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**ASIA PACIFIC COLLEGE**

**3 Humabon Place, Magallanes Makati City**

**School of Computing and Information Technologies**

**Applied Projects 2(CSPROJ 2)**

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| **APPLIED PROJECTS 2** | | |
| **Project:** | RAM-IT: ITRO’s ChatBot & Ticketing System | |
| **Team Members:** | Aloya, Jayson | Sajul, Marc Julian |
|  | Langcauon, John Christopher | Zamora, Marc |
|  | Prion, Jan Gabriel |  |
| **Presentation:** | MCSPROJ – Finals Re-Defense | |
| **Term and School Year:** | Term 2: A.Y. 2022-2023 | |
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| **Component** | **Panelists** | **Recommendation** | **Plan of Action** | **Remarks** |
| **Part I: Introduction** | | | | |
| Scopes & Limitation | Ms. Rhea-Luz Valbuena | Be clear on your scope and limitation. | The proponents added a new scope and limitation.  Excerpt of Scope & Limitation:  2. RAM-IT requires internet access to work. | Located at page 10 of Microsoft Word. |
| Objectives | Ms. Rhea-Luz Valbuena | The word online in your objective does not necessarily mean that it requires internet. | The proponents specified the word online in their objectives.  Excerpt of Objectives:  2.) provide online – using internet – customer support at any time of the day.  3.) centralize online – using internet – inquiries and concerns in one singular place for easy delegation, organizing, and tracking of progress. | Located at page 10 of Microsoft Word. |
| **Part II: RRL** | | | | |
| **Part III: Technical Background** | | | | |
| **Part IV: Design and Methodology** | | | | |
| System Analysis & Design | Ms. Rhea-Luz Valbuena | Ensure that the design matches with the system. | The proponents re-checked and updated their design. | Located at pages 43 - 60 of Microsoft Word. |
| Prototype | Ms. Rhea-Luz Valbuena | Did you improve on your email structure? | The proponents made their email structure more professional. | Located at pages 63 - 71 of Microsoft Word. |
| Prototype | Doc. Manuel Calimlim, Jr. | How does your system notify? | Reminder notifications are powered by PHPMailer.  APC Community Member is notified when an ITRO Specialist is assigned to their ticket.  The ITRO Supervisor is notified when a new pending ticket is sent to be assigned.  The IT Specialist is notified when they are assigned a ticket.  Both the APC Community Member and IT Specialist is notified when a new message is sent in the ticket chat. | Located at pages 63 - 71 of Microsoft Word.  Can also be seen at Appendix G: External Notification Examples located at page 83 of Microsoft Word. |
| Data Flow Diagram | Doc. Manuel Calimlim, Jr. | Does your system match with your data flow diagrams? | Yes, the system does match with the Data Flow Diagram. | Located at pages 44 - 48 of Microsoft Word. |
| Prototype | Doc. Manuel Calimlim, Jr. | Your system is very user friendly. | The proponents are very grateful for hearing that. | Located at pages 63 - 71 of Microsoft Word. |
| **Part V: Results and Discussion** | | | | |
| Recommendation | Ms. Rhea-Luz Valbuena | The features you mentioned that is not implemented yet, but will be considered in the future; place them at the recommendation part of the paper. | The proponents added a recommendation section in Chapter 6 of the paper.  Excerpt for Recommendations:  1. If there is no internet, an alternative solution such as contacting the ITRO through SMS is provided. | Located at page 73 of Microsoft Word. |
| **Others** | | | | |
| Teamwork | Ms. Rhea-Luz Valbuena | Ensure effective communication between the documentation team and the developer team. | The proponents will practice better teamwork in the future. |  |
| Appendix E: Contingency Plan | Ms. Rhea-Luz Valbuena | The internet situation has a solution, and it should not be part of the contingency plan. | The proponents specified in their objectives, and scope and limitation that RAM-IT requires the internet to be able to work.  They also added in their Contingency Plan that | Located at page 80 of Microsoft Word. |
| Meetings with Client | Ms. Rhea-Luz Valbuena | You can suggest solutions to your Client. It is still up to them if they will take the suggestion or not, but at least suggest. | In the future, if the proponents were to come up with solutions they can suggest to their client, they will use this advice. |  |

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| **Part I: Introduction** | | | | |
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| **Part II: RRL** | | | | |
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| **Part III: Technical Background** | | | | |
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| **Part IV: Design and Methodology** | | | | |
| Prototype | Ms. Rhea-Luz Valbuena | Remove the choice for the APC Community Member to input the priority of a ticket. | The proponents removed the feature for the APC Community Member to input the priority of a ticket. |  |
| Prototype | Ms. Rhea-Luz Valbuena | Make sure the date detail on the ticket table state what date they are pertaining to. | The proponents made clear which date pertains to what information for example the creation date of a ticket. |  |
| Prototype | Ms. Rhea-Luz Valbuena | Add closing date as an information about the tickets that is visible to the users. | The proponents added a closing date information for the tickets. |  |
| Prototype | Ms. Rhea-Luz Valbuena | Make the ChatBot’s customer service much more efficient and useful. | The proponents met with their client more and did more design thinking to improve the ChatBot’s database. |  |
| Prototype | Ms. Rhea-Luz Valbuena | How will you use RAM-IT when there is no internet connection? | The proponents added that to the Contingency Plan. |  |
| Prototype | Ms. Rhea-Luz Valbuena | Make sure the email structure is professional. | The proponents improved the email structure to be more professional. They also removed unprofessional word usage such as p.s. |  |
| Prototype | Ms. Rhea-Luz Valbuena & Doc. Manuel Calimlim, Jr. | How do you know when an IT Specialist is available for assigning a ticket? | The proponents created a system where the IT Specialist is assigned their ticket based on their availability. |  |
| Prototype | Doc. Manuel Calimlim, Jr. | Please improve the basis for Priority and Severity. | The proponents remade their basis for Priority and Severity. They also added inside and outside campus options that affect the priority level of a ticket. |  |
| **Part V: Results and Discussion** | | | | |
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| **Others** | | | | |
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| **Component** | **Panelists** | **Recommendation** | **Plan of Action** | **Remarks** |
| **Part I: Introduction** | | | | |
| Objectives | Ms. Rhea-Luz Valbuena | Objectives needs to be less redundant. | The proponents re-wrote their objectives to make it less redundant. | Located in page 10 (of Microsoft Word) |
| **Part II: RRL** | | | | |
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| **Part III: Technical Background** | | | | |
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| **Part IV: Design and Methodology** | | | | |
| Event Table | Ms. Rhea-Luz Valbuena | Are all the use cases consistent in the diagrams? | The Use Case Diagram is consistent with Use Cases in the Event Table. | Located in page 26 (of Microsoft Word) |
| Use Case Diagram | Ms. Rhea-Luz Valbuena | Add in Use Case Diagram extend and include | The proponents updated their Use Case Diagram. | Located in page 27 (of Microsoft Word) |
| Use Case Full Description | Ms. Rhea-Luz Valbuena | In Use Case Full Description expound on your system. | The proponents added more details to the Use Case Full Description. | Located in page 28 to 36 (of Microsoft Word) |
| Product Backlog | Ms. Rhea-Luz Valbuena | Consistency of terms in Product Backlog. | The proponents re-read their paper before proofreading it. | Located in page 24 to 25 (of Microsoft Word) |
| Prototype | Ms. Rhea-Luz Valbuena | Make your UI user friendly to any aged user. | The proponents made sure the UI and UX of the software is user friendly. | Located in page 61 to 71 (of Microsoft Word) |
| Prototype | Ms. Rhea-Luz Valbuena | Make your UI more informative (ex. You still don't have a ticket when there are no tickets yet) | The proponents made sure the UI and UX of the software is user friendly. | Located in page 61 to 71 (of Microsoft Word) |
| **Part V: Results and Discussion** | | | | |
|  |  |  |  |  |
| **Others** | | | | |
| Term Uses | Ms. Rhea-Luz Valbuena | Consistency and proper use of terms. | The proponents re-read their paper before proofreading it. |  |