**Description of the Enhancement:**

**1. In-Ticket Communication via Comment or Chat Box**

* **Current Issue:** Once a ticket is raised, there is no provision to communicate or provide updates within the ticket itself. This limits collaboration and creates dependency on external tools (like email or chat apps) to get status updates or ask for clarification.
* **Proposed Enhancement:** Add a **comment box or chat functionality** within each ticket. All users involved with the ticket (creator, assignee, reviewers) should be able to leave comments or status updates. This should support time-stamped messages and maintain a threaded view for better context.

**2. Email Notification on Ticket Reassignment**

* **Current Issue:** When a ticket is reassigned—either back to the creator after completion or to another user (e.g., an intern)—no email notification is sent, causing delays or missed ownership transitions.
* **Proposed Enhancement:** Implement **automated email notifications** when:  
  + A ticket is reassigned to another user.
  + A ticket is marked complete and returned to the original creator.
* The email should include:  
  + Ticket ID and title
  + New assignee's name
  + Short message indicating action (e.g., “This ticket has been reassigned to you”)

**3. Overdue Alert Emails (24 Hours in Advance)**

* **Current Issue:** Users are not alerted when tickets are approaching their due date, often resulting in overdue tasks.
* **Proposed Enhancement:** Trigger an **automated email reminder** to the ticket owner and assignee **24 hours before a ticket is due**. The reminder should include:  
  + Ticket ID and title
  + Due date and time
  + A message warning that the ticket will be overdue in 24 hours