I.T Ticket Management

Users

* Create User
* Assign Role(Administrative, Regular)

Tickets

* Pending tickets ( assigned but not completed )
* Closed Tickets (completed)
* Open tickets (assigned and unsolved. Dependant on external condition )
* New Tickets (created)
* Unassigned tickets (created and unassigned)

Ticket category

Colour coding for ticket priorities

Ticket merging

Ticket alerts

Ticket prioritization (High, Medium and Low)

Graphs

* Chart rate of ticket closure ( for Administration )
* Ticket Closure times

