ASI Support Ticketing Build Prompt (BOOST)

This document provides a detailed specification for building the Support Ticketing module of the ASI Hub (BOOST). It consolidates requirements from the Zoho process map, feedback documents, and screenshots provided. The specification focuses only on the support ticketing component, with non-ticketing modules excluded.

# 1. Objective

Recreate the ASI Support Ticketing tool exactly as shown in provided screenshots, while adding the agreed easy wins from feedback. Use Next.js 14 + App Router, React 18, Tailwind for styling. Preserve role-based visibility, ticket filters, form validation, and required fields.

# 2. Screens to Build

A. Support Home (3-column view): 'Your tickets – To do', 'Your tickets – Created by you', and 'All tickets (Admin)'.  
B. Admin Dashboard: Users & Units management.  
C. New Support Ticket Form: Ordered fields with validation, auto-prefix subject, attachment rules.  
D. Ticket Detail: Panels for details, comments (internal), attachments, and status transitions.

# 3. Ticket Data Model & Fields

Core Identification: Ticket ID, Subject (auto-prefixed), Description, Attachments, Contact Info.  
Categorisation: Department, Category, Subcategory, Classification.  
Operational: Status (tooltips, Closed hidden for non-managers), Priority (color pills, guidance, Critical justification), Channel, Owner, Due Date.  
Resolution: Resolution Notes, Resolution Type, Feedback Log, KB Link.

# 4. Roles & Permissions

End Users: See own tickets, cannot view Closed.  
Agents: See dept. tickets, internal comments, cannot close.  
Managers: Can view all, reassign, close.  
Admins: Full visibility, configure categories, dashboards.

# 5. Categorisation Seed Data

Departments: OS Support, Finance, HR/People & Talent, IT, DevOps.  
Categories/Subcategories mirror OS workflows, e.g., Finance (Purchase Orders, Invoices, Sage Sync), HR (Contracts, Amendments, Leave), IT (Access, Device Compliance, Software/OS, Integrations).

# 6. Easy Wins (Include Now)

Status tooltips; Closed hidden for non-managers.  
Priority color tags with guidance; Critical justification.  
Auto-prefix subject with Department+Category.  
Attachment drag-and-drop; required for error/bug/compliance.  
Requester info auto-fill (internal), minimal fields for external.  
Quick row actions (View, Comment, Attach, Done).  
Internal comments; Hover summary on ticket rows.

# 7. Deferred (Later Releases)

Auto-assign, escalations, dynamic resolution targets.  
Ticket relationships (merge, parent/child, split).  
Knowledge article suggestions.  
Full SLA dashboards, CSAT reporting, auto-close rules.