Introduction and Background:

Can you tell me a bit about your role and responsibilities within your team or organization?

* I am a full stack developer in my team. But my focus is backend functionality.

Are you currently using any project management or ticketing systems? If so, which ones and what do you like or dislike about them?

* Yes, we are using Jira. Recently there has been an update that allows you to rename tickets on board view. This has made it more difficult to move tickets. Other than that, I like how it seamlessly integrates with software like toggle.

First Impressions:

What are your initial thoughts upon logging in to the system?

* The design is very clean. All the components work together effectively, there was not something that overwhelmed the project.

Is there anything that immediately stands out to you in terms of design or layout?

* The colour scheme worked well, giving the user an option to collapse the side nav is a really great feature.

Navigation and Interface:

Can you easily find the main features like task allocation, ticket dashboard, user management, etc.?

* Yes, all the main features are easily accessible. I could navigate the program with little to no effort.

Were there any elements or sections that were confusing or difficult to navigate?

* No, the flow was clear and concise.

Task Allocation:

How intuitive was the process of allocating tasks to team members?

* It was easy, I also liked it how the users I can select are the users that are involved in the specific project or group. Allowing me to not assign a ticket to the incorrect individual.

Were you able to easily assign tasks to specific teams or individuals?

* Yes.

Ticket Dashboard:

Did you find the ticket dashboard informative and easy to use?

* Yes, all the relevant information was available in a nice table summary. If more information were needed you can simply click on the specific row.

Were you able to filter and sort tickets in a way that made sense to you?

* Yes, the table filters were quick and easy to use. Only the search bar seemed to give some errors (It would display nothing when clicked).

User Management:

How was your experience with managing user accounts and permissions?

* I was able to easily remove someone but it would also navigate to the individuals profile, rather than keeping me on the group.

Were you able to set up or modify user access levels as needed?

* I was unable to fully edit peoples access levels. But I was able to edit my own profile.

Time Tracking:

Were you able to track your time on tasks effectively?

* I was unable to track my time on a task.

Did you encounter any issues or confusion related to time tracking?

* The time tracking did not work. And the date created was incorrect.

On a scale from 1 to 10, how would you rate your overall experience using this application?

* 7

What were the standout features or aspects that you particularly liked?

* The clear and easy to read ticket dashboard, and the analytics page.

Improvements and Suggestions:

Are there any specific features or functionalities you feel are missing or could be improved?

* The time tracking. And I was able to create tickets, but the ticket did not appear on the dashboard.

Do you have any suggestions for making the system even more user-friendly?

* You can add error messages on the create ticket screen to inform users if fields are empty when they press submit.

Additional Comments:

Is there anything else you'd like to share about your experience using this application?

* No.