

## Minutes of Meeting

- **Tasks (T)** - has an Owner and a deadline
- **Decisions (D)**
- **Information (I)** - everything else of interest
- Date: 27-01-23
- Time: 16:30
- Topic: Second Client Meet
- Goal: Finalise Tech Stack and Project Requirements
- Attendees: Ananth Muppidi, Harsh Bansal, Akhil Gupta, Akshit Sinha, Suresh Kumar Neti

Type	Description	Owner	Deadline
T	Team must come up with ER Diagram of project as the features are now finalised	IIIT Team 20	31/01/23
T	Project Concept Document Due	IIIT Team 20	27/01/03
T	Decide on UI Templates/ designs	IIIT Team 20	03/02/23
T	Client will give the wireframe in mockplus for mobile design	Suresh Kumar Neti	03/02/23
I	Service Provider - has ability to refuse tickets + give reason	-	-
I	No communication facility provided in helpdesk app	-	-
I	MySQLWorkbench for database design	-	-
I	Log every change (time of creation / etc/ time of completion log) Eg: time to assign a ticket, time taken to resolve, actual time vs estimated time This is an attribute of a ticket	-	-
I	Features finalised for all types of users	-	-
I	Database design discussed		
I	Client will help work on database design		
I	Admin has powers of both user/service provider	-	-

D	Resolve tickets option - delete later?	-	-
D	Manual ticket allocation	-	-
D	Hard coded ticket statuses initially	-	-
D	Finalised Tech Stack: <ul style="list-style-type: none"> <li>• React JS</li> <li>• Flask Python</li> <li>• MySQL</li> </ul>	-	-
D	All data will be in one database	-	-
D	Admins/super admins - web; service provider/user - mobile	-	-

- Next meeting: 03-02-23