Balcão Único Digital da Universidade de Aveiro

Bases de Dados

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P10 - G07
Computer and Informatics Engineering
31/05/2024

universidade
de aveiro

About our Application

- STIC are responsible for managing communications services and systems in UA;

- BUD stands for Balcão Único Digital. Is a platform that centralizes all services related to STIC serving as the primary point of contact;

- Allows the user to request services and to report incidents such as service degradation or unavailability;

- It is aimed for all students and administrative employees of UA.

BUD?

Requirements

functional

Requirements

Functional Requirements
Ticket creation
View ticket details
Update ticket status
Access user Tickets
Messaging
Manage all tickets

SQL Summary

- 5 UDFs

- 11 Stored Procedures

- 4 Triggers

- 2 Views

- 3 Indexes


```
Results   Messages

    (6651 rows affected)
    Time without index: 183ms

    (6756 rows affected)
    Time without index: 244ms

    (20001 rows affected)
    Time without index: 316ms

    (6651 rows affected)
    Time with index: 110ms

    (6756 rows affected)
    Time with index: 87ms

    (20001 rows affected)
    Time with index: 270ms

    Completion time: 2024-05-31T03:30:13.3315840+01:00
```
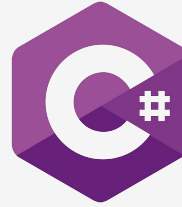
Results	Messages

	TotalTickets
1	20001

	TotalTicketsForUser1
1	6651

	TotalTicketsWithPriority1
1	6756

	TotalTicketsWithCategory1
1	5001

	TotalTicketsWithService1
1	20001

Technologies Used

Tools:

Demo

Future Work

- Send attachments on ticket creation

- Send attachments on messages

- User profile picture support

- Display help articles

- Ticket Filters / Sorting

- Ticket Deletion

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