

AUTOMATED HELPDESK TICKETING SYSTEM

Background

A ticketing system is software that is designed to monitor customer concerns, allowing IT team to resolve them promptly. It allows the It team to be organised and efficient. For example, it let the team know the issue that a customer might face, updates about the ticket, how long it might take, and who is resolving the issue. In other words, according to Sorsa, “The system will log from whom is the ticket from, what system, product or department it is concerning and who the agent handling the request is” (Sorsa, 2021). When a ticket is created, an email is sent to the customer. The customer can then send an email back with comments or updates during the whole process when a ticket is open. Once the issue is resolved the ticket will be closed.

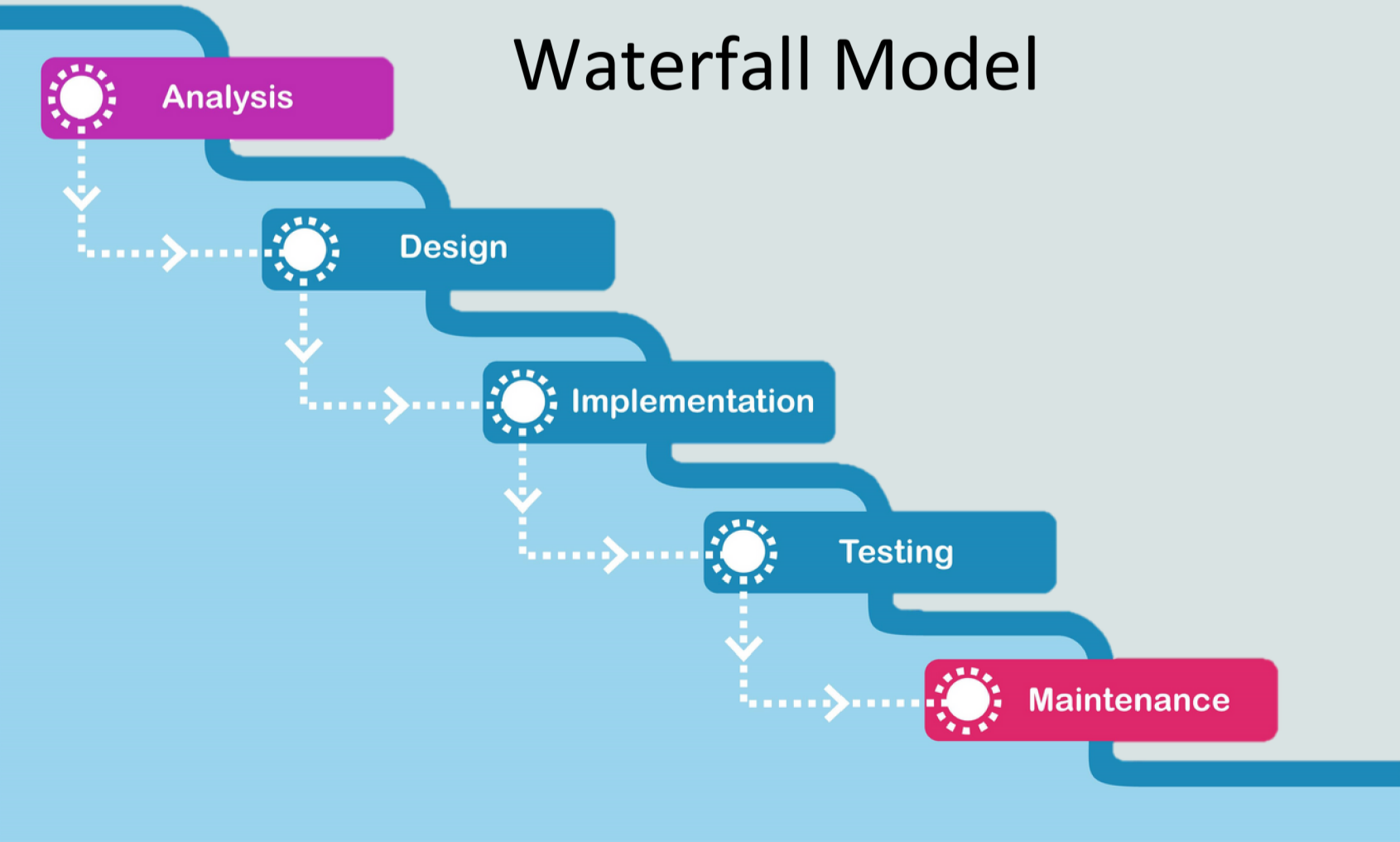
Aims and Motivation

- **Enhanced Efficiency:** The system aims to speed up the resolution process by automatically categorizing and directing support tickets. By quickly matching each issue with an available technician, it significantly cuts down the time it takes to solve problems.
- **Improve User Experience:** By implementing a user-friendly interface and automated responses for common queries, the system aims to enhance the overall experience for end-users, providing them with faster and more effective solutions.

Ethical Issues

- **Privacy:** Ensuring user privacy and confidentiality when managing sensitive information included in tickets.
- **Fairness and Impartiality:** Creating a system that treats every user equally and impartially while avoiding prejudices in the way tickets are handled or assistance is offered.
- **Transparency:** Ensuring users are informed by being open and honest about the ways in which data is gathered, utilised, and preserved within the system.

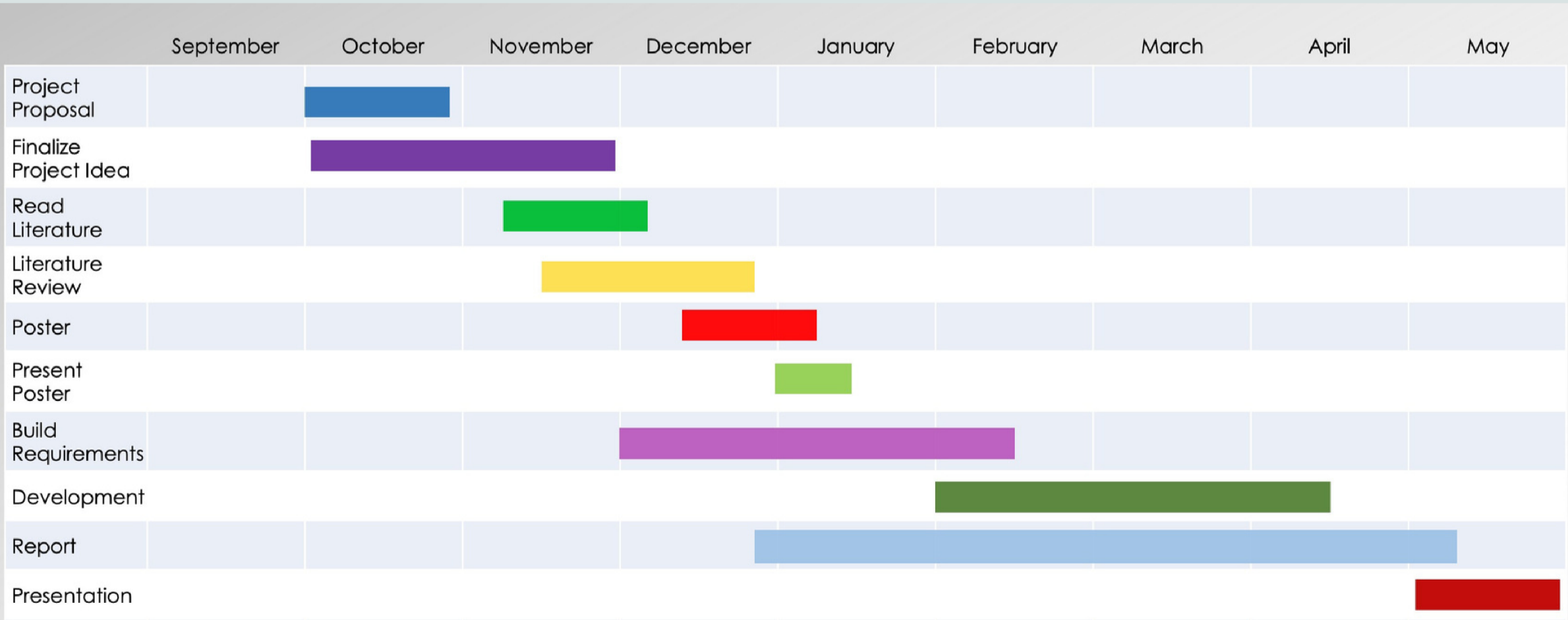
Methodology



Software Choices

Visual Studio Code
Tailwindcss
MongoDB (no SQL database)
Node.js

Time Plan



References

SprintZeal. (2023).The Ultimate Guide to the Waterfall Methodology in Project Managementsprintzeal.com. <https://www.sprintzeal.com/blog/waterfall-methodology>

Sorsa, J. (2021).Helpdesk ticketing system for a small -sized company[Bachelor's Thesis , Turku University of Applied Sciences].
https://www.theseus.fi/bitstream/handle/10024/509401/Thesis_Sorsa%20Jani.pdf?sequence=2