

Simulated Application Support Ticket Handling – Mini Project

Project Overview

This project demonstrates how I would handle a real-world application support issue using Jira. It simulates a user-facing error, the process of documenting the issue, identifying the root cause, and resolving it using standard support practices.

Problem Statement

Issue Summary: User cannot access the dashboard page

Error: 403 Forbidden – Session Expired

Impact: High – Prevents user access to essential features

Steps to Reproduce:

1. User logs into the application
2. Attempts to access dashboard
3. Redirected with error: 403 Forbidden

Troubleshooting and Diagnosis

- Checked server logs (simulated)
- No backend crash reported
- Issue isolated to client session timeout

Resolution

- Cleared session cookies
- Instructed user to re-login
- Confirmed access to dashboard restored

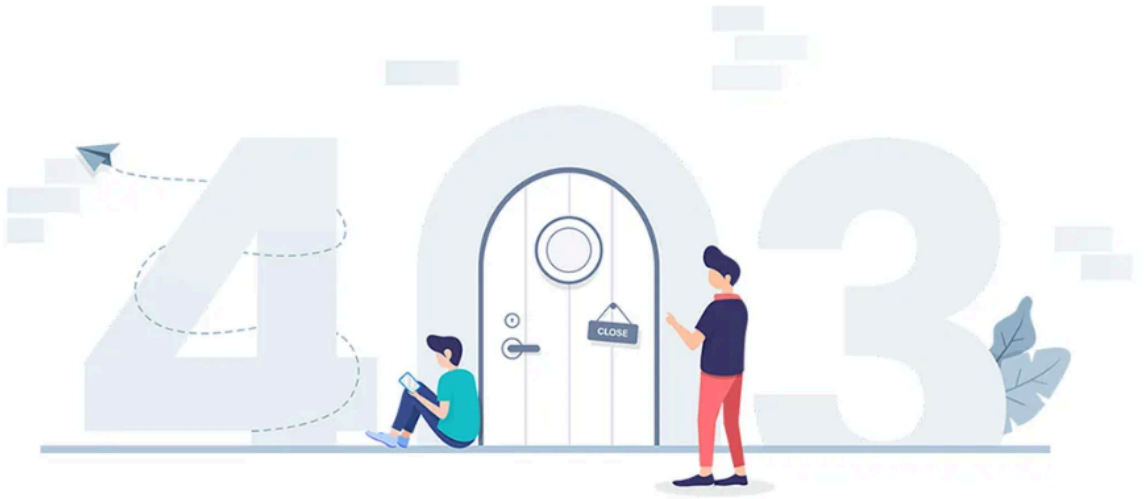
Screenshots

The screenshot displays the CGIAR Results Dashboard in a web browser. The dashboard features a navigation bar with links to Centers, Governance, Advisory & Evaluation, Careers, Contact, Ethics, and social media icons. The main content area is titled "CGIAR Results Dashboard" and includes a welcome message, a "Clear filters" button, and a summary section with filters for Year, Geographic location, Partner name, Partner type, CGIAR Center, Impact Area, and SDGs. The summary section also includes filters for Result level and Indicator category. A "Feedback form" button is visible in the bottom right corner.

On the right side of the browser window, the console shows several error messages:

- `jQuery Migrate: Migrate is installed, version jquery-migrate.min.js?ver=3.4.1.2`
- `main-82013386c1.min.js?ver=1.2.10-36`
- `Created with ♥ by EPIC | https://www.epic.net`
- `GET results_dashboard/1583 https://bi.oreg.cgiar.org/bi/cgiar-results-dashboard/404 (Not Found)`
- `Chrome is moving towards a new experience that allows users to choose to browse without third-party cookies.`
- `Hi from GA`
- `console.error["403 Forbidden: Session Expired"]`
- `403 Forbidden: Session Expired`

The bottom of the browser window shows a cookie consent banner with the text "This website uses cookies in order to improve the use experience and provide additional functionality" and an "ACCEPT" button.



We are Sorry...

The page you're trying to access has restricted access.
Please refer to your system administrator

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User cannot access dashboard - 403 Forbidden

+ Add

Apps

Description

Steps to Reproduce:

1. Log in to app
2. Go to Dashboard
3. Get redirected with 403 error

Expected Result:

User should see dashboard.

Actual Result:

403 Forbidden error (Session Expired)

Activity

All Comments History Work log

AS Add a comment...

Suggest a reply... Who is working on this...? Status update...

Pro tip: press **M** to comment

AS Amal S 8 seconds ago

Cleared cookies and cache, user re-logged in successfully.

Reply Edit Delete

To Do

Improve work item

Pinned fields

Click on the ***** next to a field label to start pinning.

Details

Assignee Unassigned

Assign to me

Labels None

Parent None

Due date 27 Apr 2025

Team None

Start date None

Development

Create branch

Create commit

Reporter AS Amal S

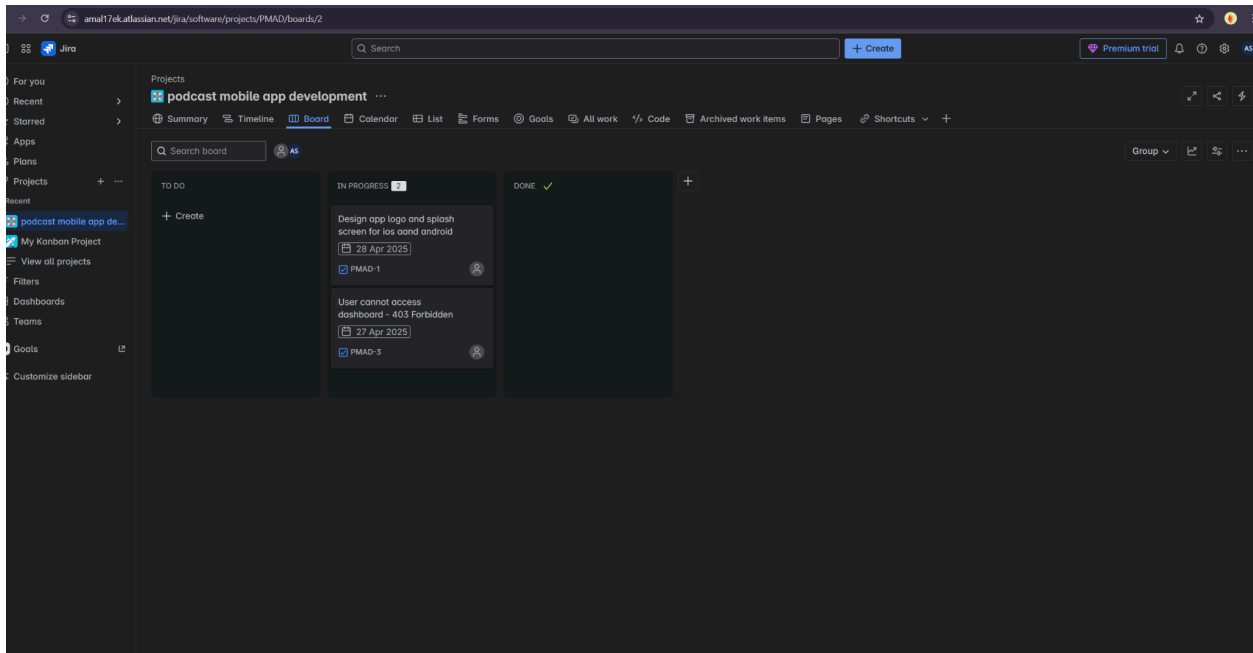
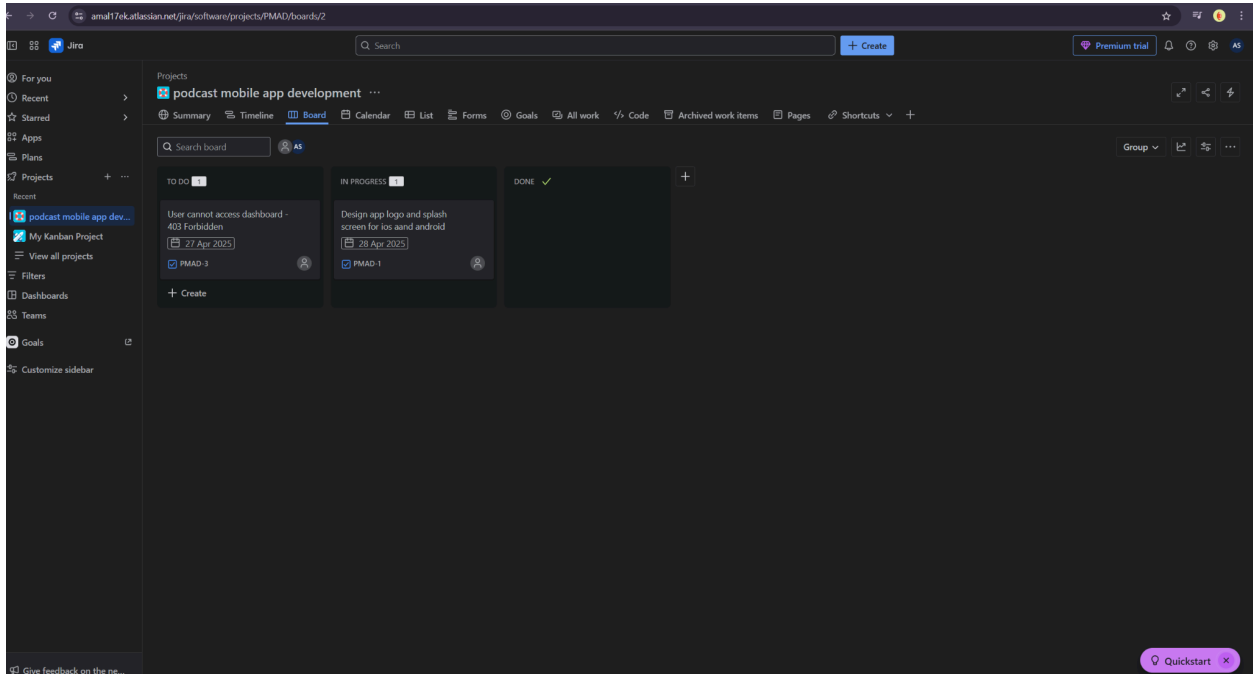
Automation

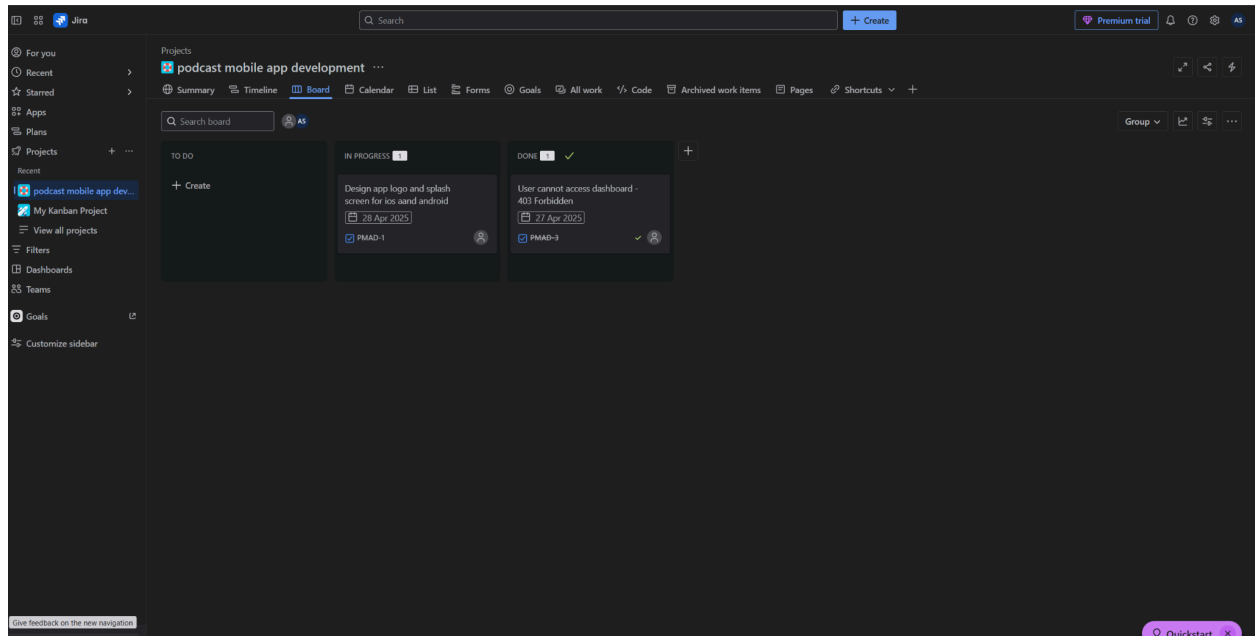
Rule executions

Created 2 minutes ago

Updated 1 minute ago

Configure





Tools Used

- Jira (Simulated ticketing system)
- Simulated diagnosis based on common user-side errors (e.g., session expiry, cookies)
- Canva (Optional mock UI elements)

Key Takeaways

- Learned to structure support tickets
- Practiced troubleshooting steps
- Improved clarity in communication and documentation
- Experience using Jira for ticket lifecycle

