

Bell Support System

Technologies Used:

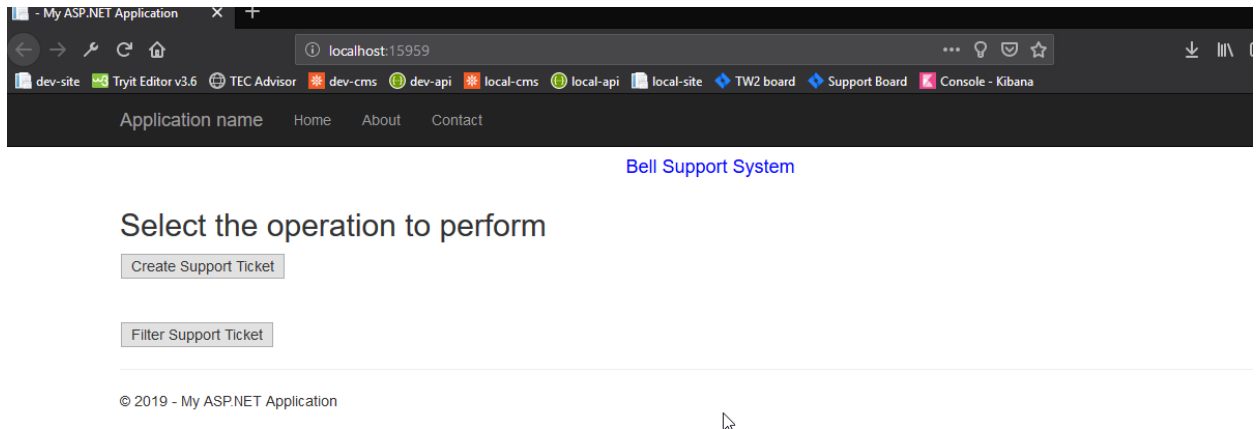
- .Net Framework 4.6.1
- C#
- MVC 5.2.4
- Entity Framework 6.0
- JQuery
- Bootstrap- 4.3.1
- CSS
- SQL Server Management Studio 2017

Project Description

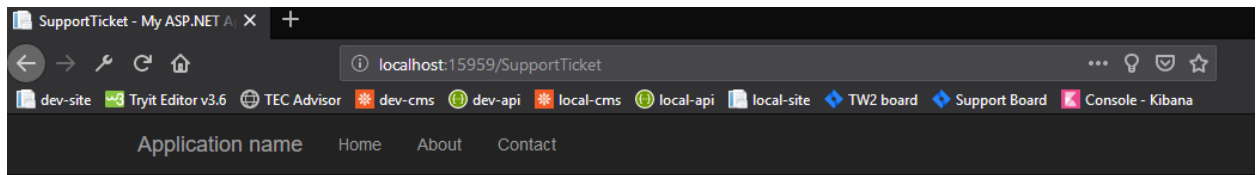
This project contains two main operations:

- Creation of support ticket
- Filtering of support ticket

➤ The homepage looks like below screenshot, that provides list of available operations.



➤ On selection of operation “Create support Ticket”, UI contains the following fields, to be entered by user in order to save the ticket.



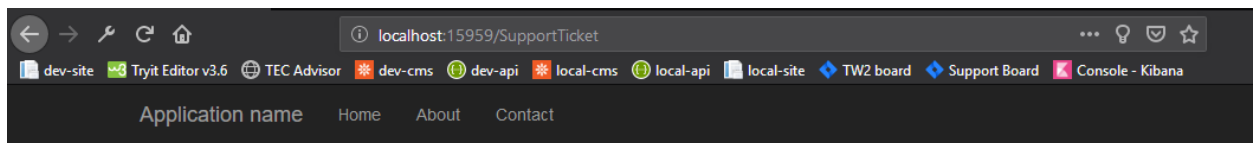
Bell Support System

Enter details for creating the ticket

ProjectName	<input type="text"/>
DateTimeReceived	0001-01-01 12:00:00 A
Department	Please select ▾
RequestedBy	Please select ▾
Description	<input type="text"/>
<input type="button" value="Submit"/>	

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- On Selecting the required “Department” from the drop down , the “RequestedBy” dropdown gets populated from the database.(as shown in the below screenshot)



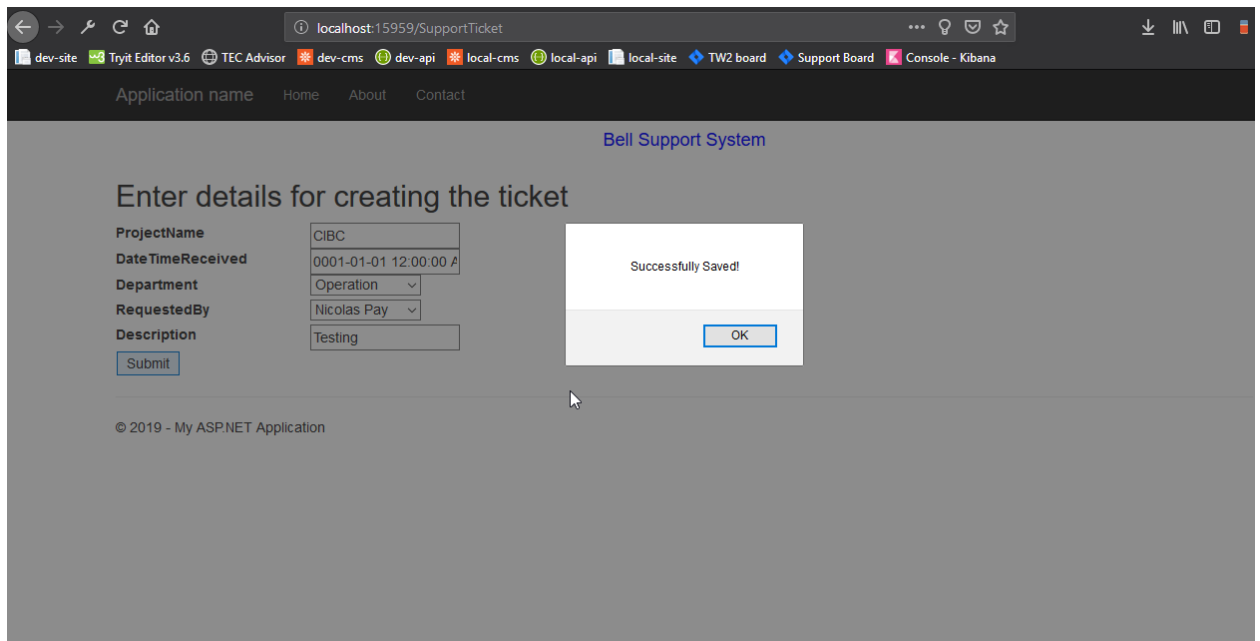
Bell Support System

Enter details for creating the ticket

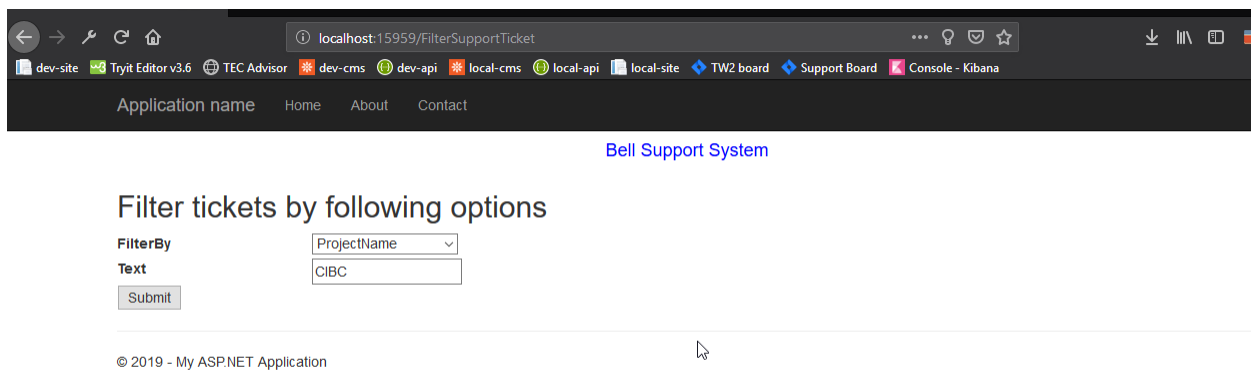
ProjectName	CIBC
DateTimeReceived	0001-01-01 12:00:00 A
Department	Operation ▾
RequestedBy	Nicolas Pay ▾
Description	Please select ▾
<input type="button" value="Submit"/>	

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- Finally after entering all the details and clicking on submit, the data gets saved in the database. With a successful message appearing on the screen.



- After, creation of ticket, user can navigate to the filter screen from the homepage. The filter screen appears like below screenshot. FilterBy dropdown contains list of options by which user can filter the ticket.



- On clicking on submit, the data gets filtered by the selected option and displays the result in a grid view(as shown in the screenshot)

localhost:15959/FilterSupportTicket/ShowData?FilterBy=ProjectName&Text=CIBC

dev-siteTryit Editor v3.6TEC Advisordev-cmsdev-apilocal-cmslocal-apilocal-siteTW2 boardSupport BoardConsole - Kibana

Application nameHomeAboutContact

Bell Support System

ProjectName	DateTimeReceived	Department	RequestedBy	Description
CIBC	0001-01-01 00:00:00	4	87673	testing
CIBC	0001-01-01 00:00:00	2	17689	Testing