Ticket Tracking System (TTS)

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TTS - Ticket Tracking System

Tickets

ID	Title	Assigned	Priority	Category	Status	Created At	Last update
70	Allow superadmin to see the logs	ossuan	FEATURE	LOW	OPEN	Sept. 19, 2024, midnight	Oct. 6, 2024, 7:37 p.m.
68	Implement CI/CD to deploy changes to each environment upon merging PR	carlos	FEATURE	LOW	OPEN	Sept. 19, 2024, midnight	Oct. 6, 2024, 7:37 p.m.
71	Write scripts to administrate the VPN	meir	FEATURE	LOW	OPEN	Sept. 19, 2024, midnight	Oct. 6, 2024, 7:35 p.m.

Overview

Welcome to the Ticket Tracking System (TTS), a simple yet effective web-based tool designed to help manage tickets, track progress, and log issues within an organization or project. Users can create, assign, update, and comment on tickets, with administrative controls for managing permissions and roles.

This project is built using **Django** and **SQLAlchemy ORM**, emphasizing modularity, scalability, and ease of use.

Features

- **Create, Edit, and Delete Tickets**: Manage tickets with essential details like title, description, priority, status, and category.
- **Commenting System**: Keep discussions organized with a comment section attached to each ticket.
- **Upvote/Downvote**: Highlight priority and relevance by upvoting or downvoting tickets and comments.
- **Role-based Access Control**: Administrators manage user roles and permissions for performing various ticket-related actions.
- **Real-Time Status Updates**: Track the lifecycle of each ticket, from creation to completion.

Setup and Installation

1. **Clone the Repository**:

```
git clone https://github.com/ticket-tracking-system.git
cd ticket-tracking-system
```

2. **Install Dependencies**:

```
pip install -r requirements.txt
```

3. **Apply Migrations**:

```
python manage.py migrate
```

4. **Create a Superuser**:

```
python manage.py createsuperuser
```

5. **Run the Development Server**:

```
python manage.py runserver
```

6. **Login to the Admin Panel**:

Visit http://localhost:8000/admin and log in with your superuser account.

7. **Create a Group**:

Create a group in the admin panel and assign it permissions to create and edit tickets.

8. **Assign Users to the Group**:
   Assign the group to the users who should have ticket creation and editing permissions.

Access the Application

Open your web browser and navigate to http://localhost:8000.

How to Use

```
1.   Creating a New Ticket:
•    Click on "New Ticket" in the navigation menu.
•    Fill in the required fields (title, description, priority, category,
etc.) and assign the ticket to a user.
•    Submit the form to create the ticket.
2.   Viewing and Updating Tickets:
•    Go to the "List" page to view all tickets.
•    Click on a ticket to view its details, update the status, or add
comments.
3.   Managing Comments:
•    Open a ticket and scroll to the comments section.
•    Add new comments or upvote/downvote existing comments.
```

Purpose and Goals

The Ticket Tracking System was developed to demonstrate the use of Django and Django ORM for managing tickets and handling comments, permissions, and roles. It provides a formal method for users to request changes and track issues, promoting a structured workflow and reducing interruptions.

This system draws inspiration from Unix System Administrator's Edition, showcasing the importance of a structured process for managing requests and tasks.

License

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