System Context Diagram for SysOps Squad System

Type	
person	
external person	
system	
external system	

Customer
[Person]

Penultimate Electronics Customer

Expert
[Person]

Customer-facing technology Expert

Registration
Manage Profile
Avail Support Plan
Open Ticket
Fill Survey
View Billing History
View Ticket History
[Manages Ticket]

View Assigned Tickets
Search existing solution in Knowledge Base
Update new resolition in Knowledge Base
Update Ticket Status
[Ticket Resolution]

Notification System
[Software System]

System to send Email and SMS

SysOps Squad System
[Software System]

Online Ticket Management System to manage and facilitate
Penultimate Electronics Customers
regarding their issues with the purchased products according
to their suport plan.

Send Email and SMS Notification
[Notification]

Payment Gateway
[Software System]

Third Party Payment Service
Provider

Send Payment Details for processig
[Annual Fee Processing]

User Management
Billing Management
Static Referance Data Management
[System Administration]

Administrator
[Person]

Sysop Squad System Administrator

Manage Ticket Operations
View Operational Reports
View Analytical Reports
[Ticket Operations]

Inquire Ticket Status
Add new Ticket on Customer behalf
[Ticket Inquiry]

System Manager
[Person]

Manages and keeps track of ticket operations and reports

Call Center Representative
[Person]

SysOps Squad System Call Cener Representative