



ABSTRACT

The efficiency of universities depends on several things, the most important of which is the speed of response to problems and solving them as quickly as possible in order to contribute to raising the efficiency of operation. In view of keeping pace with the great development witnessed by universities, a focus has been placed on facilitating the management of ticket and their distribution among technicians, with its important role in ensuring all means of comfort and safety for university students and its employees. Using multiple and easy-to-use services that have been put into our application.

Aim and objective

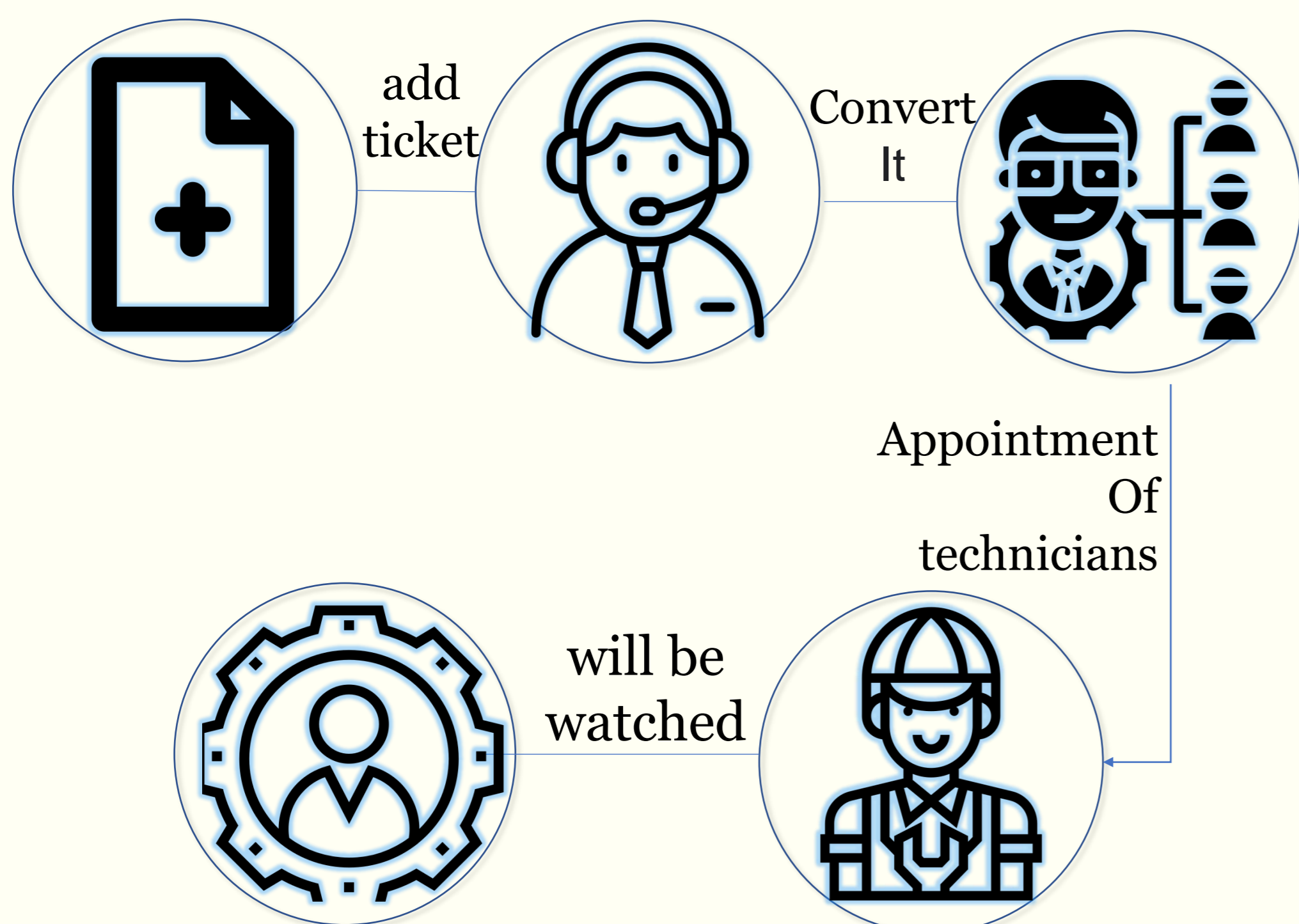
Helps the beneficiary to track workflow and ticket status in a more efficient manner.

- The maintenance department manager helps in allocating tickets between technicians and following them up without wasting much time.
- Helps the technician see the tasks assigned to him and add movements on the ticket so that the workflow is tracked.
- Helps senior management to avoid all problems that occur to the beneficiary.

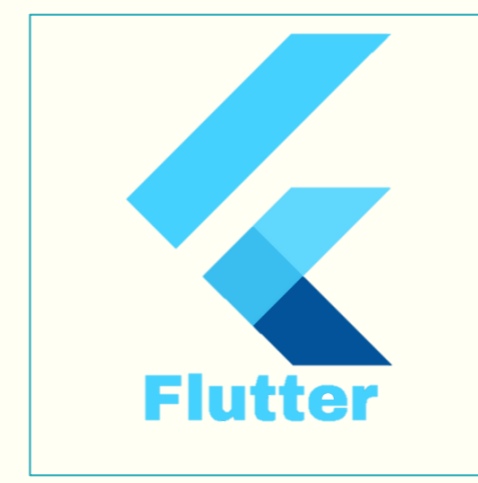
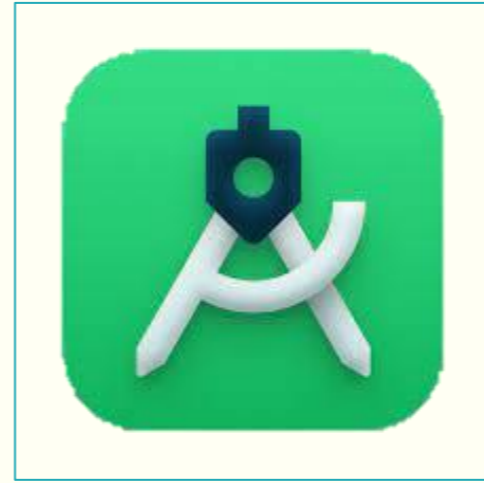
Purpose

Facilitate the administration in an electronic way to deal with tickets for maintenance and solve the problems that the head of the department may face regarding the ticket, which facilitates the speed of communication with the beneficiary and obtaining his satisfaction.

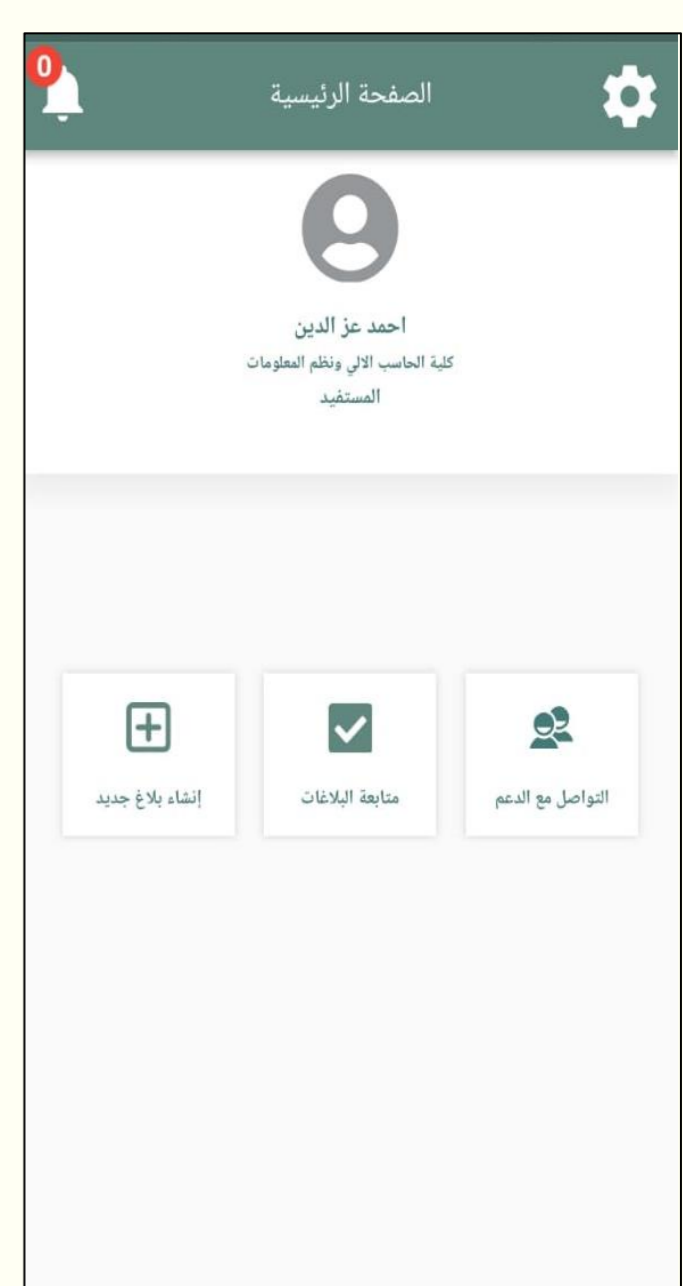
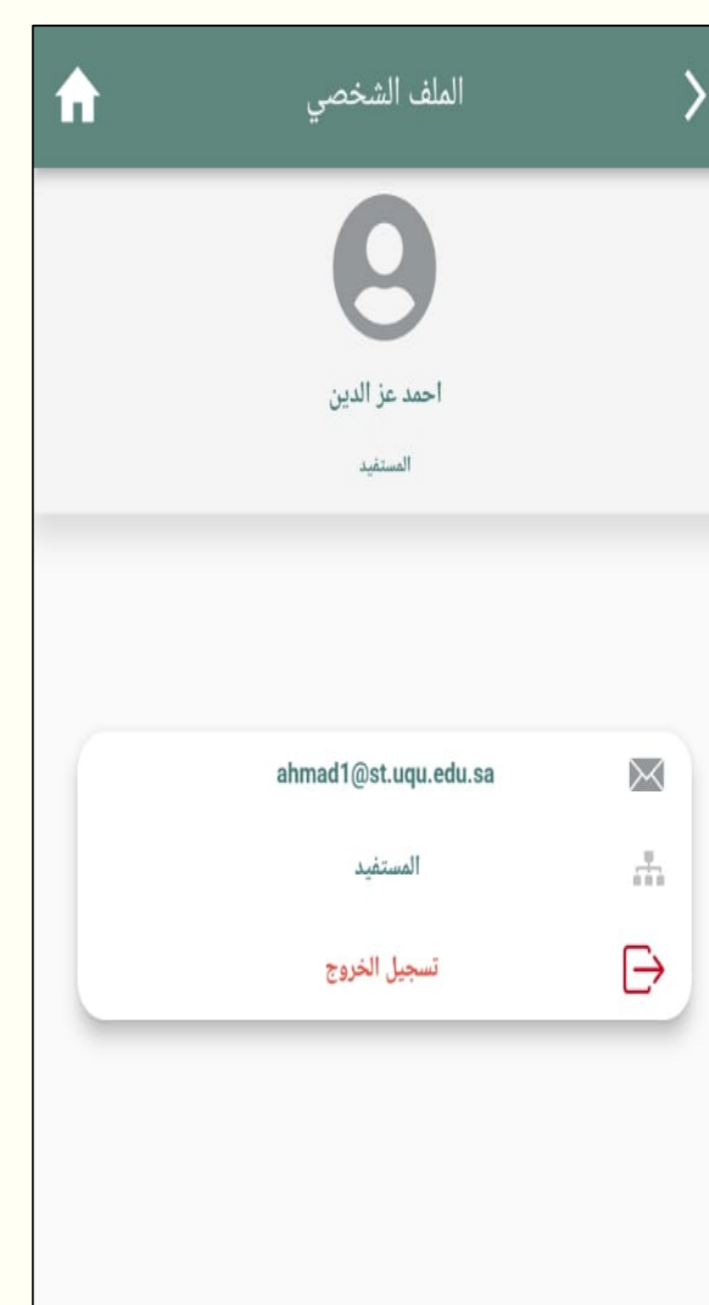
App work



Tools



MOBILE SCREEN SHOTS OF THE SYSTEM



result

- The beneficiary can make a complaint, suggest and evaluate the service.
- easy for the department head to distribute tasks to technicians. -
- Helps the technician to see the tickets assigned to him while reminding him through notifications in case he is late in completing the ticket.
- Assists senior management in following up on late and unexpired tickets.
- Improving the quality of service.

future work

In this application, we have provided a solution that facilitates the handling of maintenance tickets But we aspire to develop the application in the future with additional features that serve the maintenance department electronically and provide it with the highest standards of quality in use, so that the application supports all languages, making it available to universities so that they can benefit from it, the application supports the dark mode that provides comfort to the eyes of some users.