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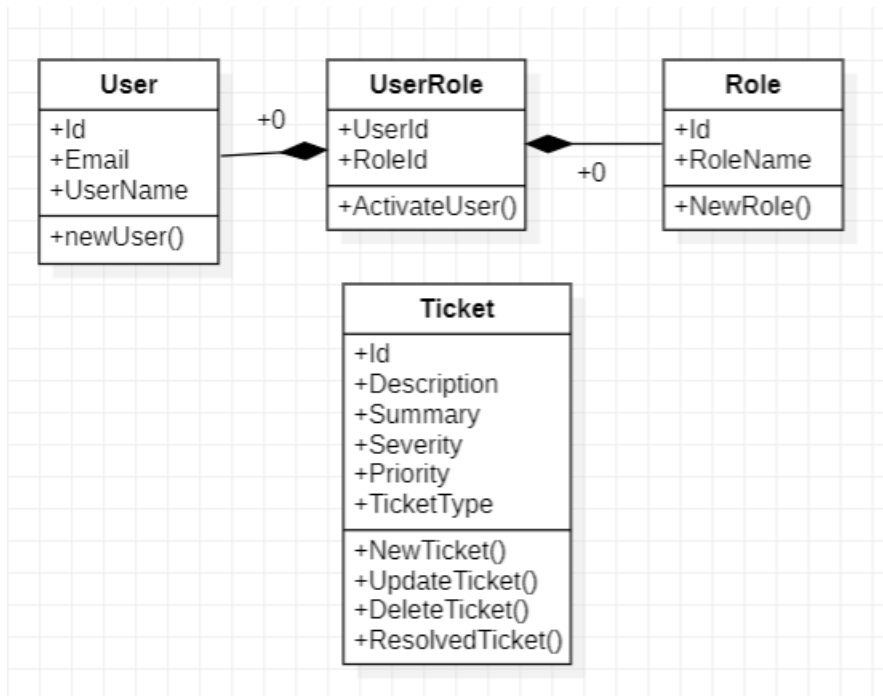
The following is the some design document of ticket tracking system.
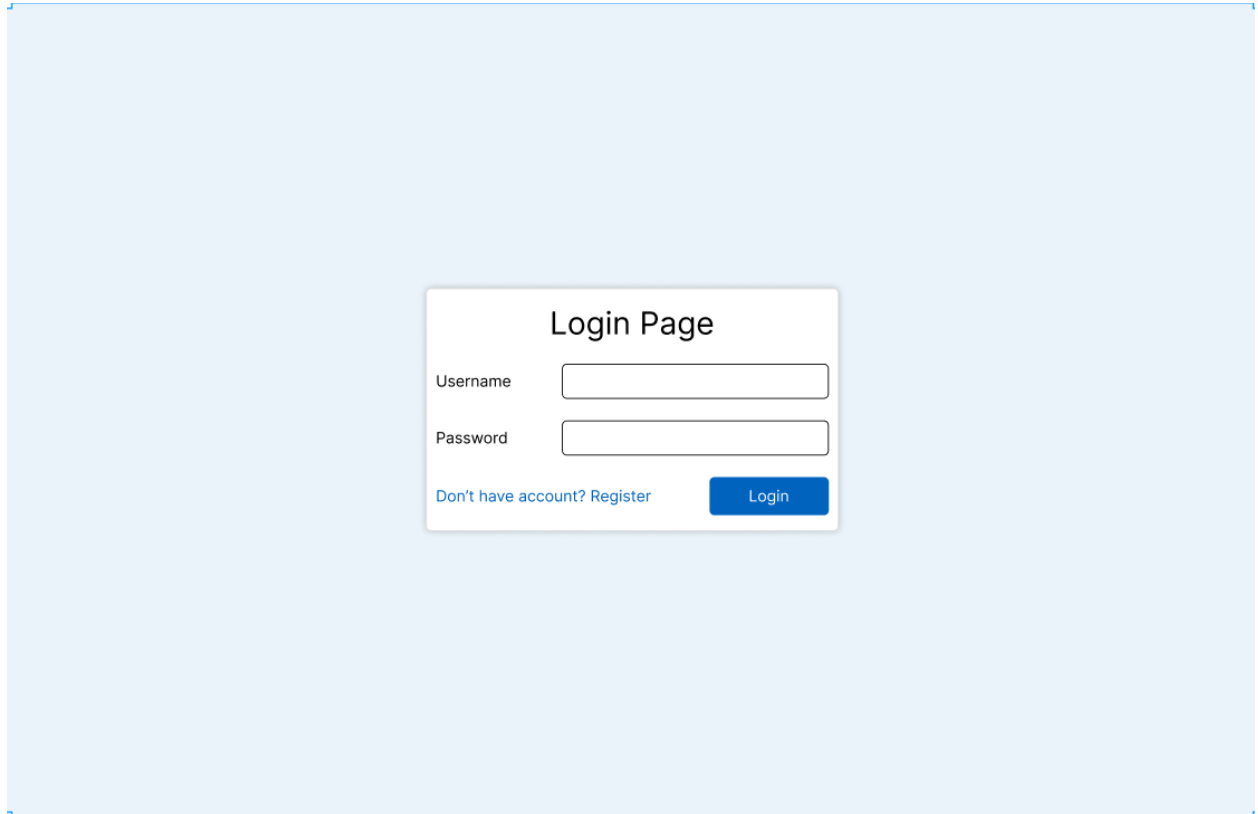
Technology

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

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 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

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