The Golden Ticket

Software Requirements Document

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1 Preface

This document is a complete rewrite of the previously submitted version in order to better fit the format required of the requirements document. This document will contain all of the information of the previous document, and will additionally contain the sections as suggested in the textbook.

Summary of changes:

- One

- two

In making this document we intend to layout the master plan for a ticketing system using Microsoft's dot net core and the C# language. This document is intended to be read by anyone intending to create this ticketing system or those intending to use it.

2   Introduction

Golden Ticket is designed to be a light weight adaptable ticketing system. There will be two different kinds of users for this system, the technicians that work the tickets and the administrators that oversee them. The technicians will have access to their assigned tickets, have properties that denote their experience and years with the company.

3 Glossary

4 User Requirements definition

5 System Architecture

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