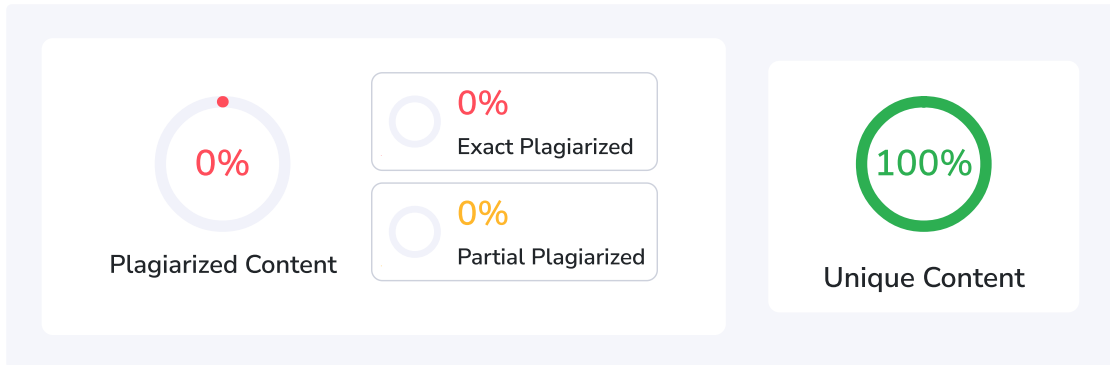


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In today's fast-paced business environment, efficient customer support is crucial for maintaining customer satisfaction and operational efficiency. A Help Desk Ticketing System is a digital platform designed to streamline issue resolution by organizing, tracking, and managing customer or internal support requests. It enables businesses to categorize and prioritize tickets, assign them to the appropriate teams, and monitor their status until resolution.

This project aims to develop a user-friendly Help Desk Ticketing System that enhances communication between users and support teams, reduces response times, and ensures accountability. By integrating features such as automated ticket assignment, real-time notifications, and a knowledge base, the system improves problem resolution efficiency. This introduction outlines the significance of a Help Desk Ticketing System, its benefits, and its impact on business operations and customer service quality.

DEVELOPMENT TOOLS

FRONT-END : PHP

BACK-END: PHP, MYSQL Workbench(Database)

OPERATING SYSTEM : Windows 11

FEATURES

1. Ticket Creation – Users can submit support requests.
2. Automated Ticket Assignment – Assigns tickets to relevant agents.
3. Ticket Prioritization – Categorizes tickets by urgency.
4. Multi-Channel Support – Accepts requests via email, chat, phone, etc.
5. Status Tracking – Monitors ticket progress in real time.
6. Knowledge Base Integration – Provides self-service support options.

LIMITATIONS

1. High Initial Setup Cost – Requires investment in software and infrastructure.
2. User Training Needed – Staff and users must learn the system
3. Limited Customization – May not fully meet specific business needs.
4. Scalability Issues – Some systems struggle with high ticket volumes.
5. Response Time Dependency – Resolution speed depends on agent availability.
6. Internet Dependency – Cloud-based systems require stable connectivity.

DESCRIPTION OF THE SYSTEM

The Helpdesk Ticketing System aims to enhance the efficiency of managing courier operations, including package tracking, delivery scheduling, and customer service. It provides a comprehensive platform for handling courier tasks, from package pickup to final delivery, and offers real-time visibility into the status of deliveries

Key Features:

1. Use MYSQL database which is one of the best database.

2. Use of password protection.
3. All data can get entered easily.
4. It helps to manage and track tickets efficiently.
5. It helps to show the detailed report about tickets and support.
6. It can give you details just by using tracking id.

By implementing these features and adhering to the requirements, the Helpdesk Ticketing System will significantly improve the efficiency and effectiveness of Ticketing operations, benefiting both the company and its customers.



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