Ticketing System

**Start Application Command**

Run the following command from terminal

java -jar ticketing-system-0.0.1-SNAPSHOT.jar

**Note:**

The application needs the api key for email which needs to be set in application.props file

There is a cron which runs at 6 am to update the resolved ticket to close if the current date is days more than the updated date when the ticket was moved to resolve status.

The API would return back a response with one of the following response codes.

The responses would have the result from the API if successful or give more details about the error.

|  |  |
| --- | --- |
| **Status Code** | **Explanation** |
| 200 | The request was accepted and the response was returned successfully. The response will be of application/json content-type. |
| 400 | A Bad Request was sent. One of the parameters passed isn’t valid. |
| 404 | The requested API isn’t available. |
| 500 | Some error occurred on the server. |

**Ticketing System Api**

## Add Ticket

**API Path:** /addTicket

**Method:** POST

#### **Request Parameter Description**

|  |  |  |  |
| --- | --- | --- | --- |
| Field Name | Field Type | Mandatory | Description |
| Params |  |  |  |
|  |  |  |  |
| Body |  |  |  |
| type | String | Yes | Type of Ticket |
| description | String | Yes | Description of the ticket |
| title | String | Yes | Title of the Ticket |
| created\_by\_user | Integer | Yes | Ticket created by |
| customer | String | Yes | Email Id of customer |
| priority | String | Yes | Priority of the Ticket |

#### **Response Parameter Description**

|  |  |  |  |
| --- | --- | --- | --- |
| Field Name | Field Type | Mandatory | Description |
| Body |  |  |  |
| responseCode | String | Yes | Refer Response Code Table |
|  | String | Yes | Tells whether the ticket was created or errored out |

## Get Ticket list

Get the list of all the ticket ids which are not closed

**API Path:** /getTickets

**Method:** GET

#### **Request Parameter Description**

|  |  |  |  |
| --- | --- | --- | --- |
| Field Name | Field Type | Mandatory | Description |
| Params |  |  |  |
|  |  |  |  |

#### **Response Parameter Description**

|  |  |  |  |
| --- | --- | --- | --- |
| Field Name | Field Type | Mandatory | Description |
| Body |  |  |  |
| responseCode | String | Yes | Refer Response Code Table |
|  | Array | Yes | List of all the Ticket ids |

## Get Filtered Ticket List

**API Path:** /getFilteredListTicket/{filterName}/{filterValue}

**Method:** GET

#### **Request Parameter Description**

|  |  |  |  |
| --- | --- | --- | --- |
| Field Name | Field Type | Mandatory | Description |
| Params |  |  |  |
| filterName | String | Yes | assigned\_agent or customer or status |
| filterValue | String | Yes | Value for the filterName |

#### **Response Parameter Description**

|  |  |  |  |
| --- | --- | --- | --- |
| Field Name | Field Type | Mandatory | Description |
| Body |  |  |  |
| responseCode | String | Yes | Refer Response Code Table |
|  | Array | Yes | List of all the Ticket ids for the filter |

## Get Ticket Details

Get ticket details based on ticket id

**API Path:** /getTicketDetails/{id}

**Method:** GET

#### **Request Parameter Description**

|  |  |  |  |
| --- | --- | --- | --- |
| Field Name | Field Type | Mandatory | Description |
| Params |  |  |  |
| id | Integer | Yes | Id of the Ticket |

#### **Response Parameter Description**

|  |  |  |  |
| --- | --- | --- | --- |
| Field Name | Field Type | Mandatory | Description |
| Body |  |  |  |
| responseCode | String | Yes | Refer Response Code Table |
| id | Integer | Yes | Id of the ticket |
| type | String | Yes | Type of the ticket |
| description | String | Yes | Description of the ticket |
| title | String | Yes | Title of the ticket |
| created\_by\_user | Integer | Yes | Ticket created by |
| customer | String | Yes | Ticket Customer Email id |
| assigned\_to\_user | Integer | Yes | Ticket Assigned to agent |
| priority | String | Yes | Priority of the ticket |
| status | String | Yes | Status of the ticket |
| created\_at | Timestamp | Yes | Creation time of ticket |
| updated\_at | Timestamp | Yes | Last updated time of ticket |
| responseList | JSONArray | Yes | List of response for the ticket |

## Update Ticket

**API Path:** /updateTicket

**Method:** POST

#### **Request Parameter Description**

|  |  |  |  |
| --- | --- | --- | --- |
| Field Name | Field Type | Mandatory | Description |
| Params |  |  |  |
|  |  |  |  |
| Body |  |  |  |
| id | Integer | Yes | Id of the Ticket |
| type | String | Optional | Type of Ticket |
| description | String | Optional | Description of the ticket |
| title | String | Optional | Title of the Ticket |
| customer | String | Optional | Email Id of customer |
| priority | String | Optional | Priority of the Ticket |

#### **Response Parameter Description**

|  |  |  |  |
| --- | --- | --- | --- |
| Field Name | Field Type | Mandatory | Description |
| Body |  |  |  |
| responseCode | String | Yes | Refer Response Code Table |
|  | String | Yes | Tells whether the ticket was updated or errored out |

## Update Ticket Status

**API Path:** /updateStatus

**Method:** POST

#### **Request Parameter Description**

|  |  |  |  |
| --- | --- | --- | --- |
| Field Name | Field Type | Mandatory | Description |
| Params |  |  |  |
|  |  |  |  |
| Body |  |  |  |
| id | Integer | Yes | Id of the ticket |
| status | String | Yes | Status of the ticket |

#### **Response Parameter Description**

|  |  |  |  |
| --- | --- | --- | --- |
| Field Name | Field Type | Mandatory | Description |
| Body |  |  |  |
| responseCode | String | Yes | Refer Response Code Table |
|  | String | Yes | Tells whether the ticket status was updated or errored out |

## Assign Agent

**API Path:** /assignAgent

**Method:** POST

#### **Request Parameter Description**

|  |  |  |  |
| --- | --- | --- | --- |
| Field Name | Field Type | Mandatory | Description |
| Params |  |  |  |
|  |  |  |  |
| Body |  |  |  |
| id | Integer | Yes | Id of the Ticket |

#### **Response Parameter Description**

|  |  |  |  |
| --- | --- | --- | --- |
| Field Name | Field Type | Mandatory | Description |
| Body |  |  |  |
| responseCode | String | Yes | Refer Response Code Table |
|  | String | Yes | Tells whether an Agent is assigned to the ticket based on equality of work distribution or errored out |

## Add Response

**API Path:** /addResponse

**Method:** POST

#### **Request Parameter Description**

|  |  |  |  |
| --- | --- | --- | --- |
| Field Name | Field Type | Mandatory | Description |
| Params |  |  |  |
|  |  |  |  |
| Body |  |  |  |
| id | Integer | Yes | Id of the ticket |
| response | String | Yes | Response to the ticket |
| addedBy | String | Yes | Added by Customer or Agent |

#### **Response Parameter Description**

|  |  |  |  |
| --- | --- | --- | --- |
| Field Name | Field Type | Mandatory | Description |
| Body |  |  |  |
| responseCode | String | Yes | Refer Response Code Table |
|  | String | Yes | Tells whether the response was added to the ticket or errored out |

## Delete Ticket

**API Path:** /deleteTicket

**Method:** POST

#### **Request Parameter Description**

|  |  |  |  |
| --- | --- | --- | --- |
| Field Name | Field Type | Mandatory | Description |
| Params |  |  |  |
|  |  |  |  |
| Body |  |  |  |
| id | Integer | Yes | Id of the Ticket |

#### **Response Parameter Description**

|  |  |  |  |
| --- | --- | --- | --- |
| Field Name | Field Type | Mandatory | Description |
| Body |  |  |  |
| responseCode | String | Yes | Refer Response Code Table |
|  | String | Yes | Tells whether the ticket was deleted or errored out |