

PRODUCT BRIEF

Petit DESK

Smart Helpdesk & Ticketing System

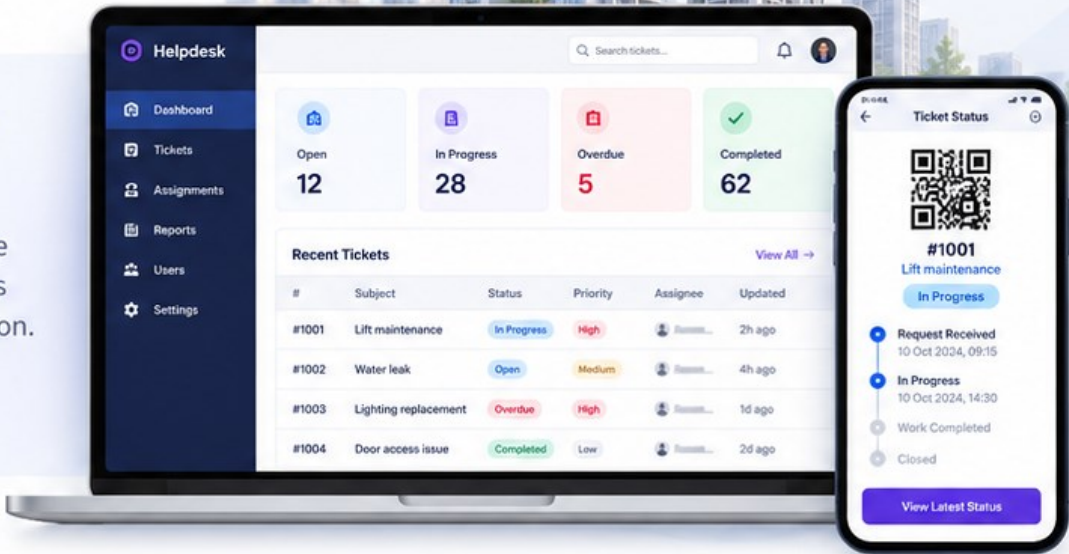


Better Buildings
Happier People

From service request to verified closure — one connected workflow.

A responsive, full-lifecycle platform for property management and technical service teams to create, assign, track, document, close and report repair / complaint tickets with role-based control, evidence attachments, QR status sharing and API integration.

- Efficient
- Accountable
- Transparent
- Integrated



WHY IT MATTERS

Faster coordination

Centralize tickets, assignments, deadlines and progress in a single operational view.

Clear accountability

Maintain a time-based history of updates, responsible users, photos, PDF documents and closure records.

Better service visibility

Share read-only ticket status by QR Code and provide owners with self-service progress lookup.

CORE CAPABILITIES AT A GLANCE

3 Permission levels View / update / delete	6 Dashboard KPIs Operational status cards	30 Day trends Created & completed	10 Photos / upload Maximum per batch
QR Status sharing Read-only access	PDF Evidence & reports Upload / preview / output	API System integration Ticket & progress data	RWD Responsive UI Desktop / tablet / mobile

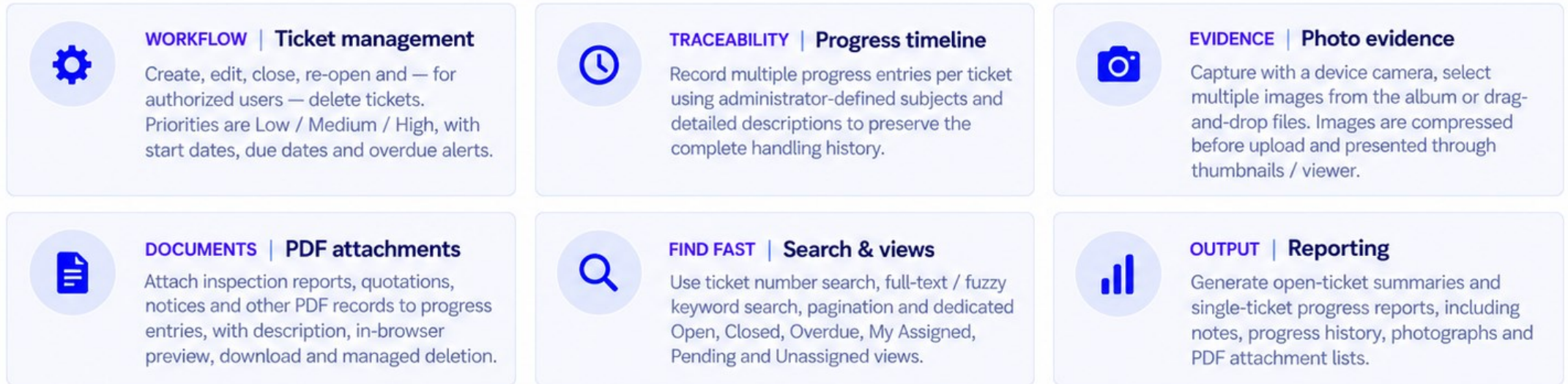
A complete ticket lifecycle in one platform

Designed to support day-to-day service operations from intake and assignment to evidence capture, closure and re-opening.

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Core operating functions



Operational dashboard

Six live status cards and 30-day ticket trends help management identify workload, overdue items and completion activity.



Mobile-ready field operation
 Responsive design supports desktop, tablet and mobile browsers, allowing field staff to view tickets, capture photos and update progress on site.

Different users, one controlled information flow

The platform separates operational users, public status access, owner self-service and administrator control.



USER & SERVICE CHANNELS



AUTHENTICATED | Staff system

Authenticated daily-work environment for dashboard, ticket management, progress updates, attachments, emergency-service records and reports.



READ-ONLY | QR public status

Each ticket can be shared through a unique secure token and QR Code for read-only viewing of status, progress, photos and PDFs.



SELF-SERVICE | Owner self-service

Owners can validate with ticket number + block + room to check their own ticket progress and photos without an account.



ADMIN | Administrator console

Independent admin login for user / permission management, dropdown groups, ticket assignment, progress subjects and menu visibility.



OPERATIONS | Emergency service log

Record Police, Fire, Ambulance or Customs visits with case number, date, entry / exit time, location, notes and signature details.



INTEGRATION | REST API integration

External systems such as IoT devices or management platforms can create tickets and add progress records through defined interfaces.

THREE-LEVEL PERMISSION MODEL



LEVEL 1 | View / query

Search and view tickets, progress, photos, PDFs, QR status, reports and emergency-service records. No data modification.



LEVEL 2 | Operate / update

Level 1 plus ticket creation and editing, progress and attachment management, close / re-open and emergency-record updates.



LEVEL 3 | Delete-authorized

Level 2 plus rule-controlled deletion of eligible tickets / progress / emergency records and unassigned-ticket handling.

SERVICE TRANSPARENCY WITHOUT GIVING UP CONTROL



SHARE | QR Code status sharing

Read-only ticket status can be shared with owners, contractors or on-site users when the corresponding token is presented.



VERIFY | Owner lookup portal

Ticket number + block + room must match before information is shown. No account is required and the view remains read-only.



Important control: Ticket deletion is irreversible, removes linked progress and attachments, and is permitted only for Open tickets by a Level 3 user.