

TICKETING SYSTEM

Students Names: Ms.Uma Maheswari.K, Ms.Shalini.M,Suruthi.C
Department of Computer Applications,
Shri Shankarlal Sundarbai Shasun Jain College for Women, Chennai-17.

Guide Name: Ms.S.Sudha
Assistant Professor,
Department of Computer Applications,
Shri Shankarlal Sundarbai Shasun Jain College for Women,Chennai-17.

ABSTRACT

A ticketing system is a software application used by organizations to track and manage customer requests, support inquiries, or any other internal or external issues. It allows users to submit requests, track progress, and receive updates, creating a central repository of information that can be used to prioritize, delegate and resolve issues in a timely and efficient manner. The primary goal of a Ticketing system is to track the progress of the raised ticket. It acts as a complete solution for any kind of business organization. This project is a web-based system even for an existing organization. Unlike other ticketing system, anyone can raise a ticket with their login, which will be assigned to the authorized user to complete and close the ticket. It is often used by IT departments, customer service teams, and other departments that need to handle a high volume of requests, issues, or problems.