# System Blueprint

## 1. Objective

The reason for the implementation of the system is to fulfill the needs of the users who are using any web app by creating a ticket issuing plugin which can be used to send complaints, find solution for their problems and manage their plans.

## 2. System Overview

The system consists of many services which are: give the opportunity for the client to create a ticket, let these tickets appear to the customer service's employee to assign it to someone to solve it, after the ticket is assigned it may ends in several status which are solved, unsolved or pending. Show all the clients using the system with their current projects, a to-do list to help the clients manage their plans.

## 3. Technologies Used

In this system, we will be using HTML, CSS, and JavaScript for the front-end with creating a react app. In the backend, we will be using nodejs with mongoDB.