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International Journal of Computer Techniques

ISSN 2394-2231



DOI Registered

default watermark

Volume 12, Issue 5 | Published: September â?? October 2025

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Abstract

In todayâ??s software development, itâ??s very important for different people involved to communicate clearly so that projects get completed on time. A ticket raising system serves as a main place where problems can be reported, progress can be tracked, and everyoneâ??s responsibility can be clear throughout the software development process. This paper talks about designing and building a ticket raising system using Laravel, which includes a role-based access system with roles like Admin, Developer and Tester. The system uses Laravelâ??s MVC setup, Eloquent ORM and built-in tools for user authentication to create an application that is easy to scale, organized and safe. Using a clear process, users can create tickets, assign them, watch their progress and fix problems, making sure that bugs, tasks, and feature ideas are dealt with properly. The system is meant to help teams work together better, avoid delays and keep a clear record of all software issues from the beginning until the end.