**Issue Tracking System for Construction and Contracting**

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**Issue Tracking System for Construction and Contracting**

* **User List:**
  + **Customer:** Stera Jackson
  + **Issue User:** Jonathan Storm
  + **Issue Manager:** Alice Morry

**LOGIN WITH CUSTOMER : Stera Jackson**

* **Create Issue Ticket From Create Issue Menu**
  + Select Issue Category from form
  + Add Subject, description, Priority, and add attachment(s) if any.
  + Customer can view own issues from My Account Portal Menu
  + Allow customer to create issue ticket directly from Create Issue Button
  + Customer can communicate from Message and communication history and also add attachment(s)
  + Customer can send feedback for issue from email

**LOGIN WITH ISSUE MANAGER: Alice Morry**

* **Review Issue Ticket and Process ahead**
  + Manager Will assign Issue to the issue user and add project on issue
  + Manager will create task for issue
  + Manager can close issue ticket from SET TO CLOSE Button
  + Send Mail to customer for close issue ticket and allow customer to send feedback for issue ticket

**LOGIN WITH ISSUE USER : Jonathan Storm**

* **Open assigned Issue Ticket** 
  + Give an access for Project Manager to create invoice from timesheets
  + Filling timesheets for the issue project task
  + Add invoice line to create invoice for issue from added invoice lines
  + Issue user can create invoice for Filled timesheets also from Timesheet to invoice menu :- Should add access for timesheet user