Gain web visitors and eventually convince them to support the website based on some surveys gathered by the past studies. The proponents conducted a research on the business process of Fortis Technologies, Fortis technologies Inc. is using Gmail in receiving the request support from the clients and responding to the clients on the status of the sent request from the clients. Every day, each of the Fortis Technologies developers receives almost 50 e-mails they mostly encountered the problems in tracking the e-mails and identifying what e-mails are already solved and unresolved. Lots of email traffic requesting help, services, etc. Developers facing difficult to find current status or problem history, and sometimes problems were forgotten or never resolved. They can't identify what e-mail should be prioritized, some of the developers usually wait for the direction of their senior, and it will cause delay on the response in the issue.

Therefore the proponents decided to create an Online Ticketing System for Fortis Technologies that will help the business process of the Fortis Technologies. The Fortis Technologies can easily identify the problems and will easily response to the client’s request.

**Purpose and Description of the Project**

The purpose of creating an Online Ticketing System is to help and enhance the effectiveness of the Fortis Technologies Corporation, to easily monitor and identify the mails, issues, status of the ticket. That will increase the subscriber for Fortis Company.

The Online Ticketing System can track the problem that was requested by their clients and the Fortis Company Administrator can easily track or monitor who is assigned in one particular task that the client sent. The client can easily check or monitor the status of their requests. The client of the Fortis Technologies Corp can create comments to the issue. The request will be kept for future reference and will be monitored even if the developers solved the problem.

Capabilities of the proposed system:

1. **The Company.** Online Ticketing System can help the Fortis Technologies Inc. to easily respond to the problem was requested by their clients.
2. **The Employees.** can easily handle the problems that are being reported by their clients.
3. **The researchers.** can enhance and improve their skills to resolve and learn about different problem in implementing the system, and the proponents are updated on what is happening in the industry.
4. **The Future Researchers.** The benefits for the future researchers are by getting an idea for develop a system is when the future researchers read the documents about thesis project. The future researchers also get encourage and motivation by developing a system when the future researches read about the review of related literature and study.

The target of the proposed Ticketing System is the Fortis Technologies Inc. developers. The beneficiaries of this system are:

**Objective**

This study aims to develop a Ticketing System for Fortis Technologies Inc. to easily track and report the problem progress. Developing a technology for the company’s productivity should be the main concern of the developer. As stated, the state shall give priority to research and development, invention, innovation, and their utilization have a good service for the clients who will inquire to the website and the services such as support process.

**General objectives**

This study has the following specific objectives:

1. To create a module which the clients of Fortis Technologies Corp. can send requests.
2. To create a module that will show the status and severity of the ticket requested by the client.
3. To create an administrative module that will let the administrator to monitor how fast the developers of Fortis Technologies Corp respond on one specific request.
4. To reduce the delay on the response on the issue send by the client.
5. To design an interface for the Administrator Developers and the Users.
6. To create maintenance user account module for the administrator.
7. To create and develop a module for the messages of the users.
8. To create a notification module for the Administrator, Developers and the Users entity.
9. To give clients a satisfaction regarding Online Ticketing System.

**Scope of the Project**

The proposed project of the researchers is capable of creating issue or tickets which will be created by the clients, the clients can also view the progress of the tickets they have created. The clients can add comments to give their feedbacks on the support of the company.

The users of the system needs to login to access the system, users can view tickets and assign to them solves to fixed the problems. The users can also update the status of the ticket that were assigned to him/her according to the resolution they made.

The Administrator of the system is capable of adding, update and deleting of user accounts in the system, the administrator can add, edit and delete in the maintenance module. The administrator also can view the tickets, assign to him/herself or assign to a specific person, he/she can monitor how do the support team response to the clients, he/she can monitor the statistic many tickets they have taken and resolved.

**Limitation**

* The clients will not have accounts for sending or creating tickets.
* One ticket is equal only to one problem.