



Automated Complaint Management Ticketing System

Project Overview

Our Client Mrs Teena Arora is supporting a cloud service provider. The users of her service face many unexpected issues such as failed connectivity and many other such things. In such situation, the users need to email the technical person. This process is inefficient for the cloud users as it is very slow and sometimes help is not done at the point of time, in addition to this it is hard for the technical person to keep record of tickets; hence our client plans to build a system which will allow the users to create tickets directly into the system, instead of using emails.

Some Special Characterisitscs of Our System

Faster Solution

Easy Communication

Attractive User Interface

Mission & Vision Statement

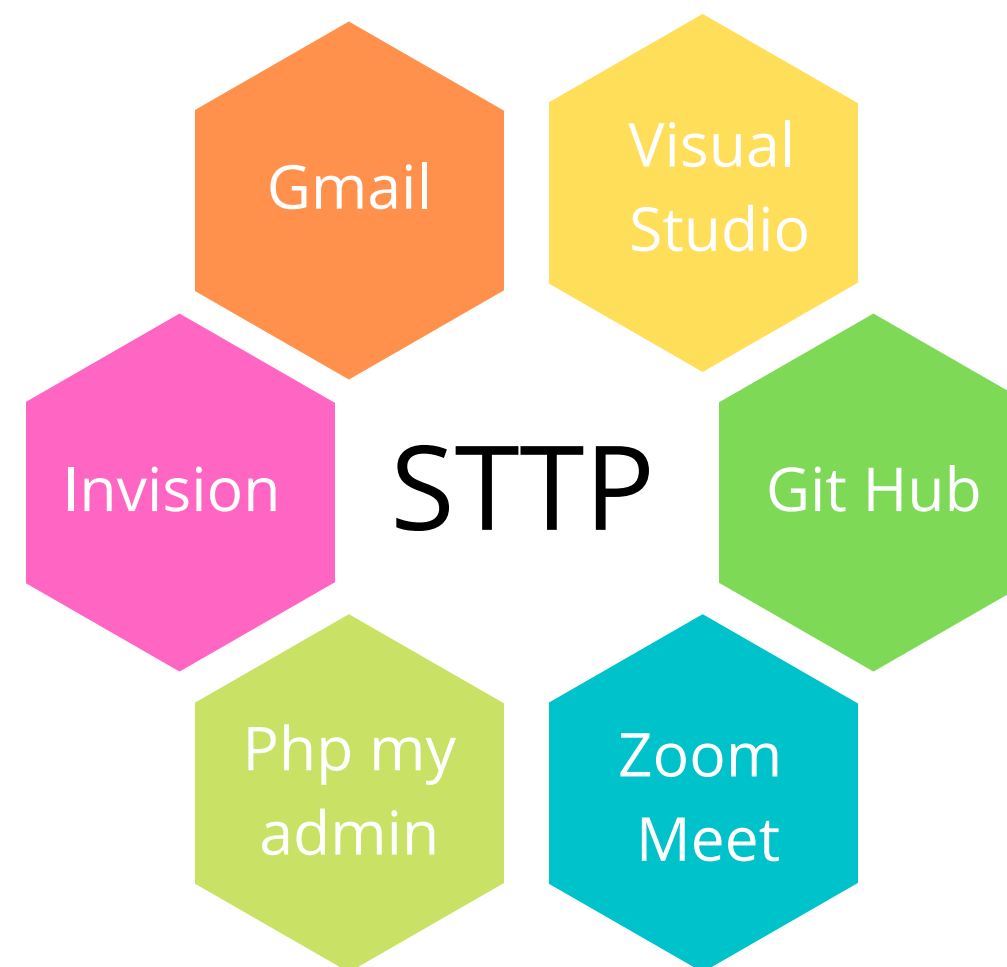
Mission

Our mission is to solve the computing issue in faster and effective way and have an error less cloud cloud platform in near future

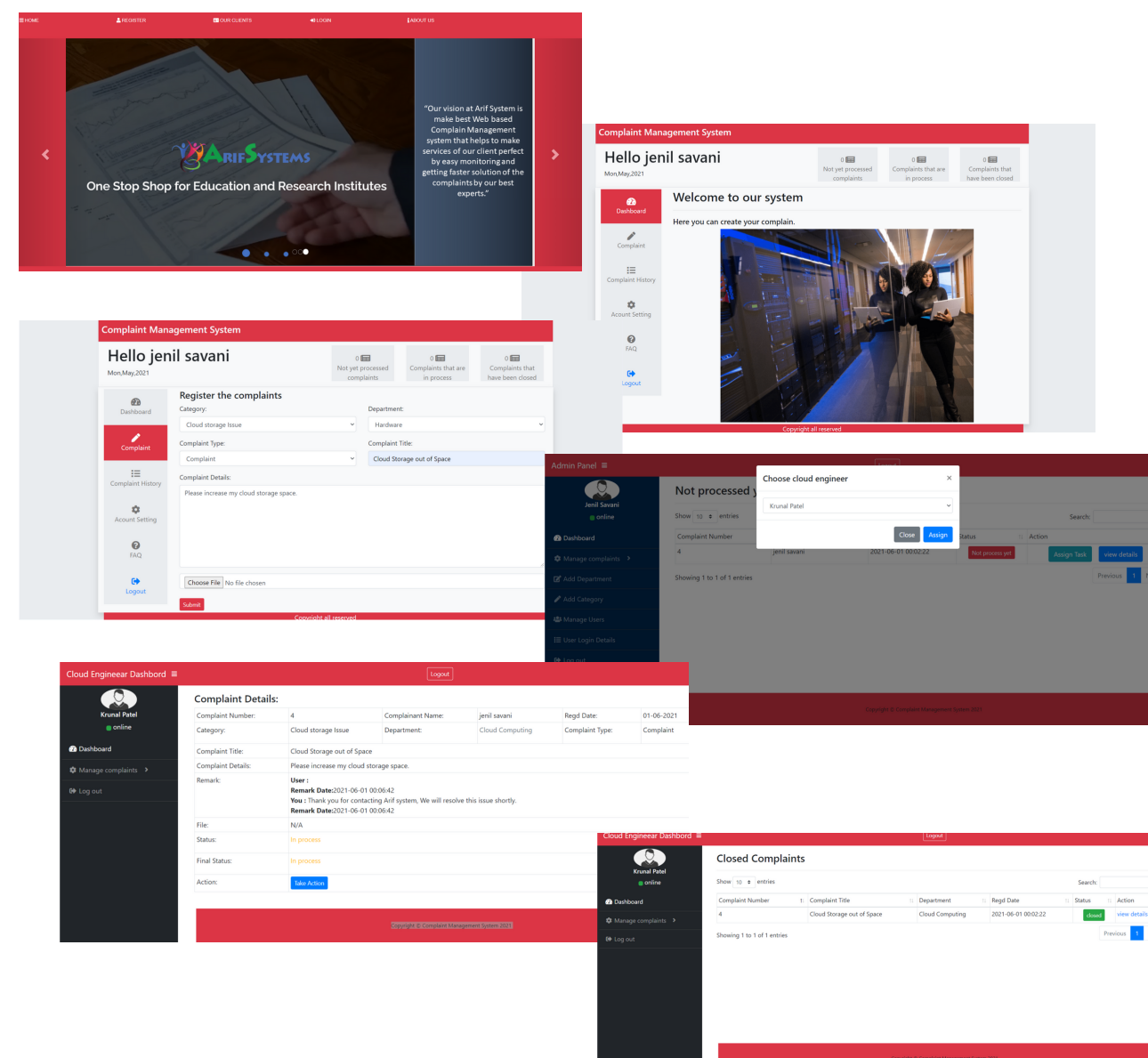
Our vision is to provide a faster and correct solution of the lodged issue and build trust among the users of Arif system

Vision

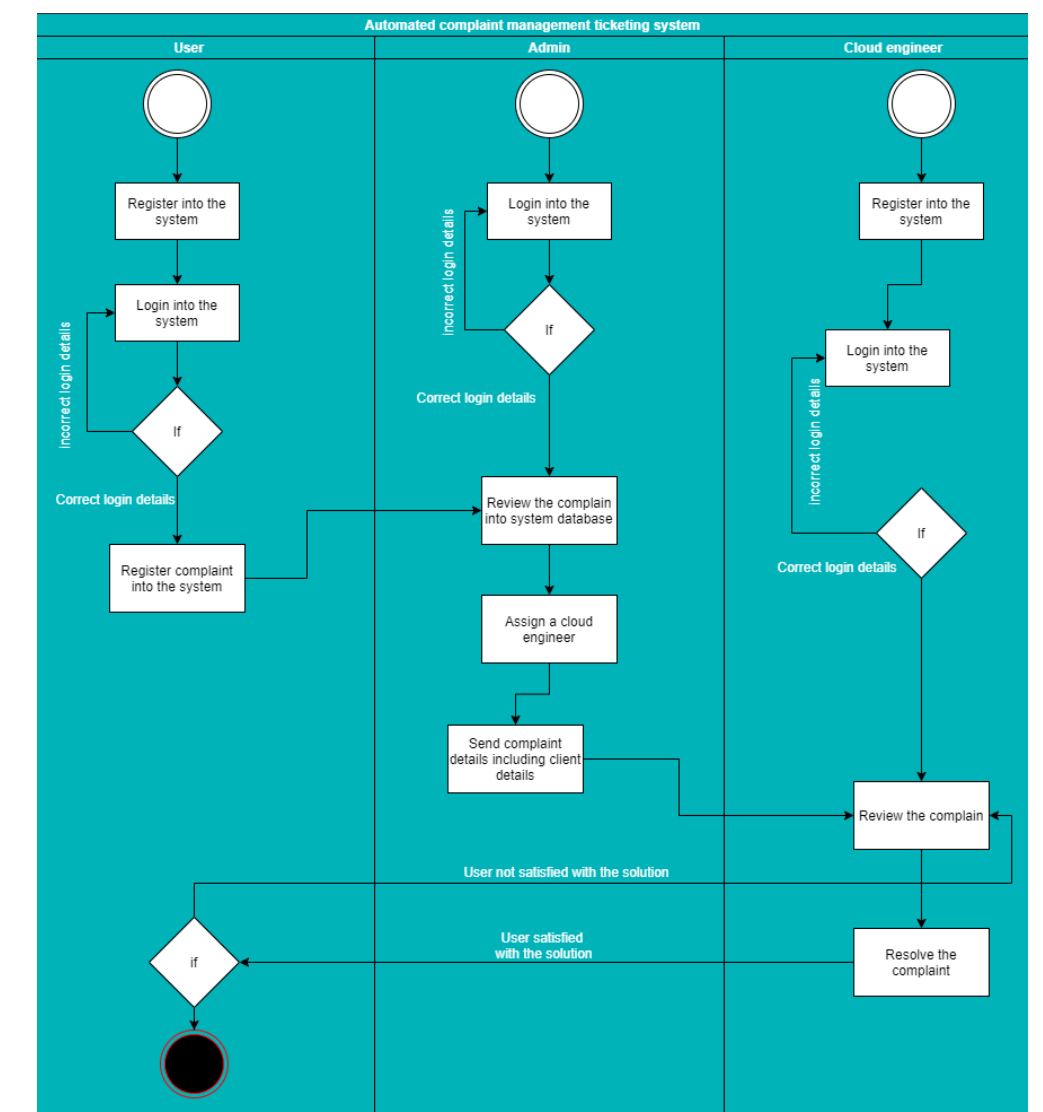
Tools Used



Website



System Sequence



Team Members



Jenil Savani
(Scrum Master)



Sanjeet Singh
(Development Team)

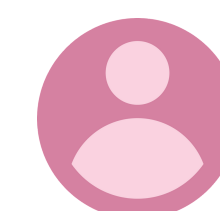


Ravi Pun
(Development Team)



Krunal Patel
(Development Team)

Client testimonials



Client

" The Complaint management system made by the team is very well developed with attractive user interface and faster complaint management by use of messaging portal in the user dashboard itself "