

# Exercise: Simple Support Tickets Dashboard (Search + Filter + Sort)

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## Goal

Build a small dashboard that loads tickets from `tickets.json` and lets the user:

- **Search**
- **Filter**
- **Sort**

...and renders the results as a list of ticket cards.

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## Requirements

### 1) Load & Render

- Load `tickets.json` using `fetch()`
- Render all tickets on the page as cards
- Each card must show:
  - `id`, `title`, `status`, `priority`, `assignee` (or “Unassigned”)

### 2) Search

- Add a search input
- Search should match **id + title** (case-insensitive)
- Update results on typing  
*(Debounce optional — only if you want)*

### 3) Filter

- Add **one filter dropdown**: `status`
  - All, open, in\_progress, resolved, closed
- Selecting a status should filter the list

### 4) Sort

- Add **one sort dropdown**:
  - Newest first (by `createdAt`)
  - Oldest first (by `createdAt`)

### 5) UI States

- Show “**Loading...**” while fetching
- Show “**No results found**” if nothing matches
- Show “**Showing X tickets**” above the list

## Rules

- Use vanilla JS only (no frameworks/libraries)
  - Don't change the original tickets array (use copies when sorting)
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## Stretch Goals (Optional)

Pick any 1:

- Add Priority filter
- Search also matches **tags**
- Add "Clear" button (resets search + filter + sort)
- Debounce search (300ms)