



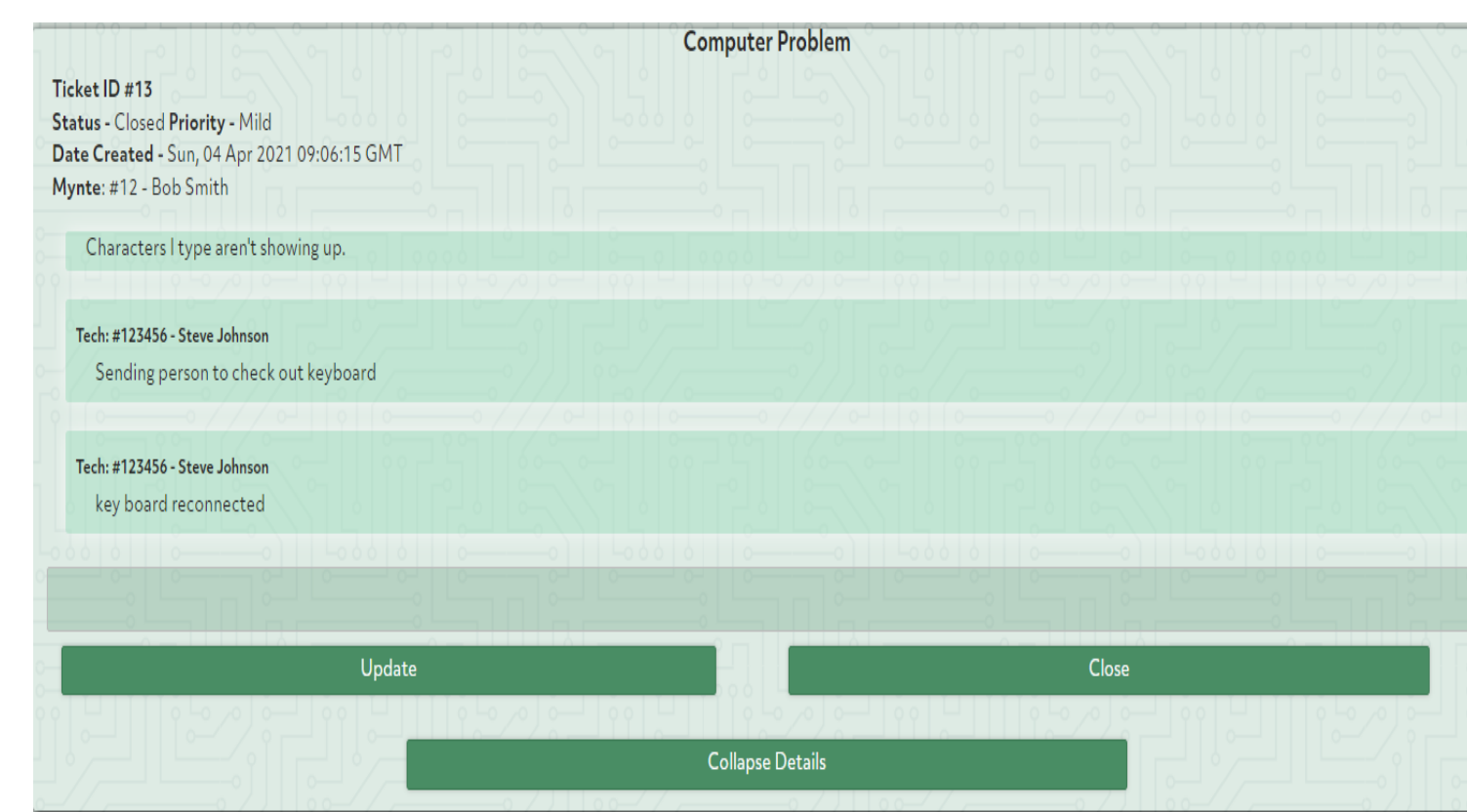
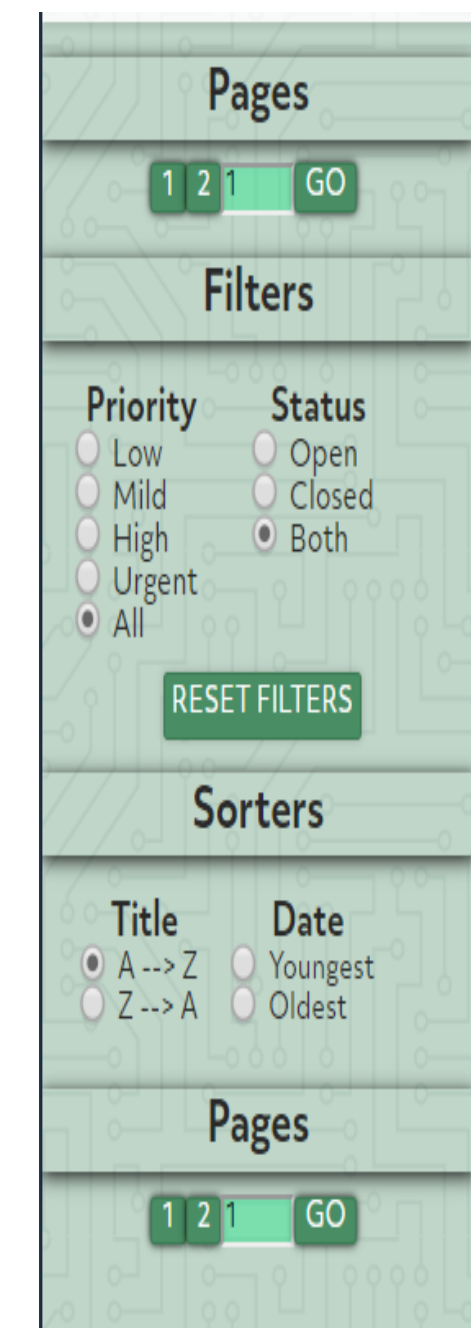
Tech Expert Page

Summary

App provides a dashboard online for Technicians to view tickets assigned to them and allows them to update and close existing tickets.

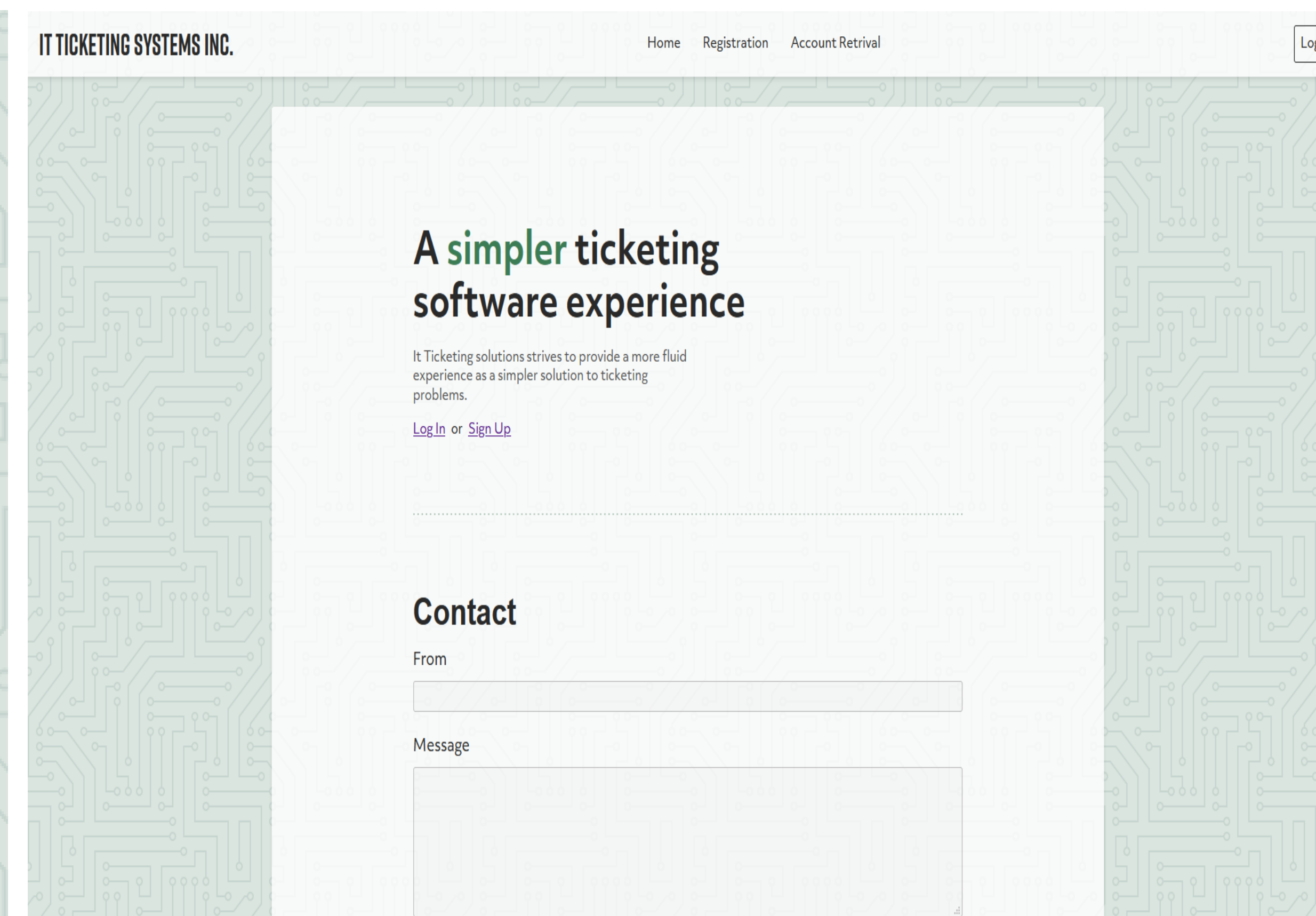
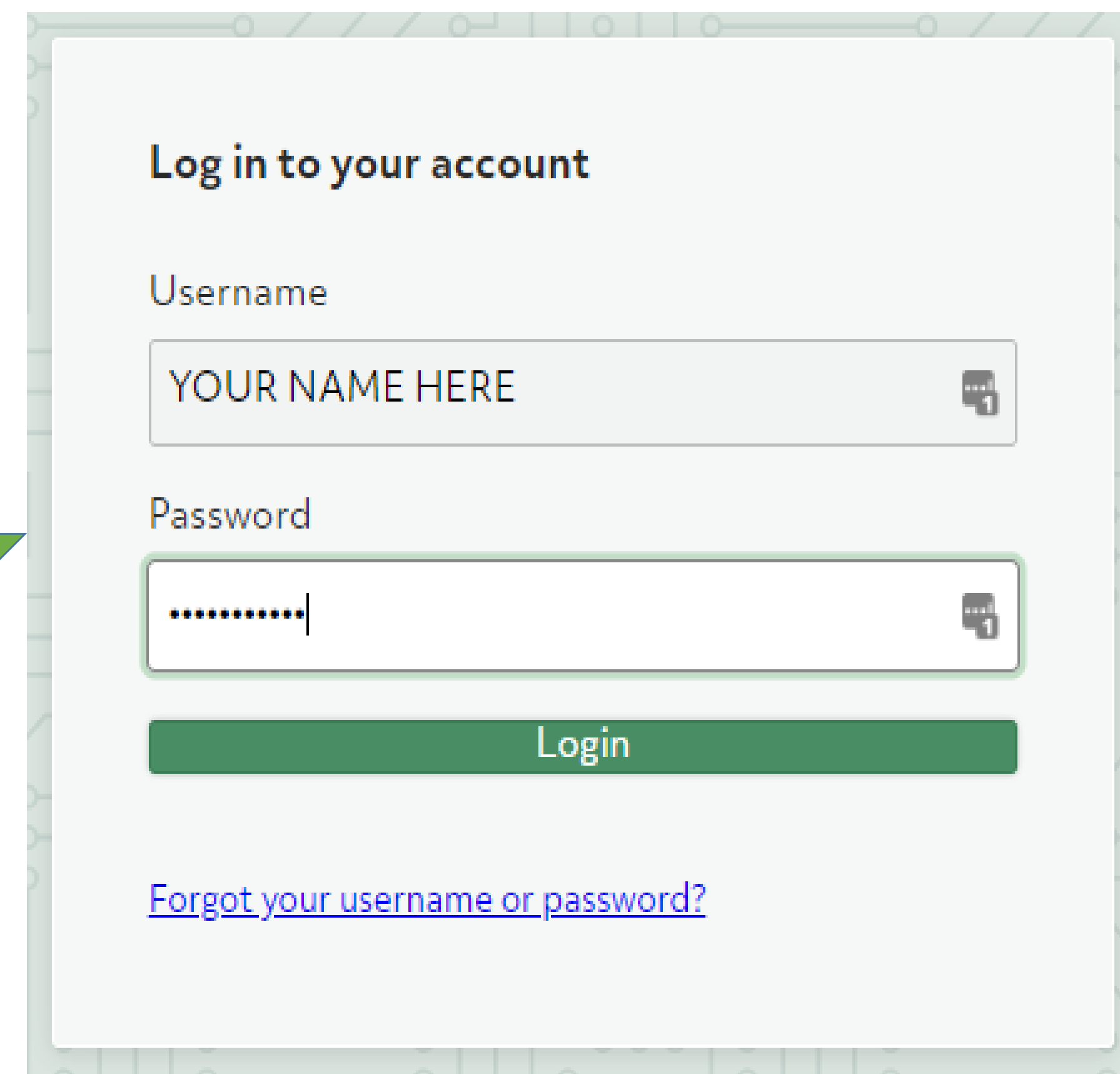
Features

- Update Tickets
- Close Tickets
- Filter Tickets to View
- Sort Tickets to View



HOW IT WORKS

At Online IT Helpdesk, we use our servers to help connect you and your company with one of our many trained employees to help you solve any technical issues that may arise. Simply login to our site and create a ticket that explains your issue and an experienced employee will be quick to assist you.



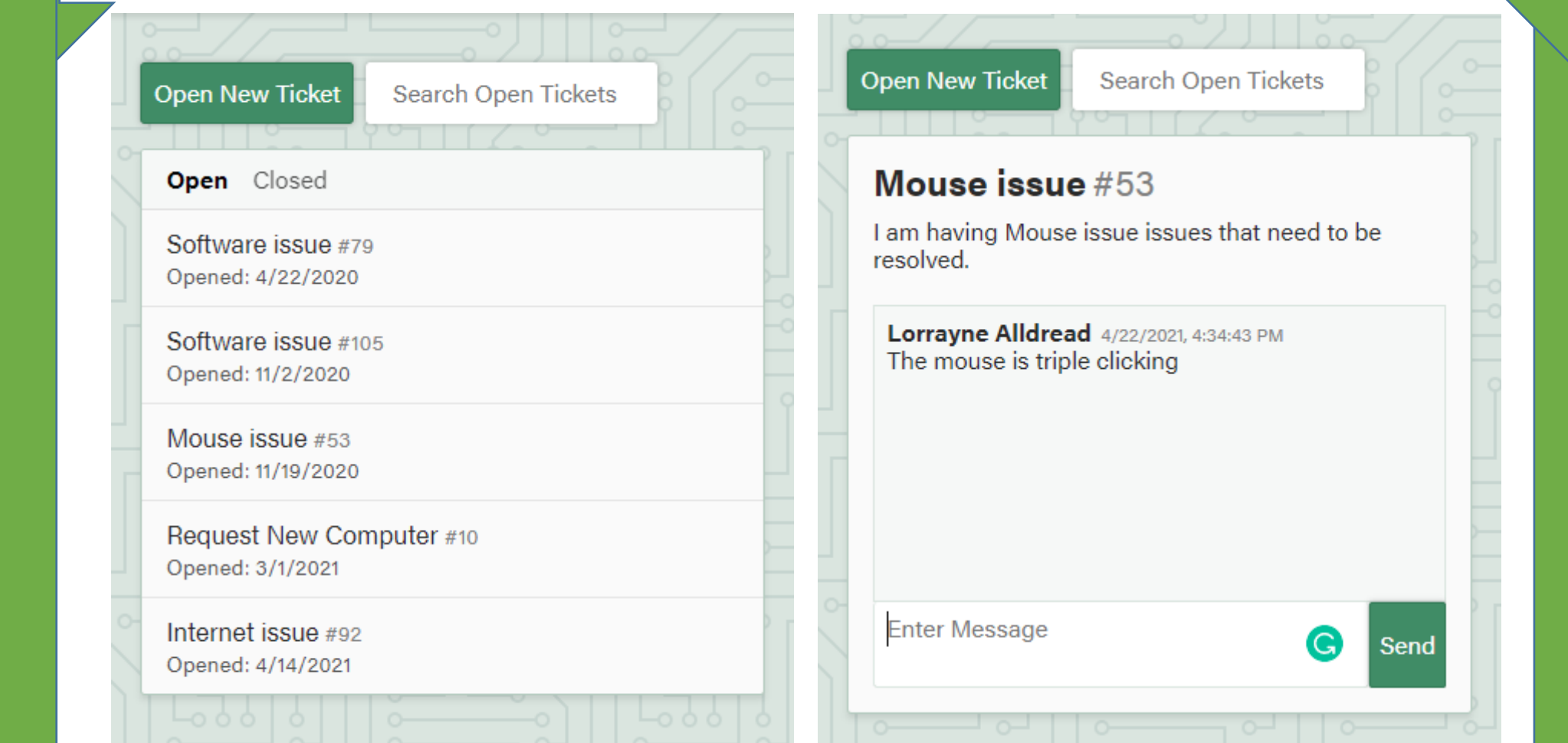
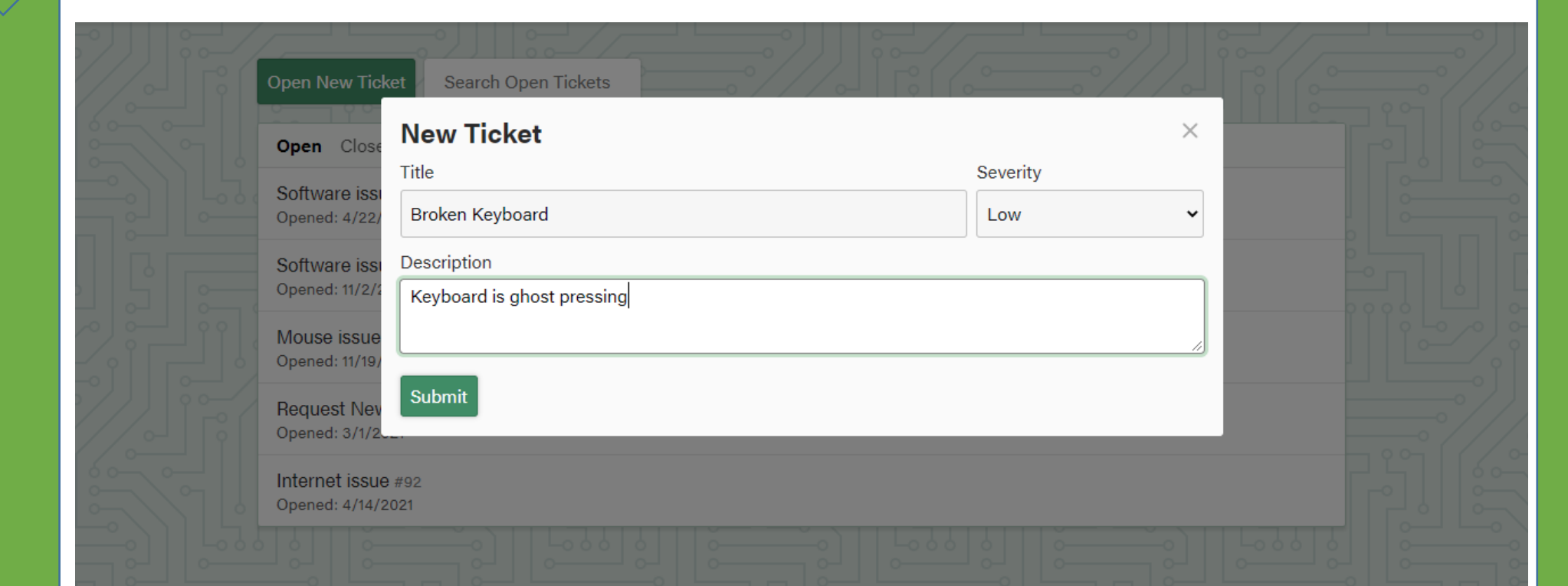
Client Page

Summary

App provides a dashboard online for customers to view their tickets and allows them to open new tickets.

Features

- Submit New Ticket
- View Open or Closed Tickets
- Client can delete a ticket
- Realtime updates for messages with agent



Development Timeline

Concept Creation



Research



Architecture



Development



Deployment to Live Server