

SPRINT 4

VIEW ALL TICKETS - ADMIN

Customer Care Registry

Admin Dashboard

Profile

Profile Information

Manage Agents/Customers

+ View Customers

+ View agents

+ Delete Customers

+ Delete Agents

Assign Tickets

+ Assign tickets to agents

+ View Tickets raised

LOG OUT

Admin Dashboard

View Customers

View agents

Delete Customers

Delete agents

Assign agents to tickets

View tickets raised

Hello admin12

View All Tickets Raised

View All Tickets

All tickets raised in the application

TICKET ID	CUSTOMER USERNAME	CUSTOMER EMAIL ADDRESS	DESCRIPTION	BILL NUMBER	AGENT USERNAME	AGENT EMAIL ADDRESS	STATUS
1	snehaM	snehamuthukumar3@gmail.com	Product was damaged	123	agent2	None	Agent Alloted
2	snehaM	snehamuthukumar3@gmail.com	Product was damaged	111	agent3	None	Agent Alloted

ASSIGN TICKETS TO AGENTS - ADMIN

Customer Care Registry

Admin Dashboard

Profile

Profile Information

Manage Agents/Customers

+ View Customers

+ View agents

+ Delete Customers

+ Delete Agents

Assign Tickets

+ Assign tickets to agents

+ View Tickets raised

LOG OUT

Admin Dashboard

View Customers

View agents

Delete Customers

Delete agents

Assign agents to tickets

View tickets raised

Hello admin12

View All Tickets Raised

View All Tickets

All tickets rasied in the application

TICKET ID	CUSTOMER USERNAME	CUSTOMER EMAIL ADDRESS	DESCRIPTION	BILL NUMBER	AGENT USERNAME	AGENT EMAIL ADDRESS	STATUS	ASSIGN AGENT
1	snehaM	snehamuthukumar3@gmail.com	Product was damaged	123	None	None	Raised	<a href="#">Assign</a>
2	snehaM	snehamuthukumar3@gmail.com	Product was damaged	111	None	None	Raised	<a href="#">Assign</a>

Customer Care Registry

Admin Dashboard View Customers View agents Delete Customers Delete agents Assign agents to tickets View tickets raised

Hello admin12  
Assign Agent

Click on assign to assign ticket to the agent

USERNAME	EMAIL ADDRESS	TICKETS ALLOTTED	TICKETS RESOLVED	ASSIGN AGENT
agent123	agent123@gmail.com	0	0	<a href="#">Assign</a>
agent2	agent2@gmail.com	0	0	<a href="#">Assign</a>
agent1	agent1@gmail.com	0	0	<a href="#">Assign</a>
agent3	201908029@svee.ac.in	0	0	<a href="#">Assign</a>

localhost:8080/assignTicketsAdmin/2/agent3

Customer Care Registry

Admin Dashboard Profile Profile Information Manage Agents/Customers View Customers View agents Delete Customers Delete Agents Assign Tickets Assign tickets to agents View Tickets raised LOG OUT

Admin Dashboard View Customers View agents Delete Customers Delete agents Assign agents to tickets View tickets raised

Hello admin12  
View All Tickets Raised

View All Tickets  
All tickets raised in the application

TICKET ID	CUSTOMER USERNAME	CUSTOMER EMAIL ADDRESS	DESCRIPTION	BILL NUMBER	AGENT USERNAME	AGENT EMAIL ADDRESS	STATUS	ASSIGN AGENT
1	snehaM	snehamuthukumar3@gmail.com	Product was damaged.	123	None	None	Raised	<a href="#">Assign</a>
2	snehaM	snehamuthukumar3@gmail.com	Product was damaged.	111	agent3	None	Agent Allotted	<a href="#">Assign</a>

28°C Mostly clear

CHANGE TICKET STATUS TO IN PROGRESS - AGENT

Customer Care Registry

AgentDashboard

Profile

Profile Information

Manage tickets

View Tickets/Change Status

LOG OUT

Agent DashboardProfile InfoView Tickets

Hello agent2

View All Tickets Raised

View All Tickets

All tickets raised in the application

TICKET ID	CUSTOMER USERNAME	CUSTOMER EMAIL ADDRESS	DESCRIPTION	BILL NUMBER	STATUS	CHANGE STATUS
1	snehaM	snehamuthukumar3@gmail.com	Product was damaged	123	Agent Alloted	<a href="#">Change</a>

26°C

Partly cloudy

Search

ENG IN

23:09

16-11-2022

Customer Care Registry

AgentDashboard

Profile

Profile Information

Manage tickets

View Tickets/Change Status

LOG OUT

Agent DashboardProfile InfoView Tickets

Hello agent2

View All Tickets Raised

View All Tickets

All tickets raised in the application

STATUS	CHANGE
In Progress	<a href="#">Change</a>
Ticket Resolved	<a href="#">Change</a>

localhost:8080/changeTicketStatus/1/in Progress

26°C

Partly cloudy

Search

ENG IN

23:10

16-11-2022

Customer Care Registry

AgentDashboard

Profile

Profile Information

Manage tickets

View Tickets/Change Status

LOG OUT

Agent Dashboard

Profile Info

View Tickets

Hello agent2

View All Tickets Raised

View All Tickets

All tickets raised in the application

TICKET ID	CUSTOMER USERNAME	CUSTOMER EMAIL ADDRESS	DESCRIPTION	BILL NUMBER	STATUS	CHANGE STATUS
1	snehali	snehali@hukumar3@gmail.com	Product was damaged.	123	In Progress	Change

26°C

Partly cloudy

Search

ENG IN

23:10

16-11-2022

## CHANGE TICKET STATUS TO TICKET RESOLVED - AGENT

Customer Care Registry

AgentDashboard

Profile

Profile Information

Manage tickets

View Tickets/Change Status

LOG OUT

Agent Dashboard

Profile Info

View Tickets

Hello agent2

View All Tickets Raised

View All Tickets

All tickets raised in the application

TICKET ID	CUSTOMER USERNAME	CUSTOMER EMAIL ADDRESS	DESCRIPTION	BILL NUMBER	STATUS	CHANGE STATUS
1	snehali	snehali@hukumar3@gmail.com	Product was damaged.	123	In Progress	Change

26°C

Partly cloudy

Search

ENG IN

23:10

16-11-2022

Customer Care Registry

AgentDashboard

Profile

Profile Information

Manage tickets

View Tickets/Change Status

LOG OUT

Agent Dashboard

Profile Info

View Tickets

Hello agent2

View All Tickets Raised

View All Tickets

All tickets raised in the application

STATUS	CHANGE
In Progress	<a href="#">Change</a>
Ticket Resolved	<a href="#">Change</a>

Customer Care Registry

AgentDashboard

Profile

Profile Information

Manage tickets

View Tickets/Change Status

LOG OUT

Agent Dashboard

Profile Info

View Tickets

Hello agent2

View All Tickets Raised

View All Tickets

All tickets raised in the application

TICKET ID	CUSTOMER USERNAME	CUSTOMER EMAIL ADDRESS	DESCRIPTION	BILL NUMBER	STATUS	CHANGE STATUS
1	snehali	snehamukumar3@gmail.com	Product was damaged.	123	Ticket Resolved	<a href="#">Change</a>

VIEW ALL TICKETS IN PROGRESS - USER

Customer Care Registry

User Dashboard

Profile

Profile Information

Manage your tickets

+ Raise tickets

+ View all tickets

+ View all tickets in progress

+ View all tickets resolved

LOG OUT

User Dashboard

Profile Info

Raise Tickets

View all Tickets

Hello snehaM

View All Tickets

View All Tickets

All tickets raised in the application

TICKET ID	DESCRIPTION	BILL NUMBER	AGENT USERNAME	STATUS
3	Wrong Product delivered	124	agent2	In Progress
4	Return product	126	agent2	In Progress
5	Exchange Product	164	agent2	In Progress

26°C

Partly cloudy

Search

ENG IN

23:38

16-11-2022

## VIEW ALL TICKETS RESOLVED - USER

Customer Care Registry

User Dashboard

Profile

Profile Information

Manage your tickets

+ Raise tickets

+ View all tickets

+ View all tickets in progress

+ View all tickets resolved

LOG OUT

User Dashboard

Profile Info

Raise Tickets

View all Tickets

Hello snehaM

View All Tickets

View All Tickets

All tickets raised in the application

TICKET ID	DESCRIPTION	BILL NUMBER	AGENT USERNAME	STATUS
1	Product was damaged	123	agent2	Ticket Resolved
2	Product was damaged	111	agent3	Ticket Resolved

26°C

Satisfactory air

Search

ENG IN

23:39

16-11-2022