



# Ticket Management

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System for managing and tracking customer complaints and requests in an automated way, allowing for more efficient problem resolution. The software creates a unique ticket number, which is then used to track the ticket throughout the support process. Issue is resolved, the ticket is closed, and the user is notified.

# Key Features

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Ticket  
creation



Ticket  
assignment



Ticket  
tracking



Communication  
tools



Automation



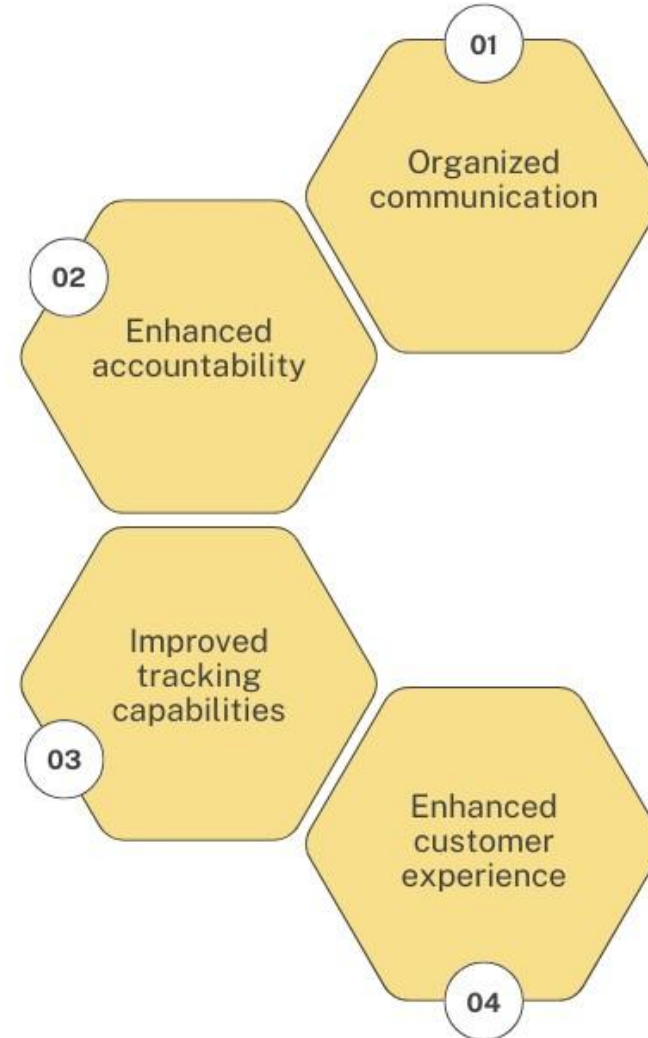
User feedback

## Challenges



## Ticketing System

## Benefits



# Overview of

## TICKET MANAGEMENT SYSTEM



# End User Ticket Dashboard

MENU

- Home
- Tickets**
- Settings

Search for... [New Ticket](#)

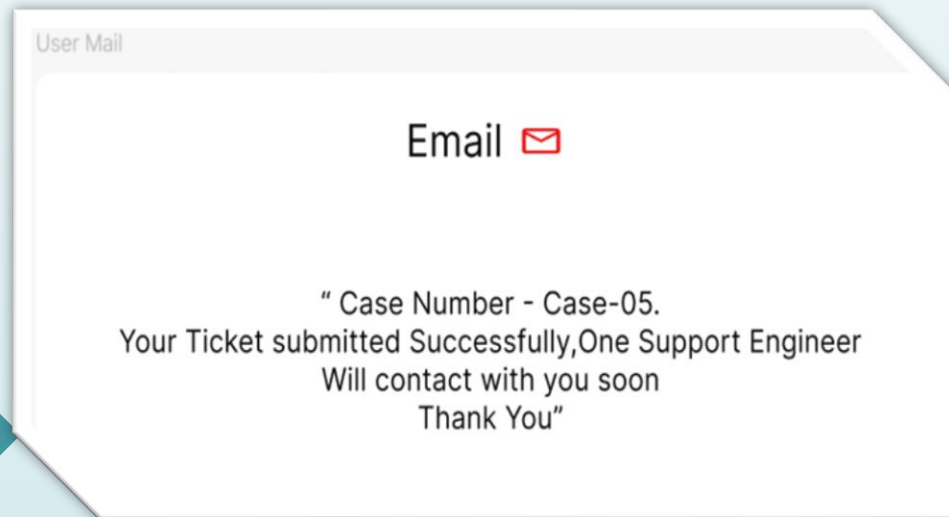
**Add New Ticket**

Case Number	Category	Issue Title	Issue Details	Assigned	Submitted Date	Status
Case-03	Mail Issue	Email body table braking	Email body table converted	Al Mahmud	24-05-2024	Completed
Case-04	SSL	SSL Install on subdomain	SSL Install on subdomain	Al Mahmud	24-05-2024	Not-Started
Case-03	Mail Issue	Email body table braking	Email body table converted	Al Mahmud	24-05-2024	Completed
Case-04	SSL	SSL Install on subdomain	SSL Install on subdomain	Al Mahmud	24-05-2024	Not-Started

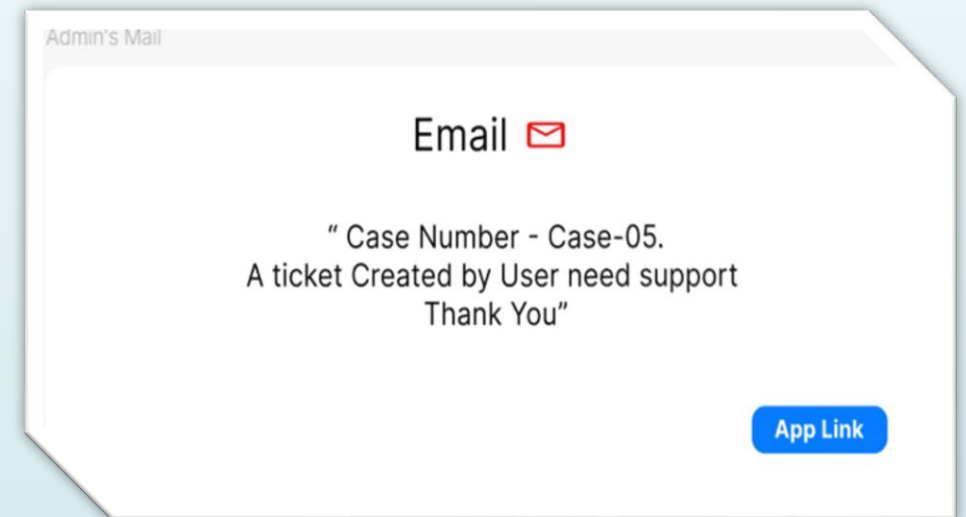
**See Ticket Details**

# Email Notifications

Once The Ticket is Submitted, The End User will receive an email notification.




Once The Ticket is Submitted, The Admin will receive an email notification.



# Support Manager Ticket Dashboard


The screenshot displays a support manager dashboard with a sidebar menu on the left and a main content area. The sidebar includes a 'MENEU' section with 'Home', 'Tickets', and 'Settings' options. The main area features a search bar, a notification bell icon, a 'Priority Level' dropdown, and a 'New Ticket' button. Three tickets are listed, each with a title, description, due date, and an 'Open Ticket' button. Red arrows point to the notification bell, the 'New Ticket' button, and the 'Open Ticket' button of the first ticket. Text labels 'Ticket Transfer Request Notifications', 'Add New Ticket', and 'See Ticket Details' are placed near these arrows.

**Search Here**  **Priority Level** **Search for...** **New Ticket**

**Ticket Transfer Request Notifications** **Add New Ticket**


**Ticket# 2023-CS123** **Not-Started** Posted At 24 May 2024 11:30 pm

**SSL Install on subdomain.**  
If you are asking whether you need SSL for a subdomain, the answer is yes. An SSL certificate authenticates your identity and establishes a secure communication  
**Due Date : 24 May 2024 11:30 pm**

 **Shakshi Patel** **Open Ticket**


**Ticket# 2023-CS123** **Completed** Posted At 24 May 2024 11:30 pm

**SSL Install on subdomain.**  
If you are asking whether you need SSL for a subdomain, the answer is yes. An SSL certificate authenticates your identity and establishes a secure communication  
**Due Date : 24 May 2024 11:30 pm**

 **Shakshi Patel** **Open Ticket**

**Ticket# 2023-CS123** **High Priority** **In-Progress** Posted At 24 May 2024 11:30 pm

**SSL Install on subdomain.**  
If you are asking whether you need SSL for a subdomain, the answer is yes. An SSL certificate authenticates your identity and establishes a secure communication  
**Due Date : 24 May 2024 11:30 pm**

 **Shakshi Patel** **Open Ticket**

**MENEU**  
**Home**  
**Tickets**  
**Settings**

**Shakshi Patel**  
**@shakshipatel**

**Shakshi Patel**  
**@shakshipatel**

# Support Engineer Ticket Dashboard

The dashboard features a sidebar menu with 'Home', 'Tickets', and 'Settings'. The main content area includes a search bar, filters for 'Priority Level' and 'Status', and a 'New Ticket' button. Three tickets are listed, each with a title, description, due date, submitter, and an 'Open Ticket' button. Red arrows point to the 'New Ticket' button and the 'Open Ticket' button of the first ticket.

**MENU**

- Home
- Tickets**
- Settings

**Search Here** | **Priority Level** | **Status** | **New Ticket**

**Ticket# 2023-CS123** **Not-Started** Posted At 24 May 2024 11:30 pm

**SSL Install on subdomain.**

If you are asking whether you need SSL for a subdomain, the answer is yes. An SSL certificate authenticates your identity and establishes a secure communication

**Due Date : 24 May 2024 11:30 pm**

Submitted by : Shakshi Patel

**Open Ticket**

**Ticket# 2023-CS123** **High Priority** **Completed** Posted At 24 May 2024 11:30 pm

**SSL Install on subdomain.**

If you are asking whether you need SSL for a subdomain, the answer is yes. An SSL certificate authenticates your identity and establishes a secure communication

**Due Date : 24 May 2024 11:30 pm**

Submitted By : Shakshi Patel | Assigned By : Bisal

**Open Ticket**

**Ticket# 2023-CS123** **High Priority** **In-Progress** Posted At 24 May 2024 11:30 pm

**SSL Install on subdomain.**

If you are asking whether you need SSL for a subdomain, the answer is yes. An SSL certificate authenticates your identity and establishes a secure communication

**Due Date : 24 May 2024 11:30 pm**

Submitted By : Shakshi Patel | Assigned By : Rabi Patel

**Open Ticket**

**Shakshi Patel**  
@shakshipatel



# The Assigned Ticket Issue has been Solved

End User

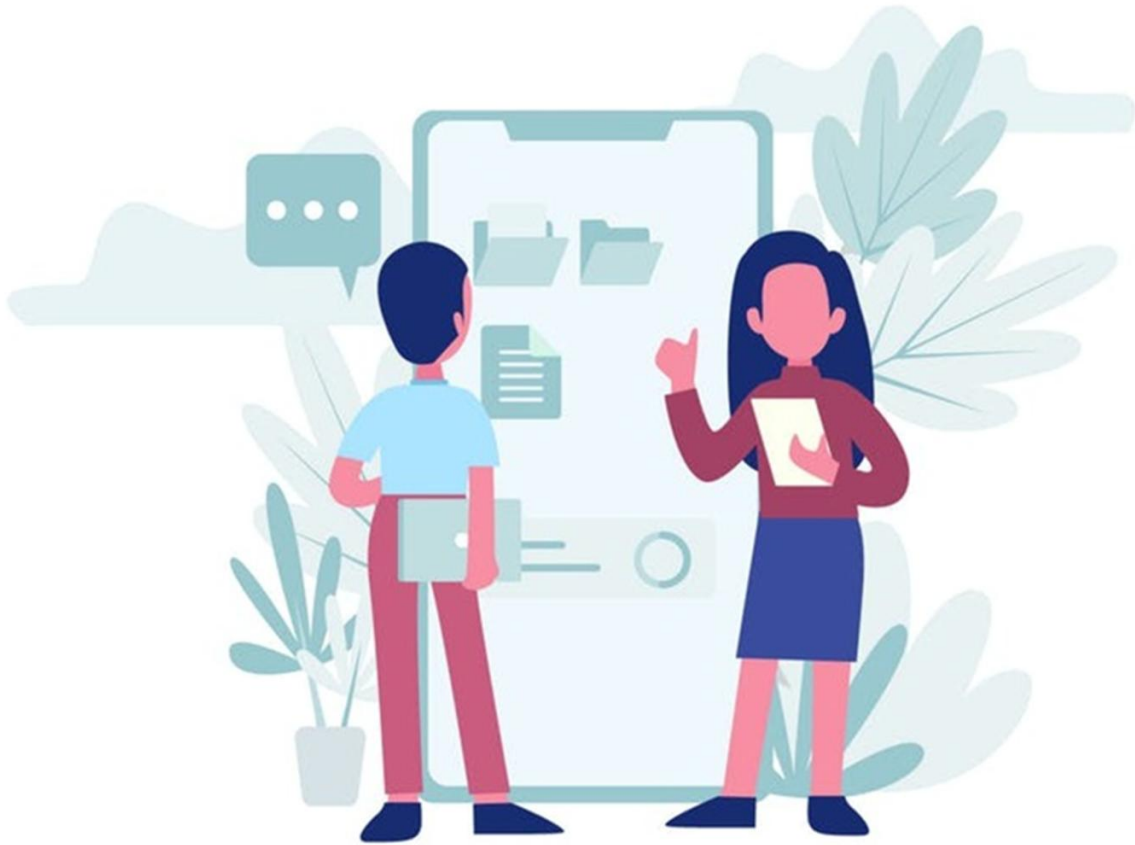
Email 

“ Case Number - Case-05.  
Ticket was closed .Task Completed Successfully  
Thank You”

Support Manager

Email 

“ Case Number - Case-05.  
Ticket was closed .Task Completed Successfully  
Thank You”



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