Weekly status report
week 41

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Weekly tasks:

I started the week finishing the login part where I noticed a few problems about fetching the users information and the way I restricted what a user could see. This took me an estimated 5 hours to finish.

After I started work on the Ticket progress where the user/agent could make comments on a ticket. These comments also included the time of the comment and what user made the comment. 4.5 hours

A page where the user with the role of "super_admin" could configure and check all of the users in the system. It is here you can change the role of a user to agent. 2 hours

Presentation of my demo 2 for the customer. 0.5 hours

Preparation for demo 2 where I made a plan of how I wanted to structure the demo and also thinking of how I wanted to formulate myself while showing the system. 1.5 hours

debugging and corrections where I searched for faults in the system and corrected them. 3.5 hours

Weekly report: 0.5 hours

Things that went well:
As a whole I'm satisfied with sprint 2's outcome and I will continue working as I've done in the past weeks.

Challenges:
Next challenge will be to figure out how I should implement the knowledge base and how an agent should be able to post an article and what information they should contain. I will try to search for similar functions and discuss with fellow students about their opinion on the requirement.

Customer Value:

The customer was happy with the result of sprint 2 with a few corrections for me to implement, the value of all the requirements I had in my sprint 2 has now been added to the system.

Next step:

Plan and implement the corrections for the features created during sprint 2.

Learnt this week:

The importance of the ease of use in the system, to not add "useless" parts and make things unnecessarily difficult to operate, rather keep it simple and slim with as few button presses as possible to gather as much information as possible.

Total hours spent: 17.5