H2 Database : http://localhost:8088/incidentService/h2-ui/

IncidnetContrller

1. myTicketDetails

request:

<http://localhost:8088/incidentService/myTicketDetails>

Response:

{

    "open": 179,

    "potential": 0,

    "aging": 179

}

1. applciationDetails

request : <http://localhost:8088/incidentService/applciationDetails>

response : {

    "applicationList": [

        "MEGELLAN OTP PROD TSO SUP",

        "MEGELLAN LTP PROD TSO SUP"

    ]

}

1. applicationSummary

request : http://localhost:8088/incidentService/applicationSummary?applicationName=MEGELLAN OTP PROD TSO SUP

response:

{

    "ticketDetails": {

        "total": 179,

        "slaMet": 0,

        "slaNotMet": 179

    },

    "thematicAnalysisDetail": {

        "thematicAnalysisList": [

            {

                "name": "Other - Technical Issues",

                "count": 179

            }

        ]

    },

    "resourceWiseLPIDetail": {

        "resourceWiseLPIList": [

            {

                "resourceName": "Laskshmi Saranu",

                "total": 179,

                "slaMet": 0,

                "slaNotMet": 179

            }

        ]

    },

    "countryWiseLPIDetail": {

        "countryWiseLPIList": [

            {

                "countryName": "Hong Kong",

                "total": 179,

                "slaMet": 0,

                "slaNotMet": 179

            }

        ]

    }

}

1. ticketDetail

request : <http://localhost:8088/incidentService/ticketDetail?pageNo=1&pageSize=20>

* header set the ‘userName’ -- Laskshmi Saranu

response :

{

    "numberOfRecord": 20,

    "incidentTicketDetailList": [

        {

            "incidentNumber": "INC0958282",

            "opened": "03/07/2023 17:10:02",

            "closed": "03/07/2023 17:10:02",

            "short\_desc": "Other - Technical Issues",

            "caller": "Sung Ka Chiu",

            "country": "Hong Kong",

            "priority": "5",

            "state": "In Progress",

            "assignedGroup": "MEGELLAN OTP PROD TSO SUP",

            "assignedTo": "Laskshmi Saranu",

            "updated": "07/07/2023 14:33:00",

            "created": "07/07/2023 17:10:02",

            "description": "Application URL: N/A Affected User: N/A Please provide a datails explanation (limit to 8 0 characters) : RM unable to approve txn TF315R0067 Please attach a screenshot of the error encountered affected country : HK"

        },

        {

            "incidentNumber": "INC0958282",

            "opened": "03/07/2023 17:10:02",

            "closed": "03/07/2023 17:10:02",

            "short\_desc": "Other - Technical Issues",

            "caller": "Sung Ka Chiu",

            "country": "Hong Kong",

            "priority": "5",

            "state": "In Progress",

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            "assignedTo": "Laskshmi Saranu",

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            "created": "07/07/2023 17:10:02",

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            "short\_desc": "Other - Technical Issues",

            "caller": "Sung Ka Chiu",

            "country": "Hong Kong",

            "priority": "5",

            "state": "In Progress",

            "assignedGroup": "MEGELLAN OTP PROD TSO SUP",

            "assignedTo": "Laskshmi Saranu",

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            "created": "07/07/2023 17:10:02",

            "description": "Application URL: N/A Affected User: N/A Please provide a datails explanation (limit to 8 0 characters) : RM unable to approve txn TF315R0067 Please attach a screenshot of the error encountered affected country : HK"

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            "description": "Application URL: N/A Affected User: N/A Please provide a datails explanation (limit to 8 0 characters) : RM unable to approve txn TF315R0067 Please attach a screenshot of the error encountered affected country : HK"

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