

PA1414

# Weekly report W.40

## What have I done?

I have created the ability for agents to claim tickets created by other users. I have also worked on sorting and filtering functionalities on the ticket list. There is now an ability to select a category for your ticket when creating it. I will also add the ability for agents to change this category after the ticket has been created. I have also worked on general improvements to GUI

## Challenges and things that have gone well

I first decided to create the filtering functionality by calling stored procedures in the database to select specific tickets based on what filter was sent as a parameter. However I have now decided to instead use javascript to both sort and filter tickets to avoid having to reload the entire page, and to avoid making too many calls to the database.

## Customer Value

For this sprint I have decided to complete the email functionality which was important for my customer.

## Next step

My next step is to begin working on email handling. A user should be able to send an email to the system in order to create a ticket. I will also begin working on the comment section that will be displayed when you enter an individual ticket view, this comment section allows users and agents to communicate.

## **Estimated progress**

I estimate my current progress in the overall project to be between 55 and 65%. As for this sprint I estimate to be about halfway done.

## **Hours**

Estimated time: 20 - 25h

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Customer: Waleed Abdeen