# Ticketing System Scenarios

## 1. Creating a Ticket by the Customer

The customer has an issue or question and creates a new ticket. The ticket status changes to 'Waiting for Response' or 'Open.'

### API Used:

• tickets/POST: This API is used to create a new ticket from the customer's side. Once the ticket is created, its status changes to 'Waiting for Response' or 'Open.'

## 2. Support Responds to Customer Ticket

The support team sends an initial response to the customer. The ticket status can change to 'In Progress.'

### API Used:

• tickets/PUT: This API is used to update the ticket status to 'In Progress' and send the support response to the customer.

## 3. Customer Responds to Support

The customer responds to the support team's message (possibly adding more details or asking additional questions). The ticket status remains 'In Progress' until the issue is resolved.

### API Used:

• tickets/PUT: This API is used to update the ticket status to 'In Progress' and send the customer's response back to support.

## 4. Closing a Ticket

If the support team resolves the issue and the customer does not respond further, the support team can change the ticket status to 'Closed.' The ticket may also close automatically after a specified period (e.g., 72 hours) if the customer does not respond.

### API Used:

• tickets/PUT: This API is used to update the ticket status to 'Closed.'

## 5. Reopening a Closed Ticket

If the customer needs to continue the conversation or follow up after the ticket has been closed, they can reopen it. The ticket status changes to 'Open' or 'In Progress.'

### API Used:

• tickets/PUT: This API is used to update the ticket status to 'Open' or 'In Progress.'

## 6. Escalating to Higher Levels

If the issue is complex and requires more expertise, it may be referred to a higher level of support. The ticket status can change to 'Referred' or 'Waiting for Higher-Level Support.'

### API Used:

• tickets/PUT: This API is used to update the ticket status to 'Referred' or 'Waiting for Higher-Level Support.'

## 7. Requesting Additional Information

The support team might ask the customer to provide more details. The ticket status changes to 'Waiting for Information' and remains in this state until the customer responds.

### API Used:

• tickets/PUT: This API is used to update the ticket status to 'Waiting for Information.'

## Suggested Additions

- Automatic Status Updates: Include functionality to automatically notify customers or support teams when the ticket status changes.  
- Service Level Agreement (SLA) Tracking: Track and enforce response or resolution times to ensure timely handling of tickets.  
- Feedback Collection: Add a feature to collect feedback from customers after the ticket is resolved or closed.  
- Ticket Categorization: Allow customers or support teams to categorize tickets (e.g., Billing, Technical, General Inquiry) for better organization.  
- Priority Levels: Enable customers or support to set ticket priority (e.g., High, Medium, Low) to improve response handling.