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## CREATE Operation

1. Launch URL: <http://localhost:8080/tickets>

Ticket Tracking Application page is displayed

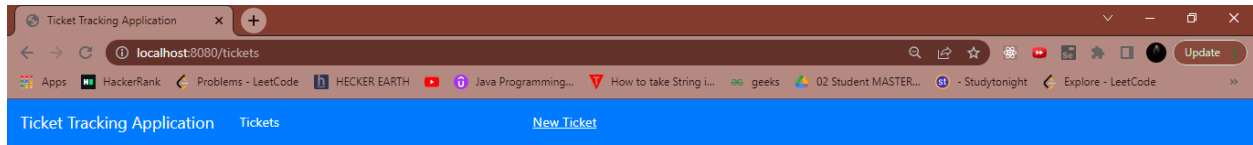
Take Screenshot

The screenshot shows a web browser window with the URL `localhost:8080/tickets`. The page has a blue header with the text "Ticket Tracking Application" and "Tickets". A "New Ticket" link is visible. Below the header, the title "List of Tickets" is displayed. A search bar with a "Search" button is present. A table lists four tickets with columns for ID, Title, Description, Created On, and Actions. The actions column contains "Edit", "Delete", and "View" buttons. The footer of the application shows "Copyright © 2023 GreateLearning All rights reserved" and an "Activate Windows" watermark.

#	Ticket Title	Ticket Short Description	Ticket Created On	Actions
1	RITM001	Ticket Create new Project/study Setup	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
2	RITM002	Ticket for New user account creation	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
3	RITM003	Ticket for password re-set	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
4	VTI002	Ticket for testing checking	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>

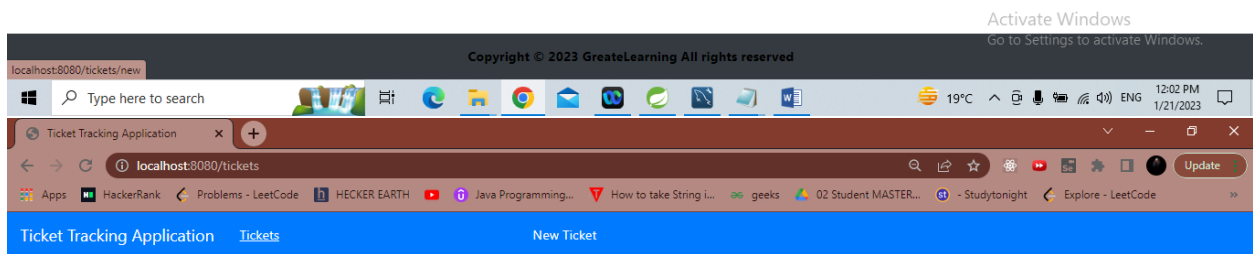
## 2. Verify availability of 'New Ticket' link

Take Screenshot



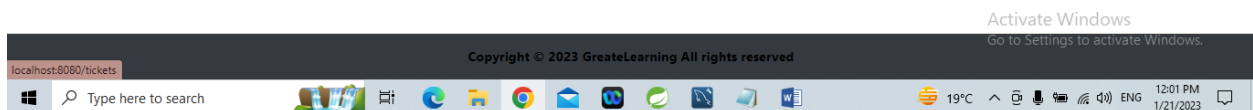
### List of Tickets

#	Ticket Title	Ticket Short Description	Ticket Created On	Actions
1	RITM001	Ticket Create new Project/study Setup	2023-01-21	<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="View"/>
2	RITM002	Ticket for New user account creation	2023-01-21	<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="View"/>
3	RITM003	Ticket for password re-set	2023-01-21	<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="View"/>
4	VTI002	Ticket for testing checking	2023-01-21	<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="View"/>



### List of Tickets

#	Ticket Title	Ticket Short Description	Ticket Created On	Actions
1	RITM001	Ticket Create new Project/study Setup	2023-01-21	<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="View"/>
2	RITM002	Ticket for New user account creation	2023-01-21	<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="View"/>
3	RITM003	Ticket for password re-set	2023-01-21	<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="View"/>
4	VTI002	Ticket for testing checking	2023-01-21	<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="View"/>



### 3. Click on 'New Ticket' link

Created New Ticket page is displayed

Take Screenshot

Ticket Management System

localhost:8080/tickets/new

Create New Ticket

Ticket Title

Ticket Short Description

Content

Submit

Activate Windows  
Go to Settings to activate Windows.

Type here to search

19°C

ENG 12:03 PM 1/21/2023

#### 4. Enter details for fields

Ticket Title & Ticket Short Description

Take Screenshot

Ticket Title

RITM004

Ticket Short Description

Entering the details to check

Content

Submit

#### 5. Click on 'Submit'

Verify new ticket is created with autogenerated # in Ticket Tracking Application page

Take Screenshot

Activate Windows  
Go to Settings to activate Windows.

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#	Ticket Title	Ticket Short Description	Ticket Created On	Actions
1	RITM001	Ticket Create new Project/study Setup	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
2	RITM002	Ticket for New user account creation	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
3	RITM003	Ticket for password re-set	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
4	VT1002	Ticket for testing checking	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
5	RITM004	Entering the details to check	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>

## READ Operation

1. Launch URL: <http://localhost:8080/tickets>

Ticket Tracking Application page is displayed

Take Screenshot

The screenshot displays a web browser window with the URL [localhost:8080/tickets](http://localhost:8080/tickets). The application has a blue header with the title "Ticket Tracking Application" and a navigation bar with "Tickets" and "New Ticket" links. Below the header, the page is titled "List of Tickets" and features a search input field with a "Search" button. A table lists five tickets, each with a unique ID, title, short description, creation date, and a set of action buttons (Edit, Delete, View).

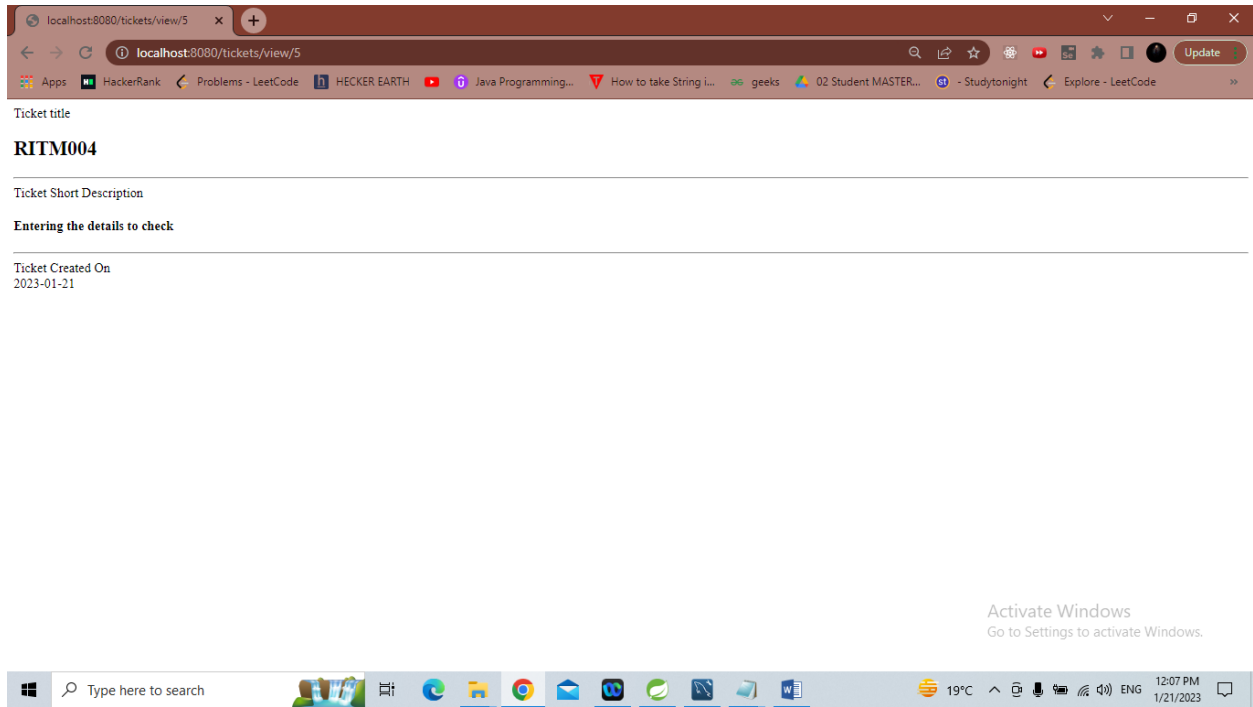
#	Ticket Title	Ticket Short Description	Ticket Created On	Actions
1	RITM001	Ticket Create new Project/study Setup	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
2	RITM002	Ticket for New user account creation	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
3	RITM003	Ticket for password re-set	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
4	VTI002	Ticket for testing checking	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
5	RITM004	Entering the details to check	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>

At the bottom of the browser window, there is a footer with the text "Copyright © 2023 GreateLearning All rights reserved" and an "Activate Windows" watermark. The Windows taskbar is visible at the very bottom, showing the search bar, task view button, and several application icons.

2. Click on 'View' for any record in table

Contents of record are shown

Take Screenshot





### 3. Click on Browser Back arrow

Ticket Tracking Application page is displayed

Take Screenshot

Ticket Tracking Application Tickets New Ticket

## List of Tickets

Search

#	Ticket Title	Ticket Short Description	Ticket Created On	Actions
1	RITM001	Ticket Create new Project/study Setup	2023-01-21	<button>Edit</button> <button>Delete</button> <button>View</button>
2	RITM002	Ticket for New user account creation	2023-01-21	<button>Edit</button> <button>Delete</button> <button>View</button>
3	RITM003	Ticket for password re-set	2023-01-21	<button>Edit</button> <button>Delete</button> <button>View</button>
4	VTI002	Ticket for testing checking	2023-01-21	<button>Edit</button> <button>Delete</button> <button>View</button>
5	RITM004	Entering the details to check	2023-01-21	<button>Edit</button> <button>Delete</button> <button>View</button>

Activate Windows  
Go to Settings to activate Windows.

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Type here to search

19°C 12:08 PM 1/21/2023

## UPDATE Operation

1. Launch URL: <http://localhost:8080/tickets>

Ticket Tracking Application page is displayed

Take Screenshot

The screenshot displays a web browser window with the URL `localhost:8080/tickets`. The application has a blue header with the title "Ticket Tracking Application" and a "New Ticket" link. Below the header, the page is titled "List of Tickets" and features a search bar with a "Search" button. A table lists five tickets, each with a unique ID, title, short description, creation date, and a set of action buttons (Edit, Delete, View).

#	Ticket Title	Ticket Short Description	Ticket Created On	Actions
1	RITM001	Ticket Create new Project/study Setup	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
2	RITM002	Ticket for New user account creation	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
3	RITM003	Ticket for password re-set	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
4	VTI002	Ticket for testing checking	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
5	RITM004	Entering the details to check	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>

At the bottom of the browser window, there is a Windows taskbar showing the search bar, task view button, and several open applications. The system tray on the right indicates a temperature of 19°C, the date 1/21/2023, and the time 12:09 PM. An "Activate Windows" watermark is visible in the bottom right corner.

2. Click on 'Edit' for any record in table

Edit Ticket page is displayed

Take Screenshot

Ticket Tracking Application

localhost:8080/tickets/edit/5

Update

Apps HackerRank Problems - LeetCode HECKER EARTH Java Programming... How to take String I... geeks 02 Student MASTER... Studytonight Explore - LeetCode

**Edit Ticket**

Ticket Title

RITM004

Ticket Short Description

Entering the details to check

Created on

21/01/2023

Content

Submit

Activate Windows  
Go to Settings to activate Windows.

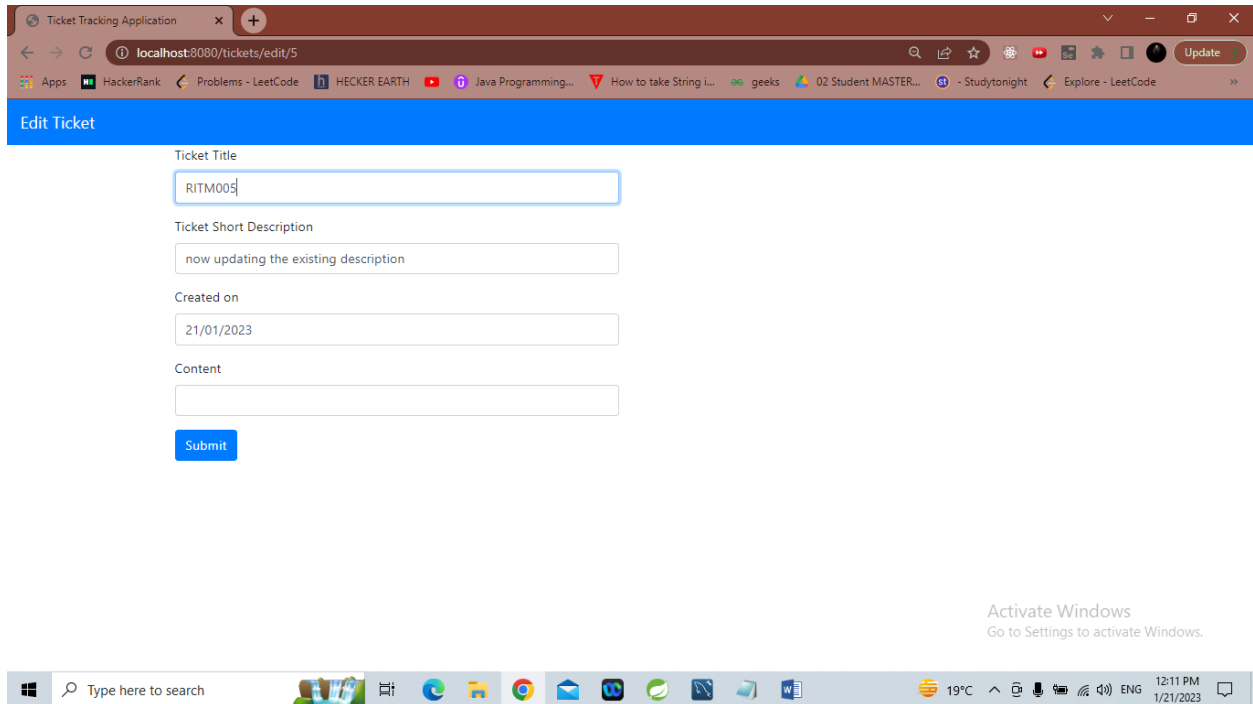
Type here to search

19°C 12:10 PM 1/21/2023

### 3. Updated details for fields

Ticket Title, Ticket Short Description

Take Screenshot



Ticket Tracking Application

localhost:8080/tickets/edit/5

Update

Apps HackerRank Problems - LeetCode HECKER EARTH Java Programming... How to take String I... geeks 02 Student MASTER... Studytonight Explore - LeetCode

Edit Ticket

Ticket Title

RITM005

Ticket Short Description

now updating the existing description

Created on

21/01/2023

Content

Submit

Activate Windows  
Go to Settings to activate Windows.

Type here to search

19°C 12:11 PM 1/21/2023

#### 4. Click on 'Submit'

Verify updated are show in Ticket Tracking Application page

Take Screenshot

The screenshot displays a web browser window with the URL `localhost:8080/tickets`. The application has a blue header bar with the text "Ticket Tracking Application" and "Tickets", and a "New Ticket" link. Below the header, the title "List of Tickets" is followed by a search input field and a "Search" button. A table lists five tickets, each with a unique ID, title, short description, creation date, and a set of "Edit", "Delete", and "View" action buttons.

#	Ticket Title	Ticket Short Description	Ticket Created On	Actions
1	RITM001	Ticket Create new Project/study Setup	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
2	RITM002	Ticket for New user account creation	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
3	RITM003	Ticket for password re-set	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
4	VTI002	Ticket for testing checking	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
5	RITM005	now updating the existing description	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>

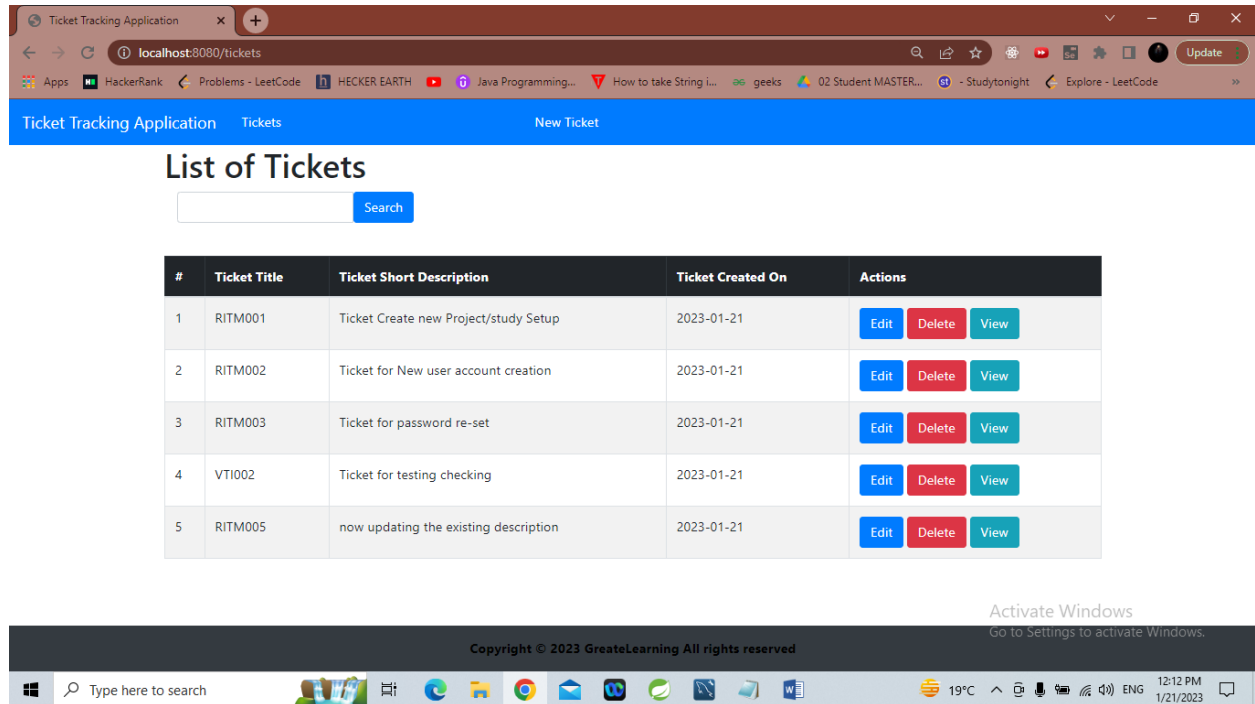
At the bottom of the browser window, an "Activate Windows" watermark is visible, along with a copyright notice: "Copyright © 2023 GreatoLearning All rights reserved". The Windows taskbar at the very bottom shows the search bar, task view button, and several application icons, including Edge, File Explorer, Chrome, Mail, Teams, and Word. The system tray on the right indicates a temperature of 19°C, the time as 12:11 PM on 1/21/2023, and the language as ENG.

## DELETE Operation

1. Launch URL: <http://localhost:8080/tickets>

Ticket Tracking Application page is displayed

Take Screenshot



The screenshot shows a web browser window with the URL `localhost:8080/tickets`. The page title is "Ticket Tracking Application" and the navigation bar includes "Tickets" and "New Ticket". The main heading is "List of Tickets". Below the heading is a search bar with a "Search" button. A table displays a list of tickets with columns for ID, Title, Short Description, Created On, and Actions. The table contains 5 rows of data. The bottom of the screenshot shows the Windows taskbar with the date and time as 12:12 PM on 1/21/2023.

#	Ticket Title	Ticket Short Description	Ticket Created On	Actions
1	RITM001	Ticket Create new Project/study Setup	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
2	RITM002	Ticket for New user account creation	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
3	RITM003	Ticket for password re-set	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
4	VTI002	Ticket for testing checking	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
5	RITM005	now updating the existing description	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>

2. Click on 'Delete' for any selected record

Verify record is not available in Ticket Tracking Application page

Take Screenshot

The screenshot displays a web browser window with the URL `localhost:8080/tickets`. The application has a blue header bar with the text "Ticket Tracking Application" and a "New Ticket" link. Below the header, the page title is "List of Tickets". There is a search bar with a "Search" button. The main content area features a table with the following data:

#	Ticket Title	Ticket Short Description	Ticket Created On	Actions
1	RITM001	Ticket Create new Project/study Setup	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
2	RITM002	Ticket for New user account creation	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
3	RITM003	Ticket for password re-set	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
4	VTI002	Ticket for testing checking	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>

At the bottom of the browser window, there is a Windows taskbar showing the date and time as 12:13 PM on 1/21/2023. A copyright notice at the bottom of the application page reads: "Copyright © 2023 GreatoLearning All rights reserved".

## SEARCH Functionality

1. Launch URL: <http://localhost:8080/tickets>

Ticket Tracking Application page is displayed

Take Screenshot

The screenshot shows a web browser window with the URL `localhost:8080/tickets`. The page has a blue header with the text "Ticket Tracking Application" and "Tickets". Below the header, there is a "List of Tickets" section with a search bar and a "Search" button. The main content area displays a table with four tickets. Each ticket has a unique ID, a title, a short description, a creation date, and three action buttons: "Edit", "Delete", and "View".

#	Ticket Title	Ticket Short Description	Ticket Created On	Actions
1	RITM001	Ticket Create new Project/study Setup	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
2	RITM002	Ticket for New user account creation	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
3	RITM003	Ticket for password re-set	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
4	VTI002	Ticket for testing checking	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>

At the bottom of the browser window, there is a Windows taskbar with the search bar, taskbar icons, and system tray showing the date and time as 12:14 PM on 1/21/2023. A copyright notice "Copyright © 2023 GreateLearning All rights reserved" is visible in the footer.



## 2. Search by Ticket Title

Enter Ticket Title as - RITM003

Take Screenshot

The screenshot shows a web browser window with the URL `localhost:8080/tickets`. The page has a blue header with the text "Ticket Tracking Application" and "Tickets", and a "New Ticket" link. Below the header, the title "List of Tickets" is displayed. A search bar contains the text "RITM003" and a "Search" button. Below the search bar, a table lists four tickets. The table has columns for "#", "Ticket Title", "Ticket Short Description", "Ticket Created On", and "Actions". The "Actions" column contains three buttons: "Edit", "Delete", and "View".

#	Ticket Title	Ticket Short Description	Ticket Created On	Actions
1	RITM001	Ticket Create new Project/study Setup	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
2	RITM002	Ticket for New user account creation	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
3	RITM003	Ticket for password re-set	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
4	VTI002	Ticket for testing checking	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>

At the bottom of the browser window, there is a Windows taskbar with the search bar, taskbar icons, and system tray showing the date and time as 12:15 PM on 1/21/2023. A watermark "Activate Windows" is visible in the bottom right corner.

### 3. Click on 'Search'

Verify search results with matching criteria are displayed in Ticket Tracking Application page

The screenshot shows a web browser window with the address bar displaying `localhost:8080/search?q=RITM003`. The browser's tab is titled "Ticket Tracking Application". The page has a blue header with the text "Ticket Tracking Application" on the left, "Tickets" in the center, and a "New Ticket" link on the right. Below the header, the main content area is titled "List of Tickets". Under this title, there is a search input field containing the text "RITM003" and a blue "Search" button. Below the search bar is a table with the following data:

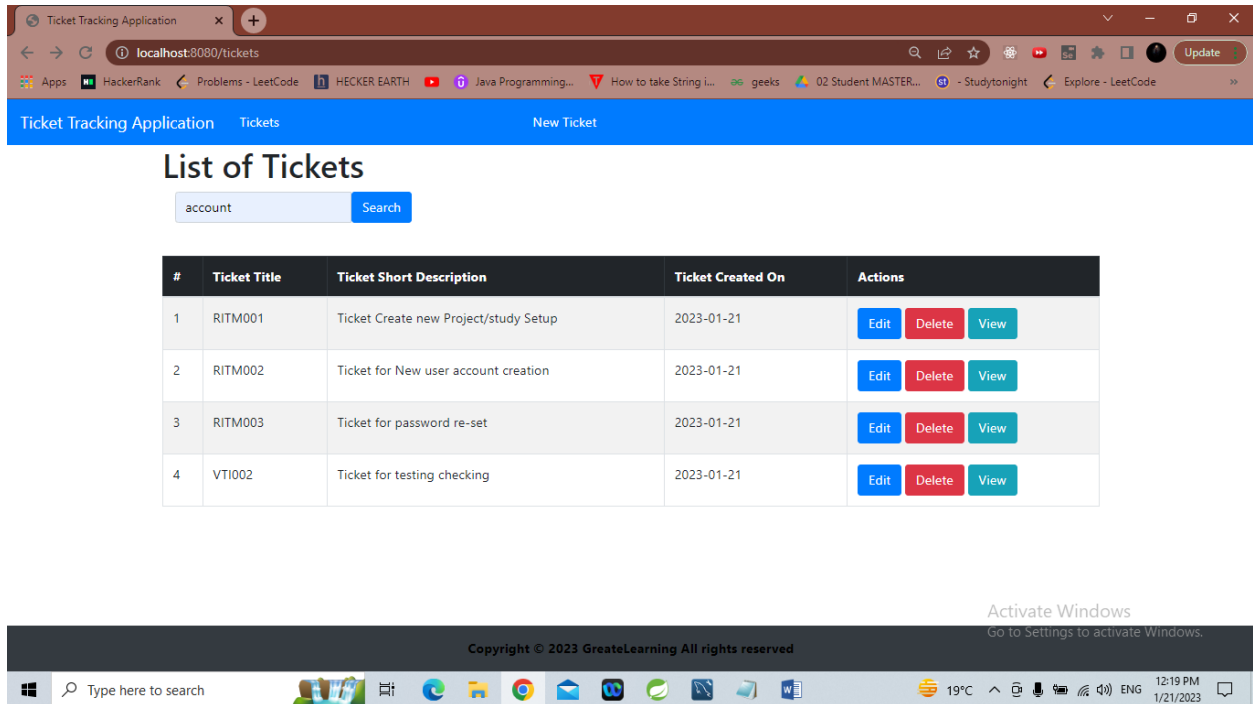
#	Ticket Title	Ticket Short Description	Ticket Created On	Actions
3	RITM003	Ticket for password re-set	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>

At the bottom of the browser window, there is a Windows taskbar. The taskbar includes a search bar with the text "Type here to search", several application icons (Edge, File Explorer, Chrome, Mail, Word, Teams, OneDrive, and Word), and system tray icons showing the temperature (19°C), battery level, and the date and time (12:15 PM, 1/21/2023). A watermark "Activate Windows" is visible in the bottom right corner of the taskbar area.

#### 4. Search by Ticket Short Description

Enter Ticket Title as - account

Verify search results with matching criteria are displayed in Ticket Tracking Application page



Ticket Tracking Application Tickets New Ticket

### List of Tickets

account Search

#	Ticket Title	Ticket Short Description	Ticket Created On	Actions
1	RITM001	Ticket Create new Project/study Setup	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
2	RITM002	Ticket for New user account creation	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
3	RITM003	Ticket for password re-set	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
4	VTI002	Ticket for testing checking	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>

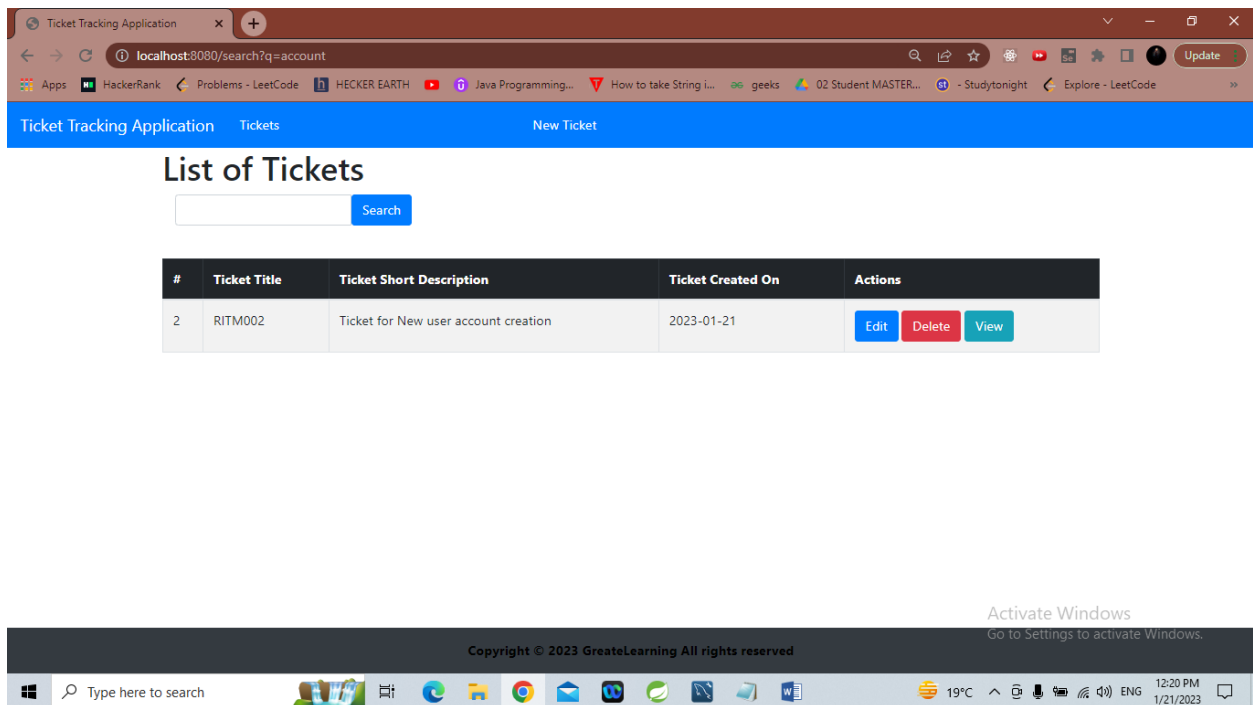
Activate Windows  
Go to Settings to activate Windows.

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Type here to search

19°C 12:19 PM 1/21/2023

Result of search



Ticket Tracking Application Tickets New Ticket

### List of Tickets

Search

#	Ticket Title	Ticket Short Description	Ticket Created On	Actions
2	RITM002	Ticket for New user account creation	2023-01-21	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>

Activate Windows  
Go to Settings to activate Windows.

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Type here to search

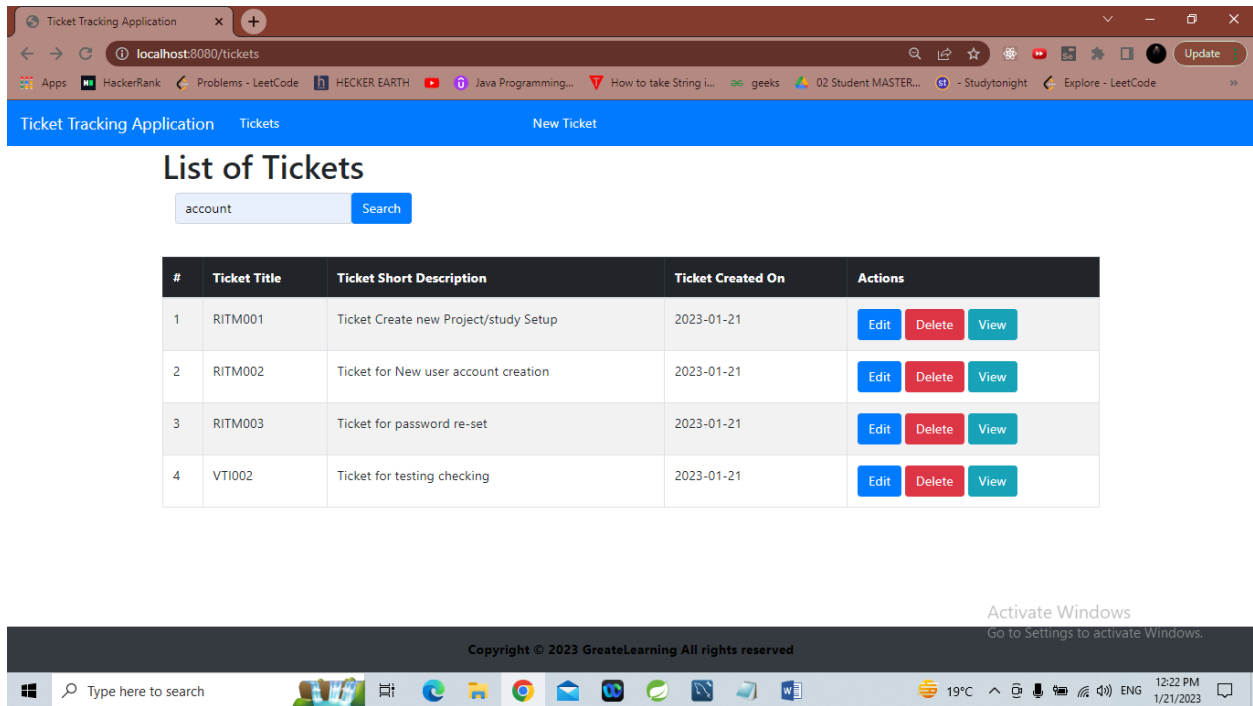
19°C 12:20 PM 1/21/2023

## UI layout

### 1. Check Application URL: <http://localhost:8080/tickets>

Home Screen (i.e., Ticket Tracking Application page) with data and action buttons (Tickets, New Ticket, Edit, Delete, View) is displayed

Take Screenshot



2. Click on 'Edit' for any record in table

Edit Ticket page is displayed

Take Screenshot

Ticket Tracking Application

localhost:8080/tickets/edit/1

Update

Apps HackerRank Problems - LeetCode HECKER EARTH Java Programming... How to take String I... geeks 02 Student MASTER... Studytonight Explore - LeetCode

**Edit Ticket**

Ticket Title

RITM001

Ticket Short Description

Ticket Create new Project/study Setup

Created on

21/01/2023

Content

content text

Submit

Activate Windows  
Go to Settings to activate Windows.

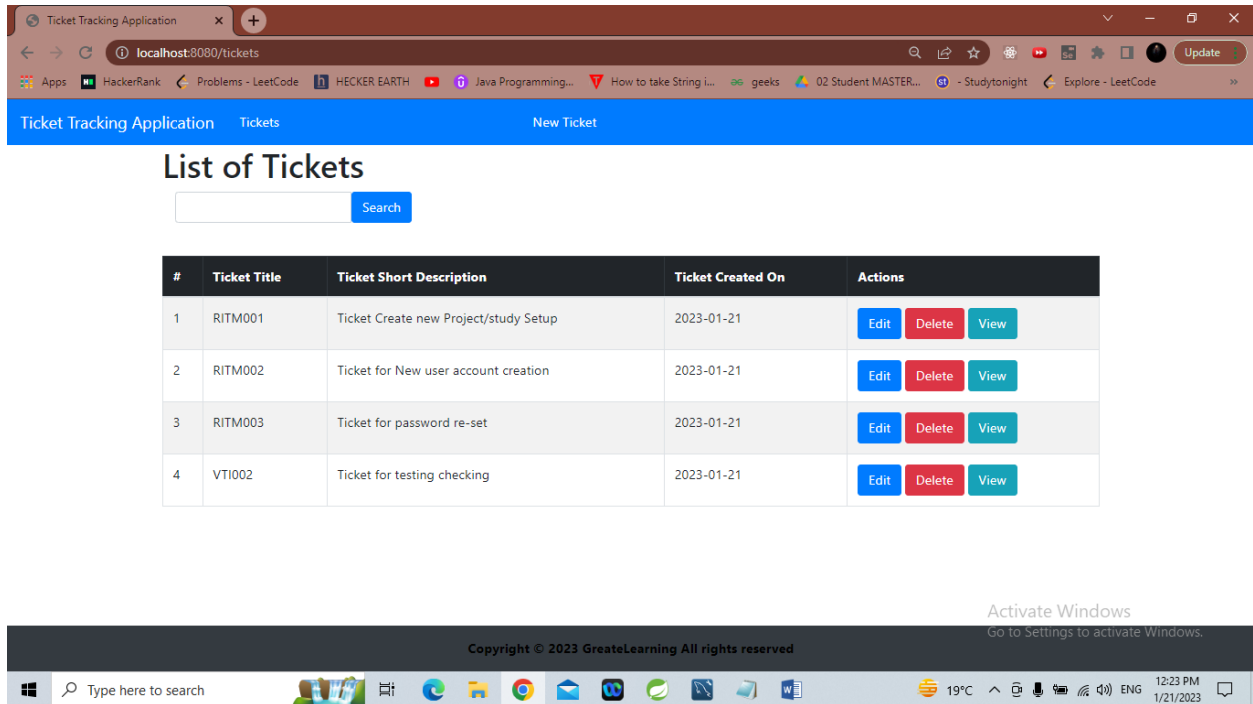
Type here to search

19°C 12:22 PM 1/21/2023

### 3. Click on 'Submit'

Ticket Tracking Application page is displayed

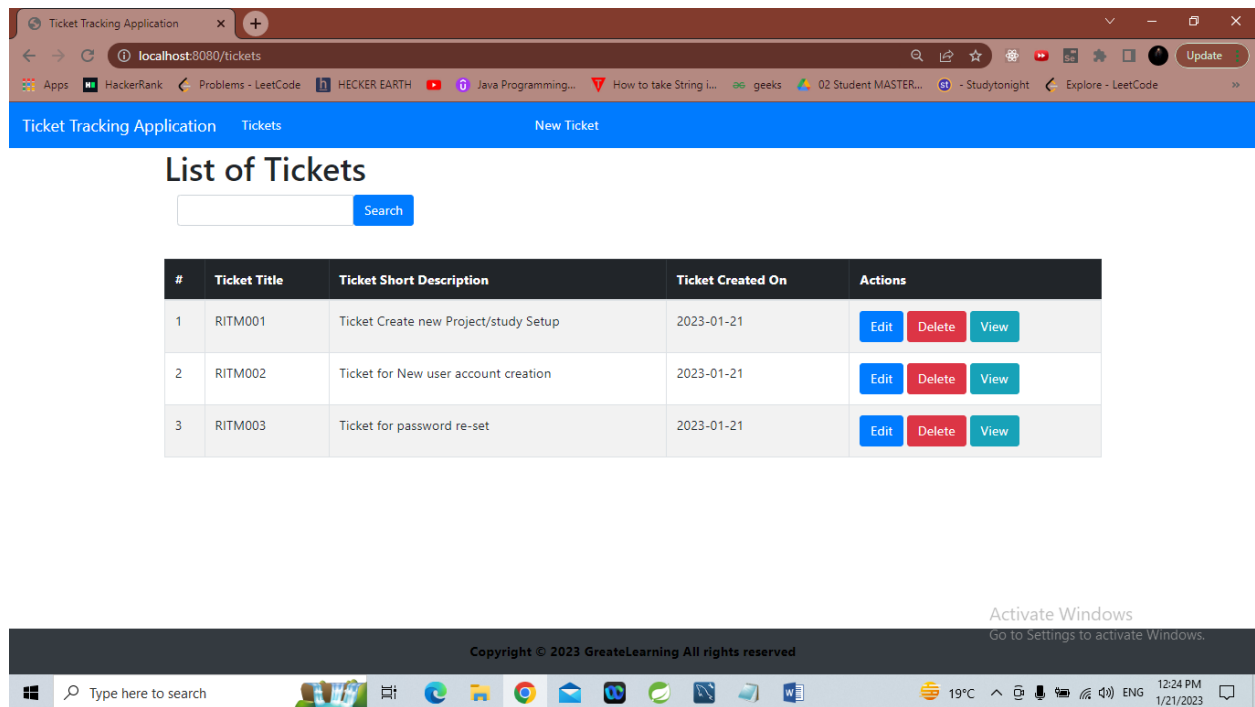
Take Screenshot



### 4. Select any row and Click on 'Delete'

Selected row deleted and Ticket Tracking Application page is displayed

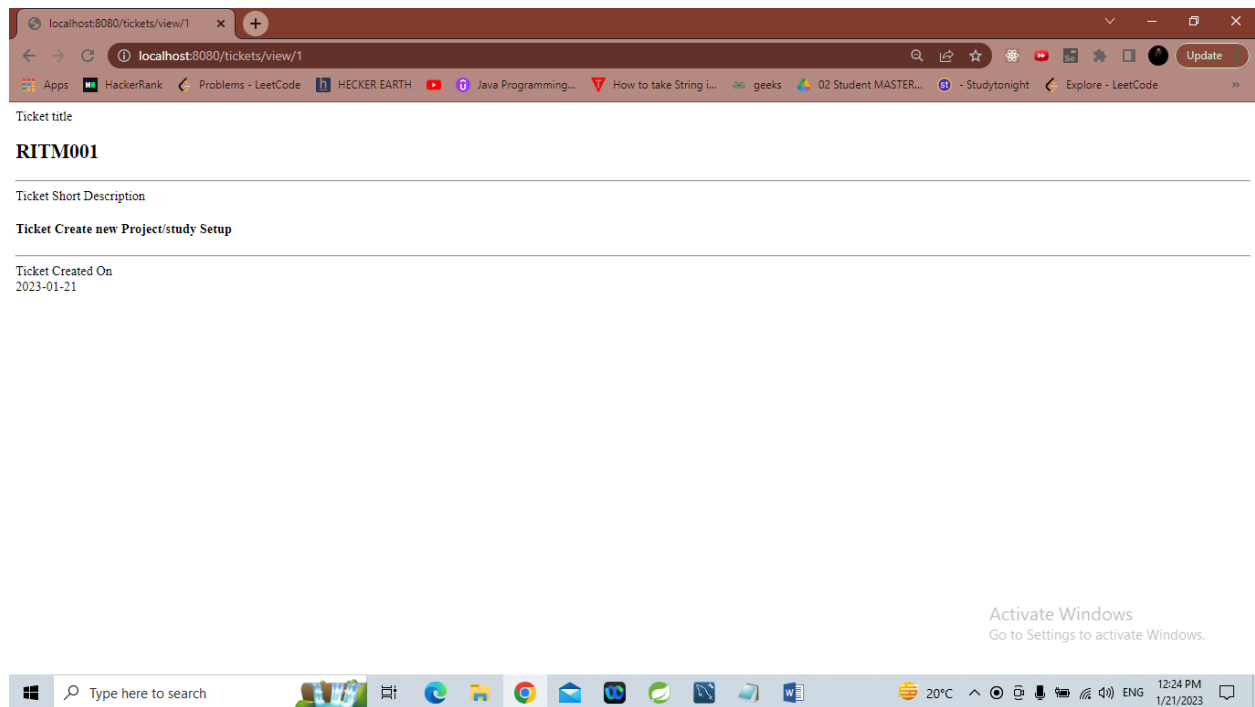
Take Screenshot



5. Select any row and Click on 'View',

URL path : `http://localhost:8080/tickets/view/{id}` and Record details are shown

Take Screenshot



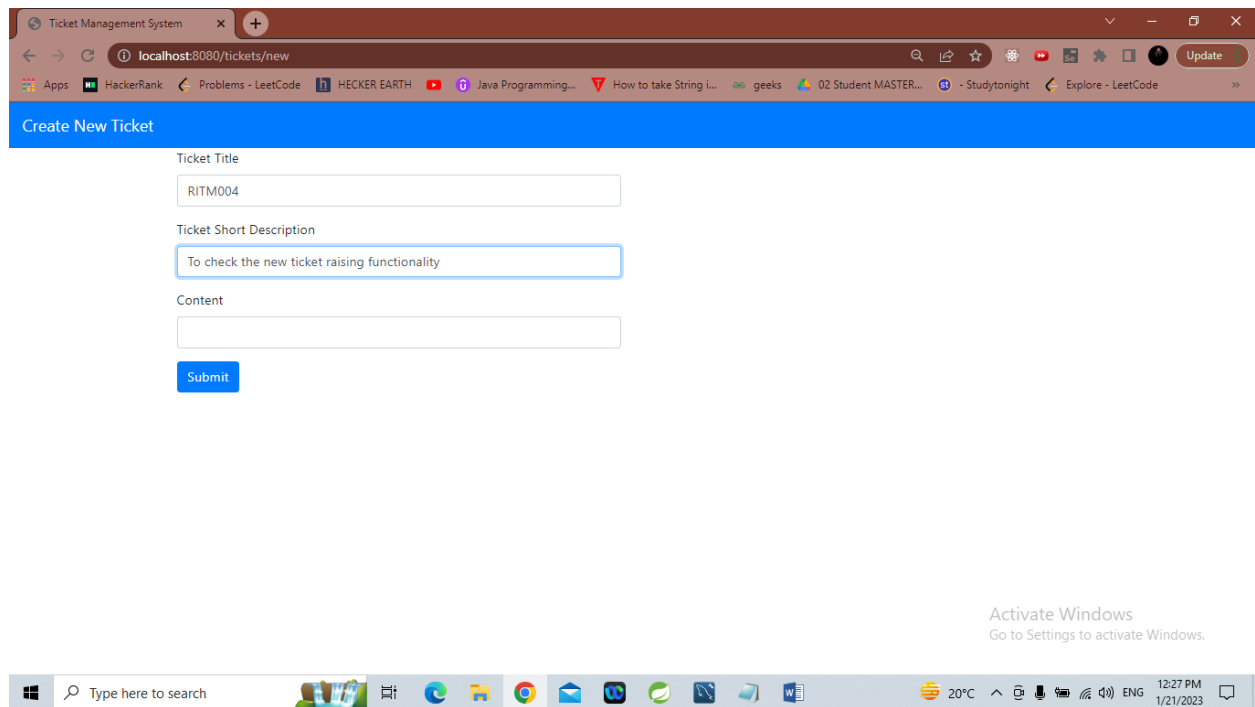
6. Click on Back arrow in Browser and Click on link 'New Ticket'

Create New Ticket page is displayed

Enter Title as 'RITM002'

//entering RITM004 as the RITM002 already exists.





7. Click on 'Submit'

Ticket Tracking Application page is displayed

Take Screenshot

Ticket Tracking Application Tickets New Ticket

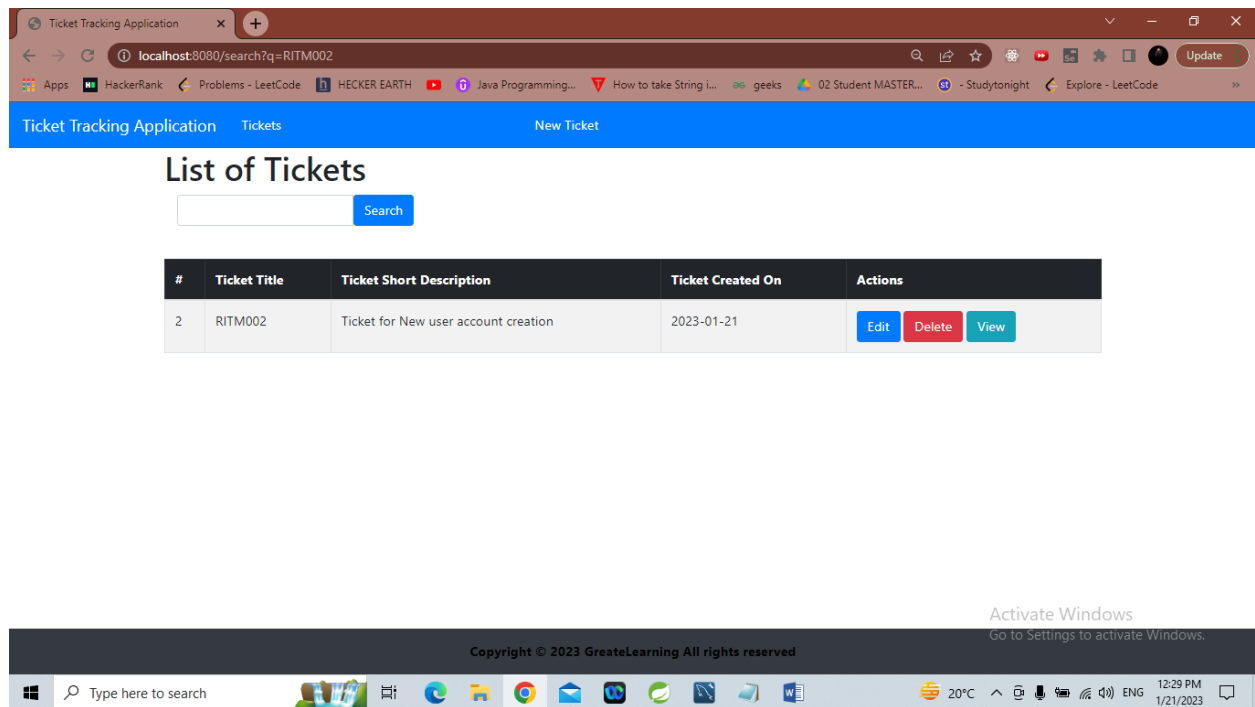
## List of Tickets

#	Ticket Title	Ticket Short Description	Ticket Created On	Actions
1	RITM001	Ticket Create new Project/study Setup	2023-01-21	<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="View"/>
2	RITM002	Ticket for New user account creation	2023-01-21	<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="View"/>
3	RITM003	Ticket for password re-set	2023-01-21	<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="View"/>
6	RITM004	To check the new ticket raising functionality	2023-01-21	<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="View"/>

8. Enter RITM002 in text box and Click on 'Search'

Search results are displayed as per search condition

Take Screenshot



## 9. Click on 'Tickets' links

Ticket Tracking Application page is displayed with all records

Take Screenshot

Ticket Tracking Application

localhost:8080/tickets

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Ticket Tracking Application Tickets New Ticket

List of Tickets

Search

#	Ticket Title	Ticket Short Description	Ticket Created On	Actions
1	RITM001	Ticket Create new Project/study Setup	2023-01-21	<div>EditDeleteView</div>
2	RITM002	Ticket for New user account creation	2023-01-21	<div>EditDeleteView</div>
3	RITM003	Ticket for password re-set	2023-01-21	<div>EditDeleteView</div>
6	RITM004	To check the new ticket raising functionality	2023-01-21	<div>EditDeleteView</div>

Activate Windows  
Go to Settings to activate Windows.

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Type here to search

20°C 12:30 PM 1/21/2023

End of File.