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| **Requested by** | Stojan Ivanisevic |
| **Date** | 17.11.2022. |
| **Project Related to**(category/department) | IT |
| **Title** | Sentry.io implementation |

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| **Required Details** | **Answer** | **Remarks** |
| **Purpose** (why should we do it?) | It will enable us to track support service requests from our clients and users as well for all our applications.  |   |
| **Describe the project in detail**(Content, features, objectives, final product) | Currently, we receive service requests through several channels such as email, chatbot, personal contact, meetings, phone calls, WhatsApp, etc. A level of personal touch is good but in this manner, we lose the track of all the issues that occur and create information noise and lose time.  |  |
| **What will be the impact on the business?**(Example: Financial, Efficiency, Growth, Improve User Friendliness)  | In the current way of work, we lose time, some support requests can be missed, we are unsure of the requests, we do not track occurrences, and the time needed to resolve them. We may even fail our contracts because we have a schedule that we made about the time to resolve issues but we do not track the start of the issue. By implementing a ticketing system we will have a single funnel and a source of truth for all our support requests. We will use ticketing as a knowledge base as well. The new system should be integrated through a support link in all our apps, our website as well, and the chatbot on the website.  |  |
| **Resources required – Personnel** (internal and external) | Stoyan needs a couple of days to implement and test it. After that, some time to integrate is needed but not more than 1 man/day in total for all developers combined. I would recommend Zendesk it is the most expensive with 50$ per month but it is industry standard. Cheaper options exist. Please check:<https://www.zendesk.com/pricing/#everyone><https://www.atlassian.com/software/jira/service-management/pricing><https://www.zoho.com/desk/pricing.html>Also check:<https://www.tidio.com/blog/ticketing-system/?gclid=Cj0KCQiA1NebBhDDARIsAANiDD0KKBynM7fJ_b-PK7XOLyLakMuVsSPH3jBeNTSoLvx-00QC3lyofGgaAmTYEALw_wcB>Some features that are good and needed are Asana integration and a website chatbot. |   |
| **Cost estimate** | The ticketing system is purchased as Saas with a monthly fee that ranges from 20 to 50$ for some package that is a good fit for us. |  |
| **Attach budget if any external resources are required**  | The yearly price is around 240-600$ based on estimation. |   |
| **How long will it appr. take?**  | Between 2 days and 6 days. |  |
| **By then it needs to be finished?** | Ideally 1. December. 2022.  |   |
| **What alternatives are there?**  | We can continue the same way.We can program some ticketing system.We can explore different SaaS ticketing systems.We can rent a server and have Redmine on it with a ticketing add but then we pay for the server and man-hours maintenance.  |   |
| **Why did you choose the suggested one?**  | Zendesk is the one I saw the most for the support services I use.  |   |
| **What is the consequence of not doing it?** | We waste time. Customers can be left unserviced. We do not have a single source of truth about service requests. We do not track when service requests occur. |   |
| **Suggested Project Owner** | Stojan Ivanisevic |  |
| **Reviewed by** (Team member or any other person you choose) |  Sven Maikranz |   |

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| **Approval** |
| **Approved/Rejected**(by CEO) |    |
| **Comments** |  |
| **Priority** |  |
| **Budget** |  |