

ISSUE TRACKING SYSTEM

FINAL PROJECT

08-09-2025

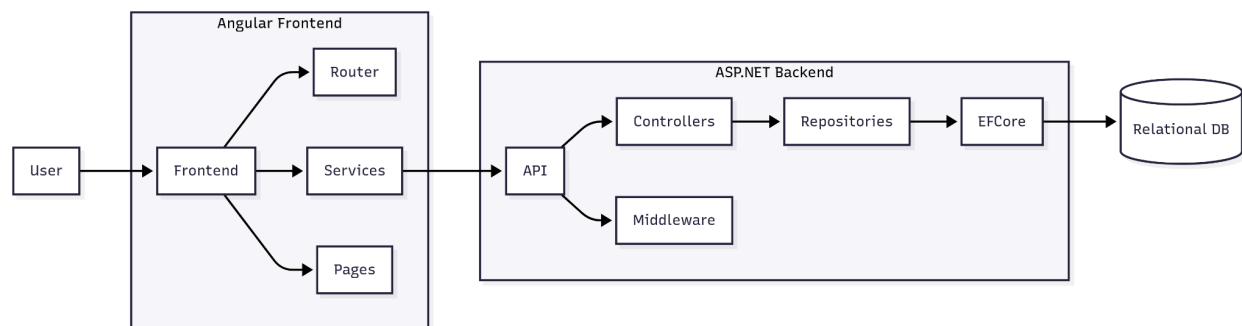
VISHNU N

[GitHub](#)

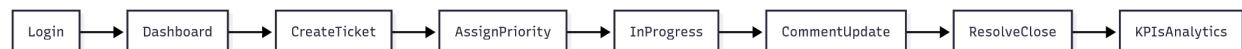
Project Abstract: This case study outlines the development of a ticketing web application designed to streamline the process of raising issue tickets for various issues like software installation, hardware issues etc. The platform aims to enhance user experience by providing a one-stop solution for raising issues, tracking and resolving it.

Objective: To develop a comprehensive issue ticketing system that offers ease of use, secure transactions, and efficient management of travel plans, thereby improving the issue resolution experience for users and operational efficiency for service providers

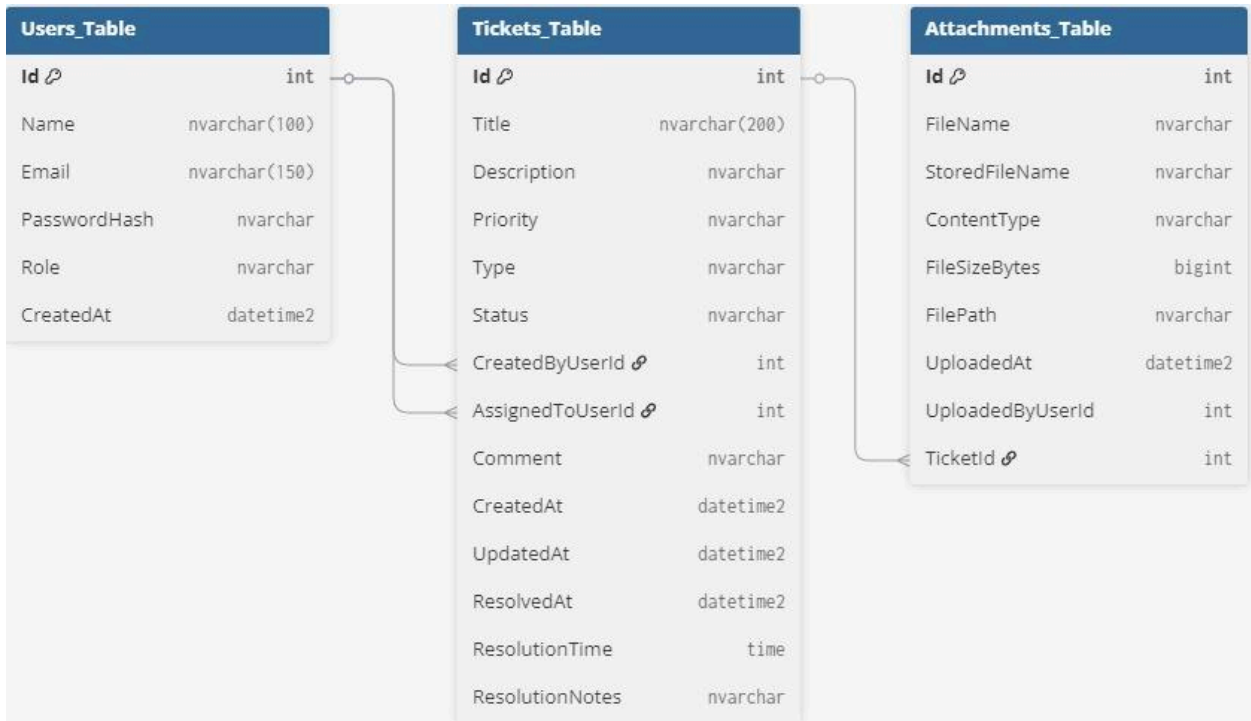
Overall Workflow



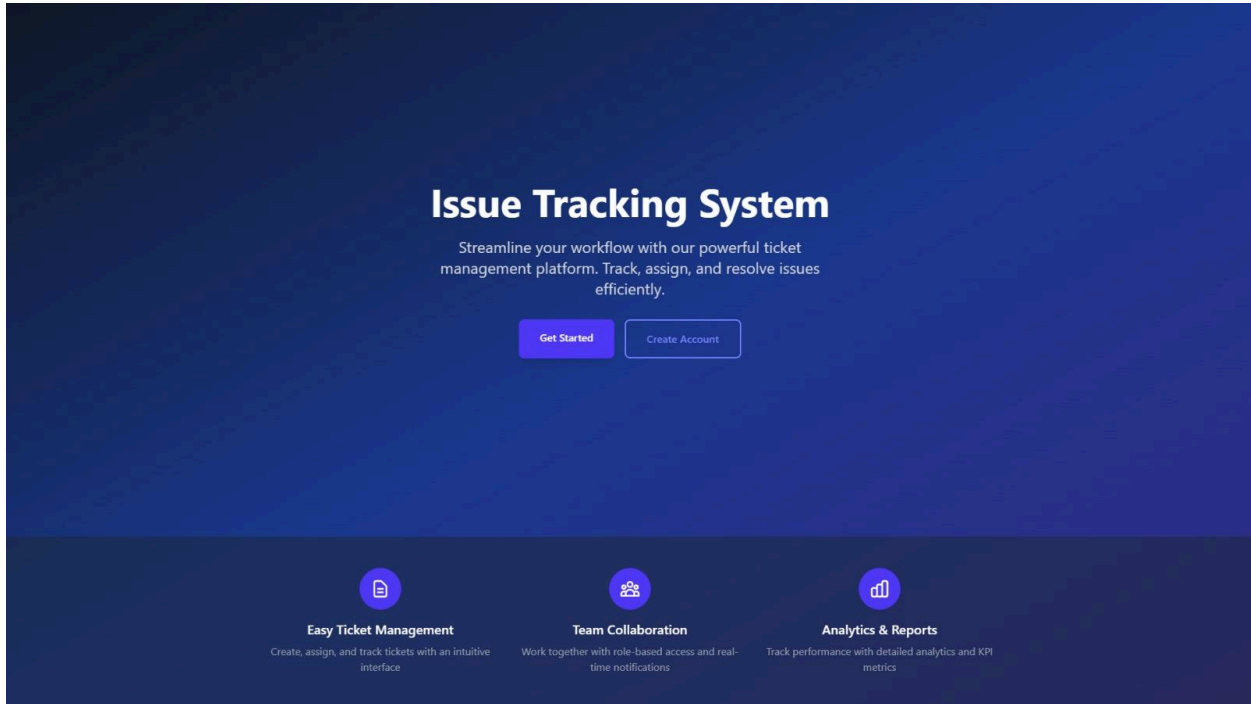
User Workflow



ER Diagram



Landing Page



Creating a new ticket

Create New Ticket

Fill in the details to create a new support ticket

Title

Need Productivity Laptop

Description

need a new slim ubuntu laptop with more ram for local docker building and testing

Priority

Medium

Type

Hardware

Assign to Representative (Optional)

Carol White (carol.white@example.com)

Attach File (Optional)

Choose File

No file selected
Images, PDF or TXT up to ~25MB

Cancel

Create Ticket

Viewing all tickets / Dashboard

My Tickets

Welcome back, Vishnu!

Here's what's happening with your tickets today.

Create Ticket

Search

Search tickets...

Status

All Status

Priority

All Priority

Type

All Types

Clear Filters

#112 - Need Productivity Laptop

Open

need a new slim ubuntu laptop with more ram for local docker building and testing

🕒 Medium Priority 📁 Hardware 📅 08/09/2025

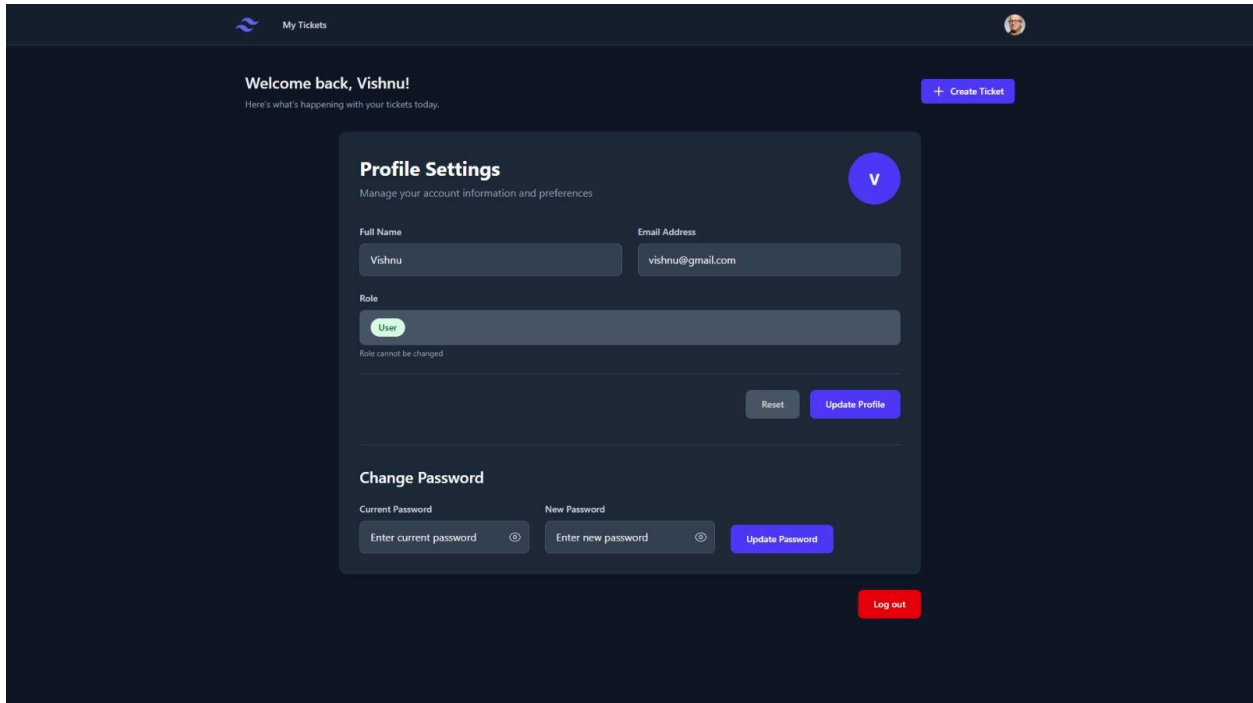
#111 - Visual Studio Enterprise License Expiry

Open

vs license has been expired. need to enter a valid license key to activate

🕒 High Priority 📁 Software 📅 08/09/2025

User profile



The screenshot shows a user profile settings page. At the top, there's a header with a logo and 'My Tickets' text. A welcome message 'Welcome back, Vishnu!' is displayed, along with a 'Create Ticket' button. The main content area is titled 'Profile Settings' and includes a sub-header 'Manage your account information and preferences'. Below this, there are input fields for 'Full Name' (Vishnu) and 'Email Address' (vishnu@gmail.com). A 'Role' section shows 'User' as the selected role, with a note 'Role cannot be changed'. There are 'Reset' and 'Update Profile' buttons. Below the profile settings is a 'Change Password' section with 'Current Password' and 'New Password' input fields, each with a 'Show/Hide' icon, and an 'Update Password' button. A 'Log out' button is located at the bottom right.

My Tickets

Welcome back, Vishnu!
Here's what's happening with your tickets today.

+ Create Ticket

Profile Settings

Manage your account information and preferences

Full Name: Vishnu

Email Address: vishnu@gmail.com

Role: User
Role cannot be changed

Reset Update Profile

Change Password

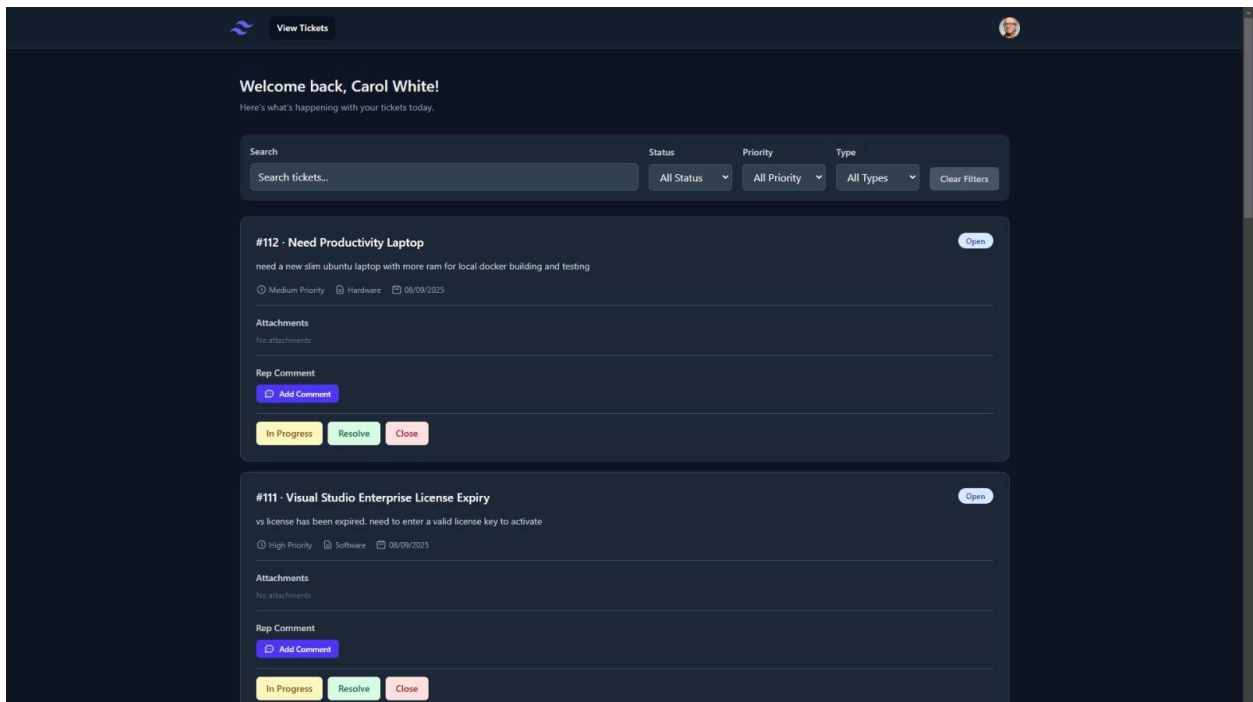
Current Password: Enter current password

New Password: Enter new password

Update Password

Log out

Logging in as a Representative and view all available tickets



The screenshot shows a ticket management page. At the top, there's a header with a logo and 'View Tickets' text. A welcome message 'Welcome back, Carol White!' is displayed, along with a sub-header 'Here's what's happening with your tickets today.' Below this is a search bar and filters for 'Status' (All Status), 'Priority' (All Priority), and 'Type' (All Types), with a 'Clear Filters' button. The main content area lists two tickets. The first ticket is '#112 - Need Productivity Laptop' with a description 'need a new slim ubuntu laptop with more ram for local docker building and testing', 'Medium Priority', 'Hardware' type, and a date '08/09/2025'. It has an 'Open' button, 'Attachments' (No attachments), and a 'Rep Comment' section with an 'Add Comment' button. The second ticket is '#111 - Visual Studio Enterprise License Expiry' with a description 'vs license has been expired. need to enter a valid license key to activate', 'High Priority', 'Software' type, and a date '08/09/2025'. It also has an 'Open' button, 'Attachments' (No attachments), and a 'Rep Comment' section with an 'Add Comment' button. Both tickets have 'In Progress', 'Resolve', and 'Close' buttons at the bottom.

View Tickets

Welcome back, Carol White!
Here's what's happening with your tickets today.

Search: Search tickets...

Status: All Status

Priority: All Priority

Type: All Types

Clear Filters

#112 - Need Productivity Laptop

need a new slim ubuntu laptop with more ram for local docker building and testing

Medium Priority Hardware 08/09/2025

Attachments: No attachments

Rep Comment: Add Comment

In Progress Resolve Close

#111 - Visual Studio Enterprise License Expiry

vs license has been expired. need to enter a valid license key to activate

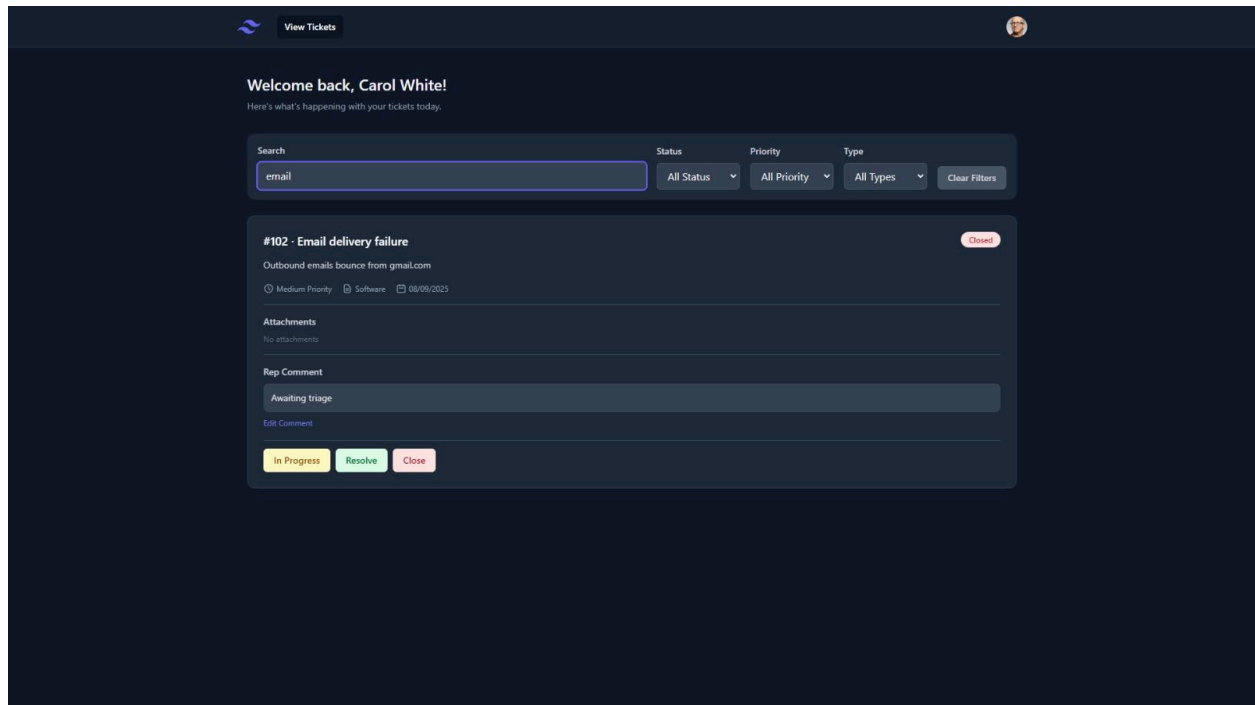
High Priority Software 08/09/2025

Attachments: No attachments

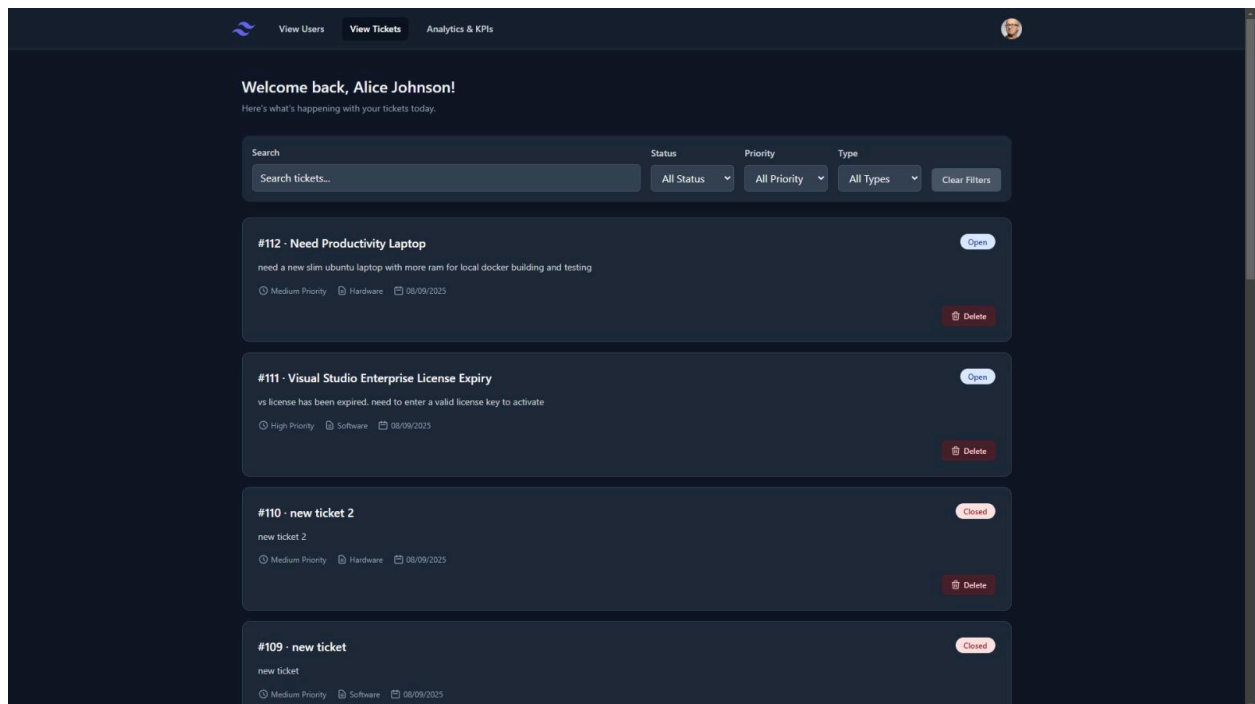
Rep Comment: Add Comment

In Progress Resolve Close

Filtering tickets



Logging in as Admin and viewing all tickets



Admin viewing all users

View Users

View Tickets

Analytics & KPIs

Welcome back, Alice Johnson!

Here's what's happening with your tickets today.

Users Management

Refresh

Search

Search by name or email...

Role

All Roles

Clear Filters

ID	NAME	EMAIL	TICKETS	ROLE	CREATED AT	ACTIONS
1	Alice Johnson	alice.johnson@example.com	0	Admin	08/09/2025 09:05	Delete
2	Brian Smith	brian.smith@example.com	0	Admin	08/09/2025 09:10	Delete
3	Carol White	carol.white@example.com	0	Rep	08/09/2025 09:15	Delete
4	David Lee	david.lee@example.com	0	Rep	08/09/2025 09:20	Delete
5	Emma Davis	emma.davis@example.com	3	User	08/09/2025 09:25	Delete
6	Frank Miller	frank.miller@example.com	2	User	08/09/2025 09:30	Delete
7	Grace Wilson	grace.wilson@example.com	3	User	08/09/2025 09:35	Delete
8	Henry Clark	henry.clark@example.com	1	User	08/09/2025 09:40	Delete
9	Ivy Baker	ivy.baker@example.com	1	User	08/09/2025 09:45	Delete
10	Vishnu	vishnu@gmail.com	2	User	08/09/2025 22:12	Delete

Admin KPI page

View Users

View Tickets

Analytics & KPIs

Welcome back, Alice Johnson!

Here's what's happening with your tickets today.

Analytics & KPIs

Comprehensive insights into system performance and representative metrics

Total Tickets

12

Open Tickets

2

Closed Tickets

7

High Priority

4

Total Users

10

Representatives

2

Avg Resolution Time

0 minutes

Total Resolved

0

Representatives Performance

Performance metrics for all representatives

REPRESENTATIVE	TICKETS ASSIGNED	TICKETS RESOLVED	RESOLUTION RATE	AVG RESOLUTION TIME
<div>C</div> Carol White ID: 3	0	0	0.0%	0 minutes
<div>D</div> David Lee ID: 4	2	0	0.0%	0 minutes