User Guide: Incident Management
(Version 1.0 - Incident Management Application)

1. Introduction
This application allows technical incident management within an organization. Users can:
- Create new incidents
- Assign priorities and technicians
- Mark incidents as resolved
- Filter and sort incidents by status and priority

2. Accessing the Application
- **Access via localhost://3000**: Open your browser and enter the provided information by the administrator (localhost://3000).

3. Main Dashboard
3.1 Dashboard Structure
- Two separate tables:
  - Pending Incidents (red)
  - Resolved Incidents (green)
- Automatic sorting:
  - Priority: High > Medium > Low
  - Within each priority: Incidents without an assigned technician appear first.

3.2 Table Elements
- Description: Brief explanation of the incident.
- Department: Affected area (e.g., IT, HR).
- Priority: Color-coded icon based on urgency.
- Technician: Assigned person (or "Unassigned").
- Status: ✔️ (resolved) or ❌ (pending).
- Actions: Buttons to edit/delete.

4. Key Functionalities
4.1 Adding an Incident
1. Click "Add Incident" (blue button at the top).
2. Fill out the form:
   - Description (required)
   - Department (dropdown)
   - Priority (High/Medium/Low)
3. Click "Save". The incident will appear in the pending table.

4.2 Editing an Incident
1. Under "Actions", click "Edit" (yellow button).

2. Modify necessary data (e.g., assign a technician, change priority).
3. Click "Save Changes".

4.3 Deleting an Incident

1. Under "Actions", click "Delete" (red button).
2. Confirm the action in the pop-up window.

4.4 Marking as Resolved

1. Edit the incident and ensure the latest action has the "Resolved" option checked.
2. The incident will automatically move to the resolved table.

5. Smart Prioritization

- Incidents without an assigned technician always appear FIRST within their priority level.
- Priority order within each table:
    1. High (unassigned) → High (assigned)
    2. Medium (unassigned) → Medium (assigned)
    3. Low (unassigned) → Low (assigned)

6. Quick Tips

- Icons and Colors:
    - 🔴 Red: Pending or unassigned incident.
    - 🟢 Green: Resolved incident.
- Quick Filter: Use Ctrl+F to search text in tables.
- Auto-Refresh: Data loads in real-time without reloading the page.