

# Major Project Brief - BKPR

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At the simplest level BKPR is a cloud-based customer service platform designed for bookkeepers and accountants using Xero. Similar to other customer service platforms such as Zendesk, the features include ticketing and self-service options.

For the purpose of the BEWD4 major project the application will focus only on the ticketing feature set. Specifically the following features and requirements:

- **About page** - providing a description of what the application does and its purpose
- **User accounts** - the ability for users to register to the system and invite / create other users into that company / account.
- **Companies** - each user will be associated with a given company which is representative of a given bookkeeping or accounting firm. For example a bookkeeping firm 'Pocket' will have a variety of users representing various bookkeepers and accountants within that firm.
- **Customers** - each company will have 1 or many linked customer accounts. For every ticket in the system it will be associated with a given customer, representing requests and items to be processed for that given client.
- **Hosting** - the application will be hosted on Heroku
- **Ruby gems** - the application will utilise a variety of gems including those required for authentication (devise) and to communication with various API's such as Send Grid, Mailgun and Xero.
- **Ticketing** - users will be able to CRUD (create, read, update and

delete) tickets. Each ticket will have a variety of properties such as status, customer, user assignment, importance etc.

- **API's** - leveraging inbound email parsing api's such as those offered by send grid and mailgun the intention is to have tickets created by inbound emails forwarded to addresses specific to each customer. These API's take inbound email MIME format messages, parse the content and provide clean and usable JSON data to construct the tickets. I believe this will be one of the more difficult aspects of the application, however it will not be required to meet the overall requirements of project. Other API's will also be leveraged such as the Xero API to pull some basic contact data into accounts, whilst also laying the groundwork for further Xero integration. If permutable I would also like to explore leveraging the Twilio API and creating tickets from text-messages sent through to Twilio numbers.
- **Mobile First Design** - The application will be built using a mobile first approach