**Ticket support system**

**This ticket system is for companies and Technician, So company can Resolve their customer complaint/Queries/Support with the help of technician of desired location.**

**Companies will Create a Support ticket and send it to the location/area/technician etc.**

**Technician will get the ticket which company send, technician will work on the ticket and keep the ticket update according to ticket requirement.**

1. **Ticket Support System where Ticket Gets Exchanged Between Companies and Technicians.**
2. **Technician Will Signup/Sign in through Website/Portal( KYC Must/ Without Approval He cant Login) or work.**
3. **Companies will Setup themself through Admin.**
4. **Admin will give Login/Password to Companies so they can login and Setup their Support desk.**
5. **Companies can Create their Product/Sub Products.**
6. **Companies will Create A ticket for their Product or service and assign Technician on the ticket according to location or area of expertise.**
7. **Tickets will be exchanged between Companies and The Assigned technician.**
8. **Companies can reassign or update the ticket if they want.**
9. **Companies can see technician data/bio.**
10. **Technician can see which ticket is assigned and what to do according to ticket data**
11. **Technician Can Export Tickets(PDF/Image/Whatsapp Etc)**
12. **ETC.**

**Basic Flow:-----------------**

**Technician Profile:-**

**User id**

**Username**

**Address**

**Working Catagory(in which Field he is expert)**

**Mobile**

**Adharcard(Pic Upload)**

**Payment(what kind of payment he accept0**

**Company Profile**

**Company id--**

**Company name-**

**Office Address-**

**Contact Number-**

**Working category(what kind of service/Product it provide)**

**Ticket Forum Field:- for company to make for their Technician**

**Ticket Number(Text Field)**

**Company Contact**

**Date Time**

**Customer Name(text Field)**

**Address(text Field)**

**Mobile(text Field)**

**Model Name(Text Field/Drop Down)**

**Work (What work needs to be done- Repair/Service/Part Fitting)**

**Requirement(if Any)**

**Upload File(if Any)**