



amaceit

Ticket System An **Internal** and **External** Solution



Casper Kristiansson

Fredrik Lundström

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01

Why?

What is the system purpose



The **Three** Reasons

Fit Your Specific Need

By creating a custom solution it is possible to create a system which fits your specific need

A Solution Which Prioritize Communication

Prioritizing communication in the system. Be able to send messages with everyone in specific tickets/projects

Improve Project Structure

Instead of keeping track of specific issues or projects via email or chats, have a collected location of all communication and information

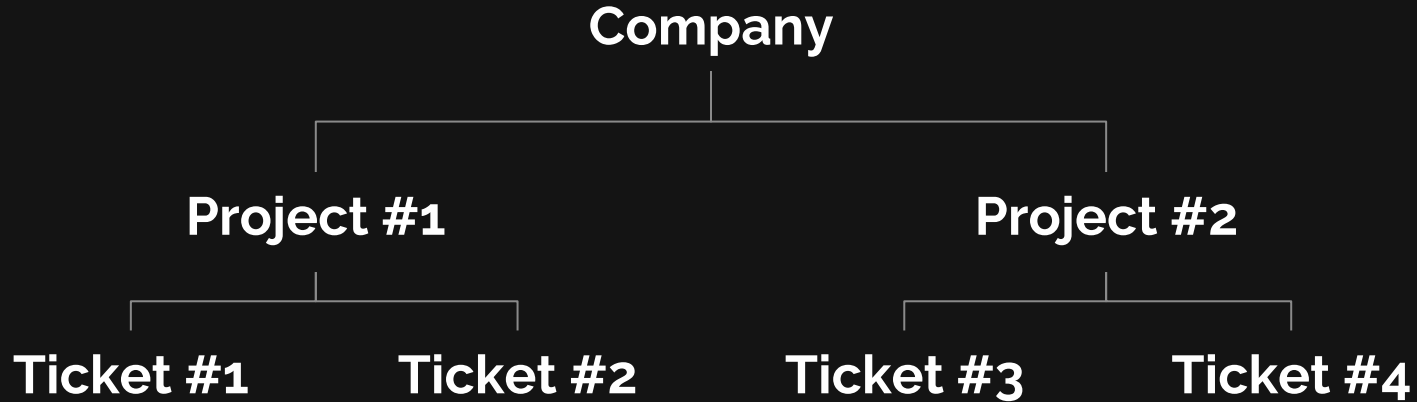
A decorative grid pattern of white lines forming a 4x4 grid of squares, with some squares further subdivided into smaller rectangles.

02

Overview



Ticket System Hierarchy





Tickets View

amaceit Ticket System






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My tickets

[New Ticket](#)

	Subject	Last Updated	Status	Priority	Ticket nr	Assigned
	Issue regarding project #3	2023-02-04	Resolved	High	#13024	Casper Kristiansson
	Broken Light	2022-12-04	Closed	Low	#12010	Casper Kristiansson

All tickets

	Subject	Last Updated	Status	Priority	Ticket nr	Assigned
	Issue regarding project #1	2022-02-04	OnGoing	Medium	#91021	Casper Kristiansson
	Missing Document	2022-12-04	Resolved	High	#11130	Casper Kristiansson
	Update Software	2022-12-04	Closed	Low	#10010	Casper Kristiansson
	Broken Printer	2022-12-04	Draft	Medium	#12030	Casper Kristiansson
	Missing Chairs	2022-09-04	Resolved	Low	#80102	Casper Kristiansson

Create Ticket

amaceit Ticket System

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Create Ticket



Basic Ticket Information

Ticket Name

Ticket Priority

Select Priority



Ticket Assignee

Select Assignee



Ticket Project

Select Project



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Create Ticket

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Create Ticket



Ticket Details

Ticket Description

Ticket Description...

Ticket Attachment



Drag and Drop, or [browse](#) your files

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Create Ticket

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Create Ticket



Review Ticket

Ticket Information

Ticket Name
Broken Printer

Ticket Priority
Medium

Ticket Assignee
Casper Kristiansson

Ticket Project
Office

Ticket Description
When trying to print the machine gives error code #102. Not able to print anything, see attached.

Ticket Attachments
printer.jpg
manual.pdf

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[Submit >](#)

Individual Ticket


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Ticket

Issue regarding project #1


Discussion

 **Casper Kristiansson** • Yesterday
1 day ago

Lorem ipsum dolor sit amet consectetur adipiscing elit. Maxime mollitia, molestiae quas vel sint commodi repudiandae

 **Casper Kristiansson** • Today
3 hours ago

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 **Casper Kristiansson** • 2 hours ago

Lorem ipsum dolor sit amet consectetur adipiscing elit. Maxime mollitia, molestiae quas vel sint commodi repudiandae

Add your comment

Information

Changes Status ▾

Edit Ticket [↗](#)

Name	Creator	Assignee	Project	Priority	Status
Issue regarding project #1	Casper Kristiansson	Fredrik Lundström	Saab	High	OnGoing




Description

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

- Fix Structure
- Missing Documents

Files

Upload File [↗](#)

File name	File size	Date uploaded	Uploaded by
 Manual.pdf	201 KB	2022-02-10	Casper Kristiansson
 Manual (1).pdf	193 KB	2022-02-10	Casper Kristiansson
 image.pdf	1.6 MB	2022-02-10	Casper Kristiansson



Projects View

amaceit Ticket System

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My projects





New project

Project name	Last Updated	Customer	Project ID
 Project 1	2023-02-04	SAAB	#13024
 Project 2	2022-12-04	Gotlandshem	#12010

All projects (only admin)

Search Project

Search Customer

Project name	Last Updated	Customer	Project ID
 Project 1	2023-02-04	SAAB	#13024
 Project 2	2022-12-04	Gotlandshem	#13121
 Ny Platform	2022-12-04	Fjerverket	#31241
 Förbättra interna verktyg	2022-12-04	Volvo	#31231

Create Project

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Create Project



Project Information

Project Name

Associated Company

Project Description

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Create Project

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Create Project



Review Information

Project Information

Project Name
New Interface

Associated Company
Saab

Project Description
Project for implementing the
new interface for...

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Individual Project


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Project

Implementation of new Interface

Discussion

 **Casper Kristiansson** • Yesterday 1 day ago ***
Lorem ipsum dolor sit amet consectetur adipiscing elit. Maxime mollitia, molestiae quas vel sint commodi repudiandae

 **Casper Kristiansson** • Today 3 hours ago ***
Lorem ipsum dolor sit amet consectetur adipiscing elit. Maxime mollitia, molestiae quas vel sint commodi repudiandae voluptatum laborum numquam blanditis harum quisquam elus sed odit fugiat iusto fuga praesentium

 **Casper Kristiansson** • 2 hours ago ***
Lorem ipsum dolor sit amet consectetur adipiscing elit. Maxime mollitia, molestiae quas vel sint commodi repudiandae

Add your comment

Information

Edit project 

Name	Creator	Contact Person	Associated Company
Implementation of new interface	Casper Kristiansson	Fredrik Lundström	Saab

Description

New Ticket

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

- Fix Structure
- Missing Documents

Name	Last Updated	Status	Priority	Ticket nr	Assigned
Issue regarding project #3	2023-02-04	Resolved	High	#13024	Casper
Broken Light	2023-01-01	Draft	Low	#14112	Casper



**Not Harder
Than That**





03

Demo

Seeing it as frames is one
thing, the real deal is another

<https://zealous-stone-03a19ae03.3.azurestaticapps.net>

