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|  | Project Scope Statement Support Tickets Management System |
| Title | Support Tickets Management System |
| Project Justification | Needs to develop an internal Support Tickets management system which Corbis Can use to handle the clients request or reported issues. |
| Project Scope | This Application will have complete Control over Tickets registration, there status and Corbis team support engineers which were active in resolving the issue or developing the CRDs. |
| High Level Requirements | * Clients Portal where Client Can See their Projects and can generate tickets. * Corbis Portal which will have different authorizations for different users, there scope of work etc. would be different based upon there roles. * There would be basically 4 types of Roles in this Project Each Role will have different Dashboards and their workings. * **Customer Role**. In this Role Customer will generate Ticket regarding their assigned projects, they can attach documents, write some description of the bug or CR. They Can see the Status of there active tickets and can generate reports regarding services given to them by Corbis Team. * **Administrator Role**. In this Role Corbis Administrator can register new customers, projects, can see all customers reported bugs and there running tickets, can create new user of the application, can register Corbis Team members etc. * **Support Admin Role**. In this Role Corbis Support Admin will have a dashboard which will show all the submitted tickets by clients, he can assign Development team member to any ticket, can resolve the ticket on his own, can reject the ticket, can see the running tickets and their status etc. * **Developer Role**. In this Role any team member will have his/her dashboard which will be showing all the assigned tickets to him/her, they can either change their status after compellation of task, can enter time required to handle the tickets, can assign tickets back to support role if points are not cleared etc. * Depending Upon above mentioned points we will have to create 4 modules in this system each module would be linked with Admin Module. |