SYSTEM REQUIREMENTS

USER STORY :

As a customer he will try to give complaint in the area of Network Provider Service, in which he / she facing problems.

ACCEPTANCE :

The system will accept following details from customer

- Name of the customer.
- Details of the complaint in the network area.

System will take above details provided by customer and will create a ticket with the following details (i.e)

1. Customer Information,
2. Comments,
3. Created By,
4. Assigned To,
5. Status (New,Open – once it is assigned to someone,Closed).

OUT OF SCOPE :

- API-Security and Scalability of the system.

- User authentication of the system.

ASSUMPTIONS / DESIGN CONSIDERATIONS :

- Customer must fill his name and complaint to create a Ticket. (They are mandatory fields).

- Duplicates are not allowed for the customer name. A customer can use his / her name once in the system per complaint.

- In reality there may be different areas in the customer services (i.e) Banking, E-commerce, etc.For now I have assumed default area as Network Provider Service.

- UI (AngularJs + Bootstrap) provided to check API's .

- API's are in default version 1 used in the system.

TECHNICAL STACK :

- **SERVER**   : NodeJs(**Node v6.9.5 and NPM v3.10**)

- **UI**   : AngularJs and Bootstrap,

- **PORT**   : 3000,

- **DATABASE**: MongoDb(**v3.2.12**).

USING API's:

Install npm dependencies by running **"npm install"** inside the project directory.

The following API's are used for the ticketing system in the area of Network Provider Service.

1. To Register a Complaint :

Input : Customer Name and Complaint .

Result : successful Ticket Generation.

2. To Log the Ticket Details of particular customer :

Input : Customer Name.

Result : Details of the customer(Ticket) in array.

3. To Assign the User to a Ticket :

Input : Customer Name and User to be assigned.

Result : Response message for assigning user(success message or failure message).

4. To post the Comments :

Input : Customer Name and Comments.

Result : Response message for adding successful comments.

5. To Change the Status :

Input : Customer Name .

STATUS FLAGS :

New => (DEFAULT status for newly created complaint).

Open => (The status will become open when assigned someone to compliant).

Closed => (We can change the status to closed when we want..).