

Ticket Search

This section will review our ticket search function:

The screenshot displays the Vault Networks, Inc. web application interface. At the top left is the company logo. To the right of the logo is a 'Log out' link. Below the logo, the company name 'Vault Networks, Inc.' is displayed. On the right side of the header, there are three status indicators: '0 open tickets', '1 closed tickets', '3 outstanding invoice(s)', and '1 active service(s)'. A 'Menu' is located on the left side, containing links for 'Client Profile', 'Billing & Services', 'Reports', 'Support', and 'Device Manager'. The main content area is titled 'Ticket Search'. It features a search bar with a dropdown menu set to 'All Tickets', a 'with' dropdown set to 'Subject', and a 'like' dropdown. A 'Search' button is to the right of the search bar. Below the search bar, there is a table with three columns: 'Ticket ID #', 'Subject', and 'Author'. The table is currently empty, displaying 'No tickets found'. Below the table, it says 'Found 0 tickets' and 'Search Result(s) 0-0 of 0 Shown'.

A - Ticket Search - This section enables you to enter your search criteria. You can limit the types of tickets to show up as well as to identify where you are searching in the ticket. For example, in the above screenshot, a search would look into all tickets with a subject meeting your description

B - Ticket ID # - This section will show the Ticket numbers meeting your search criteria

C - Subject - This is the subject of the tickets that meet your search criteria

D - Author - this is the author of the ticket that met your search criteria