



FINAL YEAR PROJECT REPORT

**TICKET (COMPLAINT) RESOLUTION AND
MONITORING**

**In fulfillment of the requirement
For degree of
BS (COMPUTER SCIENCES)**

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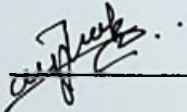
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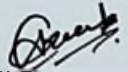
DECLARATION

We hereby declare that this project report is based on our original work except for citations and quotations which have been duly acknowledged. We also declare that it has not been previously and concurrently submitted for any other degree or award at Bahria University or other institutions.

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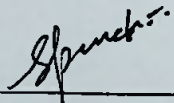
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TICKET RESOLUTION AND MONITORING

ABSTRACT

The objective of our project is to develop a platform which will provide a company of its complain management portal in order to manage complaints that a company employee face and they will to have their complaint resolved in a specific time as the problem is effecting the work of the employee.

The advantage of this platform is that it will provide the company a platform which will enable them to understand their employee well and increase their productivity by keeping the employee happy and resolving the problem that they face on time so their problem or complaint is not effecting their work life. The concept of "Ticket System" is used in our project. A ticket system means "A Ticketing System is a piece of a technology that receives a service request (for support, etc.) from an end-user. This end-user receives a service ticket after submission to use when referencing the submission". The ticketing system is used in order to forward a complaint from an end user to its specific responsible person who is capable of resolving it and closing the ticket.

TABLE OF CONTENTS

DECLARATION	ii
APPROVAL FOR SUBMISSION	iii
ACKNOWLEDGEMENTS	v
ABSTRACT	vi
TABLE OF CONTENTS	vii
LIST OF FIGURES	ix
LIST OF APPENDICES	x

CHAPTER

1	INTRODUCTION	11
	1.1 Background	11
	1.2 Problem Statements	12
	1.3 Aims and Objectives	12
	1.4 Scope of Project	13
2	LITERATURE REVIEW	14
	2.1 Introduction	14
	2.2 Advantages	14
	2.3 Stakeholder	15
	2.4 Flow of ticket	16
	2.5 Justice for the employee	17

3	DESIGN AND METHODOLOGY	18
3.1	Methodology	18
3.2	Design	18
3.3	Work Flow	21
4	IMPLMENTATION	23
4.1	CMS(Complaint Mangement System)	23
4.2	Ticket	23
4.3	Priority	24
4.4	Message	25
4.5	Macro	26
4.6	Review	26
4.7	Article	28
5	RESULTS AND DISCUSSIONS	29
5.1	Modules	29
5.1.1	Admin	29
5.1.2	General Manager	30
5.1.3	Manager	31
5.1.4	Agent	31
5.1.5	Employee	32
5.2	Functionality	33
6	CONCLUSION AND RECOMMENDATIONS	34
6.1	Conclusion	34
6.2	Recommendation	34
	REFERENCES	35
	APPENDICES	36