Software Engineering Project: Milestone 2

Project report submitted to
Indian Institute of Technology, Madras
In partial fulfilment of the requirements for the course

BSCSS3001: Software Engineering

by

Tushar Supe (21F1003637)
Vaidehi Agarwal (21F1003880)

Online BSc in Programming and Data Science
Indian Institute of Technology
Madras 600 036 (India)
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PROBLEM STATEMENT

Title: Online support ticket system for the IITM BSc degree program

Description:

The support team at the IITM BSc degree program often get overwhelmed with emails from students regarding queries and concerns. Your task is to create an online support ticketing system for the IITM BSc degree program. Students can create a support ticket for a particular concern or query. Before they create a ticket, the system should also show a list of similar tickets, and allow users to like or +1 an already existing support ticket, so that duplicates are not created. This way popular concerns or queries can be prioritised by the support team.

After the support team addresses the concern, they can mark the ticket as resolved, and an appropriate notification should be sent to concerned users. Another important feature of the ticketing system is dynamic FAQ updation. Many student concerns can be FAQs which will be useful for future students. If appropriate, the support query and response should be added to the FAQ section by support admins, and appropriately categorised, so that an updated FAQ will be readily available to students. The platform should allow users to enrol as students, support staff and admins. Apart from these standard requirements, you can also think of other features which can add value to users.

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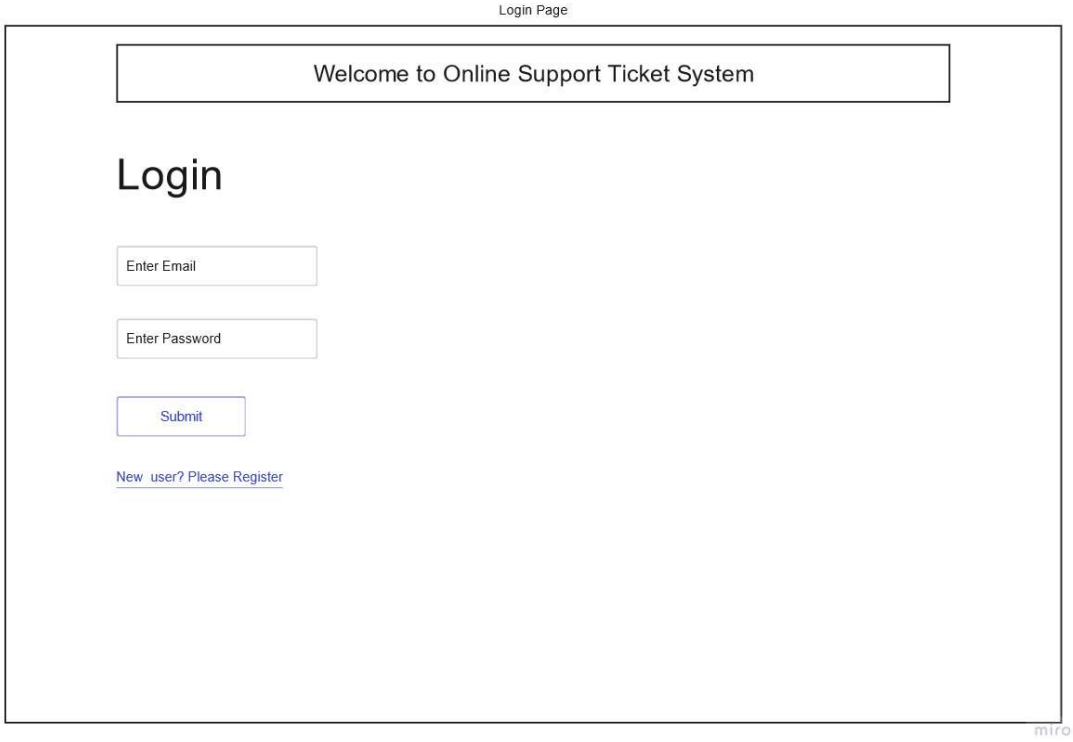
MILESTONE 2:
USER INTERFACES

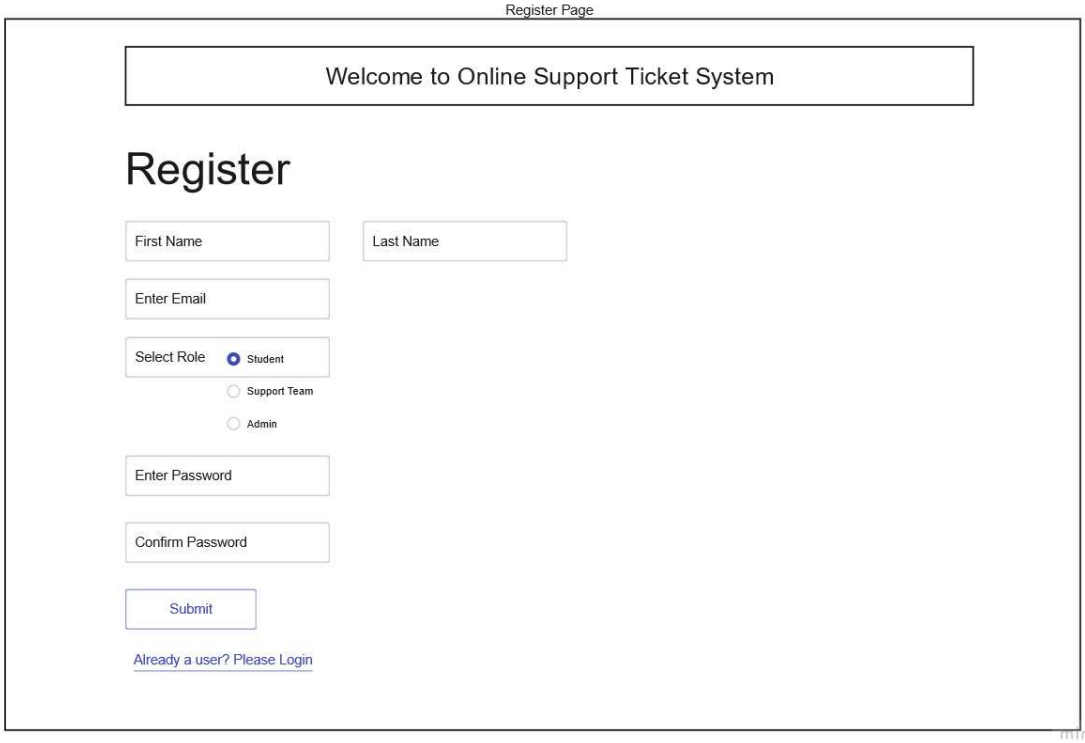
1.1 Low Fidelity Wireframes

1.1.1 Common

[1.1] Login Page



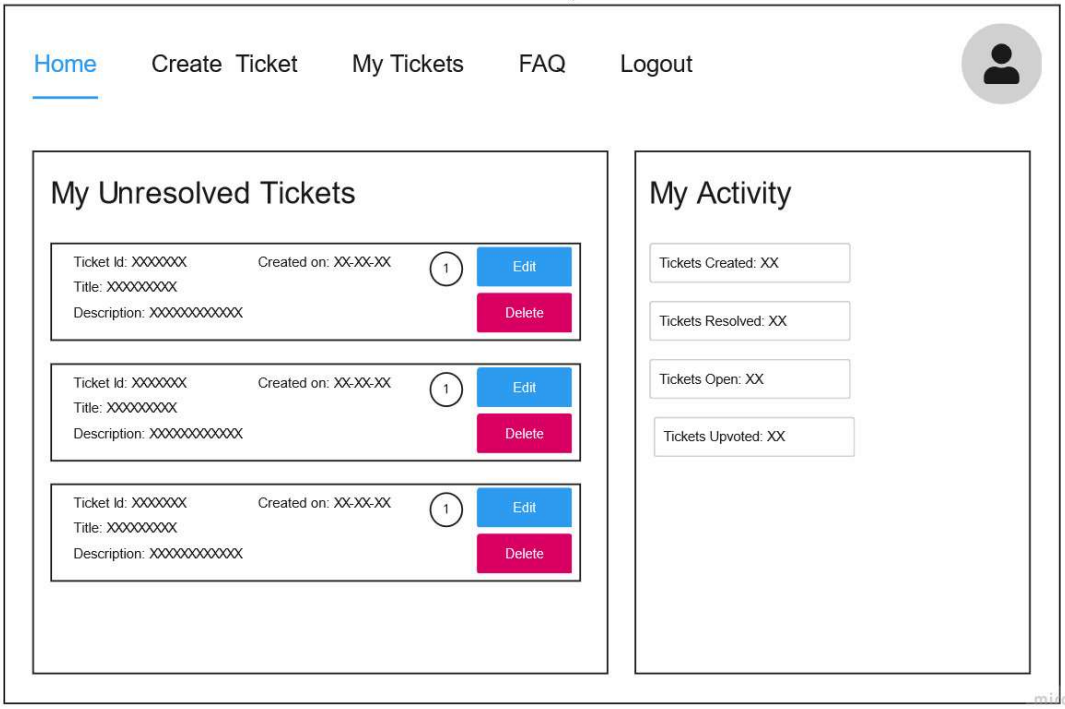
[1.2] Register Page



1.1.2 User :- Student

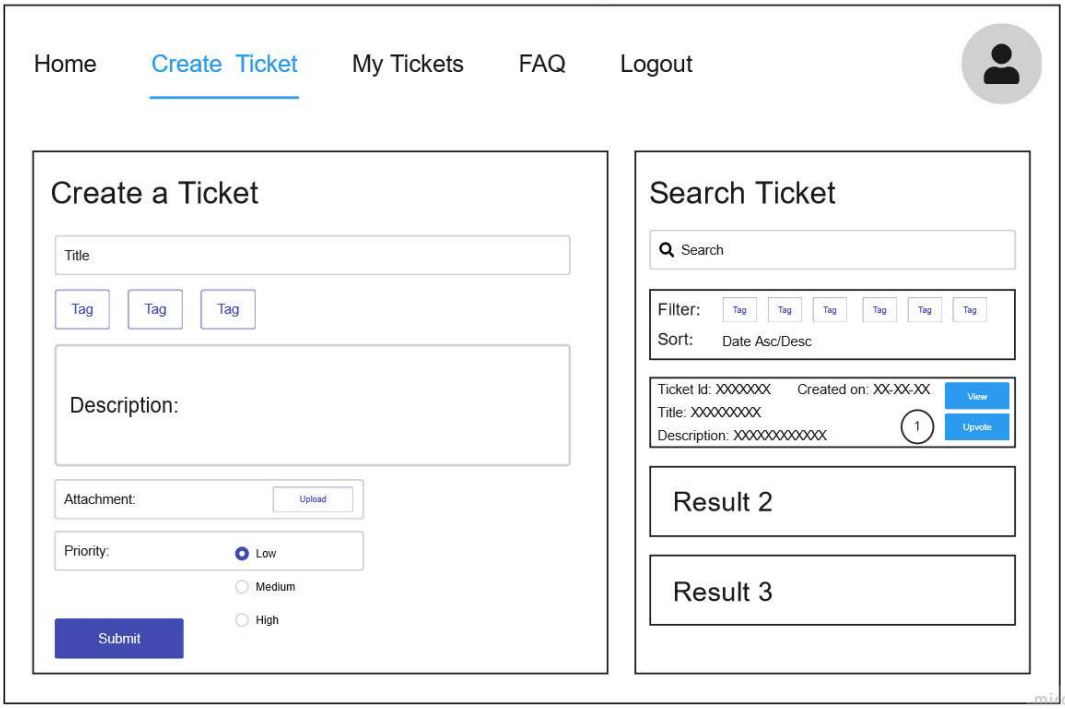
[1.3] Home Page

Student Home Page

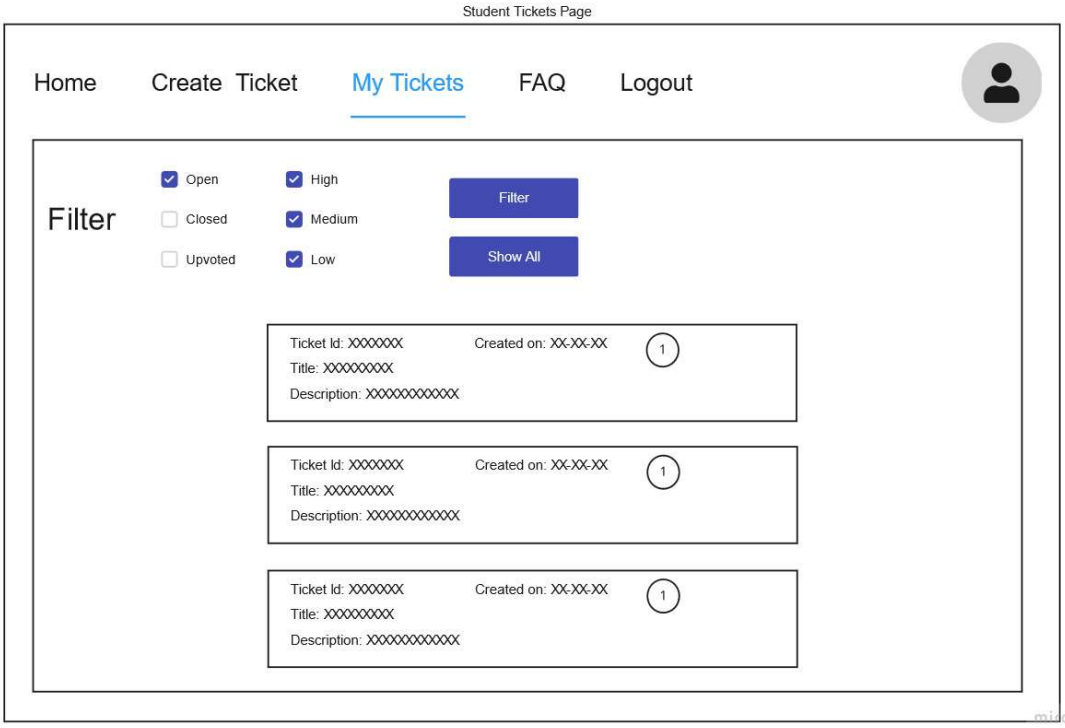


[1.4] Create Ticket Page

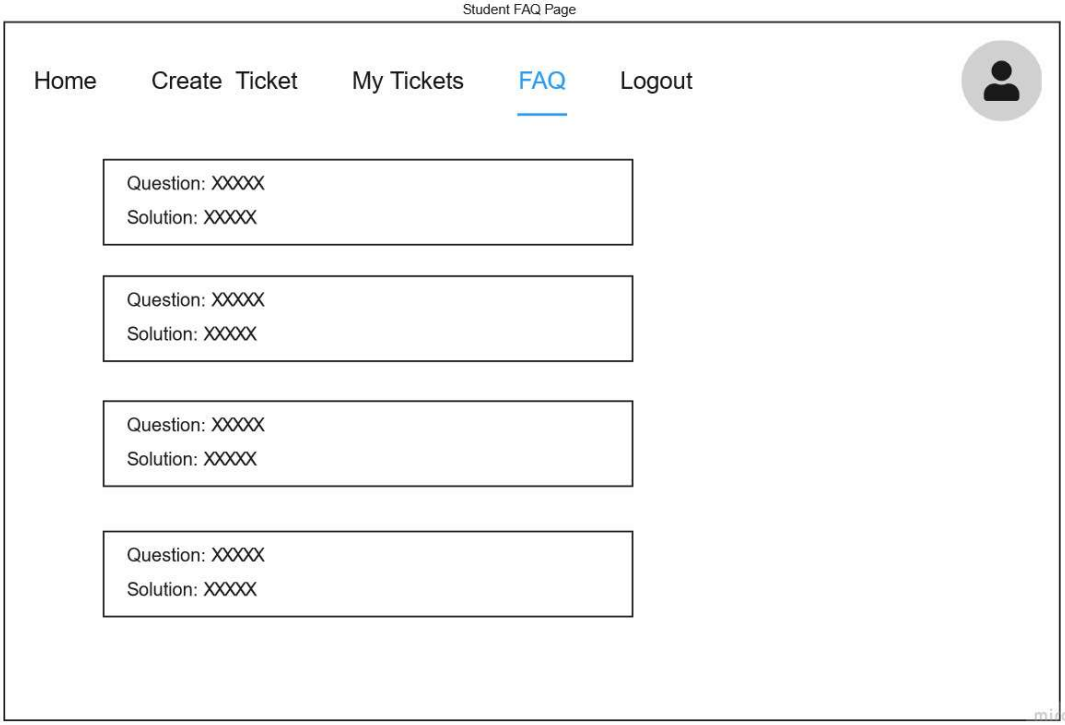
Student Create Ticket Page



[1.5] My Tickets Page

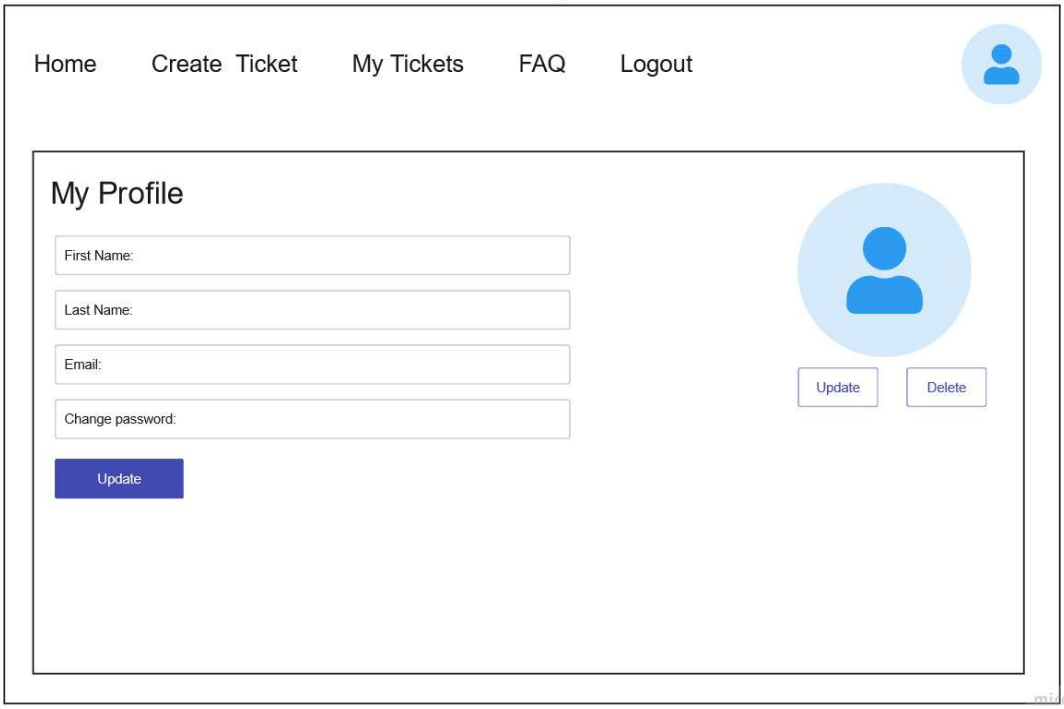


[1.6] FAQ Page



[1.7] Profile Page

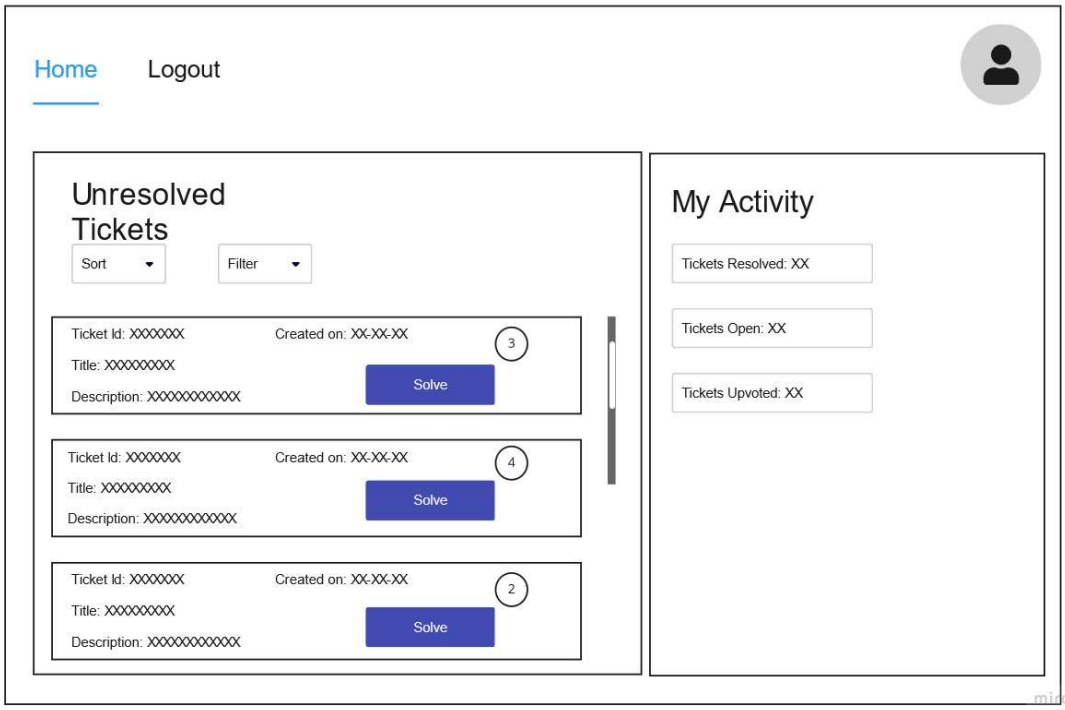
Student Profile Page



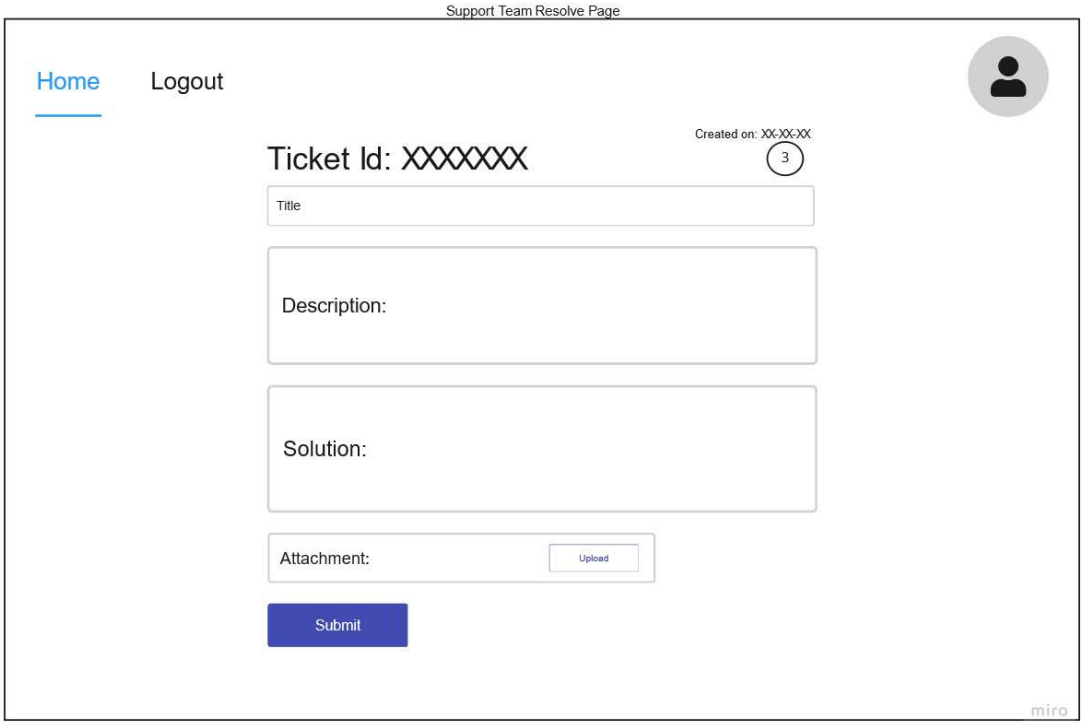
1.1.3 User :- Support Staff

[1.8] Home Page

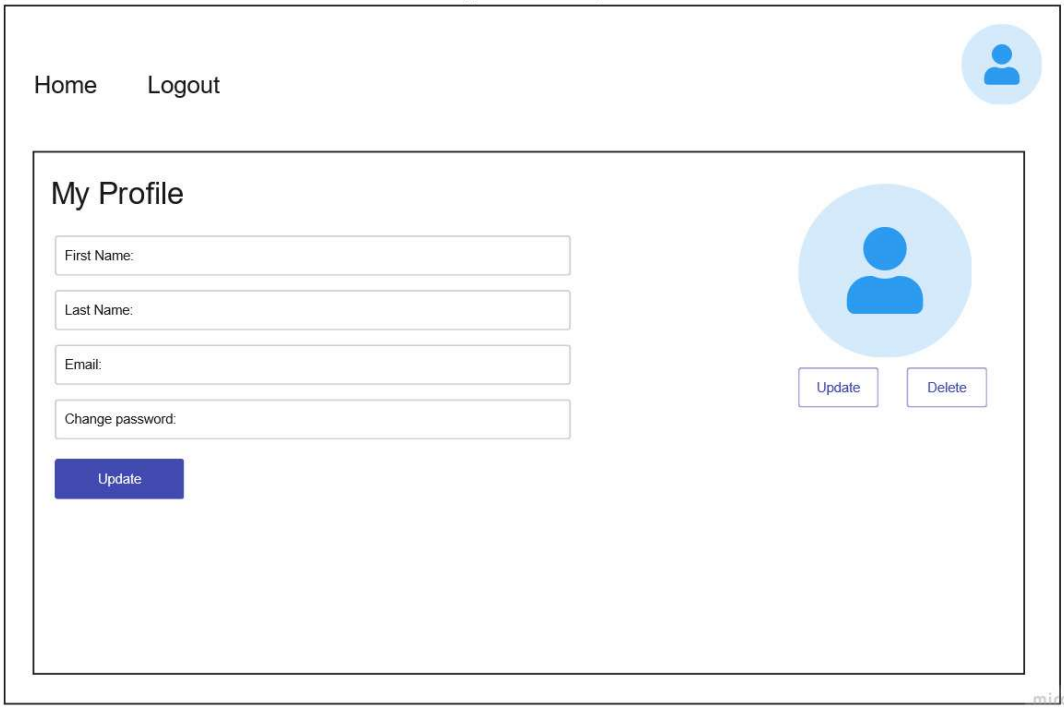
Support Team Home Page



[1.9] Ticket Resolve Page



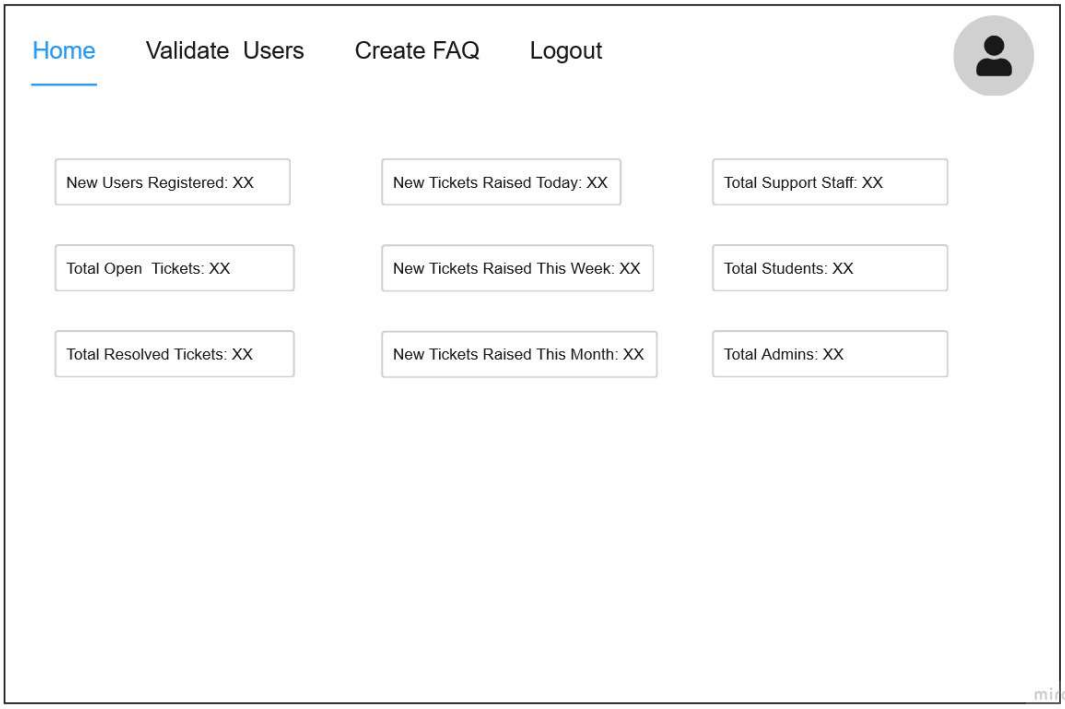
[1.10] Profile Page



1.1.4 User :- Admin

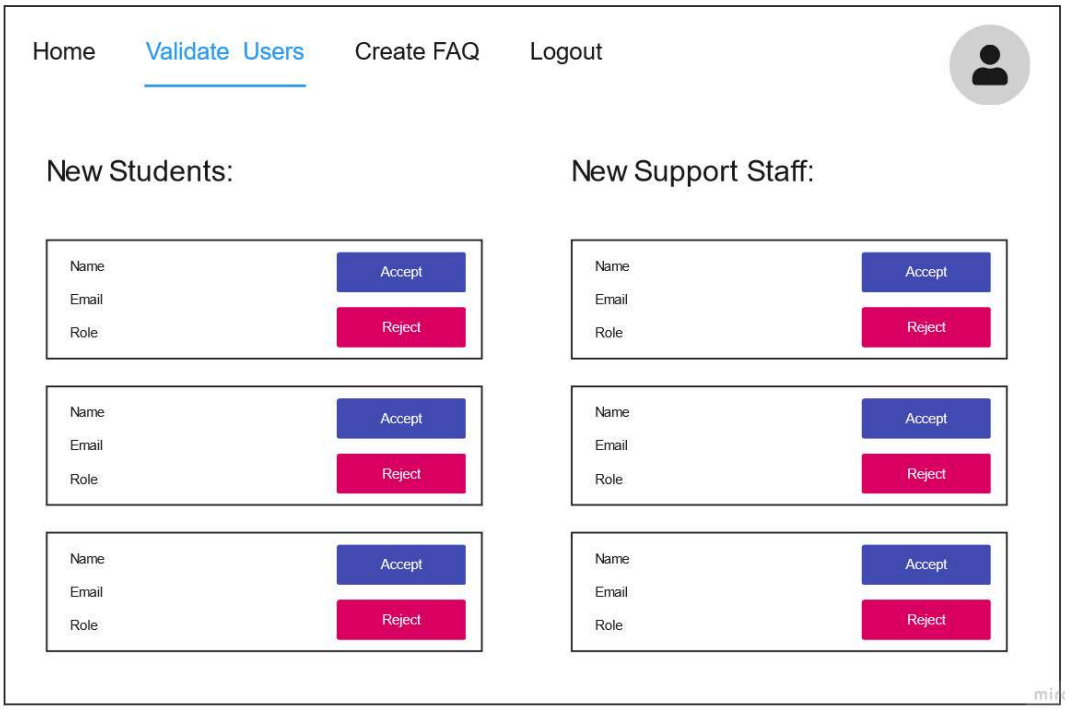
[1.11] Home Page

Admin Home Page



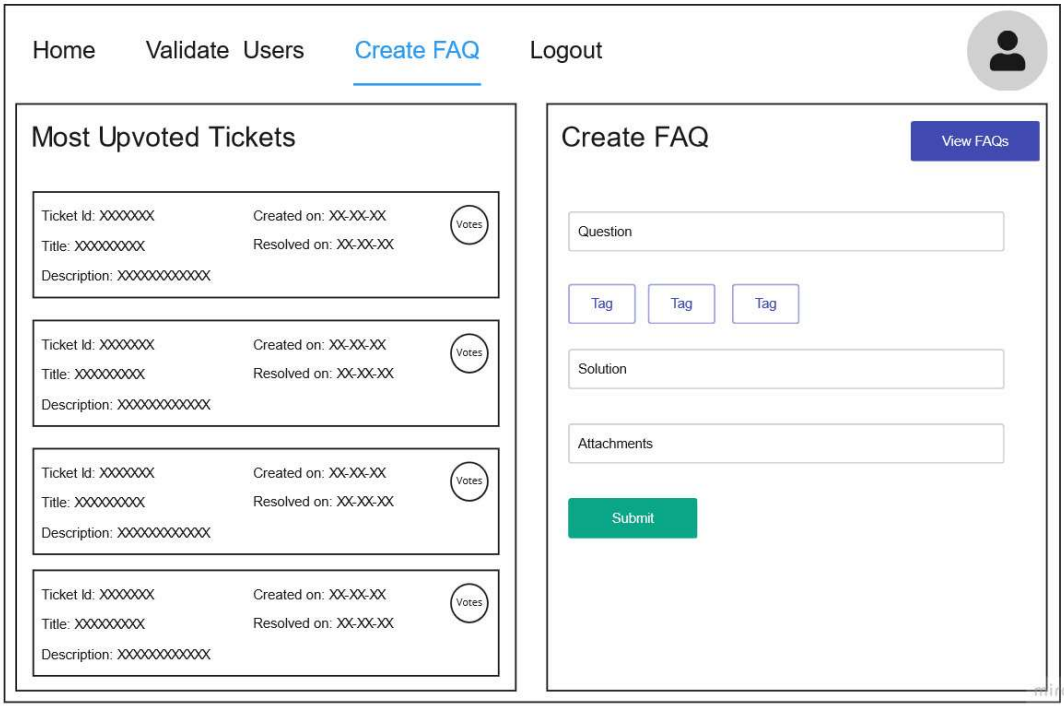
[1.12] Validation Page

Admin Validation Page



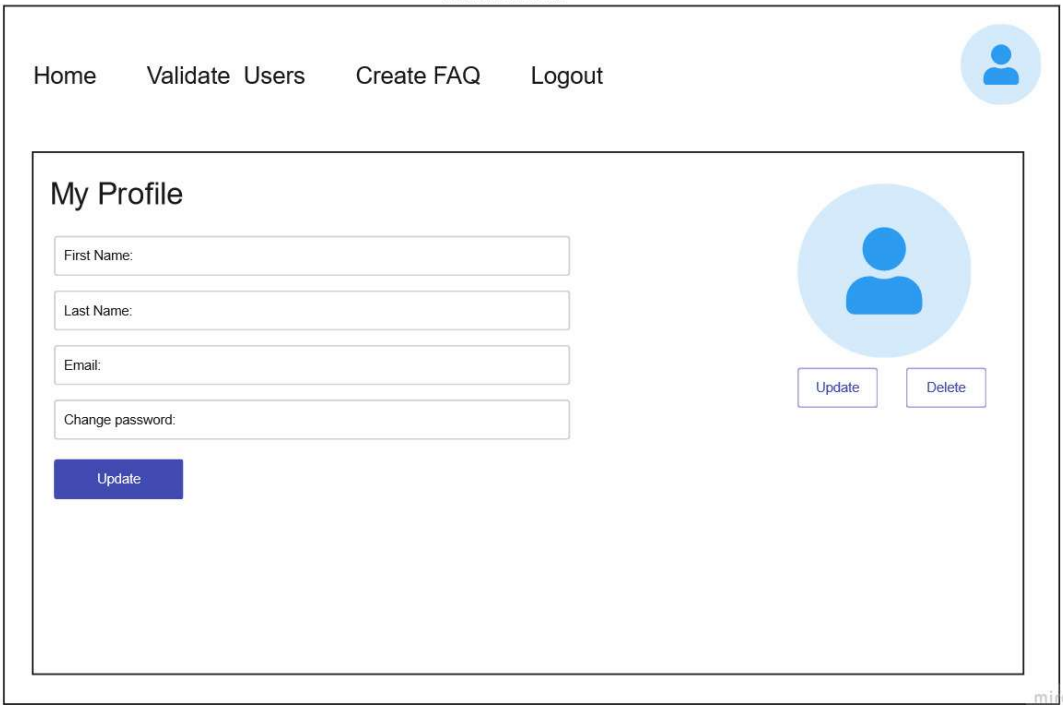
[1.13] FAQ Create Page

Admin FAQ Page



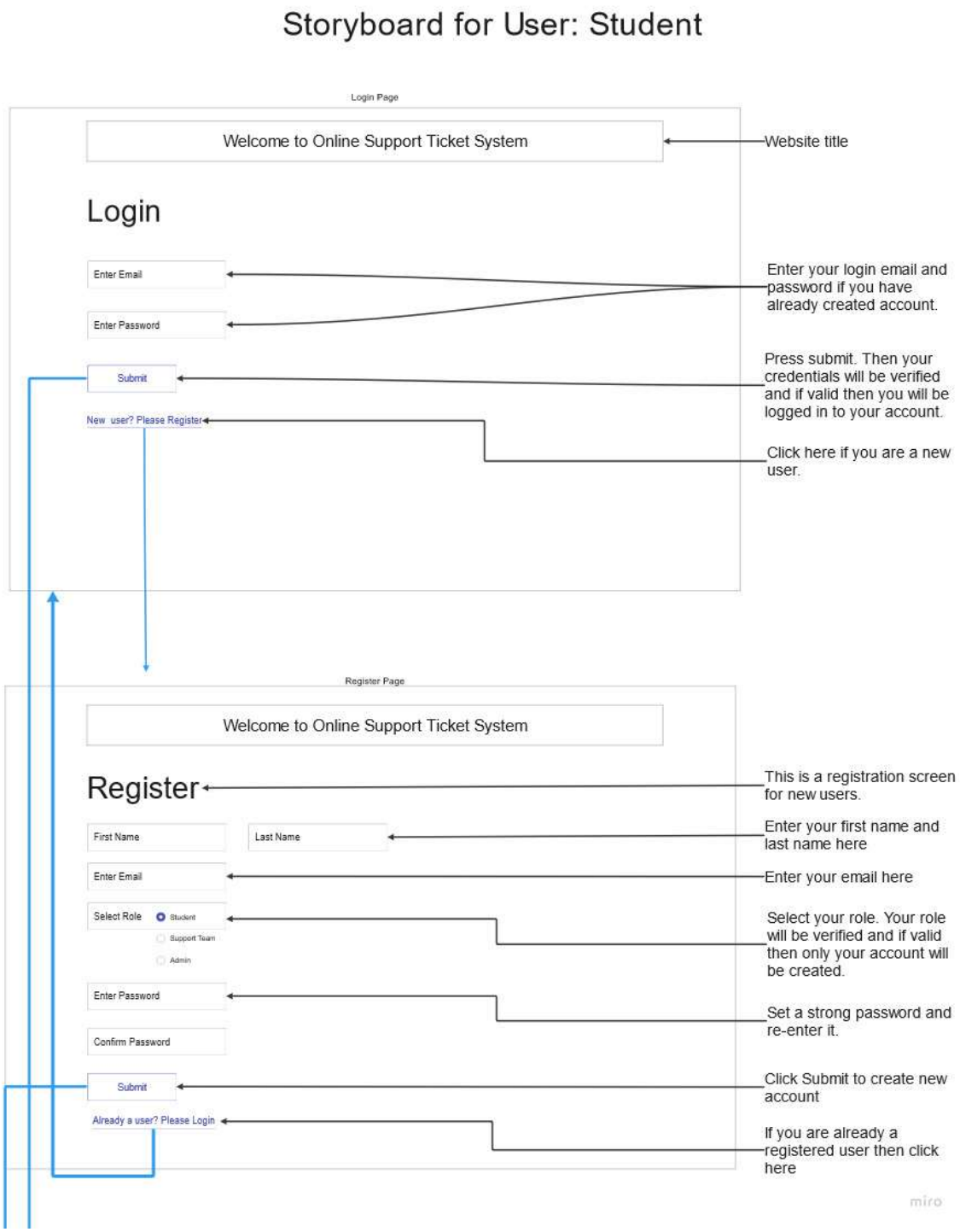
[1.14] Profile Page

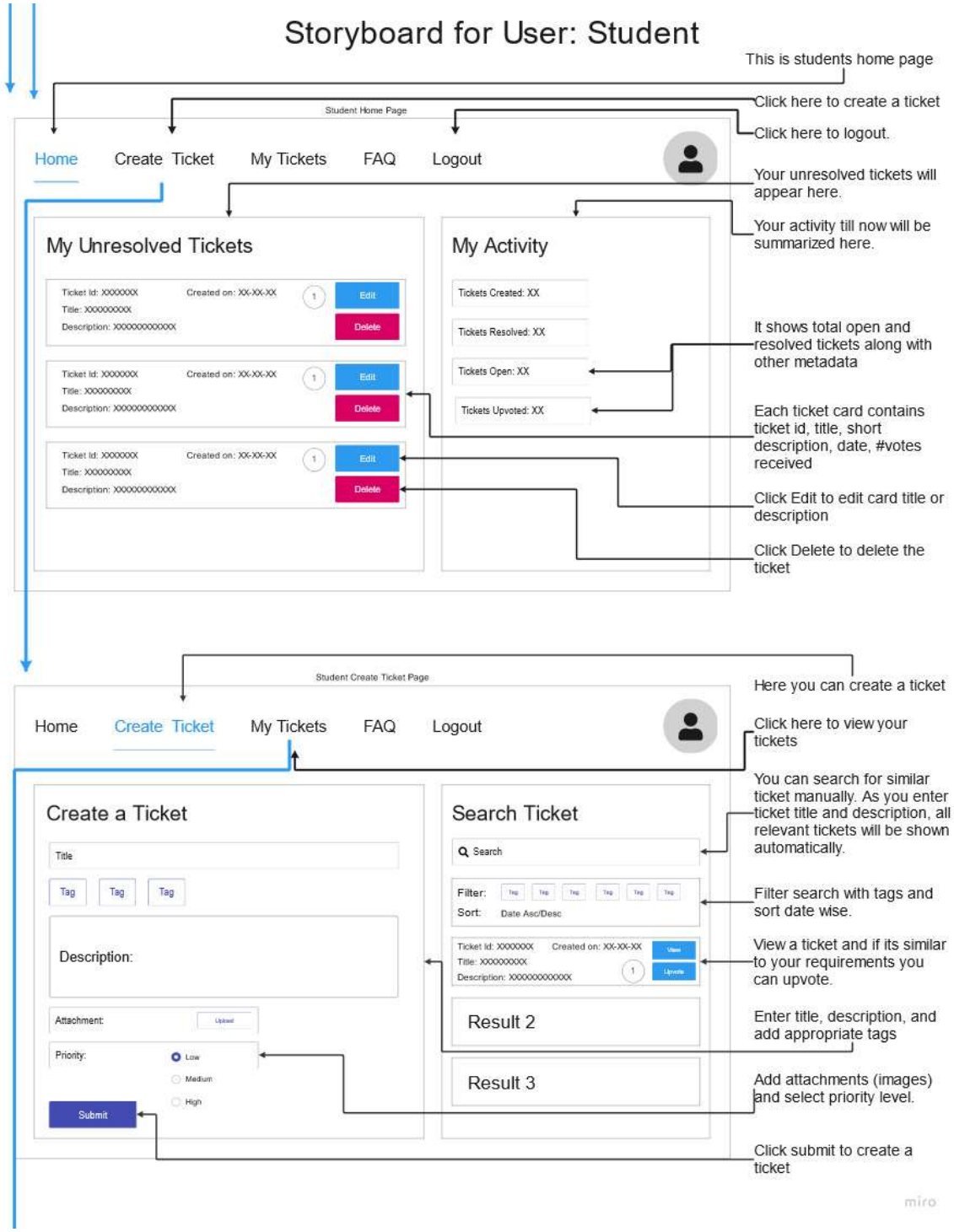
Admin Profile Page



1.2 Storyboards For Users

1.2.1 Storyboard for Student




Storyboard for User: Student
This is students home page
Click here to create a ticket
Click here to logout.
Student Home Page
Home
Create Ticket
My Tickets
FAQ
Logout
Your unresolved tickets will appear here.
Your activity till now will be summarized here.
My Unresolved Tickets
My Activity
Ticket Id: XXXXXXX
Created on: XX-XX-XX
Title: XXXXXXXX
Description: XXXXXXXXXXX
Edit
Delete
Tickets Created: XX
Tickets Resolved: XX
Tickets Open: XX
Tickets Upvoted: XX
It shows total open and resolved tickets along with other metadata
Each ticket card contains ticket id, title, short description, date, #votes received
Click Edit to edit card title or description
Click Delete to delete the ticket
Student Create Ticket Page
Here you can create a ticket
Click here to view your tickets
Create a Ticket
Search Ticket
Title
Tag
Description:
Attachment:
Upload
Priority:
Low
Medium
High
Submit
Search
Filter:
Sort:
Date Asc/Desc
View
Upvote
Result 2
Result 3
You can search for similar ticket manually. As you enter ticket title and description, all relevant tickets will be shown automatically.
Filter search with tags and sort date wise.
View a ticket and if its similar to your requirements you can upvote.
Enter title, description, and add appropriate tags
Add attachments (images) and select priority level.
Click submit to create a ticket
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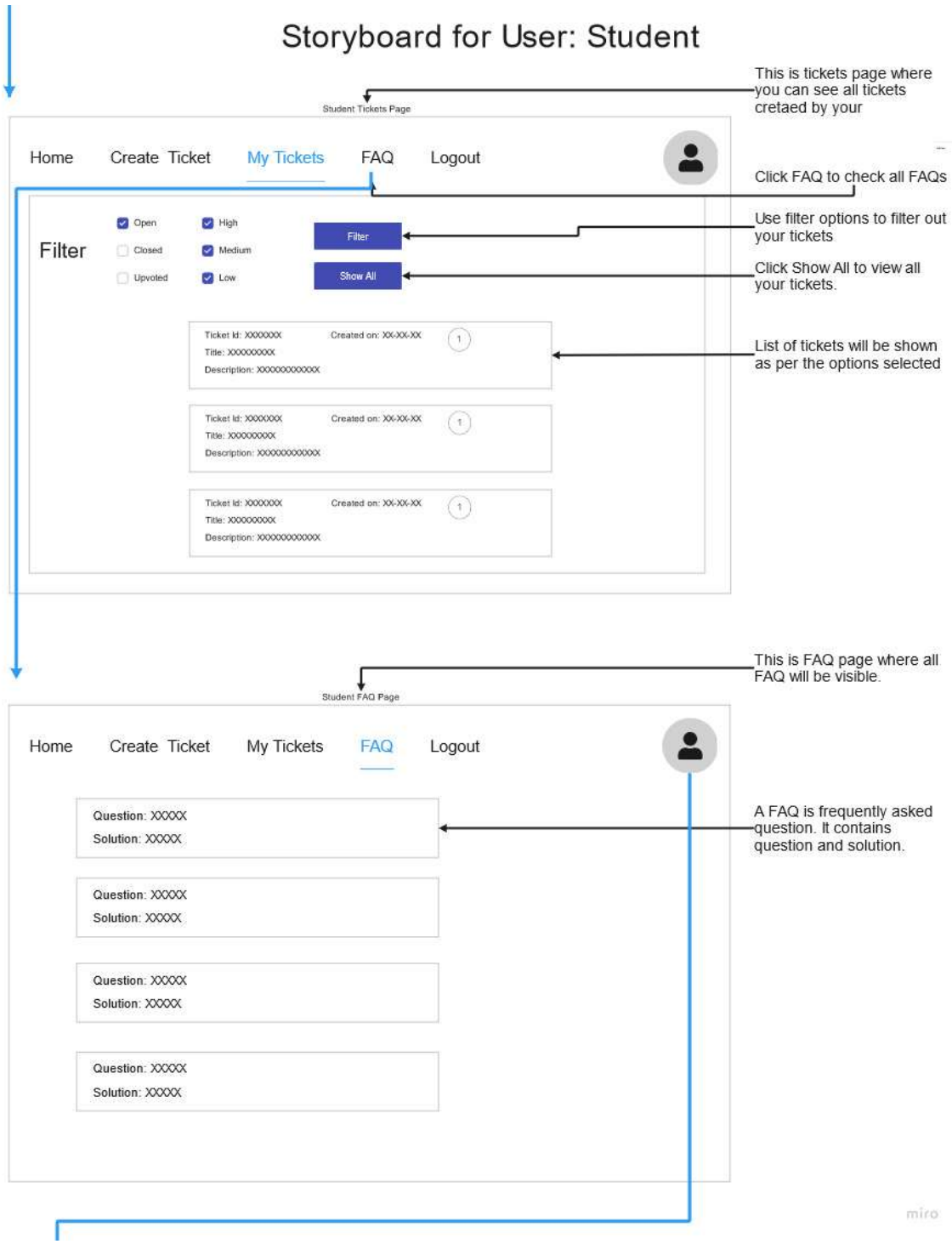
Storyboard for User: Student
This is tickets page where you can see all tickets cretaed by your
Student Tickets Page
Home
Create Ticket
My Tickets
FAQ
Logout
Click FAQ to check all FAQs
Filter
Open
Closed
Upvoted
High
Medium
Low
Filter
Use filter options to filter out your tickets
Show All
Click Show All to view all your tickets.
Ticket Id: XXXXXXX
Created on: XX-XX-XX
Title: XXXXXXXXX
Description: XXXXXXXXXXXX
List of tickets will be shown as per the options selected
This is FAQ page where all FAQ will be visible.
Student FAQ Page
Question: XXXXX
Solution: XXXXX
A FAQ is frequently asked question. It contains question and solution.
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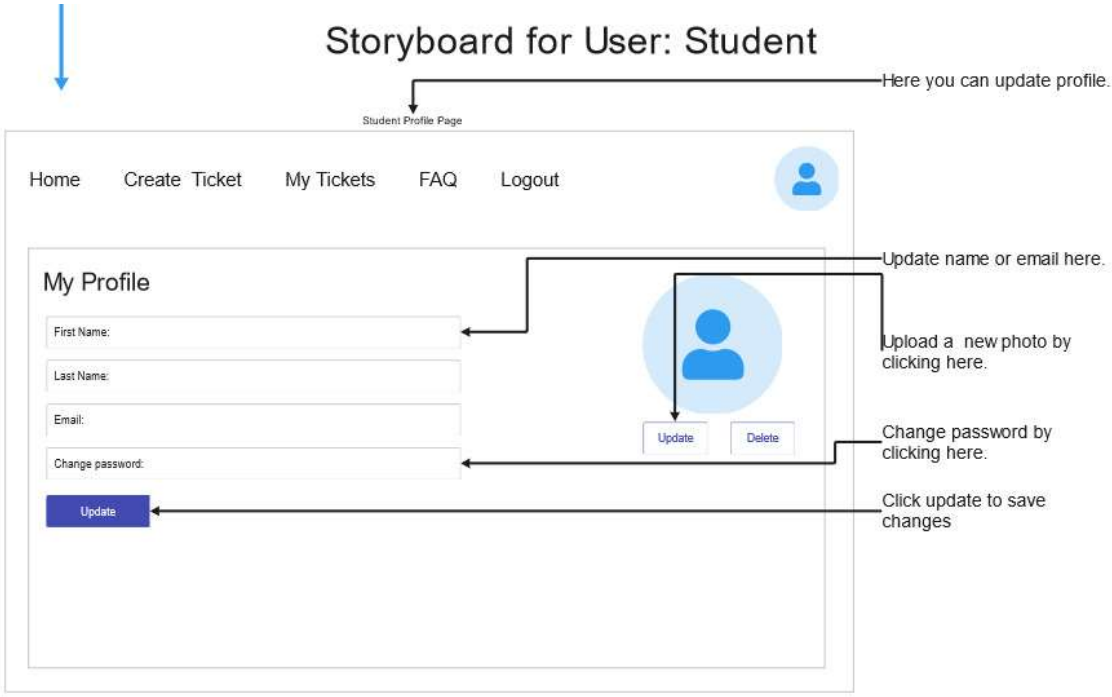
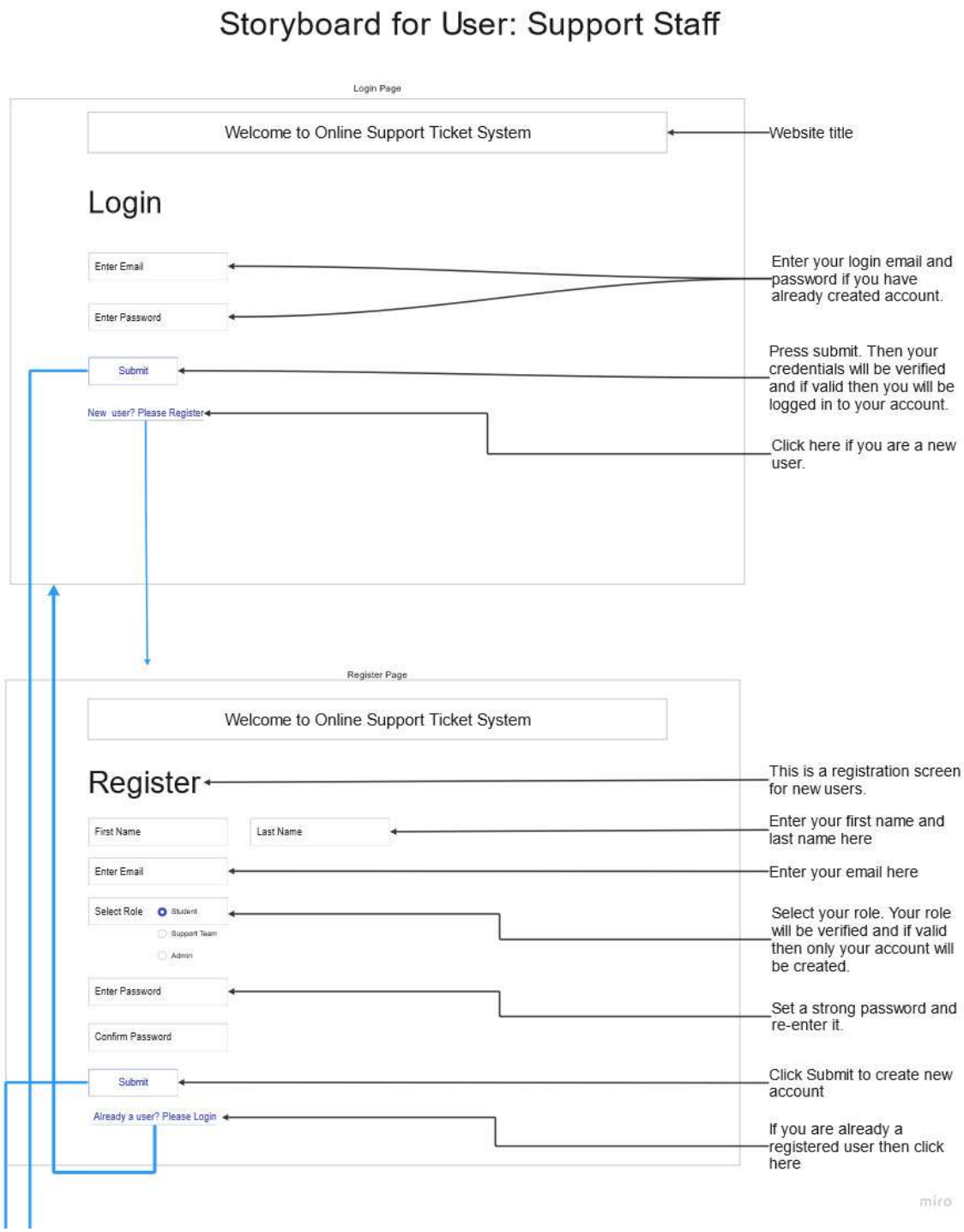
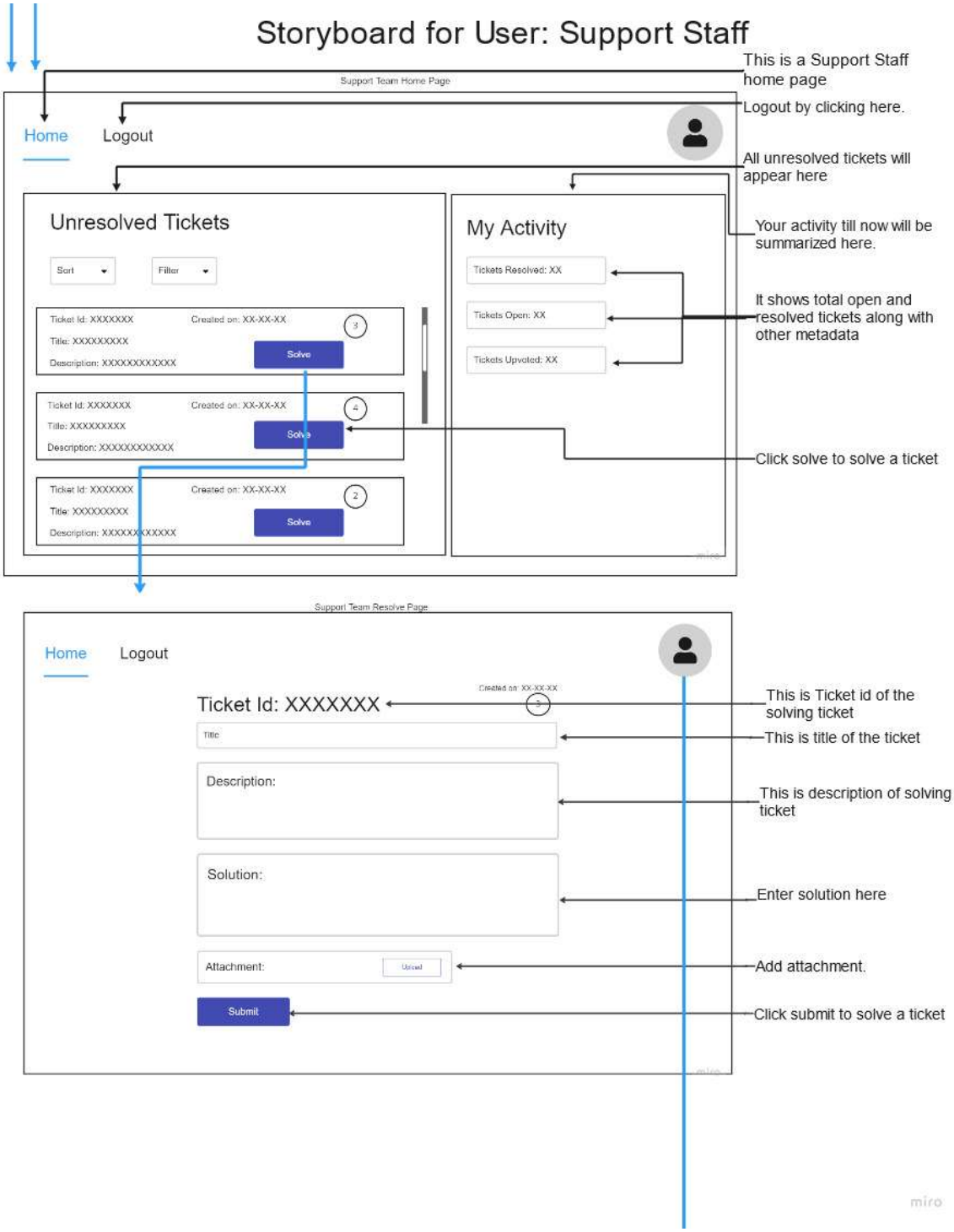

Storyboard for User: Student
Here you can update profile.
Student Profile Page
Home
Create Ticket
My Tickets
FAQ
Logout
My Profile
First Name:
Last Name:
Email:
Change password:
Update
Update
Delete
Update name or email here.
Upload a new photo by clicking here.
Change password by clicking here.
Click update to save changes

1.2.2 Storyboard for Support Staff




Storyboard for User: Support Staff
This is a Support Staff home page
Support Team Home Page
Logout by clicking here.
Home
Logout
All unresolved tickets will appear here
Unresolved Tickets
My Activity
Your activity till now will be summarized here.
Sort
Filter
Tickets Resolved: XX
Tickets Open: XX
It shows total open and resolved tickets along with other metadata
Tickets Upvoted: XX
Ticket Id: XXXXXXX
Created on: XX-XX-XX
Title: XXXXXXXXX
Description: XXXXXXXXXXXX
Solve
Click solve to solve a ticket
Support Team Resolve Page
Home
Logout
Ticket Id: XXXXXXX
This is Ticket id of the solving ticket
Title
This is title of the ticket
Description:
This is description of solving ticket
Solution:
Enter solution here
Attachment:
Add attachment.
Submit
Click submit to solve a ticket
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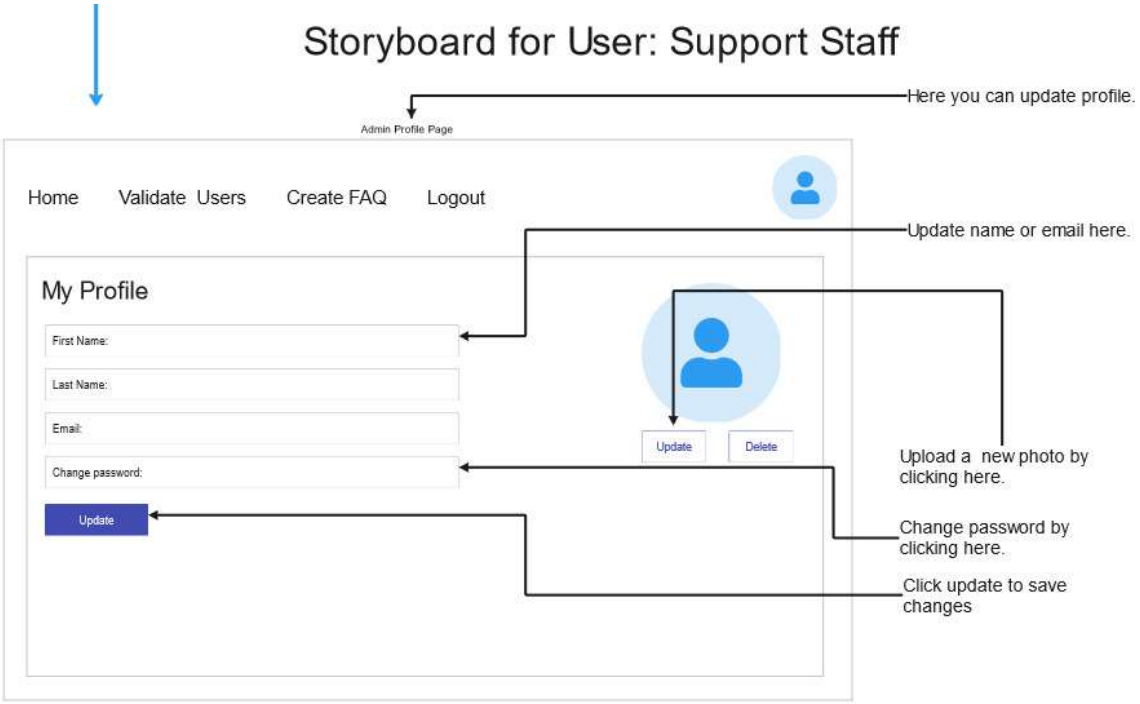
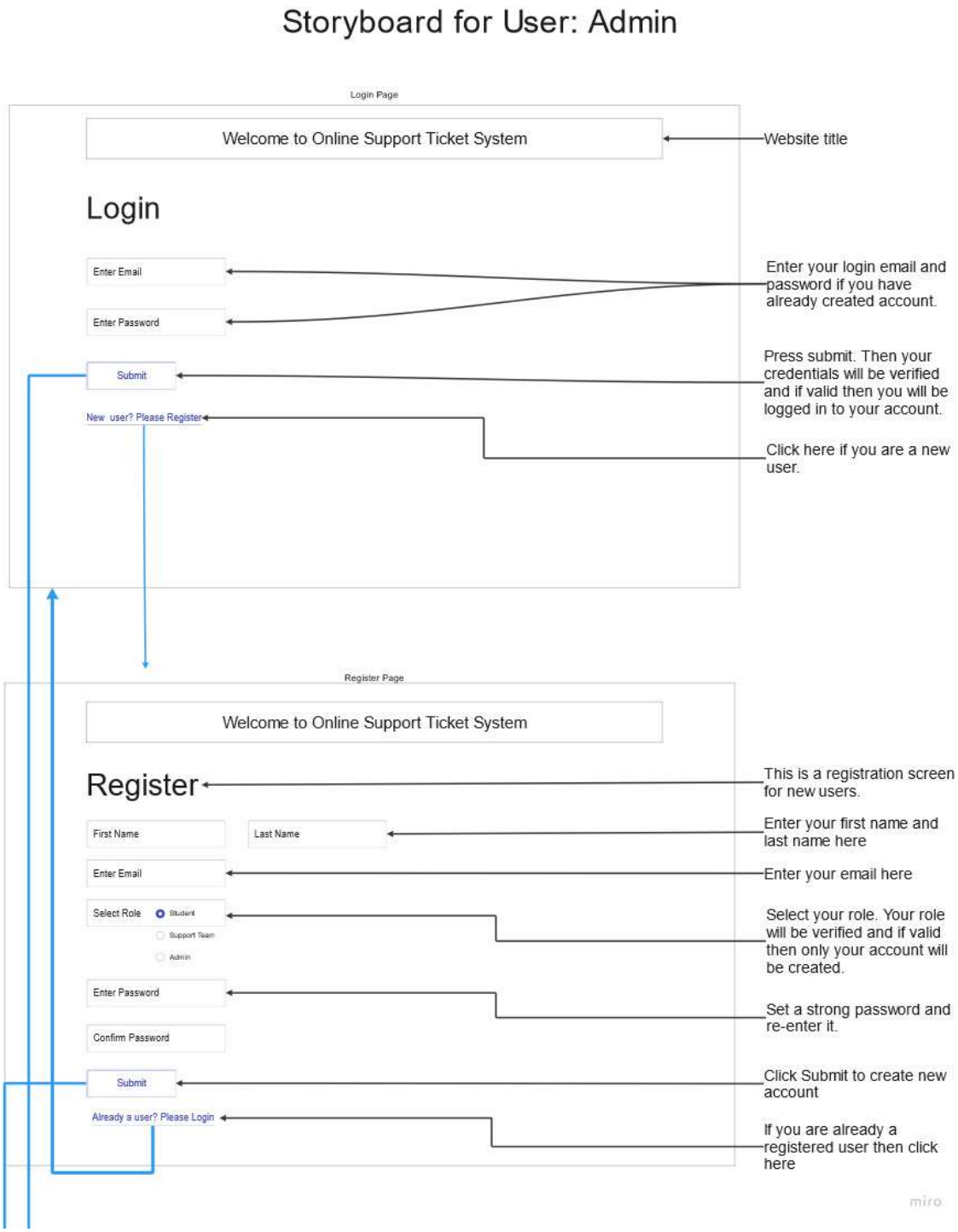
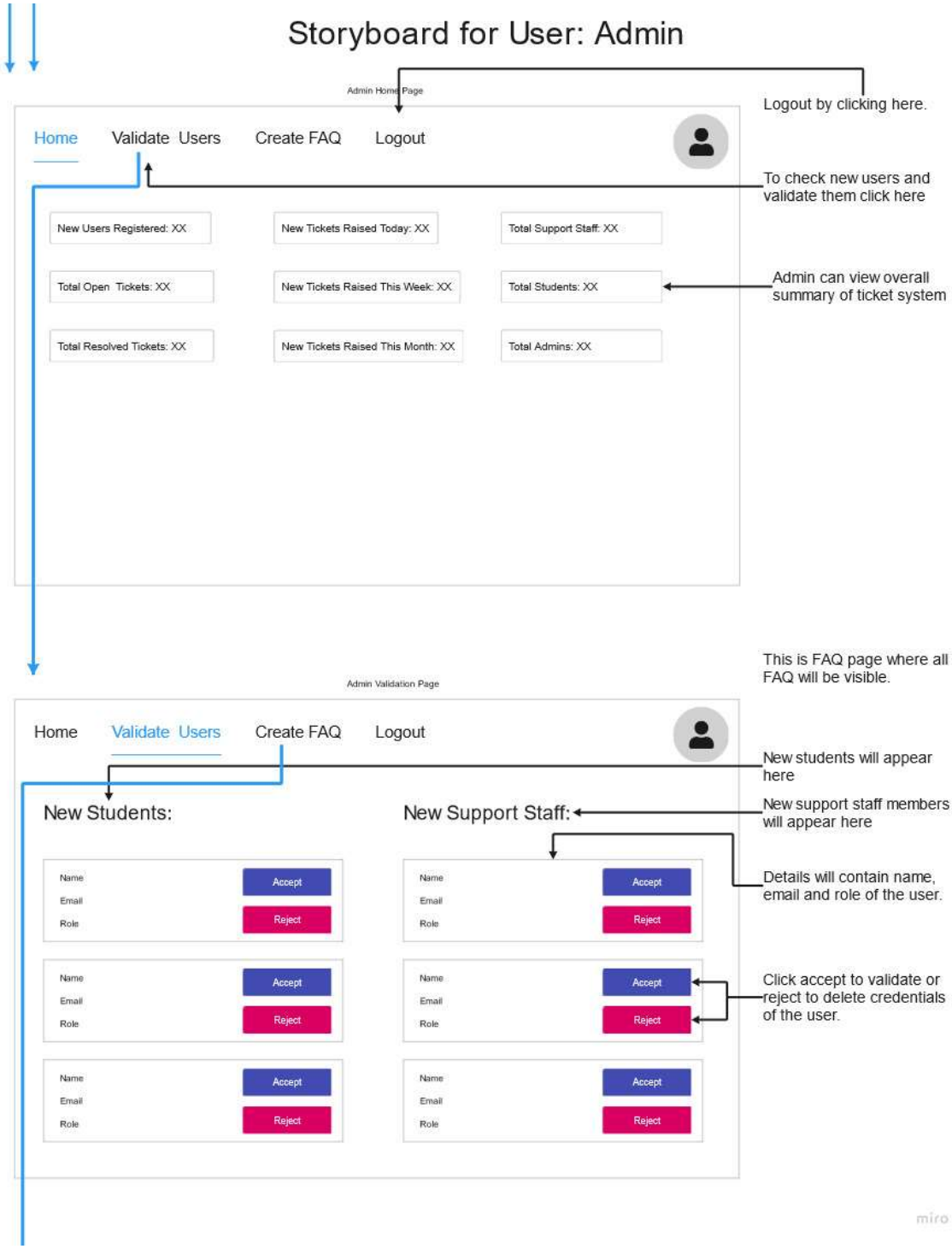

Storyboard for User: Support Staff
Here you can update profile.
Admin Profile Page
Home
Validate Users
Create FAQ
Logout
Update name or email here.
My Profile
First Name:
Last Name:
Email:
Change password:
Update
Update
Delete
Upload a new photo by clicking here.
Change password by clicking here.
Click update to save changes

1.2.3 Storyboard for Admin




Storyboard for User: Admin
Admin Home Page
Home
Validate Users
Create FAQ
Logout
New Users Registered: XX
New Tickets Raised Today: XX
Total Support Staff: XX
Total Open Tickets: XX
New Tickets Raised This Week: XX
Total Students: XX
Total Resolved Tickets: XX
New Tickets Raised This Month: XX
Total Admins: XX
Logout by clicking here.
To check new users and validate them click here
Admin can view overall summary of ticket system
This is FAQ page where all FAQ will be visible.
Admin Validation Page
Home
Validate Users
Create FAQ
Logout
New Students:
New Support Staff:
Name
Email
Role
Accept
Reject
New students will appear here
New support staff members will appear here
Details will contain name, email and role of the user.
Click accept to validate or reject to delete credentials of the user.
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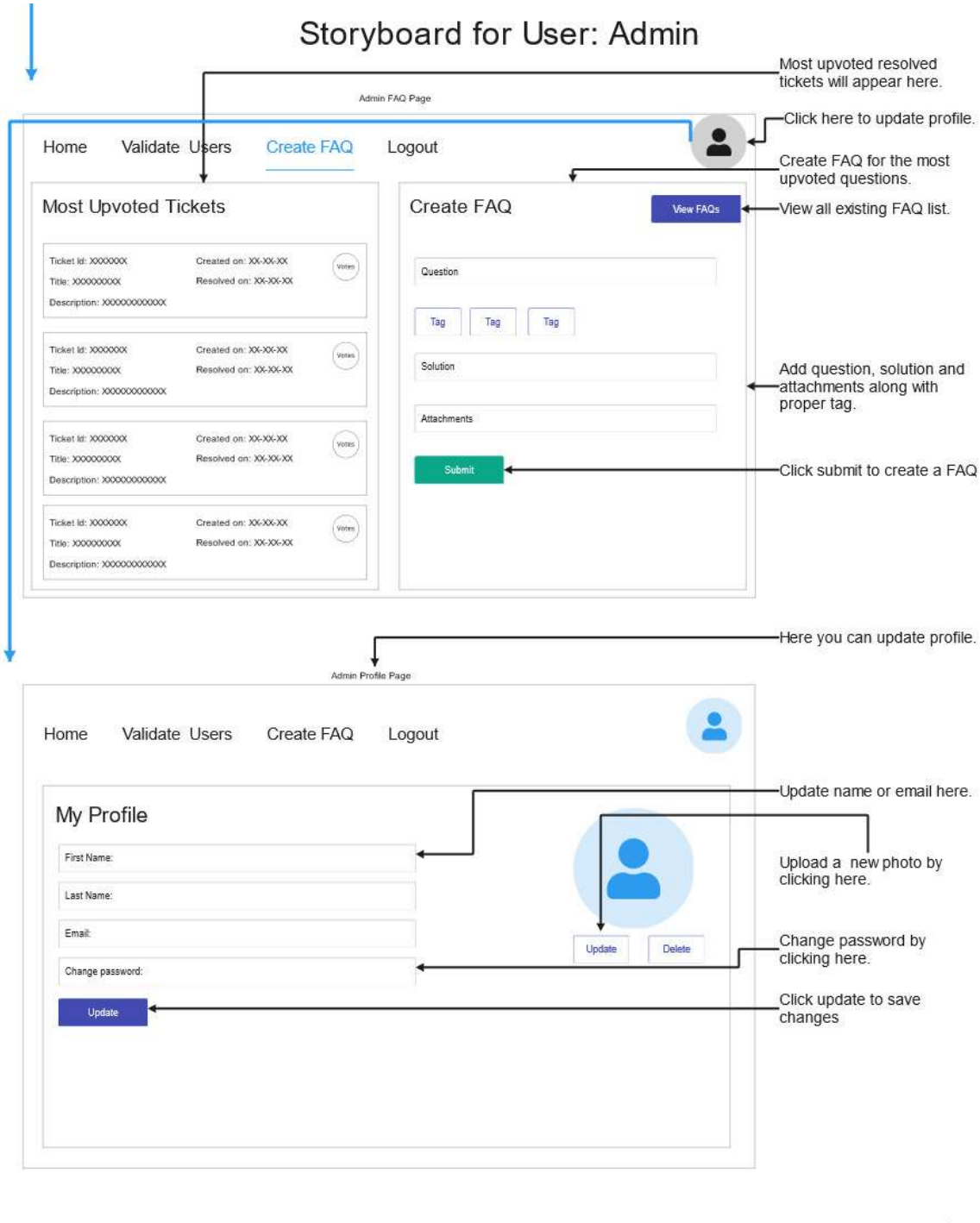
Storyboard for User: Admin
Most upvoted resolved tickets will appear here.
Admin FAQ Page
Click here to update profile.
Home
Validate Users
Create FAQ
Logout
Create FAQ for the most upvoted questions.
Most Upvoted Tickets
Create FAQ
View FAQs
View all existing FAQ list.
Ticket Id: XXXXXXX
Created on: XX-XX-XX
Title: XXXXXXXX
Resolved on: XX-XX-XX
Description: XXXXXXXXXXX
Votes
Question
Tag
Tag
Tag
Solution
Add question, solution and attachments along with proper tag.
Attachments
Submit
Click submit to create a FAQ
Here you can update profile.
Admin Profile Page
Home
Validate Users
Create FAQ
Logout
Update name or email here.
My Profile
First Name:
Last Name:
Email:
Change password:
Update
Delete
Upload a new photo by clicking here.
Change password by clicking here.
Update
Click update to save changes
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REFERENCES

[1] Software Engineering Project: Problem Statement

[2] YouTube Video: Storyboarding

[3] YouTube Video: Wireframes