**User feedback**

It is obvious that the UX is this in the early stages of development, however it looks promising.

I liked the form for adding new tickets and the navbar. The grid with he tickets is a good idea and I like id, but I would be better the change the button from assign to claim because you claim the ticket for yourself, you do not assign it to someone else.

Moreover, I think it is going to be a good idea to add colour to the tickets. For example, you can make the ticket a different color depending on the priority or difficulty.