Breakdown of key features on Helpdesk main page

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

- **My Tickets**: View a list of all your submitted tickets, with their status, priority, and last update.
- **My Organization Tickets**: View a list of all tickets by users belonging to same Organization, with related info.
- **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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