

# Digital Ticketing Tool – User Guide

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# Accessing Application

- 1 The web application will only be accessible on devices connected to Airbus network, or Nomad, or in AVDs. The link to access Web application is [Digital Ticketing Tool](#)
- 2 If user is already authenticated, the web app will automatically redirect to you Digital ticketing tool page. If not authenticated then the user will be redirected to login page, where user can login or create a new account.

accenture

Digital Ticketing Tool

Tickets

Description Tree

ULTIMO 2.0

About

Manage

Logout

Tickets

Halle

MSN

Suchen

Reset

☐ OPEN ☐ INP ☐ DONE

ID	Timestamp	Halle	MSN	Station	Bearbeiter	Status	Bearbeiten
10	01/03/2024 11:23:57	H3	11568	660	Naga	OPEN	Edit
9	01/03/2024 10:21:26	H1	11569	640		OPEN	Edit
8	01/03/2024 10:16:33	H29	11161	640		OPEN	Edit
7	01/03/2024 10:13:38	H29	11534	86		OPEN	Edit
6	01/03/2024 10:12:04	H2/6	11897	660		INP	Edit
5	01/03/2024 10:01:03	H8	11534	640		OPEN	Edit
3	01/03/2024 09:58:29	H260	11126	71		OPEN	Edit

Ticket Form

ID\*

Ersteller\*

Zeitstempel\*

11

nnavrc8e

07/03/2024 09:38

Halle\*

Station\*

MSN\*

Auftraggeber\*

Fauf\*

Vrg\*

von C\*

bis C

von P\*

bis P

LH/RH

Inn/Auß

Wählen

Wählen

Wählen

Wählen

Wählen

Wählen

Langtext

Telefonnummer:

File Upload

Bearbeiter

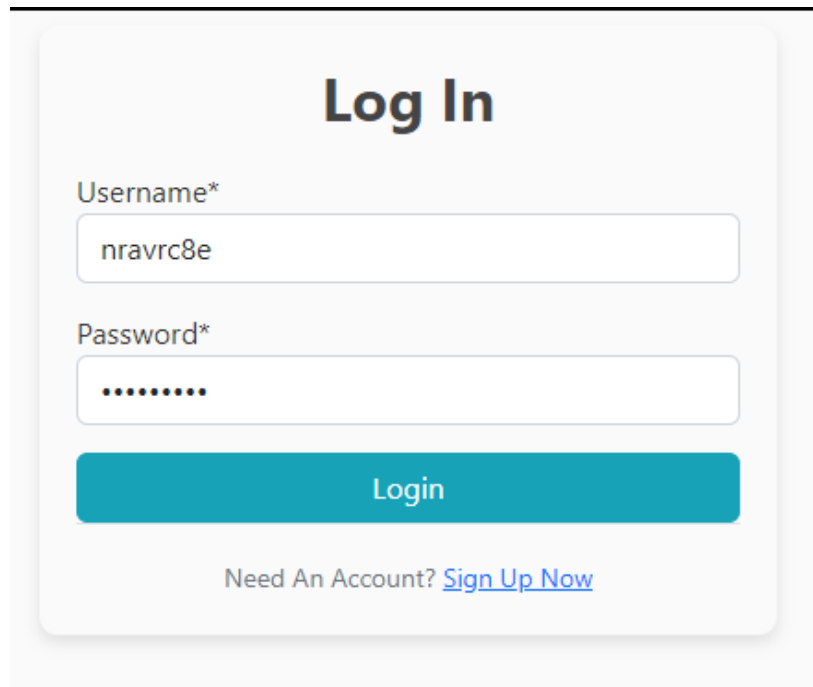
Status\*

Neues Ticket

Update

# User Management (Login/Register)

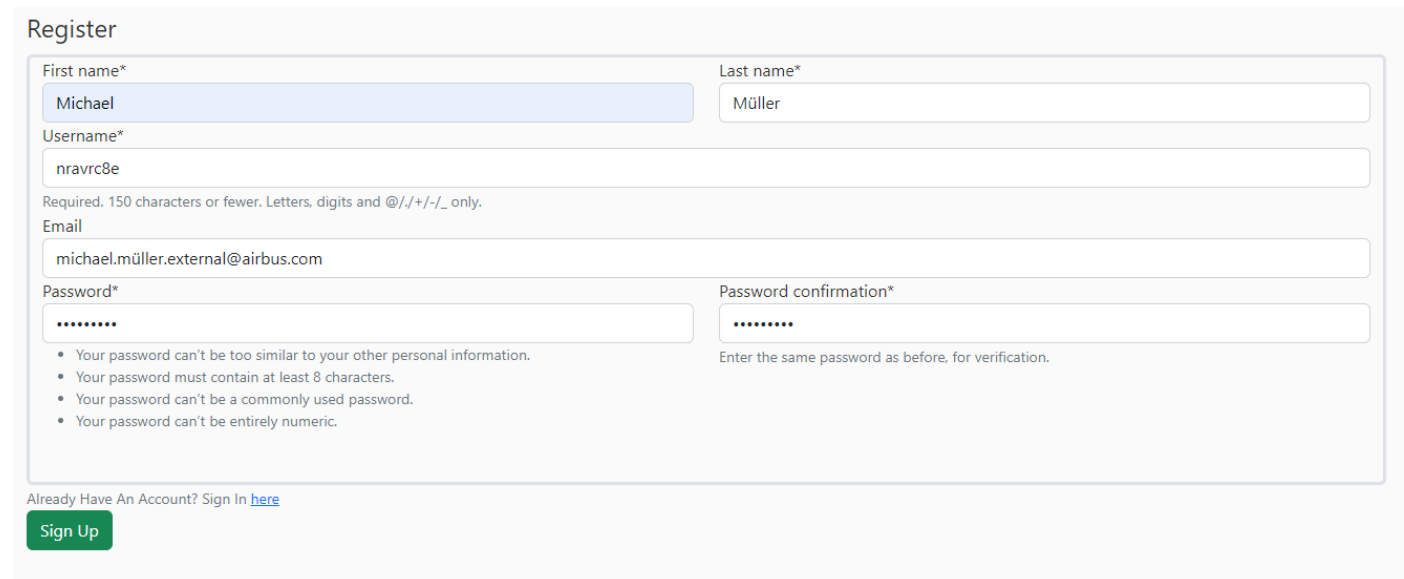
- 1 The link will be redirected to the login page. if user already have an account, enter user credentials-username and password and click on login . Refer to below image



A screenshot of a login form titled "Log In". It features two input fields: "Username\*" with the text "nravrc8e" and "Password\*" with masked characters ".....". Below the fields is a teal "Login" button. At the bottom, there is a link: "Need An Account? [Sign Up Now](#)".

- 2 If user dont have an account, click on **Sign Up Now** and enter all the required details to register for the account. Refer to below image.

Once registered, user need to wait untill managers approves the login.



A screenshot of a register form titled "Register". It contains several input fields: "First name\*" (Michael), "Last name\*" (Müller), "Username\*" (nravrc8e), "Email" (michael.müller.external@airbus.com), "Password\*" (masked), and "Password confirmation\*" (masked). Below the password fields is a list of password requirements: "Your password can't be too similar to your other personal information.", "Your password must contain at least 8 characters.", "Your password can't be a commonly used password.", and "Your password can't be entirely numeric." At the bottom, there is a link: "Already Have An Account? Sign In [here](#)" and a green "Sign Up" button.

# Digital Ticketing Tool:

- The Digital Ticketing Tool helps user to report Non-Conformatives (NCs) by creating Tickets.
- [Ticket Form](#) to create tickets,
- [Tickets](#) view to see and edit existing tickets.
- [Search bar](#) to filter tickets based on Halle, MSN, OPEN, INP, DONE:

accenture Digital Ticketing Tool Tickets Description Tree ULTIMO 2.0 About Manage Logout

Tickets

Halle

MSN

Suchen

Reset

☐ OPEN ☐ INP ☐ DONE

Search Bar

ID	Timestamp	Halle	MSN	Station	Bearbeiter	Status	Bearbeiten
10	01/03/2024 11:23:57	H3	11568	660	Naga	OPEN	Edit
9	01/03/2024 10:21:26	H1	11569	640		OPEN	Edit
8	01/03/2024 10:16:33	H29	11161	640		OPEN	Edit
7	01/03/2024 10:13:38	H29	11534	86		OPEN	Edit
6	01/03/2024 10:12:04	H2/6	11897	660		INP	Edit
5	01/03/2024 10:01:03	H8	11534	640		OPEN	Edit
3	01/03/2024 09:58:29	H260	11126	71		OPEN	Edit

View for existing tickites

Ticket Form

ID\*  
11

Ersteller\*  
nravrc8e

Zeitstempel\*  
07/03/2024 09:38

Halle\*  
Station\*  
MSN\*  
Auftraggeber\*

Fauf\*  
Vrg\*  
von C\*  
bis C

von P\*  
bis P  
LH/RH  
Inn/Auß

Wählen  
Wählen  
Wählen  
Wählen

Langtext  
Telefonnummer:  
File Upload

Bearbeiter  
Status\*  
Neues Ticket  
Update

Form to Create or  
update existing tickets

# Digital Ticketing Tool – Ticket Creation

- The Digital Ticketing Tool helps user to report Non-Conformatives (NCs) by creating Tickets.
- All the fields with \* need to be filled (Mandatory).
- The **ID**, **Ersteller**, **ZeitStempel** were automatically filled and cannot be edited.
- **Halle**, **Station** were editable dropdowns, Select from list, add new by typing in the textbox.
- **File upload button** will open your gallery and select existing photos of NCs.
- LangText is to describe more about NC.
- If user filled all required fields click on Neues Ticket to create ticket.
- Please check alerts after clicking Neues Ticket. It will guide the user to confirm the ticket creation is Successfull or not.

**Ticket Form**

ID*	Ersteller*	Zeitstempel*	
11	nravrc8e	07/03/2024 09:38	
Halle*	Station*	MSN*	Auftraggeber*
H29	71	115678	Lukas
Fauf*	Vrg*	von C*	bis C
2587634	1189745	C37	C40
von P*	bis P	LH/RH	Inn/Auß
P7	P5	RH	Innen
Langtext			
<u>Telefonnummer: 017825698</u> The Scratches were identified.			
Bearbeiter		Status*	
		OPEN	
Neues Ticket		Update	

# Digital Ticketing Tool – Ticket Update

7    01/03/2024 10:13:38    H29    11534    86

OPEN

Edit

- If user wants to update a specific ticket. In **Tickets** list, click on edit button of that ticket.
- All the ticket details will be loaded in **Ticket Form**.
- Crosscheck ID, that correct ticket is loaded.
- User can **change existing values or add missing fields**.
- User can click on update to save the changes.

## Ticket Form

ID*	Ersteller*	Zeitstempel*	
7	nravrc8e	01/03/2024 10:13:38	
Halle*	Station*	MSN*	Auftraggeber*
H29	86	11534	Ben
Fauf*	Vrg*	von C*	bis C
1018945632	5675	C47.3	C47.3
von P*	bis P	LH/RH	Inn/Auß
P8	P9	RH	Innen
Langtext			
<div></div>			
UpdateLog			
***** 01/03/2024 10:13:38 nravrc8e --> OPEN *****			
Telefonnummer:			
<div></div>			
Bearbeiter	Status*		
	OPEN		
Neues Ticket	Update	Description Tree	

# Digital Ticketing Tool – Search Bar

**Tickets**

Halle:  MSN:

☐ OPEN ☐ INP ☐ DONE

ID	Timestamp	Halle	MSN	Station	Bearbeiter	Status	Bearbeiten
10	01/03/2024 11:23:57	H3	11568	660	Naga	OPEN	<input type="button" value="Edit"/>

**Tickets**

Halle:  MSN:

☐ OPEN ☒ INP ☐ DONE

ID	Timestamp	Halle	MSN	Station	Bearbeiter	Status	Bearbeiten
6	01/03/2024 10:12:04	H2/6	11897	660		INP	<input type="button" value="Edit"/>

Only INP tickets were displayed, Irrespective of Halle & MSN

- User can use Halle and MSN textboxes to filter tickets.
- User can enter Halle value (eg. H3) and click Suchen button to display all tickets for that Halle. (MSN need to be empty)
- User can enter MSN value (eg. 11568) and click Suchen button to display all tickets for that MSN. (Halle need to be empty)
- If User enter both Halle and MSN, The system is designed to filter tickets by requiring a match on both specified Halle & MSN values
- User can also select one of the OPEN, INP, DONE checkboxes to filter tickets on that status.
- Reset button to clear all filters.
- The Combination of Halle & OPEN/ INP/ DONE wont work

# Manage

Only Users with **admin/Manager status** can only navigate to this page.

In User approval section,

Manager, can able to see the newly registered users and can approve them by clicking on **Approve**.

The screenshot shows the 'User Approval' section of the 'ULTIMO 2.0' system. The top navigation bar includes 'accenture', 'Digital Ticketing Tool', 'Tickets', 'Description Tree', 'ULTIMO 2.0', and 'About'. On the right, there are 'Manage' and 'Logout' buttons. The 'Manage' button is highlighted with a red box. Below the navigation bar, the 'User Approval' section contains a table with the following data:

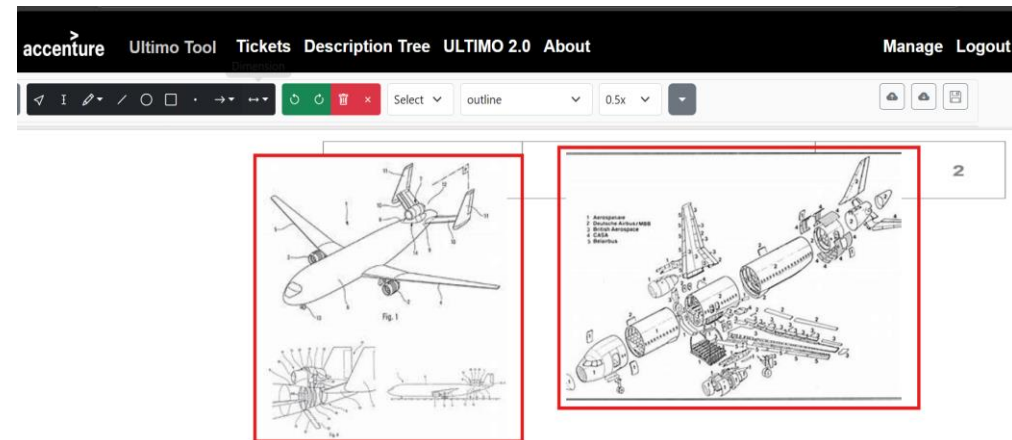
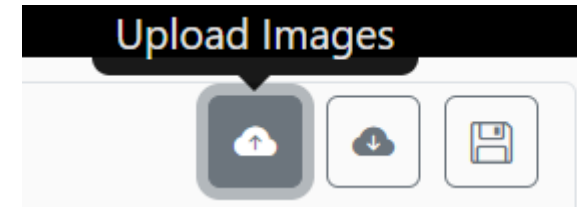
Username	First Name	Last Name	Email	Approve
ng9875b	Nag	Ravella	nag.r.external@airbus.com	<div>Approve</div>

The 'Approve' button in the table is also highlighted with a red box.

# Manage – Admin Tree

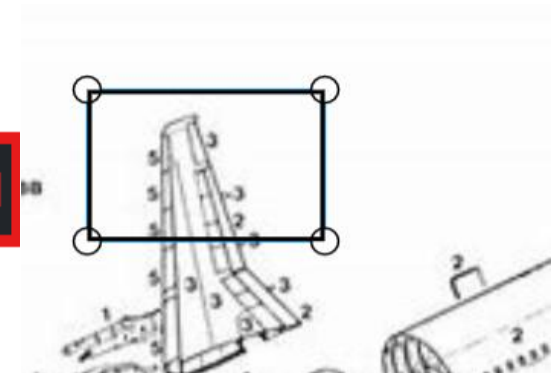
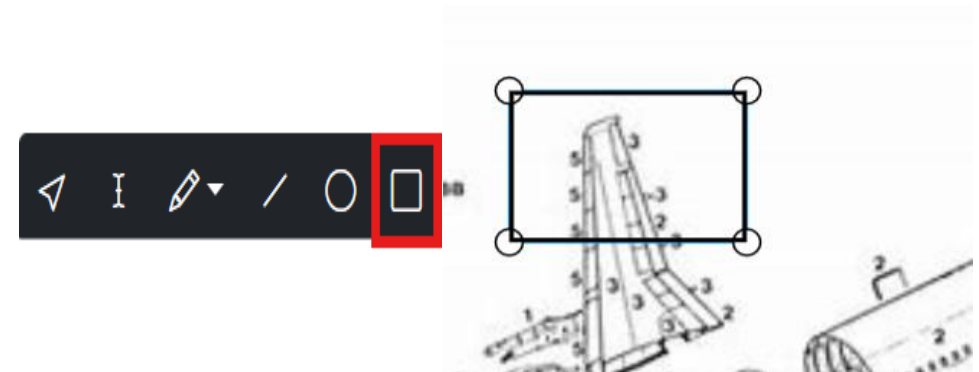
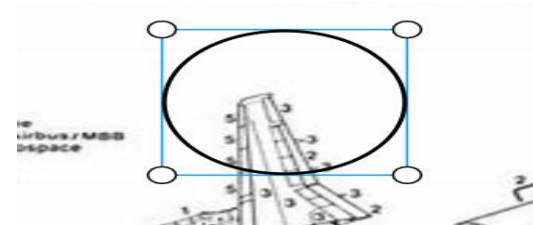
# Ultimo 2.0

- To select the Ultimo tool, click on 'Ultimo 2.0'.
- By default, the user will be in Ticket mode. In the right corner, you will see the 'Upload Image' option, where the user can upload an image.
- After uploading the image, you will see it displayed here, and you can upload Multiple images as well.



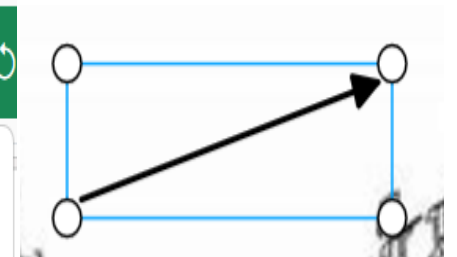
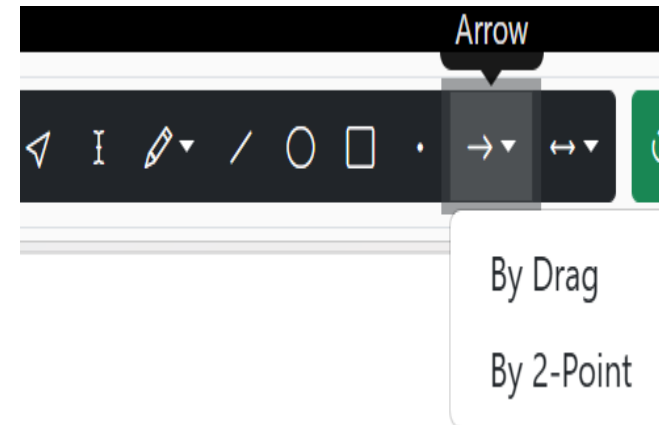
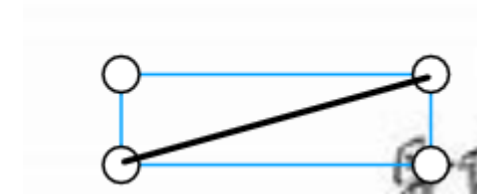
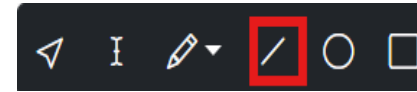
**Shapes:** In the tool bar we have different shapes like circle, rectangle, line and arrow

- **Circle:** The user can select the circle from the toolbar and draw it on the uploaded image by dragging the mouse. Dragging the mouse outward will make the circle larger, while dragging it inward will make the circle smaller.
- **Rectangle:** The user can select the rectangle from the toolbar and draw it on the uploaded image by dragging the mouse. Dragging the mouse outward will make the rectangle larger, while dragging it inward will make the rectangle smaller.



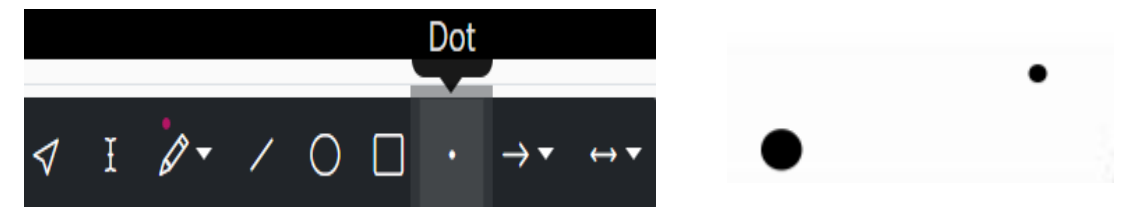
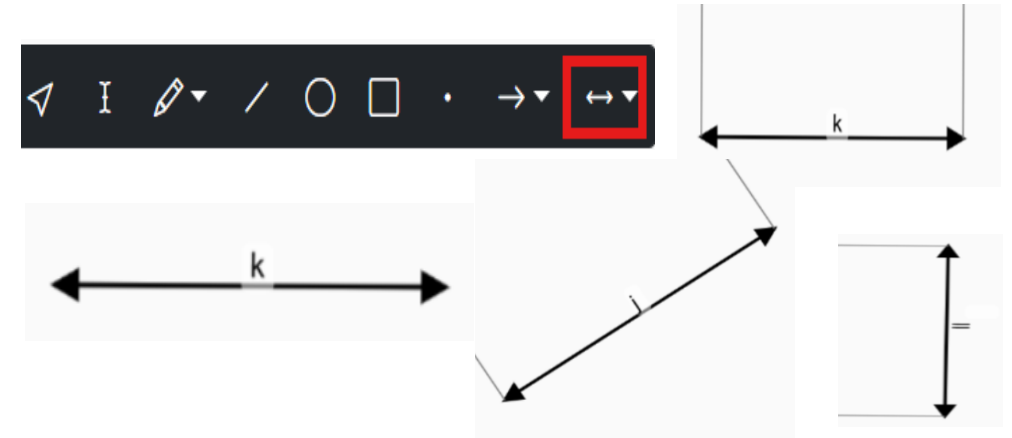
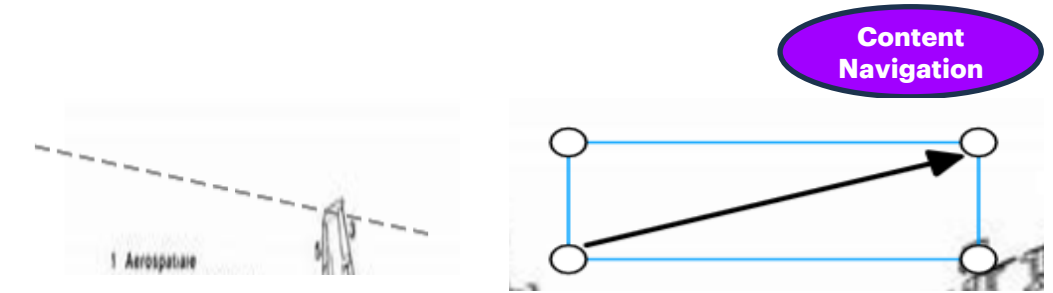
# Ultimo 2.0

- **Line:** The user can select the line from the toolbar and draw it on the uploaded image by dragging the mouse. Dragging the mouse outward will extend the line, while dragging it inward will make the line shorter.
- **Arrow:** The user can select either a single-headed or double-headed arrow. Each arrow has two options to choose from: 'By Drag' and 'By 2-Point.'
- **Single-Headed Arrow:** The user can click on the 'Arrow' option, which will open a dropdown with two choices: 'By Drag' and 'By 2-Point.' If the user selects 'By Drag,' they can draw the arrow by clicking and dragging the mouse on the canvas. Releasing the mouse will complete the arrow.



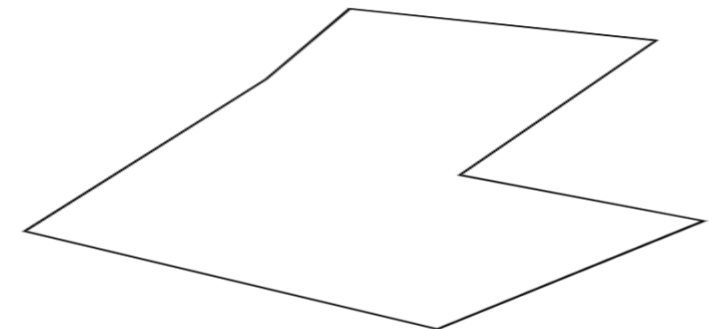
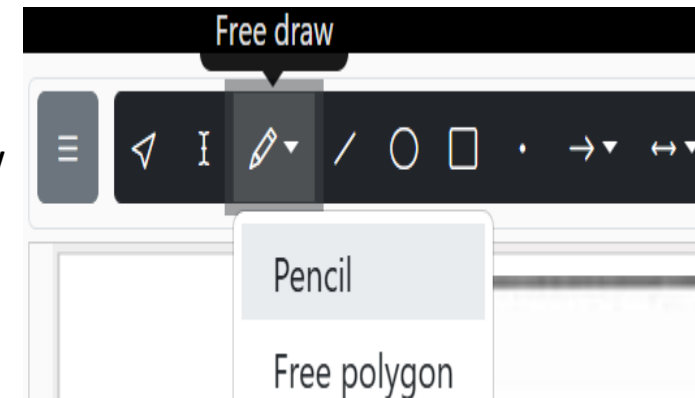
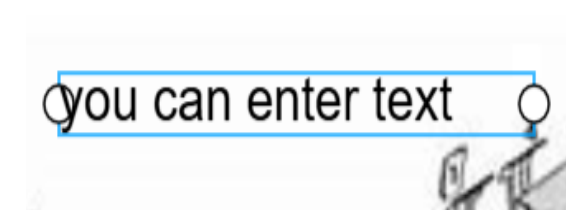
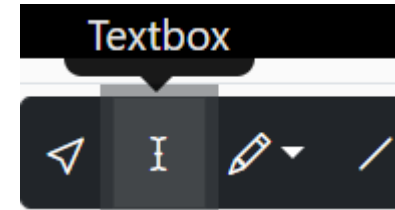
# Ultimo 2.0

- **Single-Headed Arrow:** The same applies to 'By 2-Point,' with the only difference being that when you select 'By 2-Point' and click on the canvas, it will set the starting point. As you move or drag the mouse, you will see a dashed line. To finalize and complete the arrow, release the mouse, and the actual arrow will be drawn.
- **Dimension:** It functions the same as the single-headed arrow, with the key difference being that it provides dimensions. When the user finishes drawing the arrow, a textbox will appear for entering the dimension. After entering the dimension, the user can drag the arrow in different directions, such as horizontal, vertical, left, or right
- **Dot:** The user can select the dot from the menu and place it on the canvas by simply clicking the mouse. The user can also enlarge or shrink the drawn dot.



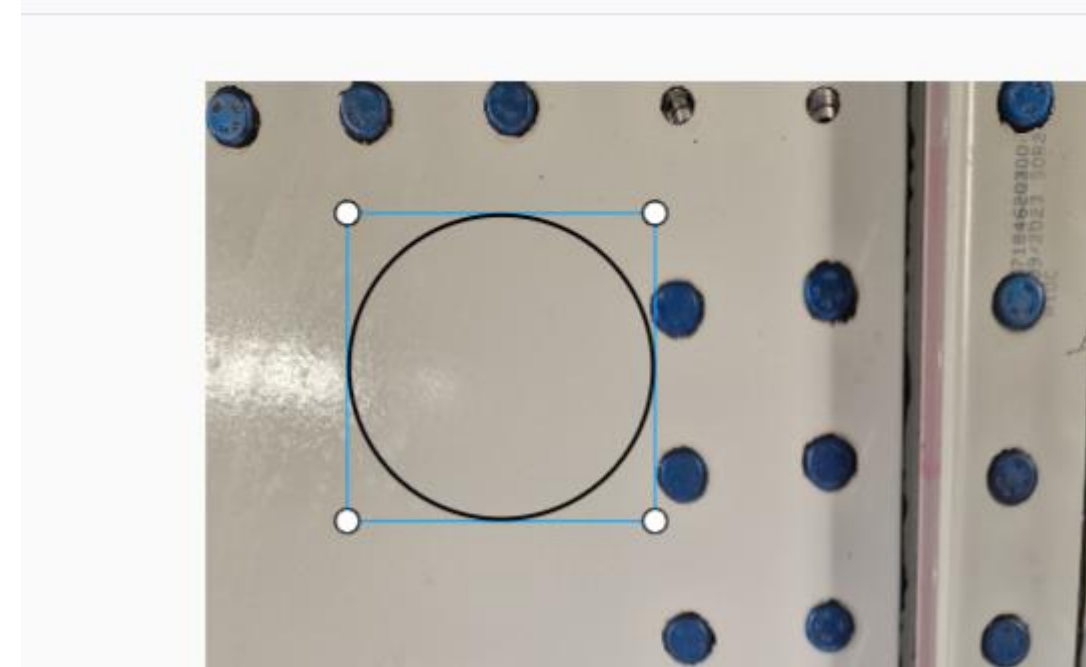
# Ultimo 2.0

- **Textbox:** The user can select the textbox and click on the canvas where they want to place the text. Double-tap to enter text into the textbox, and single-tap to move the textbox.
- **Pencil:** When the user clicks on the free draw option, two choices will appear: Pencil and Polygon. Select 'Pencil' to draw any shape freely on the canvas.
- **Polygon:** When the user selects 'Free Polygon,' they can draw the polygon by clicking and dragging the mouse to create the desired shape. To complete the polygon, they simply click on the starting point to close the shape. This allows for freehand drawing of custom polygons.



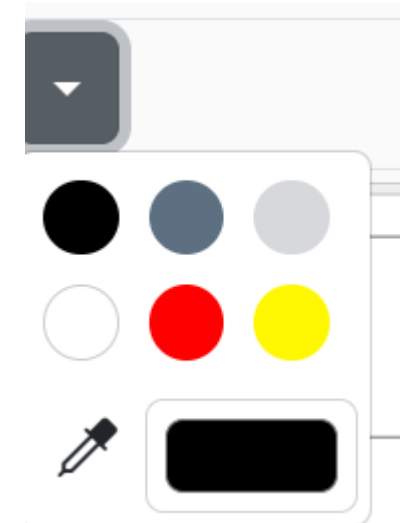
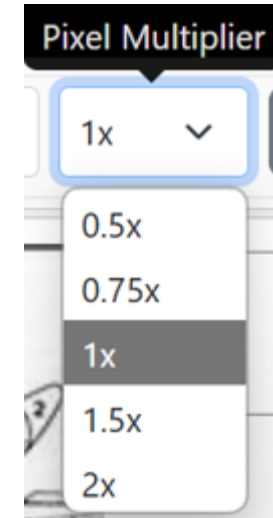
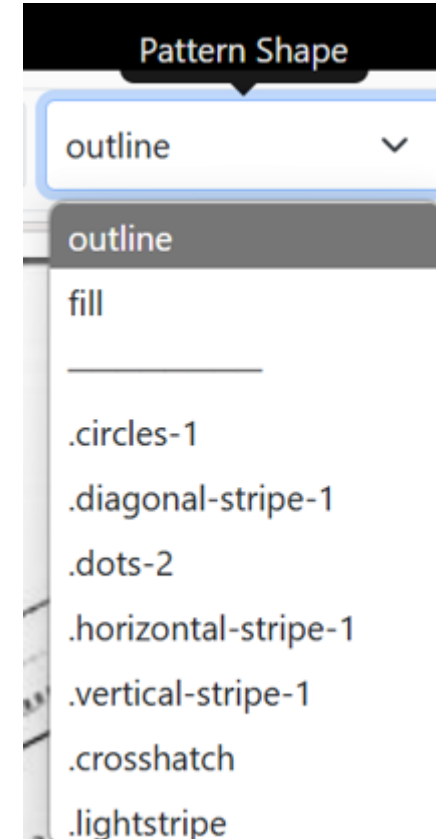
**1.Select:** The Select option has multiple functionalities:

1. When you draw multiple shapes on the canvas and want to delete one that is no longer needed, click on the Select option and then click on the shape you want to delete. The shape will be selected, and then you can click on the delete option to remove it(shortcut key: **entf**).
2. When you draw a shape and want to resize it, use the Select option. Click on the shape you wish to resize, and then you can adjust its size.
3. User can pick the shapes or Images and place them on anywhere on the image or canvas.



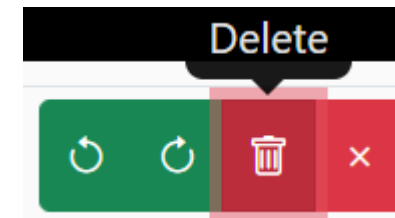
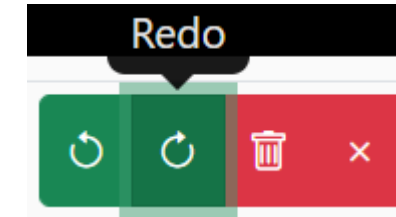
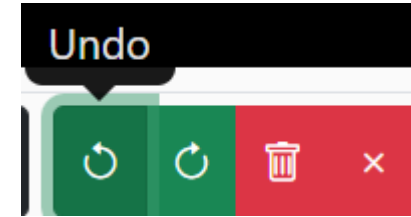
# Ultimo 2.0

- **Pattern shape:** When the user selects the 'Pattern Shape' from the dropdown, they will see various options that allow them to fill the selected shape with different patterns.
- **Pixel Multiplier:** When the user selects the Pixel Multiplier, they will see various options that allow them to increase or decrease the line thickness of the selected shape.
- **Color Palette:** When the user wants to use a different color for the outline or fill of the selected shapes, they can choose a color from the Color Palette. Then, from the Pattern Shape, they can select the outline or fill option according to their requirements. They can also use color picker.



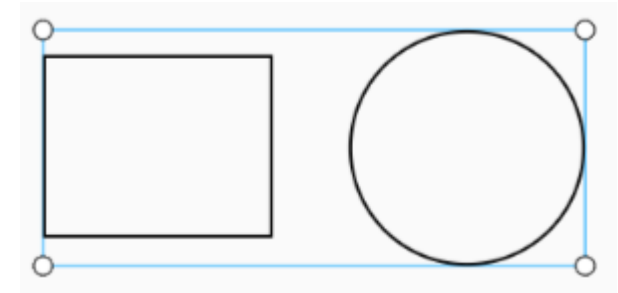
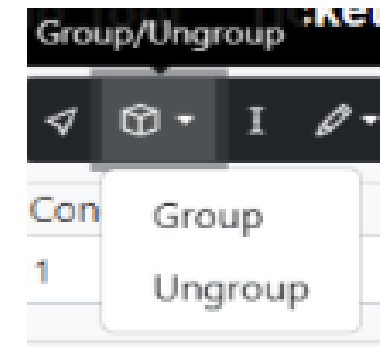
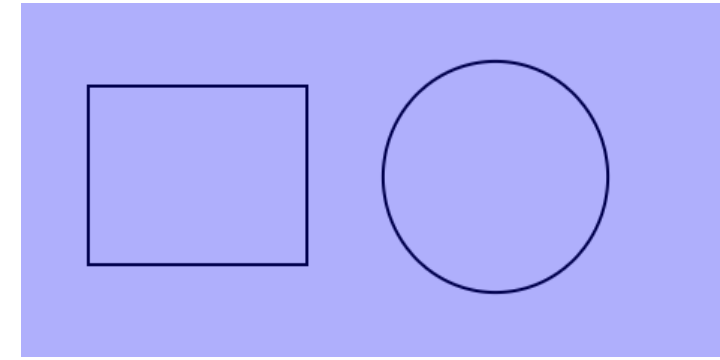
# Ultimo 2.0

- **Undo:** The Undo feature allows users to revert their most recent action. By selecting the 'Undo' button, users can quickly undo their last change, whether it's modifying a shape, color, or any other element.
- **Redo:** The Redo feature allows users to restore an action that was previously undone. By selecting the 'Redo' button, users can reapply the last change they reverted, helping them move forward with their design seamlessly.
- **Delete:** The Delete feature allows users to remove selected shapes or elements from the design. By selecting the 'Delete' button or pressing the delete key, users can permanently remove the chosen item.
- **Reset:** The Reset feature allows users to restore the design to its original state, removing any changes or modifications made. By selecting the 'Reset' button, all adjustments, including shape alterations, color selections, and patterns, will be reverted, giving users a fresh starting point. This feature is useful when users want to quickly undo all changes and begin again.



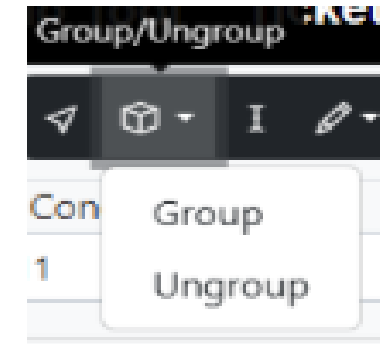
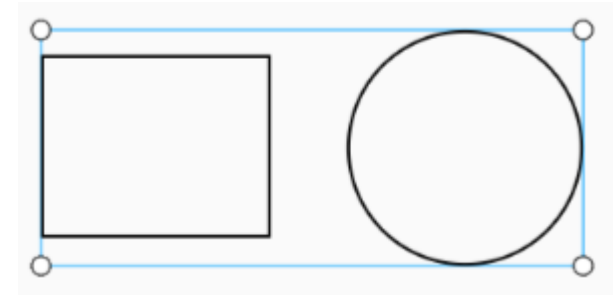
## Group :

- User can select two or more shape or image to group using selection tool.
- Once it is selected, there will be outlined for those selected shapes.
- Click group button from cube shape icon to group. Once the group is done user will see a message "grouped successfully" at right bottom corner.
- The group is draggable, and it can be moved and placed anywhere in canvas.
- The user can select two groups and merge them into one as well.



## Ungroup:

- For ungrouping user needs to select the grouped shape and click on ungroup.
- If user needs to edit an existing group, the group must be ungrouped first and then only the shape can be added.
- To delete shape or group, user must select the shape or group and click on delete icon to delete(shortcut key: **entf**).



## Shortcut Keys:

- **Ctrl+D:** This shortcut key helps the user to **duplicate** the selected shape.
- **Delete:** When clicks on the Delete key the selected shape gets **deleted**.
- **Ctrl+C:** This shortcut key helps the user to **copy** the selected shape.
- **Ctrl+S:** This shortcut key helps the user to **save** the selected shape.

# Description Tree

- Two ways to load Description for each ticket is

1 In **Tickets List**, click on **Edit** button and this loads ticket data in the Ticket Form. At the bottom of the form there is a **Description Tree** button, click on it. It will navigate user to description tree of that ticket.

7	01/03/2024 10:13:38	H29	11534	86	OPEN	Edit
---	---------------------	-----	-------	----	------	------

Bearbeiter

Neues Ticket

Status\*

Update

Description Tree

2 Click on **Description Tree**, in navigation bar and click on Base Information tab and in Ticket ID textbox, enter the ID of Ticket description user want to load

accenture Digital Ticketing Tool Tickets **Description Tree** ULTIMO 2.0 About

## Selector Box

### Base Information

Ticket ID:

7

Load Description

# Description Tree – Selector Box

- The Selector Box is the left part of the page, Which contain 3 main sections such as
  1. Base Information
  2. Defect Data
  3. Defect Properties



# Description Tree – Base Information

- The Base Information is the first section of Selector Box. Some Data of this section will be prefilled based on Ticket Data

## Base Information fields

1. Ticket ID = Textbox- Prefilled
2. MSN = Textbox- Prefilled
3. Work order = Textbox- Prefilled
4. Task = Textbox- Prefilled
5. Check = Buttons
6. Prüfer = Buttons
7. Halle = Buttons (Prefilled)
8. Station = Buttons (Prefilled)
9. Verursacher = Dropdown
10. Freetext = Textbox

Ticket ID:

MSN:

Work Order:

Task:

Check:

Prüfer:

Halle:

<input type="button" value="H2/6"/>	<input type="button" value="H1"/>	<input type="button" value="H3"/>	<input type="button" value="H8"/>	<input type="button" value="H29"/>
<input type="button" value="H210"/>	<input type="button" value="H211"/>	<input type="button" value="H245"/>	<input type="button" value="H260"/>	<input type="button" value="H261"/>

Station:

<input type="button" value="610"/>	<input type="button" value="620"/>	<input type="button" value="630"/>	<input type="button" value="640"/>	<input type="button" value="645"/>
<input type="button" value="650"/>	<input type="button" value="660"/>	<input type="button" value="665"/>	<input type="button" value="675"/>	<input type="button" value="680"/>
<input type="button" value="690"/>	<input type="button" value="OSW_1"/>	<input type="button" value="OSW_2"/>	<input type="button" value="OSW_3"/>	<input type="button" value="OSW"/>
<input type="button" value="H211_1"/>	<input type="button" value="H211_2"/>	<input type="button" value="80"/>	<input type="button" value="81"/>	<input type="button" value="82"/>
<input type="button" value="83"/>	<input type="button" value="84"/>	<input type="button" value="85"/>	<input type="button" value="86"/>	<input type="button" value="87"/>
<input type="button" value="71"/>	<input type="button" value="72"/>			

Verursacher:

Prefilled means data filled based on ticket data

# Description Tree – Defect Data

- The Defect Data is the second section of Selector Box. Some Data of this section will be prefilled based on Ticket Data

## Defect Data fields

1. Ticket ID = Textbox- Prefilled
2. MSN = Textbox- Prefilled
3. Work order = Textbox- Prefilled
4. Task = Textbox- Prefilled
5. Check = Buttons
6. Prüfer = Buttons
7. Halle = Buttons (Prefilled)
8. Station = Buttons (Prefilled)
9. Verursacher = Dropdown
10. Freetext = Textbox

# Description Tree – Defect Properties

- The Selector Box is the left part of the page, Which contain 3 main sections such as

# Description Tree – Support Docs

- The Selector Box is the left part of the page, Which contain 3 main sections such as

# Description Tree – Selector Viewer

- The Selector Box is the left part of the page, Which contain 3 main sections such as

# Description Tree – Save

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