



Universidad de
los Andes



**FACULTAD
DE INGENIERÍA
Y CIENCIAS
APLICADAS**

PROJECT 1.1
WEBTECH
Group 34

Integrantes:

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User Stories

- General user.

1. As a general user I want to be able to register on the site to access its features.
2. As a general user I want to enter my name so that it is registered in my personal information
3. As a general user I want to enter my last name so that it is registered in my personal information
4. As a general user I want to enter my phone number so that it is registered as a contact method
5. As a general user I want to enter my email so that it is registered as a contact method.
6. As a general user I want my email to be my unique user identifier so that I can identify myself among all.
7. As a general user, when registering, I want the access to be authenticated through the Google user account, to have more security in my account.
8. As a general user I want to be able to log in to the system so that I can access my account.
9. As a general user I want to be able to log out so I can log out of my account.

- Requesting user

1. As a requesting user I want to be able to create a ticket with the necessary information to make a claim.
2. As a requesting user I want to see my tickets created to be able to see my claims.
3. As a requesting user I want to see my tickets in chronological order, to have an order in the list of tickets.
4. As a requesting user I want to see the details of the tickets, so I can see what has been added to each ticket.
5. As a requesting user I want to be able to add additional information to an open ticket, so that I can keep any new issue status updated.
6. As a requesting user I want to rate the solution I received from the ticket in order to express satisfaction with the resolution.
7. As a requesting user I want to give feedback on the executive's response to the ticket to leave a comment with my opinion and recommendations.
8. As a requesting user I want to accept or not the ticket, to be able to close the ticket.
9. As a requesting user I want to be able to attach files to the ticket such as "images", "videos" and "PDF files", in order to have proof of the problem.

- Executive

1. As an executive I want to see the list of tickets that I have assigned, in order to work on them.
2. As an executive I want to be able to see all the details and attributes of each assigned ticket in order to have the information to solve it.
3. As an executive I want to sort my tickets in order of priority to have a view of which are the tickets with the highest priority down to the lowest priority to solve them.
4. As an executive I want to sort my tickets by closing date so I can see which ones are closest or furthest from expiring.
5. As an executive I want to sort my tickets by response date to the user so I can see them in order.
6. As an executive I want to see the list of tickets marked by color corresponding to their status, to know their priority.
7. As an executive I want the status of the tickets to be "overdue", "close to deadline" and "on deadline" divided by color, to keep them in order.
8. As an executive I want to be able to create tickets to enter new problems.
9. As an executive I want to be able to update a ticket to keep the processes updated with said ticket.
10. As an executive I want to be able to ask a user for their acceptance of the resolution of the ticket to close the ticket.
11. As an executive I want to be able to close tickets to terminate a ticket.
12. As an executive I want to be able to search for a ticket using user email to speed up the search for tickets.
13. As an executive I want to be able to search for a ticket using words from the title of said ticket to be able to find a ticket more easily.
14. As an executive I want to be able to search for a ticket using words from the ticket description to make it easier to find a ticket.
15. As an executive I want to be able to search for a ticket by its ID number to get the specific ticket.
16. As an executive I want to be able to comment on a ticket to fix the observations.
17. As an executive I want to assign the priority of a ticket, to be able to order from the most urgent to the least urgent.
18. As an executive I want to open a ticket that I have assigned to be able to work on it
19. As an executive, I want to reopen a ticket when necessary, so that I can fix problems after it has been closed.

- Supervisor

1. As a supervisor I want to assign the executive role to a registered user account to grant the corresponding permissions.
2. As a supervisor I want to remove the executive role from an executive user account to remove the corresponding permissions.
3. As a supervisor I want to manage the user and executive accounts, in order to grant or remove the corresponding permissions.

4. As a supervisor I want to report tickets for a certain date range in order to have a record of the tickets by date.
5. As a supervisor, I want the ticket reports by date to have the total number of tickets created on those dates to see how many tickets were generated in that time range.
6. As a supervisor I want the tickets by date reports to have the total number of open tickets on those dates to see how many tickets remained open in that time range.
7. As a supervisor I want the ticket reports by date to have the total number of tickets closed on those dates to see how many tickets were resolved in that time range.
8. As a supervisor I want the reports of tickets by date to have a histogram of ticket labels to see the report as a graph.
9. As a supervisor I want to get an overdue tickets report to see the tickets that were not solved within the established date.
10. As a supervisor I want the overdue tickets report to show tickets in descending order according to the stipulated closing date by default, to show the tickets that are the longest overdue first.
11. As a supervisor I want to be able to sort the tickets in the Overdue Tickets report by date of response to the user to see the tickets in order from the user's response.
12. As a supervisor I want to be able to prioritize the tickets in the Overdue Tickets report to see the overdue tickets in order of their priorities.
13. As a supervisor I want to obtain an executive performance report generated in a specific year, to have the report of the executives in that year.
14. As a supervisor, I want to obtain an executive performance report generated in a specific month and year, in order to have the report of the executives in that indicated month and year.
15. As a supervisor, I want the executive performance report to be able to filter by a specific executive or all executives, to see the performance of all executives or a specific one.
16. As a supervisor, I want the executive performance report to show the number of tickets created for each executive, to see how many tickets were assigned.
17. As a supervisor, I want the executive performance report to show the closed tickets of each executive to see how effective he is in resolving the tickets.
18. As a supervisor, I want the executive performance report to show the tickets that remain open for each executive to see his performance.
19. As a supervisor, I want the executive performance report to show the average of the rating given by the requesting users when accepting the resolution of each executive's tickets to see their performance through said rating.
20. As a supervisor I want to manually assign a ticket to an executive to resolve the ticket.
21. As a supervisor I want to reassign a ticket to another executive so that they can continue solving said ticket.
22. As a supervisor, I want to set a deadline for a ticket to be resolved.
23. As a supervisor, I want to set a response deadline for a user on a ticket so that the executive responds within that time range.

- **Administrator**

1. As an administrator I want to perform all the actions of a supervisor in the system, in order to have all the functions of the page
2. As an administrator I want to manage the accounts of the supervisors change their role if necessary
3. As an administrator I want to manage the accounts of the executives to choose their role.

Wireframes

1. Sign In and Sign Up User

Starting with the login or user registration, requesting the corresponding data in each case.

The image shows two wireframes for the 'TecnicDesk' application. The left wireframe is for the 'Sign In' page, featuring a header with the 'TecnicDesk' logo, a 'Sign In' title, a link to 'Sign Up' for users who don't have an account, and input fields for 'Email' and 'Password'. Below these is a checkbox for 'Remember me' and a 'Sign In' button. The right wireframe is for the 'Sign Up' page, with a similar header and a 'Sign Up' title. It includes a link to 'Sign In' for existing users and input fields for 'Full Name', 'Email', 'Telephone', 'Password', and 'Confirm Password'. Both pages have a 'Continue' button at the bottom.

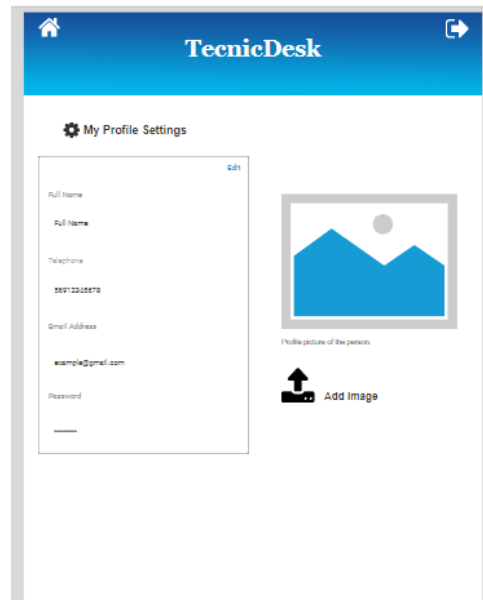
2. Homepage

Main page that activates or deactivates the functions according to whether you are a user or a worker of the company, it contains the button to go to the user profile, create tickets, see the list of tickets, see the list of users to edit, see the reports , with a description of the page and a list of active tickets.

The image shows a wireframe for the 'TecnicDesk' homepage. The header features the 'TecnicDesk' logo and a user profile icon. Below the header are three buttons: 'My Tickets', 'Create New Ticket', and 'List Users'. A large area contains a line graph and a 'Reports' button. Below this is a 'Page Description' section with a paragraph of placeholder text. At the bottom left is a 'Active Tickets' section with a table listing tickets. The table has columns for 'Ticket ID' and 'Customer Support'. The table contains four rows of data: Ticket 1, Ticket 2, Ticket 3, and Ticket 4. The table is titled 'Active Tickets' and has a 'Close' button.

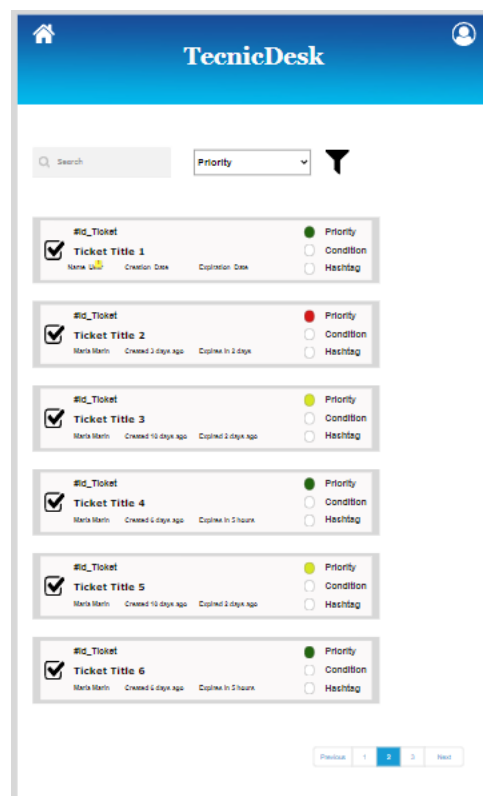
3. User Profile

User profile where you can edit the basic information, attach a profile image, with the option to return to the main page or to log out.



4. User and Executive view of My Tickets

User and executive view of my tickets, includes filters and search, in addition to the list of tickets with their basic information, ticket id, ticket title, username, creation date, expiration date, priority, labels and status.



5. Supervisor and Administrator view of My Tickets

The view of tickets from the supervisor or administrator includes the option to choose the executive who will be in charge of the ticket.

The screenshot displays the TecnicDesk interface for a supervisor or administrator. At the top, there is a blue header with the TecnicDesk logo and a user profile icon. Below the header, there is a search bar and a dropdown menu for 'Priority'. The main content area shows a list of six tickets, each with a checkbox, a title, a description, and a status. The tickets are as follows:

#id_Ticket	Executive	Priority	Condition	Hashtag
Ticket Title 1	Executive	Priority	<input type="radio"/>	<input type="radio"/>
Ticket Title 2	Executive	Priority	<input type="radio"/>	<input type="radio"/>
Ticket Title 3	Executive	Priority	<input type="radio"/>	<input type="radio"/>
Ticket Title 4	Executive	Priority	<input type="radio"/>	<input type="radio"/>
Ticket Title 5	Executive	Priority	<input type="radio"/>	<input type="radio"/>
Ticket Title 6	Executive	Priority	<input type="radio"/>	<input type="radio"/>

At the bottom of the list, there is a pagination bar with buttons for 'Previous', '1', '2', '3', and 'Next'.

6. Create new Ticket

Create a new ticket where you can enter the title, description, label, choose the type of ticket, add an image, choose the priority, with the option to create a ticket or cancel the creation.

The screenshot displays the TecnicDesk interface for creating a new ticket. The form is divided into two main sections: a left section for ticket details and a right section for user information.

Left Section:

- Title Ticket:** A text input field with a placeholder icon.
- #id_Ticket:** A text input field.
- User Name:** A text input field.
- Description:** A large text area for the ticket description.
- Label:** A text input field.
- Type:** A dropdown menu with 'Technical Service' selected.
- Priority:** A dropdown menu with 'Normal' selected.
- Image Upload:** A section with icons for adding images and a file input field.

Right Section:

- User Name:** A text input field.
- Email:** A text input field with the value 'email@example.com'.
- Telephone:** A text input field with the value '+58 9 1234 5678'.

At the bottom of the form, there are two buttons: 'Create' (blue) and 'Cancel' (red).

In the ticket view from a user you can add images, read all the information, in addition to seeing the executive assigned to you, you can add a comment or additional information about the problem, see the response of the executive being able to accept or decline it, and after accept if it is the case, you can put a rating from 1 to 5 stars and give a feedback of the service.

[illegible]

Ticket view from a company worker, you can answer the ticket, close, open or reopen depending on the case, see all the information, and also have access to edit the priority, status, tag and add comments by creating a thread comments between executives on the case.

TeenieDesk

Opened

Title Ticket
#id_ticket

User Name

Create Name

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User Profile:

Name Example Name
Email example@gmail.com
Telephone +86 9 1234 5678
Executive Name id_executive

Ticket History

Color	Status
Green	Opened
Orange	Pending Resolution
Red	Expiration

Comments

#id_investigative **Create action**

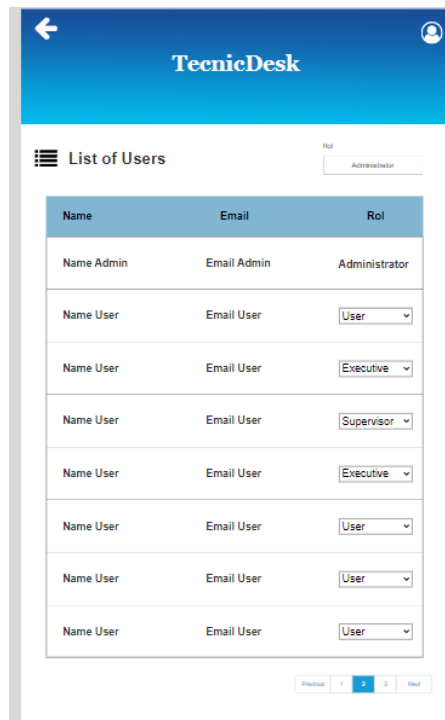
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

Comments:

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9. User List from Administrator

The list of users from an administrator will be able to see the main data such as name and email, and you can also choose the user's role, among the list options.

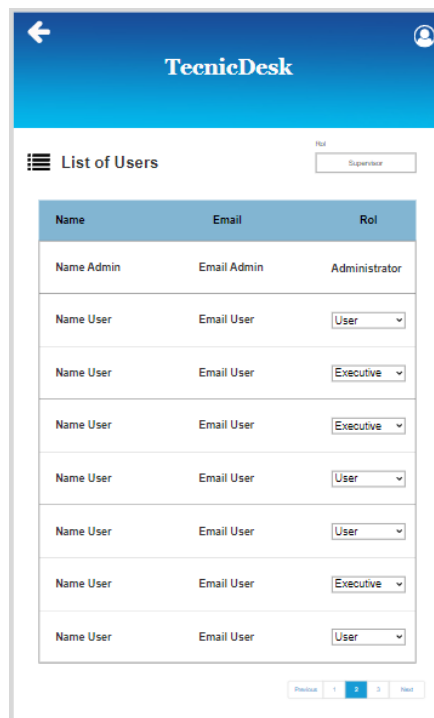


The screenshot shows the 'List of Users' screen in the TecnicDesk app. The role is set to 'Administrator'. The table lists users with their names, emails, and roles. The Rol column has a dropdown menu for each user.

Name	Email	Rol
Name Admin	Email Admin	Administrator
Name User	Email User	User
Name User	Email User	Executive
Name User	Email User	Supervisor
Name User	Email User	Executive
Name User	Email User	User
Name User	Email User	User
Name User	Email User	User

10. User List from Supervisor

The list of users from a supervisor will be able to see the main data such as name and email, and you can also choose the role of the user between executive or user.



The screenshot shows the 'List of Users' screen in the TecnicDesk app. The role is set to 'Supervisor'. The table lists users with their names, emails, and roles. The Rol column has a dropdown menu for each user.

Name	Email	Rol
Name Admin	Email Admin	Administrator
Name User	Email User	User
Name User	Email User	Executive
Name User	Email User	Executive
Name User	Email User	User
Name User	Email User	User
Name User	Email User	Executive
Name User	Email User	User

11. Reports

Supervisors and administrators can generate three types of reports, selecting them from the corresponding list and adding the necessary information to create them, such as dates, among others

The image displays four screenshots of the TecnicDesk mobile application interface, arranged in a 2x2 grid. Each screen features a blue header with the 'TecnicDesk' logo and a back arrow. The top-right corner of each screen contains a user profile icon.

- Top-Left Screenshot:** Shows the 'Ticket Report by Date' screen. A dropdown menu is open, displaying three options: 'Ticket Report by Date', 'Expire Ticket Report', and 'Executive Performance Report'. A 'Report' button is visible in the top right.
- Top-Right Screenshot:** Shows the 'Expire Ticket Report' screen. It includes a 'Priority' filter dropdown and a funnel icon. Below, there is a list of four tickets, each with a checked checkbox, a title, a name, creation and expiration dates, and radio buttons for 'Priority', 'Condition', and 'Hashtag'.
- Bottom-Left Screenshot:** Shows the 'Executive Performance Report' screen. It features a 'Performance of an Executive' dropdown and an 'Annual' period selector, both with input fields. A 'Report' button is in the top right.
- Bottom-Right Screenshot:** Shows the 'Ticket Report by Date' screen with a summary table and a histogram. The table has columns for 'Initial Date', 'Final Date', '#Tickets Created', '#Open Tickets', and '#Closed Tickets', with values 1000, 920, and 700 respectively. Below the table is a 'Label Histogram' bar chart with four bars of varying heights.

Domain Model

- **Requesting user**

Requesting users have email, phone number, name and surname, they can also create tickets, see the tickets they have created, add additional information to an open ticket, attach files to work on the ticket, and when they receive a response from the executive they can accept the answer, rate it from 1 to 5 and give feedback

- **Executive**

An executive has many tickets assigned, you can update your ticket information, add comments to the ticket, open, close or reopen it depending on the case, respond to the requesting user as well as request that they accept the response, search for tickets by user mail, description, title, among others

- **Supervisor**

A supervisor can change the role of an executive or a requesting user, they can also request ticket reports by dates, overdue tickets report, and also annual or monthly performance report of one or more executives

- **Administrator**

An administrator is unique in the system, has all the features of a supervisor, and also has the ability to change the role of executives, supervisors or users.

- **Tickets**

A ticket can be created by a user, it can be modified by an executive assigned to said ticket, it contains the information of the requesting user, creation date, expiration date, resolution date, unique identifier, title, a brief description of the incident, priority, status, tags, attachments, resolution keys response to requesting user, executive comment thread, can be opened, closed or reopened by an executive, and can be reassigned to different executives from a supervisor or administrator.

- **User Profile**

A user profile has the mail, name, surname, telephone, and user photo, it is unique for each user

- **Comment**

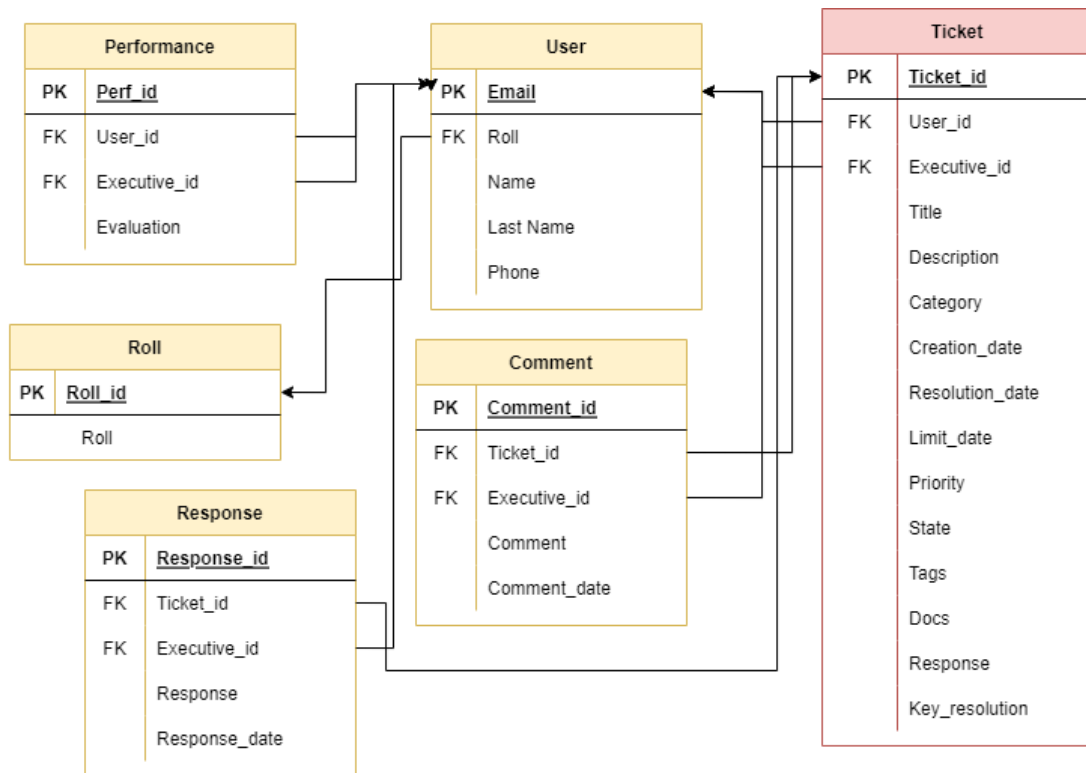
The comment thread contains the comments of executives on a specific ticket, each comment contains the executive id and name, date of creation and the comment itself.

- **Reports**

The reports are generated by the supervisors or by the administrator, it contains three types of reports, tickets by dates, expired tickets and executive performance, they can be generated by a date range, by a specific executive, among others

- **User List**

The list of users contains all the users registered in the system, including requesting users, executives, supervisors and the administrator, this list can only be seen by the supervisors and the administrator, where they can modify the roles that each one has, the administrator is the only one who can modify the role of the supervisors



Ticket	User	Performance	Roll	Response
Has many and belongs to Users	Has many Tickets	Has one Average	Has many Users	Belongs to tickets
Has many Comments	Has one and belongs to Roll	Belongs to User	Comment Belongs to ticket	
Has many Responses	Has one Performance			

Entity-Relationship Model.