

STADIUM TICKET MANAGEMENT SYSTEM

GROUP 8

www.groupeight.com

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About us

The project was done by group eight (8) members which comprises of **Emmanuel Sahr Dauda 28574**, **Florence Banja**, **Daniel**, **Alie Bai**, and **Abu Bakarr**. The group is headed by Emmanuel Sahr Dauda. The aforementioned names played significant role in ensuring effective collaboration and coordination of the project.

Our Team

Group Eight(8) Members



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Project manager



Florence Banja
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Team Member



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Team member

Our Team

Group Eight(8) Members



Alie Bai Kamara
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Team Membxer



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Team Member



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THE Problem

Using a manual ticketing system can lead to various challenges and inefficiencies for businesses and organizations. Issues include slow ticket creation, difficulties in tracking and managing tickets, communication bottlenecks, lack of data insights, and limited scalability. Manual processes can result in customer dissatisfaction, high operational costs, and security concerns due to data vulnerability. Transitioning to an automated ticket management system can address these problems, enhancing customer support quality and team productivity.

PROPOSED SOLUTION

The proposed solution includes an online platform for ticket sales, mobile scanning technology for admission, and a real-time seating chart display. Problems such as counterfeit tickets and long lines are eliminated, and attendees can easily navigate to their seats.

With our proposed solution, event-goers can enjoy a seamless and stress-free experience from start to finish. Our online platform for ticket sales makes it easy for attendees to purchase tickets in advance, and our mobile scanning technology ensures easy admission without the need for physical tickets. The real-time seating chart display allows attendees to easily navigate to their seats, reducing confusion and wait times. Additionally, our solution helps organizers by eliminating problems such as counterfeit tickets and reducing the workload for venue staff. With all parties involved, including event organizers, attendees, and venue staff, our solution provides a more efficient, secure, and enjoyable experience for everyone involved.

DATA



66% of fans approved the system, and would love to use it in the upcoming premier league and other sporting events.



For the first test, the system was 88% efficient, and with more room for improvement, the team has been working behind the scene to ensure the system is 100% efficient and reliable.



With the system in place, 99% of fans entering the stadium would be accounted for.



USE CASE



TICKET CREATION

Customers and users can create support tickets through various channels, such as a web portal, email, or a mobile app.

They can report issues, ask questions, or seek assistance with the software products or services.

TICKET ASSIGNMENT

The ticket management system automatically assigns incoming tickets to the most appropriate support agents based on their expertise or workload distribution.

Agents with specific skills or knowledge relevant to the reported issues are given priority.

TICKET PRIORITIZATION

The system categorizes and prioritizes tickets based on the urgency and impact of the reported problems.

Critical issues affecting multiple customers may receive higher priority, ensuring prompt attention.

TICKET TRACKING

Support agents use the ticketing interface to monitor the status and progress of each ticket.

Customers can also track their ticket's status, ensuring transparency and reducing the need for follow-up inquiries.

USE CASE



COMMUNICATION

Agents communicate with customers directly through the ticketing system, providing updates, requesting additional information, and offering solutions.

All communication related to a specific ticket is stored in one place for easy reference.

ESCALATION

If a ticket requires more specialized attention or has not been resolved within a specified timeframe, the system automatically escalates it to higher-level support or management.

KNOWLEDGE BASED INTEGRATION

The ticket management system integrates with the company's knowledge base, allowing agents to quickly access relevant articles, FAQs, and solutions.

This reduces resolution time and empowers agents with accurate information.

REPORTING AND ANALYTICS

The system generates reports and analytics, providing insights into the support team's performance, ticket trends, and customer satisfaction metrics.

The data helps identify recurring issues, track resolution times, and assess overall customer support effectiveness.

ACTORS

The system has three main actors: the event organizer, the venue staff, and the ticket holder. Each actor has a specific role in the process.

- The event organizer: The event organizer is responsible for planning and executing the event. They are in charge of selecting the venue, setting the date and time, coordinating with vendors, marketing the event, and managing the overall logistics of the event.
- The venue staff: The venue staff is responsible for providing a safe and welcoming environment for the event. They are in charge of setting up and maintaining the venue, ensuring that all equipment and facilities are functioning properly, and providing any necessary assistance to the event organizer and attendees.
- The ticket holder: The ticket holder is responsible for purchasing a ticket to the event and attending on the specified date and time. They are expected to follow the guidelines and rules set forth by the event organizer and venue staff, and to behave in a respectful and appropriate manner throughout the event.

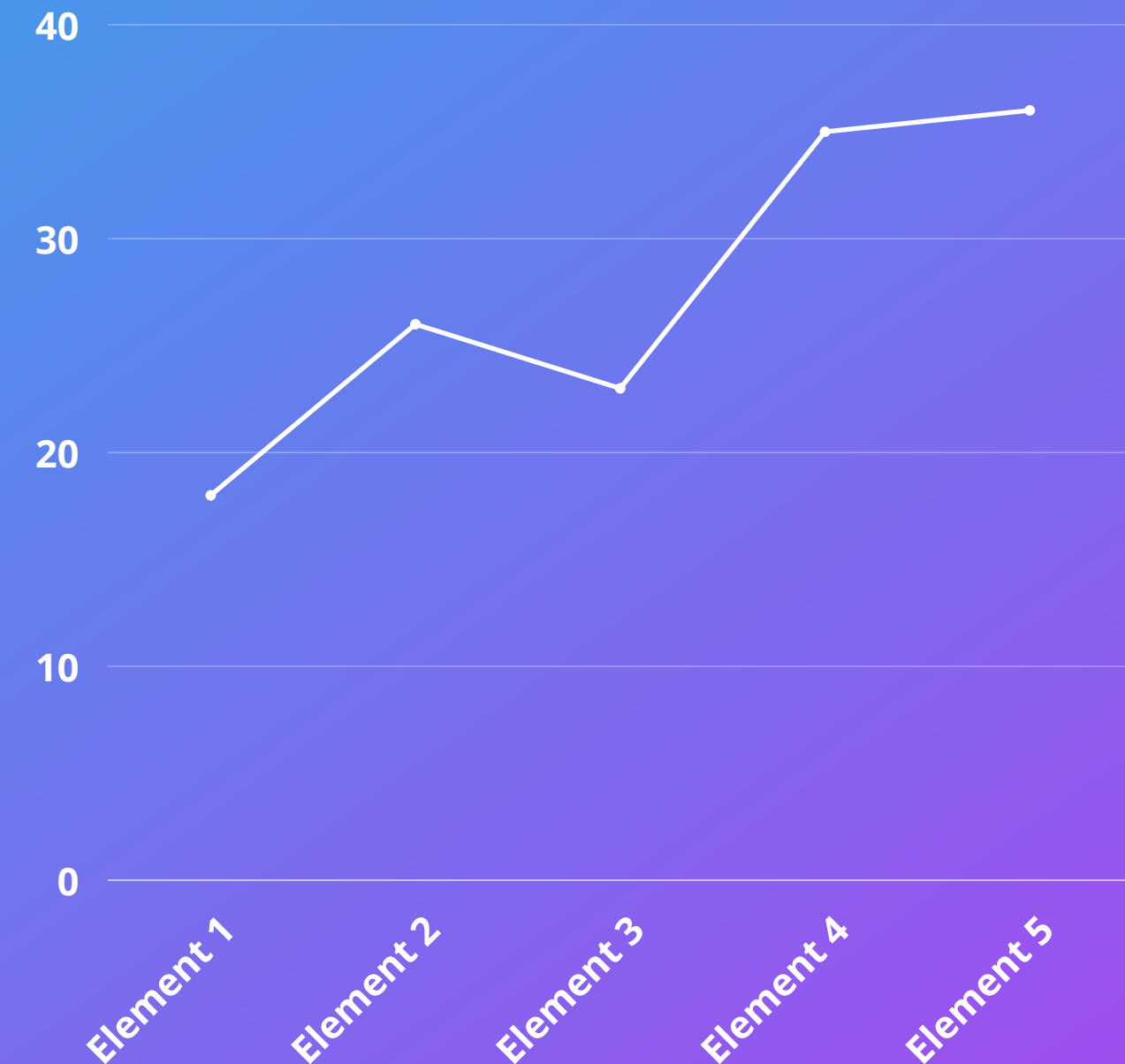


Quote

"Efficient ticket management is the compass that guides businesses toward excellent customer support, and as the market grows, the journey to customer satisfaction will be led by innovation and adaptability." chatGPT

Market analysis

The ticket management system market has been steadily growing due to the demand for streamlined customer support processes. It is moderately competitive, with various vendors offering solutions. Customers seek user-friendly, scalable, and customizable systems with automation features and integration capabilities. The market's growth potential lies in expanding into new industries and integrating emerging technologies. Compliance with data protection regulations and robust security measures are essential for vendors. Overall, the market is driven by the focus on excellent customer support and continuous advancements in technology.



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**THANK
YOU**