CONEX

What is CONEX?

Conex is a Web Application that manages Ticket Information. The Main Goal of Conex is to be a quality platform that aims to deliver Information for our Customers in which to bridge the gap in regards to explaining the approach a certain Designer/Developer implemented during the website build process.

- Information System for Build Tickets.
- Create posts for Release Note and Workaround of a website.
- User Management System (Hierarchical Order – from Manager to all of his/her members).

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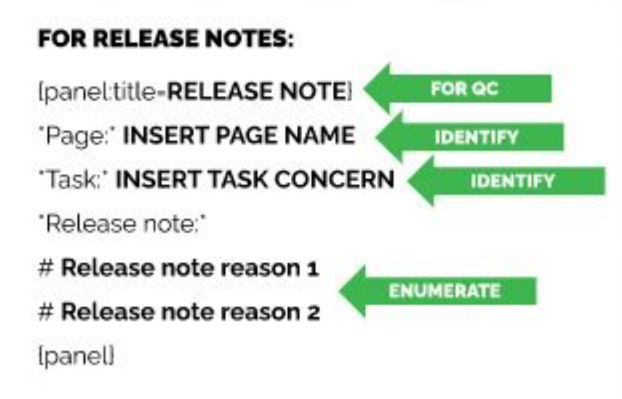
What are the sighted problems?

For every ticket we process, our release notes are published on a text file with an agreed format. It is effective for regular websites with defined number of notes but for websites with High Content, the release notes for this kind of websites that has more than 10 notes are hard to navigate. At some cases, tickets that were processed by more than 2 developers are prone for unnecessary changes.

(A sample Text Heavy Release Note is on next slide.)



```
----------------------------------------------------------------------
Delivery Notes - Website Care
Date: 01-15-21
----------------------------------------------------------------------
{panel:title=RELEASE NOTE }

*Page:* Sitewide
*Task:* Change blog setting to pods and style is in a themer layout for each post.
*Release note:*
# We created separate Pods for the Post Categories ("Flat Beds", "Bed Covers", "Ranch Hands", "Rhino Linings", "Toolboxes", "Towing Hitches", "Trip Hoppers") to easily manage it's content.
# We did this approach due to inconsistent custom fields on some categories.
# We transferred all sub-categories and posts to their respective main-categories.

*Page:* Sitewide
*Task:* keep background white, title red, and description other details black.
# We are able to accommodate the requested background, we also added a dim-white background in some rows for better distribution of content.
# We only applied red colored Titles on list/post titles in archive pages. We are unable to make Hero text into red due to existing layout that we cannot change because it will cause inconsistent layout and no further instructions to do so.
# We aligned the button's color just what is existing on the contact page for consistency.

*Page:* Sitewide
*Task:* Pods Set-Up
# We created separate Pods for the Post Categories ("Flat Beds", "Bed Covers", "Ranch Hands", "Rhino Linings", "Toolboxes", "Towing Hitches", "Trip Hoppers") to easily manage it's content.
# Please take note that there are fields that only exist on a certain sub-category, which leads to inconsistent interms of pods custom field set up, We placed them in a uniform manner (present on other sub-categories) with a placeholder value such as (N/A and $0.00) for consistency for this task.

*Page:* Sitewide
*Task:* Are there photos or files we'll need to make this change? "wanted it to look like.PNG"
# We followed the requested layout, having the search and filter and list of posts.
# For the Filter functionality, we could add Category Filter. We aren't able to add filters for ("Year", "All Vehicles Types", "All Years" and "All Makes") due to limited content of the posts which no matches will be made even if these exist on the page. These shall be added on future revision when respective fields are provided.
# The filter dropdown only covers sub-categories of a given categories.
# We are unable to incorporate the "More" and "Reset" Red Buttons due to builder's limitation.
# For the hero section. We only incorporated Names of the Categories, Sub-Categories and Post Title. There are no description on the main categories.
# For Post Themer Layout, since there's no provided sample layout, we used our discretion on how we distributed every present content/elements on a certain pods post.
# Please take note that there are fields that only exist on a certain sub-category, which leads to inconsistent interms of pods custom field set up, We placed them in a uniform manner (present on other sub-categories) with a placeholder value such as (N/A and $0.00) for consistency for this task.

*Page:* Sitewide
*Task:* Add "Get a Quote" "value your Trade" "get Financing" "view details" buttons for each tow-hitches.
# We are able to link these buttons to respective areas except for the Get Financing Button that has deadlink on older version of posts.

*Page:* Sitewide
*Task:* Header & Footer navigation
# We also updated the link information of each navigation on the header that is related to the posts.
# We left navigation (Sandblasting & Powder Coating) with deadlink as it is.

*Page:* Sitewide
*Task:* Hero Layout
# We used the same layout from the contact page's hero layout for the consistency of the new layout.

*Page:* Rhino Lining Pods
*Task:* Content was a list of product on a table module. please see screenshot (AFFINITYX-933797-OLD-LAYOUT (8).png)
# We noticed that the content is a list of products, we did not applied this content as a table on pods due to required custom fields.
# We made each products on the list as a post instead to align with the other Pods post set-up.
# We added "RHINO LINING INSTALLED PRICES" verbiage as a heading in the archive page and category page since this heading exists on every products on the list.
# We added categories accordingly to the heading in the old post content such as the "Flat Bed Rhino Lining" and "Truck Bed Rhino Lining".
# We added "RHINO LINING CUSTOM APPLICATIONS" and it's paragraph on every post.
# We applied the price in the Install Price Field; we only followed the term "RHINO LINING INSTALLED PRICES".
# We did applied these posts in a woocommerce approach because woocommerce plugin is not available on this website's plan type.
# We used same image as the featured image to each of posts under this Rhino Lining Pods, this is for the initial set-up and shall be updated on further revision.

*Page:* Towing Hitches Pods > B&W HITCHES
*Task:* Content was a list of product on a table module. please see screenshot (AFFINITYX-933797-OLD-LAYOUT (3).png)
# We noticed that the content is a list of products, we did not applied this content as a table on pods due to required custom fields.
# We made each products on the list as a post instead to align with the other Pods post set-up.
# We added "B&W HITCH INSTALLED PRICES" verbiage as a heading in the archive page and category page under B&W HITCHES since this heading exists on every products on the list.
# We added 2 sub-categories "5TH WHEEL HITCHES" and "GOOSENECK HITCHES" accordingly in the old post with their respective products.
# We used same image as the featured image and Gallery to each of posts under this Towing Hitches Pods, this is for the initial set-up and shall be updated on further revision.

*Page:* Ranch Hand Pods
*Task:* Content was a list of product on a table module. please see screenshot (AFFINITYX-933797-OLD-LAYOUT (7).png)
# We noticed that the content is a list of products, we did not applied this content as a table on pods due to required custom fields.
# We made each products on the list as a post instead to align with the other Pods post set-up.
# We added 6 sub-categories "Chevy/GMC", "Ford Expedition", "FORD F150", "Ford Super Duty", "Ram", and "SubUrban/Denali" accordingly in the old post with their respective products.
# We used same image as the featured image and Gallery to each of posts under this Ranch Hand Pods, this is for the initial set-up and shall be updated on further revision.

*Page:* FlatBeds Pods
*Task:* Sub Menus/Categories
# We excluded "Farm Beds" and "Ranch Bed" due to similar categories named "Farmer Beds" and "Rancher Beds". We did not add these since there are no posts saved under these two categories.
# We added Bedrock category in the header's sub menu for ease of access.
#
{panel}
```

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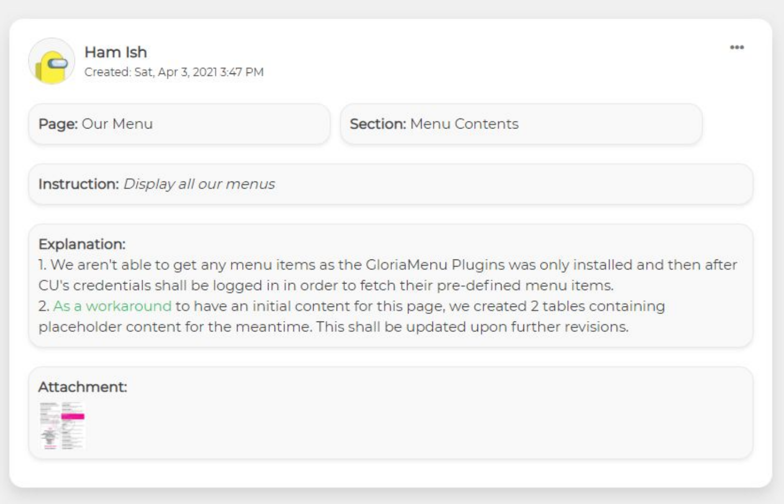
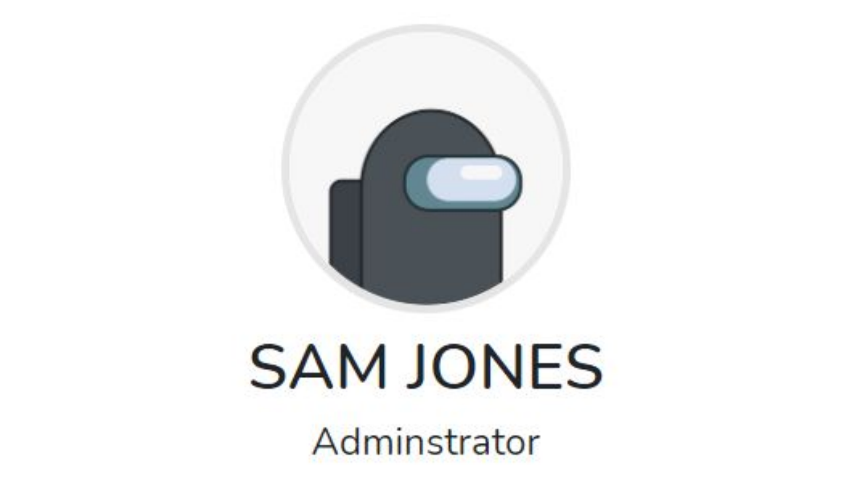
Main Features:

AllNotes



Conex Users



AllNotes

This is the feature where user can publish all of their build approaches or explanations based on a certain Customer Instruction. Conex is designed to be an easy-on-the-eye layout to display all the information both the ticket itself and its respective note saving much time for the user to read and access this information.

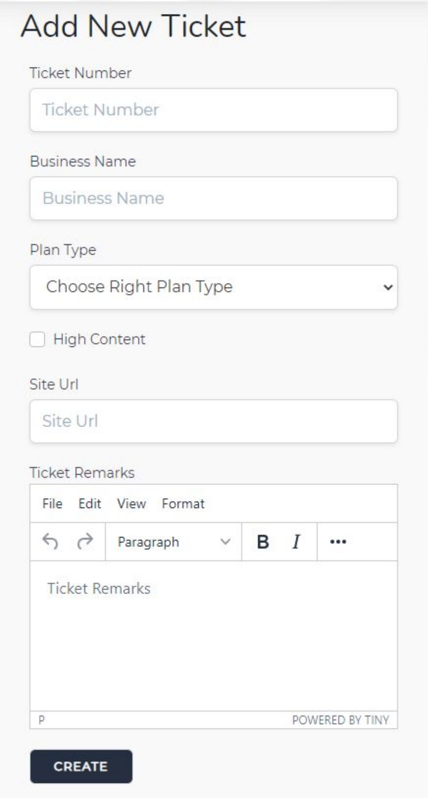
Capabilities:

1. Conex allows user to publish information in a unified format and layout.
2. Organized Information based on the Product Type and additional flags such as High Content Flags.
3. This application has the capability to sort out a Release Note or Workaround Notes.

CONEX

To get started, the first thing an authorized user shall do is to publish his/her *In Progress* Ticket. The details needed are:

1. **Ticket Number** (Build Ticket Number for New Builds, Revision Ticket Number for Revisions, and the Actual Ticket Number for Website CARE).
2. **Business Name** – The Company of the website – It is best to copy the verbiage from the Worksheet if it is available as this was already been approved by our Copywriting team.
3. **Plan Type** – This is the product type of a certain ticket. (Build Starter, Build Standard, Revision, Website Care or GCols).
4. **Site URL** – this is the URL of the actual website. This could be the temporary domain or the live domain.
5. **Ticket Remarks** – This paragraph field is for the additional comments (Pre-validation Comments). A user may input all of their general information about the ticket he/she can also input here the email subject for either SLA-Extension or any Copy-Related Emails and Revision version (Revision 2) For Revision tickets.



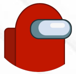
Additional Field:

1. **High Content Checkbox** – If the In-Progress Ticket of a user is considered as High Content, The user himself/herself should Tick Mark this checkbox. This will let the system identify High Content Tickets from Regular Tickets.

A user can access all the details in the first row of the ticket’s page. Conex has provided a **Content Tabs** consisting of the following:

1. **Information Tab**: This tab consists of the Business Name, Site URL, Plan Type and Date Created.
2. **Remarks Tab:** This is where a user can read the additional comments or remarks for the ticket.
    a. A good comment may consist of the Build Coverage per Developer, Challenges encountered per page, Layout Complexity, Additional Plugins add-ons, Technical Approaches, Email Subjects for SLA-Extensions and SEO Related emails.
    b. A user can make his/her comments bullet-listed or in paragraph approach.
3. **Graphs Tab**: This tab consists of two graphs counting the total count of the Release Notes and Workaround Notes of the ticket. – (As of 04/2021 – This content is still in-progress Dev will soon change the progress bar into a chart).

Under the Content Tabs of the Ticket Row, Conex also displays all the names of the developers who worked on with the same ticket.



Note: Conex will only display the developers who had published the ticket and to those who published a note to the ticket.

If all mentioned fields are settled. The user will be then redirected to the newly-added ticket's respective page where he/she can view the general information of his/her in-progress ticket and at the same time he/she can now add supporting Release Note and Workaround:

1. **Pages** – A user shall input first the Page where a certain concern is to be published whether a Release Note or a Workaround Note. He/she can start adding pages by clicking the "New Page" Button located at the right-side corner of the Dark Blue Row under the Ticket Information Row. A modal pop-up box will appear with a form with two fields. User will need to input the following:
    a. **Page Name**: A user shall input a website's page that has either a Release Note or a Workaround.
    b. **Page URL**: A user shall input a certain page's URL. This will be needed to access the actual Website page's layout for validation and for investigation. The format should be "*https://domain-name.com/page-name*" or for the easier way, simply copy/paste the URL from the web browser.

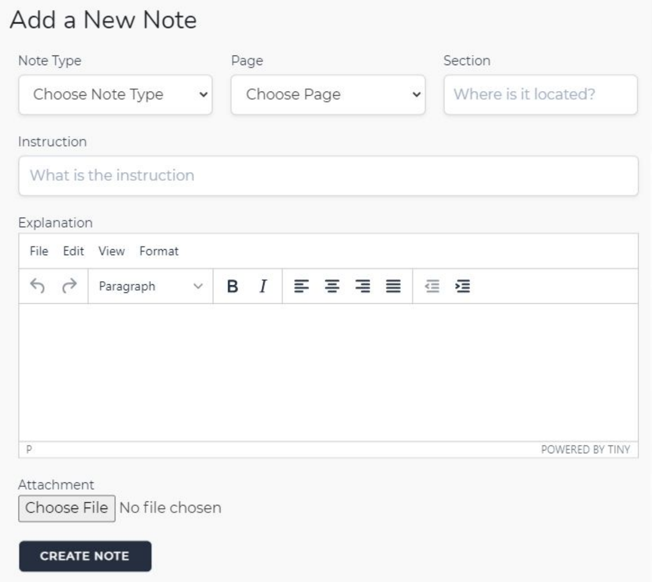
Important Notes:

- It is important to **add Pages first** before adding a note as Conex will not process it if a user jumps to another process.
- A user can input as many of page as he/she wants but it is a best practice to *add only the pages that are subject for having either a Release Note or a Workaround Note.*

2. Notes:

This is where A user can publish his/her Notes. By simply clicking the “New Note” Button, a modal pop-up form shall appear, having the following fields.

1. **Note Type**: This is a dropdown field where a user can choose if his/her note is either a Release Note or a Workaround Note. This field should not be empty as Conex will not process the user’s entry if this not settled.
2. **Page**: This is a dropdown field consisting all the pages added by the user. He/she shall choose on what page his/her certain note should fall onto.
3. **Section**: This is a text field where a user shall input the specific section his/her note is located. This is an extended feature which allows user to specifically to point out where the issue/concern is held.
4. **Instruction**: This is the field where a user can input a specific line of CU’s request or instruction.
5. **Explanation**: This is a paragraph field where a user can explain his/her approach towards a specific instruction. He/she can make the explanation in a paragraph style or bulleted-style with the help of the text-editor features of this field.



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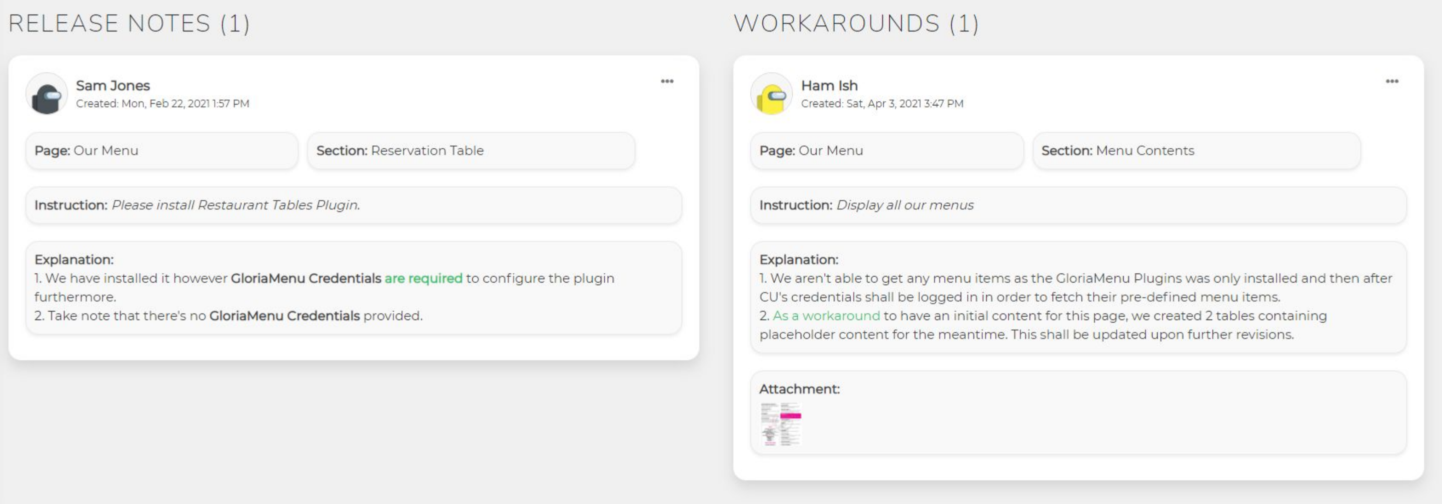
Additional Field:

1. **Attachment**: Conex has an Image Uploader field where a user can use to add visual/graphic proof for the approach he/she has implemented. JPEG or PNG Formats are only allowed to be uploaded to this field and the file size should not be too large.
    a. A user can only add 1 image per note. A snippet or an actual Content Image are the best 2 examples a user can upload.

Important Notes:

- All fields for this “Add a New Note” Form should not be left empty or else it will not be processed.

If all mentioned fields were settled, A newly created note will be displayed below the Breadcrumb Row. A published Note consists of the Developer's Name, Date (Date when the note was created), Page Name, Section, Instruction, Explanation and the optional Attachment.



A sample of Conex Note from a ticket which was processed by two Developers (Endorsed Ticket).

Scenario:

Let’s say that a user’s Woocommerce Website Care Ticket is tagged as a High Content and has more than 10 Products that has a Release Note and workaround per Product. The ticket page will have a long scrollbar and seems to be hard to navigate. Conex came up with the solution and introduces a filter action based on the pages added by the user.

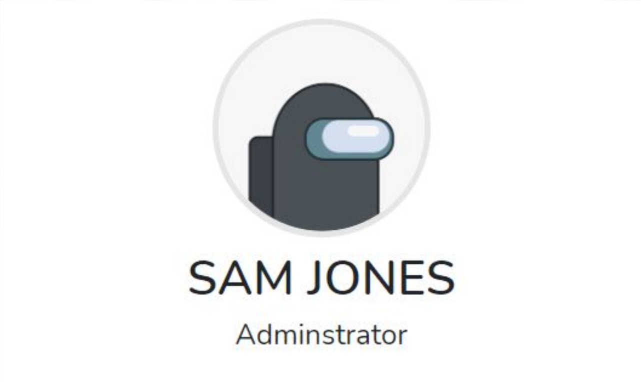
Filter Action:

Conex has a filter function based on the present pages in the breadcrumb which will allow users to view specific release notes and workaround notes for a chosen page.

Conex Users

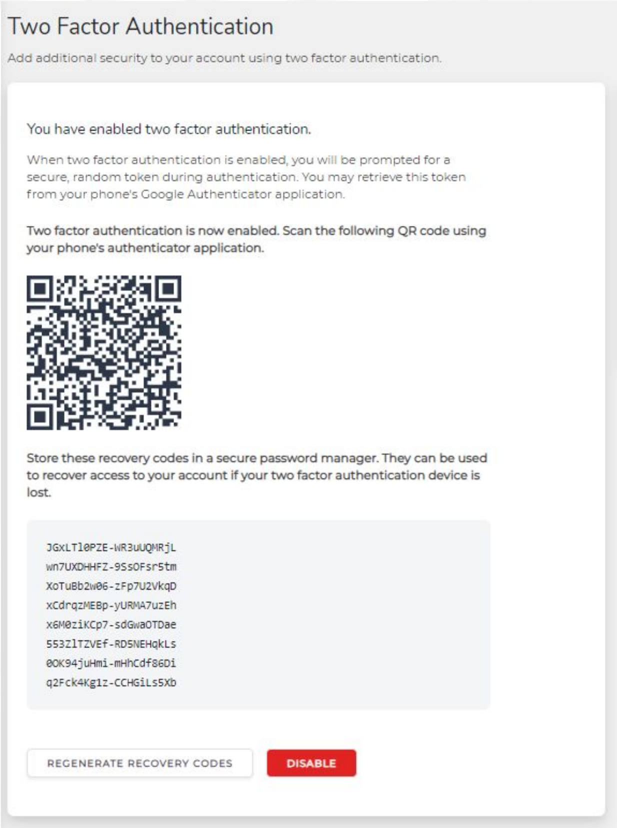
In order to access Conex, employees are required to have their respective user account created by the Site administrators. Conex identifies The following items are requested upon account registration:

1. Name
2. Employee Number
3. Email Address
4. Password
5. Employment Title



Security Features

1. **Password Rule:** User Password should be a combination of Letters (Capitalized and Regular Letters), Numeric and Special Character.
2. **Two-Factor Authentication (Scannable QR Code or Generated Backup Codes)**: Conex allows users to enable Two-Factor Authentication to ensure secure access.
3. **Update Password**: User has the option to change their passwords if he/she wishes to do so.
4. **Reset Password**: Incase a certain user forgot his/her current password. He/She can request a Password Reset from the Site Administrators.
5. **User Role Privileges**: Conex has a restriction features which separates the Administrative Process to Regular Process.



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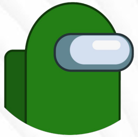
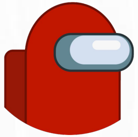
Available Conex User Roles

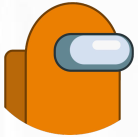
Administration



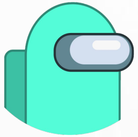
Functional Trainers



Managers



Team Leaders



Web Developers

Under the Hood

Technologies used for CONEX

Programming Language

- PHP v. 7.4.10

Programming Language

- Laravel PHP Framework v. 8
- Livewire.js

Database

- MySQL

Javascript Frameworks

- Alpine.js v. 2.7.3

Javascript Libraries

- JQuery

UI Frameworks

- Bootstrap v. 5.0.0

User Authentication

- Laravel Jetstream

Rich Text Editors

- TinyMCE 5

CONEX

Why Use Conex?

1. Conex Application has its own Database. It is more Structured and Protected at the same time.
2. Conex Release Notes and Workaround Notes are in uniform Layout.
3. It is easy to Use.
4. The Performance of a Developer may improve as we no longer use tedious approach on publishing Notes.
5. This will be useful for investigative purposes.
6. Published Notes can be used as a Calibration Item even on Stand-Up Calls to address some possible inquiries.

CONEX Scope and Limitation

- **Ticket Queue:** Conex is unable to automate to gather tickets from Jira. Conex gather's Ticket Numbers by user input.
- **Clarification Notes** are not included due to Jira Process.
- We did not include any *Time Tracking Features* as we already have a firm system from the Jira Platform and IAims Platform.
- Conex is not Responsive. *This is best viewed on Large Devices such as Desktop and Laptop.* We did not make a responsive layout for smaller devices as this should not be accessed on personal smartphones in accordance with our Policies and Guidelines.
- Conex has no messaging features for one user to another. We wanted to utilize *Skype* for Team communications.
- Email features is still in process...
- Conex has no editing capabilities to edit the published Ticket Numbers.
- Edit History is only applicable on the Notes.
- User scope are available for GoDaddy Web Dev Team. QC Team will be added as soon as possible.

Future Features to be Added

1. **Ticket Dashboard's individual Product Type Pages**: We are currently working on creating a page where the content is a list of tickets per product type.
2. **Reports**: Import Table as Spreadsheet based on Managers and Team Lead needs.
3. **Team Roster**: We are currently working on to add a Profile per Team.
4. **Supervisor's Member Trade or Swap Feature**: This feature allows a certain Manager and Team Lead to Trade a certain Member for another member from other teams.
5. **User's Profile**: This feature will be the profile of a certain user – consisting of his/her Skill-set Badges, Metrics, team, and Ticket collection.
    - **Skill-Set Badges:** This is a collection of company certified skills in a figure of badges. This will help Supervisors to know if a member can process a certain ticket based on the member's badges.
    - **Metrics:** Running Metrics in terms of Productivity, Accuracy and Attendance. We are aiming to make the member's metric be automated in Conex.
    - **Strength and Weaknesses:** We believe that this will be a useful feature for coaching material in terms of Developer's Performance Improvement.
6. **Ticket's Lighthouse Report**: We'll display The final Lighthouse report of a Ticket as a Chart.
7. **Newsfeed for Notes that has a unique instruction, flags, or issues**: With this, we believe that we can mainstream this kind of notes which will be useful to be calibration topic.
8. **QA and Copywriting Team Accounts**: We will add a specific user account for QC and for the copywriting team.
9. **QA Inspection Feature**.
10. **Copywriting Team's Note.**

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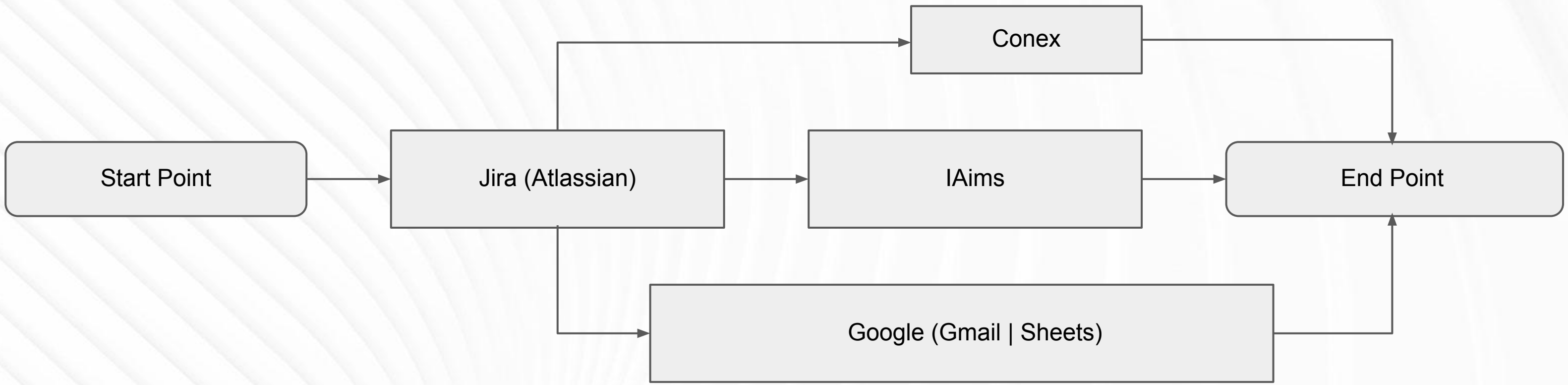
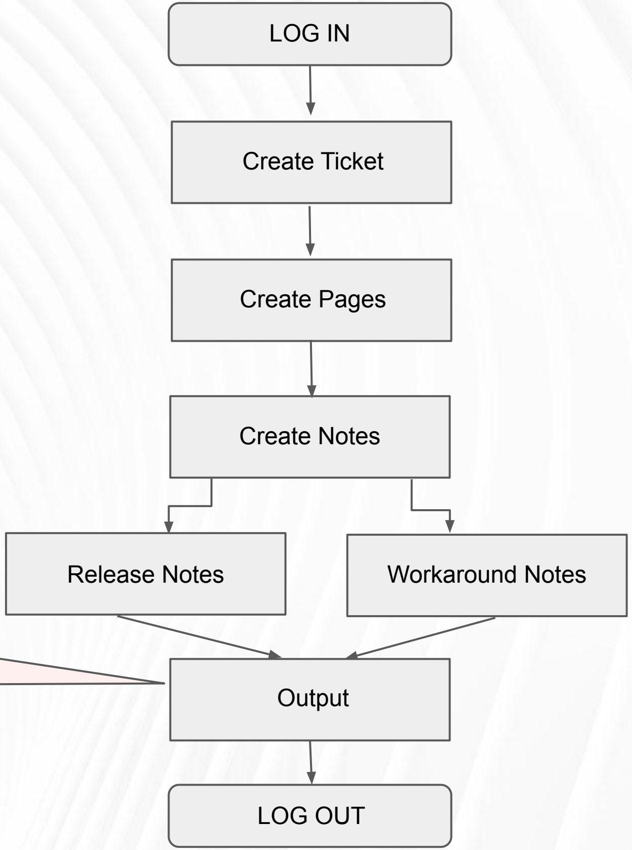
CONEX Flowchart

Ticket WorkFlow



CONEX Flowchart

AllNote General Flow



Output

> URL of the Ticket Itself

https://conex.com/tickets/affinityx-100000

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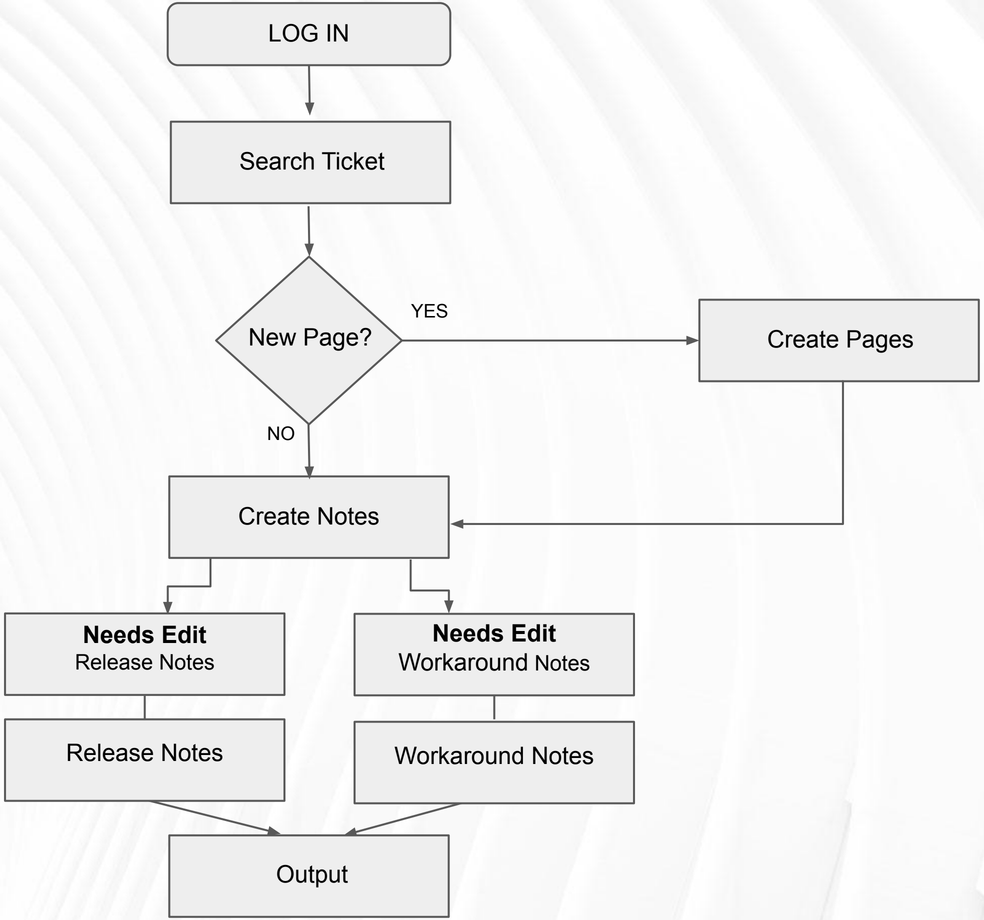
CONEX Flowchart

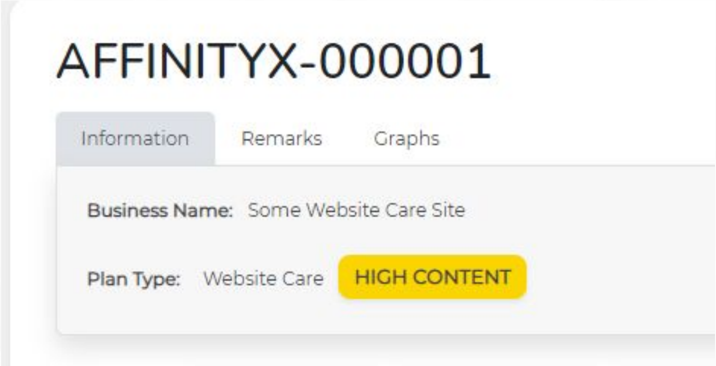
AllNote Needs Edit WorkFlow



How to know If a ticket is a High Content?

Conex has provided a yellow badge that has a High Content that will appear next to the Plan Type letting the reader/viewer of the page know that a particular ticket is tagged as a High Content.

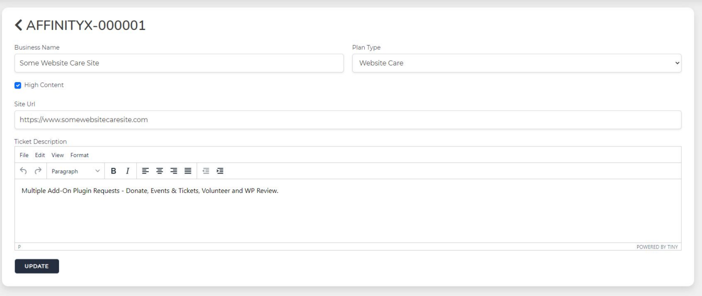
Take note that **Build Starter Sites and Build Standards** *won't be able to be tagged as High Content*. A user may add a Comment on the Ticket's Remark as "**Lengthy Content**" or "complex request" instead.



How to update a Ticket information?

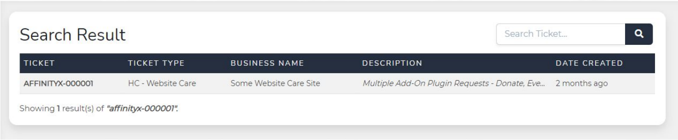
Conex allows user to make some updates for the tickets and Notes Information, which can be done by navigating to the 3-Dots Icon on the top right corner of each section. A Dropdown menu should appear once hovered; Click Edit Ticket Menu and the user will be redirected to the edit ticket form.

Reminder: Once a ticket is published, take note that the Ticket Numbers are not editable, so please be careful when typing the Ticket Number in the Ticket Number Field. Developers can simply copy/paste the ticket number from our internal resources such as the Jira Platform.



What if a certain Ticket is Endorsed?

If a ticket is endorsed to the next shift, the next Developer may search the specific ticket in the Dashboard Page. The next Developer can now add new notes according to his build coverage.



CONEX

What about Duplicate Ticket Entries?

Conex has a validation rule that allows users to publish a ticket number just once. **Any duplicate entries will not be processed**. Conex has a search engine, the user may use the Ticket Number, Business Name as keywords for searching for a certain ticket.

For your consideration,

CONEX

JECHRIS RAMOS
Lead Developer

Nicholai Olivera
Collaborator