Project Name: I.T Support Ticketing System

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# Customer Dashboard (Wireframe)

## Ticket Submission Form

* **Header**: "Submit a New Ticket"
* **Form Fields**:
  + **Issue Type (Dropdown)**: Select issue type (e.g., Network, Software, Hardware).
  + **Title (Input Field)**: Short title of the issue.
  + **Description (Textarea)**: Detailed description of the issue.
  + **Priority (Dropdown)**: Choose priority (Low, Medium, High).
  + **Attachment (File Upload)**: Upload screenshots or documents.
* **Buttons**:
  + **Submit (Button):** Submit the ticket.
  + **Cancel (Button):** Clear form or navigate back to the dashboard.
* **Confirmation:** A success message appears after submission ("Your ticket has been submitted").

## Ticket Status View

* **Header**: "My Tickets"
* **Table View:**
  + **Columns:** Ticket ID, Title, Status, Priority, Last Updated.
  + **Rows:** Displays the list of submitted tickets.
  + Each row has a clickable link to view ticket details.

## Ticket Detail Page

* **Ticket Info**:
  + Display ticket details (Issue type, title, description, priority, status).
* **Comments Section:**
  + List of comments from both the customer and IT admin.
  + **Add Comment Field:** Input for customers to add comments or updates to the ticket.
* **Buttons:**
  + **Add Comment (Button):** Post a new comment.

# IT Admin Dashboard (Wireframe)

## Ticket Management Overview

* **Header**: "Manage Tricks"
* **Filters (Dropdowns/Checkboxes):**
  + Filter by status (Open, In Progress, Resolved).
  + Filter by priority (Low, Medium, High).
* **Table View:**
  + **Columns:** Ticket ID, Customer Name, Issue Title, Priority, Status, Assigned Admin.
  + **Rows:** Displays a list of tickets with the option to click and view details.

## Ticket Detail Page (IT Admin)

* **Ticket Info**:
  + Display full ticket details (Issue type, description, priority).
* **Assign Ticket (Dropdown):**
  + Option to assign or reassign the ticket to another admin.
* **Update Ticket Status (Dropdown)**
  + Change ticket status (Open, In Progress, Resolved).
* **Comments Section:**
  + Add a comment or response to the customer.
  + **Comments History**: Shows a list of all past comments.
* **Buttons:**
  + **Save Status (Button)**: Update the ticket’s status.
  + **Add Comment (Button)**: Add a response or update to the customer.

# Login Page (Wireframe)

## Login Form

* **Header**: "Login to IT Support"
* **Form Fields:**
  + **Email (Input Field)**: User’s email address.
  + **Password (Input Field)**: User’s password.
* **Buttons:**
  + **Login (Button):** Log into the system.
  + **Forgot Password (Link)**: Navigate to the password recovery page.
* **Errors:** Display error messages for incorrect login credentials.

# Real-Time Notifications (UX Flow)

## Flow for Real-Time Updates

* **Trigger**: A ticket status change or a new comment from the IT admin.
* **Customer Side:**
  + A real-time pop-up notification shows on the Customer Dashboard when the IT admin updates the ticket or adds a comment (e.g., "Your ticket status has been updated to 'In Progress'").
  + The "My Tickets" view is updated with the latest status without needing a page refresh.
* **IT Admin Side:**
  + When a new ticket is submitted or updated by a customer, a real-time notification appears (e.g., "New ticket submitted by John Doe").

# Mobile Responsiveness (Wireframe Overview)

## Mobile Version

* All pages should be responsive, displaying a simplified layout on smaller screens.
* Navigation is placed within a collapsible menu.
* Forms, tables, and buttons are optimized for mobile usage (larger touch targets, collapsible/scrollable tables).

# User Flows (UX Flow)

## Customer Flow for Submitting a Ticket

1. **Login Page** → 2. **Customer Dashboard** → 3. **Submit Ticket Form** → 4. **Ticket Submitted Confirmation**

## IT Admin Flow for Resolving a Ticket

1. **Login Page → 2. IT Admin Dashboard → 3. View Ticket Details → 4. Update Status/Assign Ticket → 5. Add Resolution Comment → 6. Ticket Resolved Notification**