

Ticket Management System Documentation

How to set up:

- Install node
- Clone repository: git clone <https://github.com/addispic/tms.git>
- Open tms folder
- For backend:
 - cd backend
 - npm install
 - npm run devNB: here in this folder, there is .env file which contains environment variables **PORT**, **MONGODB_URI**, **JWT_SECRET**, **CLOUDINARY_CLOUD_NAME**, **CLOUDINARY_API_KEY** and **CLOUDINARY_API_SECRET**.
- For frontend:
 - cd frontend
 - npm install
 - npm run dev

Services used:


- React & Tailwind CSS for frontend
- Node & Express for backend
- MongoDB Atlas as database
- Vercel & Render for hosting
- Cloudinary for media file storage

System Users:

- Super admin:
 - Can do everything, like edit other user's account, edit and / or delete all tickets
 - Assign role for other users
- Sub admin:
 - Once the super admin authorizes a normal user as sub admin, he/she can edit and/or delete tickets
- Normal user:
 - These users can only manage their own tickets, but still can see others tickets

System UI

Registration Form



The illustration on the left shows a laptop with a customer service agent on the screen. Above the laptop, the text "TICKETS MANAGEMENT" is written in a stylized font. Surrounding this text are four icons: a red speech bubble, a yellow gear, a green square with a white 'i' (information), and a yellow circle with a blue gear. Dotted lines connect these icons in a circular path.

Create an account

password is too short
password must include at least 1 letter
password must contain at least 1 digit
must contain at least 1 special character

Already have an account? [login](#)

User Dashboard

TicketManagement

Dashboard

Tickets

Members

Messages

Projects

Notifications

Addis Fenta

Just add a new post

Surafel Teshome

Creates an event

Andualem Chane

Order a new ticket

Settings

Logout

+ add new

Author	Title	Status	Priority	Updated at	Actions
<div><div></div><div>Hirut</div></div>	Sheger Bus	Closed	Low	about 6 hours ago	<div><div></div><div></div><div></div></div>
<div><div></div><div>Gedion</div></div>	National Lottery	Open	High	about 6 hours ago	<div><div></div><div></div><div></div></div>
<div><div></div><div>Addis</div></div>	Travel Ticket	In Progress	Medium	about 6 hours ago	<div><div></div><div></div><div></div></div>

Addis

addis@gmail.com

Messages

Hello How is Everything with yo..

🕒 3 minutes ago

I just submitted the project..

🕒 4 days ago

Can I get the detail please...

🕒 2 weeks ago

You are the best...







🕒 a month ago



I am waiting for your response...

🕒 3 months ago

Tickets Detail Popup

+ add new

Author	Title	Status	Priority	Updated at	Actions
 Hirut	Sheger Bus	Closed	Low	about 6 hours ago	
 Gedion	National Lottery	Open	High	about 6 hours ago	
 Addis	Travel Ticket	In Progress	Medium	about 6 hours ago	




Gedion


gedion@gmail.com

sub | active

A lottery (or lotto) is a form of gambling X that involves the drawing of numbers at random for a prize. Some governments outlaw lotteries, while others endorse it to the extent of organizing.

Status: Open Priority: High

Created at:  about 6 hours ago

Updated at:  about 6 hours ago

Delete Ticket Confirmation

Sheger Bus	Closed	Low	about 6 hours ago
National Lottery	Open	High	about 6 hours ago
Travel Ticket	<div><p>A ticket is a contract that proves someone has purchased a reservation for a service, which is usually a form of transport, event or travel.</p><hr/><p>Status: In Progress Priority: Medium</p><p>Created at: 🕒 about 6 hours ago</p><p>Updated at: 🕒 about 6 hours ago</p><div><div>?</div><div>Are you sure to delete this ticket? Remember the action is undone.</div></div><div><div>Delete</div><div>Cancel</div></div></div>		