**Call Center Ticketing System Software Features**

The Features/Panels for call center ticketing software are given below :

1 . Admin Login System ( whether using email or name ).

2. Admin Dashboard ( No. of Ticket Approved, Pending, Cancelled ).

3. Ticket Category Panel ( Dynamic ).

4. Ticket Form including ( category dropdown, Description, caller credentials like name, mobile no, email etc ).

5. Ticket List Panel.

6. Panel for Updating the ticket status whether it is approved, pending or cancel along with the short description regarding the state of the ticket.

7. Report making holding the complete log of a ticket that means who created the ticket, for whom the ticket is created, when it is created, when the ticket status is changing, when it is completed etc.