

## Project Synopsis/Project Concept Document

Project number	<b>20</b>
Project Title	<b>Helpdesk App with Multiple Tenant Integration</b>
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Client	<b>Mr. Suresh Kumar Neti, CEO of NetiSoft Consultants Pvt. Ltd.</b>

### Description

The Project involves the Development of a Helpdesk Mobile App and Web Interface. The Mobile App being developed is used for resolving the Issues faced by the Consumers. The Consumers raise various Tickets for the Issues that are being faced by them and there are various Service Provides who will be solving the Issues of the Consumers. The App is being Developed for Small Organizations and their Internal Usage to Improve their operations.

### Profile of Users

There are 4 Types of End-Users for the App. The First are the Consumers who raise the issues faced by them as Tickets into the App. The Second are the Service Providers who solve the Issues in these Tickets. The Third type is the Administrators of Various Organizations which are responsible for allotting the Tickets to the Various Service Providers.

### Feature highlights

Features are user specific as shown below:

#### **Consumer Features:**

- Create ticket
- Track status of ticket
- Add extra information
- Mark ticket as completed
- See who is assigned, the progress, ETA

#### **Service Provider Features:**

- Update status [Progress/ ETA] -> even though we have admin allocation
- Mark resolved
- Refuse ticket (can do) / give reason
- See customer that raised the ticket

**Admin:**

- See tickets
- Assign tickets
- See all the information, and do anything customer and provider do
- Access list of provider and consumer
- Reassignment of ticket

**Super Admin:**

- All the Features of the Admin for all the different Organizations