



References / Evidence Screenshots

The following screenshots are attached as supporting evidence for the case study.

Reference	Evidence Area
Reference 1	IT asset register with unique IDs and department mapping
Reference 2	Ticket templates for audit reminders
Reference 3	Scheduled statutory payment tracker templates
Reference 4	Committee meeting templates and usage
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Reference 24	IT ticket fields – custom field configuration
Reference 25	Maintenance & Infra – live ticket queue
Reference 26	HR Interviews – canned action reply to candidate



Reference 1 - IT asset register with unique IDs and department mapping

IT Assets - All Assets +										
Search Assets										
Import Assets Export Assets 1 - 50										
NAME	DISPLAY ID	ASSET CATEGORY	UNIQUE ID	QTY	DEPARTMENT (ASSIGN TO)	EMPLOYEE NAME (ASSIGN TO)	RECEIVE DATE(IN HOSPITAL)	REMARK	CONTACTS	CONTACT GROUPS
DELL i5 6th ...	117	PC		1	5th floor bsby		May 18, 2023		0	0
DELL i5 6th ...	118	PC	CBCH8D2	1	SONOLOGY ...		May 18, 2023		0	0
DELL i5 6th ...	119	PC	C6X2HH2	1	SONOLOGY ...		May 18, 2023		0	0
DELL i5 6th ...	120	PC	B67RSD2	1	pathlab		May 18, 2023		0	0
DELL i5 6th ...	121	PC	8HH7M82	1	DENTAL		May 18, 2023		0	0
DELL i5 6th ...	122	PC	15XM8D2	1	RGHS PHAR...		May 18, 2023		0	0
DELL i5 6th ...	123	PC	6BSCXJ2	1	RGHS PHAR...		May 18, 2023		0	0
DELL i5 6th ...	124	PC					May 18, 2023		0	0
DELL i5 6th ...	125	PC					May 18, 2023		0	0
DELL i5 6th ...	126	PC					May 18, 2023		0	0
Easy Capture...	38	Convertor	-	1	MOT (IRSAD)		Feb 16, 2023		0	0
ENTER 150 ...	127	WiFi Adapter					Jun 16, 2023		0	0
ENTER 150 ...	128	WiFi Adapter					Jun 16, 2023		0	0
ENTER 150 ...	129	WiFi Adapter					Jun 16, 2023		0	0

Source: HappyFox / operational workflow screenshots from Medipulse Hospital.



Reference 2 - Ticket templates for audit reminders

Overview

Smart Rules 9

SLA 11

Canned Actions 4

Work Schedules 1

Ticket Templates 82

Scheduled Tickets 73

Task Templates 5

Auto Assignment 0

INTEGRATIONS

HappyFox Workflows

Zapier

Integromat

Ticket Templates +

reminders

Filter Keen Audit Areas 1 - 10

NAME	AVAILABLE TO			
Reminder: Bank Statement Reconciliation	All Agents			
Reminder: Check GSTR-1 for JHPL and Medicis	All Agents			
Reminder: Check GSTR 3B for JHPL and Medicis	All Agents			
Reminder: Check Entry of Interest on Fixed Deposits	All Agents			
Reminder: Check Debit Balance List of Creditors	All Agents	1	3 days ago	
Reminder: CSR Spending Review	All Agents	0	3 days ago	
Reminder: Clearance of Suspense Accounts	All Agents	1	3 days ago	
Reminder: Reconciliation Check	All Agents	1	3 days ago	
Reminder: Submission of Stock Statement	All Agents	0	3 days ago	
Reminder: Reconciliation of Form 26AS	All Agents	0	3 days ago	

Custom

Search

- ☒ Keen Audit Areas
- ☐ TPA and Credit Cell
- ☐ Settlement Queries
- ☐ Radiology
- ☐ Pharmacy queries

Source: HappyFox / operational workflow screenshots from Medipulse Hospital.



Reference 3 - Scheduled statutory payment tracker templates

Automate

Search Tickets and Contacts

+ New Ticket

Filter

Statutory payment tracker

1 - 35

Ticket Templates +

reminders

Custom

Search

☒ Statutory payment tra...

☐ Keen Audit Areas

☐ TPA and Credit Cell

☐ Settlement Queries

☐ Radiology

NAME	AVAILABLE TO			
Reminder – PF Challan Due Date in HR Expenses	All Agents			
Reminder: Due Date for OD Down Payment and Interest EMI	All Agents			
Reminder: EMI Due Date for Medipulse Hospital Term Loan	All Agents			
Reminder: EMI Due Date for CT – Sigma Diagnostics	All Agents			
Reminder: TDS Payment Due for Sigma Diagnostic	All Agents	0	24 days ago	
Reminder: TDS Payment Due for Medicis Pharma	All Agents	0	24 days ago	
Reminder: Electricity Bill Due Date – Medipulse Hospital	All Agents	1	24 days ago	
Reminder: Credit Card Bill Due Date – Medipulse Hospital	All Agents	1	24 days ago	
Reminder: Credit Card Bill Due Date – Medicis Pharma	All Agents	1	24 days ago	
Reminder: Due Date for Employee Salary – HR Expenses	All Agents	0	24 days ago	
Reminder: Due Date for Doctors MG – HR Expenses	All Agents	1	24 days ago	
Reminder: Due Date for Doctors Share – HR Expenses	All Agents	1	24 days ago	
Reminder: GST Payment Due for Medipulse Hospital	All Agents	1	24 days ago	
Reminder: GST Payment Due for Medicis Pharma	All Agents	1	24 days ago	

Source: HappyFox / operational workflow screenshots from Medipulse Hospital.



Reference 4 - Committee meeting templates and usage

Overview		Ticket Templates +				Comm	Filter	My Categories	1 - 11	
Smart Rules	9	NAME ↑	AVAILABLE TO	TIMES USED	LAST UPDATED					
SLA	11	Condemnation Committee Meeting	All Agents	4	2 months ago	⋮				
Canned Actions	4	CPR COMMITTEE (CODE BLUE) MEETING	All Agents	23	4 months ago	⋮				
Work Schedules	1	Credential and Privilege Committee Meeting	All Agents	0	5 months ago	⋮				
Ticket Templates	82	Hospital Committees	All Agents	10	5 months ago	⋮				
Scheduled Tickets	73	HOSPITAL SAFETY COMMITTEE MEETING	All Agents	11	3 months ago	⋮				
Task Templates	5	INFECTION PREVENTION AND CONTROL COMMITTEE MEETING	All Agents	11	22 days ago	⋮				
Auto Assignment	0	Internal Complaint Committee Meeting	All Agents	0	5 months ago	⋮				
INTEGRATIONS		Mortality and Morbidity Committee Meeting	All Agents	0	5 months ago	⋮				
HappyFox Workflows		Pharmaceutical, Drug and Therapeutic Committee Meeting	All Agents	4	a month ago	⋮				
Zapier		Quality Improvement (CORE) Committee Meeting	All Agents	2	6 days ago	⋮				
Integromat		Reminder: Check Commercial Package Policy - Property Insurance	All Agents	0	3 days ago	⋮				

Source: HappyFox / operational workflow screenshots from Medipulse Hospital.



Reference 5 - PPM templates for infrastructure, biomedical and IT assets

Automate + New Ticket

Overview
Smart Rules 9
SLA 11
Canned Actions 4
Work Schedules 1
Ticket Templates 82
Scheduled Tickets 73
Task Templates 5
Auto Assignment 0

INTEGRATIONS
HappyFox Workflows
Zapier
Integromat

Ticket Templates +

Filter My Categories 1 - 23

NAME ↑	AVAILABLE TO	TIMES USED	LAST UPDATED	
AIR CONDITION SYSTEM PPM	All Agents	6	a month ago	⋮
Annual Biomedical Equipment PPM	All Agents	1	a month ago	⋮
Bi-Annual Biomedical Equipment PPM	All Agents	1	a month ago	⋮
Biomatric PPM	All Agents	0	a month ago	⋮
CCTV / NVR PPM	All Agents	1	a month ago	⋮
Computers PPM	All Agents	0	a month ago	⋮
DG & PANNELS PPM	All Agents	3	a month ago	⋮
ELEVATORS PPM	All Agents	6	a month ago	⋮
Fire Extinguish Cylender Check PPM	All Agents	0	a month ago	⋮
Firewall PPM	All Agents	0	a month ago	⋮
OVER HEAD WATER TANK PPM	All Agents	0	a month ago	⋮
PACS Server Equipment PPM	All Agents	1	a month ago	⋮
PBX PPM	All Agents	0	a month ago	⋮
Photocopy machine PPM	All Agents	0	a month ago	⋮

Source: HappyFox / operational workflow screenshots from Medipulse Hospital.



Reference 6 - General TPA Query ticket category

HMIS View Tickets - Medipulse Helpdesk

medipulsehelpdesk.happyfox.com/staff/tickets?category_id=73

Tickets

vipul meacorp 132

Search Tickets and Contacts

+ New Ticket

Status - New to Closed New Filter 1 - 50

General TPA Query

#GTQ00251626	Kindly attach all reports (1) a day ago	NEW	assignee	raised by Shrabani Manik	priority Medium	category General TPA Query	due date
#GTQ00251612	PROVIDE HLA B27 REPORT (1) a day ago	NEW	assignee	raised by Shrabani Manik	priority Medium	category General TPA Query	due date
#GTQ00251373	PROVIDE GST PURCHASE INVOICE FOR INJ ALBUMINS (1) 3 days ago	NEW	assignee	raised by Shrabani Manik	priority Medium	category General TPA Query	due date
#GTQ00250783	Kindly attach RFT report. (2) 6 days ago	NEW	assignee	raised by Hitesh Sharma	priority Medium	category General TPA Query	due date
#GTQ00250700	Kindly attach RFT report. (2) 7 days ago	NEW	assignee	raised by Hitesh Sharma	priority Medium	category General TPA Query	due date
#GTQ00250698	Kindly attach RFT report. (2) 7 days ago	NEW	assignee	raised by Hitesh Sharma	priority Medium	category General TPA Query	due date
#GTQ00250694	Kindly attach RFT report. (2) 7 days ago	NEW	assignee	raised by Hitesh Sharma	priority Medium	category General TPA Query	due date

Activate Windows
Go to Settings to activate Windows.

42°C Sunny 18:51 02-06-2026

Source: HappyFox / operational workflow screenshots from Medipulse Hospital.



Reference 7 - Consultant Notes Queries category

medipulsehelpdesk.happyfox.com/staff/tickets?category_id=72

Tickets

Assigned to me

- Raksha TPA Cases. 5k
- ICICI 294
- Vipul Medcorp 132

STATUSES

- New
- Open
- On Hold
- Rejected
- Closed

CATEGORIES

- Accounts
- Bill settlement
- Bill update
- Biomedical Dept.
- Biomedical Equipment ...
- Complaints and Grieve...
- Consultant Notes Quer...**
- Crash Cart
- Default Category
- Dialysis Queries
- Employee movement d...
- Employee offboarding/...
- Employee Onboarding
- Ethics Committee
- Exit Feedback
- Feedback
- Front Desk and Appoint...
- General TPA Query
- Grievance Redressal C...
- HIS

Consultant Notes Queries

Status - New to Closed | New Filter | 1 - 50

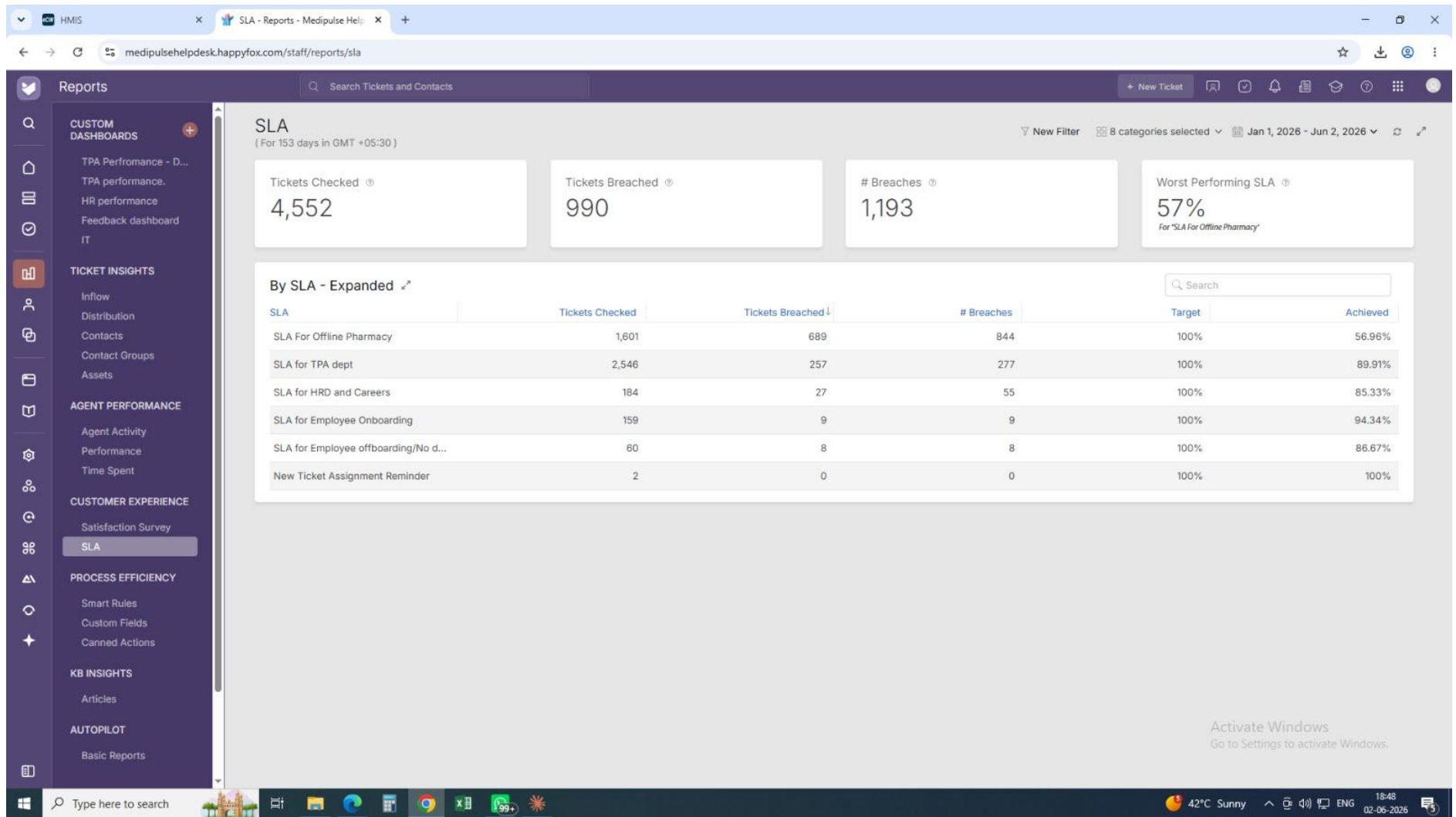
#CNQ00251875	KINDLY JUSTIFIED 715 (Other Major Surgery) (1) 6 hours ago	
NEW	On admission, pkg code 662, total laparoscopic hysterectomy surgery was planned, but on discharge, the do	
	assignee Himatha Ram	raised by Surendra Parmar
	priority Medium	category Consultant Notes Queries
	due date ~	
#CNQ00251870	provide complete planning of chemotherapy cycles and how many have already been completed (1) 6 hours ago	
NEW	We have attached the complete admission, and discharge documents.	
	assignee Himatha Ram	raised by Surendra Parmar
	priority Medium	category Consultant Notes Queries
	due date ~	
#CNQ00251817	RGHS PHARMACY CLAIM QUERY (1) 8 hours ago	
NEW	Dignosis is not readable kindly provide readable dignosis	
	assignee Dr. Samandar Singh	raised by Riyanka Dolai
	priority Medium	category Consultant Notes Queries
	due date ~	
#CNQ00251763	Kindly provide the patient's chief complaints along with their duration on the prescription. (1) a day ago	
NEW	Kindly provide the patient's chief complaints along with their duration on the prescription.	
	assignee Dr. Samandar Singh	raised by Riyanka Dolai
	priority Medium	category Consultant Notes Queries
	due date ~	
#CNQ00251761	RGHS PHARMACY CLAIM QUERY (1) a day ago	
NEW	kindly provide readable diagnosis on prescription with verified by treating doctor.	
	assignee Dr. Samandar Singh	raised by Riyanka Dolai
	priority Medium	category Consultant Notes Queries
	due date ~	
#CNQ00251718	Kindly provide a prescription/advice for Breath Test (Urea Breath Test/H. pylori Breath Test)/RUT Gastr... (1) a day ago	
NEW	Kindly provide a prescription/advice for **Breath Test (Urea Breath Test/H. pylori Breath Test)/RUT Gastr	
	assignee Dr. Samandar Singh	raised by VIKASH LEGA
	priority Medium	category Consultant Notes Queries
	due date ~	
#CNQ00251715	kindly provide a detailed clinical justification for the use of the prescribed chemotherapy drug (1) a day ago	
NEW	kindly provide a detailed clinical justification for the use of the prescribed chemotherapy drug.	
	assignee Dr. Samandar Singh	raised by VIKASH LEGA
	priority High	category Consultant Notes Queries
	due date ~	

Activate Windows
Go to Settings to activate Windows.

Source: HappyFox / operational workflow screenshots from Medipulse Hospital.



Reference 8 - SLA dashboard showing tickets checked and breaches



Source: HappyFox / operational workflow screenshots from Medipulse Hospital.



Reference 9 - HR Interviews ticket category

View Tickets - Medipulse Helpdesk

medipulsehelpdesk.happyfox.com/staff/tickets?category_id=84

Tickets

Search Tickets and Contacts

+ New Ticket

HR Interviews

Status - New to Closed New Filter 1 - 50

#HI00251884 **NEW** Job application for Accounts Manager (1) 5 hours ago
Hi Sir/Ma'am, I hope this email finds you well. I am writing to apply for a position in the Accounts Dep

#HI00251798 **NEW** Form Submission - HR Interviews (1) 16 hours ago
Name: Satish Kumar **Email:** satishmalviya200@gmail.com **Phone:** 8278619847 **Department:** Nur

#HI00251749 **NEW** Form Submission - HR Interviews (1) a day ago
Name: Teejo Teejo **Email:** teju915@gmail.com **Phone:** 7665807632 **Department:** Nursing and

#HI00251616 **NEW** Form Submission - HR Interviews (1) a day ago
Name: Kamal Kumawat **Email:** kamal.kumawat.sikar.rajasthan@gmail.com **Phone:** 8739983691 **Dep

#HI00251544 **NEW** Form Submission - HR Interviews (1) 2 days ago
Name: Pradeep Kumar **Email:** pradeepchoudhary100@gmail.com **Phone:** 9414454480 **Department:**

#HI00251530 **NEW** Resume for Accounts Executive (1) 2 days ago
Dear HR Team, Please find my resume attached for your kind consideration for the Accounts Executive posi

#HI00251499 **NEW** Form Submission - HR Interviews (1) 2 days ago
Name: Ramesh Kumar **Email:** rklongesha850200@gmail.com **Phone:** 8502003384 **Department:** Nur

Activate Windows
Go to Settings to activate Windows.

Type here to search

42°C Sunny 18:48 02-06-2026

Source: HappyFox / operational workflow screenshots from Medipulse Hospital.



Reference 10 - Employee Onboarding category

View Tickets - Medipulse Helpdesk

medipulsehelpdesk.happyfox.com/staff/tickets?category_id=54

Tickets

Search Tickets and Contacts

+ New Ticket

Status - New to Closed New Filter 1 - 50

Employee Onboarding

#EO100251661	Bhira ram (1) a day ago NEW Regarding on boding	assignee	raised by Bhira ram	priority Medium	category Employee Onboarding	due date
#EO100251660	Mahendra Sharma (1) a day ago NEW Regarding on boarding	assignee	raised by Mahendra Sharma	priority Medium	category Employee Onboarding	due date
#EO100251624	Istiyak Ahmed (1) a day ago NEW Regarding onboarding	assignee	raised by Istiyaksk777	priority Medium	category Employee Onboarding	due date
#EO100251351	Ajit, 20208, cafeteria service (1) 3 days ago OPEN Regarding onboarding	assignee	raised by Ajit	priority Medium	category Employee Onboarding	due date
#EO100250968	upendra Gehlot, 12671, ward boy (1) 5 days ago OPEN Regarding onboarding	assignee	raised by Upendra Gehlot	priority Medium	category Employee Onboarding	due date
#EO100250787	Kishan Lal Emp id 11252 pharmacist (1) 6 days ago OPEN Regarding onboarding	assignee Uma Manna	raised by Kishan Lal	priority Medium	category Employee Onboarding	due date
#EO100250786	VAIBHAV YADAV, EMPLOYEE ID:121970, DESIGNATION: EXECUTIVE, CUSTOMER DELIGHT (1) 6 days ago OPEN Regarding On-Boarding at Medipulse Hospital, Jodhpur.	assignee Uma Manna	raised by VAIBHAV YADAV	priority Medium	category Employee Onboarding	due date

Activate Windows
Go to Settings to activate Windows.

Type here to search

42°C Sunny 18:47 02-06-2025

Source: HappyFox / operational workflow screenshots from Medipulse Hospital.



Reference 11 - Employee Offboarding / No Dues category

HMIS View Tickets - Medipulse Helpdesk

medipulsehelpdesk.happyfox.com/staff/tickets?category_id=57

Tickets Search Tickets and Contacts

Employee offboarding/No dues

Status - New to Closed New Filter 1 - 50

#EMP00251439	Vikram singh Solanki 131399 (1) 3 days ago	For note dues Request to I also need an experience letter covering the period from my date of joining up	CLOSED	assignee Saikat Mana	raised by Vikram singh	priority Medium	category Employee offboarding/No d...	due date ~	
#EMP00251379	No dues (1) 3 days ago	Provide no dues forms	CLOSED	assignee Saikat Mana	raised by manish lakshkar	priority Medium	category Employee offboarding/No d...	due date ~	
#EMP00250665	Nandkishor emp. Id 131016 (2) 7 days ago	For No deus	CLOSED	assignee Saikat Mana	raised by Nandkishor	priority Medium	category Employee offboarding/No d...	due date ~	
#EMP00250440	Dinesh Prajapat 131498 (2) 8 days ago	Regarding of boarding	CLOSED	assignee Saikat Mana	raised by DINESH PRAJAPAT	priority Medium	category Employee offboarding/No d...	due date ~	
#EMP00249326	Pukhraj 121795 (1) 14 days ago	For no dues	CLOSED	assignee Saikat Mana	raised by Pukhraj tak	priority Medium	category Employee offboarding/No d...	due date ~	
#EMP00249087	Deepak Kumar I'd 131174 (1) 15 days ago	For no dues	CLOSED	assignee Saikat Mana	raised by DEEPAK KUMAR	priority Medium	category Employee offboarding/No d...	due date ~	
#EMP00248896	No dues (1) 17 days ago	No dues	CLOSED	assignee Saikat Mana	raised by Meenakshi gupta	priority Medium	category Employee offboarding/No d...	due date ~	

Activate Windows
Go to Settings to activate Windows.

Type here to search 42°C Sunny 18:47 02-06-2026

Source: HappyFox / operational workflow screenshots from Medipulse Hospital.



Reference 12 - Maintenance and Infra category

medipulsehelpdesk.happyfox.com/staff/tickets?category_id=9

Tickets

Search Tickets and Contacts

+ New Ticket

Maintenance and Infra

Status - New to Closed New Filter 1 - 50

#INF00251898	1st floor waiting Ariya TV band hai (1) 3 hours ago	OPEN	1st floor waiting area me TV band hai	assignee	raised by POOJA SHARMA	priority Medium	category Maintenance and Infra	due date
#INF00251879	light blinking (1) 5 hours ago	OPEN	bed no. 548,569,577 light blinking, please solve issue.	assignee	raised by Mohammad sharif	priority Medium	category Maintenance and Infra	due date
#INF00251878	Swich bord kharab hai (1) 5 hours ago	OPEN	3 floor General ward me bed no 347.ke pass wala switch board kharab hai	assignee	raised by POOJA SHARMA	priority Medium	category Maintenance and Infra	due date
#INF00251823	TUBELIGHT IS NOT WORKING (1) 8 hours ago	OPEN	TUBELIGHT IS NOT WORKING	assignee	raised by RENU	priority Medium	category Maintenance and Infra	due date
#INF00251813	SWITCH BOARD IS NOT WORK (1) 8 hours ago	OPEN	SWITCH BOARD IS NOT WORK	assignee	raised by RENU	priority Medium	category Maintenance and Infra	due date
#INF00251809	for light repairing (1) 9 hours ago	OPEN	for light repairing	assignee	raised by Bhawani suthar	priority Medium	category Maintenance and Infra	due date
#INF00251733	AC not working (2) 9 hours ago	OPEN	AC not working	assignee	raised by Chandan Gupta	priority Medium	category Maintenance and Infra	due date

Activate Windows
Go to Settings to activate Windows.

Type here to search

42°C Sunny 18:46 02-06-2026

Source: HappyFox / operational workflow screenshots from Medipulse Hospital.



Reference 13 - IT support ticket category

View Tickets - Medipulse Helpdesk

medipulsehelpdesk.happyfox.com/staff/tickets?category_id=7

Tickets

Search Tickets and Contacts

+ New Ticket

IT

Status - New to Closed New Filter 1 - 50

assignee	raised by	priority	category	due
Vaibhav Tak	RAM NIWAS CHO...	Medium	IT	Jun 2, 2026
#IT00251890 Required auditorium room (2) 4 hours ago Video shoot ke liye auditorium room required hai doctor & staff CLOSED				
Vaibhav Tak	SHAVEJ ALAM	Medium	IT	Jun 2, 2026
#IT00251820 computer not working (2) 4 hours ago computer not working in pathology lab please check CLOSED				
Prem Singh Sisodi...	lab@medipulse.in	Medium	IT	Jun 2, 2026
#IT00251818 Online Placement Drive for MHA students (2) 7 hours ago Need laptop and internet in UB Board room. CLOSED				
Prem Singh Sisodi...	Dr. Sonali Tiwari PT	Medium	IT	Jun 2, 2026
#IT00251811 Printer is not working (2) 8 hours ago Printer is not working showing error CLOSED				
Vaibhav Tak	neha solanki	Medium	IT	Jun 2, 2026
#IT00251772 UPS required (2) 8 hours ago UPS required for PC CLOSED				
Vaibhav Tak	Dr Daniel	Medium	IT	Jun 2, 2026
#IT00251807 Cctv camera check (2) 8 hours ago CCTV camera check CLOSED				
Prem Singh Sisodi...	Ramesh	Medium	IT	Jun 2, 2026
#IT00251673 Computer not working (2) a day ago Computer not working CLOSED				

Activate Windows
Go to Settings to activate Windows.

Type here to search

42°C Sunny 18:46 02-06-2026

Source: HappyFox / operational workflow screenshots from Medipulse Hospital.



Reference 14 - Patient requirement and complaints category

HMIS View Tickets - Medipulse Helpdesk

medipulsehelpdesk.happyfox.com/staff/tickets?category_id=82

Tickets

Search Tickets and Contacts

+ New Ticket

Status - New to Closed New Filter 1 - 13

Patient requirement and complaints

#PRAC00246562	Call bell (1) a month ago Call bell not working	NEW	assignee	raised by Devesh Mahavar	priority Medium	category Patient requirement and co...	due date
#PRAC00246568	Ac , light (1) a month ago Patient is complaining tha the AC and light not working and not cooling Ac .	REJECTED	assignee Ravinder Singh Ra...	raised by Sonali Parihar	priority Medium	category Patient requirement and co...	due date
#PRAC00250180	AC problem (1) 10 days ago AC is working but not cooling at 16 degree temperature	CLOSED	assignee Ravinder Singh Ra...	raised by Devesh Mahavar	priority Medium	category Patient requirement and co...	due date
#PRAC00246739	Fan issue (1) a month ago fan is making noise	CLOSED	assignee Ravinder Singh Ra...	raised by Devesh Mahavar	priority Medium	category Patient requirement and co...	due date
#PRAC00246567	Water leakage (1) a month ago Water leakage from Jet spray and flush tank	CLOSED	assignee Ravinder Singh Ra...	raised by Devesh Mahavar	priority Medium	category Patient requirement and co...	due date
#PRAC00246419	Discharge Medicine (1) a month ago The patients discharge medication is delayed and the schedule time is 12:14 and the receiving time is 2:2	CLOSED	assignee Pradeep Bohra	raised by Sonali Parihar	priority Medium	category Patient requirement and co...	due date
#PRAC00246395	Room and washroom cleaning not good (1) a month ago Patient is complaining tha room is not cleaned properly	CLOSED	assignee Roshni Sharma	raised by Sonali Parihar	priority Medium	category Patient requirement and co...	due date

Activate Windows
Go to Settings to activate Windows.

Type here to search

42°C Sunny 18:45 02-06-2025

Source: HappyFox / operational workflow screenshots from Medipulse Hospital.



Reference 15 - Patient feedback form tickets

View Tickets - Medipulse Helpdesk

medipulsehelpdesk.happyfox.com/staff/tickets?category_id=13

Tickets

Search Tickets and Contacts

+ New Ticket

Status - New to Closed New Filter 1 - 50

Feedback

#CAE00251930	Form Submission - OPD Feedback form (1) an hour ago	NEW	**Name / नाम:** Nainaram **Contact No. / मोबाइल नंबर:** 8824100845 **Email / ई-मेल:** nram30851@gmail.c	assignee ~	raised by Nram30851	priority Medium	category Feedback	due date ~
#CAE00251876	Form Submission - OPD Feedback form (1) 5 hours ago	NEW	**Name / नाम:** Prem jeet, MHR344317 **Contact No. / मोबाइल नंबर:** 9587018736 **Email / ई-मेल:** premj	assignee ~	raised by Premjeetsingh2003	priority Medium	category Feedback	due date ~
#CAE00251872	Form Submission - Medipulse IPD Feedback Form (1) 6 hours ago	NEW	**Patient Name / मरीज का नाम:** Mrs. Saroj inda **Contact No. / मोबाइल नंबर:** 9414180565 **Type of Roo	assignee ~	raised by No-reply	priority Medium	category Feedback	due date ~
#CAE00251871	Form Submission - Medipulse IPD Feedback Form (1) 6 hours ago	NEW	**Patient Name / मरीज का नाम:** Mrs. Dadi devi **Contact No. / मोबाइल नंबर:** 6376093264 **Type of Room	assignee ~	raised by No-reply	priority Medium	category Feedback	due date ~
#CAE00251866	Form Submission - Medipulse IPD Feedback Form (1) 6 hours ago	NEW	**Patient Name / मरीज का नाम:** Mrs. Madhu deora **Contact No. / मोबाइल नंबर:** 9784350523 **Type of Ro	assignee ~	raised by No-reply	priority Medium	category Feedback	due date ~
#CAE00251865	Form Submission - Medipulse IPD Feedback Form (1) 6 hours ago	NEW	**Patient Name / मरीज का नाम:** Mr. Archit tripathi **Contact No. / मोबाइल नंबर:** 7506101995 **Type of	assignee ~	raised by No-reply	priority Medium	category Feedback	due date ~
#CAE00251859	Form Submission - Medipulse IPD Feedback Form (1) 6 hours ago	NEW	**Patient Name / मरीज का नाम:** Mrs. Ganga devi **Contact No. / मोबाइल नंबर:** 9784227730 **Type of Roo	assignee ~	raised by No-reply	priority Medium	category Feedback	due date ~

Activate Windows
Go to Settings to activate Windows.

Type here to search

42°C Sunny 18:45 02-06-2026

Source: HappyFox / operational workflow screenshots from Medipulse Hospital.



Reference 16 – Task Templates – Bill Update

Shows the Task Template Details panel for "Bill Update" in HappyFox Automate. Multi-step tasks are assigned to individual agents covering bill update, discharge date verification, and bill amount updates — demonstrating structured workflow delegation across the billing department.

The screenshot displays the HappyFox Automate interface. The left sidebar shows the 'Automate' menu with options like Overview, Smart Rules, SLA, Canned Actions, Work Schedules, Ticket Templates, Scheduled Tickets, Task Templates (highlighted), and Auto Assignment. The main area shows a list of Task Templates with columns for NAME and AVAILABLE TO. The 'Task Template Details' panel is open for the 'Bill Update' template, showing its Name, Description, and a list of tasks assigned to specific agents with due dates.

NAME	AVAILABLE TO
Bill Update	All Agents
Employee Joining (Doctors and Non Doctors)	All Agents
Employee off boarding.	All Agents

Task	Assigned To	Due Date
Bill update in billing depart...	MOHIT SINGH	Due Date Not Set
Discharge date and bill dat...	Salman Khan	Due Date Not Set
Verification of updated bill i...	Rameshwar Lal	Due Date Not Set
Updated bill amount updat...	Rajesh Arya	Due Date Not Set

Source: HappyFox / operational workflow screenshots from Medipulse Hospital.



Reference 17 – Custom Ticket Fields – General Field Configuration

Full Ticket Fields configuration screen under Manage → Custom Fields. Fields include Aadhar Card, Address, Age, Agenda of Meeting, Air Condition System, Annual/Bi-Annual Biomedical PPM, Bill Amount (Final/Previous), and Bill Number — showing the depth of custom data capture across departments.

medipulsehelpdesk.happyfox.com/staff/manage/custom-fields/ticket

Manage

Search Tickets and Contacts

+ New Ticket

GENERAL SETTINGS

- Account Settings
- Languages
- Security
- Audit Logs
- Billing

ACCESS

- Agents
- Roles & Permissions

TICKET MANAGEMENT

- Statuses
- Priorities
- Categories
- Custom Fields**
- New Ticket Layout
- Tags
- Satisfaction Surveys

CUSTOMIZATION

- Multi-brand
- Custom Domain
- Notifications
- SMS

Ticket Fields Contact Contact Group

Ticket Fields +

Search Ticket Fields

Filter My Categories Customize Fields Display

TICKET FIELD NAME ↑	TYPE	PARENT FIELD	INTERNAL FIELD	REQUIRED	REQUIRED ON TICKET COMPLETION	CATEGORY ASSOCIATION
AIR CONDITION SYSTEM	Dropdown	PPM For	No	Yes	Yes	1
Aadhar Card	Text		No	Yes	No	1
Address	Text		No	Yes	Yes	2
Age	Number		No	Yes	Yes	2
Agenda of Meeting	Text		Yes	Yes	Yes	1
Air Condition System	Multiple option	PPM For	Yes	Yes	Yes	1
Annual Biomedical PPM	Multiple option	Biomedical Equipments fo...	Yes	Yes	Yes	1
Bi-Annual Biomedical PPM	Multiple option	Biomedical Equipments fo...	No	Yes	Yes	1
Bill Amount (Final)	Number		No	No	Yes	1
Bill Amount (Previous)	Number		No	Yes	Yes	1
Bill Number	Text	Patient Category	No	Yes	Yes	1

OneDrive - Personal
Re-enter your credentials to continue syncing

Source: HappyFox / operational workflow screenshots from Medipulse Hospital.



Reference 18 – Employee Offboarding Ticket – No Dues Completed Tasks

Live view of offboarding ticket #EMP00253193 (status: Closed). The right panel shows 12 tasks all checked complete — Accounts, ID Card, IT (Mobile/Desktop), WhatsApp group, Google sheet rights, HIS Deactivation, Medlern Deactivation, Locker unassign, HR database, Cafeteria, and Exit Feedback — each assigned to a named agent.

The screenshot displays the HappyFox helpdesk interface for a ticket titled "For no dues (2) 23 minutes ago" with status "CLOSED". The ticket details include the assignee Saikat Mana, raised by Yogesh Dadchich, priority Medium, and category Employee offboarding/No d... The right panel lists 12 tasks, all marked as complete with checkmarks and assigned to various agents.

Task	Assigned To
Accounts	Rajesh Arya
ID Card	
IT (Mobile / Desktop)	Salman Khan
WhatsApp group	Salman Khan
Google sheet rights	Salman Khan
HIS Deactivation	Salman Khan
Medlern Deactivation	
Locker unassign	
Discontinuation of name in ...	
HR database - Non Doctor's	
Cafeteria	Dinesh Kawad
Exit Feedback	Varsha Khatri

Source: HappyFox / operational workflow screenshots from Medipulse Hospital.



Reference 19 – Task Template – Employee Onboarding (Doctors & Non-Doctors)

Edit view of the "Employee Joining (Doctors and Non Doctors)" task template. Onboarding tasks include Account Creation with HDFC, Profile on Website, Visiting Cards, Name plate and updation, Uniform/Apron, ID Card/Trainee Card, Insurance/PCPNDT, and Police Verification — all pre-assigned to responsible agents.

The screenshot displays the HappyFox Automate interface. The left sidebar shows navigation options: Overview, Smart Rules (9), SLA (11), Canned Actions (4), Work Schedules (1), Ticket Templates (93), Scheduled Tickets (86), Task Templates (5), and Auto Assignment (0). Under 'INTEGRATIONS', there are links for HappyFox Workflows, Zapier, and Integromat. The main area shows a list of Task Templates with columns for NAME and AVAILABLE TO. The 'Employee Joining (Doctors and Non Doctors)' template is selected, and its details are shown in a modal window.

Task Templates

NAME	AVAILABLE TO
Bill Update	All Agents
Employee Joining (Doctors and Non Doctors)	All Agents
Employee off boarding.	All Agents

Edit Task Template

Template Details

Template Name *
Employee Joining (Doctors and Non Doctors)

Description
Employee onboarding process.

tasks

Task	Assigned To	Due Date
Account Creation with HDFC	Varsha Khatri	Due Date Not Set
Profile on Website	Honey Mathur	Due Date Not Set
Visiting Cards	Varsha Khatri	Due Date Not Set
Name plate and updation o...	Varsha Khatri	Due Date Not Set
Uniform/Apron	Bhupendra Singh	Due Date Not Set
ID Card/Trainee Card	Unassigned	Due Date Not Set
Insurance/PCPNDT	Rameshwar Lal	Due Date Not Set
Police Verification		

Update Task Template Cancel Reset

Source: HappyFox / operational workflow screenshots from Medipulse Hospital.



Reference 20 – Biomedical Department Report – SLA Performance Analytics

Category-level analytics report for Biomedical (June 4–11, 2026). Shows 6 total tickets, SLA performance for "SLA for Critical Items" — 6 tickets checked, 3 breached, 100% target, 50% achieved — and response stats with 16h 50m average first response time.

BIOMEDICAL

June 4, 2026 - June 11, 2026 +05:30

Number of tickets

6	1	5	3	3
All	Assigned	Unassigned	Pending	Completed

Status	#	(%)	Priority	#	(%)
New	1	(16)	Medium	6	(100)
Open	2	(33)			
Closed	3	(50)			

Assignee	#	(%)	Assignee	#	(%)
Gaurav	1	(16)			

SLA performance

SLA	Tickets Checked	Tickets Breached	Target	Achieved
SLA for Critical items	6	3	100%	50.0%

Response stats view

16h 50m	1 responses
Average First Response Time	Average no. of replies

16h 50m	1 responses
Average Response Time	Average # response to completed state

Source: HappyFox / operational workflow screenshots from Medipulse Hospital.



Reference 21 – Patient Requirement & Complaints – Custom Ticket Fields

Ticket Fields filtered to the "Patient requirement and complaints" category. Shows a hierarchical dropdown structure: Complaint/Requirement → Clinical/Diagnostics/Dietetics/Facility sub-categories → specific complaint types. All fields marked Required and Required on Ticket Completion.

medipulsehelpdesk.happyfox.com/staff/manage/custom-fields/ticket

Manage

Search Tickets and Contacts

+ New Ticket

Ticket Fields Contact Contact Group

Ticket Fields + Search Ticket Fields Filter Patient requirement and com... Customize Fields Display

TICKET FIELD NAME ↑	TYPE	PARENT FIELD	INTERNAL FIELD	REQUIRED	REQUIRED ON TICKET COMPLETION	CATEGORY ASSOCIATION
Clinical Complaints	Dropdown	Clinical Requirement or Co...	No	Yes	Yes	<u>1</u>
Clinical Requirement or Co...	Dropdown	Complaint / Requirement ...	No	Yes	Yes	<u>1</u>
Clinical Requirements	Dropdown	Clinical Requirement or Co...	No	Yes	Yes	<u>1</u>
Complaint / Requirement ...	Dropdown		No	Yes	Yes	<u>1</u>
Diagnostics Complaints	Dropdown	Diagnostics Requirement ...	No	No	No	<u>1</u>
Diagnostics Requirement ...	Dropdown	Complaint / Requirement ...	No	Yes	Yes	<u>1</u>
Diagnostics Requirements	Dropdown	Diagnostics Requirement ...	No	Yes	Yes	<u>1</u>
Dietetics Complaints	Dropdown	Dietetics Requirement or ...	No	Yes	Yes	<u>1</u>
Dietetics Requirement or ...	Dropdown	Complaint / Requirement ...	No	Yes	Yes	<u>1</u>
Dietetics Requirements	Dropdown	Dietetics Requirement or ...	No	Yes	Yes	<u>1</u>
Facility Complaints	Dropdown	Facility Requirement or Co...	No	Yes	Yes	<u>1</u>

Source: HappyFox / operational workflow screenshots from Medipulse Hospital.



Reference 22 – Patient Feedback Ticket – Bilingual Form with Satisfaction Ratings

Live patient feedback ticket (#252855) from patient JV Rajpurohit. The bilingual (English/Hindi) form captures: doctor, department, sponsor, and ratings across registration, consultant, lab, staff behaviour, and hygiene — all rated "Excellent". Free-text comments praise staff member Santosh Sharma.

Tickets Search Tickets and Contacts + New Ticket

Ask Copilot < Back

Jvrajpurohit1987 3 days ago Permalink

Sent via form submission from [Medipulse: Best Private Hospital in Jodhpur](#)

Name / नाम: Jv Rajpurohit

Contact No. / मोबाइल नंबर: 09440132355

Email / ई-मेल: jvrajpurohit1987@gmail.com

Consulted for / डॉक्टर का नाम: Abhishek Tanter

Department / विभाग: Opd ub 6

Sponsor / प्रायोजक: RGHS

How would you rate your experience at the registration & billing counters / आप रजिस्ट्रेशन एवं बिलिंग काउंटर पर अपने अनुभव का मूल्यांकन कैसे करेंगे:: Excellent / उत्कृष्ट

How would you rate your experience with the consultant / आप डॉक्टर के साथ अपने अनुभव का मूल्यांकन कैसे करेंगे:: Excellent / उत्कृष्ट

How would you rate your experience at our laboratory and radiology / आप हमारी प्रयोगशाला और रेडियोलॉजी में अपने अनुभव का मूल्यांकन कैसे करेंगे:: Excellent / उत्कृष्ट

How would you rate the behaviour of our staff / आप हमारे स्टाफ के व्यवहार का मूल्यांकन कैसे करेंगे:: Excellent / उत्कृष्ट

How would you rate hospital hygiene / आप अस्पताल की स्वच्छता का मूल्यांकन कैसे करेंगे:: Excellent / उत्कृष्ट

Complains & Suggestions / शिकायत एवं सुझाव: Santosh sharma medam ne hame bahut accha gaide kiya ,unki helping ki ham bahut like karte h

[Manage Submissions](#)

Does this submission look like spam? [Report it here.](#)

Other Recipients: none more

[Reply](#) [Private Note](#)

Contact Information

Jvrajpurohit1987

jvrajpurohit1987@gmail.com

No Phone Number

No Contact Custom fields found

Contact Fields Information Recent Tickets

No Contact Custom fields found

Ticket Information Edit All

Patient Name*
JV RAJPUROHIT

Name of Sponsor*
RGHS - Medipulse

Overall satisfaction*
Good

Tasks Use Template Add Task

Source: HappyFox / operational workflow screenshots from Medipulse Hospital.



Reference 23 – Patient Feedback – Canned Action for Satisfied Patient Reply

Canned Action panel for "Reply for satisfied patient". On selection, the ticket status is automatically set to Closed, priority to Low, assignee to Roshni Sharma, and Notify Contact to Yes — enabling one-click standardised patient communication.

The screenshot displays the 'Tickets' management interface. At the top, there is a search bar labeled 'Search Tickets and Contacts'. Below this, the 'Ask Copilot' section is visible, along with a 'Back' button. The main focus is the 'Canned Action' panel, which is titled 'Canned Action (Double click to apply the canned action)'. This panel contains a search bar for 'Search more Canned Actions' and a list of two actions: 'Reply for bad feedback.' and 'Reply for satisfied patient.' (which is highlighted with a checkmark). Below the list, it states 'Showing top 10 used canned actions.' At the bottom of the panel are 'Use This' and 'Cancel' buttons. To the right of the panel, a table displays the following details: STATUS: Closed, PRIORITY: Low, ASSIGNEE: Roshni Sharma, TIME SPENT: ~, TAGS: ~, and NOTIFY CONTACT: Yes. Below the table, a text area shows a draft reply: 'Dear Jvrajpurohit1987 ji, We are glad that you were satisfied with the services provided by our team. We look forward to enhancing this experience whenever you visit Medipulse next time. Best'. At the bottom of the interface, there is a toolbar with various editing tools: 'Canned Action', 'Insert KB', 'Correct', 'Rephrase', 'Expand', 'Make it formal', and icons for link, image, quote, bold, italic, text color, and voice recording.

STATUS	PRIORITY	ASSIGNEE
Closed	Low	Roshni Sharma

TIME SPENT	TAGS	NOTIFY CONTACT
~	~	Yes

Dear Jvrajpurohit1987 ji,

We are glad that you were satisfied with the services provided by our team. We look forward to enhancing this experience whenever you visit Medipulse next time.

Best

Source: HappyFox / operational workflow screenshots from Medipulse Hospital.



Reference 24 – IT Ticket Fields – Custom Field Configuration

Custom ticket fields filtered to the IT category. Includes: Broad Category, Employee Code, Employee Name, Expense Amount, Floor, IT complaints, Location, Name of Equipment, Requirement or Complaint, and Time taken to solve — ensuring IT issues are fully documented from raise to resolution.

medipulsehelpdesk.happyfox.com/staff/manage/custom-fields/ticket

Manage

Search Tickets and Contacts

+ New Ticket

GENERAL SETTINGS

- Account Settings
- Languages
- Security
- Audit Logs
- Billing

ACCESS

- Agents
- Roles & Permissions

TICKET MANAGEMENT

- Statuses
- Priorities
- Categories
- Custom Fields**
- New Ticket Layout
- Tags
- Satisfaction Surveys

CUSTOMIZATION

- Multi-brand
- Custom Domain
- Notifications

Ticket Fields

Search Ticket Fields

Filter IT Customize Fields Display

TICKET FIELD NAME ↑	TYPE	PARENT FIELD	INTERNAL FIELD	REQUIRED	REQUIRED ON TICKET COMPLETION	CATEGORY ASSOCIATION
Broad Category - Type of ...	Dropdown		Yes	Yes	Yes	3
Employee Code	Number		No	Yes	Yes	13
Employee Name	Text		No	Yes	Yes	9
Expense Amount	Number		Yes	Yes	Yes	3
Floor	Dropdown		No	Yes	Yes	4
IT complaints	Dropdown		No	No	Yes	1
Location	Dropdown		No	No	Yes	10
Name of Equipment	Text		Yes	Yes	Yes	3
Requirement or Complaint	Dropdown		No	Yes	Yes	3
Time taken to solve	Dropdown		Yes	Yes	Yes	10

Source: HappyFox / operational workflow screenshots from Medipulse Hospital.



Reference 25 – Maintenance & Infra – Live Ticket Queue

Live Maintenance and Infra ticket queue showing real infrastructure issues: urinal water leakage (male washroom), blackage issue (1st floor male washroom), and washbasin-related issue (ground and UB floor) — replacing verbal reporting with a fully tracked, accountable maintenance workflow.

The screenshot displays a ticket management system interface. On the left, a sidebar contains navigation options: 'Tickets' (selected), 'AI QUEUES' (with a gear icon), 'QUEUES' (with a plus icon), and 'STATUSES'. Under 'AI QUEUES', there are 'Autopilot Updates' (566) and 'Autopilot Review' (1k). Under 'QUEUES', there are 'Pending Tickets' (45k), 'All Tickets' (117k), 'Unresponded' (45k), 'Assigned to me' (26), 'Raksha TPA Cases' (5k), 'ICICI' (294), and 'Vipul Medcorp' (132). The main area is titled 'Maintenance and Infra' and shows a list of tickets. The top ticket is '#INF00253133' titled 'Urinal water leakage issue (1)' raised 3 hours ago, marked as 'NEW', with a description 'Urinal water leakage issue male washroom Please check and repair'. The second ticket is '#INF00253101' titled 'BLACKAGE ISSUE (1)' raised a day ago, marked as 'OPEN', with a description 'BLACKAGE ISSUE IN 1ST FLOOR MALE WASHROOM'. The third ticket is '#INF00252741' titled 'WASHBASIN RELATED ISSUE (1)' raised 3 days ago, marked as 'CLOSED', with a description 'IN GROUND AND UB FLOOR'. Each ticket card shows an assignee, a raised by person (Deependra Singh for the first, roshni 12948 for the others), priority (Medium), category (Maintenance and Infra), and due date (~). The interface also includes a search bar at the top, a '+ New Ticket' button, and various utility icons on the right.

Ticket ID	Title	Status	Raised By	Priority	Category	Due Date
#INF00253133	Urinal water leakage issue (1)	NEW	Deependra Singh	Medium	Maintenance and Infra	~
#INF00253101	BLACKAGE ISSUE (1)	OPEN	roshni 12948	Medium	Maintenance and Infra	~
#INF00252741	WASHBASIN RELATED ISSUE (1)	CLOSED	roshni 12948	Medium	Maintenance and Infra	~

Source: HappyFox / operational workflow screenshots from Medipulse Hospital.



Reference 26 – HR Interviews – Canned Action Reply to Candidate

Canned Action for "HR reply to candidate" in the HR Interviews category. Pre-configured to set status Open, assignee Uma Manna, and Notify Contact Yes. The template acknowledges the candidate's application to Medipulse Hospital — enabling consistent, professional candidate communication with a single click.

The screenshot displays the HappyFox interface for a ticket with ID 253351. A 'Canned Action' modal is open, showing the 'HR reply to candidate' action. The modal includes a search bar, a list of actions, and a preview of the selected action. The preview shows the following details:

STATUS	PRIORITY	ASSIGNEE
Open	Medium	Uma Manna

TIME SPENT	TAGS	NOTIFY CONTACT
1 mins		Yes

The preview also shows the template message:

Dear ZISHAN ALI,

Thank you for submitting your application to Medipulse Hospital. We are currently reviewing your profile and will contact you if your application is shortlisted for further consideration.

Showing top 10 used canned actions.

Buttons: Use This, Cancel

The ticket details on the right show the following information:

Contact Information

ZISHAN ALI
jishanalizishanali@gmail.com
No Phone Number
No Contact Custom fields found

Contact Fields Information

No Contact Custom fields found

Ticket Information

Name*: ZISHAN ALI
Address*: -
Email ID*: English (India)
Gender: English (India)

Buttons: Edit All

Source: HappyFox / operati