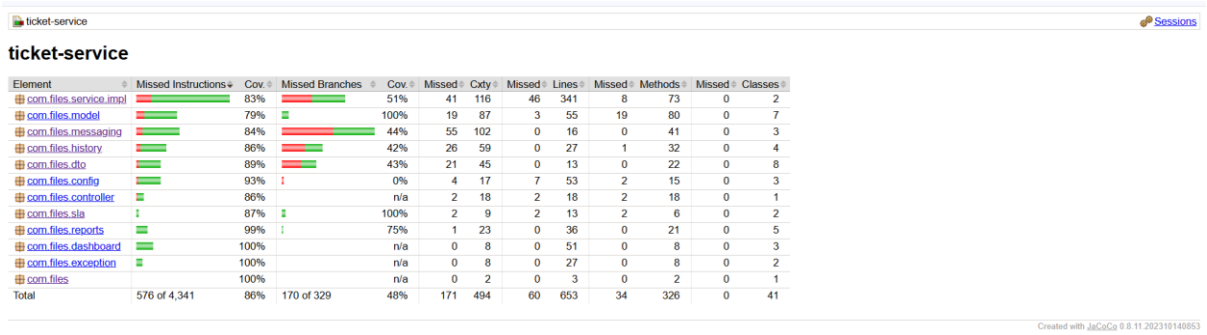
## JACOCO REPORTS

1.Ticket Service



ticket-service

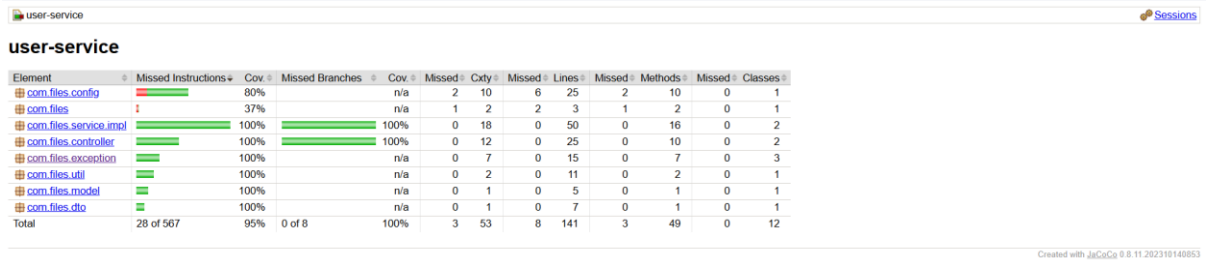
Sessions

### ticket-service

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

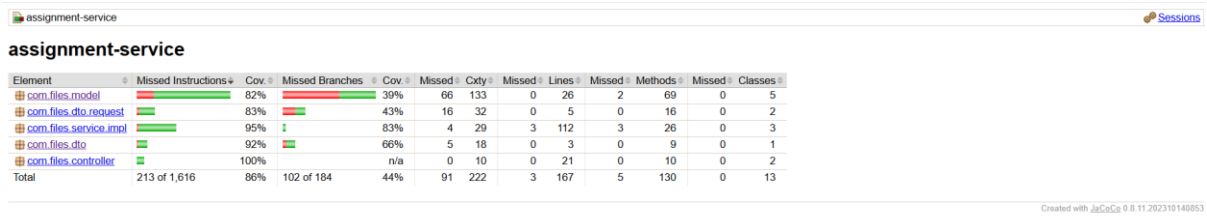
Sessions

### user-service

| Element | Missed Instructions | Cov. | Missed Branches | Cov. | Missed | Cxty | Missed | Lines | Missed | Methods | Missed | Classes |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| com.files.config | | 80% | | n/a | 2 | 10 | 6 | 25 | 2 | 10 | 0 | 1 |
| com.files | | 37% | | n/a | 1 | 2 | 2 | 3 | 1 | 2 | 0 | 1 |
| com.files.service.impl | | 100% | | 100% | 0 | 18 | 0 | 50 | 0 | 16 | 0 | 2 |
| com.files.controller | | 100% | | 100% | 0 | 12 | 0 | 25 | 0 | 10 | 0 | 2 |
| com.files.exception | | 100% | | n/a | 0 | 7 | 0 | 15 | 0 | 7 | 0 | 3 |
| com.files.util | | 100% | | n/a | 0 | 2 | 0 | 11 | 0 | 2 | 0 | 1 |
| com.files.model | | 100% | | n/a | 0 | 1 | 0 | 5 | 0 | 1 | 0 | 1 |
| com.files.dto | | 100% | | 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

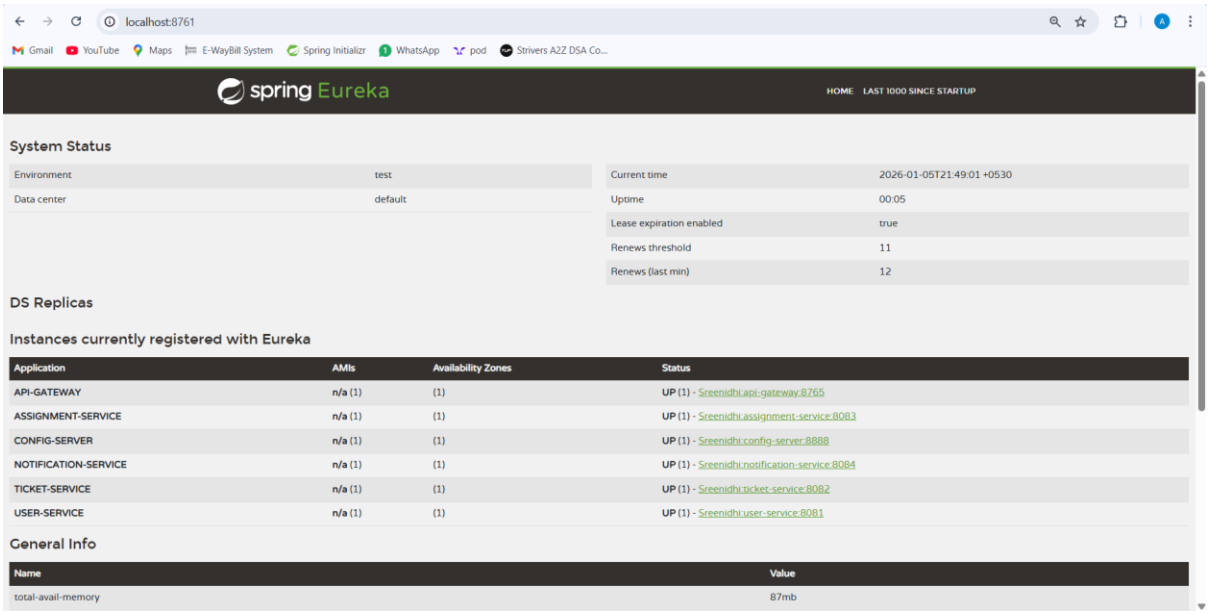
Sessions

### assignment-service

| Element | Missed Instructions | Cov. | Missed Branches | Cov. | Missed | Cxty | Missed | Lines | Missed | Methods | Missed | Classes |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| com.files.model | | 82% | | 39% | 66 | 133 | 0 | 26 | 2 | 69 | 0 | 5 |
| com.files.dto.request | | 83% | | 43% | 16 | 32 | 0 | 5 | 0 | 16 | 0 | 2 |
| com.files.service.impl | | 95% | | 83% | 4 | 29 | 3 | 112 | 3 | 26 | 0 | 3 |
| com.files.dto | | 92% | | 66% | 5 | 18 | 0 | 3 | 0 | 9 | 0 | 1 |
| com.files.controller | | 100% | | 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

| | | | |
|---|---|---|---|
| Environment | test | Current time | 2026-01-05T21:49:01 +0530 |
| Data center | default | Uptime | 00:05 |
| | | Lease expiration enabled | true |
| | | Renews threshold | 11 |
| | | Renews (last min) | 12 |

### DS Replicas

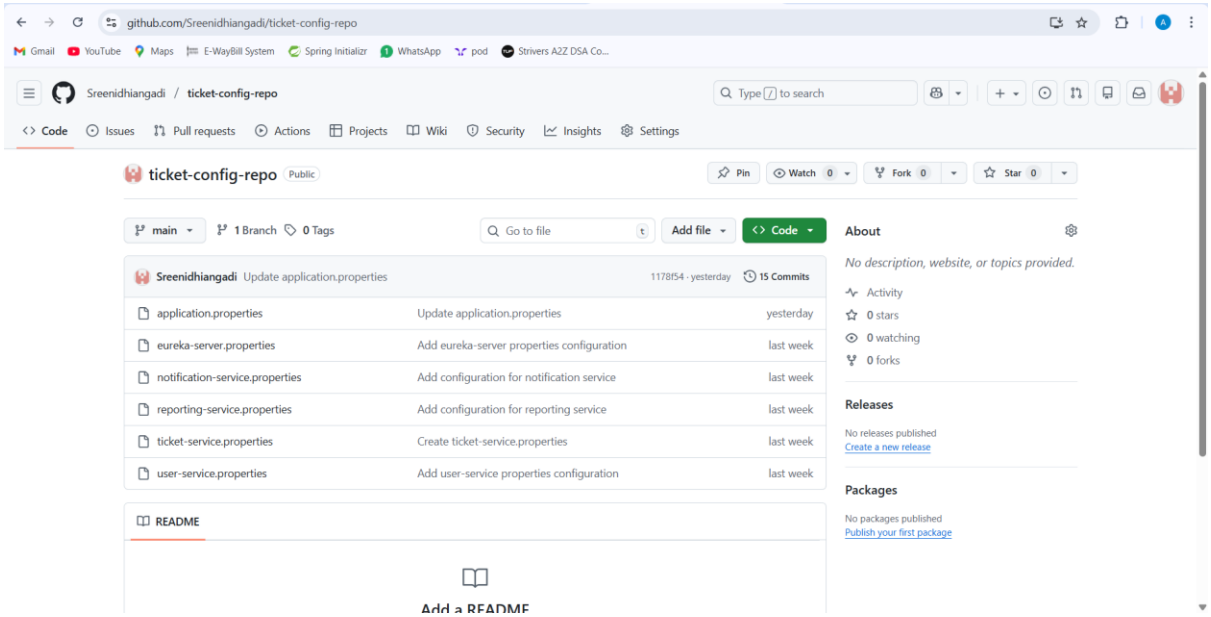
### Instances currently registered with Eureka

| 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

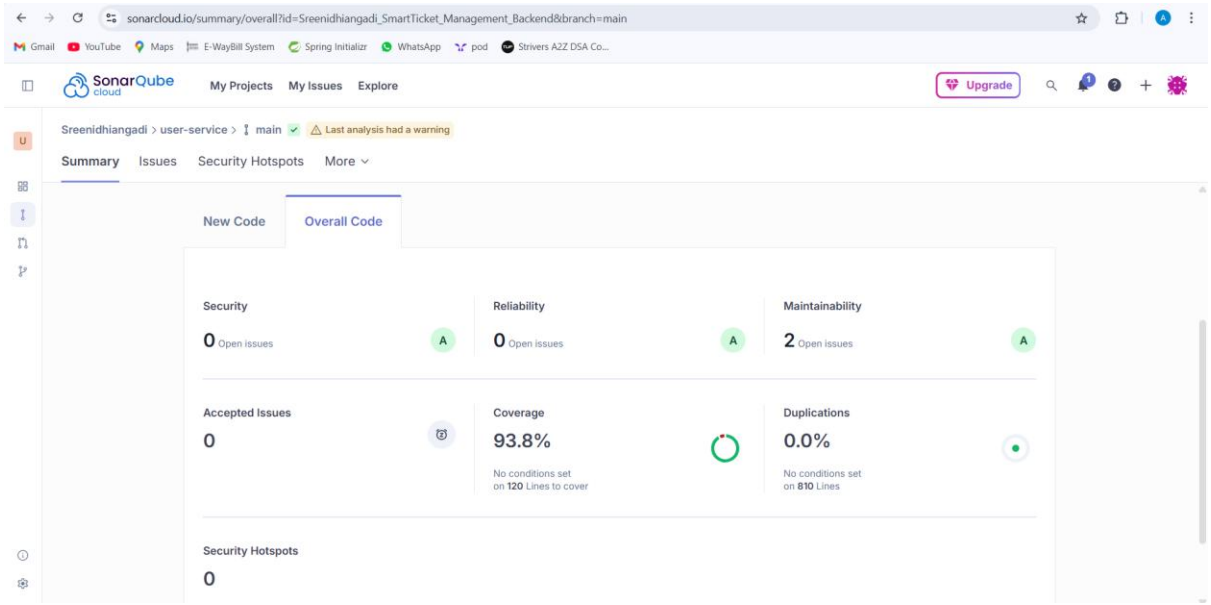
| Name | Value |
|---|---|
| total-avail-memory | 87mb |

## CONFIG SERVER

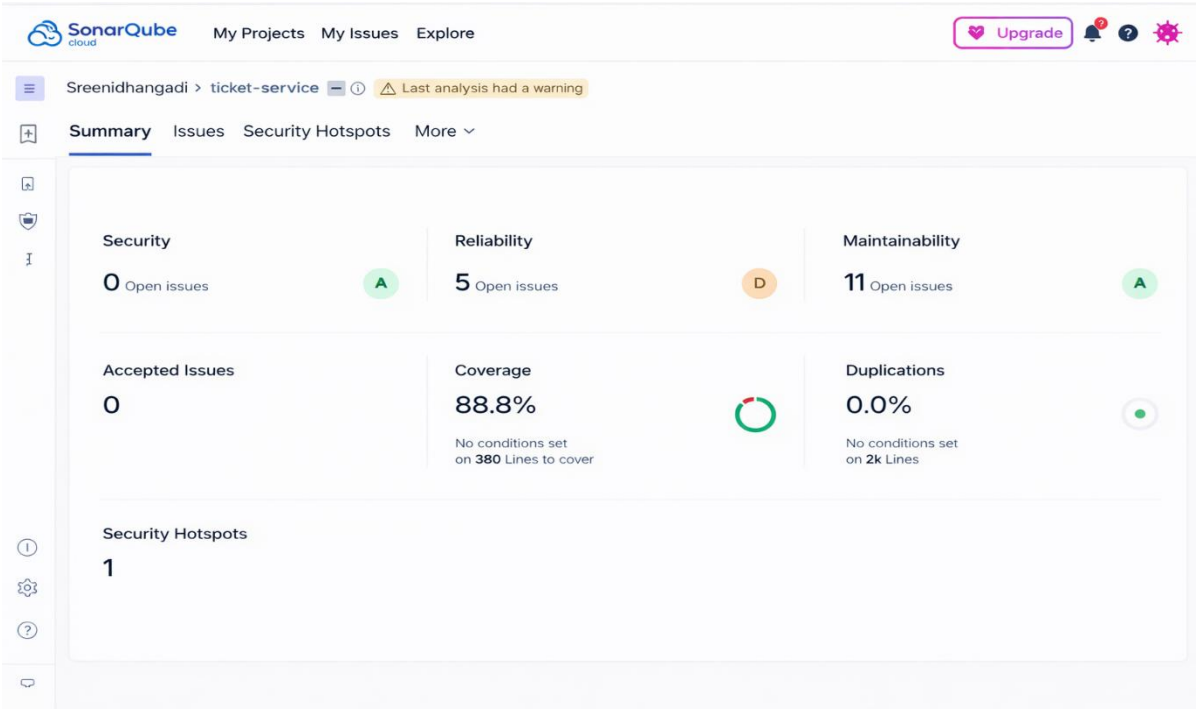



## SONAR QUBE

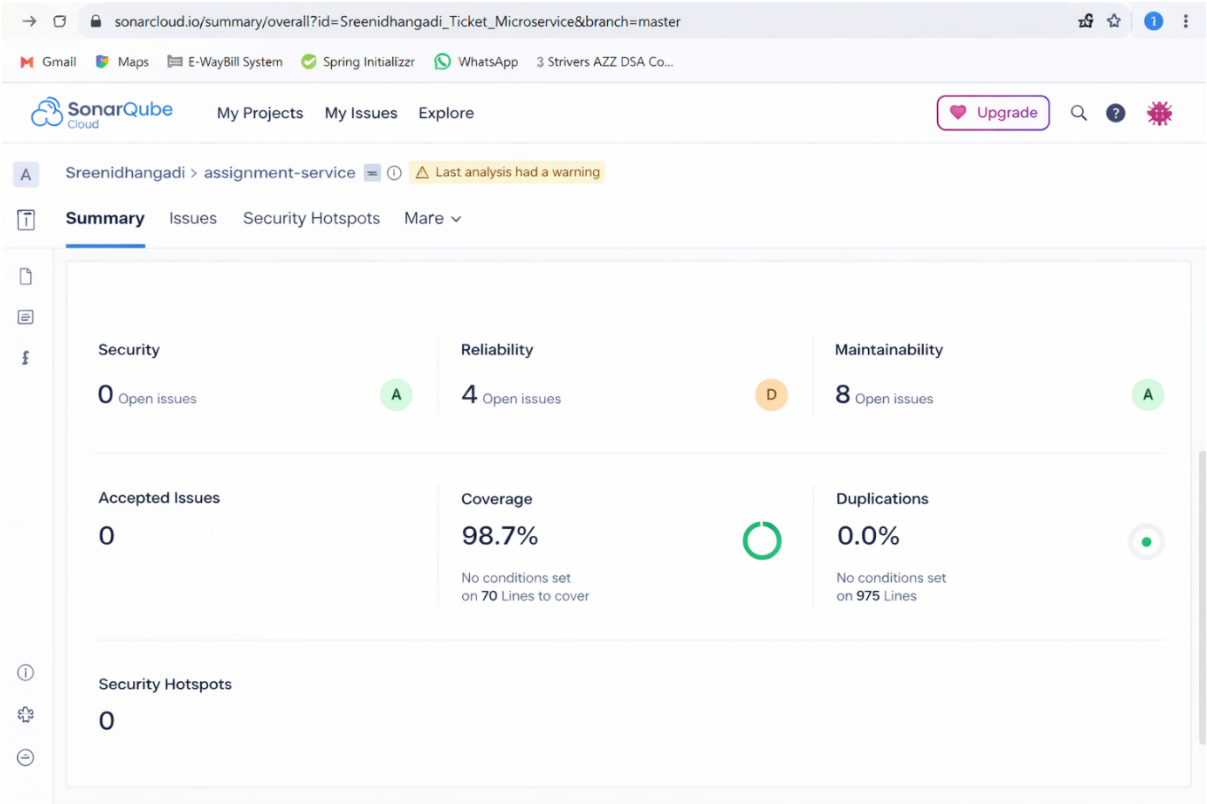
1)User Service



2)Ticket Service

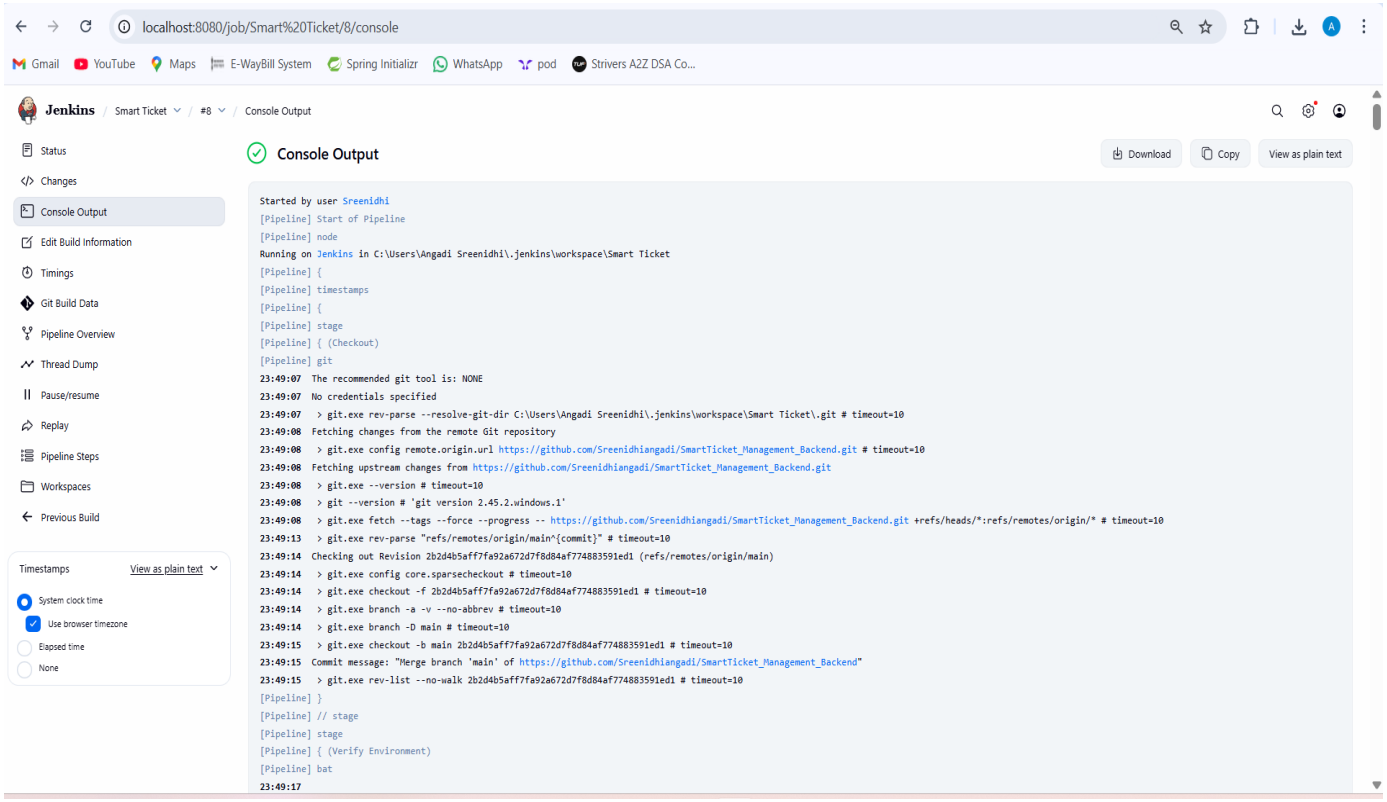


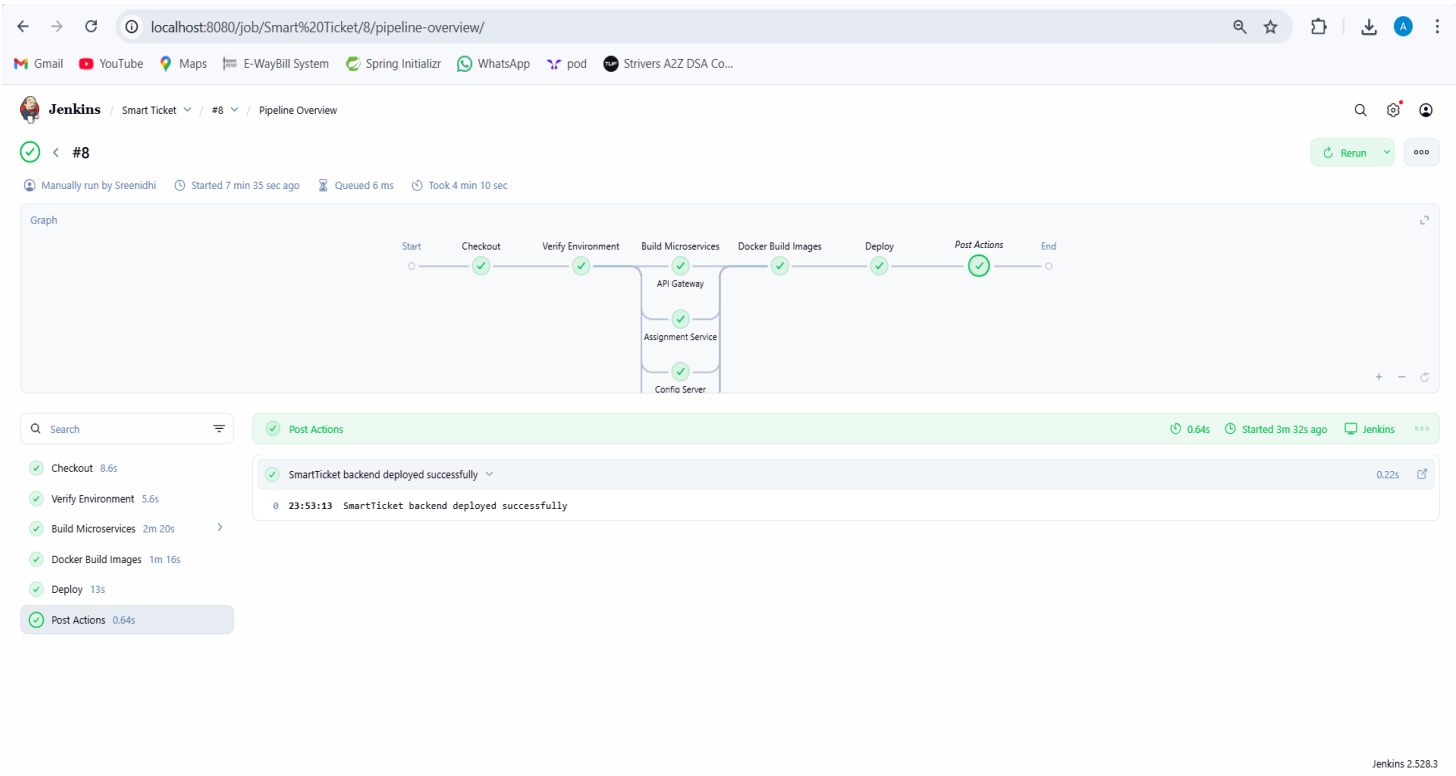

3)Assignment service



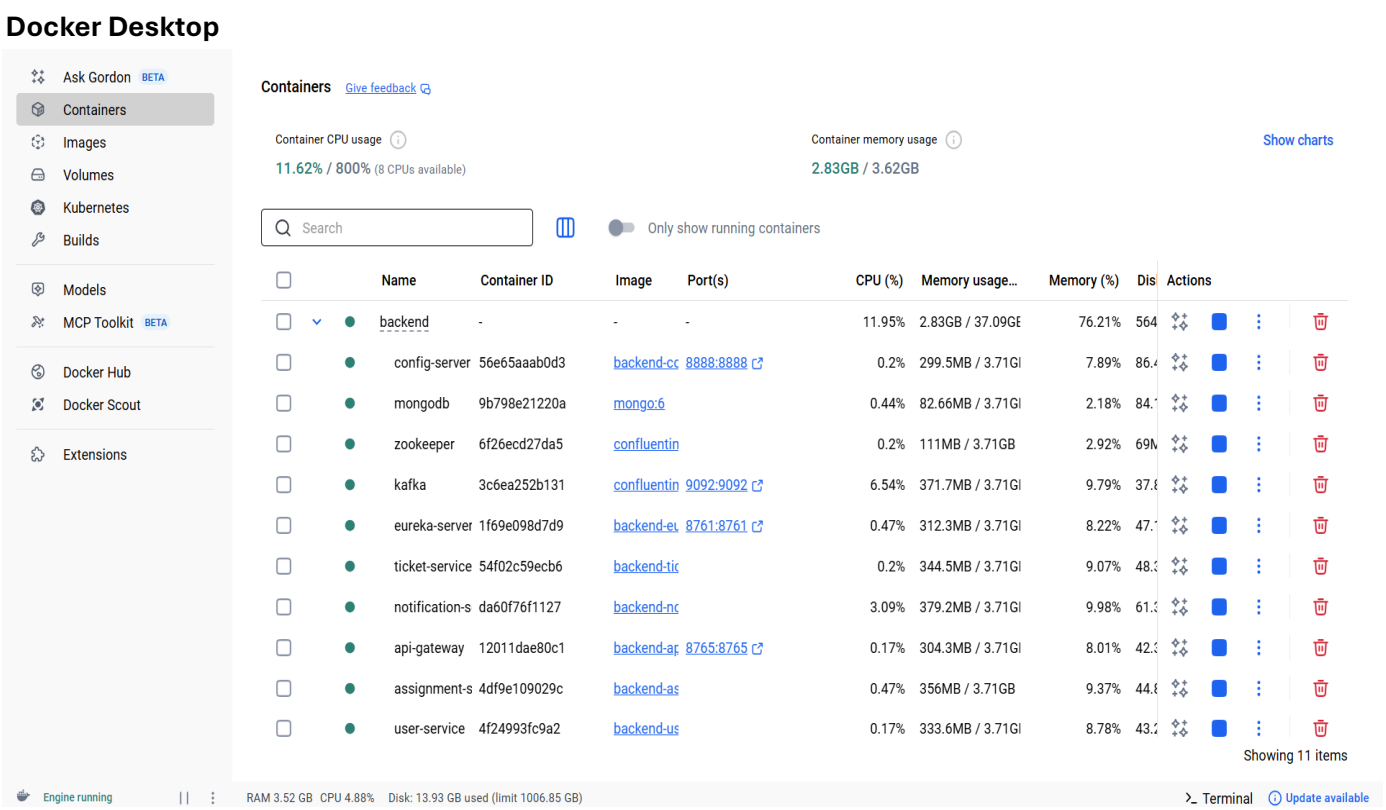
## CIRCUIT BREAKER

## JENKINS

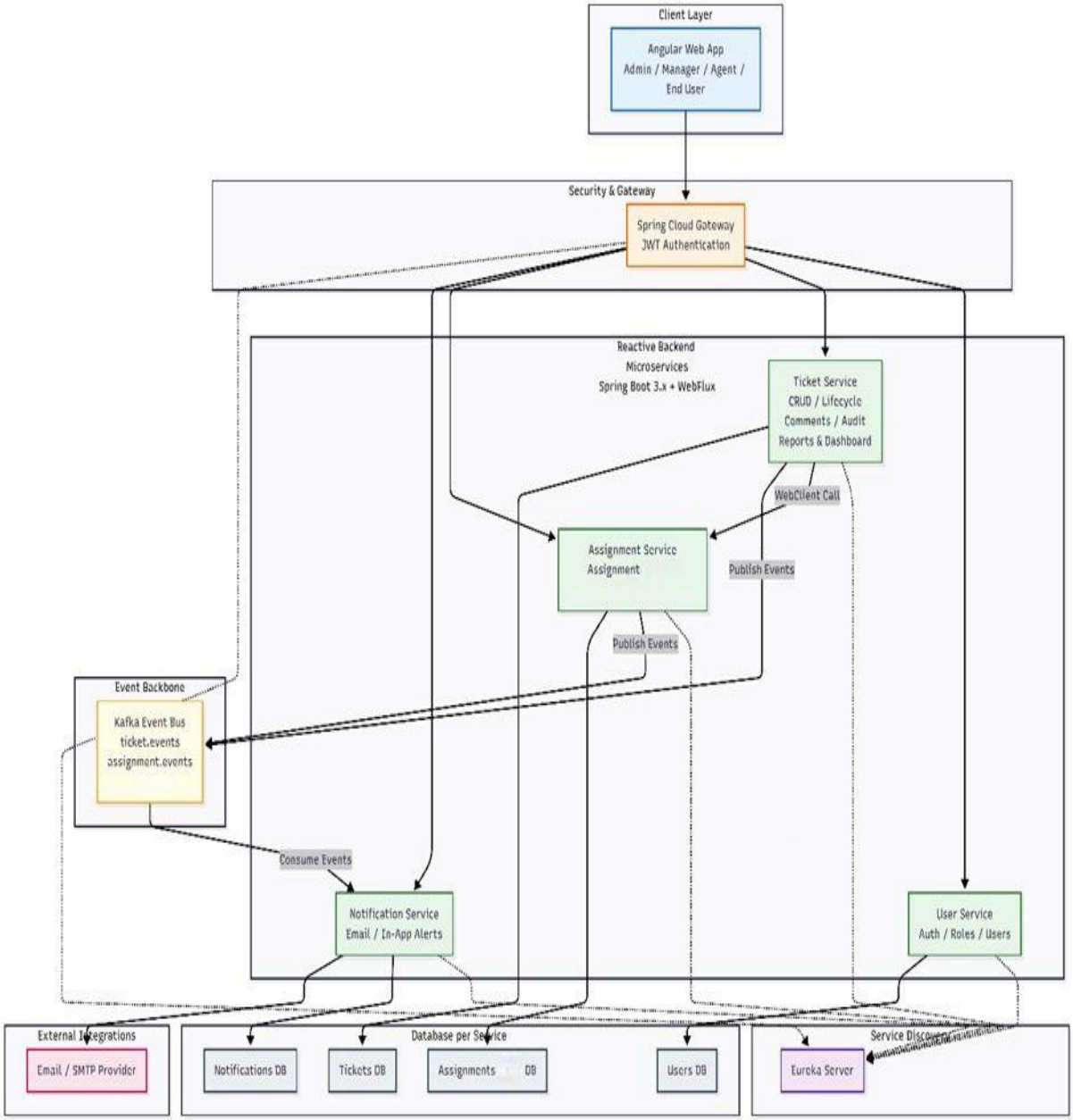


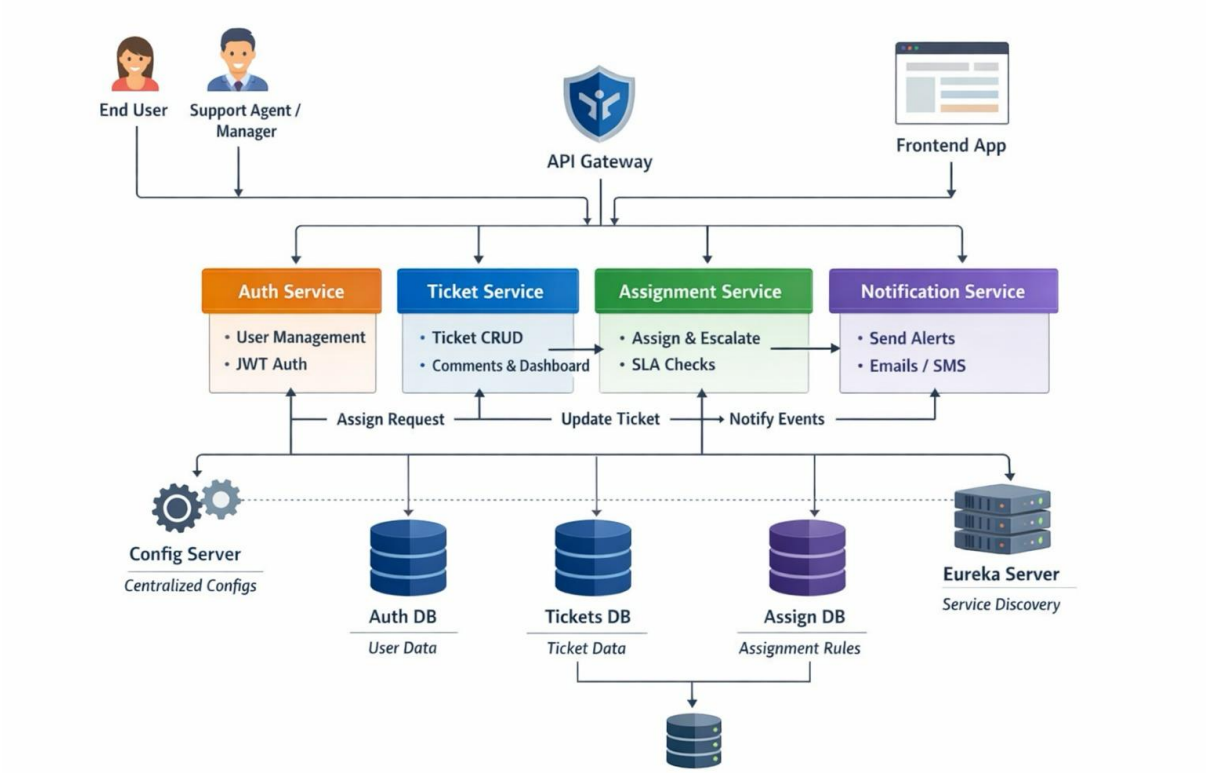



Jenkins 2.528.3



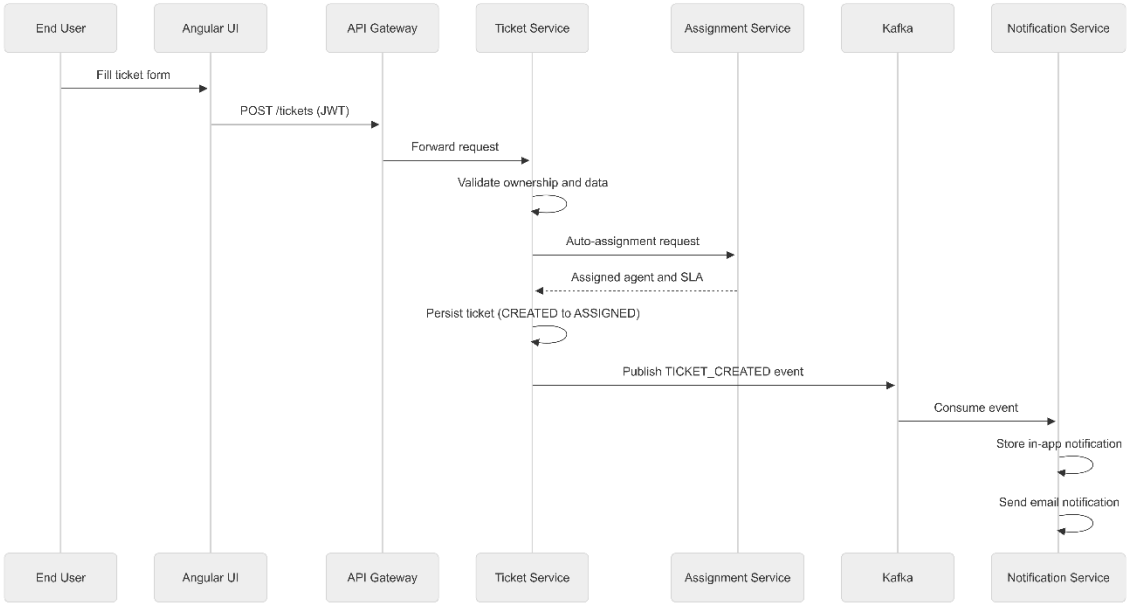
## Architecture Diagram



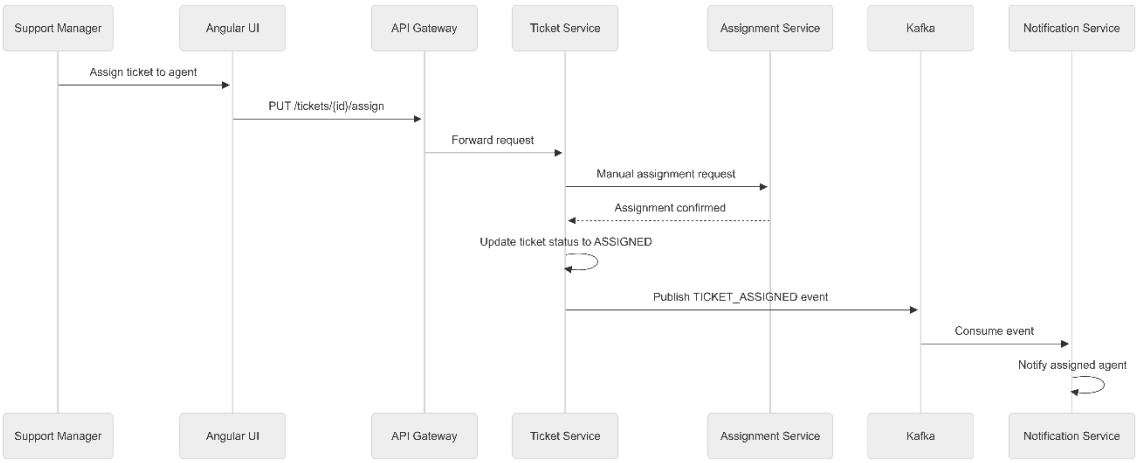



**SEQUENCE DIAGRAMS:**

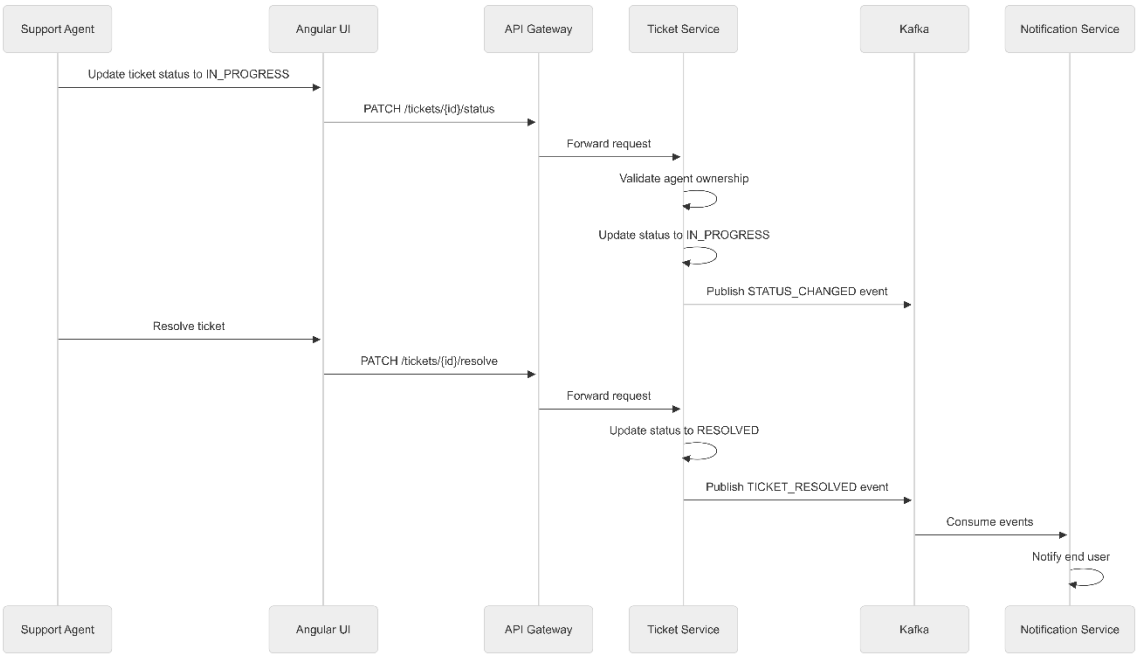
1)USER CREATES A TICKET



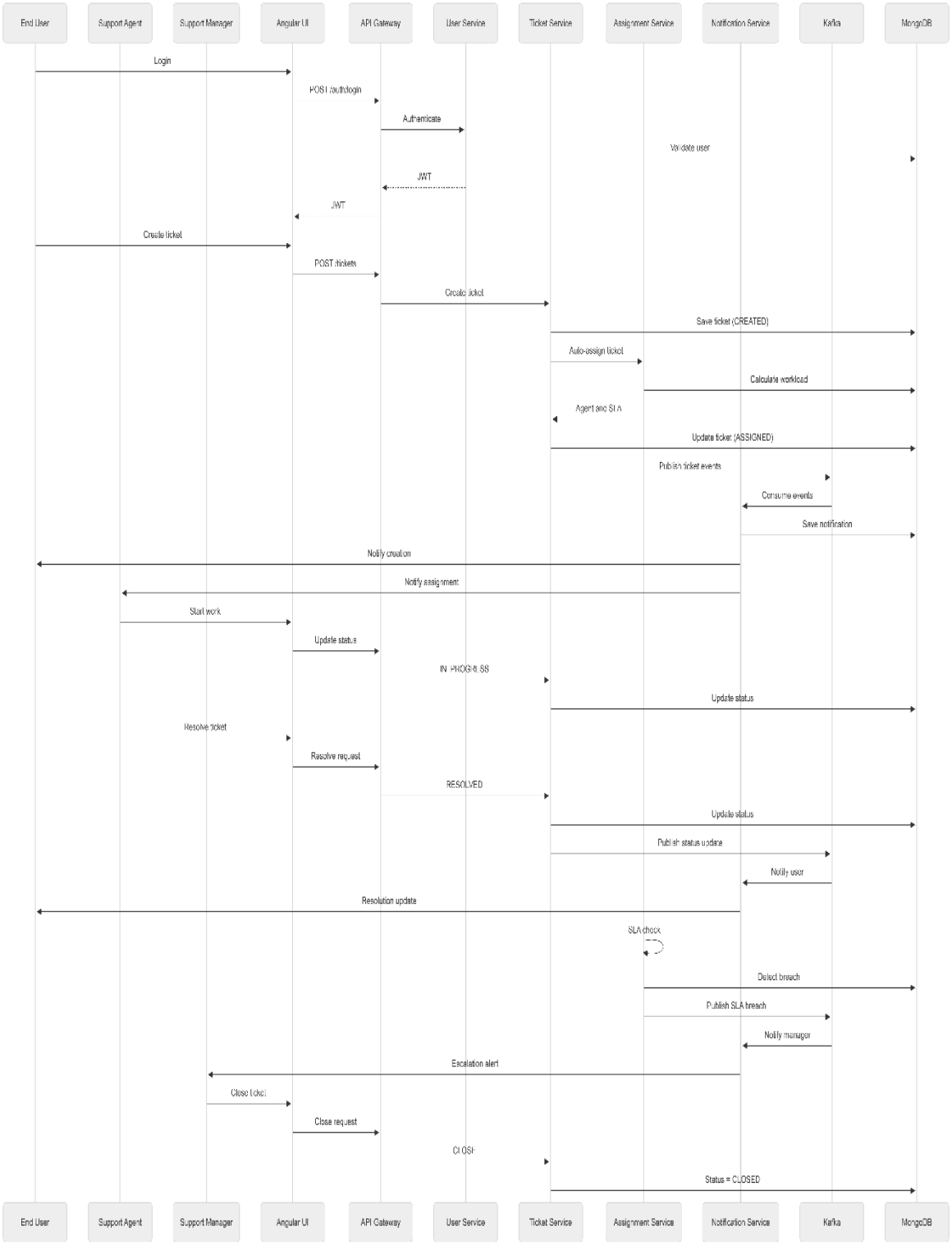
## 2) SUPPORT MANAGER MANUALLY ASSIGNS TICKET



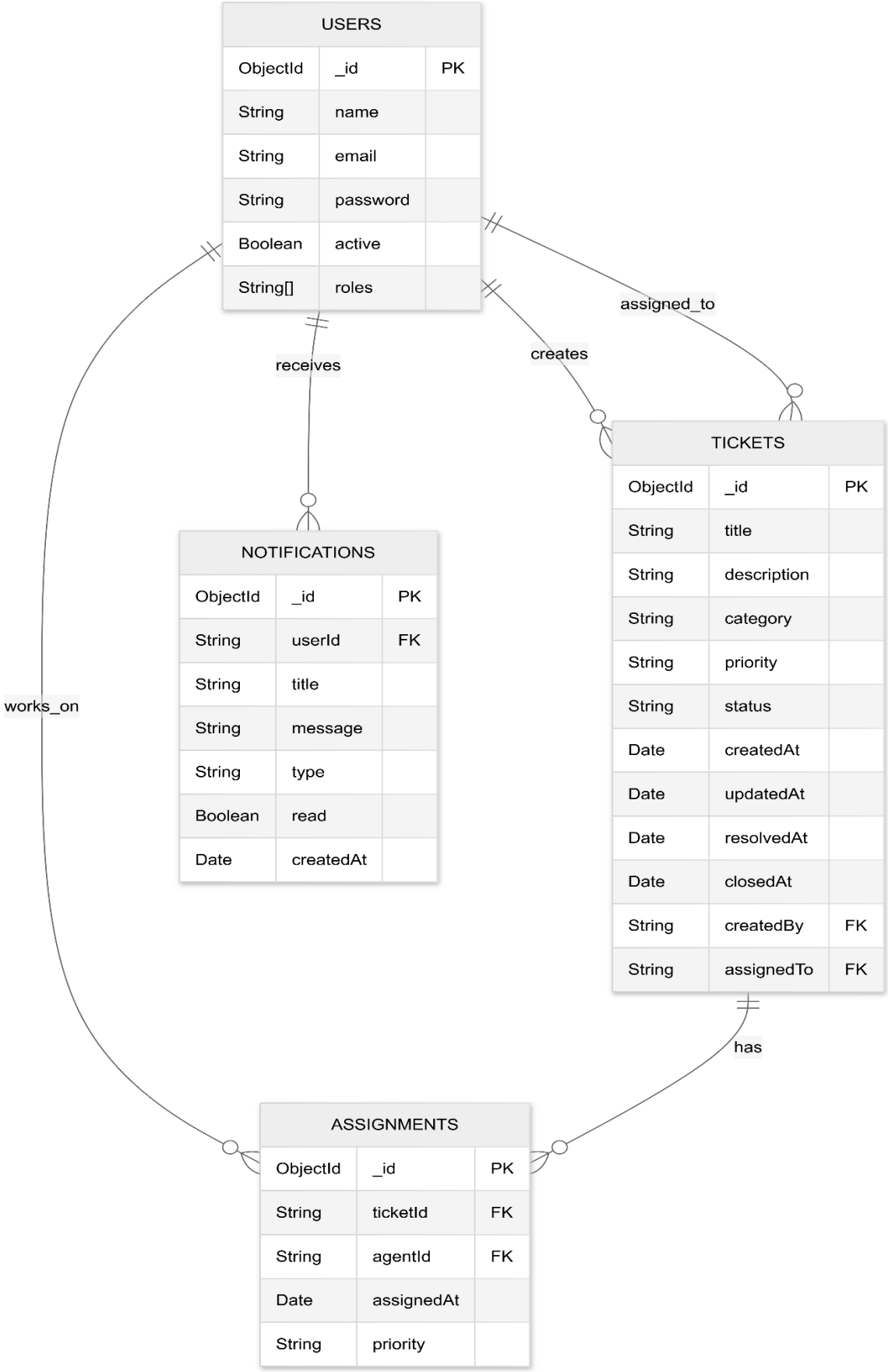

## 3) SUPPORT AGENT WORKS & RESOLVES TICKET



4)Complete application:

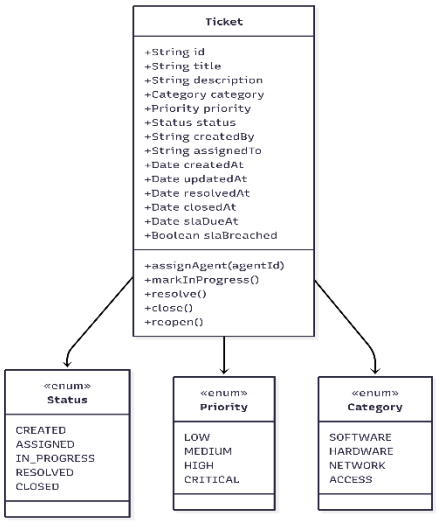


5)Complete db structure

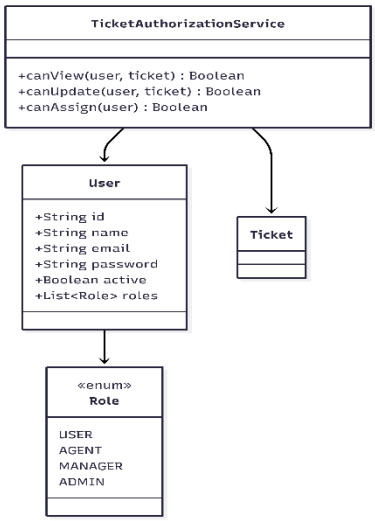


CLASS DIAGRAMS

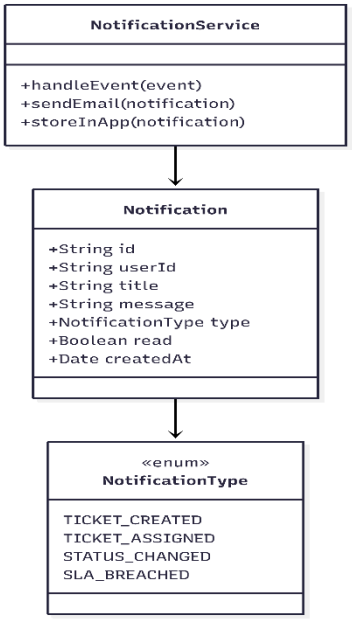
1)Ticket




2)User

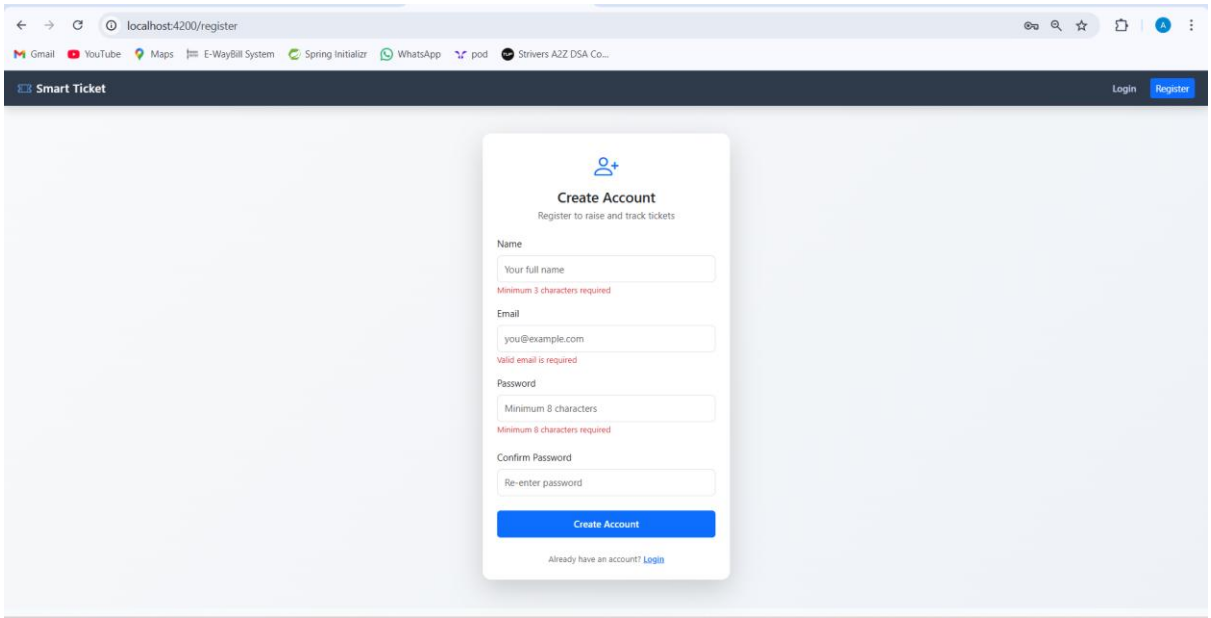



3)Notification

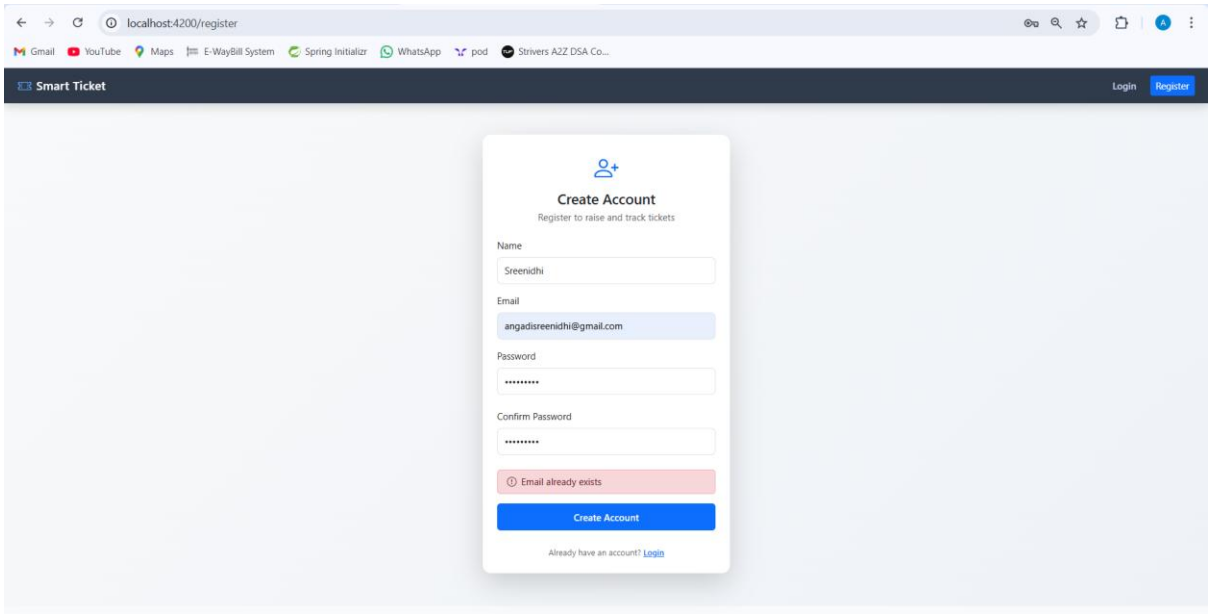


**Implementation screenshots**

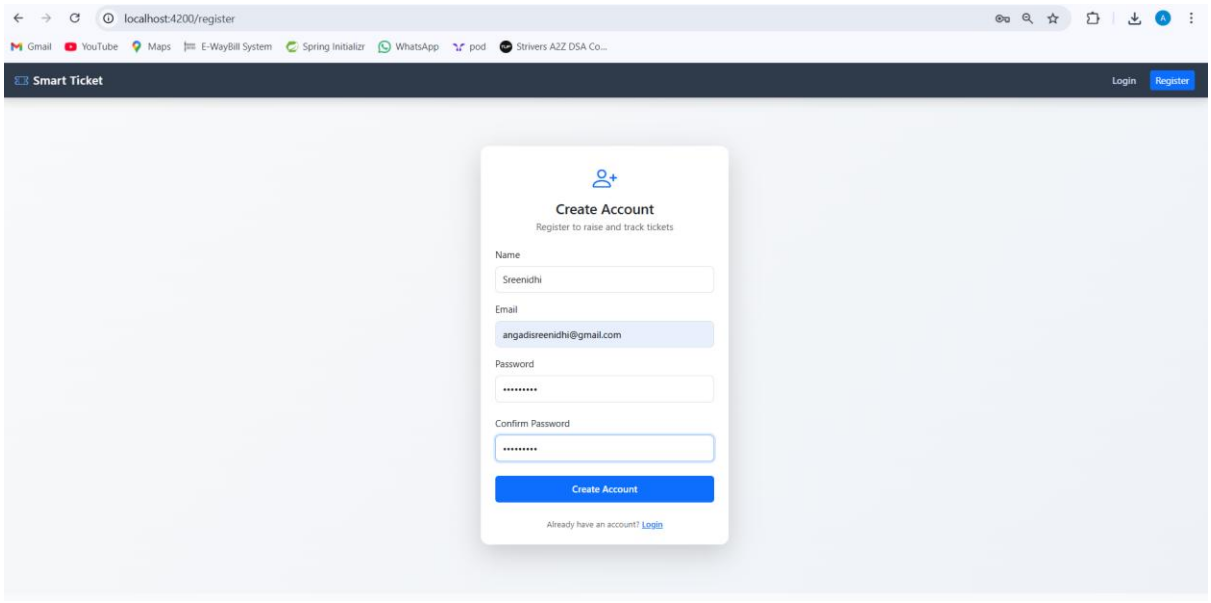
1)**User Register** (Validations):



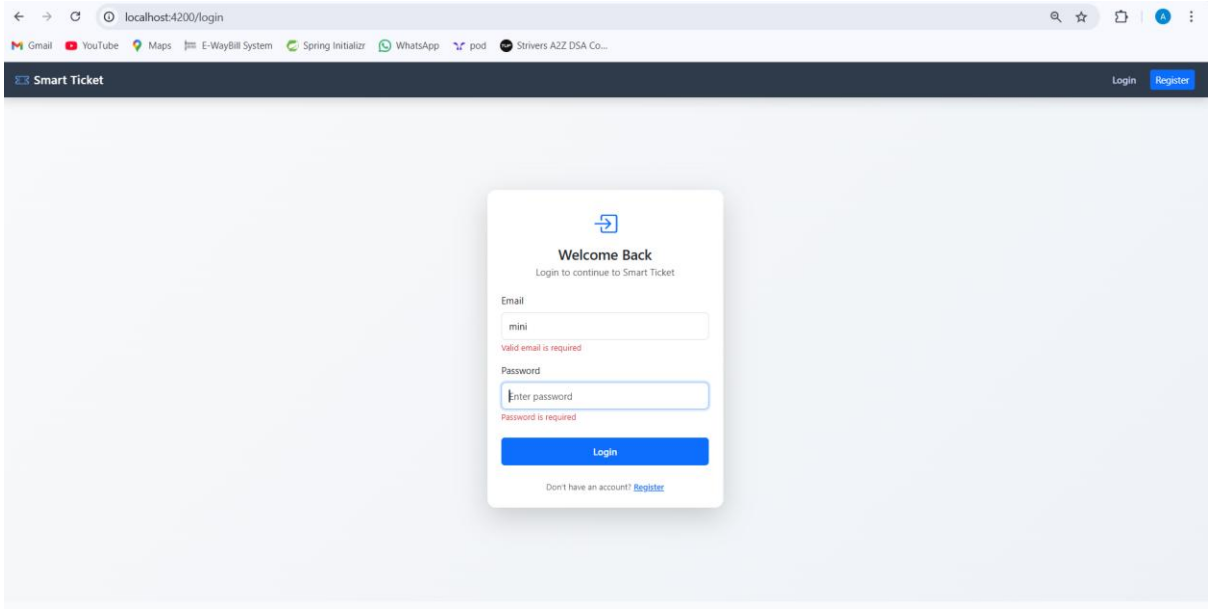

2)**User already exists**:



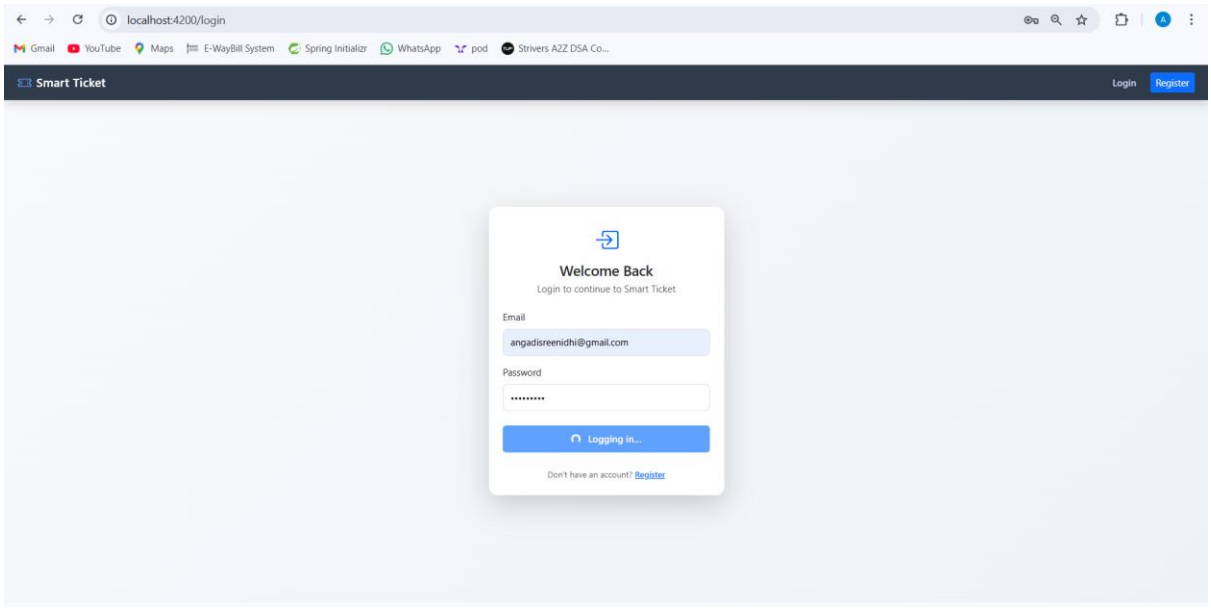
3)Succesful registration redirects to login:



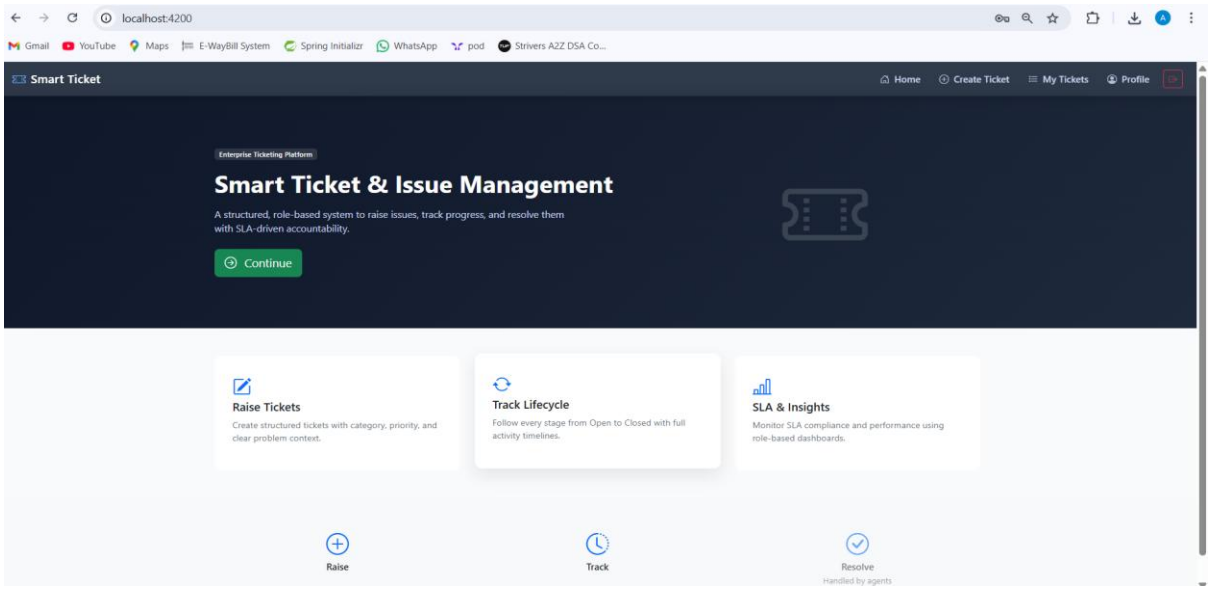

4)**User login** (Validations):



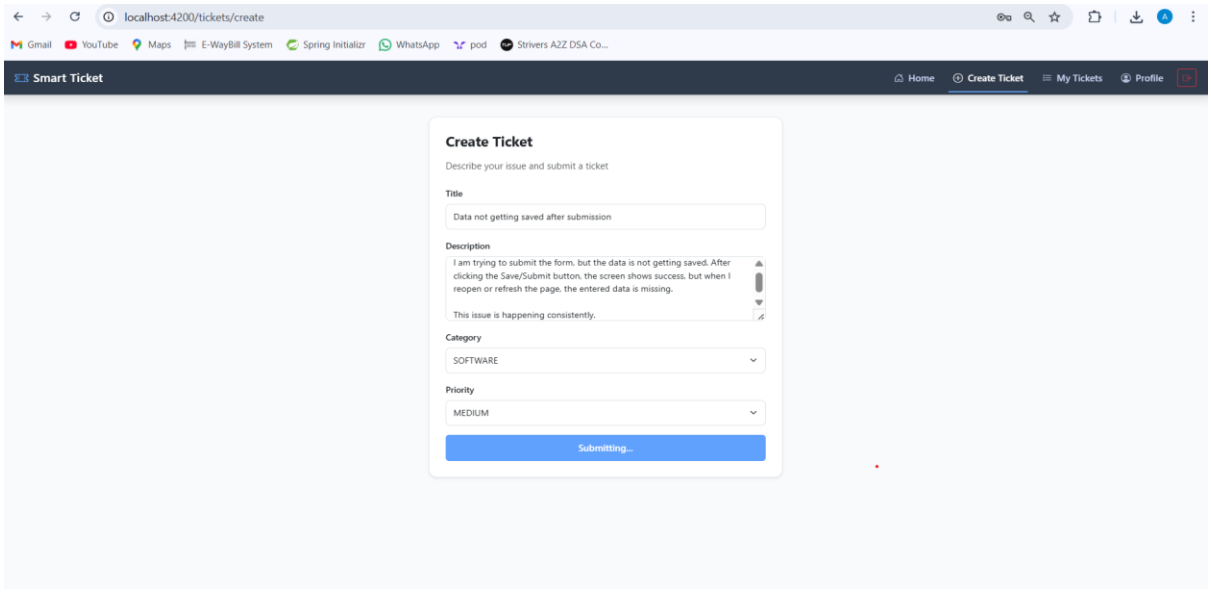
5)successful login



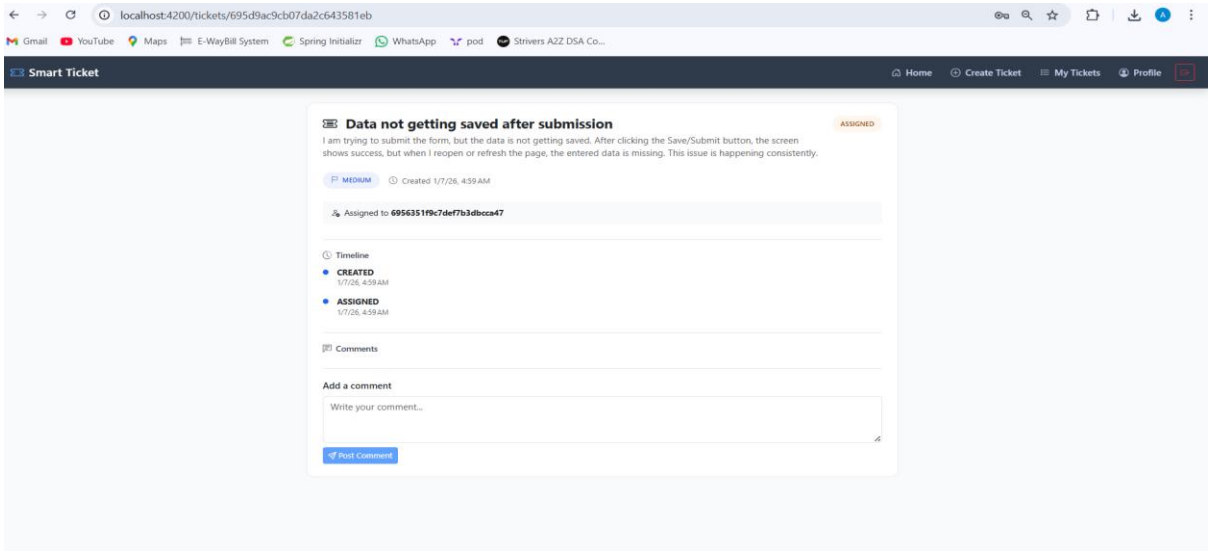

6) Home Page



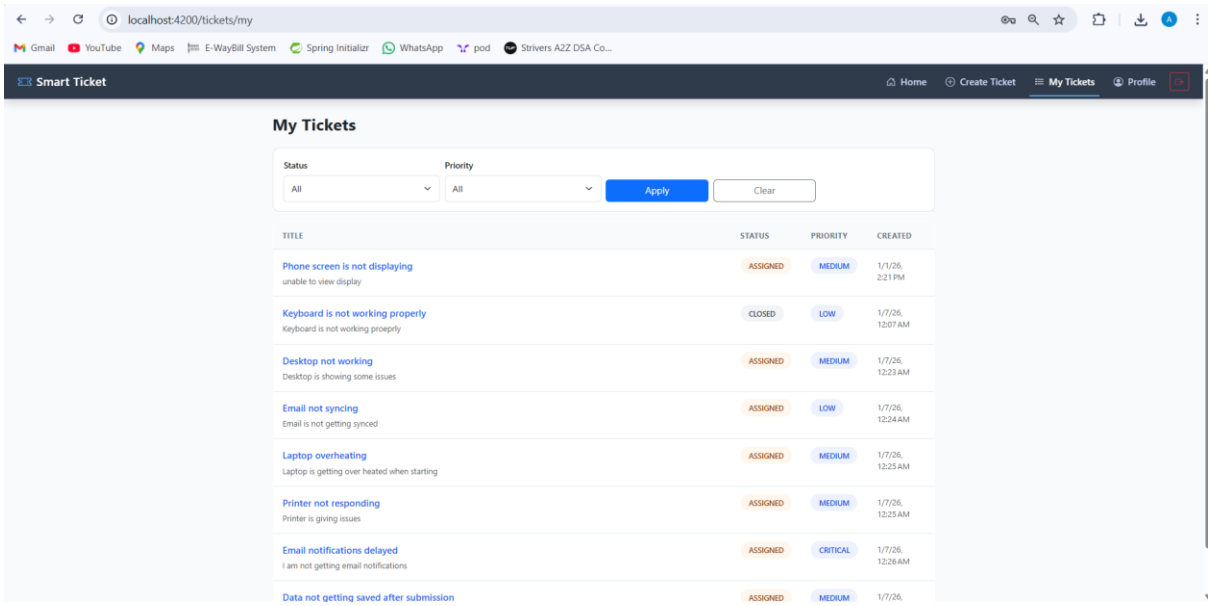
7)User raises an issue:



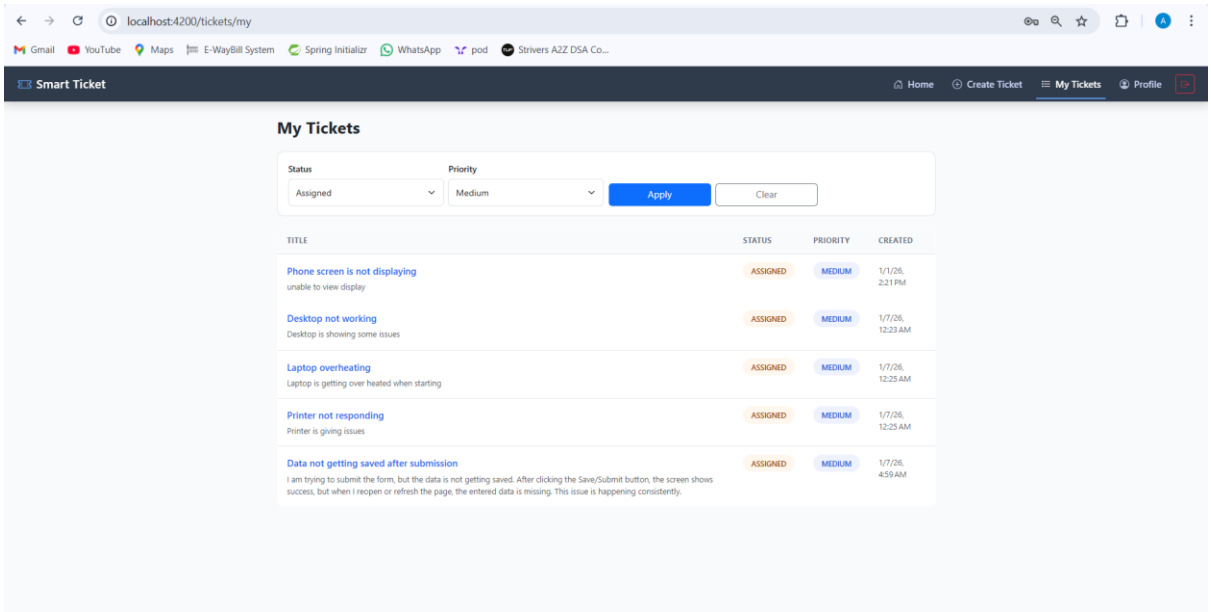

8)Ticket details



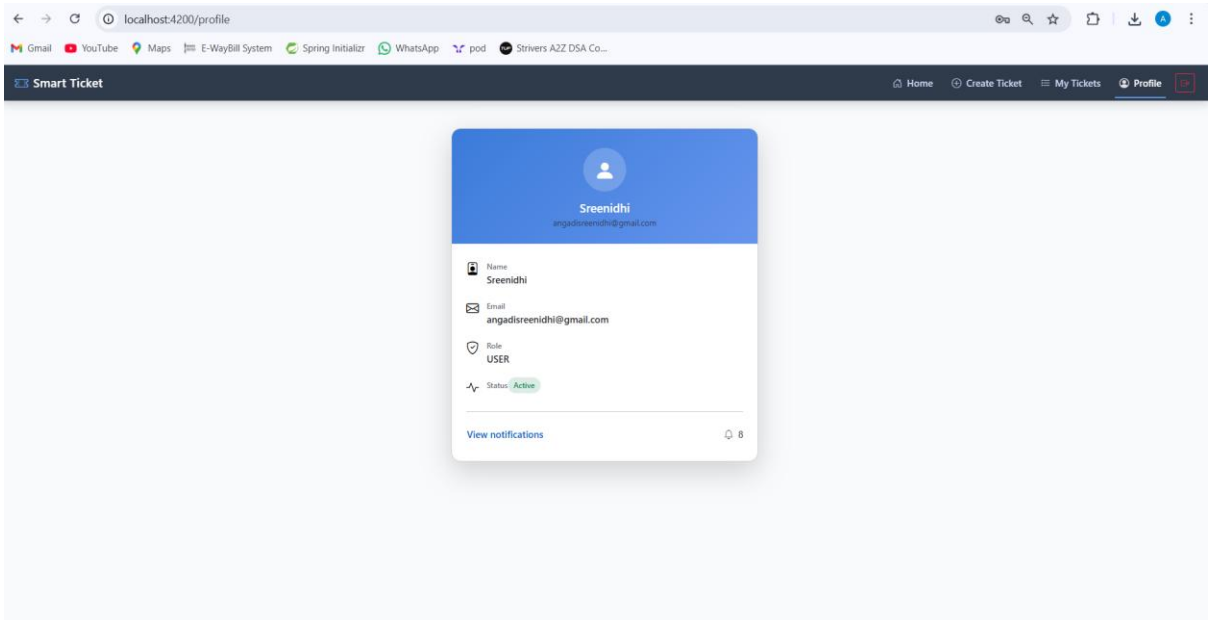
9)User Tickets



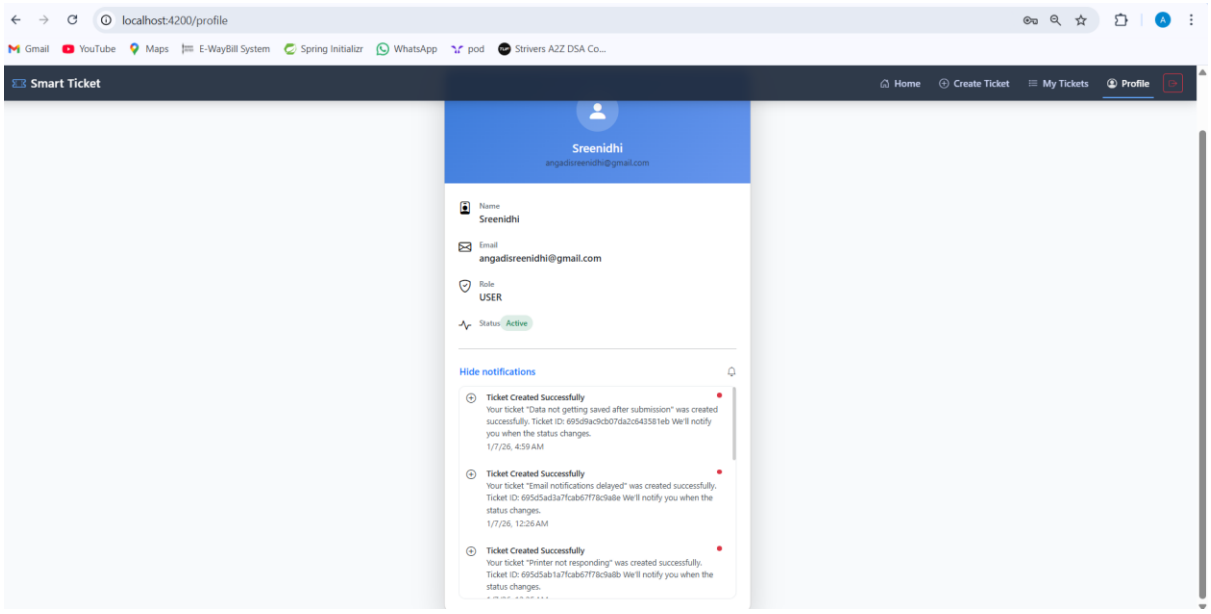

10)User Tickets with filtering



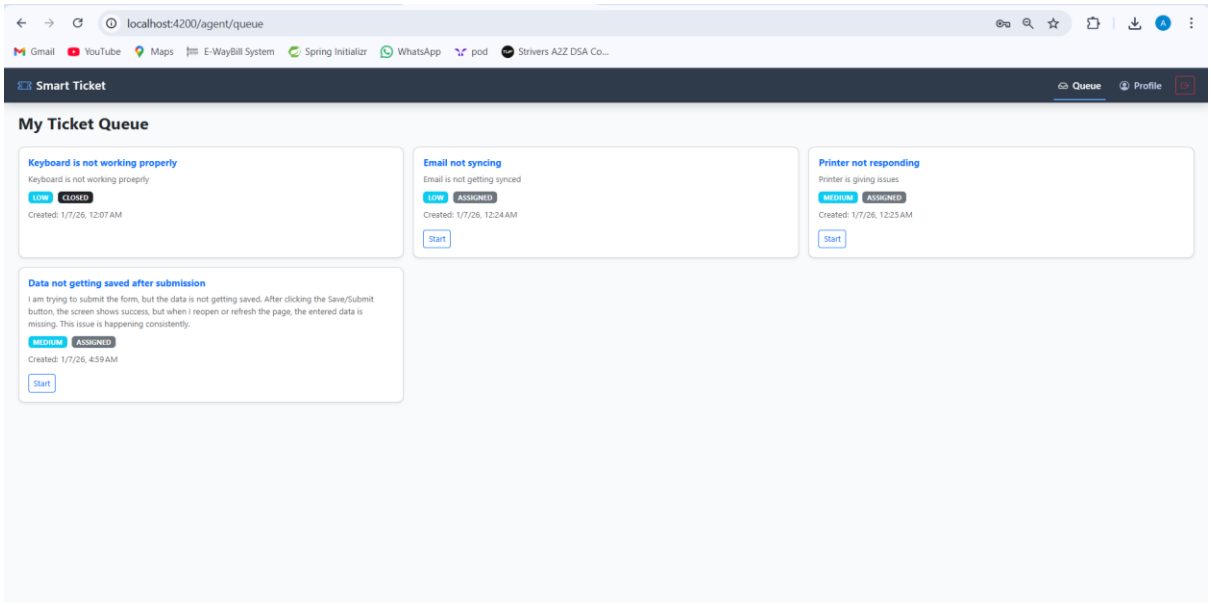
11)Profile page



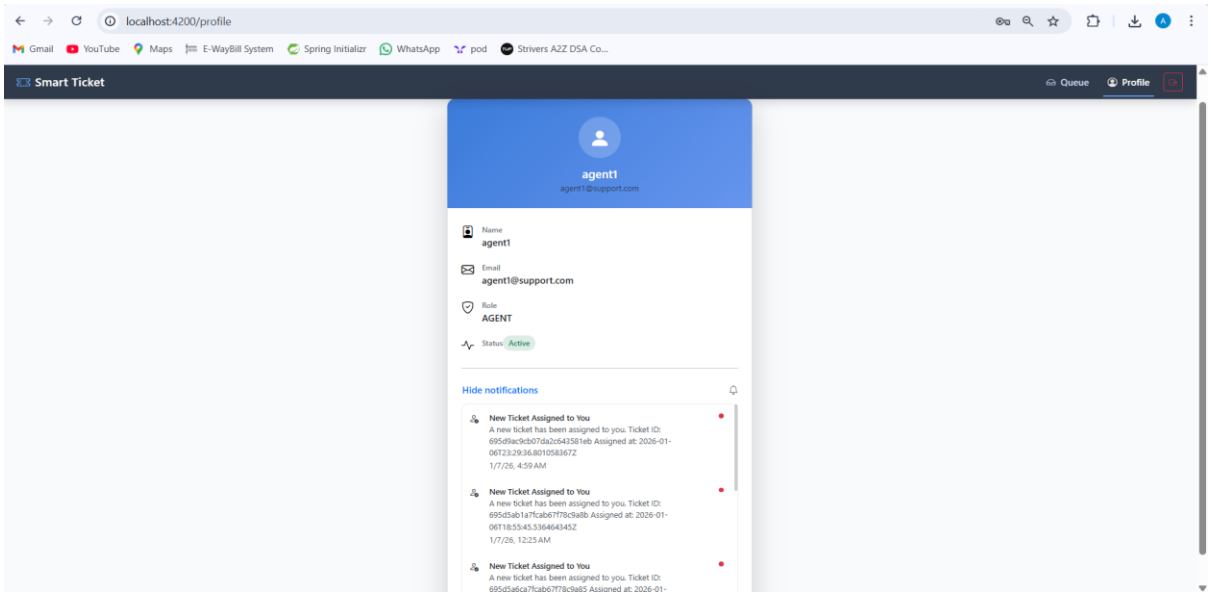

12)View in app notifications



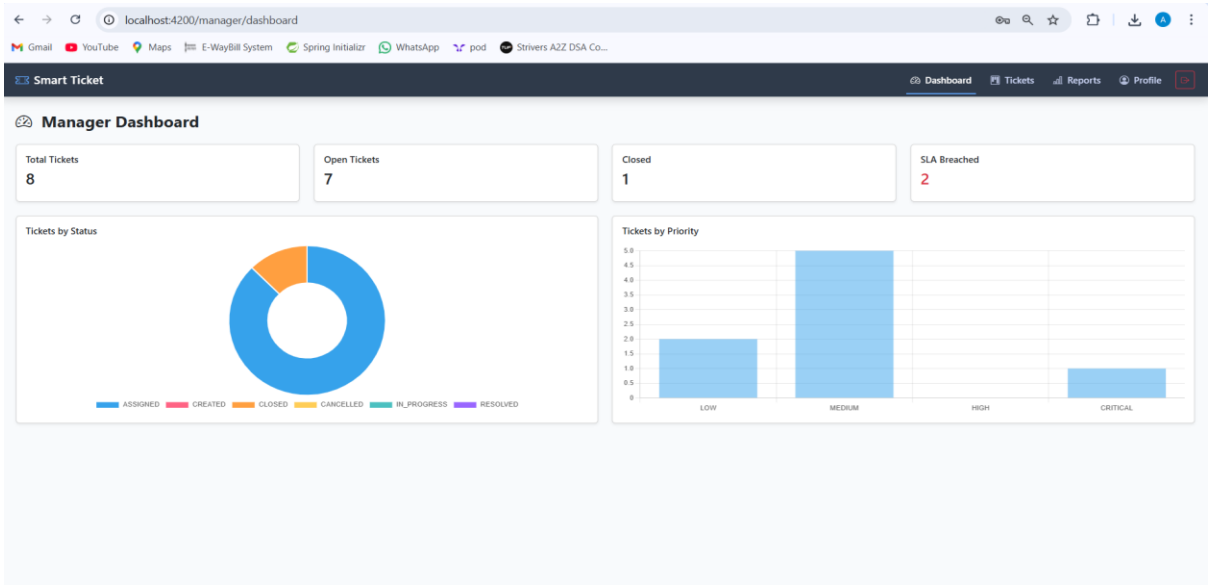
13)Agent Ticket Queue



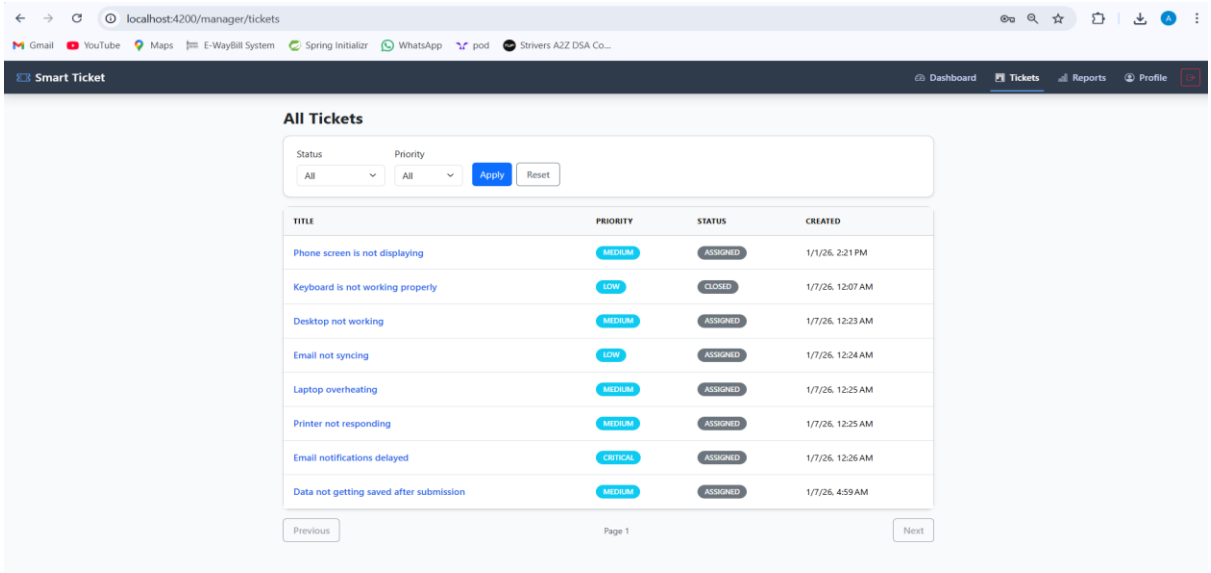

14)Agent profile with in app notifications



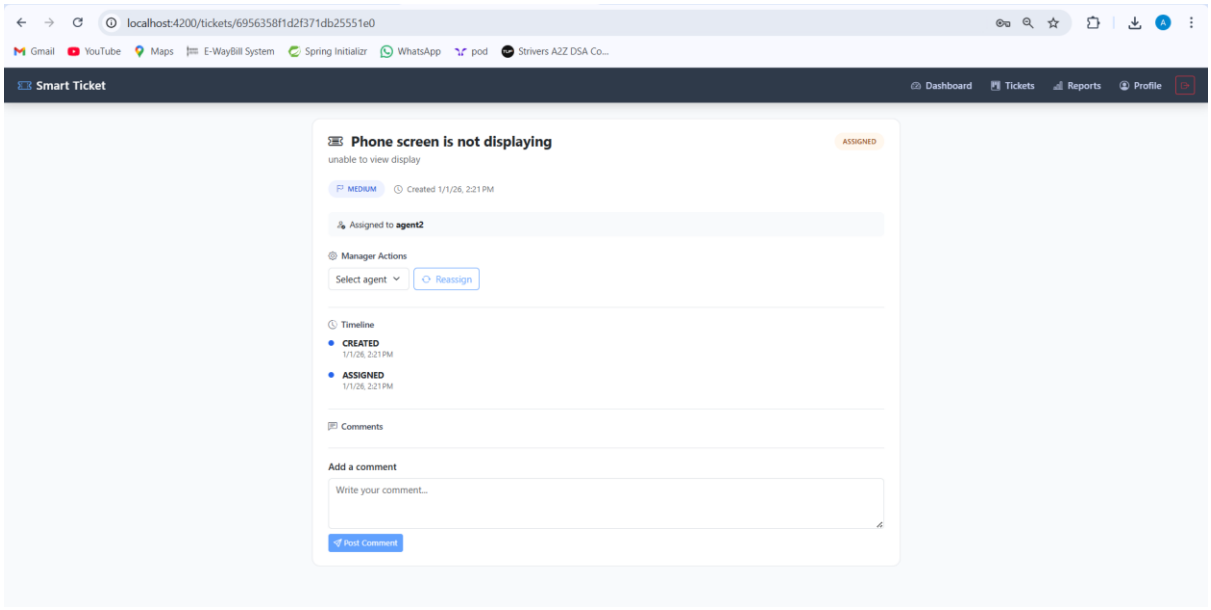
15)Manager Dashboard



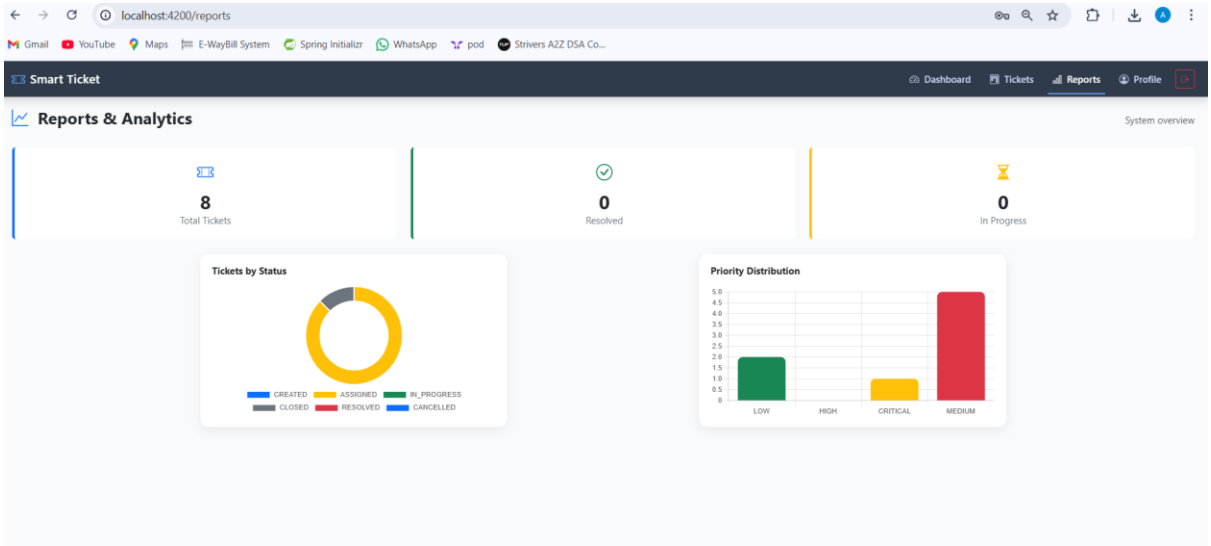

16)Manager (view all tickets)



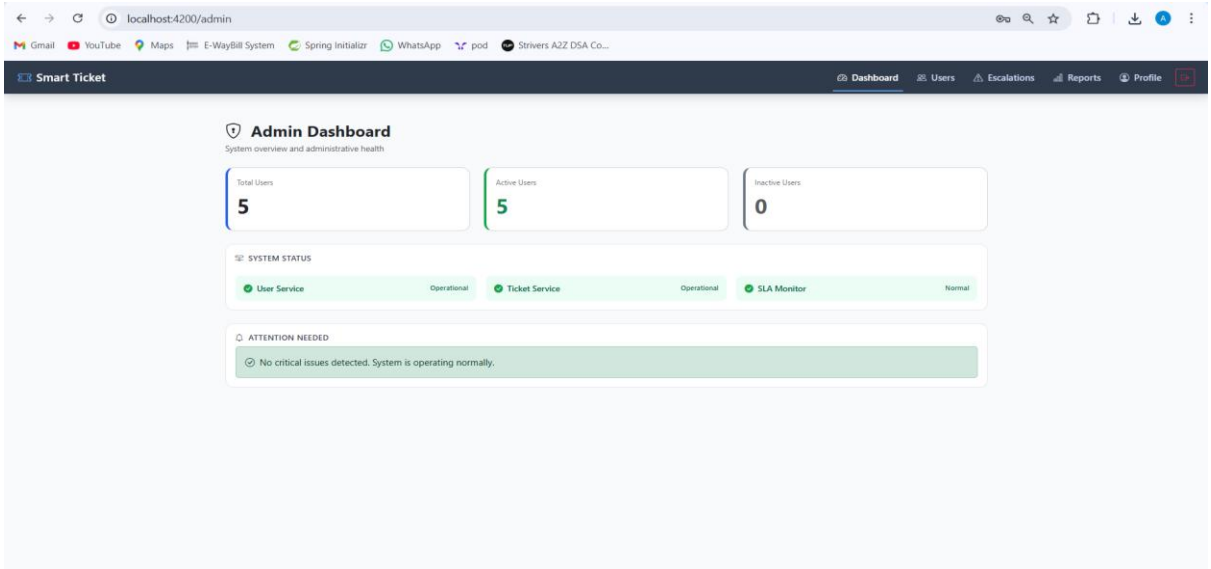
17)Manager actions(reassigning)



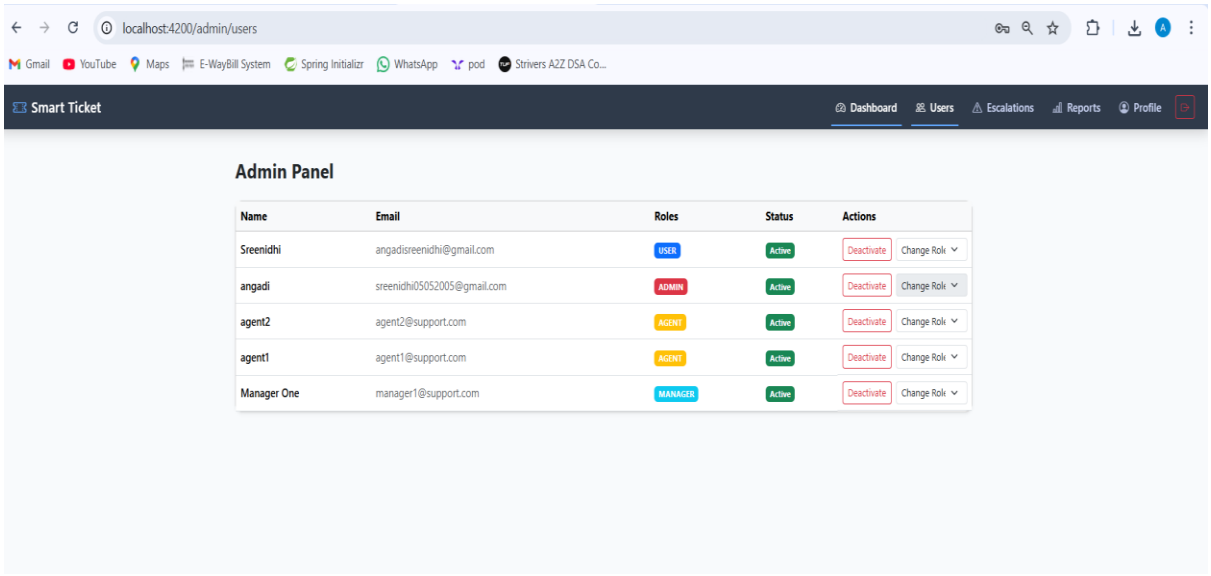

18)Reports and Analytics



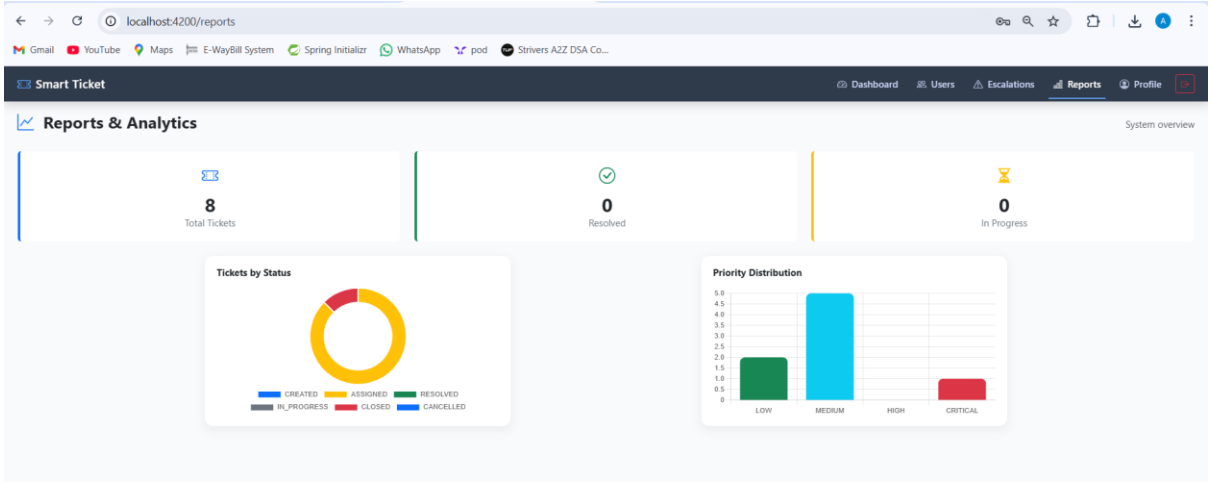

19)Admin Dashboard

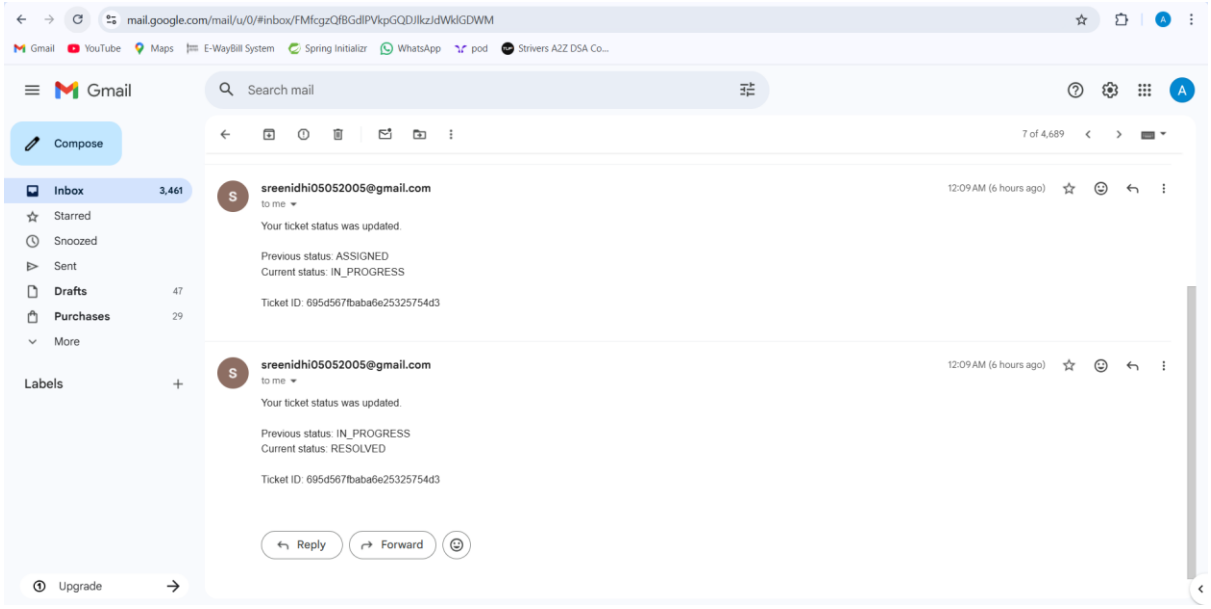


20)Admin panel




21)Reports and Analytics




22)Email Notifications