

Project Name: Ticket management system

Services: Custom development as per requirement docs, and project documentation.

Requirements:

Users: Can create ticket for the problem.

Admin: Only admin can list the open problem and give response to user.

Admin: Will update the status of ticket while giving response.

User: Can list the tickets they raised.

User: Can close ticket after getting response from admin.

Request to create ticket by user. POST

Get ticket API to list all tickets used by user. GET

Get API to fetch details of ticket. GET

Get API to list all open ticket by admin . GET

Update API to provide solution for issue raised by admin. PUT

Update API to update ticket status by user. PUT

Key Points

1. Get all tickets form database sortedby "Priority".
2. Get all tickets form database sortedby "Created date".
3. Get all support ticket
4. Get all ticket assigned to "Assignee" == "Support Engineer 1" sorted by "Created date",
5. Create A ticket

Technology: Spring boot, MYSQL **Tools:** Eclipse, Postman, Mysqlworkbench

Platform: Windows

Note: One time Configuration will be done on one machine at user end.

Deadline: 18th Sept 2022

Total Cost: 8000

Paid Amount : 4000

Verify the above requirement details. Also, the above quote is as per the current requirement. Incase of any changes into the requirements or maintenance estimation might different its totally depends on the requirement.