

Requirement document on *“TicketBot”* Project

Abstract

Developing a web application which is directed to the employee's in a company. Our goal is to serve as the simulation to them. This system will be owned by a Company, to serve for their people.

This web application will incorporate all requirements needed for the interaction between Project team (who work on the resources allocated) and IT support team (i.e. Network administrators, who provide requirements needed for the project people) and get the project team members problems solved, like installations, access to other resources across the network, etc. This integrates other services like online and 'any place' access of this application. It provides a complete concoction of solutions to all IT Service management problems like installations, network resource allocation so on and so forth. It will usher an environment which will not only provide unlimited services to the Project team but also help the Reporting Managers, IT Support team to function effectively and efficiently. Users of the System (ALL the EMPLOYEES in a company separated as)

1. Project team members

2. IT Support Team

Functional Requirements

1. The entire employee's are provided with Unique Login ID, with which they can get into the Website.
2. The website guide them to solve their problem through the tutorials (.pdf,.doc) provided.
3. If not the Project member can raise the Ticket (request with unique number) and check the status of the same, while the IT support team can raise the Request and also check and Update or Solve the Ticket raised by the Project Team.
4. They are provided with list of problems usually occurred which can be selected while raising the request. There is also a space provide to describe their problem.

5. Depending upon the request type the ticket is even directed to Reporting Manager for Approval status to be updated.
6. The raising, update and closure of the ticket is informed to the members who raised the ticket and the one who Updated/solved the same through the Email along with Time/Date
7. The ticket owner (who raises the request) is provided with Reopen option to again raise the same problem if ticket is closed without proper solution.
8. The Ticket if not solved as per the Service Level Agreement (SLA) the ticket is more prioritized automatically.
9. IT support team is provided with the flexibility of sharing the Tickets.
10. Total tickets solved can be listed and viewed.

Non-functional requirements

1. Secure access of confidential data (user's details). SSL can be used.
2. 24 X 7 availability.
3. Better component design to get better performance at peak time.
4. Flexible service based architecture will be highly desirable for future extension.

Optional features

1. Secured access over the internet.
2. Intimation of ticket status to the handset
3. IT Support team and project team should have a web client.

User interface priorities

1. Professional look and feel
2. Client-side basic data validation using Angular or React
3. Browser testing and support for IE, NN, Mozilla, and Firefox. 2
4. Design must have uniform look and feel in terms of color, font and alignment

Reports

Generate reports on any other desirable format.

1. Number of Tickets rose.
2. Number of Tickets solved.
3. Number of Tickets updated.

Other considerable features

1. Website must be highly customizable, interactive and user friendly.
2. Security should be kept a high priority issue.

Technologies

1. Front-end:
 - a. Angular or React.
2. Back-end:
 - a. SQLite or MySQL.
3. Middleware
 - a. SpringBoot (Microservices)