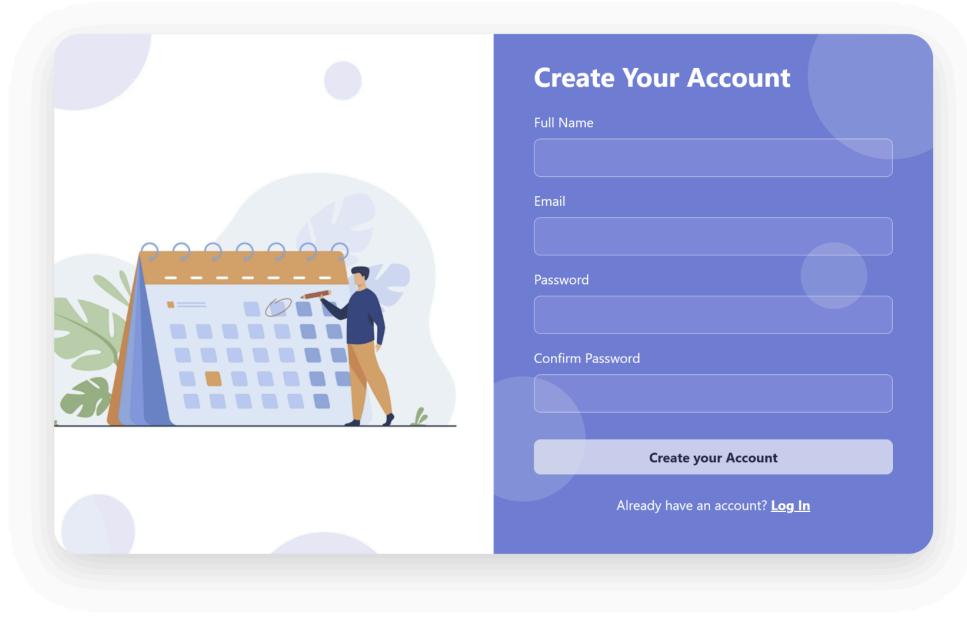
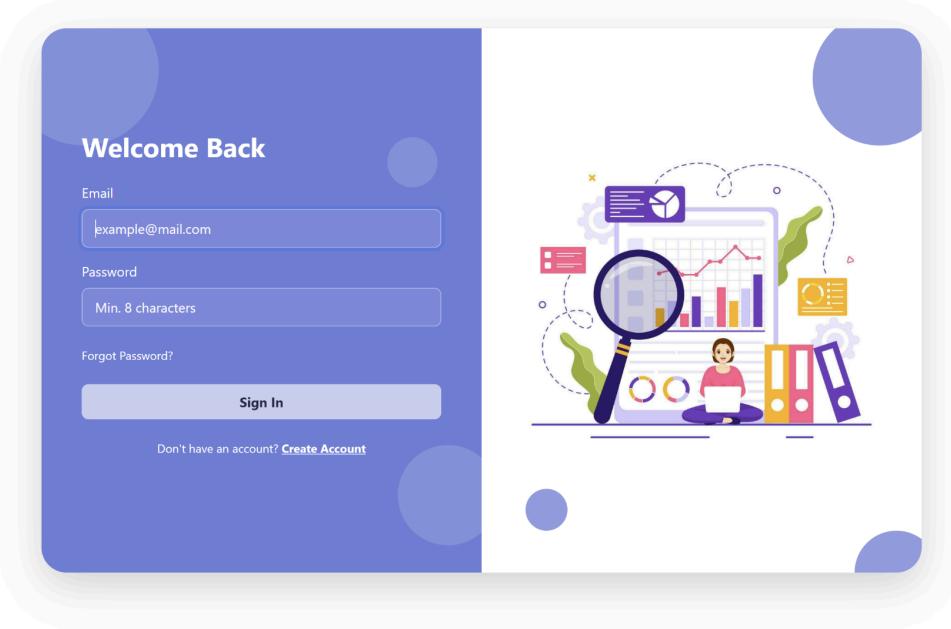


Smart Ticket & Issue Management System

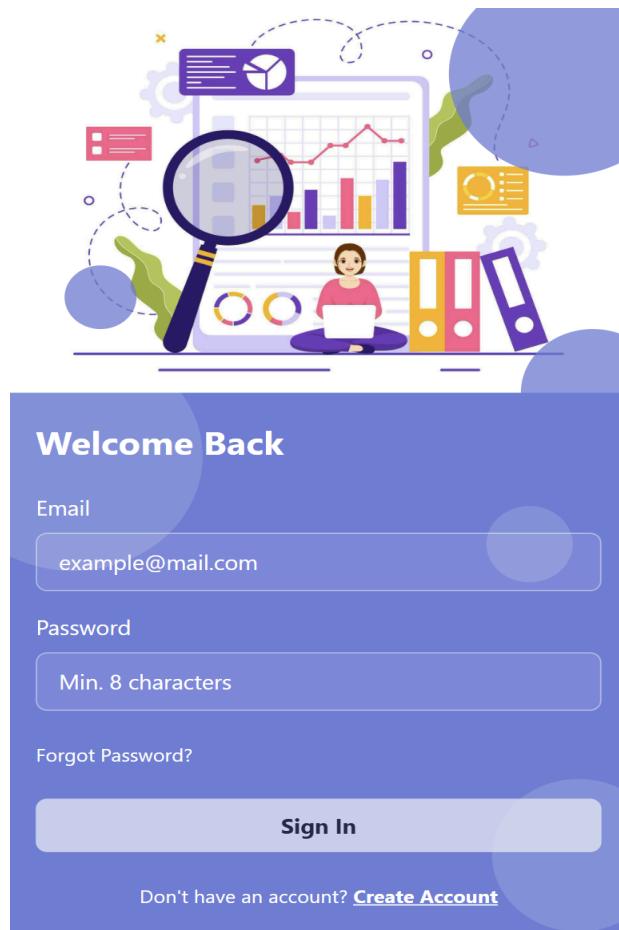
SignUp Page



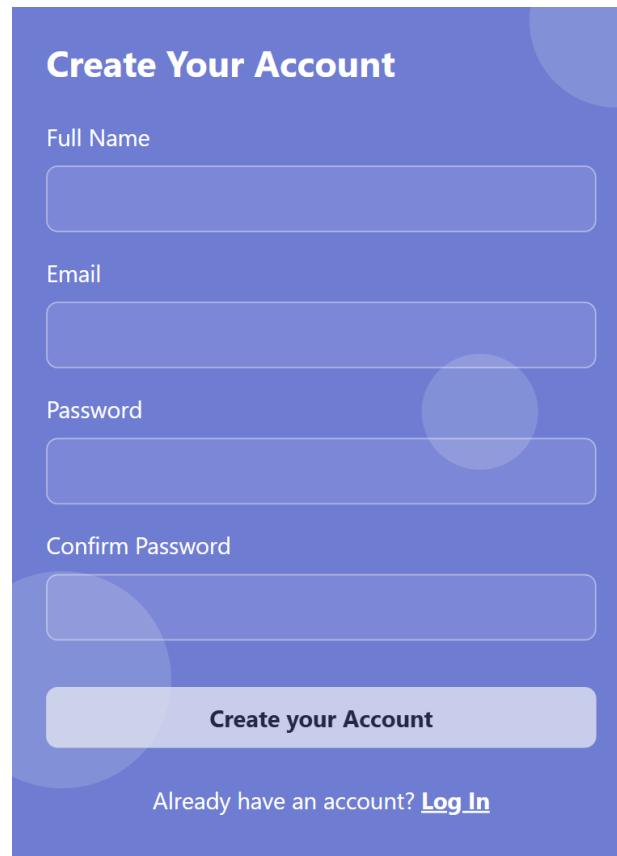
Login Page



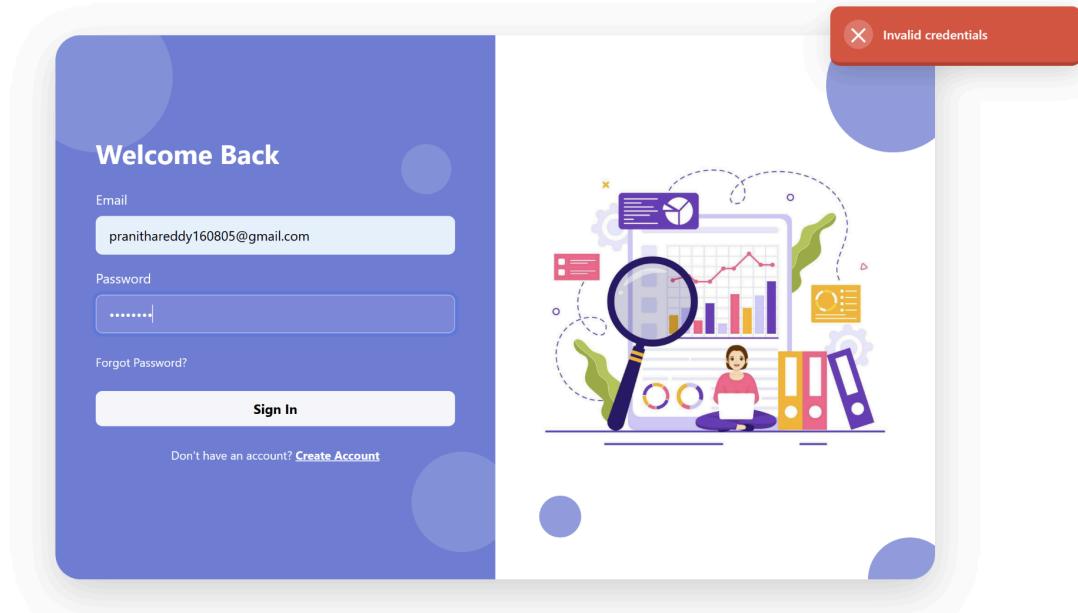
Mobile View Sign In



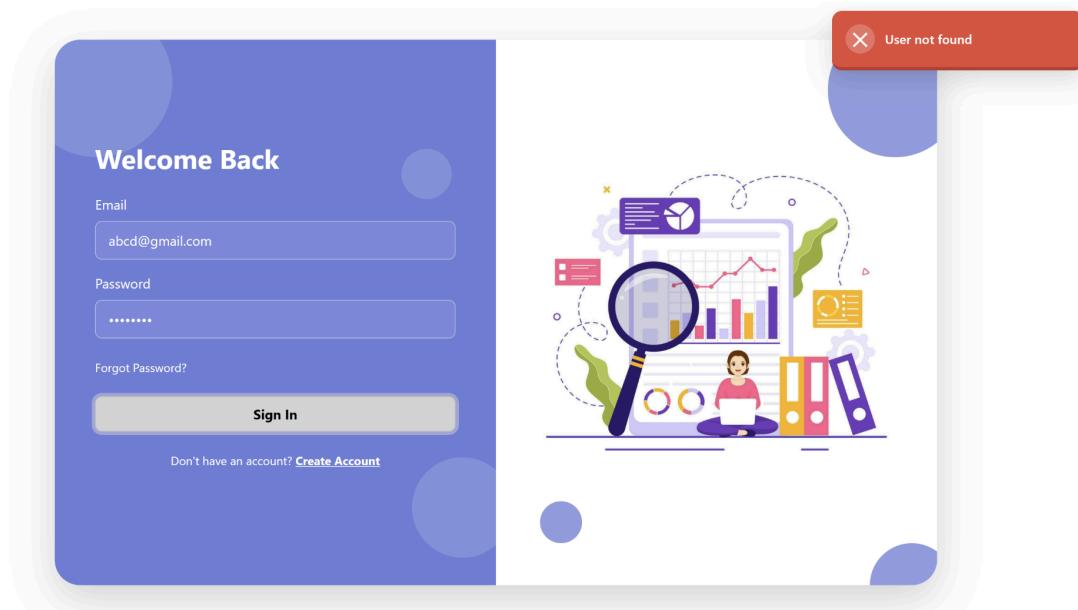
Mobile View Login



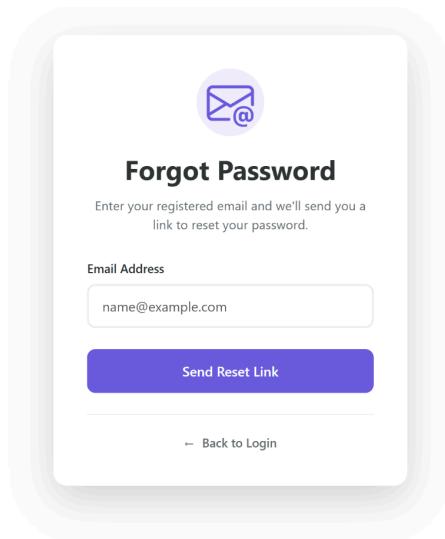
Wrong Password Entry



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..." with a checkmark icon.

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 a 'ADMIN' status badge. Below this, the User ID is listed as 'USR-695D1F'. At the bottom, there are two buttons: 'Edit Profile' and 'Security Settings'.

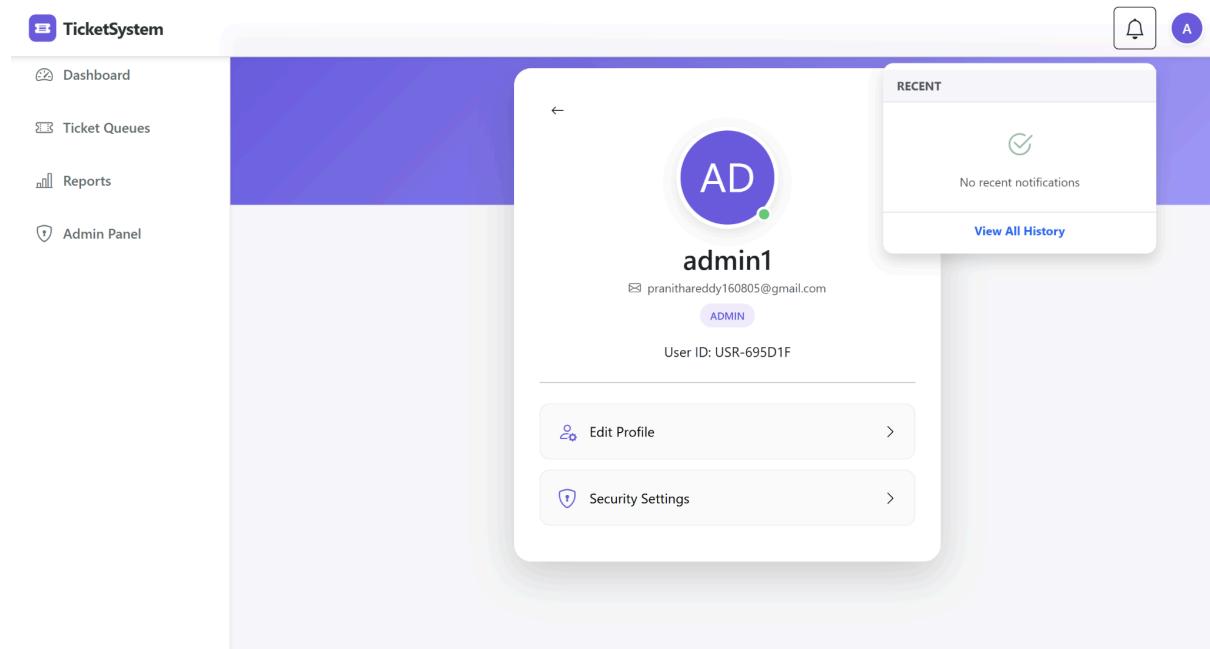
Profile Update Feature

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. A new modal window titled 'Security Settings' is open over the profile. It contains fields for 'Current Password' (showing five asterisks) and 'New Password' (also showing five asterisks). A 'Update Password' button is at the bottom of this modal. The 'TicketQueues' link in the sidebar is now highlighted in blue, indicating it is the active section. The overall design remains consistent with the first screenshot.

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 content area features 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'. To the right, a sidebar shows the user signed in as 'Admin1' with options for 'Profile' and 'Logout'. The main content area includes a 'User Directory' section with a 'Add New User' button. Below it is a table titled 'User Info' with columns for 'User Info', 'Access Role', 'Status', 'Activity', and 'Actions'. The table lists three users: 'admin1' (Admin role, Active, 8 Tickets), 'User' (User role, Active, 8 Tickets), and 'Agent' (Agent role, Active, 8 Tickets). Each user row has edit and delete icons in the 'Actions' column.

| 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 | |

To View All the Notification Received

The screenshot shows the 'TicketSystem' application interface. On the left, there is a sidebar with navigation links: Dashboard, Ticket Queues, Reports, and Admin Panel. The main area is titled 'Notification Center' with the subtitle 'Manage and track your outgoing communications with ease.' A blue button labeled 'Compose New' is visible. Below this, a table header for 'SENT HISTORY' is shown with columns for 'DATE & TIME', 'SUBJECT & CONTENT', and 'STATUS'. A message icon and the text 'No history found.' are displayed.

Composing Message

The screenshot shows the 'TicketSystem' application interface with a modal window titled 'New Notification' overlaid. The modal contains fields for 'FROM' (pranithareddy160805@gmail.com), 'TO (RECIPIENT)' (recipient@email.com), 'SUBJECT' (Update on Issue #...), and a large 'MESSAGE' area with the placeholder 'Write your message...'. At the bottom of the modal are two buttons: 'Discard' and 'Send Notification'.

ROLE ADMIN

Admin Panel

The screenshot shows the Admin Panel interface for a Ticket System. 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 "Add New User" button. A table lists users with columns: User Info, Access Role, Status, Activity, and Actions. The data is as follows:

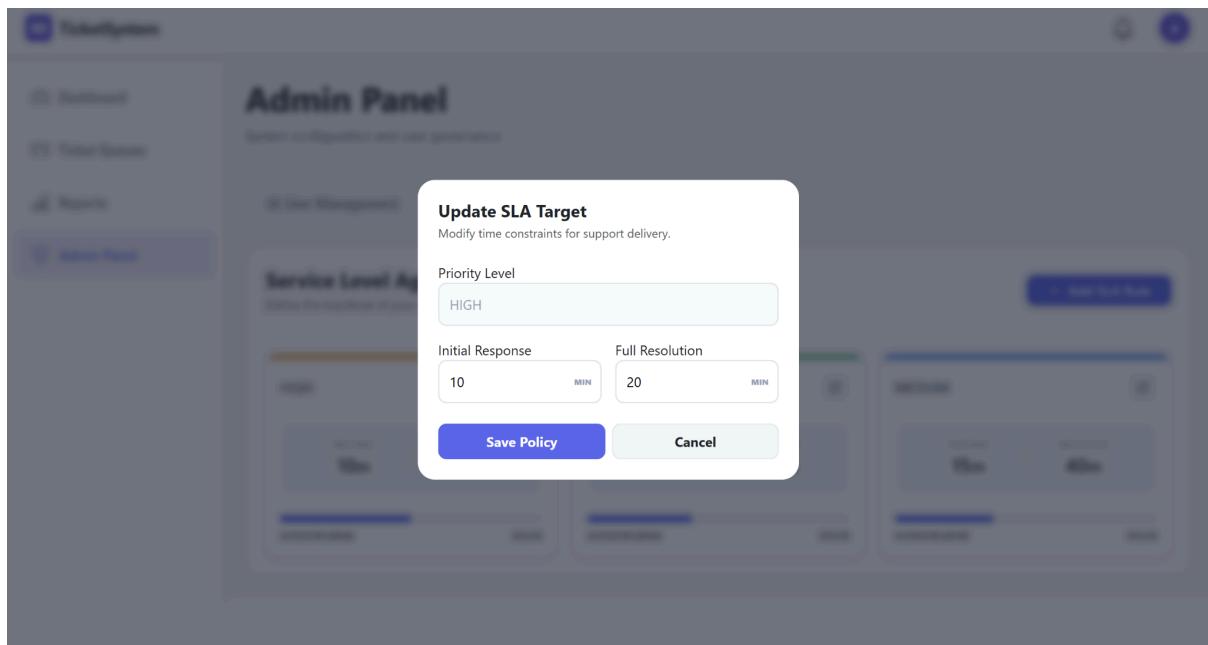
| User Info | Access Role | Status | Activity | Actions |
|---|-------------|--------|-----------|---------|
| A admin1 pranithareddy160805@gmail.com | ADMIN | Active | 8 Tickets | |
| U User user@ticket.com | USER | Active | 8 Tickets | |
| A Agent agent@ticket.com | AGENT | Active | 8 Tickets | |

SLA_Rule Page

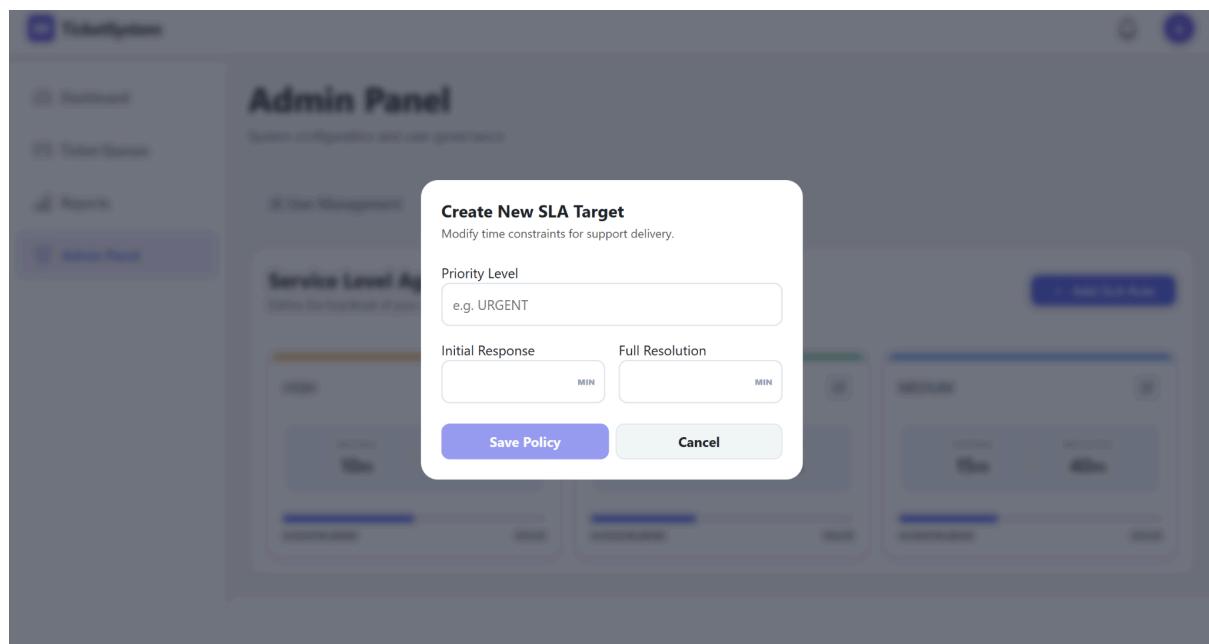
The screenshot shows the Admin Panel interface for a Ticket System. The sidebar and main navigation are identical to the previous Admin Panel screenshot. The "User Management" tab is selected. The main area features a title "Service Level Agreements" with a subtitle "Define the heartbeat of your support response times". It includes a "+ Add SLA Rule" button. Three cards represent different SLA levels: HIGH, LOW, and MEDIUM. Each card shows response and resolution times with "ACKNOWLEDGE" and "SOLVE" buttons.

| SLA Level | Response Time | Resolution Time |
|-----------|---------------|-----------------|
| HIGH | 10m | 20m |
| LOW | 40m | 100m |
| MEDIUM | 15m | 40m |

Update SLA_Rule



Add SLA_Rule



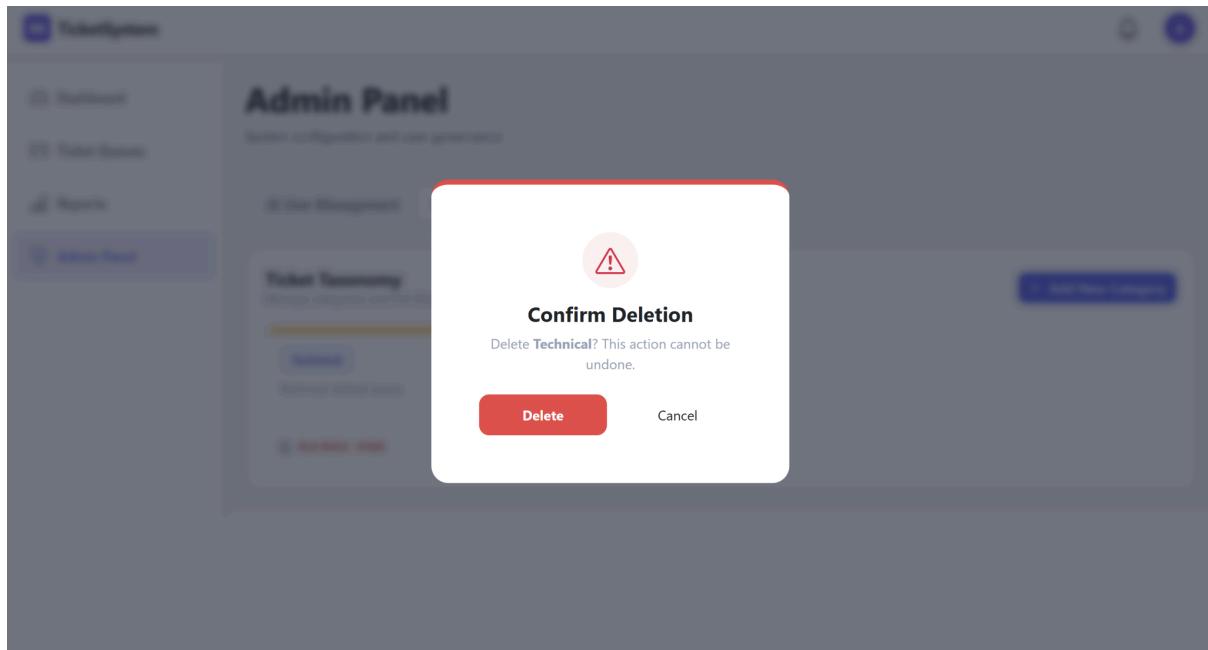
Category List

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".

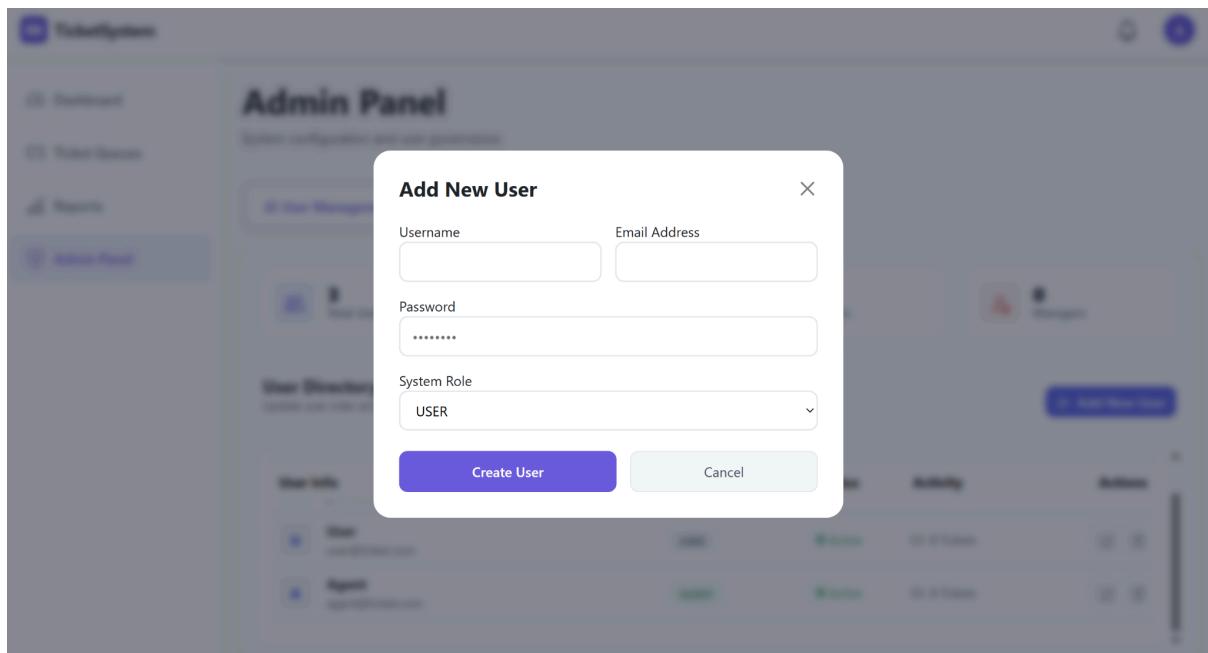
Create new Category

The screenshot shows the Admin Panel with a modal dialog titled "New Category" overlaid. The dialog has fields for "Category Name" (containing "EXCEL SHEET"), "Description" (containing "All the issues related to excel"), and "Linked SLA Policy" (set to "LOW"). There's 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.

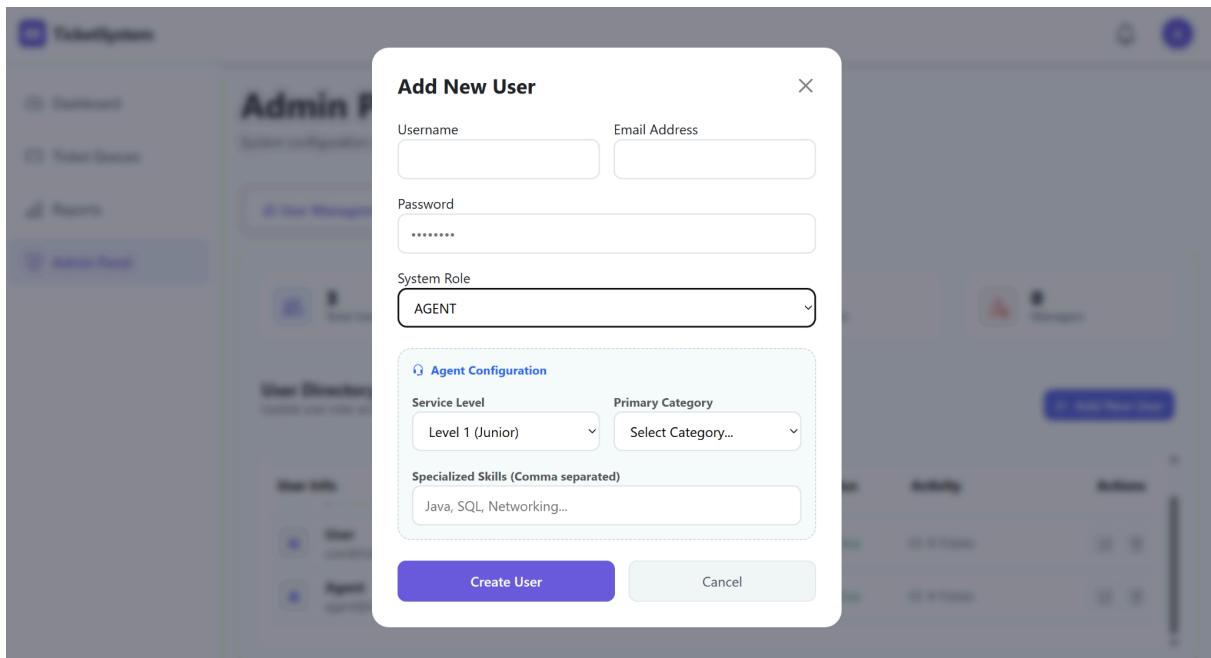
Delete Category Confirmation



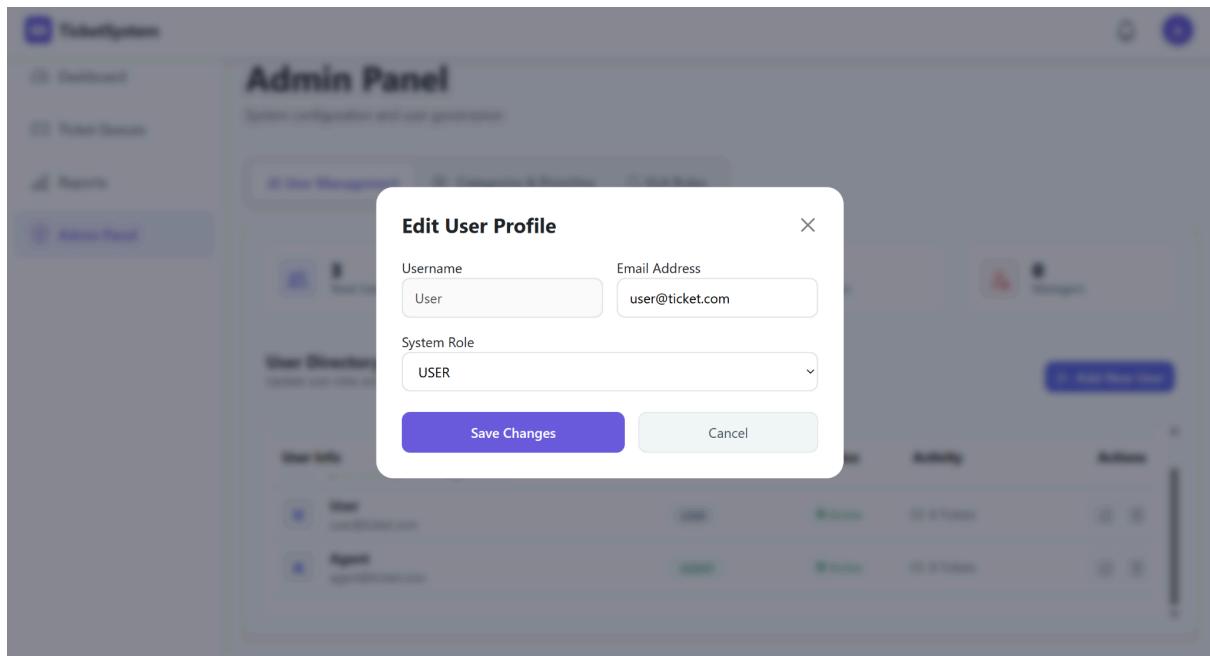
Adding New User



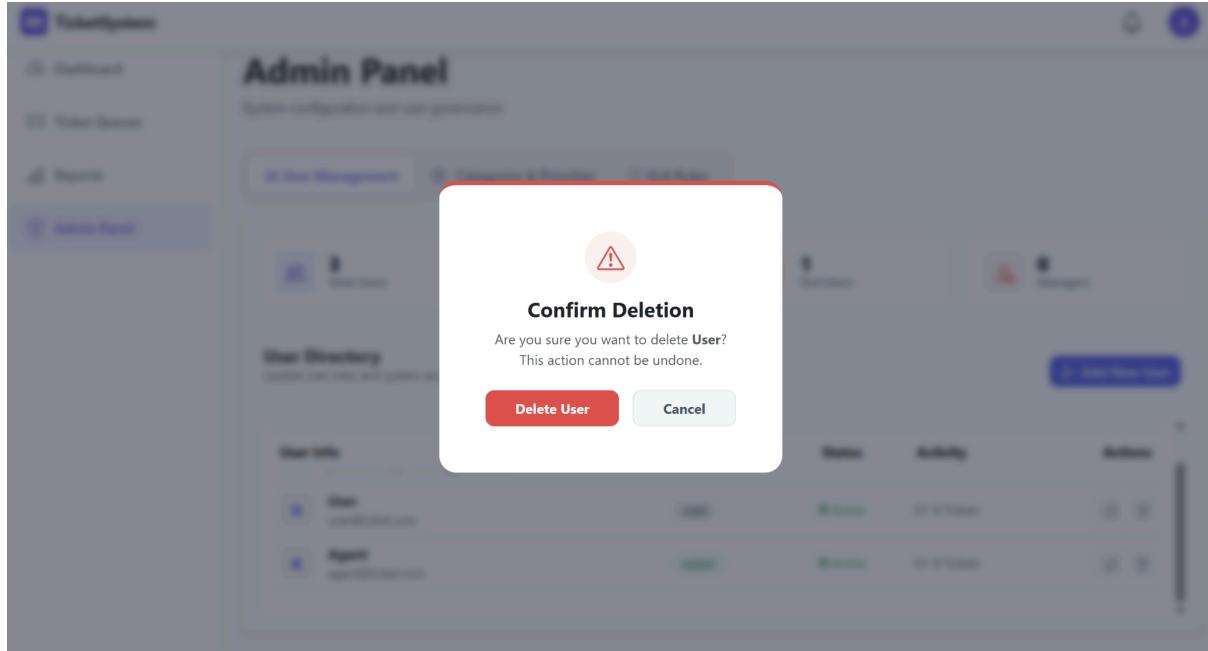
Creating an Agent By Admin



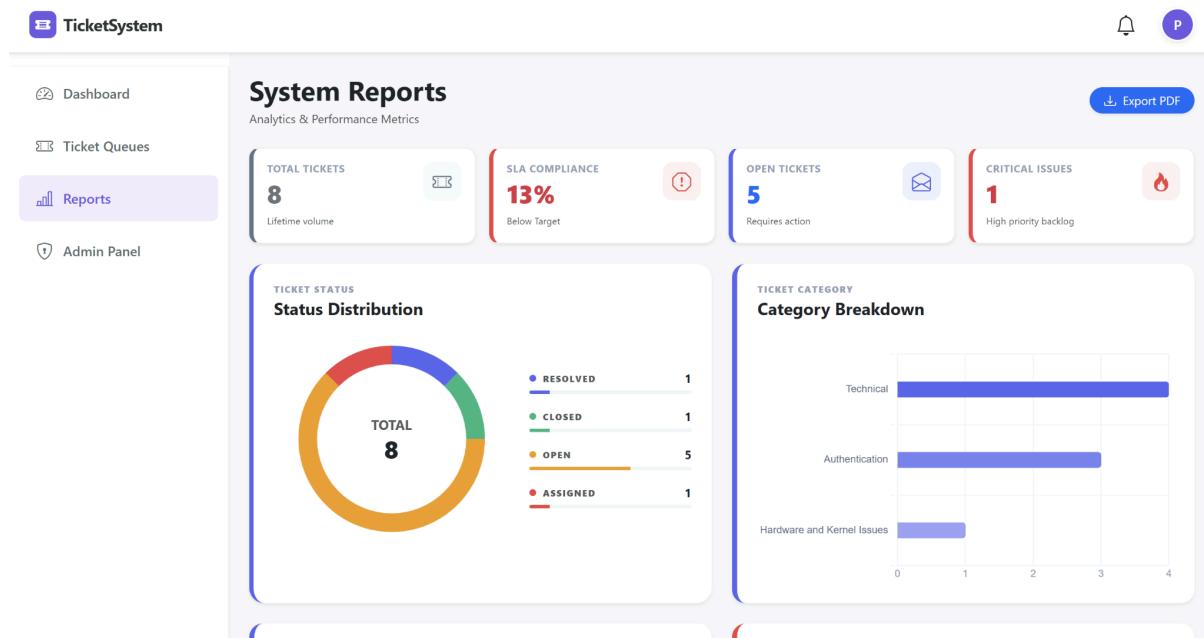
Edit Role or Profile

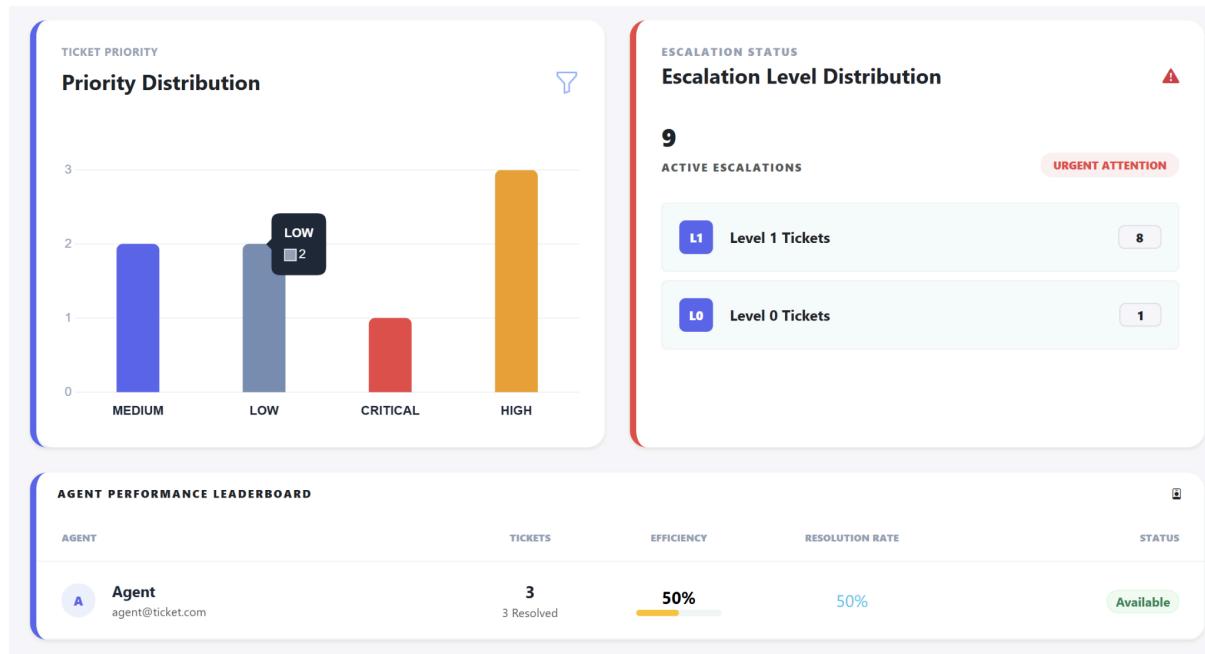


Deletion Confirmation

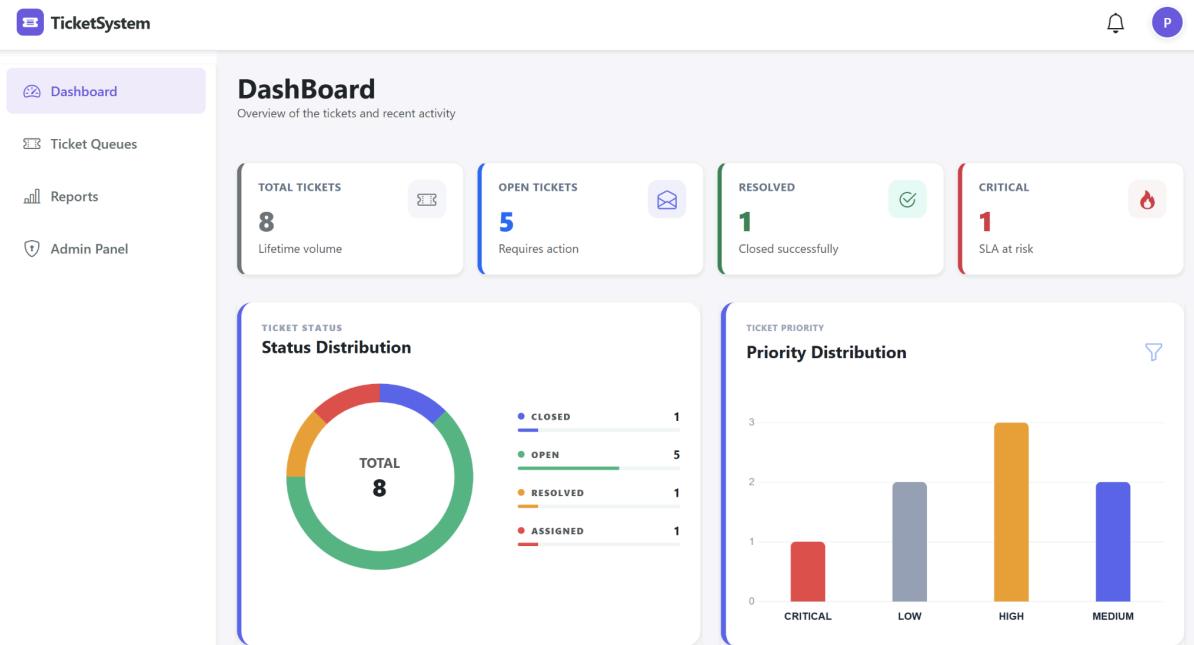


System Reports





Dashboard



ROLE USER

All the tickets By User

The screenshot shows the 'Ticket Queue' page of the TicketSystem application. The top navigation bar includes links for 'Dashboard', 'My Tickets' (which is highlighted in purple), and 'New Ticket'. On the right, there are notifications for 10 messages and a user icon. The main content area has a search bar and filters for 'All Priorities' and 'All Statuses'. A table lists seven tickets with columns for 'TICKET INFO', 'PRIORITY', 'STATUS', 'CATEGORY', and 'ACTIONS'. The tickets are:

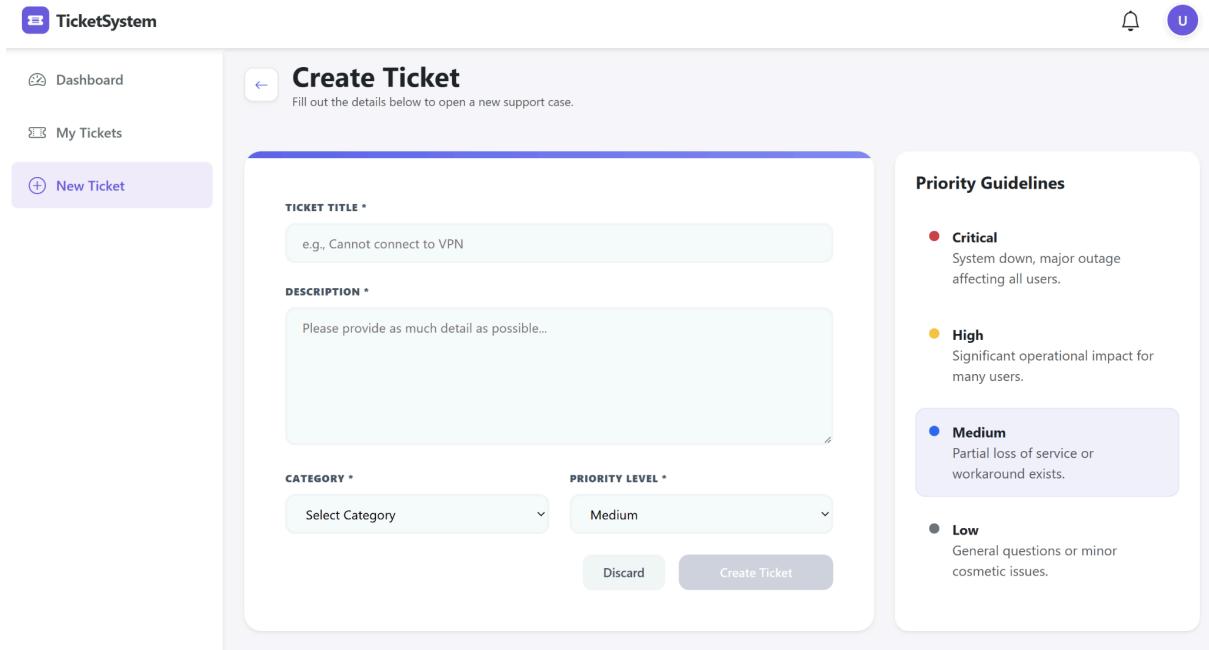
| TICKET INFO | PRIORITY | STATUS | CATEGORY | ACTIONS |
|---|----------|-------------|----------------------------|---------|
| #TCK-69A8A5 UNABLE TO LOGIN TO PORTAL By user • Jan 6, 4:05 PM | MEDIUM | In_progress | Technical | X E |
| #TCK-69A8A9 PRINTER NOT RESPONDING By user • Jan 6, 4:13 PM | LOW | Closed | Hardware and Kernel Issues | X E |
| #TCK-69A8AB VPN CONNECTION DROPS FREQUENTLY By user • Jan 6, 4:14 PM | HIGH | Open | Technical | X E |
| #TCK-69A8AD PASSWORD RESET NOT WORKING By user • Jan 6, 4:15 PM | CRITICAL | Assigned | Authentication | X E |
| #TCK-69A8AF SOFTWARE By user • Jan 6, 4:41 PM | MEDIUM | Open | Authentication | X E |
| #TCK-69A845 ISSUE By user • Jan 8, 2:53 AM | HIGH | Open | Technical | X E |

At the bottom are navigation buttons for page 1 of 2.

New User DashBoard

The screenshot shows the 'DashBoard' page of the TicketSystem application. The top navigation bar includes links for 'Dashboard' (highlighted in purple), 'My Tickets', and 'New Ticket'. On the right, there are notifications for 1 message and a user icon. The main content area 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 that 'No recent tickets to show.' and a 'View All' button.

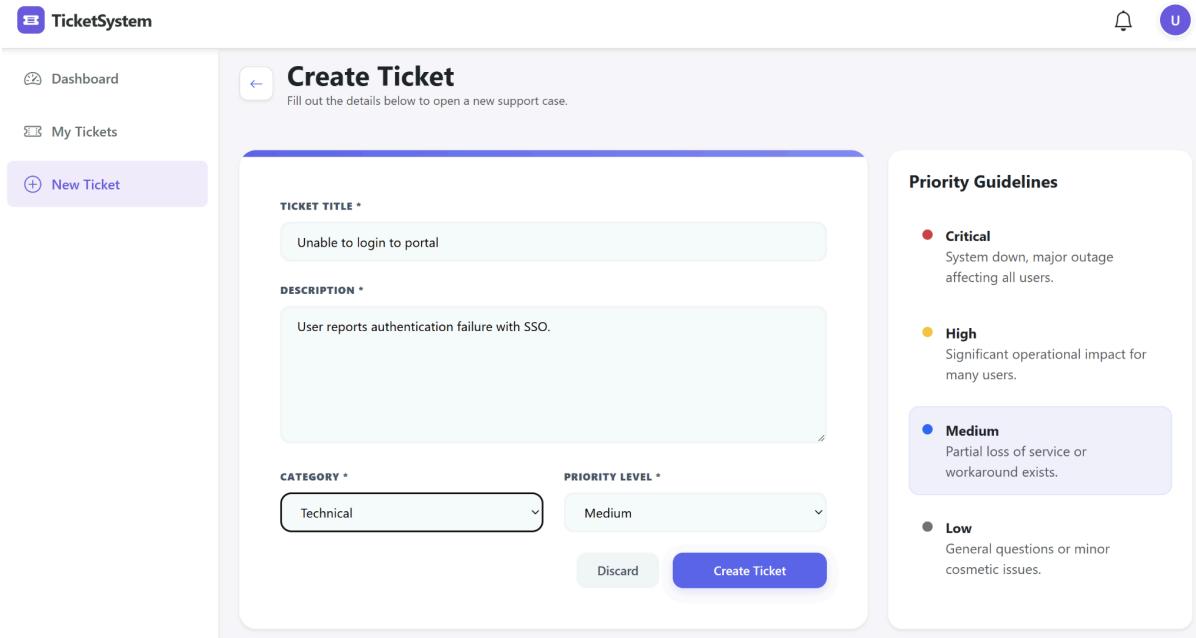
Ticket Creation



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 details. The 'TICKET TITLE *' field contains 'Unable to login to portal' and 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 | |

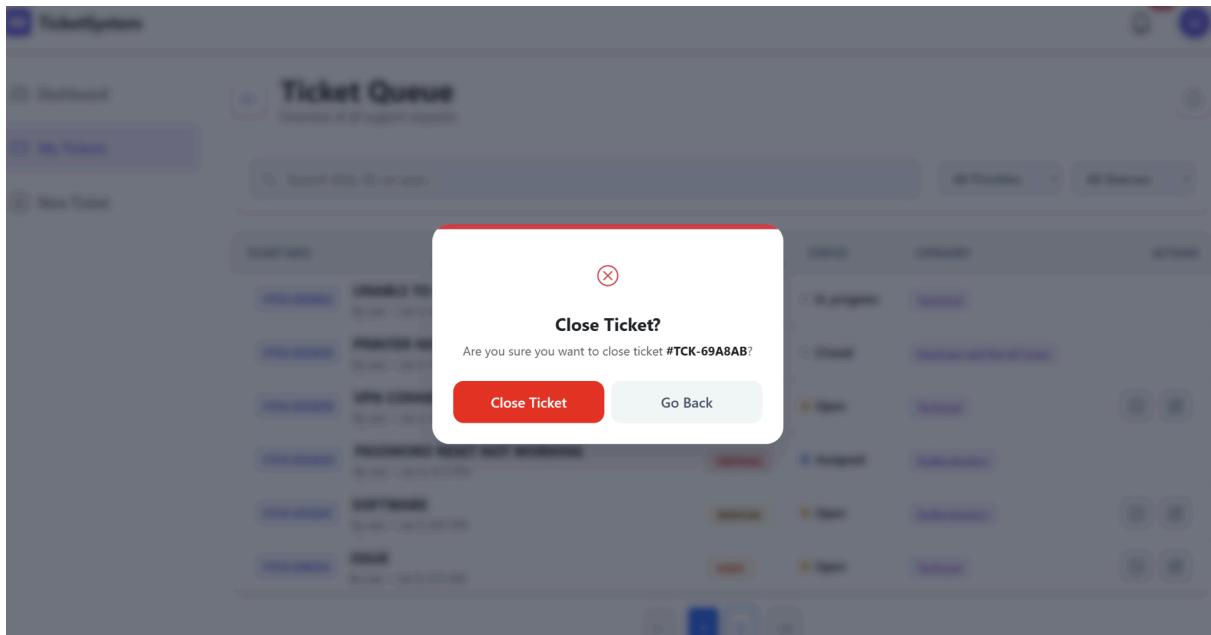
User Dashboard to View Recent Tickets and Stats

The screenshot shows the 'TicketSystem' user dashboard. At the top left is the logo and navigation links: 'Dashboard', 'My Tickets', and 'New Ticket'. On the top right are icons for notifications and user profile. 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), 'OPEN TICKETS' (4, Requires action), 'RESOLVED' (0, Closed successfully), and 'CRITICAL' (1, SLA at risk). Below this 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, CRITICAL, OPEN, Jan 6), '#TCK-69A8AB' (TECHNICAL, VPN connection drops frequently, HIGH, OPEN, Jan 6), and '#TCK-69A8A9' (NETWORK, Printer not responding, Jan 6). A 'View All →' button is at the top right of this section.

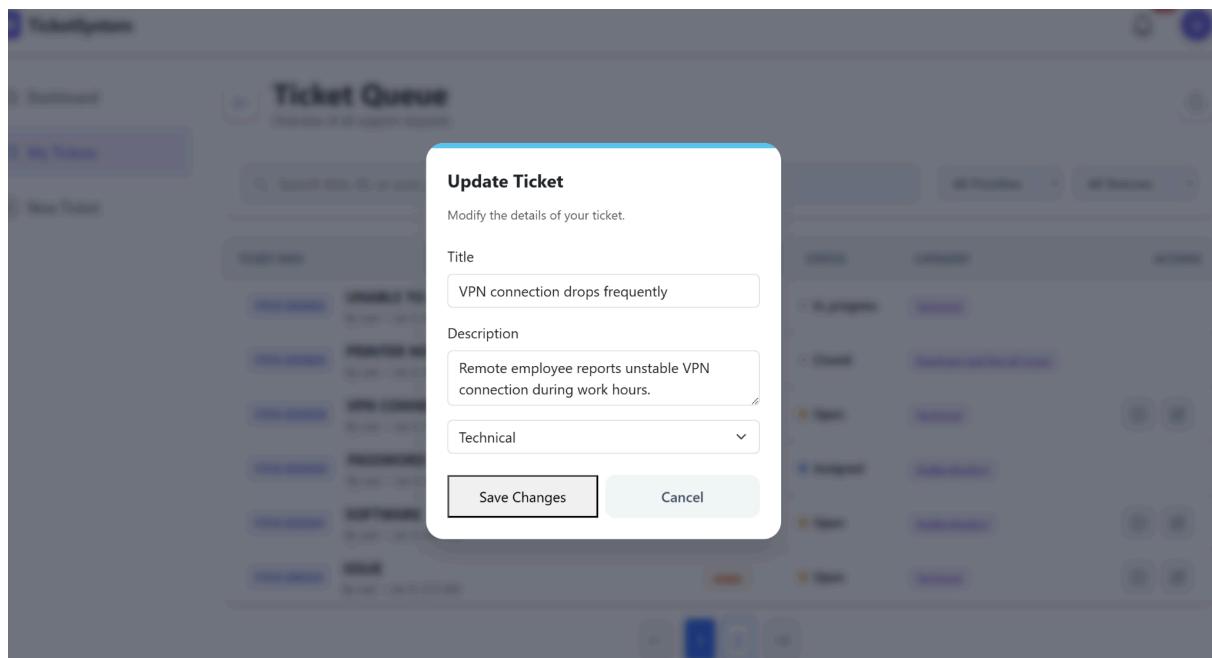
Ticket Details and Real Time Comment Activity

The screenshot shows the 'TicketSystem' ticket details page for ticket '#TCK-69A8AD'. At the top left is the logo and navigation links: 'Dashboard', 'My Tickets', and 'New Ticket'. On the top right are icons for notifications and user profile. The main area shows the ticket title 'TCK-69A8AD' and creation date 'Created 01/06/2026, 4:15:27 PM'. The left panel contains sections for 'TITLE' (Password reset not working), 'DESCRIPTION' (Self-service password reset portal returns error code 500.), and 'TAGS' (login, authentication). The right panel is titled 'Ticket Details' and includes sections for 'STATUS' (OPEN), 'PRIORITY' (CRITICAL), 'CATEGORY' (Authentication), 'REPORTER' (user, varakanthampranitha@gmail.com), 'ASSIGNEE' (Unassigned, Awaiting Agent), and 'LAST UPDATED' (Jan 6, 2026, 4:15:27 PM). At the bottom is a text input field 'Write an update or internal note...' and a 'Post Update' button.

Close ticket when the status is open



Update ticket (Edit)



ROLE AGENT

Agent DashBoard

The Agent Dashboard provides an overview of ticket activity and performance. Key metrics include:

- CURRENT ASSIGNMENTS:** 3 Tickets in progress
- RESOLVED:** 2 Tickets closed successfully
- RESOLUTION RATE:** 40% Efficiency ratio
- AGENT LEVEL:** L1 Experience tier

Recent Tickets: Overview of latest activity from your queue.

| #TCK-69ABAS | TECHNICAL |
|---------------------------|-----------|
| Unable to login to portal | |
| MEDIUM | ASSIGNED |

View All → Jan 6

Assigned Tickets

The Ticket Queue page shows a single support request:

| Ticket Info | | Priority | Status | Category | Actions |
|---|--|----------|----------|-----------|---------|
| #TCK-69ABAS UNABLE TO LOGIN TO PORTAL By user • Jan 6, 4:05 PM | | MEDIUM | Assigned | Technical | |

Ticket when assigned to agent but did not start the work

The screenshot shows the TicketSystem dashboard. On the left, there's a sidebar with 'Dashboard' and 'Assigned Tickets'. The main area displays ticket details for 'TCK-69A8A5', created on 01/06/2026 at 4:05:38 PM. The ticket title is 'Unable to login to portal' and the description is 'User reports authentication failure with SSO.' It has tags 'login' and 'authentication'. The activity timeline shows it was 'CREATED by user' on 1/6/26 at 9:35 PM and 'ASSIGNED to Agent' on 1/7/26 at 3:24 AM. On the right, the 'Ticket Details' panel shows the status is 'ASSIGNED', priority is 'MEDIUM', category is 'Technical', reporter is 'user' (varakanthampranitha@gmail.com), and assignee is 'Agent' (agent@ticket.com). A green button labeled '▶ Start Work' is present.

Confirmation to start work

A confirmation dialog box is overlaid on the ticket details page. It features a play button icon, the heading 'Confirm Action', and the message 'Are you sure you want to **start** ticket #TCK-69A8A5?'. There are 'Confirm' and 'Cancel' buttons at the bottom.

When Agent Started Work

The screenshot shows the TicketSystem dashboard. At the top right, there are notifications (2) and user icons (A). The main area displays ticket details for TCK-69A8A5, created on 01/06/2026 at 4:05:38 PM. The ticket title is "Unable to login to portal" and the description is "User reports authentication failure with SSO." Tags include "login" and "authentication". The activity timeline shows "CREATED" on 1/6/26 at 9:35 PM and "ASSIGNED" on 1/7/26 at 3:24 AM. To the right, the "Ticket Details" sidebar shows the status as "IN_PROGRESS", priority as "MEDIUM", category as "Technical", reporter as "user" (varakanthampranitha@gmail.com), and assignee as "Agent" (agent@ticket.com). A green button labeled "Resolve Ticket" is present.

Confirmation to Resolve ticket

A confirmation dialog box is displayed in the foreground, overlaid on the ticket details page. It features a green checkmark icon and the heading "Confirm Action". The message asks, "Are you sure you want to resolve ticket #TCK-69A8A5?". At the bottom, there are two buttons: "Confirm" (green) and "Cancel" (gray).

ROLE MANGER

Manager 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), and 'Reports'. The main area has a search bar and filters for 'All Priorities' and 'All Statuses'. Below is a table with columns: TICKET INFO, PRIORITY, STATUS, CATEGORY, and ACTIONS. The table lists four tickets:

| 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 the 'Ticket Queue' page with a modal window titled 'Assign Specialist' overlaid. The modal contains the instruction 'Select an agent to handle this request.' and a dropdown menu showing 'Agent (agent@ticket.com)'. At the bottom are 'Confirm Assignment' and 'Cancel' buttons.

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

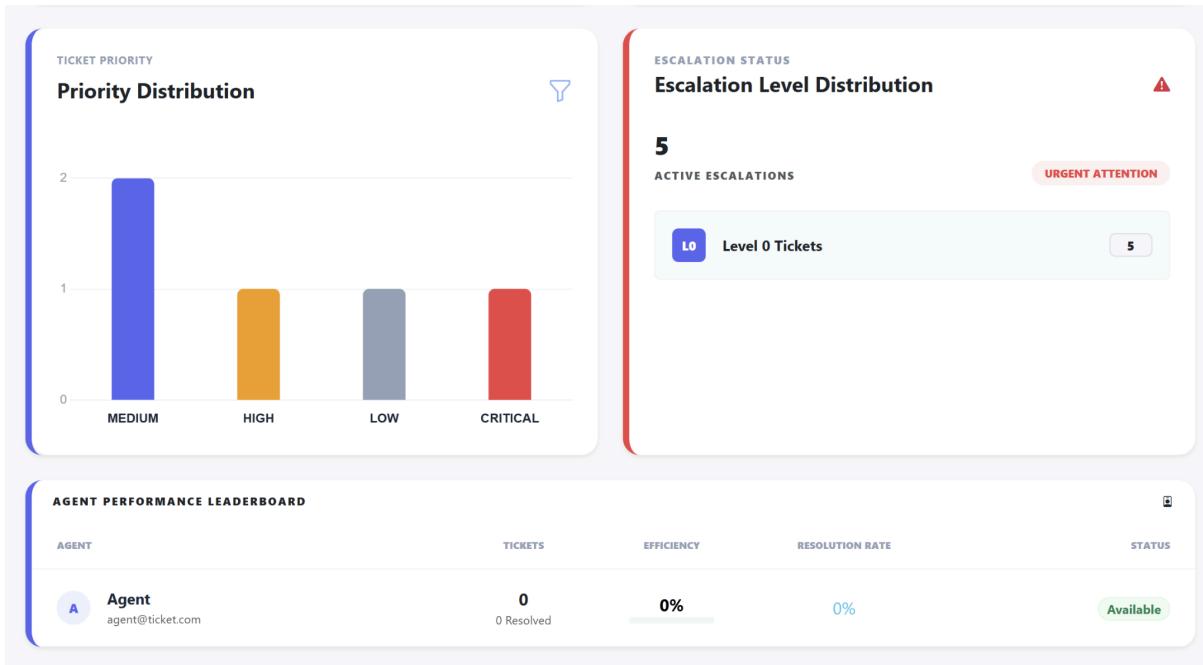
The screenshot shows the 'DashBoard' page. On the left, a sidebar has 'Dashboard' selected. The main area has a title 'DashBoard' with a subtitle 'Overview of the tickets and recent activity'. It features four summary cards:

- 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 | | (⌚ Jan 6) |
| MEDIUM | OPEN | |
| #TCK-69A8AD | AUTHENTICATION | |
| Password reset not working | | (⌚ Jan 6) |
| CRITICAL | OPEN | |
| #TCK-69A8AB | TECHNICAL | |
| VPN connection drops frequently | | (⌚ Jan 6) |
| HIGH | OPEN | |
| #TCK-69A8A9 | NETWORK | |
| Printer not responding | | (⌚ Jan 6) |
| LOW | OPEN | |
| #TCK-69A8A5 | TECHNICAL | |
| Unable to login to portal | | (⌚ Jan 6) |
| MEDIUM | OPEN | |