

Geaux IT has a queue, a new ticket button, an update ticket button, and a search bar to search the queue.

When the user clicks the add ticket button, they are prompted to input all relevant information consisting of contact information, issue title, issue description, and technician assignment.

Contact information includes customer name, email address, phone number, and location. Issue title consists of a one line description of problem. The issue description displays a more detailed elaboration on the problem. Each new ticket has the option to be assigned to a specific technician.

Once a ticket is created, the user can select the ticket and the option to update the ticket will be displayed. The user may update the ticket to either new, waiting on customer, waiting on vendor, or closed.

The queue displays the ticket title, ticket status, and the ticket number. The queue offers simple navigation by searched by ticket number and keyword. The keyword is indexed by ticket title.

The queue is able to be sorted by date, number, and personal assignment.