

Support Ticket Application

1.ADMIN:

1.1. Dashboard:

- Overview of system statistics, ticket status.
- Quick access to key actions like responding to open tickets.

1.2. Ticket Management

- Submit new support requests with detailed information (e.g., issue type, priority, and attachments).
- View and manage all tickets submitted by users.
- Assign tickets to teams.
- Set priorities, change statuses, and track ticket history.

1.3. Category:

- In this section, admin can manage category (add/delete).

1.4. Reports:

- In this section, admin can view the and check tickets details in a particular period.

1.5. User Management

- Manage user accounts (admins and customers).
- Add, edit, or deactivate users.
- Assign roles and permissions.

1.6. Knowledge base:

- In this section, admin can manage knowledge base (Add/Update/Del).

1.7. Profile

1.8. Change Password

1.9. Logout.

2.USER:

2.1. Dashboard

- View the status of submitted tickets (open, resolved, closed).
- Access announcements or updates from the support team.

2.2. Ticket Management

- **Create Ticket:** Submit new support requests with detailed information (e.g., issue type, priority, and attachments).
- **View Tickets:** List of all tickets created by the user with statuses and priorities.
- **Ticket Details:** Detailed view of each ticket, including updates, responses.

2.3. Knowledge Base:

- Articles and FAQs for common issues to allow customers to find solutions without raising a ticket.

2.4. Profile:

- Update personal information (name, email, contact details).

2.5. Change Password.

2.6. Logout.