

SOFTWARE MINIMUM REQUIREMENT FORM

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1 PROJECT DESCRIPTION.**1.1 Project Name**

Ticketing System

1.2 Purpose and Brief Summary of the Project: *Write the purpose and brief summary of the project without going into details.*

To design an app that enables users to create tickets,view pending or resolved tickets,delete pending or unsigned tickets and report technical issues to GigaByte Ltd via mobile services.

1.3 Project Location: *Clearly state where the project will be implemented*

This app will be developed with Dart programming language using flutter.

1.4 Objectives and Possible Outcomes of the Project: *State the objectives to be achieved and the results to be achieved if this project is implemented.*

The ticketing System will provide the customers with a fast ,easy and safe channel.

Giving the customers a better resolution exactly when they need it.

A conversational platform easy setup and reporting of the technical issues.

Better customer experience.

Automatic management of tasks .

Centralized System.

2 USER REQUESTS *Express user expectations from the project.*

The project should be able to :

- User should be able to login with username,password.
- Sign up option if user does not have a membership .
- Requires a registration screen with the following : Name ,Surname,Company name ,Branch name etc.
- Username and email adress incase of forgotten password.
- User must be able to create a ticket in the panel .
- The ticket should consist of the following :ticketNo,Name-surname,phone,email,adress,request price ,job and project demo.
- Security question area should be specified.
- Information on the ticket should be updated automatically with user information.
- The user should be able to edit and delete information on the ticket.
- User should upload files whilst opening the ticket ,the maximum file size will be provided.
- Option to select and delete pending and unassigned tickets.
- Cannot delete resolved tickets.
- User must be able to see the details of pending and resolved tickets .
- The tickets should show if they have resolved or not by showing a display note of the ticket.

APPROVED:

Name Surname:		Date:	
Sign:		Company stamp:	

