E- Ticket Mobile Application

E-ticket application is a mobile platform that enables the client to raise any tasks or tickets on the product that is supplied by the vendor (GTN solutions). This will help the GTN management to track the open and closed tickets with respect to each product and each client. The Client users will be able to raise tickets on the issues that are being faced on the product that was delivered from GTN. This mobile application will act as a bridge between the vendor and the client.

Scope of the application:

Roles of the users:

1. Super Admin
2. Client Admin
3. Client HOD
4. Client User

Pages of the application:

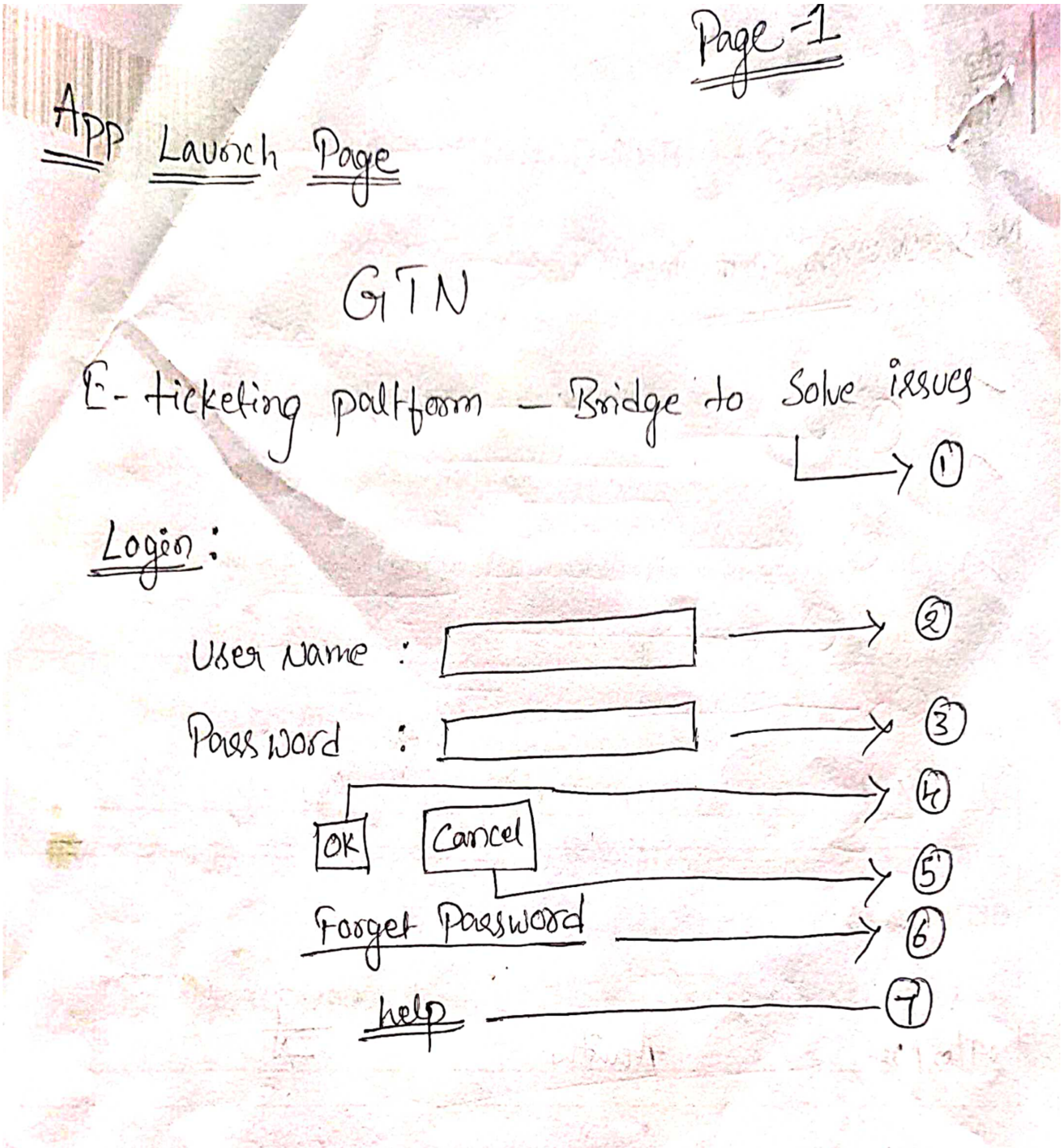
1. Application Launch Page
2. Super Admin page
   a. Dashboard Page
   b. Tickets View Page
   c. Master Page (Create New Client, View/Update Client)
3. Client Admin Page
   a. Dashboard page
   b. Tickets View Page
   c. Master Page (Create New Unit, View/Update Unit, Create New HOD, View/Update HOD, Create New User, View/Update User)
4. Client HOD Page
   a. Dashboard
   b. Tickets View Page
5. Client User Page
   a. Ticket View Page
6. Detailed Ticket Page
7. Create New ticket page
8. Forget Password Page
9. Create new password Page

LOGO:

Details of pages and details:

1. **<u>Application Launch Page:</u>**

    1. Logo and Text (GTN, E ticketing Platform – Bridge to solve issues
    2. Username: Mobile number of 10 digits which accepts only Numeric. (Needs Validation)
    3. Password: Alphanumeric along with symbols.
    4. OK button – Need to be clicked after the login details are entered.
    5. Cancel Button – Cancel button to clear the text which is already entered.
    6. Forget Password – Forget password hyperlink which take to forget password page.
    7. Help – Which displays the email ID and contact number for support on the APP.



Based on the user logged in, the user should be navigated to the respective pages based on the user role. Based on the user role, the options of menus and items should be displayed.

2. Super Admin page

Once the user logged in is of Super Admin role, the user should be able navigated to Super Admin Page. The Super Admin Page should contain three different tabs as : Dashboard, Tickets View and Masters.

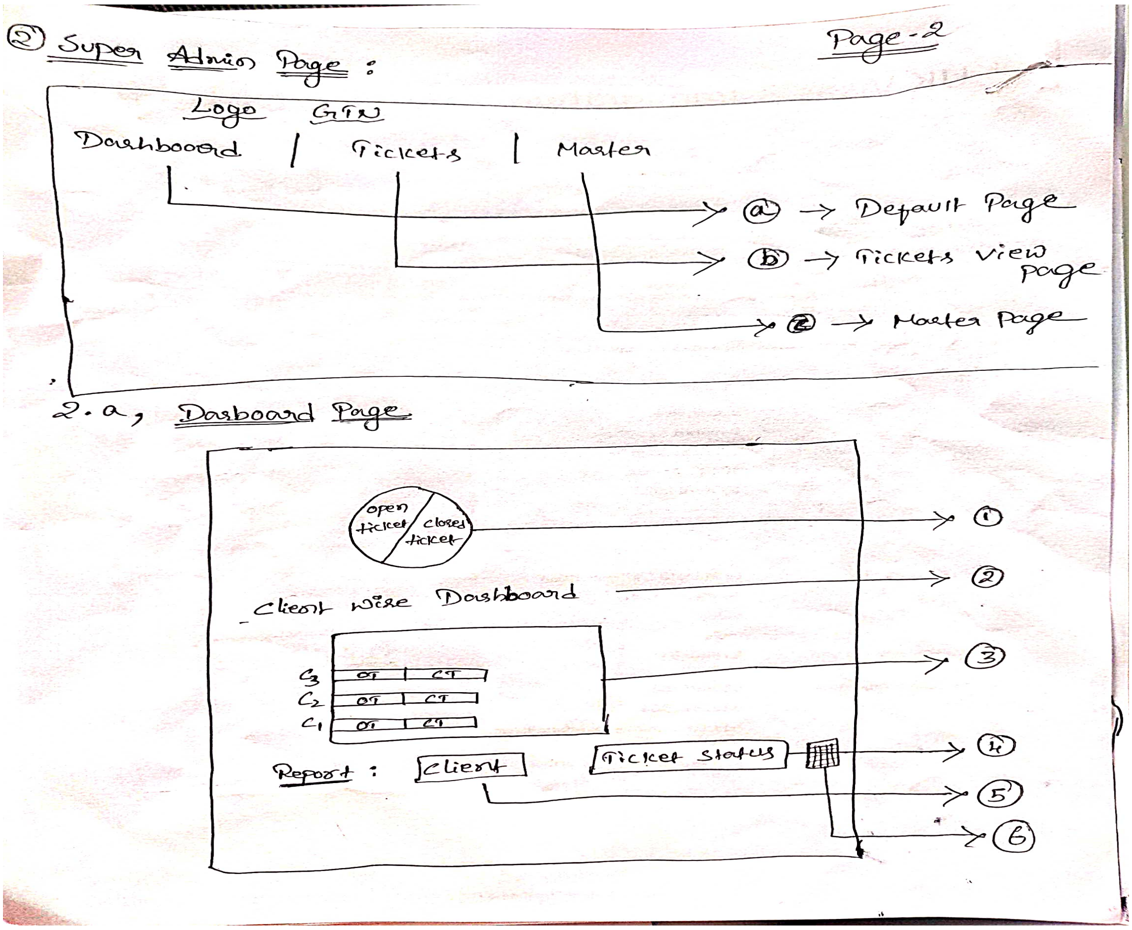
On clicking the tabs, the user should be navigated to its respective pages.
By default, Dashboard details should be loaded / shown when the super admin logins to the application.

The three tabs should be as three different pages.

- **a.** Dashboard page : Default view in this page will be Dashboard – Page details are given under **2.a**
- **b.** Tickets View Page: By clicking on tickets tab, Tickets View page need to be shown – Page details are given under **2.b**
- c. Master Page: By clicking Masters tab, Master page should be shown (Create New Client, View/Update Client)

2.a Dashboard Page:

1. Total open and closed tickets of all clients need to be shown
2. Client wise dashboard – Text written
3. Display of dashboard for ticket client wise (C1 – Client 1, C2 – Client 2……, OT – Opened ticket, CT – Closed tickets)
4. For Report Ticket Status – Drop down to select status of tickets
5. Client – Drop down to select client
6. Calendar – To select from and to date for report

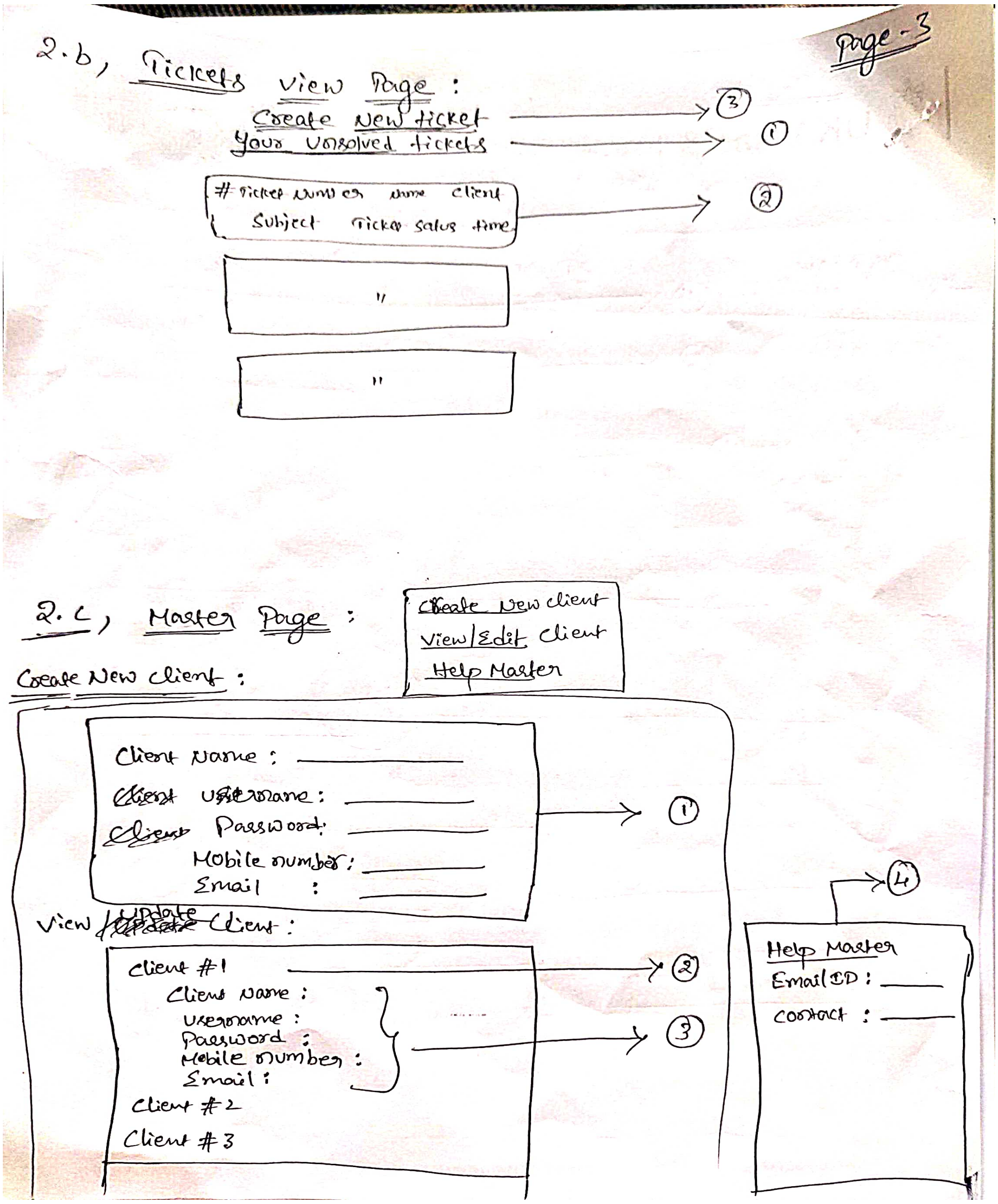


2.b Ticket View Page:

1. It should be a drop down list. The list should contain 1. UnSolved tickets, 2. Closed tickets . By Default, UnSolved tickets should be displayed.
2. List of tickets need to be shown with details – Ticket number, Name of person raised, Client name, Subject, Ticket Status, Time when ticket is raised.
3. Create New ticket — This section should be disabled on super admin user.

2.c Masters Page:

1.Create new Client need to be displayed. On clicking this it should show all options to enter client details (Details Needed – Client Name, Username, Password, Mobile Number, Email)
2. View/Update Client need to be displayed. List of Clients need to be displayed under this.
3. On Clicking each client name it should show all Above mentioned details of client to edit
4. Help – Add/ Edit Support mail ID and Contact number

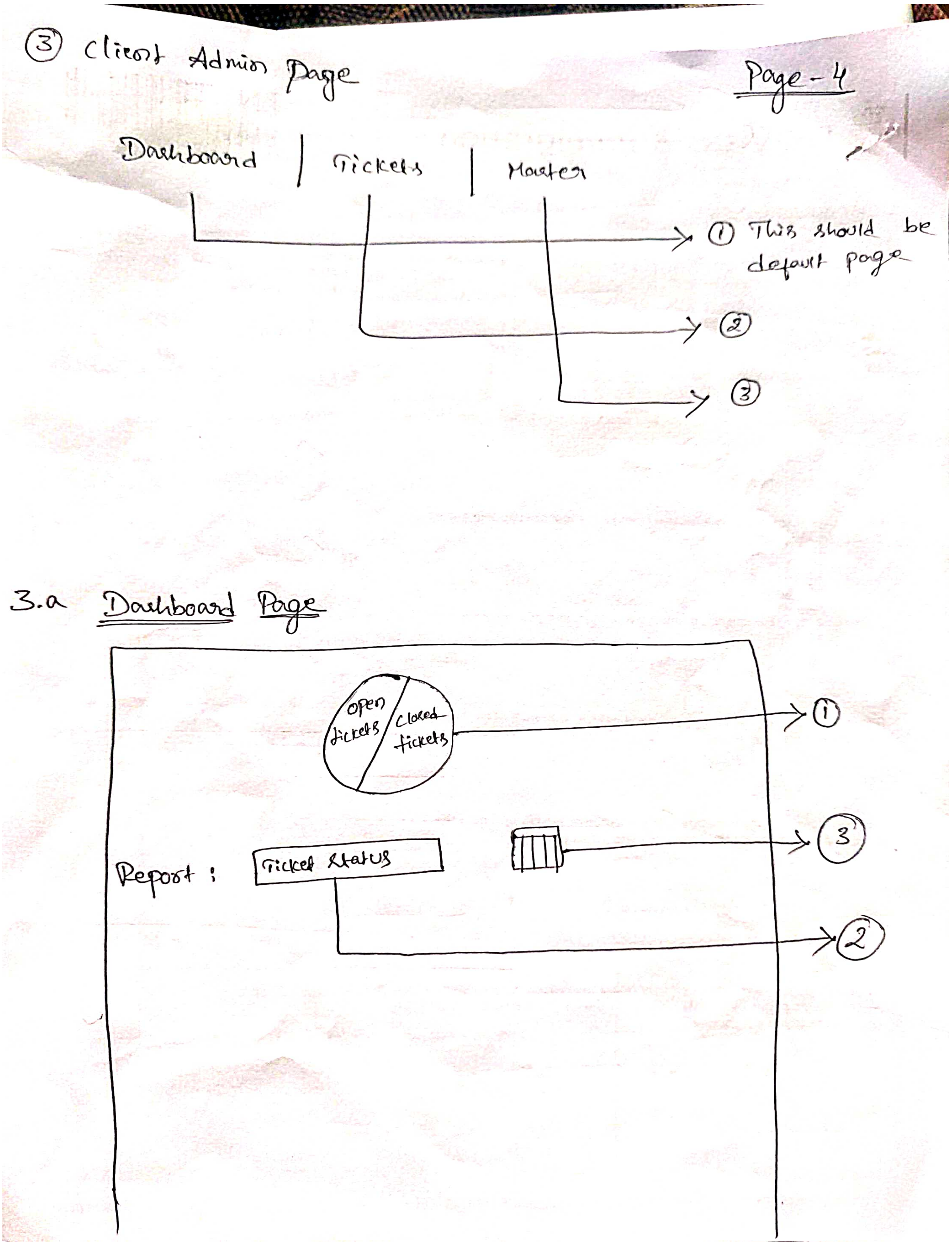


3. Client Admin Page : (Only particular logged in client details should be displayed for all pages under Client & Client Admin pages)

Default view in this page will be Dashboard – Page details are given under 3.a
By clicking on tickets tab, Tickets View page need to be shown – Page details are given under 3.b
By clicking on master, Create new client, View/Update client need to be shown – Page details are given under 3.c

3.a. Dashboard Page:

1. Total open and closed tickets of logged in client need to be shown in graph. (Example: If client A is logged in, it should display only client A related tickets dashboard.)
2. For Report, Ticket Status – Drop down to select status of tickets
3. Calendar – To select from and to date for report



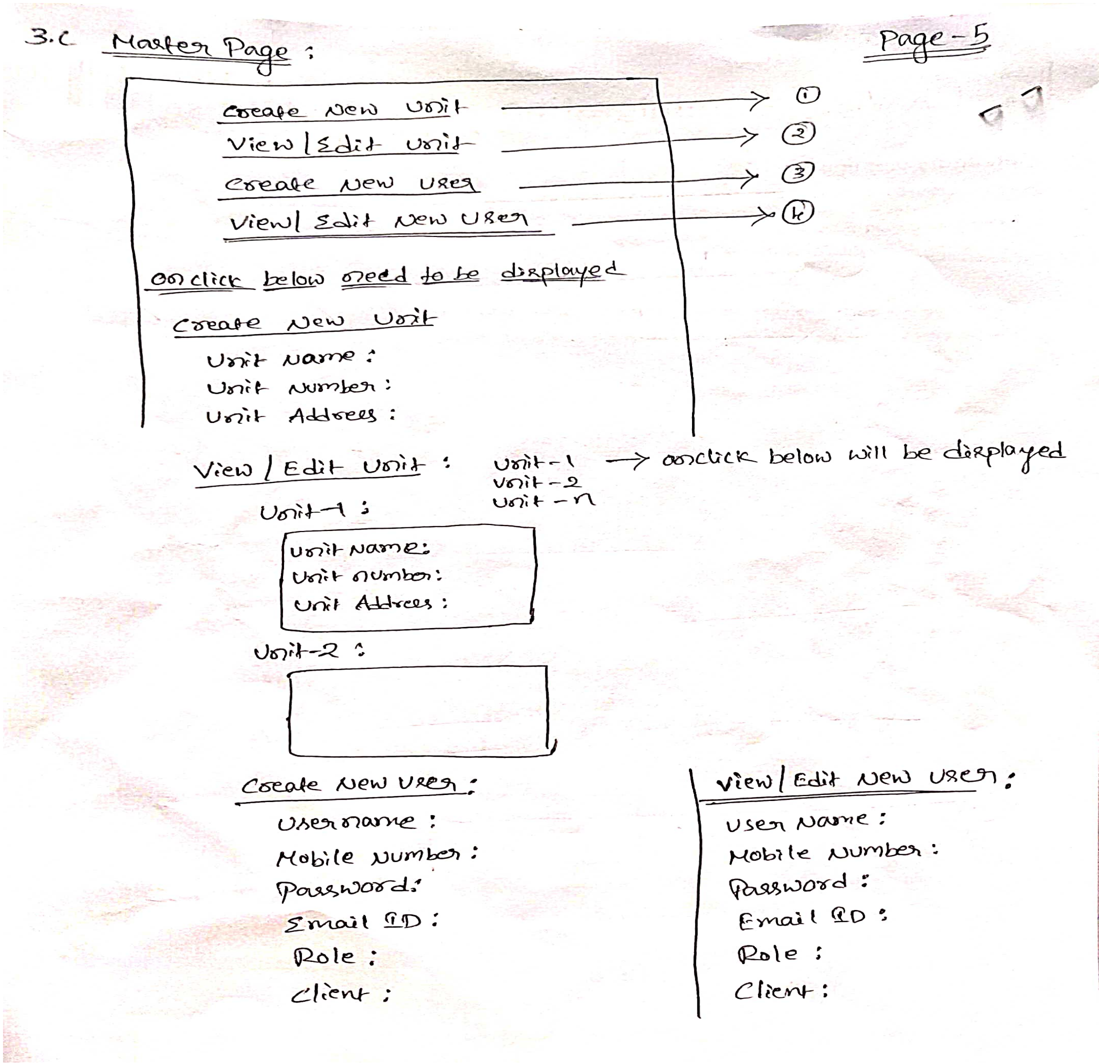
3. b Ticket View Page (Same as 2.b – Only change is this should display only the logged in client) Use the same reference in diagram of 2.b.

1. It should be a drop down list. The list should contain 1. UnSolved tickets, 2. Closed tickets . By Default, UnSolved tickets should be displayed.
2. List of tickets need to be shown with details – Ticket number, Name of person raised, Client name, Subject, Ticket Status, Time when ticket is raised.
(Note: If client A is logged in, it should display only client A related tickets) . On clicking individual tickets, details ticket view page should be shown / navigated.
3. Create New ticket – On clicking this, create new ticket page to be navigated.

3.c Master Page

On clicking 1 , 2, 3, 4 of below links, the details should be displayed. Without clicking only list should be displayed with hyperlink as 1. Create New Unit, 2, View /Edit Unit , 3. Create New User , 4. View / Edit User.

1.Create new Unit : Unit Name, Unit Number, Unit Address.
2. View / Edit Unit
3. Create new user : User Name, Mobile Number, Password, Email ID , Role, Client Name (Should be auto populated and disabled) to be part of new user creation.
User should have the roles as: Client Admin, HOD, Normal User. (Roles should be in drop down, allowing the user to select from the dropdown list).
4. View / Edit User: Should be able to edit roles, name, UserID , Password , email ID and Mobile Number. Client Name should be displayed, but disabled.



4.Client HOD Page

a. Dashboard
b. Ticket View Page

4.a Dashboard Page

Same Dashboard as 3.a should be displayed on Client HOD login

4.b Ticket View Page

Same as 3.b . Note: Create New ticket should be disabled.

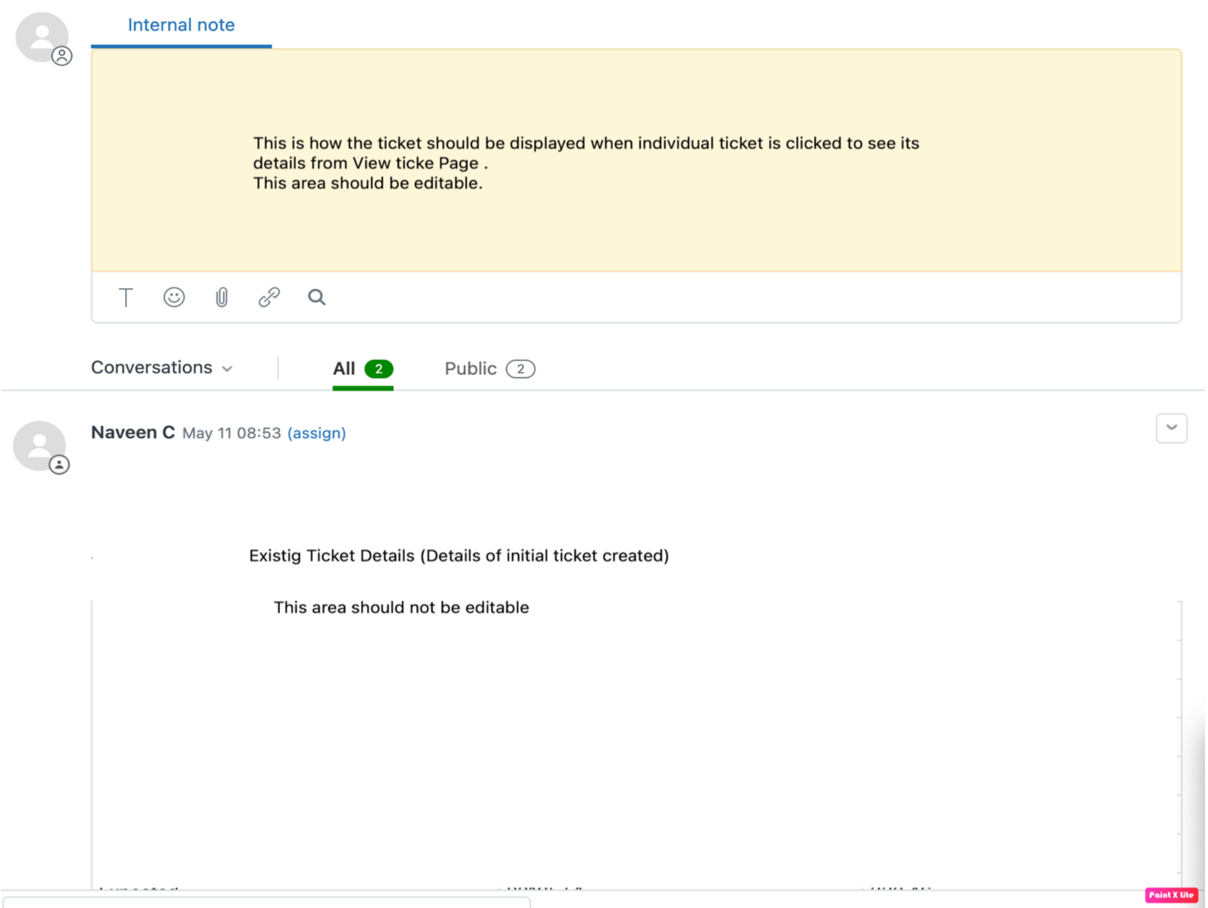
5.Client User Page

Ticket View Page – Same as 3.b

6. Detailed Ticket View Page:

On clicking the individual ticket from Ticket view page, Detailed Ticket View page should be navigated and ticket details should be shown.

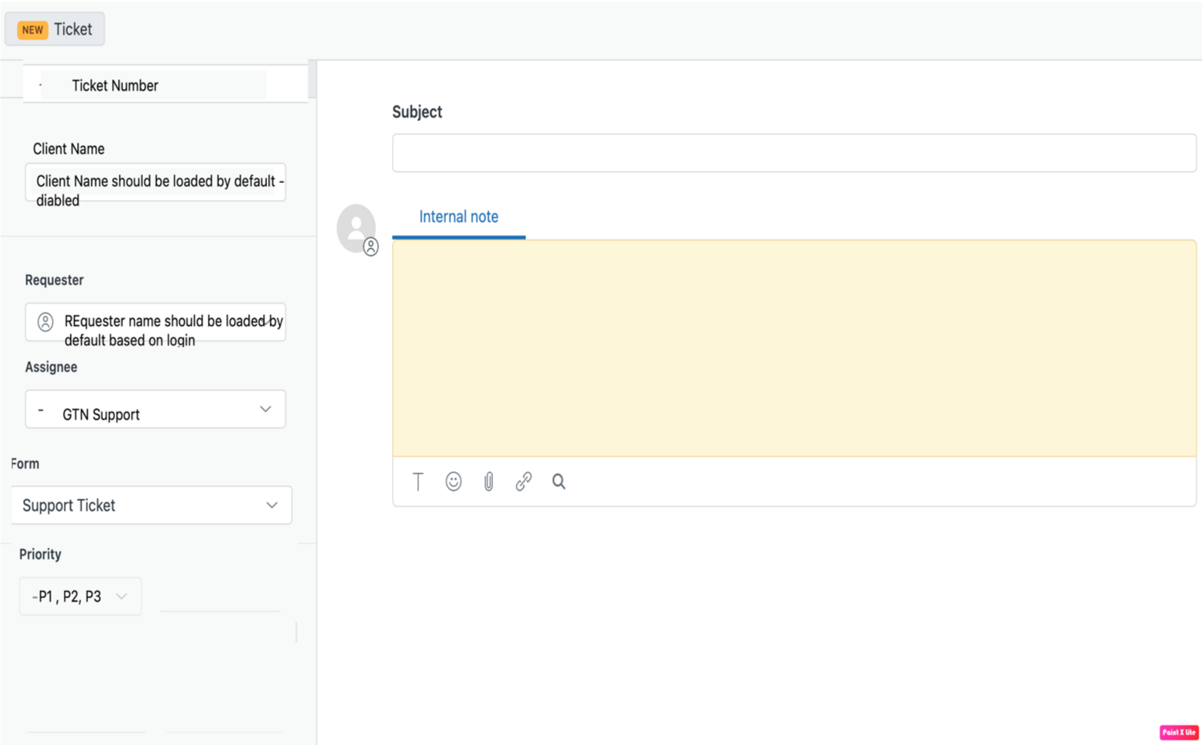
Detailed View page should show contain the below said details: (All displayed, but disabled or not editable)
Ticket Number – Disabled, not able to update
Client Name : Auto generated based on the client, disabled (No option to edit / select)
Ticket Subject (Editable)
Ticket Description (Editable)
Ticket Created by : Default value of the logged in user should be loaded
Ticket attachments (Editable)
Ticket Submit as Open – Button (Once the ticket is created/submitted, the status of the ticket should be “Open”)



7.Create New Ticket Page:

Ticket Number – AutoGenerated, incremented by 1 (Option should be disabled with prepopulated ticket number).
Ticket number

Client Name : Auto generated based on the client, disabled (No option to edit / select)
Ticket Subject
Ticket Description
Ticket Created by : Default value of the logged in user should be loaded
Ticket attachments
Ticket Submit as New – Button (Once the ticket is created/submitted, the status of the ticket should be “Open”)



8.Forget Password Page:

When user forget the password, on clicking the forgot password button in app launch screen, Forgot password page should be navigated.

1. Mobile Number - User need to enter the registered mobile number and
2. Generate OTP - Click “Generate OTP button” to get the OTP.
3. OTP Text Box - OTP should be entered in OTP text box
4. Validate Button – on click of “Validate” button, For successful validation of OTP, user should navigate to “Create New Password Page”, Else display error message as Incorrect OTP

9.Create new password Page

1. New Password: Enter the new password
2. Confirm Password: Enter the confirm password
3. Update Click Update button
4. On the successful password update, the user should be navigated to login page with message saying “Password change successful !”.