

## **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

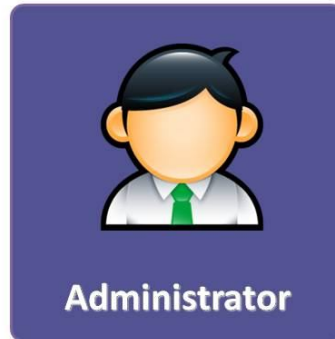
Hide/view  
breadcrumb

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 \*

Emel \*

IC/Pasport # \*

Kategori \*

Priority \*

Subjek \*

Mesej \*

## Feedback Management System (FMS)

### View Existing ticket



IC/ Passport No. are required field

IC/Pasport #:

-  -

[Lihat tiket](#)

[Lupa ID laluan?](#)

\* Search ticket will be based on the authentication setting.

## Feedback Management System (FMS)

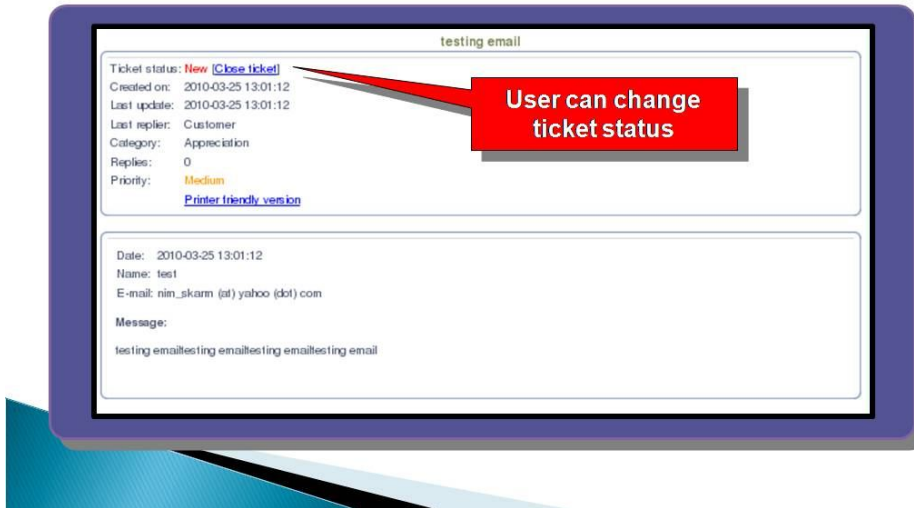
### List of feedback

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

No.	ID laluan	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	

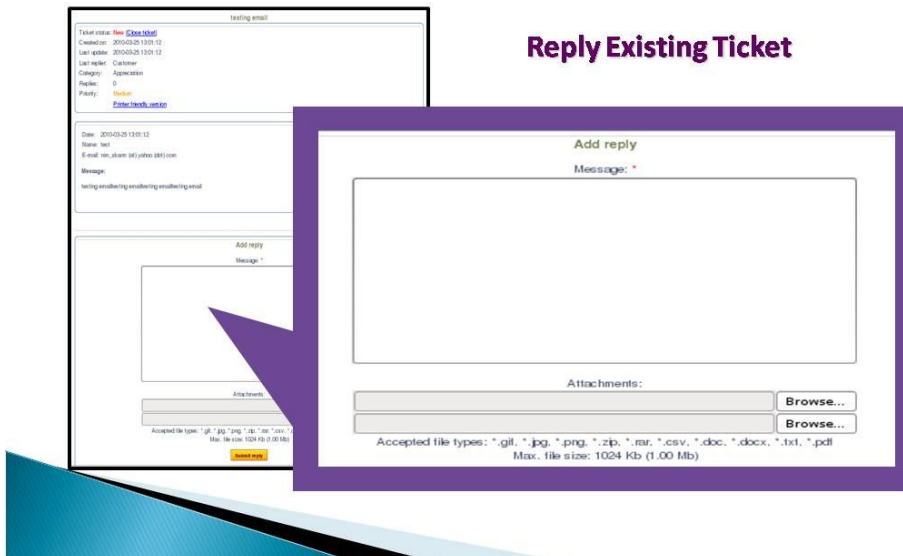
# Feedback Management System (FMS)

## View Existing ticket



# Feedback Management System (FMS)

## Reply Existing Ticket



## Feedback Management System (FMS)

Display reply from user or staff

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 dated '2010-03-23 16:00:47' from 'nim\_skarm' (nimskarm (at) gmail (dot) com) with the message 'testing new version fms'. An attachment 'fms\_form.png' is listed. The second message, dated '2010-03-23 16:18:52' from 'nim\_skarm', contains 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-bordered 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 email input field contains 'nimskarm@gmail.com'. A yellow 'Send me my tracking ID' button is at the bottom.