1.All can-just authenticate only need apis

calculate awaiting reply time
:http://localhost:8085/tickets/general/getTime/1/open-duration

New Updated call for get all attachments by ticket id :
http://localhost:8085/api/general/attachments/getAllAttachmentById/9

get time by attempt no and ticket id:
http://localhost:8085/tickets/general/9/open-duration/1

reopen : http://localhost:8085/tickets/general/reopen
close
:http://localhost:8085/tickets/general/3/closeTicket

create message with ticket id:
http://localhost:8085/tickets/general/9/CreateMessage

crete ticket: http://localhost:8085/tickets

get ticket by id: http://localhost:8085/tickets/general/2

get All messages in a Ticket by ticket id:
http://localhost:8085/tickets/general/getAllMessagesByTicketId/1

get All tickets:
http://localhost:8085/tickets/general/getAll

get max attempt by ticket id:
http://localhost:8085/tickets/general/max-attempts/1

get client
time:http://localhost:8085/tickets/general/4/clientTime/1

2.LEVEL-1', 'LEVEL-2', 'LEVEL-3', 'LEVEL-4', 'ADMIN any of these apis

Get tickets by severity:http://localhost:8085/tickets/severity/SEVERITY_4

3.for kore workers(with product assigned)

getTicketsBy product group:http://localhost:8085/tickets/getAllKore

4.for virtusa users(all who created tickets)

get All tickets by user:http://localhost:8085/tickets/user/getAllTicketsByUser

5.for LEVEL-4 users only

Get sevirity count according to month:http://localhost:8085/tickets/severity-count?startMonth=2024-06&endMonth=2024-07

6.in auth test folder:

only register allow all.
other apis should have "ADMIN" access