

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

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.

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
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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)