



DEVELOPING AN ONLINE TICKETING SYSTEM WITH WEB AND LINE OA

Author : Ms.Chadaphorn Penprapai
Advisor : Assistant Professor Dr.Prakarn Unachak
Company : Planet Communications Asia Public Co., Ltd.



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.

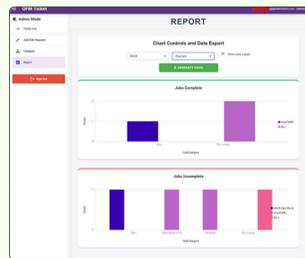
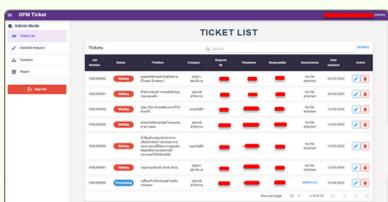
User feedback indicates increased satisfaction with the system's ease of use, while administrators noted improved convenience in managing and summarizing data. This project has resulted in a more efficient and systematic approach to handling service requests, ultimately improving the organization's ability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

INTRODUCTION

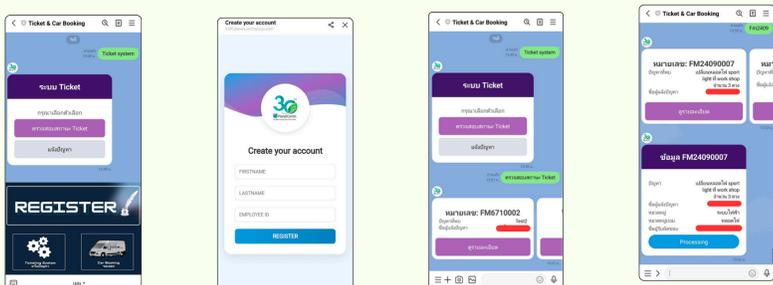
- This Online Ticket System is a web application for real-time reporting and tracking maintenance issues within the company.
- This project improves reporting functions, and integrates the system with LINE Official Account (OA) for easy notifications and updates.
- This project aims to enhance internal issue management and user experience.

RESULTS

WEB APP



LINE OA



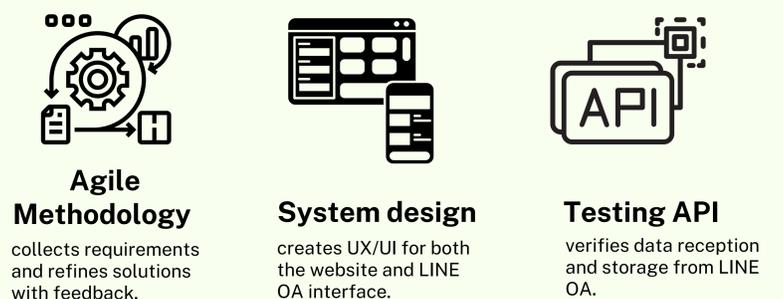
CONCLUSIONS

- **Results** : An online ticketing system developed using Blazer Server.
- It can now **report in Excel tables and charts**, for quick data summarization.
- Users appreciate **Line OA interface** for faster and more convenient access via mobile platform.

TECHNOLOGY



METHODOLOGY



Agile Methodology

collects requirements and refines solutions with feedback.

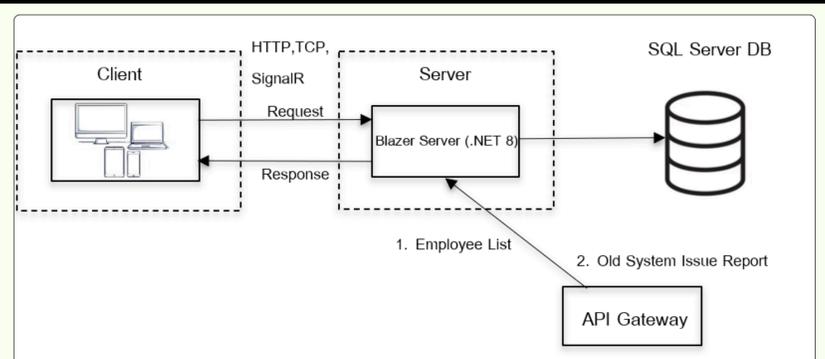
System design

creates UX/UI for both the website and LINE OA interface.

Testing API

verifies data reception and storage from LINE OA.

ARCHITECTURE



REFERENCES

- Driestudio, "Bootstrap คืออะไร รวมวิธีใช้งานเบื้องต้นสำหรับทำ Responsive Web Design" [Online], Available: <https://devhub.in.th/blog/bootstrap/>.
- Queen, "Postman คืออะไร ? เหล่าเทคโนโลยีควรรู้!" [Online], Available: <https://blog.clicknext.com/what-is-postman/>.