**PROJECT OVERVIEW**

Online ticketing system for issue resolving is a web application developed using Java, MySql, Javascript, css, html that aims at addressing various technical issues reported by it’s customer. The project employs ticketing system for resolving the issue.

**PURPOSE**

The purpose of the project is to automate the process of issue resolving with minimal effort by providing easy to use interface in simplistic steps and spontaneous response generation with a provision of providing feedback.

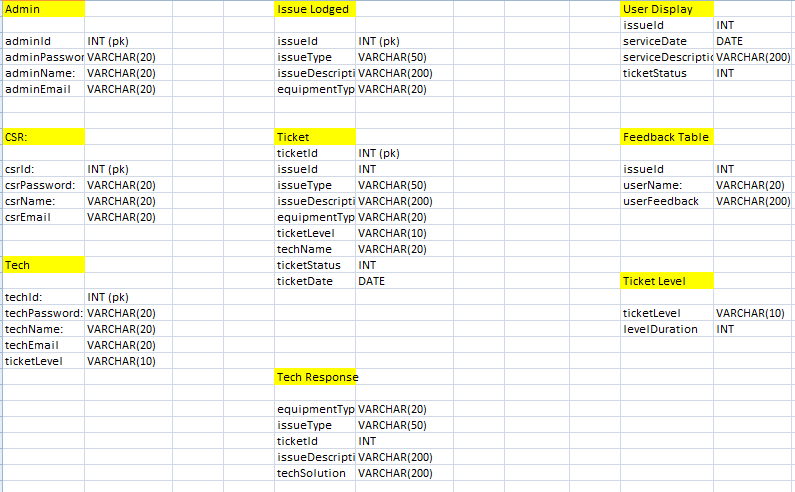
**GOAL**

The goal is to provide fully functional application with all functionalities executing properly by exercising the service oriented architecture that would meet industry standards under the desired deadline.

**FLOW OF THE PROJECT**

Customer will first contact a customer service representative(CSR) and tell him about the problems that he is facing. CSR will ask some more questions regarding the issue. After the cause of problem is known CSR will then login to the ONLINE TICKETING SYSTEM and will fill up the entries that will capture information such as issue type, equipment type, full description of the issue etc. This data will then be saved into database and a reference id will be generated and all this will also be visible to the admin. Admin will also have to login into the system to check the notification regarding the issue raised then it would be his responsibility to assign the ticket, technician and make the status active by understanding the problem. Technician will then work on the problem and will also provide phased response related to his process that customer will be able to check by using the reference number. After solving the issue, technician will have to fill a form specifying about How he solved the issue? This again will also be visible to the Admin, after the work is done, customer, who is tracking the service status by using reference number will be provided with a feedback form that will activate at the tracking window just after the status has been set completed. This feedback form will have issue id fetched from the database and this along with the customer’s response will be submitted.

**DATABASE DIAGRAM**



**TEAM STRUCTURE**

**Frontend**

Sayani roy

Sneha kumari

**Backend**

Prasun ghosh

Amit kumar Sharma

Aquib jawed