



CLIENT PROJECT

Internal help desk for a background verification platform

A background verification company working across India and APAC

IN SHORT

An internal help desk in development gives verification teams a defined process for logging issues, assigning owners and tracking enhancement requests.

THE CHALLENGE

Internal teams raised issues and enhancement requests for the company's verification platform without one place to log, route and track them.

WHAT WE BUILT

We are rebuilding the platform's support module as a web app with a matching API on React, MUI, Node.js, Express and MongoDB. Tickets are raised by category, support type and sub type, and marked as an issue or an enhancement. Staff sign in with email and a one-time code.

AT A GLANCE

INDUSTRY

Operations and logistics

SERVICES

Web application development

Custom software development

PLATFORMS

Web

BUILT WITH

React, MUI, Node.js, Express.js, MongoDB, AWS, GitHub Actions, Git

Read the full project: <https://itechnosol.com/our-work/support-ticket-desk-for-background-verification-platform/>

THE RESULT

As designed, each request gets a ticket number, an owner and a status, and reports show team performance and the types of support requested. Delivery is in phases and still in progress.

KEY FEATURES

■ Raise a ticket

Category, support type, sub type and details, with attachments and the people involved.

■ List and board views

A filterable list and a kanban board where a card moves only to the statuses allowed next.

■ Email and OTP sign-in

No passwords to manage, and sessions log out automatically.

■ Reports

Team performance and the types of support requested.

■ Issue or enhancement

Each ticket is marked as a fix or an improvement, so the two can be planned separately.

■ Masters

Category and support types, priorities, SLA policies, business hours, teams and canned responses.

■ Roles and rights

Module-level rights decide who can see and change what.

Planning something similar?

Send us a few lines about your project. A founder replies within 4 business hours with an indicative cost and timeline, free and with no obligation.

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