

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


 Customer Care Registry





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 New ticket

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Raise a new ticket


In case you have any issues, you can raise a new ticket with the detailed description of the issue. An agent will be assigned for your ticket. And you will receive expert answers


Your Query ..


* Please make sure the query is legible


New Ticket


2. Customer - All tickets raised


 Customer Care Registry





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Tickets raised by you!


These are your tickets


TICKET ID	DATE	STATUS	QUERY	AGENT	ADDRESS COLUMN
10ded	2022-11-04	OPEN	View	Agent 1	-
17474	2022-11-04	OPEN	View	Agent 2	-
89d49	2022-11-04	OPEN	View	Agent 1	-


3. Admin - Unassigned tickets


 Customer Care Registry




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Unassigned Tickets

These are the unassigned tickets

TICKET ID	DATE	CUSTOMER	QUERY	ASSIGN
03945	2022-11-04	Bala	View	<input type="text" value="Choose"/>
89d49	2022-11-04	Bala	View	<input type="text" value="Choose"/>
17474	2022-11-04	Bala	View	<input type="text" value="Choose"/>
10ded	2022-11-04	Bala	View	<input type="text" value="Choose"/>

4. Admin - Pending requests

 Customer Care Registry


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Pending Requests

These are the pending requests

AGENT ID	EMAIL	FIRST NAME	JOINED DATE	ACCEPT?
8fc82	agent2@gmail.com	Agent 2	2022-11-04	<input checked="" type="checkbox"/> <input type="checkbox"/>

5. Agent - Not confirmed by the admin



Welcome agent, Agent 1

It seems your account is not yet verified by the admin! So would you please login after a while.

LOGOUT