# Ticket Component

## Description:

The ticket component is used for the management of tickets/work tasks within the portal

Please watch the video <https://www.youtube.com/watch?v=TKymhkMWLWA> to see the inspiration for the ticket system.

## Requirements:

The ticket component will provide an area for **backoffice admins** to view, edit and add ticket information. It will also provide an area for clients and customers to view completed tasks.

It will provide an area for **superuser** accounts to edit ticket related option fields. Superusers can also create tasks and assign groups of tasks to tickets.

## Staff Functions:

Staff will be able to view a list of:

* all tickets within a claim
* all tickets within a unit
* all tickets within a phase of a claim
* all tickets assigned to them
* all tickets by status (pending/overdue/in-progress)

create/request a new ticket (requires approval from department head)

assign tickets

comment on a ticket

change the status of a ticket

view ticket history

view ticket work log / progress

set ticket priority

watch a ticket

assign watchers to a ticket

create filters for quick view of specific tickets

## SuperUser Functions:

Superusers can create:

* ticket types
* ticket actions
* ticket categories
* ticket priorities
* ticket statuses
* ticket resolutions
* ticket request actions
* ticket templates – grouping actions for affected areas into steps within a ticket. These will then autopopulate the tasks when a new ticket is generated

## Tasks

Tasks are the work actions contained within a ticket. Tasks are defined and assigned to tickets in the superuser account area. Tasks can be ordered (1st, 2nd, 3rd…) within a ticket. Certain tasks can trigger a new ticket.

## Functions:

Create new tasks

View tasks

Assign tasks to various tickets

Order the tasks within a ticket

Have certain tasks trigger a new ticket

## Behaviours:

Tickets can be assigned to specific phases.

If assigned to a phase the phase cannot be changed unless all phase specific tickets are closed or parked with reason.

Tickets can be parked with reason.