Create Account

First Name Last Name

Email

Password

Register

Already registered? Login

Ticket Automation System

Email

Password

Login

New here? Create account

127.0.0.2:5500/dashboard/admin.html

Summarize

Ticket Automation System - Admin   Logout

Welcome Admin Shashank

System Users | Open Tickets

System Users

User ID	Name	Email	Role	Action
02d4d15d-1fa9-4b25-8a30-61c1e767e724	BOB	Bob@gmail.com	USER	Make Agent
17b51d4b-68d4-4aec-b4df-4e2d2d2827b2	Shashank		ADMIN	-
7f4aaeed-5251-433d-a272-cc08e3fea39e	Vishal	v@gmail.com	USER	Make Agent
915d3b11-b5fc-4ac7-b366-03e96f4c42a4	Freddy	Freddy@gmail.com	USER	Make Agent
b8aad9b3-003c-470f-b697-446fb1c4b453	Alice	alice@gmail.com	USER	Make Agent
cc6e75ec-eef0-4eb2-ba62-301156db674f	Gab	Gab@gmail.com	USER	Make Agent
f60e2996-347f-4e0c-a493-dd6ed864e780	Dickson	Dickson@gmail.com	USER	Make Agent
fdd6fde2-4571-42a0-bd08-547440c26be4	Cinthia	Cinthia@gmail.com	USER	Make Agent

Ticket Automation System - Admin   Logout

Welcome Admin Shashank

System Users   Open Tickets

System Users

User ID	Name	Email	Role	Action
02d4d15d-1fa9-4b25-8a30-61c1e767e724	BOB	Bob@gmail.com	SUPPORT_AGENT	-
17b51d4b-68d4-4aec-b4df-4e2d2d2827b2	Shashank		ADMIN	-
7f4aaeed-5251-433d-a272-cc08e3fea39e	Vishal	v@gmail.com	USER	Make Agent
915d3b11-b5fc-4ac7-b366-03e96f4c42a4	Freddy	Freddy@gmail.com	USER	Make Agent
b8aad9b3-003c-470f-b697-446fb1c4b453	Alice	alice@gmail.com	SUPPORT_AGENT	-
cc6e75ec-eef0-4eb2-ba62-301156db674f	Gab	Gab@gmail.com	USER	Make Agent
f60e2996-347f-4e0c-a493-dd6ed864e780	Dickson	Dickson@gmail.com	USER	Make Agent
fdd6fde2-4571-42a0-bd08-547440c26be4	Cinthia	Cinthia@gmail.com	USER	Make Agent

Ticket Automation System   Logout

Welcome Sane

My Tickets   Create Ticket

Create Ticket

Unable to download invoice from dashboard

Customer reports that the invoice download button is not working from the account dashboard. Clicking the button does nothing. Issue started after the recent update. Customer needs invoice urgently for accounting purposes.

BILLING

Submit

Ticket created successfully.

Ticket Automation System

Ticket Automation System
Logout

Welcome Sane

My Tickets | Create Ticket

Search by Ticket ID | Search | Reset | Status ▾ | Category ▾ | Priority ▾ | Apply

Unable to download invoice from dashboard
Customer reports that the invoice download button is not working from the account dashboard. Clicking the button does nothing. Issue started after the recent update. Customer needs invoice urgently for accounting purposes.

ID: 3b4c8db9-2802-4e87-8743-4aa36a896adc

View Details | Delete

Only allowed when ticket is open

Ticket Automation System
Logout

Welcome Sane

My Tickets | Create Ticket

← Back

Unable to download invoice from dashboard
Customer reports that the invoice download button is not working from the account dashboard. Clicking the button does nothing. Issue started after the recent update. Customer needs invoice urgently for accounting purposes.

Message Agent

Status: OPEN
Category: TECHNICAL
Created: 1/12/2026, 6:47:14 PM

Priority: Priority not Assigned yet
Assigned To: Ticket not Assigned yet
Resolved: Not Resolved

AI Analysis
The customer is experiencing a critical billing issue where they cannot download an invoice from their dashboard, which started after the latest update. The urgency of this matter comes from its necessity for accounting purposes.

AI analysis when ticket get Created

127.0.0.2:5500/dashboard/admin.html

Ticket Automation System - Admin
Logout

Welcome Admin Shashank

System Users | Open Tickets

Open & Unassigned Tickets

Ticket ID	User ID	Title	Assign Agent
3b4c8db9-2802-4e87-8743-4aa36a896adc	Unable to download invoice from dashboard	Alice (alice@gmail.com) ▾	Assign

Admin allocating ticket to support_agent

Support Agent Dashboard   Logout

Welcome Agent Alice

My Assigned Tickets

Ticket ID	Title	Status	Priority	Actions
3b4c8db9-2802-4e4 4aa36a896adc				

AI Ticket Summary   ✕

The customer is experiencing a critical billing issue where they cannot download an invoice from their dashboard, which started after the latest update. The urgency of this matter comes from its necessity for accounting purposes.

Predicted Category: BILLING

Predicted Priority: CRITICAL

Summary along with predict category and priority to help Agent

---

Support Agent Dashboard   Logout

Welcome Agent Alice

My Assigned Tickets

Ticket ID	Title	Status	Priority	Actions
3b4c8db9-2802-4e8 4aa36a896adc				Set Priority ⌄

Conversation   ✕

Hello , We have successfully evaluated your query we will inform you an update within 24 hrs
1/12/2026, 6:54:00 PM

Waiting for customer response

Hello , We have successfully evaluated your query we will inform you an update within 24 hrs | Send

---

Ticket Automation System   ✕   +

← → ⟳ ⓘ 127.0.0.2:5500/dashboard/user.html   ⊕ ☆ ⭐ InPrivate 😊 ⋯

Ticket Automation System   Logout

Welcome Sane

My Tickets Create

← Back

Unable to down...
Customer reports th...
recent update. Cust...

Message Agent

Status: WAITING_FOR_...
Category: TECHNICAL
Created: 1/12/2026, 6:...

AI Analysis
The customer is exp...
The urgency of this...

Conversation   ✕

Hello , We have successfully evaluated your query we will inform you an update within 24 hrs
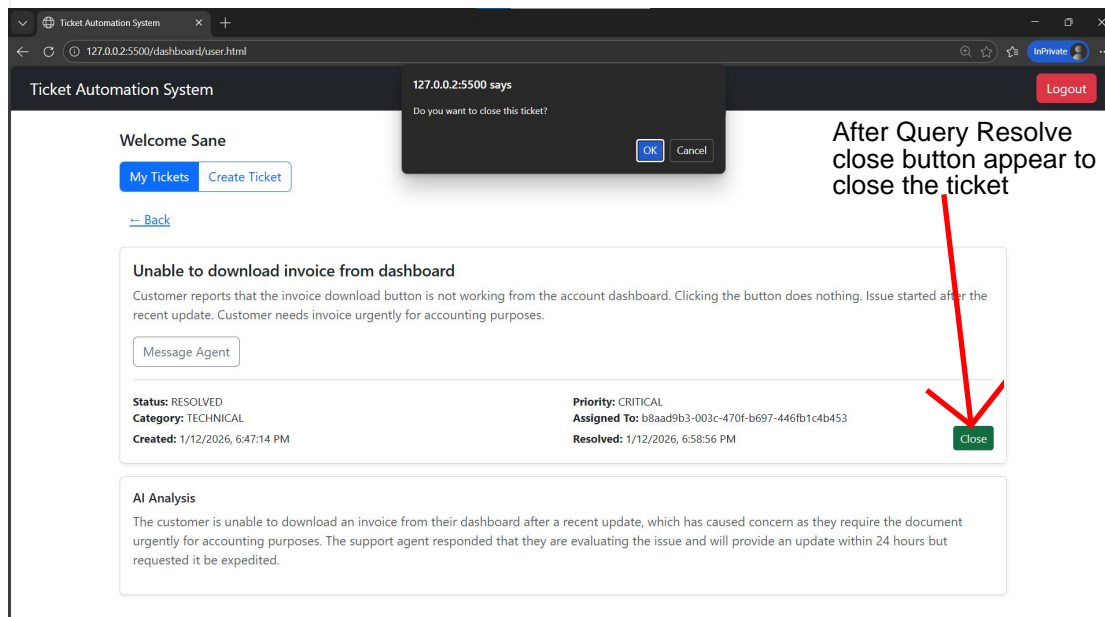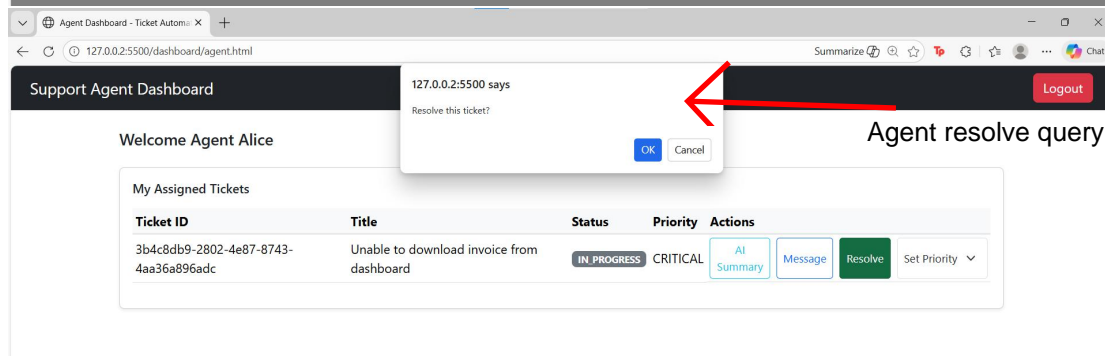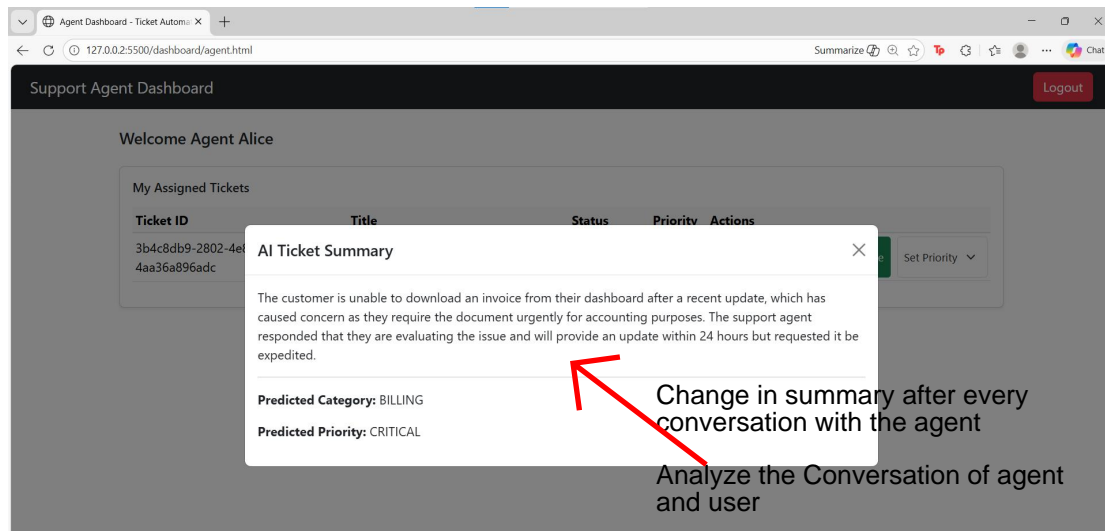1/12/2026, 6:54:00 PM

Please Make it soon as possible i need urgently it for the accounting purpose
1/12/2026, 6:55:53 PM

Please Make it soon as possible i need urgently it for the accounting purpose | Send

Waiting for Agent Response

ue started after the

the latest update.

Agent Dashboard - Ticket Automa...

127.0.0.2:5500/dashboard/agent.html

Summarize

Chat

Support Agent Dashboard

Logout

Welcome Agent Alice

My Assigned Tickets

Ticket ID	Title	Status	Priority	Actions
3b4c8db9-2802-4e8 4aa36a896adc				Set Priority

AI Ticket Summary ✕

The customer is unable to download an invoice from their dashboard after a recent update, which has caused concern as they require the document urgently for accounting purposes. The support agent responded that they are evaluating the issue and will provide an update within 24 hours but requested it be expedited.

Predicted Category: BILLING

Predicted Priority: CRITICAL

Change in summary after every conversation with the agent

Analyze the Conversation of agent and user

Agent Dashboard - Ticket Automa...

127.0.0.2:5500/dashboard/agent.html

Summarize

Chat

Support Agent Dashboard

Logout

127.0.0.2:5500 says

Resolve this ticket?

OK   Cancel

Agent resolve query

Welcome Agent Alice

My Assigned Tickets

Ticket ID	Title	Status	Priority	Actions
3b4c8db9-2802-4e87-8743-4aa36a896adc	Unable to download invoice from dashboard	IN_PROGRESS	CRITICAL	AI Summary Message Resolve Set Priority

---

Ticket Automation System

127.0.0.2:5500/dashboard/user.html

InPrivate

Ticket Automation System

Logout

127.0.0.2:5500 says

Do you want to close this ticket?

OK   Cancel

Welcome Sane

My Tickets   Create Ticket

← Back

After Query Resolve close button appear to close the ticket

Unable to download invoice from dashboard

Customer reports that the invoice download button is not working from the account dashboard. Clicking the button does nothing. Issue started after the recent update. Customer needs invoice urgently for accounting purposes.

Message Agent

Status: RESOLVED
Category: TECHNICAL
Created: 1/12/2026, 6:47:14 PM

Priority: CRITICAL
Assigned To: b8aad9b3-003c-470f-b697-446fb1c4b453
Resolved: 1/12/2026, 6:58:56 PM

Close

AI Analysis

The customer is unable to download an invoice from their dashboard after a recent update, which has caused concern as they require the document urgently for accounting purposes. The support agent responded that they are evaluating the issue and will provide an update within 24 hours but requested it be expedited.

My Tickets   Create Ticket

← Back

Unable to download invoice from dashboard

Customer reports that the invoice download button is not working from the account dashboard. Clicking the button does nothing. Issue started after the recent update. Customer needs invoice urgently for accounting purposes.

Message Agent

Status: CLOSED
Category: TECHNICAL
Created: 1/12/2026, 6:47:14 PM

Priority: CRITICAL
Assigned To: b8aad9b3-003c-470f-b697-446fb1c4b453
Resolved: 1/12/2026, 6:58:56 PM

This ticket is closed and is now read-only.

AI Analysis

The customer is unable to download an invoice from their dashboard after a recent update, which has caused concern as they require the document urgently for accounting purposes. The support agent responded that they are evaluating the issue and will provide an update within 24 hours but requested it be expedited.

My Tickets   Create Ticket

← Back