

Design Phase-II

Data Flow Diagram & Architecture

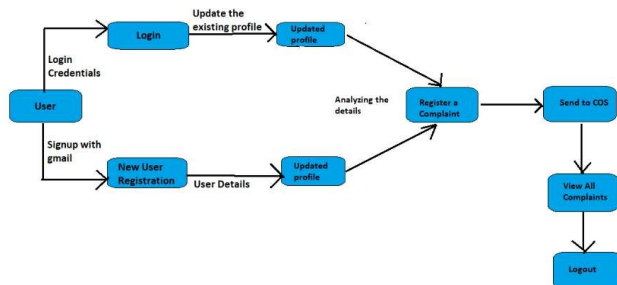
Issue Tracker

Date	2 May 2023
Team ID	NM2023TMID01436
Project Name	Project – The Issue Tracker: A Reliable Complaint Management System For Improved Customer Service.

Data Flow Diagrams:

A Data Flow Diagram (DFD) is a traditional visual representation of the information flows within a system. A neat and clear DFD can depict the right amount of the system requirement graphically. It shows how data enters and leaves the system, what changes the information, and where data is stored.

Example: The Issue Tracker: A Reliable Complaint Management System For Improved Customer Service.



Overview of Each Issue Tracker Page:





Name and Number	Parent Breadcrumb Entry	Purpose	Section that describes how to create this page:
1 – Home		Application Home page that links to top level pages: Projects, Users, Issues, Reports and Dashboard.	Create the Basic Application
2 - Projects	Home	Project report page used to display and search projects. Links to Project Details page.	Add Pages to Maintain Projects
3 - Project Details	Projects	Project details form used to view details for a specific project and to add, delete, and edit a project.	Add Pages to Maintain Projects
4 – Users	Home	Users report page used to display and search users. Links to User Information page.	Add Pages to Track Users
5 - User Information	Users	User information form used to view information for a specific user and to add, edit and delete a user.	Add Pages to Track Users
6 – Issues	Home	Issues report page used to display and search Issues. Links to Issue Details page.	Add Pages to Track Issues
7 - Issue Details	Issues	Issue Details form used to view information for a specific issue and to add, edit and delete an issue.	Add Pages to Track Issues
8 - Assign Open Issues	Reports	Displays all unassigned issues and allows you to assign to a person, identify a related project, change status and change priority.	Add Pages for Summary Reports
9 - Issue Summary by Project	Reports	Provides a report of a variety of issue parameters per project.	Add Pages for Summary Reports
10 - Resolved by Month Identified	Reports	Shows a visual depiction number of issues solved each month.	Add Pages for Summary Reports
11 - Target Resolution Dates	Reports	Displays a calendar with entries for each target resolution date.	Add Pages for Summary Reports

Name and Number	Parent Breadcrumb Entry	Purpose	Section that describes how to create this page:
12 - Average Days to Resolve	Reports	The average number of days it took each person to resolve their issues is shown as a bar chart.	Add Pages for Summary Reports
14 - Reports	Home	This is a landing page for all the summary reports: Assign Open Issues, Issue Summary by Project, Resolved by Month Identified, Target Resolution Dates, Average Days to Resolve.	Add Pages for Summary Reports
18 - Dashboard	Home	A snapshot of Overdue Issue, Unassigned Issues, Recently Opened Issues, and Open Issues by Project is displayed.	Add a Dashboard Page

Issue Tracker Architecture

Home > Application Builder > **Application 2251**

Application: 2251 - Issue Tracker 1.0



Run Application






Supporting Objects

Shared Components

Export / Import

Page View Icons Display 15

Create Page >








1 - Home

2 - Projects

3 - Project Details

4 - Users

5 - User Information








6 - Issues

7 - Issue Details

8 - Assign Open Issues

9 - Issue Summary by Project

10 - Resolved by Month Identified



11 - Target Resolution Dates

12 - Average Days to Resolve

14 - Reports

18 - Dashboard

101 - Login