



# TicketMan®

Support Tickets Database Manager System



## Personnel:

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## Purpose:

*In many organizations which have a technical support department, there needs to be a management and control system that could handle the vast information of many technical problems they are in charge of, this system is rooted on the company workers and their ability to use this kind of information to solve their problems in the best possible way.*



## **Requirements:**

For our product there was a lot of requirements that we would need to address .  
Some of the requirements we will show you in the next slide .



## **Requierment No.1 - *Log-in & Authentication***

In this requirement we needed to create a Login system that will restrict the product only for the client's workers and also for documentation the ticket's creator contact details .

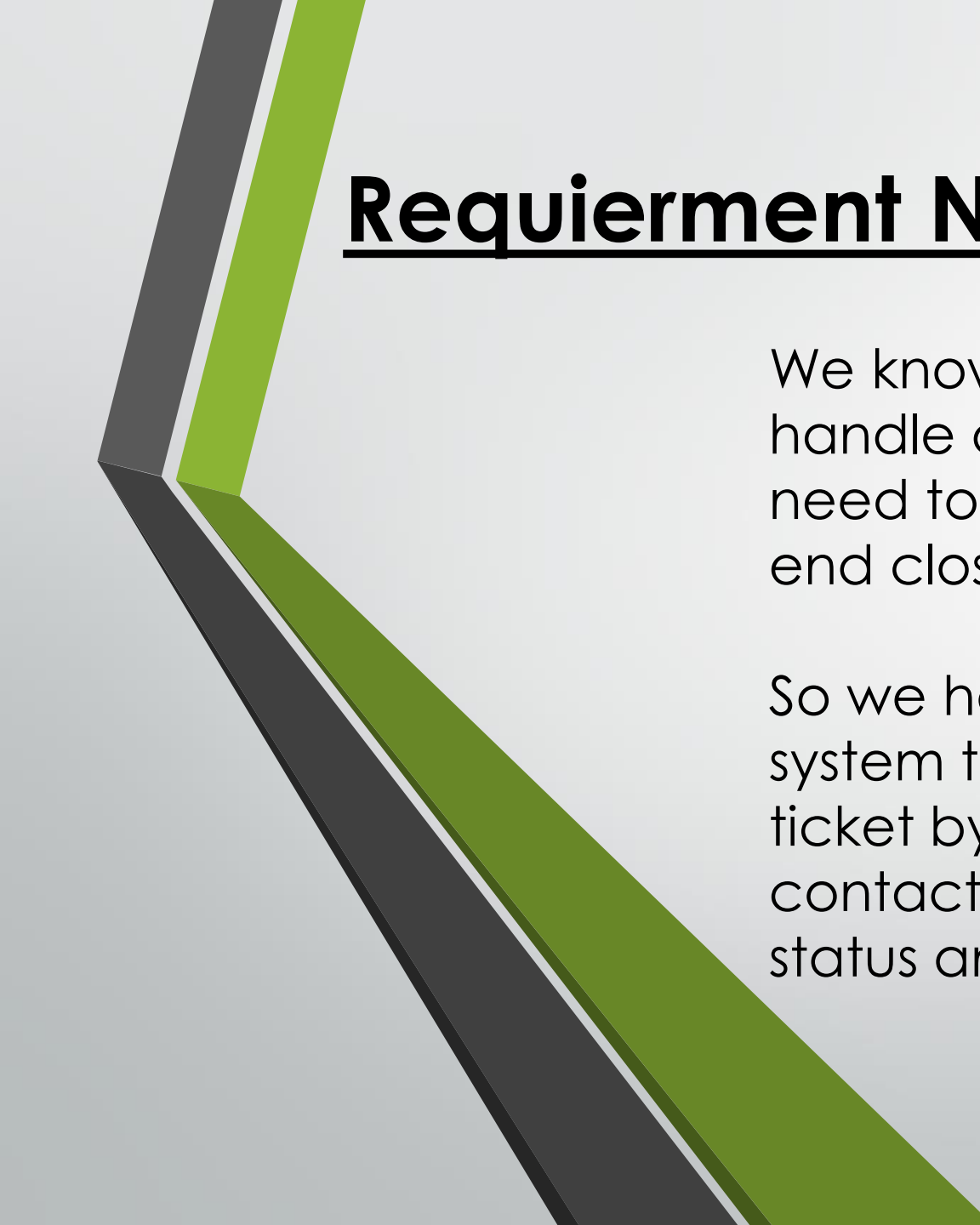
To answer that , we have created a database that will contain all the user's information and contact details for the tickets creation as also Authenticate the user when log in with username and password that are saved in the database .



## **Requierment No.2 - Create service call**

For the support tickets database manager system we have needed of course ,Tickets .

So we created after the login phase a service call creation system that can be accessed through the client's workers and also by the IT team of the client .



## **Requierment No.3 - *Update tickets***

We know that every service ticket need to be handle and eventually be closed .for that a ticket need to be updated ,edited ,changed and in the end closed .

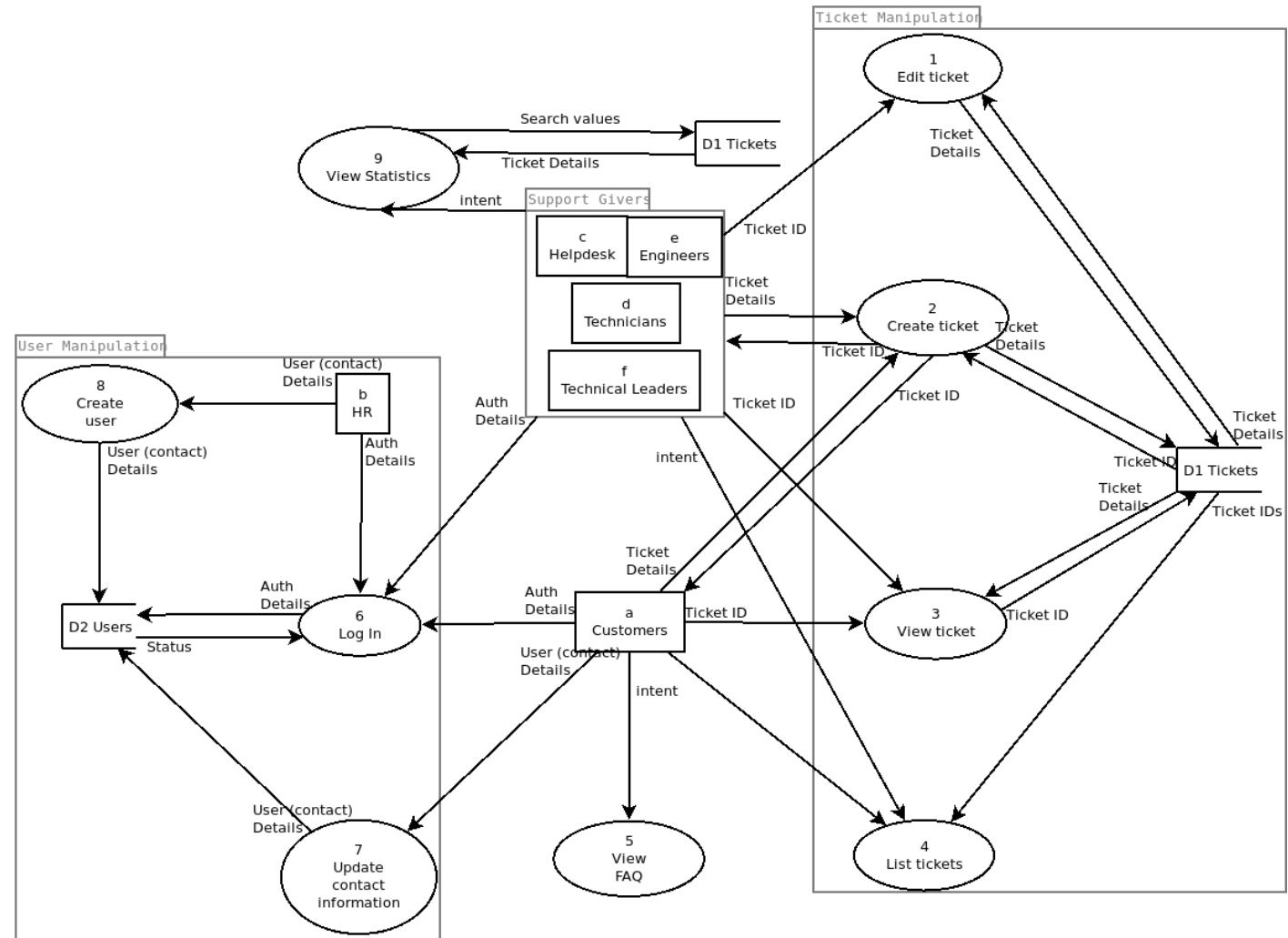
So we have created an update system for our system that can do all of these ,like update the ticket by stakeholders ,adding notes ,changing contact details and of course ,update the ticket status and close it .



# Data Flow Diagram

For us to show you an overall view of the system and how it works ,we have created a data flow diagram to demonstrated it ...







# Main challenges in the testing phase

- How to address all the parts of the product and be sure we have covered 100% of it ?
- The developers were also the testers ,So how can we know we've tested the program objective ?
- The size of the QA group was small ,So how can we manage to split the work between all of the group ?
- There are many subsystem in the product that are relay on each over (like the user's database and the login feature) ,So how can we test one subsystem without interfere the other subsystem ?



# Unresolved Issues

- We didn't complete a GUI interface ,Thing that cost us in the UI experience .
- The lack of GUI is also cost us in the statistics and analyze . feature without allowing us the view to the user graphs and charts .
- The System cannot work online .Which mean that the system isn't compile to work within separate users at the same time .



# Risks in Develop

- Checking all the time that we are work with the requirements of the customer (working with the SRS doc) .
- Be able to communicate with all the develop group and check that we are synced with each other and know on what everyone is working on.
- Running on tight Schedule is a catalyst to mistakes and skip important steps ,So we needed to check all the time on our working process that is done correctly .



The End of the presentation .

And now we move to the demonstration