

# Ticket Generation Mobile App

## Overview:

The project involved developing an application using PowerApps, Power Automate and SharePoint list for an IT company to monitor the task of help desk team. The client uses the solution to ease the process of managing the complexity of issue fixing. This project helped client to avoid huge investment of time and easy functioning.

## Client details:

**Name:** Confidential | **Industry:**Information Technology

## Technologies:

**Office365, PowerApps (Canvas Apps), PowerFX, PowerAutomate (For multilevel approvals, CRUD operations in O365), CDS, Custom Connectors**

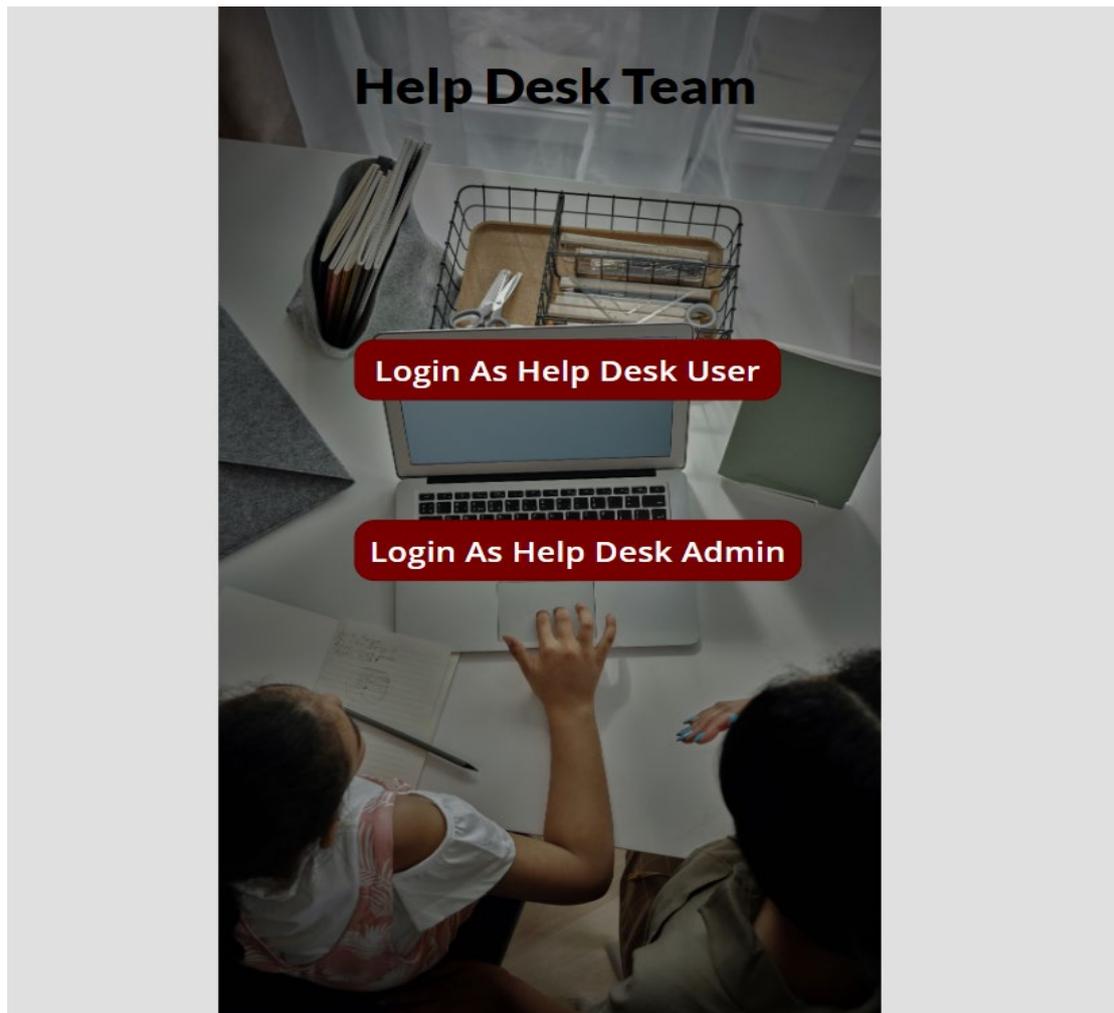
## Project Description:

Generally, the client want to solve their whole company's system and software issues under a closed circumstances application with user friendly functionality and want to avoid user physical contact with help desk team. So that an employee can raise a ticket as per the problems and help desk team can easily solve the particular problem without physical interaction with employee. For the security purpose only employee and admin people can interact with the application.

The project was successful and Some of the salient features are as follows:

## Log-In Screen:

This is the first screen of the application where employee or admin can sign in by providing the authentication to the application. This screen will enhance the security standard of the application .



### **User-Interaction Screen:**

After successfully sign in to the application, an employee can generate the ticket by clicking the "+" sign of the screen which will be present at the top right corner of the application. When employee clicked on that mark an input screen will appear where system will generate an automatic Ticket ID, which will be unique for every new ticket. So that admin can find out the ticket easily. Employee will provide the details of the issue as per the UI requirement. After filling up the details user can submit the request by clicking on the "SUBMIT" button.



## Ticket Generation



**TICKET ID:** TID-265

**Ticket Title**

**Priority :**

High



**Section :**

Header



**Description**

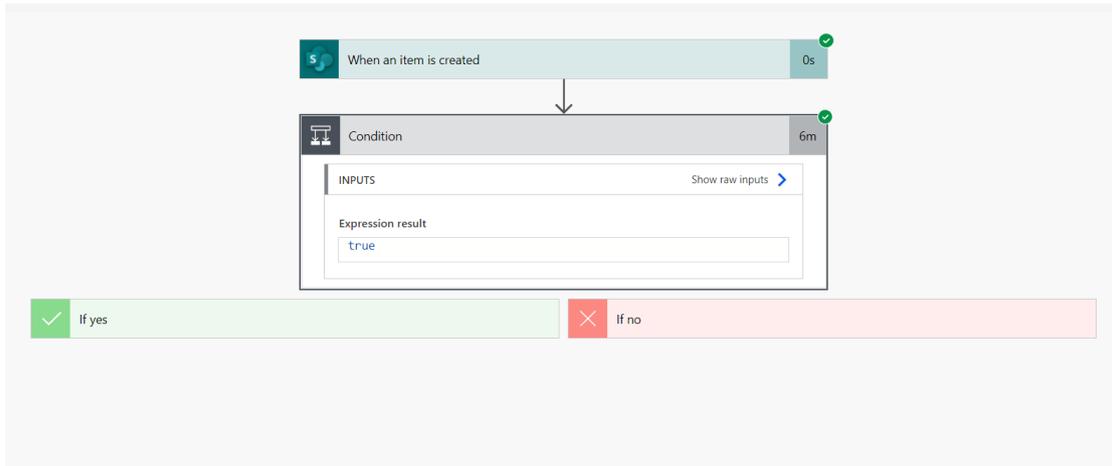
**ScreenShort:**

There is nothing attach...

Attach file

**SUBMIT**

After perfectly submitting the data, a system generated mail notification will send to the respective authenticate people, where admin can see the details of the tickets and issue. To achieve this functionality we use power automate technology.



## SharePoint List:

All the submitted data will save on SharePoint list as a back-end data-source where we perform all the CRUD operation and automation process.

help desk ☆

Title	Problem Title	Description	Screenshot	Section Details	Priority Criteria	image
TID-741	Minor bug	function not working		Footer	Low	
TID-242	Not translation	Kindly check		Footer	Medium	
TID-189	sfdcs	sefg		Header	High	appres://resources/SampleImage
TID-189	sfv	wfwefef		Header	High	appres://resources/SampleImage
TID-189	qwefigr	efwrgthy		Header	Low	appres%3A%2F%2Fresources%2FSampleImage
TID-189	debasish	problems		Header	High	appres://resources/SampleImage

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