# Issue Tracker API Documentation

This document describes the available REST APIs for the Issue Tracker System, their purposes, HTTP methods, request URLs, access permissions, and example request bodies for testing in Postman.

## Login

**Description:** Authenticates a user (Admin or Employee) and returns a JWT token for subsequent requests.

**Method:** POST

**URL:**http://localhost:8080/api/auth/login

**Access** Role: PUBLIC

**Sample Request Body**:

{  
 "email": "admin@example.com",  
 "password": "admin123"  
}

## Get All Employees (ADMIN API)

**Description:** Fetches the list of all employees in the system.

**Method:** GET

**URL:** http://localhost:8080/api/admin/get\_employees

**Access** Role: ADMIN

## Add Employee (ADMIN API)

**Description:** Adds a new employee to the system.

**Method:** POST

**URL:** http://localhost:8080/api/admin/add\_employees

**Access** Role: ADMIN

**Sample** Request Body:

{  
 "empId": "1005",  
 "name": "John Doe",  
 "email": "johndoe@example.com",  
 "department": "IT",  
 "reportingManager": "1001",  
 "role": "EMPLOYEE",  
 "password": "password123"  
}

## Tickets You Raised (EMPLOYEE API)

**Description:** Fetches tickets raised by the logged-in employee.

**Method:** GET

**URL:** http://localhost:8080/api/employee/tickets/raised

**Access** Role: EMPLOYEE

## Tickets Assigned to You (EMPLOYEE API)

**Description:** Fetches tickets assigned to the logged-in employee.

**Method:** GET

**URL:** http://localhost:8080/api/employee/tickets/assigned

**Access** Role: EMPLOYEE

## View Closed Tickets (EMPLOYEE API)

**Description:** Fetches closed tickets raised by the logged-in employee.

**Method:** GET

**URL:** http://localhost:8080/api/employee/tickets/closed

**Access** Role: EMPLOYEE

## Submit New Ticket (EMPLOYEE API)

**Description:** Submits a new ticket for the logged-in employee and sends an email to the department admin.

**Method:** POST

**URL:** http://localhost:8080/api/employee/tickets/submit

**Access** Role: EMPLOYEE

**Sample** Request Body:

{  
 "subject": "Laptop not working",  
 "detailedMessage": "The laptop shuts down automatically within 10 minutes of usage.",  
 "priority": "HIGH"  
}

## Mark Ticket as Fixed (EMPLOYEE API)

**Description:** Marks a ticket assigned to the logged-in employee as FIXED.

**Method:** PUT

**URL:** http://localhost:8080/api/employee/tickets/assigned/{ticketNo}/fix

**Access** Role: EMPLOYEE

## Reopen Closed Ticket (EMPLOYEE API)

**Description:** Reopens a CLOSED ticket raised by the logged-in employee.

**Method:** PUT

**URL:** http://localhost:8080/api/employee/tickets/reopen/{ticketNo}

**Access** Role: EMPLOYEE

## Get Subjects for Employee's Department (EMPLOYEE API)

**Description:** Fetches a list of available ticket subjects for the logged-in employee's department.

**Method:** GET

**URL:** http://localhost:8080/api/employee/tickets/get\_subjects

**Access** Role: EMPLOYEE

## Get All Tickets (ADMIN API)

**Description:** Fetches all tickets in the system.

**Method:** GET

**URL:** http://localhost:8080/api/admin/tickets

**Access** Role: ADMIN

## Update Ticket Assignee (ADMIN API)

**Description:** Updates the assignee for a ticket.

**Method:** PUT

**URL:** http://localhost:8080/api/admin/tickets/{id}/assignee?assignee=1003

**Access** Role: ADMIN

## Get Ticket by ID (ADMIN API)

**Description:** Fetches details of a ticket by its ID.

**Method:** GET

**URL:** http://localhost:8080/api/admin/tickets/{id}

**Access** Role: ADMIN

## Close Fixed Ticket (ADMIN API)

**Description:** Marks a ticket with FIXED status as CLOSED.

**Method:** PUT

**URL:** http://localhost:8080/api/admin/tickets/close/{ticketNo}

**Access** Role: ADMIN

## Add Subject for Department (ADMIN API)

**Description:** Adds a new ticket subject for a department.

**Method:** POST

**URL:** http://localhost:8080/api/admin/tickets/add\_subjects

**Access** Role: ADMIN

**Sample** Request Body:

{  
 "department": "IT",  
 "subject": "Network Issue"  
}