**UNIVERSITY OF SCIENCE & TECHNOLOGY OF HANOI** 

**TRƯỜNG ĐẠI HỌC KHOA HỌC & CÔNG NGHỆ HÀ NỘI**

**INTERNSHIP TOPIC PROPOSAL**

Specialty: ☑ Information and Communication Technology

☐ Cyber Security

Academic year: 2022-2023

**STUDENT INFORMATION**

Full name: Hà Phúc Khiêm Student ID: BI11-121

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| **Topic: Ticket Web Application for customer** |
| **Description:**  A website which help us receive requests from our partner companies, solve the requests and response back to the customers. It is integrated with email-sending to notify users and export or import excel file for reports |
| **Expected outcomes:**   * Develop a web platform for both our company and partners to receive and response requests. * Possible to migrate all the old working models to this web environment. * Solution to the limitations in receiving and responsing requests directly and manually. |
| **Used Methods and Techniques:**   * Front-end: HTML, CSS, JavaScript * Back-end: SQL Server * Design pattern: MVC * Framework: ASP .NET Core 6 * Library: Mailkit, EPPlus, Localization * IIS Publish |