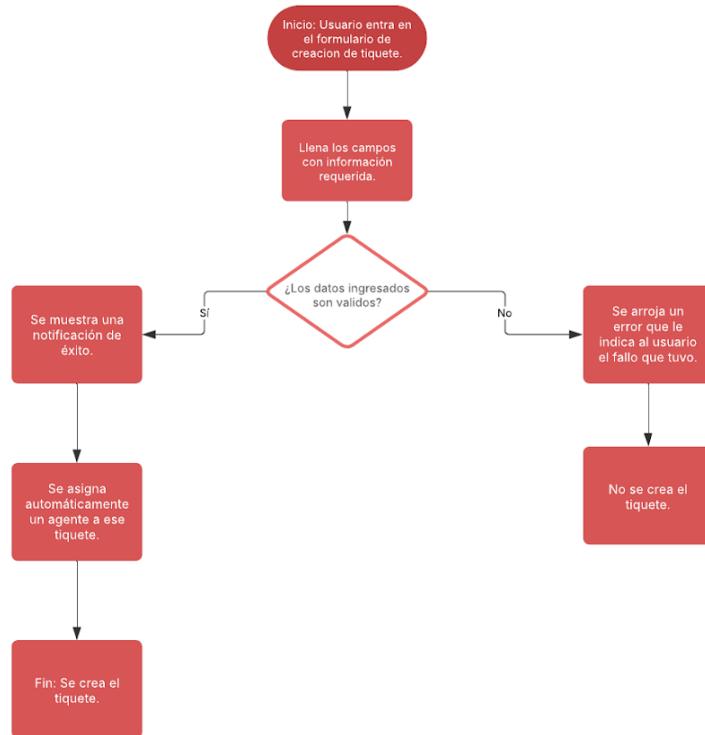


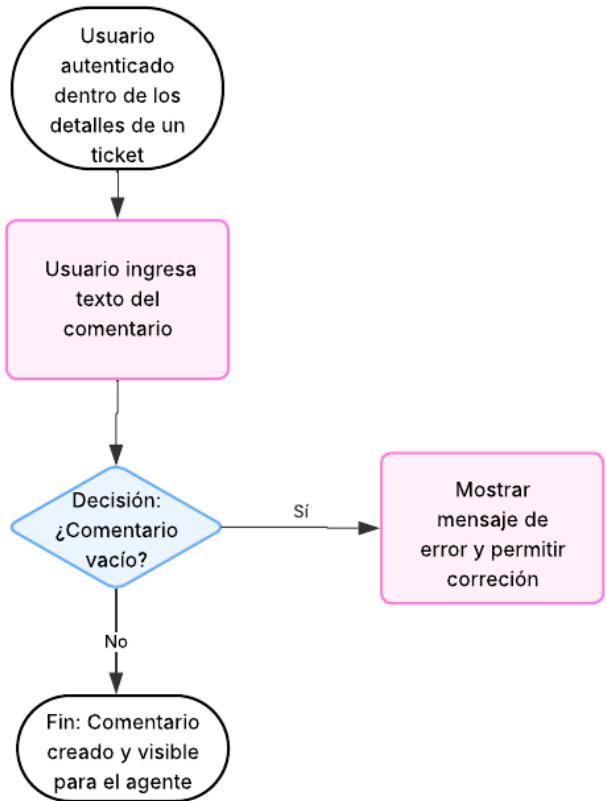
USER FLOW

Usuario

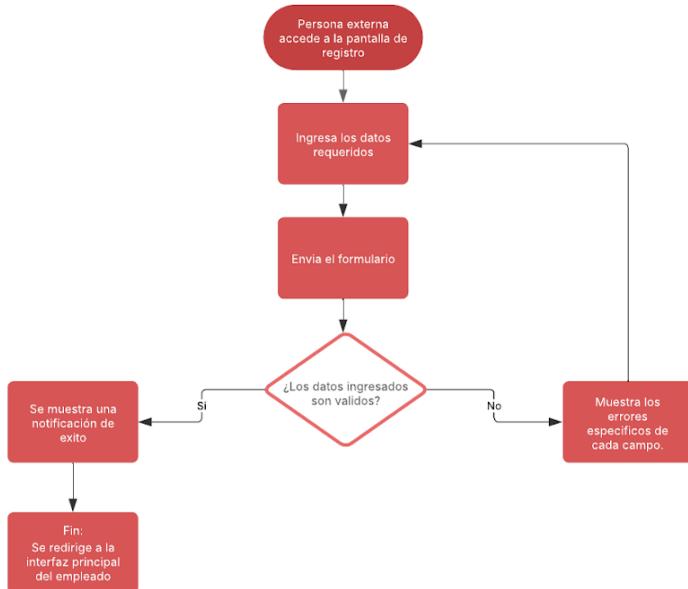
1. Crear un tiquete nuevo.



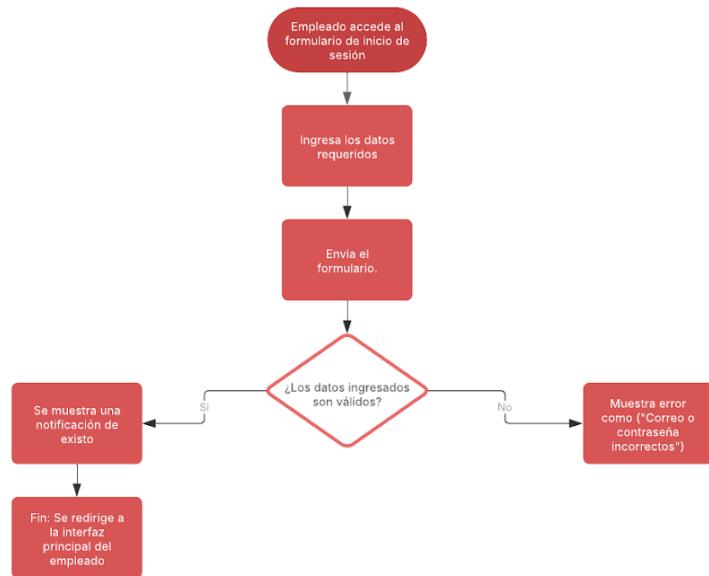
2. Crear un comentario interno para un tiquete.



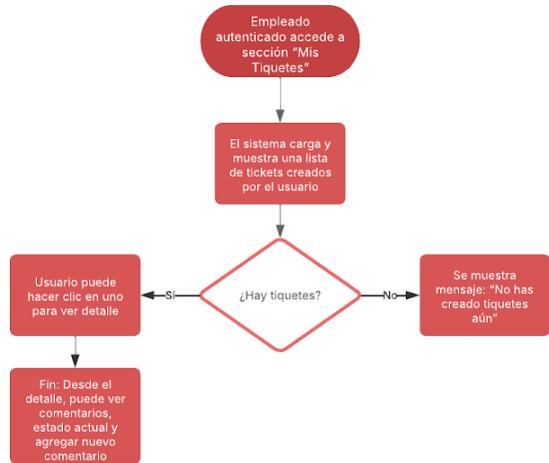
3. Registrarse como nuevo usuario.



4. Iniciar sesión como usuario.

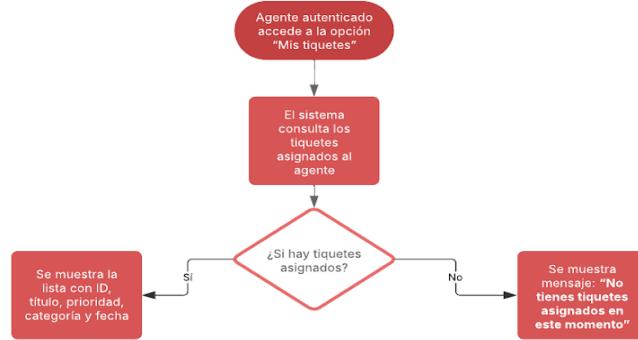


5. Visualizar y dar seguimiento a mis tiquetes

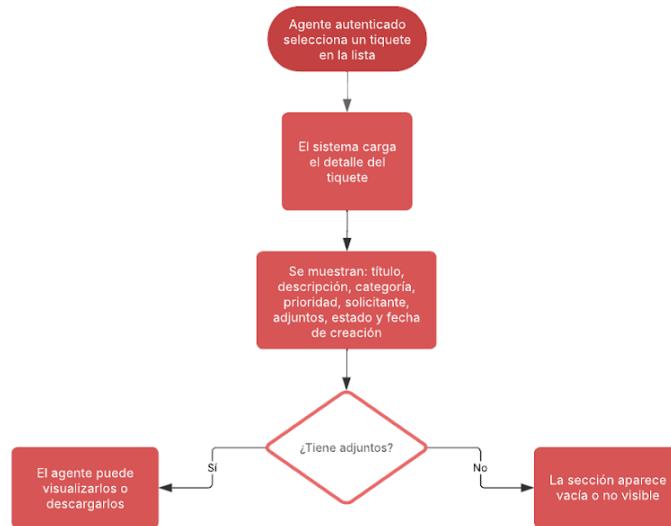


Agente:

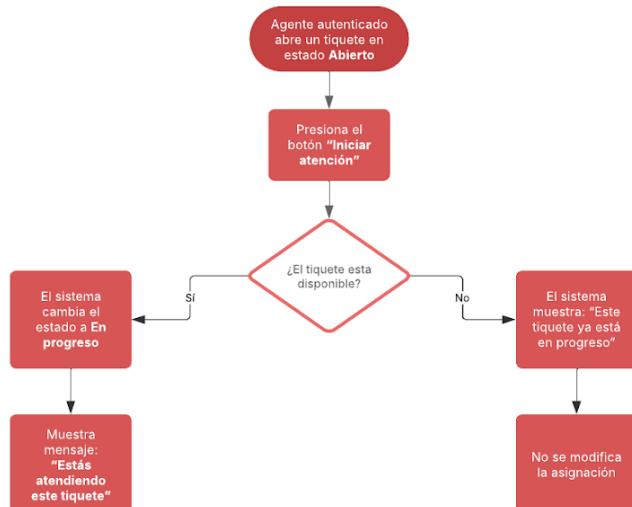
1. Ver mis tiquetes asignados



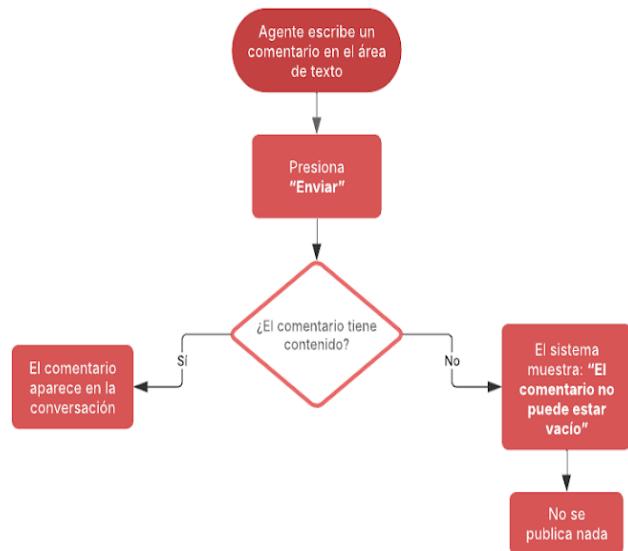
2. Ver detalle de un tiquete asignado



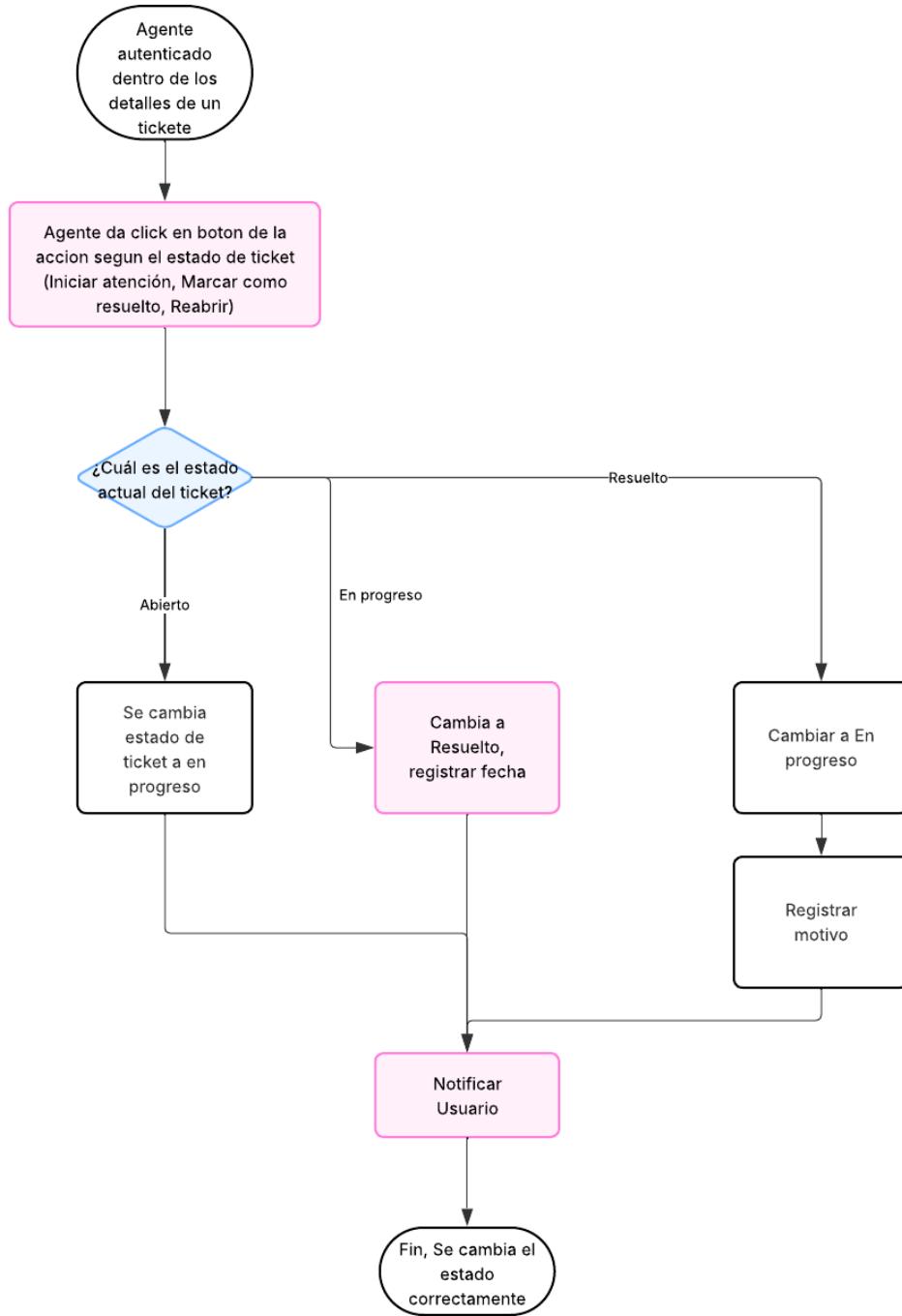
3. Iniciar atención de un tiquete



4. Añadir comentario visible al empleado

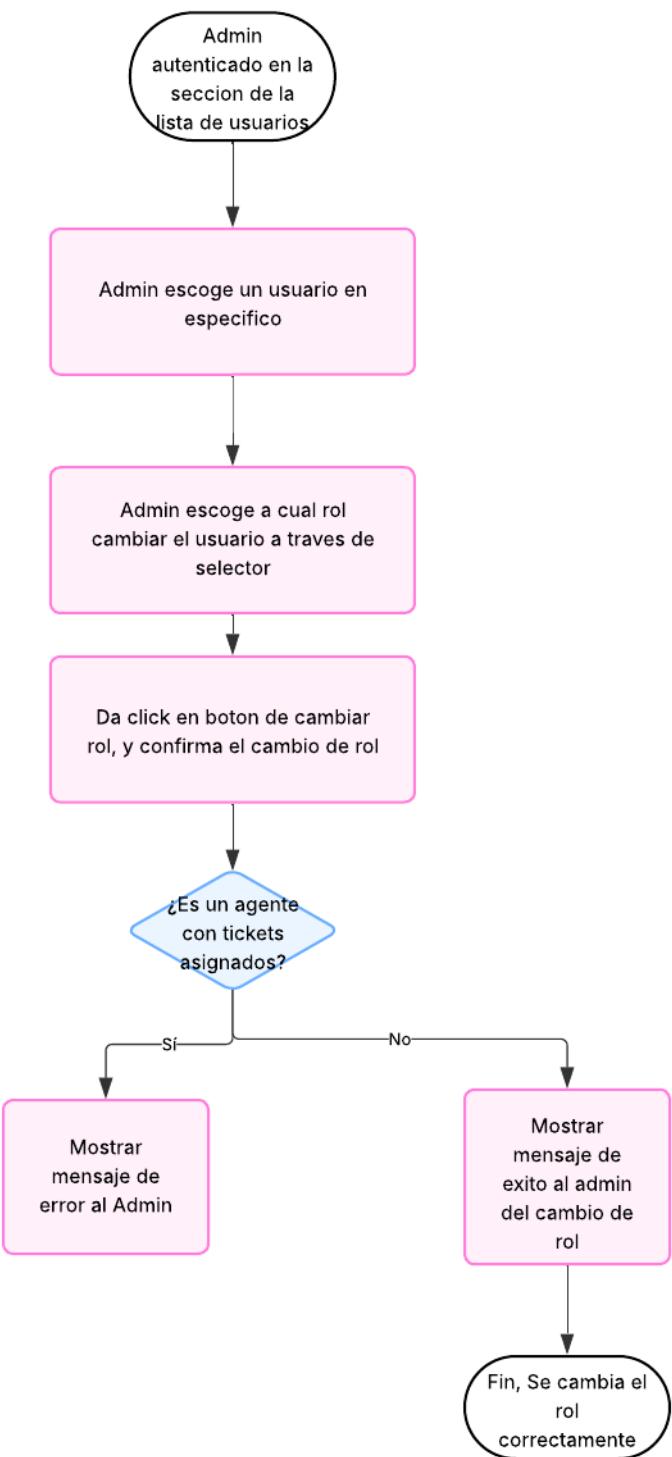


5. Cambiar el estado de un ticket (para ponerlo en progreso o resuelto).

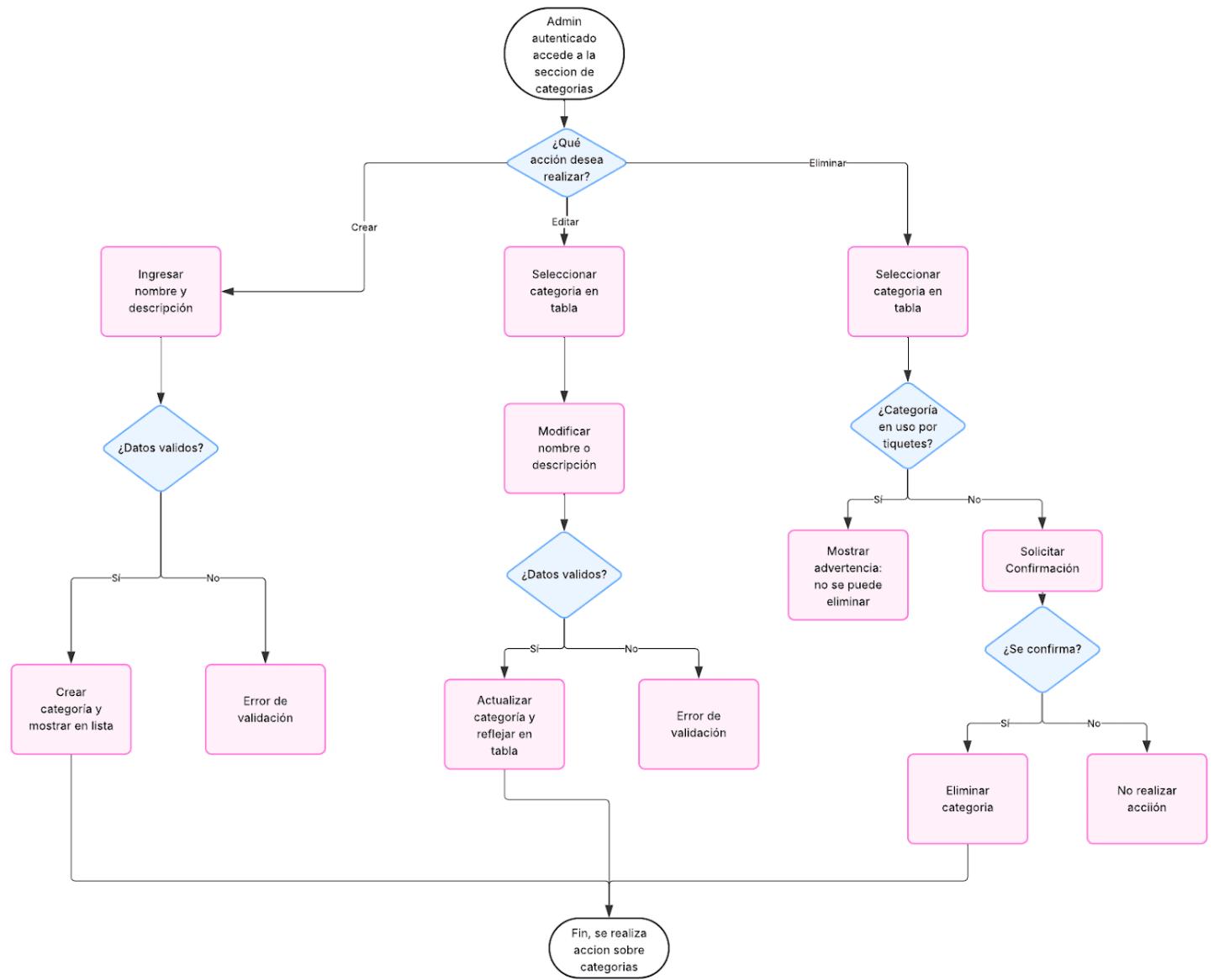


Admin:

- 1) Admin cambia el rol de un empleado



2) Admin configura categorías



3) Admin reasigna tiquete

