

Feedback Ticket Management System 20250531

Create Ticket:

- Why don't you use the template that I sent you on 21st of May as a wireframe line by line with 100% screen
- Mandatory fields are wrong
- Customer No. is not a phone number. Is a customer number, up to 18-digit code with numbers and/or characters.
- There is no viewer for attachments
- Zip code is up to 7 digit number or character can you please reduce the size of it and enlarge customer name and street
- The mouseover and system messages are on german / english.

Create New Ticket ×

Title *

Titel Nummer 31

Customer Company *

Musterfirma 31asdadasc

Street

Enter street address

Zip Code

Enter zip code

City

Enter city

Customer Name *

Mustermann 31

Phone *

+49 ▾

234234234234

Enter phone number without country code

Customer Email *

Enter customer email

Customer No.

+49 ▾

Enter customer phone number

Description *

! Fülle dieses Feld aus.

Muster beschreibung 31

- **Customer Manager:** no action is required. Assign to.
- **For Create Ticket, Sorry I need 4 more field (see my template field in red color.).** Mandatory fields: Titel, Customer Company, Customer Name, Phone, Description

Template (create ticket)
| Titel |
| customer company | **Street** | **Zip** | **City** |
| customer name | Phone | Email | **Customer No.** |
| Description |
| Category | Department | Priority | Status
Attachments: File Upload

- Category was updated in the create ticket form (admin) but not in the detail view.
- Write a comment: Bullet points format is not showing in text (white on white?)

User Roles:

There are some users I cannot deactivate the existing rules. (fe customer manager) Why is it so?

Quality of the Code

- The quality of the code is so bad that makes me speechless. For sales manager role in English language there are no tickets shown that are resolved. In German language the tickets are shown.

This is a critical issue with the multilingual implementation in the dashboard. The **displayed content is changing depending on the selected language** – not just the labels or UI texts.

This is **unacceptable and incorrect behavior** in any properly designed multilingual system. Changing the language **must not** affect:

- The underlying data
- The visible components
- The structure of the dashboard
- The availability of certain sections or modules

Only the **text (translations)** should change. Everything else must remain consistent across all languages.

Please investigate this immediately. I expect:

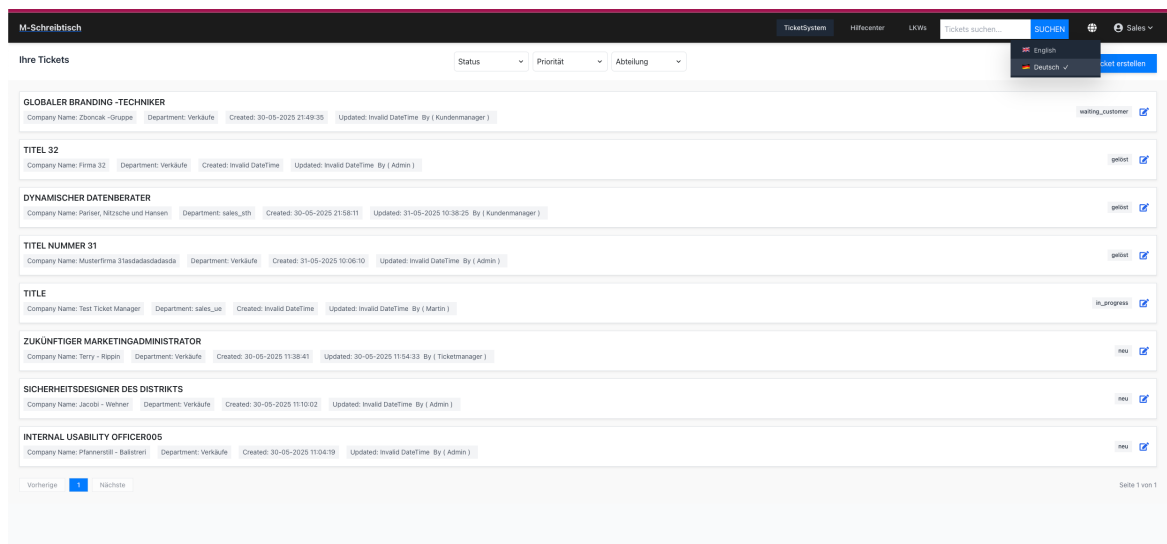
- A detailed explanation of why this is happening
- A clear plan to fix it
- A deadline by when this will be resolved

This is a fundamental issue that affects the integrity and usability of the application.

The screenshot displays the M-Desk Ticket System interface. At the top, there is a navigation bar with 'M-Desk', 'Ticket System', 'Help Center', and 'Trucks'. A search bar is present with the text 'Search tickets...' and a 'Search' button. A language selection dropdown is open, showing 'English' (selected) and 'Deutsch'. Below the navigation bar, the 'Your Tickets' section is visible, with filters for 'Status', 'Priority', and 'Department'. The main content area lists five tickets:

- GLOBAL BRANDING TECHNICIAN**
Company Name: Zboncak Group | Department: sales | Created: 30-05-2025 21:49:35 | Updated: 31-05-2025 10:48:08 By (Customer Manager) | Status: waiting_customer
- TITLE**
Company Name: Test Ticket Manager | Department: sales_ue | Created: 13-05-2025 11:20:12 | Updated: 30-05-2025 21:46:42 By (Martin) | Status: in_progress
- FUTURE MARKETING ADMINISTRATOR**
Company Name: Terry - Rippin | Department: sales | Created: 30-05-2025 11:38:41 | Updated: 30-05-2025 11:54:33 By (Ticket Manager) | Status: new
- DISTRICT SECURITY DESIGNER**
Company Name: Jacobi - Wehner | Department: sales | Created: 30-05-2025 11:10:02 | Updated: 30-05-2025 11:13:41 By (Admin) | Status: new
- INTERNAL USABILITY OFFICER005**
Company Name: Pfannerstill - Balistreri | Department: sales | Created: 30-05-2025 11:04:19 | Updated: 30-05-2025 11:07:10 By (Admin) | Status: new

At the bottom, there is a pagination bar with 'Previous', '1', and 'Next' buttons, and a 'Page 1 of 1' indicator.



Cleaning the code: You told me to clean the code. It is not:

- Every loading the dashboard takes much to long time. Even after creating or update a ticket. More then 15 seconds every time.

For example

```

❌ ⚠ Warning: You passed a container to the second argument of index.js:13
root.render(...). You don't need to pass it again since you already
passed it to create the root.

./src/index.js      @ index.js:13
options.factory     @ react refresh:6
__webpack_require__ @ bootstrap:22
(anonymous)         @ startup:7
(anonymous)         @ startup:7
Show ignore-listed frames
  
```

Form fields have no label nor id

