

TICKET

TRACKING SYSTEM

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1. Overview

The Ticket tracking system is a premium web service used to emulate the ticketing system. This robust permission and role driven product focus on both projects and members. It is possible to raise and edit issues and give customizable roles to the users such as reporter, manager etc. This document takes into account the various features and briefly explains them.

2. Manage Members

Create New Account	
Username	<input type="text"/>
Real Name	<input type="text"/>
E-mail	<input type="text"/>
Access Level	reporter <input type="button" value="v"/>
Enabled	<input checked="" type="checkbox"/>
Protected	<input type="checkbox"/>
<input type="button" value="Create User"/>	

This module is used to manage members in the system. The user will be able to add/edit/delete and view the member details. For creating a member the user must enter the username, real name, email id, the member access level, status and protection check. The user can also edit the member details. The user will be able to assign the members to specific projects from this module.

3. Manage Projects

Add Project	
*Project Name	<input type="text"/>
Status	development <input type="button" value="v"/>
View Status	public <input type="button" value="v"/>
Upload File Path	<input type="text"/>
Description	<input type="text"/>
<input type="button" value="Add Project"/>	

This module is used to manage the active projects in the system. The user will be able to add/edit/delete and view the project details. For creating a project the user must enter the project name, status, view status, the upload file path and the project description. The user can also edit the same project details. The user will be able to add members to the specific projects from this module

4. Allocate members to Project

Add user to project	
Assigned Projects:	IFMR [developer] (private) [Remove] Reliance [developer] (private) [Remove]
Unassigned Projects:	Arthamoney BEACON Beacon_Reports EWS GV
Access Level:	reporter
<input type="button" value="Add User"/>	

The user will be able to allocate members to the various projects via the Manage members module or the manage project module.

5. Manage Issue

a. Add Issue

Enter Report Details		[Advanced Report]
* Category	(select)	
Reproducibility	have not tried	
Severity	minor	
Priority	normal	
* Summary	<input type="text"/>	
* Description	<input type="text"/>	
Additional Information	<input type="text"/>	
* Effort Estimate (Hours)	<input type="text"/>	
* ReleaseDate		
Upload File (Max. size: 5,000k)	<input type="text"/> <input type="button" value="Browse_"/>	
View Status	<input checked="" type="radio"/> public <input type="radio"/> private	
Report Stay	<input type="checkbox"/> (check to report more issues)	

The user will be able to add issues via the report Issues module. Only the members of a project with sufficient access can report issues within the project. The user will have to enter details for the issue category, its reproducibility, the severity, the

priority, the summary, description, addition information, estimated hours for resolution and possible release date. The user will be able to also attach documents if any, and set the view state to public of private.

b. Edit Issue

The user will be able to edit issues via the view Issues module. Only the members of a project with sufficient access can edit/view issues within the project. The user will have to select the issue from the list of issues. The user may not be able to edit details for the issue category, its reproducibility, the severity, the priority, the summary, description, addition information and estimated hours for resolution and. The user can edit the status of the issue, the possible release date, authorized users will also be able re assign or close the issues which have be resolved.

c. View Issue

ID	Category	Severity	Reproducibility	Date Submitted	Last Update
0000381	[Arthamoney] Enhancement	major	N/A	2010-04-23 23:28	2010-04-23 23:28
Reporter	Rahul_Majithia	View Status	public		
Assigned To					
Priority	high	Resolution	open		
Status	new				
Summary	0000381: Changes in Money Manager & Investments Page				
Description	Changes to be made on Money Manager & Investments Page, according to creatives.				
Additional Information					
Tags	No tags attached.				
Attach Tags	(separate by ",") <input type="text"/> Existing tags <input type="button" value="Attach"/>				
Effort Estimate (Hours)	4				
ReleaseDate	2010-04-24				
Attached Files					
<input type="button" value="Update Issue"/> <input type="button" value="Assign To: (Myself)"/> <input type="button" value="Change Status To: feedback"/> <input type="button" value="Monitor Issue"/> <input type="button" value="Create Clone"/> <input type="button" value="Move Issue"/> <input type="button" value="Delete Issue"/>					

The user will be able to view issues via the view Issues module. Only the members of a project with sufficient access can view issues within the project. The user will have to select the issue from the list of issues. The user will be able to view the details for the issue category, its reproducibility, the severity, the priority, the summary, description, addition information and estimated hours for resolution and possible release date. The user will also be able to view any attachment included with the issue if any.

d. Assign/Re-Assign Issue

The user will be able to assign / reassign any issue to any of the members with in the project. This can be done from the view issue module.

e. Search Issues

The user will be able to search / filter for any issue within the selected project. This filter will enable the user to view the relevant issue and perform the required action.

