Comments Matrix

# MSYADD1 – Defense Midterms

**(Doc. Manuel L. Calimlim, Jr.)**

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| **COMMENT** | **RESPONSE** |
| *Are you proposing a reporting system?* | The proponents are proposing a ChatBot and a ticketing system for the ITRO. |
| *What are you reporting if it is a reporting system?* | The reporting that was stated is the compiled tickets that were recorded from the recent month of tickets |
| *May I know what kind of inquiry are we talking about here?* | The inquiries are the problem and concerns related to the Asia Pacific College’s software or hardware issues that are related to the ITRO |
| *Is it like a reporting system?* | No, the reporting system is just the compilation of tickets.  The proposed project is more on ticketing system. |
| *How many use cases do you have?* | The proponents has a total of 9 use cases. |
| *Who is doing the closing and opening of tickets?* | The opening ticket will be opened by the APC Community Member from ChatBot  The closing ticket will be closed by the ITRO after requesting a verification and rating from the APC Community Member |
| *Where did the closing and opening of tickets processes came from?* | The opening of tickets came from Use Case 6: Message via Ticket Chat.  The closing of tickets came from Use Case 8: Manage Ticket. |
| *Who will be generating the reminder notification?* | The Microsoft Outlook which is connected to the accounts of the website.  It will take 5 `inquiries before sending an update email to the Microsoft Outlook to avoid spamming of inquiries. |
| *If you're saying that the ITRO is the one that closes and opens the ticket, then why is the one performing the process the APC Community in your DFD Level 0?* | The proponents revised their DFD Level 0 to be clearer. It is now clearer that ITRO Supervisor is the one closing the open tickets. |
| *The DFD Level 0 is a bit hard to understand.* | The proponents revised their DFD Level 0 to be clearer. |
| *After ITRO closes the ticket, will the ITRO be the one filtering the ticket as well?* | The filtering feature is accessible to the APC Community Member, ITRO Supervisor, and ITRO IT Specialist’s accounts from their Ticket History.  The 3 user groups has their own unique view of Ticket History. |
| *Is the ITRO the one who will display the ticket history?* | The Ticket History is accessible to the APC Community Member, ITRO Supervisor, and ITRO IT Specialist. |
| *The ones who are performing the processes are unclear in the DFD Level 0.* | The proponents revised their DFD Level 0 to be clearer. |
| *The term APC Community is too general.* | The proponents it into “APC Community Member” |
| *Your process names should be verb (actions). Please fix it.* | The proponents the process names to verb (actions) |
| *Make sure all the processes are connected.* | The proponents checked, fixed and made sure that is now connected properly. |

**(Mr. Manuel Sebastian S. Sanchez)**

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| **COMMENT** | **RESPONSE** |
| *In your DFD Level 0, process 5 which is Messaging through ticketing system is connected to process 6 which is Closing open ticket. It is too abrupt. Where is the process that happens in between those two processes?* | The proponents revised all of r use cases.   * Log to Account * Inquire via ChatBot * Submit a Ticket * Assign Ticket * Generate Reminder Notification * Message via Ticket Chat * Rate Service * Manage Ticket * Produce Monthly Report |
| *Where is the process where a ticket is assigned to an ITRO personnel?* | The proponents turned use case 4 into Assign Ticket. |
| *I suggest that there should be somebody that over sees all the tickets and assigns it.* | The proponents have the ITRO Supervisor that checks, reviews and assigns the tickets received by the ITRO. |
| *One major process you can have is managing tickets. Inside that process can be assigning ticket, closing ticket, filtering ticket, etc. That could be your DFD Level 1.* | The proponents turned use case 8 into Manage Ticket. |
| *When you put producing monthly report, the meaning will change. There is a difference between produce and producing.* | The proponents changed it to “Produce Monthly Meeting” |
| *How long should a ticket be processed?* | Maximum of 1 Week. |
| *In Ticketing System, there is something we call Escalation.* | The proponents added this to use case 5: Generate Reminder Notification. |
| *You might want to consider more ticketing statuses.* | The proponents added a Pending status for the tickets. |
| *There should also be a ticket status view for the inquirer.* | The status is seen both perspectives of ITRO and APC Community Member’s chat. |

Comments Matrix

# MNTSDEV – Re-defense Finals

**(Mr. Jayvee M. Cabardo)**

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| **COMMENT** | **RESPONSE** |
| *I want to see what you are presenting written on the paper.* | The proponents re-did the presentation to better communicate the contents of the proposed paper. |
| *The basis of the percentage on the second specific objective is unclear.* | The proponents have reviewed and removed the specified percentage. |
| *Why are you targeting the percentage on the second specific objective as a basis that you have successfully delivered your promise to ITRO? Include in paper.* | The proponents made improvements and redid the objectives in the paper. |
| *Tell more about your understanding of the pain points to the audience.* | The proponents re-did chapter 1 to improve the understanding of the pain points. |
| *Technical Feasibility, you stated that the computer is able to run on Windows 7, you might want to update that to a better system.* | The proponents updated the technical feasibilities to communicate the system the project will use. |
| *Clearly identify the client and server.* | The proponents clearly identified the client and server. Client is the APC community, and the server is the ITRO. |
| *In technical feasibility, not sure if it’s the client side or server side.* | The proponents updated the diagrams to determine the client and server side. Interaction explained between the client and server side. |

**(Ms. Rhea-Luz R. Valbuena)**

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| **COMMENT** | **RESPONSE** |
| *Is the project just a website?* | Yes, the proponents propose a ticketing system accessible through a website. The innovation part of our proposal was put into the AI-like chatbot to make our project innovative for PBL. |
| *What example of information are you getting from the outside?* | The information that the website and the ITRO gets from outsources are the articles with solutions that are available online.  An example of this are information about managing personal linked in account or changing password. |
| *What specific issue is asked that requires an information that is retrieved from the outside?* | Issues that the ITRO has no ownership of, but are using to provide quality education related to the inquiry |
| *clarify what are external information that will be linked in the web portal?* | Links and articles that have solutions coming from a site or location where the concern is such as Information about the inquiry. |
| *Web Portal title does not matter; you are making a website that would produce some links that will possibly answer questions.* | The proponents updated the project to focus in customer service with the help of the following features:  **Ticketing system**  **Chat Bot** |
| *What in the SOP is being answered by Objective Number 1?* | The proponents revised the Statement of the Problem and Project Objectives. |
| *Some SOP and Objectives are disconnected.* | Statement of the problem and objectives are fixed and revised. |
| *Will your system be able to address issues that are not inquiries such as "Miss Rhea needs help with access to her laptop, right now."?* | Yes, with the help of the proposed ticketing system, the ITRO can have an immediate depending on the availability of the ITRO Personnel response to the school personnel. |
| *Customer support is not just asking questions.* | The proposed ticketing system does not provide only simple questions and inquiries but also immediate assistance depending on the availability of the ITRO Personnel, especially for the school personnel. |
| *Objective No.1 is linked to SOP no.2.* | The proposed website will now focus on providing customer support through chat bot and ticketing system. |
| *Be very careful when using the word Customer Support.* | The proposed website will now focus on providing customer support through chat bot and ticketing system. |
| *Customer support that are non-inquiries shouldn't exist on your website since you have stated that it is only an informative system.* | The proposed website has revised its features so that it is now a ticketing system that provides customer support. |
| *Why do you have a chat system and an objective that gives costumer support if it is only informative?* | The proposed website has revised its features so that it is now a ticketing system that provides customer support. |
| *If you want to provide customer support, then it shouldn't only be informative.* | The proposed website has revised its features so that it is now a ticketing system that provides customer support. |
| *No. 1 Objective already has a disconnect.* | The proponents revised the Statement of the Problem and Project Objectives. |
| *If you want to provide customer support, then add a ticketing system.* | The proponents has taken this suggestion and proceeded to propose a ticketing system website. |
| *A ticketing system is linked to Objective 1 and 2.* | The proponents fixed the project to relate them to the objectives. |
| *Objectives are not clear.* | The proponents updated the objectives to ensure clearness. |
| *What is Objective 3 linked to?* | The proponents revised the Statement of the Problem and Project Objectives. |
| *There is a better way to address SOP 3 & 4 because you are just saying there is info in just one location? You can say "through a module that identifies available numbers of resources that can be borrowed."* | The proponents revised the Statement of the Problem and Project Objectives |
| *What is that one location on the objectives?* | The proponents fixed the project to relate them to the statement of the problem. The one location means one page or dashboard. |
| *Where is the mobile version in the product vision.* | The proponents updated the product vision. The product vision now mentions that the RAM-IT website will be available both on desktop & mobile. |
| *The product vision should have all the promises.* | The proponents updated the product vision to include all of the features of the Ticketing System:   * ChatBot * Ticketing System |
| *The chat system is a good idea.* | The chat system was improved and now have 2 chat systems. The first one is the AI-like Chatbot to be the first line of defense, The second one is the ticket chatbox so that the user can talk to the ITRO. |
| *How do you intend to do the Digital Signage?* | The proponents removed the digital signage in the project. |
| *One of the papers required in making a Digital Signage is the layout.* | The proponents removed the digital signage in the project. |
| *Are you sure you want to add a Digital Signage? Or a website that has information could suffice for now?* | The proponents removed the digital signage in the project and focused on the AI Chatbot & Ticketing System. |
| *Committing to making the software first is better, and let Digital Signage be done on SOFTDEV if there is time.* | The proponents removed the digital signage in the project. |
| *Software and Digital Signage is the same system but two different implementations.* | The proponents removed the digital signage in the project. |
| *There are a lot of releases in the release plan.* | The proponents reduced the releases from 9 to 5. |
| *Even if there is no presentation, will there be a release?* | The proponents mark their release every mid and final term of a semester until March 2023. |
| *You can make many innovations in your current prototype.* | The proponents focused on the AI-like Chatbot to be the innovation of the proposal |
| *Search algorithm isn't easy to create.* | The feature was removed but  the proponents are ready for the hardship they may encounter creating the project. |
| *Where would I type in my inquiries on your prototype?* | An individual will go to chat to the Chatbot on the bottom left corner or by going to an open ticket and chatting with the ITRO through the Ticket chat. |
| *Where is the chat progress in the prototype? That should be in the documentation.* | The chat progress is dependent on if the ticket is open, pending, or closed. The documentation of the chat is in the Ticket History |
| *When someone sends you a message, it will notify the person, it will have automatic sms sent to the person. That is an intelligent notification algorithm. For example, "Three inquiries about \_\_\_".* | The Ticketing System added a notification system related to this. |
| *Where is the monitoring system in the documentation?* | The proponents had revised their mock-up/paper prototype documentation since they changed their project from an Inquiring System into a Ticketing System Website that also has a ChatBot. |
| *You are the system analysts and your client is the Technologists.* | The proponents kept this in mind while updating the project. |
| *You also have reports for the systems.* | The proponents had now included a monthly report that shows the ITRO head how a staff performed using RAM-IT. It also shows the most frequently asked question of the month, and how much inquiries did the ITRO got through the ticketing system. |
| *You are right with the costumer support when you add the monitoring and notification system.* | The proponents kept this and added minor improvements. |
| *Revised your paper that highlights that system that your web application/mobile application does.* | The proponents had revised their Proposed Technical Background & Product Visio to highlight all the features RAM-IT will be having. |
| *One of the processes, is the ability of the costumers to put in concerns, issues, and inquiries.* | A chat system will be the ability of the customers to put in concerns, issues, and inquiries. |
| *Second process is the ability of the system to notify.* | The notification methods will notify the ITRO online and offline if there are newly posted inquiries, concerns, and needed assistance.  Online through Ticketing System notifications. |
| *Third process is attending to the request by the manual people. The chat bot should be able to help.* | A chatbot is one of the innovations we look for in the project, knowing that there are few numbers of ITRO personnel. |
| *Fix the app first.* | The proponents kept this in mind. The proponents focused on the website instead of thinking of more features that isn’t in the website. Which is why the proponents omitted the Digital Signage. |