# ArifSystems

# Automated Complaint management Ticketing System

## PROJECT OVERVIEW

*Our Client Mrs. Teena Arora is supporting a cloud service provider. The users of his service face many unexpected issues such as failed connectivity and many other such things. In such situation, the users need to email (in form of ticket) 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.*

## MEET OUR TEAM



Jenil Savani
(Scrum Master)

Sanjeet Singh
(Development team)

Krunal Patel
(Development Team)

Ravi Pun
(Development Team)

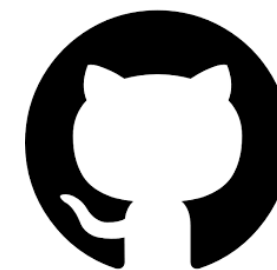## AGILE METHODOLOGY



SCRUM PROCESS

SCRUM MASTER
2-4 WEEKS
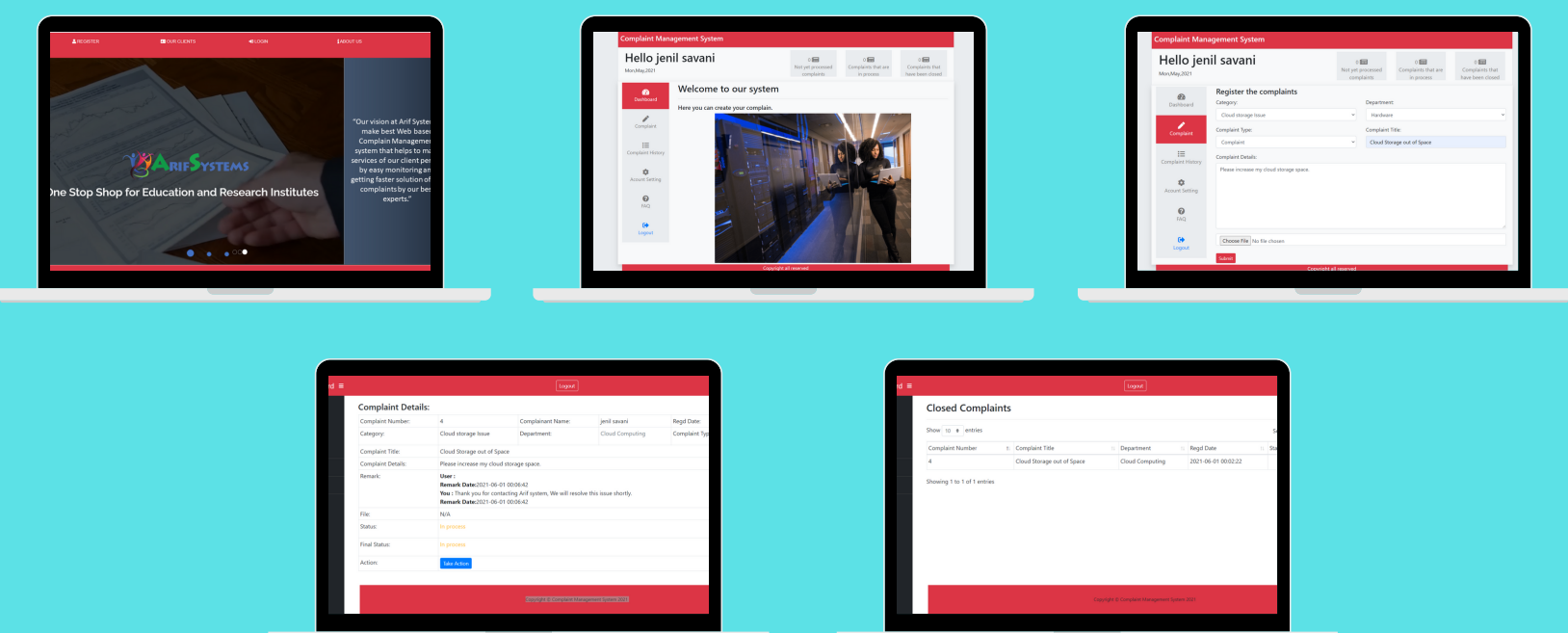24 HOURS
DAILY STAND UP

VISION — USER STORIES — SPRINT BACKLOG

## TOOLS USED



HTML  BOOTSTRAP  GITHUB

PHP  SQL  XAMPP

## PRODUCT OUTPUT



## PRODUCT VALIDATION

| ID | Test Case | Input | Acceptance Criteria | Output | Test Result |
|---|---|---|---|---|---|
| 1 | Create User Dashboard | Add complaint management page, profile setting, complaint status links | User should be able to access and open those links using the dashboard | As defined in Acceptance Criteria | Pass |
| 2 | Add link for the complaint | Link of the complaint form should be added in the dashboard by adding a button in the dashboard | User should be able to click on the link and ticket should be displayed | As defined in Acceptance Criteria | Pass |
| 3 | Notification is displayed in the User dashboard | Notification functionality is done by changing the status of the ticket | If ticket is assigned or solved, then user able to see the status of ticket in its dashboard | Not able to see any changes in the dashboard | Fail |
| 4 | Create Admin Dashboard | Add database, link it with server, add navigation and other functionality | Admin should be able to access and open those functionalities using the dashboard | As defined in Acceptance Criteria | Pass |

## Why Choose Us:

SATISFACTION 100% GUARANTEE

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