**Positive Tests:**

1. Verify that the user can successfully select different ticket statuses from the dropdown menu and that the selected status updates correctly.
2. Check if the "Contact Info" section can be expanded and collapsed, and verify that the correct information is displayed when expanded.
3. Validate that the "Ticket Information" section provides accurate details about the job type, customer name, and vehicle details when expanded.
4. Ensure that the "Technician's Comments" section displays the message "No comments yet" when there are no comments available.
5. Confirm that the "Additional Information" section correctly shows priority, R.O name, and ticket branch when expanded.

**Negative Tests:**

1. Attempt to select an invalid status from the dropdown (if applicable) and verify that the system handles the error gracefully without crashing.
2. Try to expand a section while the page is loading and check if the system appropriately handles the interaction without displaying errors.
3. Test the dropdown functionality with no internet connection and ensure that the user receives a proper error message.
4. Verify that an empty or invalid email address in the "User Email" or "Customer Email" fields does not allow the user to proceed with any actions that require valid email addresses.

**Creative Test Scenarios:**

1. Simulate a scenario where a user selects a status, then refreshes the page to verify that the status persists after reloading.
2. Create a test where a user submits a ticket and then immediately tries to access the ticket information to check if the latest updates are reflected in real-time.
3. Test how the UI behaves when multiple sections are expanded simultaneously and ensure that the layout remains user friendly and does not overlap or break.
4. Conduct a usability test where users are asked to navigate the ticket properties without prior knowledge of the interface, assessing their ability to find specific information quickly.
5. Explore the impact of screen size changes (responsive design) on the visibility and usability of the ticket properties and ensure that all elements remain accessible.