# ISSUE TICKET GENERATING SYSTEM

## Have made the following Issue Ticket Generating System.

## It uses npm mail gun as a module to send email. It works as follows--->

## User comes fill credentials and Details of issue.

## With that he/she announces for which person is this issue generated for and for which dept.

## After that he logs the issue on the basis of it's priority level --> Critical(within 2 hrs) High(within 5 hrs) or Low(within 24 hrs).

## He is looged into ticket Info page to show his/her as well as other ticket details. Also if the ticket is not

## Resolved within the described time a mail is sent to the handler.

## Just to alarm the handler user can even send the immediate mails.

## Also the Handler can come and reject or resolve the ticket.