**Ticketing System Task Document**

**Project Name: Ticketing System Implementation**

**Project Overview:** The Ticketing System Implementation project aims to create a robust and user-friendly ticketing system to streamline the process of managing and resolving customer inquiries, technical issues, and requests for assistance. This system will facilitate effective communication between customers and the support team while ensuring timely resolution of tickets.

**Project Objectives:**

Develop a web-based ticket submission interface for customers.

Create a dashboard for support agents to manage and prioritize tickets.

Implement an automated routing mechanism to assign tickets to appropriate agents.

Enable real-time communication between customers and support agents.

Provide reporting and analytics features to monitor ticket resolution efficiency.

Scope: The project will encompass the following components:

Customer-facing ticket submission portal.

Support agent dashboard.

Ticket categorization and prioritization.

Automated ticket assignment based on agent availability and expertise.

Ticket status tracking and updates.

Real-time messaging features.

Reporting and analytics module.

Deliverables:

Functional Requirements Document (FRD): Detailed description of system features, user roles, and interactions.

User Interface (UI) Mockups: Visual representations of the customer portal and support agent dashboard.

Database Schema: Design of the database structure to store ticket-related information.

Front-end Development: Implementation of the customer portal and support agent dashboard interfaces.

Back-end Development: Logic for ticket assignment, status tracking, and communication.

Real-time Messaging Integration: Integration of a messaging platform for real-time customer-agent communication.

Reporting and Analytics Module: Implementation of features to generate reports on ticket status, resolution times, etc.

Testing and Quality Assurance: Thorough testing of the system to ensure functionality and security.

Documentation: User guides, installation instructions, and system architecture documentation.