

Customer

needs a way to

Register
their
Account

so that

They can
Login and
Raise their
Issue

Customer

will

Raise The
Ticket

thus

Issue will
be
Resolved

Agent

can

View The
complaints

so that

Will Follow
Through
Email

Customer

will able to

Track the
issue

in which

Status can
be seen in
Email

Admin

can

Track the
work
assigned to
the agent

make sure that

Customer
Tickets will
be resolved

Agent

will able to

See the
notification
on Email

by that

Agent can
see
assigned
customer