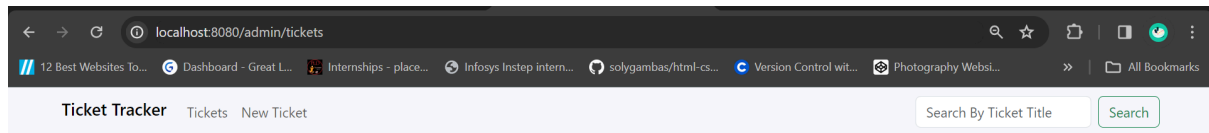


1. Initially when the application is started and the database contains no entries, the home page, i.e, page with a display of all existing tickets, appears as shown below. As observed, the home page contains :

- A navbar with hyperlinks to the tickets page, another one to raise a new ticket and a search bar to search for tickets
- The body displays a table of all existing tickets



2. On clicking “New Ticket” on the navbar, the user is directed to another page to add details of the ticket intended to be raised. Having filled all the details, the user clicks “Submit” and the ticket is saved.

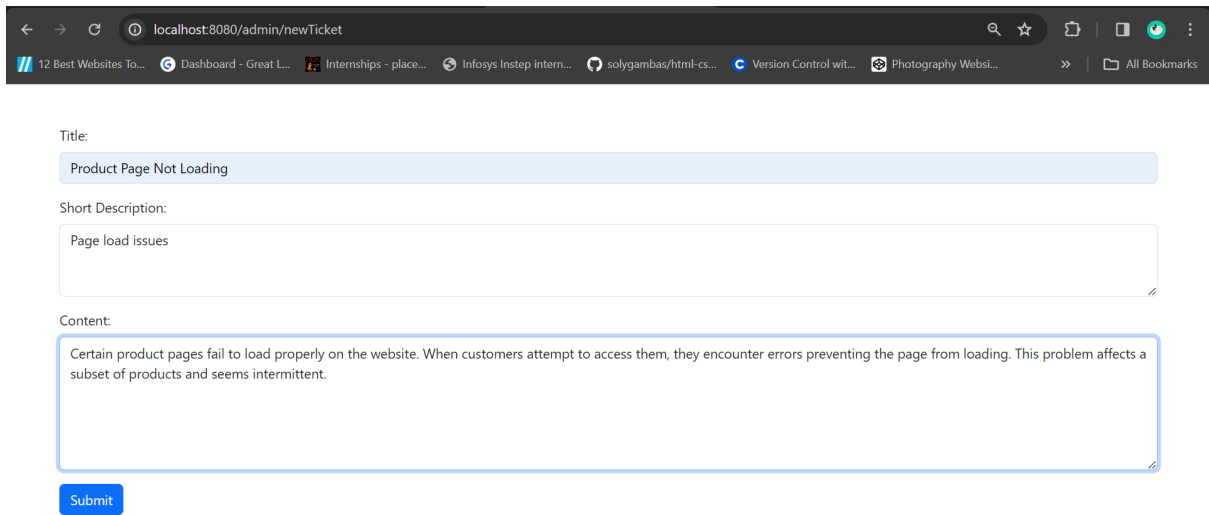
A screenshot of the 'New Ticket' form in the application. The browser's address bar shows 'localhost:8080/admin/newTicket'. The form consists of three input fields: 'Title' (containing 'Website Login Issue'), 'Short Description' (containing 'Login Problems'), and 'Content' (containing a detailed description of a login issue). A blue 'Submit' button is located at the bottom left of the form.

3. So far the table in the database consists of one entry, post addition of a new ticket and is displayed on the “tickets” page.

A screenshot of the 'Ticket Tracker' application showing the updated table. The browser's address bar displays 'localhost:8080/admin/tickets'. The table now contains one entry with the following details: Ticket ID 1, Title 'Website Login Issue', Short Description 'Login Problems', and Created On '2024-03-09'. The 'Actions' column for this entry contains three buttons: 'Edit' (blue), 'Delete' (red), and 'View' (grey).

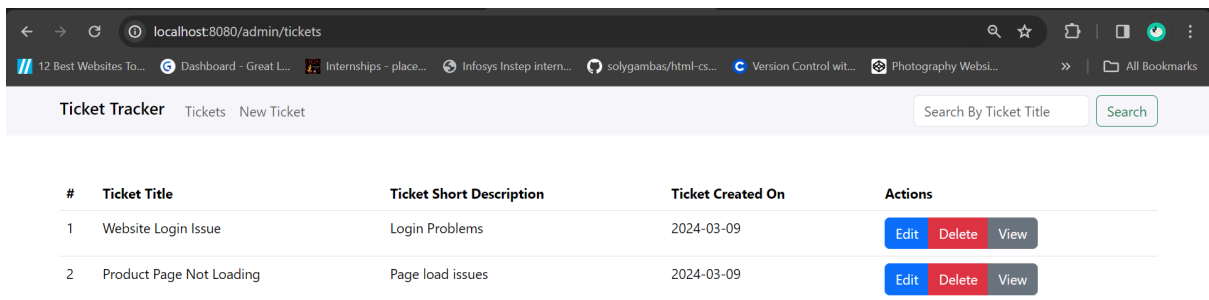
| # | Ticket Title        | Ticket Short Description | Ticket Created On | Actions                                                          |
|---|---------------------|--------------------------|-------------------|------------------------------------------------------------------|
| 1 | Website Login Issue | Login Problems           | 2024-03-09        | <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a> |

4. To raise another ticket, the user clicks on “New ticket” and is again redirected to a page to fill in the ticket details.



The screenshot shows a web browser at the URL `localhost:8080/admin/newTicket`. The form contains three text input fields: 'Title' with the value 'Product Page Not Loading', 'Short Description' with the value 'Page load issues', and 'Content' with the value 'Certain product pages fail to load properly on the website. When customers attempt to access them, they encounter errors preventing the page from loading. This problem affects a subset of products and seems intermittent.' A blue 'Submit' button is located at the bottom left of the form.

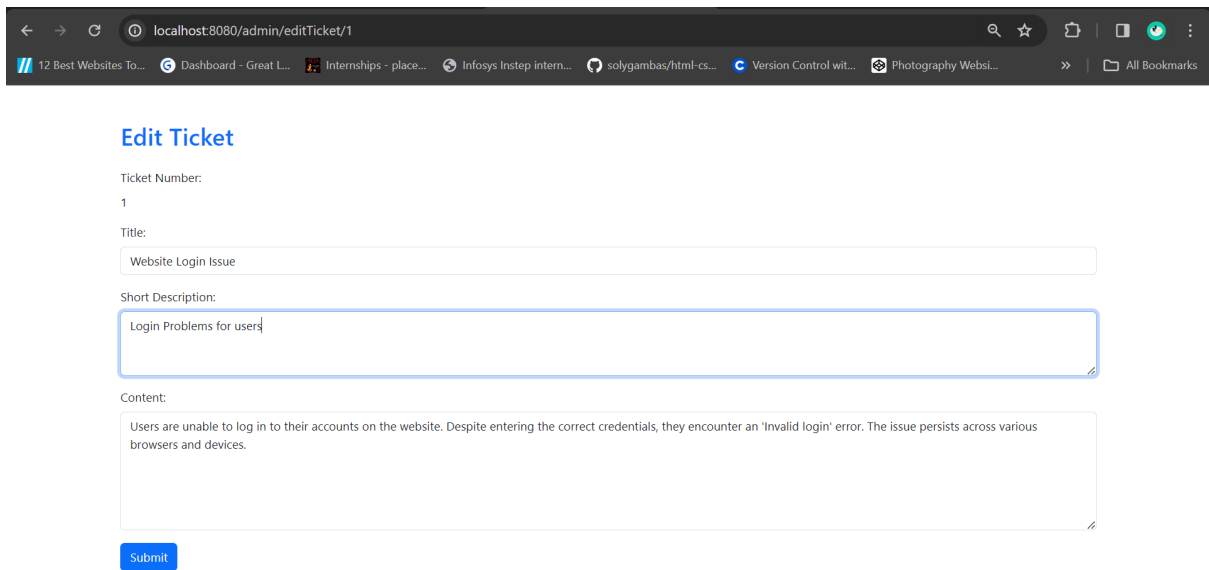
5. The second ticket is saved and the table contains two entries.



The screenshot shows a web browser at the URL `localhost:8080/admin/tickets`. The page displays a table with two entries. The table has columns for '#', 'Ticket Title', 'Ticket Short Description', 'Ticket Created On', and 'Actions'. The first entry has a title 'Website Login Issue' and the second entry has a title 'Product Page Not Loading'.

| # | Ticket Title             | Ticket Short Description | Ticket Created On | Actions                                                          |
|---|--------------------------|--------------------------|-------------------|------------------------------------------------------------------|
| 1 | Website Login Issue      | Login Problems           | 2024-03-09        | <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a> |
| 2 | Product Page Not Loading | Page load issues         | 2024-03-09        | <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a> |

6. To edit a ticket, the user clicks on the “edit” button provided in the actions column of the table and is directed to a page to edit an existing record.



The screenshot shows a web browser at the URL `localhost:8080/admin/editTicket/1`. The page is titled 'Edit Ticket'. It contains three text input fields: 'Ticket Number' with the value '1', 'Title' with the value 'Website Login Issue', and 'Short Description' with the value 'Login Problems for users'. A blue 'Submit' button is located at the bottom left of the form.

7. The edited entry is saved and the edit is reflected in the “tickets” page.

localhost:8080/admin/tickets

Ticket Tracker

Tickets

New Ticket

Search By Ticket Title

Search

| # | Ticket Title             | Ticket Short Description | Ticket Created On | Actions                   |
|---|--------------------------|--------------------------|-------------------|---------------------------|
| 1 | Website Login Issue      | Login Problems for users | 2024-03-09        | <div>EditDeleteView</div> |
| 2 | Product Page Not Loading | Page load issues         | 2024-03-09        | <div>EditDeleteView</div> |

8. To view all details of a ticket, the user clicks on the view button provided in the actions column of a record. User is then directed to a page with a display of all details of a ticket.

localhost:8080/admin/viewTicket/1

Ticket ID: 1

Title: Website Login Issue

Creation Date: 2024-03-09

Short Description: Login Problems for users

Content:

Users are unable to log in to their accounts on the website. Despite entering the correct credentials, they encounter an 'Invalid login' error. The issue persists across various browsers and devices.

localhost:8080/admin/viewTicket/2

Ticket ID: 2

Title: Product Page Not Loading

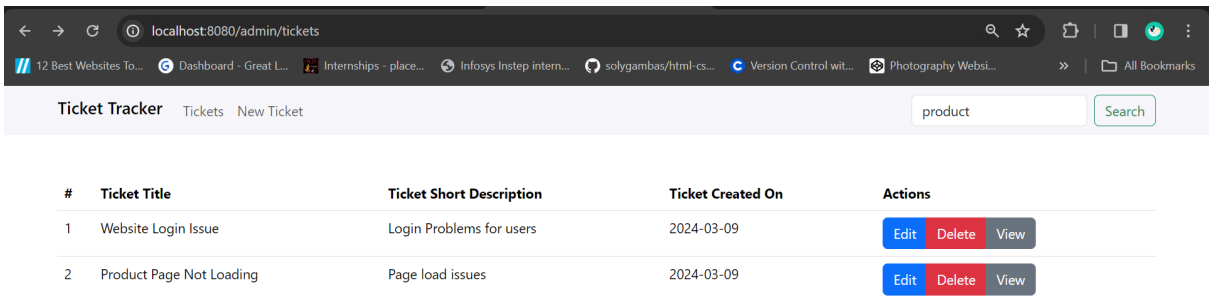
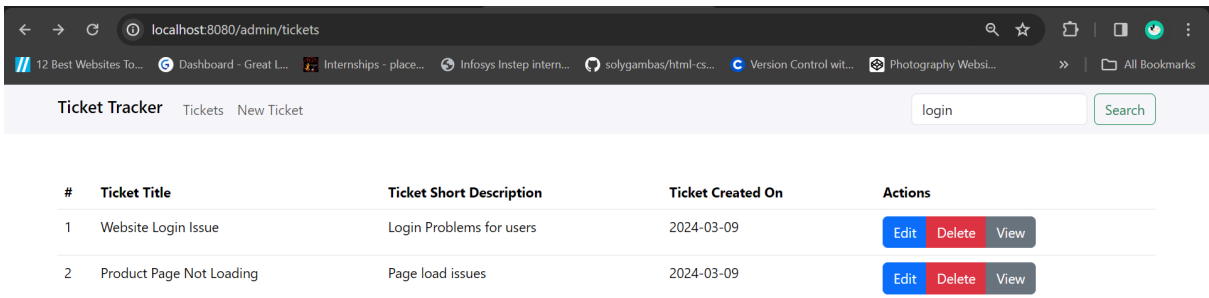
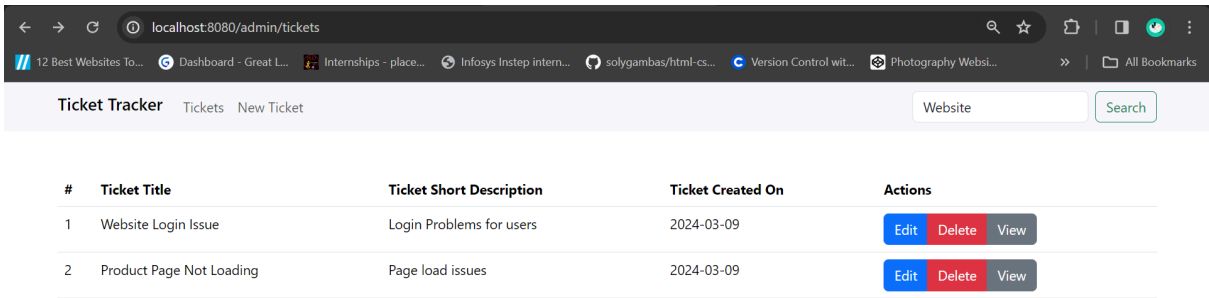
Creation Date: 2024-03-09

Short Description: Page load issues

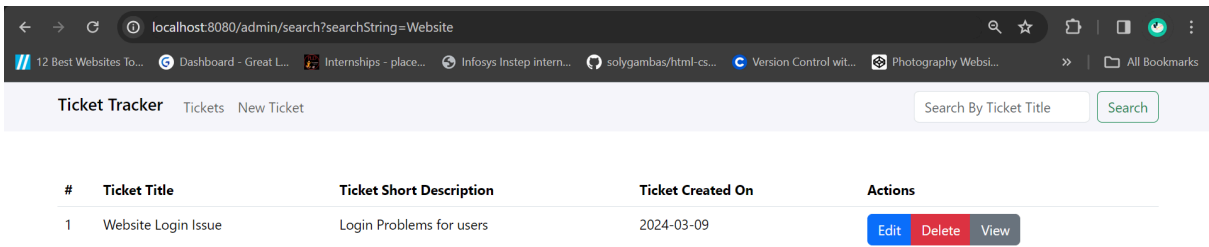
Content:

Certain product pages fail to load properly on the website. When customers attempt to access them, they encounter errors preventing the page from loading. This problem affects a subset of products and seems intermittent.

9. To search for a ticket, the user enters search keywords in the search bar to search a ticket by its title or description.



10. The records are filtered out according to the search keywords and is displayed accordingly.



localhost8080/admin/search?searchString=login

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Ticket Tracker Tickets New Ticket

Search By Ticket Title Search

| # | Ticket Title        | Ticket Short Description | Ticket Created On | Actions                   |
|---|---------------------|--------------------------|-------------------|---------------------------|
| 1 | Website Login Issue | Login Problems for users | 2024-03-09        | <div>EditDeleteView</div> |

localhost8080/admin/search?searchString=product

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Ticket Tracker Tickets New Ticket

Search By Ticket Title Search

| # | Ticket Title             | Ticket Short Description | Ticket Created On | Actions                   |
|---|--------------------------|--------------------------|-------------------|---------------------------|
| 2 | Product Page Not Loading | Page load issues         | 2024-03-09        | <div>EditDeleteView</div> |

11. To delete a record, the user clicks on the delete button under actions and the respective record is deleted.

localhost8080/admin/tickets

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Ticket Tracker Tickets New Ticket

Search By Ticket Title Search

| # | Ticket Title             | Ticket Short Description | Ticket Created On | Actions                   |
|---|--------------------------|--------------------------|-------------------|---------------------------|
| 1 | Website Login Issue      | Login Problems for users | 2024-03-09        | <div>EditDeleteView</div> |
| 2 | Product Page Not Loading | Page load issues         | 2024-03-09        | <div>EditDeleteView</div> |

12. Changes are reflected in the “tickets” page.

localhost8080/admin/tickets

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Ticket Tracker Tickets New Ticket

Search By Ticket Title Search

| # | Ticket Title        | Ticket Short Description | Ticket Created On | Actions                   |
|---|---------------------|--------------------------|-------------------|---------------------------|
| 1 | Website Login Issue | Login Problems for users | 2024-03-09        | <div>EditDeleteView</div> |