**Ticket Helpdesk System (THDS)**

**Problem Statements**

Develop a system for managing requests for technical assistance from the technical team of the unit within the company, the technical problem-solving team, which operates as an Application System and has the following functions.

**Stages 1:** Manage applicants and technicians

**Stages 2:** Manage request categories and sub category

**Stages 3:** Manage requests: receive, send, and handle requests

**Stages 4:** Manage resorts

The four functions mentioned above are performed at each of the following stages:

**Stages 1: Manage applicants and technicians**

User can register for new account by input detail information below

* Type of user: have two types (user, technicians)
* Information of user or technicians: name, gender, dob, telephone, address, position, department

**Stages 2: Manage request categories and sub category**

Admin can create Main Category and Sub Category as below:

* Troubleshoot software systems
  + Financial Management
  + Enterprise Resource Planning
* Troubleshoot of technology
  + Networking
  + Computer and Printer
  + Printer
  + Landline phone

**Stages 3: Manage requests: receive, send, and handle requests**

* Users can create a request by following these steps:
  + Choose the main category and sub category
  + Input details relate to the issue and problem being encountered.
  + Can set the status of issues (  High Priority, Medium Priority, Low Priority)
  + Send the applicants to technicians ( user can save draft)
* Technicians can receive and address requests by following these steps:
* Click Accept Request
* Check Request
* Resolve the request and change the status of request (status: Accepted, in-progress, done, replied, closed)

**Stages 4: Manage Reports**

* User can search by status of request (Accepted, In progress, done, replied, closed)