

AwesomeRequestTracker Application outputs

With user, automatically recognizes and opens basic user portal

```
Logged in successfully as BaseUser.  
Welcome to Request Management System!  
1. Raise Request  
2. View Request Status  
3. View Solutions  
4. Give Feedback  
5. Respond to Solution  
6. exit to Main Menu
```

With admin, automatically opens up admin portal. With functionality of both user as well admin

```
Please log in to continue:  
Email: ramu@gmail.com  
Password: 123  
  
Logged in successfully as Admin.  
Welcome to Request Management System!  
1. Base Controls  
2. Admin Controls  
3. exit to Main Menu  
  
Enter your choice: █
```

Raising a request ( both admin & user can )

```
Enter your choice: 1
```

```
Enter Request Message :Laptop over heating  
Id: 7   Msg: Laptop over heating  
RaisedBy: sugu
```

Viewing Request status

```
Enter your choice: 2  
  
Enter Request Id :7  
Id: 7   Msg: Laptop over heating  
RaisedBy: sugu  
Solutions: 0  
Closed By:
```

If closed

```
Enter Request Id :4  
Id: 4   Msg: sidi  
RaisedBy: sugu  
Solutions: 0  
Closed By: ramu
```

If solutions provided and not closed

```
Enter Request Id :5  
Id: 5   Msg: sieikiie  
RaisedBy: sugu  
Solutions: 1
```

Checking provided solution

```
Enter your choice: 3  
  
Enter Request Id :7  
Id: 2   IsSolved: False  
SolvedBy: ramu  
Description: clean your laptop fan  
Feedbacks: 0
```

Providing feedback for that solution

```
Enter your choice: 4

Enter Solution Id :2

Enter Remarks :It worked, thanks

Enter Rating out of 10 :9
```

In DB, marked as solved, now the Admin/Employee can close it

2	2	7	clean your laptop fan	1	2024-05-14 08:37:20.5238543	1	It worked, thanks
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Closing a request ( only if user mark it as solved )

```
Enter your choice: 4

Enter Request Id :7
```

If it's not marked as solved

```
Enter your choice: 4

Enter Request Id :6

Not able to close it, the solution not been marked as solved!!!
```

## Admin level controls

```
Logged in successfully as Admin.  
Welcome to Request Management System!  
1. Base Controls  
2. Admin Controls  
3. exit to Main Menu  
  
Enter your choice: 2  
1. View All Request Status  
2. View All Solutions  
3. Provide Solution  
4. Closing a Request  
5. View your Feedback  
6. exit to Main Menu
```

## Viewing all requests ( admin can see all of it)

```
Enter your choice: 1  
Id: 4   Msg: sidi  
RaisedBy: sugu  
Solutions: 0  
Closed By: ramu  
Id: 5   Msg: sieikiie  
RaisedBy: sugu  
Solutions: 1  
Closed By:  
Id: 6   Msg: iia;ei  
RaisedBy: sugu  
Solutions: 0  
Closed By:  
Id: 7   Msg: Laptop over heating  
RaisedBy: sugu  
Solutions: 0  
Closed By:
```

Viewing solutions for a request

```
Enter your choice: 2

Enter Request Id :5
Id: 1   IsSolved: False
SolvedBy: ramu
Comments: sidid
Feedbacks: 1
```

Providing solution

```
Enter your choice: 3

Enter Request Id :7

Enter Solution Description :clean your laptop fan
```

Viewing user Feedback

```
Enter your choice: 5
Id: 1   Rating: 8
Remarks: 1.1
Solution: something to solve
By: sugu
```