**CIS 5690 – Advanced Systems Project**

**Reviewed Proposal**

**Name of Project: Billing and Ticketing System**

**Abstract**

Billing and ticketing application is designed to meet the business requirements of an Internet Service Provider. It is designed in such a way that certain features are accessed by only admin and some features by staff and some by clients based on requirements. Key functionalities and technologies are discussed below.

**Functionalities**

Home Page

1. Login facility for users/staff/admin
2. User Registration

Products Page

1. Product searching and subscribing ( Only registered users can subscribe for services)

Billing Page

1. Staff able to view customer details
2. Staff able to check Invoices and products associated per client
3. Staff can view products in a tabular form
4. Admin can edit roles
5. Admin can add users and assign roles whether it admin/staff/client

Ticketing Page (Staff/Admin panel)

1. Staff/Admin can view tickets created
2. Staff/Admin can update close tickets
3. Staff/Admin can close tickets

Ticketing Page (User/client interface)

1. Client can create ticket
2. Client can view status of ticket
3. If Client is a staff he can login to admin ticketing panel

About Us Page

1. It is a page where whole documentation is stored

Contact Us Page

1. A Form where a new visitor can enter his details so that he will be contacted

Total Functionalities: 15  
  
Technologies Used

HTML5, CSS3, Bootstrap, JQuery, AJAX, PHP, MySQL

**Proposal I**

**Name of Project:** Customer SupportTicketing System

**Abstract**

Customer Support Ticketing System is web based application to manage customer complaints. Main functionality of CSTS is to provide web interface to lodge complaint by customer and where employees able to login to CSTS and solve complaints.

**Functionalities**

1. Client Interface provides the ability to create and check the status of the ticket/complaint.
2. Backend/Employee interface provided interface based on respective privileges assigned by the administrator.
3. Administrator add, delete, and suspend employees.
4. Administrator assign roles to employees.
5. Staff/Employees either create or update or close the tickets.
6. Staff/Employees able to search for particular ticket using search box.
7. CSTS has database connectivity, where the data related to tickets and employees details are stored.

**Technologies**

1. HTML5
2. CSS
3. JavaScript
4. PHP
5. SQL
6. JQuery
7. AngularJS (Technologies 6 & 7 are not covered in Internet Track)