Build a ticketing system that can
1. Accept HTTP request
   a. to create a ticket
   b. List all the tickets
   c. List all the tickets filtered by
      i. assigned agent
      ii. customer
      iii. status
   d. List details of a given ticket id
   e. edit details about the ticket
   f. update status for the ticket (open, waiting on customer, customer responded, resolved, closed)
   g. assign the ticket to an agent
   h. to add response to the ticket
   i. delete the ticket
2. send email to the customer when agent adds a response
   a. Below is a sendgrid account credentials. You can use them or you can sign up for an email service of your choice.
   b. If you use below given sendgrid credentials, please use **yogesh@sinecycle.com** as **FROM** address for all the emails sent using the Sendgrid API
      ● SENDGRID API reference - https://sendgrid.com/docs/api-reference/
      ● SENDGRID API KEY **SG.bQpn5_GET52POyrNNjto5w.WxTxFJLLm3DmhNNHdwKdj6Nw AVhFd49AmIiN1HN8qjU**
      ● SENDGRID SEND EMAIL API EXAMPLE - LINK
3. Assign the ticket equally to available agents on that given day (do not overload a single agent, spread the ticket load equally)
4. Update tickets that were marked as Resolved status 30 days ago as closed status

Ticket fields
1. Type
2. Description
3. Title
4. Created by user
5. Customer
6. Assigned to User
7. Priority
8. Status