# Vision Document for “PC Repair Ticket System”

**Team members:**

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1. **Introduction**

Over the years, Heartlanding IT Support Center has used a basic pen and paper system to store their customers’ contact information, as well as information about their customers’ computers. A single sheet of paper would include information such as a customer’s name, address, phone number, email, computer type (laptop or desktop), brand, and problem description. On the same paper, technicians would write down their diagnosis, the number of hours worked, and the total cost to the customer.

PC Repair Ticket System would allow technicians to view tickets opened by customers and customer history, change the status of tickets, and leave comments to describe what steps were taken to solve a specific ticket. Customers would also be able to create an account and log in to an application to open tickets for their device(s) and view the status of their open tickets, how much they owe, and past repairs. Administrators would create accounts for technicians and would also be able to make new accounts for customers and assign them to tickets.

1. **Positioning**
   1. **Problem Statement**

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| --- | --- |
| The problem of | viewing and managing the status of customers’ computers |
| affects | technicians and customers |
| the impact of which | makes it difficult to find past customer data and let customers know the status of their computers at a convenient time |
| a successful solution would be | a tool that allows both users and techs to view and manage relevant information pertaining to a customer’s PC. |

* 1. **Product Position Statement**

|  |  |
| --- | --- |
| For | computer repair/tech support firms |
| Who | have difficulty keeping track of their clients and open repairs |
| The PC Repair Ticket System | is a tool |
| That | allows repair technicians to more easily view customer information and histories |

1. **Stakeholder Descriptions**

|  |  |  |
| --- | --- | --- |
| **Name** | **Description** | **Responsibilities** |
| Administrators | Add, edit, or delete new users in the system. Create new tickets for users who didn’t make tickets beforehand. | Administrators handle the creation of new technician accounts and can make new accounts for customers who didn’t register before. |
| Technicians | View current and past customers and view/modify unfinished repairs/computers. | Technicians are responsible for closing open tickets and adding comments and total cost to closed repairs. |
| Customers | View the repair status of their devices, past repairs, and current amount owed. | Customers can create individual accounts and open tickets to schedule repairs for their computers and ask questions. |
| Developers | Develop the system. | Developers develop and maintain the system and fix bugs. |
| Testers | Use jUnit tool to test the system. | Testers find bugs and performance issues for the developers to fix. |

**3.2 User Environment**

The target users are small teams of PC repair technicians and individual customers.

The application should work on any computer that can use java.

1. **Product Overview**
   1. **Product Perspective**

The product is self-contained and not a part of a larger system.

* 1. **Assumptions and Dependencies**

The interface will likely be very basic due to time constraints.

* 1. **Needs and Features**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No** | **Problem** | **Need** | **Priority** | **Features** | **Planned Release** |
| **Administrators** | | | | | |
| 1 | Technicians view tickets and customers from their accounts. | Technicians need accounts to view tickets. |  | Administrators must be able to create new accounts for technicians. |  |
| 2 | Customers bring in a computer without creating an account beforehand. | Administrators need to create customer accounts and open tickets. |  | Administrators must be able to create new accounts and tickets for customers. |  |
| **Technicians** | | | | | |
| 3 | Technicians can view all open and closed tickets, as well as customer profiles. | Technicians need to be able to view the relevant ticket and user information. |  | Technicians must be able to view tickets and customer profiles after logging in to the system. |  |
| 4 | Technicians choose which tickets to work on. | Technicians need to be able to assign themselves to an open ticket (involves modifying the ticket). |  | Technicians must be able to assign themselves to an open ticket after logging in to the system. |  |
| 5 | Technicians have their own profiles with currently assigned tickets and previously closed tickets. | Technicians need to be able to view their ticket history and current assignments. |  | Technicians can view their profiles to see their past and current tickets. |  |
| 6 | Technicians can leave comments and solutions regarding a fix, how much the fix cost, and mark a computer as being fixed. | Technicians need to be able to modify other aspects of tickets. |  | Technicians can set their comments for a ticket, along with the price and status of a ticket. |  |
| **Customers** | | | | | |
| 7 | Customers can log in to the system with limited privileges. | Customers should be able to view and edit their profiles, create new tickets, and view (but not edit) past tickets. |  | Customers can log in to the system with their email and password after creating an account and then view or edit information that is only relevant to them. |  |

* 1. **Alternatives and Competition**

One alternative is the continued use of a pen-and-paper system of documentation, which is slow and inefficient when it comes to searching for past customers.

1. **Other Product Requirements**

The final version must be finished by the end of CS425.