Ticket Management System

Our customers use our application to provide support to their employees. It is a software suite that enables customer support process and responds to service requests.

The Challenge

The challenge was to develop an application which could track service requests within an organization with content management and performance analysis.

The Solution

Ticket Management System (TMS) handles work assignments, workflows, document management, ticket history maintenance, feedback, and chart analytics.

TMS offers the following features:

- Tickets can be assigned to users (and users can view all tickets assigned to or assigned by them).
- A Ticket supports various statuses such as: New, Work In Progress, Fixed, Closed, Rejected by User, and Reassigned. Also different priorities as: Low, Normal, High, and Critical are in place. Both status and priority are configurable.
- E-mail notifications for new and updated tickets.
- E-mail integration allows tickets to be created and updated via e-mail, with support for attachments. New users can be automatically created.
- Easily customizable as per client's need.
- Tickets with overdue time-frame are highlighted.
- Auto-escalation of tickets on the basis of priority and specified time-frame.
- High level analytics, charts, and reports.

The Benefits

Before	After
Issue tracking was very complex	Tracking became simpler without any limit on the number of issues
Work assignment was manual and time-consuming	Work assignment streamlined
Very difficult to handle many employees	Able to handle any number of employees as it's a scalable application
Manual document storage	Document Management with version, log and enabled security
Performance reporting and analysis not possible	SLA(Service Level Agreement) time-frame analysis with many customizable reports
User feedback and reviews not captured	User feedback and reviews captured with their history and available for analytics

THE TECHNOLOGY

- **Ticket Management System** was developed and deployed using **Microsoft SharePoint** for intranet and contains a built-in **Content Management System**.
- **Custom "Web Parts"** and **Events Manager** for auto-escalation were developed with **Visual Studio**.
- **SharePoint Lists** and **Libraries** were used to manage shared content.
- **InfoPath Designer** was used to develop forms.
- **Master Page Branding** and **Workflows** were developed using **SharePoint Designer**.