Salesforce is a customer relationship management cloud-based tool and can consider discussing the access control version for both project manager and team members

Team member privileges

As a team member, team member will have the privilege to access the specified tickets depending on the level of access.

He should be able to see the details of the ticket (name, account, billing details if required, etc.) to evaluate and handle.

He should be able to create my own dashboard to understand about my tickets ageing and performance.

He should have the privilege to request access for any resource required.