

Project Proposal

Project Name: - Web based Task/ Service ticketing system

Team members: -

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Project description: -

We can't keep track of official matters through verbal communication as one can accept/ deny any commitment made by him/ her. It's the need of the hour that all official matters must be booked and tracked for future reference. Doing it manually (paper based) is very hectic so we have planned to develop **web-based** ticket tracking system. It will provide option to create and issues. Users can also check progress. It will keep a record of users who is originating issue, type of issue, assigned to which person, deadline etc.

Target users: -

This system can be used by offices of all types of industries.

Features: -

1. Initiate ticket
2. Check status of issued tickets
3. Send reminder
4. Write comments
5. Automatic notification
6. Collective discussion on issue
7. Tracking of work towards resolution of issues

Software stack: -

Frontend: - HTML, CSS, JavaScript, Bootstrap

Backend: - Node.js