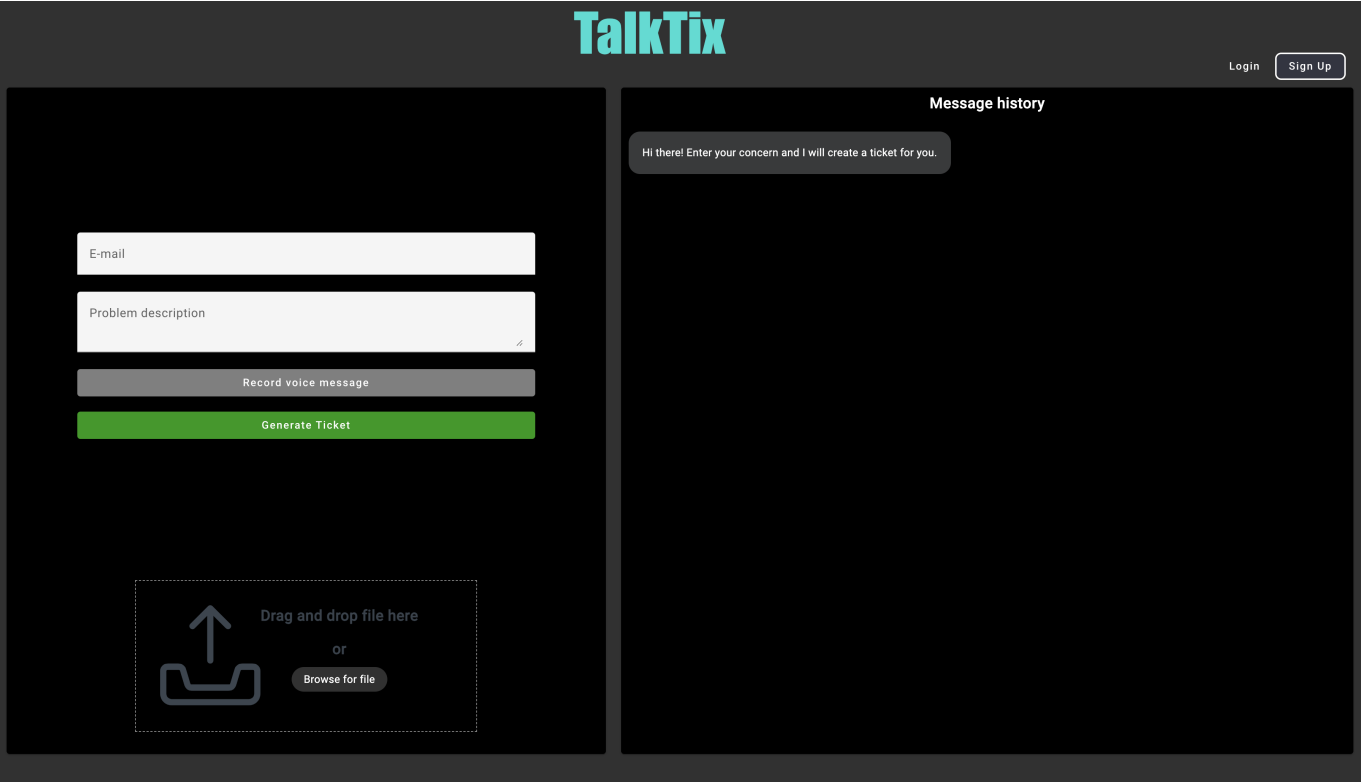


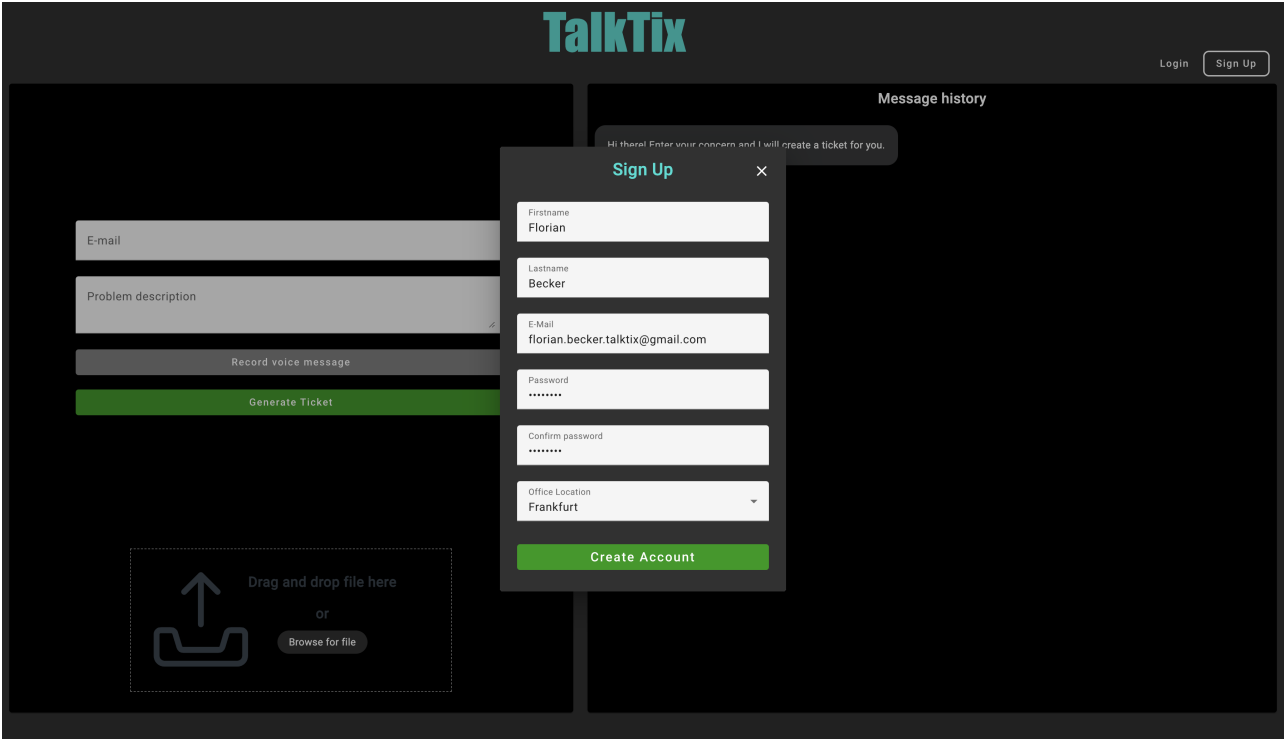
Web Application

When you visit the TalkTix website localhost:4200, this is the page you are greeted with:

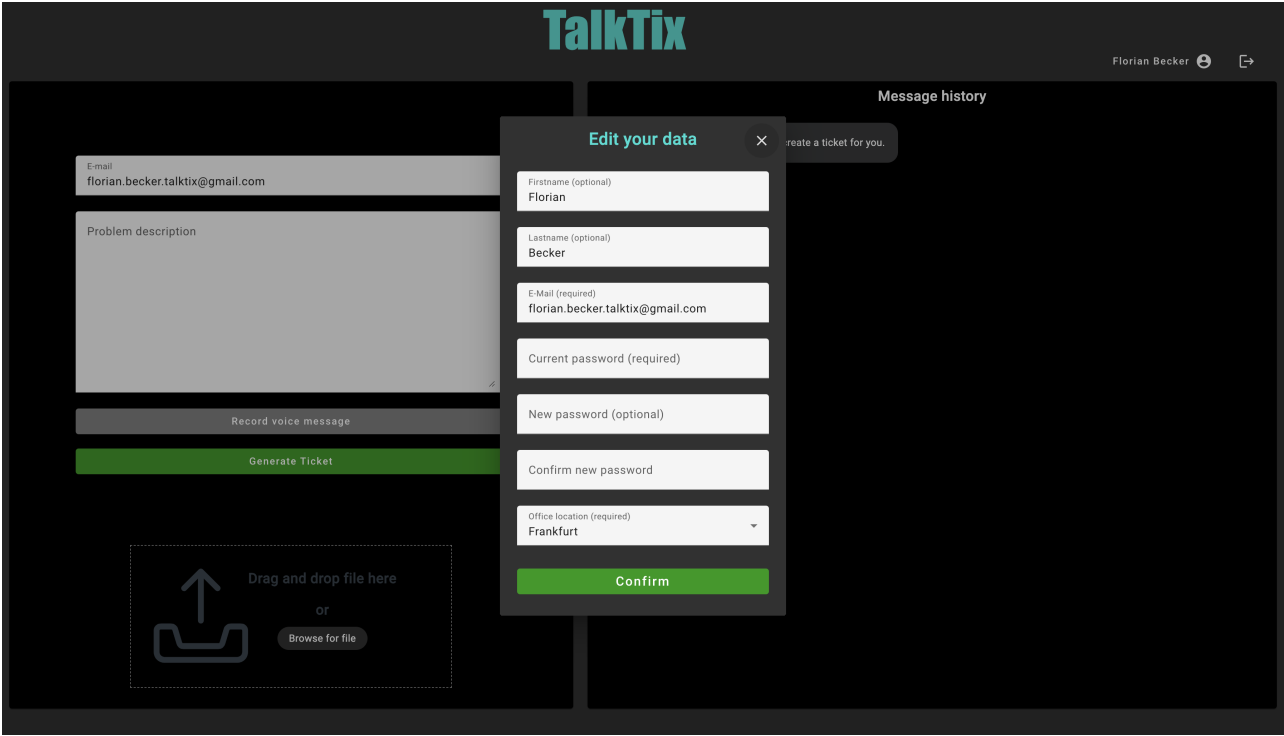


Steps to manage a user:

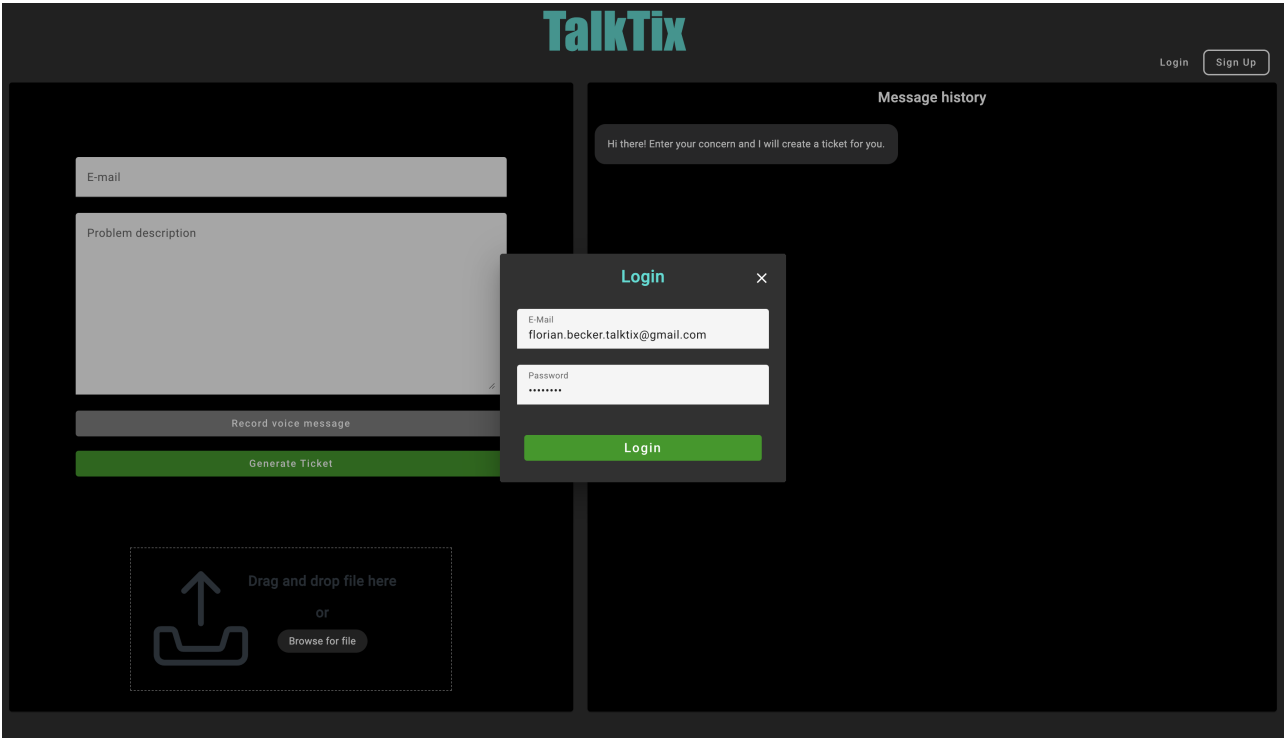
1. Sign up a new user account by pressing the "Sign Up" button in the top-right corner of the web app.



- 2. Edit the account details by clicking on the profile icon in the top-right corner.



- 3. Logout by clicking the symbol in the top-right corner next to the user details.
- 4. Login again with an existing account by pressing the "Login" button next to the "Sign Up" button.

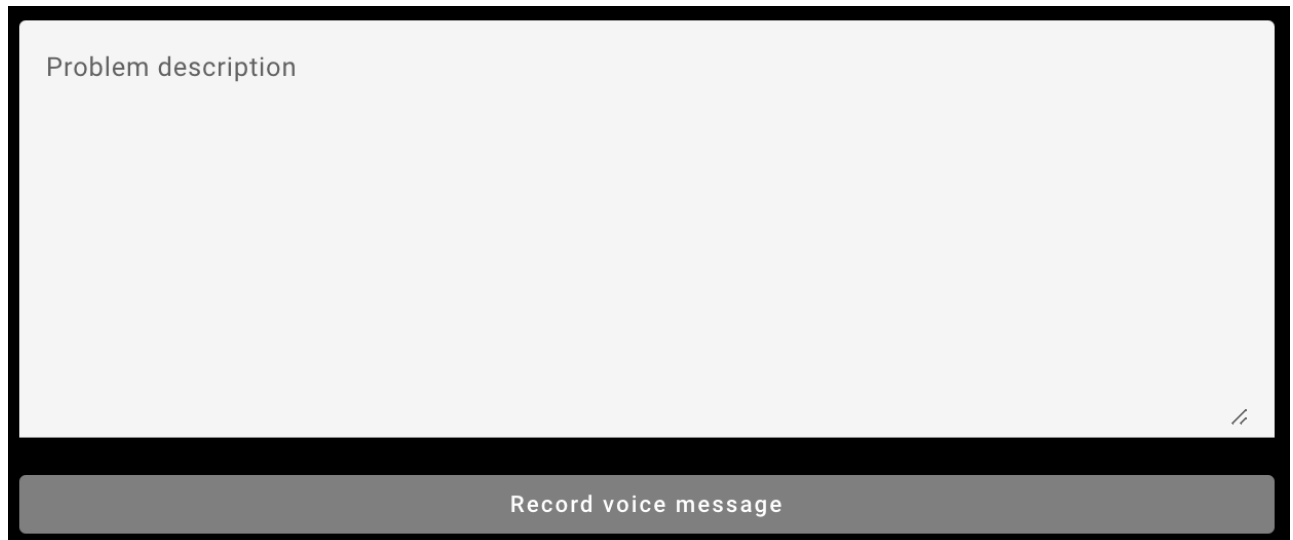


Steps to create a ticket:

- 1. Write your email address in the email input box.

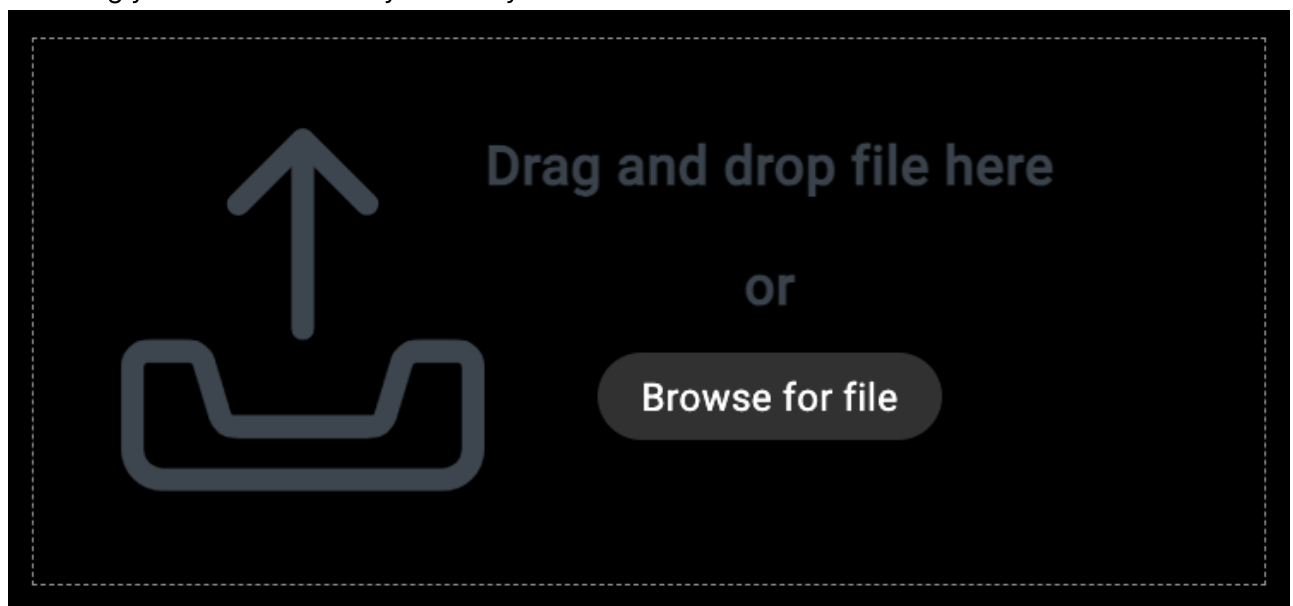


2. Describe your problem in the problem input box by typing or recording a message. If there wasn't enough space, you can simply expand the input area at the lower-right corner.



The image shows a user interface for a problem description. It consists of a large, light gray rectangular text input area with the placeholder text "Problem description" in the top-left corner. In the bottom-right corner of this area, there is a small double-slash icon (//). Below the text area is a dark gray horizontal button with the text "Record voice message" in white.

3. Upload any images or files that can help describe your problem better. This can be done either by drag and dropping your files in the box shown below or by clicking the "Browse for file" button and choosing your desired files in your file system.



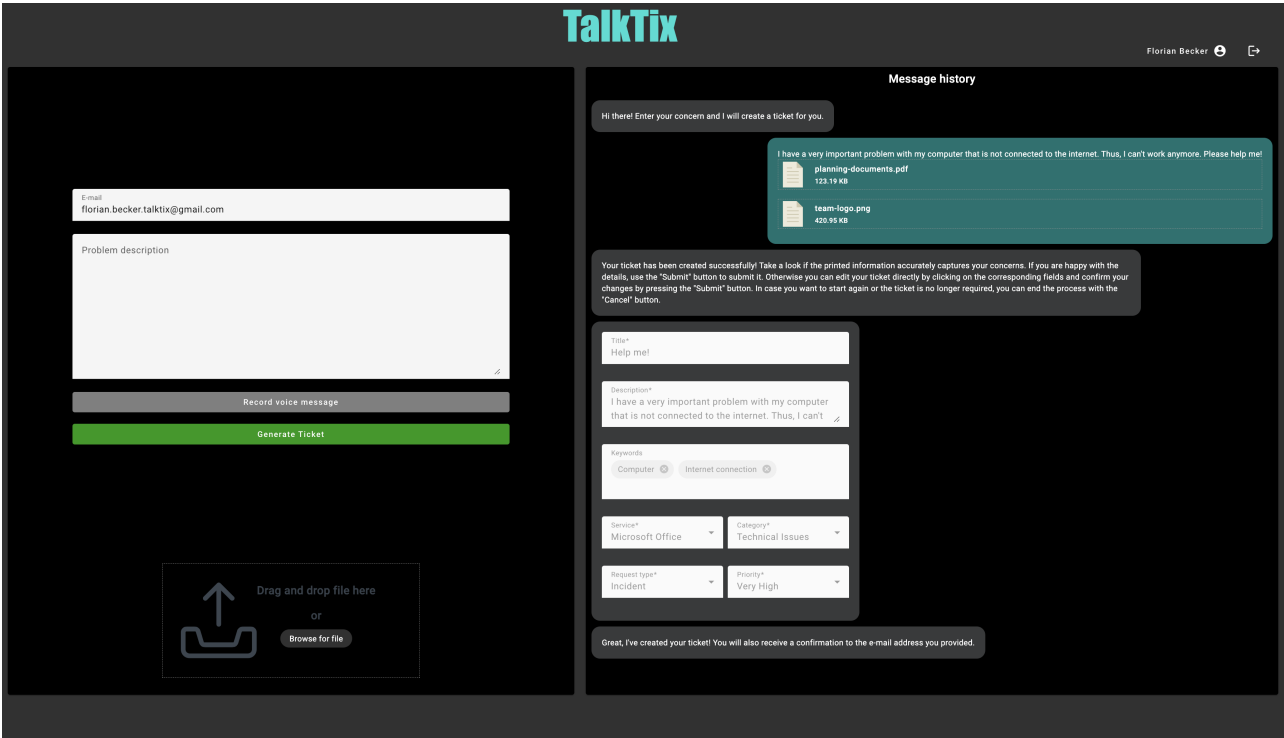
4. Press the "Generate Ticket" button and see your created ticket on the right side of the website.

The screenshot shows the TalkTix website interface. On the left, there is a form with an email field containing "florian.becker.talktix@gmail.com", a text area with the message "I have a very important problem with my computer that is not connected to the internet. Thus, I can't work anymore. Please help me!", a "Record voice message" button, and a green "Generate Ticket" button. Below the form is a file upload section with a "Drag and drop file here" area, a "Browse for file" button, and two files listed: "planning-documents.pdf" (123.19 KB) and "team-logo.png" (420.95 KB). On the right, the "Message history" section shows a chat message: "Hi there! Enter your concern and I will create a ticket for you." and a button labeled "Keine ausgewählt".

5. Edit via the given chat message and accept **or** delete the ticket by clicking the button "Submit" **or** "Cancel".

The screenshot shows the TalkTix website interface after clicking the "Generate Ticket" button. On the left, the form now has a "Problem description" field. On the right, the "Message history" section shows a chat message with the ticket details: "I have a very important problem with my computer that is not connected to the internet. Thus, I can't work anymore. Please help me!" and the files "planning-documents.pdf" (123.19 KB) and "team-logo.png" (420.95 KB). Below the chat message is a confirmation message: "Your ticket has been created successfully! Take a look if the printed information accurately captures your concerns. If you are happy with the details, use the 'Submit' button to submit it. Otherwise you can edit your ticket directly by clicking on the corresponding fields and confirm your changes by pressing the 'Submit' button. In case you want to start again or the ticket is no longer required, you can end the process with the 'Cancel' button." Below this is a form with fields for "Title*" (Help me!), "Description*" (I have a very important problem with my computer that is not connected to the internet. Thus, I can't), "Keywords", "Service*" (Microsoft Office), "Category*" (Technical Issues), "Request type*" (Incident), and "Priority*" (Very High). There are "Submit" and "Cancel" buttons at the bottom.

6. If you pressed "Submit", then you get a confirmation in the chat and an email (if you entered a valid email address)



Support ticket created: Help me! Inbox x



dev.talktix@outlook.com

to me ▾

Hi there!

your ticket has been created successfully. Please find below the respective details:

ID:	65c22882a64d833bc029b604
Title:	Help me!
Service:	Microsoft Office
Category:	Technical Issues
Keywords:	['Computer', 'Internet connection']
Customer priority:	Disruption cannot work
Affected Person:	Florian Becker
Description:	I have a very important problem with my computer that is not connected to the internet. Thus, I can't work anymore. Please help me!
Priority:	Very High
Attachments:	['planning-documents.pdf', 'team-logo.png']
Request type:	Incident

Cheers,
TalkTix

Email Service

Our Ticket Creation System can also be called by just writing an email. These steps can be followed to use this feature:

- 1. Write an email to **dev.talktix@outlook.com** explaining your technical problem. Attachments that add details to your problem are greatly appreciated.
- 2. Send email.

3. Receive an email response with the structure and content of the created ticket.