

JACOCO REPORTS

1.Ticket Service

ticket-service

Sessions

ticket-service

Element	Missed Instructions	Cov.	Missed Branches	Cov.	Missed	Cxty	Missed	Lines	Missed	Methods	Missed	Classes
com.files.service.impl	<div><div></div></div>	83%	<div><div></div></div>	51%	41	116	46	341	8	73	0	2
com.files.model	<div><div></div></div>	79%	<div><div></div></div>	100%	19	87	3	55	19	80	0	7
com.files.messaging	<div><div></div></div>	84%	<div><div></div></div>	44%	55	102	0	16	0	41	0	3
com.files.history	<div><div></div></div>	86%	<div><div></div></div>	42%	26	59	0	27	1	32	0	4
com.files.dto	<div><div></div></div>	89%	<div><div></div></div>	43%	21	45	0	13	0	22	0	8
com.files.config	<div><div></div></div>	93%	<div><div></div></div>	0%	4	17	7	53	2	15	0	3
com.files.controller	<div><div></div></div>	86%	<div><div></div></div>	n/a	2	18	2	18	2	18	0	1
com.files.sla	<div><div></div></div>	87%	<div><div></div></div>	100%	2	9	2	13	2	6	0	2
com.files.reports	<div><div></div></div>	99%	<div><div></div></div>	75%	1	23	0	36	0	21	0	5
com.files.dashboard	<div><div></div></div>	100%	<div><div></div></div>	n/a	0	8	0	51	0	8	0	3
com.files.exception	<div><div></div></div>	100%	<div><div></div></div>	n/a	0	8	0	27	0	8	0	2
com.files	<div><div></div></div>	100%	<div><div></div></div>	n/a	0	2	0	3	0	2	0	1
Total	576 of 4,341	86%	170 of 329	48%	171	494	60	653	34	326	0	41

Created with JaCoCo 0.8.11.202310140853

2.User Service

user-service

Sessions

user-service

Element	Missed Instructions	Cov.	Missed Branches	Cov.	Missed	Cxty	Missed	Lines	Missed	Methods	Missed	Classes
com.files.config	<div><div></div></div>	80%	<div><div></div></div>	n/a	2	10	6	25	2	10	0	1
com.files	<div><div></div></div>	37%	<div><div></div></div>	n/a	1	2	2	3	1	2	0	1
com.files.service.impl	<div><div></div></div>	100%	<div><div></div></div>	100%	0	18	0	50	0	16	0	2
com.files.controller	<div><div></div></div>	100%	<div><div></div></div>	100%	0	12	0	25	0	10	0	2
com.files.exception	<div><div></div></div>	100%	<div><div></div></div>	n/a	0	7	0	15	0	7	0	3
com.files.util	<div><div></div></div>	100%	<div><div></div></div>	n/a	0	2	0	11	0	2	0	1
com.files.model	<div><div></div></div>	100%	<div><div></div></div>	n/a	0	1	0	5	0	1	0	1
com.files.dto	<div><div></div></div>	100%	<div><div></div></div>	n/a	0	1	0	7	0	1	0	1
Total	28 of 567	95%	0 of 8	100%	3	53	8	141	3	49	0	12

Created with JaCoCo 0.8.11.202310140853

3.Assignment Service

assignment-service

Sessions

assignment-service

Element	Missed Instructions	Cov.	Missed Branches	Cov.	Missed	Cxty	Missed	Lines	Missed	Methods	Missed	Classes
com.files.model	<div><div></div></div>	82%	<div><div></div></div>	39%	66	133	0	26	2	69	0	5
com.files.dto.request	<div><div></div></div>	83%	<div><div></div></div>	43%	16	32	0	5	0	16	0	2
com.files.service.impl	<div><div></div></div>	95%	<div><div></div></div>	83%	4	29	3	112	3	26	0	3
com.files.dto	<div><div></div></div>	92%	<div><div></div></div>	66%	5	18	0	3	0	9	0	1
com.files.controller	<div><div></div></div>	100%	<div><div></div></div>	n/a	0	10	0	21	0	10	0	2
Total	213 of 1,616	86%	102 of 184	44%	91	222	3	167	5	130	0	13

Created with JaCoCo 0.8.11.202310140853

EUREKA SERVER

← → ↺ localhost:8761

Gmail YouTube Maps E-WayBill System Spring Initializr WhatsApp pod Strivers A2Z DSA Co...

spring Eureka

HOME LAST 1000 SINCE STARTUP

System Status

Environmenttest

Data centerdefault

Current time2026-01-05T21:49:01 +0530

Uptime00:05

Lease expiration enabledtrue

Renews threshold11

Renews (last min)12

DS Replicas

Instances currently registered with Eureka

Application	AMIs	Availability Zones	Status
API-GATEWAY	n/a (1)	(1)	UP (1) - Sreenidhi.api-gateway.8765
ASSIGNMENT-SERVICE	n/a (1)	(1)	UP (1) - Sreenidhi.assignment-service.8083
CONFIG-SERVER	n/a (1)	(1)	UP (1) - Sreenidhi.config-server.8888
NOTIFICATION-SERVICE	n/a (1)	(1)	UP (1) - Sreenidhi.notification-service.8084
TICKET-SERVICE	n/a (1)	(1)	UP (1) - Sreenidhi.ticket-service.8082
USER-SERVICE	n/a (1)	(1)	UP (1) - Sreenidhi.user-service.8081

General Info

Name	Value
total-avail-memory	87mb

## CONFIG SERVER

The screenshot shows a GitHub repository named 'ticket-config-repo' by user 'Sreenidhiangadi'. The repository is public and has 15 commits. The main branch is selected. The file list includes 'application.properties', 'eureka-server.properties', 'notification-service.properties', 'reporting-service.properties', 'ticket-service.properties', and 'user-service.properties'. The 'README' file is highlighted. The right sidebar shows the 'About' section with no description, 0 stars, 0 watching, and 0 forks. The 'Releases' section shows no releases published. The 'Packages' section shows no packages published.

File	Commit Message	Commit Date
application.properties	Update application.properties	yesterday
eureka-server.properties	Add eureka-server properties configuration	last week
notification-service.properties	Add configuration for notification service	last week
reporting-service.properties	Add configuration for reporting service	last week
ticket-service.properties	Create ticket-service.properties	last week
user-service.properties	Add user-service properties configuration	last week

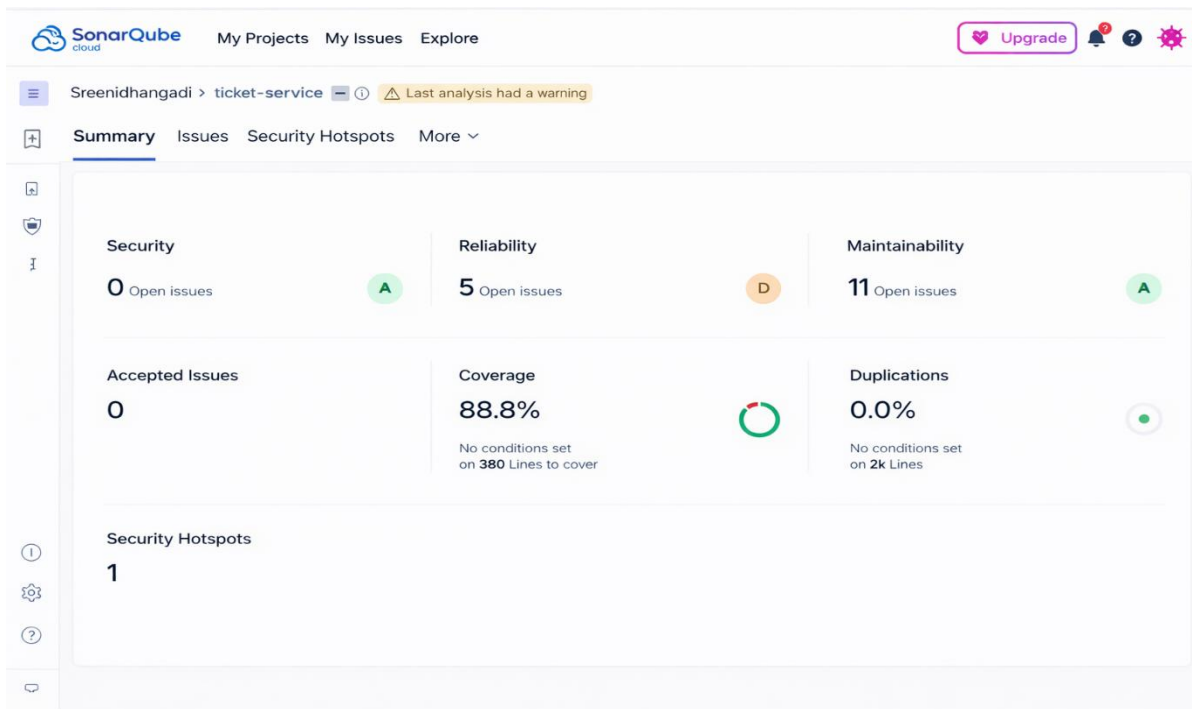
## SONAR QUBE

### 1) User Service

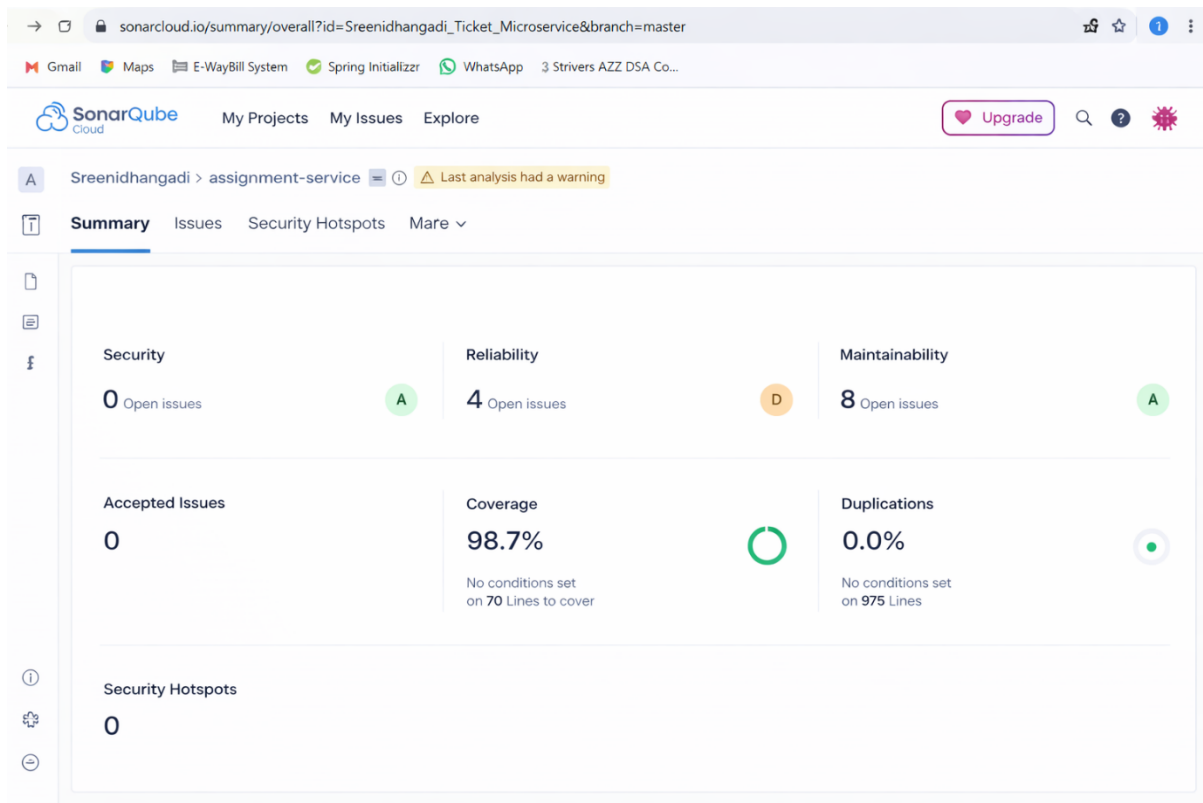
The screenshot shows the SonarQube dashboard for the 'user-service' project. The dashboard displays various quality metrics and a warning that the last analysis had a warning. The metrics are as follows:

Metric	Value	Quality Gate
Security	0 Open issues	A
Reliability	0 Open issues	A
Maintainability	2 Open issues	A
Accepted Issues	0	B
Coverage	93.8%	Good
Duplications	0.0%	Good
Security Hotspots	0	Good

## 2)Ticket Service



## 3)Assignment service



## CIRCUIT BREAKER

```
localhost:8084/actuator/circuitbreakers

{
  "circuitBreakers": {
    "notificationServiceED": {
      "failureRate": "-1.0%",
      "slowCallRate": "-1.0%",
      "failureRateThreshold": "50.0%",
      "slowCallRateThreshold": "100.0%",
      "bufferedCalls": 0,
      "failedCalls": 0,
      "slowCalls": 0,
      "slowFailedCalls": 0,
      "notPermittedCalls": 0,
      "state": "CLOSED"
    }
  }
}
```

## JENKINS

← → ↺

localhost:8080/job/SmartTicket/8/console

🔍 ☆ 📄

Gmail YouTube Maps E-WayBill System Spring Initializr WhatsApp pod Strivers A2Z DSA Co...

🔍 ⚙️ 👤

Jenkins / Smart Ticket / #8 / Console Output

📄 Status

</> Changes

📄 Console Output

📄 Edit Build Information

🕒 Timings

🔗 Git Build Data

🔗 Pipeline Overview

🔗 Thread Dump

⏸ Pause/resume

🔄 Replay

📋 Pipeline Steps

📁 Workspaces

← Previous Build

Timestamps

☒ System clock time

☒ Use browser timezone

☐ Elapsed time

☐ None

View as plain text

🟢 Console Output

Download

Copy

View as plain text

Started by user Sreenidhi

[Pipeline] Start of Pipeline

[Pipeline] node

Running on Jenkins in C:\Users\Angadi Sreenidhi\.jenkins\workspace\Smart Ticket

[Pipeline] {

[Pipeline] timestamps

[Pipeline] {

[Pipeline] stage

[Pipeline] { (Checkout)

[Pipeline] git

23:49:07 The recommended git tool is: NONE

23:49:07 No credentials specified

23:49:07 > git.exe rev-parse --resolve-git-dir C:\Users\Angadi Sreenidhi\.jenkins\workspace\Smart Ticket\.git # timeout=10

23:49:08 Fetching changes from the remote Git repository

23:49:08 > git.exe config remote.origin.url https://github.com/Sreenidhiangadi/SmartTicket\_Management\_Backend.git # timeout=10

23:49:08 Fetching upstream changes from https://github.com/Sreenidhiangadi/SmartTicket\_Management\_Backend.git

23:49:08 > git.exe --version # timeout=10

23:49:08 > git --version # 'git version 2.45.2.windows.1'

23:49:08 > git.exe fetch --tags --force --progress -- https://github.com/Sreenidhiangadi/SmartTicket\_Management\_Backend.git refs/heads/\*:refs/remotes/origin/\* # timeout=10

23:49:13 > git.exe rev-parse "refs/remotes/origin/main"[commit]" # timeout=10

23:49:14 Checking out Revision 2b2d4b5aff7fa92a672d7f8d84af774883591ed1 (refs/remotes/origin/main)

23:49:14 > git.exe config core.sparsecheckout # timeout=10

23:49:14 > git.exe checkout -f 2b2d4b5aff7fa92a672d7f8d84af774883591ed1 # timeout=10

23:49:14 > git.exe branch -a -v --no-abbrev # timeout=10

23:49:14 > git.exe branch -D main # timeout=10

23:49:15 > git.exe checkout -b main 2b2d4b5aff7fa92a672d7f8d84af774883591ed1 # timeout=10

23:49:15 Commit message: "Merge branch 'main' of https://github.com/Sreenidhiangadi/SmartTicket\_Management\_Backend"

23:49:15 > git.exe rev-list --no-walk 2b2d4b5aff7fa92a672d7f8d84af774883591ed1 # timeout=10

[Pipeline] }

[Pipeline] // stage

[Pipeline] stage

[Pipeline] { (Verify Environment)

[Pipeline] bat

23:49:17

localhost:8080/job/Smart%20Ticket/8/pipeline-overview/

Gmail

YouTube

Maps

E-WayBill System

Spring Initializr

WhatsApp

pod

Strivers AZZ DSA Co...

Jenkins

Smart Ticket

#8

Pipeline Overview

Manually run by Sreenidhi

Started 7 min 35 sec ago

Queued 6 ms

Took 4 min 10 sec

Graph

Start

Checkout

Verify Environment

Build Microservices

Docker Build Images

Deploy

Post Actions

End

API Gateway

Assignment Service

Config Server

Search

Post Actions

0.64s

Started 3m 32s ago

Jenkins

Checkout 8.6s

Verify Environment 5.6s

Build Microservices 2m 20s

Docker Build Images 1m 16s

Deploy 13s

Post Actions 0.64s

SmartTicket backend deployed successfully

23:53:13 SmartTicket backend deployed successfully

Jenkins 2.528.3

Docker Desktop

Ask Gordon

Containers

Images

Volumes

Kubernetes

Builds

Models

MCP Toolkit

Docker Hub

Docker Scout

Extensions

Containers

Container CPU usage

11.62% / 800% (8 CPUs available)

Container memory usage

2.83GB / 3.62GB

Show charts

Search

Only show running containers

	Name	Container ID	Image	Port(s)	CPU (%)	Memory usage...	Memory (%)	Disk	Actions
<input checked="" type="checkbox"/>	backend	-	-	-	11.95%	2.83GB / 37.09GE	76.21%	564	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
<input type="checkbox"/>	config-server	56e65aaab0d3	backend-cr	8888:8888	0.2%	299.5MB / 3.71GI	7.89%	86.4	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
<input type="checkbox"/>	mongodb	9b798e21220a	mongo:6		0.44%	82.66MB / 3.71GI	2.18%	84.1	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
<input type="checkbox"/>	zookeeper	6f26ecd27da5	confluentin		0.2%	111MB / 3.71GB	2.92%	69M	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
<input type="checkbox"/>	kafka	3c6ea252b131	confluentin	9092:9092	6.54%	371.7MB / 3.71GI	9.79%	37.8	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
<input type="checkbox"/>	eureka-server	1f69e098d7d9	backend-eu	8761:8761	0.47%	312.3MB / 3.71GI	8.22%	47.1	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
<input type="checkbox"/>	ticket-service	54f02c59ecb6	backend-tr		0.2%	344.5MB / 3.71GI	9.07%	48.2	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
<input type="checkbox"/>	notification-s	da60f76f1127	backend-nc		3.09%	379.2MB / 3.71GI	9.98%	61.3	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
<input type="checkbox"/>	api-gateway	12011dae80c1	backend-ar	8765:8765	0.17%	304.3MB / 3.71GI	8.01%	42.2	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
<input type="checkbox"/>	assignment-s	4df9e109029c	backend-as		0.47%	356MB / 3.71GB	9.37%	44.8	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
<input type="checkbox"/>	user-service	4f24993fc9a2	backend-us		0.17%	333.6MB / 3.71GI	8.78%	43.2	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>

Showing 11 items

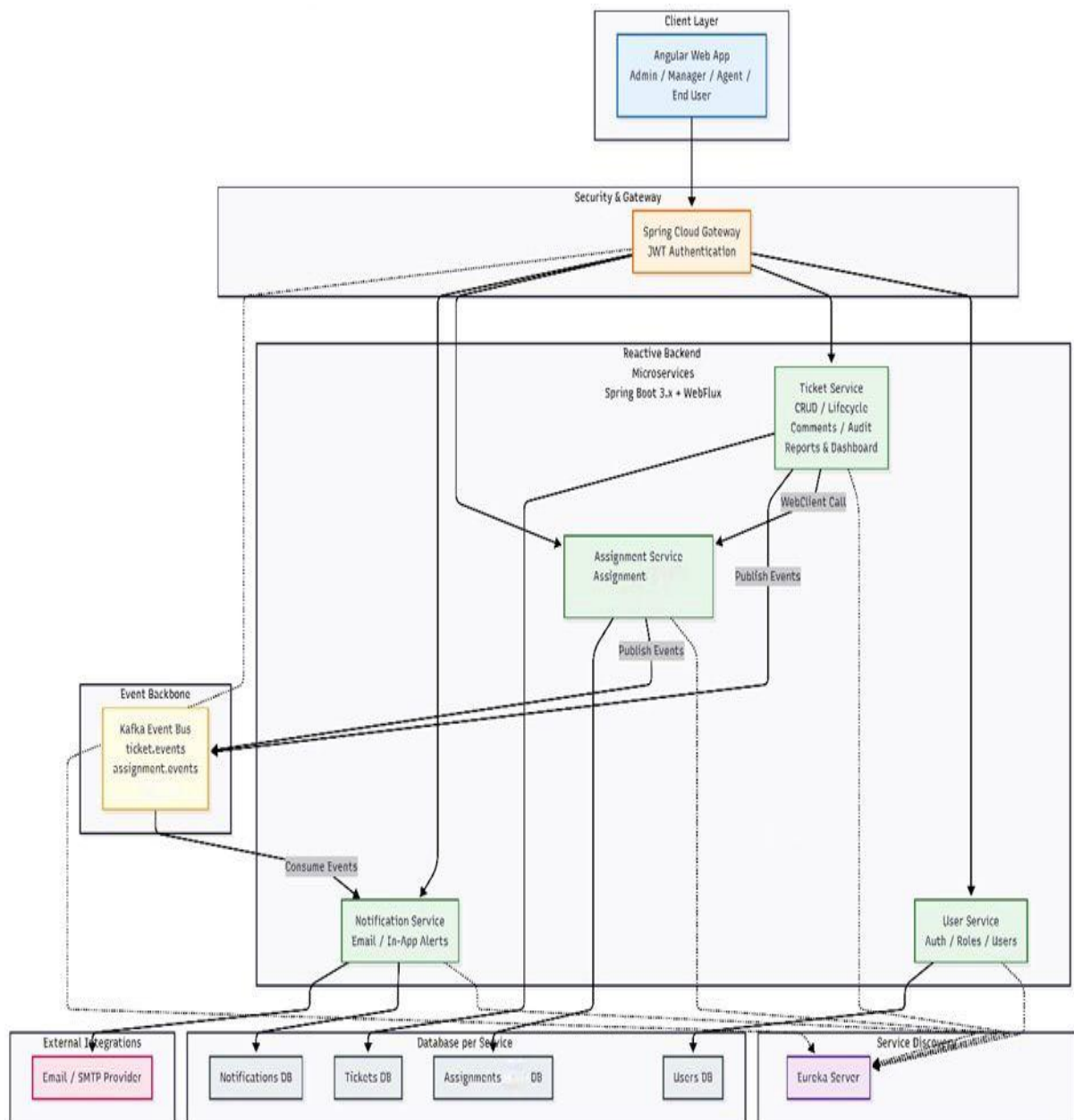
Engine running

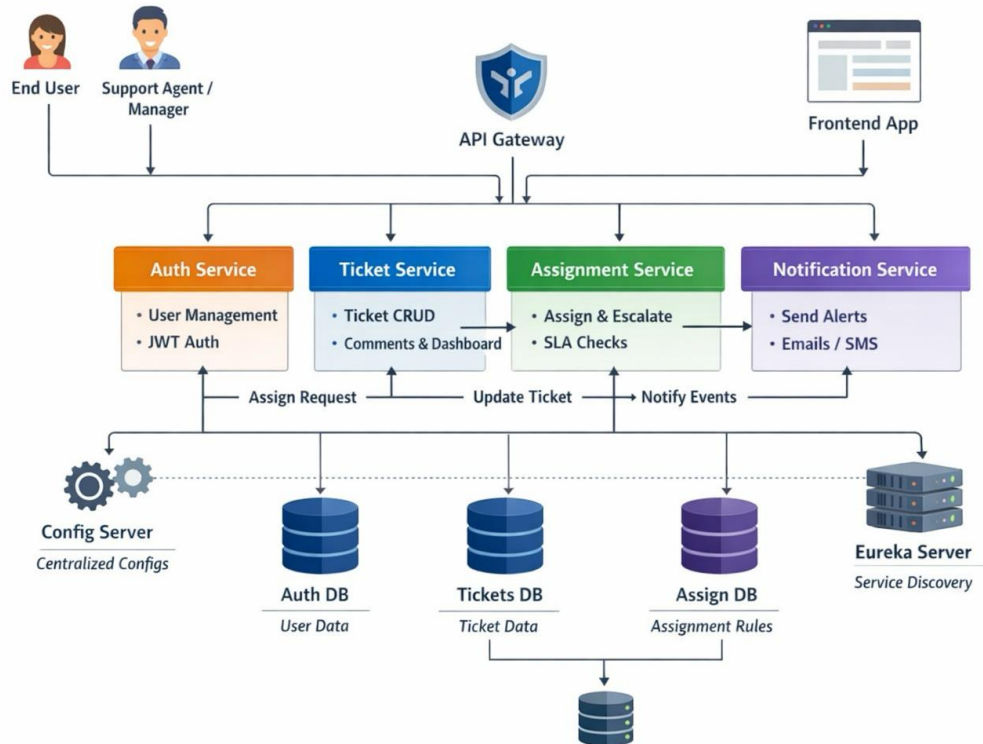
RAM 3.52 GB CPU 4.88% Disk: 13.93 GB used (limit 1006.85 GB)

Terminal

Update available

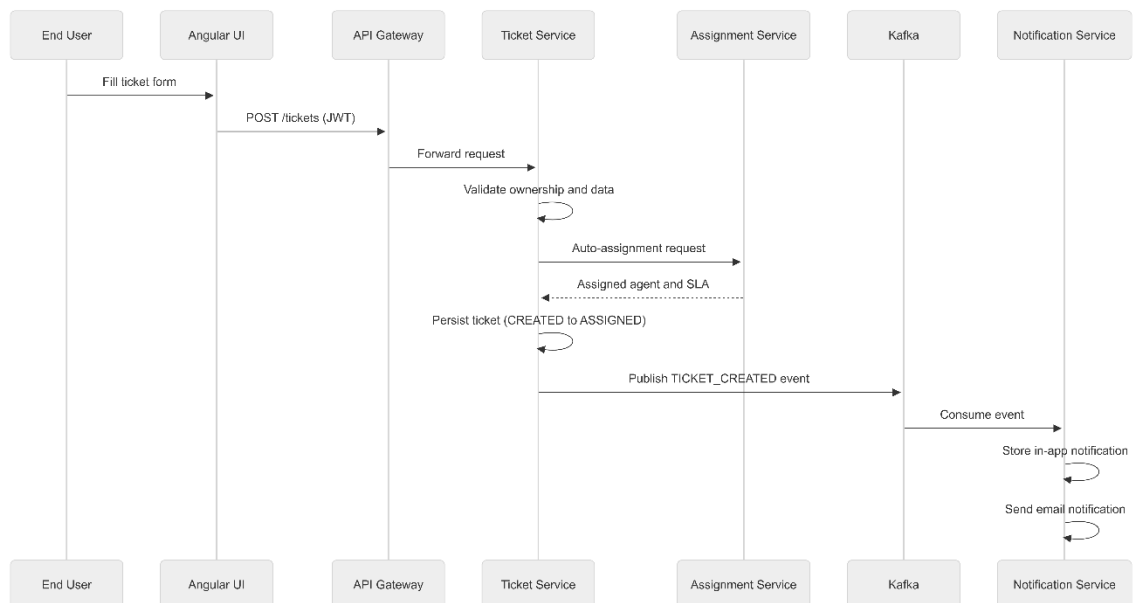
## Architecture Diagram



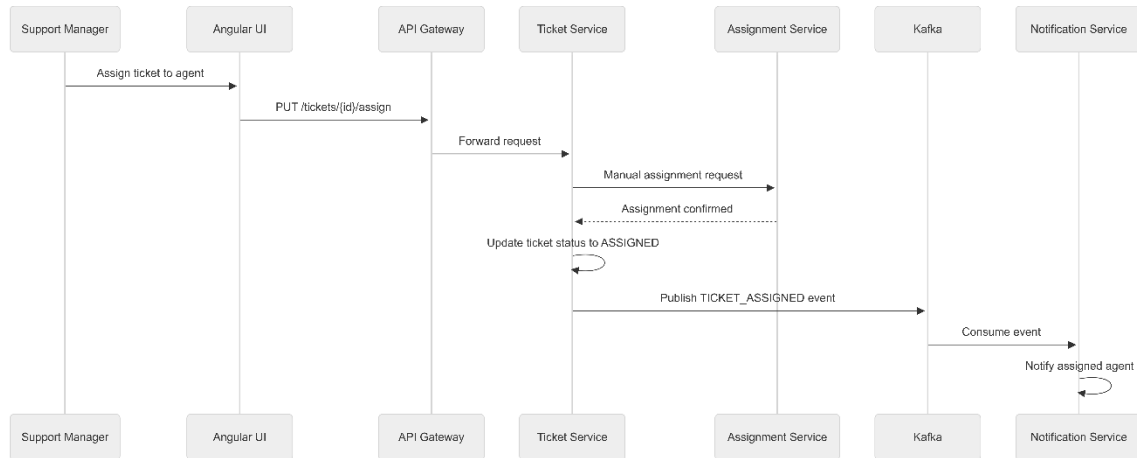


## SEQUENCE DIAGRAMS:

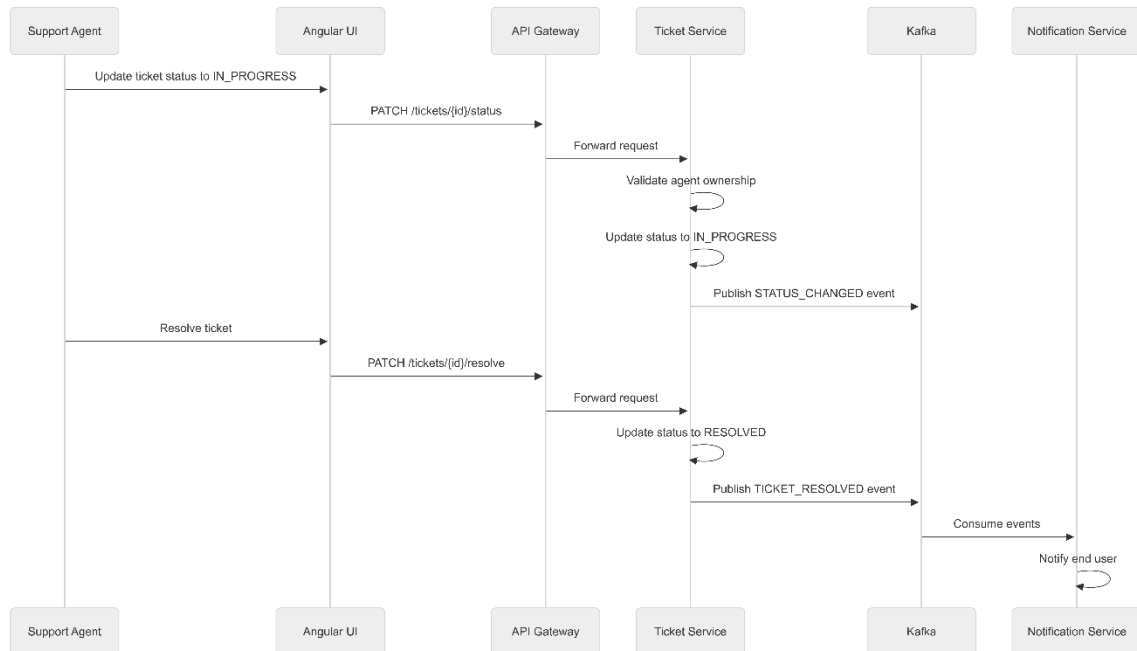
### 1) USER CREATES A TICKET



## 2) SUPPORT MANAGER MANUALLY ASSIGNS TICKET

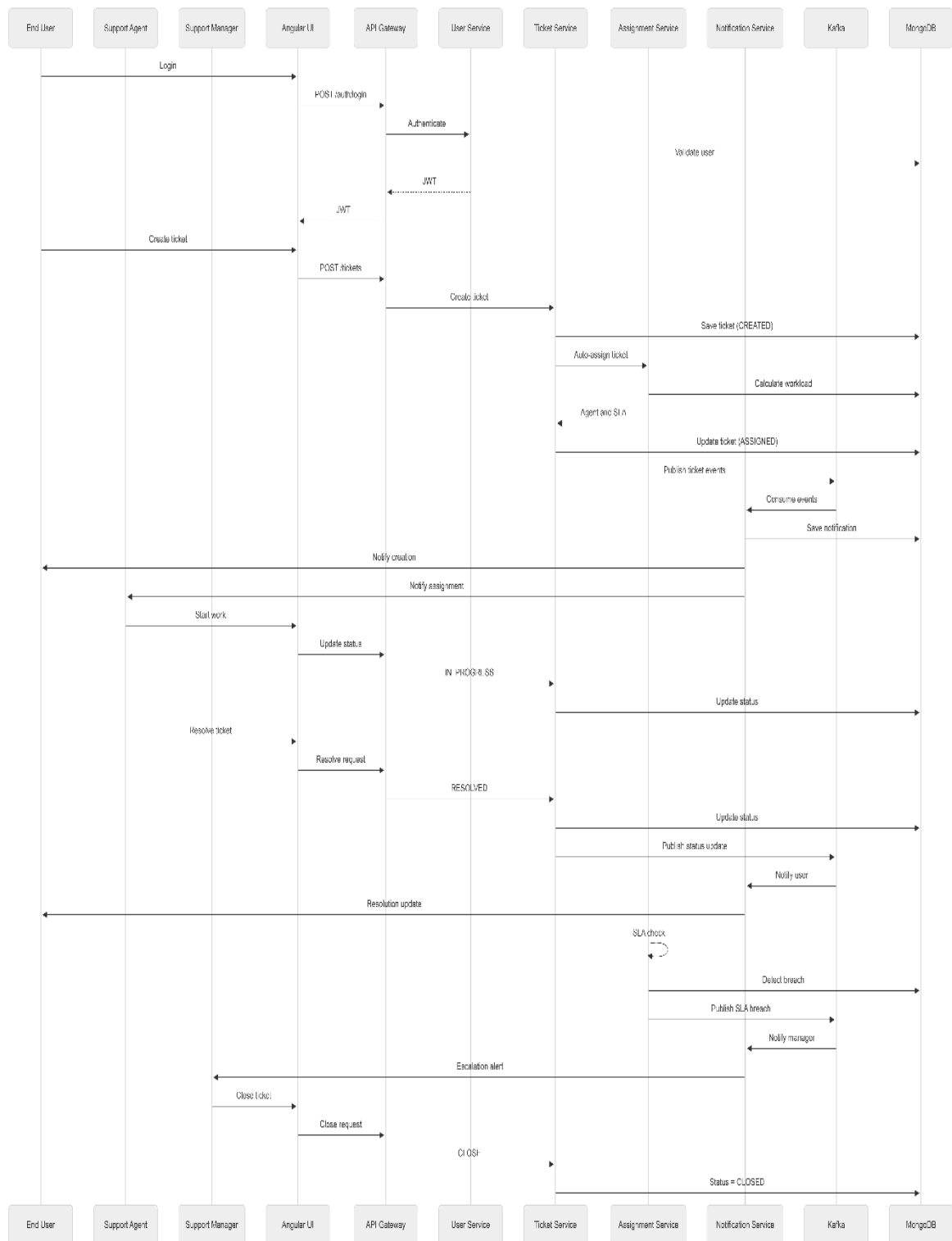


## 3) SUPPORT AGENT WORKS & RESOLVES TICKET

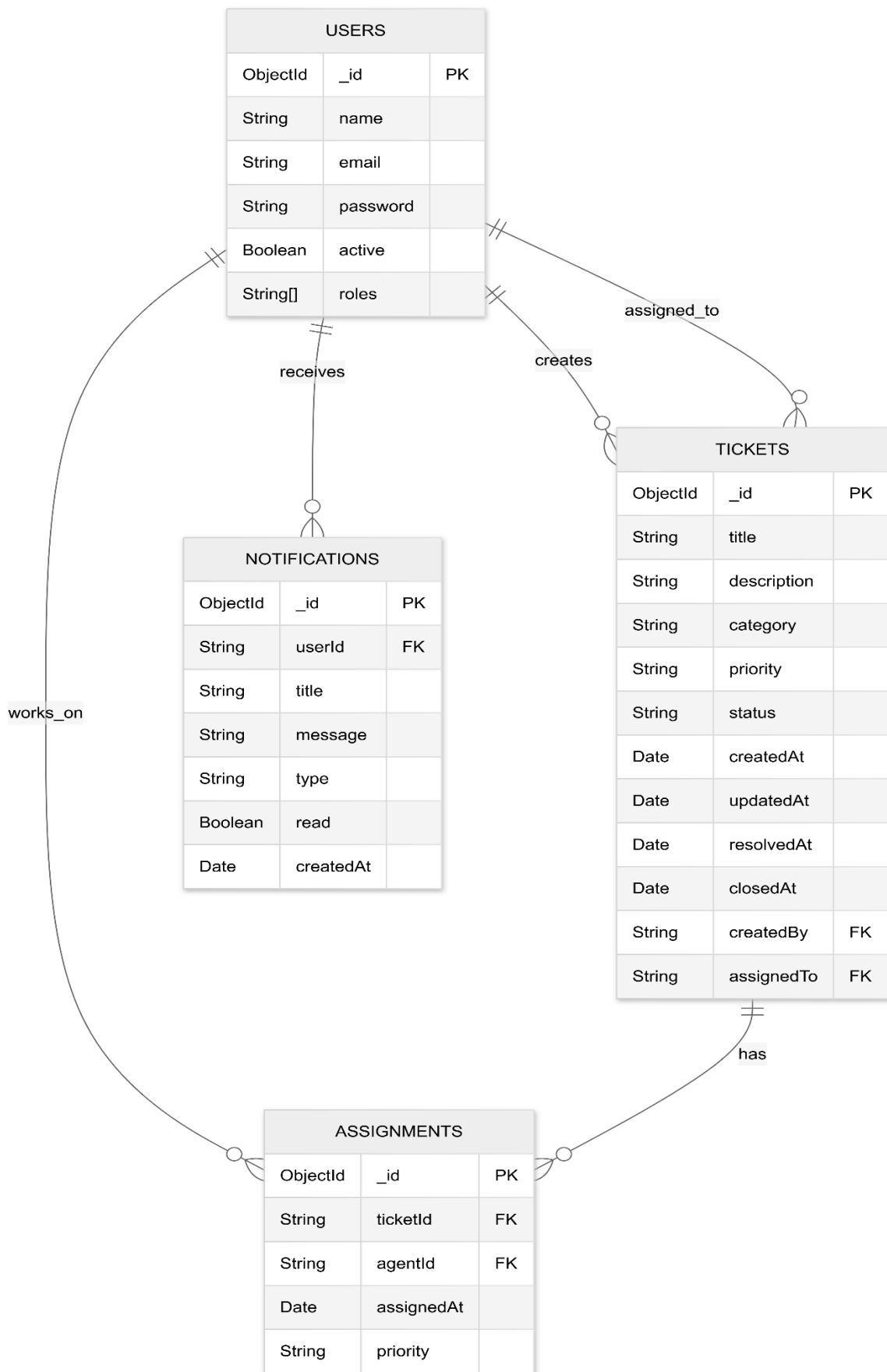




#### 4) Complete application:

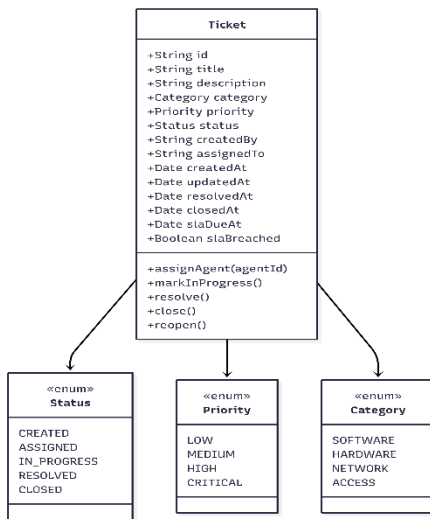


## 5) Complete db structure

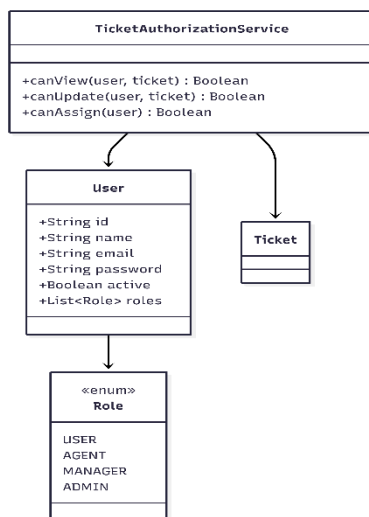


## CLASS DIAGRAMS

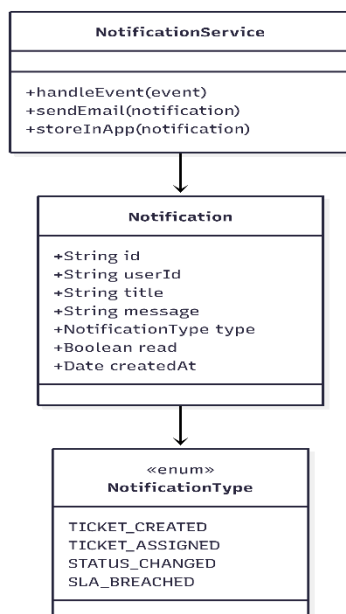
### 1)Ticket



### 2)User

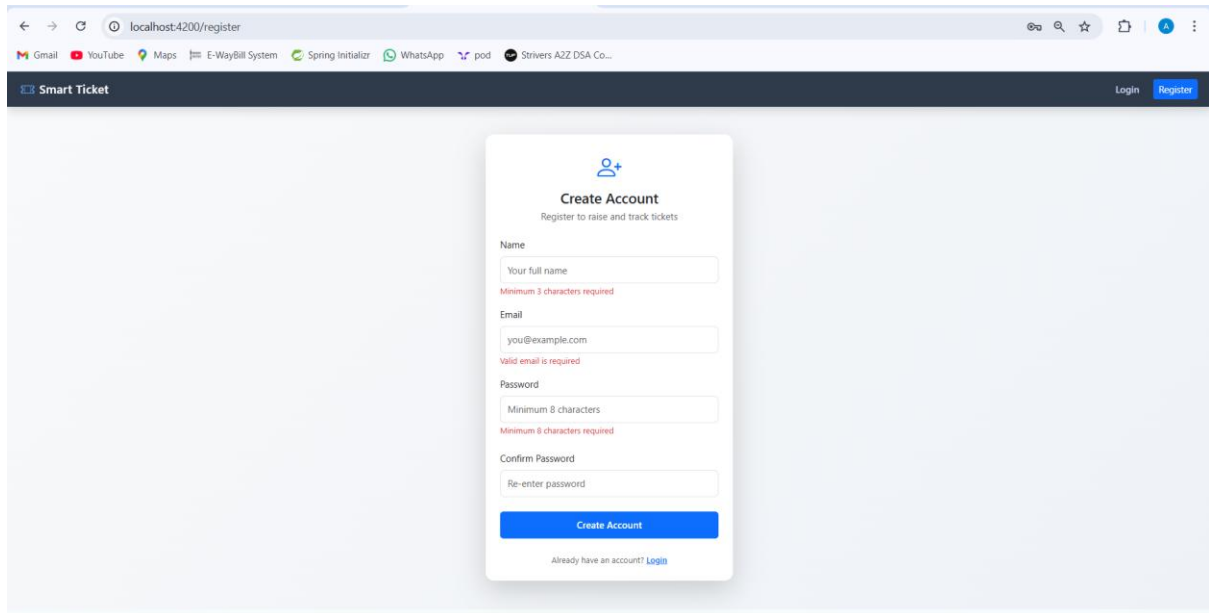


### 3)Notification



## Implementation screenshots

### 1) User Register (Validations):

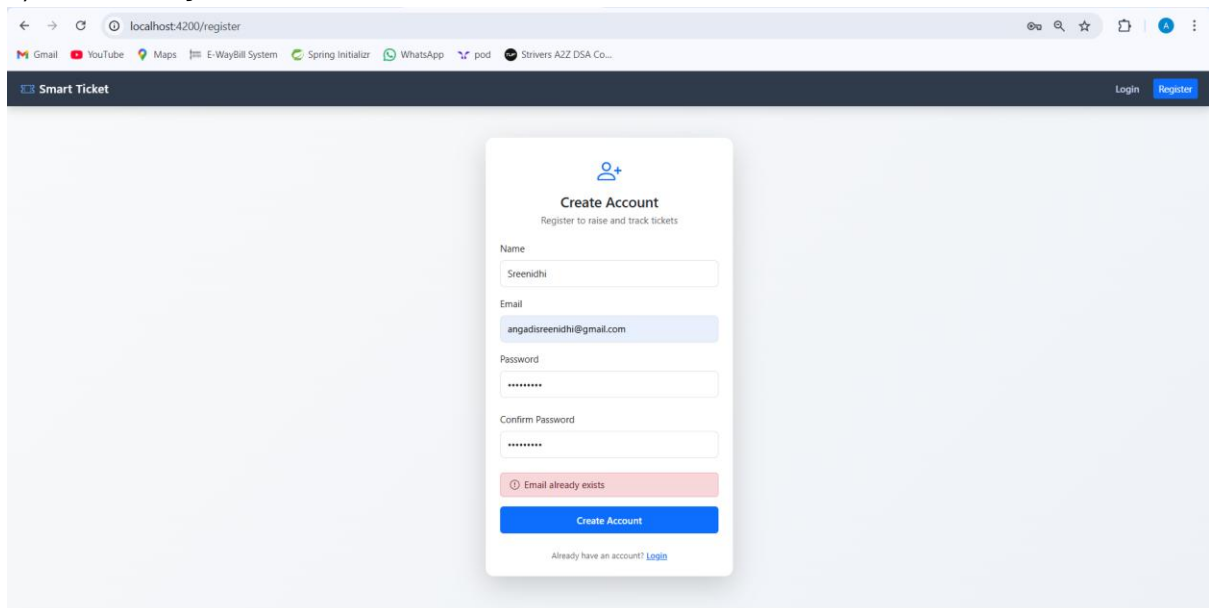


The screenshot shows a web browser at the URL `localhost:4200/register`. The page has a dark header with "Smart Ticket" on the left and "Login" and "Register" buttons on the right. The main content area features a white "Create Account" form with the subtitle "Register to raise and track tickets". The form includes the following fields and validations:

- Name:** A text input with the placeholder "Your full name". Below it, a red message states "Minimum 3 characters required".
- Email:** A text input with the placeholder "you@example.com". Below it, a red message states "Valid email is required".
- Password:** A text input with the placeholder "Minimum 8 characters". Below it, a red message states "Minimum 8 characters required".
- Confirm Password:** A text input with the placeholder "Re-enter password".

At the bottom of the form is a blue "Create Account" button and a link that says "Already have an account? [Login](#)".

### 2) User already exists:



This screenshot shows the same "Create Account" form, but with the email field populated with "angadisreenidhi@gmail.com". The form displays the following state:

- Name:** The input field contains "Sreenidhi".
- Email:** The input field contains "angadisreenidhi@gmail.com". Below the field, a red message with an error icon states "Email already exists".
- Password:** The input field contains eight dots.
- Confirm Password:** The input field contains eight dots.

The blue "Create Account" button and the "Login" link remain at the bottom of the form.

### 3)Successful registration redirects to login:

The screenshot shows a web browser at the URL `localhost:4200/register`. The page has a dark header with the text "Smart Ticket" on the left and "Login Register" on the right. The main content area features a white card titled "Create Account" with the subtitle "Register to raise and track tickets". The card contains the following fields and elements:

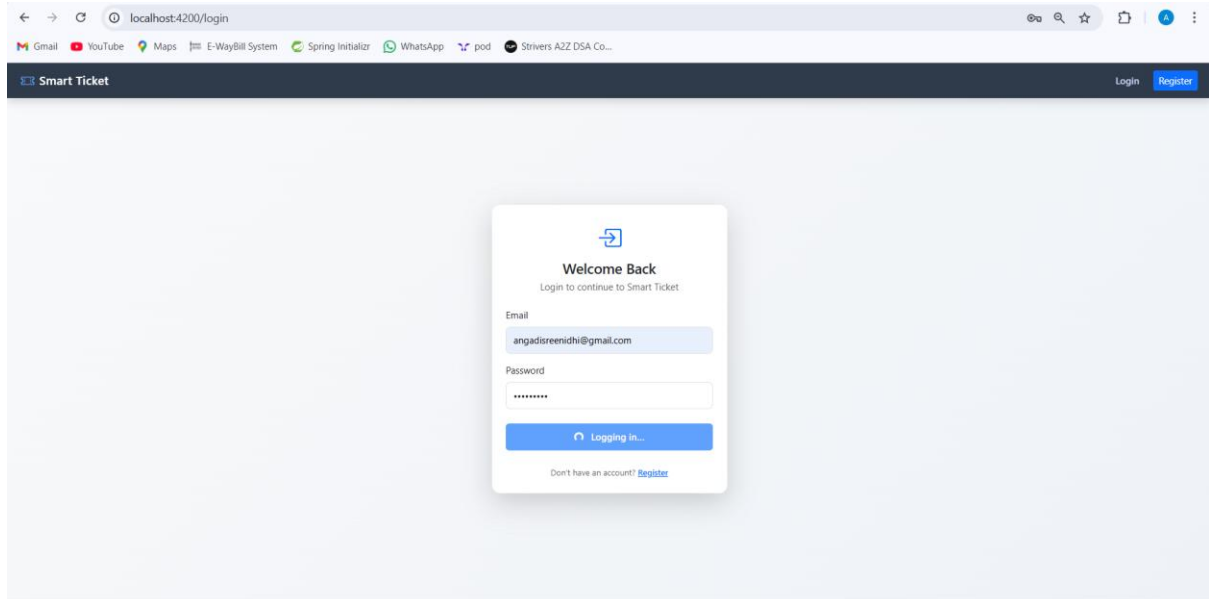
- Name:** A text input field with the value "Sreenidhi".
- Email:** A text input field with the value "angadisreenidhi@gmail.com".
- Password:** A password input field with masked characters "\*\*\*\*\*".
- Confirm Password:** A password input field with masked characters "\*\*\*\*\*".
- Create Account:** A blue button at the bottom of the form.
- Link:** A link labeled "Already have an account? Login" below the button.

### 4)User login (Validations):

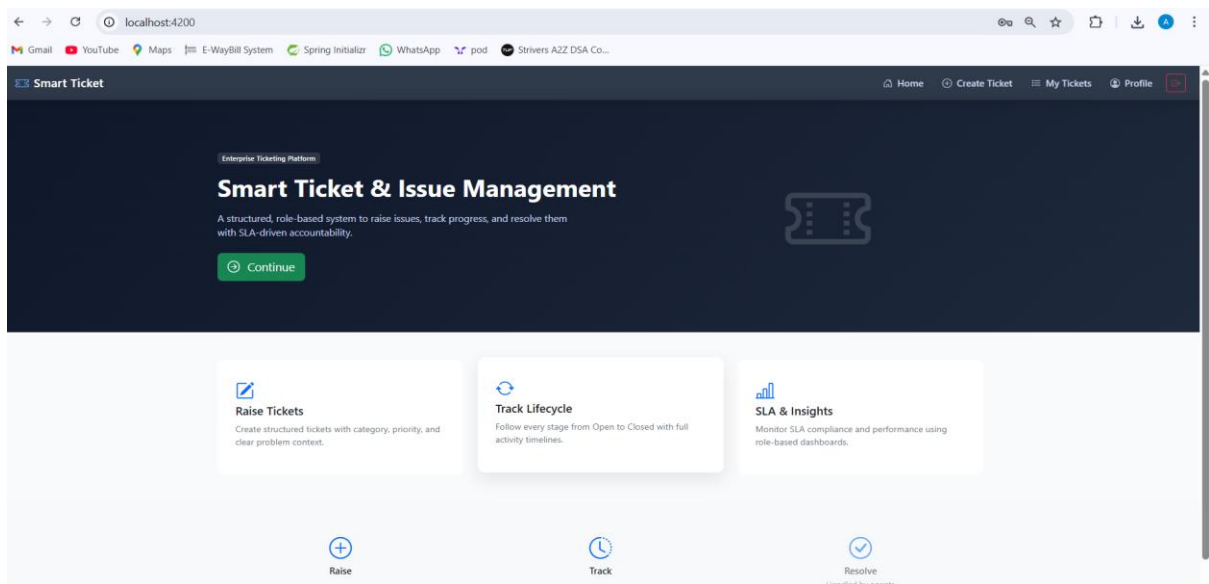
The screenshot shows a web browser at the URL `localhost:4200/login`. The page has a dark header with the text "Smart Ticket" on the left and "Login Register" on the right. The main content area features a white card titled "Welcome Back" with the subtitle "Login to continue to Smart Ticket". The card contains the following fields and elements:

- Email:** A text input field with the value "mini". Below the field is a red error message: "Valid email is required".
- Password:** A password input field with the placeholder text "Enter password". Below the field is a red error message: "Password is required".
- Login:** A blue button at the bottom of the form.
- Link:** A link labeled "Don't have an account? Register" below the button.

## 5)successful login



## 6) Home Page



## 7) User raises an issue:

The screenshot shows a web browser at `localhost:4200/tickets/create`. The application header is 'Smart Ticket' with navigation links for Home, Create Ticket (active), My Tickets, and Profile. The 'Create Ticket' form is centered and contains the following fields:

- Title:** A text input field containing 'Data not getting saved after submission'.
- Description:** A text area containing the text: 'I am trying to submit the form, but the data is not getting saved. After clicking the Save/Submit button, the screen shows success, but when I reopen or refresh the page, the entered data is missing. This issue is happening consistently.'
- Category:** A dropdown menu with 'SOFTWARE' selected.
- Priority:** A dropdown menu with 'MEDIUM' selected.
- Submit Button:** A blue button labeled 'Submitting...'.

## 8) Ticket details

The screenshot shows the 'Ticket details' page for the ticket with ID `695d9ac9cb07da2c643581eb`. The ticket title is 'Data not getting saved after submission' and it is marked as 'ASSIGNED'. The ticket is categorized as 'MEDIUM' and was created on '1/7/26, 4:59 AM'. It is assigned to a user with ID `6956351f9c7def7b3dbcca47`. The timeline shows two events: 'CREATED' at '1/7/26, 4:59 AM' and 'ASSIGNED' at '1/7/26, 4:59 AM'. There is a 'Comments' section with a text input field and a 'Post Comment' button.

## 9)User Tickets

The screenshot shows a web application interface for 'Smart Ticket'. The page title is 'My Tickets'. At the top, there is a navigation bar with links for Home, Create Ticket, My Tickets (active), and Profile. Below the navigation bar, there is a filter section with two dropdown menus: 'Status' (set to 'All') and 'Priority' (set to 'All'). There are 'Apply' and 'Clear' buttons next to the dropdowns. The main content area displays a table of tickets.

TITLE	STATUS	PRIORITY	CREATED
<b>Phone screen is not displaying</b> unable to view display	ASSIGNED	MEDIUM	1/1/26, 2:21 PM
<b>Keyboard is not working properly</b> Keyboard is not working properly	CLOSED	LOW	1/1/26, 12:07 AM
<b>Desktop not working</b> Desktop is showing some issues	ASSIGNED	MEDIUM	1/1/26, 12:23 AM
<b>Email not syncing</b> Email is not getting synced	ASSIGNED	LOW	1/1/26, 12:24 AM
<b>Laptop overheating</b> Laptop is getting over heated when starting	ASSIGNED	MEDIUM	1/1/26, 12:25 AM
<b>Printer not responding</b> Printer is giving issues	ASSIGNED	MEDIUM	1/1/26, 12:25 AM
<b>Email notifications delayed</b> I am not getting email notifications	ASSIGNED	CRITICAL	1/1/26, 12:26 AM
<b>Data not getting saved after submission</b>	ASSIGNED	MEDIUM	1/1/26,

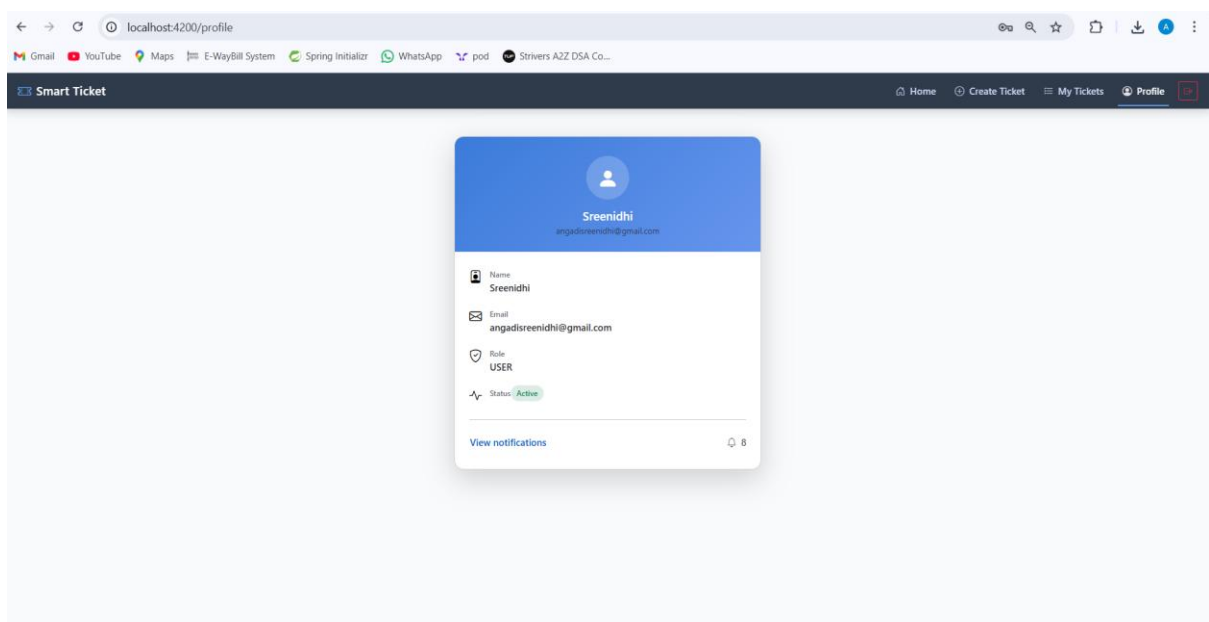
## 10)User Tickets with filtering

The screenshot shows the same 'My Tickets' page as before, but with the filters changed. The 'Status' dropdown is now set to 'Assigned' and the 'Priority' dropdown is set to 'Medium'. The 'Apply' button is highlighted in blue. The table below shows only the tickets that match these filters.

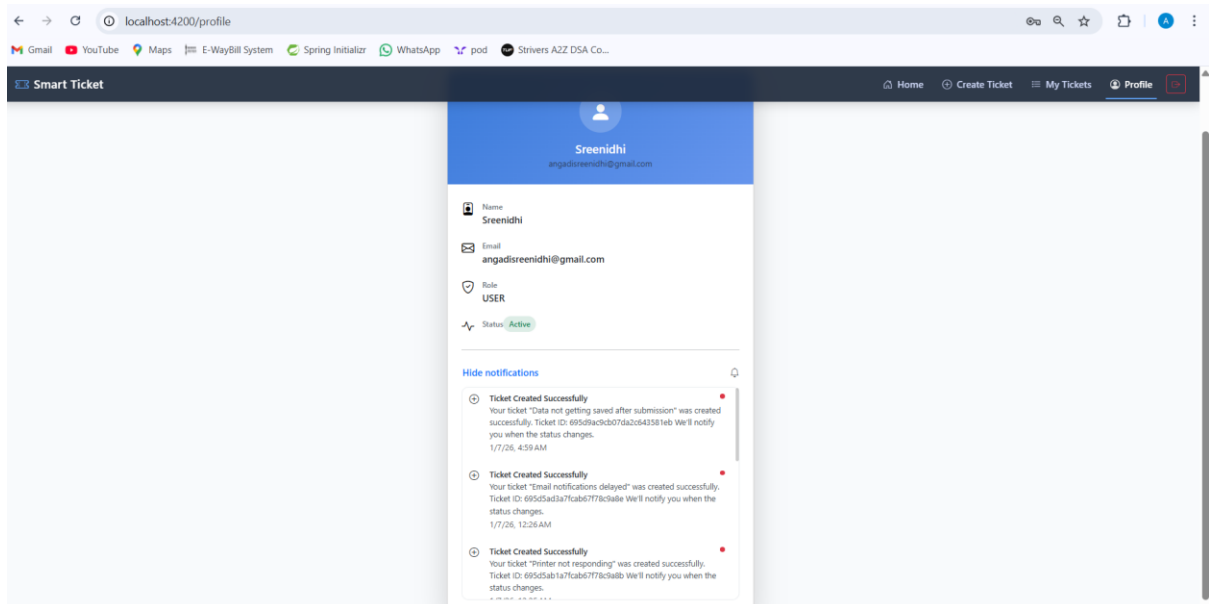
TITLE	STATUS	PRIORITY	CREATED
<b>Phone screen is not displaying</b> unable to view display	ASSIGNED	MEDIUM	1/1/26, 2:21 PM
<b>Desktop not working</b> Desktop is showing some issues	ASSIGNED	MEDIUM	1/1/26, 12:23 AM
<b>Laptop overheating</b> Laptop is getting over heated when starting	ASSIGNED	MEDIUM	1/1/26, 12:25 AM
<b>Printer not responding</b> Printer is giving issues	ASSIGNED	MEDIUM	1/1/26, 12:25 AM
<b>Data not getting saved after submission</b> I am trying to submit the form, but the data is not getting saved. After clicking the Save/Submit button, the screen shows success, but when I reopen or refresh the page, the entered data is missing. This issue is happening consistently.	ASSIGNED	MEDIUM	1/1/26, 4:59 AM



## 11) Profile page



## 12) View in app notifications



## 13)Agent Ticket Queue

The screenshot shows a web browser at `localhost:4200/agent/queue`. The application header is 'Smart Ticket' with links to 'Queue' and 'Profile'. The main section is titled 'My Ticket Queue' and contains four ticket cards:

- Keyboard is not working properly**: Priority LOW, Status CLOSED, Created: 1/7/26, 12:07 AM. Button: Start.
- Email not syncing**: Priority LOW, Status ASSIGNED, Created: 1/7/26, 12:24 AM. Button: Start.
- Printer not responding**: Priority MEDIUM, Status ASSIGNED, Created: 1/7/26, 12:25 AM. Button: Start.
- Data not getting saved after submission**: Priority MEDIUM, Status ASSIGNED, Created: 1/7/26, 4:59 AM. Button: Start.

## 14)Agent profile with in app notifications

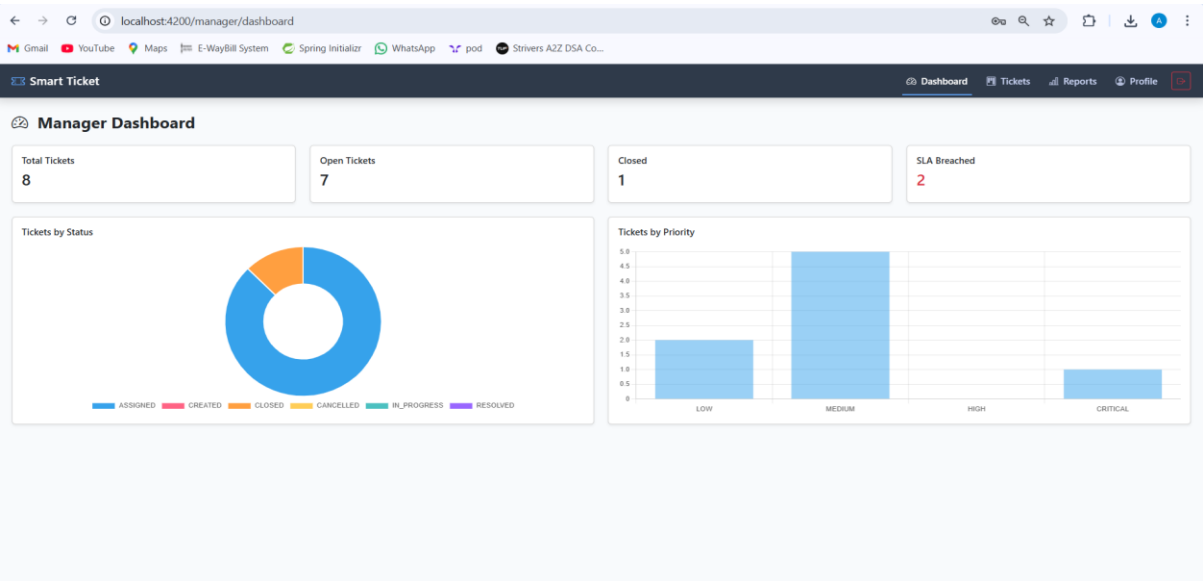
The screenshot shows a web browser at `localhost:4200/profile`. The application header is 'Smart Ticket' with links to 'Queue' and 'Profile'. The main section is titled 'agent1' and displays the following information:

- Name**: agent1
- Email**: agent1@support.com
- Role**: AGENT
- Status**: Active

Below the profile information is a section titled 'In app notifications' with a 'Hide notifications' link. It contains three notifications:

- New Ticket Assigned to You**: A new ticket has been assigned to you. Ticket ID: 695d9ac9b07da2c643581eb Assigned at: 2026-01-06T23:29:36.801058367Z 1/7/26, 4:59 AM
- New Ticket Assigned to You**: A new ticket has been assigned to you. Ticket ID: 695d9ab1a7cab6778c9ab8 Assigned at: 2026-01-06T18:53:45.536464345Z 1/7/26, 12:25 AM
- New Ticket Assigned to You**: A new ticket has been assigned to you. Ticket ID: 695d5a6ca77cab6778c9ab8 Assigned at: 2026-01-

15)Manager Dashboard

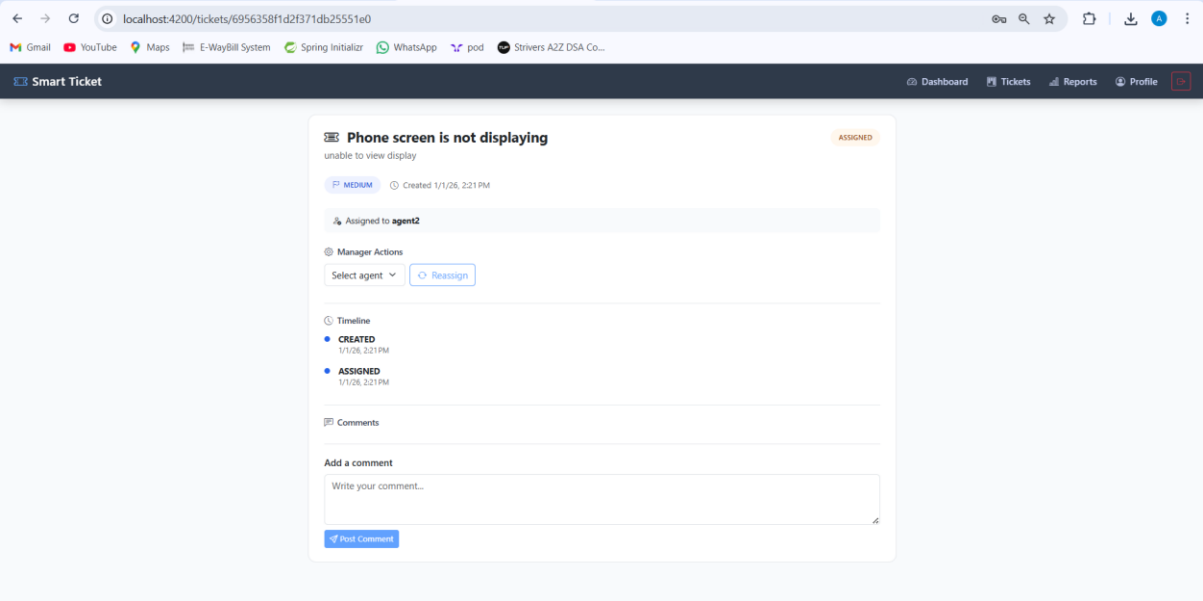


16)Manager (view all tickets)

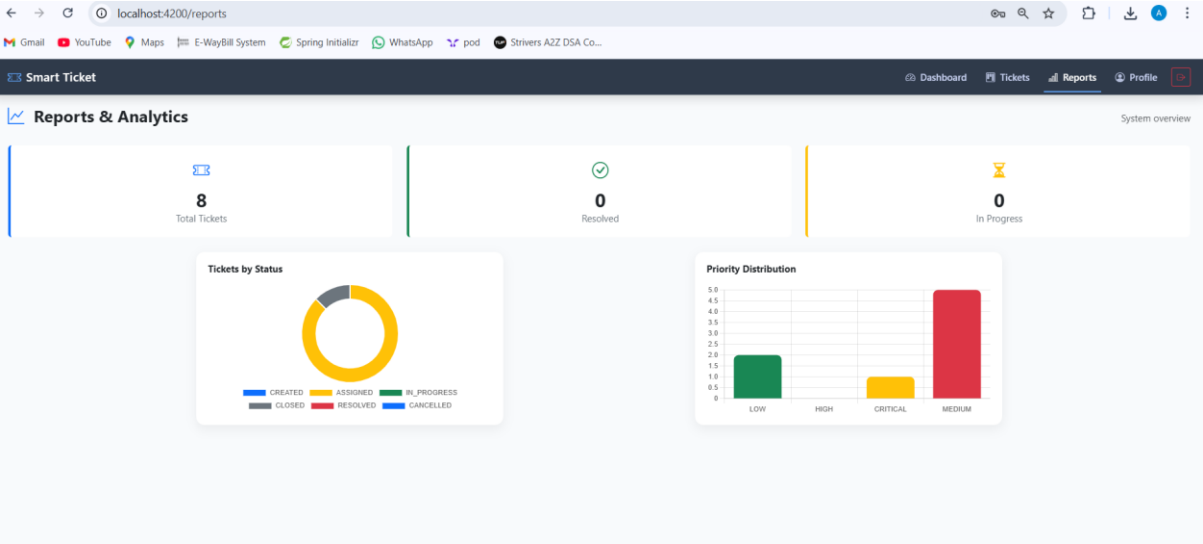
The screenshot shows the 'All Tickets' page for 'Smart Ticket'. It includes a filter section with dropdowns for Status (All) and Priority (All), and buttons for Apply and Reset. Below the filters is a table with columns: TITLE, PRIORITY, STATUS, and CREATED. The table lists eight tickets with their respective details. At the bottom, there are 'Previous' and 'Next' buttons and a 'Page 1' indicator.

TITLE	PRIORITY	STATUS	CREATED
Phone screen is not displaying	MEDIUM	ASSIGNED	1/1/26, 2:21 PM
Keyboard is not working properly	LOW	CLOSED	1/7/26, 12:07 AM
Desktop not working	MEDIUM	ASSIGNED	1/7/26, 12:23 AM
Email not syncing	LOW	ASSIGNED	1/7/26, 12:24 AM
Laptop overheating	MEDIUM	ASSIGNED	1/7/26, 12:25 AM
Printer not responding	MEDIUM	ASSIGNED	1/7/26, 12:25 AM
Email notifications delayed	CRITICAL	ASSIGNED	1/7/26, 12:26 AM
Data not getting saved after submission	MEDIUM	ASSIGNED	1/7/26, 4:59 AM

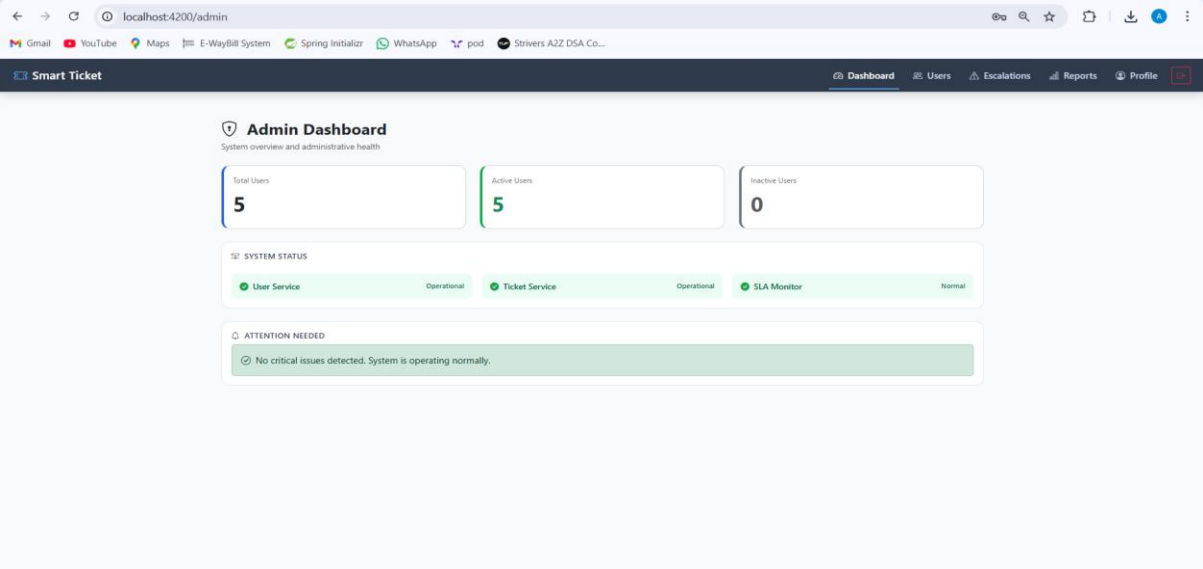
17)Manager actions(reassigning)



18)Reports and Analytics



19)Admin Dashboard



The screenshot displays a web application interface for user management. The browser's address bar shows the URL 'localhost:4200/admin/users'. The top navigation bar features links for 'Dashboard', 'Users', 'Escalations', 'Reports', and 'Profile'. The main content area is titled 'Admin Panel' and contains a table with the following data:

Name	Email	Roles	Status	Actions
Sreenidhi	angadisreenidhi@gmail.com	USER	Active	Deactivate Change Role
angadi	sreenidhi05052005@gmail.com	ADMIN	Active	Deactivate Change Role
agent2	agent2@support.com	AGENT	Active	Deactivate Change Role
agent1	agent1@support.com	AGENT	Active	Deactivate Change Role
Manager One	manager1@support.com	MANAGER	Active	Deactivate Change Role

localhost:4200/reports

Smart Ticket

Dashboard Users Escalations Reports Profile

### Reports & Analytics

System overview

8  
Total Tickets

0  
Resolved

0  
In Progress

Tickets by Status

Status	Count
CREATED	1
ASSIGNED	6
RESOLVED	1
IN_PROGRESS	0
CLOSED	0
CANCELLED	0

Priority Distribution

Priority	Count
LOW	2
MEDIUM	5
HIGH	0
CRITICAL	1