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1 Goals & Objectives

Whilst reading this documentation, it is important to keep the following goals and objectives in mind:

The Doubtfire Helpdesk Ticketing System will provide:

- A way to improve efficiency of helping students
- A way for tutors to track which students need help
- A way to manage tutor clock-on times
- A way for convenors to see how much their students utilise the helpdesk and at what times
- A way for convenors to see how their tutors are clocking on at the helpdesk

Refer to the requirements documentation for more on this.

2 Entities

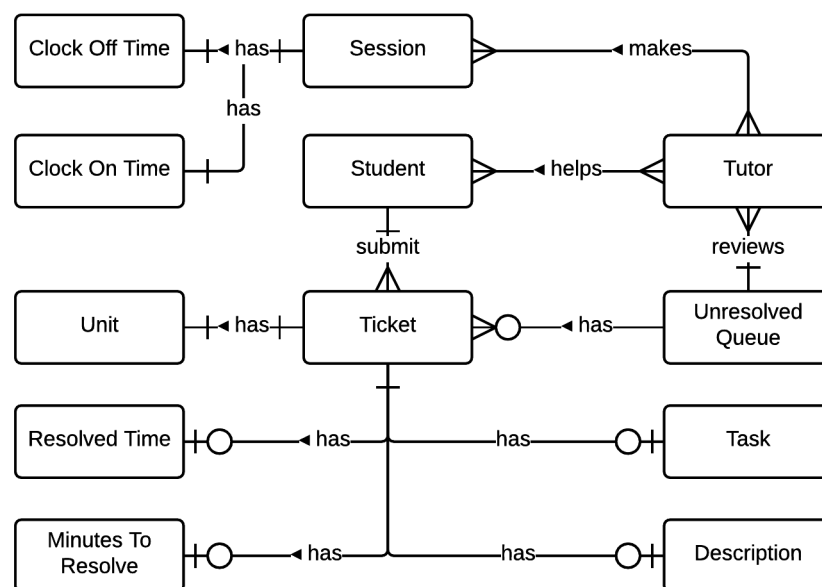


Figure 1: ERD

An **unresolved queue** is a list of *all unallocated tickets* that have been submitted at the helpdesk. Tutors working at the helpdesk aim to keep this global queue as minimal as

possible; when a new ticket is created by a student, tutor's may resolve or close tickets. Students may close their tickets should they not want further help.

3 Use Cases

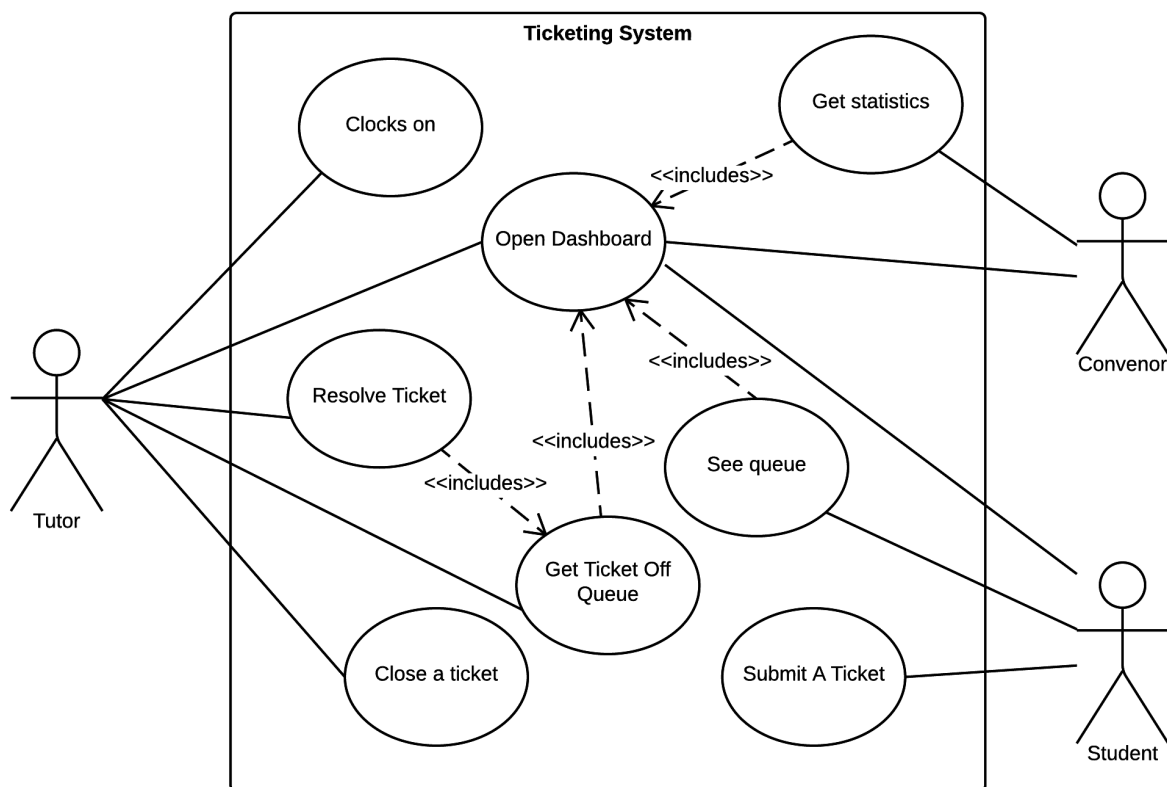


Figure 2: Use Case Diagram

3.1 Students

3.1.1 Submit a ticket

3.1.1.1 Primary Use Case

Step 1. Student signs into Doubtfire **Step 2.** Student selects Helpdesk from header
Step 3. Student selects unit they want help with **Step 4.** Student submits the ticket.
Step 5. Student views an estimate of wait time

3.1.1.2 Alternate Use Cases

Student doesn't have a computer

Step 1a. Student goes to instructor PC **Step 1b.** Student enters in their student ID
Step 1c. Continue from (3)

Helpdesk ticket queue is overloaded

Step 2a. Student is given a visual notice that they might have to wait a while to get help **Step 2b.** Student *optionally* cancels the process **Step 2c.** Student *optionally* continues from (3)

3.2 Tutors

3.2.1 Clocking On

3.2.1.1 Primary Use Case

Step 1. Tutor selects clock on from Doubtfire menu **Step 2.** Tutor enters how long they will work for. **Step 3.** Doubtfire will automatically clock off tutor at that time.

3.2.1.2 Alternate Use Cases

Tutor has an emergency and must leave before automatic clock off time

Step 3a. Tutor opens the Helpdesk from Doubtfire menu and manually clocks off.

3.2.2 Getting the next ticket off the ticket queue

3.2.2.1 Primary Use Case

Step 1. Tutor taps the ticket of the student **Step 2.** Tutor attends and assists the student **Step 3.** Tutor marks the ticket as resolved

3.2.2.2 Alternate Use Case

Student isn't physically present

Step 2a. Tutor postpone's the ticket; goes onto the next ticket instead.