Help-MeIT

SPMP

Contributors:

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## Project schedule

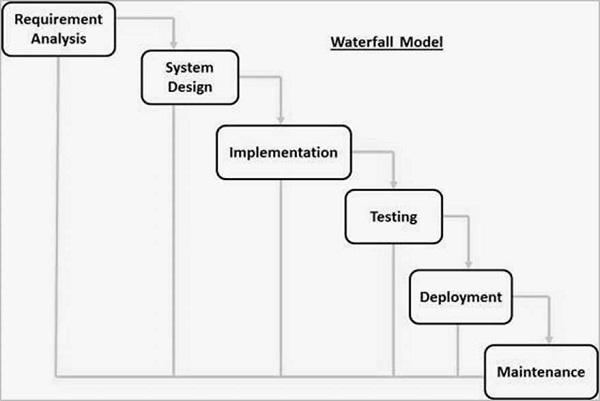
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| --- | --- | --- |
| **Timeline** | **Tasks** | **Responsible Party** |
| Week 1 (7/6-7/12) | Requirements / Design   1. Requirements Analysis 2. Use-case analysis 3. Select a user-interface theme | Andrew, Paul, Jacquelyn ,Reggie |
| Week 2 (7/13-7/19) | Design / Implementation   1. Finalize support categories, specific support issues, and the technical support responses. 2. Select or create images for buttons. 3. Develop each screen layout | Paul, Reggie, Jacquelyn |
| Week 3 (7/20-7/26) | Implementation / Integration   1. Fill in each screen layout with information from the design phase. 2. Create transitions between screens. | Paul, Reggie, Jacquelyn |
| Week 4 (7/27-8/2) | Integration/Testing   1. Determine test cases 2. Perform test cases 3. Debug | Paul, Reggie, Jacquelyn |
| Week 5 (8/3-8/9) | Evaluation   1. Conduct peer reviews. 2. Create product summary poster | Andrew |

## Project Description

* 1. **Overview:** ITSarcasm aims to infuriate the user-base until there is nobody left to please. The user will select answers to a series of questions resulting in a sarcastic solution to their tech-based problem.
  2. **System Overview:** Application will run on android devices.
  3. **Constraints:** Must be developed using Android Studio using Kotlin
  4. **Version Control:** <https://github.com/JacquelynJohnson/HelpMeIT>

## Software Development Life-Cycle

* 1. **Waterfall Model:**

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* 1. **Advantages:**
     1. **What the team is going to deliver is more predictable:** Because the product requirements are documented and approved prior to the beginning of development, there is a commitment to deliver a specific set of features which makes the final product more predictable.
     2. **Works well for smaller projects where requirements are very well understood.**
     3. **Easy to arrange tasks.**

## Requirements Phase

* 1. Functional Requirements:
     1. Must have separate screens per tech category.
     2. Button presses must be animated (to indicate responsiveness).
     3. Must work in portrait layout only.
  2. Non-functional Requirements:
     1. Technical support must be humorous without being offensive.
     2. For security, the app will not keep user information.
  3. Product Domain: The software will be used by users looking for general technical support.
  4. Use Case Diagram
  5. Detailed Use Cases:
  6. Diagrams
  7. User Interface

## System Design Phase

* 1. After the inaugural Zoom session held by our group, we left with solidified project roles, a rough project timeline, and a plan to create and confirm a project design within the first week of the project’s conception.

## Implementation Phase

* 1. **Coding Language:** Kotlin, Java
  2. **Software:** Android Studio

## Integration and testing

* 1. **PC/Laptop Help**
     1. **Test Case Summary:** Check Question #1 response for “Apple”
        1. **Test Procedure:**
           1. Select “PC/Laptop”
           2. Select “Apple”
        2. **Expected Result**
           1. Response: “You have horrible taste. Dismissed.”
        3. **Actual Result**
        4. **Status: (**Success/Fail)
     2. **Test Case Summary:** Check Question #1 response for “HP”
        1. **Test Procedure:**
           1. Select “PC/Laptop”
           2. Select “HP”
        2. **Expected Result**
           1. Response: “Is it on?”
        3. **Actual Result**
        4. **Status: (**Success/Fail)
     3. **Test Case Summary:** Check Question #1 response for “Google”
        1. **Test Procedure:**
           1. Select “PC/Laptop”
           2. Select “Google”
        2. **Expected Result**
           1. Response: “Is it on?”
        3. **Actual Result**
        4. **Status: (**Success/Fail)
     4. **Test Case Summary:** Check Question #2 response for “Yes”
        1. **Test Procedure:**
           1. Select “PC/Laptop”
           2. Select in order: HP > Yes
        2. **Expected Result**
           1. Response 1: “Is it on?”
           2. Response 2: “Are you sure?”
        3. **Actual Result**
        4. **Status: (**Success/Fail)
     5. **Test Case Summary:** Check Question #2 response for “No”
        1. **Test Procedure:**
           1. Select “PC/Laptop”
           2. Select in order: HP > No
        2. **Expected Result**
           1. Response 1: “Is it on?”
           2. Response 2: “Well, turn it on then!”
        3. **Actual Result**
        4. **Status: (**Success/Fail)
     6. **Test Case Summary:** Check Question #3 response for “Yes”
        1. **Test Procedure:**
           1. Select “PC/Laptop”
           2. Select in order: HP > Yes > Yes
        2. **Expected Result**
           1. Response 1: “Is it on?”
           2. Response 2: “Are you sure?”
           3. Response 3: “Have you tried restarting it?”
        3. **Actual Result**
        4. **Status: (**Success/Fail)
     7. **Test Case Summary:** Check Question #3 response for “No”
        1. **Test Procedure:**
           1. Select “PC/Laptop”
           2. Select in order: HP > Yes > No
        2. **Expected Result**
           1. Response 1: “Is it on?”
           2. Response 2: “Are you sure?”
           3. Response 3: “Well, turn it on then!”
           4. Response 4: “Is it on?”
        3. **Actual Result**
        4. **Status: (**Success/Fail)
     8. **Test Case Summary:** Check Question #4 response for “Yes”
        1. **Test Procedure:**
           1. Select “PC/Laptop”
           2. Select in order: HP > Yes > Yes > Yes
        2. **Expected Result**
           1. Response 1: “Is it on?”
           2. Response 2: “Are you sure?”
           3. Response 3: “Have you tried restarting it?”
           4. Response 4: “That’s all I got.”
        3. **Actual Result**
        4. **Status: (**Success/Fail)
     9. **Test Case Summary:** Check Question #4 response for “No”
        1. **Test Procedure:**
           1. Select “PC/Laptop”
           2. Select in order: HP > Yes > Yes > No
        2. **Expected Result**
           1. Response 1: “Is it on?”
           2. Response 2: “Are you sure?”
           3. Response 3: “Have you tried restarting it?”
           4. Response 4: “Turn it off and put it back on.”
           5. Response 5: “Is it working now?”
        3. **Actual Result**
        4. **Status: (**Success/Fail)
     10. **Test Case Summary:** Check Question #5 response for “Yes”
         1. **Test Procedure:**
            1. Select “PC/Laptop”
            2. Select in order: HP > Yes > Yes > No > Yes
         2. **Expected Result**
            1. Response 1: “Is it on?”
            2. Response 2: “Are you sure?”
            3. Response 3: “Have you tried restarting it?”
            4. Response 4: “Turn it off and put it back on.”
            5. Response 5: “Is it working now?”
            6. Response 6: “You’re welcome!”
         3. **Actual Result**
         4. **Status: (**Success/Fail)
     11. **Test Case Summary:** Check Question #5 response for “No”
         1. **Test Procedure:**
            1. Select “PC/Laptop”
            2. Select in order: HP > Yes > Yes > No > No
         2. **Expected Result**
            1. Response 1: “Is it on?”
            2. Response 2: “Are you sure?”
            3. Response 3: “Have you tried restarting it?”
            4. Response 4: “Turn it off and put it back on.”
            5. Response 5: “Is it working now?”
            6. Response 6: “The problem is between the chair and the keyboard”
         3. **Actual Result**
         4. **Status: (**Success/Fail)
  2. **Phone Help**
     1. **Test Case Summary:** Check Question #1 response for “Google”
        1. **Test Procedure:**
           1. Select “Phone”
           2. Select “Google”
        2. **Expected Result**
           1. Response 1: “Is it on?”
        3. **Actual Result**
        4. **Status: (**Success/Fail)
     2. **Test Case Summary:** Check Question #1 response for “Samsung”
        1. **Test Procedure:**
           1. Select “Phone”
           2. Select “Samsung”
        2. **Expected Result**
           1. Response 1: “Is it on?”
        3. **Actual Result**
        4. **Status: (**Success/Fail)
     3. **Test Case Summary:** Check Question #1 response for “Other”
        1. **Test Procedure:**
           1. Select “Phone”
           2. Select “Other”
        2. **Expected Result**
           1. Response 1: “What are you even doing with that trash?”
           2. Response 2: “Is it on?”
        3. **Actual Result**
        4. **Status: (**Success/Fail)
     4. **Test Case Summary:** Check Question #2 response for “Yes”
        1. **Test Procedure:**
           1. Select “Phone”
           2. Select in order: “Samsung” > Yes
        2. **Expected Result**
           1. Response 1: “Is it on?”
           2. Response 2: “Are you sure?”
        3. **Actual Result**
        4. **Status: (**Success/Fail)
     5. **Test Case Summary:** Check Question #2 response for “No”
        1. **Test Procedure:**
           1. Select “Phone”
           2. Select in order: “Samsung” > No
        2. **Expected Result**
           1. Response 1: “Is it on?”
           2. Response 2: “The power button is your only hope”
           3. Response 3: “Is it on?”
        3. **Actual Result**
        4. **Status: (**Success/Fail)
     6. **Test Case Summary:** Check Question #3 response for “Yes”
        1. **Test Procedure:**
           1. Select “Phone”
           2. Select in order: “Samsung” > Yes > Yes
        2. **Expected Result**
           1. Response 1: “Is it on?”
           2. Response 2: “Are you sure?”
           3. Response 3: “Have you reset it?”
        3. **Actual Result**
        4. **Status: (**Success/Fail)
     7. **Test Case Summary:** Check Question #3 response for “No”
        1. **Test Procedure:**
           1. Select “Phone”
           2. Select in order: “Samsung” > Yes > No
        2. **Expected Result**
           1. Response 1: “Is it on?”
           2. Response 2: “Are you sure?”
           3. Response 3: “Well turn it on then!”
           4. Response 4: “Is it on?”
        3. **Actual Result**
        4. **Status: (**Success/Fail)
     8. **Test Case Summary:** Check Question #4 response for “Yes”
        1. **Test Procedure:**
           1. Select “Phone”
           2. Select in order: “Samsung” > Yes > Yes > Yes
        2. **Expected Result**
           1. Response 1: “Is it on?”
           2. Response 2: “Are you sure?”
           3. Response 3: “Have you reset it?”
           4. Response 4: “Have you put it in a container of rice?”
        3. **Actual Result**
        4. **Status: (**Success/Fail)
     9. **Test Case Summary:** Check Question #4 response for “No”
        1. **Test Procedure:**
           1. Select “Phone”
           2. Select in order: “Samsung” > Yes > Yes > No
        2. **Expected Result**
           1. Response 1: “Is it on?”
           2. Response 2: “Are you sure?”
           3. Response 3: “Have you reset it?”
           4. Response 4: “Turn it off and put it back on”
           5. Response 5: “Is it working now?”
        3. **Actual Result**
        4. **Status: (**Success/Fail)
     10. **Test Case Summary:** Check Question #5 response for “Yes”
         1. **Test Procedure:**
            1. Select “Phone”
            2. Select in order: “Samsung” > Yes > Yes > Yes > Yes
         2. **Expected Result**
            1. Response 1: “Is it on?”
            2. Response 2: “Are you sure?”
            3. Response 3: “Have you reset it?”
            4. Response 4: “Have you put it in a container of rice?”
            5. Response 5: “Do not cook it. Wait 24 hours.”
            6. Response 6: “Is it working now?”
         3. **Actual Result**
         4. **Status: (**Success/Fail)
     11. **Test Case Summary:** Check Question #5 response for “No”
         1. **Test Procedure:**
            1. Select “Phone”
            2. Select in order: “Samsung” > Yes > Yes > Yes > No
         2. **Expected Result**
            1. Response 1: “Is it on?”
            2. Response 2: “Are you sure?”
            3. Response 3: “Have you reset it?”
            4. Response 4: “Have you put it in a container of rice?”
            5. Response 5: “Fill a container up with dry rice and leave it there for at least 24 hours. No cheating this time”
            6. Response 6: “Is it working now?”
         3. **Actual Result**
         4. **Status: (**Success/Fail)
     12. **Test Case Summary:** Check Question #5 response for “???”
         1. **Test Procedure:**
            1. Select “Phone”
            2. Select in order: “Samsung” > Yes > Yes > Yes > No
         2. **Expected Result**
            1. Response 1: “Is it on?”
            2. Response 2: “Are you sure?”
            3. Response 3: “Have you reset it?”
            4. Response 4: “Have you put it in a container of rice?”
            5. Response 5: “How do you not know?!?”
         3. **Actual Result**
         4. **Status: (**Success/Fail)
     13. **Test Case Summary:** Check Question #6 response for “Yes”
         1. **Test Procedure:**
            1. Select “Phone”
            2. Select in order: “Samsung” > Yes > Yes > Yes > Yes > Yes
         2. **Expected Result**
            1. Response 1: “Is it on?”
            2. Response 2: “Are you sure?”
            3. Response 3: “Have you reset it?”
            4. Response 4: “Have you put it in a container of rice?”
            5. Response 5: “Do not cook it. Wait 24 hours.”
            6. Response 6: “Is it working now?”
            7. Response 7: “You’re welcome!”
         3. **Actual Result**
         4. **Status: (**Success/Fail)
     14. **Test Case Summary:** Check Question #6 response for “No”
         1. **Test Procedure:**
            1. Select “Phone”
            2. Select in order: “Samsung” > Yes > Yes > Yes > Yes > No
         2. **Expected Result**
            1. Response 1: “Is it on?”
            2. Response 2: “Are you sure?”
            3. Response 3: “Have you reset it?”
            4. Response 4: “Have you put it in a container of rice?”
            5. Response 5: “Do not cook it. Wait 24 hours.”
            6. Response 6: “Is it working now?”
            7. Response 7: “Go ask Google. Maybe they can help you”
         3. **Actual Result**
         4. **Status: (**Success/Fail)
  3. **Console Help**
     1. **Test Case Summary:** Check Question #1 response for "What is the brand of your gaming console?"
        1. **Test Procedure:**
           1. Select "Gaming Console"
           2. Select "Xbox"
        2. **Expected Result**
           1. Response 1: " PC is better. Consider upgrading yourself."
           2. Response 2: "How old is the system?"
        3. **Actual Result**
        4. **Status:** (Success/Fail)
     2. **Test Case Summary:** Check Question #1 response for "What is the brand of your gaming console?"
        1. **Test Procedure:**
           1. Select "Gaming Console"
           2. Select "Playstation"
        2. **Expected Result**
           1. Response 1: “Your gaming choices are questionable.”
           2. Response 2: "How old is the system?"
        3. **Actual Result**
        4. Status: (Success/Fail)
     3. **Test Case Summary:** Check Question #1 response for "What is the brand of your gaming console?"
        1. **Test Procedure:**
           1. Select "Gaming Console"
           2. Select "Nintendo Switch"
        2. **Expected Result**
           1. Response 1: "Oh that’s cute, really?"
           2. Response 2: "How old is the system?"
        3. **Actual Result**
        4. **Status:** (Success/Fail)
     4. **Test Case Summary:** Check Question #2 response for "How old is the system?"
        1. **Test Procedure:**
           1. Select "Gaming Console"
           2. Select "Xbox" / Select "Nintendo Switch"/ Select"Nintendo Switch"
           3. Select in order: 0-1 year
        2. Expected Result
           1. Response 1: Response varies on selection
           2. Response 2: "How old is the system?"
           3. Response 3: “Still new, okay…”
           4. Response 4: "Has the device been dropped or has any water damage?"
        3. Actual Result
        4. Status: (Success/Fail)
     5. **Test Case Summary:** Check Question #2 response for "How old is the system?"
        1. **Test Procedure:**
           1. Select "Gaming Console"
           2. Select "Xbox" / Select "Nintendo Switch"/ Select"Nintendo Switch"
           3. Select in order: 1 year +
        2. **Expected Result**
           1. Response 1: Response varies on selection
           2. Response 2: "How old is the system?"
           3. Response 3: “That’s ancient!!”
           4. Response 4: "Has the device been dropped or has any water damage?"
        3. **Actual Result**
        4. **Status:** (Success/Fail)
     6. **Test Case Summary:** Check Question #3 response for "Has the device been dropped or has any water damage?"
        1. **Test Procedure:**
           1. Select "Gaming Console"
           2. Select "Xbox" / Select "Nintendo Switch"/ Select"Nintendo Switch"
           3. Select in order: 0-1 year > Yes
        2. **Expected Result**
           1. Response 1: Response varies on selection
           2. Response 2: "How old is the system?"
           3. Response 3: “Still new, okay…”
           4. Response 4: "Has the device been dropped or has any water damage?"
           5. Response 5: “Stop right there. We can’t help you further. You need to replace your console. Go check your insurance.”
        3. **Actual Result**
        4. **Status:** (Success/Fail)
     7. **Test Case Summary:** Check Question #3 response for "Has the device been dropped or has any water damage?"
        1. **Test Procedure:**
           1. Select "Gaming Console"
           2. Select "Xbox" / Select "Nintendo Switch"/ Select"Nintendo Switch"
           3. Select in order: 1 year + > Yes
        2. **Expected Result**
           1. Response 1: Response varies on selection
           2. Response 2: "How old is the system?"
           3. Response 3: “That’s ancient!!”
           4. Response 4: "Has the device been dropped or has any water damage?"
           5. Response 5: “Stop right there. We can’t help you further. You need to replace your console. Go check your insurance.”
        3. **Actual Result**
        4. **Status:** (Success/Fail)
     8. **Test Case Summary:** Check Question #3 response for "Has the device been dropped or has any water damage?"
        1. **Test Procedure:**
           1. Select "Gaming Console"
           2. Select "Xbox" / Select "Nintendo Switch"/ Select"Nintendo Switch"
           3. Select in order: 0-1 year > No
        2. **Expected Result**
           1. Response 1: Response varies on selection
           2. Response 2: "How old is the system?"
           3. Response 3: “Still new, okay…”
           4. Response 4: "Has the device been dropped or has any water damage?"
           5. Response 5: “Let’s move on then....”
           6. Response 6: "Have you attempted to reset your system?"
        3. **Actual Result**
        4. **Status:** (Success/Fail)
     9. **Test Case Summary:** Check Question #3 response for "Has the device been dropped or has any water damage?"
        1. **Test Procedure:**
           1. Select "Gaming Console"
           2. Select "Xbox" / Select "Nintendo Switch"/ Select"Nintendo Switch"
           3. Select in order: 1 year + > No
        2. **Expected Result**
           1. Response 1: Response varies on selection
           2. Response 2: "How old is the system?"
           3. Response 3: “That’s ancient!!”
           4. Response 4: "Has the device been dropped or has any water damage?"
           5. Response 5: “It’s surprising you haven’t dropped or damaged that ancient thing.”
           6. Response 6: "Have you tried to reset your system?"
        3. **Actual Result**
        4. **Status:** (Success/Fail)
     10. **Test Case Summary:** Check Question #4 response for "Have you attempted to reset your system?"
         1. **Test Procedure:**
            1. Select "Gaming Console"
            2. Select "Xbox" / Select "Nintendo Switch"/ Select"Nintendo Switch"
            3. Select in order: 0-1 year > No > Yes
         2. **Expected Result**
            1. Response 1: Response varies on selection
            2. Response 2: "How old is the system?"
            3. Response 3: “Still new, okay…”
            4. Response 4: "Has the device been dropped or has any water damage?"
            5. Response 5: “Let’s move on then....”
            6. Response 6: "Have you attempted to reset your system?"
            7. Response 7: “Hmmm, that should have diagnosed the issue by now. Let’s move on.”
            8. Response 8: “Is your issue still ongoing?”
         3. **Actual Result**
         4. **Status:** (Success/Fail)
     11. **Test Case Summary:** Check Question #4 response for "Have you attempted to reset your system?"
         1. **Test Procedure:**
            1. Select "Gaming Console"
            2. Select "Xbox" / Select "Nintendo Switch"/ Select"Nintendo Switch"
            3. Select in order: 0-1 year > No > No
         2. **Expected Result**
            1. Response 1: Response varies on selection
            2. Response 2: "How old is the system?"
            3. Response 3: “Still new, okay…”
            4. Response 4: "Has the device been dropped or has any water damage?"
            5. Response 5: “Let’s move on then....”
            6. Response 6: "Have you attempted to reset your system?"
            7. Response 7: “That should have been the first thing you did. What are you waiting for? Restart it.”
         3. **Actual Result**
         4. **Status:** (Success/Fail)
     12. **Test Case Summary:** Check Question #4 response for "Have you tried to reset your system? "
         1. **Test Procedure:**
            1. Select "Gaming Console"
            2. Select "Xbox" / Select "Nintendo Switch"/ Select"Nintendo Switch"
            3. Select in order: 1 year + > No > Yes
         2. **Expected Result**
            1. Response 1: Response varies on selection
            2. Response 2: "How old is the system?"
            3. Response 3: “That’s ancient!!”
            4. Response 4: "Has the device been dropped or has any water damage?"
            5. Response 5: “It’s surprising you haven’t dropped or damaged that ancient thing.”
            6. Response 6: "Have you tried to reset your system?"
            7. Response 7: “That should have done the trick! If it didn’t, let us move on.”
            8. Response 8: “Is your device functioning yet?”
         3. **Actual Result**
         4. **Status:** (Success/Fail)
     13. Test Case Summary: Check Question #4 response for "Have you tried to reset your system? "
         1. **Test Procedure:**
            1. Select "Gaming Console"
            2. Select "Xbox" / Select "Nintendo Switch"/ Select"Nintendo Switch"
            3. Select in order: 1 year + > No > No
         2. **Expected Result**
            1. Response 1: Response varies on selection
            2. Response 2: "How old is the system?"
            3. Response 3: “That’s ancient!!”
            4. Response 4: "Has the device been dropped or has any water damage?"
            5. Response 5: “It’s surprising you haven’t dropped or damaged that ancient thing.”
            6. Response 6: "Have you tried to reset your system?"
            7. Response 7: “C’mon! That should have been the first thing you did!”
         3. **Actual Result**
         4. **Status:** (Success/Fail)
     14. **Test Case Summary:** Check Question #5 response for "Is your issue still ongoing?"
         1. **Test Procedure:**
            1. Select "Gaming Console"
            2. Select "Xbox" / Select "Nintendo Switch"/ Select"Nintendo Switch"
            3. Select in order: 0-1 year > No > Yes > No
         2. **Expected Result**
            1. Response 1: Response varies on selection
            2. Response 2: "How old is the system?"
            3. Response 3: “Still new, okay…”
            4. Response 4: "Has the device been dropped or has any water damage?"
            5. Response 5: “Let’s move on then....”
            6. Response 6: "Have you attempted to reset your system?"
            7. Response 7: “Hmmm, that should have diagnosed the issue by now. Let’s move on.”
            8. Response 8: “Is your issue still ongoing?”
            9. Response 9: “Great! We appreciate you choosing us as your IT Specialist Support.”
         3. **Actual Result**
         4. **Status:** (Success/Fail)
     15. T**est Case Summary:** Check Question #5 response for "Is your issue still ongoing?"
         1. **Test Procedure:**
            1. Select "Gaming Console"
            2. Select "Xbox" / Select "Nintendo Switch"/ Select"Nintendo Switch"
            3. Select in order: 0-1 year > No > Yes > Yes
         2. **Expected Result**
            1. Response 1: Response varies on selection
            2. Response 2: "How old is the system?"
            3. Response 3: “Still new, okay…”
            4. Response 4: "Has the device been dropped or has any water damage?"
            5. Response 5: “Let’s move on then....”
            6. Response 6: "Have you attempted to reset your system?"
            7. Response 7: “Hmmm, that should have diagnosed the issue by now. Let’s move on.”
            8. Response 8: “Is your issue still ongoing?”
            9. Response 9: “We are sorry, we cannot further assist you. We suggest that you have the device physically checked by a technician asap. You may be eligible for a replacement!”
         3. **Actual Result**
         4. **Status:** (Success/Fail)
     16. **Test Case Summary:** Check Question #5 response for “Is your device functioning yet?”
         1. **Test Procedure:**
            1. Select "Gaming Console"
            2. Select "Xbox" / Select "Nintendo Switch"/ Select"Nintendo Switch"
            3. Select in order: 1 year + > No > Yes > Yes
         2. **Expected Result**
            1. Response 1: Response varies on selection
            2. Response 2: "How old is the system?"
            3. Response 3: “That’s ancient!!”
            4. Response 4: "Has the device been dropped or has any water damage?"
            5. Response 5: “It’s surprising you haven’t dropped or damaged that ancient thing.”
            6. Response 6: "Have you tried to reset your system?"
            7. Response 7: “That should have done the trick! If it didn’t, let us move on.”
            8. Response 8: “Is your device functioning yet?”
            9. Response 9: “Good, thank you for using our service. You can close the app now.”
         3. **Actual Result**
         4. **Status:** (Success/Fail)
     17. **Test Case Summary:** Check Question #5 response for “Is your device functioning yet?”
         1. **Test Procedure:**
            1. Select "Gaming Console"
            2. Select "Xbox" / Select "Nintendo Switch"/ Select"Nintendo Switch"
            3. Select in order: 1 year + > No > Yes > No
         2. **Expected Result**
            1. Response 1: Response varies on selection
            2. Response 2: "How old is the system?"
            3. Response 3: “That’s ancient!!”
            4. Response 4: "Has the device been dropped or has any water damage?"
            5. Response 5: “It’s surprising you haven’t dropped or damaged that ancient thing.”
            6. Response 6: "Have you tried to reset your system?"
            7. Response 7: “That should have done the trick! If it didn’t, let us move on.”
            8. Response 8: “Is your device functioning yet?”
            9. Response 9: “Go buy a PC for your games, we obviously can’t help you.”
            10. Response 10: “Sounds like your gaming console is very outdated, we suggest you replace it immediately:”
         3. **Actual Result**
         4. **Status:** (Success/Fail)
     18. **Test Case Summary:** Check Question #6 response for “Sounds like your gaming console is very outdated, we suggest you replace it immediately:”
         1. **Test Procedure:**
            1. Select "Gaming Console"
            2. Select "Xbox" / Select "Nintendo Switch"/ Select"Nintendo Switch"
            3. Select in order: 1 year + > No > Yes > No > Sure
         2. **Expected Result**
            1. Response 1: Response varies on selection
            2. Response 2: "How old is the system?"
            3. Response 3: “That’s ancient!!”
            4. Response 4: "Has the device been dropped or has any water damage?"
            5. Response 5: “It’s surprising you haven’t dropped or damaged that ancient thing.”
            6. Response 6: "Have you tried to reset your system?"
            7. Response 7: “That should have done the trick! If it didn’t, let us move on.”
            8. Response 8: “Is your device functioning yet?”
            9. Response 9: “Go buy a PC for your games, we obviously can’t help you.”
            10. Response 10: “Sounds like your gaming console is very outdated, we suggest you replace it immediately:”
            11. Response 11: “Thank you for using our support service. Hope you don’t have another issue.”
         3. **Actual Result**
         4. **Status:** (Success/Fail)
     19. **Test Case Summary:** Check Question #6 response for “Sounds like your gaming console is very outdated, we suggest that you replace it immediately:”
         1. **Test Procedure:**
            1. Select "Gaming Console"
            2. Select "Xbox" / Select "Nintendo Switch"/ Select"Nintendo Switch"
            3. Select in order: 1 year + > No > Yes > No > No Thanks
         2. **Expected Result**
            1. Response 1: Response varies on selection
            2. Response 2: "How old is the system?"
            3. Response 3: “That’s ancient!!”
            4. Response 4: "Has the device been dropped or has any water damage?"
            5. Response 5: “It’s surprising you haven’t dropped or damaged that ancient thing.”
            6. Response 6: "Have you tried to reset your system?"
            7. Response 7: “That should have done the trick! If it didn’t, let us move on.”
            8. Response 8: “Is your device functioning yet?”
            9. Response 9: “Go buy a PC for your games, we obviously can’t help you.”
            10. Response 10: “Sounds like your gaming console is very outdated, we suggest you replace it immediately:”
            11. Response 11: “We still suggest for you to stop playing with those weak consoles and find a PC.”
         3. **Actual Result**
         4. **Status:** (Success/Fail)

## Deployment Phase

* 1. Coding
     1. App sections split among three developers (Jacquelyn, Paul, and Reggie)
        1. The “Phone help” category: Jacquelyn
        2. The PC/Laptop help” category: Paul
        3. The “Console help” category: Reggie
  2. Unit Testing
     1. As development went on, unit testing for each category was done for formative evaluation by the programmer responsible for said section.
  3. Debugging
     1. The project was placed on GitHub as a form of version control which allowed any member of the group to be able to debug the source code as the project went on.

## Maintenance Phase

* 1. Dispersal
     1. Once development is done and all functional testing is finished the app is deployed into a customer environment dispersing the app among a small focus group with the intention to push into the market after trial.
  2. Maintenance and Technical Support
     1. Issues that come up during the focus group trials will be addressed and fixed before pushing it into the market. After that, maintenance will be done to make changes and fix problems experienced by the users.