

Admin



Smart Campus Help Center To Provide Quick Solutions On Support Requests

Manage Multiple Services, Members & Requests With
Real-time Analytics



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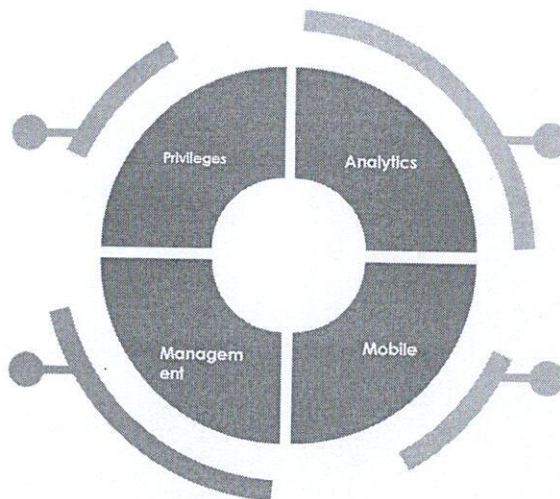
Smart Campus Help Center

Access Control & Intelligence

- ☒ Grant Access Privileges To A Faculty Member

Service Management

- ☒ Service Level Management
- ☒ Service Management Console
- ☒ Manage Pending Requests



Web View

- ☒ Service
- ☒ Sub-Service
- ☒ Service Request Form

Mobile View

- ☒ Service Request Overview
- ☒ Edit Service Requests
- ☒ Add Comments
- ☒ Apply Filters To Sort Requests


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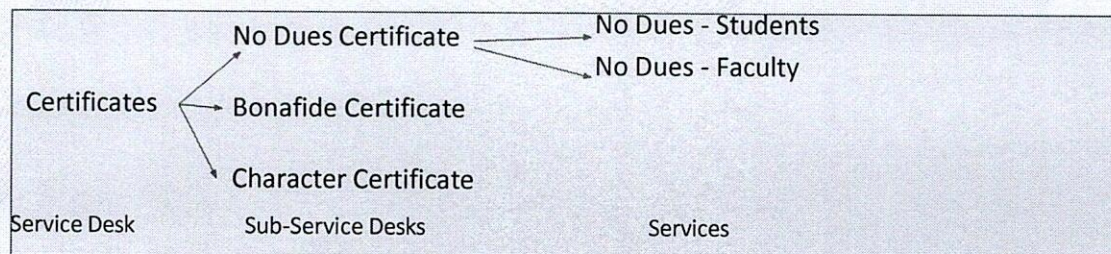
CAMPUS HELP CENTER - INTRODUCTION

- CHC is a Workflow Automation Ticketing System, which can be customized as per the requirements of the Institutions. For eg: Grievance Redressal, Shuttle Services, Certificate issuance, Gate-Pass Services etc., can be automated using CHC.
- Here users can raise requests under different services in which they are added as Audience. These requests will be processed by service level admins or executives.
- Users can also track the actions taken on the request through notifications.


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CAMPUS HELP CENTER - TERMINOLOGIES

- **Service Desk** - A broad category under which different sub-service desks or services(in case there are no sub-service desks) are configured
- **Sub-Service Desk** - A sub-category in each service desk, under which different services are configured
- **Services** - Users can raise requests under a particular service by filling in all the necessary fields in the service request form




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CAMPUS HELP CENTER - TERMINOLOGIES

- **Workcentres** - Defined points in the workflow where the requests are processed as per the configuration. For ex:, In the no dues - students service, once a request is raised by a student, it goes to the admin dept, then forwarded to different departments.(refer the flow below.)
- An admin/executive will be added in each workcentre who can process the request received under that Service.

Administration/Finance	————→	Workcentre 1 (Workcentre 1 Admins)
Department	————→	Workcentre 2 (Workcentre 2 Admins)
Library	————→	Workcentre 3 (Workcentre 3 Admins)
Sports	————→	Workcentre 4 (Workcentre 4 Admins)
IT	————→	Workcentre 5 (Workcentre 5 Admins)


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ADMIN PRIVILEGES

- **Help-centre Member Management - Admin with this privilege can manage service level settings for all services in Campus Help Centre.**
- **Vision Campus Help-centre - Admin with this privilege can view analytics and download reports for usage of Campus Help Centre.**



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Admin Privileges

Ms. Sonal Mishra
894
ERP Executive
IT Department
Add headline

Dashboards

- Analytics
- Admin Console**
- Placements
- User Records

Actions

- Post Notice
- Ask Question
- Schedule Event
- Post Update

CIIE Student Registration
07 Jul | Compulsory

CIIE STUDENT MEMBERSHIP REGISTRATION

< Q 1 Q 2 Q 3 Q 4 Q 5 Q >

Your Designation at the E-Cell (E-Members are active member, while E-leaders will be in key role)

☐ E-Member

Complete 1-Minute survey now and stand chance to win exciting Goodies!
Take The Survey

TODAY

Food View All

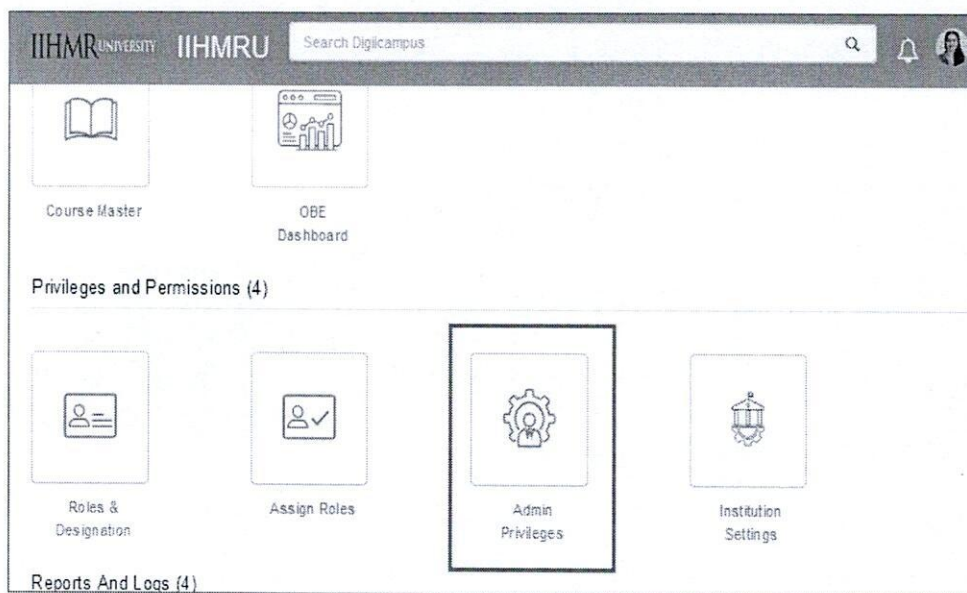
Breakfast (Cafeteria - Ground Floor)
8:30 AM - 9:45 AM Not Availled

- Vermicelli, Boiled Egg, Tea /Coffee, Bread, Butter, Jam

Go to 'Admin Console' on the Home Page.

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Admin Privileges



Go to 'Admin Privileges' in Admin Console.


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Admin Privileges

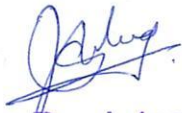
IIHMR UNIVERSITY IIHMRU Search Digicampus

< Admin Privileges

Privileges	Name	Department	Designation	Entity
Search Privilege	Mr. Hitendra Singh	IT Department	Manager	IIHMR UNIVERSITY
Helpcentre Member Management	Ms. Shivani Arora	IT Department	Software Programmer	IIHMR UNIVERSITY
Hostel Attendance	Mr. Nitin Bhatnagar	IT Department	Network Administrator	IIHMR UNIVERSITY
Hostel Attendance Settings	Ms. Sonal Mishra	IT Department	ERP Executive	IIHMR UNIVERSITY
Hostel Management	Mr. Rakesh Sharma	IT Department	Software Programmer	IIHMR UNIVERSITY
ID Card Configuration	Mr. HS Darda	Others	-	IIHMR UNIVERSITY
Infrastructure Management	Mr. Debojit Bhowmick	IT Department	-	IIHMR UNIVERSITY
Institutional Calendar				
Inventory Management				

Add

Go to 'Helpcentre Member Management' in Admin Privileges and add Admin here.


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Admin Privileges

IIHMR UNIVERSITY IIHMRU				
Search Digicampus				
< Admin Privileges				
Privileges	Name	Department	Designation	Entity
Search Privilege	Mr. Hitendra Singh	IT Department	Manager	IIHMR UNIVERSITY
Venue Booking	Ms. Shivani Arora	IT Department	Software Programmer	IIHMR UNIVERSITY
Venue Booking Departments	Mr. Rakesh Sharma	IT Department	Software Programmer	IIHMR UNIVERSITY
Vision	Ms. Sonal Mishra	IT Department	ERP Executive	IIHMR UNIVERSITY
Vision Academics	Ms. Jyotsna Choudhary	Human Resource	Manager-HR	IIHMR UNIVERSITY
Vision Campus Help Centre	Mr. Harshit Dubey	Administration	-	IIHMR UNIVERSITY
Vision Classroom	Mr. HS Darda	Others	-	IIHMR UNIVERSITY
Vision Feed	Mr. Akshya Kumar	Administration	Receptionist	IIHMR UNIVERSITY
Vision Placements	Mr. Deboljit Bhowmick	IT Department	-	IIHMR UNIVERSITY
Zoom Admin Console				

Go to 'Vision Campus Help centre' in Admin Privileges and add Admin here.

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Service Desk

IIHMR UNIVERSITY IIHMRU Search Digicampus

Ms. Sonal Mishra
694
ERP Executive
IT Department
Add headline

Home
Profile
Class Attendance
Marks Entering
Exam Invigilation
Calendar
Placements
Drive
Analytics
Message
Campus Help Center
Service Management
Book a Venue
Payments

Campus Help Center

New Request

Search service desk or service

- IT Help Desk
- Hostel Services**
- Lost and Found
- Complaints and Counselling
- No dues
- Campus Facility


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Sub-Service Desk

IIHMR UNIVERSITY IIHMRU

Search Digicampus

- Home
- Profile
- Class Attendance
- Marks Entering
- Exam Invigilation
- Calendar
- Placements
- Drive
- Analytics
- Message
- Campus Help Center
- Service Management
- Book a Venue

< Campus Help Center

New Request • Hostel Services

- Lift
- Utilities
- Maintenance
- Housekeeping
- WiFi


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Services

The screenshot displays the IIHMR University Digital Campus interface. At the top, the header includes the IIHMR UNIVERSITY logo, the acronym IIHMRU, a search bar labeled "Search Digitalcampus", and icons for notifications and user profile. The left sidebar features a user profile for Ms. Sonal Mishra, ERP Executive, IT Department, with an "Add headline" link. Below the profile is a list of navigation options: Home, Profile, Class Attendance, Marks Entering, Exam Invigilation, Calendar, Placements, Drive, Analytics, Message, Campus Help Center, and Service Management. The main content area is titled "Campus Help Center" and includes a breadcrumb trail: "New Request > Hostel Services > Housekeeping". Under "Housekeeping", there are three options, each with a bed icon: "Room Cleaning" (highlighted with a red box), "Laundry", and "House Keeping - Other Queries".


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Service Request Form



Ms. Sonal Mishra
ERP Executive
IT Department
[Add headline](#)

- Home
- Profile
- Class Attendance
- Marks Entering
- Exam Invigilation
- Calendar
- Placements
- Drive
- Analytics
- Message
- Campus Help Center
- Service Management
- Book a Venue
- Payments
- Clubs, Chapters & Societies
- Course Master

Campus Help Center

Room Cleaning - Housekeeping

Room Cleaning - Housekeeping

Email *

sonal@iihmr.edu.in

Phone *

91-8875225888

Hostel Block *

Hostel Room *

Name

Room No.

Description

Attachment

Cancel

Create


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PRE-REQUISITES

- For configuration of any CHC Service, we will need the details of Service-Desk, Sub-Service Desk, Services, Workcentre Admins and Workcentre Actions in the format attached below.
- Once these details are submitted, we will configure the Service accordingly.
- After the Service Configuration, Helpcentre Member Management Admin can make all the Service level Configurations.

Service Desk	Service	Form fields	if list mention dropdown va Workcentre 1	Admin and Members	Actions	Workcentre 2	Admin and Members	Actions
Grievance Redressal Management	Grievance Redressal_School of Management	Enrolment No. Program Semester Query/Grievance/Problem* Signature Attachment* (pdf/jpg file limit 10mb)	Department_Action		Process	DSW		


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Service Administration (For Service Level Configuration)

The screenshot displays the IIHMR University Digital Campus interface. The top navigation bar includes the IIHMR UNIVERSITY logo, a search bar labeled 'Search Digicampus', and user profile icons. The left sidebar lists navigation options: Home, Profile, Class Attendance, Marks Entering, Exam Invigilation, Calendar, Placements, Drive, Analytics, Message, Campus Help Center, and Service Management (highlighted with a red box). The main content area features a 'Dashboards' section with icons for Analytics, Admin Console, Placements, and User Records. Below this is an 'Actions' section with icons for Post Notice, Ask Question, Schedule Event, and Post Update. A central announcement box titled 'CIIE Student Registration' (dated 07 Jul | Compulsory) contains the text 'CIIE STUDENT MEMBERSHIP REGISTRATION' and a question 'Your Designation at the E-Cell (E-Members are active member, while E-leaders will be in key role)'. It includes radio button options for 'E-Member' and 'E-Leader', and is signed 'Asked by CollPoll Admin'. On the right, there is a 'Complete 1-Minute survey' prompt with a 'Take The Survey' button, and a 'FOOD' section for 'Breakfast (Cafeteria - Ground Floor)' from 8:30 AM to 9:45 AM, noting it is 'Not Available' and listing items: Vermicelli, Boiled Egg, Tea / Coffee, Bread, Butter, Jam.

Go to service management on the home page.


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Service Administration (For Service Level Configuration)

The screenshot shows the 'Service Management' section of the IIHMR University portal. At the top, there's a navigation bar with the IIHMR logo and a search bar labeled 'Search Digicampus'. Below this, the 'Service Management' header is followed by tabs for 'Administration', 'Dashboard', and 'Configuration'. A summary bar displays request counts: 'Pending (1)', 'Escalated (24)', 'Reopened (0)', 'Completed (1144)', and 'Cancelled (0)'. A search section includes a 'Search by' dropdown set to 'Creator', a search input field with a magnifying glass icon, and a 'Filter by' dropdown set to 'All Services'. The main content area shows a post titled 'Feed, Polls, Events - 6405' created by 'Shivani Arora' on '24 Aug 21 11:09 Am', assigned to 'ColIPoll Admin'.

IIHMR UNIVERSITY IIHMRU Search Digicampus

< Service Management

Administration Dashboard Configuration

Pending (1) Escalated (24) Reopened (0) Completed (1144) Cancelled (0)

Search by Creator Search by name / registration id / phone / email

Filter by: All Services

Feed, Polls, Events - 6405

Created By Shivani Arora

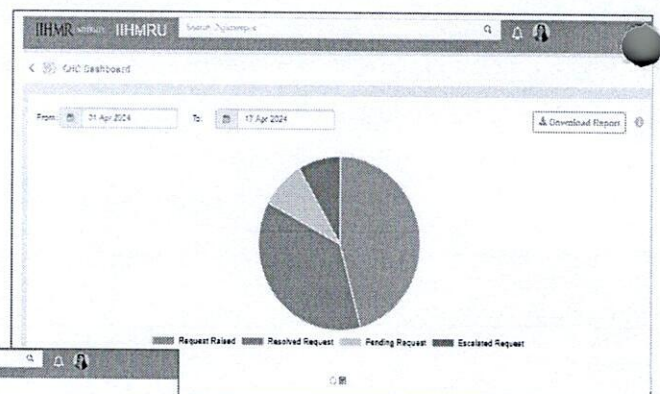
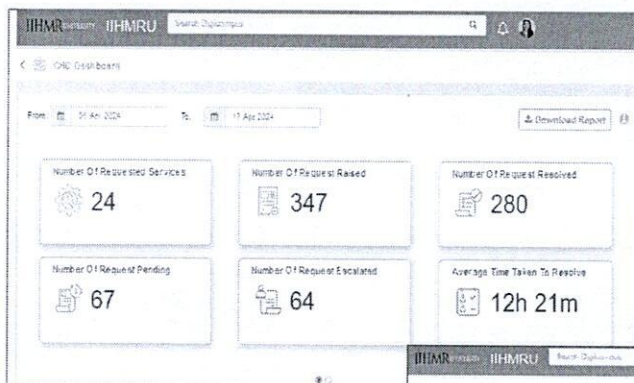
Last Updated 24 Aug 21 11:09 Am

Assigned To ColIPoll Admin

Search the service requests by applying various filters & manage them easily.


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Service Administration (For Service Level Configuration)



Service / Request ID	Requested On	Requester Name	Current Work Centre	Last Action Taken	Assignee	Status	Feedback
PC Support - 239151	17 Apr 2024 2:05 PM	Anita Thapa anitas@iihmr.edu.in	Hardware Helpdesk - PC Laptop		Kaushal Prasad	Open/Red	
Application - 236702	17 Apr 2024 3:05 PM	Saurabh Kumar saurabh@iihmr.edu.in	Software Helpdesk - Application		Kaushal Prasad	Open/Red	
Visitor Management - 236161	17 Apr 2024 2:32 PM	Kamlesh Choudhary kamlesh@iihmr.edu.in	Visitor Management, Out Time	Out Time 17 Apr 2024 2:32 PM 17 Apr 2024 2:32 PM	Pooja Sharma	Closed	5/5 Star
Application - 236645	17 Apr 2024 1:05 PM	Saurabh Kumar saurabh@iihmr.edu.in	Software Helpdesk - Application		Kaushal Prasad	Open/Red	
Application - 236641	17 Apr 2024 12:57 PM	Nutan Prakash Jais nutan@iihmr.edu.in	Software Helpdesk - Application		Kaushal Prasad	Open/Red	
Application - 236640	17 Apr 2024 12:56 PM	Nutan Prakash Jais nutan@iihmr.edu.in	Software Helpdesk - Application		Kaushal Prasad	Open/Red	
Internet - 236162	17 Apr 2024 12:05 PM	Seema Kumar seema@iihmr.edu.in	Software Helpdesk - Internet		Kaushal Prasad	Open/Red	

- Under the service dashboard you can view the summary of overall services for any time period you want.
- Scroll down to check the detailed view


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Service Administration (For Service Level Configuration)

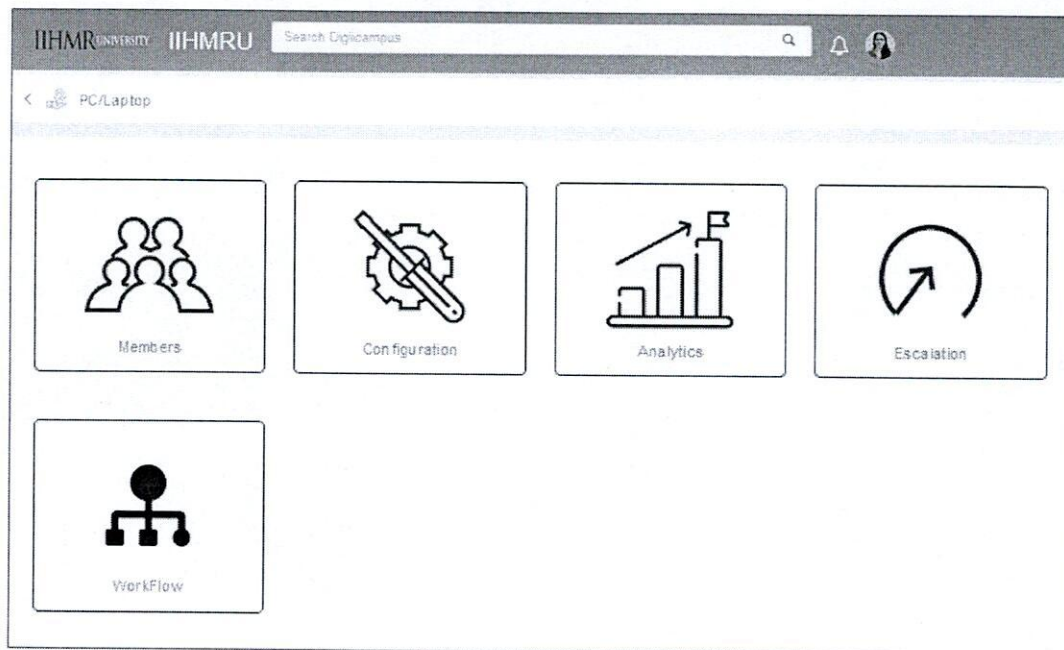
The screenshot displays the 'Service Management' interface of the IIHMR University. The top navigation bar includes the university logo, the name 'IIHMRU', a search bar with the text 'Search Digicampus', and icons for notifications and user profile. Below this, the 'Service Management' section is active, with sub-tabs for 'Administration', 'Dashboard', and 'Configuration'. The 'Configuration' tab shows two sections: 'Active Services (182)' and 'Deactivated Services (39)'. A search bar labeled 'Search by service name' is present. A list of services is shown, with the first item 'PC/Laptop' highlighted by a black box. Other services listed include 'Printer/Copier', 'Computer move/set up', 'Projector', and 'Audio'.

Active Services (182)	
	PC/Laptop
	Printer/Copier
	Computer move/set up
	Projector
	Audio

In the Management Console, search a Service by its Name.


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Service Management Console



When we choose a Service, we can configure the details under these four options.


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Service Administration (Manage Individual Members)

The screenshot shows the 'Members' management page of the IIHMR University system. At the top, there's a header with the IIHMR University logo, a search bar labeled 'Search Digicampus', and a user profile icon. Below the header, the page title 'Members' is displayed. A summary bar shows 'Members (3008)', 'Admins (8)', and 'Executives (0)'. There are two tabs: 'Individual' (selected) and 'Group'. A search bar with the placeholder 'Search by name' and a 'Remove' button are present. A '+ Add Member' button is highlighted with a red box. Below this is a table with columns: User Type, User Name, Department, Programme, Batch, and Section. One row is visible for a 'Student' named 'Test Student DM'.

☐	User Type	User Name	Department	Programme	Batch	Section
☐	Student	Test Student DM teststudent@iihmr	School of Development Studies	MBA (Development Management)	2nd year	MBA DM 02

- Members are the ones who can raise requests under a particular service.
- Under 'Members', we can add Individual and Group audiences.
- Click on 'Individual', to add members.


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Service Administration (Manage Members In Group)

The screenshot displays the IIHMR University web application interface. At the top, there is a header with the IIHMR UNIVERSITY logo, the acronym IIHMRU, and a search bar labeled 'Search Dignocampus'. Below the header, the main navigation area shows 'Members (3008)' and 'Admins'. The 'Members' section is active, and the 'Group' tab is selected. A modal form titled 'Add Group' is open in the center. This form contains several input fields: 'Institution', 'Department', 'Programme', 'Section', and 'Hostel'. Below these is a dropdown menu for 'Batch' with the text 'Select batch' and a calendar icon showing '2023'. The 'User Type' section has checkboxes for 'Students' (checked), 'Faculty', 'Admin', 'Prospective Student', 'Alumni', and 'All'. The 'Gender' section has checkboxes for 'Male' (checked), 'Female' (checked), and 'Both' (checked). At the bottom of the modal, there are 'Cancel' and 'Add' buttons. To the right of the modal, there is a button labeled '+ Add New Group'.

IIHMR UNIVERSITY IIHMRU Search Dignocampus

Members (3008) Admins

Individual Group

Search by description

Group (1)

Group 1

Add Group

Institution Department Programme Section Hostel

IIHMR UNIVERSITY

Batch Select batch 2023

User Type ☒ Students ☐ Faculty ☐ Admin ☐ Prospective Student ☐ Alumni ☐ All

Gender ☒ Male ☒ Female ☒ Both

Cancel Add

+ Add New Group

Click on 'Group' to add Group Audience.


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Service Administration (Manage Admins)

Members (3008) Admins (7) Executives (0)

Search by name

Hardware Helpdesk - PC/Laptop

	Default Assignee	Default Assignee	Admin	Admin
☒	Mr. Hitendra Singh [148] IT Department	+ Add	Remove	+ Add
☐	Mr. Kallash Prajapati [492] IT Department			
☐	Mr. Paras Kumar [674] IT Department			
☐	Mr. Lalchand Sharma [68] IT Department			
☐	Mr. Anil Kumar Sharma [651] IT Department			

- Admins are the ones who can monitor/process the requests based on work centres.
- Click on 'Add Admin', to add admins to different work-centres.
- Default Assignee will be the default receiver of all the requests raised under that particular service.
- Admins can re-assign the request to other admins or executives.


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Service Administration (Manage Executives)

Members

Members (10800) Admins (10) Executives (2)

No Dues - Student_Department

Assignment Rule
Common Assignment

Edit

Add Executive +Add

Assignment Logic
Default

Default Assignee

Ms. Swati Naik (SOMF116)

Prof. Suraj Singh (LMSFACULTY2)

- Executives are similar to Admins, who can process requests raised by a member under a particular Service.
- Executive can also be made as 'Default Assignee' but he/she will not be able to re-assign the request to anyone.



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Service Administration (Manage Configuration)

IIHMR UNIVERSITY IIHMRU

Search Digicampus

< Configuration

Active

Deactivated Services will not be visible to any user.

☐

Capping/Limit

You can limit the number of time a member can avail this service within a certain period.

☐

Allow Maximum

Limit

request(s) within a

Select

Note : Only newly submitted requests will be taken into account for request capping. All previous requests will not be considered.

Restrict concurrent request creation

Only one request is allowed at a time for each member. Members can only create another request once the ongoing request is closed

☐

Email notifications to assignee

When a request is assigned to any admin or executive, they will always receive an email notification

☐

All the Service-specific settings can be enabled/disabled under Configuration.


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Service Administration (Manage Escalation)

IIHMR UNIVERSITY IIHMRU Search Digicampus

< PC/Laptop

Enable Escalation

Services which are not completed within the stipulated time will be escalated to higher authorities. Multi-level escalation matrix can be configured.

Escalation Time Starts Based on Request Creation Time

Level 1 Escalate to Hitendra Singh After 24 Hr 0 min

Add Escalation Level

Edit

- You can add persons to whom the requests can be escalated, at different levels.
- You can also edit the settings.


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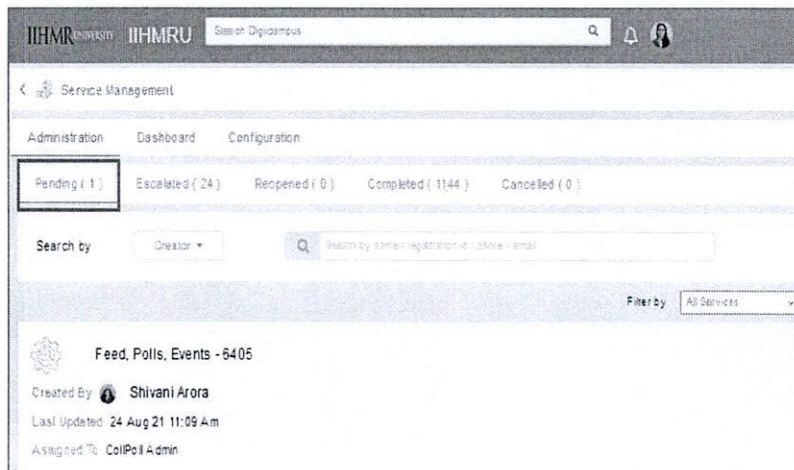
Service Administration (Analytics)



Track the service specific analytics & download report from this dashboard

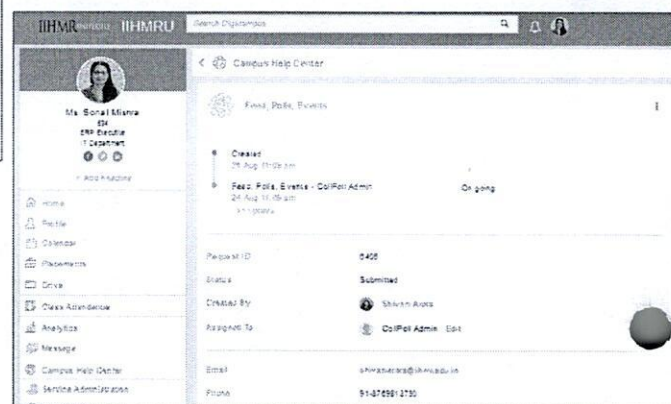

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Service Administration (Manage Pending Requests)



- Admins can re-assign the request to others by clicking on 'Edit' button in 'Assigned To' field.

- When an Admin clicks on a pending request he will be able to take action on the request.




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[Signature]

Click on 'Analytics' in
the left sidebar in Home
page.

Analytics

Home

Profile

Class Attendance

Marks Entering

Exam Invitation

Calendar

Placements

Drive

Analytics

Message

Dashboard

Analytics

Admin Console

Placements

User Records

Post Notice

Ask Question

Schedule Event

Post Update

CHIE Student Registration

CHIE Student Registration

07 Jun | Computer

CHIE Student Registration

01 02 03 04 05

active member, while E-Cell (E-Members are

E-Header

E-Member

Food

View All

Today

Complete 1 Minute

survey now and stand

chance to win exciting

Goodies!

Take The Survey

Breakfast (Cafeteria - Ground Floor)

8:30 AM - 9:45 AM

Not Available

Vermicelli, Boiled Egg, Tea /

Coffee, Bread, Butter, Jam

Search Digicampus

IHMR UNIVERSITY

691

EMP Database

IT Department

Add Headline

Mrs. Sonali Mishra

Analytics

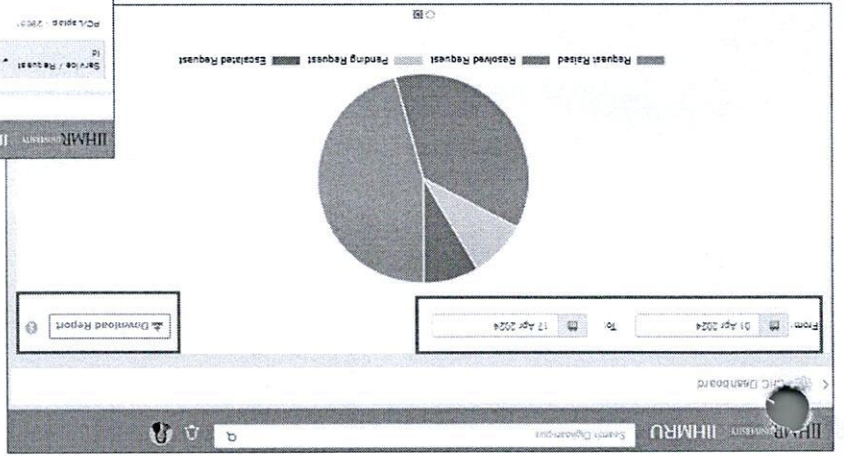
Analytics

Registrar
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1, Prabhu Das Road



KPI	Value
Number Of Request Pending	67
Number Of Request Escalated	64
Number Of Request Resolved	280
Number Of Request Raised	347
Number Of Requested Services	24
Average Time Taken To Resolve	12h 21m

Analytics	
College Registrations	
Academics	
Classroom	
Classes	
Assignments	
Feed	
Placements	
Course Progress	
Class Attendance	
Campus Help Center	
License Dashboard	



Request Log									
ID	Requester Name	Requester Email	Requester Phone	Requester Address	Requester City	Requester State	Requester Country	Requester Zip	Requester Status
1	Requester Name	Requester Email	Requester Phone	Requester Address	Requester City	Requester State	Requester Country	Requester Zip	Requester Status
2	Requester Name	Requester Email	Requester Phone	Requester Address	Requester City	Requester State	Requester Country	Requester Zip	Requester Status
3	Requester Name	Requester Email	Requester Phone	Requester Address	Requester City	Requester State	Requester Country	Requester Zip	Requester Status
4	Requester Name	Requester Email	Requester Phone	Requester Address	Requester City	Requester State	Requester Country	Requester Zip	Requester Status
5	Requester Name	Requester Email	Requester Phone	Requester Address	Requester City	Requester State	Requester Country	Requester Zip	Requester Status
6	Requester Name	Requester Email	Requester Phone	Requester Address	Requester City	Requester State	Requester Country	Requester Zip	Requester Status
7	Requester Name	Requester Email	Requester Phone	Requester Address	Requester City	Requester State	Requester Country	Requester Zip	Requester Status
8	Requester Name	Requester Email	Requester Phone	Requester Address	Requester City	Requester State	Requester Country	Requester Zip	Requester Status
9	Requester Name	Requester Email	Requester Phone	Requester Address	Requester City	Requester State	Requester Country	Requester Zip	Requester Status
10	Requester Name	Requester Email	Requester Phone	Requester Address	Requester City	Requester State	Requester Country	Requester Zip	Requester Status

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CAMPUS HELP CENTER - MOBILE VIEW

Registrar

The IHMR University

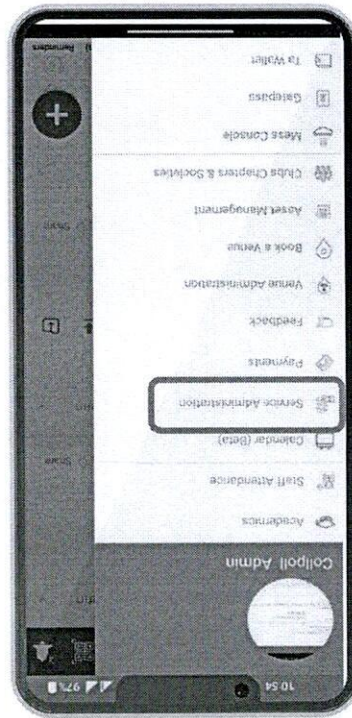
1, Shabhu Dayal Marg

Near Gandhinagar Airport, Jaipur - 302029

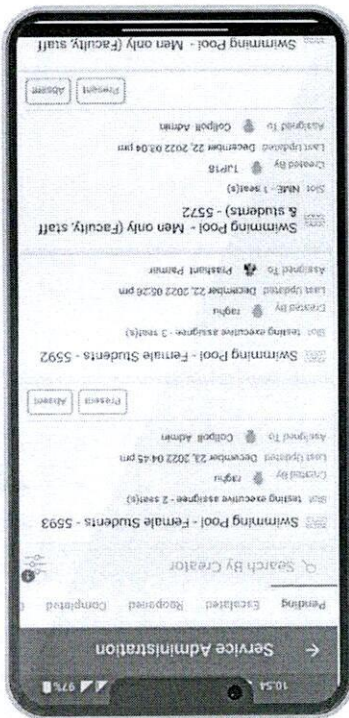


Service Administration (For Service Level Configuration)

- Go to service administration on the left panel to manage services.



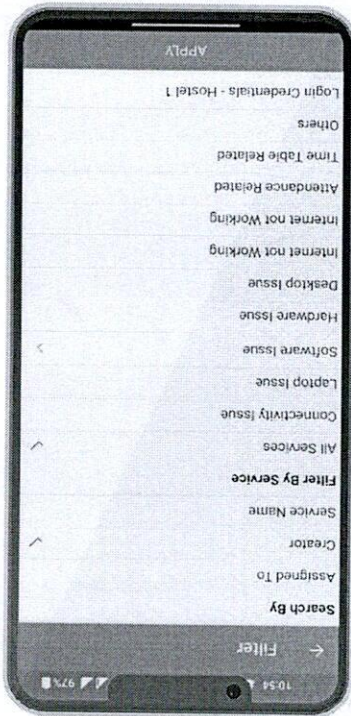
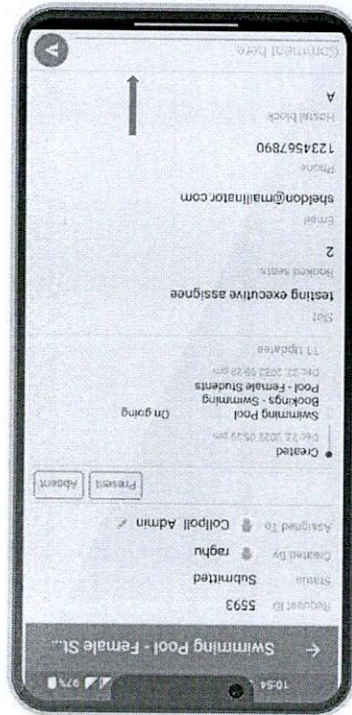
- Click on any Status, to view all the Service requests under that particular status.



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Service Administration (For Service Level Configuration)

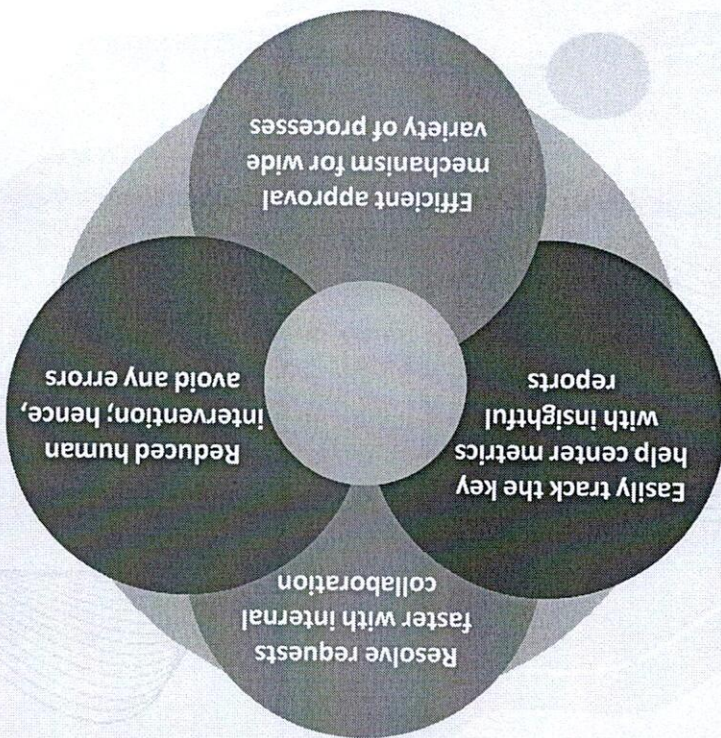
- Click on the request to open the detailed view & edit it.
- Add comments if needed.



- Click on Filter icon, to search and filter the services as per different criteria.
- Under Filter option, we can search a Service by different criteria like - 'Assigned To', 'Creator' and 'Service Name'.


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BENEFITS OF USING THE SMART CAMPUS HELP CENTER MANAGEMENT SYSTEM!



[Signature]

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Admin



Smart Venue Booking Management To Streamline Your Booking Process Significantly

Quickly Book Venue & Track All The Events At Your Fingertips


Venue Administration

[List View](#)
[Calendar View](#)

Pending Approval (0)

Upcoming (184)

Ongoing (0)

Past (2833)

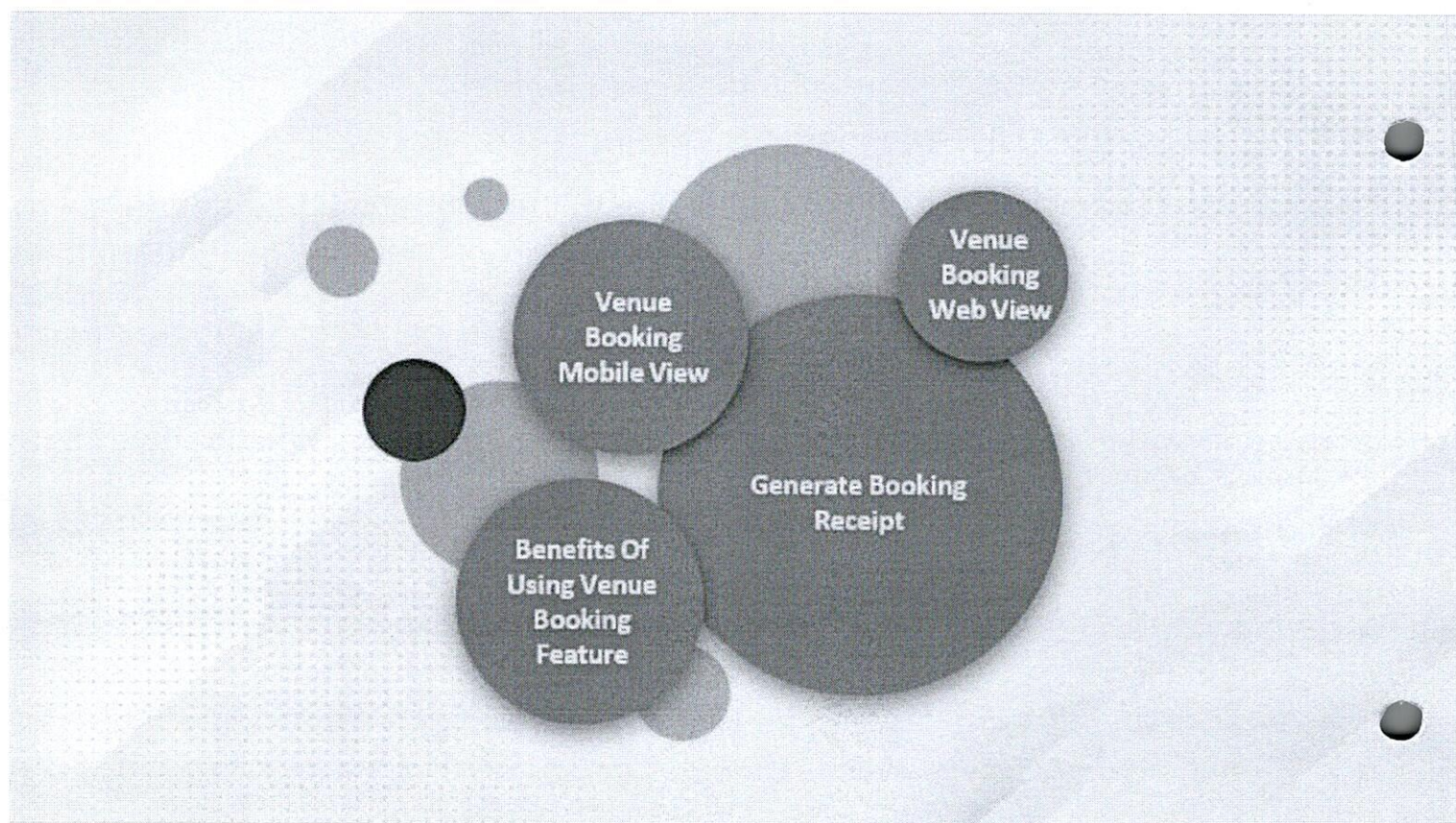
Cancelled (150)

Declined (36)

Q. Showing Upcoming Events/Events

Venue	Booked By	Booked For	Time	Purpose	
Class Room Venue Classroom	Dr. Pooja	Registration of Aspirants	14 Dec 02:00 PM - 02:30 PM	Test Introduction multi se	
Class Room Venue Classroom	Dr. Pooja	Registration of Aspirants	14 Dec 02:30 PM - 03:00 PM	Test Introduction multi se	
Class Room Venue Classroom	Dr. Pooja	Registration of Aspirants	15 Dec 02:00 PM - 02:30 PM	OET Thematic class	
Class Room Venue Classroom	Dr. Pooja	Registration of Aspirants	15 Dec 02:30 PM - 03:00 PM	Test Introduction multi se	
Class Room Venue Classroom	Dr. Pooja	Registration of Aspirants	15 Dec 03:00 PM - 03:30 PM	Test Introduction multi se	
Class Room Venue Classroom	Dr. Pooja	Registration of Aspirants	15 Dec 03:30 PM - 04:00 PM	Test Introduction multi se	


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WEB VIEW



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Venue Booking

The screenshot displays the IIHMR University Digital Campus interface. On the left sidebar, the user profile for Ms. Sonal Mishra (ERP Executive, IT Department) is shown. Below the profile, a list of navigation options includes Home, Profile, Class Attendance, Marks Entering, Exam Invigilation, Calendar, Placements, Drive, Analytics, Message, Campus Help Center, Service Management, and **Book a Venue** (highlighted with a red box). The main content area shows a dashboard with sections for Dashboards (Analytics, Admin Console, Placements, User Records) and Actions (Post Notice, Ask Question, Schedule Event, Post Update). A central card titled 'CIE STUDENT MEMBERSHIP REGISTRATION' is visible, containing a registration form with a question about designation at the E-Cell. The right sidebar shows event details for a 'Webinar on opportunities in Pharmaceutical Industry' and a 'Breakfast' event.

Click on 'Book a Venue' in the Home Page.


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Venue Booking

The screenshot shows the IIHMR University portal. At the top, there's a header with the university logo, a search bar labeled 'Search Digicampus', and user icons. On the left, a sidebar displays the user's profile: 'Ms. Sonal Mishra', ID '694', 'ERP Executive', 'IT Department', and a link to 'Add headline'. Below the profile are navigation links: Home, Profile, Class Attendance, Marks Entering, Exam Invigilation, Calendar, Placements, and Drive. The main content area is titled 'Book a Venue' and features a '+ New Booking' button highlighted with a red box. Below this is a 'My Bookings' section with tabs for 'Upcoming', 'Pending Approval', 'Ongoing', 'Past', 'Cancelled', and 'Declined'. The 'Upcoming' tab is active, showing a message: 'No venue bookings to show. Click on 'New Booking' to book a new venue.'

Click on 'New Booking'.


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Venue Booking

IIHMR UNIVERSITY IIHMRU

Search Digicampus

Q

🔔

👤



Ms. Sonal Mishra
694
ERP Executive
IT Department
[Add heading](#)

Home

Profile

Class Attendance

Marks Entering

Exam Invigilation

Calendar

Placements

Drive

< 📍 Book a Venue

Venue Type*

Auditorium

Start*

📅 2024-04-21

🕒 10:14

End*

📅 2024-04-21

🕒 11:14

☐

Filter By Expected Occupancy

25

Search

Fill in your requirements and click on 'Search'.


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Venue Booking

Search Digicampus

Book a Venue

Start : 21 Apr 10:14 am
End : 21 Apr 11:14 am

Auditorium
Occupancy : 25 people

Modify

Name	Attributes	Building	Occupancy	Tariff(Per Day)
New Auditorium-2 (LH-16)		IT Department	200	INR -
New Auditorium			600	INR -

Purpose *

Purchase committee meeting

Request

- You will get a list of all the Infrastructure that fulfills all the requirements mentioned by you.
- Once you select any Infrastructure from the list, a dialogue box will appear, in which you have to fill details like 'Booking for', 'Purpose of Visit' etc.
- Fill these details and click on 'Request'.

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Venue Booking- Generate Receipt

Book a Venue

My Bookings + New Booking

Upcoming	Pending Approval	Ongoing	Past	Cancelled	Declined
Venue	Time	Recurrence	Purpose		
Chenna Reddy Auditorium	05 Jan 03:32 pm 05 Jan 04:32 pm	-	NAAA	Cancel	⋮
				Generate receipt	

- If your Booking needs an Approval, it will be shown under 'Pending Approvals'.
- To generate receipt, click on '3 dots' icon on the right.


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Venue Booking- Generate Receipt



Print

IIHMR UNIVERSITY

Booking Details

New Building- SDS Meeting Room (Room)

Booking Id	5084
Status	Expired
Time	15 Mar 12:00 pm to 15 Mar 12:30 pm
Booked by	Sonal Mishra
Booked for	Sonal Mishra
Purpose for booking	PC meeting
Comment By Admin	NA

Generated
Receipt will
look like this.


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Venue Booking- Recurring Booking

The screenshot shows the IIHMR University Digicampus interface. The top header includes the IIHMR UNIVERSITY logo, a search bar labeled 'Search Digicampus', and user profile icons. The left sidebar menu lists various options: Home, Profile, Class Attendance, Marks Entering, Exam Invigilation, Calendar, Placements, Drive, Analytics, and Message. The main content area is titled 'Book a Venue' and features a 'Select a Venue' dropdown. Below this, there are tabs for 'Month', 'Week', and 'Day', with 'Month' selected. The calendar displays 'April 20, 2024' and 'Sat 20'. A time slot grid is visible, ranging from 7am to 3pm. A red box highlights the calendar icon in the top right corner of the interface.

Click on the
Calendar
icon


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Venue Booking- Recurring Booking

IIHMR UNIVERSITY IIHMRU

Search Digicampus



Ms. Sonal Mishra
894
ERP Executive
IT Department
[Add headline](#)

[Home](#)
[Profile](#)
[Class Attendance](#)
[Marks Entering](#)
[Exam Invigilation](#)
[Calendar](#)
[Placements](#)

Book a Venue

Venue

Month Week Day

April 20, 2024

Today < > ^

Sat 20

7am	
8am	
9am	
10am	
11am	
12pm	

Select Venue
and click on
the time you
want to book
the venue.


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Venue Booking- Recurring Booking

The screenshot displays the IIHMR University portal interface. On the left, a sidebar menu lists navigation options: Home, Profile, Class Attendance, Marks Entering, Exam Invigilation, Calendar, Placements, Drive, and Analytics. The main content area shows a 'Book a Venue' section with a 'New Booking Request' modal form. The form fields are as follows:

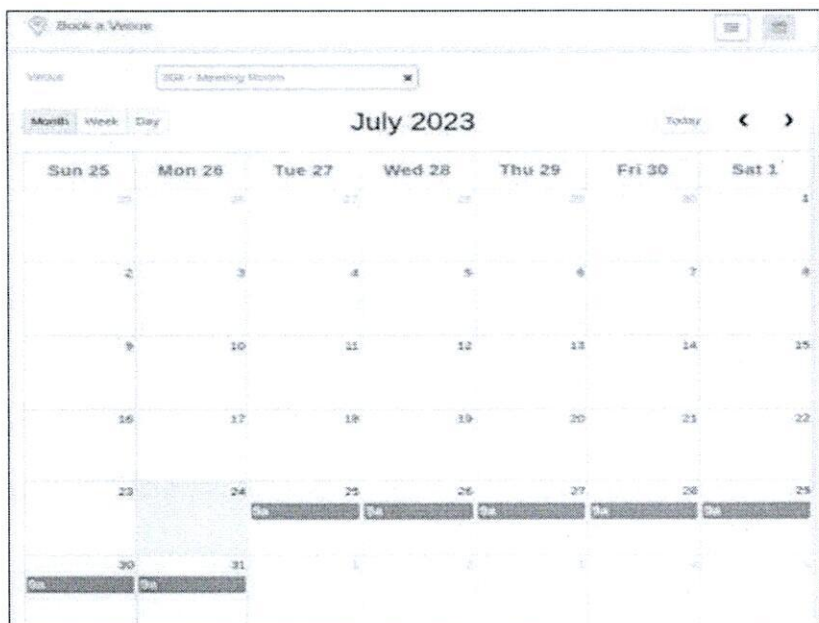
Field	Value
Venue	MDP Center, 60 seats
Date	20 April
Start time *	14:00
End time *	15:00
Purpose *	Testing
Repeats	Daily
Repeats till *	2024-04-26
IT Department	Information Technology

A 'Request' button is located at the bottom right of the form. To the right of the form, a 'Today' button with a left arrow is visible.

Select the Start time, End time, Purpose, Interval of recurrence and end date and create request


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Venue Booking- Recurring Booking



A month view
will show us the
Booking for the
entire month.


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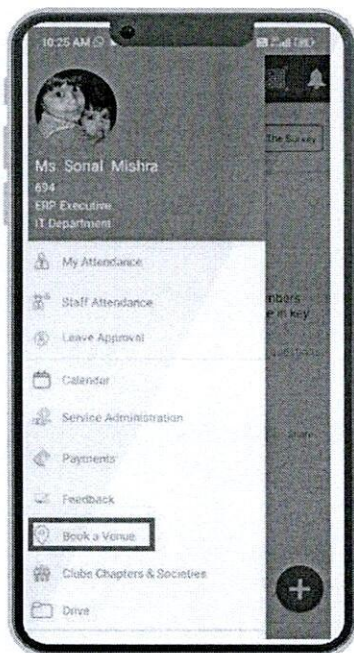
MOBILE VIEW



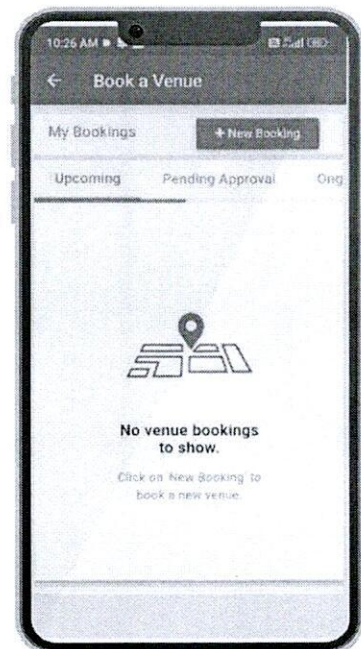
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Venue Booking

Click on 'Book A Venue'.



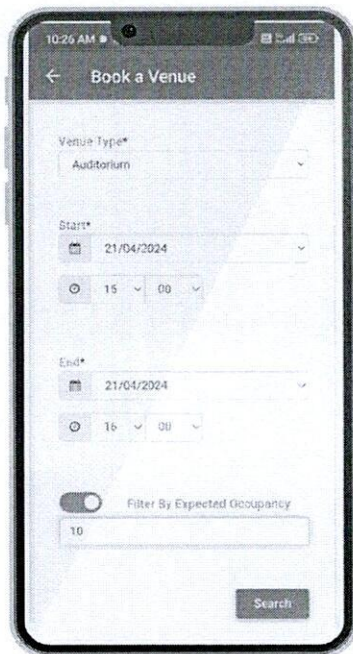
Click on '+ New Booking'.




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Venue Booking

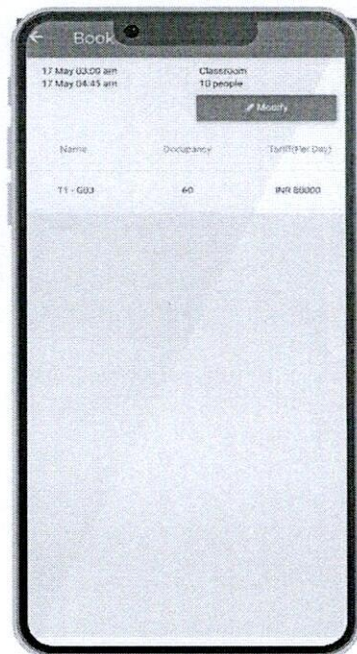
Fill in the Booking Requirements and click on 'Search'.



The smartphone screen displays the 'Book a Venue' form. The form includes the following fields and options:

- Venue Type***: A dropdown menu with 'Auditorium' selected.
- Start***: A date picker set to '21/04/2024' and a time picker set to '15:00'.
- End***: A date picker set to '21/04/2024' and a time picker set to '16:00'.
- Filter By Expected Occupancy**: A toggle switch that is currently turned off.
- Occupancy**: A text input field with the value '10'.
- Search**: A button at the bottom right of the form.

A list of all Venues fulfilling the Booking requirements will appear.



The smartphone screen displays the search results for venues. The results are shown in a table with the following columns: Name, Occupancy, and Tariff (per Day). The table contains one row of data:

Name	Occupancy	Tariff (per Day)
T1 - G03	40	INR 80000


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Venue Booking

Fill in the required details and click on 'Book'.

The 'Book' form on the smartphone screen includes the following details:

Name	Occupation	Total Payable
T1 - G03	60	INR 80000

Total Payable: **INR 80000**

Booking For: Shivang
shivangpurohithe@gmail.com
+91 9820318831
JWP
Cresthill

Purpose: Demo

General Administration
Please enter the requirement from this department here.
This is subject to approval by venue admin.

Food and Beverage
Please enter the requirement from this department here.
This is subject to approval by venue admin.

Book

Confirm your Booking.

The confirmation dialog box on the smartphone screen asks: "Are you sure you want to book this venue?" with "NO" and "YES" buttons.

Track all your booking requests here.

The 'Book' screen on the smartphone shows a list of booking requests with the following details:

Room	Customer	Approved by / Booked by	Approved / Booked Date
Room 206	Customer	Approved by / Booked by: Colpoit Admin	13 May 09:00 pm to 15 May 11:00 pm
Room 206	Customer	Approved by / Booked by: Colpoit Admin	16 May 09:00 pm to 18 May 11:00 pm
T1 - G03	Customer	Approved by / Booked by: Colpoit Admin	17 May 02:00 pm to 17 May 04:45 pm

Book

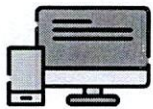
Rahul
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Benefits For An User



Easily access the venue related information and book at your ease.

Get authenticated paperless receipt of each venue that you book.



Quickly book venue and track details through web and mobile anywhere anytime.

Cancel your booking anytime hassle-free.



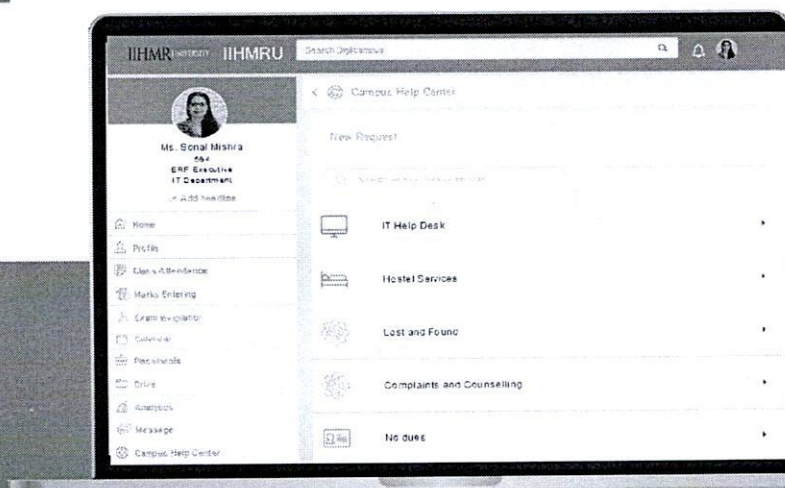
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Admin



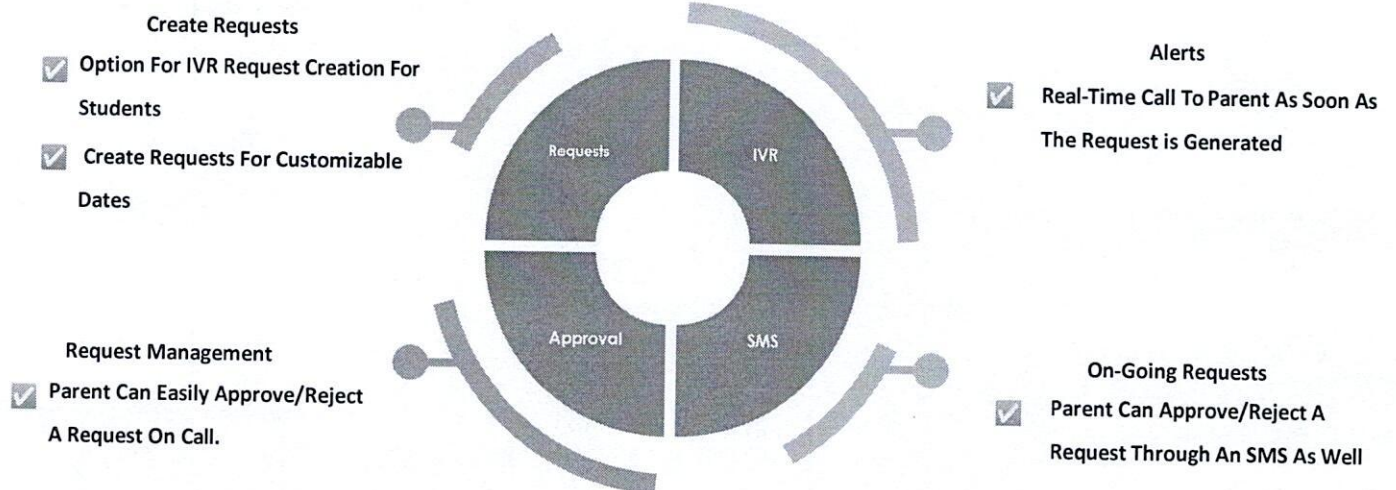
Smart IVR For Hassle-Free Request Management

Parents Can Now Approve/Reject The Requests On Call




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Smart Campus Help Center




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Navigation To CHC IVR

The screenshot displays the IIHMR University digital campus interface. On the left, a navigation menu lists various options: Home, Profile, Classroom, Course Registration, Feedback, Examinations, Online Exam, Calendar, Placements, Drive, Message, **Campus Help Center** (highlighted with a red box), Hostel, Book a Venue, and Student Form. The main content area shows the 'Admission Process' with buttons for 'Fill admission form' and 'Pay fee online'. Below this, there's a section for 'Blended Learning <-> Impact and Future Scope' with a poll titled 'How was your online learning experience?'. The poll options are: 'Super effective and enjoyed it. Would like to continue learning online.', 'Difficult to adapt to after years of traditional classrooms', 'It was fine considering the situation but would prefer physical classrooms over online', and 'Not really good. My learning got impacted.' The poll is asked by 'ColiPoll Admin'. On the right, there's a sidebar with a 'Complete 1-Minute survey now and stand chance to win exciting Goodies!' message and a 'Take The Survey' button.

Login into the student account then, go to campus help center from the left panel.


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Create Request

The screenshot shows the 'Campus Help Center' page of the IIHMR University digital campus. On the left is a sidebar with a user profile for 'Test Student DM' and a list of navigation links: Home, Profile, Classroom, Course Registration, Feedback, Examinations, Online Exam, Calendar, Placements, Drive, Message, and Campus Help Center. The main content area has a header with a search bar and a '+ New Request' button. Below this is a table with columns for 'Request ID', 'Service', 'Ongoing', and 'Last updated'. The table is currently empty, displaying a large gear icon and the text 'All submitted and pending requests raised will be shown here'.

Click on New Request.


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Create Request

IIHMR UNIVERSITY

IIHMRU

Search Digisampurn

Q

🔔

👤



Test Student: DV

Test Student: DV

IIHMR (Development Management)

✓ Add Profile

🏠 Home

👤 Profile

📅 Classroom

📝 Course Registration

💬 Feedback

📋 Examinations

📅 Online Exam

📅 Calendar

📋 Placements

📁 Drive

💬 Message

🏠 Campus Help Center

🏠 Hostel

📍 Book a Venue

< 🏠 Campus Help Center

New Request:

🔍 Search by name, description, category

IT Help Desk

➤

Hostel Services

➤

Lost and Found

➤

Hostel

➤

Gate Pass

➤

Campus Facility

➤

Go to the IVR request.


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Create Request

IIHMR University IIHMRU Search DigitalCampus

Test Student DM
Tajpur Jaipur
USA (Course Management)
Add New Profile

Home
Profile
Classroom
Course Registration
Feedback
Examinations
Online Exam
Calendar
Placements
Drive
Message
Campus Map Center
Hostel
Book a Venue
Student Form
Club Chapters & Societies
Links
HR & Login
Online Library
Reminder
Notice
Web Result

Gate Pass

Gate Pass

Email ID *

Registered ID *

Phone Number *

Parent Phone No. *

Parent Name *

Program *

Batch Year *

Hostel Name *

Room No. *

Date Out *

Date In *

Time Out *

Time In *

Place Of Visit *

Reason *

Attachment

Cancel Create

Fill in the details
to create the
request.


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Request Approval

The screenshot displays the IIHMR University Campus Help Center interface. On the left, there is a sidebar with navigation links: Home, Profile, Classroom, Examinations, Online Exam, Calendar, Placements, Drive, Message, Campus Help Center, Wallet, Hosted, Book a Venue, Payments, and Student Form. The main content area is titled 'Gate Pass' and shows a list of requests. The first request is 'GatePass IVR - I_Parent' with a status of 'Approved' and a timestamp of '02 Mar 12:44 pm'. The second request is 'GatePass IVR - I_Warden' with a status of 'On going' and a timestamp of '02 Mar 12:45 pm'. The third request is 'GatePass IVR - I_Security' with a status of 'Yet to start'. Below the list, there is a section for 'Request ID' (6086), 'Status' (Submitted), 'Assigned To' (Aditya Singh), 'Email Id' (cp9136@gmailinator.com), 'Phone Number' (+917000390631), 'Hosted Block' (SIVA), and 'Hosted Room' (23). At the bottom, there is a 'Time Out' section with a 'Select Time' button.

- As soon as the request is created, the parent will receive a call to approve/reject the request.

- **NOTE:** Parent details should be updated in student management/parent management.

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Ongoing Request

The screenshot shows the IIMRU Campus Help Center interface. On the left is a sidebar with navigation links: Home, Profile, Classroom, Examination, Online Exam, Calendar, Placement, News, Message, Campus Help Center, Visitor, My Profile, Book & Service, Payments, and Student Portal. The main content area is titled 'Campus Help Center' and shows a 'Gate Pass' request. The request details are as follows:

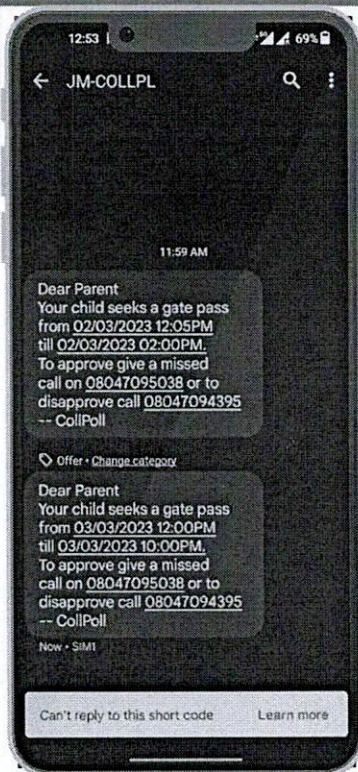
Request ID	Status	Requester Name	Requester Email	Requester Phone	Requester Address	Request Date
GatePass-123456	Ongoing	GatePass-123456	GatePass-123456	GatePass-123456	GatePass-123456	GatePass-123456

In case the parent doesn't answer the IVR call, click on on going request to call again or send an SMS.

The screenshot shows the 'GatePass' interface with two buttons: 'Call Again' and 'Resend SMS'. Below the buttons, the phone number 91-7000390531 is displayed, along with the date and time '2nd Mar 2023, 12:51 PM [Waiting for response]'.


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Ongoing Request



The parent will receive an SMS with 2 different numbers he/she can call on to approve/reject the request from the child.

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BENEFITS OF USING AUTOMATED CHC IVR!



Quick & hassle-free request management process for parents



Parents will get real-time updates of their child's activities



Better parental control with on call request approval/rejection integration



Instant SMS update in case of unanswered call for request approval/rejection

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