ONLINE TICKET BOOKING SYSTEM.

SCCJ/00661/2021.

The ticketing system is a software program used to process, manage and track customers concerns from point of submission to resolution. The software will keep track of customers issues hence making it easier for the staff to resolve the issues in a timely manner. The above system will create and manage tickets according to the customers requirements . A major advantage of this system is that it also keeps track of metric performance such as ticket volume, customer satisfaction and resolution time.

The main goal is the development of this online ticketing system other major objectives are

* Allow customers to self-book and pay for their tickets online through a cloud based software
* Securely store customers data.

UML DIAGRAMS



