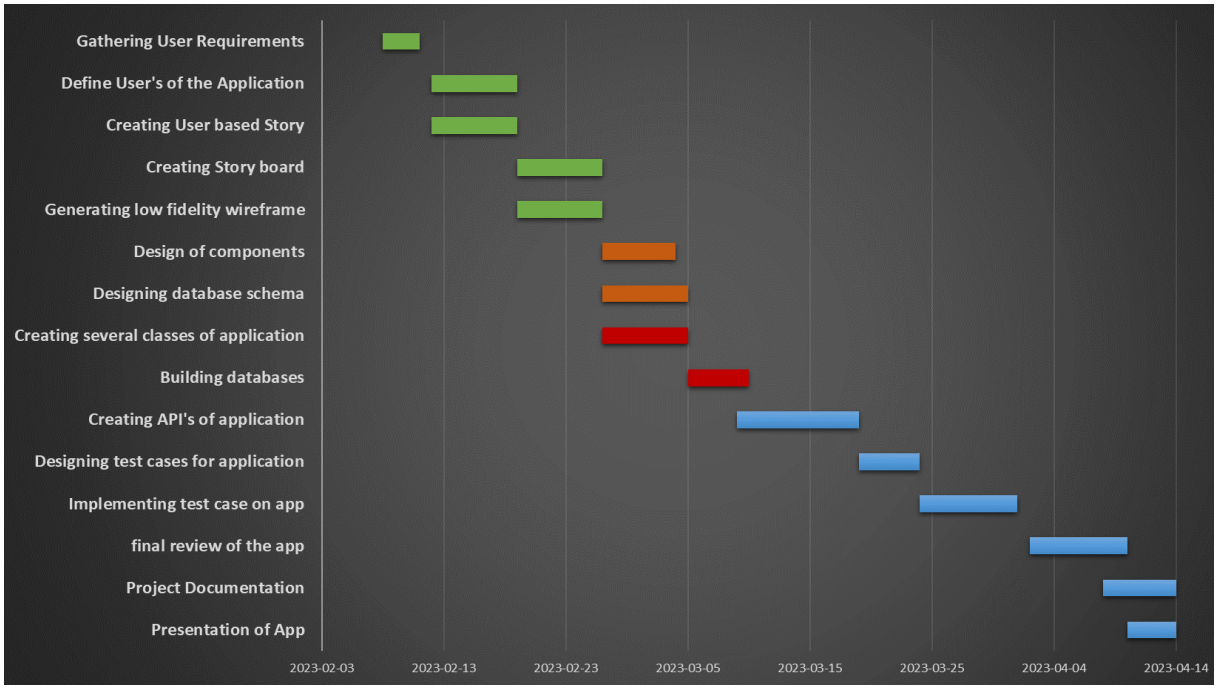
# MILESTONE-3

## Scheduling & Design

### ❖ Project Schedule

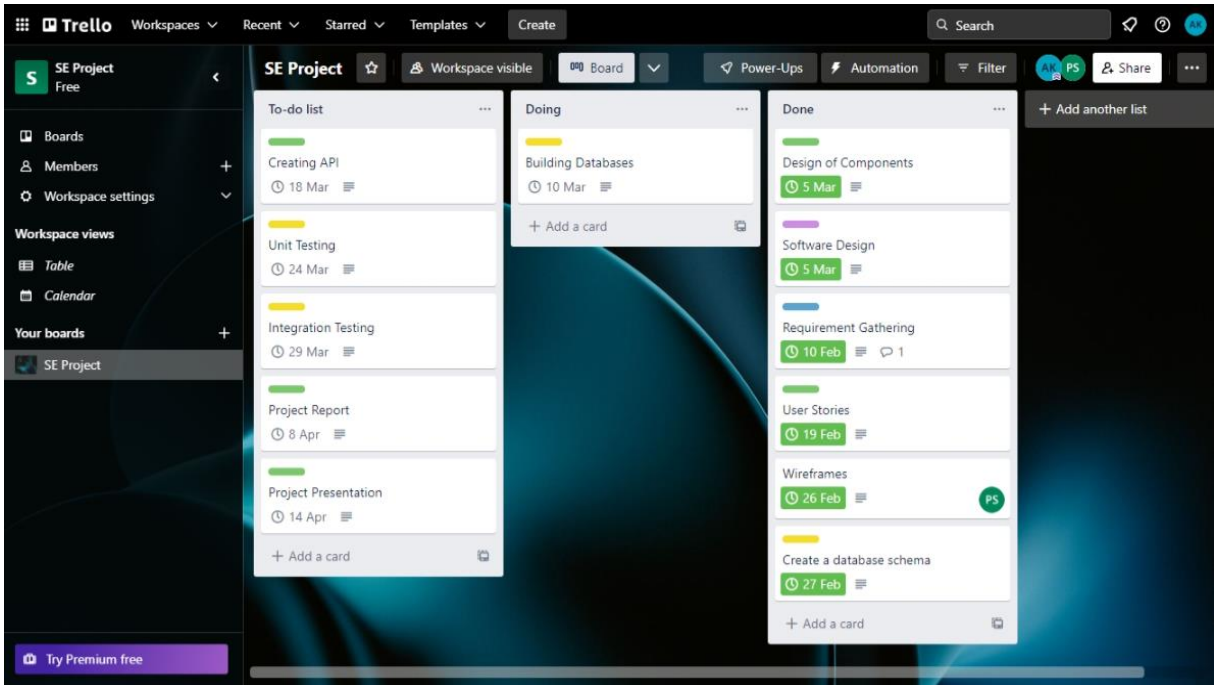



Gantt Chart

| Task Name | Start (Date) | End (Date) | Duration (Days) |
|---|---|---|---|
| Gathering User Requirements | 2023-02-08 | 2023-02-11 | 3 |
| Define User's of the Application | 2023-02-12 | 2023-02-19 | 7 |
| Creating User based Story | 2023-02-12 | 2023-02-19 | 7 |
| Creating Story board | 2023-02-19 | 2023-02-26 | 7 |
| Generating low fidelity wireframe | 2023-02-19 | 2023-02-26 | 7 |
| Design of components | 2023-02-26 | 2023-03-05 | 6 |
| Designing database schema | 2023-02-26 | 2023-03-05 | 7 |
| Creating several classes of application | 2023-02-26 | 2023-03-05 | 7 |
| Building databases | 2023-03-05 | 2023-03-10 | 5 |
| Creating API's of application | 2023-03-09 | 2023-03-19 | 10 |
| Designing test cases for application | 2023-03-19 | 2023-03-24 | 5 |
| Implementing test case on app | 2023-03-24 | 2023-04-01 | 8 |
| final review of the app | 2023-04-02 | 2023-04-10 | 8 |
| Project Documentation | 2023-04-08 | 2023-04-14 | 6 |
| Presentation of App | 2023-04-10 | 2023-04-14 | 4 |

## ❖ Project Scheduling Tool

**Tool Used: Trello Board**




## ❖ Design of Components – Description of different components of the system

**User Management Component:**

The user management component will handle user authentication, registration, and management. It will help to provide different access levels to users based on their roles, such as students, support staff, and admins. Users will be able to create accounts, update their profiles, change passwords, and view their support tickets. The component will also ensure that user data is secure by implementing security measures like encryption and access control.

**Support Ticketing Component:**

The support ticketing component will allow users to create new support tickets, view their existing tickets, and search for tickets by tags and title. The support staff will be able to view and respond to tickets, mark them as resolved, and close them. This component will also include features like ticket tracking, ticket assignment, and ticket escalation. The component will ensure that support tickets are handled efficiently and effectively, and that users are updated on the status of their tickets in a timely manner.

**Notification Component:**

The notification component will handle the notification system. It will send notifications to users when their tickets are created, updated, or resolved. It will also send notifications to support staff when new tickets are created, and to admins when critical tickets are not resolved within a certain time frame. The component will ensure that users are informed of the status of their tickets and that the support team is aware of new and critical tickets.

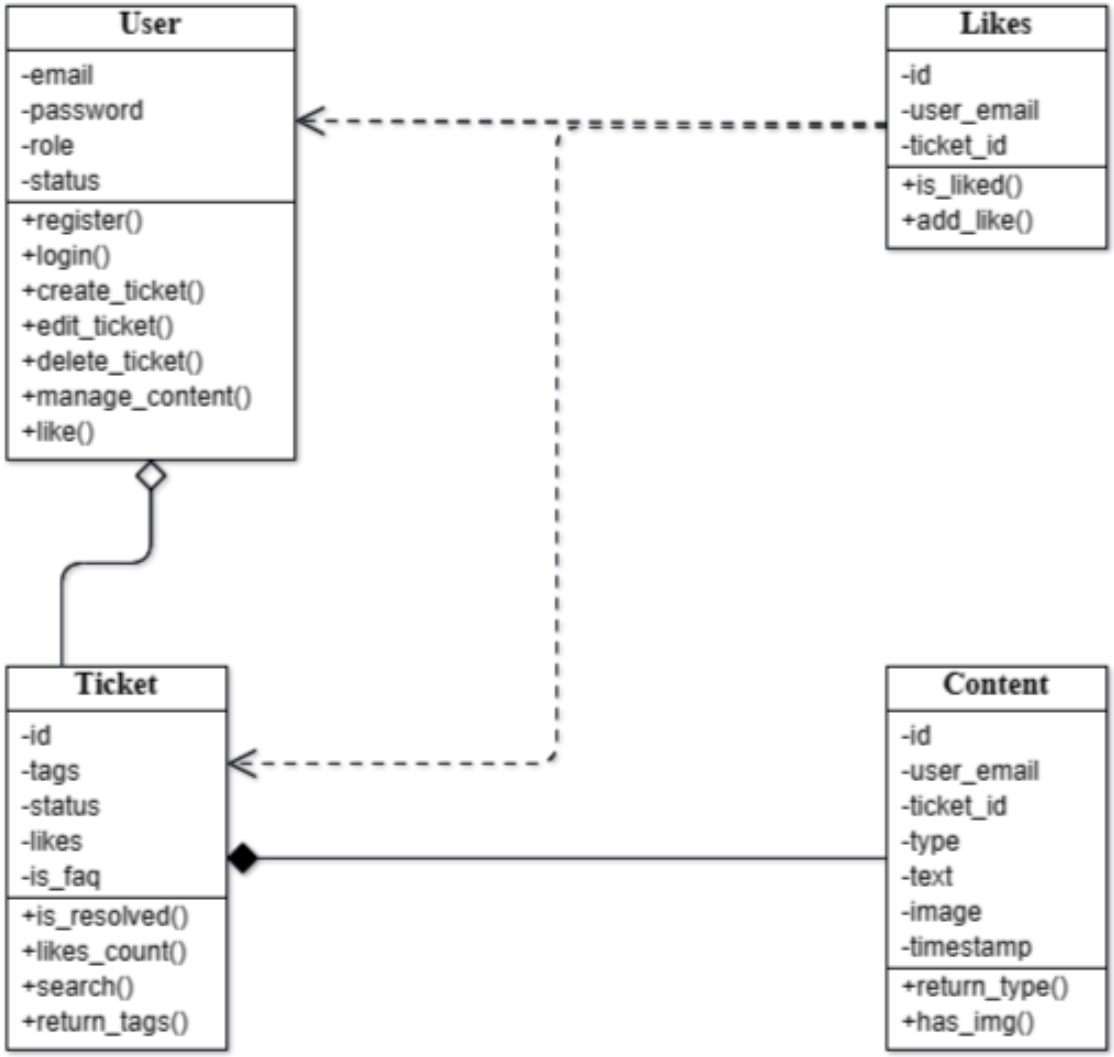
**FAQ Management Component:**

The FAQ management component will allow support staff to manage the FAQ section of the system. They will be able to create, update, and categorize support queries and responses. This component will also include features like search, filtering, and sorting, so that users can easily find the relevant information. The component will ensure that users have access to up-to-date and relevant information and that support staff can efficiently manage the FAQ section.

**Analytics Component:**

The analytics component will provide admins with analytical insights into the support process. It will track metrics like the number of tickets created, resolution time, user satisfaction, and support staff performance. This information will be used to optimize the support process and improve the system's performance. The component will ensure that the system is operating efficiently and that user needs are being met.

❖ **Software Design – Basic Class Diagram of the proposed system**



## ❖ Details / Minutes of Scrum Meetings

**Date: 20th Feb**

| First name | Last name | Email | Duration | Time joined | Time exited |
|---|---|---|---|---|---|
| ANSH | KUSHWAHA | 21f100601 | 27 min | 05:15 PM | 05:42 PM |
| PRAHLAD | SINGHANIA | 21f100605 | 30 min | 05:11 PM | 05:42 PM |

**Work Reported:**

- Requirements gathered
- Identified users of the application
- User stories created & presented based on smart guidelines

**Upcoming Task:**

- To create a storyboard of the application
- Create low-fidelity wireframes using usability guidelines

**Issues Resolved:**

- Some user stories look challenging for us. Ansh sorted out this problem by discussing and researching various method that we can implement in the long run.

**Date: 26th Feb**

| First name | Last name | Email | Duration | Time joined | Time exited |
|---|---|---|---|---|---|
| ANSH | KUSHWAHA | 21f1006019 | 1 hr 9 min | 10:40 PM | 11:49 PM |
| PRAHLAD | SINGHANIA | 21f1006059 | 1 hr 11 min | 10:39 PM | 11:49 PM |

**Work Reported:**

- Created a low-fidelity wireframe that follows usability guidelines
- Designed various interactions of functions for each UI

**Upcoming task:**

- To prepare Project schedule in Tello workspace.
- To come up with different design of component
- Preparing a class diagram for the application.

**Date: 1st March**

| First name | Last name | Email | Duration | Time joined | Time exited |
|---|---|---|---|---|---|
| ANSH | KUSHWAHA | 21f1006019@c | 30 min | 08:02 PM | 08:32 PM |
| PRAHLAD | SINGHANIA | 21f1006059@c | 38 min | 07:54 PM | 08:32 PM |

**Work Reported:**

- Created a workspace to organize project in an effective way.
- Used a tool Tello for Project Scheduling. Added the task done and needs to be done so as to bring everyone on the same page
- Designed components of the Application

**Upcoming Task:**

- Creating a database for the application.
- Generating APIs for each component
- Started preparing class diagrams

**Issue Resolved:**

- Clarified all the methods of the class required for the application.

**Date: 4th March**

| First name | Last name | Email | Duration | Time joined | Time exited |
|---|---|---|---|---|---|
| ANSH | KUSHWAHA | 21f1006019 | 23 min | 06:37 PM | 07:00 PM |
| PRAHLAD | SINGHANIA | 21f1006059 | 28 min | 06:32 PM | 07:00 PM |

**Work Reported:**

- Designed database schema of the application
- Created an SQLite database for the application
- Prepared a class diagram for the application

**Upcoming task:**

- Creating API and different methods corresponding to it.

**Issues Resolved:**

- Ansh came up with an idea of storing image in SQLite database.