

# Sistema de Ticket

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# Login

El login permite que los usuarios registrados puedan acceder al sistema de tickets.

Ticket System

HomeLogin

## Login

Please fill out the following fields to login:

**Username**

Username cannot be blank.

**Password**

Login

You may login with `demo/demo`.

Nota: Se asignó un usuario por defecto llamado demo (demo/demo).

# Tickets

La página principal (tickets) muestra un menú con la información de todos los tickets.

- **All active tickets:** Muestra la cantidad de tickets abiertos, pendientes por asignar y asignados pendientes por cerrar. Tambien muestra la cantidad de tickets totales (overall).
- **Open:** Muestra los tickets pendientes por asignar.
- **Pending:** Muestra los tickets que estan asignados al usuario que inició sesión.

Ticket System

HomeUserReportLogout (whilario)

TicketsAll

Home > Tickets

Create Ticket

ALL ACTIVE TICKETS  
5

Open | Assigned | Pending | Overall: 6

OPEN  
1

Ready to be assigned

PENDING  
3

Your Pending tickets | Update your tickets

## All active tickets

Muestra todos los tickets con cualquier status. Permite ver, editar y eliminar.

La vista es la que genera el framework cuando se crea el CRUD.

Ticket System


















HomeUserReportLogout (whilario)

TicketsAll

Home > Tickets > Unassigned

Create Ticket

Showing 1-6 of 6 items.

#	Id	Title	Description	Requestor	Ticket Type	Request Date	Ticket Status	
1	1	Titulo Prueba	desc prueba	Lisette Lora	General	2018-01-01 00:00:00	Finished	  
2	2	Titulo Prueba2	Desc prueba	Lisette Lora	General	2018-01-01 00:00:00	Open	  
3	3	test	test	Lisette Lora	General	2019-03-05 16:09:19	Assigned	  
4	4	test2	test	Lisette Lora	General	2019-03-05 16:31:14	Assigned	  
5	5	Prueba orbis	pruea	Lisette Lora	General	2019-03-05 18:03:48	Assigned	  
6	6	Ticket de prueba	Este es un Ticket de prueba	Wilman Hilario	General	2019-03-08 01:08:31	Assigned	  

## Open

Muestra los tickets que fueron creados y están pendientes de asignar.

Por cada ticket pendiente de asignar hay un dropdown con los nombres de los usuarios para asignarlos.

Ticket System

Home

User

Report

Logout (whilario)

Tickets

unassigned

Home

Tickets

Unassigned

Title	Description	Requestor	Request Date	Ticket Type	Assign
Titulo Prueba2	Desc prueba	Lisette Lora	2018-01-01 00:00:00	General	<div>-Select User- ▾</div>

# Pending

Muestra una lista con los tickets asignados al usuario actual. El detalle de cada ticket se muestra al dar click a la fila, desplegando las actualizaciones.

Ticket System

HomeUserReportLogout (whilario)

Tickets assigned to you

Home > Tickets > Your Tickets

Title	Description	Requestor	Request Date	Worked Time
Excepteur sint occaecat cupidatat non proident	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco.	Lissette Lora	2018-01-01 00:00:00	22.3
Lorem ipsum dolor sit amet	Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore veritatis et quasi architecto beatae vitae dicta sunt explicabo. Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut odit aut fugit.	Lissette Lora	2019-03-05 16:31:14	3.3
Sed ut perspiciatis unde omnis	Quis autem vel eum iure reprehenderit qui in ea voluptate velit esse quam nihil molestiae consequatur, vel illum qui dolorem eum fugiat quo voluptas nulla pariatur	Lissette Lora	2019-03-05 18:03:48	9


Cuando se despliega la informacion del ticket tiene un boton que abre un modal con un formulario para actualizar el ticket.

## Tickets assigned to you

[Home](#) > [Tickets](#) > [Your Tickets](#)


Title	Description	Requestor	Request Date	Worked Time
Excepteur sint occaecat cupidatat non proident	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco.	Lisette Lora	2018-01-01 00:00:00	22.3

Update

 **Testing User** commented: 7:12am on Monday 4th March 2019


At vero eos et accusamus et iusto odio dignissimos ducimus qui blanditiis praesentium voluptatum deleniti atque corrupti quos dolores et quas molestias excepturi sint occaecati cupiditate non provident, similique sunt in culpa qui officia deserunt mollitia animi, id est laborum et dolorum fuga.

Pending

 **Testing User** commented: 6:23am on Tuesday 19th March 2019

On the other hand, we denounce with righteous indignation and dislike men who are so beguiled and demoralized by the charms of pleasure of the moment, so blinded by desire, that they cannot foresee the pain and trouble that are bound to ensue; and equal blame belongs to those who fail in their duty through weakness of will, which is the same as saying through shrinking from toil and pain. These cases are perfectly simple and easy to distinguish.

Pending

 **Testing User** commented: 12:31am on Friday 8th March 2019

Esta es la prueba


Pending

## Tickets assigned to you

[Home](#) > [Tickets](#) > [Your Tickets](#)


Title	Description	Requestor	Request Date	Worked Time
Excepteur sint occaecat cupidatat non proident	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco.	Lisette Lora	2018-01-01 00:00:00	22.3

Update

 **Testing User** commented: 7:12am on Monday 4th March 2019


At vero eos et accusamus et iusto odio dignissimos ducimus qui blanditiis praesentium voluptatum deleniti atque corrupti quos dolores et quas molestias excepturi sint occaecati cupiditate non provident, similique sunt in culpa qui officia deserunt mollitia animi, id est laborum et dolorum fuga.

Pending

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Pending

 **Testing User** commented: 12:31am on Friday 8th March 2019

Esta es la prueba

Pending

Excepteur sint occaecat cupidatat non proident

Worked Time

Status

Pending

Comment

Enter your comment

Update

Cancel

## Users

Los usuarios se manejan internamente (Solo los usuarios que inicien session pueden crear otros usuarios).

Nota: NO se están manejando las cuentas de forma individual, cualquier usuario que inicie session puede entrar a la administración de otros usuarios.

En la lista se pueden ver, editar y eliminar los usuarios.

Ticket System










HomeUserReportLogout (whilario)

Home / Users

## Users

Create User

Showing 1-3 of 3 items.

#	Id Record	First Name	Last Name	User Name	
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
1	1	Lisette	Lora	lmlora	  
2	3	Testing	User	whilario	  
3	4	demo	demo	demo	  

Formulario para crear el usuario:

Ticket System

HomeUserReportLogout (whilario)

Create User

Home > Users > Create User

First Name

Last Name

User Name

Password

Active

true

Save



Vista de un usuario:

Ticket System

HomeUserReportLogout (whilario)

Home / Users / Lissette Lora

Lissette Lora

Update

Delete

Id Record	1
First Name	Lissette
Last Name	Lora
User Name	lmlora
Active	1

Formulario para actualizar un usuario:

Ticket System

HomeUserReportLogout (whilario)

Home / Users / Lissette Lora / Update

Update User: Lissette Lora

First Name

Lissette

Last Name

Lora

User Name

lmlora

Password

.....

Active

true

Save

# Reporte

Formulario en blanco que permite buscar todos los tickets del sistema en un rango de fecha.

Ticket System

HomeUserReportLogout (whilario)

ReportTickets

Home > Report

Initial Date:

2019/3/8

Final Date:

2019/3/8

Generate

Ticket System

HomeUserReportLogout (whilario)

ReportTickets

Home > Report

Initial Date:

2017/3/8

Final Date:

2019/3/8

Generate

## Flujo:

- Se crea el ticket
- Se asigna el ticket
- El responsable del ticket lo actualiza a medida que va trabajando y al finalizar lo cierra.

Nota: Solo los usuarios que inicien session podrán interactuar con la aplicación.