

Title : **Developing an Online Ticketing System with Web and LINE OA**

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## ABSTRACT

This report presents the outcomes of an internship focused on the development of a ticketing system designed for internal use at Planet Communications Asia Public Company Limited. The primary objective of this project is to enhance the convenience and organization of reporting and tracking facility technical issues within the company, such as electrical faults and malfunctioning sensors. The project focused on developing a modern and user-friendly user interface (UI), while also adding key features for system administrators, particularly monthly summary reports in forms of chart and Excel tables. Additionally, a LINE Official Account, interfacing with the ticketing system, was developed to allow users to easily report issues and track ticket statuses via smartphone.

User feedback indicates increased satisfaction with the system's ease of use, while administrators noted improved convenience in managing and summarizing data. This project has resulted in a more efficient and systematic approach to handling service requests, ultimately improving the organization's ability to manage and resolve maintenance issues within the company.

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