***Issue Solving Application***

***What is Issue Solving app?***

Issue solving app is a platform for managing all kind of problems.Like we are experiencing some problem in our software than we we will report our problem in this app.Our problem will be assign to some problem Handler to resolve the issue.Than by passing different stages.our issue will be resolved.

***Working of Issue Solving app:***

This app is basically divided into two modules,which are listed below:

* User Module
* Problem Module

***User Module***

In user module we can perform four operations.

1. *Add user*
2. *Update user*
3. *Remove user*

***Add user:***

To add a new user in our application.A user has three fields:

1. User Id (A unique id is assigned to every user)
2. User Name(A unique name is also assigned to user)
3. User Problems(Whenever some problem is registered it must be assigned to some user)

***Update user:***

In updation operation only username can be changed.Neither Id nor Problems.Because ID is unique and Problems are only changed in Problems operation not in user operation.

***Remove User:***

In delete Operation a user is only deleted if no problems are assigned to this user.First this user must be resolve his problem,than he will be discarded.

***Problem Module***

In Problem module we can perform four operations.

1. *Add Problem*
2. *Update Problem*
3. *Remove Problem*

***Add Problem:***

This operation add a new problem.A Problem has five fields:

1. Problem Id (A unique problem id is assigned to every problem)
2. Problem Name(A unique problem name is assigned to every problem)
3. Problem Description(Finite details of problem)
4. Problem Handler(A problem must be assigned to some user to resolve.This problem is also added in User Module “Problems Field”)
5. Problem Status(A problem has three status,whenever a problem is reported it is on “Entered State” when problem is in progress than its state is updated to “Working State” and when problem is resolved it is “Completed State”)

***Update Problem:***

A Problem is updated in following three ways

1. Problem description updation(Problem description is updated)
2. Problem Handler updation(When ever a problem handler is updated in user module two updations are done.From Old Handler “Problems Field” problem is discarded,And in New Handler “Problems Field” Problem is added )
3. Problem Status updation(Problem Status can be updated from “Entered State” to “Working State” or “Completed State”)

***Remove Problem:***

Whenever a problem is deleted,first this problem is discarded from “Problem Handler” “Problems field” than problem is discarded.