PingPong PingPong PingPong PingPong

Purpose

This documentation outlines the requirements for the PingPong, IT Ticket Management System.

1.1 Scope

This documentation will catalog the clients, employees, system, and hardware requirements to operate the PingPong system.

1.2 Definitions, Acronyms, Abbreviations

IT Ticket System – Ticket Management System

Administrator – Privileged control over the PingPong system.

Developers – A higher level user, that can resolve tasks assigned to them.

Sales – A user with SALES privileged access to the PingPong system.

Customer Support – Internal and external support for the PingPong system.

Record - Data log of sorted information

IT TICKET SYSTEM [Framework]

ADMIN [Creating users, deleting users, creating records, assigning cases]

SALES

DEVELOPERS

CUSTOMER SUPPORT