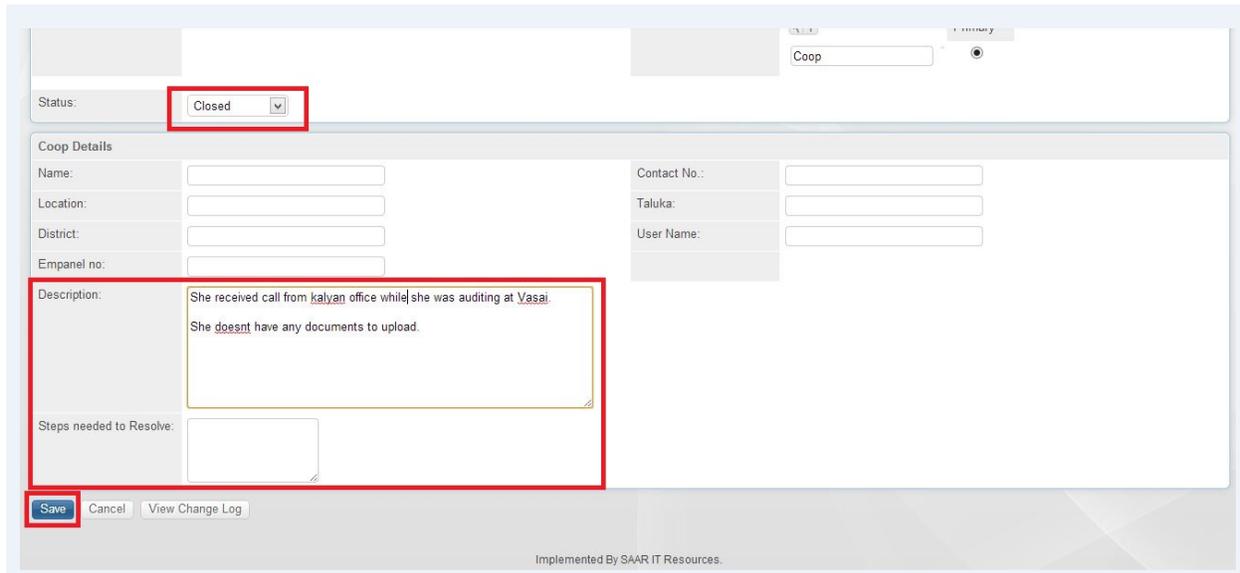
- Assigned to: (empty)
- Teams: \* Coop (selected)
- Status: Pending Input

The 'Save' button and the 'Status' dropdown menu are highlighted with red boxes. The 'Status' dropdown menu shows 'Pending Input' as the selected option.

# Department of Cooperation, Marketing and Textile, Maharashtra: Online Grievances through Helpdesk Support

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## Step 8: Provide the case details and solution to be given to the Caller



Status: Closed

**Coop Details**

Name:

Location:

District:

Empanel no.:

Contact No.:

Taluka:

User Name:

Description: She received call from kalyan office while she was auditing at Vasai.  
She doesnt have any documents to upload.

Steps needed to Resolve:

Save Cancel View Change Log

Implemented By SAAR IT Resources.

## Step 9 : Log Out