# FUNZIONI

* Creazione report di problemi, errori o richieste
* Distribuzione dei report
* Monitoraggio del lavoro
* Monitoraggio ed analisi dei report
* Generazione automatica di report in caso di errori, errori sconosciuti o non controllati

## USER SIDE

* FAQs
* Aprire ticket (report di problemi o richieste)
  + Inserire codice errore se presente/possibile
  + Allegare File
* Lista/Storico dei propri ticket
* Visualizzare un ticket in dettaglio
  + - Readonly delle informazioni accessibili all’utente
  + Se non chiuso
    - Aggiungere commenti, caricare file
    - Q&A con il team incaricato
    - Richiedere di chiudere il ticket

## TEAM SIDE

* Lista dei ticket in lavorazione
  + Eventuali ticket in evidenza
* Visualizzare un ticket in dettaglio
  + Q&A con l’utente
  + Chat/storico delle comunicazioni tra servizio assistenza, frontend e backend
  + Storico delle commit, review
  + Service line agreement
  + Chiudere il ticket

## SUPPORT SIDE

* Aprire un ticket per segnalazione avvenuta tramite email/chat/telefono

## MANAGEMENT SIDE

* Visualizzare lista dei ticket aperti
  + Assegnare Priorità
  + Assegnare il ticket ad il team più idoneo
    - Monitoraggio del lavoro
    - Chiudere ticket
  + Assegnare service line agreement
* Visualizzare storico dei ticket
* Analisi dei ticket

# DB

CreatedAt & UpdatedAt Omessi ma presenti

## UTENTI

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | .USER | | | ID (INTEGER UNIQUE) | PK | | USERNAME  (STRING UNIQUE) |  | | EMAIL ADDRESS  (STRING UNIQUE) |  | | FIRST NAME (STRING) |  | | LAST NAME (STRING) |  | | PASSWORD (HASH) |  | | |  |  | | --- | --- | | .USER\_TYPE | | | ID (INTEGER UNIQUE) | PK | | ROLE (STRING UNIQUE) |  | |
| |  |  | | --- | --- | | .USER.ROLE (JOIN TABLE) | | | USER ID | FK | | ROLE ID | FK | |

## TEAM

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | .TEAM | | | ID (INTEGER UNIQUE) | PK | | NAME (STRING UNIQUE) |  | | |  |  | | --- | --- | | .TEAM.EMPLOYEE (JOIN TABLE) | | | TEAM ID | FK | | USER ID | FK | |

## COMMIT & CODE

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | .COMMIT | | | ID (INTEGER UNIQUE) | PK | | USER ID | FK | | TITLE (STRING) |  | | |  |  | | --- | --- | | .COMMIT.CODE (JOIN TABLE) | | | COMMIT ID | FK | | CODE ID | FK | |
| |  |  | | --- | --- | | .CODE | | | ID (INTEGER UNIQUE) | PK | | FILE (STRING) |  | | CODE (STRING) |  | |

## FAQ & SERVICE LINE AGREEMENT

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | .FAQ | | | ID (INTEGER UNIQUE) | PK | | TITLE (STRING) |  | | CONTENT (STRING) |  | | |  |  | | --- | --- | | .SLA | | | ID | PK | | TITLE (STRING) |  | | COMMENT (STRING) |  | |

## TICKET

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | .TICKET | | | ID (INTEGER UNIQUE) | PK | | ISSUE (STRING) |  | | ERROR CODE (STRING) |  | | STATUS (STRING) |  | | PRIORITY (STRING) |  | | |  |  | | --- | --- | | .TICKET.USER (JOIN TALBE) | | | TICKET ID | FK | | USER ID | FK | |
| |  |  | | --- | --- | | .TICKET.SLA (JOIN TALBE) | | | TICKET ID | FK | | SLA ID | FK | |
| |  |  | | --- | --- | | .TICKET.TEAM (JOIN TALBE) | | | TICKET ID | FK | | TEAM ID | FK | |
| |  |  | | --- | --- | | .TICKET\_ATTACHMENT | | | ID | PK | | TICKET ID | FK | | USER ID | FK | | ATTACHMENT (BLOB) |  | |  |
| |  |  | | --- | --- | | .CHAT | | | ID (INTEGER UNIQUE) | PK | | LOG (STRING) |  | | |  |  | | --- | --- | | .TICKET.CHAT.USERS (JOIN TALBE) | | | CHAT ID | FK | | USER ID | FK | |
| |  |  | | --- | --- | | .TICKET.CHAT (JOIN TALBE) | | | TICKET ID | FK | | CHAT ID | FK | |
| |  |  | | --- | --- | | .TICKET\_COMMENT | | | ID | PK | | TICKET ID | FK | | USER ID | FK | | COMMENT (STRING) |  | | QUESTION? (BOOLEAN)\* |  | | |  |  | | --- | --- | | .TICKET.Q&A (JOIN TALBE) | | | COMMENT ID | FK | | ANSWER ID | FK | |
| |  |  | | --- | --- | | .TICKET\_ANSWER | | | ID | PK | | USER ID | FK | | ANSWER (STRING) |  | |