Ticket Issuing plugin report

This technical report is introducing a new plugin feature for the project management webapp which is a ticket issuing plugin. In this technical report it will be stated the purpose of this plugin as well as development process and the technologies that will be used to develop and integrate such plugin.

What is ticket issuing service:

Every webapp, startup application or a company website has a customer service department that cares about users or clients feedback and execute their complaints. However, the process of frequently calling a customer service or emailing them has became slow and unproductive within the technological advances that the world sees today. That's why a ticket issuing plugin has been introduced in majority of webapps and company websites. The ticket issuing plugin is a feature that allow users to submit their complaints with all the details such as the complaint description, priority level, date of complaint and others. Once a user has submitted a complaint using the feature the customer service on the other hand will automatically receive the complaint and starts to work with immediately and will reach out with the customer.

Ticket issuing plugin process

Customer side:

- Customer will find the Ticket issuing feature on the left panel of the project management web app
- When customer open the Ticket issuing feature, he will find a form structure that contains all the input fields required to fill in the details of the complaint.
- There will be a title input field that is specific for the title of the ticket.
- There will be a description box that is specific for the description of the ticket.
- There will be a date field that is specific for the data of the ticket.
- There will be a priority field that is specific for the priority level of the ticket.
- There will be a button for submitting the ticket.

Customer service side:

- Ticket issuing feature will be found on the left panel of the project management web app.
- A table will be shown containing all the tickets posted by different customers.
- Table can be sorted according to date of submit, level of priority and other factors.

- Customer service client can choose a ticket from the table shown and will be directed to another page which contains all the details of the ticket.
- When a customer service has been given all the details of the ticket he can proceed on working on solving the complaint of the user till the user check that the ticket has been solved.

Technology stack that will be used to develop the plugin

- HTML5/CSS3 : for structure and presentation of the ticket issuing plugin.
- React.js: for javascript functionality and state management for front-end data.
- UI library: like bootstrap or material ui for the styling templates.
- Node.js/Express: for creating routes handlers and API endpoints for backend development of the plugin.
- MongoDB: NoSQL Database for storing the client tickets issued.
- Firebase: for deploying the plugin.

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