Ticketing System

Overview:

The project involves developing an application using PowerApps and SharePoint lists for a Ticketing System for a company.

Client details:

Name: Confidential | **Industry:** IT

Technologies:

Office365, PowerApps (Canvas Apps), PowerAutomate (Custom Connector)

Project Description:

The ticketing system application is a common ticketing application like JIRA. Here an employee can create tickets with information like Issue description, Priority level, Assigned to, Attached Images, Issue source, etc. and also manage tickets.

The project was successful and Some of the salient features are as follows**:**
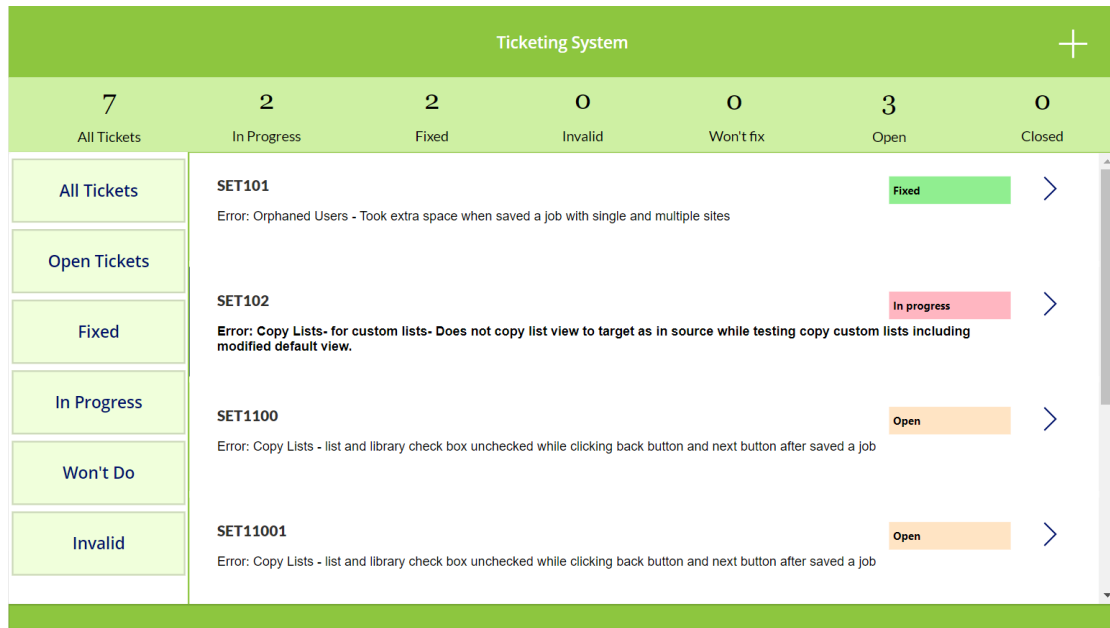
Share point List:

In this project, all the main functionality happened in this back-end technology SharePoint list. When employees create tickets with details, all the data will be stored on the SharePoint Lists, from where we all perform all the CRUD Operations.

IssueTrackerList ☆							
Issue ⌄	Issue description ⌄	Priority ⌄	Status ⌄	Assigned to ⌄	Date reported ↓ ⌄	Issue source ⌄	Images ⌄
SET555	Error: BLM- HTTP status code shows Trail limitation for items less than 5	↑ High	Fixed	Grady Archie	8/2/2023	https://szgql.sharepoi...	
SET556	Error: Site and List Inventory- exported report data mismatch between exported excel file and report file	↑ High	In progress	Alex Wilber	8/2/2023	https://www.google.co...	
SET1100	Error: Copy Lists – list and library check box unchecked while clicking back button and next button after saved a job	Normal	Open	Debasis Rout	8/1/2023	https://szgql.sharepoi...	
SET11001	Error: Copy Lists – list and library check box unchecked while clicking back button and next button after saved a job	↑ High	Open	Diego Siciliani	8/1/2023	https://szgql.sharepoi...	
SET110013	Error: Copy Lists – list and library check box unchecked while clicking back button and next button after saved a job	↑ High	Open	Grady Archie	8/1/2023	https://szgql.sharepoi...	
SET102	Error: Copy Lists- for custom lists- Does not copy list view to target as in source while testing copy custom lists including modified default view	Normal	In progress	Debasis Rout	7/27/2023	https://szgql.sharepoi...	

PowerApps Display Tickets Screen.:

This screen will be the starting screen where everyone can see information about existing tickets on the app. And navigate to the details. In the upper navigation, we can see how many individual types of tickets we have. In the left navigation, we have different tabs to filter tickets by their status. On this screen, we have (+) in the top bar; by clicking this, we can go to the ticket creation page.

	Ticketing System					+
7 All Tickets	**2** In Progress	**2** Fixed	**0** Invalid	**0** Won't fix	**3** Open	**0** Closed

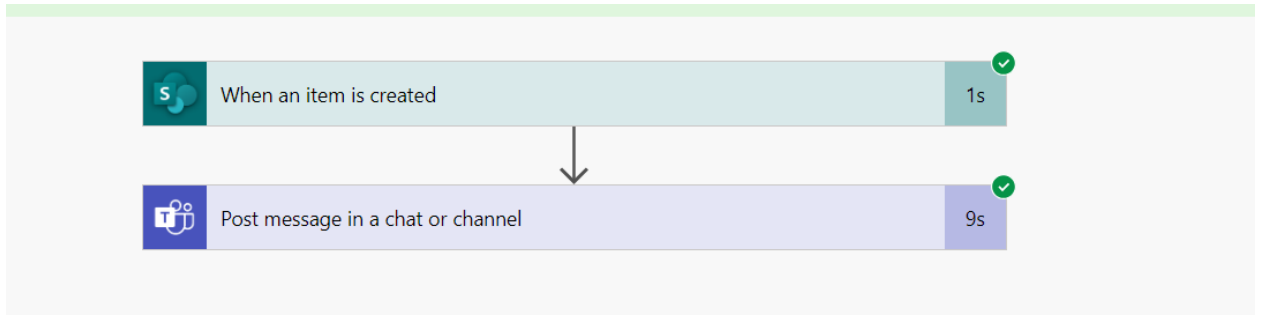|	
All Tickets	**SET101** — Fixed — > Error: Orphaned Users - Took extra space when saved a job with single and multiple sites
Open Tickets	
Fixed	**SET102** — In progress — > **Error: Copy Lists- for custom lists- Does not copy list view to target as in source while testing copy custom lists including modified default view.**
In Progress	
Won't Do	**SET1100** — Open — > Error: Copy Lists - list and library check box unchecked while clicking back button and next button after saved a job
Invalid	**SET11001** — Open — > Error: Copy Lists - list and library check box unchecked while clicking back button and next button after saved a job

PowerApps Ticket Creation Screen.:

This screen will be the landing screen, where we will put all the basic information related to the ticket like, ticket number, Description, Priority, Reported date, Issue Source, and attached image. So that all the details will get stored in a SharePoint list. Once a ticket is created, the flow will trigger and a message will send to the assignee's teams with details.

PowerApps Ticket Details Screen.:

This screen will be landing screen for the details of the ticket. Here, someone can see details about the created ticket. so he or she can edit and update the ticket on this screen. Once the ticket has been resolved, we can change the 'status' and 'assign to' and update the ticket.

Microsoft Flow Run Success:

Once a ticket has been created, A message with the ticket details has been sent to teams, where the assignee will get all the details of the ticket, and after resolving it, he or she can update and re-assign.

Created
7/27/2023, 4:13:04 PM

Modified
8/3/2023, 2:37:43 AM

Web link
https://apps.powerapps.com/play/e/default-3e1ac111-bd8d-43a9-9307-54f2ae26d0b9/a/f67239ca-23c8-4a43-8985-84e4587ce93a?tenantId=3e1ac111-bd8d-43a9-9307-54f2ae26d0b9&sourcetime=2023-08-02%2021%3A08%3A01Z

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This project is successfully completed by using the above-mentioned technology, process and it is maintaining the requirement of the client.