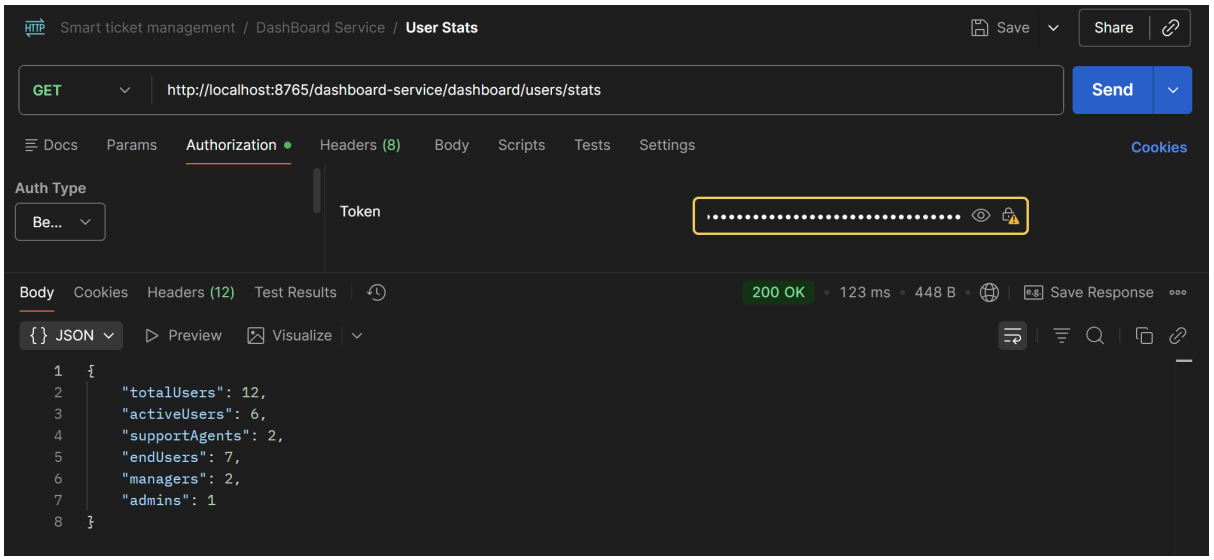
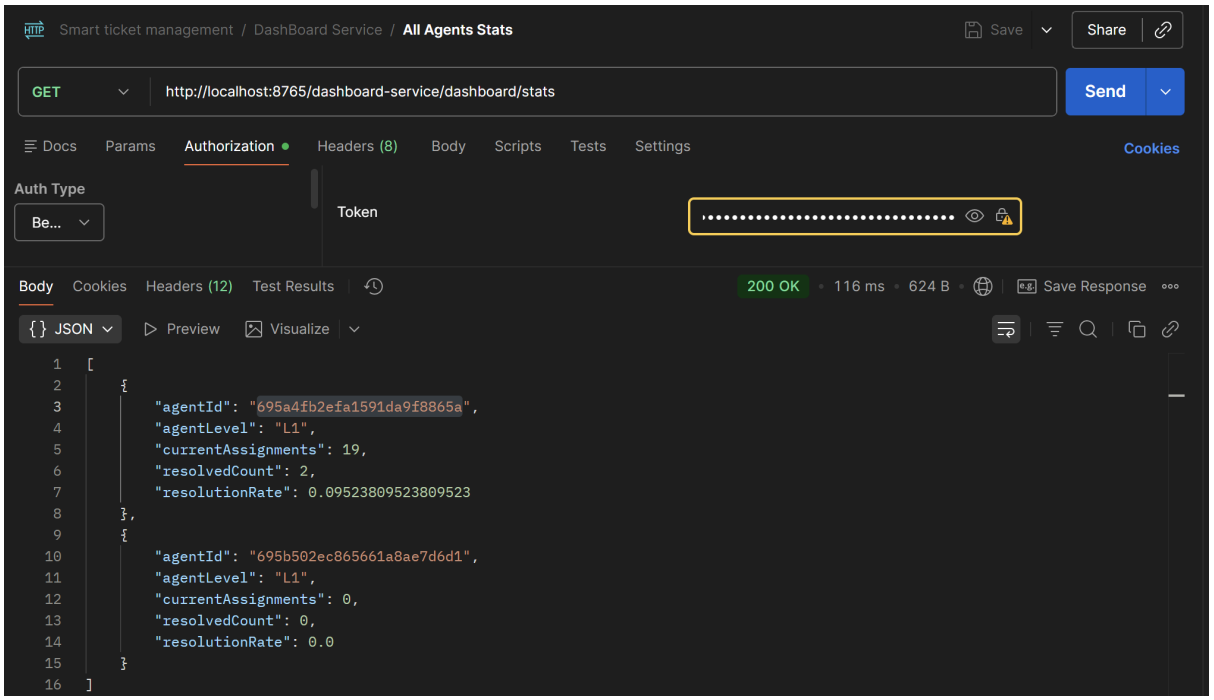
API Tests

DashBoard Service

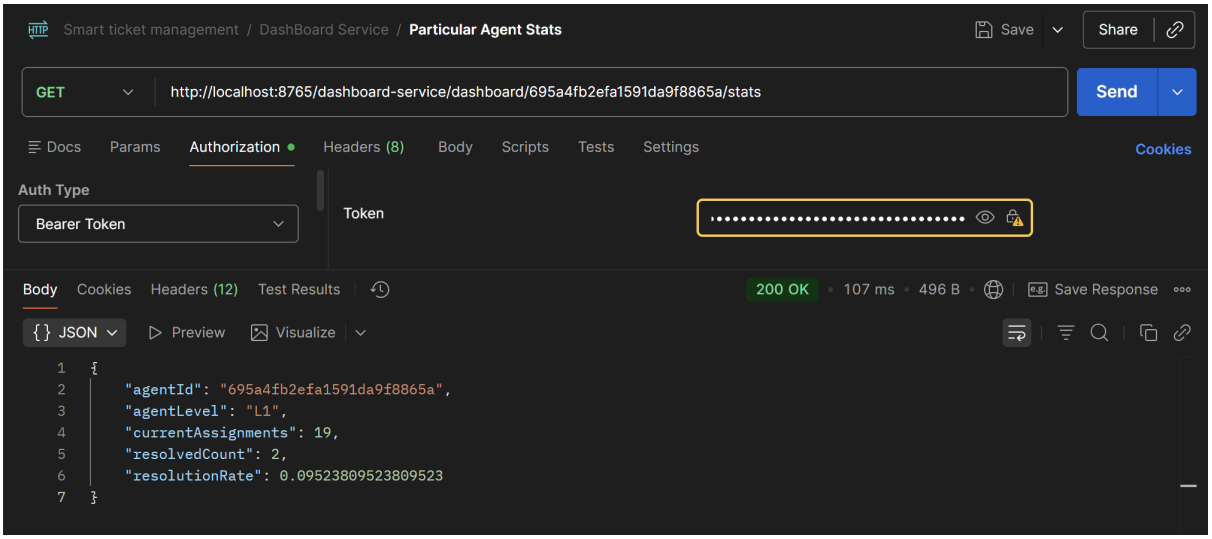
1. Total User Stats



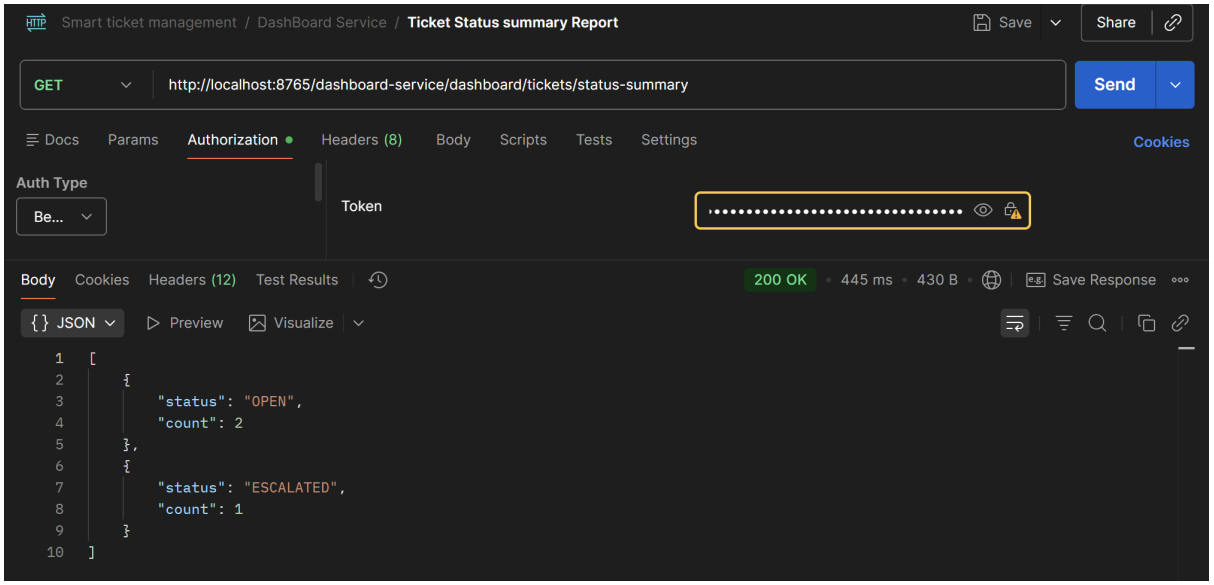
2. All Agents Stats



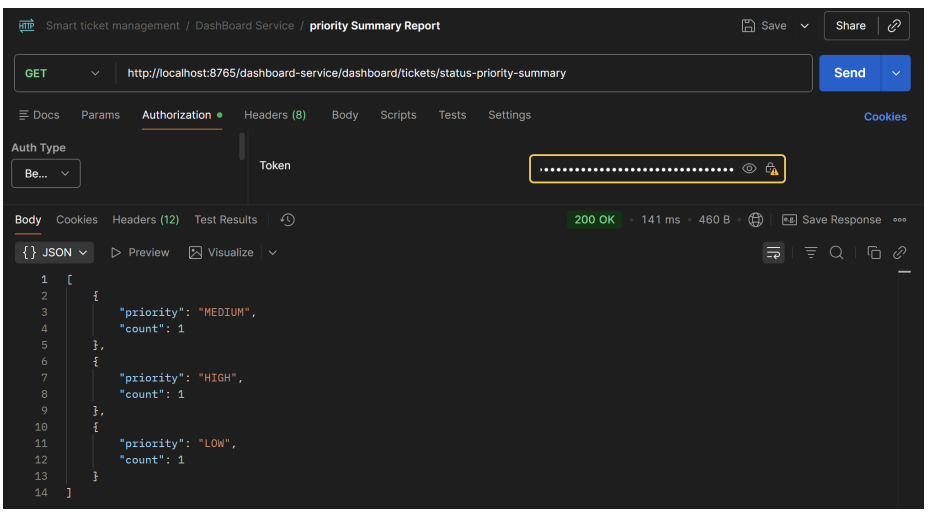
3. Particular Agent Stats



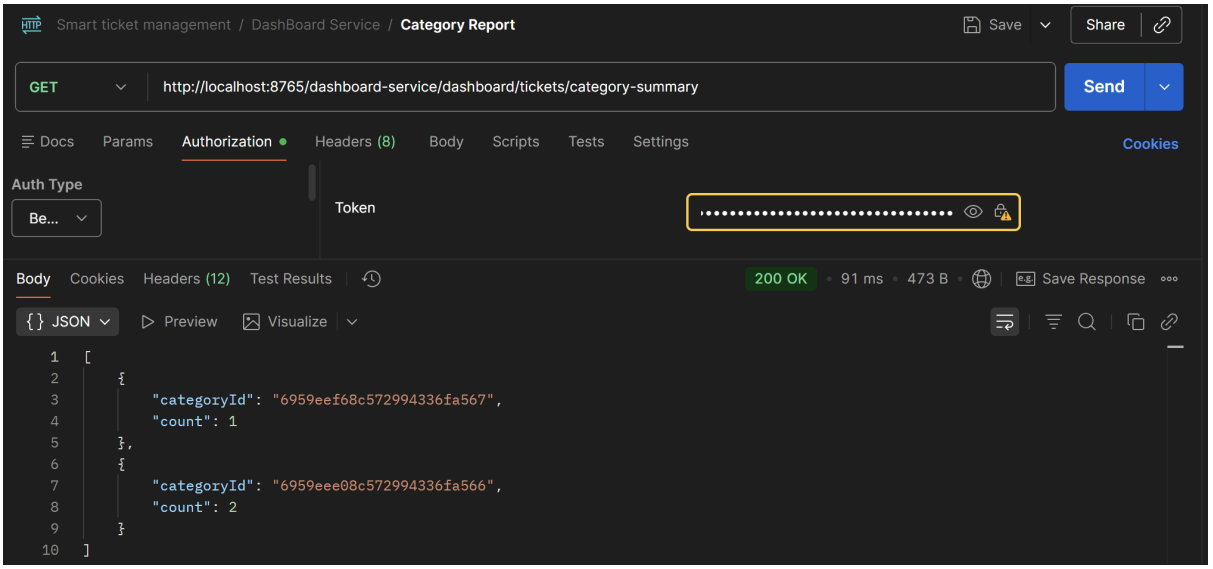
4. Ticket Status Summary Stats



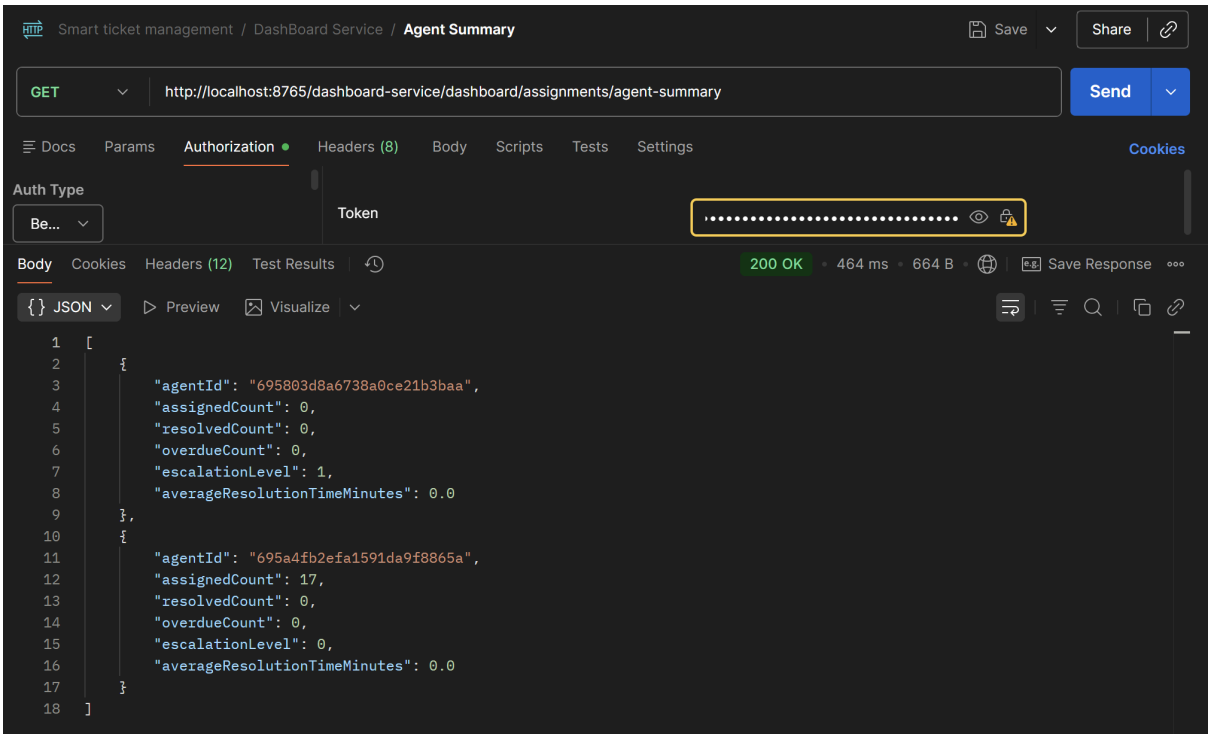
5. Priority Status Summary



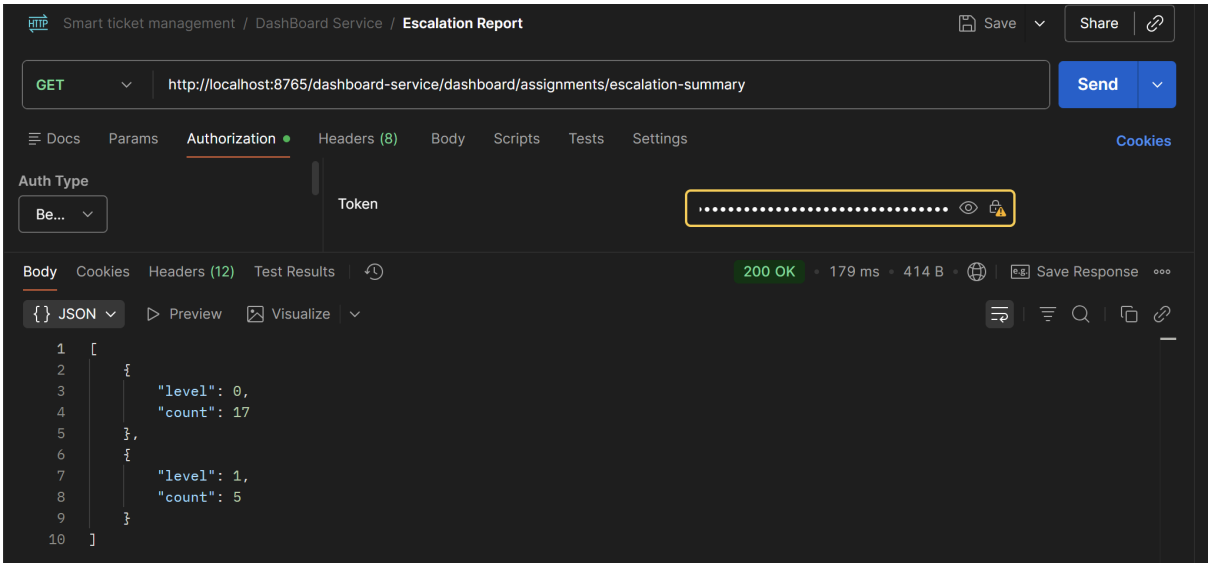
6. Category Status Summary



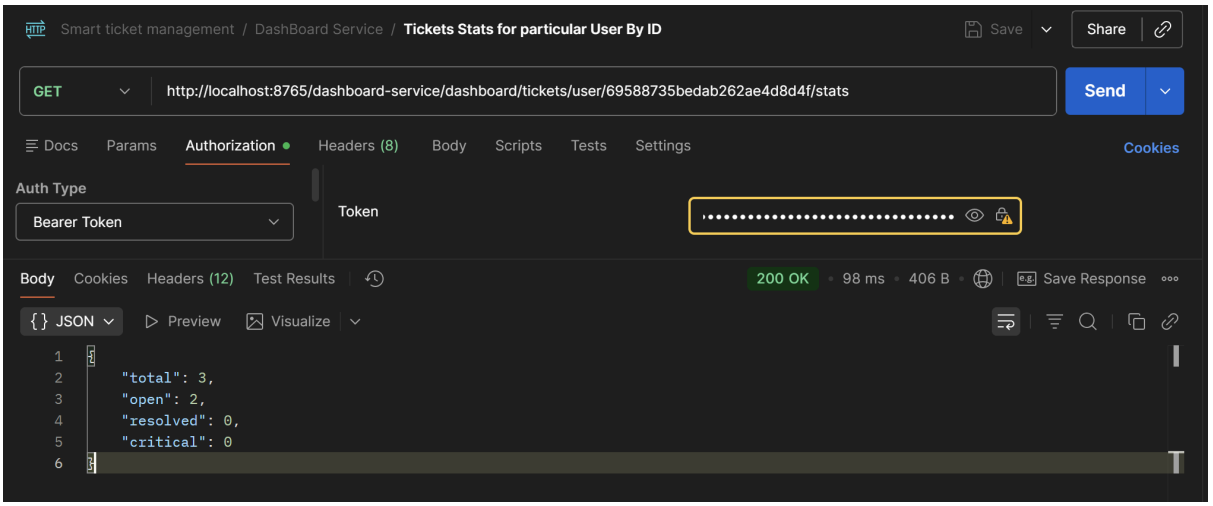
7.Agent Summary Report



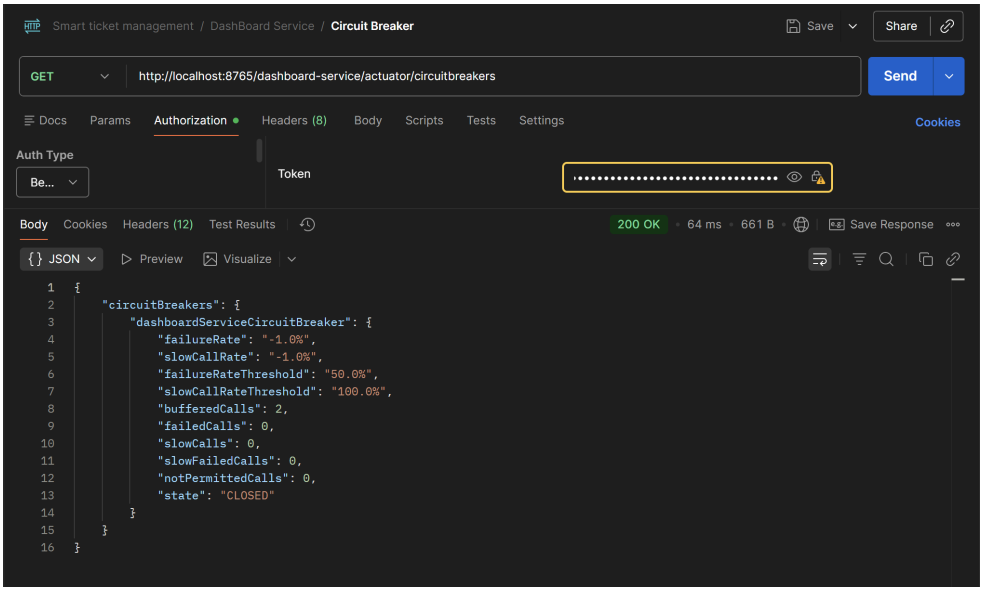
8.Escalation Summary Report



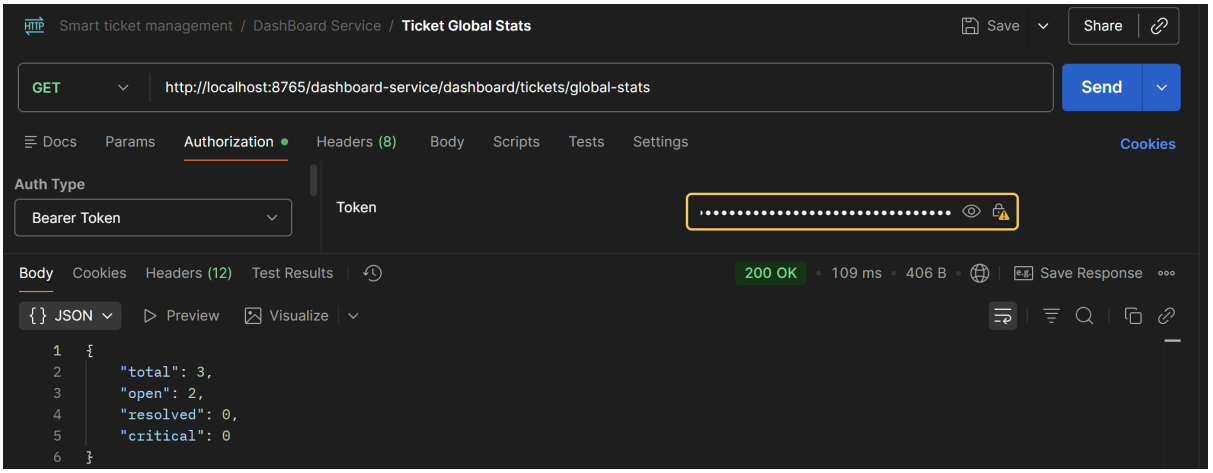
9 Ticket Status By User ID



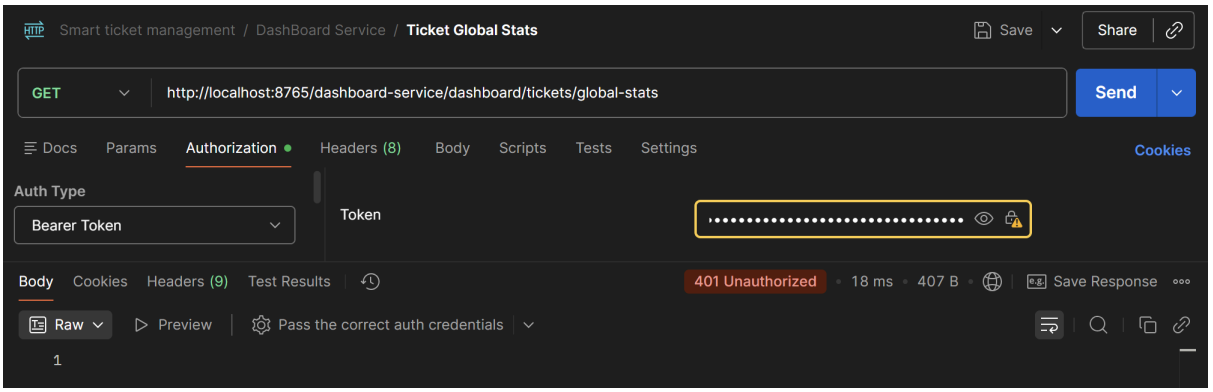
10 Circuit Breaker



11 Ticket Global Stats

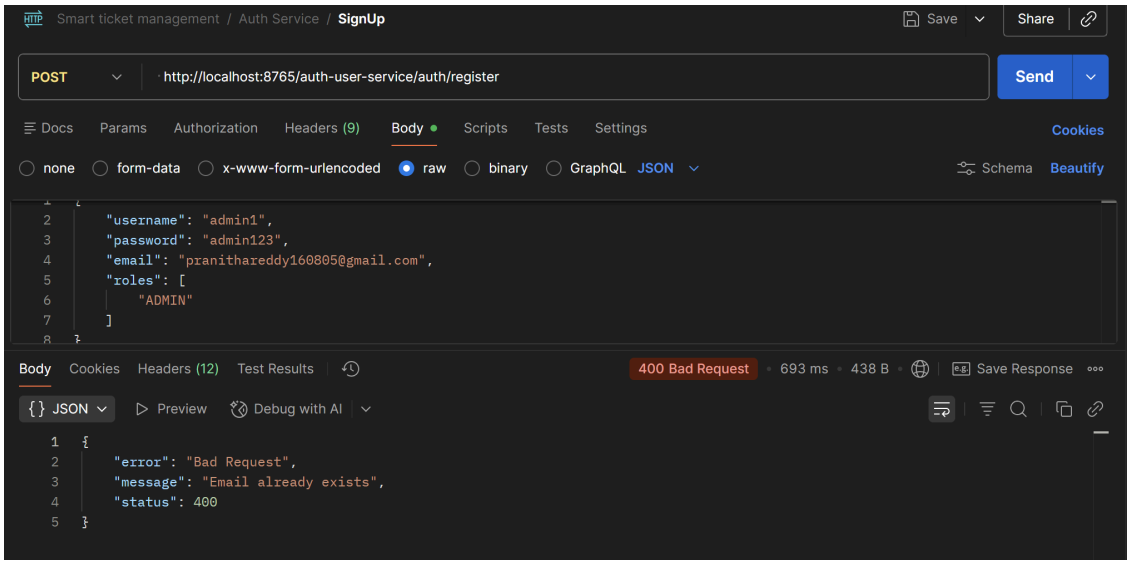


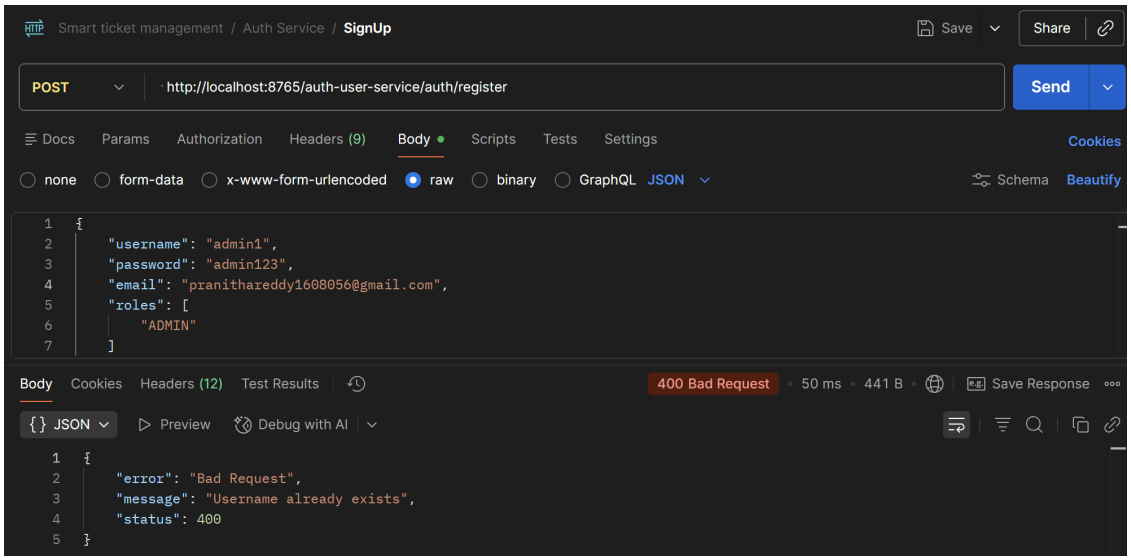
12 Unauthorized Case



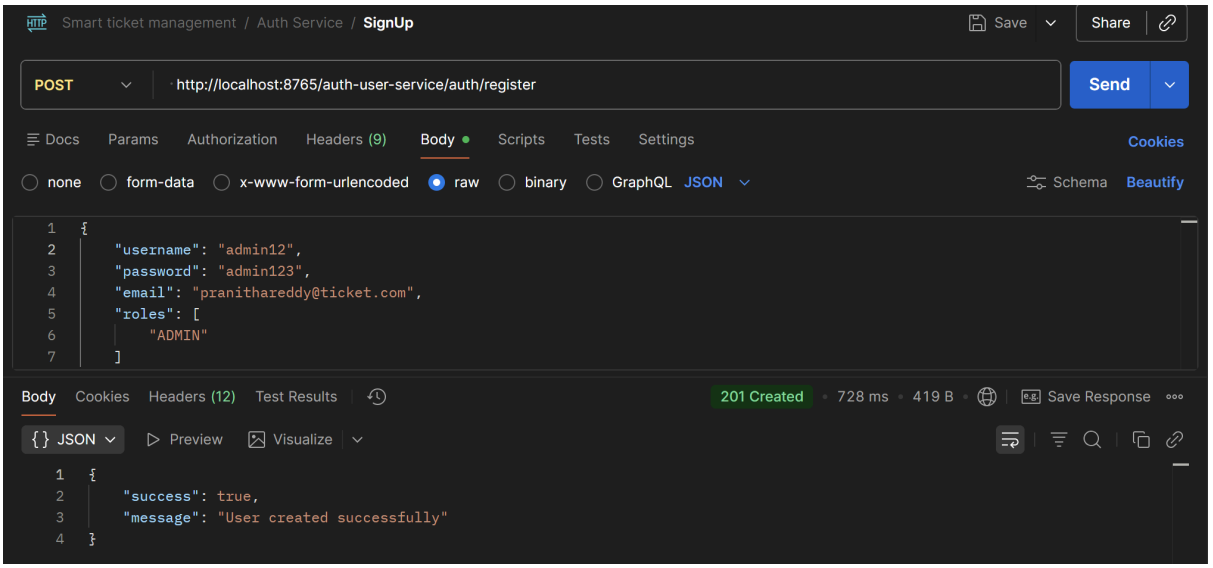
Auth-User Microservice

Registering with already existing case

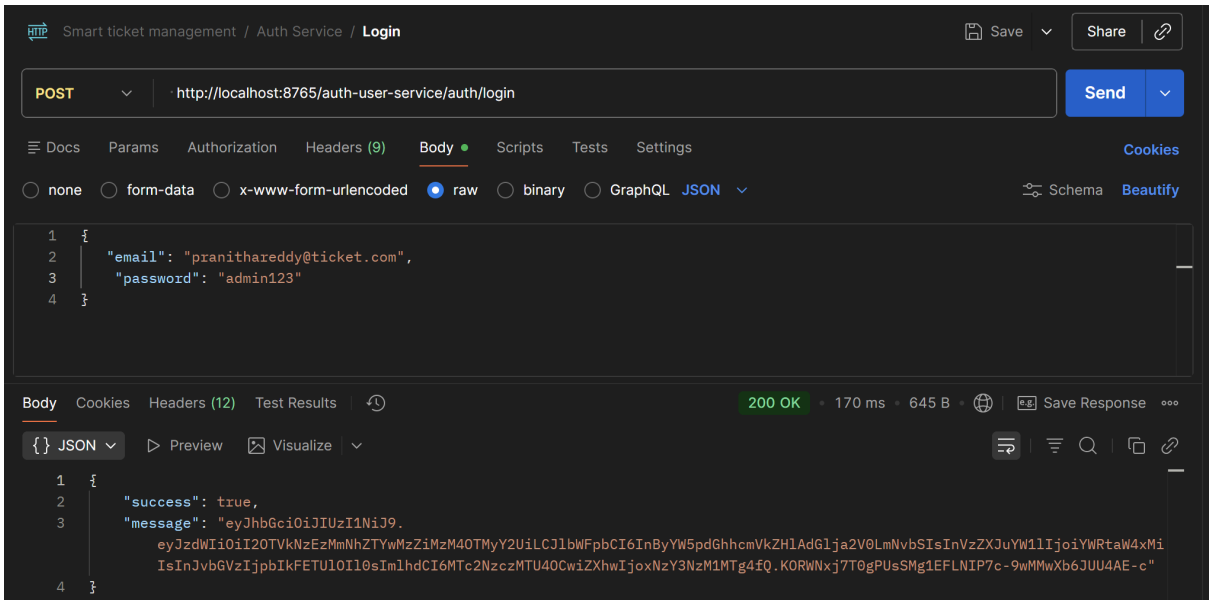




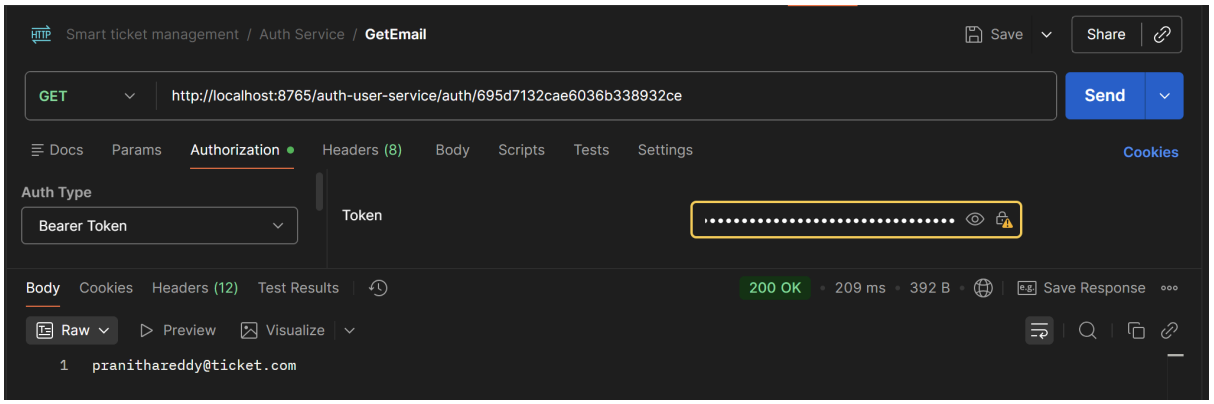
SignUp successful



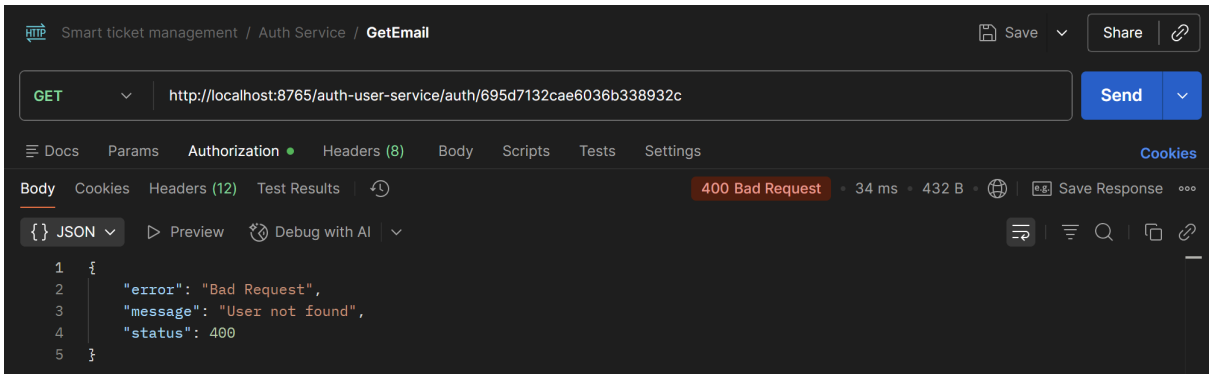
SignIn successful



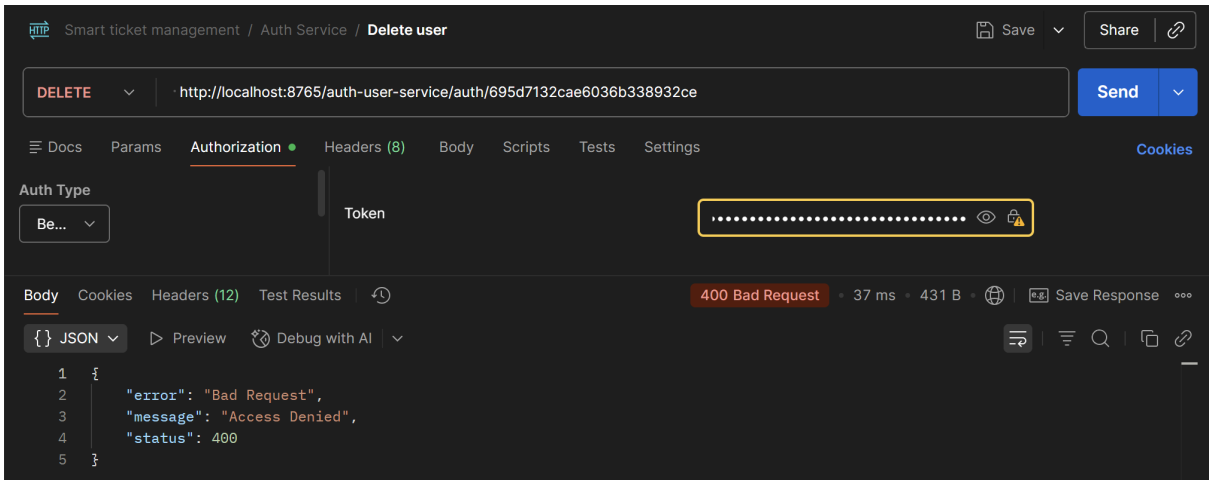
Get user Email by ID



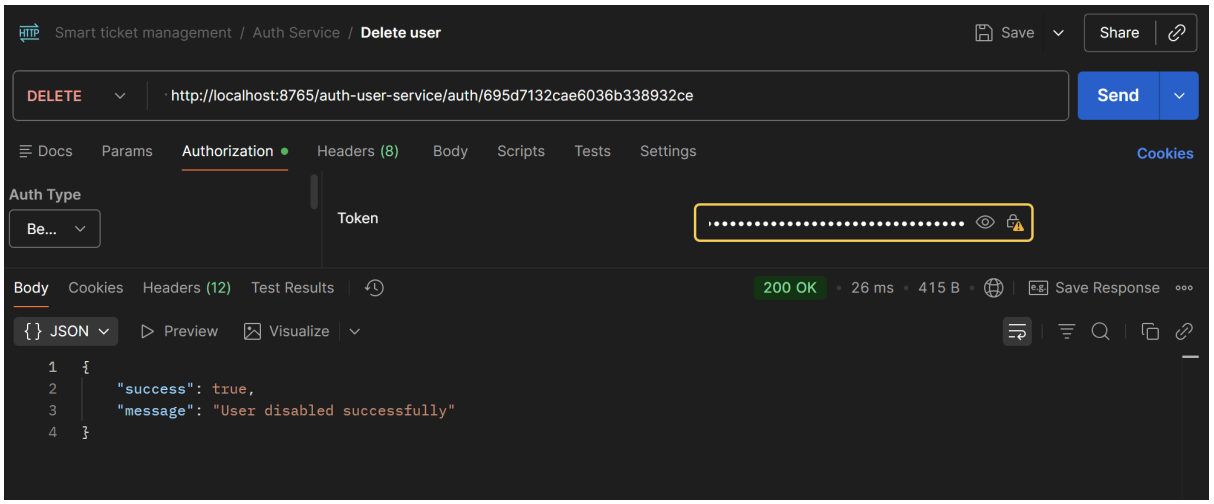
Get user Email by ID failure if ID does not exists



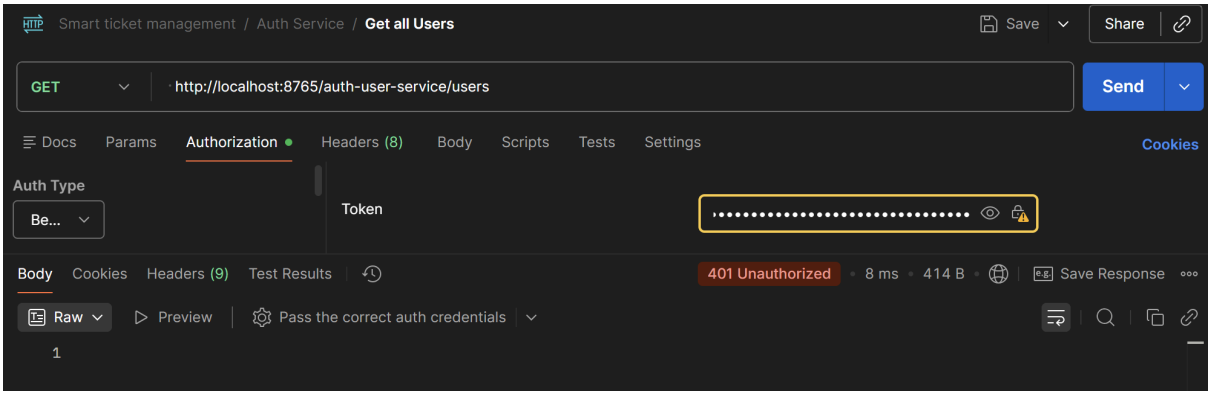
When User, Agent, Manager tries to delete



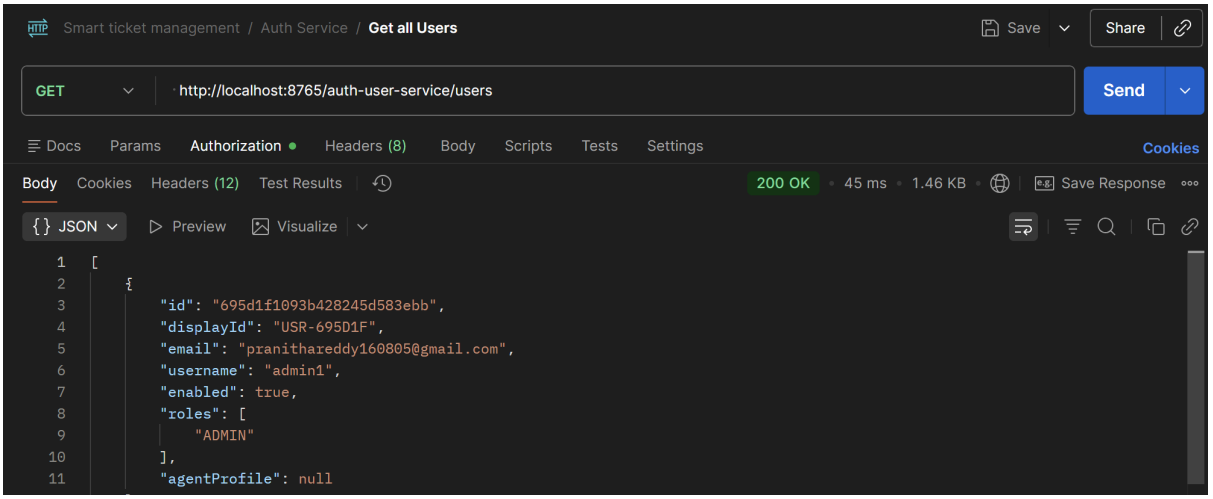
When Admin deletes



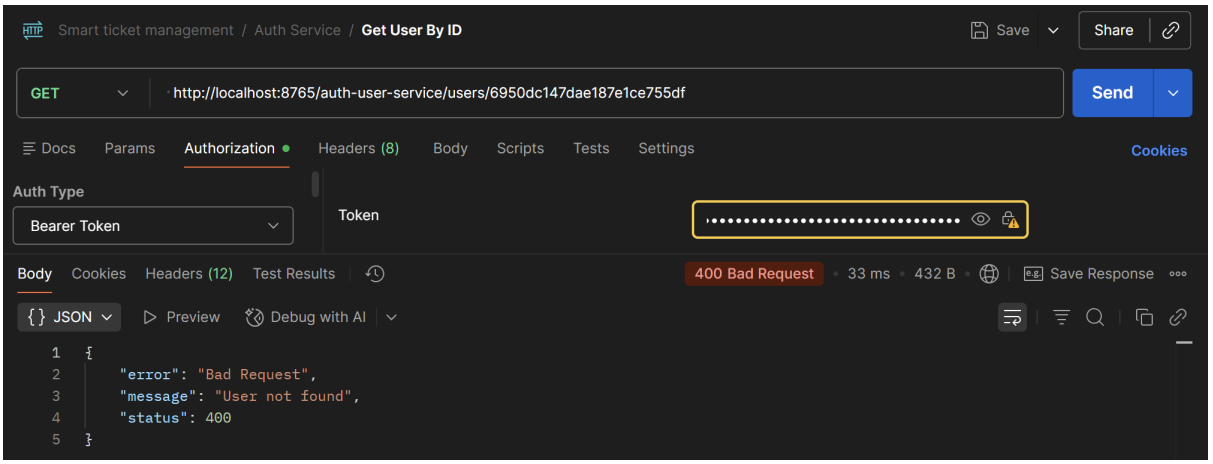
With Wrong Token



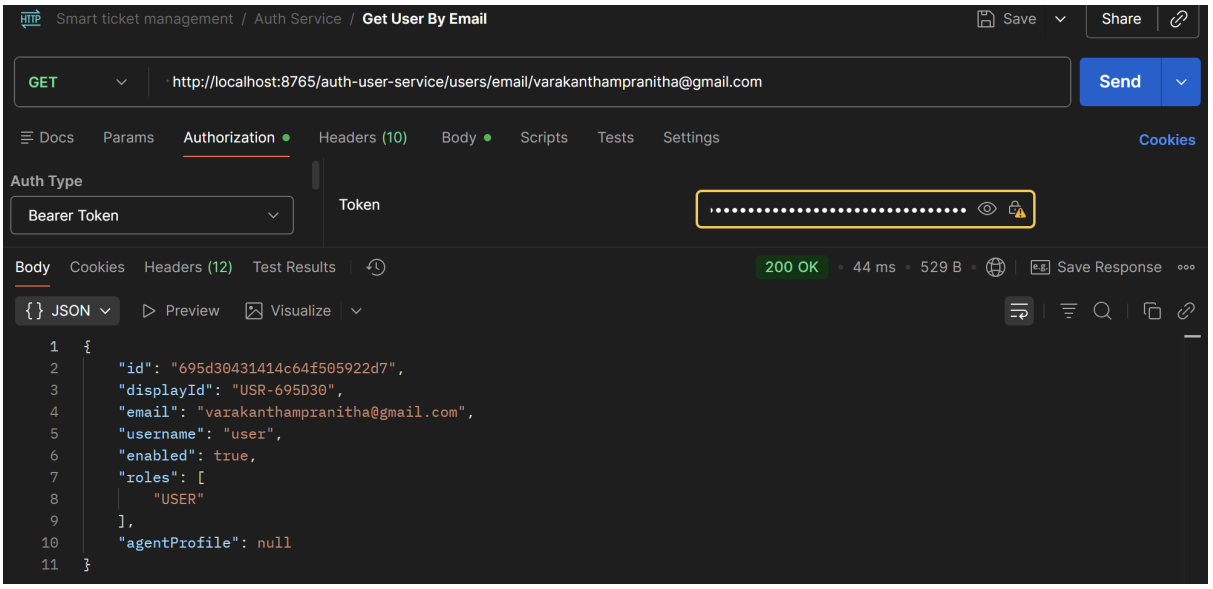
Get all users



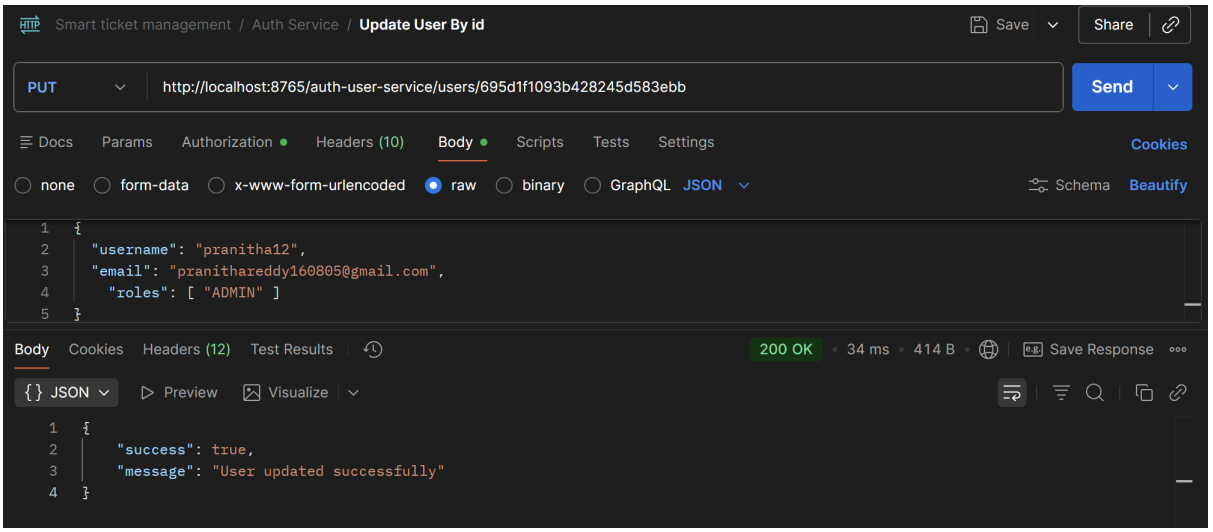
User not found case



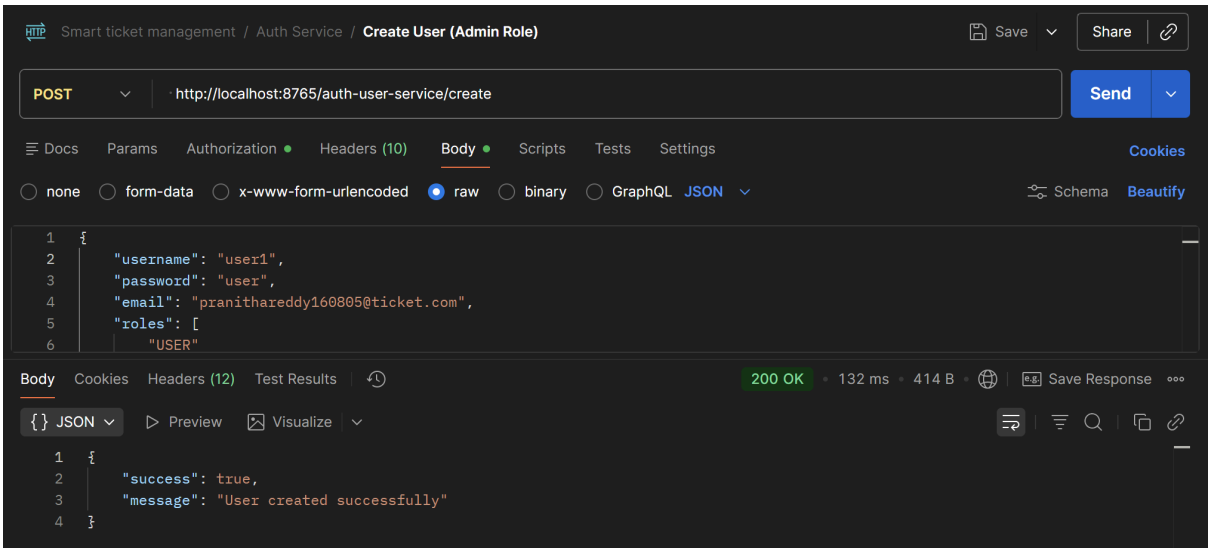
Get user by Email



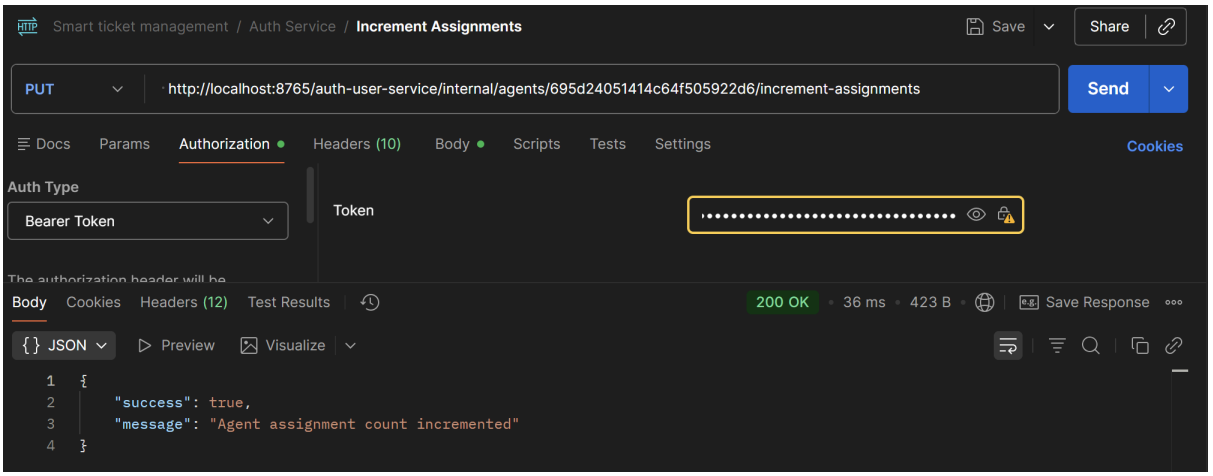
Update user by ID



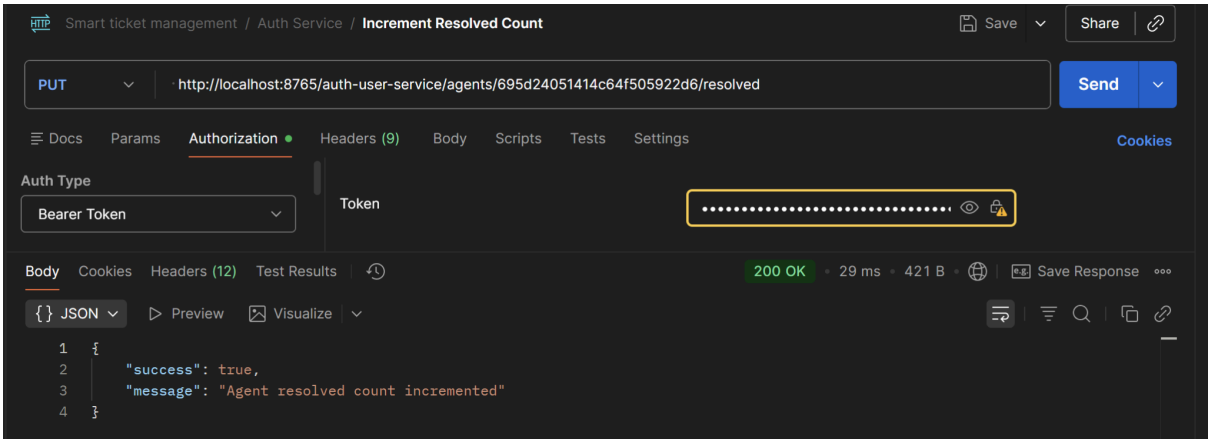
Creating (Agent,User,Manager) by ADMIN



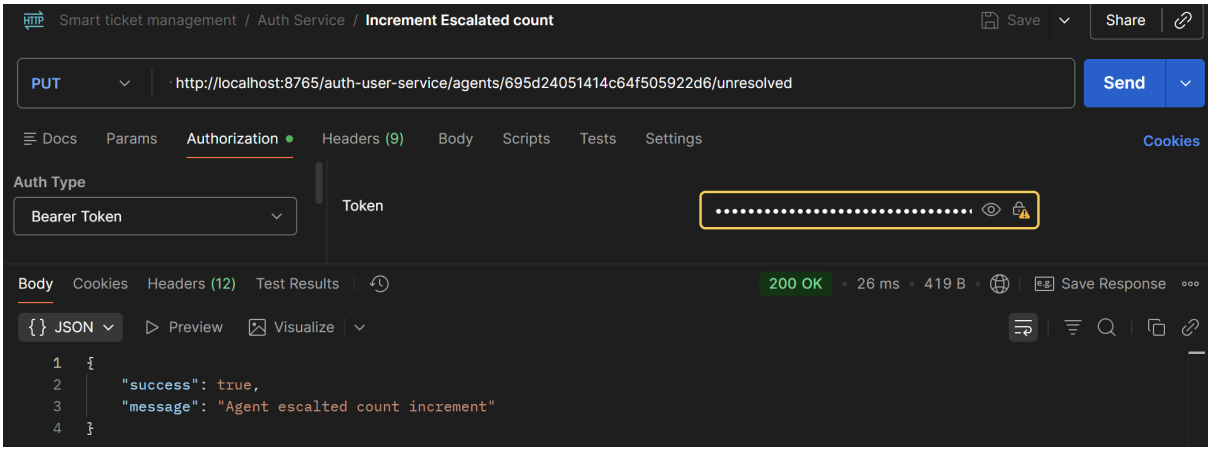
Increment Agent Assignment count



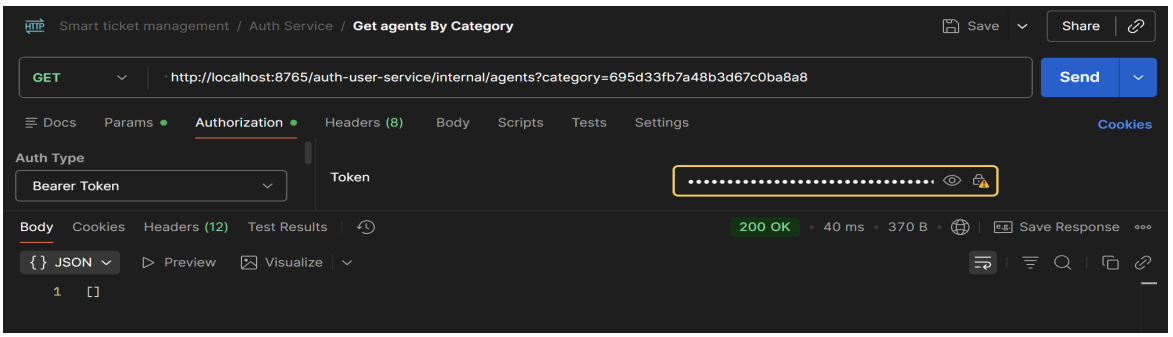
Increment Resolved Count



Increment Escalated Count

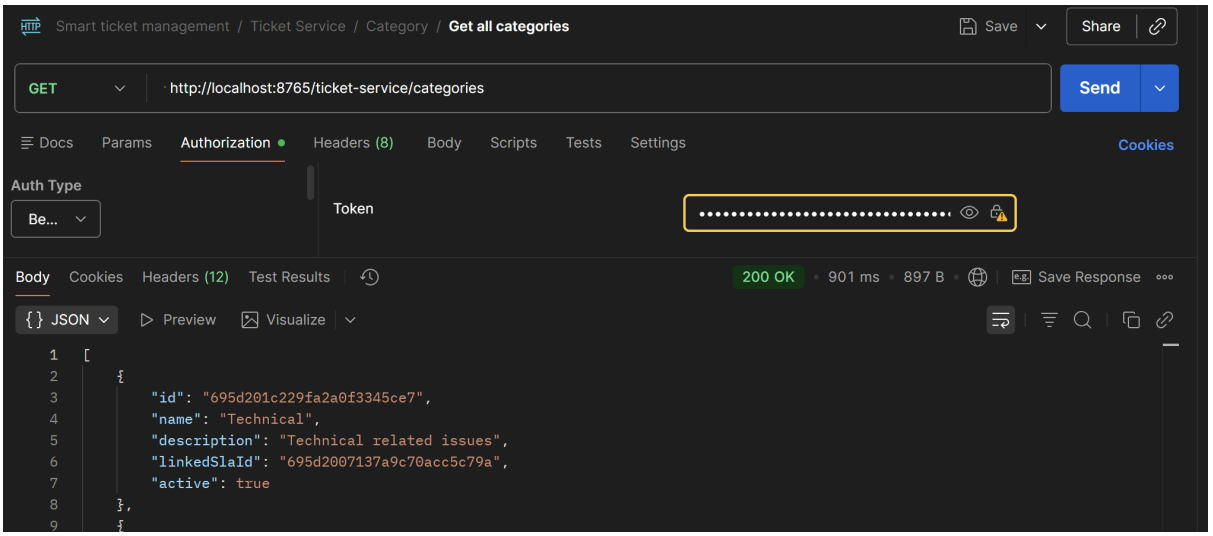


Agents By Category

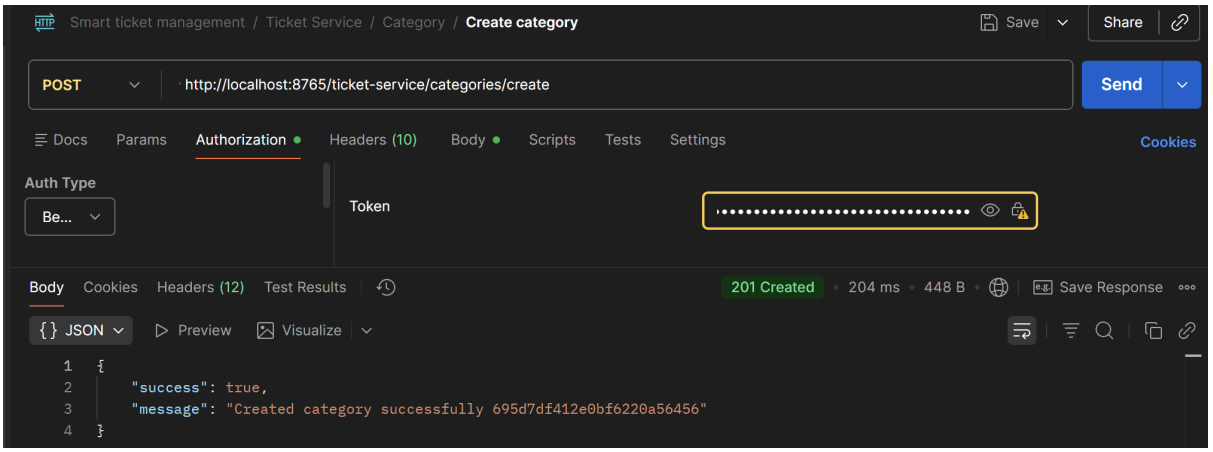


Ticket MicroService

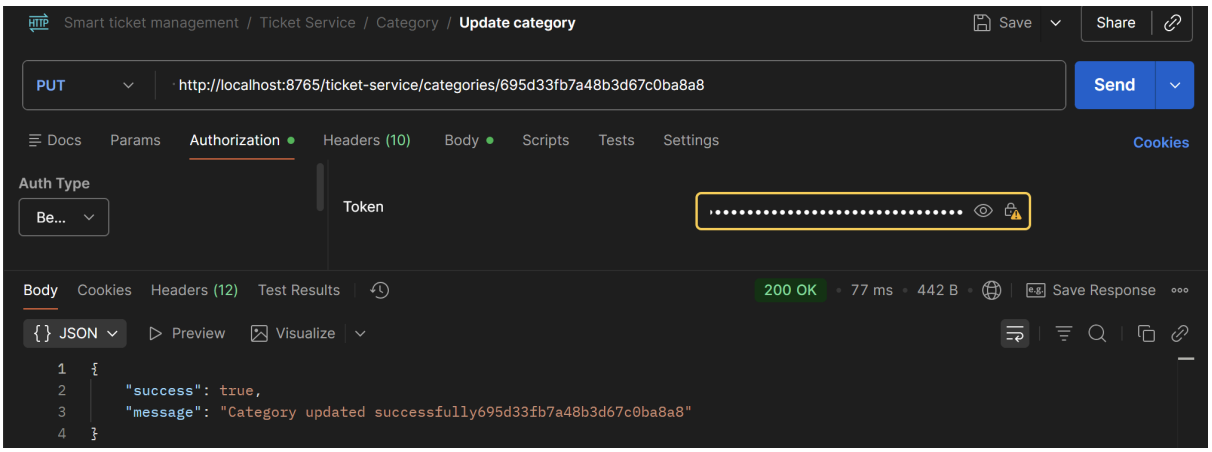
Get all Categories



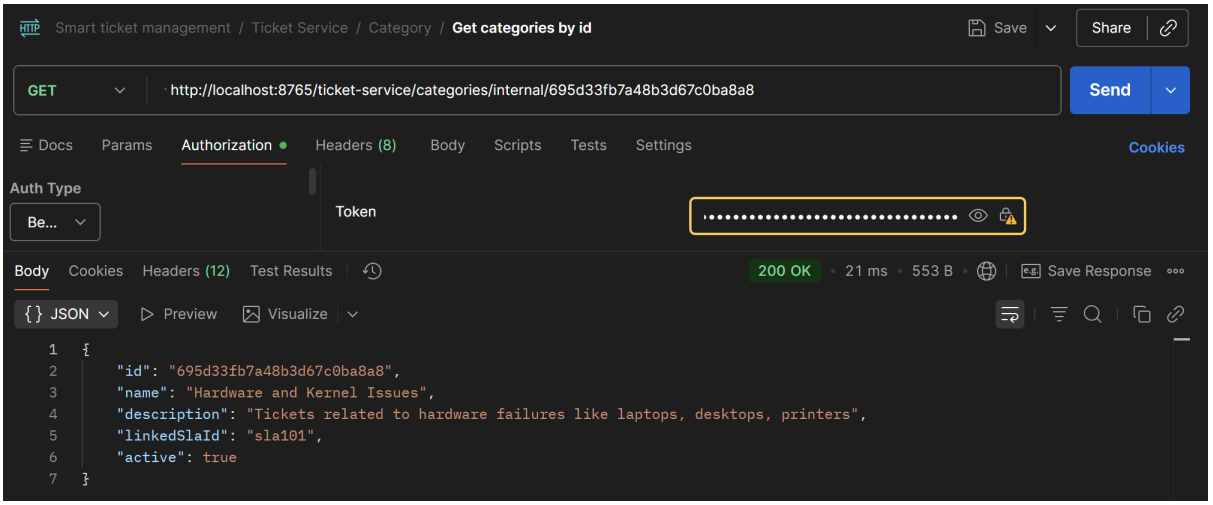
Create Category Only Admin can Add



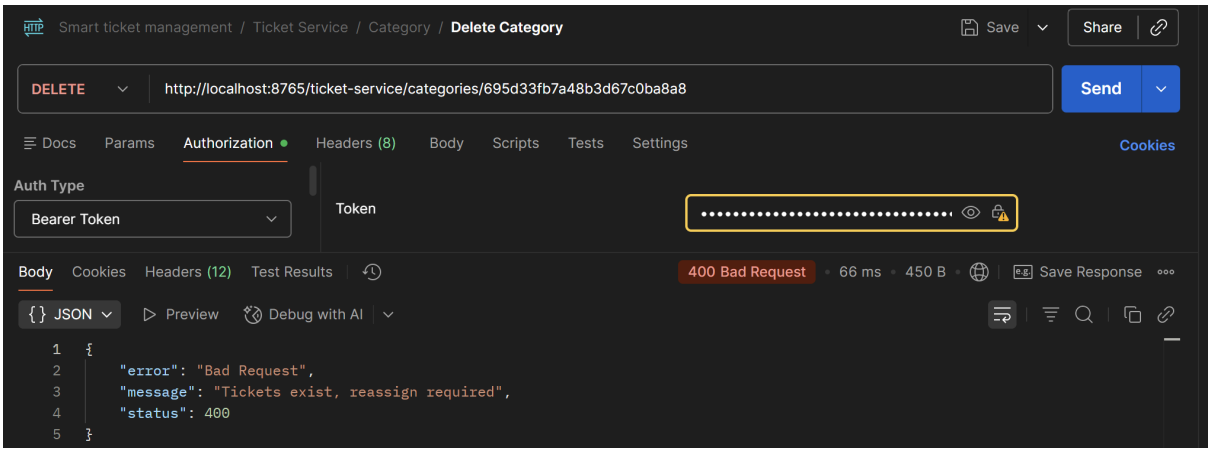
Update Category Only By Admin



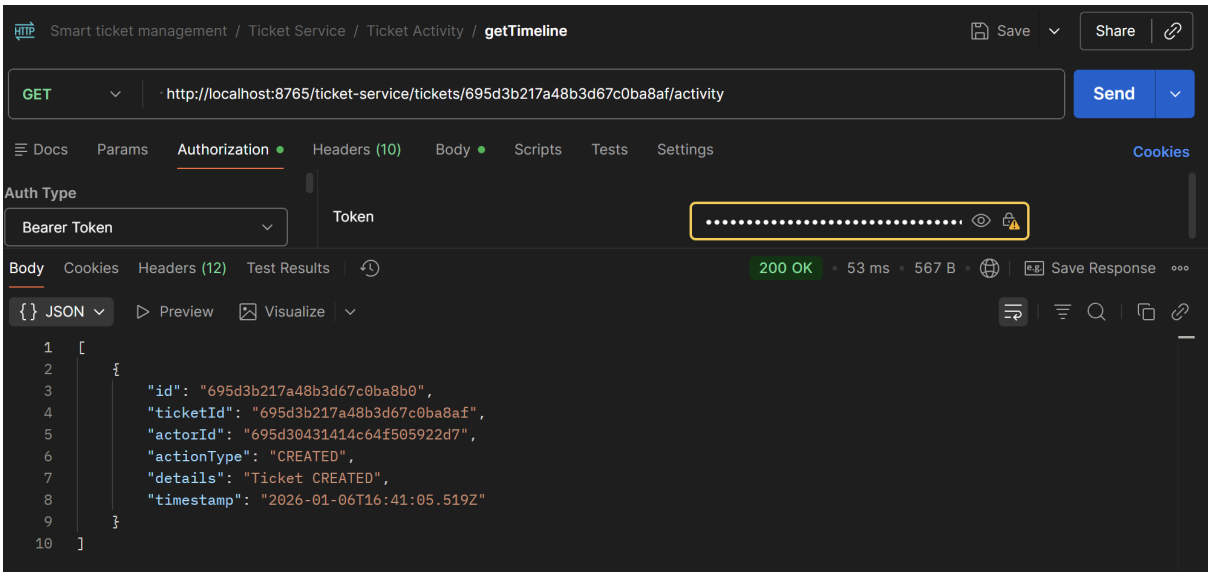
Get Category By ID



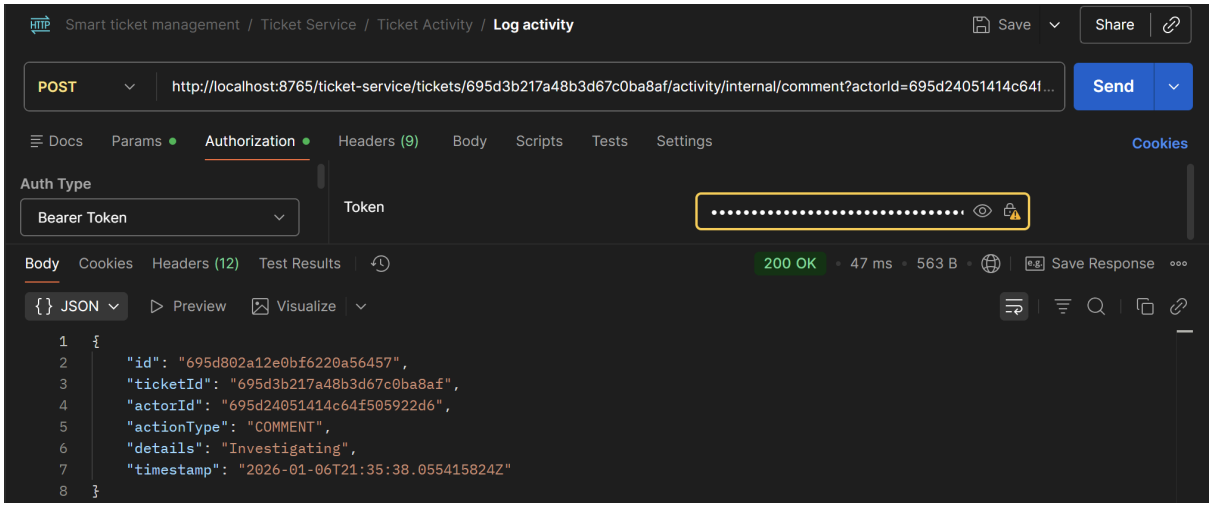
Delete category
Cannot delete category until the ticket is reassigned to another category



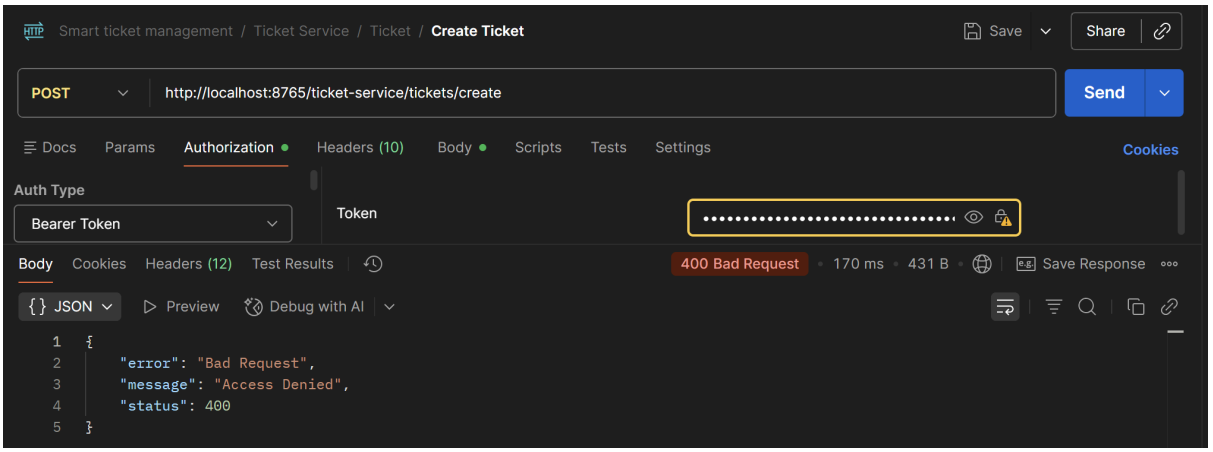
Ticket Activity Based on ID



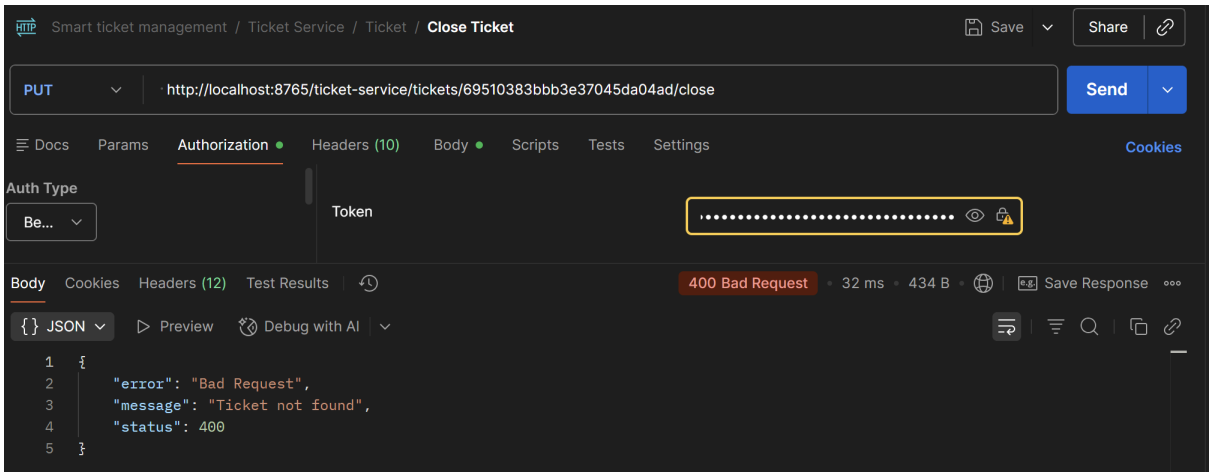
Internal Log Activity



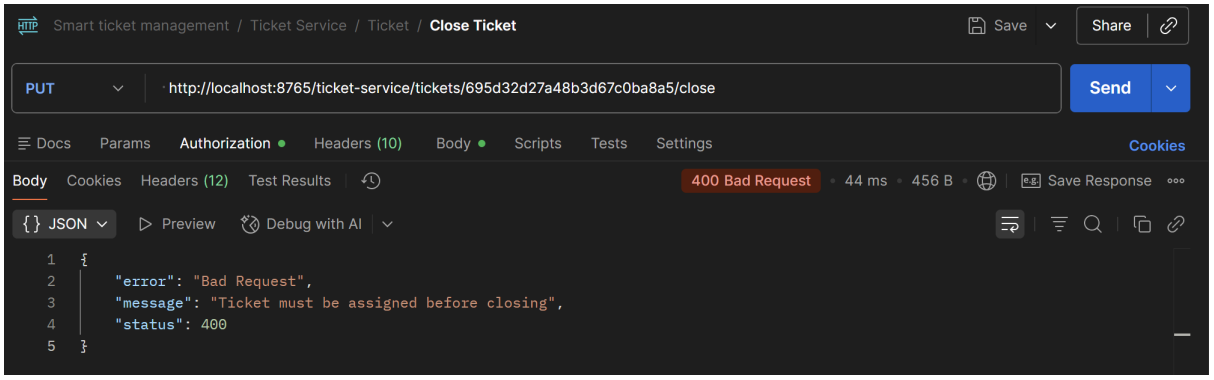
Only User can add Ticket (Case when admin tried to add ticket)



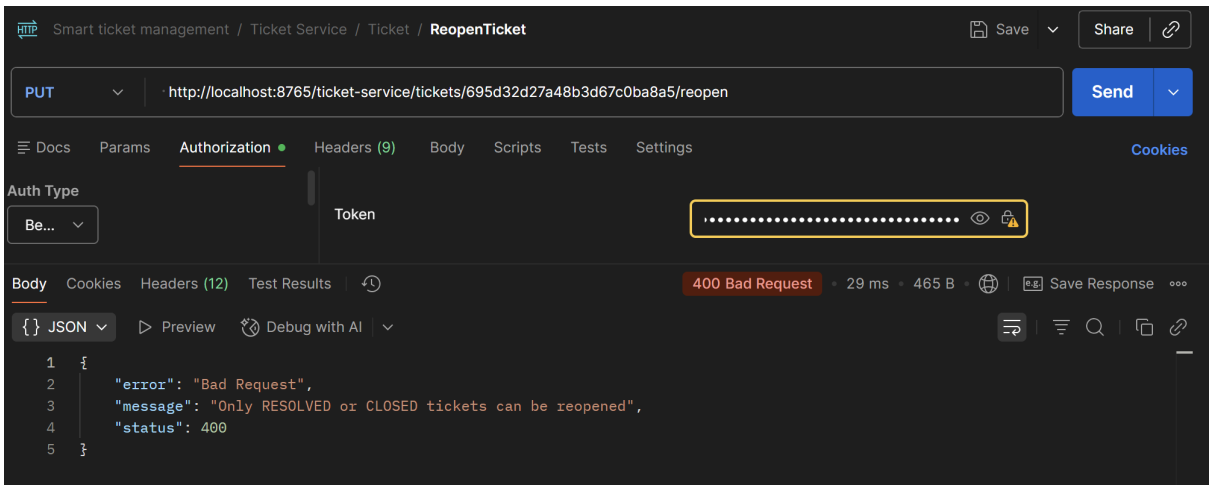
Close Ticket when ticket not found



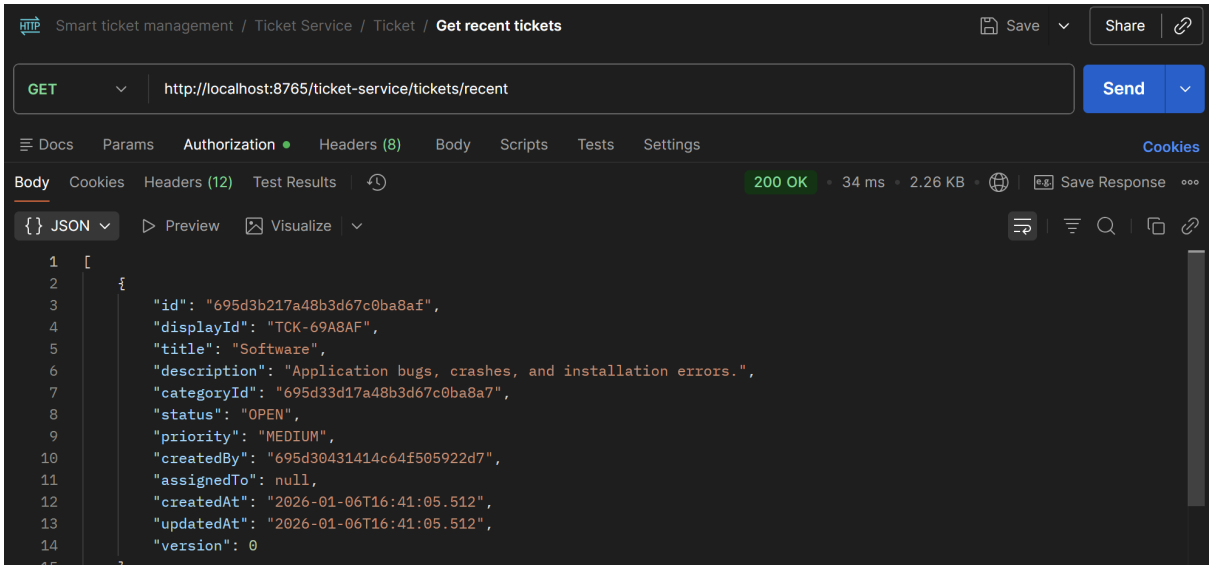
Closing condition violation



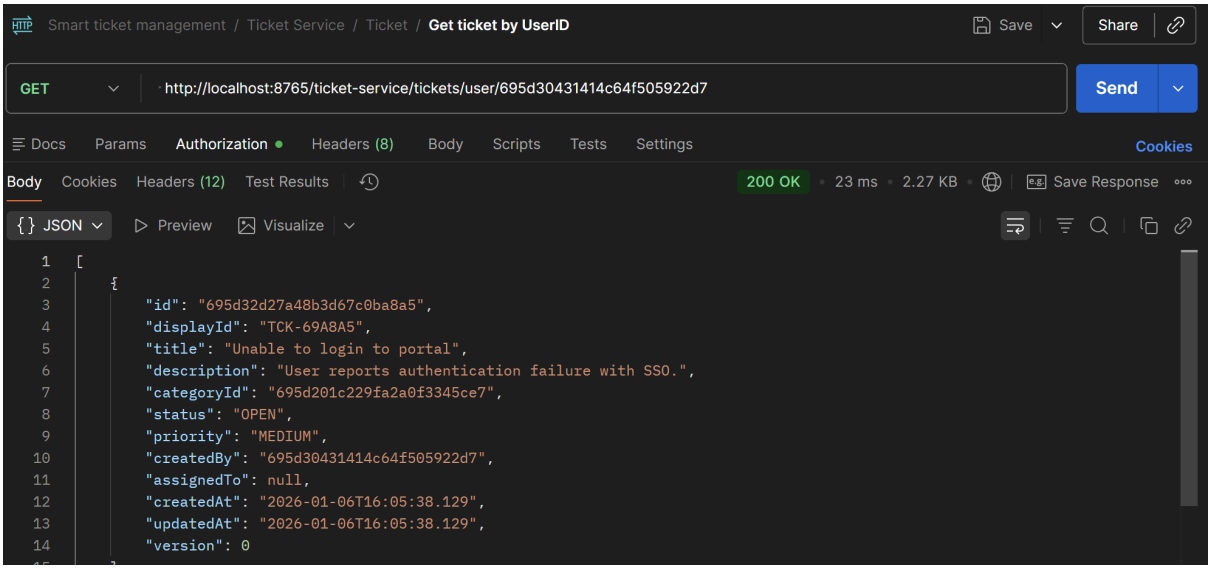
Reopen Ticket Violation



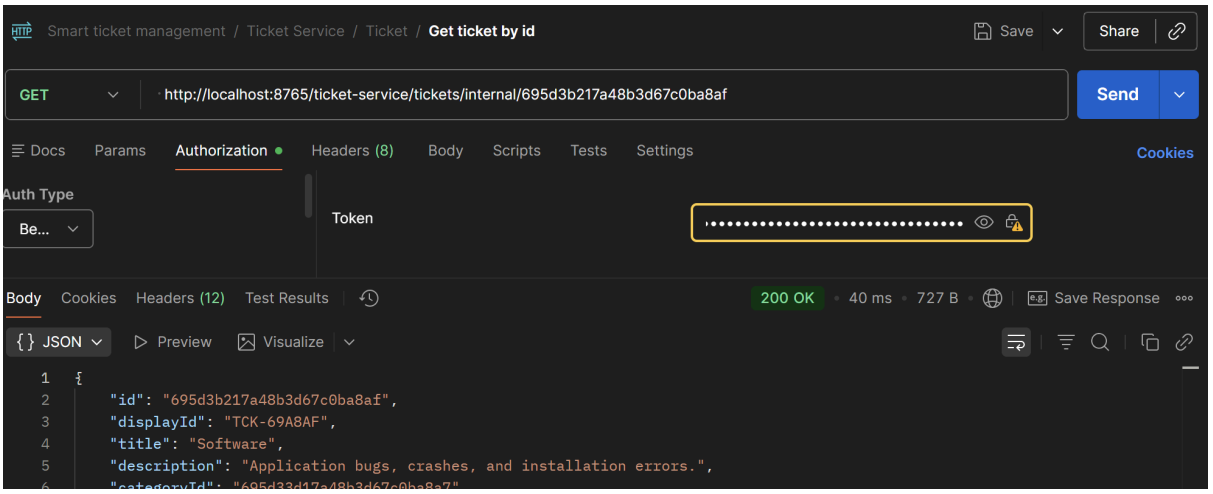
Recent Tickets



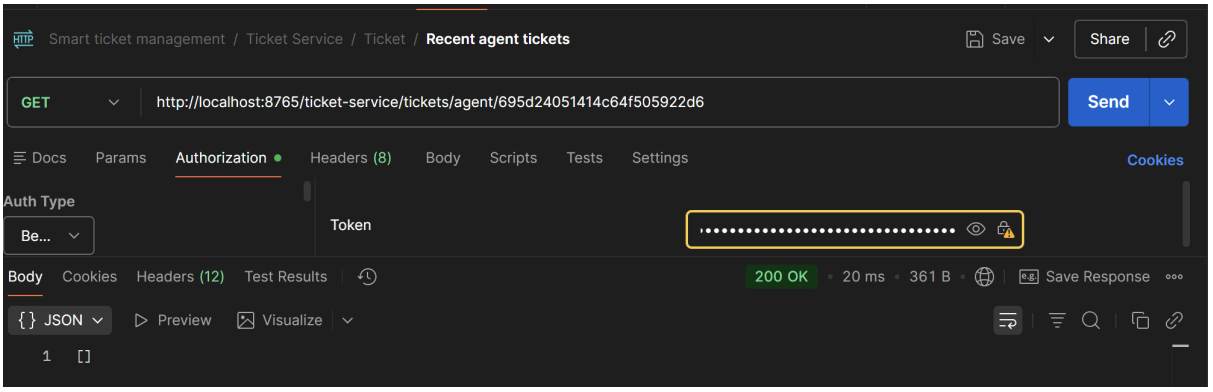
Tickets Based on UserId



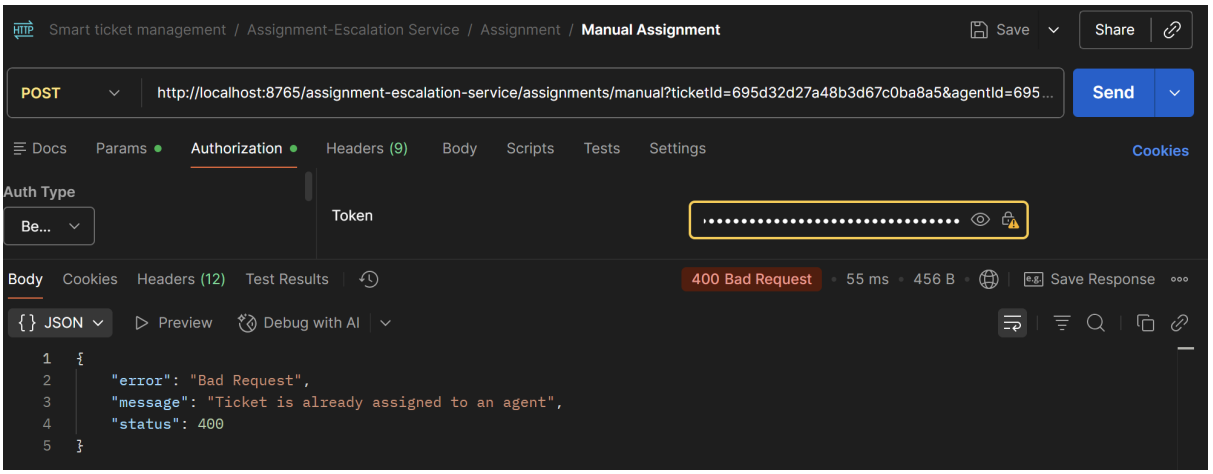
Get Ticket By Id



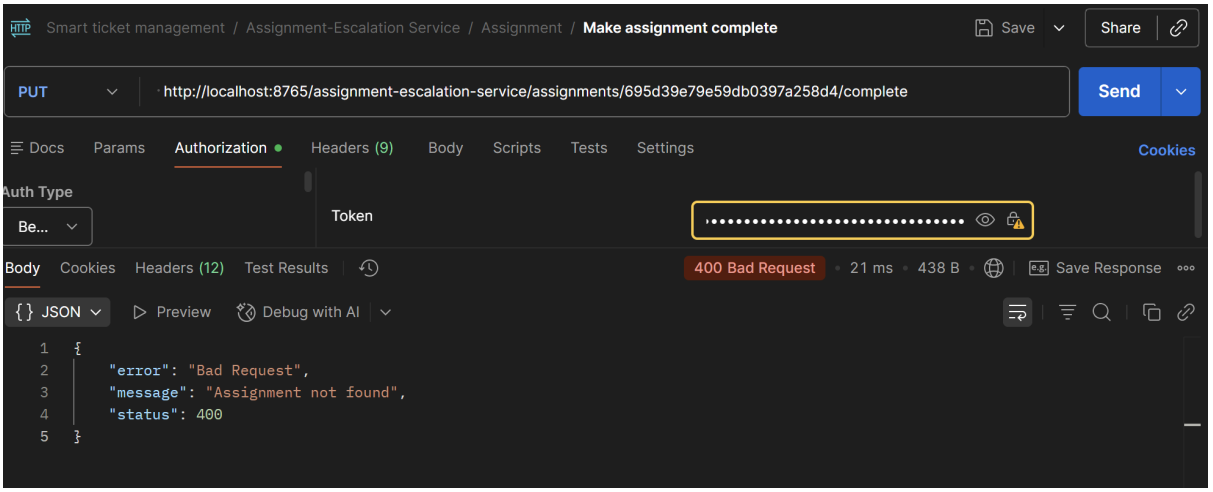
Recent Agent Tickets



Manual Assignment

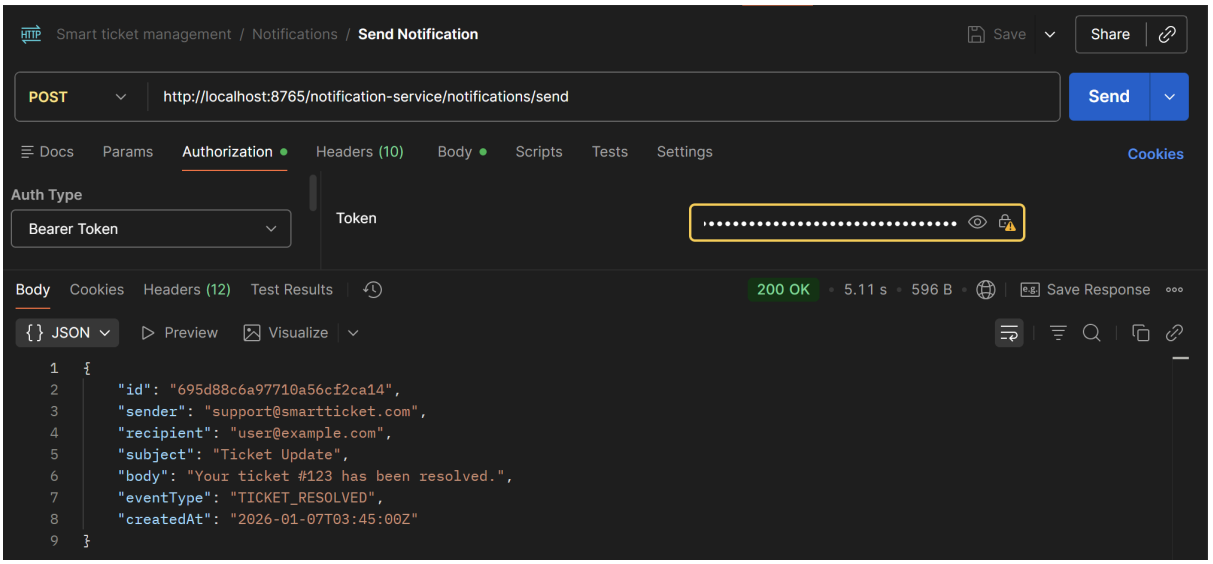


Making assignment Complete

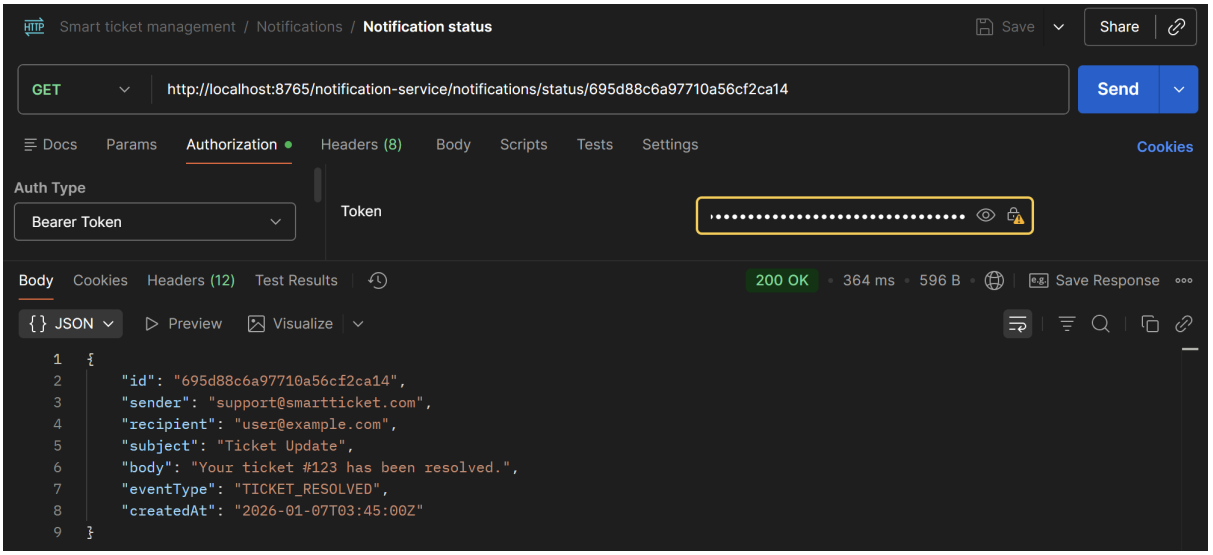


Notification Microservice

Send Notification



Notification Status



Notifications by email