

Zendesk Ticket Viewer

```
→ zd_app git:(master) ruby lib/app.rb
Welcome to the Zendesk Ticket Viewer!
--

What would you like to do?
1 - List all tickets
2 - See individual ticket
3 - Exit the program
> 1
```

Screenshot 1

Main menu > press '1' to see all tickets (**Screenshot 1**)

```
Press 'a' | 'b' | 'c' | 'd' | or any key to main menu
> a
```

Screenshot 2

Page pagination. Each page (by pressing "a", or "b" or "c" or "d") will return 25 tickets.
(**Screenshot 2 and 3**)

```
Ticket_id: 18 - Subject: laborum ea ut in cupidatat | Submitted_date: 04 May 2021 | Requested_by: 902095186743

Ticket_id: 19 - Subject: est fugiat labore pariatur esse | Submitted_date: 04 May 2021 | Requested_by: 902095186743

Ticket_id: 20 - Subject: commodo sint laboris est et | Submitted_date: 04 May 2021 | Requested_by: 902095186743

Ticket_id: 21 - Subject: laboris sint Lorem ex Lorem | Submitted_date: 04 May 2021 | Requested_by: 902095186743

Ticket_id: 22 - Subject: esse adipisicing consectetur sunt tempor | Submitted_date: 04 May 2021 | Requested_by: 902095186743

Ticket_id: 23 - Subject: sunt enim pariatur id id | Submitted_date: 04 May 2021 | Requested_by: 902095186743

Ticket_id: 24 - Subject: et ad ut enim labore | Submitted_date: 04 May 2021 | Requested_by: 902095186743

Ticket_id: 25 - Subject: voluptate dolor deserunt ea deserunt | Submitted_date: 04 May 2021 | Requested_by: 902095186743

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> █
```

Screenshot 3

Page pagination. Each page (by pressing “a”, or “b” or “c” or “d”) will return 25 tickets.
(**Screenshot 3**)

```
Press 'a' | 'b' | 'c' | 'd' | or any key to main menu
> k█
```

Screenshot 4

If press any other letter than what is available on the selection, it will redirect user to main menu. As per below: (**Screenshot 4 and 5**)

```
Press 'a' | 'b' | 'c' | 'd' | or any key to main menu
> k
-----
Please select from menu
-----

What would you like to do?
1 - List all tickets
2 - See individual ticket
3 - Exit the program
> █
```

Screenshot 5

```
Please enter ticket_id to view or any key to main menu
> 24
```

Screenshot 6

Viewing individual ticket by entering the ticket id. (**Screenshot 6**)

```
Please enter ticket_id to view or any key to main menu
> 24

-----
Ticket_id: 24 - Subject: et ad ut enim labore
Description: Consectetur dolore in minim anim reprehenderit do labore commodo officia ad ipsum amet quis ipsum. Amet ad dolor minim sint excepteur adipisicing ex
rcitation elit. Non aliquip commodo voluptate sint veniam et ipsum magna occaecat do consequat incididunt magna do. Pariatur proident aliquip veniam dolore occaec
at voluptate excepteur fugiat consequat in. Dolor ullamco ea cupidatat nostrud. Deserunt deserunt aliqua elit aute qui elit et in. Mollit cupidatat culpa officia
ad qui deserunt tempor sint reprehenderit proident consectetur amet aliquip.
Adipisicing sunt consequat labore ad ut elit anim minim esse Lorem non qui consequat. Dolore anim adipisicing ullamco nisi anim ipsum nulla magna proident nisi nu
lla ea. Ullamco duis nisi aliquip pariatur nulla ad occaecat.
Status: open
Requested_by: 902095186743
Submitted_date: 04 May 2021 at 05:04AM

-----
What would you like to do?
1 - List all tickets
2 - See individual ticket
3 - Exit the program
>
```

Screenshot 7

Details of ticket including data filtered to be shown to users. (**Screenshot 7**)

```
Please enter ticket_id to view or any key to main menu
> 101
```

Screenshot 8

If enter invalid ticket id, error message will show as “invalid ticket”. A per below:
(**Screenshot 8 and 9**)

```
Please enter ticket_id to view or any key to main menu
> 101
Invalid ticket

What would you like to do?
1 - List all tickets
2 - See individual ticket
3 - Exit the program
> █
```

Screenshot 9

```
Thank you for using Zendesk Ticket Viewer!
→ zd_app git:(master) █
```

Screenshot 10

Finally, when user hits '3', the application will stop and exit out. (**Screenshot 10**)