

## **COMP 2139 Assignment 1**

Project Name: TeckKnowPro - Tech Incident Management Web App

Date of Submission: March 15, 2019

Prof.: Sergio Santilli

### **Case in detail:**

The TechKnowPro application is an incident management system providing functions for three main types of users: customers, admins and technicians. This project is composed of 2 Phases.

Phase 1 Includes:

For Users:

1. Administrator - Maintaining Customer Contact List for follow-up and etc. and View Customer Survey Results
2. Technician - Maintaining Customer Contacts, Creating Incidents for Customers, Viewing Incidents
3. Customer - Updating their Profile, Completing Available Surveys for Incidents

### **Added Features:**

- Hashed password in database storage
- Update button in View Incident- to be able to update an incident to "IN PROCESS" or "CLOSED"
- Usage of modal

System coded by:

Team: Fork-night

Members:

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Project tools:

IDE: Microsoft Visual Studio Ver. 2017

-ASP.NET with SQL Server

Others: Github, Draw.io

# TechKnowPro ERD

By Team: Fork-night

