

"Building the CRM App: Ticket Manipulations and ADMIN Capabilities"

Pre-read



Things I need to know before this session



Nowadays, customers have lots of queries and concerns when they use any application. This needs to be tracked and managed at the same time. We need to manage those queries and feedback in an efficient way to provide them with a better experience. Tickets are one of the ways where we can track customer complaints and feedback. Tickets can be raised on multiple channels and it is easier to manage them.

What will be taught in this session?



In this session, we are going to implement the handling of tickets raised by the customers in the CRM Application. We will focus on the below operations –

1. Ticket Manipulations

- RESTful APIs to search tickets by Engineer
- RESTful APIs to update tickets by Engineer
- RESTful APIs to accept tickets by Engineer

2. Review Tickets by Admin

- RESTful APIs to view tickets by Admin
- RESTful APIs to view customers by Admin
- RESTful APIs to view filtered tickets by Admin

What is a Ticket?

A Ticket can be raised by the customer -

- Whenever a customer face any issue while using the application
- When the customer wants to share some feedback to add a change in the application and so on.

What is Ticket Management?

A Ticket can be managed in several ways -

- Ticket status can be used to track its stages like OPEN, CLOSE, IN_PROGRESS, and so on.
- Tickets can be viewed by the Admin to fetch the status of the application and get the insights.
- The ticket can be updated based on the changes done in the system.

How are these concepts being used in the industry for building applications?

There are multiple companies that are handling customer complaints using CRM systems

- Salesforce CRM - Handle issues using Case management, provide portals where customers can log the issue
- HubSpot CRM - Support activity logging to handle the customer issues
- Capsule CRM - Support contact management where customers can be contacted easily to solve their issues