
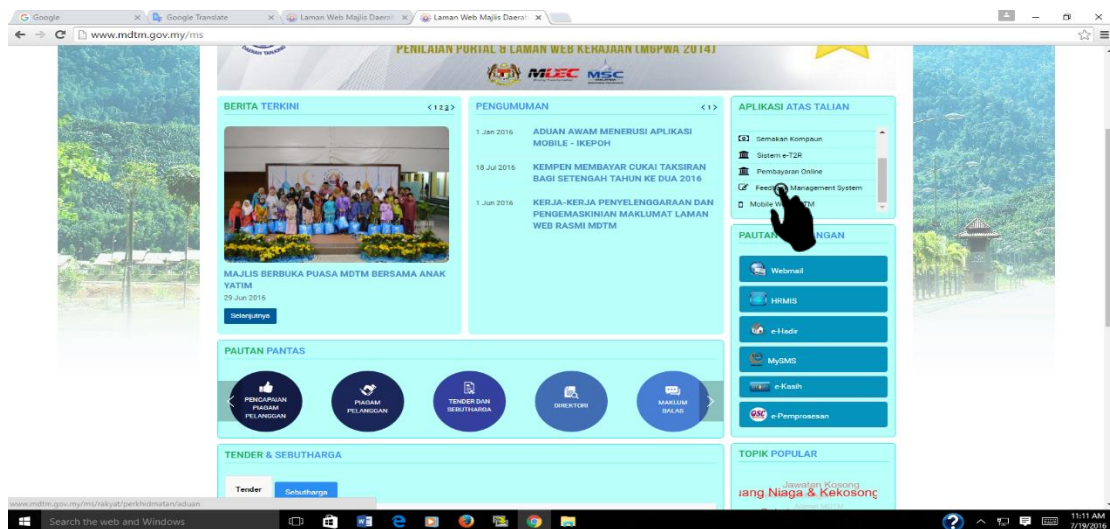
**MANUAL PENGGUNA MAKLUMBALAS/KOMEN (Feedback Management System) MAJLIS DAERAH TANJONG MALIM (MDTM)**
FEEDBACK /COMMENT (Feedback Management System) USER MANUAL TANJONG MALIM DISTRICT COUNCIL (MDTM)

LANGKAH-LANGKAH MEMBUAT MAKLUMBALAS / KOMEN MELALUI FEEDBACK MANAGEMENT SYSTEM.

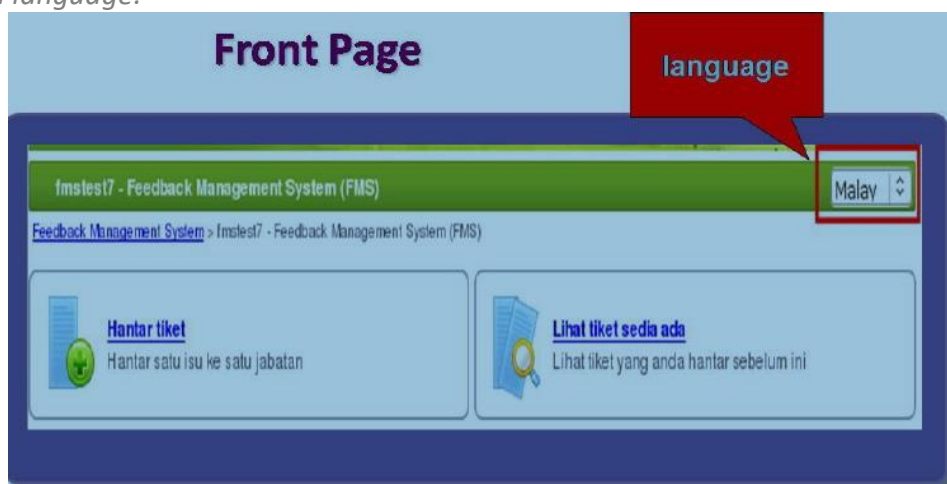
HOW TO MAKE FEEDBACK / COMMENT BY FEEDBACK MANAGEMENT SYSTEM.

FEEDBACK MANAGEMENT SYSTEM FEEDBACK MANAGEMENT SYSTEM

1. Klik **FEEDBACK MANAGEMENT SYSTEM** untuk ke halaman Feedback Management System, MDTM. Rujuk gambar dibawah.
*Click **FEEDBACK MANAGEMENT SYSTEM** for MDTM Feedback Management System page. Refer to the picture below.*



2. Pilih bahasa.
Select a language.





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- 3. Lengkapkan segala maklumat yang perlu diisi. Pastikan ruangan No. Kad Pengenalan dimasukkan.
Complete all the necessary information required. Make sure the column Identity Card Number is inserted.

Sila guna borang di bawah. Ruangan yang dipertandakan dengan *

Nama: *

E-mel: *

IC/Pasport # *

Kategori: *

Prioriti: *

Subjek: *

Mesej: *




- 4. Klik Subjek untuk melihat keterangan tiket aduan.
Click subject to see a ticket of complaints.

Click to view ticket details

Feedback Management System > Insttest7 - Feedback Management System (FMS) >

No.	ID laluan	Kemaskini terakhir	IC/Pasport #	Nama	Subjek	Status	Pembalas terakhir	Prioriti
1	URSGAJUA31	2010-05-17 15:23:48	9999999999	Mohd Iskandar	testing	Baru	Pelanggan	
2	7ESYN8JNT3	2010-05-17 15:23:48	9999999999	Mohd Iskandar	testing_2	Baru	Pelanggan	



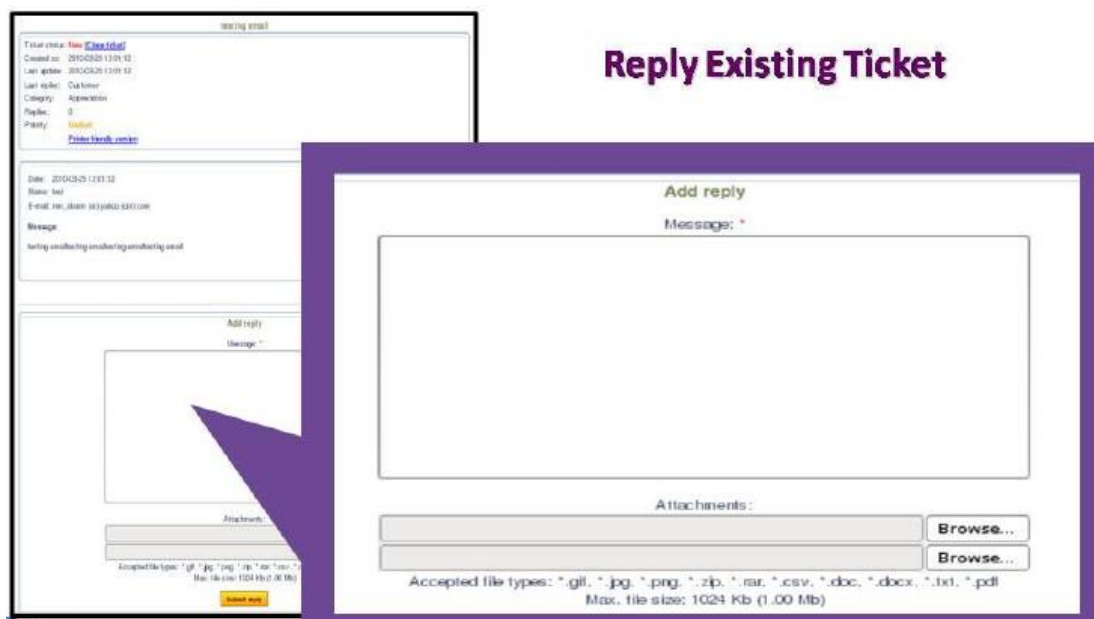
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- 5. Pengguna boleh menukar status tiket aduan sekiranya aduan sudah selesai atau tidak:-

The user can change the status of the ticket complaint if the complaint is completed or not: -



- 6. Pengguna juga boleh membalas tiket aduan.
Users can also reply to the complaint ticket.

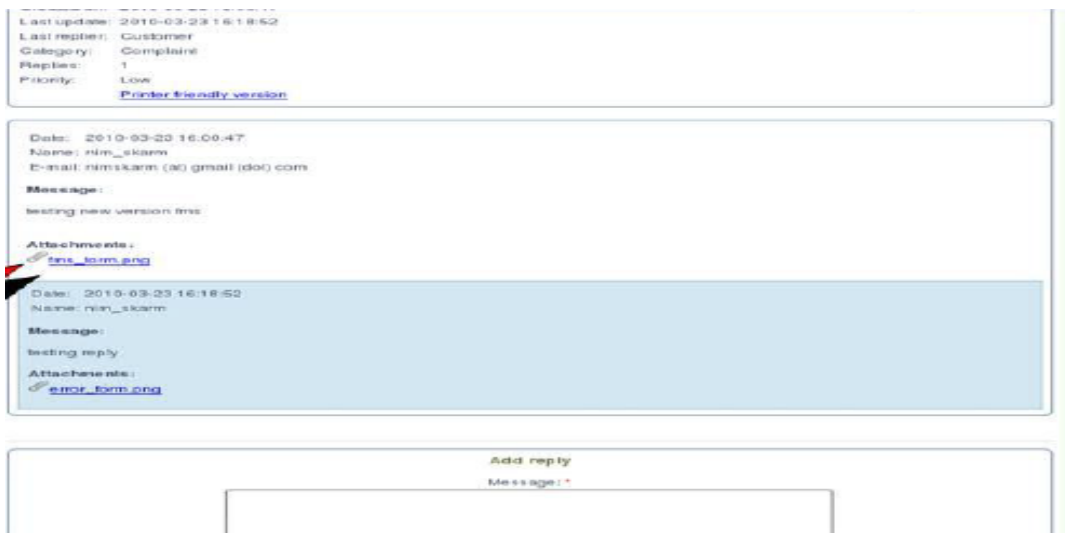




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7. Contoh jawapan maklumbalas daripada pengguna atau staf MDTM.

Sample answer feedback from users or MDTM's staff.



The screenshot shows an email interface with the following details:

- Header:** Last update: 2010-03-23 16:18:52, Last reply: Customer, Category: Complaint, Replies: 1, Priority: Low, [Printer-friendly version](#)
- Message 1:** Date: 2010-03-23 16:00:47, Name: nim_skaam, E-mail: nimskaam (a) gmail (dot) com. Message: testing new version fms. Attachment: [fms_form.png](#)
- Message 2:** Date: 2010-03-23 16:18:52, Name: nim_skaam. Message: testing reply. Attachment: [fms_form.png](#)

At the bottom, there is a section for "Add reply" with a "Message:" input field.

8. Jika terlupa nombor tiket aduan, anda boleh masukkan alamat emel anda dan sistem akan menghantar nombor tiket.

If forgot complaint ticket number, you can enter your email address and the system will send the ticket number.



The screenshot shows a web form with the following fields and buttons:

- IC/Passport #:
- Ticket tracking ID:
- [View ticket](#) (yellow button)
- [Forgot tracking ID?](#) (blue link, highlighted with a red box)
- Please enter your e-mail address and your ticket IDs will be sent to you:
-
- [Send me my tracking ID](#) (yellow button)

9. Selesai.

Done.