High-Level Design

Team 7- Service Charge App

Version No: 1.0
Updated By: Lj Vincent Tudtud
Approved By:

Revision History

REV. NO	MODIFIED BY	MODIFIED DATE	REMARKS	PRELIMINARY REVIEW & APPROVAL	DATE REVIEWED	FINAL REVIEW & APPROVAL	DATE APPROVED
1.0	Tudtud, Lj Vincent	2023/02/04	Initial Creation				

SCREEN DETAILS

Screen List

SCREEN	DESCRIPTION	REMARKS
1.0 Landing Page		
1.1 Login		
2.0 Forgot Password		
2.1 Reset Password		
3.0 Dashboard		
3.1 View / Update Ticket		
4.0 Add New User		
5.0 Add New Ticket		

Screen List

SCREEN	DESCRIPTION	REMARKS
6.0 Send Email		
7.0 View Users		
8.0 Generate Conforme		
9.0 Generate Report		
10.0 Logout		

Landing Page

1.0
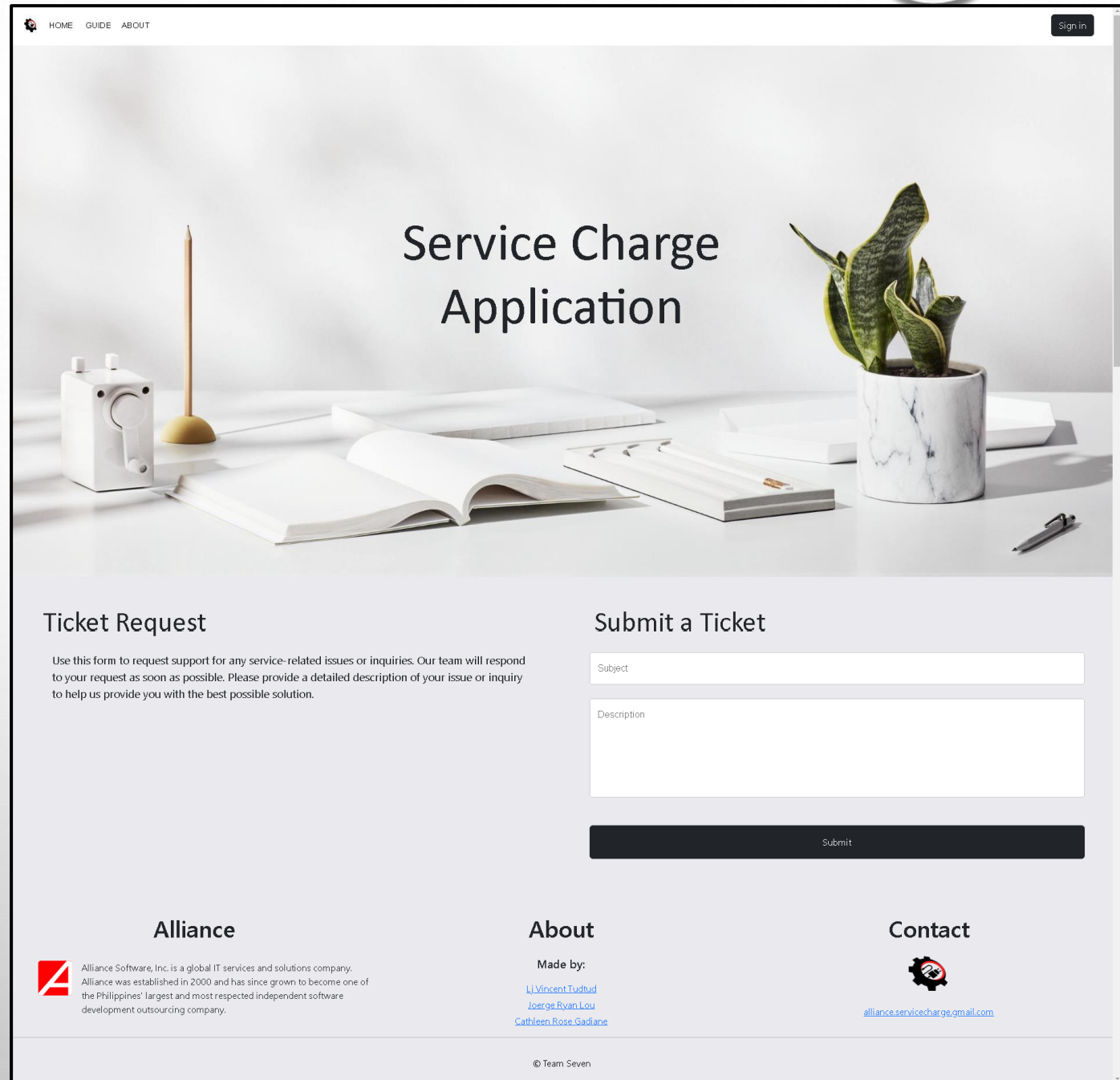
ITEMS	TYPE	REQUIRED?	DATA TYPE	SIZE	FORMAT	SAMPLE DATA
Home	Button	N/A	N/A	N/A	N/A	N/A
Guide	Button	N/A	N/A	N/A	N/A	N/A
About	Button	N/A	N/A	N/A	N/A	N/A
Sign In	Button	N/A	N/A	N/A	N/A	N/A
Subject	Textbox	No	String	255	Text	Subject
Description	Textbox	No	String	500	Text	Description
Submit	Button	N/A	N/A	N/A	N/A	N/A
Made by	Textlink	N/A	N/A	N/A	N/A	N/A
Contact	Textlink	N/A	N/A	N/A	N/A	N/A
LOGIC						

1.0 When the "Home" button is clicked, it will redirect to Landing Page.

When the "Sign In" button is clicked, you will directed to the Login.

ITEMS	TYPE	REQUIRED?	DATA TYPE	SIZE	FORMAT	SAMPLE DATA
Email	Textfield	Yes	varchar	255	text	ljtudtud@gmail.com
Password	Textfield	Yes	varchar	255	password	admin
Forgot Password	Textlink	N/A	N/A	N/A	N/A	N/A
Sign In	Button	N/A	N/A	N/A	N/A	N/A
Cancel	Button	N/A	N/A	N/A	N/A	N/A
LOGIC						

1.1 Fill in the email and password

When the "Sign in" button is clicked, it will direct to the Dashboard.

If one of the required field is empty, an error message will display.

1.1.1 When the "Forgot Password" is clicked, a modal will pop-up for Forgot Password.

Reset your password

ljtudtud@gmail.com

OTP code

New Password

Confirm Password

Login Instead?

Send Code ➤

Alliance

Alliance Software, Inc. is a global IT services and solutions company. Alliance was established in 2000 and has since grown to become one of the Philippines' largest and most respected independent software development outsourcing company.

About

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Joerge Ryan Lou

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Contact

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ITEMS	TYPE	REQUIRED?	DATA TYPE	SIZE	FORMAT	SAMPLE DATA
OTP Code	Textfield	Yes	varchar	255	text	73154
New Password	Textfield	Yes	varchar	255	password	admin123
Confirm Password	Textfield	Yes	varchar	255	password	admin123
Send Code	Button	N/A	N/A	N/A	N/A	N/A
Reset	Button	N/A	N/A	N/A	N/A	N/A
LOGIC						

1.1.1 After clicking the "Send Code" button, a message containing the OTP Code will be sent to the email.

Fill in the OTP Code, New Password, & Confirm Password, then click the "Reset" button.

Dashboard

Dashboard

Add New User

Add New Ticket

Send Email

View Users

Generate Conforme

Generate Report

Logout

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Pending Tickets	High Priority	Medium Priority	Low Priority
8	12	11	9

Tickets

Rows per page: 10 ▾   1–10 of 40   ‹   ›

Subject	Status All ▾	Priority All ▾	Date
⌃ Website Redesign	Processing	High	Apr 12, 2023 ✎

Details

Ticket ID	Description	Requested From
3	Redesign the website to improve user experience and incorporate new features. Update the layout and color scheme for better accessibility.	Juan Dela Cruz

Subject	Status	Priority	Date
⌄ Server Maintenance	Closed	Low	Apr 8, 2023 ✎
⌄ Customer Support Tickets	Pending	Pending	Apr 15, 2023 ✎
⌄ Bug Fixing	Processing	High	Apr 17, 2023 ✎
⌄ Social Media Campaign	Pending	Pending	Apr 20, 2023 ✎
⌄ Content Creation	Processing	Medium	Apr 22, 2023 ✎
⌄ Email Marketing	Closed	High	Apr 5, 2023 ✎

3.0   Dashboard Logic

ITEMS	TYPE	REQUIRED?	DATA TYPE	SIZE	FORMAT	SAMPLE DATA
Pending Tickets	Button	N/A	N/A	N/A	N/A	N/A
High Priority	Button	N/A	N/A	N/A	N/A	N/A
Medium Priority	Button	N/A	N/A	N/A	N/A	N/A
Low Priority	Button	N/A	N/A	N/A	N/A	N/A
LOGIC						

2.0 When the "Pending Tickets" button is clicked, the table will display all the pending tickets.

When the "High Priority" button is clicked, the table will display all the high priority tickets.

When the "Medium Priority" button is clicked, the table will display all the medium priority tickets.

When the "Low Priority" button is clicked, the table will display all the low priority tickets.

2.1 If the pen icon is clicked, a modal will pop-up for update ticket at the same time you can view the ticket details.

ITEMS	TYPE	REQUIRED?	DATA TYPE	SIZE	FORMAT	SAMPLE DATA
Priority	Dropdown	Yes	varchar	N/A	N/A	Low Priority
Status	Dropdown	Yes	varchar	N/A	N/A	Processing Status
Subject	Textbox	Yes	varchar	255	Text	Website Redesign
Description	Textbox	Yes	varchar	500	Text	Description
Conforme Slip	File Upload	No	File	N/A	N/A	Image
Proof of Payment	File Upload	No	File	N/A	N/A	Image
Scanned Official Receipt Slip	File Upload	No	File	N/A	N/A	Image
Save	Button	No	N/A	N/A	N/A	Save

ITEMS	TYPE	REQUIRED?	DATA TYPE	SIZE	FORMAT	SAMPLE DATA
Cancel	Button	No	N/A	N/A	N/A	Cancel
Trash Icon	Button	No	N/A	N/A	N/A	Delete
LOGIC						

2.1 Fill in all required fields

When the "Save" button is clicked, the value/s will be updated and a confirmation will display.

When the trash icon is clicked, the data will be deleted and a confirmation will display.

New User

Dashboard

Add New User

Add New Ticket

Send Email

View Users

Generate Conforme

Generate Report

Logout

Role
Admin

First Name
Juan

Last Name
Dela Cruz

Email
juandelacruz@gmail.com

User Summary

Name: **Juan Dela Cruz**

Email: **juandelacruz@gmail.com**

Description:

a user who has full access and control over the system

Submit

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ITEMS	TYPE	REQUIRED?	DATA TYPE	SIZE	FORMAT	SAMPLE DATA
Role	Dropdown	Yes	varchar	N/A	N/A	Admin
First Name	Textfield	Yes	varchar	255	text	Juan
Last Name	Textfield	Yes	varchar	255	text	Dela Cruz
Email	Textfield	Yes	varchar	255	text	juandelacruz@gmail.com
Submit	Button	N/A	N/A	N/A	N/A	N/A

LOGIC

3.0 When a value is selected in the "Role" dropdown, the details will be displayed in the User Summary

After adding a value in the "First Name" & "Last Name" field, it will display in the User Summary

When the "Submit" button is clicked, the user will be added and displayed on the View User page

Add New Ticket

5.0

5.0   Add New Ticket Logic

ITEMS	TYPE	REQUIRED?	DATA TYPE	SIZE	FORMAT	SAMPLE DATA
Priority	Dropdown	Yes	varchar	255	N/A	HighPriority
User	Dropdown	Yes	varchar	255	N/A	Juan Dela Cruz
Subject	Textbox	Yes	varchar	255	Text	Website Redesign
Description	Textbox	Yes	varchar	500	Text	Description
Conforme Slip	File Upload	Yes	String	N/A	N/A	Image
Proof of Payment	File Upload	Yes	String	N/A	N/A	Image
Scanned Official Receipt Slip	File Upload	Yes	String	N/A	N/A	Image
Submit	Button	Yes	N/A	N/A	N/A	N/A
LOGIC						
4.0 Fill in the New Ticket form and upload a valid file						
If one of the required fields is empty, an error message displays.						

Send Email

Navigation

- Dashboard
- Add New User
- Add New Ticket
- Send Email
- View Users
- Generate Conforme
- Generate Report
- Logout

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User
Juan Dela Cruz

Subject
Conforme Signing

Description

Dear Juan Dela Cruz,

We hope this email finds you well. We are writing to inform you that your Service Charge Agreement with Alliance Services is ready for your review and conforme signing.

To proceed, kindly review the attached Service Charge Agreement document, and if you agree to its terms and conditions, please sign the document digitally or print it out,

Attachement

[1/3] Drag & Drop your attachment or Browse

API Documentation #35.png
23 KB

Alliance Service Charge
Conforme Slip

Date:	April 14, 2023
Ticket Number:	35
Subject:	API Documentation
Details:	Create comprehensive API documentation to help developers understand how to use the app's APIs effectively and efficiently.

Amount	Signature
₱688.00	

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Email Summary

Date:	April 22, 2023
To:	juandelacruz@gmail.com
Subject:	**Conforme Signing**

Description:

Dear Juan Dela Cruz,

We hope this email finds you well. We are writing to inform you that your Service Charge Agreement with Alliance Services is ready for your review and conforme signing.

To proceed, kindly review the attached Service Charge Agreement document, and if you agree to its terms and conditions, please sign the document digitally or print it out, sign, and scan it back to us.

Once we receive your signed agreement, we will update our records and proceed with the agreed-upon services.

If you have any questions or concerns regarding the agreement, please do not hesitate to contact us at alliance.servicecharge@gmail.com.

Thank you for choosing Alliance Services, and we look forward to working with you.

Best regards,
Alliance Services

from: **alliance.servicecharge.gmail.com**

Submit

6.0 Send Email Logic

ITEMS	TYPE	REQUIRED?	DATA TYPE	SIZE	FORMAT	SAMPLE DATA
User	Dropdown	Yes	varchar	255	N/A	Juan Dela Cruz
Subject	Textbox	Yes	varchar	255	Text	Website Redesign
Description	Textbox	Yes	varchar	500	Text	Description
Attachment	File Upload	Yes	String	N/A	N/A	Image
Submit	Button	Yes	N/A	N/A	N/A	N/A
LOGIC						

5.0 After filling in the fields, it will display on the Email Summary part.

When the "Submit" button is clicked, an email will be sent.

View Users

Sales	Billing	Collection	Treasury
0	0	0	0

Users

Rows per page: 10 ▾   0–0 of 0   ‹ ›

Email	Name	Date	
⌃ juandelacruz@gmail.com	Juan Dela Cruz	Apr 22, 2023	✏

Details

User ID	Description	Role
1	a user who has full access and control over the system	Admin

Sidebar

- Dashboard
- Add New User
- Add New Ticket
- Send Email
- View Users
- Generate Conforme
- Generate Report
- Logout

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ITEMS	TYPE	REQUIRED?	DATA TYPE	SIZE	FORMAT	SAMPLE DATA
Sales	Button	N/A	N/A	N/A	N/A	N/A
Billing	Button	N/A	N/A	N/A	N/A	N/A
Collection	Button	N/A	N/A	N/A	N/A	N/A
Treasury	Button	N/A	N/A	N/A	N/A	N/A
LOGIC						

2.0 When the "Sales" button is clicked, the table will display all the users belong to Sales.

When the "Billing" button is clicked, the table will display all the users belong to Billing.

When the "Collection" button is clicked, the table will display all the users belong to Collection.

When the "Treasury" button is clicked, the table will display all the users belong to Treasury.

Generate Conforme Slip

Amount
3379

Ticket
Website Redesign

	Alliance Service Charge Conforme Slip	
Date:	April 22, 2023	
Ticket Number:	3	
Subject:	Website Redesign	
Details:	Redesign the website to improve user experience and incorporate new features. Update the layout and color scheme for better accessibility.	
Amount		Signature
₱3,379.00		
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Generate

Dashboard
Add New User
Add New Ticket
Send Email
View Users
Generate Conforme
Generate Report
Logout

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ITEMS	TYPE	REQUIRED?	DATA TYPE	SIZE	FORMAT	SAMPLE DATA
Amount	Textbox	Yes	int	N/A	N/A	3379
Ticket	Dropdown	Yes	varchar	255	N/A	Website Redesign
Generate	Button	Yes	NA	N/A	N/A	N/A
LOGIC						
6.0 After adding a value in the "Amount" field, it will display in the Generate Conforme Slip form. When a value is selected in the "Ticket" dropdown, the details will be displayed in the Generate Conforme Slip form. When the "Generate" button is clicked, an image will be generated and downloaded.						

Generate Report

Table
Ticket

Generate

Data

| | Rows per page: 10 | 1–10 of 40 | < > |

	Subject	Status All	Priority All	Date	
⌄	Website Redesign	Processing	High	Apr 12, 2023	✏
⌄	Server Maintenance	Closed	Low	Apr 8, 2023	✏
⌄	Customer Support Tickets	Pending	Pending	Apr 15, 2023	✏
⌄	Bug Fixing	Processing	High	Apr 17, 2023	✏
⌄	Social Media Campaign	Pending	Pending	Apr 20, 2023	✏
⌄	Content Creation	Processing	Medium	Apr 22, 2023	✏
⌄	Email Marketing	Closed	High	Apr 5, 2023	✏
⌄	Database Optimization	Rejected	Low	Apr 25, 2023	✏
⌄	Analytics Setup	Processing	Medium	Apr 28, 2023	✏
⌄	SEO Audit	Closed	High	Apr 2, 2023	✏

Dashboard
Add New User
Add New Ticket
Send Email
View Users
Generate Conforme
Generate Report
Logout

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ITEMS	TYPE	REQUIRED?	DATA TYPE	SIZE	FORMAT	SAMPLE DATA
Table	Dropdown	Yes	varchar	N/A	N/A	Ticket
Generate	Button	Yes	N/A	N/A	N/A	N/A
LOGIC						

7.0 When a value is selected in the "Table" dropdown, the table will filter and display the selected value.

    When the "Generate" button is clicked, a file will be generated and downloaded.

Dashboard

Pending Tickets	High Priority	Medium Priority	Low Priority
8	12	11	9

Tickets

Rows per page: 10 ▾   1–10 of 40   <   >

Subject	Status All ▾	Priority All ▾	Date
Web		High	Apr 12, 2023
Ser		Low	Apr 8, 2023
Customer Support Tickets	Pending	Pending	Apr 15, 2023
Bug Fixing	Processing	High	Apr 17, 2023
Social Media Campaign	Pending	Pending	Apr 20, 2023
Content Creation	Processing	Medium	Apr 22, 2023
Email Marketing	Closed	High	Apr 5, 2023
Database Optimization	Rejected	Low	Apr 25, 2023
Analytics Setup	Processing	Medium	Apr 28, 2023

Sidebar

- Dashboard
- Add New User
- Add New Ticket
- Send Email
- View Users
- Generate Conforme
- Generate Report
- Logout

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Logout Dialog

Logout

Yes   Cancel

ITEMS	TYPE	REQUIRED?	DATA TYPE	SIZE	FORMAT	SAMPLE DATA
Yes	Button	N/A	N/A	N/A	N/A	N/A
Cancel	Button	N/A	N/A	N/A	N/A	N/A
LOGIC						
7.0 When the "Yes" button is clicked, you will be logout in your session and redirected to the Landing page. When the "Cancel" button is clicked, you will be redirected to the previous page.						