

**DEPARTMENT OF COMPUTER SCIENCE
VEER NARMAD SOUTH GUJARAT UNIVERSITY,
SURAT**

PROJECT REPORT

AS A PARTIAL REQUIREMENT
FOR THE DEGREE OF

**MASTER OF COMPUTER APPLICATION
(M.C.A. 4TH SEMESTER)**

YEAR: 2022-23

TicketNexus

(Ticketing System)

GUIDED BY:

Mr. Chetan Korat

SUBMITTED BY:

Adiba A. Siddiqui

ORGANIZATION

**BBD Software India Pvt. Ltd.,
Pune**

Department of Computer Science
Veer Narmad South Gujarat University

Udhna Magdalla Road, Vesu, Surat – 395007 (Gujarat) INDIA

CERTIFICATE

This is to certify that the project entitled TicketNexus(Ticketing System)

has been submitted by Mr. / Ms. Rubab Fatima A. Siddiqui

Of M.C.A. Semester - IV Exam No. 197

*as a partial fulfillment of the Programme for the Academic Year
2022 - 2023*

Date :

PROJECT OF MCA / PGDCA
Academic Year _____
Assessed by: _____ _____ _____
(Examiners)

Internal Guide Name & Sign

--

*Professor & Head
Dept. of Computer Science*

Date: 15 June 2023

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms. Rubab Fatima A. Siddiqui** a student of **Veer Narmad South Gujarat University**, has undergone her Internship with **Barone Budge and Dominick India Private Ltd, Pune** from **2nd January 2023 to 30th June 2023**.

“During the internship she completed level-up training in **HTML/CSS, JavaScript, Java Fundamentals, React JS, Java Spring boot, ICONIX, Git, SQL, Angular JS, PostgreSQL, AWS** and demonstrated good skills. She has successfully completed projects entitled **Ticketing System**. She also worked on different modules of company projects, details of which cannot be shared due to company privacy policy.”

She was diligent and enthusiastic with zeal to do her best on her Project. She also assisted in technical documentation and modification.

She demonstrated good coding skills. She was able to effectively multitask to ensure that the assignments are looked after and completed in a professional and timely manner.

We wish **Ms. Rubab Fatima A. Siddiqui** the very best for her career and future endeavours.

Attendance No. of Present Days – **130**/ Total Working Days – **130**/ Leaves taken – **0**



Chetan Korat
Director
Barone Budge and Dominick India Pvt Ltd

Acknowledgement

I would like to express my heartfelt appreciation to the individuals who have contributed directly or indirectly to the completion of my university project. Their support and assistance have been invaluable, and I am sincerely grateful for their involvement.

First and foremost, I want to thank **Almighty God** for guiding me throughout this project. Your divine blessings have provided me with the strength and inspiration to overcome challenges and accomplish my goals.

I am deeply indebted to my parents and siblings for their unwavering love, encouragement, and belief in my abilities. Their constant support has been a driving force behind my academic achievements, and I am forever grateful for their presence in my life.

I extend my sincere gratitude to my company mentors, **Mr. Tony van der Linden**, **Mr. Chetan Korat**, **Mr. Rudolph Esterhyusen**, **Mr. Hitesh Buwade**, and **Mr. Sourabh Shrivastava** for their invaluable guidance and expertise. Their mentorship has played a crucial role in shaping the direction and success of my project. I am grateful for their dedication and commitment to my growth and development.

I would also like to express my appreciation to the Head of the Department, **Prof. Apurva Desai Sir** and my university professor, **Mr. Dharmen Shah Sir** for their guidance and feedback. Your knowledge and feedback have been immensely valuable in refining the theoretical framework and practical implementation of my project.

Lastly, I want to acknowledge the contribution of my friends and colleagues who have supported me throughout this project.

In conclusion, I want to express my deep gratitude to all the individuals mentioned above and others who have played a part, big or small, in the completion of my university project. Your contributions have made a significant impact, and I am humbled by your support.

-Adiba Siddiqui

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About the Organization



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BBD at a glance

Established in 1984, BBD has been at the forefront of software development for over 37 years. Our international footprint spans South Africa, India, the UK and the Netherlands. BBD has delivered transformative solutions in the financial services, insurance, education, gaming, government and telecoms sectors. With over 1 000 highly skilled, motivated and experienced IT professionals, we consistently create value by solving complex business problems with technology.

BBD is technology agnostic and believes in following approaches and practices that best suit each client environment. Alongside our experience and knowledge in implementing these practices, we are an Advanced AWS Consulting Partner, CloudFront and Well Architected Partner as well as a Microsoft Azure Gold Certified Partner.

With knowledge and expertise in digital strategy, tech and business consulting, cloud enablement, software development, systems integration, and maintenance and support, we have honed our skills to bring sought-after solutions that meet the modern software requirements of small to medium businesses and enterprises alike.

1 000+

IT professionals
with deep expertise



37+

International software
solutions company

Years
in business



Diverse industry
knowledge



Collaborative
approach

About the Project

Title	TicketNexus
Organization	BBD Software Development Pvt. Ltd.
Synopsis	Ticketing System for housing estate to raise and solve tickets(problems)
Type	Web Application
Team Size	3
Duration	4 months
Technologies	Frontend : Angular JS Backend : Java Spring Boot Database : MySQL Server
Tools	→ Visual Studio Code → IntelliJ Idea → Postman → AWS Console → MySQL Workbench
My Role	Requirement Analysis, Database Designing, Backend Development, Frontend Development, AWS Deployment
Internal Guide	Dharmen Shah
External Guide	Chetan Korat
Submitted By	Adiba Siddiqui
Submitted To	Department of Computer Science, VNNSGU, Surat

Solution Ninjas

Comprehensive Ticketing System for Housing Estates

3.1 System Engineering

3.1.1 System Overview

Solution Ninjas is a feature-rich web application specifically designed to cater to the needs of housing estates. It serves as an efficient ticketing system, enabling clients to raise tickets for property-related problems. This centralized help desk platform allows employees to effectively manage and resolve the raised tickets.

Clients can conveniently submit tickets through the web application, providing detailed information about their property issues. The ticketing system accommodates multiple departments, ensuring a streamlined process for problem resolution. Employees have the autonomy to assign tickets to themselves, while managers possess the authority to assign tickets to any employee within the organization.

A key highlight of the Ticketing System is its flexible workflow design, managed by the Scheduler. This functionality enables the customization of ticket routing, determining which departments are involved in resolving specific problems. The Scheduler optimizes resource allocation and expertise, resulting in prompt and effective ticket resolution.

The Admin holds complete system management privileges, overseeing the overall operation of the Ticketing System. They have access to comprehensive reporting capabilities, allowing them to generate valuable insights and metrics related to ticket resolution, employee performance, and system efficiency.

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a. Roles

1. Client:

- ➔ In the context of the real estate ticketing system, a client refers to an individual or organization that engages with the company's services or seeks assistance and information related to real estate matters. When clients raise tickets, it indicates they have specific requests, questions, or issues that require attention from the company's customer support or service team.
- ➔ The ticket serves as a record of their communication and helps in tracking and resolving the matter effectively.
- ➔ Clients provide various details in their tickets, including their name, contact information, property details (if applicable), the nature of the request or issue, and any supporting documentation or evidence.
- ➔ These details assist company representatives in understanding client requirements and providing suitable responses or solutions.

2. Employee:

- ➔ The role of a Ticket Resolution Agent is crucial in addressing and resolving various types of tickets submitted by clients or customers in the real estate ticketing system.
- ➔ Employees in this role are responsible for handling tickets from start to finish, ensuring client satisfaction and timely issue resolution.
- ➔ This role requires strong communication skills, problem-solving abilities, and a deep understanding of real estate processes and systems.
- ➔ By effectively fulfilling their role, employees contribute to the overall success of the ticketing system by ensuring timely and satisfactory resolution of client issues, fostering positive client relationships, and maintaining high customer satisfaction.

3. Manager:

- The Ticket Assignment Manager in the real estate ticketing system is responsible for efficiently assigning tickets to appropriate employees or agents within the organization.
- They play a crucial role in ensuring effective distribution of tickets.
- This role requires strong organizational skills, a deep understanding of employee capabilities, and the ability to balance workload distribution.
- Ticket Assignment Managers receive incoming tickets and review their details, including client information, issue description, and required expertise.
- They then determine the most suitable employee or agent to handle each ticket based on established assignment rules.
- By assigning tickets to employees while considering workload balance, they ensure equitable distribution of tasks, leading to improved customer service, timely issue resolution, and enhanced employee productivity.

4. Scheduler:

- The Workflow Manager in the real estate ticketing system is responsible for designing and implementing workflow processes associated with different departments involved in ticket handling.
- They play a vital role in ensuring correct routing of tickets, assigning them to appropriate teams or individuals, and facilitating their progress through the system.
- This role requires strong organizational skills, attention to detail, and an understanding of the company's departments and their responsibilities.
- By effectively fulfilling their role, the Scheduler contributes to the smooth operation of the ticketing system, ensuring efficient handling of tickets, appropriate assignment to departments, and structured progression through workflow stages.
- This ultimately leads to improved customer satisfaction and timely issue resolution.

5. Admin:

- The System Administrator in the real estate ticketing system is responsible for managing and maintaining the system's configuration, including adding properties, departments, employees, and other elements required for effective ticket management.
- Admins have access to view all client information, tickets, and feedback present in the system.
- This role requires technical expertise, attention to detail, and a thorough understanding of the company's processes and requirements.
- System Administrators manage property information, including details, addresses, and relevant documentation.
- They create and manage user accounts for employees or agents, assign appropriate roles and permissions, and maintain employee records.
- Admins ensure the ticketing system is properly configured, properties, departments, and employees are accurately managed, and the system functions smoothly to support effective ticket management.
- Their technical expertise and attention to detail contribute to the overall efficiency and effectiveness of the ticketing system, enhancing customer service and issue resolution.

3.1.3 Proposed System

We are pleased to present the proposed ticketing system, specifically designed to address the limitations of the existing system and revolutionize the ticket management process within real estate companies. Our solution leverages advanced automation, centralized tracking, and efficient communication channels to enhance the overall customer experience and optimize internal workflows.

Key Features of the Proposed System:

1. **Streamlined Ticket Submission:** Clients can effortlessly submit tickets by choosing from a user-friendly interface that requires only a few essential options, ensuring a smooth and hassle-free process.
2. **Centralized Ticket Management:** All tickets are stored in a centralized database, providing agents with easy access to view, assign, and track tickets. This centralized approach eliminates information silos, promoting efficient collaboration and swift issue resolution.
3. **Intelligent Ticket Assignment:** Tickets are intelligently assigned to relevant departments based on predefined workflow rules and departmental priorities. This ensures that tickets reach the appropriate teams, maximizing efficiency and reducing response times.
4. **Comprehensive Ticket Dates Tracking:** The system records and stores important dates, including ticket creation and modification timestamps, providing a transparent timeline for ticket tracking and historical analysis.
5. **Real-time Updates and Notifications:** Agents can provide timely updates and communicate directly with clients within the system. This seamless communication streamlines information flow, reduces confusion, and fosters transparency. Clients can easily track ticket progress and receive notifications, ensuring they are kept informed throughout the resolution process.
6. **Robust Security and Data Privacy:** The proposed system prioritizes security measures, implementing robust user authentication protocols and encryption techniques. This ensures the utmost protection of client and company data, safeguarding sensitive information.

By implementing our proposed ticketing system, your real estate company stands to benefit significantly. The streamlined ticket management process will enhance communication, improve response times, and provide superior customer service. Automation, centralization, and data-driven insights will contribute to increased efficiency and overall customer satisfaction, elevating your company's reputation and setting new standards in the industry.

We are excited to embark on this journey with you, transforming your ticket management process and unlocking the full potential of your real estate operations.

The objective of Solution Ninjas, our ticketing system web application, is to streamline and optimize the process of handling property-related issues within housing estates. The system aims to provide a user-friendly platform that facilitates efficient communication and collaboration between clients, employees, and managers.

Specifically, our objectives include:

a. Objectives

1. **Efficient Ticket Creation:** TicketNexus aims to provide clients with a user-friendly interface to easily create tickets for their real estate-related issues or requests. The system will enable clients to provide relevant details and attach any necessary documents, streamlining the ticket creation process.
2. **Seamless Ticket Tracking:** The ticketing system will offer clients the ability to track the progress of their tickets. Clients will have access to updates, notes, and changes made by employees or managers, ensuring transparency and keeping them informed throughout the resolution process.
3. **Feedback Mechanism:** TicketNexus will incorporate a feedback mechanism that allows clients to provide their input on the resolution process or the quality of service received. This feature enables clients to share their satisfaction or concerns, helping the company continuously improve its services.
4. **Effective Ticket Resolution:** Employees will have access to the ticketing system, allowing them to promptly view and solve assigned tickets. TicketNexus aims to facilitate efficient handling of client issues, ensuring that tickets are resolved in a timely manner.
5. **Ticket Assignment:** Managers will have the ability to assign tickets to specific employees based on workload, expertise, or availability. This feature ensures a balanced distribution of tasks and efficient allocation of resources, improving the overall ticket resolution process.
6. **Department Workflow Management:** TicketNexus will include a scheduler feature that enables efficient management of ticket workflows within the real estate department. This functionality will ensure proper categorization, prioritization, and assignment of tickets to the appropriate employees or departments.
7. **Data Management:** The admin will have the capability to create and update system data, including user roles, departments, properties, and employee details. This feature enables smooth functioning of the ticketing system by ensuring accurate and up-to-date information.

8. **Communication and Collaboration:** TicketNexus aims to facilitate seamless communication and collaboration between clients, employees, schedulers, and managers. The system will provide a platform for exchanging information, notes, and updates within the system, enhancing teamwork and efficiency.
9. **Security and Access Control:** TicketNexus prioritizes data security and implements robust access control measures. The system will protect sensitive information and provide different levels of access and permissions based on user roles, ensuring data integrity and confidentiality.
10. **Centralized Ticket Management:** TicketNexus aims to create a centralized ticketing system that allows clients to raise tickets easily. The system provides a comprehensive overview of property-related problems, enabling efficient tracking and management of tickets.
11. **Customizable Workflow:** TicketNexus incorporates a Scheduler feature that allows the design of flexible workflows. This customization ensures that tickets are routed to the relevant departments for efficient handling, streamlining the overall resolution process.
12. **Enhanced Communication:** The ticketing system will provide a platform for clients to interact with employees, facilitating seamless communication and updates regarding ticket status and progress. This feature promotes transparency and improves client satisfaction.
13. **Comprehensive Reporting:** TicketNexus empowers the admin with comprehensive reporting capabilities. The system generates valuable insights and metrics related to ticket resolution, employee performance, and overall system efficiency, facilitating data-driven decision-making.
14. **Cost-Effective Solution:** TicketNexus offers a cost-effective alternative for housing estate management by reducing the expenses associated with hiring full-time employees for problem resolution. The system optimizes resource allocation and minimizes operational costs.
15. **Improved Work-Life Balance:** TicketNexus provides freelancers, who work on resolving tickets, with a flexible work-life balance compared to

traditional employment. The system allows them to efficiently manage their workload and schedules, promoting a healthier work-life balance.

Through TicketNexus, our objective is to create a reliable and efficient ticketing system that enhances the overall management and resolution of property-related issues within housing estates. By achieving these objectives, TicketNexus aims to improve client satisfaction, enhance operational

b. Hardware and Software Specifications :

→ Hardware Specifications:

Processor	12th Gen Intel(R) Core(TM) i7-12800H (20 CPUs), ~1.8GHz
RAM	2 GB or more
Hard Disk	80 GB or higher
Display	1366 * 768 Pixels
Monitor	TFT(Thin Film Transistor)
Keyboard	Standard PS/2 Keyboard Type: Keyboards (85+keys)
Mouse	Synaptics SMBus TouchPad Type: Mice and other pointing devices
Internet Connection	Minimum 1mbps speed

→ Software Specifications:

Operating System	Windows OS x64
Front End	<ul style="list-style-type: none"> - Angular CLI 15.2.5 - Angular Material 15.2.8 - Bootstrap 5.2.3 - Angular Social Login 2.0.0 - EmailJS 3.2.0 - RXJS 7.8.0 - Font Awesome 6.4.0 - Async Local Storage 16.0.0 - AWS s3 Bucket - AWS Cloudfront
Back End	<ul style="list-style-type: none"> - Java JDK 19.0.2 - Spring Boot 3.0.4 - Maven 4.0.0 - Lombok - AWS Cloud EC2 - AWS CloudFront
Node	v18.14.0
Database	MySQL AWS RDS Instance
Version Control	Git 2.3
Development Tool	Github, Postman, Maven, Material

3.2 System Design

3.2.1 Database Design

a. ERD(Entity Relationship Diagram)

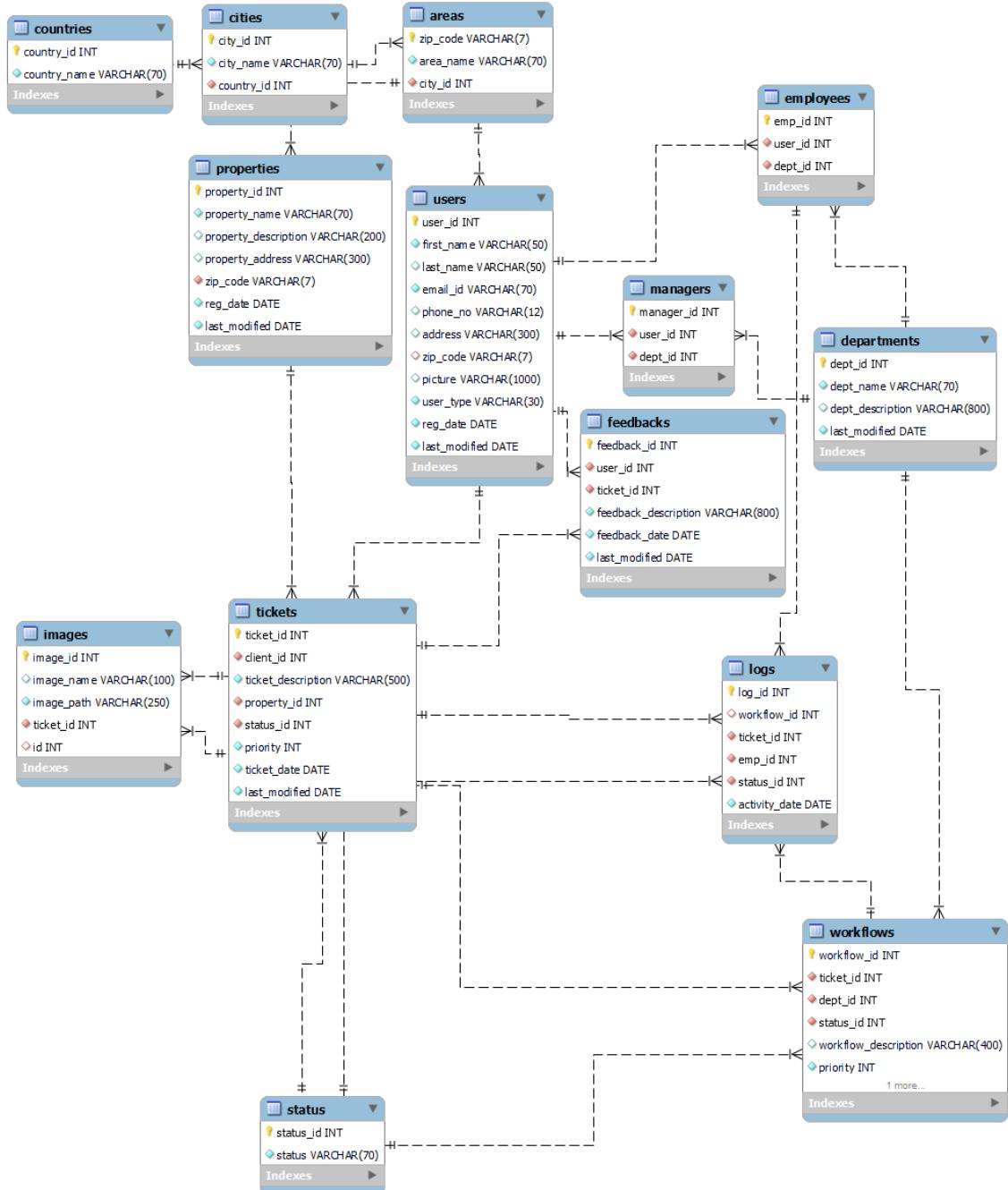


Figure : 1 ERD

b. DD(Data Dictionary)

Departments

Field Name	Type	Constraint	Description
dept_id	INT	Primary Key	Unique dept id for each department
dept_name	VARCHAR	NOT NULL	Name of Department
dept_description	VARCHAR	NOT NULL	Description of department
last_modified	DATETIME	NOT NULL	Last Modified date of department

Countries

Field Name	Type	Constraint	Description
country_id	INT	PRIMARY KEY	Unique key for each country
country_name	VARCHAR	NOT NULL	Name of the country

Cities

Field Name	Type	Constraint	Description
city_id	INT	PRIMARY KEY	Unique city id for each city
city_name	VARCHAR	NOT NULL	Name of the city
country_id	INT	FOREIGN KEY	Reference of country table

Areas

Field Name	Type	Constraint	Description
zip_code	VARCHAR	PRIMARY KEY	Unique key for each area
area_name	VARCHAR	NOT NULL	Name of the area
city_id	INT	FOREIGN KEY	Reference of the city table

Properties

Field Name	Type	Constraint	Description
property_id	INT	PRIMARY KEY	Unique key for the properties
property_name	VARCHAR	NOT NULL	Name of the property
property_description	VARCHAR	NOT NULL	Description of the property
property_address	VARCHAR	NOT NULL	Address of the property
zip_code	VARCHAR	FOREIGN KEY	Reference to the area table
reg_date	DATETIME	Default Date	Registration date of the property
last_modified	DATE	Default Date	Last modified date of the department

Status

Field Name	Type	Constraint	Description
status_id	INT	PRIMARY KEY	Unique key for every status
status	VARCHAR	NOT NULL	Name of the status

Users

Field Name	Type	Constraint	Description
user_id	INT	NOT NULL	Unique Key for each user
first_name	VARCHAR	NOT NULL	First name of the user
last_name	VARCHAR	NOT NULL	Last name of the user
email_id	VARCHAR	NOT NULL	Email of the user
phone_no	VARCHAR	NOT NULL	Phone no of the user
address	VARCHAR	NOT NULL	Address of the user
zip_code	VARCHAR	NOT NULL	Zip code of the user
picture	VARCHAR	NOT NULL	Picture of the user
user_type	VARCHAR	NOT NULL	Type of the user
reg_date	DATETIME	Default date	Registration date of the user
last_modified	DATE	Default date	Last modified

Tickets

Field Name	Type	Constraint	Description
ticket_id	INT	PRIMARY KEY	Unique id for each ticket
client_id	INT	FOREIGN KEY	Reference of users table
ticket_descripti on	VARCHAR	NOT NULL	Description of ticket
property_id	INT	FOREIGN KEY	Property of ticket
status_id	INT	FOREIGN KEY	Status of the ticket
priority	INT	NOT NULL	Priority of ticket
ticket_date	DATETIME	NOT NULL	Ticket creation date
last_modified	DATE	NOT NULL	Last modification date of the ticket

Employees

Field Name	Type	Constraint	Description
emp_id	INT	PRIMARY KEY	Unique key of each employee
user_id	INT	FOREIGN KEY	Reference of user table
dept_id	INT	FOREIGN KEY	Reference to the department table

Managers

Field Name	Type	Constraint	Description
manager_id	INT	PRIMARY KEY	Unique manager id for each manager
user_id	INT	FOREIGN KEY	Reference of user table
dept_id	INT	FOREIGN KEY	Reference of Department table

Workflows

Field Name	Type	Constraint	Description
workflow_id	INT	PRIMARY KEY	Unique key for workflow of ticket
ticket_id	INT	FOREIGN KEY	Reference of ticket table
dept_id	INT	FOREIGN KEY	Reference of department table
status_id	INT	FOREIGN KEY	Reference of status table
description	VARCHAR	NOT NULL	Description of workflow
priority	INT	NOT NULL	Priority of ticket
created_date	DATETIME	Default date	Workflow created date

Feedbacks

Field Name	Type	Constraint	Description
feedback_id	INT	PRIMARY KEY	Unique id for each feedback given by user
user_id	INT	PRIMARY KEY	Reference to user table
ticket_id	INT	PRIMARY KEY	Reference to ticket table
feedback_description	VARCHAR	NOT NULL	Description of the feedback
feedback_date	DATETIME	Default Date	Date of the feedback given
last_modified	DATE	Default Date	Last modified

Images

Field Name	Type	Constraint	Description
image_id	INT	PRIMARY KEY	Unique id for each images
image_name	VARCHAR	NOT NULL	Name of the images
image_path	VARCHAR	NOT NULL	Path of the images
ticket_id	INT	Foreign Key	Reference of ticket table

Logs

Field Name	Type	Constraint	Description
log_id	INT	PRIMARY KEY	Unique Key for logs
workflow_id	INT	FOREIGN KEY	Reference of workflow table
emp_id	INT	FOREIGN KEY	Reference of employee table
status_id	INT	FOREIGN KEY	Reference of status table
comment	VARCHAR	NOT NULL	Comment about the ticket
activity_date	DATETIME	NOT NULL	Default date for ticket modification

3.2.2 Architecture Design

a. Use Case Diagram

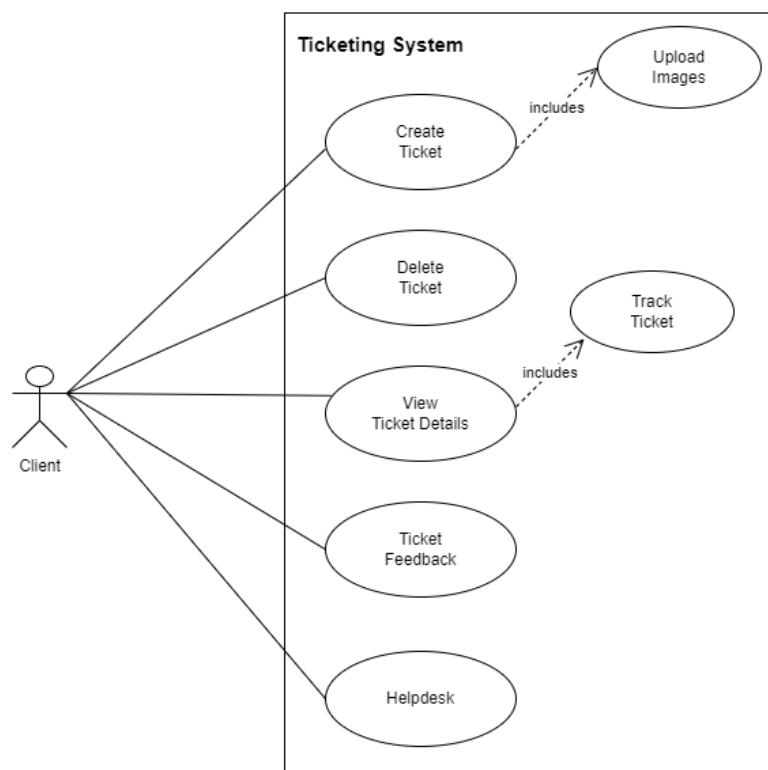


Figure : 2 Client Use Case

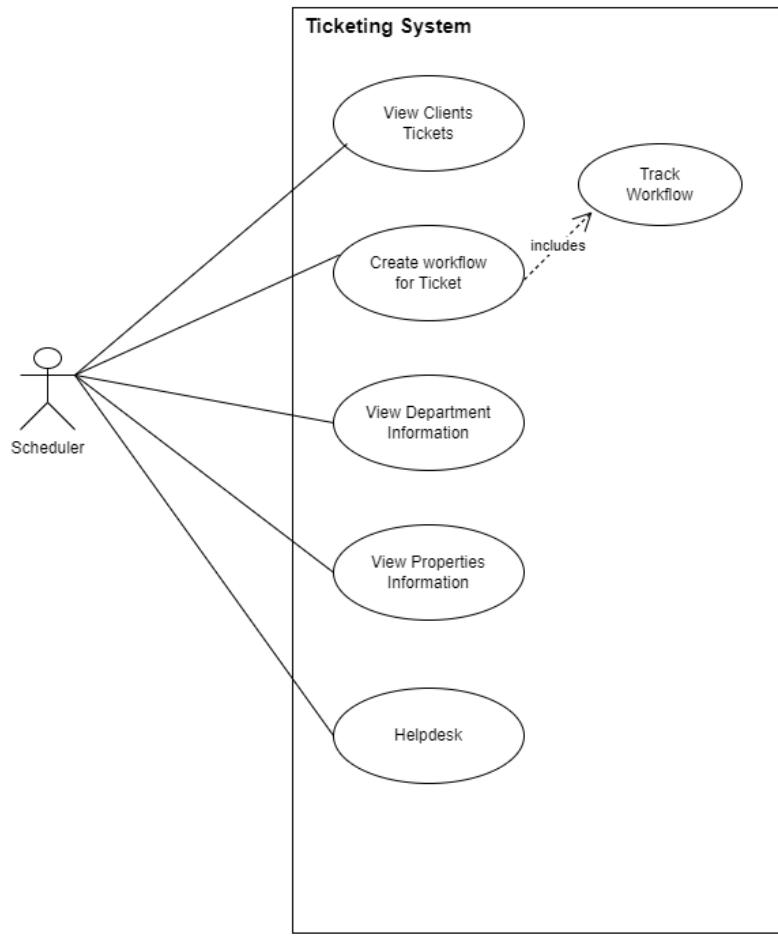


Figure : 3 Scheduler Use Case

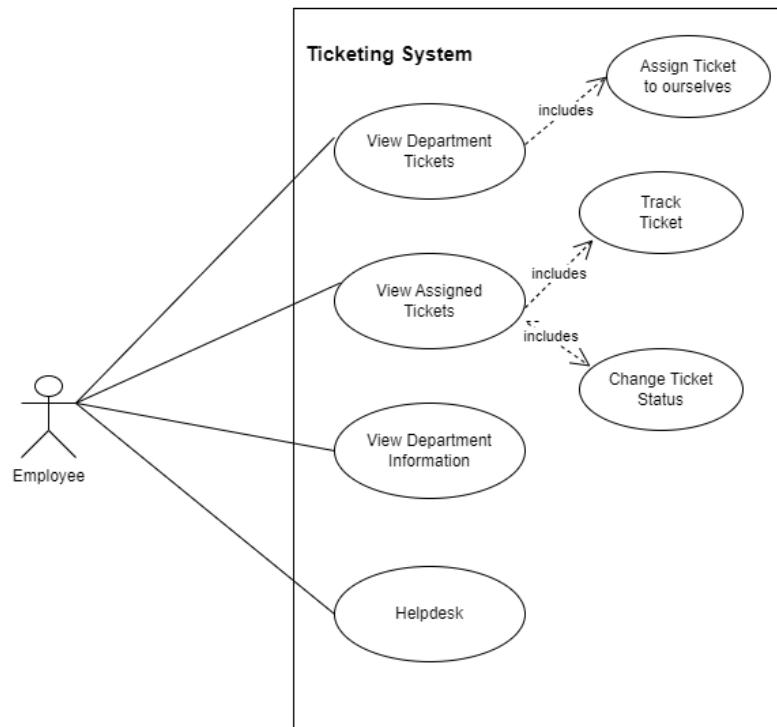


Figure : 4 Employee Use Case

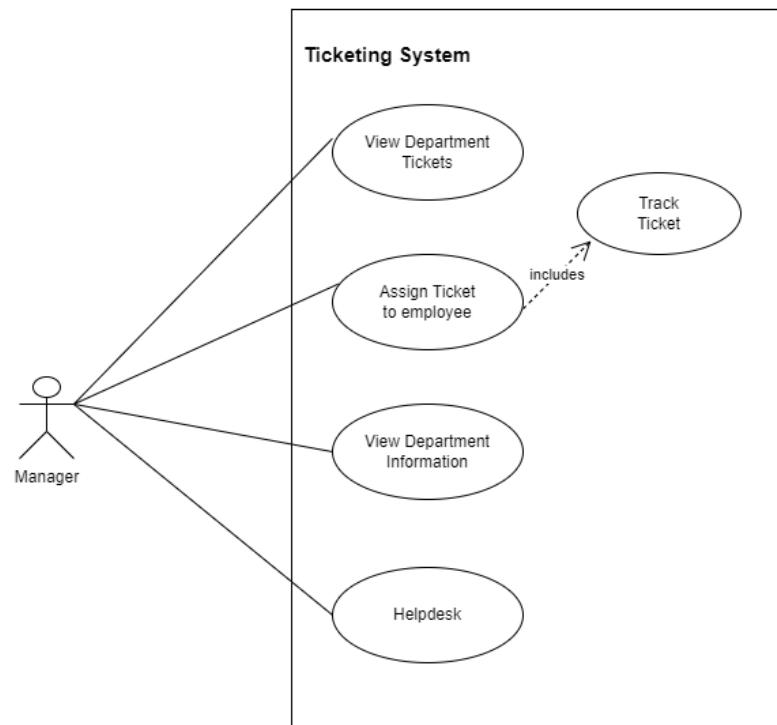


Figure : 5 Manager Use Case



Figure : 6 Admin Use Case

b. Sequence Diagram

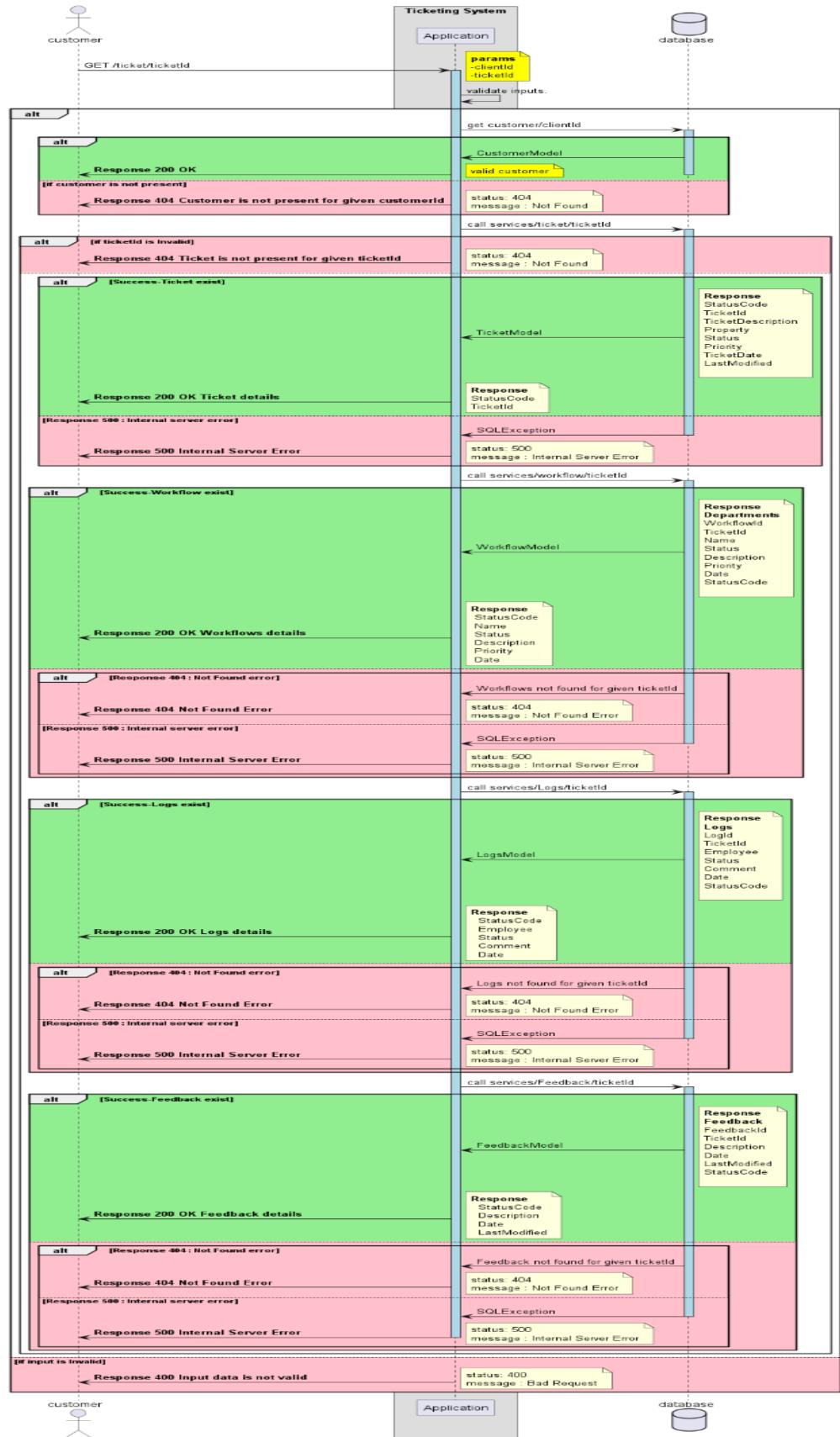


Figure : 7 Client : View Ticket



Figure : 8 Employee : View Ticket

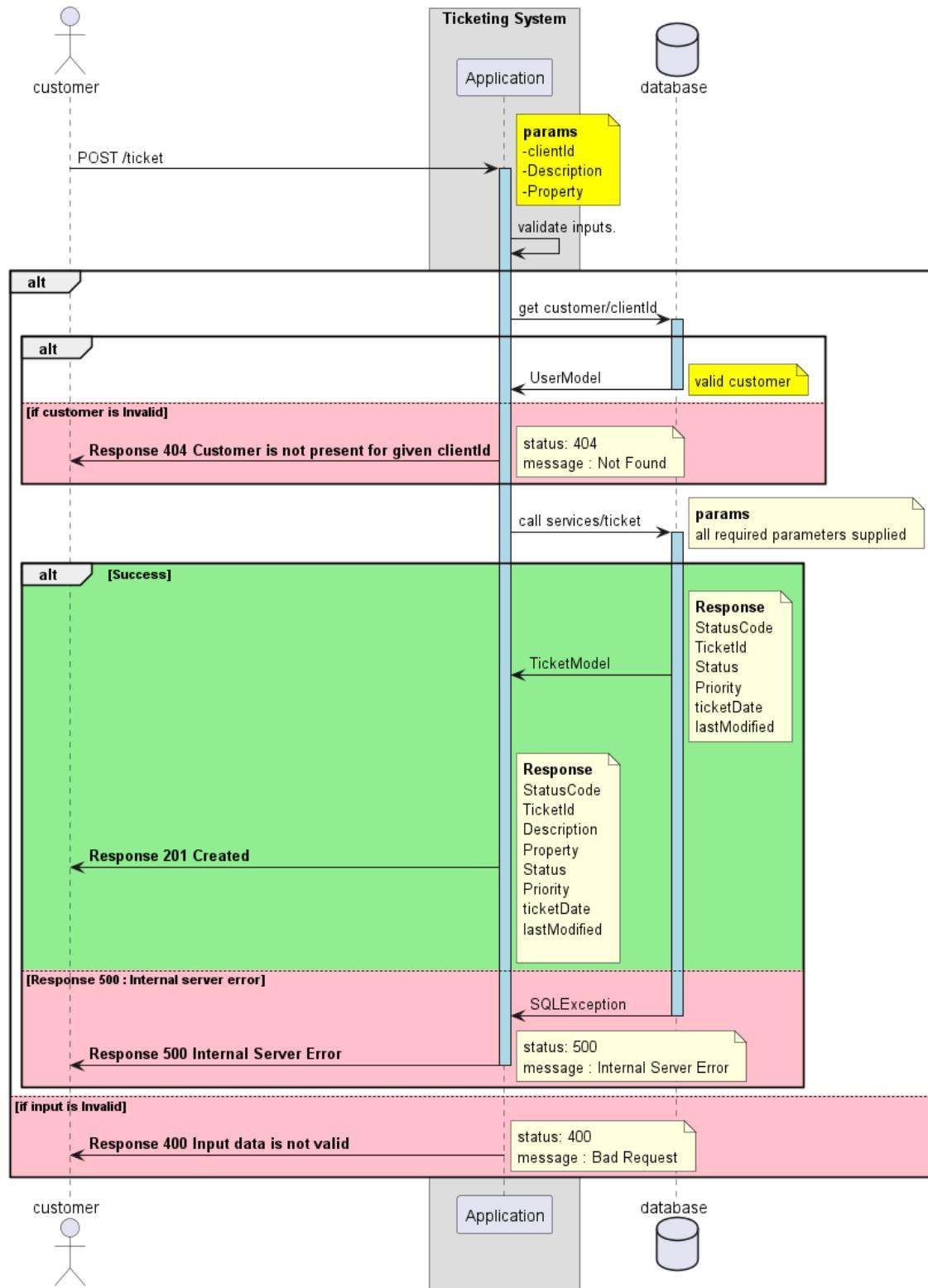


Figure : 9 Client : Create Ticket

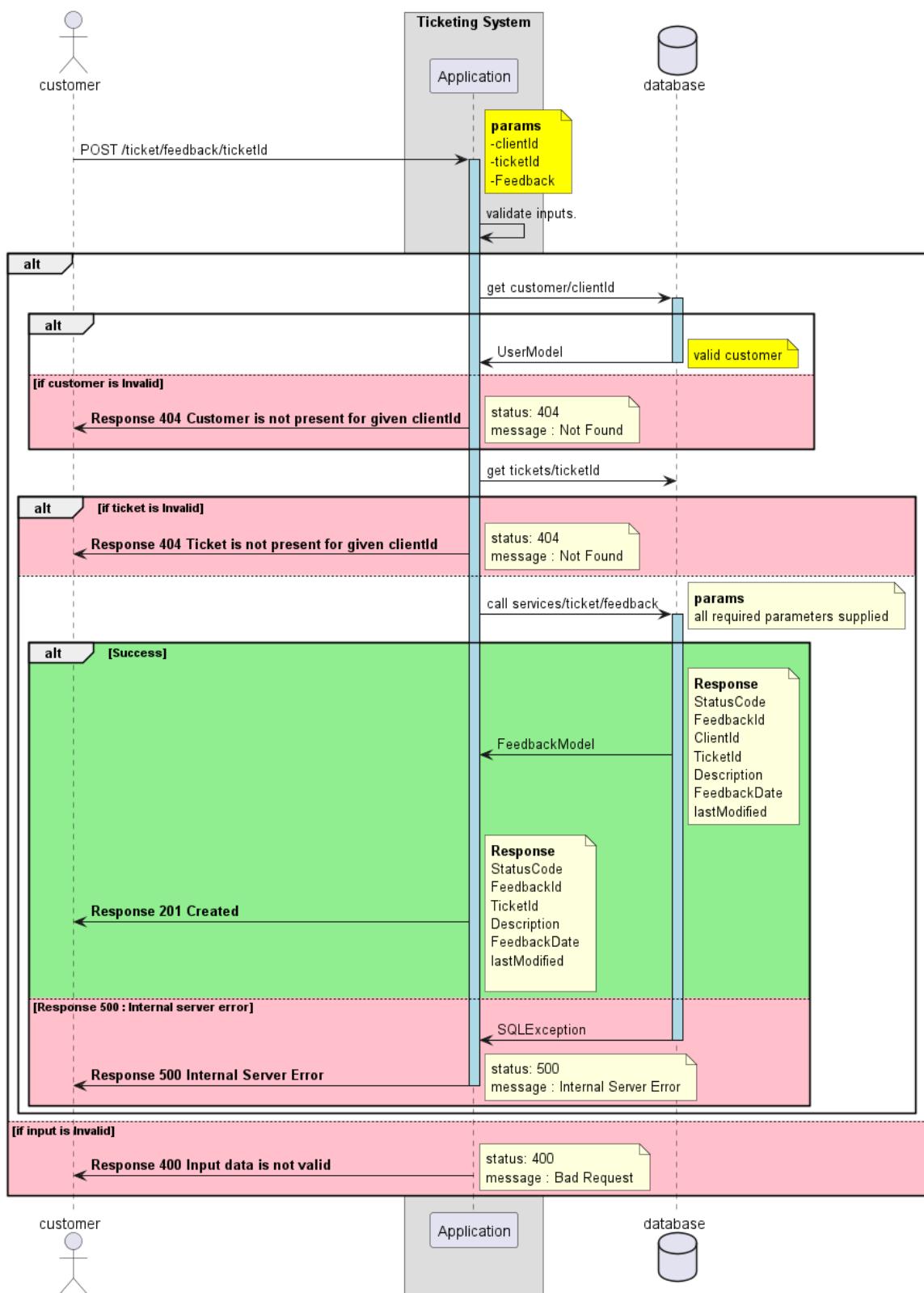


Figure : 10 Client : Give Feedback

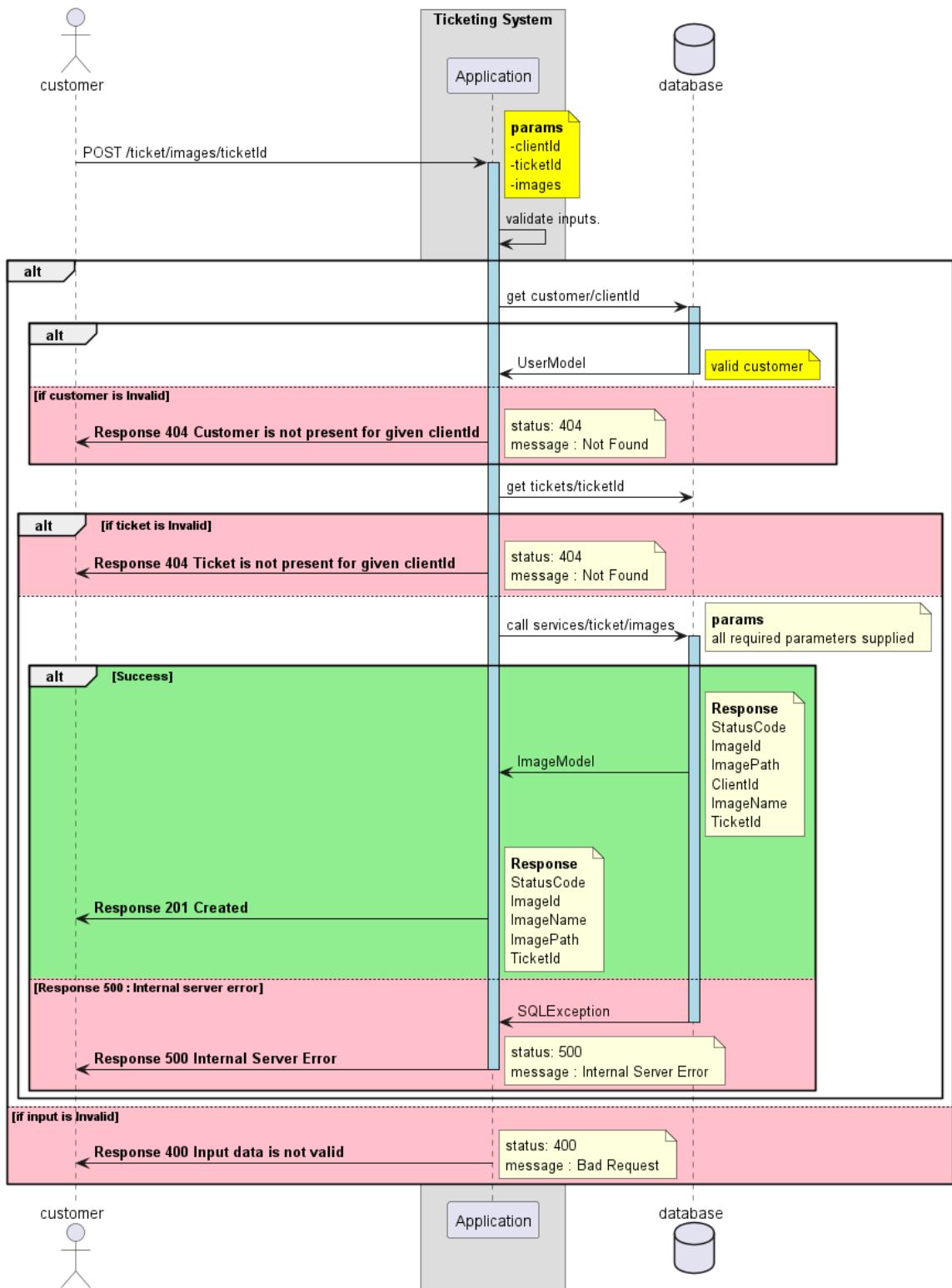


Figure : 11 Client : Upload Images

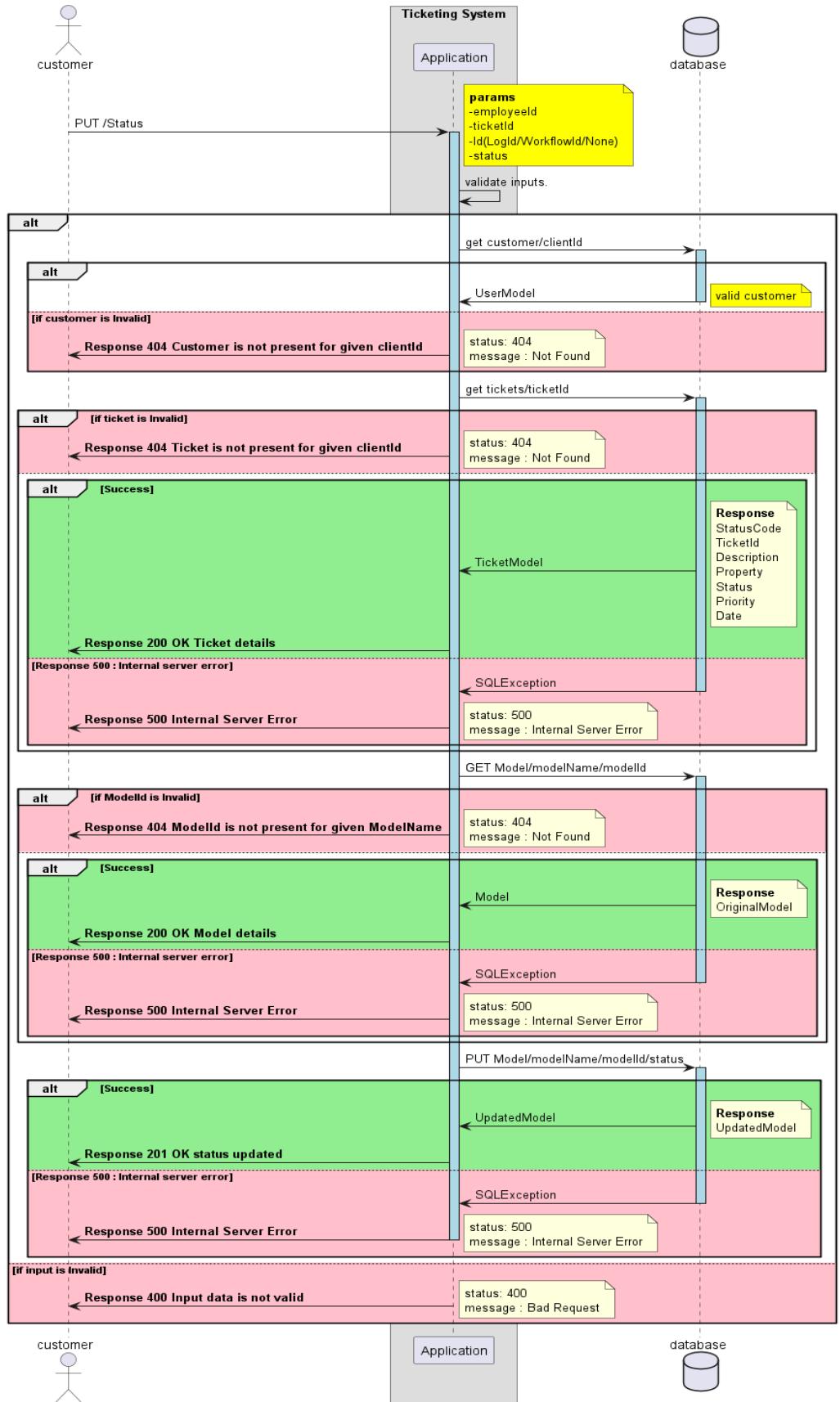


Figure : 12 Employee: Change Status

3.2.3 Form Design

For Client:

1. Create Ticket

The screenshot shows the 'Ticket Form' modal open in the center of the screen. The modal has a title 'Ticket Form'. It contains a required field 'Description*' with a red border around it, which has a tooltip 'Description field is required.' Below it is a dropdown menu labeled 'Property*' with a placeholder 'Choose File' and 'No file chosen'. At the bottom of the modal are 'Cancel' and 'Save' buttons. In the background, the main application interface shows a sidebar with 'All Tickets', 'New Tickets' (selected), 'In-progress', and 'Completed' options. A list of tickets is visible, including 'Ticket #98' with status 'in-progress' and subject 'Maintain cleanliness'. The top right corner shows the user 'Kartik Verma'.

2. Add Feedback

The screenshot shows the 'Your Feedback' modal open in the center of the screen. The modal has a title 'Your Feedback'. It contains a required field 'Feedback*' with a red border around it. In the background, the main application interface shows a sidebar with 'All Tickets', 'New Tickets', 'In-progress', and 'Completed' options. A list of tickets is visible, including 'Ticket #119' with status 'completed' and subject 'service and electricity', and 'Ticket #122' with status 'in-progress' and subject 'Paint chatters at wall'. The top right corner shows the user 'Kartik Verma'.

3. Update Feedback

The screenshot shows the Ticket Nexus application interface. On the left, there's a sidebar with a logo and navigation links: All Tickets, New Tickets, In-progress, and Completed. The main area is titled "Welcome Kartik". It displays a list of four tickets:

- Ticket #94: Water leakage problem (in-progress). Created: Jun 8, 2023.
- Ticket #96: Paint chatter in walls (completed). Created: Jun 9, 2023.
- Ticket #97: Motor problem (completed). Created: Jun 9, 2023. Last Updated: Jun 8, 2023.
- Ticket #98: Maintain cleanliness (in-progress). Created: Jun 9, 2023. Last Updated: Jun 8, 2023.

A modal window titled "Your Feedback" is open over the ticket list. It contains a text input field with the value "nice!" and two buttons: "Cancel" and "Update".

For Manager:

4. Assign Ticket

The screenshot shows the Ticket Nexus application interface for a manager. The sidebar includes links: Department Tickets, About Department, and Contact Admin. The main area is titled "Welcome Manager".

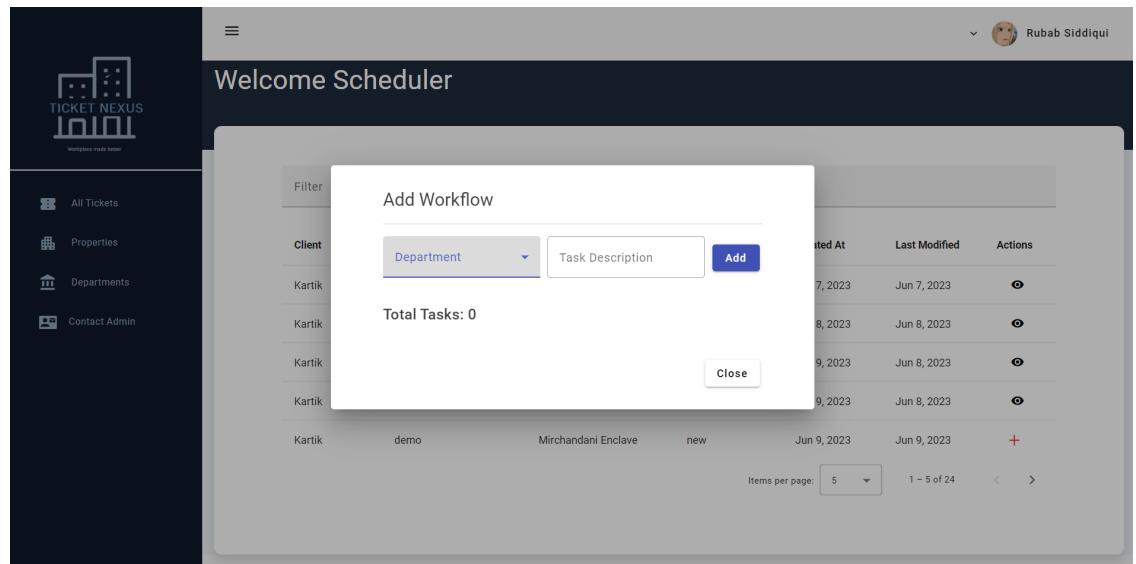
A modal window titled "Assign Ticket" is open. It has a dropdown menu set to "Employee". Below the dropdown are two buttons: "Cancel" and "Done".

The background shows a table of tickets with the following data:

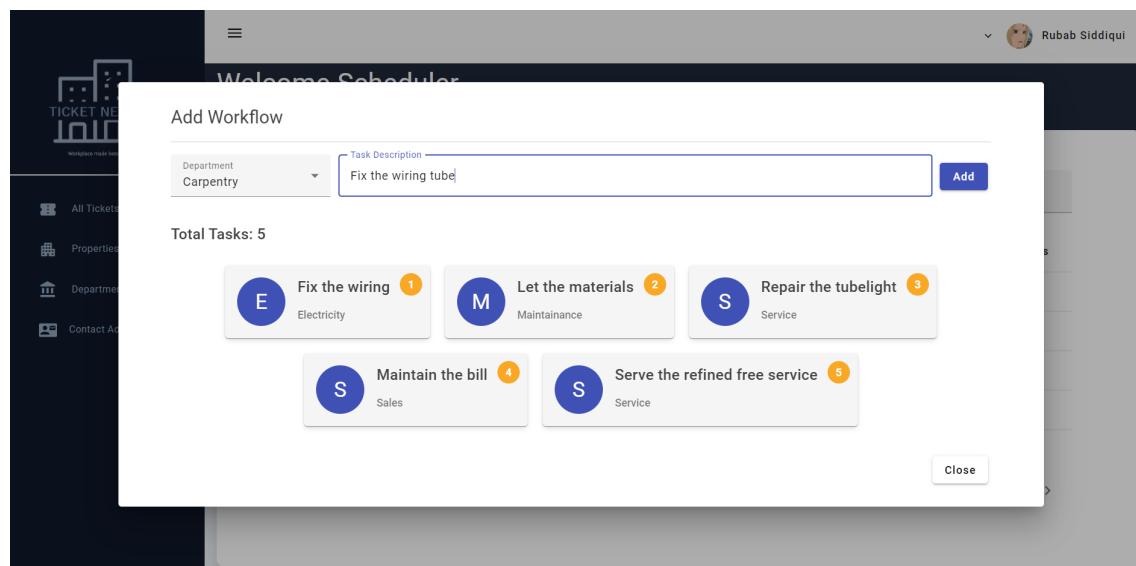
Ticket Desc.	Department	Status	Action	Created At	Actions	Details
Water leakage problem	Service	in-progress	Remove white layer	Jun 7, 2023	Assign	View
Water leakage problem	Service	in-progress	Remove white layer	Jun 7, 2023	Assigned to Feriha	View
Water leakage problem	Service	in-progress	Remove white layer	Jun 7, 2023	Assign	View
Paint chatter in walls	Service	completed	Paint the wall	Jun 8, 2023	Assign	View
Paint chatter in walls	Service	completed	Paint the wall	Jun 8, 2023	Assign	View

For Scheduler:

5. Frame Workflow -1



6. Frame Workflow -2



For Admin:

7. Add Department

The screenshot shows the 'Departments' section of the Ticket Nexus application. On the left sidebar, there are links for Departments, Employees, Clients, Properties, Managers, Tickets, and Feedbacks. The main area displays a list of departments with columns for Name, Last Modified, and Actions. A modal window titled 'Department Form' is open, prompting for 'Department Name*' (with 'Ex. Electricity' entered) and 'Description*' (with 'Please insert valid values only.'). The 'Save' button is visible at the bottom of the form. The status bar at the bottom right indicates 'Items per page: 5' and '1 - 5 of 19'.

8. Update Department

The screenshot shows the 'Departments' section of the Ticket Nexus application. The left sidebar and main department list are identical to the previous screenshot. A modal window titled 'Edit Department' is open, showing the 'Name' field set to 'Water Supply' and the 'Description' field containing 'Department to raise tickets regarding water supply problems'. The 'Update' button is visible at the bottom of the form. The status bar at the bottom right indicates 'Items per page: 5' and '1 - 5 of 19'.

9. Add Employee/Manager

The screenshot shows the 'Employees' section of the Ticket Nexus software. A modal window titled 'User Form' is displayed, prompting for 'First Name*' (Zoya) and 'Last Name*' (Siddiqui). Other fields include 'Email Address*' (Empty or invalid value!) and 'Department*' (Carpentry). Buttons for 'Employee' and 'Manager' are shown, along with 'Cancel' and 'Save' buttons.

10. Update Employee

The screenshot shows the 'Employees' section of the Ticket Nexus software. An 'Edit Employee' modal window is open for Feriha Siddiqui, with the 'Department' dropdown set to 'Carpentry'. Other fields include 'Email' (feriha@gmail.com) and 'Phone' (091821221). Buttons for 'Cancel' and 'Update' are visible.

11. Update Manager

The screenshot shows the 'Managers' section of the Ticket Nexus software. A modal window titled 'Edit Manager' is open for Adiba Siddiqui, displaying her profile information: Name: Adiba Siddiqui, Department: Maintenance, Email: jennyad70@gmail.com, Phone: 9016941931. The modal includes 'Cancel' and 'Update' buttons. Other managers listed are Lance, Michael, Habiba, and John Smith.

12. Add Property

The screenshot shows the 'Property Form' section of the Ticket Nexus software. The form fields are: Property Name* (Ex. Electricity), Description*, Address*, and Area*. The 'Save' button is highlighted.

13. Update Property

The screenshot shows the 'Edit Property' screen in the Ticket Nexus application. On the left, there is a sidebar with the 'TICKET NEXUS' logo and the tagline 'Workplace made better'. Below the logo are several navigation items: Departments, Employees, Clients, Properties (which is selected and highlighted in blue), Managers, Tickets, and Feedbacks. The main content area has a title 'Edit Property'. It contains four input fields: 'Property Name' with the value 'Shalimar Fortlexa', 'Description' with the value 'A HIGH RISE LUXURY DEVELOPMENT, PROMISING A WORLD CLASS LIFESTYLE.', 'Address' with the value 'Marisuct C', and 'Area' with the value 'Kalyani Nagar'. At the bottom of the form are two buttons: 'Cancel' and 'Update' (which is highlighted in blue). In the top right corner of the main window, there is a user profile for 'Adiba Siddiqui' and a button labeled 'Add Property'. To the right of the main window, there is a vertical sidebar with a header 'Generated' and 'Actions'. This sidebar lists five entries, each with a date ('2, 2023') and a pen icon for editing.

3.2.4 Reports Design

For Client:

14. View all tickets created by them

The screenshot shows the Ticket Nexus application interface. On the left, there is a sidebar with the 'TICKET NEXUS' logo and the tagline 'Workplace made better'. The sidebar has four navigation options: 'All Tickets' (selected), 'New Tickets', 'In-progress', and 'Completed'. On the right, the main area is titled 'Welcome Kartik'. It displays a list of four tickets:

- Ticket #99: Watchman is not regular (in-progress). Created: Jun 9, 2023. Last Updated: Jun 18, 2023.
- Ticket #110: Gutter overflowing (in-progress). Created: Jun 11, 2023. Last Updated: Jun 11, 2023.
- Ticket #119: service and electricity (completed). Created: Jun 13, 2023. Last Updated: Jun 13, 2023.
- Ticket #122: Paint chatters at wall (in-progress). Created: Jun 13, 2023. Last Updated: Jun 13, 2023.

Each ticket entry includes a small circular profile icon, the ticket number, the subject, the status (e.g., 'in-progress' or 'completed'), the creation date, the last update date, and two small blue square icons with icons inside.

15. Filter tickets : new

The screenshot shows the Ticket Nexus application interface, similar to the previous one but with a different filter applied. The sidebar on the left is identical. On the right, the main area is titled 'Welcome Kartik'. It displays a list of four new tickets:

- Ticket #127: Paint chatters at wall (new). Created: Jun 14, 2023. Last Updated: Jun 13, 2023.
- Ticket #128: Lift button not working (new). Created: Jun 14, 2023. Last Updated: Jun 13, 2023.
- Ticket #139: Garbage smelling at gate (new). Created: Jun 14, 2023. Last Updated: Jun 14, 2023.
- Ticket #144: Motor for water not working (new). Created: Jun 14, 2023. Last Updated: Jun 14, 2023.

Each ticket entry includes a small circular profile icon, the ticket number, the subject, the status ('new'), the creation date, the last update date, and two small blue square icons with icons inside.

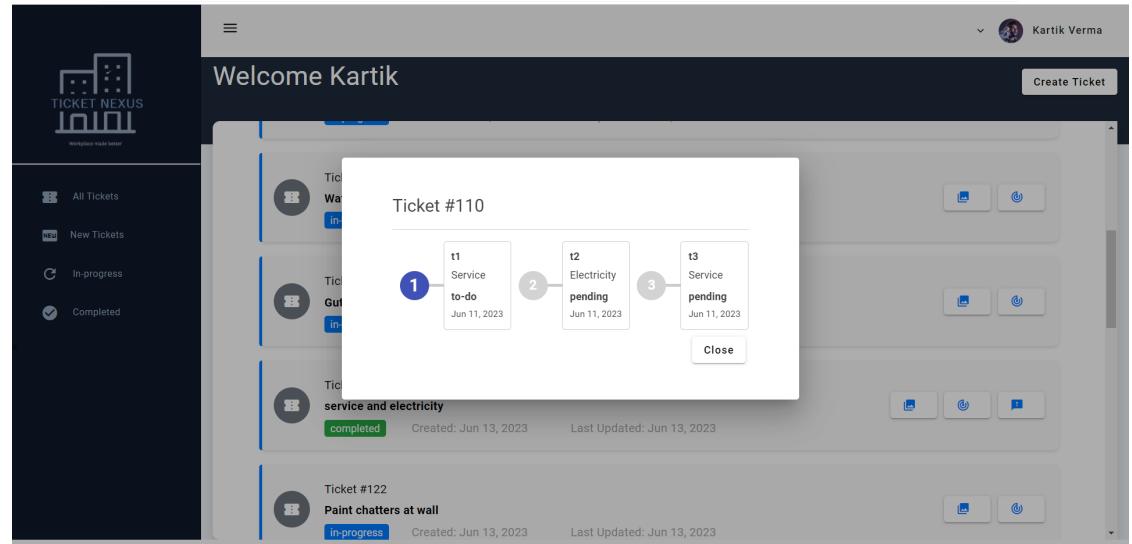
16. Filter tickets : in-progress

The screenshot shows the Ticket Nexus application interface. On the left, a sidebar has a dark background with the 'TICKET NEXUS' logo at the top. Below it are three buttons: 'All Tickets' (grey), 'New Tickets' (grey), and 'In-progress' (blue with a checkmark). To the right of the sidebar is a main content area with a dark header that says 'Welcome Kartik'. Below the header is a list of four ticket cards. Each card contains the ticket number, subject, status, creation date, last update date, and two small blue icons. The first ticket is 'Ticket #98: Maintain cleanliness' (status: in-progress). The second is 'Ticket #99: Watchman is not regular' (status: in-progress). The third is 'Ticket #110: Gutter overflowing' (status: in-progress). The fourth is 'Ticket #122: Paint chatters at wall' (status: in-progress).

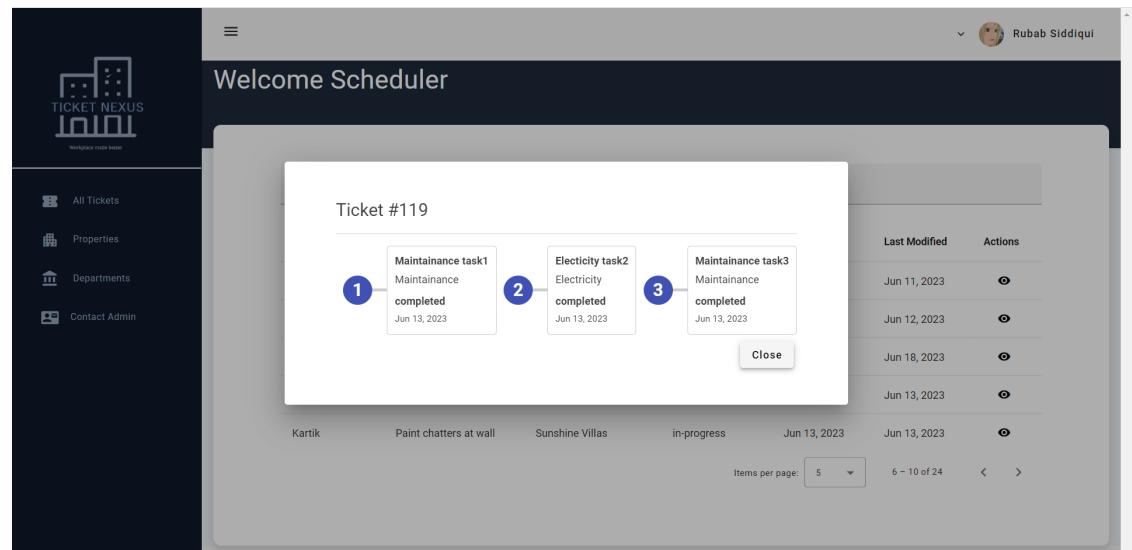
17. Filter tickets : completed

The screenshot shows the Ticket Nexus application interface. On the left, a sidebar has a dark background with the 'TICKET NEXUS' logo at the top. Below it are three buttons: 'All Tickets' (grey), 'New Tickets' (grey), and 'Completed' (blue with a checkmark). To the right of the sidebar is a main content area with a dark header that says 'Welcome Kartik'. Below the header is a list of three ticket cards. Each card contains the ticket number, subject, status, creation date, last update date, and two small blue icons. The first ticket is 'Ticket #96: Paint chatter in walls' (status: completed). The second is 'Ticket #97: Motor problem' (status: completed). The third is 'Ticket #119: service and electricity' (status: completed).

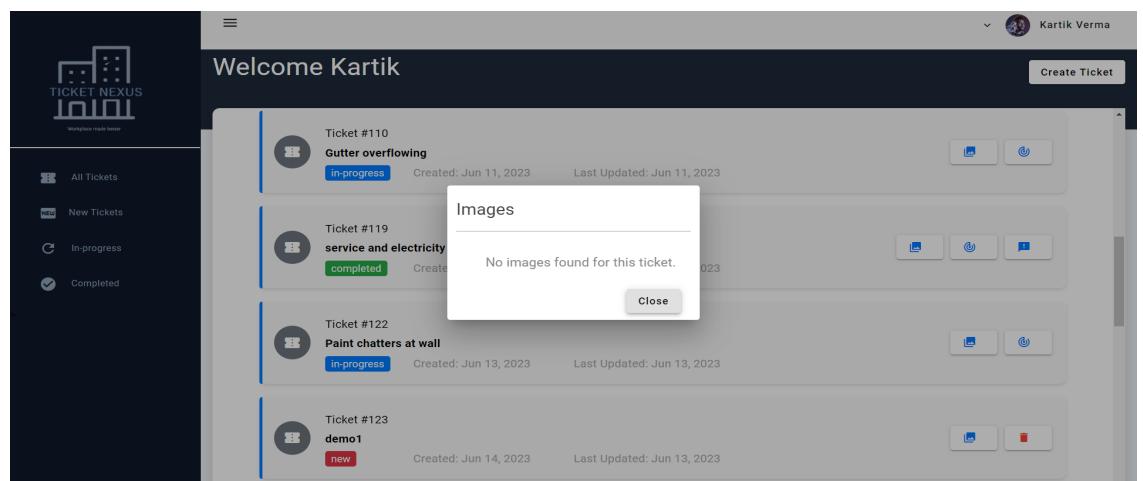
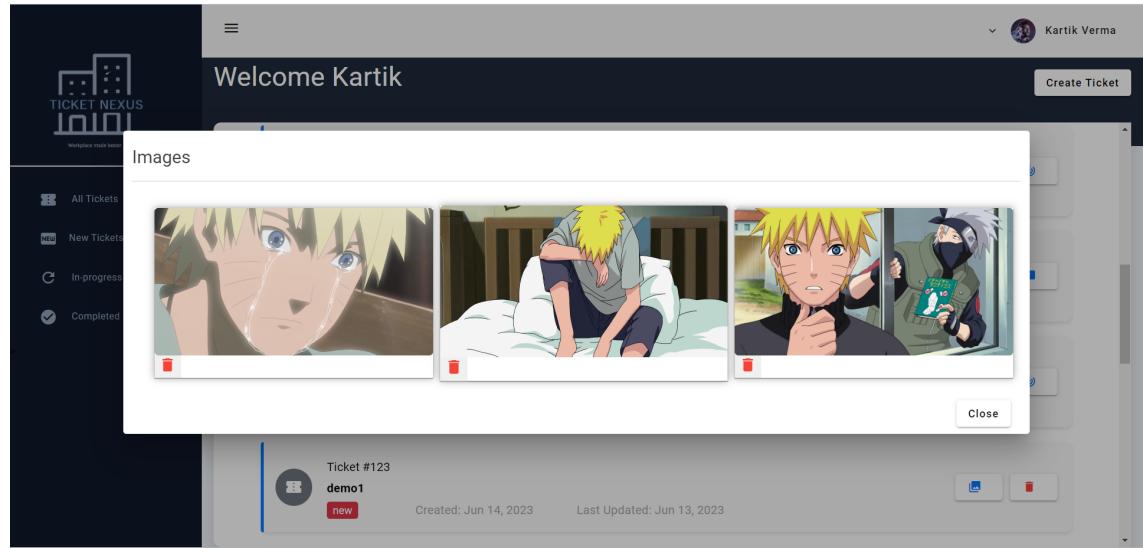
18. Track Ticket Status - 1



19. Track Ticket Status - 2



20. View/Delete Images



For Employee :

21. View all tickets of their department

The screenshot shows the 'Ticket Nexus' application interface. On the left is a sidebar with a dark background and white icons for 'Department Tickets', 'Assigned to me', 'About Department', and 'Contact Manager'. The main area is titled 'My Department Tickets' and displays three ticket cards:

- Ticket #119**: Maintenance task. Status: completed. Property: Sunshine Villas. Created: Jun 13, 2023. Assigned to Rizwana.
- Ticket #122**: Remove white layer. Status: to-do. Property: Sunshine Villas. Created: Jun 13, 2023. Assign To Me button.
- Ticket #122**: Remove chatters. Status: to-do. Property: Sunshine Villas. Created: Jun 13, 2023. Assigned to Rizwana.

22. View ticket details-1

The screenshot shows the 'Ticket Details' view for a specific ticket. The sidebar on the left is identical to the previous screenshot. The main area is titled 'Ticket Details' and shows the following information for Ticket #119:

Description	service and electricity
Raised By	Name: Kartik Verma, Email: verma.g70090@gmail.com
Raised Date	[Redacted]
Property	Sunshine Villas
Current Status	completed

Below the table is a section titled 'Images' containing four small anime-style images of characters with blonde hair.

23. View ticket details -2

The screenshot shows the 'Ticket Details' modal window from the Ticket Nexus application. The modal has a header 'Stages' and contains three small images of anime characters: a boy with blue eyes, a boy with yellow hair, and a boy with blonde hair. Below the images is a table with the following data:

#	Description	Department	Status	Date
1	Maintainance task1	Maintainance	completed	Jun 13, 2023
2	Electricity task2	Electricity	completed	Jun 13, 2023
3	Maintainance task3	Maintainance	completed	Jun 13, 2023

At the bottom left of the modal is a 'Close' button.

24. View tickets assigned to them -1

The screenshot shows the 'My Tickets' page from the Ticket Nexus application. The sidebar on the left includes options: Department Tickets, Assigned to me (which is selected), About Department, and Contact Manager. The main area displays three ticket cards:

- Ticket #147**
Check if everything is working
Property: Triton
Status: completed (Created: Jun 15, 2023)
- Ticket #114**
Maid for floor cleansing
Property: Mirchandani Enclave
Status: pending (Created: Jun 18, 2023)
- Ticket #114**
Lift stops sometimes
Property: Mirchandani Enclave
Status: to-do (Created: Jun 18, 2023)
A green 'Start Working' button is located at the bottom right of this card.

25. View tickets Assigned to them - 2

The screenshot shows a Microsoft Edge browser window with five tabs all titled "TicketNexus". The active tab displays the "My Tickets" section under the "Assigned to me" category. The sidebar on the left includes links for "Department Tickets", "Assigned to me" (which is selected), "About Department", and "Contact Manager". The main content area lists three tickets:

- Ticket #147**: **Check if everything is working**, Property: Triton, Status: **Completed** (green checkmark)
- Ticket #114**: **Maid for floor cleansing**, Property: Mirchandani Enclave, Status: **Pending** (red box)
- Ticket #111**: **Lift stops sometimes**, Property: Mirchandani Enclave, Status: **doing** (pink box), with a red "Complete" button

The taskbar at the bottom shows various pinned icons and the system status bar indicates it's 17:18 on June 18, 2023, with a battery level of 33%.

26. View Department Information

The screenshot shows the "About My Department" page. The sidebar on the left has the "About Department" link selected. The main content area features a "MAINTAINANCE" section with a note: "Department to raise tickets regarding maintenance problems". Below this are four dark blue boxes with white text:

2 Active Tickets	2 Pending Tickets	6 Completed Tickets
10 Workflows	1 Employees	

At the bottom, it says "Last modified at May 8, 2023". The taskbar at the bottom shows various pinned icons and the system status bar indicates it's 17:18 on June 18, 2023, with a battery level of 33%.

For Manager:

27. View all tickets of their department

The screenshot shows the 'Welcome Manager' dashboard. On the left is a sidebar with icons for Department Tickets, About Department, and Contact Admin. The main area displays a table of tickets with columns: Ticket Desc., Department, Status, Description, Created At, Actions, and Details. The table contains five entries, each with an 'Assign' button and a details icon. The status column shows values like 'doing', 'pending', and 'completed'. The created at column shows dates from June 7, 2023, to June 8, 2023.

Ticket Desc.	Department	Status	Description	Created At	Actions	Details
Water leakage problem	Service	doing	task1	Jun 7, 2023	<button>Assign</button>	
Water leakage problem	Service	pending	task2	Jun 7, 2023	✓ Assigned to Feriha	
Water leakage problem	Service	pending	task3	Jun 7, 2023	<button>Assign</button>	
Paint chatter in walls	Service	completed	Remove white layer	Jun 8, 2023	<button>Assign</button>	
Paint chatter in walls	Service	completed	Paint the wall	Jun 8, 2023	<button>Assign</button>	

For Admin:

28. View all Departments

The screenshot shows the 'Departments' dashboard. On the left is a sidebar with icons for Departments, Employees, Clients, Properties, Managers, Tickets, and Feedbacks. The main area displays a table of departments with columns: Name, Description, Last Modified, and Actions. The table contains five entries, each with edit and delete icons. The last modified column shows dates from May 8, 2023, to Jun 13, 2023.

Name	Description	Last Modified	Actions
Water Supply	Department to raise tickets regarding water supply problems	Jun 13, 2023	
Electricity	Department to raise tickets regarding electricity problems	Jun 15, 2023	
Garbage	Department to raise tickets regarding garbage problems	Mar 22, 2023	
Maintainance	Department to raise tickets regarding maintainance problems	May 8, 2023	
Equipment	Department for equipment's problems	May 8, 2023	

29. View all Employees

The screenshot shows the 'Employees' section of the Ticket Nexus application. On the left is a dark sidebar with icons for Departments, Employees (selected), Clients, Properties, Managers, Tickets, and Feedbacks. The main area has a header 'Employees' with a search bar and an 'Add User' button. Below is a grid of employee profiles:

Name	Department	Profile Picture	Actions
Zoya Siddiqui	Plumbing		[Edit] [Delete]
Feriha Gomez	Service		[Edit] [Delete]
Mohammed Siddiqui	Carpentry		[Edit] [Delete]
Kabuto Sarutobi	Electricity		[Edit] [Delete]
Daryl Hannah	Equipment		[Edit] [Delete]
neha pophalikar	Electricity		[Edit] [Delete]
Rizwana Hasham	Maintainance		[Edit] [Delete]
Namrata Pophalikar	Electricity		[Edit] [Delete]

30. View all Clients

The screenshot shows the 'Clients' section of the Ticket Nexus application. The sidebar and header are identical to the 'Employees' view. The main area has a header 'Clients' with a search bar and an 'Add Client' button. Below is a grid of client profiles:

Name	Type	Profile Picture	Actions
Adiba Siddiqui	client		[Edit] [Delete]
Kevin Costner	client		[Edit] [Delete]
Mary McDonnell	client		[Edit] [Delete]
Sigourney Weaver	client		[Edit] [Delete]
Lance Henriksen	client		[Edit] [Delete]
Bill Paxton	client		[Edit] [Delete]
Adiba Siddiqui	client		[Edit] [Delete]
Kartik Verma	client		[Edit] [Delete]

31. View all Properties

The screenshot shows the 'Properties' section of the Ticket Nexus application. On the left is a dark sidebar with navigation links: Departments, Employees, Clients, Properties (selected), Managers, Tickets, and Feedbacks. The main area has a header 'Properties' with a search bar and an 'Add Property' button. Below is a table with columns: Name, Description, Address, Area, Registered, and Actions. The table lists six properties:

Name	Description	Address	Area	Registered	Actions
Shalimar Fortleza	A HIGH RISE LUXURY DEVELOPMENT, PROMISING A WORLD CLASS LIFESTYLE.	Marisot C	Kalyani Nagar	Mar 22, 2023	
Mirchandani Enclave	Coming soon	Adajan Patia	Kalyani Nagar	Mar 22, 2023	
Triton	A building dedicated to showcasing a lifestyle focused on community building and pure opulence	Kalyaniveg	London Bridge	Mar 22, 2023	
Sunshine Villas	Year of Completion: 2007, Size: 325000 sq. ft., Configuration: Villas	Bhushan Apartments	Chowk Bazar	Mar 22, 2023	
Premium Towers	Year of Completion: 2016, Size: 592000 sq. ft., Configuration: 3 & 4 BHK Homes	Rangoli Soc	Kalyani Nagar	Mar 22, 2023	

At the bottom right are buttons for 'Items per page' (5), '1 - 5 of 9', and navigation arrows.

32. View all Managers

The screenshot shows the 'Managers' section of the Ticket Nexus application. The left sidebar is identical to the previous screenshot. The main area has a header 'Managers' with a search bar and an 'Add Manager' button. Below is a grid of five manager profiles, each with a photo, name, title, email, phone, and edit/delete icons.

Manager	Title	Email	Phone
Adiba Siddiqui	Maintainance	jennyad70@gmail.com	9016941931
Lance Henriksen	Service	lancy23@gmail.com	01883133
Habiba Siddiqui	Service	adlibahabibas@gmail.com	9328877918
John Smith	Water Supply	johnas@gmail.com	66677172
Michael Biehn	Procurement	beihn754@gmail.com	7616212

33. View all Tickets

The screenshot shows the 'Tickets' page of the Ticket Nexus application. On the left, there is a sidebar with icons for Departments, Employees, Clients, Properties, Managers, Tickets (which is selected and highlighted in blue), and Feedbacks. The main content area has a title 'Tickets' and a 'Filter' section. Below is a table with the following data:

User	Ticket Description	Property	Status	Ticket Date	Last Modified
Kartik	Water leakage problem	Shalimar Seven Gardens	in-progress	Jun 7, 2023	Jun 7, 2023
Kartik	Paint chatter in walls	Premium Towers	completed	Jun 8, 2023	Jun 8, 2023
Kartik	Motor problem	Shalimar Seven Gardens	completed	Jun 9, 2023	Jun 8, 2023
Kartik	Maintain cleanliness	Mirchandani Enclave	in-progress	Jun 9, 2023	Jun 8, 2023
Kartik	Watchman is not regular	Mirchandani Enclave	in-progress	Jun 9, 2023	Jun 18, 2023

Items per page: 5 1 ~ 5 of 16 < >

34. View all Feedbacks

The screenshot shows the 'Feedbacks' page of the Ticket Nexus application. On the left, there is a sidebar with icons for Departments, Employees, Clients, Properties, Managers, Tickets, and Feedbacks (selected and highlighted in blue). The main content area has a title 'Feedbacks' and displays several feedback entries in a grid format:

Kartik Verma Paint chatter in walls Awesome	Kartik Verma Motor problem nice	Kevin Costner Gutter overflowing Great team! I love thier cvoordination
Mary McDonnell service and electricity Awesome department support! Superb!	Michael Biehn Motor problem Keep it up! Appreciated!	Lance Henriksen Maintain cleanliness Hardworkjing people! So loving
Bill Paxton Watchman is not regular Impressed with their fast service!	Kevin Costner Paint chatter in walls I just love this system	

For Scheduler :

35. View all Tickets

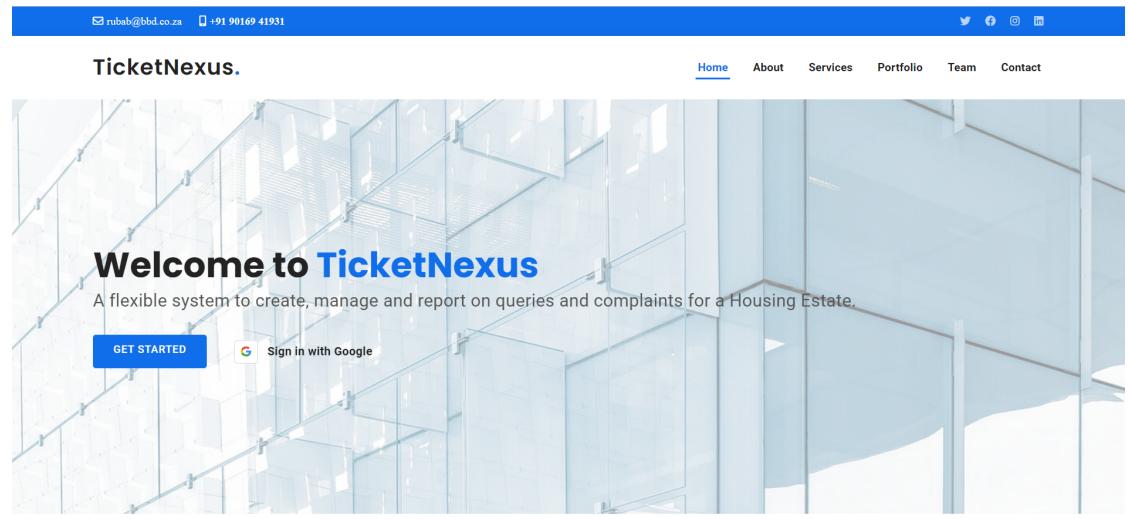
Welcome Scheduler

Client	Description	Property	Status	Created At	Last Modified	Actions
Kartik	Motor for water not working	Triton	new	Jun 14, 2023	Jun 14, 2023	+
neha	this is for testing for documentation	Triton	new	Jun 14, 2023	Jun 14, 2023	+
neha	Lift button is not working	Triton	completed	Jun 15, 2023	Jun 15, 2023	👁
manav	ticket for testing	Triton	new	Jun 17, 2023	Jun 17, 2023	+

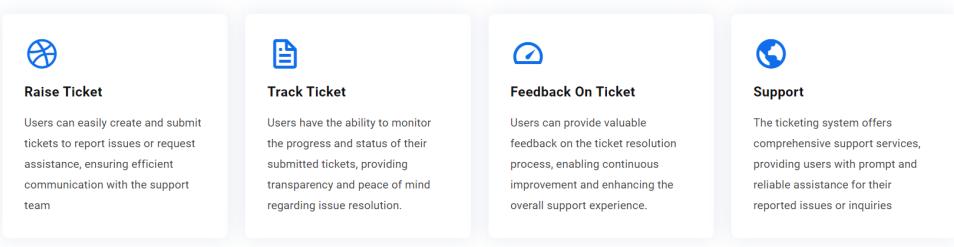
Items per page: 5 21 - 24 of 24

Miscellaneous Designs :

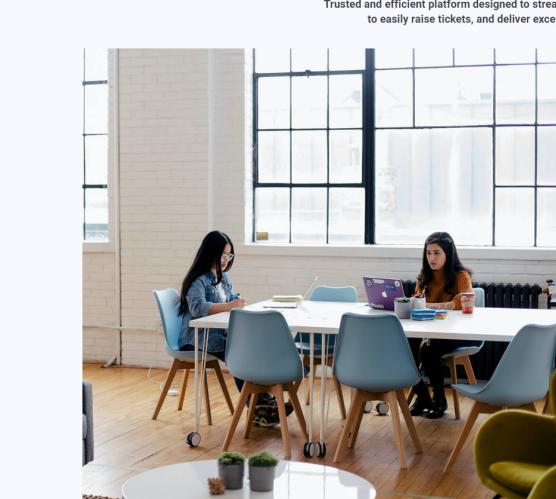
36. Landing page :



The screenshot shows the homepage of TicketNexus. At the top, there's a header bar with contact information (rubay@bdc.co.za, +91 90169 41931) and social media links. Below the header is the 'TicketNexus.' logo. The main background image is a modern building with glass walls and stairs. The central text reads 'Welcome to TicketNexus' and 'A flexible system to create, manage and report on queries and complaints for a Housing Estate.' Below this are two buttons: 'GET STARTED' and 'Sign in with Google'. The bottom section features four cards: 'Raise Ticket' (User icon), 'Track Ticket' (Document icon), 'Feedback On Ticket' (Clock icon), and 'Support' (Globe icon). Each card has a brief description.



Find Out More About Us
Trusted and efficient platform designed to streamline customer support processes, empower users to easily raise tickets, and deliver exceptional service for prompt issue resolution

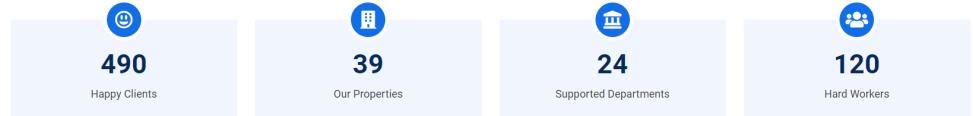


Welcome to our advanced ticketing system!
Our platform is designed to simplify and streamline the process of managing and resolving support requests. We ensure data security, and foster effective collaboration across departments. With our user-friendly interface and robust features, we ensure a seamless experience for both customers and support agents.

Superior Department Support
Our ticketing system offers multiple department support, allowing each department to handle specific types of tickets with expertise, ensuring prompt and accurate resolutions.

Direct Employee-Manager Communication
Empowering streamlined communication, employees can directly contact their managers, fostering efficient collaboration and problem-solving within your organization.

Our powerful scheduler optimizes workflow across multiple departments, ensuring efficient task allocation and smooth collaboration. Each department functions seamlessly, backed by skilled employees specialized in their respective domains.



SERVICES

Check our Services

Elevating Support and Streamlining Communication.

Ticket Management

Streamline your support process with our comprehensive ticket management system. Easily raise tickets, upload relevant images, track ticket progress, provide feedback, and apply filters for efficient ticket organization.

Employee Workflow

Empower your employees with a user-friendly interface that allows them to view department-specific ticket details, access all ticket information, assign tickets to themselves, and seamlessly collaborate to provide timely resolutions.

Manager Support

Enhance managerial efficiency by enabling managers to assign tickets to employees, access ticket details, communicate with the admin, and gain comprehensive insights into department-specific information.

Intelligent Scheduling

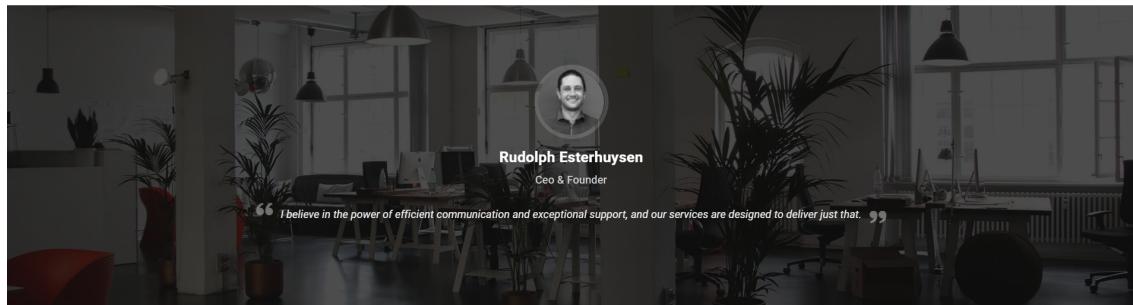
Optimize your workflow with our intelligent scheduler, which determines the appropriate departments required for each ticket and their specific properties. Seamlessly manage department assignments and contact the admin for further assistance.

System Administration

Take control of your entire support system with our robust administrative features. Manage departments, properties, employees, and managers effortlessly. Gain access to valuable feedback, view tickets, and add new employees and managers with ease.

Data and Security

Trust in our secure platform that prioritizes the confidentiality and integrity of your data. Rest assured that your information and uploaded images are stored and transmitted securely, adhering to the highest industry standards.



PORFOLIO

Check our Portfolio

Through our ticketing system, we have successfully served diverse Industries, delivering seamless support solutions tailored to their unique needs

ALL PROPERTY DEPARTMENT



TEAM

Our Hardworking Team

Dedicated Professionals Committed to Excellence.



Manav Vanani
Accountant



Adiba Siddiqui
Software Developer



Neha Pophalikar
Junior Developer



Mohammed Raza
CTO

CONTACT

Contact Us

Get in Touch with Us for Exceptional Support and Assistance.

Our Address

Floor 7, Wing C Marisoft, Kalyani Nagar Annex,
Wadgaon Sheri, Pune, Maharashtra 411014
4.5 ★★★★★ 39 reviews
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Your Name

Your Email

Subject

Message

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Kalyani Nagar Annex,
Wadgaon Sheri,
Pune,
Maharashtra 411014

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Email: rubab@bbd.co.za

Useful Links

- > Home
- > About us
- > Services
- > Terms of service
- > Privacy policy

Our Services

- > Ticketing Management
- > Intelligent Scheduling
- > About Workflows
- > Tracking Ticket
- > Customer Support

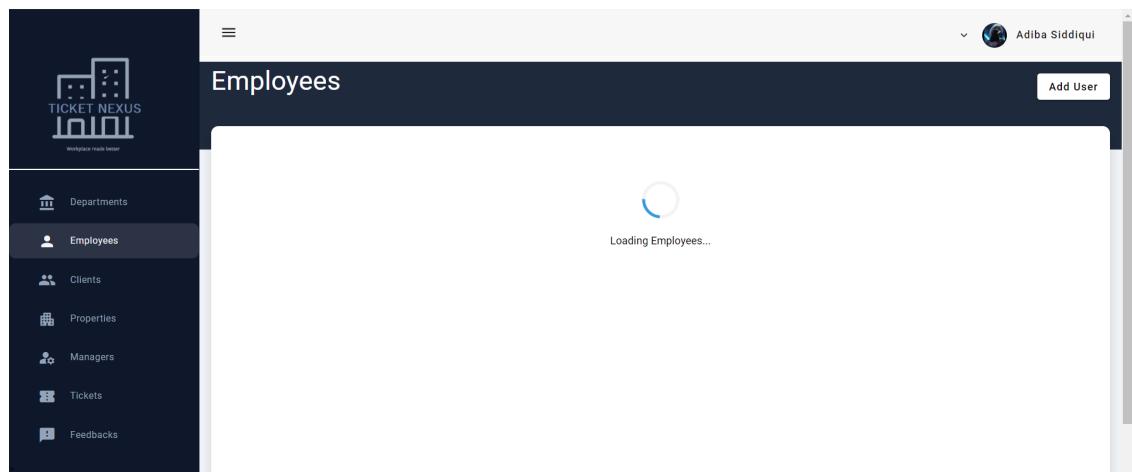
Our Social Networks

Engage with our community, and be the first to know about exciting updates and announcements.

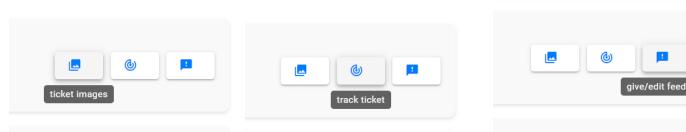
© Copyright TicketNexus. All Rights Reserved

Designed by Team Adiba

37. Loading spinner :



38.Tooltips:

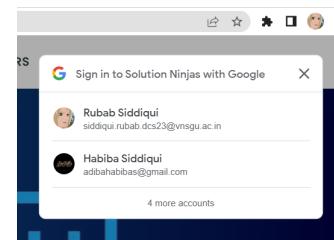


39.Access Control/Sign in with google:

Access Denied

Please login first!

Close



3.3 System Testing

Client:

A. Requirements Analysis:

- *Requirement:* The ticketing system should allow clients to submit property-related issues and track their resolution progress.
- *Objective:* Verify that clients can create tickets, upload images of issues, view ticket status, track tickets, give feedback.
- *Test Scenario:* Submit a ticket as a client and monitor its progress.

B. Test Plan:

1. Test Case: Create a ticket

- Test Steps:
 1. Log in as a client.
 2. Navigate to the “create ticket” button on top right of the page.
 3. Fill in the required details (property information, issue description, images).
 4. Submit the ticket.
- Expected Result: The ticket is successfully created and assigned a unique identifier.

2. Test Case: Check ticket status and receive updates

- Test Steps:
 1. Log in as the client who submitted the ticket.
 2. Access the New tickets page.

3. Verify that the ticket is listed and shows the correct status (e.g., "new").
 4. Monitor the ticket for updates.
- *Expected Result:* The ticket status is accurately displayed, and any updates are reflected in real-time.

3. Test Case: Check ticket tracking and receive updates

- *Test Steps:*
 1. Log in as the client who submitted the ticket.
 2. Access the New tickets page.
 3. Verify that the ticket is listed shows the track ticket icon
 4. If no client can delete that ticket since it is not yet picked by the scheduler.
 5. If yes, track ticket by clicking on the track ticket icon.
- *Expected Result:* The ticket tracking accurately displayed tickets workflows with status and any updates are reflected in real-time.

4. Test Case: Verify create or update ticket feedback

- *Test Steps:*
 1. Create a ticket for a specific property.
 2. Access the Completed tickets page.
 3. Verify that the ticket is listed and shows all completed.
 4. Verify that the ticket is listed shows the feedback icon
 5. Test by clicking the feedback icon on the ticket and give feedback for that respective ticket's feedback button clicked or update if already given feedback.

- Expected Result: The ticket tracking is accurately displayed with a feedback button only for completed tickets and allows to give feedback.

5. Test Case: Verify user authentication and access controls

- Test Steps:
 1. Attempt to access the ticketing system without valid credentials.
 2. Test different user roles and permissions to ensure proper access restrictions.
- Expected Result: Unauthenticated access is denied, proper access controls are enforced.

Employee:

A. Requirements Analysis:

- *Requirement:* The ticketing system should allow employees to solve property-related issues and track their resolution progress.
- The objective of this test is to ensure that the employee can effectively solve tickets in the ticketing system and provide timely resolutions to clients' issues in the real estate domain.

1. Test Case: View tickets raised in employee's department

- *Test Steps:*
 1. Log in as an employee.
 2. Navigate to the “Department tickets” page.
 3. Verify the list of tickets showing for a specific employee’s department correctly.
 4. Check if “Assigned to me” button visible for the ticket which is not picked by any employee
 5. If a ticket is picked then verify “Assigned to EmployeeName” displayed instead of the “Assigned to me” button.
- *Expected Result:* The Department ticket list is successfully displayed and viewed which are assigned or not assigned.

2. Test Case: Check ticket details updates at real-time

- Test Steps:
 1. Log in as an employee.
 2. Click the “ticket details” button.
 3. Verify that the ticket details show the correct ticket details like ticket description, client name, property name, issue images, current ticket status, list of workflows etc.
- Expected Result: The ticket details are accurately displayed, and any updates are reflected in real-time.

3. Test Case: Check Assign a ticket

- Test Steps:
 1. Log in as an employee.
 2. Access the Department tickets page.
 3. Verify that the ticket is listed only for the respected department of which employee works for.
 4. Assign a ticket by clicking “Assign to me” button
 5. Check if after assigning a ticket text changed to “Assign to employee_name”.
 6. Here employee_name refers to an employee who assigns a ticket to himself.
- Expected Result: The assigned status is accurately updated and displayed, and any updates are reflected in real-time.

4. Test Case: Assess assigned tickets.

- *Test Steps:*
 1. Log in as an employee.
 2. Navigate to the “Assigned to me” page.
 3. The Verify assigned to me page shows the list of tickets which are assigned to the employee who logs in.
 4. Verify if the ticket's workflow is in the current department employee should start working on that ticket.
 5. Check if the “Start working” button is visible on the ticket.
 6. Check after clicking “Start working” the status of the ticket changed to “doing”.
 7. Verify when the status is “doing” by replacing “Start working” with the “Complete” button.
 8. Check by clicking the “Complete” button the ticket status changed as “completed”.
- *Expected Result:* The ticket is successfully changing its status according to employee’s inputs and any updates are reflected in real-time.

5. Test Case: Verify create or update ticket feedback

- *Test Steps:*
 1. Create a ticket for a specific property.
 2. Access the Completed tickets page.
 3. Verify that the ticket is listed and shows all completed.
 4. Verify that the ticket is listed shows the feedback icon

5. Test by clicking the feedback icon on the ticket and give feedback for that respective ticket's feedback button clicked or update if already given feedback.

- *Expected Result:* The ticket tracking is accurately displayed with a feedback button only for completed tickets and allows to give feedback.

6. Test Case: Verify user authentication and access controls

- *Test Steps:*

1. Attempt to access the ticketing system without valid credentials.
2. Test different user roles and permissions to ensure proper access restrictions.
3. Employees can only register through the admin side.

- *Expected Result:* Unauthenticated access is denied, proper access controls are enforced.

Scheduler

A. Requirements Analysis:

- o *Requirement:* The ticketing system should allow schedulers to submit workflows for property-related issues and track their resolution progress.
- o *Objective:* Verify that the scheduler can create ticket workflows and track the workflows real time.
- o *Test Scenario:* create the ticket workflow as a scheduler and monitor its progress.

B. Test Plan:

1. Test Case: Create a workflow

- *Test Steps:*
 1. Log in as a scheduler.
 2. Navigate to the “All ticket” page which lists all tickets which are newly created by the client and not picked by any employee.
 3. Check if the icon of the eye or plus showed in front of the ticket.
 4. Check if the workflow of the ticket is already created after clicking on the eye icon workflow of that ticket displayed.
 5. Create a new workflow only for tickets who have plus icons in front of it.
 6. Create a new workflow by clicking the red plus icon followed by filling required details (department name, issue description) for each workflow and clicking the add button to add a new department.
 7. Submit the workflow.
- *Expected Result:* The ticket workflow is successfully created and assigned a unique identifier that creates department routing for tickets.

Manager

A. Requirements Analysis:

- o *Requirement:* The ticketing system should allow managers to assign tickets to any employee who belongs to the respective department for solving property-related issues and track their resolution progress quickly.
- o *Objective:* Verify that the manager can assign tickets to employees of a particular department and track the ticket real time.
- o *Test Scenario:* assign a ticket to an employee and monitor its progress.

B. Test Plan:

1. Test Case: Assign a ticket

- Test Steps:
 1. Log in as a manager.
 2. Navigate to the “All ticket” page which lists all tickets which are created by the client for a specific department.
 3. Verify that the ticket is already assigned to some employee by checking the “assigned to employee_name” text in front of that ticket.
 4. Check only assign button is able to assign tickets to some employees.
 5. Click on the assign button and fill details like employee name and click on ok button.
 6. Check if after assigning a ticket status in front of ticket changed from assign button to text “assigned to employee_name”
- Expected Result: The ticket is assigned successfully to the employee and added to that employee’s assigned to me section.

Admin

A. Requirements Analysis:

- o *Requirement:* The ticketing system should allow admin to Add and maintain property information within the ticketing system, including property details, addresses, and relevant documentation.
- o *Objective:* Verify that admin can create or update properties, employees, managers, departments.
- o *Test Scenario:* Create or update system resources and monitor its progress.

B. Test Plan:

1. Test Case: Create a resources

- *Test Steps:*
 1. Log in as an admin.
 2. Navigate to the “Department” button page to create or view or update departments.
 3. To create a new department, click on the “Add department” button by providing information like department name and description.
 4. Submit a new department.
 5. Navigate to the “Employees” page to create or view or update employees.
 6. To create a new manager or employee click on the “Add user” button.
 7. Fill required information like first and last name, email id, department name and want to register as employee or manager.
 8. Save the User.
 9. Navigate to the “Properties” page to create or view or update properties.

10. To create a new property, click on the “Add property” button.
 11. Fill required information like property name, description, address and area.
 12. Save the property.
- *Expected Result:* Department, property and users successfully created or updated and assigned a unique identifier.

2. Test Case: View resources details.

- *Test Steps:*
 1. Login as admin.
 2. Access the Clients page to view client details and number of tickets raised by that client.
 3. Access the Managers page to view manager details
 4. Monitor the ticket for updates.
- *Expected Result:* The resources details are accurately displayed, and any updates are reflected in real-time.

3. Test Case: Check ticket feedback.

- *Test Steps:*
 1. Login as admin
 2. Access the Feedbacks page.
 3. Verify that the tickets feedbacks are displayed for the tickets which are completed.
- *Expected Result:* The tickets feedback is displayed correctly and any updates are reflected in real-time.

3.5 Future Enhancements

- Automate the scheduler task
- Integrate message service
- Notifications and Updates
- Subtasks for single ticket inside Employees side
- Comments facility for both employee and client
- Two-way communication between Client and Employee
- One user can be employee of multiple departments
- Proper help desk
- Rich user profile

3.6 Conclusion

In conclusion, my involvement in the ATC (The Hive) project, specifically in developing the Ticketing System, has been an invaluable learning experience for me. This project exposed me to the different phases of software development and provided me with a deeper understanding of the field of software engineering.

Throughout the project, I encountered various challenges and obstacles, which allowed me to enhance my problem-solving skills and gain practical insights into the developer's industry. The satisfaction derived from successfully addressing these challenges and contributing to the project's success was truly fulfilling.

The Ticketing System has proven to be a highly valuable tool for users, offering enhanced functionality and streamlining their workflow. It has highlighted the significance of well-designed and professional software in meeting user needs and providing a seamless user experience.

I am grateful for the opportunity to be part of this project and to have worked alongside a talented team. The knowledge and skills I have acquired during this endeavor will undoubtedly benefit my future endeavors in software development. I look forward to applying these experiences and continuing to grow as a professional in the field.

3.7 Bibliography

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Extra Work

During my engagement with the ATC (The Hive) project, I successfully completed several tasks to enhance the functionality and improve the overall performance of the system. The following are the key tasks I accomplished:

1. **Guide Error Mail:** I investigated and resolved an issue related to processing inactive guides, ensuring that error notifications were appropriately sent to the ATC team via email. This helped to streamline the error handling process and improve the system's reliability.
2. **"Insert New Route and View All Routes" Screen:** I developed a new screen within the admin section of the project that allows administrators to insert new routes into the "AdminRoutes" table. This feature enables efficient management and organization of routes, enhancing the overall usability of the system.
3. **Overdue Feedback Assignments Notification:** I implemented a mechanism to identify and notify managers about overdue feedback assignments. By sending a detailed list of individuals who had pending feedback, managers could take appropriate actions to ensure timely completion of assignments, thereby improving accountability within the project.
4. **Database Changes for Hive Calendar:** As part of a new submodule called Hive Calendar, I implemented necessary database changes to support user settings, user preference settings, and invitation preference settings. These modifications provide users with enhanced customization options and improve the overall user experience within the Hive Calendar module.
5. **APIs for User Settings:** I designed and implemented APIs to handle user settings, user preference settings, and invitation preference settings. These APIs allow seamless integration with the front-end application, enabling users to easily manage their preferences and settings within the Hive Calendar module.

These additional tasks were undertaken to meet specific project requirements and contribute to the overall success of the ATC (The Hive) project.