

Only person who created the ticket can edit it and only prior to notes being added.


Color scheme matches priority and tab.

Development Issue Tracking

Critical (0)
High (0)
Normal (1)
Low (0)
Closed

Icon indicates a note. Mouseover icon to view the note. Same applies to notes section below.

[Edit](#)
#15 - This is an example ticket
[Close Ticket](#)

February 5, 2018 12:42 pm Kiri Dali	Issue (UI or Otherwise) https://www.knowledgetowork.com/home.php	screenshot-02-02-2018-12-44-13.jpg  notes-02-02-2018-12-46-03.doc
--	--	---

Describe the issue about the page here. You may also optionally upload one or more files to help show what you experienced. After uploaded a file, you may also attach a comment to a file. Files types accepted: JPG, JPEG, PDF, and DOC.

Notes / Communications [Add Note](#)

Edit	02/05/18 12:55 pm	Eric Simons	Message is shown here.	
Edit	02/05/18 1:23 pm	Kiri Dali	New message content here from user. I attached new files showing error.	screenshot-02-02-2018-01-24-43.jpg notes-02-02-2018-01-25-12.doc

Person can edit a note only prior to another note being added.

Click on any link to download file.

We are tracking user id. When ticket or note is modified we are actually creating a new record (keeping same ticket or note number) and preserving the prior revision. This will maintain an audit record of changes to any tickets or notes.

DEVELOPMENT WIREFRAMES FOR:

Development Issue Tracking
Summary Report Screen

Revision 1
02/25/2018 2:50pm
Eric Simons

Development Issue Tracking | Create Ticket

Create Ticket (#15)

Priority Critical, High, **Normal (default)**, or Low

Category

Page URL

Subject

Description

(empty default)
Bug (Code Error)
Issue (UI or Otherwise)
Enhancement Request
Other

Uploaded Supporting Files (optional)

screenshot-02-02-2018-12-44-13.jpg

This is a note about this screenshot.

notes-02-02-2018-12-46-03.doc

Clicking button will modify note.
Clicking "X" will delete note.

Click icon opens an element to add note.
Clicking "X" will delete file from list and association from ticket.

Drag & Drop (JPG, JPEG, PDF, or DOC)

All file names will be converted to lowercase and the current datetime will be appended.

Modify ticket screen same.

DEVELOPMENT WIREFRAMES FOR:

Development Issue Tracking
Create Ticket Screen

Revision 1
02/25/2018 2:50pm
Eric Simons

Development Issue Tracking | Ticket Note

Ticket Note

Summary content TBD.

#15 - This is an example ticket		Normal
February 5, 2018 12:42 pm Kiri Dali	Issue (UI or Otherwise) https://www.knowledgetowork.com/home.php	screenshot-02-02-2018-12-44-13.jpg notes-02-02-2018-12-46-03.doc

Describe the issue about the page here. You may also optionally upload one or more files to help show what you experienced. After uploaded a file, you may also attach a comment to a file. Files types accepted: JPG, JPEG, PDF, and DOC.

New message content here from user. I attached new files showing error.

Uploaded Supporting Files (optional)

- screenshot-02-02-2018-01-24-43.jpg X
- notes-02-02-2018-01-25-12.doc X

Drag & Drop (JPG, JPEG, PDF, or DOC)

Same file upload and note system as main ticket.

Modify note screen same.

DEVELOPMENT WIREFRAMES FOR:

Development Issue Tracking
Ticket Note Screen

Revision 1
02/25/2018 2:50pm
Eric Simons

Knowledge to Work (K2W):

A Portal for Competencies and Individualized Learning

Lord Fairfax Community College (LFCC)

173 Skirmisher Lane

Middletown, VA 22645-1745

KnowledgeToWork.com

HigherEd.org

LFCC.edu



This work is licensed under a [Creative Commons Attribution 4.0 International License](https://creativecommons.org/licenses/by/4.0/).

This work was funded in part by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. This work was created by Lord Fairfax Community College (LFCC) and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership.