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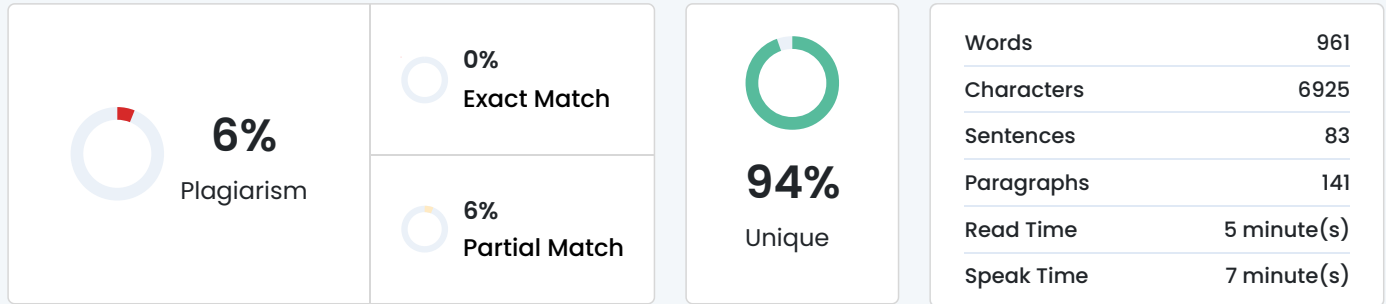|	
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Ticketing Tool
Under the Guidance of

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I. ABOUT OUR TICKETING TOOL
A ticketing tool is a web-based application designed to manage and track support requests, IT service issues, and internal inquiries efficiently. It enables organizations to streamline issue resolution, prioritize tasks, and improve operational efficiency by maintaining a structured workflow for ticket handling. The primary objective of a ticketing tool is to ensure seamless communication, reduce response time, and enhance user satisfaction by providing a centralized platform for managing service requests.

Abstract—This paper presents the design and implementation of a ticketing tool web application using Django and MySQL. The system assists users in creating, assigning, and tracking support tickets, ensuring proper resolution through well-defined workflows. It includes features such as ticket categorization, priority management, status tracking, and automated responses. This paper covers the system architecture, database schema, implementation details, and evaluates the application through user testing to measure its effectiveness in improving service request management.
Index Terms—Ticketing Tool, Django, MySQL, Issue Tracking, Service Management, Helpdesk System

II. INTRODUCTION
Effective issue management is crucial in any organization to streamline support processes and ensure efficient resolution of service requests. A ticketing tool allows users to log, track, and manage tickets, improving overall workflow efficiency. This paper discusses the development of a web application using Django and MySQL technologies to facilitate effective ticket management.

III. BACKGROUND STUDY

Many organizations struggle with inefficient support request handling due to a lack of structured ticketing solutions. Traditional methods such as manual logs, emails, or spreadsheets are often time-consuming, disorganized, and lack real-time tracking.

The Ticketing Tool project aims to develop a centralized issue tracking system that allows users to create, assign, and monitor tickets effectively. By offering automated workflows, priority-based ticketing, and status tracking, the system ensures faster resolutions and improved user satisfaction.

IV. TECHNOLOGY STACK

A. Django Framework

Django is a high-level Python web framework that encourages rapid development and clean, pragmatic design. It follows the "don't repeat yourself" (DRY) principle and provides numerous built-in features for web development.

B. MySQL Database

MySQL is an open-source relational database management system known for its reliability, robustness, and ease of use. It is used to store and manage the application's data.

V. SYSTEM DESIGN

A. System Architecture

The system architecture comprises a Django-based web application and a MySQL database. It allows users to create, track, and resolve support tickets efficiently.

B. Database Schema

The database schema includes tables for users, tickets, categories, and status tracking. Each table stores relevant data to manage and monitor ticket progress effectively.

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Fig. 1: System Architecture

Fig. 2: Database Schema

VI. MODULES

A. User Registration

The user registration module is the initial step in the project that enables users to create their accounts. It allows users to log in and manage their support tickets efficiently.

B. Creating and Managing Tickets

Users can create new tickets by selecting a category and describing their issue. Each ticket includes details such as priority, status, and timestamps for tracking progress.

C. Category Master

This module stores predefined categories for different types of issues. The ticket details are categorized and saved in a MySQL database for better organization.

D. Management View - Date Wise

This module allows tickets to be listed based on a specified date. Users can retrieve and view tickets along with their status and assigned support personnel.

E. Export the History Data - Date Wise

This module enables users to export their ticket history in Excel format. The export is based on a selected date range for better tracking and record-keeping.

Fig. 3: Database Schema
Fig. 4: Database Schema

VII. METHODOLOGY

A. Research and Analysis

The methodology begins with a comprehensive analysis of existing ticketing tools and support systems. It includes gathering stakeholder requirements, identifying user pain points, and analyzing industry trends to enhance system design.

B. Requirement Gathering

Requirement gathering involves collecting and documenting stakeholder needs for an efficient ticketing system. It ensures the identification, analysis, and prioritization of key functionalities to align with project goals.

C. Design and Planning

Design and planning ensure that the ticketing tool is structured to optimize issue tracking and resolution. This phase includes defining system architecture, user interface, and outlining the development timeline.

By carefully designing and planning each aspect of the project, Coin Canvas can be developed efficiently and delivered successfully to users, achieving its goals of empowering individuals to manage their finances effectively

D. Development

During the development phase of the ticketing tool, the conceptual designs and plans are transformed into functional software. Developers collaboratively write code, build features, and integrate essential functionalities while following best practices. Continuous iterations ensure agility, allowing the ticketing tool to evolve effectively, addressing user needs and optimizing issue tracking and resolution.

Continuous communication and iteration ensure that the development process remains agile and responsive to evolving requirements. Through diligent development efforts, Coin Canvas evolves from a vision into a fully functional platform, ready to empower users to manage their tickets efficiently.

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Fig. 5: User Registration
Fig. 6: List of Incidents

E. Testing and Quality Assurance

Testing and quality assurance are integral to the Ticketing Tool development process. Rigorous testing ensures that each component of the platform functions as intended and meets the highest standards of quality and reliability.

Testers employ various techniques such as unit testing, integration testing, and user acceptance testing to identify and rectify any defects or inconsistencies. Through meticulous testing and quality assurance processes, Coin Canvas is thoroughly vetted to ensure its functionality, usability, and performance, ultimately delivering a seamless and satisfying experience to its users.

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