



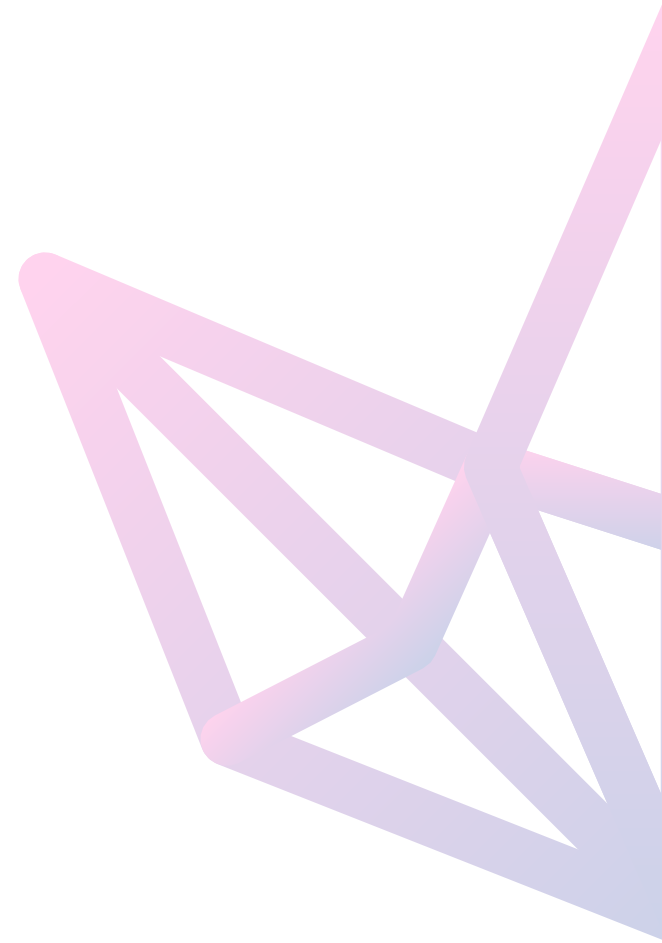
by Legit.



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

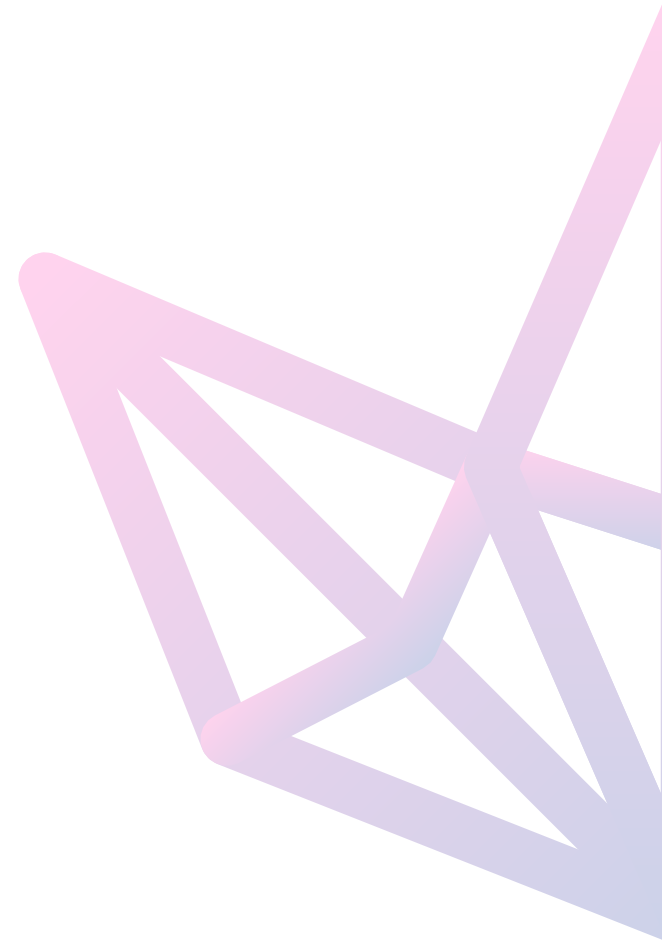
To reduce the communication latency between the stakeholders
and to ensure utmost transparency

Solution

UniDesk

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

- The Whom, What and Why?
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Product Owner

Kishan Dhanak

Scrum Master

Mohammed Salam
Balmer

Armaan Beniwal

Head of Development

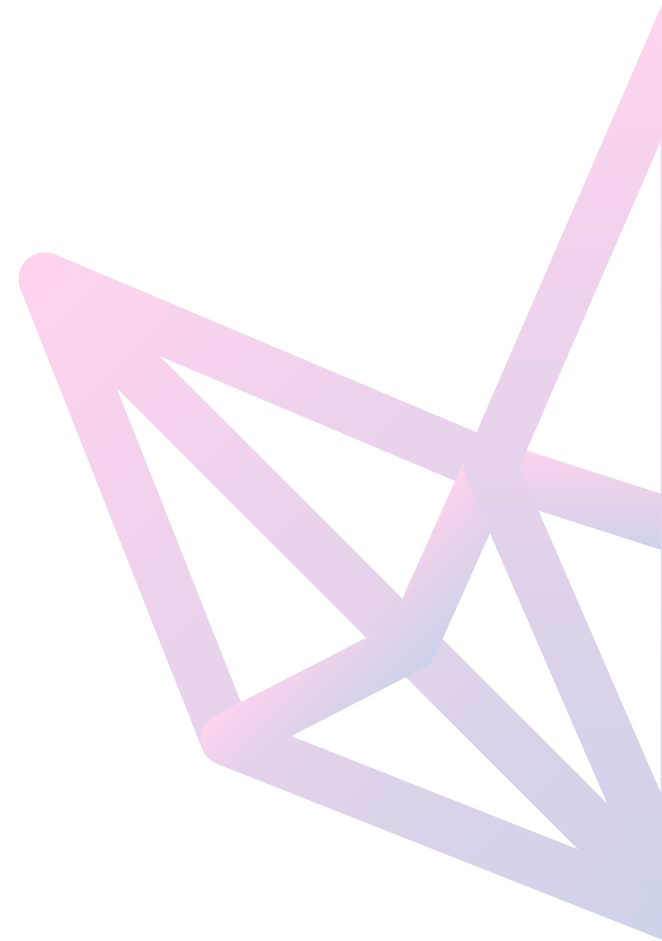
Mohib Ali Suleman

Head of Design

Virendar Singh

Head Tester


- The Whom, What and Why?
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Team Environment and Processes

← Reply

August 28, 2022



Kishan Hiteshbhai DHANAK 8/28, 10:38 AM

M2 - Integrated System_Industry Engagement Tasks

IMPORTANT!!!! - Good Morning Guys, get out of the bed and brush your teeth (since you have not, since you came to Australia).


NS

I have finished the final draft for today's submission, so have a look at it and let me know if any final touches are necessary before 2pm. If

See more

← Reply

August 29, 2022



MOHAMMED SALAM BAMERT06 8/29, 3:05 PM Edited

Session 2

M2 - Integrated System_Industry Engagement Tasks


Brainstorming session 2 right after the lecture class.

WhatsApp Image 2022-08-29 at 1:00 PM (1)

See more

← Reply

August 31, 2022




Kishan Hiteshbhai DHANAK 8/30, 11:40 AM

Hello guys

Good Morning

Should we decide a time for our client meeting tomorrow ?

2 replies from MOHAMMED and Abbas



Kishan Hiteshbhai DHANAK 8/31, 11:06 AM

Can we have that client meeting today at 6 pm ?

← Reply

M2 Dashboard

By priority

By size

New view

Filter by keyword or by field

New 0

Backlog 15

Ready 1

M2 #1

As a student, I want to sign in in the ticket system

High X-Large HIGH PRIORITY

M2 #2

As a student, I want to raise a ticket

High X-Large HIGH PRIORITY

M2 #3

As a student I want to select type, subtype and insert text in message box

High X-Large HIGH PRIORITY

M2 #4

As a student support team member, I want to log in the admin dashboard of the ticket system

High X-Large HIGH PRIORITY

M2 #5

As a support team member, I want to review and answer a ticket

High X-Large HIGH PRIORITY

M2 #6

As a support team member, I want to see the status of student's completion letter

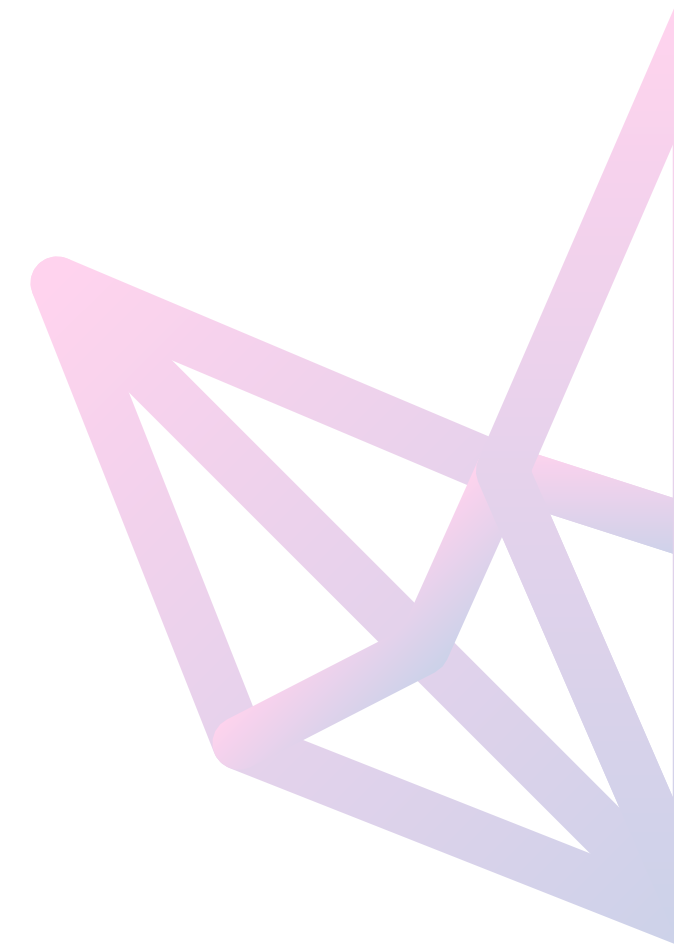
High X-Large HIGH PRIORITY

M2 #16

Landing Page - Wireframe

High HIGH PRIORITY

- The Whom, What and Why?
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0 – 1, The Progress

HUB 24x7

Howdy!

Kishan

Support Center

Prev

Create Ticket Request

Q Search

Create Support Request

Type

Select type

Choose ticket type

Subtype

Select subtype

Choose ticket type

Subject

Request subject

Message

Request query message

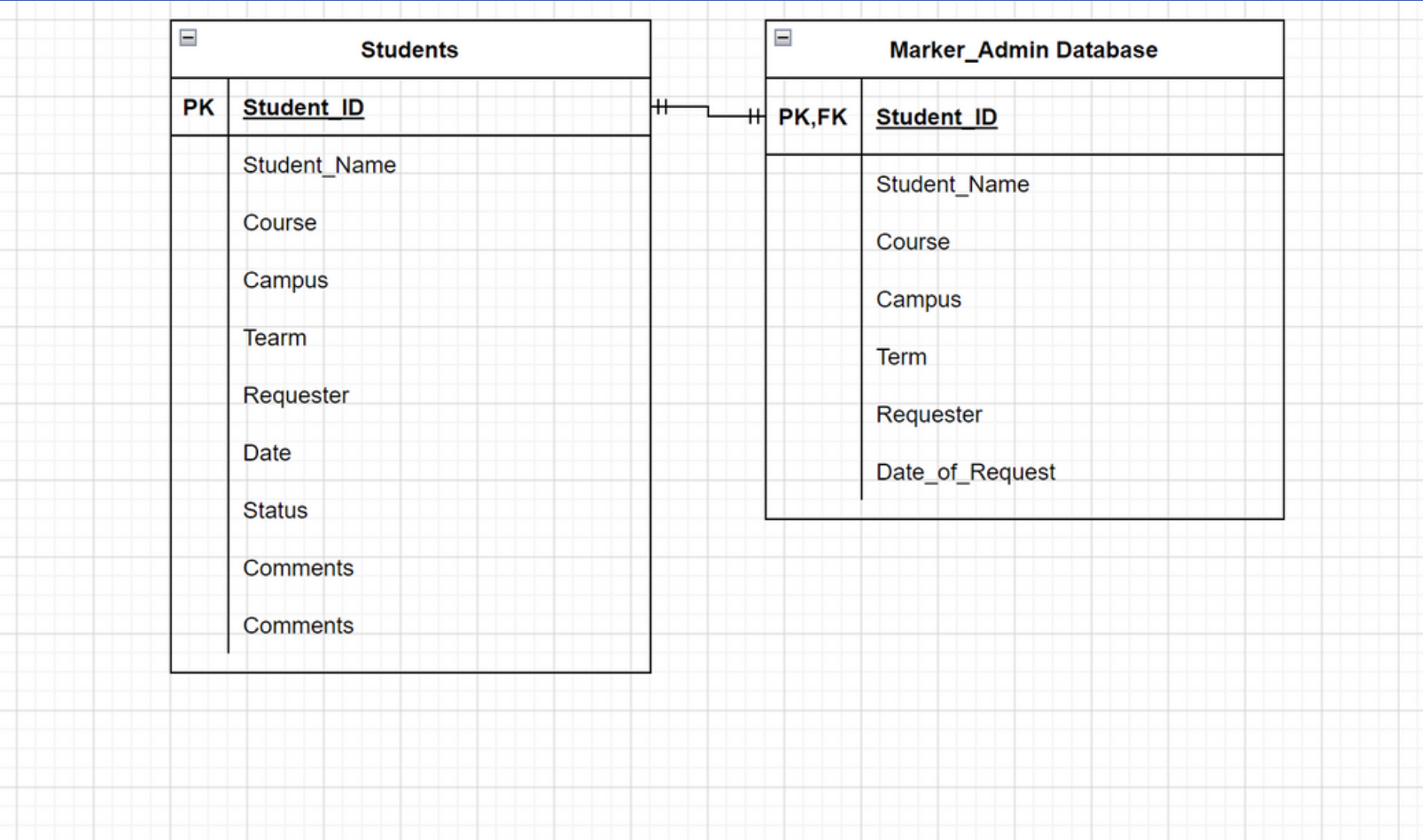
Add Attachment

CREATE REQUEST


Home

Cookie Policy

edfbre



0 - 1, The Progress

 UniDesk

AboutAdmin

One stop for your Completion Letter.

1655 Tickets raised | 1600 Satisfied Students

Login to raise a Ticket

Student Email

Password

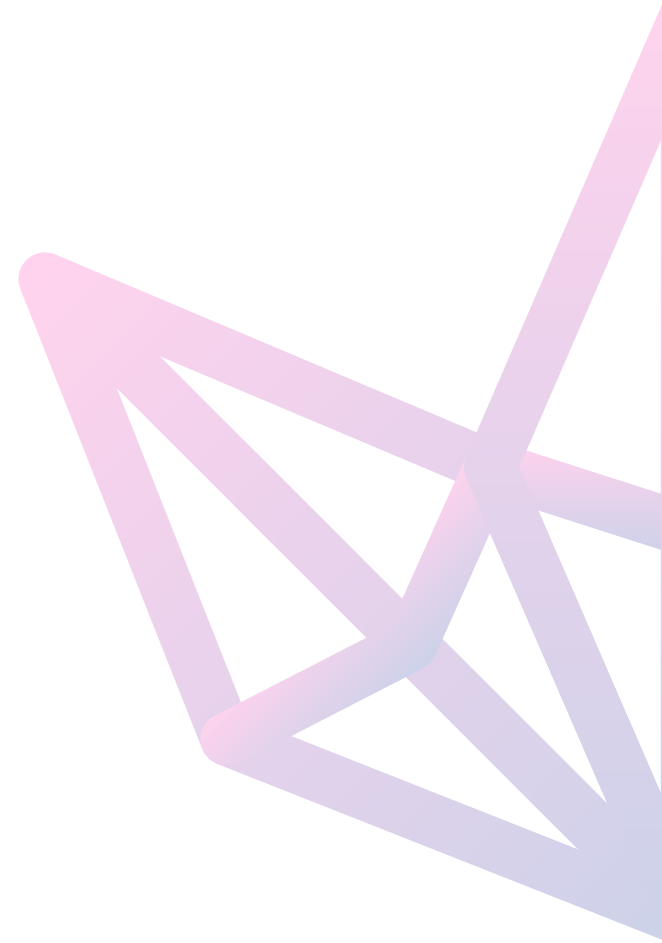
Login

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!