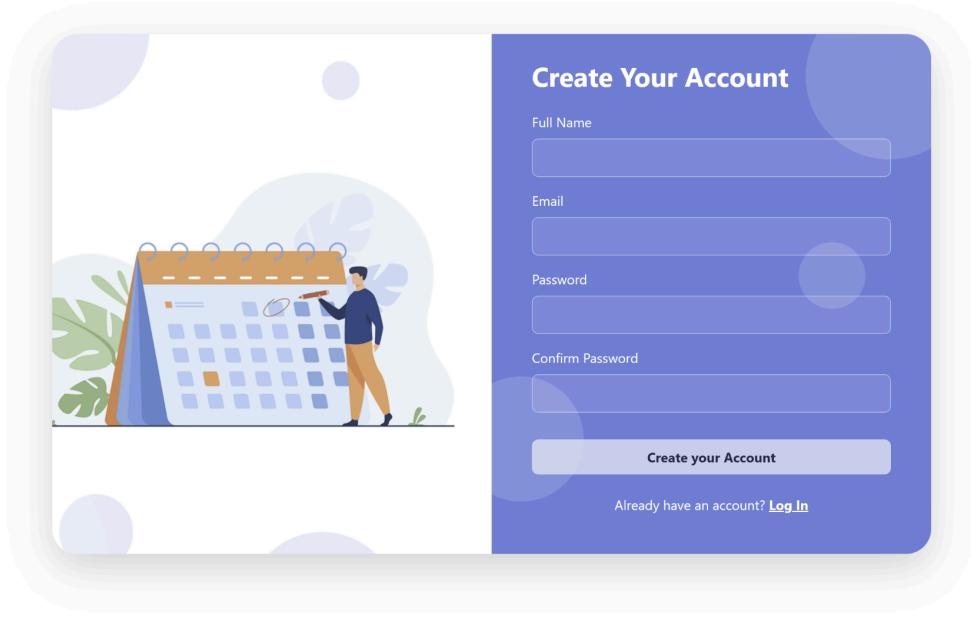
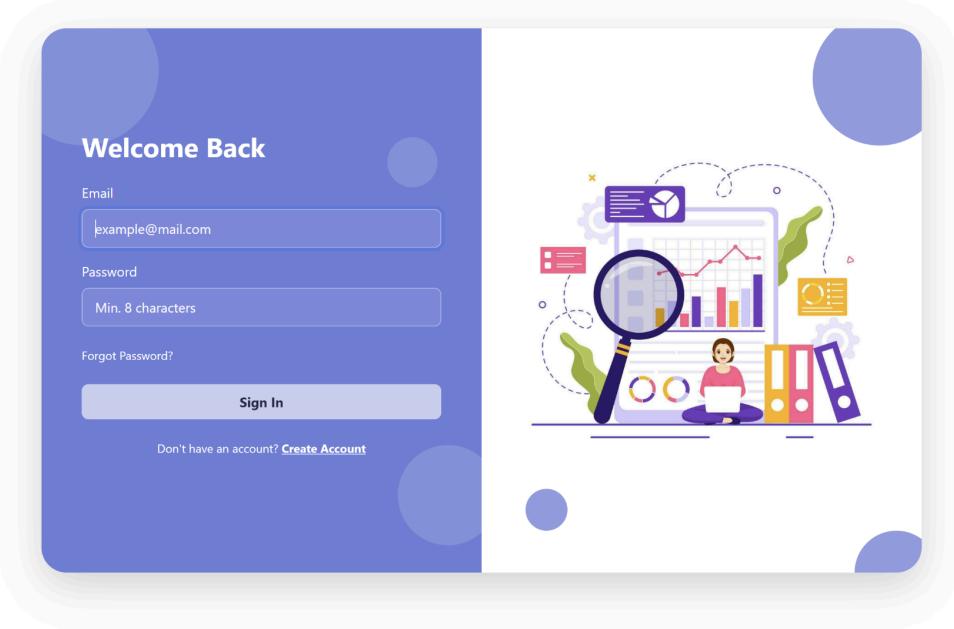


UI Images

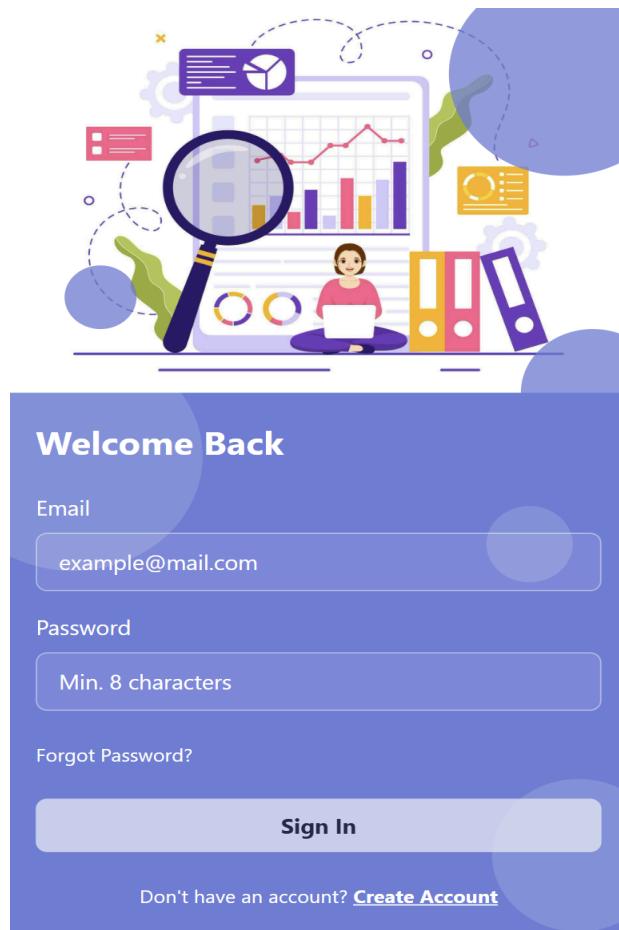
SignUp Page



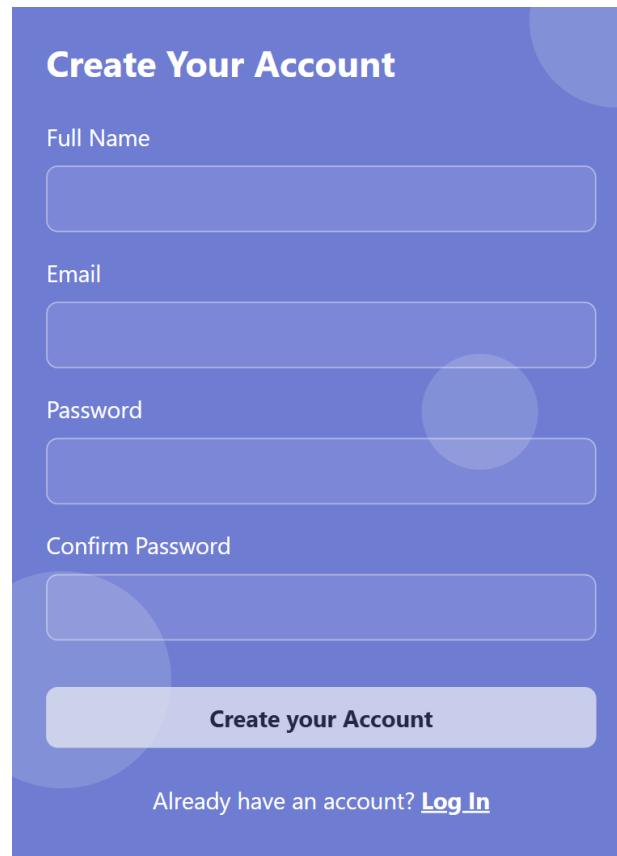
Login Page



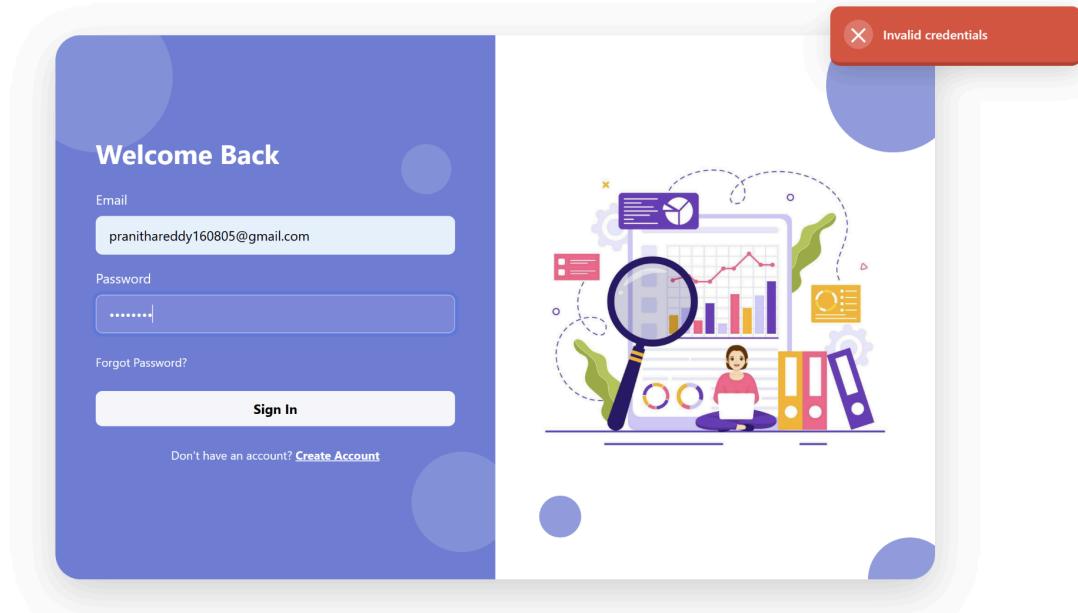
Mobile View Sign In



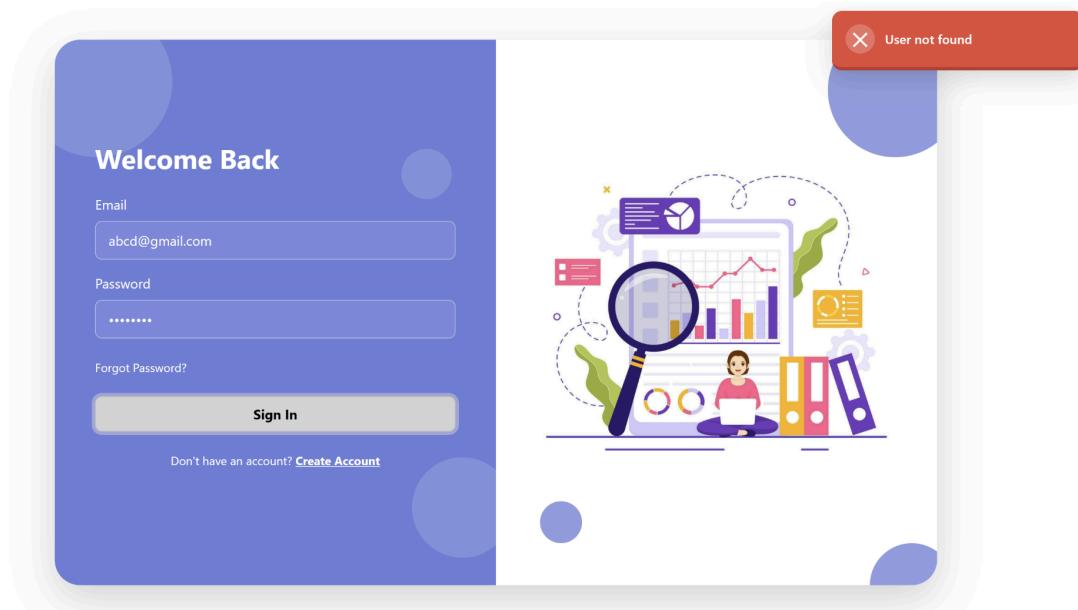
Mobile View Login



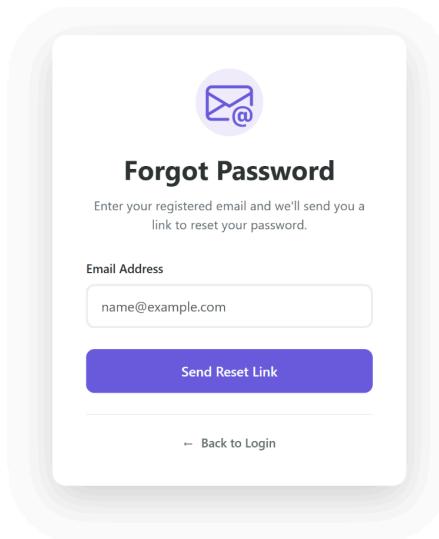
Wrong Password Entry



User Not found Case



Forgot Password Page



When Logged in Successfully

A screenshot of a web-based ticket management system. The header shows the logo "TicketSystem". On the left is a sidebar with links: "Dashboard", "Ticket Queues" (which is highlighted in purple), "Reports", and "Admin Panel". The main content area is titled "Ticket Queue" with the subtitle "Overview of all support requests". It features a search bar with placeholder text "Search title, ID, or user...". Below the search bar are filters for "All Priorities" and "All Statuses". A table header includes columns for "TICKET INFO", "PRIORITY", "STATUS", "CATEGORY", and "ACTIONS". A note at the bottom states "No recent tickets to show." A green success message bubble in the top right corner says "Login successful! Redirecting...".

No Tickets View

The screenshot shows the 'Ticket Queue' page of the TicketSystem application. The left sidebar has links for Dashboard, Ticket Queues (which is selected and highlighted in purple), Reports, and Admin Panel. The main area title is 'Ticket Queue' with a subtitle 'Overview of all support requests'. It features a search bar, filters for 'All Priorities' and 'All Statuses', and a table header with columns: TICKET INFO, PRIORITY, STATUS, CATEGORY, and ACTIONS. A message at the bottom states 'No recent tickets to show.'

Profile Page

The screenshot shows the 'Admin Panel' profile page for a user named 'admin1'. The left sidebar is identical to the previous screenshot. The main area displays a user profile card with a purple circular icon containing 'AD', the name 'admin1', the email 'pranithareddy160805@gmail.com', and the role 'ADMIN'. Below this, the User ID 'USR-695D1F' is shown. At the bottom, there are two buttons: 'Edit Profile' and 'Security Settings'.

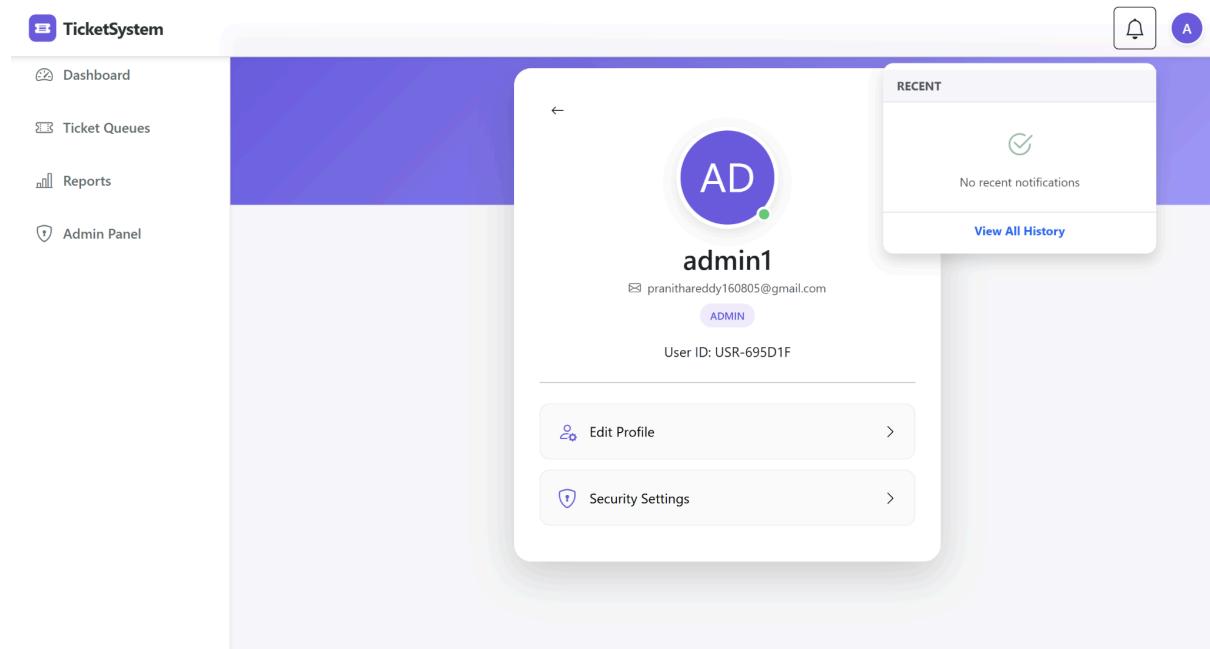
Profile Update Feature

The screenshot shows the Admin Panel of the TicketSystem application. On the left, there's a sidebar with navigation links: Dashboard, Ticket Queues, Reports, and Admin Panel. The Admin Panel link is currently selected, indicated by a blue background. The main content area displays a user profile for 'admin1'. The profile includes a circular icon with 'AD' and a green dot, the username 'admin1', an email address 'pranithareddy160805@gmail.com', and a 'User ID: USR-695D1F'. Below the profile, a modal window titled 'Update Information' is open. It contains fields for 'Username' (set to 'admin1') and 'Email Address' (set to 'pranithareddy160805@gmail.com'). A 'Save Changes' button is at the bottom of the modal. The overall interface has a light gray background with purple header and sidebar elements.

Change Password

The screenshot shows the Admin Panel of the TicketSystem application. The sidebar and user profile are identical to the previous screenshot. However, a different modal window is open, titled 'Security Settings'. This modal contains fields for 'Current Password' (showing five asterisks) and 'New Password' (also showing five asterisks). A 'Update Password' button is at the bottom. The overall layout is consistent with the first screenshot, featuring a light gray background and purple branding.

Real Time Notifications



Logout Feature

The screenshot shows the Admin Panel of the TicketSystem application. The sidebar on the left has links for Dashboard, Ticket Queues, Reports, and Admin Panel, with Admin Panel selected and highlighted in purple. The main area is titled 'Admin Panel' and describes it as 'System configuration and user governance'. It features three tabs: 'User Management' (selected), 'Categories & Priorities', and 'SLA Rules'. To the right, a sidebar shows the user signed in as 'Admin1' with options for 'Profile' and 'Logout'. Below this, there are four summary cards: '3 Total Users', '1 Agents', '1 End Users', and '0 Managers'. The 'User Directory' section allows users to 'Add New User'. A table lists user information, including columns for 'User Info', 'Access Role', 'Status', 'Activity', and 'Actions'. The table contains three rows:

User Info	Access Role	Status	Activity	Actions
admin1 pranithareddy160805@gmail.com	ADMIN	Active	8 Tickets	
User user@ticket.com	USER	Active	8 Tickets	
Agent agent@ticket.com	AGENT	Active	8 Tickets	

To View All the Notification Received

The screenshot shows the 'Notification Center' page of the TicketSystem application. The left sidebar includes links for Dashboard, Ticket Queues, Reports, and Admin Panel. The main area has a title 'Notification Center' with a subtitle 'Manage and track your outgoing communications with ease.' A blue button 'Compose New' is at the top right. Below it is a table header for 'SENT HISTORY' with columns for DATE & TIME, SUBJECT & CONTENT, and STATUS. A message 'No history found.' is displayed with an envelope icon.

Composing Message

The screenshot shows a 'New Notification' dialog box overlaid on the 'Notification Center' page. The dialog has fields for 'FROM' (pranithareddy160805@gmail.com), 'TO (RECIPIENT)' (recipient@email.com), 'SUBJECT' (Update on Issue #...), and a large 'MESSAGE' area with placeholder text 'Write your message...'. At the bottom are 'Discard' and 'Send Notification' buttons.

ROLE ADMIN

Admin Panel

The screenshot shows the Admin Panel interface for TicketSystem. On the left, there's a sidebar with links: Dashboard, Ticket Queues, Reports, and Admin Panel (which is highlighted with a purple background). The main area has a title "Admin Panel" and a subtitle "System configuration and user governance". Below this are three tabs: User Management (selected), Categories & Priorities, and SLA Rules. A summary bar shows: 3 Total Users, 1 Agents, 1 End Users, and 0 Managers. The "User Directory" section allows updating user roles and system access, with a button to "Add New User". A table lists users with columns: User Info, Access Role, Status, Activity, and Actions. The table contains three rows:

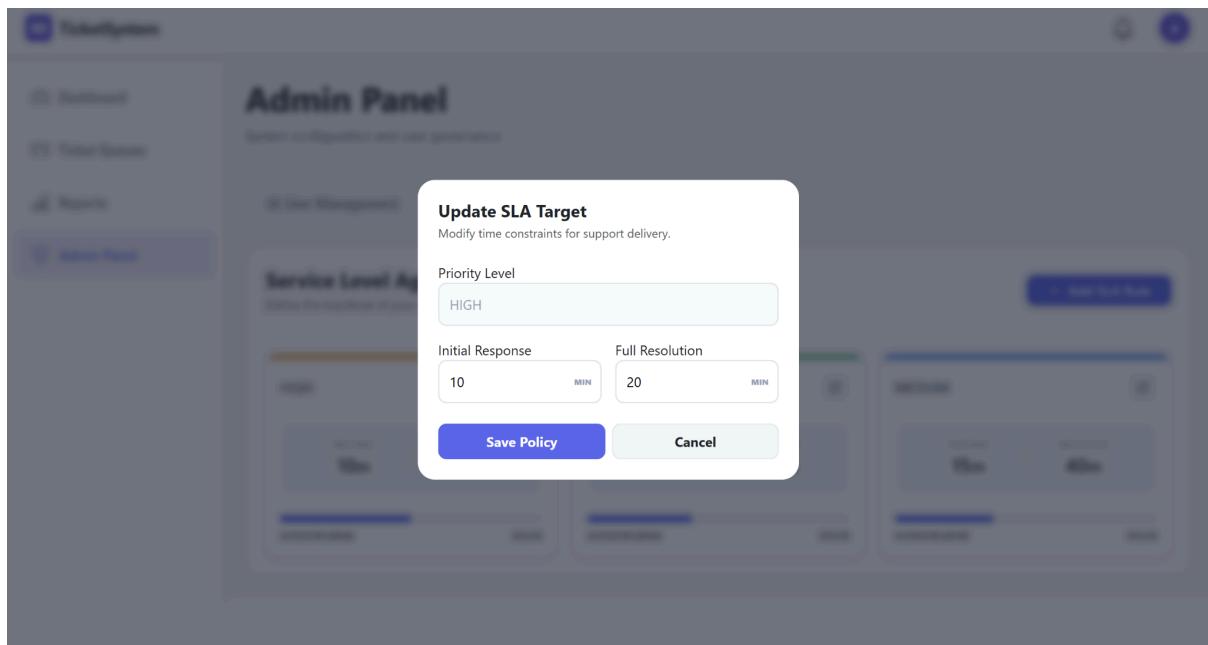
User Info	Access Role	Status	Activity	Actions
A admin1 pranithareddy160805@gmail.com	ADMIN	Active	8 Tickets	
U User user@ticket.com	USER	Active	8 Tickets	
A Agent agent@ticket.com	AGENT	Active	8 Tickets	

SLA_Rule Page

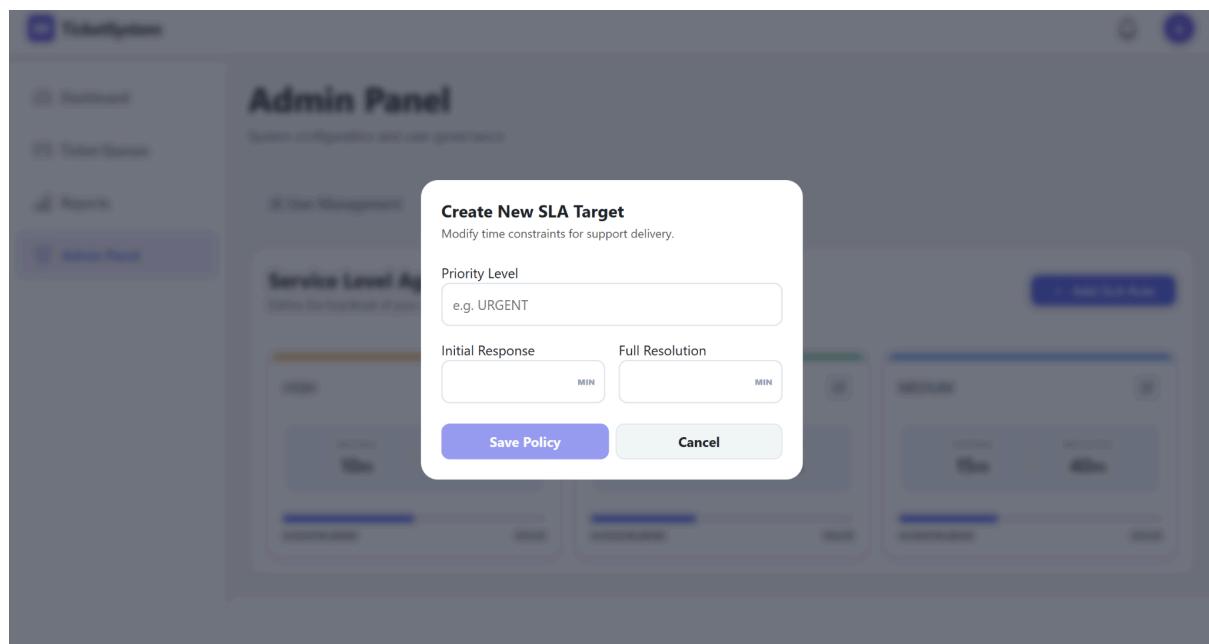
The screenshot shows the Admin Panel interface for TicketSystem, similar to the previous one but with a different tab selected. The sidebar and main navigation are identical. The "User Management" tab is selected. The "Service Level Agreements" section allows defining heartbeat response times. It includes a header "Define the heartbeat of your support response times" and a "+ Add SLA Rule" button. Three categories are shown: HIGH, LOW, and MEDIUM, each with response and resolution times and acknowledge/solve buttons.

HIGH	LOW	MEDIUM
RESPONSE 10m	RESPONSE 40m	RESPONSE 15m
RESOLUTION 20m	RESOLUTION 100m	RESOLUTION 40m
ACKNOWLEDGE	ACKNOWLEDGE	ACKNOWLEDGE
SOLVE	SOLVE	SOLVE

Update SLA_Rule



Add SLA_Rule



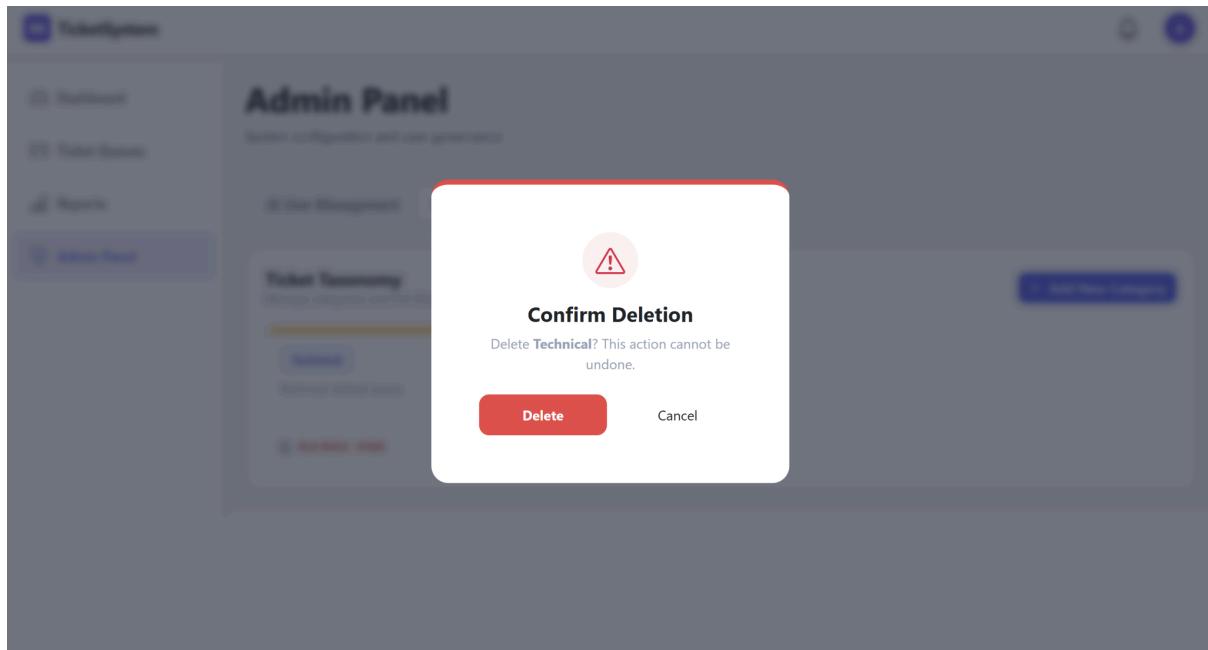
Category List

The screenshot shows the Admin Panel interface of the TicketSystem. On the left, there's a sidebar with links: Dashboard, Ticket Queues, Reports, and Admin Panel (which is highlighted). The main content area is titled "Admin Panel" and "System configuration and user governance". Below this, there are three tabs: User Management, Categories & Priorities (which is selected), and SLA Rules. The "Ticket Taxonomy" section is displayed, with the sub-header "Manage categories and link them to SLA policies". It shows a category named "Technical" with a description "Technical related issues". To the right of the category card is a blue button labeled "+ Add New Category".

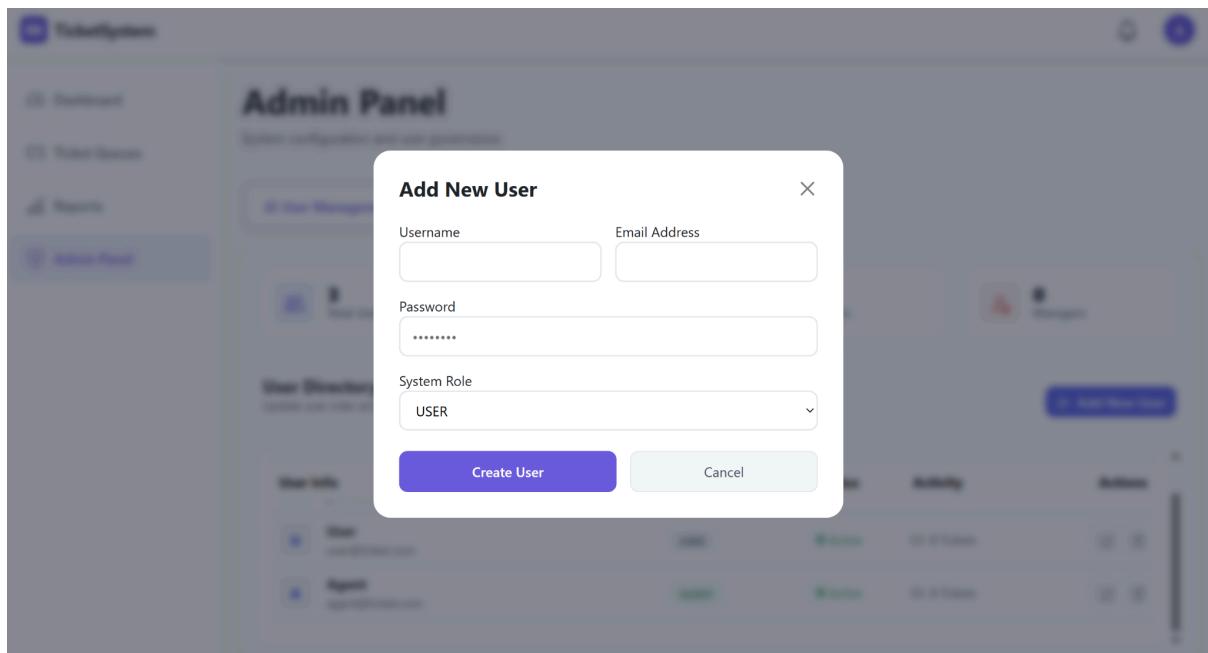
Create new Category

The screenshot shows the Admin Panel with a modal dialog box titled "New Category". The dialog contains fields for "Category Name" (set to "EXCEL SHEET"), "Description" (set to "All the issues related to excel"), and "Linked SLA Policy" (set to "LOW"). There is also a toggle switch labeled "Active" which is turned on. At the bottom of the dialog are two buttons: "Save Changes" (in blue) and "Cancel". The background of the Admin Panel is dimmed.

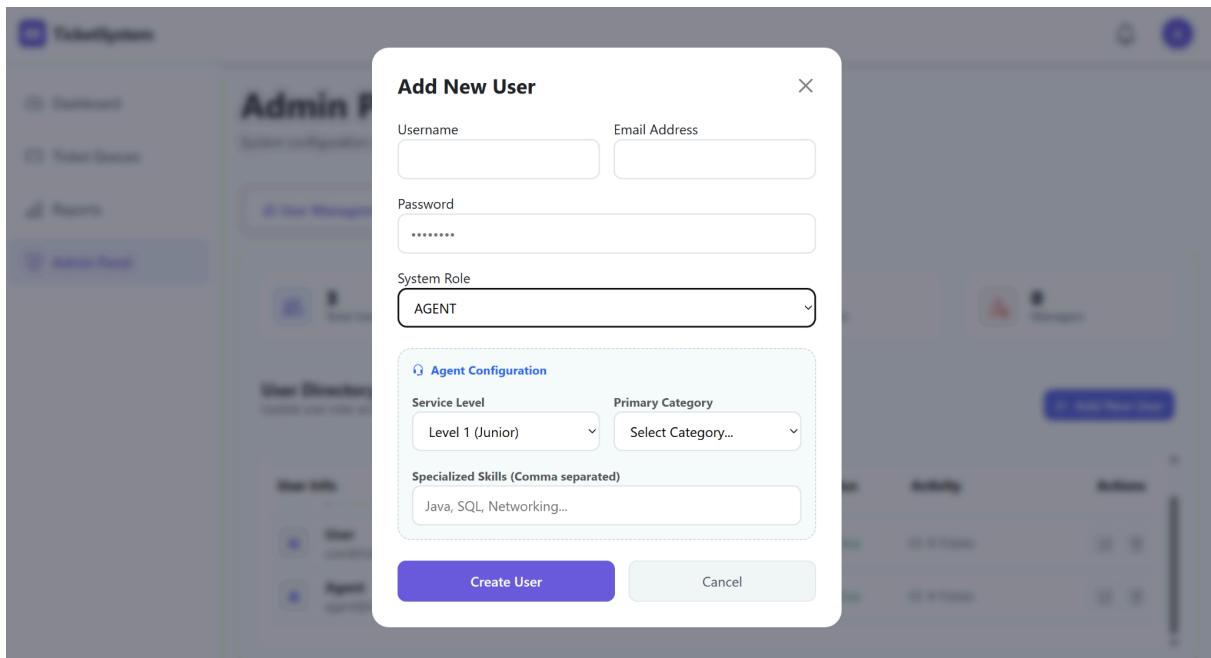
Delete Category Confirmation



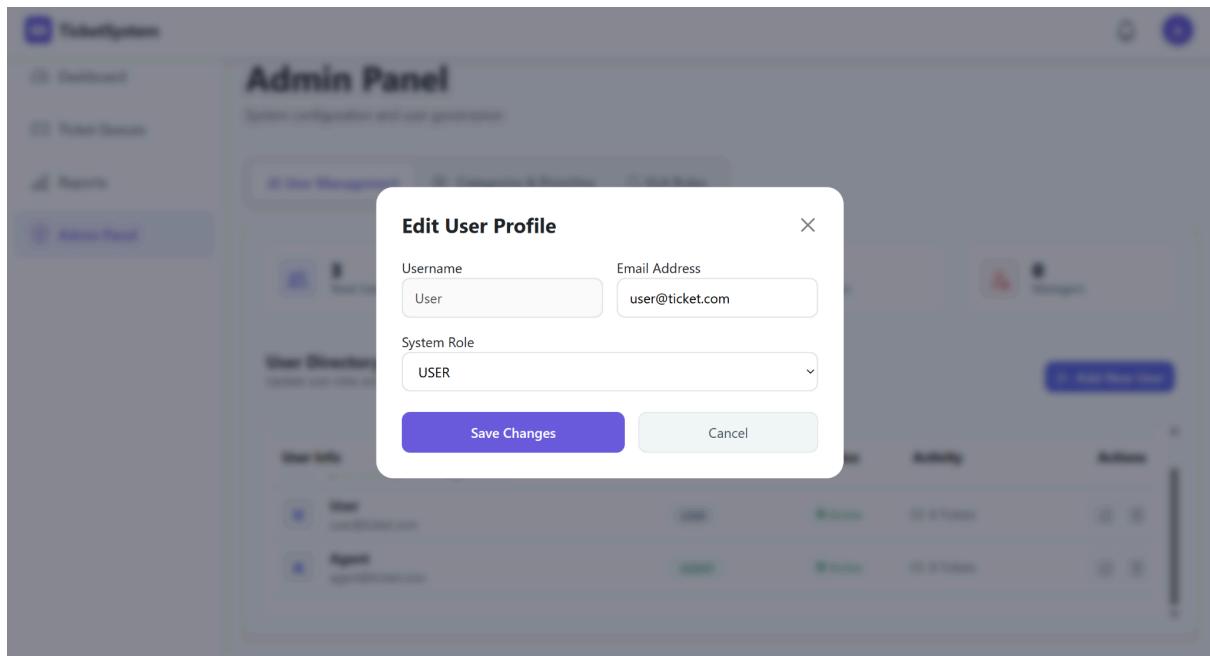
Adding New User



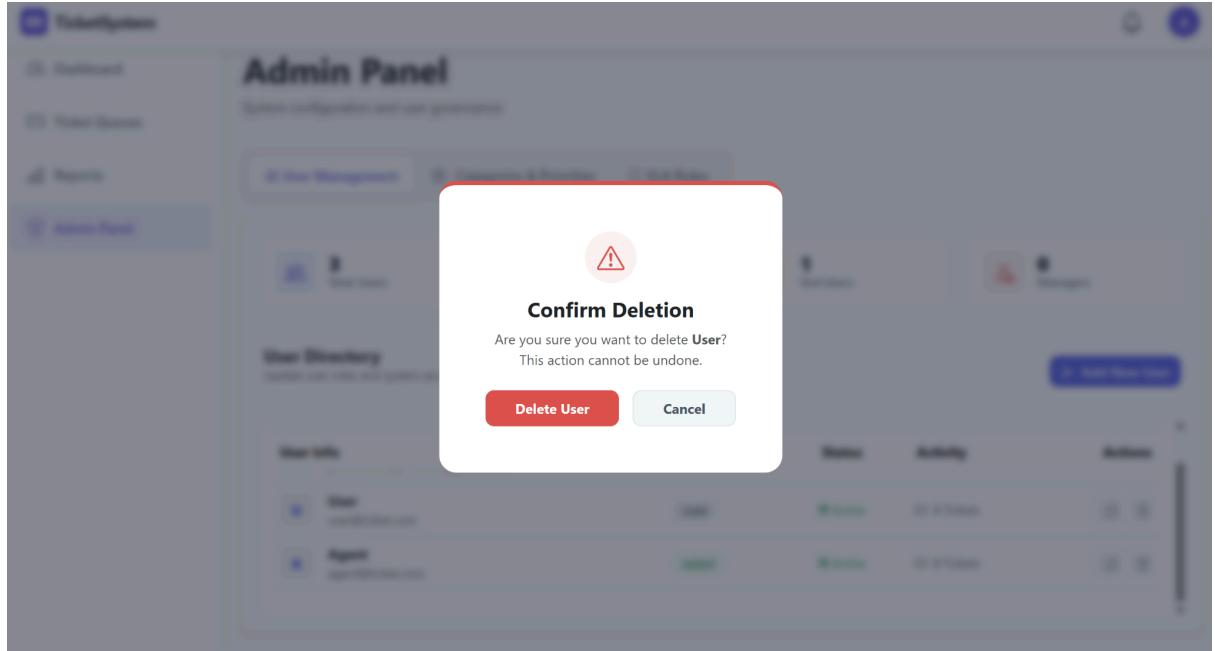
Creating an Agent By Admin



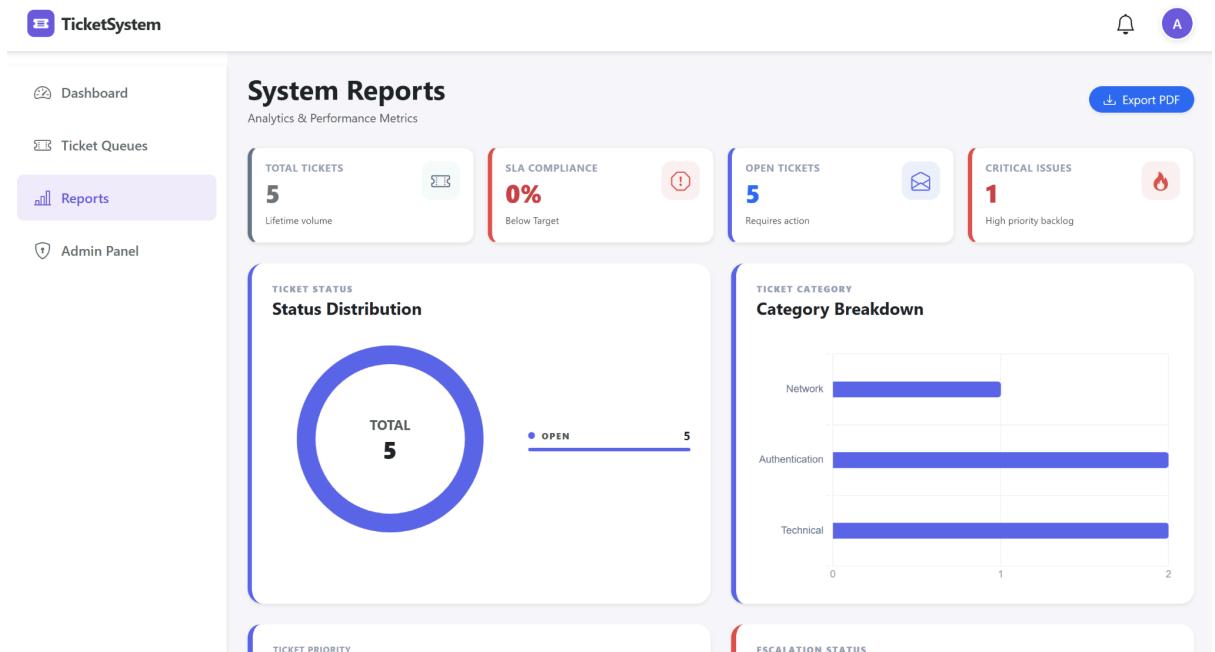
Edit Role or Profile



Deletion Confirmation



System Reports



ROLE USER

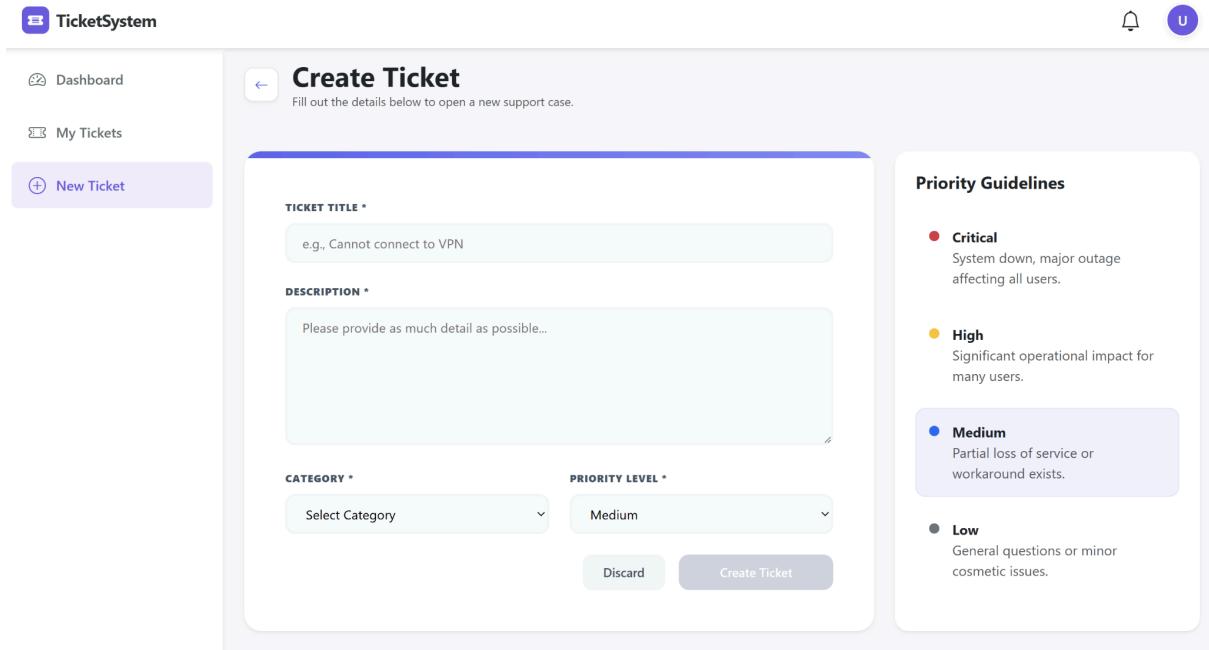
All the tickets By User

The screenshot shows the 'Ticket Queue' page of the TicketSystem application. The top navigation bar includes a logo, the title 'TicketSystem', and user icons for notifications and profile. On the left, a sidebar menu lists 'Dashboard', 'My Tickets' (which is highlighted in purple), and 'New Ticket'. The main content area has a header 'Ticket Queue' with a subtitle 'Overview of all support requests'. It features a search bar and dropdown filters for 'All Priorities' and 'All Statuses'. A table with columns 'TICKET INFO', 'PRIORITY', 'STATUS', 'CATEGORY', and 'ACTIONS' is present, showing a single row with a note: 'No recent tickets to show.'.

New User DashBoard

The screenshot shows the 'DashBoard' page for a new user. The top navigation bar is identical to the previous screenshot. The sidebar menu includes 'Dashboard' (highlighted in purple), 'My Tickets', and 'New Ticket'. The main content area has a header 'DashBoard' with a subtitle 'Overview of the tickets and recent activity'. It features four summary cards: 'TOTAL TICKETS' (0, Lifetime volume), 'OPEN TICKETS' (0, Requires action), 'RESOLVED' (0, Closed successfully), and 'CRITICAL' (0, SLA at risk). Below these is a section titled 'Recent Tickets' with a note: 'Latest activity from your queue' and a 'View All' button. A message at the bottom states: 'No recent tickets to show.'

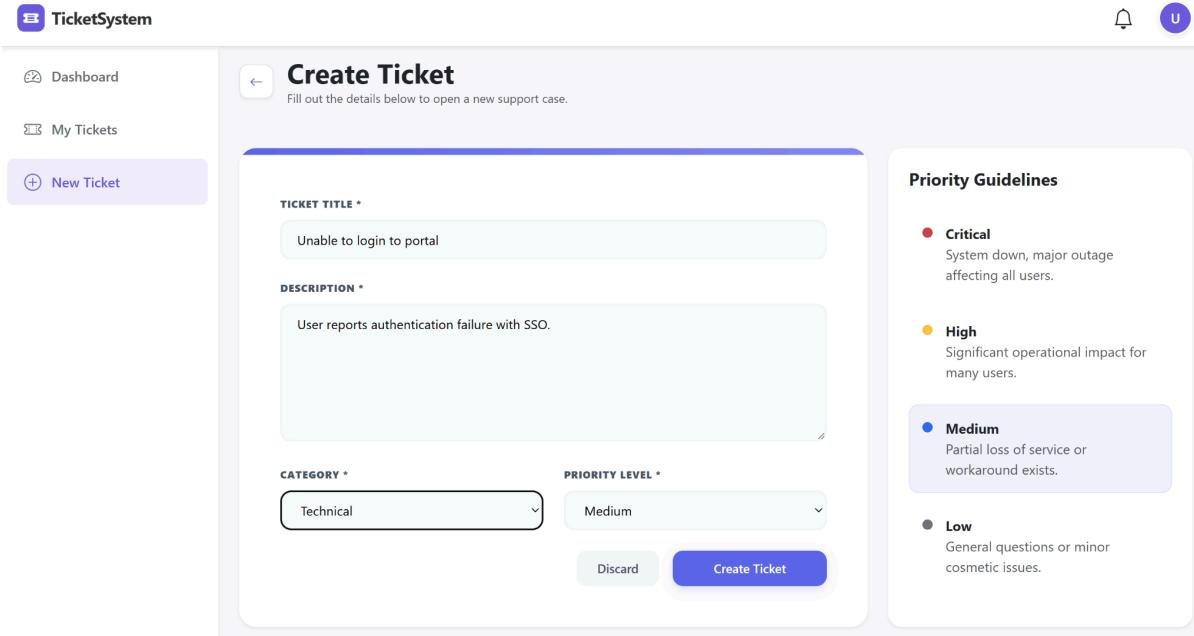
Ticket Creation



The screenshot shows the 'Create Ticket' form on a web-based ticket system. The form includes fields for 'TICKET TITLE *' (e.g., Cannot connect to VPN), 'DESCRIPTION *' (Please provide as much detail as possible...), 'CATEGORY *' (Select Category dropdown), and 'PRIORITY LEVEL *' (Medium dropdown). Below the form are two buttons: 'Discard' and 'Create Ticket'. To the right of the form is a 'Priority Guidelines' section with four color-coded categories: Critical (red), High (orange), Medium (blue), and Low (green).

PRIORITY	GUIDELINES
Critical	System down, major outage affecting all users.
High	Significant operational impact for many users.
Medium	Partial loss of service or workaround exists.
Low	General questions or minor cosmetic issues.

Enabling Create Ticket only After Entering all the details



The screenshot shows the 'Create Ticket' form after the user has entered all required details. The 'TICKET TITLE *' field contains 'Unable to login to portal', the 'DESCRIPTION *' field contains 'User reports authentication failure with SSO.', the 'CATEGORY *' dropdown is set to 'Technical', and the 'PRIORITY LEVEL *' dropdown is set to 'Medium'. The 'Create Ticket' button is now highlighted in blue, indicating it is enabled. The rest of the interface remains the same as the first screenshot.

View All the Created Tickets

The screenshot shows the 'Ticket Queue' page of the TicketSystem application. On the left, there's a sidebar with links: 'Dashboard', 'My Tickets' (which is highlighted in purple), and 'New Ticket'. The main area has a title 'Ticket Queue' with a subtitle 'Overview of all support requests'. Below that is a search bar with placeholder text 'Search title, ID, or user...'. To the right of the search bar are two dropdown menus: 'All Priorities' and 'All Statuses', both set to 'All'. A large table follows, with columns: 'TICKET INFO', 'PRIORITY', 'STATUS', 'CATEGORY', and 'ACTIONS'. There are four ticket entries:

TICKET INFO	PRIORITY	STATUS	CATEGORY	ACTIONS
#TCK-69A8A5 UNABLE TO LOGIN TO PORTAL By user • Jan 6, 4:05 PM	MEDIUM	Open	Technical	
#TCK-69A8A9 PRINTER NOT RESPONDING By user • Jan 6, 4:13 PM	LOW	Open	Network	
#TCK-69ABAB VPN CONNECTION DROPS FREQUENTLY By user • Jan 6, 4:14 PM	HIGH	Open	Technical	
#TCK-69A8AD PASSWORD RESET NOT WORKING By user • Jan 6, 4:15 PM	CRITICAL	Open	Authentication	

Real Time Searching

This screenshot shows the same 'Ticket Queue' interface as the previous one, but with a search term 'printer' entered into the search bar. The results show a single ticket entry:

TICKET INFO	PRIORITY	STATUS	CATEGORY	ACTIONS
#TCK-69A8A9 PRINTER NOT RESPONDING By user • Jan 6, 4:13 PM	LOW	Open	Network	

TicketSystem

Dashboard

My Tickets

New Ticket

Ticket Queue
Overview of all support requests

Search title, ID, or user... High All Statuses

TICKET INFO	PRIORITY	STATUS	CATEGORY	ACTIONS
#TCK-69A8AB VPN CONNECTION DROPS FREQUENTLY By user • Jan 6, 4:14 PM	HIGH	Open	Technical	

TicketSystem

Dashboard

My Tickets

New Ticket

Ticket Queue
Overview of all support requests

Search title, ID, or user... Medium Open

TICKET INFO	PRIORITY	STATUS	CATEGORY	ACTIONS
#TCK-69A8A5 UNABLE TO LOGIN TO PORTAL By user • Jan 6, 4:05 PM	MEDIUM	Open	Technical	

User Dashboard to View Recent Tickets and Stats

The screenshot shows the 'TicketSystem' user dashboard. At the top, there's a navigation bar with icons for Dashboard, My Tickets, and New Ticket, along with a bell and user profile icons.

The main area is titled 'DashBoard' with a subtitle 'Overview of the tickets and recent activity'. It features four summary cards:

- TOTAL TICKETS**: 4 Lifetime volume (Icon: ticket)
- OPEN TICKETS**: 4 Requires action (Icon: envelope)
- RESOLVED**: 0 Closed successfully (Icon: checkmark)
- CRITICAL**: 1 SLA at risk (Icon: fire)

Below these is a section titled 'Recent Tickets' with a subtitle 'Latest activity from your queue'. It lists three recent tickets:

- #TCK-69A8AD AUTHENTICATION: Password reset not working (Status: OPEN, Priority: CRITICAL) - Created Jan 6
- #TCK-69A8AB TECHNICAL: VPN connection drops frequently (Status: OPEN, Priority: HIGH) - Created Jan 6
- #TCK-69A8A9 NETWORK: Printer not responding (Status: OPEN, Priority: LOW)

At the bottom right of the dashboard is a 'View All →' button.

Ticket Details and Real Time Comment Activity

The screenshot shows the 'TicketSystem' ticket details page for ticket #TCK-69A8AD. At the top, there's a navigation bar with icons for Dashboard, My Tickets, and New Ticket, along with a bell and user profile icons.

The main area is titled 'TCK-69A8AD' with a subtitle 'Created 01/06/2026, 4:15:27 PM'.

The ticket details are organized into several sections:

- TITLE**: Password reset not working
- DESCRIPTION**: Self-service password reset portal returns error code 500.
- TAGS**: login, authentication
- ACTIVITY TIMELINE**:
 - CREATED by user**: 1/6/26, 9:45 PM - Ticket CREATED
- TICKET DETAILS**:
 - STATUS**: OPEN
 - PRIORITY**: CRITICAL
 - CATEGORY**: Authentication
 - REPORTER**: user (User icon, v.vakanthampranitha@gmail.com)
 - ASSIGNEE**: Unassigned (User icon, Awaiting Agent)
 - LAST UPDATED**: Jan 6, 2026, 4:15:27 PM
- A large text area for comments with placeholder 'Write an update or internal note...' and a 'Post Update' button.

ROLE AGENT

Agent DashBoard

The Agent Dashboard provides a quick overview of ticket activity. It includes four main metrics:

- CURRENT ASSIGNMENTS:** 0 Tickets in progress.
- RESOLVED:** 0 Tickets closed successfully.
- RESOLUTION RATE:** 0% Efficiency ratio.
- AGENT LEVEL:** L1 Experience tier.

Below these metrics is a section titled "Recent Tickets" which displays a message: "No recent tickets to show."

Assigned Tickets

The Assigned Tickets page shows a "Ticket Queue" with the following details:

- Ticket Queue Overview:** Overview of all support requests.
- Search Bar:** Search title, ID, or user...
- Filter Options:** All Priorities, All Statuses.
- Table Headers:** TICKET INFO, PRIORITY, STATUS, CATEGORY, ACTIONS.
- Message:** No recent tickets to show.

ROLE MANGER

Manager View

The screenshot shows the 'Ticket Queue' page of the TicketSystem application. The left sidebar includes links for Dashboard, Ticket Queues (which is selected and highlighted in purple), and Reports. The main content area has a header 'Ticket Queue' with a subtitle 'Overview of all support requests'. It features a search bar and filters for 'All Priorities' and 'All Statuses'. Below is a table titled 'TICKET INFO' with columns for ID, Title, Priority, Status, Category, and Actions. Four tickets are listed:

TICKET INFO	PRIORITY	STATUS	CATEGORY	ACTIONS
#TCK-69A8A5 UNABLE TO LOGIN TO PORTAL By user • Jan 6, 4:05 PM	MEDIUM	Open	Technical	
#TCK-69A8A9 PRINTER NOT RESPONDING By user • Jan 6, 4:13 PM	LOW	Open	Network	
#TCK-69A8AB VPN CONNECTION DROPS FREQUENTLY By user • Jan 6, 4:14 PM	HIGH	Open	Technical	
#TCK-69A8AD PASSWORD RESET NOT WORKING By user • Jan 6, 4:15 PM	CRITICAL	Open	Authentication	

Assigning the Ticket to Agent (Manual Assignment)

The screenshot shows a modal dialog box titled 'Assign Specialist' with the sub-instruction 'Select an agent to handle this request.' A dropdown menu is open, showing the option 'Agent (agent@ticket.com)'. At the bottom of the dialog are two buttons: 'Confirm Assignment' (in blue) and 'Cancel'.

Auto Assign Feature

The screenshot shows the 'Ticket Queue' page. On the left, a sidebar has 'Dashboard' selected. The main area has a title 'Ticket Queue' with a subtitle 'Overview of all support requests'. A search bar and filters for 'All Priorities' and 'All Statuses' are at the top. Below is a table with columns: TICKET INFO, PRIORITY, STATUS, CATEGORY, and ACTIONS. Four tickets are listed:

TICKET INFO	PRIORITY	STATUS	CATEGORY	ACTIONS
#TCK-69AB85 UNABLE TO LOGIN TO PORTAL By user • Jan 6, 4:05 PM	MEDIUM	Open	Technical	
#TCK-69AB89 PRINTER NOT RESPONDING By user • Jan 6, 4:13 PM	LOW	Open	Network	
#TCK-69ABAB VPN CONNECTION DROPS FREQUENTLY By user • Jan 6, 4:14 PM	HIGH	Open	Technical	
#TCK-69ABAD PASSWORD RESET NOT WORKING By user • Jan 6, 4:15 PM	CRITICAL	Open	Authentication	

Dashboard Stats

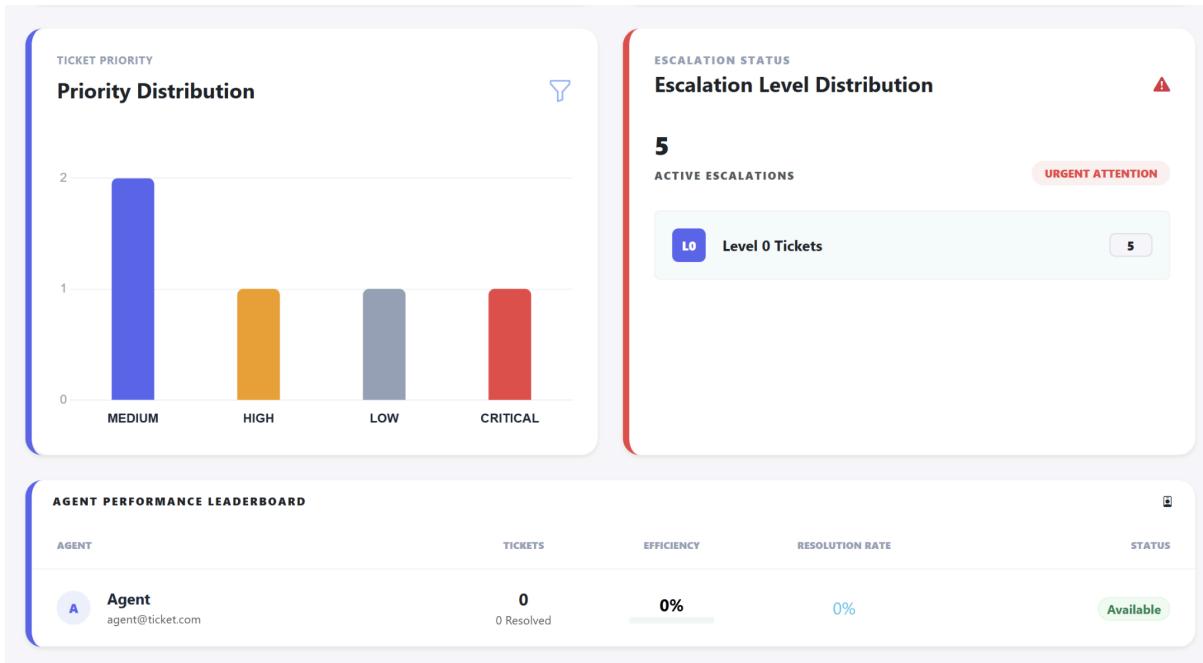
The screenshot shows the 'DashBoard' page. On the left, a sidebar has 'Dashboard' selected. The main area has a title 'DashBoard' with a subtitle 'Overview of the tickets and recent activity'. It features four summary cards:

- TOTAL TICKETS**: 5 Lifetime volume
- OPEN TICKETS**: 5 Requires action
- RESOLVED**: 0 Closed successfully
- CRITICAL**: 1 SLA at risk

Below are two charts: 'Status Distribution' (a donut chart showing 5 total tickets) and 'Priority Distribution' (a bar chart showing ticket counts for Medium, High, Low, and Critical priorities).

PRIORITY	Count
MEDIUM	2
HIGH	1
LOW	1
CRITICAL	1

Escalation Information And Agent Performance



Recent Tickets Info

Recent Tickets					View All →
Latest activity from your queue					
#TCK-69A8AF	AUTHENTICATION	Software	MEDIUM	OPEN	⌚ Jan 6
#TCK-69A8AD	AUTHENTICATION	Password reset not working	CRITICAL	OPEN	⌚ Jan 6
#TCK-69A8AB	TECHNICAL	VPN connection drops frequently	HIGH	OPEN	⌚ Jan 6
#TCK-69A8A9	NETWORK	Printer not responding	LOW	OPEN	⌚ Jan 6
#TCK-69A8A5	TECHNICAL	Unable to login to portal	MEDIUM	OPEN	⌚ Jan 6