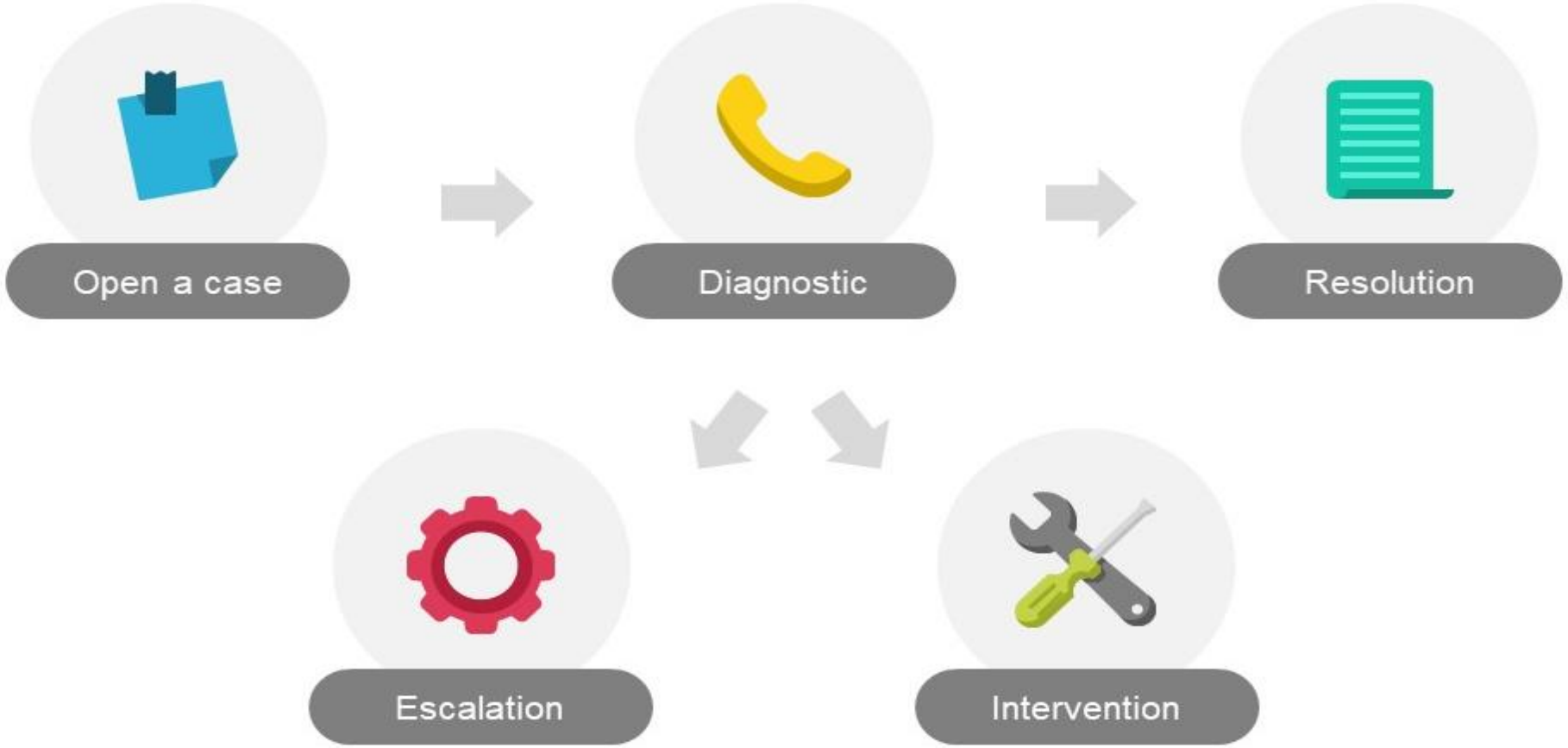
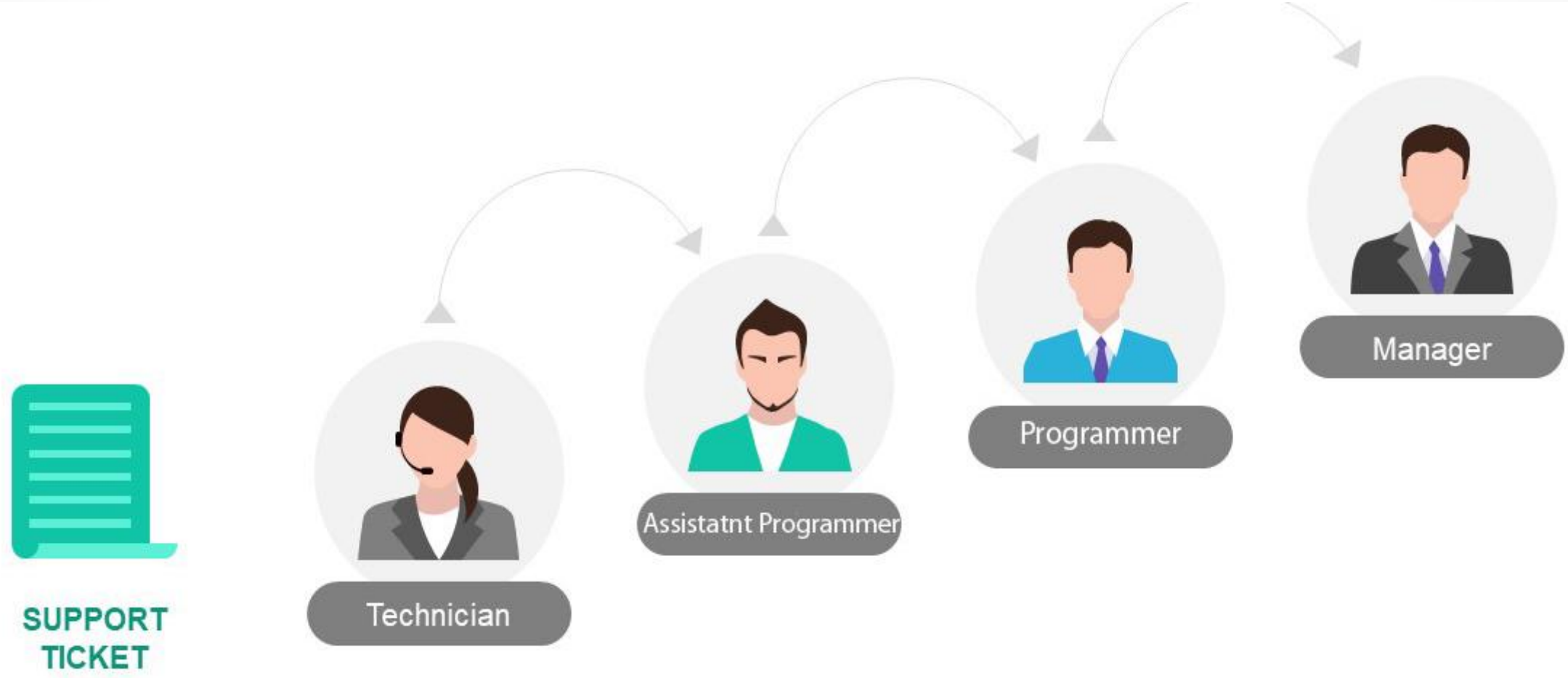
# Dept. of ICT Online Support Ticketing System

1. Support Ticket
2. Live Chat
3. Article & Knowledge Base

# Support Case Flow

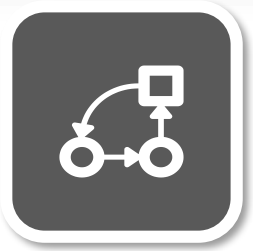


# Support Case Escalation Diagram



# Support Case Impact

Support Virtually

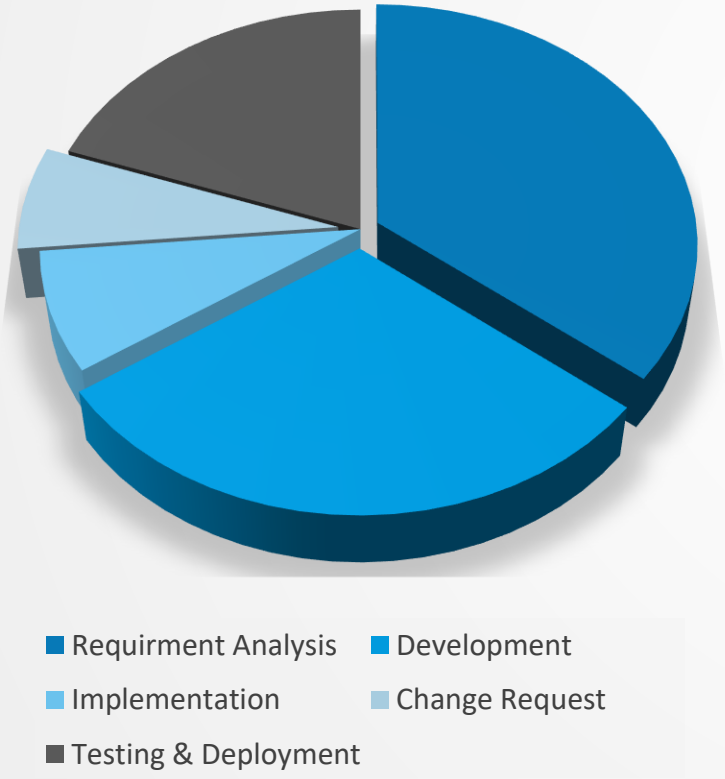


Knowledge Hub

No Visit Required

Save the Cost

# Implementation Flow




- Requirement Analysis and Simplification
- Cost and Budget Analysis
- Design and Development
- Implementation and Maintains
- Testing and Deployment

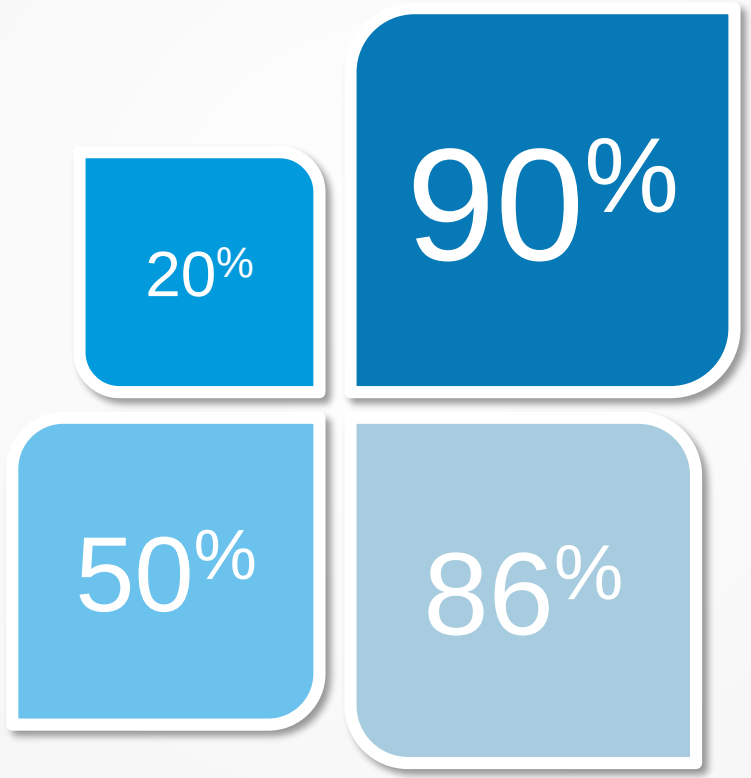
# Support Center

## Reassign

System Manager

## FAQ, Knowledge Hub

Support User

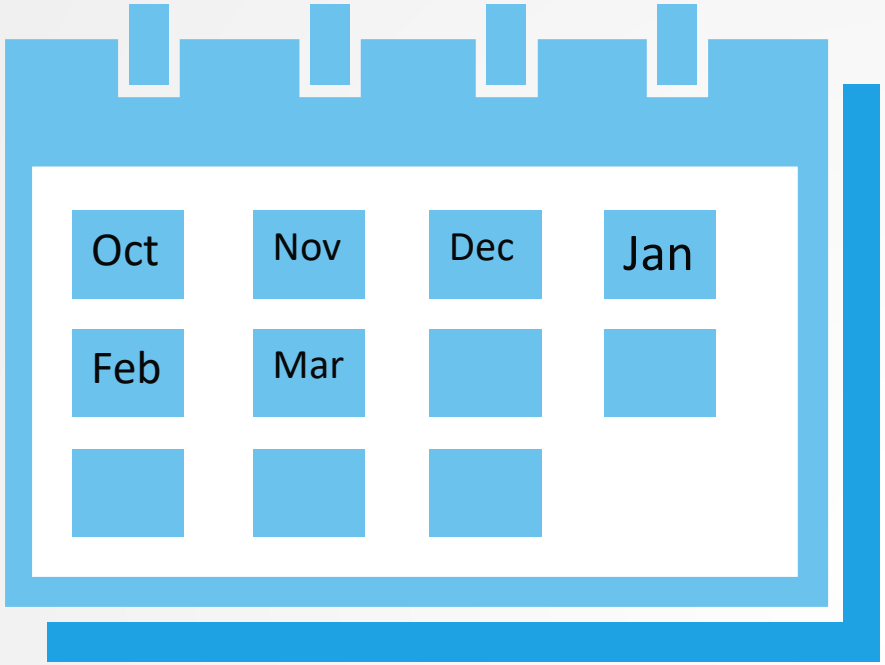



## Upazila Level

Assistant Programmer

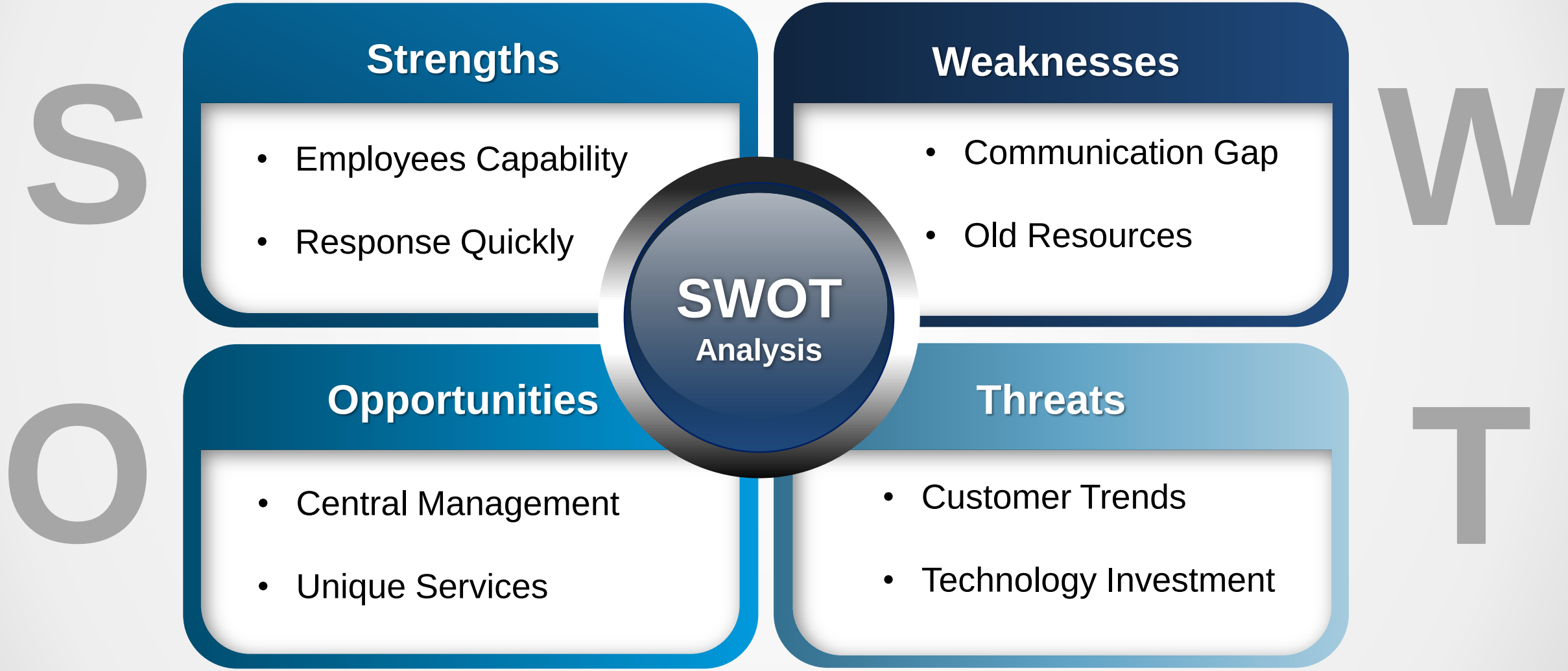
## District Level

Programmer

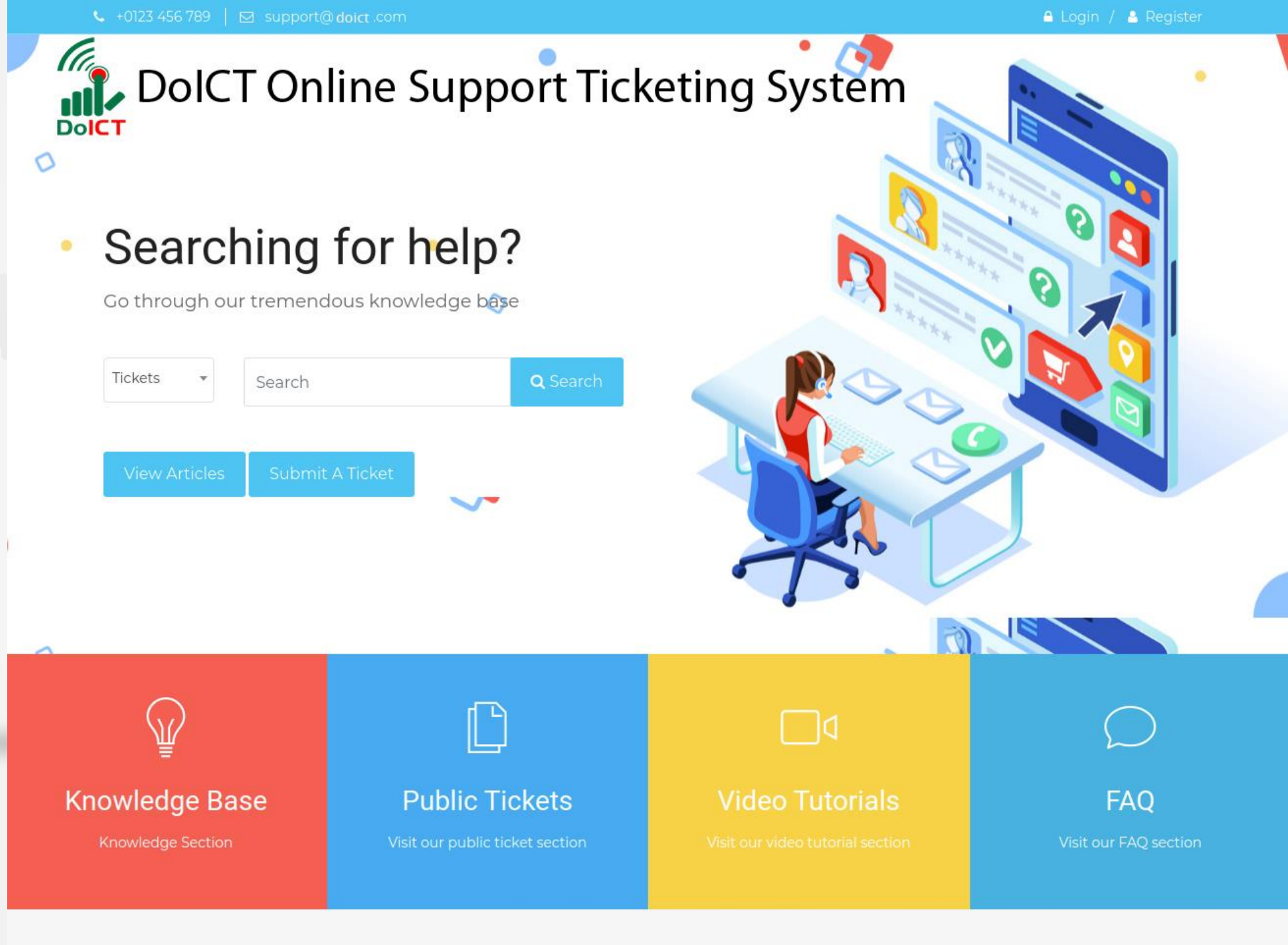


# MARCH 2021 WE WILL GO LIVE

# SWOT Analysis



# Live View


+0123 456 789
support@doict.com
Login / Register
DoICT
DoICT Online Support Ticketing System
Searching for help?
Go through our tremendous knowledge base
Tickets
Search
Search
View Articles
Submit A Ticket
Knowledge Base
Knowledge Section
Public Tickets
Visit our public ticket section
Video Tutorials
Visit our video tutorial section
FAQ
Visit our FAQ section

# ANY FEEDBACK?

## NOTED…

**PRESENTED BY:**

Engr Abu kowsar
Programmer
DoICT, moulvibazar
Cell: 8801710278760