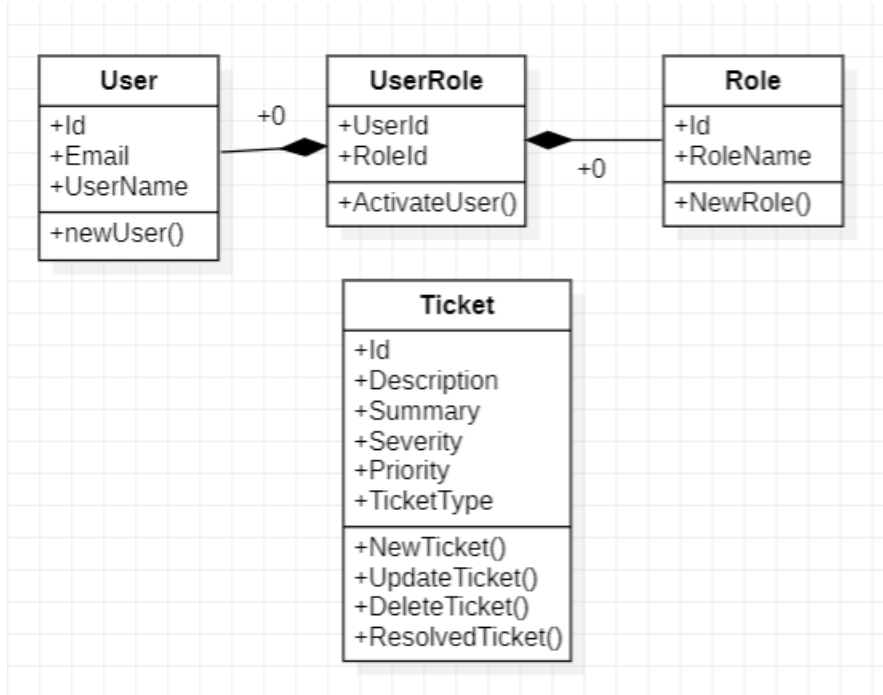# Ticket Tracking System Design Document

Introduction

Ticket Tracking System is the system use for management the process of development of system. It was use for tracking testing, request new feature, bug report, and some feedback.
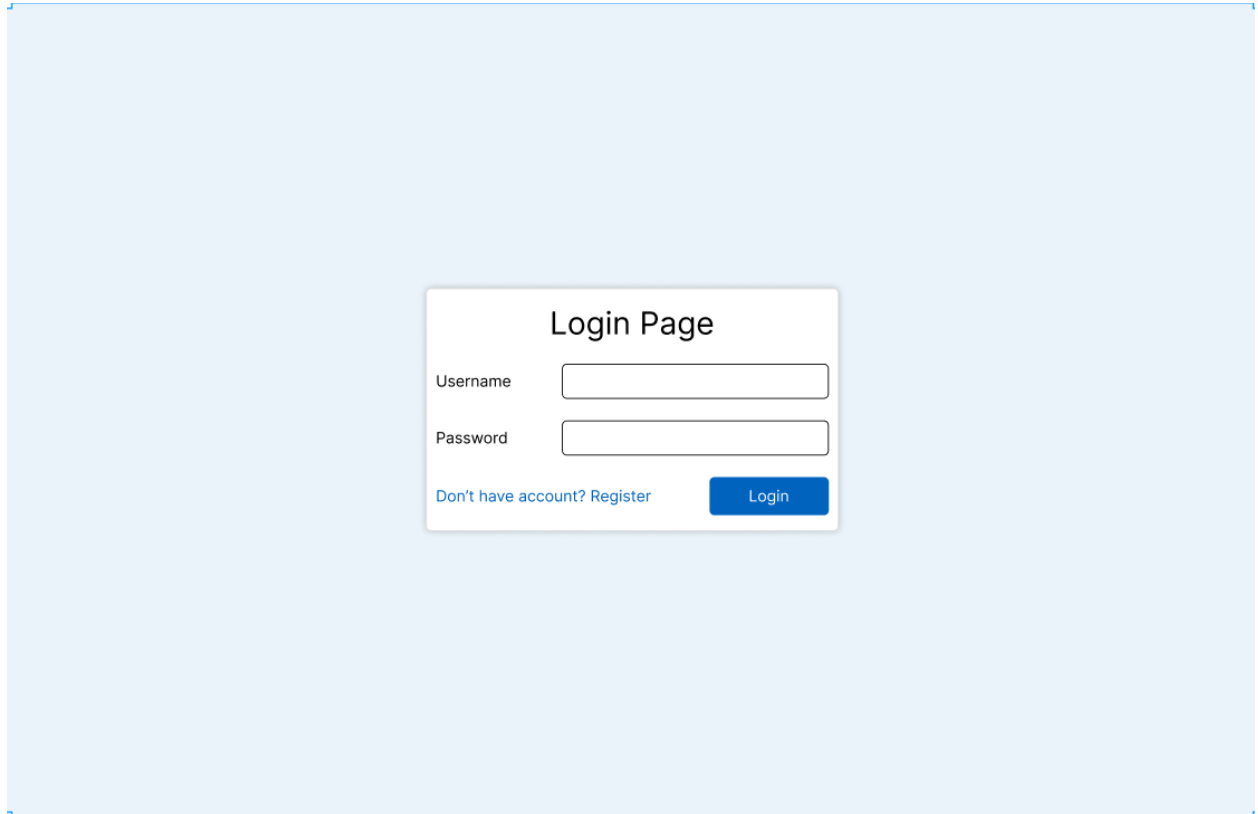
The following is the some design document of ticket tracking system.

Class Diagram

User
+Id
+Email
+UserName
+newUser()

+0

UserRole
+UserId
+RoleId
+ActivateUser()

+0

Role
+Id
+RoleName
+NewRole()

Ticket
+Id
+Description
+Summary
+Severity
+Priority
+TicketType
+NewTicket()
+UpdateTicket()
+DeleteTicket()
+ResolvedTicket()

Mockup

Login Page

Login Page

Username [ ]

Password [ ]

Don't have account? Register   [Login]

Register Page

Register Page

Username	
Password	
Confirm Password	

Already have account? Login   Register

User Management by System Administrator

Ticket System

User Managment

User Name	Email	Roles
User 1	example@example.com	Adminstrator QA
User 1	example@example.com	Adminstrator QA
User 1	example@example.com	Adminstrator QA
User 1	example@example.com	Adminstrator QA
User 1	example@example.com	Adminstrator QA
User 1	example@example.com	Adminstrator QA

< 1 2 3 >

Activate User by System Administrator

Ticket System

User Managment

User Name	Email	Roles
User 1	example@example.com	
User 1	example@example.com	
User 1		
User 1		
User 1		
User 1		

Activate User ✖

User Name: User 1

Role: Adminstrator ⌄

Save

Ticket Page

Ticket System 👤

Ticket   + New

🐛 **Bugs**	📋 **Test Case**	⚬⚬⚬ **Feature Request**	⊘ **Resolved**
Ticket Summary ✏️ ❌	Ticket Summary ✏️ ❌	Ticket Summary ✏️ ❌	Ticket Summary ✏️ ❌
Ticket Summary ✏️ ❌	Ticket Summary ✏️ ❌	Ticket Summary ✏️ ❌	Ticket Summary ✏️ ❌
Ticket Summary ✏️ ❌	Ticket Summary ✏️ ❌	Ticket Summary ✏️ ❌	Ticket Summary ✏️ ❌
Ticket Summary ✏️ ❌	Ticket Summary ✏️ ❌	Ticket Summary ✏️ ❌	Ticket Summary ✏️ ❌
Ticket Summary ✏️ ❌	Ticket Summary ✏️ ❌	Ticket Summary ✏️ ❌	Ticket Summary ✏️ ❌
Ticket Summary ✏️ ❌	Ticket Summary ✏️ ❌	Ticket Summary ✏️ ❌	Ticket Summary ✏️ ❌
Ticket Summary ✏️ ❌	Ticket Summary ✏️ ❌	Ticket Summary ✏️ ❌	Ticket Summary ✏️ ❌
Ticket Summary ✏️ ❌	Ticket Summary ✏️ ❌	Ticket Summary ✏️ ❌	Ticket Summary ✏️ ❌

New/Update/Resolved Ticket by User

Ticket System 👤

Ticket   + New

🐛 Bugs   📋 Test Case   ⚬⚬⚬ Feature Request   ⊘ Resolved

Ticket Summary's Details ❌

Summary: [Ticket Summary]

Description: [Ticket Description]

Severity: 🔵

Priority: 🔵

Resolve: 🔵

Save

Note: You also can view this mockup with this link:

https://www.figma.com/proto/eF3Kh77C4neI2WDUUIASrR/Ticket-Tracking?node-id=2%3A2&scaling=scale-down&page-id=0%3A1