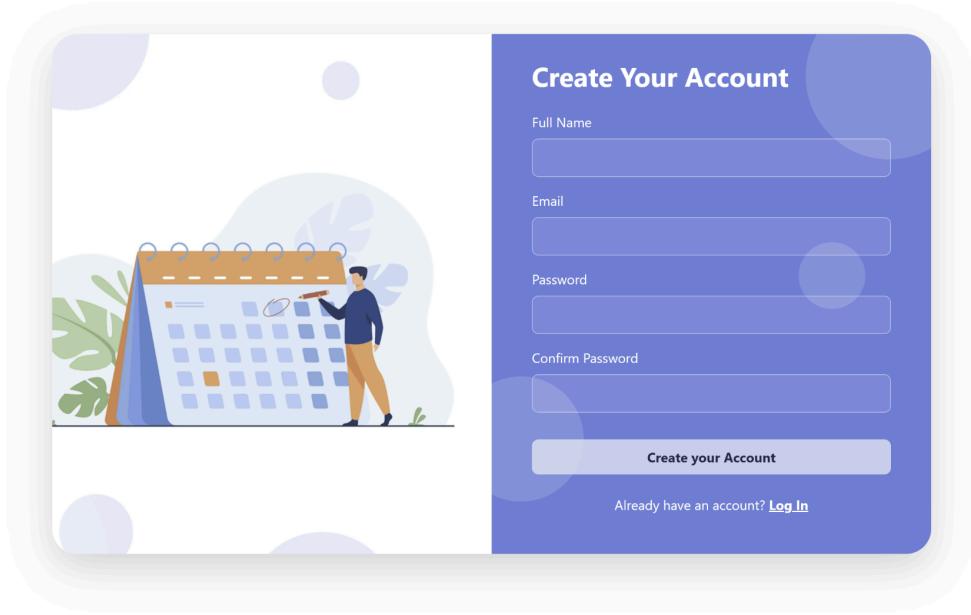
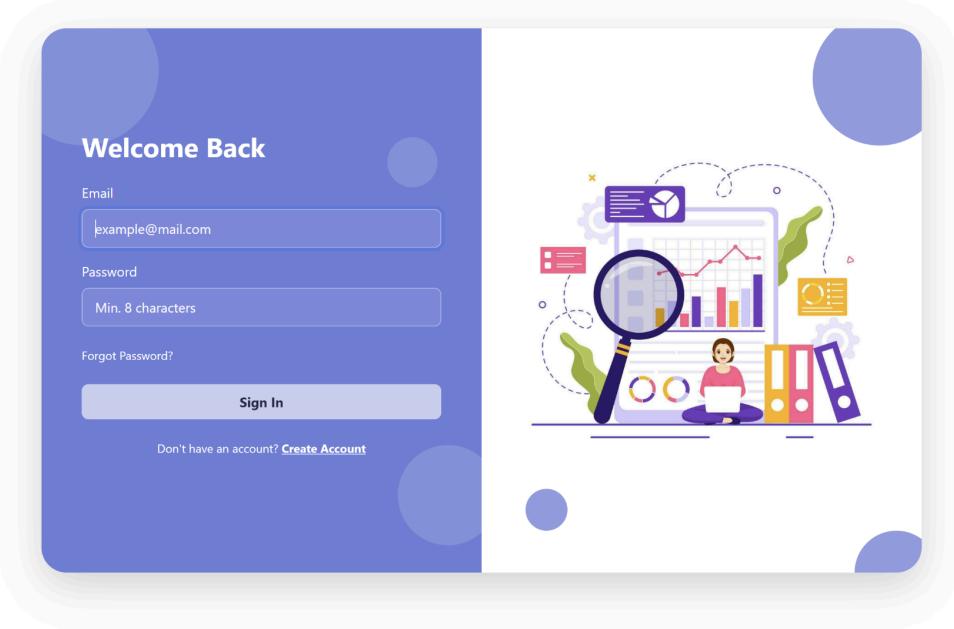


UI Images

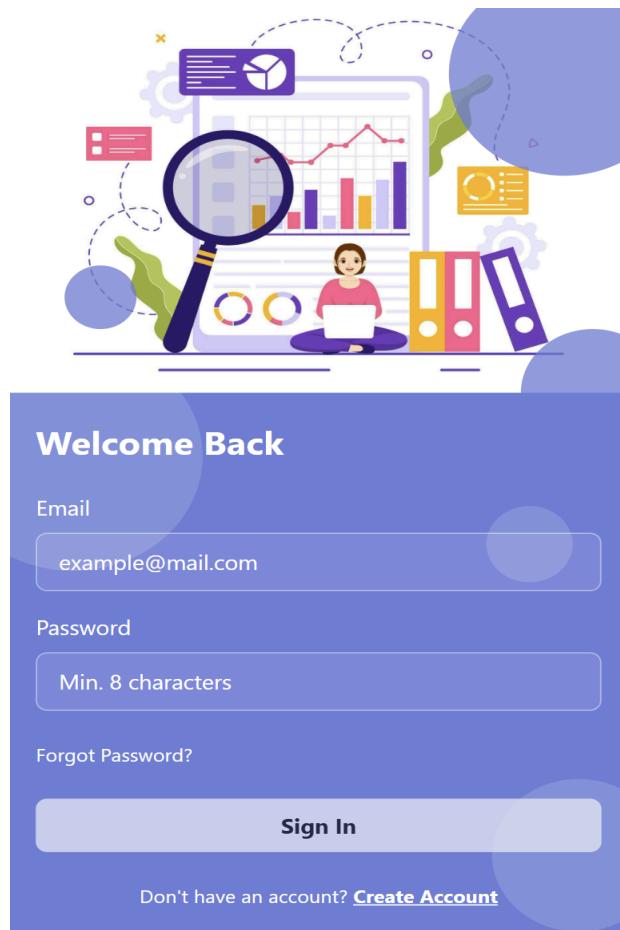
SignUp Page



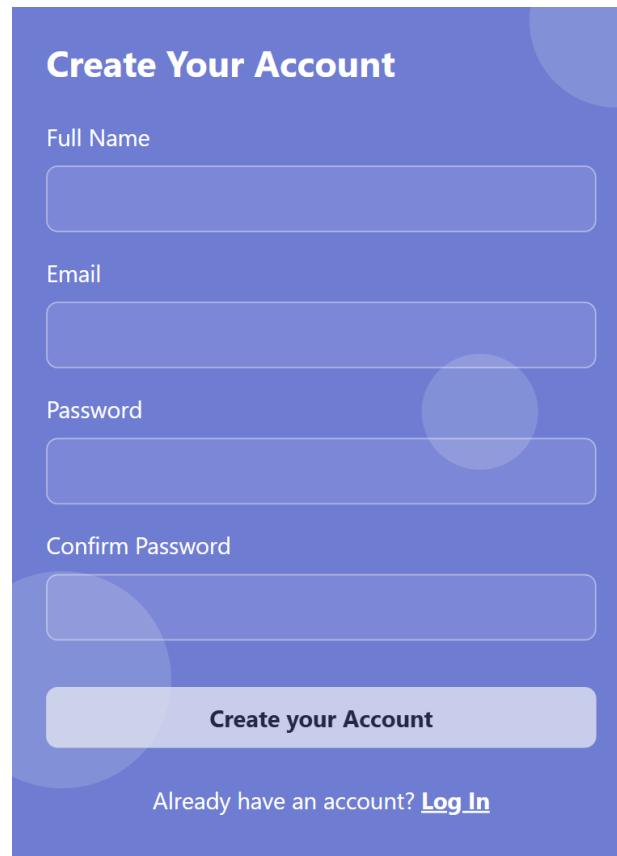
Login Page



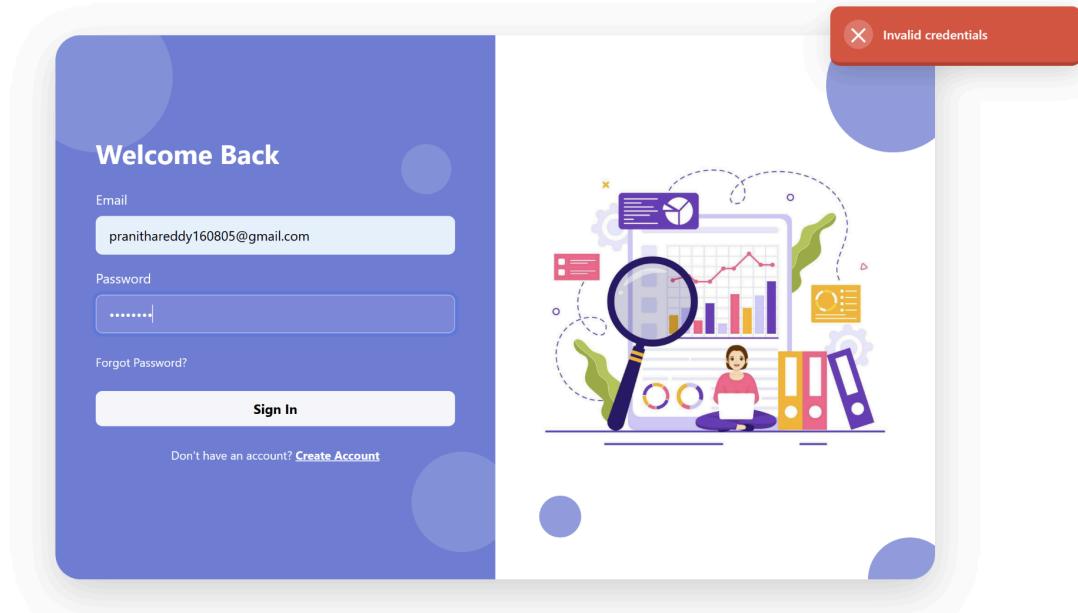
Mobile View Sign In



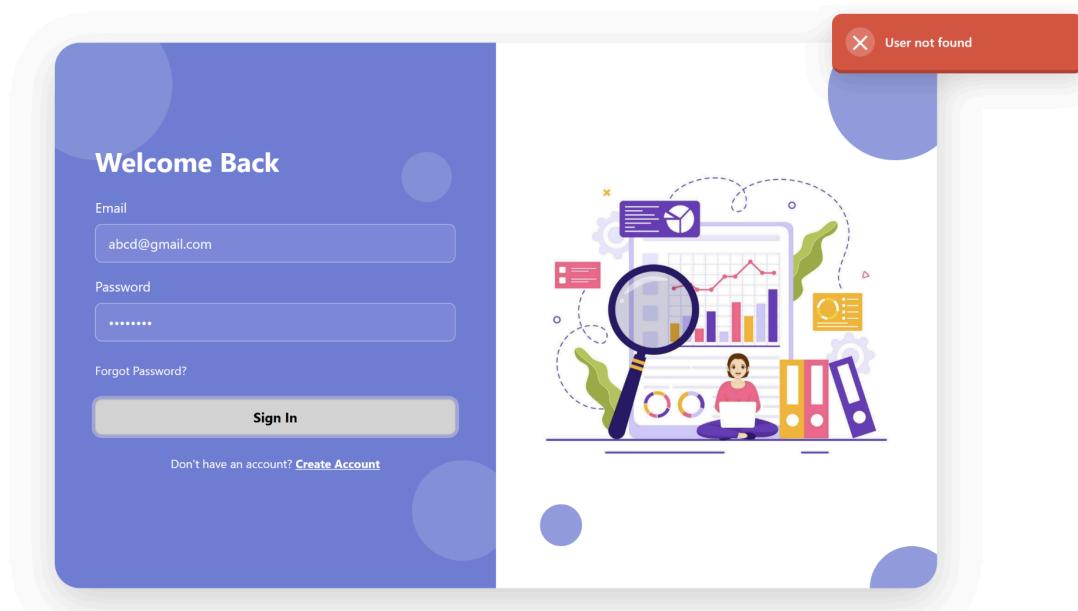
Mobile View Login



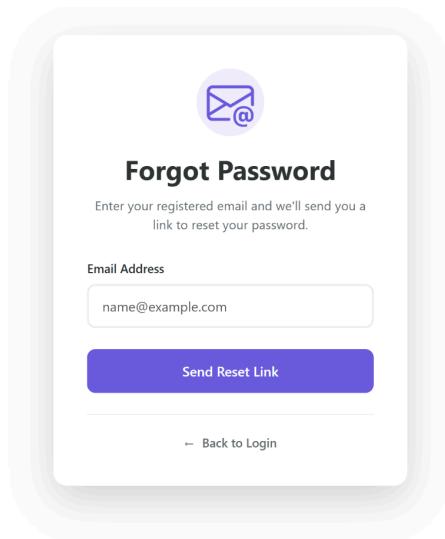
Wrong Password Entry



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, a sidebar menu includes "Dashboard", "Ticket Queues" (which is currently selected and 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 with columns "TICKET INFO", "PRIORITY", "STATUS", "CATEGORY", and "ACTIONS" is shown. A message at the bottom states "No recent tickets to show." A green notification bar at the top right 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 the role 'ADMIN'. Below this, the User ID 'USR-695D1F' is shown. At the bottom, there are two buttons: 'Edit Profile' and 'Security Settings'.

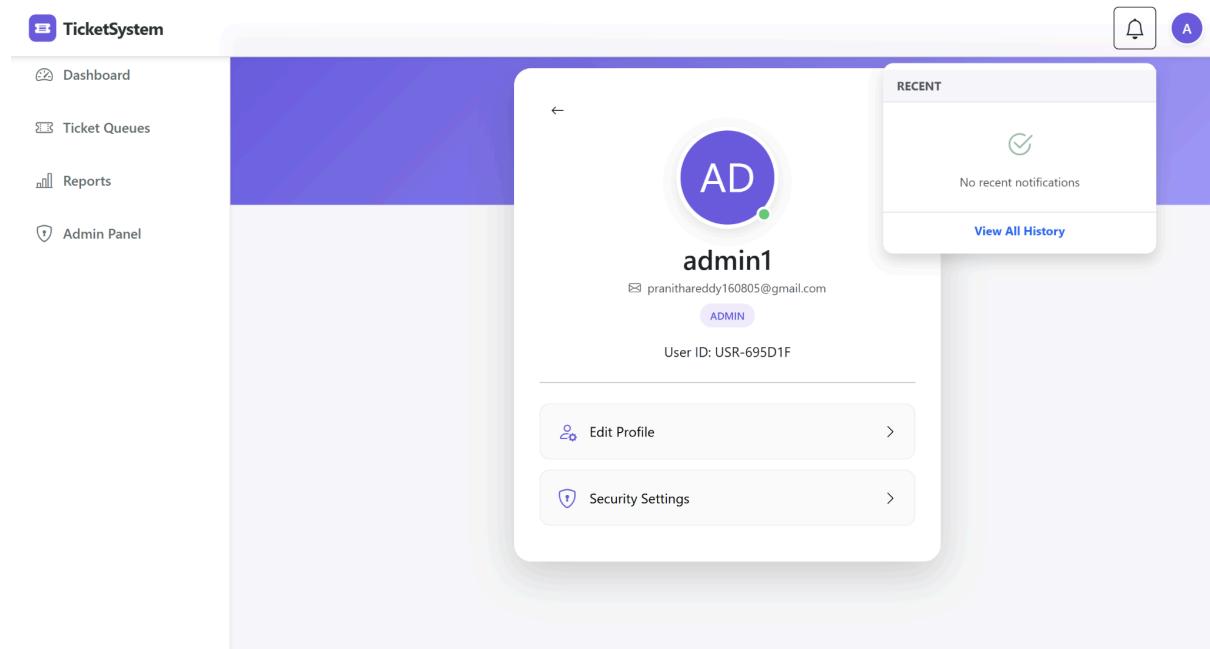
Profile Update Feature

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 accents.

Change Password

The screenshot shows the Admin Panel of the TicketSystem application. The sidebar and user profile are identical to the previous screenshot. However, the modal window is now titled 'Security Settings' and contains fields for 'Current Password' (with five dots) and 'New Password' (also with five dots). A 'Update Password' button is at the bottom of this modal. The interface design remains consistent with the first screenshot, featuring a light gray background and purple UI elements.

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. 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 update roles and access, with a 'Add New User' button. A table lists user information, including 'User Info', 'Access Role', 'Status', 'Activity', and 'Actions' (edit and delete icons). The table rows show three users: 'admin1' (Admin role, Active, 8 Tickets), 'User' (User role, Active, 8 Tickets), and 'Agent' (Agent role, Active, 8 Tickets).

| 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's a sidebar with 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 'Compose New' is at the top right. Below it is a table header for 'SENT HISTORY' with columns: DATE & TIME, SUBJECT & CONTENT, and STATUS. A small envelope 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'. The modal 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 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 button to "Add New User". A table lists users with columns: User Info, Access Role, Status, Activity, and Actions. The users listed are:

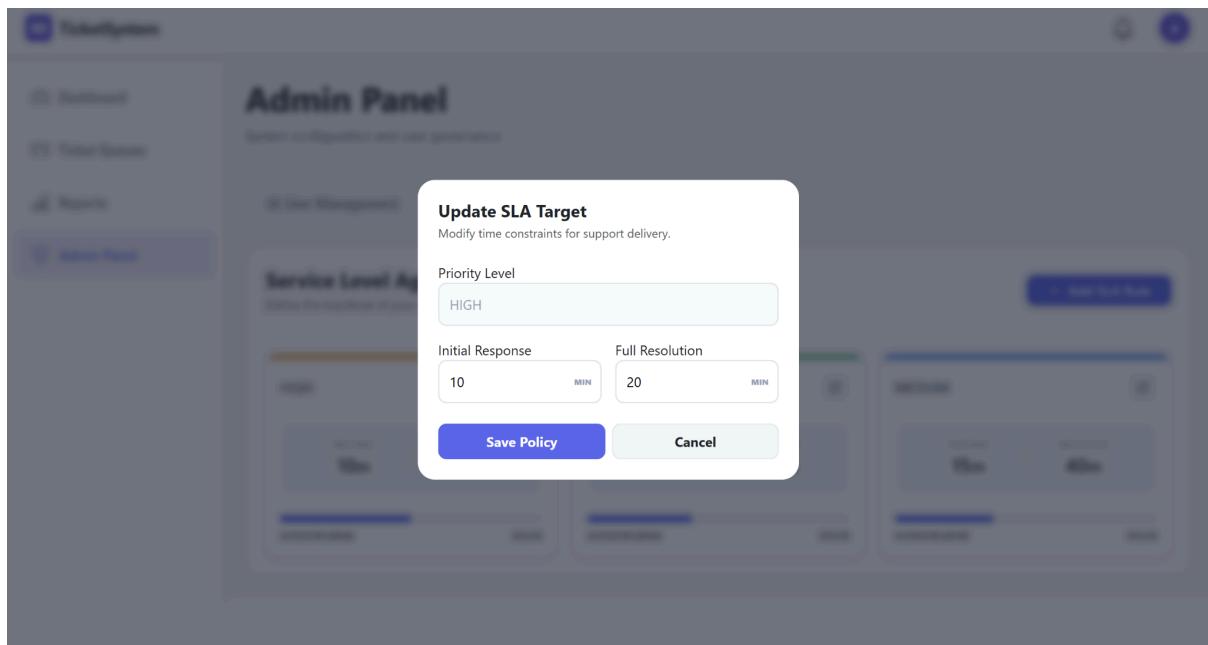
| User Info | Access Role | Status | Activity | Actions |
|---|-------------|--------|-----------|---------|
| A admin1 pranithareddy160805@gmail.com | ADMIN | Active | 8 Tickets | |
| U User user@ticket.com | USER | Active | 8 Tickets | |
| A Agent agent@ticket.com | AGENT | Active | 8 Tickets | |

SLA_Rule Page

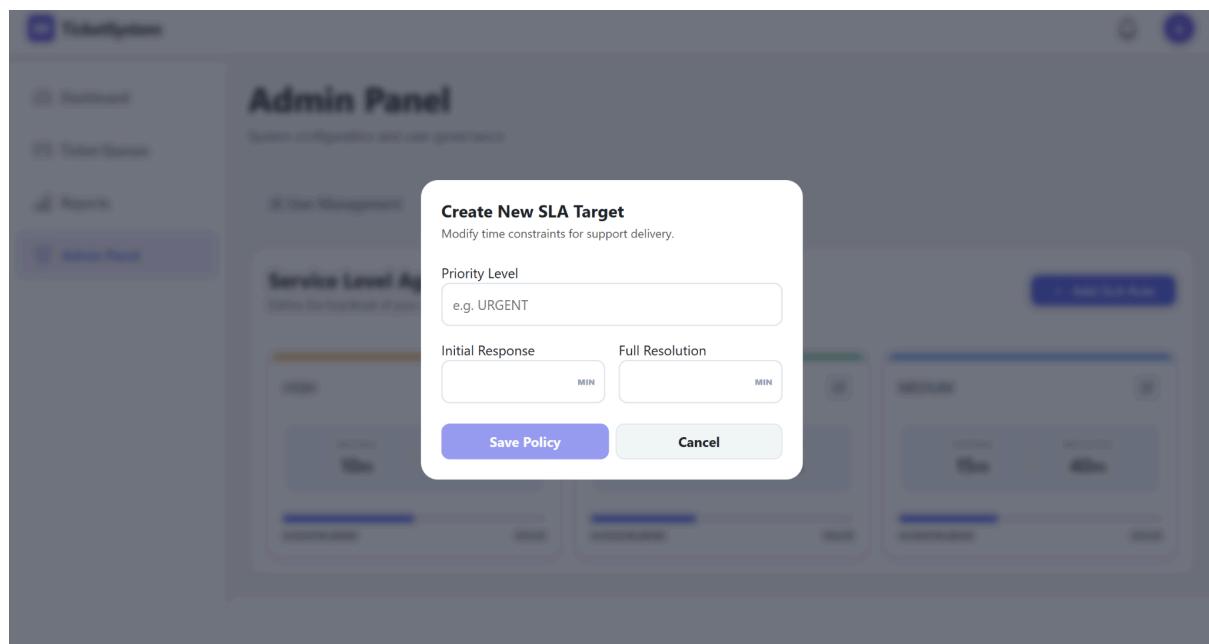
The screenshot shows the Admin Panel interface for a Ticket System. The sidebar and main navigation are identical to the previous Admin Panel screenshot. The "User Management" tab is selected. The main area features a title "Service Level Agreements" with the subtitle "Define the heartbeat of your support 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 and has "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



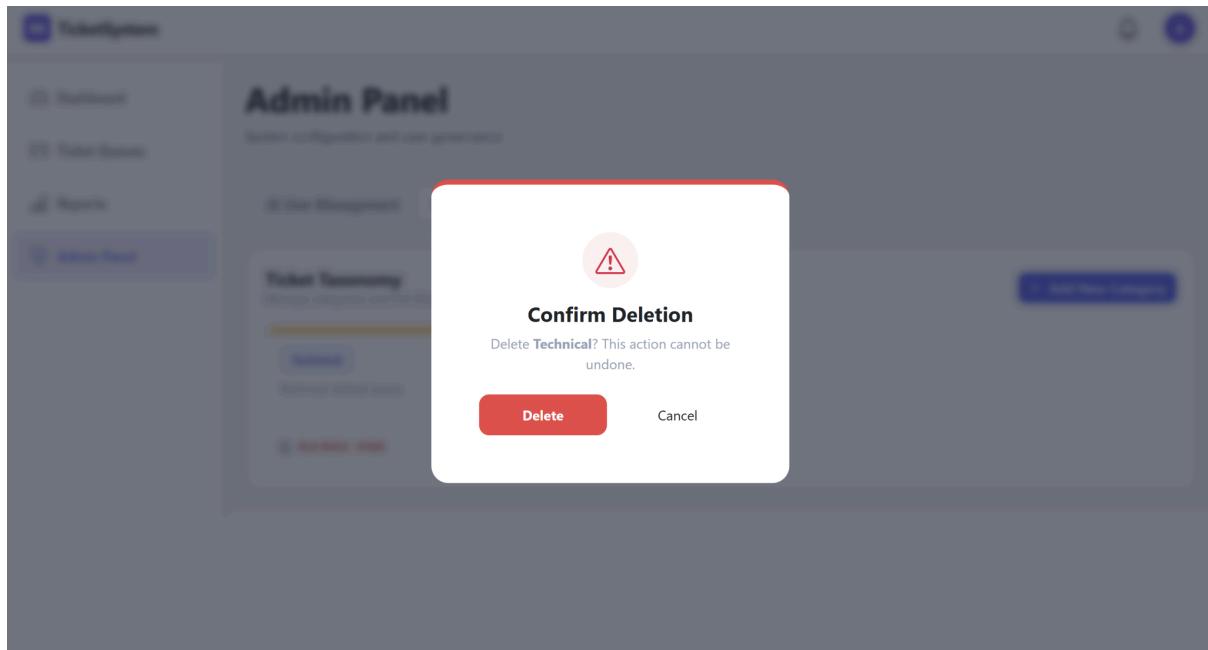
Category List

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".

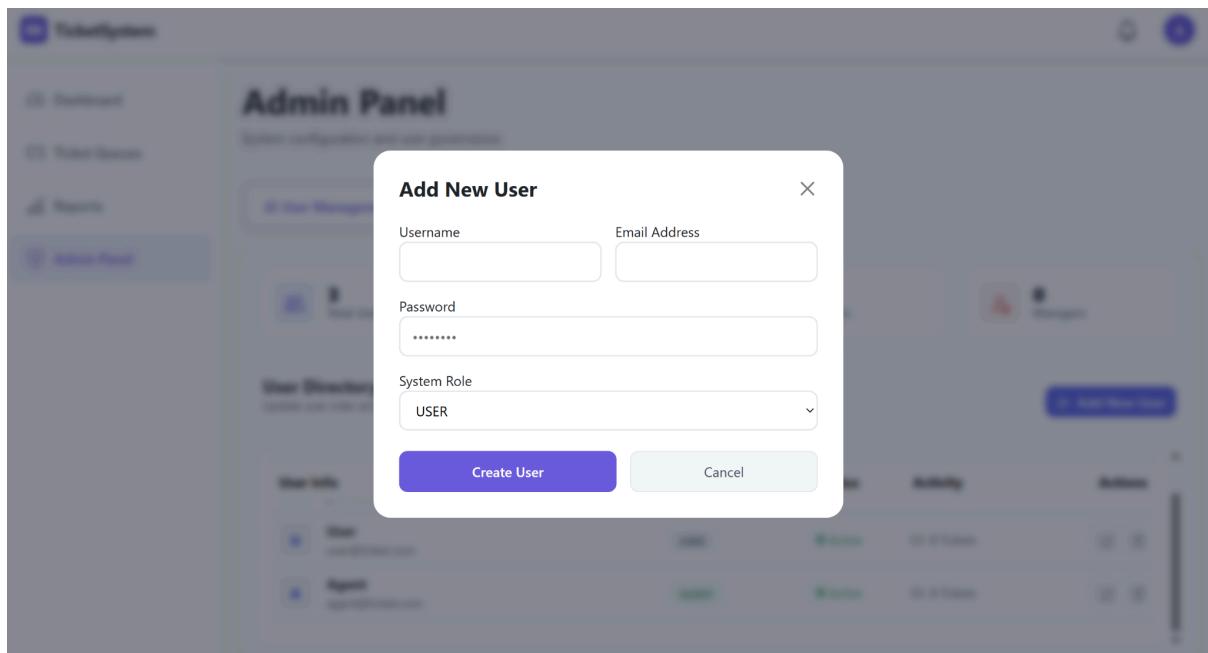
Create new Category

The screenshot shows the "New Category" dialog box overlaid on the Admin Panel. The dialog has 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's also a toggle switch labeled "Active" which is turned on. At the bottom are two buttons: "Save Changes" (in blue) and "Cancel". The background shows the Admin Panel with the "Ticket Taxonomy" section visible.

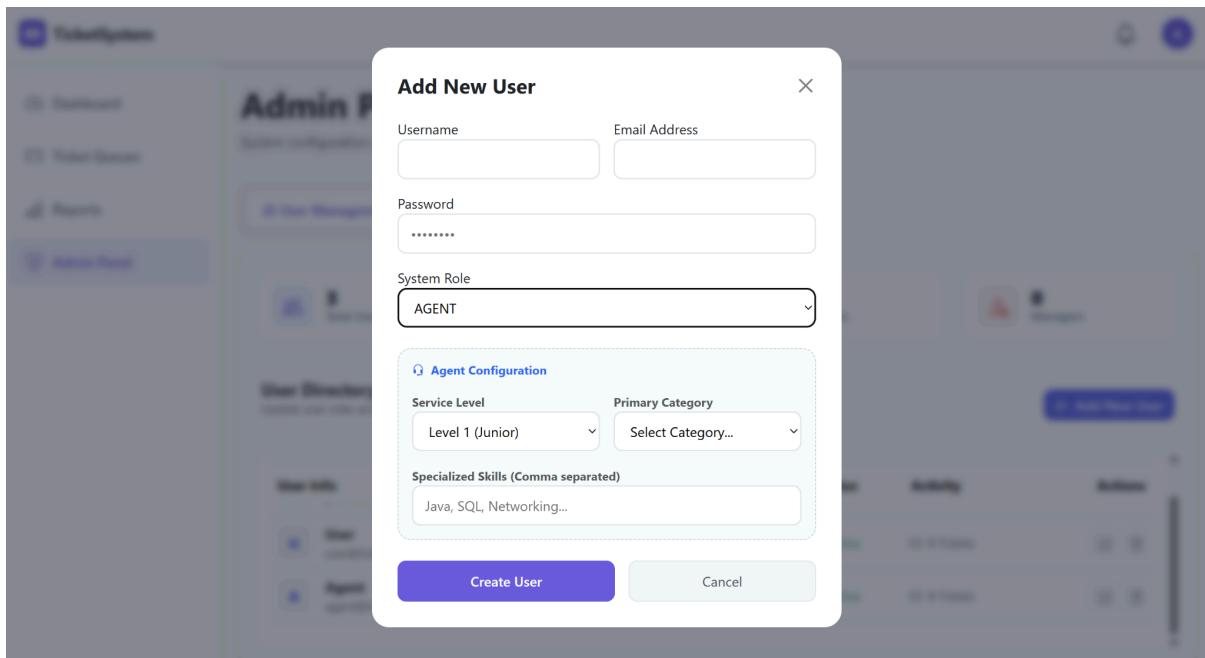
Delete Category Confirmation



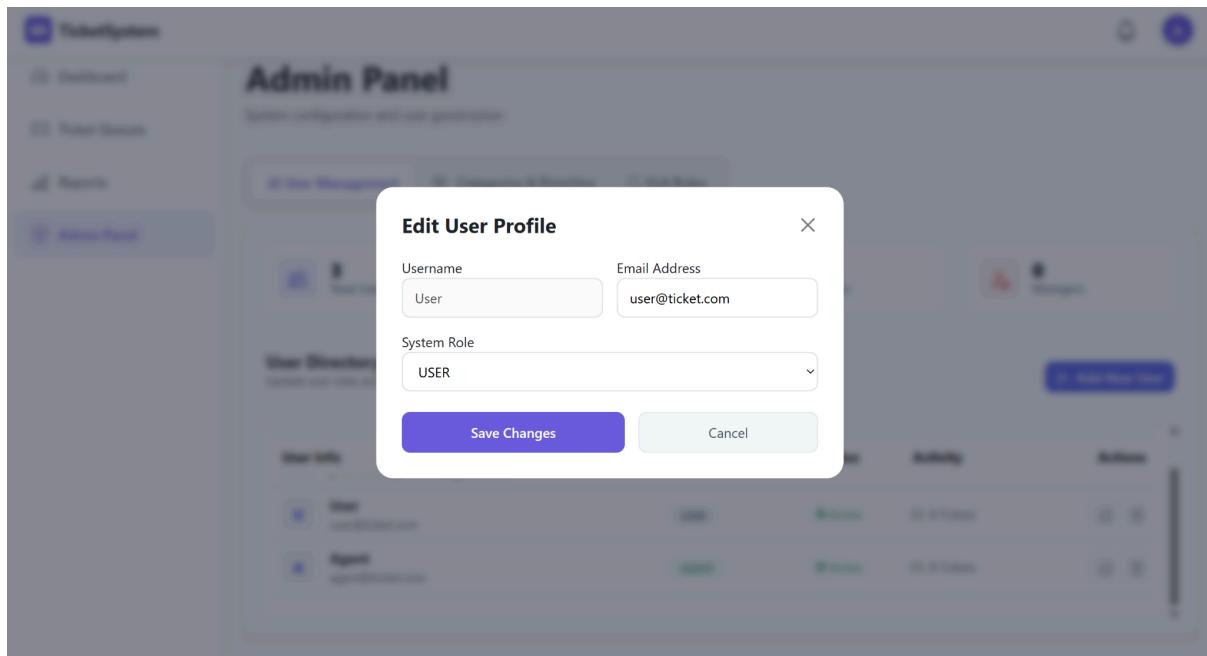
Adding New User



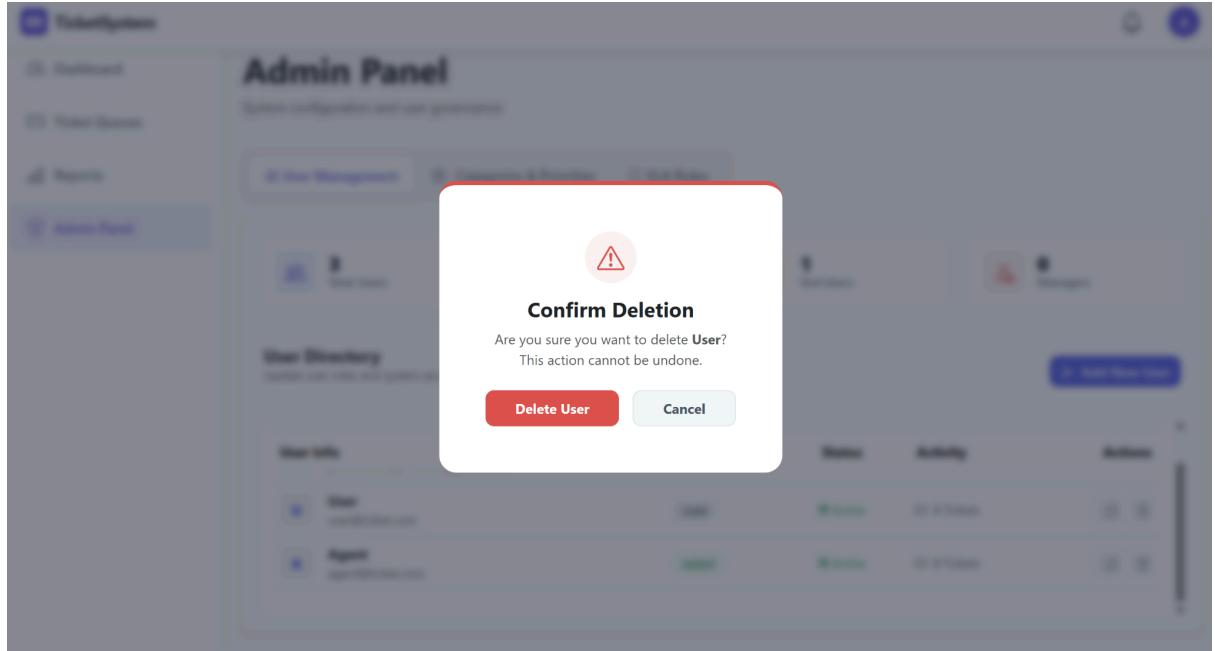
Creating an Agent By Admin



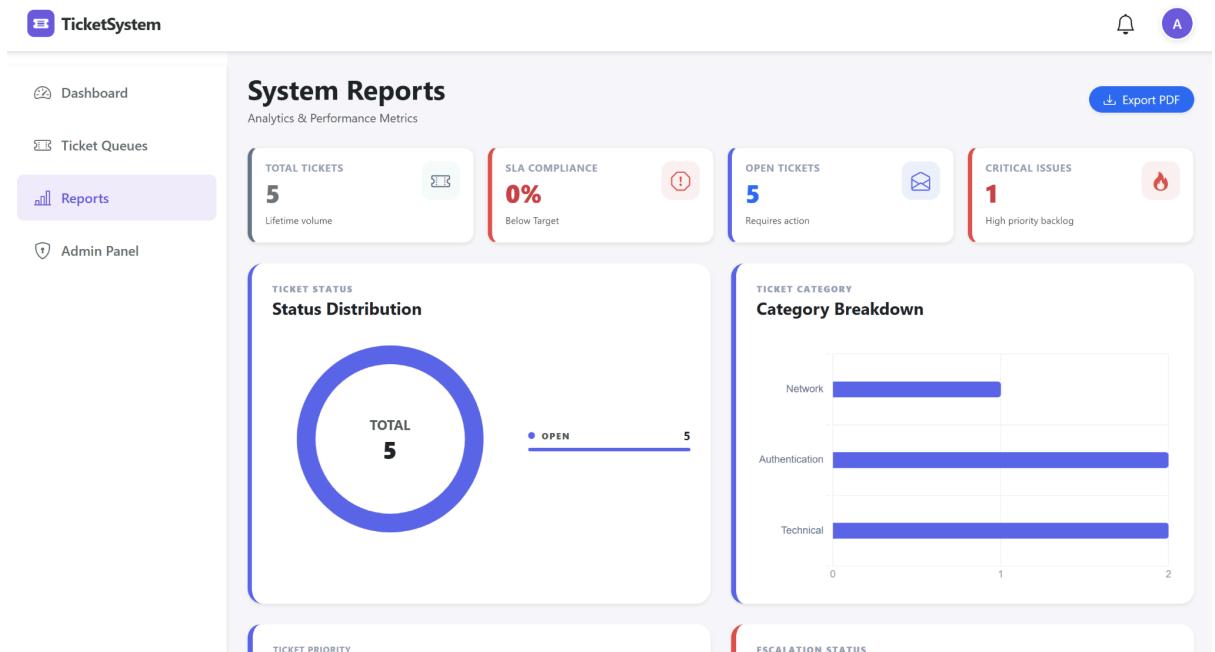
Edit Role or Profile



Deletion Confirmation



System Reports



ROLE USER

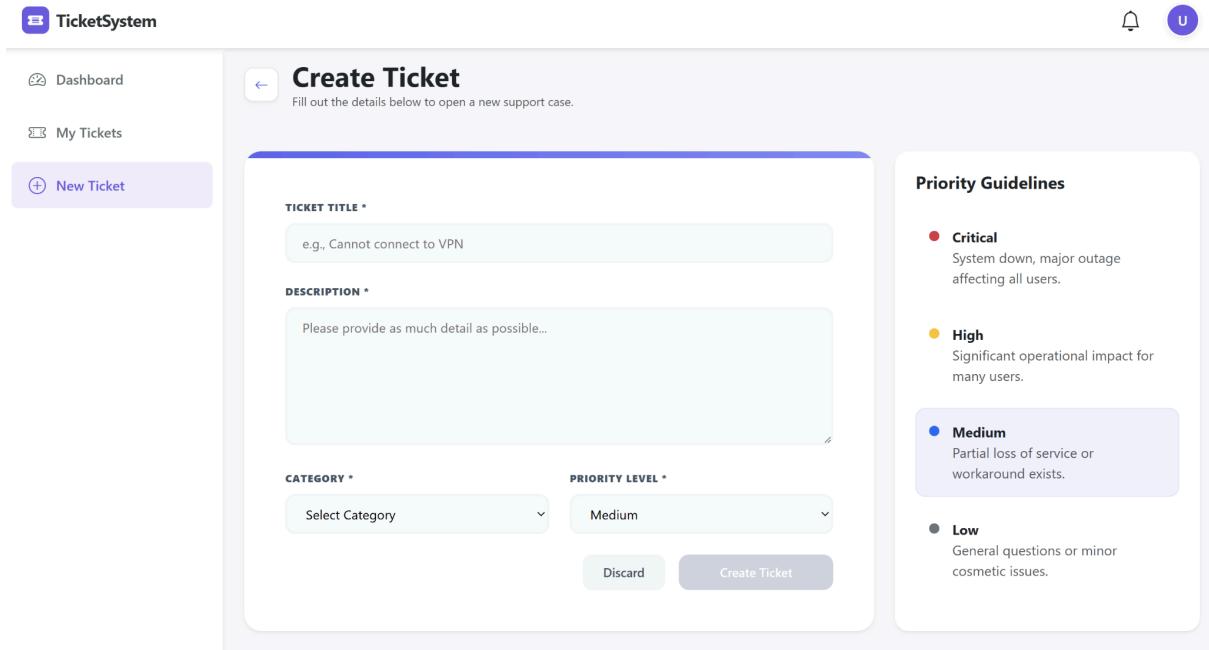
All the tickets By User

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.'

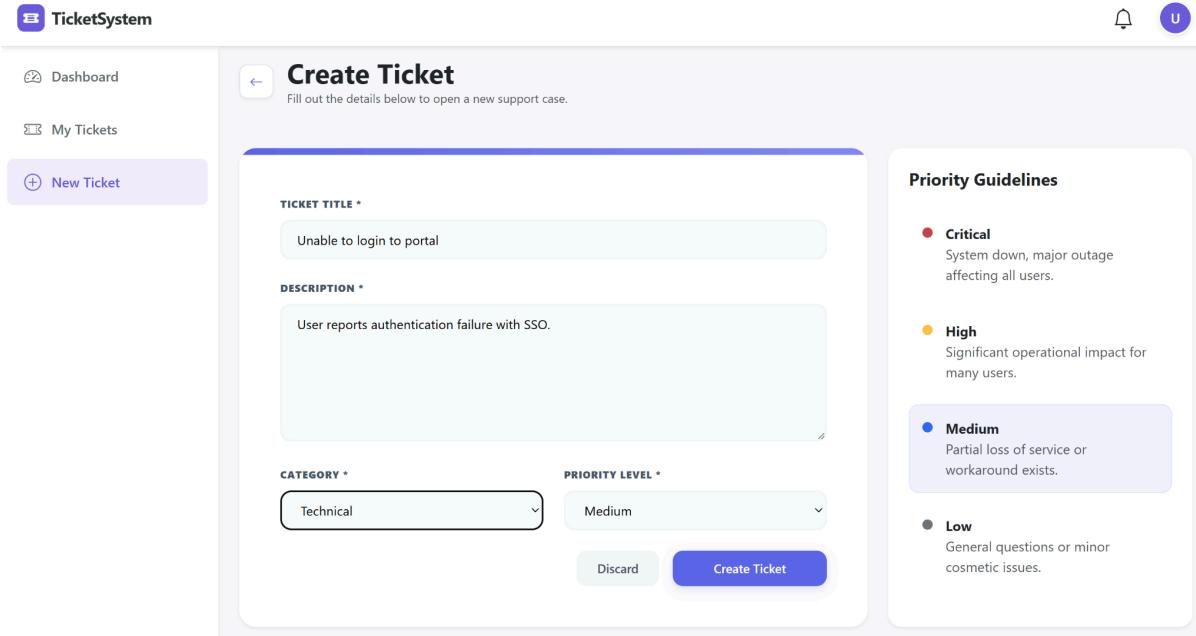
Ticket Creation



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 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, v.vakanthampranitha@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.

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.

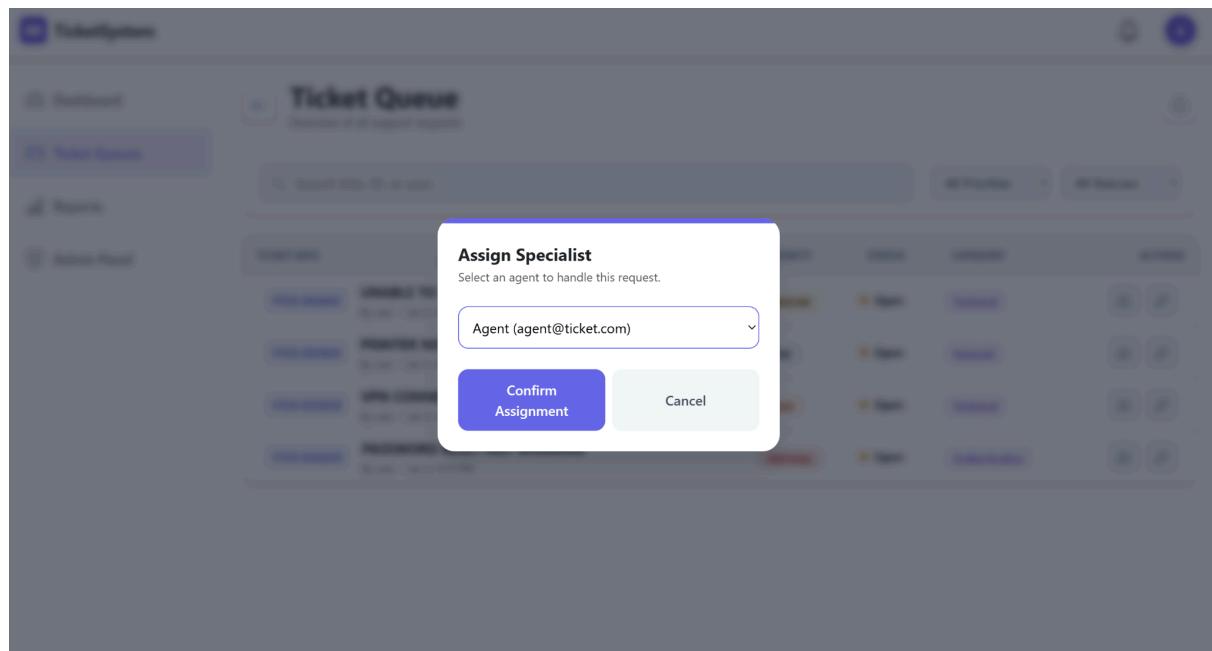
ROLE MANGER

Manager View

The screenshot shows the Ticket System interface. On the left, a sidebar has links for Dashboard, Ticket Queues (which is selected and highlighted in purple), and Reports. The main area is titled "Ticket Queue" with the subtitle "Overview of all support requests". It features a search bar and filters for "All Priorities" and "All Statuses". A 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)



Auto Assign Feature

Ticket Queue

Overview of all support requests

Search title, ID, or user...

All Priorities All Statuses

| TICKET INFO | PRIORITY | STATUS | CATEGORY | ACTIONS |
|---|----------|--------|----------------|---------|
| #TCK-69A8A8 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-69A8A8B VPN CONNECTION DROPS FREQUENTLY By user • Jan 6, 4:14 PM | HIGH | Open | Technical | |
| #TCK-69A8A8D PASSWORD RESET NOT WORKING By user • Jan 6, 4:15 PM | CRITICAL | Open | Authentication | |

Dashboard Stats

DashBoard

Overview of the tickets and recent activity

TOTAL TICKETS 5 Lifetime volume

OPEN TICKETS 5 Requires action

RESOLVED 0 Closed successfully

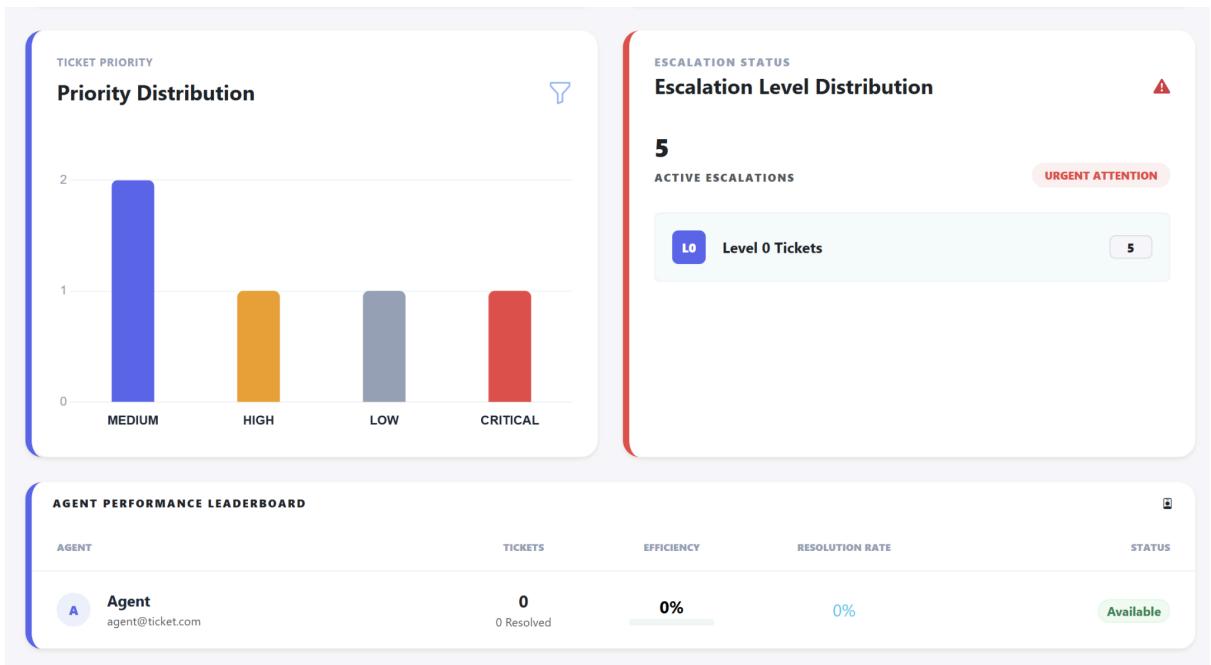
CRITICAL 1 SLA at risk

Status Distribution

Priority Distribution

| PRIORITY | Count |
|----------|-------|
| MEDIUM | 2 |
| HIGH | 1 |
| LOW | 1 |
| CRITICAL | 1 |

Escalation Information And Agent Performance



Recent Tickets Info

| Recent Tickets | | | | |
|---------------------------------|----------------|---------------------------------|---------------|---------|
| 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 |

