by Legit.

Sprint 1

Getting Started with the journey

- **The Whom, What and Why?**
- Brains and Engines
- Environment, Tools and Collaboration techniques
- 0 - 100, The Progress
- Feedbacks

Problem

Redundancy

To reduce the communication latency between the stakeholders and to ensure utmost transparency

Solution

UniDesk

“Ticketing System for eliminating redundancy with excellence in optimized process”

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Product Owner

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Head Tester

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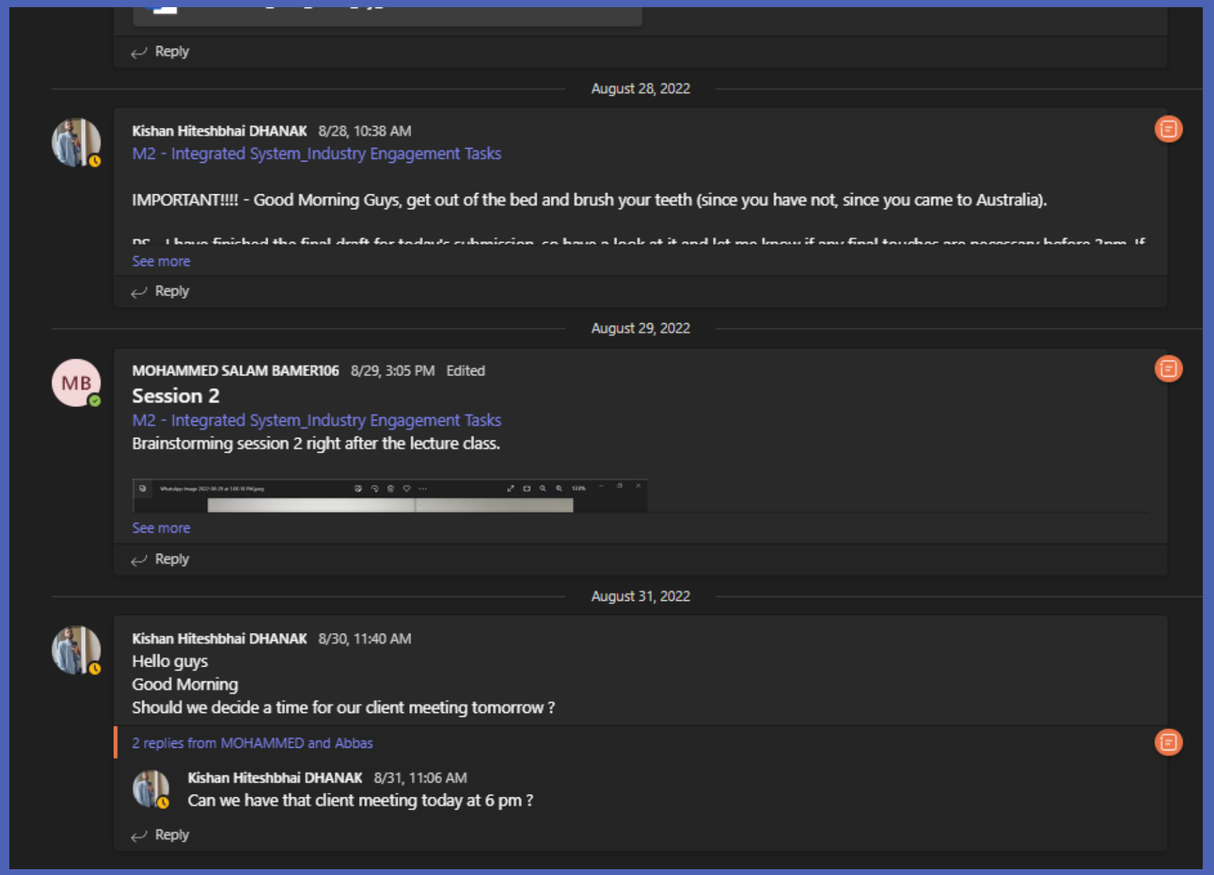
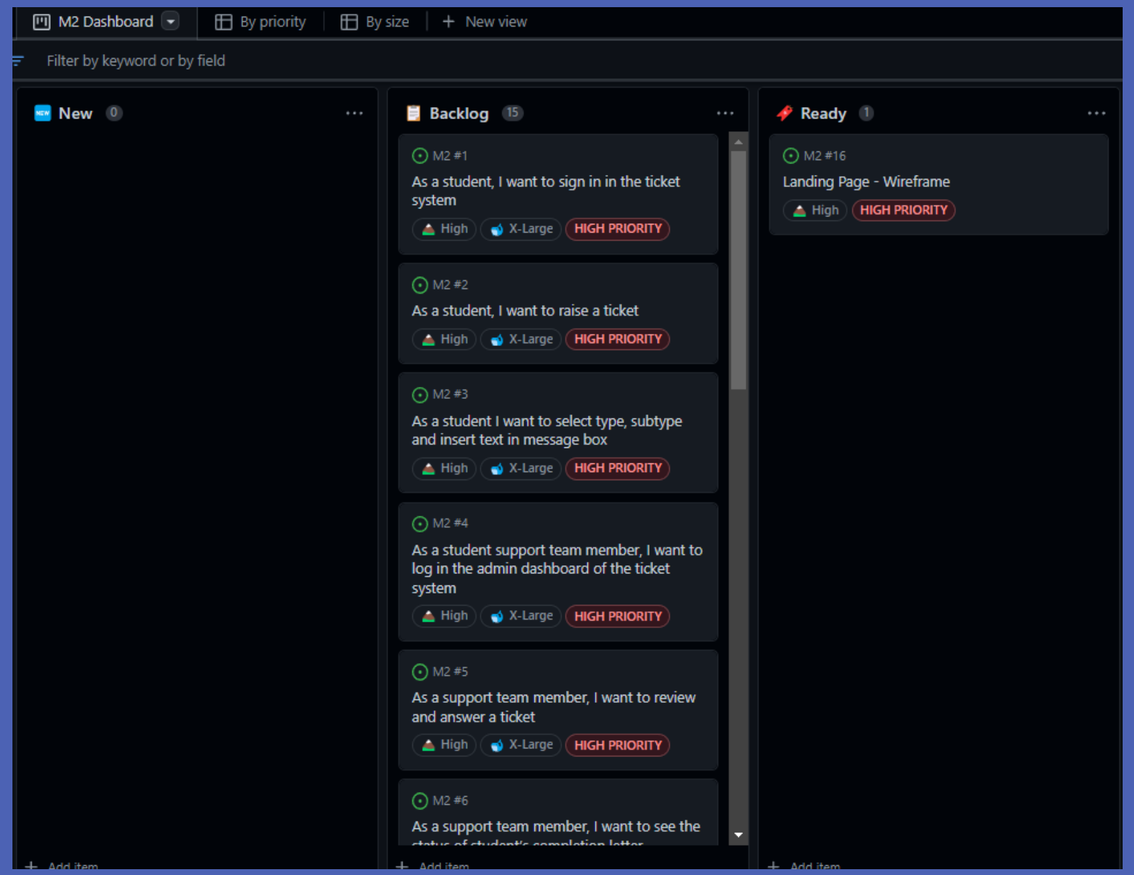
Team Environment and Processes





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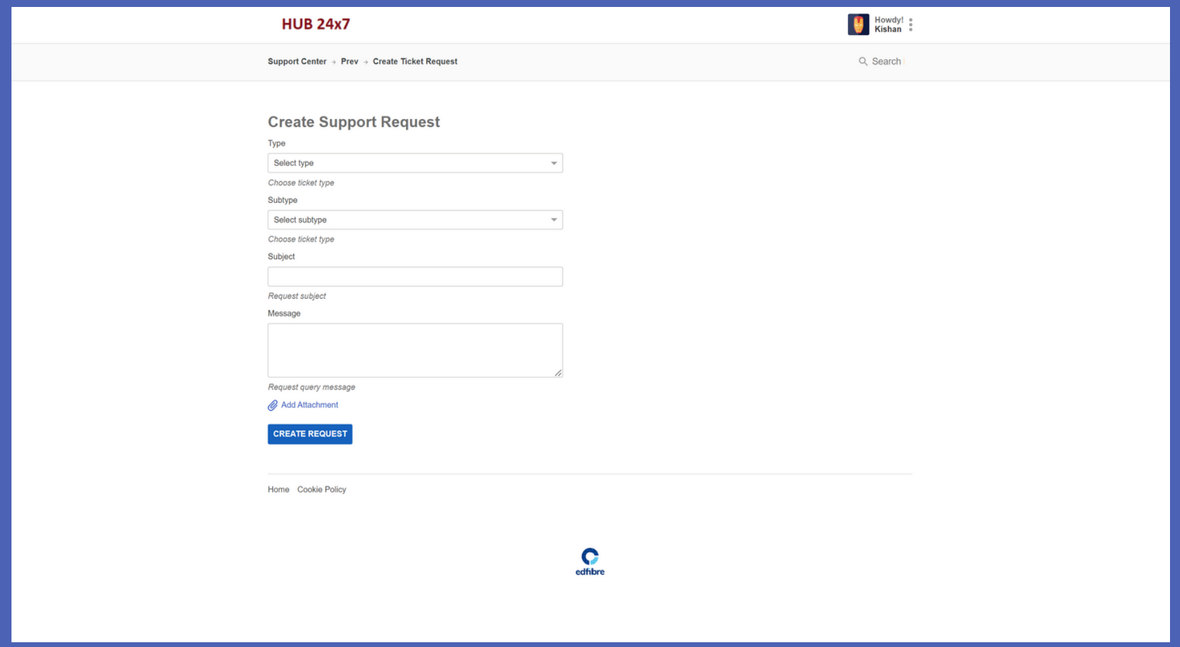
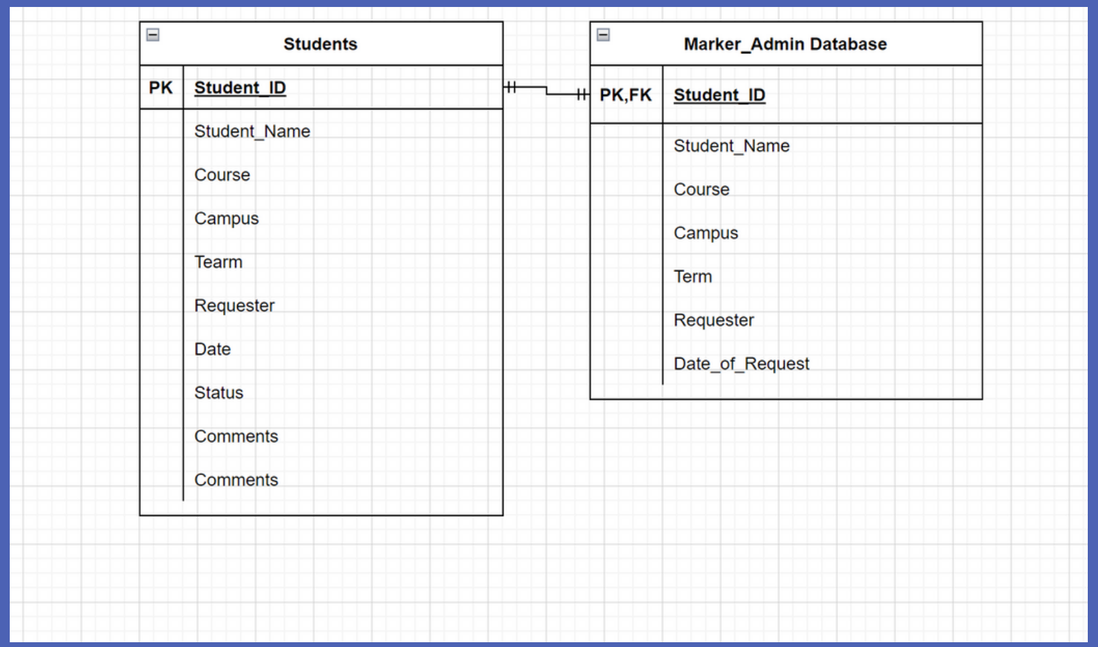
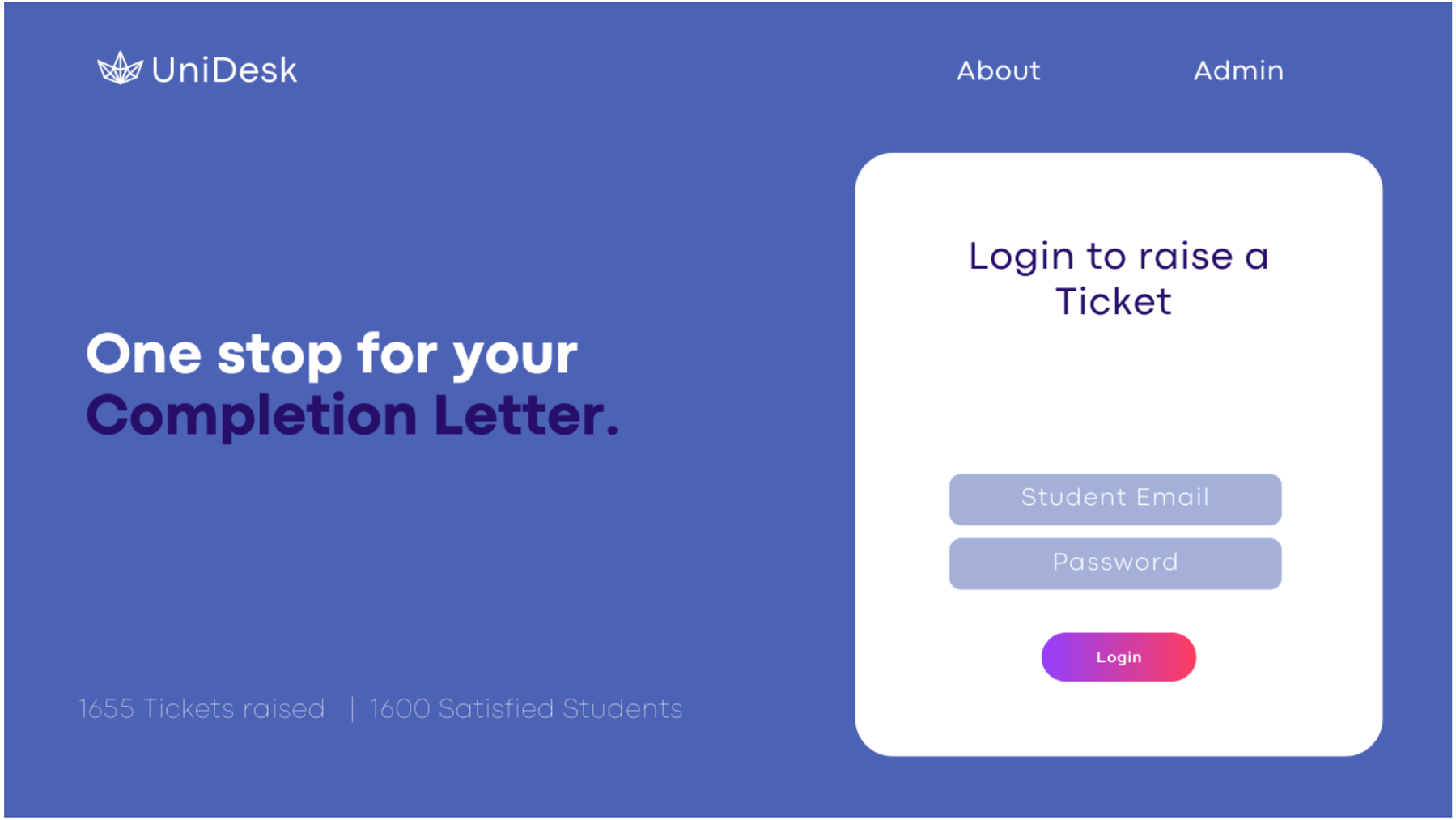
0 - 1, The Progress





0 - 1, The Progress



0 - 1, The Progress

Tn	User	User Story	Story Points (1 story point = 2-3 Hours)	Priority	Condition of Satisfaction
T1	Student	As a student, I want to sign in in the ticket system	2	H1	Student will be signed in with correct credentials.
T2	Student	As a student, I want to raise a ticket	2	H1	Students will have raised a ticket successfully.
T3	Student	As a student I want to select type, subtype and insert text in message box	1	H1	The student will be able to select the type, subtype and type their query in the message box provided when raising the ticket.
T4	Support team member	As a student support team member, I want to log in the admin dashboard of the ticket system	2	H1	The support team member will be logged in with correct credentials.
T5	Support Team member	As a support team member, I want to review and answer a ticket	2	H1	The support team member will be able to view and provide an answer to the raised ticket.
T6	Support Team member	As a support team member, I want to see the status of student's completion letter	3	H1	The support team member will be able to access student data and will be able to view if the student's completion letter is declared or not.
T7	Support Team member	As a support team member, I want to see the status of industry task marking status	1	H1	The support team member will be able to access the students' marks.
T8	Marker	As a marker, I want to sign in in the ticket system	1	H1	The marker will be able to sign in with correct credentials.
T9	Marker	As a marker, I want to see completion letter status of	1	H1	The support team member will be able to access student

Tn	User	User Story	Story Points (1 story point = 2-3 Hours)	Priority	Condition of Satisfaction
T1	Student	As a student, I want to sign in in the ticket system	2	H1	Student will be signed in with correct credentials.
T2	Student	As a student, I want to raise a ticket	2	H1	Students will have raised a ticket successfully.
T3	Student	As a student I want to select type, subtype and insert text in message box	1	H1	The student will be able to select the type, subtype and type their query in the message box provided when raising the ticket.
T4	Support team member	As a student support team member, I want to log in the admin dashboard of the ticket system	2	H1	The support team member will be logged in with correct credentials.
T5	Support Team member	As a support team member, I want to review and answer a ticket	2	H1	The support team member will be able to view and provide an answer to the raised ticket.
T6	Support Team member	As a support team member, I want to see the status of student's completion letter	3	H1	The support team member will be able to access student data and will be able to view if the student's completion letter is declared or not.
T7	Support Team member	As a support team member, I want to see the status of industry task marking status	1	H1	The support team member will be able to access the students' marks.
T8	Marker	As a marker, I want to sign in in the ticket system	1	H1	The marker will be able to sign in with correct credentials.
T9	Marker	As a marker, I want to see completion letter status of the student	1	H1	The support team member will be able to access student data and will be able to view if the student's completion letter is declared or not and if not, then for what reason it is not declared yet.
T10	Marker	As a marker, I want to get a notification reminder only if I failed to check a ticket within 48 hours.	1	H1	Marker will receive a notification reminder if he forgets to check the ticket within 48 hour of time.

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The Feedback

> ... I like the idea behind the color psychology of UniDesk, primarily the dominant blue. It gives off a university feel to it.

Shoot your Questions!