**Ticketing System For Alardh-Alsaba**

1-user create new ticket (by app) or backend admin create new ticket (by dashboard)

2-the new ticket form appears and the form contains these fields:

title or subject: headline to describe the problem

description: let the user adds more details about problem \*\*are there any additional fields\*\*

item: the serial number of ac-condition \*\*is it required or optional\*\*

3-the system adds the date of creation ticket and set the ticket status to (new)

4-the level 1 user can open ticket and the system automatically set the ticket status to (open) and save the date of open.

5-the level 2 user can route the ticket to user at level of provinces or city (level 3)

6-the level 3 can route the ticket to user at level of city (level4)

7-the level 4 of user can assign the ticket to technical, the system set the ticket status to (pending)

8-the technical can login to dashboard or mobile app and browse tickets

9-the technical should fix the AC physically then update the status of ticket to (completed) \*\*how set the cost of fixing, technical or level 4 of user\*\*

10-the level 4 of user can check the ticket and set the status of ticket to (closed) or (reopen) and assigning to another technical.