Project Proposal

**Group name:** Many Underpaid Millennials (M.U.M.)

**Group members:**

Dhaniel Ramdath

Justin Valerie

Nicholas Smith

**Project Name:** Ticket Task

**Project description (At most 300 words):**

The project is to design an Issue Tracker system with the target audience of Internet Service Providers (ISPs). The system would include an online interface which customers can access to submit their concerns which would be logged as ‘tickets’. These tickets would then be sorted according to category and logged in a database. The software would then compare the issue the customer is experiencing to other previously logged tickets in the database. The database stores all valid tickets ever submitted. Old solved tickets would also have their solutions and time taken to resolve stored in the database. When a new ticket is submitted, it is compared to pre-existing tickets and if a solution for the event is found, that solutions is presented to the technician handling the error. Time for the error to be handled is then allocated and a technician from the ISP’s staff is assigned the task.

**Rationale for the project: (Problem definition, need for your solution)**

At present, many internet service providers have an automated user interface for customers to interact with and launch complaints if necessary. This process has long been observed to be frustrating to many customers, resulting in decline of customer satisfaction and subsequently, a loss of revenue. Considering this situation, we propose a ticket system which will encourage users to launch complaints in a quick and efficient manner, allowing customers to give feedback and for you to address common concerns among customers.

**Business Benefits:**

It resolves problems a dissatisfied person raises in a prompt and cost-effective manner.

It provides data which may give rise to quality of service improvements.

Where complaints are properly addressed, a good system can improve an organization's public image and build public confidence in the operational procedures of an agency.

**Stakeholders**

**User stakeholders: (Who will be using the system?)**

Internet service providers (ISPs)

**Non-user stakeholders: (Who will not be directly using the system but benefits from the system?)**

The customers of the ISPs

**User Environment: (Environment refers to the collection of hardware and software tools a system developer uses to build software systems.)**

* Windows 7 or higher
* XAMPP or WAMP Server
* Notepad++.
* My SQL 5.6.

**Alternatives and Competition to your solution: (Are there ways the problem can be solved? Are there already products on the market that provide a solution? If yes what are they?)**

There are currently existing help centres for the ISPs, which can be accessed on their websites. However, our added automation features which manage the database would help give us the edge over that of current models.

**Estimated Project Duration**: 12 weeks

**For each group member**

Key skills (e.g. Databases, Web programming, etc.) –

Nicholas Smith – Databases, Web programming, programming.

Justin Valerie -Databases, Web Programming, programming.

Dhaniel Ramdath – Databases, Project Management, programming.

**How will each member contribute to the project?**

Each group member proposes his original ideas to the group, and there is a unanimous decision on whether to include the idea. The Developer would research currently existing systems which may be similar to the project, suggests ways to improve on those systems and solutions. The Documenter scribes all events which takes place in the group without bias and compiles the documents for the project. The group leader would ensure that the members are reminded of their duties and fulfil them. The leader would also review all materials produced by the group and do all edits necessary based on his research.

**Statement of how you plan to work together (When you will meet, Collaboration tools you will use)**

Group discussions would be held on Wednesdays, and meeting on Thursdays. Systems being used to collaborate are, WhatsApp, Discord and shared OneDrive folder.