Resuelto

User Guide

For agents, team leads and requesters

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resuelto.xyz

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1. Getting started

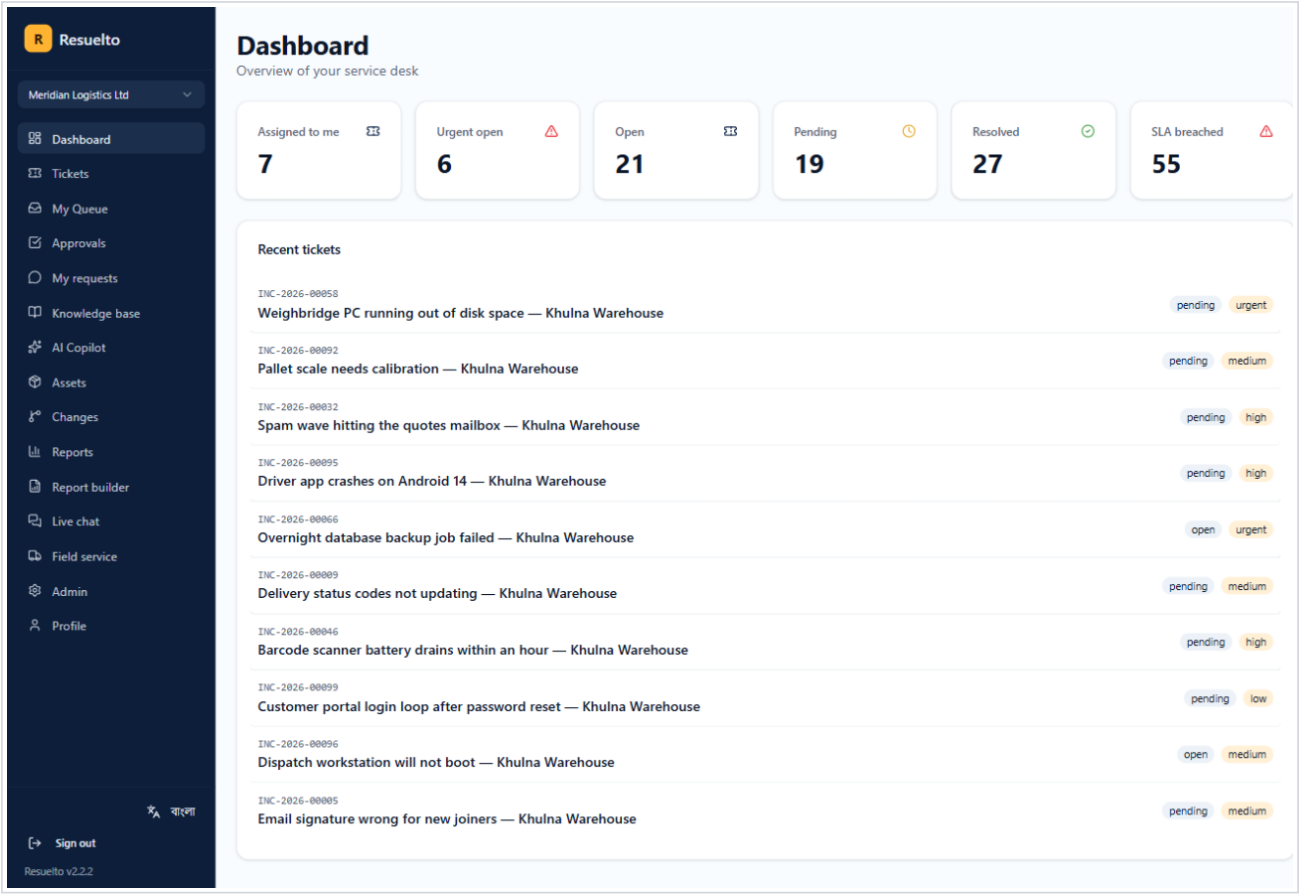
Resuelto is an AI-powered service desk. Agents, team leads and requesters work from the same app, each seeing only what their role allows. This guide is for **agents, team leads and anyone who raises or approves requests**. Administrators should also read the Admin Guide.

Signing in

1. Open your company's Resuelto address and sign in with your work email and password.
2. If your administrator requires two-factor authentication, enter the 6-digit code from your authenticator app.
3. If you forget your password, choose **Forgot password?** on the sign-in page.

Finding your way around

- **Left menu:** every module you have access to. Items you are not allowed to use are hidden.
- **Company switcher** (top of the menu): if you work for more than one company, pick the one you want. The whole screen reloads with that company's data only.
- **Bangla / English:** switch the interface language at the bottom of the menu.
- **Version:** the version number at the bottom of the menu opens *About*, with the change history.



Dashboard with the left menu and company switcher

2. Dashboard

The Dashboard is your starting point. The cards at the top show:

Card	What it counts
Assigned to me	Open tickets where you are the assignee
Urgent open	Open tickets with urgent priority
Open / Pending	Tickets waiting on your team or on the requester
Resolved	Tickets resolved and waiting for confirmation
SLA breached	Tickets that missed a response or resolution target

Below the cards, **Recent tickets** lists the latest activity. Click any ticket to open it.

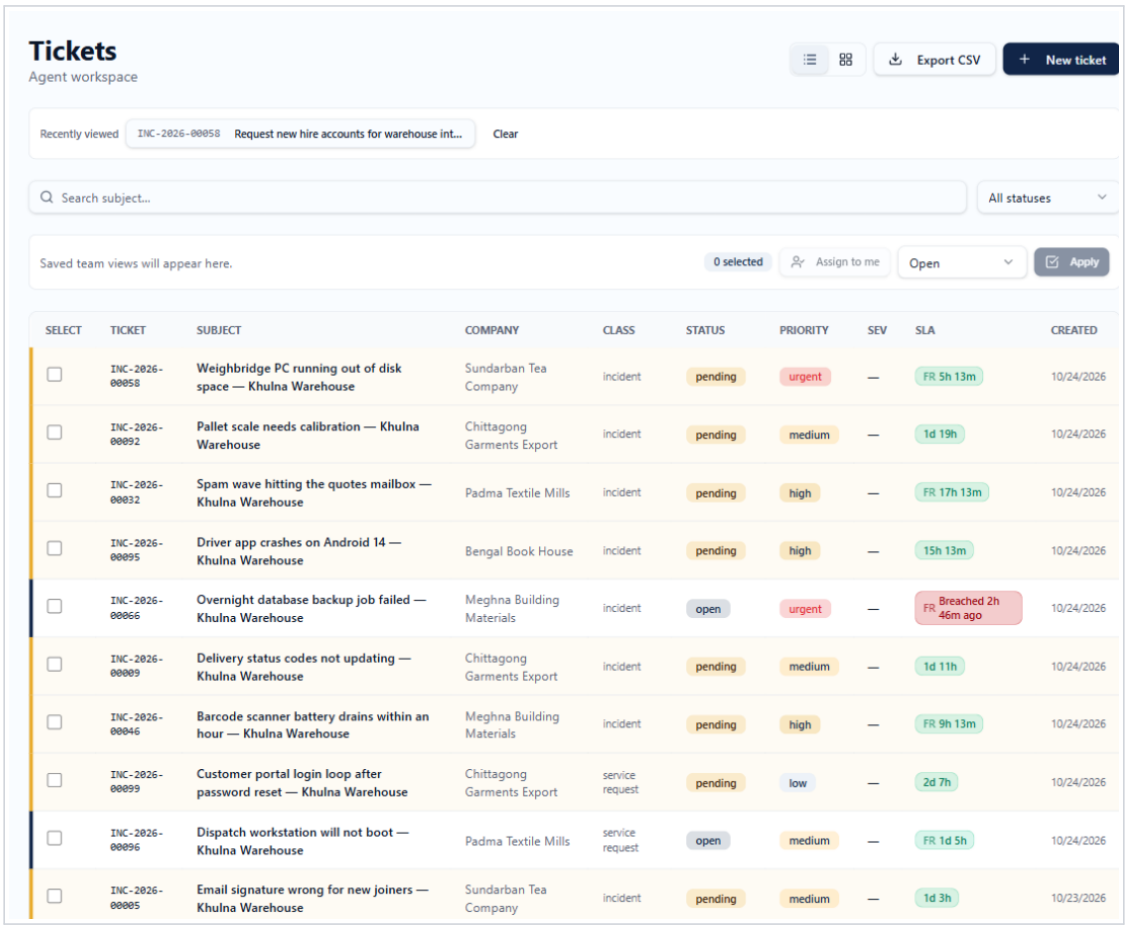
3. Working with tickets

The ticket list

Tickets shows every ticket you are allowed to see, with its number, subject, customer company, class, status, priority and SLA timer.

- Search by subject, or filter by status.
- Switch between list and board view with the icons at the top right.
- Select several tickets to **Assign to me** or change their status in bulk.
- **Export CSV** downloads the current list.

The coloured bar on the left of each row shows its status at a glance. The **SLA** chip counts down to the next target: *FR* means first response is still due; a red chip means the target has been missed.



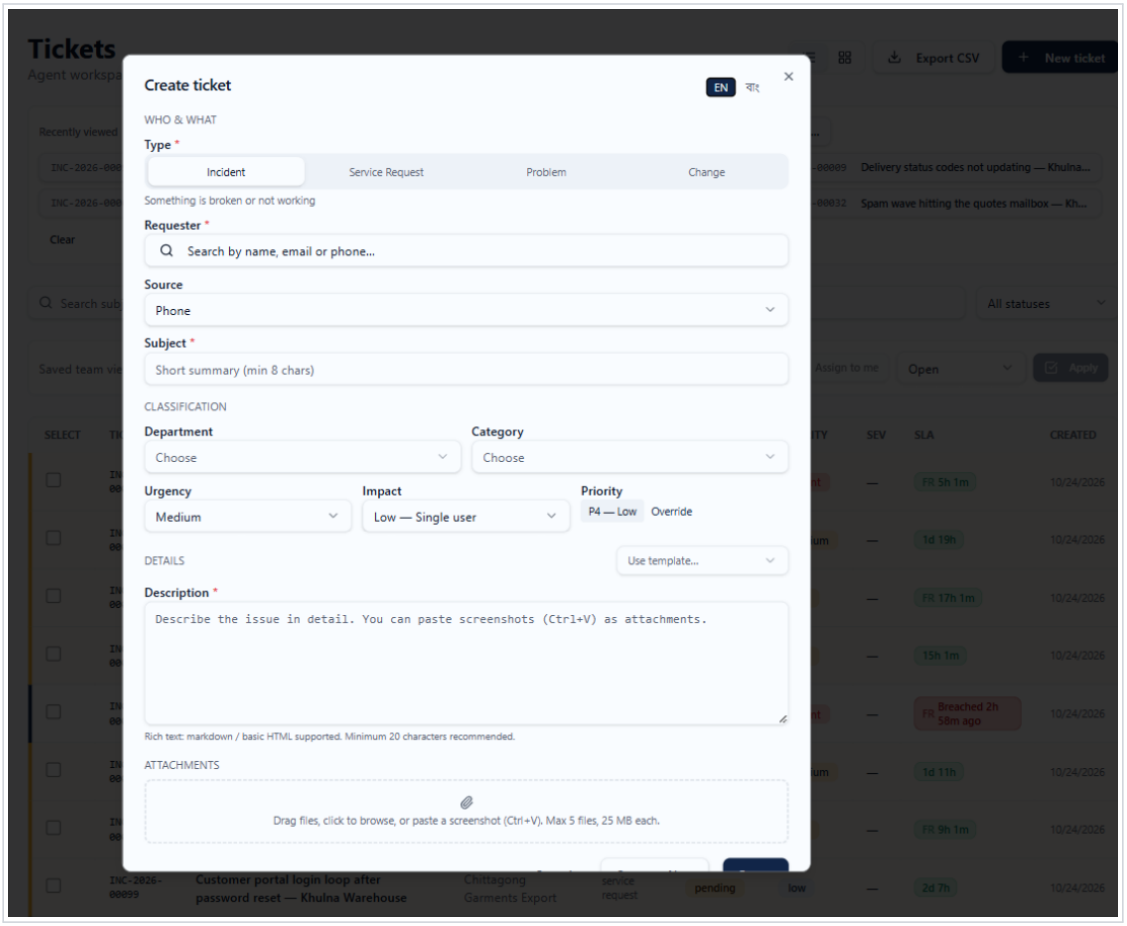
Tickets list with company, status, priority and SLA timers

Raising a ticket

1. Click **New ticket**.
2. Choose the type: **Incident** (something is broken), **Service Request**, **Problem** or **Change**.
3. Search for the **requester** by name, email or phone, and choose the source (phone, email, portal…).
4. Enter a short subject, then pick the department and category.
5. Set **Urgency** and **Impact**. Resuelto works out the **Priority** for you (you can override it if allowed).

6. Describe the issue, or start from a template. Paste screenshots straight into the description or drop files under *Attachments*.
7. Click **Create** (or **Create + New** to raise another straight away).

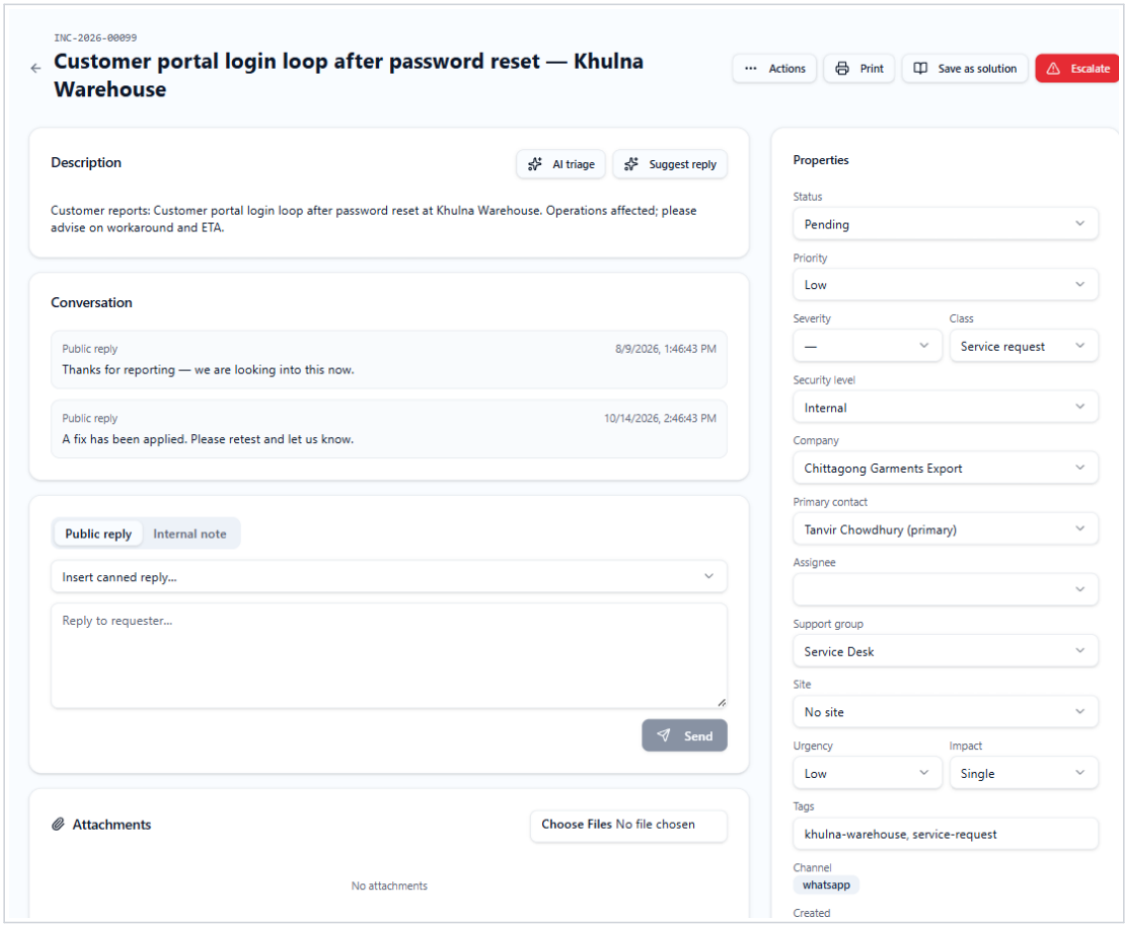
The form is available in English and Bangla (use the EN / Bangla switch at the top).



Create ticket: type, requester, classification and priority

Inside a ticket

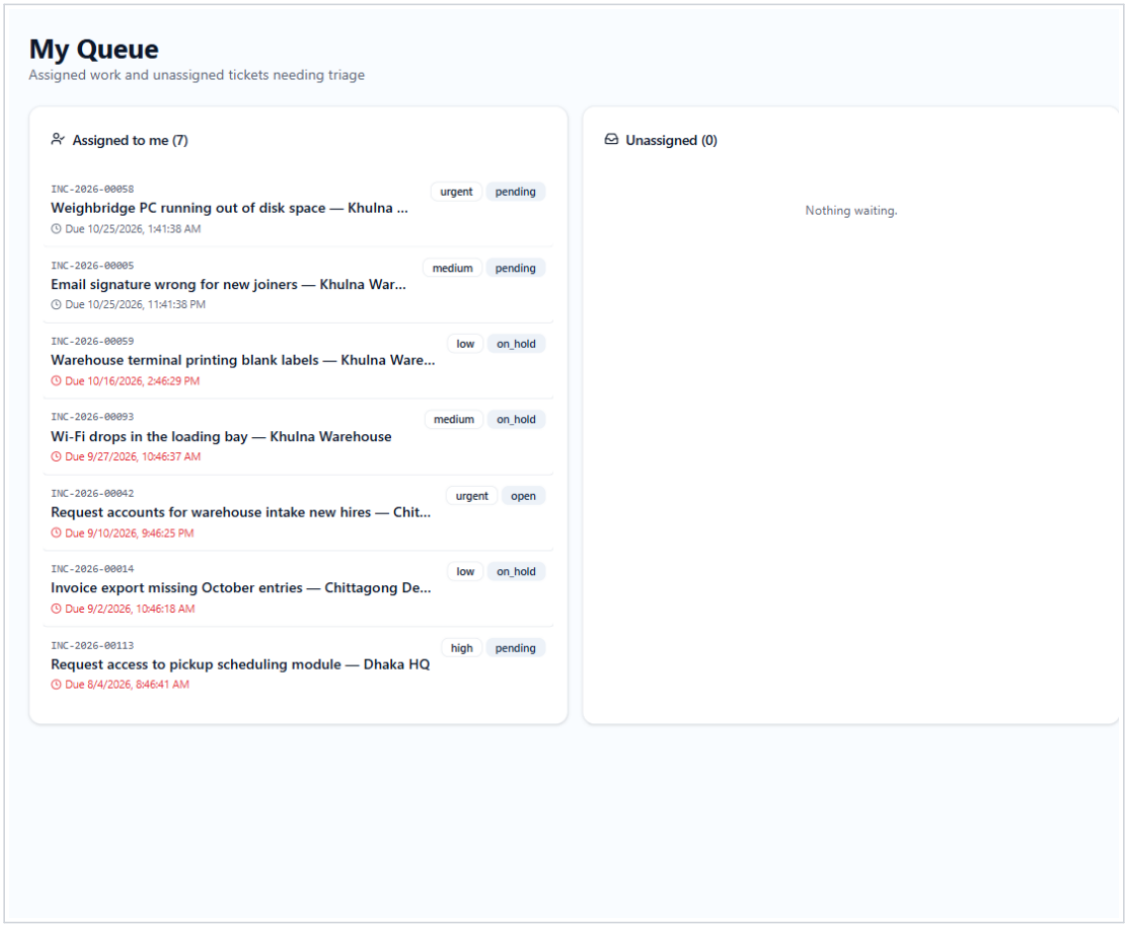
- **Conversation:** every public reply and internal note, newest at the bottom.
- **Public reply** goes to the requester; **Internal note** is visible to staff only. Use **Insert canned reply** for standard answers.
- **AI triage** suggests category, priority and next steps; **Suggest reply** drafts an answer from your knowledge base for you to edit before sending.
- **Properties** (right): status, priority, class, company, contact, assignee, support group, site, urgency, impact and tags. Changes save immediately and are recorded in the audit log.
- **Escalate** raises the ticket to the next level; **Save as solution** turns a good answer into a knowledge-base article; **Print** produces a clean copy.



A ticket: conversation, reply box and properties

4. My Queue

My Queue has two columns: tickets **assigned to you**, sorted by due time, and **unassigned** tickets waiting for triage. Overdue items are shown in red. Pick up an unassigned ticket by opening it and setting yourself as assignee.



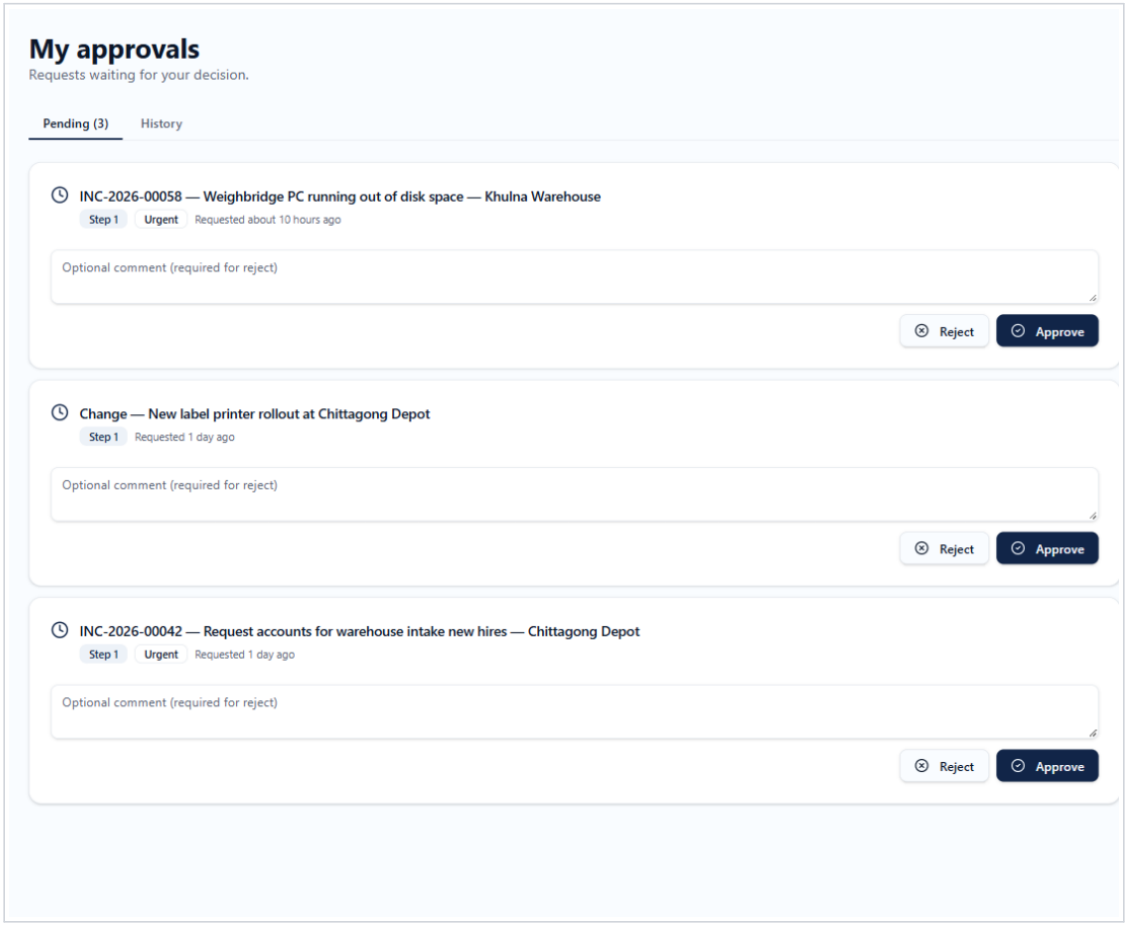
My Queue: your assigned work and the triage queue

5. Approvals

Some requests and changes need approval before work starts. **Approvals** lists everything waiting for your decision.

1. Read the request (click its number to open it).
2. Add a comment. A comment is required when you reject.
3. Click **Approve** or **Reject**.

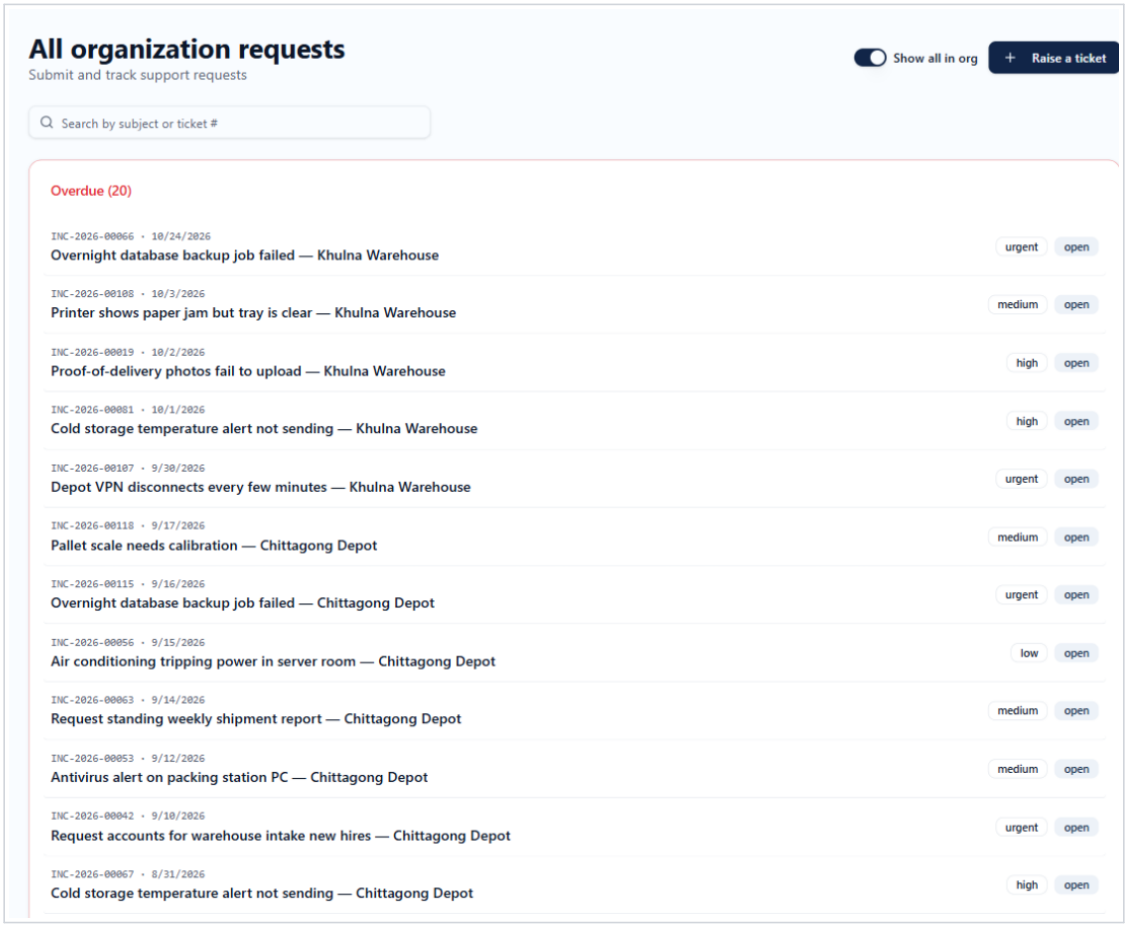
The **History** tab shows decisions you have already made. Multi-step approvals move to the next approver automatically.



My approvals: requests waiting for your decision

6. My requests (requester view)

My requests shows the tickets you raised, grouped into Open, On hold, Resolved and Closed. Team leads can switch on **Show all in org** to see every request from the organisation, with overdue items at the top. Use **Raise a ticket** to log a new request.

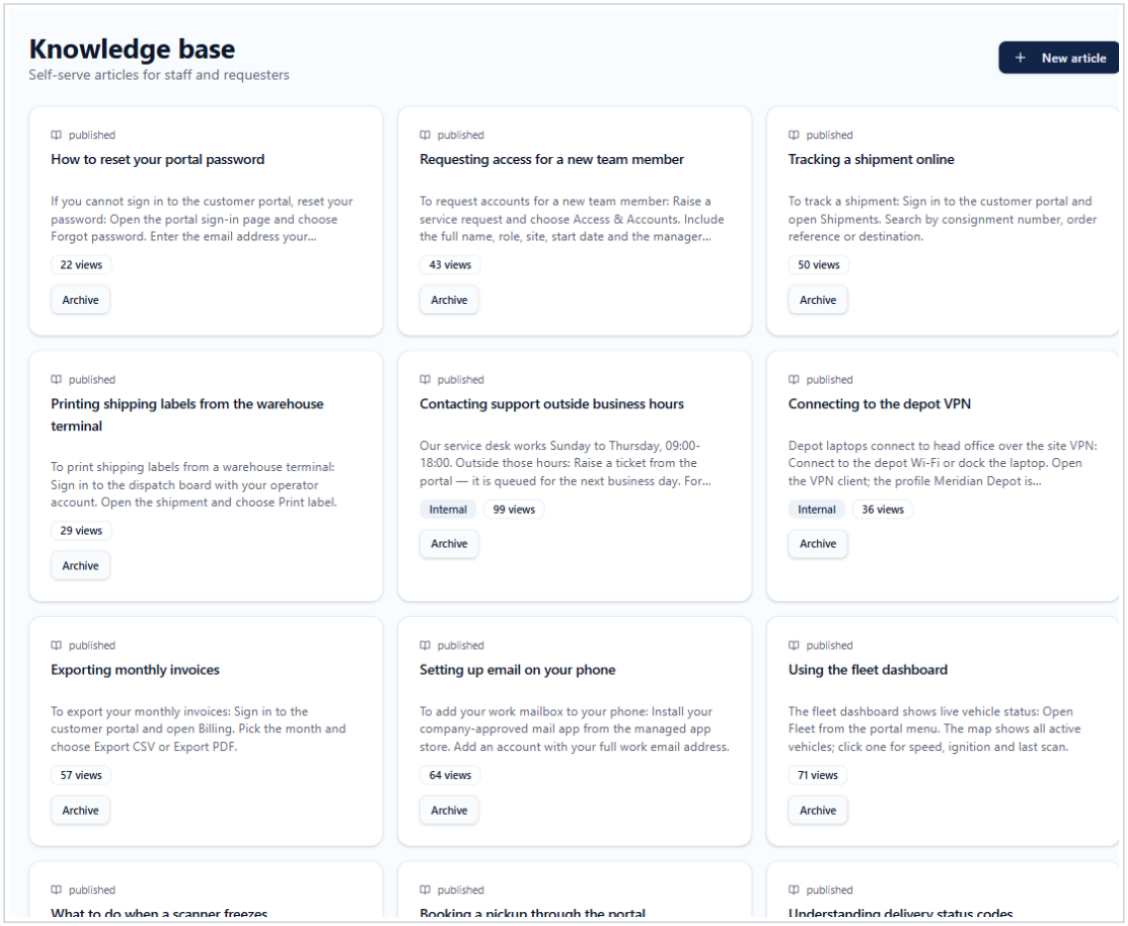


All organisation requests, overdue first

7. Knowledge base

The knowledge base holds step-by-step articles for staff and requesters.

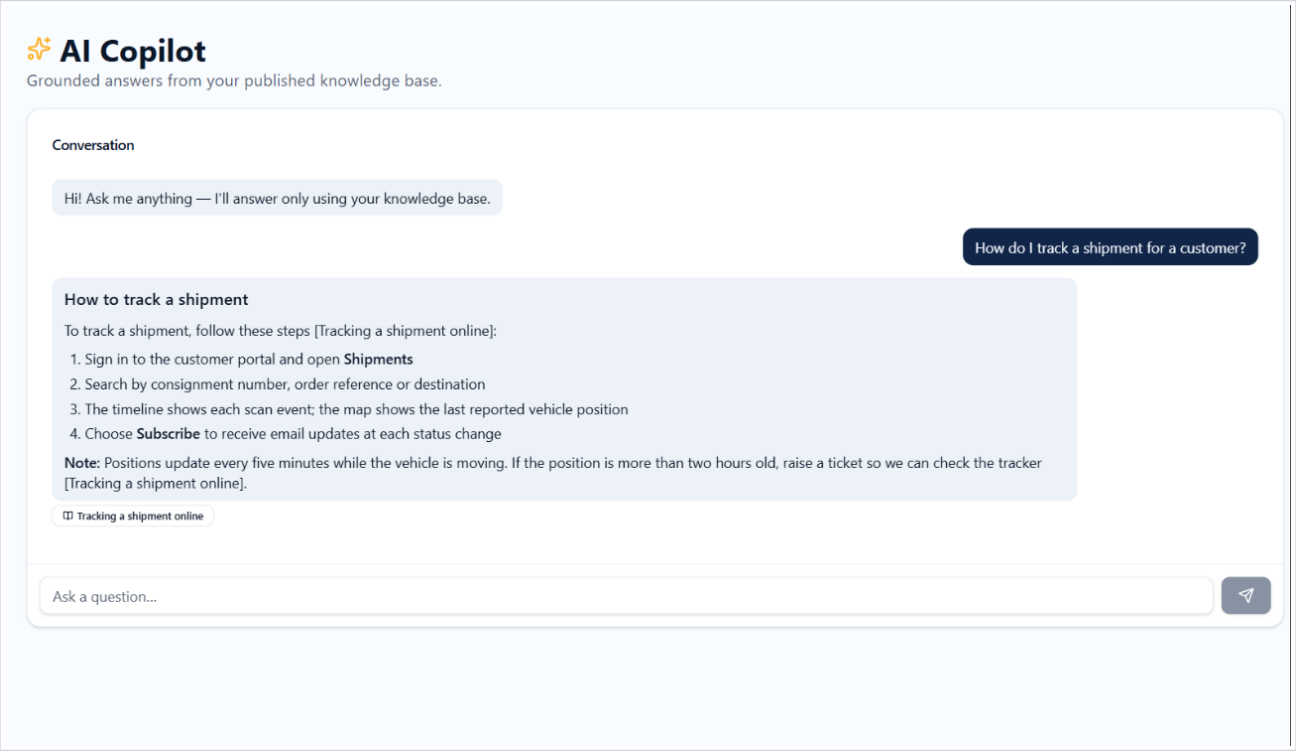
- Each card shows the title, a preview, whether it is **Internal** (staff only) and how many times it was viewed.
- Click a card to read or edit the article; **Archive** hides an article without deleting it.
- **New article** opens the editor. Published articles are used by AI Copilot and by *Suggest reply*.



Knowledge base articles with view counts

8. AI Copilot

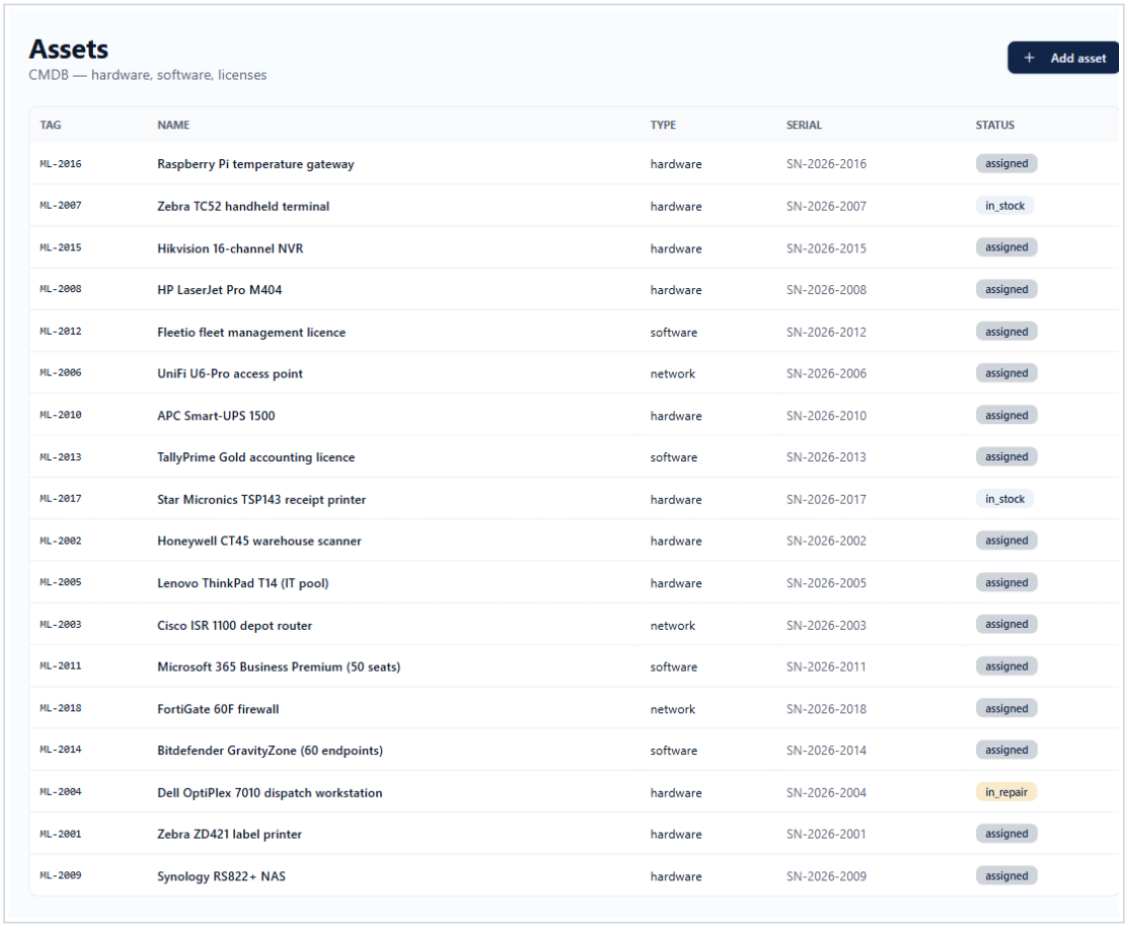
AI Copilot answers questions using **only your published knowledge base**, so answers stay consistent with your own procedures. Type a question and press Enter. If the knowledge base does not cover a topic, add or update an article so the next answer is better.



AI Copilot: answers grounded in your knowledge base

9. Assets

Assets is your configuration database (CMDB): hardware, network equipment, software and licences, each with a tag, serial number and status (*assigned*, *in stock*, *in repair*). Link assets to tickets so agents can see an asset's history. Use **Add asset** to register new equipment.

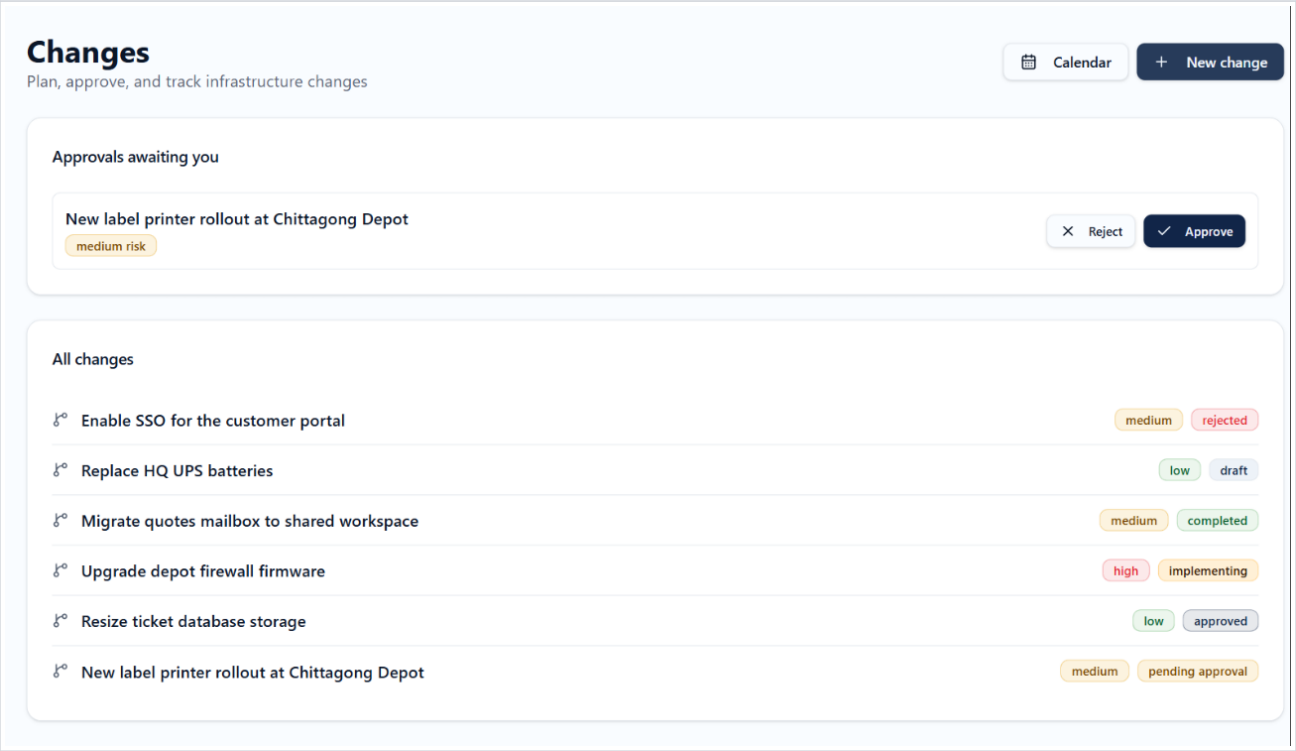


Assets: tag, name, type, serial and status

10. Changes

Changes tracks planned changes to systems, from draft to completion.

- **Approvals awaiting you** appears at the top if you are an approver.
- **All changes** shows each change with its risk (low, medium, high) and state: draft, pending approval, approved, implementing, completed or rejected.
- **Calendar** shows scheduled changes so you can avoid clashes and blackout windows.
- **New change** starts a change request with plan, risk, schedule and approvers.

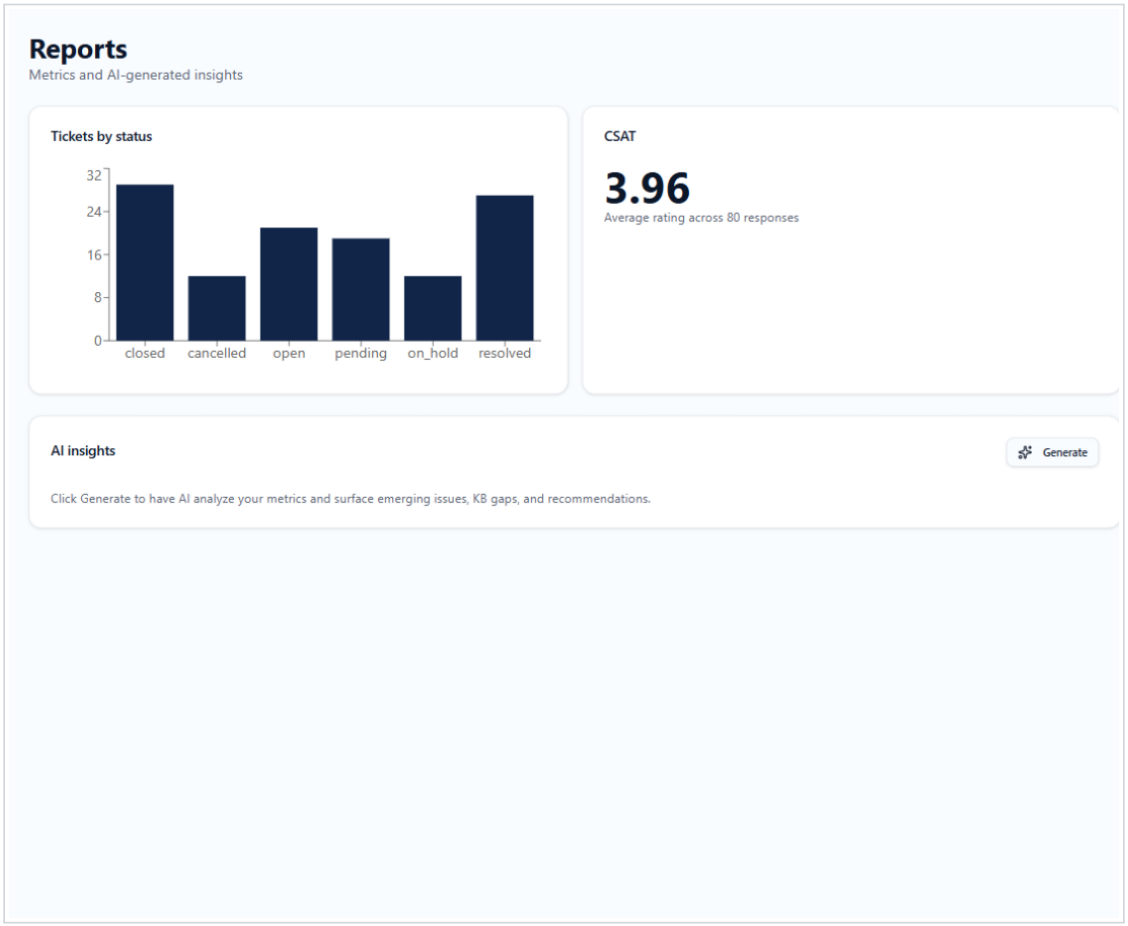


Changes with risk and state, and approvals awaiting you

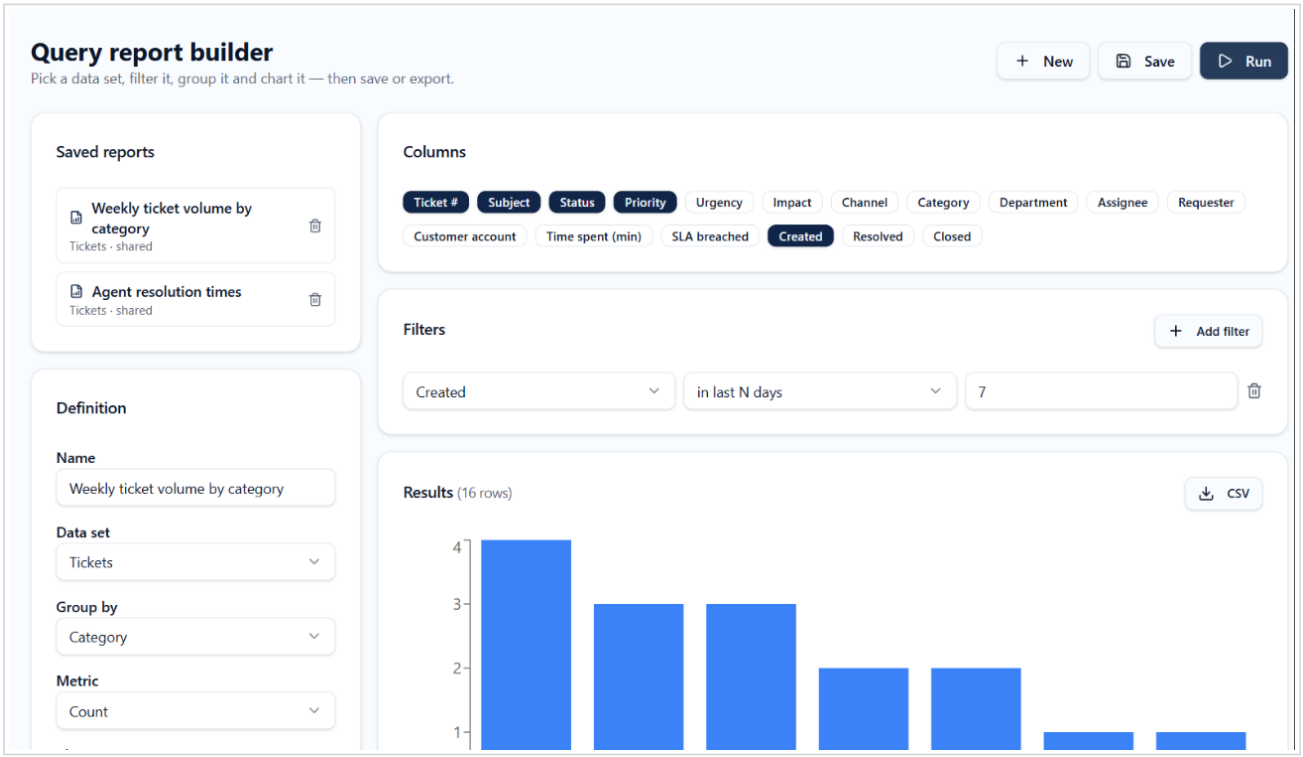
11. Reports

Reports shows tickets by status, your average customer satisfaction (CSAT) and **AI insights**: click **Generate** for a short analysis of emerging issues, knowledge-base gaps and recommendations.

Report builder lets you pick a data set, filter, group and chart it, then save the report or export it.



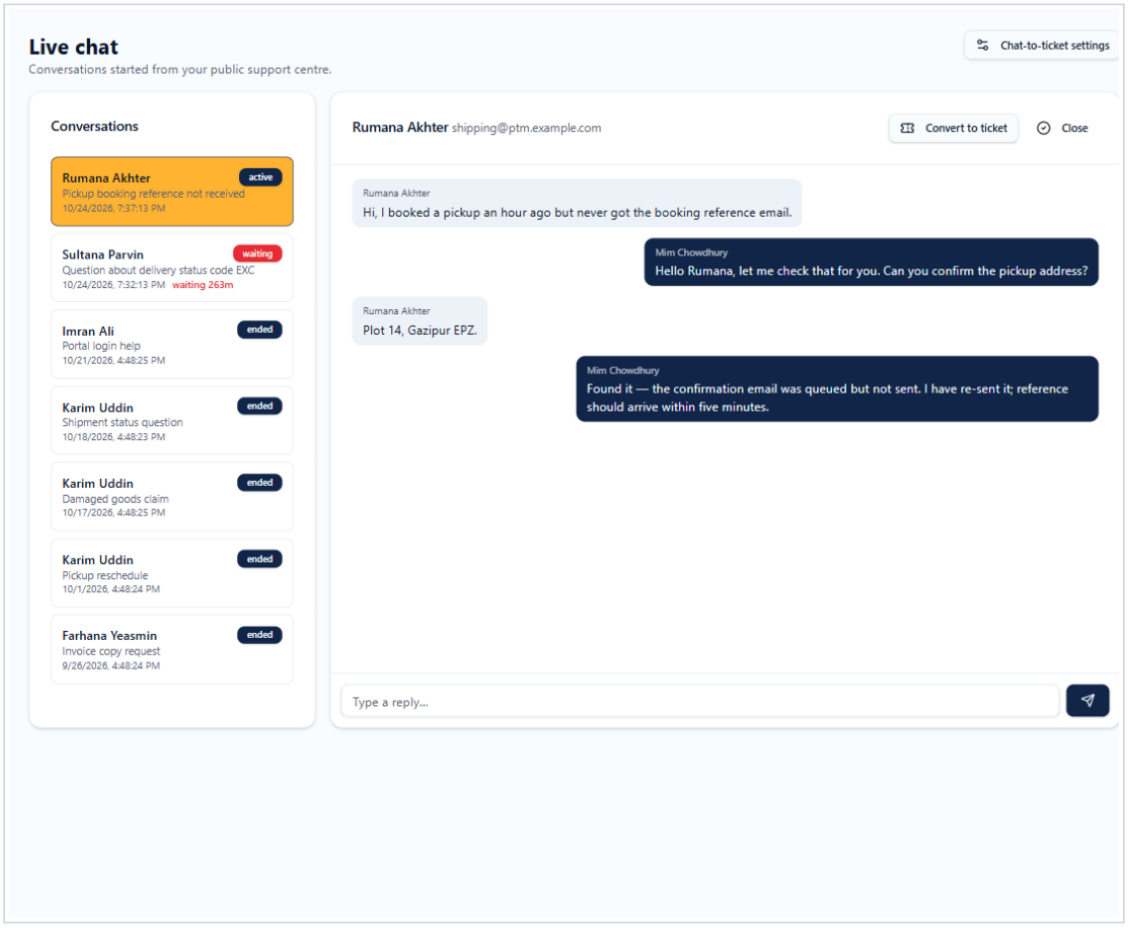
Reports: tickets by status, CSAT and AI insights



Report builder: filter, group and chart your data

12. Live chat

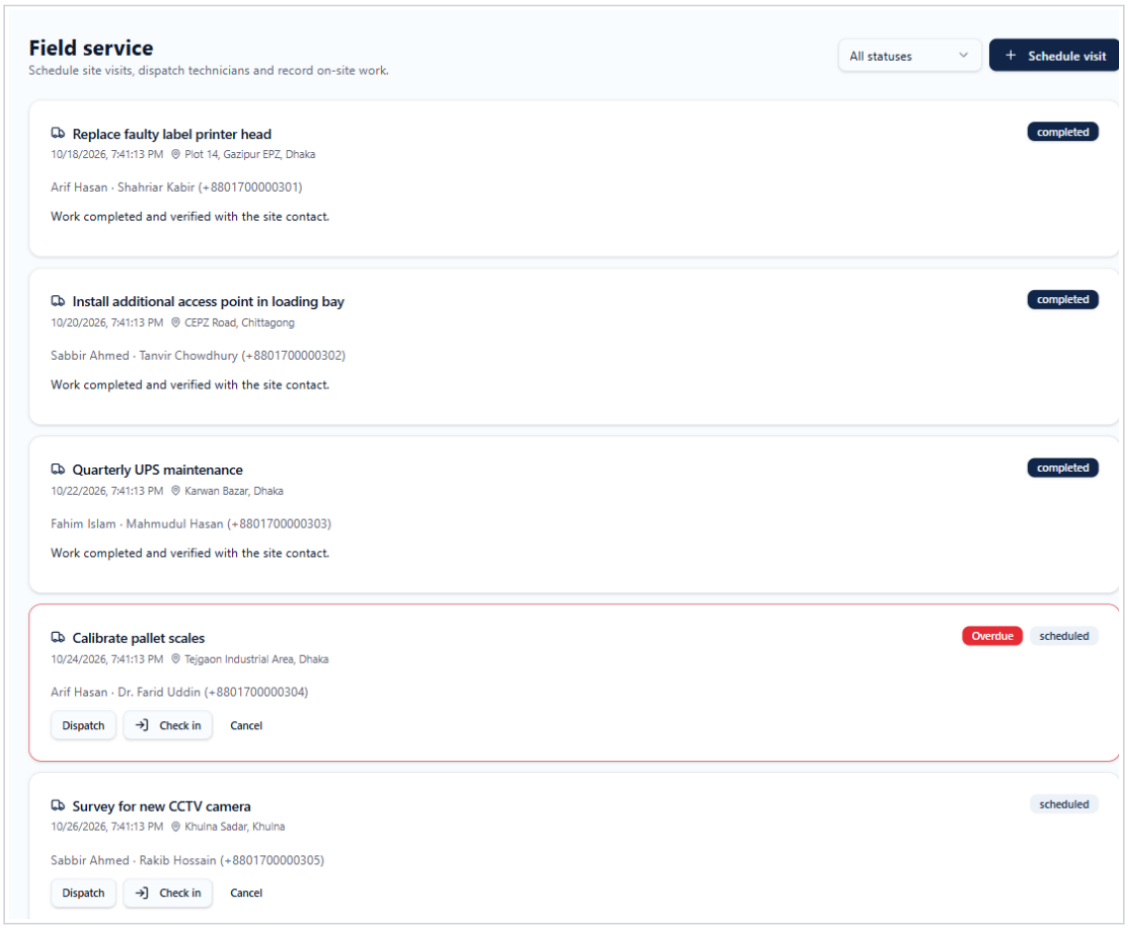
Requesters can chat with your team from the public support centre. **Live chat** lists active and waiting conversations; click one to reply. A chat can be turned into a ticket so nothing is lost; *Chat-to-ticket settings* control when that happens.



Live chat conversations

13. Field service

Field service schedules on-site visits. Use **Schedule visit** to pick the customer, site, technician and time; technicians record the work done on site, and the visit links back to the ticket.

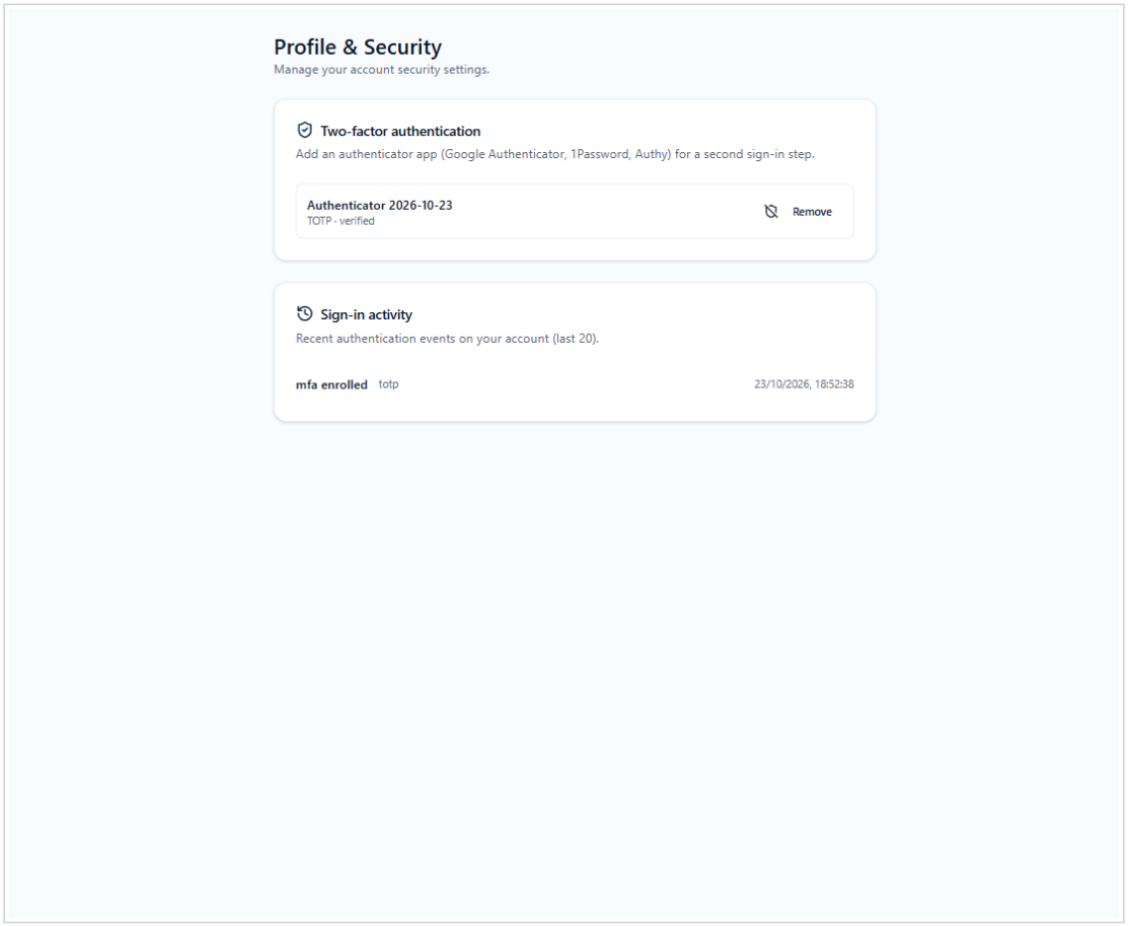


Field service visits

14. Your profile and security

Profile shows your account security:

- **Two-factor authentication:** add an authenticator app (Google Authenticator, 1Password, Authy and similar). Administrators must use two-factor.
- **Sign-in activity:** your last 20 sign-in and security events. If you see something you don't recognise, change your password and tell your administrator.



Profile & Security: two-factor and sign-in activity

15. Getting help

- Search the knowledge base or ask AI Copilot first.
- Ask your Resuelto administrator about access, roles and settings.
- Product questions: visit resuelto.xyz.