



Helpful  
Hackers

# Meeting – Minutes (18)

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Date and Time: 24<sup>th</sup> October 2023 at 14:00

Platform: Microsoft Teams (Online)

Version: 18.0

## Meeting Attendees:

Jordan Conor Green (Team Lead)  
Siyambonga Akhona Mfeka  
Mpumelelo Candice Mchunu  
Daylin Shadrach  
Nhlakanipho Philani Khumalo  
Cameron Luke Pillay

## Absentee Team Members:

Mishra Mohammad

## Purpose of Meeting:

Jordan Conor Green – Schedules today's meeting to discuss the team's contribution to adding code functionality to the final project solution. This meeting may potentially be the final meeting to discuss any outstanding criteria required prior to the final submission and the final presentation.

## Team Member's Roles:

Jordan Conor Green has made some changes and updates to the current project solution and in today's meeting, he assigned all group members additional responsibilities to perform to achieve an effective output of the project. The additional features are identified as follows:

- Daylin Shadrach: Creating and developing an "About Us" page (to provide a background of who Helpful Hackers are and our mission statement) and "Privacy Agreement" page (providing a thorough explanation of how we plan to use any personal information such as login credentials that we collect through the website.). Jordan Conor Green was intentionally going to assign this responsibility to Mishra Mohammad; however, she is currently proceeding with her task of generating a notification alert for if a ticket created by the user has not been attended to within five working days as part of escalation.
- Nhlakanipho Philani Khumalo: Is assigned to filter user-created tickets saved in the administrative dashboard and sort them according to priority under the designated buttons and pages. I.e., All low priority tickets will be prioritized under the low-ticket page, all medium tickets will be sorted to the medium priority page, and all high priority tickets will be saved under the high priority sorting page. This will display all tickets separately as this approach would be the solution to allow tickets to be assigned to designated staff members. Jordan Conor Green will add on to the tooltip (small instructions when the user hovers their cursor over the button) to view all specified tickets. Nhlakanipho Philani Khumalo is required to place a new view as a form of declaration to the new feature.
- Mpumelelo Candice Mchunu: Has been assigned to retrieve the name from the email address that is parsed from the administrative login to display in the ticket response title. The name is being drawn from the UserModel.cs class – where it is being referenced as an instance from the AuthController.cs controller class as implemented in the UserProfileAdmin action method within the controller class. She is also tasked with formulating a solution to collaborate the data displayed in the UserModel class to work in conjunction with the Ticket.cs class (the class where the ticket information is stored and referenced throughout the project). We unfortunately cannot add another field to the UserModel.cs class as it tampers with the connection to the database and will require us to re-scaffold the database to update any changes made to the tables that represent the fields in the project solution folder to be added to the database. The reason why the parsed name is not displaying in the create-ticket page is due to the ticket creation page is drawing and displaying the information accessed from the Ticket.cs class and cannot access the model class. The reason for the displaying of the name in the create ticket page is due to we will be able to limit

the number of tickets that the user can view to only allow certain users to view. An alternate solution that Jordan Conor Green suggested to Mpumelelo Candice Mchunu is to place the name in a text-field and embed some software code to drag that certain name over to the controller class on the other side but Mpumelelo Candice Mchunu will decide her approach to attempting her solution.

- Siyambonga Akhona Mfeka: Has completed her task of displaying the functionality of allowing administrative technicians to download a Portable Document Format (PDF) of a report of all ticket responses requested from each user. Jordan Conor Green has requested a position where he would like her work to be displayed. He also assigned Siyambonga Akhona Mfeka to also include a rating system for users to evaluate the level of assistance and experience received from the support technician. Jordan Conor Green has dedicated a button on the admin portal called “Reviews” where a user will be navigated to a designated page where all reviews can be observed.
- Cameron Luke Pillay: Continuing with the final Sprint documentation – where we inform the client of everything we were accomplishing through all the Sprints, to formulate the ReadMe technical document, as well as to include some functionality code to the project such as redirecting back to the create ticket page, if no ticket shows up in view tickets (for admin) or ticket details page for users – an error message will display, provide an appropriate sign-out function to prevent users from viewing other users content, as well as to provide the automated ticket responses through the administrator portal, where a user will be prompted with a drop down menu with a button to transfer them to create a response and will add it to the drop-down menu and the user will be able to click on it to add it to the description box as part of their response.

Jordan Conor Green would like to reduce the height of the footer bar of the website in terms of design and orderliness. He was also suggesting to update the top navigation bar to a black colour and the hyperlinks text placed into the navigation bar to a white colour. Jordan Conor Green will also be formulating a ReadMe file by the end of the week to provide a detailed software explanation of how to execute and run our project. Jordan Conor Green added comments of everyone's task in each component and class within the code project.

### **Adjournment of Meeting 18:**

Jordan Conor Green has scheduled a meeting on the 27<sup>h</sup> of October on Microsoft Teams at 13:30 to discuss the final presentation and further discussion.