**Introduction**

This section gives a scope description and overview of everything included in this SRS document. Also, the purpose for this document is described .

**1.1 Purpose**

The purpose of this document is to give a detailed description of the requirements for the “Helpdesk Management ” software. It will illustrate the purpose and complete declaration for the development of system. It will also explain system constraints, interface and interactions with other external applications. This document is primarily intended to be put in open source and a reference for developing the first version of the system for the development team.

**1.2 Scope**

The “HelpDesk Management Software” is a helpdesk software for the Ecommerce website which helps customer to find the solutions for their based on the user’s current position and other specification like price, refund ,purchase,order shipping and more. The helpdesk website is accessed by the customer through contact link in Ecommerce website.Customer can search the solutions to their issues in the FAQs provided in the helpdesk portal. If the issue were not present in the FAQs then the customer can post their issues in the portal wherein they can get information regarding their issues by the helpdesk support agents. Customers can also check their ticket status.

Helpdesk support agents provide their service through answering the issues that was received by the customer from their helpdesk portal. This information will act as the bases for the search results for the FAQs displayed at the customer end. They can manage the tickets by setting priority,status and redirecting the same to the other agents.

An administrator uses admin-portal in order to administer the system and to keep track of all the information regarding the Tickets. The administrator can, for instance, verify the ticket,assign the tickets to the support agents ,manage the status of the tickets,set priority and decide whether to add the same to the FAQs list.

The website also has the capability of representing both summary and detailed information about the agents working on different tickets.