**University Ticket Management System**

Ticket means a problem or service request raised by a student/teaching staff/nonteaching staff. Any person belongs to the university can be considered as the user.

**Classification of Tickets:**

**Academic**: classroom issues, library/learning support, course issues, scholarships etc,

**Non-academic**: College facilities (e.g., buildings, parking lots), student services (e.g., advising, student activities) or auxiliary services (e.g., bookstore, cafeteria).

**Procedure**:

To raise a ticket, the user will utilize the “ticket management website and complete the online form.

User should fill up some information before raising ticket like:  
\*\* name  
\*\* ID  
\*\* Which campus does the ticket belong to (Warrensburg, Lee Summit)  
\*\* Mailing address  
\*\* Phone no.  
\*\* email

\*\*Reason for raising the ticket. (complaint or request)

\*\*Ticket can be raised for:  
Academic

non-academic

\*\*Brief description of ticket

**Resolution:**

Tickets submitted via website are routed to the appropriate College or campus department for processing and for assurance of ultimate resolution. The student will receive confirmation that their complaint was received within 1 business day via email. The department supervisor or designee addressing the complaint will conduct a thorough review of the complaint, seeking clarifications as needed.

Within three business days of the submission of your complaint, department will provide you with the resolution of your ticket in writing. If more than three days are needed to research and respond to your complaint, the department supervisor or designee handling your complaint will notify you.

Once the ticket is fully addressed, the complaint submitted will be considered addressed and closed.

If the problem is not fully resolved, the ticket will be reopened once the technician receives additional information from the user.

**Functionalities:**

* Ticket status to be like (open, pending, closed, reopened).
* Graphical representation of status.
* Tickets are prioritized by the department and addressed based on importance, date of issue.
* Statistical analysis of number of tickets (Gantt charts).
* Maintenance of history of tickets.
* Collection of FAQs.
* Attachments options for rising tickets.
* Live chat support.