

IT Tickets Website

1- Workload:

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2- Project Idea:

The website for providing IT solutions as answers to submitted tickets from clients.

3- Users types:

A. Admin:

They are responsible for answering the submitted tickets as much as they can.

All admins have access to all submitted tickets(questions) sorted by date so that they respond to the early submitted tickets first, Once the ticket is submitted, it disappears from pending tickets and marked as answered.

B. Client:

They can Sign Up and Log In to the website then submit the ticket, explore answered tickets (they can select the category they want) or see their pending tickets.

4- Website flow:

A user sign up, if he is a client he sees the main page which has all solved tickets before and he can select a certain category to see only those tickets with this category.

In main page, he has a button to submit a ticket, this takes him to a form to submit all ticket details.

Also in main page, he has a button to see his pending tickets, this takes him to a page with his pending tickets and he can see whether it is answered or not.

If he wants to be an admin, then he asks the website admin to add him as an admin.

When the website admin do this, the user account will be marked as an admin.

His main page will be all the submitted tickets that are not answered yet, sorted by date.

On every ticket section, he has a button to answer it if he can.

Once clicked it takes him to a form to write the solution then the ticket disappears and is marked as answered.

5- Another features may be implemented in future:

A. Machine Learning:

Work on a model such that when the client writes the ticket, the model expects that there were answered tickets have the same subject like this tickets, the model shows the client these tickets, client can stop till this or decide to proceed and submit the ticket anyway.

B. Advanced Statistics:

A page with statistics about(how many submitted tickets? How many answered of them? The best admin who solved largest number of tickets.....).

6- Implementation:

Backend: Node.js with MongoDB for the database.

Frontend: React.js.