

# General bug tracking system for use by development teams in product development and customer experience personalization.

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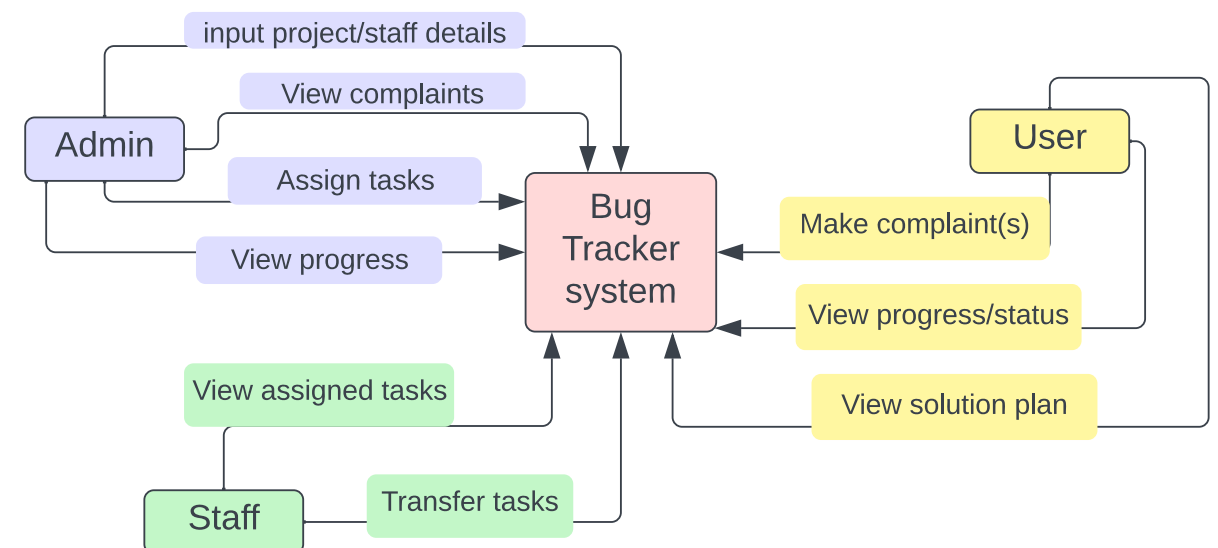


## INTRODUCTION

- Issues seem to always come up in finished products or systems irrespective of quality, amount of time sank into the project, amount of project revisions or technical ability of the developer(s).
- Over time, numerous methods have been created and adopted by development teams for bug tracking purposes.
- These methods have significantly improved the way bugs are tracked and resolved.
- However, there are issues with these methods or lack of features that this project seeks to address
- This project aims to create a platform that is general enough that any development team can use it and flexible enough to be tailored to their needs and specifications; while adding a customer personalization feature.

## FRAMEWORK

- **Admin module:** View a list of new complaints created by users, they will also be able to see the status of bugs currently being addressed, assign tasks to staff, there will be an option to add or remove details of staff members as well as create new project or modify existing project details.
- **Staff module:** View a list of their newly assigned tasks as well as tasks they are currently working on. They can also transfer tasks.
- **User module:** Submit bug complaint. They can also see the progress status of their bug complaints as well as view solution plan details.



User-system interaction