

Technical Design Document (TDD)

Power Apps Prototype – Helpdesk Ticket Recording System

1. Document Information

Item	Description
Project Name	Helpdesk Ticket Recording System
Application Type	Power Apps Canvas App
Version	1.0
Author	Adeline Lee
Date	8/9/2026
Purpose	Prototype application for recording and searching helpdesk tickets

2. Project Overview

2.1 Purpose

The Helpdesk Ticket Recording System is a Power Apps Canvas Application designed to allow users to:

- Create new helpdesk tickets
- Store customer issue information
- Search existing tickets
- View ticket details

The application serves as a prototype for a future helpdesk management solution.

2.2 Objectives

The system should:

- Provide a simple ticket submission interface
- Record customer information in excel data source
- Allow users to search tickets
- Display ticket information records

3. System Architecture

3.1 Technology Stack

Component	Technology
Front-End	Power Apps Canvas App
Data Storage	Excel Online

4. Data Model Design

4.1 Ticket Entity

Table: HelpdeskTicketTable

Field Name	Data Type
CName	Text
CEmail	
Text TicketID	Text
IssueDetail	Text

4.2 Example Record

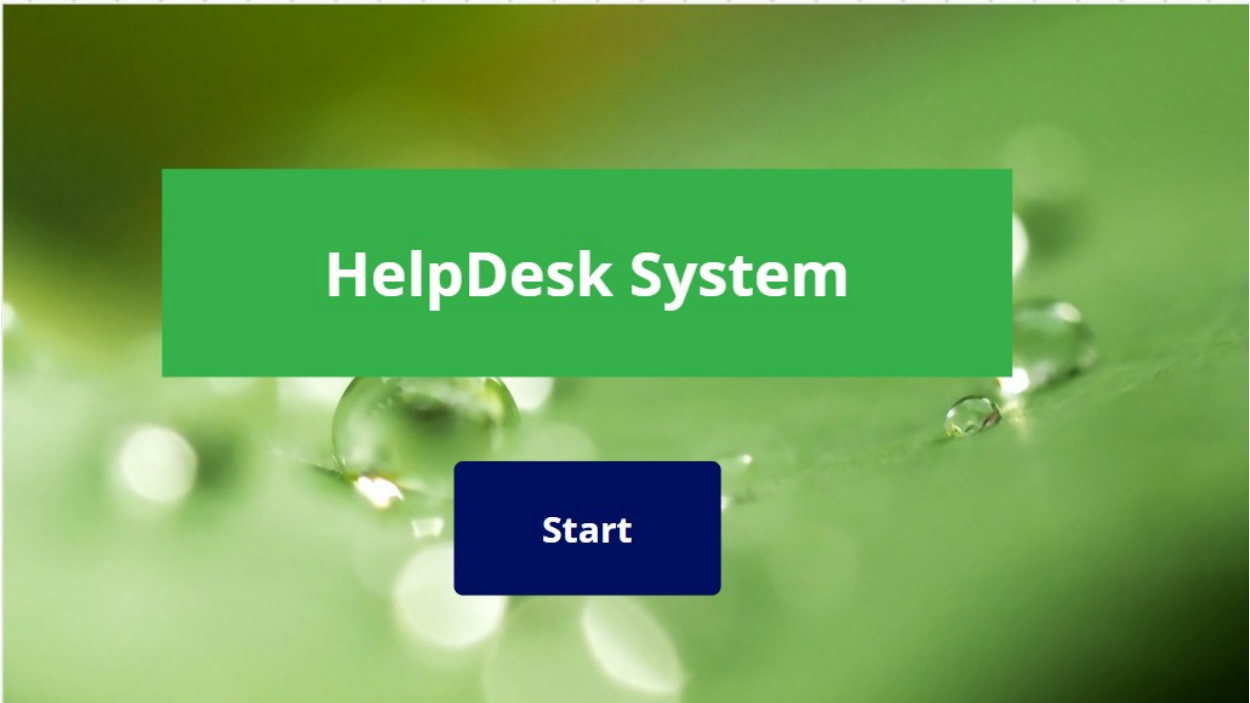
CName	CEmail	TicketID	IssueDetail
John	john@abc.com	D10233	Cannot Login

5. User Interface Design

The application contains **3 screens**.

- **Screen 1** – MainScreen
 - **Screen 2** – InputScreen
 - **Screen 3**– Search Ticket Screen
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Screen 1 – MainScreen



Purpose: Provides application welcome page and navigation.

Screen Name: MainScreen

Control	Description
Title Label	Application title
Background Image	Company Image
Start Button	Navigate to Input Screen

Start Button Formula

[Navigate\(InputScreen\)](#)

Screen 2 – Ticket Input Screen

Helpdesk Ticket System

Customer Name

Customer Email

Ticket ID

Issue Details

Submit

Go To Search

Purpose: Create and save new helpdesk tickets.

Screen Name: InputScreen

Control	Purpose
Text Input	Customer Name
Text Input	Customer Email
Text Input	Ticket ID
Text Input	Issue description
Submit Button	To Save ticket
Search Screen Button	To open Search Screen

Submit Button Logic

Patch(HelpDeskTableA1,Defaults(HelpDeskTableA1),

{

CName:TextInputCusName.Text,

CEmail:TextInputCusEmail.Text,

`TicketID:TextInputTicketID.Text,`

`IssueDetail:HelpdeskIssueInput.Text`

`});`

`Reset(TextInputCusName);`

`Reset(TextInputCusEmail);`

`Reset(TextInputTicketID);`

`Reset(HelpdeskIssueInput);`

Search Screen Button Logic `Navigate(SearchScreen);`

Screen 3 – Search Ticket Screen

Search by Customer Name:

John	john@abc.com	D10233	Cannot Login
Harriet	Harriet@yahoo.com	T12345	Cannot power on
Jenny	Jenny@gmail.com	T12346	Cannot Start up

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Purpose

Search and view existing ticket records.

Screen Name

SearchScreen

Controls

Control	Description
Text Input	Search keyword
Gallery	Display Tickets Information

Search Logic for Gallery

[Search\(HelpDeskTableA1,SearchText.Text,CName\)](#)

End of Technical Design Document.