

Helpdesk System Documentation

Overview

The **Helpdesk System** is a web-based application for handling and managing Tickets within an organization. It features Frontend built using **React**, and Backend using **Express.js** and **MongoDB**.

This project primarily focuses on UI and core functionalities such as user authentication and basic Ticket handling.

Technology Stack

- **Frontend:** React (with React Router, React Icons)
- **Backend:** Node.js with Express
- **Database:** MongoDB
- **HTTP Client:** Axios

Functionalities Implemented

Backend Functionalities

1. User Authentication

- Signup
- Login
- Role-based Dashboards (User, Operation, Admin, Technical)

2. Ticket Creation

- Create a new ticket

3. Ticket Count API

- API to fetch total tickets for analytics or dashboard

UI-Only Features

The following features are currently implemented only in the frontend without backend integration:

- Ticket Update, Delete, and Assignment Modals
- Team Creation Modal
- Feedback and Ratings UI
- Charts, Logs, Database UI Pages
- Profile & Settings Pages

How to Run

1. Backend Setup

```
cd backend  
npm install  
node app.js
```

2. Frontend Setup

```
cd frontend  
npm install  
npm run dev
```

Routes (Backend)

Auth Routes

- POST /api/auth/signup
- POST /api/auth/login
- GET /api/auth/:id

Ticket Routes

- POST /api/tickets/createticket
 - GET /api/tickets/getalltickets
 - GET /api/tickets/count
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Future Enhancements

- Add full CRUD operations for tickets
 - Role-based authorization middleware
 - Team assignment API integration
 - Admin analytics dashboard(UI)
 - Notification system(UI)
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Developer

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- Full Stack Developer
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