**Internal Ticketing App**

**Flow**

1. Ticket gets sent via email to techsupport
2. App check to see if a similar issue has occurred previously and offers a solution.
3. Coworkers attempt solution:
   1. If solved ends here
   2. If issue persists or solution not attempted, techsupport will respond asap
4. App marks ticket “ongoing” or “completed”
5. Techsupport gets the option to reply on app stating whether the issue is ongoing or has been resolved.

**Features**

* Weekly email sent out detailing ongoing issues
* Stores all tickets and solutions
* Option to classify something as a ticket or not. (Incase app picks up a non-ticket email
* Ticket search
* Automatic email options
* Reminders to reply to ticket
* Authentication (of some sort) in order to see if someone is responding to a ticket.

I’m taking any suggestions.