|  |
| --- |
| Project Justification |
| Current process is that clients send emails or phone calls to discuss their issues and/or requests. The problem here is that there's no proper repository and no proper tracking if an issue has been solved already or if a request has been delivered successfully. We need to have a system where everyone in the company can monitor tickets and the corresponding solutions. |

|  |
| --- |
| Scope Statement |
| * Ticketing system will help our business to improve its customer satisfaction rate. * Team members are all knowledgeable and have experience with the ticketing system. * IT consulting company will cater both external clients and employees. * Employees of the company can also raise a ticket in the ticketing system if they experience hardware issues. |
| Out of Scope |
| * Ticketing system accessed by multiple devices such as desktop, or a tablet and a mobile phone. * Ticketing system would perform smoothly either through a web browser or on an app. |

|  |
| --- |
| Business Objectives |
| * Hope to deliver customer satisfaction and by notifying them about their progress of their concern by sending emails only. This is good for company’s morale. * Friendly service to our customers means a good conversation that is informative which will improve the overall self-esteem and productivity for our employees. * An open-source ticketing system can allow us for efficient management of all inquiries and customers questions, as well as communication with them through various communication channels. * Our team members will be able to connect multiple threads. * Each generated ticket is tracked and stored in the system, which streamlines and automates the work of team members who will be classed as agents. |

|  |
| --- |
| Project Deliverables |
| * Once ticketing system is up and running, we will be able to carry out ticket management successfully. * Tickets that are running through the system daily will be managed both the ticket management software and the IT support team. * Ticketing system will show us which incidents are more important and place them as a higher priority over the next. |

|  |
| --- |
| Project Timing |
| * Team members have no dependencies on other projects so the project can be completed on time. * We will save time and money with this system. * IT professionals waste less time on unnecessary manual processes, freeing up valuable time and resources for more important work. |

|  |
| --- |
| Constraints & Assumptions |
| * Could have internet issues where email notifications can be delayed due to poor connection. * Customers may not be able to read email on time. |
| Acceptance Criteria |
| Scenario – Tracking system   * Given – Clients are sending phone calls. * When – They are wanting to discuss their issues or requests. * And – There is no proper tracking system in place if an issue has been solved. * Then – The client is directed to a ticketing system. * Given – They have issues or requests they want to address. * When – Their issue or request is being handled with by an employee. * Then – The tracking system will monitor their issue or request, so we know if it has been resolved. |