**Requirement analisys**

System must contain 2 general parts Backend implemented on Ruby on Rails 5 and Client-Side implemented with JS libraries and CSS

For system like explained in requirements, enough 2 logical entities (Users and Tickets). Is 3 type of users in the system, (Admins, Support Agents, Customers). Tickets have 4 states (New, In process, Closed, Deleted)

Only Customer can create a new Ticket, which assigns to random Support Agent. When Support Agent get new Ticket he needs set up to 'in process' state. After finishing support issue Support Agent must set up it to 'closed' state. Customer can set up Ticket to 'deleted' state all the time until it ‘closed’.

**Data model**

Each ticket connected to two users Support Agent and Customer



**Client-Server interaction diagram**

Server authenticate user with devise gem, which implemet all sign up, sign in and sign out logic. Controllers implemet authorization logic and decide if user allowed to perform an action.



Client implement Model-View pattern and Server implement Model-Controller patten.



MVC pattern is built-in Ruby On Rails pattern for web app. And Model-Controller is defalt pattern for web API. Model-View pattern is also default to client side applications.