



Facilities & services complaint management, one QR scan away

Anyone on site scans the code on the wall, reports the problem in under a minute, and your team resolves it against an SLA — no app, no login, no phone call.

PRODUCT DATASHEET

VERSION 2.1

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opsec.co.in

13

Service categories, from electrical to housekeeping

79

Ready-made issue types under them

25

Locations included with every software licence

5

Languages on the reporting portal

01 How it works

Under 60 seconds from scan to registered ticket

STEP 01

Scan

A QR poster on the wall, door or corridor. The code carries the location, so nobody has to describe where they are.

STEP 02

Report

Pick a category and the exact problem, add a photo, done. Known outages and matching help articles are shown first.

STEP 03

Route

Rules send it to the right team by category and location; scoring picks the engineer on shift, nearest, least loaded.

STEP 04

Resolve

SLA counts working hours only, escalates at L2 and L3 when it slips, and the reporter rates the outcome at closure.

02 What people can report

Every customer picks which categories apply — or builds their own

 Electrical 6

 Plumbing & Water Supply 6

 Appliances 6

 AC & Fans 6

 Carpentry 6

 Civil & Masonry 6

 Housekeeping 5

 Fire & Safety 5

 Lift & Elevator 7

 Pest Control 5

 Security & Telecom 4

 Garden & Outdoors 6

 IT / Network 11

Each category ships with its own problem list — Lift → Stuck / Door not opening / Intercom failure, Plumbing → Leak / No supply / Clogged drain — so the reporter chooses rather than types. Admins can add their own categories, sub-categories, issues and icons at any time.

03 Modules

All included — nothing here is a paid add-on

MODULE	WHAT IT DOES
QR reporting portal	Branded per customer, five languages, photo attachments, no login required. Shows known outages and help articles before the reporter files.
Ticket desk	Queue with search across every column, bulk actions, saved filters, internal notes, CSV / PDF / Excel export.
Routing & assignment	Rules by category, sub-category, issue and location; engineer scoring on skill, shift, proximity and current load, with the reasoning shown.
SLA & escalation	Targets per priority, counted on your working week and holidays; automatic L2 / L3 escalation paths per category; pause while awaiting the reporter.
Major incidents	Declare once, link every related ticket, notify every reporter on resolution. Any engineer can declare; only a manager can close.
Planned maintenance	Announce a window on the portal, and keep tickets raised inside it out of the SLA breach figures.

Problem management	Detects recurring signatures, groups the tickets behind them, and publishes the fix as an article.
Knowledge base	Public articles shown to reporters at the point of complaint — often closing the issue before a ticket exists.
Team & profiles	Employee-code identity, photo, skills, categories, shift hours and working days; roles for admin, manager and engineer.
Staff chat	Threads with search, profile photos, presence, emoji and attachments — documents, spreadsheets, slides, images and video.
Feedback & CSAT	Every closed ticket invites a rating; low ratings open a follow-up someone must close with a note.
Analytics & reports	Volumes, SLA attainment, engineer performance, dead-zone heat map, access-point register; scheduled PDF and Excel delivery.
Notifications	Email on every state change, per-customer SMTP, and a searchable log of exactly what went out.
Audit log	Every administrative action, who did it and when.
Reporter self-service	Track a complaint and see past requests by verified mobile or email code — still without an account.

04 Licensing

Priced per institution and per location, per year

A licence is measured in **locations** — the places complaints are raised about: a campus, a building, a floor, a tower, a block, a lab, a room. Each carries as many QR posters as you like at no extra cost.

Locations 1-25 • included with the software licence

26 + • chargeable

no additional charge

per location, per year

Passing 25 never blocks anything. The 26th location is created and works immediately; it is simply flagged as chargeable on your own licence page the moment you add it, not months later on an invoice. Deactivate a location and the count drops the same day.

What is charged

COMPONENT	BASIS	CLOUD	ON-PREMISE
Software licence	Per institution, per year	✓	✓

Additional locations	Per location beyond 25, per year	✓	✓
Cloud hosting	Per institution, per year	✓	—
Server hardware	One-off	—	✓
Support & updates	Per institution, per year	—	✓

OPTION A

Cloud-hosted

- We run the servers, backups and updates
- Software licence + locations + annual hosting
- Live the day the agreement is signed

OPTION B

On-premise

- Runs inside your network — nothing leaves the campus
- Server hardware once, then software + locations + support annually
- For institutions whose IT policy requires it

Tracked automatically, not on a spreadsheet

- Every location added or removed is recorded with the site name, the running totals, how many were chargeable, who did it and when.
- Your own licence page shows the allowance, what you are using, the cost line by line and the change history — the same figures we bill from.
- Allowances are set per customer: a large estate can be licensed at 60 locations rather than carrying an overage line.
- Licence terms run for a fixed period or lifetime; expiry suspends sign-in and never touches your data.

Rates are quoted per agreement. Pricing for the software licence, additional locations, hosting, hardware and support is issued by Optimus Secure on the current price list — write to info@opsec.co.in for a quotation.

05 Specifications

Deployment	Cloud-hosted by Optimus Secure, or on-premise on your own server
Architecture	Multi-tenant — each institution gets its own branded portal, dashboard, team and data
Server platform	Node.js / Express, Linux
Database	SQLite (WAL) or PostgreSQL

Reporter device	Any phone camera and browser — no app installation
Staff device	Any modern browser, desktop or mobile; light and dark themes
Languages	English, हिन्दी, தமிழ், తెలుగు, বাংলা
Email	Per-customer SMTP, with delivery log
Time zone	Per customer; business-hours SLA respects local working week and holidays
Exports	CSV, PDF and Excel, on demand or scheduled
Transport	HTTPS required in production

06 Security & privacy

- **Complaint contents stay with the customer.** Operator accounts see counts, rates and trends — never a reporter's name, number, room, description or comments. The restriction is enforced in the code and asserted by the test suite on every build.
- **Strict tenant isolation.** Every query is scoped to one institution; no customer can reach another's data.
- **Role-based access** — admin, manager, engineer — with an engineer seeing only their own assigned work.
- **Sessions expire after 15 minutes of inactivity** across every portal.
- **Full audit trail** of administrative actions, and a forced password change on first sign-in.
- **Public endpoints are rate-limited** and every complaint submission is treated as untrusted input.

07 Who it is built for

Any estate with places, people who report and a team that fixes

Education campuses

Universities, colleges, schools, hostels

Residential communities

Societies, gated projects, co-living, PG

Hospitality

Hotels, resorts, serviced apartments

Healthcare

Hospitals, nursing homes, diagnostic chains

Commercial workplaces

IT parks, corporate offices, coworking

Retail & F&B

Malls, chains, showrooms, restaurants

