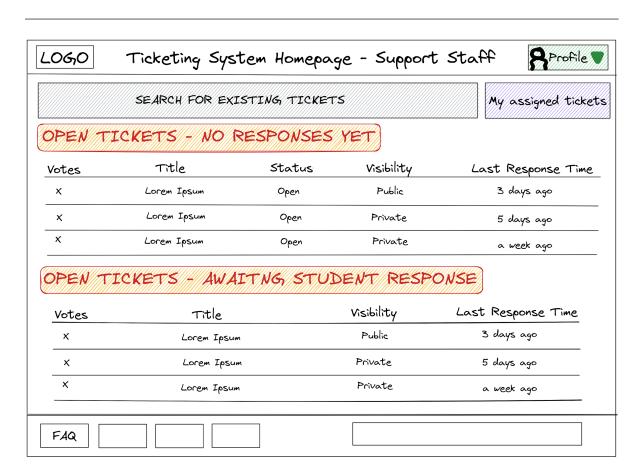
Wireframes - Support Staff Views

In this document, we describe the wireframes for the views that are intended for the support staff.

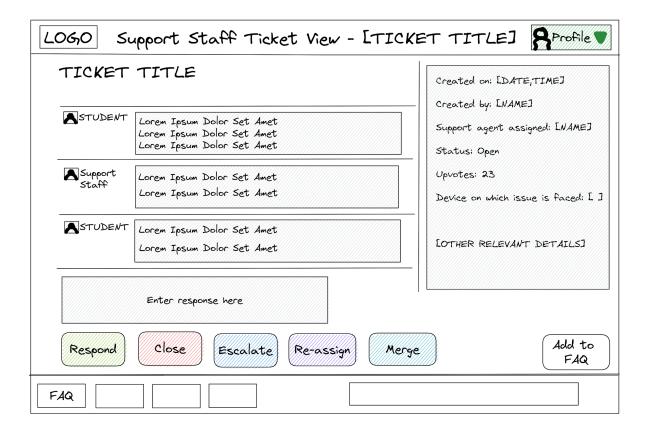
Adhil Ahmed P M Shums 21F1003972 Afnan Ahmad 21F1003730 Preetodeep Dev 21F1005636



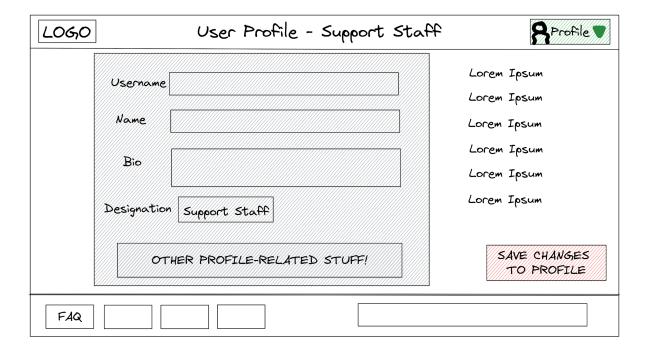
Description: This is the view that will come up when a support staff logs in to his/her profile (the profile homepage). This page provides a list of all open tickets in a tabular format and further divides them into tickets with no response and tickets that are awaiting student response. The support staff can then decide how to follow up with each ticket.

LOGO My Assigned Tickets - Support Staff Profile				
		SEARCH WITHIN ASSIGNE	D TICKETS	
ASSIGNED/TICKETS				
Votes	Title	Status	Visibility	Last Response Time
X	Lorem Ipsum	Open	Public	3 days ago
×	Lorem Ipsum	Awaiting student response	Private	5 days ago
X	Lorem Ipsum	Open	Private	a week ago

Description: This is the view that will come up when the support staff clicks on the "My assigned tickets" button from the homepage. This is the page that lists all tickets raised that have been assigned to the particular staff in a tabular format. Both public and private tickets raised by the students will be listed here. This page also provides options for searching within the assigned tickets.



Description: This is the view that will come up when the staff clicks on any ticket. This is the page that allows the staff to respond to the ticket. Various other administrative options related to ticket management (respond, close, escalate, re-assign, merge, etc.) are also present therein.



Description: This is the view that will come up when a support staff clicks on the "Profile" drop-down button from their homepage. This page allows the staff to edit various attributes associated with his/her profile, such as profile picture, username, name, biography, etc.