# **Functional Requirements Document**

## **Online Ticketing System**

The Online Ticketing System is designed to manage, track, and resolve customer requests, issues, or service queries. The system ensures that all requests are properly recorded, assigned, and resolved within defined timelines, providing clear communication between customers, ticket supporters, and administrators.

The system will be a web-based application accessible via browsers. It will support three main roles: **Customer (Requester)**, **Ticket supporters (Receiver)**, and **Admin (Assigner)**.

### User Roles & Permissions

* 1. **Customer**
* Register and log in
* Create tickets with category, priority, and description
* Attach files/screenshots
* View their tickets and statuses
* Reply to agent messages
* Close ticket upon confirmation
  1. **Ticket Supporters**
* Log in to supporter dashboard
* View assigned tickets only
* Update ticket status
* Communicate with customers via ticket thread
  1. **Admin**
* Log in to admin dashboard
* View all tickets
* Assign or reassign tickets
* Define ticket categories and priorities
* View performance reports and analytics

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| **Functional Requirements** | |
| **User Management** | |
|  | System shall allow users to register, log in, and log out |
|  | System shall support role-based access control. |
|  | System shall maintain login history of customers with their company name, position, date and time |
| **Ticket Management** | |
|  | Customers shall be able to create a new ticket. |
|  | Each ticket shall have a unique ticket ID generated automatically |
|  | Tickets shall have fields for subject, description, category, priority, and attachments |
|  | Tickets shall have statuses: Open, In Progress, Resolved, Closed |
|  | Admins shall be able to assign tickets to ticket supporters |
|  | Admins shall assign tickets with priority (low, mid and high) and deadlines. |
|  | Supporters shall be able to update the ticket status and add notes. |
|  | Customers shall be able to reply to messages in a ticket thread. |
|  | The system shall store ticket history with timestamps. |
| **Notifications** | |
|  | System shall send email notifications on ticket creation, assignment, and status changes |
|  | Notifications shall send to admin when tickets created. |
|  | Notifications shall send to supporters when tickets assigned. |
|  | Notifications shall send to customers and admin about the ticket statuses. |
| **Reporting & Analytics** | |
|  | Admin shall check the tasks assigned to the supporters and the status of the tasks. |
|  | System shall allow filtering of tickets by status, category and priority |
| **Admin - Dashboard** | |
|  | Admin shall view the total tickets raised, assigned and assigned to whom |
|  | Admin shall view the status of tickets |
| **Ticket Supporter - Dashboard** | |
|  | Supporter shall view the tickets and status assigned to them |
| **Customer - Dashboard** | |
|  | Customer shall view the tickets created and their status |