Ticket System Application

Uses (Implied Security)        Initiates    Initiates    Initiates    Initiates    Initiates

Reporting Engine
PHP

User Authentication
PHP (Session)

User Management
PHP

Ticket Management
PHP

Department Specific Views
PHP

Reporting Interface
PHP

Frontend Scr
JavaScrip

Triggers

Email Notification Service
PHP

User
External Actor

Uses

Web Pages & Logic
PHP

Includes

Uses

ripts
ot

UI Includes
PHP

Database Access (PDO)
PHP

Uses Library

File Upload Handler
PHP (Server FS)

Reads Config From

Configuration
PHP

Connects To

Stores/Retrieves Files On

External Systems & Libraries

Server File System
Storage

Database
SQL (via PDO)

Email Provider
SMTP

Sends Email Via