**Online Ticketing Management Software (Improve Supports Service Efficiency)**

* The access level of our system will depends on the user type (users are in 3 types: **System Admin**, **Sub-admin** (Support Officer) and **end users**).
* Conversations history (add ticket from email)
* Searching ticket buy status
* Message clarification
* Booking and release for new owner
* Automatic ticket number generating (message ticket number)
* Titles categories report basing on Location, Department and individual
* Log in page (name and password for authentication access to the different sections)
* Modify his/her Profile (their personal identifications)
* Posts and send tickets and give the details (Title, details, location)
* Confirm the ticket was successful resolved

**System Users** (Can Post Tickets and confirm that it’s done after it’s the issue is fixed)

**Sub-Admin and Support Page** (Can view the pending tickets and fix them and give the status once it’s done and Make sure that no ticket is left unassigned)

* Log in
* Getting notifications of incoming tickets
* Resolve the ticket and Communicate better with end users the status
* He can assign the issue to another person
* Closing a ticket

**Administration Page** (Can access different menus to manager users, tickets request and queries, manage Reports and issues transfers and settings.)

* Log in
* Manage different users of the system giving them rights (for each user you can add, modify and delete their names, a default password is given to a given created user and he/she can change it later at his/her first login.)
* Manage tickets status reports (, solutions, recommendations, comments and rate of repeat incidents)
* He can also assign a ticket to a different person