**Diagram

Description automatically generated with medium confidenceINTELCODE INDIA PRIVATE LIMITED**

**PROGRAM :** PHP CRASH COURSE

**DATE :** 20 – 27 September 2022

**TIME :** IST 0800 – 1700

**PLATFORM :** Microsoft Teams

**ASSIGNMENT 1**

Create web system based on the following requirements.

Requirement for School Ticketing

\*\*Use your own creativity for the design and other open-source template

|  |  |  |
| --- | --- | --- |
| **ADMIN** | | |
| **Module** | **Description** | **Features** |
| Login | Admin authentication to the system |  |
| Dashboard | View statistic for Ticketing system | 1. Total of ticket issue 2. Total On Progress 3. Total Pending 4. Total Not Applicable 5. Total Complete |
| View Ticket | Admin Can View list of ticket that has been issued | * Adding filter function (e.g. search bar ) |
| Ticket Tracking | Describe and update the status of the current ticket | 1 . On Progress ( Blue)  2. Pending (Yellow)  3. Not Applicable (NA)(Red)  4.Complete (Green) |
| Assign Ticket | The point person that manage to handle the case  (Technical Team) | * Dropdown list |
| Close/ Resolve Ticket | Closing an existing ticket | * Close ticket with description field |
| Register / Delete Technical Team | Manage to register | * Register Name that need to assign in Ticket |

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|  |  |
| --- | --- |
| **USER** | |
| **Module** | **Description** |
| Open new ticket | User click button open new ticket and redirect to ticket form. |
| User fill up the form | User fill up the ticket form:   1. Name 2. School 3. Identity Number 4. Email 5. Ticket Subject 6. Description/Comment 7. Attachment (Optional)   \*\*Input field 1 until 6 is mandatory |
| Submit Ticket | Click ‘Submit’ to submit the ticket form.   Form Validation   * User cannot submit if user not fill up mandatory field * Throw validation message * Display message after user successfully submitted the ticket |
| Received ticket ID | User received ticket/case ID through email after successfully submitted the form |