Project Name

Support Ticketing System Project for an IT Consulting Company

Scope Description

The Support Ticketing System Project will design and implement a ticketing system for internal and external clients to lodge complaints in order for them to be resolved by sending each claim to the appropriate channel so that the issue can be resolved. A survey will be carried out to discover frequent issues both external and internal clients encounter. In order for the system to be effective and efficient, the data gathered from the survey will provide insight on areas of difficulty or technical issue. This will enable the ticketing system to be designed with ease and for speedy lodging and resolution of claims.

Acceptance Criteria

* Poor connection

When an external client lodges a complaint as regards poor connection, the ticketing system should have an automated response system that sends out automatically generated response emails to clients acknowledging the receipt of their claims. The system will then require the client to perform certain activities and run checks to ensure to restart the connection. If the solutions provided do not fix the issues, given that the clients provide all information relevant to the complaint, the complaint should be transferred to the appropriate department for resolution. The system should refer the complaint to appropriate department and give user estimated time it would take for issue to be resolved.

* Forgot Password

If a user forgets their password, the user has to navigate the login and then select the forgot password option. User then has to input a valid email to receive to a link for password recovery. The system will send a link to the entered email and the user will navigate the link so the system can enable the user reset their password. The user should successfully reset their password and login.

* Payment issue

When a client tries to pay for a service but receives an error, client should lodge a complaint and receive an automated response notifying the client via the support ticketing tool that their complaint has been received. Through the ticketing system, clients will fill a form provided to give company details needed to sort issue out. Following the provision of the information, the complaint will be transferred to the appropriate department.

Project constraints

* Resources

The decision to either build support ticketing system from scratch or outsource will have cost and expertise as part of major considerations to be weighed before making a decision. As expected, building a system from scratch will cost more. However, redesigning an outsourced system may require adjustments to suit internal and external clients’ needs perfectly.

* Time

The time required to build a system from scratch may not be available. Also, out sourcing may require software to be tailored to meet internal and external client demands and this may pose a challenge as time needed to adjust may be equal to or even more than time required to build a system from scratch.

Project risk

The risks associated with the project are:

* Price risk: increment of project cost due to poor cost estimation and expansion of project scope.
* Scheduling risk: risk that the project completion may take longer than the scheduled time. This may be due to increase in cost.

Project assumptions

* Access to required resources: man and material.
* Project scope will remain unchanged.
* Project cost will not increase.

High-level requirements

* Customer satisfaction
* Improvement of business process
* Proper user interface
* In-house technical know-how to build system