

## JACOCO REPORTS

### 1.Ticket Service

ticket-service												
Element	Missed Instructions	Cov.	Missed Branches	Cov.	Missed	Ctry	Missed	Lines	Missed	Methods	Missed	Classes
com.files.service.impl	83%	83%	51%	41	116	46	341	8	73	0	2	
com.files.model	79%	79%	100%	19	87	3	55	19	80	0	7	
com.files.messaging	84%	84%	44%	55	102	0	16	0	41	0	3	
com.files.history	86%	86%	42%	26	59	0	27	1	32	0	4	
com.files.dto	89%	89%	43%	21	45	0	13	0	22	0	8	
com.files.config	93%	93%	0%	4	17	7	53	2	15	0	3	
com.files.controller	86%	86%	n/a	2	18	2	18	2	18	0	1	
com.files.sla	87%	87%	100%	2	9	2	13	2	6	0	2	
com.files.reports	99%	99%	75%	1	23	0	36	0	21	0	5	
com.files.dashboard	100%	100%	n/a	0	8	0	51	0	8	0	3	
com.files.exception	100%	100%	n/a	0	8	0	27	0	8	0	2	
com.files	100%	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												
Element	Missed Instructions	Cov.	Missed Branches	Cov.	Missed	Ctry	Missed	Lines	Missed	Methods	Missed	Classes
com.files.config	80%	80%	n/a	2	10	6	25	2	10	0	1	
com.files	37%	37%	n/a	1	2	2	3	1	2	0	1	
com.files.service.impl	100%	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%	100%	n/a	0	7	0	15	0	7	0	3	
com.files.util	100%	100%	n/a	0	2	0	11	0	2	0	1	
com.files.model	100%	100%	n/a	0	1	0	5	0	1	0	1	
com.files.dto	100%	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												
Element	Missed Instructions	Cov.	Missed Branches	Cov.	Missed	Ctry	Missed	Lines	Missed	Methods	Missed	Classes
com.files.model	82%	82%	39%	66	133	0	26	2	69	0	5	
com.files.dto.request	83%	83%	43%	16	32	0	5	0	16	0	2	
com.files.service.impl	95%	95%	83%	4	29	3	112	3	26	0	3	
com.files.dto	92%	92%	66%	5	18	0	3	0	9	0	1	
com.files.controller	100%	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

The screenshot shows the Spring Eureka dashboard at localhost:8761. It displays the following sections:

- System Status:** Shows Environment (test), Data center (default), Current time (2026-01-05T21:49:01+0530), Uptime (00:05), Lease expiration enabled (true), Renews threshold (11), and Renews (last min) (12).
- DS Replicas:** Shows the number of instances registered with Eureka across various services.
- Instances currently registered with Eureka:** A table listing applications, AMIs, Availability Zones, and their current status (e.g., UP(1) - Sreenidhi.api-gateway:8765).
- General Info:** A table showing system metrics like total-available-memory (87mb).

## CONFIG SERVER

**ticket-config-repo** Public

**Code** Issues Pull requests Actions Projects Wiki Security Insights Settings

**About**  
No description, website, or topics provided.

**Releases**  
No releases published [Create a new release](#)

**Packages**  
No packages published [Publish your first package](#)

## SONAR QUBE

### 1)User Service

Sreenidhangadi > user-service > main Last analysis had a warning

**Summary** Issues Security Hotspots More

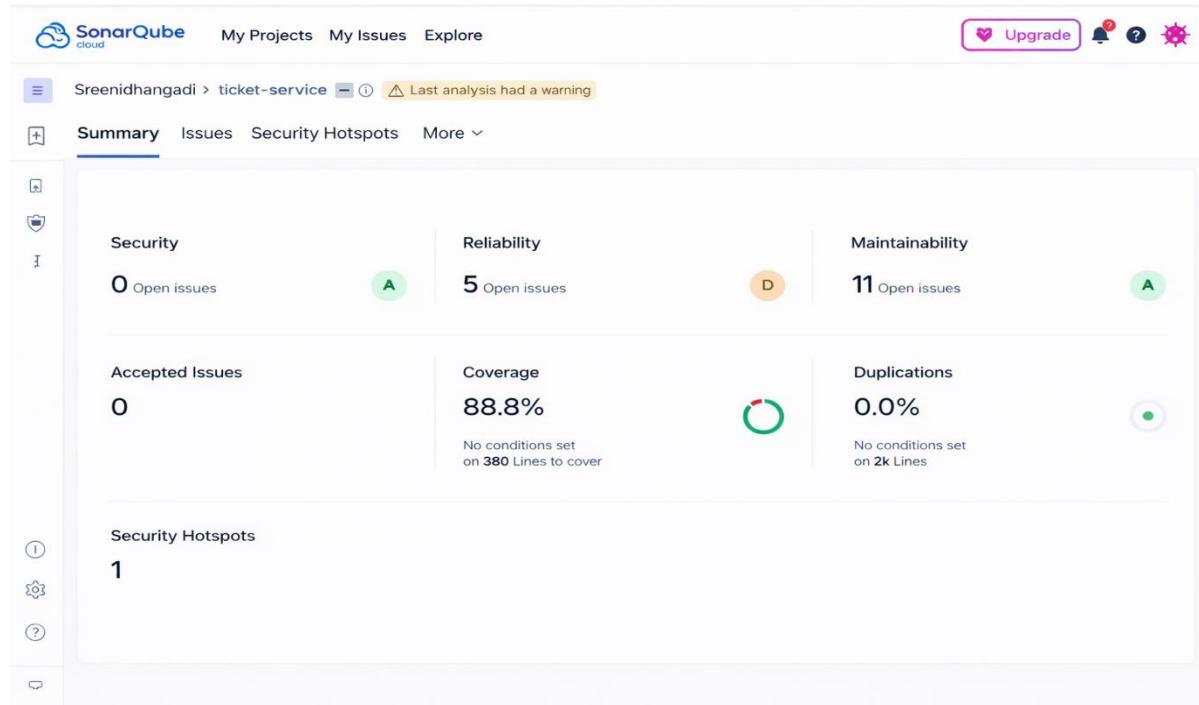
New Code Overall Code

Security	Reliability	Maintainability
0 Open issues	A	0 Open issues
0 Open issues	A	2 Open issues

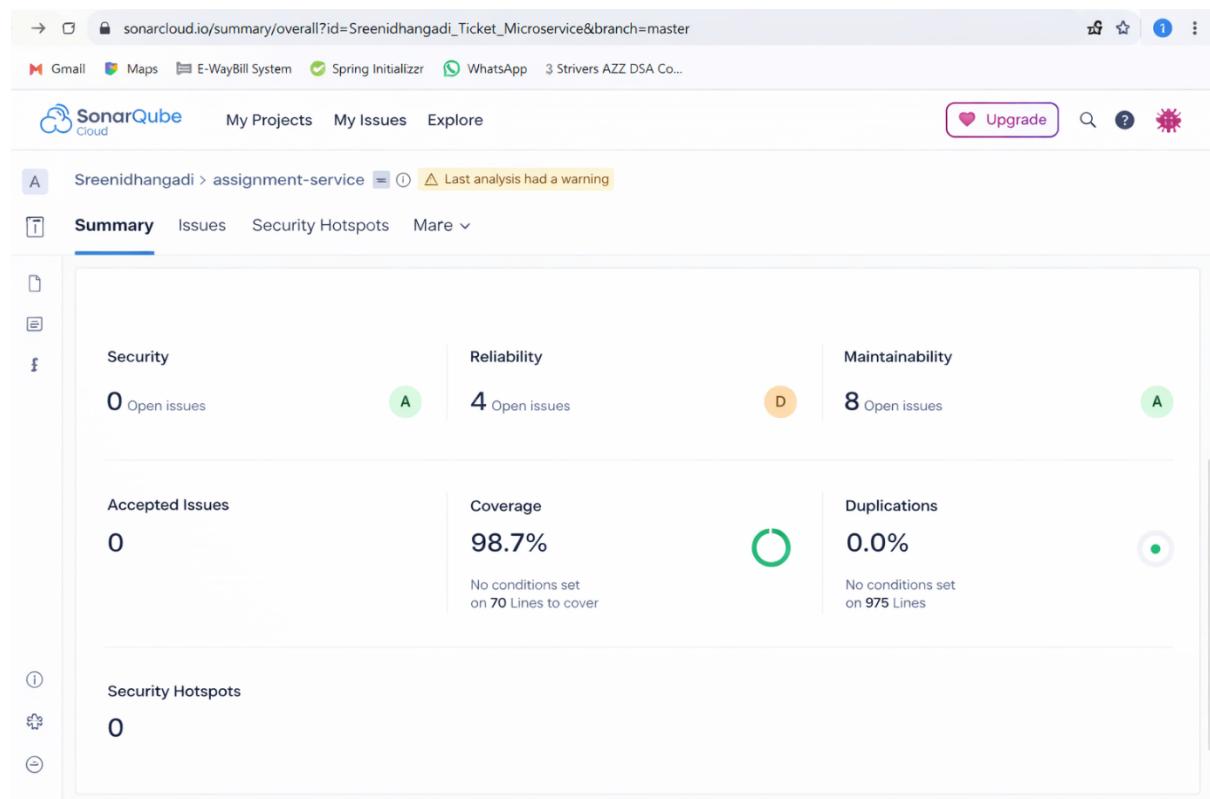
Accepted Issues	Coverage	Duplications
0	93.8%	0.0%
0	No conditions set on 120 Lines to cover	No conditions set on 810 Lines

Security Hotspots  
0

## 2)Ticket Service



## 3)Assignment service

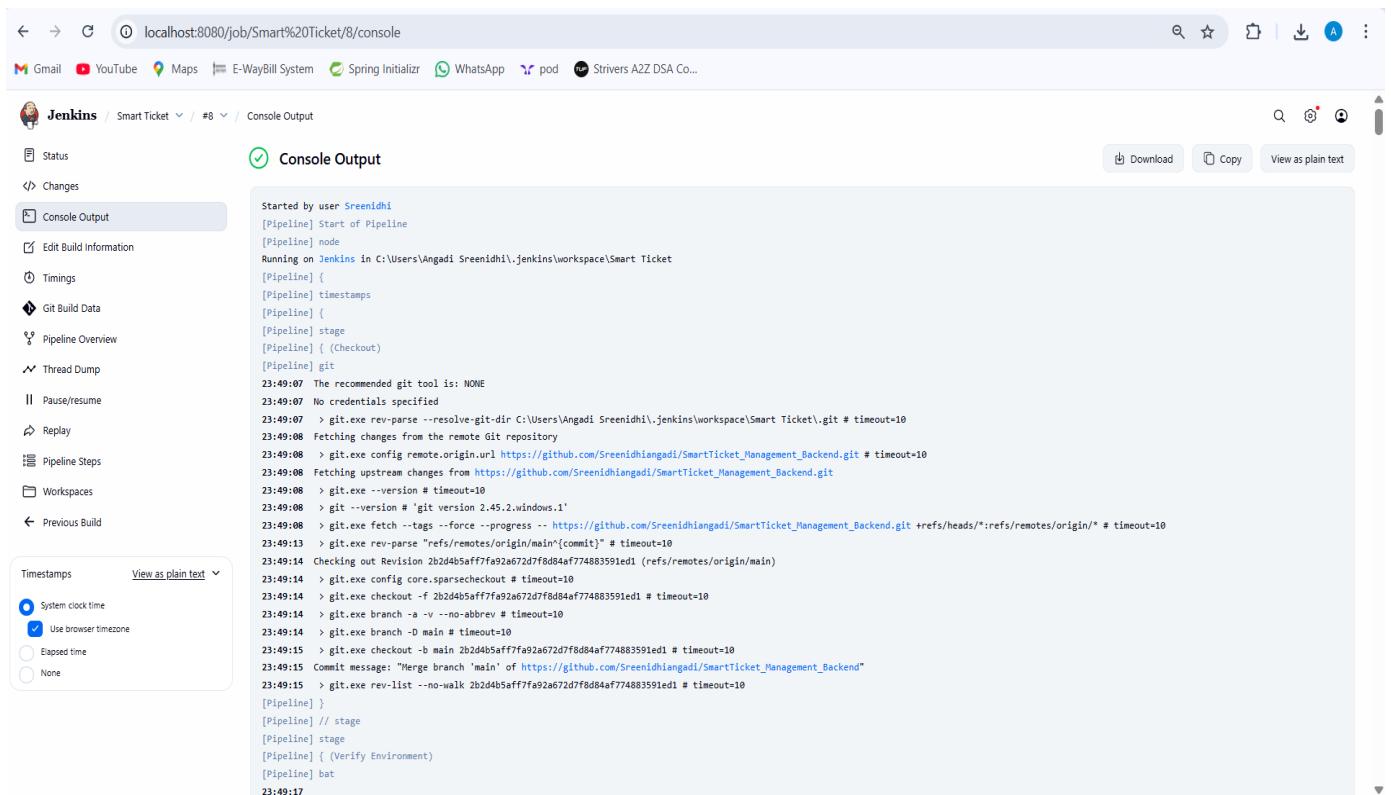


## CIRCUIT BREAKER



```
{  
    "circuitBreakers": [  
        {"notificationServiceCB": {  
            "failureRate": "+1.0%",  
            "slowCallRate": "+1.0%",  
            "failureRateThreshold": "50.0%",  
            "slowCallRateThreshold": "100.0%",  
            "openCalls": 0,  
            "failedCalls": 0,  
            "slowCalls": 0,  
            "slowFailedCalls": 0,  
            "notPermittedCalls": 0,  
            "state": "CLOSED"  
        }  
    ]  
}
```

## JENKINS



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 A2Z 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**

```

graph LR
    Start((Start)) --> Checkout((Checkout))
    Checkout --> VerifyEnv[Verify Environment]
    VerifyEnv --> BuildMS[Build Microservices]
    BuildMS --> DockerBuild[Docker Build Images]
    DockerBuild --> Deploy((Deploy))
    Deploy --> PostActions((Post Actions))
    PostActions --> End((End))

    subgraph BuildMS [Build Microservices]
        APIGateway[API Gateway]
        AssignmentService[Assignment Service]
        ConfiaServer[Confia Server]
        APIGateway --- AssignmentService
        AssignmentService --- ConfiaServer
    end
  
```

**Post Actions**

- 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 0.22s

Jenkins 2.528.3

## Docker Desktop

Ask Gordon BETA

**Containers** Give feedback

Container CPU usage 11.62% / 800% (8 CPUs available) Container memory usage 2.83GB / 3.62GB Show charts

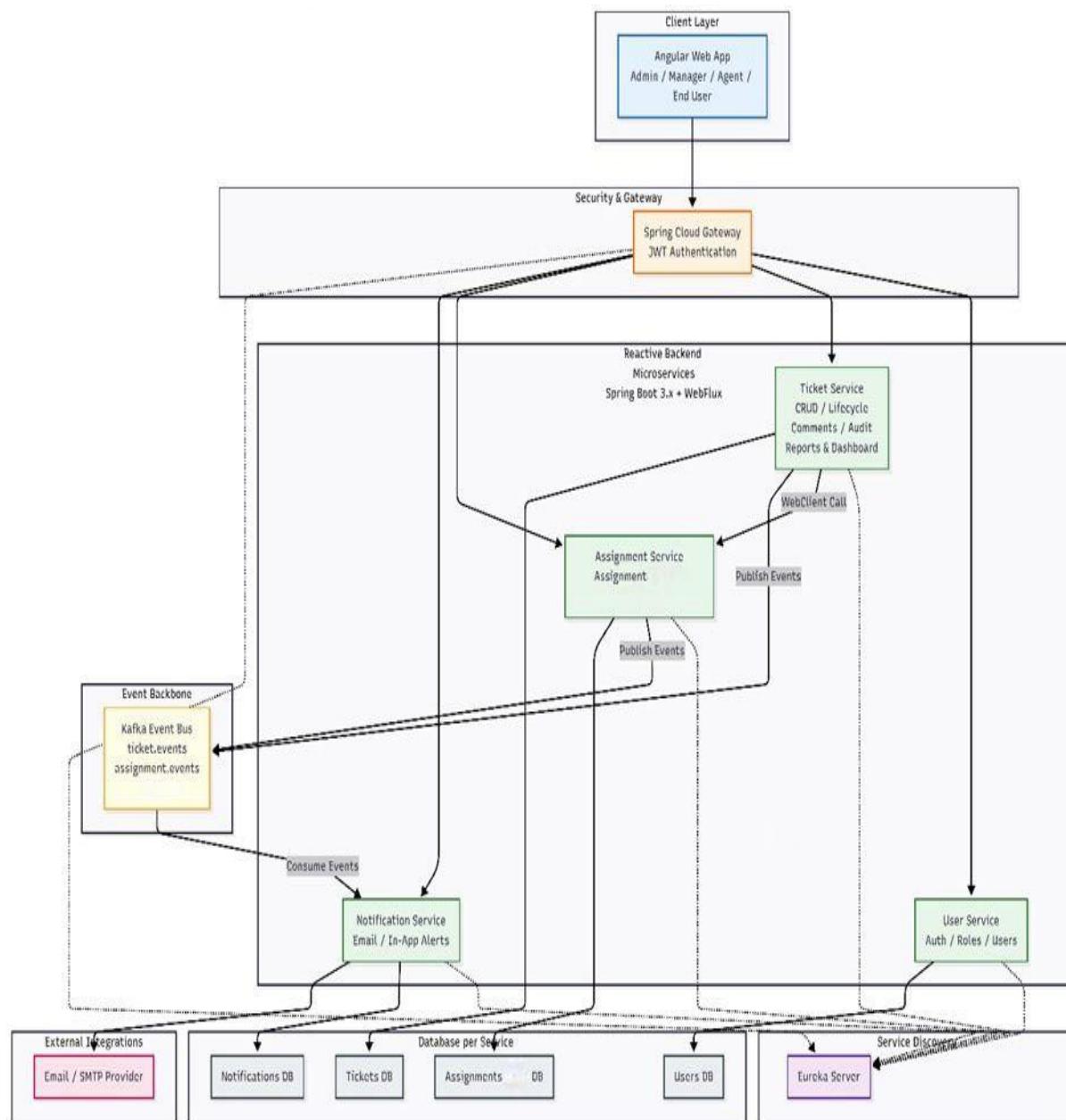
Search Only show running containers

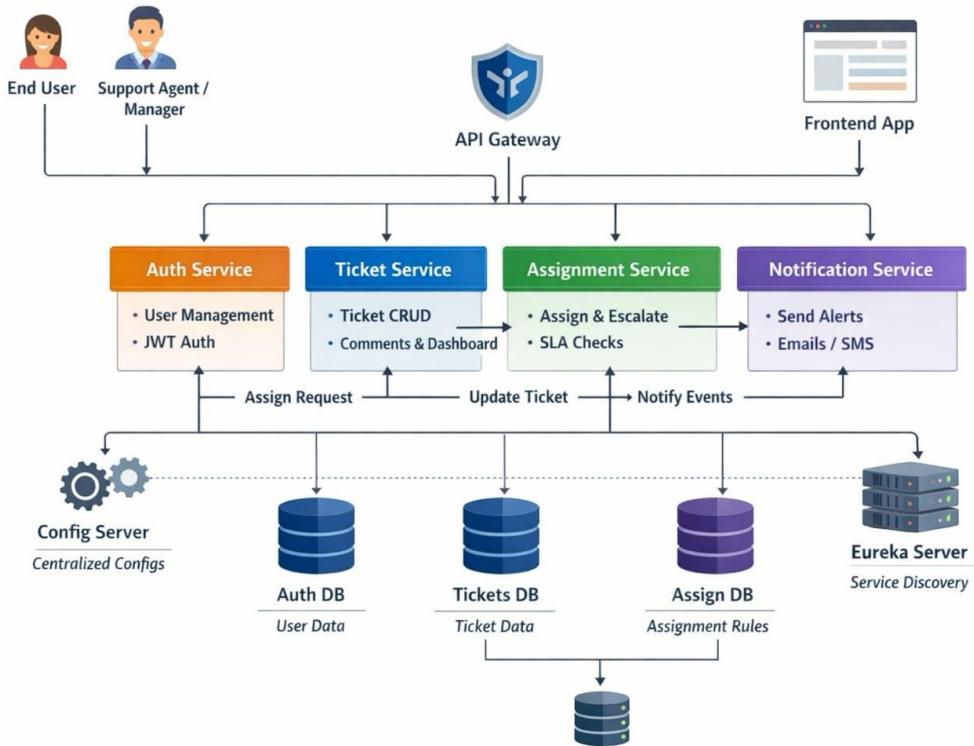
	Name	Container ID	Image	Port(s)	CPU (%)	Memory usage...	Memory (%)	Dis	Actions
<input type="checkbox"/>	backend	-	-	-	11.95%	2.83GB / 37.09Gi	76.21%	564	
<input type="checkbox"/>	config-server	56e65aab0d3	backend-cc	8888:8888	0.2%	299.5MB / 3.71Gi	7.89%	86.4	
<input type="checkbox"/>	mongodb	9b798e21220a	mongo:6		0.44%	82.66MB / 3.71Gi	2.18%	84.	
<input type="checkbox"/>	zookeeper	6f26ecd27da5	confluentinc		0.2%	111MB / 3.71GB	2.92%	69M	
<input type="checkbox"/>	kafka	3c6ea252b131	confluentinc	9092:9092	6.54%	371.7MB / 3.71Gi	9.79%	37.8	
<input type="checkbox"/>	eureka-server	1f69e098d7d9	backend-e	8761:8761	0.47%	312.3MB / 3.71Gi	8.22%	47.	
<input type="checkbox"/>	ticket-service	54f02c59ecb6	backend-tk		0.2%	344.5MB / 3.71Gi	9.07%	48.3	
<input type="checkbox"/>	notification-s	da60f76f1127	backend-nc		3.09%	379.2MB / 3.71Gi	9.98%	61.3	
<input type="checkbox"/>	api-gateway	12011dae80c1	backend-ap	8765:8765	0.17%	304.3MB / 3.71Gi	8.01%	42.3	
<input type="checkbox"/>	assignment-s	4df9e109029c	backend-as		0.47%	356MB / 3.71GB	9.37%	44.8	
<input type="checkbox"/>	user-service	4f24993fc9a2	backend-us		0.17%	333.6MB / 3.71Gi	8.78%	43.2	

Showing 11 items

Engine running RAM 3.52 GB CPU 4.88% Disk: 13.93 GB used (limit 1006.85 GB) Terminal Update available

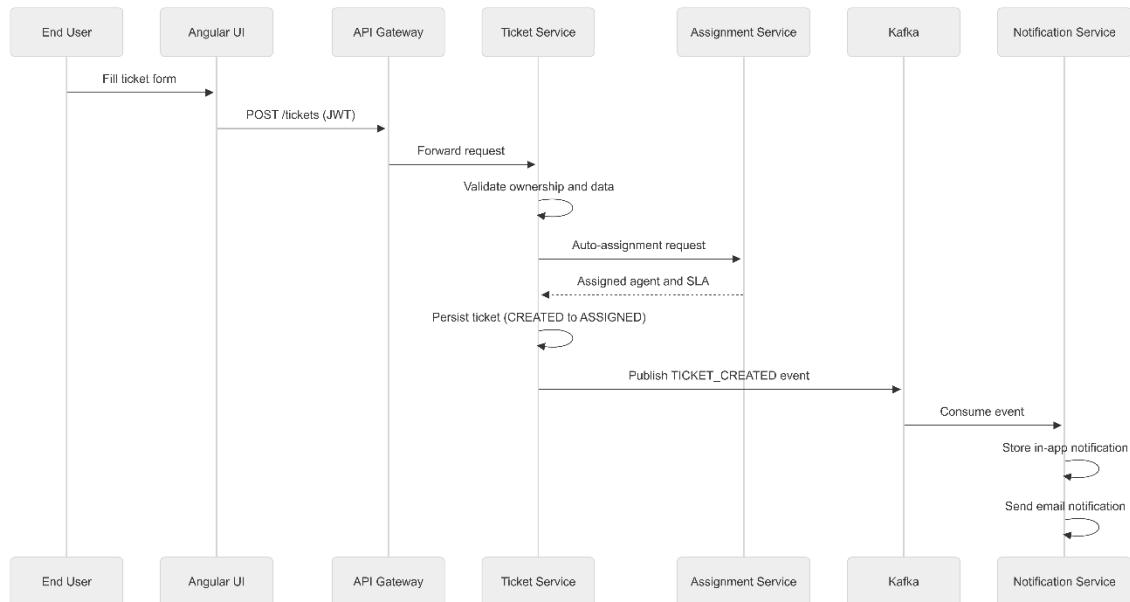
## Architecture Diagram



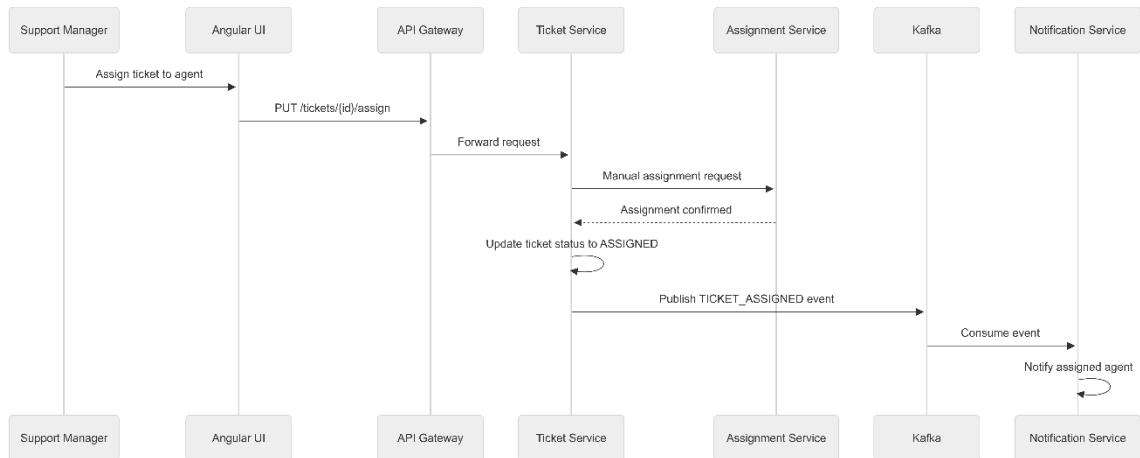


## SEQUENCE DIAGRAMS:

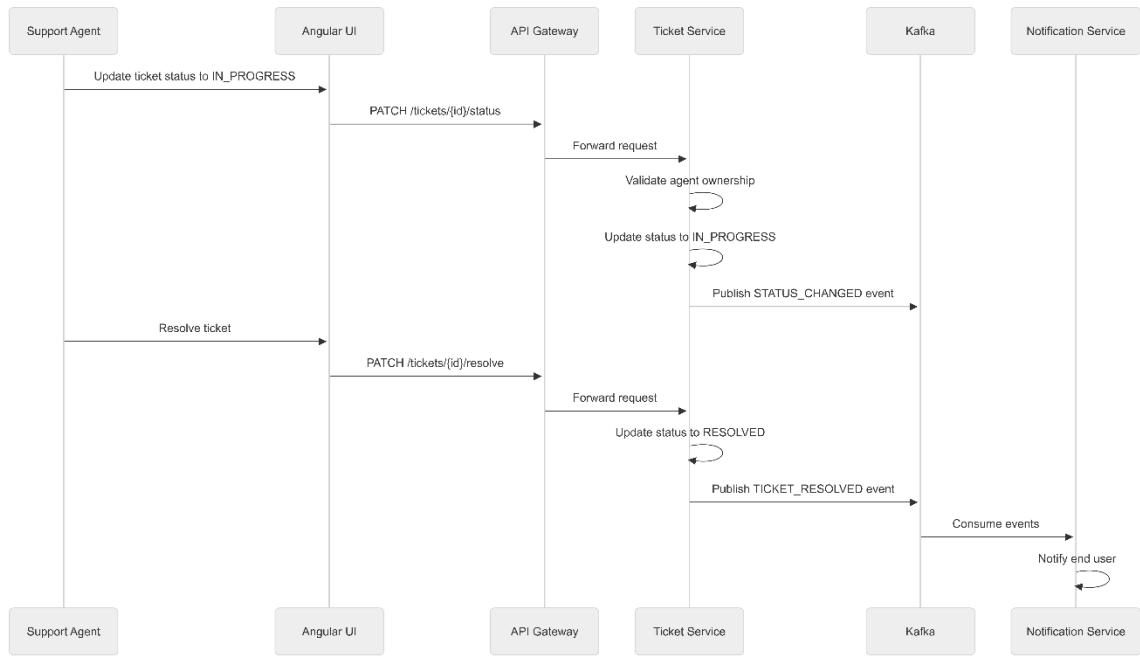
### 1) USER CREATES A TICKET



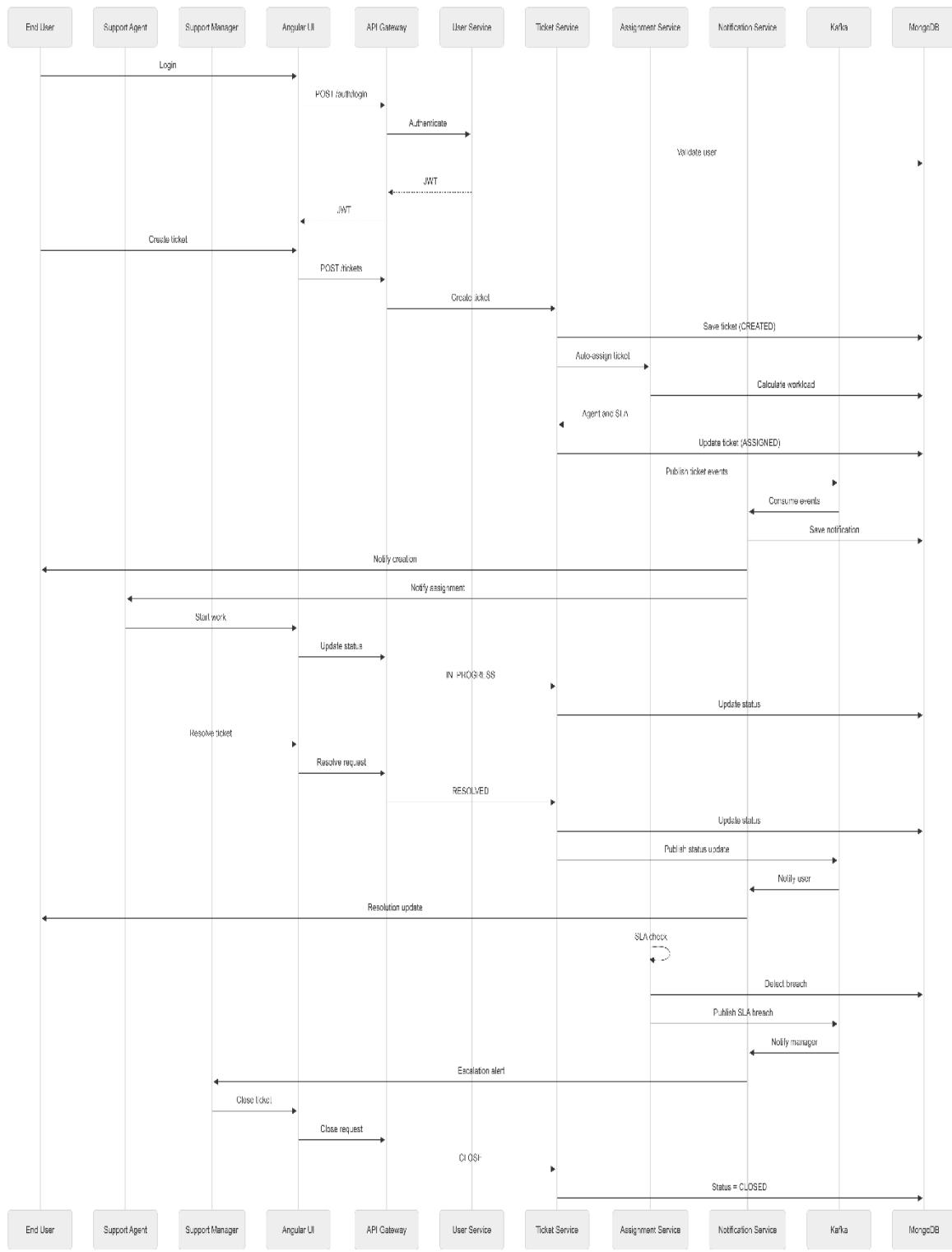
## 2) SUPPORT MANAGER MANUALLY ASSIGNS TICKET



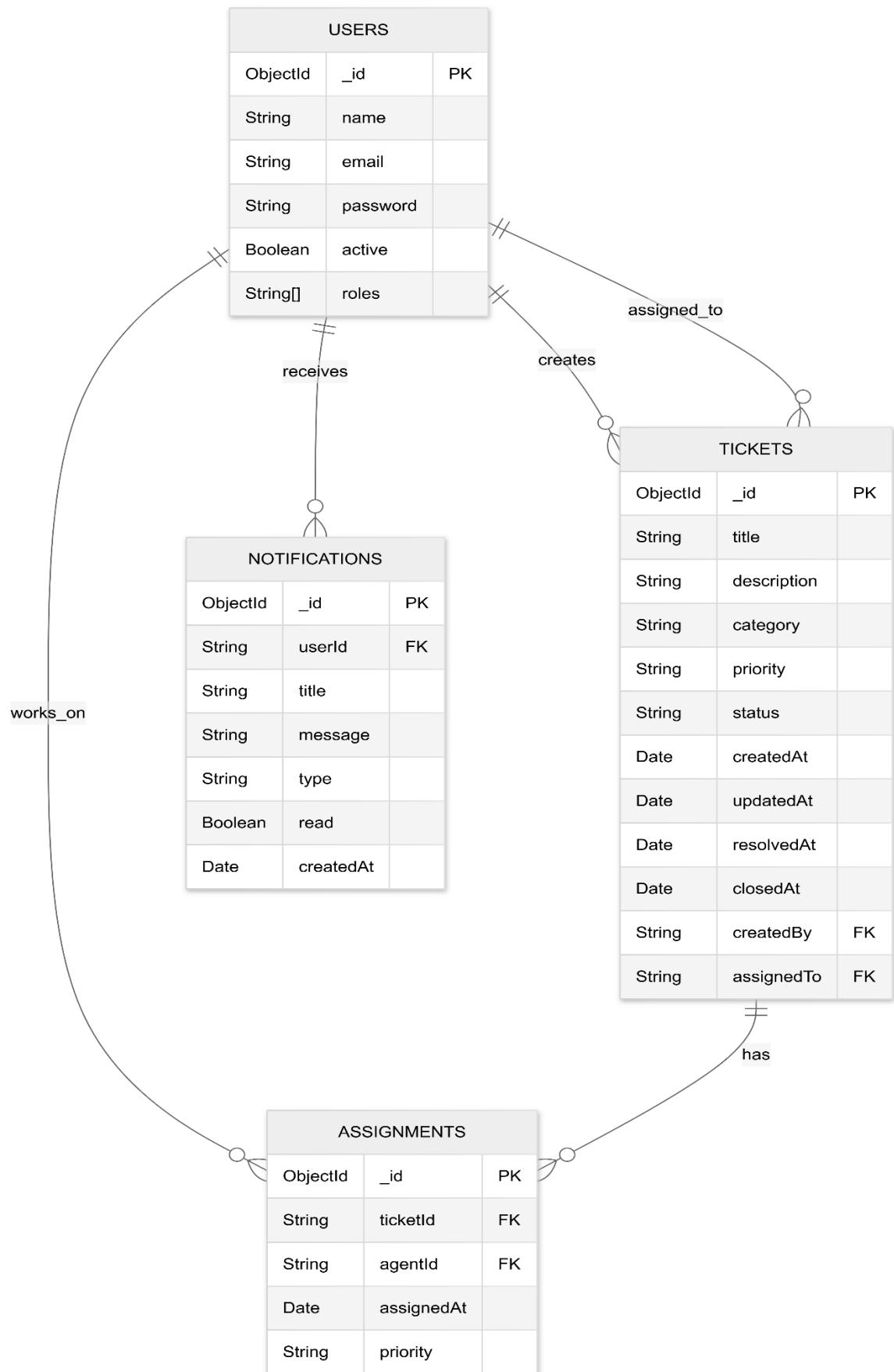
## 3) SUPPORT AGENT WORKS & RESOLVES TICKET



#### 4)Complete application:

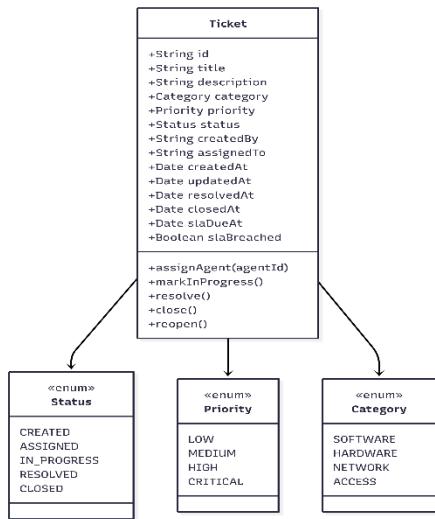


5) Complete db structure

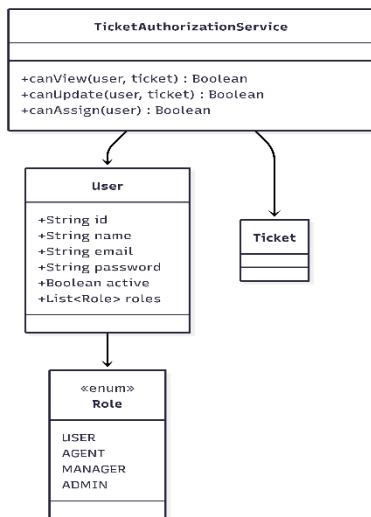


## CLASS DIAGRAMS

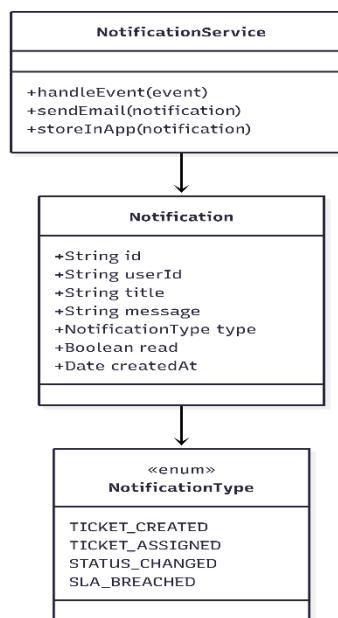
### 1)Ticket



### 2)User



### 3)Notification



## Implementation screenshots

### 1) User Register (Validations):

The screenshot shows a 'Create Account' form on a web browser. The URL is 'localhost:4200/register'. The form fields are:

- Name:** 'Your full name' (placeholder), 'Minimum 3 characters required' (error message).
- Email:** 'you@example.com' (placeholder), 'Valid email is required' (error message).
- Password:** 'Minimum 8 characters' (placeholder), 'Minimum 8 characters required' (error message).
- Confirm Password:** 'Re-enter password' (placeholder).

At the bottom, there is a 'Create Account' button and a link 'Already have an account? [Login](#)'.

### 2) User already exists:

The screenshot shows a 'Create Account' form on a web browser. The URL is 'localhost:4200/register'. The form fields are:

- Name:** 'Sreenidhi' (placeholder).
- Email:** 'angadisreenidhi@gmail.com' (placeholder).
- Password:** '\*\*\*\*\*' (placeholder).
- Confirm Password:** '\*\*\*\*\*' (placeholder).

A red error message box displays the text 'Email already exists' with a small circular icon. At the bottom, there is a 'Create Account' button and a link 'Already have an account? [Login](#)'.

### 3)Successful registration redirects to login:

The screenshot shows a web browser window with the URL `localhost:4200/register`. The page title is "Smart Ticket". The main content is a "Create Account" form with the following fields:

- Name: Sreenidhi
- Email: `angadisreenidhi@gmail.com`
- Password: `*****`
- Confirm Password: `*****`

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

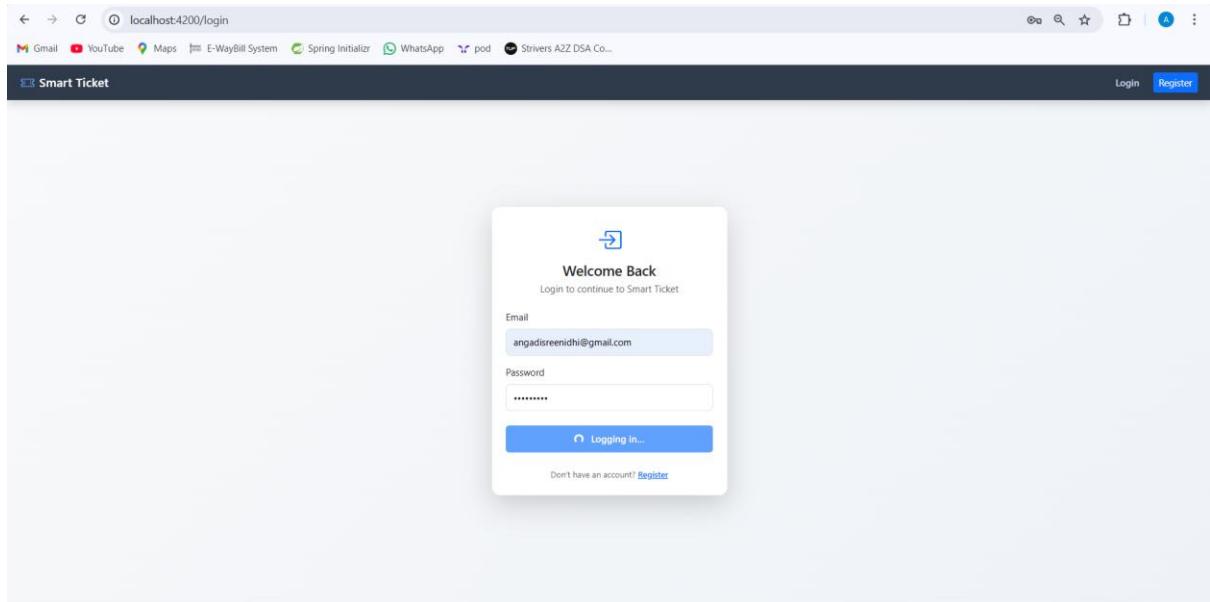
### 4)User login (Validations):

The screenshot shows a web browser window with the URL `localhost:4200/login`. The page title is "Smart Ticket". The main content is a "Welcome Back" login form with the following fields:

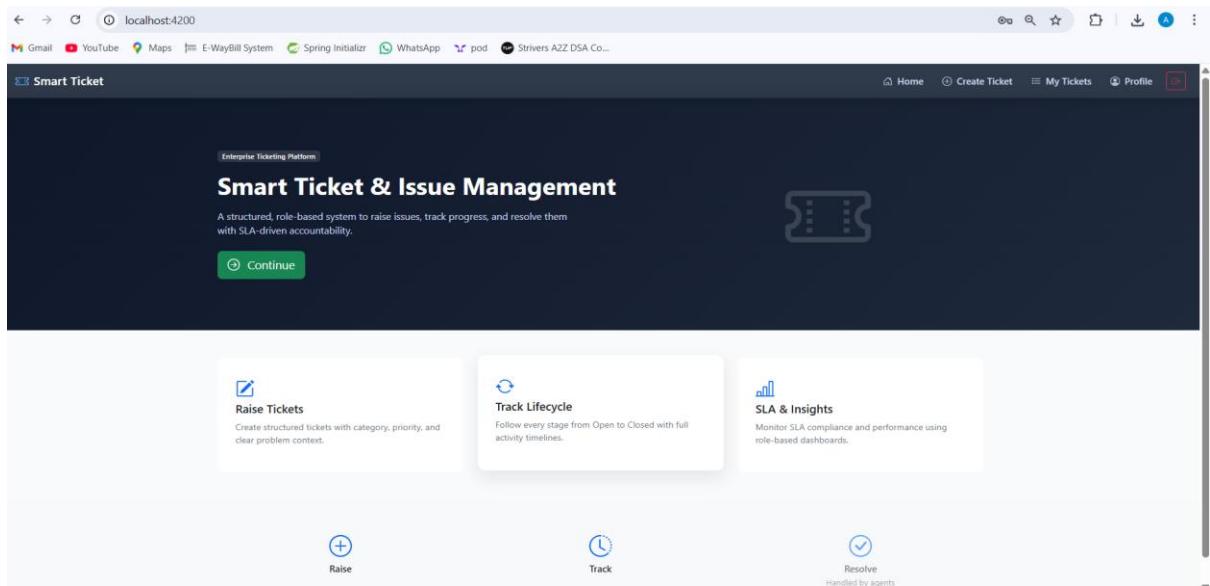
- Email: `mini` (Validation error: "Valid email is required")
- Password: `Enter password` (Validation error: "Password is required")

Below the form is a blue "Login" button. At the bottom of the form, there is a link "Don't have an account? [Register](#)".

## 5)successful login



## 6) Home Page



## 7) User raises an issue:

localhost:4200/tickets/create

Create Ticket

Title: Data not getting saved after submission

Description: 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: SOFTWARE

Priority: MEDIUM

Submitting...

## 8) Ticket details

localhost:4200/tickets/69563519c7def7b3d1ccca47

Data not getting saved after submission

ASSIGNED

MEDIUM Created 1/7/2024, 4:59 AM

Assigned to 69563519c7def7b3d1ccca47

Timeline

CREATED 1/7/2024, 4:59 AM

ASSIGNED 1/7/2024, 4:59 AM

Comments

Add a comment

Write your comment...

Post Comment

## 9)User Tickets

The screenshot shows a web browser window for the 'Smart Ticket' application at localhost:4200/tickets/my. The page title is 'My Tickets'. At the top, there are dropdown menus for 'Status' (set to 'All') and 'Priority' (set to 'All'), an 'Apply' button, and a 'Clear' button. Below this is a table with columns: TITLE, STATUS, PRIORITY, and CREATED. The table contains eight rows of ticket information:

TITLE	STATUS	PRIORITY	CREATED
Phone screen is not displaying unable to view display	ASSIGNED	MEDIUM	1/7/26, 2:21 PM
Keyboard is not working properly Keyboard is not working propety	CLOSED	LOW	1/7/26, 12:07 AM
Desktop not working Desktop is showing some issues	ASSIGNED	MEDIUM	1/7/26, 12:23 AM
Email not syncing Email is not getting synced	ASSIGNED	LOW	1/7/26, 12:24 AM
Laptop overheating Laptop is getting over heated when starting	ASSIGNED	MEDIUM	1/7/26, 12:25 AM
Printer not responding Printer is giving issues	ASSIGNED	MEDIUM	1/7/26, 12:25 AM
Email notifications delayed I am not getting email notifications	ASSIGNED	CRITICAL	1/7/26, 12:26 AM
Data not getting saved after submission 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	1/7/26, 12:26 AM

## 10)User Tickets with filtering

The screenshot shows a web browser window for the 'Smart Ticket' application at localhost:4200/tickets/my. The page title is 'My Tickets'. The 'Status' dropdown is set to 'Assigned' and the 'Priority' dropdown is set to 'Medium'. An 'Apply' button and a 'Clear' button are visible. Below this is a table with columns: TITLE, STATUS, PRIORITY, and CREATED. The table contains five rows of ticket information, matching the first five from the previous screenshot:

TITLE	STATUS	PRIORITY	CREATED
Phone screen is not displaying unable to view display	ASSIGNED	MEDIUM	1/7/26, 2:21 PM
Desktop not working Desktop is showing some issues	ASSIGNED	MEDIUM	1/7/26, 12:23 AM
Laptop overheating Laptop is getting over heated when starting	ASSIGNED	MEDIUM	1/7/26, 12:25 AM
Printer not responding Printer is giving issues	ASSIGNED	MEDIUM	1/7/26, 12:25 AM

## 11)Profile page

The screenshot shows a web browser window with the URL `localhost:4200/profile`. The page title is "Smart Ticket". The main content area displays a user profile card for "Sreenidhi" with the email `angadisreenidhi@gmail.com`. The profile card includes fields for Name (Sreenidhi), Email (angadisreenidhi@gmail.com), Role (USER), and Status (Active). Below the profile card, there is a section titled "View notifications" which shows a count of 8 notifications. A small icon indicates that there are unread notifications.

## 12)View in app notifications

This screenshot is identical to the one above, but the "View notifications" section is expanded, revealing three notification items. Each item is a card with a circular icon, a title "Ticket Created Successfully", and a detailed message about a newly created ticket. The first notification is for a ticket titled "Data not getting saved after submission" with ID `695d9acdb07da2c643581eb`. The second is for a ticket titled "Email notifications delayed" with ID `695d5af3a7fb67f78cb1b`. The third is for a ticket titled "Printer not responding" with ID `695d5ab1a7cab67f778cb1b`. Each notification card includes a timestamp: 1/7/26, 4:59 AM for the first, 1/7/26, 12:28 AM for the second, and 1/7/26, 12:28 AM for the third.

### 13)Agent Ticket Queue

localhost:4200/agent/queue

Smart Ticket

Queue Profile

My Ticket Queue

**Keyboard is not working properly**  
Keyboard is not working propely  
**LOW CLOSED**  
Created: 1/7/26, 12:07AM

**Email not syncing**  
Email is not getting synced  
**LOW ASSIGNED**  
Created: 1/7/26, 12:24AM

**Printer not responding**  
Printer is giving issues  
**MEDIUM ASSIGNED**  
Created: 1/7/26, 12:25AM

**Data not getting saved after submission**  
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.  
**MEDIUM ASSIGNED**  
Created: 1/7/26, 4:59AM

### 14)Agent profile with in app notifications

localhost:4200/profile

Smart Ticket

Queue Profile

agent1  
agent1@support.com

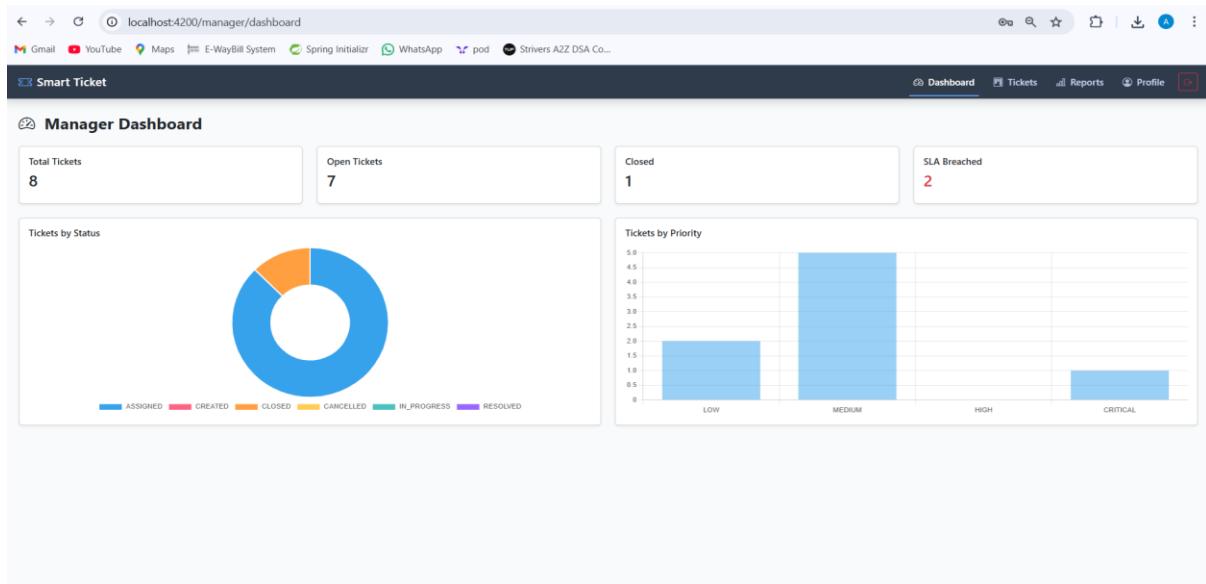
Name: agent1  
Email: agent1@support.com  
Role: AGENT  
Status: Active

New Ticket Assigned to You  
A new ticket has been assigned to you. Ticket ID: 695d5ab17acab677fc9ab8 Assigned at: 2026-01-06T22:29:36.801058307Z  
1/7/26, 4:59 AM

New Ticket Assigned to You  
A new ticket has been assigned to you. Ticket ID: 695d5ab17acab677fc9ab8 Assigned at: 2026-01-06T18:55:45.53646434Z  
1/7/26, 12:25 AM

New Ticket Assigned to You  
A new ticket has been assigned to you. Ticket ID: 695d5ab17acab677fc9ab8 Assigned at: 2026-01-

## 15)Manager Dashboard



## 16)Manager (view all tickets)

All Tickets

STATUS	PRIORITY	STATUS	CREATED
All	All	Apply	Reset
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

Previous | Page 1 | Next

## 17)Manager actions(reassigning)

The screenshot shows a ticket detail page for a ticket titled "Phone screen is not displaying". The ticket is categorized as "ASSIGNED" and has a priority of "MEDIUM". It was created on 1/1/26, 2:21PM. The ticket is assigned to "agent2". There is a "Reassign" button. The timeline shows two events: "CREATED" on 1/1/26, 2:21PM and "ASSIGNED" on 1/1/26, 2:21PM. A comments section is present with a placeholder "Add a comment" and a "Post Comment" button.

## 18)Reports and Analytics

The screenshot shows the "Reports & Analytics" dashboard. It displays three main metrics: "Total Tickets" (8), "Resolved" (0), and "In Progress" (0). Below these are two charts: "Tickets by Status" (a donut chart showing the distribution of ticket statuses: CREATED, ASSIGNED, IN\_PROGRESS, RESOLVED, CLOSED, and CANCELLED) and "Priority Distribution" (a bar chart showing the distribution of ticket priorities: LOW, HIGH, CRITICAL, and MEDIUM).

## 19)Admin Dashboard

The screenshot shows the "Admin Dashboard". It displays three main metrics: "Total Users" (5), "Active Users" (5), and "Inactive Users" (0). Below these are sections for "SYSTEM STATUS" (User Service: Operational, Ticket Service: Operational, SLA Monitor: Normal) and "ATTENTION NEEDED" (No critical issues detected, System is operating normally).

## 20)Admin panel

The screenshot shows the Admin Panel interface. At the top, there's a navigation bar with links for Dashboard, Users, Escalations, Reports, and Profile. Below that is a sub-navigation bar for Smart Ticket with links for Dashboard, Users, Escalations, Reports, and Profile. The main content area is titled "Admin Panel" and contains a table listing five users:

Name	Email	Roles	Status	Actions
Sreenidhi	angadisreenidhi@gmail.com	USER	Active	<button>Deactivate</button> <button>Change Role</button>
angadi	sreenidhi0502005@gmail.com	ADMIN	Active	<button>Deactivate</button> <button>Change Role</button>
agent2	agent2@support.com	AGENT	Active	<button>Deactivate</button> <button>Change Role</button>
agent1	agent1@support.com	AGENT	Active	<button>Deactivate</button> <button>Change Role</button>
Manager One	manager1@support.com	MANAGER	Active	<button>Deactivate</button> <button>Change Role</button>

## 21)Reports and Analytics

The screenshot shows the Reports & Analytics dashboard. At the top, there are three summary cards: "Total Tickets" (8), "Resolved" (0), and "In Progress" (0). Below these are two charts: "Tickets by Status" (a donut chart showing the distribution of ticket statuses: Created, Assigned, Resolved, In Progress, Closed, Cancelled) and "Priority Distribution" (a bar chart showing the distribution of ticket priorities: Low, Medium, High, Critical).

## 22)Email Notifications

The screenshot shows the Gmail inbox. The left sidebar includes sections for Inbox (3,461), Starred, Snoozed, Sent, Drafts (47), Purchases (29), and More. Labels are listed below. Two notifications from "sreenidhi0502005@gmail.com" are visible:

- The first notification, dated 12:09 AM (6 hours ago), states: "Your ticket status was updated. Previous status: ASSIGNED Current status: IN\_PROGRESS Ticket ID: 695d567fbaba6e25325754d3".
- The second notification, also dated 12:09 AM (6 hours ago), states: "Your ticket status was updated. Previous status: IN\_PROGRESS Current status: RESOLVED Ticket ID: 695d567fbaba6e25325754d3".

At the bottom, there are buttons for Reply, Forward, and a smiley face icon.