

Ticketing Help Desk Management System

Diploma in Software Engineering

Final Project Proposal

2020.2F

School of Computing and Engineering

National Institute of Business Management

Kurunegala Branch

Dear Sir/Madam,

Thank you for letting us to show our skills and talents in form of a course project. Attached to this our detailed software proposal for your consideration and approval.

We are very grateful to have a lecture panel that taught us about this industry very well and gave us not only the theoretical knowledge, but also taught us what actually happening behind in these theories.

Our team consists of highly talented software developers and who are very dedicated into this industry, and all us have 1 year+ experience in software development. Finally, we promise that we will do this project perfectly and deliver a unique product.

Thank you,

Declaration

we certify that this project does not incorporate without acknowledgment, any material previously submitted for a Diploma in any institution and to the best of our knowledge and belief, it does not contain any material previously published or written by another person or myself except where due reference is made in the text. we also hereby give consent for our project report, if accepted, to be made available for photocopying and for inter library loans, and for the title and summary to be made available to outside organizations

kudse202F – 002 Kavishka Vshavani

kudse202F – 012 Danoja Pawan

kudse202F – 030 M. Nusky

kudse202F – 006 Sahan Silva

Ticketing Management-Help Desk

Ticket management refers to the process help desks use to collect requests and track ticket life cycle from creation to resolution. The ticket management process, whether automated or manual, starts with a service request. Ticket management involves centralizing help desk requests into one tool to help prevent confusion, duplication, and more easily spot trends indicative of widespread issues.

Providing help desk service is a key part of any organization. While the volume of tickets may depend on the type and size of the organization, help desks can receive requests from a variety of sources. Regardless of the volume of requests an organization receives, having a comprehensive and efficient ticket queue management system to centralize this work is crucial to ensuring tickets are addressed, resolved, and escalated as needed by providing better visibility for both help desk technicians and end users.

System Integration industry

system integration is defined in engineering as the process of bringing together the component sub-systems into one system (an aggregation of subsystems cooperating so that the system is able to deliver the overarching functionality) and ensuring that the subsystems function together as a system, and in information technology as the process of linking together different computing systems and software-applications physically or functionally, to act as a coordinated whole.

The system integrator integrates discrete systems utilizing a variety of techniques such as computer networking, enterprise application integration, business process management or manual programming.

System integration involves integrating existing, often disparate systems in such a way "that focuses on increasing value to the customer. (e.g., improved product quality and performance) while at the same time providing value to the company (e.g., reducing operational costs and improving response time). In the modern world connected by Internet, the role of system integration engineers is important: more and more systems are designed to connect, both within the system under construction and to systems that are already deployed.

Problem Definition

we will be addressing two main problems in the system integration industry

- modern **Ticketing Management-Help Desks** really focused on managing the main, sub tasks in the project but don't support a way to handle micro-tasks.
examples for micro-tasks :-
 - when a customer pays with a check, take that check to the bank, if that check didn't realize, inform the customer
 - pass the relevant document to the customer

it's really important to handle main-tasks as well as the micro-tasks. If they don't handled properly they will eventually become massive problems.

so it's really necessary to avoid these problems at the first place.

- At the customer side, when they got a problem they have to call to relevant person or sent an a email and should inform the problem they have. It's really annoying and sometimes it's difficult identify about the problem if the talk person doesn't from an IT background.

Solution for the problem

we will be creating one simple application to solve above two problems. This application will give these benefits for the users.

Admins :-

- can create and manage projects
- can create and manage tasks for relevant projects
- can create and manage micro-tasks associated with the relevant tasks
- can set details, responsible person, set a headline and update status for a particular micro-task
- if customer suppose see a relevant task admin can make the task to customer and get updates from the customer

Customer :-

- can communicate with company any-time from any-where without using a phone or a email.
- can get updates and the status of the ongoing project

Benefits for the company

- Customer satisfaction
- Customer service agent's satisfaction
- Increased sales
- Customer retention
- Customer loyalty
- Increased profit
- Organized data
- Better customer service accessibility

Technologies we'll be using

- **Java swing** for admin panel
- **Spring boot** for main back-end
- **Angular** for the client side web interface
- **Node js** for client side back-end
- **React Native** for mobile interface
- **Passport js** for the client side authentication and authorization
- **Sessions** and **Tokens**
- **MySQL** for the main database
- **Redis** for cache

TEAM MEMBERS



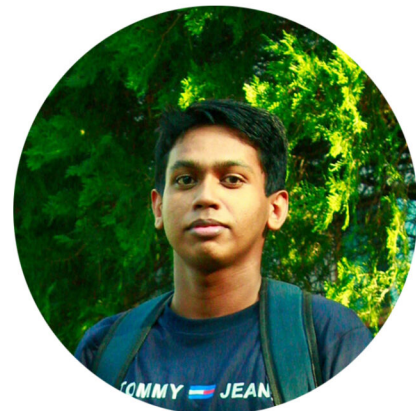
Kavishka Vishvani
UI Designer
KUDSE202F - 002



Danoja Pawan
Cloud Intergrator
KUDSE202F - 012



M. Nusky
Design Architecture
KUDSE202F - 030



Sahan Ruwantha
Developer
KUDSE202F - 006