

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.

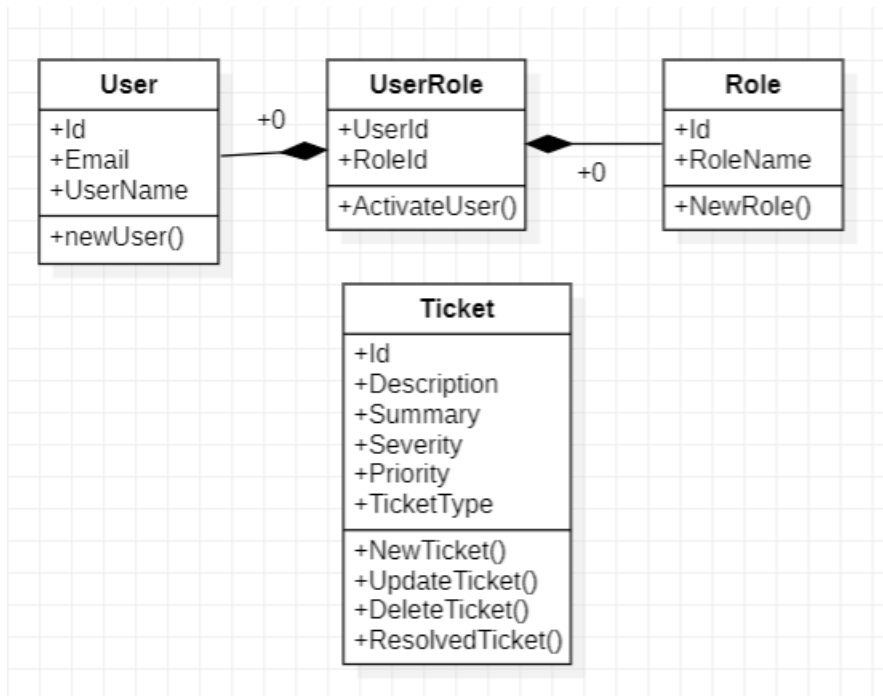
The following is the some design document of ticket tracking system.

Technology

Technology use for develop this system:

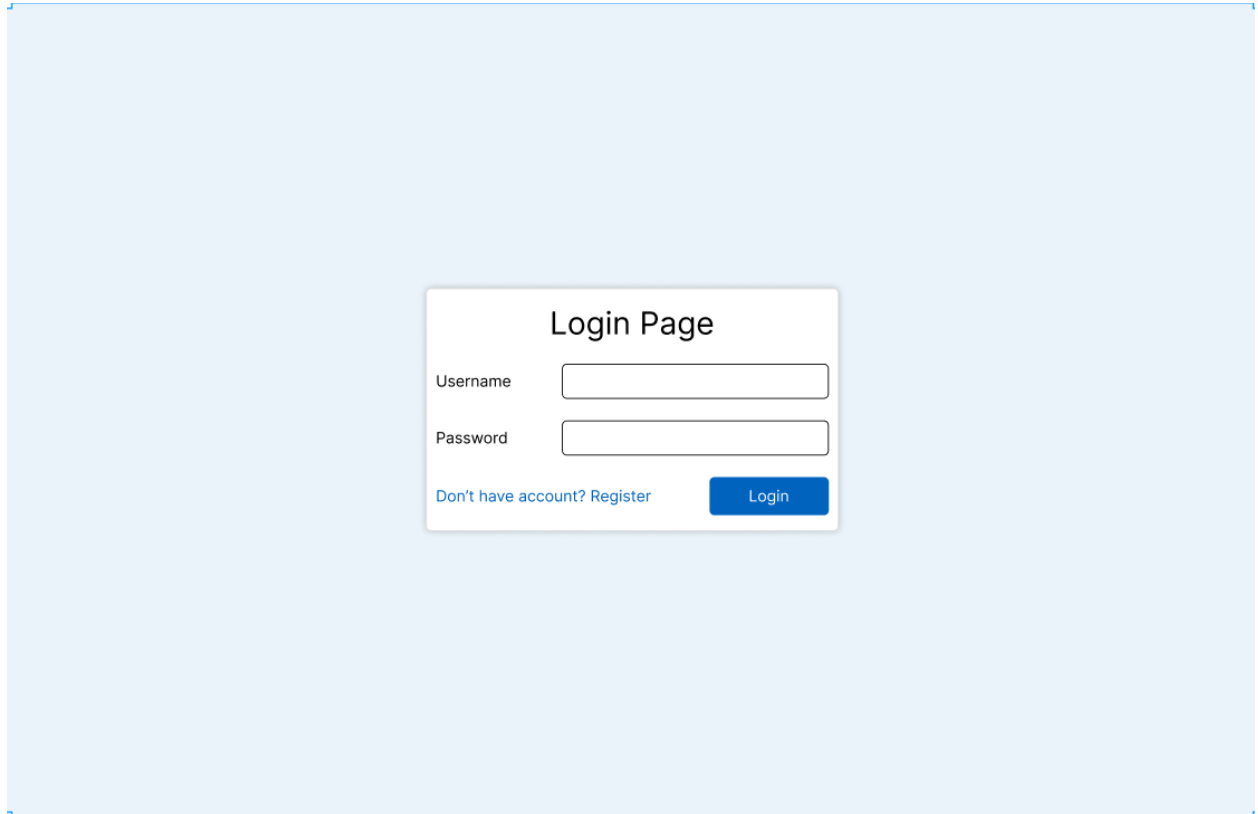
- Backend: Use ASP.Net Core Web API
- Frontend: Use Angular Framework
- Database: Use SQLite

Class Diagram



Mockup

Login Page



A mockup of a login page. The page has a light blue background. In the center, there is a white rectangular box with a thin blue border. Inside this box, the title "Login Page" is centered at the top. Below the title, there are two input fields: "Username" and "Password". Each label is to the left of its corresponding input field. Below the "Password" field, there is a link that says "Don't have account? Register" in blue text. To the right of this link is a blue button with the word "Login" in white text.

Login Page

Username

Password

[Don't have account? Register](#)

Register Page

Register Page

Username

Password

Confirm Password

[Already have account? Login](#)

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



Activate User by System Administrator

Ticket System

User Management

User Name	Email	Roles
User 1	example@example.com	<div>Administrator</div> <div>QA</div>
User 1	example@example.com	<div>Administrator</div> <div>QA</div>
User 1		<div></div> <div>QA</div>
User 1		<div></div> <div>QA</div>
User 1		<div></div> <div>QA</div>
User 1		<div></div> <div>QA</div>

Activate User

User Name: User 1

Role: Administrator

Save



Ticket Page



Ticket System



Ticket



+ New



Bugs



Ticket Summary  



Ticket Summary  



Ticket Summary  

Ticket Summary  



Ticket Summary  



Ticket Summary  



Ticket Summary  



Ticket Summary  



Test Case



Ticket Summary  



Ticket Summary  



Ticket Summary  

Ticket Summary  



Ticket Summary  



Ticket Summary  



Ticket Summary  



Ticket Summary  



Feature Request



Ticket Summary  



Ticket Summary  



Ticket Summary  

Ticket Summary  



Ticket Summary  



Ticket Summary  



Ticket Summary  



Ticket Summary  



Resolved



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



Ticket Summary  



Ticket Summary  



Ticket Summary  

Ticket Summary  



Ticket Summary  



Ticket Summary  



Ticket Summary  



Ticket Summary  



Test Case



Ticket Summary  



Ticket Summary  



Ticket Summary  

Ticket Summary  



Ticket Summary  



Ticket Summary  



Ticket Summary  



Ticket Summary  



Feature Request



Ticket Summary  



Ticket Summary  



Ticket Summary  

Ticket Summary  



Ticket Summary  



Ticket Summary  



Ticket Summary  



Ticket Summary  



Resolved



Ticket Summary  



Ticket Summary  



Ticket Summary  

Ticket Summary  

Ticket Summary  

Ticket Summary  

Ticket Summary  

Ticket Summary  

Ticket Summary's Details

Summary:

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>