Design phase decision

* Chosen language: we chose to write our program with c++ language because this is our strongest language and her syntax is little bit easier.
* Development environment: visual studio is familiar to all of us from previous project's and from our homework at the classes.
* Database: we are preparing to use 2 sources of database the first will contain account information such as: user name, passwords, first name, last name, country, city.

The second database will contain all ticket information in that way: first the user will send report, the admins will classify the report to the relevant department create the ticket and change is status to "in attention".