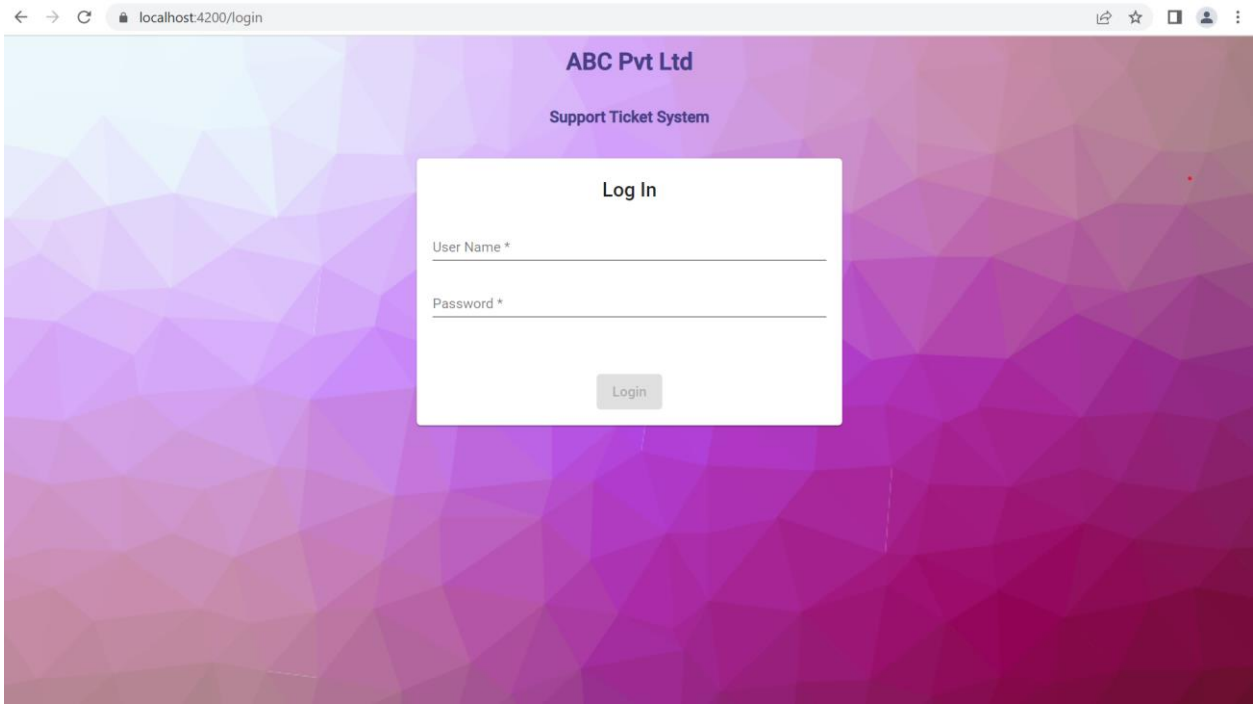
ABC Pvt Ltd : Support Ticket System

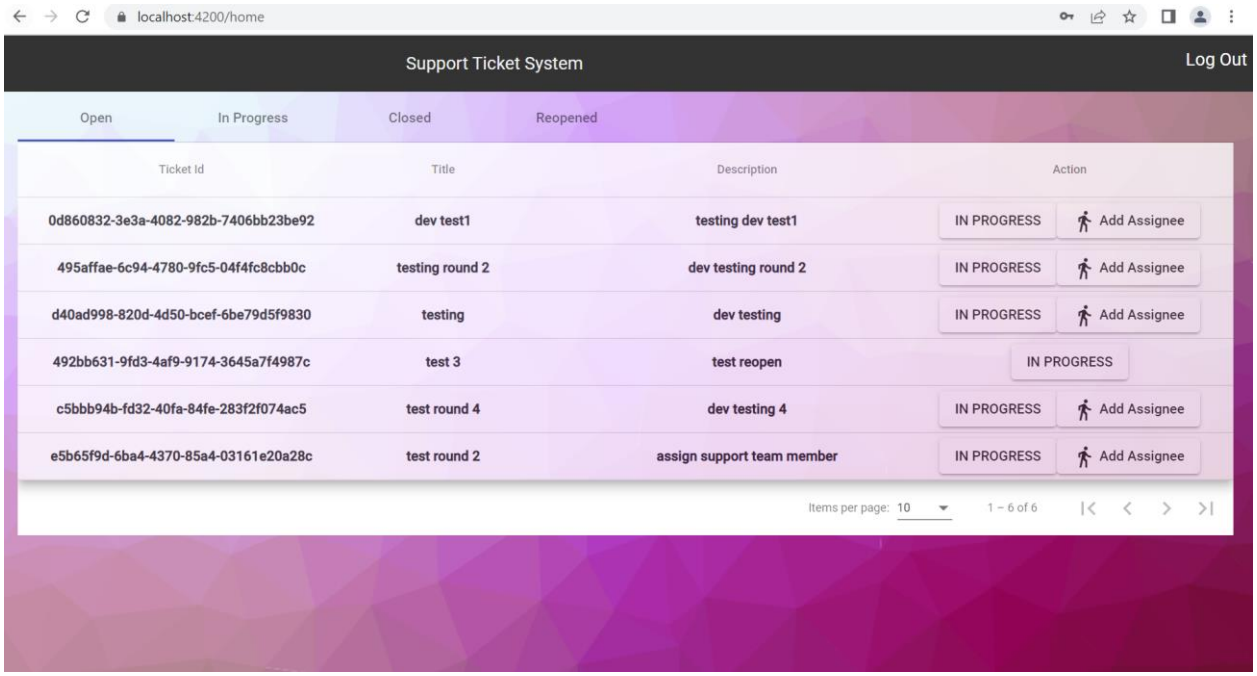
Explanation:

- User Roles – Support Officer, Support Team Member, Customer
- Support Officer has the more privileges than support team members. He / She can assign a support team member to a raised ticket while changing the status of the tickets.
- Support Team Member can change the status of the tickets.
- Customers can raise tickets and reopen a ticket, only if they are not satisfied with the solution.
- Session storage has been used to store the information of logged-in user.

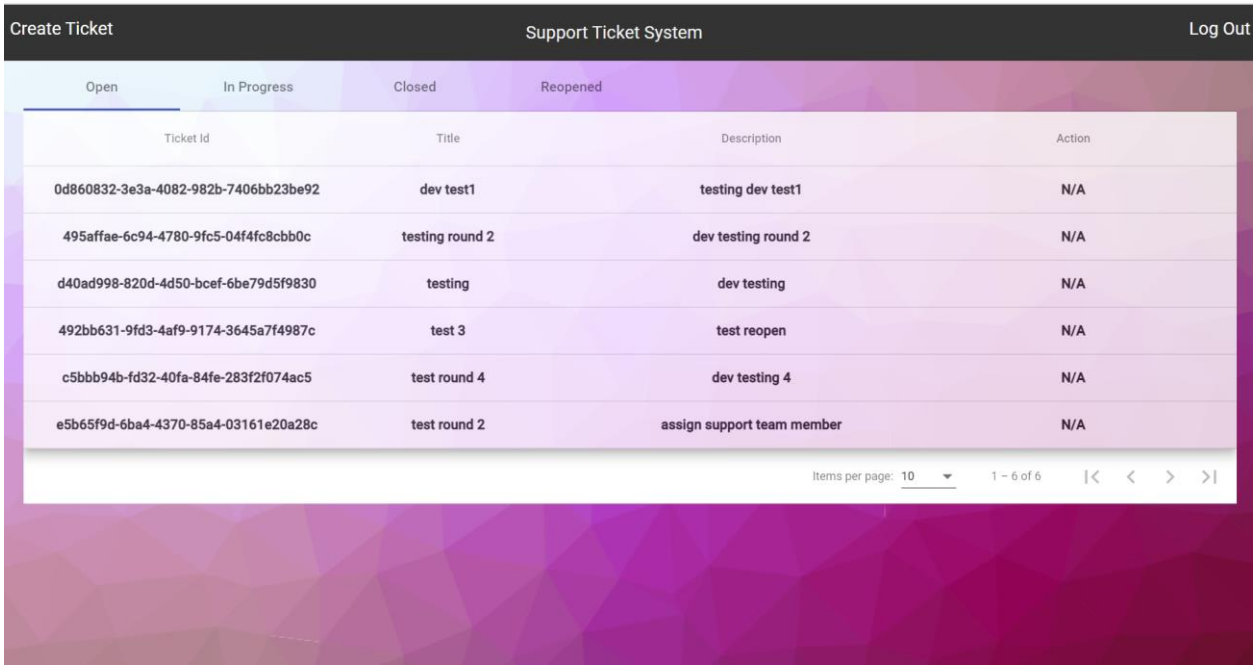
Login Screen:



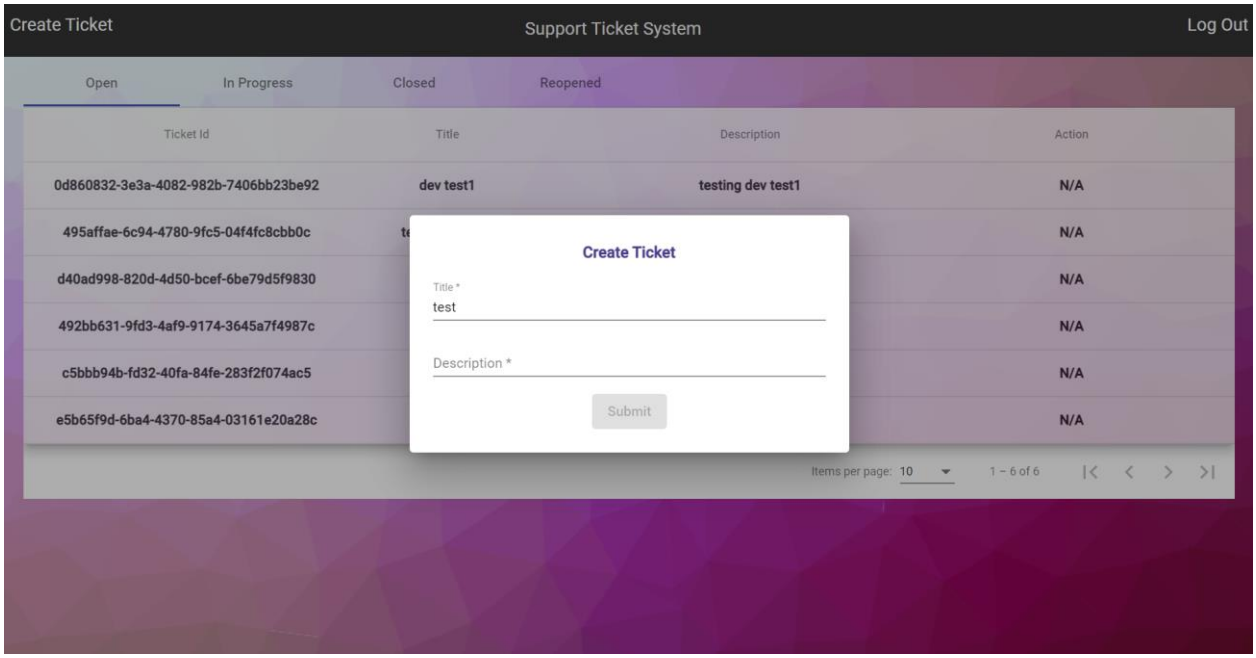
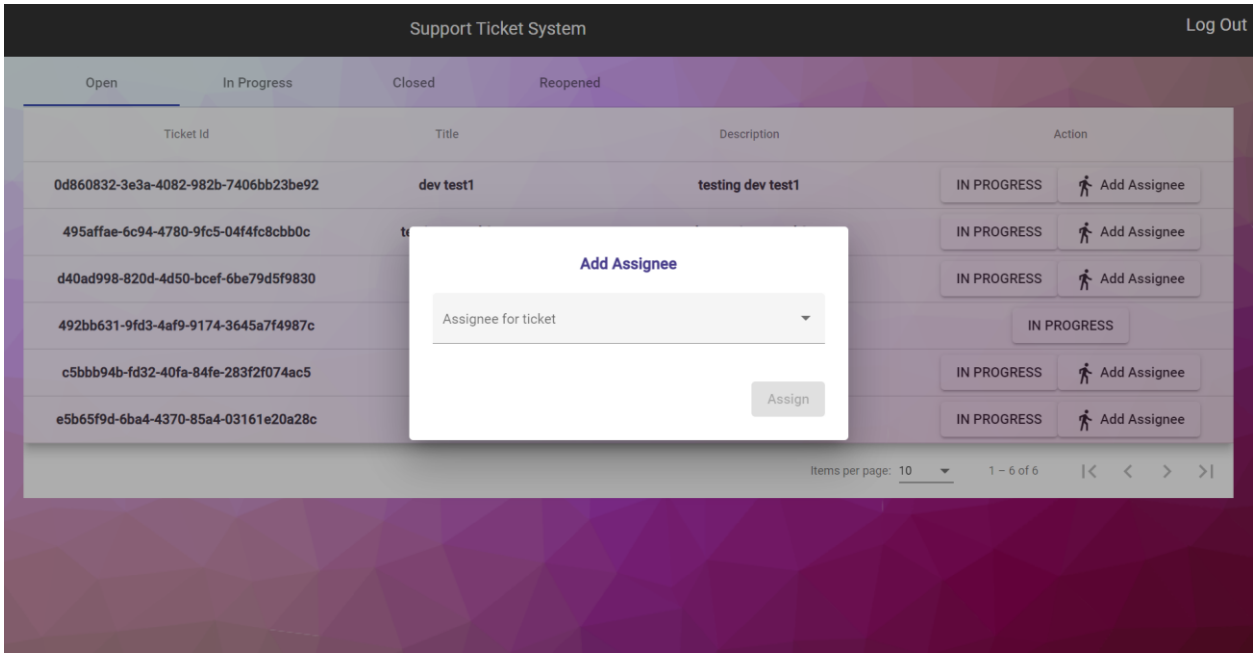
Dashboard Screen with Status filtering: View for Support Officer



Dashboard Screen with Status filtering: View for Customer



Screen View of creating a support ticket:



Screen View of assigning a support team member to a ticket: