Sri Lanka Institute of Information

Technology

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AI-generated content may be incorrect.

**Web-based Help Desk for University Students**

Software Engineering | SE2030

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| **Name** | **Student ID** |
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| Kavindi P. P. | IT24101611 |
| Ratnayake D. D. S. N. | IT24101577 |
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**Use Case Diagram**

A diagram of a network

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**Use Case Scenarios**

Member Name: Ratnayake D D S N

IT Number: IT24101577

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| **Number** | 01 |
| **Name** | Ticket Submission |
| **Summary** | Students can submit help desk tickets in categories such as Academic, IT Services, or Administration. Each ticket includes a description and optional attachments, and the system generates a unique ticket ID for tracking |
| **Priority** | 5 |
| **Preconditions** | * The student must be logged into the system * Required fields (category, description) must be filled correctly. |
| **Postconditions** | * A new ticket is created and stored in the system with a unique ID * The ticket is available for staff to review and respond. * Students can later track the status of their ticket. |
| **Primary Actor(s)** | * Student |
| **Secondary Actor(s)** | * Support Staff * Academic Staff * University Administration |
| **Trigger** | * A student needs help or wants to report an issue, and initiates ticket submission. |
| **Main Scenario** | 1. Student logs into the system |
|  | 1. Student navigates to the Ticket Submission page. |
|  | 1. Student selects a category (Academic, IT Services, Administration) |
|  | 1. Student enters a description of the issue and optionally attaches files. |
|  | 1. Student submits the form |
|  | 1. System validates inputs and generates a unique ticket ID. |
|  | 1. System stores the ticket and confirms submission to the student. |
| **Extensions** | 3a. If the student leaves required fields empty. system shows an error message. |
|  | 4a. If attachment exceeds size/type limits system rejects the file with an error message. |
|  | 6a. If system is temporarily unavailable → system prompts student to try again later. |
| **Open Issues** | Should ticket priority (Low/Medium/High) be selectable by students or assigned automatically? |
|  | Should students receive email notification upon successful submission? |

Member Name: Uddeepana K. B. T

IT Number: IT24102488

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| **Number** | 02 |
| **Name** | Ticket Tracking |
| **Summary** | Allow students and support staff to monitor the progress of help desk tickets, check ticket history, filter/search tickets, and for students to add personal notes. |
| **Priority** | High – essential for transparency and communication in the help desk system |
| **Preconditions** | User must be authenticated (logged in). Tickets must exist in the system. |
| **Postconditions** | Users can view relevant ticket details. Ticket history is displayed. Personal notes (if added by student) are saved privately. |
| **Primary Actor(s)** | Students, Academic staff |
| **Secondary Actor(s)** | Support Staff |
| **Trigger** | User selects “Ticket Tracking” from the menu/dashboard. |
| **Main Scenario** | 1. User logs into the system through user authentication |
|  | 1. System displays list of tickets relevant to the user. |
|  | 1. User filters tickets by Id(Pending/In Progress/Resolved). |
|  | 1. User selects a ticket to view details and history. |
|  | 1. If logged in as a student, user can add a personal note to their ticket. |
| **Extensions** | If Interested filter tickets by status |
|  | If no tickets found redirect to Tracking page |
| **Open Issues** | Should students be allowed to edit or update their ticket details while tracking, or should tickets become read-only once submitted? |

Member Name: Palihawadana T. S.

IT Number: IT24101603

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| **Number** | 03 |
| **Name** | Reply and Communication |
| **Summary** | Support staff and academic staff can respond to student tickets through the system. Students are able to view replies, receive updates, and continue communication through a threaded conversation linked to the ticket. |
| **Priority** | High – essential for effective resolution of issues. |
| **Preconditions** | Students must have submitted a ticket.  Staff must be logged into the system with appropriate access rights. |
| **Postconditions** | A reply is stored and associated with the specific ticket.  Students can view the staff’s response and continue communication.  The ticket conversation history is updated for future reference. |
| **Primary Actor(s)** | Support Staff  Academic Staff |
| **Secondary Actor(s)** | Student (as the recipient of replies) |
| **Trigger** | Staff members decide to respond to a ticket submitted by a student. |
| **Main Scenario** | 1. Staff log into the system. |
|  | 1. Staff navigates to “Assigned Tickets” in the dashboard. |
|  | 1. Staff open a specific student ticket. |
|  | 1. Staff types a reply and submits it through the reply form. |
|  | 1. System validates the reply (non-empty input). |
|  | 1. System stores the reply in the database and links it with the ticket. |
|  | 1. Student logs in and views the updated ticket with the reply. |
| **Extensions** | **4a**. If staff leaves the reply form empty → system prompts with an error message. |
|  | **5a**. If the system is temporarily unavailable → system shows “Service not available, please try again.” |
|  | **7a.** If the student is offline → system queues for the next login. |
| **Open Issues** | Should there be a limit on the length of replies or the number of replies per ticket to avoid system overload?  Should unresolvedly tickets with no staff replies within a certain timeframe automatically escalate to the admin? |

Member Name: P.P. Kavindi

IT Number: IT24101611

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| **Number** | 04 | |
| **Name** | Booking Sessions | |
| **Summary** | Students will be able to book consultation sessions with lecturers | |
| **Priority** | 5 | |
| **Preconditions** | Student has logged into the system with her/his authentication | |
| **Postconditions** | Student can book a consultation session with Lecturer and get details | |
| **Primary Actor(s)** | Student / Lecturer | |
| **Secondary Actor(s)** | Academic/Support Staff | |
| **Trigger** | The student has booked a consultation session with lecturer | |
| **Main Scenario** | **Step** | **Action** |
| 01 | System displays the available time slots and lecturers |
| 02 | Students choose time slot and lecturers |
| 03 | Student books a session |
| 04 | Student gets the details of the session |
| **Extensions** | **Step** | **Branching Action** |
| 01 | System notifies that session is rejected |
| 02 | System exits option |
| **Open Issues** | 01 | Should the system ask if the user wants to book another consultation session? |

Member Name: Amarapathi A.M.P.D.

IT Number:IT24103045

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| **Number** | 05 |
| **Name** | Feedback Collection |
| **Summary** | Students will be able to provide feedback and rating after their help desk ticket is resolved |
| **Priority** | High |
| **Preconditions** | Students have logged into the system and have resolved ticket |
| **Postconditions** | Student feedback is stored, and ticket is marked as feedback provided |
| **Primary Actor(s)** | Student |
| **Secondary Actor(s)** | System Administrator / QA Officer |
| **Trigger** | The student's ticket has been marked as resolved |
| **Main Scenario** | 01 | System displays resolved tickets with feedback option |
|  | 02 | Student selects tickets and clicks provide feedback |
|  | 03 | Student completes rating (1-5 stars) and comments |
|  | 04 | Student submits feedback |
|  | 05 | System saves feedback and shows confirmation |
| **Extensions** | System flags inappropriate feedback for admin review |
| **Open Issues** | Should the system send reminder notifications for pending feedback? |

Member Name: Perera M U E

IT Number: IT24101266

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| **Number** | 06 |
| **Name** | Admin Monitoring |
| **Summary** | Admin can add, edit, and remove staff user accounts through a simple web form. |
| **Priority** | High |
| **Preconditions** | Admin has the required access rights to manage user accounts. |
| **Postconditions** | Staff user accounts are successfully created, updated, or deleted. |
| **Primary Actor(s)** | Admin |
| **Secondary Actor(s)** | System Database (to store account changes) |
| **Trigger** | Manage Staff Accounts |
| **Main Scenario** | 1. Admin navigates to the “Manage Staff Accounts” page |
|  | 1. Admin selects an action: Add, Edit, or Remove staff account. |
|  | 1. Admin enters or modifies staff details in the form. |
| **Extensions** | If Admin cancels the action System discards changes and returns to the main page. |
| **Open Issues** | Should notifications be sent to staff when their account is modified? |