 **Date: 02-01-2019**

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| Project Title | **Automated Service Ticket Resolution** | | |
| Name of the Student | | **Roll No** | **Batch No** |
| 1. **AKKINENI MANEESH SAI SWAROOP** | | **16H51A0563** | **110** |
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**ABSTRACT**

This system deals with tickets raised by the user which can be resolved by the respective service engineer. A web application for service ticket resolution system has three users – admin, service engineer and end user. Admin is the one who acts as a manager and monitors the service engineers. He / She can also add or remove users. Upon creation of the ticket, the system should automatically look for a service engineer who is not assigned any tickets and assign the ticket to him/her. If there are no service engineers available without tickets, the method would look for those that have lower priority tickets and assign to the one who is working on the most recently created low priority ticket. At this time, the status of the low priority ticket will be changed to pending. This model is developed using the priority scheduling algorithm for ticket assigning and we have also overcome the problem of assigning limited tickets to a service engineer while also giving liberty to the service engineer to change the priority of a ticket, if he/she finds that necessary. Also, the problem of changing ticket’s status depending on the priority has been resolved. This serves a good purpose by reducing a heavy burden of working on different tasks by assigning it to respective individual.

Signature of the Guide