Particulars

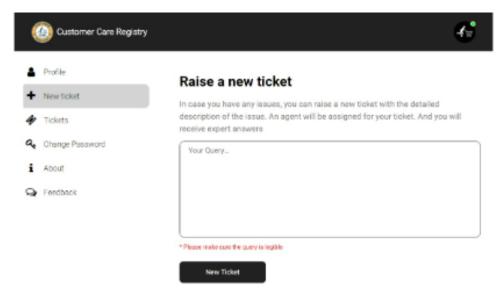
Query	Reply
Sprint Start Date	31 October 2022
Sprint End Date	05 November 2022
Issues Count	3
Total Story Points	7
Sprint Release Date (Planned)	05 November 2022
Sprint Release Date (Actual)	05 Novemeber 2022

Outcomes

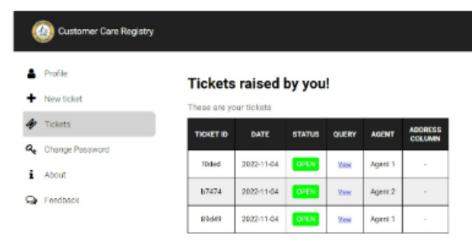
- · A customer can create a new ticket with the detailed description of the query
- . A customer can see all the tickets that he/she has raised in the dashboard
- · An agent can register in the application
- · Admin can accept/deny the request of the agent
- · Admin can assign the tickets raised to the confirmed agents

Screenshots

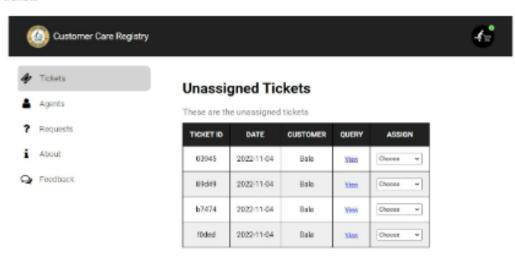
1. Customer - Raise a new ticket



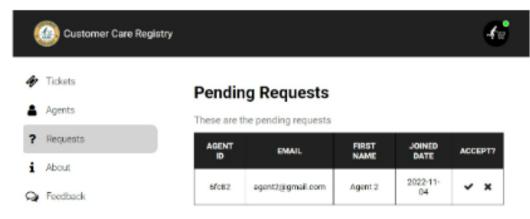
2. Customer - All tickets raised



3. Admin - Unassigned tickets



4. Admin - Pending requests



5. Agent - Not confirmed by the admin

