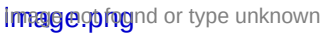
Breakdown of key features on Helpdesk main page

Here's a breakdown of the key features within the DOME Hepldesk landing page:

- **My Open Tickets**: View a list of all tickets submitted by the Customer, with their status, priority, and last update.
- **My Closed Tickets**: View a list of all tickets (opened by the customer) that are currently in the closed status
- **Filter and Search**: Easily find specific tickets by using filters based on various parameters such as ticket ID, subject, status, etc.
- **Knowledge Base**: Users can find self-help articles directly accessing documentation repository (i.e., Bookstack).
- **Ticket Submission**: Submit new tickets with clear fields for describing your issue, selecting categories, and attaching relevant files.
- **Profile Settings**: Users can usually manage their account settings, update contact information, and change preferences.



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