Introduction:

- The application is going to be a support desk for Apple users. Users can register in the application to submit tickets for their damaged Apple products. Only staff can modify existing Apple products or add new Apple products. In addition, users can leave notes for each ticket for the staff to review. Other functionalities like chat with a staff are also provided.

- We would use React for frontend, Node with Express for backend and MySQL (Local machine) for our database. Users will interact with the application through a web interface.

- Members:
    - Zhongqi Yue (z3yue@uwaterloo.ca)
        - Zhongqi wrote this report and provided ideas for set-up of the project.
    - Xiancheng Zang (x5zang@uwaterloo.ca)
        - Xiancheng created the GitHub repository for all members to collaborate together.
- GitHub repo: link