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| Requirement | Module Name | Technical Design | Test Case |
| 5.1.1 | Ticket Creation | D | T |
| 5.1.2 | User Ticket Tracking | D | T |
| 5.1.3 | Ticket Assignment | D | T |
| 5.1.4 | Assigned Priority | D | T |
| 5.1.5 | Administrator Ticket Status | D | T |
| 5.2.1 | Help Button | D | T |
| 5.2.2 | System Metrics | D | T |
| 5.2.3 | Email Integration | D | T |
| 5.2.4 | Ticket Collision Prevention | D | T |