QUESTIONNAIRES:

Online Ticketing System for Fortis Technologies Incorporation

1. What current technology do you use in supporting your clients?
2. How is the process in supporting your clients?
3. What are the problems that you have encountered in the current process of the company in supporting your clients?
4. How do you manage the requests sent by the clients, and if which request should be prioritized first?
5. How many requests do you or the company receives each day?
6. What are your suggestions for the proposed project by the researchers?
7. How do you monitor if the technical support team is responding to the clients or doing their tasks?
8. How do you notify the clients if the problem was already been resolved or ongoing?