

# **PROJECT PLAN**

## **GROUP -F**

### **MEMBERS-**

- Amit Kumar Sharma
- Aquib Jawed
- Prasun Ghosh
- Sayani Roy
- Sneha Kumari

### **PRELIMINARY STAGE -**

- Database design – Whole group
- Project documentation – Amit Kumar Sharma
- Project documentation modification – Sneha Kumari, Aquib Jawed

### **STAGE 1 -**

- Initial frontend (UI) - Sayani Roy, Sneha Kumari
- Database creation – Prasun Ghosh
- Initial backend (creating packages and classes) - Amit Kumar Sharma, Aquib Jawed, Prasun Ghosh

### **STAGE 2 -**

- Landing page – Sayani Roy, Sneha Kumari
- Login page -
  - Admin login – Prasun Ghosh
  - CSR login – Amit Kumar Sharma
  - Technician login – Aquib Jawed
- Admin – Amit Kumar Sharma
  - Add new CSR

- Add new technician
- CSR – Aquib, Sneha
  - View all tickets
  - Generate new ticket
  - Update tracking details
- Technician – Prasun
  - View own tickets
  - Escalate tickets
  - View user feedback
  - Provide problem solution
- User – Sayani
  - Track ticket
  - Provide feedback

## **STAGE 3 -**

Testing – TBD