**iTicket System OR Issue Tracking using React JS:**

**List of Screens in System:**

1. **Login Page**
2. **Home/Dashboard**
3. **Ticket Raising**

**Description or structure of Screens:**

1. **Login Page: There are two input fields**

* **Ticket Number or domain Id**
* **Password**

1. **Home Screen of Support Person**
   1. **Left Side of the screen Drawer has these Tabs:**

* **Dashboard**
* **Reports**
  + **Status Reports**
* **Raise a new Ticket**
  1. **Body of the home screen :**
* **By Default Dashboard Screen will load on home screen. And these elements will load on screen.**
* **No of ticket Raised.**
* **Open Tickets**
* **Tickets Pending on me**
* **Tickets Unclaimed**
* **Tickets Resolved by myself**
* **Tickets List from where Support Person can claim tickets and fill time consumed and solution with attachment or images**
* **Filter / Search**
  1. **Navigation Bar has Profile tab with User name and dummy image.**
* **Logout tab.**

1. **Home Screen of User:**
   1. **Left Side of the screen Drawer has these Tabs:**

* **Dashboard**
* **Reports**
  + **Status Reports**
* **Raise a new Ticket**
  1. **Body of the home screen :**
* **By Default Dashboard Screen will load on home screen. Moreover, these elements will load on screen.**
* **Tickets Pending**
* **Tickets Raised**
* **Tickets Closed**
* **Tickets Rejected**
* **Filter / Search**
* **Tickets List that the users raise.**

1. **Raise a new Ticket : In Raising form these are input field :**

* **User Dropdown: On Behalf and Self.**
  + **On selection of on Behalf, one dropdown field will display where user can search other users.**
* **Project**
* **Module**
* **Category**
* **Contact No**
* **Issue Tittle**
* **Issue Description**
* **Attachment**
* **Submit button**

**Workflow or Process flow:**

**User**

Raise a ticket

(Mail trigger user, TTL Team)

If User select No

Category “incident

Category change”

Yes (mail trigger to corporate team)

Corporate Team for

Approval

TTL Team can forward

Mail for approval

Module Wise Admin

And

TTL Team

Reopen

Closed

User (mail)