

Screenshots

Admin Create User

localhost:4202/create

ABC Telecom Ltd. Home Tickets Users Logout admin

localhost:4202 says
Customer created successfully! Customer ID: 16

New user

Full Name*
Customer117

phone*
9524894380

email*
customer117@abc.com

password*

Role*
Customer

Address*
2/174 Perumalapalli

Zipcode*
835103

Service Type*
landline x phone x fiber optic x

Submit Cancel

Admin create user success

localhost:4202/create

ABC Telecom Ltd. Home Tickets Users Logout admin

localhost:4202 says
Engineer created successfully! Engineer ID: 16

New user

Full Name*
Engineer7

phone*
9524894380

email*
Engineer7@abc.com

password*

Role*
Engineer

Zipcode*
635103

Service Type*
landline x phone x fiber optic x

Submit Cancel

Admin delete user

localhost:4202/users/customer

ABC Telecom Ltd. Home Tickets Users Logout

localhost:4202 says
User 16 has been deleted successfully

admin

User Id	Customer Id	Full Name						Pincode	Actions
12	5	Vikram Chandrareddy	gibbi@nag.com	customer	2/174 Perumalapalli	phone		435105	Edit Delete
13	6	Komuram Bhim	bhim@komuram.com	customer	Berigai	phone,landline		635103	Edit Delete
31	10	Customer1	customer1@abc.com	customer	ABC	fiber optic,phone		435105	Edit Delete
32	11	Customer2	customer2@abc.com	customer	ABC2	fiber optic		535106	Edit Delete
33	12	Customer3	customer3@abc.com	customer	ABC3	fiber optic,phone		535107	Edit Delete
35	14	Santhosh R	customer@abc.com	customer	2/174 Preumalapalli	fiber optic		635105	Edit Delete
36	15	Customer A	customer.a@abc.com	customer	Hosur	fiber optic,phone,landline		635103	Edit Delete
40	16	Cutomer117	cutomer1117@abc.com	customer	2/174 Perumalapalli	fiber optic,phone,landline		835103	Edit Delete

Admin edit user

localhost:4202/editUser/5/manager

ABC Telecom Ltd. Home Tickets Users Logout

admin

Edit User

Full Name*

phone*

email*

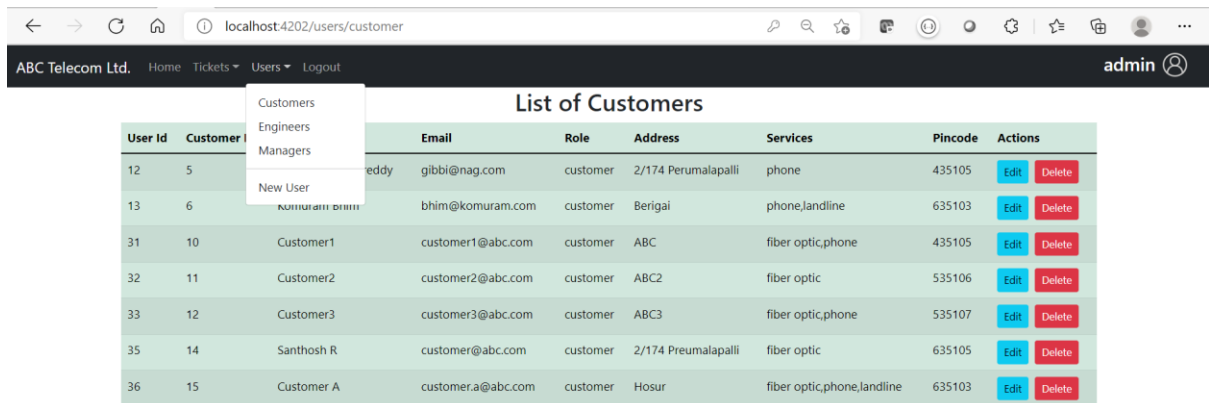
password*

Role*

Zipcodes Assigned*

[Submit](#) [Cancel](#)

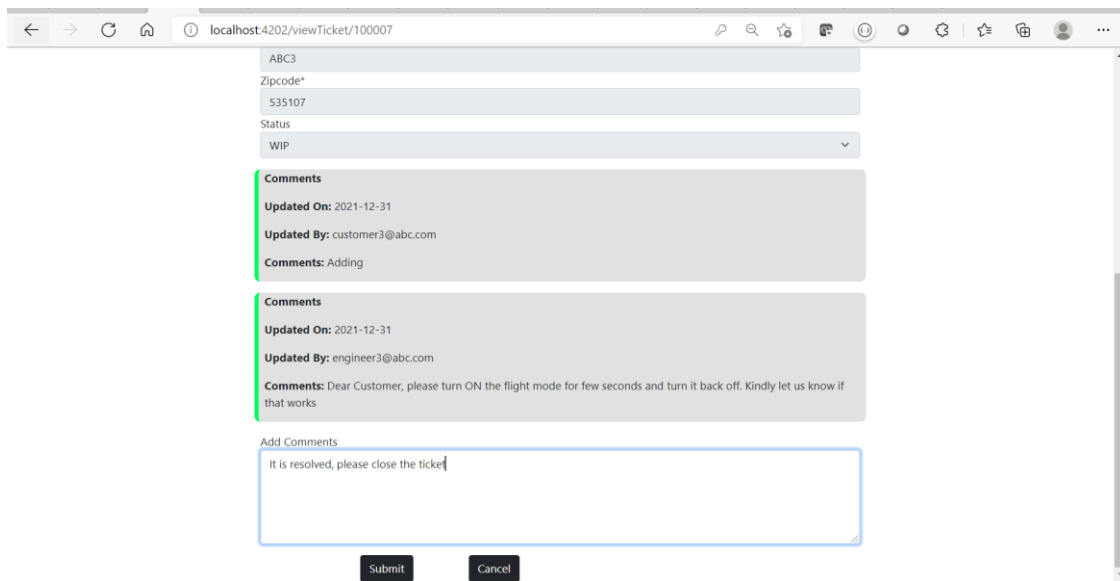
Admin list users



The screenshot shows a web application interface for 'ABC Telecom Ltd.' with a navigation bar containing 'Home', 'Tickets', 'Users', and 'Logout'. The user 'admin' is logged in. A dropdown menu is open under 'Users', showing options: 'Customers', 'Engineers', 'Managers', and 'New User'. The main content area is titled 'List of Customers' and displays a table with customer details.

User Id	Customer	Email	Role	Address	Services	Pincode	Actions
12	5	reddy gibbi@nag.com	customer	2/174 Perumalapalli	phone	435105	Edit Delete
13	6	KOMURAM BHIM	customer	Berigai	phone,landline	635103	Edit Delete
31	10	Customer1	customer	ABC	fiber optic,phone	435105	Edit Delete
32	11	Customer2	customer	ABC2	fiber optic	535106	Edit Delete
33	12	Customer3	customer	ABC3	fiber optic,phone	535107	Edit Delete
35	14	Santhosh R	customer	2/174 Preumalapalli	fiber optic	635105	Edit Delete
36	15	Customer A	customer	Hosur	fiber optic,phone,landline	635103	Edit Delete

Customer add comments



The screenshot shows a web application interface for 'ABC Telecom Ltd.' with a navigation bar containing 'Home', 'Tickets', 'Users', and 'Logout'. The user 'admin' is logged in. The main content area is titled 'viewTicket/100007' and displays a form for adding comments to a ticket. The form includes fields for 'ABC3', 'Zipcode*', '535107', 'Status', and 'WIP'. Below these fields, there are two sections for 'Comments'. The first section shows a comment added by 'customer3@abc.com' on '2021-12-31' with the text 'Adding'. The second section shows a comment added by 'engineer3@abc.com' on '2021-12-31' with the text 'Dear Customer, please turn ON the flight mode for few seconds and turn it back off. Kindly let us know if that works'. At the bottom, there is a text area for 'Add Comments' with the text 'It is resolved, please close the ticket' and buttons for 'Submit' and 'Cancel'.

ABC3

Zipcode*

535107

Status

WIP

Comments

Updated On: 2021-12-31

Updated By: customer3@abc.com

Comments: Adding

Comments

Updated On: 2021-12-31

Updated By: engineer3@abc.com

Comments: Dear Customer, please turn ON the flight mode for few seconds and turn it back off. Kindly let us know if that works

Add Comments

It is resolved, please close the ticket

Submit Cancel

Customer check comments

localhost:4202/viewTicket/100007

Detailed Description*

No signal so can't make calls

Address*

ABC3

Zipcode*

535107

Status

WIP

Comments

Updated On: 2021-12-31

Updated By: customer3@abc.com

Comments: Adding

Comments

Updated On: 2021-12-31

Updated By: engineer3@abc.com

Comments: Dear Customer, please turn ON the flight mode for few seconds and turn it back off. Kindly let us know if that works

Add Comments

Submit Cancel

Customer create ticket

localhost:4202/ticket

ABC Telecom Ltd. Home Tickets Logout Customer3

New Complaint

Full Name*

Customer3

Mobile*

2356789012

Service Type*

phone

Issue Type*

Other

Detailed Description*

Sim card lost

Address*

ABC3

Zipcode*

535107

Submit Cancel

localhost:4202 says

Your ticket has been submitted! Ticket number: 100011

OK

Customer feedback form

ABC Telecom Ltd. Home Tickets Logout

Customer3

Feedback - Ticket# 100010

Rating

3

Comments

Submit

Customer see tickets

ABC Telecom Ltd. Home Tickets Logout

Customer3

List of Tickets

Customer Id	ticket Id	Customer Name	Service Type	Issue type	Address	Pincode	Status	Assigned to	Actions
12	100007	Customer3	phone	Cannot make/receive calls	ABC3	535107	WIP	Engineer3	View
12	100008	Customer3	phone	Cannot make calls	ABC3	535107	RAISED	-	View
12	100010	Customer3	fiber optic	other	ABC3	535107	ESCALATED	Engineer3	View



Customer ticket acknowledge

localhost:4202/ticket

ABC Telecom Ltd. Home Tickets About Customer3

localhost:4202 says
Your ticket has been submitted! Ticket number: 100010

New Complaint

Full Name*
Customer3

Mobile*
2356789012

Service Type*
fiber optic

Issue Type*
Other

Detailed Description*
Internet too slow

Address*
ABC3

Zipcode*
535107

Submit Cancel

Engineer update status

localhost:4202/viewTicket/100010

ABC Telecom Ltd. Home Tickets About Engineer3

Ticket# 100010

Full Name*
Customer3

Mobile*
2356789012

Service Type*
fiber optic

Issue Type*
Other

Detailed Description*
Internet too slow

Address*
ABC3

Zipcode*
535107

Status
ESCALATED

Updated By
engineer1@abc.com

Comments: Escalated due to router dispend

Engineer view feedback

The screenshot shows a web browser window with the address bar displaying "localhost:4202/viewTicket/100007". The browser's top navigation bar includes "ABC Telecom Ltd.", "Home", "Tickets", "Users", and "Logout". On the right side of the header, there is a user profile icon labeled "Engineer3" and a "Sign in" button.

The main content area displays the ticket information:

- Ticket# 100007
- Feedback
- Submitted On: 2022-01-01
- Rating: 4
- Comments: All good

Below the feedback section, there are several input fields for customer details:

- Full Name*: Customer3
- Mobile*: 2356789012
- Service Type*: phone
- Issue Type*: Cannot make/receive calls
- Detailed Description*: No signal so can't make calls
- Address*: ABC3

Login

The image shows a web browser window with the address bar displaying 'localhost:4202/login'. The page content is a login form for 'ABC TELECOM LTD.' with the instruction 'Please enter your email and password!'. The form consists of two input fields: 'Email' containing 'admin@abc.com' and 'Password' containing masked characters '.....'. Below the fields is a 'Login' button. The entire form is centered on a dark blue background.

Manager view feedback

←→↺🏠📍localhost:4202/viewTicket/100007🔍🔖📄👤⚙️🌟🔒🔗Sign in

ABC Telecom Ltd. Home Tickets ▾ Users ▾ LogoutManager1👤

Ticket# 100007

Feedback

Submitted On: 2022-01-01

Rating: 4

Comments: All good

Full Name*

Customer3

Mobile*

2356789012

Service Type*

phone

Issue Type*

Cannot make/receive calls

Detailed Description*

No signal so can't make calls

Address*

ABC3

Zipcode*