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This feature is basically the system storage for the attachments uploaded in the system. Users can upload attachments and share the attachments with other users using their emails or system usernames. The user who has uploaded the file can share it or make it private…depends on his/her choice.

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Notification / Email feature (system vision)

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The system will have a notification feature where any response made to a ticket is sent via email and also the user gets a notification in his/her dashboard on the notification section. The main mode of communication in the system is via the system emails and notifications.

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