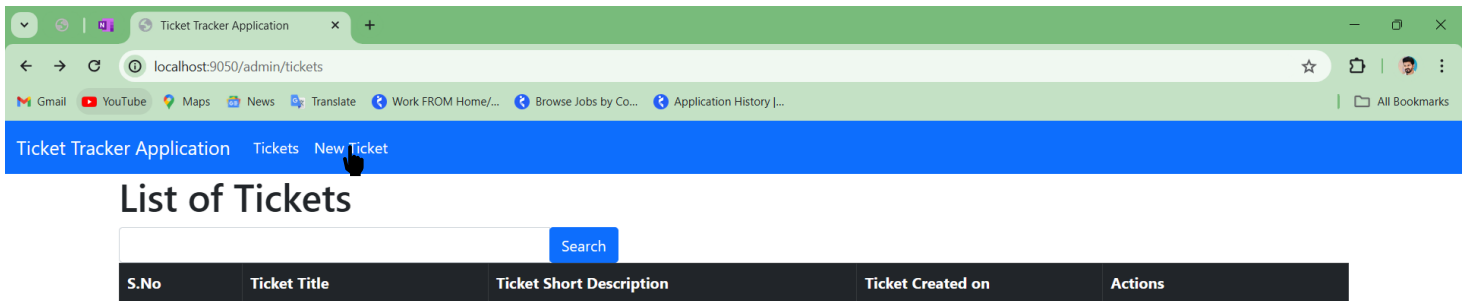


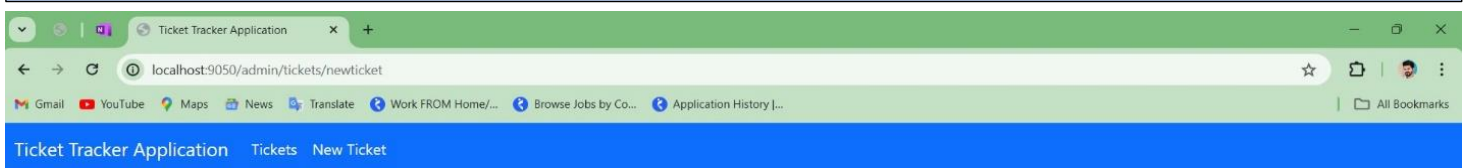
Ticket Tracker Application.

1.Home page of this application will give the list of existing tickets.Now the list is empty.To add a ticket click on “New Ticket”.



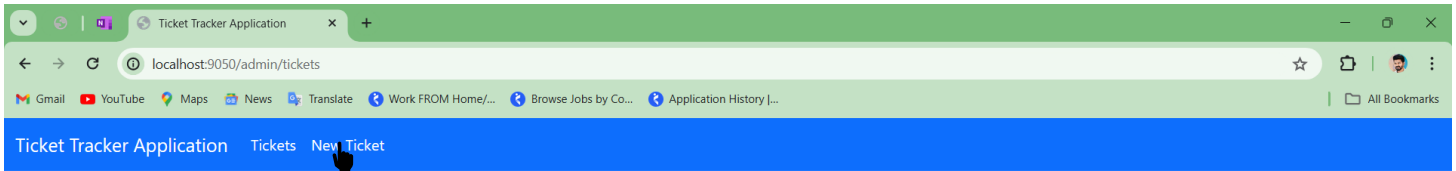
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2.Now the create ticket form is shown in the browser after clicking on “New Ticket”.Here we are inserting some dummy data.After submitting the form will redirect to the “List of Tickets”.



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3. Now the new ticket is added to the list. Again let's add two more tickets to the list. To add ticket click on "New Ticket"

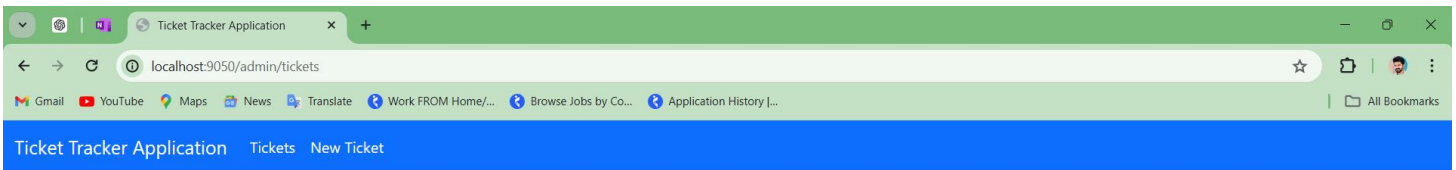


List of Tickets

<div>Search</div>				
S.No	Ticket Title	Ticket Short Description	Ticket Created on	Actions
1	Error regarding about server	Server is not starting properly	17/05/2024	<div><div>Edit</div><div>Delete</div><div>View</div></div>

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4. After adding tickets now the updated list will be shown below. Now let's "View" the existing ticket. To get the read the ticket click on "View", it will give details and contents about the tickets.

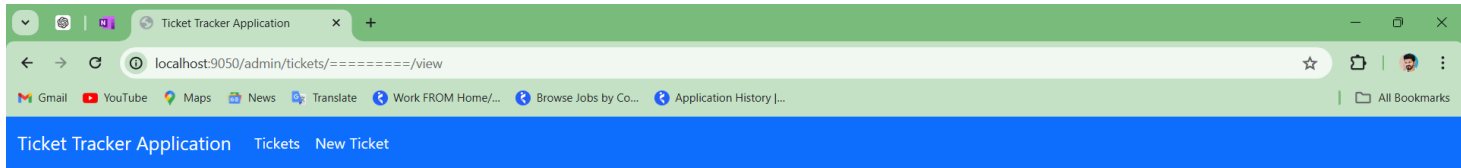


List of Tickets

<div>Search</div>				
S.No	Ticket Title	Ticket Short Description	Ticket Created on	Actions
1	Error regarding about server	Server is not starting properly	17/05/2024	<div><div>Edit</div><div>Delete</div><div>View</div></div>
2	Exception	Class Not Found Exception	17/05/2024	<div><div>Edit</div><div>Delete</div><div>View</div></div>
3	Empty Console	Output is not showing in the console window	17/05/2024	<div><div>Edit</div><div>Delete</div><div>View</div></div>

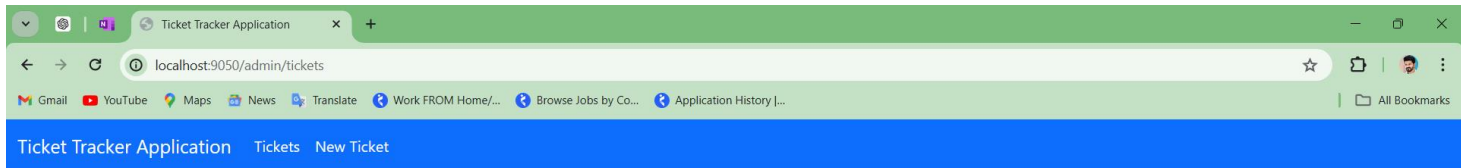
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5.Now the below image showing details of ticket.Here we can only have the details the tickets.To get back to the list Click on "Tickets".



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6.Now the "Edit" function to edit the ticket click on "Edit" button which is provided. It will take you to the "Edit Ticket" form.



List of Tickets

Search				
S.No	Ticket Title	Ticket Short Description	Ticket Created on	Actions
1	Error regarding about server	Server is not starting properly	17/05/2024	<button>Edit</button> <button>Delete</button> <button>View</button>
2	Exception	Class Not Found Exception	17/05/2024	<button>Edit</button> <button>Delete</button> <button>View</button>
3	Empty Console	Output is not showing in the console window	17/05/2024	<button>Edit</button> <button>Delete</button> <button>View</button>

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7.Now we are in edit form.We are editing the second ticket which of S.No.2. We will edit ticket title to “Internal Error” which is earlier as ”Exception”. To save this update click on “Submit” button.It will take you to the “List Of Ticket”.

Ticket Tracker Application

Tickets

New Ticket

Edit Ticket

Title

Internal Error

Short Description

Class Not Found Exception

Content

Paragraph

B *I*

I got class not found exception multiple times

Submit

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8.Now here we got the updated ticket list. Here we can observe the ticket of S.No.2 , title is updated now.

Ticket Tracker Application

Tickets

New Ticket

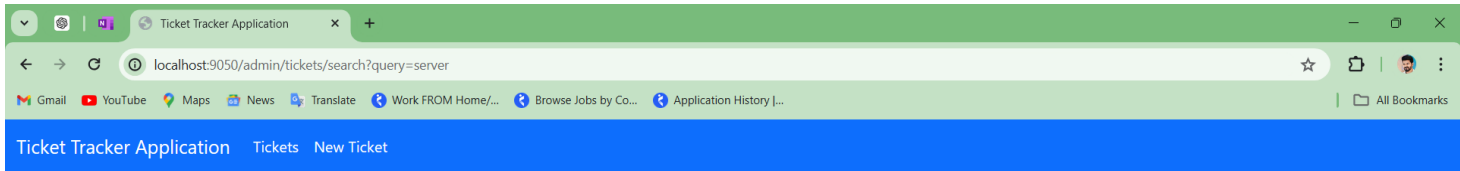
List of Tickets

Search

S.No	Ticket Title	Ticket Short Description	Ticket Created on	Actions
1	Error regarding about server	Server is not starting properly	17/05/2024	<div>EditDeleteView</div>
2	Internal Error	Class Not Found Exception	17/05/2024	<div>EditDeleteView</div>
3	Empty Console	Output is not showing in the console window	17/05/2024	<div>EditDeleteView</div>

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9.Now let’s search the particular ticket which we want. We can see we have search bar below the navigation bar. In the search bar we are searching ticket name “Server”.The tickets which have word “Server” will be shown in the list

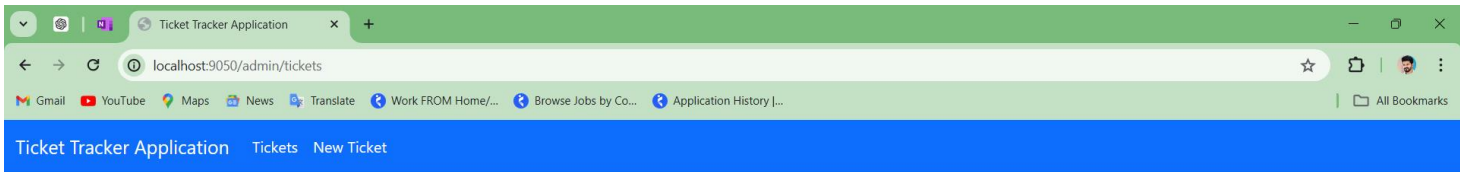


List of Tickets

Server		Search		
S.No	Ticket Title	Ticket Short Description	Ticket Created on	Actions
1	Error regarding about server	Server is not starting properly	17/05/2024	Edit Delete View

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10.Now we will see the “Delete” function.In the below Image we have list of tickets, in that we have three records.Let’s delete one record, to delete any record click on “Delete” button.

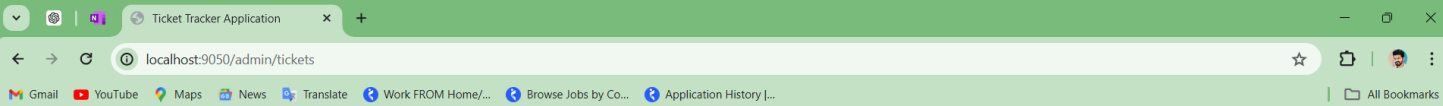


List of Tickets

		Search		
S.No	Ticket Title	Ticket Short Description	Ticket Created on	Actions
1	Error regarding about server	Server is not starting properly	17/05/2024	Edit Delete View
2	Internal Error	Class Not Found Exception	17/05/2024	Edit Delete View
3	Empty Console	Output is not showing in the console window	17/05/2024	Edit Delete View

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10.Now we got the updated list of tickets after deleting a record from the list.



Ticket Tracker Application Tickets New Ticket

List of Tickets

<div>Search</div>				
S.No	Ticket Title	Ticket Short Description	Ticket Created on	Actions
1	Error regarding about server	Server is not starting properly	17/05/2024	<div><div>Edit</div><div>Delete</div><div>View</div></div>
2	Internal Error	Class Not Found Exception	17/05/2024	<div><div>Edit</div><div>Delete</div><div>View</div></div>

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