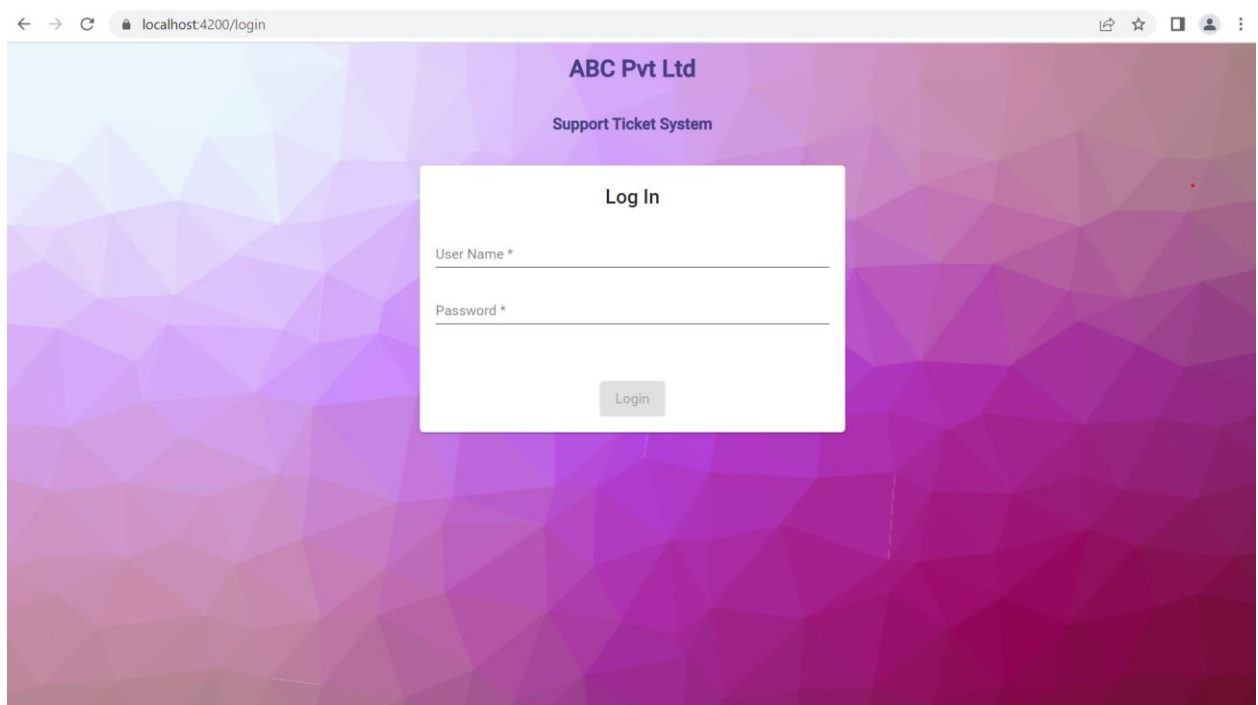


ABC Pvt Ltd : Support Ticket System

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:








The screenshot shows a web browser window with the address bar displaying 'localhost:4200/login'. The page features a purple and blue geometric background. At the top, the text 'ABC Pvt Ltd' and 'Support Ticket System' is visible. In the center, there is a white login form with the title 'Log In'. The form contains two input fields: 'User Name *' and 'Password *', both with asterisks indicating they are required. Below the password field is a 'Login' button. The browser's address bar also shows navigation icons and a user profile icon.

Dashboard Screen with Status filtering: View for Support Officer

localhost:4200/home

Support Ticket System Log Out

Open In Progress Closed Reopened

Ticket Id	Title	Description	Action
0d860832-3e3a-4082-982b-7406bb23be92	dev test1	testing dev test1	IN PROGRESS  Add Assignee
495affae-6c94-4780-9fc5-04f4fc8cbb0c	testing round 2	dev testing round 2	IN PROGRESS  Add Assignee
d40ad998-820d-4d50-bcef-6be79d5f9830	testing	dev testing	IN PROGRESS  Add Assignee
492bb631-9fd3-4af9-9174-3645a7f4987c	test 3	test reopen	IN PROGRESS
c5bbb94b-fd32-40fa-84fe-283f2f074ac5	test round 4	dev testing 4	IN PROGRESS  Add Assignee
e5b65f9d-6ba4-4370-85a4-03161e20a28c	test round 2	assign support team member	IN PROGRESS  Add Assignee

Items per page: 10 1 - 6 of 6 |< < > >|

Dashboard Screen with Status filtering: View for Customer

Create Ticket

Support Ticket System Log Out

Open In Progress Closed Reopened

Ticket Id	Title	Description	Action
0d860832-3e3a-4082-982b-7406bb23be92	dev test1	testing dev test1	N/A
495affae-6c94-4780-9fc5-04f4fc8cbb0c	testing round 2	dev testing round 2	N/A
d40ad998-820d-4d50-bcef-6be79d5f9830	testing	dev testing	N/A
492bb631-9fd3-4af9-9174-3645a7f4987c	test 3	test reopen	N/A
c5bbb94b-fd32-40fa-84fe-283f2f074ac5	test round 4	dev testing 4	N/A
e5b65f9d-6ba4-4370-85a4-03161e20a28c	test round 2	assign support team member	N/A

Items per page: 10 1 - 6 of 6 |< < > >|

Screen View of creating a support ticket:

Create Ticket

Support Ticket System

Log Out

Open

In Progress

Closed

Reopened

Ticket Id	Title	Description	Action
0d860832-3e3a-4082-982b-7406bb23be92	dev test1	testing dev test1	N/A
495affae-6c94-4780-9fc5-04f4fc8cbb0c	test		N/A
d40ad998-820d-4d50-bcef-6be79d5f9830			N/A
492bb631-9fd3-4af9-9174-3645a7f4987c			N/A
c5bbb94b-fd32-40fa-84fe-283f2f074ac5			N/A
e5b65f9d-6ba4-4370-85a4-03161e20a28c			N/A

Create Ticket

Title *

test

Description *

Submit

Items per page: 101 - 6 of 6<<<>>>

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

Support Ticket System






Log Out

Open

In Progress

Closed

Reopened

Ticket Id	Title	Description	Action
0d860832-3e3a-4082-982b-7406bb23be92	dev test1	testing dev test1	IN PROGRESS  Add Assignee
495affae-6c94-4780-9fc5-04f4fc8cbb0c	test		IN PROGRESS  Add Assignee
d40ad998-820d-4d50-bcef-6be79d5f9830			IN PROGRESS  Add Assignee
492bb631-9fd3-4af9-9174-3645a7f4987c			IN PROGRESS
c5bbb94b-fd32-40fa-84fe-283f2f074ac5			IN PROGRESS  Add Assignee
e5b65f9d-6ba4-4370-85a4-03161e20a28c			IN PROGRESS  Add Assignee

Add Assignee

Assignee for ticket

Assign

Items per page: 101 - 6 of 6<<<>>>